

SAP Community Call

For SAP Cloud ALM Experts

SAP SE
October 2023

PUBLIC

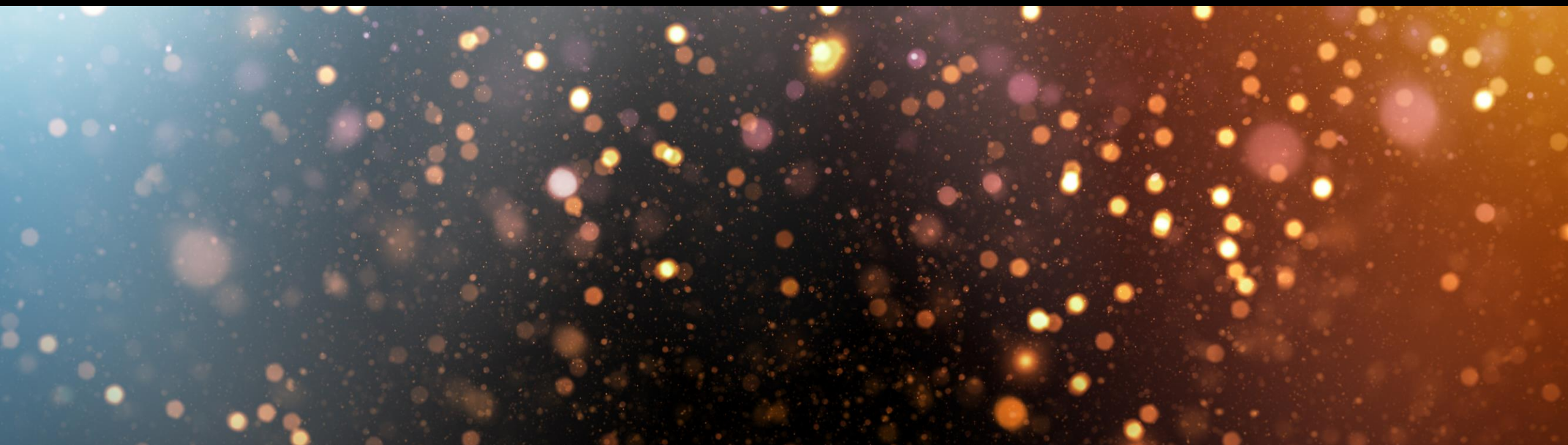
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Welcome



Speakers



Tonja Kehrer



Janko Budzisch



Tim Steuer



Stefan Lahr

SAP Community Call for SAP Cloud ALM Experts | Agenda for **October 4, 2023**

Focus topic: **SAP Cloud ALM for Operations**

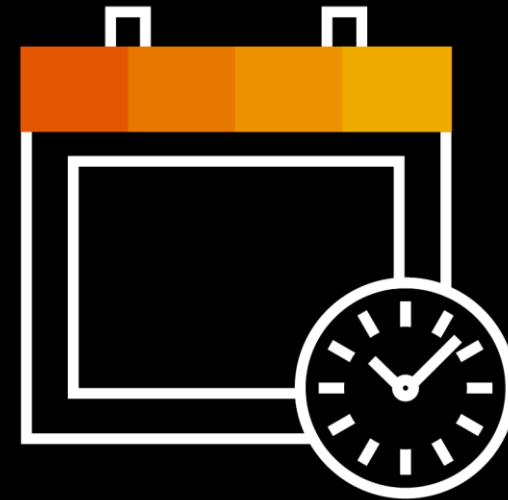
Welcome

Health Monitoring

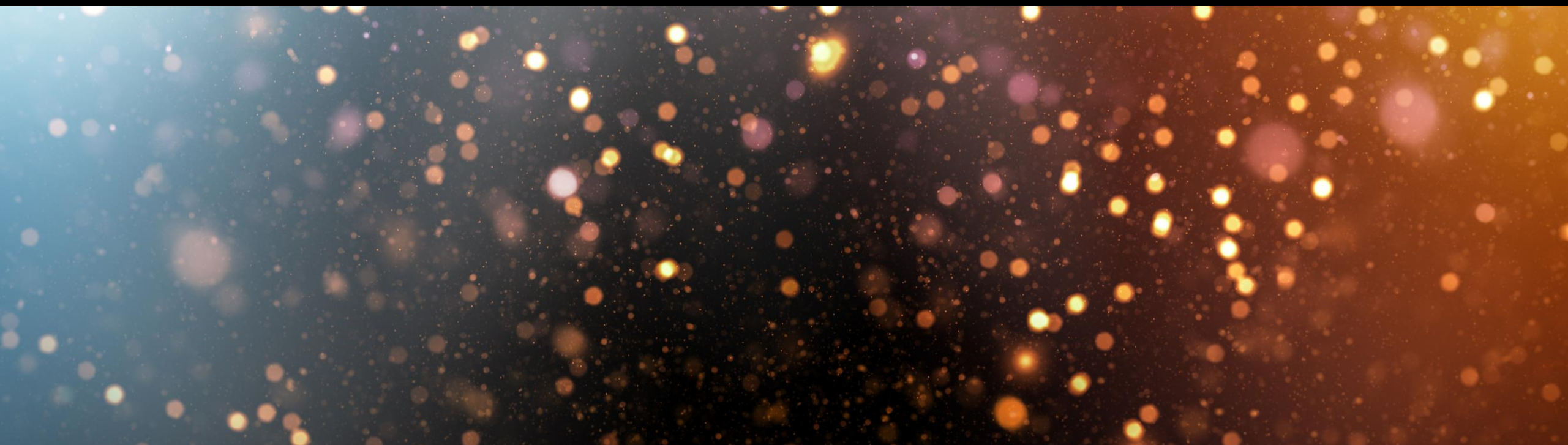
We ask, you answer | Menti poll

Additional Information

You ask, we answer | Q&A

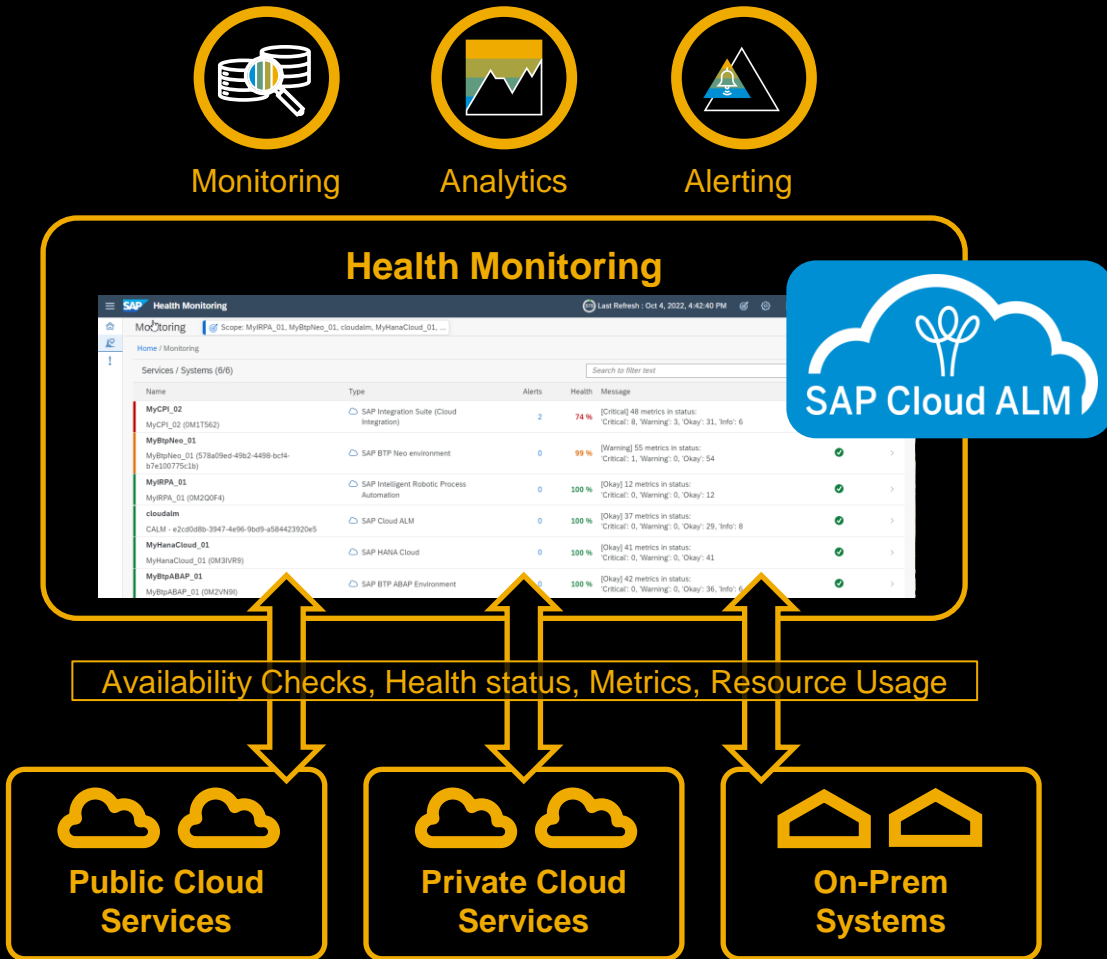


Health Monitoring



Health Monitoring

Check Application Health of Cloud Services and Systems



- **Monitoring of technical metrics and events** for cloud services and systems:
 - By executing **application health checks for SAP based SaaS services**
 - By delivering **technical metrics and events for customer applications** built at SAP Business Technology Platform (PaaS)
 - By providing metrics for **light-weight system monitoring for SAP ABAP** based systems
- Provides **embedded alerting** including the capability to **trigger notifications and corrective actions**
- Allows **embedded analytics** to analyze **trends and root causes** for discovered problems

Which capabilities are covered by Health Monitoring?



