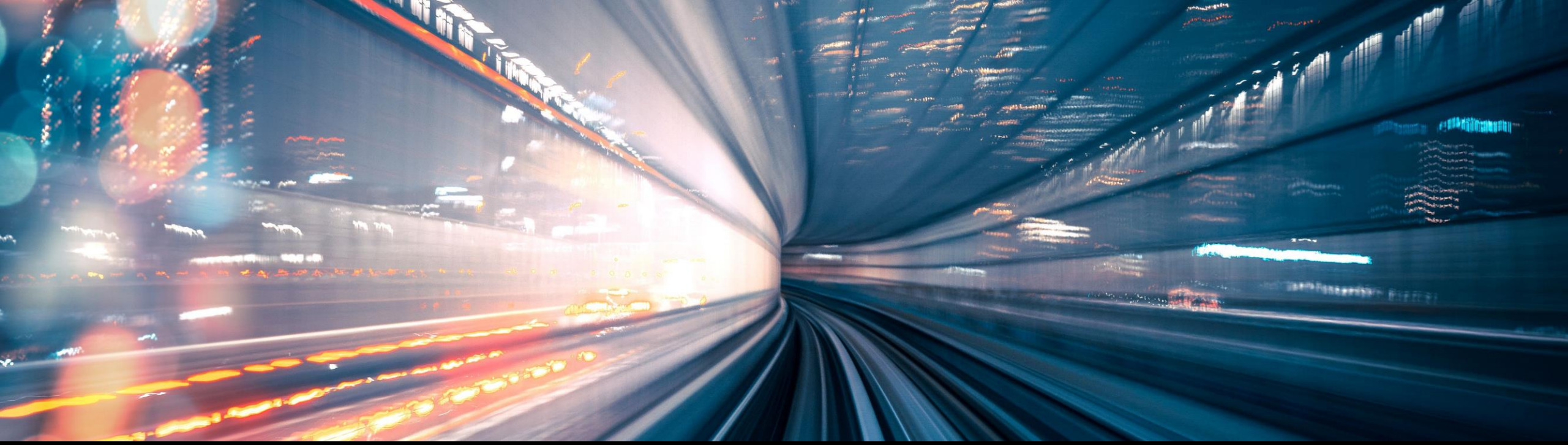

Operations of cloud centric landscapes
Newly delivered features in Q2 2022

Janko Budzisch, SAP
July 2022

PUBLIC

THE BEST RUN SAP

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Agenda

SAP Cloud ALM - **Overview**

SAP Cloud ALM – **Newly delivered features in Q2 2022**

SAP Cloud ALM – **Roadmap**

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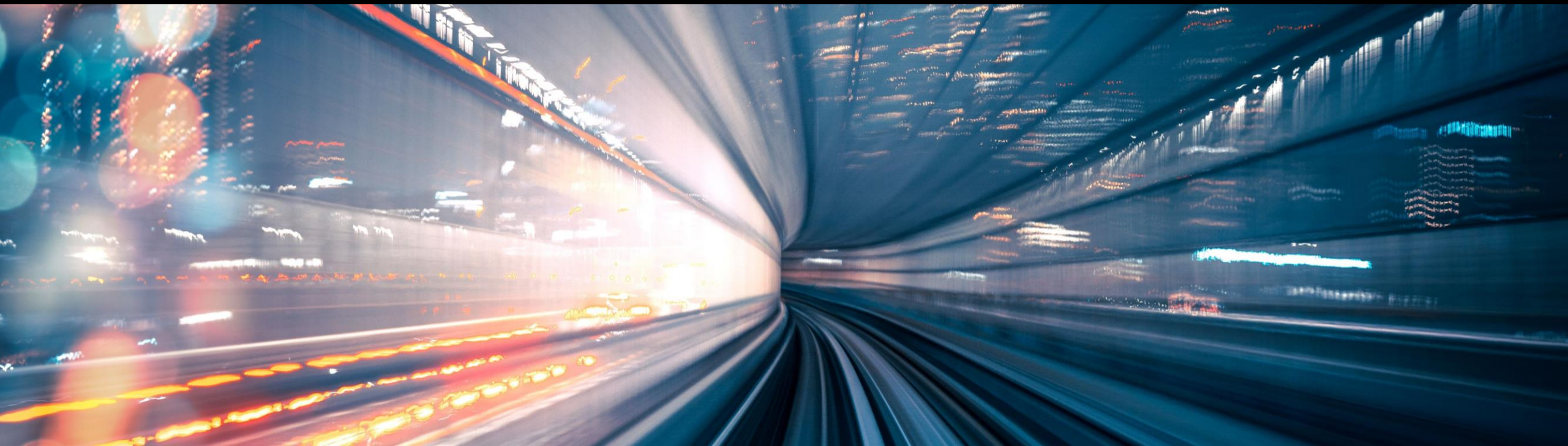
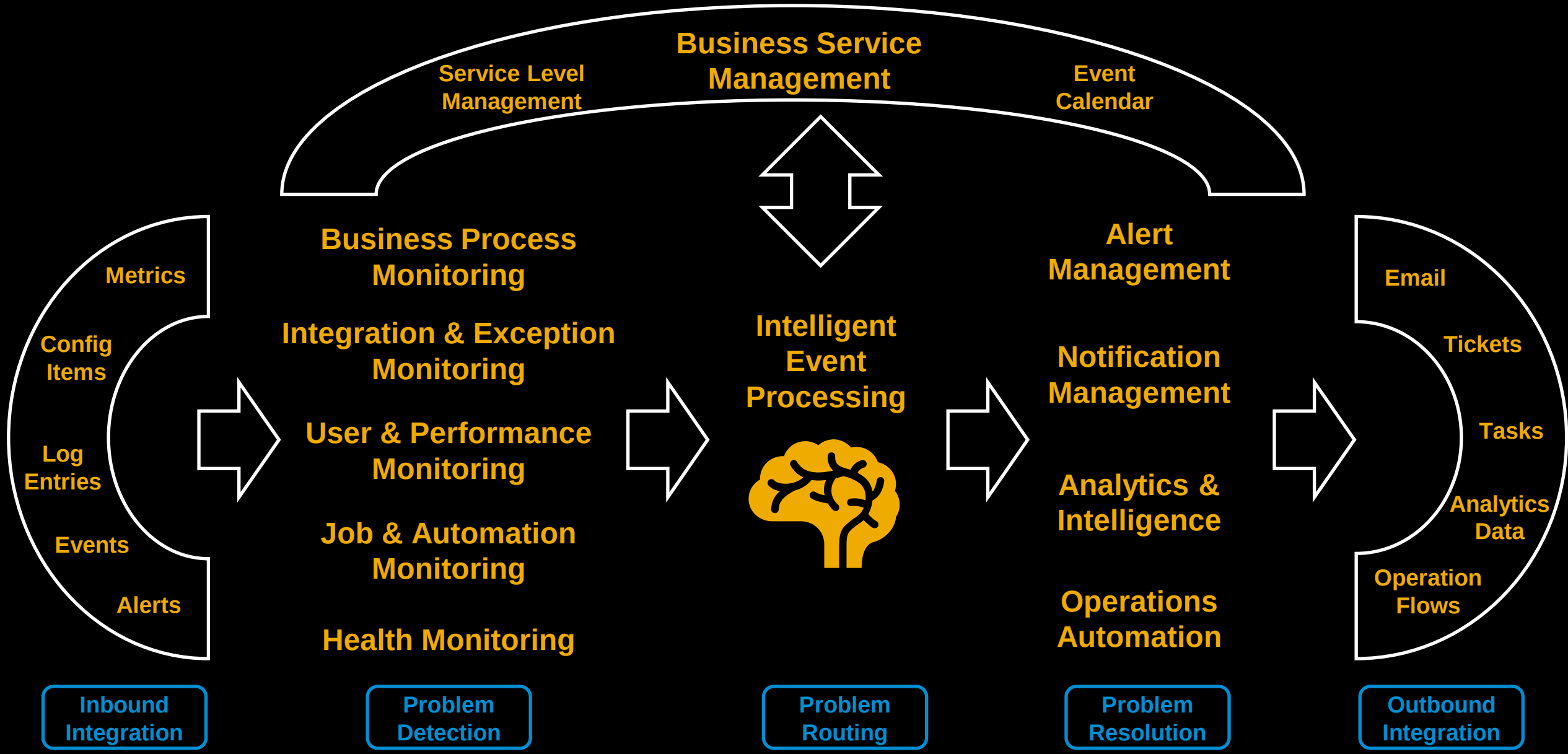
SAP Cloud ALM for Operations
Overview



SAP Cloud ALM for Operations – Functional Overview



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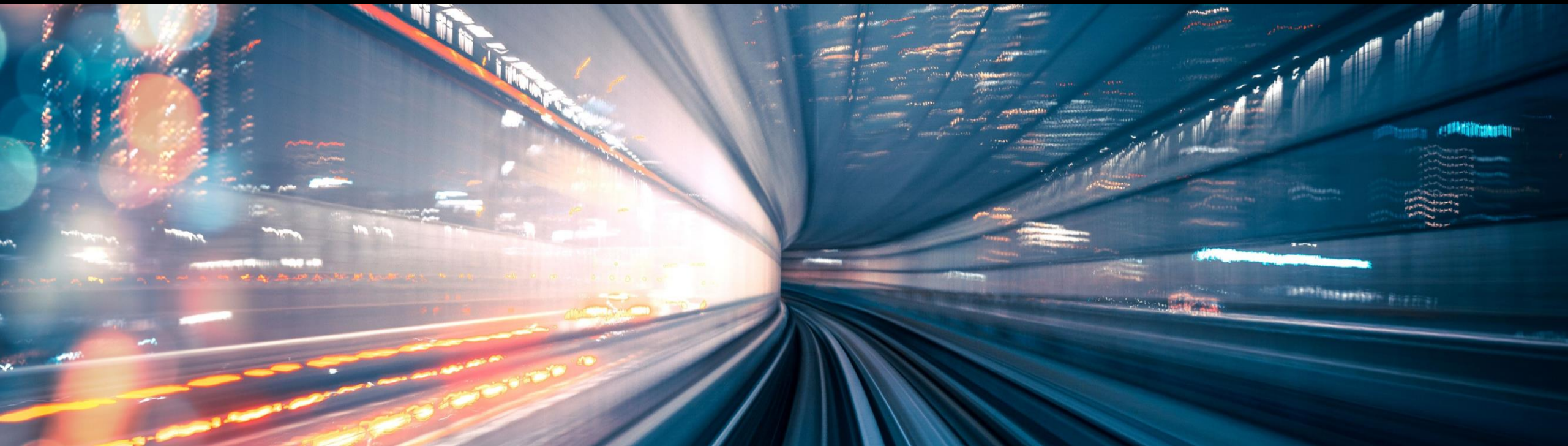
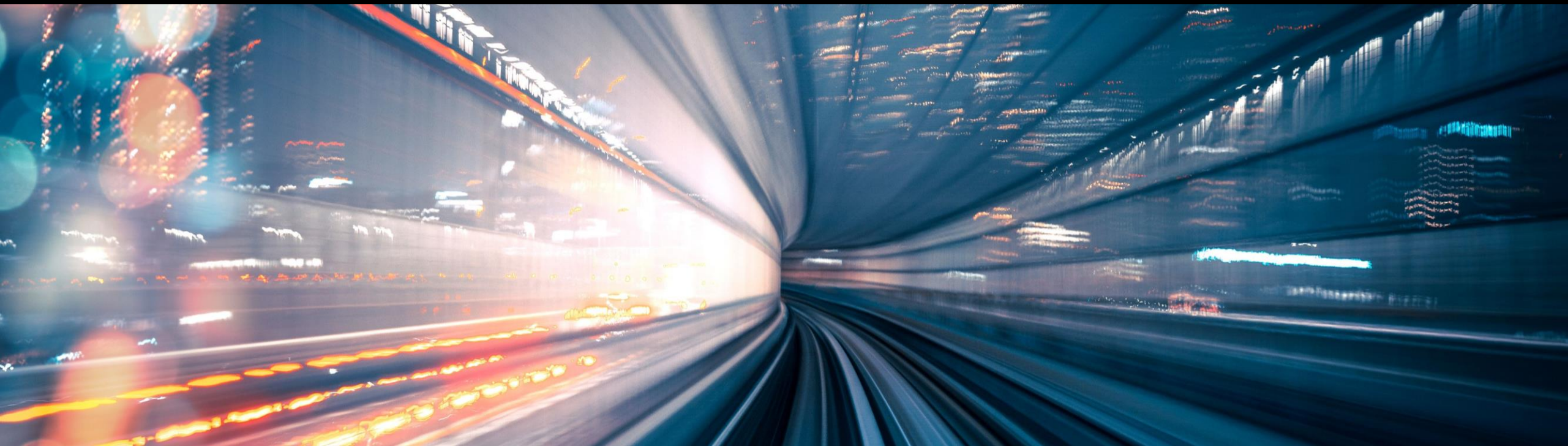
SAP Cloud ALM for Operations
Newly delivered features in Q2 2022

