

# SAP Cloud ALM for SAP BTP Operations

Webcast series



# SAP BTP DevOps and Observability in Action

Welcome to our Webcast series!

Unlock the potential of <b>DevOps</b> on SAP BTP with SAP Cloud ALM	Overview lecture	April-23, 2024
SAP Cloud ALM for SAP BTP <b>Operations</b>	Overview lecture	April-24, 2024
<b>Logging and Alerting</b> with SAP Cloud ALM for your apps on SAP BTP	Deep dive lecture	May-14, 2024
Get a Demo on the Unified Alerting and Logging Approach on SAP BTP	Demo session	May-15, 2024
Reduce your operation efforts with SAP Cloud ALM, SAP Automation Pilot and the Terraform Provider for SAP BTP	Deep dive lecture	May-21, 2024
Get a Demo on How to <b>Automate</b> Technical Operation Tasks for Running your Application on SAP BTP	Demo session	May-22, 2024
<b>Deliver</b> Content on SAP BTP	Deep dive lecture	May-28 2024
Get a Demo on How to Combine CI/CD with Transports for Speedy and Controlled Delivery	Demo session	May-29, 2024

Link to series: [SAP BTP DevOps and Observability in Action](#)



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Whole Webcast series:

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# Agenda

SAP Cloud ALM - **Overview**

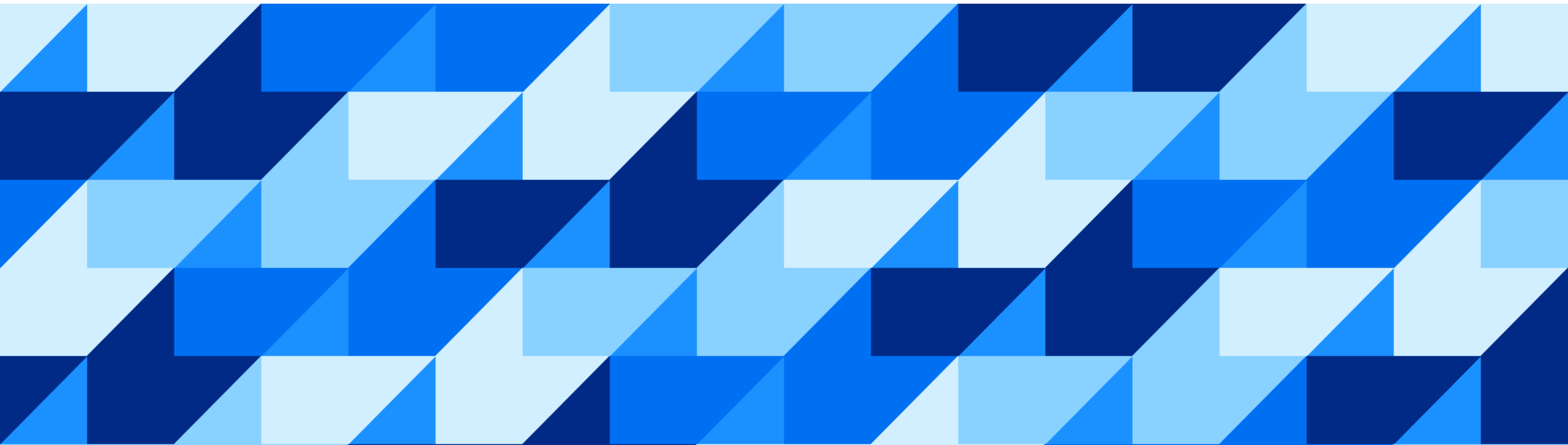
OpenTelemetry @ SAP

SAP Cloud ALM - **Support for SAP BTP**

SAP Cloud ALM - **Roadmap for SAP BTP**

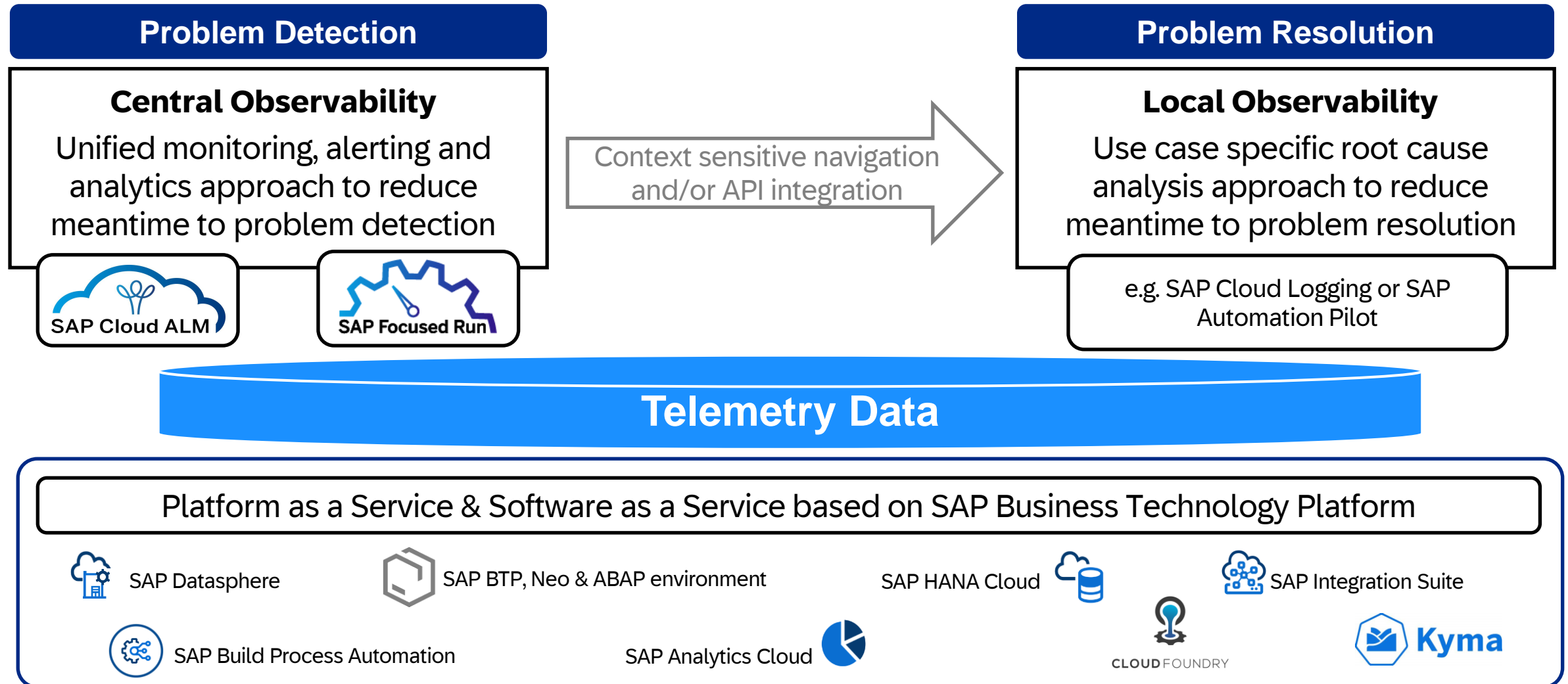
Q&A

# SAP Cloud ALM Overview



# Problem Detection & Problem Resolution for SAP Business Technology Platform

## Reduce mean time to detect and resolve problems



# SAP Cloud ALM for Operations – Value Proposition

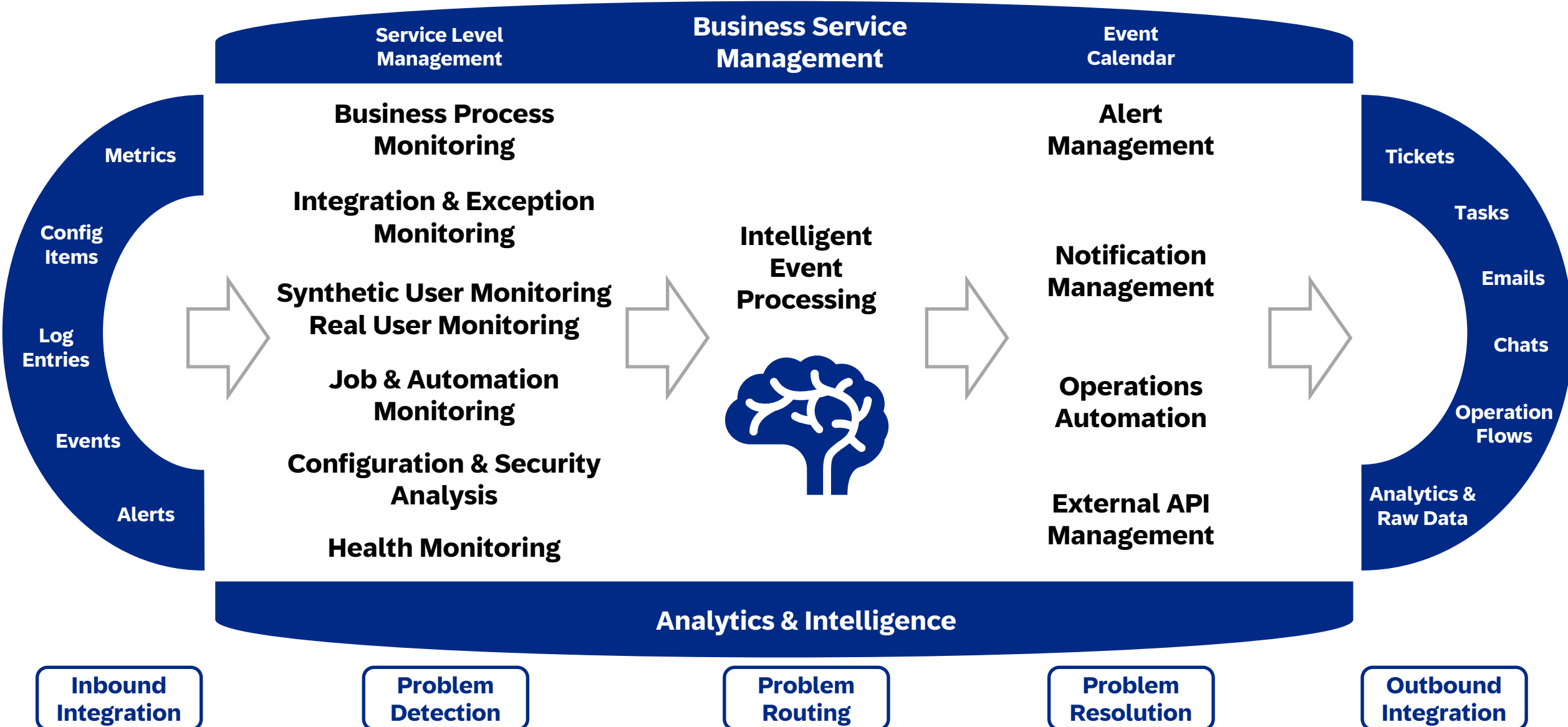
**Ensures business continuity – Keeps the lights on – Increases operations efficiency – Predicts critical situations – Provides status events for business services – Reduces TCO**

