



## **Customer Collaboration Process** - Gain insights on the availability of SAP cloud services and explore security and compliance topics

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May 12, 2021

PUBLIC

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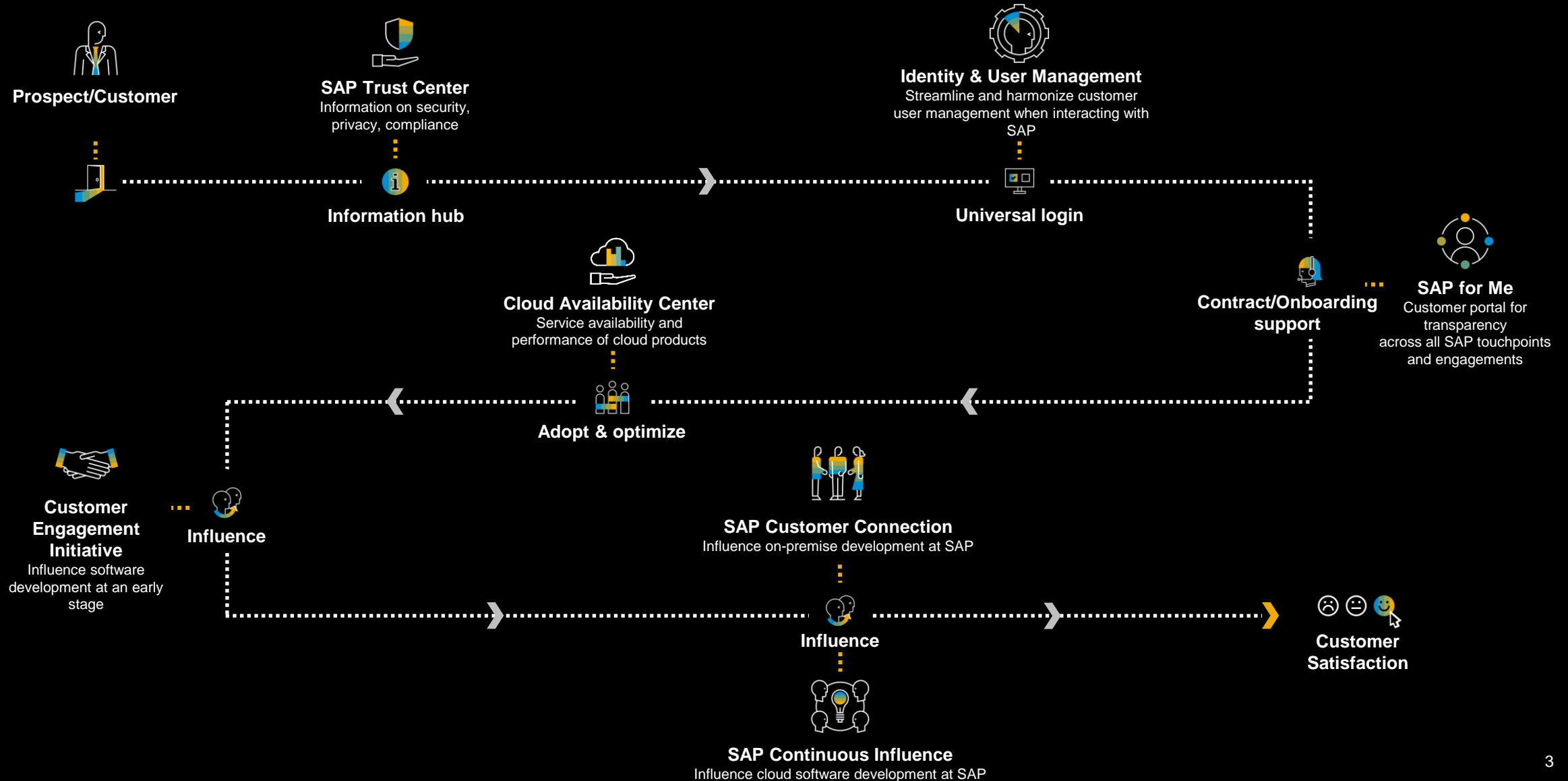
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# Customer Influence & Interaction - Scope and Customer Journey

Demonstrated by a simplified customer interaction example



# More Information



## SAP Trust Center

### Related material

[www.sap.com/trust-center](https://www.sap.com/trust-center)  
[saptrustcenter@sap.com](mailto:saptrustcenter@sap.com)

