

SAP Cloud ALM Expert Community Call

SAP SE October 2021

PUBLIC



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Welcome



SAP Cloud ALM Expert Community Call | Agenda for October 06, 2021 Focus topic: SAP Cloud ALM for Operations

Welcome & about this call

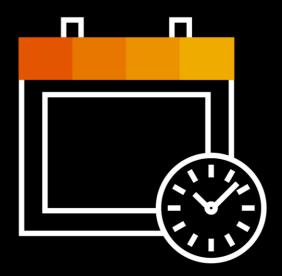
User & Performance Monitoring

Customer Care

We ask, you answer | Menti

Additional Information

You ask, we answer | Q&A



Speakers





Tonja Kehrer

Tim Steuer



Zhan Lu







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



User & Performance Monitoring



Real user monitoring Scope

Real user monitoring in Cloud ALM collects data for the following request types:

- SAPUI5/Fiori
- SAP Web Dynpro
- SAP GUI for HTML
- HTTPS

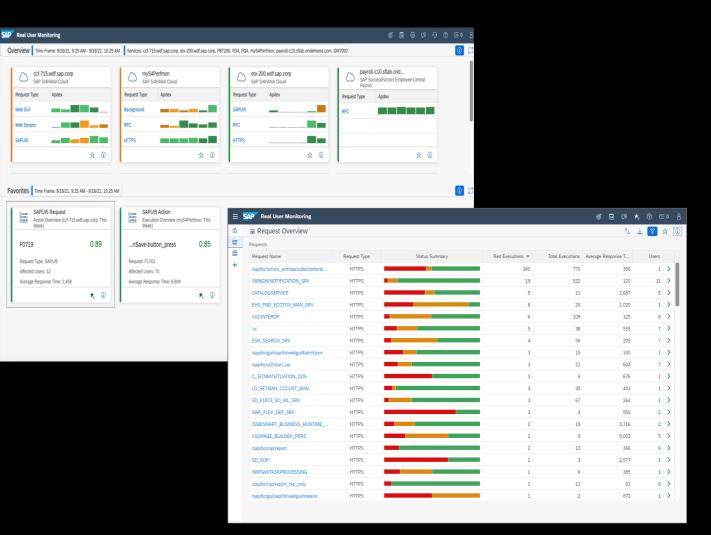
The following solutions are supported:

- SAP BTP ABAP Environment
- SAP Business Suite
- SAP Marketing Cloud
- SAP Integrated Business Planning for Supply Chain
- SAP S/4HANA
- SAP S/4HANA Cloud
- SAP S/4HANA Private Cloud Edition



