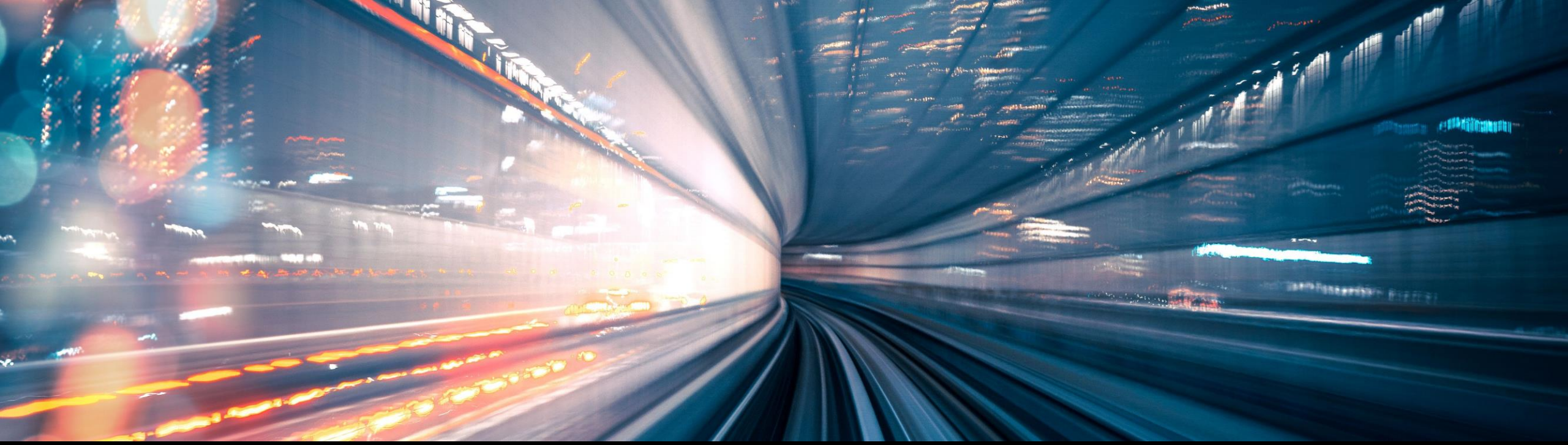

Operations of cloud centric landscapes
Newly delivered features in Q1 2023

Janko Budzisch, SAP
April 2023

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Agenda

SAP Cloud ALM - **Overview**

SAP Cloud ALM – **Newly delivered features in Q1 2023**

SAP Cloud ALM – **Open Telemetry @ SAP**

SAP Cloud ALM – **Roadmap**

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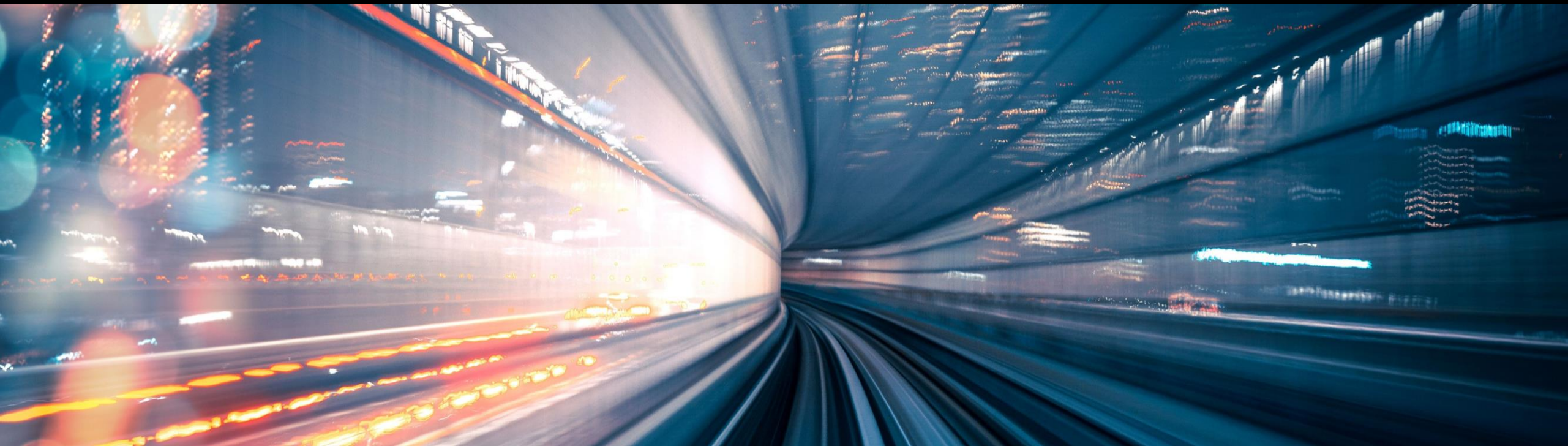
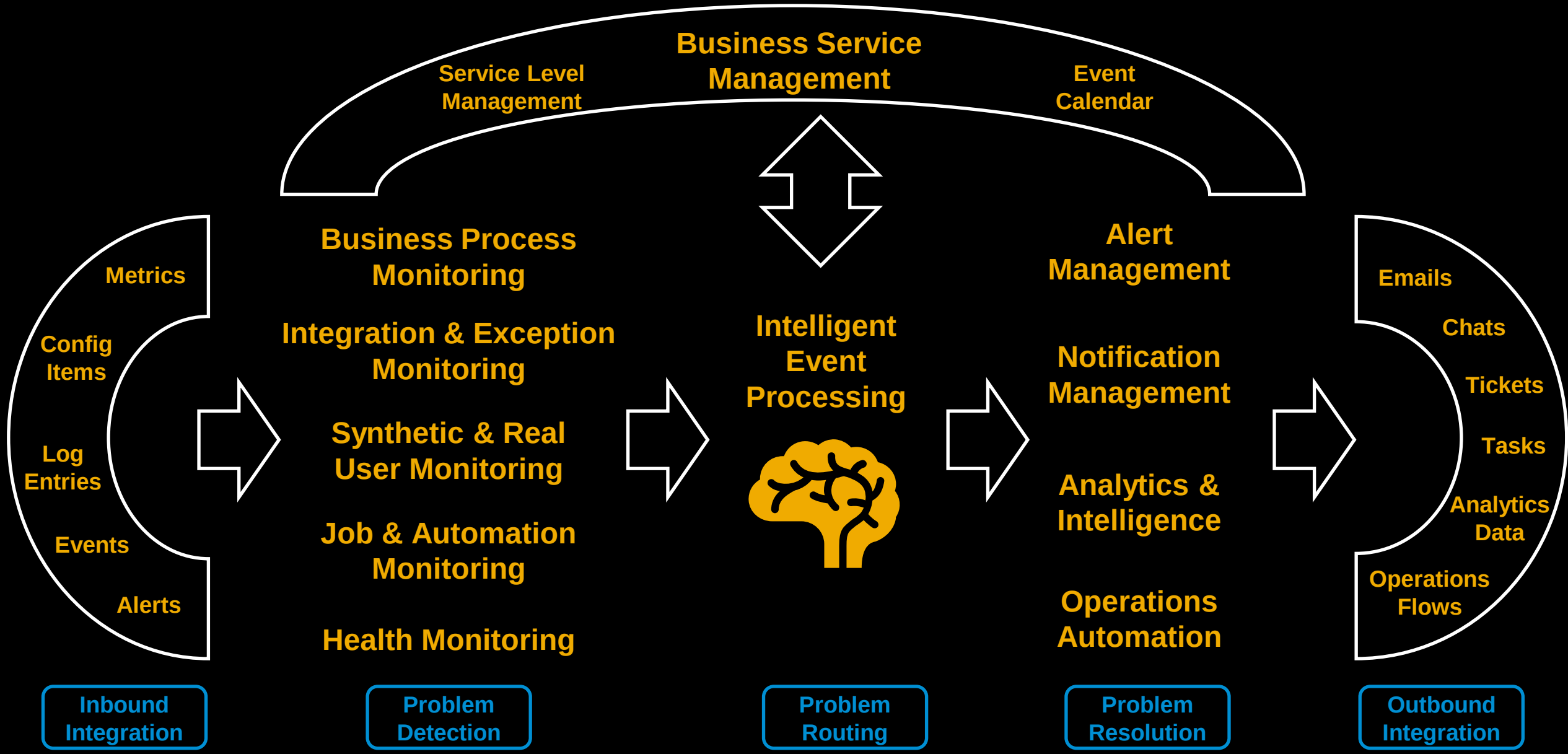
SAP Cloud ALM for Operations
Overview



SAP Cloud ALM for Operations – Functional Overview



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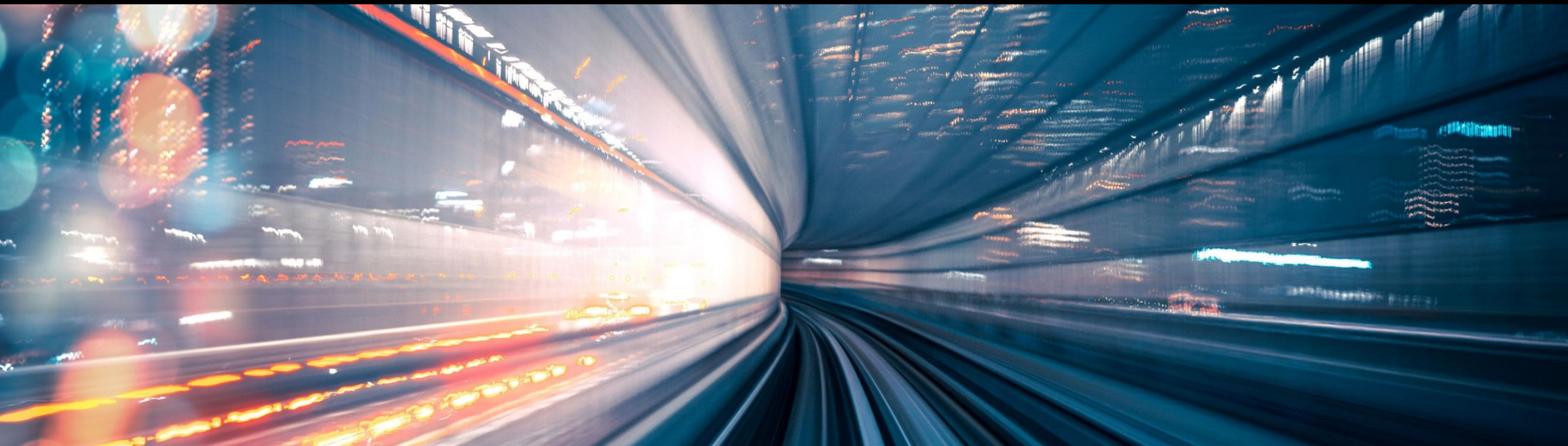
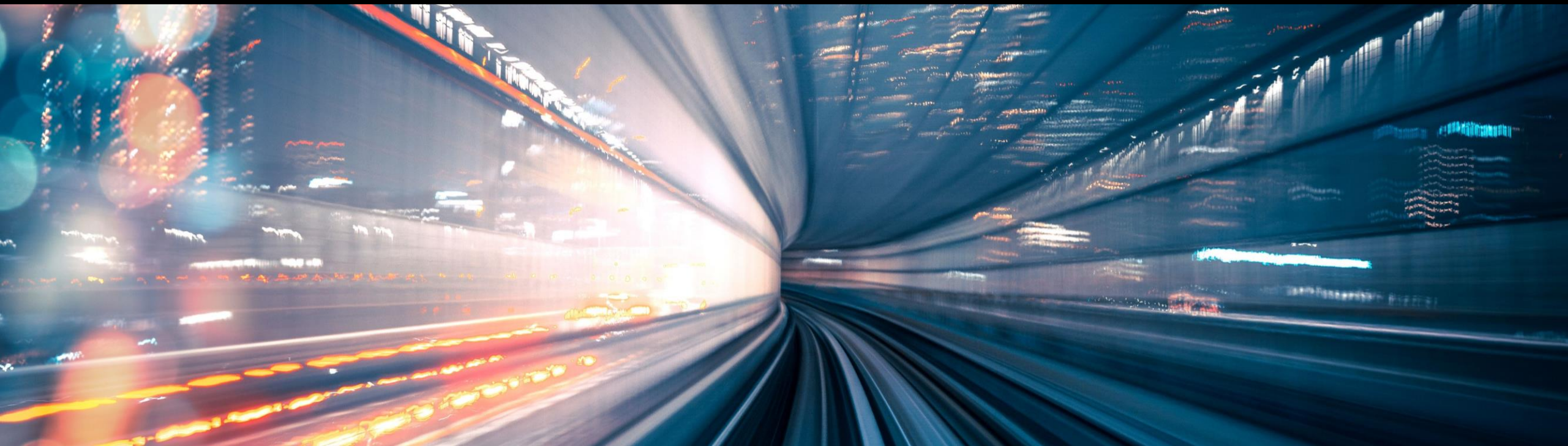
SAP Cloud ALM for Operations
Newly delivered features in Q1 2023

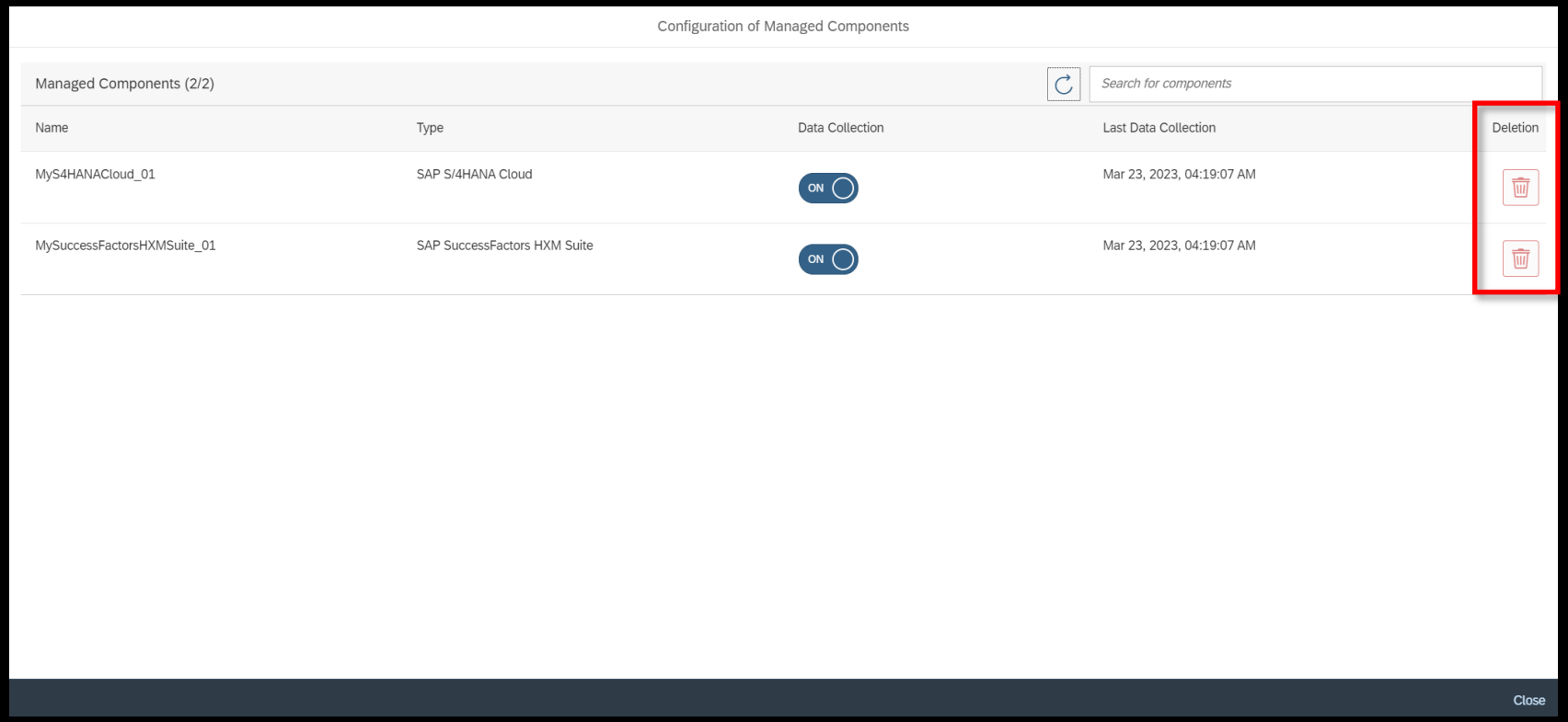


Business Process Monitoring



Business Process Monitoring - New Features delivered in Q1/2023

Delete Managed Components



As a **Process Monitoring Administrator**, you can now also **delete unused services and systems** directly in business process monitoring, for example, if they no longer exist in your landscape or if you plan to decommission them.