SAP Support Portal – [My Trust Center](#) (customer classified information)

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## Universal ID

### Related material

[Public UID landing page](#)

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## SAP for Me

### Related material

<https://me.sap.com/> - Demo available  
[Blog Series](#) on SAP Community to stay up-to-date with SAP for Me

## Cloud Availability Center

### Related material

Cloud Availability Center: <https://launchpad.support.sap.com/#CACV2>  
[Support Portal CAC](#)

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## Customer Influence

### Related material

Get connected and [influence](#) software development at SAP

We offer individual customer sessions to provide insights on our tools/services and to collect your valuable feedback.

If you are interested in a 1-3 hour customer session, please reach out to [Katharina.Mader@sap.com](mailto:Katharina.Mader@sap.com)

# SAP Trust Center

**Find the information you need on cloud performance,  
security, privacy and compliance**

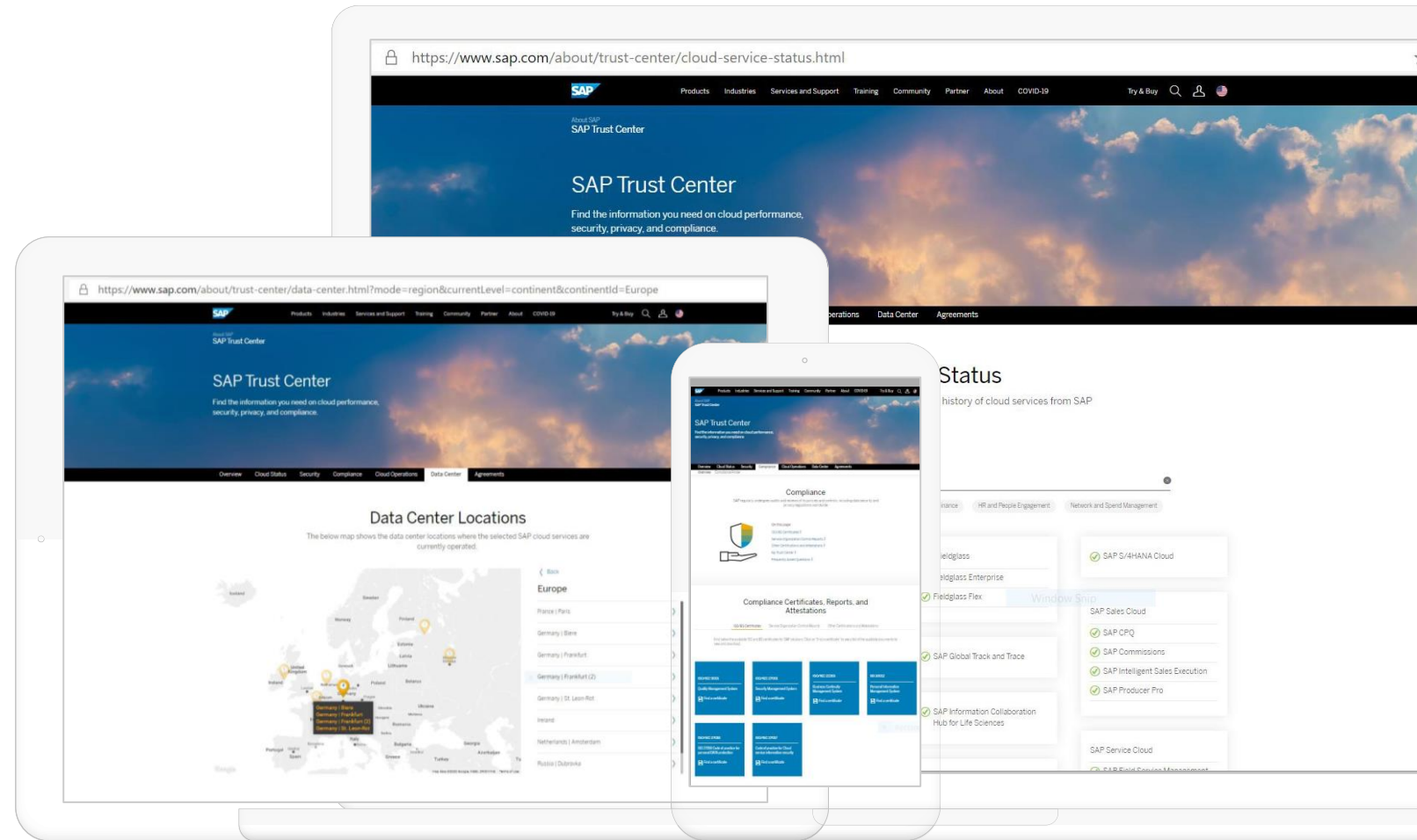
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# What is the SAP Trust Center?