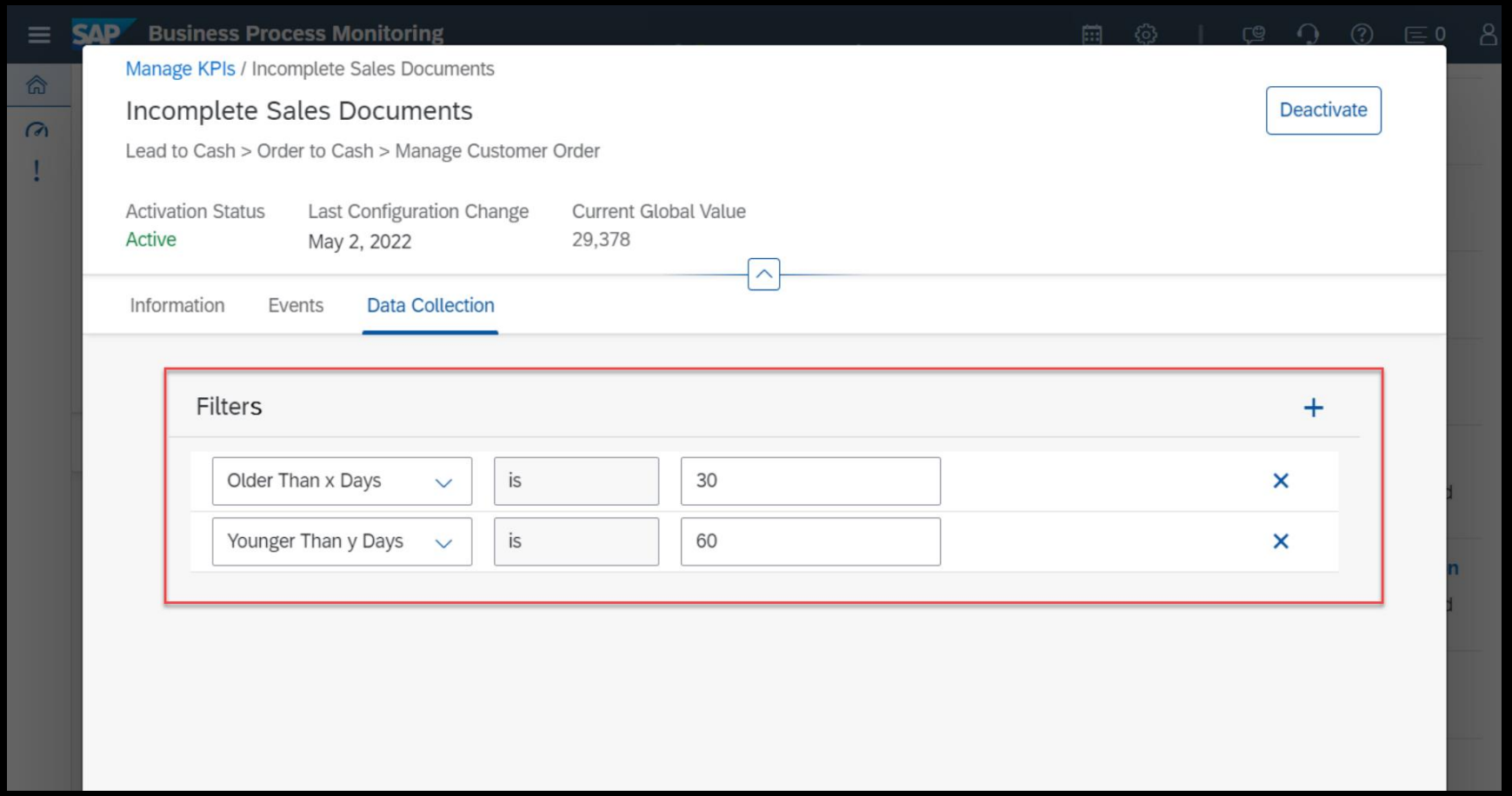


Business Process Monitoring



Business Process Monitoring - New Features delivered in Q2/2022

Improved Data Collection Settings



Business Process Monitoring **Administrators** can now **define time filters** to **limit the number of collected documents**. With data collection filters, you can specify which business documents are relevant for your monitoring activities. This allows you to **reduce the data volume**.

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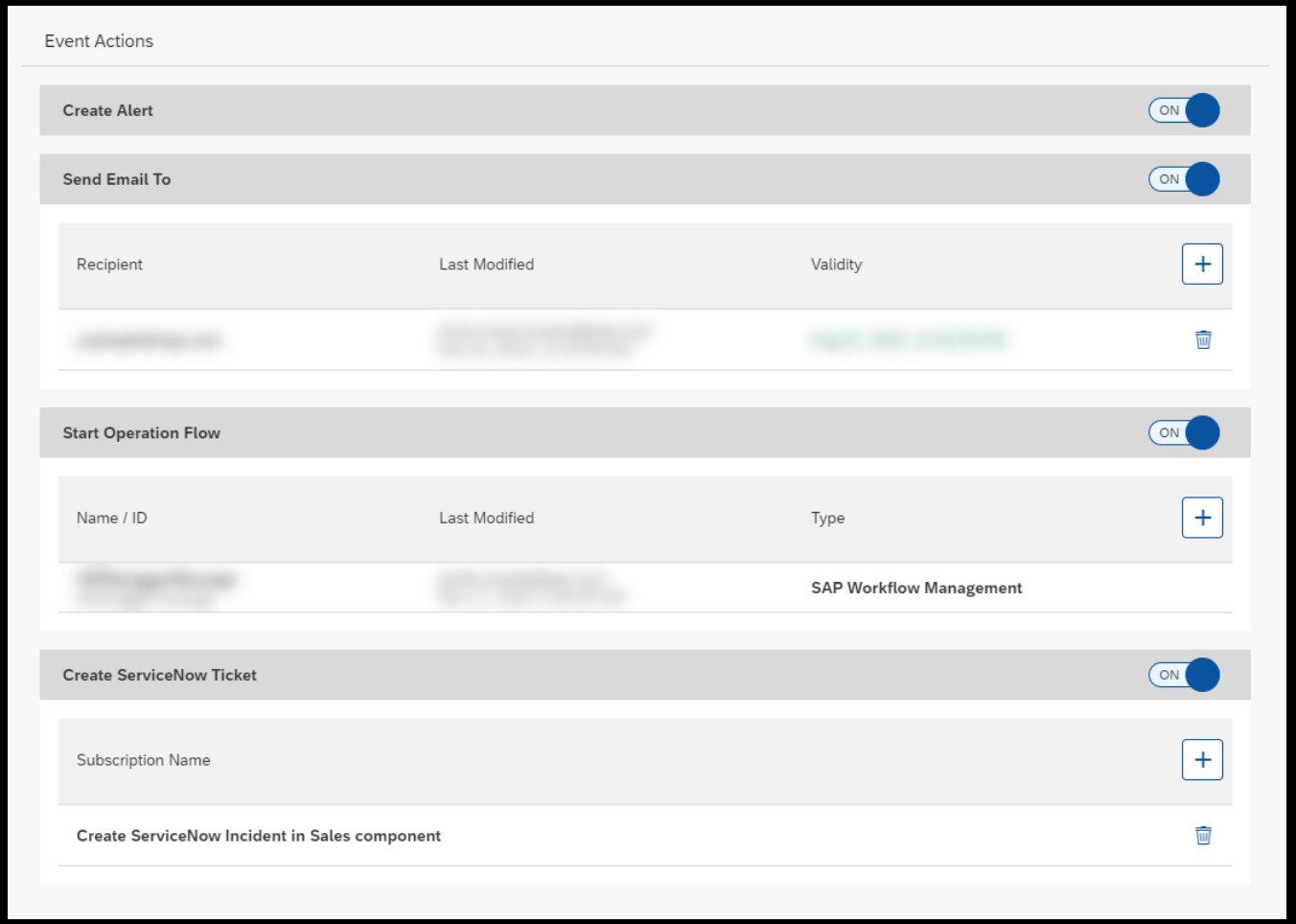
Business Process Monitoring - New Features delivered in Q2/2022

Enhanced Event Handling

In Business Process Monitoring you can now add additional **actions** to your **events**.
In addition to the **creation of alerts**, you can now also configure **email notification** rules and add **operation flows** and **automatic incident reporting** to your events.



