



# **SAP Cloud Lifecycle Management Series** **Hybrid Lifecycle Management**

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Public

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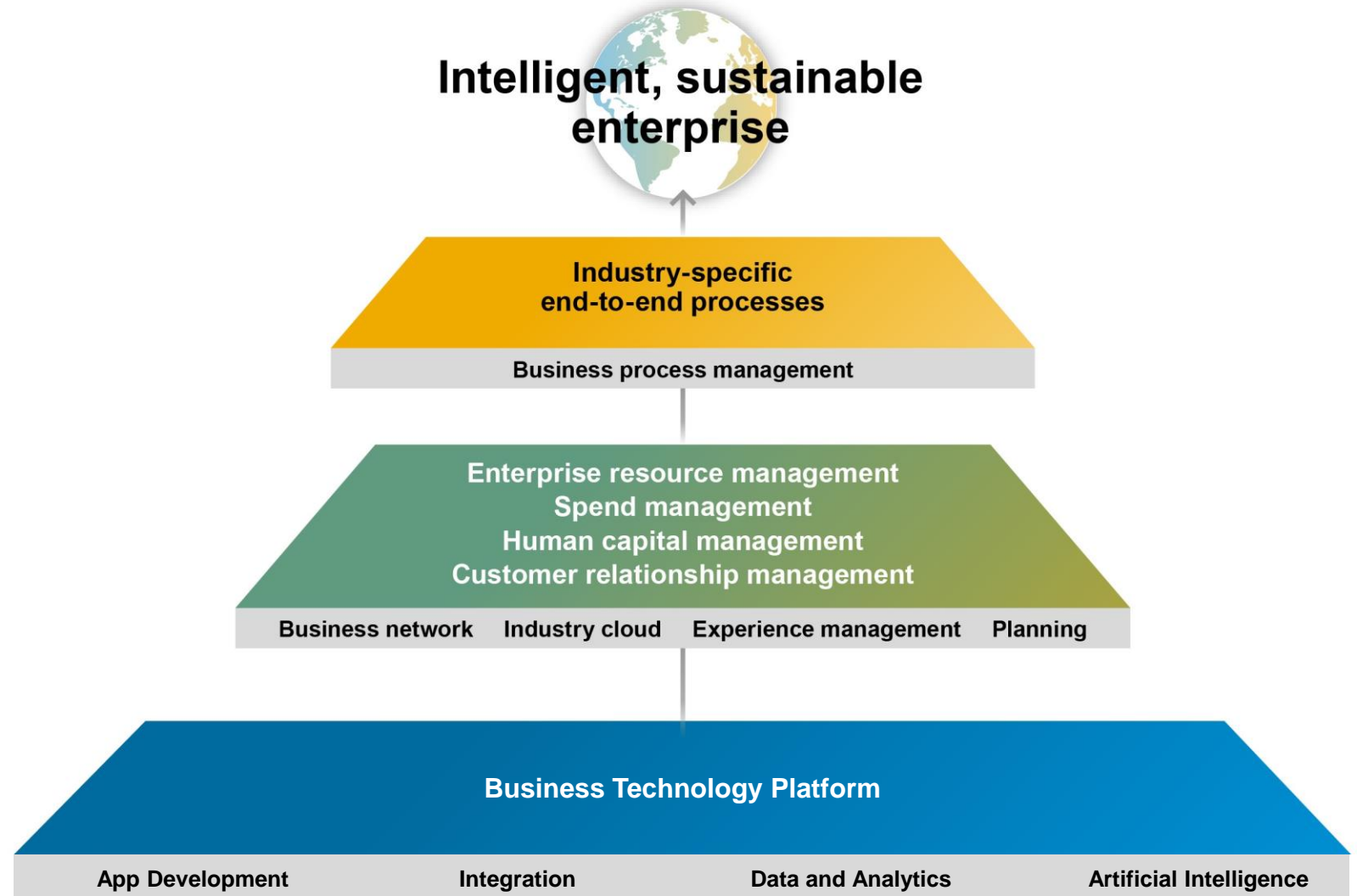
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# IT **Transformation** needs SAP approaches and industry trends



Enable every  
enterprise  
to become an  
**intelligent,  
sustainable  
enterprise**



# IT Transformation Enabling Business Transformation

Business transformation is enabled by Software and IT –  
*“Every business is a digital business...”*



SAP Vision: *“Enable Every Enterprise to become an intelligent, sustainable enterprise”*

DIGITAL DELIVERY

BUSINESS TRANSFORMATION

Provide and manage state of the art Technology

Ensure TCO Transparency



Give Consumers what they need

Manage Hybrid Environments

Support Changing business models

Agile Enablement



Become Business Enabler and Innovation Driver

Enable the digital change



- Increased need to differentiate at scale
- Innovate at the Edge, standardize the core
- Reduce opportunity cost of slower feature delivery
- Manage enterprise scale transformations in parallel to micro innovations

Business, Process and Product Transparency

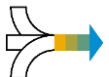


# Enable, Advise and Guide...

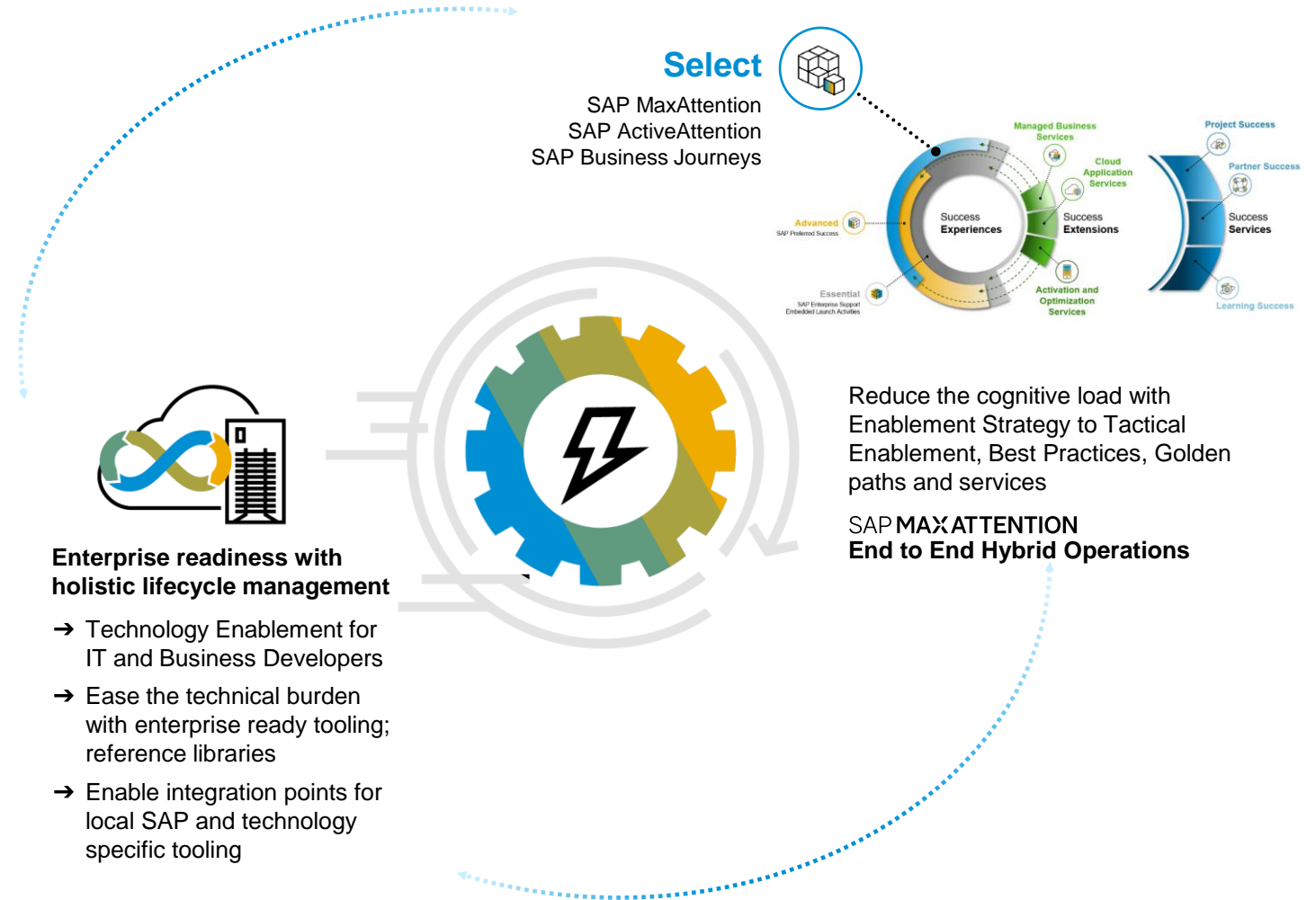


## The paradox of opportunity embedding complexity

- Wide range of technology and options provides business and personal development opportunities increasing learning and progression options, and increased focus on what the ultimate customer actually wants
- Shift towards cloud development, microservice architectures and increased speed of delivery increases demands on team skills leading to increased cognitive load and pressure on IT teams. In addition teams must be able to deliver much higher quality and operate across a hybrid landscape