The SAP Trust Center is a **public-facing website** with unified and easy access to information on security, privacy, and compliance.

It is targeted towards customers, prospects, and partners.

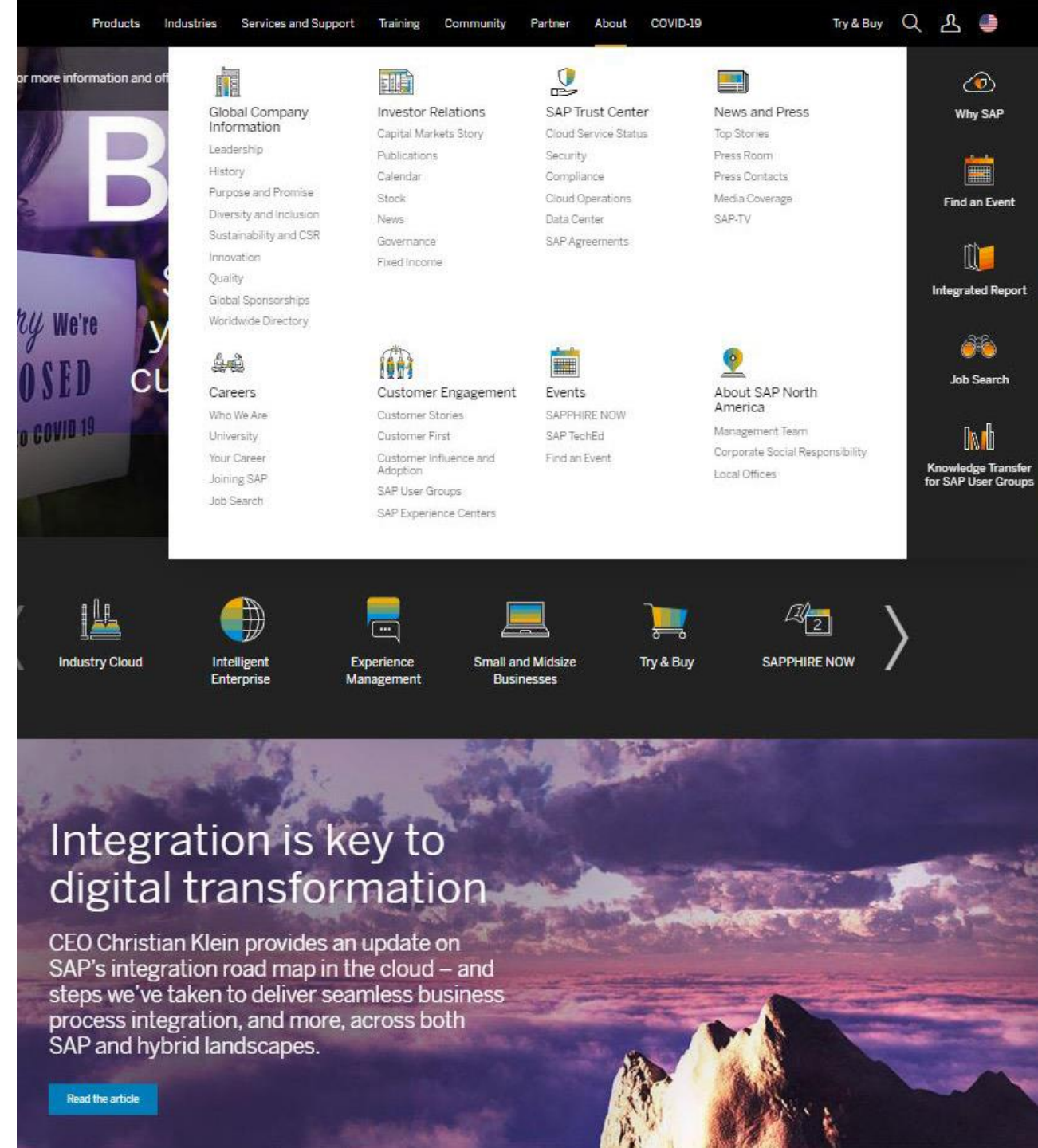
It serves as an **engagement center** where you can initiate requests, engage with SAP via chat and email, and collect all assets and information you require.



