



Operations of cloud centric landscapes

Newly delivered features in Q1 2023

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PUBLIC

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Agenda

SAP Cloud ALM - **Overview**

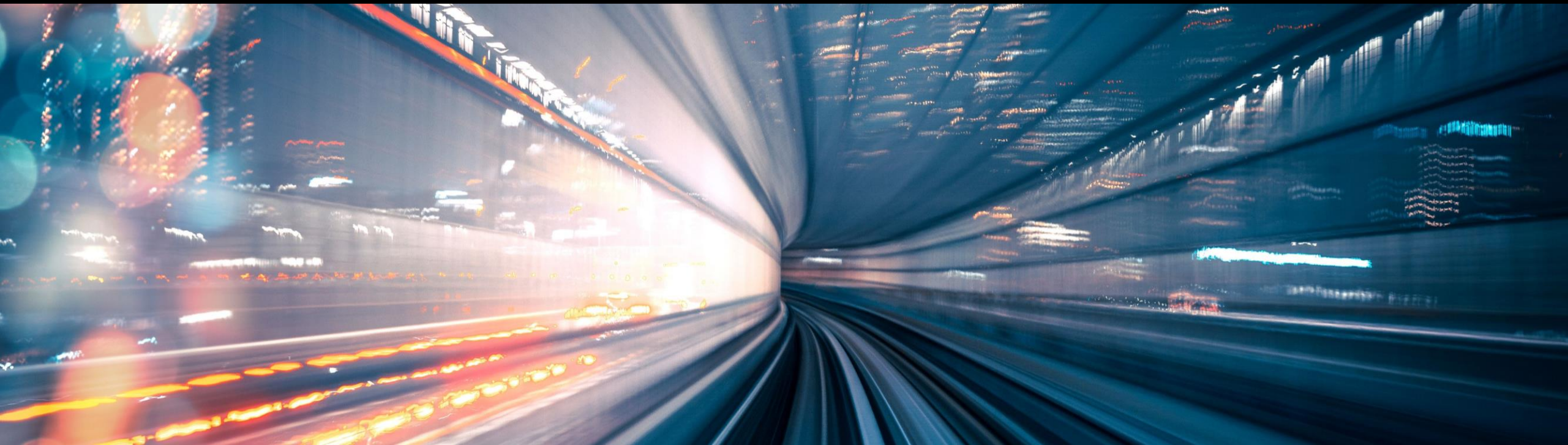
SAP Cloud ALM – **Newly delivered features in Q1 2023**

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

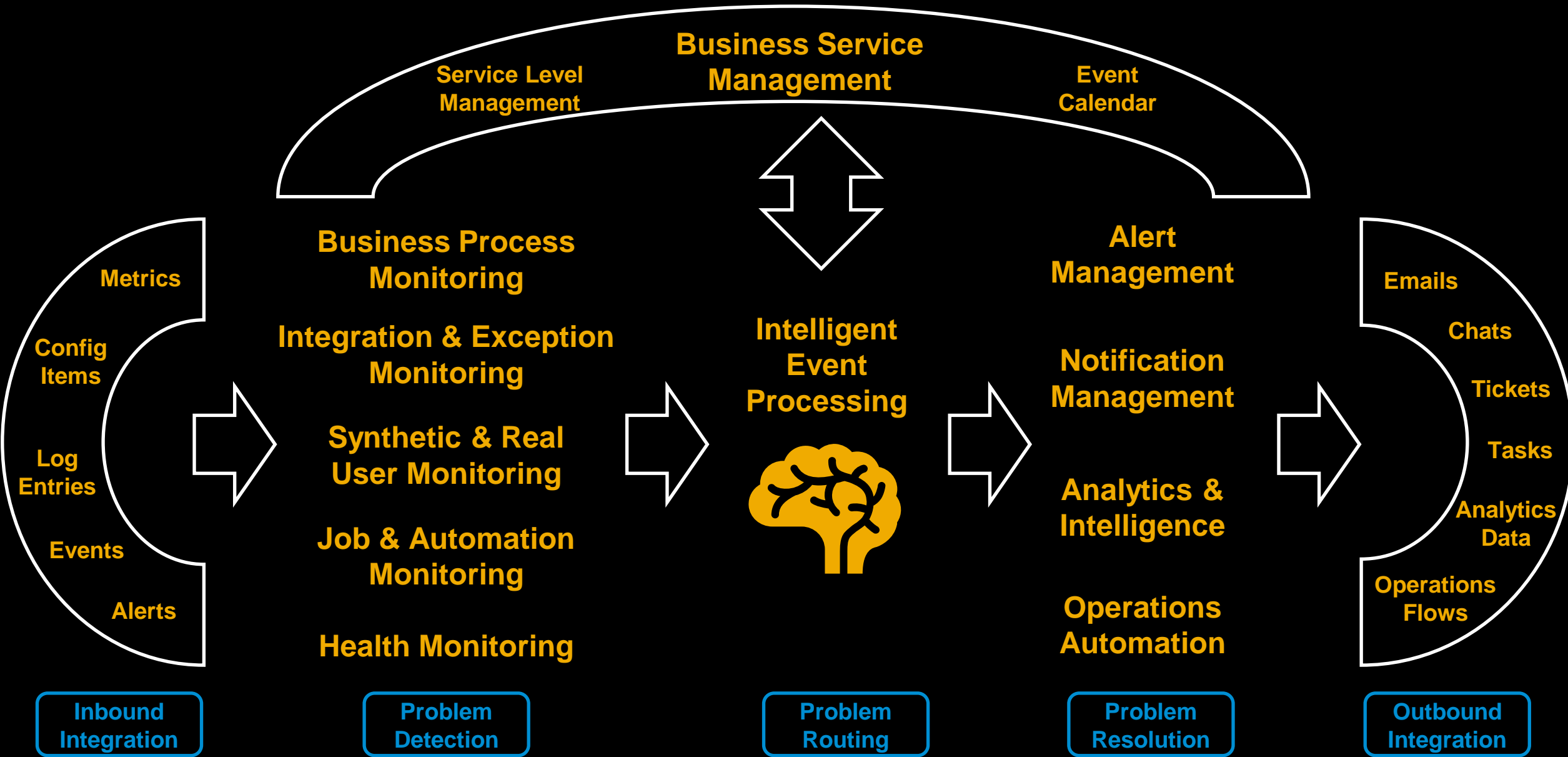
SAP Cloud ALM – **Roadmap**

SAP Cloud ALM for Operations

Overview

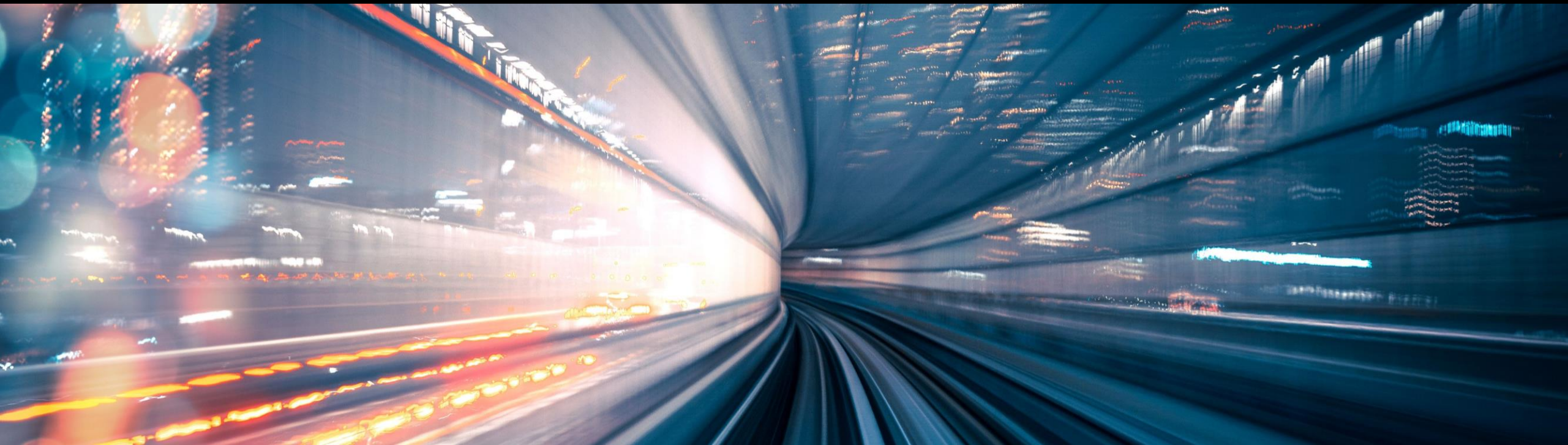


SAP Cloud ALM for Operations – Functional Overview

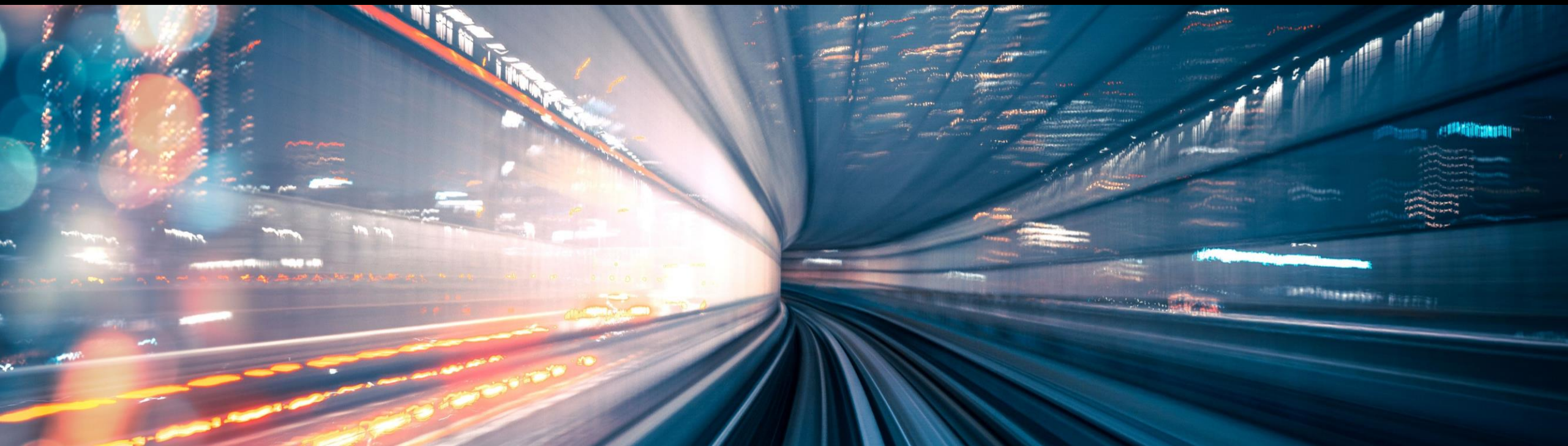


SAP Cloud ALM for Operations

Newly delivered features in Q1 2023



Business Process Monitoring



Business Process Monitoring - New Features delivered in Q1/2023

Delete Managed Components



Configuration of Managed Components

Managed Components (2/2) ↻

| Name | Type | Data Collection | Last Data Collection | Deletion |
|-----------------------------|------------------------------|-------------------------------------|---------------------------|----------|
| MyS4HANACloud_01 | SAP S/4HANA Cloud | <input checked="" type="checkbox"/> | Mar 23, 2023, 04:19:07 AM | |
| MySuccessFactorsHXMSuite_01 | SAP SuccessFactors HXM Suite | <input checked="" type="checkbox"/> | Mar 23, 2023, 04:19:07 AM | |

