Cloud Application Services for Cloud Operations and Management

• Cloud Adoption
• The Case for staying Evergreen

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May 11, 2020
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Cloud Adoption

Drivers for cloud and expectations

Overview of SAP CAS Business
SAP Cloud Application Services – Running the Intelligent Enterprise
Managed services through Centers of Expertise for all deployment models

- Enhance and optimize your solutions to meet business needs
- Lower the SAP Total Cost of Ownership through best practices, tools and expert consulting
- Enabling of hybrid cloud landscape through seamless integration

- End-to-end support to plan, prepare and manage hybrid data environments
- Innovation services for real-time actionable insights, analytics and automation from Internet of Things data
- Stabilization Services for all aspects of data in a heterogeneous data environment.

- Design and operate security monitoring plans and issue resolution
- Reduce risks and vulnerabilities in ongoing lifecycle
- Full integration into SAPs One-Service approach - Mission Control Centre integration
- Individual end-to-end security processes

- Globally engineered and SAP managed service focused on outcomes
- Proven processes for remote service delivery of testing activities (Pre and Post Go-Live)
- Long-term engagements with monthly subscriptions
- Automation to facilitate efficient and rapid testing
Top 3 imperatives of IT: Deliver Key Business Benefits in the Cloud

- **Deliver the cloud solutions the business needs**
  The business needs new or improved innovative solutions regularly to gain and maintain a competitive edge.

- **Deliver Integrated Stable Cloud Solutions Fast**
  The business needs solutions and applications to be delivered fast, to perform well and to be intuitive.

- **Deliver Optimized and Risk Free Cloud Solutions**
  Solutions need to be delivered at optimized expenditure with minimized risks.
We help you deliver on your imperatives

Your day-to-day cloud operations managed

We assume responsibility for the day-to-day operations of your cloud solutions with highly automated intelligent solutions and global expertise against cost effective subscription-based pricing.

Pro-active innovation at your fingertips

We pro-actively monitor and update your solutions, preventing outages before they occur and providing continuous improvement and access to the latest SAP innovation.

Improved IT and business resource utilization

We free up IT and business resources to focus on improving the alignment between IT and the LoBs to increase the PUBLIC and product/service base.
The Case for staying Evergreen

Ongoing System Health Care

Preparation for Release Upgrades

Deployment of Release Upgrades

Further Release Upgrade experiences
What increases the rate of Innovation but not Risks?

- Planning
- Preparation
- Standardized processes with dedicated teams
The Case for staying Evergreen

Ongoing System Health Care

Preparation for Release Upgrades

Deployment of Release Upgrades

Further Release Upgrade experiences
Ongoing System health care

5 Golden Rules
- Be cloud, choose standard where you can, cloud like integrations and extensions and be transparent!

System health care
- Keep your system clean and healthy (Organize management of enhancements and keep transport management, queues, IDOCs, … clean)

Using Best Practices, Model Company
- Clear system landscape for SAP Best Practices or a Model Company
The Case for staying Evergreen

Ongoing System Health Care

Preparation for Release Upgrades

Deployment of Release Upgrades

Further Release Upgrade experiences
Preparation for Release Upgrades

Find new Innovation
- Overview of new functionalities in new Releases / FPS
  - What’s New viewer

Defining Upgrade strategy
- What’s the trigger?
- Considering Landscape, technical dependencies and prerequisites
- Scoping - Fiori Usage + SEA (Scope and Effort analyzer)
- Using average duration numbers for High level Upgrade Planning

Creating an high level upgrade schedule
- Demonstrating duration and impact of the Upgrade considering all activities of customer Further information
Defining a high level upgrade schedule
From SAP Release Strategy to an Upgrade Management Plan
The Case for staying Evergreen

- Ongoing System Health Care
- Preparation for Release Upgrades
- Deployment of Release Upgrades
- Further Release Upgrade experiences
Deployment of Release Upgrades

System preparation
- Clean up system for upgrade (less interruption and shorter duration)

Deployment resources
- Dedicated Upgrade teams
- Teams in all time zones (24/7 especially for PRD)

Deployment tools and accelerators
- Templates
- Automated procedures and parallelization
- Usage of an appropriate system landscape (tiers)
- Existing Testing strategy, team and scripts
Innovation Upgrade – Roles & Responsibilities
Example for dedicated Upgrade resources

**SAP HEC**
- Provide detailed technical upgrade plan
- Execute upgrade procedures on selected systems (i.e. DEV, QAS, PRD) based on HEC service requests
- Participate in preparation/alignment calls
- System provisioning (brownfield), optional*
- System copy, optional*
- Establishing commercial CR for temporary additional system, optional*

**SAP CAS**

**Release Manager**
- Manage and coordinate overall process
- Provide aligned overall upgrade plan (based on a template)

**Basis Consultant**
- Check system prerequisites
- Run preparation reports
- Adapt transport landscape (if required)
- Execute SPAU/SPDD (SAP namespace)
- Support HEC during upgrade for upcoming issues related to applications
- Reactivate Fiori Launchpad
- Configure one Fiori app of each app type to verify setup activities

**Customer / Implementation Partner / CAS**
- Participate in Innovation Workshop / Upgrade and Alignment Call
- Create / confirm service execution (ticket)
- **System preparation: Release transports, prepare productive system (clear queues, stop job-scheduling, ..)**
- Execute SPAU/SPDD (customer namespace)
- **Execute acceptance test** – provide key resources
- Execute production smoke test
- Create / confirm service execution (ticket)
- Responsibility for upgrade relevant NON SAP integration topics

*extra costs for customer, not included in S/4HANA Cloud, private edition*
The Case for staying Evergreen

Ongoing System Health Care

Preparation for Release Upgrades

Deployment of Release Upgrades

Further Release Upgrade experiences
Whats important to become more cloud like?

More standard, less and correct enhancements, clean landscape
- No modifications
- Staying close to the Golden rules
- Regular system Health checks
- Clear system landscape for SAP Best Practices or a Model Company

Upgrade strategy for regular upgrades
- From a ‘One event Upgrade’ to ‘Regular Upgrades’
- Upgrade maintenance calendar (Major and minor changes)

Testing strategy for regular testing
- Less manual testing
- Testing approach and tools for regular testing
- Testing of regular changes (SPs, Security notes, parameter changes, ..)
<table>
<thead>
<tr>
<th>5 Golden Rules</th>
<th>Impact for Implementation</th>
<th>Impact for Upgrade</th>
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<tbody>
<tr>
<td>1. Standardize where needed (Cloud Mindset)</td>
<td>Agile development with strong end user enablement</td>
<td>Make upgrade a <strong>standard</strong></td>
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<td>2. Use SAP Best Practices or SAP Model Company for scoping and configuration</td>
<td>Faster implementations, higher adoption of innovations</td>
<td><strong>Simpler</strong> upgrades, <strong>faster</strong> future implementations</td>
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<td>3. Define Integrations with business value, use cloud interfaces (Cloud-Like Integration)</td>
<td>Higher return of investment</td>
<td><strong>Less</strong> Upgrade <strong>efforts</strong></td>
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<tr>
<td>4. Define extensions with business value, decouple integrations (in-app/side by side)</td>
<td>Higher return of investment</td>
<td><strong>Less</strong> Upgrade <strong>efforts</strong></td>
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<td>5. Document exceptions, additions and decisions</td>
<td>More transparency on current and future efforts</td>
<td><strong>Simpler</strong> upgrades, <strong>faster</strong> future implementations; <strong>Less interruption</strong> and risk</td>
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Thank you.

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