# Where can I find the SAP Trust Center?

You can access the website by entering: [www.sap.com/trust-center](http://www.sap.com/trust-center) to the navigation bar of your browser.

SAP Trust Center is also placed under “about” on [www.sap.com](http://www.sap.com) page

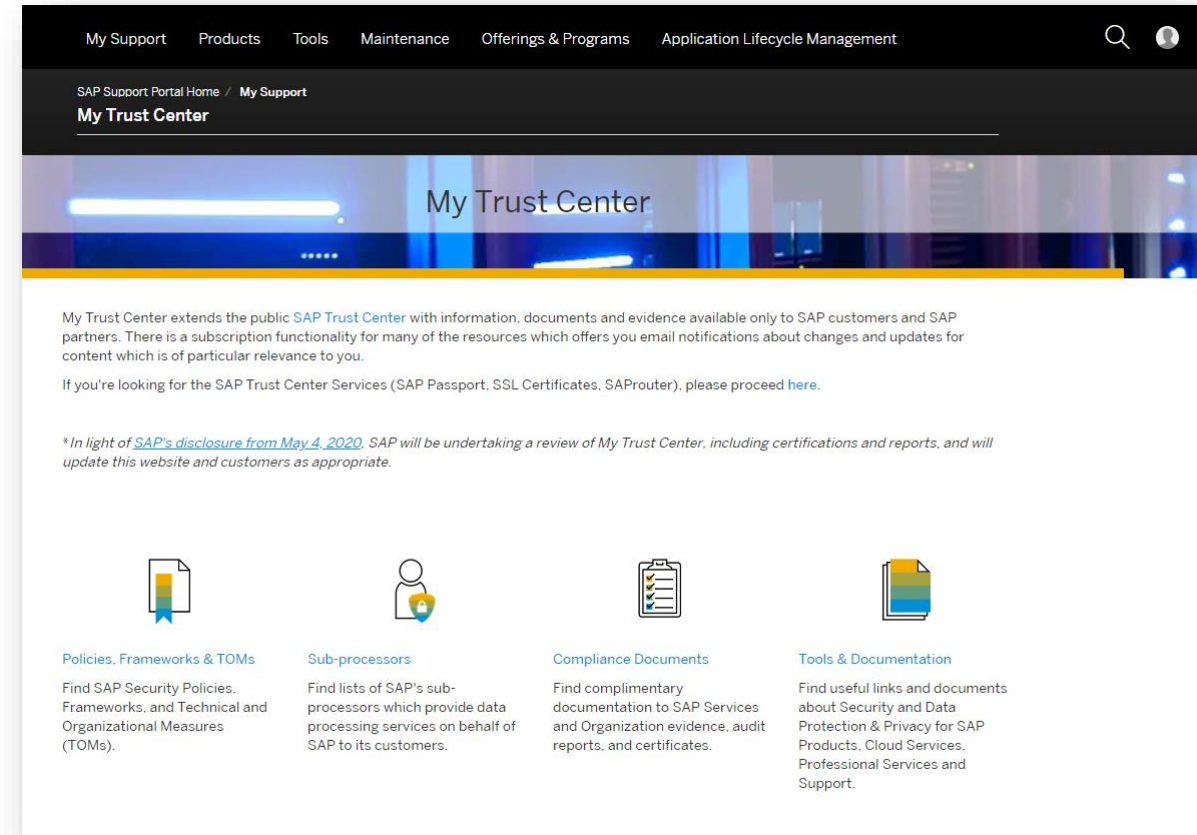


# SAP Trust Center expands into the SAP Support Portal

The [My Trust Center](#) offers instant access to classified information and other selected content around security, data privacy, compliance and agreements topics for all visitors with an **S-User login**.

- Find lists of SAP's sub-processors which provide data processing services on behalf of SAP to its customers
- Find SAP Security Policies, Frameworks, and Technical and Organizational Measures (TOMs)
- Cyber Security specific documentation including Incident Management Guide, Data Protection & Privacy Guide, Information Classification, Handling, & Labeling guide

There is a subscription functionality for many of the resources which offer notifications about changes and updates for content of particular relevance.