Close

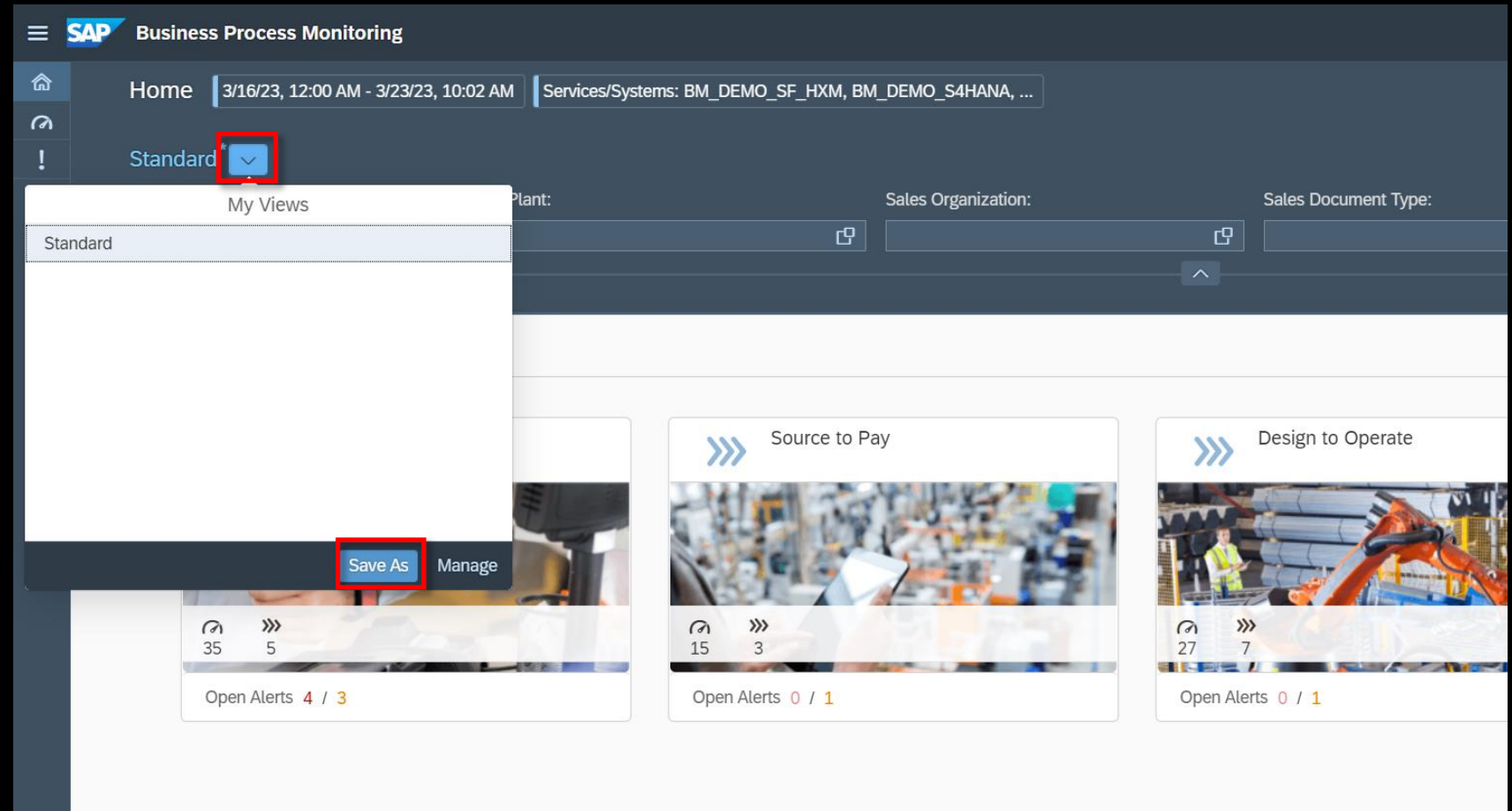
As a **Process Monitoring Administrator**, you can now also **delete unused services and systems** directly in business process monitoring, for example, if they no longer exist in your landscape or if you plan to decommission them.

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.



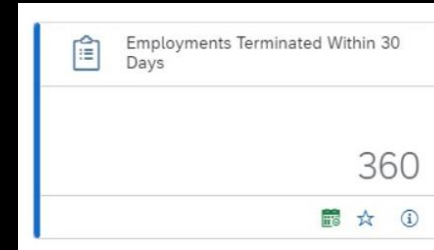
Business Process Monitoring - New Features delivered in Q1/2023

New KPIs



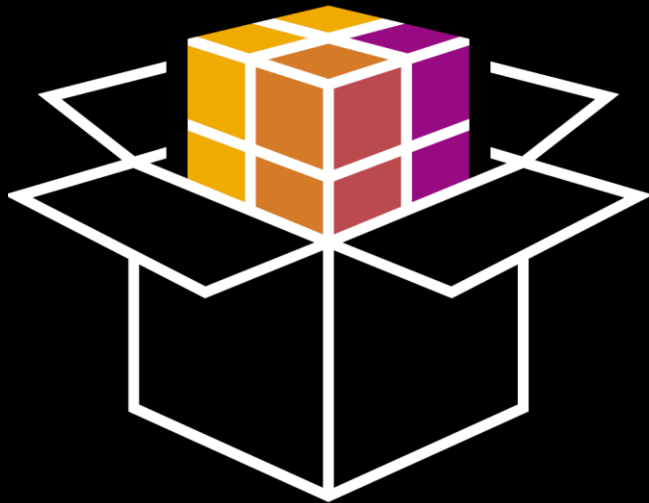
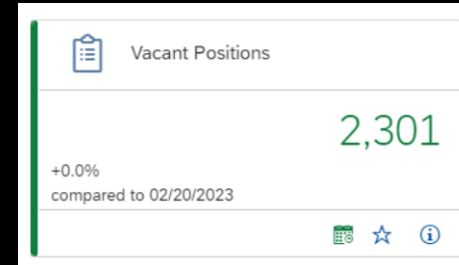
KPI Employments Terminated Within 30 Days

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.

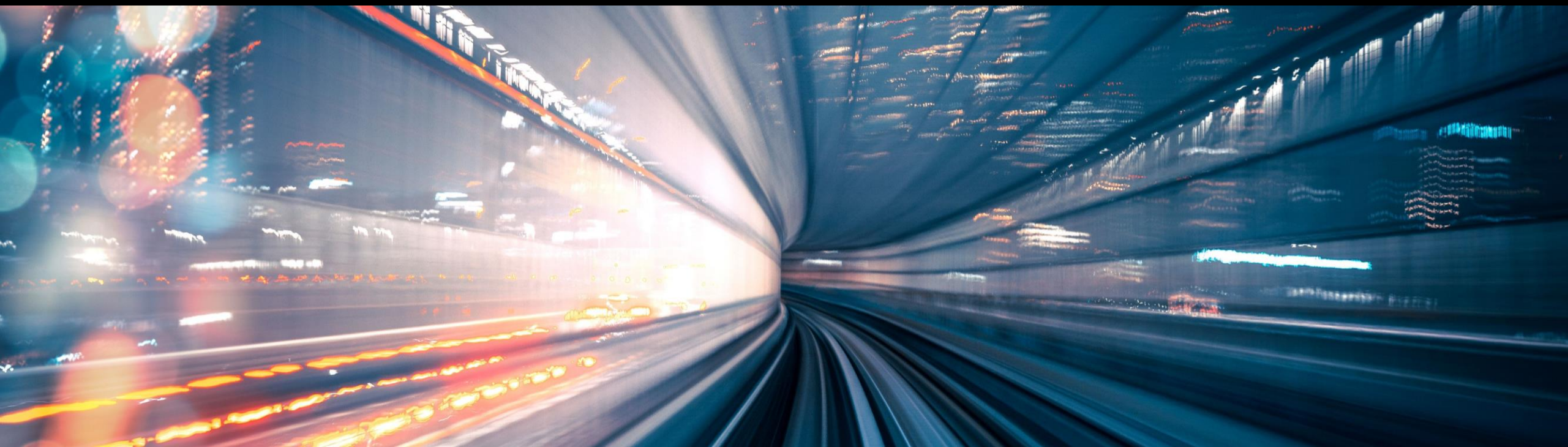


Vacant Positions

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.



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.

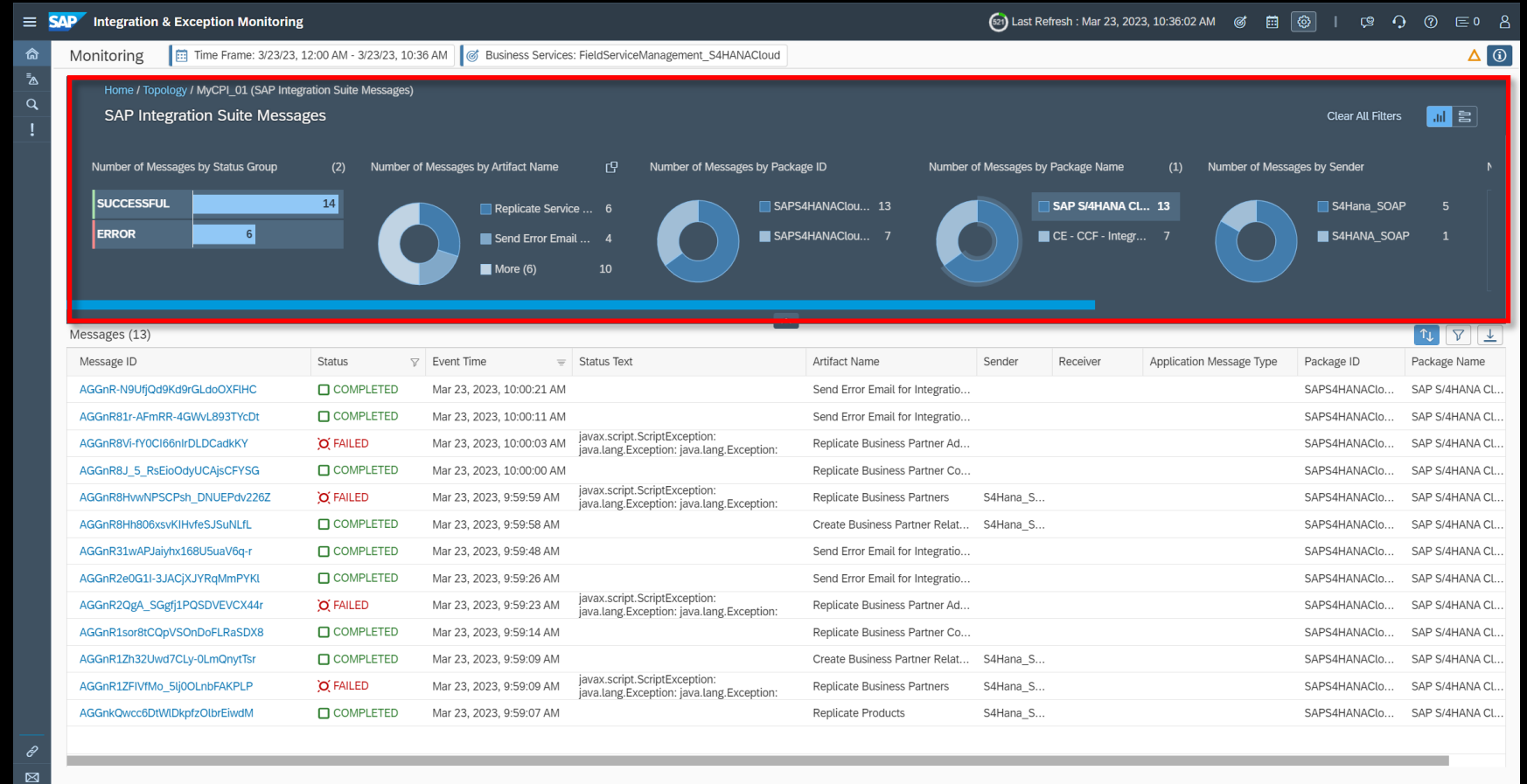
A screenshot of the SAP Integration & Exception Monitoring interface. The top navigation bar shows "SAP Integration & Exception Monitoring" and "Last Refresh : Mar 23, 2023, 10:36:02 AM". The main header is "Tracking" with a sub-header "Business Services: FieldServiceManagement_S4HANACloud, Ar...". A search bar contains "AGGnR8Vi-fY0CI66nIrDLDCadkKY". Below the search bar, a table lists search results. The first result is highlighted, showing "Message ID: AGGnR8Vi-fY0CI66nIrDLDCadkKY" and "Status: FAILED". To the right, a detailed view of this message is shown, including "Status Details" (Status: FAILED, Event Time End: Mar 23, 2023, 10:00:03 AM) and "Application Data" (AlternateWebLink, CorrelationId, IntegrationArtifactName, etc.).

