

# SAP Community Call

## For SAP Cloud ALM Experts

SAP SE  
December 2023

PUBLIC

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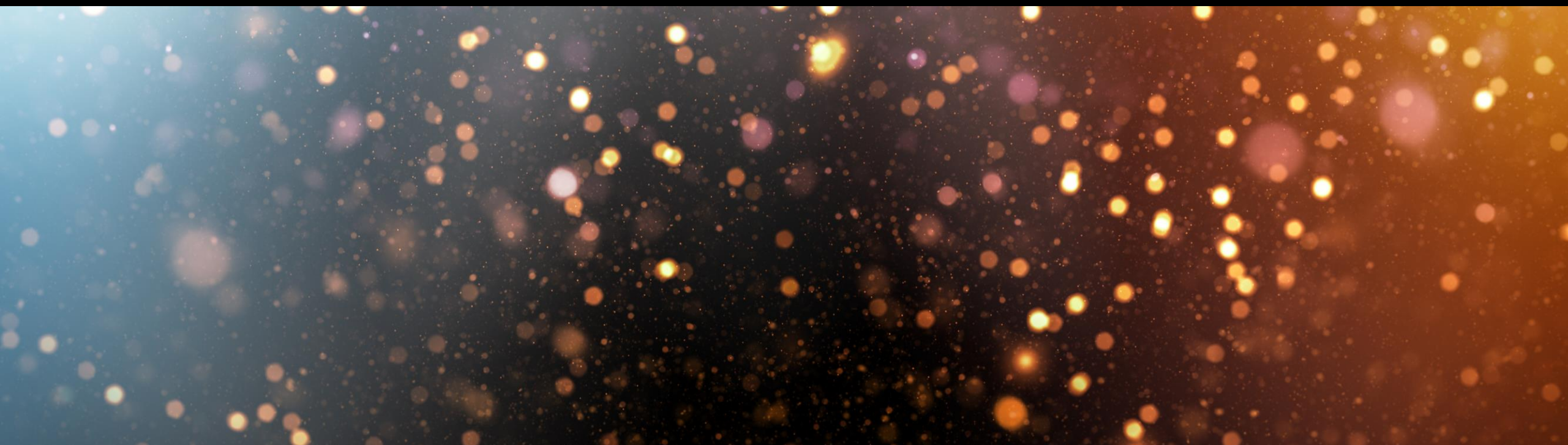
# Important: Registration via SAP Community Event Calendar

The screenshot shows the SAP Community Events page. At the top, there's a navigation bar with 'SAP' logo, 'Community', 'Products', 'Groups', 'Partner Groups', 'Events', and 'What's New'. Below this, the page title is 'SAP Community Calls' with a subtitle 'Hosted by SAP, these live stream events to learn about SAP products, platforms and tools'. There's a search bar with 'All community' selected and a placeholder 'What are you looking for today?'. The main content area has filters for 'Event Status' and 'Labels', and tabs for 'In Progress' and 'Upcoming'. A list of events is shown, with the first one highlighted: 'SAP Community Call for SAP Cloud ALM Experts' on Feb 7, 2024. The event description says: 'Join us on February 07th to interact with experts and your peers as they share news, lessons learned and best practices about SAP Cloud ALM for implementation. Learn about concepts, strategy, the latest features,....'. It is an 'Online' event with '1 attending' and '0 kudos'. A purple arrow points from this event to a detailed view on the right.

This is a detailed view of the 'SAP Community Call for SAP Cloud ALM Experts' event. The title is 'SAP Community Call for SAP Cloud ALM Experts' with the date 'Feb 7, 2024' and category 'SAP Community Calls'. It shows '0 kudos' and '3 attending'. A 'Kudos' button is visible. The description reads: 'Join us on February 07th to interact with experts and your peers as they share news, lessons learned and best practices about SAP Cloud ALM for implementation. Participation is free of charge. Learn about concepts, strategy, the latest features, customer stories and more. For more slides and recordings [click here](#). Join the session: <https://sap-se.zoom.us/j/91608699217?pwd=dis1SzJnRnpzY3BLd3dQVVs3S0d3UT09>'. There are 'Labels' (Online) and 'Add tags' (Comment) options. On the right, there's a 'Will you be attending?' section with 'Yes', 'No', and 'Maybe' buttons. Below this, it shows 'Going (3)', 'Not Going (0)', and 'Maybe (0)' with three user avatars. The event schedule is 'Starts: Feb 7, 2024 4:00 PM CET' and 'Ends: Feb 7, 2024 5:00 PM CET'. There is an 'Add to Calendar' button and an 'Online Event Link'.