Monitoring

Get informed about the healthiness of cloud services from an application perspective



Analytics

Identify trends and usage of services and resources



Alerting

Identify critical situations and notify the relevant users



Resolution

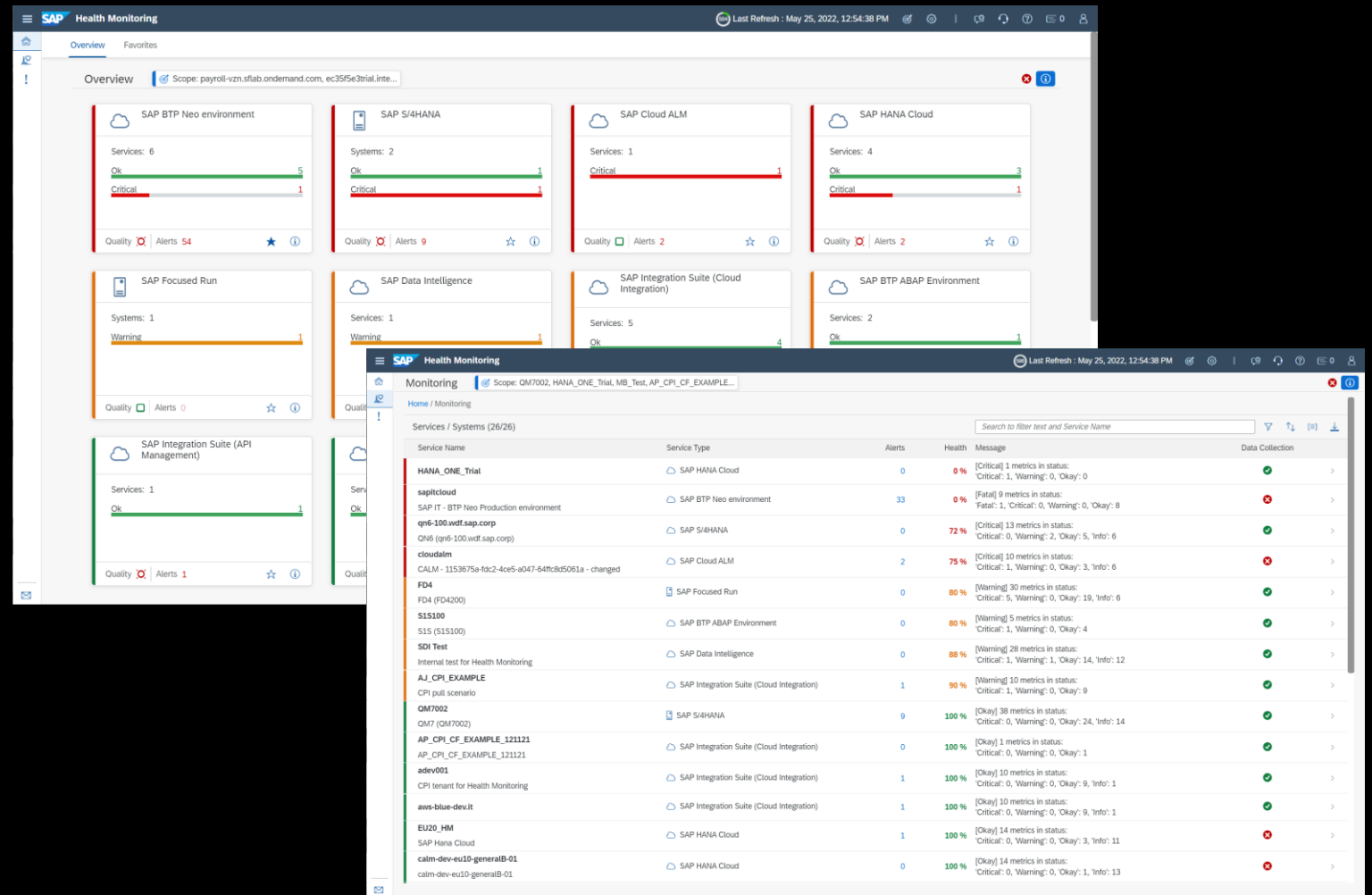
Analyze the root cause of an issue and trigger operation automation procedures

Monitoring



What is the current health of my services?

Were there any issues detected and how many?

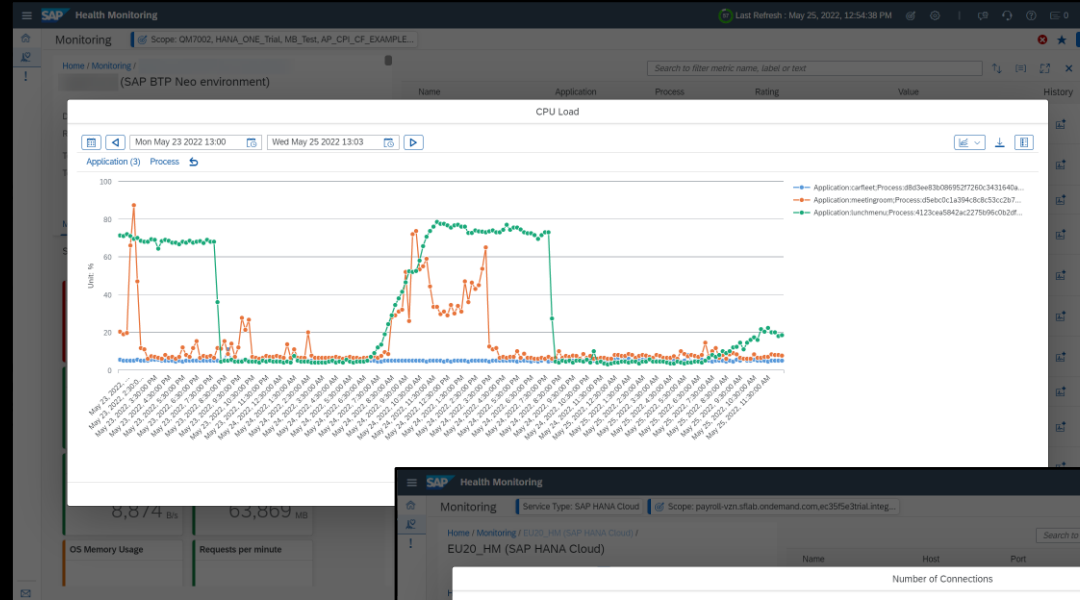


Analytics



When was an error status reported by a service component?

Are there any trends in resource usage?



Alerting



Definition of custom thresholds

Create alerts for red metrics

Send email or create ServiceNow ticket based on critical events

SAP Cloud ALM Notification
Health Monitoring Event

Java Application Status

Service Name	AP_SAP_BTP_NEO_sapitcloudt
Service Type	SAP BTP Neo environment
Object Details	Application = contactmerge
Reported at	07-May-2022 15:37:21
Rating	Critical

Additional Information

Name	Application	Timestamp	Rating	Value
Application Status	contactmerge	07-May-2022 15:35:00	Critical	Application is stopped. Please contact technical support.

Let's Run Better Together!
Your SAP Cloud ALM Team

Scope

The following services and system types can be monitored:

- SAP BTP, ABAP Environment
- SAP BTP, Cloud Foundry environment (custom applications)
- SAP BTP, Neo environment (custom applications)
- SAP Build Process Automation
- SAP Cloud ALM
- SAP HANA Cloud
- SAP Integration Suite – API Management
- SAP Integration Suite – Cloud Integration
- SAP Intelligent Robotic Process Automation
- SAP S/4HANA Cloud
- SAP Integrated Business Planning
- SAP Marketing Cloud
- SAP Business Suite
- SAP S/4HANA
- SAP S/4HANA private cloud edition
- SAP SuccessFactors Employee Central Payroll
- SAP Cloud Connector