# Insights on Cloud Availability Center & Cloud System Notification Subscriptions

May 12<sup>th</sup>, 2021

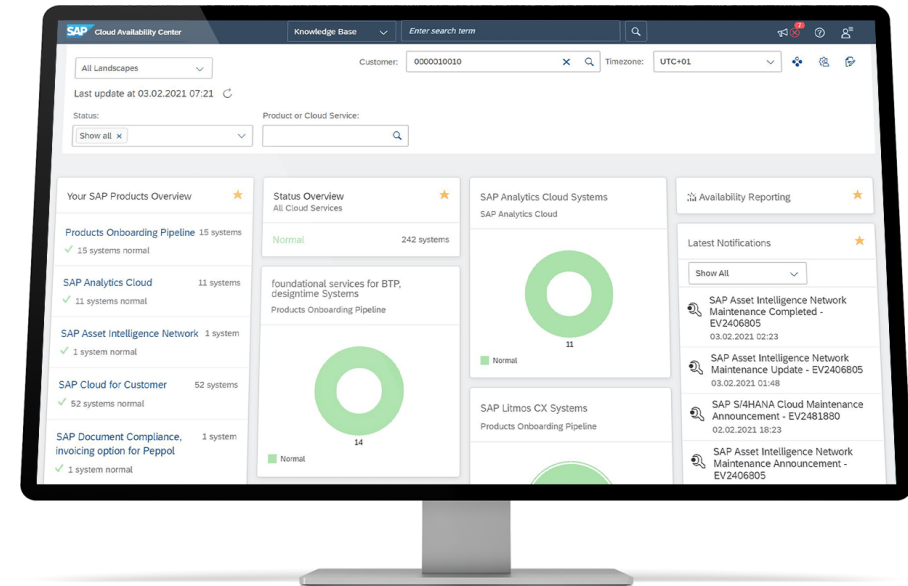
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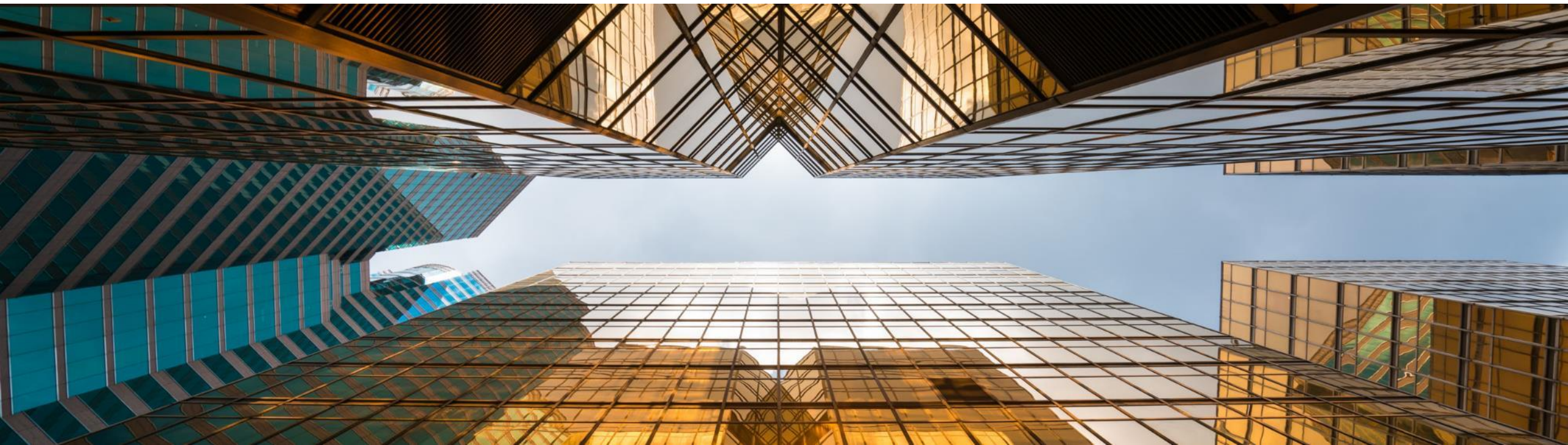
# Overview

The Cloud Availability Center (CAC) provides full information transparency for customers. With the related Cloud System Notification Subscription (CSNS), cloud customers are constantly informed about any unplanned outage.

