Valton Berisha
Graham Henderson

Why you need
SAP Solution Manager 7.2

Realizing the Value
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Realizing the Value

- A Brief History of SAP Solution Manager
- Why do you need Solution Manager
- Maturity Model
- Putting SAP Solution Manager to Work
- SAP Solution Manager on HANA
- Digital Transformation
- SAP Landscape Management LaMa 3.0
- SAP Focused Solutions

by Valton Berisha and Graham Henderson
Why you need SAP Solution Manager 7.2
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Preface

The last book was released in conjunction with SAP Solution Manager 7.2. The idea at the time was to steer clear of the technical topics and not delve too deeply into any specific topic about the capabilities of SAP Solution Manager 7.2. The reasoning was to not add to the mountain of already available content across all media types. Instead, I wanted a quick read for anybody new to SAP Solution Manager to quickly get a feel for the product’s new features, what it does, and where it fits into SAP eco system. I wanted to give just enough info so that a high level understanding is gained and the reader would then be free to invest their time in the right direction gaining a better understanding in the area of interest.

This time, I decided to focus on the softer side of SAP Solution Manager. By softer side, I mean, the “Why?”

I want to introduce what I call the ‘Maturity Model’ and how it guides you on your SAP Solution Manager Journey. To try answer the “Where do I start?” question, I have also attempted to align the typical operations and technical requirements back to the product’s capabilities without getting caught up in the technical jargon.
To be fair to the entire SAP Eco system, I also want to extend the visibility of the reader to the greater SAP Solution Manager Eco system where other vendors are extending the capabilities into their areas of expertise enriching the ability of SAP Solution Manager to be central to your IT and possible business strategy.

I want to be able to encourage new conversations around SAP Solution Manager. Conversations that are about looking back and speaking with confidence about how the organization, at some level, is in a better position because of what SAP Solution Manager was able to offer.

I'm not talking about Early Watch Reports that went from Red to Yellow to Green. (It is important, but there is a bigger conversation). I talking about improved visibility, stability and embracing the requirement's cycle with confidence and everything that comes along for the ride.

*Graham Henderson*
Thanks to:

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Thanks to the entire PrimeALM Team

*Valton Berisha & Graham Henderson*
Introduction

I had an interesting meeting with customer several years ago and I was accompanied by one of my junior staff members. The meeting started off as a simple overview session on SAP Solution Manager's capabilities, however, it quickly escalated into a strategy session and their SAP Solution Manager Roadmap was born. After the meeting, my staff member asked me how did I manage to take the overview and build a strategy so quickly. I answered jokingly “Wing it”. (Just in case you’re wondering, it was a good strategy and it worked.) I sat with my staff member and tried to explain my thought process and cram 20 years of SAP knowledge into his head in 10 minutes. I failed.

I never spared much thought after that about the event, until recently, while addressing some new staff members. It got me thinking, and after some introspection, I realized that what I had ‘winged’, I had actually been doing over and over and nothing had been ‘winged’ at all, but instead I had been applying sound concepts and strategy based on accumulated knowledge round SAP Solution Manager and the SAP eco system. I had just not defined it and given it a name.

I needed to see if a non-technical model or concept could be modeled that could be understood quickly and clearly. I decided to focus on the invisible layer that surrounds SAP Solution Manager 7.2 that has become ever more visible to us over the past years as we engage with customers on their SAP Solution Manager journey.
This layer, for want of a better word, I will refer to as the Maturity Model. This Model is the culmination of many conversations and engagements with customers as well as internal sessions with our SAP Solution Manager teams trying to come to grips with the often asked question: 'Why do I need SAP Solution Manager?'

In answering this question, we asked ourselves another question: "OK, so I've installed Solution Manager, where to now, and where do I start?"

Having SAP Solution Manager installed is not the goal; it's only the beginning. I often refer to the SAP Solution Manager Journey. For anything to be journey, there must be a starting point, and at anytime, you should be able to look back over the path covered and see progress. Being busy for the sake of being busy is not a Journey, that's treading water. You will get tired.
A Journey should invigorate you, it should take you to new places, and it should improve your life. This may be too philosophical for an IT book, but the core principle is there.

The SAP Solution Manager Maturity Model is that journey. It helps define where you are, where would you like to go and it helps you get there. Each journey is unique, but the fundamentals are common to all SAP Solution Manager environments irrespective if on-premise or in-cloud.

The Maturity Model is evolving every time I speak to customers and we identify better ways to approach problems, however, the overarching guiding principles have survived many iterations and I feel confident enough that their obsolesce is far away enough that I can put them to paper for the greater audience.
A Brief History of SAP Solution Manager
A Brief History of SAP Solution Manager

Before we get to the main reasons for this booklet, I thought it relevant to give a brief history of Solution Manager. This might seem a trivial exercise, especially in the software world, where software obsolescence is not far behind hardware obsolescence. Once a new version is released, who cares about the older one? Well, this might be the case for some categories of software, however, I believe, when it comes to the categories of software that, through evolution, become more relevant and more powerful, their history is important.

This history gives the software credibility, as it makes the user aware of the process the software went through, as the designers and developers learnt from their mistakes and fine-tuned its capabilities. It also gives the user an idea of how the software has evolved to align to the needs of the market in order to stay relevant.

The fact that you are reading this, makes me feel safe to make the following statement: The SAP software suite, and I use this loosely, is complex, large and can be overwhelming. It is also in a constant state of change. I’m not here to argue marketing verse reality. I’m just stating what I have experienced over the past 20 years. SAP Solution Manager has been around in some form or another since the start of the Millennium. That sounds really awesome. It equates to around 17 years.
The Early Years

The first trace of what we refer to as SAP Solution Manager today was in fact a piece of desktop software called ASAP. It was released around 2000/2001 and this was soon replaced by ValueSAP. These two initial releases were aimed at assisting SAP implementation teams to build their respective solutions with a better understanding of the SAP Process Design and project roadmap using the SAP AcceleratedSAP (ASAP) methodology.

During these early years, the focus was very biased towards supporting SAP implementations, as this was a boom time for SAP implementations.
The Middle Years

In the middle years, the ASAP methodology was migrated to the SAP Technical stack and SAP Solution Manager 2.0 was born. This allowed for the centralization of the project efforts as apposed to having multiple desktop installations of the ASAP/ValueSAP software and possibly just as many ‘productive’ representations of the project effort.

As the versions increased from version 2.0 to 3.2 to 4.0 and then to 7.0 significant changes and refinements were made to enhance the product’s ability to function as a service desk, manage the change cycle and primarily be the project memory by being the document repository for the all the relevant project artifacts. These artifacts were stored in the now familiar 3 level breakdown structure of the Solution Documentation using the infamous SOLAR01 and SOLAR02 Transaction codes.

