

# SAP Cloud ALM

## Expert Community Call

SAP SE  
March 2022

PUBLIC

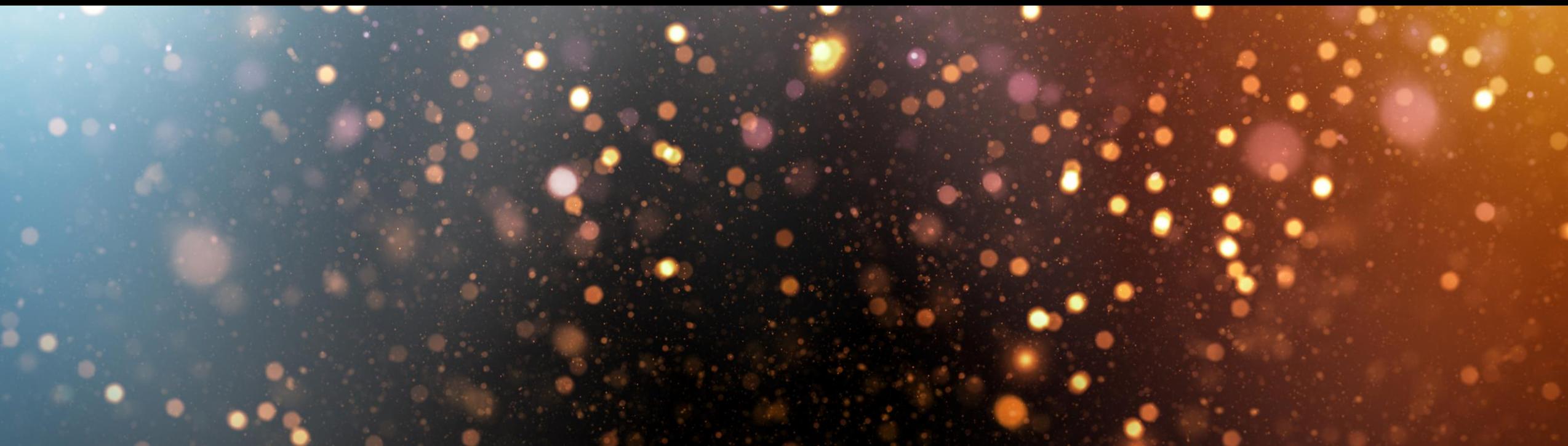
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**Welcome**



# SAP Cloud ALM Expert Community Call | Agenda for **March 2, 2022**

## Focus topic: SAP Cloud ALM for Implementation

Welcome & about this call

SAP Cloud ALM for SAP SuccessFactors

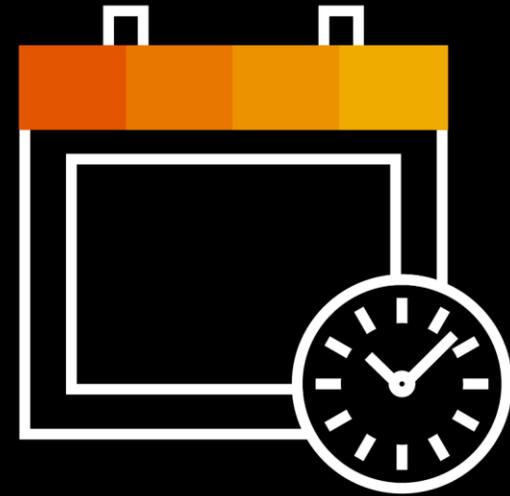
New SAP Solution Scenarios and SAP SuccessFactors Content

Process Management: Process Editing

We ask, you answer | Menti

Additional Information

You ask, we answer | Q&A



# Speakers



Tonja Kehrer



Cay Rademann



Wulff Knapp



Tim Steuer



Michael Buse



Michael Klöffler

# About this Call

**WHY** Build up expert knowledge, share experiences, ask questions

**WHEN** Monthly webinar series about SAP Cloud ALM

**WHAT** Concepts, live demos, alternating focus on implementation and operations

**WHO** Beginners, Experts and anyone interested in SAP Cloud ALM



# SAP Cloud ALM for SAP SuccessFactors



# Did you know how ...

## SAP Cloud ALM supports the implementation of SAP SuccessFactors?

### 1. Design

- Consume leading practices of the **SAP SuccessFactors process library** and manage fit-to-standard workshops

### 2. Build

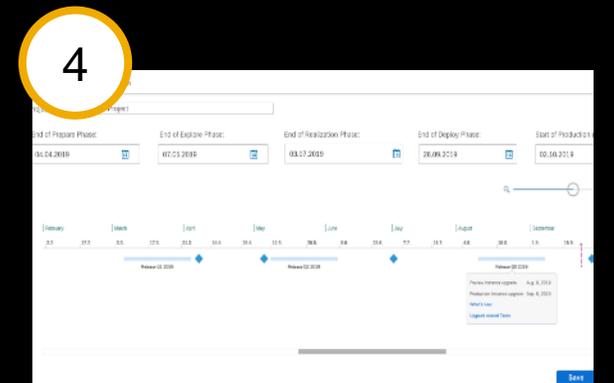
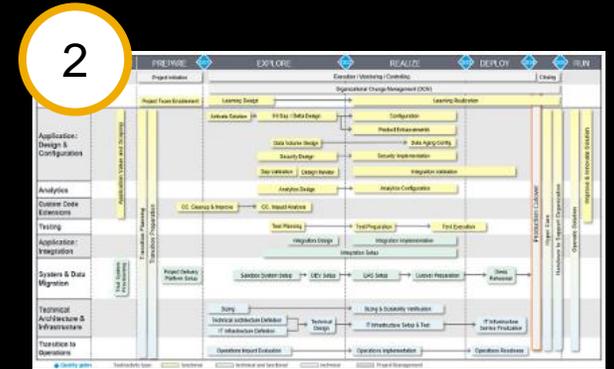
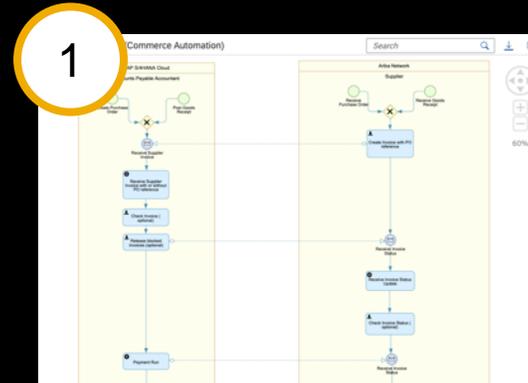
- Perform implementation activities based on **SAP Activate methodology for SuccessFactors**, integrated in the SAP toolchain

### 3. Test

- Prepare and execute manual tests based on SAP process content
- Integrate test-automation tools via open APIs

### 4. Deploy (planned)

- Manage your requirements lifecycle by utilizing the technical change management workflow



# SAP SuccessFactors **Operations** through SAP Cloud ALM

## **Integration & Exception Monitoring**

- Detect and fix issues in end-to-end message flows
  - Exceptions from SAP SuccessFactors middleware integration, scheduled jobs, integration center, SAP Integration Suite, ...
  - SAP SuccessFactors data replication messages