 [SAP Community Calls | SAP Community](#)

**Welcome**



# Speakers



Tonja Kehrer



Christophe Garcia



Jörg Marenk



Tim Steuer



Stefan Lahr

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

## Focus topic: SAP Cloud ALM for Operations

Welcome

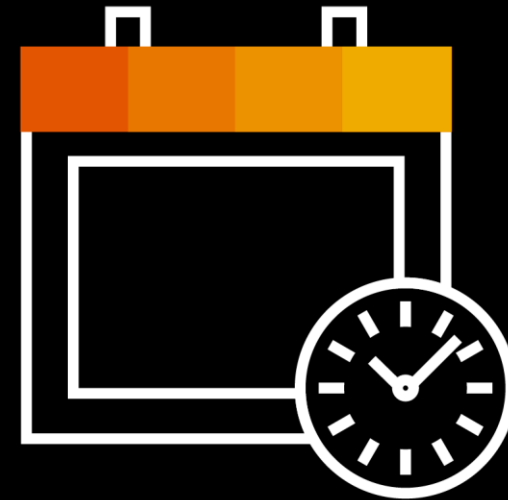
Synthetic User Monitoring

SAP Readiness Check Integration

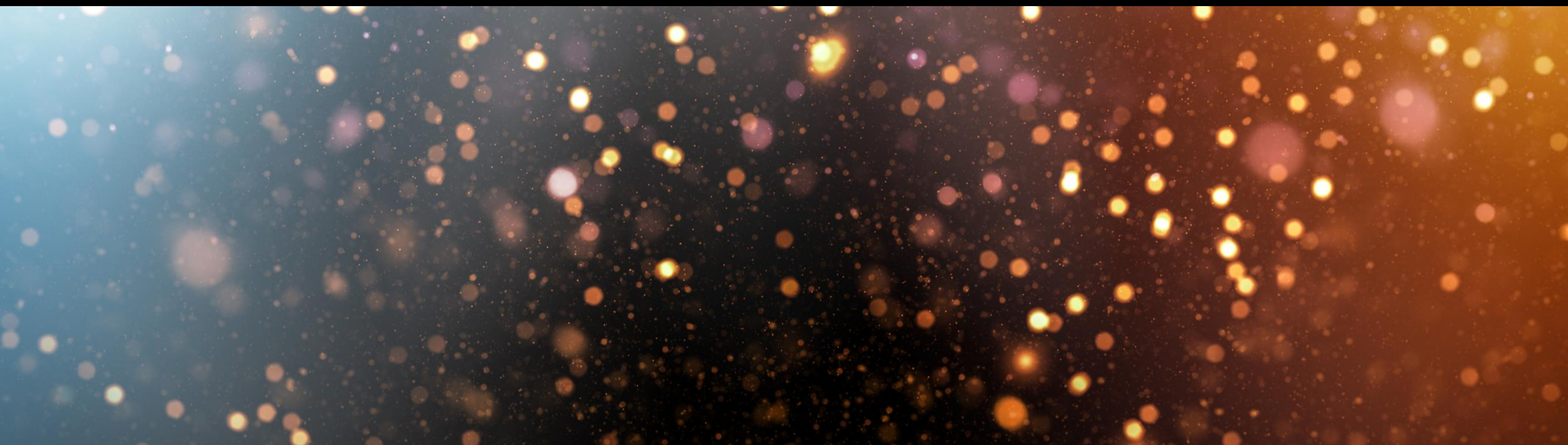
We ask, you answer | Menti poll

Additional Information

You ask, we answer | Q&A