An added benefit to moving the solution to the SAP stack, was the ability to connect the System to the SAP backend to enhance the support cycle. It also now allowed the users to drill down into the underlying SAP systems via the process step Transaction Codes and IMG object links. The ultimate aim was to create a central project repository and integrated toolset for implementations and the subsequent operational support.
The Mature Years

When Solution Manager 7.1 was released, there was a general enthusiasm in market, as this version was seen as the version that finally meant SAP Solution Manager was ready for the market. The main focus for 7.1 was to provide capabilities that were solid and could support the operational needs of the SAP landscape. Although many patches were released to get it to a point where it did meet the market expectations, the cool stuff was always in the next patch. Despite this, it did set the groundwork to position SAP Solution Manager into the COE and general operational arena as a valuable toolset.
SAP Solution Manager 7.2 is now here. It has been a long journey for the product. From humble, yet optimistic, beginnings to a strong toolset able to support application and business operations, as well as manage the lifecycle of the application environment.

The last two releases of SAP Solution Manager and their subsequent service packs have focused on ensuring the product is strong enough to support the SAP landscape from and operational perspective and in the case of SAP Solution Manager 7.2, the project implementation and ongoing requirements lifecycle.
SAP Solution Manager 7.1 and 7.2 would have not been possible had SAP Solution Manager not been through its evolution. As the product matured, it set the foundation for the next level of capability. Yes, it was not always a smooth ride, and although the capability was there, sometimes it did not meet the market expectations, or did not quite satisfy the operational or project needs of the SAP customer base.

However, a large number of these shortcomings have been addressed, and I believe so will any current and future shortcomings be addressed. As I mentioned earlier, the SAP landscape is forever changing to align to the needs of the client base, so will the pressure for SAP Solution Manager to keep up, if not lead, always be there.
Why you need SAP Solution Manager
Why do you need Solution Manager?

Why is SAP Solution Manager so important as part of the IT and sustainability strategy? When you break the product down into its pieces and categorize them onto when they are most likely to be used and by whom, the picture becomes clearer. As I mentioned earlier, SAP Solution Manager is not one solution, it is, instead, a collection of tools that provide capabilities and offer insight to the underlying SAP landscape.

![Diagram of Solution Manager components]

The value proposition is to understand how to harness these outputs and apply them to the business to assist with the drive for efficiently, better utilization of operational budgets and contribute to the governance and control of the business.
SAP Lifecycle Strategy

I have spoken to many CxO's over the past several years, and knowing that SAP Solution Manager was not ‘ready’ I never paid much attention when I discovered that SAP Solution Manager was very seldom, or mostly never, aligned to the longer-term SAP landscape strategy. What I mean by this is, if the customer was planning a major upgrade, little consideration was given as to how SAP Solution Manager can assist with the work effort and possibly reduce the scope or effort or even reduce the risk of the exercise.

In more recent conversations, I would have expected this trend to change. It has, but not at the pace that it should. The migration to Suite on HANA with the long-term view of maybe migration to S/4HANA is a prime example of where SAP Solution Manager can assist.
However, trying to get assistance one week before cutover is not going help. There needs to be a longer view, and the only way SAP Solution Manager is going to assist, if it is taken into consideration correctly.

Looking at the long-term view of what needs to be accomplished in the SAP landscape, each event can be mapped and the corresponding capability within SAP Solution Manager identified and possibly implemented in order that the respective outputs are available in time for analysis and action.

From business requirement to release
SAP Center of Excellence
A fundamental question that CIO’s and CTO’s revisit almost annually is generally around how to do more with either an unchanging or shrinking budget. This is then followed by trying to gain insight into which areas have operational inefficiencies and how can these be improved.

The answer lies in the establishment of a Center of Excellence (CoE), which is loosely defined as a coordinating function (i.e. a team that provides leadership), which enables the consistent delivery of change initiatives in a well-organized fashion using best practices and a competent staff complement.
The main CoE can be sub-divided into smaller CoE's, for example, for SAP Landscapes, an organization can establish a SAP CoE, where the combination of SAP Solution Manager with a well-structured Operations Control Center (OCC) and Innovation Control Center (ICC), can ensure value realization and strategy alignment.

The Innovation Control Center is probably the easiest place to start, as you need to build your SAP Landscape like a factory, before you can run it like a factory. This can be achieved by ensuring your SAP solution is well documented and integrated into your change process to ensure that all changes are well documented and the processes are constantly updated. This results in your process repository being a living document.
For these two areas, SAP Solution Manager offers Solution Documentation (Process Management) and Change Control Management, which can be integrated to other 3rd Party software if necessary.

In the area of Quality Assurance, SAP Solution Manager further offers the Test Suite which includes: Manual Test Management, Component Based Test Automation (CBTA) Scope and Effort Analyzer (SEA) and Business Process Change Analyzer (BPCA) for test scope optimization, which is where SAP customers will benefit the most and ensure significant cost reduction.
Once the innovation has been successfully created, tested and moved to the Productive environment, it then becomes the responsibility of the Production Operations to ensure minimal disruptions to the business. The OCC must therefore be established to ensure pro-active and reactive monitoring, but more importantly, pro-active monitoring which introduces a shift in the traditional way of doing things. A team that monitors the environment on a constant basis should perform the pro-active monitoring.

This team is critical to ensure minimal disruptions, as they are the first line of defense. They start resolving issues as and when they arise, which will in turn minimize the number of critical issues that occur in Production by the use of documented procedures that can be re-used by different people. The use of documented procedures is important because this area of the IT Organization tends to have a high staff turnover. This results in reduction of the Total Cost of Ownership (TCO) as more and more issues can be resolved by staff with less specialized skill sets as opposed to relying on highly skilled staff to attend to routine or repetitive problem solving.

The reactive monitoring must be seamlessly integrated into the IT Service Management process to ensure quick and efficient resolution of critical issues. This can be achieved by ensuring the relationship between the technical landscapes and Business Processes is known and can be used during Incident and Problem Management, which will avoid multiple experts unnecessarily working on the same problem or multiple problems with the same root cause.
Deciding whether to outsource or insource these centers is often debated. Experience tells us that the IT Organizations need to take ownership of the ICC and OCC (i.e. it must be insourced with the assistance of a knowledgeable Run SAP partner instead of outsourcing it) as this will encourage high rate of adoption for the processes and an improved relationship between the Business and the IT Organization.

The data provided by the ICC/OCC cannot be looked at in isolation as purely technical. If this were the case, it would be easy to outsource it, as there would be no need to interpret the data in a business context. The fact that the ICC/OCC is highly contextualized to the respective business, supports the recommendation that it should be owned by the business and operated by the business, and if necessary, in conjunction with the necessary specialized SAP partners.
IT and Corporate Governance

The world is on a constant to path to create efficiencies in existing environments and at the same innovate. In order to attempt to retain control and a measure of safeness that, as these new and existing technologies, methods, concepts and effects have on us, there is growing need to have and introduce new frameworks around which the various business sectors of the world need to operate within. Some of these frameworks are very well established and entrenched, for instance, the Banking and Pharmaceutical industries. Others are still being defined

ISO     ISA     TQM
SOX     GMP

Irrespective of the framework or its maturity, there is an opportunity for SAP Solution Manager to contribute the governance effort required by a business to confirm to their respective governance frameworks. There is no silver bullet here, however, as these frameworks mature and cross from the policy and procedure area into the IT systems, the task of validating for compliance has become more complex and time consuming.
There are obviously too many of these Frameworks across the multiple industry sectors in the world to give specific examples, however, the opportunity still exits. SAP Solution Manager is capable of providing a wealth of information depending on the capabilities that have been deployed. This information has the potential to either fully validate an aspect of an audit, or maybe provide a part of the audit contribution.