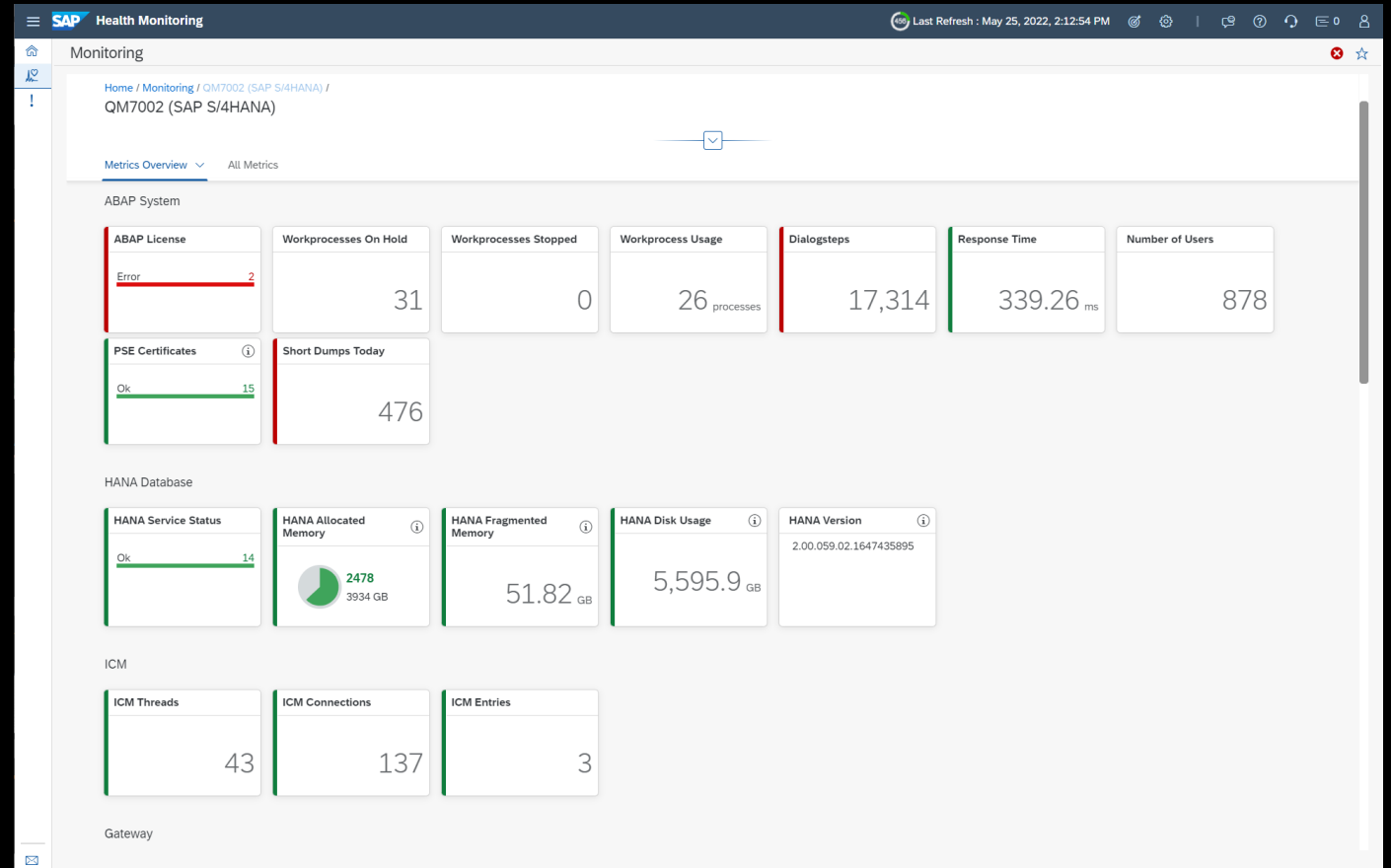
You can always find the latest information about supported products on the [SAP Cloud ALM for Operations Expert Portal](#)

SAP S/4HANA, SAP Business Suite

SAP S/4HANA or SAP Business Suite systems can be configured to regularly push metrics to Health Monitoring.

This will provide metrics for

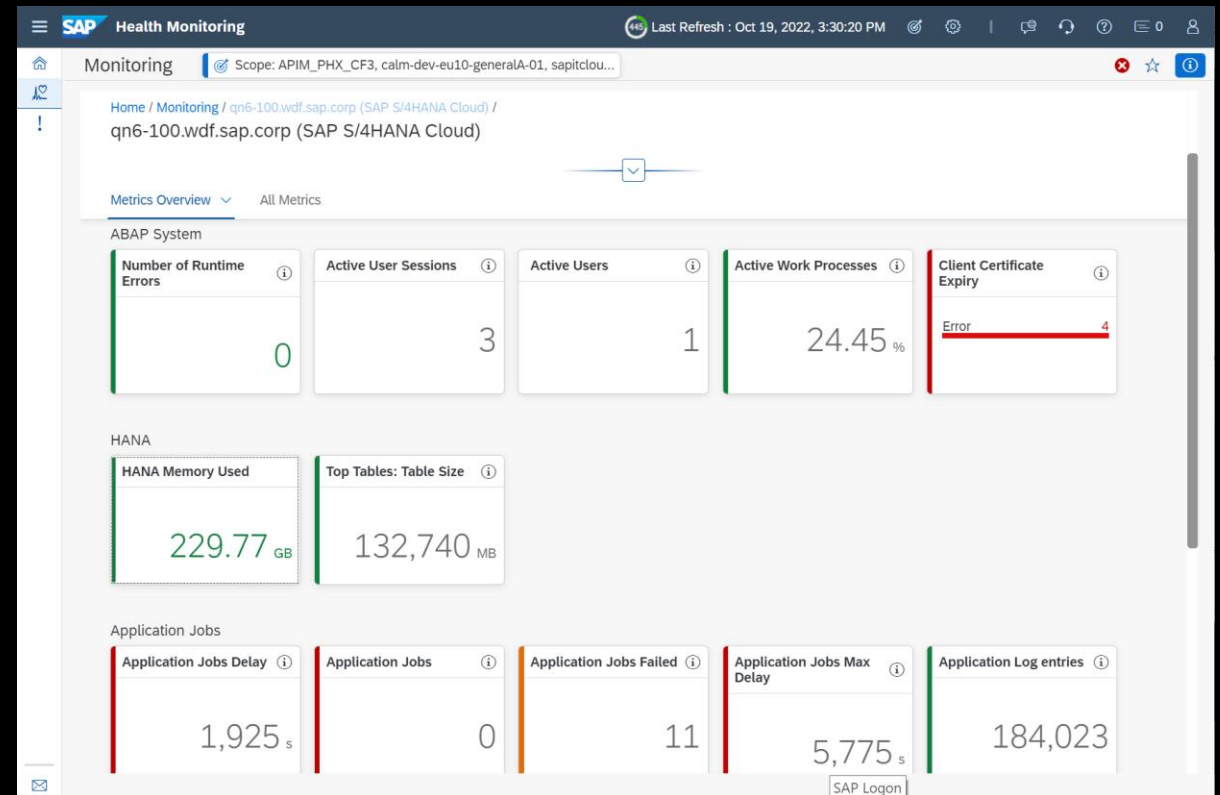
- ABAP system (e.g. work process utilization, short dumps, heap memory, ICM and gateway resources)
- HANA database (e.g. service status and memory utilization)
- Hosts (CPU, memory and disk utilization)



SAP S/4HANA Cloud / SAP Integrated Business Planning / SAP Marketing Cloud

For SAP S/4HANA Cloud, SAP Integrated Business Planning and SAP Marketing Cloud the following metrics are supported:

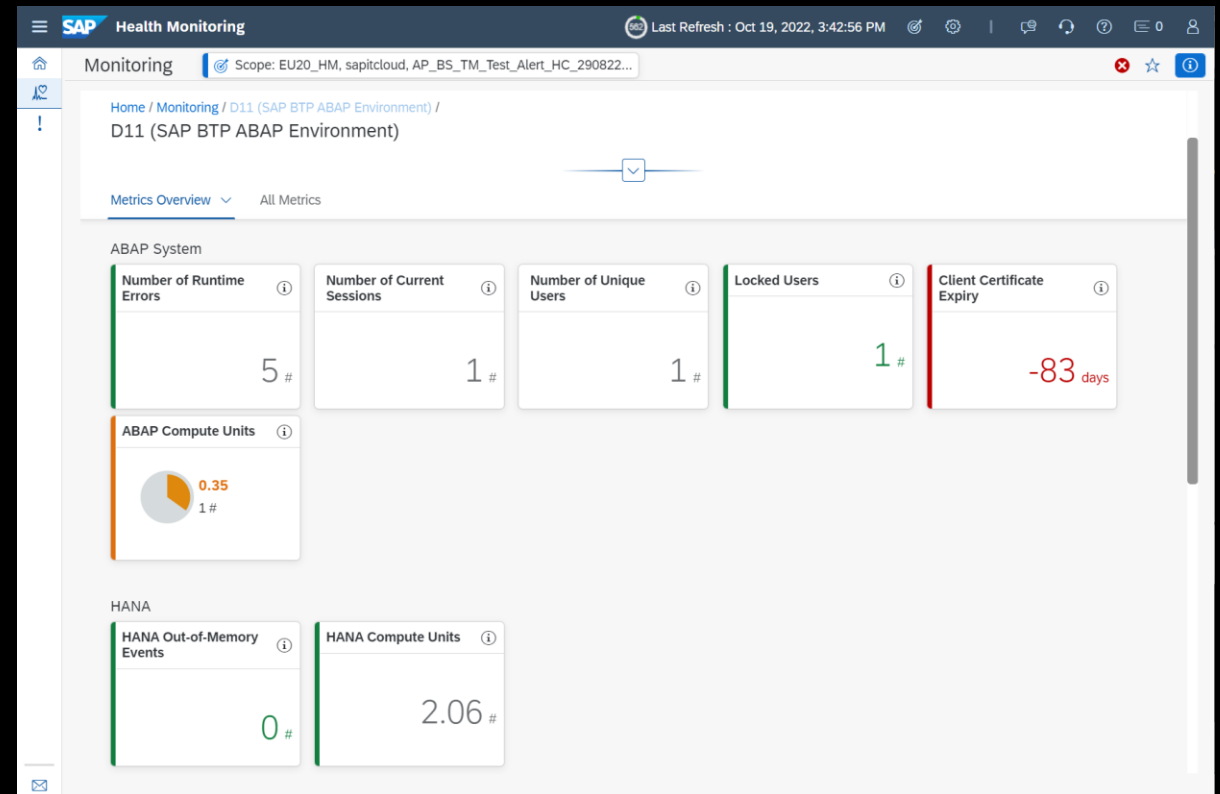
- Number of runtime errors
- Number of active users and sessions
- Expired certificates
- Work process usage
- HANA memory
- HANA top tables
- Application job statistics



SAP BTP, ABAP Environment

For SAP BTP ABAP Environment the following metrics are supported:

- Number of runtime errors
- Number of user sessions and unique users
- Expired certificates
- ABAP compute units
- HANA out-of-memory events
- HANA compute units

