



Operations of cloud centric landscapes

Newly delivered features in Q1 2022

Janko Budzisch, SAP
April 2022

PUBLIC

Disclaimer

The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. Except for your obligation to protect confidential information, this presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this presentation or any related document, or to develop or release any functionality mentioned therein.

This presentation, or any related document and SAP's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this presentation is not a commitment, promise or legal obligation to deliver any material, code or functionality. This presentation is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This presentation is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this presentation, except if such damages were caused by SAP's intentional or gross negligence.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

Agenda

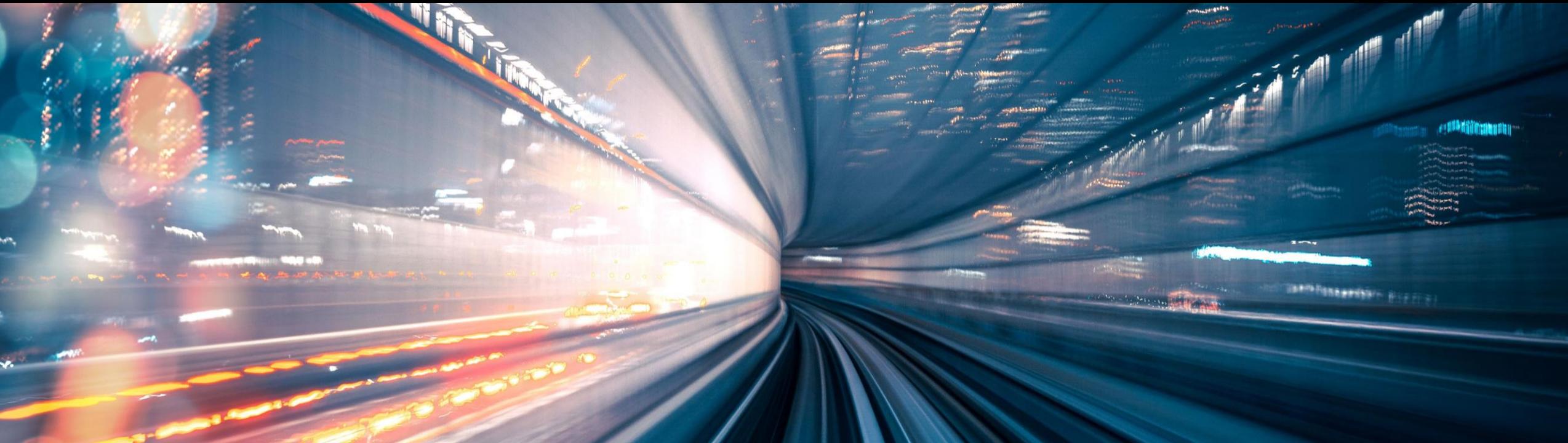
SAP Cloud ALM - **Overview**

SAP Cloud ALM – **Newly delivered features in Q1 2022**

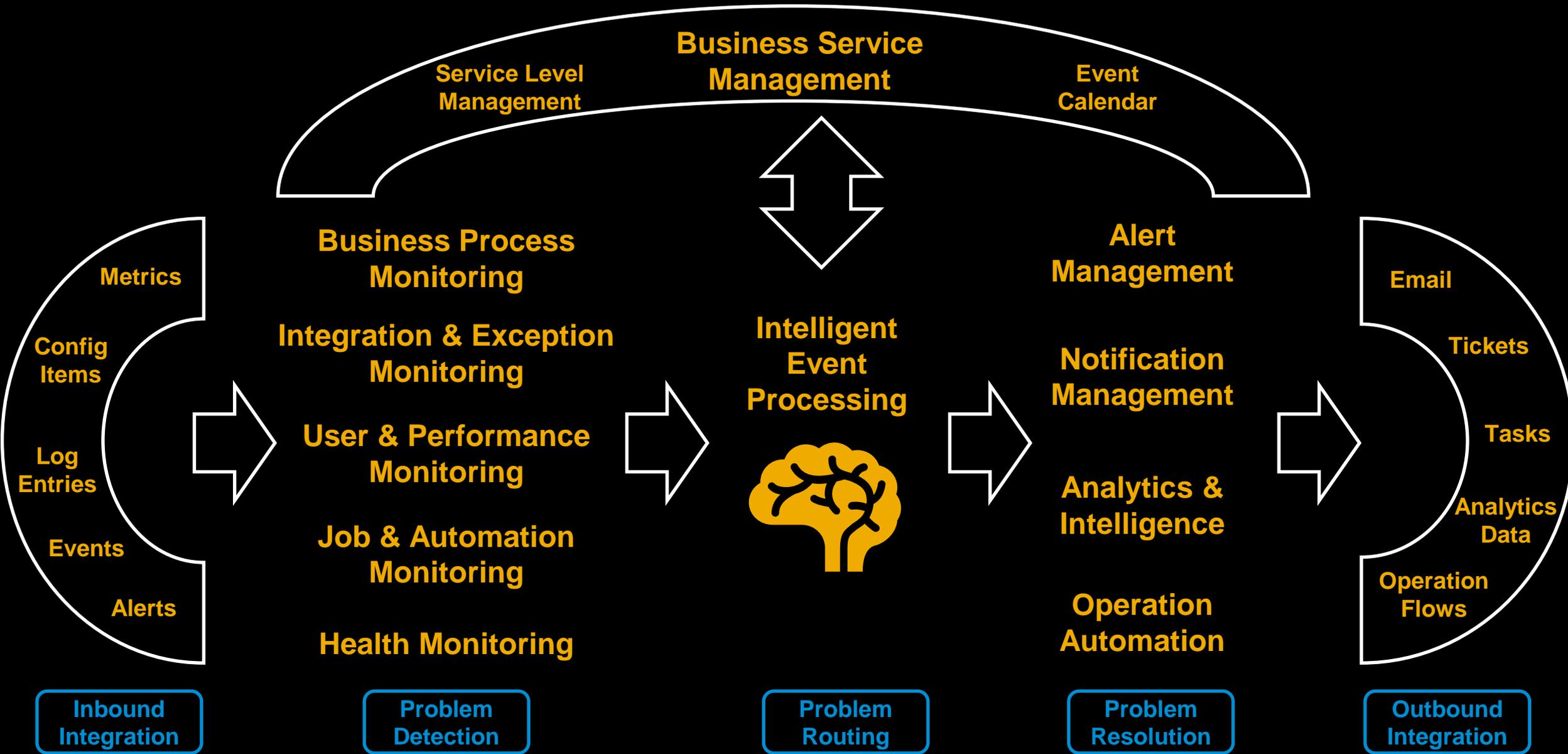
SAP Cloud ALM – **Roadmap**

SAP Cloud ALM for Operations

Overview

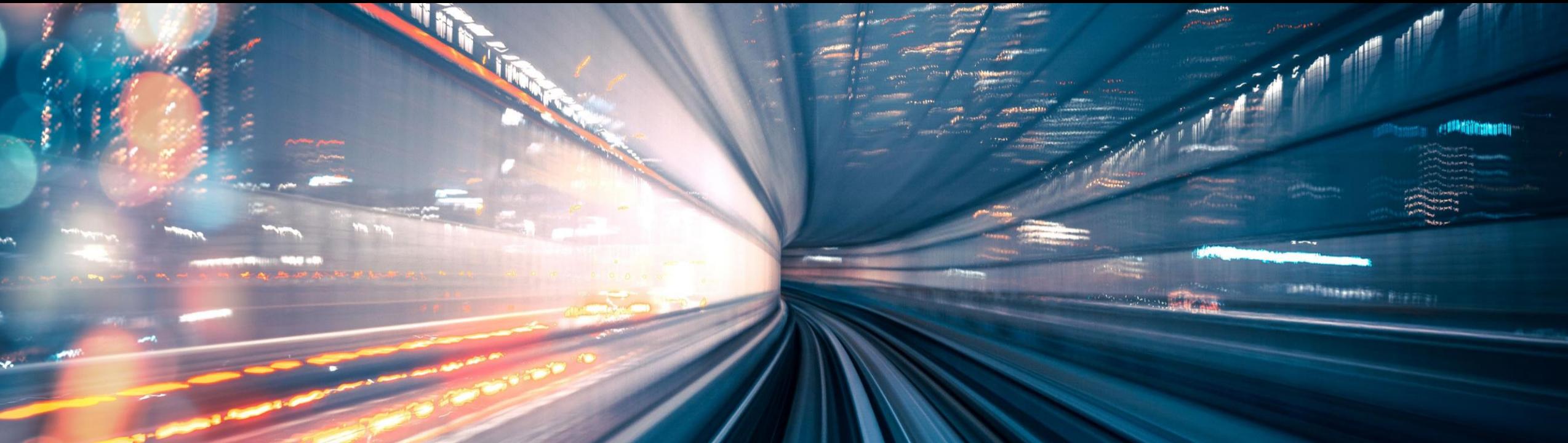


SAP Cloud ALM for Operations – Functional Overview

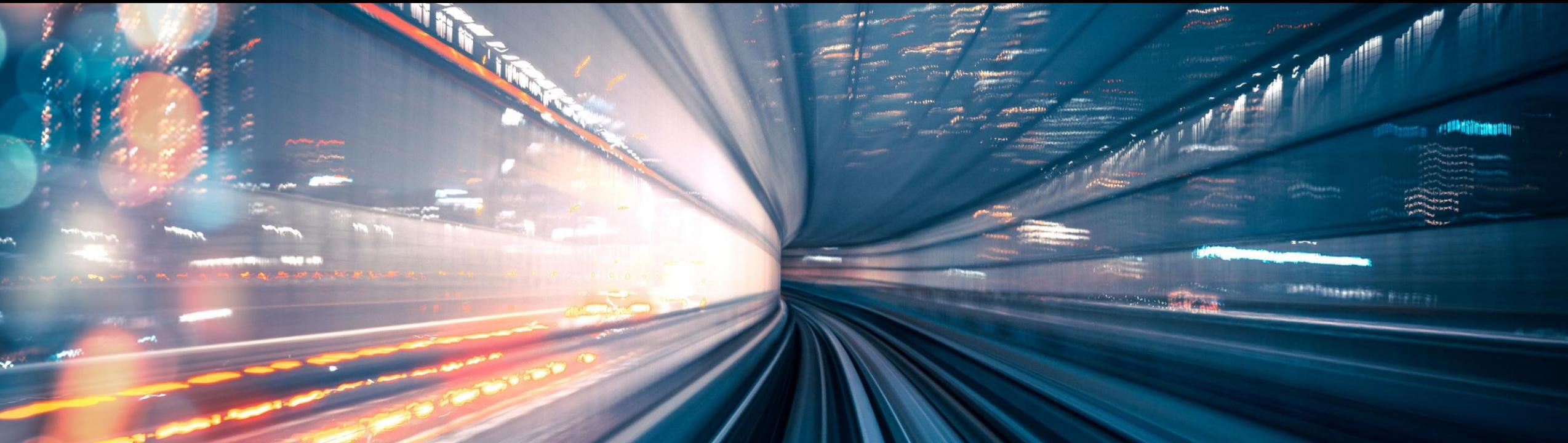


SAP Cloud ALM for Operations

Newly delivered features in Q1 2022

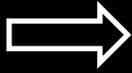


Business Process Monitoring



Business Process Monitoring - New Features delivered in Q1/2022

Unified Overview Page



To ensure a **unified view** and **easier consumption** of the business process information, the layout of the **KPI and process cards** has been enhanced.