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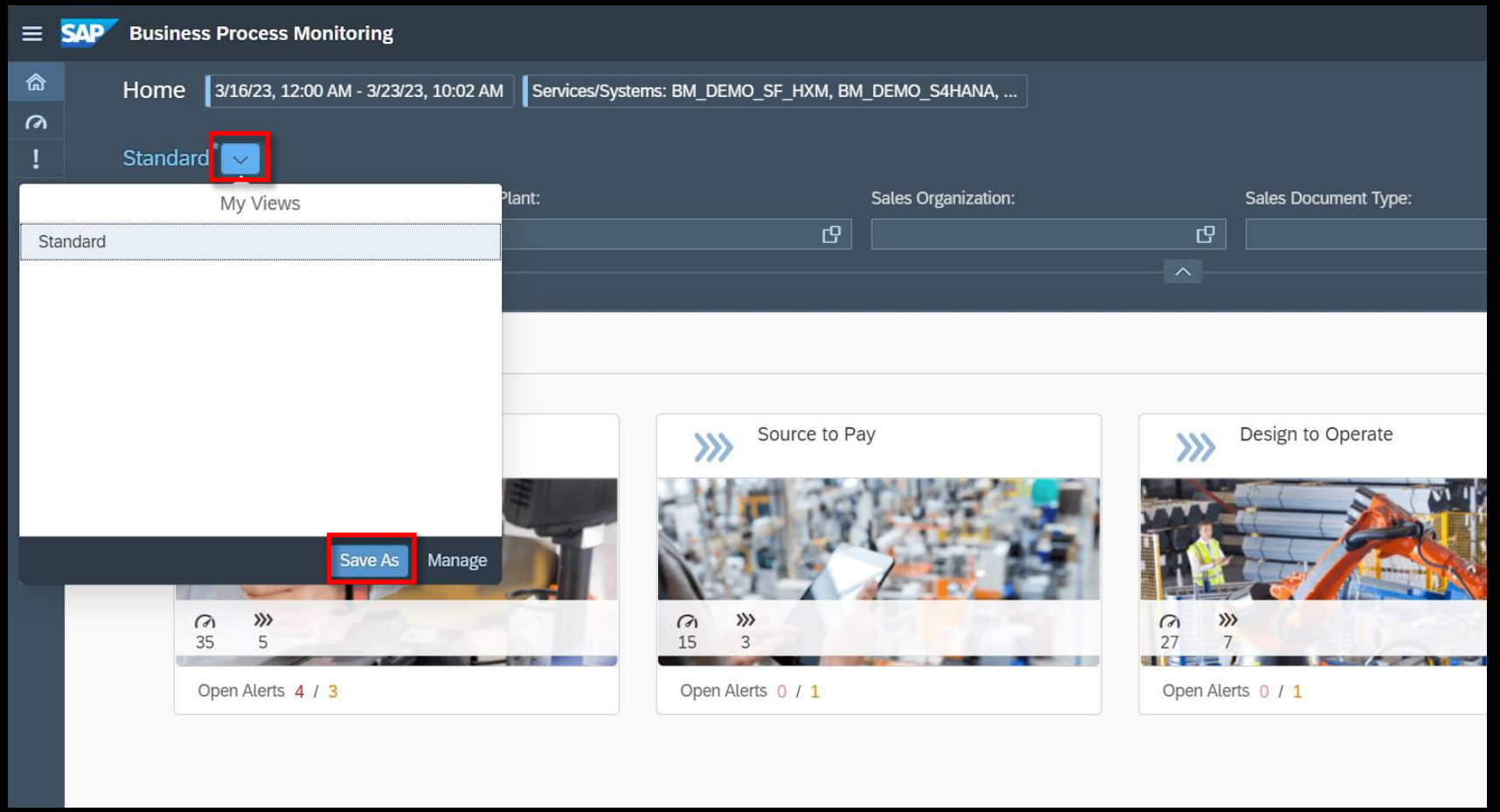
Business Process Monitoring - New Features delivered in Q1/2023

Save Personalizations as Views

You can now **save your filter settings** in the process chain **and in the KPI details as views**. This allows you to apply the settings the next time you work with the dashboards. Please note that this is a user-specific configuration that can't be applied globally or shared with other users.



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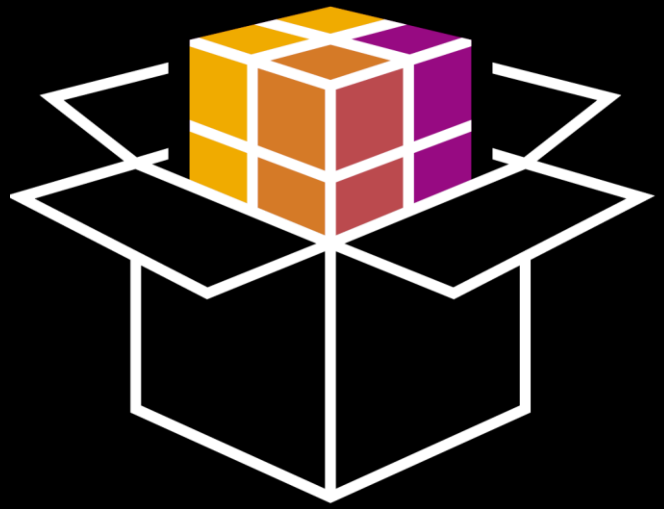
Business Process Monitoring - New Features delivered in Q1/2023

New KPIs

KPI Employments Terminated Within 30 Days

The KPI Employments Terminated Within 30 Days is now available for the end-to-end process Recruit to Retire. This helps you keep track of the number of employees whose employment will be terminated within the next 30 days.



Vacant Positions

The new KPI Vacant Positions is now available for the end-to-end process Recruit to Retire. This helps you keep track of the number of all unfilled positions that are currently to be hired.

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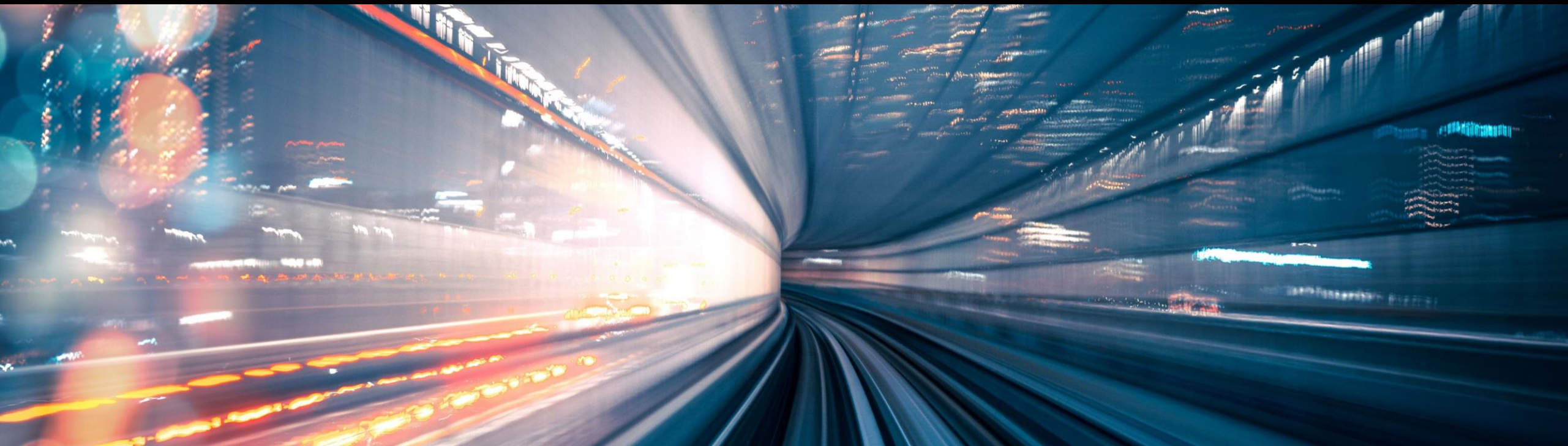
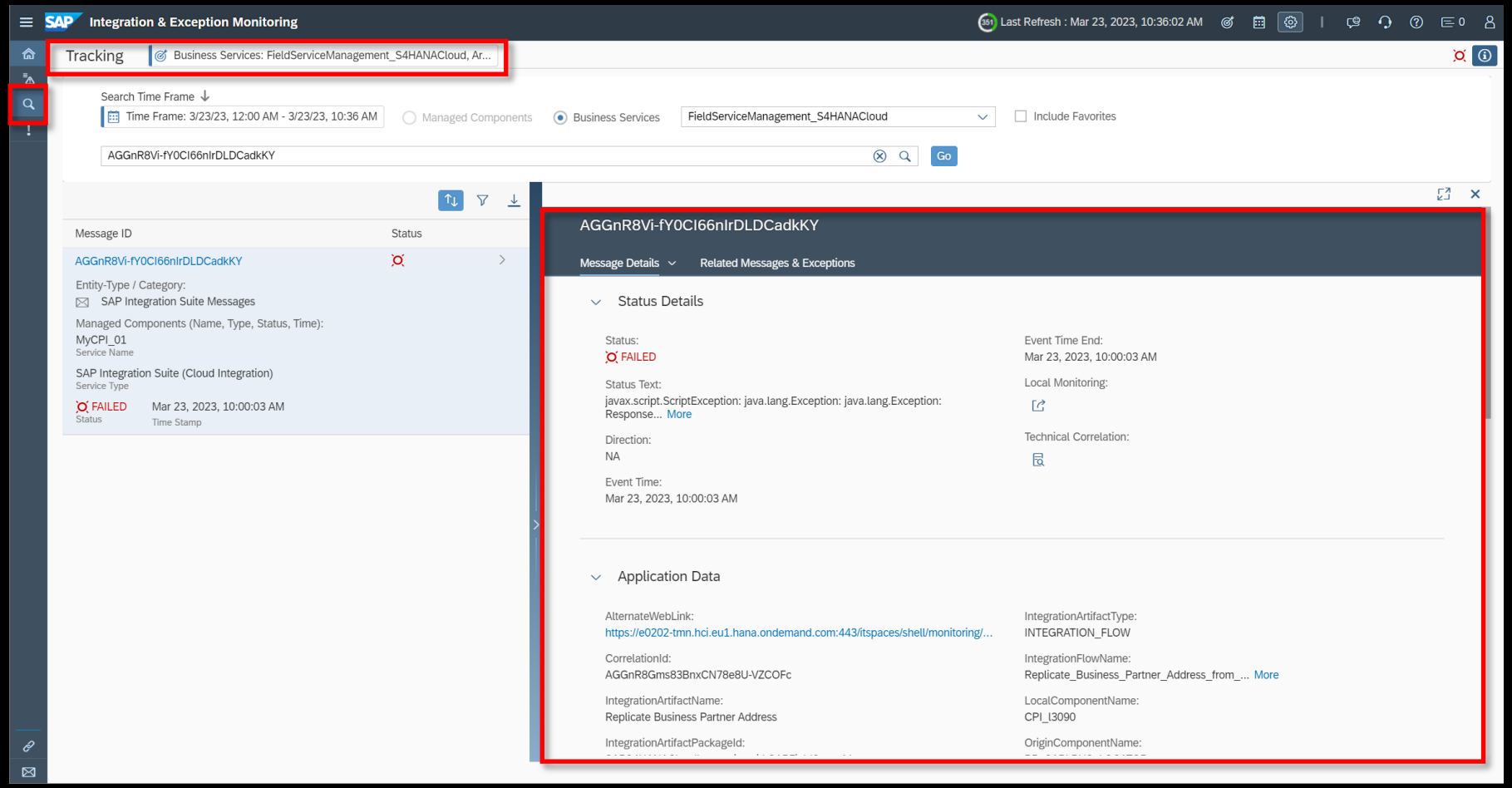
Integration & Exception Monitoring



Integration & Exception Monitoring - New Features delivered in Q1/2023

View Message Details in the Tracking Page

You can view the message details of search result items in the **Tracking page**. The new page design allows you to view message **details of search result items** in the same page without navigating to the single message details page of each item.



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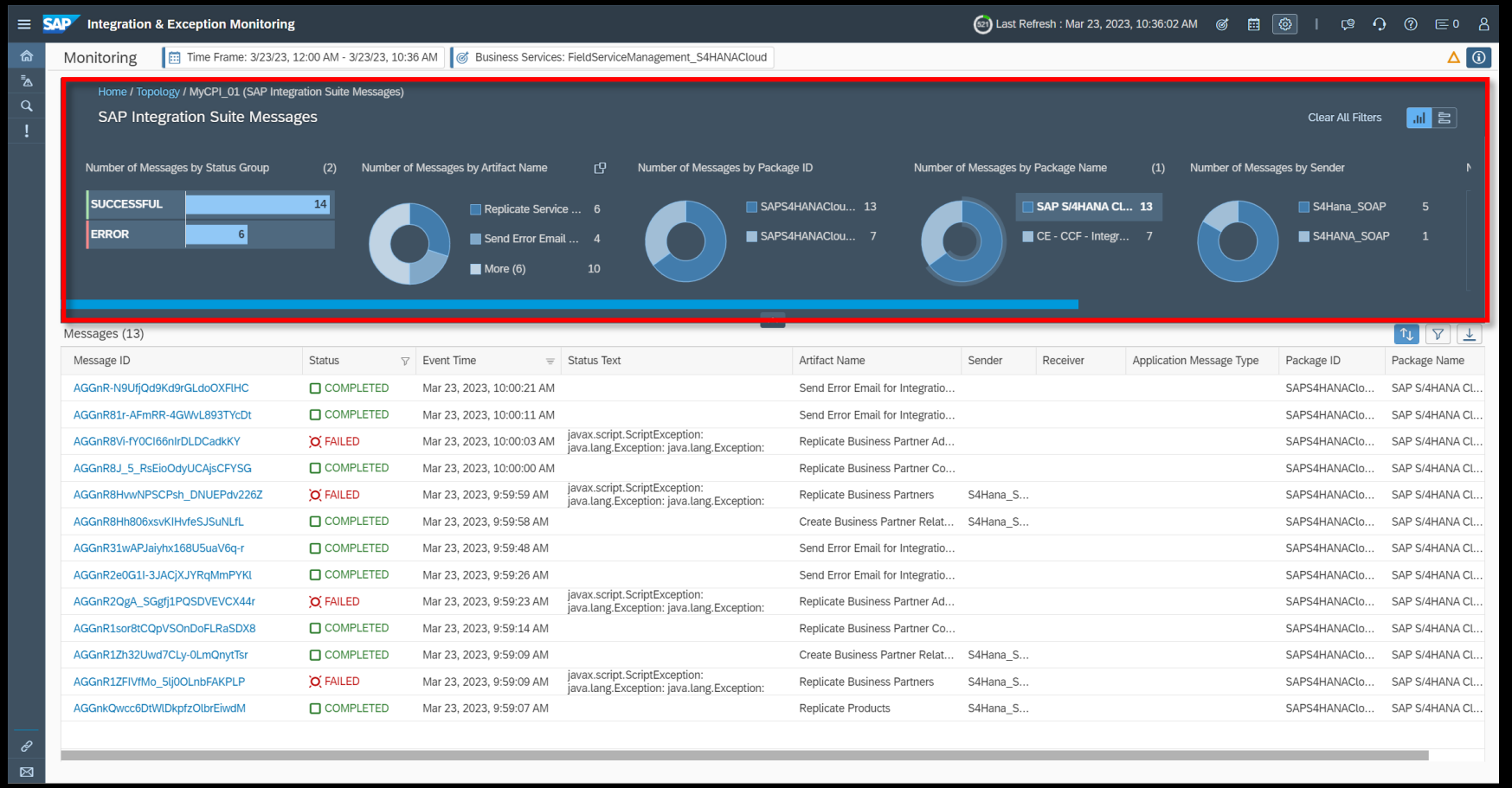
Integration & Exception Monitoring - New Features delivered in Q1/2023

Filter Messages Based on Attribute Values

You can now **filter messages based on message attribute values** in the message category overview page. This option allows you to **filter messages by individual attributes**.



