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SAP Solution Manager innovations
Areas of new functions

• SAP Solution Manager Customer Connection and Product Roadmap
• Project Management
• Process Management
• Test Suite
• Change Control Management
• IT Service Management
• Application Operations
• Business Process Operations
• Landscape Management
SAP Customer Connection and product roadmap for SAP Solution Manager 7.2
With SAP Customer Connection, we continuously improve SAP Solution Manager based on customer feedback

Customers can:
- Provide clear guidance where SAP needs to invest
- Share a precise list of requested improvements from the worldwide customer community (user groups)
- Prioritize the requests through voting
- Collaborate with SAP Solution Manager development to ensure we deliver what is required

How can customers engage with Customer Connection?
- Follow the SAP Solution Manager projects
- Submit requests
- Vote for requests
- Discuss requests with other customers and SAP
- No restriction on number of participants

SAP Customer Connection Solution Manager 2018: [Blog post](#)
SAP Customer Connection Solution Manager 2019: [Blog post](#)
SAP Solution Manager
Product road map overview – Key innovations

Recent innovations
- Improved integration
  - Integration between process, projects, test, change, and release
- Usability and performance
  - Streamlined user experience in all areas
  - Improved views and reports
- Fill gaps
  - Expand lifecycle management capabilities for hybrid landscapes
- Increased support for cloud
  - Application and business process operations and analytics
- Compliance
  - General Data Protection Regulation/Data Protection and Privacy (GDPR/DPP)
  - SAP support backbone supported

2019 – Planned innovations
- SAP Customer Connection improvement requests
  - Test suite
  - Process management
  - Change and release management
- Fill gaps
  - Expand lifecycle management capabilities for hybrid landscapes
- Increased support for cloud
  - Application and business process operations and analytics
- Readiness check
  - SAP S/4HANA and SAP BW/4HANA readiness dashboards
  - Support SAP S/4HANA Cloud
- Usability and performance
  - Streamlined user experience in all areas
  - Improved views and reports

2020 – Product direction
- SAP Customer Connection improvement requests
  - Fill gaps
    - Expand lifecycle management capabilities for hybrid landscapes
  - Additional enablement for the Intelligent Enterprise
  - Process management
  - Change control
  - Testing
  - Application and business process operations
- Usability and performance
  - Streamlined user experience in all areas
  - Improved views and reports

2021 – Product vision
- SAP Customer Connection improvement requests
  - Fill gaps
    - Expand lifecycle management capabilities for hybrid landscapes
  - Additional enablement for the entire SAP product portfolio
  - End-to-end management of entire customer solution

1. This is the current state of planning and may be changed by SAP at any time without notice.
Project Management
delta features
Project Management innovations
Overview of new functions

• Improved integration into Test Management
**Project Management innovations**
**Improved integration into Test Management**

**Description**
Provide information about assigned Test Plans in Project Management.

**Details**
- New tab in Project for Test Management
- Aggregated Test Status
- Open Defects

**Benefits**
- Improved transparency for Project Manager on assigned Test Plans
Process Management
delta features
Process Management innovations
Overview of new functions

- Improved Change Request Management integration
**Process Management innovations**

**Improved Change Request Management integration**

**Description**

Flexible handling of Solution Documentation elements in combination with Change Documents.

**Details**

- Move Solution Documentation elements **between** Change Documents
- Withdraw of Change Documents requires a discard of Solution Documentation elements first

**Benefits**

- Seamless tool integration
- Improved user experience
Test Management
delta features
Test Management innovations
Overview of new / improved functions

- Edit Test Documents Online
- Test Document Signature Workflow
- Signature Data in Test Reports
- Direct Access to Signature in Manual Test Execution
Test Management innovations
Edit Test Documents Online

Description
Provide the online edition of test documents in the document management or manual test case execution applications.

