



Operations of cloud centric landscapes

Newly delivered features in Q4 2022

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PUBLIC

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Agenda

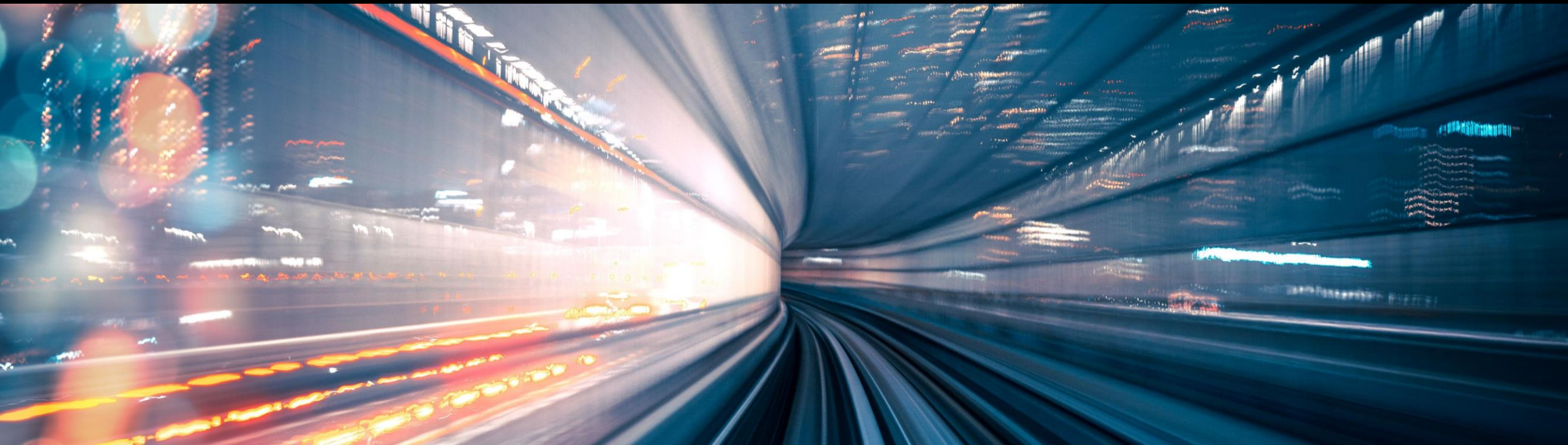
SAP Cloud ALM - **Overview**

SAP Cloud ALM – **Newly delivered features in Q4 2022**

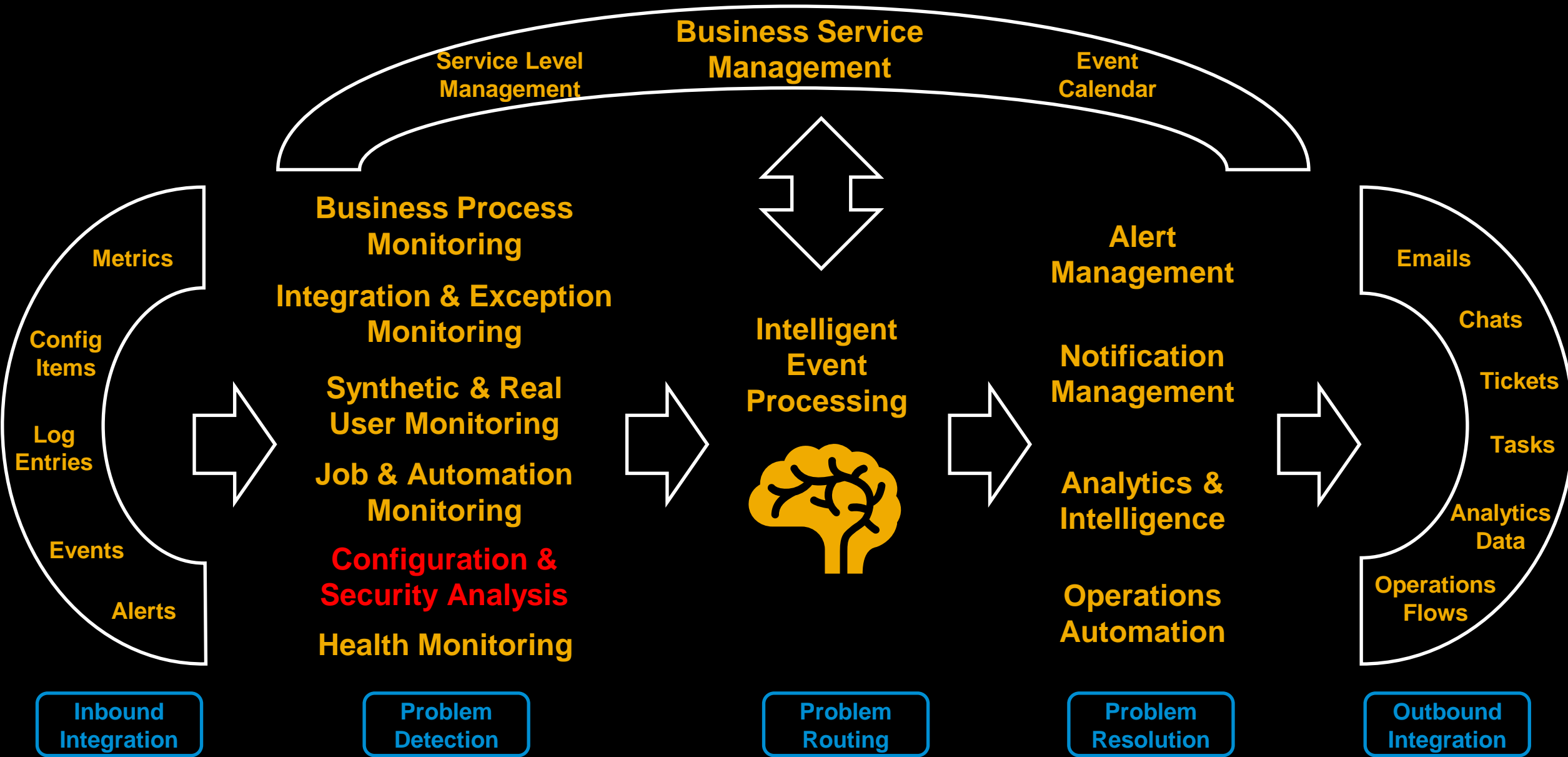
SAP Cloud ALM – **Roadmap**

SAP Cloud ALM for Operations

Overview

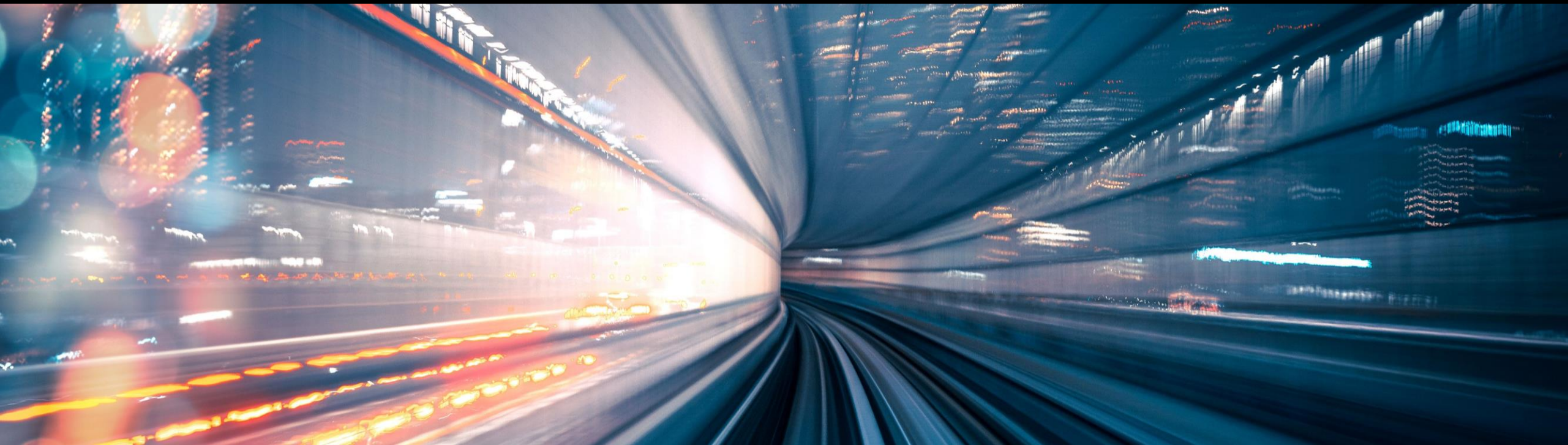


SAP Cloud ALM for Operations – Functional Overview

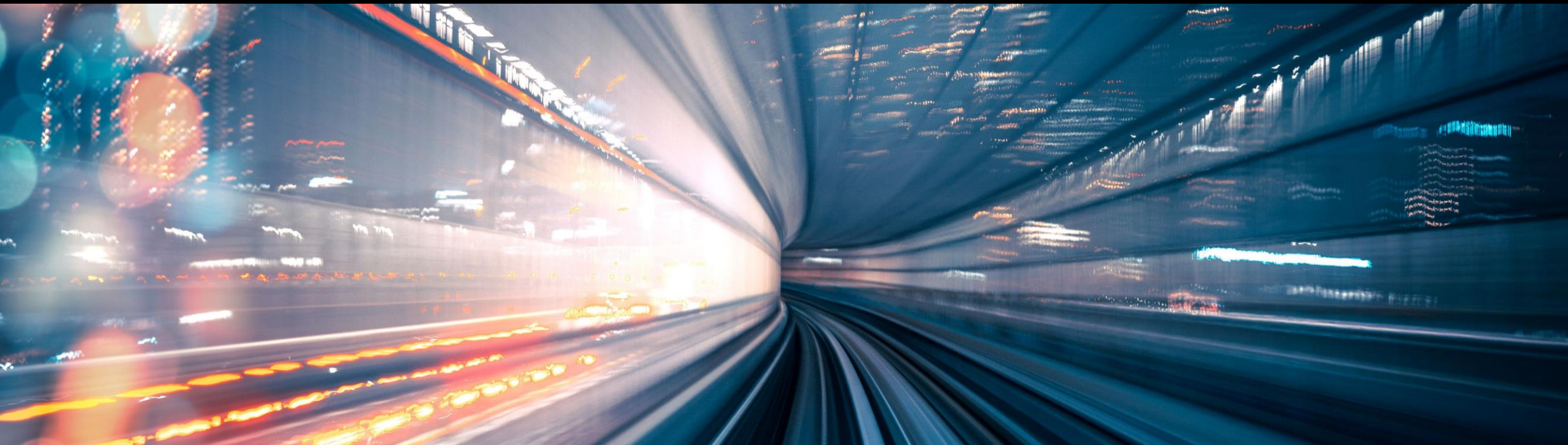


SAP Cloud ALM for Operations

Newly delivered features in Q4 2022



Business Process Monitoring



Business Process Monitoring - New Features delivered in Q4/2022

Scope Selection



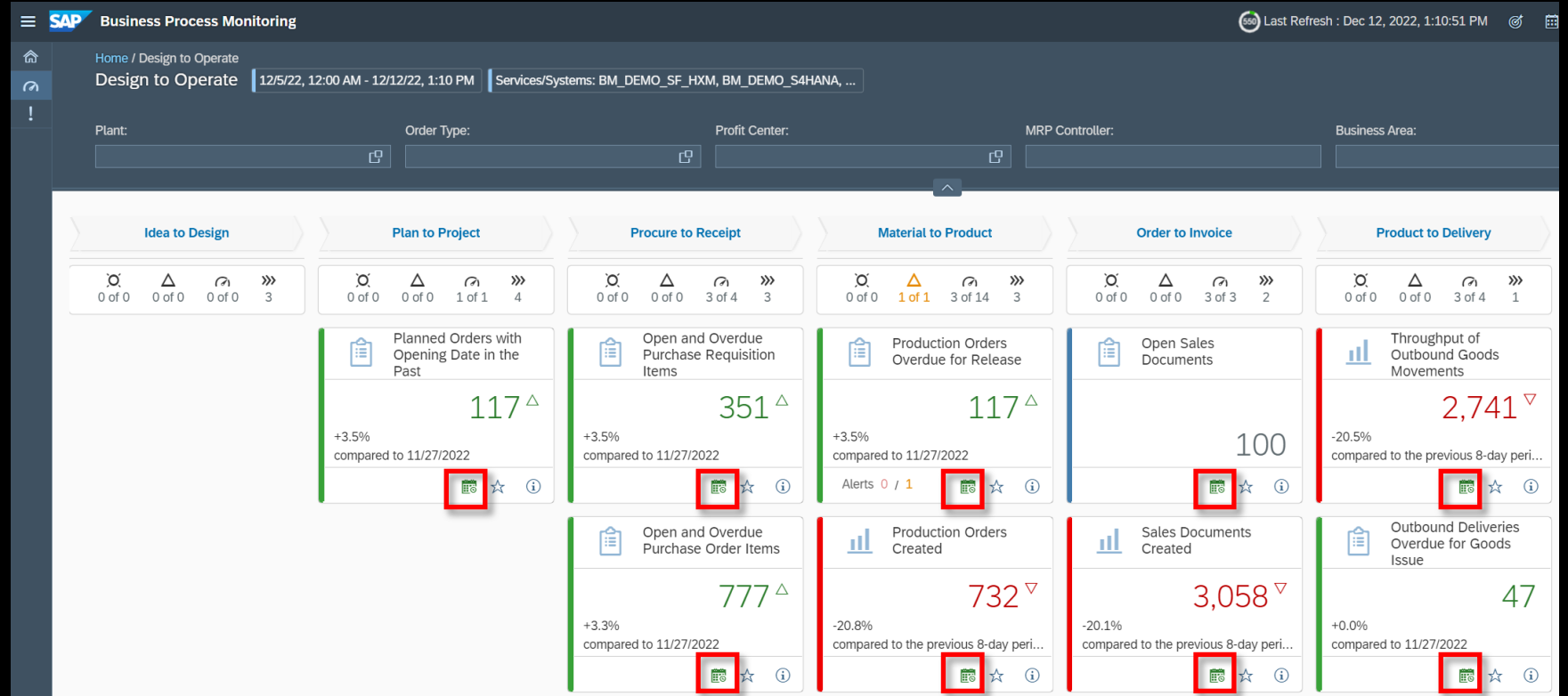
You can now select the services and systems whose business processes you want to monitor. If you want to monitor **only a selection** of the available **services and systems**, choose the **Scope Selector**.

