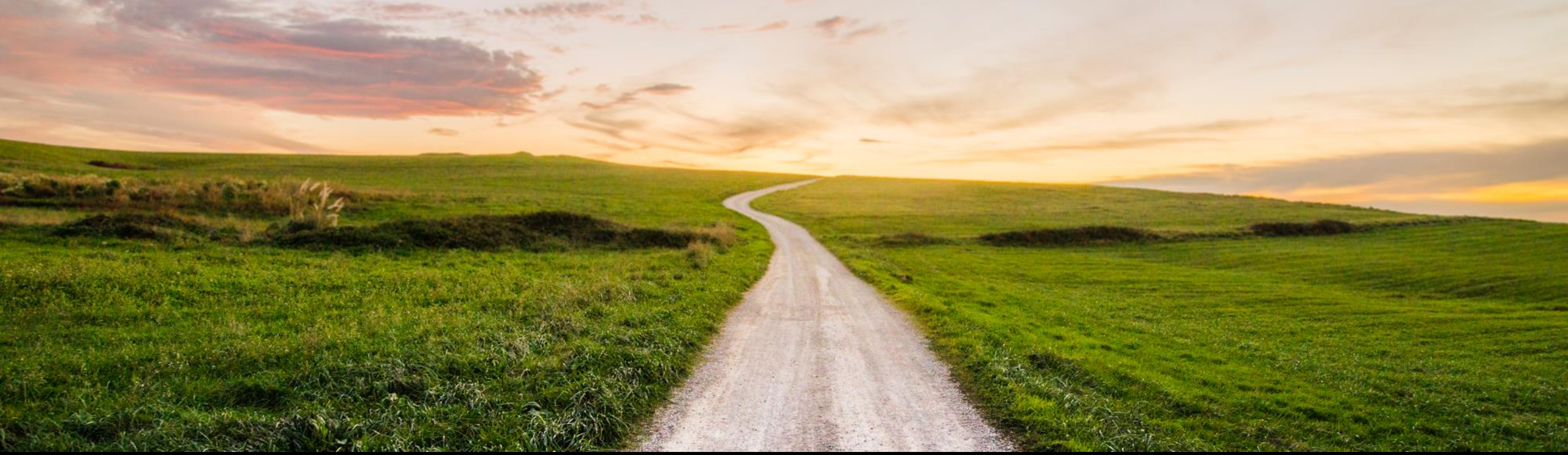

SAP Customer Experience

開啟新一代雲生命周期管理之旅 – SAP Cloud ALM

Henry Fang

Customer Engagement Support

PUBLIC

THE BEST RUN SAP

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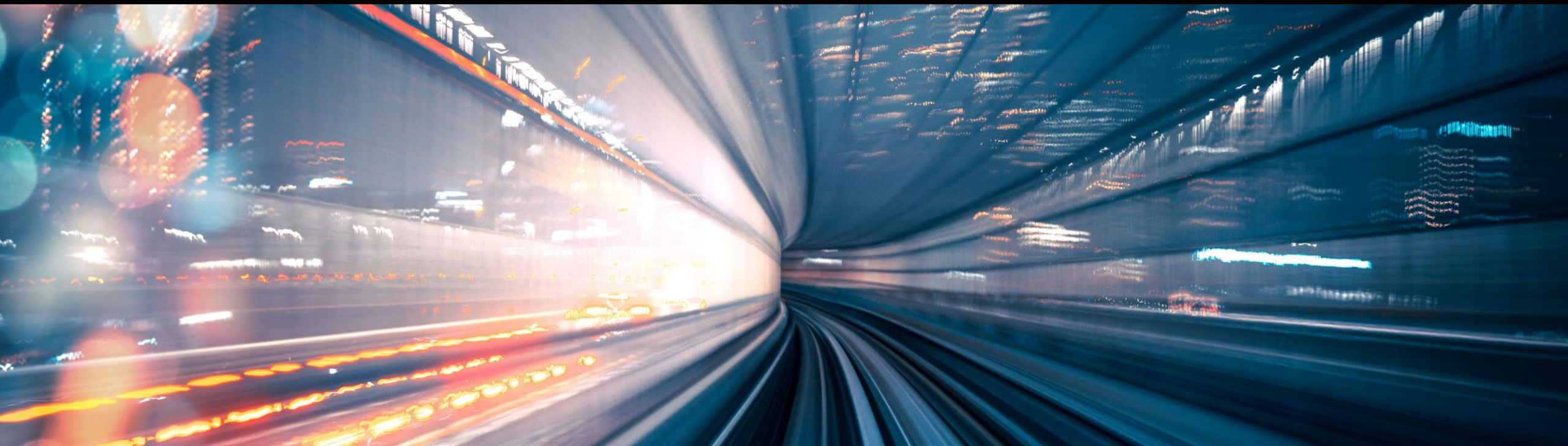
Agenda

- SAP Cloud ALM Value
- SAP Cloud ALM for Implementation
- SAP Cloud ALM for Operations
- SAP Cloud ALM Onboarding & Demo
- SAP Enterprise Support Value Map – ALM Value Map
- Q & A

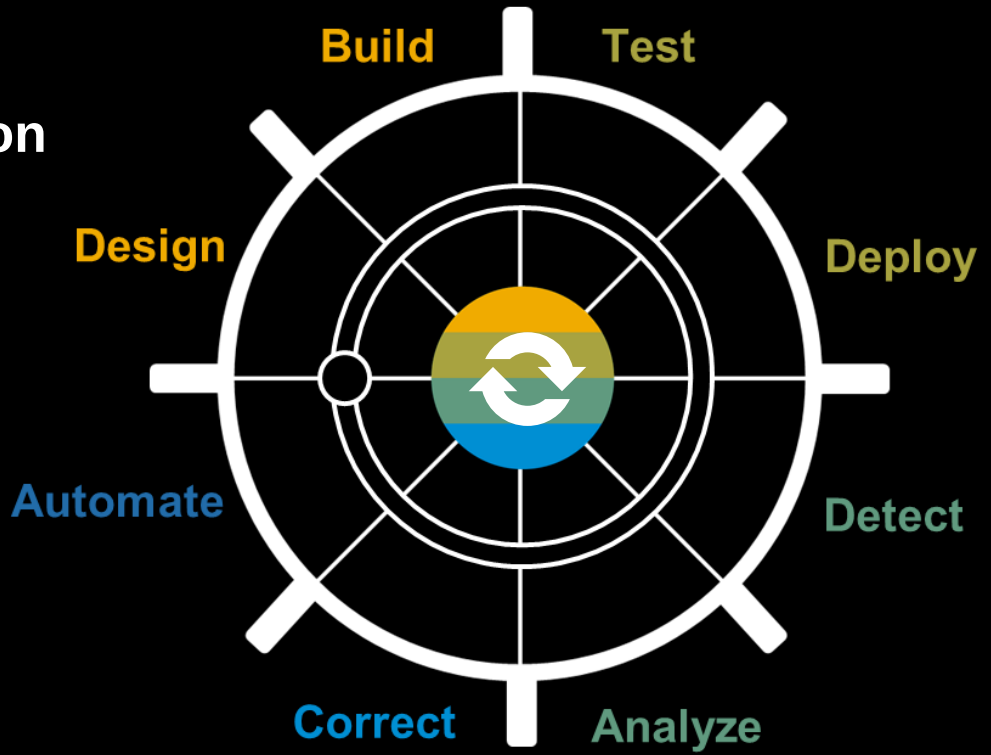
SAP Cloud ALM Value



Cloud Application Lifecycle Management (CALM)

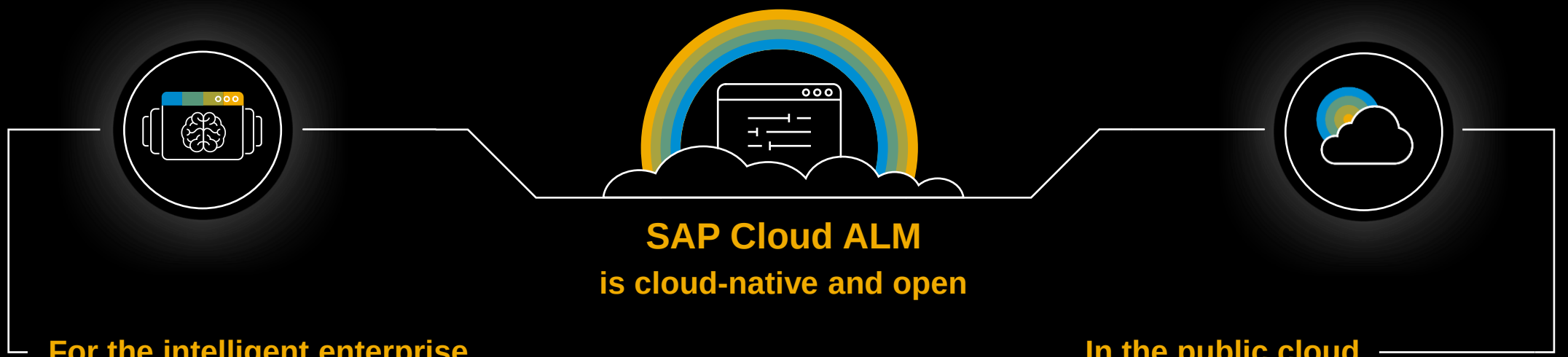
Everything you need to manage the Intelligent Enterprise

from Implementation



to Operations.