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

Filter Messages Based on Attribute Values

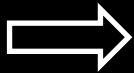


You can now **filter messages based on message attribute values** in the message category overview page. This option allows you to **filter messages by individual attributes**.

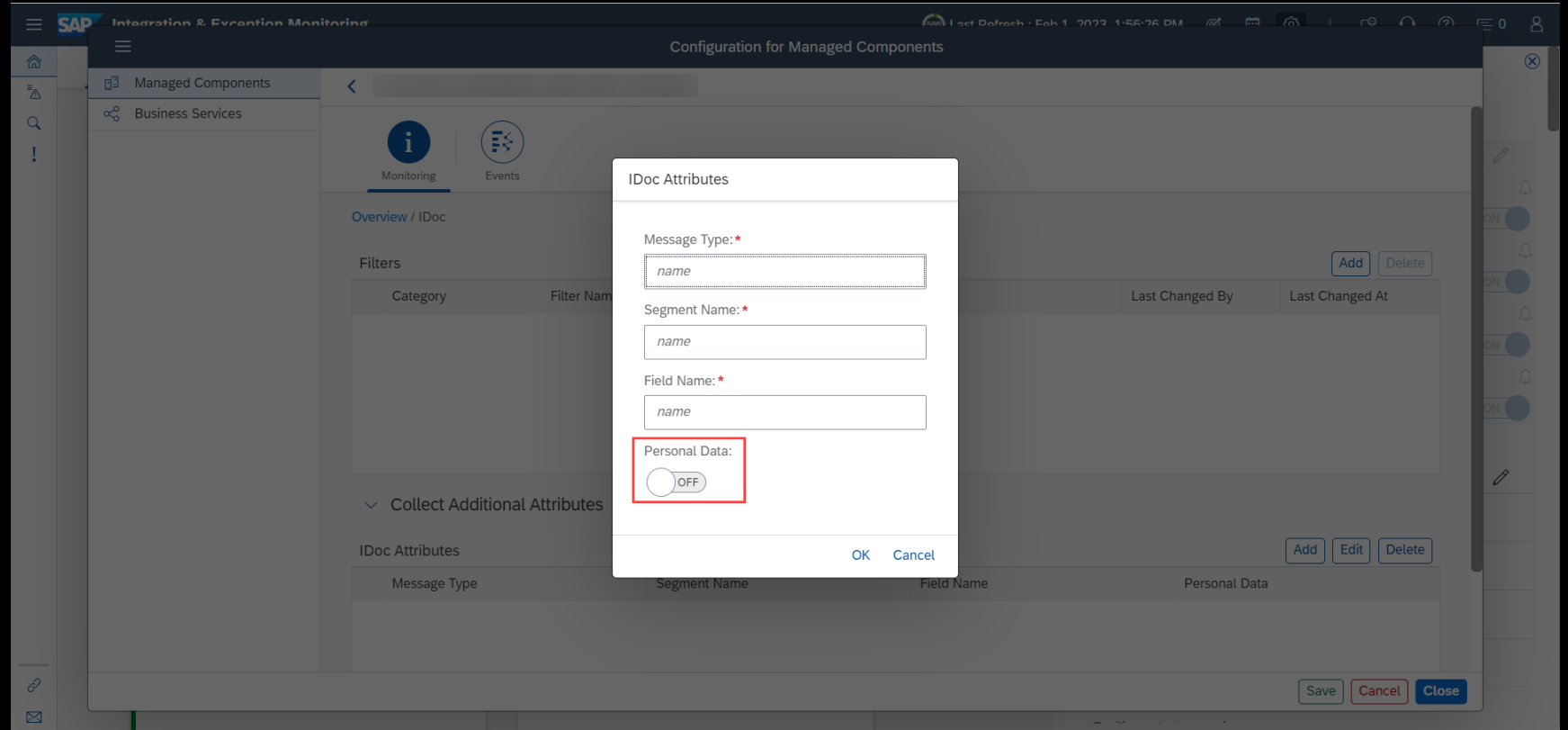


Integration & Exception Monitoring - New Features delivered in Q1/2023

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.

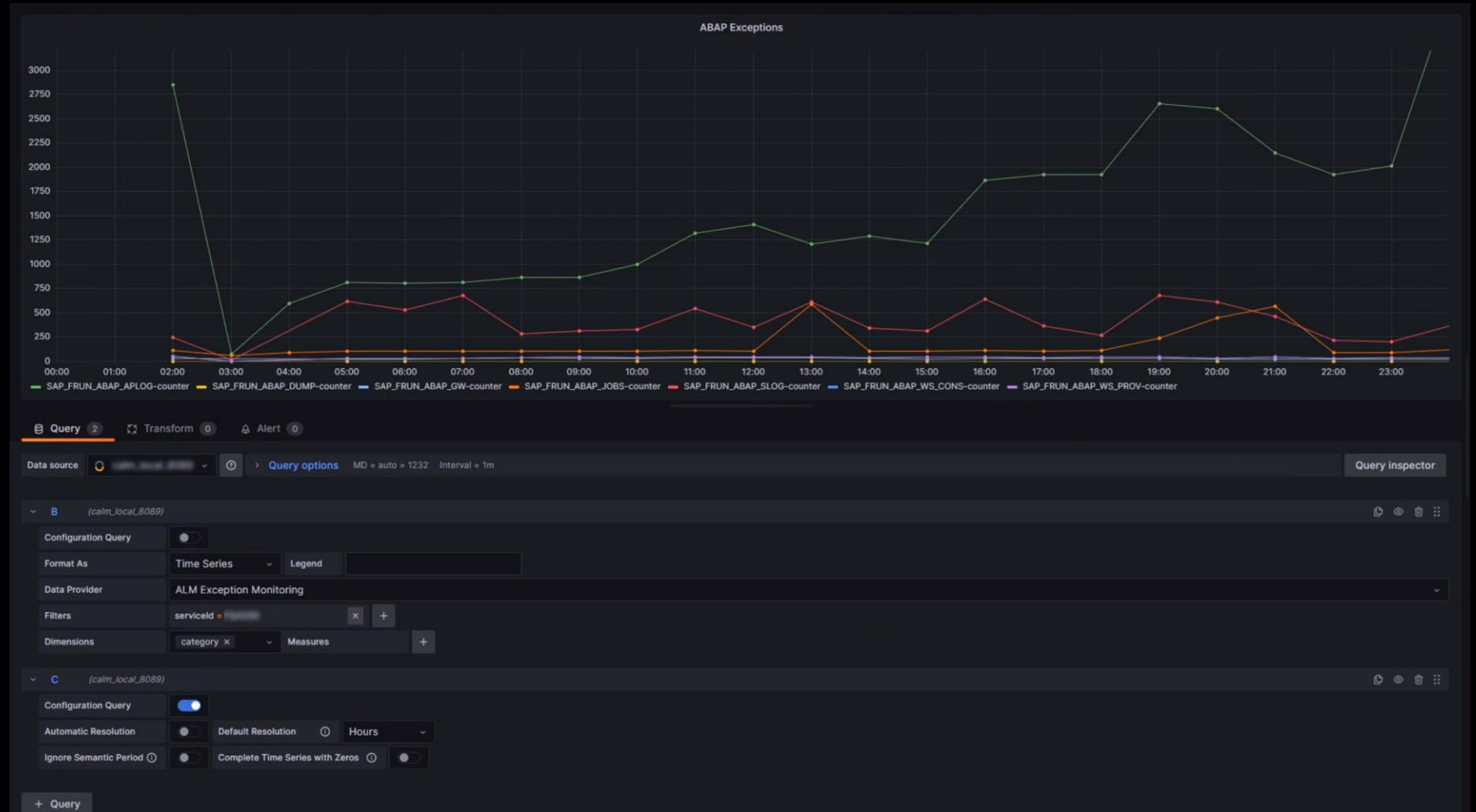


Integration & Exception Monitoring - New Features delivered in Q1/2023

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](#).



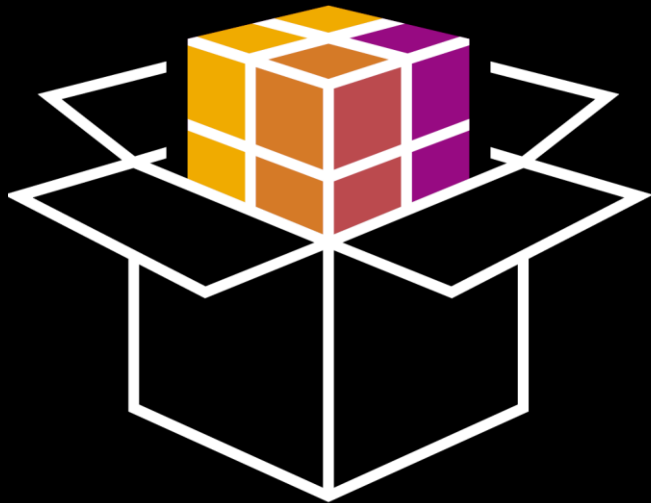
Integration & Exception Monitoring - New Features delivered in Q1/2023

