Monitoring Non-SAP Components with Focused Run for SAP Solution Manager

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Agenda

Overview Run Market

Focused Run for SAP Solution Manager

Advanced Event & Alert Management

Advanced System Management

Advanced Root Cause Analysis
Overview Run Market
Different Operation Platforms for different target groups

**SAP Solution Manager**

**Target group:**
- Medium and large hybrid customers
- Customers, who are satisfied with the currently provided functional scope

**Available**

**Focused Run for SAP Solution Manager**

**Target group:**
- Service Providers
- Large and very large hybrid customers
- Customers with advanced needs, which go beyond SAP Solution Manager

**Available**

**SAP Cloud ALM for Operations**

**Target group:**
- Cloud-centric customer
- Small and medium hybrid customers
- Customers, who are requesting cloud based Operation Platform

**Beta**
Focused Run for SAP Solution Manager
Focused Run – Mission statement

- Is a **powerful solution for customers & partners** to operate their solution **centralized and highly automated with minimal TCO impact**

- **Addresses advanced customer needs** in scalability, data volumes, security, automation, openness, dashboarding & artificial intelligence

- Uses the **full power of SAP HANA as a platform**, including replication, partitioning, predictive analytics, and compression

- Is a **separate installation**, which can run **side-by-side with an existing SAP Solution Manager**

- Provides feature rich and powerful **functionality dedicated to operations of IT solutions**

- Isn’t covered by maintenance fee, but **needs to be licensed separately from SAP**
# Focused Run – Use cases in scope

## Advanced Analytics & Intelligence

<table>
<thead>
<tr>
<th>Advanced Event &amp; Alert Management</th>
<th>Advanced Configuration Monitoring</th>
<th>Advanced System Management</th>
<th>Advanced Integration Monitoring</th>
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<td>SAPGUI/DIAI</td>
<td>Gateway</td>
<td>SAP Fiori/SAPUI5</td>
<td>SCP Cloud Integration</td>
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<td>SAP Process Integration</td>
<td>Non-SAP (WebMethods, Tibo, …)</td>
<td>SCP Cloud Integration</td>
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</table>

- **Presentation Layer**
  - Fiori-as-a-Service
  - SAP Cloud Platform
  - Mobile Services
- **Application Layer**
  - SuccessFactors
  - Concur
  - S/4 HANA Cloud Edition
  - ByD/C4C
- **Integration Layer**
  - SCP Cloud Integration
  - SCP Cloud Integration

**Advanced User Monitoring**

**Advanced Root Cause Analysis**

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Focused Run Non SAP Component Monitoring – Customer Example

- **End User**
- **FireWall**
- **WebShop**
- **DynaTrace**
- **Advanced Event & Alert Management**
- **Advanced Root Cause Analysis**
- **Advanced System Management**

Flow:
- **… 3rd party component**
- **… communication flow**
- **… monitoring flow**
Advanced Event & Alert Management
Advanced Event & Alert Management
Manage high volumes of alerts efficiently

Efficiently operate thousands of system, user, and integration alerts, including integrated IT infrastructure events

- **Dashboard-oriented and intuitive alert inbox** as central access point for all monitoring use cases
- **Alert Search, Alert Reporting and Alert Correlation** for efficient handling of high volumes of alerts
- **Automated guided procedure execution** for alert problem context collection and follow-up actions
- **Inbound integration** to receive metrics and events from external monitoring tools as IT Infrastructure Management tools e.g. Nagios
- **Bi-directional Outbound integration** for customer specific integration with ticket management systems e.g. ServiceNow
- **Fuzzy search** for alerts based on alert name, associated managed object and/or processor
Overview Inbound Connection

Advanced Event & Alert Management can **consume events and metrics** from various sources via **Inbound Connector**.

These sources can be monitoring use cases inside Focused Run like **Advanced System Management (ASM)**, **Advanced User Monitoring (AUM)** or **Advanced Integration Monitoring (AIM)**.

