



# The data driven collaboration platform

## SAP EarlyWatch Alert Workspace

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PUBLIC



Your Personalized Digital  
Support Experience



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# Agenda

- Personalization in SAP EarlyWatch Alert Workspace – Demo
- SAP EarlyWatch Alert Status UI in SAP Focused Run
- Service Messages App – Demo
- Notifications in SAP EarlyWatch Alert
- Sneak Preview into a new EWA Workspace Feature
- Questions & Answers





# Personalization in SAP EarlyWatch Alert Workspace Demo



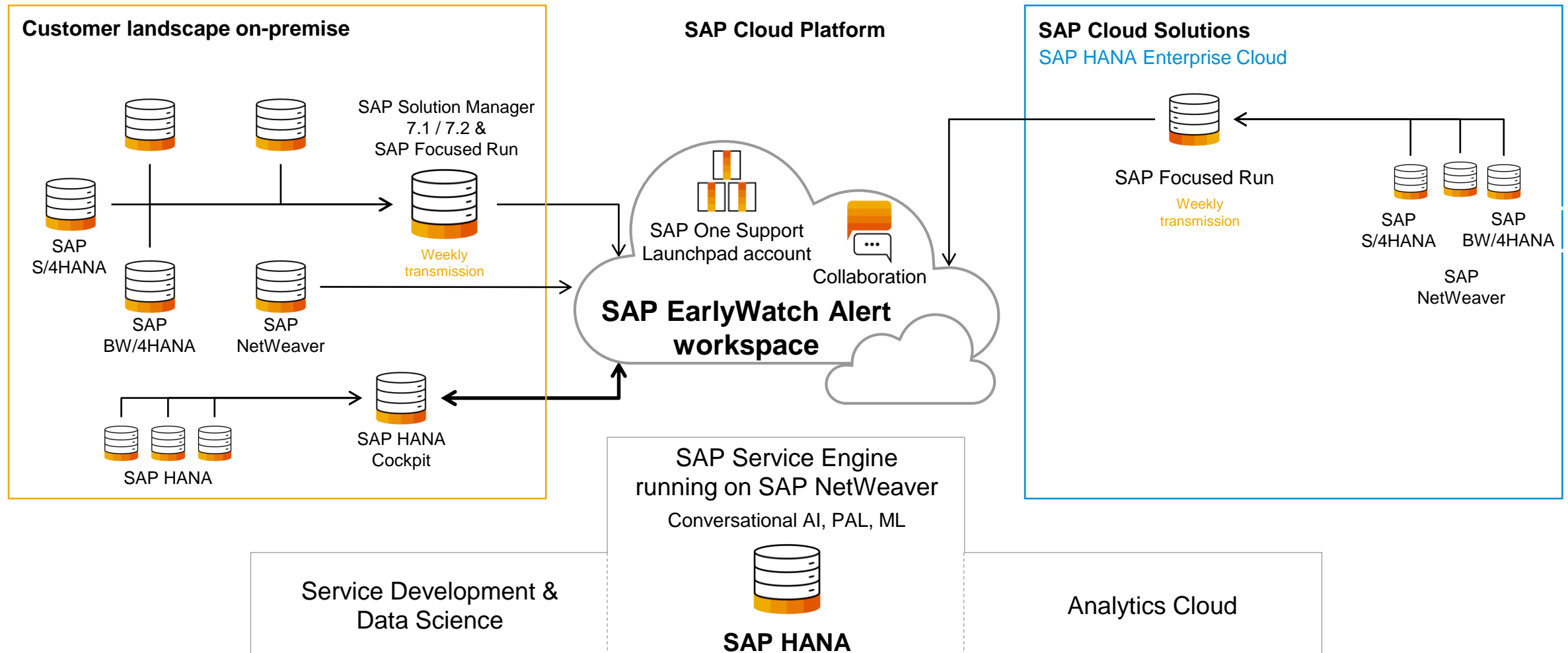


# **SAP EarlyWatch Alert Status UI in SAP Focused Run**



# SAP EarlyWatch Alert Workspace

The Center of Data-Driven Collaboration



# New EWA Status UI in FRUN – how to use

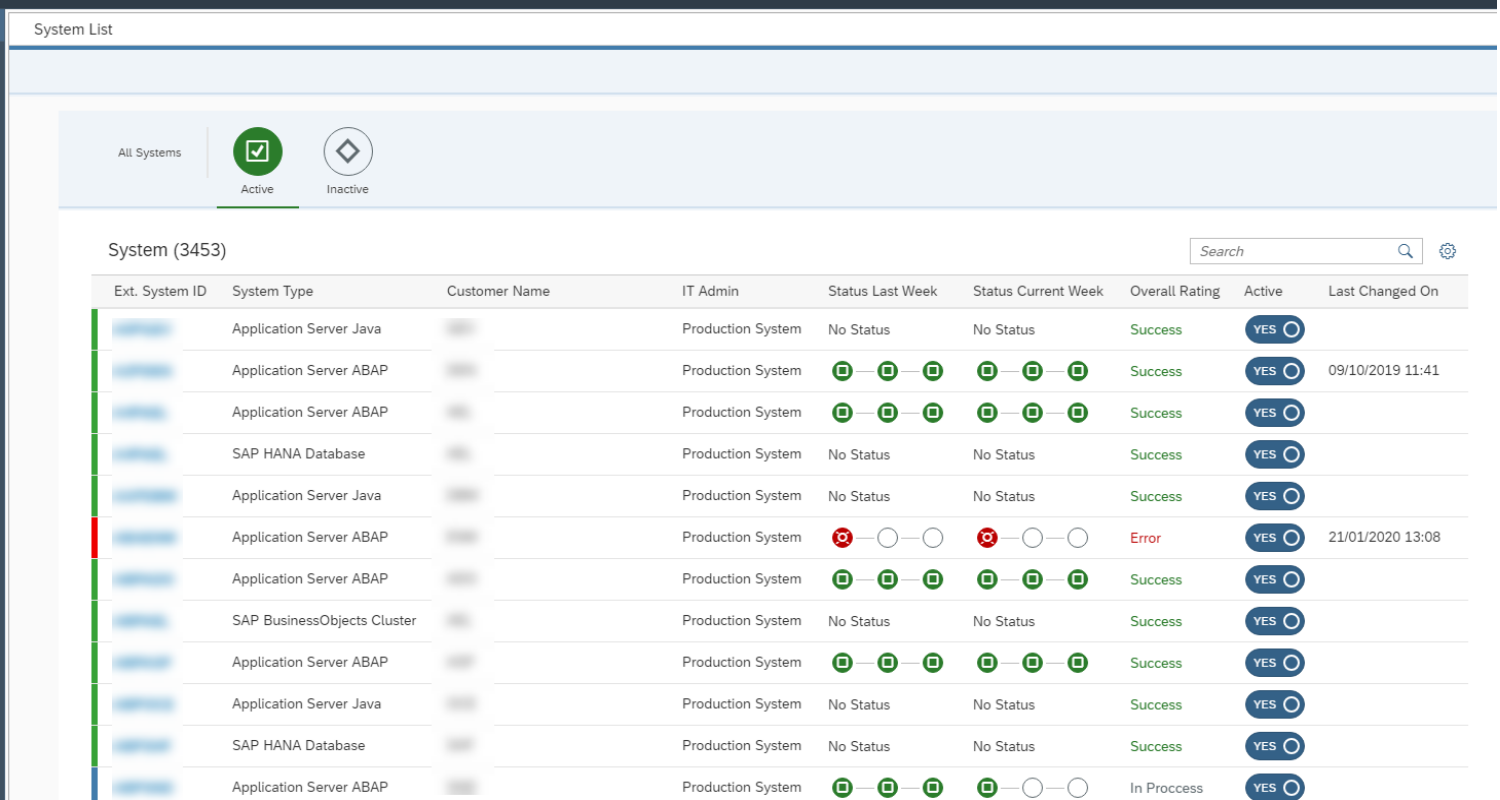
The UI shows per system static information like its status and if the system has been activated for EWA processing.