Real user monitoring Benefits

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

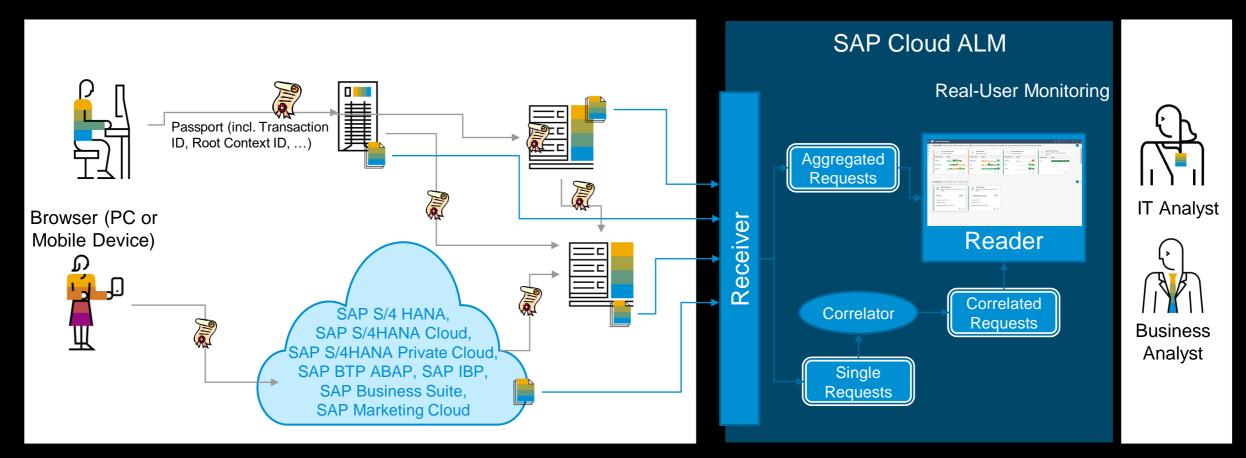


How does it work?



Real user monitoring How does it work?

End-user performance is **measured on the client side** (browser or SAP GUI). **Backend statistics records** (GW, ABAP, etc.) are collected and transferred to SAP Cloud ALM. Collected data is assembled and correlated in SAP Cloud ALM to **end-to-end real-user scenarios**.



Usage



Real User Monitoring – Usage Scenario

= SAP Real Use



Identification of services and/or request types with poor performance



Identification of single applications with poor performance or high usage

3

4

Identification of time frame where single requests are executed with poor performance

Analysis of the single request flow including all components involved in the execution

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Real user monitoring Usage – Overview Page

Overview

- Use this screen to identify services and/or request types with poor performance
- You can adjust the selected services in scope as well as the time frame considered for the analysis
- Select the service or the request type you want to analyze to drill-down

Favorites

 Use favorite button to set your favorite pages

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Real user monitoring Usage – Overview Page

Performance Metric

- Apdex * (Application Performance Index) rating is displayed for the selected services in selected time frame
- The 3 most critical request types of the corresponding service
- The color of the left frame corresponds to the average Apdex rating of the service.

AP Real User Monitoring	Information
Overview Time Frame: 10/5/21, 9:53 AM - 10/5/21, 10:	 Card Details
myS4Perfmon SAP S/4HANA Cloud Request Type Apdex Background	Overall Apdex: 0.92 From: 10/5/21, 9:53 AM To: 10/5/21, 10:53 AM
HTTPS	 Card Content Description
RFC	In the overview, the services selected in the scope are shown in decreasing criticality. The displayed period is determined by the chosen time frame. The tile shows the development of the Apdex over time for the three most critical request types of one service; the service name and type are displayed in the tile header. Within a request type, the size of the bar corresponds to the number of executions; the color corresponds to the Apdex rating. In the tooltip, the starting time, the Apdex value, and the number of executions for the different bars are displayed. Also, on the left frame of the tile the color of the average service rating based on the displayed request types is shown.
Favorites Time Frame: 10/5/21, 9:53 AM - 10/5/21, 10:5	Apdex The Apdex (Application Performance Index) is an open standard developed for measuring the performance of applications.
SAPUI5 Request Action Overview (myS4Perfmon)	It is based on the number of users who are "satisfied", "tolerating", and "frustrated" depending on the response time. The score is equivalent to a weighted average of these user counts with weights 1 (satisfied), 0.5 (tolerating), and 0 (frustrated), respectively. For more information about the Apdex, see the corresponding link in the in-app help of the overview page.
F1763 0.91 Request Type: SAPUI5 Affected Users: 14 Average Response Time: 2,577	The Apdex rating is as follows: • 0.94 - 1.00: Excellent • 0.85 - 0.93: Good • 0.70 - 0.84: Fair • 0.50 - 0.69: Poor • 0.00 - 0.49: Unacceptable
* 1	

* For more information, see https://en.wikipedia.org/wiki/Apdex

Real user monitoring Usage – Request view

Request View

 In this first drill-down you can identify the requests with poor performance or very high usage for the selected service / request type