## **Real User Monitoring**

- Gain transparency regarding performance as experienced by end users as well as utilization of business functionality
  - Support of SAP SuccessFactors Employee Central Payroll

## **Business Process Monitoring**

- Identify disruptions of business processes
  - E2E process visualization with business process KPIs out of the box (*16 SAP SuccessFactors KPIs as of January 2022*)
  - Analyze & drill down to document level

## **Job & Automation Monitoring**

- Monitor efficient job execution and automated activities
  - Support of SAP SuccessFactors Employee Central Payroll ABAP jobs

# SAP Cloud ALM for SAP SuccessFactors – Learn More

[Read the blog post](#)

The screenshot shows a SAP Community blog post. At the top, there is a navigation bar with 'SAP' logo, 'Community', and various menu items like 'Topics', 'Groups', 'Answers', 'Blogs', 'Events', 'Programs', 'Resources', and 'What's New'. Below the navigation, the breadcrumb path is 'Home > Community > Blogs'. The main content area features a profile picture of John Krakowski, his name, and the date 'January 27, 2022 | 2 minute read'. The title of the blog post is 'SAP Cloud ALM Delivers Proven Value for SAP SuccessFactors'. Below the title, there are engagement buttons for 'Follow', 'Like', and 'RSS Feed'. A large image of hands clasped together is visible. On the right side, there are sections for 'Assigned Tags' (including SAP Cloud ALM, RISE with SAP, SAP Activate, etc.) and 'Similar Blog Posts'.

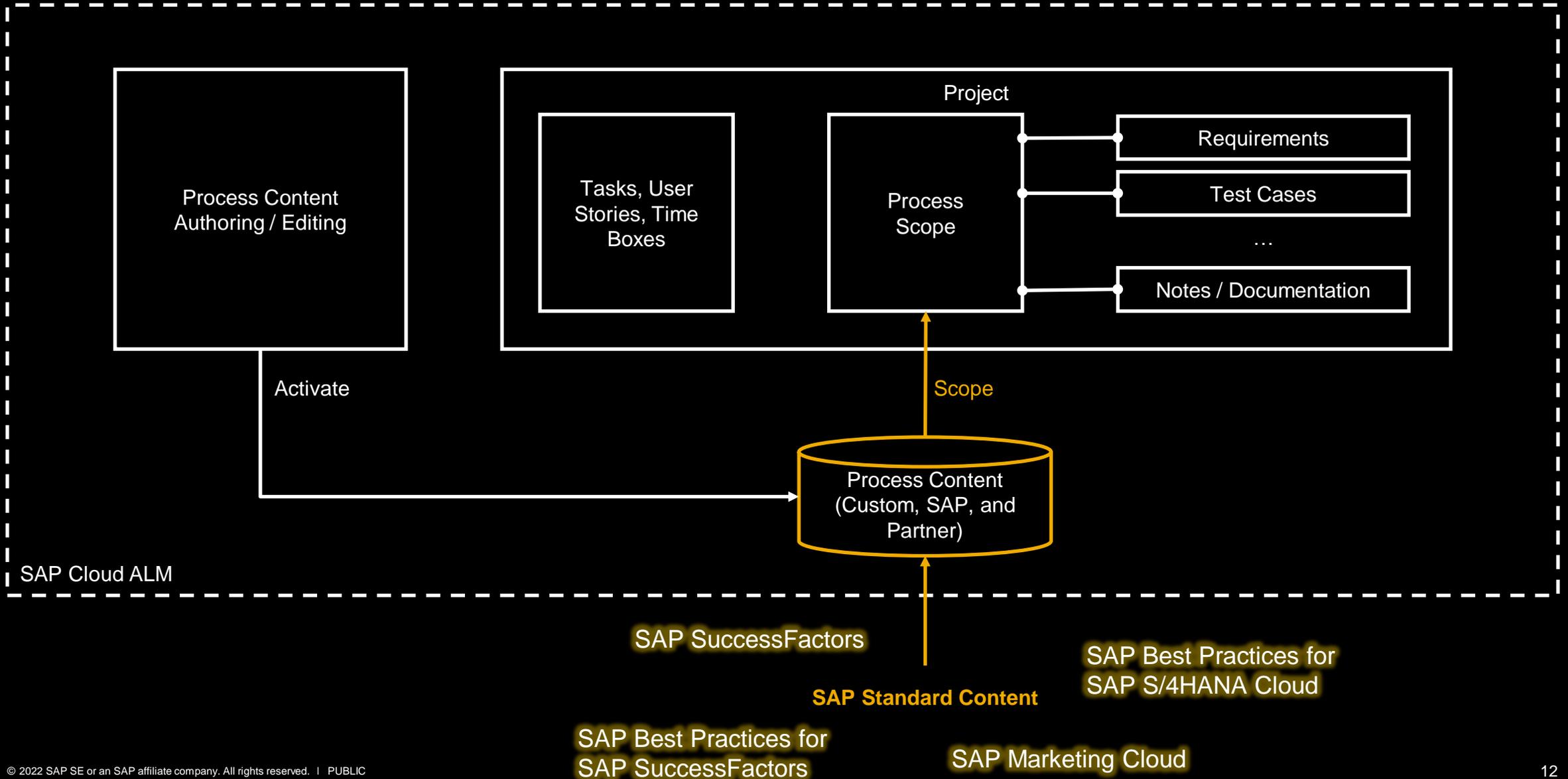
[Access the landing page](#)

The screenshot shows the landing page for SAP Cloud ALM for SAP SuccessFactors. At the top, there is a navigation bar with 'My Support', 'Products', 'Tools', 'Maintenance', 'Offerings & Programs', and 'Application Lifecycle Management'. Below this, there is a breadcrumb path: 'SAP Support Portal Home / Application Lifecycle Management / SAP Cloud ALM'. The main heading is 'SAP Cloud ALM for SAP SuccessFactors' with a sub-heading 'Increase the value from your SAP SuccessFactors solution'. A large image of hands clasped together is featured. To the right of the image, there is a section titled 'Why SAP Cloud ALM?' with a list of benefits: 'Provides a clear guided methodology to deploy, adopt and extend new capabilities across your organization', 'Includes best practice recommendations for the implementation of your HR processes', 'Supplies monitoring for business processes and integrations to minimize disruptions', 'Orchestrates and automates standard operations and error handling procedures', and 'Is included with SAP SuccessFactors subscriptions at no additional cost'.