Newly Supported Content

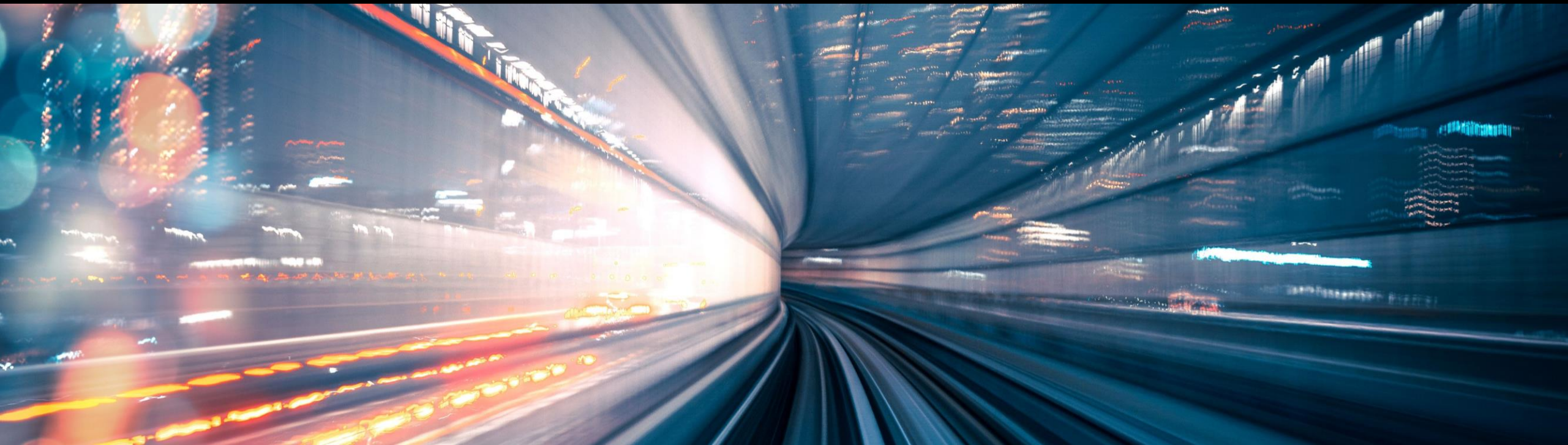


Newly supported **Integration & Exception Monitoring** content:

- 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**

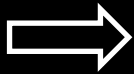
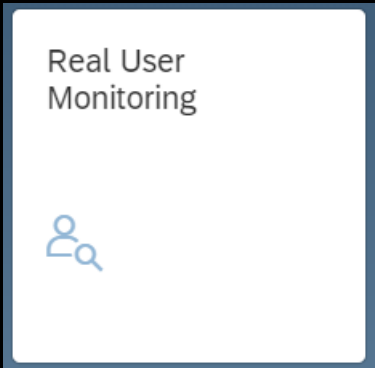


Real User Monitoring



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.

A screenshot of the SAP Real User Monitoring interface. The top bar shows "SAP Real User Monitoring" and "Last Refresh : Apr 5, 2023, 3:58:12 PM". The main area displays "Requests" for a specific request (F1515) with a time frame of 4/5/23, 2:58 PM - 4/5/23, 3:58 PM. A red box highlights a download icon in the top right corner. The main content shows a request overview for "SAPUI5" with a 78% completion rate, and a detailed view of the request execution. The detailed view shows the following information:

| | |
|-----------------------------|--------------------|
| Request Name: | F1515 |
| Action Name: | SelScreenRun_press |
| User Name: | CB0000000048 |
| Response Time [ms]: | 17,721 |
| Net Time [ms]: | 13,816 |
| Bytes Sent / Received [B]: | 12,652 / 38,740 |
| OS Version: | Mac OS 10.15 |
| Browser Version: | Safari 15 |
| Number of Roundtrips: | 4 |
| Server Roundtrip Time [ms]: | 9,483 |
| Network Time [ms]: | 37 |

The interface also shows a list of request correlations for "HTTPS" with a 2% completion rate, including details like "Request Name: SRF_REPORTING_TASK", "Action Name: batch-", "User Name: CB0000000048", "Response Time [ms]: 1,246", "Net Time [ms]: 287", "Memory [KB]: 3,614", "Bytes Sent / Received [B]: 771 / 1,891", and "External Calls: 4". A red box at the bottom left highlights a file named "SAPCloudALM_Re...json".

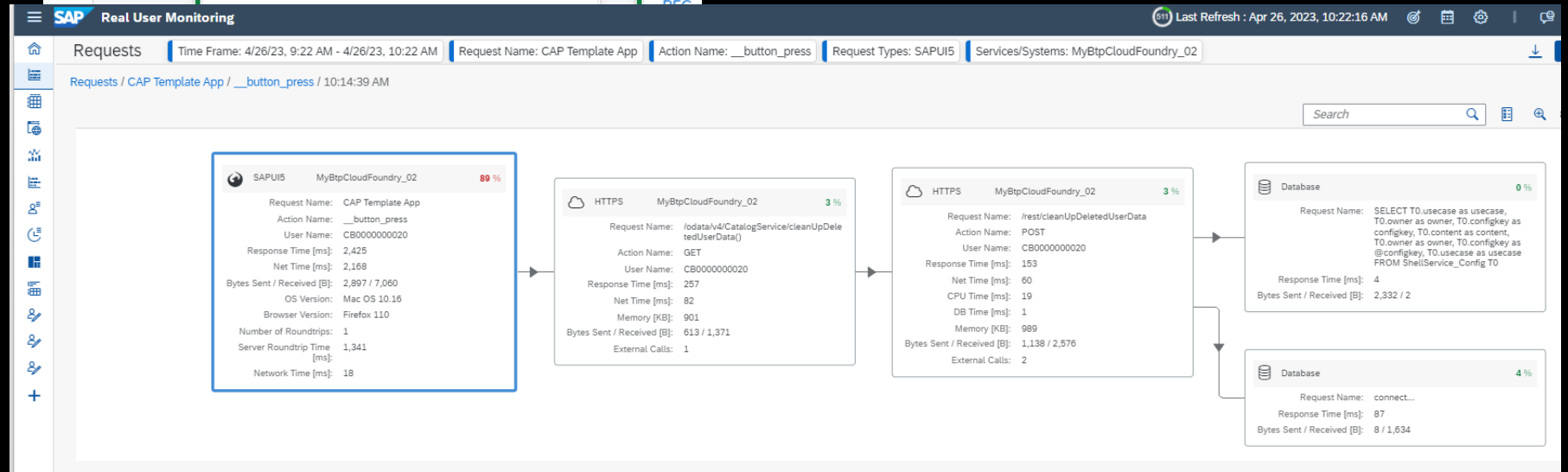
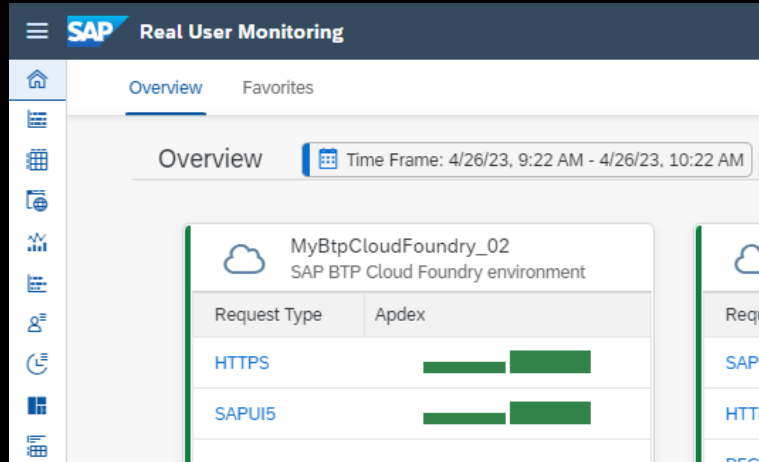
Download context information on request correlations, this information can be used for **support purposes**.

Real User Monitoring - New Features delivered in Q1/2023

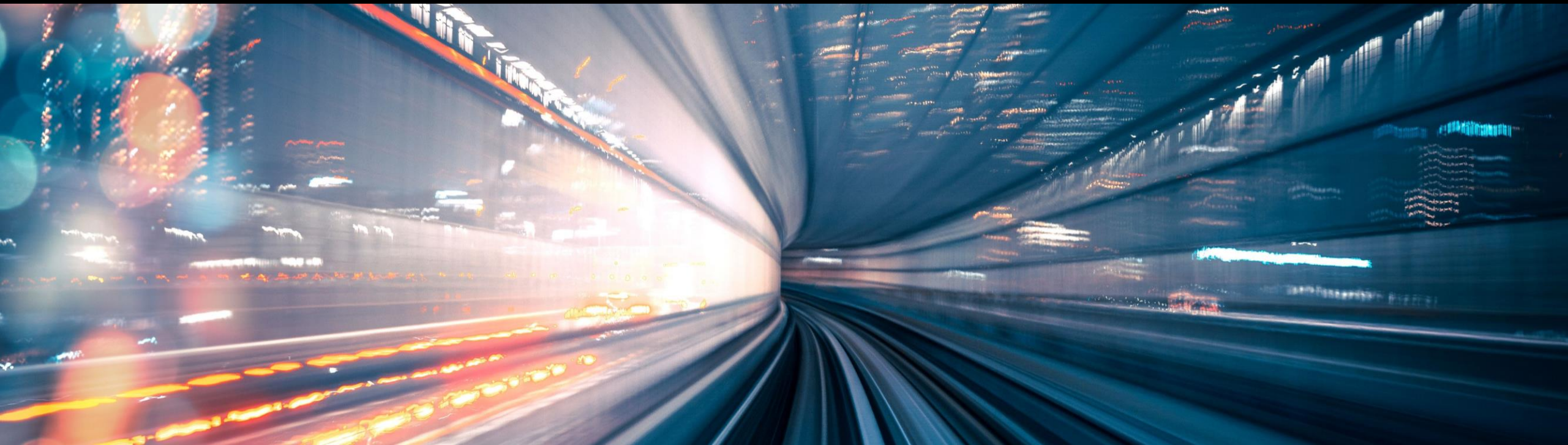
New Content: SAP BTP, Cloud Foundry environment



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



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.

The screenshot shows the "Selenium" configuration tab for a scenario named "My Revenue". The interface includes a breadcrumb "Scenarios / Scenario Details" and a title "My Revenue". Below the title, it shows "Protocol: selenium" and "Script: -". The configuration is organized into several sections: "Browser", "Execution", "Screenshots", and "Metrics". Each section contains various settings with input fields and checkboxes for "Use default".

- Browser:** Browser: Chrome (Use default checked); Webdriver arguments: None (Use default checked).
- Execution:** Execution speed: Fastest (Use default checked); Element Wait timeout [s]: 20 (Use default checked); Global Wait timeout [s]: 20 (Use default checked).
- Screenshots:** Automatic screenshots: None (Use default checked); Enable explicit screenshots: false (Use default checked).
- Metrics:** Active metrics: A dropdown menu is open, showing "network:navigation" and "network:resource" both checked. An "Apply" button is at the bottom of the dropdown. (Use default unchecked).

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.

The screenshot shows the "Executions" page for a test named "Test Screenshot Success on SauceLabs EU". The page displays execution details, including a "Metrics Report" dropdown menu. Below this, there are two main sections: "Steps" and "Resources".

