



Operate your SAP Solutions with the Power of SAP Cloud ALM

- Features Delivered in Q3 2023 -

**Product Management of SAP Cloud ALM
November 2023**

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Agenda

SAP Cloud ALM - **Overview**

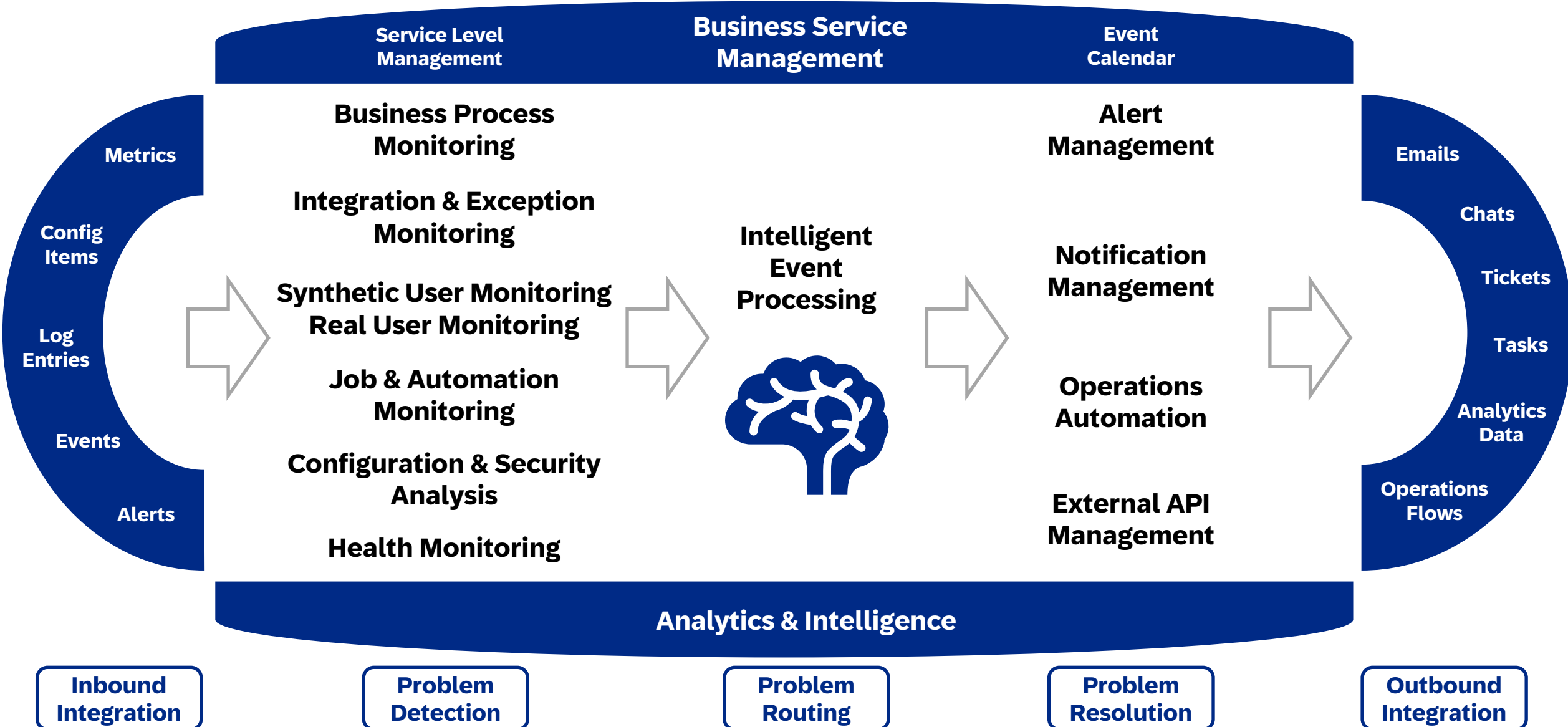
SAP Cloud ALM - **Features Delivered in Q3 2023**

SAP Cloud ALM - **Roadmap**

SAP Cloud ALM Overview



SAP Cloud ALM for Operations – Functional Overview



SAP Cloud ALM for Operations – Some Highlights

Around 3 million alerts created per month

Around 114 million business process KPI's calculated per month

Around 3 million API calls executed per month

Around 2 billion interface calls, events and messages monitored per month

Around 330 million user activities monitored per month

Around 100 million jobs and tasks monitored per month

Around 350 thousand exceptions collected per month

Around 1.600 live customers in operations

Around 100 million events processed per month

Around 3 billion health monitoring metrics collected per month

Around 750 thousands services and systems registered in landscape management

Around 600 thousand notifications sent per month

SAP Cloud ALM Features Delivered in Q3 2023



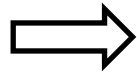
SAP Cloud ALM

Business Process Monitoring



Business Process Monitoring - New Features Delivered in Q3/2023

New KPIs in Lead to Cash



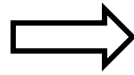
The KPI **Expiring Entitlements** is now available for the end-to-end process **Lead to Cash**. It counts the number of entitlements that are going to expire in 7 days or less.



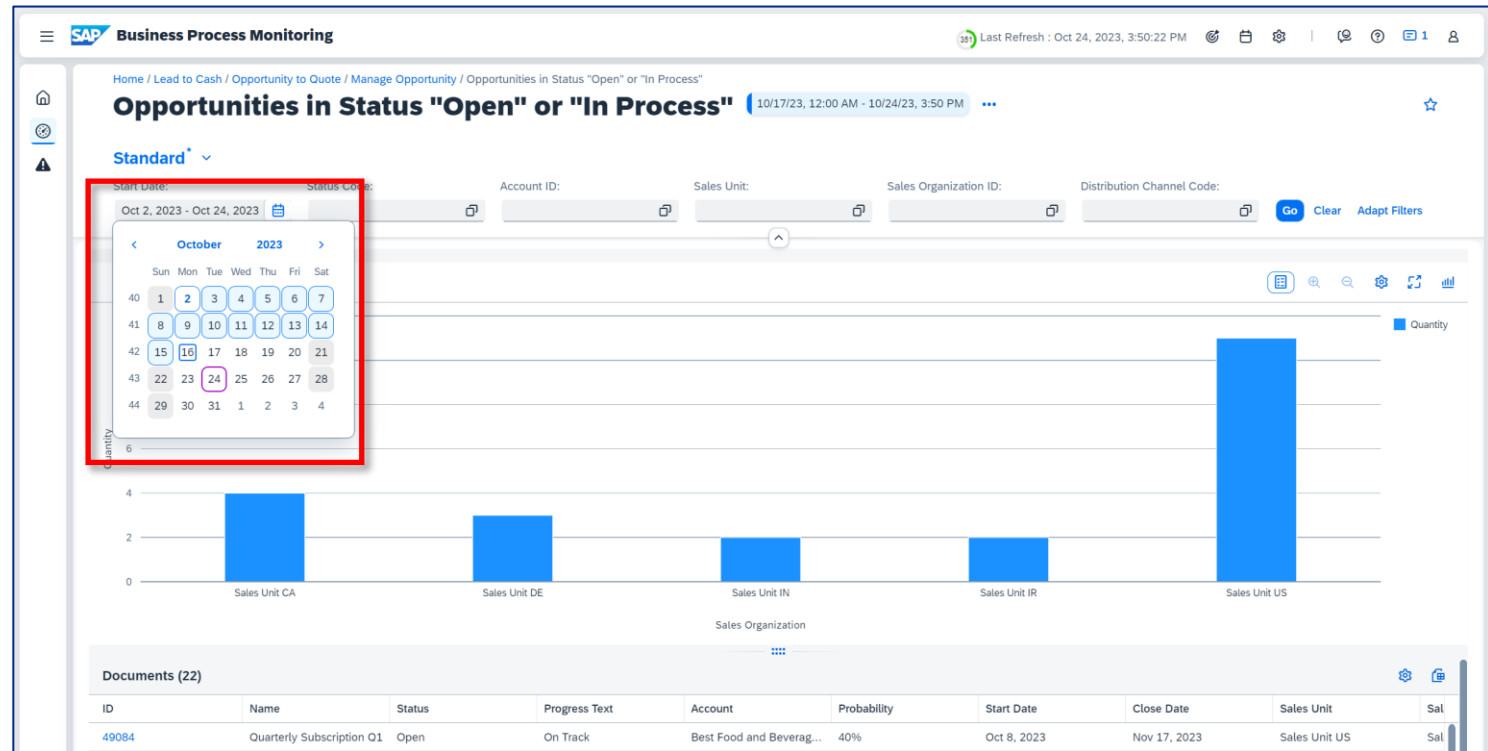
The KPI **Opportunities in Status "Open" or "In Process"** is now available for the end-to-end process **Lead to Cash**.