Advanced Event & Alert Management also provides **integration** to consume un-modelled events and metrics from **external monitoring tools** e.g. infrastructure monitoring via Nagios.
Focused Run Non SAP Component Monitoring – Customer Example

End User

Browser (PC or Mobile Device)

FireWall

Monitor

WebShop

DynaTrace

Exceptions

Focused Run

Administrator

Availability

Performance

… 3rd party component

… communication flow

… monitoring flow
Demo: Event Inbound Integration
Advanced System Management
Advanced System Management
Benefit from ultimate scalability, performance, security, and automation

Manage landscapes with thousands of systems with minimal operations costs

- Detailed **System Monitoring** for modelled and auto-discovered SAP based systems
- **Open Component Monitoring** as low-barrier monitoring for unmodeled systems and services
- Monitoring of auto-discovered SAP standard jobs
- **IT Calendar, Work Mode Management** and **Service Availability Management** to enable efficient IT event and Service Availability management
- Regular **System Health Check** to provide health status for systems completely automatically
- **License & Maintenance Certificate Management**
- **Maintenance Planner** enabling & data collection for **SAP Early Watch Alert** for ABAP, J2EE, and BO/DS
Open Component Monitoring is used for all use cases in System Monitoring where the template approach does not help as the configuration differs largely between different Managed Objects or where a system modelling in LMDB is not possible (e.g. 3rd party components).

Open Component Monitoring provides the following views:

- URL Availability
- HTTPS Certificate Expiration
- Host Availability
- TCP Port Availability
- Windows Services
- OS Processes
- RFC Availability
- OS Script Result
- Log File Monitoring
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... 3rd party component

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... monitoring flow
Demo: Open Component Monitoring
Advanced Root Cause Analysis
Advanced Root Cause Analysis
Deep dive root cause analysis on request

Deep detailed root cause analysis capabilities tailored to your needs

- Advanced Root Cause Analysis capabilities as **System Analysis, Trace Analysis** and **File System Browser**
- **System Analysis:**
  - Intuitive and contextually linked dashboards enabled **guided root cause analysis**
  - **Standard content** is provided out-of-the-box for HANA, ABAP, J2EE, BO, Apache Tomcat, and OS
  - Additional high volume **data collection can be switched on demand** e.g. in specific hyper care phases
- **Open KPI Store** to integrate 3rd party data sources as APM tools or Infrastructure Management tools
- **Trace Analysis** allows **dynamically to switch on** deep detailed component specific traces **across system and technology**
- **File System Browser** gives secure read-only **access to remote file systems** for diagnosis purposes
System Analysis provides views to evaluate the historical behavior of metrics and KPI’s. The view content is pre-defined according to SAP best practice and usable out of the box. For user individual adjustments a powerful personalization capability is provided. Metric Prediction is enabled in System Analysis.

System Analysis provides e.g. the following pre-defined dashboards (system dependent):

- ABAP on HANA
- ABAP Basis
- ABAP Exceptions
- ABAP Performance
- SAP HANA Overview
- Host Metrics
- HANA Thread Samples
- ABAP Work Process Samples
- AS Java
- Apache Tomcat
- Business Objects Enterprise
- BO Data Services
System Analysis
System Analysis Personalization

System Analysis provides the possibility of metric integration. Such metrics could come from 3rd party monitoring tools like Dynatrace, etc.

3rd party metric integration via Open KPI Store:
- Generic persistency and display of time series metric data
- Rest service for receiving data
- Flexible visualization
- Housekeeping
Open KPI Store – How does it work?

“Generic store for numerical metrics without LMDB association”
Focused Run Non SAP Component Monitoring – Customer Example

Browser (PC or Mobile Device) → FireWall → Monitor → WebShop → DynaTrace

- Focused Run
- Exceptions
- Performance
- Availability

- ... 3rd party component
- ... communication flow
- ... monitoring flow

End User → Administrator
Demo: System Analysis (Open KPI)
Focused Run Non SAP Component Monitoring – Customer Example

Browser (PC or Mobile Device) → FireWall → WebShop → DynaTrace

- Monitor
  - Availability
  - Exceptions
  - Performance

End User → Focused Run → Administrator

- ... 3rd party component
- ... communication flow
- ... monitoring flow
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