- ✓ **CAC** is a personalized customer dashboard with a focus on relevant information about the availability and maintenance of their productive (and in some cases non-productive) cloud systems.
- ✓ The **CSNS** application allows your customers to add, customize, and manage their subscriptions. Using this tool, customers can stay constantly informed and receive timely updates regarding their SAP cloud services, including but not limited to, planned and unplanned downtimes
- ✓ 22.000+ onboarded Customers  
130+ onboarded Cloud Services



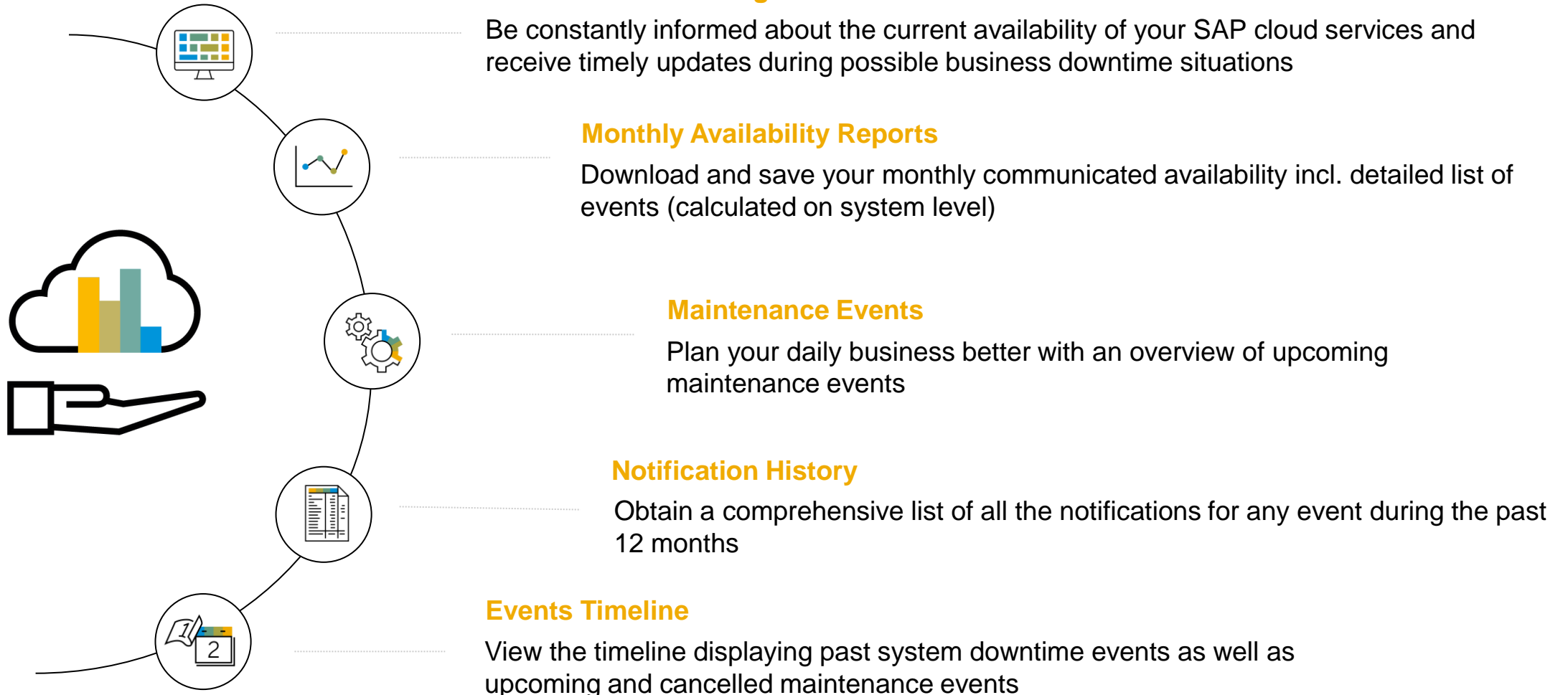
# Cloud Availability Center



# Cloud Availability Center

Your personalized dashboard for cloud services availability status and maintenance overview

- The application can be accessed via the [SAP ONE Support Launch Pad](#).
- Access to the updated [user guide](#) and [Solution Brief](#) is possible via the [Support Page](#).