SAP Cloud ALM – A brand-new, cloud-based application lifecycle management offering



SAP Cloud ALM
is cloud-native and open

For the intelligent enterprise

- for cloud-centric customers
- manages cloud and hybrid solutions
- supports all components of the Intelligent Enterprise

In the public cloud

- Rethought, newly designed, and built on modern cloud technology
- Ready for immediate consumption
- Cost-efficient for customers

Fair Usage rights included with SAP Enterprise Support, cloud editions

SAP Cloud ALM – A brand-new, cloud-based application lifecycle management offering

Functionalities

Operation

- Job & Automation monitoring
- Integration and user monitoring
- Business process monitoring
- System Health Monitoring

Implementation

- Process management
- Task management
- Test management
- Deploy management

API hub

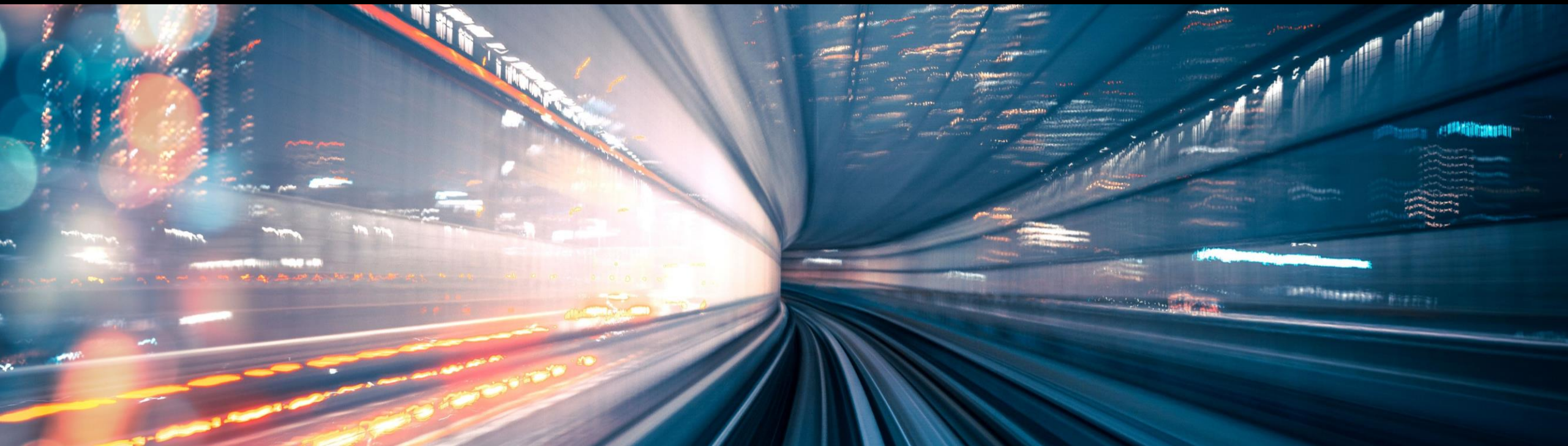
Integrates with…

- Monitoring
- IT service management
- People enablement
- Collaboration
- Task management
- Deployment tools
- Test automation
- Document management

SAP BTP

Platform services and data management

SAP Cloud ALM for Implementation



SAP Cloud ALM for Implementation – Product Description

SAP Cloud ALM for Implementation offers:

- Support for customers in the implementation of cloud centric solution landscapes with a preconfigured, out-of-the-box, cloud native solution
- Features, functions and processes are provided for the running of Fit-to-standard workshops and management of all implementation, testing and deployment activities. They adhere to SAP Activate methodology, content and tools.
- Ease of initial onboarding is followed by the availability of preconfigured process with open interfaces, that are extendable and adoptable to a customer's individual needs
- Backed by these powerful capabilities, Cloud ALM for Implementation is a key companion in your transition to the cloud.

Project Tracking & Overview

Analytics

Detailed Reporting & Traceability*

Onboarding & Project Setup

- Users, Roles & Teams
- Timeboxing
- SAP Activate and Best Practice content
- Process Scope

Project Management

- Agile support
- Tag Management
- Gantt-Chart View
- Project Tasks

Test Orchestration

- Test Planning
- Test Preparation
- SAP Standard Test Cases

Change Enablement

- Change Documentation & Recording
- Traceability & Audit trail

Tenant Request

Business Go Live

- Process Viewer
- Custom Process Modeling
- Process documentation*
- Requirements Collection

Fit-to-Standard Execution

- Requirements Refinement
- Configuration*
- Extension Management*
- Integration Management*

Project Execution

- Manual Testing
- Integration of test automation providers
- Defect Management

Test Execution

- Release Management
- Deployment Planning
- Feature Delivery
- Deployment Confirmation

Deployment Orchestration

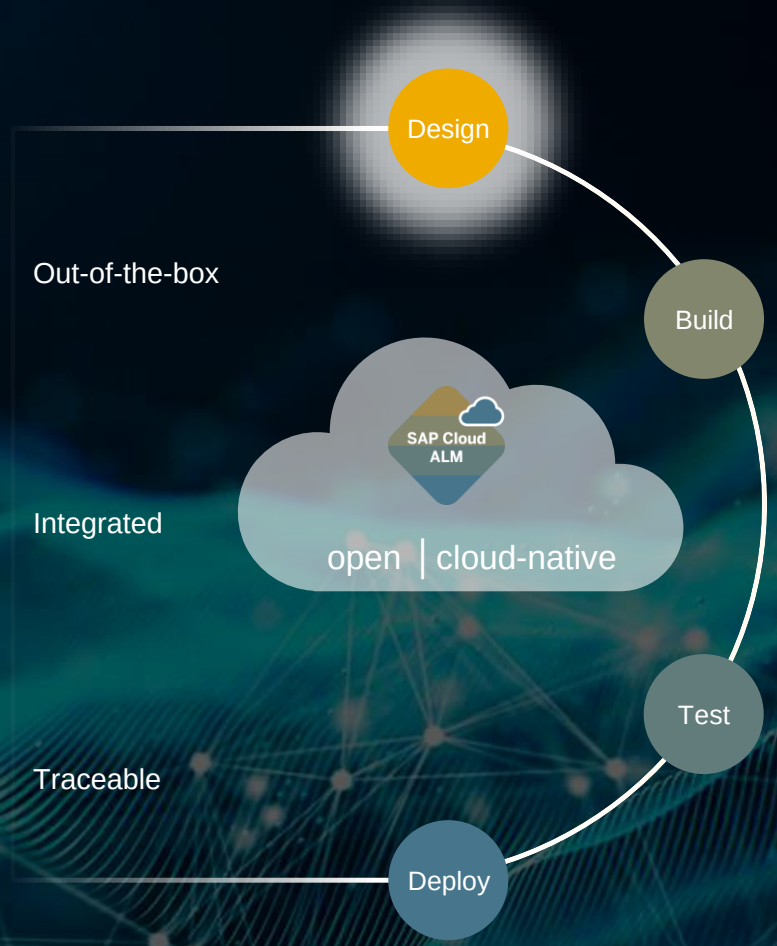
Foundation

Project Landscape

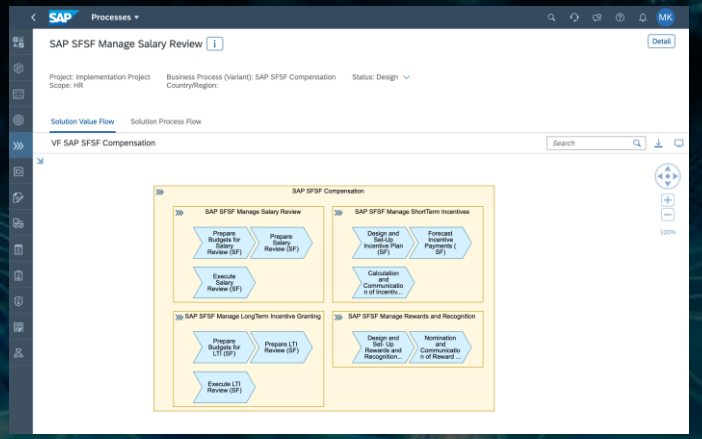
User Management

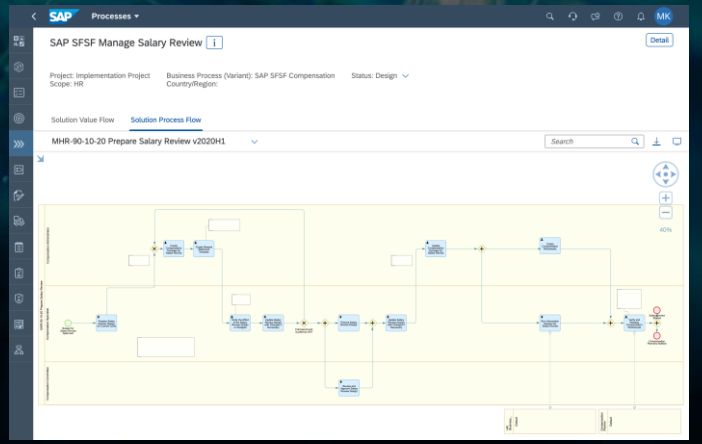
This is the current state of future vision and may be changed by SAP at any time.

Designing the to-be solution



- Start with SAP Standard Content (Best Practices & Intelligent Enterprise scenarios)
- Following the SAP EA model
- Model custom solution processes
  - Value flows
  - BPMN diagrams*
- Manage to Fit-to-Standard Workshops
- Capture and manage requirements along solution processes





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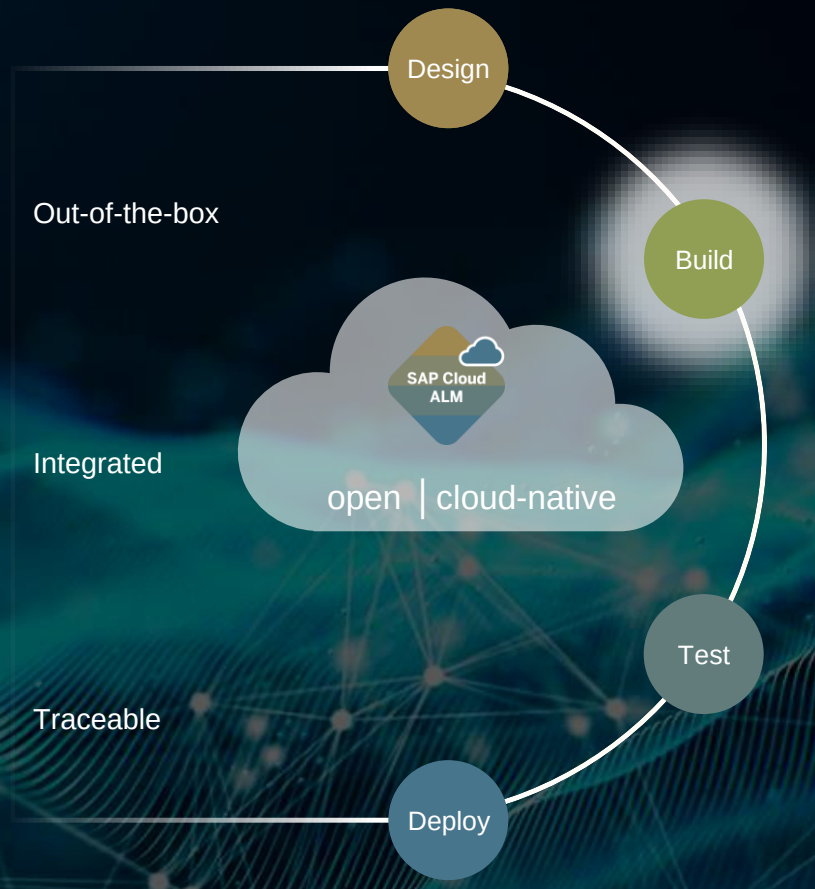
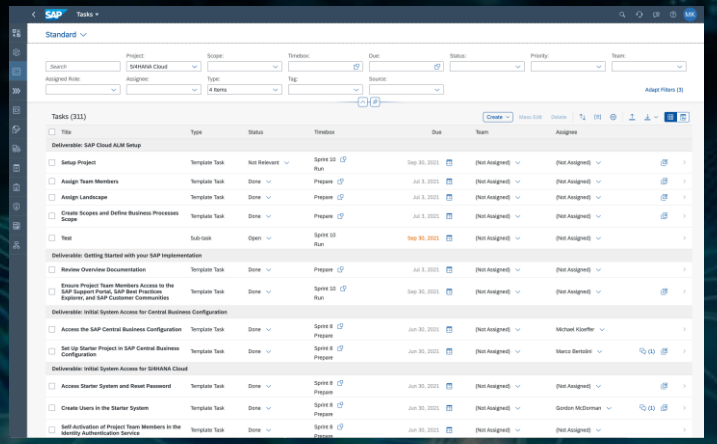
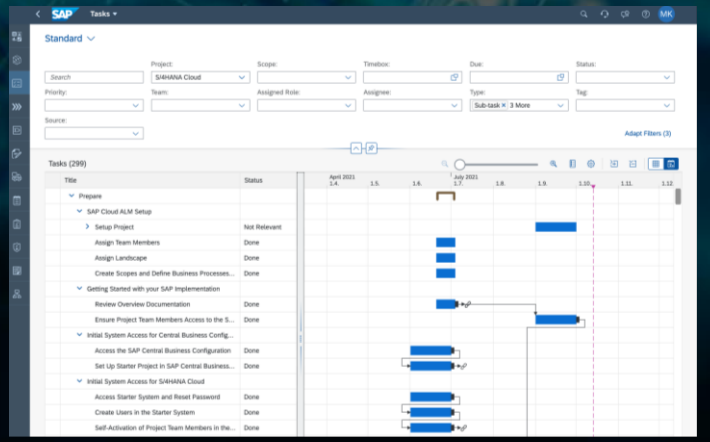
Manage all build activities



