SAP Community Call
For SAP Cloud ALM Experts

SAP SE
December 2023

PUBLIC

THE BEST RUN SAP

Disclaimer

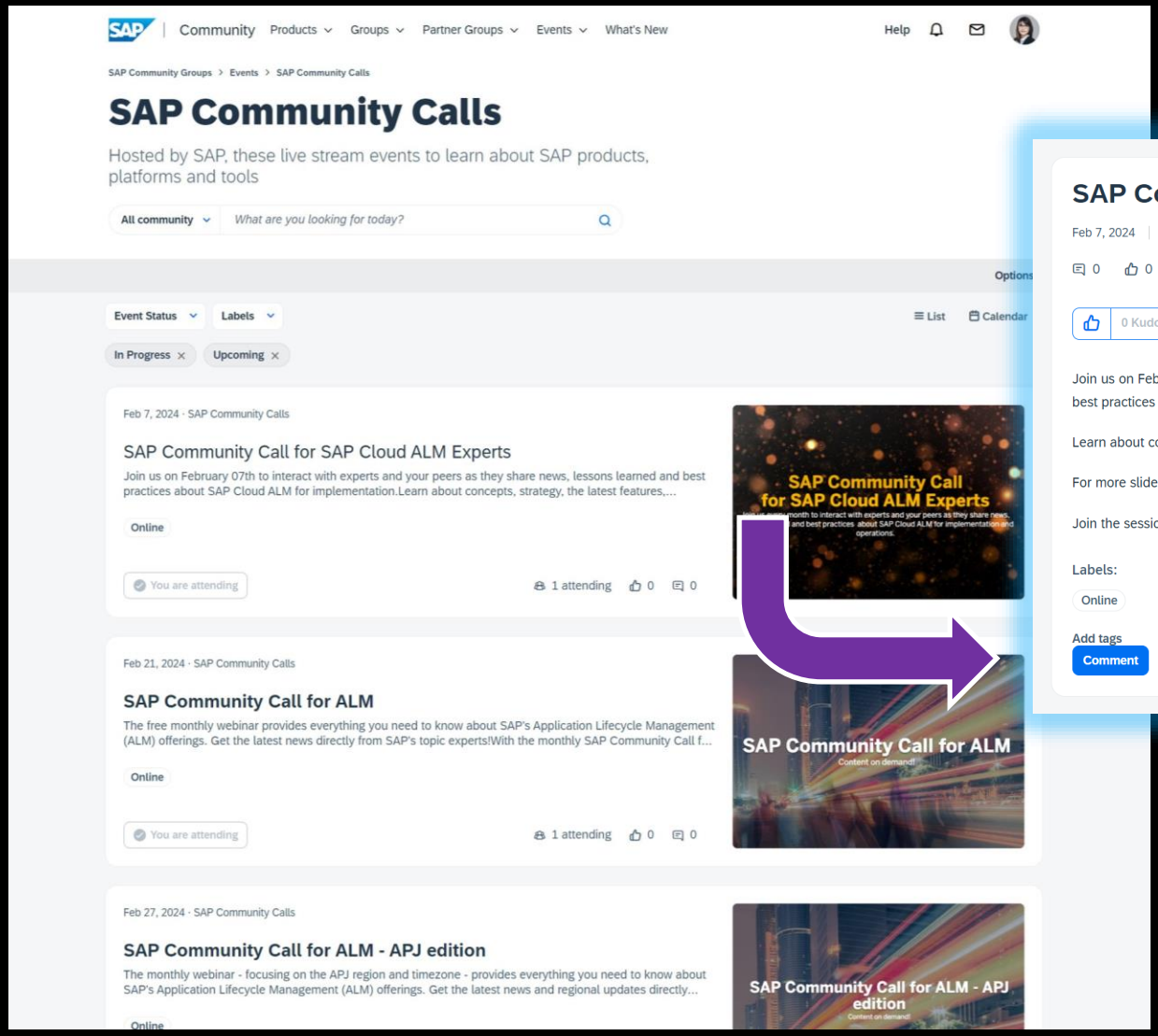
The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. Except for your obligation to protect confidential information, this presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this presentation or any related document, or to develop or release any functionality mentioned therein.

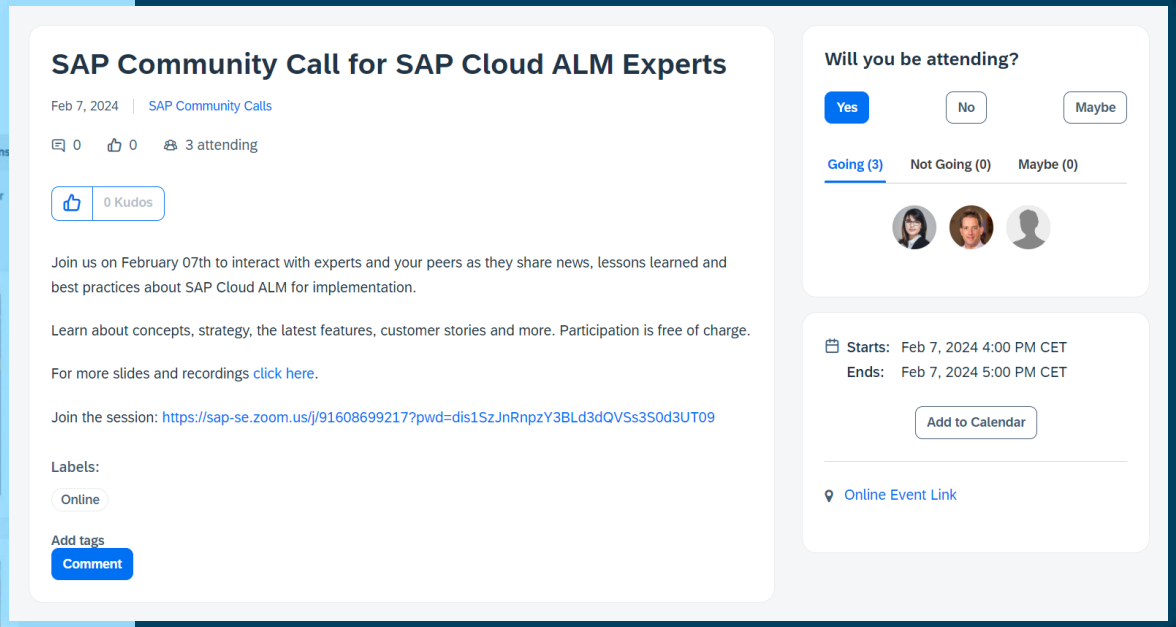
This presentation, or any related document and SAP's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this presentation is not a commitment, promise or legal obligation to deliver any material, code or functionality. This presentation is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This presentation is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this presentation, except if such damages were caused by SAP’s intentional or gross negligence.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