The screenshot shows the SAP Business Process Monitoring interface. The main window is titled "Business Process Monitoring" and displays a "Home" view for the date range "12/5/22, 12:00 AM - 12/12/22, 1:06 PM". The interface includes a "Plant" field, "Overview" and "Favorites" tabs, and a "Lead to Cash" process card. A "Scope Selector" dialog is open, titled "Select a Scope", and is highlighted with a red border. The dialog shows a table of "Services/Systems (4/4)" with columns for Name, Description, Service Type, System Type, and System ID. The table contains four rows, all of which are checked. The dialog also features a "Standard" dropdown, a "Toggle Filter Bar" button, an "Adapt Filters" button, and a "Go" button. A search bar labeled "Search Text" is present above the table. The bottom of the dialog has "Apply (4)" and "Cancel" buttons.

<input type="checkbox"/>	↑	Name	Description	Service Type	System Type	System ID
<input checked="" type="checkbox"/>		BM_DEMO_SF_HXM	Success Factors HXM Suite Demo ...	SAP SuccessFactors HXM Suite		
<input checked="" type="checkbox"/>		BM_DEMO_S4HANA	SI/4HANA Cloud Demo Generator f...	SAP SI/4HANA Cloud		
<input checked="" type="checkbox"/>		MyS4HANACloud_01	MyS4HANACloud_01 (0M276IB)	SAP SI/4HANA Cloud		
<input checked="" type="checkbox"/>		MySuccessFactorsHXMSuite_01	MySuccessFactorsHXMSuite_01 (...)	SAP SuccessFactors HXM Suite		

Business Process Monitoring - New Features delivered in Q4/2022

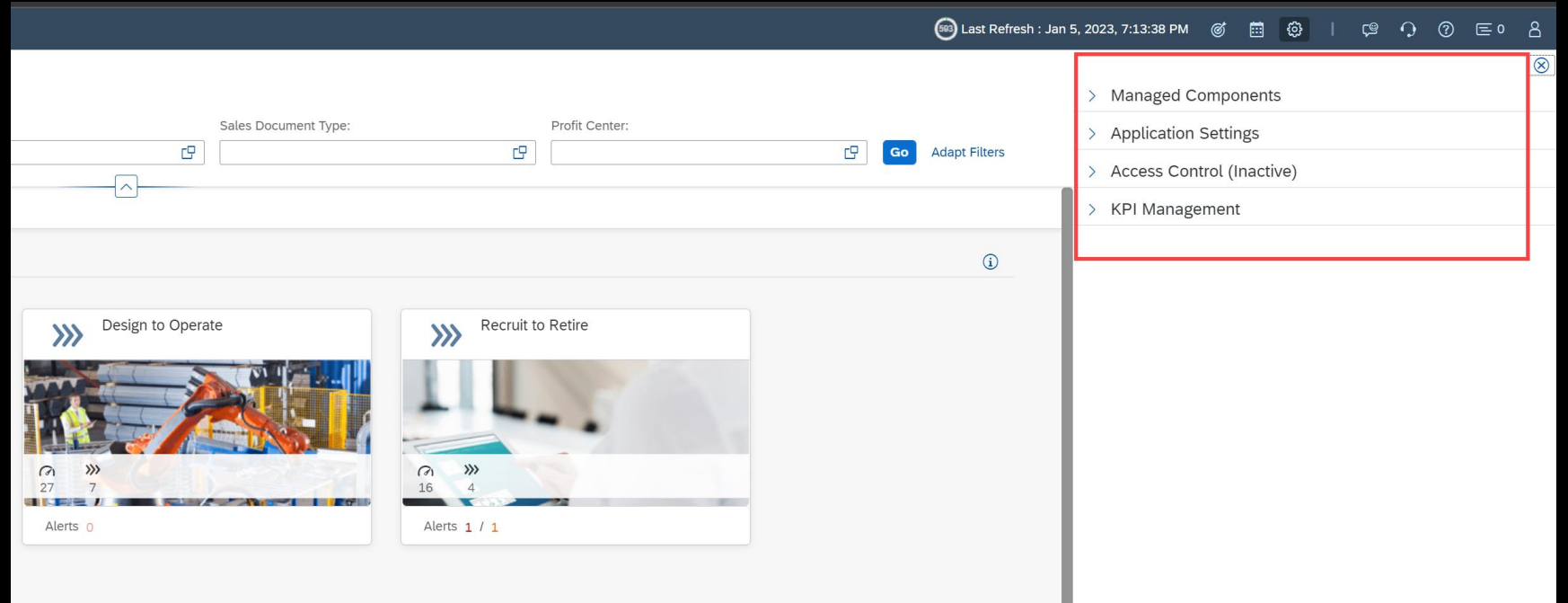
Status Events at Home Page of Business Process Monitoring



You can now see **event information** for your monitored services and systems directly from the Business Process Monitoring dashboards. This helps you **be aware of ongoing planned or unplanned downtimes** of your services and systems, which are affecting your KPIs.

Business Process Monitoring - New Features delivered in Q4/2022

Unified Configuration



To ensure a **unified view** and easier configuration within SAP Cloud ALM for operations, the layout and labels in the **Configuration panel** have been changed:

Business Process Monitoring - New Features delivered in Q4/2022

Analytics API

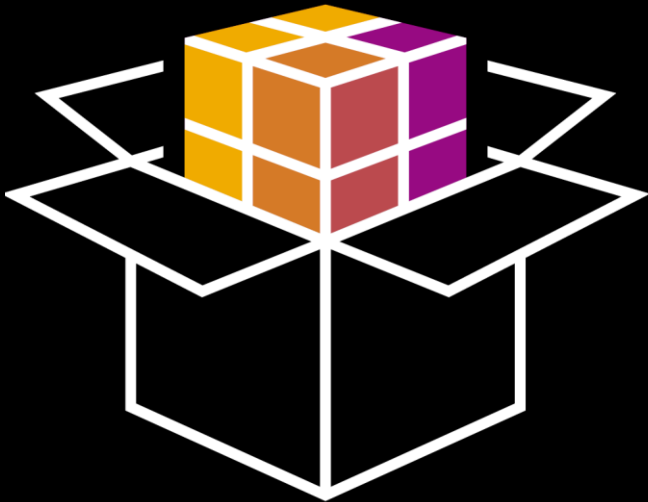


Business Process Monitoring Analytics API

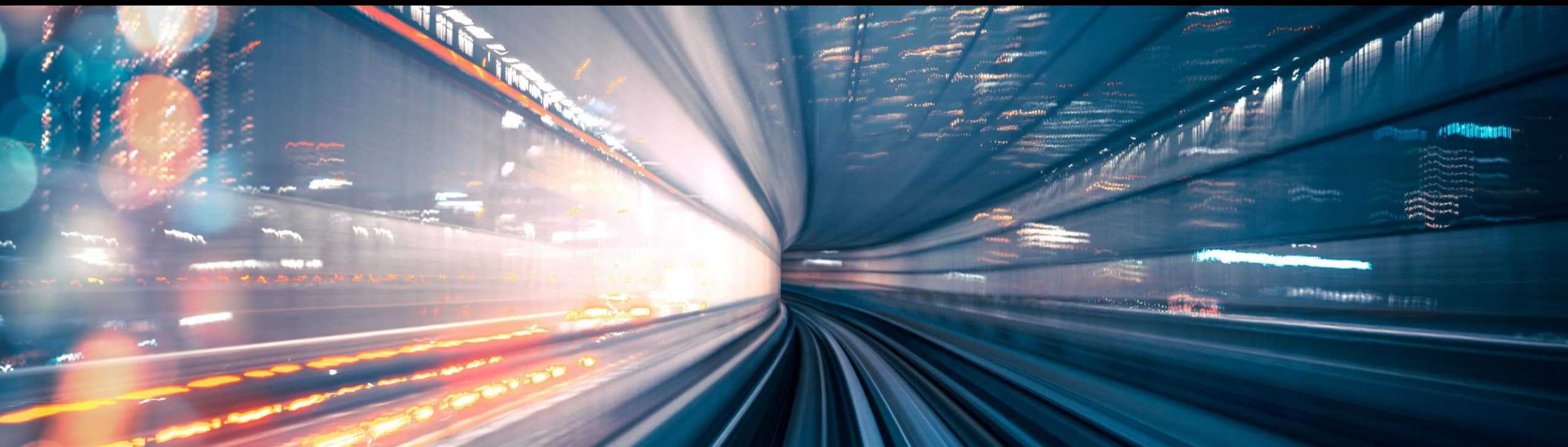
The SAP Cloud ALM Business Process Monitoring Analytics API enables you to build custom dashboards and reports with business process monitoring KPIs. It relies on the generic SAP Cloud ALM Analytics API.

The generic SAP Cloud ALM Analytics API is described here:

https://api.sap.com/api/CALM_ANALYTICS/overview published on SAP site.



Integration & Exception Monitoring

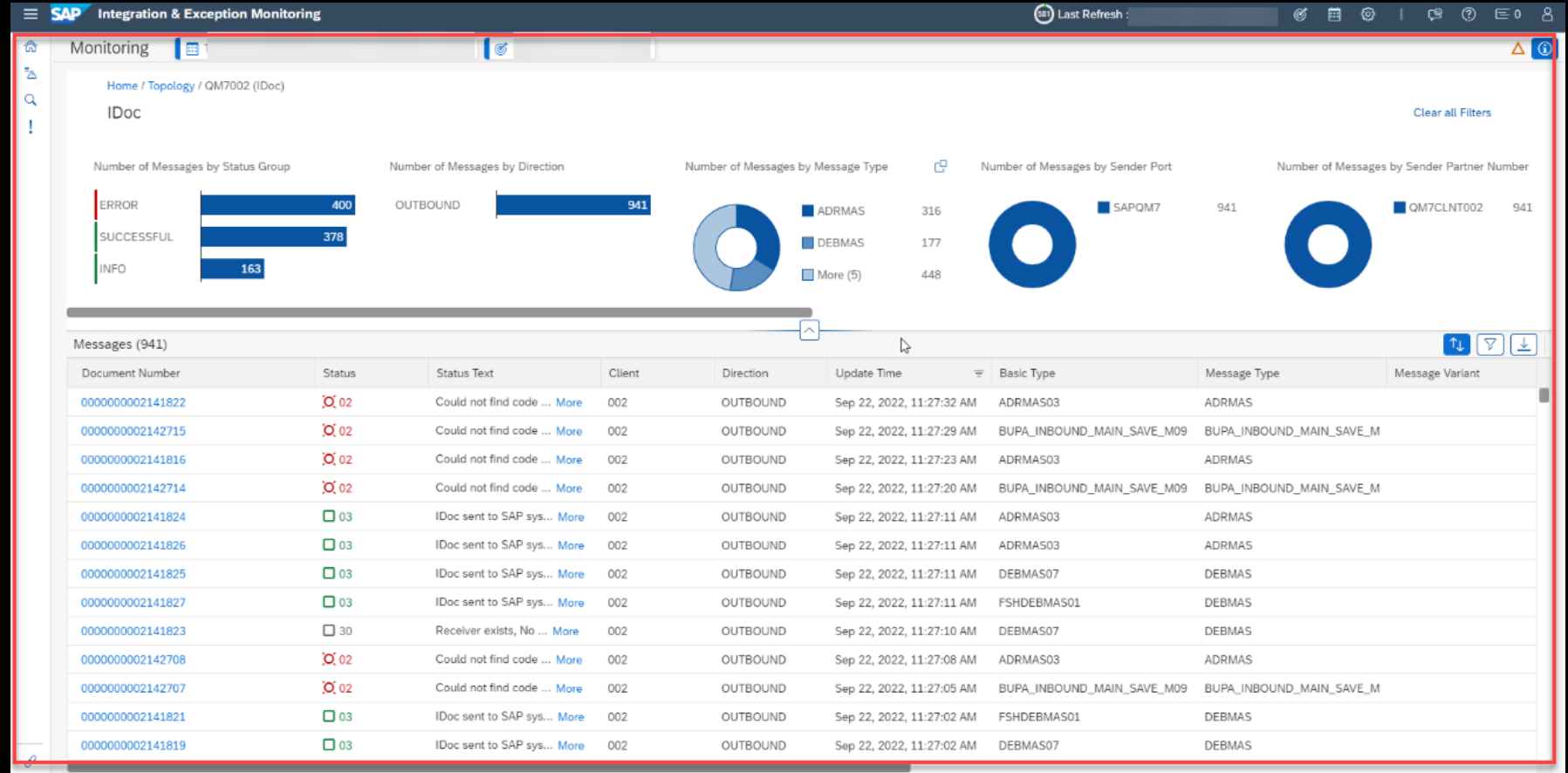


Integration & Exception Monitoring - New Features delivered in Q4/2022

Changes in Information Display of Messages



For **better usability** in terms of information display for message types, the information that was previously displayed into two-level drilldowns, **is now combined into a single user interface.**



Integration & Exception Monitoring - New Features delivered in Q4/2022

View Status Events like Maintenance , Disruption, Degradation

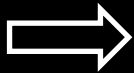


A screenshot of the SAP Integration & Exception Monitoring web interface. The page title is "Integration & Exception Monitoring" and the sub-header is "Overview". The main content area shows two service cards. The left card is for "FieldServiceManagement_S4HANACloud" and the right card is for "AribaNetwork-42K". Both cards show a list of services and their status. At the bottom of each card, there is a "Quality" indicator, an "Alerts" count, and a calendar icon. The calendar icon in both cards is highlighted with a red square. Below the main content area, there is a "Favorites" section with a similar service card for "FieldServiceManagement_S4HANACloud", also with a red square highlighting the calendar icon. The interface includes a top navigation bar with "SAP" logo, "Integration & Exception Monitoring" title, and various utility icons. The bottom left has a sidebar with navigation icons.