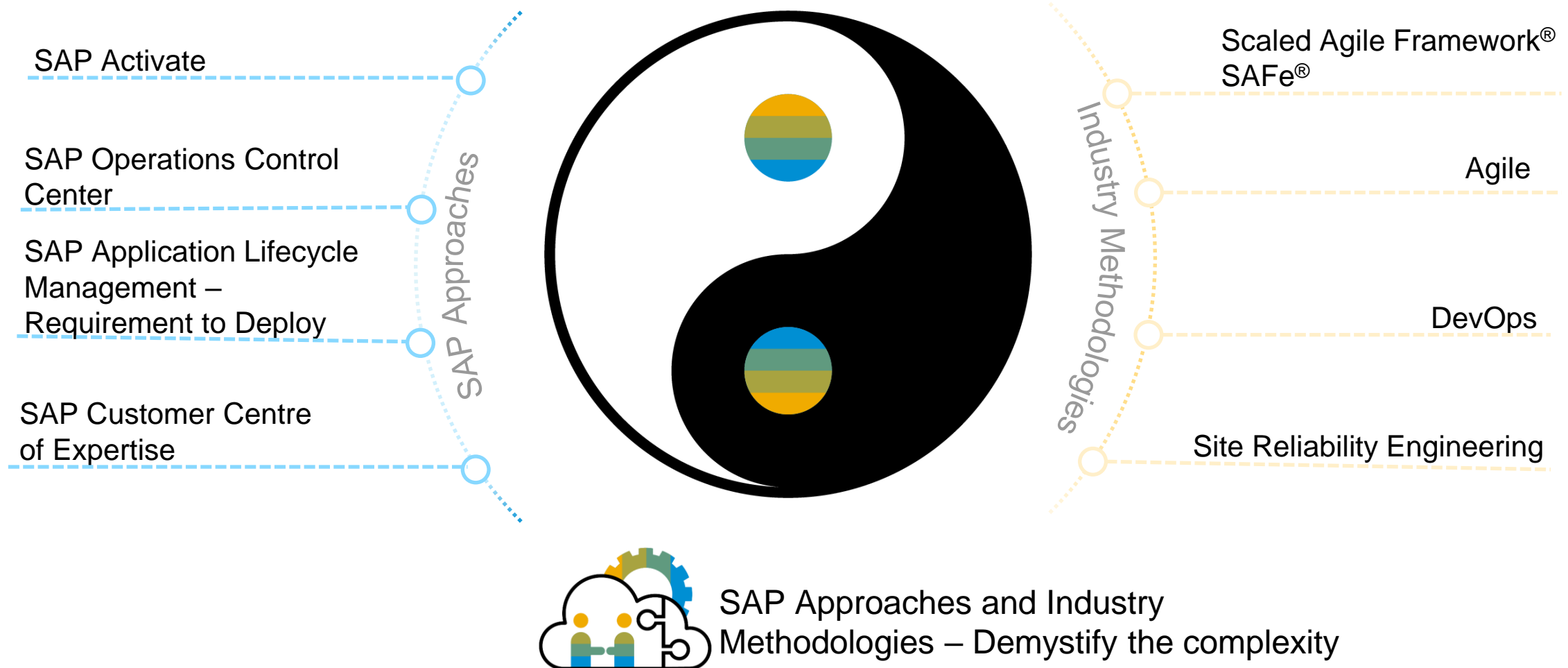


*Teams need to be enabled with paved roads and best practice, with the option to deviate where it makes sense, while understanding the impact of technical debt*