© 2023 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Important: Registration via SAP Community Event Calendar

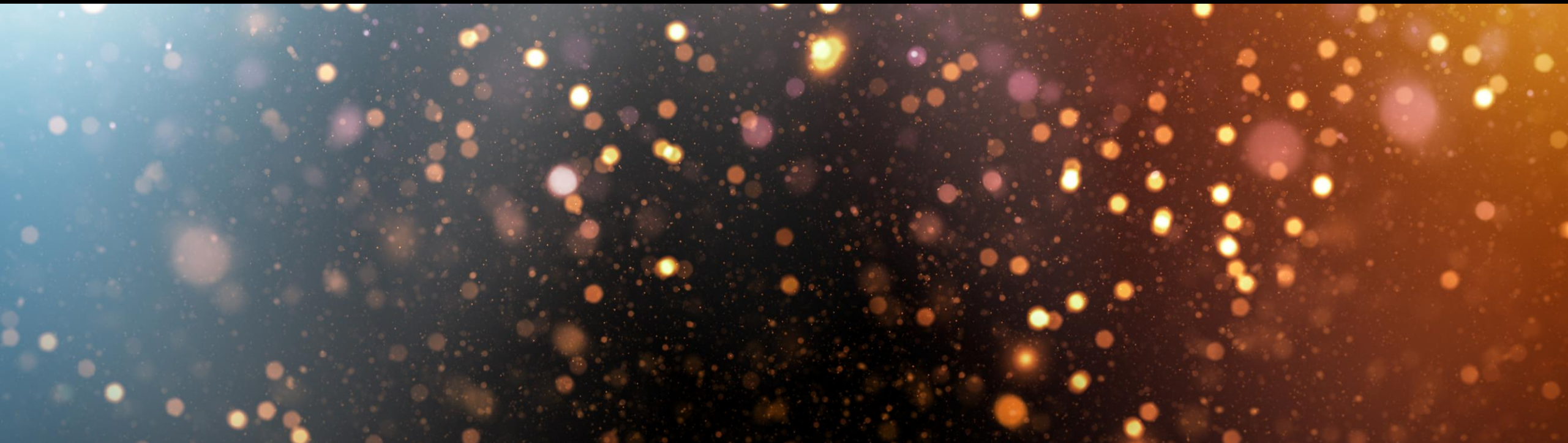




[SAP Community Calls | SAP Community]