# 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

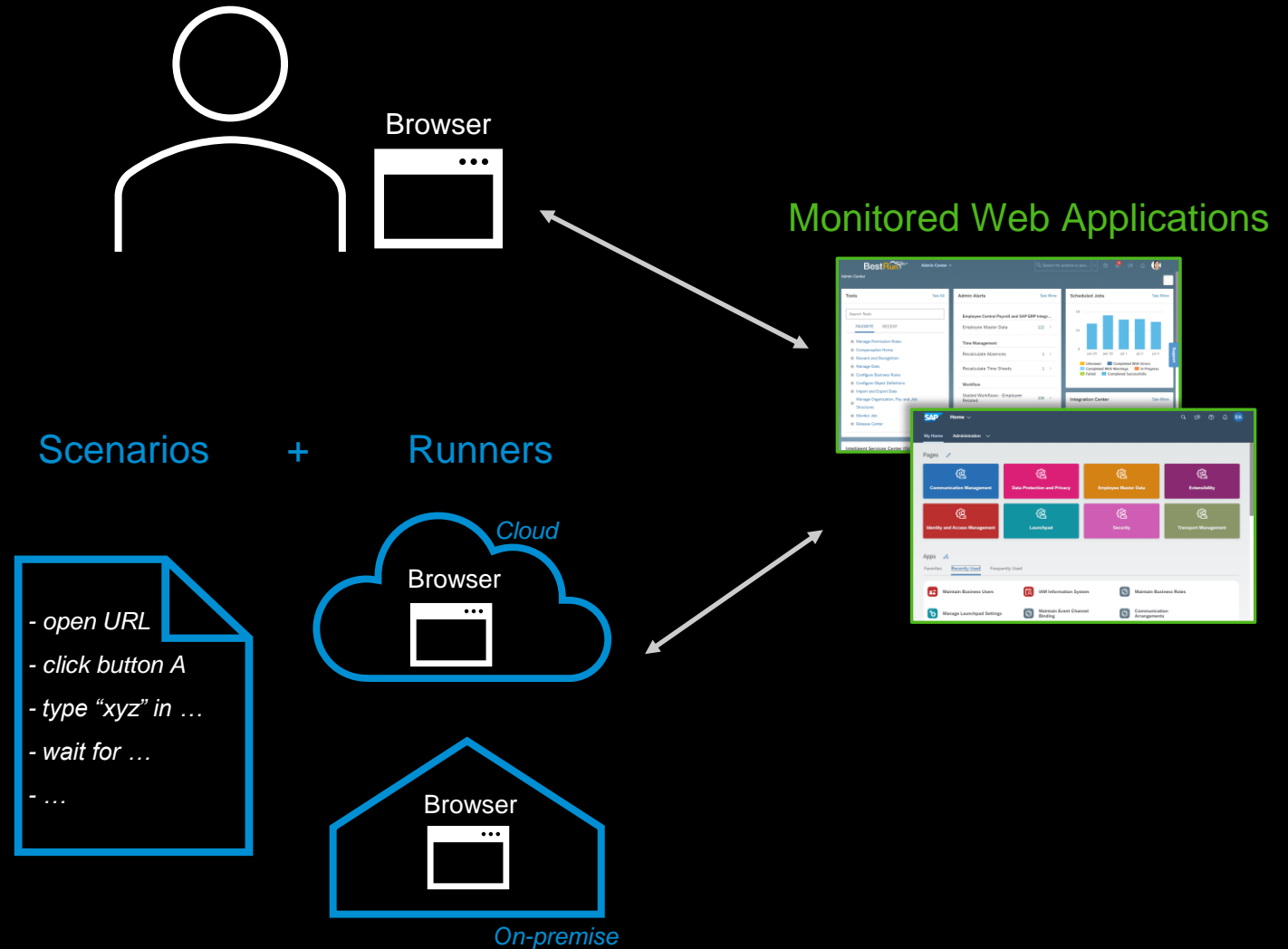




# Synthetic User Monitoring – How does it work?

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**,



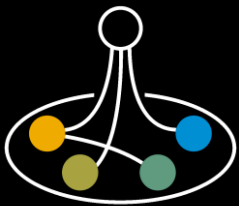
# Synthetic User Monitoring – Recent functionalities



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



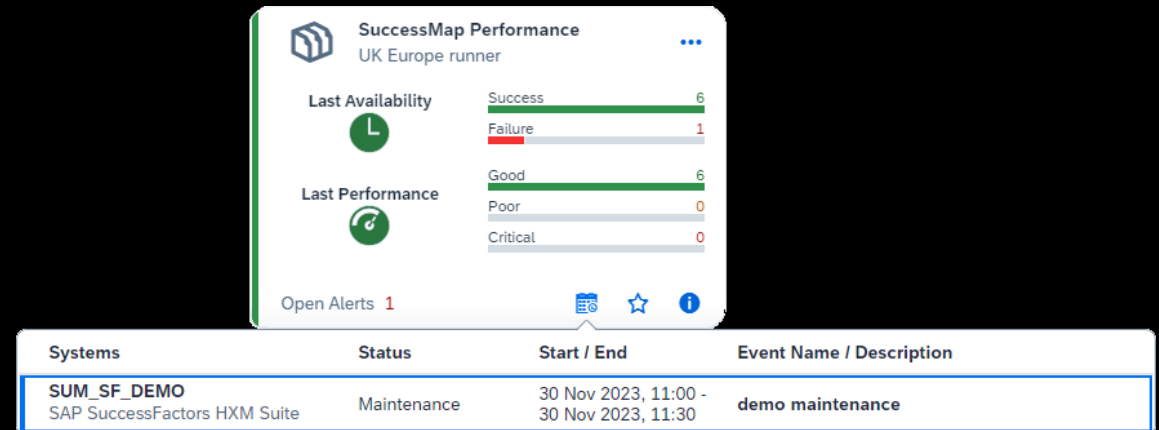
- Emit event when an Availability issue is detected (via Intelligent Event Processing).



- Export executions statistics via the Analytics API.

