

SAP Community Call

For SAP Cloud ALM Experts

SAP SE
June 2023

PUBLIC

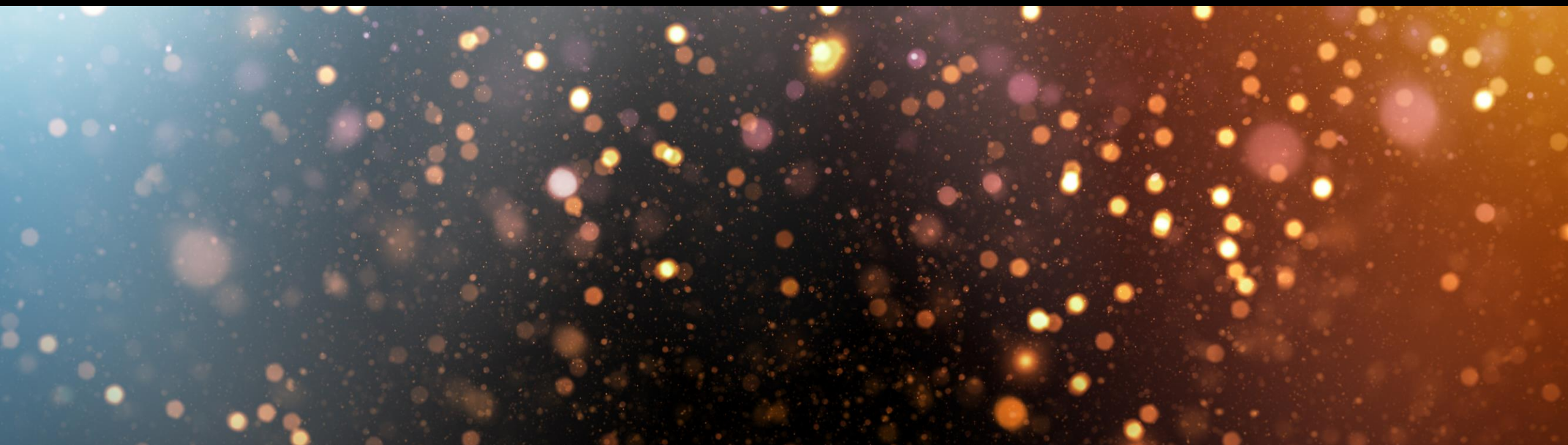
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Welcome



Speakers



John Krakowski



Markus Bechler



Stefan Lahr

SAP Community Call for SAP Cloud ALM Experts | Agenda for **June 7, 2023**

Focus topic: SAP Cloud ALM for Operations

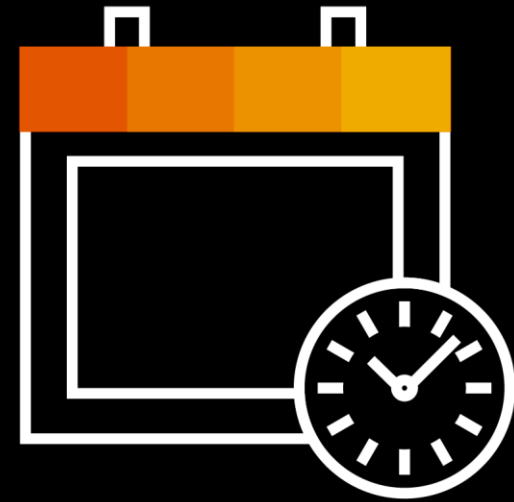
Welcome

Integration Monitoring

We ask, you answer | Menti poll

Additional Information

You ask, we answer | Q&A

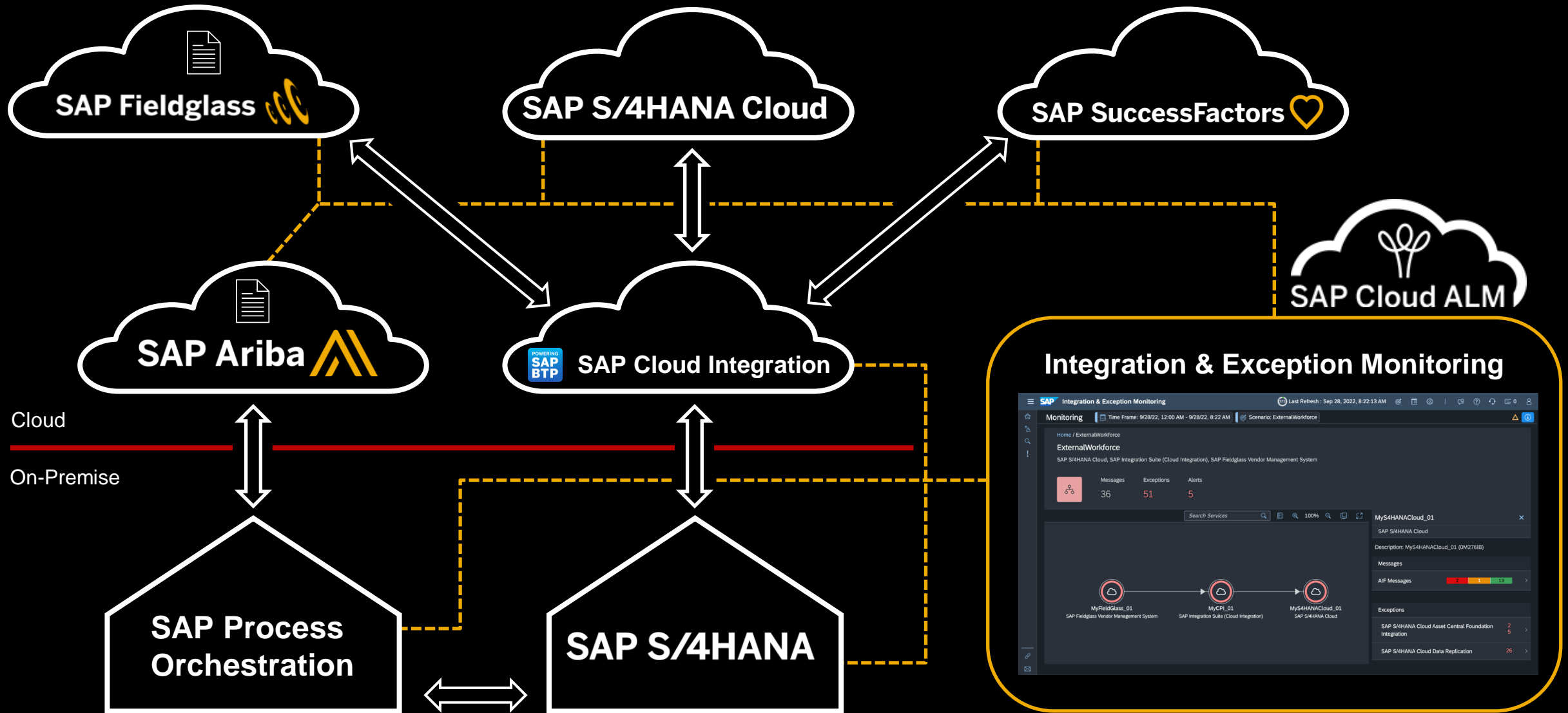


Integration Monitoring



Integration & Exception Monitoring

Ensure Reliable Data Exchange between Cloud Services and Systems



Integration & Exception Monitoring – What is in for you?

- **Overview** across all cloud services and systems
- **End-to-End monitoring** by correlating single integration artefacts to end-to-end message flows cross components and cross technology
- Support of **message flows** processed by orchestration platforms as SAP Integration Suite as well as support of **peer-to-peer interface technologies** as AIF messages as part of SAP S/4HANA Cloud
- **Search and track** single messages based on exposed business context attributes like order number

The screenshot displays the SAP Integration & Exception Monitoring interface, which is divided into several key sections:

- Overview:** Shows a summary for 'MyS4HANACloud_01' with 36 Messages (2 red, 4 orange, 90 green) and 59 Exceptions.
- Monitoring:** Displays a message flow diagram with components: MyFieldGlass_01 (1 Message, 0 Exceptions), MyCPI_01 (3 Messages, 0 Exceptions), and MyS4HANACloud_01 (4 Messages, 0 Exceptions).
- Tracking:** Shows a search for 'DLABWO00000355' with a table of message details.

