

## SAP Community Call For SAP Cloud ALM Experts

SAP SE October 2023

PUBLIC



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# Welcome



### **Speakers**





Stefan Lahr

#### SAP Community Call for SAP Cloud ALM Experts | Agenda for October 4, 2023 Focus topic: SAP Cloud ALM for Operations

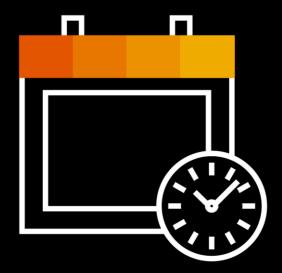
Welcome

Health Monitoring

We ask, you answer | Menti poll

Additional Information

You ask, we answer | Q&A

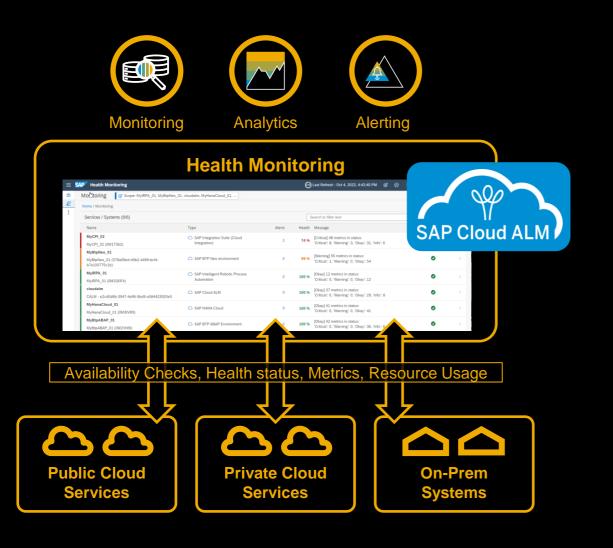


# **Health Monitoring**



#### **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



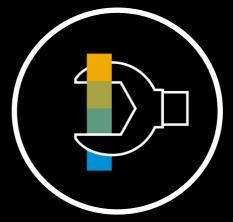
### **Analytics**

Identify trends and usage of services and resources



### Alerting

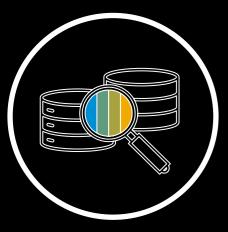
Identify critical situations and notify the relevant users



## 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?

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#### Analytics



When was an error status reported by a service component?

Are there any trends in resource usage?

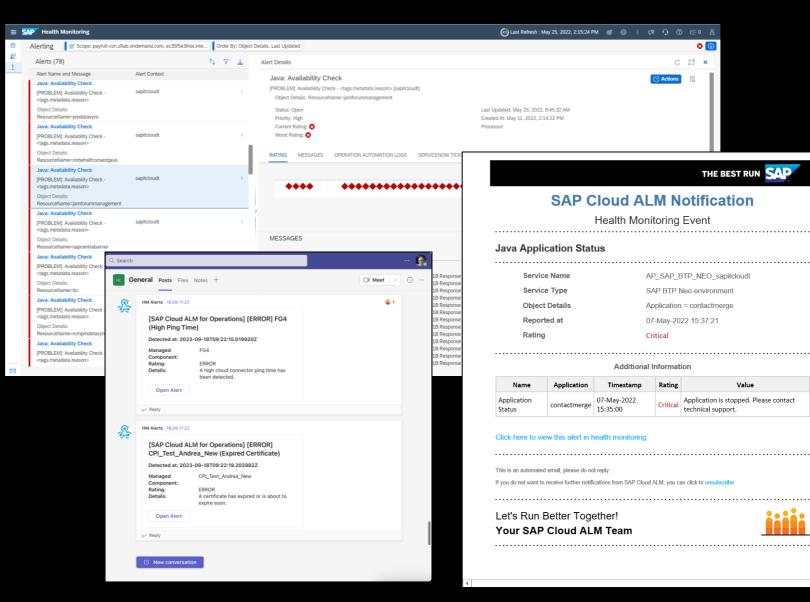
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### Alerting



