

From Cloud Availability Center to Cloud Availability in SAP for Me

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Cloud Availability in SAP for Me

Your personalized dashboard for cloud services availability status and maintenance overview

- The application can be accessed here: me.sap.com/systemsprovisioning/availability
- Access to the updated [User guide](#) is possible via the [Support Portal](#)

Real Time Status Insights

Be constantly informed about the current availability of your SAP cloud services and receive timely updates during possible system downtime situations (via [Cloud System Notification Subscriptions](#) tool)

Monthly Availability Report & Detailed List of Events

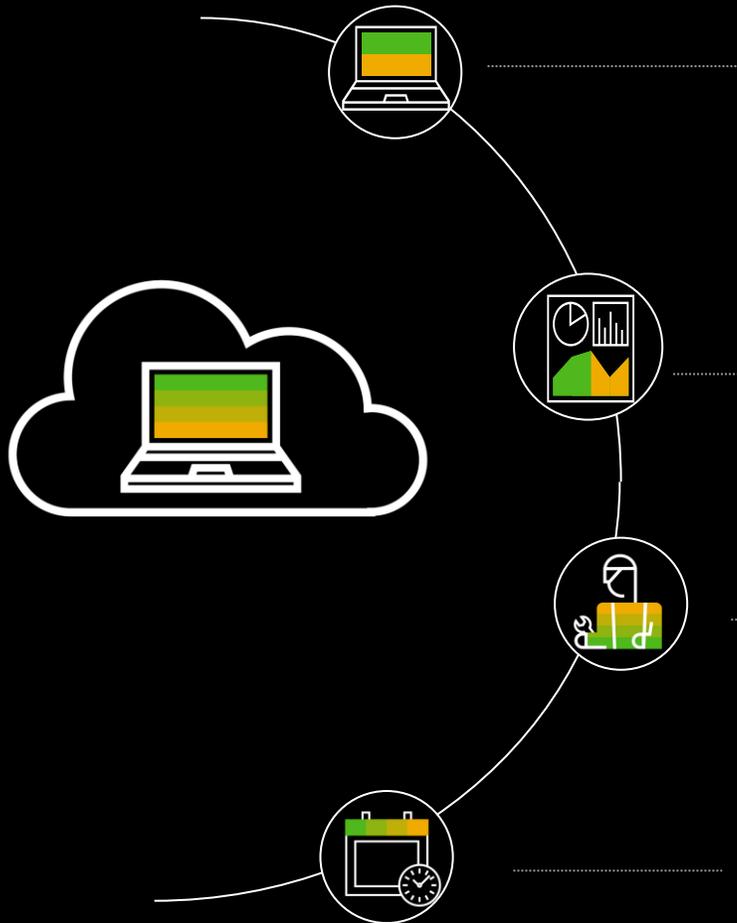
Download and save your monthly communicated availability (calculated on system level) and the detailed list of events (maintenance, disruption, degradation, customer communication)