# **New SAP Solution Scenarios and SAP SuccessFactors Content**



# Marketecture 😊



Solution Processes  
delivered by Solution  
Scenarios



**Project:** Deliver a defined scope  
under time constraints.

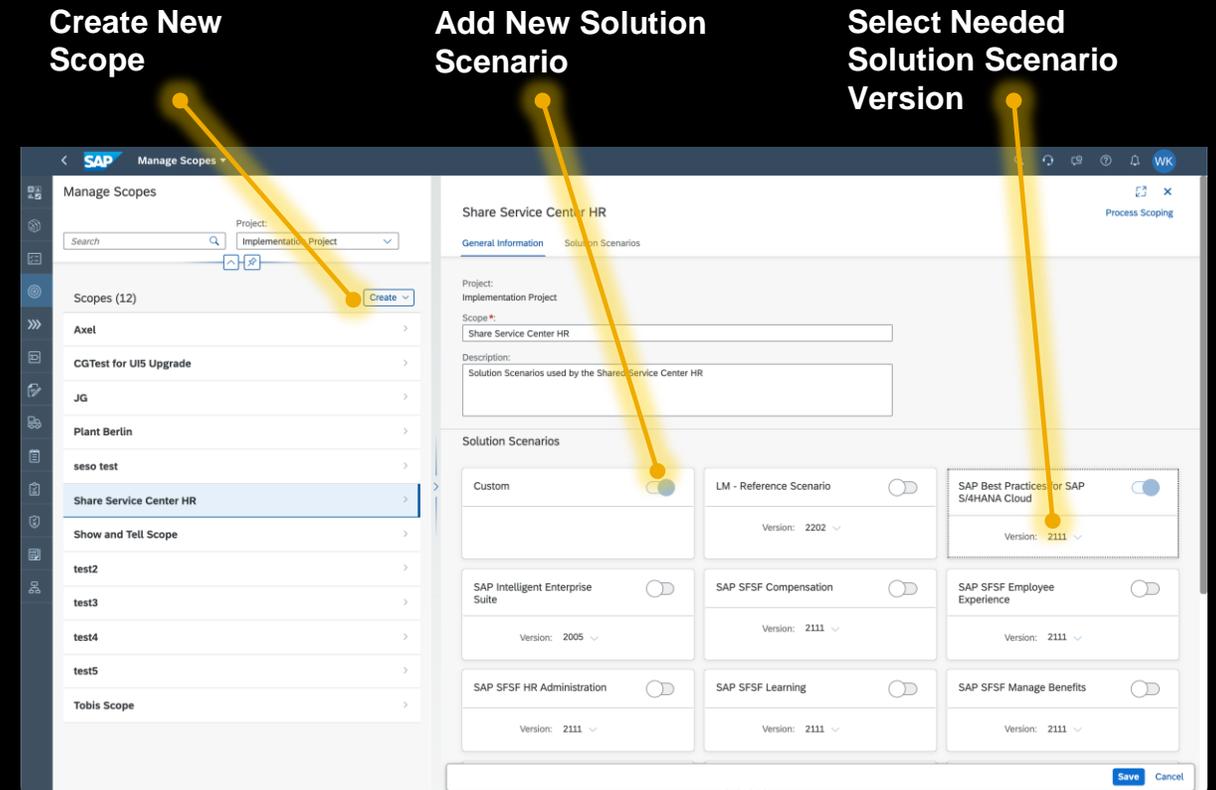


Project Time Boxes

# Process Scopes and Solution Scenarios in a Nutshell

The Manage Scope App allows to

- Manage Scopes
  - Bundle Processes belonging together
  - Enables Hybrid Scenarios (same Solution Scenario with different content versions)
- Pick Solution Scenarios
  - SAP Intelligent Suite
  - SAP Best Practices for SAP S/4HANA Cloud
  - SAP Best Practices for SAP S/4HANA On Premise\*
  - SAP SuccessFactors
  - SAP ARIBA\*
  - SAP Public Sector\*
  - SAP Integrated Business Planning\*
- Determine Solution Scenario Version
  - Specify the needed content version.
- Trigger Content Upgrades\*
- Upload Scopes from File\*
- Perform CBC Scope Synchronization\*



# Solution Scenarios for SAP Success Factors

## SAP SuccessFactors Process Library

- Collection of 12 Solution Scenarios offering more than 29 Solution Processes
- Mostly generic localization
- Organized by Functional Areas
- Many Solution Processes come with multiple Solution Process Flows and multiple Solution Process Flow Diagrams

## SAP Best Practices for SAP SuccessFactors

- Collection of 8 Solution Scenarios offering more than 60 Solution Processes
- Contains localized processes
- Organized by Functional Areas
- Many Solution Processes come with single Solution Process Flows and multiple Solution Process Flow Diagrams

SAP SFSF Compensation Version: 2111	SAP SFSF Employee Experience Version: 2111	SAP SFSF HR Administration Version: 2111
SAP SFSF Learning Version: 2111	SAP SFSF Manage Benefits Version: 2111	SAP SFSF Onboarding Version: 2111
SAP SFSF Organizational Management Version: 2111	SAP SFSF Payroll Version: 2111	SAP SFSF Performance and Goals Version: 2111
SAP SFSF Recruiting Version: 2111	SAP SFSF Succession and Development Version: 2111	SAP SFSF Time and Attendance Management Version: 2111

SAP Best Practices for SAP SuccessFactors Compensation Version: 2111	SAP Best Practices for SAP SuccessFactors Employee Central Version: 2111
SAP Best Practices for SAP SuccessFactors Employee Central integration Version: 2111	SAP Best Practices for SAP SuccessFactors Learning Version: 2111
SAP Best Practices for SAP SuccessFactors Onboarding Version: 2111	SAP Best Practices for SAP SuccessFactors Performance & Goals Version: 2111
SAP Best Practices for SAP SuccessFactors Recruiting Version: 2111	SAP Best Practices for SAP SuccessFactors Succession & Development Version: 2111



**DEMO**



# Process Scoping for Fit-to-Standard Execution

## Process Scoping allows to determine the Project Process Scope

- Filter to find processes
- Set Processes in Scope
- Generate Tasks to trigger CIAS Integration Scenarios based on Process Scoping\*

**Search by Name**      **Filter by Solution Scenario**      **Filter by Country/region**      **Filter by Business Process Group**

