SAP Cloud ALM
Expert Community Call

SAP SE
October 2021

THE BEST RUN **SAP**

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Welcome

SAP Cloud ALM Expert Community Call | Agenda for October 06, 2021
Focus topic: SAP Cloud ALM for Operations
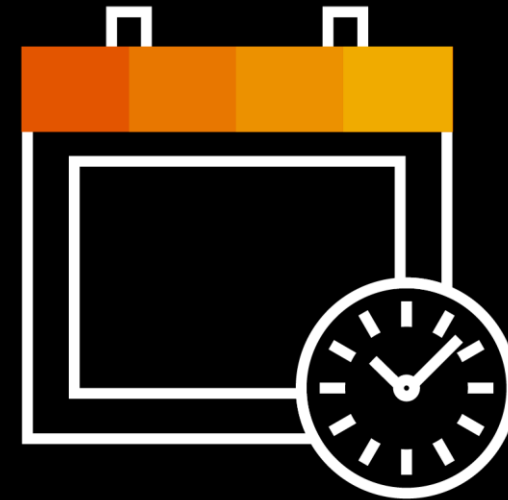
Welcome & about this call

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

David Birkenbach

Stefan Lahr

About this Call

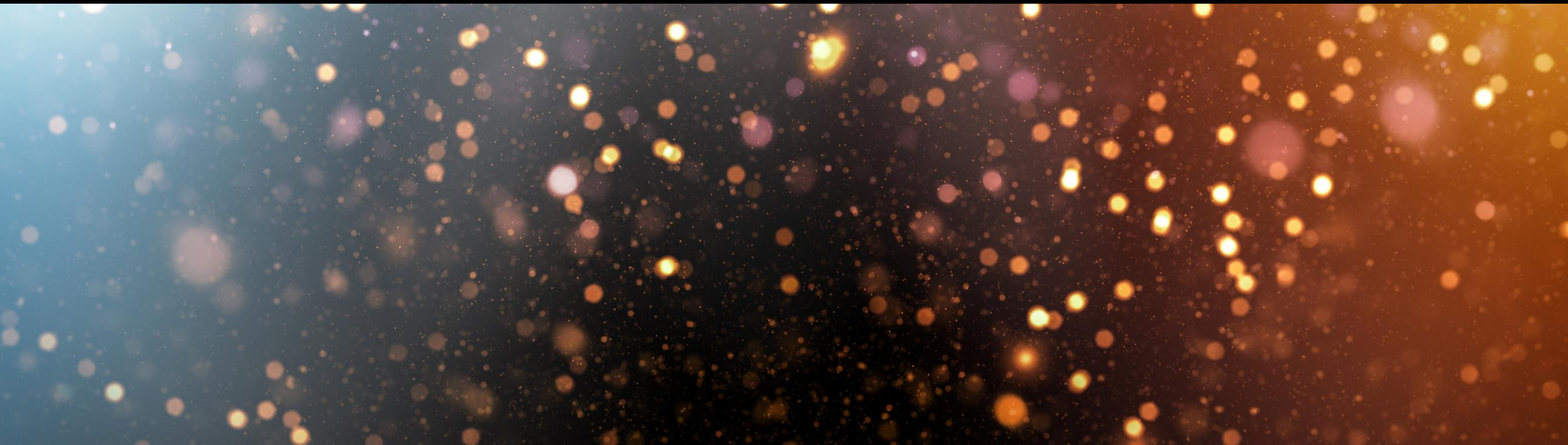**WHY**   Build up expert knowledge, share experiences, ask questions