Message ID	Status	Status Text	Category	Service Name	Service Type Label	Event T
E663EE77-AFB0-4EAD-AF96-89C51E9DF3	SUCCESSFUL	SUCCESSFUL	AIF - WS-runtime	MyS4HANAC...	SAP S/4HANA Cloud	Sep 28,
E661EE77-AFB0-4EAD-AF96-89C51E9DFF	SUCCESSFUL	SUCCESSFUL	AIF - WS-runtime	MyS4HANAC...	SAP S/4HANA Cloud	Sep 28,
zS341111815565528156622a1d	OK	Successful	SAP Fieldglass ...	MyFieldGlass...	SAP Fieldglass Ven...	Sep 28,

Integration & Exception Monitoring – What is in for you?

- **Embedded monitoring overview** of occurred **exceptions** in cloud services or systems
- **Embedded alerting** to inform integration owner in IT about critical issues including drill down in alert details
- **Integration with Operation Automation** to trigger operation flows context sensitively
- **Housekeeping** to minimize necessary data volume w/o losing RCA context
- **Embedded analytics** (planned) to enable root cause analysis based on historical and aggregated data to identify trends and compare different time periods

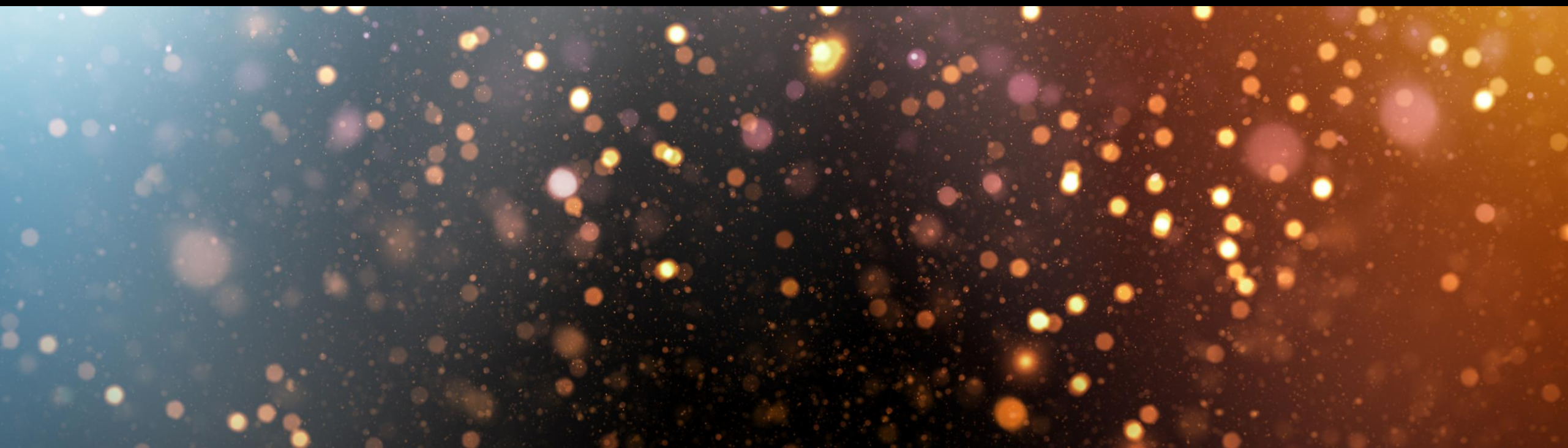
The screenshot displays the SAP Integration & Exception Monitoring interface, which is divided into several key sections:

- Exceptions:** A top-level overview showing counts for different cloud services. For example, 'MyS4HANACloud_01' has 30 exceptions in the 'SAP S/4HANA Cloud Data Replication' category and 29 in 'SAP S/4HANA Cloud Asset Central Foundation Integration'. It includes bar charts for 'Evolution Last 24 Hours', 'Evolution Last 7 Days', and 'Evolution Last 30 Days'.
- Alerting:** A section titled 'Alerts (5)' listing specific error messages. One prominent alert is 'Erroneous CPI Messages(AIF) Detected' with details: 'Object Details: Category=WS,Status=TECHNICAL ERROR,Interface=PREQININ,Namespace=MMPUR,Direction=INBOUND,Version=0001'. Other alerts include 'Erroneous Messages(AIF) Detected' and 'Erroneous CPI Messages Detected'.
- Alert Details:** A detailed view of an alert titled 'Erroneous CPI Messages Detected'. It shows the object details, status (Open), priority (High), current and worst ratings (both marked with red 'X' icons), and a timeline of the alert's history from Sep 17, 2022, to Sep 28, 2022.
- Operation Flow Definitions:** A table listing predefined automation flows. The table has columns for Name/ID, Last Modified, and Type. Flows include 'ReprocessAIFMessages' (SAP Intelligent RPA), 'Investigate_Integration_Problems' (SAP Workflow Management), and 'Investigate_Integration_Problems' (SAP Workflow Management).

What's new?



Demo



User Interface



Integration & Exception Monitoring

New Scope Selection



Integration & Exception Monitoring is supporting the **new Scope Selection**.

The screenshot shows the SAP Integration & Exception Monitoring interface. A 'Select a Scope' dialog is open, allowing users to filter services and systems. The dialog includes a 'Standard' filter section with various input fields and a table of 19 services/systems. The first item, 'WorkerReplicationSFSFS4', is selected. The dialog also features 'Toggle Filter Bar', 'Adapt Filters', and 'Go' buttons at the top right, and 'Apply (1)' and 'Cancel' buttons at the bottom right.

Select a Scope

Standard Toggle Filter Bar Adapt Filters Go

Services/Systems: 3 Items Name: Description: Service Status: All

Source: Service Type: Main URL: Tenant Type:

Tenant Name: System Type: System ID:

Services/Systems (19/19) Search Text

<input type="checkbox"/>	Name	Description	Service Type	System Type	System ID
<input checked="" type="checkbox"/>	WorkerReplicationSFSFS4	Worker Replic...			
<input type="checkbox"/>	2NV-DLM_BCM_CIG	2NV-DLM_BC...			
<input type="checkbox"/>	42K in CC8100	42K in CC8100			
<input type="checkbox"/>	CWB-TestLandscape	IES DLAB CW...			
<input type="checkbox"/>	IES_Hybrid_Cloud	IE Scenarios R...			
<input type="checkbox"/>	Ariba2NV	Ariba2NV			
<input type="checkbox"/>	H2R DLAB Scenario	Hire to Retire ...			
<input type="checkbox"/>	5JT in CG4100	5JT in CG4100			
<input type="checkbox"/>	QVP-Hybrid2022TestLandscape	IES DLAB QVP...			

Apply (1) Cancel

Integration & Exception Monitoring

Newly designed Overview Page



The **overview page** is **completely redesigned** and renamed to Home. Now there are two tabs on this page **Overview** and **Favorites**.

In addition you can add cloud services, business services or systems as favorites now.

The screenshot shows the SAP Integration & Exception Monitoring interface. The top navigation bar includes the SAP logo, the title "Integration & Exception Monitoring", and a "Last Refresh" timestamp of "Sep 26, 2022, 10:09:33 AM". Below the navigation bar, there are two tabs: "Overview" (highlighted with a yellow box) and "Favorites". The "Overview" tab displays a "Time Frame" of "9/26/22, 12:00 AM - 9/26/22, 10:09 AM" and "Services: my303028.s4hana.ondemand.com" and "Business Services: WorkerReplicationSF4". The main content area is divided into two columns. The left column shows a card for ".s4hana.ondemand.com" with "Messages" (4.6K, 189, 48K, 121) and "Exceptions" (4,205). The right column shows a card for "WorkerReplicationSF4" with "3 out of 3 services displayed" and a list of services including ".s4hana.ondemand.com", "BPHIRETDEV", and "SAP Master Data Integration". At the bottom, there is a "Favorites" section with a card for ".s4hana.ondemand.com" showing "Messages" (4.6K, 189, 48K, 121) and "Exceptions" (4,205).