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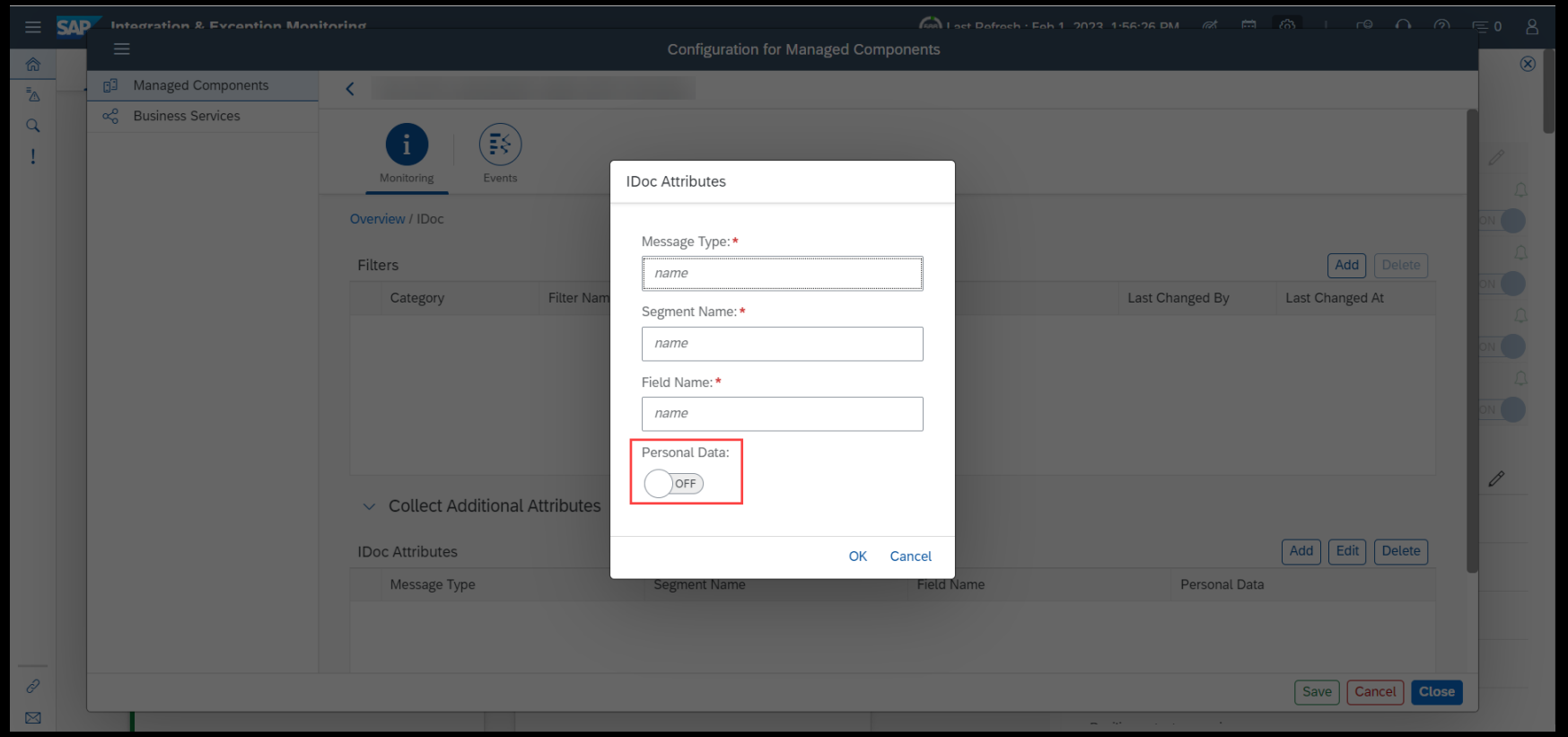
Integration & Exception Monitoring - New Features delivered in Q1/2023

Define Personal Data when Collecting Additional Attributes

As an **administrator** or an **integration expert**, you can **define** whether the additional payload attributes collected in the Collect Additional Attributes section in the configuration screen are **personal data**, which are then only shown to users who have **Integration Owner Sensitive** role.



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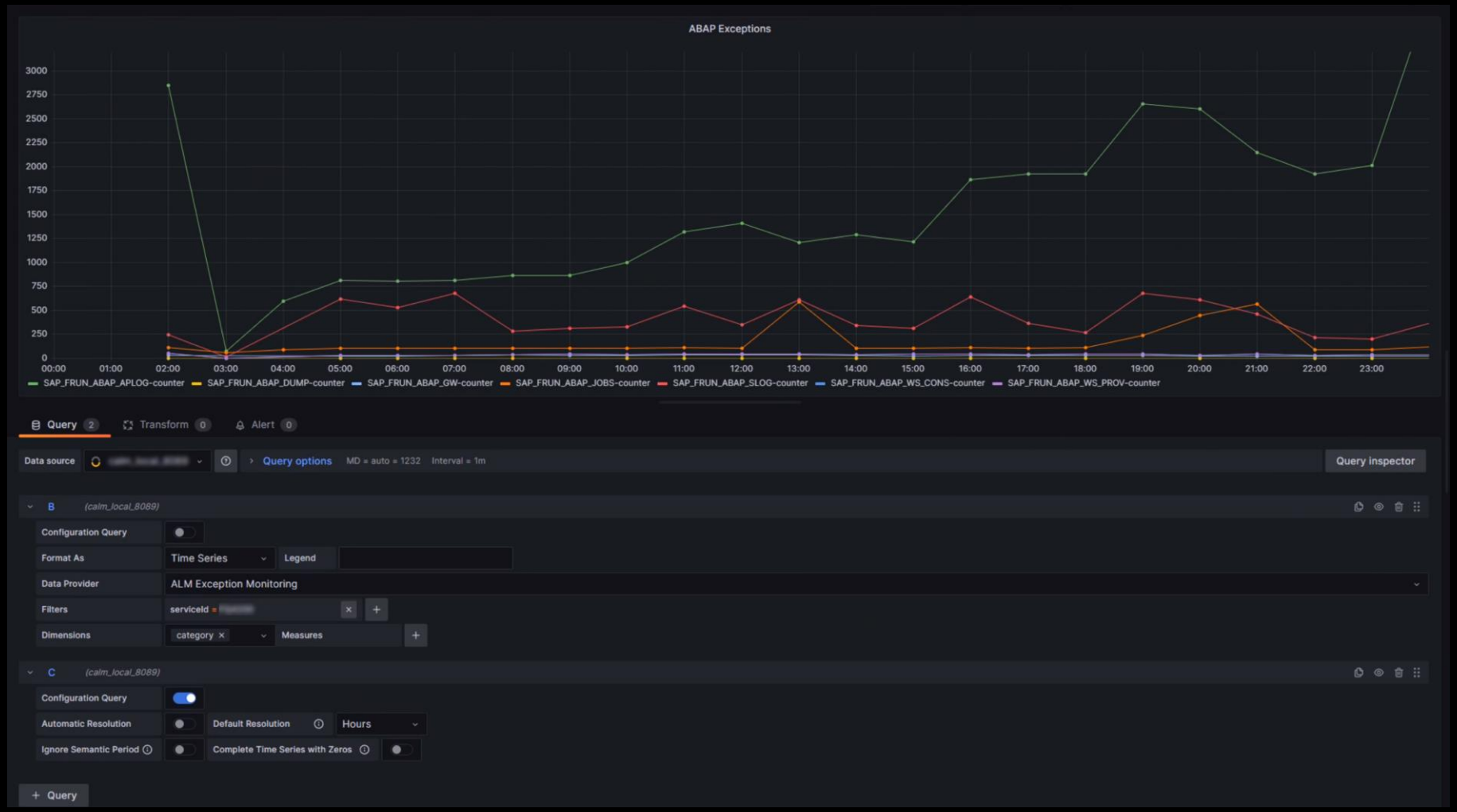
Integration & Exception Monitoring - New Features delivered in Q1/2023

Show Exception Monitoring Counter in External Dashboard

In this first version, you can now **see analytical data (exception counters)** as collected by Exception Monitoring **in external dashboards** (e.g. Grafana) via analytics-api.



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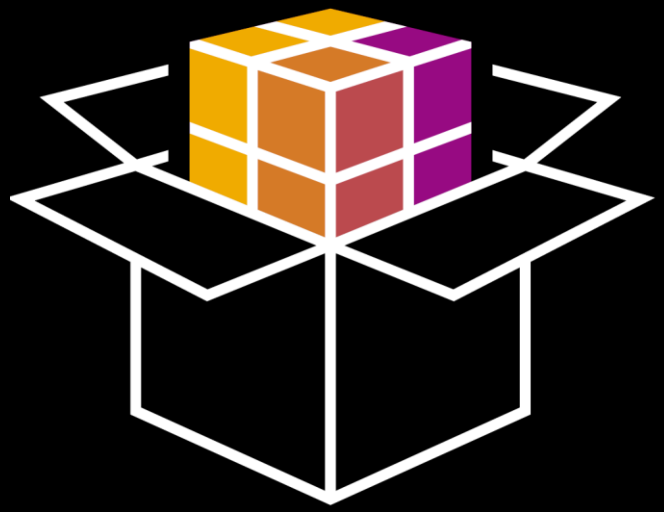
Integration & Exception Monitoring - New Features delivered in Q1/2023

Newly Supported Content



Newly supported **Integration & Exception Monitoring** content:

- You can now monitor following additional message artefacts:
  - **Master Data Native Interface (MDNI)** for **SAP Ariba Procurement** and **SAP Ariba Sourcing**
  - **SAP Business Network for Logistics**
  - **SAP Information Collaboration Hub For Life Sciences**
- You can now monitor following additional exceptions:
  - in the **SAP Analytics Cloud Activity Logs**
  - from the **SAP SuccessFactors Data Replication Monitor**

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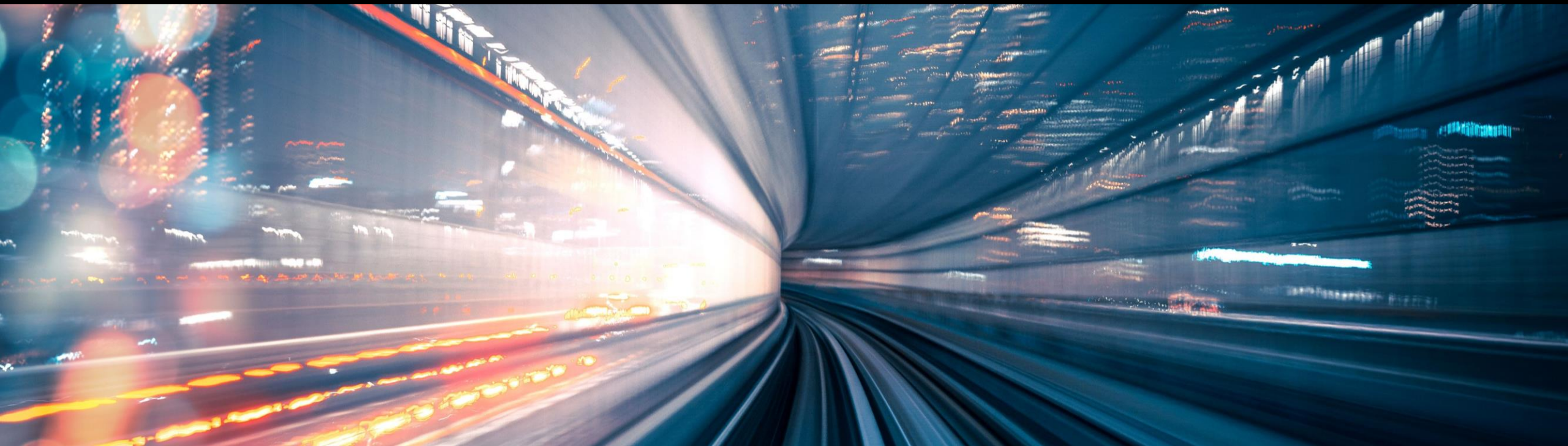
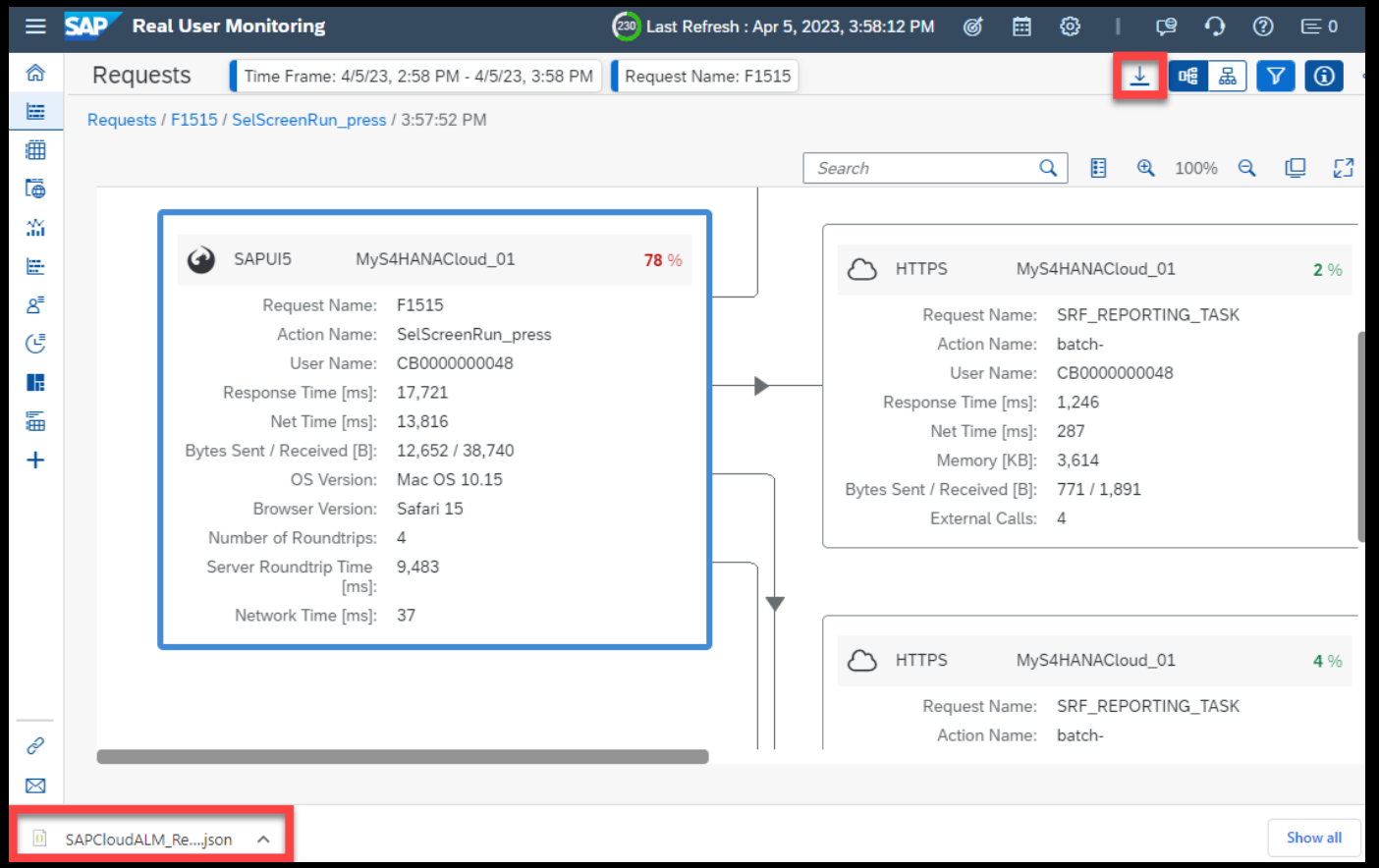
Real User Monitoring



Real User Monitoring - New Features delivered in Q1/2023

Download Context Information on Request Correlations

In the Execution Details of the Request Overview, you can now **download a JSON file** containing context information on **request correlations** in Real User Monitoring.



Download context information on request correlations, this information can be used for **support purposes**.

