SAP Cloud ALM
Expert Community Call

SAP SE
December 2021

THE BEST RUN **SAP**

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Welcome
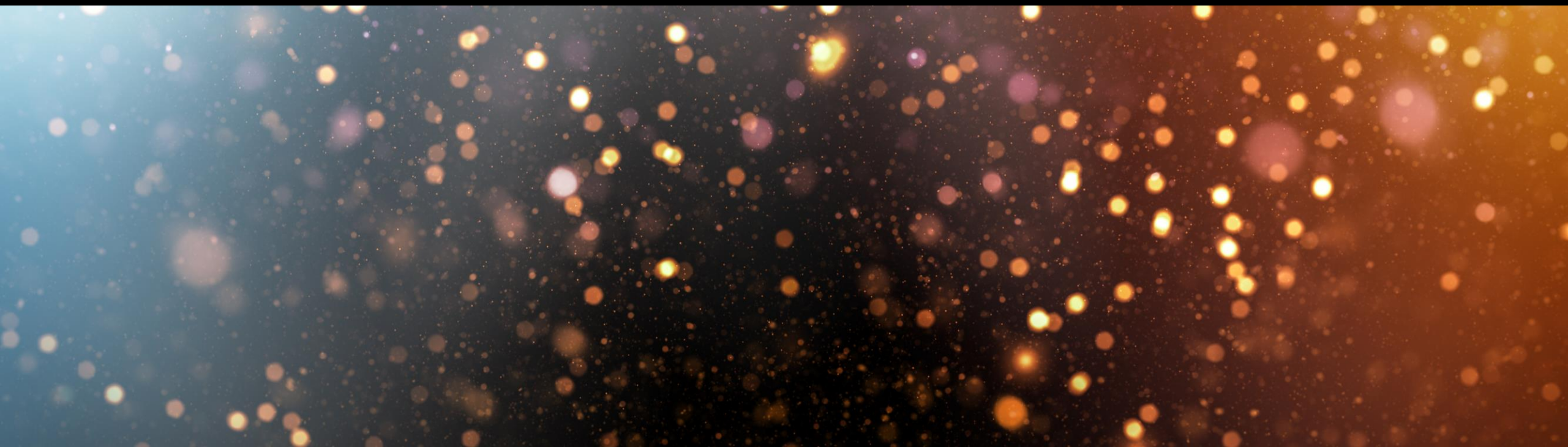
SAP Cloud ALM Expert Community Call | Agenda for December 01, 2021
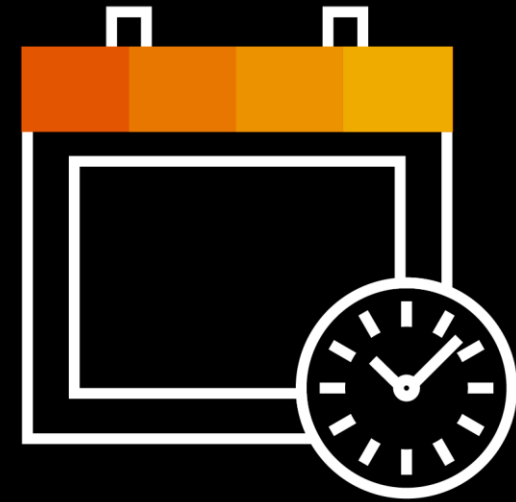## Focus topic: SAP Cloud ALM for Operations

Welcome & about this call

Business Process Monitoring Configuration

We ask, you answer | Menti

Additional Information

You ask, we answer | Q&A

Speakers

Tonja Kehrer   Simon Blattmann   Tim Steuer   Stefan Lahr

About this Call

WHY   Build up expert knowledge, share experiences, ask questions
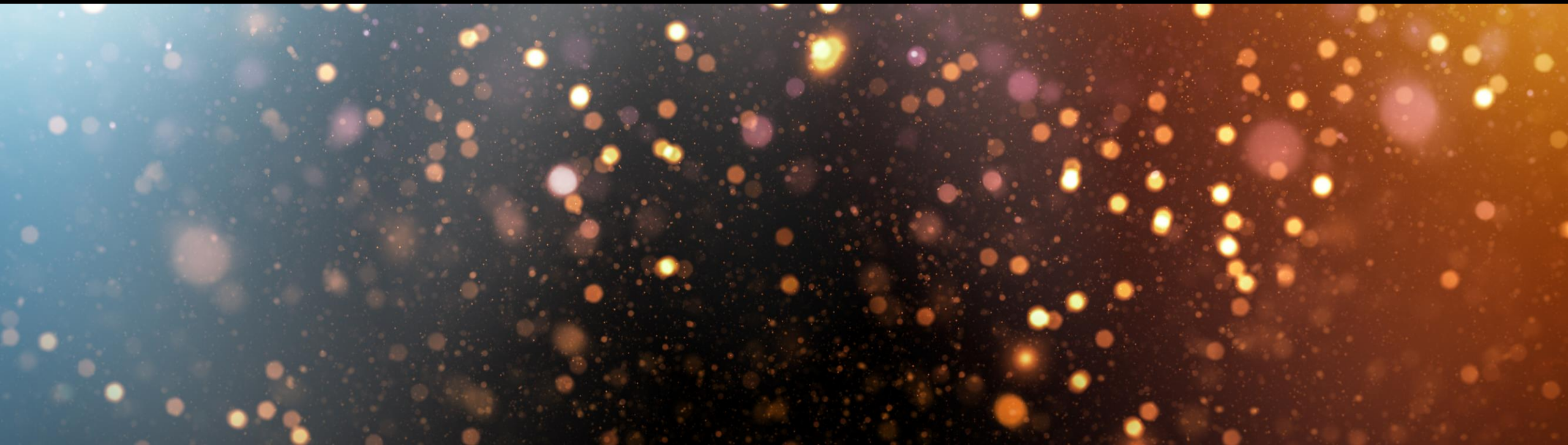
WHEN Monthly webinar series about SAP Cloud ALM

