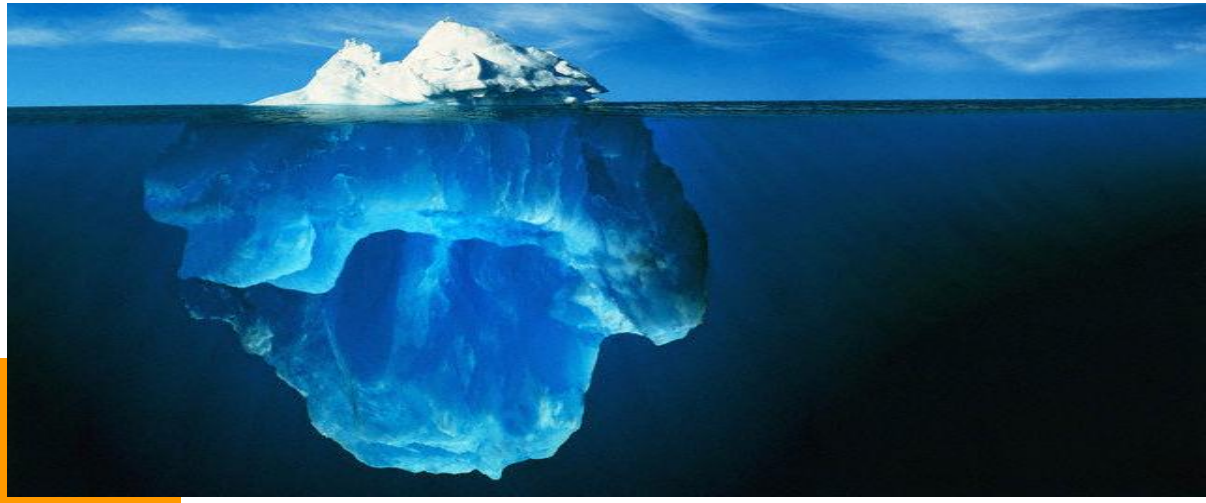
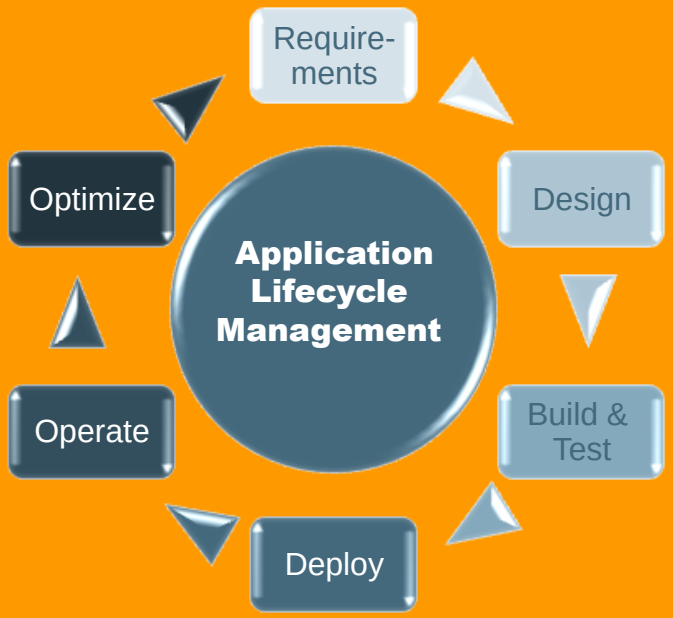




What's New in SAP Solution Manager 7.2 - Resume

SAP Solution Manager 7.2

Product Evolution – From Must to Trust

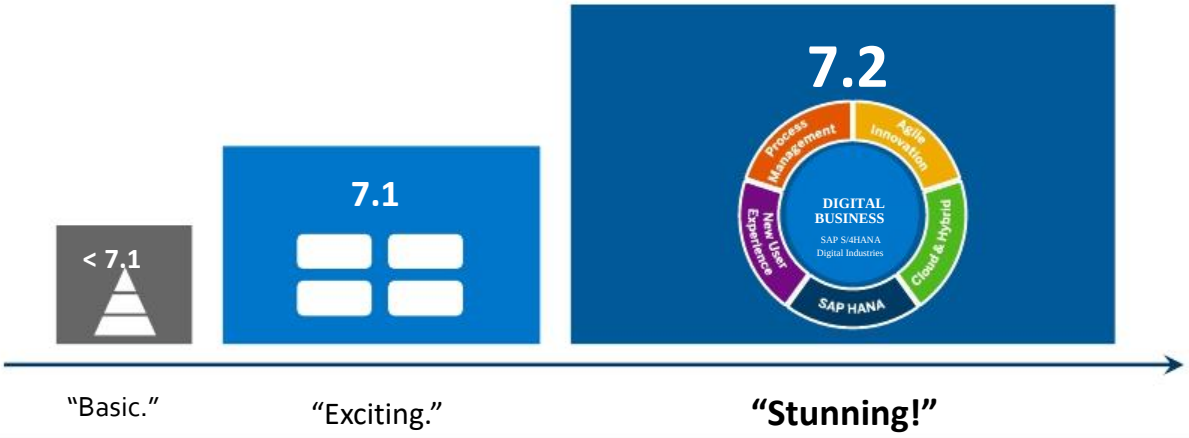
From SAP-Support-Line Tool to Corporate Usage.

Top-rated by analysts.

State-of-the-art user experience.

Integrated & scalable.

Market-leader with 15,000+ productive customers.



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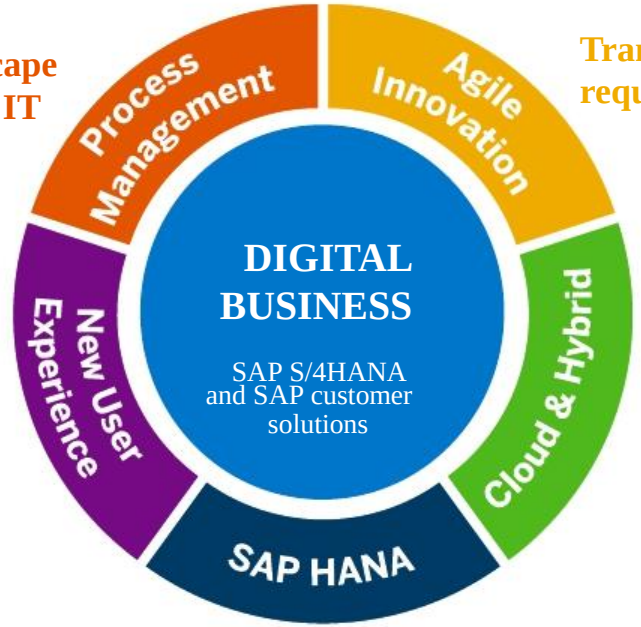
SAP Solution Manager 7.2

Optimal for Your Digital Business Transformation

One Process Landscape for Business and IT

Launchpad, Apps and Dashboards



Transparent requirements to deploy

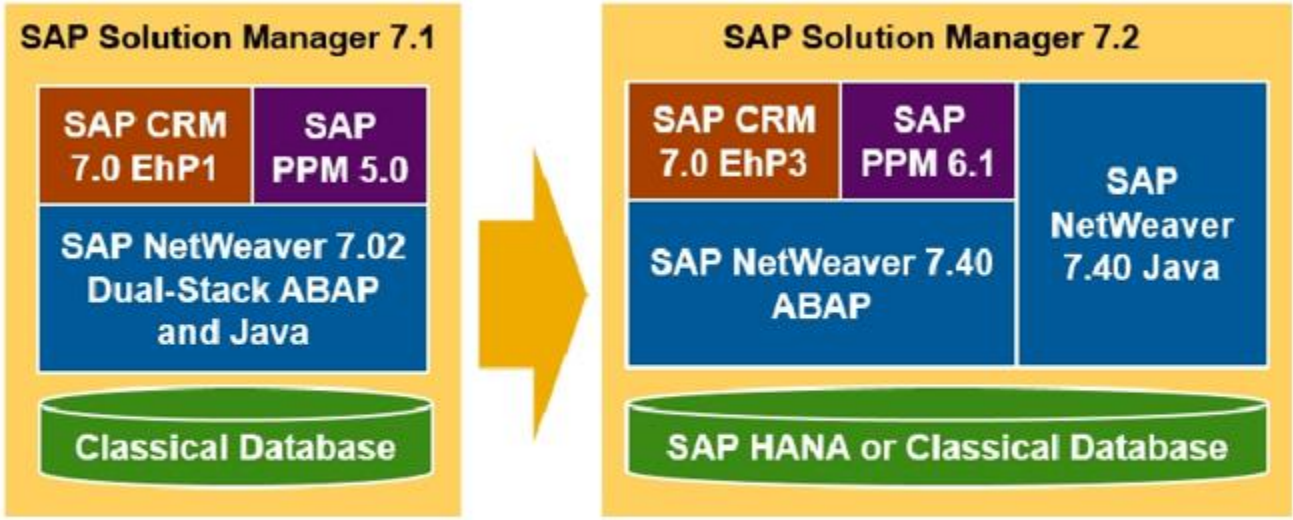
On-Premise, Hybrid and Cloud Solutions

SAP Solution Manager on SAP HANA

SAP Solution Manager 7.2

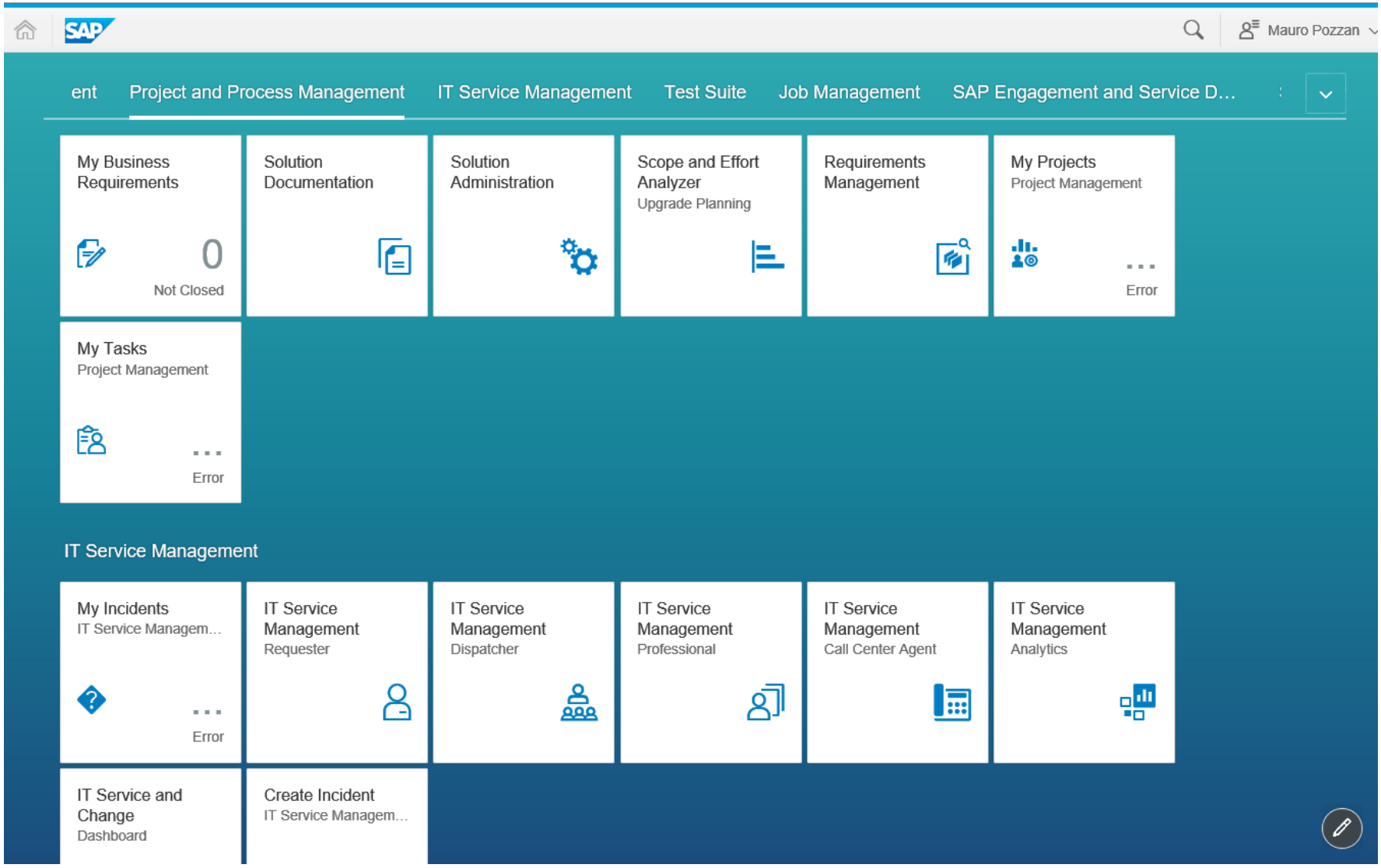
Stack Split

- SAP Solution Manager 7.2 runs 2 single stacks
- Split is done after upgrade

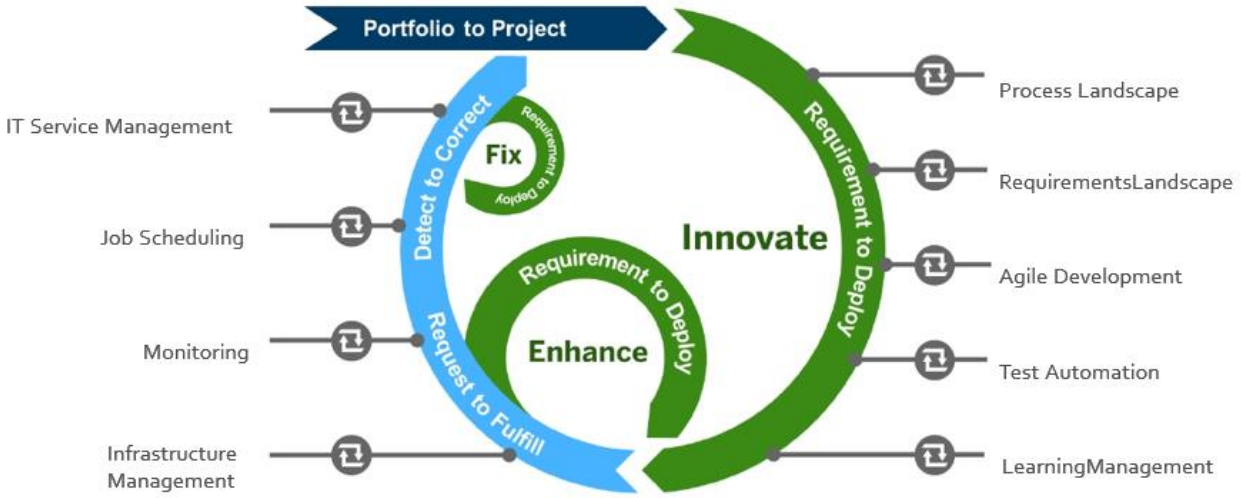


The upgrade from SAP Solution Manager 7.1 to 7.2 is a *standard procedure*

SAP Solution Manager 7.2



SAP Solution Manager 7.2

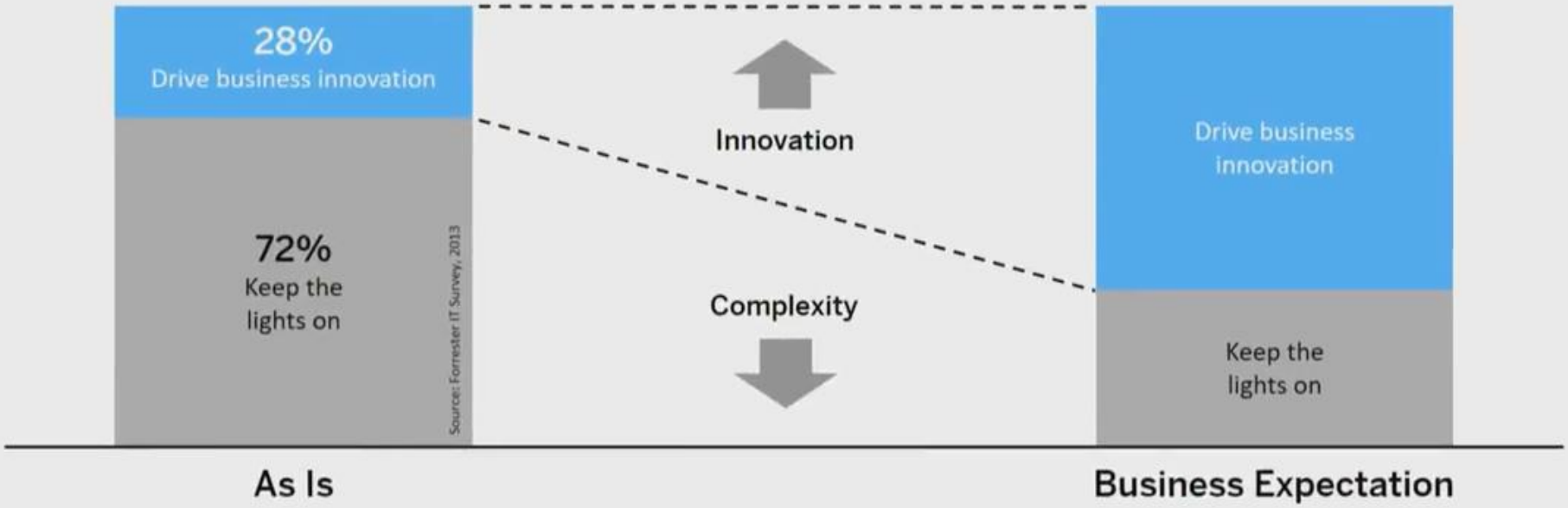


- **Why SAP Solution Manager?**
- **How to start**
- **Functional Overview**
- **The SAP Solution Manager Value Report**
- **Upgrade to SAP Solution Manager 7.2**

Why SOLMAN 7.2

Why SOLMAN 7.2

Complexity is a barrier to simplification, innovation, and the transition to digital – how SAP helps



51% of CIOs cannot respond in a timely manner to digital opportunities.

Gartner, 2016

Why SOLMAN 7.2

Business challenges on IT

IT must prioritize investment to accelerate & maximize business value

Global Economic Climate

- ***"give me more bang for buck"***
  Business needs increased impact from money
- ***"do it better"***
  Technology project budget moving from IT to Business
- ***"more for less"***
  Tightening budget scrutiny & limitations
- ***"do it faster"***
  Business needs more velocity from IT

Business Criticality of IT

- ***"don't drop the ball"***
  Availability and performance drives Business Revenue
- ***"anywhere, anytime utility"***
  Business Service Global 24/7/365 any channel
- ***"faster decisions"***
  Big Data Insights to drive competitive advantage

Rising Costs

- ***"change faster"***
  "Keep Lights on" still takes majority of budget
- ***"avoid the icebergs"***
  Proactively reduce and avoid costs
- ***"time is money"***
  Skilled people are expensive

Why SOLMAN 7.2

Building your Foundation for Innovation

Create Confidence from …

- Transforming operations to be proactive and continually improving
- Increase solution transparency, availability & performance
- Showing increased business satisfaction & reduced disruption

Deliver Capability by …

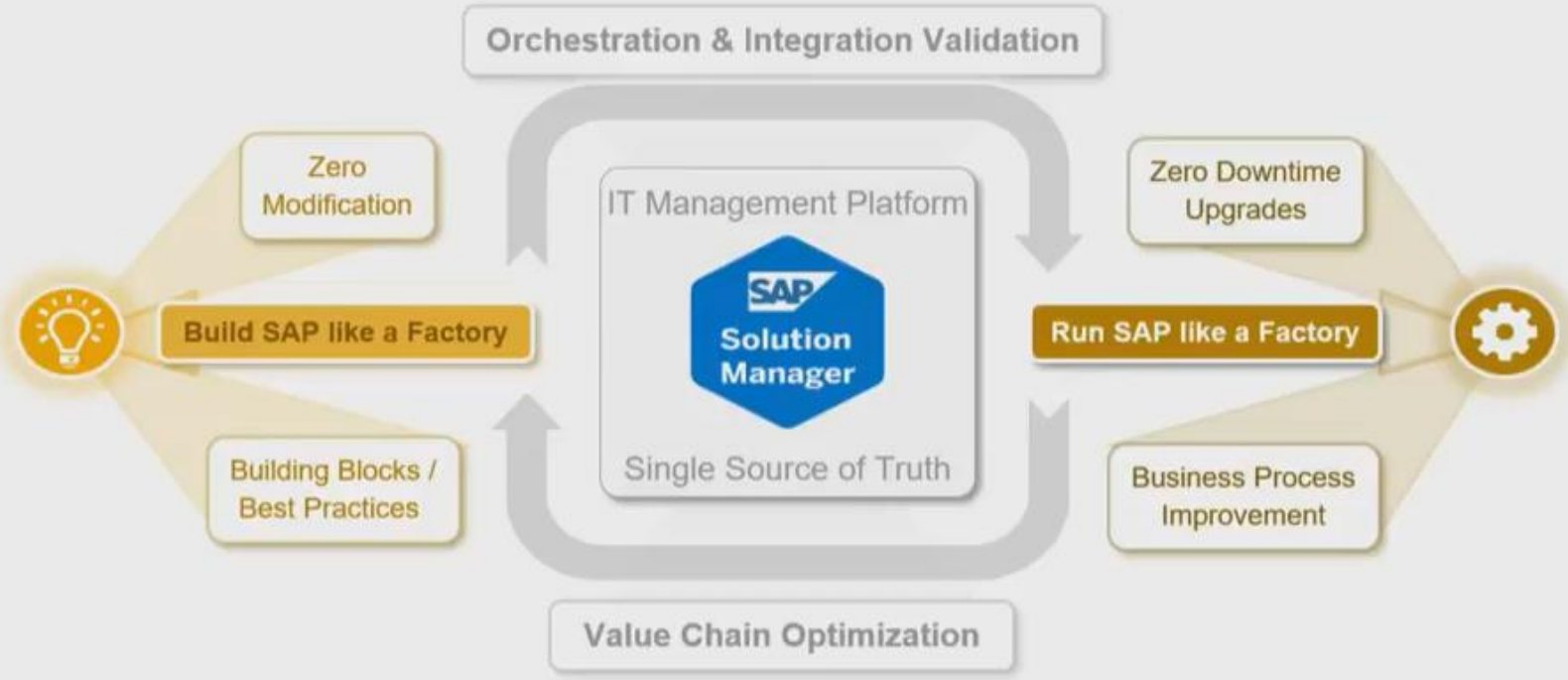
- Building a lean, collaborative “requirements-to-deploy” process & platform
- Deploying tested solutions with minimal disruption
- Focusing on staying live rather than just merely going live

Retain Accountability by …

- Taking ownership of building & running your solution
- Creating a consistent build & run model across all key stakeholders
- Building collaborative relationships with business & partners

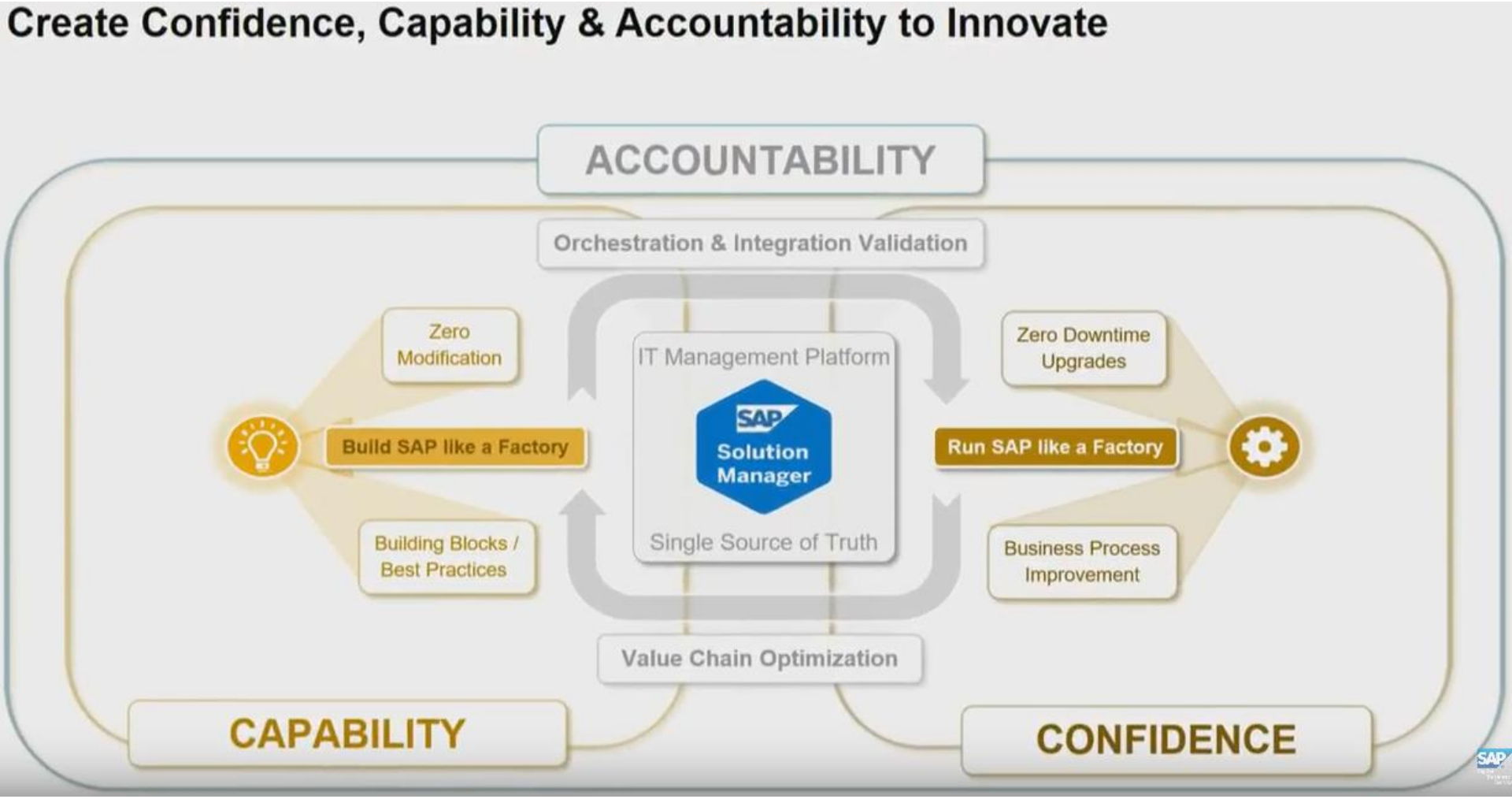
Why SOLMAN 7.2

Create Confidence, Capability & Accountability to Innovate

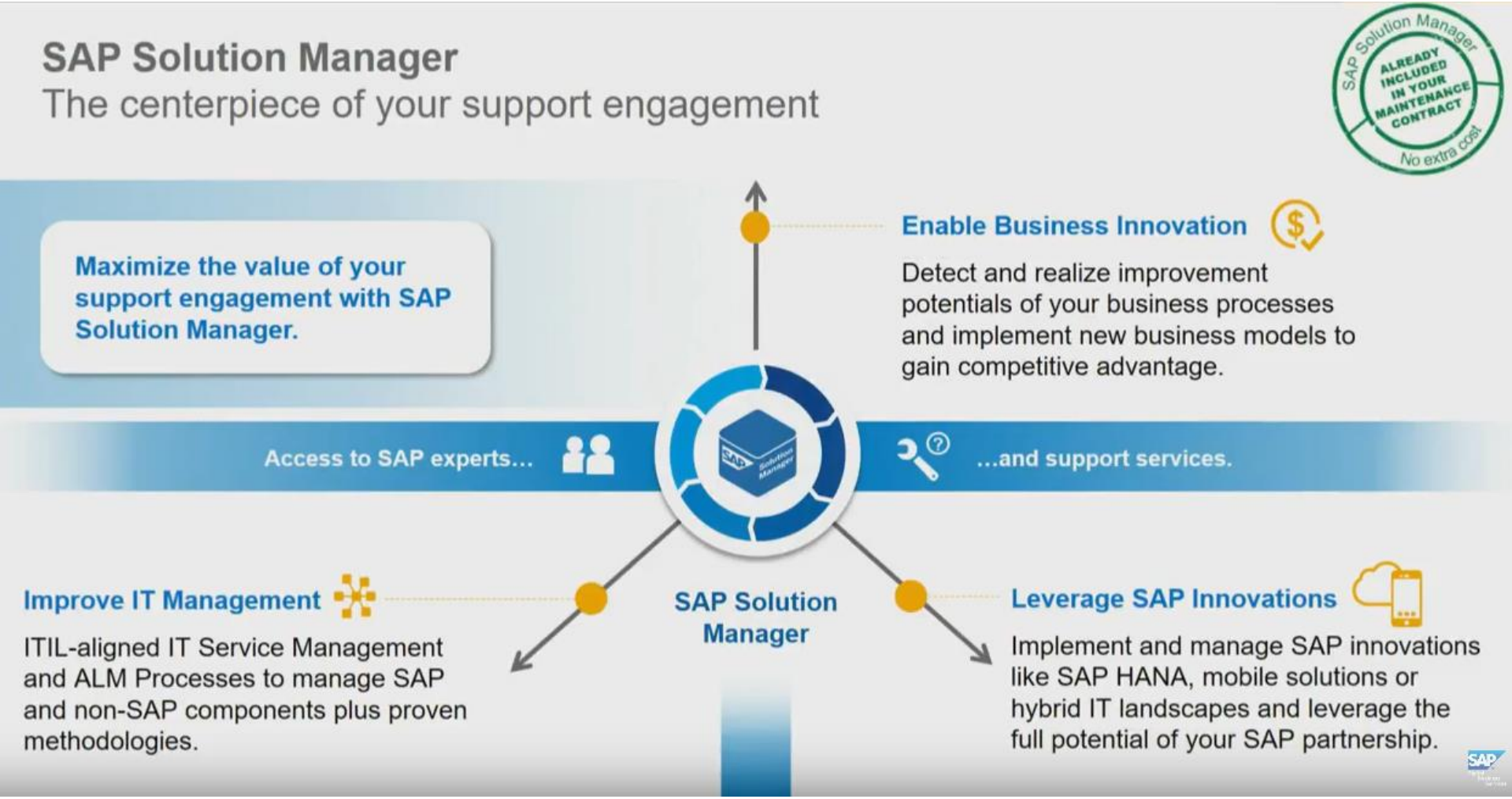


Why SOLMAN 7.2

Create Confidence, Capability & Accountability to Innovate

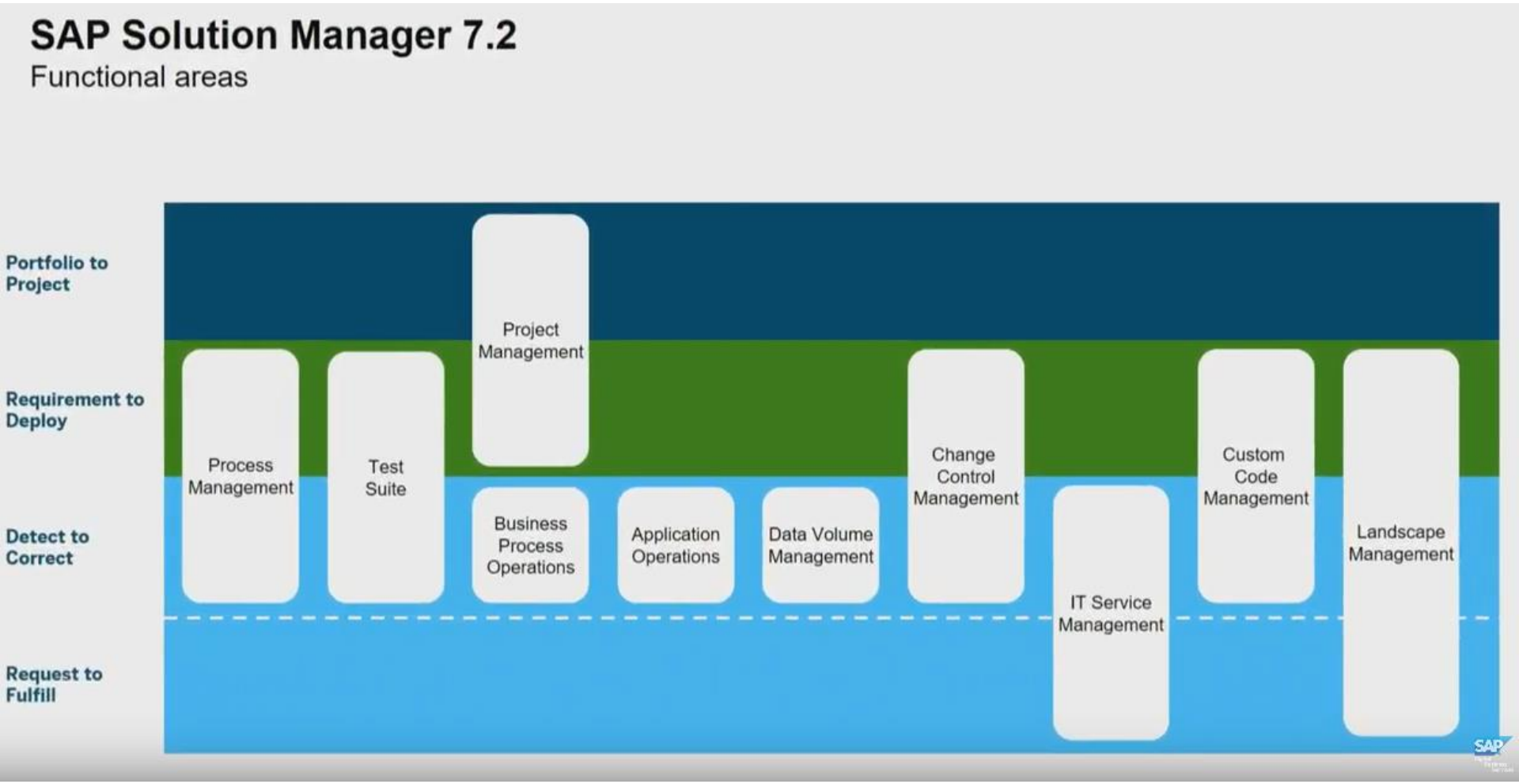


Why SOLMAN 7.2



How to Start SOLMAN 7.2

How to Start SOLMAN 7.2



How to Start SOLMAN 7.2

SAP Solution Manager 7.2

Benefits

Portfolio to Project

Requirement to Deploy

Detect to Correct

Request to Fulfill

Increase business continuity

- Reduce very high incidents
- Decrease change related outages
- Increase system performance