Business Process Monitoring - New Features Delivered in Q3/2023

Date Picker



Filtering by date and time in the KPI details is now **more convenient**. For filters also requiring a time, either select from a set of predefined time frames, or **choose Custom Time Frame**, and select the date and time from the calendar.



Business Process Monitoring - New Features Delivered in Q3/2023

Authorizations - Access Group Attributes



As a Process Monitoring Administrator, you can now also **restrict the access of individual users** and user groups to the displayed monitoring data based on **specific process attributes**.

The screenshot shows the configuration page for "Sales Processes US". At the top, there is a breadcrumb "Manage Access Groups / Sales Processes US" and a "Copy Group" button. The main title is "Sales Processes US". Below the title are four tabs: "General", "Attributes", "Process Scope", and "Users". The "Attributes" tab is selected. The "Attributes" section contains a table with two rows of attribute restrictions:

Attributes				+
Sales Organization	is	Dom. Sales Org US (1710)	✕	
Company Code	is	Company Code 1710 (1710)	✕	

Business Process Monitoring - New Features Delivered in Q3/2023

Data Collection per Managed Component



Besides the **activation status of KPIs** across all managed components, you can now also manage the data collection status of the **KPI for each individual managed component.**

The screenshot shows a web interface for managing KPIs. The breadcrumb trail is "Manage KPIs / Supplier Invoices Created". The main title is "Supplier Invoices Created" with a "Deactivate" button in the top right. Below the title is the path "Source to Pay > Invoice to Pay > Process Invoices".

Key information displayed:

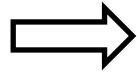
- Activation Status: Active
- Last Configuration Change: Sep 13, 2023
- Current Global Value: 13

Navigation tabs include "Information", "Events", and "Data Collection" (which is selected and underlined). Below the tabs is a "Managed Components" section containing a table:

Name	Type	Data Collection Status	Data Collection Details
[Redacted]	SAP S/4HANA Cloud	OFF	The data collection is inactive. No relevant data could be found.
[Redacted]	SAP S/4HANA Cloud	ON	The data collection is active. Last successful data collection: Sep 13, 2023, 01:30:16 PM

Business Process Monitoring - New Features Delivered in Q3/2023

Further New Features



Automatic pausing of KPIs:

- If **no data** has been collected for a KPI in the past 7 days, the **data collection** for the KPI is now **automatically paused**. The KPI will still be visible and accessible on the Home page, but depending on your housekeeping settings, the displayed data may be impacted.

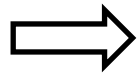
SAP Cloud ALM

Integration & Exception Monitoring



Integration & Exception Monitoring - New Features Delivered in Q3/2023

Business Service Events in Topology View

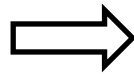


You can now view the **status of business service events** for the managed component in the **Topology view**.

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 "Sep 27, 2023, 4:36:00 PM". The main content area is titled "Monitoring" and displays a "Time Frame" of "9/27/23, 12:00 AM - 9/27/23, 4:36 PM" and a "Scenario" of "FieldServiceManagement_S4HANACloud". Below this, a summary table shows: Messages (73), Exceptions (102), Alerts (7), and Status Events (highlighted with a red box). The main area displays a topology view with three nodes: "MyS4HANACloud_01" (SAP S/4HANA Cloud), "MyCPL_01" (SAP Integration Suite (Cloud Integration)), and "MyFieldServiceMgmt_01" (SAP Field Service Management). A right-hand sidebar shows details for "MyS4HANACloud_01", including a description and a list of exceptions: "SAP S/4HANA Cloud Asset Central Foundation Integration" (55) and "SAP S/4HANA Cloud Data Replication" (44).

Integration & Exception Monitoring - New Features Delivered in Q3/2023

Memory Consumption Details



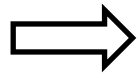
You can now view the Integration Monitoring **memory consumption details** of all services and systems with the following details:

- Service type
- Memory consumed by each category in size (MB) and percentage
- Number of records