WHAT Concepts, live demos, alternating focus on implementation and operations

WHO   Beginners, Experts and anyone interested in SAP Cloud ALM

SAP Cloud
ALM

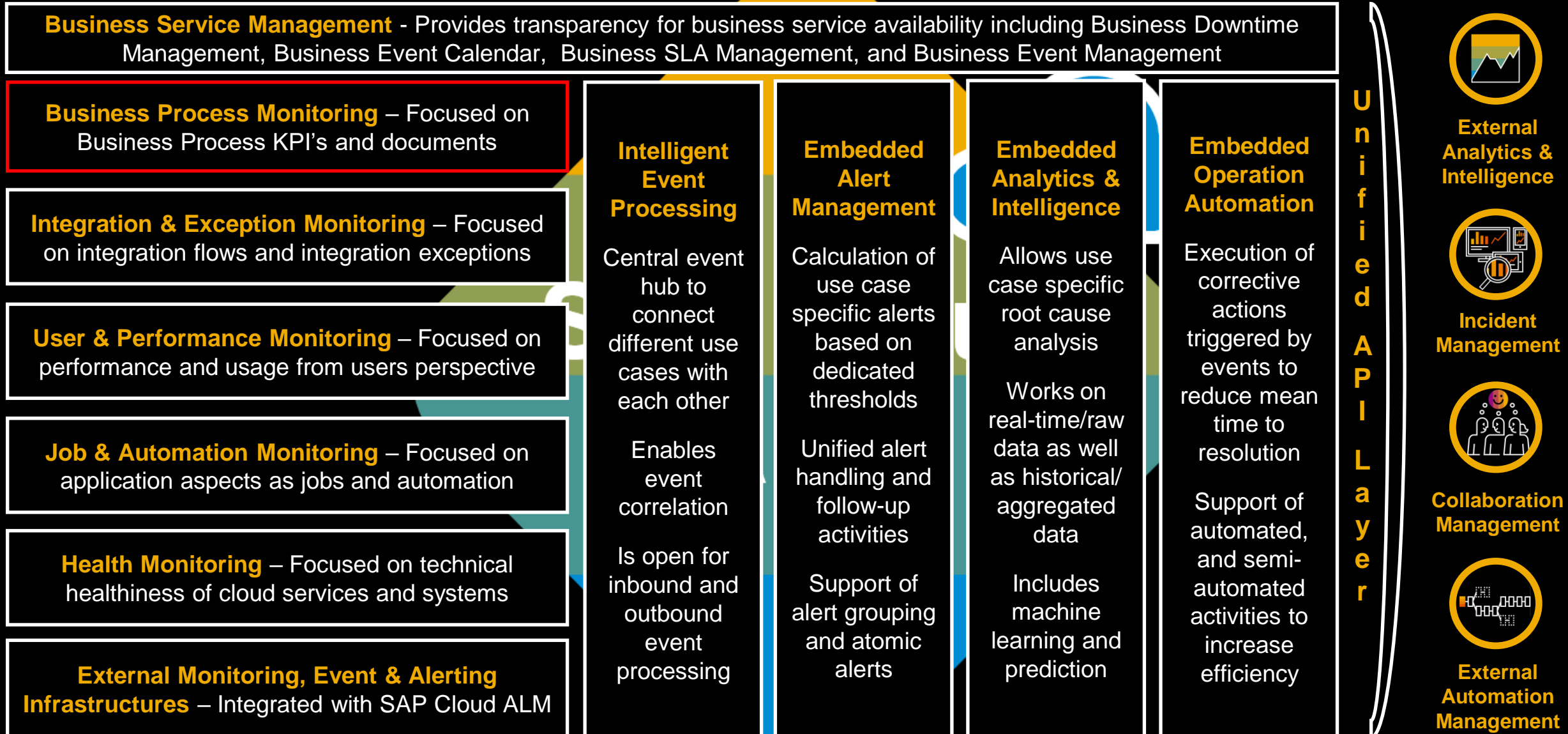# Business Process Monitoring
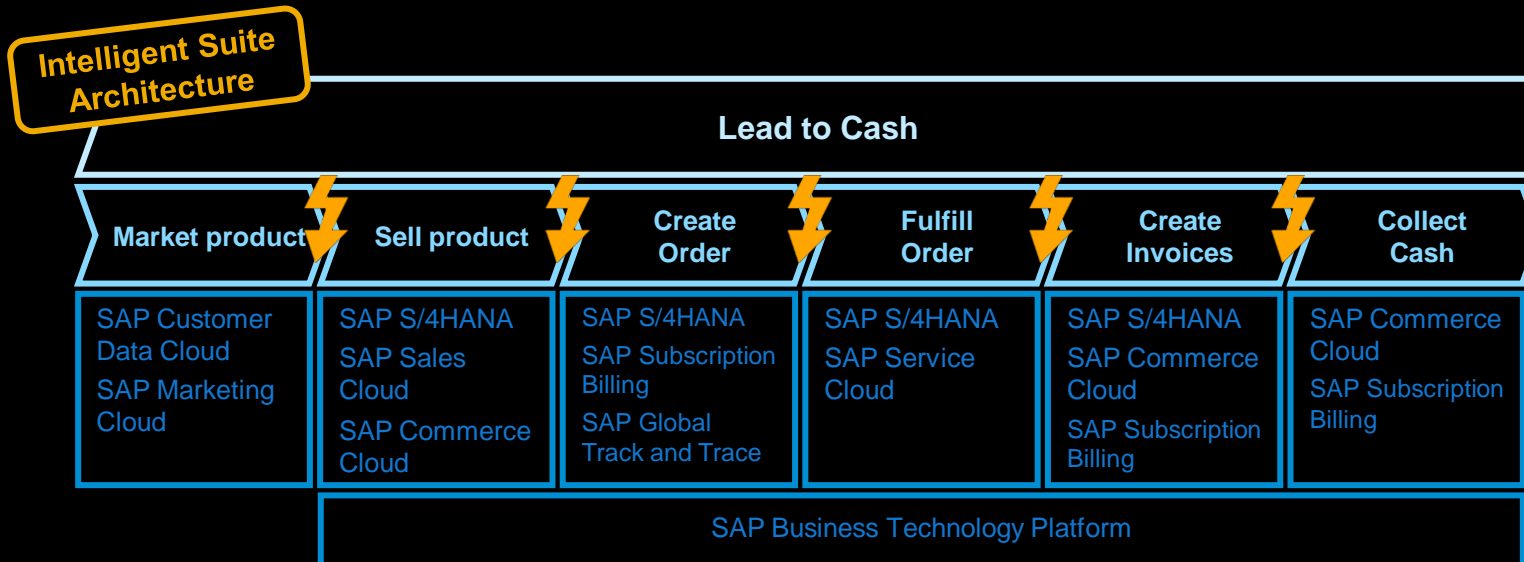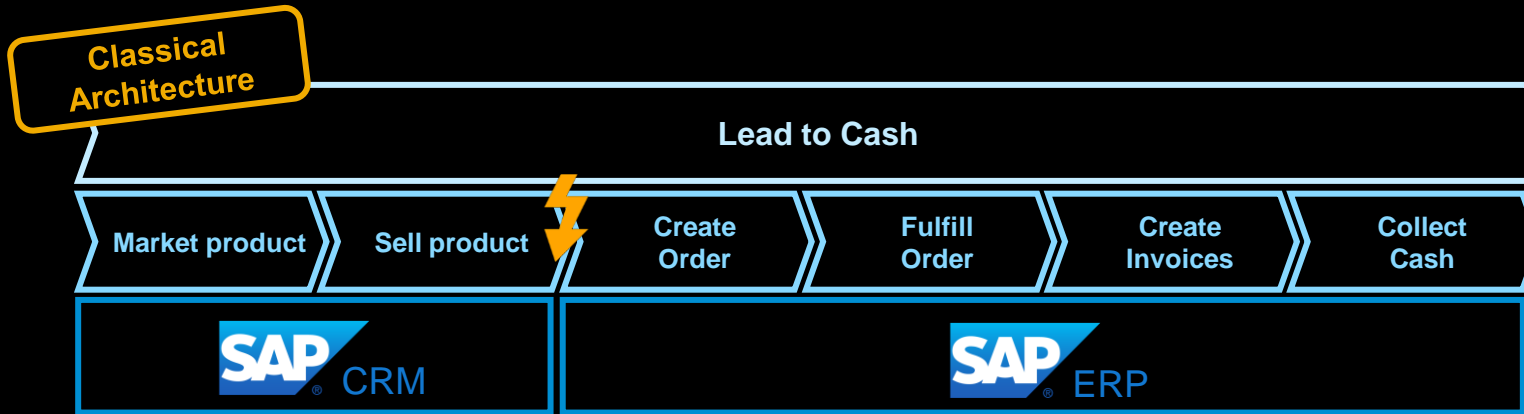# Configuration