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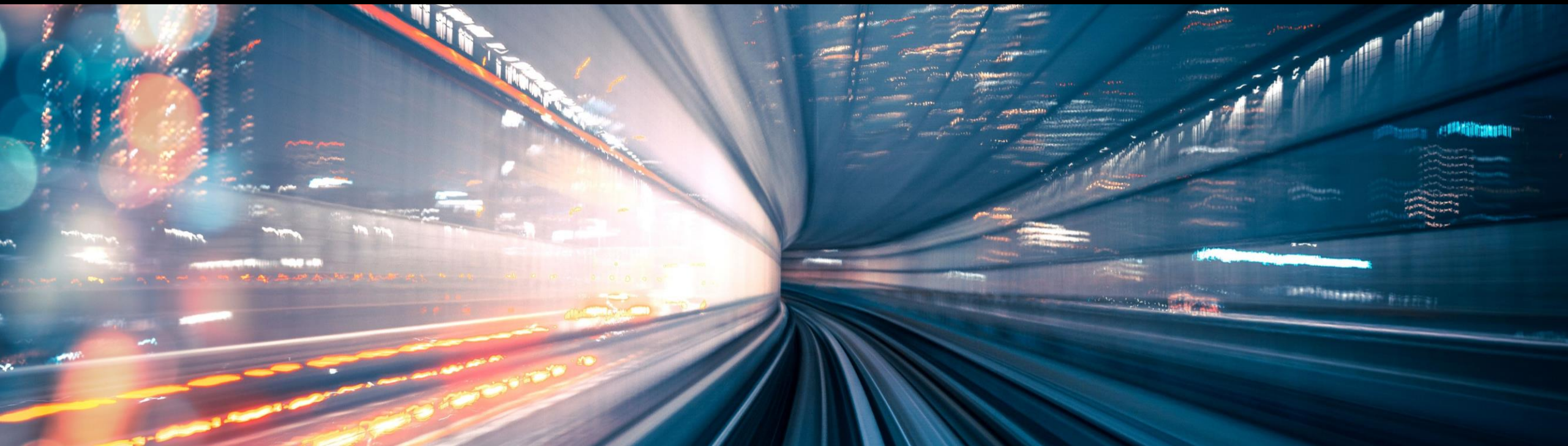
Integration & Exception Monitoring

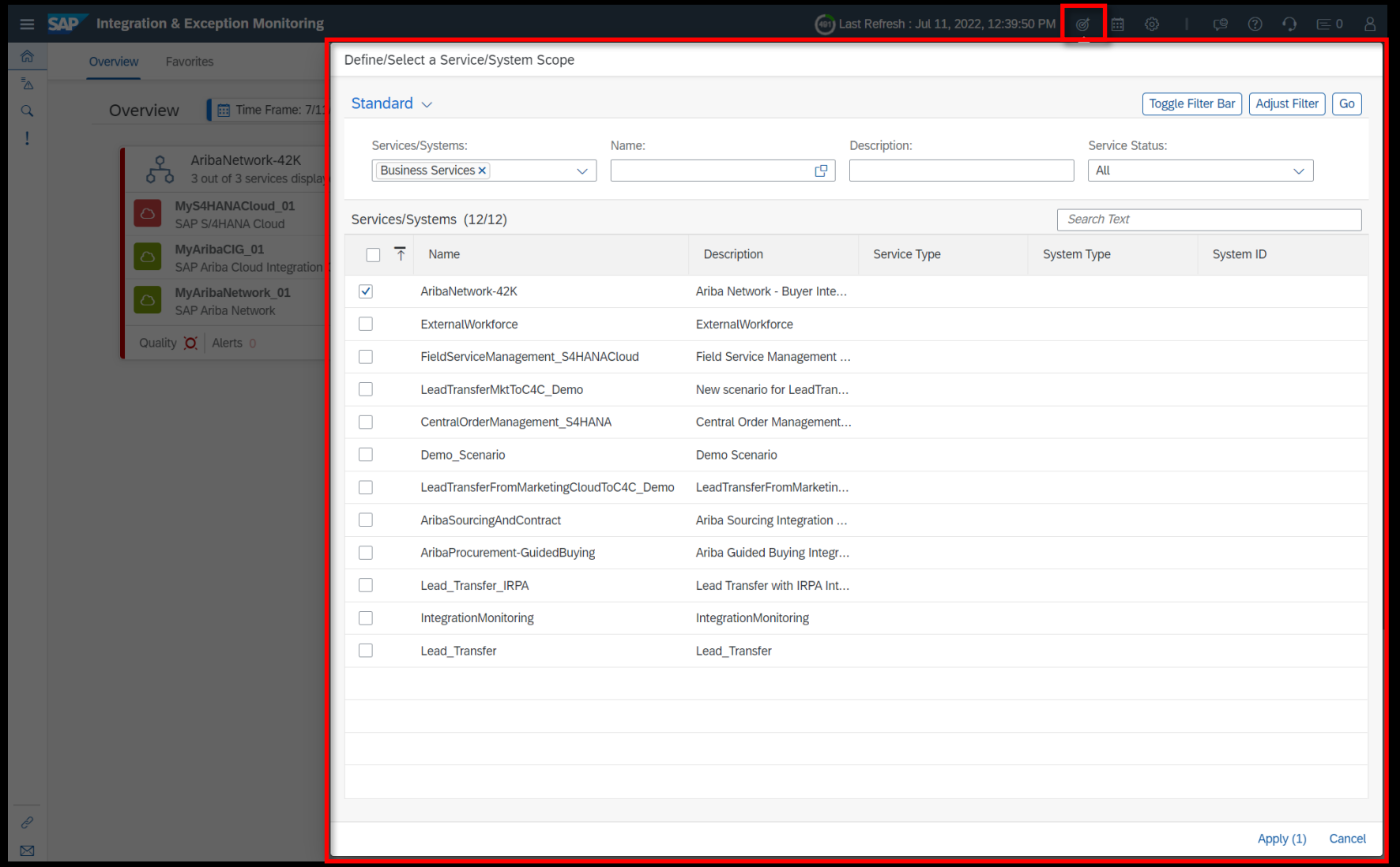


Integration & Exception Monitoring - New Features delivered in Q2/2022

Unified Scope Selector

Integration & Exception Monitoring

You can now easily select the **systems and services** you want to monitor. When you open the application, the **monitoring data** that is displayed is **based on the last selected scope**.



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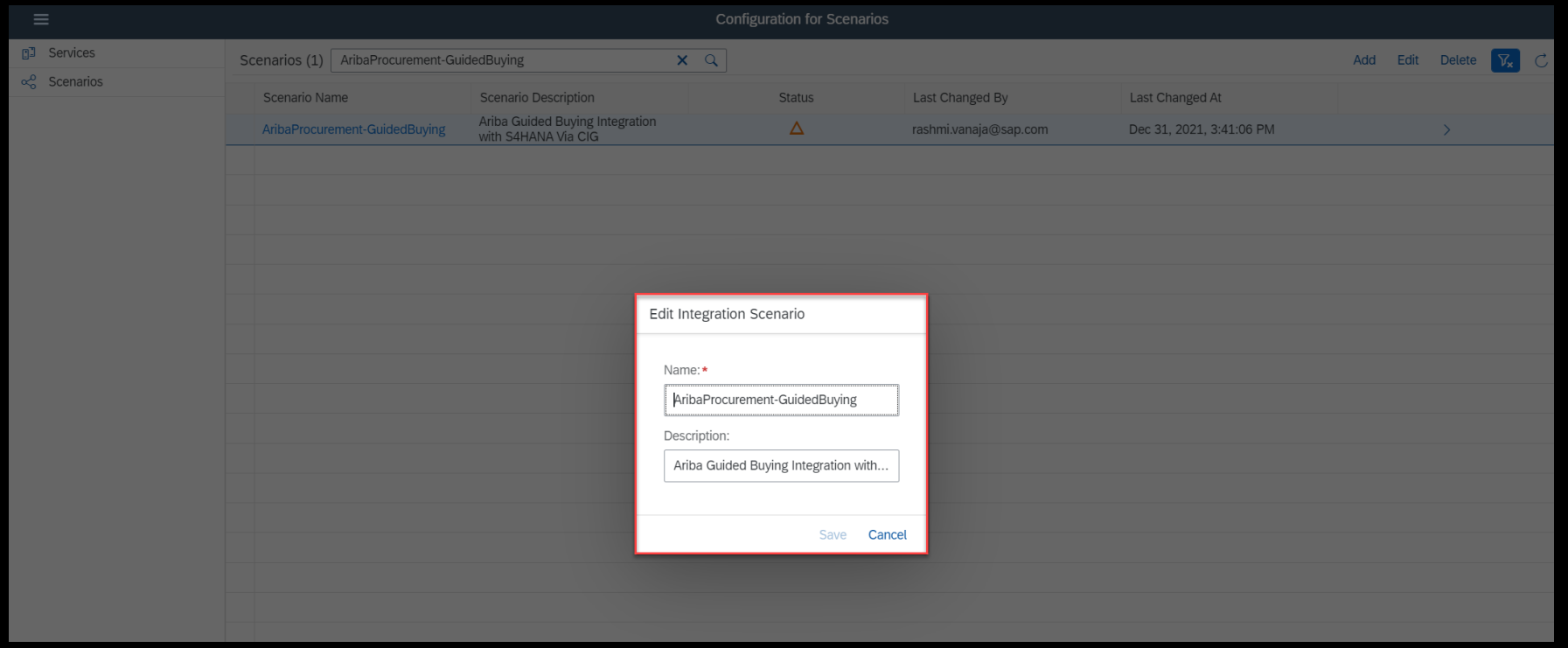
Integration & Exception Monitoring - New Features delivered in Q2/2022

Edit Scenario Name

You can now **edit the name** of an **already created scenario**.



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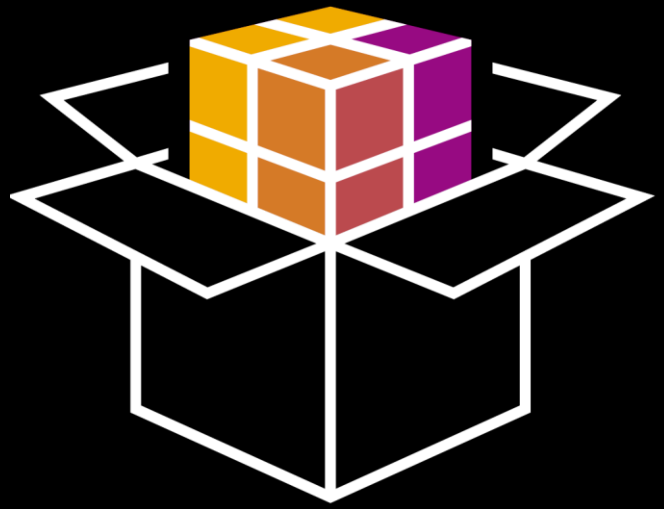
Integration & Exception Monitoring - New Features delivered in Q2/2022

Newly Supported Products



Newly Supported Products:

- You can monitor **Event Distributor messages** for the services – SAP Asset Strategy and Performance Management in **SAP Intelligent Asset Management**. You get a detailed status overview on the incoming and outgoing messages for different interfaces. You can drill down to single messages to check individual issues and message details.

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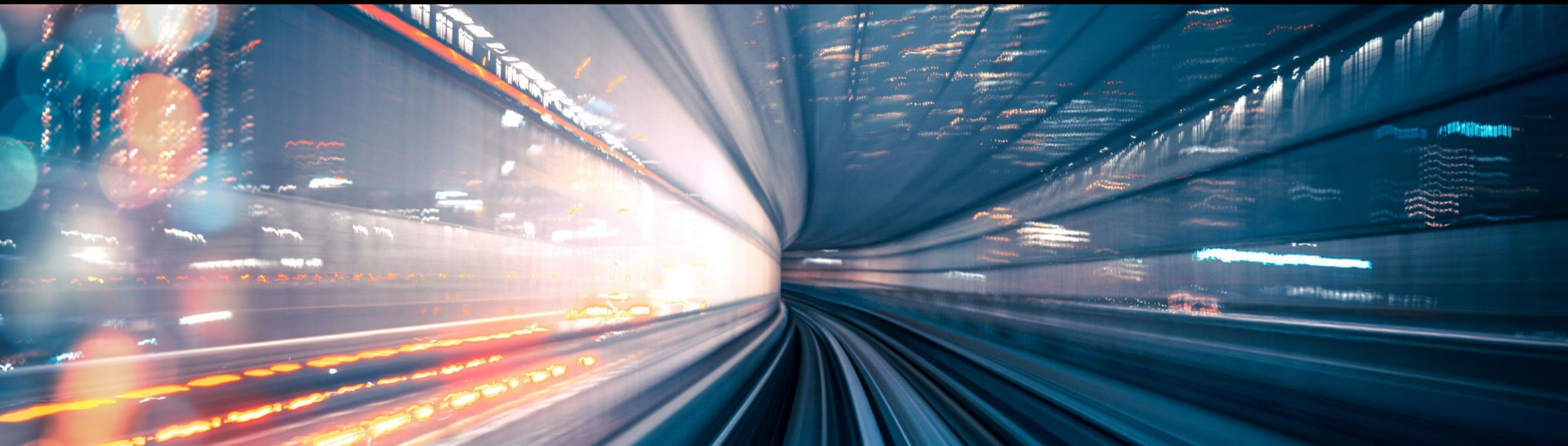
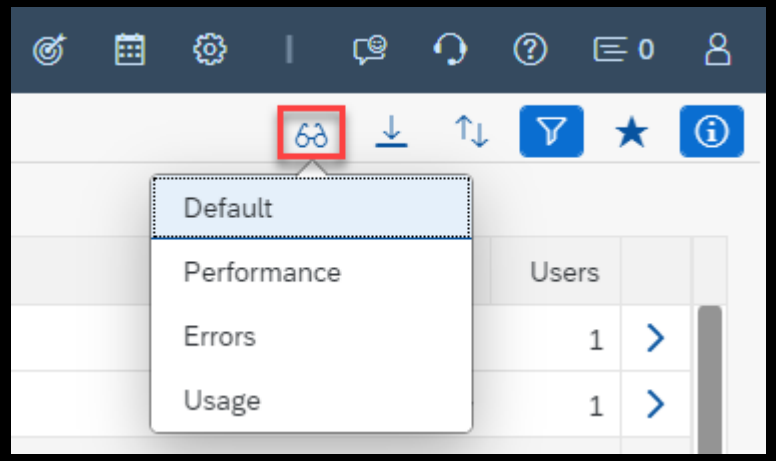
User & Performance Monitoring