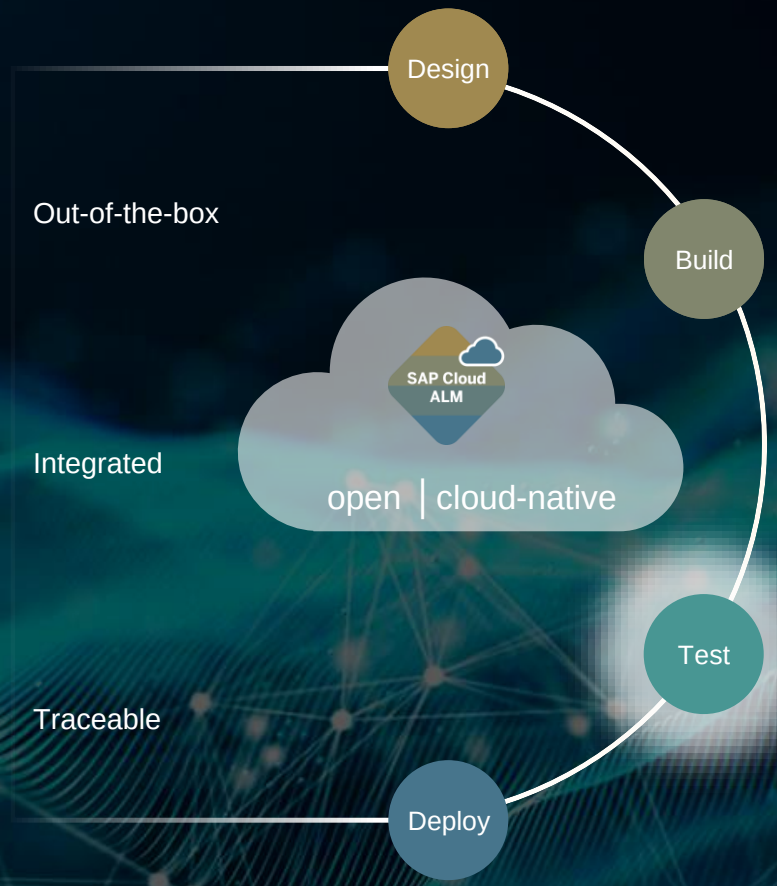
- Start with the SAP Activate Methodology roadmaps
- Define phases, sprints and milestones for agile projects
- Break down requirements into user stories and tasks
- Provides a Gantt to analyze dependencies
- Integrated analytics showing always up-to-date information project
- Upload results of SAP Readiness Check to manage follow-up in a conversion project



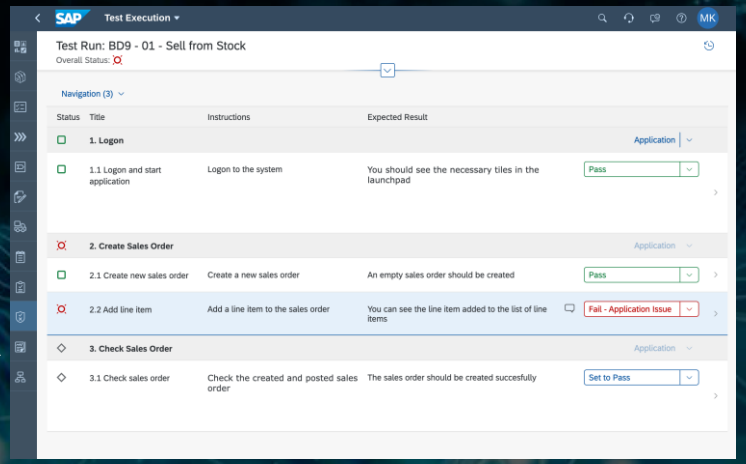


This is the current state of future vision and may be changed by SAP at any time.

Manage all tests in one central place



- Manage all tests from user acceptance to integration tests
- Prepare test cases for manual testing
- Integration of automatic test execution engines for SAP S/4HANA test automation tool
- Planned integration of test automation tool by Tricentis via open interface
- Test preparation and execution analytics
- Up-/Download of test cases



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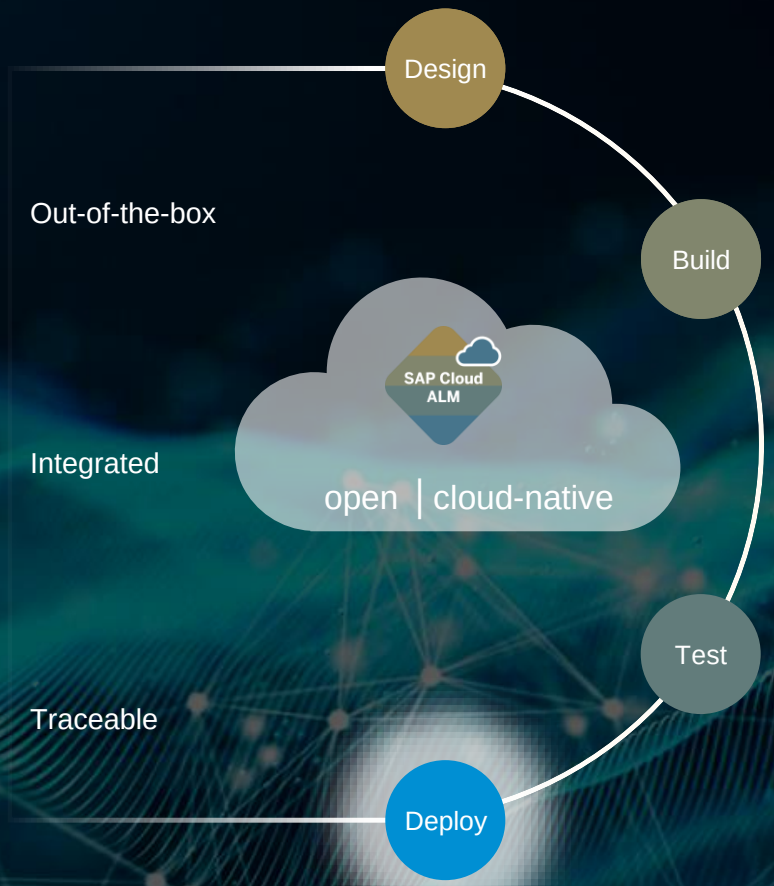
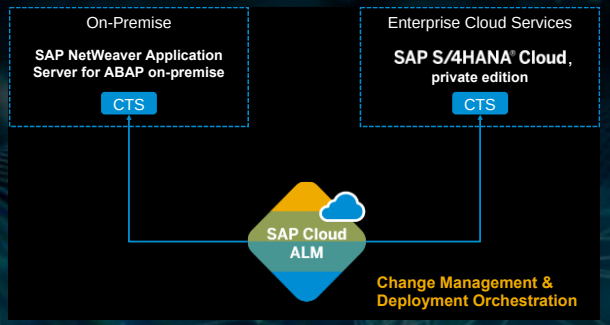
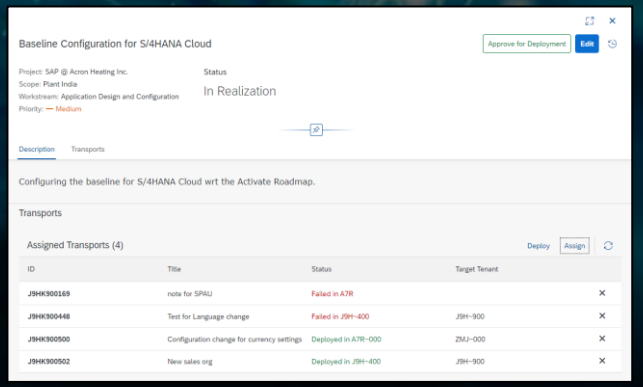
Deploy consistently to production



- Ensure consistent deployment of software to production
- Integration of ABAP transport management for SAP S/4HANA on-premise and private cloud editions
- Orchestration of deployments across multiple deployment providers