= SAP Real User Monitoring

Request Name

Request Overview

/IWNGW/NOTIFICATION_SR

EHS_FND_ECOTOX_MAN_SRV

/sap/bc/gui/sap/its/webgui/batch/js /sap/bc/ui2/start_up

C_SITNMYSITUATION_CDS

SD_F1873_SO_WL_SRV SWF_FLEX_DEF_SRV /SSB/SMART_BUSINESS_RUNTIME

/UI2/PAGE_BUILDER_PERS /sap/bc/csp/report

sap/bc/csp/report_rep_only sap/bc/gui/sap/its/webgui/stat

SD_SOFI

ESH SEARCH SR

- The table is sorted so you see the request with the most critical/red executions first. You can adjust the sort order by clicking on the column header
- Rating: The color of the requests depends on the response time, which is displayed and distinguished by color, Critical (red), Fair (yellow) or Good (green).
- For every request action (e.g. a GET in a particular HTTPS request) the response time is compared with the median of former response times of that category.

Select the request name you want to analyze to drill-down

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HTTPS Request Name: HTTPS//ex10.aim.cloud.sage.43/apil. Action Name: artificage-managementvi/Alegistration Action Tame: 420 Bytes Received (I): 1,024 Bytes Received (I): 1,024 Bytes Service) ID: 3,072									•	Calling Time (mp) Bytes Secoled (B) OS Version: Browser Version: Browser Version: HTTPS Request Name: Action Name: Calling Time (mp) Bytes Received (B) OS Version:	2,048 1,024 undefined undefined HTTPS://ex10.alm.cloud.sap.443/api/f andscape-management/v.jRegistration 420 1,024 3,072 undefined	

Real user monitoring Usage – Analysis view

Analysis view

- The Analysis view provides a flexible selection of metrics and dimensions for analysis
- You can download the analysis data into an Excel file for further processing
- Available metrics:
 - E2E Response Time
 - Backend Time
 - Network Time
 - Executions
- Available Dimensions:
 - Application/Request Name
 - Request Type
 - User Name

Analysis				\uparrow_{\downarrow}	⊥ 🔽 ☆
Time Frame: 7/8/21, 8:53 AM - 7/8/21, 9:53 AM	Resolution: No Time Buckets Metric: Response Time	Drilldown: Request,User Name	Aggregation: Average	Order By: request as	c
User Name	Request	a	Sum [ms]	Average [ms]	Executions
СВ	F1433 - Export Software Collection		6,441	6,441	1
СВ	F1439 - View Projected Stock		42,842	1,477	29
СВ	F1607 - View Confirmations		9,051	1,131	8
СВ	F1763 - Communication Arrangements		1,003	1,003	1
СВ	F1763 - Communication Arrangements		46,884	11,721	4
СВ	F1763 - Communication Arrangements		2,890	1,445	2
СВ	F1763 - Communication Arrangements		14,281	2,040	7
СВ	F1763 - Communication Arrangements		13,934	2,322	6
СВ	F2091 - View Gating Factors		169	56	3
СВ	F4516		1,686,207	240,886	7
СВ	FLP_HOME		31,342	15,671	2
СВ	FLP_HOME		1,351,708	1,351,708	1
СВ	FLP_PAGE		7,126	2,375	3
СВ	FLP_PAGE		5,296	2,648	2
СВ	FLP_PAGE		7,215	3,607	2
СВ	FLP_PAGE		7,252	7,252	1