Integration & Exception Monitoring

Newly designed Topology View



The screenshot shows the SAP Integration & Exception Monitoring interface. At the top, there's a header with "SAP Integration & Exception Monitoring" and a "Last Refresh" timestamp. Below the header, a "Monitoring" section displays a "Time Frame" and "Scenario". A summary card for "WorkerReplicationSFSFS4" shows "Messages: 304", "Exceptions: 4.2K", and "Alerts: 37". Below this is a "Topology View" showing a flow from "BPHTORETDEV" to "SAP Master Data Integration" to "my303028.s4hana.ondemand.com". A "Split View" for the selected node shows details for "SAP S/4HANA Cloud", including "Messages" (14 AIF Messages) and "Exceptions" (3542 ABAP Gateway Errors, 663 SAP S/4HANA Cloud Data Replication).

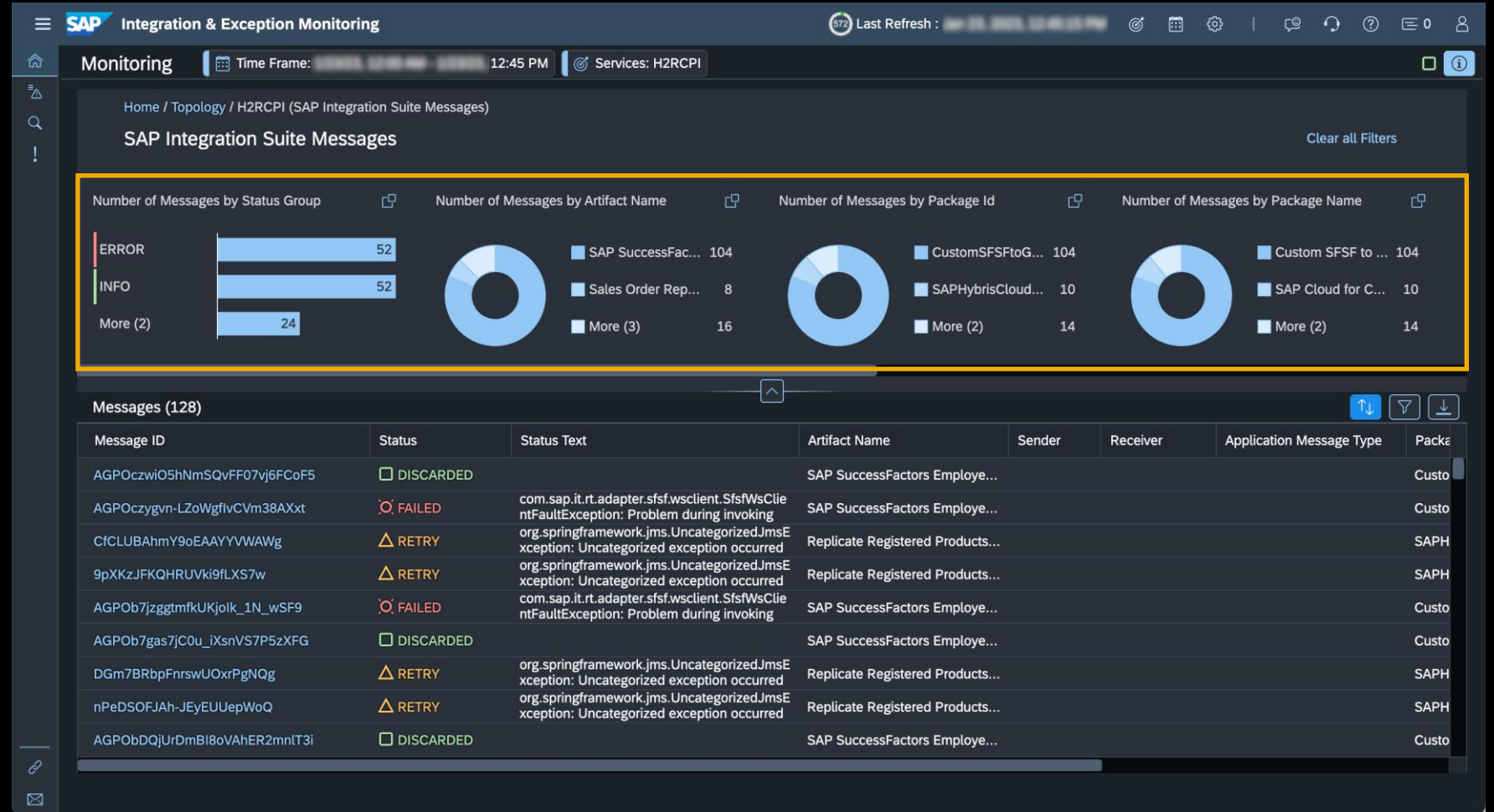
The **topology view** is **completely redesigned**. Now you'll find **summarized information** about the status in the top.

If you click on a node a **split view** will appear with all the **Messages** and **Exceptions**.

Integration & Exception Monitoring

Newly designed Summary View

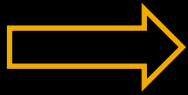
Integration & Exception Monitoring



The summary view is completely redesigned. Now you'll find embedded analytics capabilities in the top filter bar.

Integration & Exception Monitoring

Newly designed Message Detail View



A screenshot of the SAP Integration & Exception Monitoring interface. The top bar shows "SAP Integration & Exception Monitoring" and "Last Refresh : Sep 26, 2022, 11:11:56 AM". The main content area is titled "Monitoring" and shows a breadcrumb path: "... > INBOUND / WS / /SDEDI / ORDR_IN / 1 > 1E3358D95EB741318B49D47036E969A6". Below this is the message ID "1E3358D9-5EB7-4131-8B49-D47036E969A6". There are two tabs: "Message Details" (selected) and "Related Messages & Exceptions". Under "Message Details", there is a "Status Details" section with a dropdown arrow. The status is "SUCCESSFUL". Other details include "Direction: INBOUND", "Event Time: Sep 23, 2022, 10:44:37 PM", "Event Time End: Sep 23, 2022, 10:44:37 PM", "Local Monitoring" (with a refresh icon), and "Technical Correlation" (with a magnifying glass icon). At the bottom, there are three expandable sections: "Application Data", "LogMessage (4)", and "Related Messages & Exceptions".

The **message detail view** is **completely redesigned**. Now you'll find **separate sections** to differ between the shown data.

In addition there is a new tab **Related Messages & Exceptions** available

A screenshot of the SAP Integration & Exception Monitoring interface, similar to the first one, but with the "Application Data" section expanded. The "Status Details" section is collapsed. The "Application Data" section contains the following information:

Adapter Type: P	Location Consumer / Provider: P
AIF Interface name: ORDR_IN	Message id: 1E3358D9-5EB7-4131-8B49-D47036E969A6
AIF Interface version: 1	Message Monitoring: https://...s4hana.ondemand.com:443/s...
AIF Namespace: /SDEDI	Receiver Interface Name: OrderRequest_In
Category: WS	Receiver Namespace: http://sap.com/xi/EDI/Supplier
EXT_PO_NUMBER: 4500016034	URL Monitor: https://...s4hana.ondemand.com/sap/b...
KUNNR: 10100080	

Integration & Exception Monitoring

New Exceptions Page



Using the newly introduced **Exceptions** page, you see a global **distribution of the exceptions** per product family and category.

The **status of the cards** and their **sequence** are highlighting the cloud services & systems being in a critical situation.

Using the **trend** you will quickly evaluate where to take the first actions.