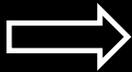
A screenshot of the SAP Business Process Monitoring interface. The top navigation bar shows "SAP Business Process Monitoring" and "Last Refresh: Mar 23, 2022, 3:01:47 PM". Below the navigation bar, there are filters for Plant, Sales Organization, Company Code, Profit Center, and Order Type. The main content area is divided into two sections: "Overview" and "Favorites". The "Overview" section contains four process cards: "Lead to Cash" (Alerts 1 / 4), "Source to Pay" (Alerts 0 / 1), "Design to Operate" (Alerts 0 / 1), and "Recruit to Retire" (Alerts 1 / 1). The "Favorites" section contains three KPI cards: "Open Sales Documents" (100), "Purchase Requisition" (6,307, -30.1% compared to the previous 8-day period), and "Open and Overdue P..." (327, -1.5% compared to 03/8/2022).

Process	Alerts
Lead to Cash	1 / 4
Source to Pay	0 / 1
Design to Operate	0 / 1
Recruit to Retire	1 / 1

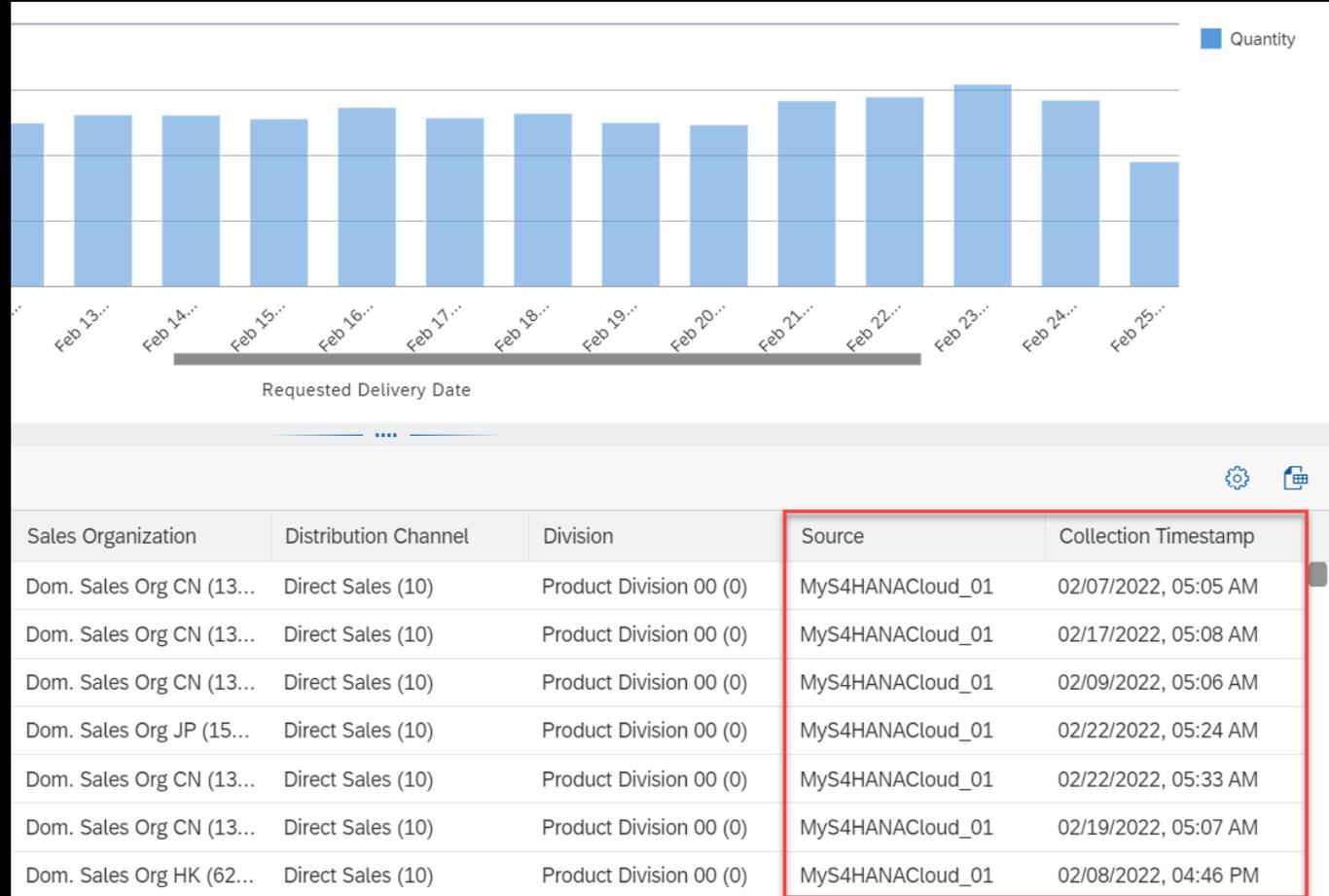
KPI	Value	Change	Alerts
Open Sales Documents	100		0 / 1
Purchase Requisition	6,307	-30.1% compared to the previous 8-day period	0 / 1
Open and Overdue P...	327	-1.5% compared to 03/8/2022	0 / 1

Business Process Monitoring - New Features delivered in Q1/2022

Improved Line Item Information



In the **KPI details table**, you can now also view the **source system** and **collection timestamp** of each line item.



Business Process Monitoring - New Features delivered in Q1/2022

Navigation from Alerts



You can now **navigate from an alert** to its corresponding **end-to-end process, process,** and **KPI details.**

Alert Details

Global - Number Sales Document Items Created dropped Actions

9330.0 | Sales Document Items Created (Throughput) | Thresholds (Warning/Critical): 6000/5000 [Manage Customer Order]

RATING HISTORY MESSAGE OPERATION AUTOMATION LOGS

Process Context

- End-to-End Process L1: [Lead to Cash](#)
- End-to-End Process L2: [Order to Cash](#)
- Process: [Manage Customer Order](#)

KPI Details

- KPI Name: [Sales Document Items Created](#)
- KPI Category: Throughput
- KPI ID: [KPSD000349](#)
- Current Global KPI Value: 9,891

Alert Definition

- Warning Threshold: 6000
- Critical Threshold: 5000
- Reference Period in Days: 7

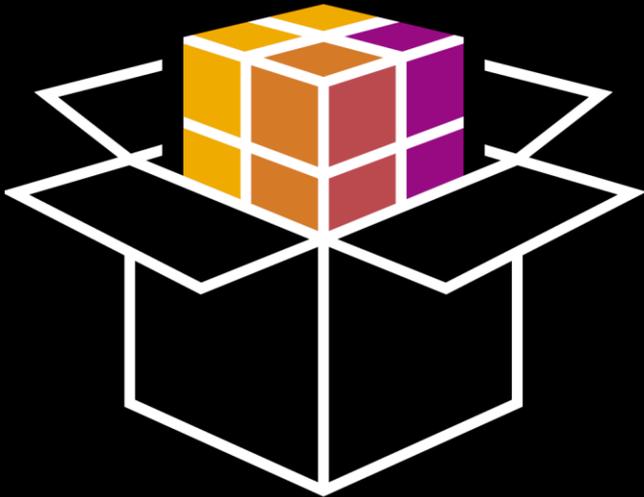
Business Process Monitoring - New Features delivered in Q1/2022

Data Collection Intervals

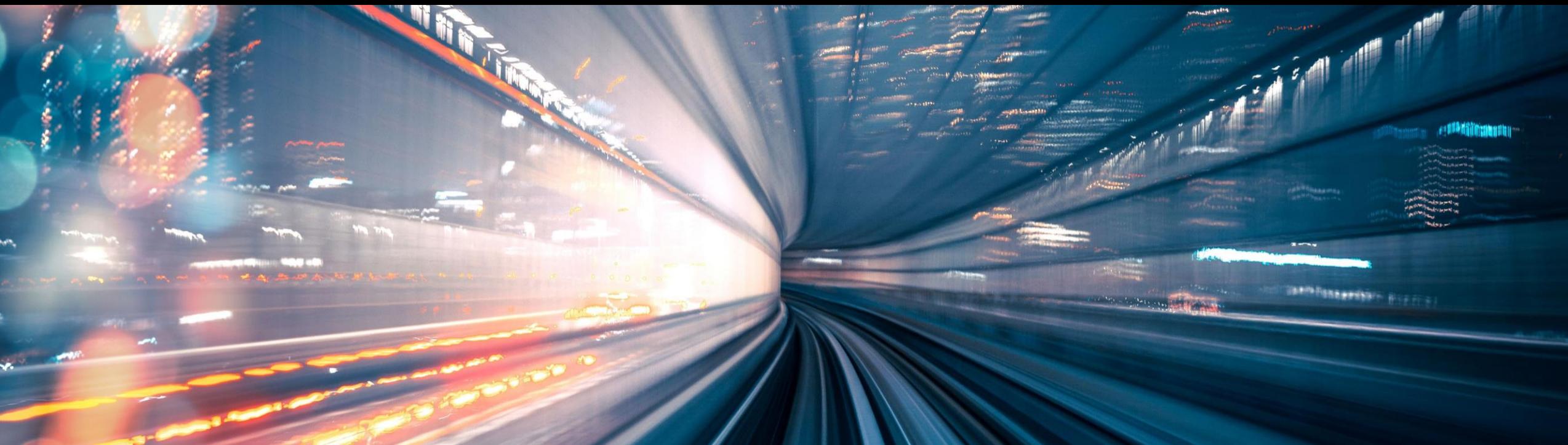


Data Collection Intervals:

- To **optimize performance**, the **data collection frequency** of backlog and exception KPIs is now **intelligent**.
- Depending on the **number of records** per KPI in the system, the data is collected **between once every 15 minutes and once a day**. The exact timing of the data collection may vary per KPI and per managed system.



Integration & Exception Monitoring



Integration & Exception Monitoring - New Features delivered in Q1/2022

View Services on Scenario Cards



You can view the **top three services of the scenario** that are contributing to its status on the **scenario card**. The three services are displayed based on the **worst rating status**. You can drill down to view the error details by clicking the relevant service.

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 22, 2022, 3:17:28 PM". Below the navigation bar, the "Overview" section is active, showing a "Time Frame" of "3/22/22, 12:00 AM - 3/22/22, 3:17 PM" and a "Scenario" of "Lead_Transfer". The main content area displays a scenario card for "Lead_Transfer" with the text "3 out of 3 services displayed". The card lists three services, each with a green cloud icon: "MyMarketingCloud_01_SD" (SAP Marketing Cloud), "MyCPI_01_SD" (SAP Integration Suite (Cloud Integration)), and "MySalesServiceCloud_01_SD" (SAP Cloud for Customer). A red box highlights these three services. At the bottom of the card, there is a "Quality" indicator with a yellow triangle and "Alerts 2", along with a star icon and an information icon.