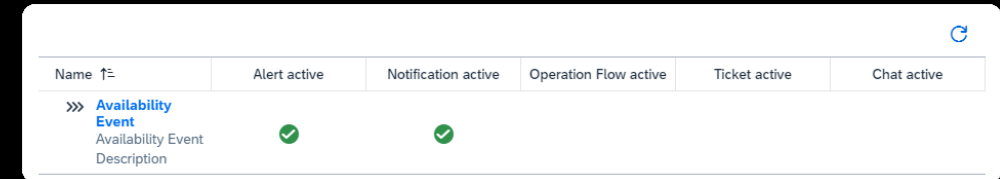
# Synthetic User Monitoring – Integration with Business Service Manager

- 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**.

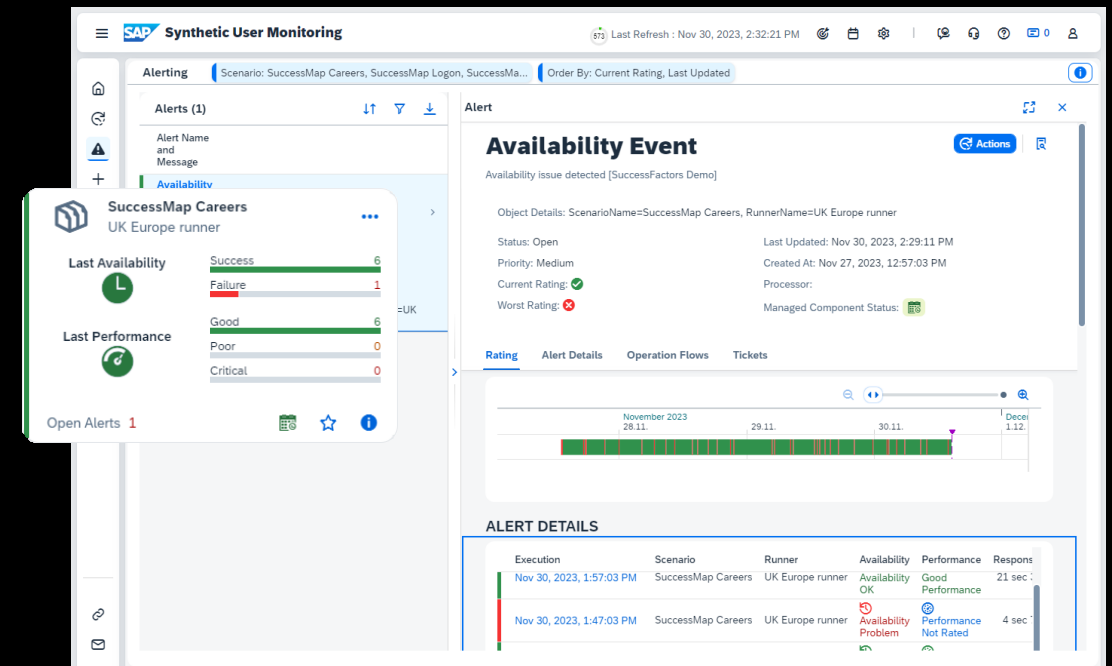


# Synthetic User Monitoring – Availability events

- 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**



Name ↑	Alert active	Notification active	Operation Flow active	Ticket active	Chat active
>>> <b>Availability Event</b> Availability Event Description	✓	✓			



The screenshot displays the SAP Synthetic User Monitoring interface. The main view shows an alert for an 'Availability Event' with the following details:

- Alert Name and Message:** Availability
- Object Details:** ScenarioName=SuccessMap Careers, RunnerName=UK Europe runner
- Status:** Open
- Priority:** Medium
- Current Rating:** ✓ (Green)
- Worst Rating:** ✗ (Red)
- Last Updated:** Nov 30, 2023, 2:29:11 PM
- Created At:** Nov 27, 2023, 12:57:03 PM
- Managed Component Status:** 🟢

The interface also shows a 'SuccessMap Careers' runner card with the following performance metrics:

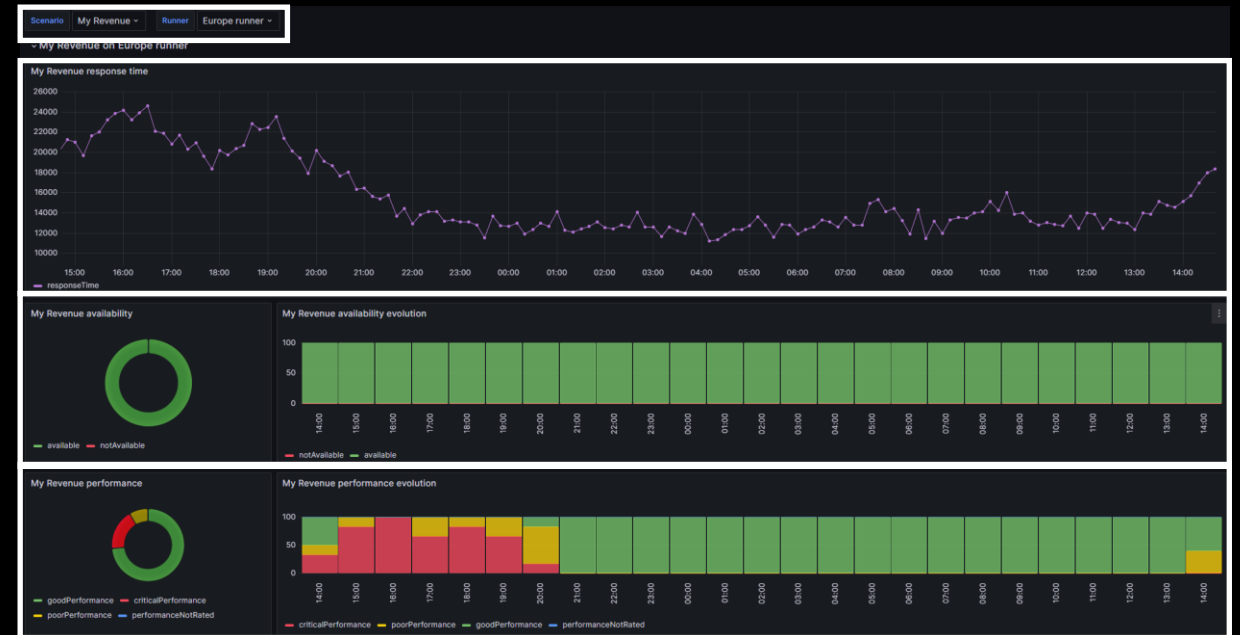
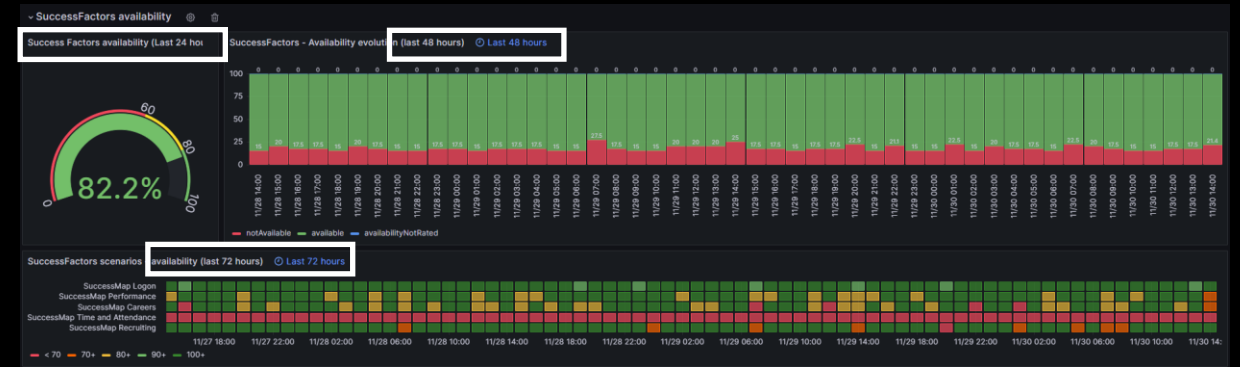
- Last Availability:** Success 6, Failure 1
- Last Performance:** Good 6, Poor 0, Critical 0

The 'ALERT DETAILS' table shows the following data:

Execution	Scenario	Runner	Availability	Performance	Response
Nov 30, 2023, 1:57:03 PM	SuccessMap Careers	UK Europe runner	Availability OK	Good Performance	21 sec
Nov 30, 2023, 1:47:03 PM	SuccessMap Careers	UK Europe runner	Availability Problem	Performance Not Rated	4 sec

# 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



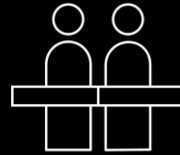
# SAP Readiness Check Integration



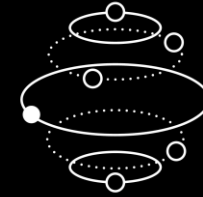
# 4 steps to have SAP Readiness Check available in SAP Cloud ALM



Request SAP Cloud  
ALM



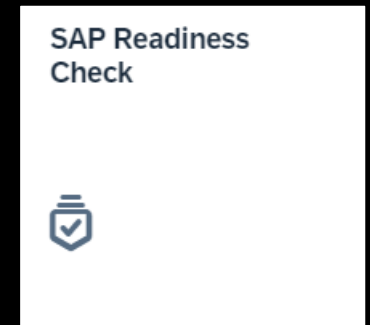
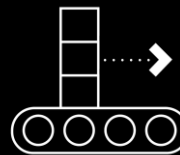
Onboard users with role  
Readiness Check  
Analysis Viewer /  
Administrator



