



Cloud Application Services for Cloud Operations and Management

- Cloud Adoption
- The Case for staying Evergreen

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Cloud Adoption

Drivers for cloud and expectations



Overview of SAP CAS Business

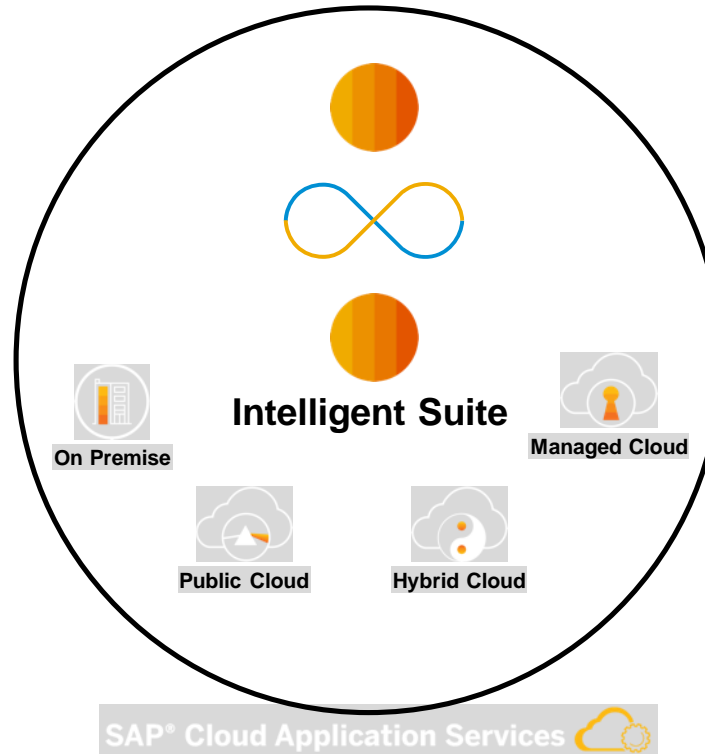
SAP Cloud Application Services – Running the Intelligent Enterprise

Managed services through Centers of Expertise for all deployment models

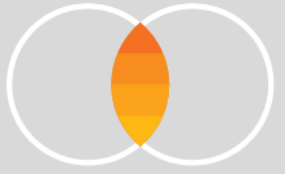


Application Management

- 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.