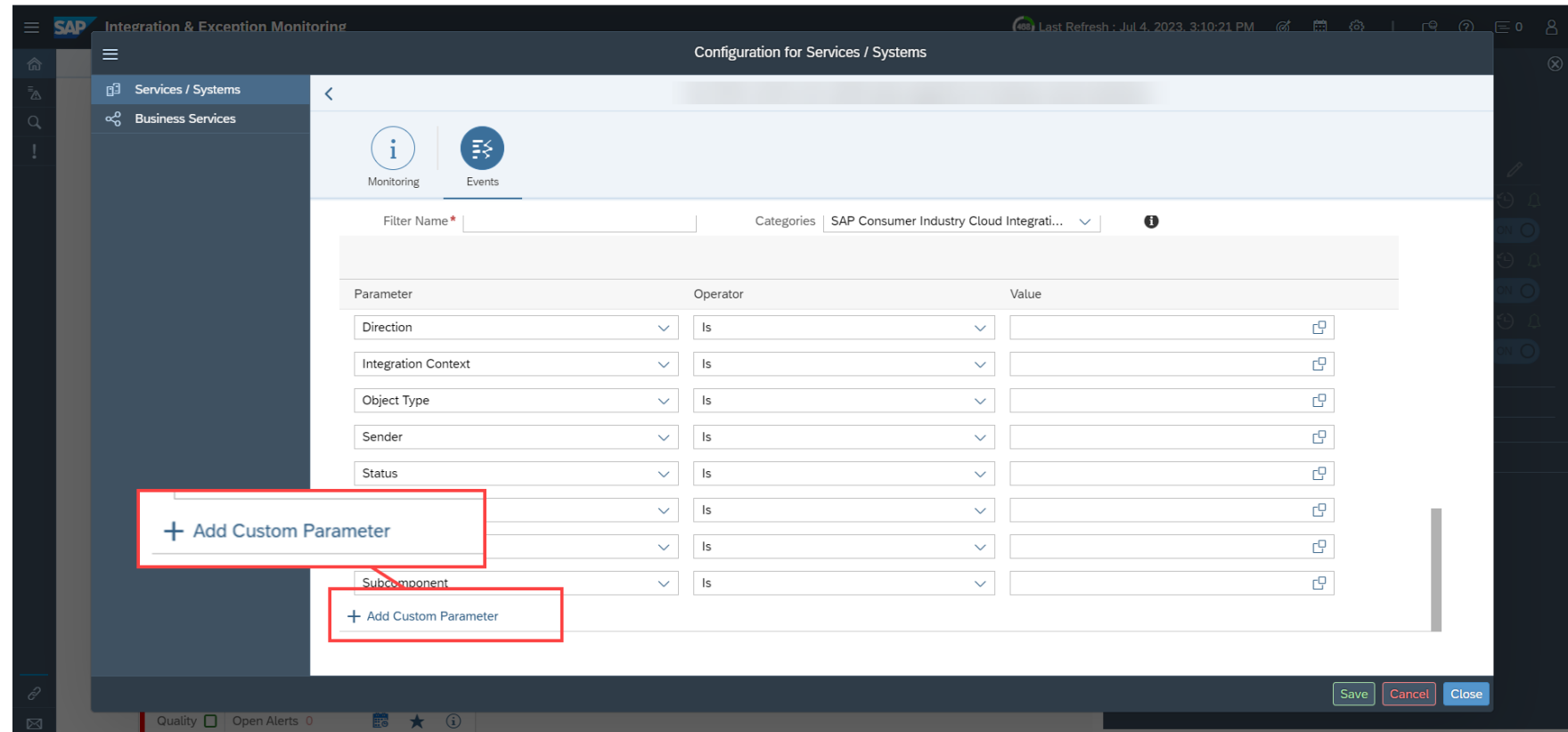
Memory Consumption					
Search in Table <input type="text"/>					
<input checked="" type="checkbox"/> Hide entries with no records <input type="button" value="↕"/>					
Service / System	Service Type	Category Name	Percentage (%)	Memory Consumption (MB)	Number of Records
MBCT0004	SAP Integration Suite (Cloud Integration)	SAP Integration Suite Messages	73.32	0.25	9,534
N72	SAP Process Integration	PI Messages	5.15	0.02	670
MyS4HANACloud_01	SAP S/4HANA Cloud	AIF Messages	4.91	0.02	638
MyS4HANA_S4D	SAP S/4HANA	IDoc	2.06	0.01	268
MyAribaCIG_01	Managed Gateway for Spend&Network	Managed Gateway for Spend&Network Transactions	1.78	0.01	231
MyBtpNeo_01	SAP BTP, Neo environment	SAP Mobile Services Messages	1.57	0.01	204
MyCPI_01	SAP Integration Suite (Cloud Integration)	SAP Integration Suite Messages	1.02	0.00	132
MySalesServiceCloud_02_SD	SAP Cloud for Customer	SAP C4C Messages	0.92	0.00	119
MyAribaProcurement_01	SAP Ariba Procurement	Ariba Master Data Replication Messages	0.90	0.00	117
MyAribaSourcing_01	SAP Ariba Sourcing	Ariba Master Data Replication Messages	0.90	0.00	117
MyMDI_01	SAP Master Data Integration	SAP Master Data Integration Messages	0.89	0.00	116
MyAribaProcurement_01	SAP Ariba Procurement	SAP Ariba Procurement Integration Messages	0.84	0.00	109
MyFieldServiceMgmt_01	SAP Field Service Management	SAP Field Service Management Transactions	0.66	0.00	86
MyCentralOrderManagement_01	SAP Order Management foundation	SAP Order Management foundation Messages	0.52	0.00	67
MySuccessFactorsHXMSuite_01	SAP SuccessFactors HXM Suite	SAP SuccessFactors Messages	0.52	0.00	67
MyS4HANA_S4D	SAP S/4HANA	AIF Messages	0.48	0.00	62
LBN-II-LIVE	SAP Business Network Freight Collaboration, Shipper	SAP Business Network Freight Collaboration, Shipper Messages	0.38	0.00	50
MyS4HANACloud_01	SAP S/4HANA Cloud	Concur Objects	0.36	0.00	47
MyAribaSourcing_01	SAP Ariba Sourcing	SAP Ariba Sourcing Integration Messages	0.35	0.00	45
MySalesServiceCloud_01	SAP Cloud for Customer	SAP C4C Messages	0.30	0.00	39

Integration & Exception Monitoring - New Features Delivered in Q3/2023

Add Custom Parameters

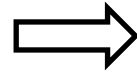


You can now **add custom parameters to filters**, in addition to SAP defined standard parameters. Event configuration filters and business service filters support custom parameters. Custom parameters can be **based on application data in the message details**.



Integration & Exception Monitoring - New Features Delivered in Q3/2023

New Content



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

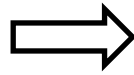
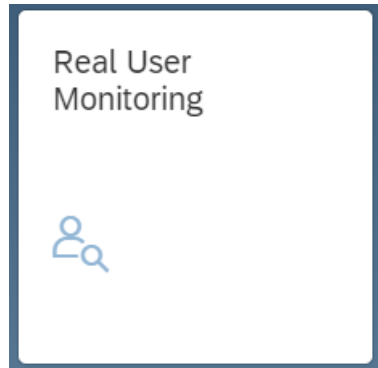
- Monitor messages for **SAP Entitlement Management**
- Monitor **SAP Event Broker Events for SAP cloud application** Events
- Monitor messages for **SAP Digital Vehicle Hub**
- Monitor messages for **SAP S/4HANA Cloud for projects, resource management**
- New message type: You can now monitor **Ariba Supplier Master Data Messages for SAP Ariba Sourcing**