# SAP Approaches and Industry Methodologies

## Creating Order from Chaos...



# IT **Transformation** needs

## Common language and understanding

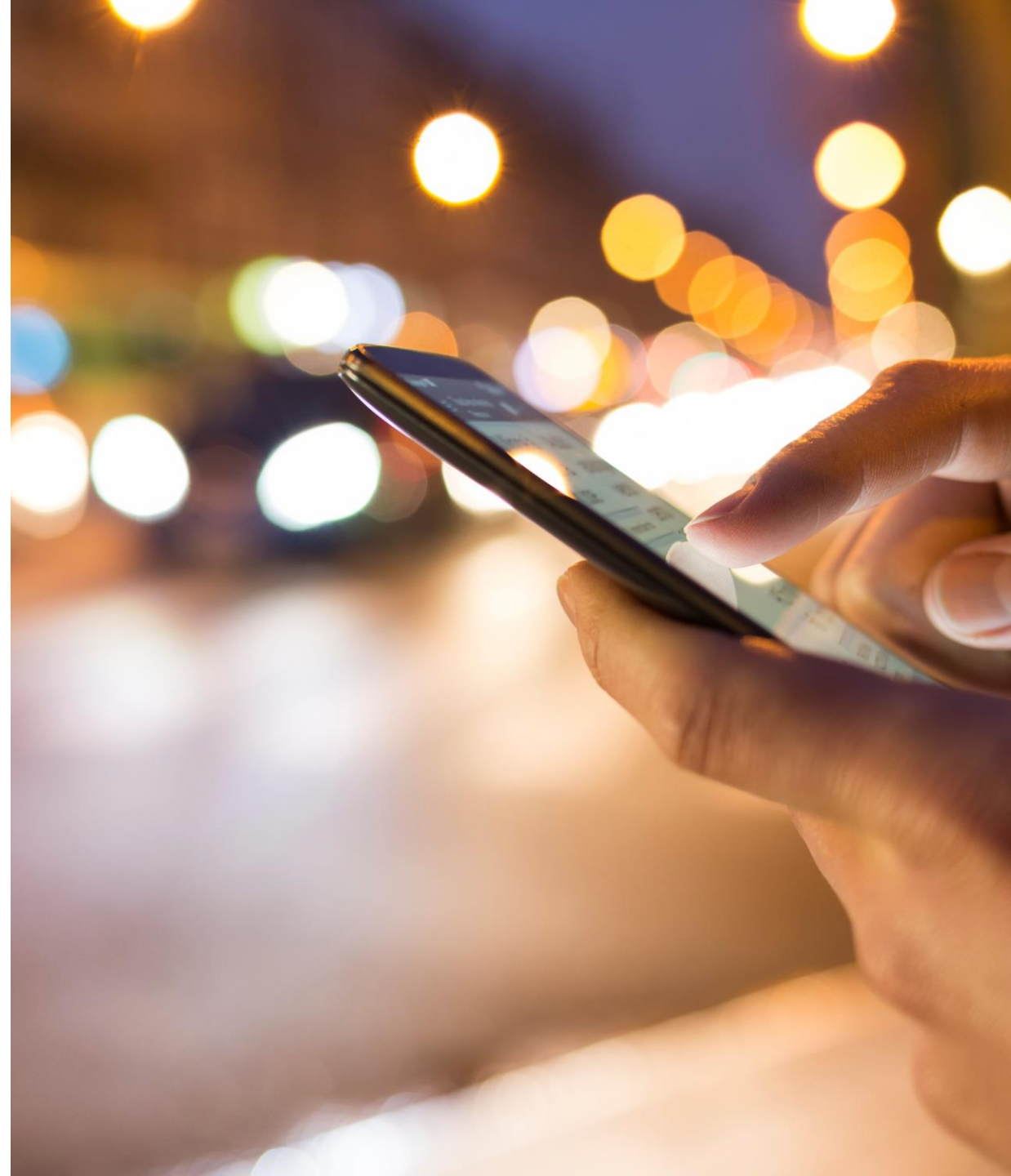
### DevOps, The 3 ways, CALMS, SRE





# Motivation

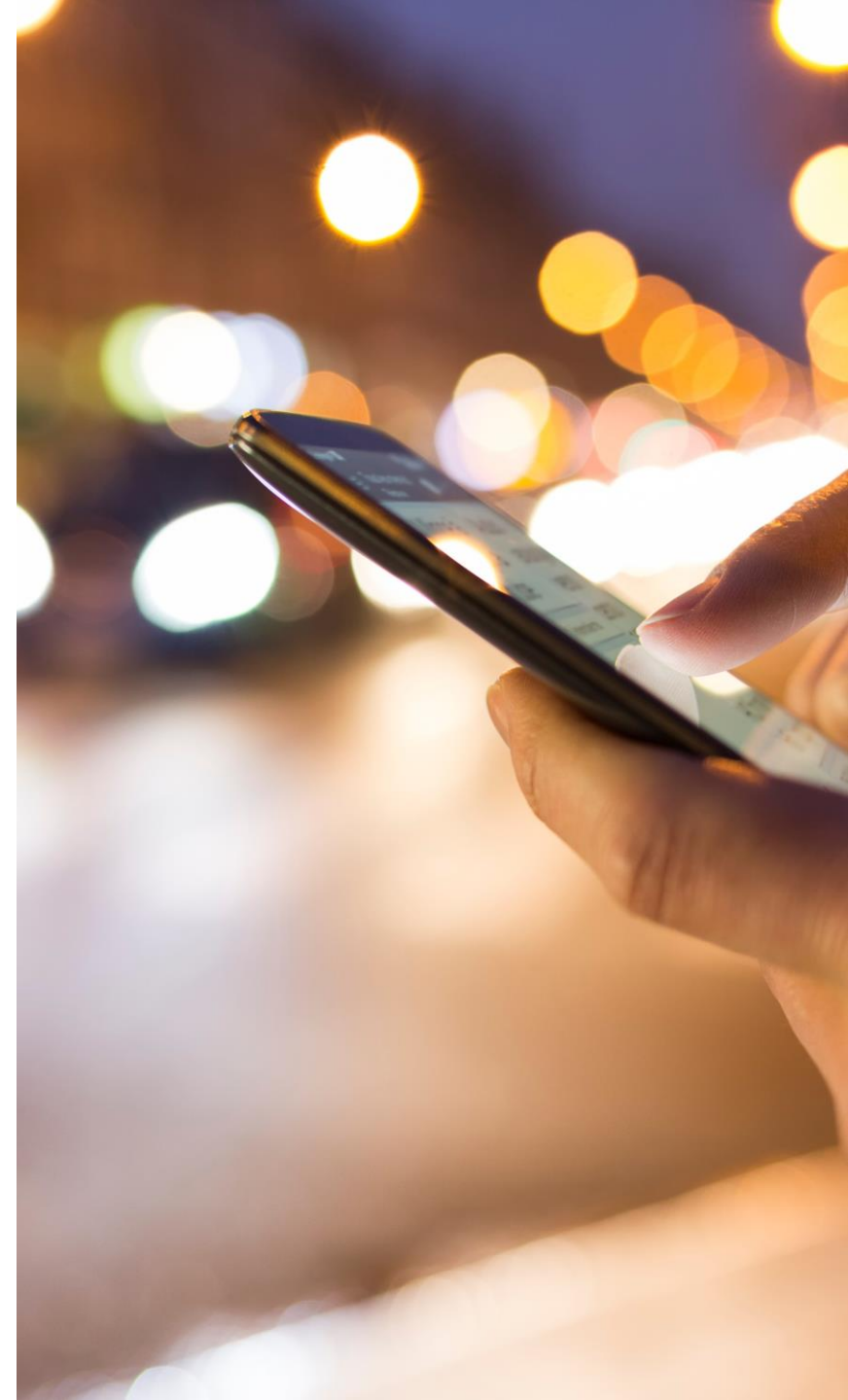
Companies face increasing pressure to adapt much more quickly thanks to new architectures and technologies, including the cloud. Adages such as “**never touch a running system**” are outdated. Successful cloud companies – including SAP – demonstrate that it is possible to change and deploy continuously. The new trend is called **DevOps**, which is an artificial word built from “development” and “operations” to illustrate that they both grow together without a gap between them. [1]



# Introduction to DevOps

The term DevOps was originally introduced nearly 10 years ago to describe the strategy for **bringing together development and operations** for increased speed. DevOps is an often-used term still without an exact definition, though there is a common cultural understanding of its meaning.

DevOps is not a methodology nor a framework. It is a **culture**, a movement, and a philosophy that describes how to cooperate and shorten time; It is about transforming the organization by bringing cross-functional team with an emphasis on better collaboration and tighter integration.



# There is no Canonical Definition of DevOps

“

A *cross-disciplinary community of practice* dedicated to the study of building, evolving and operating rapidly-changing resilient systems at scale – Jez Humble, Co-Author of [The DevOps Handbook](#)

”

“

[Amazon](#): DevOps is the *combination of cultural philosophies, practices, and tools* that increases an organization's ability to deliver applications and services at high velocity: evolving and improving products at a faster pace than organizations using traditional software development and infrastructure management processes.

”

“

[Microsoft](#): A Compound of Development (Dev) and Operations (Ops), DevOps is the *union of People, Process, and technology* to continually provide value to Customers

”

“

[Google](#): DevOps is an *organizational and cultural movement* that aims to increase software delivery velocity, improve service reliability, and build shared ownership among software stakeholders. Learn how to improve the speed, stability, availability, and security of your software delivery capability.

”



# WHAT is DevOps and what it is NOT?

- ”
1. DevOps is **NOT** simply combining Development & Operations teams
  2. DevOps is **NOT** a separate team
  3. DevOps is **NOT** a tool
  4. DevOps is **NOT** a one-size-fits-all strategy
  5. DevOps is **NOT** automation – Shelbee Smith-Eigenbrode, IBM Cloud Infrastructure, [5 Thing DevOps is NOT](#) @ devops.com
- ”



DevOps is rather about empathy, communication, collaboration and integration between teams than about tools. However, an efficient tooling strategy should support the DevOps principles. DevOps implies a tight collaboration between business, development and operations teams to **act as one**.

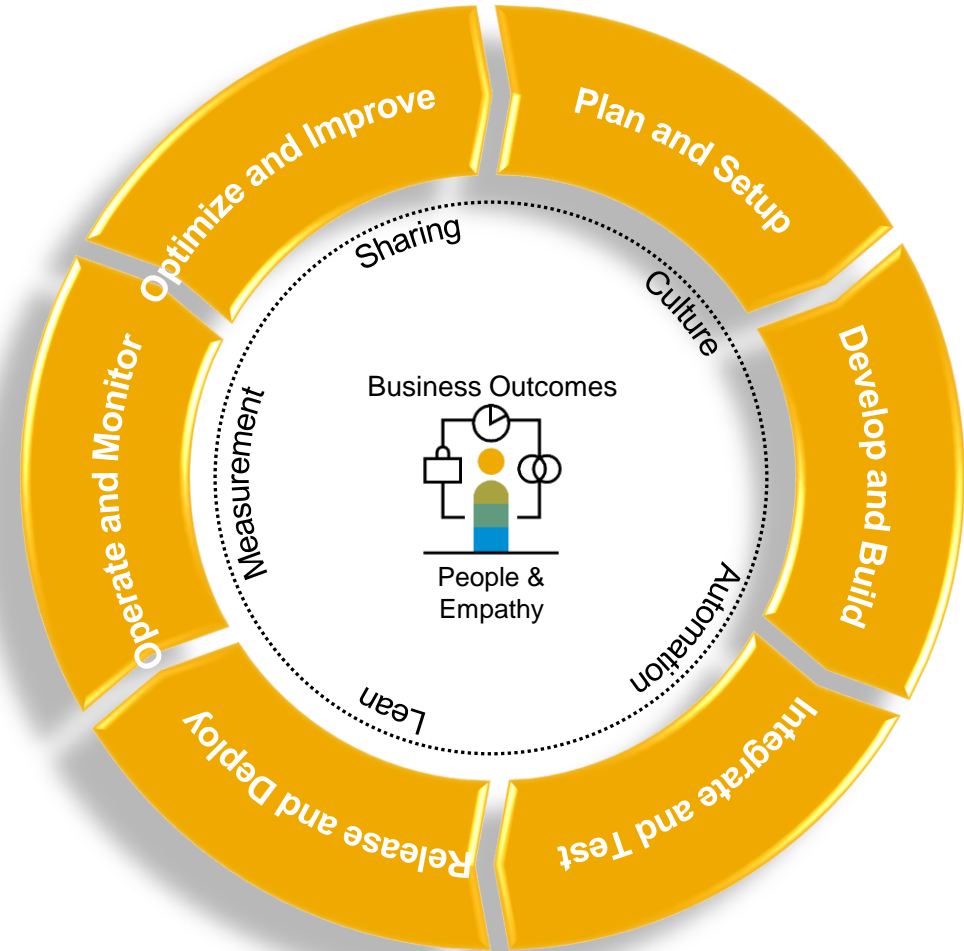


# The DevOps Transformation Journey

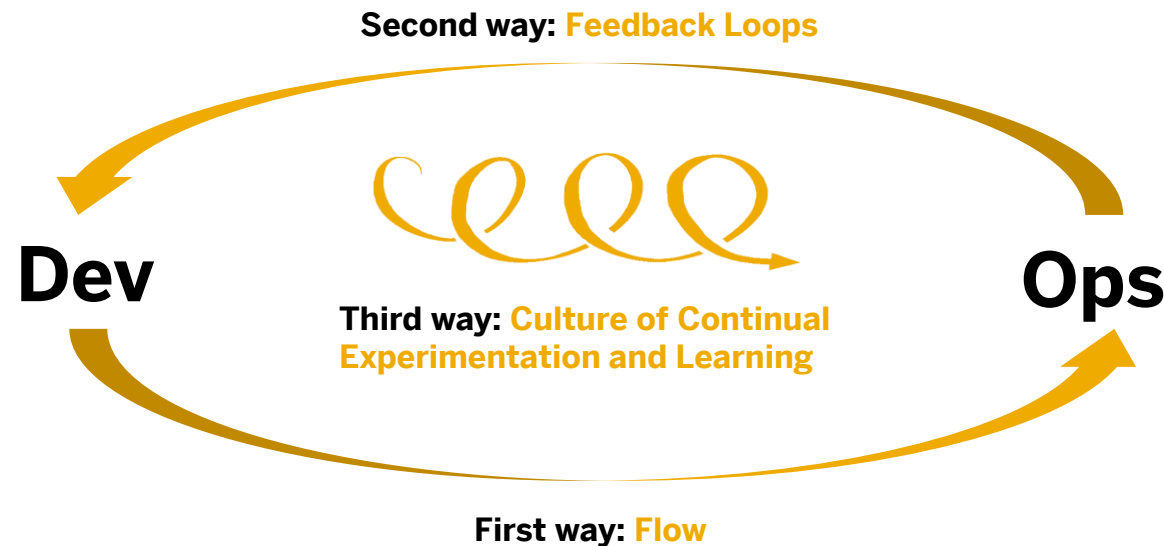
**Agile Development** provides the foundation for DevOps, as short release cycles enable reduction of time-to-market and fast iteration

**Technological Automation** is *the* key enabler to benefit from short, agile iteration cycles, as frequent releases require frequent *and* thorough quality assurance. This makes technological automation mandatory for any DevOps organization.