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

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)
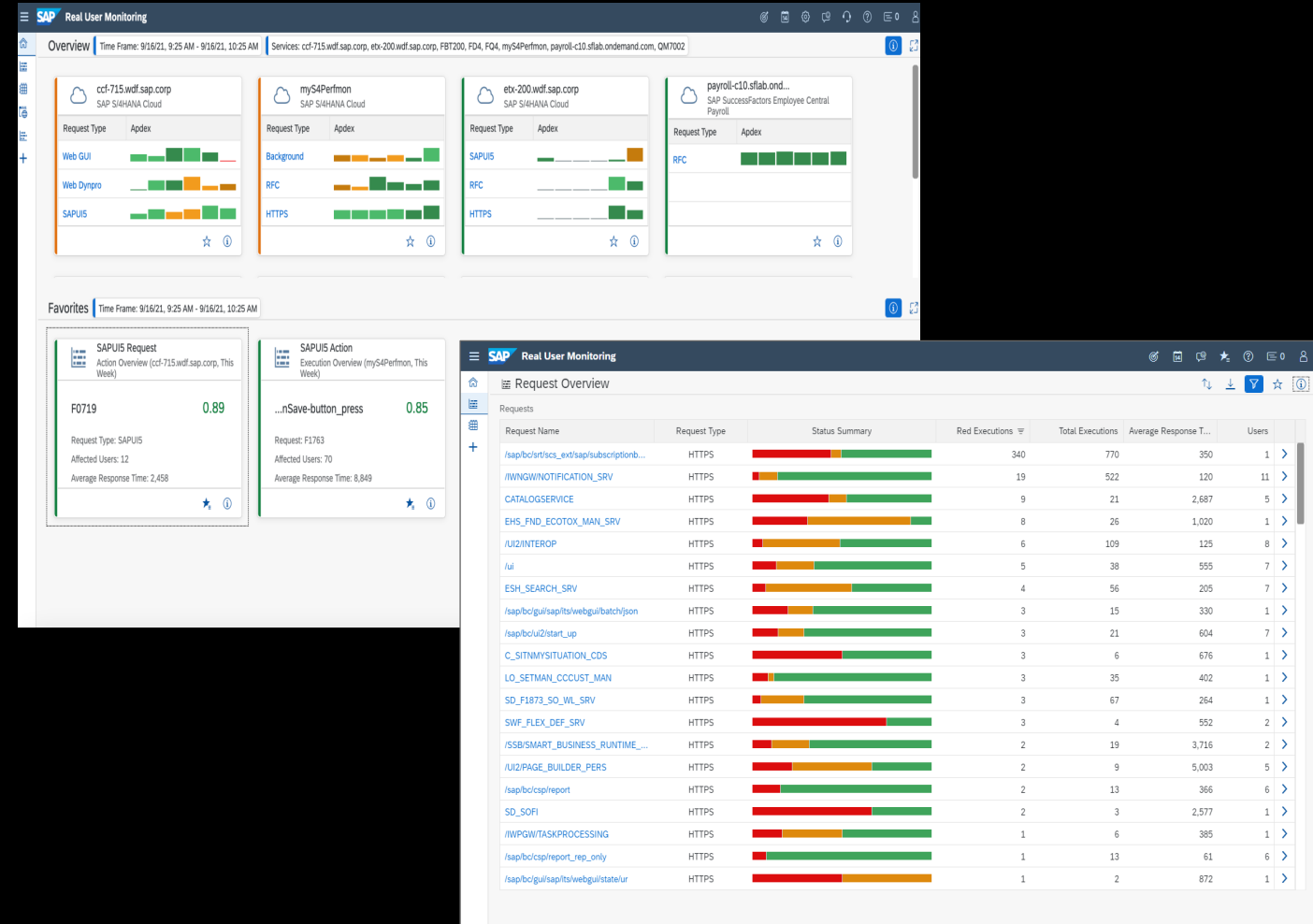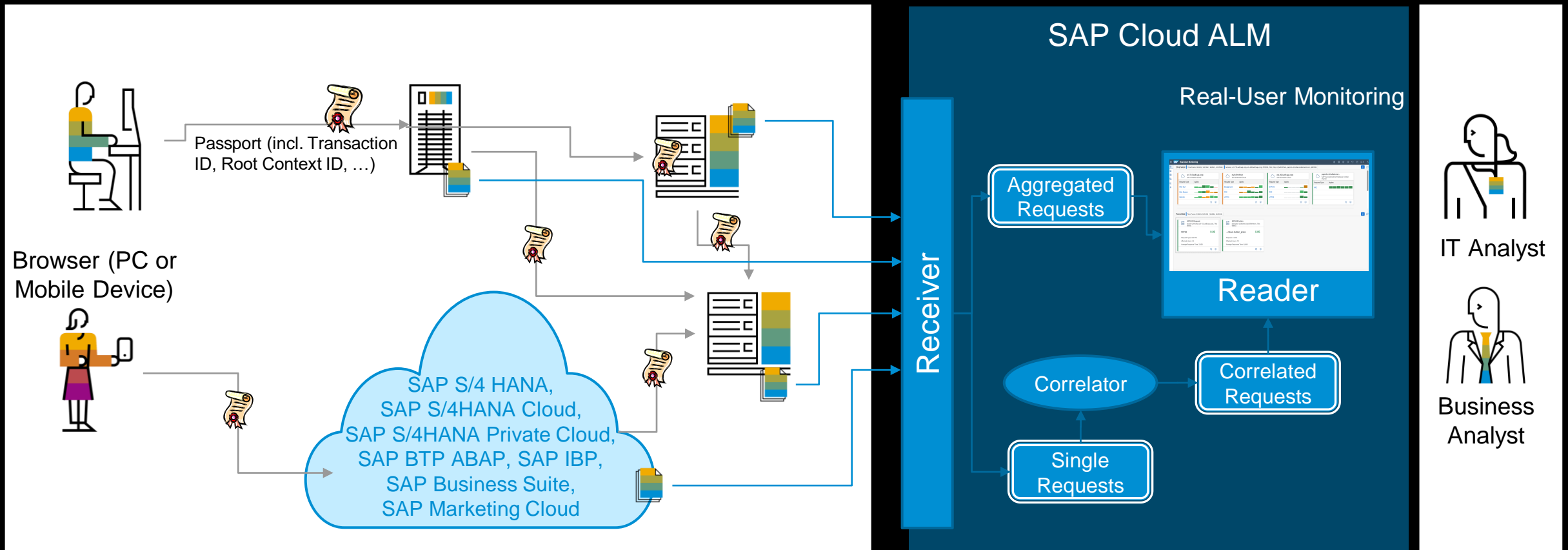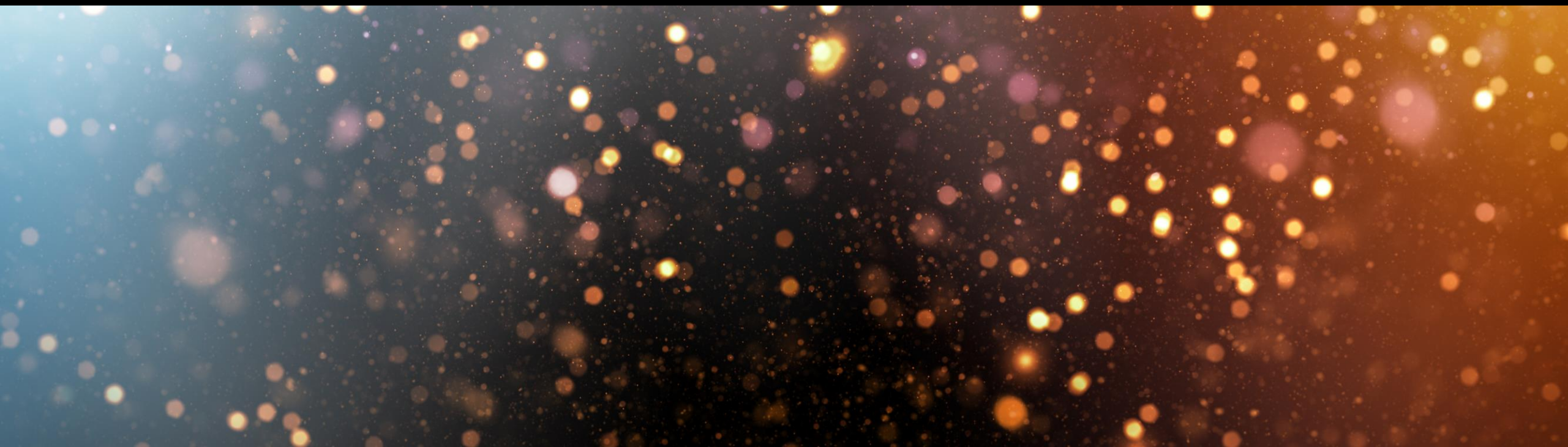
How does it work?
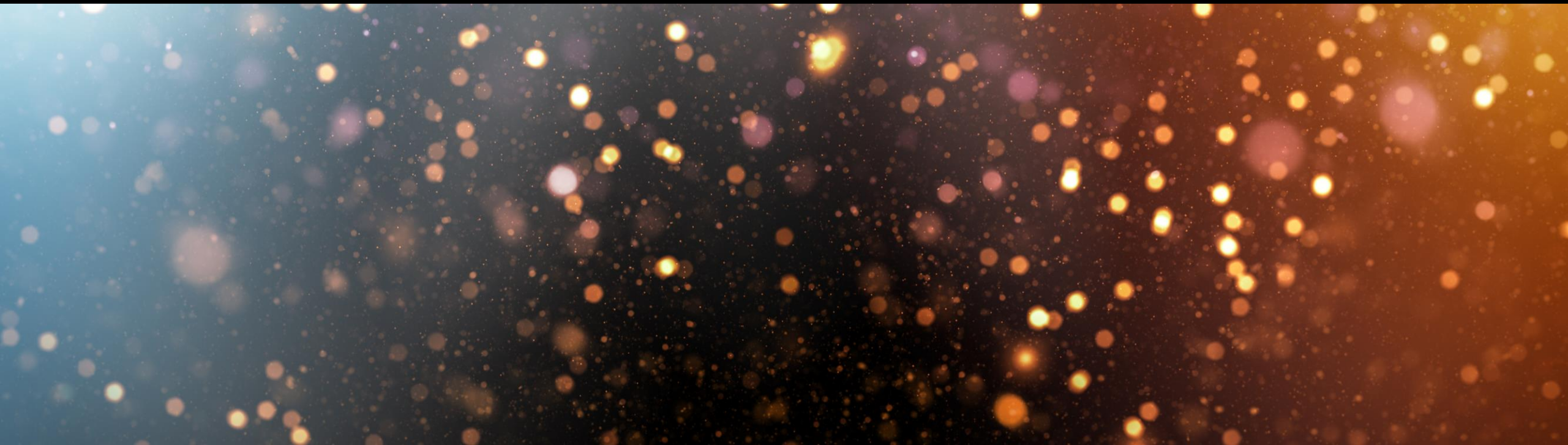
Real user monitoring
How does it work?