Maintain system in  
Landscape  
Management

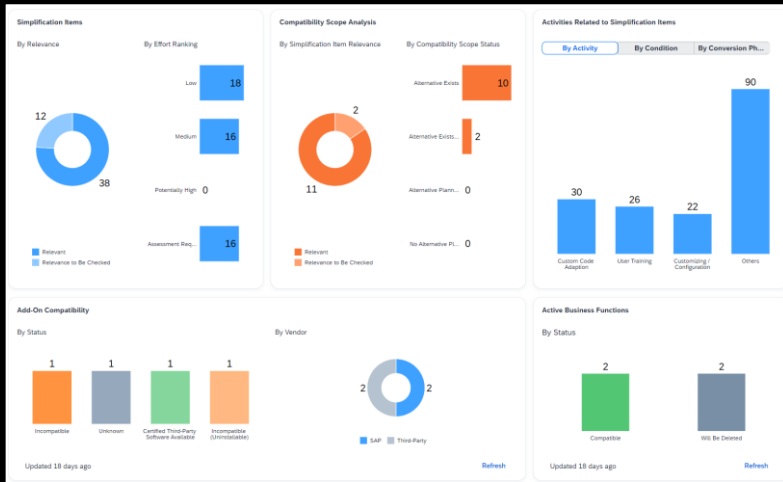


Upload analysis  
zip-file



# New integration between SAP Readiness Check and SAP Cloud ALM

## SAP Readiness Check in SAP Cloud ALM customer tenant



individual selection of:

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

creation/assignment:

- 📄 Requirements
- 📄 User Stories

Scenario Integration Settings

SAP S/4HANA Conversion  SAP S/4HANA Upgrade

Analysis Integration Settings

Analysis ID	Analysis Name	Analysis Scenario	Created On	Requirements	User Stories
5000002	Demo RC Integration	SAP S/4HANA Conversion	Nov 29, 2023, 11:05:59 AM	<input type="checkbox"/>	<input type="checkbox"/>
5000001	S/4 Conversion SAP	SAP S/4HANA Conversion	Oct 19, 2023, 3:19:34 PM	<input type="checkbox"/>	<input type="checkbox"/>
5000000	Analysis SAP for system conversion	SAP S/4HANA Conversion	Sep 21, 2023, 9:22:35 AM	<input type="checkbox"/>	<input type="checkbox"/>

activation of integration



**Demo**



# Poll



# We ask, you answer!

Go to [www.menti.com](https://www.menti.com)