Definition of custom thresholds Create alerts for red metrics

Send email or create ServiceNow ticket based on critical events



#### 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

#### **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)

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	Gateway									

#### 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

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#### **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

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	ABAP System			- 13
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#### 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:

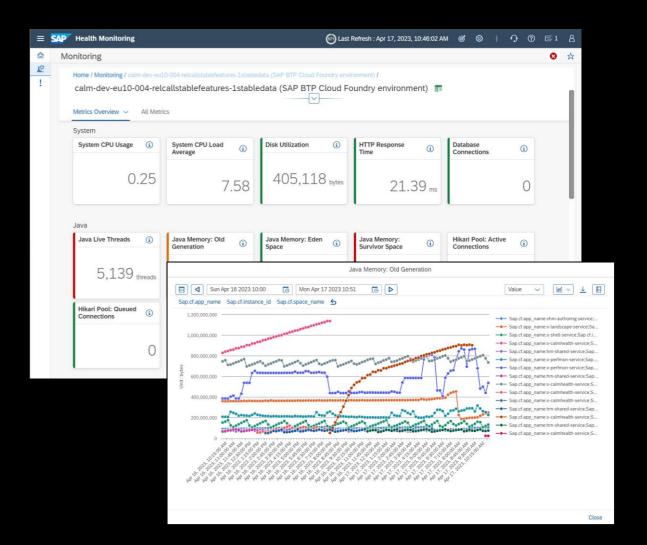
- Application status
- Response time
- Requests per minute
- CPU load
- Heap and OS memory
- Disk space and I/O
- HANA database status
- HANA database memory

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		Requests per minute	0 requests	Requests per minute	3 requests			
		CPU Load	6 %	CPU Load	11 %			
		Heap Memory Usage	506.1 MB	Heap Memory Usage	301.25 MB			
		Used Disk Space	2879.28 MB	Used Disk Space	2879.28 MB			

### 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

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#### **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

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	Certificates								
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#### 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.

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JMS Queue Status OK	JMS Queue Status	OK	JMS Queue Status		OK			
JMS Queue Messages 6	JMS Queue Messages	8	JMS Queue Messages		1			
TestQueue = SAP Health Monitoring				0				/
				<u> </u>	sh : May 25, 2022, 2:38:23 PM	y ej   © ©		_
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		Certificate Validity	( i) sapalias	Certificate	0		0 days	в <b>†</b>
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Tenant ID: 76768234876	Customer Number:							
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Other Metrics	~							
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		>						
127								
427 <sub>days</sub>								

#### 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.

2	Health Monitoring				🕕 Last R	efresh : May 25, 2022, 3:22:07 PN	ା 🎯 🤅	I	¢	Q	0	6
10	nitoring 🛛 🖉 Scope: MyCPI	_02, MyIRPA_01, MyBtpNeo_01, My	BtpABAP_01, My								e	•
	Home / Monitoring / cloudalm (SA cloudalm (SAP Cloud A											
	Metrics Overview V All Metr	rics		Ŭ								
	SAP Cloud ALM HANA Memo	ory										
	HANA Memory Size (j)											
	0.61 дв											
	Landscape Management											
	LMS Import Job (j) The daily SLIS import.	Number of cloud (i)	Number of technical (i)	Number of logical (i)	Number of endpoints (j)							
	labeled as "Landscape_LIS_EveryDay_ calm_prod_eu10_rel_demo" , was executed on 2022-05- 25T10:24:17Z.	100	89	166	17							
	Business Service Managemen	nt										
	Landscape synchronization with (i) LMS				HANA Memory Size							
	Ensure that the connection to the endpoints has been established.		Mon Apr 25 2022 00:00 Application	Wed May 25 2022 15:39         3							) ±	Ħ
	Health Monitoring		15				<ul> <li>Application:Sen</li> <li>Application:Ima</li> <li>Application:Cha</li> <li>Application:Not</li> <li>Application:CAL</li> </ul>	sgeStorage angeandDepic (RicationMana)	gement		ojectLandisc	
	Data Collection status (j) Ok 8	Jobs status (j) Ok 2 Error 1	8 1 - 1 -				<ul> <li>Application:Aco</li> <li>Application:Ope</li> <li>Application:Lan</li> <li>Application:Proj</li> <li>Application:Exo</li> <li>Application:Exo</li> <li>Application:Integ</li> <li>Application:CAL</li> </ul>	eleratedOptin erationsHealth discapeManag (ectliTaskMan ceptionMonito agrationMonito LMAnalytics	nizationServi ICheckapplic gement lagement Tas ring pring	ices sation		
			and and and and and and	and and and and an and an and		and and and and and and and	<ul> <li>Application: Aler</li> <li>Application: Bus</li> <li>Application: Job</li> <li>Application: Hus</li> <li>Application: Intel</li> <li>Application: Test</li> </ul>	ainessProcessi &Automation sinessServiceN digentEventP	Monitoring Monitoring Management Processing			
			"B,									