Name	Scope	Status	Business Process (Variant)	Country/Region
<b>Scope: Share Service Center HR</b>				
<b>ABAP Core Data Services Extraction for SAP Data Intelligence (S3M)</b> SAP Best Practices for SAP S/4HANA Cloud (2111)	<input type="checkbox"/> Share Service Center HR		ABAP Core Data Services Extraction for SAP Data Intelligence (S3M) Database and Data Management	Australia, Austria <a href="#">41 more</a>
<b>ABAP Core Data Services Extraction for SAP Data Warehouse Cloud (S3L)</b> SAP Best Practices for SAP S/4HANA Cloud (2111)	<input type="checkbox"/> Share Service Center HR		ABAP Core Data Services Extraction for SAP Data Warehouse Cloud (S3L) Database and Data Management	Australia, Austria <a href="#">41 more</a>
<b>ABC Custom</b>	<input type="checkbox"/> Share Service Center HR		Order-to-Cash	Generic
<b>Accelerated Customer Returns (BKP)</b> SAP Best Practices for SAP S/4HANA Cloud (2111)	<input type="checkbox"/> Share Service Center HR		Accelerated Customer Returns (BKP) Sales	Australia, Austria <a href="#">39 more</a>
<b>Accelerated Customer Returns (BKP)</b> SAP Best Practices for SAP S/4HANA Cloud (2111)	<input type="checkbox"/> Share Service Center HR		Accelerated Customer Returns (BKP) Sales	Philippines
<b>Accelerated Third-Party Returns (I23)</b> SAP Best Practices for SAP S/4HANA Cloud (2111)	<input type="checkbox"/> Share Service C...		Accelerated Third-Party Returns (I23)	Mexico
<b>Accelerated Third-Party Returns (I23)</b> SAP Best Practices for SAP S/4HANA Cloud (2111)	<input type="checkbox"/> Share Service C...		Accelerated Third-Party Returns (I23)	Australia, Austria <a href="#">36 more</a>
<b>Accelerated Third-Party Returns (I23)</b> SAP Best Practices for SAP S/4HANA Cloud (2111)	<input type="checkbox"/> Share Service C...		Accelerated Third-Party Returns (I23)	Norway, Sweden
<b>Accelerated Third-Party Returns from Seller to Supplier (3QD)</b> SAP Best Practices for SAP S/4HANA Cloud (2111)	<input type="checkbox"/> Share Service C...		Returns from Seller to Supplier (3QD) Sales	Luxembourg
<b>Accelerated Third-Party Returns from Seller to Supplier (3QD)</b> SAP Best Practices for SAP S/4HANA Cloud (2111)	<input type="checkbox"/> Share Service Center HR		Accelerated Third-Party Returns from Seller to Supplier (3QD) Sales	Australia, Belgium <a href="#">32 more</a>
<b>Accelerated Third-Party Returns from Seller to Supplier (3QD)</b> SAP Best Practices for SAP S/4HANA Cloud (2111)	<input type="checkbox"/> Share Service Center HR		Accelerated Third-Party Returns from Seller to Supplier (3QD) Sales	Netherlands

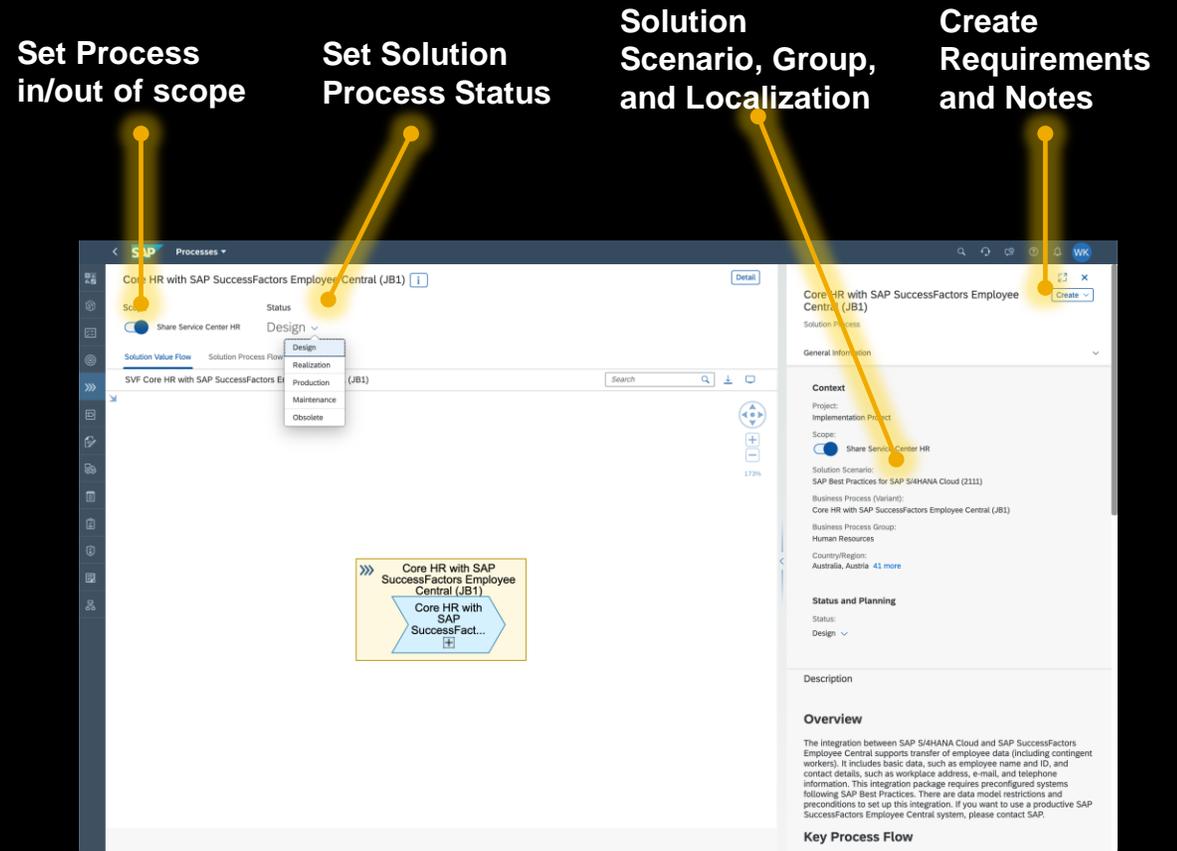
**Set Process in/out of scope**

**End Scoping**

# Manage Your Solution Processes

In the Solution Process Details you can

- Change your Scoping Decision
- Set the Solution Process Status
  - Design – Fit-to-Standard pending or not finished
  - Realization – Process in configuration
  - Production – Used by end users
  - Maintenance – In use but needs minor adjustments
  - Obsolete – Process is configured but should not be used anymore
- Review the Solution Process Solution Scenario, Business Process Group, and Localization
- Review the Solution Process (and sub element) descriptions
- Create Requirements and Notes
- Create User Stories and Tasks\*

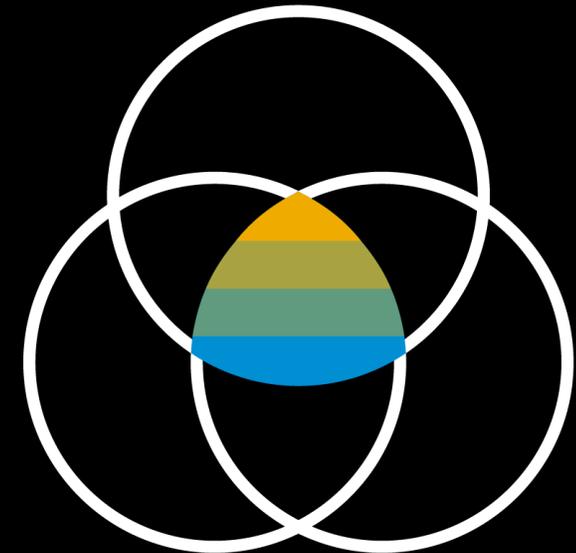


# Scopes

A **Scope** is a container for Solution Processes which should be managed collectively. During scoping you add Solution Process to your Scopes to define the Project Process Scope