Agenda

Introduction to Business Process Monitoring

Business Process Monitoring Demo

Further information

SAP Cloud ALM for Operations – Available & planned scope in detail

Business Service Management - Provides transparency for business service availability including Business Downtime Management, Business Event Calendar, Business SLA Management, and Business Event Management

Business Process Monitoring – Focused on Business Process KPI's and documents

Integration & Exception Monitoring – Focused on integration flows and integration exceptions

User & Performance Monitoring – Focused on performance and usage from users perspective

Job & Automation Monitoring – Focused on application aspects as jobs and automation

Health Monitoring – Focused on technical healthiness of cloud services and systems

External Monitoring, Event & Alerting Infrastructures – Integrated with SAP Cloud ALM

Intelligent Event Processing

Central event hub to connect different use cases with each other

Enables event correlation

Is open for inbound and outbound event processing

Embedded Alert Management

Calculation of use case specific alerts based on dedicated thresholds

Unified alert handling and follow-up activities

Support of alert grouping and atomic alerts

Embedded Analytics & Intelligence

Allows use case specific root cause analysis

Works on real-time/raw data as well as historical/aggregated data

Includes machine learning and prediction

Embedded Operation Automation

Execution of corrective actions triggered by events to reduce mean time to resolution

Support of automated, and semi-automated activities to increase efficiency

Unified API Layer

External Analytics & Intelligence

Incident Management

Collaboration Management

External Automation Management

Why do we need a central Business Process Monitoring?

Classical Architecture

Lead to Cash

Market product	Sell product	Create Order	Fulfill Order	Create Invoices	Collect Cash

SAP CRM | **SAP ERP**

Intelligent Suite Architecture

Lead to Cash

Market product	Sell product	Create Order	Fulfill Order	Create Invoices	Collect Cash
SAP Customer Data Cloud

SAP Marketing Cloud | SAP S/4HANA

SAP Sales Cloud

SAP Commerce Cloud | SAP S/4HANA

SAP Subscription Billing

SAP Global Track and Trace | SAP S/4HANA

SAP Service Cloud | SAP S/4HANA

SAP Commerce Cloud

SAP Subscription Billing | SAP Commerce Cloud

SAP Subscription Billing |

SAP Business Technology Platform

Customer Solution Landscape is **subject to transformation:**

- Transformation from a **monolithic to a multi-service landscape**

- **Increased complexity to find and analyze issues** in a distributed environment

- Increased needs to **consider business processes end-to-end**

BPMON's objective is to ensure **business continuity:**

- **Find and analyze** operational business exceptions

- **Resolve** critical operational business exceptions

- **Provide transparency** on process performance

Business Process Monitoring
Objectives of Business Process Monitoring

Business Processes of the Intelligent Suite

KPI 1   KPI 2   KPI n

Visualize process performance and disruptions

Business Process Monitoring

SAP Cloud ALM

Identify business disruptions and exceptions

**Customer Landscape
(Cloud services and systems)**
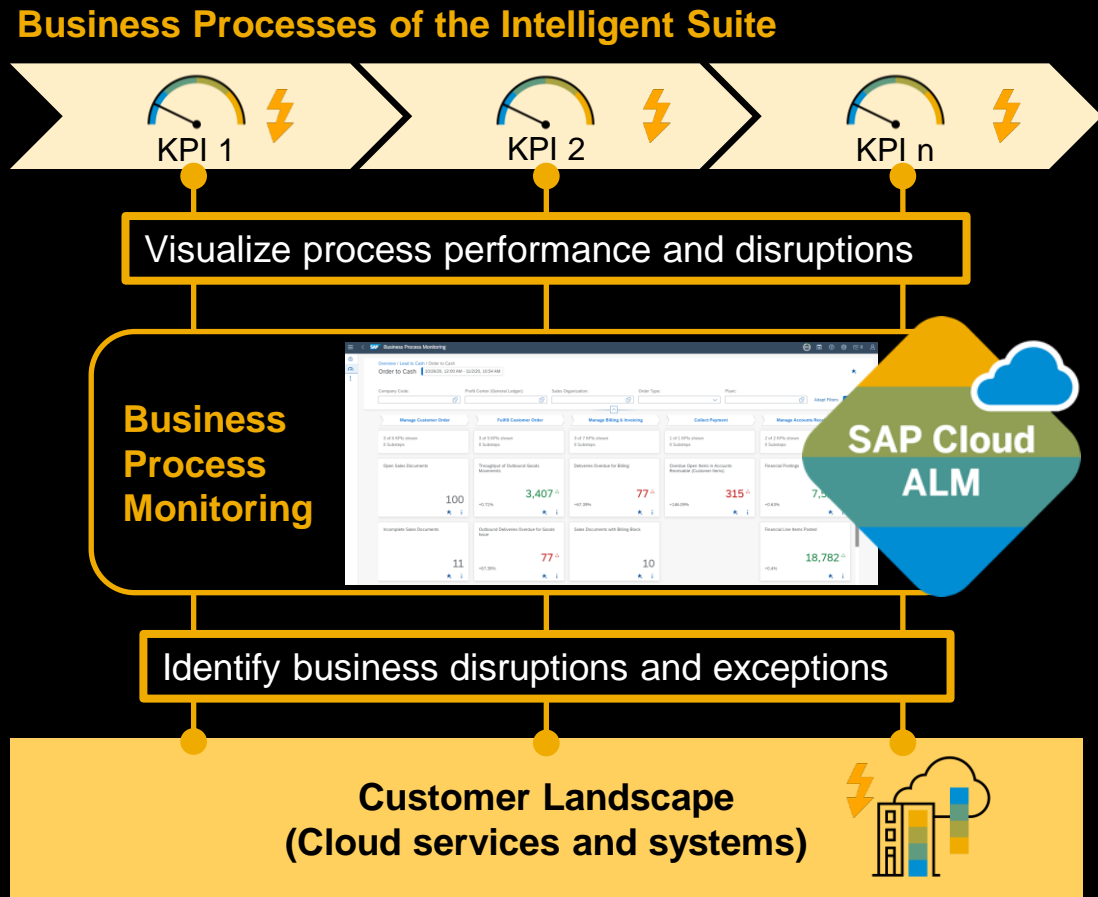
- Provides **transparency on end-to-end business processes** within a distributed solution landscape