SAP Cloud ALM Real User Monitoring

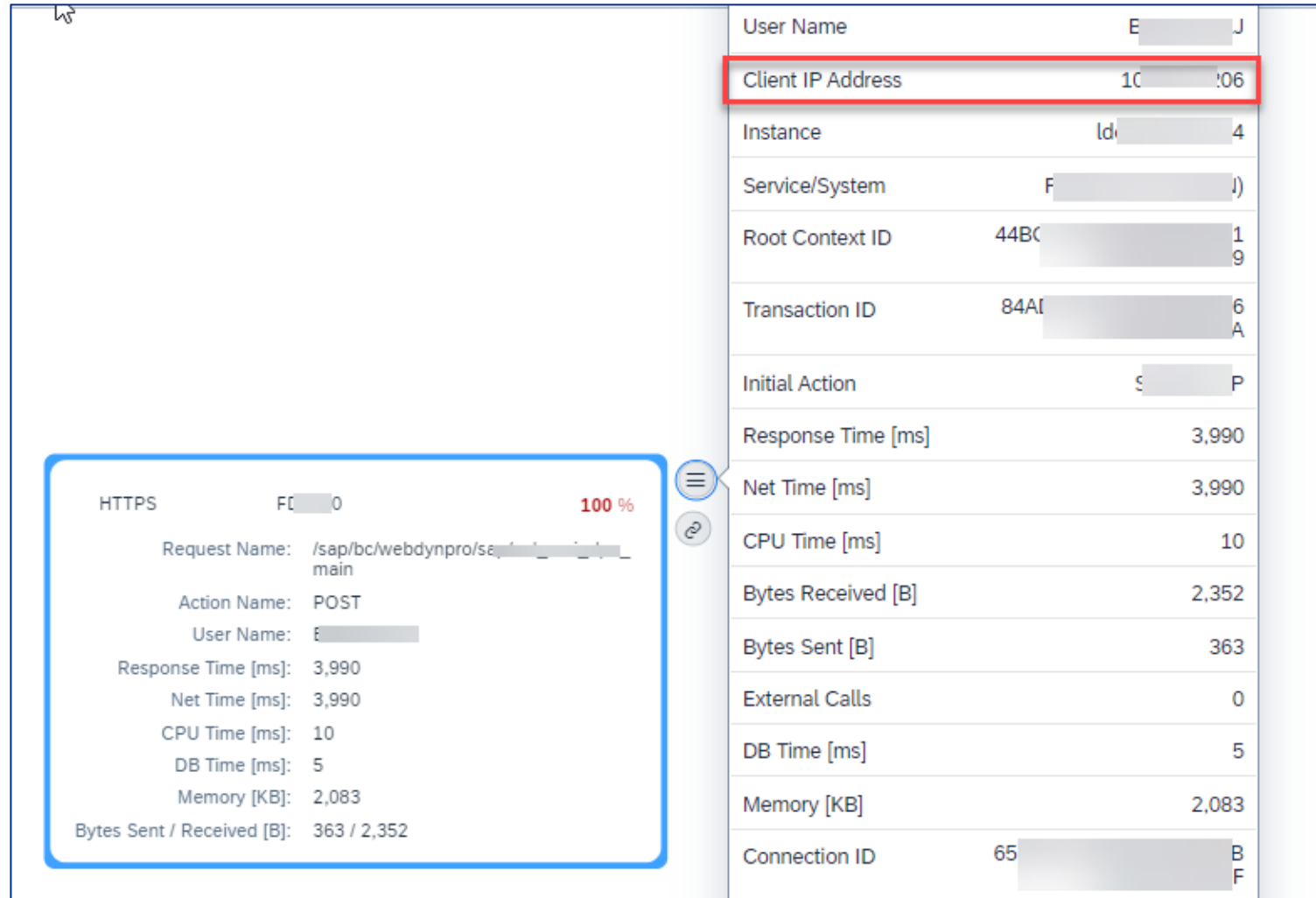


Real User Monitoring - New Features Delivered in Q3/2023

Analysis Enhancements



1. HTTP(S) requests contain now the **IP address of the caller**
2. Analytics outbound API contains now **user name as dimension**



The screenshot displays the SAP Real User Monitoring interface. A red box highlights the 'Client IP Address' field in the summary table, which is '10.0.0.106'. A blue box highlights the request details panel, which includes the following information:

HTTPS	FC000	100 %
Request Name:	/sap/bc/webdynpro/sap/...	
Action Name:	POST	
User Name:	E...	
Response Time [ms]:	3,990	
Net Time [ms]:	3,990	
CPU Time [ms]:	10	
DB Time [ms]:	5	
Memory [KB]:	2,083	
Bytes Sent / Received [B]:	363 / 2,352	

The summary table on the right contains the following data:

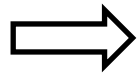
User Name	E...	J
Client IP Address	10.0.0.106	
Instance	ld...	4
Service/System	F...	J)
Root Context ID	44BC...	19
Transaction ID	84A...	6A
Initial Action	S...	P
Response Time [ms]	3,990	
Net Time [ms]	3,990	
CPU Time [ms]	10	
Bytes Received [B]	2,352	
Bytes Sent [B]	363	
External Calls	0	
DB Time [ms]	5	
Memory [KB]	2,083	
Connection ID	65...	B

SAP Cloud ALM Synthetic User Monitoring

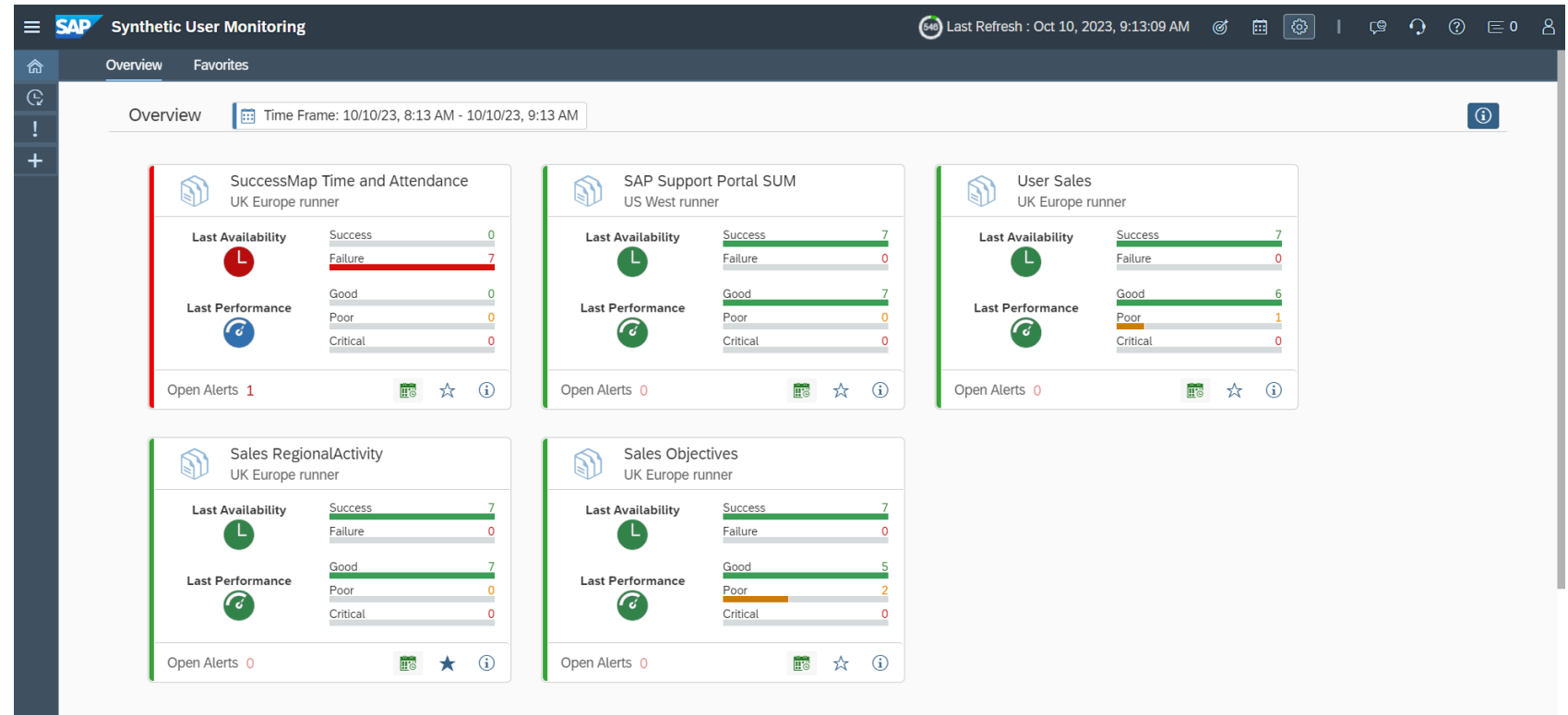


Synthetic User Monitoring - New Features Delivered in Q3/2023

Status of Business Service Events Displayed



The most severe **business service event status** of the services/systems connected to the scenario via the associated business services is displayed as an icon. This is displayed in the Overview.