On the Home page, on any card representing a service or a business service, there's an option to view the **status of the events**, maintained in the **Business Service Management** app, related to the services.

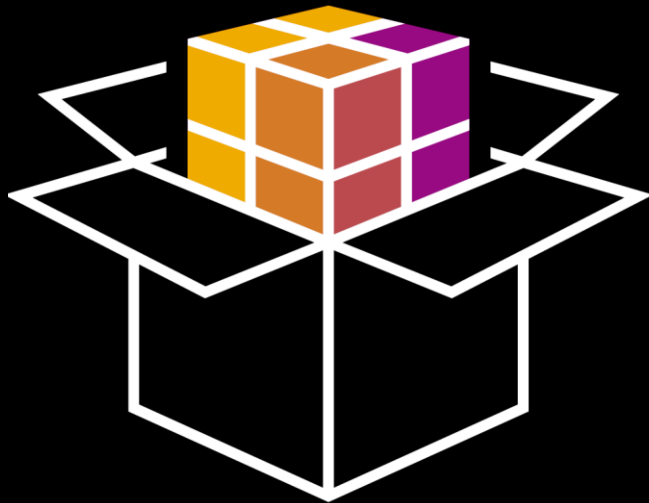
Integration & Exception Monitoring - New Features delivered in Q4/2022

Newly Supported Content

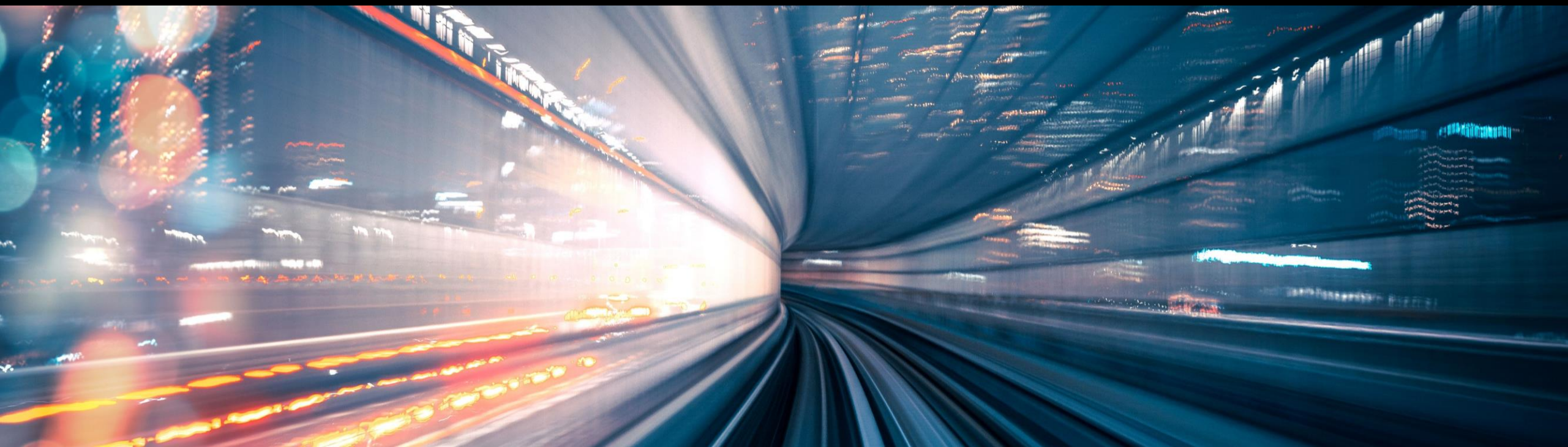


Newly supported **Integration & Exception Monitoring** content:

- **SAP Omnichannel Promotion Pricing**
- **SAP Master Data Governance – cloud edition (AIF Messages)**
You get a detailed status overview of the incoming and outgoing messages for different interfaces. You can drill down to single messages to check individual issues and message details.
- **SAP Process Integration (JAVA)**

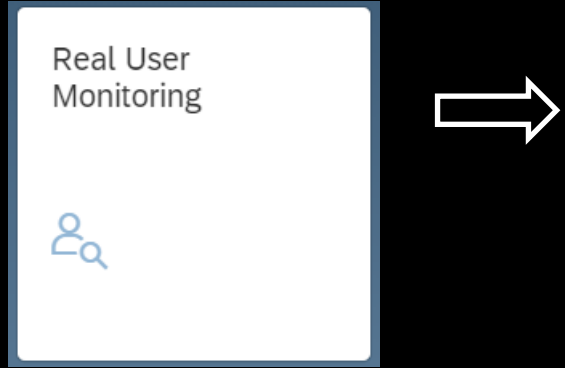


User & Performance Monitoring



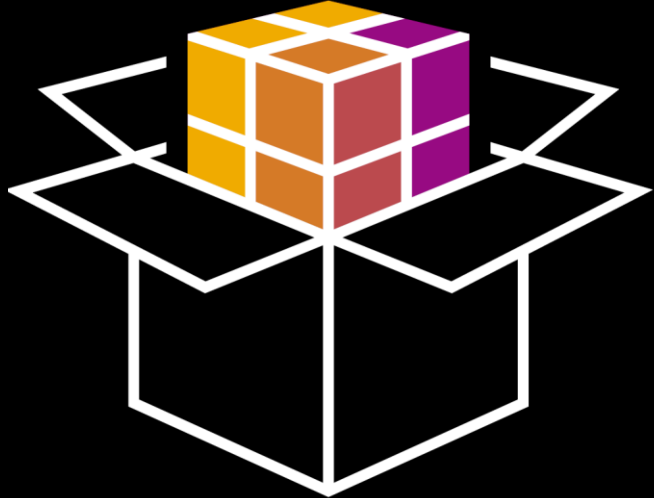
Real User Monitoring - New Features delivered in Q4/2022

Analytics API



Real User Monitoring Analytics API

The SAP Cloud ALM Real User Monitoring Analytics API enables you to build custom dashboards and reports with response times or executions of the different request types for selected services/systems. It relies on the generic SAP Cloud ALM Analytics API.



The generic SAP Cloud ALM Analytics API is described here: https://api.sap.com/api/CALM_ANALYTICS/overview published on SAP site.

Synthetic User Monitoring - New Features delivered in Q4/2022

Runner Endpoint Connection Improvement



On-premise Runner endpoints can now be connected via the **SAP Cloud Connector**

Add Runner

General

Name: * Paris local runner
Description: Local runner in Paris offices
Type: * On-premise

Endpoint

Location ID: Paris offices
Protocol: HTTP
Virtual Host and Port: * ParisVirtual.sap.corp:44487
Username: * adminsel
Password: *

Add **Cancel**

Configure Runners

Last Changed by: [redacted]
Last Changed on: Dec 14, 2022, 3:50:51 PM

General **Endpoint** **Scenarios**

Location ID: Paris offices
Protocol: HTTP
Virtual Host and Port: * ParisVirtual.sap.corp:44487
Username: * adminsel
Password: *

Close

Synthetic User Monitoring - New Features delivered in Q4/2022

Scope Selector



You can now choose the Scenarios to consider via a **Scope Selector**.

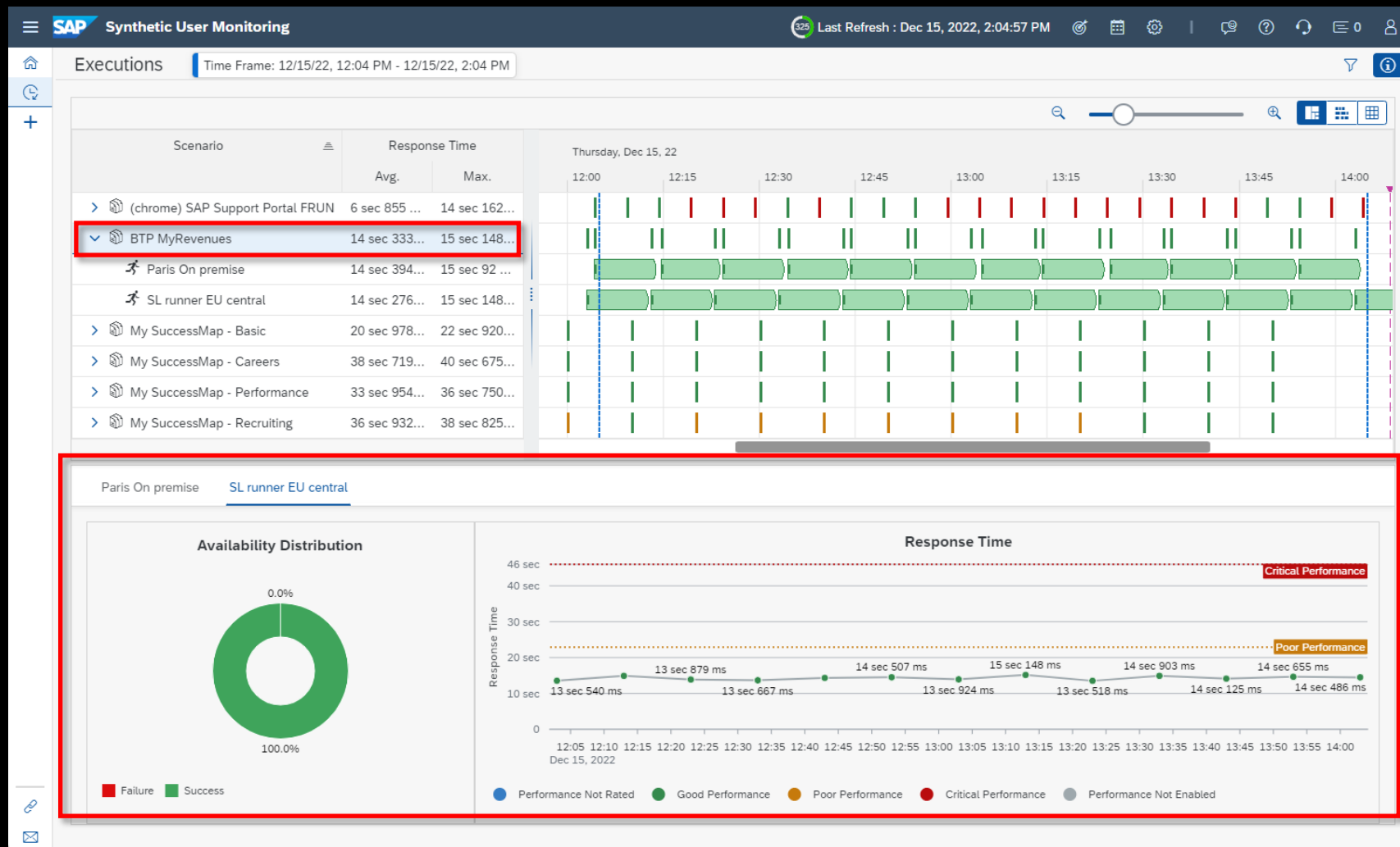
A screenshot of the SAP Synthetic User Monitoring interface. The main window is titled "Select a Scope" and is highlighted with a red border. It features a search bar at the top with "Standard" selected. Below the search bar are input fields for "Components:" (containing "Scenarios"), "Name:", "Description:" (containing "BTP x"), "Script:", and "Created by:". A table below lists three components: "MonthlySalesReport", "RegionalActivity", and "Sales App". The first two are checked. The table has columns for Name, Description, Protocol, Script, Created by, and Last Changed by. At the bottom right, there are "Apply (2)" and "Cancel" buttons. The background shows a blurred view of the main dashboard with "Overview" and "Favorites" tabs.

Synthetic User Monitoring - New Features delivered in Q4/2022

Executions View Improvement



When displaying all the executions you can now display the **details charts** about the executions of a **specific Scenario** on a **specific Runner**.



