What’s New in Change Request Management in SAP Solution Manager?

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For all recent and planned innovations, potential data protection and privacy features include simplified deletion of personal data, reporting of personal data to an identified data subject, restricted access to personal data, masking of personal data, read access logging to special categories of personal data, change logging of personal data, and consent management mechanisms.
Agenda

Features & Functions shipped with SP9

Features & Functions planned for SP10

Q&A
Change Control Management innovations
Overview of features & functions shipped with SP9

- White List Objects: Easy request and approval procedure
- Critical Object Conflicts: Easy request and approval procedure
- Automatically assigning a development team
- Improvement on Retrofit data creation log for the lock conflict
- Automatic import of Transport of Copies (ToC) into QAS
- Silent mode for transport-related checks
- Handling of solution documentation elements when withdrawing change documents
- ATC check: Display historical results
Change Control Management innovations
White List Objects: Easy request and approval procedure

Description
Developers can now easily request to add objects to the white list

Details
- Direct request from the transport-related checks popup
- Approval / rejection via
  - Administration Cockpit Web Client UI
  - My Inbox SAP Fiori app
- Optional Email

Benefits
- Simple & easy request for developers
- Simple & easy approvals / rejections for managers
Change Control Management innovations
Critical Object Conflicts: Easy request and approval procedure

Description
Developers can now easily request approval for critical object conflicts

Details
- Direct request from the transport-related checks popup
- Approval / rejection via
  - Administration Cockpit Web Client UI
  - My Inbox SAP Fiori app
  - Emails for requests, approvals and rejections

Benefits
- Simple & easy request for developers
- Simple & easy approvals / rejections for managers
Change Control Management innovations
Automatically assigning a development team

Description
Assign change transactions to a development team automatically

Details
- New PPF action ###_FIND_TEAM_FDT
- Automatic determination for the correct business partner
- Prefill “Development Team” field
- KBA 2710246 - How to set up the My Messages Widget as a team inbox

Benefits
- Easy setup
- Automatic processing
Change Control Management innovations
Improvement on Retrofit data creation log for the lock conflict

Description
More transparent conflict information with an additional message at the system log in case of a lock conflict during creation of Retrofit entries.

Details
▪ New message at system log
▪ Message creation during retrofit calculation
▪ Down portable function via Note 2712878 - Retrofit: Refine Information and enhance LOG

Benefits
▪ Better transparency
▪ Increased logging
Change Control Management innovations
Automatic import of Transport of Copies (ToC) into QAS

Description
Manual ToC creation from a change document now not only creates and releases the transport of Copy but also automatically performs the import into the follow-up QAS system.

Details
▪ Automatic release and import
▪ Available for all change documents on the transport management assignment block
▪ Down portable function via Note 2740664 – Import transport of copies after manually created in CRM UI

Benefits
▪ Similar behavior as status change “to be tested”
▪ No regular Import job needed anymore
▪ Higher automation
Change Control Management innovations
Silent mode for transport-related checks

Description
New DGP check mode “Silent”. Does NOT check during releasing and importing transport request but will be skipped directly for the manual check in the assignment block.

Details
▪ If triggered manually any conflicts detected will always result in warnings only
▪ Also available for the cross reference check
▪ Option “Disable Transport-Related Checks” available for import jobs trigged from Task

Benefits
▪ More flexibility
▪ Choose your time to check
Change Control Management innovations
Handling of solution documentation when withdrawing change documents

Description
It is not allowed to withdraw change documents if there are changed solution documentation elements. Firstly all changed elements from the solution documentation side must be resolved, only after that withdraw of the document is allowed.

Details
- New check condition SOL_DOC_CHANGED
- Check will be called with status “withdraw”

Benefits
- Better documentation consistency
Change Control Management innovations
ATC check: Display historical results

Description
In the Web Client UI, in the assignment block “Transport-Related Checks”, users can now display ATC check results regarding warnings that were ignored earlier.

Details
▪ New button “Show Conflict History”
▪ Available for all transport related checks

Benefits
▪ Check processing logs for audits
Change Control Management innovations
Overview of Features & Functions planned for SP10

- Cloud TMS Integration
- Skip selected objects types during CSOL & DGP
- Reassign unlinked Change Documents to a Request for Change
- Automatically update transport request description when reassigned
- System supported input for business partner fields
- Status dependent field check
- Display transport step and return code in the change document
- Retrofit: Display target transport request of every retrofit object
- Show cycle phase in the overview of Administration Cockpit
- Display import scheduling information in CRM Web Client UI
Change Control Management innovations
Cloud TMS Integration: Process meets technology

Quality Gate Management

SAP Transport Management &

Change Request Management

SAP Cloud Platform Transport Management Service
Change Control Management innovations
Cloud TMS integration: Transport landscape with SAP Solution Manager