Details
- No local copy required anymore.
- No export / import.
- For office documents, MS Internet Explorer is required

Benefits
- Faster and easier way of update documents
- Increased productivity
- Improved user experience
Test Management innovations
Test Document Signature Workflow

Description
The signature process for test documents (test notes, test plan attachments, test package attachments, and test results) has been connected with the framework for workflow modeling.

Details
Use an API to create and integrate your own document signature workflows.

See SAP Note 2769575 - KW document signature and workflow for Test Suite.

Benefits
- Solution tailored to customer needs
- Ensure efficiency
Test Management innovations
Signature Data in Test Reports

Description
Provide Test Documents signature data in Test Reports.

Details
- Relevant for test cases and all test documents

Benefits
- Full transparency and traceability

3.1.7.1.3 Test Note and Test Results

<table>
<thead>
<tr>
<th>File content</th>
<th>Document</th>
<th>Title</th>
<th>Responsible</th>
<th>Document Type</th>
<th>Status</th>
<th>Last Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test result</td>
<td>Test Document</td>
<td>Single signature strategy</td>
<td>Review</td>
<td>27.05.2019 15:23:04 - Central Europe (UTC+01)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Signed by:

<table>
<thead>
<tr>
<th>Signee</th>
<th>Role</th>
<th>Signed at</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Signee</td>
<td>27.05.2019 13:23:04 - Central Europe (UTC+01)</td>
<td>signature</td>
<td></td>
</tr>
</tbody>
</table>
Test Management innovations
Direct Access to the Signature in Manual Test Execution

Description
Direct access to the signature from test notes and test results by clicking on the signature icon.

Details
• Show the popup for signing the document if the current user can, or is required to, sign the document.
• Show the signature history if the application is in display mode or if the current user cannot sign the document, for example if he/she has already signed it.

Benefits
• Faster and easier way to sign
• Increased productivity
• Improved transparency
Change Control Management
delta features
Change Control Management innovations
Overview of new functions

- 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 assign a development team

Description
Assign change transactions to a development team automatically.

Details
- New Post Processing Framework (PPF) action
  `#####_FIND_TEAM_FDT`
- Automatic determination for the correct business partner
- Prefill “Development Team” field
- See SAP 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 SAP 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-on QAS system.

Details

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

Benefits

- Similar behavior as status change “to be tested”
- Regular Import job is no longer required
- Higher automation
**Change Control Management innovations**

**Silent mode for transport-related checks**

**Description**

New Downgrade Protection (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 List

**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 related changed solution documentation elements. All changed elements from the solution documentation side must be resolved before withdraw of the change document is allowed.

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

Benefits
- Improved documentation consistency
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
IT Service Management

delta features
IT Service Management
Overview of new functions

- New handling of Incident Attachments in Communication with SAP
- EU Data Protection Flag for Communication with SAP
- Email refers to incident in SAP Fiori app
Attachment Handling
New handling of incident attachments in communication with SAP

Description
Files uploaded as attachment to incidents created via SAP ONE Support Launchpad are now sent as **URL** via ‘Document Service’.

Details
- Incident attachments are **no longer replicated** in SAP Solution Manager.
- Instead they are stored in **Document Service of SAP Cloud Platform**.
- A URL to access the files is displayed under `Information from SAP`
- Users with an S-User can access these attachments through URL

Benefits
- Large-sized attachments exchange is possible
- No data replication in multiple servers

Attachments have been added to this incident, which can be accessed using the URL(s) below:

- **File Name:** SAP+BW+Testing+Failures+.docx
  **URL:** https://documents.support.sap.com/customerincident/QHavTdUIVt8SM0MGaoa-e6fWnBGIMqIKY_Ccd_O5SL2k

- **File Name:** sample_document.pdf
  **URL:** https://documents.support.sap.com/customerincident/QHavTdUIVt8SM0MGaoa-e6fWnBGIMqIKY_Ccd_O5SL1k
Attachment Handling
EU Data Protection flag for communication with SAP

Description
EU Data Protection flags can be set for Incidents and attachments.