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

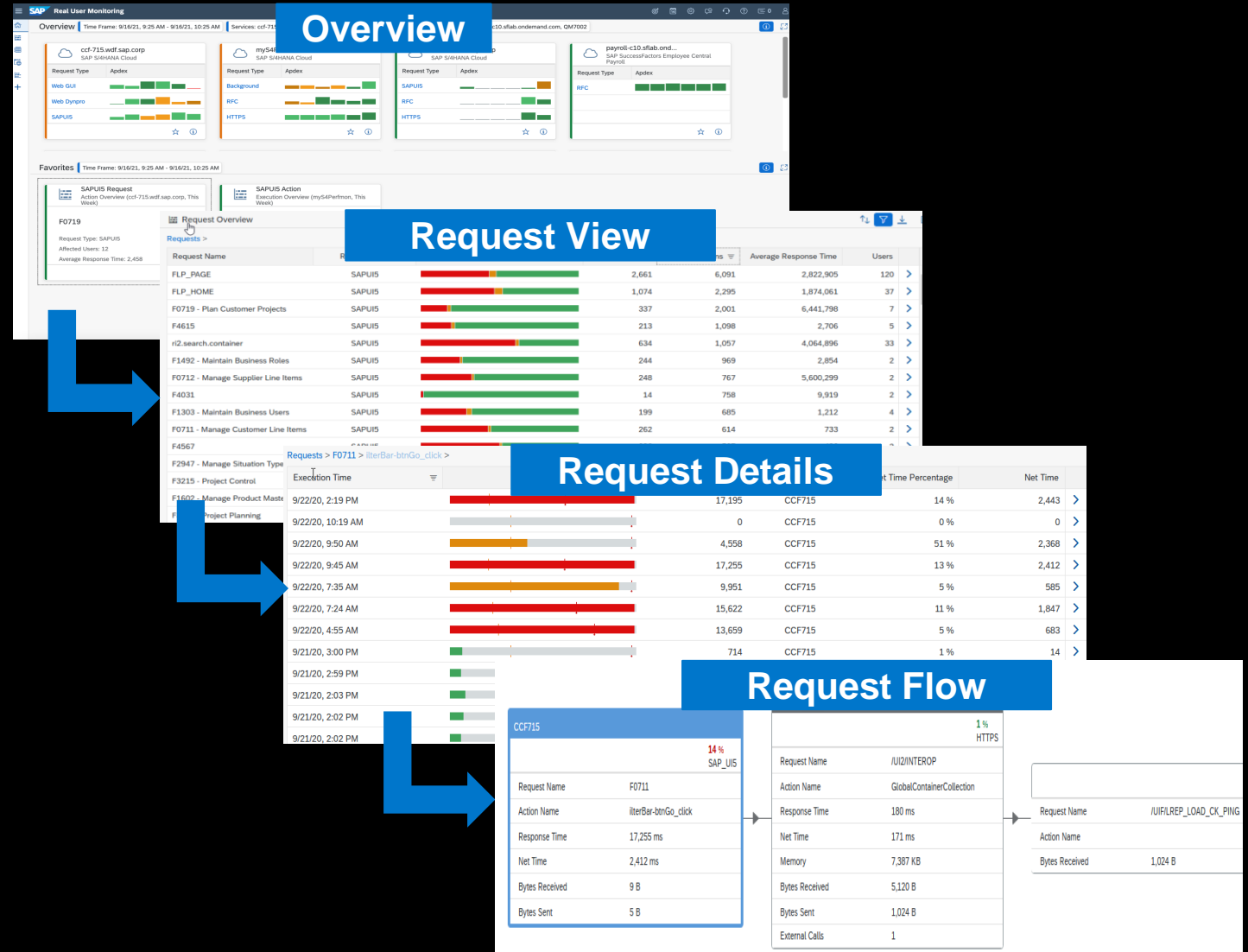**1** Identification of **services** and/or **request types** with poor performance

