

# From Cloud Availability Center to Cloud Availability in SAP for Me

Nathalie Quiblier, Business Product Owner Cloud Availability Center, SAP  
May 5, 2022

PUBLIC

# Disclaimer

The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. Except for your obligation to protect confidential information, this presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this presentation or any related document, or to develop or release any functionality mentioned therein.

This presentation, or any related document and SAP's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this presentation is not a commitment, promise or legal obligation to deliver any material, code or functionality. This presentation is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This presentation is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this presentation, except if such damages were caused by SAP's intentional or gross negligence.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

# 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](https://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

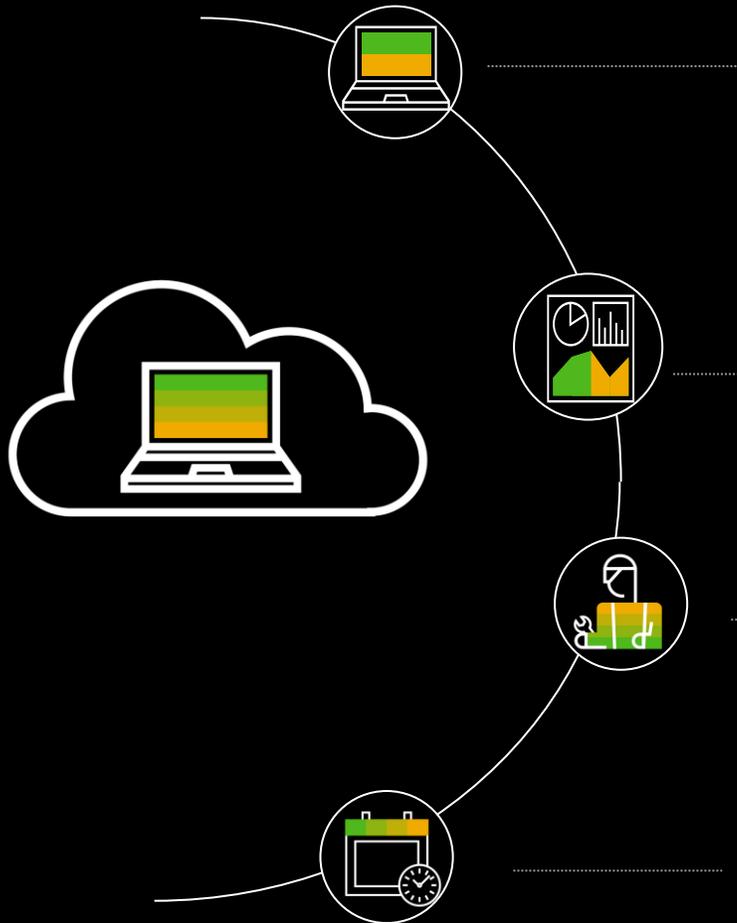
Download and save your monthly communicated availability (calculated on system level) and the detailed list of events (maintenance, disruption, degradation, customer communication)

## Maintenance Events

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

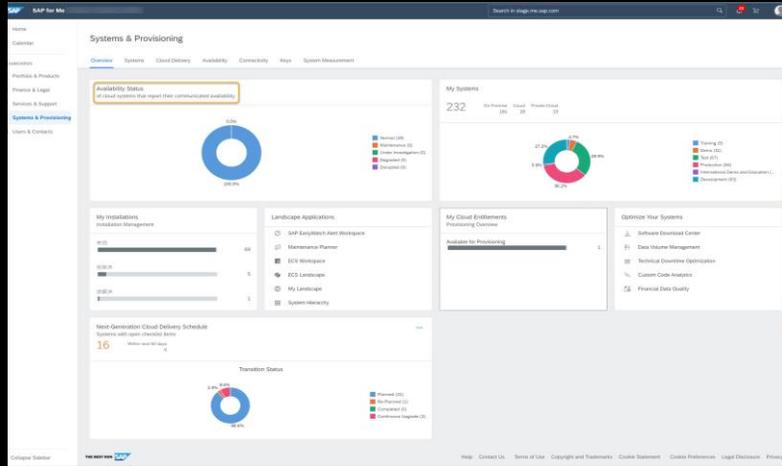
## Event Details

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	NORMAL			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...
Jam Test	JAMT1		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...

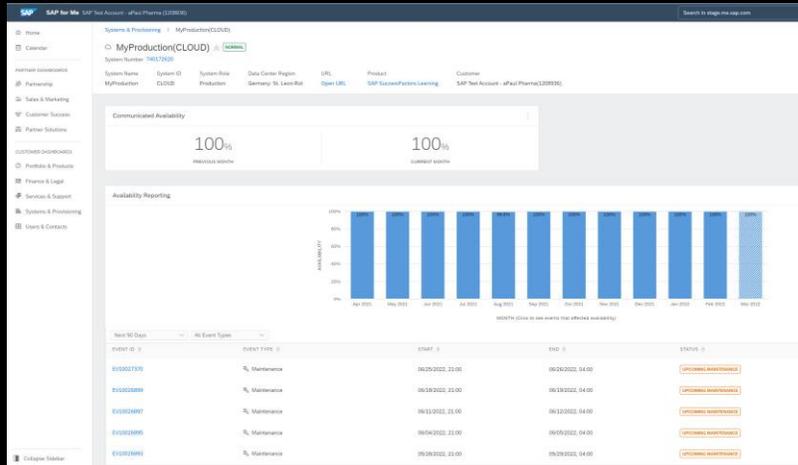
Systems Tab / Cloud Systems (Public Cloud)