Real User Monitoring - New Features delivered in Q2/2022

Display Modes



With **Display Modes**, you can now adjust the display of the requests to the topic area that you are particularly interested in. In addition to the neutral mode **Default**, the following display modes are available:

- **Performance**
  - Use this mode if you are mainly interested in the **request performance**. The **Status Summary** displays the percentage of executions with performance status **Good**, **Warning**, and **Critical**.
- **Errors**
  - Use this mode if you are mainly interested in the **client and server errors of HTTP(S) requests**.
- **Usage**
  - Use this mode if you are mainly interested in how intensively **which requests** are used by **how many users**.

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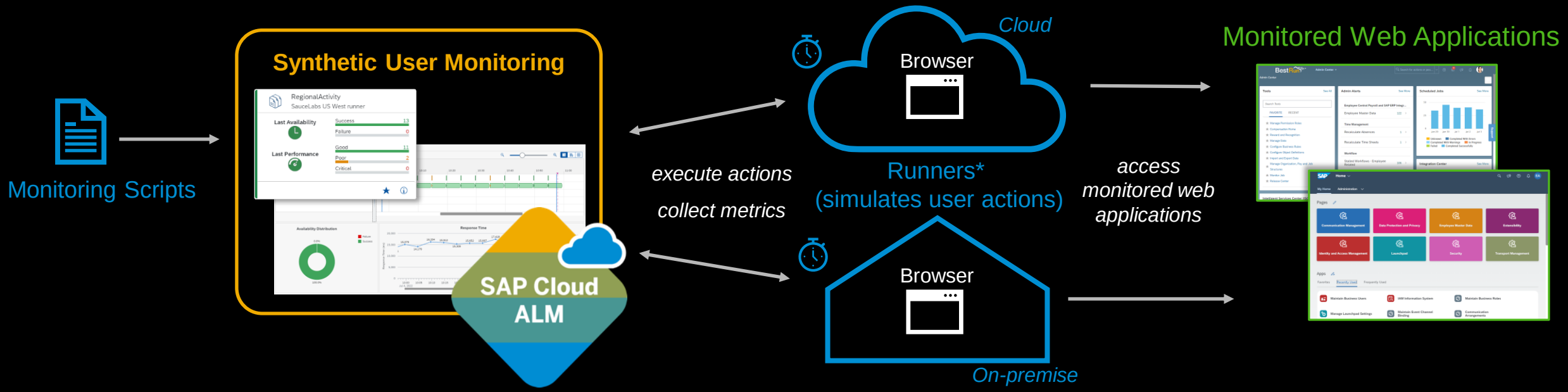
New application

Synthetic User Monitoring

Monitor Performance and Availability of web applications from user perspective



- Monitoring based on custom Selenium IDE scripts → supports most of the web applications.
- Regularly executed on Selenium remote WebDriver infrastructures (W3C standard).
- Proactive detection: 24/7 monitoring enables you detect performance and availability issues early, potentially before the end-users face them.
- Comparable metrics: monitoring relies on the same scenarios being re-executed. This allows you to monitor the evolution of the performance and availability.

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* Any compatible Selenium remote WebDriver infrastructures (W3C standard)

New application

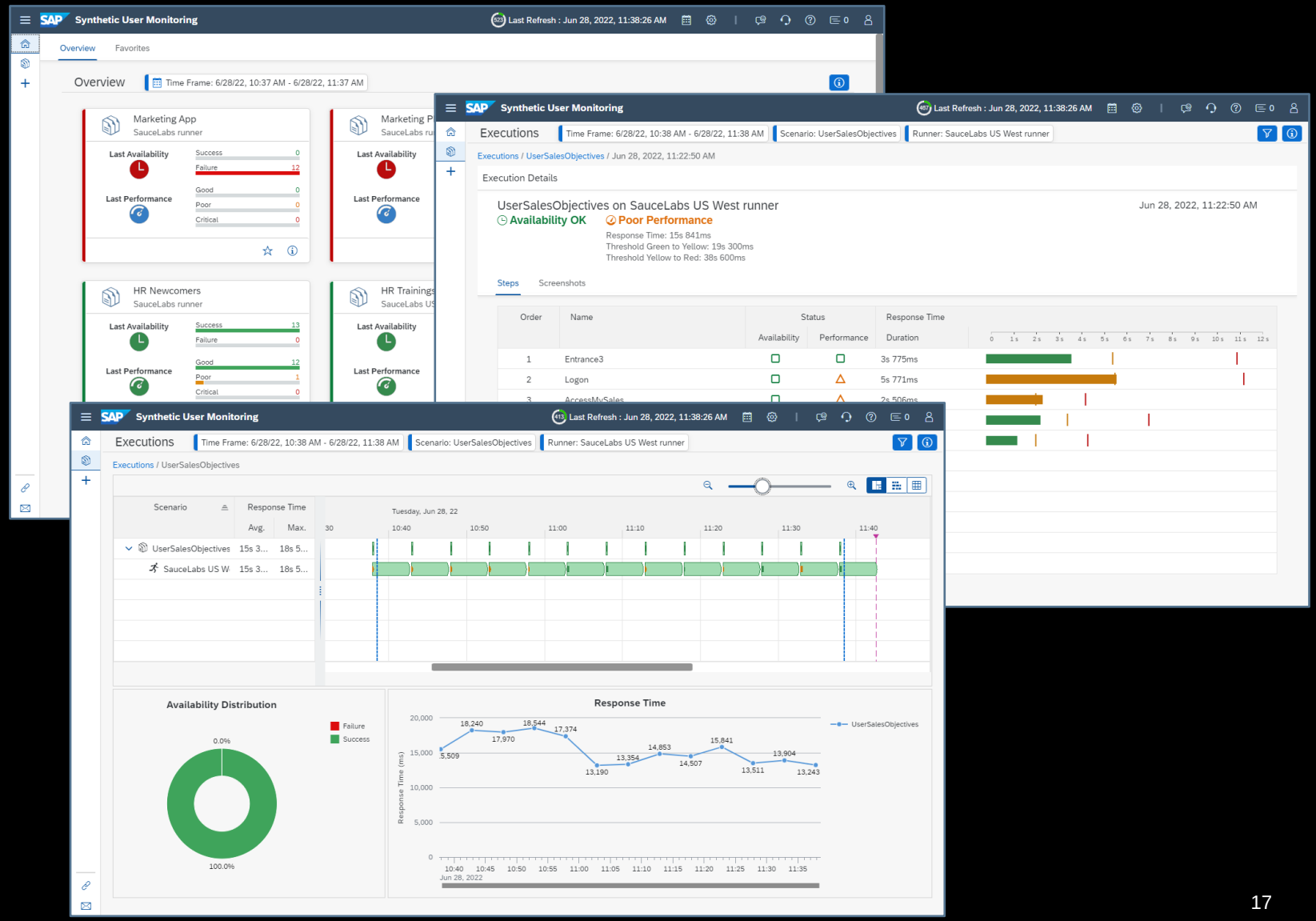
Synthetic User Monitoring - New Features delivered in Q2/2022

Monitor Performance and Availability of web applications from user perspective

Synthetic User Monitoring monitors the **performance** and **availability** of web applications from a **client-side perspective**.

Features in this first version:

- Monitoring of web applications via custom **Selenium IDE** scripts
  → supports most of the web applications
- Scenario commands executed from **Selenium remote webdriver infrastructure**.
- Configurable scenario executions interval.
- Metrics captured at **Step level**.
- Evaluation of the performance based on **configurable thresholds**
  (can also be automatically determined based on the first successful execution)