Synthetic User Monitoring - New Features delivered in Q4/2022

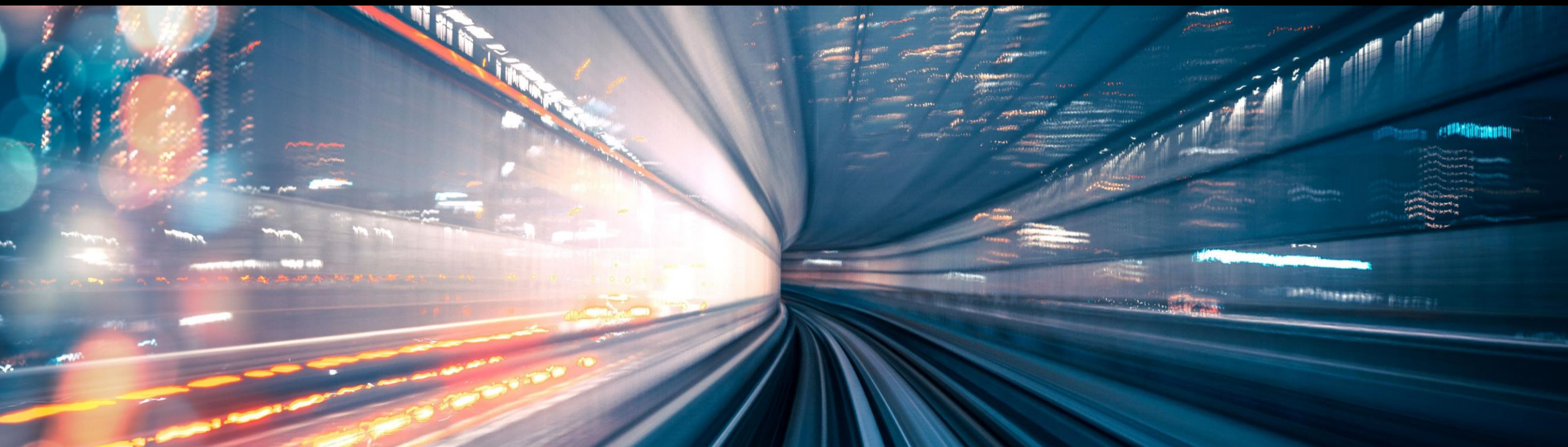
Newly Supported Annotation



Sensitive action – by setting the **@sap.sum.sensitive.action** on a command, you ensure that Synthetic User Monitoring does not capture screenshots or expose target and value fields in the monitoring UI.



Job & Automation Monitoring



Job & Automation Monitoring - New Features delivered in Q4/2022

Improved Alert Settings for Execution Status

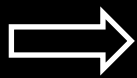


You can now **restrict the alert creation** for execution status of any rating (**red, yellow, or both**) as per your requirement. For example, you can restrict the alert creation only for execution status with red rating. By default, alert is raised for both red and yellow ratings.

The screenshot shows the SAP configuration interface for "Critical Execution Status for job detected". The "Event Settings" section is expanded, showing "Event Type" as "Critical Execution Status" and "Event Name" as "Critical Execution Status for job detected". The "Critical Execution Status" dropdown menu is open, showing options "Red or Yellow", "Red", and "Yellow", with "Red or Yellow" selected. Below this is a table for "Event Filters" with columns "Parameter", "Operator", and "Value". The table contains three rows: "Job / Automation Executable Name", "Job / Automation Execution User", and "Job / Automation Name", all with "Is" as the operator. The "Event Actions" section includes "Create Alert" (ON), "Send Email To" (OFF), and "Start Operation Flow" (OFF). At the bottom right, there are "Save", "Cancel", and "Close" buttons.

Job & Automation Monitoring - New Features delivered in Q4/2022

View Status Events like Maintenance , Disruption, Degradation



On the Home page, on any card representing a service or a system, there's an option to **view the status of the events**, maintained in the **Business Service Management**, related to the services or systems.

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 : Dec 12," indicator. Below the navigation bar, there are tabs for "Overview" and "Favorites". The "Overview" section displays three service cards: "MyIBP_01 SAP Integrated Business Planning", "MyMarketingCloud_01 SAP Marketing Cloud", and "MyS4HANACloud_01 SAP S/4HANA Cloud". Each card shows the number of SAP Application Jobs and counts for "With Technical Exceptions", "With Application Exceptions", and "With High Run Time". At the bottom of each card, there is an "Alerts" count and a calendar icon (highlighted with a red box), a star icon, and an information icon. The "Favorites" section displays two more service cards: "MyIBP_01 SAP Integrated Business Planning" and "MySuccessFactorsEC... SAP SuccessFactors Employee Central Payroll". These cards also show job counts and exception counts, with the calendar icon (highlighted with a red box), star icon, and information icon at the bottom.

Job & Automation Monitoring - New Features delivered in Q4/2022

Navigate from Monitoring to Alerting



From the **Monitoring** view from column Open Alerts, you can directly drill down into the **Alerting** view alert details related to a job or automation.

The screenshot shows the 'Monitoring' view in SAP Job & Automation Monitoring. The table lists various jobs with their execution status and open alerts. A red box highlights the 'Open Alerts' column for the 'Products: Delete Products' job, which has a value of 1. A red arrow points from this cell to the 'Alerting' view below.

Name	Job Type	Execu...	Applicati...	Start ...	Run ...	Service/System	Open Alerts
Constrained Forecast Run	SAP Application Job	✖	✖	✔	✔	MyBtpABAP_01	0
Products: Delete Products	SAP Application Job	✖	✖	✔	✔	MyMarketingClou...	1
FI-CA Data Processing	SAP Application Job	✖	✔	✔	⚠	MyBtpABAP_01	0
Network Notifications - Ariba (Ari...	SAP Intelligent RPA Job	✔	✖	✔	✔	MyIRPA_01	0
Actual Overhead Calculation: Se...	SAP Application Job	✔	⚠	✔	✔	MyS4HANACloud...	1

The screenshot shows the 'Alerting' view in SAP Job & Automation Monitoring. It displays a list of alerts, with one alert selected. The alert details show a 'Critical Exec Status for job detected' for the 'Products: Delete Products' job, with a 'Worst Rating' of '✖' and a status of 'Open'.

Alert Name and Message	Managed Components	Object Details	Worst Rating	Last Updated	Status	Managed Component Status	Processor
Critical Exec Status for job detected	MyMarketing Cloud_01	NAME = Products: Delete Products TYPE = SAP Application Job	✖	Jan 9, 2023, 10:48:05 AM	Open	📅	>

Job & Automation Monitoring - New Features delivered in Q4/2022

Newly Supported Products



Newly supported products:

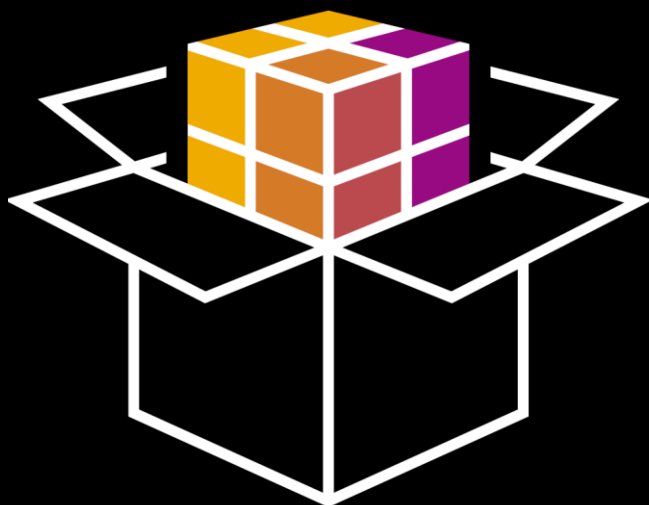
- **SAP Build Process Automation (Automations)**



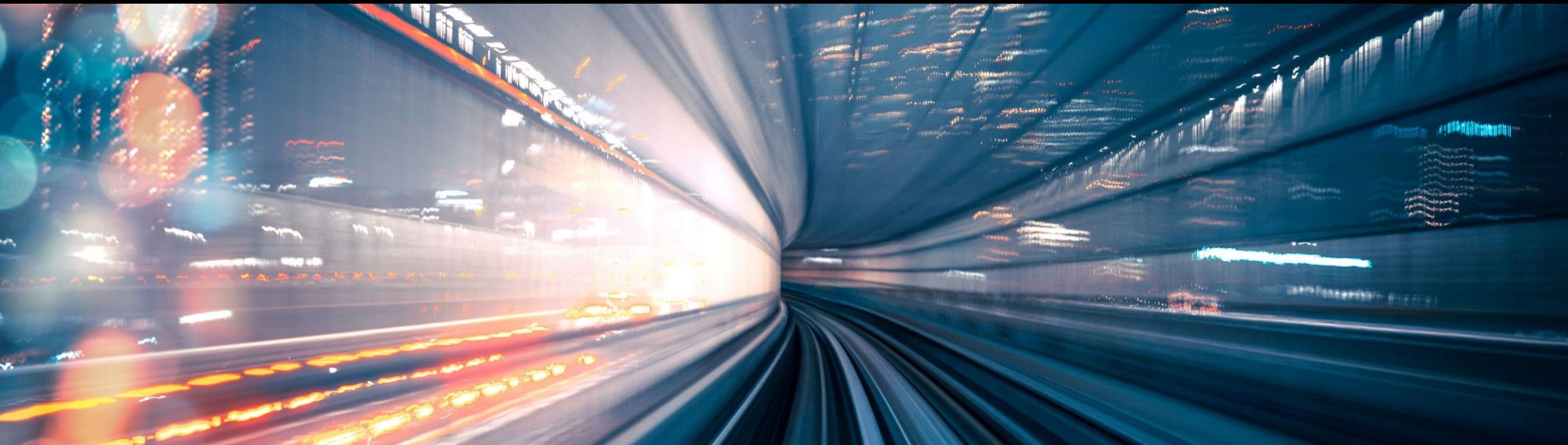
The screenshot shows the SAP Job & Automation Monitoring interface. The header includes the SAP logo, the title "Job & Automation Monitoring", and a "Last Refresh" timestamp of "Jan 9, 2023, 11:45:21 AM". The main content area is titled "Monitoring" and shows a table of services/systems. The table has columns for Name, Job Type, Execution status, Application status, Star status, Run status, Service/System, and a numeric value. All Job Types listed are "SAP Build Automation".

Name	Job Type	Exe...	Applica...	Star...	Run...	Service/System	O...
PEC Tax Posting - Core Finance (Treasury)	SAP Build Automation	✓	✓	✓	✓	MyBPA_01	0
Email Bot - HR (Hiring)	SAP Build Automation	✓	✓	✓	✓	MyBPA_01	0
Company Car Tax Posting - Core Finance (Treas...	SAP Build Automation	✓	✓	✓	✓	MyBPA_01	0
Network Notifications - Ariba (Ariba Network)	SAP Build Automation	✓	✓	✓	✓	MyBPA_01	0
Email Bot - MKT (Promotion)	SAP Build Automation	✓	✓	✓	✓	MyBPA_01	0

Note that monitoring for SAP Build Process Automation **Processes** is planned for Q2/2023.



Configuration & Security Analysis



Configuration & Security Analysis

Validate Configuration Items and Software Levels Automatically and Regularly

- **Existing functionality:**
 - **Regular collection** of configuration items and software levels into the configuration stores of the **Configuration Change Database**
 - **Store browser** as user interface to **visualize content of configuration stores**
 - **Change analysis** for selected scope and timeframe

- **Planned functionality:**
 - **Search** capability for pattern-based browsing into configuration items of selected scope
 - **Configuration validation** to compare TO-BE with AS-IS situation
 - **Embedded alerting** to notify on critical issues
 - **Embedded analytics** to analyze trends and root causes for discovered problems



Configuration & Security Analysis

Landscape object	Description	Store Name	store_type	Data range (To)
HTTP Whitelist (LICQ)		HTTP_WHITE_LIST	TABLE	Jan 12, 2023, 2:17:17 AM
ABAP Clients (T00)		CLIENTS	TABLE	Jan 12, 2023, 12:02:22 PM
RFC destinations type 'L'		RFCDIES_TYPE_L	TABLE	Jan 12, 2023, 12:02:24 PM
Crypto library version		CRYPTO_LIB	TABLE	Jan 12, 2023, 2:47:19 AM
Global change setting		GLOBAL	TABLE	Jan 12, 2023, 12:02:23 PM
ABAP Start Authorization check (USOAUTHINACTIVE)		ABAP_STARTAUTHCHECK	TABLE	Jan 12, 2023, 2:35:18 AM
Permitted trusted systems		RFCDIESACL	TABLE	Jan 12, 2023, 2:35:22 AM
RFC destinations type 'T'		RFCDIES_TYPE_3	TABLE	Jan 12, 2023, 2:23:19 AM
ABAP Code Vulnerability Analyzer status		ABAP_CVA_LICENSE	TABLE	Jan 12, 2023, 2:53:17 AM
Namespace change settings - Change log		NAMESPACES_CHANGE_LOG	EVENT	Jan 12, 2023, 12:02:30 PM
ABAP HTTP URL Location Exception Table (HTTPLURLOC)		HTTPLURLOC	TABLE	Jan 12, 2023, 2:23:18 AM
SAPPLUS version		SAPPLUS_VERSION	TABLE	Jan 12, 2023, 2:17:17 AM
System EZE	RFC destinations type 'T'	RFCDIES_TYPE_T	TABLE	Jan 12, 2023, 2:23:20 AM
System EZE	Customizing settings for authorization process	PRGN_CUST	TABLE	Jan 12, 2023, 2:05:21 AM
System EZE	Software component level	ABAP_COMP_LEVEL	TABLE	Jan 12, 2023, 2:58:27 AM
System EZE	Namespace change settings	NAMESPACES	TABLE	Jan 12, 2023, 2:28:27 AM
System EZE	SNC Access Control List (ACL)	SNCYSACL	TABLE	Jan 12, 2023, 2:11:21 AM
System EZE	ABAP Notes	ABAP_NOTES	TABLE	Jan 12, 2023, 2:11:19 AM