- SAP Cloud ALM empowers customers to **understand the health of their SAP business solutions**:
  - Provides **full stack monitoring** covering processes, integrations, users, jobs & tasks, and the health of services and systems
  - Delivers **embedded alerting** for problem resolution as well as **embedded analytics** for root cause analysis
  - Acts as **collaboration platform between LOB and IT**
- SAP Cloud ALM introduces **intelligent event processing** as central routing infrastructure to enable **event correlation** and **intelligent alerting**
- SAP Cloud ALM integrates **analytics and intelligence** functionality context sensitively
- SAP Cloud ALM enables **operations automation** by integrating several automation engines
- SAP Cloud ALM provides **transparency regarding the health of business process** including event calendar and service level management





# SAP Cloud ALM for Operations – Functional Overview



# SAP Cloud ALM for Operations – Some Highlights

**Around 3 million  
alerts created  
per month**

**Around 114 million  
business process  
KPI's calculated per  
month**

**Around 3 million  
API calls executed  
per month**

**Around 2 billion  
interface calls, events  
and messages  
monitored per month**

**Around 330 million  
user activities  
monitored per  
month**

**Around 350  
thousand exceptions  
collected per month**

**Around 2.000  
live customers  
in operations**

**Around 100 million  
jobs and tasks  
monitored per  
month**

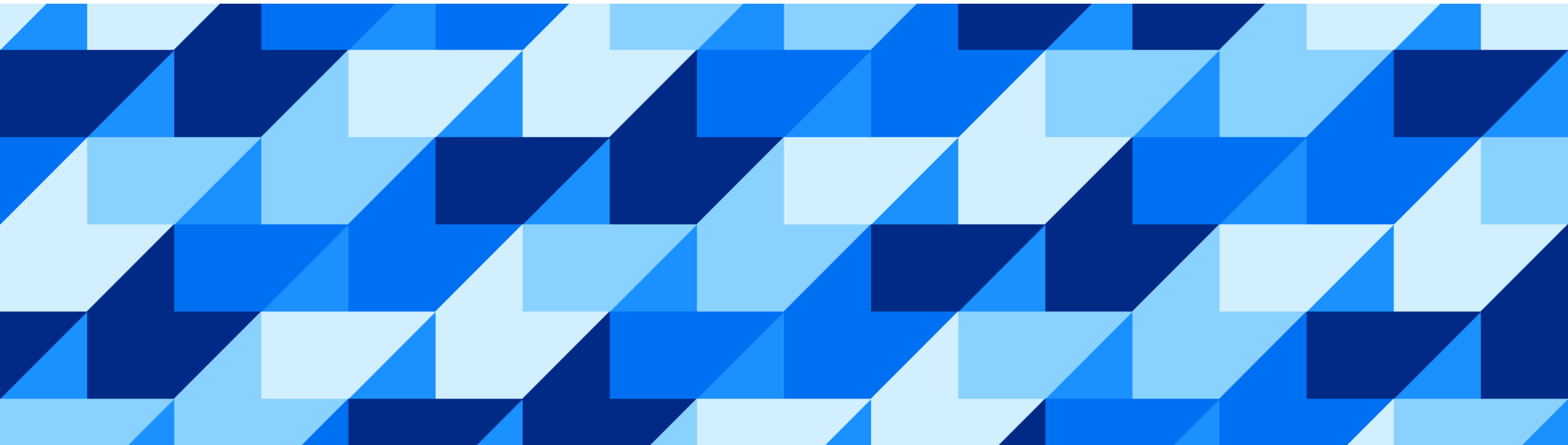
**Around 25 million  
event actions  
processed per  
month**

**Around 3 billion health  
monitoring metrics  
collected per month**

**Around 750 thousands  
services and systems  
registered in landscape  
management**

**Around 600 thousand  
notifications sent per  
month**

# OpenTelemetry @ SAP



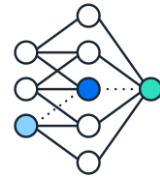
# OpenTelemetry – What is it?

Created in 2019, **OpenTelemetry (OTel)** defines a single set of **APIs** and **libraries** to simplify the collection and transfer of telemetry data.



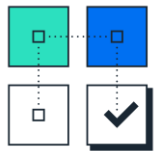
## Open Standard:

- Unified standard for **creating** and **ingesting** telemetry data.



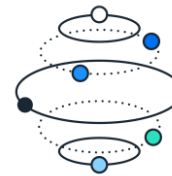
## Consistency:

- Consistent **collection** mechanism and **format** for metrics, events, logging, and tracing.



## Observability **integration**:

- Centralized and flexible observability solution to integrate different monitoring tools across cloud and applications.



## Broad Support

- Capture relevant traces and metrics with specific integrations for popular frameworks and languages.



## Ease of Use

- Automatic instrumentation agents to collect without requiring any code changes.



## Flexibility

- Send observability data to any backend with no specific vendor requirements.

# OpenTelemetry @ SAP – Goals for Customers, Partners and SAP

## **Minimize instrumentation efforts** for Customers, Partners and SAP

- Use **standard OpenTelemetry**, whenever possible → Extend standard OpenTelemetry, if necessary
- Use **auto-instrumentation**, whenever possible → Use source code instrumentation, if necessary
- Support all use cases as **standardized** as possible e.g. unified connectivity handling
- Enable **correlation by hybrid approach** of SAP Passport and OpenTelemetry (W3C context)

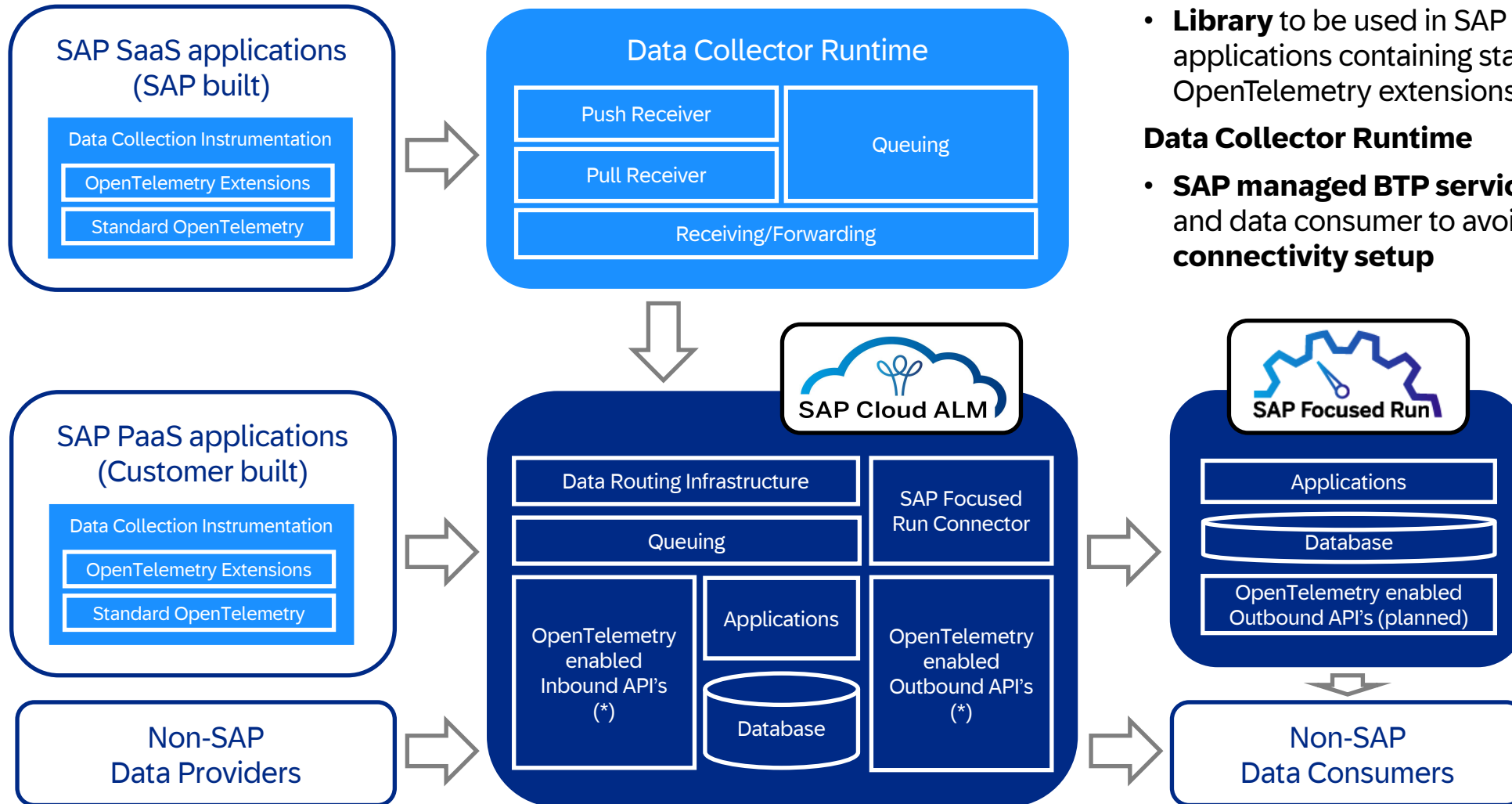
## **Minimize connectivity setup efforts** for Customers and Partners

- Replace **customer managed connectivity** (tenant-to-tenant) with **SAP managed connectivity** (application-to-application) → **No connectivity setup effort for customer and partners for SAP SaaS services**
- Introduce **unified data collector runtime** for **push based and pull based** data collection

## **Enable integration** for non-SAP Data Providers and non-SAP Data Consumers

- Retrieve data from **non-SAP data providers via OpenTelemetry** enabled inbound API's
- Expose data to **non-SAP data consumers via OpenTelemetry** enabled outbound API's
- Forward data to **SAP Focused Run**

# OpenTelemetry @ SAP – Customer Facing Observability



## Data Collection Instrumentation

- **Library** to be used in SAP SaaS and SAP PaaS applications containing standard OpenTelemetry, OpenTelemetry extensions and utility functionality

## Data Collector Runtime

- **SAP managed BTP service** to decouple data provider and data consumer to avoid **customer managed connectivity setup**

- **OpenTelemetry enabled Inbound API's** to integrate non-SAP data providers
- **OpenTelemetry enabled Outbound API's** to integrate non-SAP data consumers
- **SAP Focused Run Connector** to forward data to SAP Focused Run