**Tools and Approaches** – Best fit tools should be selected per technology, but not in so far as central requirements regarding transparency, efficiency and technical debt are impacted



# DevOps - The Three Ways<sup>1</sup>



## The First Way: Flow

Encompasses system thinking focusing on the overall outcome related to business needs and strategy as opposed to individual silos, enabling all value streams enabled by IT.

## The Second Way: Feedback Loops

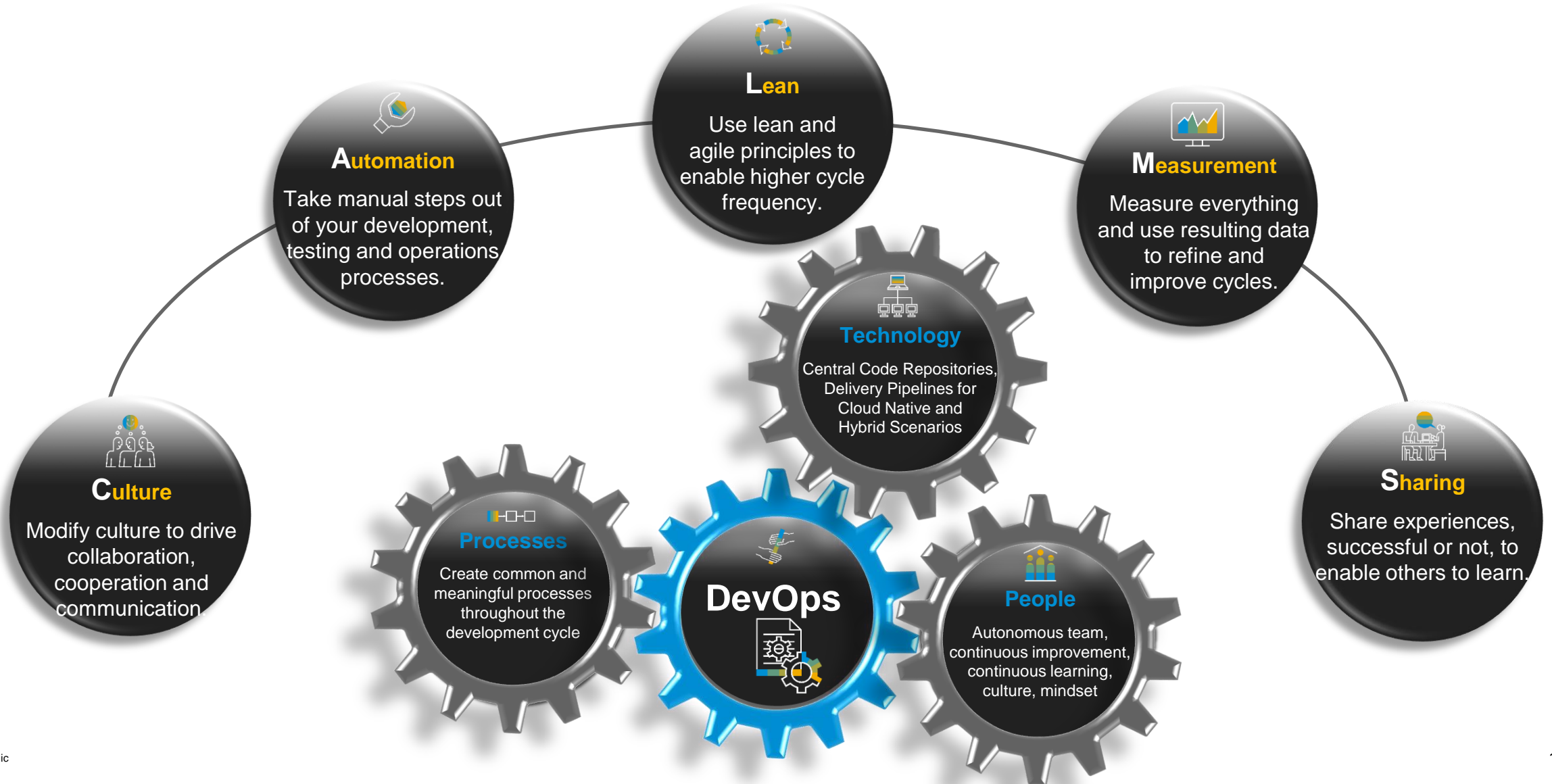
Shorten and amplify feedback loops from all involved parties to enable continuous improvement

## The Third Way: Culture of Continual Experimentation and Learning

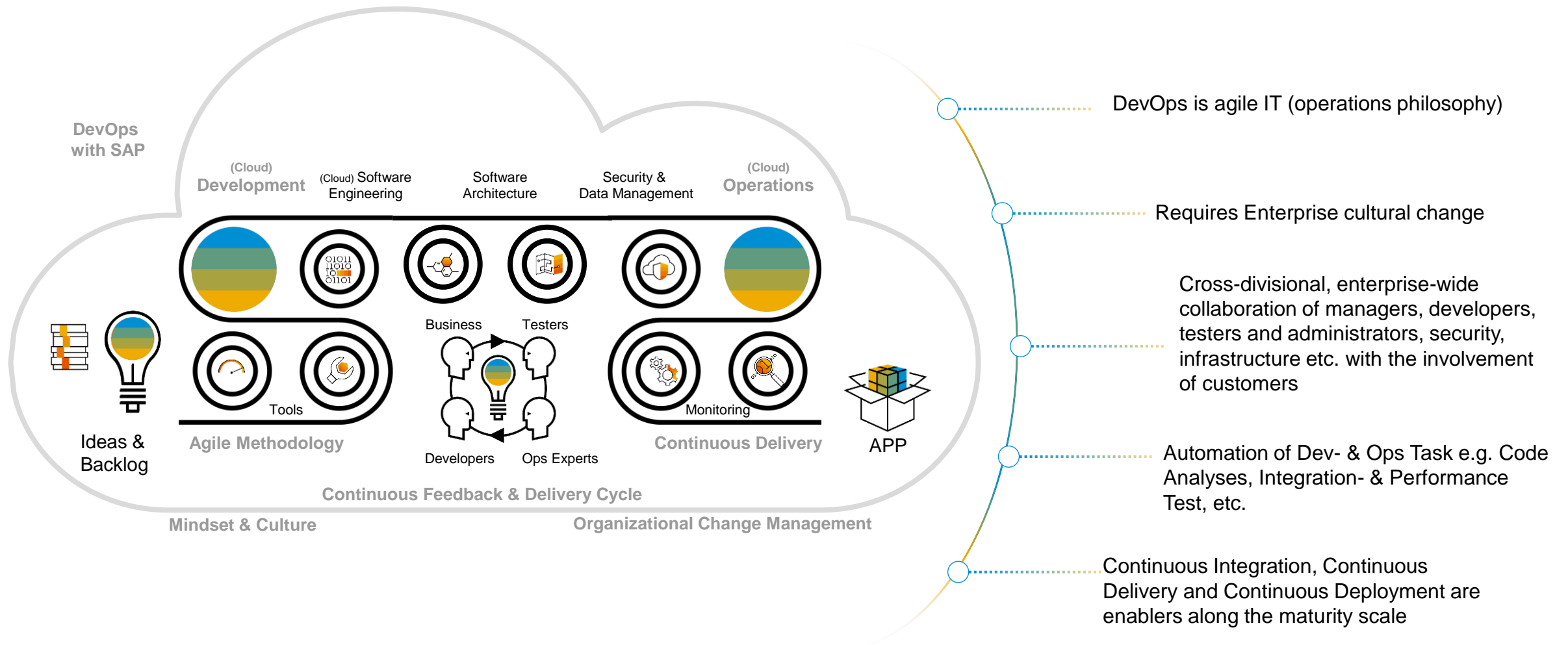
Create a culture that enables continual learning and experimentation, allowing for risk and learning from failures. This ultimately allows for increased innovation

1. "The DevOps Handbook, Second Edition", Kim et al.