Shorten time to market

- Deliver faster from requirement to deployment
- Reduce test phase duration
- Manage custom code

Improve efficiency

- Deliver more with the same resources
- Reduced test effort

Ensure compliance

- Improve audit ratings
- Solution documentation as a "single source of the truth"

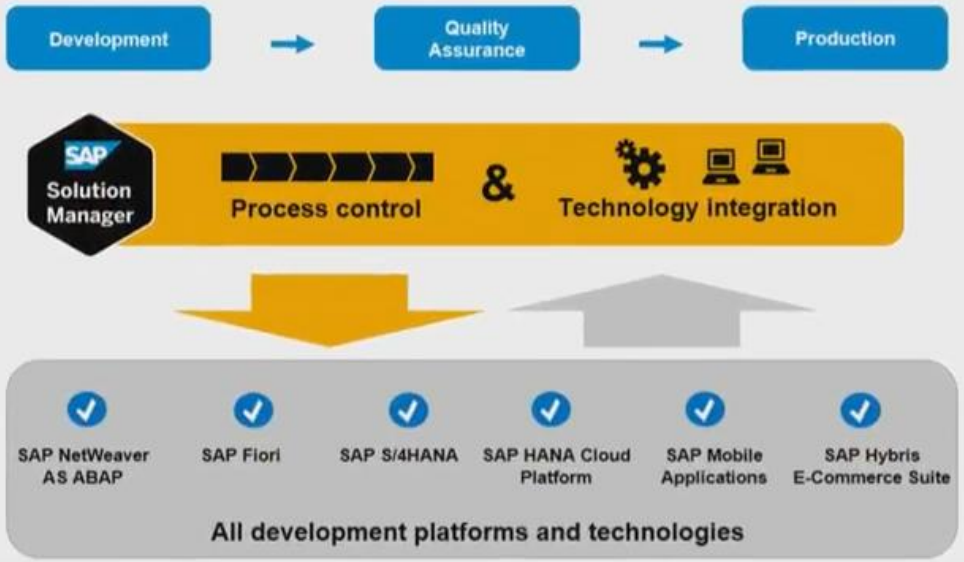
How to Start SOLMAN 7.2

How to Start SOLMAN 7.2

Example: Change Control Management

Change control management ensures a consistent quality process for all operational units across all organizations including also hybrid solutions

- One central change management tool covering all development platforms and technologies
- Improved quality of changes through fully ITIL-certified processes
- Reduced efforts through automation and notification
- Tracking of all changes
- Automatic updates of solution documentation in production after applying changes
- Whole spectrum of deployment variants supported, from ad hoc deployments to a full-blown release management



Change Control Management

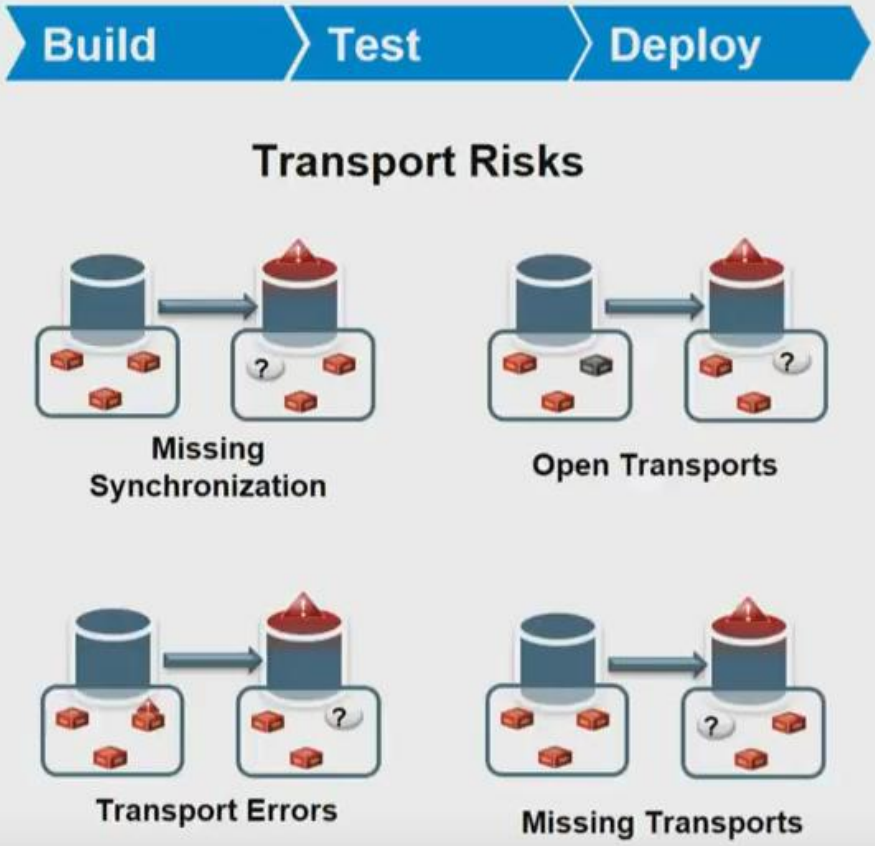
Transport control

Change and Transport Management

- One Transport Tool for Multiple Content Types
- Integrates several development environments
- Open API's to integrate customer specific applications

Transport Analytics / Change Diagnostics

- Guided Self Service analyses the transport process to improve quality, reliability and throughput
- Change Diagnostics and Configuration Validation reduce the manual work of regular Transport Execution Reporting



Change Control Management

Value and effort (step 1)

Benefit

Adoption Steps

Zero import errors

Transport Control

Change Control Management

Capability	Set-Up Effort	Org. Alignment and Rollout
Change Diagnostics	3 hours	1 hour
Transport Execution Analysis	3 hours	1 hour
CTS+	8 hours per landscape	4 hours

Change Control Management

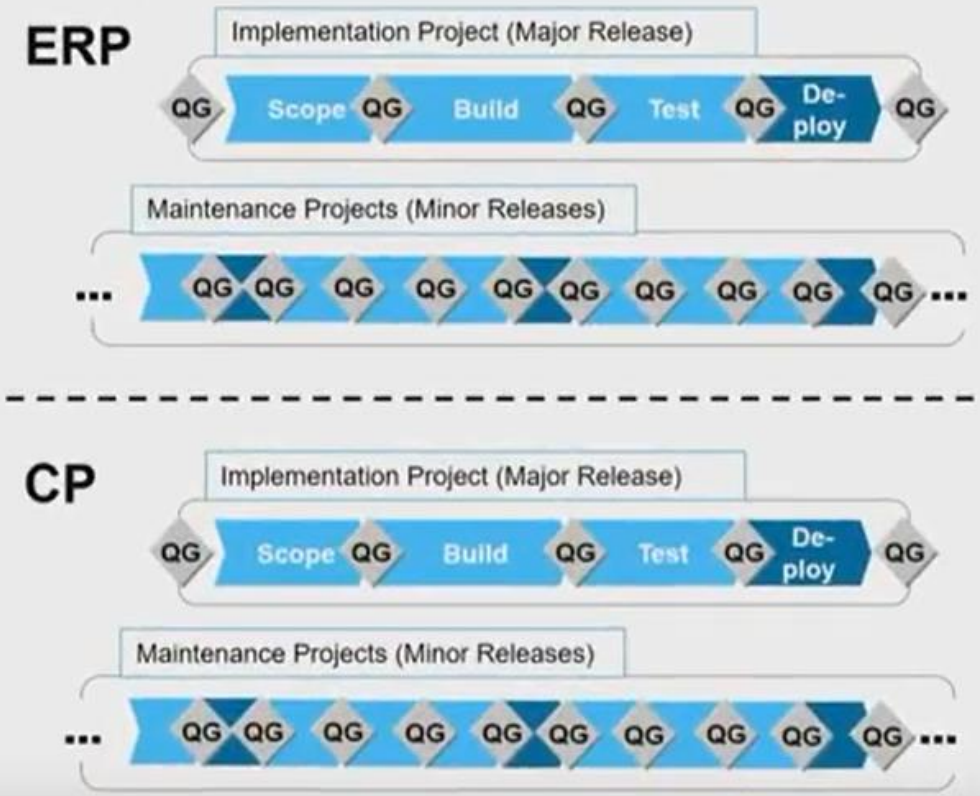
Deployment control

Transport Management / Retrofit

- Create, release, and import transport requests within SAP Solution Manager
- Retrofit improves quality in running phased transport landscape
- Less manual effort for double maintenance

Quality Gate Management

- One central build, test, and deployment plan
- Built-in central change and transport best practices
- Flexible reassignment of development objects at any time



How to Start SOLMAN 7.2

Change Control Management

Value and effort (step 2)

Benefit

Adoption Steps

Zero downgrades

Zero import errors

Deployment Control

Transport Control

Change Control Management

Capability	Set-Up Effort	Org. Alignment and Rollout
Quality Gate Management	3 days	+ onboarding of change manager
Retrofit	3 days	+ onboarding of developers
Change Diagnostics	3 hours	1 hour
Transport Execution Analysis	3 hours	1 hour
CTS+	8 hours per landscape	4 hours

How to Start SOLMAN 7.2

Change Control Management

Change process control

Change Request Management

- Predefined change management workflows and processes
- Provides link between requirement and implementation with full traceability
- Highly integrated in other SAP Solution Manager functionalities

Release Management

- Release schedule for Major and Minor releases including version history
- Assign development activities to the planned release, unfinished development activities will be taken over automatically

Change Control Management

Value and effort (step 3)

Benefit

Adoption Steps

Zero audit surprises

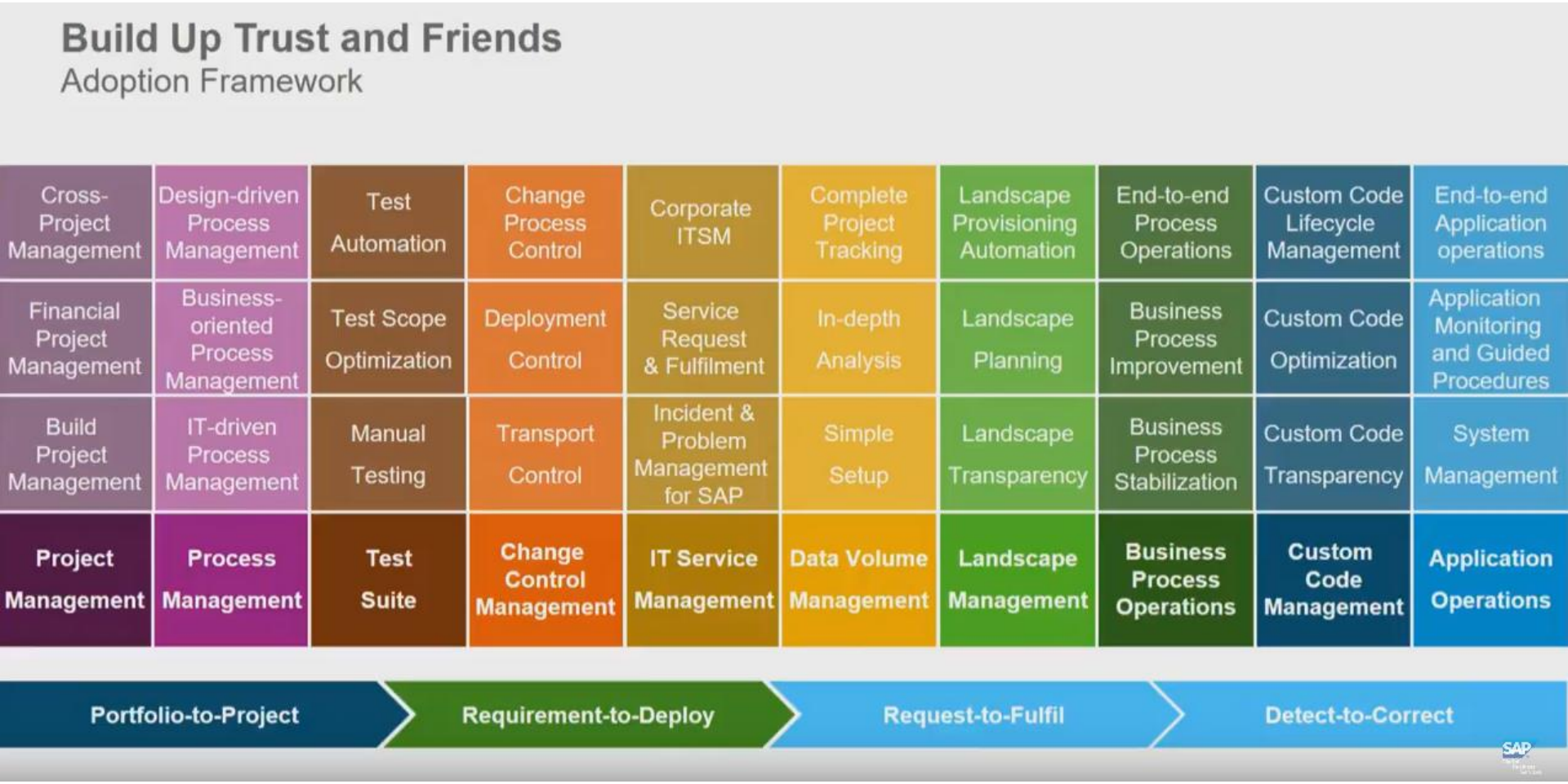
Zero downgrades

Zero import errors

- Change Process Control
- Deployment Control
- Transport Control
- **Change Control Management**

Capability	Set-Up Effort	Org. Alignment and Rollout
Release Management	1 week	+ Org. Change Management
Change Request Management	1 week	+ Org. Change Management
Quality Gate Management	3 days	+ onboarding of change manager
Retrofit	3 days	+ onboarding of developers
Change Diagnostics	3 hours	1 hour
Transport Execution Analysis	3 hours	1 hour
CTS+	8 hours per landscape	4 hours

How to Start SOLMAN 7.2



How to Start SOLMAN 7.2

SAP Solution Manager 7.2 – Adoption Framework
Whitepaper

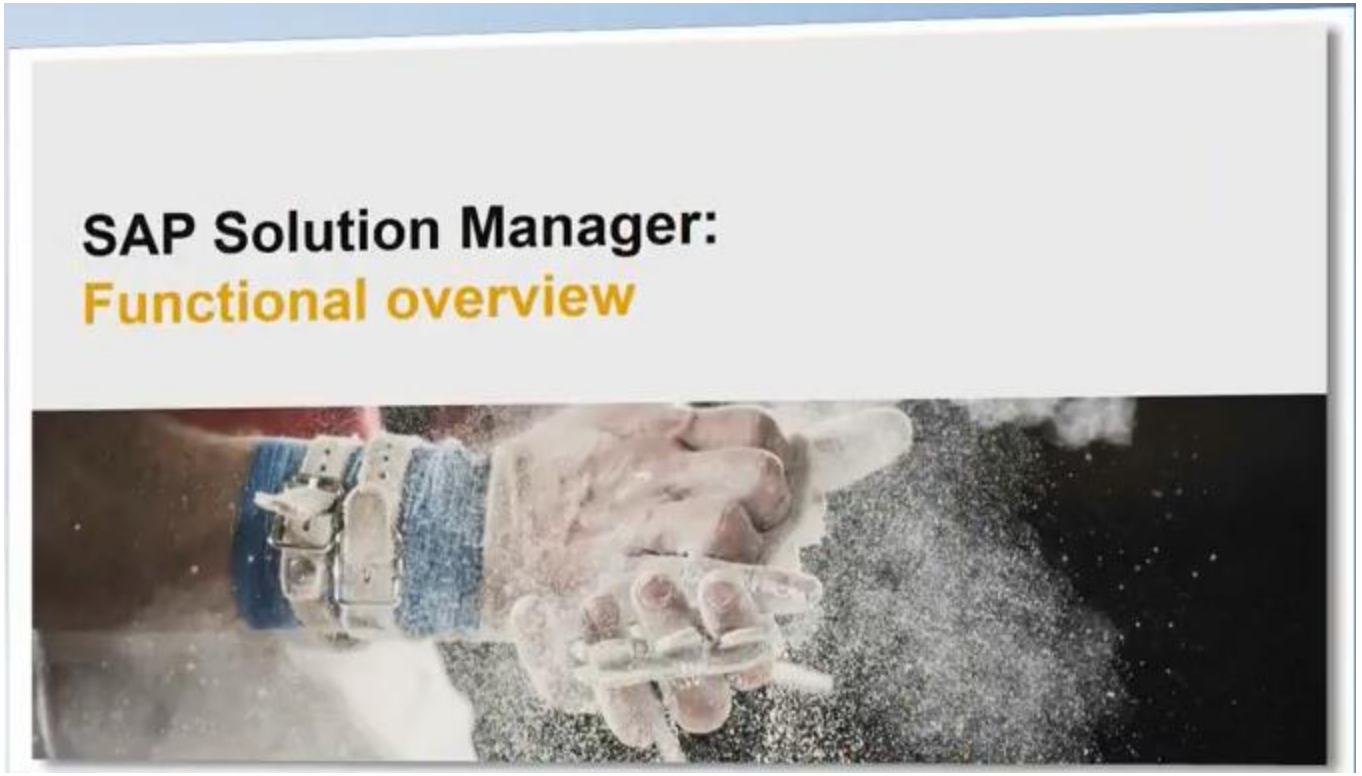
Explain the value of the different functional areas of SAP Solution Manager 7.2