The screenshot shows the SAP Integration & Exception Monitoring interface. The top navigation bar includes the SAP logo, the page title "Integration & Exception Monitoring", and a "Last Refresh" timestamp. Below the navigation bar, the "Exceptions" page is displayed, showing a global distribution of exceptions per product family and category. The page is organized into sections for different product families: Business Services, SAP S/4HANA Cloud, SAP Marketing Cloud, SAP SuccessFactors HXM Suite, and SAP Integrations. Each section contains a card for a specific system or integration, with a table of categories, counts, and trends. The "ExternalWorkforce" card is highlighted in red, indicating a critical situation. The "SAP S/4HANA Cloud" and "SAP Marketing Cloud" sections also show cards for specific systems, with "MyS4HANACloud_01" and "All SAP Marketing Cloud" highlighted in red. The "Quality" and "Alerts" indicators are visible at the bottom of each card.

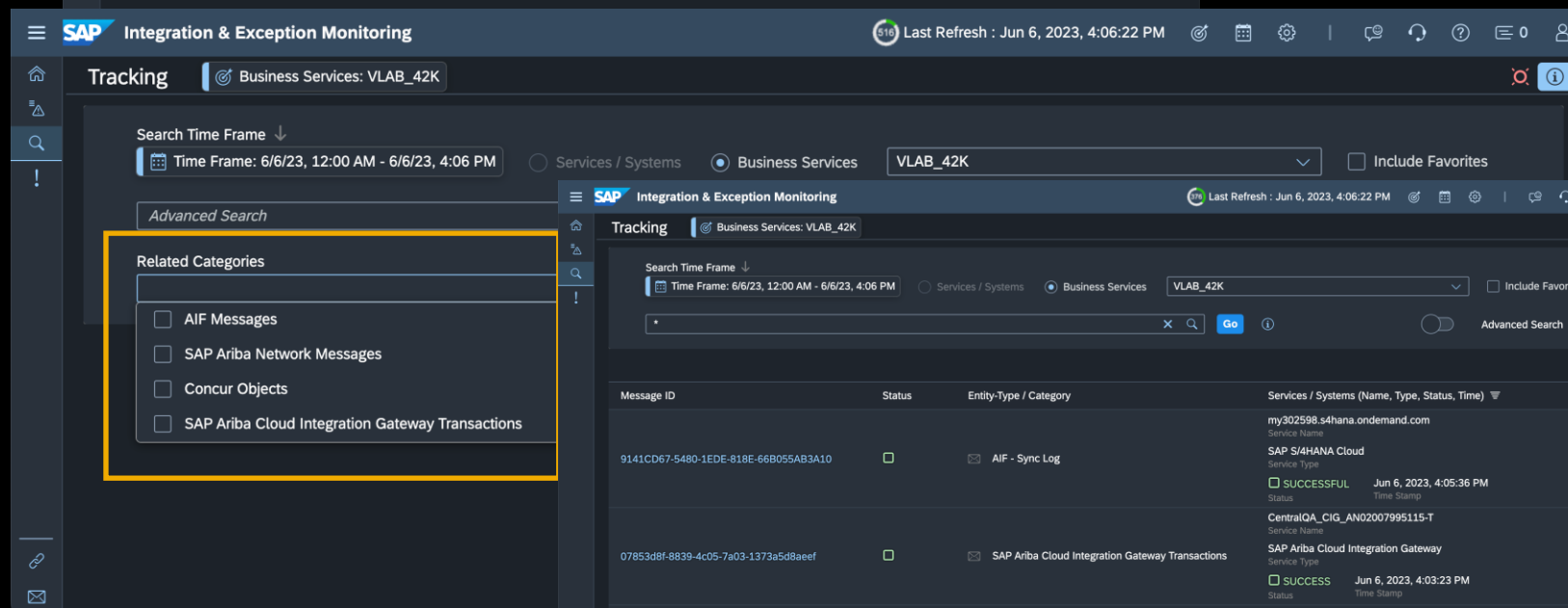
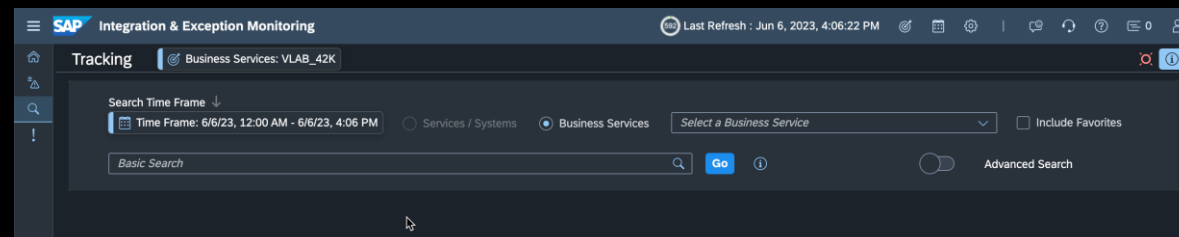
Categories	Count	Trend
SAP S/4HANA Cloud Data Replication	30	↗
SAP S/4HANA Cloud Asset Central Foundation Integration	30	↗
Integration Artifact Deployments	0	→
Quality	Alerts 54	☆ ⓘ

Categories	Count	Trend
SAP S/4HANA Cloud Asset Central Foundation Integration	30	↗
SAP S/4HANA Cloud Data Replication	30	↗
Quality	Alerts 54	☆ ⓘ

Integration & Exception Monitoring

Newly designed Search Page

Integration &
Exception
Monitoring



Message ID	Status	Entity-Type / Category	Services / Systems (Name, Type, Status, Time)
9141CD67-5480-1EDE-818E-668055AB3A10	□	AIF - Sync Log	my302598.s4hana.ondemand.com Service Name SAP S/4HANA Cloud Service Type □ SUCCESSFUL Jun 6, 2023, 4:05:36 PM Status Time Stamp
07853d8f-8839-4c05-7a03-1373a5d8aeef	□	SAP Ariba Cloud Integration Gateway Transactions	CentralQA_CIG_AN02007995115-T Service Name SAP Ariba Cloud Integration Gateway Service Type □ SUCCESS Jun 6, 2023, 4:03:23 PM Status Time Stamp
23A9E10B-E71F-4967-9FB4-10B5547D2A60	□	AIF - WS-runtime	my302598.s4hana.ondemand.com Service Name SAP S/4HANA Cloud Service Type □ SUCCESSFUL Jun 6, 2023, 4:03:21 PM Status Time Stamp
dbfce61f-96fb-4f08-47da-e19712ec8a5f	□	SAP Ariba Cloud Integration Gateway Transactions	CentralQA_CIG_AN02007995115-T Service Name SAP Ariba Cloud Integration Gateway Service Type □ SUCCESS Jun 6, 2023, 4:02:54 PM Status Time Stamp

The **search page** is **completely redesigned**. Now you'll find **more options** to search for specific information.

In addition there is a new **Advanced Search** available.