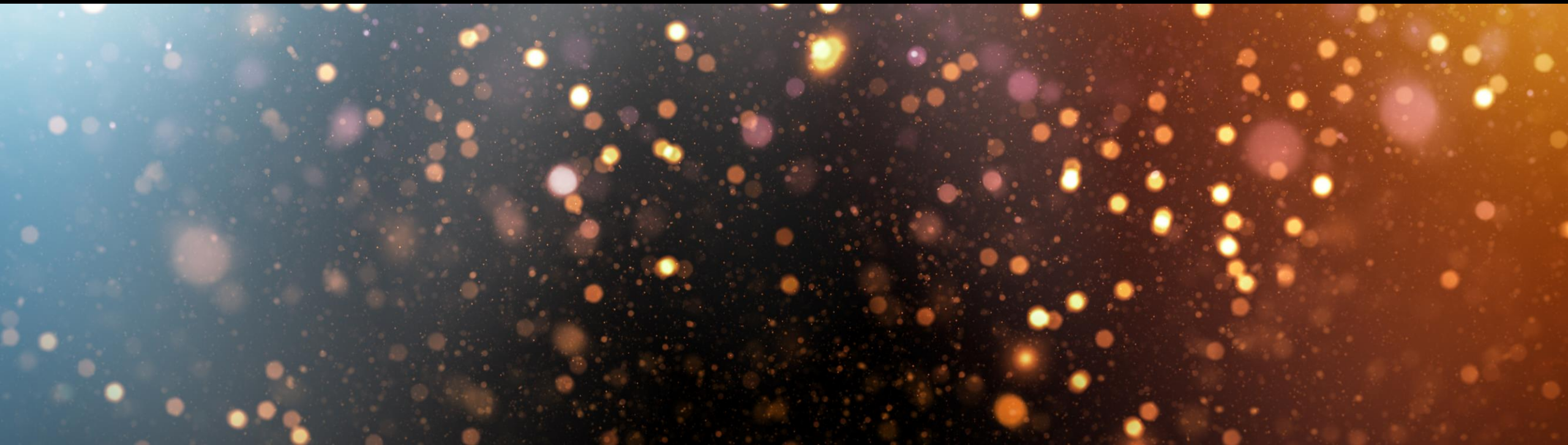
Enter code **7112 4372**

or use the QR code

<https://www.menti.com/alhzdjk6rx22>



# 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](#)

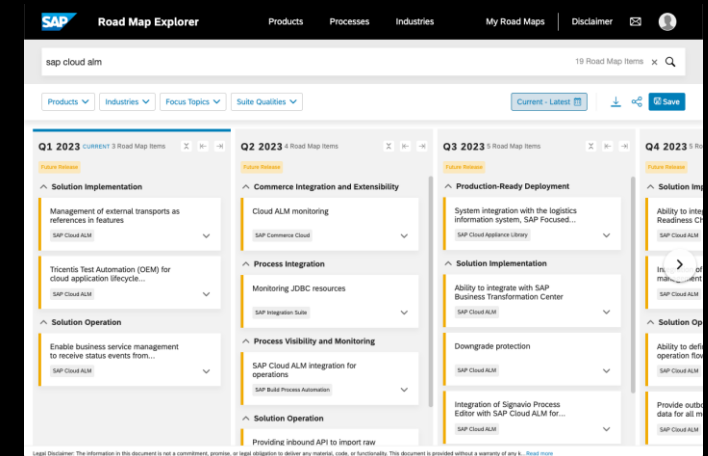


## Q3 2023 Highlights

- 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

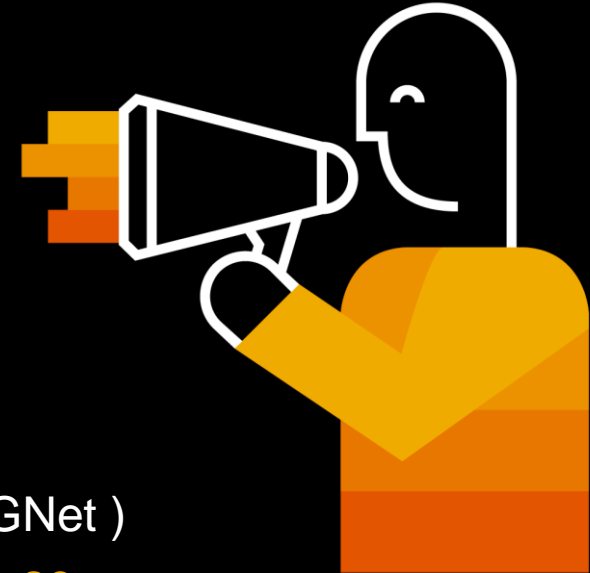
# Upcoming Events

## 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>

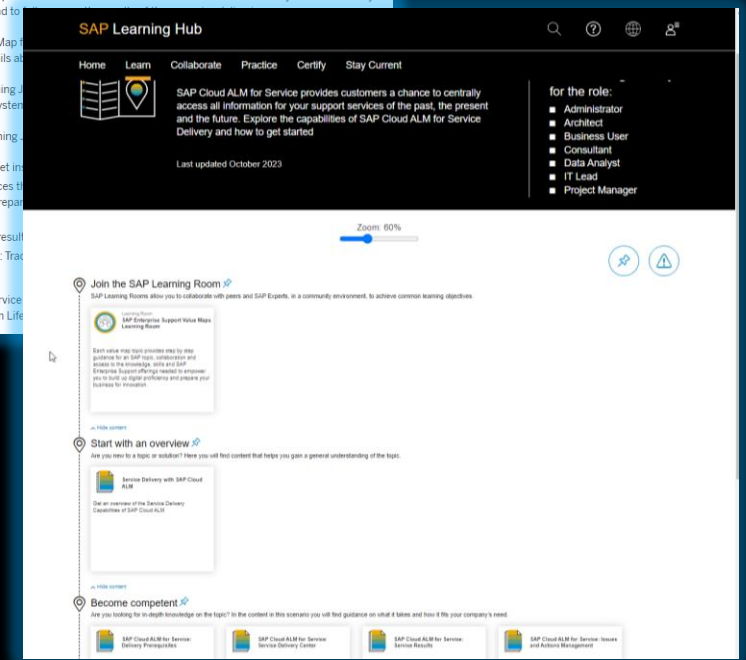
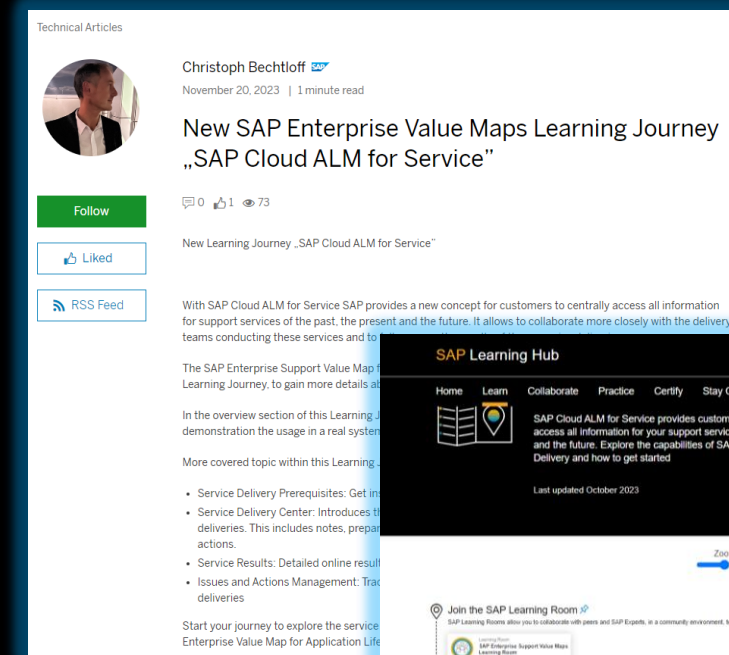
# Learning Journey: SAP Cloud ALM for Service