# SAP approach for DevOps using the CALMS framework



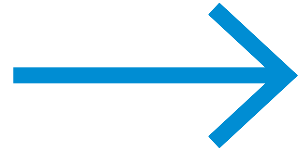
# DevOps in a Nutshell



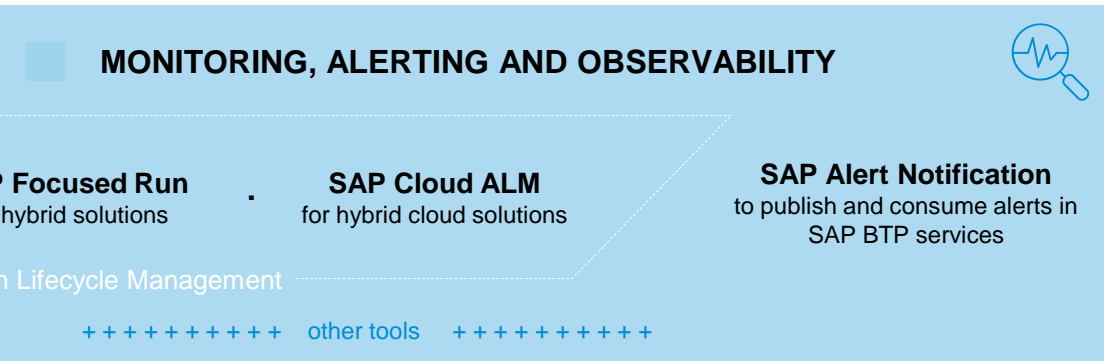
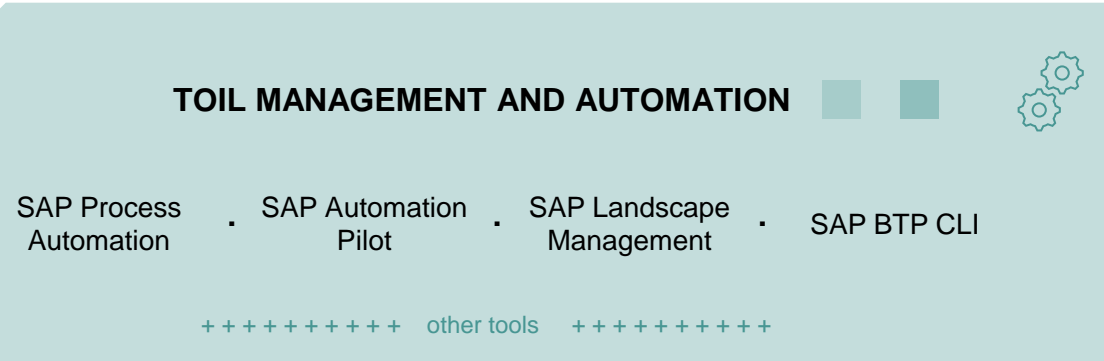
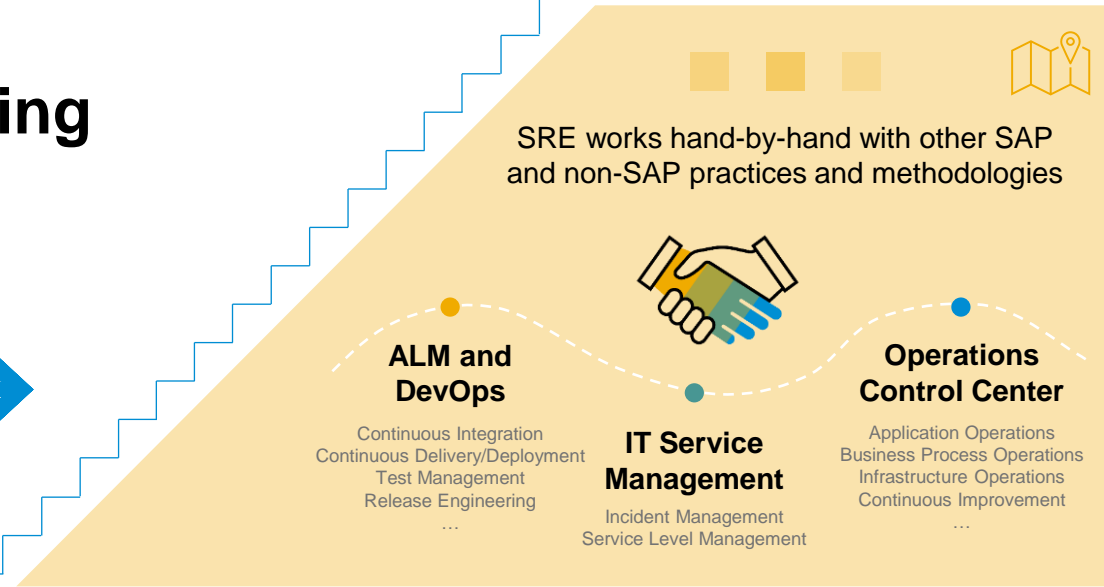


# Site Reliability Engineering Big Picture

# SRE



seen as a software engineering approach with focus on **automating infrastructure and operations tasks** with the goal to ensure **scalability, performance** and **reliability** of software and services



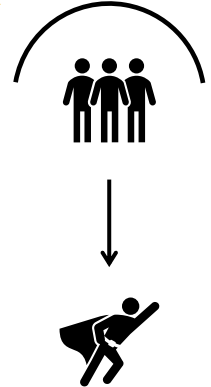
## METRICS



Error Budget and Policies  
(e.g. 99.9% SLO is equal to 0.1% Error Budget)

## TRANSFORMATION

of skills and duties as well as a way how SAP engineers work and collaborate

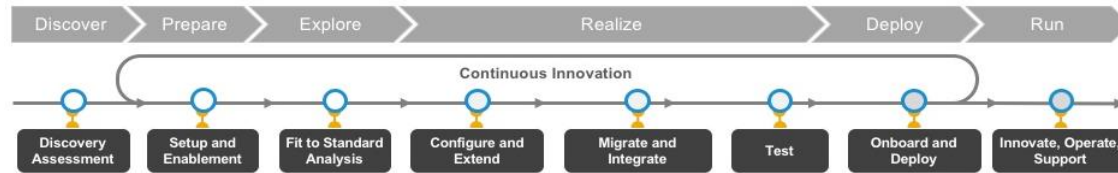


**SAP Site Reliability Engineer**

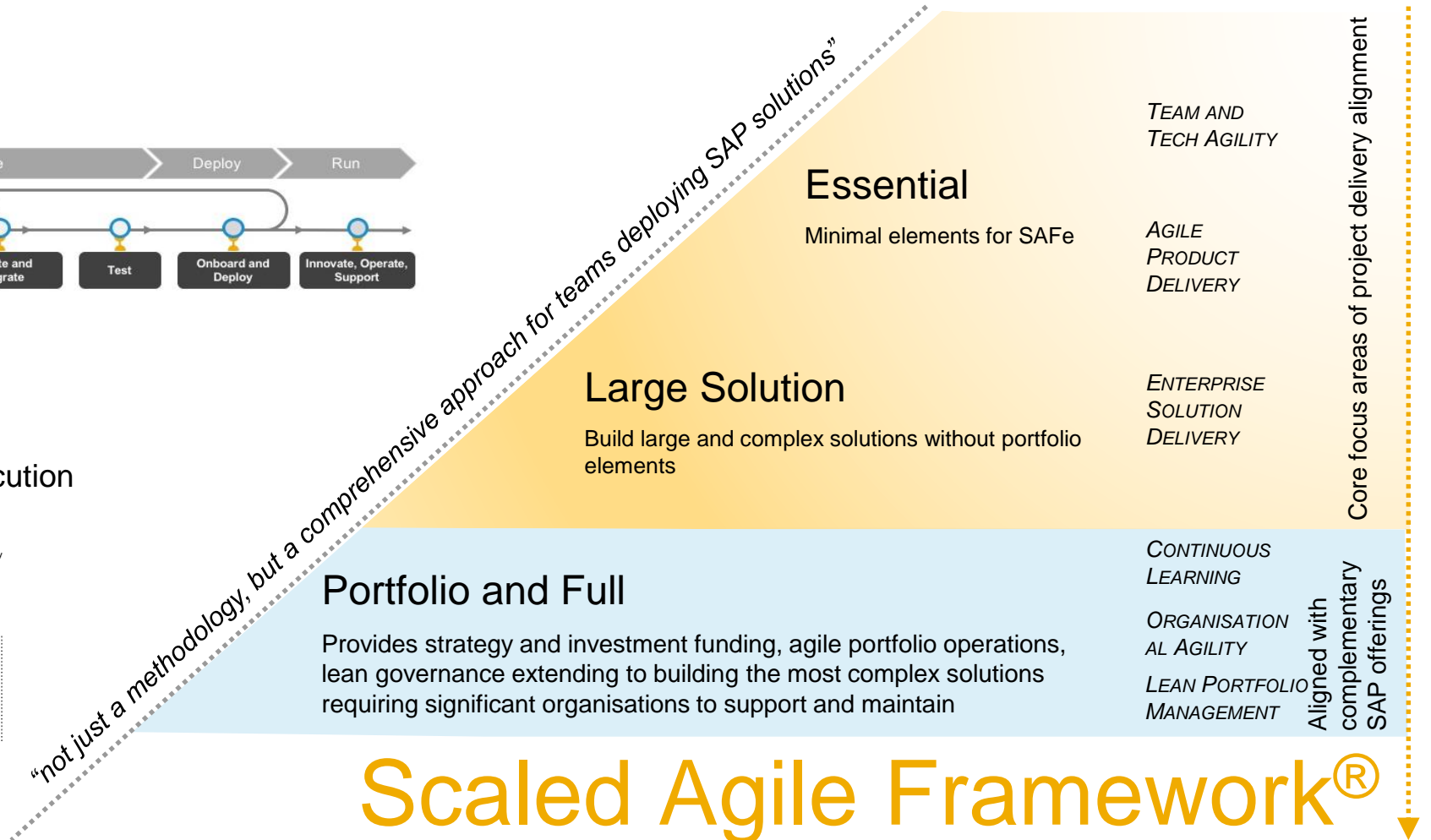
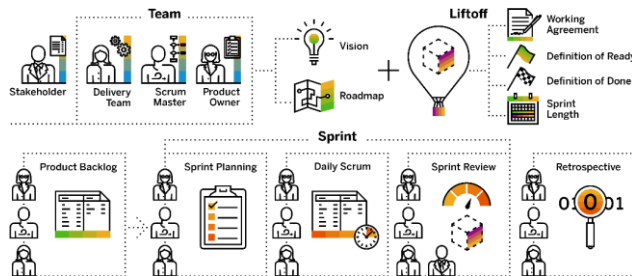
# SAP Activate, Agile Implementation and Scaled Agile Framework