There is a very low probability that a framework auditor has the necessary understanding of what SAP Solution Manager can offer, and there is also a low probability that the consumer of SAP Solution Manager is fully aware of what can be used to satisfy an Audit.

The trick here is to try bring these worlds together outside of the audit exercise and identify from the audit requirements, what information is required to satisfy the audit, then working with the SAP Solution Manager experts identify the key capabilities that are able to make the relevant data available.
A simpler example is the use of SAP Solution Manager's Change and Release Management (ChaRM) capabilities to create a fully traceable change history for code and system configuration changes. Using ChaRM reporting as part of an audit submission is pretty widespread and probably obvious to a lot of readers.

I want to raise the bar here, and bring executive liabilities into the conversation. Depending on the respective Company's Acts around the world, more and more emphasis is being placed on the potential liability that is carried by the directors or executives of the businesses. I can't possibly know all the rules and the legal implications and don't pretend to be an expert either, however, where these circumstances exist, they are being taken more seriously as each audit cycle is commenced.

Here again, SAP Solution Manager can assist. The technical output might be too far from the audit requirement in terms of content, however, the collective summary of the output, creates an audit message of effective control and governance of the underlying systems and operation thereof, thus bubbling up to satisfy the higher level audit requirements.
Maturity Model
Maturity Model

Installing SAP Solution Manager with a purely technical view of the product may not result in the full benefits being realized. To a degree, configuring the various capabilities whether aiming at cleaning up the custom ABAP repository, or attempting business process monitoring will yield results.

However, experience has taught us that in order to truly position SAP Solution Manager as value adding component in the IT strategy, there needs to be a defined path with some sort of feedback loop to ensure that steady and constant progress is being made as the various capabilities of SAP Solution Manager are deployed, adapted and finally adopted. Having a roadmap is only one part of the process. Tracking and maturing that roadmap is often overlooked. Hence the Maturity Model.
A typical Maturity Model is based on the concept of a growth or improvement path that relies on grouping activities or statuses into levels that are traversed as the path is followed. For example, in a pyramid set-up, each higher level builds on the strength of the lower levels.

Assuming you start at the lowest level, certain qualifying criteria are identified together with activities that need to be performed and evaluated before progressing to the next level. Typically, before applying a Maturity model to a real life context, some sort of assessment is carried out with the prescribed context to identity whether or not the satisfying criteria for the lower levels have already been met. This sets the starting level or, identifies the gaps that are needed to satisfy a particular level in order to progress to the next.

SAP Solution Manager’s Maturity model is no different. It does however have an additional dimension and, depending on the scope of the implementation, there can be multiple instances of the Model being applied at any one time all traveling at their own pace.
Maturity Model Layers
In the case of this Maturity Model, the layers are as follows: (Starting from the lowest)

Layer 1 – Platform Readiness
The first layer being the technical foundation is probably the most important. If the system is not setup correctly, or is missing key configuration steps or notes, there is a strong possibility that the addition of later functionality will either be flawed or not operate as designed.

Trying to build the required capabilities on a shaky foundation only leads to frustration with the product, and often, with the engaged partner.

There is no need to configure for every capability in order to start the build for any one required capability, however, the fundamentals do need to be put in place, as the integrated nature of the product requires that some overlap configuration must be completed properly.
Generally, the technical readiness level is reached once the system is able to provide the *First Output* for the required capability. Once this output is created/generated/visible, we can move to the next level for these specific capabilities.

This first level will be re-visited when the next set of capabilities are identified and their specific journey through the Maturity Model is started.

**Solman Setup**

- ✔️ Step 1
- ✔️ Step 2
- ✔️ Step 3
- ✔️ Step 4
- ✔️ Step 5
Layer 2 – Visibility
The objective of the second layer is to consume and examine the outputs from the system. The idea here is to gain insight as to what the system is doing in its current state. Depending on the capabilities being deployed, this information ranges from the Early Watch Alert Reports to Business Process Analytics exposing a view of the technical landscape to the process behavior respectively.

Gaining access to all this output empowers the respective teams to interpret the information and get a better understanding of what is 'normal' for the systems. Whether it's acceptable or not is another question. However, with the new knowledge gained, action plans and activities can be planned to hopefully improve the status quo.
Layer 3 – Stability
Once visibility has been gained, we now move to driving for the stability of the SAP landscape. Depending on the outputs generated and consumed during the visibility phase, some sort of direction should be chosen to focus on the items that need to be attended to in order to enhance the landscape stability.

Sometimes the work effort to solve a larger problem that has been exposed is too great to be accommodated in the current time frame or budget. This is acceptable, at least the awareness is there, and proper planning can be done to address this issue in the near future. (Assuming it’s not too critical).

Generally, the trend here is to aim for the 'low hanging fruit'. Aim for the adjustments that require very little effort or create minimal disruption, but make a significant step towards stabilizing the landscape. These adjustments can range from system parameter changes to creating a more structured change and patching cycle.

We have often seen that making these, sometimes, minor changes, have had a significant knock-on effect and eliminated other performance issues that have plagued the landscape.
Layer 4 – Performance
Performance. All operational managers want their SAP systems to run as fast as possible and give the user a very responsive experience. Maybe one day we will all experience instantaneous and possibly predictive computing. But until then, we do what we can to make SAP as pleasant as possible.

The line between stability and performance is very blurred, as changing parameters for stability can influence the performance in a positive way. Making changes to enhance performance also contributes to the SAP system’s stability.

Depending on the capability being deployed, adjusting the system and re-analyzing the outputs, takes us all the way back to the ‘Visibility’ layer and could even force a realignment of the chosen capability roadmap.

Generally, when speaking about performance, we can group it into two main areas: Technical Performance and Transaction or Business Process Performance.
There is a dimension to Business Process performance that is sometimes overlooked. Typically everyone looks at what the current real-time performance is. This is typically the response time and it is most visible from a user perspective. Striving for good response times will always be a priority and the technical monitoring capabilities of SAP Solution Manager offers significant insight.

The other dimension is the efficiency of the Business Process. Here, the backlog and throughput statistics of the generated business documents can be analyzed and monitored. The identification of incomplete end-to-end (E2E) processes, stale documents and unacceptably long E2E lifecycles.

The identification of these items can lead to a more focused attempt at improving the process at an operational level to prevent stale or incomplete processes etc. and possibly even leading to adjusting the process to be more efficient and thus improve the overall process performance.
Layer 5 – Governance and Control
The final layer in the Maturity Model is reached when, depending on the capability that has been matured, the chosen method of visibility has been identified from Layer 2 and the actions to ensure long term stability and ongoing performance from layers 3 & 4 have been identified.