Explore the required efforts for adopting individual functional areas

Enable you to detect promising next steps on your path to SAP Solution Manager

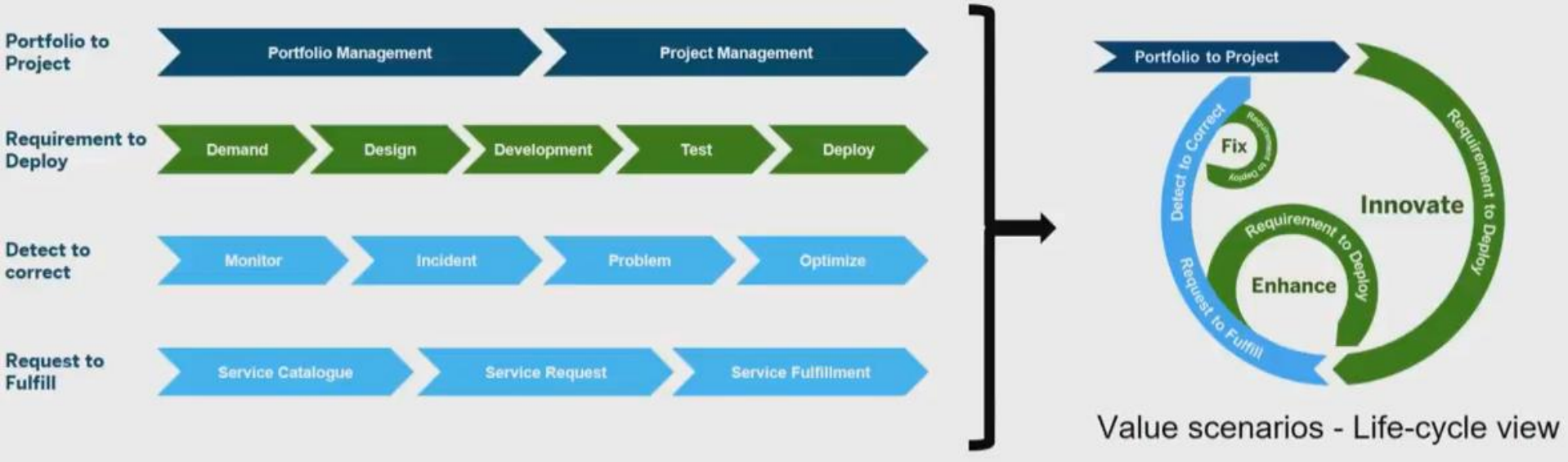
Guide to relevant services

Functional Overview SOLMAN 7.2

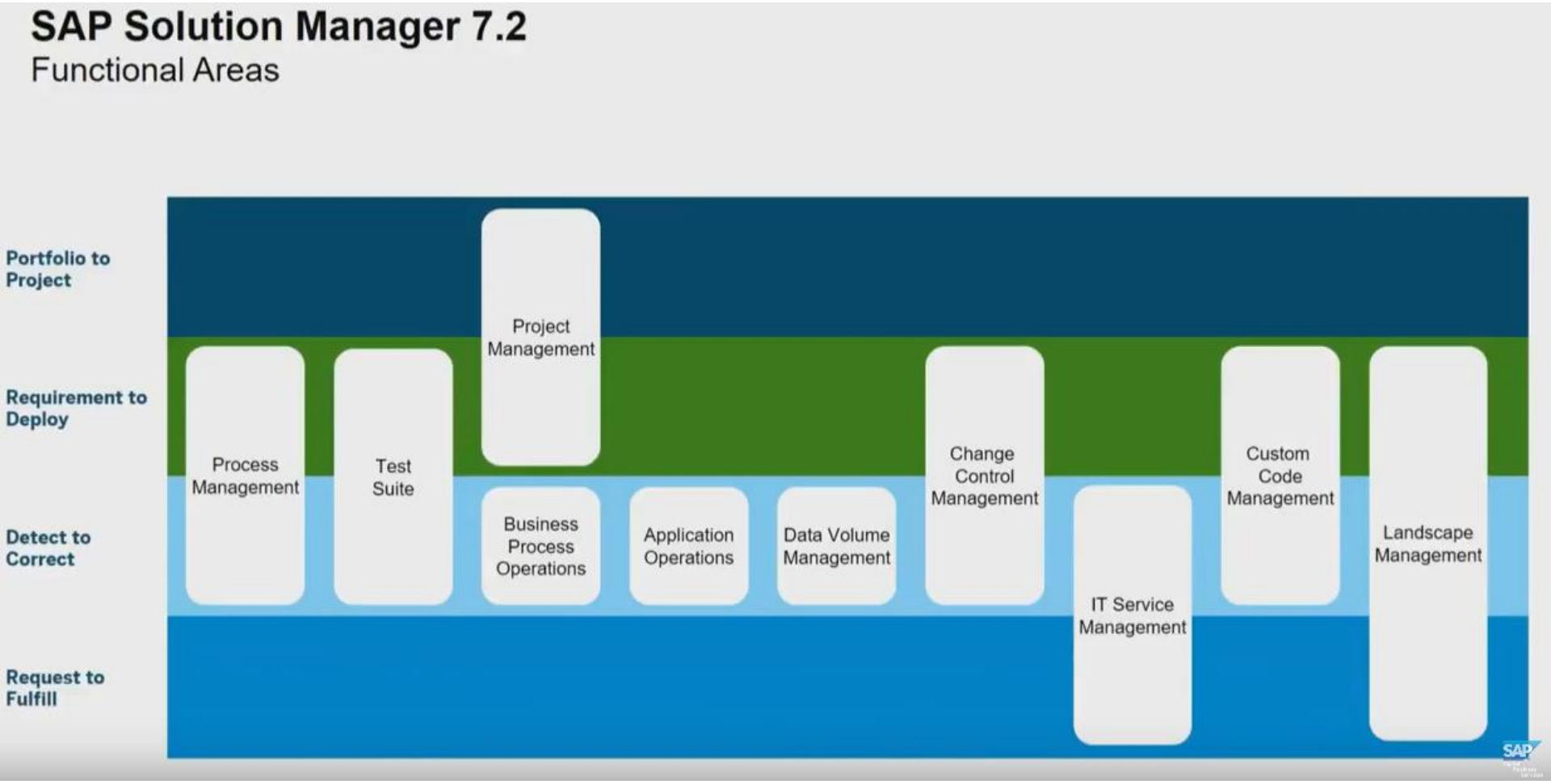


Functional Overview SOLMAN 7.2

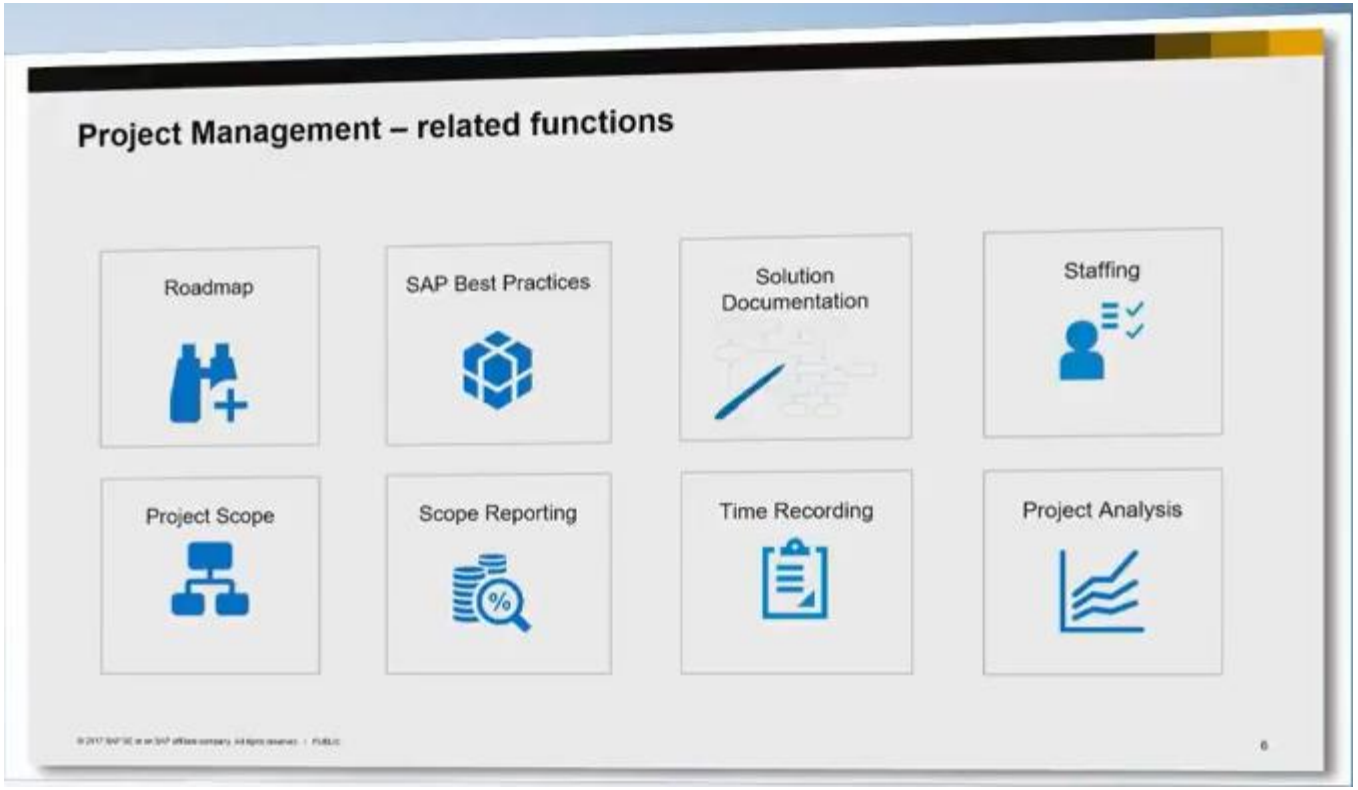
SAP Solution Manager 7.2 in a nutshell



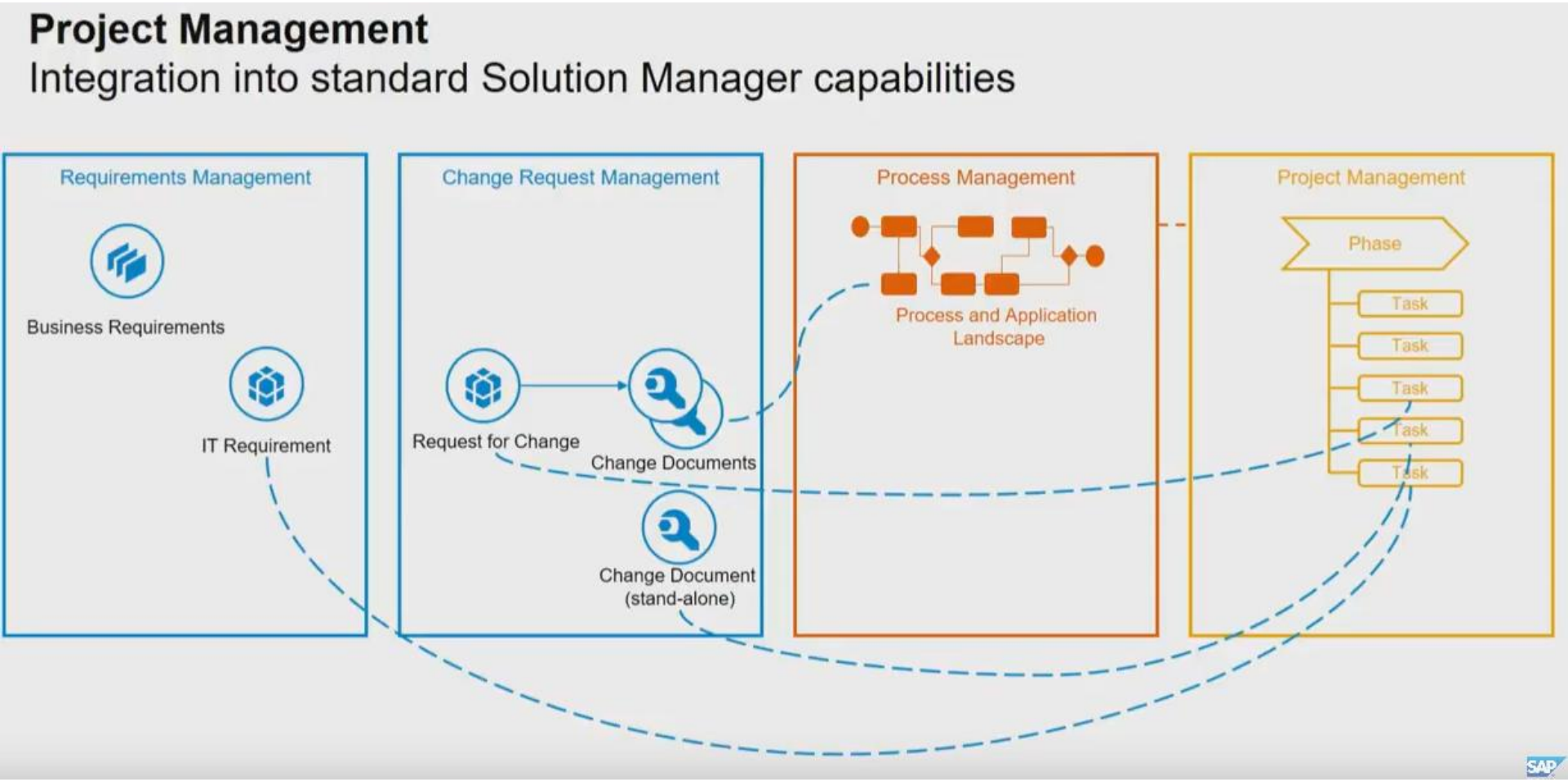
Functional Overview SOLMAN 7.2



Functional Overview SOLMAN 7.2



Functional Overview SOLMAN 7.2



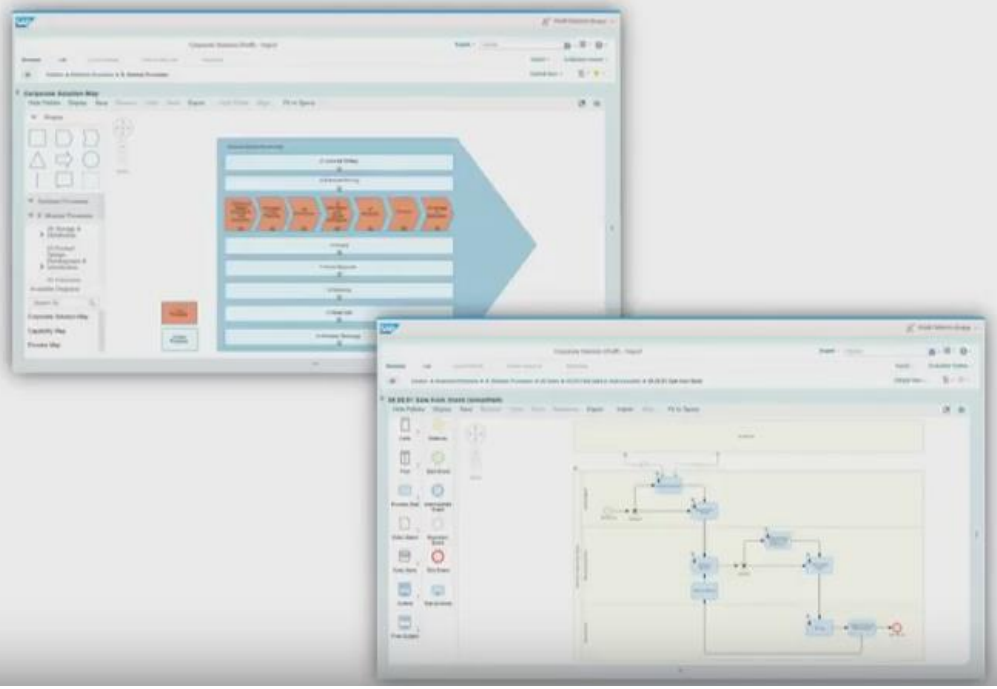
Functional Overview SOLMAN 7.2

Functional Overview SOLMAN 7.2

SAP Solution Manager Process Management

One Process Landscape for Business and IT

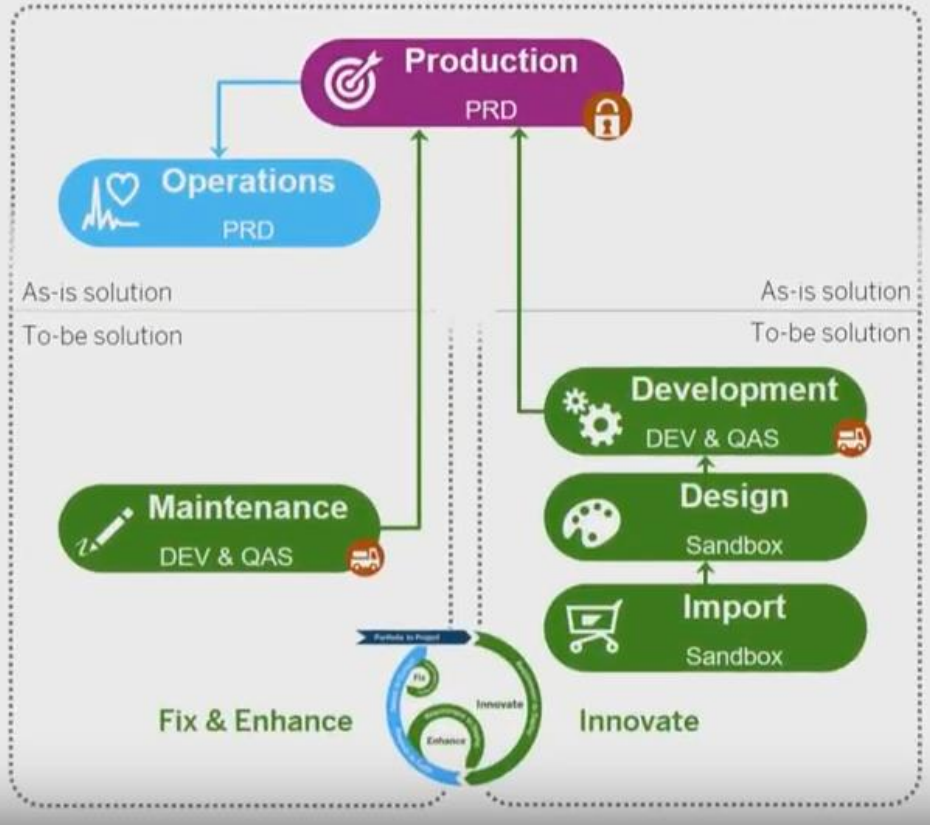
With SAP Solution Manager Process Management business and IT plan, manage, and operate processes in one common process landscape.



- **Process Management**
  - Web-based documentation experience
  - Multi-level process hierarchies
  - Integrated graphical process editor
  - Processes assembled from re-use libraries
  - Processes are tied, validated, and optimized continuously based on real usage
- **Integrated Process Experience**
  - Requirements Management integration
  - Change Management integration
  - IT Project and Portfolio Management integration
  - Test Suite integration
  - Business Process Monitoring integration

Functional Overview SOLMAN 7.2

SAP Solution Manager Best-Practice Approach for Branch Setup



- **Production branch**
  - Production branch represents the productive solution
- **Operations branch**
  - Operations branch to apply monitoring instrumentation
- **Maintenance branch**
  - Maintenance branch to change the productive solution
- **Innovation branches**
  - Import branch to import new best-practice processes
  - Design branch to design customer target operating model
  - Development branch to build the actual operating model

= Locked = Change controlled

Functional Overview SOLMAN 7.2

Functional Overview SOLMAN 7.2

SAP Solution Manager - Test Suite

A full-blown application for manual / automated testing and change impact analysis

Functional Scope

- Manual and automated functional tests
- Automated change impact analysis of maintenance activities for test scope optimization of regression tests
- New requirements triggering semi-automated test planning for user acceptance tests and functional integration tests
- High degree of test automation possible
- Supports agile development approach within requirements-to-deploy process through Focused Build for SAP Solution Manager
- Seamlessly integrated with SAP Solution Manager Process Management, Solution Documentation, ChaRM, ITSM, …

SAP and non-SAP Solutions

- SAP Business Suite
- SAP S/4HANA (On-Premise, Cloud Edition)
- Non-SAP applications (On-Premise, Cloud)

Integration

- Test system refresh and test data provisioning
- 3rd party test automation tools

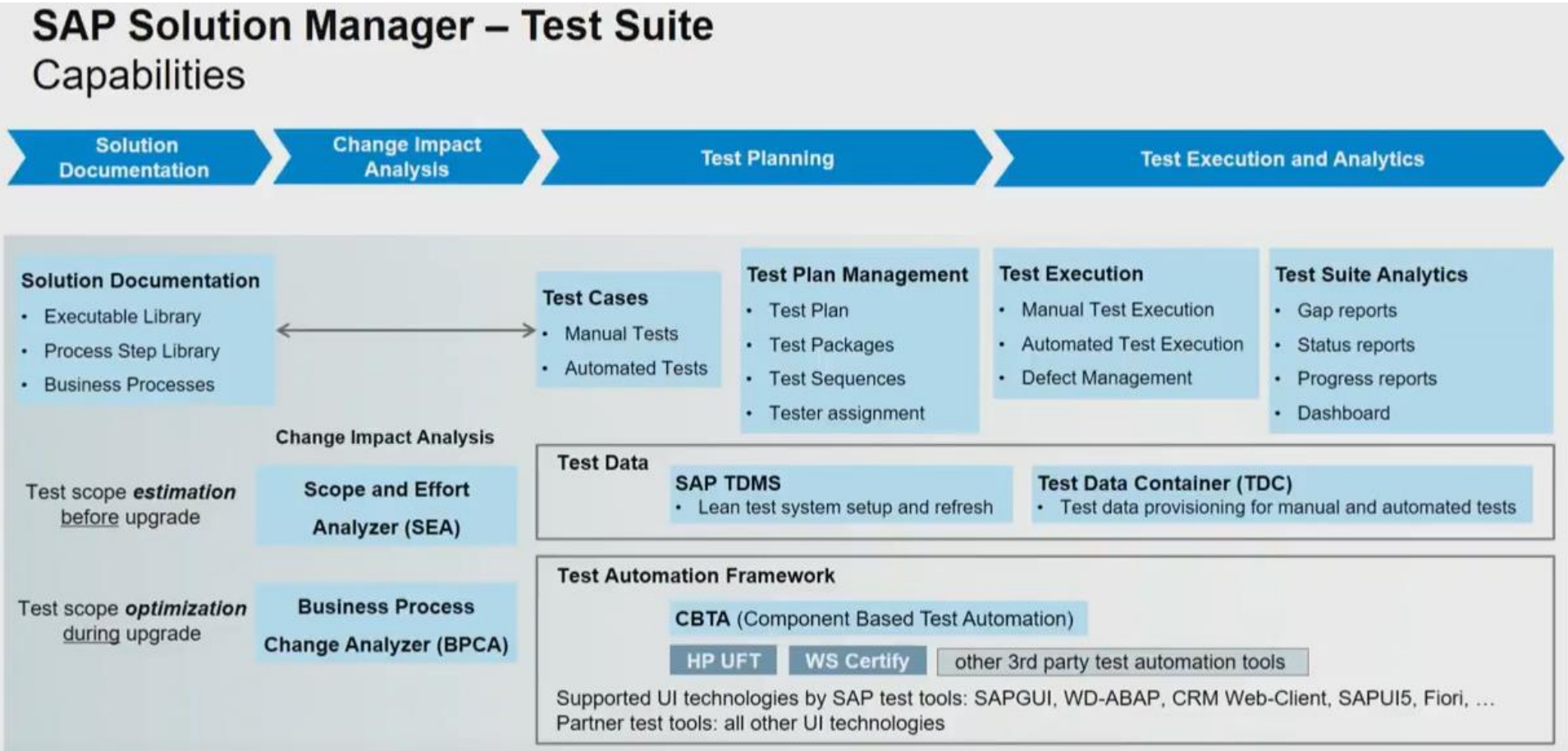
Single Source of Truth

- All related information in one central SAP Solution Manager system
- No complex data replications

SAP Solution Manager Test Suite is the default Test Suite for all SAP customers,

except for customers with a strategic decision for a partner test suite.

Functional Overview SOLMAN 7.2

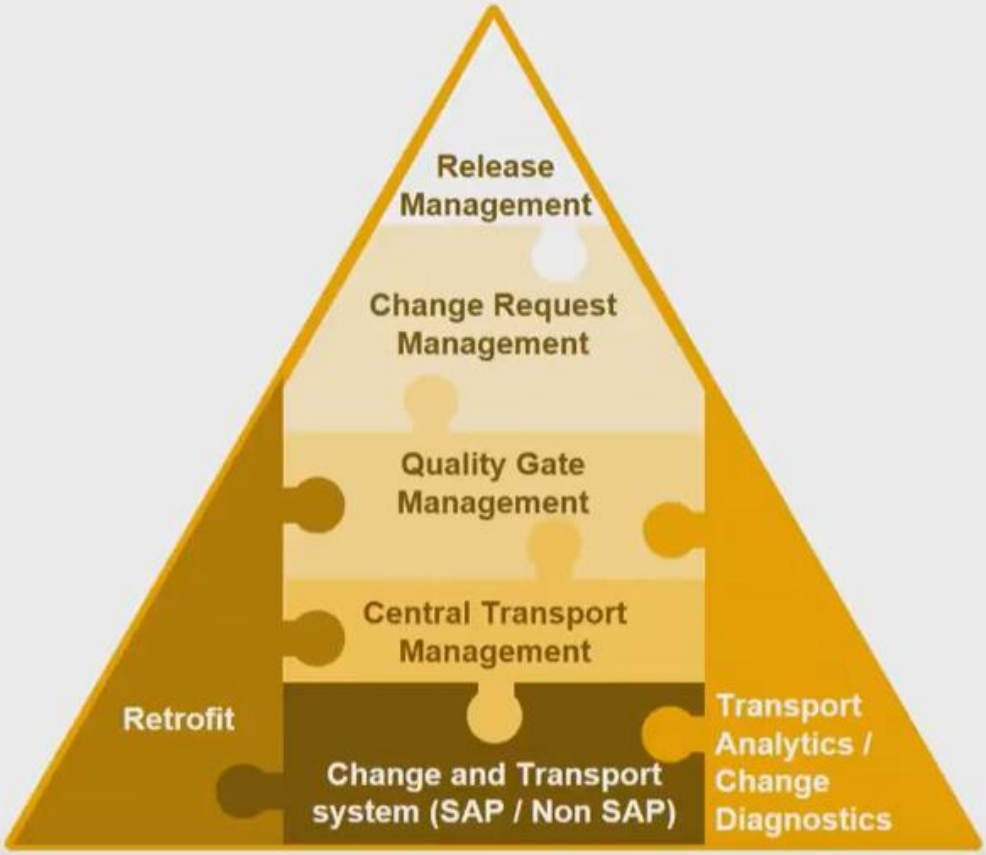


Functional Overview SOLMAN 7.2

Functional Overview SOLMAN 7.2

Change control management

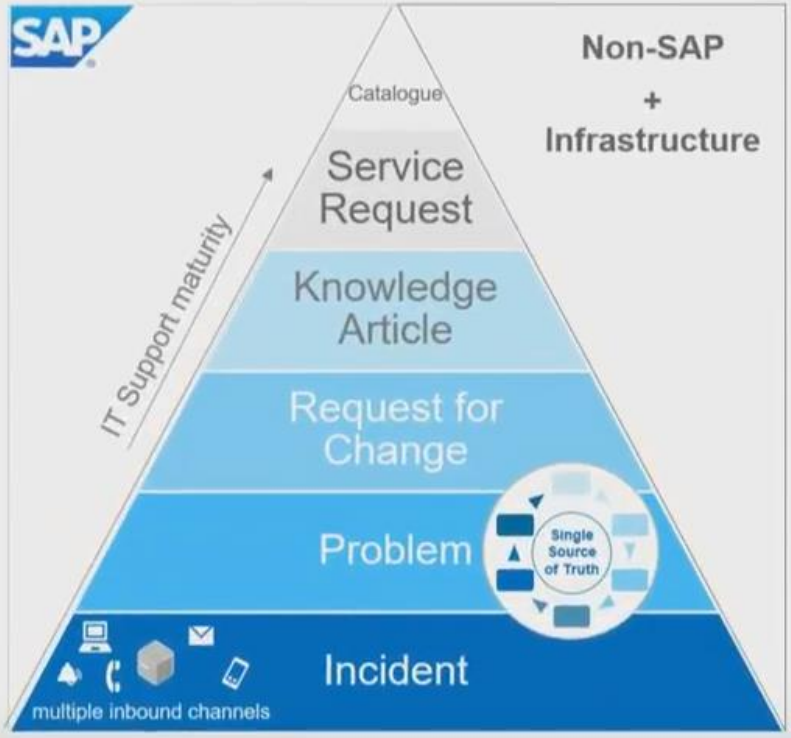
Overview



Functional Overview SOLMAN 7.2

Functional Overview SOLMAN 7.2

IT Service Management

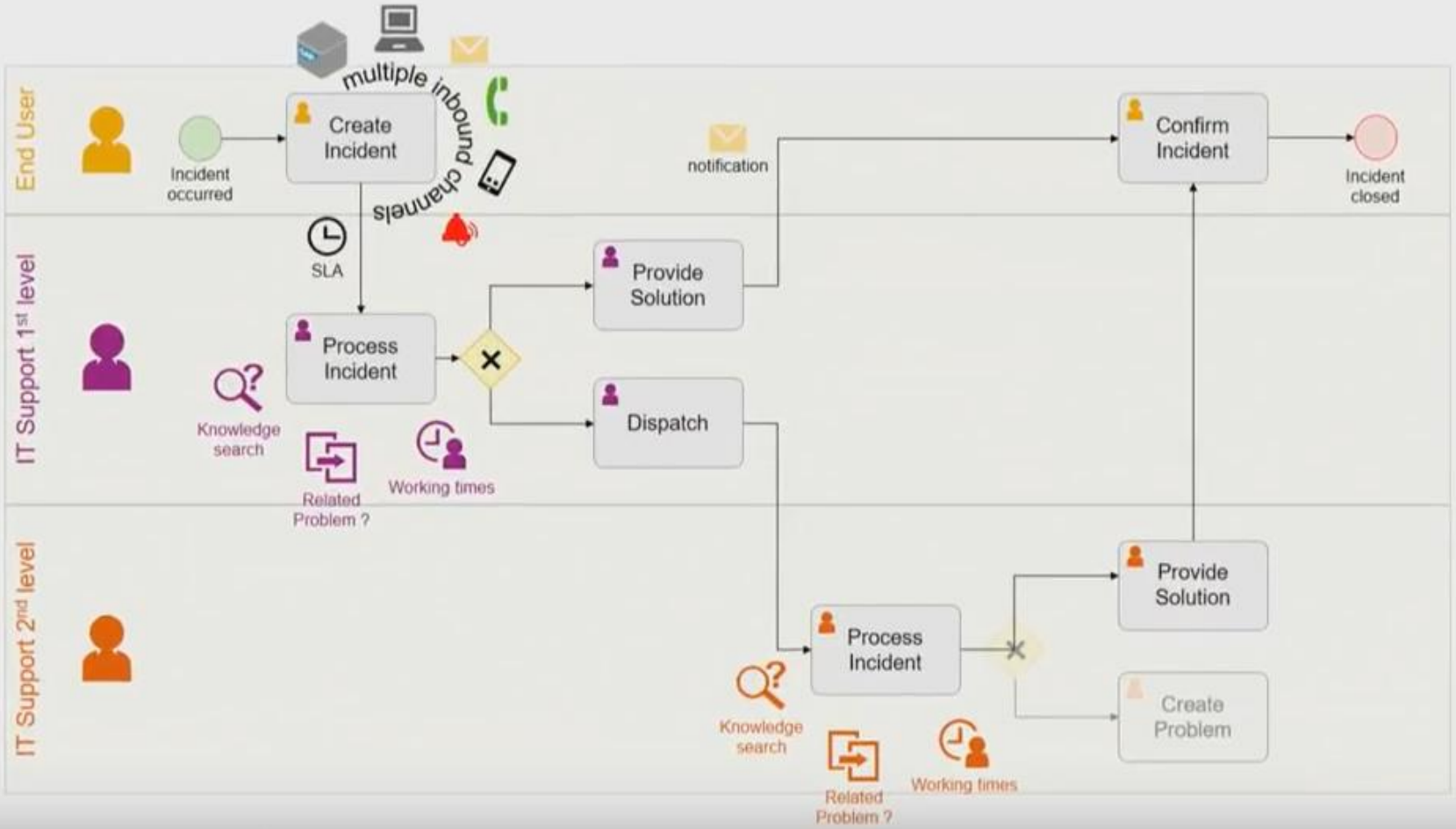


- **ITIL based IT Service Management** with **integration in SAP ERP** for **business process automation**
- **Service Request fulfillment process** based on **service products** and **predefined activities** how to deliver these **IT services**
- Incident-, Problem-, Change, Knowledge Management for the **entire IT** together with **SAP IT Infrastructure Management**
- Incident-, Problem-, Change Management **integrated to further SAP Solution Manager scenarios**
  e.g. test defects, project issues, alert processing, etc.
- Incident-, Problem- Change Management to manage the SAP IT more efficient and secure
- Incident Management for **SAP landscapes** with **integration in SAP frontends** and **SAP support backbone**

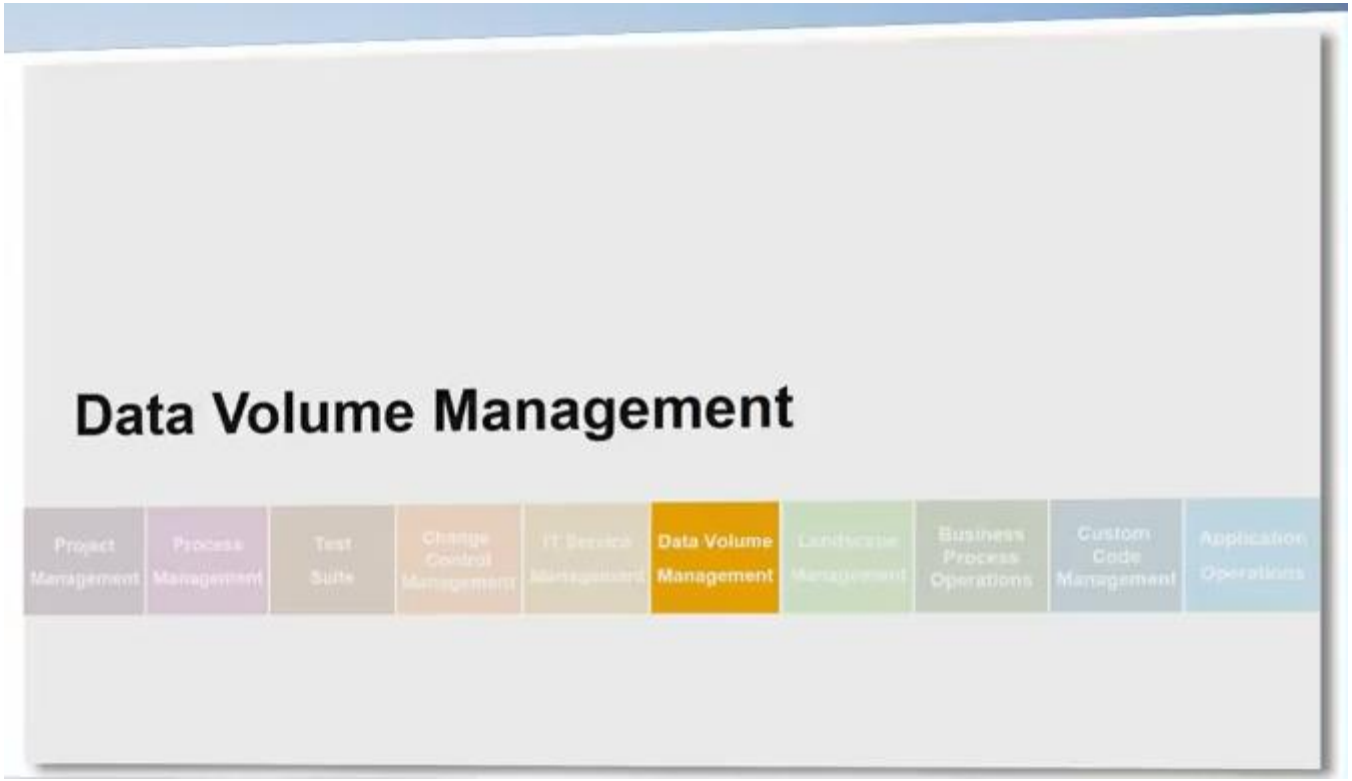
Functional Overview SOLMAN 7.2

IT Service Management

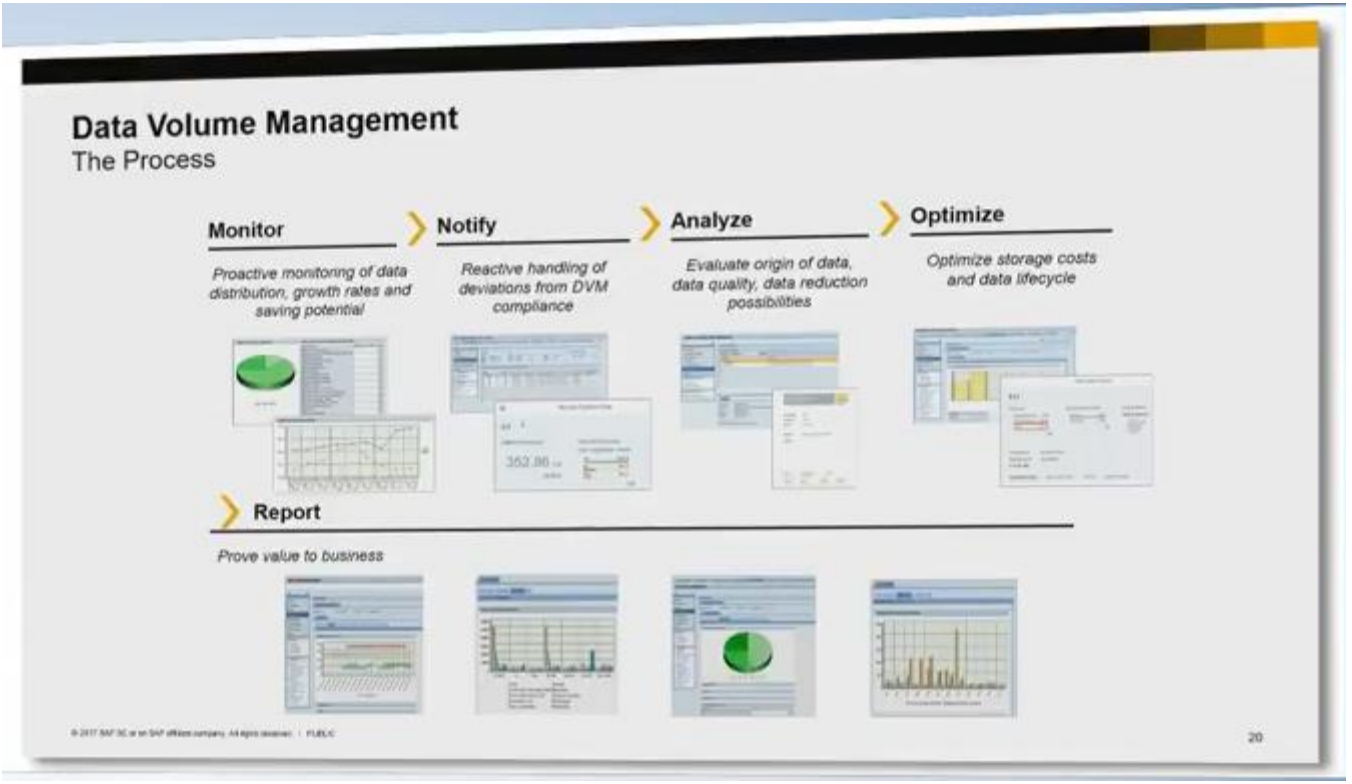
Incident Management – Best Practice Process