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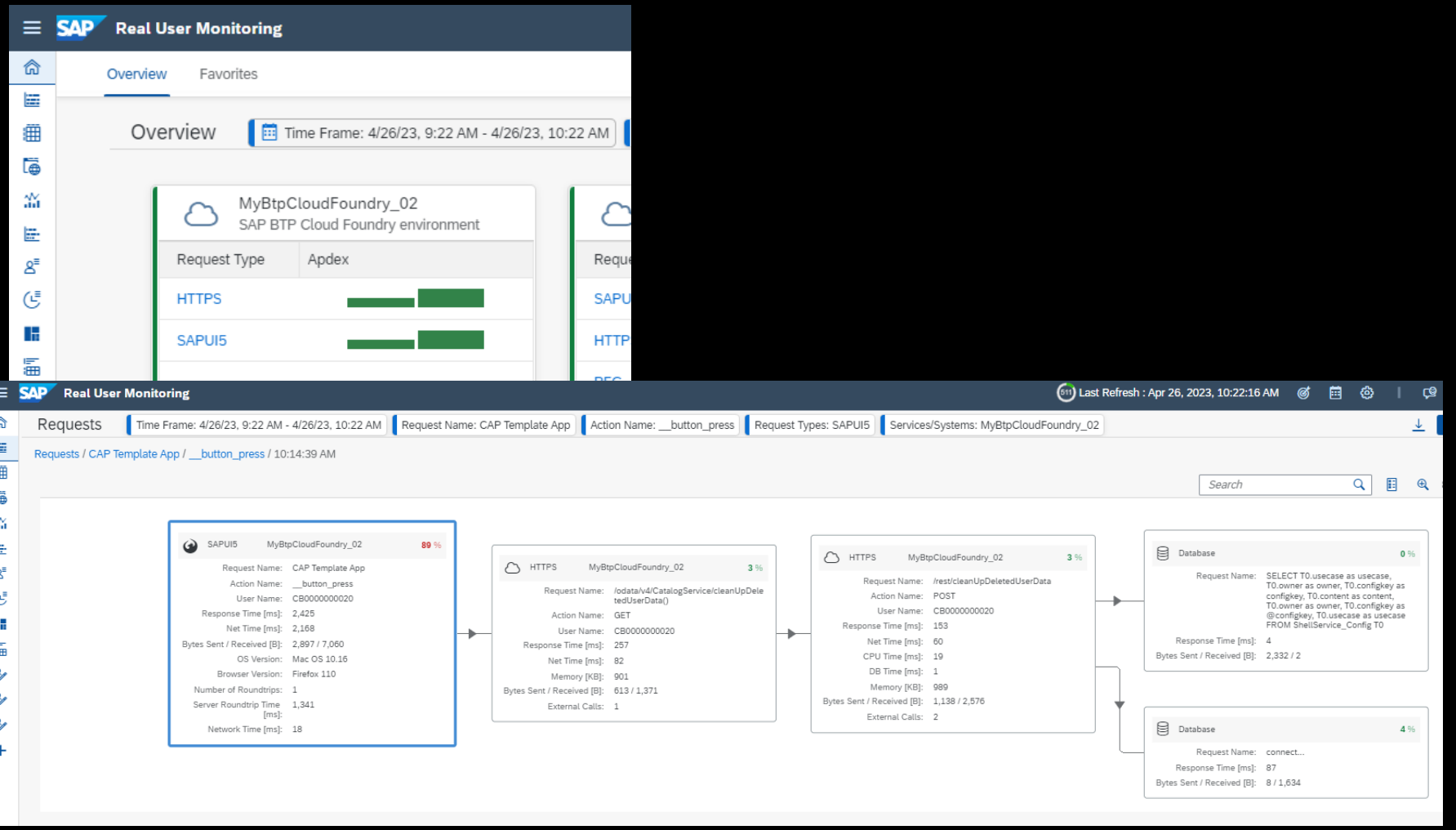
Real User Monitoring - New Features delivered in Q1/2023

New Content: SAP BTP, Cloud Foundry environment



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

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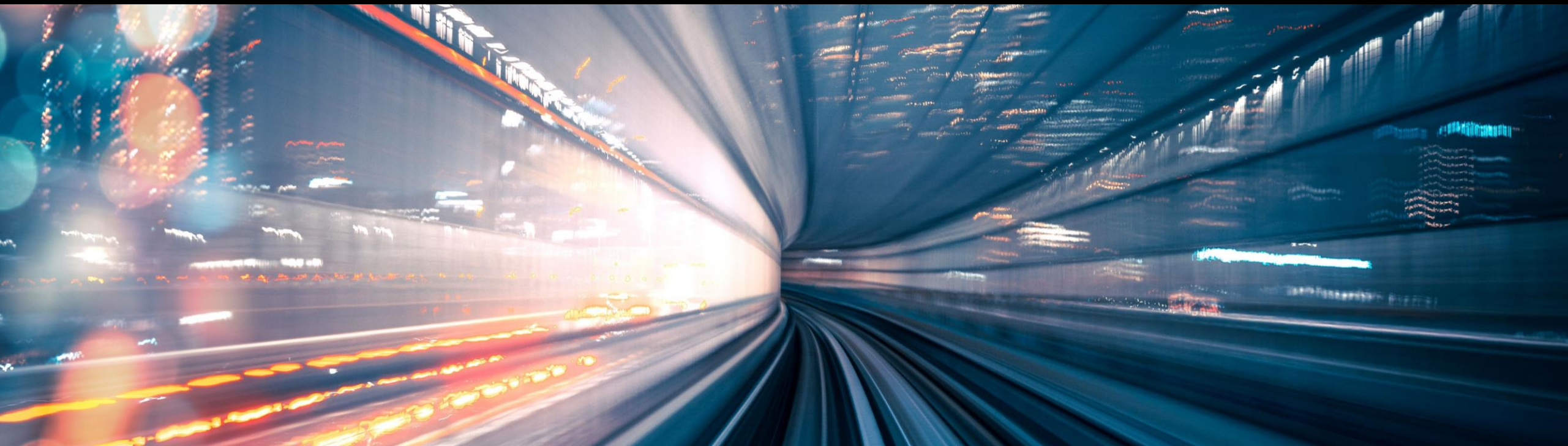
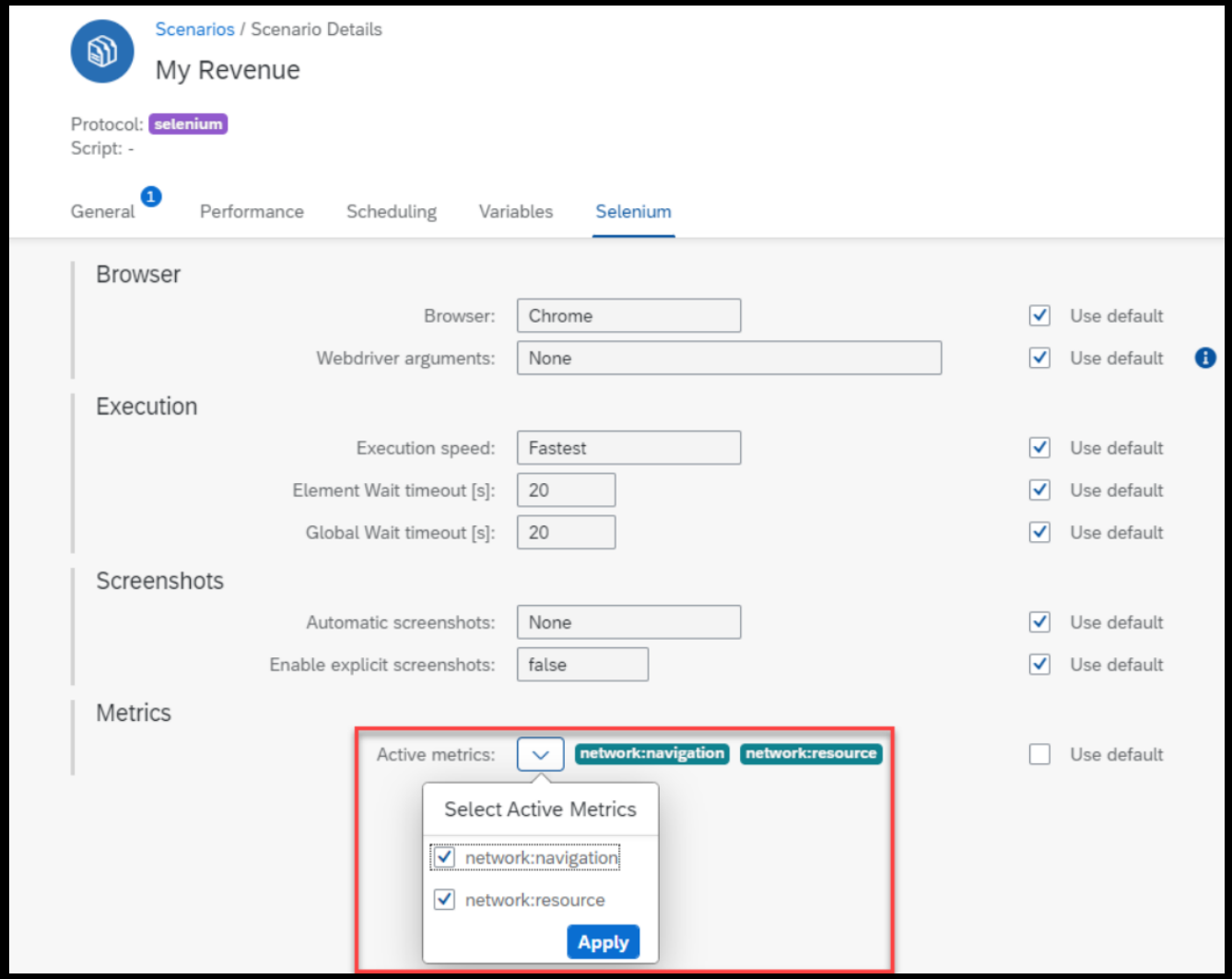
Synthetic User Monitoring



Synthetic User Monitoring - New Features delivered in Q1/2023

New Execution Metrics I

You can now select **Active metrics in the tab Selenium** of the scenario configuration.



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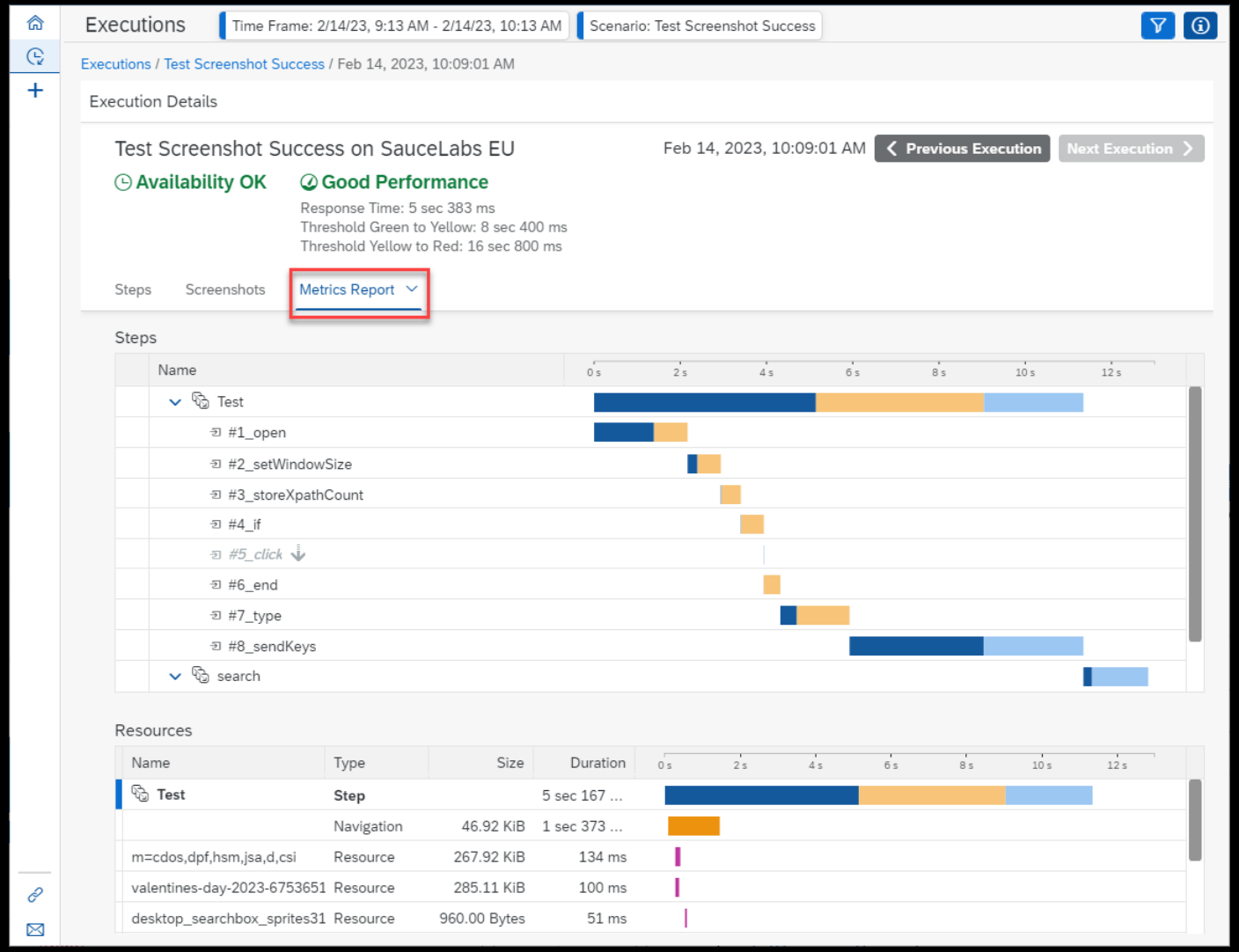
Synthetic User Monitoring - New Features delivered in Q1/2023

New Execution Metrics II

In the **execution details**, this allows you to **display the durations** down **to individual resources loaded in the browser page**, offering a more detailed performance view.



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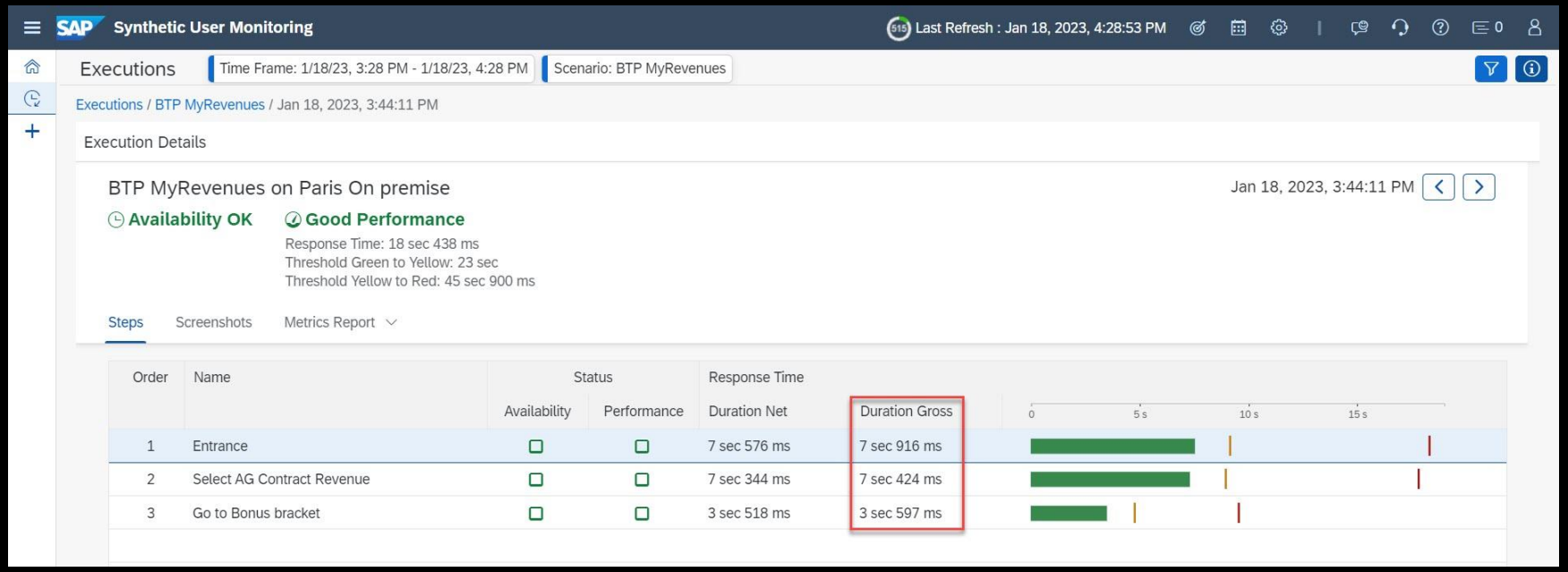
Synthetic User Monitoring - New Features delivered in Q1/2023

Display Gross Duration Times for Execution Steps

In the **Execution Details**, the **gross duration times** for execution steps are now displayed.