2 Identification of **single applications** with poor performance or high usage

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

4 Analysis of the **single request flow** including **all components** involved in the execution
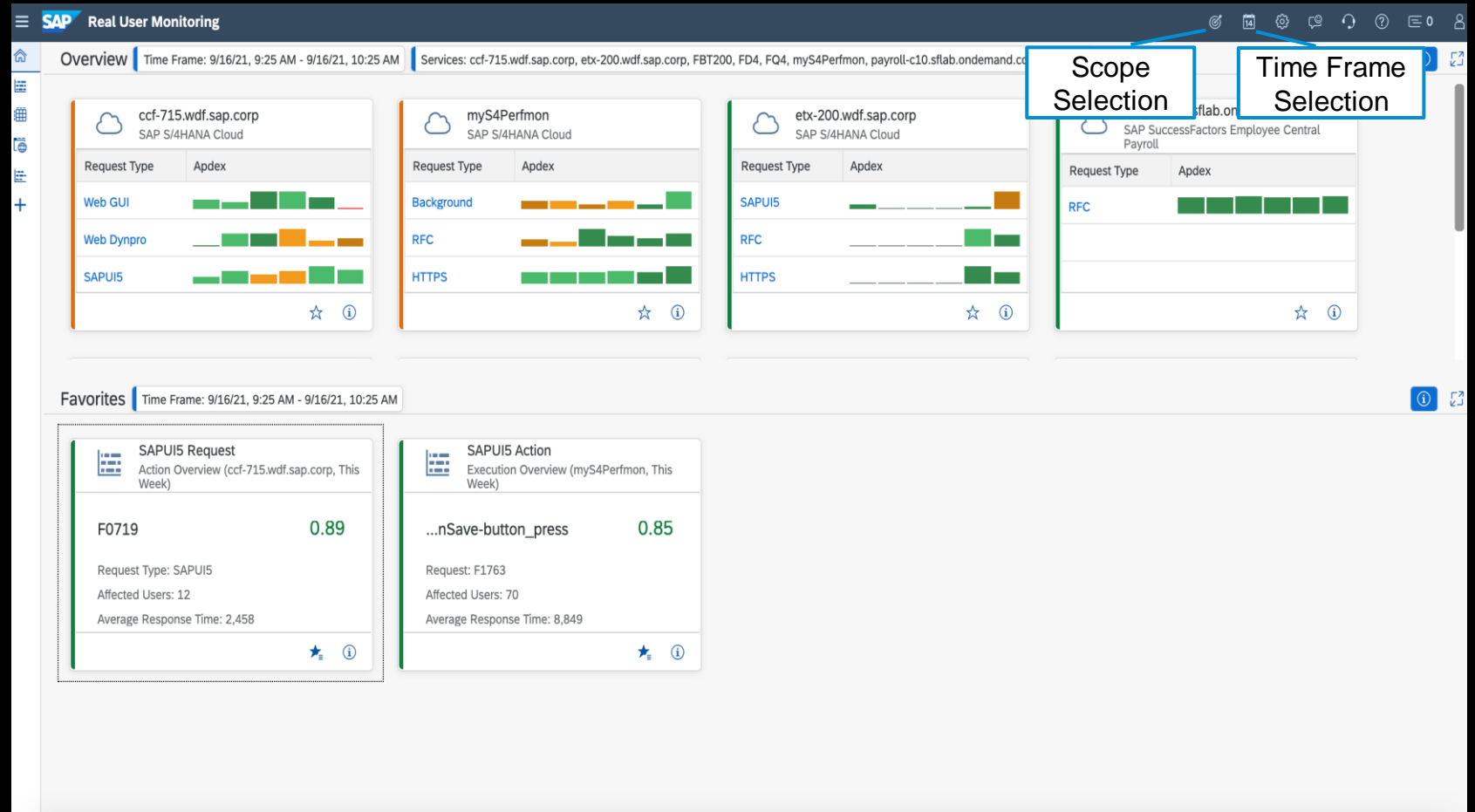
Real user monitoring
Usage – Overview Page

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

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.
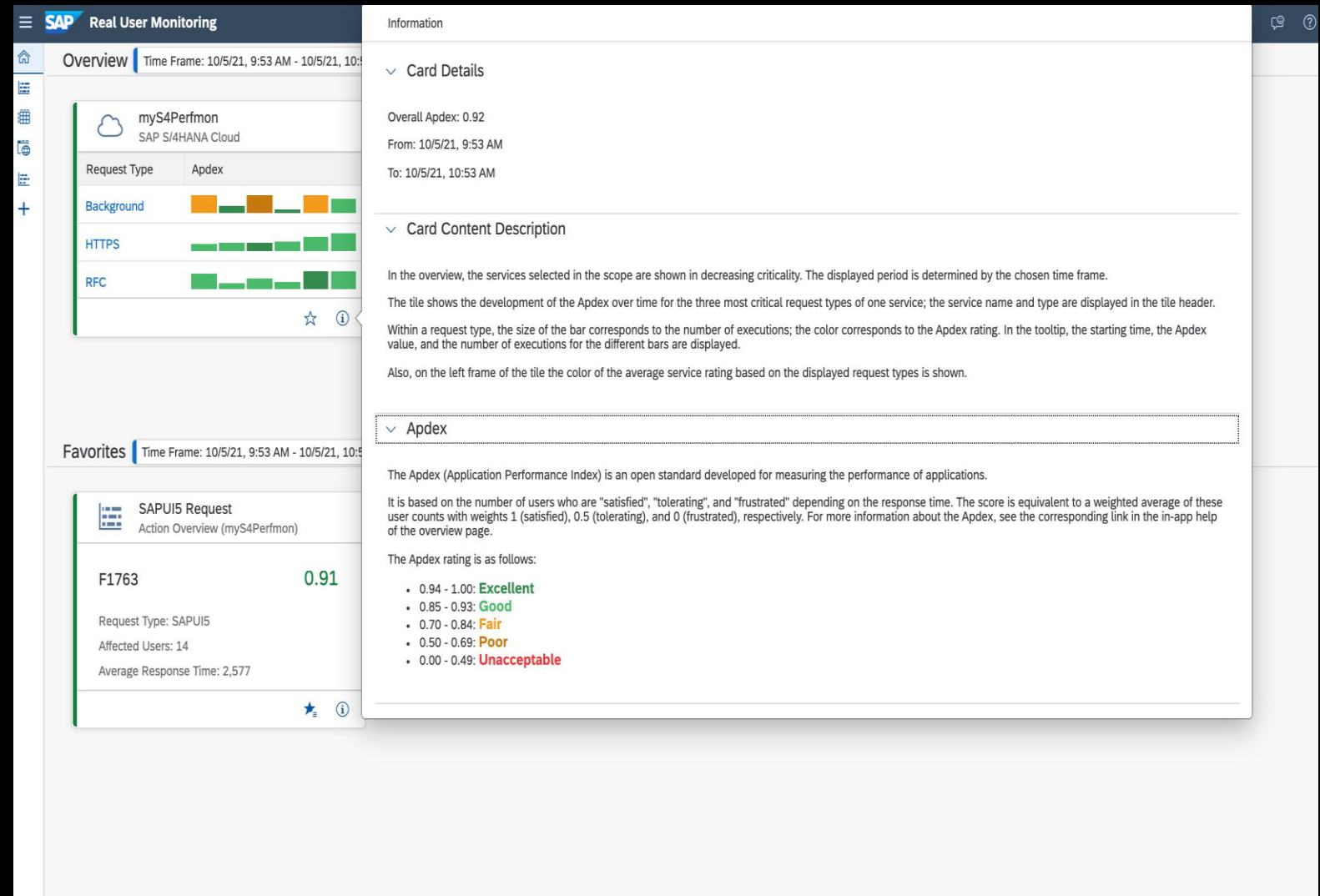