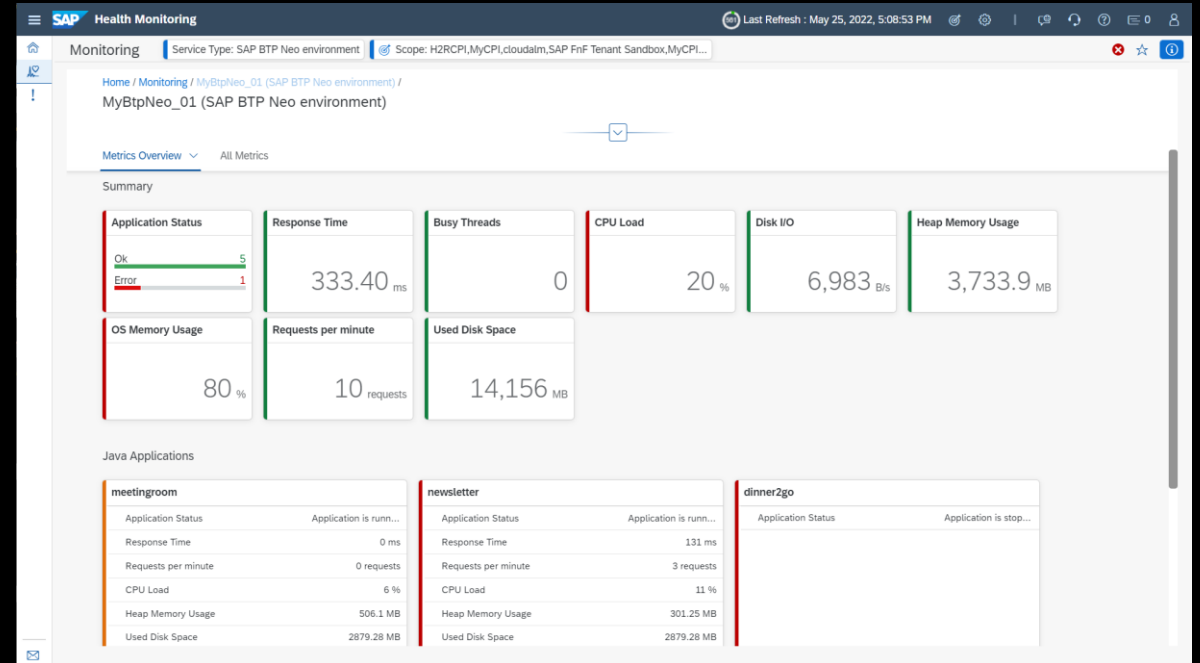


SAP BTP, Neo Environment: Custom Java Applications + Database

For service type **SAP BTP, Neo environment**, you can monitor **performance and usage metrics** for your selected Java applications and HANA databases.

Supported metrics are:

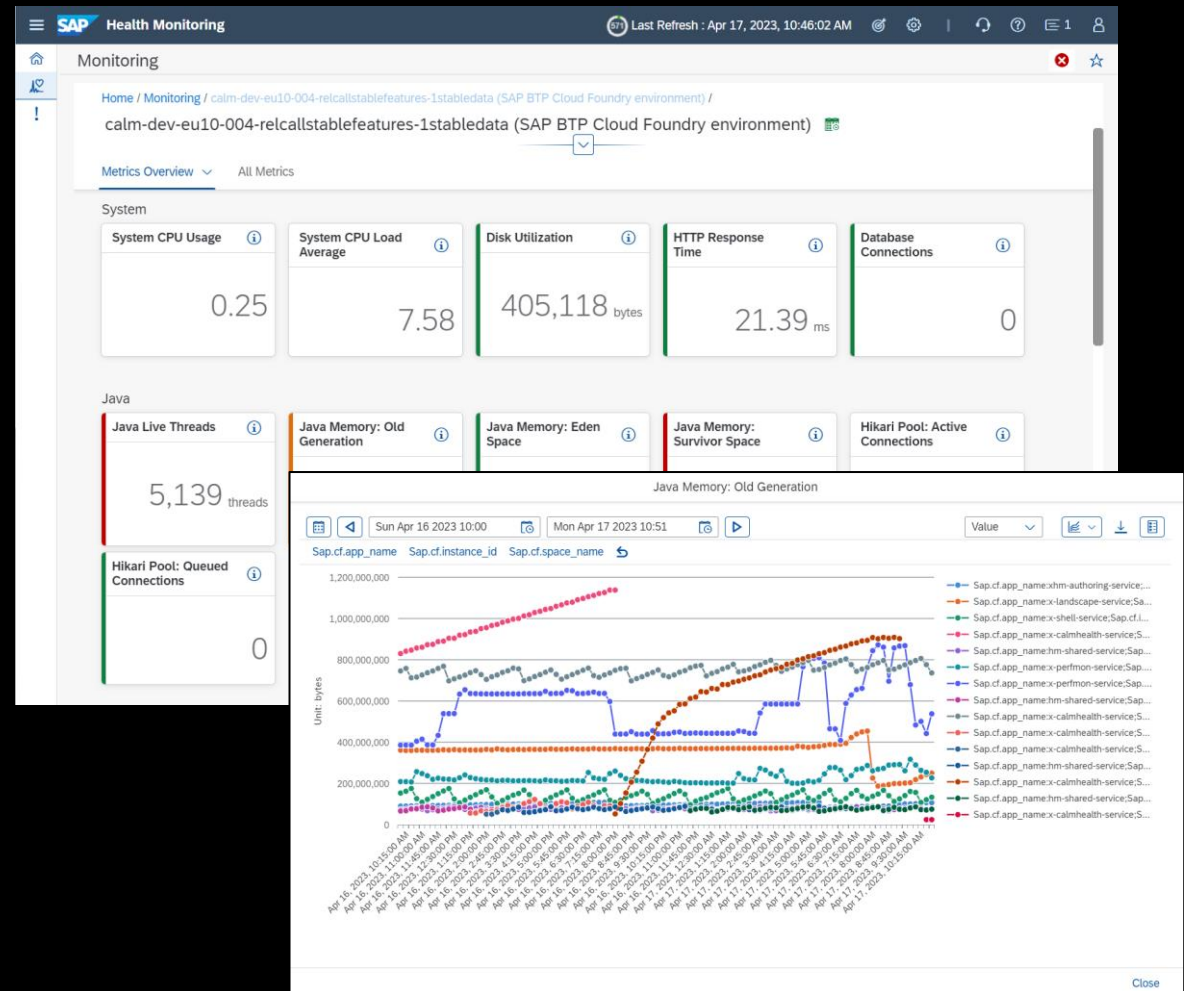
- Application status
- Response time
- Requests per minute
- CPU load
- Heap and OS memory
- Disk space and I/O
- HANA database status
- HANA database memory



SAP BTP, Cloud Foundry Environment: Custom Java + node.js Applications

For service type **SAP BTP, Cloud Foundry environment**, you can monitor performance and usage metrics for your Java + node.js applications.

The metrics provide information about **system resources** (e.g. CPU Load Average, Disk Utilization) and **Java resources** (e.g. number of threads, Java memory, Hikari pool).

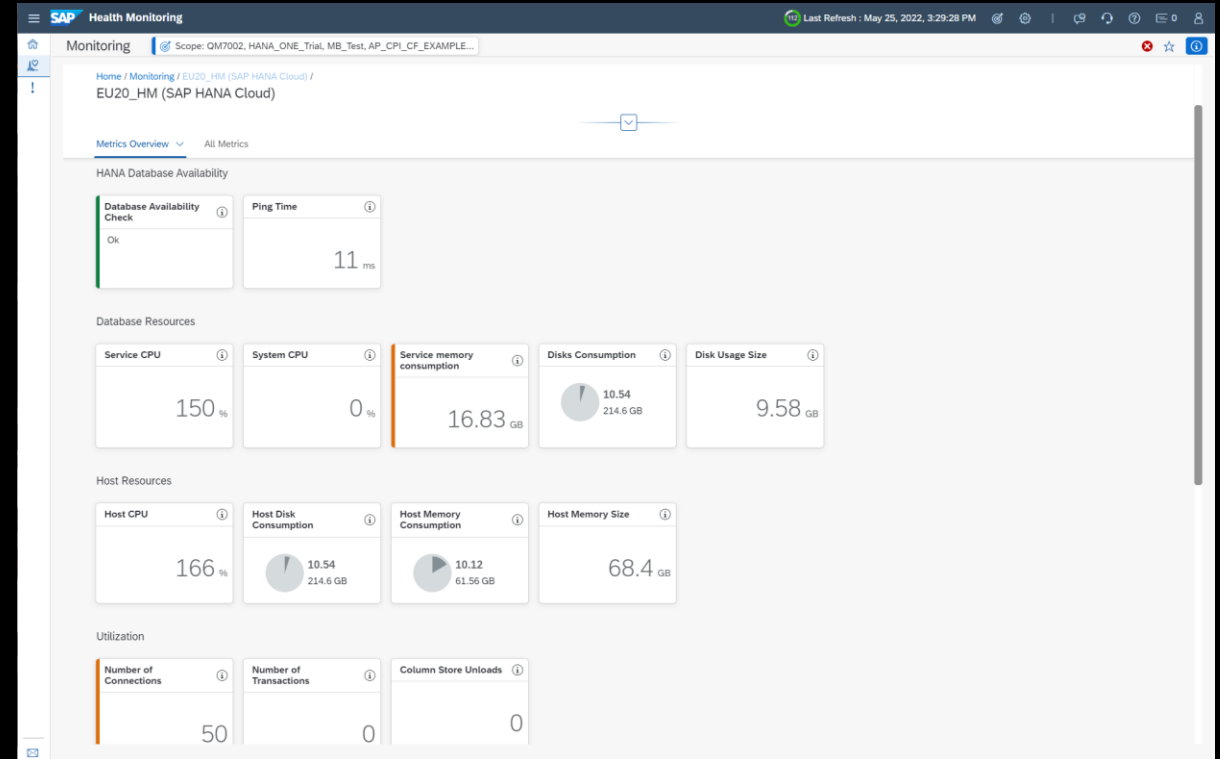


SAP HANA Cloud

For SAP HANA Cloud instances you can monitor the availability and resource consumption.