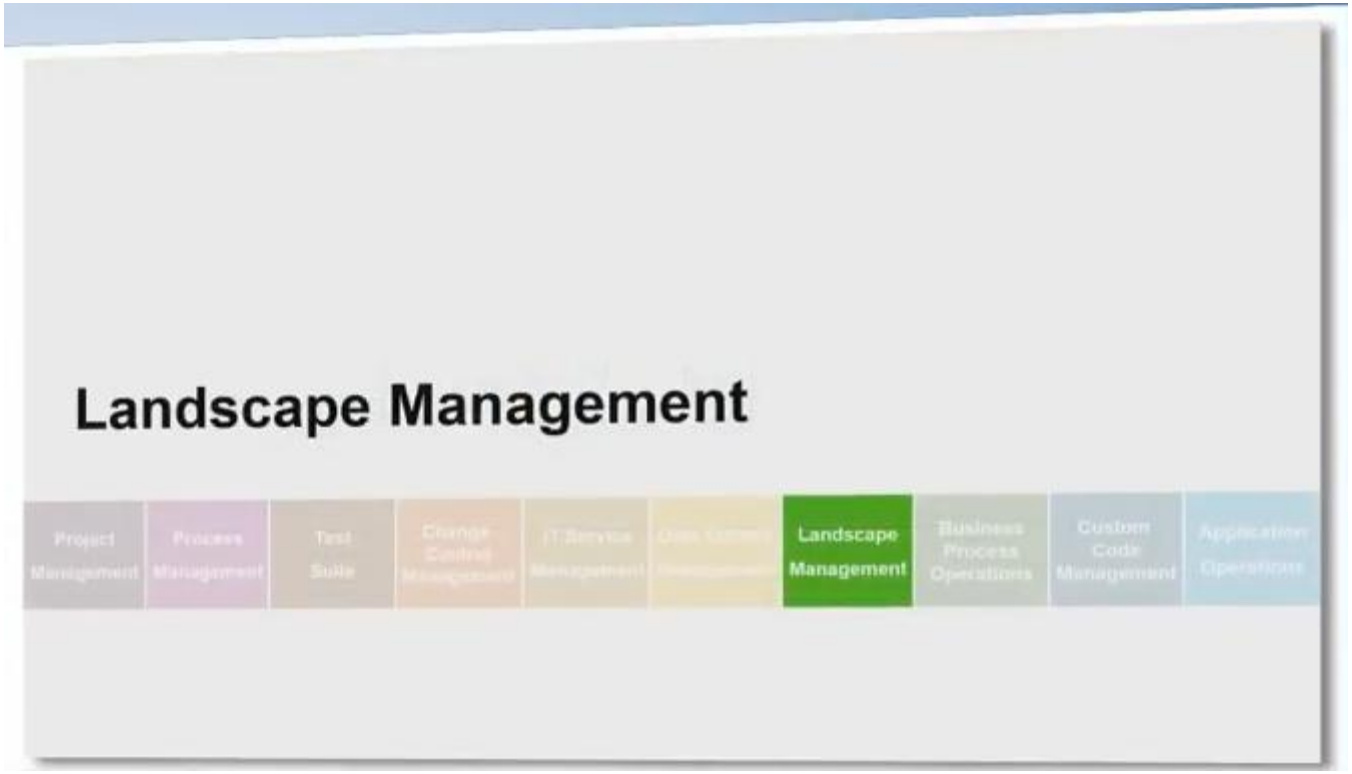
Functional Overview SOLMAN 7.2



Functional Overview SOLMAN 7.2



Functional Overview SOLMAN 7.2

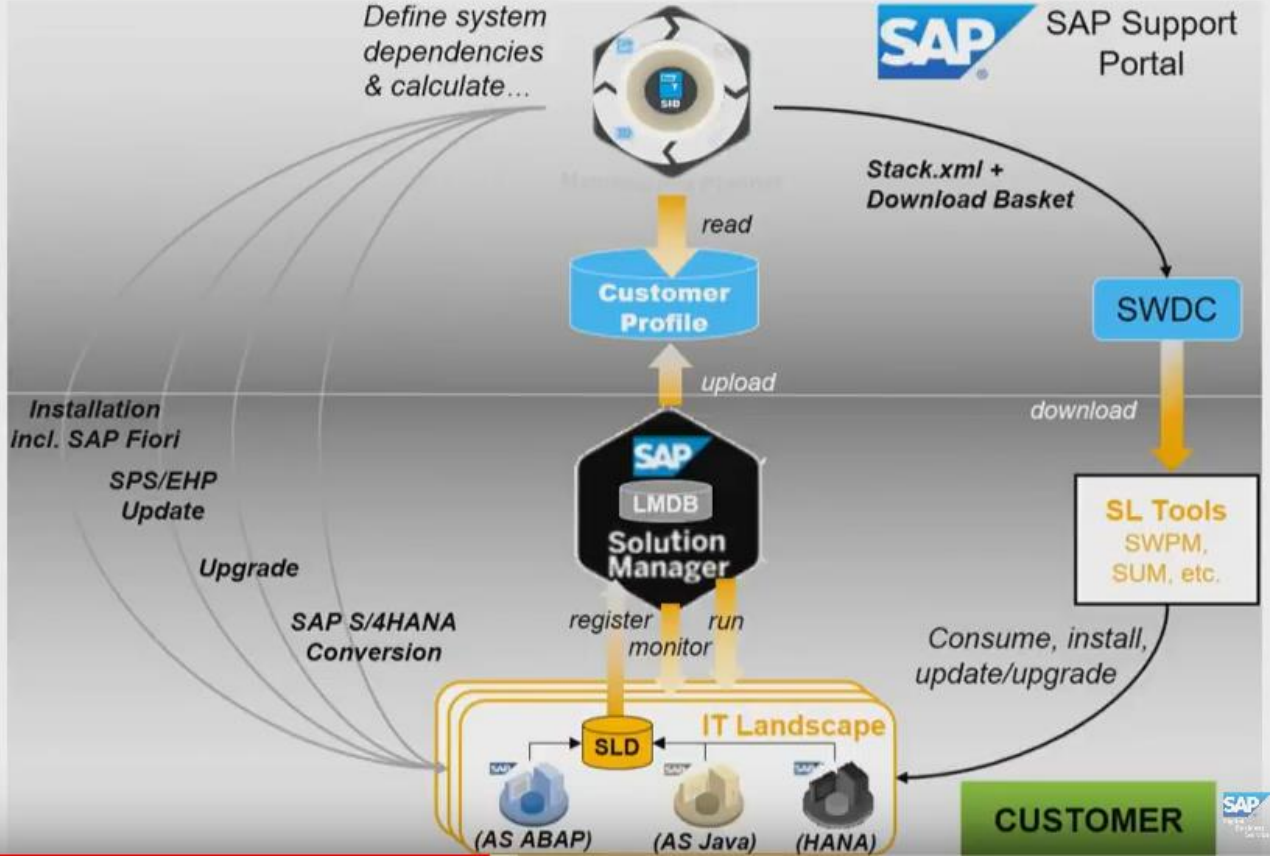


Functional Overview SOLMAN 7.2

Maintenance process with the Maintenance Planner

Change options and related tools

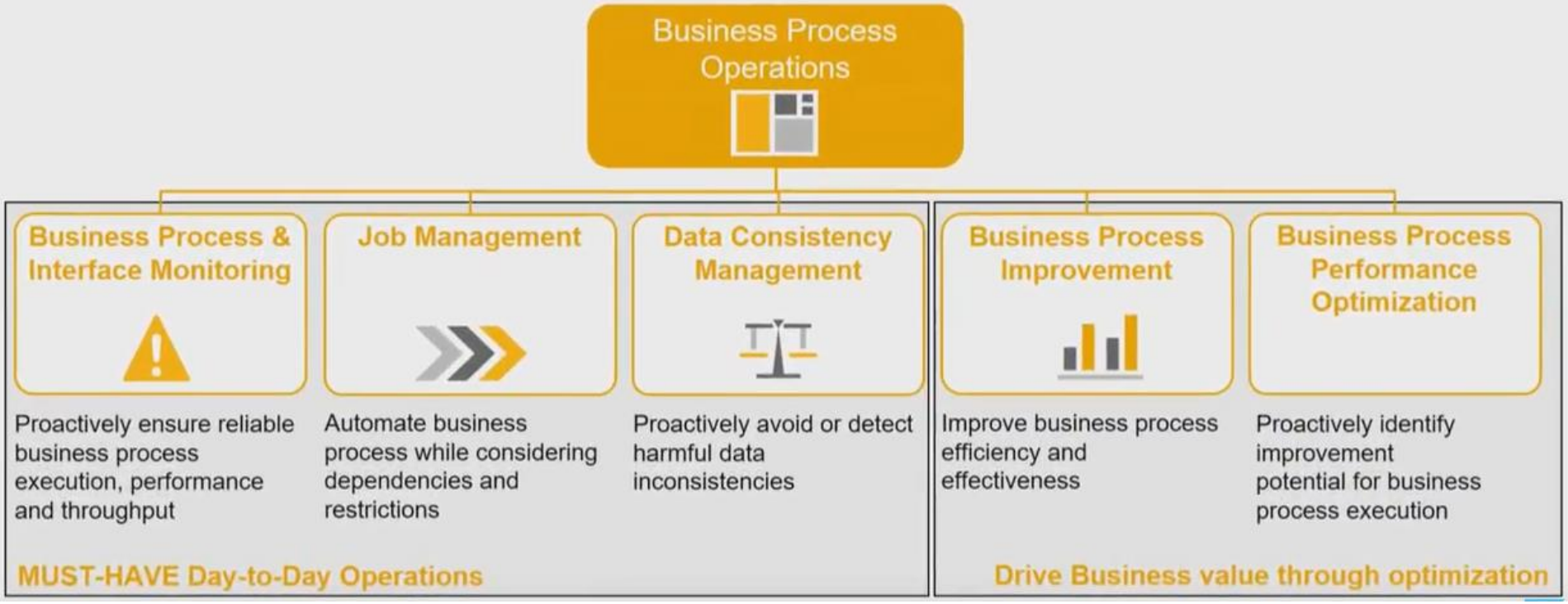
- *In the Maintenance Planner changes are defined and* stack.xml *and download basket are prepared.*
- *Consuming tools are Software Provisioning Manager Software (SWPM), Update Manager (SUM) etc.*
- *The customer profile is updated based on SAP Solution Manager. It is re-used by SAP Readiness Check for SAP S/4HANA and by SAP Transformation Navigator.*



Functional Overview SOLMAN 7.2

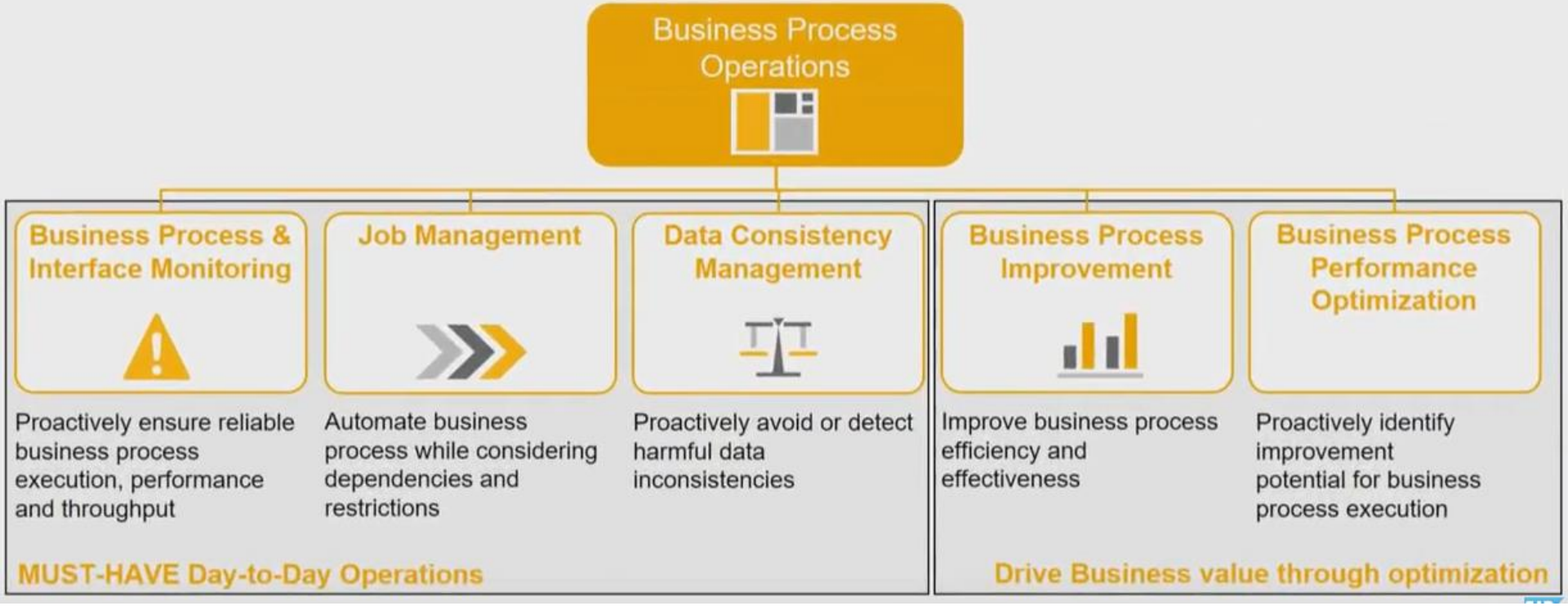
Functional Overview SOLMAN 7.2

Content of Business Process Operations

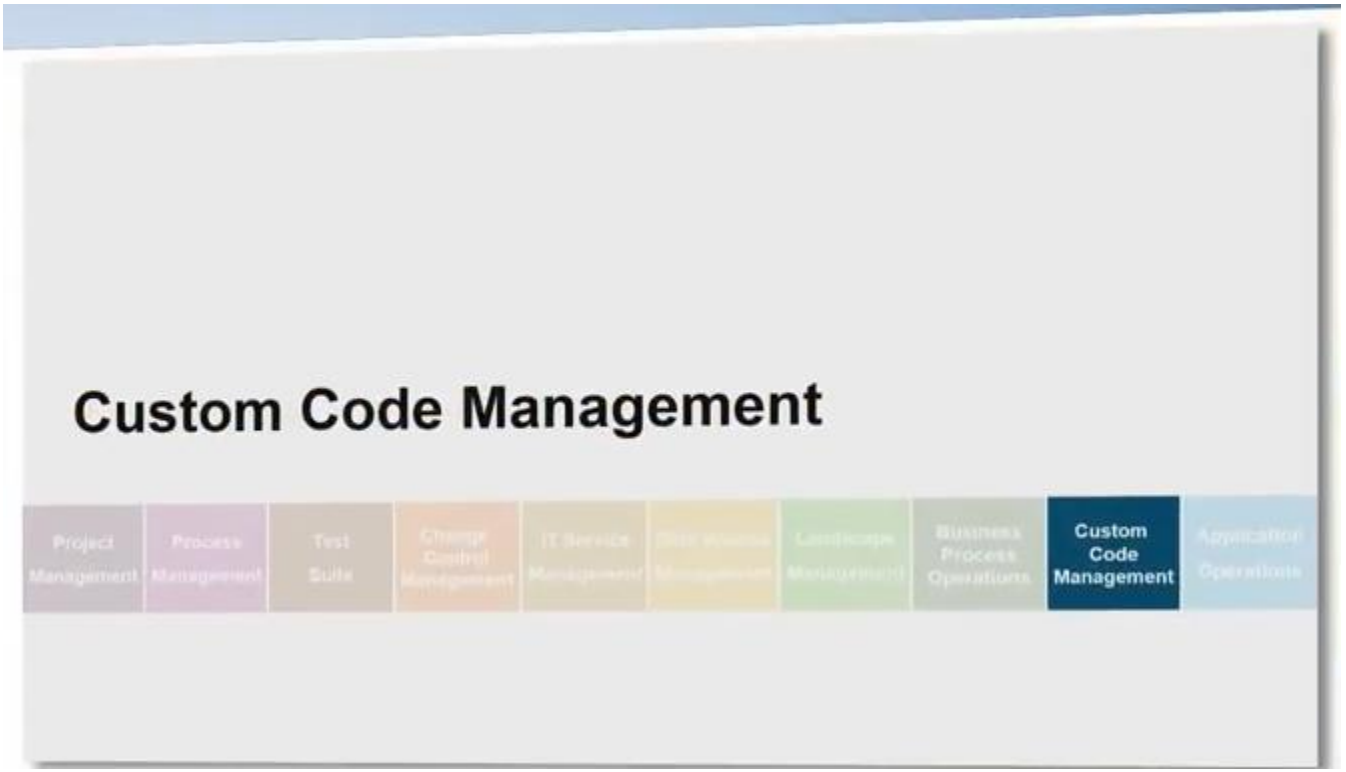


Functional Overview SOLMAN 7.2

Content of Business Process Operations



Functional Overview SOLMAN 7.2



Functional Overview SOLMAN 7.2

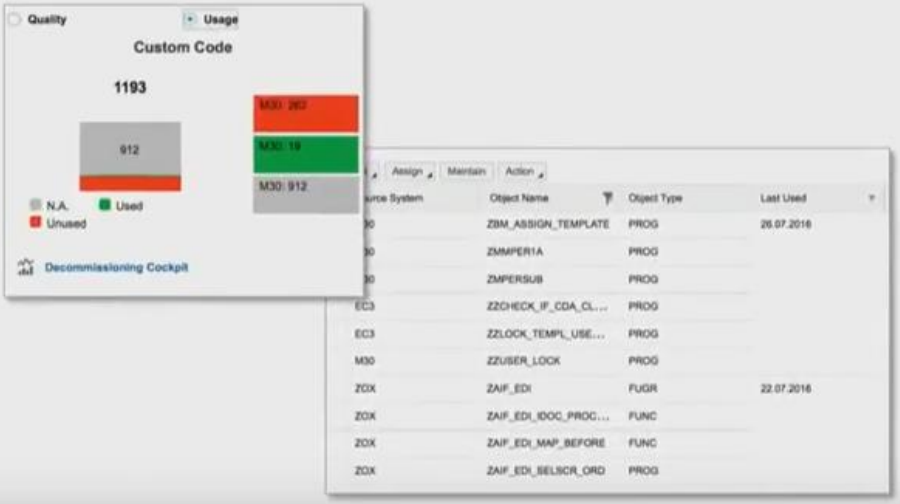
Reality of custom code impact

Experience from typical customer systems*

Number of objects: average number of custom code objects in on system 15000 – 20000 objects

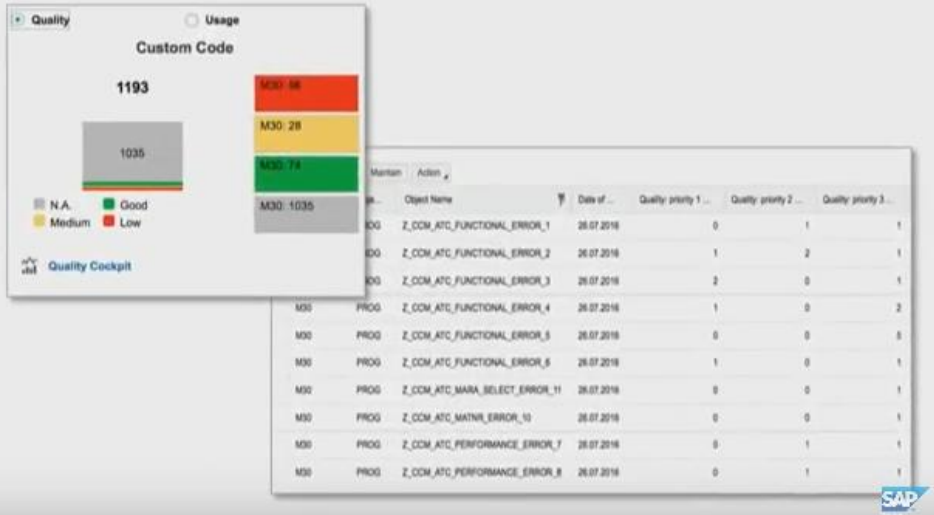
Usage

- 65% of the custom code objects have not been used within the last months



Quality

- 60% of all custom code objects contain code inspection messages

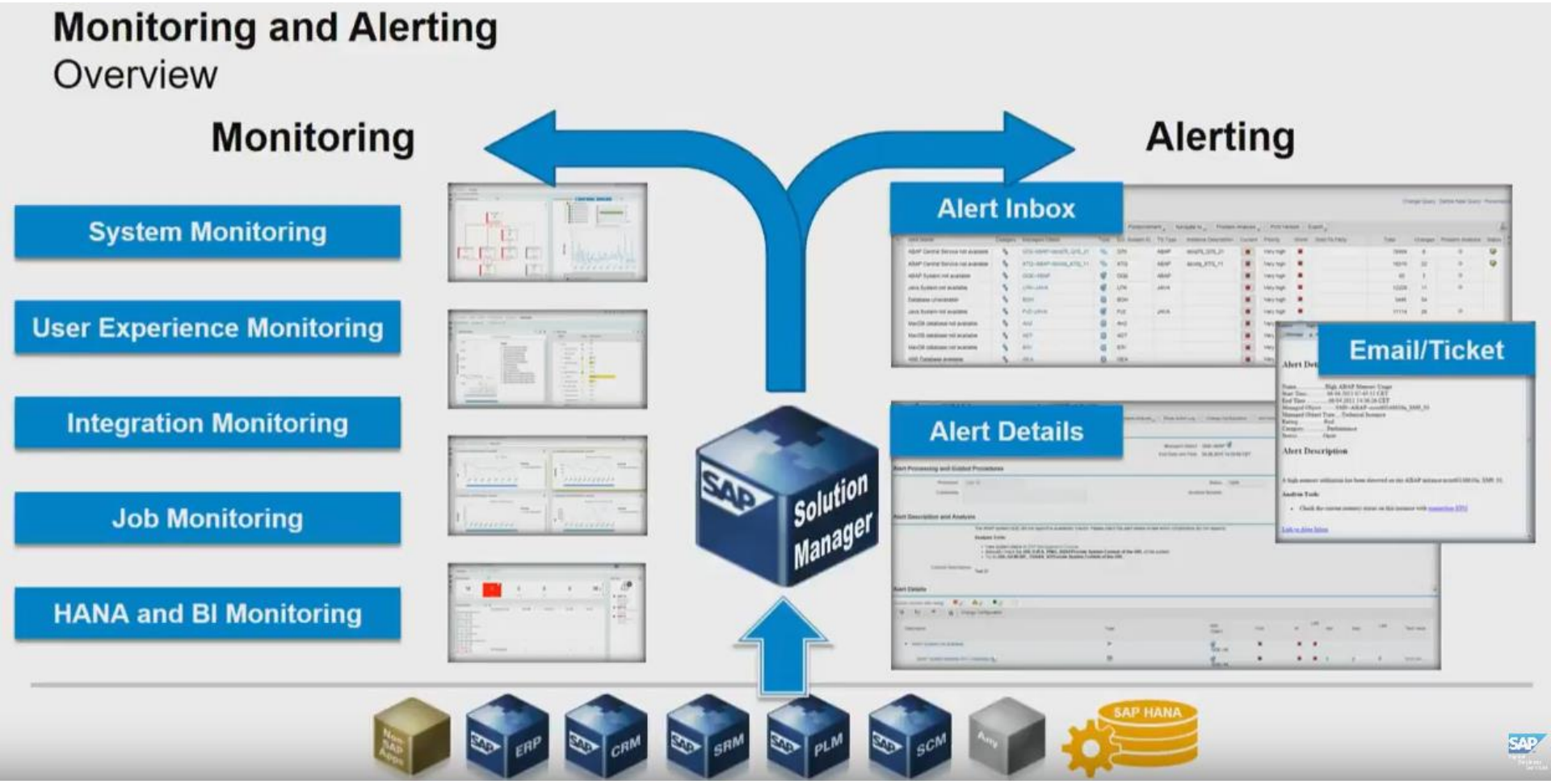


* Based on SAP (CQC) Solution Transition Assessment and Custom Code services

Functional Overview SOLMAN 7.2

Functional Overview SOLMAN 7.2

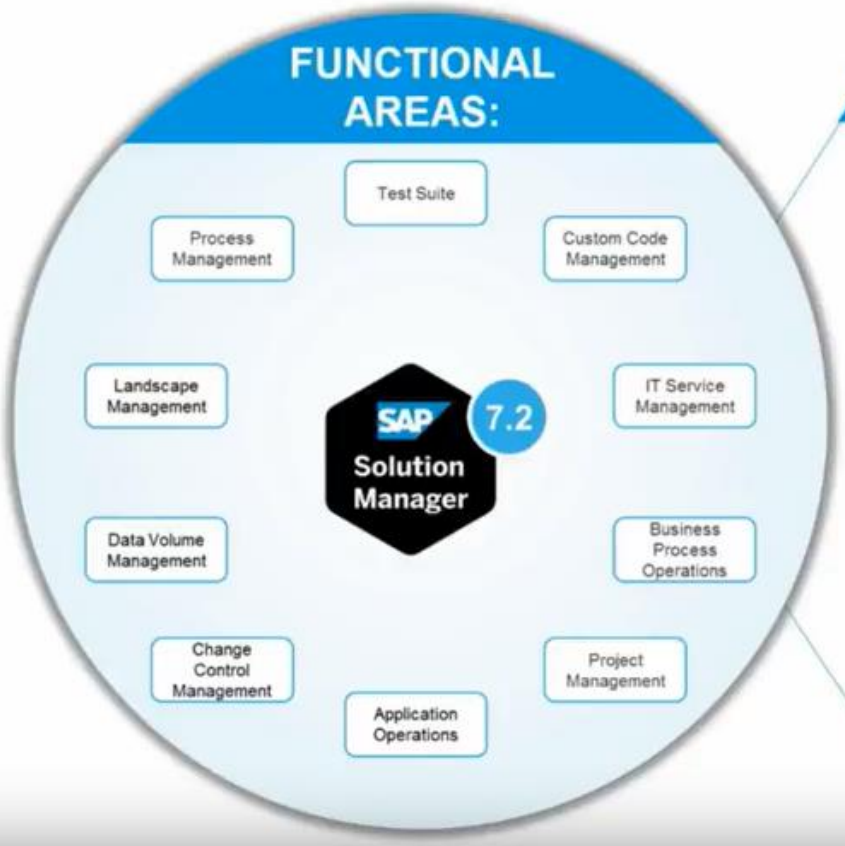
Monitoring and Alerting
Overview



The SAP Solution Manager Value Report

The SAP Solution Manager Value Report

Key Benefits



SAP SOLUTION MANAGER BENEFITS:

Increase business continuity
- Reduce very high incidents
- Decrease change related outages
- Increase system performance

Shorten time to market
- Deliver faster from requirement to deployment
- Reduce test phase duration
- Manage custom code

Improve efficiency
- Deliver more with the same resources
- Reduced test effort

Ensure compliance
- Improve audit ratings
- Solution documentation as a "single source of the truth"

The SAP Solution Manager Value Report

Motivation

SAP Solution Manager offers a vast range of functionalities

Typical customer questions:

- How can I identify the functional areas which would benefit my company the most?
- What are the implementation or upgrade efforts?
- What are the expected benefits and the return on my investment?

THE ANSWER: SAP Solution Manager Value Report

- Helping customers to build a business case for SAP Solution Manager
- Details comprise yearly benefits, upgrade and implementation efforts
- Based on provided customer information and best practice experiences from SAP customers and partners

The SAP Solution Manager Value Report

SAP Solution Manager Value Report At A Glance

Easy and Free of Charge

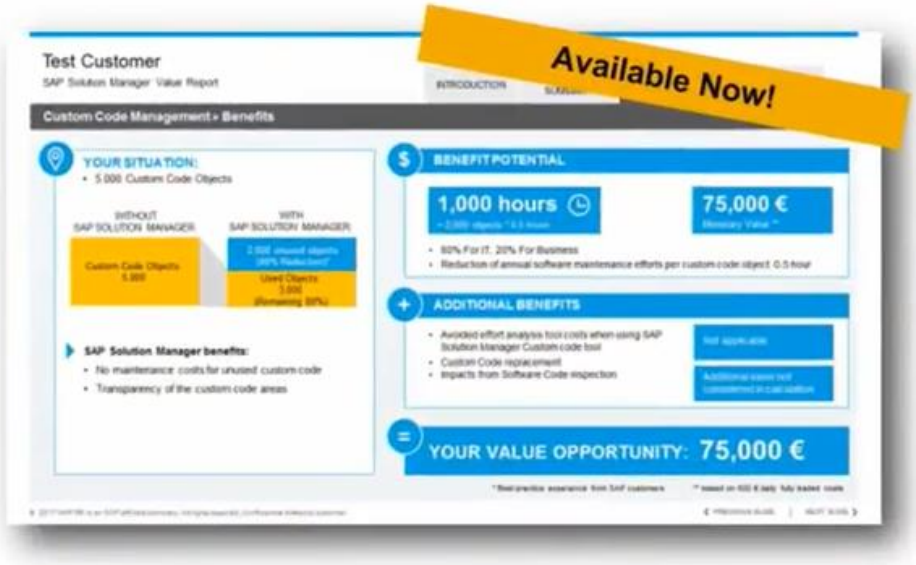
- Intuitively build a meaningful business case for SAP Solution Manager

Efficient

- You only spend minutes to request a customer-specific SAP Solution Manager value report

Transparent

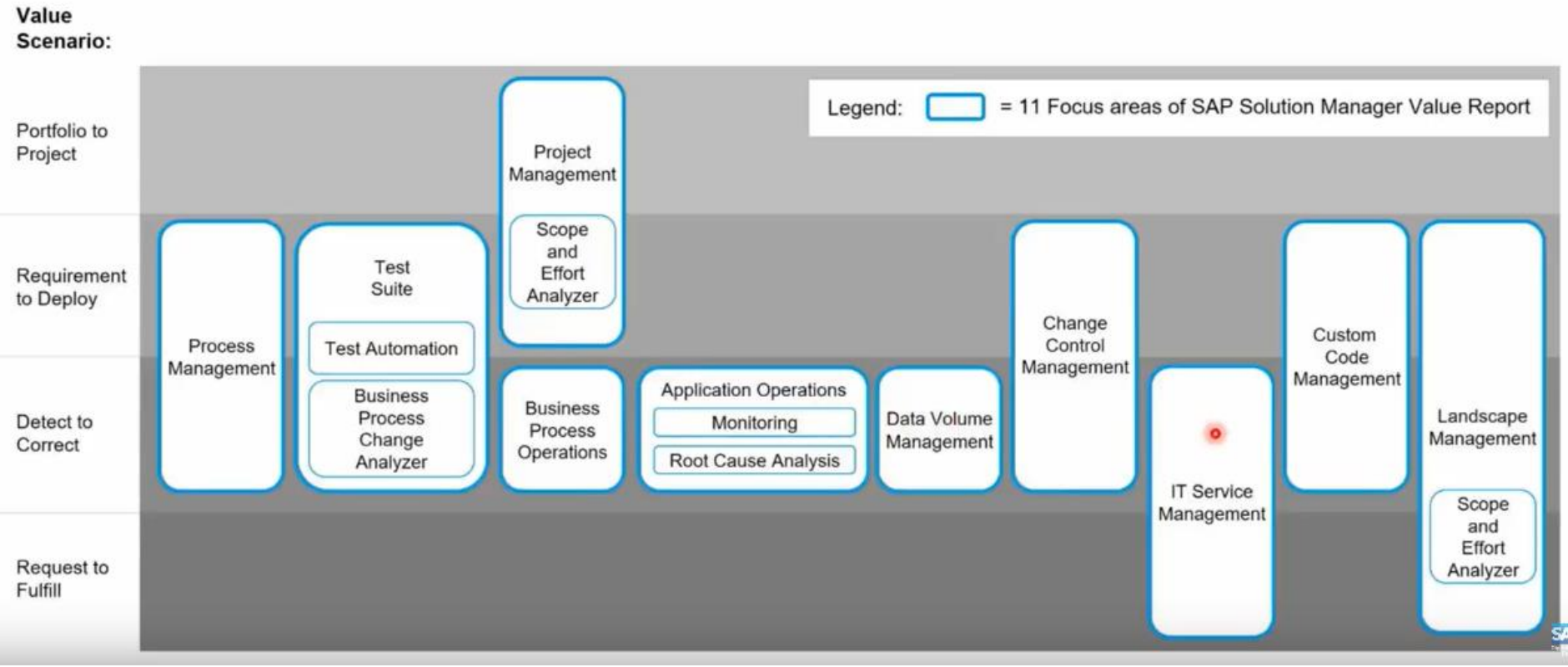
- You'll get estimations on the benefit potential of key functional areas from SAP Solution Manager, including implementation and upgrade efforts



Order Form: www.sap.com/solman-value

The SAP Solution Manager Value Report

Focus areas of SAP Solution Manager Value Report



Calculation Basics 1/2

Effort categories during the Solution Life-Cycle:

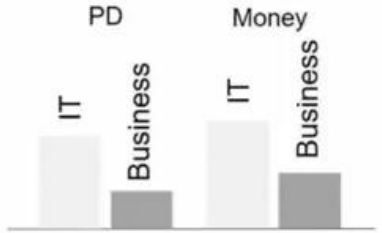
ONE-TIME IMPLEMENTATION EFFORT

A decision for a SAP Solution Manager scenario creates different one time efforts for business and IT to implement and to roll-out.

One time efforts

YEARLY EFFORT

Yearly efforts are necessary to keep the solution up-to-date and to operate it in the IT center.



Yearly efforts (Maintenance + operations)

7.1 TO 7.2 UPGRADE EFFORTS

If you already implemented functional areas from SAP Solution Manager you need to consider the upgrade efforts including roll-out.