Integration & Exception Monitoring - New Features delivered in Q1/2022

View Related Exceptions



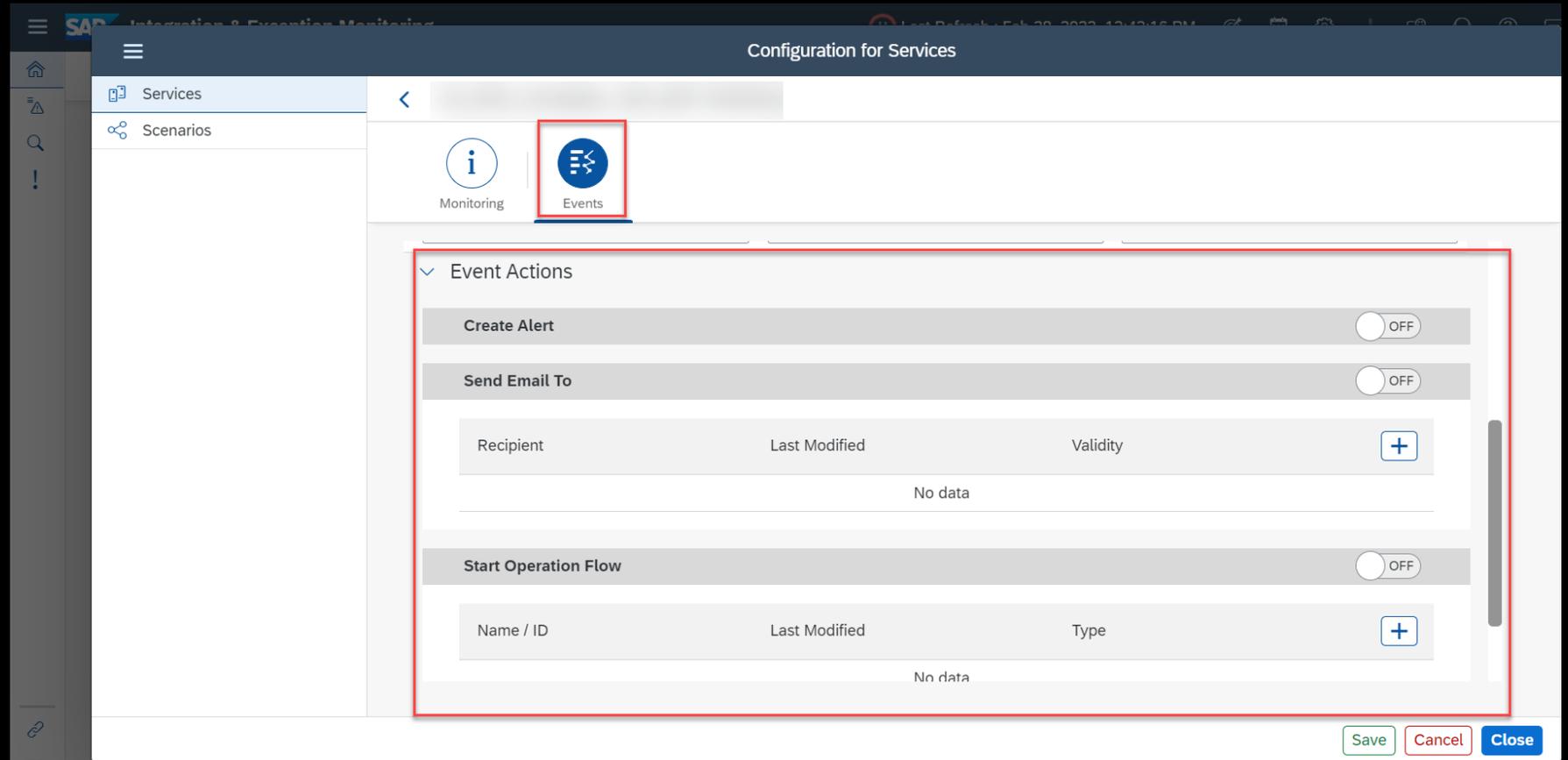
The screenshot shows the SAP Integration & Exception Monitoring interface. The breadcrumb path is: Home > Topology > IM_EXM_Correlation_Test (AIF Messages) > INBOUND / IDOC / /SDCF / MATMAS_CFS / 1 > 0000000000125053. A summary card for 'IM_EXM_Correlation_Test' shows 'Duration: 0 Sec' and 'Messages: 1'. Below this, there are two tabs: 'AIF Messages' and 'Related Exceptions', with the latter highlighted by a red box. The 'Related Exceptions' tab displays a table of exceptions for 'SAP S/4HANA Cloud Data Replication'. The table has columns for Status, Timestamp, Message, and User. There are two rows of exceptions, both with a red 'X' status icon. The table is also highlighted by a red box.

Status	Timestamp	Message	User
✘			
✘			

In the last level drilldown of a message, **Related Exceptions tab** is available next to the Related Messages tab. **The Related Exceptions tab** and the data under it is visible when there are related exceptions, which have the same transaction ID as that of the selected message.

Integration & Exception Monitoring - New Features delivered in Q1/2022

Add Notifications and Operation Flows Directly from the Application



If an **event occurs**, you can now configure additional event actions directly from the monitoring application. The configurable actions are **creating alerts**, sending **email notifications**, or triggering the automatic execution of an **operation flow**.

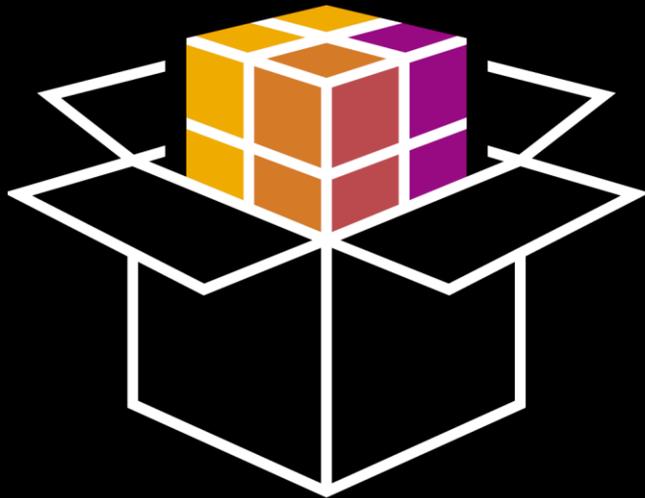
Integration & Exception Monitoring - New Features delivered in Q1/2022

Newly Supported Products

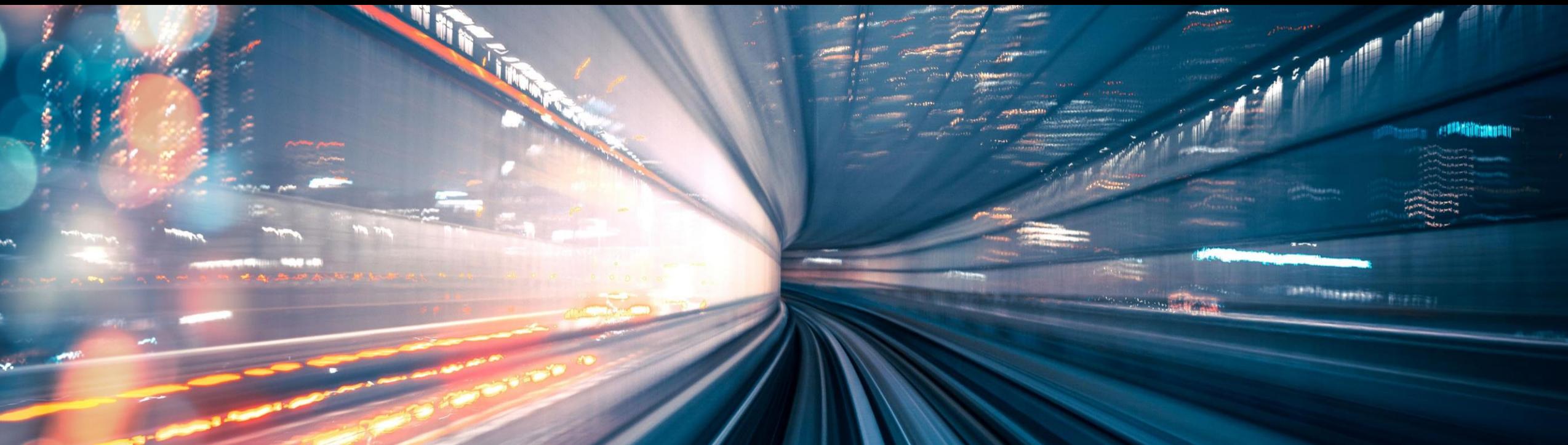


Newly Supported Products:

- **SAP Sales and Services Cloud** (new message attributes)
- **SAP BTP, Neo Environment** (exceptions)
- **SAP Asset Central Foundation**: You can monitor **Event Distributor messages** for the following services:
 - **SAP Asset Strategy and Performance Management**
 - **SAP Intelligent Asset Management**