Real user monitoring Usage – Front End view

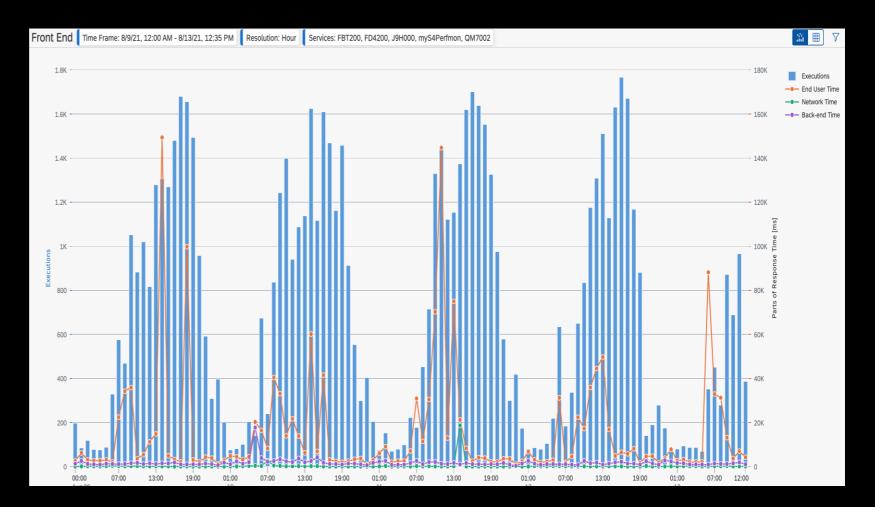
Front End view

In this page, the most important front-end usage and performance metrics for the following frond-end request types are displayed:

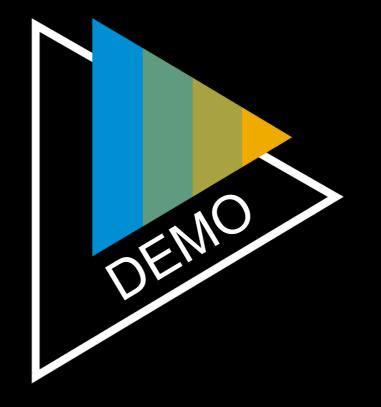
- SAPUI5
- Web Dynpro
- Web GUI

Available Dimensions:

- Service/Request Name
- Request Type
- User Name



Real user monitoring



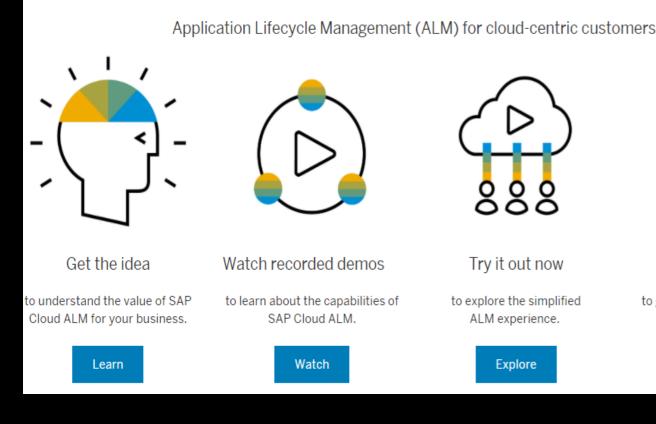
SAP Cloud ALM for Operations – Onboarding & Usage

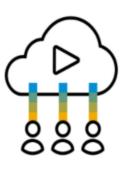
SAP Support Portal Home / Application Lifecycle Management

SAP Cloud ALM

FAOs Introduction Overview Functional Overview

SAP Cloud ALM





Try it out now

to explore the simplified ALM experience.

Explore

Start using it to get the full benefits of SAP Cloud ALM.

Request

All information related to demo environments and onboarding can be found at the SAP Cloud ALM Home Page and SAP Help Portal <u>Step – 1</u> Onboarding

Video for Onboarding

<u>Step – 2 Technical pre-requisites</u> & Connectivity SAP Cloud ALM for Operation Expert Portal