Using the "Active"/"Inactive" Filter on the top to choose a focus with a single click

It shows the EWA processing information per system on weekly basis. But it does not reflect the EWA report rating.

The overall processing rating per system is indicated via color code on the very left side

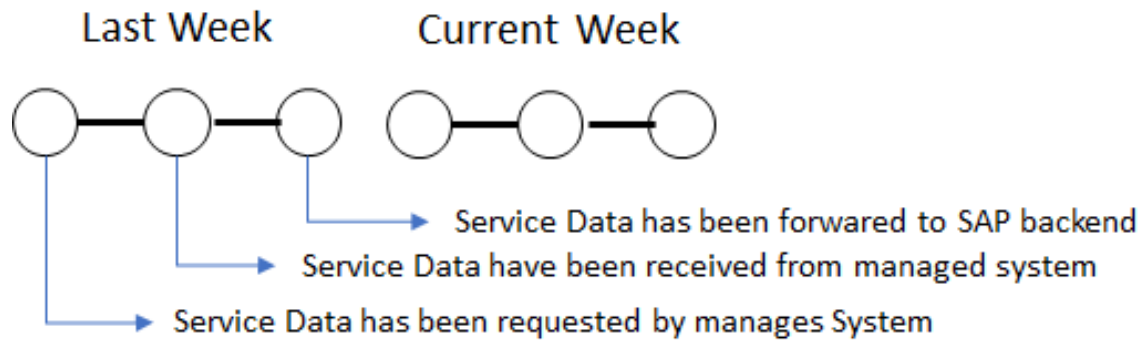
- Blue – in process
- Green OK
- Red – processing affected by issue



Ext. System ID	System Type	Customer Name	IT Admin	Status Last Week	Status Current Week	Overall Rating	Active	Last Changed On
	Application Server Java		Production System	No Status	No Status	Success	YES <input type="radio"/>	
	Application Server ABAP		Production System			Success	YES <input type="radio"/>	09/10/2019 11:41
	Application Server ABAP		Production System			Success	YES <input type="radio"/>	
	SAP HANA Database		Production System	No Status	No Status	Success	YES <input type="radio"/>	
	Application Server Java		Production System	No Status	No Status	Success	YES <input type="radio"/>	
	Application Server ABAP		Production System			Error	YES <input type="radio"/>	21/01/2020 13:08
	Application Server ABAP		Production System			Success	YES <input type="radio"/>	
	SAP BusinessObjects Cluster		Production System	No Status	No Status	Success	YES <input type="radio"/>	
	Application Server ABAP		Production System			Success	YES <input type="radio"/>	
	Application Server Java		Production System	No Status	No Status	Success	YES <input type="radio"/>	
	SAP HANA Database		Production System	No Status	No Status	Success	YES <input type="radio"/>	
	Application Server ABAP		Production System			In Process	YES <input type="radio"/>	

# New EWA Status UI in FRUN – Details 1/3

The main source of information is the status indication for 3 steps each week for **ABAP** based systems.



The UI shows the last week and the current week to understand the nature of an issue

Each status can have 1 out of 3 states:

- Neutral (no color indication like above)
- Red (negative status for step)
- Green (positive status step)

After all steps successfully executed (green) turns the overall rating for a system to green





## New EWA Status UI in FRUN – Details 3/3

For ABAP systems the UI reflect the past and current processing state








You can click on the status indicator to see the reason for indication

As FRUN is not storing the original metric data the indication gives an inside in the process status sending data from managed system to FRUN





Finally FRUN is only sending a data container to the SAP backend

IT Admin Role	Status Last Week	Status Current	Overall	Active	Last Changed On
Production System			Status		
			Service data request is not picked up by A03SDA yet.		
Production System	No Status	No Status	In Process	YES	