Configuration Change Database

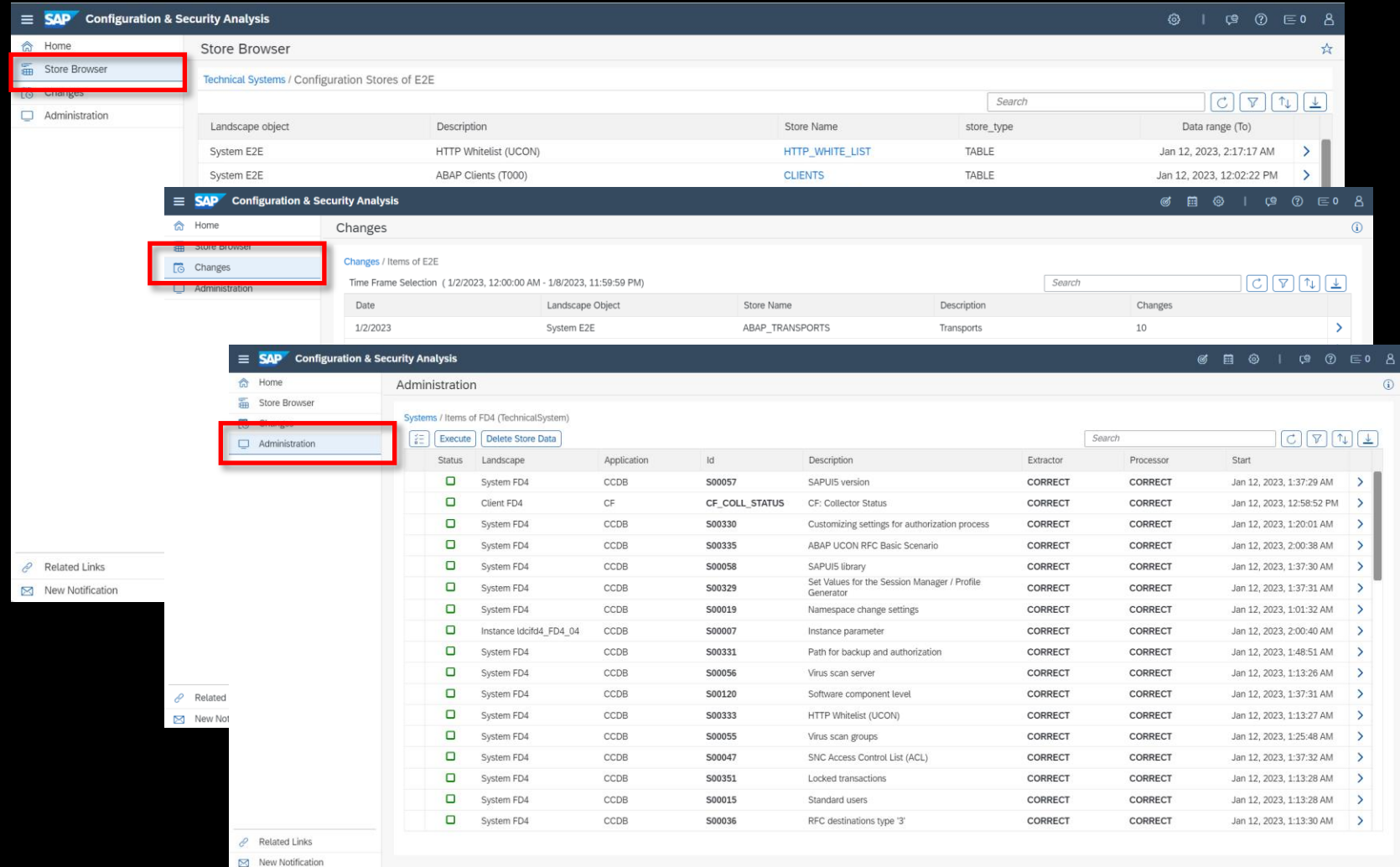
Configuration & Security Analysis - New Features delivered in Q4/2022

New application

New application



In the **Configuration & Security Analysis (CSA)** application you can display the configuration items of the technical configuration using **Store Browser**. **Changes** you can display the evaluated changes on items in time frames. **Administration** provides information about the managed systems and their status.



Store Browser

Landscape object	Description	Store Name	store_type	Data range (To)
System E2E	HTTP Whitelist (UCON)	HTTP_WHITE_LIST	TABLE	Jan 12, 2023, 2:17:17 AM
System E2E	ABAP Clients (T000)	CLIENTS	TABLE	Jan 12, 2023, 12:02:22 PM

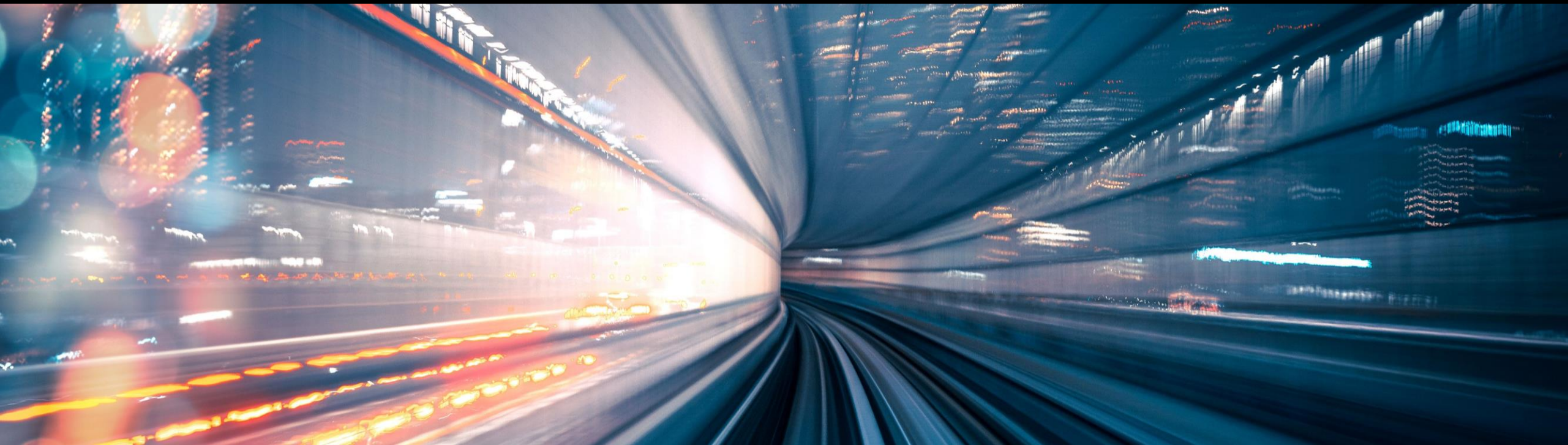
Changes

Date	Landscape Object	Store Name	Description	Changes
1/2/2023	System E2E	ABAP_TRANSPORTS	Transports	10

Administration

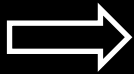
Status	Landscape	Application	Id	Description	Extractor	Processor	Start
✓	System FD4	CCDB	S00057	SAPUI5 version	CORRECT	CORRECT	Jan 12, 2023, 1:37:29 AM
✓	Client FD4	CF	CF_COLL_STATUS	CF: Collector Status	CORRECT	CORRECT	Jan 12, 2023, 12:58:52 PM
✓	System FD4	CCDB	S00330	Customizing settings for authorization process	CORRECT	CORRECT	Jan 12, 2023, 1:20:01 AM
✓	System FD4	CCDB	S00335	ABAP UCON RFC Basic Scenario	CORRECT	CORRECT	Jan 12, 2023, 2:00:38 AM
✓	System FD4	CCDB	S00058	SAPUI5 library	CORRECT	CORRECT	Jan 12, 2023, 1:37:30 AM
✓	System FD4	CCDB	S00329	Set Values for the Session Manager / Profile Generator	CORRECT	CORRECT	Jan 12, 2023, 1:37:31 AM
✓	System FD4	CCDB	S00019	Namespace change settings	CORRECT	CORRECT	Jan 12, 2023, 1:01:32 AM
✓	Instance Idcfd4_FD4_04	CCDB	S00007	Instance parameter	CORRECT	CORRECT	Jan 12, 2023, 2:00:40 AM
✓	System FD4	CCDB	S00331	Path for backup and authorization	CORRECT	CORRECT	Jan 12, 2023, 1:48:51 AM
✓	System FD4	CCDB	S00056	Virus scan server	CORRECT	CORRECT	Jan 12, 2023, 1:13:26 AM
✓	System FD4	CCDB	S00120	Software component level	CORRECT	CORRECT	Jan 12, 2023, 1:37:31 AM
✓	System FD4	CCDB	S00333	HTTP Whitelist (UCON)	CORRECT	CORRECT	Jan 12, 2023, 1:13:27 AM
✓	System FD4	CCDB	S00055	Virus scan groups	CORRECT	CORRECT	Jan 12, 2023, 1:25:48 AM
✓	System FD4	CCDB	S00047	SNC Access Control List (ACL)	CORRECT	CORRECT	Jan 12, 2023, 1:37:32 AM
✓	System FD4	CCDB	S00351	Locked transactions	CORRECT	CORRECT	Jan 12, 2023, 1:13:28 AM
✓	System FD4	CCDB	S00015	Standard users	CORRECT	CORRECT	Jan 12, 2023, 1:13:28 AM
✓	System FD4	CCDB	S00036	RFC destinations type '3'	CORRECT	CORRECT	Jan 12, 2023, 1:13:30 AM

Health Monitoring



Health Monitoring - New Features delivered in Q4/2022

Display Alerts of SAP HANA Cloud



The screenshot shows the SAP Health Monitoring interface. The top navigation bar includes the SAP logo and "Health Monitoring". The main content area is titled "Monitoring" and shows a breadcrumb path: "Home / Monitoring / calm-test-service-hm (SAP HANA Cloud) / calm-test-service-hm (SAP HANA Cloud)". The text "(SAP HANA Cloud)" is highlighted with a red box. Below the breadcrumb, there are two tabs: "Metrics Overview" (selected) and "All Metrics". A section titled "Alerts" is also highlighted with a red box, containing a table of HANA Alerts:

HANA Alerts	
Warning	3
Information	5

You can now display alerts from **SAP HANA Cloud** in Health Monitoring. These alerts are **modeled as metrics**, so they're displayed in a section Alerts of the Metric Overview, not in page Alerting.

Health Monitoring - New Features delivered in Q4/2022

Navigate from Monitoring to Alerting



A screenshot of the SAP HANA Cloud monitoring interface. The top section shows "SAP HANA Cloud" with "Services: 3" and a "Critical" status bar with a red underline and a "3" in a red circle. Below this is a table with columns for "Quality", "Open Alerts 11", and icons. A red box highlights the "Open Alerts 11" link. The main table has columns for "Type", "Status", "Alerts", "Health", "Message", and "Data Collection". A red box highlights the "Alerts" column, which contains values 4, 5, and 2 for the three services listed. The "Health" column shows percentages: 20%, 38%, and 75%.

From the **Home Page** and from the **Monitoring** view you can navigate context-sensitively to the **Alerting** view.

A filter will then be set to the alerts based on the link, e.g. based on the service type or the managed object.

A screenshot of the SAP Health Monitoring Alerting view. The top bar shows "SAP Health Monitoring" and "Alerting" with a sub-header "Order By: Current Rating, Last Updated". A red box highlights the "Alerts (11)" link. The main table has columns for "Alert Name and Message", "Managed Components", "Object Details", "Worst Rating", "Last Updated", "Status", "Managed Component Status", and "Processor". A red box highlights the "Alerts (11)" link. The table shows a "High Service Memory Usage" alert for "calm-dev-eu10-generalB-01" with a "Worst Rating" of a red 'x' and a status of "Open".

Health Monitoring - New Features delivered in Q4/2022

Analytics API

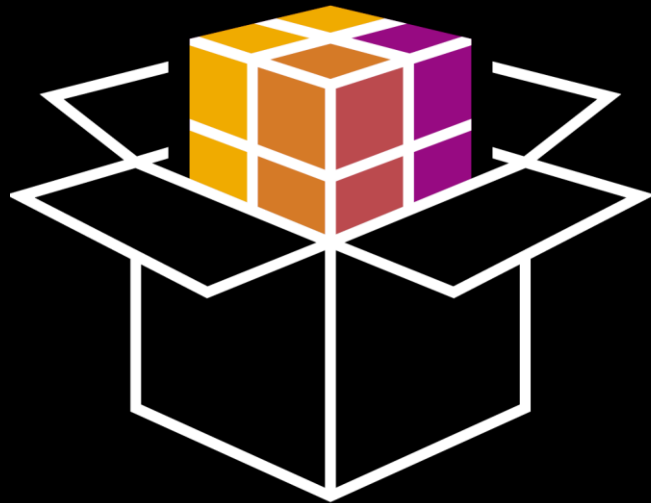


Health Monitoring Analytics API

The SAP Cloud ALM Health Monitoring Analytics API enables you to build custom dashboards and charts based on Health Monitoring metrics. It relies on the generic SAP Cloud ALM Analytics API.