- Traceability supporting
  - Process based
  - Requirements based



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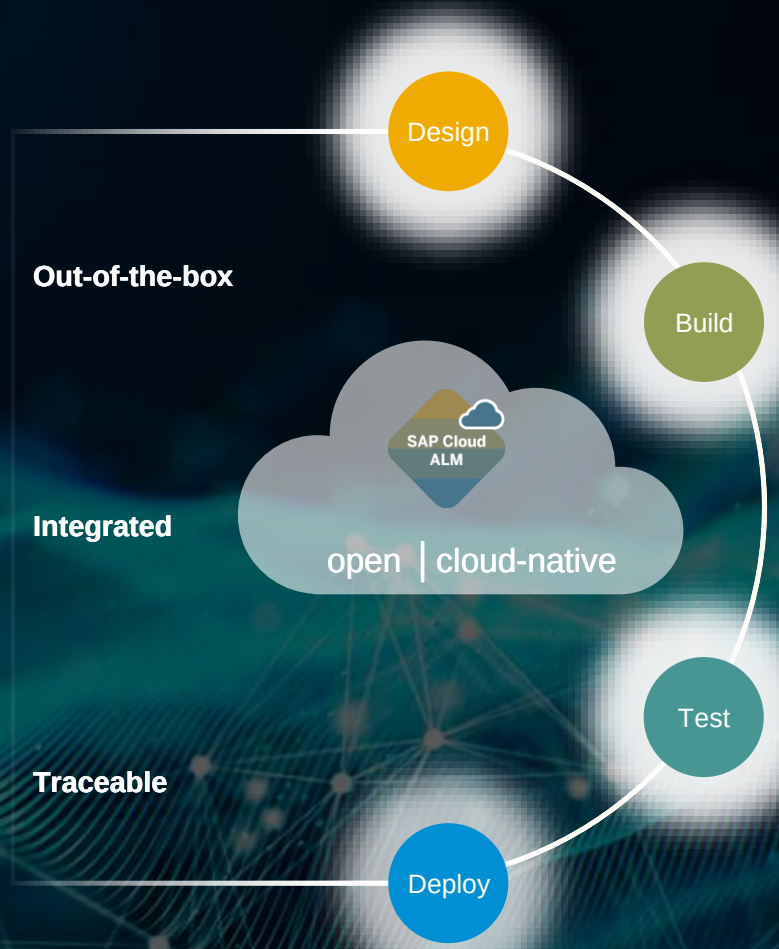
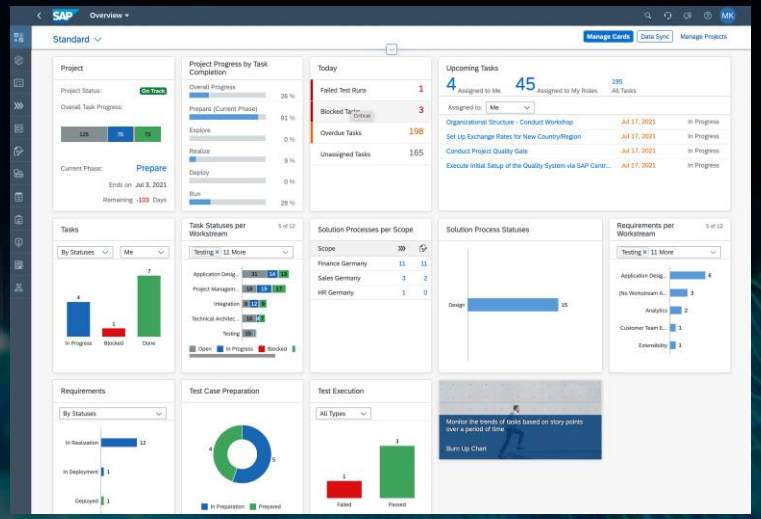
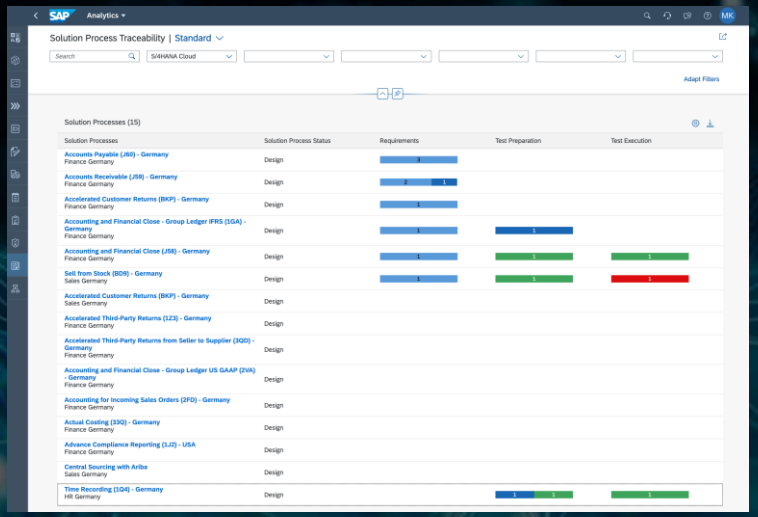
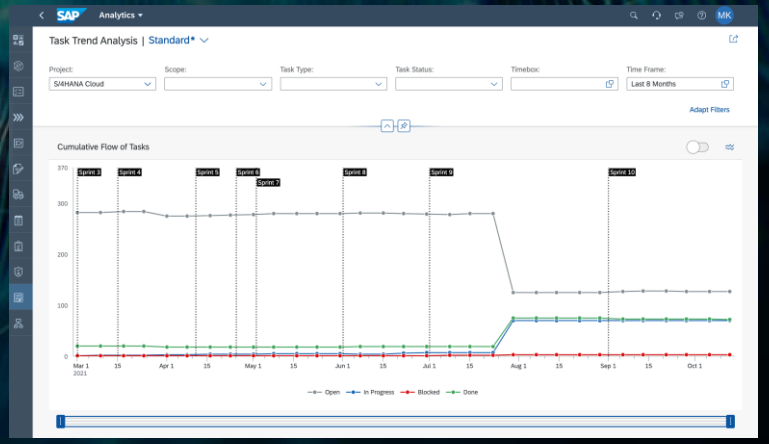
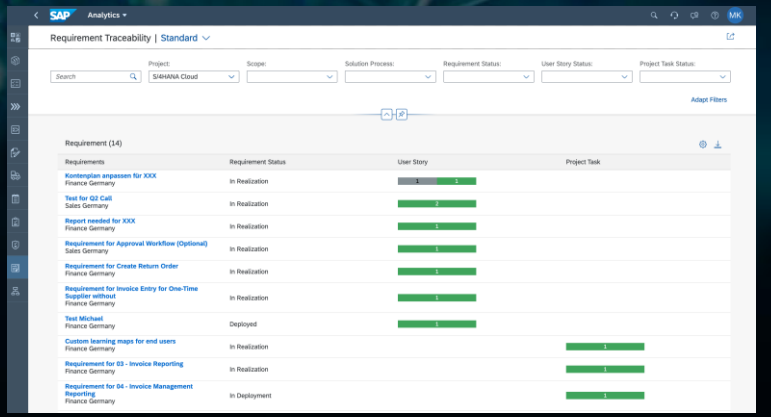
Integrated Analytics, end-to-end traceabiliy











SAP Cloud ALM for implementation – Customer Benefits

Fast time-to-value through guidance and task-driven implementation

Harmonized implementation experience across SAP Cloud solutions

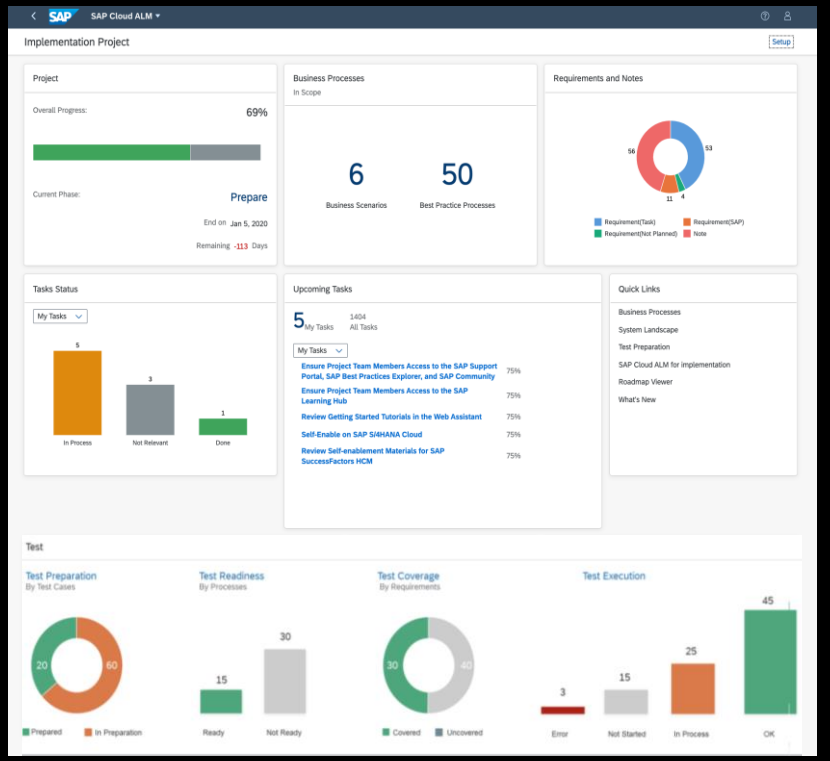
Instantaneously available, no deployment or configuration activities

Fast onboarding of your project team

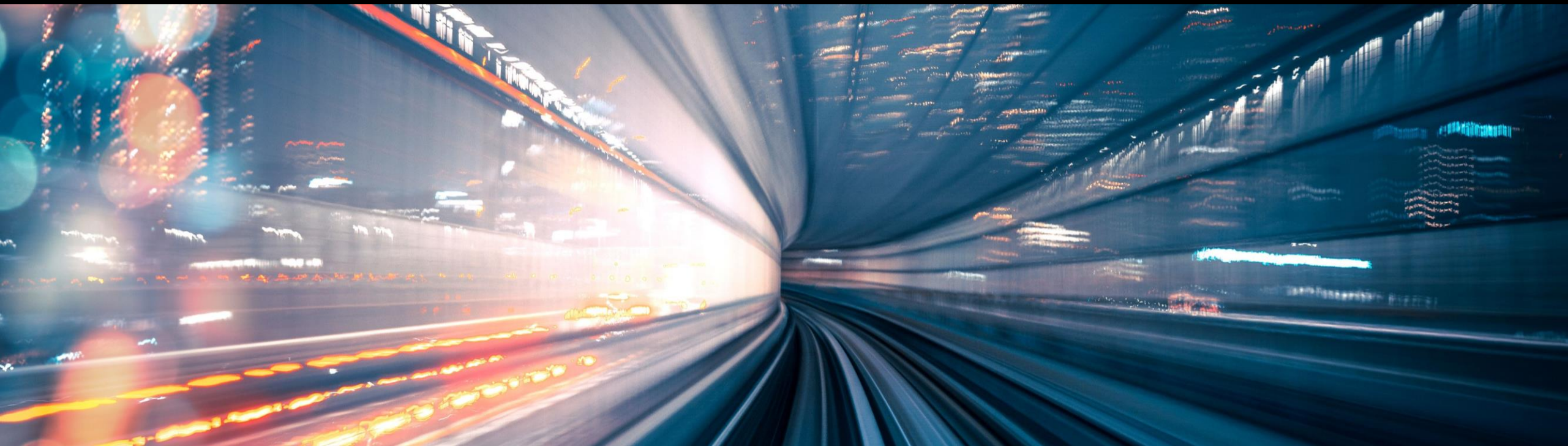
Automated collection and assignment of tasks to the project team