* For more information, see https://en.wikipedia.org/wiki/Apdex

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

- 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
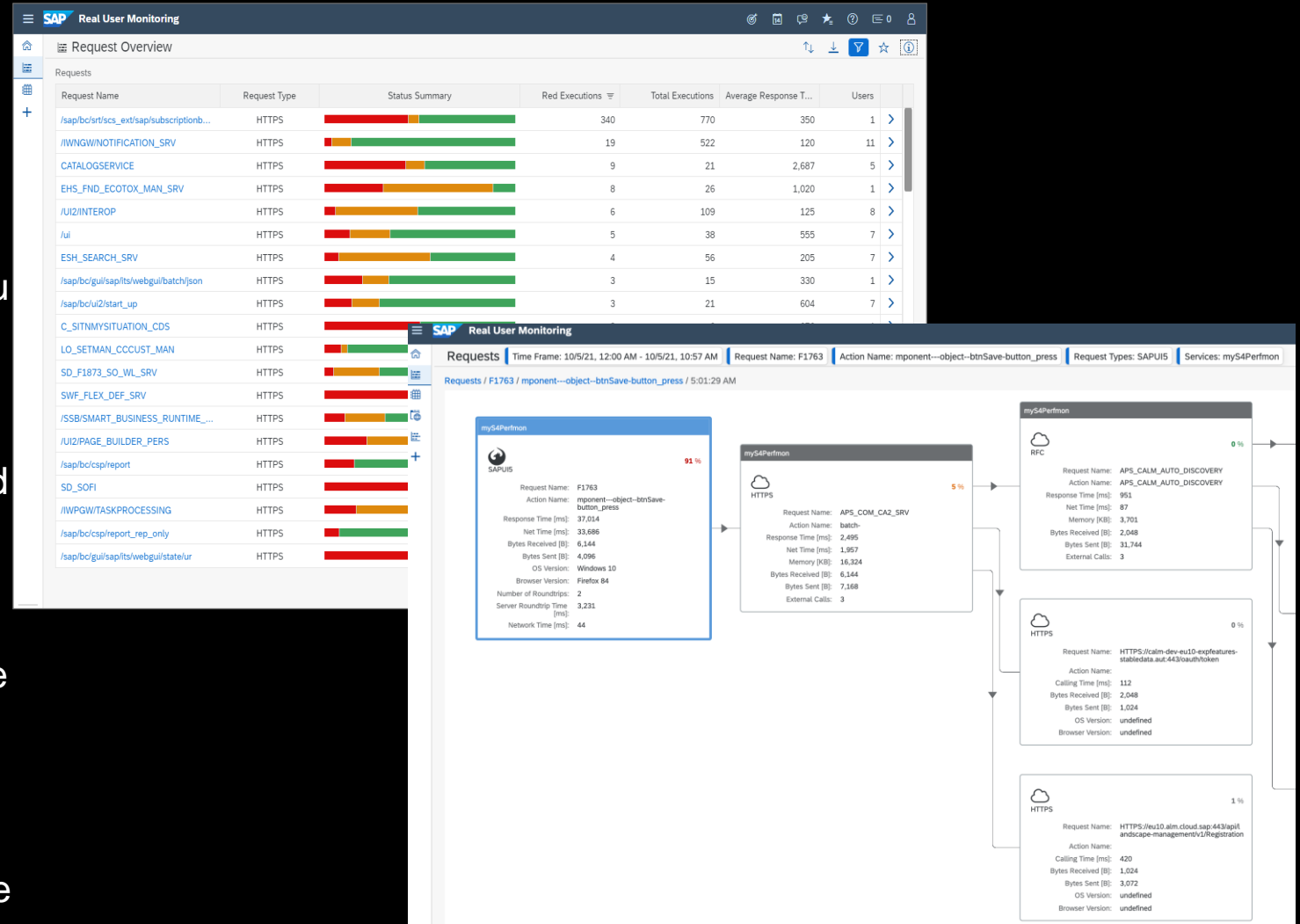
Real user monitoring
Usage – Analysis view

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   ↑↓ ↓ ▼ ☆

| 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 asc | ⋯ |

User Name	Request	Sum [ms]	Average [ms]	Executions
CB▓▓▓▓▓▓▓▓_▓	F1433 - Export Software Collection	6,441	6,441	1
CB▓▓▓▓▓▓▓▓_▓	F1439 - View Projected Stock	42,842	1,477	29
CB▓▓▓▓▓▓▓▓_▓	F1607 - View Confirmations	9,051	1,131	8
CB▓▓▓▓▓▓▓▓_▓	F1763 - Communication Arrangements	1,003	1,003	1
CB▓▓▓▓▓▓▓▓_▓	F1763 - Communication Arrangements	46,884	11,721	4
CB▓▓▓▓▓▓▓▓_▓	F1763 - Communication Arrangements	2,890	1,445	2
CB▓▓▓▓▓▓▓▓_▓	F1763 - Communication Arrangements	14,281	2,040	7
CB▓▓▓▓▓▓▓▓_▓	F1763 - Communication Arrangements	13,934	2,322	6
CB▓▓▓▓▓▓▓▓_▓	F2091 - View Gating Factors	169	56	3
CB▓▓▓▓▓▓▓▓	F4516	1,686,207	240,886	7
CB▓▓▓▓▓▓▓▓_▓	FLP_HOME	31,342	15,671	2
CB▓▓▓▓▓▓▓▓_▓	FLP_HOME	1,351,708	1,351,708	1
CB▓▓▓▓▓▓▓▓_▓	FLP_PAGE	7,126	2,375	3
CB▓▓▓▓▓▓▓▓	FLP_PAGE	5,296	2,648	2
CB▓▓▓▓▓▓▓▓_▓	FLP_PAGE	7,215	3,607	2
CB▓▓▓▓▓▓▓▓_▓	FLP_PAGE	7,252	7,252	1