Supported metrics are:

- Database availability and ping time
- Service, system and host CPU
- Service and host memory usage
- Database and host disk usage
- Number of connections and transactions
- HANA alerts

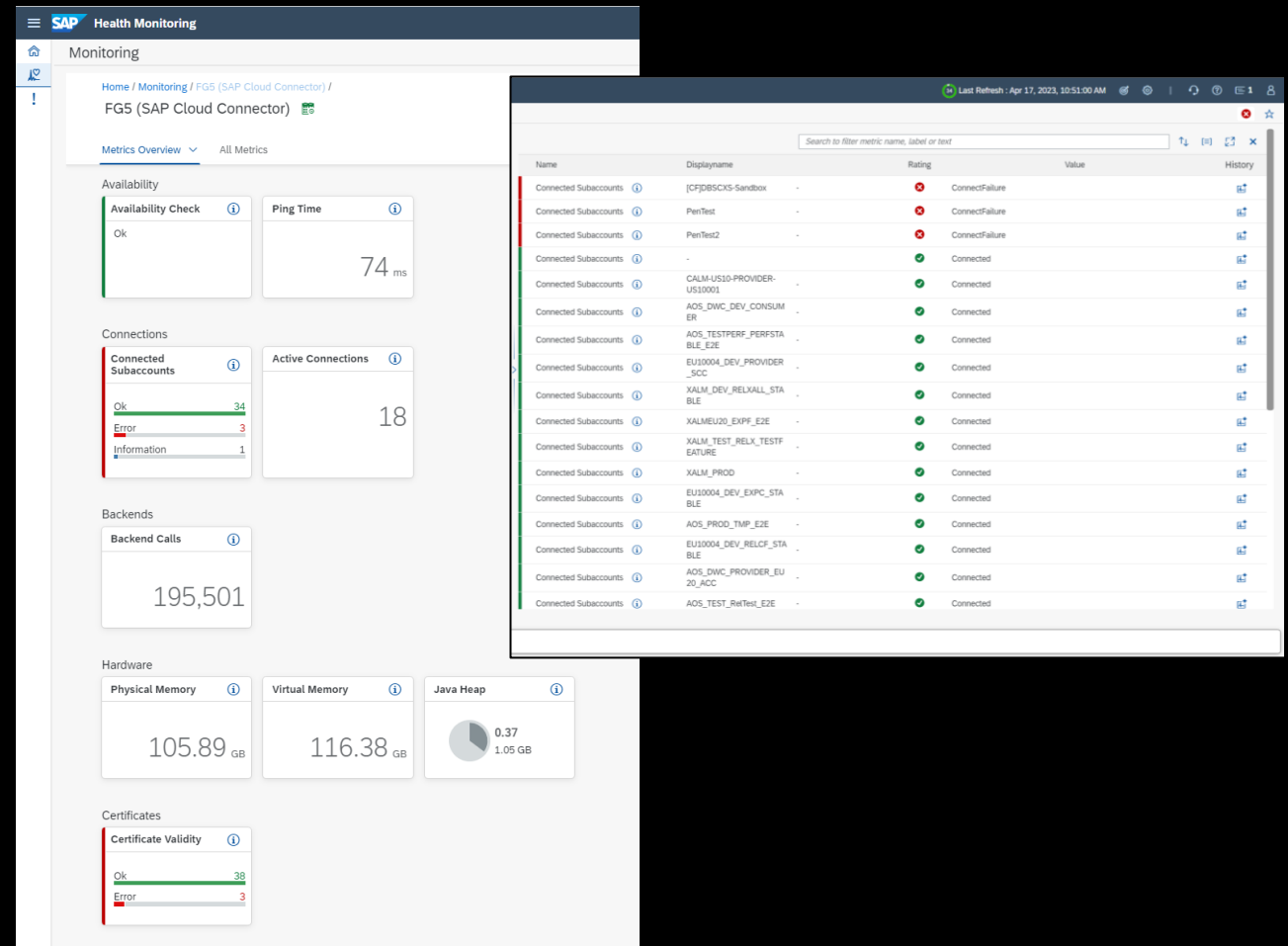


SAP Cloud Connector

You can monitor resource KPIs of **SAP Cloud Connector**

The metrics provide information about:

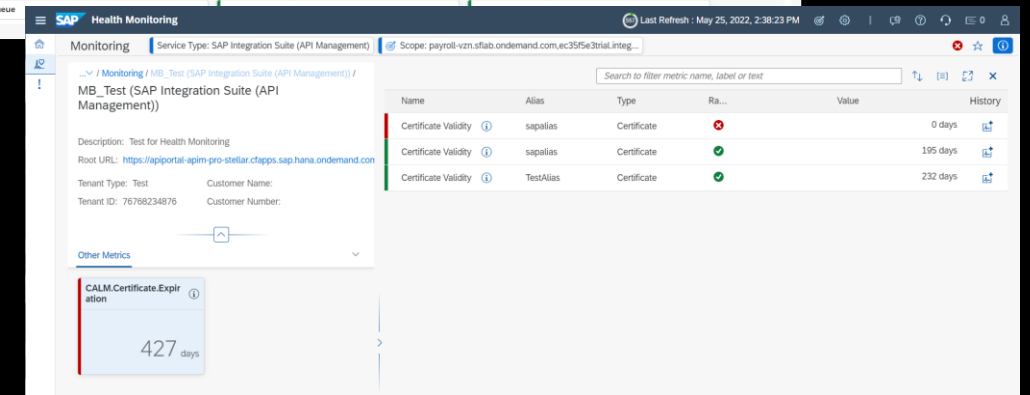
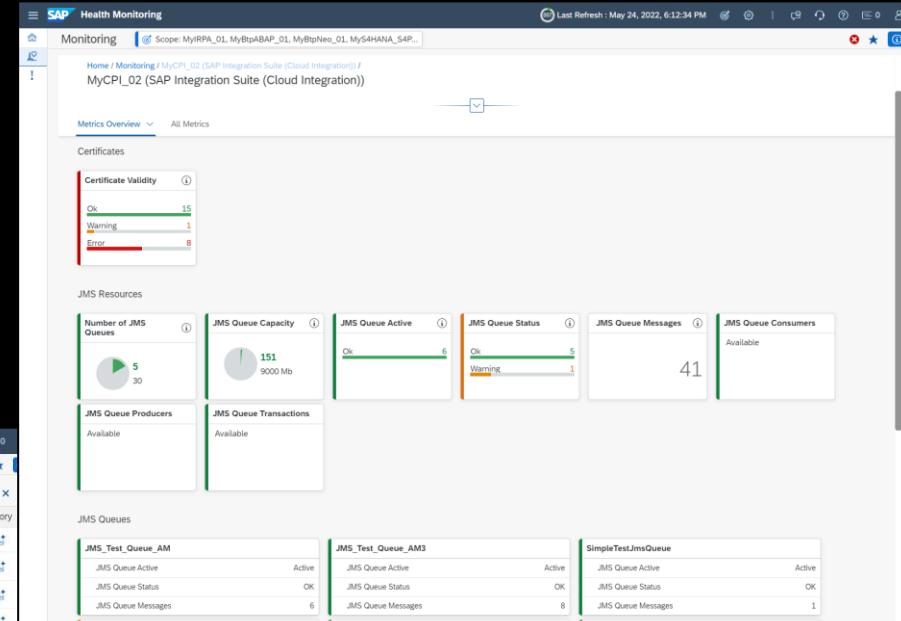
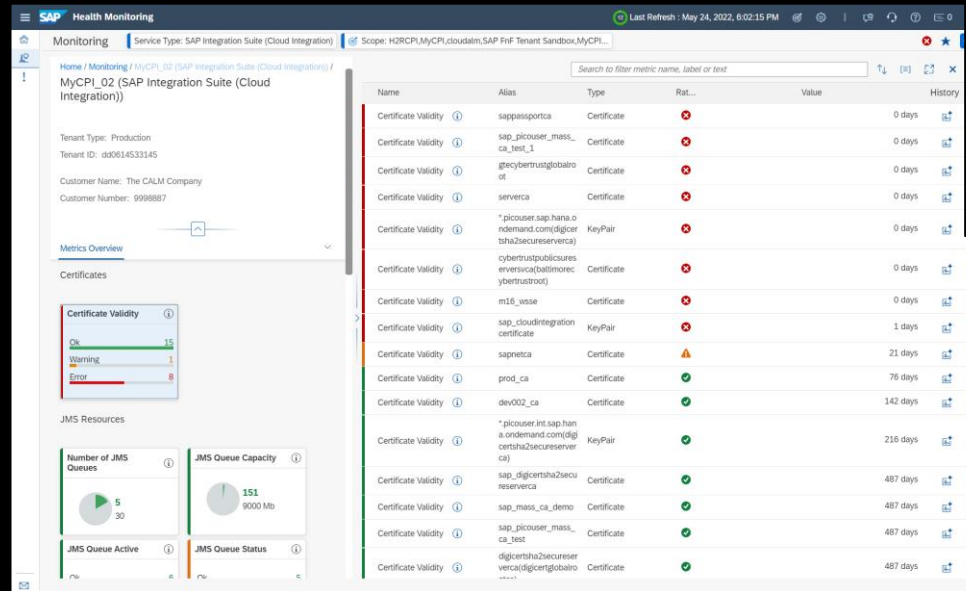
- SAP Cloud Connector Availability
- Memory Utilization
- Status of connected subaccounts
- Number of backend calls
- Certificate Validity



SAP Integration Suite (Cloud Integration & API Management)

In **Cloud Integration** it is possible to monitor the status of the JMS queues and the validity of certificates.