Comprehensive workspace for fit-to-standard workshops

Built-in transparency about implementation progress



SAP Cloud ALM for Operations

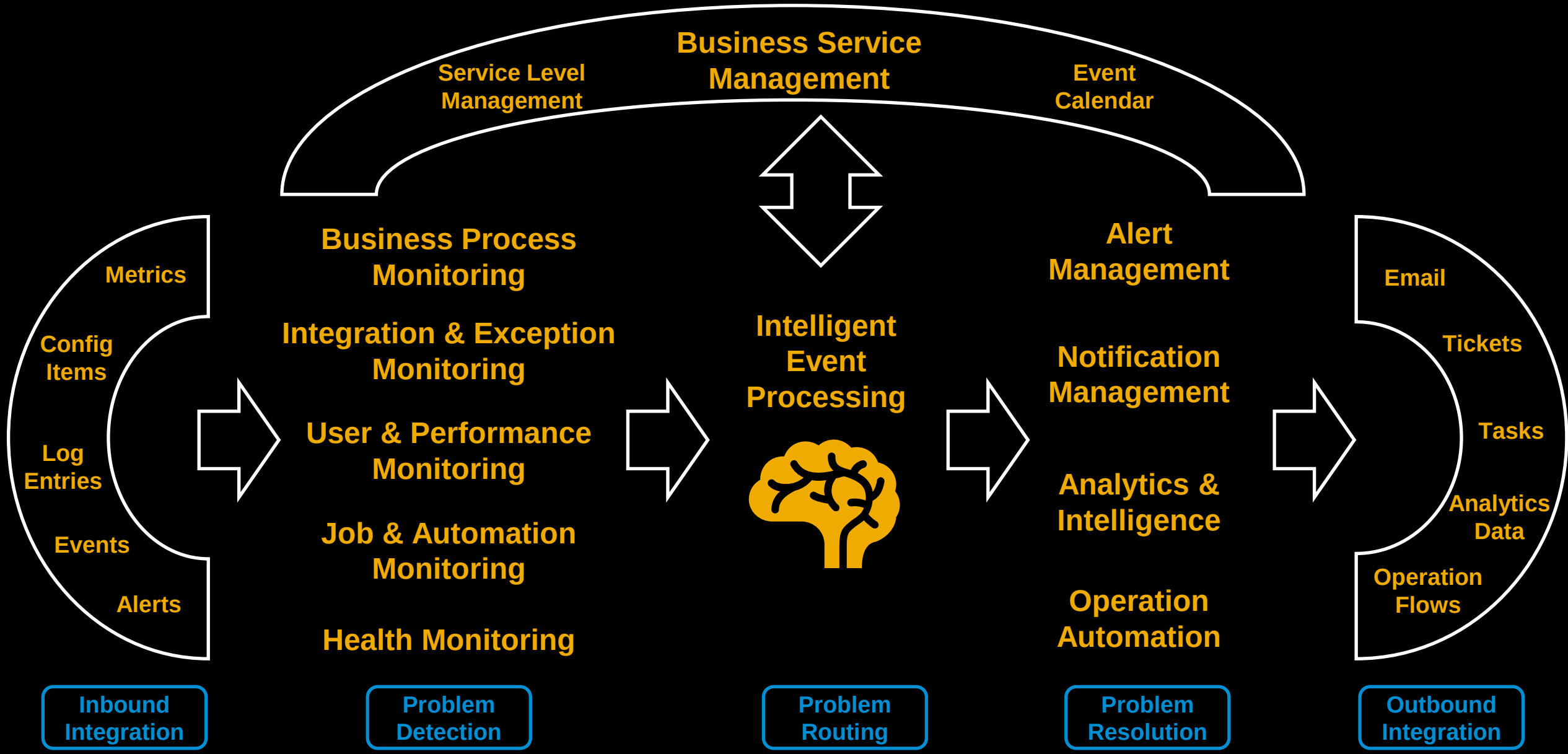


SAP Cloud ALM for Operations – Value Proposition

Ensure business continuity in SAP centric landscape by monitoring and alerting - Increase operation efficiency by automating operational tasks - Avoid anomalies by proactive problem prediction

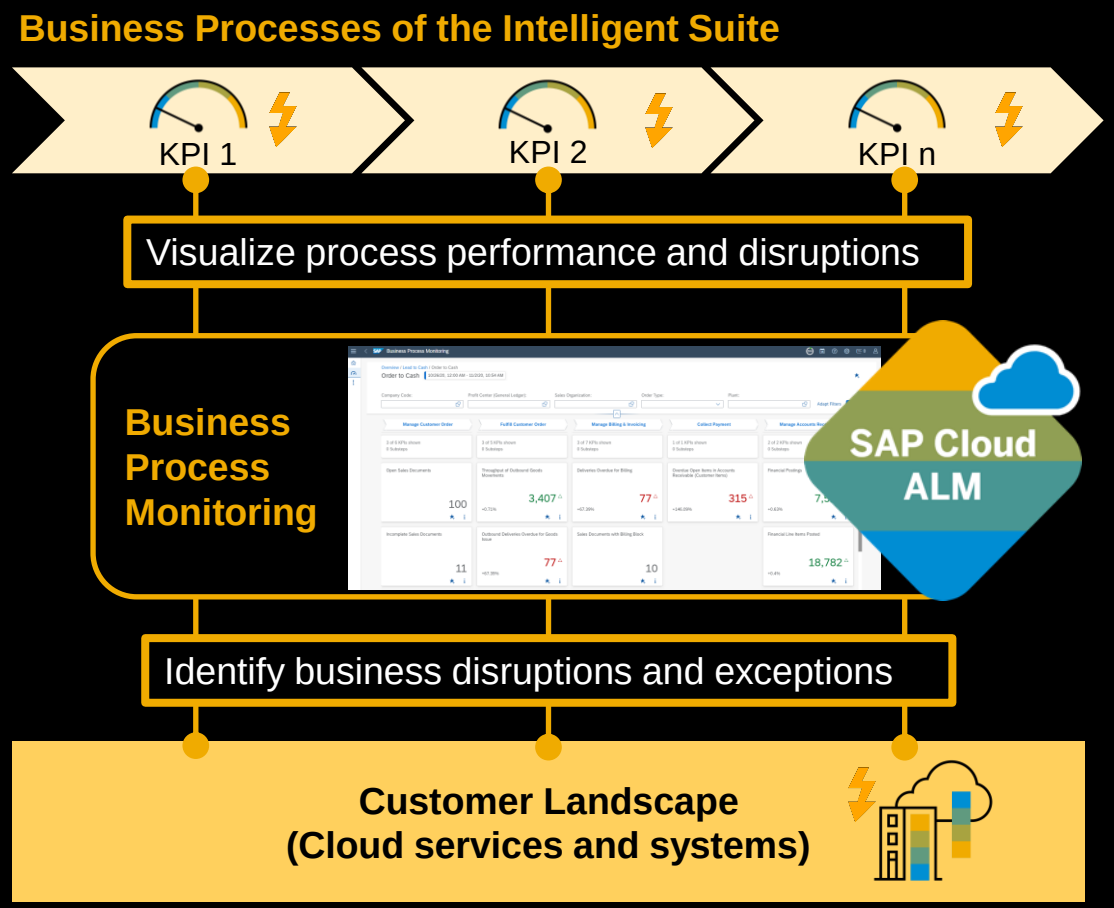
- SAP Cloud ALM empowers customers to **understand healthiness of SAP business solutions**:
  - Provides **full stack monitoring and alerting** covering business processes, integration, users, applications, and healthiness of cloud services and systems
  - Allows to conduct **root cause analysis** on different levels
  - Acts as **collaboration platform between LOB and IT**
- SAP Cloud ALM enables customer to increase operation efficiency by **automating corrective actions as well as regular operation tasks**
- SAP Cloud ALM helps to **predict anomalies in business process and application operation** by event correlation and learning out of the collected data (AIOPs)
- SAP Cloud ALM provides **transparency regarding availability of business services** including business downtimes, business events and business SLA's

SAP Cloud ALM for Operations – Functional Overview



Business Process Monitoring

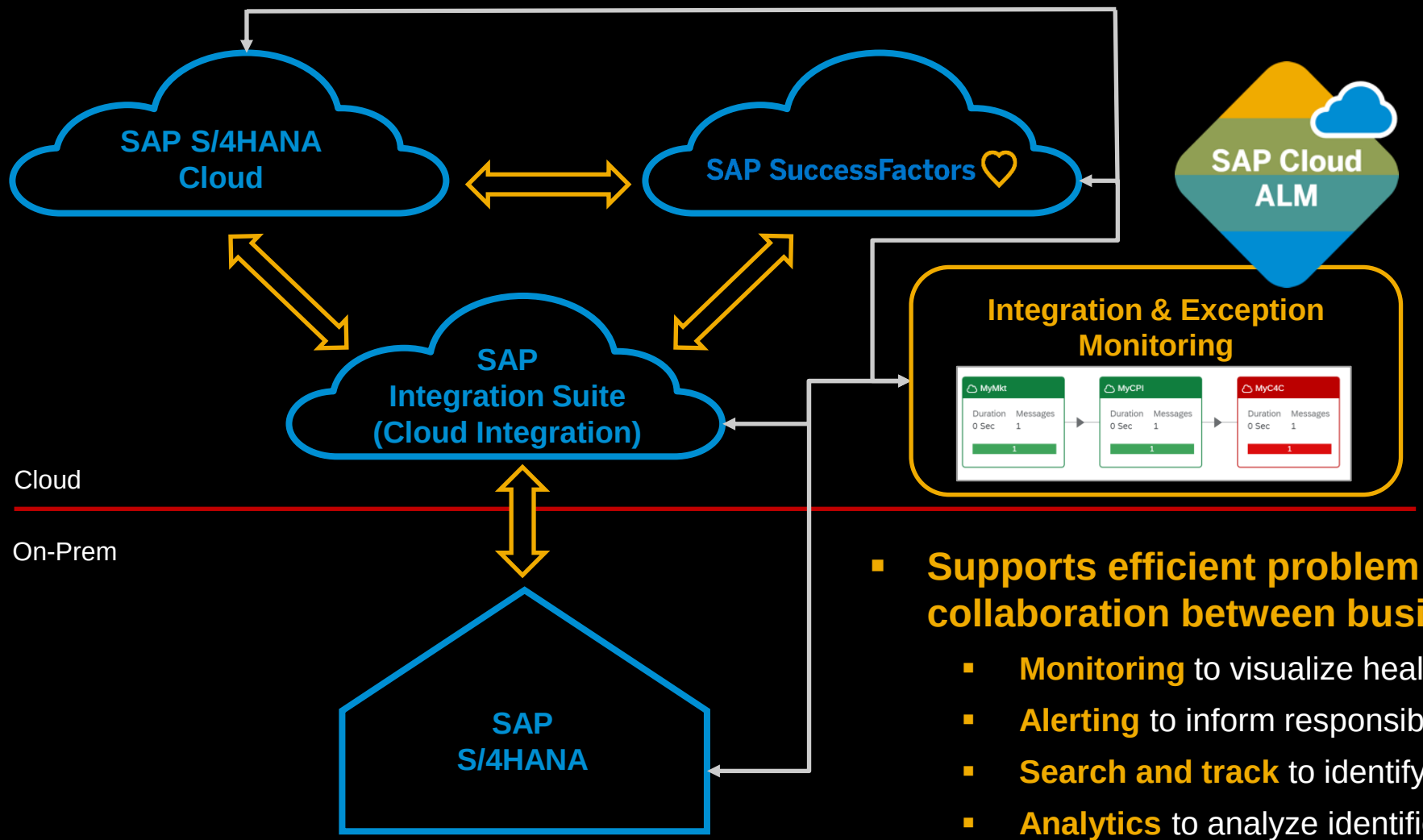
Detects operational issues in business process execution and reacts to it



- Provides **transparency on end-to-end business processes** within a distributed solution landscape
- Ensures **business continuity** to increase business process execution quality and performance
- **Monitors processes' health and detect anomalies** during process execution including **drill down into business documents**
- **Alerts users directly on process disruptions** including **automated problem resolution**
- Delivers **pre-defined process content** including **auto-discovery of relevant business process KPI's** to be switched on