Combine Solution Processes into same Scope if

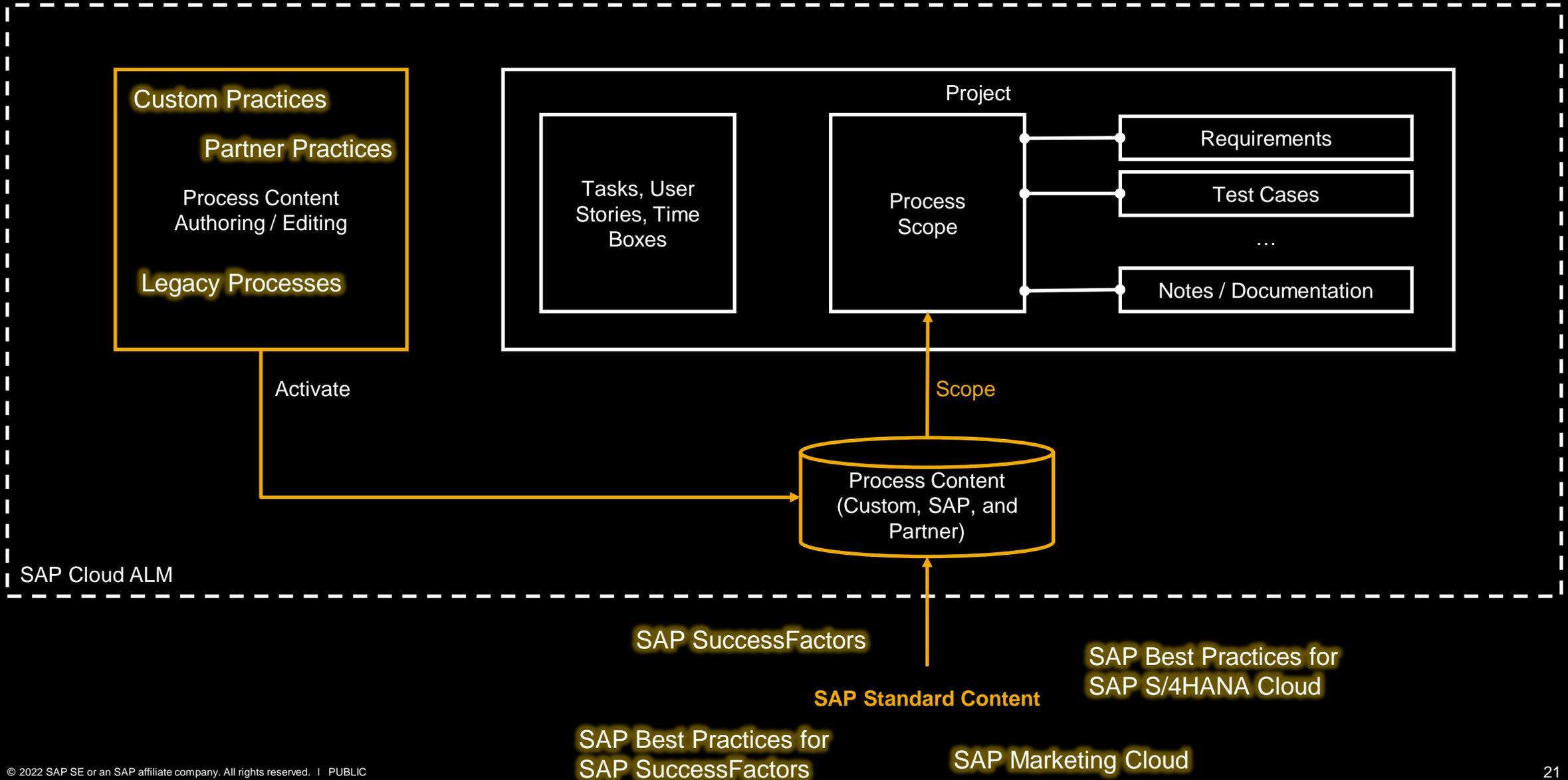
- same application system landscape is used, and/or  
e.g. for sites with own tenants/systems, shared services tenants/systems
- the Solution Processes require an aligned upgrade cycle, and/or  
e.g. heavily dependent tenants/systems that are upgraded as a whole
- serve same functional purpose  
e.g. Solution Processes per site, Solution Processes for shared services such as finance consolidation or HR shared services



# Process Management: **Process Editing**



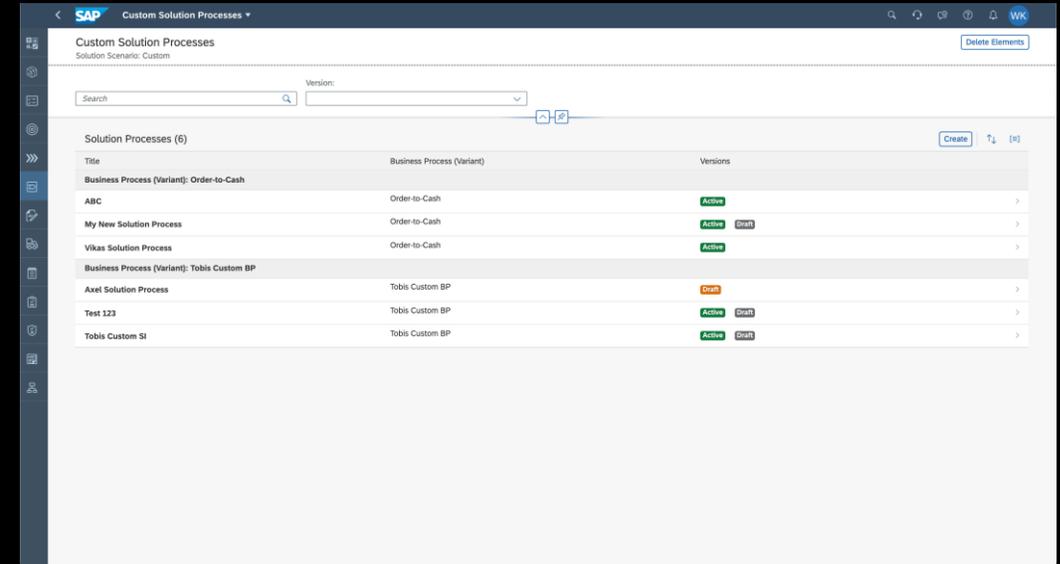
# Marketecture 😊



# Process Editing in a Nutshell

## Custom Modeling of Solution Processes

- Create and manage custom Solution Processes
  - Assign needed Solution Components to get clarity on the needed products\*
  - Specify Process Locale and Business Process Group\*
  - Link Solution Processes and Business Processes
- Model Solution Value Flows to outline the functional scope of a customer Solution Process
  - Create and re-use Business Activities
- Model Solution Process Flows and Diagrams (BPMN)
  - Create and re-use Solution Activities
- Customize SAP Standard Processes\*
- Upload Pictures and Documents as Process Visualization\*
- Leverage SAP Signavio Process Manager for Process Modeling\*
- Handshake between BPM and ALM lifecycle\*



The screenshot displays the SAP Custom Solution Processes interface. The page title is "Custom Solution Processes" and the solution scenario is "Custom". A search bar and a version dropdown menu are visible at the top. Below, a table lists six solution processes, each with its title, associated business process variant, and a list of versions. The versions are marked as "Active" or "Draft".