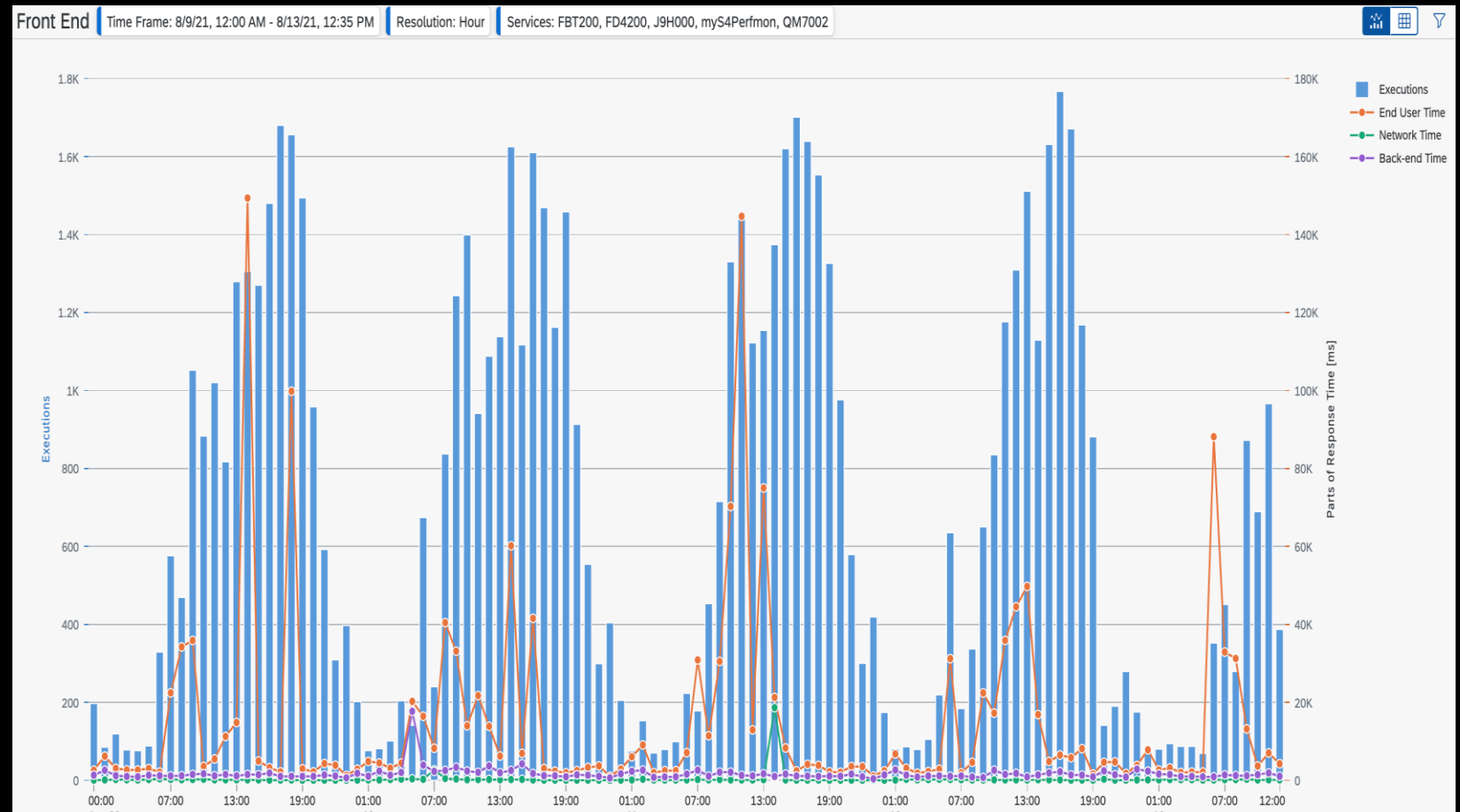# Real user monitoring
Usage – Front End view

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
Demo

SAP Cloud ALM for Operations – Onboarding & Usage

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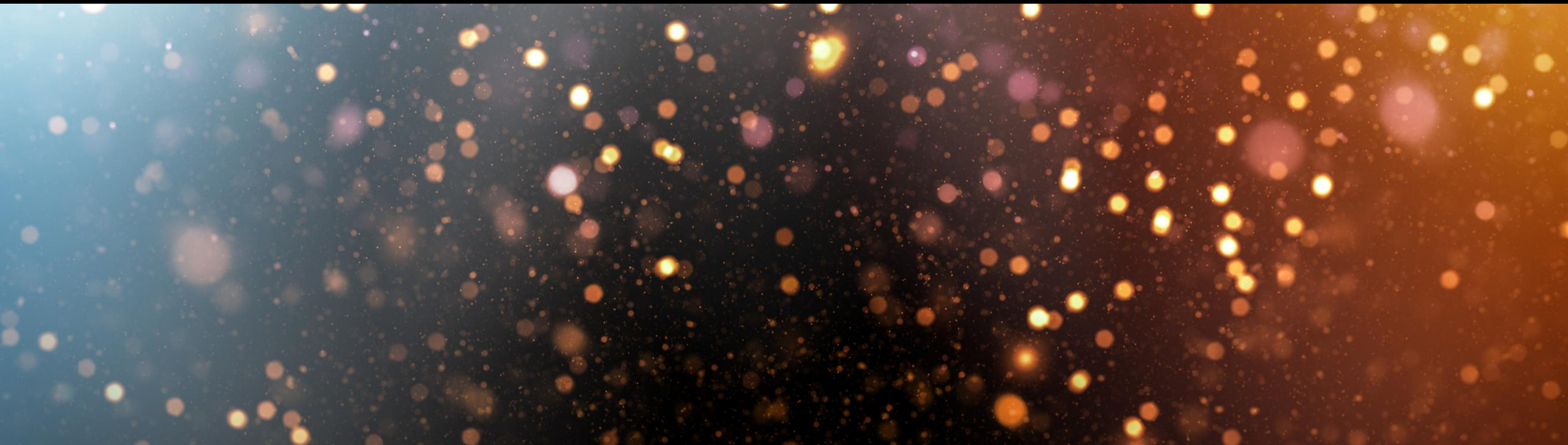
Step – 1 Onboarding