Start :

- Overview of Service Delivery Capabilities

Deep Dive:

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



# Interaction is Key! Feedback on SAP Cloud ALM Documentation

The screenshot shows the SAP Cloud ALM API documentation page for the 'Real User Monitoring Requests Type Analytics API'. The page includes a navigation menu on the left, a main content area with sections for 'Scopes' (a table of API endpoints), 'Resolution / Aggregation', and 'Restrictions', and a 'Comments' sidebar on the right. A feedback comment is visible in the comments section, and a new version of the commenting feature is highlighted at the bottom.

Home > SAP Cloud ALM > API Guide for SAP Cloud ALM > API Reference > Pull APIs > Analytics API > Real User Monitoring Requests Type Analytics API

## API Guide for SAP Cloud ALM

latest Production

This document Search in this document

Advanced Search

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Commenting Options

### Real User Monitoring Requests Type Analytics API

With the SAP Cloud ALM Real User Monitoring Analytics API, you can build dashboards and reports for real user monitoring. It relies on the generic CALM Analytics API described in the [SAP Business Accelerator Hub](#).

With the Real User Monitoring Analytics API, you can build custom dashboards and integrate your SAP Cloud ALM analytics data with other business applications.

#### Scopes

Name	Description
calm-api.rum.read	Read (GET) access to real user monitoring data analytics
calm-api.rum.personal.read	Read (GET) access to real user monitoring personal data

#### Resolution / Aggregation

The DP RUM supports the following resolution:

- Hour / 5mn (RAW), Hour / 10mn, Hour / 15mn, Hour / 30mn), Hour/hour
- Day / day, Day / hour

#### Restrictions

Apply at least one of the following filters:

- A `ServiceId` is selected.
- A `ServiceType` with less than five services is selected.

Only five `serviceId` can be selected by query.

#### Comments

Showing 1 of 1

In Review

11/29/23, 4:25 PM

How is this done? No matter what I do, I get a HTTP error:  
\$filter=provider eq 'DP\_RUM\_REQUEST\_TYPES'  
=> 428 PRECONDITION\_REQUIRED

\$filter=provider eq 'DP\_RUM\_REQUEST\_TYPES' and serviceType='SAP\_S4HANA\_OP'  
=> The property 'serviceType', used in a query expression, is not defined in type 'analytics.DataSet'

Please provide an example on how to call this API...

Hide Replies (1)

11/29/23, 10:09 AM

Hello and thanks for your feedback. Development will add some concrete examples, which will be available by the end of next week. Stay tuned...

Add Comment

We've just launched a new version of our commenting feature. Check it out here: [Interaction Is Key! Try out the new feedback capabilities on SAP Help Portal](#)

Take a look at our [Rules of Engagement](#) to make sure your comments follow our community guidelines.

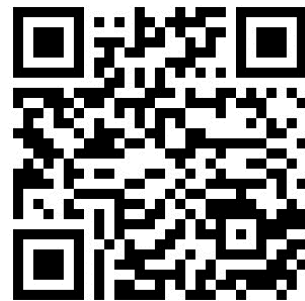
- Highlight text or click “Feedback”
- Rich-text editor allows links, images, formatting
- Notifications for all involved parties

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





# SAP Continuous Influence for SAP Cloud ALM



Implementation

**Available today!**



Operations

**We will be back!**

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

**February 7<sup>th</sup>, 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.

# 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**

**Q&A**



# Thank you.

Contact information:

**Tonja Kehrer**

[cloudalm@sap.com](mailto:cloudalm@sap.com)

Follow us



[www.sap.com/contactsap](http://www.sap.com/contactsap)

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