Features



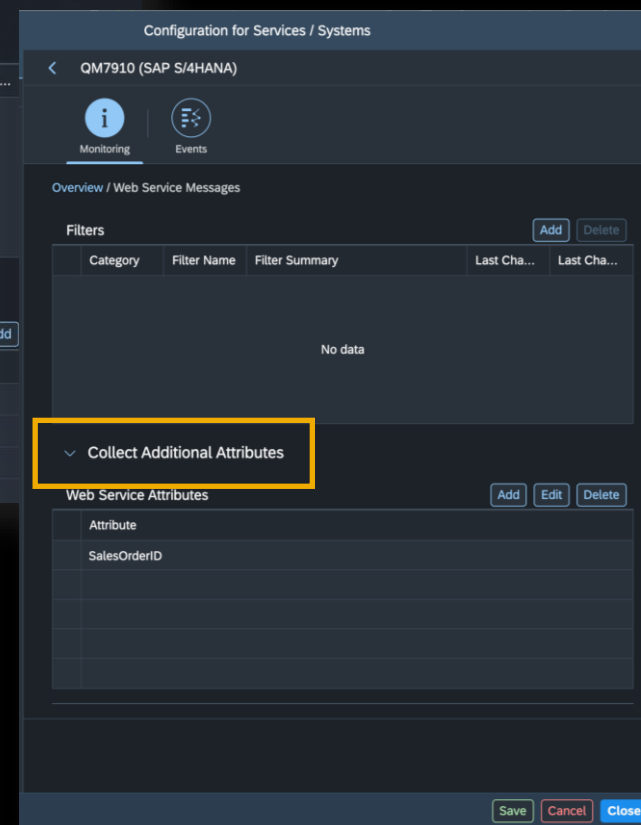
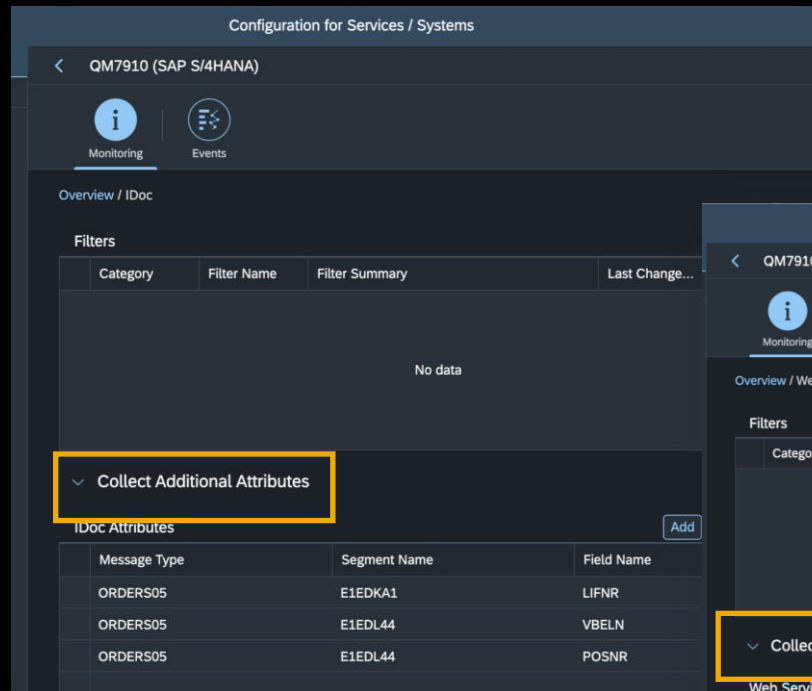
Integration & Exception Monitoring

Additional Payload Attributes for IDoc and Web Service Messages*



It is now possible to collect **additional attributes** from an **IDoc** and **Web Service** message.

The value of the attribute can be used as a **search parameter** in our **tracking page**.



Integration & Exception Monitoring

Show Status Events on Overview Card



You can directly see in the **overview page** if a **maintenance window** is scheduled for a technical system.

Degradations or **disruptions** are also **reflected** now in the card for a cloud service, business service or system.

The screenshot shows the SAP Integration & Exception Monitoring interface. The top navigation bar includes "Overview" and "Favorites". The main content area displays two overview cards: "QM7 SAP S/4HANA" and "H2RCPI SAP Integration Suite (Cloud Integration)". Each card shows "Messages" and "Exceptions" counts with progress bars. The QM7 card shows 1.3K messages (red) and 2.4K messages (green), with 6,938 exceptions. The H2RCPI card shows 22 messages (red) and 22 messages (green), with 0 exceptions. Both cards have a "Quality" indicator, "Alerts" count (6118 for QM7, 100 for H2RCPI), and a calendar icon highlighted with a yellow box.

Services	Status	Start / End	Event Name / Description
QM7 SAP S/4HANA	Disruption	10 Oct 2022, 14:30 - 14 Oct 2022, 16:30	Disruption
QM7 SAP S/4HANA	Degradation	10 Oct 2022, 00:30 - 14 Oct 2022, 02:30	Degradation
QM7 SAP S/4HANA	Maintenance	11 Oct 2022, 14:30 - 14 Oct 2022, 16:30	Maintenance

Integration & Exception Monitoring

Show Action Logs for a Service / System



You can directly see in the **overview page** if a **maintenance window** is scheduled for a technical system.

Degradations or **disruptions** are also **reflected** now in the card for a cloud service, business service or system.



Integration & Exception Monitoring

Show Status Events on Overview Card

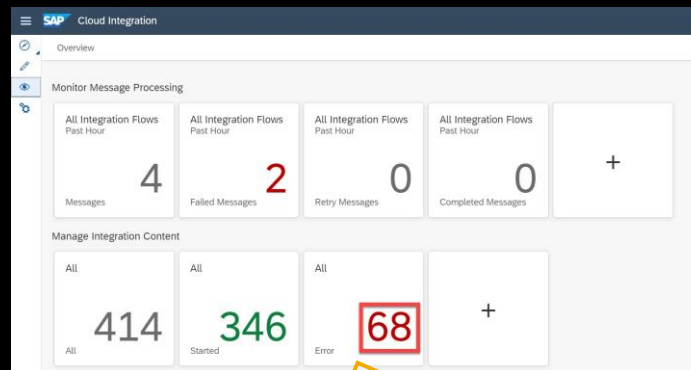


You can directly see who changed something in the configuration with the help of an **action log**.

A screenshot of the SAP Integration & Exception Monitoring application. The main window shows a "Tracking" view for "Business Services: VLAB_42K" with a time range of "2:00 AM - 6/6/23, 4:06 PM". An "Action Logs for QM7002" dialog box is open, displaying an event: "markus.bechler@sap.com Event Created Today at 4:13 PM Event Erroneous Concur Object Detected(Single) is created manually". The background interface includes a "Managed Components" list with various services and systems, each with a refresh icon and a status indicator (e.g., "ON"). A yellow box highlights the refresh icon for the "QM7002 (SAP S/4HANA)" component.

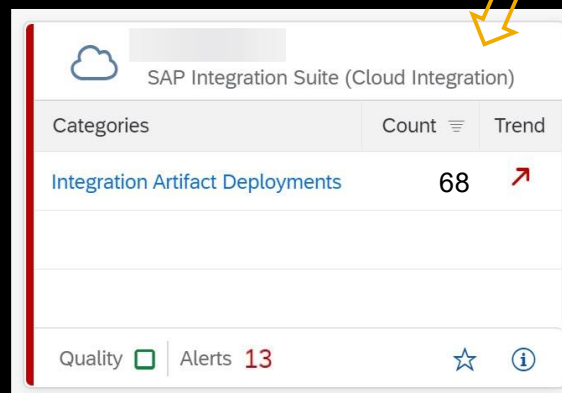
Integration & Exception Monitoring

Stateful Exceptions



Where possible, Exception Monitoring is stepwise identifying **whether a past exception still exists**.

As an example, for SAP Cloud Integration, you see at one glance the number of **persisting Integration Artifact deployment failures**.



Integration & Exception Monitoring

View Related Exceptions

Integration &
Exception
Monitoring



Looking at the details of an integration scenario, like for SAP Intelligent Asset Management, you could directly see the **Related Exceptions** having the same correlation ID as the selected message.