## Introduction

## SAP Activate



### Using Scrum Agile framework for Execution



# Scaled Agile Framework®

# IT **Transformation** needs Alignment of all the elements





## Public



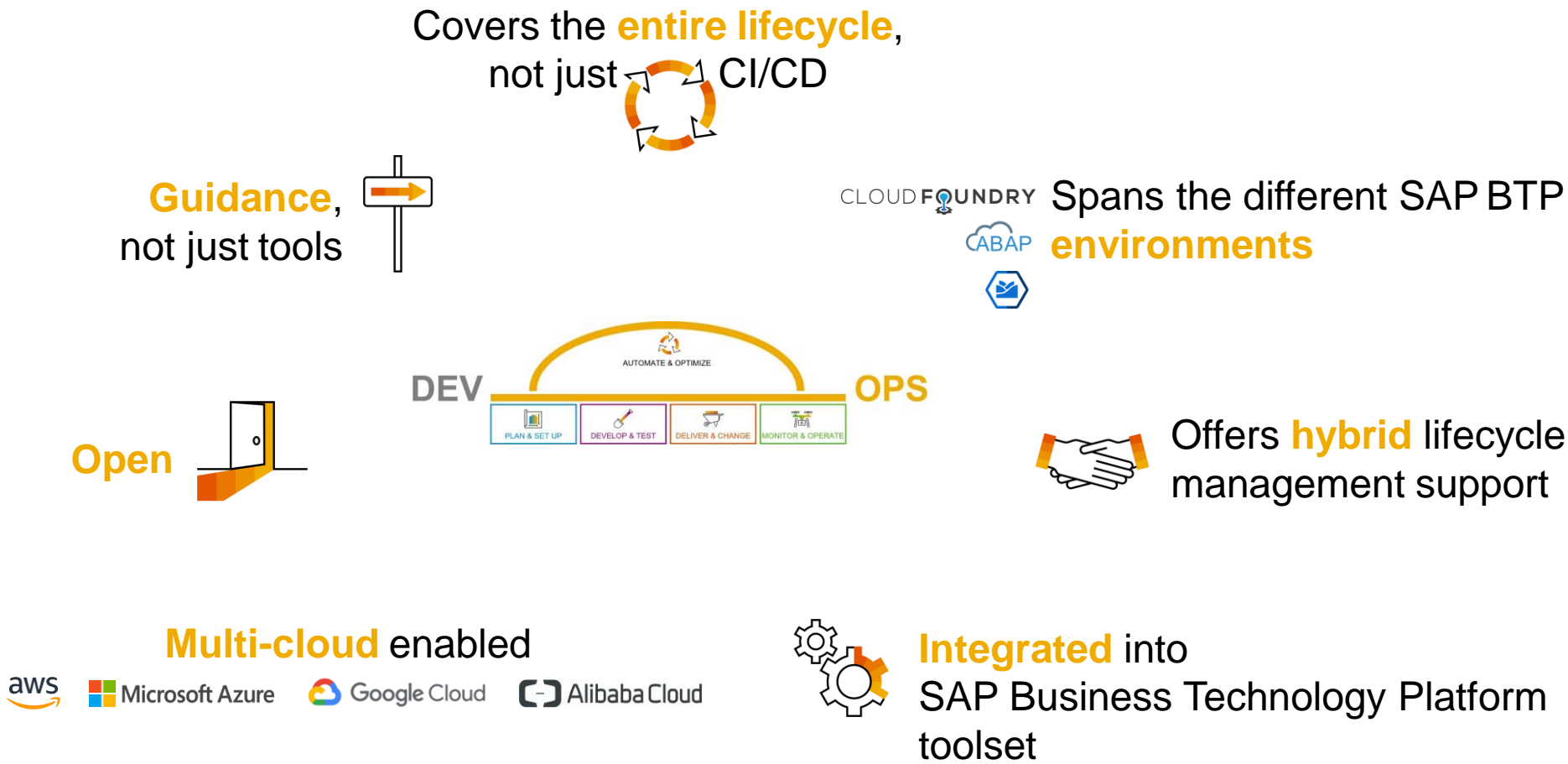


# IT **Transformation** needs End to end toolchain and SAP supporting digital transformation

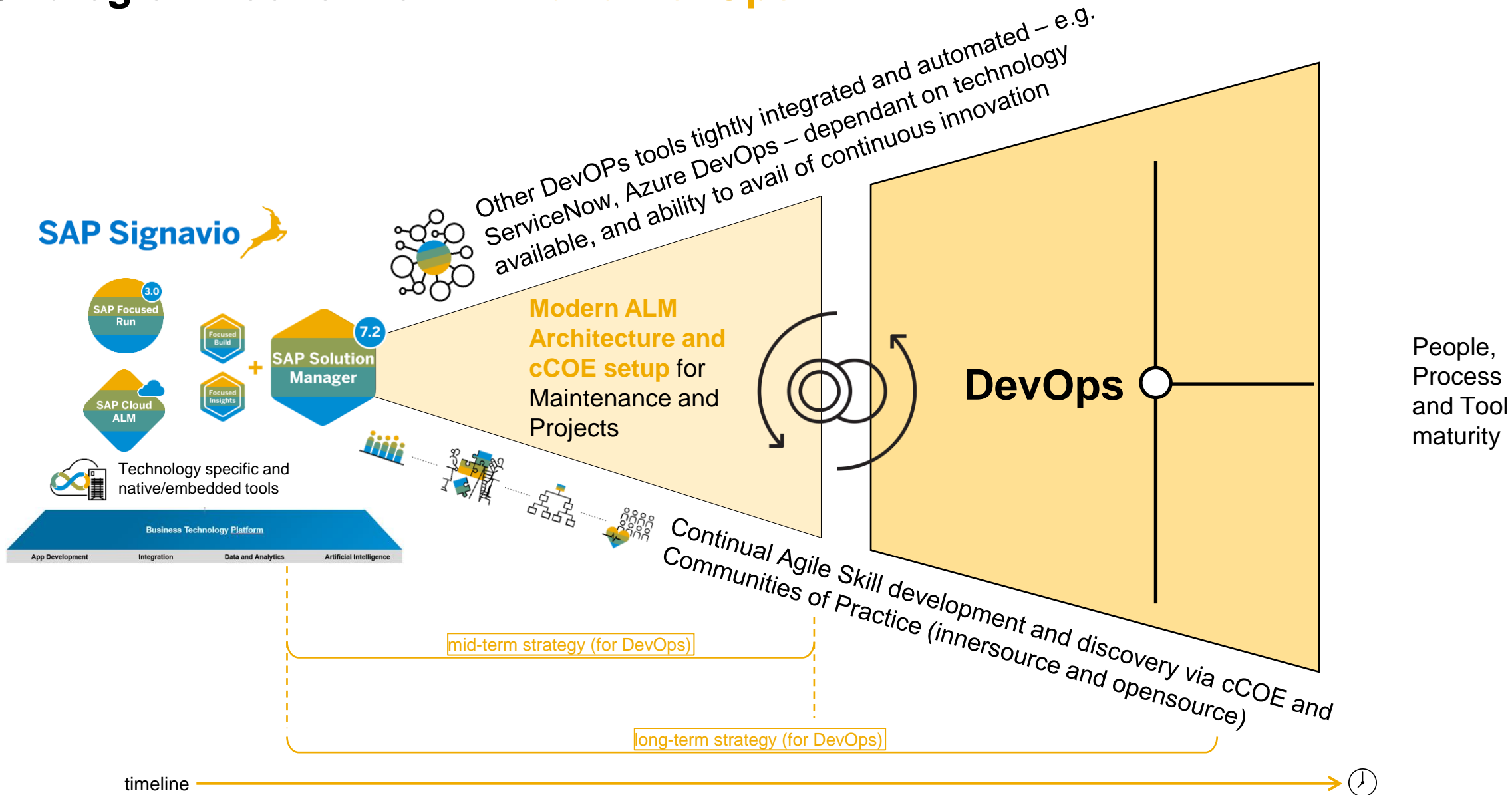