Maintenance Events

Plan your daily business better with an overview of upcoming maintenance events

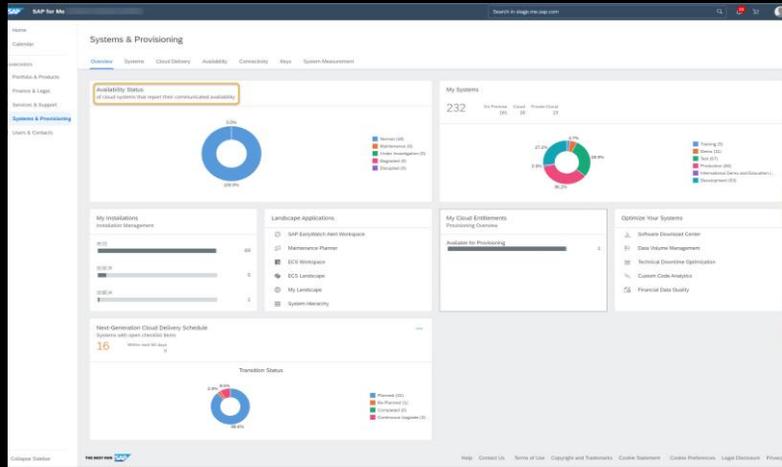
Event Details

Get the details on any event affecting your cloud systems



Cloud Availability in SAP for Me

In Systems & Provisioning Dashboard



Overview Page

SYSTEM ID	SYSTEM ROLE	DATA CENTER REGION	PRODUCT	STATUS	MAIN SYSTEM	URL	CUSTOMER
C001255219511 - Test	HCM_TST	Germany: St. Leon-Rot	SAP SuccessFactors HCM Core				SAP Test Account - aPau...
C001255219512 - An...	HCM_TST2		SAP SuccessFactors HCM Core				SAP Test Account - aPau...
SFHCMPPRD_3<2195...	HCM_3->		SAP SuccessFactors HCM Core	NORMAL			SAP Test Account - aPau...
C001255219513	CLOUD		SAP SuccessFactors HCM Core				SAP Test Account - aPau...
my Cloud System	CLD_JAM1	Germany: St. Leon-Rot	SAP Jam Collaboration	NORMAL			SAP Test Account - aPau...
JAM1 Test	JAM1		SAP Jam Collaboration				SAP Test Account - aPau...
C001255219513	myTest		SAP Jam Collaboration				SAP Test Account - aPau...
C001255219512 - My...	SFJ_T2		SAP Jam Collaboration				SAP Test Account - aPau...

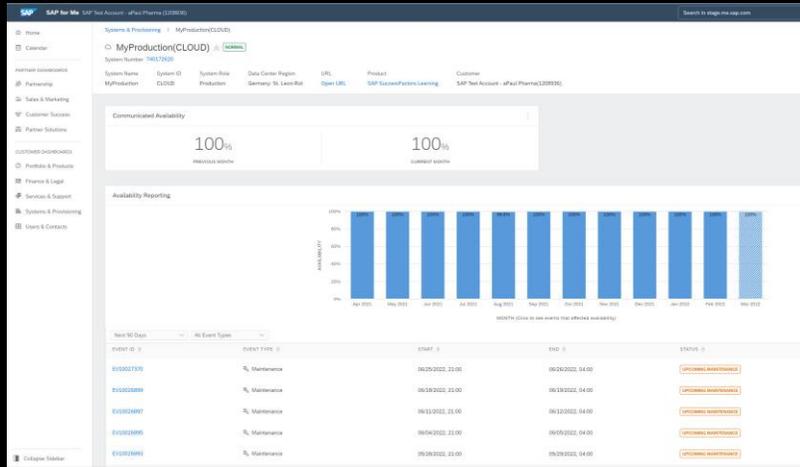
Systems Tab / Cloud Systems (Public Cloud)

SYSTEM ID	SYSTEM ROLE	SYSTEM TYPE	STATUS	PRODUCT	DATA CENTER REGION	CUSTOMER
OMB	Production	HEC - SAP Cloud Connector	NORMAL		Japan: Tokyo	
OMA	Development	HEC - SAP Cloud Connector	NORMAL		Japan: Tokyo	
OMF	Development	HEC - Webdispatcher System	NORMAL		Japan: Tokyo	
OM3	Test	HEC - HANA System	NORMAL	SAP HANA, enterprise edition	Japan: Tokyo	
OM1	Production	HEC - HANA System	NORMAL	SAP HANA, enterprise edition	Japan: Tokyo	
OM9	Development	HEC - HANA System	NORMAL	SAP HANA, enterprise edition	Japan: Tokyo	
OMG	Production	HEC - Webdispatcher System	NORMAL		Japan: Tokyo	
OMH	Production	HEC - Webdispatcher System	NORMAL		Japan: Tokyo	
OMP	Production	HEC - ABAP System	NORMAL	SAP S/4HANA	Japan: Tokyo	