- 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

Available KPIs for Lead to Cash

Lead to Cash

- ✓ Sales Document Item Creation to Invoice Creation
- ✓ Sales Documents Created
- ✓ Sales Document Items Created
- ✓ Sales Documents with Delivery Block
- ✓ Sales Documents with Credit Block
- ✓ Sales Documents Open and Overdue for Delivery
- ✓ Open Sales Documents
- ✓ Incomplete Sales Documents
- ✓ Sales Documents with Billing Block
- ✓ Sales Document Items Overdue for Billing
- ✓ Outbound Deliveries Overdue for Goods Issue
- ✓ **Outbound Delivery Items Overdue for Goods Issue Posting***
- ✓ Outbound Deliveries Created
- ✓ Deliveries Overdue for Billing
- ✓ Delivery Items Overdue for Billing*
- ✓ Deliveries Overdue for Picking
- ✓ Throughput of Outbound Goods Movements

- ✓ **Overdue Sales Schedule Line Items***
- ✓ Sales Invoices Not Posted to Accounting
- ✓ Overdue Open Items in Accounts Receivable (Customer Items)
- ✓ Sales Invoice Line Items Created
- ✓ Sales Invoices Posted
- ✓ Financial Postings
- ✓ Financial Line Items Posted
- ✓ **Open Items in General Ledger Accounts (FI-GL)***

SAP S/4HANA Cloud

SAP S/4HANA

SAP S/4HANA Cloud, private edition

SAP Business Suite

*Available since 2108

See all available KPIs online.

Available KPIs for Source to Pay and Design to Operate

Source to Pay

Design to Operate

- ✓ Purchase Order Items Created
- ✓ Open and Overdue Purchase Requisition Items
- ✓ Purchase Requisition Items Created
- ✓ Purchase Orders Created
- ✓ Open and Overdue Purchase Order Items
- ✓ Blocked Purchase Order Items
- ✓ Throughput of Inbound Goods Movements
- ✓ Inbound Deliveries Created
- ✓ Inbound Deliveries Overdue for Goods Receipt
- ✓ **Inbound Delivery Items Overdue for Goods Receipt Posting***
- ✓ Supplier Invoice Items Blocked for Payment
- ✓ Supplier Invoices Created
- ✓ Overdue Open Vendor Items in Accounts Payable

- ✓ Production Orders Overdue for Release
- ✓ Production Orders Overdue for Final Confirmation
- ✓ Production Orders Overdue for Delivery Completion
- ✓ Production Orders Overdue for (Technical) Closure
- ✓ **Overdue Production Orders Assigned to a Sales Document***
- ✓ Process Orders Overdue for Release
- ✓ Process Orders Overdue for Final Confirmation
- ✓ Process Orders Overdue for Delivery Completion
- ✓ Process Orders Overdue for (Technical) Closure
- ✓ Planned Orders with Opening Date in the Past

- ✓ Failed Goods Movements During Production Order Confirmation
- ✓ Failed Goods Movements During Process Order Confirmation
- ✓ Process Orders Created
- ✓ Production Orders Created
- ✓ Plant Maintenance Orders or Customer Service Orders Created

SAP S/4HANA Cloud

SAP S/4HANA

SAP S/4HANA Cloud, private edition

SAP Business Suite

*Available since 2108

See all available KPIs online.