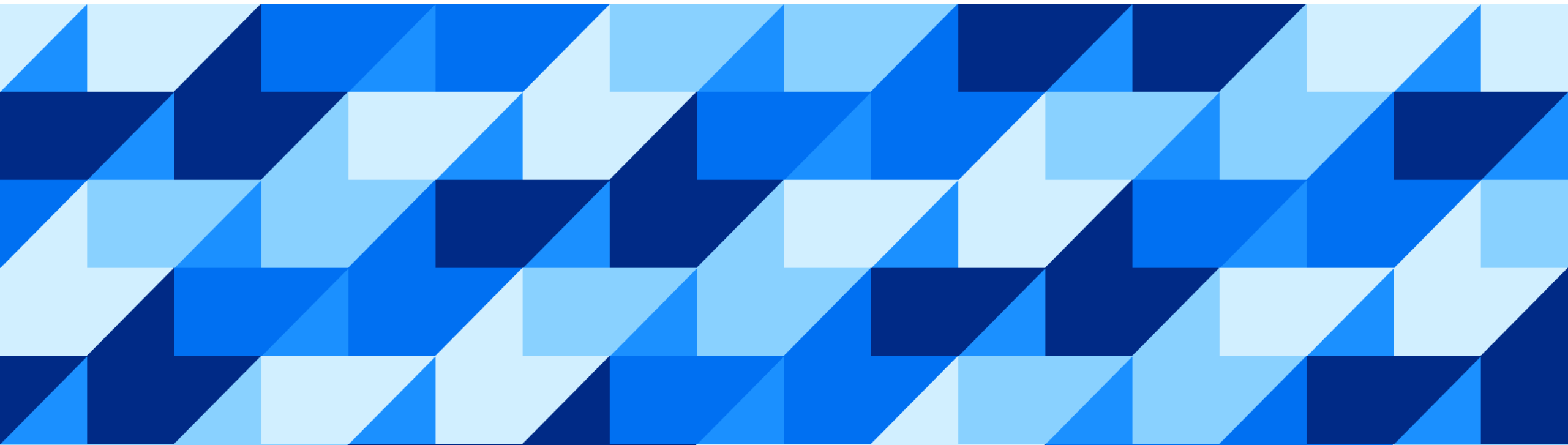
(\*) Availability see roadmap

# OpenTelemetry @ SAP - Planned Support for OpenTelemetry Signals

Use Case	Analytics	OTeL Metrics		OTeL Logs		OTeL Traces	
	Outbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound
<b>Business Process Monitoring</b>	2023	N/A	N/A	N/A	2024	N/A	N/A
<b>Integration Monitoring</b>	2023	2023	N/A	2024	2024	N/A	N/A
<b>Exception Monitoring</b>	2023	2023	N/A	2023	2023	N/A	N/A
<b>Real User Monitoring</b>	2023	2023	N/A	N/A	N/A	2023	2024
<b>Synthetic User Monitoring</b>	2023	2023	N/A	N/A	N/A	N/A	2024
<b>Job &amp; Automation Monitoring</b>	2023	2023	N/A	2024	2024	N/A	N/A
<b>Configuration &amp; Security Analysis</b>	2023	N/A	N/A	N/A	N/A	N/A	N/A
<b>Health Monitoring</b>	2023	2023	2023	N/A	N/A	N/A	N/A
<b>Business Service Management</b>	2024	2023	N/A	2024	N/A	N/A	N/A
<b>Intelligent Event Processing</b>	2023	2024	N/A	N/A	N/A	N/A	N/A

# **SAP Cloud ALM**

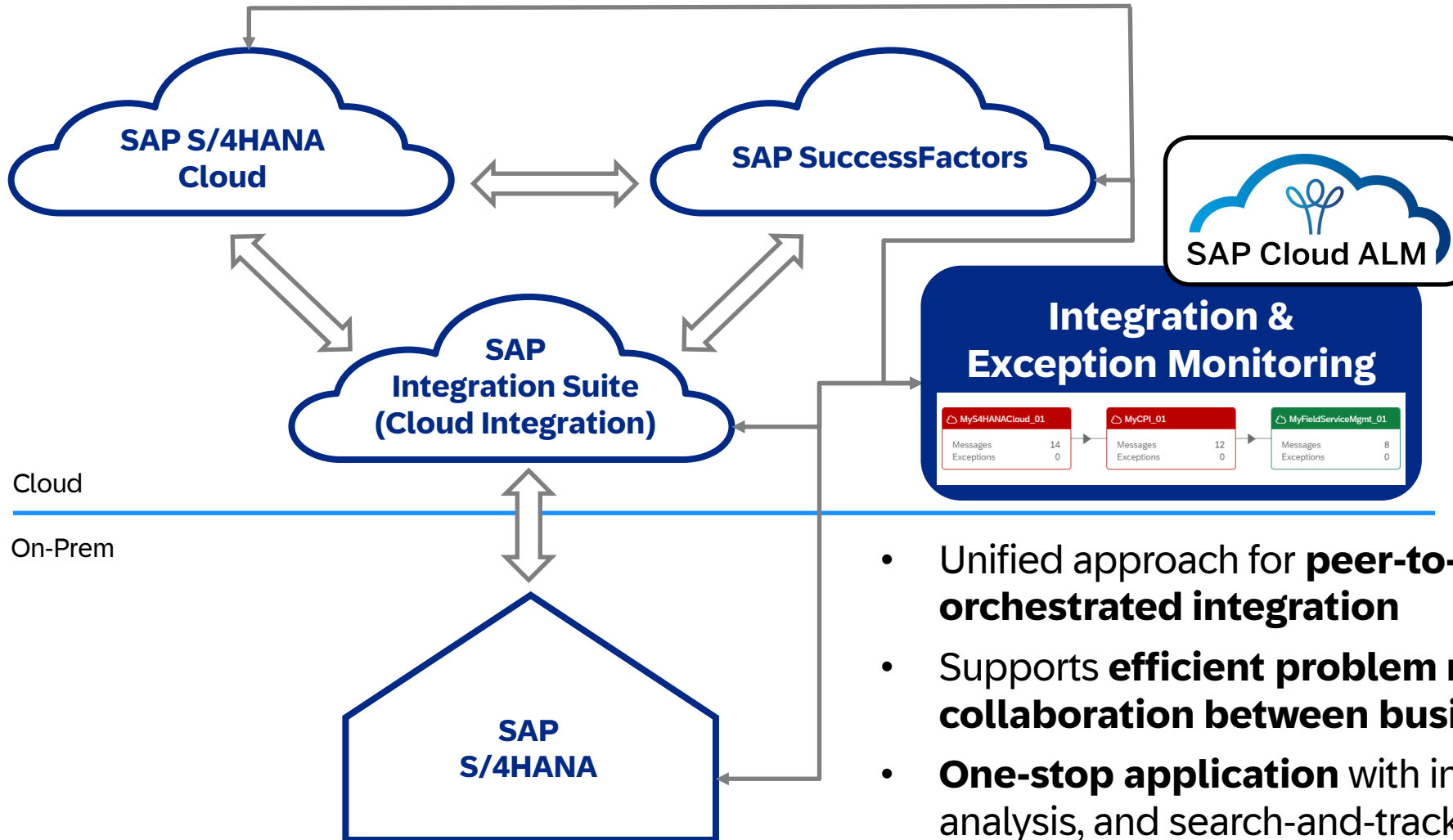
## **Support for SAP BTP**





# Integration & Exception Monitoring

Ensure Reliable Data Exchange between Cloud Services and Systems



- **End-to-End monitoring** by correlating single messages to **end-to-end message flows** across cloud services and systems
- Monitoring of **integration related exceptions**

- Unified approach for **peer-to-peer interfaces** as well as **orchestrated integration**
- Supports **efficient problem resolution** and enables **collaboration between business and IT**
- **One-stop application** with integrated monitoring, alerting, analysis, and search-and-track functionality

# Integration Monitoring for SAP BTP

## SAP Integration Suite Cloud Integration

- Monitoring of messages technically correlated to e2e message flows
- Find more details [here](#)

## SAP Mobile Services

- Monitoring of message send through SAP Mobile Services
- Find more details [here](#)

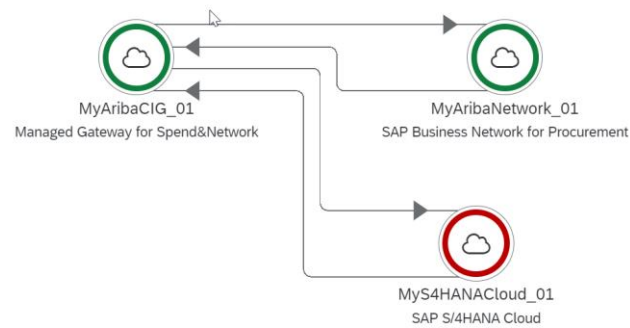
## SAP Event Broker for SAP cloud applications

- Monitoring of events processed via SAP Event Broker
- Find more details [here](#)



## Integration Monitoring

- Unified monitoring of integration artefacts
- Correlation of e2e message flows



## SAP Master Data Integration

- Monitoring of business objects handled by master data integration
- Find more details [here](#)

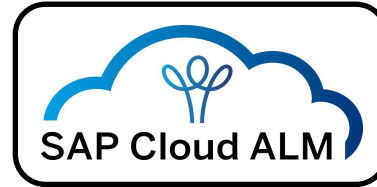
## SAP Master Data Governance cloud edition

- Monitoring of AIF messages sent to SAP Master Data Governance
- Find more details [here](#)

## SAP Data Intelligence

- Monitoring of messages sent from and to SAP Data Intelligence
- Find more details [here](#)

# Exception Monitoring for SAP BTP



## SAP Analytics Cloud

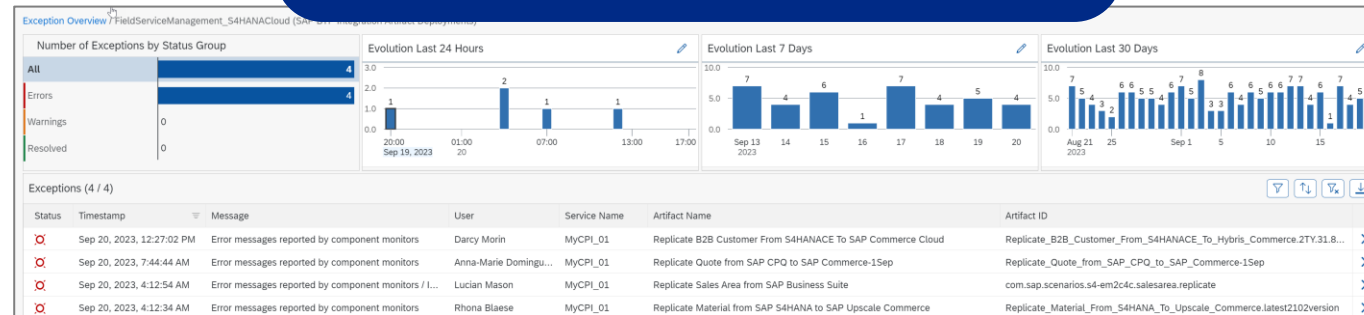
- Monitoring of exceptions in activity log, which tracks user activities
- Find more details [here](#)

## Exception Monitoring

- Unified monitoring of exceptions
- Visualization of exception details

## SAP Integration Suite Cloud Integration

- Monitoring of exceptions related to integration content
- Find more details [here](#)



## SAP BTP, Neo environment (custom built applications)

- Monitoring of exceptions in custom built java applications
- Find more details [here](#)

## SAP BTP, CF / Kyma env. (custom built applications)

- Monitoring of exceptions in custom built java applications (OTEL)
- Find more details [here](#)

## SAP BTP, ABAP environment (custom built applications)

- Monitoring of exceptions in custom built ABAP applications
- Find more details [here](#)

# Exception Monitoring for custom applications built on SAP BTP

The screenshot shows the SAP Cloud ALM Integration & Exception Monitoring interface. It features a sidebar with navigation icons and a main content area titled 'Exceptions'. Below the title, it specifies 'SAP BTP, Cloud Foundry environment' and 'TravelAgency SAP BTP, Cloud Foundry environment'. A table lists categories and their counts:

Categories	Count	Trend
JAVA Application Logs	51	→
NodeJS Application Logs	28	↘

Central Observability with SAP Cloud ALM

The screenshot displays the SAP Cloud Logging interface for 'TravelAgency'. It shows 'Server Spans' and 'Logs' sections. A table of spans includes columns for Time, serviceName, traceId, name, span.attributes.http.status\_code, and durationInNanos. A log entry is shown with a severity number of 17 and a body message: 'Currency ZAR is not maintained in S/4HANA backend system.' The interface also includes a 'Details' sidebar with a 'Log Events by TraceId' section and a 'Log Events by Severity' pie chart.