Details
- A flag can be set in the SAP Support Portal to mark required EU Data Protection in specific systems
- Incidents and file attachments are also flagged
- Processors located outside the EU cannot access the flagged incident message remotely in SAP's support system (BCP)
- Customers can remove the EU data protection flag from attached files in the BCP

Benefits
- GDPR Compliance

---

Attachments have been added to this incident, which can be accessed using the URL(s) below:

File Name: IMG_0007.JPG
URL: https://documents.xhtml/a9.int.sap.hana.ondemand.com/customer incident/62NFSD10EEnFFR7_1shSMF79sgjysUqF06v2kxtOEzY

File Name: IMG_0976.JPG
Data Protection: EU Data Processing
URL: https://documents.xhtml/a9.int.sap.hana.ondemand.com/customer incident/9877280779m_B8go6b62c7M6E9-Wzd4w39NNUV4t8YQ

Please note that the customer has activated “EU Access Service from SAP” in the SAP Support Portal. This means that SAP will access incident attachment(s) under EU Data Protection only through resources and sub-processors which are based in the European Economic Area or Switzerland. We strongly recommend you to follow the same approach.
Email with link to incident in SAP Fiori App
Activate Parameter to get emails with link to incident in SAP Fiori App

Description
E-mails to the incident reporters can be adapted depending on the app that is used to create incidents.

Details
E-mails:

- Activate parameter FIORI_APP_USED and the system provides a link to the incident message in the SAP Fiori App.
- Leave the parameter inactive and the system provides a link to the incident in the WebClient UI

Benefits
- Direct link incident in Fiori App
- Simplified navigation
Application Operations
delta features
Application Operations innovations
Overview of new functions

Infrastructure
- Automatic update of the SAP Component Information Model (CIM) and Content Repository (CR) Content

System and Application Monitoring
- New Database Page in System Monitoring
- New link for Managed Object details in Host List

Exception Management
- Enhanced support for ABAP Gateway errors

Technical Administration
- Work Mode propagation from HANA system database to related tenant databases
- Display of duration of service outages
System Monitoring
New Database Page in System Monitoring

Description
A new “Databases” page is included in System Monitoring Application.

Details
The “Databases” page shows the below details;
- Status of different categories
- Details of the database
- Work Mode
- Number of alerts

Benefits
- A dedicated page for Database Administrators to focus on issues related to the database only
- Includes standalone databases
System Monitoring
New link for Managed Object details in Host List

Description
Host details are available via pop-over in the Host List page.

Details
The “Host details” pop-over shows additional details:

- Status of different categories
- Host Information from Landscape Management database
- Work Mode
- Number of alerts
- Link to IT Calendar and Alert Inbox

Benefits
- More information and jump-ins available to applications like Landscape Management database Work Mode, IT Calendar etc.
Technical Administration
Work Mode propagation from HANA system database to related tenant databases

Description
When scheduling a work mode (e.g. a planned downtime) for a HANA system database, it gets automatically propagated to the related HANA tenant databases and optionally to the related application systems (ABAP/JAVA).

Details
The scheduling UI shows:
• Dependent tenant databases
• Database instances
• Hosts and application systems

Benefits
• Reduced effort to schedule work modes
• Dependencies are resolved automatically
Technical Administration
Display of duration of service outages

Description
The outage screen shows the total outage duration.

Details
- Total duration of confirmed outages per reporting period is shown
- Total duration of confirmed and unconfirmed outages per reporting period is shown

Benefits
- Total outage duration is visible immediately
Support for cloud and hybrid products
Availability overview