Business Process Monitoring - Available KPIs for SAP SuccessFactors

Recruit to Retire

- ✓ Job Requisitions Created
- ✓ Job Requisitions with Applications
- ✓ Job Requisitions Without Applications
- ✓ Job Requisitions Closed
- ✓ Job Requisition to Hiring (Time to Hire)
- ✓ Candidates Created
- ✓ Job Applications Created
- ✓ Job Applications in Status "Applied"
- ✓ Job Applications in Status "Not Applied"
- ✓ Job Offers Created
- ✓ Job Offers Pending
- ✓ Job Letters Created
- ✓ Job Letters Pending
- ✓ Send Date of Offer Letter to Candidate Response
- ✓ Contracts Created
- ✓ Contracts Created to Employee Start Date

SAP Success Factors

See all available KPIs online.

Agenda

Introduction to Business Process Monitoring

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Further information

Business Process Monitoring Hands-On

- How to **Configure Alerting**

- How to **Configure Business Scope Groups** for authorizations

- How to **Use Further Feature and Functions**

- What are the **upcoming features** (development preview)

Demo

Agenda

Introduction to Business Process Monitoring

Business Process Monitoring Demo

Further information

SAP Cloud ALM for Operations – Onboarding & Usage

Step 1: Try it out and onboard yourself
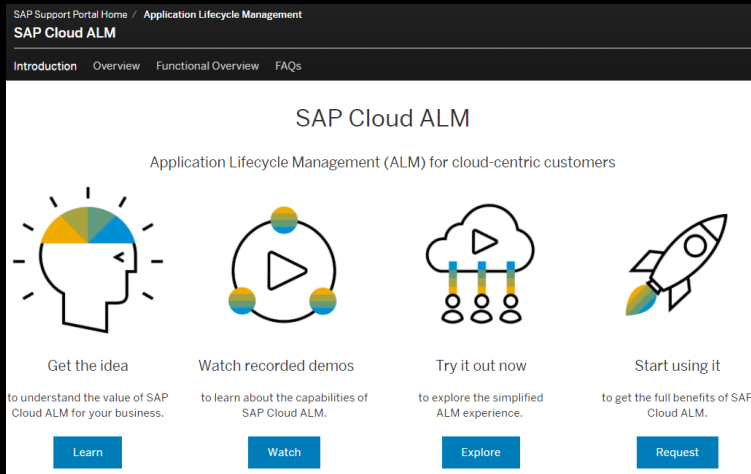
All information related to demo environments and onboarding can be found at the SAP Cloud ALM Home Page, SAP Help Portal and Video for Onboarding

Step 2: Setup technical pre-requisites and connectivity
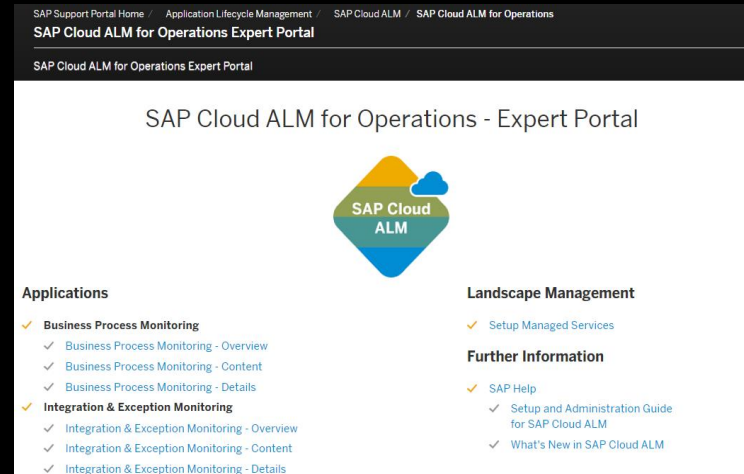
All information related to the technical setup can be found at the SAP Cloud ALM for Operation Expert Portal

Step 3: Configure and use the applications
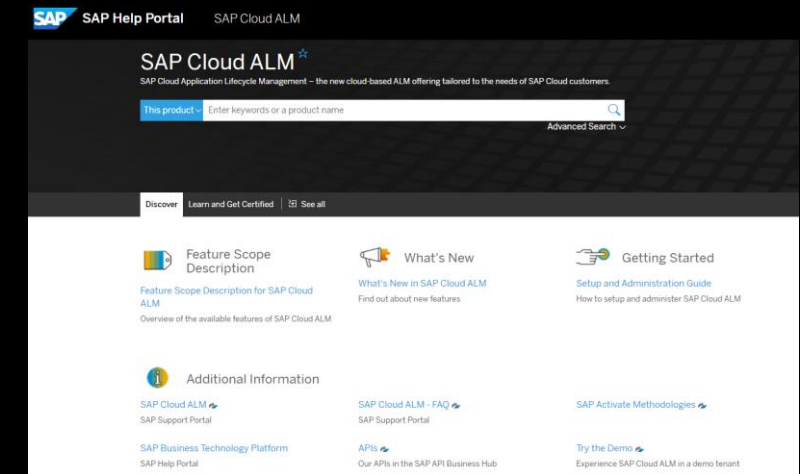
All information related to application configuration and usage can be found in built-in SAP Web Assistant, SAP Cloud ALM for Operation Expert Portal and SAP Help Portal

Thank you.