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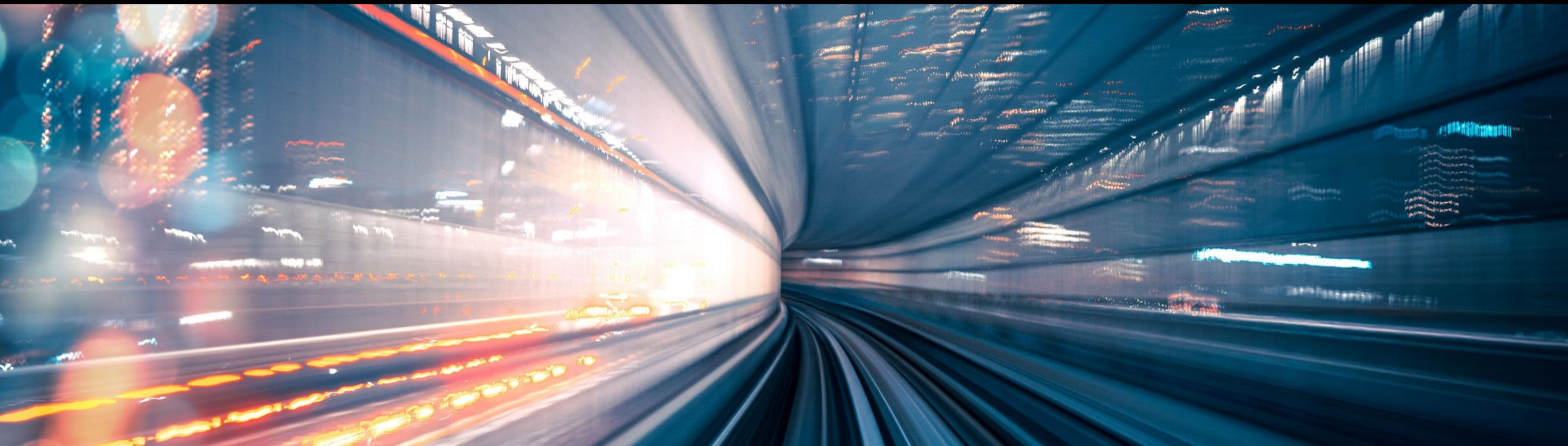
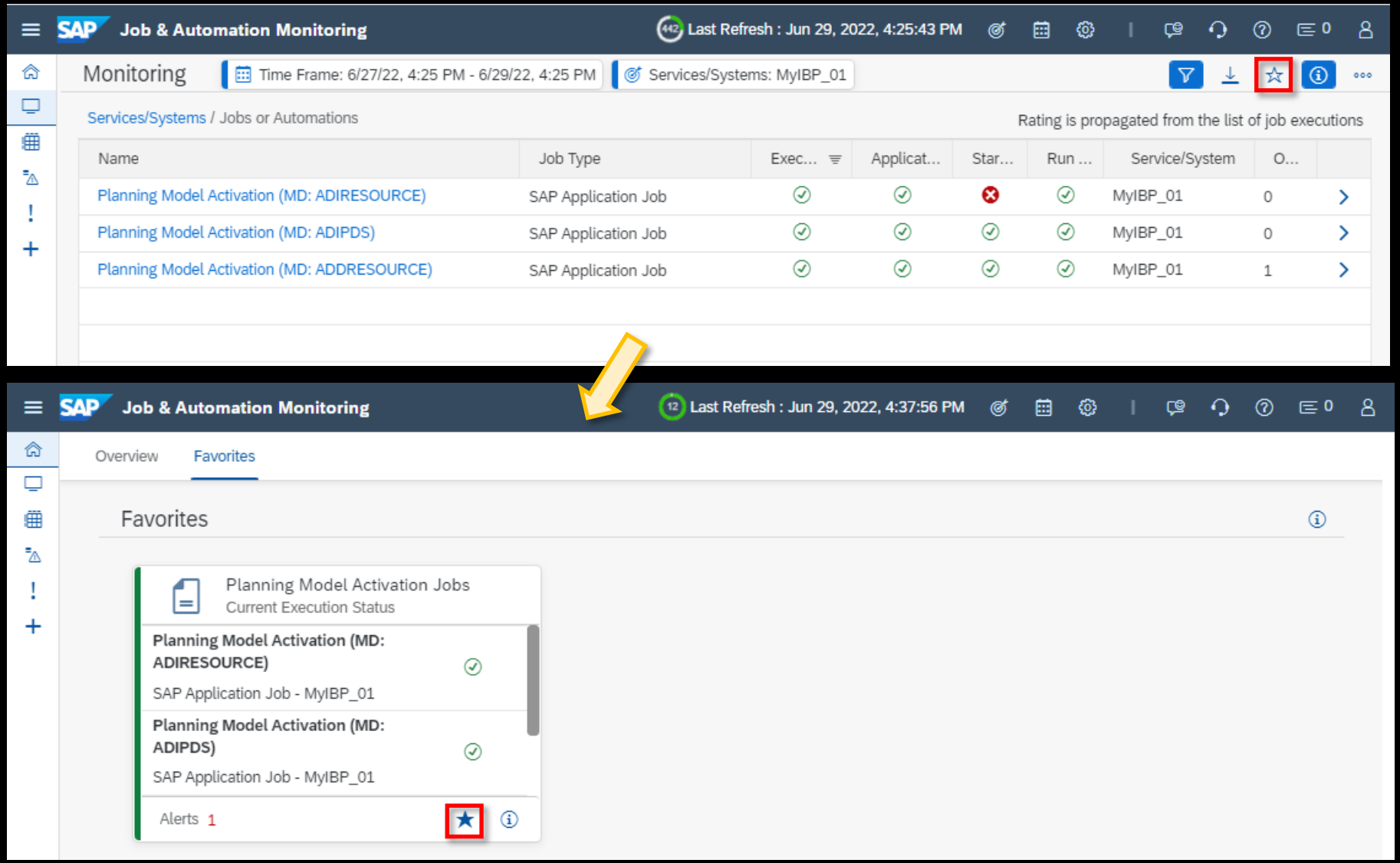
Job & Automation Monitoring



Job & Automation Monitoring - New Features delivered in Q2/2022

Favorites for Monitoring

In the **Monitoring view** for a list of jobs you have now the option to set them as **favorite**.
Set the **title and subtitle** for the favorite card via the *star* icon. From the favorite card you can forward navigate to monitoring.



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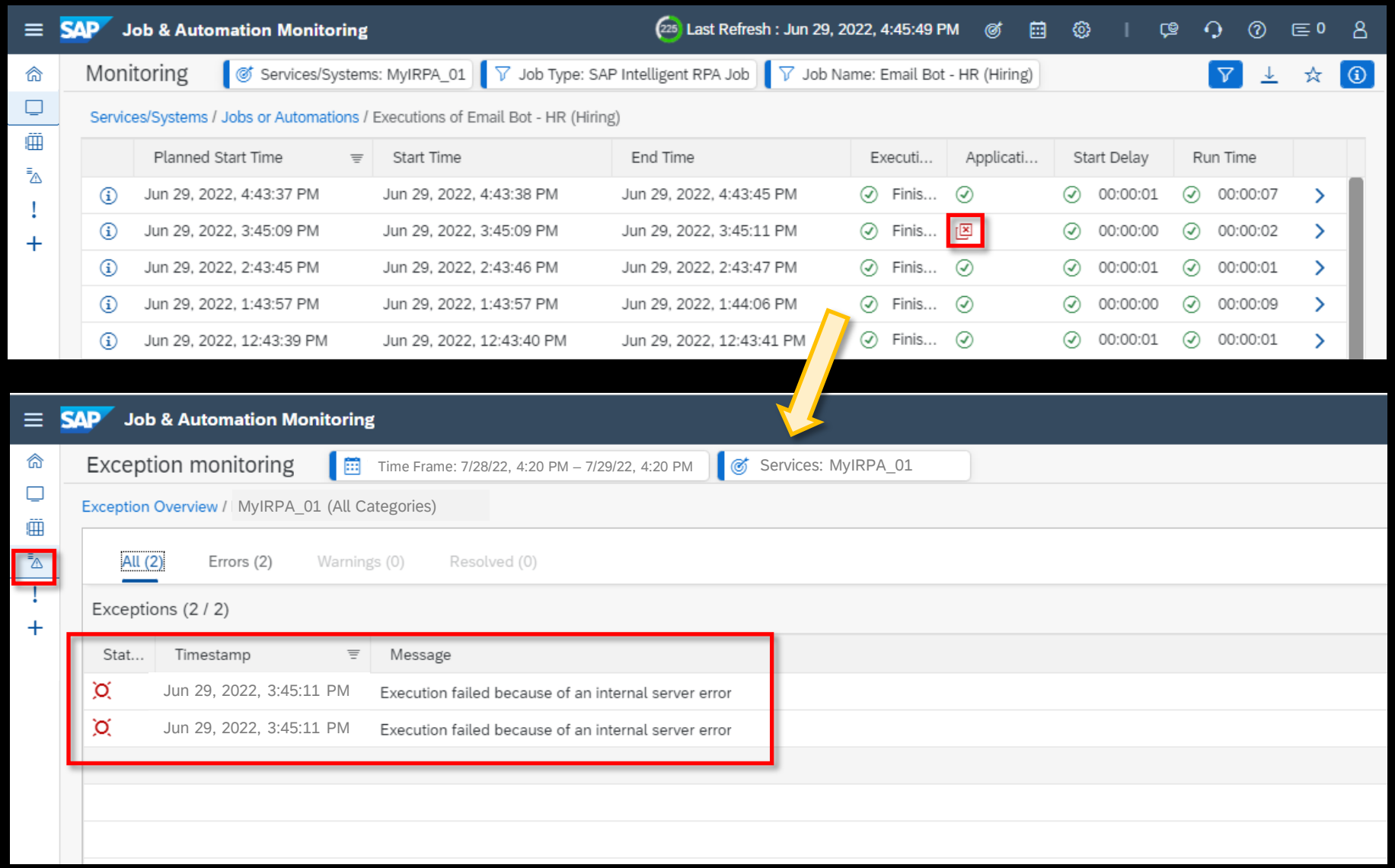
Job & Automation Monitoring - New Features delivered in Q2/2022

SAP Intelligent RPA Jobs: Notifier Execution Failures

Notifier execution failures of SAP Intelligent RPA jobs are sent to SAP Cloud ALM at job execution.
In the **Monitoring view** a red Application Status Rating indicates such failures and forward navigation to the list of exceptions is offered.



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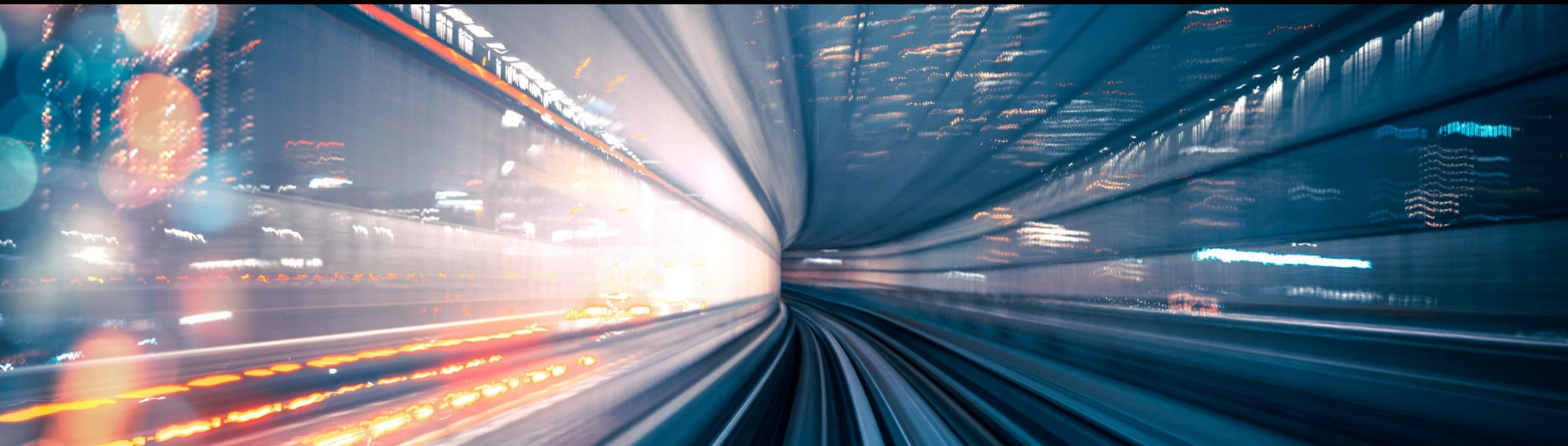
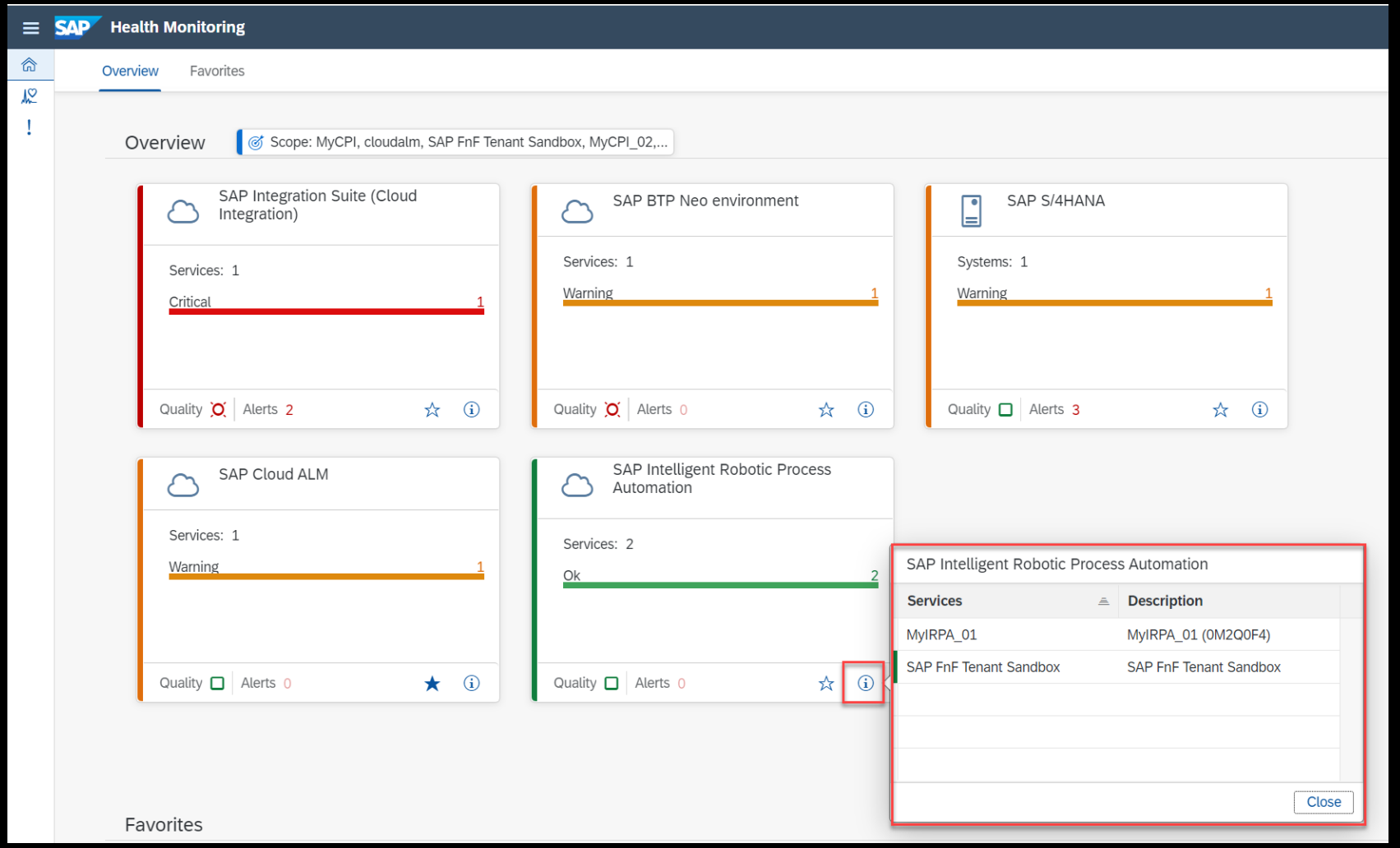
Health Monitoring