Integration & Exception Monitoring

Ensures reliable data exchange between cloud services and systems

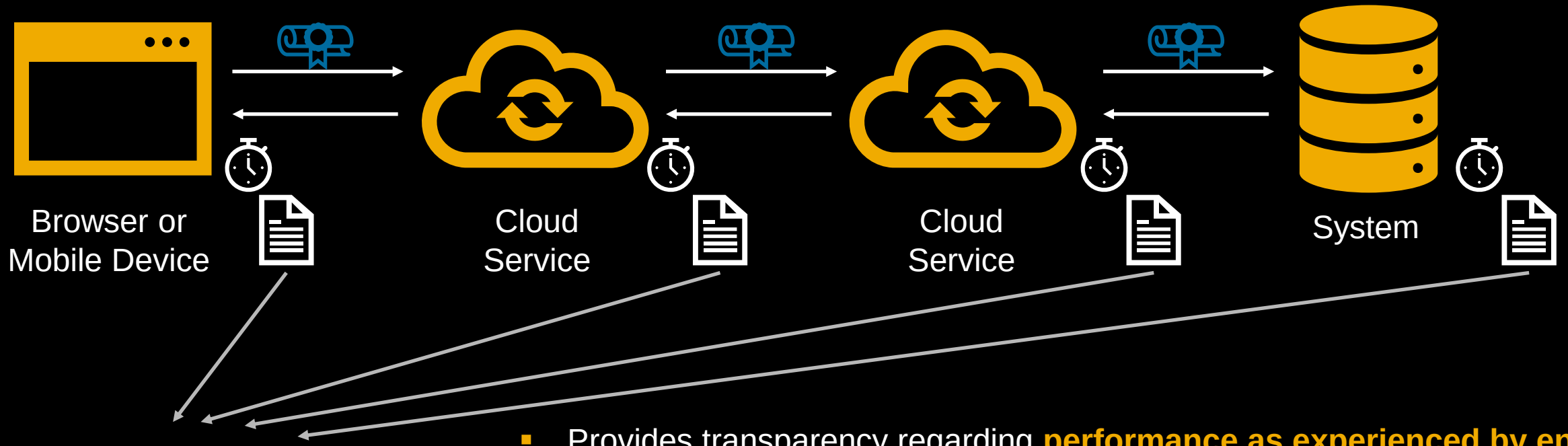


- **End-to-End monitoring** by correlating single messages to **end-to-end message flows** across cloud services and systems
- Monitoring of **integration related exceptions**
- Support of **peer-to-peer interfaces** as well as **orchestrated integration**

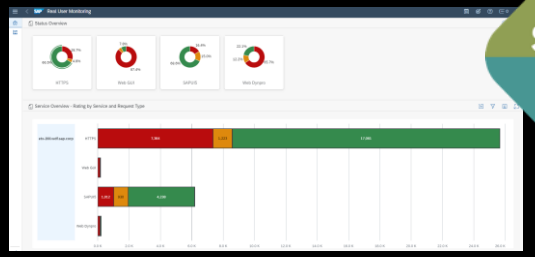
- **Supports efficient problem resolution process** and **collaboration between business and IT**:
  - **Monitoring** to visualize healthiness of integration aspects
  - **Alerting** to inform responsible persons in business and IT
  - **Search and track** to identify business driven problems
  - **Analytics** to analyze identified critical issues
  - **Operation automation** to trigger corrective activities

Real User & Performance Monitoring

Allows to understand performance and utilization from end user perspective



Real User & Performance Monitoring



SAP Cloud ALM

- Provides transparency regarding **performance as experienced by end users** as well as the **utilization of business functionality**
- Measurement at frontend and server side to **identify actual root cause of performance problems** (frontend, network, cloud services and/or systems)
- Utilization of SAP Passport technology allows to **correlate performance data** measured at frontend, cloud service and/or system side

Job & Automation Monitoring

Provides transparency regarding job executions & automated activities

- Ensures **efficient job and automated task execution to increase operation quality**:
  - by monitoring **job/task executions health** and **detection of anomalies**
  - by directly **alerting both business and IT users** on disruptions and exceptions
  - by providing **details at job/task execution level** to enable root cause analysis
  - by **reducing configuration effort** by making use of historical execution information

- Job & Automation Monitoring is planned to be enhanced with **operation flows** to trigger corrective actions e.g. job restarts and **job & automation analytics** to enable trend analysis based on historical data

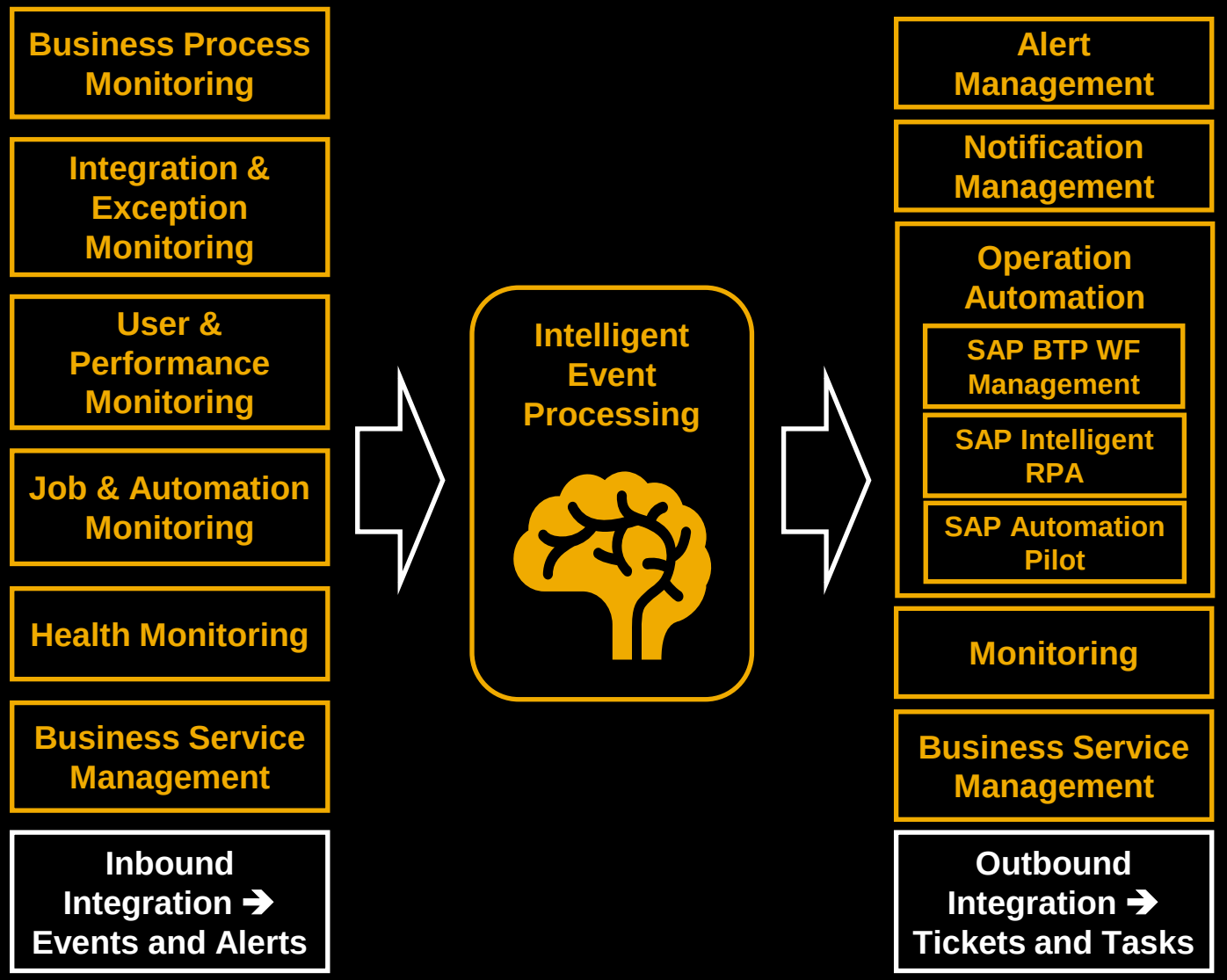
Health Monitoring

Check Application Health of Cloud Services and Systems

- **Monitoring of technical metrics and events** for cloud services and systems:
  - By executing **application health checks for SAP built cloud services**
  - By delivering **technical metrics and events for customer applications** built at SAP Business Technology Platform
  - By providing metrics for **light-weight system monitoring for SAP ABAP** based systems
- Provides **embedded alerting** including the capability to **trigger notifications and corrective actions**
- Allows **embedded analytics** to analyze **trends and root causes** for discovered problems

Intelligent Event Processing

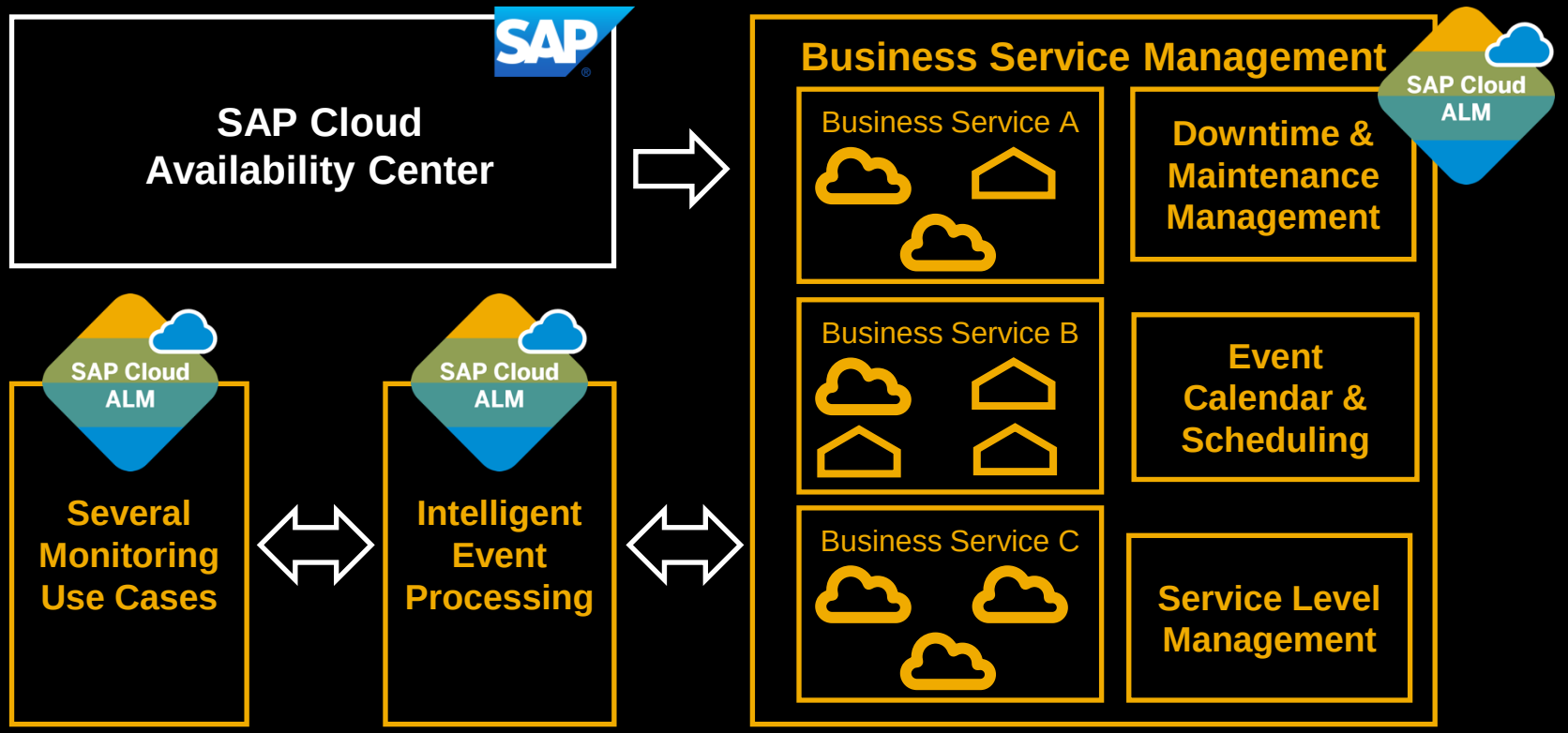
Process Events from Different Sources in An Unified and Efficient Way