Details on availability and restrictions are documented on the SAP Solution Manager 7.2 expert portal page

| System Management          | Not planned | Available | Not planned | Not planned | Not planned | Not planned | Not planned | Not planned |
|-----------------------------|-------------|-----------|-------------|-------------|-------------|-------------|-------------|-------------
| Exception Management        | Available   | Available | Available   | Available   | Available   | Available   | Available   | Available   |
| Integration Monitoring      | Available   | Available | Available   | Available   | Available   | Available   | Available   | Available   |
| User Experience Monitoring  | Available   | Available | Available   | Available   | Available   | Available   | Available   | Available   |
| End-to-End Trace Analysis   | Planned (2019 Q4) | Available | Not Planned | Not Planned | Not Planned | Not Planned | Not Planned | Not Planned |
| Job Management              | Available   | Not Planned | Not Planned | Not Planned | Not Planned | Not Planned | Not Planned | Not Planned | Available |

This is the current state of planning and may be changed by SAP at any time without notice.
Exception Management
Enhanced support for ABAP Gateway errors

Description
While setting up Exception Management, you can specify additionally filter parameters, and as well enable the Alerting for ABAP Gateway errors.

Details
Available ABAP Gateway location filter values are:

- G: SAP Gateway error
- L: Local Backend Event Publisher (BEP)
- B: Remote Backend Event Publisher (BEP)
- P: Local Data Provider

Benefits
- You can isolate errors related to the Gateway from Backend system errors
- You can jump from the received alerts to the single exceptions
Business Process Operations

delta features
Business Process Operations innovations
Overview of new functions

Business Process Monitoring
- New Key Figure for Cloud Products

Job Management
- New use case “standard job monitoring”
- Several job monitoring objects can be created from a job document
- Simple Job Request Management covers job chains
- New Mass Validation Report for Job (Chain) documents

Data Consistency Management
- Integration Repository – Interface Search and Mass Maintenance
- Cross-Database Comparison Results in the Progress Management Board
Business Process Monitoring
New Key Figures for Cloud Products

Description
New analytics and monitoring key figures for SAP Fieldglass and the integration for Ariba Networks with SAP ERP.

Details
New Fieldglass key figure available for:
- Pending Approvals in Fieldglass

New key figures for Ariba Networks <-> ERP-Integration:
- Purchase orders sent to Ariba Network
- Deliveries sent to Ariba Network
- Sales invoices sent to Ariba Network
- Inbound delivery postings received from Ariba Network
- Invoices received from Ariba Network
- Sales orders received from Ariba Network

Benefits
Enables proactive monitoring of your business processes using Fieldglass and Ariba Networks
Job Management
New use case standard job monitoring to monitor the same jobs in different systems identically

Description
With utility report AC_JOBMON_APPLY_SETTINGS, you can copy over monitoring configuration from one template object to other objects for systems the job document is linked to via a technical scenario.

Details
- Create technical scenario containing all systems
- Create job document per standard job
- Link job document with technical scenario
- Use AC_JOBMON_MASS_AUTOCONFIG to activate the monitoring objects
- Full automation of this process via a proven custom solution is offered as service

Benefits
- Setup of monitoring for standard jobs with low effort
- Configure monitoring the same job in different systems identically
Job Management
Several job monitoring objects can be created from a job document

Description
You can create not only one monitoring object for a job for a given system client, but several.

Details
- Create Job Document
- Launch creation of monitoring object
- Consume monitoring

Benefits
Business can be alerted in case of application metric violations (e.g. error in job log). IT can be alerted in case of technical metric violation (e.g. runtime). Both monitoring objects are linked to the same job documentation.

Alert for Business as error in job log content, not for IT
Job Management
Simple Job Request Management covers job chains

Description
Job request process comes with validation checks and offers BAdI options for integration with external ticketing and more tight integration with external schedulers.

Details
- Create Job document for Jobs of Chain
- Create Job Chain Header and assign Jobs
- Start Workflow for Chain Scheduling

Benefits
- Automated job data quality checks and job definition creation in external scheduler
- Option to integrate with own ticketing system (no need for ITSM)
Job Management
New Mass Validation Report for Job (Chain) documents

Description
The Job request process comes with validation checks. Report AC_EJR_MASS_VALIDATE_PROD_JDS can be scheduled on a regular basis to check if executed jobs are running as documented.