The generic SAP Cloud ALM Analytics API is described here:

https://api.sap.com/api/CALM_ANALYTICS/overview



Health Monitoring - New Features delivered in Q4/2022

Newly Supported Products / Further Features

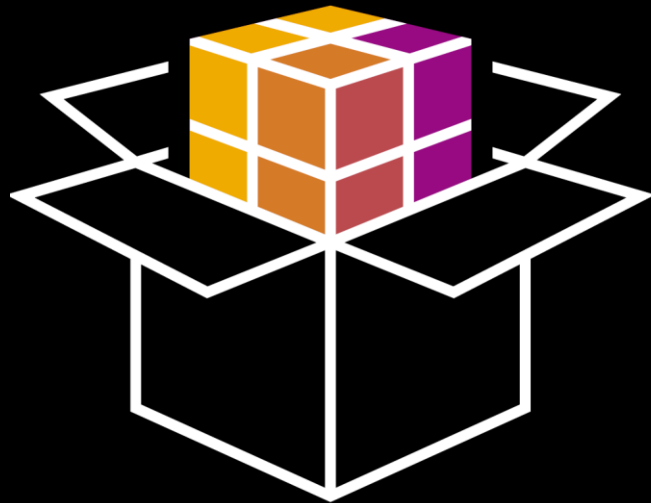


Newly supported products:

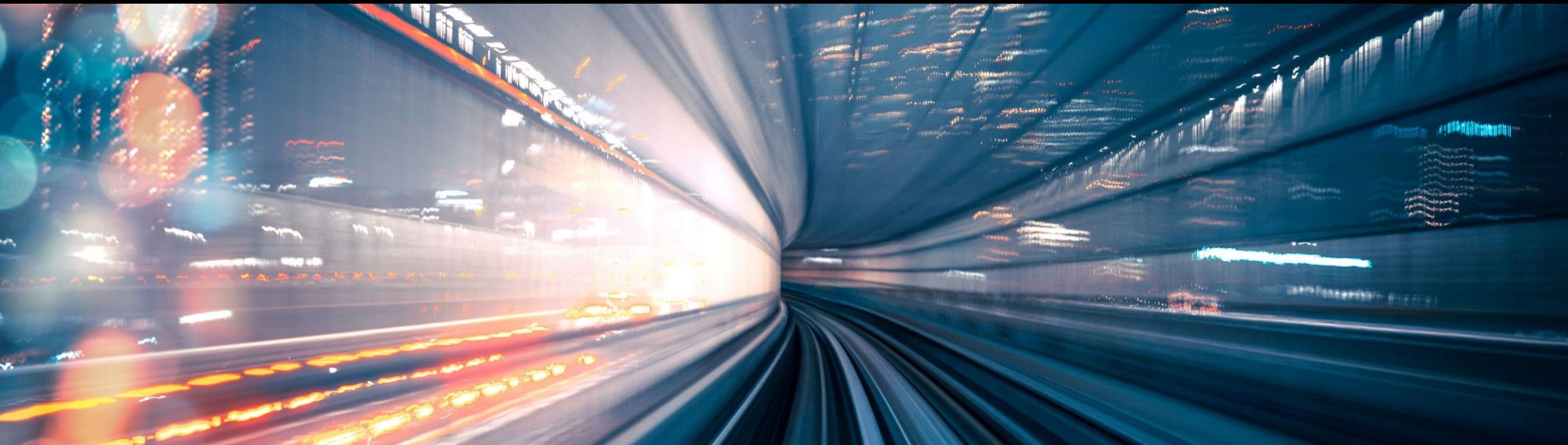
- **SAP BTP Neo Database**

Further Features:

- Unified **configuration layout**



Intelligent Event Processing



Intelligent Event Processing - New Features delivered in Q4/2022

Generalized Ticket Interface for Outbound Integration



Create Ticket

Search 🔍 [Manage Subscriptions](#) ↻

Items (2)

Subscription Name	Destination Type
3rd_Party Incident Management	3rd Party
ServiceNow_Incident	ServiceNow

[Close](#)

You can now connect other **ticket systems** than **ServiceNow** to create tickets from event situations.

Alert Management - New Features delivered in Q4/2022

Status Events in Alert Inbox UI



You can now see **status event information** for your alerts directly from the Alert Inbox. This helps you **be aware of ongoing planned or unplanned downtimes** of your services and systems, which have effects for your open alerts.

The screenshot displays the SAP Alerting interface. The top section shows a list of alerts with columns for Alert Name and Message, Managed Components, Object Details, Worst Rating, Last Updated, Status, Managed Component Status, and Processor. Two alerts are highlighted with red boxes:

- Erroneous Messages(AIF) Detected**: Managed Component: FieldServiceManagement_S4HANACloud_01, Object Details: Category=WS,Status=TECHNICAL ERROR,Interface=PRDREQ_OUT,Namespace=/CMDPR,Direction=OUTBOUND,Version=00001, Status: Open, Last Updated: Jan 17, 2023, 9:14:31 AM.
- Erroneous CPI Messages Detected**: Managed Component: MyCPI_01, Status: Disruption, Start / End: 17 Jan 2023, 09:30 - 17 Jan 2023, 11:30, Event Name / Description: Disruption.

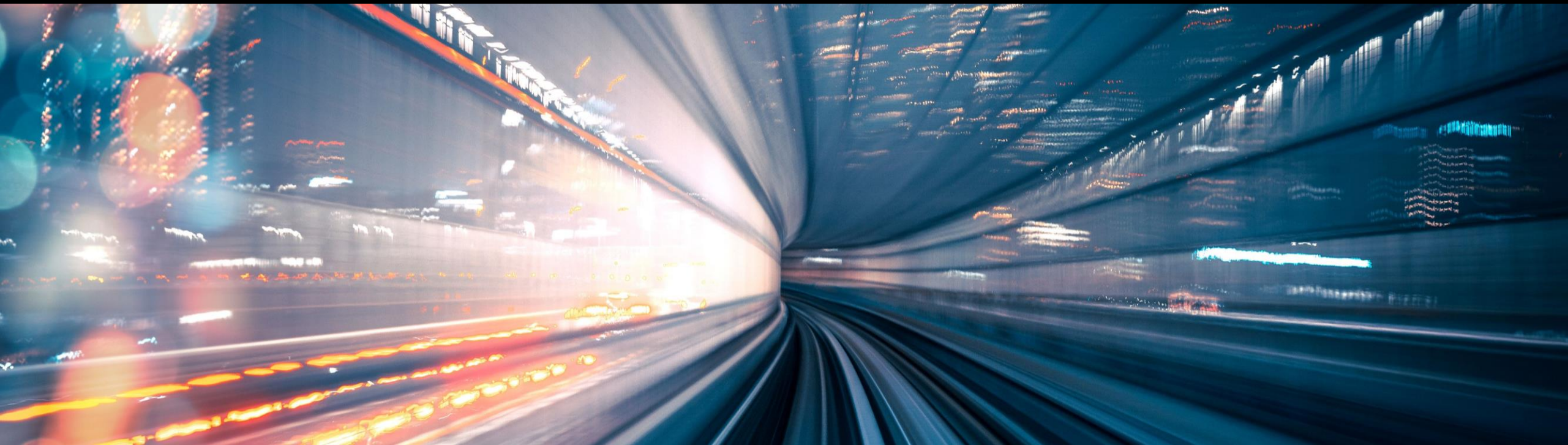
The bottom section shows the **Alert Details** for the "Erroneous CPI Messages Detected" alert. It includes a table with the same data as the alert list above, and a detailed view of the event:

Erroneous CPI Messages Detected
MyCPI_01 [MyCPI_01]

Object Details: Status=FAILED,Artifact Name=Replicate Purchase Order from SAP Fieldglass to SAP S4HANA
Status: Open
Last Updated: Jan 17, 2023, 9:14:30 AM
Created At: Jan 17, 2023, 7:12:36 AM

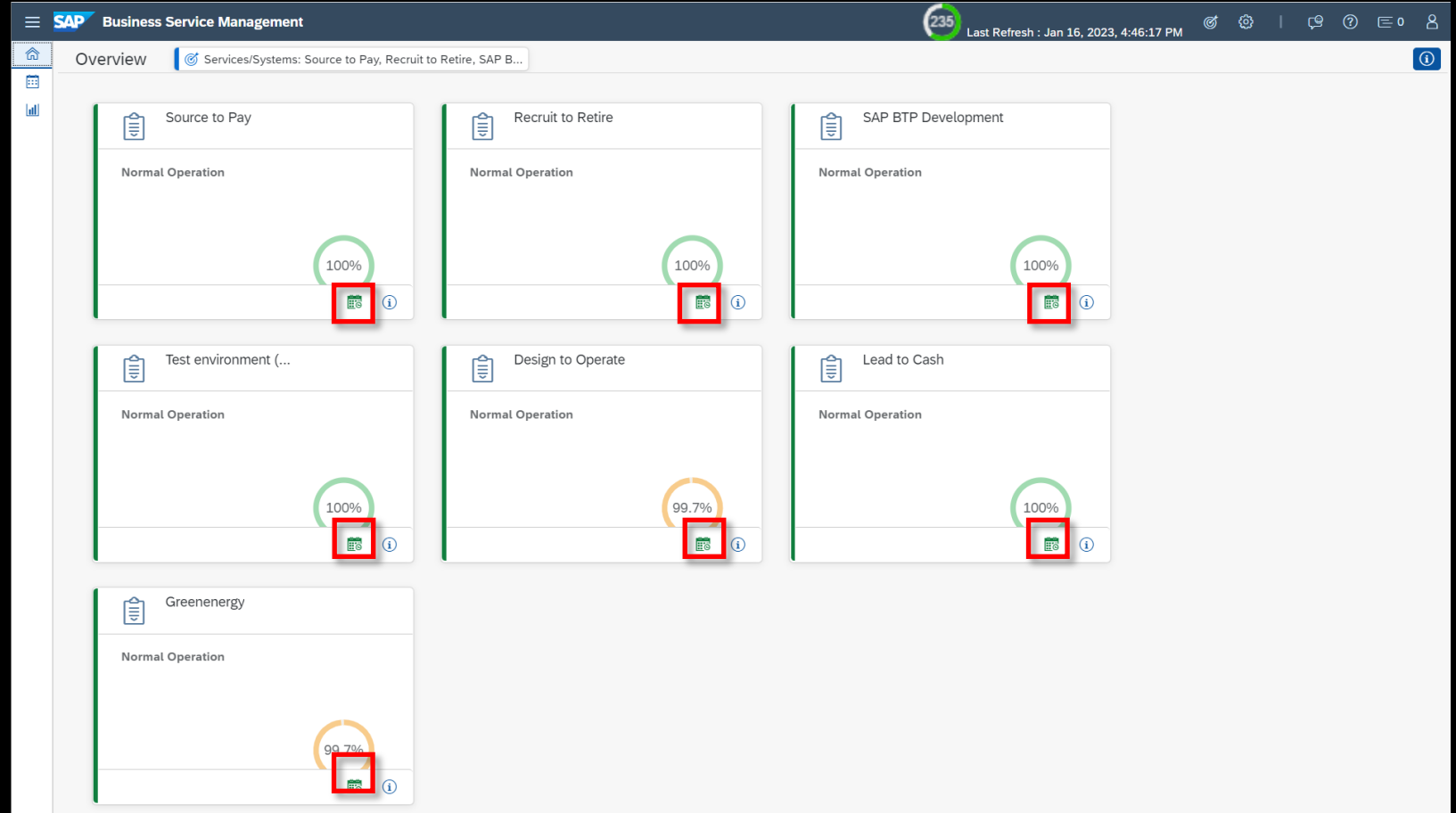
Managed Component: MyCPI_01, Status: Disruption, Start / End: 17 Jan 2023, 09:30 - 17 Jan 2023, 11:30, Event Name / Description: Disruption.

Business Service Management



Business Service Management - New Features delivered in Q4/2022

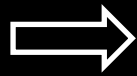
Status Events at Overview Page of Business Service Management



You can now see **event information** for your Business Services directly from the Business Service Management overview page. This helps you **be aware of ongoing Maintenances or Disruptions or Degradations** of your Business Services, which are affecting your KPIs.

Business Service Management - New Features delivered in Q4/2022

Download your Service Level Report



You can now **download** your **service level report** as a **PDF file**. This allows you to store it locally or to **easily share it with your colleagues**. The report contains useful statistics as well as detailed information about all events of the business service.