Synthetic User Monitoring - New Features Delivered in Q3/2023

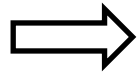
Add New Scenario to Scope

A screenshot of a web form titled "Add Scenario". The form has a "General" section with a "Name:" field containing "My SuccessMap - Basic" and an empty "Description:" field. Below these is a toggle switch labeled "Add to Scope:" which is currently turned "ON". The toggle switch is highlighted with a red rectangular box.

By default, a **new scenario** is now **added to the scope automatically** (toggle Add to Scope is ON). To see the new scenario in the pages of Synthetic User Monitoring, you don't have to add it to the scope manually.

Synthetic User Monitoring - New Features Delivered in Q3/2023

Runner Connectivity Checks



Managed Components	
Runners (9)	
Search <input type="text"/>	
Name ↑	No. Scenarios
Canada runner	5
CF Runner	3
Europe runner	1
Internet runner (EU)	16
LCS_CONN_CHECK	1

In the **runner configuration**, checks are performed **ensuring that the runner can execute a script**. These checks are executed when the runner configuration page is called.

Runners / Runner Details

RUN_CONN_CHECK

Type: **Internet**

Status on Sep 28, 2023, 12:53:03 PM: ✓ — ✓ — ✗

Status

WebDriver Check: ✗
Failed to ping Runner : runner address is not reachable

Close

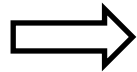
General | Endpoint | Scenarios ¹

SAP Cloud ALM Job & Automation Monitoring



Job & Automation Monitoring - New Features Delivered in Q3/2023

Monitoring of SAP Job Scheduler Service Jobs in Custom-Built Applications



Monitoring of [SAP Job Scheduler Service](#) jobs is possible with some instrumentation effort as described [here](#).

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 'Oct 11, 2023, 2:11:28 PM'. Below the navigation bar, the main content area displays a table of job executions. The table is titled 'Monitoring' and shows data for the time frame '10/9/23, 2:11 PM - 10/11/23, 2:11 PM' for the service/system 'MyBtpCloudFoundry_01'. The table has columns for Name, Type, Execution status, Application S..., Start De..., Run Time, and Service/System. Three rows are visible, each representing a different job: 'Products_DeleteProducts', 'Products_UpdateProducts', and 'Products_CreateProducts'. The first two jobs show a red 'X' in the Execution status column, while the third job shows a green checkmark. The Run Time column for all jobs shows a green checkmark. The Service/System column for all jobs shows 'MyBtpCloudFoundry_01'. A red box highlights the table content.

Name	Type	Execution...	Application S...	Start De...	Run Time	Service/System
Products_DeleteProducts	SAP Job Scheduling Service Job	✘	✘	✔	✔	MyBtpCloudFoundry_01
Products_UpdateProducts	SAP Job Scheduling Service Job	✘	✘	✔	✔	MyBtpCloudFoundry_01
Products_CreateProducts	SAP Job Scheduling Service Job	✔	✔	✔	✔	MyBtpCloudFoundry_01

Job & Automation Monitoring - New Features Delivered in Q3/2023

Remove Configuration and Delete Managed Components



You can now **remove a configured service or system** with the **Remove Configuration button**. All configured data in that service or system will be deleted. After this it is also possible to **deregister or delete managed components** in Landscape Management.

The screenshot shows the "Configuration for Services/Systems" interface. At the top right, there is a "Remove Configuration" button highlighted with a red box. Below it is a table with columns: Select, Name, Type, Data Collection, and Events. The table contains 15 rows of service configurations. The "Select" column has radio buttons, with the one for "FD4200" selected. A red vertical box highlights the "Select" column for all rows.

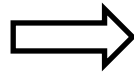
Select	Name	Type	Data Collection	Events
<input type="radio"/>	FBT200	SAP Solution Manager	OFF	Active Events Available
<input type="radio"/>	QM7002	SAP S/4HANA	ON	Active Events Available
<input type="radio"/>	FQ4200	SAP Focused Run	ON	Active Events Available
<input type="radio"/>	QM7912	SAP S/4HANA	ON	Active Events Available
<input type="radio"/>	QM7715	SAP S/4HANA	OFF	Active Events Available
<input checked="" type="radio"/>	FD4200	SAP Focused Run	ON	No Active Events
<input type="radio"/>	CGTO_TEST_ENV	SAP Cell and Gene Therapy Orchestration	OFF	No Active Events
<input type="radio"/>	QM7910	SAP S/4HANA	OFF	No Active Events
<input type="radio"/>	ERC100	SAP Marketing Cloud	OFF	No Active Events
<input type="radio"/>	A0T	SAP BTP, ABAP Environment	OFF	No Active Events
<input type="radio"/>	FD4421	SAP Focused Run	OFF	No Active Events
<input type="radio"/>	QM7002	SAP Focused Run	OFF	No Active Events
<input type="radio"/>	ET0-080	SAP S/4HANA Cloud	OFF	No Active Events
<input type="radio"/>	FD4420	SAP Focused Run	OFF	No Active Events
<input type="radio"/>	FQ7200	SAP Solution Manager	OFF	No Active Events

SAP Cloud ALM Health Monitoring



Health Monitoring - New Features Delivered in Q3/2023

Metric History Charts Improved



The **collection frequency** of metrics is now **considered in the history chart**. In Health Monitoring, metrics are collected in different frequencies. Now the collection frequency is considered for the default settings history chart for the corresponding metric.

The settings panel is divided into two sections: "Time Frame" and "Resolution".

Time Frame

Last 1 Hour	Last 6 Hours	Last 24 Hours
Last 2 Days	Last 7 Days	Last 14 Days
Last 30 Days	Last 60 Days	Last 180 Days
1 Day	1 Week	1 Month

Resolution

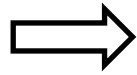
Metric Frequency is 1 Day.

1Min 5Min 15Min 1Hour 4Hour 1Day

Apply

Health Monitoring - New Features Delivered in Q3/2023

Improved Default Threshold Configuration



Threshold Settings

Threshold Type: Numeric ⌵ 🕒 Time Stamp: 29 Jun 2023, 11:50:03 🔄 **Reset**

Field	Condition	Warning	Critical	Unit
Value	Above Below	— 5.00 + ⚠️	— 12.00 + ❌	days

Now, thresholds can be active by default with **meaningful values delivered by SAP**, which you can override manually. Until now, threshold settings of a metric were inactive by default, and you had to change it manually.