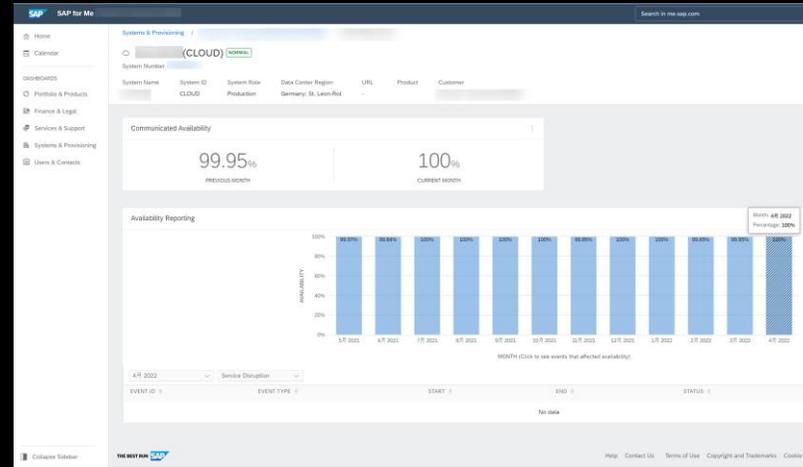
Systems Tab / Private Cloud Systems

Cloud Availability in SAP for Me

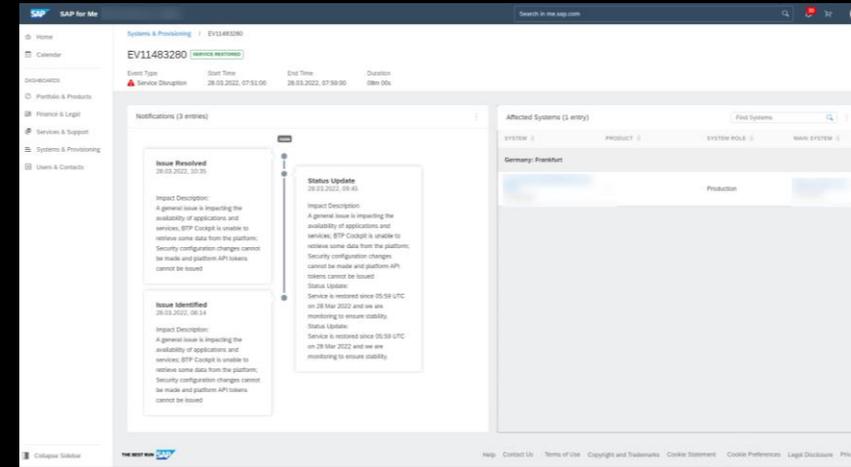
In Systems & Provisioning Dashboard



Systems Detail Page for Public Cloud (click on System)



Systems Detail Page für Private Cloud (click on System)



Event Detail Page (click on Event ID)

Cloud Availability in SAP for Me In Systems & Provisioning Dashboard

The screenshot shows the 'Systems & Provisioning' dashboard in SAP for Me. The 'Availability' tab is selected, displaying a summary card that states '1 system is unavailable'. Below this, there is a table of events with 696 entries. The table columns include ID, Event Type, Cloud Service, Data Center Region, Status, Start, End, and System Name. Several rows show 'UPCOMING MAINTENANCE' events for various SAP services.

ID	EVENT TYPE	CLOUD SERVICE	DATA CENTER REGION	STATUS	START	END	SYSTEM NAME
EV10027370	Maintenance	SAP Jam Collaboration	Germany: St. Leon-Rot	UPCOMING MAINTENANCE	06/25/2022 21:00	06/26/2022 04:00	my Cloud System
EV10027370	Maintenance	SAP SuccessFactors HCM Core	Germany: St. Leon-Rot	UPCOMING MAINTENANCE	06/25/2022 21:00	06/26/2022 04:00	SFHCMPRD_3-2 195P1
EV10027370	Maintenance	SAP SuccessFactors Learning	Germany: St. Leon-Rot	UPCOMING MAINTENANCE	06/25/2022 21:00	06/26/2022 04:00	MyProduction
EV10026899	Maintenance	SAP Jam Collaboration	Germany: St. Leon-Rot	UPCOMING MAINTENANCE	06/18/2022 21:00	06/19/2022 04:00	my Cloud System
EV10026899	Maintenance	SAP SuccessFactors HCM Core	Germany: St. Leon-Rot	UPCOMING MAINTENANCE	06/18/2022 21:00	06/19/2022 04:00	SFHCMPRD_3-2 195P1