Title	Business Process (Variant)	Versions
<b>Business Process (Variant): Order-to-Cash</b>		
ABC	Order-to-Cash	Active
My New Solution Process	Order-to-Cash	Active Draft
Vikas Solution Process	Order-to-Cash	Active
<b>Business Process (Variant): Tobis Custom BP</b>		
Axel Solution Process	Tobis Custom BP	Draft
Test 123	Tobis Custom BP	Active Draft
Tobis Custom SI	Tobis Custom BP	Active Draft

# Custom Solution Processes

A **Solution Process** is a concrete, and self-contained implementation supporting a business process.

You can create new custom Solution Process, and you can assign them to business process (variants) that exist, or you can create new related business process (variants).

Not used business processes (variants) can be found, and the user can decide to remove them.

Solution Process

Linked Business Process

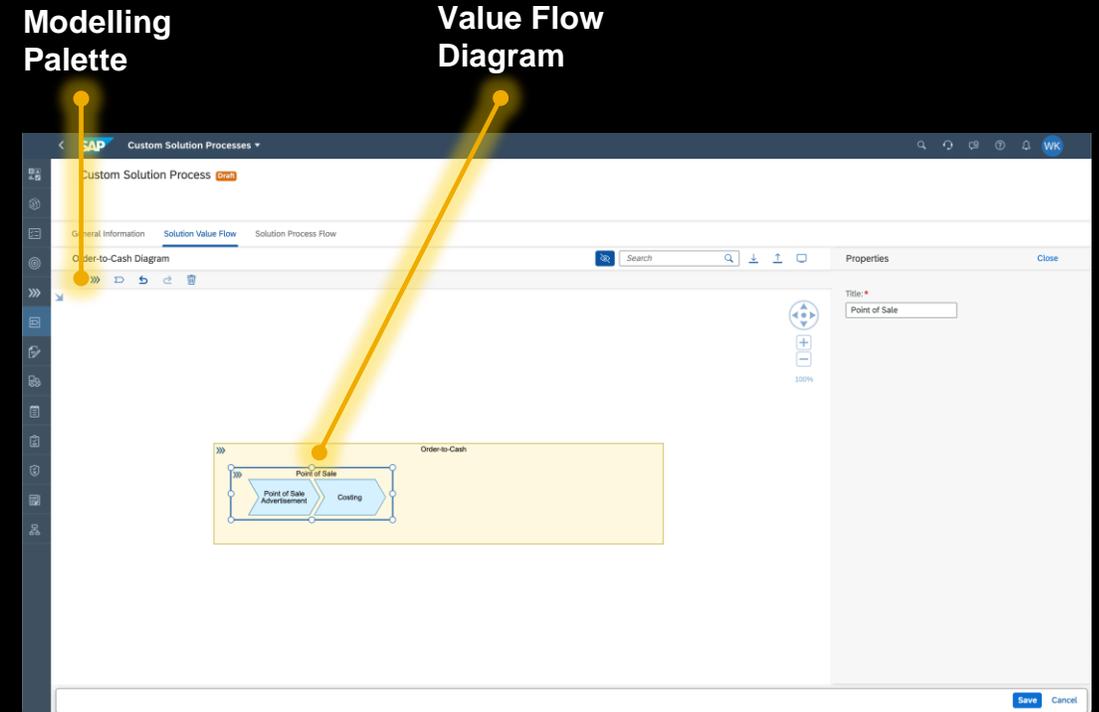
The screenshot displays the SAP Custom Solution Processes configuration page for a solution process titled 'Sale from Stock'. The interface includes a navigation bar with 'SAP' and 'Custom Solution Processes'. Below the title, there are tabs for 'General Information', 'Solution Value Flow', and 'Solution Process Flow'. The 'General Information' tab is active, showing fields for 'Title' (Sale from Stock), 'Business Process' (Order to Cash), and 'Country/Region' (Generic X). A 'Create Assignment' button is visible next to the Business Process field. The 'Description' field contains placeholder text. At the bottom right, there are 'Save' and 'Cancel' buttons. Two yellow arrows point from the labels 'Solution Process' and 'Linked Business Process' to the respective fields in the form.

# Solution Value Flow

The Solution Value Flow depicts the functional scope delivered by the Solution Variant.

The Solution Value Flow is constructed from (sub) Business Processes and Business Activities. Business Activities can be re-used and should be formulated in a business user language. It serves as visual description of the Solution Process.

After the user hit the Edit button, he can use the palette to drag and drop Business Process and Business Activity shapes onto the diagram.

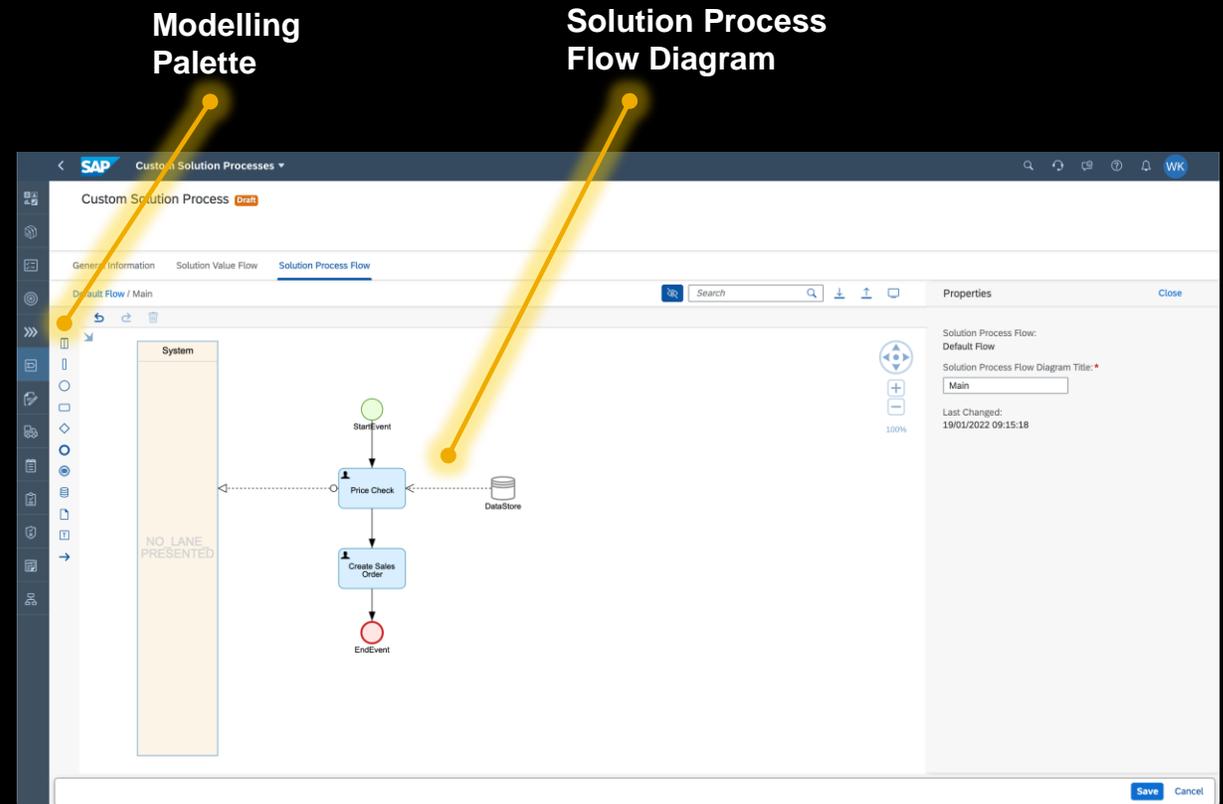


# Solution Process Flow / BPMN

The Solution Process Flow Diagram depicts the flow of the Solution Process.