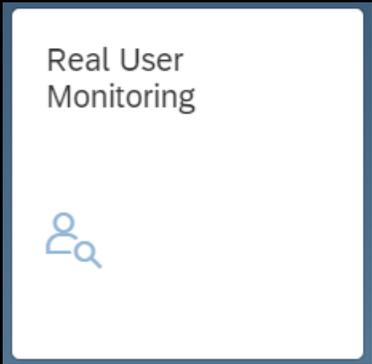


User & Performance Monitoring

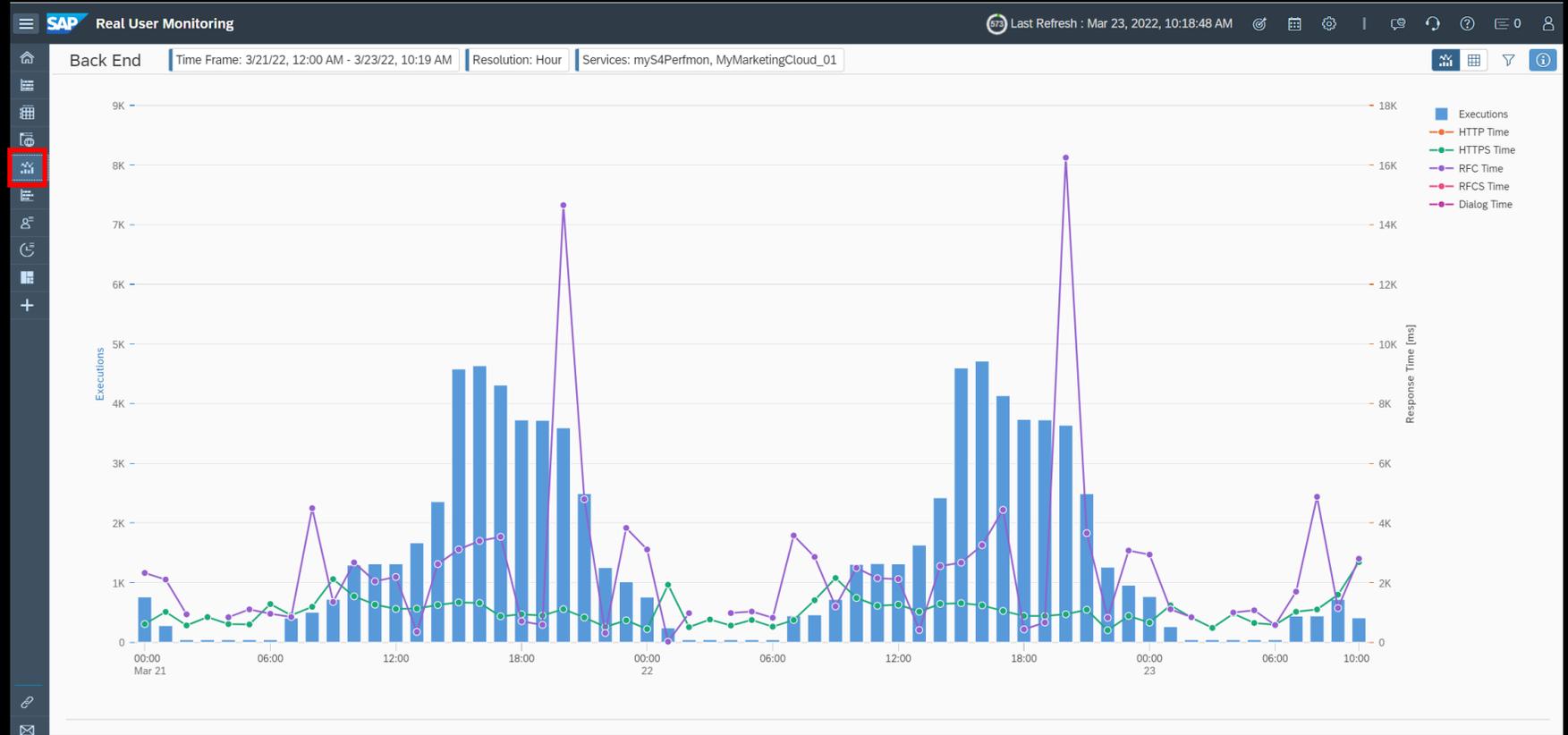


Real User Monitoring - New Features delivered in Q1/2022

New Page for Back-End Requests

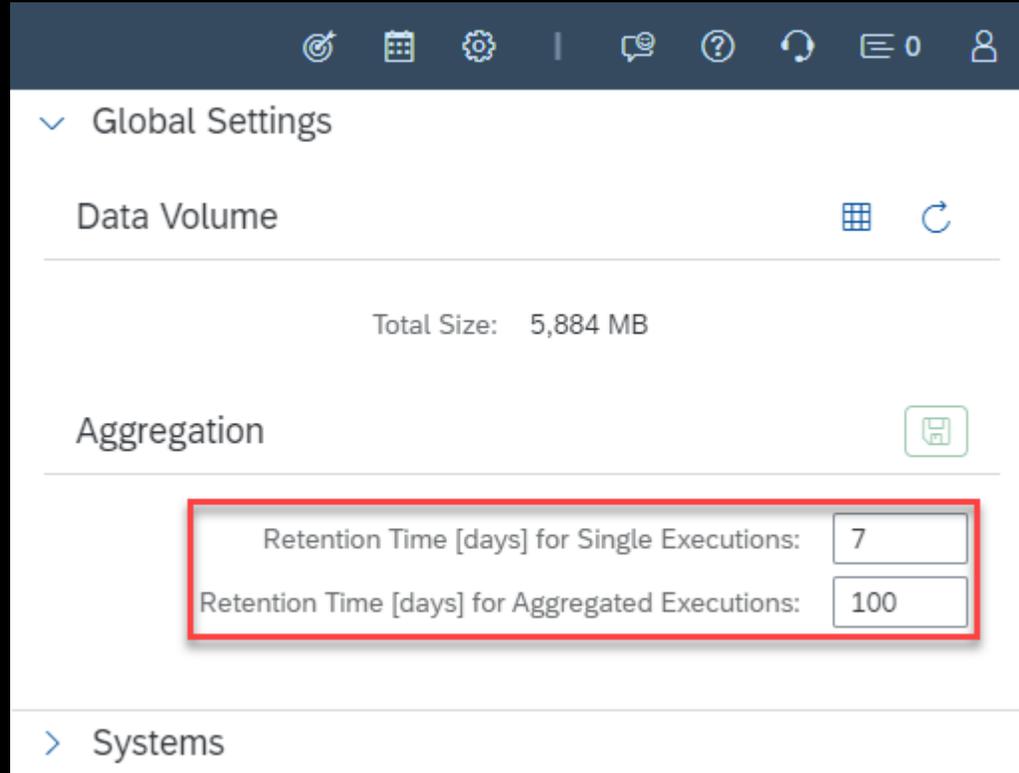
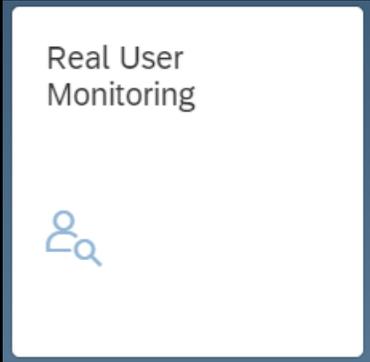


In the new page **Back End** you can now display performance and usage metrics from **back-end requests** in dependency of time.



Real User Monitoring - New Features delivered in Q1/2022

Manage Retention Time



Up to now, real user monitoring data **was deleted after two weeks**. Now monitoring data is available both for single executions and in hourly aggregates, whereby you can determine the **retention time** for both resolutions – up to **two weeks for single executions** and up to **one year for hourly aggregates**.

Real User Monitoring - New Features delivered in Q1/2022

Show Data Volume



The screenshot shows the SAP Real User Monitoring interface. In the top right, under "Global Settings", the "Data Volume" option is highlighted with a red box. To its right is a table icon, also highlighted with a red box. Below this, a modal window titled "Memory Consumption per service / system" is open, displaying a table with the following data:

Service Name / SID	Service Type	Percentage	Memory consumption...	Number of records
sapitcloud	SAP_CP_NEO	77.77%	4,674 MB	48,467,992
MyS4HANACloud_01	SAP_S4HANA	5.30%	319 MB	3,305,765
ccf-715.wdf.sap.corp	SAP_S4HANA	3.76%	226 MB	2,346,600
my300470.s4hana.ondemand.com	SAP_S4HANA_OP	3.24%	195 MB	2,019,454
FD4200	SAP_FRUN	2.59%	156 MB	1,619,017
FA7200	SAP_SOLMAN	2.55%	153 MB	1,589,142
ccf-715.wdf.sap.corp	SAP_S4HANA	3.76%	226 MB	2,346,600
QM7002	SAP_S4HANA_OP	1.80%	108 MB	1,124,233
myS4Perfmon	SAP_S4HANA	1.31%	79 MB	817,833
MyIBP_01	SAP_IBP	0.40%	24 MB	250,629

A "Close" button is visible in the bottom right corner of the modal window.

You can **now display the memory consumption** for real user monitoring data – both **globally**, and for **single monitored cloud services or on-premise systems**. The detail view also shows the percentage distribution of memory consumption and the number of records for each object within real user monitoring.

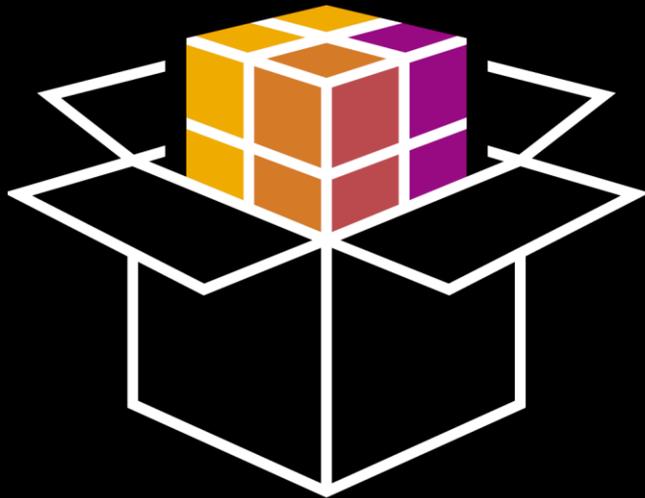
Real User Monitoring - New Features delivered in Q1/2022

Newly Supported Products

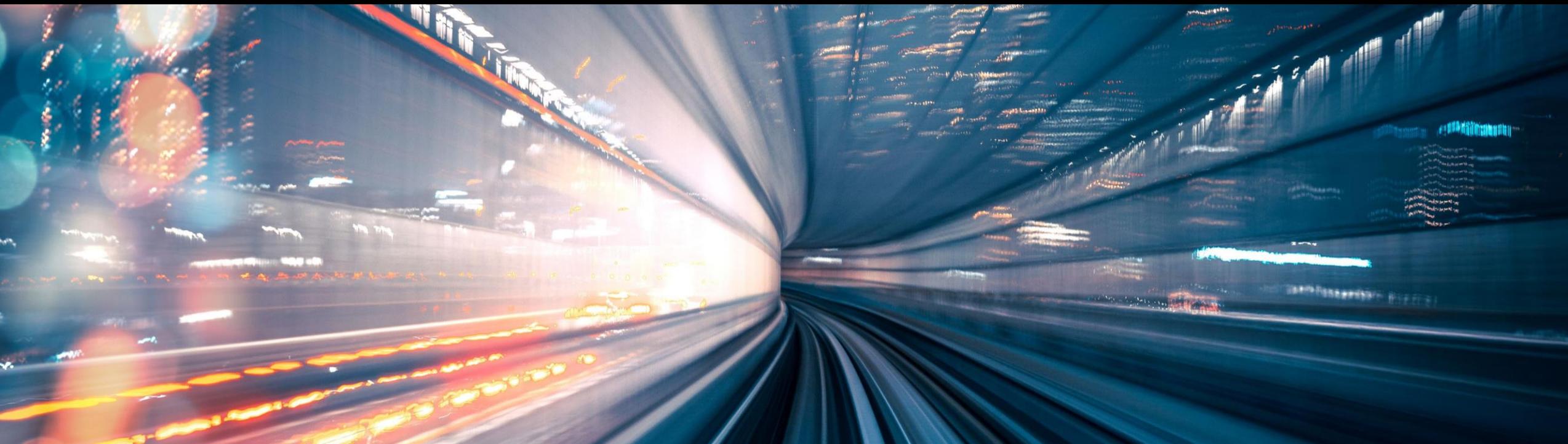


Newly supported products:

- **SAP Sales and Services Cloud**
- **SAP BTP, Neo Environment**



Job & Automation Monitoring



Job & Automation Monitoring - New Features delivered in Q1/2022

New and Unified Home Page



On the **new home page** you get an insight into the jobs and automated actions based on specific metric and alert data available. **Each card** represents a **managed component**. By clicking on the numbers you are navigated to the monitoring or alerting.

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 "Mar 23, 2022, 9:57:54 AM". Below the navigation bar, the "Overview" section is active, showing a "Time Frame" of "3/23/22, 4:00 AM - 3/23/22, 10:00 AM" and "Services: etx-200.wdf.sap.corp". A red box highlights a card for the component "etx-200.wdf.sap.corp SAP S/4HANA Cloud". The card displays "SAP Application Job (10)" and a table of metrics:

With Technical Exceptions	2
With Application Exceptions	2
With High Run Time	0

At the bottom of the card, it shows "Alerts 36" with an information icon.

Job & Automation Monitoring - New Features delivered in Q1/2022

Understand Job and Automation Runtime and Failure Rate Trends



You can now understand **trends** of the individual jobs and automations regarding **run time** and **failure rate** within the time frame selected comparing the executions before and after the **comparison point**.