© 2023 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Welcome



Speakers

Tonja Kehrer

Christophe Garcia

Jörg Marenk

Tim Steuer

Stefan Lahr

© 2023 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

SAP Community Call for SAP Cloud ALM Experts | Agenda for December 6, 2023

Focus topic: SAP Cloud ALM for Operations

Welcome

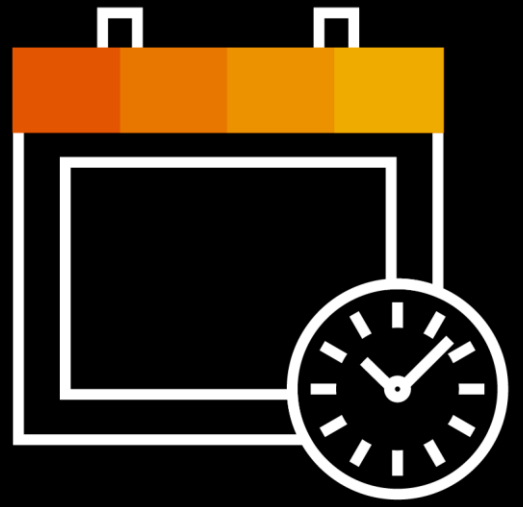
Synthetic User Monitoring

SAP Readiness Check Integration

We ask, you answer | Menti poll

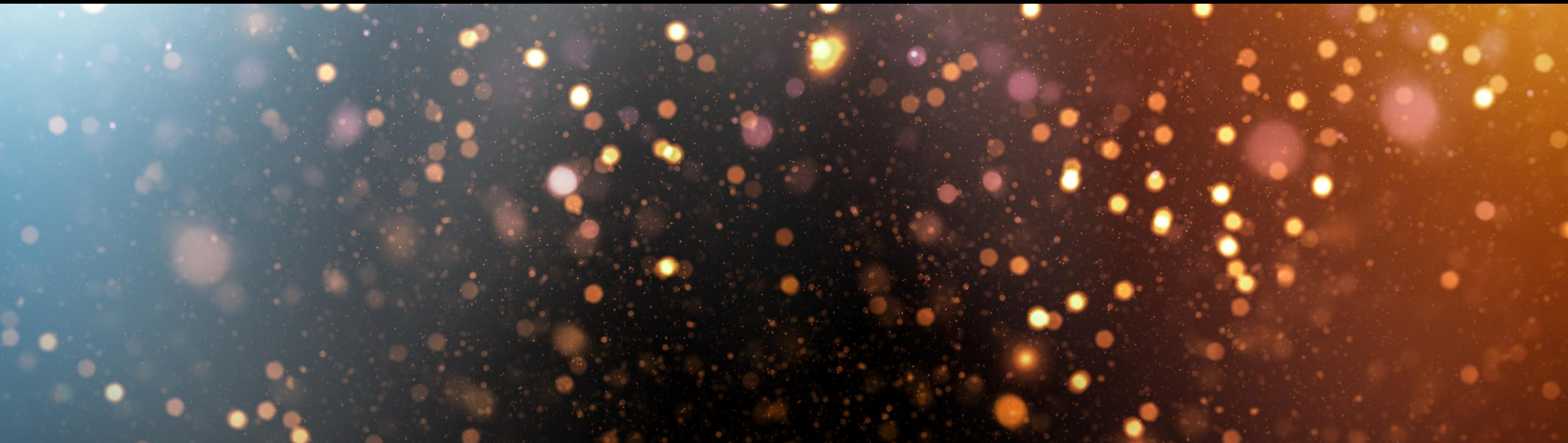
Additional Information

You ask, we answer | Q&A



© 2023 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Synthetic User Monitoring



Synthetic User Monitoring – Goal

SAP Cloud ALM Synthetic User Monitoring
is a **24/7 Monitoring solution** to
detect Performance and Availability issues
of **Web Applications** from a
Client-side perspective

© 2023 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

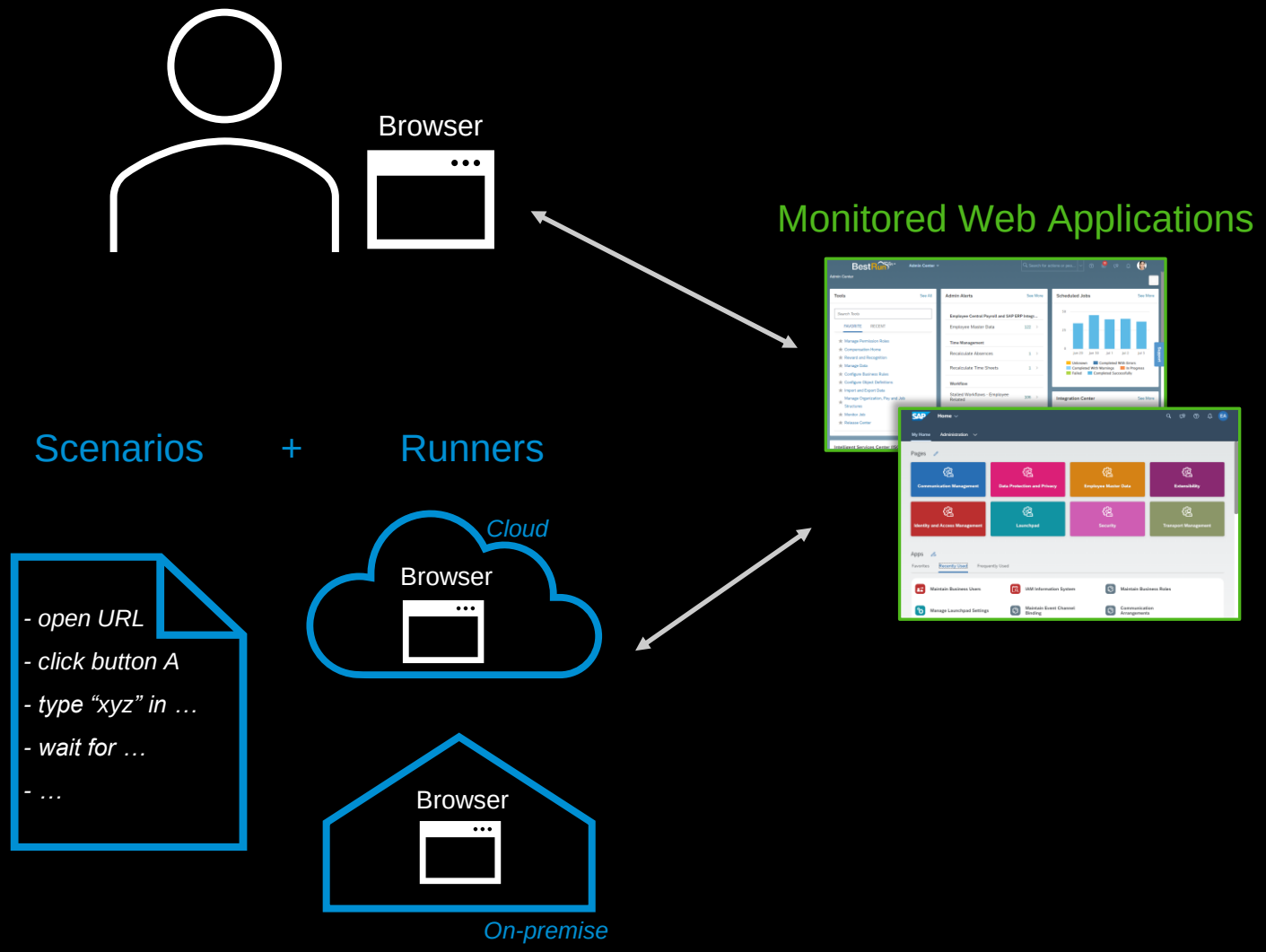
Synthetic User Monitoring – How does it work?

Simulates a user who accesses the web application to monitor.

- You define the scenarios:
  → the sequences of actions to perform in the browser.

- You define the runners:
  → the measurement locations.

- Synthetic User Monitoring regularly executes the scenarios on the runners.
- From the executions, it:
  - Determines the monitored application availability.
  - Determines the monitored application performance,

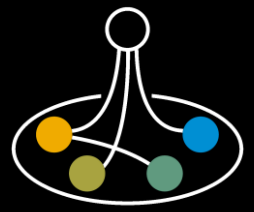


© 2023 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Synthetic User Monitoring – Recent functionalities

- Interrupt the monitoring if a landscape outage is already declared (BSM IT Calendar).