Description

- Enable Cloud Transport Management Service (TMS)
- Configure nodes and routes in Cloud Transport Management Service
- Read out transport nodes and routes from Cloud TMS into Change Request & Quality Gate Management

Benefits

- Prepared for future cloud products
- Similar look and feel like CTS/CTS+ integration
- Higher automation
- Governance and auditability
Change Control Management innovations
Cloud TMS integration: Collect Cloud TMS transports

Search Cloud TMS Transport requests within the change of Change Request or Quality Gate Management

Assign transport request to Change Request or Quality Gate Management

Trigger import of transport requests via Change Request or Quality Gate Management in the Transport Management Service for SAP Cloud Platform
Change Control Management innovations
Skip selected objects types during CSOL & DGP

Description
Improve performance during Cross-System Object Lock check and Downgrade Protection check, you can decide to skip selected object types.

Details
- In the administration cockpit, under Role and Customizing Objects Check, select one of these options:
  - On (no objects are skipped)
  - Skip Role Objects Check (skips PFCG role objects)
  - Skip All Customizing Objects Check

Benefits
- Improved performance
- More flexibility
Change Control Management innovations
Reassign unlinked Change Documents to a Request for Change

Description
If a change document lost its relation to the original request for change because of change cycle reassignment, you can link it to another request for change.

Details
- Reassigned change documents are marked as linked manually
- Reassignment is possible if the change status allows
- The target cycle need to allows reassigning by its phase

Benefits
- Process security
- Enhanced trackability

<table>
<thead>
<tr>
<th>Target Change Cycle</th>
<th>Phase</th>
<th>Allowed</th>
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<tbody>
<tr>
<td>Continual Cycle (SMSE)</td>
<td>Created (Z0001)</td>
<td>✓ ✓ ✓ x</td>
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<tr>
<td></td>
<td>Active (Z0002)</td>
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<td>Scope (Z0002)</td>
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<td></td>
<td>Test (Z0005)</td>
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<td></td>
<td>Go Live (Z0006)</td>
<td>✓ ✓ ✓ ✓</td>
</tr>
<tr>
<td></td>
<td>Being Completed (Z0007)</td>
<td>x ✓ ✓ ✓</td>
</tr>
</tbody>
</table>

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Change Control Management innovations
Automatically update transport request description when reassigned

Description
Automated update of Transport Request description during re-assignment to different change document

Details
- A transport request created by a change document inherits its ID and description.
- During re-assignment to another change document, the ID and description will be updated automatically

Benefits
- Transport Request descriptions always reflect the correct change document
- Increase process transparency and level of automation
Change Control Management innovations
System supported input for business partner fields

Description
When you use the input help (F4) to fill out business partner fields, the search only suggests entries that have the required PFCG role for the selected partner function.

Details
- When you enter the business partner manually, a message informs you if your input does not match any user with the required role.

Benefits
- Process security
- Easier handling
Change Control Management innovations
Status dependent field check

Description
Define mandatory fields by status and check the consistency of partners, text types, attachments etc.

Details
- Verify / check the attachment of documentation in change documents
- Configure status dependency and define mandatory checks for partner function, text types & other fields.
- Settings available for business and IT requirements as well as change requests and change documents

Benefits
- Increase process transparency to fulfill required documentation & more flexibility within your end to end process
Change Control Management innovations
Display transport step and return code in the change document

Description
Return Code will be visualized in the change document

Details
- Information will be presented in Transport Assignment Block as well as in the Risk Status in the Landscape Assignment Block
- “Highest Import Return Code” will be shown on system level

Benefits
- Improved transparency of import status
- Faster reaction to correct the import issue
- Detailed logging by forward navigation
Change Control Management innovations
Retrofit: Display target transport request of every retrofit object

Description
Objects that are on a retrofit transport request might also be assigned to several transport requests, on which they end up after successful retrofit.

Details
- In the retrofit object list, a new column indicates that specific target transport request for each object.
- This is particularly helpful for retrofitting workbench objects (SCWB) which may be locked in a different transport request in the target.

Benefits
- Clearer visibility
- Full auditability
- Enhanced logging
Change Control Management innovations
Show cycle phase in the overview of Administration Cockpit

**Description**
Overview of the all available task lists with current cycle phase

**Details**
- Administration cockpit provides an overview of the task lists sorted by the cycle type phase cycles, continual cycles or release cycles including its current phase

**Benefits**
- Centralized and detailed information
- Better transparency
Change Control Management innovations
Display import scheduling information in CRM Web Client UI

Description
Upcoming / scheduled import information will be visualized in Change Cycle and change documents

Details
- End users will know the next scheduled import for their change document, administrators will get it on cycle level

Benefits
- Better transparency and end-user experience
- Easy to find the scheduled system imports
Change Control Management innovations

Q & A
Thank you.

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