### 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:

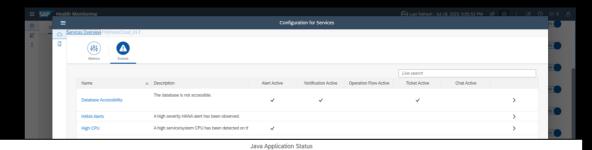
- The metric status (e.g. to ignore a warning)
- The metric value (if the metric exceeds or falls below a specific value)
- The metric usage (if a quota metric exceeds a specific percentage)
- The metric text (e.g. if specific text patterns are contained or missing in the metric text)

S																0
=	=				Co	onfiguratio	n for S	ervices								
	Servi	ces Overview / calm-prod-eu10-ops-hm-01	1													_
		Metrics Events														Ð
		metrics Events														ON
											Live search	ť				
		Name	†≞ Туре	Threshold												Ð
		Disks Consumption	Quota	Value Exc	eeds: 90 / 98	3 %									>	
		Disks Total Size	Performance	No Threshold											>	N
		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 Exc	eeds: 90 / 98	3 %									>	N
		Host Disk Size	Performance	No Threshold											>	
		Host Disk Used	Performance	No Threshold											>	NO
		Host Memory Allocation Limit	Performance	No Threshold											>	
		Host Memory Consumption	Quota	② Usage Ex	ceeds: 80 / 9	5 %									>	N
		Host Memory Size	Performance	No Threshold											>	
																ON
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_	✓ De	escription														
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		,														
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																_
														S	ave	Cancel

# 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



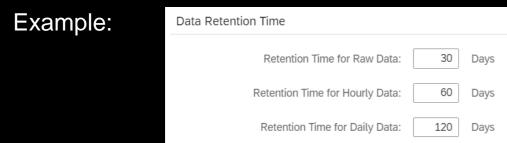
ve	nt Configuration			
	Create Alert			ON
	Send Email To			
	Recipient	Last Modified	Validity	+
	abessandra.gaastiniijjsap.com	Feb 22, 2022, 7:28:36 AM	Aug 21, 2022, 8:28:36 AM	Ē
	Start Operation Flow			OFF
	Name / ID	Last Modified	Туре	+
		No data		
	Create ServiceNow Ticket			
	Subscription Name			+
	Create ServiceNow Incident in Second Level component_2.0			Ū

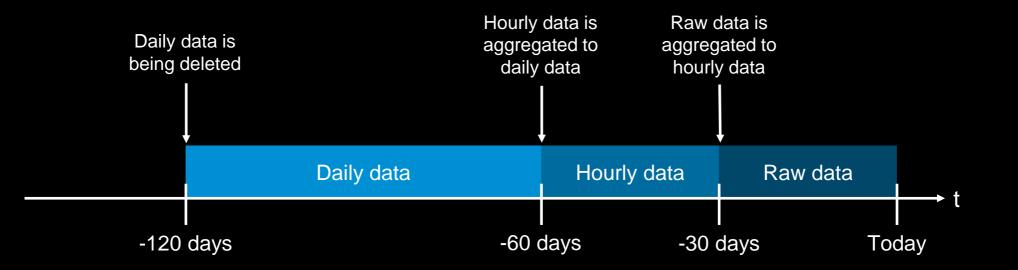
### Configuration Data Retention Time

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.