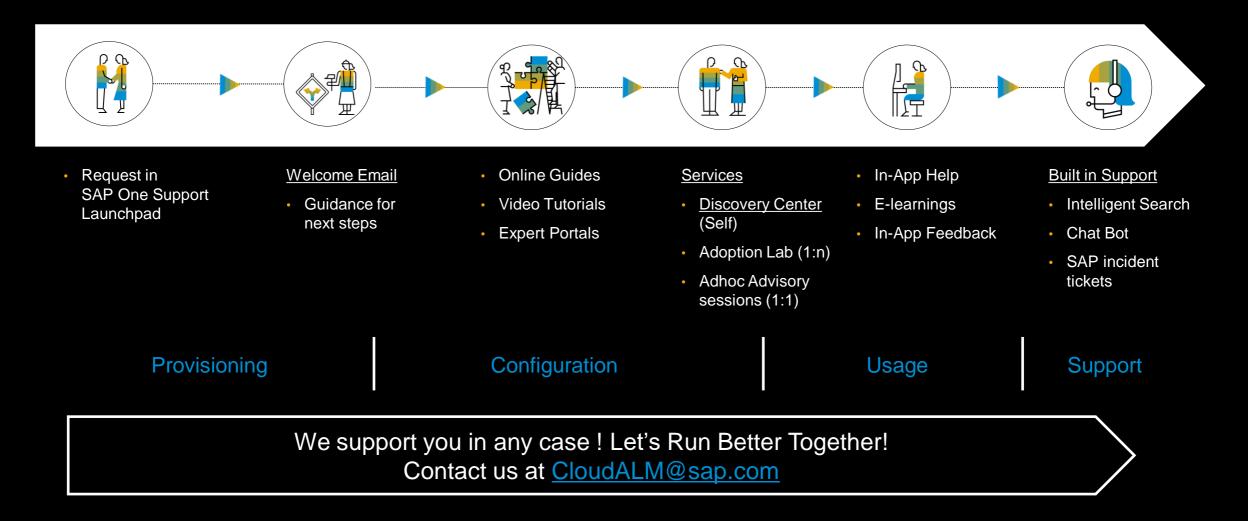
<u>Step – 3 Configure & Use</u> Application SAP Cloud ALM for **Operation Expert Portal and SAP Help Portal**