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 5, 2022, 12:54:26 PM". Below this, the "Analysis" section shows a "Time Frame" of "3/22/22, 1:00 PM - 4/5/22, 1:00 PM" and "Services: Master1-04-10-2021, etx-200.wdf.sap.corp". A red box highlights the "Comparison Point" field, which is set to "Mar 29, 2022, 12:30:06 PM".

The main content area displays a table titled "Jobs and Automations (8)". The table has columns for "Name", "Service", "Job or Au...", "Total Ex...", "Red Execution Status", "Red Application Status", and "Run Time". The "Red Execution Status" and "Red Application Status" columns are further divided into "Count", "Rate", and "Trend". The "Trend" column is highlighted with a red box, showing arrows indicating the direction of change (e.g., "→" for increasing, "←" for decreasing, and "—" for stable).

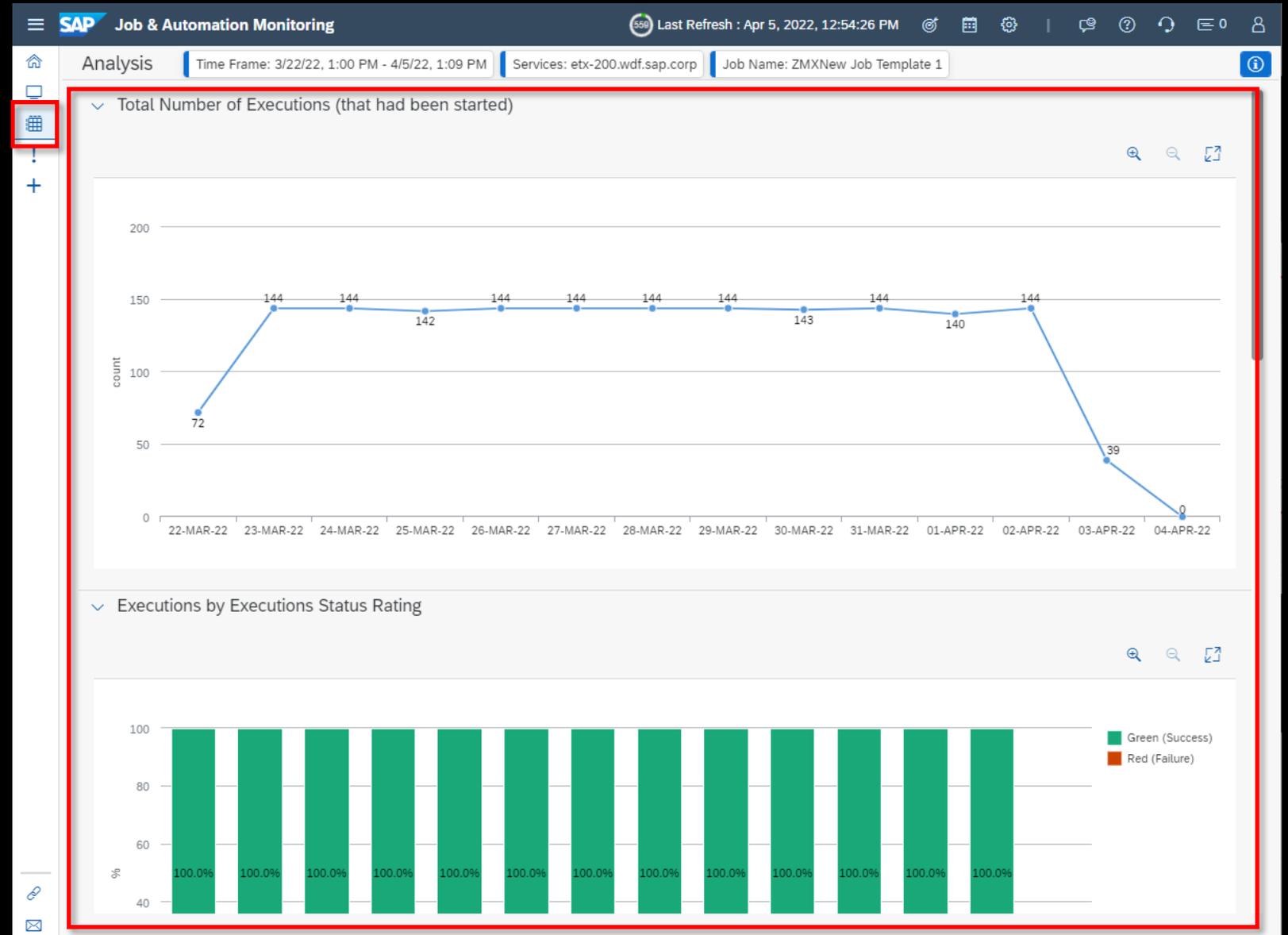
Name	Service	Job or Au...	Total Ex...	Red Execution Status			Red Application Status			Run Time		
				Count	Rate	Trend	Count	Rate	Tr...	Total	Avera...	Trend
ZMXNew Job Template 1	etx-200.wdf.sap.corp		1,688	0	0 %	←	0	0 %	←	7 min	1 sec	←
DST switch 1 (don't delete this jo...	etx-200.wdf.sap.corp	SAP Appli...	14	0	0 %	←	0	0 %	←	1 min	1 sec	←
DST switch 2 (don't delete this job)	etx-200.wdf.sap.corp	SAP Appli...	14	14	100 %	→	14	100 %	→	1 min	1 sec	→
Application job demo report	etx-200.wdf.sap.corp		28	0	0 %	←	0	0 %	←	1 min	1 sec	←
JobMon Test (every 2nd day)	etx-200.wdf.sap.corp	SAP Appli...	7	7	100 %	→	7	100 %	→	1 min	1 sec	←
JobMon Test (every month)	etx-200.wdf.sap.corp	SAP Appli...	1	1	100 %	←	1	100 %	←	0 min	0 sec	←
JobMon Test (every week)	etx-200.wdf.sap.corp	SAP Appli...	2	2	100 %	→	2	100 %	→	0 min	0 sec	←
JobMon Test (every 2 weeks)	etx-200.wdf.sap.corp	SAP Appli...	1	1	100 %	←	1	100 %	←	0 min	0 sec	←

Job & Automation Monitoring - New Features delivered in Q1/2022

View the Job and Automation Trend

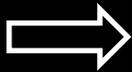


You can now drill down into various **trend charts** of the jobs and automations for the selected period of time. To display the trend chart, you have to click the **Show Trends** icon in the respective row on the **Analysis** page.



Job & Automation Monitoring - New Features delivered in Q1/2022

Add Notifications and Operation Flows Directly from the Application



If an **event occurs**, you can now configure additional event actions directly from the monitoring application. The configurable actions are **creating alerts**, sending **email notifications**, or triggering the automatic execution of an **operation flow**.

A screenshot of the SAP Job & Automation Monitoring configuration interface. The title bar reads "Configuration for Services". The breadcrumb trail shows "Services" > "if.sap.corp (SAP S/4HANA Cloud)". A red box highlights the "Events" icon in the top navigation bar. Below it, the "Event Settings" section is visible, with "Event Type" set to "Critical Execution Status" and "Event Name" set to "Critical Execution Status for job detected". A table lists parameters for the event, including "Job / Automation Executable Na...", "Job / Automation Execution User", and "Job / Automation Name", all with "Is" as the operator. A second red box highlights the "Event Actions" section, which includes "Create Alert" and "Send Email To" (both with "ON" toggle switches). Below these are details for a recipient: "@sap.com", last modified on "Apr 5, 2022, 12:47:14 PM", and validity "Oct 2, 2022, 12:48:02 PM". At the bottom right, there are "Save", "Cancel", and "Close" buttons.

Job & Automation Monitoring - New Features delivered in Q1/2022

Manage Retention Time of Aggregated Data

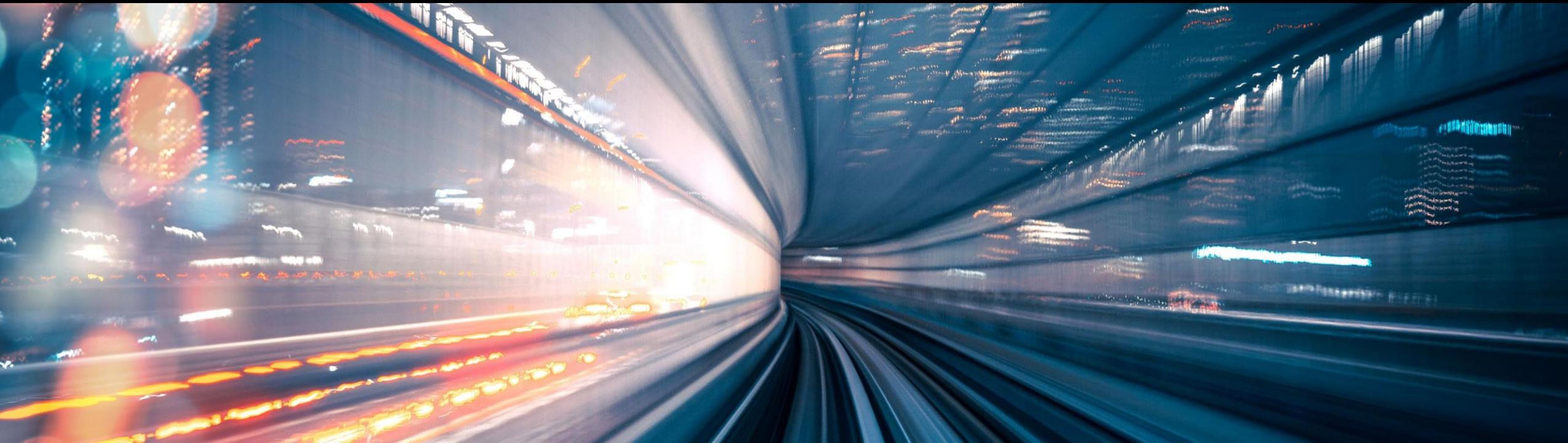


A screenshot of the SAP Global settings interface. The top bar shows the time "2022, 12:54:26 PM" and various icons. The "Global settings" section is expanded. Under "Housekeeping", the "Last Run" is "Apr 5, 2022, 7:01:59 AM" with a green checkmark, and the "Next Run" is "Apr 6, 2022, 7:01:59 AM". Under "Aggregation", the "Retention Time [days]" is set to "180" in a text input field. The "Last Run" is "Apr 5, 2022, 11:54:14 AM" with a green checkmark, and the "Next Run" is "Apr 5, 2022, 12:54:14 PM". A save icon is visible to the right of the Aggregation section.

Individual job executions are **reorganized considering job frequency**, if job has an exception or has been alerted. At least the **last 15 executions** are kept. This can not be influenced.

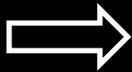
Individual job & automation monitoring data was aggregated since end of 2021 and is kept since then. As of 04/2022 for the aggregated data, you can set the **retention time** (default is 365 days).