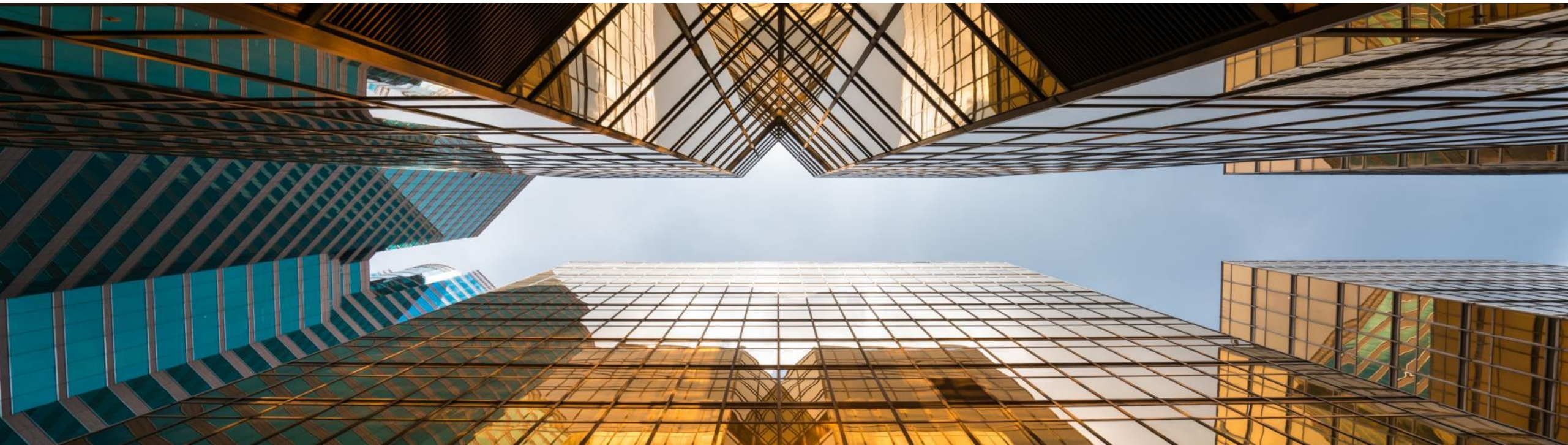
# Cloud Availability Center

## Access

- S user login is required.
- Users can view the current status and past availability, notifications, availability reporting, etc. for the company codes of their S user.
- The SAP cloud services are being incrementally integrated into the Cloud Availability Center and the Cloud System Notification Subscription application.  
Currently not supported products: SAP Ariba, SAP Fieldglass (both planned for 2021), SAP Concur (no date confirmed).



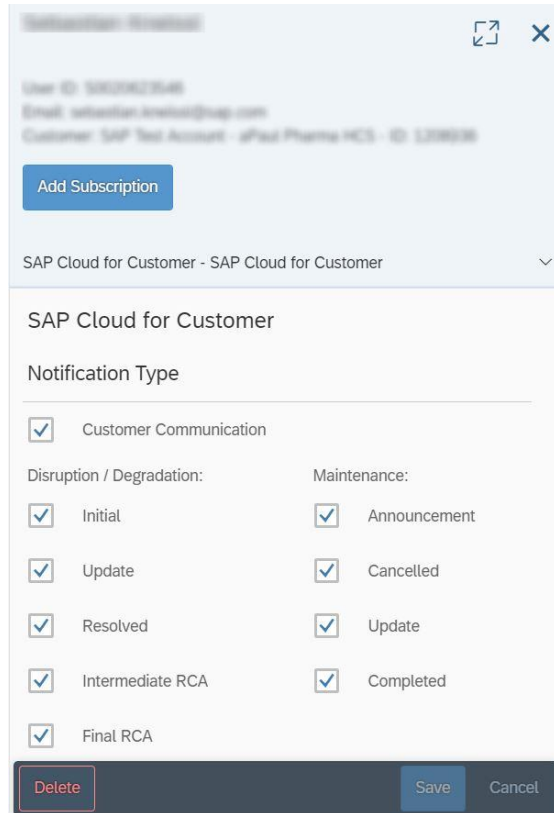
# Cloud System Notification Subscription



# Cloud System Notification Subscription

Manage Subscriptions for Cloud Availability Center (CAC) Notifications

- The application can be accessed via the [SAP ONE Support Launch Pad](#).
- Access to the updated [user guide](#) and [Solution Brief](#) is possible via the [Support Page](#).