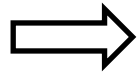
SAP Cloud ALM

Intelligent Event Processing



Intelligent Event Processing - New Features Delivered in Q3/2023

View Event Payload Traces



The screenshot shows the SAP Intelligent Event Processing web interface. At the top, it displays the SAP logo and the title "Intelligent Event Processing". The breadcrumb trail includes "Overview / VNS8295505 / VNS8295505 Business Service Management". A "Start collecting event payloads" button is highlighted in a red box. Below this, there are tabs for "Triggered Actions", "Action Logs (0)", and "Event Payloads (9)", with the latter being selected and highlighted. The main content area, titled "EVENT PAYLOADS (9)", shows a list of event traces. Each trace includes a timestamp (e.g., "Today at 11:01 AM"), a JSON payload snippet with fields like "eventConfigId" and "eventSubType", and a green checkmark icon indicating successful processing. A "More" link is visible next to each trace.

You can now **start collection of event payload traces** and view the details under the **Event Payload tab**. This information helps to solve issues or improvise the event processing procedures proactively.


SAP Cloud ALM Landscape Management



Landscape Management - New Features Delivered in Q3/2023

Display of Favorites Enhanced




 **Cloud Platform Int...**
Cloud Platform Integration Productive




Status: **New**


Service Type: SAP BTP, Neo environment

Service Role: Production

Source: Imported

Endpoint(s): 1 


 **Test4BPMon**




Status: **Active**

Service Type: SAP SuccessFactors HXM Suite

Service Role: Test

Source: Manual

Endpoint(s): 3 

Now the favorite tiles also contain **information about the endpoints** of the corresponding favorite. In detail, the number of endpoints and the **most severe status** of these endpoints are displayed.

Landscape Management - New Features Delivered in Q3/2023

Manually Entering Properties



When you add a service or a system manually using Add Service or Add System, **you can now enter more properties**, like Virtual Host and Port, Logon URL, Customer Number, and Customer Name.

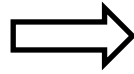
The screenshot shows the "Add System" dialog box. The title bar says "Add System" with a question mark icon on the right. The main section is titled "General Properties". It contains several input fields:

- Product: * SAP Cloud Connector (dropdown menu)
- System Name: * (text input)
- Description: (text input)
- Role: * Test (dropdown menu)
- Virtual Host and Port: (text input, highlighted with a red box)
- Cloud Connector Location ID: (text input with a copy icon)
- Logon URL: (text input, highlighted with a red box)
- Connector ID: * (text input)
- Customer Number: (dropdown menu, highlighted with a red box)
- Customer Name: (text input, highlighted with a red box)

At the bottom right, there are two buttons: "Save" (green) and "Cancel" (pink).

Landscape Management - New Features Delivered in Q3/2023

"Not Configured" Indicator for Supported Use Cases



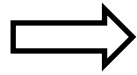
If a use case is set up, but **not all categories are configured** an **indicator** will appear next to the configuration status for this use case. Find out which categories are not configured by clicking on the details button in the "Action" column.

The screenshot shows a web application interface with a navigation bar at the top containing "Details", "Clients", "Endpoints", "Supported Use Cases" (highlighted), "Tags", and "Where-Used List". Below the navigation bar is a section titled "SUPPORTED USE CASES" with a sub-header "Use Cases (12)" and a refresh icon. The main content is a table with four columns: "Use Case", "Configuration Status", "Runtime Status", and "Actions". The table lists 12 use cases with their respective statuses. A red box highlights the "Active" status and an information icon in the "Configuration Status" column for "Exception Monitoring".

Use Case	Configuration Status	Runtime Status	Actions
Business Process Monitoring	Inactive	Not Applicable	⌵
Integration Monitoring	Active	Success	⌵
Exception Monitoring	Active ⓘ	Success	⌵
Real User Monitoring	Active	Success	⌵
Synthetic User Monitoring	Active	Success	⌵
Job & Automation Monitoring	Active	Error	⌵
Configuration and Security Analysis	Active	Success	⌵
Health Monitoring	Active	Success	⌵
Alert Management	Active	Not Applicable	⌵
Notification Management	Active	Not Applicable	⌵

Landscape Management - New Features Delivered in Q3/2023

Assign Tags to Services and Systems



The screenshot shows the SAP S/4HANA Cloud interface. The top section is titled "Services & Systems" and shows the breadcrumb "Home / Services & Systems / SAP S/4HANA Cloud / MyS4HANACloud_01". Below this is the header for "MyS4HANACloud_01 (SAP S/4HANA Cloud)" with a cloud icon and the ID "MyS4HANACloud_01 (0M2761B)". A navigation bar includes "Details", "Endpoints", "Supported Use Cases", "Tags", and "Where-Used List". The "TAGS" section shows existing tags: "Priority: High", "System Owner: Max", and "EMEA".

The bottom section shows a table of "Services (4/9)". The table has columns for Status, Name, Service Type, Customer Name, Business Type, and System Number. The row for "MyS4HANACloud_01" is highlighted, and a "Tags" dialog box is open over it, showing the same three tags. A red box highlights the tag assignment icon in the table row.

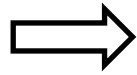
On the right, a "Services & Systems Filter" dialog box is open, showing various filters. The "Tags" filter is highlighted with a red box and contains the tag "Priority: High x".

Status	Name	Service Type	Customer Name	Business Type	System Number
Active	my300586 IM Demo: S/4HANA Cloud	SAP S/4HANA Cloud		Test	S4HTEd20
Active	MyS4HANA MyS4HANA				84061453
Active	MyS4HANACloud_01 MyS4HANACloud_01 (0M2761B)			Production	dd061453
Active	myS4Perfmon S/4HANA Cloud Tenant myS4Perfmon			Test	S4P_PERF

Now you can **assign new or existing tags** to any **service or system**. These tag assignments are displayed in the page **Services & Systems** and in the detail page.

Landscape Management - New Features Delivered in Q3/2023

Where-Used List for Cloud Services and Systems



Now you can see for each Cloud Service and Technical System **in which Business Services it is used.**

Home / Services & Systems / SAP S/4HANA Cloud / MyS4HANACloud_01

MyS4HANACloud_01 (SAP S/4HANA Cloud)

MyS4HANACloud_01 (0M276IB)

Details ▾ Endpoints Supported Use Cases Tags **Where-Used List**

WHERE-USED LIST

Business Services (8) ↻

Name	Description	Use Case
ExternalWorkforce	ExternalWorkforce	Integration Monitoring
FieldServiceManagement_S4HANACloud	Field Service Management Integration with S4 HANA Cloud Via CPI	Integration Monitoring
FieldService Management	FieldService Management with S4H	Business Service Management
SubscriptionBilling_Product_Replication	SubscriptionBilling_Product_Replication	Integration Monitoring
AribaSourcingAndContract	Ariba Sourcing Integration With S4 HANA Via CIG	Integration Monitoring
Master Data Integration	Master Data Integration	Integration Monitoring
AribaProcurement-GuidedBuying	Ariba Guided Buying Integration with S4HANA Via CIG	Integration Monitoring
AribaNetwork-42K	Ariba Network - Buyer Integration via CIG S4HANA	Integration Monitoring

Landscape Management - New Features Delivered in Q3/2023

Endpoints for ABAP Systems



In the **Business Transformation Center**, OData services in ABAP systems will be called for service delivery. For this purpose **HTTPS endpoints** are used. To support this, you can now create endpoints for system type Application Server ABAP; for technical ABAP systems, this was previously only possible with system types SAP Focused Run and SAP Solution Manager.