Contact information:

Simon Blattmann
Product Manager Business Process Monitoring
SAP Product Engineering
simon.blattmann@sap.com

Additional information:

Business Process Monitoring in Expert Portal
Business Process Monitoring - Overview
Business Process Monitoring - Content
Business Process Monitoring - Setup & Configuration

SAP Cloud ALM
SAP Cloud ALM Homepage
SAP Cloud ALM for Operations
FAQs SAP Cloud ALM

SAP Cloud ALM Online Help:
SAP Help Portal
YouTubeChannel: SAP Cloud ALM for Operations

Integrated Web Assistant within app

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Poll
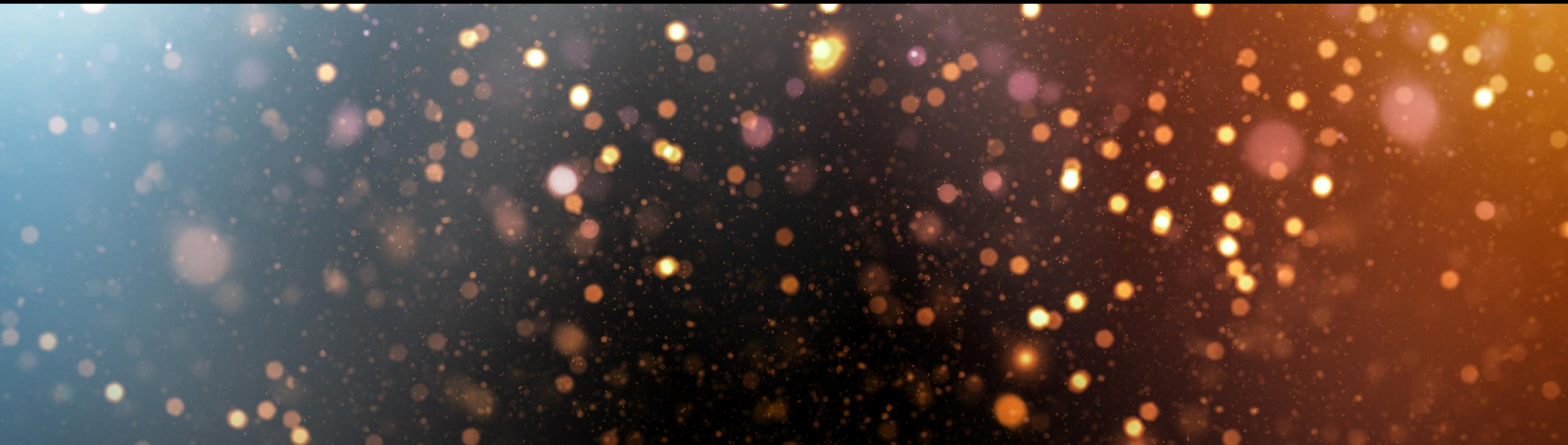
We ask, you answer!

Go to **www.menti.com**

Enter code **4054 1264**

or use the QR code

https://www.menti.com/eqxh47iu5z

Additional Information

Join us on SAP Community!
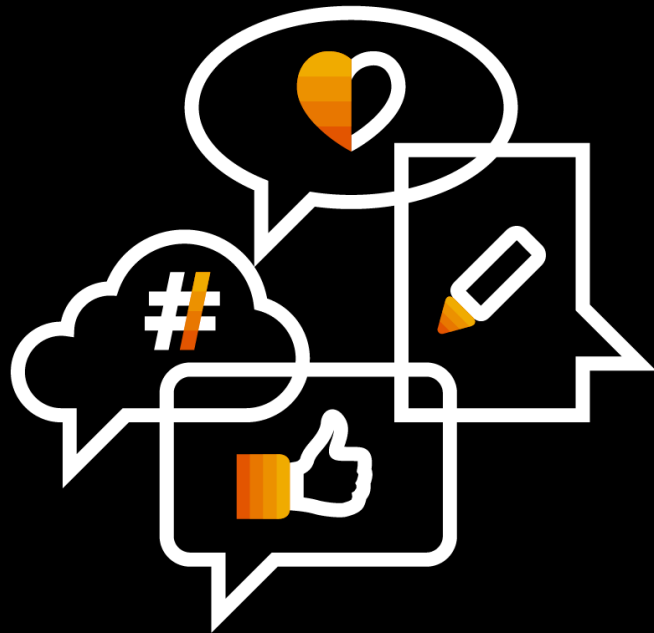
Follow the tag **SAP Cloud ALM** on SAP Community

Engage with the best and brightest of the software industry

Learn from blog posts and questions and answers

ASUG & SAP ALM Summit NA
Transformation starts today!