Availability Tab / Systems Status Card & Event List

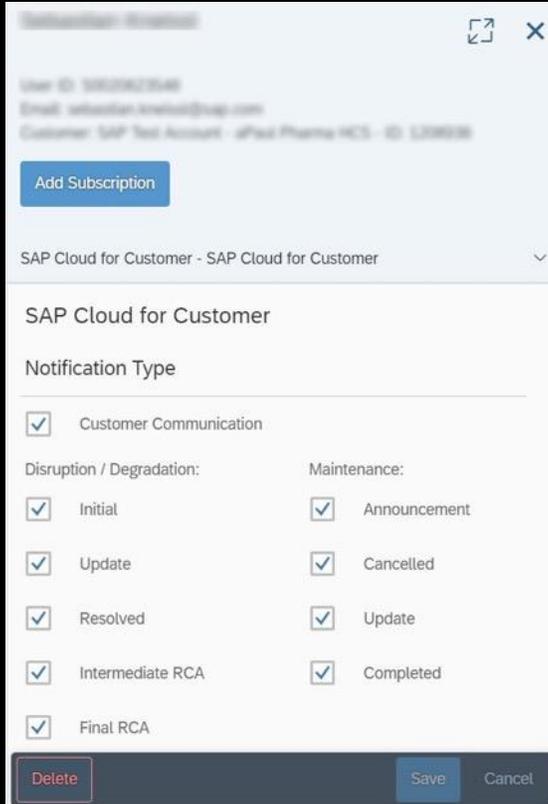
The screenshot shows the 'Availability' reporting dashboard in SAP for Me. It displays a table with 127 entries showing system availability data. The table columns include Cloud Service, Data Center Region, System Name, Year-Month, and Communicated Availability in %.

CLOUD SERVICE	DATA CENTER REGION	SYSTEM NAME	YEAR-MONTH	COMMUNICATED AVAILABILITY IN %
HEC - Webdispatcher System	Japan Tokyo		4/8 2022	100.00
SAP Jam Collaboration	Germany: St. Leon-Rot		4/8 2022	100.00
SAP Jam Collaboration	Germany: St. Leon-Rot		4/8 2022	100.00
Java ALM for SAP BTP	Germany: St. Leon-Rot		4/8 2022	100.00
SAP Custom Domain service	Germany: St. Leon-Rot		4/8 2022	100.00
HTML5 applications service for SAP BTP	Germany: St. Leon-Rot		4/8 2022	100.00
SAP Monitoring service for SAP BTP	Germany: St. Leon-Rot		4/8 2022	100.00
SAP Connectivity service (SAP BTP, New environment)	Germany: St. Leon-Rot		4/8 2022	100.00
SAP ID Service	Germany: St. Leon-Rot		4/8 2022	100.00
SAP Destination service (SAP BTP, New environment)	Germany: St. Leon-Rot		4/8 2022	100.00

Availability Tab / Availability Reporting

Cloud System Notification Subscriptions

Manage Subscriptions for Cloud Availability Notifications



The screenshot shows the 'Subscription Overview' configuration window. At the top, it displays user information: 'User ID: 00000000000000000000', 'Email: admin@mycompany.com', and 'Customer: SAP Test Account - (Prod)Phone:433 - ID: 12345678'. Below this is an 'Add Subscription' button. The main section is titled 'SAP Cloud for Customer - SAP Cloud for Customer' and contains a 'Notification Type' section. This section has a list of notification types with checkboxes: 'Customer Communication' (checked), 'Disruption / Degradation' (with sub-items: 'Initial', 'Update', 'Resolved', 'Intermediate RCA', 'Final RCA'), and 'Maintenance' (with sub-items: '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

Demo

Roadmap

- Display BTP global account & subaccount in System Detail page
- Notification on Subaccount
- SLA Credit Claim in System Detail page
- Rename cloud system in System Detail page
- Regular Maintenance Windows in Calendar
- Under Investigation Events

Thank you.

Contact information:

SAP BTP

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