Health Monitoring - New Features delivered in Q2/2022

Single Services/Systems in the Overview Page

In the **lower right corner** of every card now an **information button** is displayed in the Overview page. Click it to see the **single services or systems** of the **corresponding service type** including their status without having to leave the overview page.



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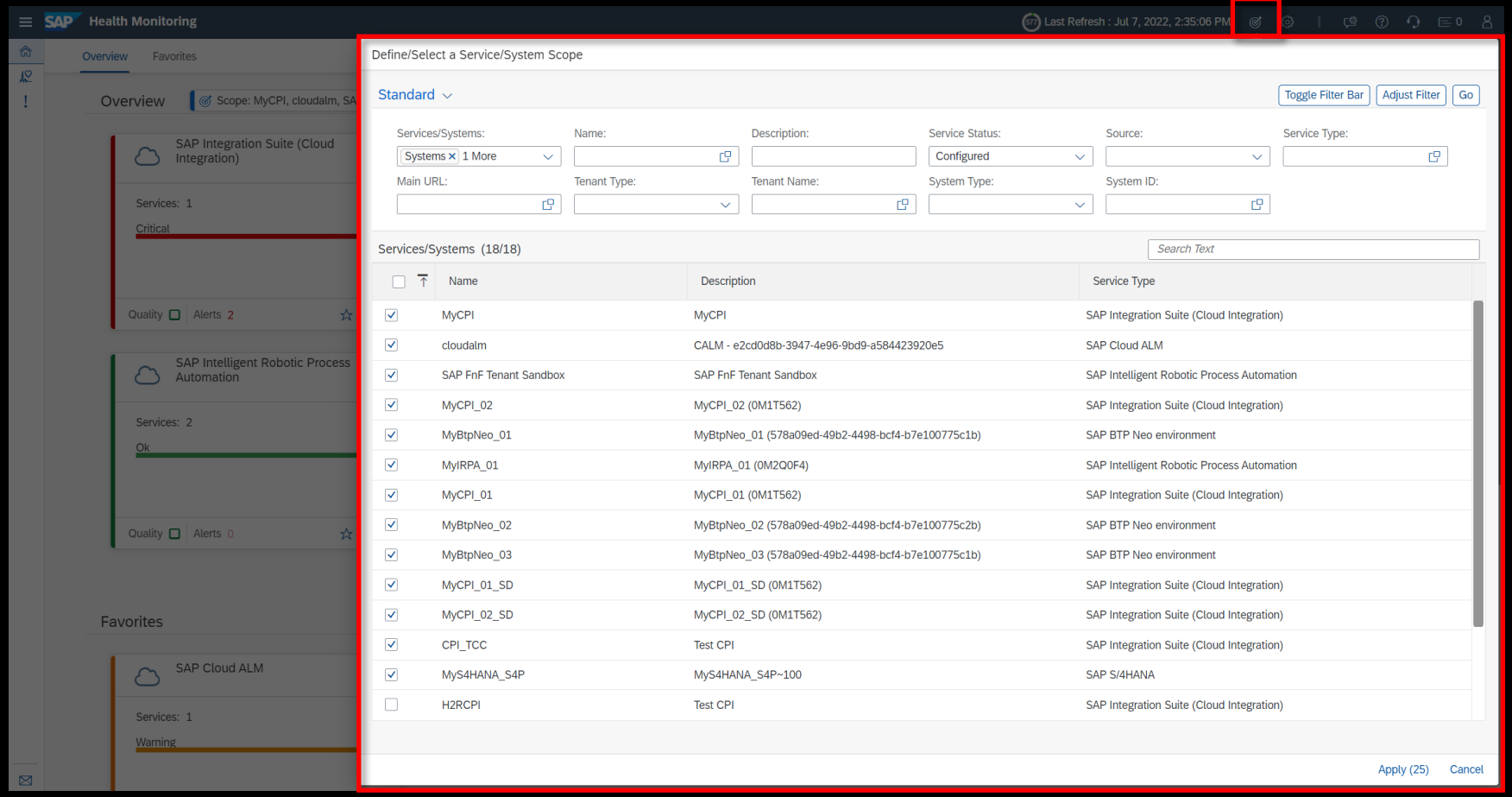
Health Monitoring - New Features delivered in Q2/2022

Unified Scope Selector

You can now easily select the **systems and services** you want to monitor. When you open the application, the **monitoring data** that is displayed is **based on the last selected scope**.



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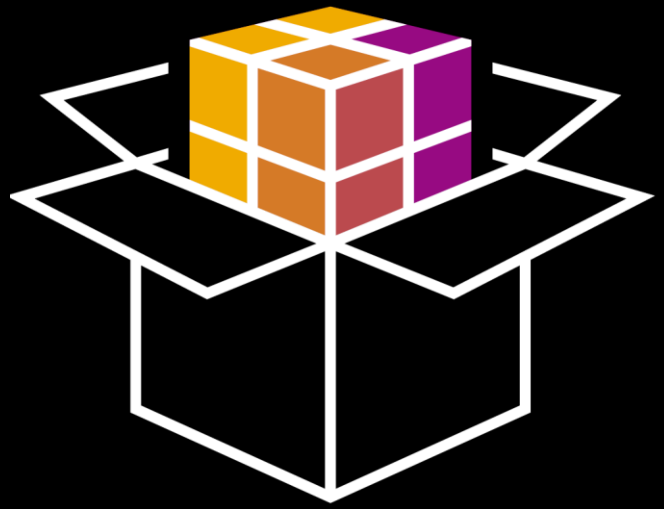
Health Monitoring - New Features delivered in Q2/2022

Newly Supported Products / Further Features



Newly supported products:

- Full monitoring of **SAP Cloud Integration – API Management**
- Full monitoring of **SAP HANA Cloud** database

Further Features:

- In Health Monitoring, a user who only has display authorization (**role Health Monitoring Viewer**) is now allowed to navigate anywhere in the app in display mode, but **can’t do any type of configuration change**.

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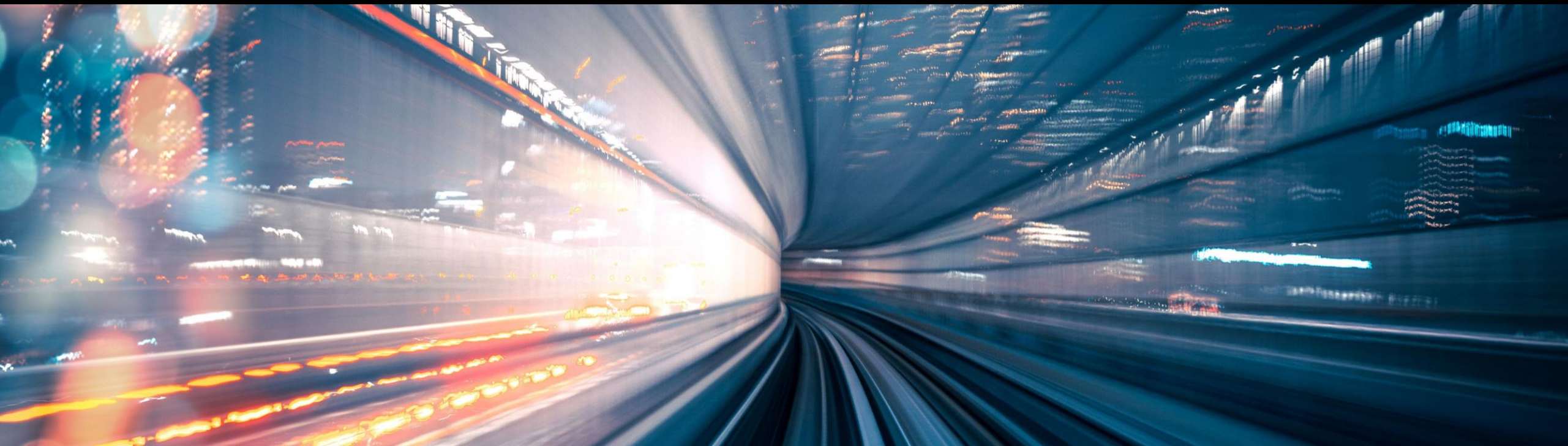
Intelligent Event Processing

