Integration Scenarios with SAP Cloud ALM

Jagmohan Singh Chawla
Patrick Richarts
SAP SE

PUBLIC
Disclaimer

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

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

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

Introduction to Cloud ALM

Keep the core clean and simple

What about my Business Needs

Intro to Workflow

Business Example/Demo

Integration of Cloud ALM Build to SCP Workflow

Integration of Cloud ALM Run to SCP Workflow
A brand new, cloud-based ALM offering.

For the Intelligent Suite
- for cloud-centric customers
- manages cloud and hybrid solutions
- supports every SAP solution

In the public cloud
- re-thought, newly designed, and built on modern cloud technology
- starts with trial and is for life
- ready for immediate consumption
- is cost-efficient for customers

This is the current state of planning and may be changed by SAP at any time.
Why SAP Cloud ALM

In order to implement and run a Cloud Suite
- With best in class customer experience
- Supporting business model transformation
- Increasing user engagement
- Being always available
- Supporting Innovation Use Cases (ML / AI)
- Available On Mobile Devices

A stable ALM platform is necessary
- With Implementation Content based on Best Practices
- Ensuring quality with Testing Activities
- Managing Change & Deployment Procedures
- Delivering End-to-End Monitoring
- Facilitating Diagnosis & Correction Activities
SAP Cloud ALM is Open

SAP Cloud ALM – Capabilities …

…for operations
- Performance Management & User Monitoring
- Integration Monitoring & Application Monitoring
- Alert Management & Operation Automation
- Business Process Monitoring & Improvement

Built-In Support with CoPilot

…for implementation
- Process Management
- Task Management
- Test Management
- Deploy Management

SAP® Cloud Platform
Platform services and Data management

SAP Cloud ALM integrates with
- Monitoring
- IT Service Management
- People Enablement
- Collaboration
- Task Management
- Deployment tools
- Test automation
- Document management

This is the current state of planning and may be changed by SAP at any time.
Content-driven implementation projects
Ready to Rock from Day 1
Rules of Engagement

- Simple to use
  - Intuitive UI
  - Persona based approach
- Limited config options
- Simplified status schemas
- Designed for trust based working
  - Offers flexible way of working with minimum constraints
  - Execute tasks assigned to your colleagues without explicit self assignment
  - Maintains audit trail for traceability
What about ‘my’ Requirements
Dealing with complex organisational Process

- Organisations may need
  - Multi level approvals
  - Digital signatures
  - Segregation of duties
  - System and Data access restrictions
  - Stricter controls before execution of tasks
  - Possibility to
Introduction to Workflow
 Quickly orchestrate tasks that span across people, applications and organizations

Keep the core clean
Rapidly build and modify workflow applications with web-based tooling
Tailor your business processes by extending cloud applications and workflows
# Workflow Basics

<table>
<thead>
<tr>
<th><strong>SAP Cloud Platform Workflow</strong></th>
<th>Cloud Platform Service that allows customers to build, run, and manage workflows, from simple approvals to end-to-end processes that span across different organizations and applications.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Workflow Definition</strong></td>
<td>Collection of linked automatic or human activities that serve a certain goal.</td>
</tr>
<tr>
<td><strong>Workflow Instance</strong></td>
<td>The actual execution of a workflow definition.</td>
</tr>
<tr>
<td><strong>User Task</strong></td>
<td>Part of the workflow that illustrates a task that a human performs. User tasks appear in &quot;My Inbox&quot; app where the processor of the task can complete the task instance, and view its description. User tasks are associated with Custom UIs.</td>
</tr>
<tr>
<td><strong>Service Task</strong></td>
<td>Part of the workflow that illustrates a system task, for example, calling an external service. A service task is performed immediately, when the process execution arrives at it.</td>
</tr>
</tbody>
</table>
Rapidly build & modify workflow applications with web-based tooling

Model workflows in SAP Web IDE Full-Stack using industry-standard Business Process Model and Notation (BPMN 2.0)
- Model user, mail & service tasks for different kind of activities
- Model events & gateways to control the flow
- Use script tasks to change data and implement light-weight business logic
- Create Form or generate SAP UI5 based Task UI
- Directly deploy workflow to runtime

Embed workflows into your custom-built applications using RESTful APIs
- Embed workflows in your applications

Connect to other applications via service tasks
- Orchestrate across SAP and non-SAP applications
- Use SAP Cloud Platform Integration as endpoint for full integration options

Integrate business rules for flexible and agile decision management via SAP Cloud Platform Business Rules
- Externalize decisions from process model
- Start workflow based on conditions
SAP Cloud ALM for Implementation Integration with SCP Workflow
Workflow Integration Architecture
Business Example
SAP Cloud ALM for Implementation
Hey Paul,

Please note! Q4 budget freeze going on. Make sure config requirements are marked as critical and have a three level approval.

Cheers, the guy who pays you
Paul explores possibilities

Paul looks at the documentation and existing capabilities

CALM - Project

- Requirements
- Task Creation
- Task Execution

You can approve requirements by selecting them and converting them to tasks.

Oh! How do I route complex approval. I was just converting them to tasks myself.
Paul explores possibilities

Paul looks at the documentation and existing capabilities

You can approve requirements by selecting them and converting them to tasks.

Let me talk to my Partner - Pedro
Paul contacts the Partner

Hey Pedro can you create a custom three level approval workflow .. and some validations
Pedro adjusts the Workflow

This is simple and powerful. I also added service tasks which were requested.
Hey Paul,

Please note! I am not getting any time to approve. I trust your judgement so don't flood me with approval requests. Just send me a summary of approved requirements.