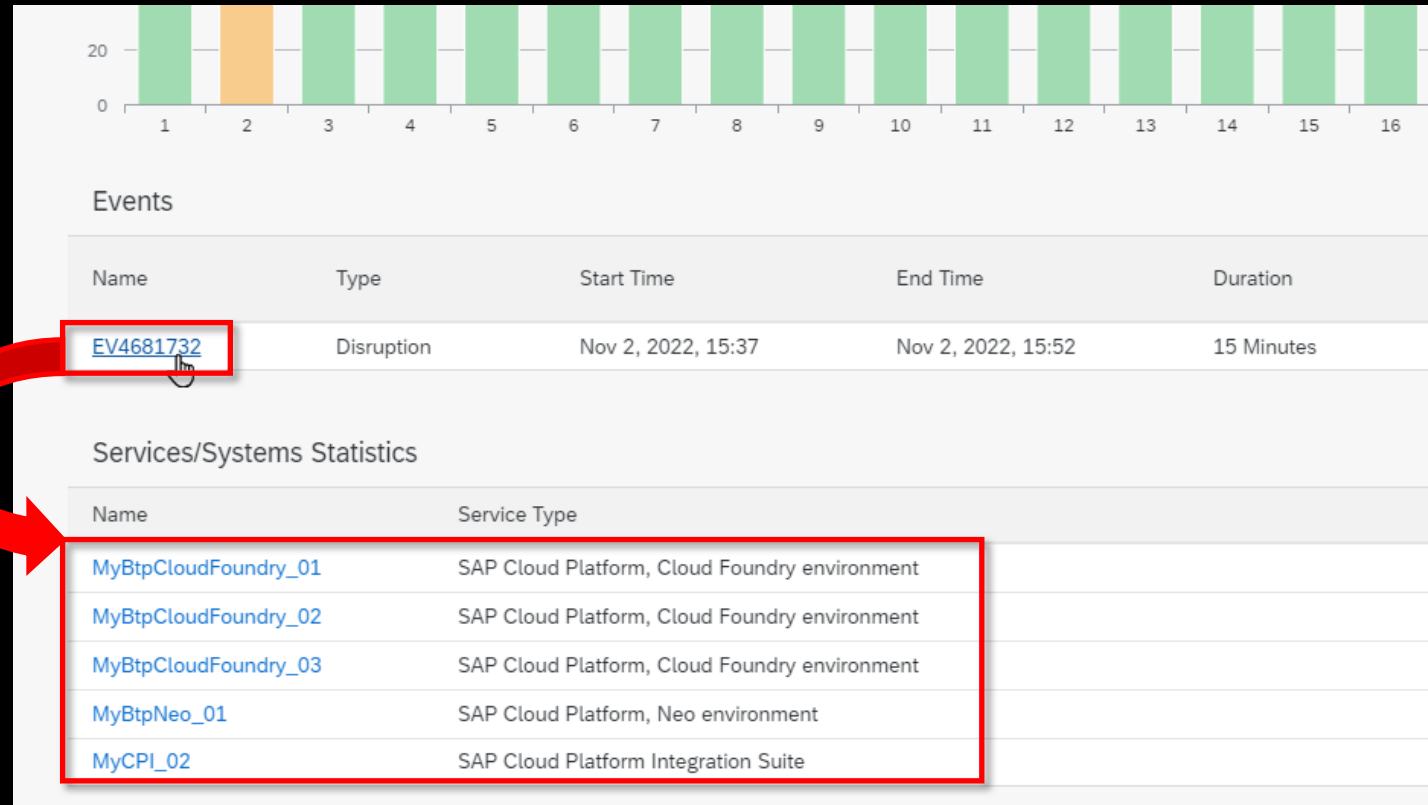
The screenshot shows the SAP Business Service Management interface. The main heading is "Service Level Reporting" with a breadcrumb "Home / Service Level Reporting / Design to Operate". A "Download" icon (a square with a downward arrow) is highlighted with a red box and a red arrow. The interface displays a bar chart for "January 2023 (CET)" showing service level percentages for each day. Most days are at 100% (Excellent), but one day shows 91.67% (Below Expectations). Below the chart is a "Service Level Report" for "Design to Operate" for "JANUARY 2023" (Jan 01, 2023 - Jan 31, 2023). It includes "Service Level Objective Settings" with an objective of 95.03% and a 7-day working period. The "Achieved Service Level" is 99.73% (Objective: 95.03%). A legend indicates: Excellent (green), Acceptable (orange), Below Expectations (red), and Future Date (grey). A table below shows event details for "Maintenance Time" with a duration of 2 hours. Another table shows "Duration" of 2 hours, "Service Level Relevant" as Yes, "Downtime" as 2 hours, and "Source" as Customer. A second bar chart at the bottom shows a detailed view of the service level for the month, with a red bar indicating the day with the 91.67% achievement.

Business Service Management - New Features delivered in Q4/2022

Event and Service Details in the Service Level Report



You can now view details **about events** and **systems/services** directly from the service level report. To access the service level report, go to the Service Level Reporting dashboard and **select a service**.

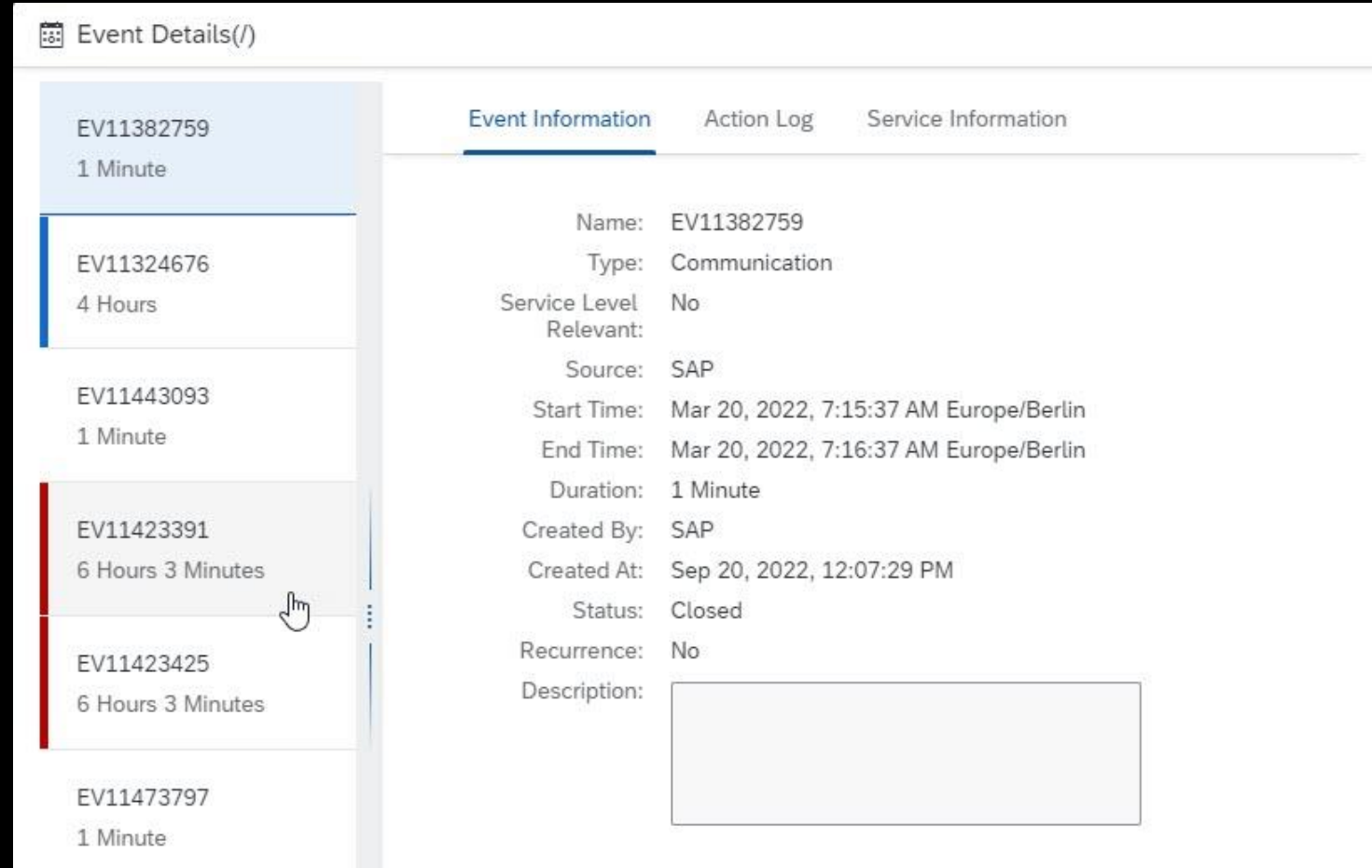


Business Service Management - New Features delivered in Q4/2022

New Layout of Clustered Events



When examining **clustered events** in the yearly view, you can now **use the sidebar** to **navigate** more easily **between events**.

A screenshot of the SAP Business Service Management interface. The title bar reads "Event Details(/)". Below the title bar are three tabs: "Event Information" (selected), "Action Log", and "Service Information". On the left is a sidebar with a list of events. The selected event is EV11382759 (1 Minute). Other events in the list include EV11324676 (4 Hours), EV11443093 (1 Minute), EV11423391 (6 Hours 3 Minutes), EV11423425 (6 Hours 3 Minutes), and EV11473797 (1 Minute). A mouse cursor is hovering over the EV11423391 event. The main content area displays details for the selected event: Name: EV11382759, Type: Communication, Service Level: No, Relevant: (blank), Source: SAP, Start Time: Mar 20, 2022, 7:15:37 AM Europe/Berlin, End Time: Mar 20, 2022, 7:16:37 AM Europe/Berlin, Duration: 1 Minute, Created By: SAP, Created At: Sep 20, 2022, 12:07:29 PM, Status: Closed, Recurrence: No, and Description: (empty text box).

Business Service Management - New Features delivered in Q4/2022

New Event Type



New Event Type:

- You can now also find **Data Center Migration events** in your Event Calendar. These events are **sent by SAP** to notify you in advance of **upcoming data center migrations** affecting your business services. You can find more details and action items by selecting the event and opening the Action Log, or by checking the Cloud Availability Center.




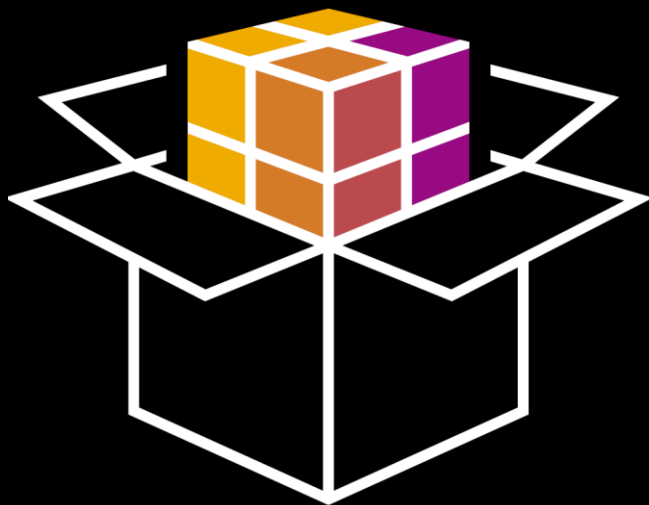
Business Service Management - New Features delivered in Q4/2022

Analytics API



Analytics API:

You can use the **SAP Cloud ALM Business Service Management APIs** to retrieve event information from Business Service Management via REST or Odata calls

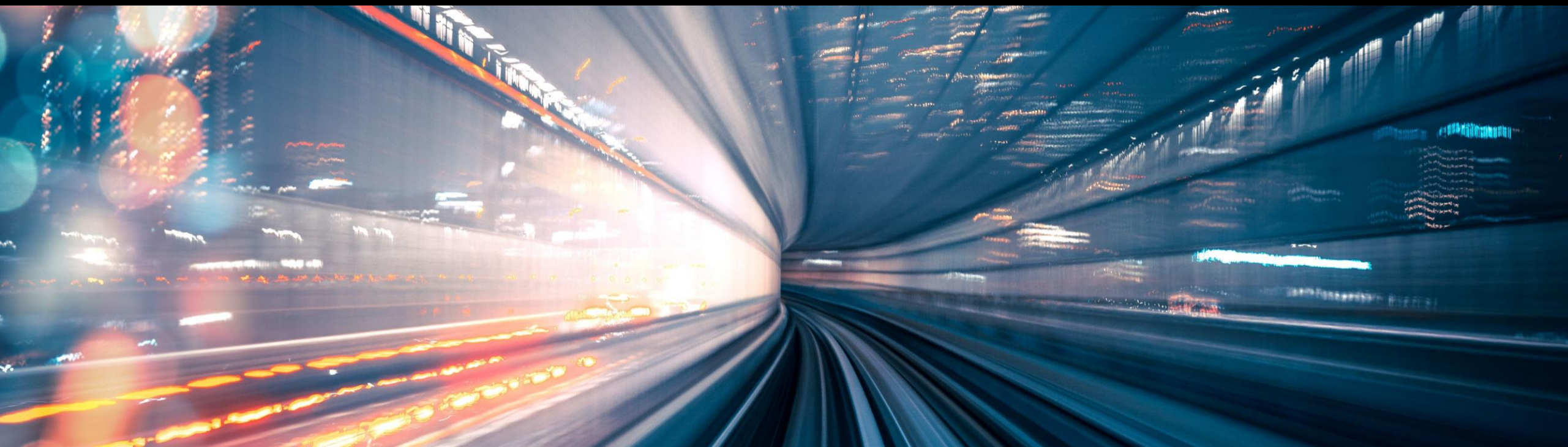


REST API

SAP Cloud ALM Business Service Management

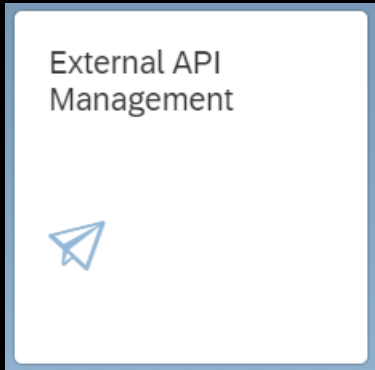
Get downtime events (disruptions, degradations, and maintenance) from Business Service Management