Local Observability with SAP Cloud Logging

This screenshot shows the SAP Cloud ALM dashboard with various charts and a detailed log entry. The top row contains four charts: 'Number of Exceptions by Status Group', 'Evolution Last 24 Hours', 'Evolution Last 7 Days', and 'Evolution Last 30 Days'. Below the charts, a message states: 'Currency ZAR is not maintained in S/4HANA backend system.' The log entry details include:

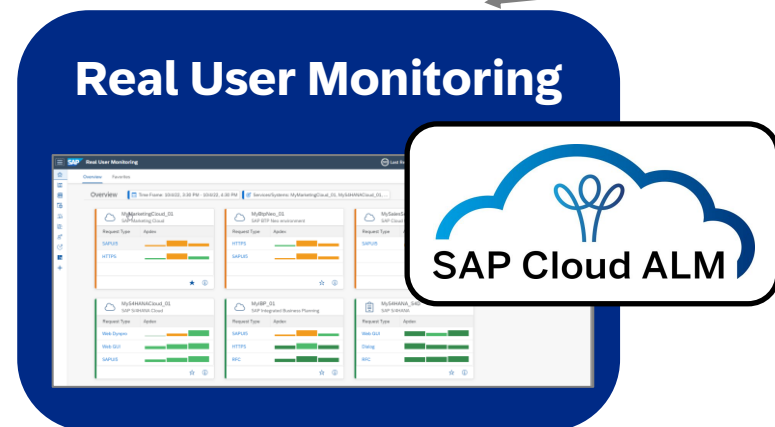
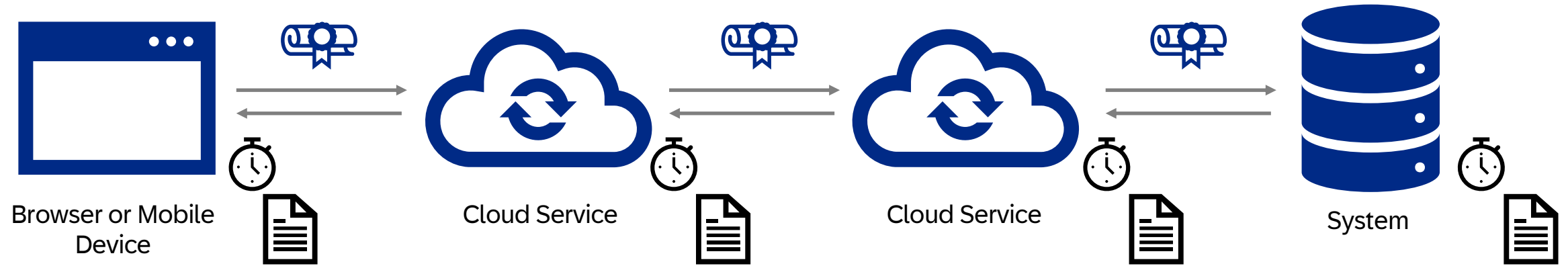
- Timestamp: Mar 26, 2024, 4:01:58 PM
- Category: JAVA Application Logs
- User: sundaresan.krishnamurthy+technicaluser@sap.com
- Cloud Service: TravelAgency (TravelAgency (zalm-poc-zqhz7oyy))
- Cloud Service Type: SAP BTP, Cloud Foundry environment
- Tenant: 80201748591
- Root URL: https://canary-cockpit.btp.int.sap/cockpit/#/globalaccount/4f2d576a-790d-4f15-8509-6885f8012020/subaccount/7f8319eb-f01d-4a40-871e-94d8a9c1325d

The bottom section shows the 'Collection Context' with a stack trace of Java code.

- Context-sensitive navigation from Exception Monitoring in SAP Cloud ALM to SAP Cloud Logging
- Log entries are retrieved by Open Telemetry based on auto instrumentation and forwarded to both tools

# Real User Monitoring

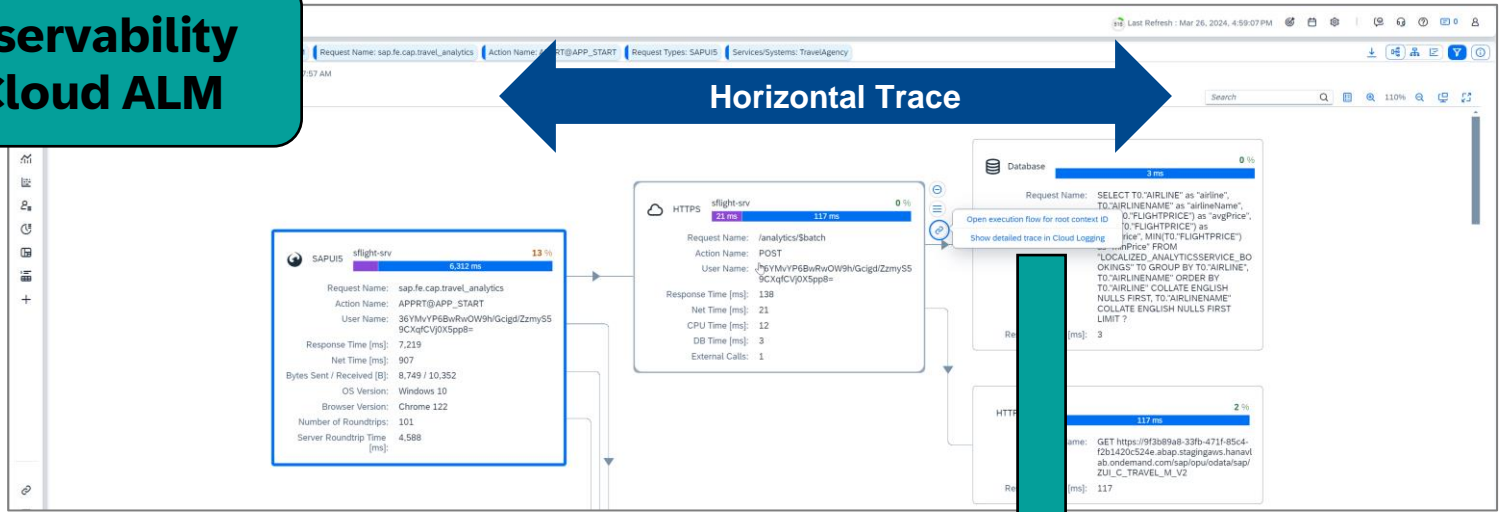
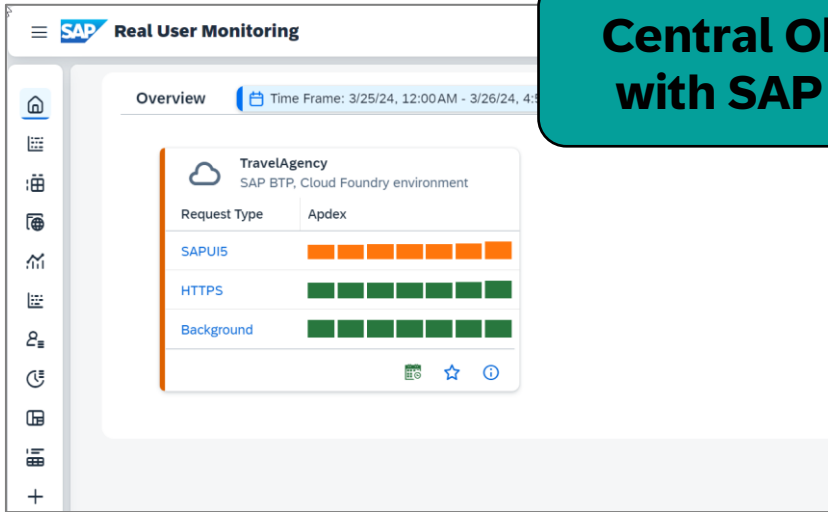
Allow to Understand Performance and Utilization from End User Perspective



- Provides transparency regarding **performance and errors as experienced by end users** as well as **utilization of business functionality**
- Measurement at frontend and server side **to identify actual root cause of performance and functional problems**
- Allows to **correlate monitoring data** measured at frontend, cloud service and/or system side to **end-to-end user request flows**

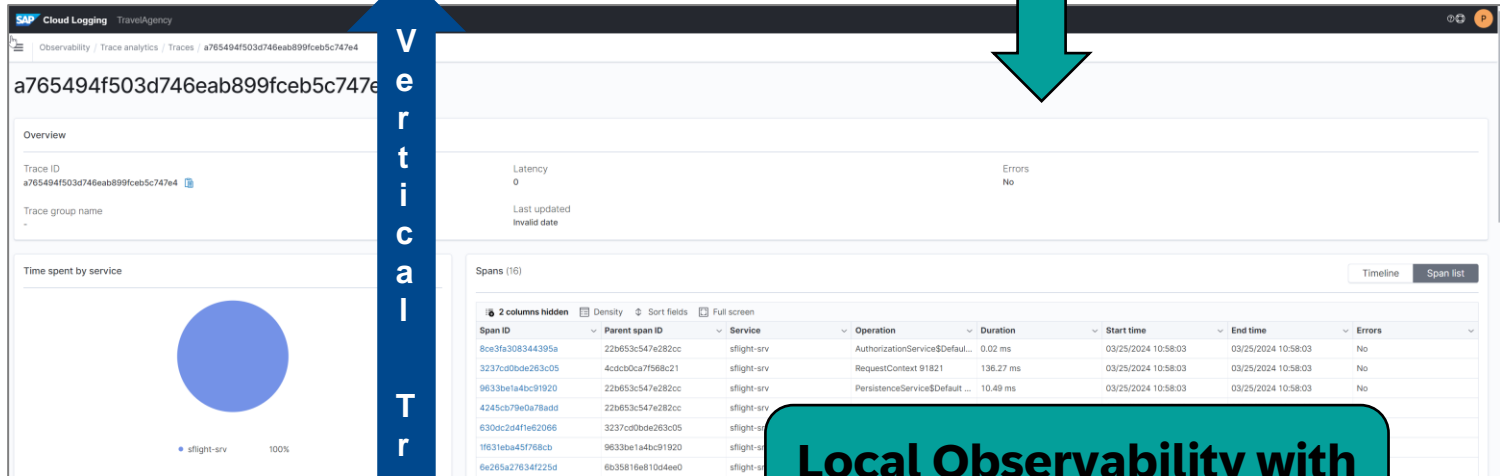
# Real User Monitoring for custom applications built on SAP BTP