These key items are used to form the feedback loop to ensure constant monitoring and adjusting of the SAP Landscape. In order to assist with the adoption, these key items should be integrated into the policies and procedures of the respective users and capability owners.

Although this layer is focused within the context of SAP Solution Manager and applying governance to its usage and adoption in the SAP Landscape, the visibility and subsequent actions can add substantial value to the overall governance of the business from the various risk and compliance frameworks. The various reporting and monitoring capabilities can be aligned to these frameworks and be used as supporting content to assist with the necessary compliance monitoring.
Maturity Model Adoption
Maturity Model Adoption

Following a model to achieve some end goal is in itself pointless. Especially, if it's done for the sake of being done. To fully benefit from using a maturity model to get from one state to the desired end state, the lessons learned and information and knowledge gained during the journey must be consumed and consciously acknowledged.

Each layer in the model produces output that needs to be consumed and acted upon. Sometimes the action is only needed once, however, sometimes the action needs to become routine. The level of acceptance and adoption of these actions can make or break the maturity journey. At each level there is bound to be activities that impact on the end user, the technical staff or the operational support center. These respective areas need to contextualize the knowledge gained, adapt it to suit the environment and adopt it.
Through the adoption of the ‘new’ activities into the normal routine, the risk of reverting back to the original state is significantly reduced.

Once the highest level of the maturity model is reached, it is by no means the end.

Using the constant feedback loop provided by the various capability outputs at the visibility layer, there needs to be a constant review to ensure that as the SAP landscape changes through its normal lifecycle, the effect of the changes on Stability, Performance and Governance are understood and the necessary initiatives are put in place to adapt and adopt any changes to ensure the constant Operational Performance across the SAP Landscape.
Putting SAP Solution Manager to work
Putting SAP Solution Manager to Work

When one looks at SAP Solution Manager, it is often regarded as a single product. With this view, it almost makes it an insurmountable task to “Implement Solman”.

Rather than seeing it was a single product, rather see it as a set of many capabilities, each designed to solve a particular set of problems or support a particular business case. Not every capability is relevant to every customer, and what might be relevant to one customer now, might only be relevant to another customer later. This is the basis of one the dimensions of the Maturity Model.

The ideal world is to implement as many of the capabilities as possible as, although in isolation, each capability does offer its respective benefits, however, through the levels of integration between the capabilities, a complete new dimension of insight and value is exposed for consumption, which unlocks the real value of the product if used pro-actively.
For now, I want to try presenting a case for the typical capabilities of SAP Solution Manager. Rather than just make another list of capabilities linked to the ALM lifecycle concept, I want to try link it to the typical operational and technical requirements that customers have. The list is by no means exact or complete as this is all a matter of perspective and definitions.

Whether it satisfies the requirement to the exact need of every customer, I cannot say, and I doubt, even SAP can, but it is worth looking at. There is also a tradeoff between getting the requirement met 100% by a non-integrated toolset, as opposed to SAP Solution Manager meeting only 80% or 90%, but getting the additional benefit of the integration of the landscape and the other capabilities creating a much more holistic view.
Technology Capabilities
Activity Logging and Audit trails for Systems and Users

- The execution of SAP Transaction Codes and development objects can be logged using the Usage Procedure Logging (UPL) feature.
- The Root Cause Analysis toolset can be used to analyze and report on security, database, application and system based parameter changes.
- Change and Release Management produces audited and logged details of the movement of configuration and code changes through the landscape.
- The standard Early Watch Alert Report lists critical security and user authorization risks.

Incident and Problem Management

- ITSM is a fully-fledged support desk that supports incident logging, full traceability and escalation to SAP. Ticket escalations, service level management and team determination is also supported.

Management of System Data

- Data Volume Management
- Database growth statistics
- Table fill levels
- Data reduction reporting and planning
- Data consistency management
- Cross database comparison
- Internal database comparison

Service Level Management

- ITSM's service level monitoring and reporting
- Application Operations
- System monitoring and availability monitoring
- Service availability management
- IT Calendar for maintenance schedules
- Interactive reporting and dashboards
Manage System Security
- Analysis of systems for suggested security notes
- Security risks and users with critical authorization combinations can be identified
- SAP offers a security optimization service

System Management and Licensing
- Maintenance Planner
- Planning system maintenance with consistent support pack stack calculation
- License Management
  - Check SAP software and maintenance licenses
- Change and Release Management – for consistent and governed changes into the system landscape
- Application Operations – Proactive technical and application monitoring
  - Proactive exception alerting with central alert aggregation, automatic notification and automatic incident creation

System Development, Releases and Versioning
- Change Management
  - Business and IT requirements
  - Change Request Management – Change Request to Implementation
  - Release Management
  - Quality Gate Management
  - Downgrade Protection
  - Retrofit capability
- SAP Service and engagement work center
- Transport execution analysis report
Infrastructure Maintenance, Upgrades and License Management

- SAP ITIM (Additional license required)
  - Extend infrastructure maintenance beyond SAP systems
- Maintenance Planner
  - Planning system maintenance with consistent support pack stack calculation
- Custom Code Management
  - Identify and catalogue custom code to enhance planning of upgrades
  - Usage procedure logging (UPL) used to identify dead/unused code (Upgrade effort reduction)
- Scope and Effort Analyzer
  - Combines Business Process Change Analyzer (BPCA) capabilities with Custom Coded Management to calculate scope and effort of upgrade
  - Calculate test effort with test scope optimization
- Test Suite – Manages and tracks test efforts and supports automated testing and test scope optimization

Change Management

- Change Management
  - Change Request Management – Change Request to Implementation
  - Release Management
  - Quality Gate Management
  - Downgrade Protection & Retrofit capability
- Transport execution analysis reporting
Application Support

- Application Operations – Alerting, notification and incident Logging
  - System monitoring
  - End user experience monitoring
  - Interface and channel monitoring
  - Process orchestration monitoring
  - SAP HANA and BI monitoring

- IT Service Management
  - Incident ticket logging
  - Traceability of incidents
  - Elevation of incidents into problems (locking incidents into problem ticket)
  - Full service level tracking
  - Incident team determination
  - Escalation to/forward to SAP support

Service Catalogue and Portfolio Management

- Process management
  - Solution documentation and process mapping
- IT Portfolio Management
- Requirements Management
- IT Service Management – Service Request Management

AppOps
System Qualification and Testing

- Test Suite
  - Integration into Process Management
  - Application test management and reporting
  - Test case and plan organization
  - Business Process Change Analyzer – identifies test requirement and scope
  - Test automation framework
    - Component Based Test Automation
    - Third party test automation integration

IT Service Continuity

- Application Operations – Alerting, notification and incident logging
  - System Monitoring
  - End user experience monitoring
  - Interface and channel monitoring
  - Process orchestration monitoring
  - SAP HANA and BI monitoring
  - Service availability management