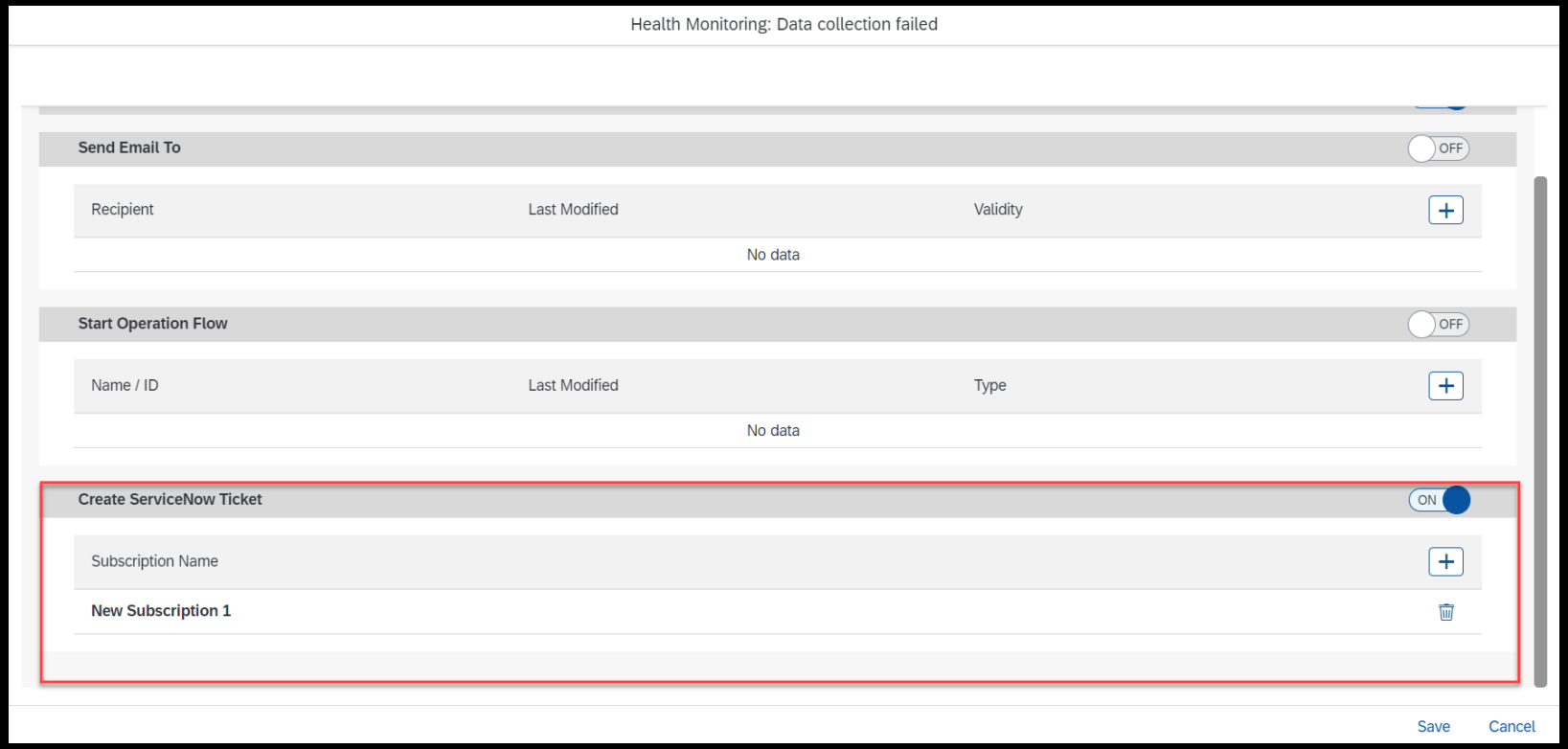


Intelligent Event Processing - New Features delivered in Q2/2022

Integration of ServiceNow

When **events are created** in SAP Cloud ALM, you can now **forward this event to ServiceNow** to **create an incident or a case**. To activate this function, start the configuration of a service or system, and activate **Create ServiceNow Ticket** for the corresponding event.

During activation, you have to select a **subscription**; these are created in the app **External API Management**.



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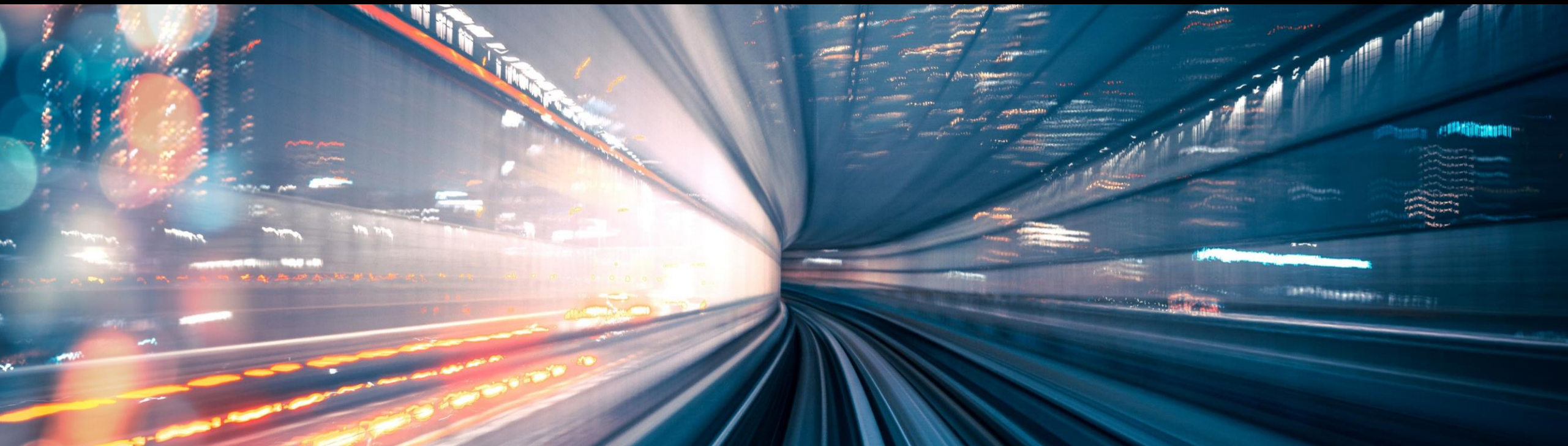
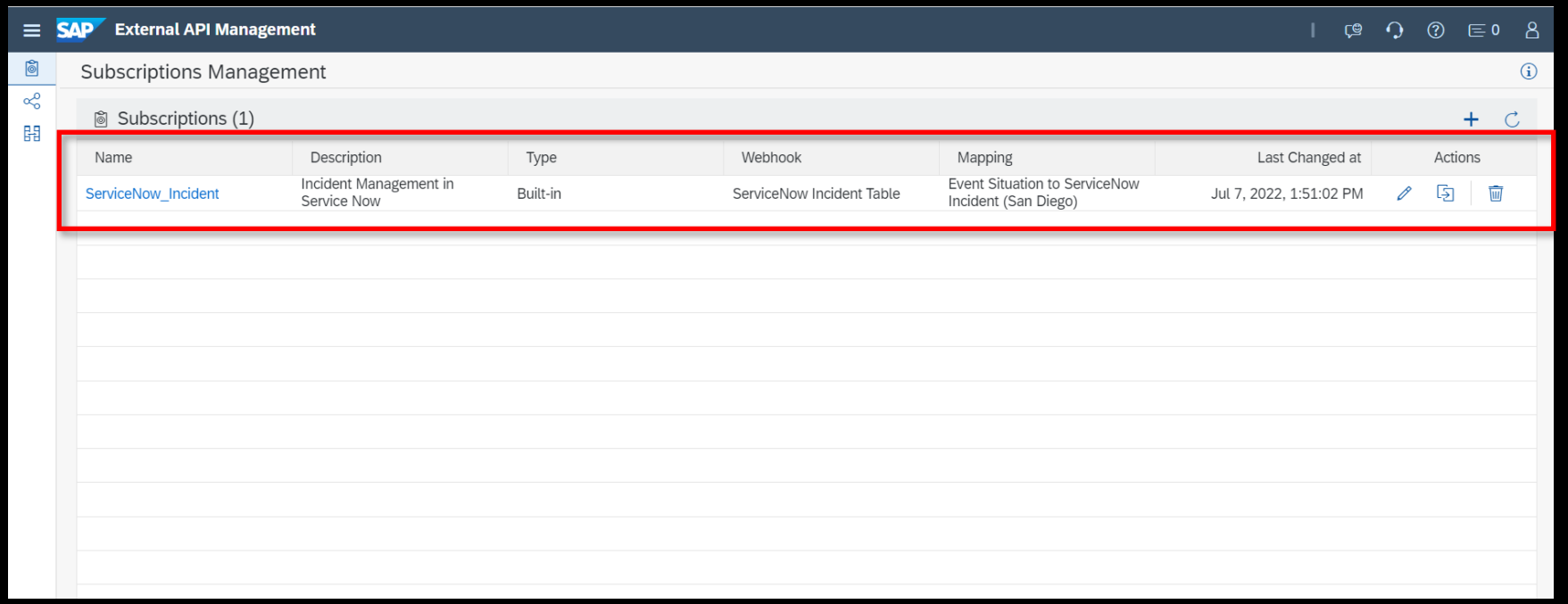
External API Management



New application

External API Management - New Features delivered in Q2/2022

Manage External APIs



With this app, you can **manage the connectivity** to external partner systems with subscriptions to watch out for changes in SAP Cloud ALM resources, by **using a standard API** that is defined in the **SAP API Business Hub,** e.g. for ServiceNow connectivity.