Health Monitoring



Health Monitoring - New Features delivered in Q1/2022

Unified Scope Selection



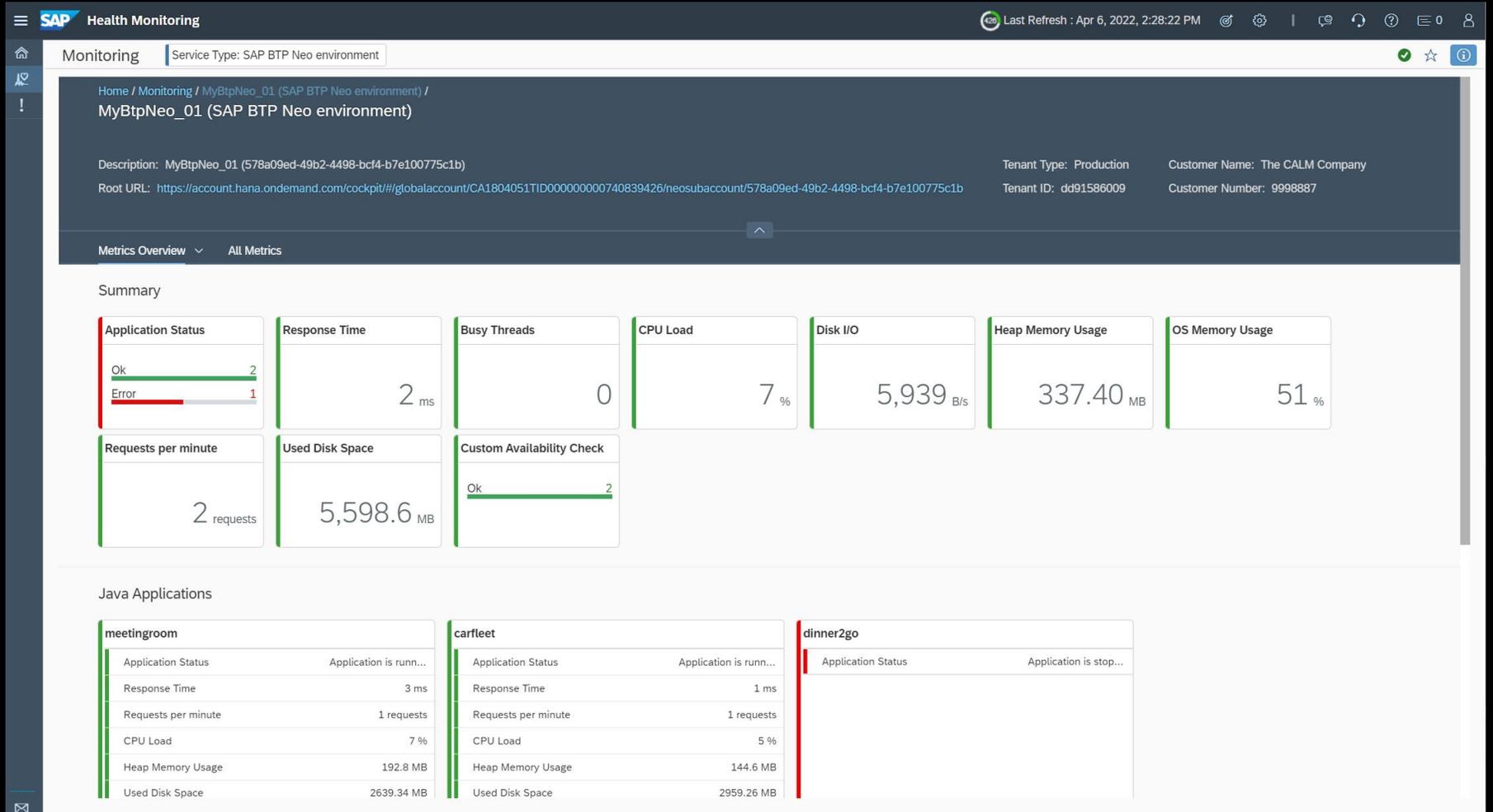
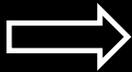
You can now easily select the **on-premise systems** and **cloud services** you want to monitor. When you open the application, the monitoring data that is displayed is **based on the last selected scope**.

The screenshot shows the SAP Health Monitoring interface. The main dashboard is visible in the background, showing an overview of services and alerts. The foreground features a 'Define/Select a Service Scope' dialog box. This dialog box has a 'Standard' filter dropdown and several filter fields. Below the filters is a table of services.

<input type="checkbox"/>	Name	Description	Service Type
<input type="checkbox"/>	MyCPI	MyCPI	SAP Integration Suite (Cloud Integration)
<input type="checkbox"/>	cloudalm	CALM - e2cd0d8b-3947-4e96-9bd9-a584423920e5	SAP Cloud ALM
<input type="checkbox"/>	SAP FnF Tenant Sandbox	SAP FnF Tenant Sandbox	SAP Intelligent Robotic Process Automation
<input type="checkbox"/>	MyCPI_02	MyCPI_02 (0M1T562)	SAP Integration Suite (Cloud Integration)
<input type="checkbox"/>	MyBtpNeo_01	MyBtpNeo_01 (578a09ed-49b2-4498-bcf4-b7e100775c1b)	SAP BTP Neo environment
<input type="checkbox"/>	MyIRPA_01	MyIRPA_01 (0M2Q0F4)	SAP Intelligent Robotic Process Automation
<input type="checkbox"/>	MyCPI_01	MyCPI_01 (0M1T562)	SAP Integration Suite (Cloud Integration)
<input type="checkbox"/>	MyBtpNeo_02	MyBtpNeo_02 (578a09ed-49b2-4498-bcf4-b7e100775c2b)	SAP BTP Neo environment
<input type="checkbox"/>	MyBtpNeo_03	MyBtpNeo_03 (578a09ed-49b2-4498-bcf4-b7e100775c1b)	SAP BTP Neo environment
<input type="checkbox"/>	MyCPI_01_SD	MyCPI_01_SD (0M1T562)	SAP Integration Suite (Cloud Integration)
<input type="checkbox"/>	MyCPI_02_SD	MyCPI_02_SD (0M1T562)	SAP Integration Suite (Cloud Integration)
<input type="checkbox"/>	CPI_TCC	Test CPI	SAP Integration Suite (Cloud Integration)
<input type="checkbox"/>	MyS4HANA_S4P	MyS4HANA_S4P-100	SAP S/4HANA

Health Monitoring - New Features delivered in Q1/2022

Full Monitoring of SAP BTP, Neo Environment



The screenshot shows the SAP Health Monitoring interface for a service type 'SAP BTP Neo environment'. The main heading is 'Monitoring' with a sub-heading 'MyBtpNeo_01 (SAP BTP Neo environment)'. Below this, there is a description and tenant information. The 'Metrics Overview' section displays a summary of key performance indicators:

Metric	Value
Application Status	Ok: 2, Error: 1
Response Time	2 ms
Busy Threads	0
CPU Load	7 %
Disk I/O	5,939 B/s
Heap Memory Usage	337.40 MB
OS Memory Usage	51 %
Requests per minute	2 requests
Used Disk Space	5,598.6 MB
Custom Availability Check	Ok: 2

The 'Java Applications' section provides a detailed view of individual applications:

Application Name	Status	Response Time	Requests per minute	CPU Load	Heap Memory Usage	Used Disk Space
meetingroom	Application is running	3 ms	1 requests	7 %	192.8 MB	2639.34 MB
carfleet	Application is running	1 ms	1 requests	5 %	144.6 MB	2959.26 MB
dinner2go	Application is stopped	-	-	-	-	-

For service type SAP BTP, Neo environment, you can now monitor **performance and usage metrics**, both for the **whole service** and for **selected Java applications**.

Health Monitoring - New Features delivered in Q1/2022

Enhanced Event Handling



Configuration for Cloud Services

Cloud Services Overview / Service_Example /

Metrics Events

Live search

Name	Description	Alert Active	Notification Active	Operation Flow Active	
Expired Certificate	A certificate has expired or is about to expire soon.	✓	✓		>
JMS Queue Capacity	The total capacity for JMS resources has been reached.	✓		✓	>
JMS Queue entries	The number of active JMS queues has reached its capacity.			✓	>
JMS Queue Status	The JMS queue status has failed.	✓	✓		>

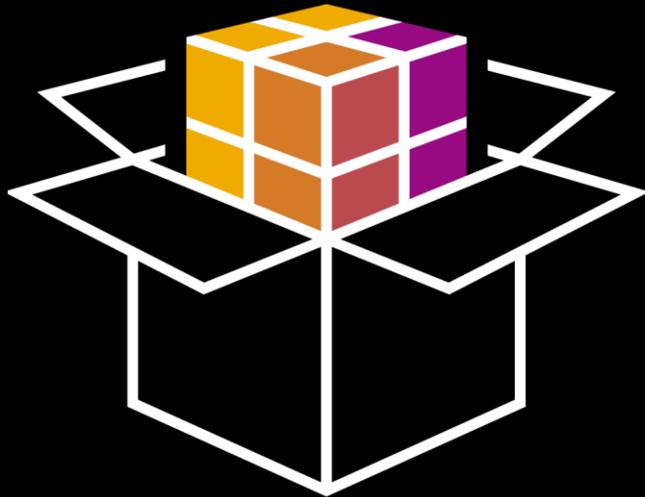
In case of an event, you can now **add additional reactions** like **email notifications** or automatic execution of an **operation automation** procedure.

Health Monitoring - New Features delivered in Q1/2022

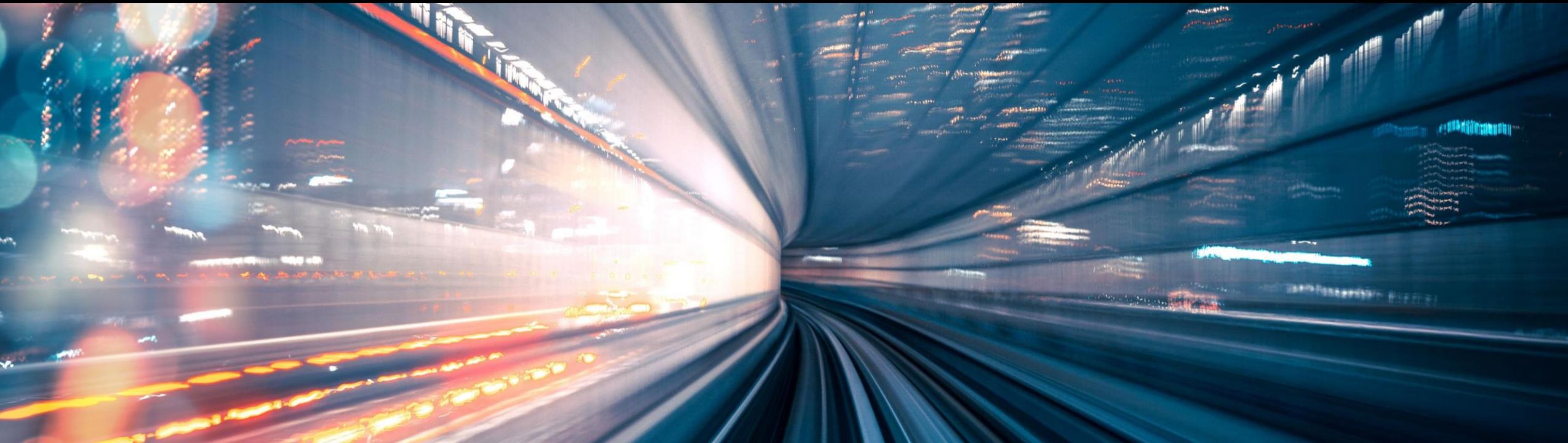
Newly Supported Products



- The monitoring of the following categories is now supported in **Health Monitoring** rather than in Integration & Exception Monitoring:
 - **SAP BTP Cloud Foundry** – Alert Notifications
 - **SAP BTP Neo** – Alert Notifications
- Full monitoring of **SAP BTP, Neo environment**



Alert Management



Alert Management - New Features delivered in Q1/2022

View the Alert History

Here, you can view **the rating history** of the alert from the time when alert was created until its last update. You can view **how often the alert occurred** in the past and want to **analyze** which metrics, messages, or error situations happened at this point in time.