The screenshot shows a web interface for managing subscriptions. At the top, it displays user information: User ID: 0000000000, Email: smls@support.sap.com, and Customer: SAP Test Account - iPad Phone HCS - ID: 123456. There is an 'Add Subscription' button. Below this, a dropdown menu shows 'SAP Cloud for Customer - SAP Cloud for Customer'. The main section is titled 'SAP Cloud for Customer' and 'Notification Type'. It features a list of notification types with checkboxes: Customer Communication, Disruption / Degradation (Initial, Update, Resolved, Intermediate RCA, Final RCA), and Maintenance (Announcement, Cancelled, Update, Completed). At the bottom, there are 'Delete', 'Save', and 'Cancel' buttons.



## Subscription Overview

View your own subscriptions for Cloud Availability Center notifications in *My Subscriptions*, or subscriptions of other users (Super Administrator & Cloud Administrator access required).



## Manage Subscriptions

Create, change, or delete subscriptions for Cloud Availability Center Notifications.



## Set Preferences

Select the relevant notification types for each subscription: Customer Communication, Disruption/Degradation, or Maintenance.



<https://launchpad.support.sap.com/#/csns>



[Solution Brief](#)



[User Guide](#)




[Support Portal](#)



Report an incident: XX-SER-SAPSMPSUP

# Customer notifications


## Notification sequence (email)

SAP SuccessFactors Learning 

### Issue Identified

We apologize for impacting your business and appreciate your patience while we work to resolve it.

---



Issue identified      Status update      Issue resolved

---

Dear Customer,

We have identified a Disruption affecting your below entities.

Impact: You will not be able to access the system(s) until resolution.

Customer Name:

Start Time: 08:29:00 UTC on 14 October 2020

Updates will be published hourly on [Cloud Availability Center](#) or as soon as noteworthy progress is made.

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Product Name	Affected Entity
SAP SuccessFactors Learning	System Number: 00000000740172820 System ID: CLOUD System Role: Production


Please refer to the attachment for more details.

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#### Questions?

Please contact SAP Support using the [Support Hotline](#).

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Let's Run Better Together!  
Your SAP Team 

### Unplanned downtime (disruption/degradation)



**Initial**  
15 minutes after start of outage



**Update**  
(if applicable) within 60 minutes after initial or last update



**Resolved**  
15 minutes after resolution



**Intermediate RCA**  
(if applicable) within 10 business days after resolution



**Final RCA**  
(if applicable) within 20 business days after resolution

### Planned downtime (maintenance)



**Announcement**  
asap (once known)



**Update**  
(if applicable) at start of downtime



**Completed**  
within 15 minutes after completion



**Cancelled**  
asap (once known)



# Cloud System Notification Subscription Access

- S user login is required.
- S users (customers) can manage subscriptions for themselves (customization possible on cloud service and notification type level)
- Super Admins (customers) can manage subscriptions for themselves, and view & manage subscriptions for colleagues within the same company code.

Manage Cloud Availability Center Notifications

Search  Customer:  Cloud Product:  Cloud Service:  Clear

My Subscriptions Other Users

Atya

User ID:

Email:

Customer: SAP Test Account - aPaul Pharma - ID: 1208936

My Subscriptions (3) + Add Subscription

Customer ID	Customer Name	Cloud Product	Cloud Service	
1208936	SAP Test Account - aPaul Pharma	SAP SuccessFactors	SAP Jam Collaboration	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
1208936	SAP Test Account - aPaul Pharma	SAP SuccessFactors	SAP SuccessFactors Learning	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

# Speakers



**Lisa Rogage**

**Business Owner  
SAP Trust Center**

## Bio

- Manage the SAP Trust Center content areas in close alignment with our content experts
- Enhance usability and self-service offerings, integrate new strategic topics

Contact information: [lisa.rogage@sap.com](mailto:lisa.rogage@sap.com), [saptrustcenter@sap.com](mailto:saptrustcenter@sap.com)

## Bio

- Drive functional enhancements of the Cloud Availability Center (CAC) based on end-user feedback
- Prioritize feature backlog
- Manage extension of Cloud System Notification Subscriptions (CSNS) to improve the overall CAC customer experience

Contact information: [nathalie.Quiblier@sap.com](mailto:nathalie.Quiblier@sap.com)

**Nathalie Quiblier**

**Business Owner Cloud  
Availability Center**



# Thank you.



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