SAP Cloud ALM for Operations – Business Process Monitoring

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Agenda

Strategic ALM Platforms

SAP Cloud ALM for Operations

Business Process Monitoring – What?

Business Process Monitoring – How?

Business Process Monitoring – When?
Strategic ALM Platforms
Different strategic operations platforms for different target groups

SAP Solution Manager
available for hybrid customer solutions

Focused Run
available for hybrid customer solutions

SAP Cloud ALM
planned for hybrid customer solutions

Three strategic platforms to match customer reality!
SAP Cloud ALM for Operations
A brand new, **cloud-based ALM offering.**

**SAP Cloud ALM** is a SAP SaaS offering

- re-thought, newly designed, and built natively on SAP Cloud Platform
- is designed to be easy consumed by customers
- is cost-efficient for customers

**SAP Cloud ALM for the Intelligent Suite**

- for cloud-centric customers
- manages cloud and hybrid solutions
- will support every SAP cloud solution
SAP Cloud ALM supports the entire lifecycle of all SAP Cloud solutions

SAP Cloud ALM

Operation
- Monitor
- Diagnose
- Correct
- Improve

Implementation
- Demand
- Build
- Test
- Deploy

SAP® Cloud Platform

Platform services and Data management

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Business Process Monitoring – What?
Customer Solution Landscape is subject to transformation:

- Transform from a monolithic to a multi-system landscape
- Increase in end-to-end monitoring complexity
- Process variance are covered by system variances

Transparency on

- the communication between the different services
- the execution of end-to-end business process

of the Intelligent Suite is required.
Business Process Monitoring for the Intelligent Suite

End-To-End Processes based on Intelligent Suite
- Recruit to Retire
- Lead to Cash
- Source to Pay
- Design to Operate

Monitoring with SAP Cloud ALM for operations
- **Monitor**
  - Business Process Monitoring
    - focused on process exceptions based on measured BP KPIs
  - Integration Monitoring
    - focused on exceptional and error situations
  - Application Monitoring
    - focused on application aspects e.g. Exception Monitoring, JobMon, ...
- **Improve**
  - Business Process Improvement
    - focused on optimizing processes

SAP® Cloud Platform

Customer Landscape
- **SAP S/4HANA®**
  - On-premise Landscape
- SAP Cloud Applications
- Custom Extensions
- SAP® Cloud Platform
Objectives of Business Process Monitoring

Business Process Monitoring (BPMon), as part of SAP Cloud ALM for operations, provides transparency over the end-to-end processes of the entire Intelligent Suite.

BPMon monitors the processes’ health and **detects anomalies during process execution** and enables both LOB and IT users to directly identify process disruptions and react to them:

- Identify **business disruptions and exceptions** in process execution based on pre-defined key performance indicators (KPIs)
- Identify **technical issues** which have direct impact on mission critical processes with technical monitoring

This ensures smooth **business operations without disruptions** and increases the business process execution quality and performance

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Monitoring with SAP Cloud ALM for operations

- **Monitor**
  - Business Process Monitoring
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  - Integration Monitoring
    - focused on exceptional and error situations
  - Application Monitoring
    - focused on application aspects e.g. Exception Monitoring, JobMon, …

- **Diagnose**
- **Correct**
- **Improve**
  - Business Process Improvement
    - focused on optimizing processes
Business Process Monitoring – How?
Scope of Business Process Monitoring

- Offer transparency into end-to-end processes based on predefined business process KPIs
- Provide out-of-the box real-time monitoring across the entire Intelligent Suite
- Reduce implementation effort by auto-discovery of relevant business process KPIs
- Enrich operational business process information with application monitoring information
- Predict business process anomalies before business is impacted
- Process information will be retrieved from SAP Cloud ALM for Implementation
- Provide basis to improve business processes e.g. cleaning-up backlog or inconsistent situations
- Continuous development of further business process KPIs based on APIs provided by SAP Cloud LOB’s
Key personas and use cases of Business Process Monitoring

I need to monitor my E2E Process:
- Monitor E2E process performance
- Understand critical business process deviations
- Receive automatic alerts in case performance thresholds are in danger or violated
- Collaborate on created and assigned tasks for critical exceptions
- Deep-dive into deviations to analyze root causes
- Understand past, current and predicted process performance along multiple dimensions

I need to monitor my operations:
- Monitor operative process performance
- See critical process deviations
- Check status of a specific document type (e.g. open sales orders)
- Receive automatic alerts in case performance thresholds are in danger or violated
- Collaborate on assigned tasks for critical exceptions

I need to monitor operations of my solutions:
- Overview of critical technical deviations and affected processes
- Collaborate on assigned tasks for critical exceptions
Throughput figures measure the average number of business documents, line items or schedule lines processed in a certain time frame e.g. “Sales orders created”

Backlog figures measure the number of business documents, line items or schedule lines not completely processed until an expected date i.e. the business transaction is overdue for processing e.g. “Open sales orders”

Lead time figures measure average processing time from a defined start point to a corresponding end point of a business process. Only for completed instances / business documents. E.g. “Sales document item creation -> Invoice creation [in days]”

Exception figures are collecting the number of error messages raised in selected time frame e.g. “Failed goods movements during production order confirmation”

Automation rate figures measure the ratio of how many documents have been processed automatically vs. manually within a certain time frame e.g. “Automation rate: Process orders”

*KPI type not in scope for version 1.
Demo & Preview
Agenda

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Business Process Monitoring – What?

Business Process Monitoring – How?

Business Process Monitoring – When?
Business Process Monitoring – *When?*
Availability & Roadmap

Release to Customer planned mid of 2020
Monitoring of around 60 Business Process KPIs for SAP S/4HANA Cloud.

Planned innovations until end of 2020
Integration of further Business Process KPIs for S/4HANA Cloud and support of S/4HANA on-premise for hybrid scenarios as well as further SAP SaaS and PaaS products. Integration of alerting.

Continuous delivery of new content and functionality
Looking forward we will support all SAP SaaS and PaaS products of the Intelligent Suite. Integration of technical exceptions in process context, intelligent configuration, and operation flows.

https://support.sap.com/cloud-alm