- IT Service Management
  - Incident ticket logging
  - Traceability of incidents
  - Elevation of incidents into problems (locking incidents into problem ticket)
  - Full service level tracking
  - Incident team determination
  - Escalation to/forward to SAP support

- End To End Root Cause Analysis
Service Asset and Configuration Management

- Change Analysis in Root Cause Analysis – Security, database, application, operating system parameter change logging
  - Configuration Validation – enables configuration comparison
- SAP ITIM (Additional license required)
  - Extend infrastructure maintenance scope beyond SAP Systems
Operational Capabilities
Capacity Management

- Application Operations – Alerting, notification and incident logging
  - System Monitoring
  - End user experience monitoring
  - Interface and channel monitoring
  - Process orchestration monitoring
  - SAP HANA and BI monitoring
  - Interactive reporting and dashboards

- Data Volume Management
  - Database growth statistic
  - Table fill levels
  - Data reduction reporting and planning

Software Monitoring
(Application, OS, Commercial, Licenses)

- Application Operations – Alerting, notification and incident logging
  - System Monitoring
  - End user experience monitoring
  - Interface and channel monitoring
  - Process orchestration monitoring
  - SAP HANA and BI monitoring
  - Interactive reporting and dashboards

- Business Process Operations
  - Business process monitoring
  - Business process analytics
  - Business process improvement
Hardware Monitoring (Network, Server and Database)
- Application Operations – Alerting, notification and incident logging
  - System Monitoring
  - End user experience monitoring
  - Interface and channel monitoring
  - Process orchestration monitoring
  - SAP HANA and BI monitoring
  - Interactive reporting and dashboards

Network Monitoring
(Internal, External and B2B)
- Application Operations – Alerting, notification and incident logging
  - End user experience monitoring
  - Interface and channel monitoring
  - Process orchestration monitoring

Security Monitoring
(Channels, Application, Network, Data)
- Change Analysis in Root Cause Analysis – Security, database, application, operating system parameter change logging
- Analysis of Systems for suggested security notes & risks
- Early Watch Reporting – Security risks and users with critical authorization combinations
- SAP engagement and service delivery workcenter – Security optimization service
Supplier and Vendor Management
- IT Service Management with incident service level monitoring and reporting
  - Incident ticket logging
  - Traceability of incidents
  - Elevation of incidents into problems (locking incidents into problem ticket)
  - Full service level tracking
  - Incident team determination
  - Escalation to/forward to SAP support

Availability Management
- Application Operations – Alerting, notification and incident logging
  - System Monitoring
  - End User Experience Monitoring
  - Interface and Channel Monitoring
  - Process Orchestration Monitoring
  - SAP HANA and BI Monitoring
  - Service availability management
  - Work mode management and reporting
  - Interactive reporting and dashboards

System Administration
- Application Operations
  - Guided procedures and guided procedure authoring
  - Work mode management and reporting
  - Event planning and IT calendar
  - End-to-End Root Cause Analysis
  - Early Watch Alert reporting
- IT Service Management – Service request management
Maintain IT Infrastructure standard and guidelines

- Change Analysis in Root Cause Analysis – Security, database, application, operating system parameter change logging
  - Configuration Validation – enables configuration comparison
- SAP ITIM (Additional License Required)
  - Extend Infrastructure Maintenance scope beyond SAP Systems

Service Desk Management

- IT Service Management
  - Incident ticket logging
  - Traceability of incidents
  - Elevation of incidents into problems (locking incidents into problem ticket)
  - Full service level tracking
  - Incident team determination
  - Escalation to/forward to SAP support

Continuous Service Improvement

- Application Operations – Alerting, notification and incident logging
  - System Monitoring
  - End user experience monitoring
  - Interface and channel monitoring
  - Process orchestration monitoring
  - SAP HANA and BI monitoring
  - Interactive reporting and dashboards
- Business Process Operations
  - Business process monitoring
  - Business process analytics
  - Business process improvement
Engagement with a Service Provider
Engagement with a Service Provider

SAP Solution Manager has been around for long enough to be found in most if not all SAP Landscapes. The extent to which is being used other than to download patches varies greatly, and so does its effectiveness.

A large percentage of installations where done out of necessity in order to satisfy some primary need, others where done as an experiment, or out of curiosity by the technical team. In these cases, very little value has been derived and the toolset will be pretty much forgotten about until a compulsory upgrade or patch.

Often, trying to get from this initial state to a level where the product can offer value to business is almost insurmountable as the understanding or knowledge to plot a roadmap and then implement that roadmap is often not a core competency of the parties involved. This is why the SAP Run SAP Partnership exists.

There are specialized partners in the SAP eco systems who make it their business to ensure they are well skilled and up to date in the latest best practices around the deployment and operation of SAP Solution Manager in the customer landscape.
Traditional Support model

A typical or traditional engagement model for support is the Bucketed Hours’ concept. Here, the customer buys a bundle of support hours and the engaged partner consumes these hours as the work is carried out during the contracted period. There is typically no roadmap and most the time is spent maintaining the status quo with respect to the technical stack. Very little effort is placed on evolving or maturing the SAP Landscape.

This model might work in the Functional or Technical support arena for the ERP landscape, however, in the SAP Solution Manager space, we find this model lacking.
Fully Managed

In order to fully benefit from the SAP Solution Manager capabilities, a fair amount of effort and skill is required. These skills are not always readily available within the organization. The next best option, is to engage with a partner who does have the skills, however, with no clear roadmap or understanding of how to properly plan and implement the roadmap, there is very little hope of realizing the value, especially if the skills are engaged purely to maintain the status quo on the SAP Solution Manager system.

An alternative model to consider is to opt for a fully managed engagement with the SAP Run SAP partner. Here the partner looks at the long-term objectives, the strategic objectives for the landscape and business and then designs, implements and monitors the roadmap. These engagements are partnerships and are based on a mutual goal of ensuring the SAP Solution Manager is used to its fullest potential and the benefits realized are tangible.
The Fully Managed concept does not dictate where the SAP Solution Manager is installed, so whether on-premise or in-cloud should not matter, as the primary focus of this engagement is to drive the value realization from the capabilities. Where the location of the installation will have an effect, is related to the role and responsibilities with respect to the technical layer and the service offering by the cloud provider, if relevant.

To further support the case for the Fully Managed engagement, SAP Solution Manager is SAP’s most complex product, and it is still evolving at a fairly rapid rate. This not only makes it very relevant and up to date to the ever changing IT landscape, it also makes it very difficult for staff to keep up with the new capabilities especially if it is not their core responsibility.

The Run SAP Partners are fully focused on SAP Solution Manager and the knowledge they gain from multiple clients multiplies the value they can bring to the managed engagements. It was through these types of engagements that CONCORN and Blue Pencil developed the PrimeALM offering in order to encapsulate the Maturity Model and satisfy the market need.
No book about an SAP product will be complete without the mention of HANA.

Rather than repeat what already exists in numerous online and physical publications, I want to just touch in a few points where SAP Solution Manager and HANA intersect.