- **Central intelligence** to enable **efficient communication** between internal as well as external senders and receivers
- **Unified event processing** based on rules for **automatically as well as manually triggered events**
- Supports **centralized configuration** as well as **decentral configuration** of event handling rules
- **Foundation for intelligent correlation of events** e.g. correlation of manually generated notifications with automatically generated alerts

Business Service Management

Expose IT Related Information to Be Understood by Business Users

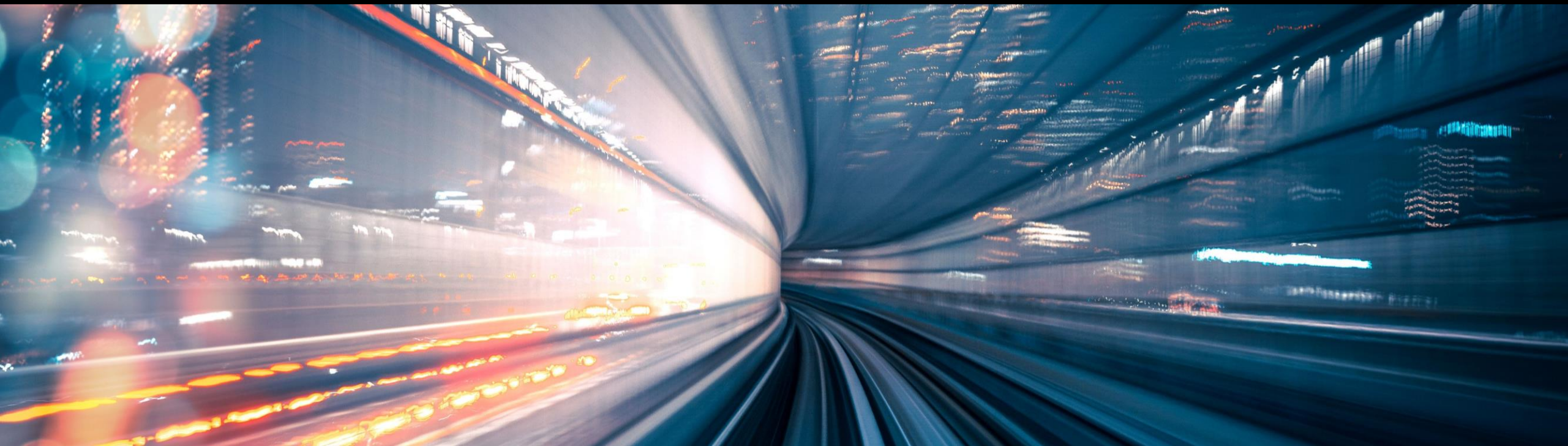


- Business service as **collection of cloud services and systems**
- Import of **events triggered by SAP** (maintenance, disruptions, degradation, communication events) including **outbound API**
- **Automatic triggering of:**
  - **Alerts, notifications, operation flows, tickets, tasks, …**
  - **Disruption/degradation events FROM monitoring TO BSM** (*)
  - **Maintenance events FROM BSM TO monitoring** (*)
- Maintenance and execution of **customer specific events** (single and reoccurring events)

(*) Planned

- **Service Level Management**:
  - **Automatic and continuous calculation** of service level for services or systems and **consolidation** to business services level
  - Embedded **service level reporting dashboard**
  - Definition of **service level objectives** at business service level

SAP Cloud ALM
Roadmap, Onboarding & Usage



SAP Cloud ALM for Implementation – Content roadmap

	Currently available	Planned for 2022
Task Management – SAP Activate Roadmap	SAP S/4HANA Cloud SAP S/4HANA Cloud, private edition SAP S/4HANA SAP SuccessFactors	SAP Ariba Network SAP Fieldglass
Process Management – Best Practice Content	SAP Marketing Cloud SAP S/4HANA Cloud SAP SuccessFactors	SAP S/4HANA Cloud, private edition SAP S/4HANA SAP Ariba Network SAP Fieldglass
Test Automation Integration & Delivery of test cases	SAP S/4HANA Cloud	SAP S/4HANA * SAP S/4HANA Cloud, private edition* SAP SuccessFactors* SAP Ariba Network* SAP Fieldglass*
Transport mechanism & Integration of deployment providers	SAP S/4HANA Cloud, private edition SAP S/4HANA	SAP BTP (Cloud TMS) SAP S/4HANA Cloud

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

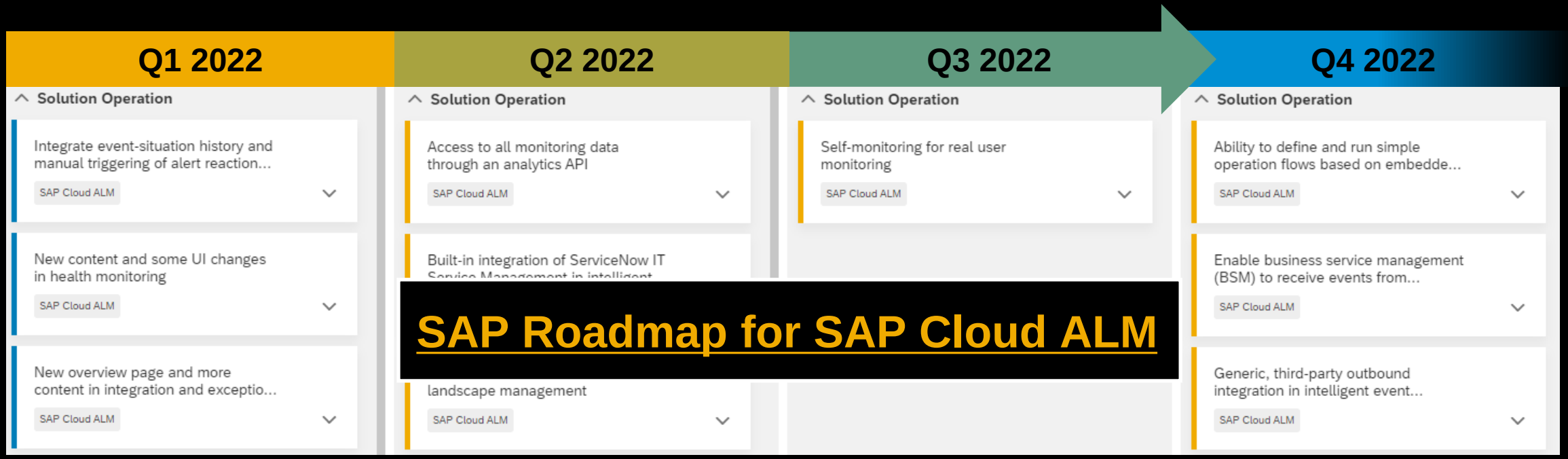
(*') Depending on availability of Tricentis Test Automation for Cloud Solutions

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	Further KPI's for all editions of SAP S/4HANA and SAP Business Suite SAP SuccessFactors (further KPI's)	SAP Ariba
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 Integration Suite (CI) SAP Master Data Integration SAP BTP NEO (custom) SAP BTP ABAP (custom/SAP)	SAP Event Mesh SAP Mobile Services SAP SuccessFactors & EC Payroll SAP Ariba SAP Concur & SAP Fieldglass SAP Intelligent Asset Management SAP Field Service Management SAP Order Management foundation SAP Integrated Business Planning	SAP Business ByDesign	SAP Analytics Cloud SAP Logistics Business Network SAP BTP CF (custom) 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 BTP ABAP (custom/SAP) SAP BTP NEO (custom) SAP SuccessFactors EC Payroll		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 BTP ABAP (custom/SAP)	SAP Marketing Cloud SAP Intelligent RPA SAP Integrated Business Planning SAP Business Warehouse SAP SuccessFactors EC Payroll	SAP Job Scheduler Service (custom) SAP Business Workflow (ABAP)	SAP Data Privacy Management SAP Resource Management SAP Workflow Management
Health Monitoring	SAP Cloud ALM SAP Intelligent RPA SAP Integration Suite (CI) SAP BTP NEO/CF (custom)	SAP S/4HANA SAP S/4HANA PCE SAP Business Suite SAP BTP ABAP (custom/SAP)	SAP Integration Suite (API Mgmt.) SAP HANA Cloud SAP S/4HANA Cloud SAP SuccessFactors EC Payroll	SAP Marketing Cloud SAP Integrated Business Planning SAP Cloud Connector SAP Data Intelligence

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

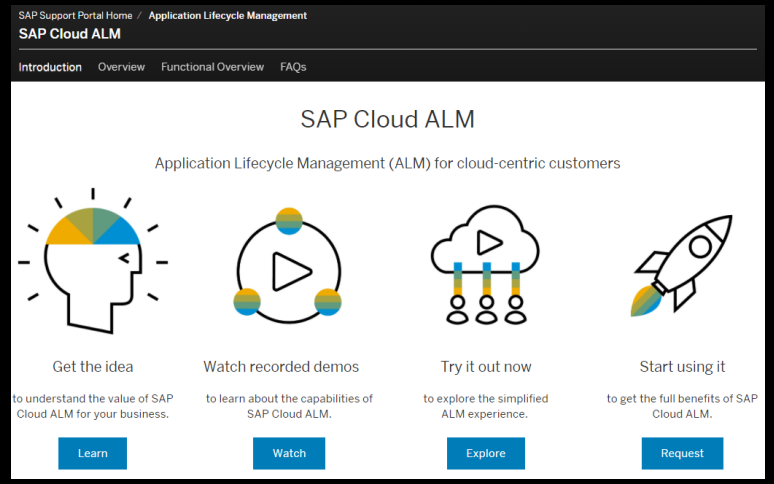
SAP Cloud ALM for Operations – Functional roadmap