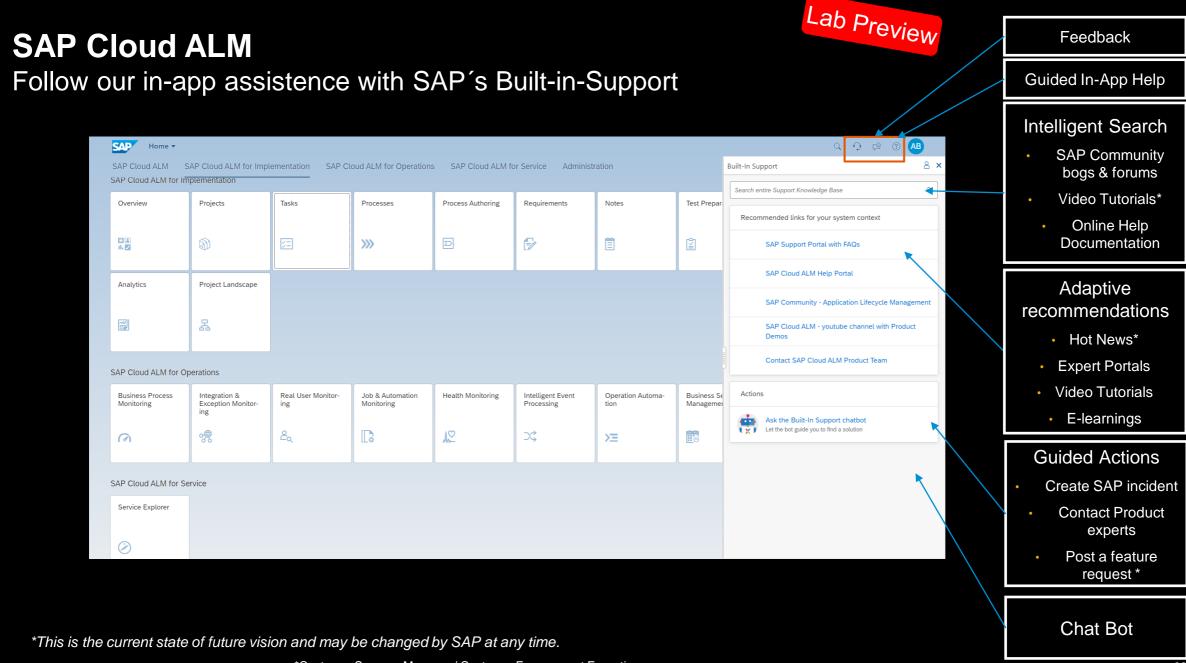
Customer Care



Customer Care

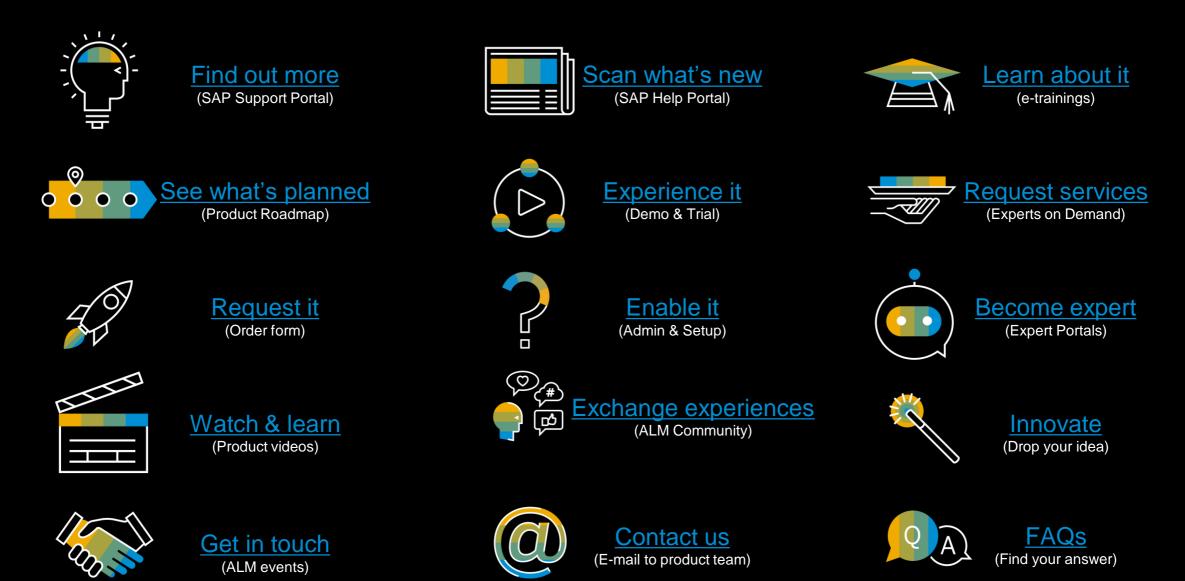
How we are supporting customers to adopt & consume SAP Cloud ALM





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Your next steps to SAP Cloud ALM



Poll



We ask, you answer!

Go to www.menti.com

Enter code 4840 2309

or use the QR code

https://www.menti.com/kufi1gfk6f



Additional Information



Join us on SAP Community!



Follow the tag <u>SAP Cloud ALM</u> on SAP Community

Engage with the best and brightest of the software industry

Learn from blog posts and questions and answers

ALM Summit EMEA 2021

Transformation starts today!

October 19 - 22, 2021 | virtual event

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!

- 4 interactive days
- Lectures, meet-the-expert sessions, deep-dives
- Strategy keynotes and inspiration sessions

Register now!

Partner topics & "ALMathon"



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 + exam

Until October 13th

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

Upcoming Events: Save the date!

SAP TechEd: November 16-18, 2021

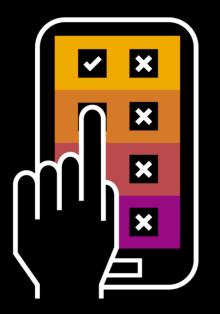
To get notified when registration opens: Sign up

ASUG & SAP ALM Summit NA: February 1-3, 2022



Find all ALM Events here: <u>https://support.sap.com/alm-events</u>

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



- Test Planning and Execution
- Change and Deployment Management

Times:

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

We will be back!

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

November 3rd, 4pm CEST | 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





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