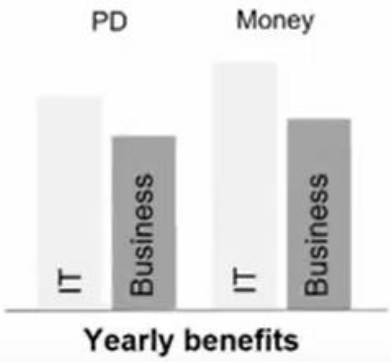
Upgrade efforts

Calculation Basics 2/2

Benefit categories during the Solution Life-Cycle:

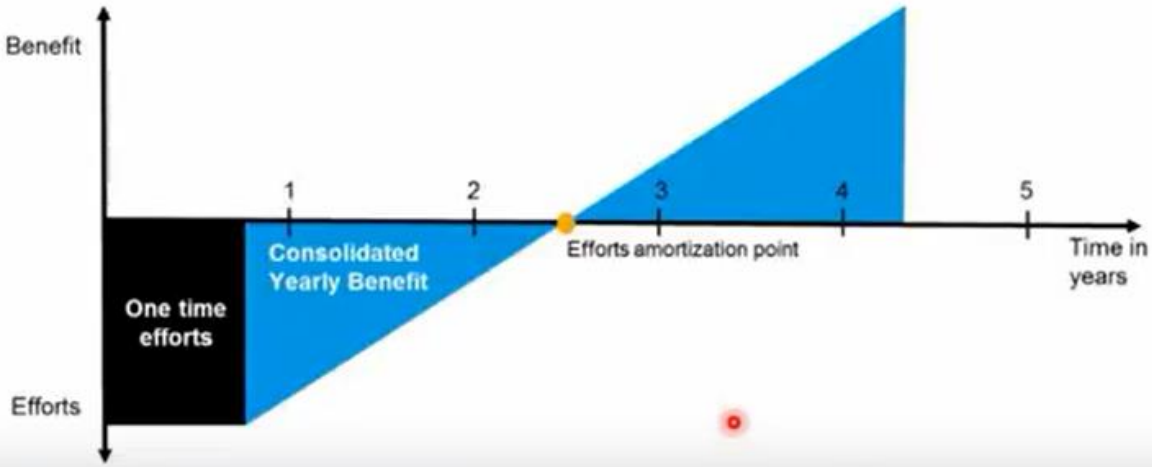
YEARLY BENEFITS

After the implementation the solution delivers yearly benefits for business and IT.

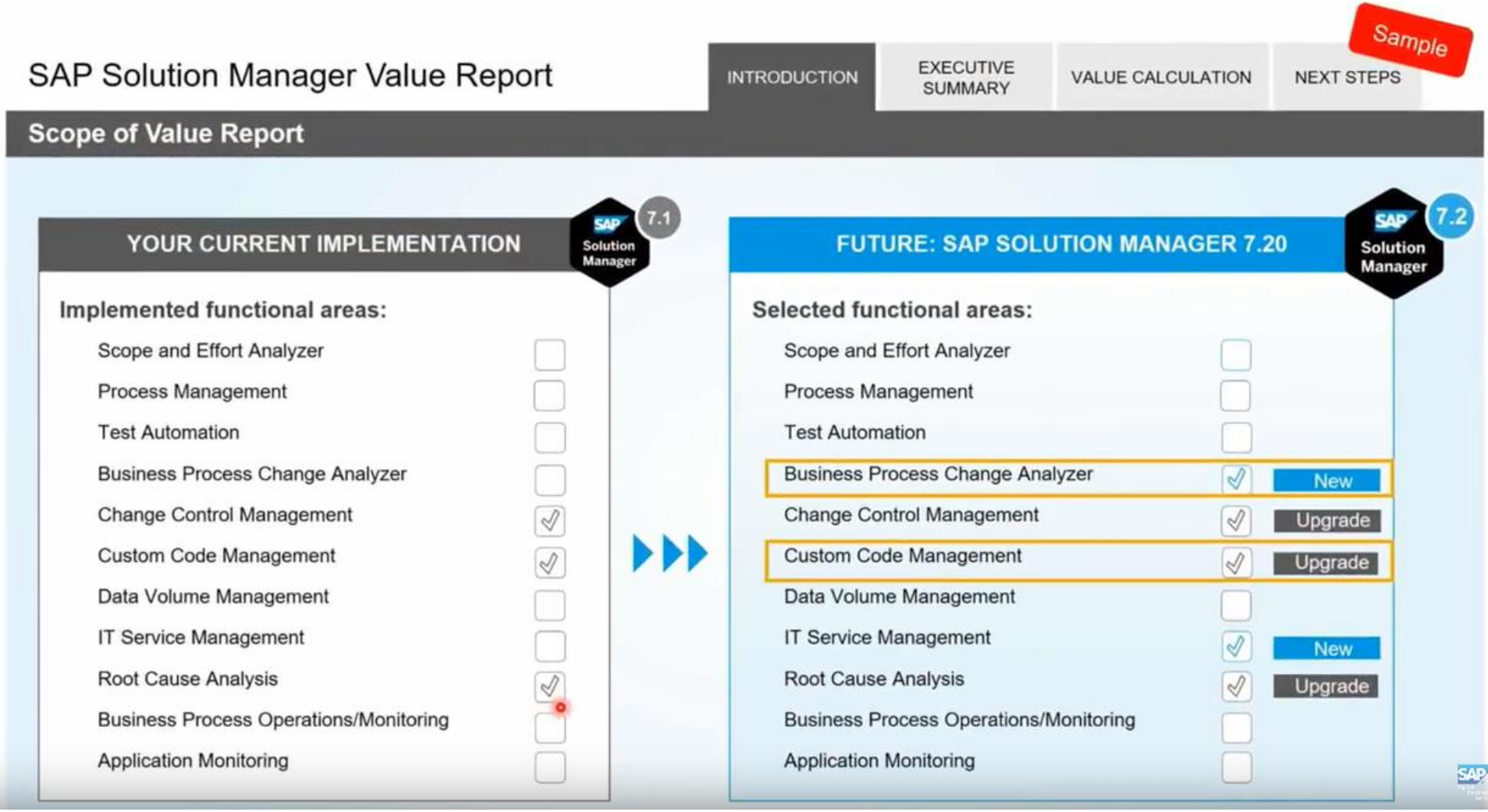


AMORTIZATION

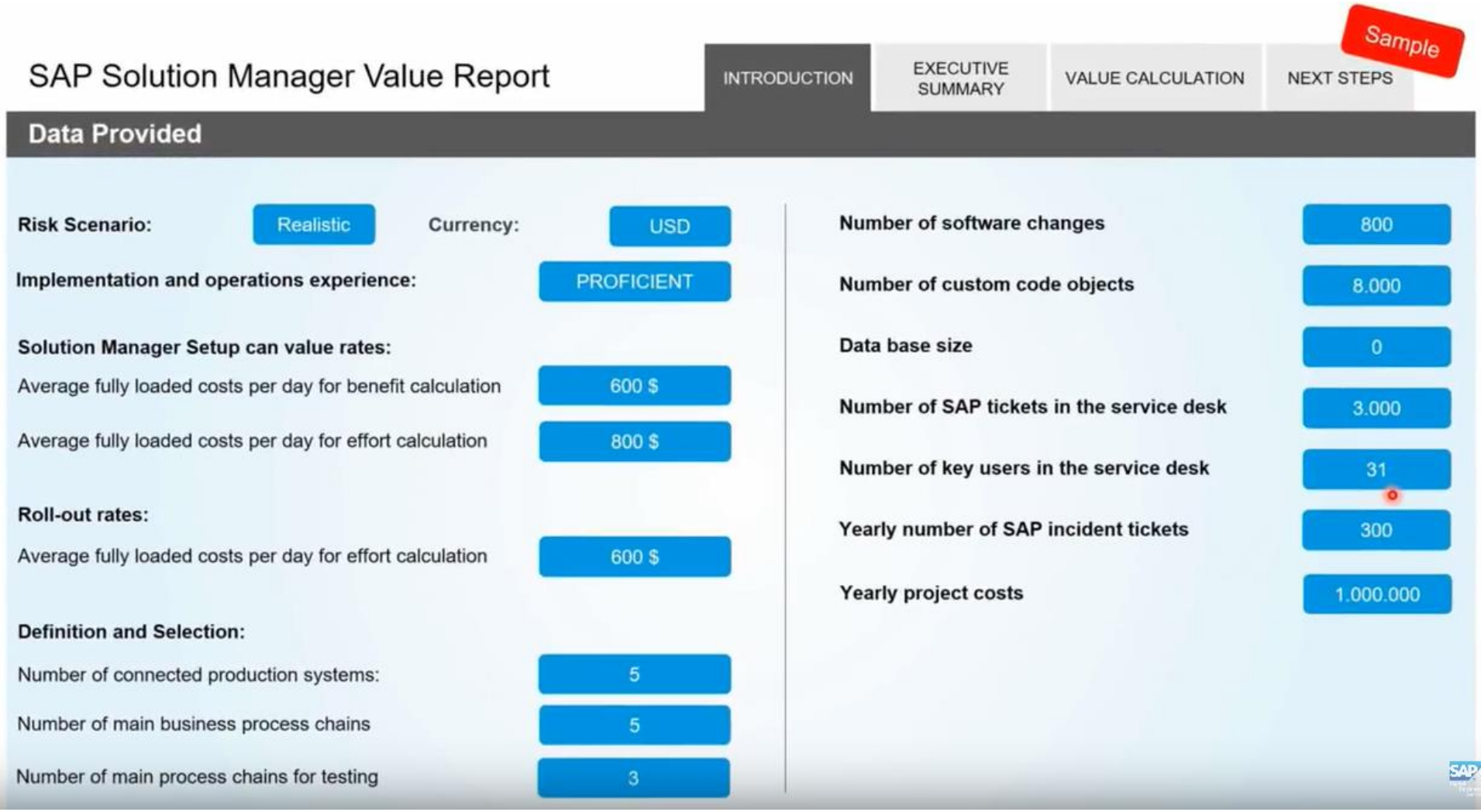
The effort amortization point is reached when the one time efforts are ‚earned' by the yearly benefits. After this point the net value is positive.



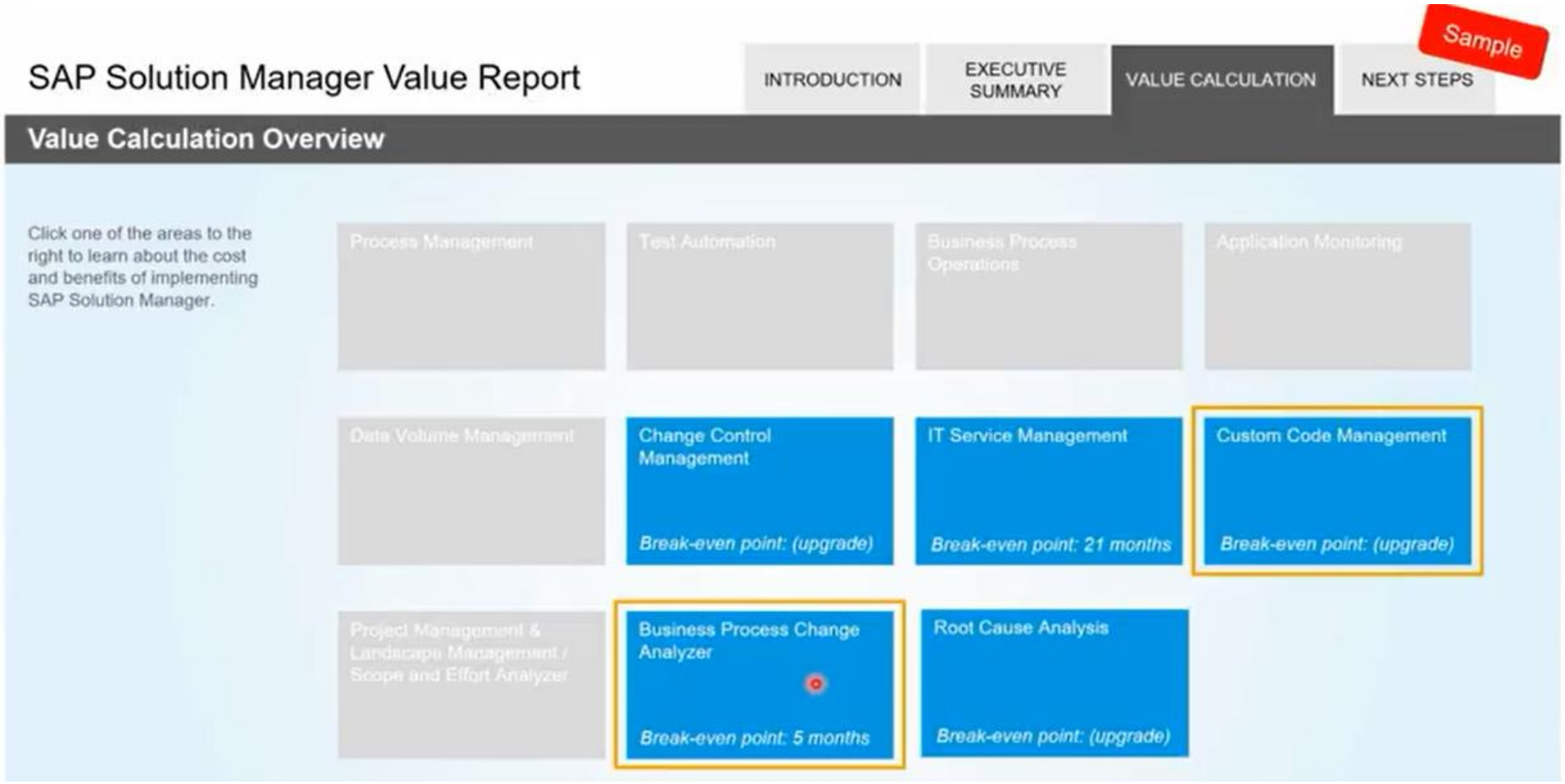
The SAP Solution Manager Value Report



The SAP Solution Manager Value Report



The SAP Solution Manager Value Report



The SAP Solution Manager Value Report

Sample Customer

SAP Solution Manager Value Report

INTRODUCTION | EXECUTIVE SUMMARY | VALUE CALCULATION | NEXT STEPS

Test Suite » Business Process Change Analyzer » Introduction

Sample

CHALLENGES

- Too much effort and time needed for testing?
- Not knowing the impact of the software changes to the test scope?
- No test focus oriented on the change impacts?
- No systematic planning and handling of tests?

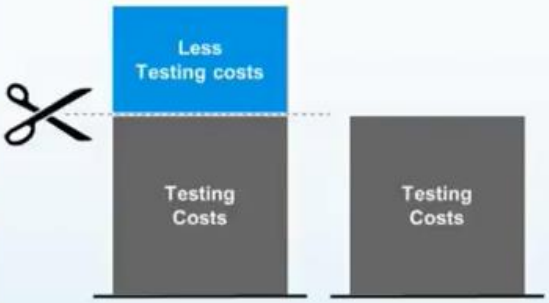
THE SOLUTION: BUSINESS PROCESS CHANGE ANALYZER

Change impact analysis
Impact analysis of software changes. Identify the needed test scope to cover all changed objects

Efficient testing
Avoid unnecessary and inefficient testing through test scoping for business and IT.

Test cost optimization
Less test coordination and synchronization work, less regression tests and less errors with end-user impact.

YOUR BENEFITS



Knowing the impact of software changes lowers the efforts for testing

The SAP Solution Manager Value Report

Sample Customer

SAP Solution Manager Value Report

INTRODUCTION | EXECUTIVE SUMMARY | VALUE CALCULATION | NEXT STEPS

Test Suite » Business Process Change Analyzer » Benefits

Sample

YOUR SITUATION:

- Project costs are 1,000,000 $
- 25% of the project costs are planned for testing*

WITHOUT SAP SOLUTION MANAGER:	WITH SAP SOLUTION MANAGER:
Testing costs are 25% of project costs: 250,000 $	75,000 $ Testing cost Reduction (30%) *
	Testing costs: 175,000 $ (Remaining 70%)

SAP Solution Manager benefits:

- Impact analysis of software changes to required test cases
- Avoiding of inefficient and unnecessary testing
- Less test coordination and synchronization work, less regression tests and less errors with end-user impact.

BENEFIT POTENTIAL

75,000 $
Monetary Value

- 60% for IT, 40% for Business
- Reduction of test efforts in the project

ADDITIONAL BENEFITS

- Avoided test costs when using SAP Solution Manager — **no data defined**
- Impact on secure go-live, and reliable operations
- Test transparency and automated test documentation for IT audit — Additional value not considered in calculation

YOUR VALUE OPPORTUNITY: 75,000 $

* Best-practice experience from SAP customers

The SAP Solution Manager Value Report

Sample Customer

SAP Solution Manager Value Report

INTRODUCTION | EXECUTIVE SUMMARY | VALUE CALCULATION | NEXT STEPS

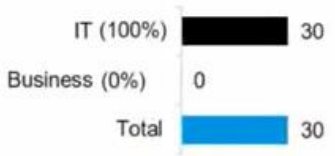
Test Suite » Business Process Change Analyzer » One time costs for implementation, roll-out and yearly costs

Sample

CURRENT SITUATION: Customer proficiency level **"Proficient"**

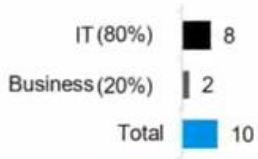
ONE-TIME (in person days)

Implementation effort :



- Implementation work

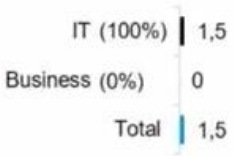
Roll-out effort:



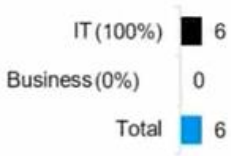
- Organizational setup and training

YEARLY EFFORT (in person days)

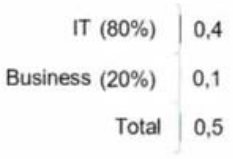
Solution maintenance:



Cost of operation:



Roll-out effort:



EFFORT SUMMARY

One time effort:

Implementation *	30 PD	24,000$
Roll out **	10 PD	6,000$
Total	**40 PD**	**30,000$**

Yearly effort:

Solution Mtnce. *	1.5 PD	1,200$
Roll out **	0.5 PD	300$
Cost of operation *	6 PD	4,800$
Total	**8 PD**	**6,300$**

* based on 800 $ daily fully loaded costs for implementation ** based on 600 $ daily fully loaded costs for roll out

The SAP Solution Manager Value Report

Sample Customer

SAP Solution Manager Value Report

INTRODUCTION | EXECUTIVE SUMMARY | VALUE CALCULATION | NEXT STEPS

Test Suite » Business Process Change Analyzer » Amortization point

Sample

CURRENT SITUATION: Customer proficiency level **"Proficient"**

NET YEARLY BENEFITS

The break-even point is reached when the one time efforts are ‚earned' by the yearly benefits. After this point the net value is positive.

Initial Set-up Efforts

A	One time efforts	30,000$

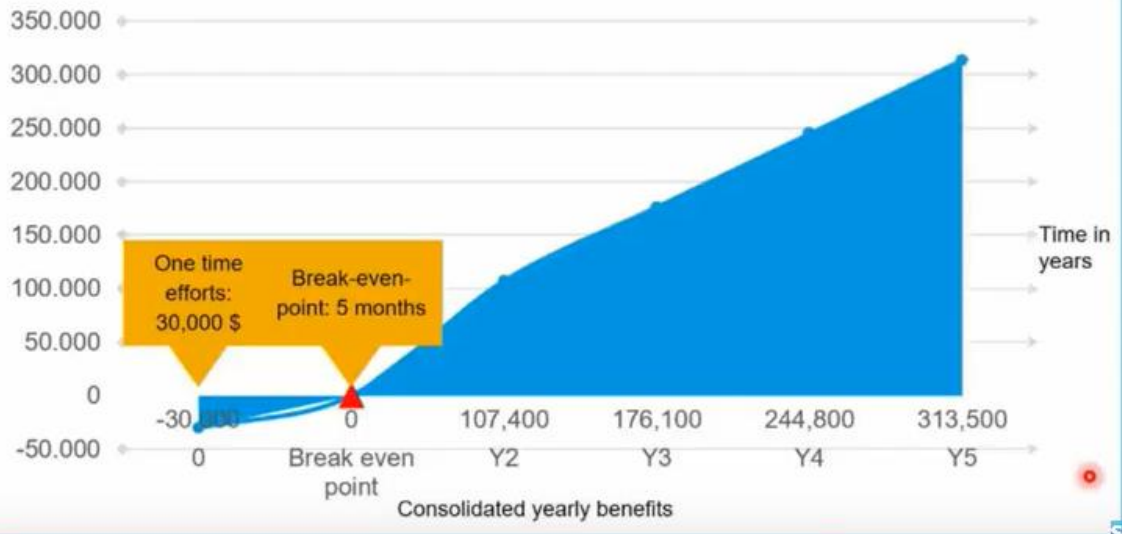
Yearly Efforts and Benefits

B	Yearly benefits	75,000$
C	Yearly efforts (solution upgrade + operations)	6,300$

D - Net yearly benefits*:	**68,700$**
Break-even point:**	**5 months**

* = B – C ** =

BREAKEVEN CHART



The SAP Solution Manager Value Report

Sample

SAP Solution Manager Value Report

INTRODUCTION | EXECUTIVE SUMMARY | VALUE CALCULATION | NEXT STEPS

Custom Code Management » Introduction

CHALLENGES

- No documentation of custom code objects?
- Custom code causing high maintenance and test efforts?
- Do you still maintain old unused custom code?

THE SOLUTION: CUSTOM CODE MANAGEMENT

Efficiently manage custom code
Identification of used and unused custom code.

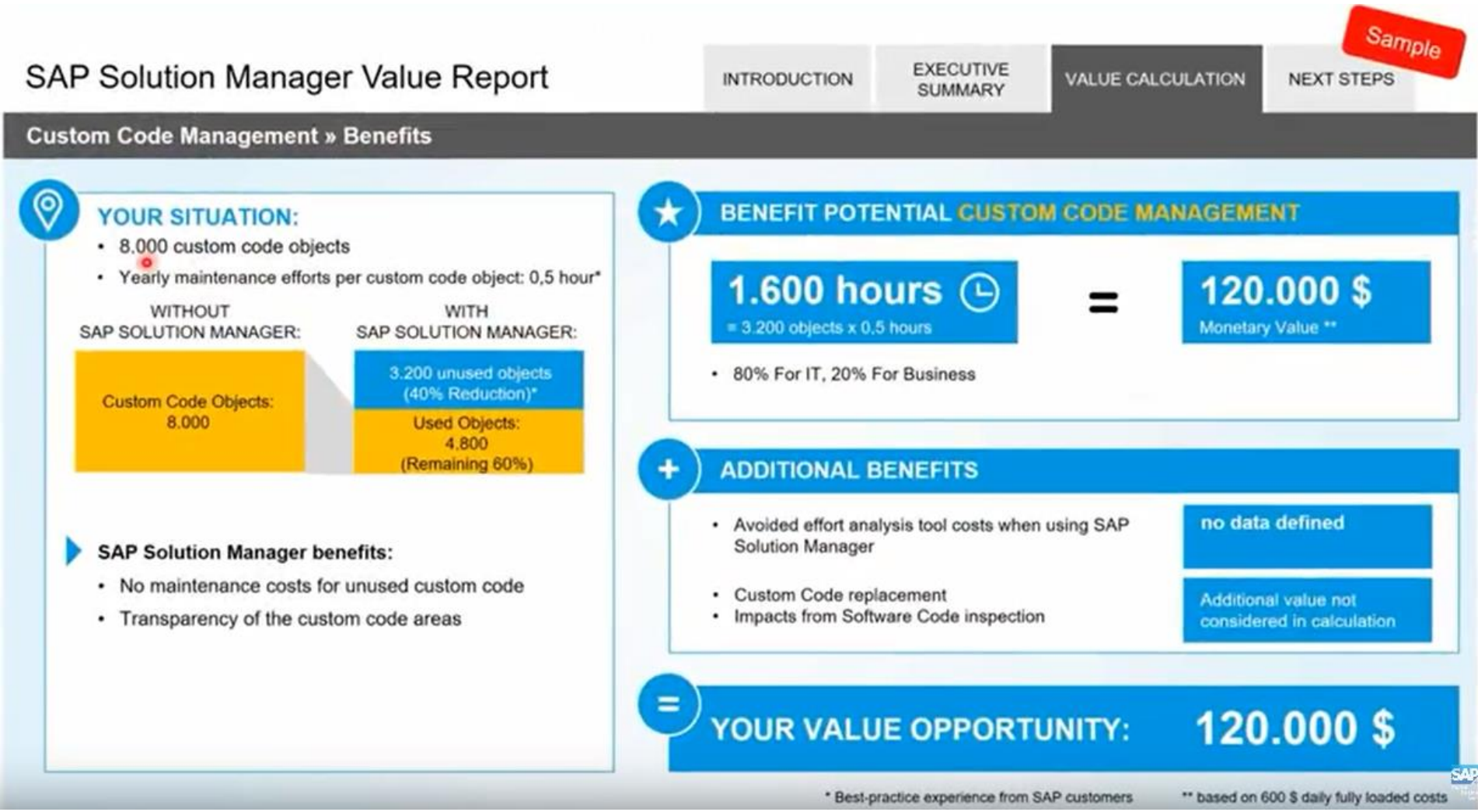
Implement custom code strategy
Custom code strategy to avoid custom code in future or replacement with SAP standard.

Improve quality of custom development
Software code inspection causes in less end-user business impact.

YOUR BENEFITS

Less costs for software maintenance. Unused code has not to be maintained any more.

The SAP Solution Manager Value Report



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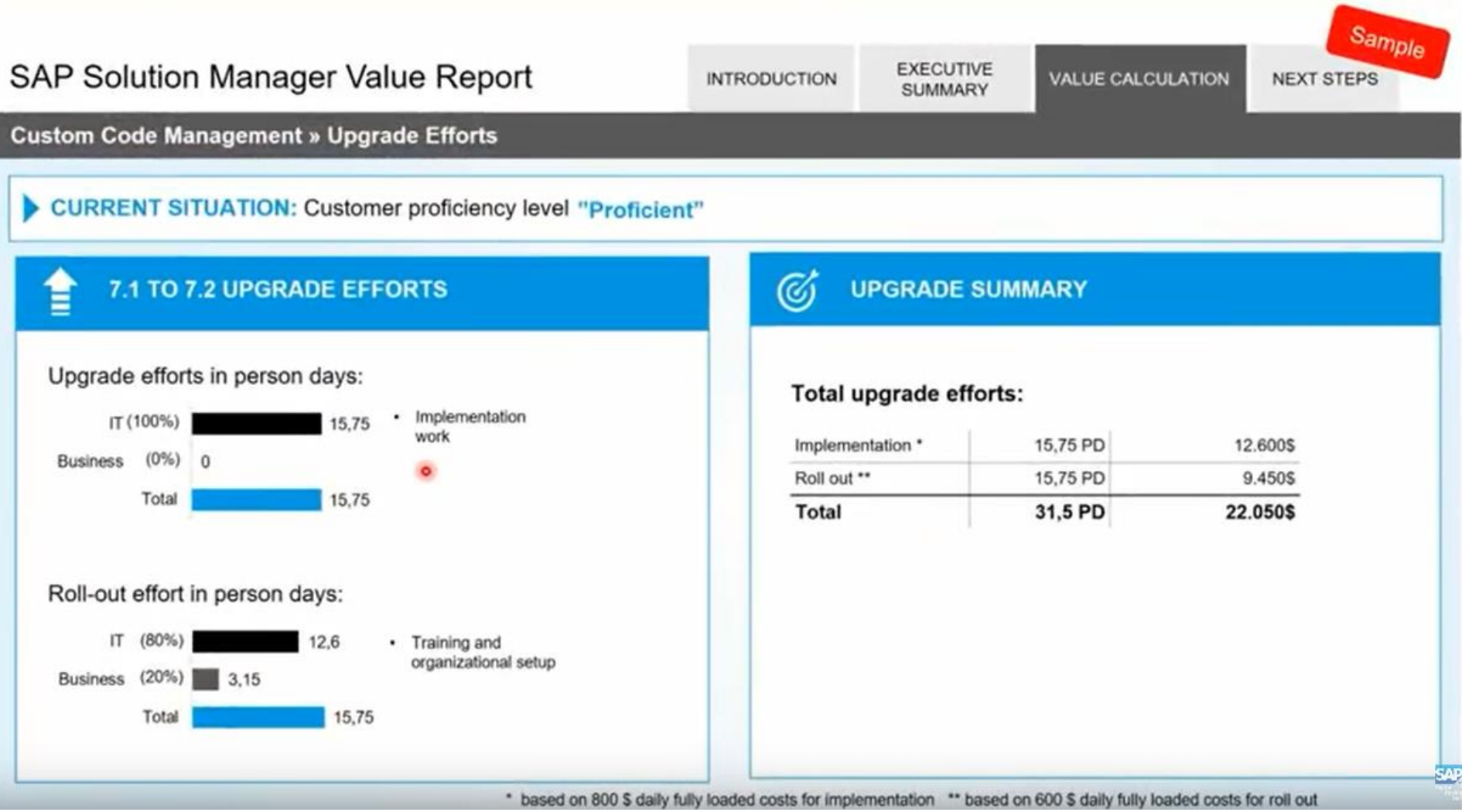

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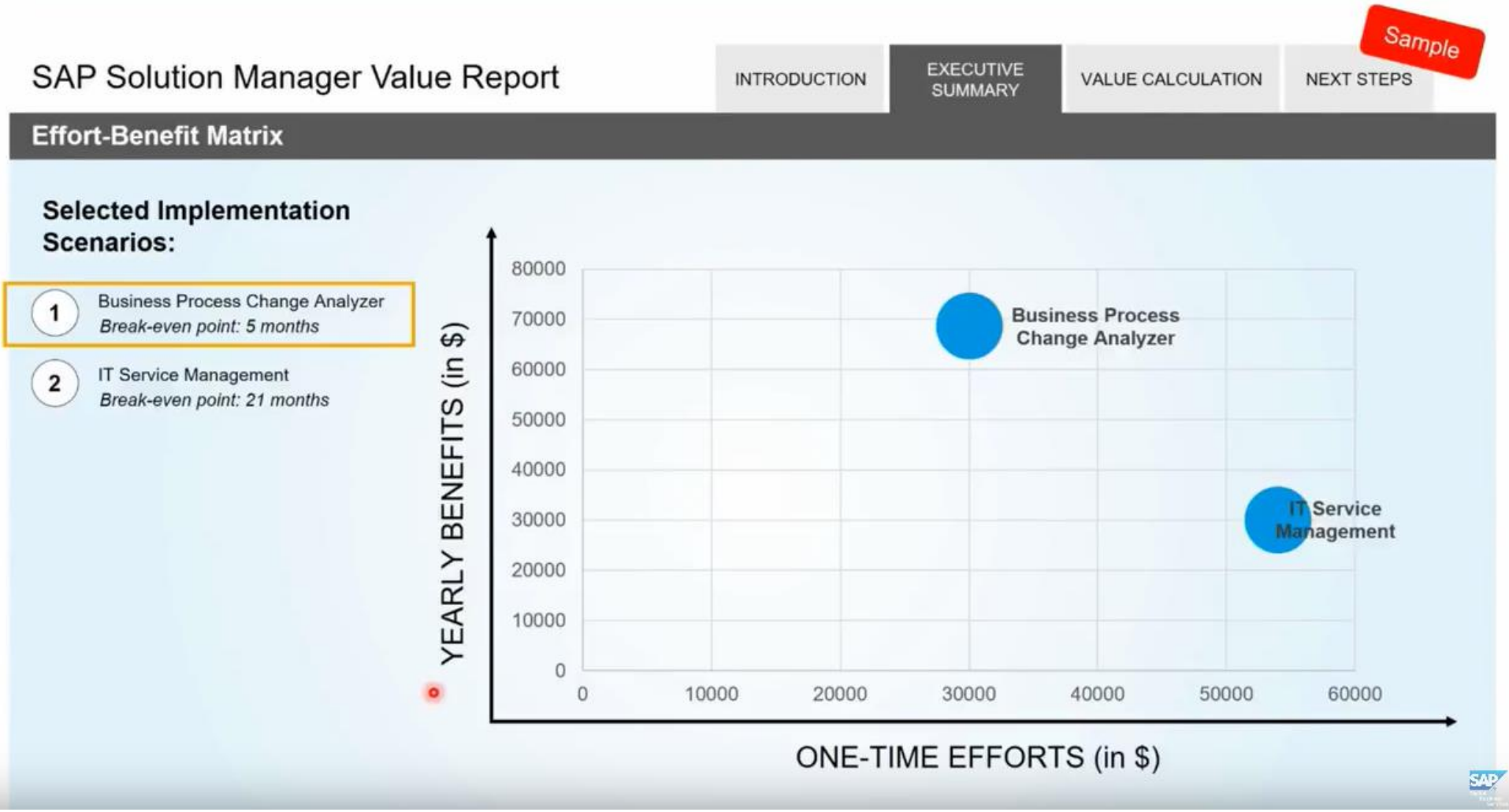