Video for Onboarding

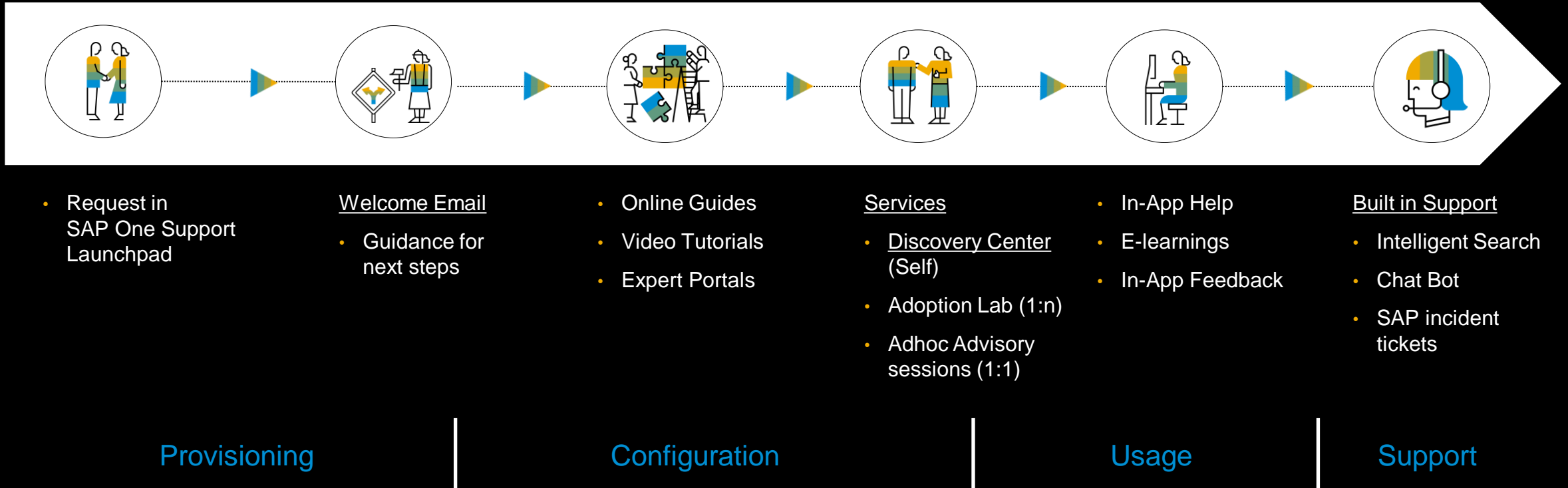**Step – 2 Technical pre-requisites & Connectivity** SAP Cloud ALM for Operation Expert Portal

Step – 3 Configure & Use 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

- Request in SAP One Support Launchpad

Welcome Email
- Guidance for next steps

- Online Guides
- Video Tutorials
- Expert Portals

Services
- Discovery Center (Self)
- Adoption Lab (1:n)
- Adhoc Advisory sessions (1:1)

- In-App Help
- E-learnings
- In-App Feedback

Built in Support
- Intelligent Search
- Chat Bot
- SAP incident tickets

Provisioning   **Configuration**   **Usage**   **Support**
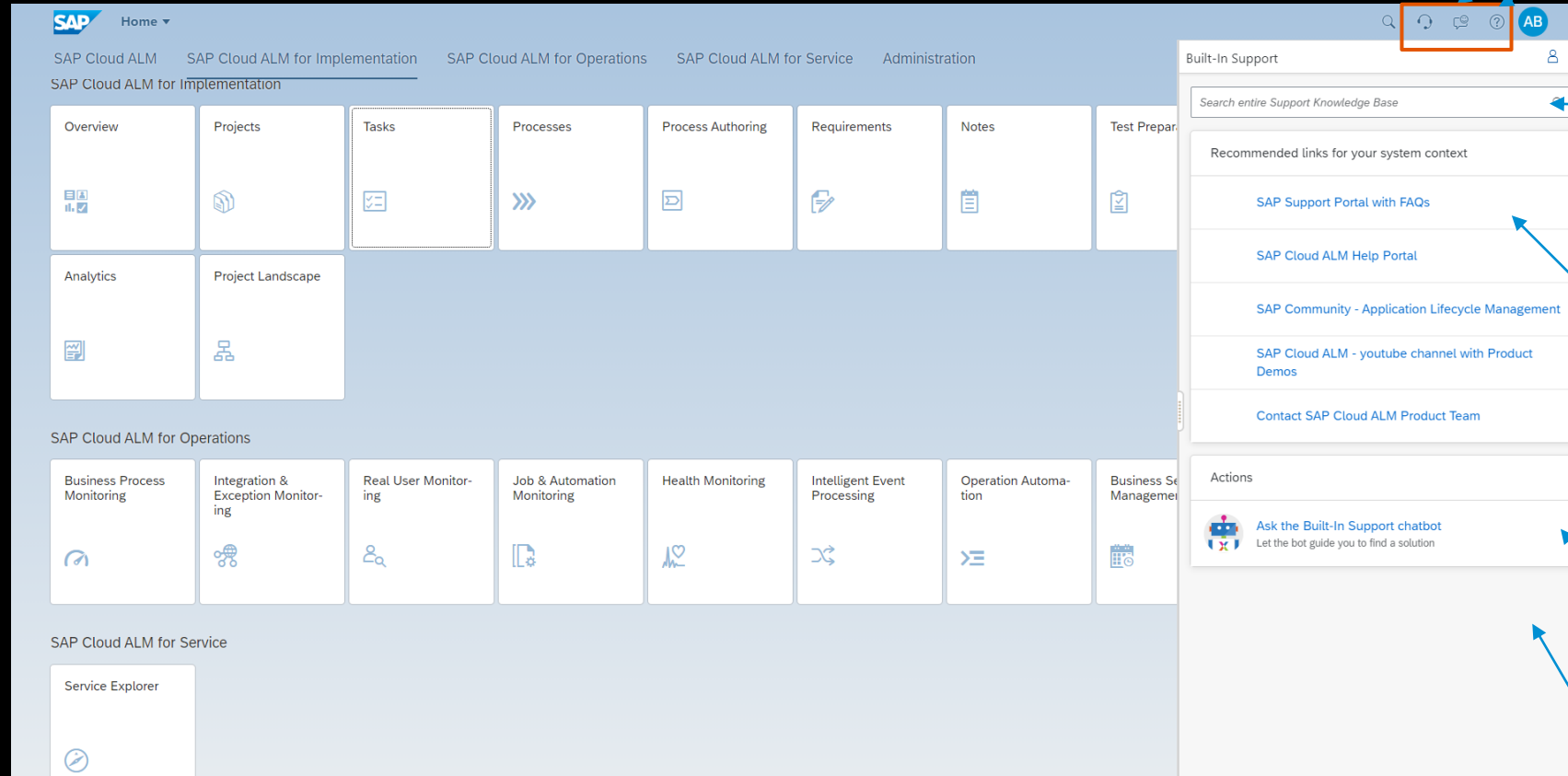
We support you in any case ! Let's Run Better Together!
Contact us at CloudALM@sap.com