# DevOps with SAP Intelligent Suite and SAP Business Technology Platform

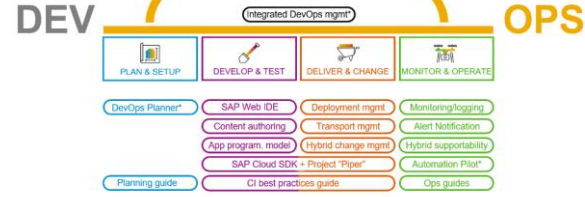
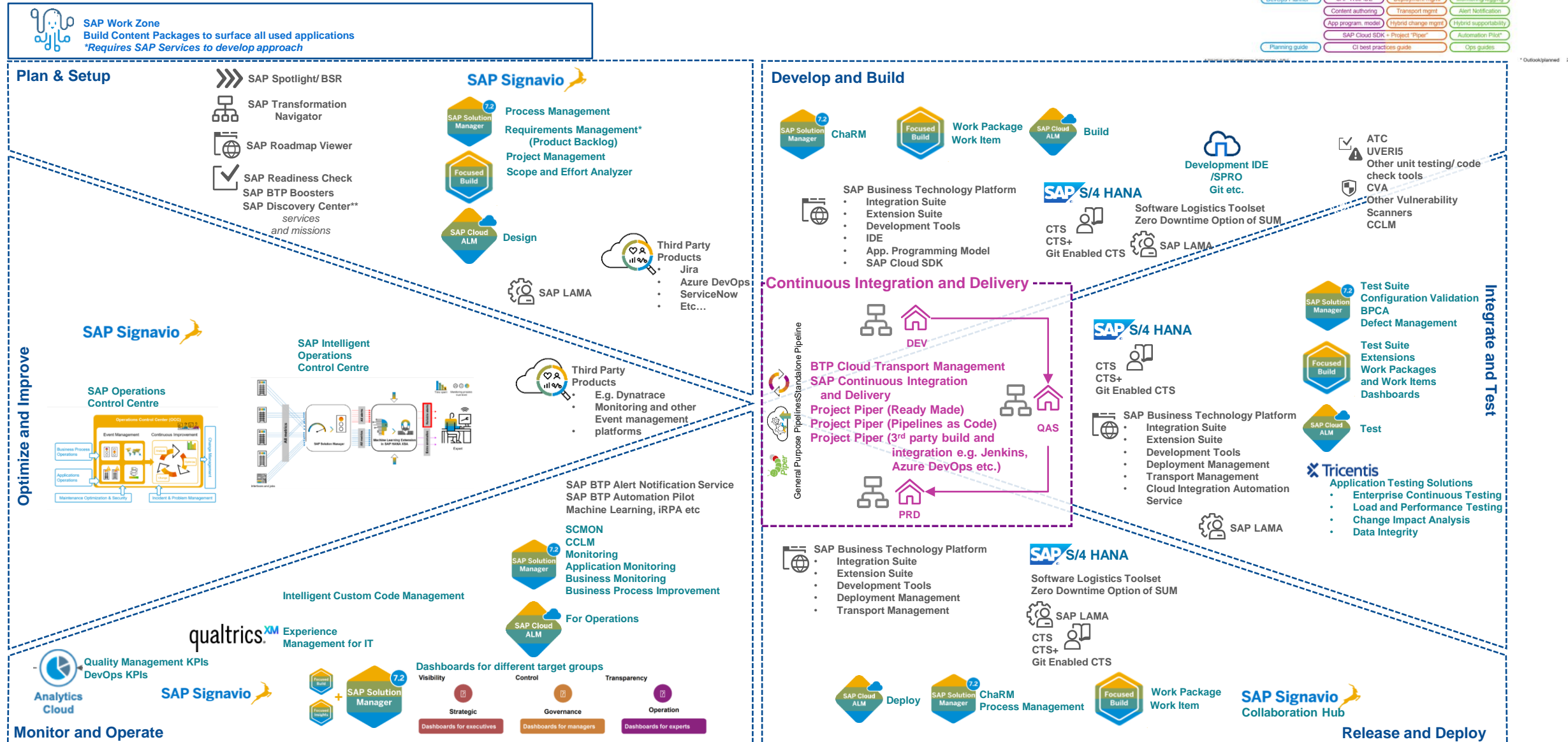
Corner stones of our offering



# Strategic Direction for ALM and DevOps



# SAP Tool View\*\*





# IT Transformation needs

## How do we get there?



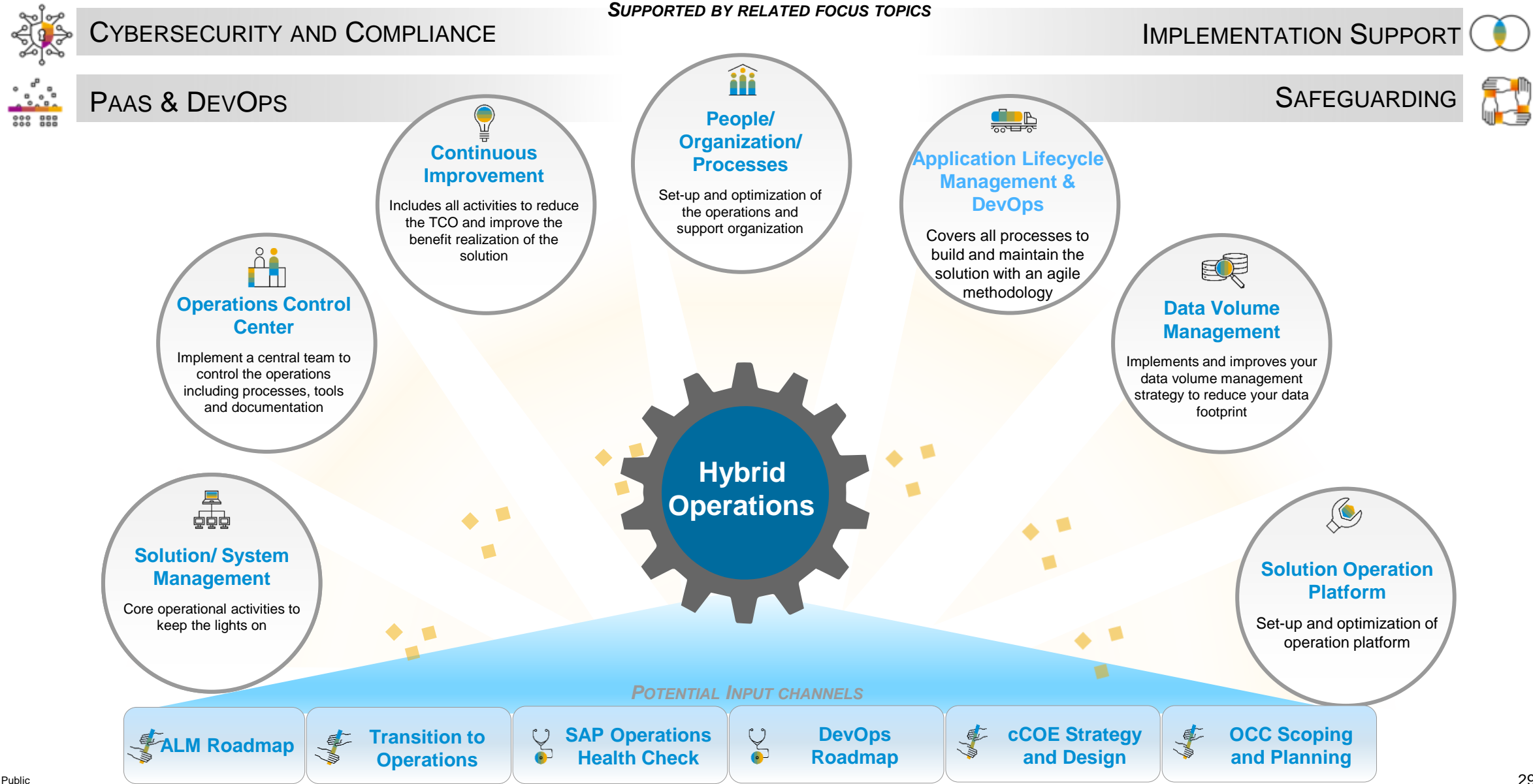


**“As **trusted advisor**, we enable customers to apply **DevOps** principles to their **SAP technology stack** (and beyond).**