- Emit event when an Availability issue is detected (via Intelligent Event Processing).



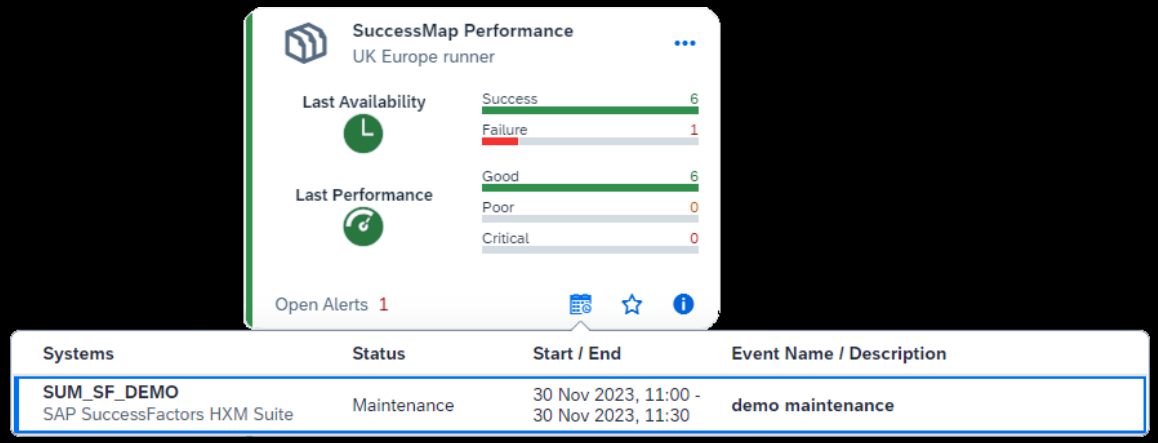
- Export executions statistics via the Analytics API.

© 2023 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Synthetic User Monitoring – Integration with Business Service Manager

- Via **SUM Business Services**, you can associate:
  - A list of **SUM Scenarios**,
  - To the involved **Services** / **Systems** (LMS objects).

- Overview cards **inform you** in case of:
  - Coming or on-going **maintenance**,
  - Current **disruption** or **degradation**.

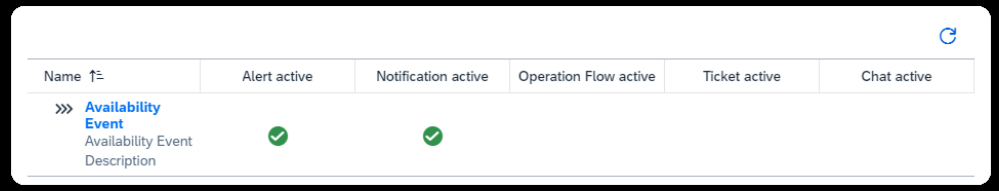


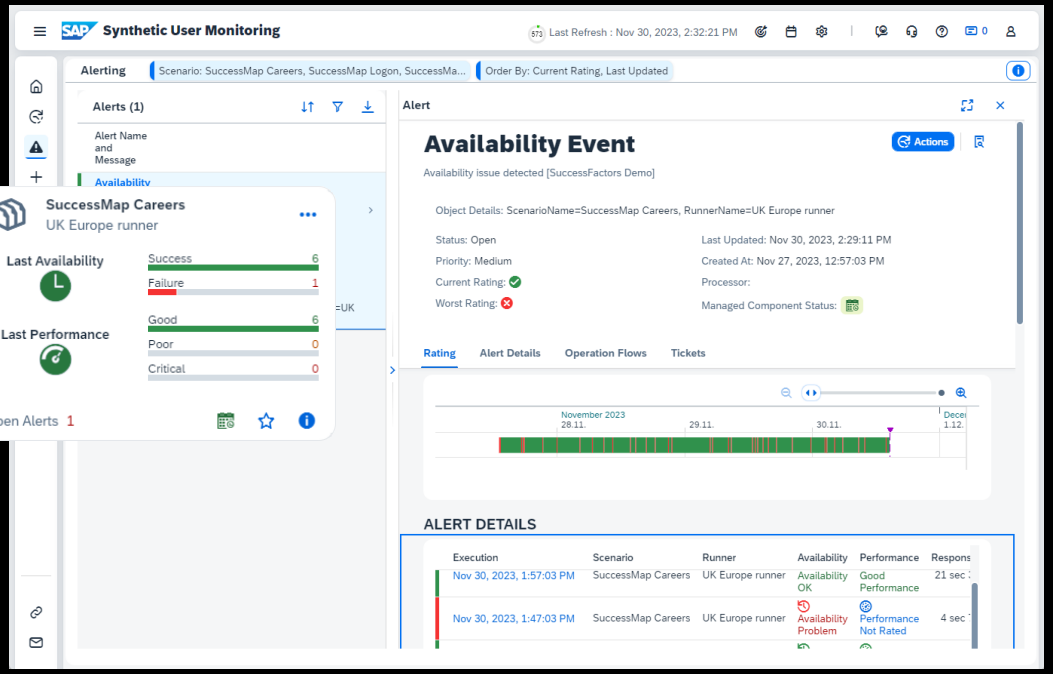
- Automatically **interrupts SUM Scenarios** executions in case of **maintenance** or **outage**.