The SAP Solution Manager Value Report

Sample

SAP Solution Manager Value Report

INTRODUCTION | EXECUTIVE SUMMARY | VALUE CALCULATION | NEXT STEPS

Summary: Upgrade of SAP Solution Manager

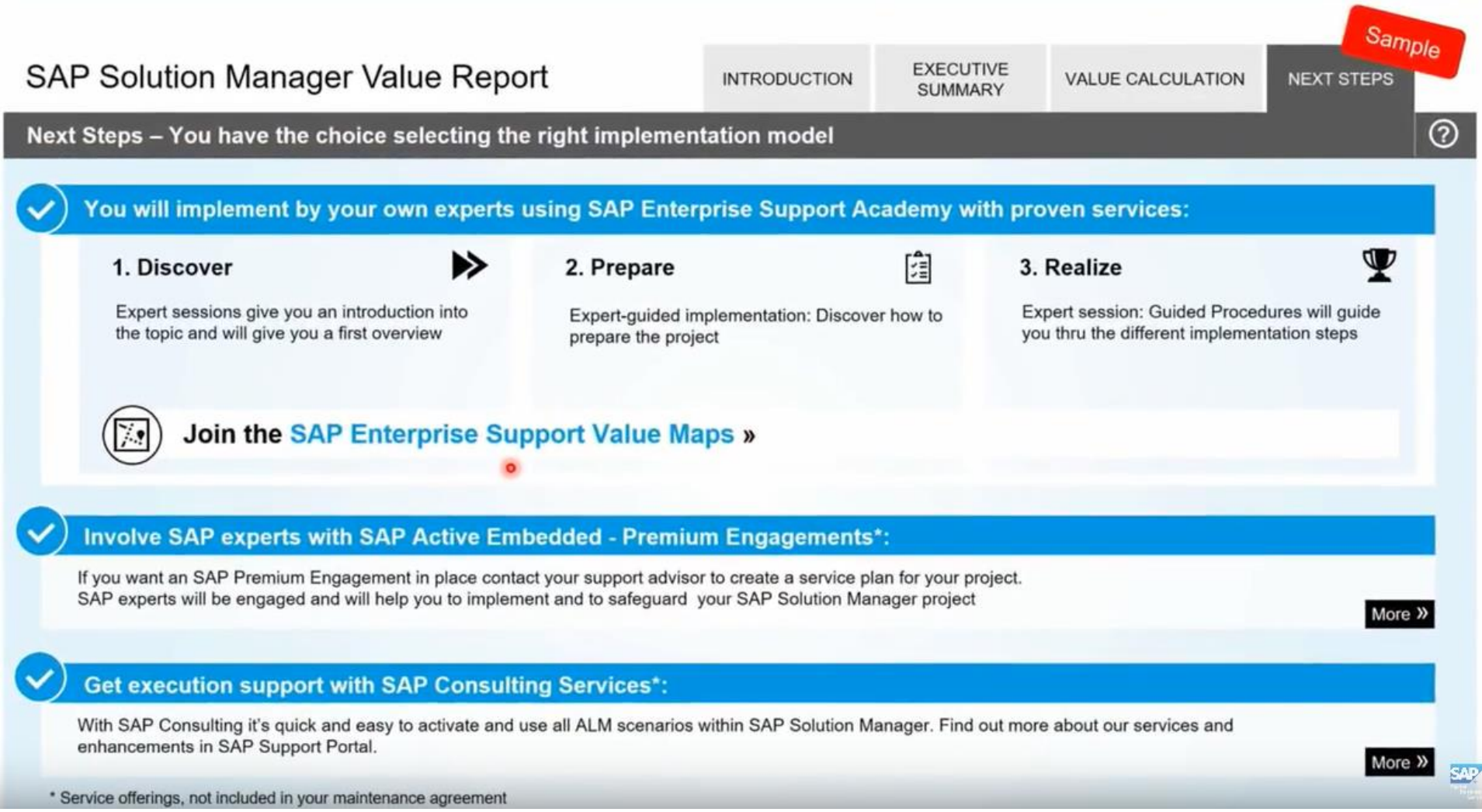
Customer proficiency lever "Proficient"

UPGRADE OF SAP SOLUTION MANAGER AT Sample Customer:

SAP Solution Manager Functional Area	Upgrade * and Rollout ** Efforts		Yearly Benefits ***	Effort Category
Basic setup	22,5 PD	18.000$		
Change Control Management	31,5 PD	23.100$	35.000$	Medium efforts
Custom Code Management	31,5 PD	22.050$	120.000$	Medium efforts
Application Operations » Root Cause Analysis	- PD	-$	36.000$	No significant efforts
Total	85,5 PD	63.150$	191.000$	

* based on 800 $ daily fully loaded costs for implementation ** based on 600 $ daily fully loaded costs for roll out *** based on 600 $ daily fully loaded costs for benefit calculation

The SAP Solution Manager Value Report



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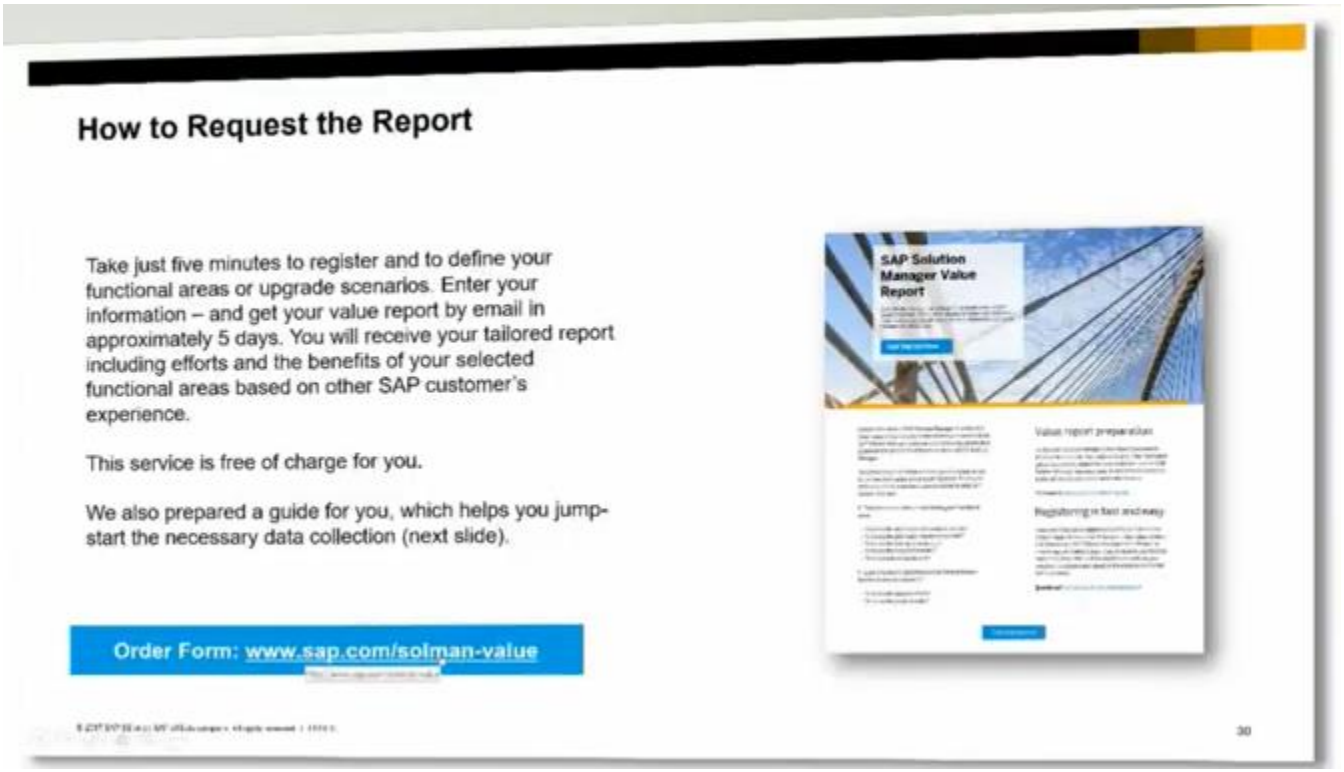

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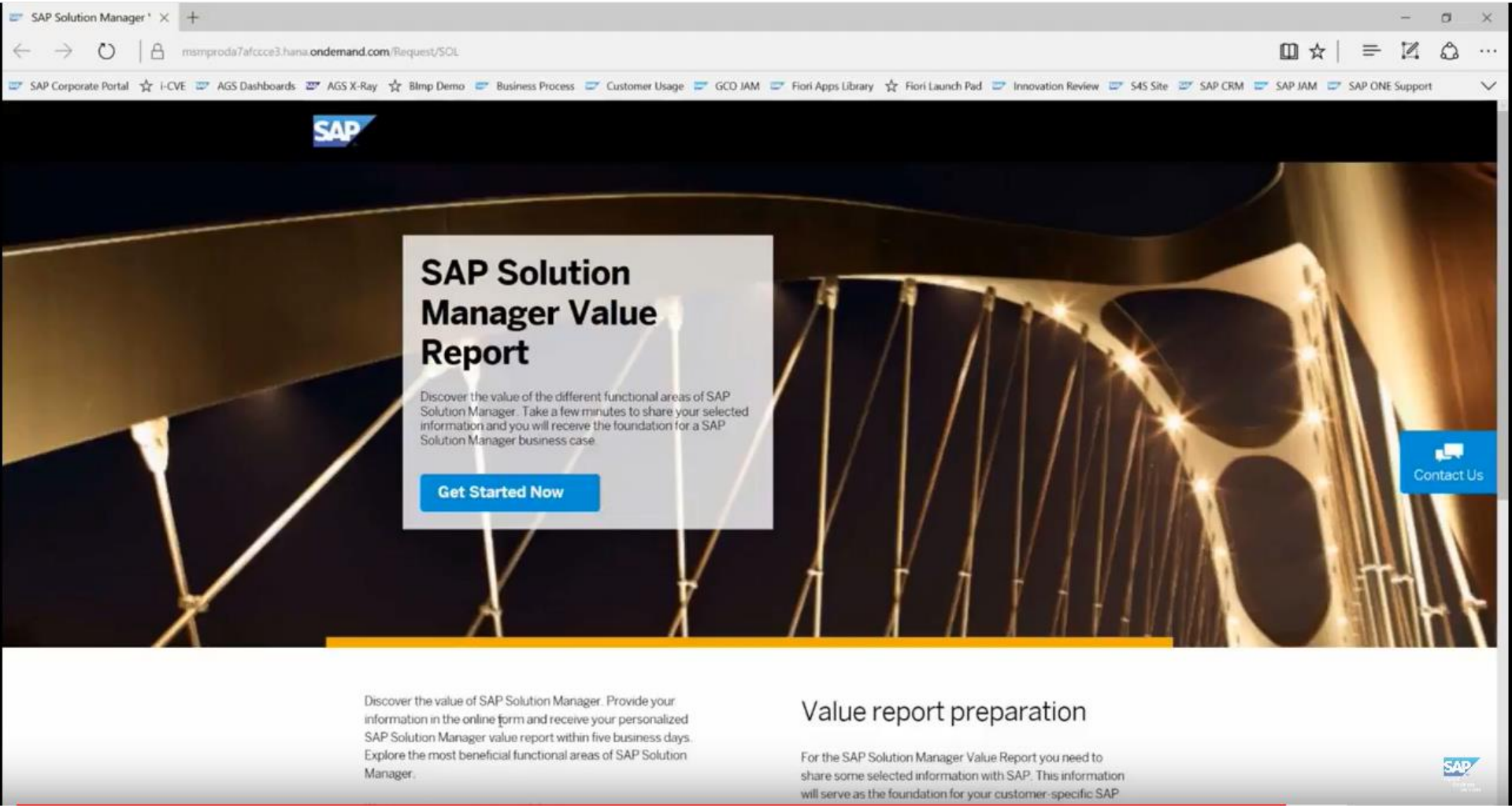
The SAP Solution Manager Value Report



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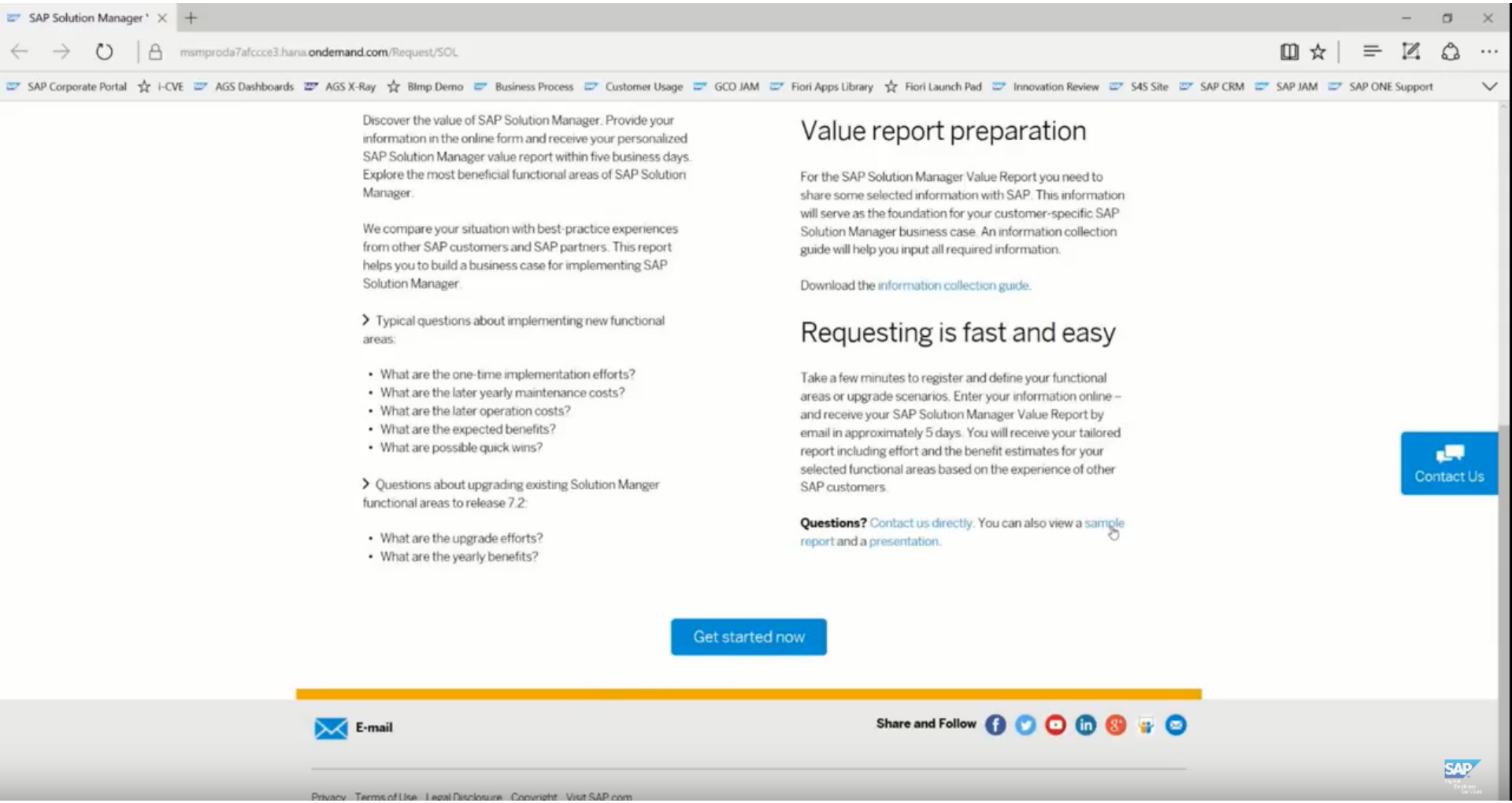

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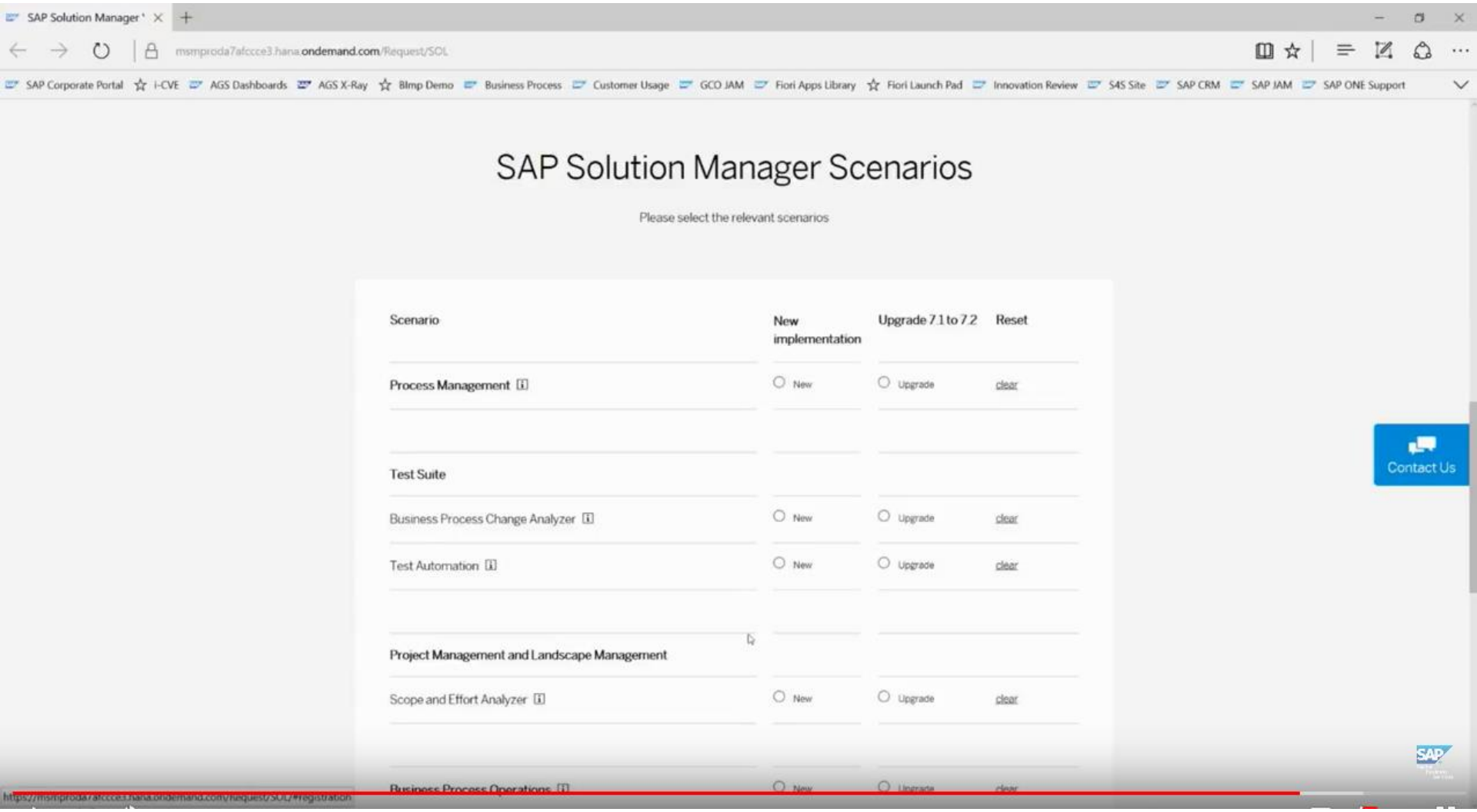

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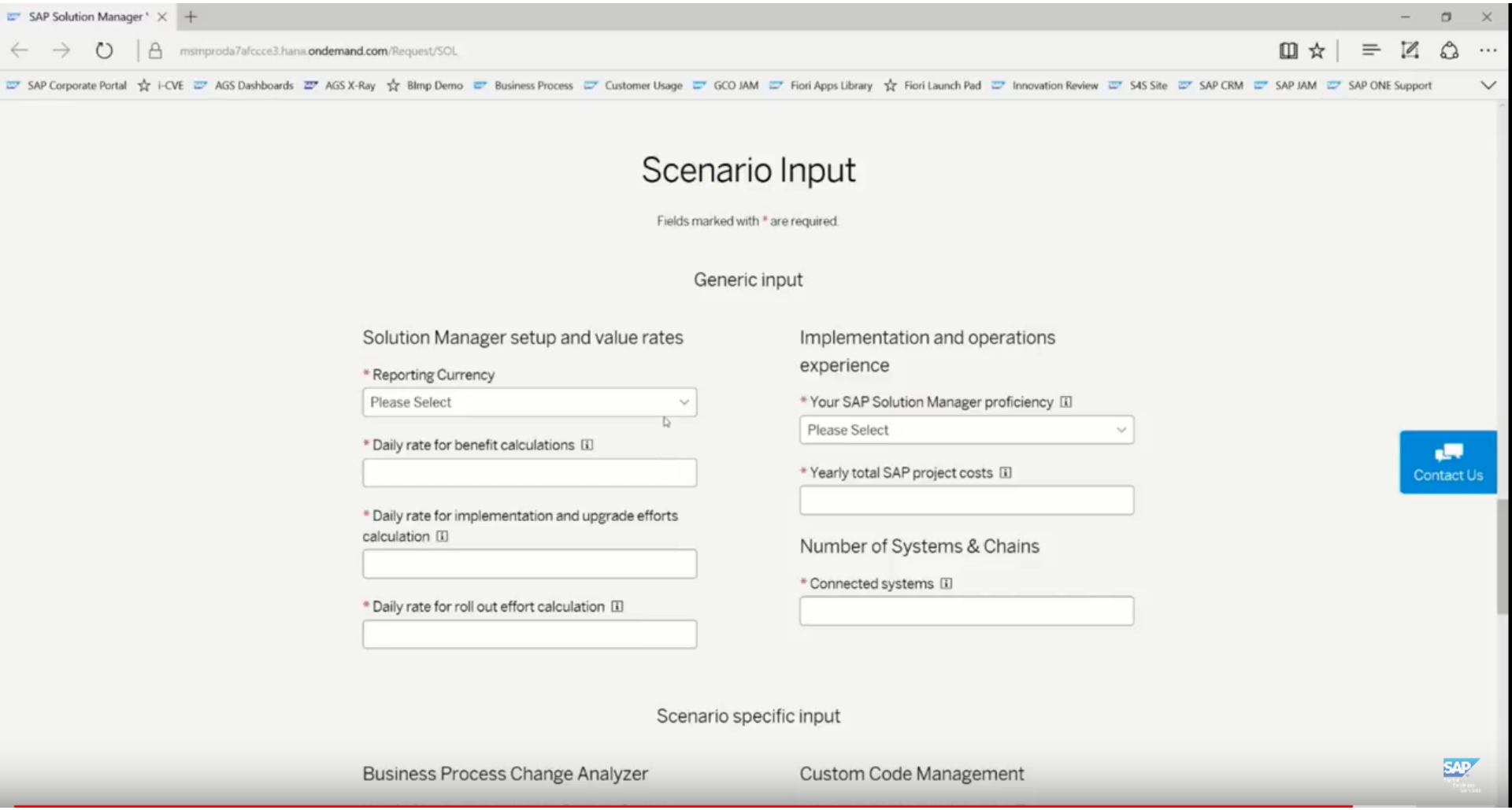

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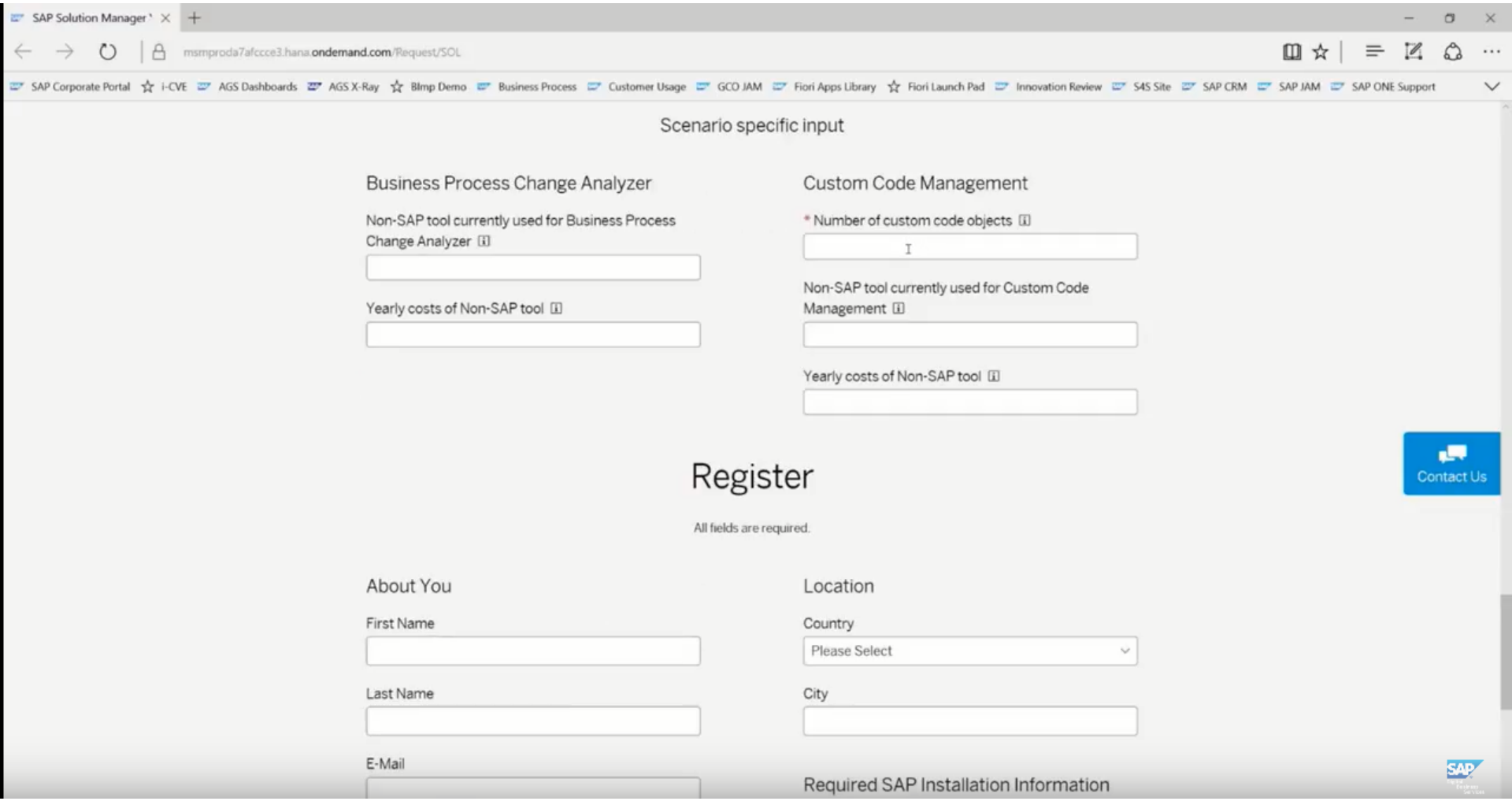

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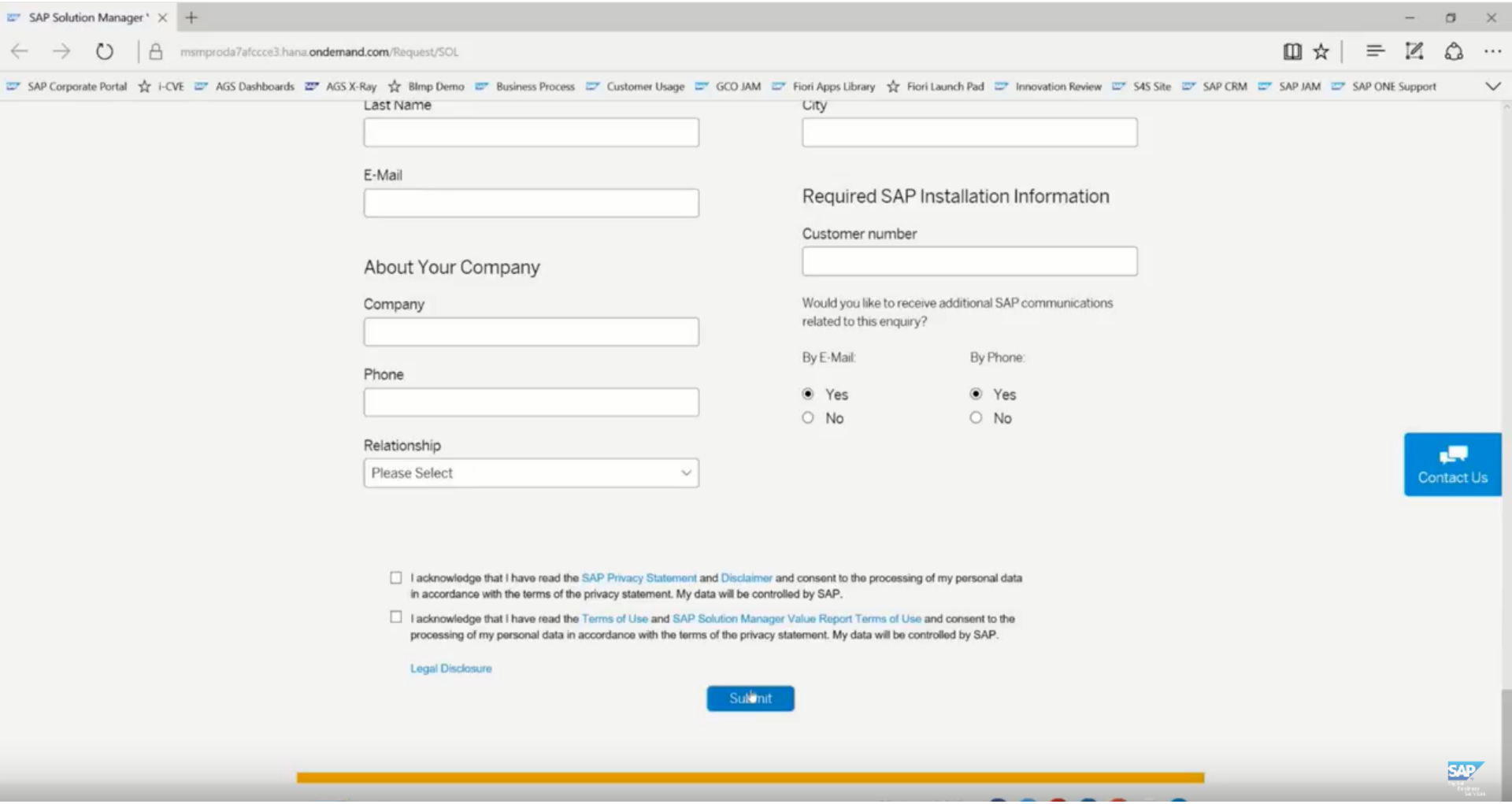