**SAP Solution Manager on HANA**

As of version SAP Solution Manager 7.2, SAP has made the HANA license available at no cost, irrespective of whether HANA in already deployed in the SAP landscape or not. SAP Solution Manager 7.2 can be installed on a HANA platform for free. This is an important step, as it gives the IT department an option to deploy HANA in a non-critical (Development) environment in order to become familiar with it before committing to the deployment in the SAP Business Environment.
SAP Solution Manager Monitors HANA

SAP Solution Manager 7.2 is HANA ready. It is able to monitor and hence create visibility of the HANA environment for the COE. This is critical, especially when deploying new technology into a productive landscape. There is no room for guesswork. SAP Solution Manager creates full visibility of the key components of HANA to ensure early error detection, performance management and enough indicators to assist the technical teams to ensure HANA runs in an optimal state.

SAP Solution Manager helps migrate to HANA

The migration from the traditional SAP ERP solution to Suite on HANA is not trivial task. One of the areas that SAP Solution Manager is able to assist is the analysis of the state of the Customer Code (Z-Objects). This code is more than likely not optimized for the HANA environment, and in some cases could degrade the performance of the HANA database. Eliminating obsolete customer code, or, identifying customer code that needs to be adjusted is a complex and time consuming process.

SAP Solution Manager has an array of analysis tools and reports. Important decisions with respect to Customer Code cleanup and preparation can be made with more certainty, thus reducing the guesswork with regards to effort, timelines and scope.
Digital Transformation
Digital Transformation

SAP is enabling companies to move towards a digital core for greater sustainability in this ever-changing world. The push for connectivity of everything cannot be denied. SAP has positioned S/4HANA as their digital core. In order to assist with this transition in the SAP ecosystem, SAP have created content and tools in order to guide, simplify and integrate into this environment.

SAP Solution Manager has also been positioned as a key element in this landscape as it provides the platform and toolset for the preparation, delivery and deployment of S/4HANA. It also enables the consumption of the SAP Activate content. SAP Activate is a combination of SAP Best Practices, Methodologies, and guided configuration documents in order to assist and simply the implementation and adoption of S/4HANA.

It also includes best practices for the migration to SAP S/4HANA and the resulting integration and configuration. The accelerators include content to assist with fit/gap analysis and managing the project lifecycle from requirements, documentation and testing to operations. The S/4HANA roadmap and accelerators are constantly updated to reflect latest best practices whether on-premise or in-cloud.
An often-debated concept, is that of creating a Bi-modal organization. Simply put, this is where and business needs to be stable and operate in a business as usual manner exploiting current markets and best practices, but at the same time, be agile and innovative and explore new ways of doing business better. The combination of SAP Solution Manager and S/4HANA gives us the tools to ensure stability and operate with good governance and best practices, and at the same time, S/4HANA gives us the platform to be innovative and forward focused.
Conclusion
Conclusion

We might not have all the answers, but over the last several years, we have seen SAP Solution Manager in many forms of deployment and technical states. Generally, it is not so much the state of the technical installation that is the problem, this is easily fixed (mostly), it's the fact that very often, nobody knows where to start, resulting in the inability to break the inertia of getting the SAP Solution Manager roadmap defined and the road ahead planned.

Looking at the Maturity Model, you should get a sense that there is some sort of order, and a plan that can be devised to get you to the point where the operational benefits can be achieved, whether strictly how effective the operations team are, or better utilizing the budgets in these financially pressured times.

The Maturity Model only really has value if you can decide what you wish to mature. Hence the slightly long-winded section on the reversed list of capabilities. Again, here I wish to change the view to the real-world view of ‘I have a need, how to do satisfy it?’ rather than list the SAP Solution Manager capabilities out of context.
Managing the SAP Landscape and consuming and processing all the data that is subsequently made available is no trivial task, hence the COE concept.

Dividing up the nature of the work effort into Innovation and Operations is an additional step to create clarity and contribute towards extracting value. 'Run SAP like a Factory' and 'Build SAP like a Factory' are core concepts that are supported by the various capabilities of SAP Solution Manager and are fundamental to bringing the ICC and OCC together in the COE and aligning the IT operations with Business. Combining all the factors and wrapping them around the Maturity Model in the Fully Managed engagement has the potential to realize significant value for the IT and Business organization.

I hope this book has made that task a little easier. There is wealth of information out there, but it takes time and energy to consume. There are specialized SAP accredited partners out there who can get you on the right track. It is not an insurmountable task, but for any benefit to be derived, it must be taken seriously with the full understanding that it will change the SAP landscape and how it’s managed. Hopefully for the better.
SAP Solution Manager Integrations
SAP Landscape Management
SAP LaMa 3.0
SAP Landscape Management 3.0 is here

SAP Landscape Management (aka SAP LaMa, formerly known as SAP Landscape Virtualization Management LVM) is an automation and orchestration solution to simplify and automate the management and operations of your SAP landscapes.

With SAP Landscape Management 3.0, released in March 2017, it is a big leap forward in our endeavor to help our customers “Run Simple” when it comes to managing their hybrid SAP landscapes and provide powerful capabilities with enhanced user-experience.

SAP Landscape Management Executive Overview

Companies often spend too much time and effort managing and provisioning SAP® systems and landscapes. With SAP Landscape Management, you can automate repetitive tasks and gain visibility and control over SAP and non-SAP software systems and their physical, virtual, and cloud infrastructures.

With automation of your routine manual operations, you can free up resources to support more new business initiatives and adopt new technologies to help your business stay more competitive in the market. IT can become an enabler to accelerate the cloud transformation and business innovation.
SAP Landscape Management is built on four key principles:

- **Unified** - Reduce the time and effort to migrate to virtual and cloud environments by decoupling the application from the underlying infrastructure; by providing a unified view and management of the hardware, software, and virtualization layers; and by automating system relocation.

- **Complete** - Improve your ability to react to business needs by supporting the configuration, deployment, monitoring, and management of your SAP systems and landscapes in both physical and virtualized infrastructures, offering you additional infrastructure options and faster time to value.

- **Simplified** - Simplify the management of SAP landscapes by providing end-to-end visibility of your systems and key functions to operate, and by shielding day-to-day operations from the technical complexities of physical and virtualized infrastructures.

- **Automated** - Reduce the capital investment and operating costs of your SAP systems with features such as simplifying and automating system copy, system clone, and system refresh operations and leveraging virtualization to reduce your hardware requirements and improve resource utilization.
Realizing the Benefits:

- Reduce costs and save time by automating and scheduling all tasks within your SAP IT landscape
- Gain flexibility by using the software to copy from physical to virtual hosts
- Run more simply by managing system resources without extensive specialist knowledge
- Work securely by having full compliance, audit, and operating security
- Stay focused by gaining a single, unified view of what is happening with applications and architecture in your full landscape
- Stay tuned by customizing or extending the built-in functionality to suit your new business needs for each particular environment
- Increase reliability by automating tasks and achieving better transparency of systems
What’s new with release 3.0?