**Central Observability with SAP Cloud ALM**



- Context-sensitive navigation from Real User Monitoring in SAP Cloud ALM to SAP Cloud Logging
- Traces are retrieved by Open Telemetry based on auto instrumentation and forwarded to both tools

**Vertical Trace**



**Local Observability with SAP Cloud Logging**

# Real User Monitoring for SAP BTP



- ## Real User Monitoring
- Unified monitoring of end users from performance, functional and utilization perspective
  - Correlation of e2e user requests flow based on single request data



### SAP BTP, Neo environment (custom built applications)

- Monitoring of user experience in custom built java applications
- Find more details [here](#)

### SAP BTP, CF / Kyma env. (custom built applications)

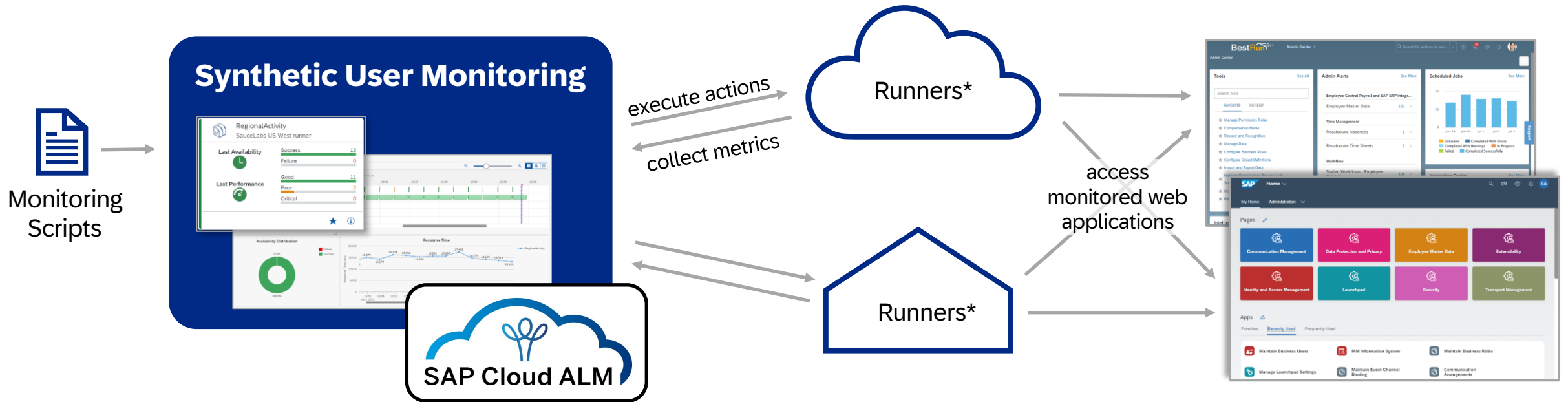
- Monitoring of user experience in custom built java and node.js applications (OTEL)
- Find more details [here](#)

### SAP BTP, ABAP environment (custom built applications)

- Monitoring of user experience in custom built ABAP applications
- Find more details [here](#)

# Synthetic User Monitoring

## Monitor Performance and Availability of Web Applications from User Perspective

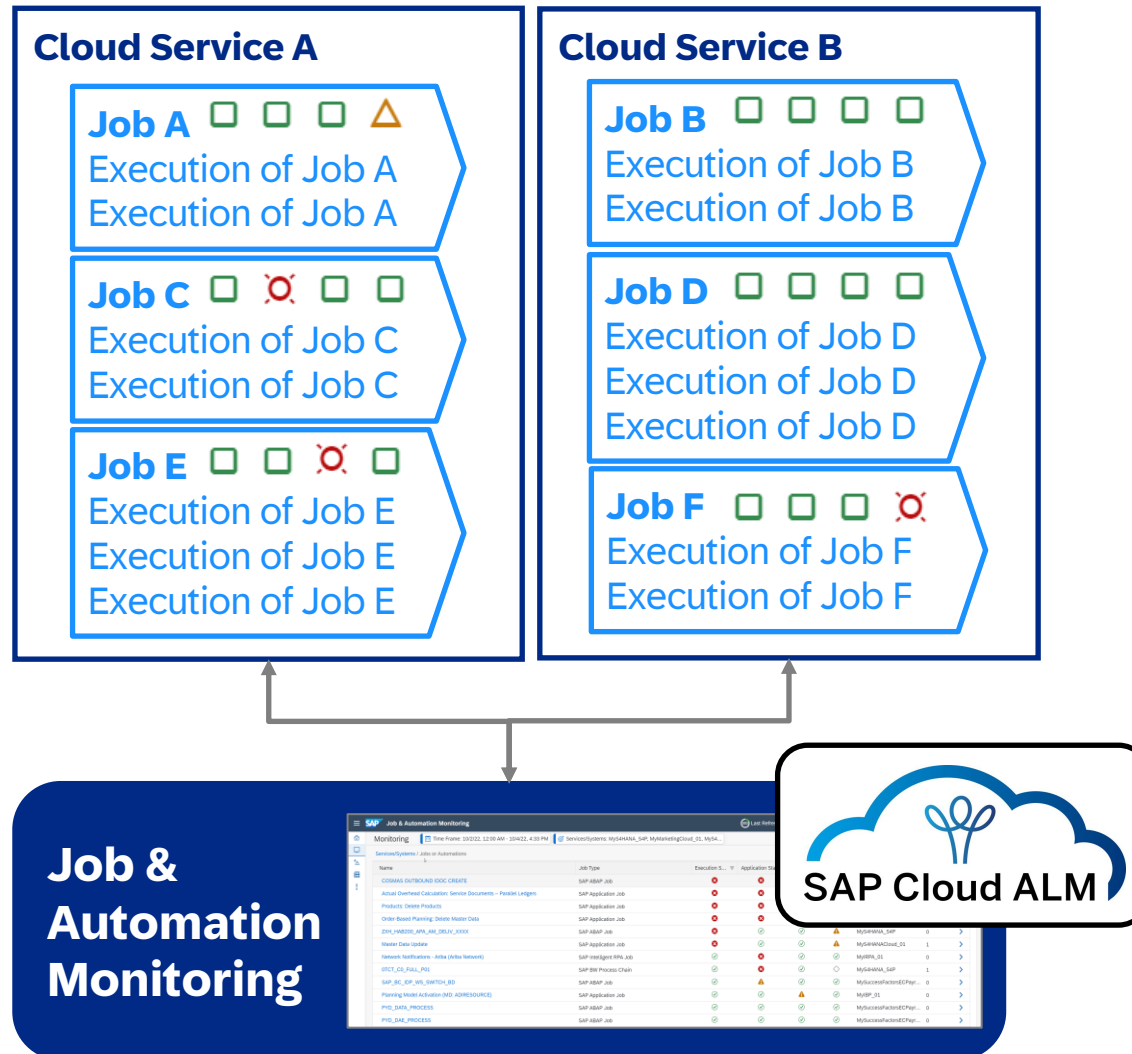


- Monitoring based on custom **Selenium based scripts** → Supports most of the web applications
- Regularly executed on **Selenium remote webdriver infrastructures**
- **Proactive problems detection:** 24x7 monitoring enables detection of performance and availability issues before end users are impacted → Runs **independently on real user activities**
- **Comparable measurements:** Monitoring relies on identical **user scenarios regularly executed** → Allows to monitor the **evolution of the performance and availability** based on comparable metrics



# Job & Automation Monitoring

Provide Transparency Regarding Job Executions & Automated Activities

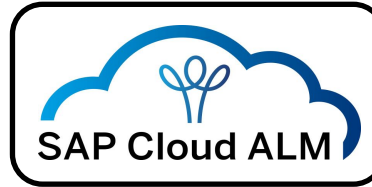


- **Monitoring** ensures **efficient execution of jobs and tasks**:
  - by monitoring **executions status, application status, start delay and response time** for jobs and tasks
  - by providing **details at job on task execution level** to enable root cause analysis
  - by **reducing configuration efforts** by making use of historical execution information
- **Embedded Alerting** enables notification of business and IT users on job & task related disruptions and exceptions
- **Embedded Analytics** allows to analyze root causes and trends based on historical data

# Job & Automation Monitoring for SAP BTP

## SAP Intelligent RPA

- Monitoring of jobs scheduled in SAP Intelligent RPA
- Find more details [here](#)



## Job & Automation Monitoring

Unified monitoring of jobs and automation tasks

## SAP Build Process Automation

- Monitoring of jobs scheduled in SAP Build Process Automation
- Find more details [here](#)

The screenshot shows the SAP Job & Automation Monitoring interface. The top navigation bar includes the SAP logo, the title "Job & Automation Monitoring", and a "Last Refresh" timestamp of "Sep 20, 2023, 5:50:29 PM". Below the navigation bar, there are filters for "Monitoring", "Time Frame: 9/18/23, 5:50 PM - 9/20/23, 5:50 PM", and "Services/Systems: MyBtpCloudFoundry\_01". The main content area displays a table of job executions with the following columns: Name, Type, Execution Status, Application Status, Start Delay, Run Time, Service/System, and Open Alerts. The table contains three rows of data.