Q1 2022	Q2 2022	Q3 2022	Q4 2022
Intelligent Event Processing Integration	Ticket integration with ServiceNow	Generic API for event-to-ticket integration	Generic API for event-to-task integration
Unified runtime UI (home page, favorites, scope selection, …)	Synthetic User Monitoring	Outbound integration for Business Service Management	Inbound integration for Business Service Management
Embedded analytics in several use cases	Configuration Monitoring	Task integration with Slack and/or MS Teams	Unified configuration user interface

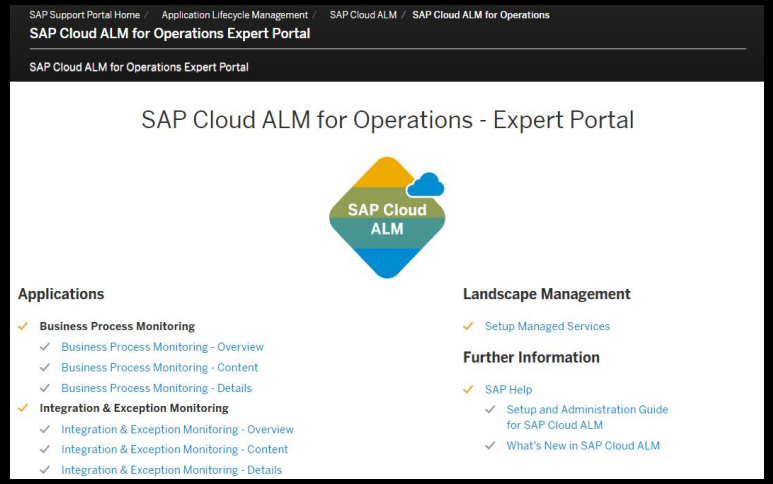
SAP Cloud ALM – Onboarding & Usage

Step 1: Try it out and onboard yourself



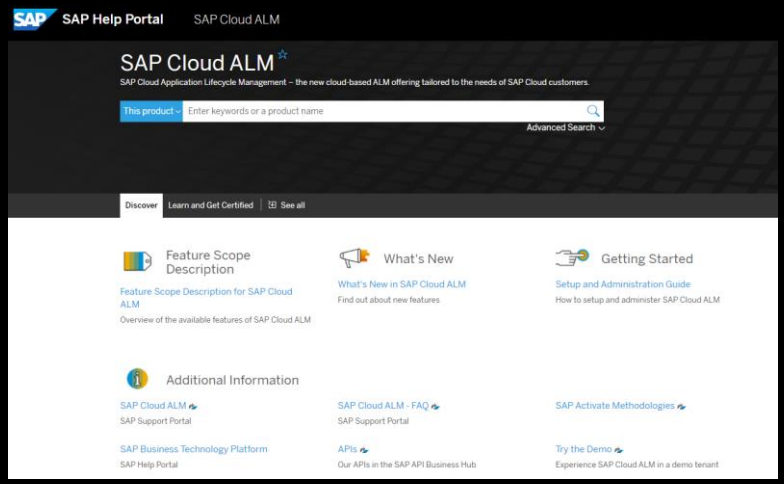
All information related to demo environments and onboarding can be found at the SAP Cloud ALM Home Page and SAP Help Portal

Step 2: Setup technical pre-requisites and connectivity



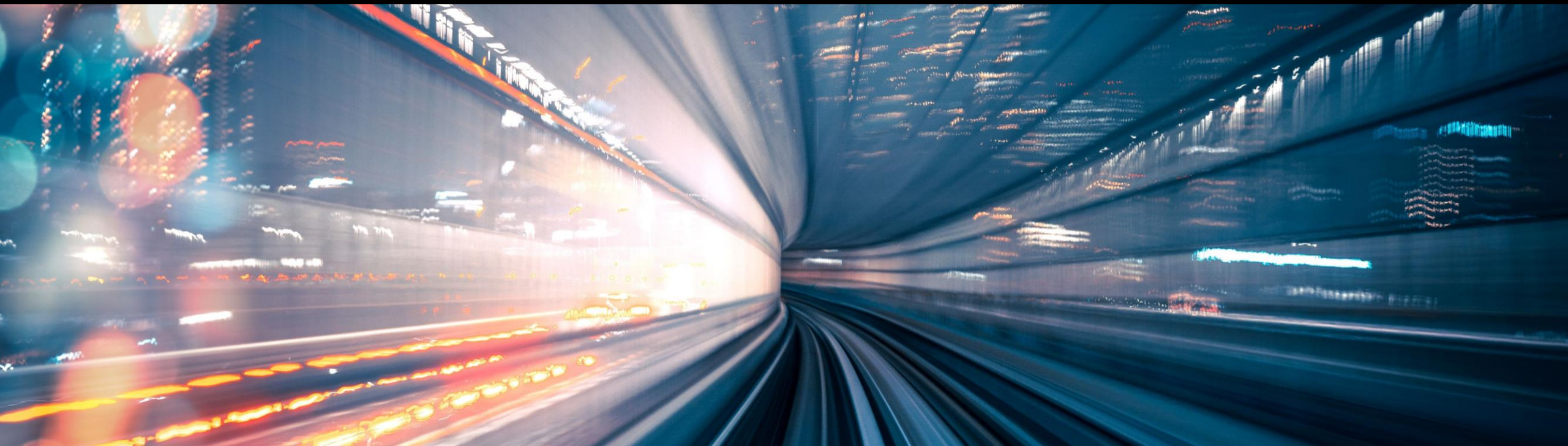
All information related to the technical setup can be found at the SAP Cloud ALM for Operation Expert Portal

Step 3: Configure and use the applications



All information related to application configuration and usage can be found in built-in SAP Web Assistant, SAP Cloud ALM for Operation Expert Portal and SAP Help Portal

SAP Enterprise Support Value Map



SAP Enterprise Support – Next-Generation Value Maps

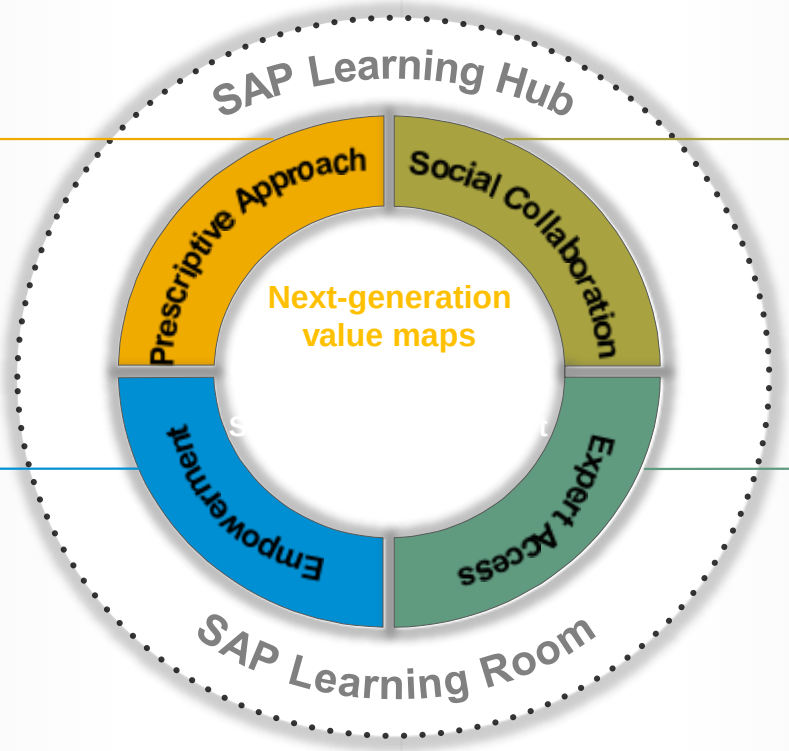
SAP Enterprise Support Value Maps – an empowerment and support program, which provides direct access to SAP experts, interactive social collaboration forums, acceleration of learning and prescriptive guidance, designed to help you in adopting intelligent technologies, manage hybrid landscapes and gain agility to focus your resources on innovation. Value maps guide you through the knowledge, skills, and services needed to address your business challenges, enabling your company to lead in the experience economy.

Prescriptive Approach

Structured content enables guidance, simplification, and acceleration of support offerings consumption across the whole lifecycle.

Empowerment

New interactive learning formats and integrated tools – including gamification, social media-based interactions, and progress tracking provide fast and engaging empowerment.



Social Collaboration

Social learning forums allows users to get guidance and exchange ideas, skills, and best practices with SAP Experts and their peers.

Expert Access

Expert-led sessions and collaboration give users a direct channel to proven and relevant advice, best practices, business insight, and technology know-how.

Benefits of Utilizing SAP Learning Hub

- All value maps, one platform
- Embrace innovation adoption and digital transformation
- Individualized, prescriptive learning journeys
- Record of learning accomplishments
- Learning new skills 24x7
- E2E value maps support and functional experts
- Interactive social support
- Gamification*

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SAP Enterprise Support Value Maps

Application Lifecycle Management Value Map

How you can use multiple ALM offerings from SAP to manage your application lifecycle?

SAP Cloud ALM

- Introduction and Roadmap of SAP Cloud ALM
- Introduction to the implementation portal for SAP S/4HANA Cloud

Setup, Installation, and Configuration of SAP Solution Manager

- Discover the features and functionalities of SAP Solution Manager 7.2
- Get information on the planning steps and prerequisites for the installation or an upgrade to 7.2
- Explore the prerequisites and execute the basic configuration
- Learn how to set up EarlyWatch Alert and enable service delivery readiness
- Integrate cloud systems in SAP Solution Manager 7.2
- Embed SAP HANA and SAP S/4HANA systems in SAP Solution Manager 7.2
- Secure SAP Solution Manager and keep track on alerts and security notes

Process Management and Test Management

- New modeling capabilities to document your business processes
- Transfer of existing process documentation to SAP Solution Manager 7.2 with the content activation procedure
- Activation of Usage and Procedure Logging
- Reduced costs and less errors in a production system while improving the test coverage
- Systematic testing approach to detect, prevent, and control application performance risks
- Replacement of costly, time-consuming manual testing processes with automated tools

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Your next steps to SAP Cloud ALM

Find out more
(SAP Support Portal)

Scan what's new
(SAP Help Portal)

Learn about it
(e-trainings)

See what's planned
(Product Roadmap)

Experience it
(Demo & Trial)

Request services
(Experts on Demand)

Request it
(Order form)

Enable it
(Admin & Setup)

Become expert
(Expert Portals)

Watch & learn
(Product videos)

Exchange experiences
(ALM Community)

Innovate
(Drop your idea)

Get in touch
(ALM events)

Contact us
(E-mail to product team)

FAQs
(Find your answer)

Q & A

Thank you.

Contact information:

Henry Fang
henry.fang@sap.com
Customer Engagement Support

THE BEST RUN SAP

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