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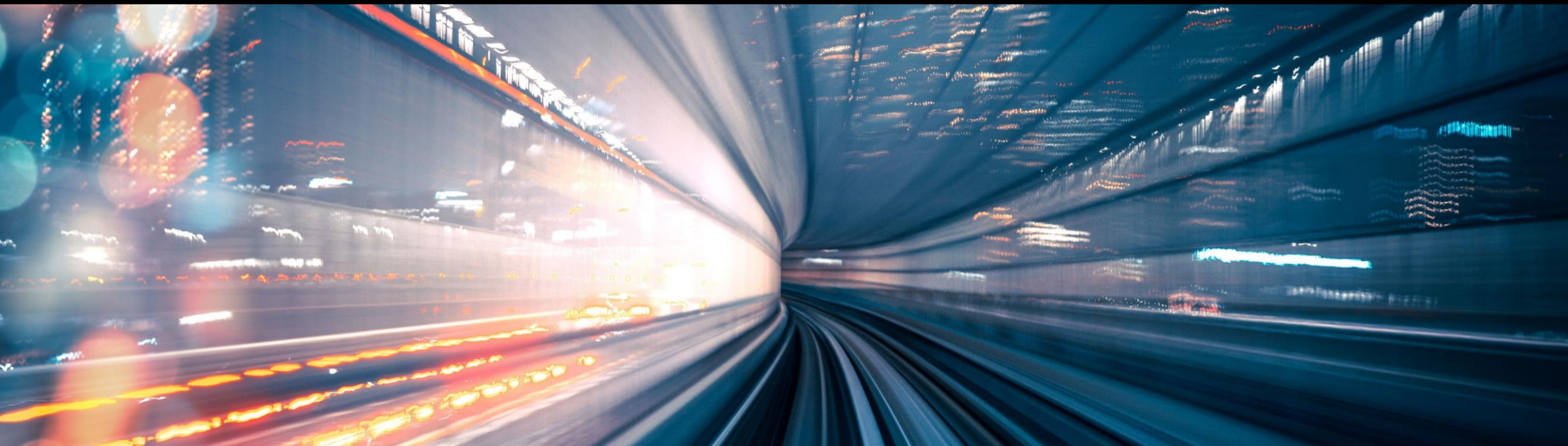
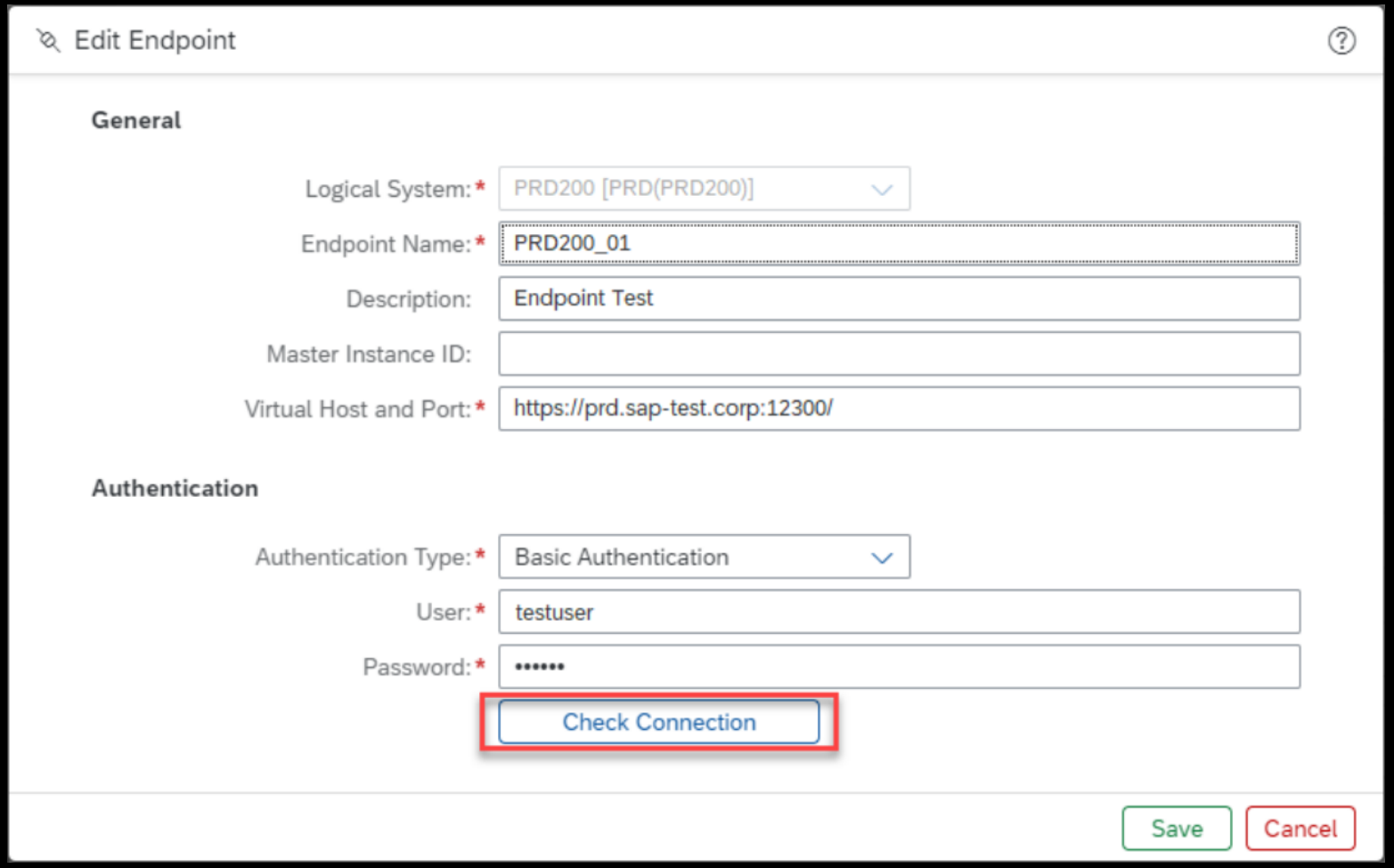
Landscape Management



Landscape Management - New Features delivered in Q2/2022

Endpoint Connection Check

When editing system endpoints, **connection checks** are now available and **automatically performed**, when the endpoint is saved. This function was available for cloud services before and is now **available for systems**, too.



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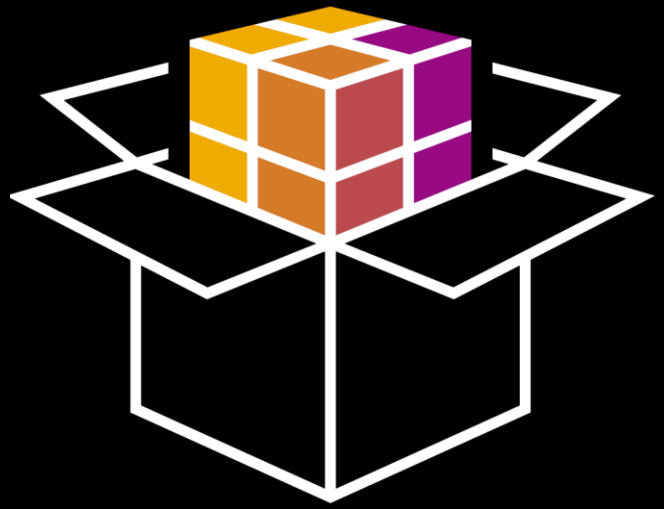
Landscape Management - New Features delivered in Q2/2022

Further Features



- **System Editing Restricted**
  - The **manual creation** and editing of technical and logical systems **is now restricted**. In the landscape management of SAP Cloud ALM, you maintain your on-premise systems. The manual creation of managed systems had been restricted to **prevent input errors during the system creation**. In the future, use only the registration via the report /SDF/ALM_SETUP in the managed system.

- **Systems Page Improved**
  - The user interface of the **Systems page** was improved to align the navigation and the UI design with the **Services page**.

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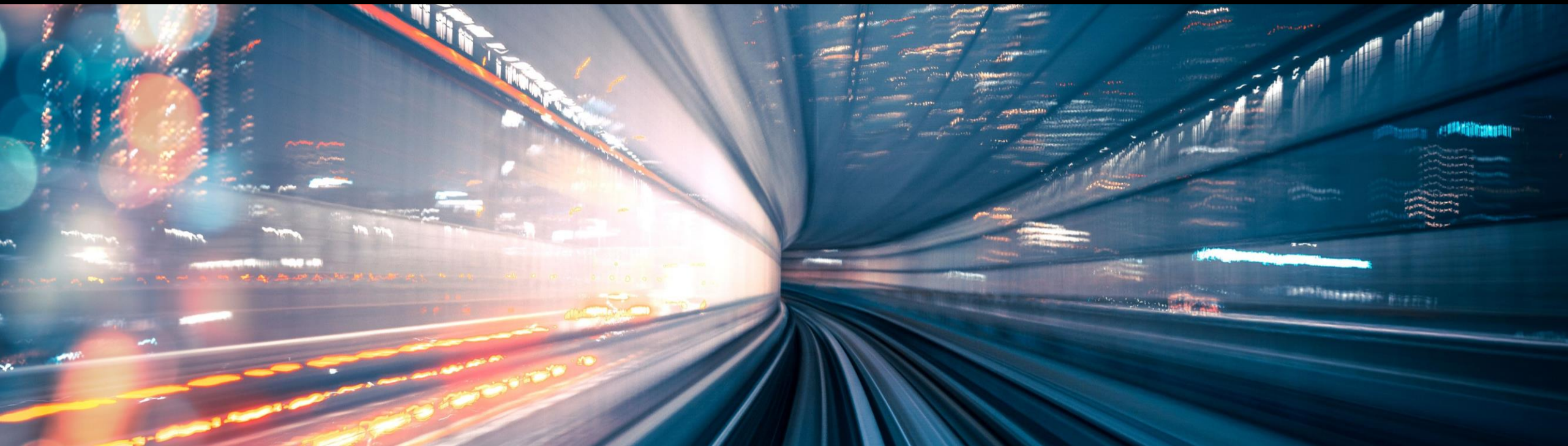
SAP Cloud ALM for Operations
Roadmap



This is the current state of planning and may be changed by SAP at any time.

SAP Cloud ALM for Operations – Functional roadmap

H1 2022

- Service level management in Business Service Management (BSM)
- Outbound analytics API for Integration Monitoring
- Integration of BTP ANS in Health Monitoring
- Event-to-ticket integration for ServiceNow
- Synthetic User Monitoring
- Unified runtime user interface
- Embedded analytics in monitoring use cases
- Intelligent event processing integration

H2 2022

- Propagation of service status from BSM to monitoring
- Unified aggregation & house-keeping
- Unified configuration user interface
- Generic event-to-task integration
- Generic event-to-chat integration
- Configuration & Security Analysis
- Generic event-to-ticket integration
- Outbound API for BSM events

2023

- Propagation of service status from monitoring to BSM
- Outbound API's for all use cases
- Threshold-less alerting to reduce efforts
- Establishment of new data collection infrastructure
- Unified authorization concept from functional and data perspective
- Setup automation & Self monitoring

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SAP Roadmap for SAP Cloud ALM

This is the current state of planning and may be changed by SAP at any time.

SAP Cloud ALM for Operations – Content roadmap

	Currently available			Planned for 2022
Business Process Monitoring	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA	SAP Business Suite SAP SuccessFactors HXM Suite		SAP Ariba plus enhancements for S/4HANA, SAP Business Suite and SAP SuccessFactors HXM Suite
Integration & Exception Monitoring	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA SAP Business Suite SAP Marketing Cloud SAP Sales & Service Cloud SAP Integrated Business Planning SAP Order Management foundation	SAP SuccessFactors HXM Suite SAP SuccessFactors EC Payroll SAP Ariba SAP Concur SAP Fieldglass SAP Intelligent Asset Management SAP Field Service Management SAP Life Sciences Cloud	SAP BTP NEO (custom) SAP BTP ABAP (custom/SAP) SAP Integration Suite (CI) SAP Master Data Integration SAP Event Mesh SAP Mobile Services	SAP Business ByDesign SAP Analytics Cloud SAP Logistics Business Network SAP Process Orchestration SAP Data Intelligence SAP Consumers Industry Cloud SAP Omnichannel Promotion Pricing
User & Performance Monitoring	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA SAP Business Suite	SAP Sales & Service Cloud SAP Marketing Cloud SAP Integrated Business Planning SAP SuccessFactors EC Payroll	SAP BTP ABAP (custom/SAP) SAP BTP NEO (custom)	SAP Analytics Cloud SAP BTP CF (custom)
Job & Automation Monitoring	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA SAP Business Suite	SAP Marketing Cloud SAP Integrated Business Planning SAP SuccessFactors EC Payroll	SAP BTP ABAP (custom/SAP) SAP Intelligent RPA SAP Business Warehouse	SAP Business Workflow (ABAP) SAP Job Scheduler Service (custom) SAP Data Privacy Management SAP Resource Management SAP Workflow Management
Health Monitoring	SAP S/4HANA SAP S/4HANA PCE SAP Business Suite SAP HANA Cloud	SAP SuccessFactors EC Payroll SAP Cloud ALM SAP Intelligent RPA	SAP BTP ABAP (custom/SAP) SAP BTP NEO/CF (custom) SAP Integration Suite (API Mgmt.) SAP Integration Suite (CI)	SAP S/4HANA Cloud SAP Marketing Cloud SAP Integrated Business Planning SAP Connectivity Service SAP Data Intelligence

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More details can be found in Expert Portal for SAP Cloud ALM for operations

Thank you.

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https://support.sap.com/en/alm/sap-cloud-alm/operations/expert-portal.html

SAP Cloud ALM Online Help:
https://help.sap.com/viewer/product/CloudALM/2021-04-07/en-US?task=discover_task

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