© 2023 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Synthetic User Monitoring – Availability events

- Configured in the **SUM Business Services**
- You can define the reactions: **alert** creation, **notification**, **incident** creation, …
- You can **jump** from the Scenario-on-Runner **to the created alerts**

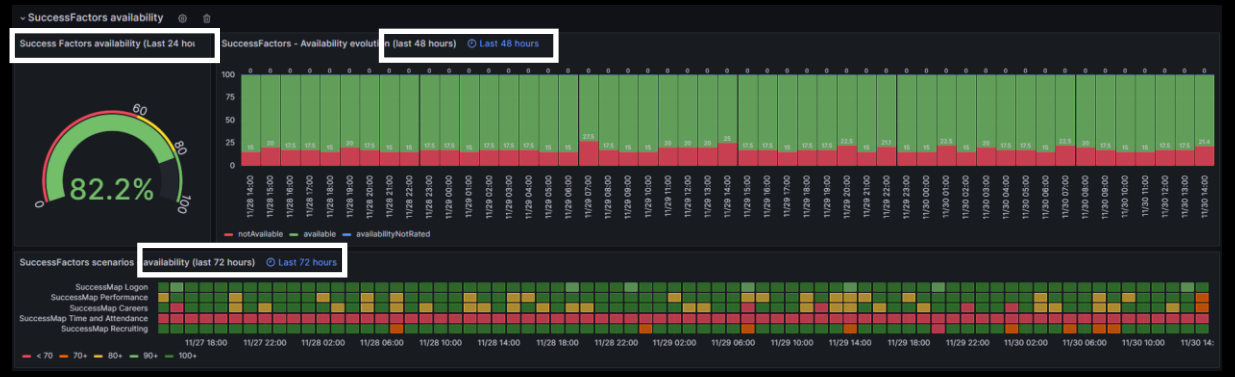




© 2023 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

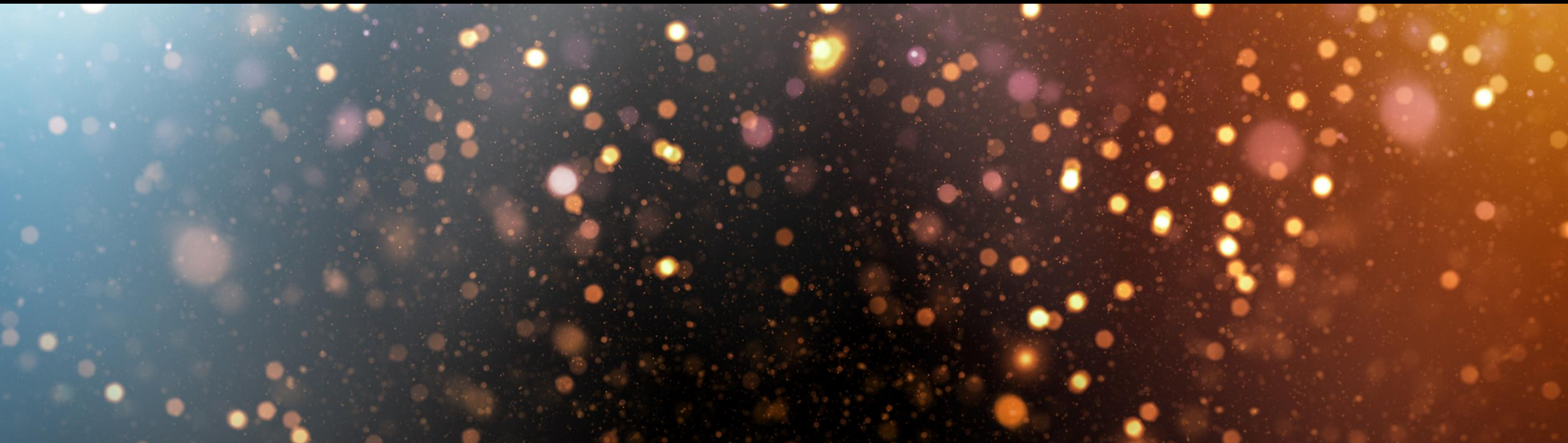
Synthetic User Monitoring – Analytics API

- Export your aggregated SUM metrics in your preferred reporting tool
  (c.f. API Guide for SAP Cloud ALM)
- Choose the **metrics** (at Scenario-on-Runner level):
  - **Availability**: Available, Not available, Not rated
  - **Performance**: Critical, Poor, Good, Not rated, Not configured
  - **Response time**
- Choose the **time frame**,
  the **granularity** (hour, day, …),
  the **aggregation** (percentage, count, average, …)
- Choose the **filters** and **dimensions**:
  - Scenarios
  - Runners



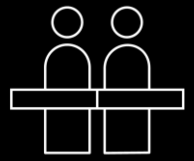
© 2023 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

SAP Readiness Check Integration

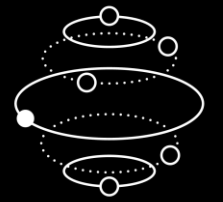


4 steps to have SAP Readiness Check available in SAP Cloud ALM

Request SAP Cloud ALM

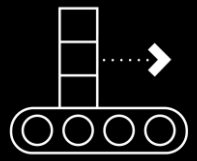


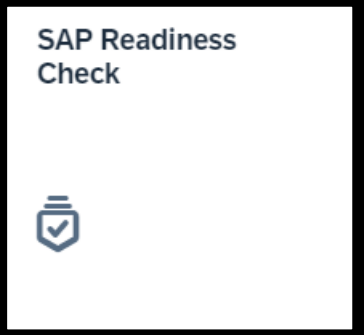
Onboard users with role Readiness Check Analysis Viewer / Administrator