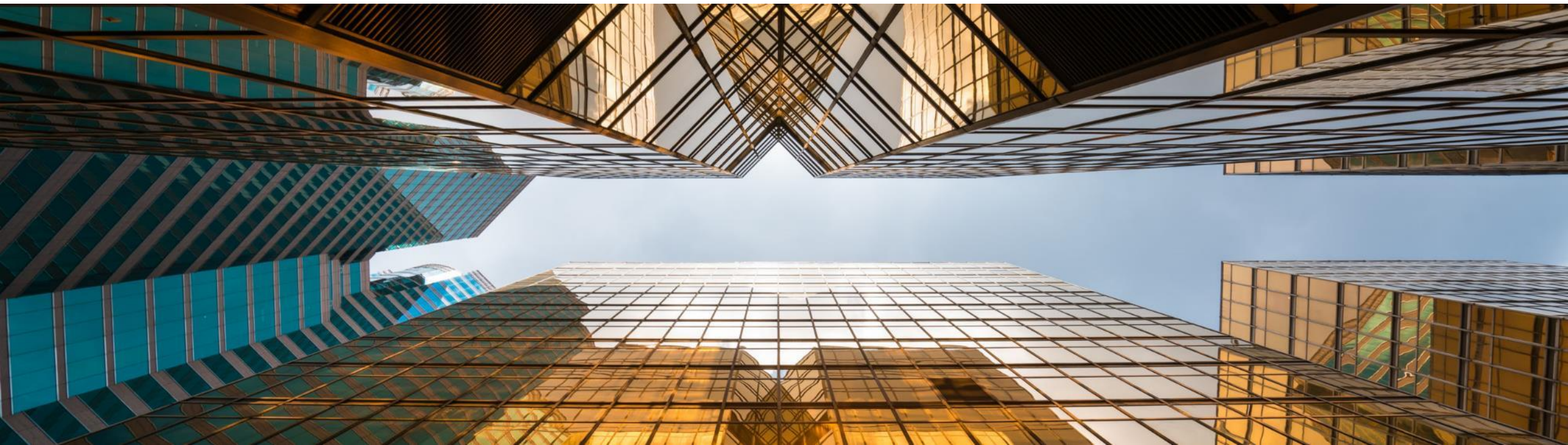
  

		Status	
			Service data is not received by FRUN yet.
			

Production System	No Status	Status	
Production System	  		Service data is not forwarded yet.
Production System	No Status		

# **SAP EarlyWatch Alert for Java transmitted by Focused Run Service Messages App Demo**







# Notifications in SAP EarlyWatch Alert





# Manage Notifications

Notification Settings 

Application	Launchpad	E-Mail	SMS
Announcement of Legal Change 	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF
Confirm Hosted Installations	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF
Customer Remote Logon Depot	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF
Guided Worklist	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF	<input type="checkbox"/> OFF
> Incidents	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF
Installation Management	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF

# Notification Maintenance

EarlyWatch Alert Workspace

Knowledge Base

Enter search term

Susanne Glaenger (D020566)

Notification Settings for Views:

MaxAttentionSummit2019	<input checked="" type="checkbox"/> Alerts
SAP EarlyWatch Alert Workspace	<input type="checkbox"/> 2 Billion Record Limit - Critical Tables
MaxAttention	<input type="checkbox"/> 2 Billion Record Limit - Solved Tables
EWA Workspace	Ale...

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EarlyWatch Alert Workspace

Knowledge Base

Enter search term

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Notification Settings for Views:

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SAP EarlyWatch Alert Workspace	2 Billion Record Limit - Critical Tabl...			
MaxAttention	Ale...			
EWA Workspace				

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# Notification Example

## 2 Billion Record Limit Forecast (View SAP IT Business Systems)

Critical object in system I3P detected.

The forecast detected an issue with priority 2: SAPI3P.EDID4 might reach the maximum number of entries. The calculated worst-case date is 24.08.2020. For details, see [App URL](#).

### Definition of priority:

The worst-case date is the result of an unfavorable, yet possible forecast - with a probability of 80% the limit is reached later. The priority depends on the period until this worst-case date is reached:

### Priority Period

- |   |                                      |
|---|--------------------------------------|
| 1 | less than 30 days                    |
| 2 | for the first time less than 60 days |
| 3 | for the first time less than 90 days |



# Sneak Preview



# Thank you!

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