SAP Landscape Management 3.0 (LaMa) is packed with innovations in various key areas and provides an enhanced user-experience which makes it very easy to use. Some of the key capabilities are:

Landscape Management, Operations and Extensibility
• **Enhanced user experience** based on SAP UI5
• **Enhanced Dashboards, Pods and Landscape Visualization**
• **Simplified operations** including template based execution for operations
• **New scheduling engine** to plan and execute landscape tasks
• **Automatic sync** between two SAP LaMa systems for multi-site setups
• **New Automation Studio** for designing and executing custom processes (combination of standard and custom operations)

SAP HANA Management & Operations
• **Fully automated System Refresh** procedure for SAP HANA using backup and restore
• **Simplified SAP HANA System Replication Setup** (fully automated procedure)
• **Automated SAP HANA Failback/Takeover procedure** including nZDM Takeover
• **Near-Zero Downtime (nZDM)** maintenance for SAP HANA (e.g. OS updates, SAP HANA updates, Hardware maintenance etc.)
• **Simplified provisioning and management** of SAP HANA Multitenant Database Containers (MDC) setups
Simplify and Centralize Landscape Management

SAP Landscape Management offers visibility into and control over SAP and non-SAP software systems by delivering centralized visualization, dashboards, and reporting. All your data is collected in real time and analyzed and published through a “single pane of glass”. At any time, you can drill into your IT landscape and see the resources and perform operations.

Customizable dashboards provide a high-level overview of the current landscape state and show the running operations and diagnostic messages.

Visualization provides a graphical view of landscape entities and the relationships among them. You can use the unified console to perform centralized operations such as stopping and starting complex groups of systems on the full system landscape through predefined single and mass operations. An intersystem dependency framework captures the dependencies among the systems, which helps to minimize risk during system operations.
Manage Your IT Landscape powered by SAP HANA
While customers create and use next-generation applications powered by SAP HANA, they want to have a unified IT landscape management solution to manage the IT infrastructure for both existing and new applications like S/4HANA. The standard capability in SAP LaMa applies to systems running SAP HANA and SAP S/4HANA as well. It provides additional operations and automation features specific for SAP HANA.
System replication is a mechanism for ensuring the high availability of your SAP HANA system. Through the continuous replication of data from a primary to a secondary system, including in-memory loading, system replication facilitates rapid failover in the event of a disaster. Productive operations can be resumed with minimal downtime. You can use SAP LaMa to setup system replication between identical SAP HANA systems, therefore, you first enable system replication on the primary system and then register the secondary system. Once you have active SAP HANA system replication, if the primary system is not available, due to a disaster or planned downtime, you have decided to fail over to the secondary system. You can perform a takeover on your secondary node, then all the workload will be directed to the secondary system which becomes the new primary system.

Once the original primary system is operational again, a failback operation can be performed on the original primary system. To reduce the downtime of an SAP HANA system, you can also perform Near-zero downtime maintenance with end-to-end automation for the takeover and failback procedure.

SAP Landscape Management also enables you to refresh your SAP HANA based systems using an existing database backup.
Automate SAP System Provisioning

SAP Landscape Management provides a framework to perform automated, end-to-end system clone, copy, rename, and refresh of the SAP NetWeaver® technology platform and systems powered by SAP HANA. Using SAP Landscape Management for automated operations, you can:

- **Clone** – Duplicate an existing system with identical ID and network isolation, ideal for isolated testing, demo or training systems
- **Copy** – Duplicate an existing system with a different host name and unique ID, ideal for creating new test or development systems
- **Refresh** – Refresh business data in a nonproduction system by completely rebuilding it, ideal for updating existing test and development systems with latest business data

As showed in the above graph, the post copy activities are required as part of system copy and refresh. They are mainly for two areas:
• **Clean-up:** Deletion of obsolete information from original system in target system (e.g. clean-up of ABAP basis tables, batch jobs, DBA cockpit configuration, RFC in/outbound queue, spool request, TRUST manager configuration

• **Post-copy** configuration: adaption of ABAP basis configuration settings (e.g. configuration of standard jobs, licenses, logon groups, system profiles, operation modes, secure store, spool and TMS, scheduling in DBA planning calendar and of job RDDIMPDP)

For a system refresh, some extra steps are required, one specific is to retain the existing target system configuration by export and import system configuration like ALE, archiving, batch jobs/server groups, CCMS, customer-defined tables, RFS, SLD, SCOT, STURST, TMS and users. For automated end-to-end system provisioning, all of the above activities can be fully automated through Post-Copy Automation (PCA). PCA offers an easier, faster and more reliable system copy/refresh experience. It is based on SAP expert knowledge, fully automated and adaptable to your individual requirements. PCA delivers a pre-defined task list for basis task list, in addition, there are also more application-specific task lists available.

With the SAP LaMa PCA task list, BDLS is enabled for parallel processing up to 26 tasks, which speeds up things significantly. In addition, it is possible to convert multiple logical system names in one run. The standard BDLS goes through every table, independently if a conversion is needed or not. It is addressed with a preparation task. This task runs before the copy and actual conversion, scans all the tables and creates a list of the tables that actually need a conversion. This list is then read after the copy and only
Check the following storage-based cloning System Refresh workflow, it covers end-to-end system refresh activities include PCA. Once it is configured, it can be saved as a template for future execution and customization as required.

![System Refresh Workflow Image]

**Tailor for your own environment**

Every customer has its own unique process, tools and configuration, SAP Landscape Management is designed to extend the out-of-box functionality to integrate with customers' process and customize for your unique requirement. SAP LaMa offers a wide range of customization options, here is a quick overview:

- **Custom Tabs**: Define your own tabs in the SAP LaMa GUI to integrate your tools
- **Custom Services**: Detect, manage and integrate additional applications
- **Custom Operations**: Define your own action buttons in the SAP LaMa GUI
- **Custom Hooks**: Extend the functionality of the pre-defined activities
- **Custom Provisioning**: Bring your own (replication) technology
- **Custom Links**: Invoke a custom URL with context information
- **Custom Validations**: Define your own validations to proactively scan for problems
- **Additional integration**: Use SAP LaMa web services to remote control SAP LaMa from the outside
One new feature added in SAP LaMa 3.0 release is to design Operation Templates and Custom Processes in the new UI. The feature allows you to design your own operations in your own workflow with SAP LaMa out-of-the-box operations and your own Custom Operations. See the following Custom Process for Near Zero Downtime Takeover for SAP HANA processes.
Get Started with SAP Landscape Management

By now, you probably want to play with SAP LaMa. It is very easy to try out SAP Landscape Management without a dedicated environment or actual software installation. You can use a SAP LaMa 3.0 software appliance, which consists of SAP Landscape Management software and preconfigured demo scenarios with sample data, to explore the key functionality discussed above. You can also provision the appliance on a public cloud service like Amazon Web Services and Microsoft Azure through SAP Cloud Appliance Library (CAL) [http://cal.sap.com].