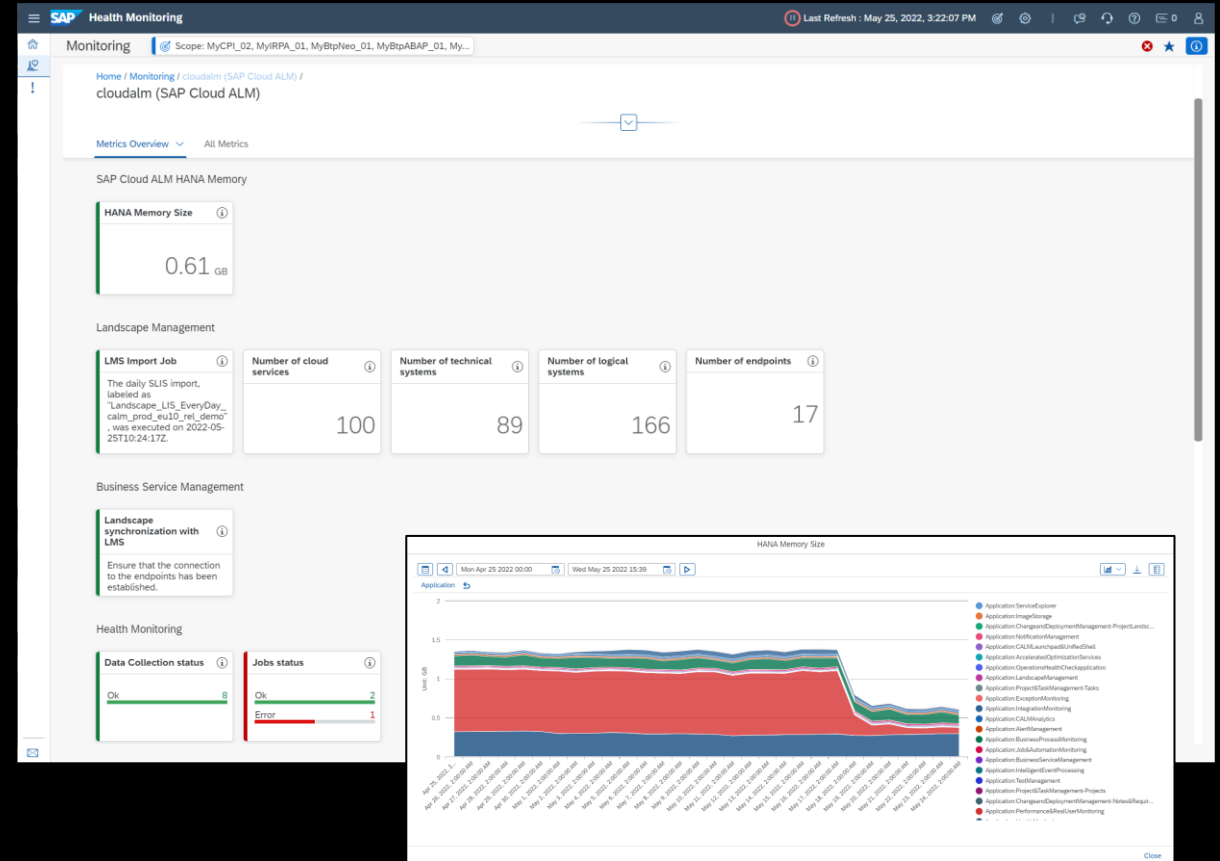
In **API Management** it is possible to monitor the validity of certificates.



SAP Cloud ALM

Health Monitoring can also be used to perform a self-monitoring of the SAP Cloud ALM applications. Each application can provide information about its internal health (e.g. if all necessary jobs are running), as well as about issues during data collection (e.g. failed collectors).

Additionally you can see information about the HANA memory size of your SAP Cloud ALM tenant and the memory usage per application.



Configuration

Thresholds

Default thresholds are provided by default for many metrics. Additionally, it is possible to set custom thresholds on each metric.

The thresholds will define in which cases a metric rating is calculated as warning or critical.

Thresholds can be defined on:

- The metric **status** (e.g. to ignore a warning)
- The metric **value** (if the metric exceeds or falls below a specific value)
- The metric **usage** (if a quota metric exceeds a specific percentage)
- The metric **text** (e.g. if specific text patterns are contained or missing in the metric text)

The screenshot displays the 'Configuration for Services' interface. The top part shows a list of metrics with columns for Name, Type, and Threshold. The bottom part shows a detailed view for 'Host Memory Consumption'.

Name	Type	Threshold
Disks Consumption	Quota	Value Exceeds: 90 / 98 %
Disks Total Size	Performance	No Threshold
Disks Used Size	Performance	No Threshold
HANA Alerts	Status	No Threshold
HDB Services Status	Status	No Threshold
Host CPU	Performance	No Threshold
Host Disk Consumption	Quota	Value Exceeds: 90 / 98 %
Host Disk Size	Performance	No Threshold
Host Disk Used	Performance	No Threshold
Host Memory Allocation Limit	Performance	No Threshold
Host Memory Consumption	Quota	Usage Exceeds: 80 / 95 %
Host Memory Size	Performance	No Threshold

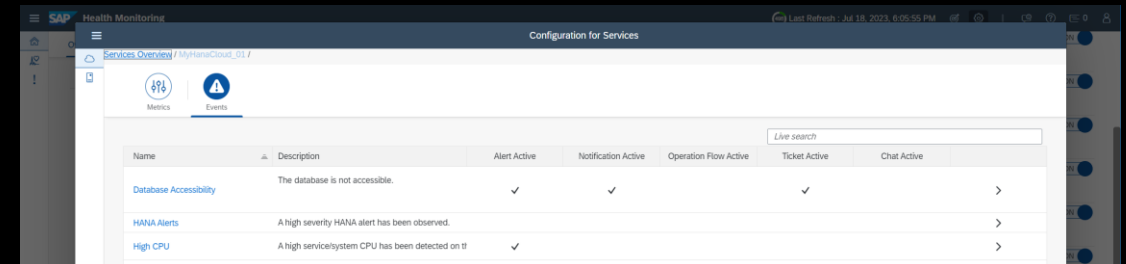
Host Memory Consumption				
Metric Details				
Name:	Host Memory Consumption	Type:	quota	
Technical Name:	HDBHostMemoryConsumption	Labels:	(Host)	
Description				
Memory consumption for all processes of an SAP HANA instance				
Threshold Settings				
Threshold Type:	Numeric	Last Modified By:	mathias.bley@sap.com, 29 Sep 2023, 16:11:00	Reset
Field	Condition	Warning	Critical	Unit
Usage	Above Below	- 80.00 + ⚠	- 95.00 + ❌	%

Configuration

Events

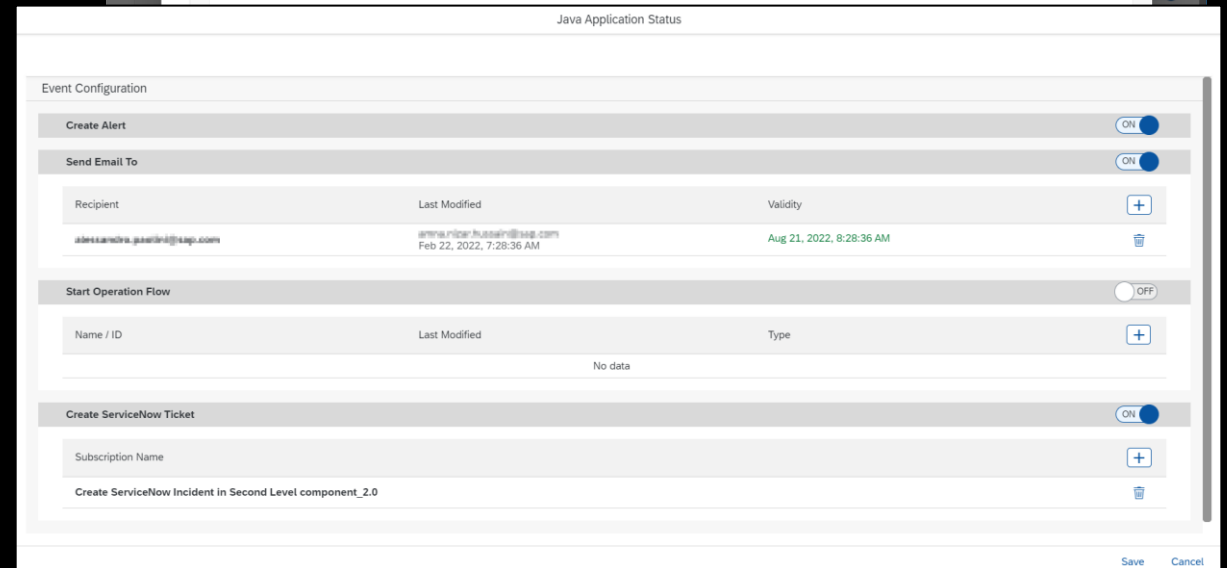
If a critical event is detected (e.g. because a custom threshold is reached), the following event reactions can be configured:

- **Create Alert:** This will create an alert which is then visible on the Alerting page
- **Send Email:** One or multiple email recipients can be configured. They will receive a notification email when this event occurs.
- **Start Operation Flow:** An operation flow will be triggered automatically when the event is detected.
- **Create ServiceNow Ticket:** A ServiceNow ticket is created automatically when the event is detected.
- **Send Chat Notification:** A message is sent to a chat application, e.g. to MS Teams



The screenshot shows the 'Configuration for Services' page in SAP Health Monitoring. It features a table with columns for Name, Description, Alert Active, Notification Active, Operation Flow Active, Ticket Active, and Chat Active. The table contains three rows: 'Database Accessibility', 'HANA Alerts', and 'High CPU'. Each row has a 'Live search' input field and a right-pointing arrow icon.