Name	Type	Execution Status	Application Status	Start Delay	Run Time	Service/System	Open Alerts
Products_DeleteProducts	SAP Job Scheduling Service Job	✘	✘	✔	✔	MyBtpCloudFoundry_01	2
Products_UpdateProducts	SAP Job Scheduling Service Job	✘	✘	✔	✔	MyBtpCloudFoundry_01	2
Products_CreateProducts	SAP Job Scheduling Service Job	✔	✔	✔	✔	MyBtpCloudFoundry_01	2

## SAP BTP, CF / Kyma env. (custom built applications)

- Monitoring of jobs scheduled with SAP Job Scheduling Service
- Find more details [here](#)

## SAP BTP, ABAP environment (custom built applications)

- Monitoring of application jobs used in custom built ABAP applications
- Find more details [here](#)

# Configuration & Security Analysis

## Validate Configuration Items and Software Levels Automatically and Regularly

### Existing functionality

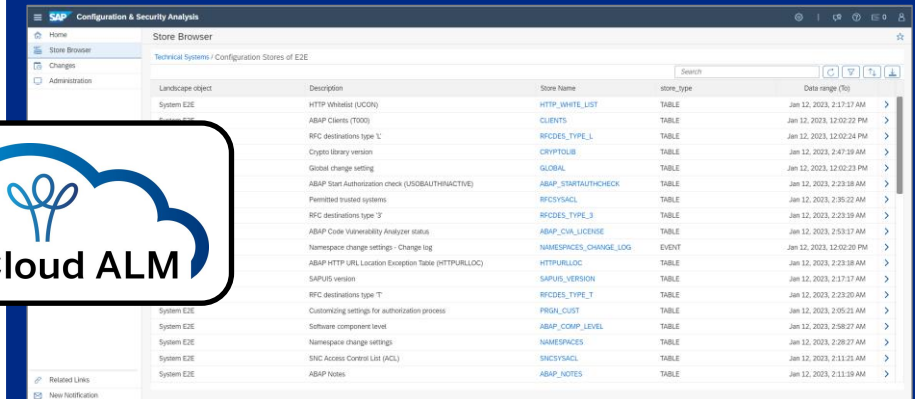
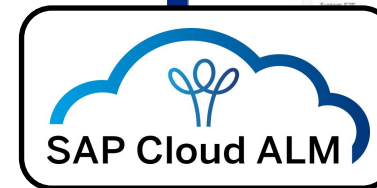
- **Regular collection of configuration items and software levels** into the configuration stores of the Configuration Change Database
- **Store browser** as user interface to **visualize content of configuration stores**
- **Change analysis** for selected scope and timeframe
- **Search capability** for pattern-based browsing into configuration items of selected scope

### Planned functionality

- **Configuration validation** to compare TO-BE with AS-IS situation
- **Embedded alerting** to notify on critical issues
- **Embedded analytics** to analyze trends and root causes for discovered problems



### Configuration & Security Analysis



Landscapes object	Description	Store Name	store_type	Date range (To)
System E2E	HTTP Whitelist (LIC00)	HTTP_WHITE_LIST	TABLE	Jan 12, 2023, 2:17:17 AM
System E2E	ABAP Clients (T000)	CLIENTS	TABLE	Jan 12, 2023, 12:02:22 PM
System E2E	RFC destinations type 'L'	RFCDDES_TYPE_L	TABLE	Jan 12, 2023, 12:02:24 PM
System E2E	Crypto library version	CRYPTDLIB	TABLE	Jan 12, 2023, 2:47:19 AM
System E2E	Global change setting	GLOBAL	TABLE	Jan 12, 2023, 12:02:23 PM
System E2E	ABAP Start Authorization check (US0BAUTHINACTIVE)	ABAP_STARTAUTHCHECK	TABLE	Jan 12, 2023, 2:35:18 AM
System E2E	Permitted trusted systems	RFCEVSACL	TABLE	Jan 12, 2023, 2:35:22 AM
System E2E	RFC destinations type '3'	RFCDDES_TYPE_3	TABLE	Jan 12, 2023, 2:35:19 AM
System E2E	ABAP Code Vulnerability Analyzer status	ABAP_CVA_LICENSE	TABLE	Jan 12, 2023, 2:53:17 AM
System E2E	Namespace change settings - Change log	NAMESPACES_CHANGE_LOG	EVENT	Jan 12, 2023, 12:02:20 PM
System E2E	ABAP HTTP URL Location Exception Table (HTTTPURLLOC)	HTTTPURLLOC	TABLE	Jan 12, 2023, 2:23:18 AM
System E2E	SAPUS version	SAPUS_VERSION	TABLE	Jan 12, 2023, 2:17:17 AM
System E2E	RFC destinations type 'T'	RFCDDES_TYPE_T	TABLE	Jan 12, 2023, 2:23:20 AM
System E2E	Customizing settings for authorization process	FRGH_CUST	TABLE	Jan 12, 2023, 2:05:21 AM
System E2E	Software component level	ABAP_COMP_LEVEL	TABLE	Jan 12, 2023, 2:58:27 AM
System E2E	Namespace change settings	NAMESPACES	TABLE	Jan 12, 2023, 2:28:27 AM
System E2E	SNC Access Control List (ACL)	SNCVSACL	TABLE	Jan 12, 2023, 2:11:21 AM
System E2E	ABAP Notes	ABAP_NOTES	TABLE	Jan 12, 2023, 2:11:19 AM

### Configuration Change Database

# Configuration & Security Analysis for SAP BTP



## Configuration & Security Analysis

- Regular collection and centralized storage of configuration items and software levels
- Store browser, change analysis and search functionality for mass volume processing

### Credential Store

- Monitoring of security relevant configuration items including recommendations from SAP
- Find more details [here](#)

Landscape object	Description	Store Name	IF	Store Type	Data range (To)	
SYSTEM_APP Administration Console	System Application Configuration	IAS_SYS_APP_CONFIG		TABLE	Dec 18, 2023, 4:02:00 AM	>
SYSTEM_APP User Profile	System Application Configuration	IAS_SYS_APP_CONFIG		TABLE	Dec 18, 2023, 4:02:00 AM	>
System IdentityAuthentication02	Landscape information	IAS_LANDSCAPE_INFO		TABLE	Dec 18, 2023, 4:02:00 AM	>
System IdentityAuthentication02	Identity Authentication Configuration	IAS_CONFIG		TABLE	Dec 18, 2023, 4:02:00 AM	>
CHARGED_APP test	Charged Application Configuration	IAS_CHARGED_APP_CONFIG		TABLE	Dec 18, 2023, 4:02:00 AM	>
CHARGED_APP BTP_App2	Charged Application Configuration	IAS_CHARGED_APP_CONFIG		TABLE	Dec 18, 2023, 4:02:00 AM	>
BUNDLED_APP GBaaS	Bundled Application Configuration	IAS_BUNDLED_APP_CONFIG		TABLE	Dec 18, 2023, 4:02:00 AM	>
BUNDLED_APP BTP_App1	Bundled Application Configuration	IAS_BUNDLED_APP_CONFIG		TABLE	Dec 18, 2023, 4:02:00 AM	>
BUNDLED_APP OpenID	Bundled Application Configuration	IAS_BUNDLED_APP_CONFIG		TABLE	Dec 18, 2023, 4:02:00 AM	>

### Identity Authentication

- Monitoring of security relevant configuration items including recommendations from SAP
- Find more details [here](#)

### Mobile Service

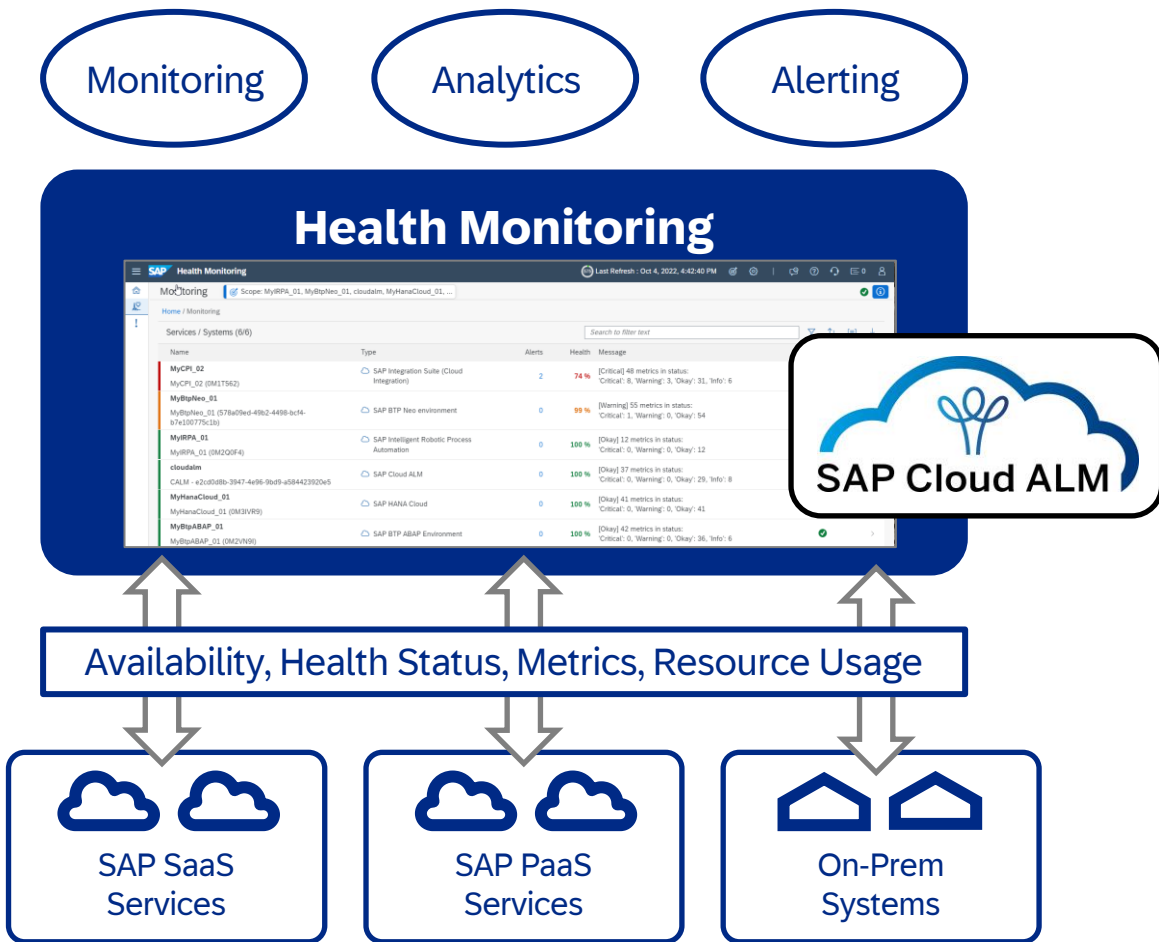
- Monitoring of security relevant configuration items including recommendations from SAP
- Find more details [here](#)

### Destination Service

- Monitoring of security relevant configuration items including recommendations from SAP
- Find more details [here](#)

# Health Monitoring

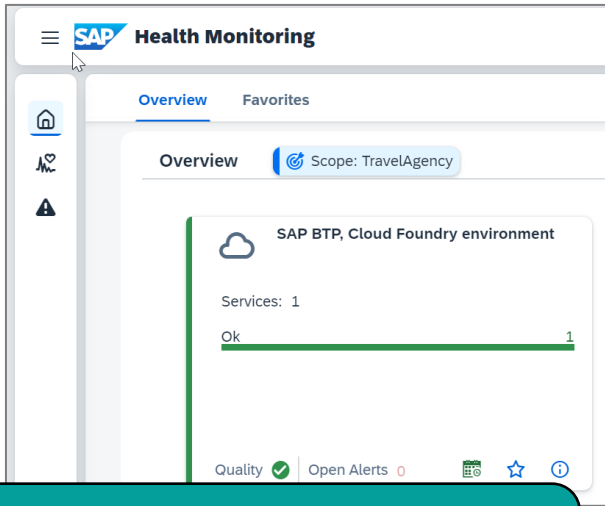
## Check Application Health of Cloud Services and Systems



- **Monitoring of technical metrics and events** for cloud services and systems:
  - By executing **application health checks for SAP SaaS services**
  - By delivering **technical metrics and events for customer applications** built at SAP Business Technology Platform (SAP PaaS Services)
  - By providing metrics for **light-weight system monitoring for SAP ABAP** based systems
- Provides **embedded alerting** including the capability to **trigger notifications and corrective actions**
- Allows **embedded analytics** to **analyze trends and root causes** for discovered problems