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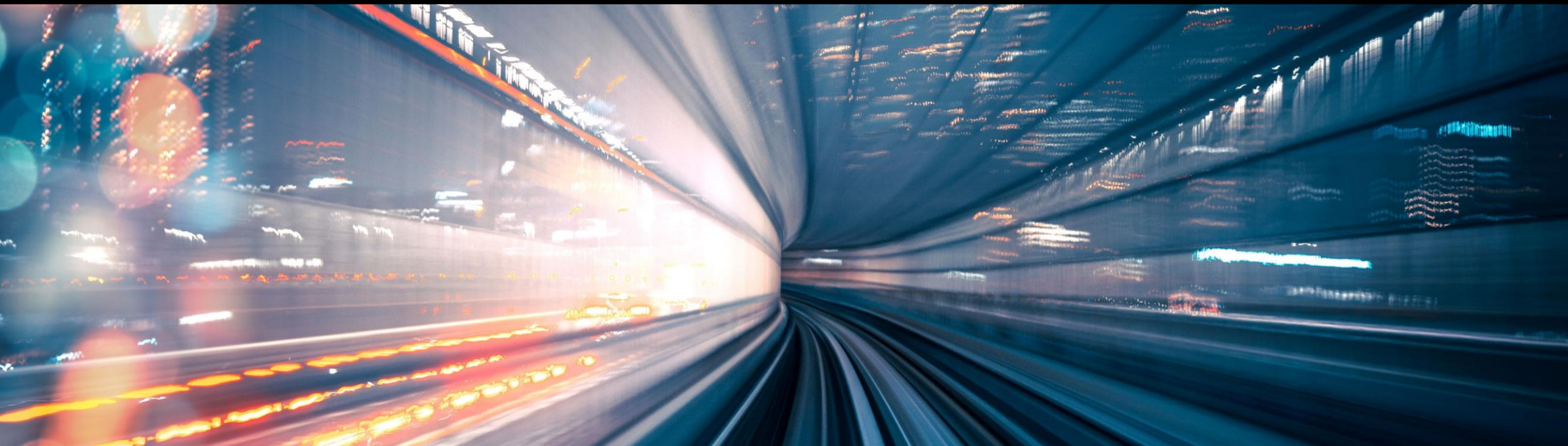
Job & Automation Monitoring

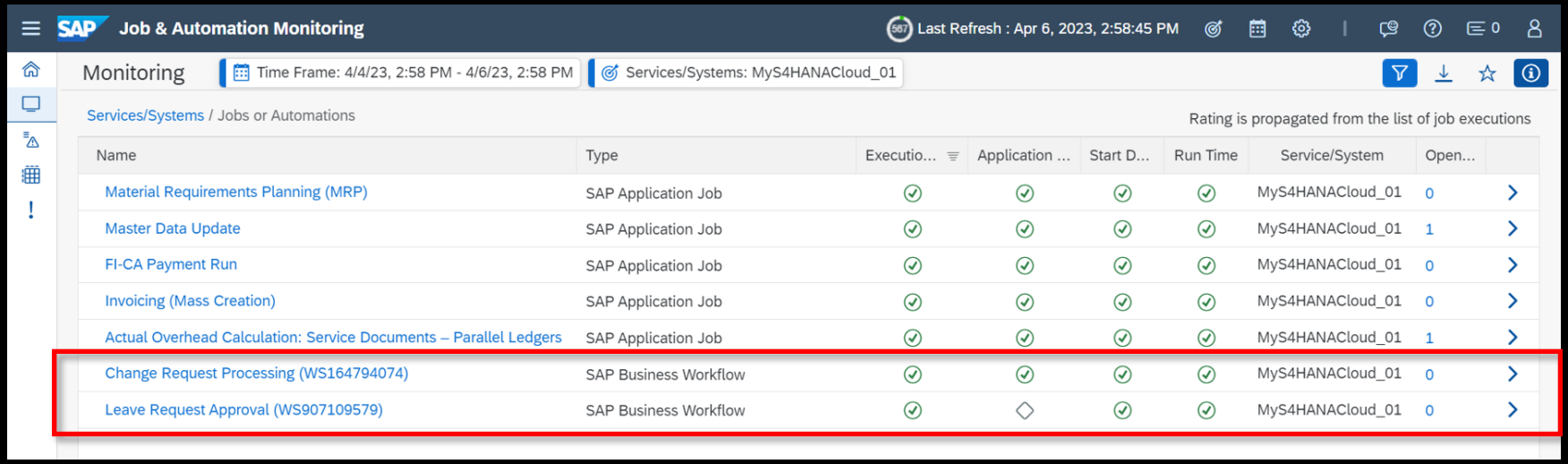


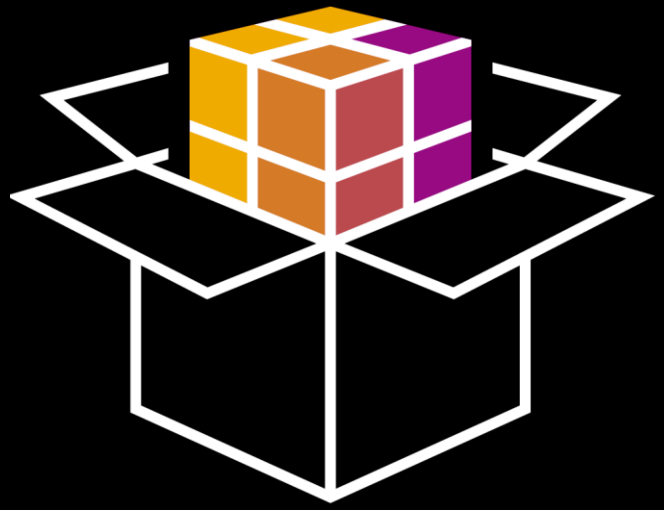
Job & Automation Monitoring - New Features delivered in Q1/2023

Monitor SAP Business Workflows

Newly supported products:

- **You can monitor a new job type, SAP Business Workflow now*.**





*Managed service /system needs to have SAP_BASIS CE2302 / IBP2302 or apply in the ST-PI SP22

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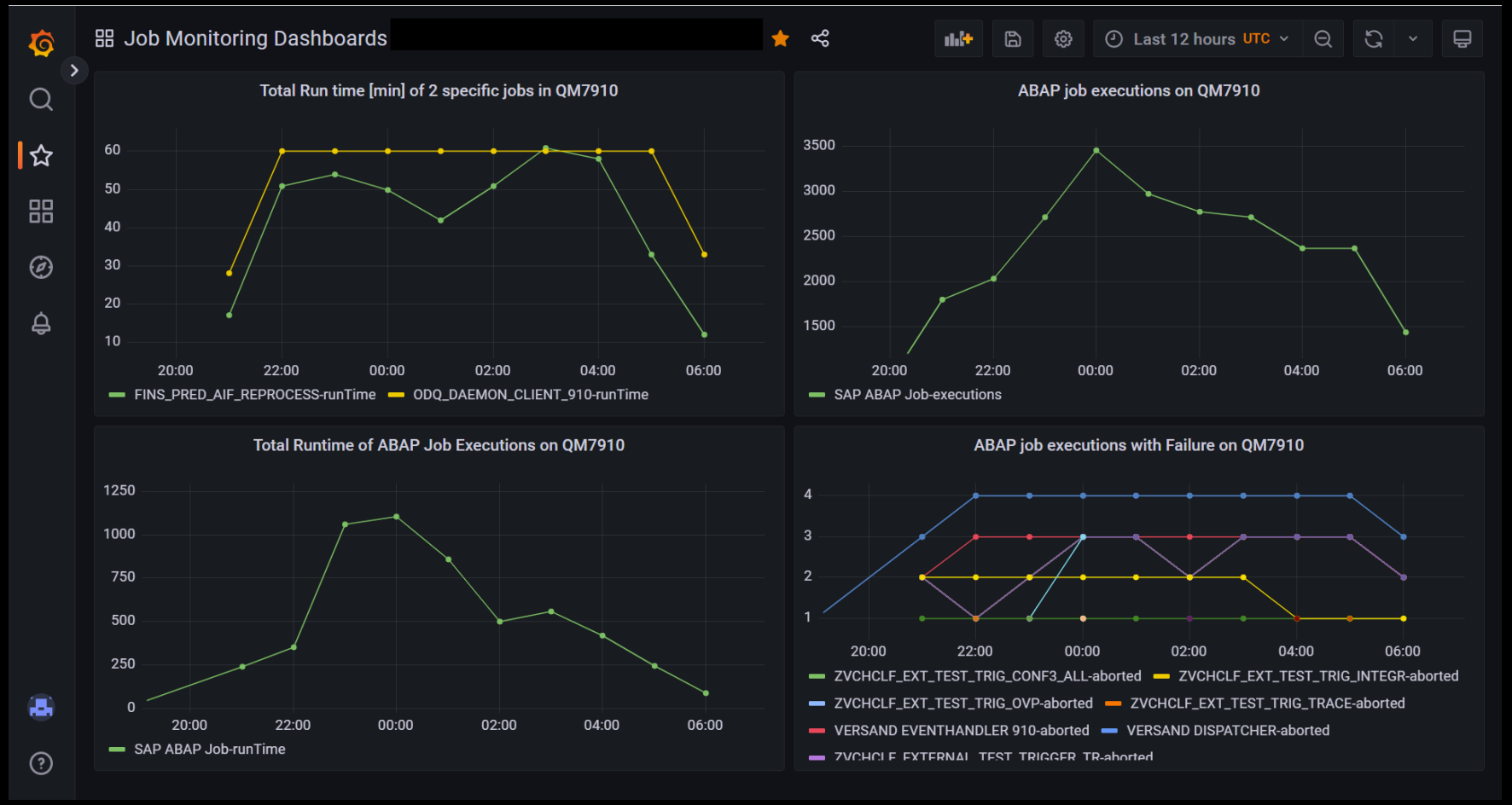
Job & Automation Monitoring - New Features delivered in Q1/2023

Show Job & Automation Monitoring Data in External Dashboard

You can now show **aggregated analytical job execution data** outside of the Job & Automation Monitoring Application in an **external dashboard** (e.g. Grafana) via analytics-api.



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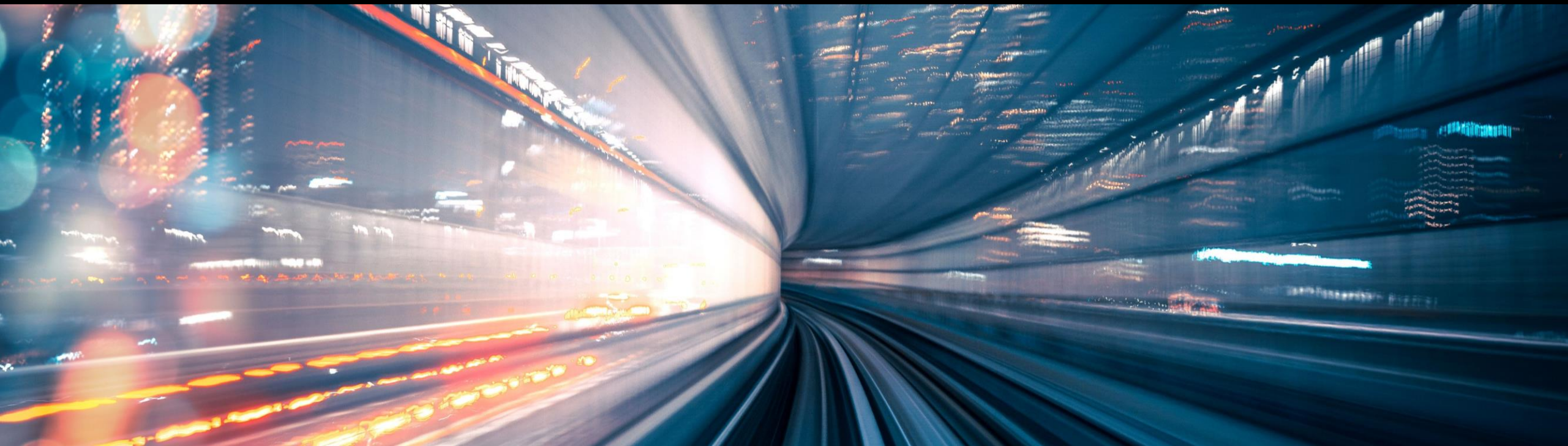
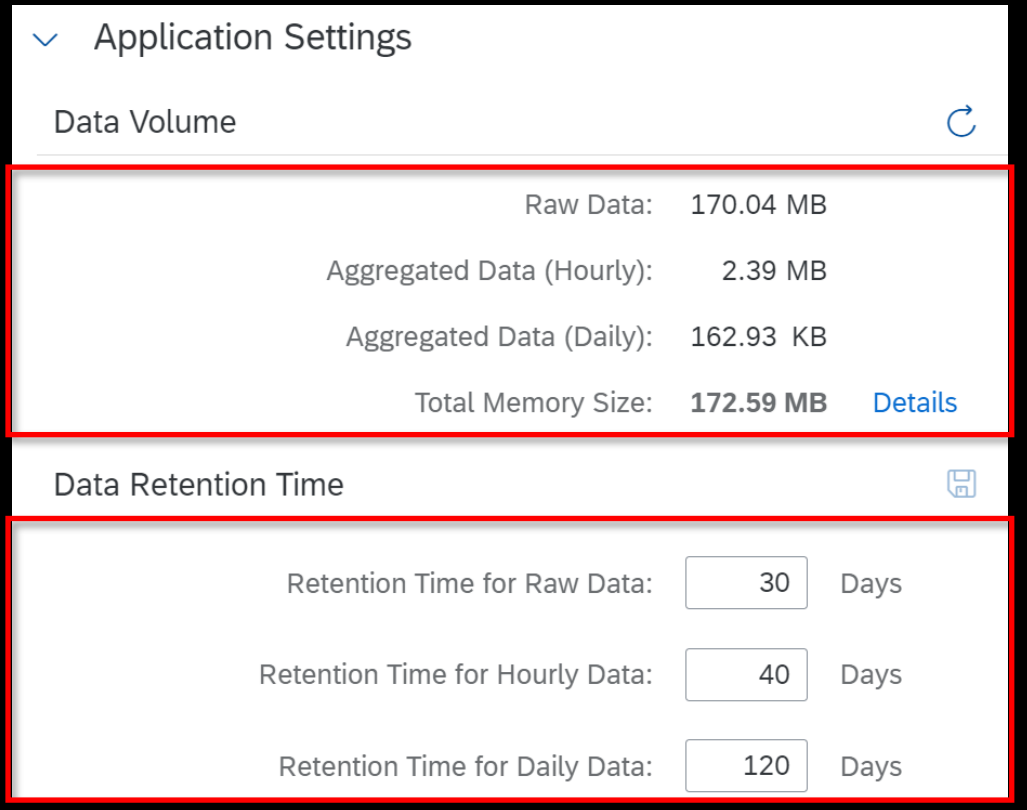
Health Monitoring



Health Monitoring - New Features delivered in Q1/2023

Aggregation of Data After Exceeding the 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.