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	

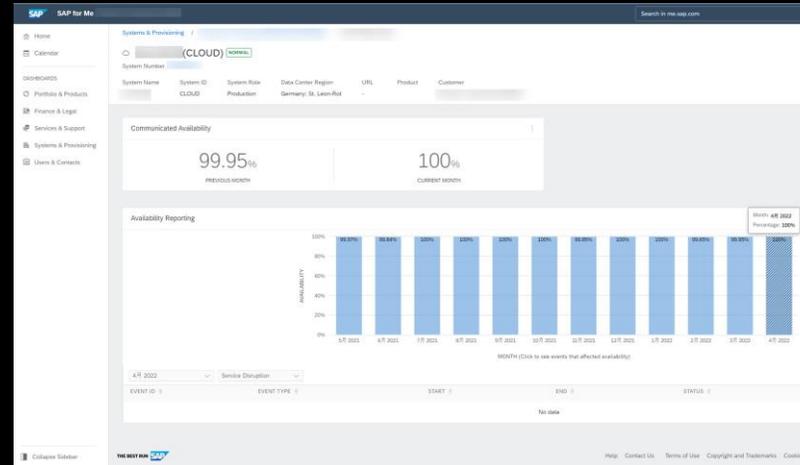
Systems Tab / Private Cloud Systems

# Cloud Availability in SAP for Me

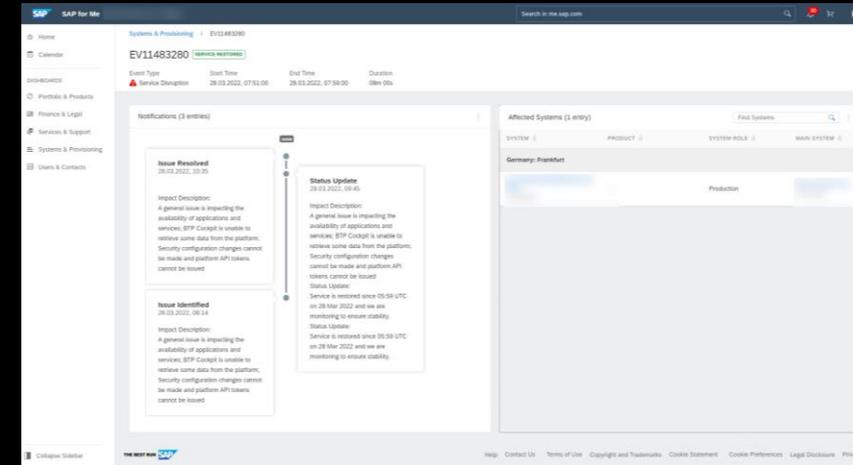
## In Systems & Provisioning Dashboard



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 like 'SAP Jam Collaboration' and 'SAP SuccessFactors HXM Core'.

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 HXM 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 HXM 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

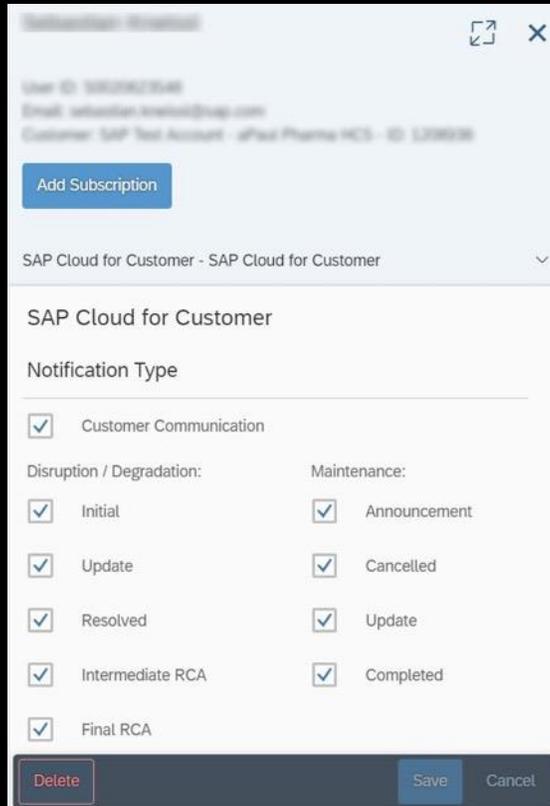
The screenshot shows the 'Availability' reporting dashboard in SAP for Me. It displays a table with 127 entries showing system availability data. The table columns include Cloud Service, Data Center Region, System Name, Year-Month, and Communicated Availability in %.

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 - iFlow Pharma HCS - 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

Follow us



[www.sap.com/contactsap](http://www.sap.com/contactsap)

© 2022 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See [www.sap.com/copyright](http://www.sap.com/copyright) for additional trademark information and notices.