# Health Monitoring for custom applications built on SAP BTP

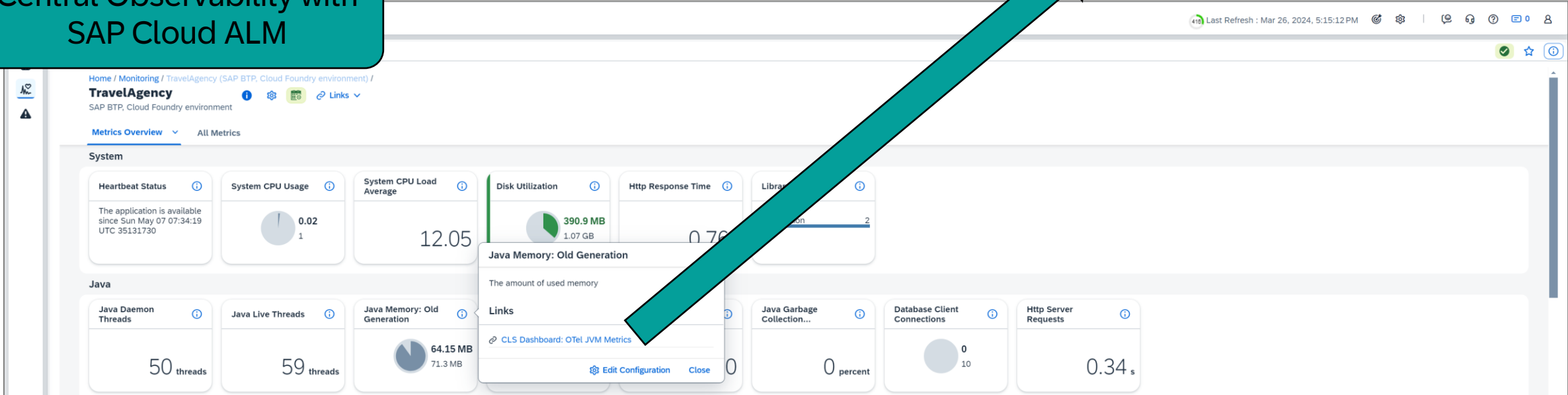
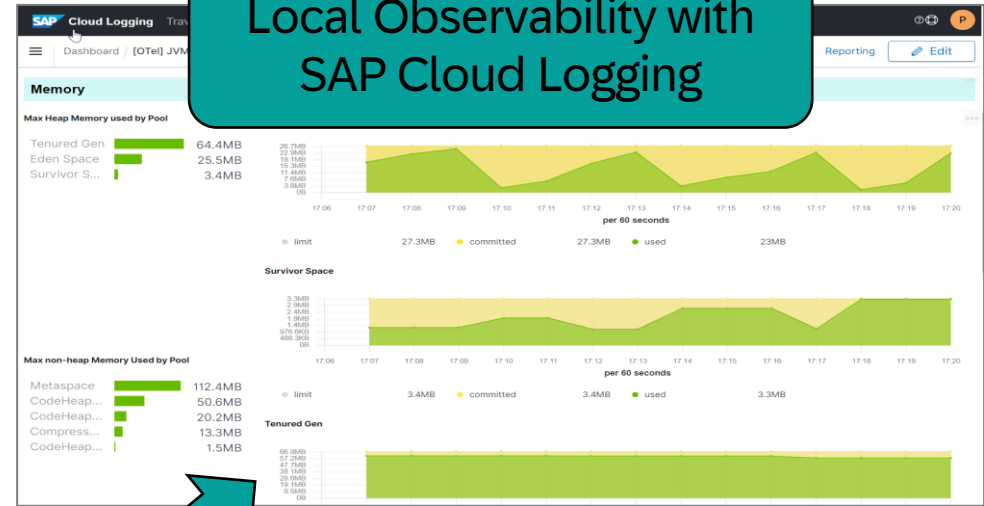
Lab Preview



- Context-sensitive navigation from Health Monitoring in SAP Cloud ALM to SAP Cloud Logging
- Metrics are retrieved by Open Telemetry based on auto instrumentation and forwarded to both tools

Central Observability with SAP Cloud ALM

Local Observability with SAP Cloud Logging



# Health Monitoring for SAP BTP

## SAP Integration Suite

Monitoring of technical KPI's in [Cloud Integration](#) and [API Mgmt.](#)

## SAP HANA Cloud

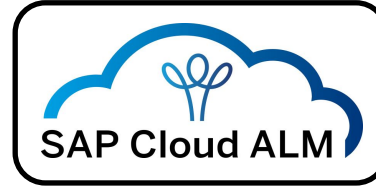
Monitoring of technical KPI's for [SAP HANA Cloud](#)

## SAP Cloud Connector

Monitoring of technical KPI's for [SAP Cloud Connector](#)

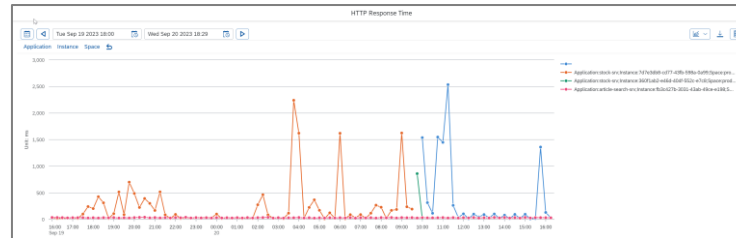
## SAP BTP, Neo environment (custom built applications)

Monitoring of technical KPI's in [custom built java applications](#)



## Health Monitoring

Monitoring of technical KPI's for BTP SaaS and PaaS



## SAP Build Process Automation

Monitoring of technical KPI's for [SAP Build Process Automation](#)

## SAP Intelligent RPA

Monitoring of technical KPI's for [SAP Intelligent RPA](#)

## SAP Cloud ALM

Monitoring of technical KPI's for [SAP Cloud ALM](#)

## SAP BTP, CF / Kyma env. (custom built applications)

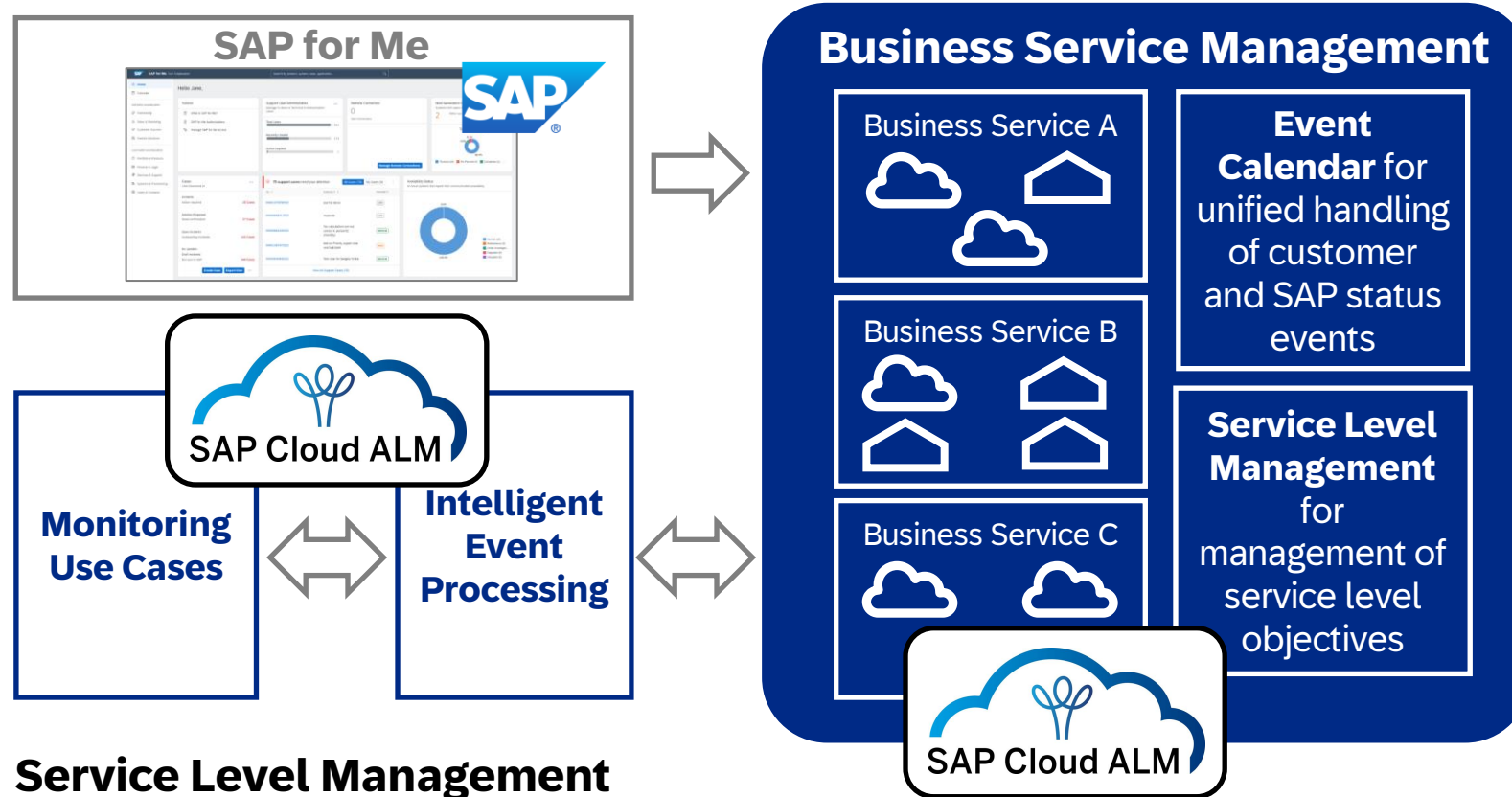
Monitoring of technical KPI's in [custom built java and node.js applications](#) (OTEL)

## SAP BTP, ABAP environment (custom built applications)

Monitoring of technical KPI's in [custom built ABAP applications](#)

# Business Service Management

Expose IT Related Information to be Understood by Business Users



## Service Level Management

- Definition of **service level objectives** at business service level
- Automatic and continuous **calculation of service level** and consolidation to business services level
- **Embedded service level reporting** including drill down

## Event Calendar

- Business service as **collection of services and systems**
- Import of **SAP initiated status** (maintenance, disruptions, degradation, communication events) including **outbound API**
- Maintenance and execution of **customer initiated status**
- **Forwarding of status events** from Business Service Management towards monitoring use cases
- **Calculation of status events** by monitoring use cases and **forwarding to Business Service Management** (planned)