Cheers, the guy who pays you
Paul contacts Pedro

Hey Pedro can you remove the third level approval and create something that automates summary reports.
Pedro adjusts the Workflow

Diagram:
- StartEvent1
- Approver 1
- Trigger Sync to External System
- Trigger Validation checks
- Approver 2
- Trigger Notifications
- Send a summary of approved requirements
- EndEvent2

Thought: Knew it 😊
Happy Paul .. Happy Pedro

- No changes to application
- Easy upgrades
- Boss is happy
- Auditor is happy
- Compliance is happy ..
- ..... 

- I can keep innovating
- Easy to model workflows in BPMN editor
- Service tasks open the door to Integration to external systems
System Demo
Storyline for Demo

- Requirements are segregated into 'Normal' and 'Critical'
- Normal requirements do not trigger a workflow
- When task is created with the word 'critical' as part of the short text, this triggers a workflow
- The task can not be modified while the workflow is in progress
- The workflow has one manual and 2 service tasks
  - Complete the workflow (Manually in My Inbox)
  - Remove the string critical from Task subject (Service task)
  - Set the task to done (Service task)
- The manual task once completed triggers the service tasks
- After the workflow is complete, task can be processed again
Model workflows in BPMN Editor
SAP Cloud ALM for Operations Integration with SCP Workflow
SAP Cloud ALM for Operations – ideal solution for cloud-centric customers

A brand new, **cloud-based ALM** offering.

SAP Cloud ALM for operations (CALM)

SAP Cloud ALM is a SAP SaaS offering
- re-thought, newly designed, and built natively on SAP Cloud Platform
- starts with trial and is for life
- is cost-efficient for customers

SAP Cloud ALM for the Intelligent Suite
- for cloud-centric customers
- manages cloud and hybrid solutions
- supports every SAP cloud solution
Scope of SAP Cloud ALM for Operations

<table>
<thead>
<tr>
<th>Cross use case services</th>
<th>End-to-End Event &amp; Alert Management Service</th>
<th>End-to-End Operation Automation Service</th>
<th>End-to-End Analytics &amp; Intelligence Service</th>
<th>Business Service Management Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use case services</td>
<td>Integration Monitoring Service</td>
<td>Business Process Monitoring Service</td>
<td>Synthetic User Monitoring Service</td>
<td>System Monitoring Service</td>
</tr>
<tr>
<td></td>
<td>Real User Monitoring Service</td>
<td>Business Process Improvement Service</td>
<td>Job Monitoring Service</td>
<td>Configuration Monitoring Service</td>
</tr>
<tr>
<td>Re-use services</td>
<td>Exception Monitoring Service</td>
<td>Performance Monitoring Service</td>
<td></td>
<td>Root Cause Analysis Service</td>
</tr>
<tr>
<td>Infrastructure services</td>
<td>Landscape Management Service</td>
<td>Notification Management Service</td>
<td>Data Collection Pull Service</td>
<td>Data Collection Push Service</td>
</tr>
</tbody>
</table>
Requirements from an operations perspective

- Organisations may need
  - Operation automation
  - Coordination of operational activities across departments
  - Automated problem context collection
  - Automated self healing
  - Task delegation
  - Visibility into operation flow execution
End-to-End Operation Automation Service

✓ Provides an Operation Automation Platform that allows to automate standard operation and error handling procedures related to the operation of cloud and hybrid landscapes.

✓ Provides predefined operation flow templates and automated or manual task templates that can be consumed and customized quickly by customers and partners.

✓ Based on SAP Cloud Platform Workflow as a SaaS reuse service included in SAP Cloud ALM for Operations.
What is an operation flow?

Sequence of linked automatic or human activities to perform standard operation or error handling procedures.

Technically it is a SAP Cloud Platform workflow definition and uses predefined tasks or Custom UIs from SAP Cloud ALM for Operations.

Examples for operation flows:

Error Reactions and self-healing for:
- Integration problems (e.g. Quote-to-order, Employee Replication, ….)
- Business problems (e.g. Automate the release Credit Block decision)
- ….

Automation of Standard Operations like:
- Period End Closing
- Recurring Maintenance Activities
- ….

Some operation flow definition templates will be delivered by SAP.

Customers can use the SAP delivered operation flow templates or create their own operation flows.
Business Example
Detect to correct
Architecture and process
How an Operation Flow is triggered

Push Application and Business Process Monitoring Metrics

SAP C/4HANA
SAP Fieldglass
SAP Customer Experience
SAP Cloud Platform
SAP Ariba
SAP SuccessFactors
SAP S/4HANA Cloud
SAP Concur

Integration Monitoring Service
Business Process Monitoring Service
End-to-End Event & Alert Management Service
End-to-End Operation Automation Service
SAP CP Workflow

Raise Alert
Trigger Operation Flow
Trigger “Operation” Work Flow
SAP Cloud ALM for Operations

© 2019 SAP SE or an SAP affiliate company. All rights reserved.
Join our social media family

Follow us on Twitter (#solman and #CloudALM), get the latest news, learn about support offerings and events!

Search for “SAP Cloud ALM” on YouTube for product demos, expert interviews and event insights!

Subscribe to WhatsApp SAP Product Support channels and receive updates including KBAs, wiki's, guided answers, SAP Notes and “hot tips”.

Join the SAP Digital Business Services LinkedIn group for networking and updates!
Good Reads


https://qmacro.org/2018/01/16/discovering-scp-workflow/

Thank you.

Contact information:

Marc Thier
m.thier@sap.com
SVP Solution Manager and Cloud ALM
SAP SE