Name	Description	Alert Active	Notification Active	Operation Flow Active	Ticket Active	Chat Active
Database Accessibility	The database is not accessible.	✓	✓		✓	
HANA Alerts	A high severity HANA alert has been observed.					
High CPU	A high service/system CPU has been detected on t	✓				



The screenshot shows the 'Event Configuration' dialog box. It has several sections with toggle switches and tables:

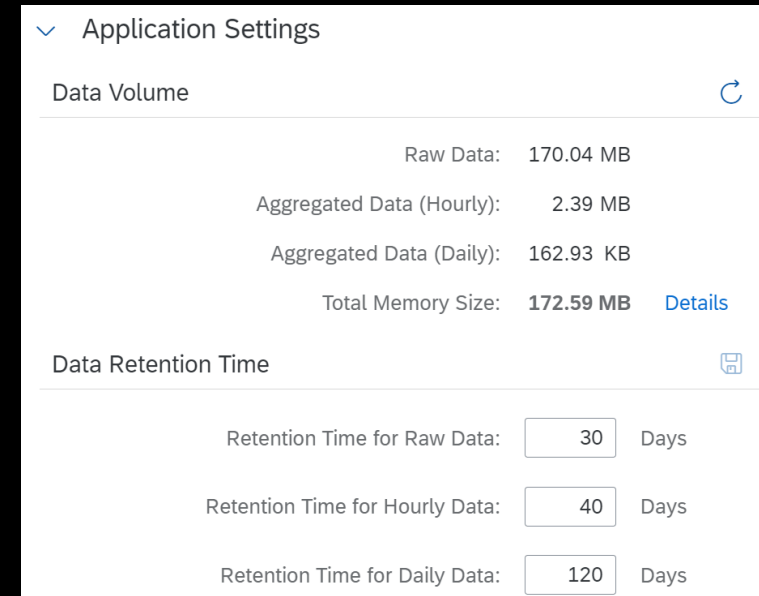
- Create Alert:** ON (blue toggle)
- Send Email To:** ON (blue toggle)
- Table:** Recipient, Last Modified, Validity. One row is visible: recipient 'alex.sandwa.gassler@sap.com', last modified 'Feb 22, 2022, 7:28:36 AM', validity 'Aug 21, 2022, 9:28:36 AM'.
- Start Operation Flow:** OFF (grey toggle)
- Table:** Name / ID, Last Modified, Type. No data is shown.
- Create ServiceNow Ticket:** ON (blue toggle)
- Subscription Name:** 'Create ServiceNow Incident in Second Level component_2.0'

Buttons for 'Save' and 'Cancel' are at the bottom right.

Configuration

Data Retention Time

For a better **history of your metrics**, you can now **aggregate long-term data to hourly and daily values**. The daily housekeeping job will calculate and store aggregates from the raw data before deleting it.



The screenshot displays the 'Application Settings' interface. It is divided into two main sections: 'Data Volume' and 'Data Retention Time'. The 'Data Volume' section shows the following metrics: Raw Data (170.04 MB), Aggregated Data (Hourly) (2.39 MB), Aggregated Data (Daily) (162.93 KB), and Total Memory Size (172.59 MB). A 'Details' link is provided for the total memory size. The 'Data Retention Time' section allows for configuring retention periods in days for three data types: Raw Data (30 days), Hourly Data (40 days), and Daily Data (120 days). Each configuration is shown with a text input field and a 'Days' label.

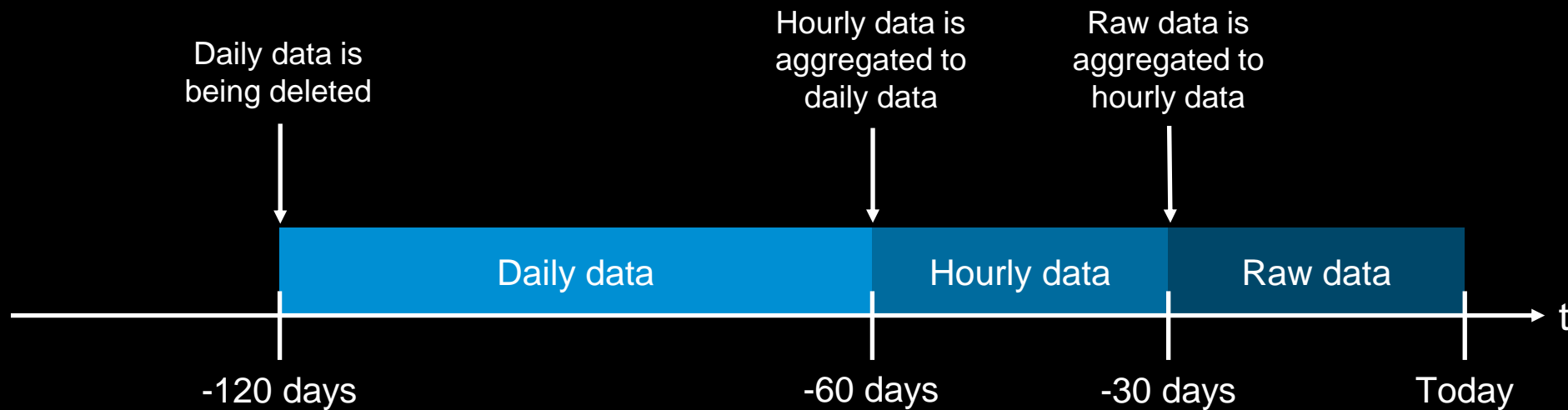
Category	Item	Value	Unit
Data Volume	Raw Data	170.04	MB
	Aggregated Data (Hourly)	2.39	MB
	Aggregated Data (Daily)	162.93	KB
	Total Memory Size	172.59	MB
Data Retention Time	Retention Time for Raw Data	30	Days
	Retention Time for Hourly Data	40	Days
	Retention Time for Daily Data	120	Days

Configuration

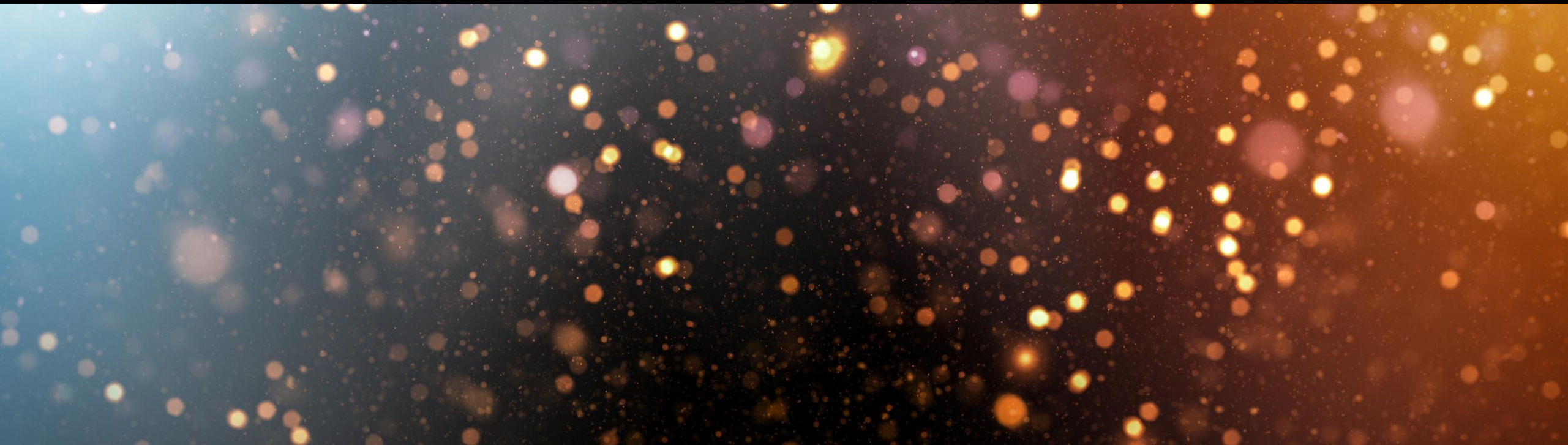
Data Retention Time (example)

Example:

Data Retention Time	
Retention Time for Raw Data:	<input type="text" value="30"/> Days
Retention Time for Hourly Data:	<input type="text" value="60"/> Days
Retention Time for Daily Data:	<input type="text" value="120"/> Days



Poll



We ask, you answer!