The screenshot displays the SAP Business Process Monitoring interface. On the left, a list of alerts is shown under the 'Alerting' section. The first alert is 'Job Applications in Status "Not Applied"' with a current rating of 57.0 and a backlog of 30/65. The right pane shows the 'Alert Details' for this alert, including object details, status (Open), priority (Medium), and current rating (Warning). A red box highlights the 'RATING' tab, which contains a timeline chart showing the alert's rating history from Tuesday, Mar 22, 2022, to Wednesday, Mar 23, 2022. The chart shows a yellow bar indicating the rating level over time. Below the chart, the 'MESSAGE' section provides process context (Recruit to Retire, Attract to Hire, Recruit New Hires) and KPI details (KPI Name: Job Applications in Status "Not Applied", KPI Category: Backlog, KPI ID: KISF000203, Current Global KPI Value: 57).

Alert Management - New Features delivered in Q1/2022

Send Customized Notification to Selected Recipients

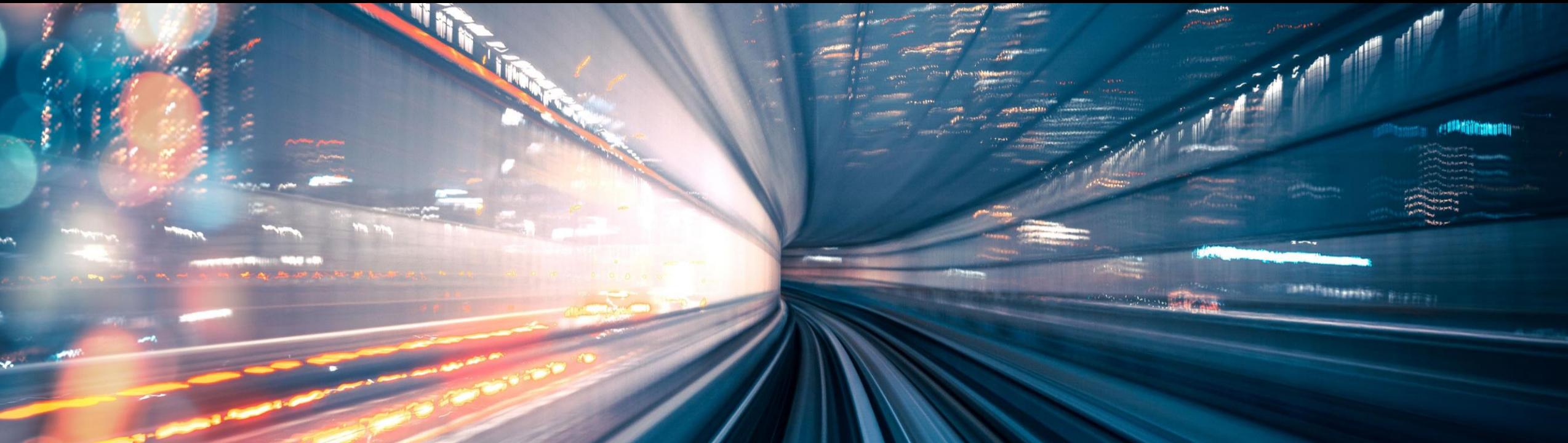
You can now **send customized notification** to selected verified recipients. To do so, on the Alerts pages, select an alert from the Alerting section and **choose Send Notification** from the Actions dropdown. You get the option to select the **verified recipients** and **edit the content** as per your requirement.

The screenshot displays the SAP Business Process Monitoring interface. In the foreground, a 'Send Email' dialog box is open, allowing users to customize an alert notification. The dialog includes a 'To:' field for selecting recipients, a 'Subject:' field with the text 'Job Applications in Status "Not Applied"', and a rich text editor for the 'Body'. The body content is pre-filled with the following information:

- SAP Cloud ALM for Operation**
- Job Applications in Status "Not Applied" - Recruit New Hires**
- Alert Context :** Recruit New Hires
- Service Type :** null
- Object Details :**
- Reported At :** 2022-03-22 18:02:51 UTC
- Rating :** Warning
- Priority :** Medium
- Status :** Open
- Click the [link](#) for more details.
- If you have received this email by mistake, contact us at cloudalm-notification@sap.com

The background shows the 'Alerting' section with a list of alerts, including 'Job Applications in Status "Not Applied"', and the 'Alert Details' pane for the selected alert, showing KPI Category: Backlog, KPI ID: KISF000203, and Current Global KPI Value: 57.

Business Service Management



Business Service Management - New Features delivered in Q4/2021

Service Level Settings



In the **configuration** of Business Service Management dialog, you can now configure a **service level objective (SLO)** for your business services. You can define a service level objective **globally or for individual business services**.

The screenshot shows the "Configuration of Business Service Management" dialog. A red box highlights the "Service Level Objective (Global Settings)" section. Below this, the following settings are visible:

- Service Level Objective: 95.55 % (with minus and plus buttons)
- Default Display Mode: Per Month (dropdown)
- Time Zone: Central European Time (dropdown)
- Business Hours: Customize Business Hours (dropdown)

Below these settings is a table for "Working Days" with columns for "Working Days", "Starting Time", and "Ending Time". The "Working Days" column shows "Monday", "Tuesday", "Wednesday", "Thursday", and "Friday" with 'x' marks, and a dropdown arrow. The "Starting Time" column shows "09:00" with a clock icon and a plus button. The "Ending Time" column shows "18:00" with a clock icon and a minus button.

Business Service Management - New Features delivered in Q4/2021

Events per Cloud Service and Technical System

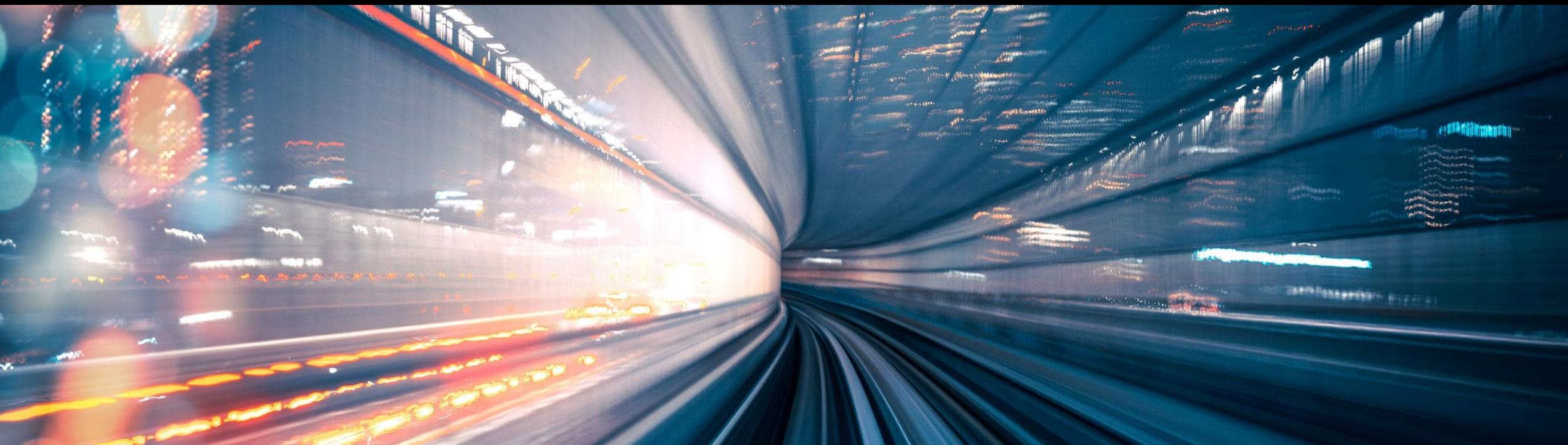


When you open the **event calendar** for a specific business service, you can now **view separate swim lanes** displaying the events for each cloud service and technical system that is assigned to the business service.

The screenshot shows the SAP Business Service Management Event Calendar interface. The calendar is titled "Event Calendar" and displays a weekly view for the period from March 16, 2022, to March 29, 2022. The calendar is organized into swim lanes for different business services and technical systems. A red box highlights the swim lanes for "Recruit to Retire", "MyAIN_01", "MyFieldGlass_01", "MySuccessFactorsHXMSuite_02", and "S4P".

Business Service / Technical System	Wed 16	Thu 17	Fri 18	Sat 19	Sun 20	Mon 21	Tue 22	Wed 23	Thu 24	Fri 25	Sat 26	Sun 27	Mon 28	Tue 29
Recruit to Retire		Event		Event										
MyAIN_01		Event												
MyFieldGlass_01														
MySuccessFactorsHXMSuite_02					Event									
S4P														

Landscape Management



Landscape Management - New Features delivered in Q1/2022

Lifecycle Status for Systems Displayed



Previously, the **lifecycle status** was only displayed for cloud services. It indicates whether your subscribed cloud services are configured and ready to use. Now this status **is also available** for **on-premise** technical and logical systems.

The screenshot shows the SAP Landscape Management interface. The header includes the SAP logo and the text "Landscape Management". The main content area is titled "On-Premise Systems" and shows a list of "Technical Systems (49)". A table with three columns is displayed: "Lifecycle Status", "System ID", and "Description". The "Lifecycle Status" column is highlighted with a red box. The table contains three rows of data.

Lifecycle Status	System ID	Description
New	TST	Test system
Active	QAL	Quality system
Active	PRD	Productive system

Landscape Management - New Features delivered in Q1/2022

Capabilities for Technical Systems Displayed



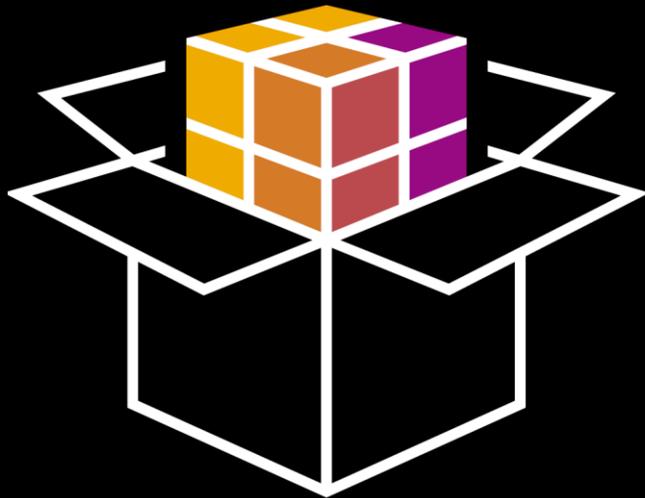
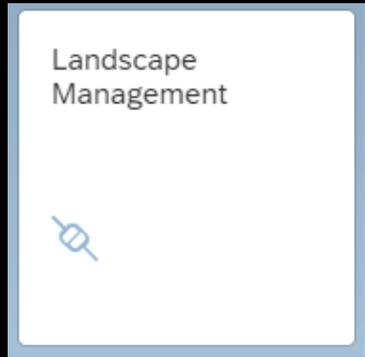
Previously, capabilities were only displayed for cloud services. Now they are **also available for technical systems**. A capability of a system specifies which **use case** has which **configuration status**.