# Business Service Management for SAP BTP

## Business Service Management

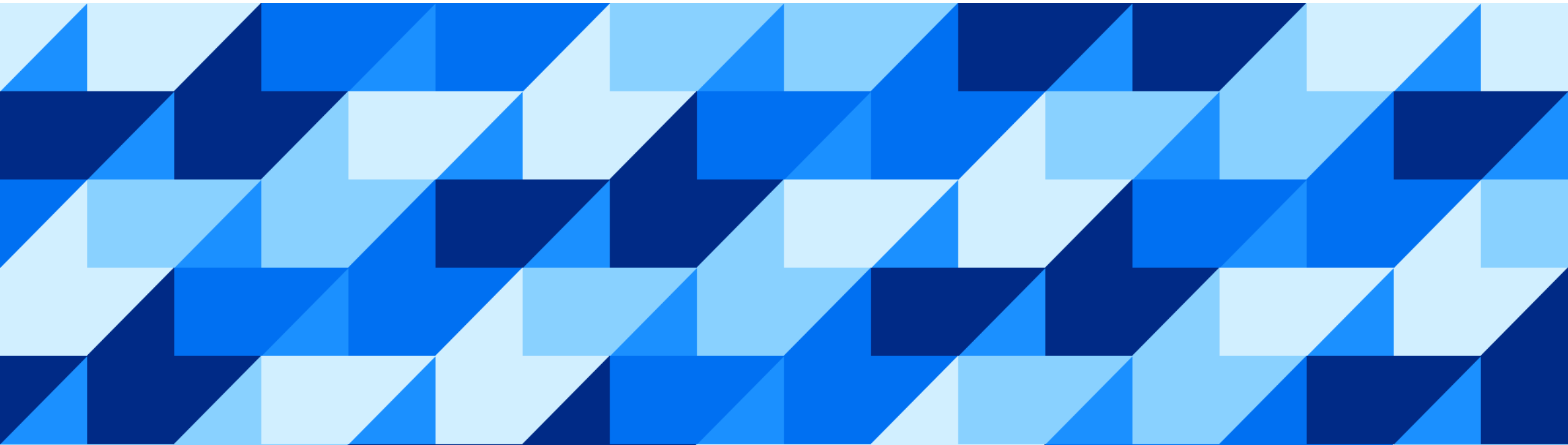
- SAP BTP SaaS and PaaS services can be summarized to business services in SAP Cloud ALM
- SAP initiated maintenance, disruptions, degradations, and communication events as available in SAP for Me are exposed to customers and can be used for customer specific service level management

The screenshot displays the SAP Business Service Management interface. The top section shows the 'Event Calendar' for 'SAP BTP Development' services, covering the period from July 26, 2021, to August 8, 2021. The calendar view shows a grid of days with event icons. Below the calendar, three detailed event views are shown:

- Event Details (1/9):** Shows event information for a 'Nightly Deployment' maintenance event. Key details include: Name: Nightly Deployment, Type: Maintenance, Source: Customer, Start Time: Jul 4, 2021, 10:00:00 PM, End Time: Jul 4, 2021, 11:00:00 PM, Duration: 1 Hour, Created By: mathias.bley@sap.com, Created At: Jun 28, 2021, 12:54:38 PM, Status: Closed, Recurrence: Yes, and Description: Apply the latest changes to the DEV environment. A table below lists the service name 'SAP BTP Development' and its type 'Business Service'.
- Event Details (1/9):** Shows the 'Action Log' for the event, detailing the sequence of actions: 'New Maintenance' initiated by mathias.bley@sap.com, 'SAP Status Update' to 'In Process', 'SAP Start' at 9:59 PM, 'SAP Status Update' to 'Closed', and 'SAP Completed' at 10:59 PM.
- Event Details (1/9):** Shows 'Service Information' for 'SAP BTP Development', including Service Name, Description (BTP tenants used for custom development), Use Case (BSM), Service Source (API), and Number of Cloud Services (3).

Remark: Generic functionality which is available for all SAP BTP SaaS and PaaS services.

# **SAP Cloud ALM Roadmap for SAP BTP**



# SAP Cloud ALM – Content Roadmap for SAP BTP

	Currently available		Planned	
Integration Monitoring	SAP IS - Cloud Integration SAP Master Data Integration SAP Event Broker	SAP Master Data Governance Cloud edition SAP Mobile Services SAP Data Intelligence	SAP IS - Edge Integration Cell Enhancements for SAP Event Broker SAP IS - SAP Event Mesh and SAP Advanced Event Mesh SAP Task Center Service	
Exception Monitoring	SAP Analytics Cloud SAP IS - Cloud Integration SAP BTP, ABAP, NEO - PaaS	SAP BTP, CF & Kyma - PaaS (java) Integration with SAP Cloud Logging (java)	SAP BTP, CF / Kyma - PaaS (node.js) Integration with SAP Cloud Logging (node.js) SAP Workzone Service	
Real User Monitoring	SAP BTP, ABAP - PaaS SAP BTP, NEO - PaaS SAP BTP, CF & Kyma - PaaS (java & node.js)		SAP Analytics Cloud SAP Workzone Service Integration with SAP Cloud Logging (java & node.js)	
Job & Automation Monitoring	SAP BTP, ABAP - PaaS SAP BTP, CF & Kyma - PaaS (java & node.js) SAP Intelligent RPA SAP Build PA (Jobs)		SAP Build PA (Processes) SAP Data Privacy Management	SAP DataSphere SAP Analytics Cloud
Configuration & Security Analysis	Credential Store Identity Authentication	Mobile Service Destination Service	Custom Domain Service Identity Provisioning SAP HANA Cloud	SAP Task Center Service SAP IS - Cloud Integration
Health Monitoring	SAP BTP, ABAP, NEO - PaaS SAP BTP, CF & Kyma - PaaS (java & node.js) SAP Build PA (Jobs) SAP Cloud Connector	SAP Intelligent RPA SAP IS – CI & APIM SAP HANA Cloud & BTP Neo DB Integration with SAP Cloud Logging (java & node.js)	SAP IS - Edge Integration Cell SAP Event Broker Platform metrics for CF and Kyma	SAP DataSphere SAP Analytics Cloud



**I need more capabilities in SAP Cloud ALM. “**

## **SAP Continuous Influence for SAP Cloud ALM.**



**Available for you!**



Implementation



Operations



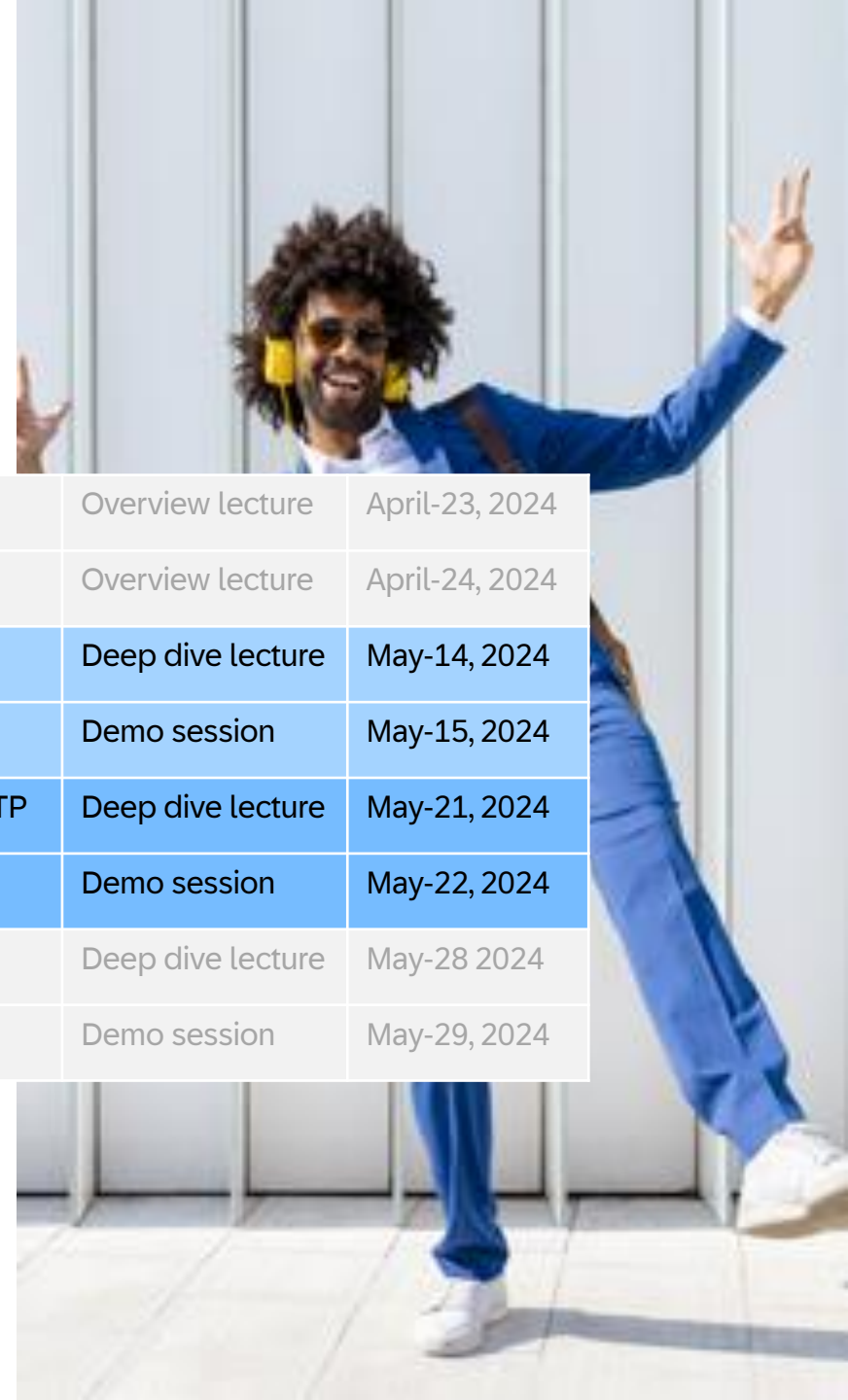
**Q & A**

# SAP BTP DevOps and Observability in Action

Whole Webcast series:

Unlock the potential of <b>DevOps</b> on SAP BTP with SAP Cloud ALM	Overview lecture	April-23, 2024
SAP Cloud ALM for SAP BTP Operations	Overview lecture	April-24, 2024
<b>Logging and Alerting</b> with SAP Cloud ALM for your apps on SAP BTP	Deep dive lecture	May-14, 2024
Get a Demo on the Unified Alerting and Logging Approach on SAP BTP	Demo session	May-15, 2024
Reduce your operation efforts with SAP Cloud ALM, SAP Automation Pilot and the Terraform Provider for SAP BTP	Deep dive lecture	May-21, 2024
Get a Demo on How to <b>Automate</b> Technical Operation Tasks for Running your Application on SAP BTP	Demo session	May-22, 2024
<b>Deliver</b> Content on SAP BTP	Deep dive lecture	May-28 2024
Get a Demo on How to Combine CI/CD with Transports for Speedy and Controlled Delivery	Demo session	May-29, 2024

Link to series: [SAP BTP DevOps and Observability in Action](#)



# Thank you.

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## Additional information:

SAP Cloud ALM for Operations Home Page:  
<https://support.sap.com/en/alm/sap-cloud-alm/operations.html>

SAP Cloud ALM for Operations Expert Portal:  
<https://support.sap.com/en/alm/sap-cloud-alm/operations/expert-portal.html>

SAP Cloud ALM Online Help:  
<https://help.sap.com/docs/cloud-alm>