<ul> <li>Application Settings</li> </ul>	
Data Volume	C
Raw Data:	170.04 MB
Aggregated Data (Hourly):	2.39 MB
Aggregated Data (Daily):	162.93 KB
Total Memory Size:	172.59 MB Details
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)





G

## Poll



We ask, you answer!

Go to www.menti.com

Enter code **4770 0432** 

or use the QR code

https://www.menti.com/aly72o4vjjxu



# **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 30<sup>th</sup> 4-5PM CET

#### **Register**

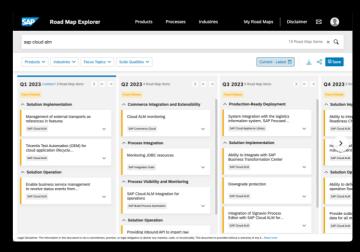


#### Q3 2023 Highlights

- 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 <u>What's New in SAP Cloud ALM</u> (SAP Help Portal)

#### **SAP Roadmap Explorer**



Go to <u>https://roadmaps.sap.com/</u> 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:

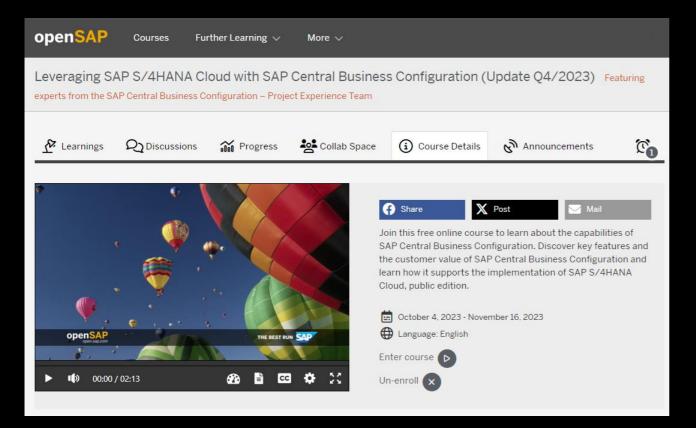
November 29 & 30 (register)



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

(\*dates are subject to change)

### Updated openSAP course with SAP Cloud ALM



**Click to enroll** 

- Start date: October 4<sup>th</sup>, 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

# **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.

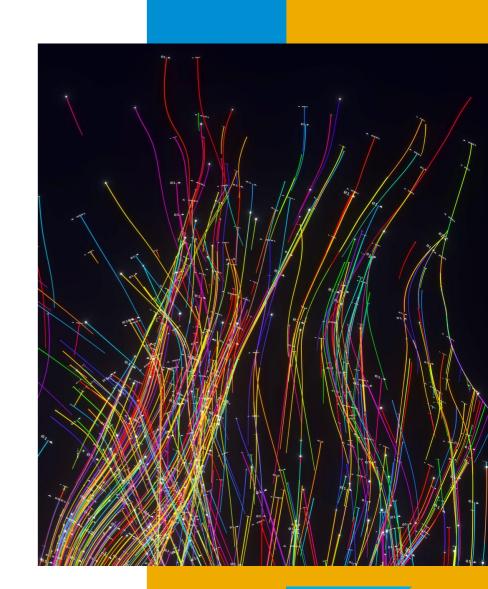
Leverage our partners' experience.

Discuss with ALM experts.

Make use of countless networking possibilities..









#### We will be back!

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

## November 8<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 <u>SAP Cloud ALM</u> on SAP Community

Engage with the best and brightest of the software industry

Learn from blog posts and questions and answers

## Q&A





Contact information:

Tonja Kehrer cloudalm@sap.com





#### www.sap.com/contactsap

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