The SAP Solution Manager Value Report

SAP Solution Manager Value Report At A Glance

Easy and Free of Charge

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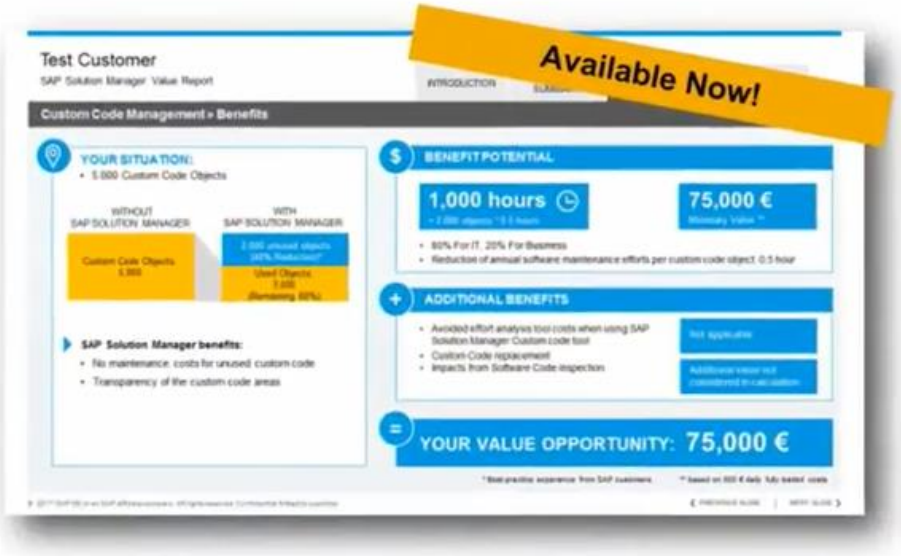


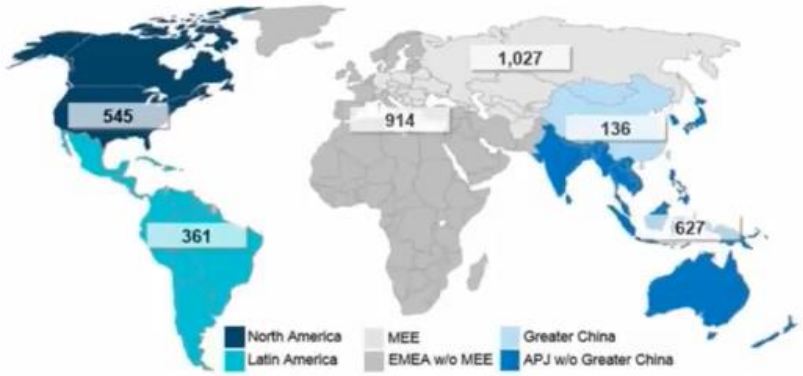
Order Form: www.sap.com/solman-value

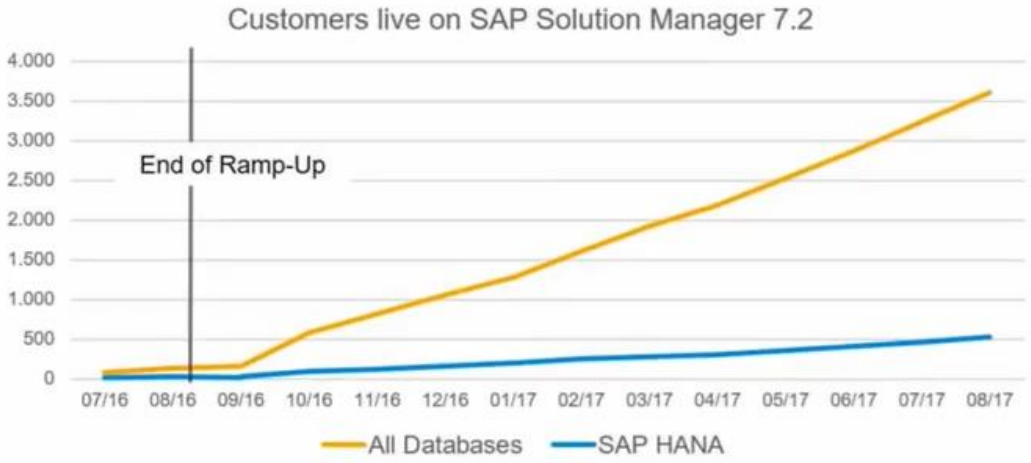
Upgrade to SAP Solution Manager 7.2

Upgrade to SAP Solution Manager 7.2

Riding the SAP Solution Manager 7.2 Success Wave

3610 customers are live on SAP Solution Manager 7.2
530 run SAP Solution Manager 7.2 on SAP HANA





3,600+ customers live. 350+ go-lives per month.

Upgrade to SAP Solution Manager 7.2

Transition to SAP Solution Manager 7.2

SAP recommends to upgrade to 7.2

The upgrade protects your configuration investment and your data

---

Evaluate carefully: New installation

If you perform a new installation, you will lose existing configuration and data and users. If do not wish to keep this data, a new installation is a good option for you.

Warning: 7.1 content is lost!

Non SAP standard

See: https://support.sap.com/en/solution-manager.html#section_1234988345

Upgrade to SAP Solution Manager 7.2

SAP Solution Manager Landscape design

Best Practice: To enable broad adoption, SAP recommends a 3-tier landscape.
A 2-tier landscape may be sufficient if no customizing / custom development is done.

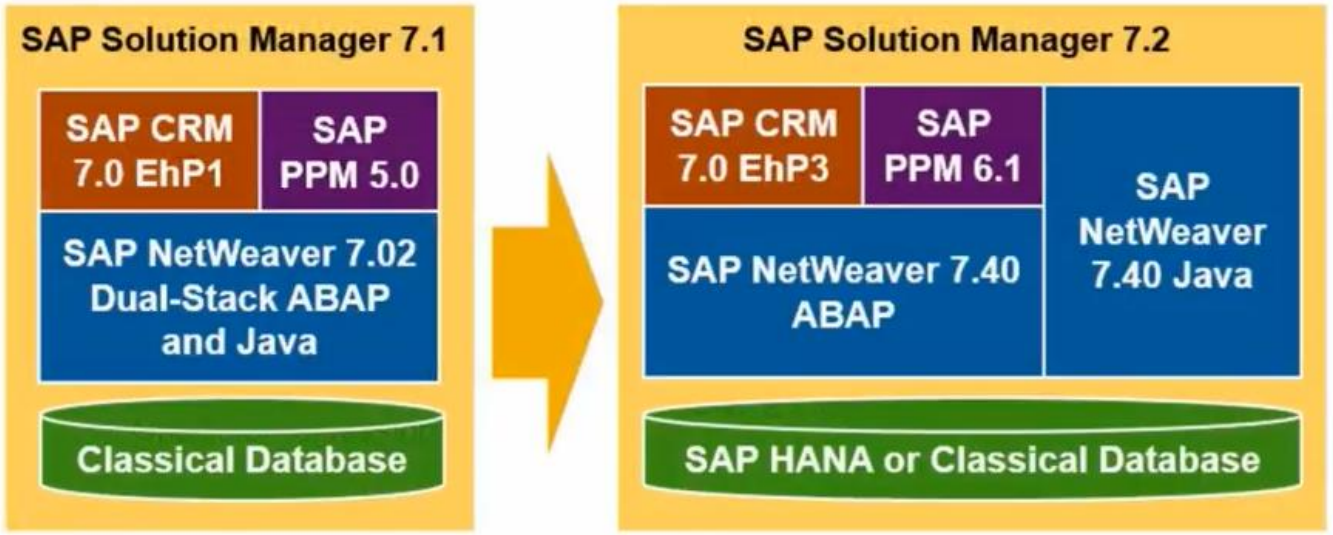
Upgrade to SAP Solution Manager 7.2

SAP Solution Manager Upgrade – SAP NetWeaver Stack Split

Technical Stack View

Stack Split

- SAP Solution Manager 7.2 runs two single stacks
- Split is done after technical upgrade



The Stack Split during the upgrade from SAP Solution Manager 7.1 to 7.2 is a *standard procedure with minimal impact.*

Upgrade to SAP Solution Manager 7.2

What Happens When You Upgrade to SAP Solution Manager 7.2?

Upgrade to New Functionality

Key developments

- Graphical process modeling and monitoring
- Full lifecycle support without 3 level restrictions
- Support of hybrid landscapes
- Release Management

Upgrade User Experience

Fiori meets SAP Solution Manager

- Browser replaces SAP GUI for standard functions
- SAP Solution Manager Launchpad for personalized user experience
- Fiori Apps for dedicated use cases

Upgrade to Latest Technology

Upgrade SAP Solution Manager Foundation

- New SAP NetWeaver
- New SAP CRM

Optional Upgrade to SAP HANA as a database

- License for SAP Solution Manager included in support contract
- Consolidate solution landscape on SAP HANA
- Build up experience in running SAP HANA

Upgrade to New Maintenance Interval

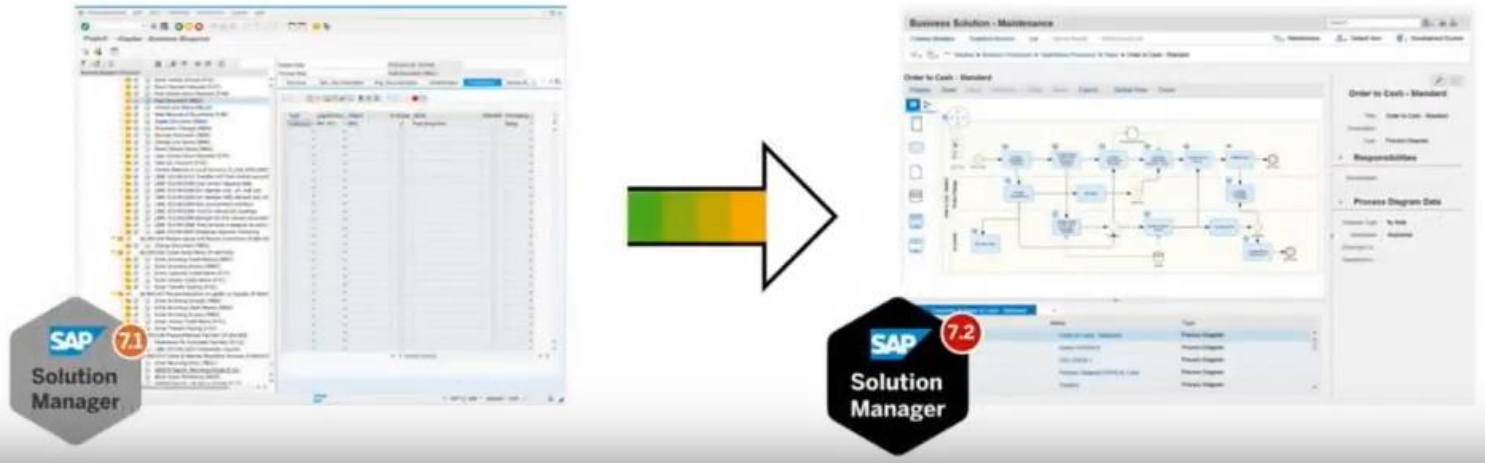
Receive mainstream maintenance beyond 2017

- Packaged corrections (notes, support packages)
- Technology updates (new databases and operating systems)

What is Content Activation?

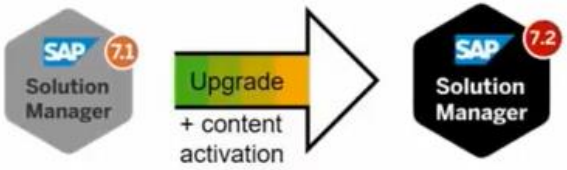
In SAP Solution Manager 7.2, the Solution Documentation scenario has been rebuilt completely, and central landscape elements have changed. To be able to work with existing content in the new environment, this content needs to be transferred.

This process is called “content activation”.



Upgrade to SAP Solution Manager 7.2

When Is content activation required?



Content activation is needed when at least one of the following functions are used productively in SAP Solution Manager 7.1:

- Solution Documentation
- Change Request Management
- Quality Gate Management
- Test Management
- Business Process Operations

Content activation is not applicable when only the following capabilities were used in SAP Solution Manager 7.1:

- Application Operations
- Custom Code Management
- Data Volume Management
- SAP Engagement and Service Delivery (incl. EWA)
- Landscape Management (incl. MOPZ)
- Project Management with IT PPM
- IT Service Management

Upgrade to SAP Solution Manager 7.2

Uptime and downtime for the productive SAP Solution Manager

Technical Upgrade Duration Compared to Support Package Implementation

Times should be considered as minimum values.

Best Practice: Use your next maintenance window to upgrade to SAP Solution Manager 7.2

Upgrade to SAP Solution Manager 7.2

Recommendation:
Use downtime minimization capabilities (nZDM) of SUM

Near-Zero Downtime supports SAP Solution Manager upgrade to 7.2 with SUM.

- Near-Zero Downtime maintenance technology (nZDM) reduces actual downtime, while the previous preprocessing phase (system can be used productively) will take longer.
- For additional information refer to the blogs:
  - Minimize your downtime of an update
  - FAQ of near-Zero Downtime Maintenance
  - Downtime Minimization Capabilities of SUM

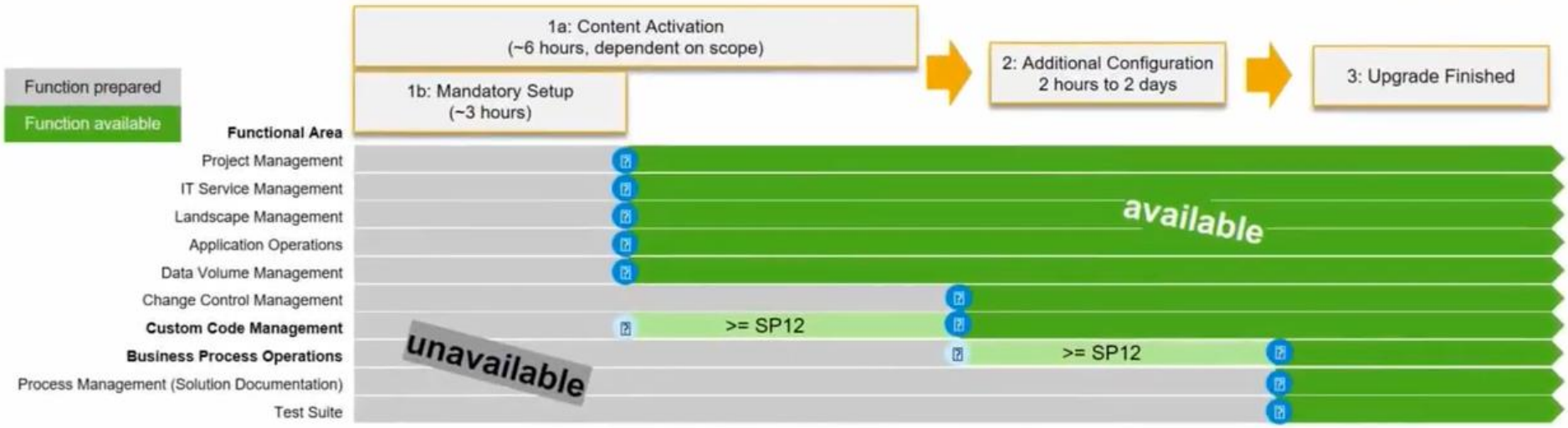
It is not possible to use Near-Zero Downtime (nZDM) maintenance option in parallel with simplified procedure for upgrade and migration on SAP Solution Manager 7.2 on HANA DB (SUM with DMO).

Upgrade to SAP Solution Manager 7.2

Downtime: Details on Post Upgrade Steps

Differences depending on start release

Optimized Downtime for Business Process Operations and Custom Code Management if start release is SAP Solution Manager 7.1 SP 12 or higher



Times should be considered as minimum values.

Upgrade development first and transport notes and corrections to quality assurance and production.

Prepare content activation ahead of time. Testing before go-live is required.

Upgrade to SAP Solution Manager 7.2

SAP Solution Manager on SAP HANA

More value through in-memory technology

Why choose SAP Solution Manager 7.2 on SAP HANA?

Performance increase

- Drastically faster text search functionality opens new opportunities e.g. to work with documents, service reports, ITSM tickets

No additional SAP HANA license fee for SAP Solution Manager

- SAP HANA for SAP Solution Manager 7.2 is delivered for free within your support agreement

SAP HANA only strategy

- If SAP HANA is the only platform at your company, SAP Solution Manager 7.2 is your perfect lifecycle management platform

SAP Solution Manager as a door opener for SAP HANA

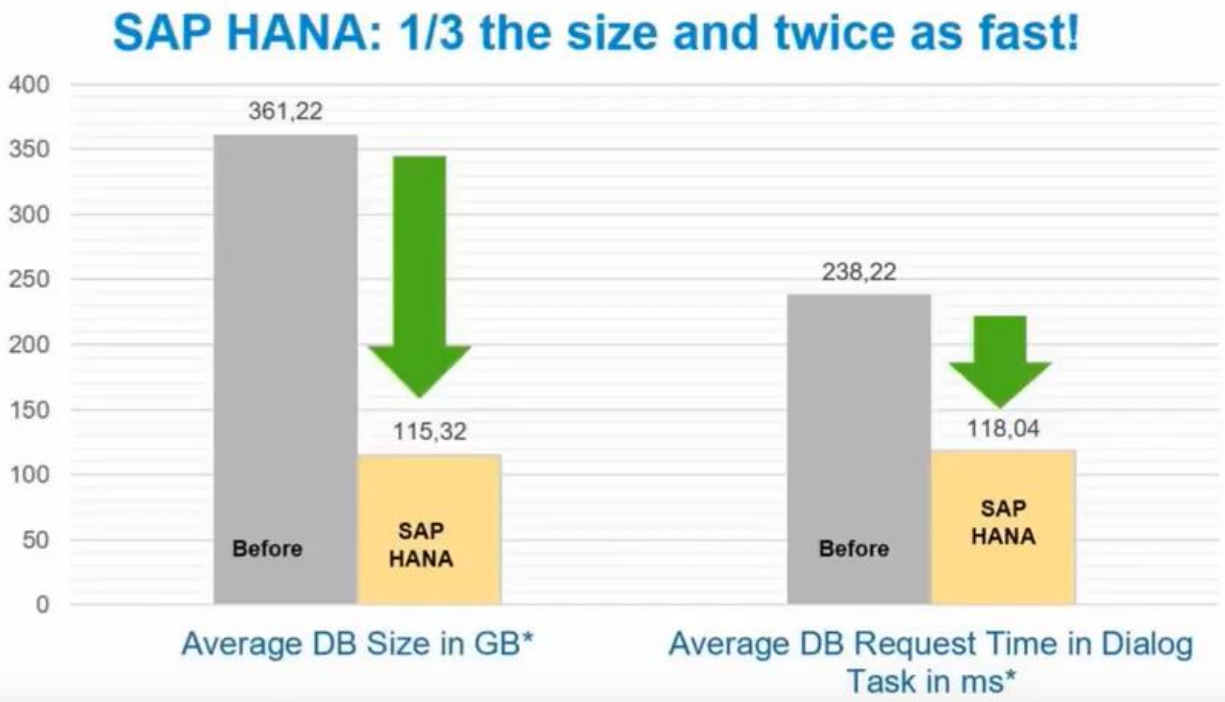
- First system in a general plan to migrate to SAP HANA and become familiar with it
- Preparation of SAP HANA operations

SAP recommends to execute your upgrade to SAP Solution Manager 7.2 and your migration to SAP HANA in one go.

Upgrade to SAP Solution Manager 7.2

Can we accelerate?

SAP Solution Manager 7.2 on SAP HANA



* On the data basis of 25 analyzed customers running on new hardware

Performance increase op top:

Drastically faster text search functionality opens new opportunities e.g. to work with documents, service reports, ITSM tickets

Landscape simplification:

Eliminate the need for a separate TREX instance

Upgrade to SAP Solution Manager 7.2

Verify Housekeeping within SAP Solution Manager
Recommendations for Reduction of Database

Due to costs of HANA appliances save costs by data reduction!

Typical areas for data reduction:

- Knowledge Warehouse documents in projects
- Remove outdated service and other reports
- Remove unused solutions and projects
- Archiving of Reporting Documents / Service Reports
- Delete old Service Reports (EWA, SLR, etc.) in solutions
- Archiving Solution Manager Incidents
- Archive of IBase components and related IObjects for deleted systems in LMDB
- Remove unused test plans and packages
- Remove obsolete business partners
- Application log reduction
- Application Operations data reduction

DB size and information about potential candidates for reduction can be found in the EWA report

i

Information on data reduction opportunities:

SAP Note 2257558

Ensure that the data reduction is performed on a regular basis

Upgrade to SAP Solution Manager 7.2

Embedded Search variants in SAP Solution Manager 7.2

Embedded Search is mandatory in SAP Solution Manager 7.2 for any Solution Documentation based scenario.

You need Embedded Search in your SAP Solution Manager 7.2 for

- Business Process Monitoring
- Quality Gate Management (QGM),
- Change Request Management,
- Service Delivery
- IT Service Management
- etc.

If you use SAP HANA as a database, you do not need to install TREX!

If SAP Solution Manager systems running on any other database you need to install TREX.

For additional information refer to SAP note 1158215 - TREX 6.1/7.0/7.1: Operating System Prerequisites and SAP Netweaver Search and Classification (TREX)

For Non-HANA DB: Installation of TREX

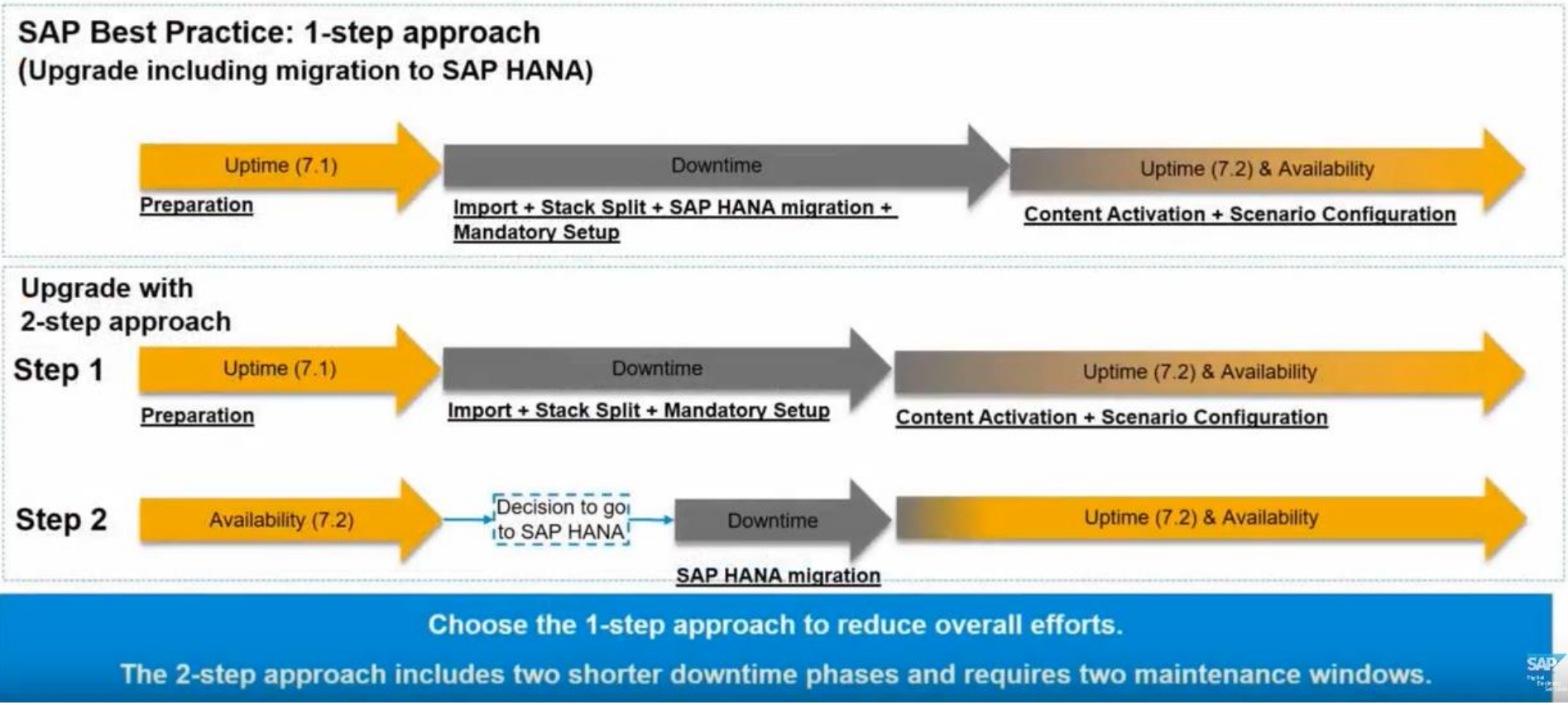
- The required hardware for the TREX server software depends on the following factors:
  - How many documents of what type are to be indexed?
  - What quantities of documents are to be indexed initially, and what quantities during routine operation?
  - How many search queries are expected? How many parallel search queries are expected?
- For a production TREX system, SAP recommends that you install the server software on a single host that is used exclusively for TREX.
- If TREX is running on the same host as other components, e.g. SAP Solution Manager 7.2, ensure the following:
  - There is enough main memory for all components.
  - TREX can use the required main memory space exclusively.

For additional information, please refer to:

- SAP Note 1249465 - TREX 7.10: Installing TREX for Embedded Search
- SAP Note 1266024 - TREX Sizing for Embedded Search

Upgrade to SAP Solution Manager 7.2

Upgrade to SAP Solution Manager 7.2 on HANA



Upgrade to SAP Solution Manager 7.2

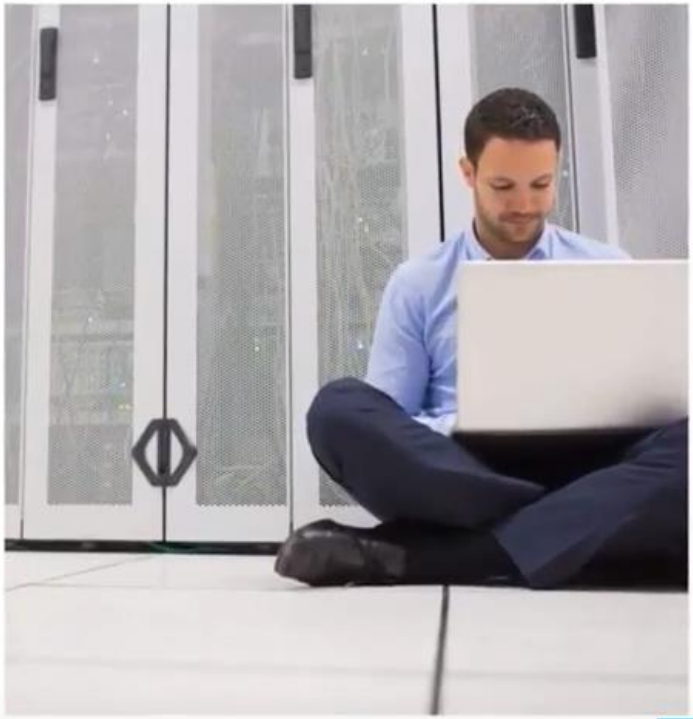
Hardware considerations for upgrade

No hardware investments should be required if you

- use SAP Solution Manager 7.1 and plan no changes to the scope
- use SAP Solution Manager 7.1 and plan to add only a small number of managed systems or users

The hardware should be reviewed if you

- want to leverage SAP HANA
- want to leverage areas of SAP Solution Manager currently not in use
- plan to add a larger number of users (e.g. process management, agile build)
- want to add a large number of managed systems



Upgrade to SAP Solution Manager 7.2

Upgrade and Migration: Quick and simple HANA DB sizing

For the migration of an existing database system start sizing from current data volume

- **<current DB net size> / 4**
- (compression)
- + 20% safety buffer for
- merges (joins)
- + 25 GB (to be on the safe side)

~ HANA DB disk

- **<original DB net size> / 2**
- + 20% safety buffer for
- merges (joins)
- + 50 GB (to be on the safe side)

~ HANA DB Memory

- **<#CPUs for DB server> * 3**

~ #HANA DB CPU

- **Requirements to application servers do not change fundamentally**

In addition there is a Sizing Estimation Report to run in existing SAP Solution Manager 7.1/7.2

For more information on sizing evaluation see SAP Note 1793345

For more information on sizing estimation report see SAP Note 1872170

Upgrade to SAP Solution Manager 7.2

Upgrade Impact and Resulting Effort

Low effort	No to minimal training and configuration effort, almost a non-event, can be treated as small change
Medium effort	Some training effort, configuration changes required, can be treated as minor release
High effort	Full training and configuration required, needs to be treated as major release

Scenario	Details of Impact	Effort
Process Management	Complete redesign of Solution Documentation, Content Activation required, additional innovation can be adopted at own pace	High
Test Suite	Complete redesign of Solution Documentation and assigned test cases, Content Activation required, no upgrade of existing Test Plans	High
Business Process Operations	Complete redesign of Solution Documentation, Content Activation required, adoption of Monitoring and Alerting infrastructure required, new BW cubes for Business Process Analytics/Improvement	High
Change Control Management	Simplified landscape concept to be implemented (Logical component groups), reassignment of changes from project to cycle, adaptation of custom code/extension required	High
Custom Code Management	Complete redesign of technical infrastructure, migration wizard execution is required	Medium
Application Operations	No disruption to 7.1 functionality, significant renovation of user experience (UI5 instead of flash). No architecture changes in Monitoring and Alerting infrastructure	Medium
Project Management	Project Management capabilities are similar between 7.1 and 7.2	Low
IT Service Management	No disruption to 7.1 functionality, innovation can be adopted at own pace, adaptation of custom code/extension required	Low
Landscape Management	Simplification (Maintenance Planner can also be adopted without upgrade; more consistent handling of landscape entities with removal of the product system)	Low
Data Volume Management	No disruption to 7.1 functionality, innovation can be adopted at own pace	Low

Upgrade to SAP Solution Manager 7.2

How Do You Find out What's Being Used?

SAP Solution Manager specific content in SAP EarlyWatch Alert Service delivers information on your SAP Solution Manager usage.

10 SAP Solution Manager Usage of SMP

The number of managed systems, diagnostics systems, implementation projects, and solutions indicates the scale of usage of this SAP Solution Manager. The number of connected managed systems is derived from the available systems in transaction SOLMAN_SETUP, whereas the number of diagnostics systems is the number of systems for which Solution Manager Diagnostics is active. The projects can be found in transaction SOLAR01, whereas the solutions can be found in the Solution Manager Administration work center. For more information, see the SAP Solution Manager in the SAP Support Portal or the End-to-End Root Cause Analysis Page in the Technical Operations Wiki. Furthermore, the total number of EWA sessions in the system is evaluated.