Maintain system in Landscape Management

Upload analysis zip-file

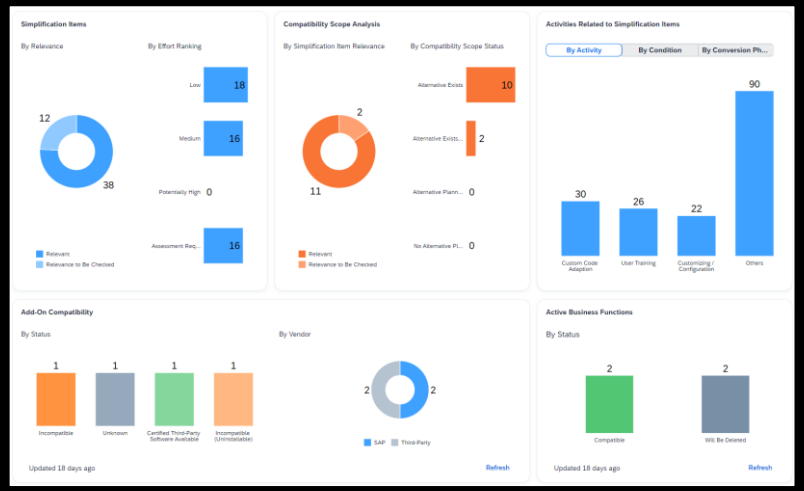


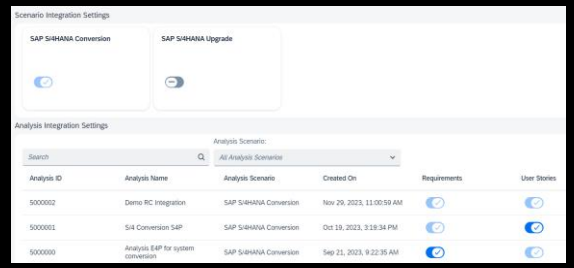


© 2023 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

New integration between SAP Readiness Check and SAP Cloud ALM

SAP Readiness Check in SAP Cloud ALM customer tenant





activation of integration

individual selection of:

- Simplification Items
- Compatibility Packages
- Custom Code Topics
- Activities
- Active Business Functions
- Add-Ons
- ...

creation/assignment:

- Requirements
- User Stories

© 2023 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Demo

Poll

We ask, you answer!

Go to www.menti.com

Enter code **7112 4372**

or use the QR code

https://www.menti.com/alhzdjk6rx22

© 2023 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Additional Information

What's New in SAP Cloud ALM for Operations

Next Session

What’s New in SAP Cloud ALM for Operations Q4/2023

January 25 4-5PM CET

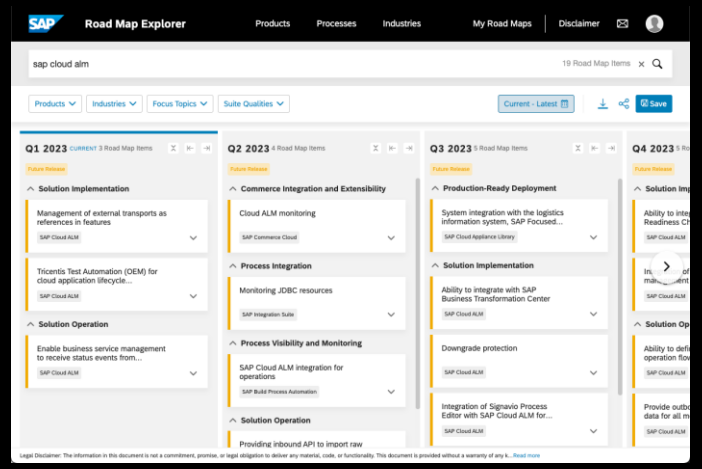
Register

Q3 2023 Highlights

- New KPI’s available in Business Process Monitoring for Lead to Cash process
- New Authorizations - Access Group Attributes in Business Process Monitoring
- In Integration & Exception Monitoring it is now possible to see Business Service Events in Topology View
- You can now view the Integration Monitoring memory consumption details of all services and systems
- Analysis Enhancements in Real User Monitoring
- Runner Connectivity Checks are available in Synthetic User Monitoring
- Job & Automation Monitoring - Monitoring of SAP Job Scheduler Service Jobs in Custom-Built Applications
- Health Monitoring - Metric History Charts Improved
- …

See What’s New in SAP Cloud ALM (SAP Help Portal)

SAP Roadmap Explorer



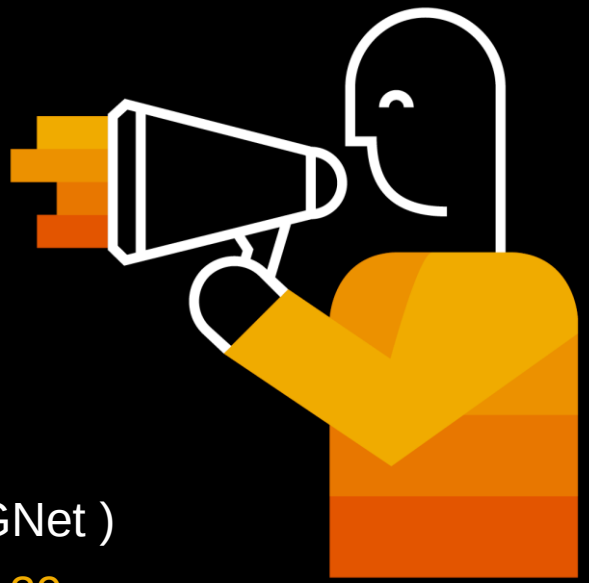
Go to https://roadmaps.sap.com/ and search for SAP Cloud ALM to get the always up-to-date roadmap with links to more information and demos

© 2023 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Upcoming Events

SAP Community Call for ALM:

- December 20 (register)
- December 27, APJ (register)



Save the date:

- ALM “Thementage”, Stuttgart January 23 & 24 (Registration via DSAGNet)
- SAP Enterprise Architect Summit, Newtown Square, PA February 27 -29

(*dates may change)