SAP Cloud ALM

Follow our in-app assistence with SAP´s Built-in-Support

Lab Preview

Feedback

Guided In-App Help

Intelligent Search

- SAP Community bogs & forums
- Video Tutorials*
- Online Help Documentation

Adaptive recommendations

- Hot News*
- Expert Portals
- Video Tutorials
- E-learnings

Guided Actions

- Create SAP incident
- Contact Product experts
- Post a feature request *

Chat Bot

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

*Customer Success Manager / Customer Engagement Executive   23

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)
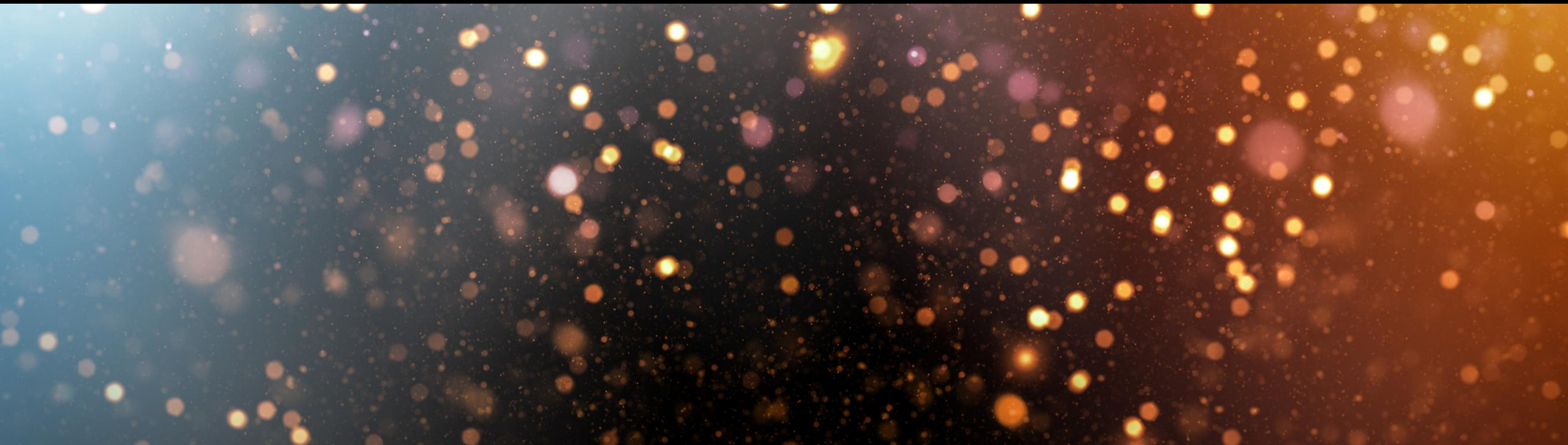
Get in touch
(ALM events)

Contact us
(E-mail to product team)

FAQs
(Find your answer)

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 **SAP Cloud ALM** 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

- Partner topics & "ALMathon"

Register now!

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**

Enroll today!

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

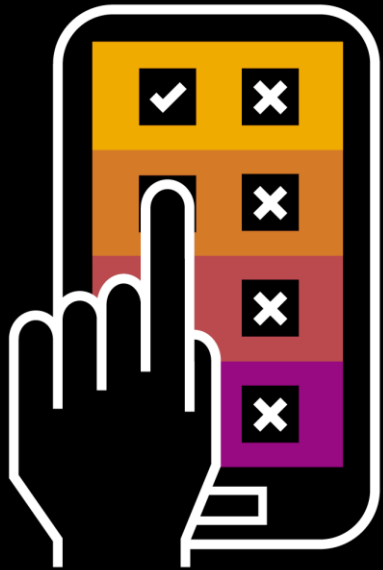Find all ALM Events here:
https://support.sap.com/alm-events

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/
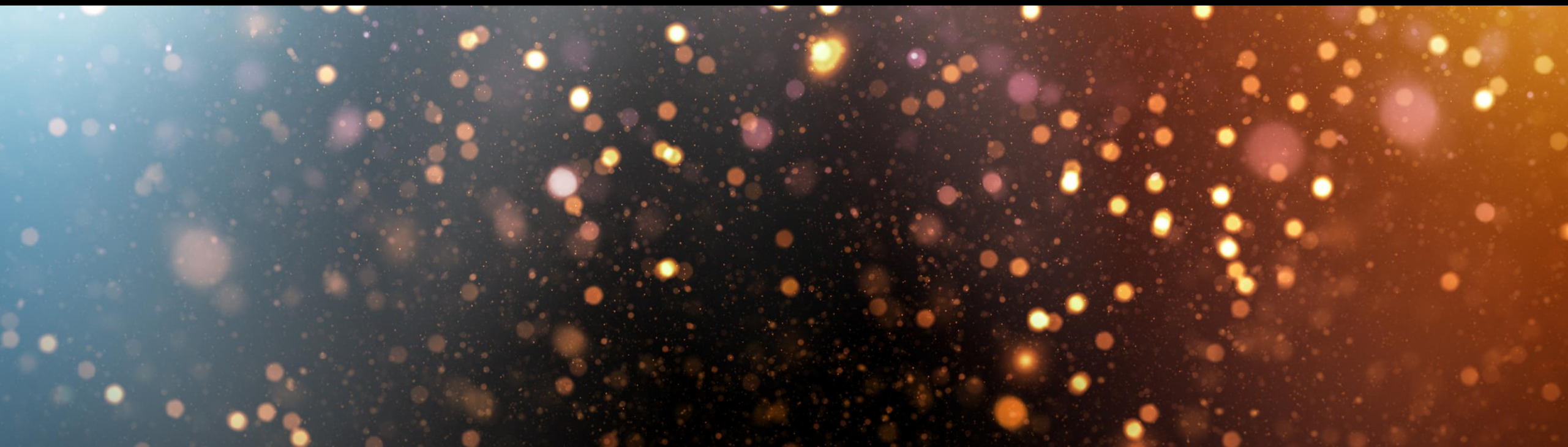
We will be back!

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

Thank you.

Contact information:

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cloudalm@sap.com

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