Go to www.menti.com

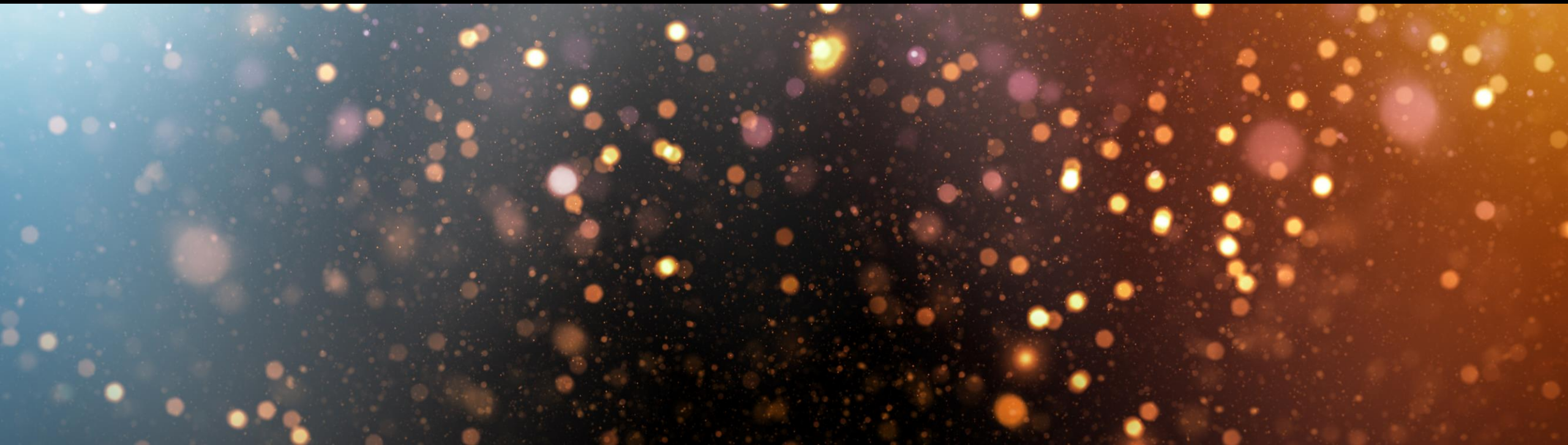
Enter code **4770 0432**

or use the QR code

<https://www.menti.com/aly72o4vjxu>



Additional Information



What's New in SAP Cloud ALM for Operations

Next Session

What's New in SAP Cloud ALM for Operations Q3/2023

November 30th 4-5PM CET

[Register](#)

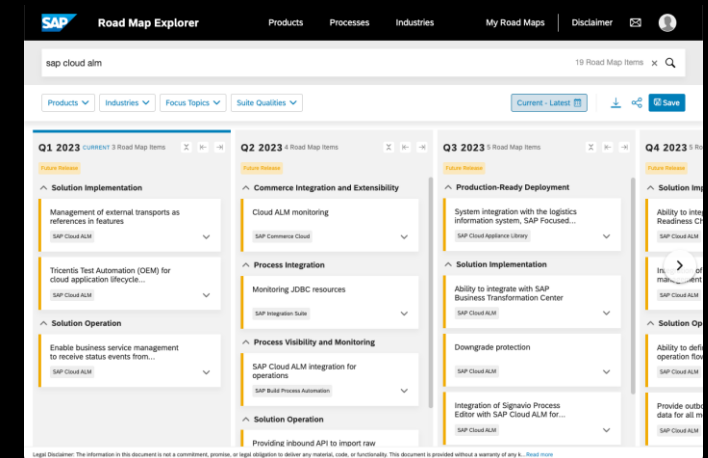


Q3 2023 Highlights

- Integration & Exception Monitoring: Exception tracking and new content
- Business Process Monitoring: New possibilities for access restrictions in via access group attributes
- Real User Monitoring: Additional outbound API support
- Synthetic User Monitoring: Status event integration and analytics API
- Analytics outbound API for Configuration & Security Analysis
- Job & Automation Monitoring: Content updates, deregistering and an additional API
- Health Monitoring: Improved default threshold configuration
- Landscape Management: Where-used information and tag management

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: Save the date!

SAP ALM Summit 2023:

- **October 10-13** SAP ALM Summit EMEA ([register](#))

SAP Cloud ALM What's New Quarterly Update:

- **November 29 & 30** ([register](#))



(*dates are subject to change)

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

Updated openSAP course with SAP Cloud ALM

openSAP Courses Further Learning More

Leveraging SAP S/4HANA Cloud with SAP Central Business Configuration (Update Q4/2023) Featuring experts from the SAP Central Business Configuration – Project Experience Team

Learnings Discussions Progress Collab Space Course Details Announcements

Share Post Mail

Join this free online course to learn about the capabilities of SAP Central Business Configuration. Discover key features and the customer value of SAP Central Business Configuration and learn how it supports the implementation of SAP S/4HANA Cloud, public edition.

October 4, 2023 - November 16, 2023
Language: English

Enter course
Un-enroll

- Start date: **October 4th**, 2023
- Duration: 6 weeks & Final Exam
- Target audience:
 - Project managers
 - Implementation consultants
 - Architects
- Content:
 - SAP Central Business Configuration
 - SAP S/4HANA Cloud
 - SAP Cloud ALM

[Click to enroll](#)

SAP ALM Summit EMEA

Energize your ALM transformation!

October 10–13, 2023 | Manufaktur Mannheim, Germany

Benefit from 4 packed days with 70+ sessions.

Learn from our ALM customers.

Leverage our partners' experience.

Discuss with ALM experts.

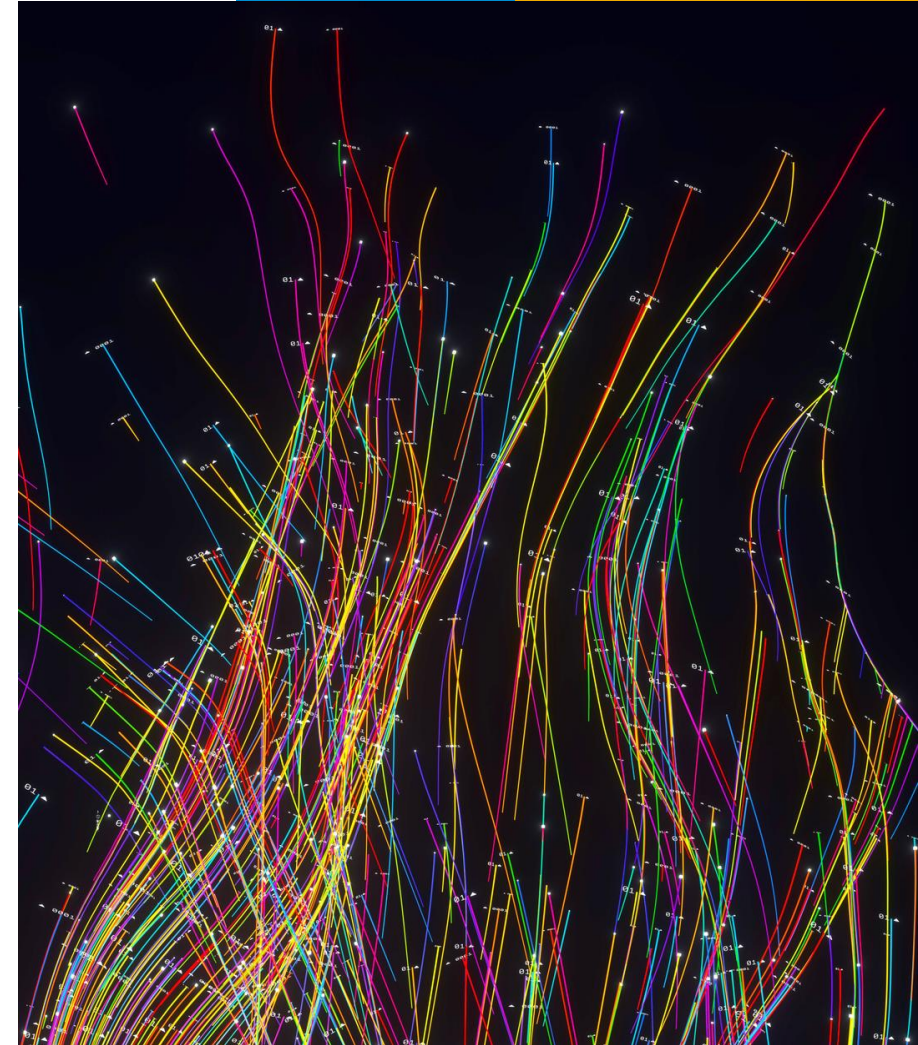
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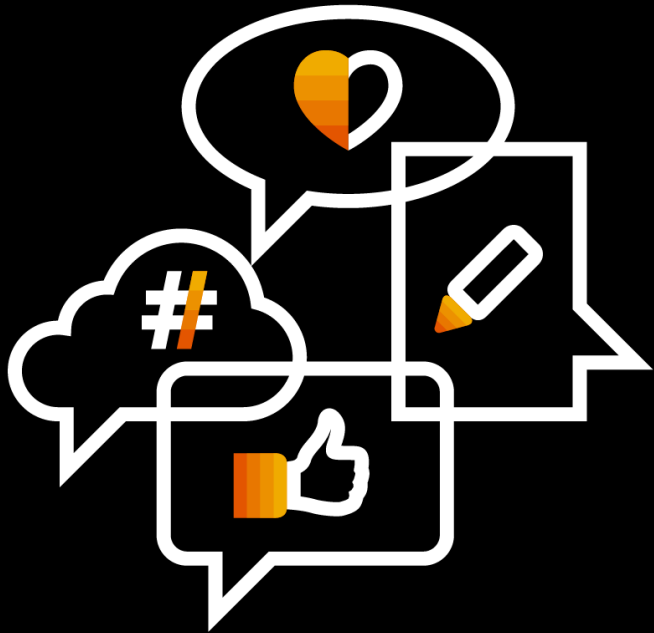
The next SAP Community Call for SAP Cloud ALM Experts will take place on

November 8th, 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:

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