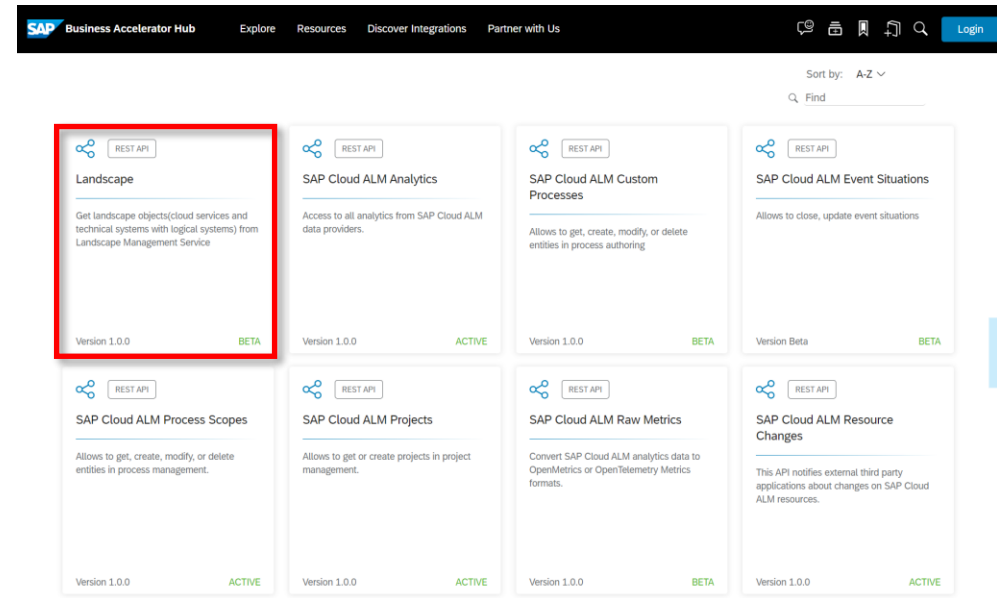
SAP Cloud ALM

New APIs



Landscape Management - New Features Delivered in Q3/2023

SAP Cloud ALM Landscape Management Service API



With the **SAP Cloud ALM Landscape Management Service API**, you can read the landscape details present in the landscape management service for given request parameters. It allows authorized users to retrieve information about the cloud services, technical systems, and logical systems that make up an organization's landscape.

For more information, please check the details in the **SAP Business Accelerator Hub**:
<https://api.sap.com/package/SAPCloudALM/rest>

External API Management - New Features Delivered in Q3/2023

Raw Data Inbound/Outbound Metrics API

The **SAP Cloud ALM raw data API** implements the **OpenTelemetry protocol** to provide access to the observability signals produced by SAP Cloud ALM. With this API you can send and receive **observability data to any backend** with no specific vendor requirements. You also benefit of the automatic instrumentation agents to collect without requiring any code changes or specific integrations for popular frameworks and languages:

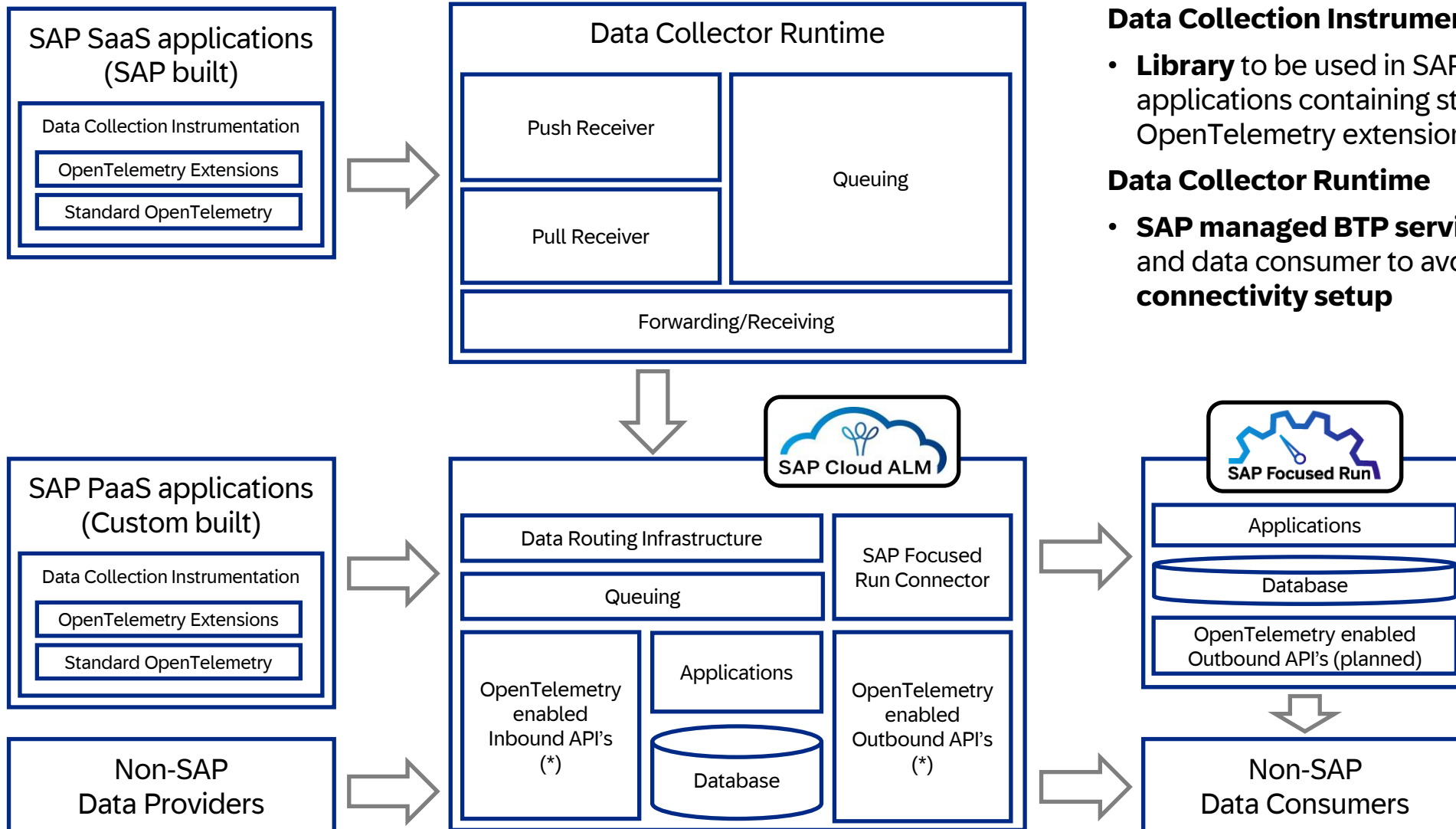
The raw data APIs are either outbound or inbound APIs:

- **Inbound** means that other applications make calls to SAP Cloud ALM's API to inject data in SAP Cloud ALM
- **Outbound** means that other applications make calls to SAP Cloud ALM's API to read data in SAP Cloud ALM

For more information on the available APIs, please check the:

- [Raw Data Inbound Metrics API](#)
- [Raw Data Outbound Metrics API](#)

OpenTelemetry @ SAP – Customer Facing Observability



Data Collection Instrumentation

- **Library** to be used in SAP SaaS and SAP PaaS applications containing standard OpenTelemetry, OpenTelemetry extensions and utility functionality

Data Collector Runtime

- **SAP managed BTP service** to decouple data provider and data consumer to avoid **customer managed connectivity setup**

OpenTelemetry enabled Inbound and Outbound API's

- **OpenTelemetry enabled Inbound API's** to integrate non-SAP data providers
- **OpenTelemetry enabled Outbound API's** to integrate non-SAP data consumers
- **SAP Focused Run Connector** to forward data to SAP Focused Run

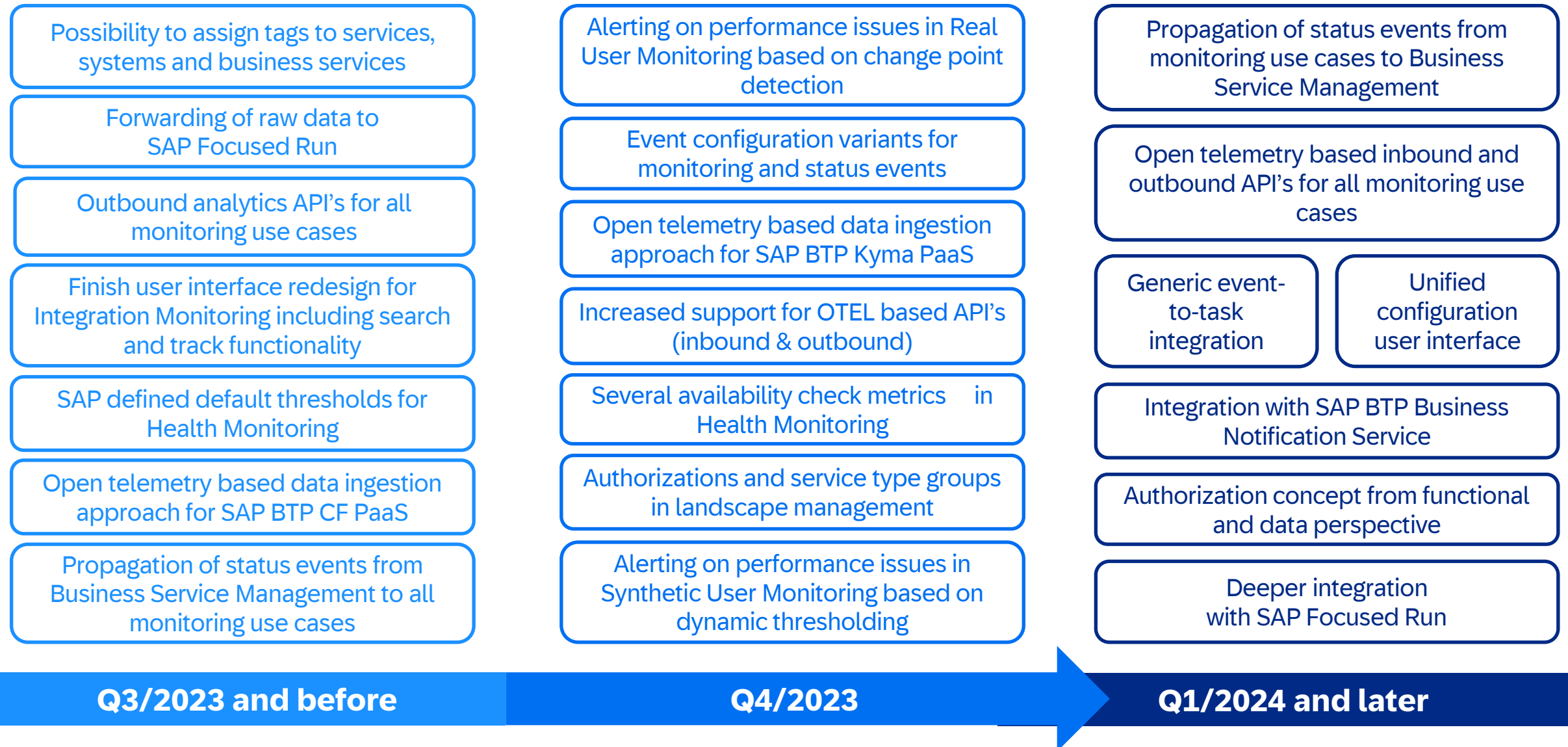
OpenTelemetry @ SAP - Planned Support for OpenTelemetry Signals

Use Case	Metrics		Logs		Traces	
	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound
Business Process Monitoring	2024	2024	Not planned	Not planned	Not planned	Not planned
Integration Monitoring	2023	Not planned	2024	2024	Not planned	Not planned
Exception Monitoring	2023	Not planned	2023	2023	Not planned	Not planned
Real User Monitoring	2023	2024	Not planned	Not planned	2023	2023
Synthetic User Monitoring	2023	Not planned	Not planned	Not planned	2024	2024
Job & Automation Monitoring	2023	Not planned	2024	2024	Not planned	Not planned
Configuration & Security Analysis	2024	Not planned	2024	2024	Not planned	Not planned
Health Monitoring	2023	2023	2024	2024	Not planned	Not planned
Business Service Management	2023	Not planned	2023	2024	Not planned	Not planned
Intelligent Event Processing	2024	Not planned	2024	2024	Not planned	Not planned

SAP Cloud ALM Roadmap



SAP Cloud ALM for Operations – Functional Roadmap





I need more capabilities in SAP Cloud ALM. “

SAP Continuous Influence for SAP Cloud ALM

Customers/partners
submit requests

Community
ranks via voting

SAP
reviews and develops




Implementation

Available for you!



Operations

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 Entitlement Management	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 and SAP Order Management SAP Business By Design SAP Integrated Business Planning SAP Digital Vehicle Hub SAP SuccessFactors SAP Consumers Industry Cloud	SAP Ariba, Concur and Fieldglass SAP Intelligent Asset Management SAP Field Service Management SAP Life Sciences Cloud SAP Omnichannel Promotion Pricing SAP Business Network for Logistics SAP Subscription Billing SAP Cloud for Projects SAP Predictive Replenishment	SAP Entitlement Management SAP Process Integration (Java) SAP Integration Suite (CI) SAP MDI and SAP Event Broker SAP Mobile Services SAP Data Intelligence SAP Analytics Cloud SAP BTP NEO/ABAP PaaS SAP BTP CF PaaS (Java)	SAP Digital Manufacturing Cloud SAP Variant Config. and Pricing SAP Order and Delivery Scheduling SAP Intelligent Returns Management SAP Cell Gene Therapy Orchestration SAP Edge Integration Cell SAP BTP CF PaaS (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 BTP CF PaaS (Java)	SAP BTP CF PaaS (node.js) 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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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/docs/cloud-alm>