Monitoring | Services: IM_EXM_Correlation_Test

Home > Topology > IM_EXM_Correlation_Test

IM_EXM_Correlation_Test

Duration	Messages
0 Sec	1

AIF Messages | **Related Exceptions**

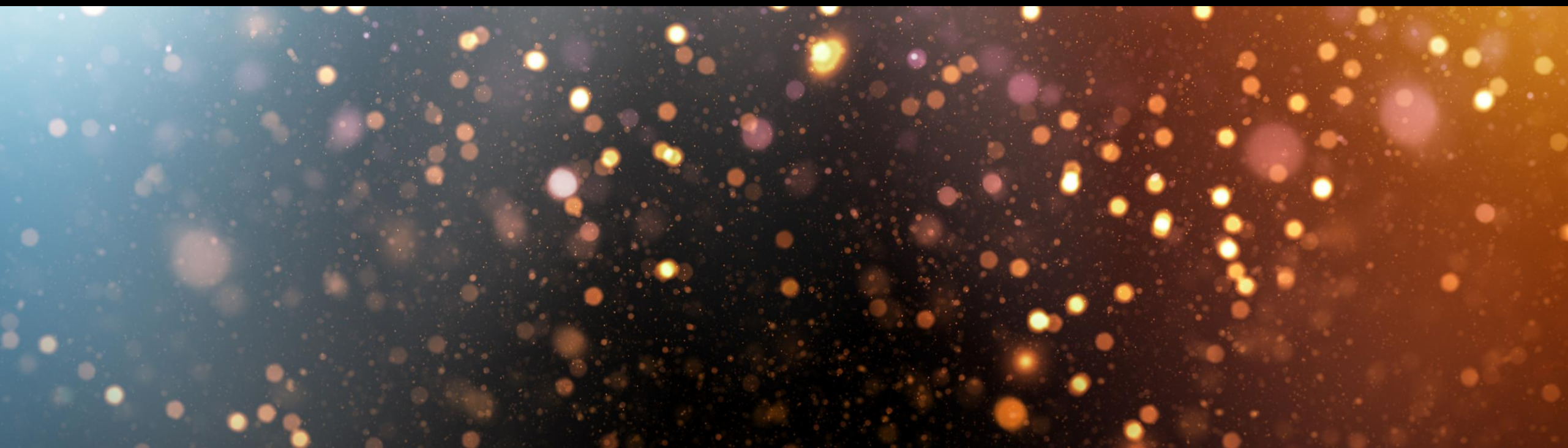
SAP S/4HANA Cloud Data Replication

All (2) | Errors (2) | Warnings (0) | Resolved (0)

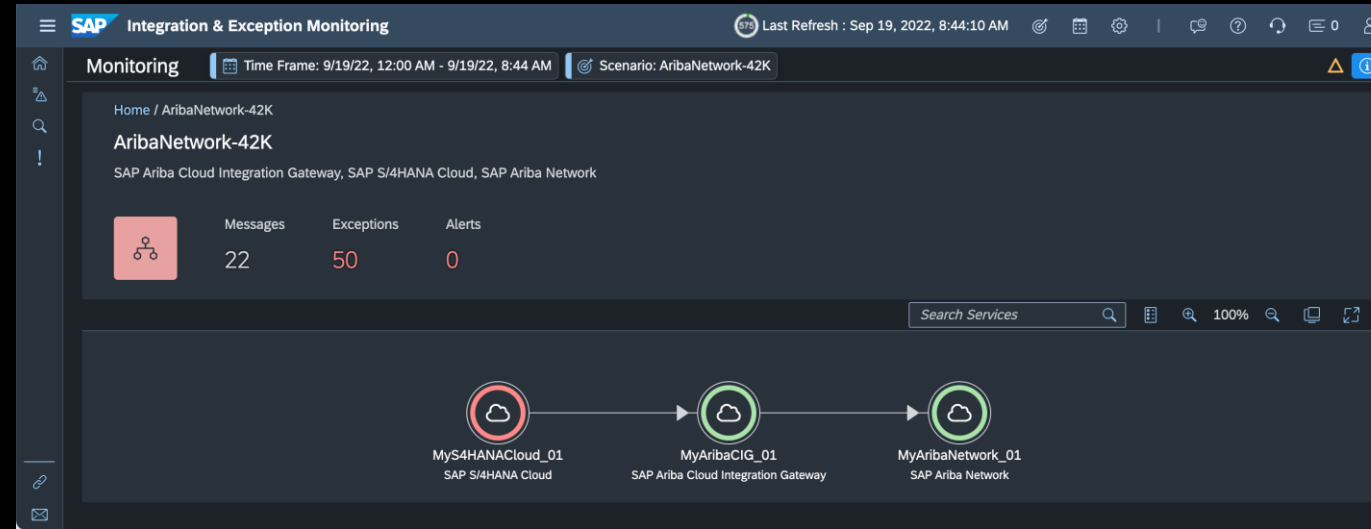
Exceptions (2 / 2)

Status	Timestamp	Message	User
✖			
✖			

Content

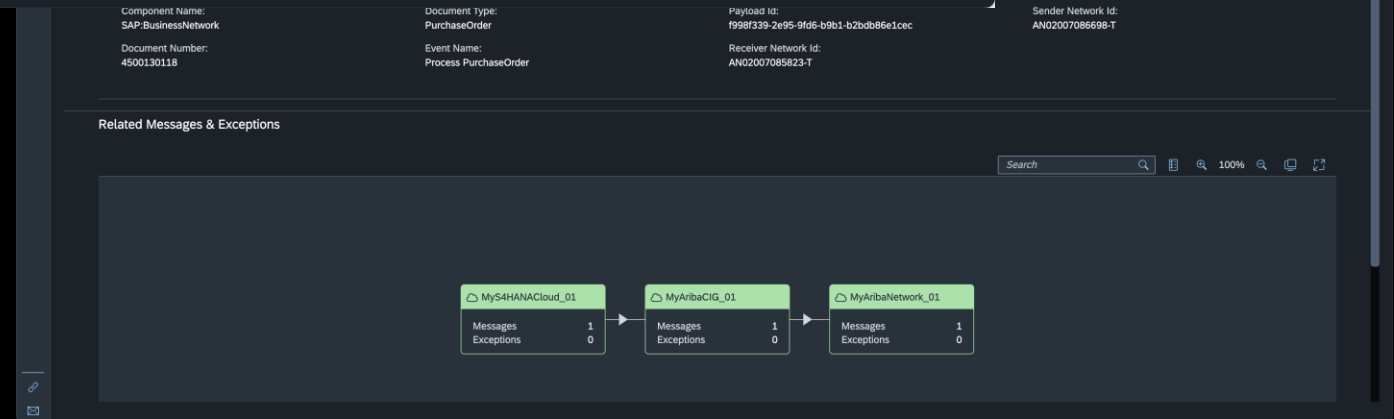


Integration & Exception Monitoring for SAP Ariba based scenarios



We collect **message log entries** from **SAP Ariba** and visualize it in Integration & Exception Monitoring for the following Ariba components (transactional data only):

- SAP Ariba Sourcing (Indirect Material incl. Contract Management)
- SAP Ariba Procurement (Guided Buying)
- SAP Ariba Network (Buyer side only - Order to Invoice, Source to Pay)
- SAP Ariba Cloud Integration Gateway (CIG)



In addition, we collect **message log information and exceptions** from other Ariba integration scenario relevant components, like S/4HANA (e.g., IDoc, WS messages, App Logs, OData Logs, AIF messages) and visualize it.

Integration & Exception Monitoring for SAP Business ByDesign



We collect **Web Service message log entries** from **SAP Business ByDesign** and visualize it in Integration & Exception Monitoring.

The screenshot shows the SAP Integration & Exception Monitoring interface. The main view displays a summary for the service "BYD_my311370" (SAP Business ByDesign). The summary includes a cloud icon, a "Messages" count of 13, an "Exceptions" count of 0, and an "Alerts" count of 2. Below this, there is a search bar and a large empty area with a cloud icon and the service name. To the right, a sidebar shows details for "BYD_my311370", including "SAP Business ByDesign", "Description: None", and "Messages". Under "Messages", there is a bar chart showing "Business ByDesign Messages" with a value of 13. Below that, the "Exceptions" section shows "No data".

At the bottom, a "Summary (2)" table is visible, showing message flow details:

Total	Direction	Inbound Interface	Outbound Interface	Status Summary
2	INCOMING			2
11	OUTGOING		SuccessFactorsAPIOut	11

Integration & Exception Monitoring for SAP Process Orchestration / Process Integration

Integration &
Exception
Monitoring



You can monitor **SAP Process Integration messages**. You get a detailed status overview of the incoming and outgoing messages for different interfaces. You can drill down to single messages to check individual issues and message details.