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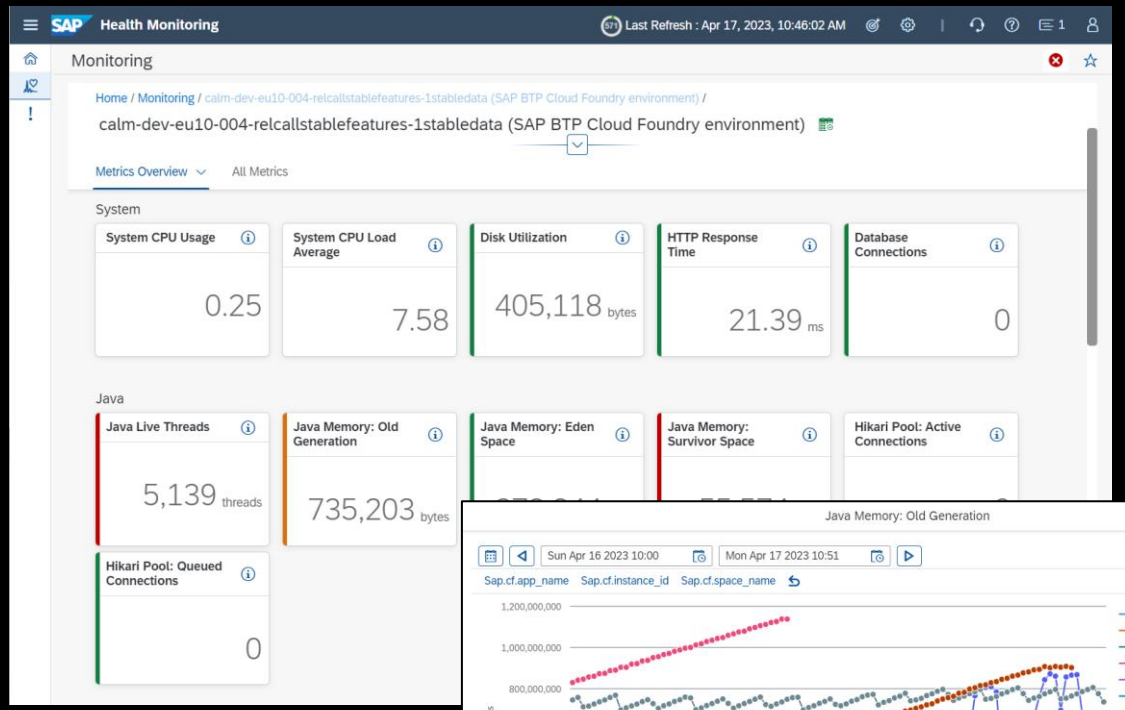
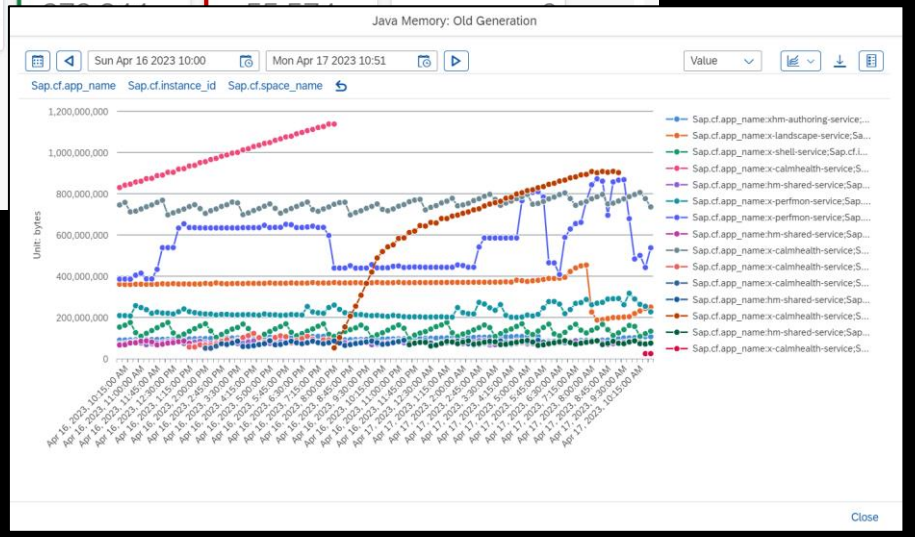
Health Monitoring - New Features delivered in Q1/2023

New Content: SAP BTP, Cloud Foundry environment





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

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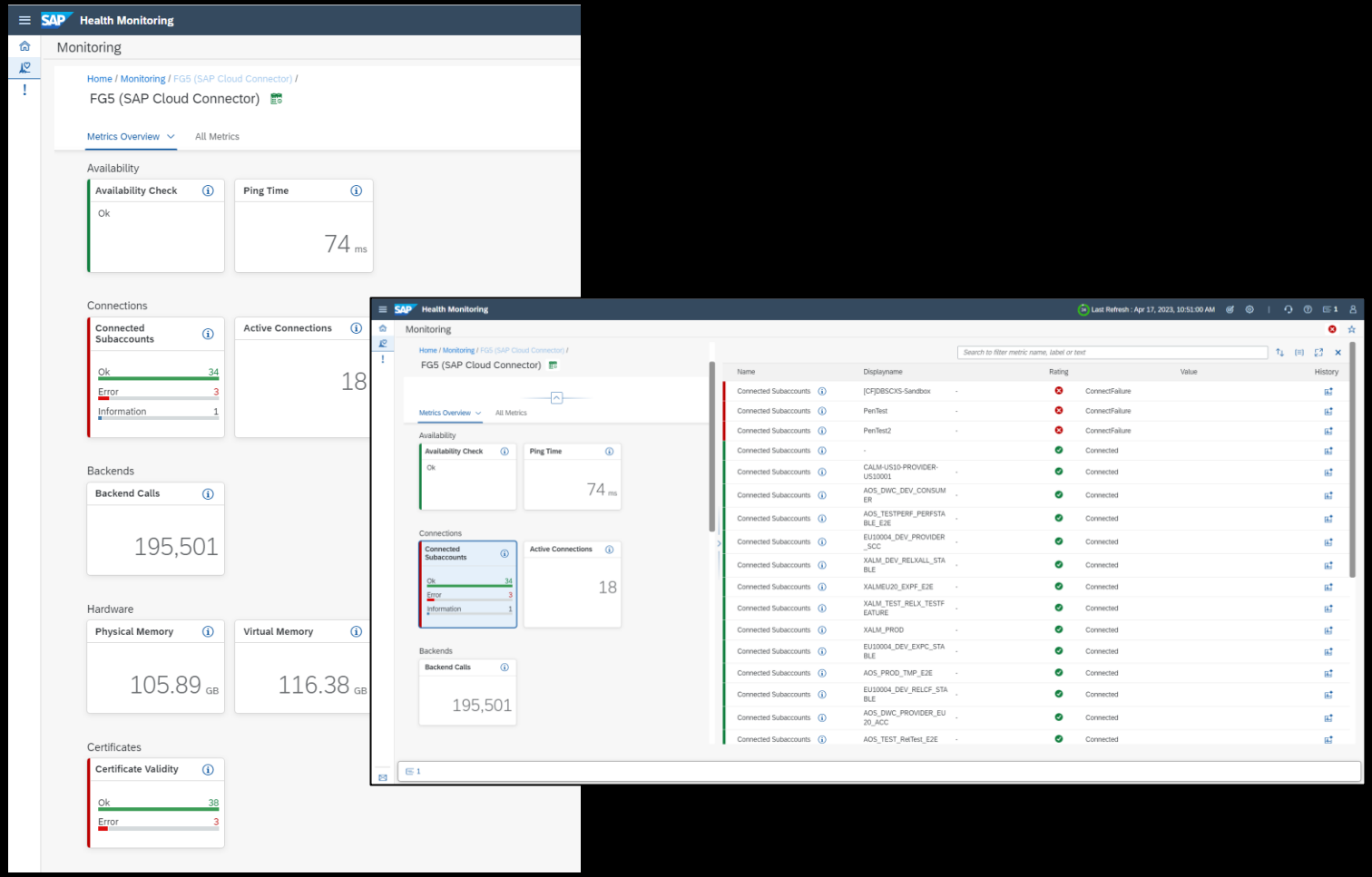
Health Monitoring - New Features delivered in Q1/2023

New Content: SAP Cloud Connector

You can now 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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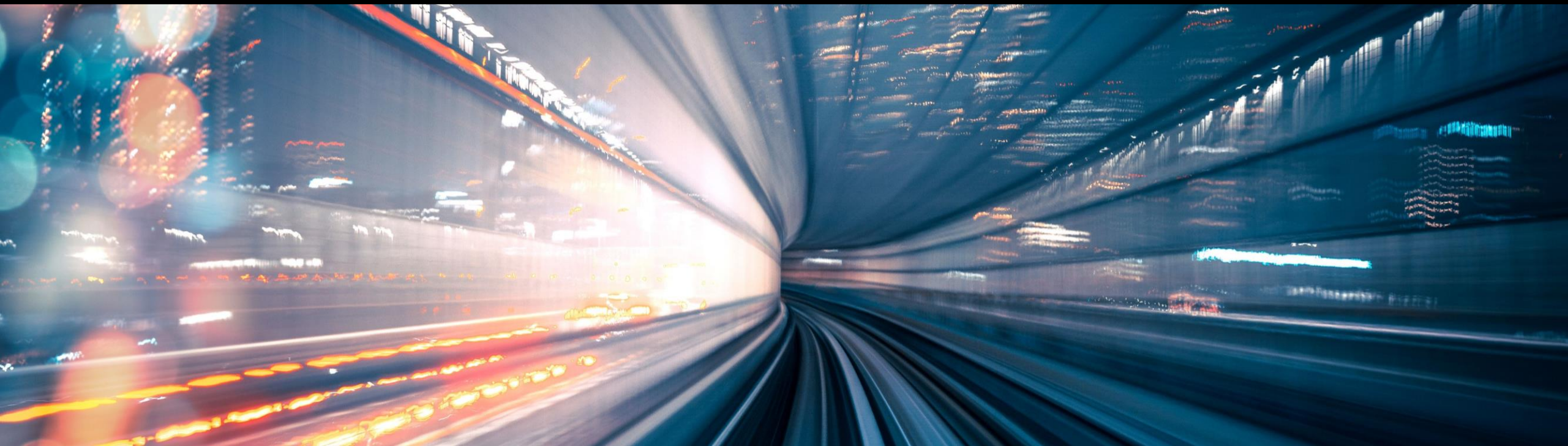
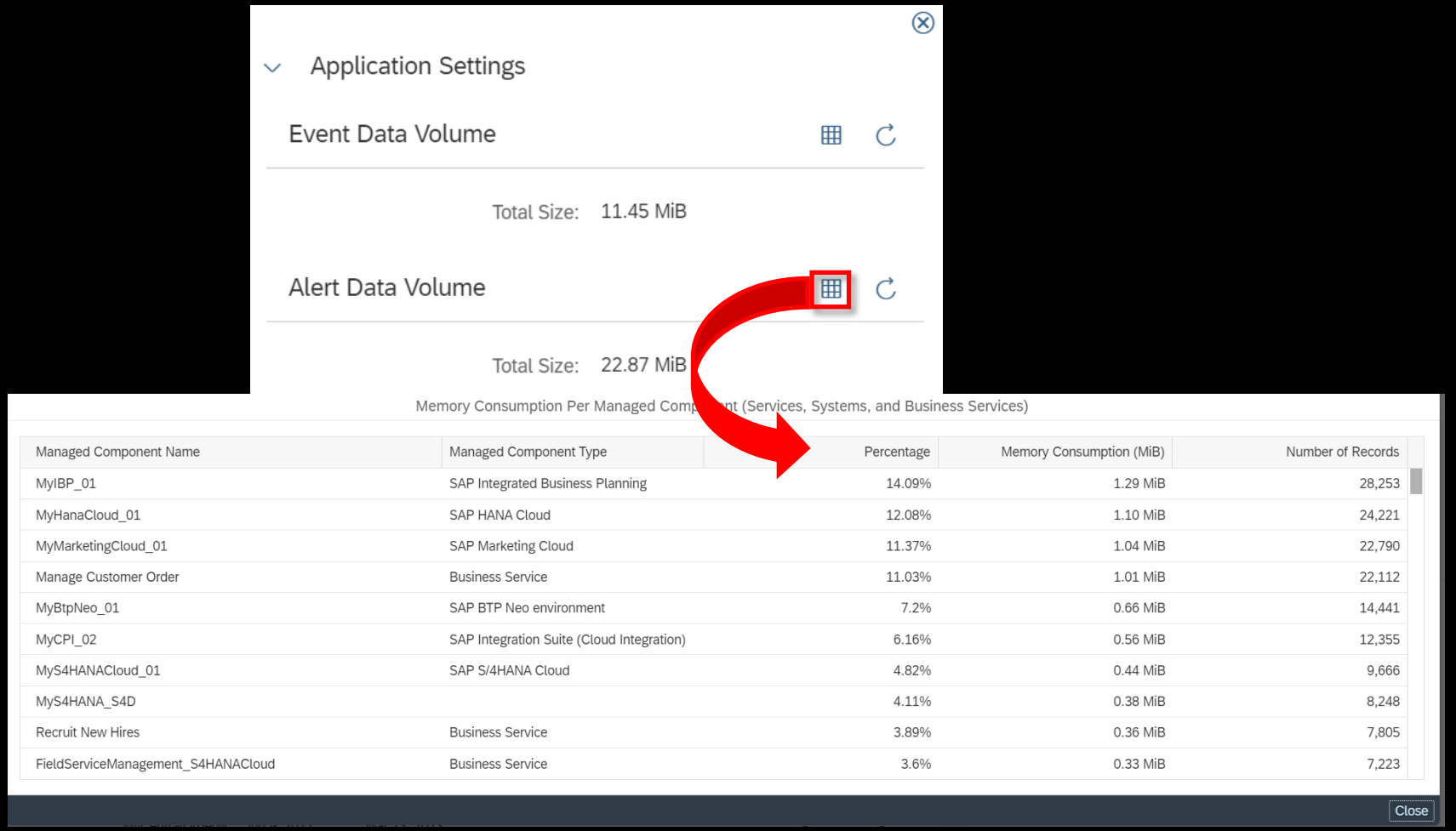
Intelligent Event Processing



Intelligent Event Processing - New Features delivered in Q1/2023

View Data Volume Details

Under the **Application Settings**, you can view the **total database volume** and **alert data volume** of the services, business services, and systems as per the selected scope.



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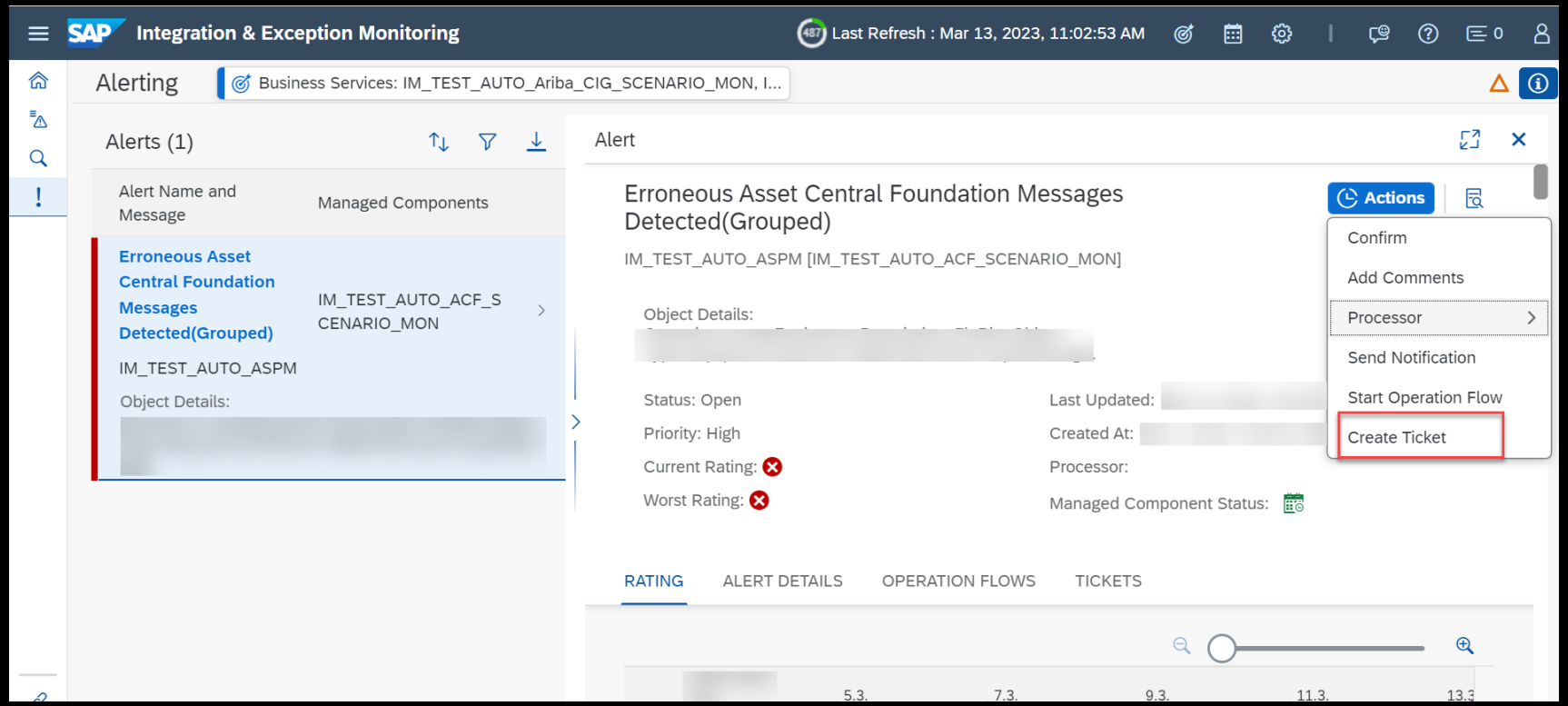
Intelligent Event Processing - New Features delivered in Q1/2023

Manual Creation of Tickets from Alerting Page of any App

You can, as an alert processor, **trigger the creation of a ticket for an alert** from the Alerting page of an app. In the Alert section, choose Actions and select Create Ticket from the dropdown options.