Execution Details:

- Test Screenshot Success on SauceLabs EU
- Feb 14, 2023, 10:09:01 AM
- Availability OK
- Good Performance
- Response Time: 5 sec 383 ms
- Threshold Green to Yellow: 8 sec 400 ms
- Threshold Yellow to Red: 16 sec 800 ms

Steps:

| Name | 0 s | 2 s | 4 s | 6 s | 8 s | 10 s | 12 s |
|--------------------|----------------|-----|-----|-----|-----|------|------|
| Test | [Timeline bar] | | | | | | |
| #1_open | [Timeline bar] | | | | | | |
| #2_setWindowSize | [Timeline bar] | | | | | | |
| #3_storeXPathCount | [Timeline bar] | | | | | | |
| #4_if | [Timeline bar] | | | | | | |
| #5_click | [Timeline bar] | | | | | | |
| #6_end | [Timeline bar] | | | | | | |
| #7_type | [Timeline bar] | | | | | | |
| #8_sendKeys | [Timeline bar] | | | | | | |
| search | [Timeline bar] | | | | | | |

Resources:

| Name | Type | Size | Duration | 0 s | 2 s | 4 s | 6 s | 8 s | 10 s | 12 s |
|-----------------------------|------------|--------------|---------------|----------------|-----|-----|-----|-----|------|------|
| Test | Step | | 5 sec 167 ... | [Timeline bar] | | | | | | |
| | Navigation | 46.92 KiB | 1 sec 373 ... | [Timeline bar] | | | | | | |
| m=cdos,dpf,hsm,jsa,d,csi | Resource | 267.92 KiB | 134 ms | [Timeline bar] | | | | | | |
| valentines-day-2023-6753651 | Resource | 285.11 KiB | 100 ms | [Timeline bar] | | | | | | |
| desktop_searchbox_sprites31 | Resource | 960.00 Bytes | 51 ms | [Timeline bar] | | | | | | |

Synthetic User Monitoring - New Features delivered in Q1/2023

Display Gross Duration Times for Execution Steps

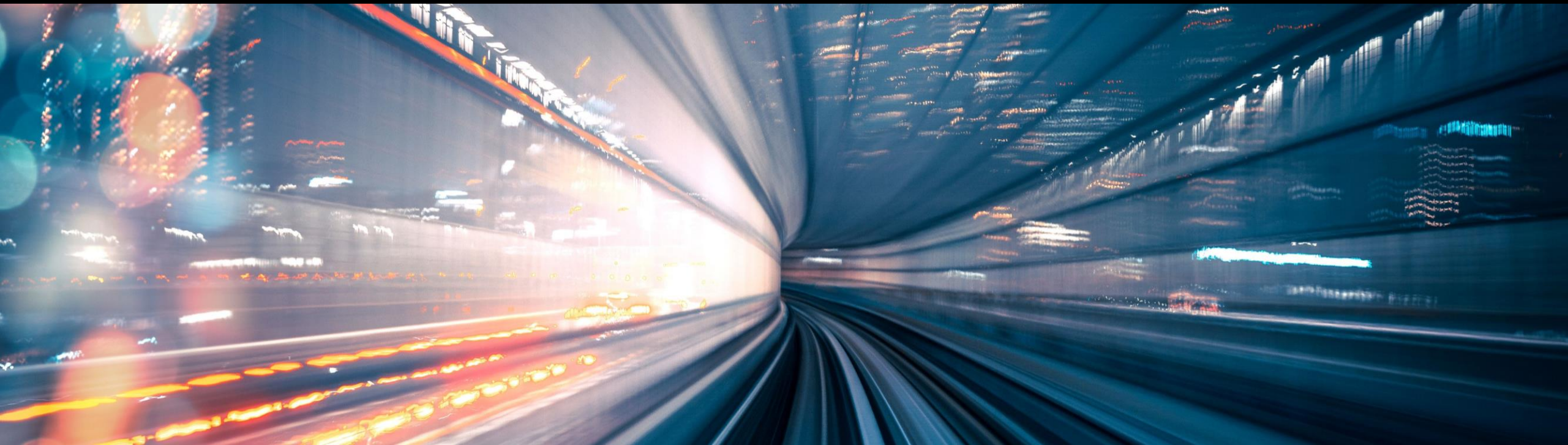


In the **Execution Details**, the **gross duration times** for execution steps are now displayed.

The screenshot shows the SAP Synthetic User Monitoring interface. The top navigation bar includes the SAP logo, the title "Synthetic User Monitoring", and a "Last Refresh" timestamp of "Jan 18, 2023, 4:28:53 PM". The main content area is titled "Executions" and shows a time frame of "1/18/23, 3:28 PM - 1/18/23, 4:28 PM" for the scenario "BTP MyRevenues". The specific execution details are for "BTP MyRevenues on Paris On premise" on "Jan 18, 2023, 3:44:11 PM". The status is "Availability OK" and "Good Performance". Performance metrics include "Response Time: 18 sec 438 ms", "Threshold Green to Yellow: 23 sec", and "Threshold Yellow to Red: 45 sec 900 ms". Below this, there are tabs for "Steps", "Screenshots", and "Metrics Report". A table displays the execution steps with columns for Order, Name, Status (Availability and Performance), and Response Time (Duration Net and Duration Gross). The "Duration Gross" column is highlighted with a red box. A horizontal bar chart on the right shows the duration of each step.

| Order | Name | Status | | Response Time | |
|-------|----------------------------|-------------------------------------|-------------------------------------|---------------|----------------|
| | | Availability | Performance | Duration Net | Duration Gross |
| 1 | Entrance | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 7 sec 576 ms | 7 sec 916 ms |
| 2 | Select AG Contract Revenue | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 7 sec 344 ms | 7 sec 424 ms |
| 3 | Go to Bonus bracket | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 3 sec 518 ms | 3 sec 597 ms |

Job & Automation Monitoring



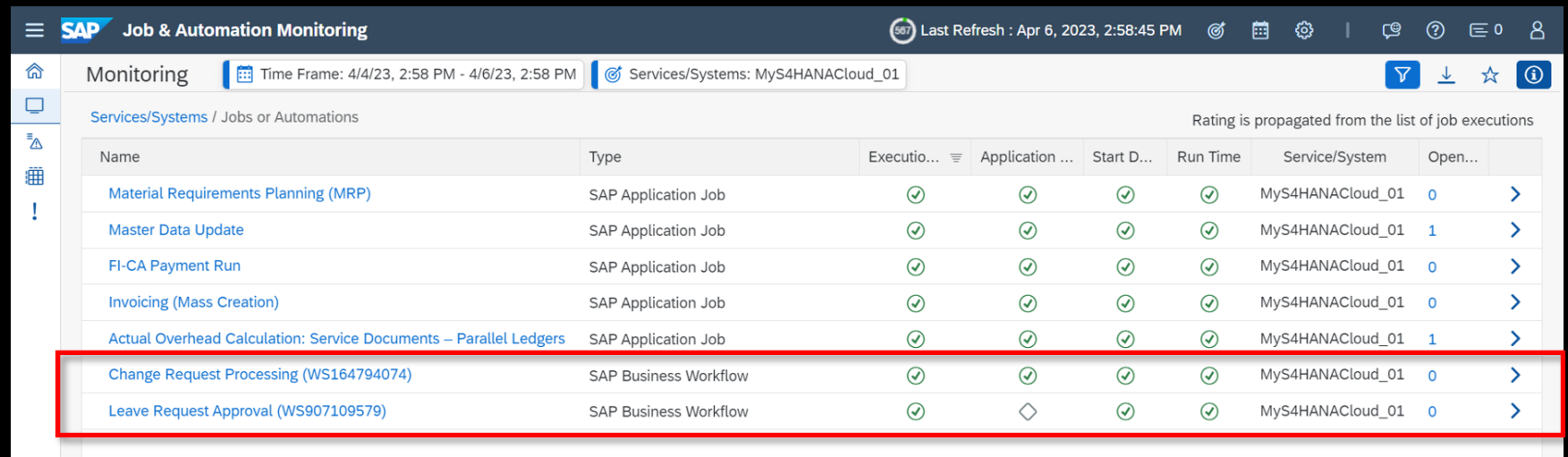
Job & Automation Monitoring - New Features delivered in Q1/2023

Monitor SAP Business Workflows



Newly supported products:

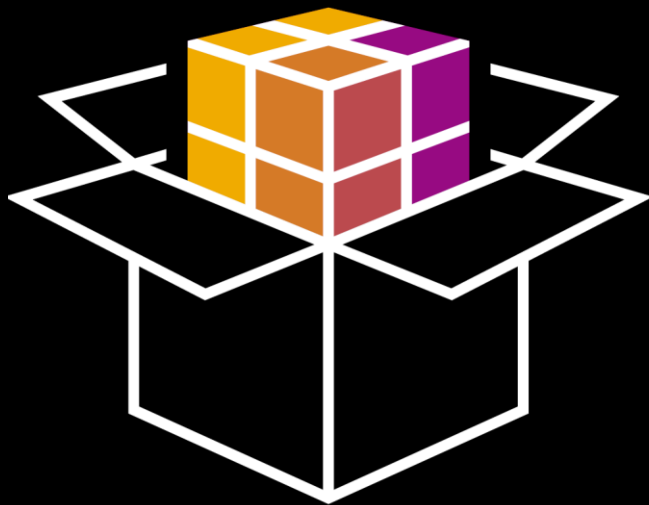
- **You can monitor a new job type, SAP Business Workflow now*.**



The screenshot shows the SAP Job & Automation Monitoring interface. The top navigation bar includes the SAP logo, the title "Job & Automation Monitoring", and a "Last Refresh" timestamp of "Apr 6, 2023, 2:58:45 PM". Below the navigation bar, the main content area displays a table of job executions. The table has columns for Name, Type, Execution status, Application status, Start Date, Run Time, Service/System, and Open status. The last two rows, "Change Request Processing (WS164794074)" and "Leave Request Approval (WS907109579)", are highlighted with a red border. The first row is "Material Requirements Planning (MRP)".

| Name | Type | Executio... | Application ... | Start D... | Run Time | Service/System | Open... |
|---|-----------------------|-------------|-----------------|------------|----------|------------------|---------|
| Material Requirements Planning (MRP) | SAP Application Job | ✓ | ✓ | ✓ | ✓ | MyS4HANACloud_01 | 0 |
| Master Data Update | SAP Application Job | ✓ | ✓ | ✓ | ✓ | MyS4HANACloud_01 | 1 |
| FI-CA Payment Run | SAP Application Job | ✓ | ✓ | ✓ | ✓ | MyS4HANACloud_01 | 0 |
| Invoicing (Mass Creation) | SAP Application Job | ✓ | ✓ | ✓ | ✓ | MyS4HANACloud_01 | 0 |
| Actual Overhead Calculation: Service Documents – Parallel Ledgers | SAP Application Job | ✓ | ✓ | ✓ | ✓ | MyS4HANACloud_01 | 1 |
| Change Request Processing (WS164794074) | SAP Business Workflow | ✓ | ✓ | ✓ | ✓ | MyS4HANACloud_01 | 0 |
| Leave Request Approval (WS907109579) | SAP Business Workflow | ✓ | ◇ | ✓ | ✓ | MyS4HANACloud_01 | 0 |