OVERVIEW – SAP SOLUTION MANAGER USAGE

Application Area	Object Type	# of Objects
System Landscape	Connected Managed Systems	159
Solution Manager Diagnostics	Number of Diagnostics Systems	133
Implementation	Projects	9
Operations	Solutions	9
EarlyWatch Alert	Sessions	35542

Best Practice: Find out what is used to determine the impact of the upgrade

Upgrade to SAP Solution Manager 7.2

Find out what the transition means for you

Talk to an **expert** to learn about the upgrade:
- Meet the Expert Session (MTE) for upgrade https://support.sap.com/solution-manager/training-services.html

Be prepared for the upgrade to 7.2

Test drive content activation in SAP's **cloud** appliance library:
- See what happens to process content (SOLAR01/02)
- Find out about logical component groups
- Reset and start over in one hour

Great to learn early about content activation and preview 7.2

Test drive the upgrade **on premise** in a sandbox system (e.g. copy of production) :
- Learn about the technical upgrade procedure and do an early assessment of downtime
- Determine upgrade impact on your configuration

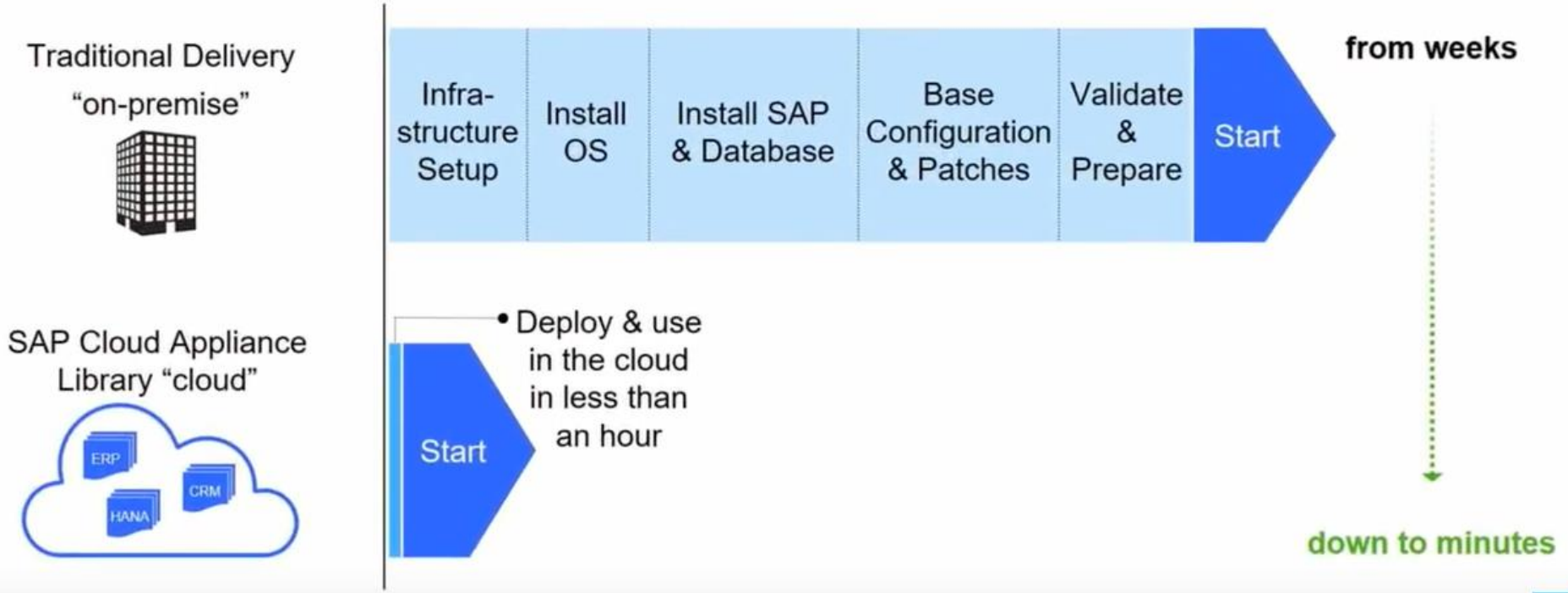
Great to plan upgrade execution

Analyze the results and plan the upgrade of your SAP Solution Manager landscape

Upgrade to SAP Solution Manager 7.2

SAP Cloud Appliance Library (SAP CAL)

The idea – simplify SAP consumption and deliver quick business value



Upgrade to SAP Solution Manager 7.2

What you can do today to bring down upgrade efforts!

Cross-Scenario

Check Sizing

Upgrade to Introscope Enterprise Manager 9.7

Housekeeping in SAP Solution Manager (see SAP note 2257558)

Managed Systems

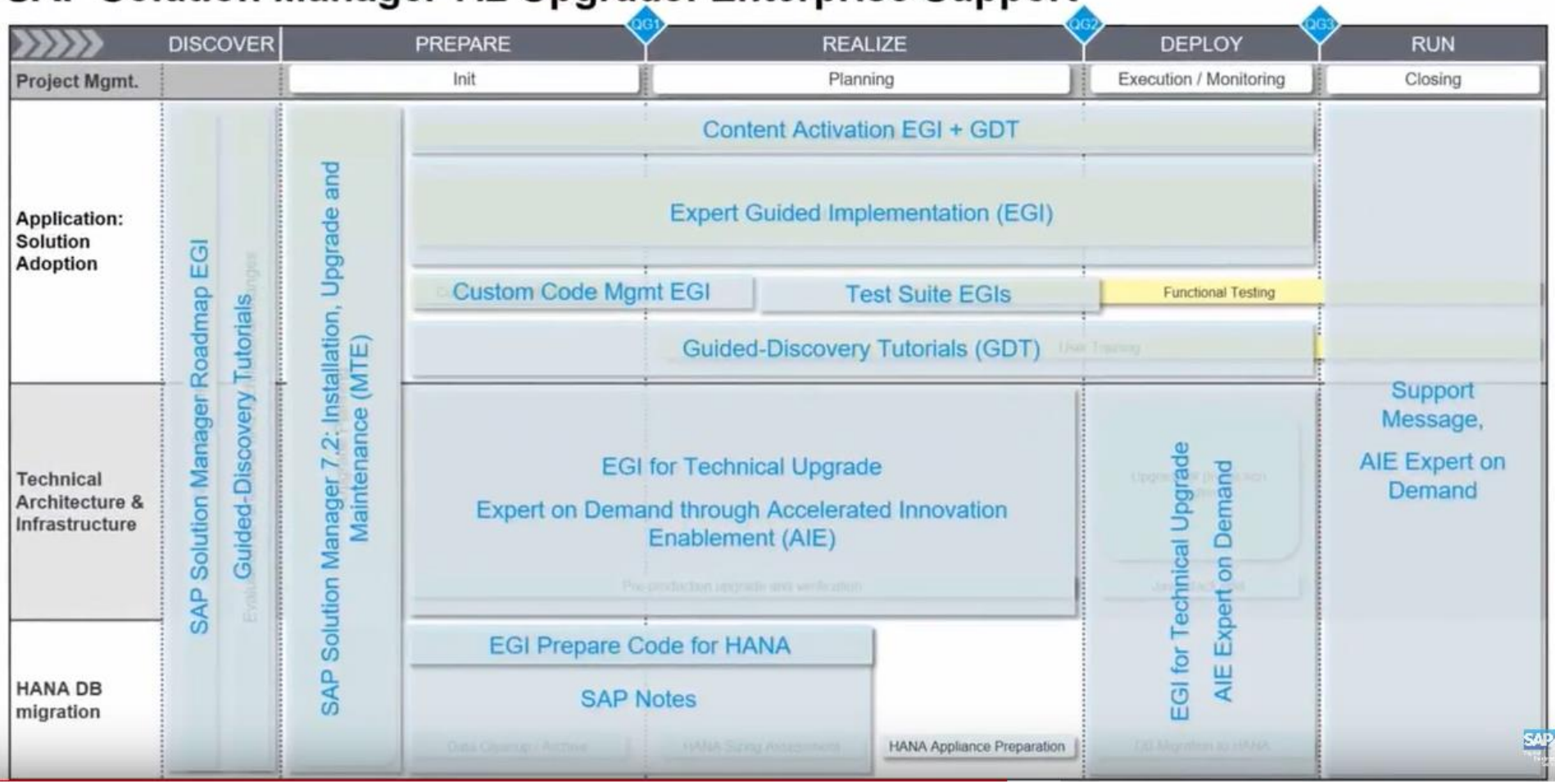
Distribute current ST-PI and ST-A/PI to managed systems

Distribute new roles to managed systems

Check java version of diagnostics agent (required JVM version: 6.1, note 1833501)

Upgrade to SAP Solution Manager 7.2

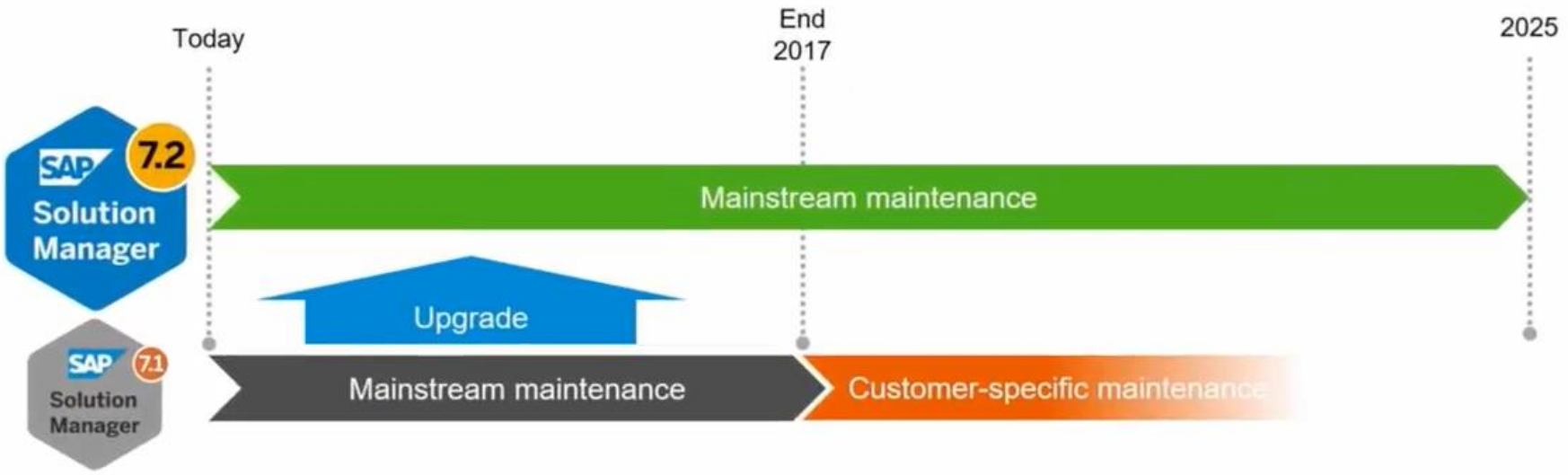
SAP Solution Manager 7.2 Upgrade: Enterprise Support



Upgrade to SAP Solution Manager 7.2

Upgrade to SAP Solution Manager 7.2

SAP Solution Manager 7.2
Release Schedule



SAP recommends to upgrade to 7.2 NOW!

Upgrade to SAP Solution Manager 7.2

Customer-Specific Maintenance
at the End of Mainstream Maintenance

Customer-specific maintenance enables customers to continue running their mature release until the time when an upgrade takes place.

Refer to SAP Note 52505 for more details on the scope and restrictions of customer-specific maintenance.

Customer-specific maintenance covers resolution of problems only in case of known solutions or workarounds

Resolutions for "new" problems (problems not yet known to SAP) are typically charged based on time and material

No support packages

No legal changes

Limited technology updates

No service-level Agreement

Disclaimer: The maintenance strategy rules described in this document apply to SAP applications. Special rules may apply to applications in the SAP BusinessObjects portfolio. Refer to http://support.sap.com/releasestrategy for more information.

Default if customer takes no action Upgrade

Upgrade to SAP Solution Manager 7.2

Early Adopter Care Program for upgrade customers

Our goal is that our customers can successfully run the upgrade from SAP Solution Manager 7.1 to 7.2 within a weekend. We are working on the publication of successful customer references.

We are still offering the participation at the Early Adopter Care Program at no costs to all customers that are planning to run the content activation. https://influence.sap.com/SAPSolutionManager72

Your benefits:

- Prioritized message handling
- Access to the SAP Learning Hub for SAP Solution Manager
- Exchange with other customers in a SAP Jam group

Results of upgrades will be analyzed and promptly integrated into Notes and SPs. That's valid for set-up, activation, and usage. As a result, we produce up to 10 times faster runtime of the activation within Charm.

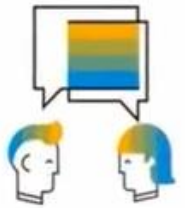
For the SAP Solution Manager 7.2 on SAP HANA DB migration, the SUM/DMO is now released.

Upgrade to SAP Solution Manager 7.2

New communication channels with SAP Experts from Product Support

Expert Chat

provides a live chat function that connects you to SAP technical support experts, instantly.



Schedule an Expert

allows customer administrators to schedule one-on-one thirty minute sessions with support experts.

Social Media

WhatsApp

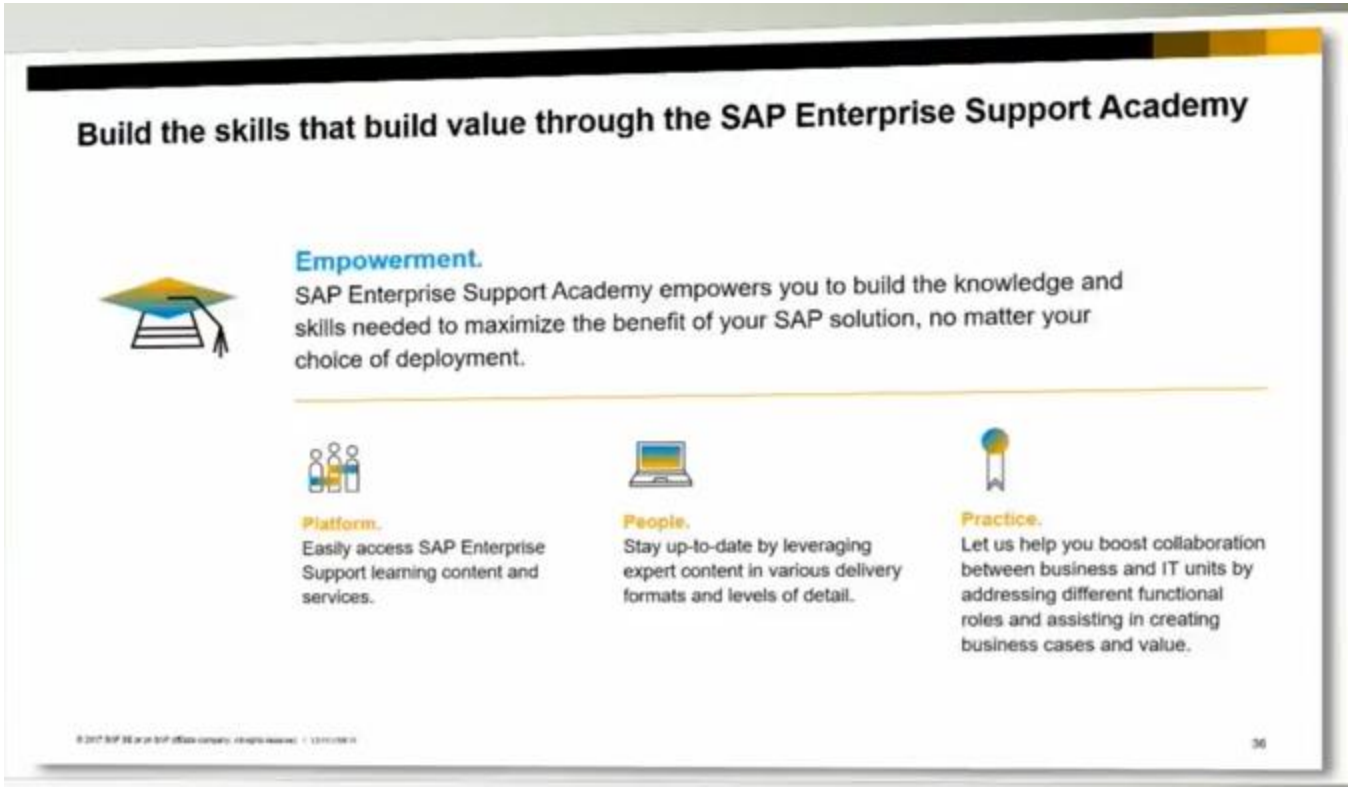
Live Support Expert Chat
Overview

Expert Chat

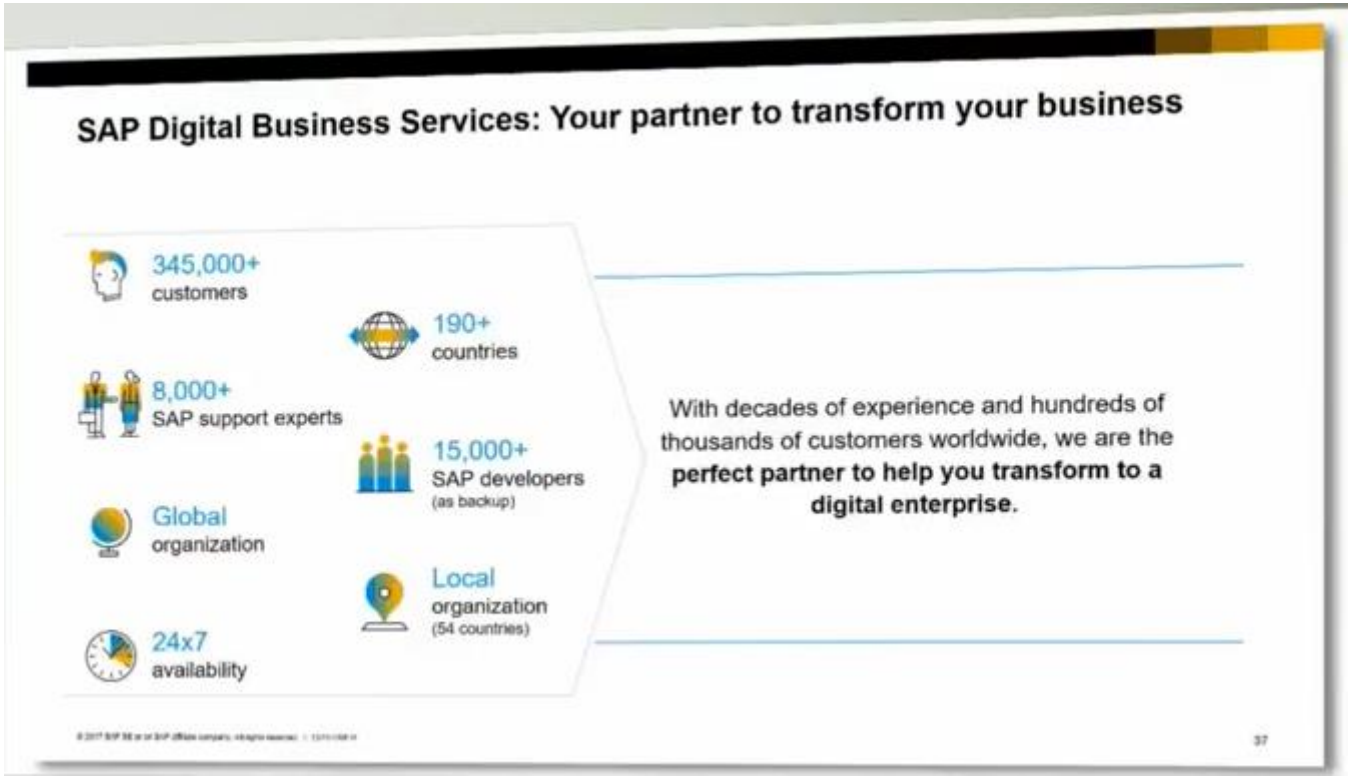
provides a live chat function that connects you to SAP technical support experts, instantly.

- Live support from SAP experts for any technical problem
- Resolves incidents nearly two times faster than those reported through traditional SAP support channels
- Improves support experience by real-time interaction
- Available for all support levels and almost all solutions
- Industry leading offering for Enterprise Software Support
- Integrated in the SAP ONE Support Launchpad
- http://launchpad.support.sap.com

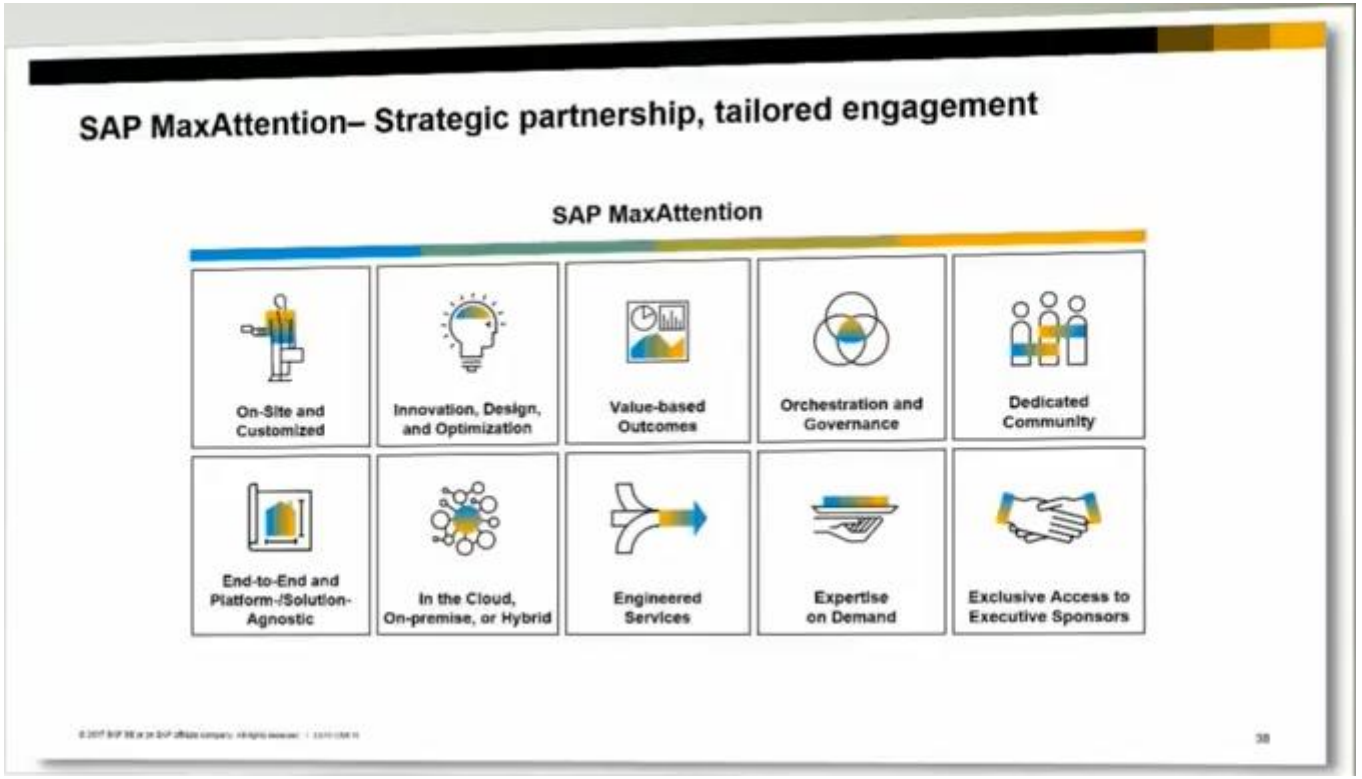
Upgrade to SAP Solution Manager 7.2



Upgrade to SAP Solution Manager 7.2



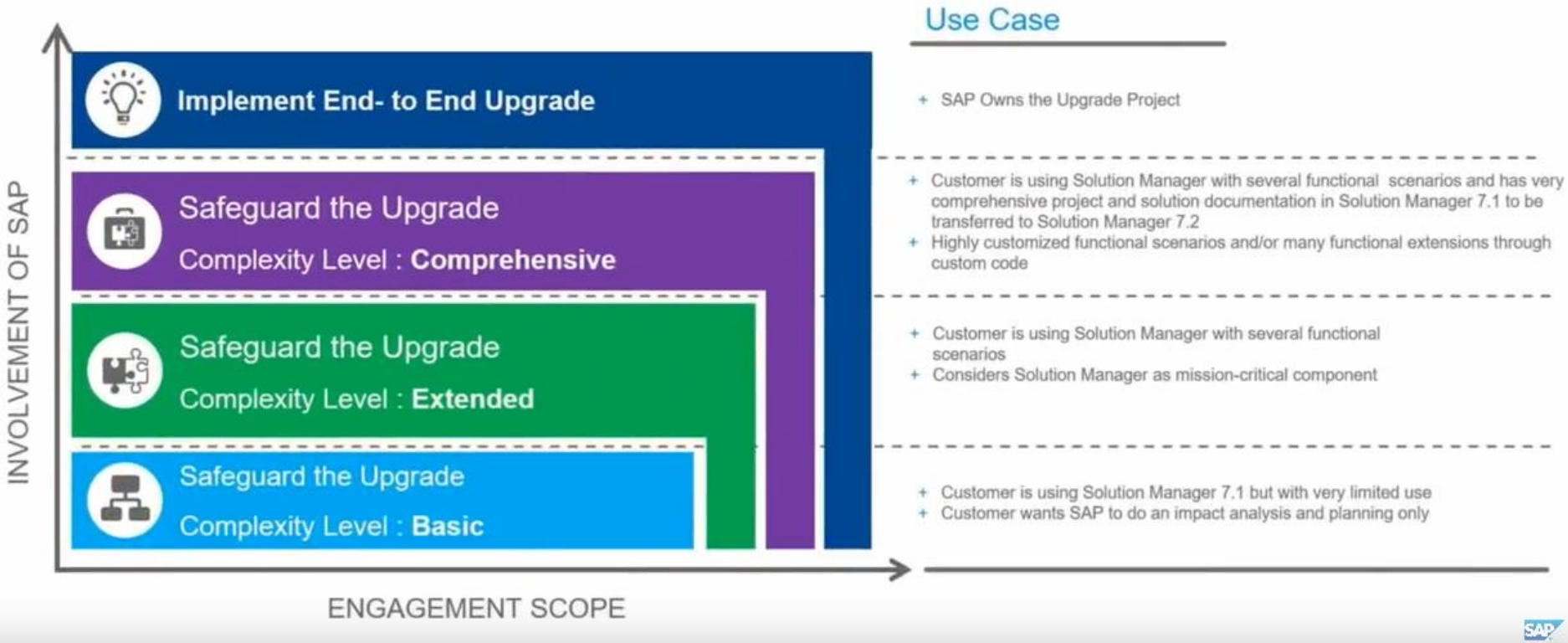
Upgrade to SAP Solution Manager 7.2



Upgrade to SAP Solution Manager 7.2

SAP Solution Manager Upgrade

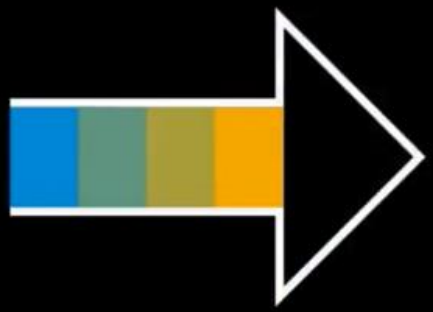
Offerings within Premium Engagement



Upgrade to SAP Solution Manager 7.2

Making it easier to leverage SAP Solution Manager in 2018

Today, you need a valid maintenance contract **and** licenses for users who work in SAP Solution Manager

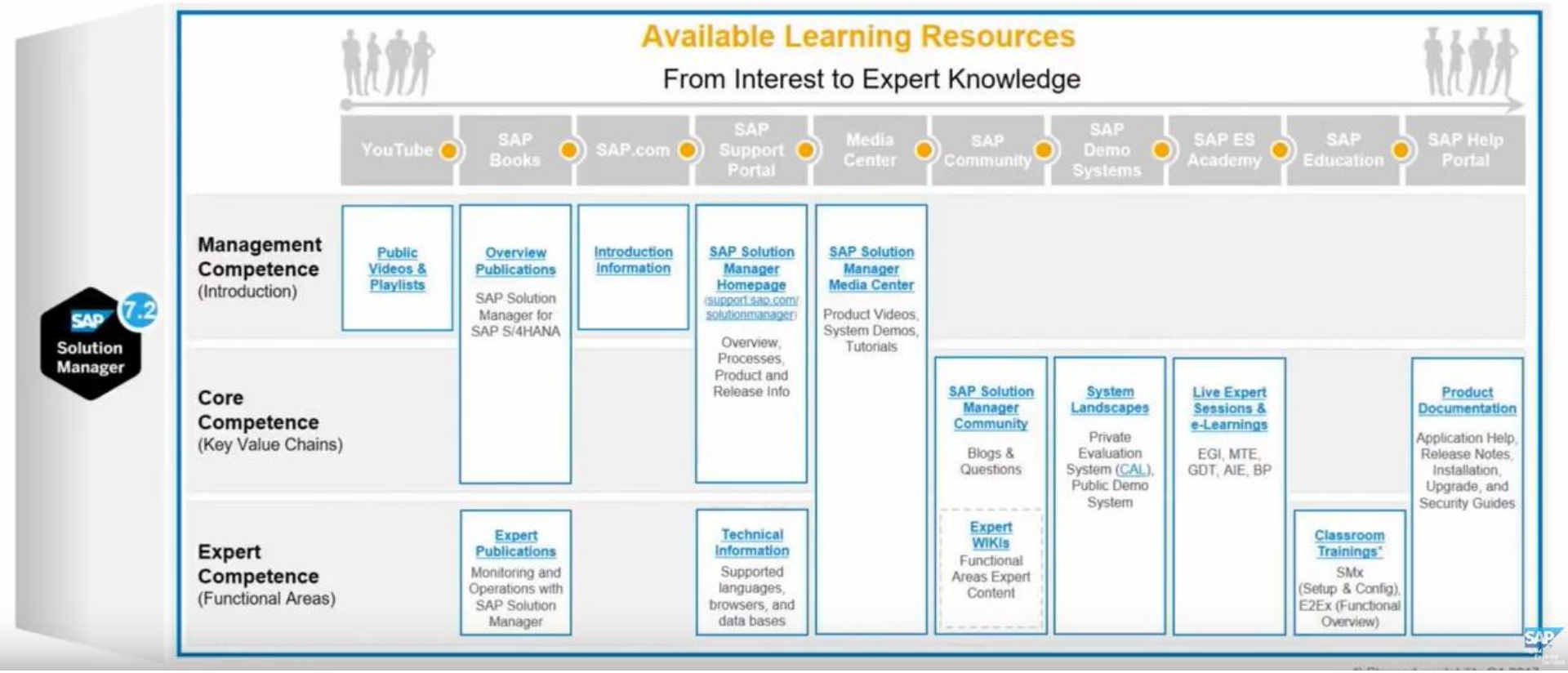


Starting 2018, you only need a valid maintenance contract. You never need to buy named users for SAP Solution Manager any more.

The functional baseline for SAP Standard Support remains unchanged.
Licensing of Focused Solutions remains unchanged.

Upgrade to SAP Solution Manager 7.2

Upgrade to SAP Solution Manager 7.2

SAP Solution Manager Learning Resources Overview

Build up your knowledge and skills