The appliance deployment takes approximately 30 minutes, it comes with a user guide with detailed information about the available test scenarios and step-by-step instructions. This offer comes with a free 90-day trial license for SAP Landscape Management and SAP CAL, just bring your own Amazon Web services or Microsoft Azure account.

Feel free to contact SAP Landscape Management product team lama@sap.com if you have any questions or www.concorn.com | info@concorn.com
Focused Solutions for SAP Solution Manager
Focused Solutions for SAP Solution Manager

Focused solutions on top of SAP Solution Manager deliver ready-to-run solutions for specific sub-market needs. Despite being specific, they still provide an industry standard and thus avoid costly custom code for customers. Focused Build for SAP Solution Manager provides an out-of-the-box, and integrated, tool supported methodology to manage requirements and software development in large, agile innovation projects like SAP S/4 HANA implementations.

With its release 7.2, SAP Solution Manager has evolved into a stable and robust platform that offers integrated end-to-end processes to its well-over 15,000 customers. Customer feedback as well as analyst reports show that SAP Solution Manager is seen among the market leaders in the IT management industry.

However, there always is room for improvement, and of course we continuously strive to perfect our offering.

Focused Insights Use Cases

- **Strategy**
  - Objective compliance
- **Governance**
  - Service Levels
- **Operations**
  - Pro-active detect-to-correct

Dashboards for executives

Dashboards for managers

Dashboards for experts
Focused Build for SAP Solution Manager

Out-of-the-box, and integrated, tool-supported methodology to manage requirements and software development in large, agile innovation projects such as S/4HANA implementations.

What are your immediate benefits?

- Automated visibility of solution readiness against due dates, with integrated risk management
- Management of distributed development teams
- Agile release and software engineering with JIRA integration
- Automated test planning, change and release management to support continuous delivery and integration, and DevOps
- Full integration of demand, project, process, change, release, and test management
With Focused Build, SAP is delivering a seamless tool-based requirements-to-deploy process within SAP Solution Manager. The solution includes business demand and requirements management, integrated risk management, and clear-cut collaboration features that allow to orchestrate business and IT units as well as global development teams remotely. This methodology and approach was ideated in large SAP MaxAttention engagements and, since its successful market introduction, has been established as the standard implementation method for SAP S/4HANA projects with a high innovation ratio.

**In summary, Focused Build covers:**

- The entire process from requirement to build, test, deploy, go-live, and run in an integrated methodology
- and tool set
- The single source of truth for business processes and applications
- Measurement of value realization by linking the customer’s strategic business KPIs to the productive usage in the software solution. Also, SAP Solution Manager provides real time transparency into the solution readiness for the PMO without tiresome manual work
- Automation of test plan generation, transport management and reporting
- Control of the scope change management process and full visibility of which requirements were added in which project phase
- Tracing requirements (related to process and application landscape) down to work packages, testing and transports
- Agile build with constant business feedback in waves and sprints
Focused Insights for SAP Solution Manager

Build and distribute powerful customer-specific dashboards in minutes using state-of-the-art user experience

What are your immediate benefits?

- Build custom-specific, easy-to-use dashboards in minutes
- Pre-packaged content with simplified configuration models, no programming needed
- Monitor 800+ best-practice KPIs, pre-selected for standard use cases
- Mix real-time or historic metrics from across all SAP Solution Manager use cases
- Ideal to build your Innovation Control Center and Operations Control Center
- Enable top-level, strategic, KPI-driven management for the business solution for IT and Business
Focused Insights aims to deliver, in real time, the most relevant and valuable information to the right people. While it provides full transparency of information stored inside SAP Solution Manager, it also takes into account the best practices and experience gained during numerous custom projects, offering you a set of prepackaged dashboards tailored to your needs. Focused Insights is an add-on designed with key principles in mind, which are reflected in the value it provides:

- Powerful dashboards for IT and business
- Simple usability and deployment
- A rich content which is continuously enhanced
- Cross-scenario support and integrated views
- Appealing user interfaces with mobile support
- Use-case oriented dashboards with advanced authorizations management
- High degree of customizability, openness to extensions
- Designed to support Operations Control Centers (OCC) and large landscapes

The add-on contains a set of dashboard models intended to get the best out of your SAP Solution Manager and to provide instant value any effort. The data they present range from highly aggregated and historical data up to real-time raw data to support operators and IT experts in their critical business. Dashboards and their views are consistently integrated, you can navigate from one to the other to get the big picture or drill down to details of a single metric. When applicable, links to contextual SAP Solution Manager native tools are incorporated.
Powered by

Digital Transformation Lifecycle
CONCORN
www.concorn.com - info@concorn.com

and

BluePencil
(Pty) Ltd (South Africa)
PrimeALM

CONCORN and Blue Pencil have teamed up to create a fully Managed SAP Solution Manager offering for their customer base. This concept has been evolving since 2012 and fined tuned with the help of our customers.

Imagine an SAP environment that allows for end-to-end visibility, controlled governance, reduced system disruptions and improved efficiency. Imagine the impact such an environment can have on reducing operational costs.

It is with these aims in mind that PrimeALM was created. Using the Maturity Model at its core, the PrimeALM Managed SAP Solution Manager offering is designed to take the Business and IT pain points away and free up the respective resources for the business to either reduce operational costs or focus on innovation. SAP Solution Manager is able to do this, however, without a proper strategy; it is seldom achieved. PrimeALM is designed to achieve these goals.
A majority of Companies use SAP Solution Manager for the basic functionality such as Patch downloads and Early Watch Alert Reporting.

The product is complex and good skilled resources are scarce. **PrimeALM** addresses this problem by making these resources available through the service engagement and taking the complexity away from the customer. **PrimeALM** also designed to be flexible enough for customers to define the roadmap based on our Value Realization Ecosystem tool. It also allows for the service to be extended to include additional subscription based add-ons from other vendors that complement the Maturity Model delivery.

By bringing all these elements together, customers are able to also achieve better value from their SAP Enterprise Service Agreement.

[www.PrimeALM.com](http://www.PrimeALM.com) | [Info@PrimeALM.com](mailto:Info@PrimeALM.com)
ABOUT
CONCORN
**CONCORN** provide high quality, innovative SAP consulting services, remote DevOps Testing and cloud solutions to customers in all business sectors and industry verticals. Our services and solutions are delivered in an agile fashion, with a focus on rapid time-to-value and total client satisfaction. CONCORN has the proven experience, vision and talent to help our clients run their SAP solutions. Faster. Smarter. Better.

**Our Mission**

“To profitability create, deliver and support comprehensive SAP and partner solutions to the SAP customer base that enable them to operate their SAP Landscapes in a no risk, highly effective environment. We will achieve this locally, but globally as well with select partners.”

**Our Vision**

“We add value to CONCORN’s and SAP’s customers by understanding their business needs and requirements and recommending SAP and certified partner solutions that reduce costs, improve revenues and can improve customer acquisition and retention down to the end user experience.”

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**Run SAP Partner**

**SAP Quality Partner**

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