Managed Data

- 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



Managed Testing



Managed Security

- 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

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

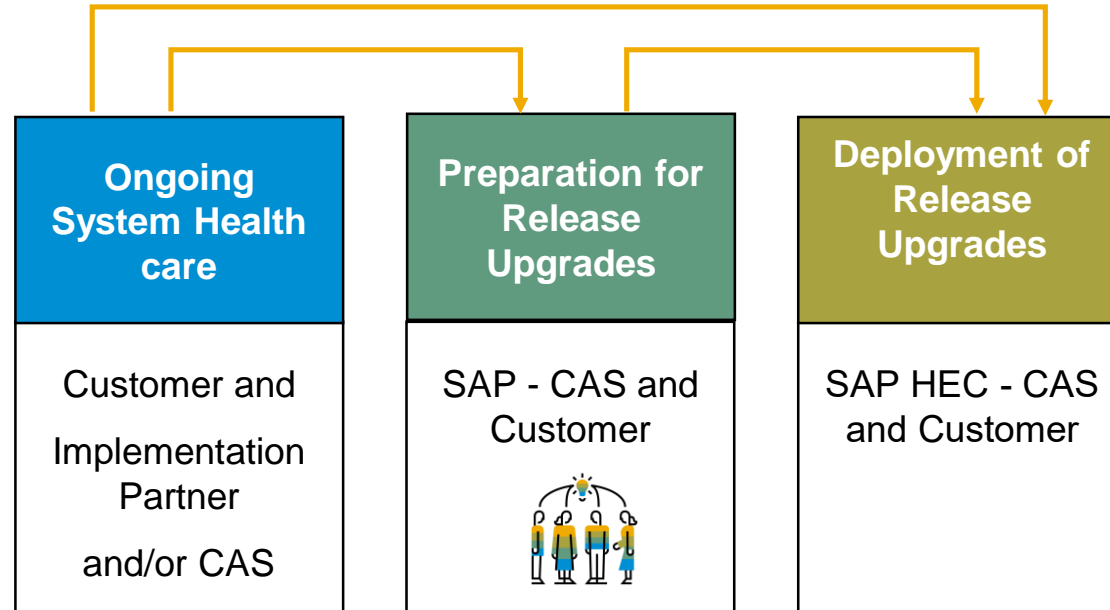


Deployment of Release Upgrades



Further Release Upgrade experiences

What increases the rate of Innovation but not Risks?



How?



- **Planning**
- **Preparation**
- **Standardized processes with dedicated teams**

What?





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

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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