The screenshot displays the SAP Integration & Exception Monitoring interface. The top panel shows a monitoring overview for service QM7002, with 2.4K messages, 0 exceptions, and 59 alerts. A detailed view of PI Messages is shown below, featuring four donut charts: SUCCESSFUL (73), Number of Messages by Sender Component (QM7_002: 73), Number of Messages by Receiver Component (JMAT123: 12, QJ9_515: 3), and Number of Messages by Sender Interface Name (ABABusinessPart...: 58, BusinessPartnerS...: 12, ClassBulkReplica...: 3). A table lists 73 messages with columns for Message ID, Status, Status Text, Sender Component, Receiver Component, Sender Interface Name, and Receiver Interface Name.

Message ID	Status	Status Text	Sender Component	Receiver Component	Sender Interface Name	Receiver Interface Name
42010AEF4D5A1EDDA6E2B0778A299BB8C	003		QM7_002		ABABusinessPartnerOut	
42010AEF4D5A1EDDA6E2B0778A299BB8C	003		QM7_002		ABABusinessPartnerOut	
42010AEF4D5F1EDDA6E295DC259D763A	003		QM7_002		ABABusinessPartnerOut	
42010AEF4D5F1EDDA6E295DC259D563A	003		QM7_002		ABABusinessPartnerOut	
42010AEF4D5F1EDDA6D809E1EC6EC05D	003		QM7_002	QJ9_515	ClassBulkReplicateReques...	
42010AEF4D5F1EDDA6D784387E2AC723	003		QM7_002	QJ9_515	ClassBulkReplicateReques...	
42010AEF4D5F1EDDA6D71791B89707E0	003		QM7_002	QJ9_515	ClassBulkReplicateReques...	
42010AEF4D5A1EDDA6D641DBF3E7F938	003		QM7_002		ABABusinessPartnerOut	
42010AEF4D5A1EDDA6D641DBF3E7D938	003		QM7_002		ABABusinessPartnerOut	

Outlook



Integration & Exception Monitoring – Functional Outlook

Planned

Integration & Exception Monitoring

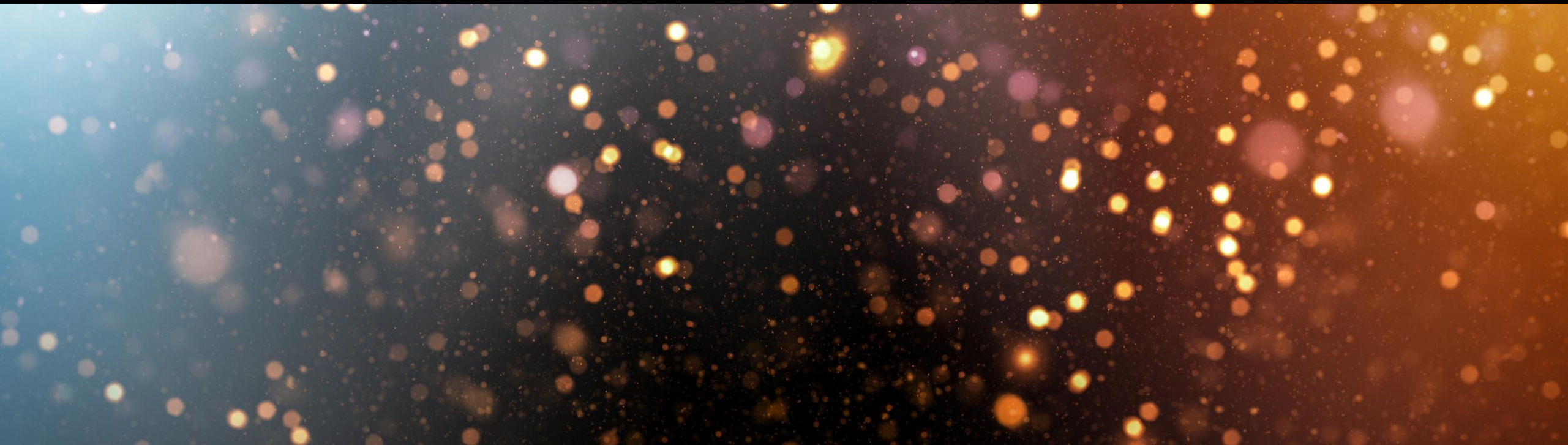
- New search & track page
- Object view for master data
- Allow to copy existing scenarios into new scenarios
- Improvements to the current alerting integration
- Sporadic aggregation of exceptions (to cope with sudden metric surge)

Integration & Exception Monitoring – Content Roadmap

Supported Content

	Currently available			Planned for 2023
Integration & Exception Monitoring	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA SAP Business Suite SAP Marketing Cloud SAP Sales & Service Cloud SAP Integrated Business Planning SAP Order Management foundation	SAP SuccessFactors HXM Suite SAP SuccessFactors EC Payroll SAP Ariba SAP Concur SAP Fieldglass SAP Intelligent Asset Management SAP Field Service Management SAP Life Sciences Cloud	SAP Business ByDesign SAP BTP NEO (custom) SAP BTP ABAP (custom/SAP) SAP Integration Suite (CI) SAP Process Orchestration SAP Master Data Integration SAP Mobile Services Several SAP BTP based SaaS apps	SAP Analytics Cloud SAP Logistic Business Network SAP Data Intelligence SAP Event Mesh SAP Consumer Industry Cloud SAP Omnichannel Promotion Pricing SAP Ariba SLP & SAP Ariba MDNI

Poll



We ask, you answer!