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

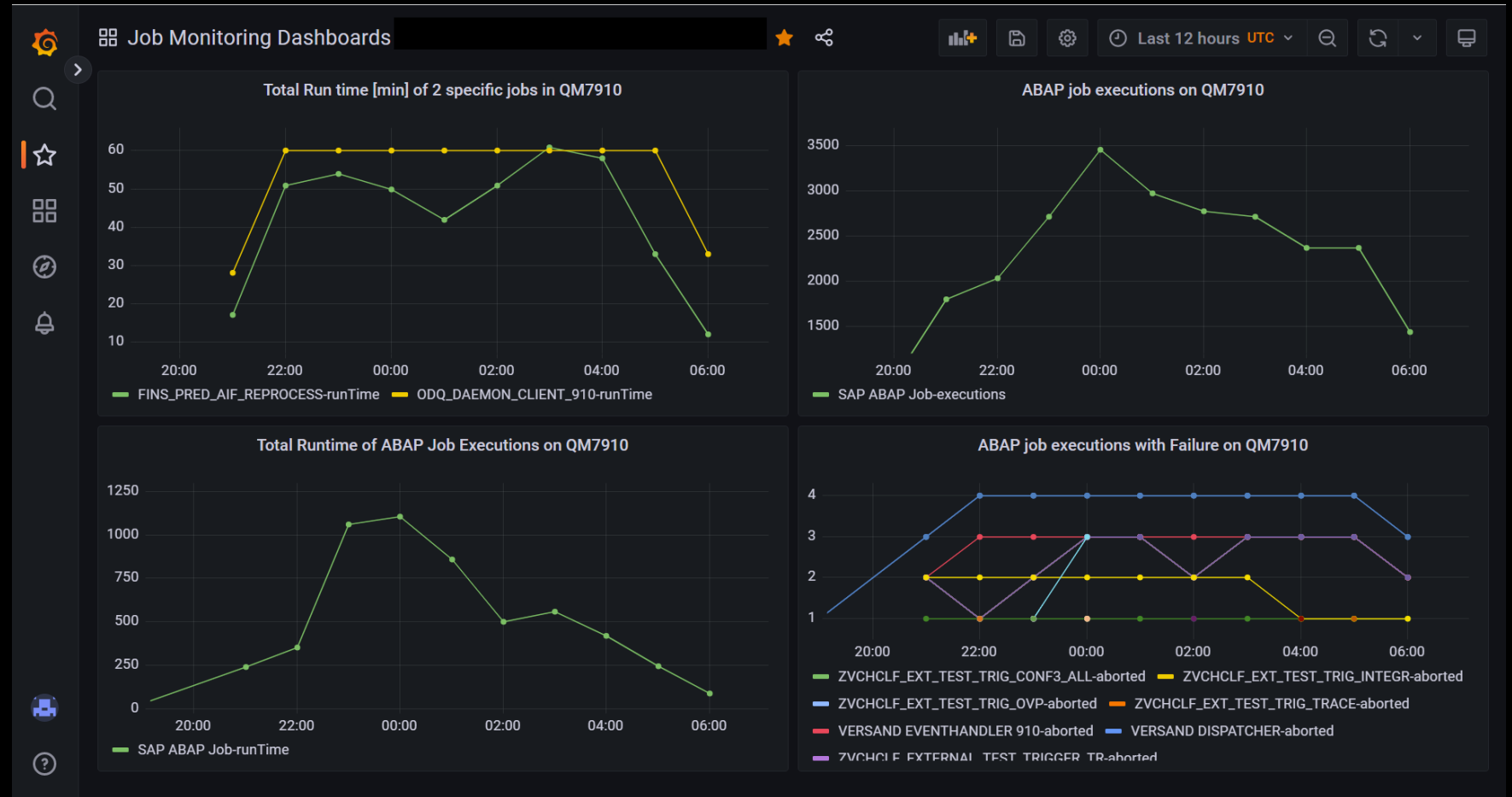


Job & Automation Monitoring - New Features delivered in Q1/2023

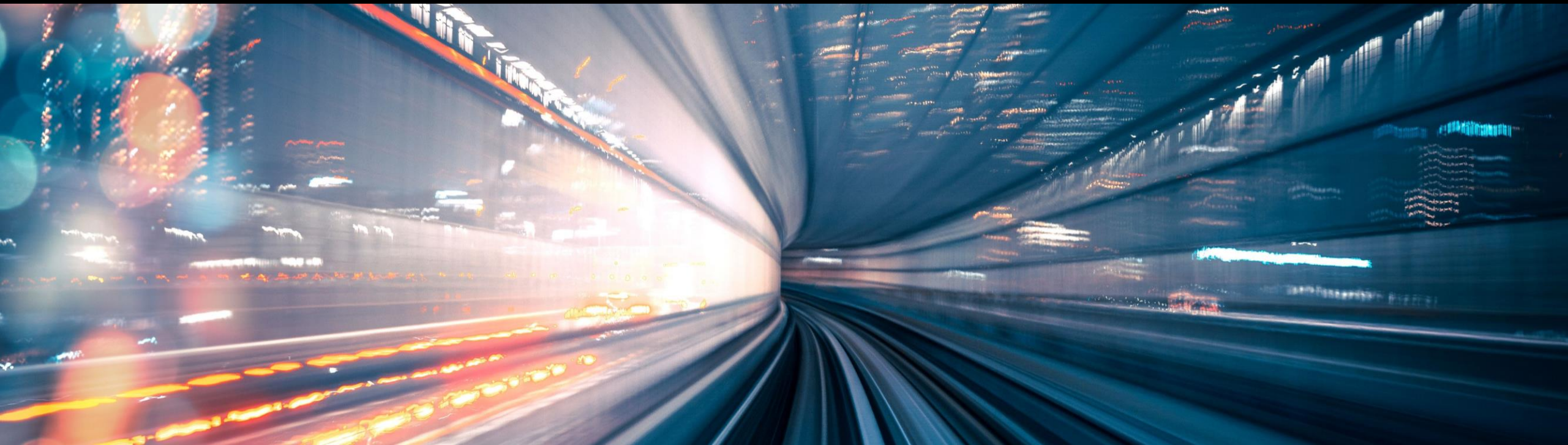
Show Job & Automation Monitoring Data in External Dashboard



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](#).



Health Monitoring



Health Monitoring - New Features delivered in Q1/2023

Aggregation of Data After Exceeding the Retention Time



Application Settings

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 Details |

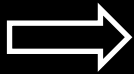
Data Retention Time 💾

| | | |
|---------------------------------|----------------------------------|------|
| Retention Time for Raw Data: | <input type="text" value="30"/> | Days |
| Retention Time for Hourly Data: | <input type="text" value="40"/> | Days |
| Retention Time for Daily Data: | <input type="text" value="120"/> | Days |

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.

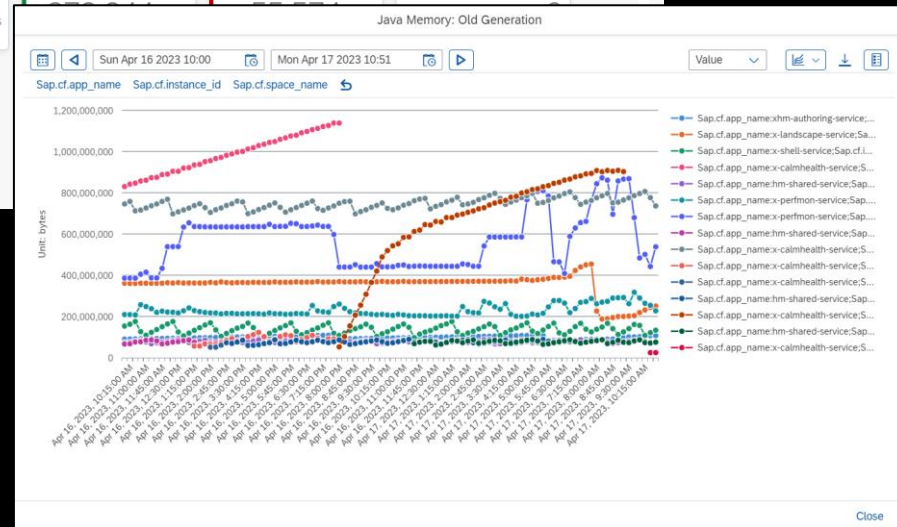
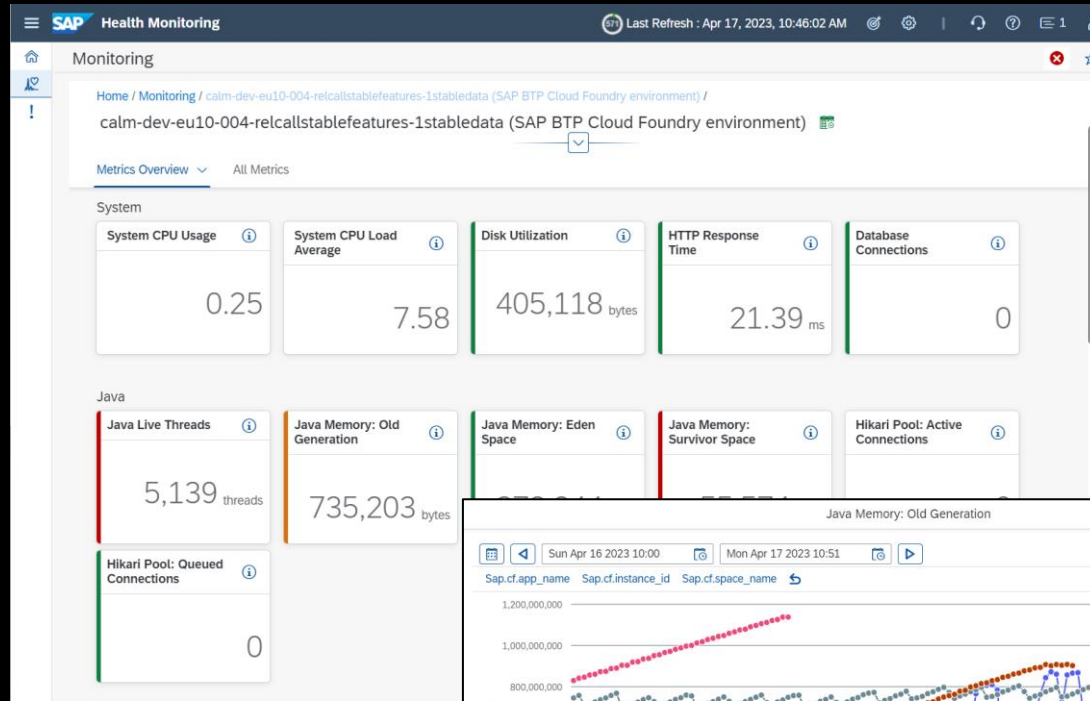
Health Monitoring - New Features delivered in Q1/2023

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).