External API Management



External API Management - New Features delivered in Q4/2022

New Console View

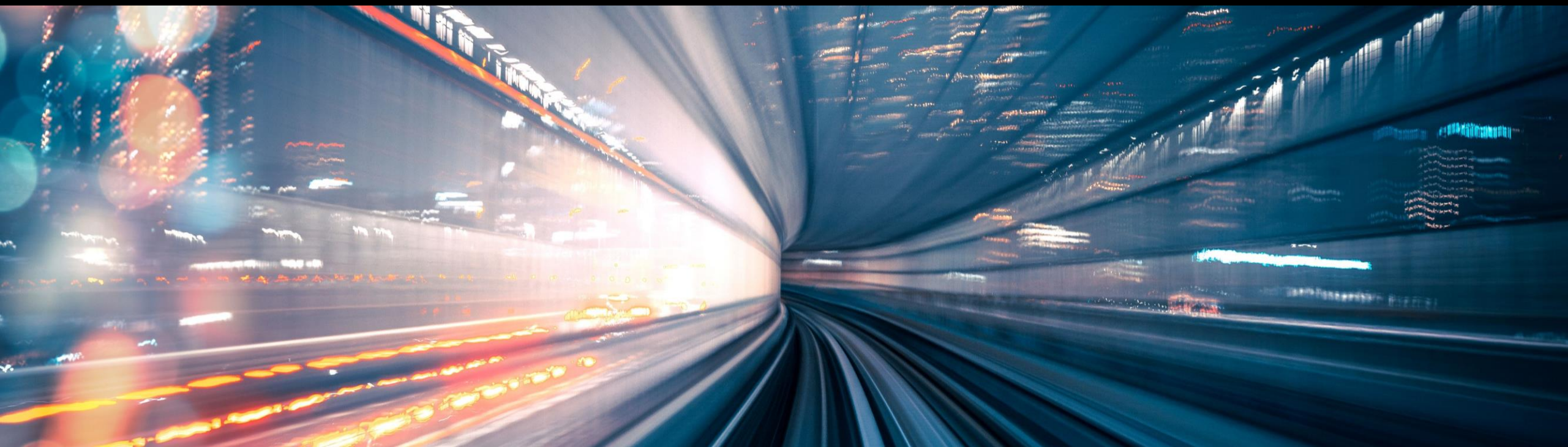


The screenshot shows the SAP External API Management interface. The left sidebar contains navigation options: Subscriptions Management, Webhooks Management, Mappings Management, and Console. The Console option is highlighted with a red border. The main content area is titled "Console" and displays "Calls (11,306)". Below this, a table shows call details:

Timestamp	Subscrip
Oct 21, 2022, 7:53:47 AM	[USED]
Oct 22, 2022, 10:46:25 PM	[USED]

We've added the **Console view** where you can see the **last outbound calls** and **monitor the response codes**.

Landscape Management



Landscape Management - New Features delivered in Q4/2022

Active Product Modules



To display and edit capabilities, which are not modelled as separate tenants, the entity **Active Product Modules** is introduced. For example, capabilities within SAP Integration Suite, like API Management or Open Connectors, are originally not modelled as separate tenants.

The screenshot shows the SAP Landscape Management interface. The top navigation bar includes the SAP logo and the title "Landscape Management". Below the navigation bar, the "Services" section is active, showing "Service Type: SAP Integration Suite". The main content area displays a tenant named "integration-suite-dev (SAP Integration Suite)". Below the tenant name, there are tabs for "Properties", "Endpoints", "Capabilities", and "Active Product Modules", with the latter being selected and highlighted with a red box. Underneath, a table titled "ACTIVE PRODUCT MODULES" is shown with the following data:

Status	Feature	Tenant Name	Tenant ID	Tenant Type
New	SAP Integration Suite (Open Connectors)	integration-suite-dev	123456789-sc poc	Virtual
New	SAP Integration Suite (API Management)	integration-suite-dev	123456789-apimgmt	Virtual

Landscape Management - New Features delivered in Q4/2022

Further Features



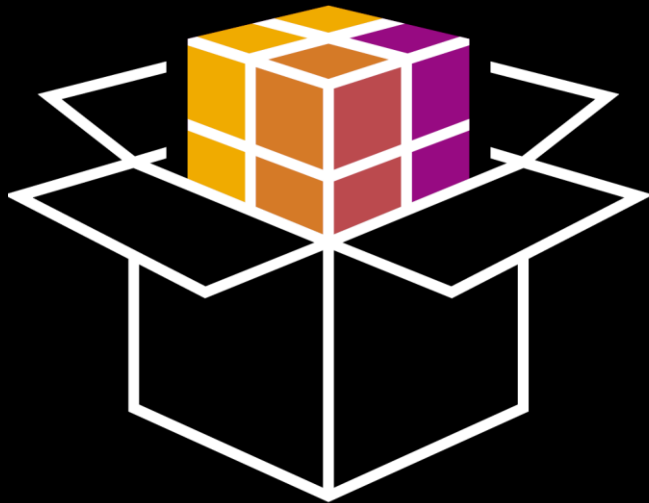
Further features:

- **Delete systems/services manually:**

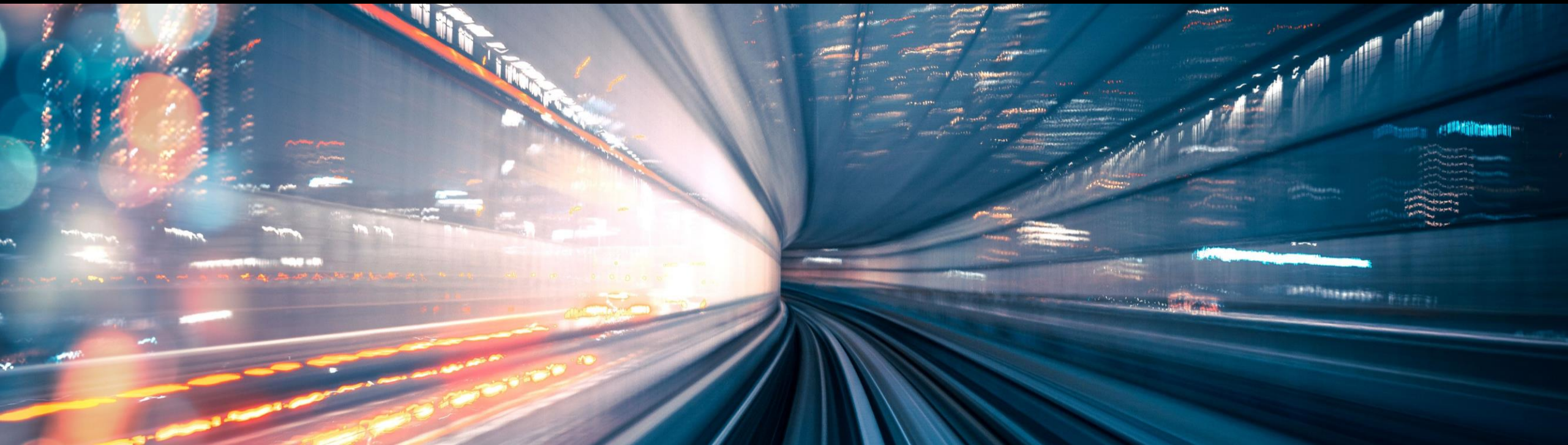
You can now delete a technical system or a cloud service with source **Registered** if the following prerequisites are met:

- The **Lifecycle Status** is **New**. This means that no **Use Case** is active for this system or service.
- You have **deleted all endpoints**.
- For ABAP systems, you have **deleted all logical systems**. Note that you can only delete logical systems whose **Lifecycle Status** is **New**.

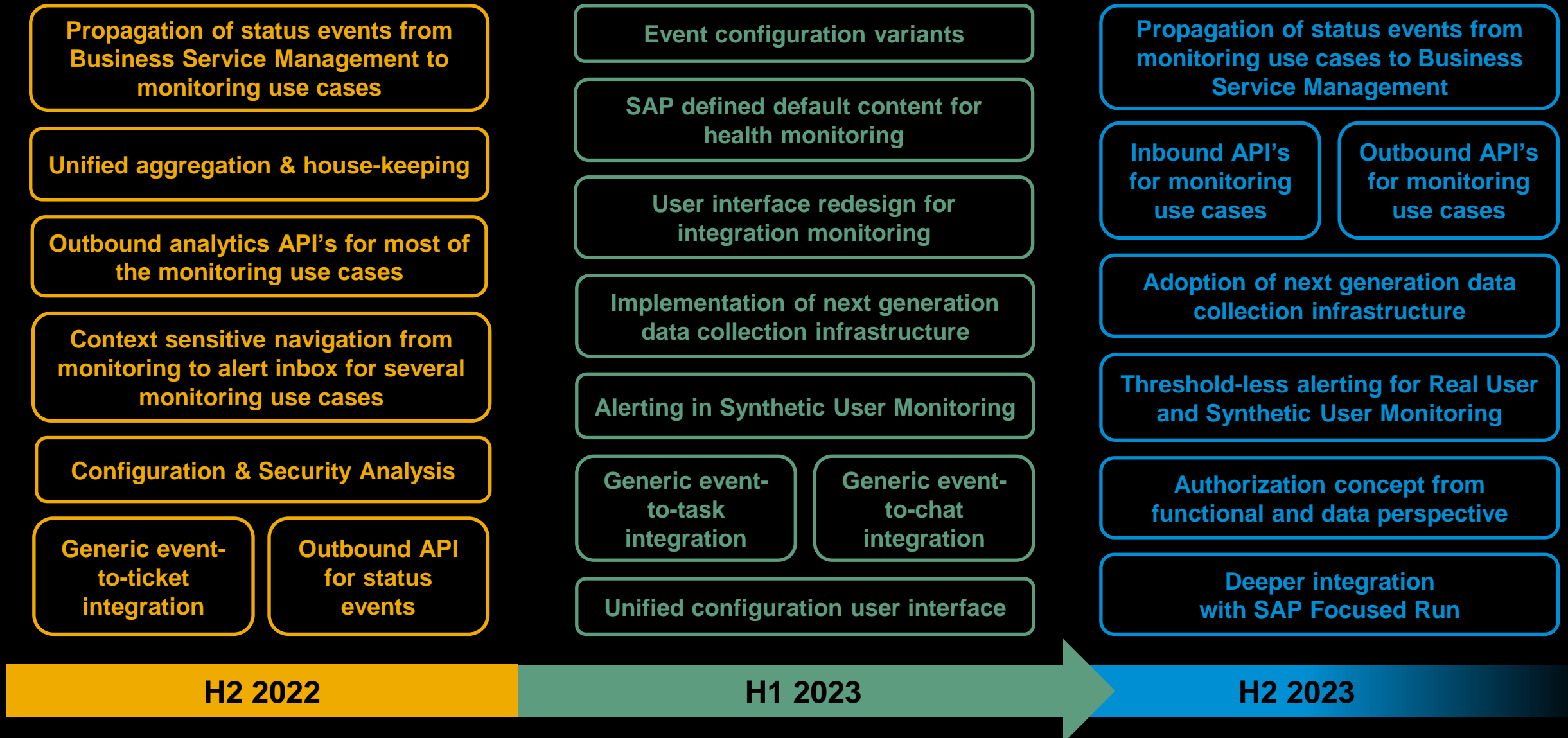
- You can now **add the system type SAP Process Integration** to SAP Cloud ALM manually.




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 SAP S/4HANA PCE SAP S/4HANA	SAP Business Suite SAP SuccessFactors HXM Suite		SAP Ariba plus enhancements for S/4HANA, SAP Business Suite and SAP SuccessFactors HXM Suite
Integration & Exception Monitoring	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA SAP Business Suite SAP Marketing Cloud SAP Sales & Service Cloud SAP Integrated Business Planning SAP Order Management foundation	SAP SuccessFactors HXM Suite SAP SuccessFactors EC Payroll SAP Ariba SAP Concur SAP Fieldglass SAP Intelligent Asset Management SAP Field Service Management SAP Life Sciences Cloud	SAP Omnichannel Promotion Pricing SAP Business ByDesign SAP BTP NEO (custom) SAP BTP ABAP (custom/SAP) SAP Process Integration (Java) SAP Integration Suite (CI) SAP Master Data Integration SAP Mobile Services	SAP Analytics Cloud SAP Logistic Business Network SAP Data Intelligence SAP Event Mesh SAP Consumers Industry Cloud SAP Ariba SLP & SAP Ariba MDNI
User & Performance Monitoring	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA SAP Business Suite	SAP Sales & Service Cloud SAP Marketing Cloud SAP Integrated Business Planning SAP SuccessFactors EC Payroll	SAP BTP ABAP (custom/SAP) SAP BTP NEO (custom) SAP Data Quality Management	SAP Analytics Cloud SAP BTP CF (custom)
Job & Automation Monitoring	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA SAP Business Suite	SAP Marketing Cloud SAP Integrated Business Planning SAP SuccessFactors EC Payroll SAP Business Warehouse	SAP BTP ABAP (custom/SAP) SAP Intelligent RPA SAP Build Process Automation	SAP Business Workflow (ABAP) SAP Job Scheduler Service (custom) 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 SAP S/4HANA PCE SAP S/4HANA SAP Business Suite	SAP Marketing Cloud SAP Integrated Business Planning SAP SuccessFactors EC Payroll SAP Intelligent RPA	SAP BTP ABAP (custom/SAP) SAP BTP NEO/CF (custom) SAP HANA Cloud / SAP BTP Neo DB SAP Integration Suite (CI, APIM)	SAP Cloud Connector SAP Data Intelligence

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