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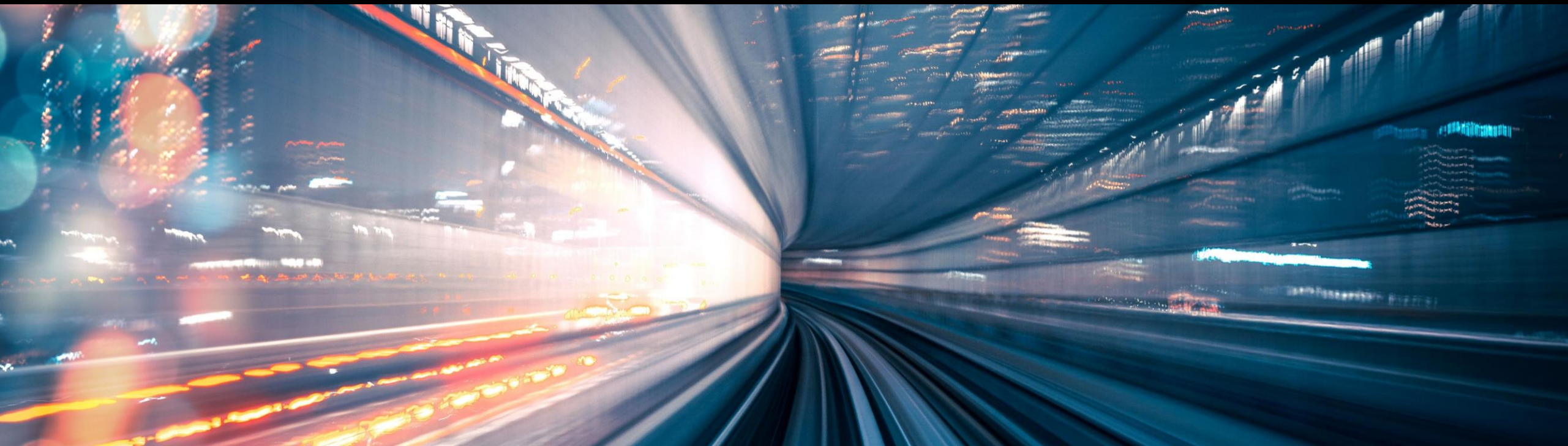
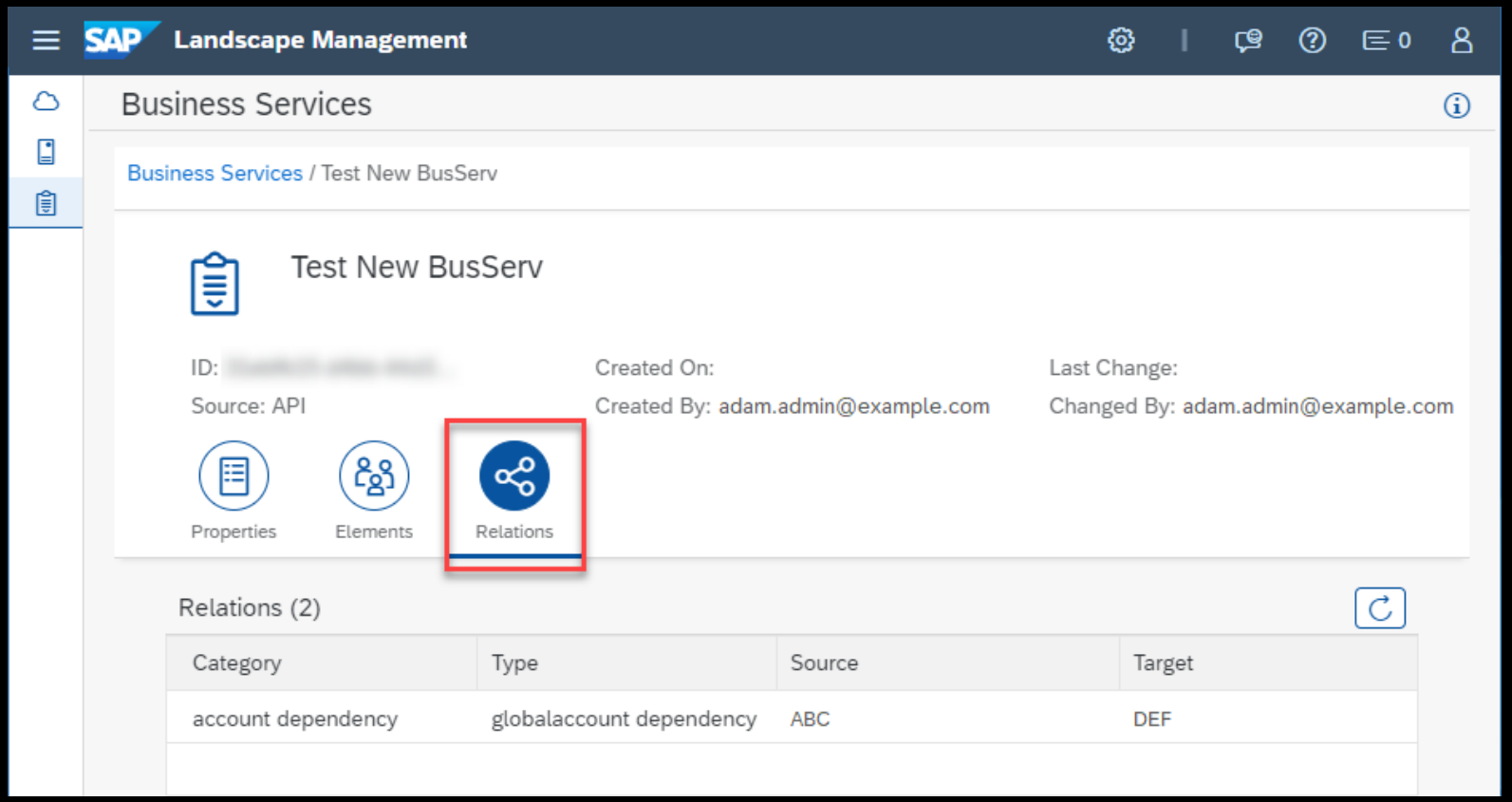
Landscape Management



Landscape Management - New Features delivered in Q1/2023

Enhanced Business Services

To be used by more use cases, the **data model of Business Services** was **enhanced**, comprising properties, elements and their relations. Therefore, in the detail page of a business service a new tab was introduced displaying a **source-target relationship** between systems or services.



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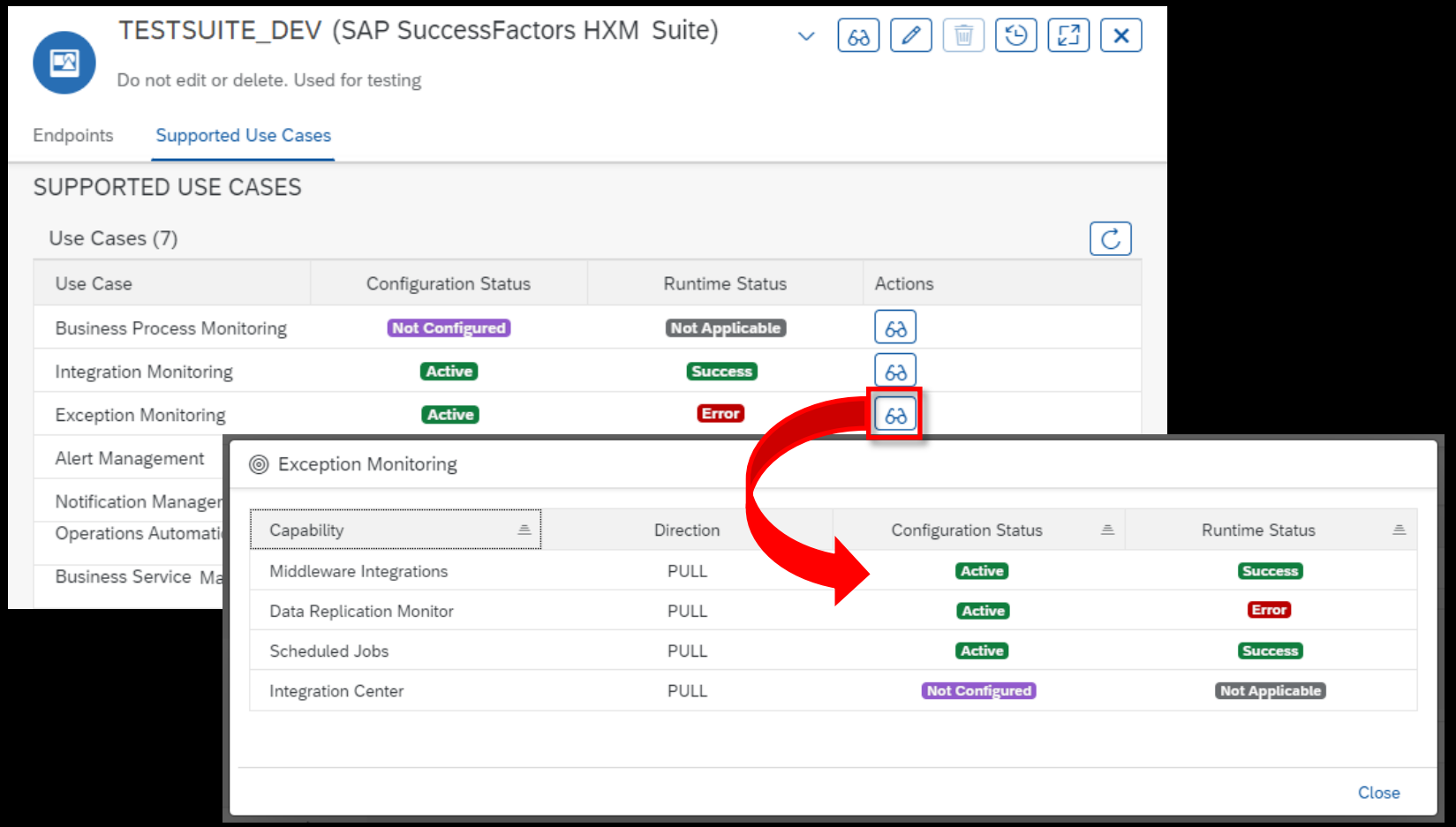
Landscape Management - New Features delivered in Q1/2023

Display of Supported Use Cases

The clarity of the **detail pages for services and systems** has been improved:

- Table of supported use cases
- Display the capabilities that exist for this uses case
- In addition to the **configuration status** a **runtime status** is displayed



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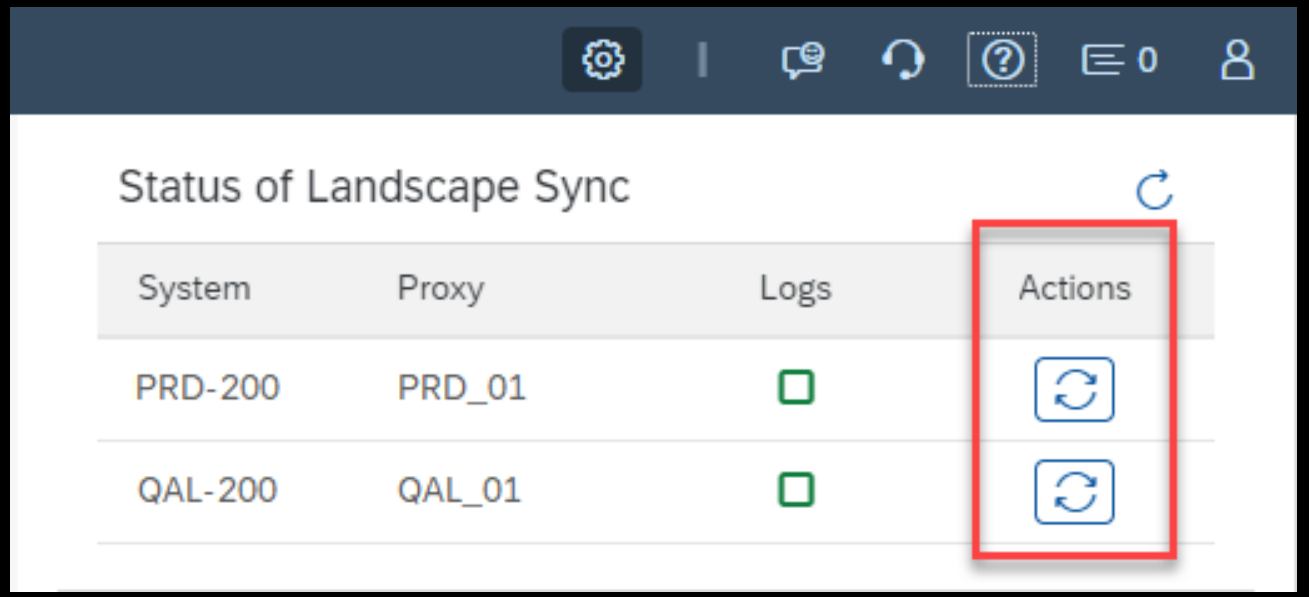
Landscape Management - New Features delivered in Q1/2023

Landscape Sync on Demand



The **Landscape Sync** synchronizes all cloud services of your customer network **from SAP Cloud ALM to a SAP Focused Run system**. It is available as of SAP Focused Run 3.0 FP03, and the standard synchronization job is performed daily. We now introduced the possibility to trigger the synchronization ad-hoc.

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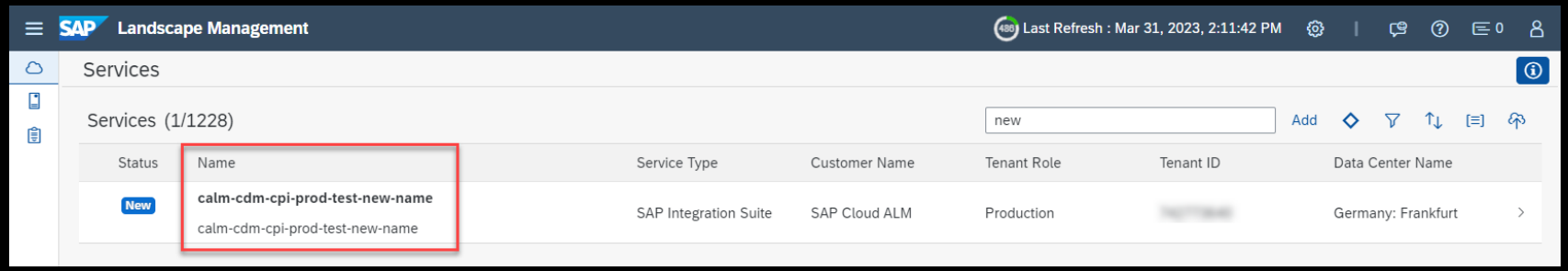
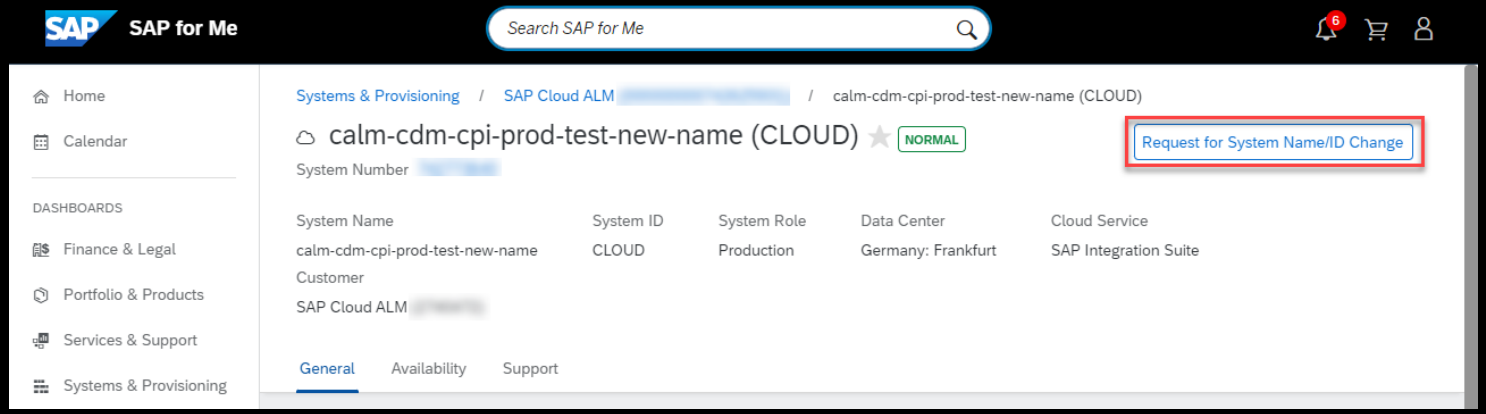
Landscape Management - New Features delivered in Q1/2023

Change Cloud Service Name via SAP for Me



In **Landscape Management** we now display the **customer tenant name** instead of the SAP default tenant name, if it is maintained by the customer. The customer can change the customer tenant name, via a service request in SAP for Me. The **name change will reflect in LMS** after the next SLIS import.