The screenshot shows the SAP Landscape Management interface for an On-Premise System. The system is identified as "S4P (SAP S/4HANA)". Below the system details, there are two tabs: "Logical Syst..." and "Capabilities". The "Capabilities" tab is active, displaying a table of capabilities for the system.

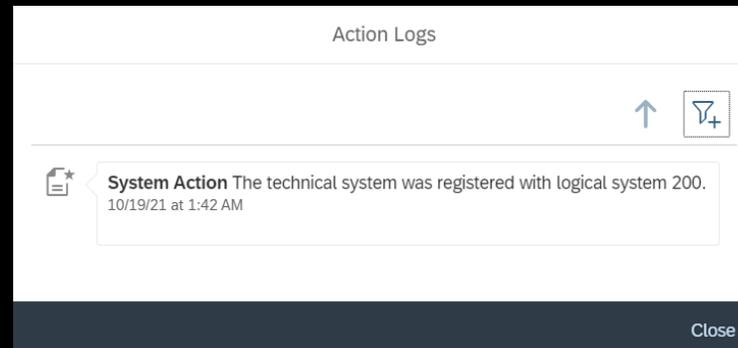
Use Case	Identifier	Direction	Status	Logical System(s)
Health Monitoring	Fetch Health Metrics	PUSH	Active	Mys4HANA_S4P
Job & Automation Monitoring	Job Instances	PUSH	Active	Mys4HANA_S4P
Real User Monitoring	Fetch Performance Data	PUSH	Not Configured	
Integration Monitoring	IDoc	PUSH	Not Configured	
Integration Monitoring	AIF Messages	PUSH	Not Configured	
Integration Monitoring	Web Service Messages	PUSH	Not Configured	
Integration Monitoring	Concur Objects	PUSH	Not Configured	
Business Service Management	Downtime Event Notifications	PUSH	Not Configured	
Exception Monitoring	Marketing Data Import (asynchronous)	PUSH	Not Configured	
Exception Monitoring	Marketing Data Import (asynchronous)	PUSH	Not Configured	
Business Process Monitoring	S4HOP_INTEGRATION	PUSH	Not Configured	

Landscape Management - New Features delivered in Q1/2022

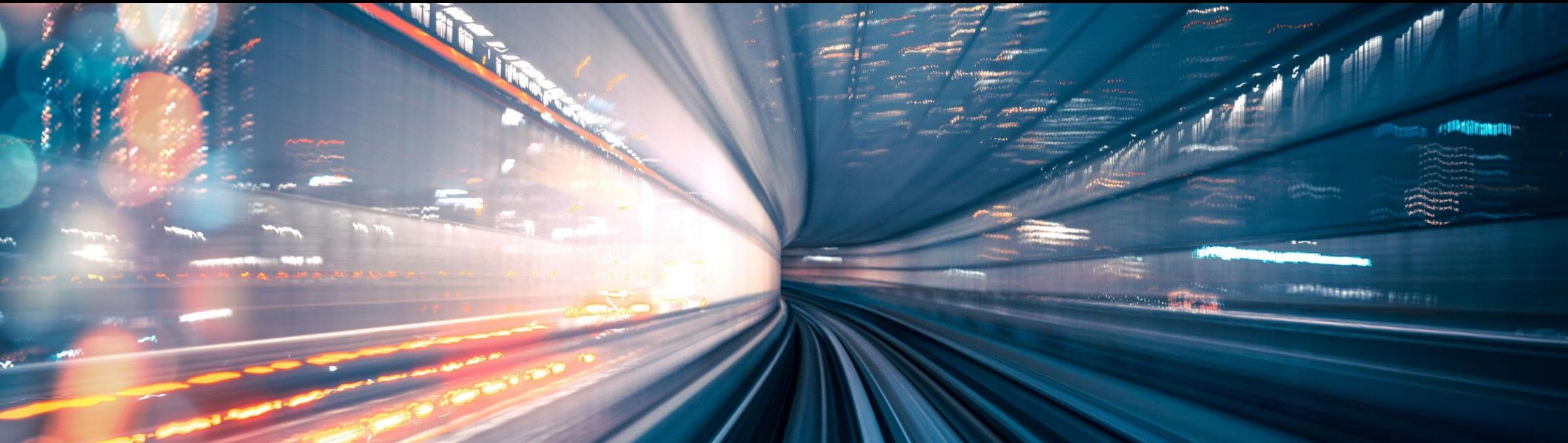
Additional Improvements



- **Authorization Check Behavior Improved**
 - Now, the buttons for **creating**, **updating**, or **deleting** cloud services and technical systems are **only active if the user has administrator authorization**. If not, the buttons are still displayed, but deactivated.
- **Display Action Log**
 - You can now display the action log for any cloud service or technical system in chronological order.



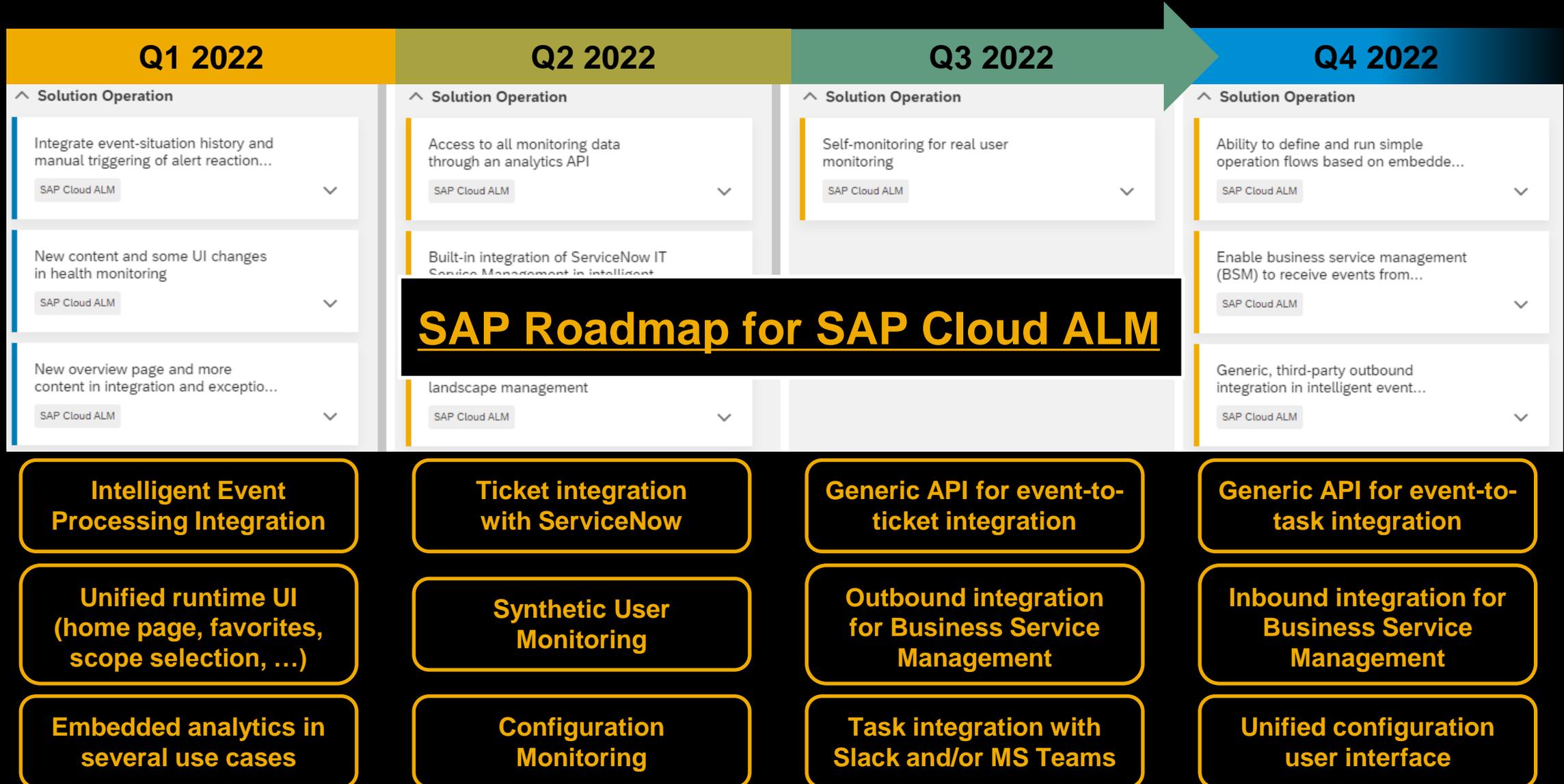
SAP Cloud ALM for Operations Roadmap



SAP Cloud ALM for Operations – Content roadmap

	Currently available		Planned for 2022	
Business Process Monitoring	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA	SAP Business Suite SAP SuccessFactors	Further KPI's for all editions of SAP S/4HANA and SAP Business Suite SAP SuccessFactors (further KPI's)	SAP Ariba
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 Integration Suite (CI) SAP Master Data Integration SAP BTP NEO (custom) SAP BTP ABAP (custom/SAP)	SAP Event Mesh SAP Mobile Services SAP SuccessFactors & EC Payroll SAP Ariba SAP Concur & SAP Fieldglass SAP Intelligent Asset Management SAP Field Service Management SAP Order Management foundation SAP Integrated Business Planning	SAP Business ByDesign	SAP Analytics Cloud SAP Logistics Business Network SAP BTP CF (custom) SAP Data Intelligence SAP Consumers Industry Cloud SAP Omnichannel Promotion Pricing
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 BTP ABAP (custom/SAP) SAP BTP NEO (custom) SAP SuccessFactors EC Payroll		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 BTP ABAP (custom/SAP)	SAP Marketing Cloud SAP Intelligent RPA SAP Integrated Business Planning SAP Business Warehouse SAP SuccessFactors EC Payroll	SAP Job Scheduler Service (custom) SAP Business Workflow (ABAP)	SAP Data Privacy Management SAP Resource Management SAP Workflow Management
Health Monitoring	SAP Cloud ALM SAP Intelligent RPA SAP Integration Suite (CI) SAP BTP NEO/CF (custom)	SAP S/4HANA SAP S/4HANA PCE SAP Business Suite SAP BTP ABAP (custom/SAP)	SAP Integration Suite (API Mgmt.) SAP HANA Cloud SAP S/4HANA Cloud SAP SuccessFactors EC Payroll	SAP Marketing Cloud SAP Integrated Business Planning SAP Cloud Connector SAP Data Intelligence

SAP Cloud ALM for Operations – Functional roadmap



Thank you.

Contact information:

Janko Budzisch
Chief Product Owner
janko.budzisch@sap.com

Stefan Lahr
Chief Solution Owner
stefan.lahr@sap.com

SAP Cloud ALM Mailing list
cloudalm@sap.com

Visit us on YouTube:
<https://url.sap/p685qu>



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