Solution Process Flow Diagrams are essentially BPMN Diagrams. Process Authoring allows customers to use BPMN modeling symbols to describe the desired process execution flow.

All symbols used in the modeling are later relevant to the other SAP Cloud ALM Capabilities like Requirement Management or Test.

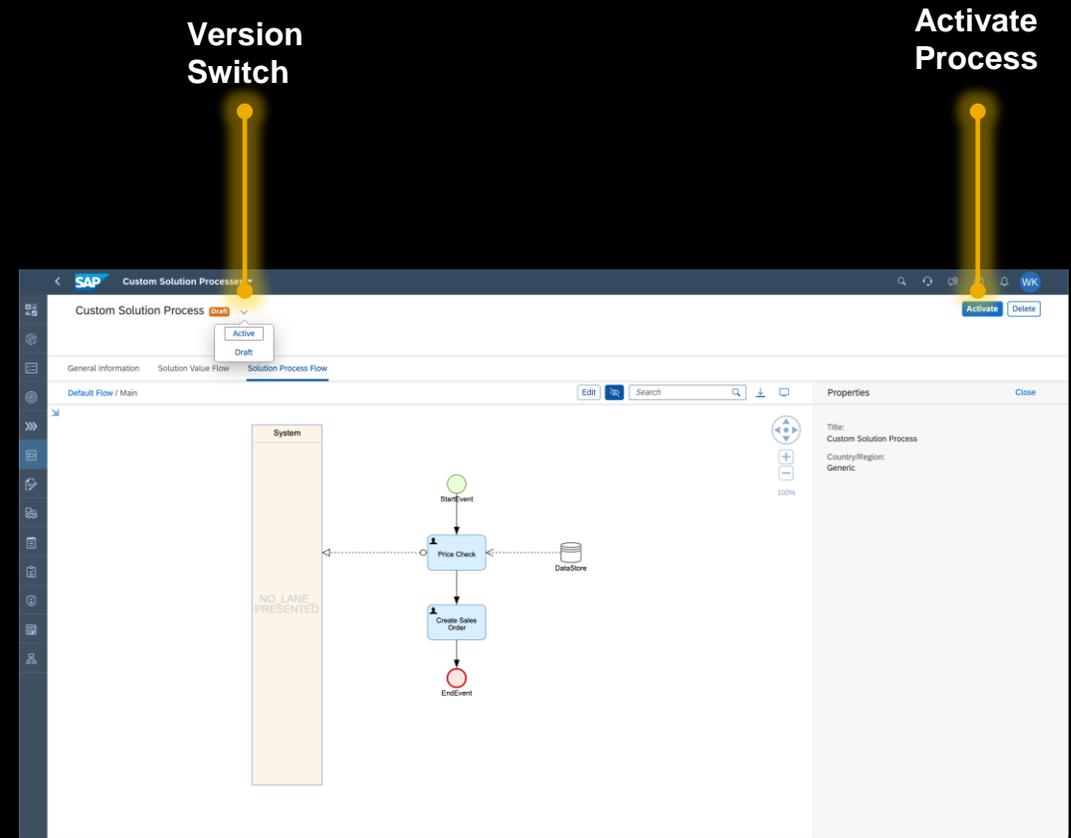


# Process Versioning and Activation

Process Authoring comes with a simple versioning best practice.

Solution Processes can exist in Draft and/or Active version. Hence, Solution Variants can exist in three possible states:

- **Draft** - In progress and not yet activated. Cannot be used in projects.
- **Active** - Activated and hence, active. Can be scoped and used.
- **Draft and Active** - In progress and active versions exist at the same time. While an activated version can already be scoped into a project, the draft version is still in process. When the user activates the draft version, the draft updates the existing active version.



**DEMO**



# Add your Custom Processes to the Project Scope

Custom Solution Processes always belong to Solution Scenario “Custom”.

Custom Processes appear side-by-side with the SAP Standard Practices, ready to be added to the project scope.

Search by Name      Filter by Solution Scenario      Filter by Country/region      Filter by Business Process Group

The screenshot shows the SAP Solution Process Scope interface. At the top, there are filter fields for Search, Project (Implementation Project), Scope (Share Service C... x), Status, Solution Scenario, Country/Region, and Business Process Group. Below these filters is a table of Solution Processes (1,169). The table has columns for Name, Scope, Status, Business Process (Variant), and Country/Region. A yellow box highlights the 'Scope' column, with a callout that says 'Set Process in/out of scope'. A yellow arrow points from the 'Filter by Solution Scenario' label to the 'Solution Scenario' filter field. Another yellow arrow points from the 'Filter by Country/region' label to the 'Country/Region' filter field. A third yellow arrow points from the 'Filter by Business Process Group' label to the 'Business Process Group' filter field. The table lists various processes, including 'ABAP Core Data Services Extraction for SAP Data Intelligence (S3M)', 'Accelerated Customer Returns (BKP)', and 'Accelerated Third-Party Returns (I23)'. Each row has a toggle switch in the 'Scope' column.