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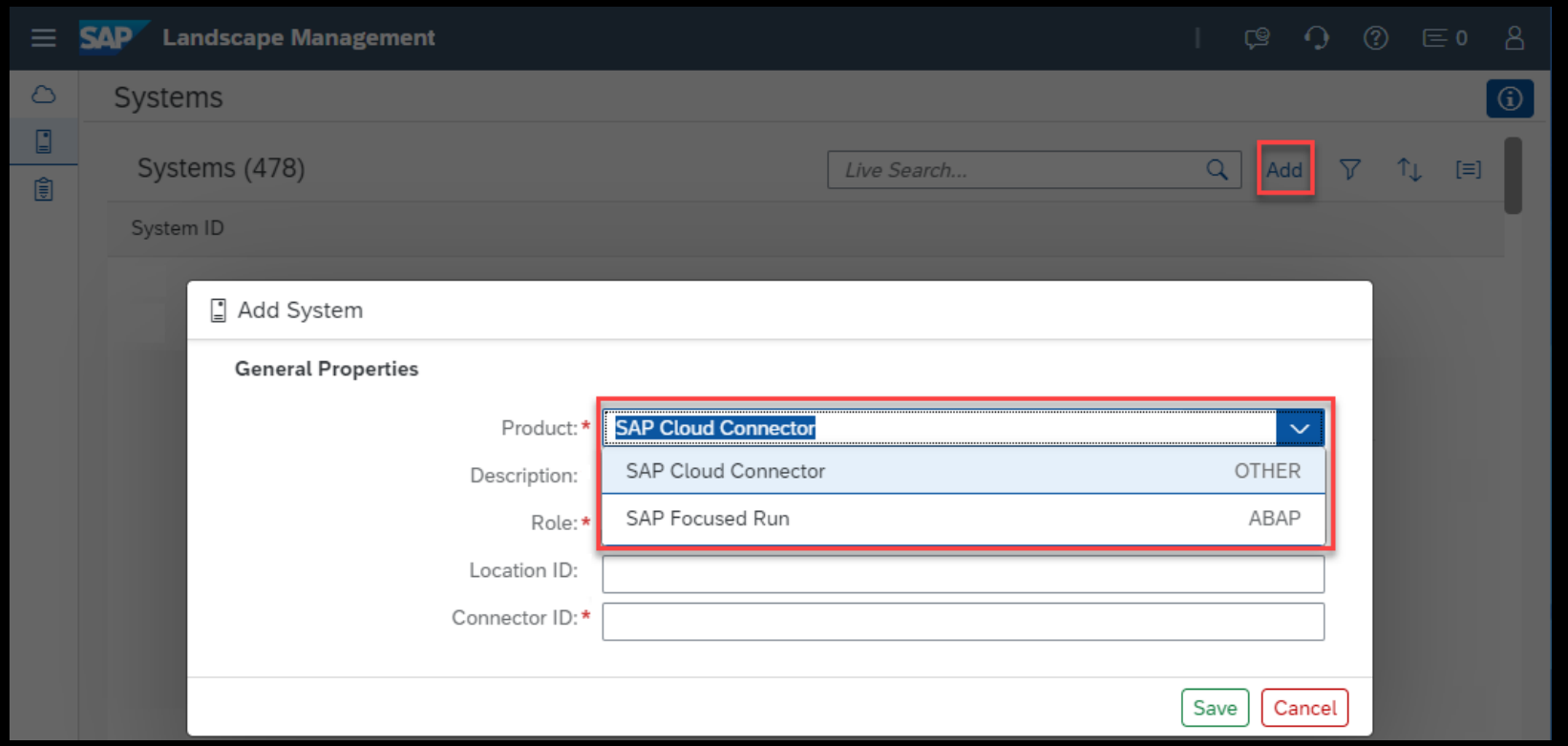
Landscape Management - New Features delivered in Q1/2023

Add System Type SAP Cloud Connector



You can now add the system type **SAP Cloud Connector** to SAP Cloud ALM **manually**. For more information about the system parameter, see the in-app help in the popup for **Add System**.

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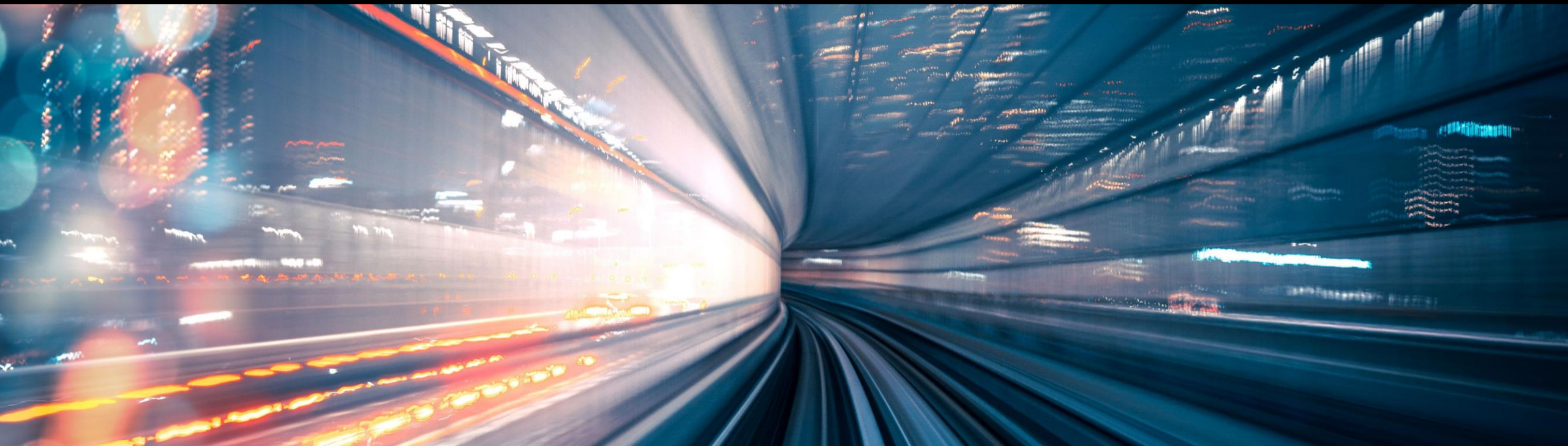
New Infrastructure

SAP Cloud ALM for Operations
Open Telemetry @ SAP



Planned

Next Generation - Data Collection Infrastructure - Goals

Provide **sufficient instrumentation support** ➔ Addressed by **Data Collection Instrumentation**

- Minimize instrumentation efforts at customer and SAP side
- Use standard Open Telemetry, whenever possible ➔ Extend standard Open Telemetry, whenever necessary
- Support all use cases as standardized as possible e.g. connectivity handling
- Enable end-to-end correlation by hybrid approach of SAP Passport and Open Telemetry based correlation

Provide **unified data collection runtime** ➔ Addressed by **Data Collector Runtime**

- Unify runtime for push based and pull based data collection
- Provide unified approach for customer facing as well as SAP internal use cases
- Replace customer managed connectivity with SAP managed connectivity for SaaS scenarios
- Increase quality of data delivery by efficient queuing

Provide **unified approach for data routing and data exchange** ➔ Addressed by **SAP Cloud ALM**

- Enable dynamic routing of data to corresponding SAP Cloud ALM tenant across data centers
- Embrace openness regarding data exchange:
  - Import data from 3rd party services/systems based on Open Telemetry based inbound API's
  - Export data to 3rd party services/systems based on Open Telemetry based outbound API's
  - Forward data to SAP Focused Run
- Increase quality of data delivery by efficient queuing

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Planned

Producer

Routing

Consumer

SaaS scenario (multiple tenant - provider account)

Data Collection Instrumentation

OTEL Extensions

Open Telemetry

Pull based Data Providers

SAP Cloud LOB owned data providers as Dynatrace, Prometheus ..

PaaS scenario (single tenant – cons. account)

Data Collection Instrumentation

OTEL Extensions

Open Telemetry

Pull based Data Providers

3rd party data providers for non-SAP products e.g. data for salesforce.com

Runtime data

Configuration data

Runtime data

Runtime data

Configuration data

Runtime data

Data Collector Runtime

Push Receiver

Pull Receiver

Dynatrace

…

Queuing

Customer Distributor

Cross Customer Distributor

Open ALM Proxy

SAP Focused Run Proxy

SAP Cloud ALM

Data Routing Infrastructure

Open ALM Inbound API

Queuing

CALM Customer Tenant

SAP Focused Run Proxy

CALM Database

Open ALM Outbound API

Runtime data

Configuration data

Runtime data

Runtime data

Configuration data

SAP Focused Run

Used for cross customer cloud operations

Other SAP internally used tools e.g. cross customer data lake

3rd Party tools e.g. Grafana, Splunk, AppDynamics, Prometheus, …

Open ALM Outbound API

SAP Focused Run

SAP Internal

Customers/Partners

Planned Support for Open Telemetry Signals

This is the current state of planning and may be changed by SAP at any time.

Use Case	Metrics		Logs		Traces	
	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound
Business Process Monitoring	Yes (2023)	Yes (2024)	No	No	No	No
Integration Monitoring	Yes (2024)	No	Yes (2023)	Yes (2024)	No	No
Exception Monitoring	Yes (2024)	No	Yes (2023)	Yes (2023)	No	No
Real User Monitoring	Yes (2023)	Yes (2024)	No	No	Yes (2023)	Yes (2023)
Synthetic User Monitoring	Yes (2024)	No	No	No	Yes (2024)	Yes (2024)
Job & Automation Monitoring	Yes (2024)	No	Yes (2023)	Yes (2024)	No	No
Configuration & Security Analysis	No	No	Yes (2024)	Yes (2024)	No	No
Health Monitoring	Yes (2023)	Yes (2023)	No	Yes (2024)	No	No
Business Service Management	No	No	Yes (2024)	Yes (2024)	No	No
Intelligent Event Processing	No	No	Yes (2024)	Yes (2024)	No	No

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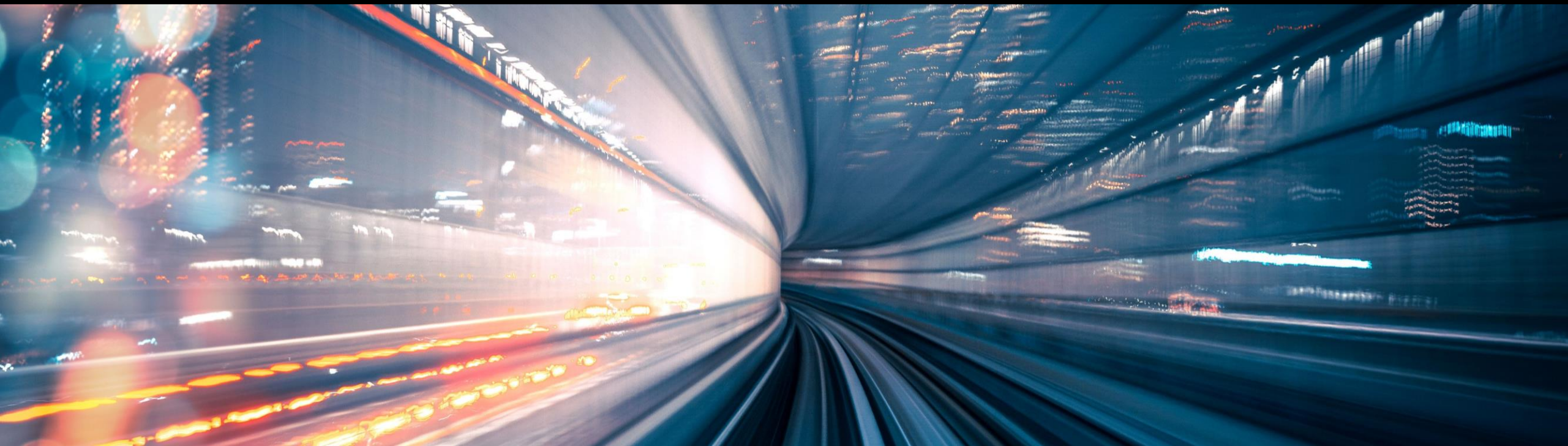
SAP Cloud ALM for Operations
Roadmap



This is the current state of planning and may be changed by SAP at any time.

SAP Cloud ALM for Operations – Functional Roadmap

H2 2022

- Propagation of status events from Business Service Management to monitoring use cases
- Unified aggregation & house-keeping
- Outbound analytics API's for most of the monitoring use cases
- Context sensitive navigation from monitoring to alert inbox for several monitoring use cases
- Configuration & Security Analysis
- Generic event-to-ticket integration
- Outbound API for status events

H1 2023

- Event configuration variants
- SAP defined default content for health monitoring
- User interface redesign for integration monitoring
- Implementation of next generation data collection infrastructure
- Alerting in Synthetic User Monitoring
- Generic event-to-task integration
- Generic event-to-chat integration
- Unified configuration user interface

H2 2023

- Propagation of status events from monitoring use cases to Business Service Management
- Inbound API's for monitoring use cases
- Outbound API's for monitoring use cases
- Adoption of next generation data collection infrastructure
- Threshold-less alerting for Real User and Synthetic User Monitoring
- Authorization concept from functional and data perspective
- Deeper integration with SAP Focused Run

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SAP Roadmap for SAP Cloud ALM

This is the current state of planning and may be changed by SAP at any time.

SAP Cloud ALM for Operations – Content Roadmap

	Currently available			Planned
Business Process Monitoring	SAP S/4HANA Cloud & PCE SAP S/4HANA & SAP Business Suite	SAP SuccessFactors SAP Cloud for Customer		SAP Ariba plus enhancements fo S/4HANA, SAP Business Suite and SAP SuccessFactors HXM Suite
Integration & Exception Monitoring	SAP S/4HANA Cloud & PCE SAP S/4HANA & SAP Business Suite SAP Marketing Cloud SAP Cloud for Customer SAP Integrated Business Planning SAP Business ByDesign SAP Order Management foundation SAP SuccessFactors	SAP Ariba SAP Concur SAP Fieldglass SAP Intelligent Asset Management SAP Field Service Management SAP Life Sciences Cloud SAP Omnichannel Promotion Pricing SAP Business Network for Logistics	SAP Process Integration (Java) SAP Integration Suite (CI) SAP Master Data Integration SAP Mobile Services SAP Data Intelligence SAP Analytics Cloud SAP BTP NEO PaaS SAP BTP ABAP PaaS	SAP Consumers Industry Cloud SAP Ariba SLP SAP Subscription Billing SAP Edge Integration Cell SAP Digital Manufacturing Cloud SAP Cloud for Projects SAP Variant Config. and Pricing SAP Event Broker SAP BTP CF PaaS (Java, node.js)
User & Performance Monitoring	SAP S/4HANA Cloud & PCE SAP S/4HANA & SAP Business Suite SAP Cloud for Customer SAP Marketing Cloud	SAP Integrated Business Planning SAP SuccessFactors EC Payroll SAP Data Quality Management	SAP BTP ABAP PaaS SAP BTP NEO PaaS SAP BTP CF PaaS (Java, node.js)	SAP Analytics Cloud
Job & Automation Monitoring	SAP S/4HANA Cloud & PCE SAP S/4HANA & SAP Business Suite SAP Marketing Cloud SAP Integrated Business Planning	SAP SuccessFactors EC Payroll SAP Business Warehouse SAP Business Workflow (ABAP)	SAP BTP ABAP PaaS SAP Intelligent RPA SAP Build PA (Jobs)	SAP Job Scheduler Service (PaaS) SAP Build PA (Workflows) SAP Data Privacy Management SAP Resource Management
Configuration & Security Analysis	SAP S/4HANA PCE SAP S/4HANA SAP Business Suite			SAP S/4HANA Cloud SAP BTP CF SAP HANA Cloud
Health Monitoring	SAP S/4HANA Cloud & PCE SAP S/4HANA & SAP Business Suite SAP Marketing Cloud SAP Integrated Business Planning	SAP SuccessFactors EC Payroll SAP Intelligent RPA SAP Integration Suite (CI, APIM) SAP Cloud Connector	SAP BTP ABAP PaaS SAP BTP Neo PaaS SAP BTP CF PaaS (Java, node.js) SAP HANA Cloud & BTP Neo DB	SAP Edge Integration Cell

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Expert Portal for SAP Cloud ALM for operations

Thank you.

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https://url.sap/p685gu

Additional information:

SAP Cloud ALM for Operations Home Page:
https://support.sap.com/en/alm/sap-cloud-alm/operations.html

SAP Cloud ALM for Operations Expert Portal:
https://support.sap.com/en/alm/sap-cloud-alm/operations/expert-portal.html

SAP Cloud ALM Online Help:
https://help.sap.com/viewer/product/CloudALM/2021-04-07/en-US?task=discover_task

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