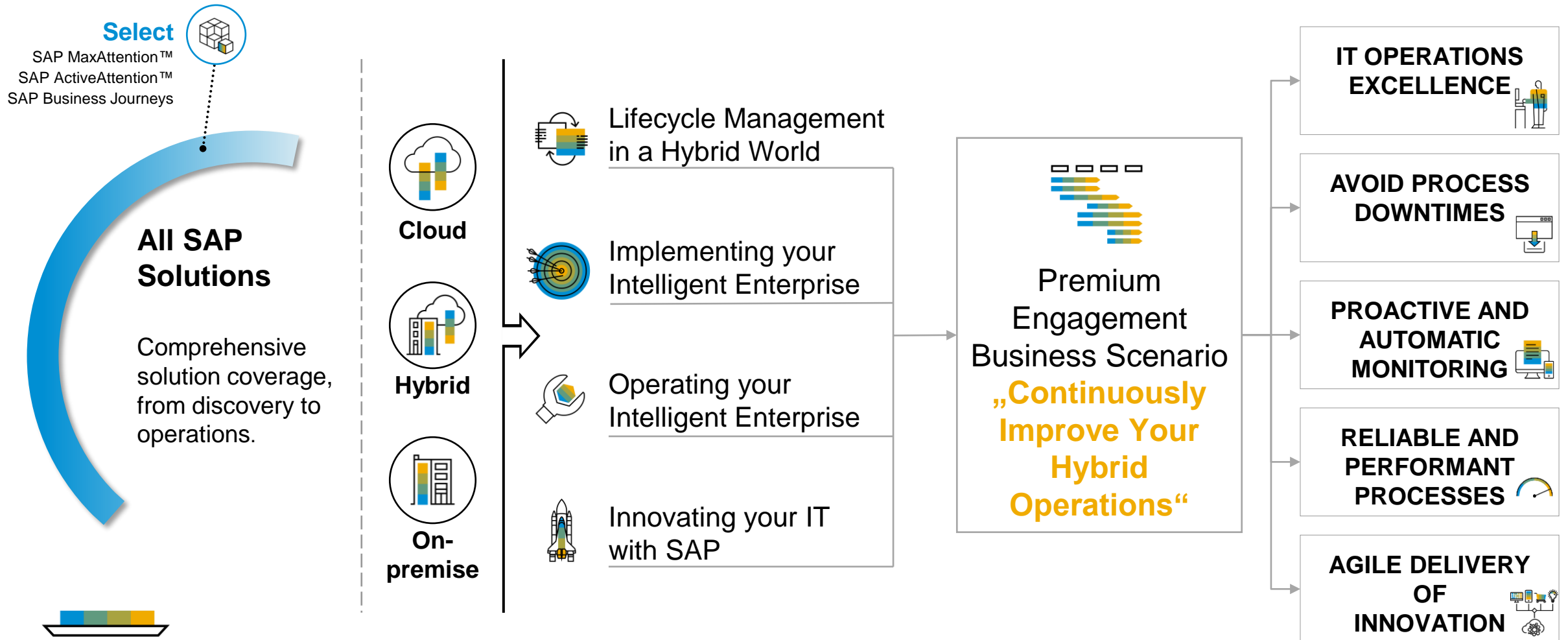
**Along the **CALMS** principles, we provide best practices, services, tools, trainings, and knowledge exchange.”**

SAP DevOps vision statement

# End-to-End Operations Domain – Independent from deployment model



# SUMMARY: How Premium Engagements can help you Leveraging SAP MaxAttention to achieve excellence in Hybrid Lifecycle Management



Reach out to your Technical Quality Manager or Account team to learn more!



# Call to action



Learn more about DevOps with SAP:

- [DevOps SAP Community page](#)
- [openSAP course “Efficient DevOps with SAP”](#)
- [Sway about potential first steps](#)
- [SAP Help Portal page about DevOps with SAP BTP](#)
- [Best Practices for SAP BTP guide](#)
- [SAP BTP, Getting Started for Administrators – by SAP HANA Academy | SAP Blogs](#)
- [App Development & Integration in SAP Road Map Explorer](#)
- [ADMCLD - Introduction to SAP BTP Administration | SAP Training \(classroom training\)](#)
- [Introduction to tools for CI/CD aligned development processes | Services and Support Catalog \(ondemand.com\)](#) (service offering)
- [SAP Cloud ALM for operations](#)

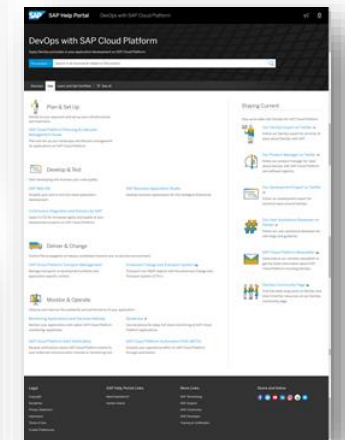
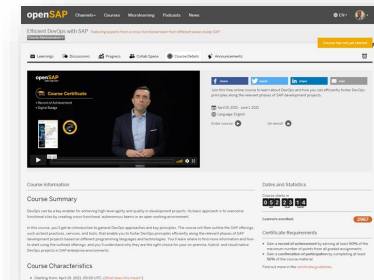
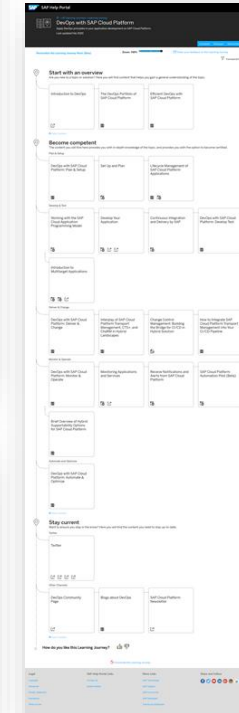
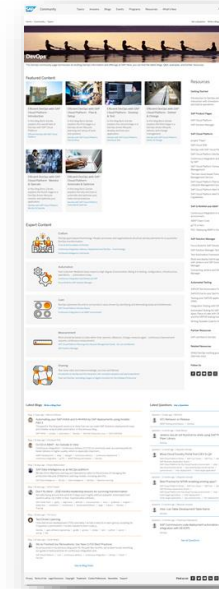


Try out our services on SAP BTP:

- Set up our services in the [free tier](#) environment of SAP BTP
- Run [missions](#) and [tutorials](#) for CI/CD



Contribute to our [SAP Continuous Influence session](#)





# openSAP course Efficient DevOps with SAP

Over 17,000 learners

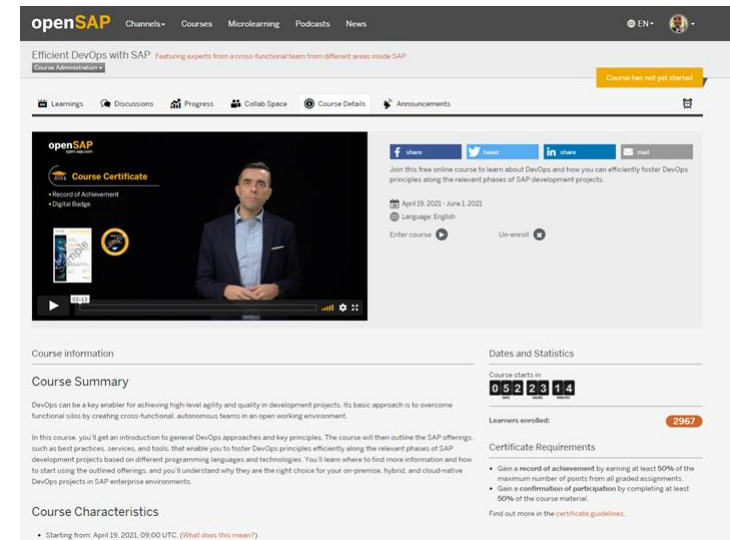
From 2021, available as self-paced course

Course language: English

## Course content:

- Week 1: Introduction to DevOps
- Week 2: CI/CD with ABAP (On-Premise)
- Week 3: Delivery of Cloud Applications
- Week 4: Hybrid Change and Test Management
- Week 5: Operation of Your Solution and Summary

<https://open.sap.com/courses/devops1>



# SAP Cloud Operations Best Practice KBA's

## SAP Ariba

KBA ID	SAP Cloud Operations Best Practice
3210704	SAP Ariba Operations Best Practice: Organizational Model
3210882	SAP Ariba Operations Best Practice: System Health Monitoring
3210840	SAP Ariba Operations Best Practice: Real User Monitoring
3210894	SAP Ariba Operations Best Practice: Event and Incident Management
more soon	...
more soon	...

## SAP SuccessFactors

KBA ID	SAP Cloud Operations Best Practice
3011095	SAP SuccessFactors Synthetic User Monitoring and Real User Monitoring
3011096	SAP SuccessFactors Business Process Analytics and Improvement
3011108	SAP SuccessFactors Integration Monitoring
3011109	SAP SuccessFactors System, DB and OS Monitoring
3011110	SAP SuccessFactors Integration with 3rd Party Tools and Systems
3011117	SAP SuccessFactors Business Process Monitoring
3011128	SAP SuccessFactors Job Management
3011146	SAP SuccessFactors Organizational Model
3011147	SAP SuccessFactors Operation Automation
3011148	SAP SuccessFactors Workflow Management
3011149	SAP SuccessFactors Data Management
3011155	SAP SuccessFactors Event & Alert Management, Incident, Problem Management
3011156	SAP SuccessFactors Technical Analytics and Improvement
3011164	SAP SuccessFactors Application Monitoring and Metering
3106975	SAP SuccessFactors Event, Incident, Problem Management (internal version)

## SAP IBP

KBA ID	SAP Cloud Operations Best Practice
3011118	SAP IBP Event & Alert Management, Incident, Problem Management
3011119	SAP IBP Operation Automation
3011120	SAP IBP Integration with 3rd Party Tools and Systems
3011129	SAP IBP Business Process Monitoring
3011130	SAP IBP Application Monitoring and Metering
3011136	SAP IBP Workflow Management
3011137	SAP IBP Data Management, Data Consistency Procedures/Contents
3011150	SAP IBP Organizational Model
3011157	SAP IBP Job Management + Mass-Processing Runtime Management
3011165	SAP IBP Synthetic User Monitoring and Real User Monitoring
3011166	SAP IBP Technical Analytics and Improvement
3011172	SAP IBP Integration Monitoring
3011181	SAP IBP System, DB and OS Monitoring
3011182	SAP IBP Business Process Analytics and Improvement



<https://blogs.sap.com/2022/07/08/cloud-operations-best-practices-for-sap-ariba-run-operations/>

# Thank you.

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