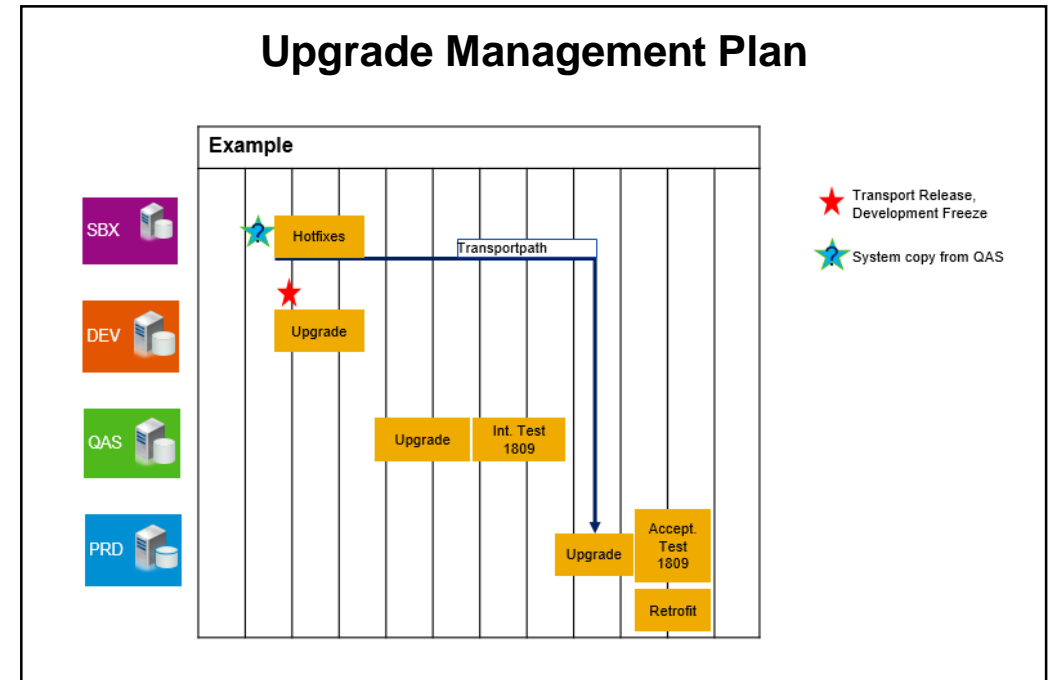
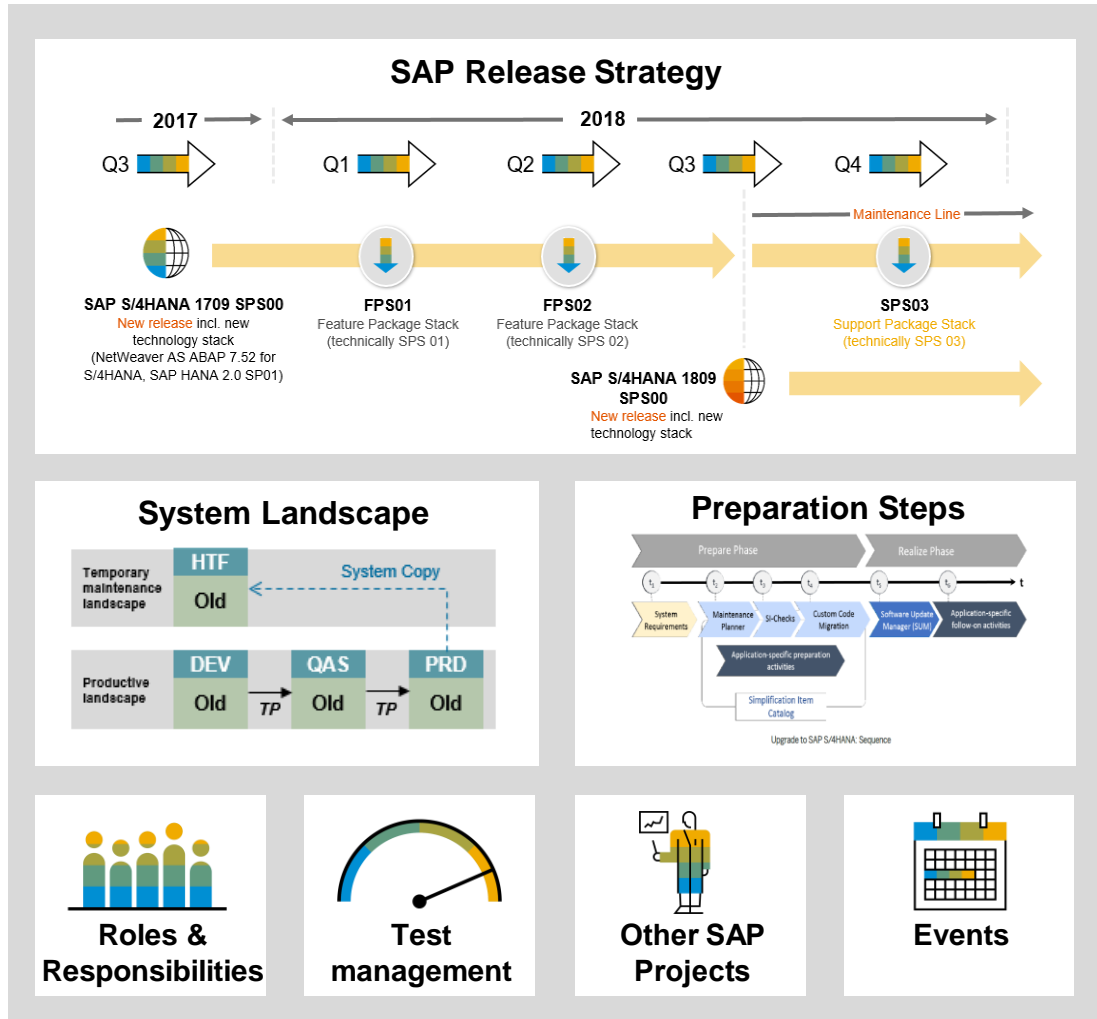
Creating an high level upgrade schedule

- 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



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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, ..)



5 Golden Rules in the implementation cycle

	 5 Golden Rules	 Impact for Implementation	 Impact for Upgrade
1	Standardize where needed (Cloud Mindset)	Agile development with strong end user enablement	Make upgrade a standard
2	Use SAP Best Practices or SAP Model Company for scoping and configuration	Faster implementations, higher adoption of innovations	Simpler upgrades, faster future implementations
3	Define Integrations with business value, use cloud interfaces (Cloud-Like Integration)	Higher return of investment	Less Upgrade efforts
4	Define extensions with business value, decouple integrations (in-app/side by side)	Higher return of investment	Less Upgrade efforts
5	Document exceptions, additions and decisions	More transparency on current and future efforts	Simpler upgrades, faster future implementations; Less interruption and risk

Thank you.

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