February 1 – 3, 2022 | 100% virtual experience

Learn about transformation to cloud, management of your IT solution on-premise, hybrid or in the cloud, and how to get the most value from your solutions!

- 3 interactive main event days

- 2 pre-event foundation sessions

- Lectures, meet-the-expert sessions, deep-dives

- Strategy keynotes

Registration will open soon!

OpenSAP Trainings for SAP Cloud ALM

SAP Cloud ALM - in a Nutshell
(Overview course)

Duration: 1 week

Self-paced course

https://open.sap.com/courses/calm1

Accelerate Cloud Implementations
with SAP Cloud ALM

Duration: 4 weeks

Self-paced course

https://open.sap.com/courses/calm2

Implementing SAP S/4HANA Cloud with
SAP Central Business Configuration

Duration: 7 weeks

Self-paced course

https://open.sap.com/courses/s4h23

Operating Cloud Centric Solutions
with SAP Cloud ALM

Duration: 3 weeks

Self-paced course

https://open.sap.com/courses/calm3

New openSAP course with SAP Cloud ALM
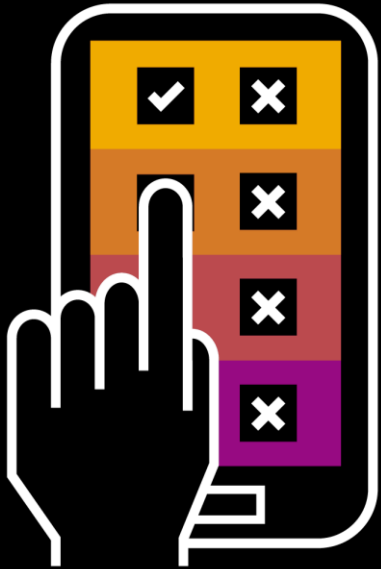

- Start date: January 18th, 2022

- Duration: 3 weeks & Final Exam

- Week 1: Strategy and Innovations

- Week 2: Innovations in Hire to Retire

- Week 3: Implement and Operate Hire to Retire

Click to Enroll!

SAP Cloud ALM Virtual Usability Testing | UKISUG Connect
December 7 - 9, 2021

- How to Use Tags in SAP Cloud ALM to flexibly organize your SAP S/4HANA Cloud Implementation
- Change and Deployment Management
- Test Planning and Execution

Times:
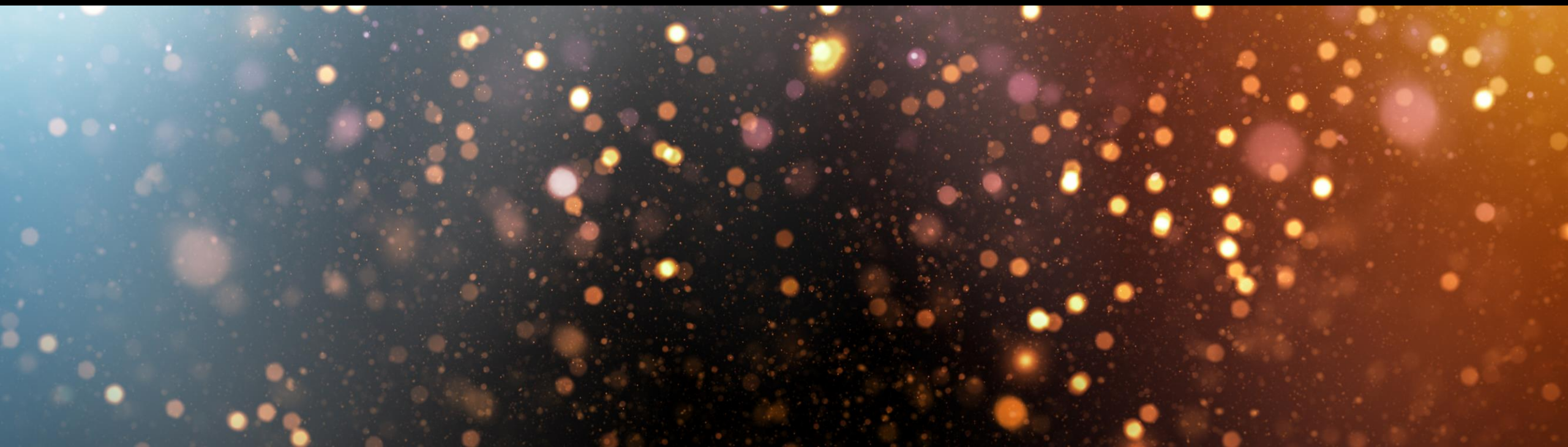**https://experience.sap.com/remotesapusabilitytesting/**

We will be back!

The next SAP Cloud ALM Expert Community Call will take place on

January 12th, 4pm CET | 10am EST

The focus topic of this call will be: **Implementation**

All registered participants will receive an e-mail invite for this call.

Q&A

Thank you.

Contact information:

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