Health Monitoring - New Features delivered in Q1/2023

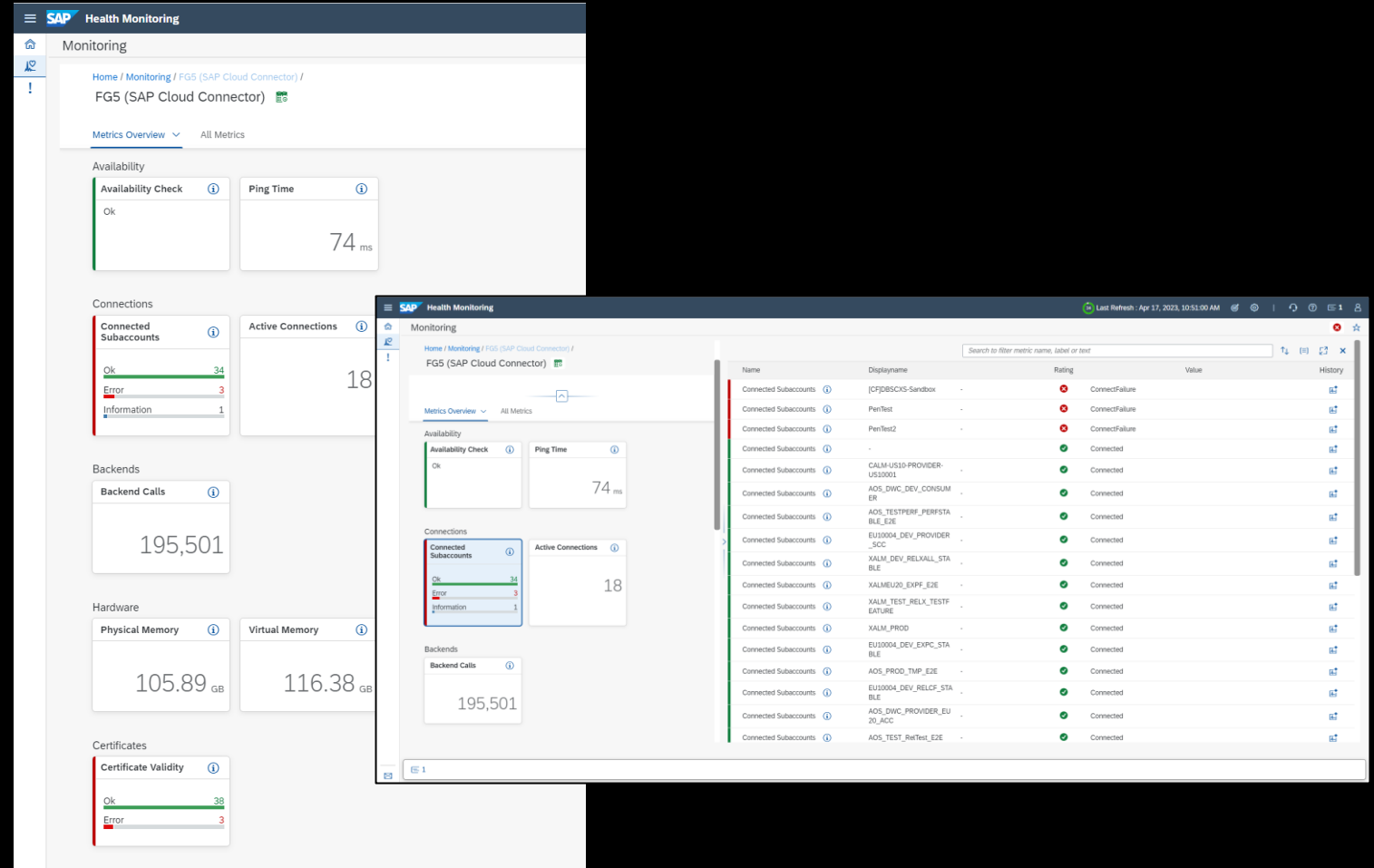
New Content: SAP Cloud Connector



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

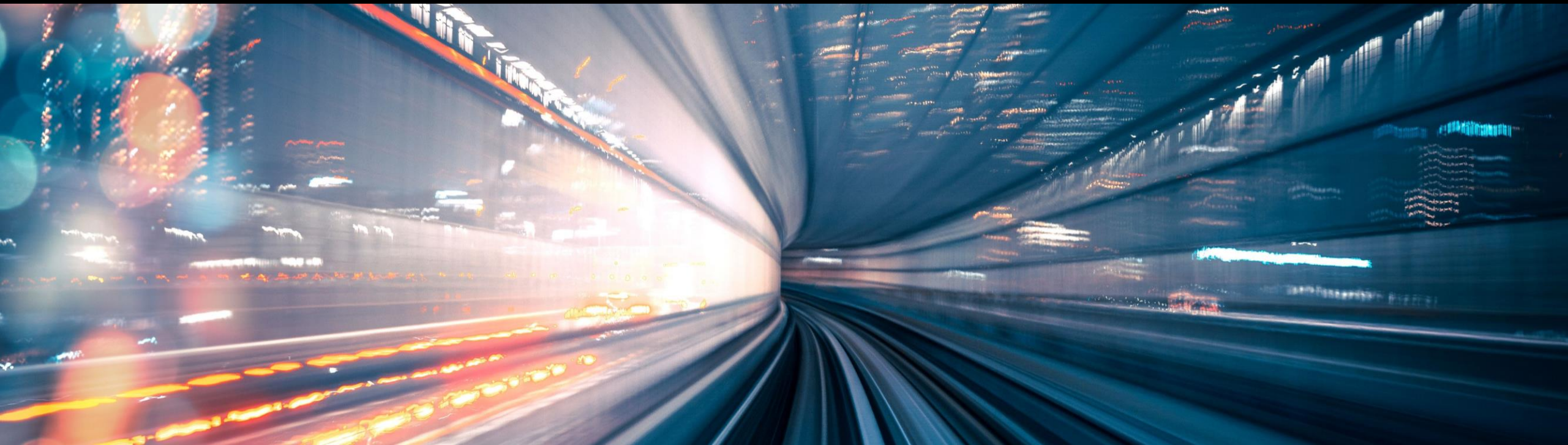
The metrics provide information about:

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



| Name | Displayname | Rating | Value | History |
|-----------------------|-----------------------------|--------|----------------|---------|
| Connected Subaccounts | [CF]BSCXS-Sandbox | ✖ | ConnectFailure | |
| Connected Subaccounts | PenTest | ✖ | ConnectFailure | |
| Connected Subaccounts | PenTest2 | ✖ | ConnectFailure | |
| Connected Subaccounts | - | ✔ | Connected | |
| Connected Subaccounts | CALM-US10-PROVIDER-US10001 | ✔ | Connected | |
| Connected Subaccounts | AOS_DWC_DEV_CONSUMER | ✔ | Connected | |
| Connected Subaccounts | AOS_TESTPERF_PERFSTABLE_EZE | ✔ | Connected | |
| Connected Subaccounts | EU10004_DEV_PROVIDER_SCC | ✔ | Connected | |
| Connected Subaccounts | XALM_DEV_RELXALL_STABLE | ✔ | Connected | |
| Connected Subaccounts | XALMEU20_EXPF_EZE | ✔ | Connected | |
| Connected Subaccounts | XALM_TEST_RELX_TESTF_EZURE | ✔ | Connected | |
| Connected Subaccounts | XALM_PROD | ✔ | Connected | |
| Connected Subaccounts | EU10004_DEV_EXPC_STABLE | ✔ | Connected | |
| Connected Subaccounts | AOS_PROD_TMP_EZE | ✔ | Connected | |
| Connected Subaccounts | EU10004_DEV_RELCF_STABLE | ✔ | Connected | |
| Connected Subaccounts | AOS_DWC_PROVIDER_EU20_ACC | ✔ | Connected | |
| Connected Subaccounts | AOS_TEST_RelTest_EZE | ✔ | Connected | |

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.

A screenshot of the "Application Settings" dialog box. It has a close button (X) in the top right. Under "Application Settings", there are two sections: "Event Data Volume" and "Alert Data Volume". Each section has a table icon and a refresh icon. The "Event Data Volume" section shows "Total Size: 11.45 MiB". The "Alert Data Volume" section shows "Total Size: 22.87 MiB". A red arrow points from the table icon in the "Alert Data Volume" section to the table below.

Memory Consumption Per Managed Component (Services, Systems, and Business Services)

| Managed Component Name | Managed Component Type | Percentage | Memory Consumption (MiB) | Number of Records |
|------------------------------------|---|------------|--------------------------|-------------------|
| MyIBP_01 | SAP Integrated Business Planning | 14.09% | 1.29 MiB | 28,253 |
| MyHanaCloud_01 | SAP HANA Cloud | 12.08% | 1.10 MiB | 24,221 |
| MyMarketingCloud_01 | SAP Marketing Cloud | 11.37% | 1.04 MiB | 22,790 |
| Manage Customer Order | Business Service | 11.03% | 1.01 MiB | 22,112 |
| MyBtpNeo_01 | SAP BTP Neo environment | 7.2% | 0.66 MiB | 14,441 |
| MyCPI_02 | SAP Integration Suite (Cloud Integration) | 6.16% | 0.56 MiB | 12,355 |
| MyS4HANACloud_01 | SAP S/4HANA Cloud | 4.82% | 0.44 MiB | 9,666 |
| MyS4HANA_S4D | | 4.11% | 0.38 MiB | 8,248 |
| Recruit New Hires | Business Service | 3.89% | 0.36 MiB | 7,805 |
| FieldServiceManagement_S4HANACloud | Business Service | 3.6% | 0.33 MiB | 7,223 |

Close

Intelligent Event Processing - New Features delivered in Q1/2023

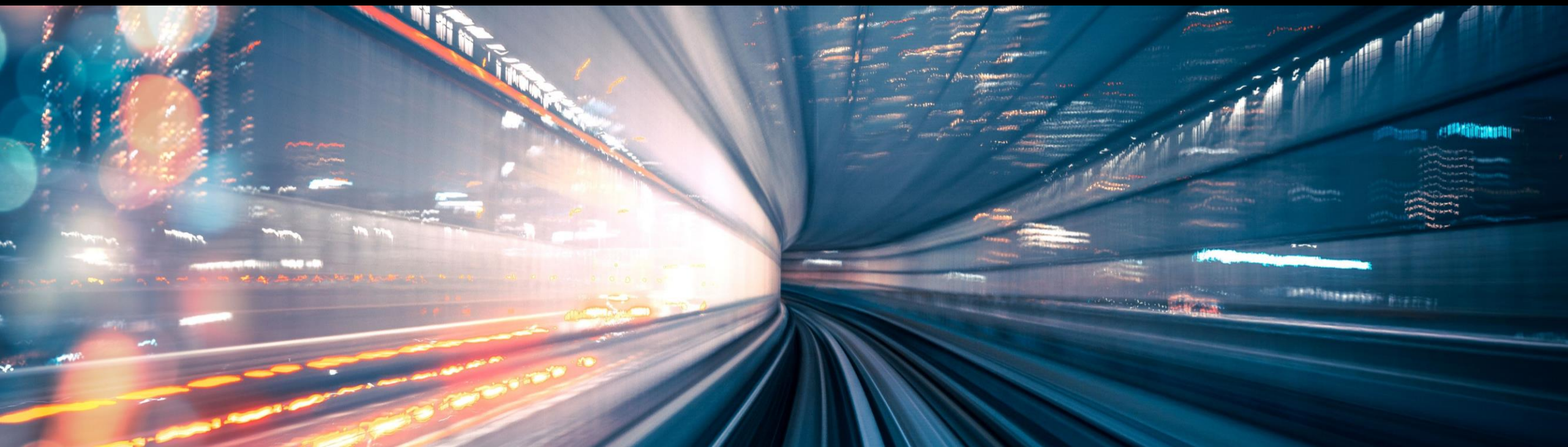
Manual Creation of Tickets from Alerting Page of any App



The screenshot shows the SAP Integration & Exception Monitoring interface. The top navigation bar includes the SAP logo, the title "Integration & Exception Monitoring", and a "Last Refresh" timestamp of "Mar 13, 2023, 11:02:53 AM". The main content area is titled "Alerting" and shows a list of alerts under the heading "Alerts (1)". The selected alert is "Erroneous Asset Central Foundation Messages Detected(Grouped)" with managed components "IM_TEST_AUTO_ACF_S CENARIO_MON" and "IM_TEST_AUTO_ASPM". The alert details panel on the right shows the alert name, object details, status (Open), priority (High), current rating (with a red 'x' icon), and worst rating (with a red 'x' icon). An "Actions" dropdown menu is open, listing options: Confirm, Add Comments, Processor, Send Notification, Start Operation Flow, and "Create Ticket", which is highlighted with a red border. At the bottom, there are tabs for "RATING", "ALERT DETAILS", "OPERATION FLOWS", and "TICKETS".

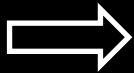
You can, as an alert processor, **trigger the creation of a ticket for an alert** from the Alerting page of an app. In the Alert section, choose Actions and select Create Ticket from the dropdown options.

Landscape Management



Landscape Management - New Features delivered in Q1/2023

Enhanced Business Services



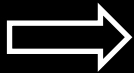
To be used by more use cases, the **data model of Business Services** was **enhanced**, comprising properties, elements and their relations. Therefore, in the detail page of a business service a new tab was introduced displaying a **source-target relationship** between systems or services.