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

© 2023 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

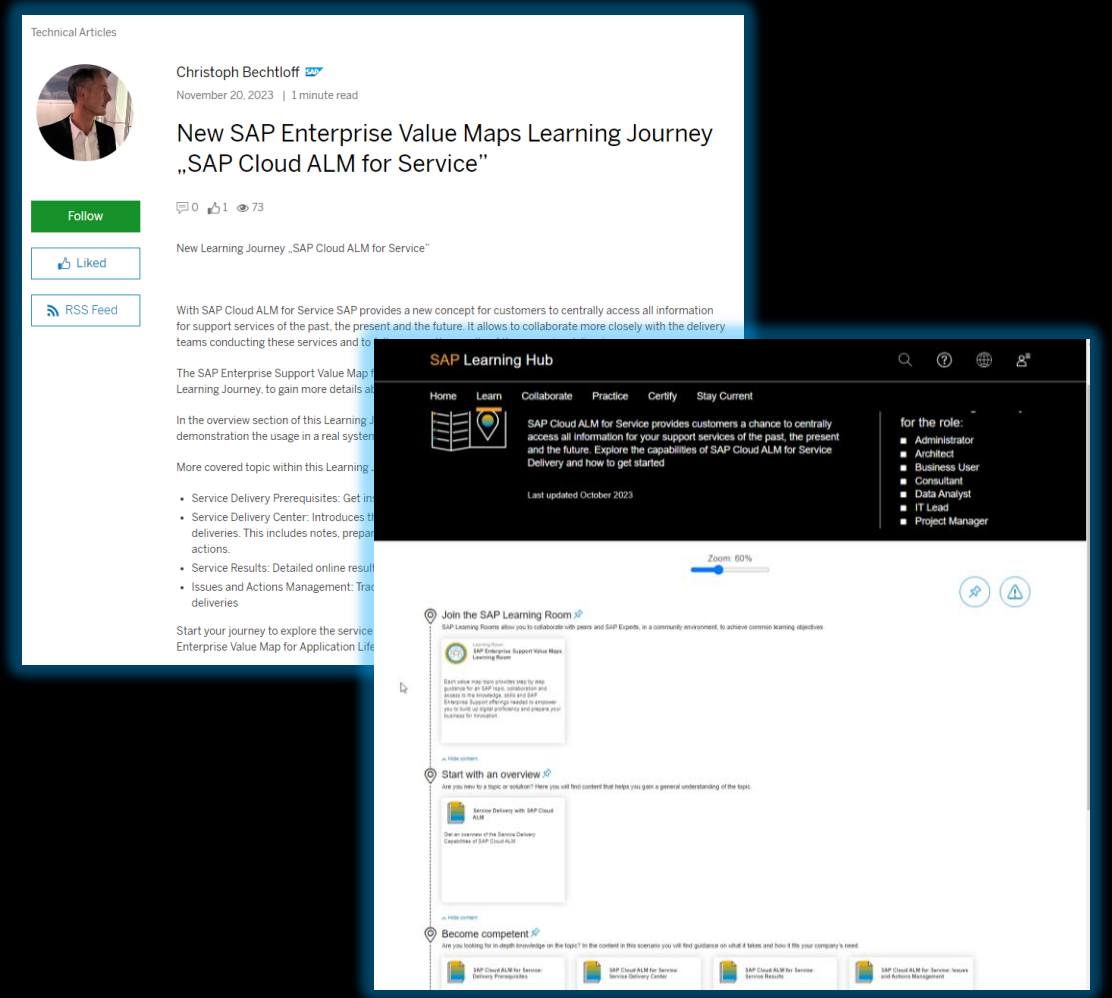
Learning Journey: SAP Cloud ALM for Service

Start :

- Overview of Service Delivery Capabilities

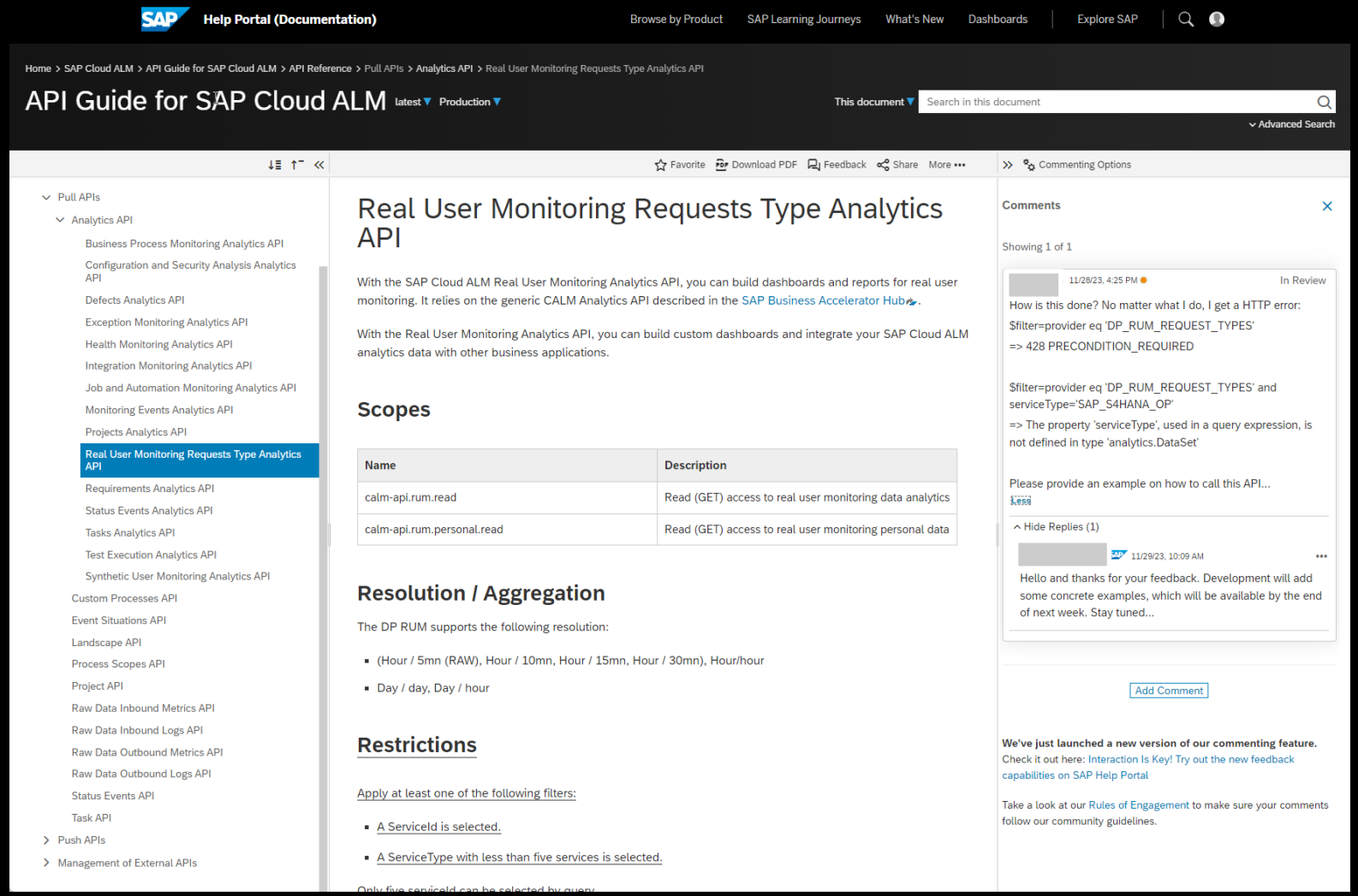
Deep Dive:

- Delivery Prerequisites
- Service Delivery Center
- Service Results
- Issues and Actions Management



© 2023 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

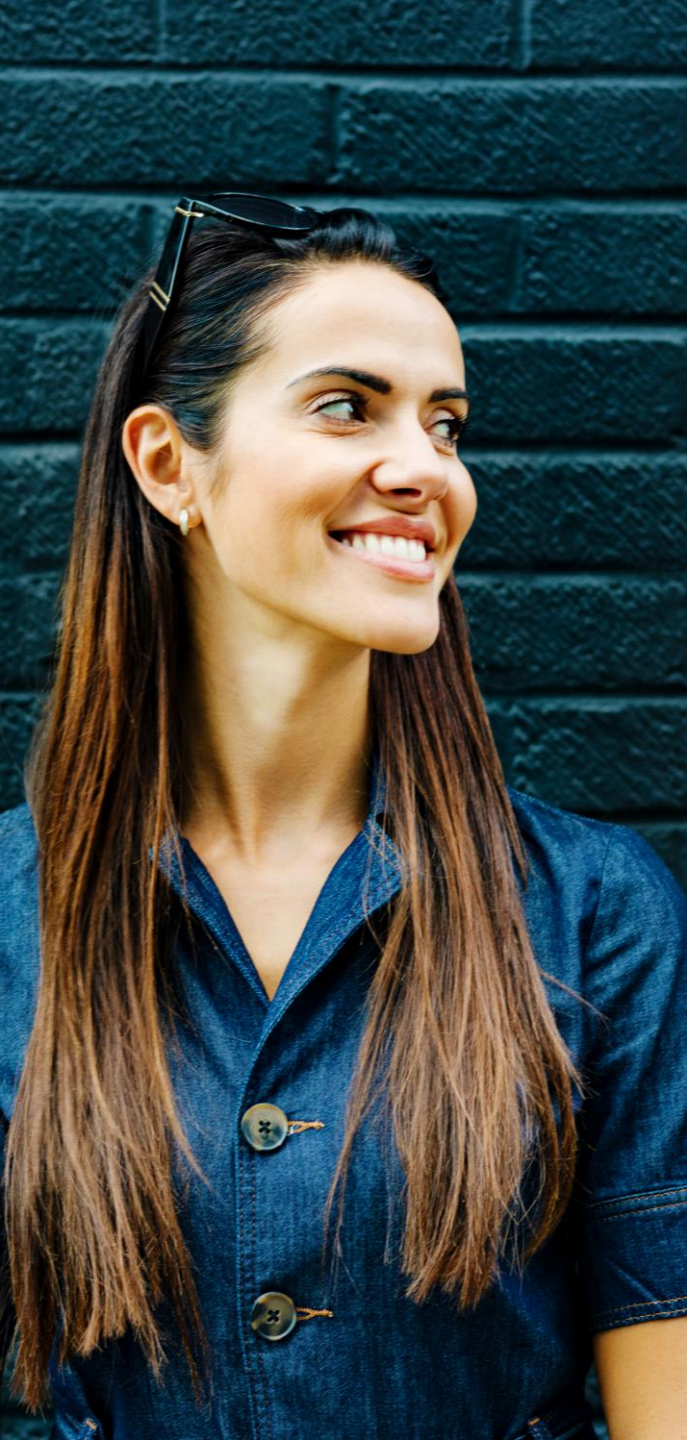
Interaction is Key! Feedback on SAP Cloud ALM Documentation



- Highlight text or click “Feedback”
- Rich-text editor allows links, images, formatting
- Notifications for all involved parties

Available for API Guide, Setup & Admin Guide and Application Help.

© 2023 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC



SAP Continuous Influence for SAP Cloud ALM

Customers/partners submit requests → **Community** ranks via voting → **SAP** reviews and develops

Implementation

Available today!

Operations

We will be back!

The next SAP Community Call for SAP Cloud ALM Experts will take place on

February 7th, 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.

© 2023 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

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

© 2023 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Q&A

Thank you.

Contact information:

Tonja Kehrer
cloudalm@sap.com

THE BEST RUN SAP

Follow us

www.sap.com/contactsap

© 2023 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See www.sap.com/copyright for additional trademark information and notices.

THE BEST RUN SAP