Go to www.menti.com

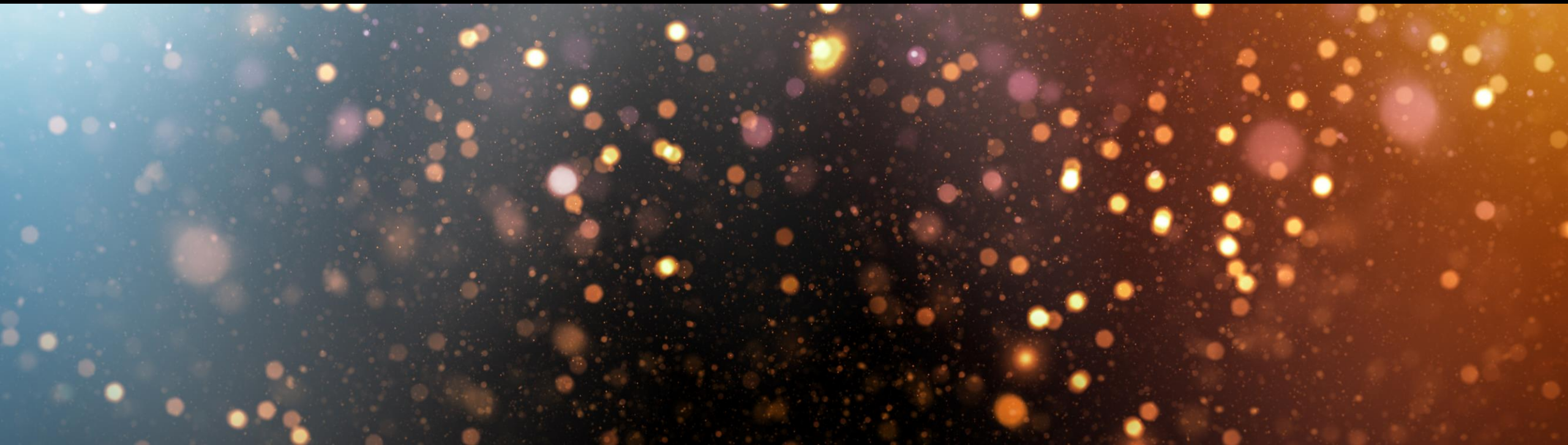
Enter code **31 73 91 9**

or use the QR code

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



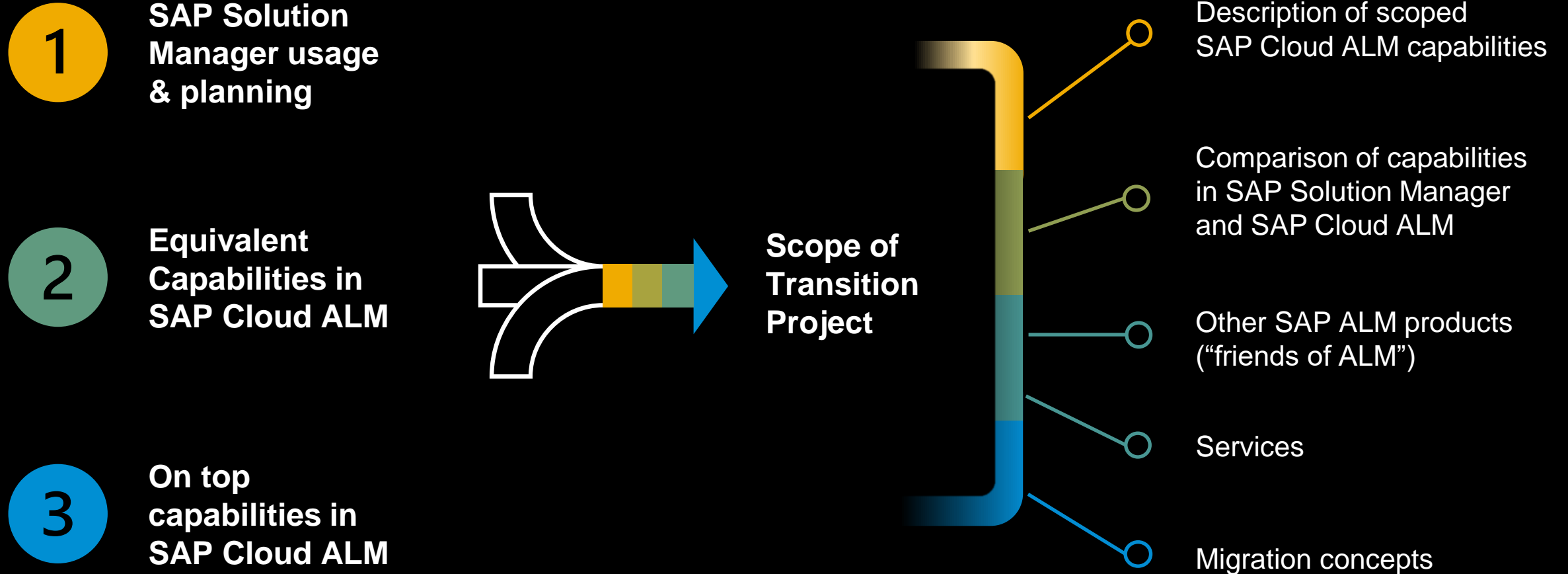
Additional Information



Planning a Transition Project

SAP Readiness Check for SAP Cloud ALM

[Read blog post](#)



Upcoming Events: Save the date!

SAP ALM Summits 2023:

- **July 25 - 27** SAP ALM Summit APJ ([register here](#))
- **October 10-13** SAP ALM Summit EMEA ([register today](#))



(*dates are subject to change)

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

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October 10–13, 2023 | Manufaktur Mannheim, Germany

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Leverage our partners' experience.

Discuss with ALM experts.

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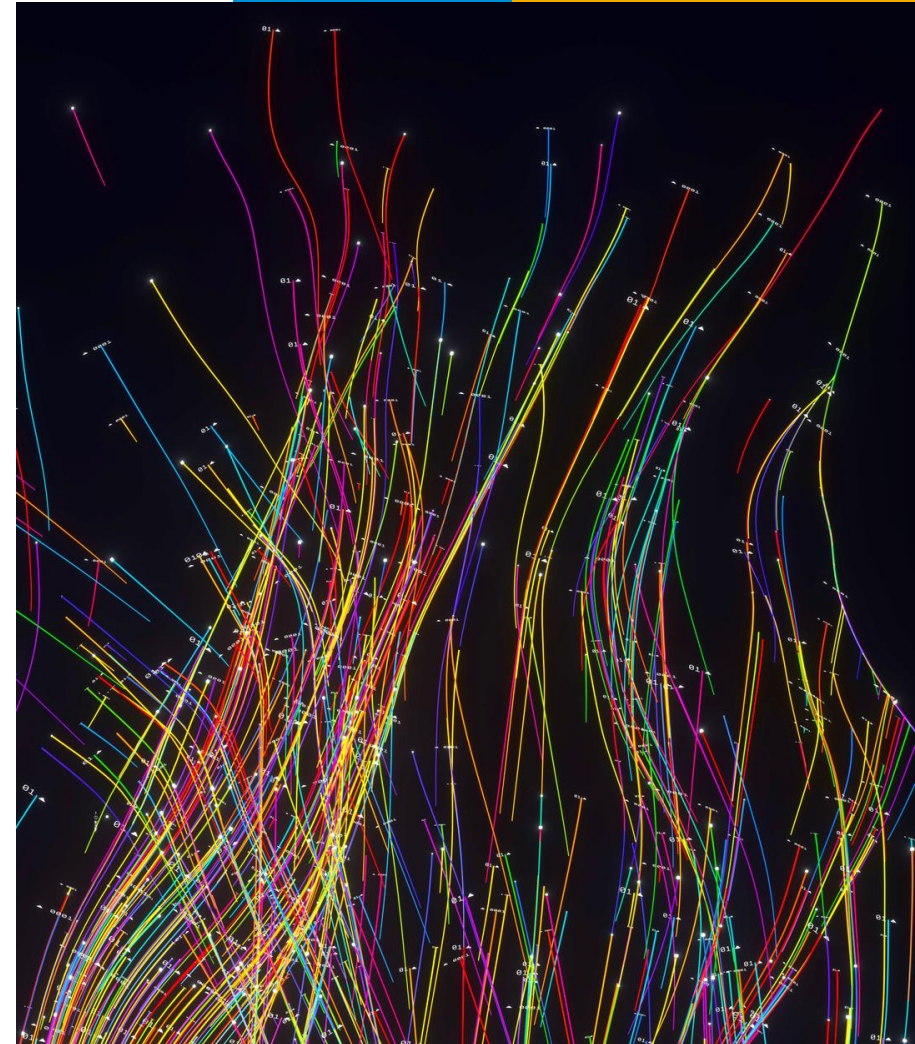


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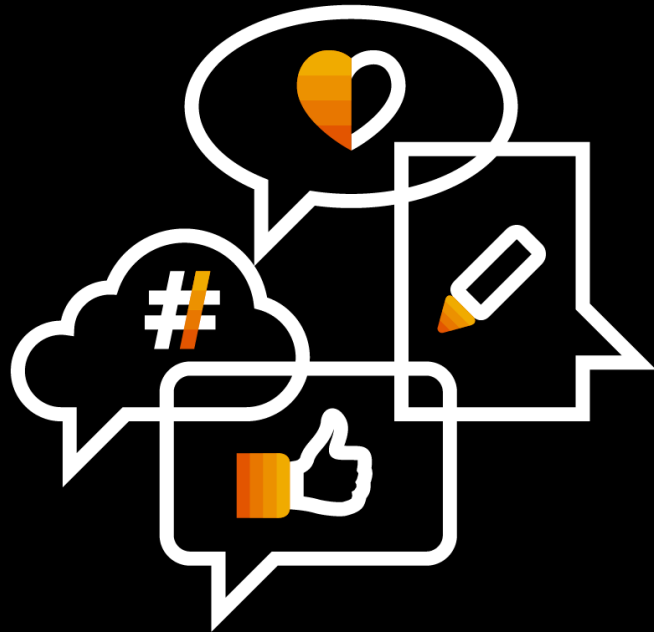
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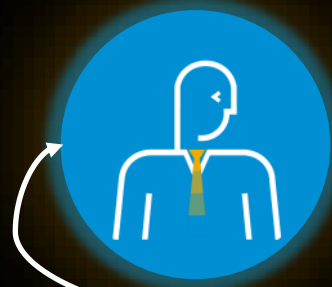
Be a part of SAP Community Call for SAP Cloud ALM Experts!



Tonja Kehrer



Megha Nagar



This could be you



Michael Buse



Tim Steuer

We will be back!

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

July 5th, 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:

cloudalm@sap.com

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