The screenshot shows the SAP Landscape Management interface. The main content area displays details for a business service named "Test New BusServ". The service is of type "API". Below the service name are three tabs: "Properties", "Elements", and "Relations". The "Relations" tab is highlighted with a red box. Below the tabs, there is a table titled "Relations (2)" showing a single relationship between two systems.

| Category | Type | Source | Target |
|--------------------|--------------------------|--------|--------|
| account dependency | globalaccount dependency | ABC | DEF |

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 use case
- In addition to the **configuration status** a **runtime status** is displayed

TESTSUITE_DEV (SAP SuccessFactors HXM Suite) Do not edit or delete. Used for testing

Endpoints **Supported Use Cases**

SUPPORTED USE CASES

Use Cases (7) Refresh

| Use Case | Configuration Status | Runtime Status | Actions |
|-----------------------------|----------------------|----------------|----------------------|
| Business Process Monitoring | Not Configured | Not Applicable | Refresh |
| Integration Monitoring | Active | Success | Refresh |
| Exception Monitoring | Active | Error | Refresh |
| Alert Management | | | |
| Notification Manager | | | |
| Operations Automati | | | |
| Business Service Ma | | | |

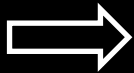
Exception Monitoring

| Capability | Direction | Configuration Status | Runtime Status |
|--------------------------|-----------|----------------------|----------------|
| Middleware Integrations | PULL | Active | Success |
| Data Replication Monitor | PULL | Active | Error |
| Scheduled Jobs | PULL | Active | Success |
| Integration Center | PULL | Not Configured | Not Applicable |

Close

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.

The screenshot shows the "Status of Landscape Sync" table in the SAP interface. The table has four columns: System, Proxy, Logs, and Actions. The Actions column is highlighted with a red box, and a refresh icon is visible in the top right corner of the table area.

| System | Proxy | Logs | Actions |
|---------|--------|--------------------------|---------|
| PRD-200 | PRD_01 | <input type="checkbox"/> | |
| QAL-200 | QAL_01 | <input type="checkbox"/> | |

Landscape Management - New Features delivered in Q1/2023

Change Cloud Service Name via SAP for Me



The screenshot shows the SAP Landscape Management interface. At the top, it says "SAP Landscape Management" and "Last Refresh : Mar 31, 2023, 2:11:42 PM". Below that, there's a "Services" section with a search bar containing "new". A table lists services, with one row highlighted in red. The table has columns: Status, Name, Service Type, Customer Name, Tenant Role, Tenant ID, and Data Center Name.

| Status | Name | Service Type | Customer Name | Tenant Role | Tenant ID | Data Center Name |
|--------|---------------------------------|-----------------------|---------------|-------------|-----------|--------------------|
| New | calm-cdm-cpi-prod-test-new-name | SAP Integration Suite | SAP Cloud ALM | Production | | Germany: Frankfurt |

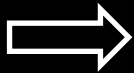
In **Landscape Management** we now display the **customer tenant name** instead of the SAP default tenant name, if it is maintained by the customer. The customer can change the customer tenant name, via a service request in SAP for Me. The **name change will reflect in LMS** after the next SLIS import.

The screenshot shows the SAP for Me interface. At the top, it says "SAP for Me" and "Search SAP for Me". Below that, there's a navigation menu on the left with options: Home, Calendar, DASHBOARDS, Finance & Legal, Portfolio & Products, Services & Support, and Systems & Provisioning. The main content area shows "Systems & Provisioning / SAP Cloud ALM / calm-cdm-cpi-prod-test-new-name (CLOUD)". Below that, there's a system card for "calm-cdm-cpi-prod-test-new-name (CLOUD)" with a "NORMAL" status and a "Request for System Name/ID Change" button. The system card also displays details: System Name, System ID, System Role, Data Center, Cloud Service, and Customer.

| System Name | System ID | System Role | Data Center | Cloud Service |
|---------------------------------|-----------|-------------|--------------------|-----------------------|
| calm-cdm-cpi-prod-test-new-name | CLOUD | Production | Germany: Frankfurt | SAP Integration Suite |

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**.

A screenshot of the SAP Landscape Management interface. The main window shows a list of systems with a search bar and an "Add" button highlighted with a red box. A modal dialog titled "Add System" is open, showing "General Properties". The "Product" dropdown is set to "SAP Cloud Connector" and is highlighted with a red box. Below it, a table shows "Description: SAP Cloud Connector" and "Role: SAP Focused Run". The "Description" row also has "OTHER" and the "Role" row has "ABAP" on the right side. There are input fields for "Location ID" and "Connector ID". "Save" and "Cancel" buttons are at the bottom right.

| General Properties | |
|--------------------|---------------------|
| Product: * | SAP Cloud Connector |
| Description: | SAP Cloud Connector |
| Role: * | SAP Focused Run |
| Location ID: | |
| Connector ID: * | |

SAP Cloud ALM for Operations

Open Telemetry @ SAP



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

Producer

Routing

Consumer

SaaS scenario (multiple tenant - provider account)

| | |
|---------------------------------|---------------------------|
| Data Collection Instrumentation | Pull based Data Providers |
| OTEL Extensions | |
| Open Telemetry | |



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



PaaS scenario (single tenant – cons. account)

| | |
|---------------------------------|---------------------------|
| Data Collection Instrumentation | Pull based Data Providers |
| OTEL Extensions | |
| Open Telemetry | |



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



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 |



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

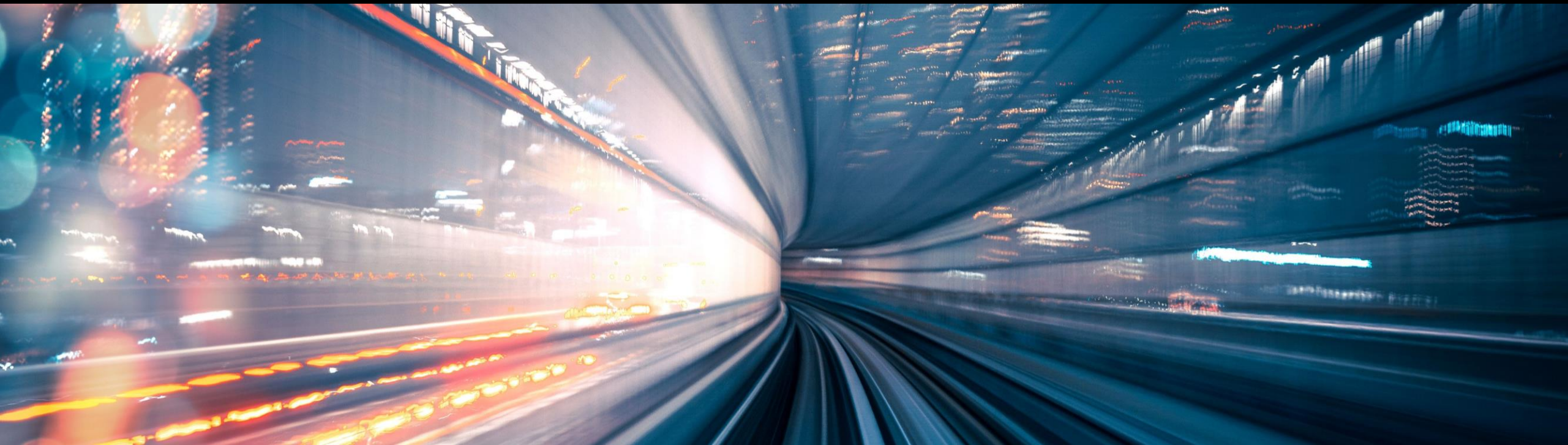
SAP Internal

Customers/Partners

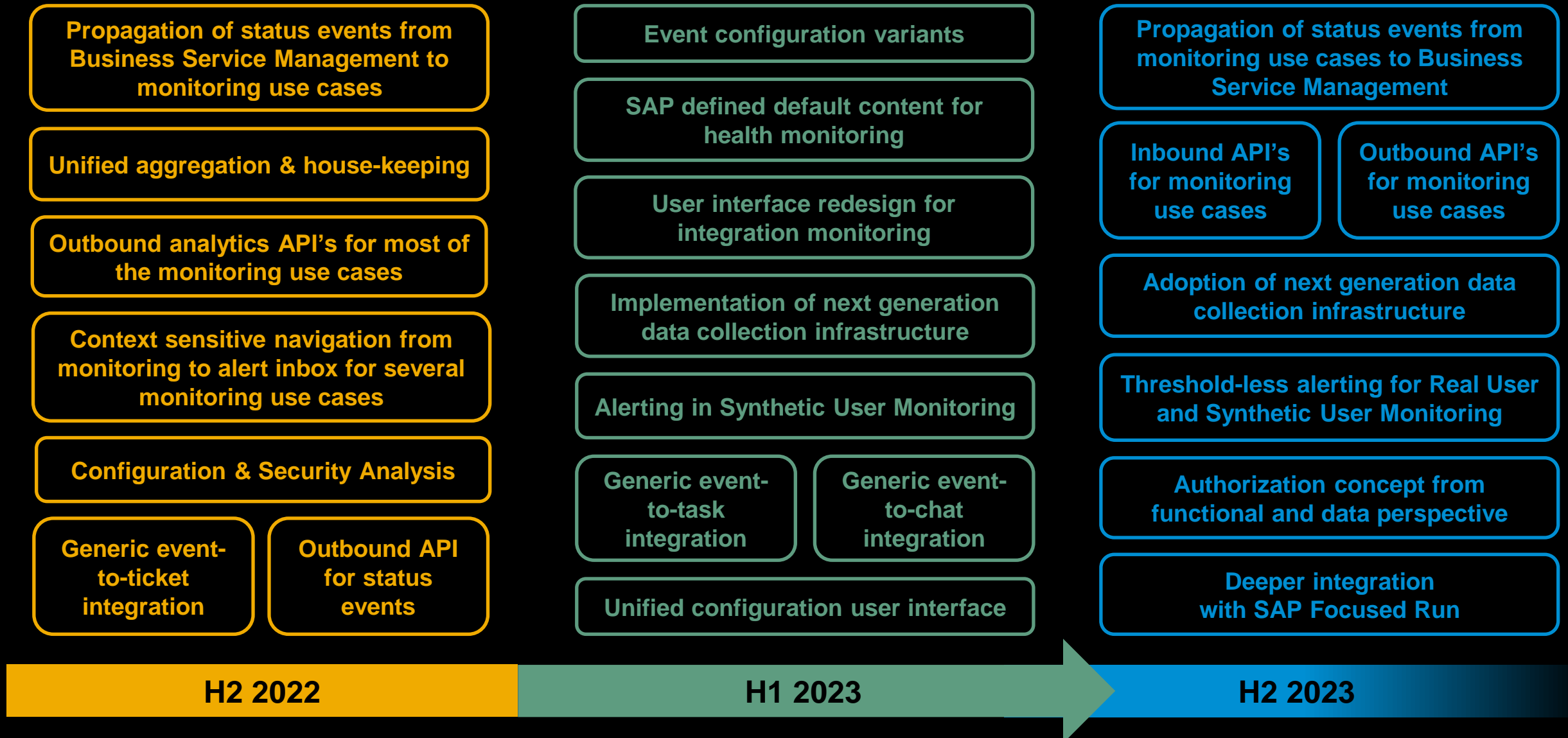
Planned Support for Open Telemetry Signals

| 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 |


SAP Cloud ALM for Operations Roadmap



SAP Cloud ALM for Operations – Functional Roadmap



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 for 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 |

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