# Poll



# We ask, you answer!

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

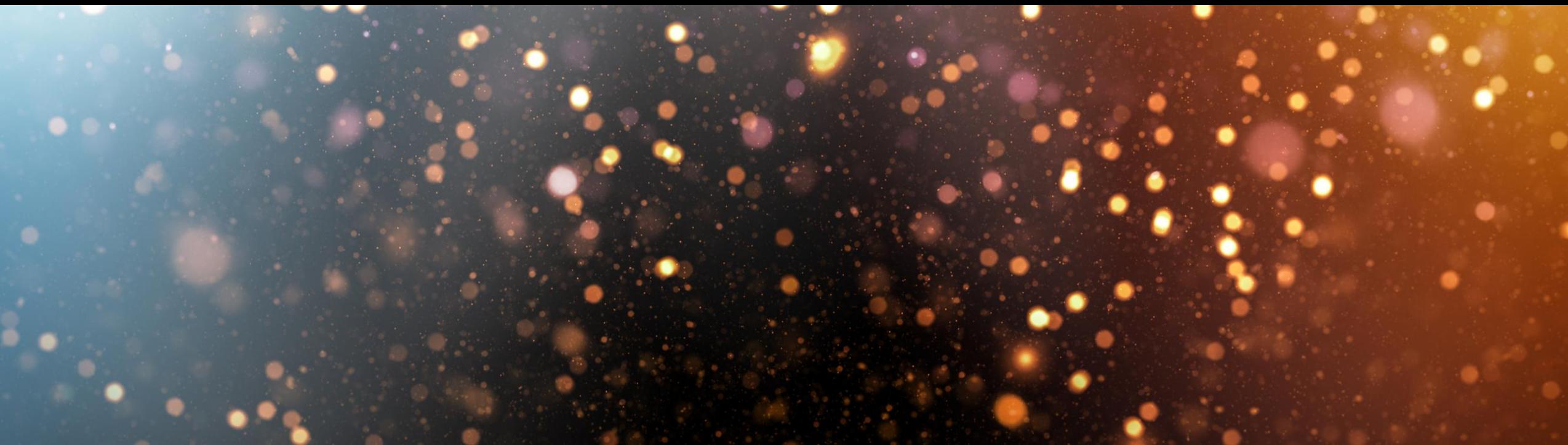
Enter code **1089 5420**

or use the QR code

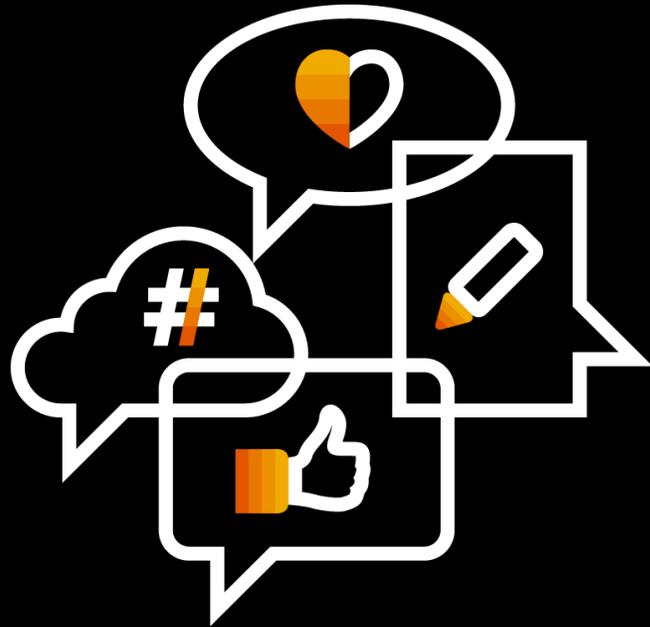
<https://www.menti.com/eo9h8svvri>



# Additional Information



# 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**

# OpenSAP Trainings for SAP Cloud ALM

## SAP Cloud ALM - in a Nutshell (Overview course)



Duration: 1 week

Self-paced course

<https://open.sap.com/courses/calm1>

## Accelerate Cloud Implementations with SAP Cloud ALM



Duration: 4 weeks

Self-paced course

<https://open.sap.com/courses/calm2>

## Implementing SAP S/4HANA Cloud with SAP Central Business Configuration



Duration: 7 weeks

Self-paced course

<https://open.sap.com/courses/s4h23>

## Operating Cloud Centric Solutions with SAP Cloud ALM



Duration: 3 weeks

Self-paced course

<https://open.sap.com/courses/calm3>

# SAP SuccessFactors **openSAP** course with SAP Cloud ALM

The screenshot shows the openSAP course page. At the top, the navigation bar includes 'openSAP', 'Channels', 'Courses', 'Microlearning', 'Podcasts', and 'News'. The course title is 'Hire to Retire – Strategy, Implementation, and Operations'. Below the title, the instructors are listed: Bianka Woelke, Jochen Thierer, Andy Shean, Robert Wood, Harini Gunabalan, Lillie Reynolds, Daniela Goerke, Srinivas Singaraju, António Moreira Rato, Tonja Kehrer, Karl Benson, Janko Budzisch, Markus Bechler, and Simon Blattmann. A yellow banner indicates 'Course has not yet started'. The main navigation bar includes 'Learnings', 'Discussions', 'Progress', 'Collab Space', 'Course Details', and 'Announcements'. The course content area features a video player on the left with a thumbnail showing a woman in a white jacket and green scarf. To the right of the video player are social sharing buttons for Facebook, Twitter, LinkedIn, and Email. Below these buttons is a description: 'Join this free online course to learn about SAP's holistic HR strategy: how it relates to our Intelligent Enterprise Suite, including SAP SuccessFactors Human Experience Management Suite, and the end-to-end Recruit to Retire business process and its three sub-processes Hire to Retire, Travel to Reimburse, and External Workforce Management.' The course dates are 'January 18, 2022 - February 16, 2022' and the language is 'English'. An 'Enroll me for this course' button is also visible.

## Content

- Week 1: Strategy and Innovations
- Week 2: Innovations in Hire to Retire
- Week 3: Implement and Operate Hire to Retire

Self-paced course

<https://open.sap.com/courses/sf10>

**We will be back!**

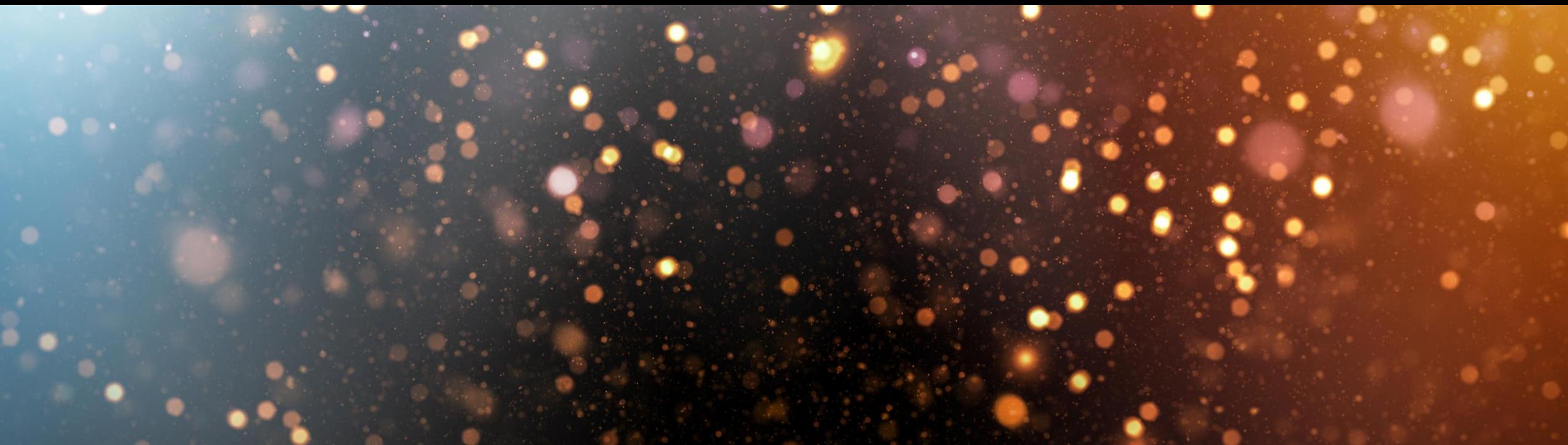
The next SAP Cloud ALM Expert Community Call will take place on

**April 6<sup>th</sup>, 4pm CET | 10am EST**

The focus topic of this call will be: **Operations**

All registered participants will receive an e-mail invite for this call.

**Q&A**



# Thank you.

Contact information:

**Tonja Kehrer**

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