Details
- Maintain parameters to include/exclude the respective validation checks into mass validation in table AGS_SJR_VALIDATE with transaction SM30
- STEP_CONSIS validator checks the consistency between Job/Chain Documentation and SAP BPA

Benefits
- Automated job data quality checks on running documented jobs
- Option to include additional checks via BAdI
Data Consistency Management
Integration Repository – Interface Search and Mass Maintenance

Description
New interface search and mass maintenance in the Integration Repository.

Details
- Run the tool included in the External Interface Import (Transaction AGS_DCM_EXT_IMPORT)
- After starting the application, the filters are entered to restrict the interface result list
- On execution, the interfaces are returned from SAP Solution Manager (header data + interface attributes) and you can analyze the result and select interfaces which should be changed
- After selecting the Edit button, you are able to change interface attributes according to the selection

Benefits
Enable the end user to analyze the Integration Repository and execute mass changes
Data Consistency Management
Cross-Database Comparison Results are visible in the Progress Management Board

Description
The results of comparisons in Cross-Database Comparison are available in the Progress Management Board.

Details
The Cross-Database Comparison connector which was already available for the Business Process Operations Dashboards and Analytics now also supports Progress Management Boards

Benefits
Progress on tracking inconsistency resolution can be tracked in the Progress Management Board
Landscape Management
delta features
Landscape Management innovations
Overview of new functions

• **Import of SAP CIM model and SAP CR content is now available for:**
  - System Landscape Directory
  - Landscape Management Database

• **The Maintenance Planner improves the support of landscape changes and integration via:**
  - Enhanced SAP S/4HANA add-on pre-checks, and compatibility check information
  - Software section in planning an SAP S/4HANA conversion now displays 3rd-party software
  - Planning the upgrade from SAP Solution Manager 7.1 to SAP Solution Manager 7.2 SPS09
  - Improvements in the *Cloud Integration Automation* (CIAS)
Landscape Management innovations – SLD & LMDB
SLD & LMDB offering more options for the import of SAP CIM model and SAP CR content

Description
Now SLD and LMDB can be addressed with CIM model data and CR content.

Details
Options offered are:
- Automatic and manual import into the LMDB
- Automatic and manual import into the SLD

Benefits
The new features allow a greater flexibility in SLD/LMDB topology; if no SLD client applications are used, no SLD is needed. Independent of the target for CIM/CR data, this recurring task can be automated.

SAP Solution Manager Configuration: Mandatory Configuration - Infrastructure Preparation

Options:
- Automatic and manual import into the LMDB
- Automatic and manual import into the SLD
Landscape Management innovations – Maintenance Planner
Enhanced SAP S/4HANA add-on pre-checks and compatibility check information

Description

Maintenance Planner now shows more information about SAP S/4HANA add-on compatibility checks.

Details

While planning a system update, you now see prominent warning messages in the following cases:

- Add-ons in the system start state do not have a compatible successor
- No upgrade paths are available between the start and target instances.
- Planning an SAP NetWeaver system PI Adapter Engine (Java EE)

Benefits

The information on requirements checks has been enhanced
Landscape Management innovations – Maintenance Planner

Software tab in plan an SAP S/4HANA conversion now displays 3rd-party software

Description

Improved coverage of software information during system conversion.

Details

During an SAP S/4HANA conversion, you can click the Additional Software Information tab in the maintenance cycle, to view a list of all the 3rd party add-ons

Benefits

Handling 3rd-Party software is an important task during an system conversion to SAP S/4HANA. The information on such software has now been integrated in the Maintenance Planner
Landscape Management innovations – Maintenance Planner
Supporting SAP SOLUTION MANAGER 7.2 SPS09 maintenance

Description

Maintenance Planner can now plan the upgrade from SAP Solution Manager 7.1 to SAP Solution Manager 7.2 SPS09, as SPS09 has two different technology stack versions of NetWeaver for ABAP (7.4) and Java (7.5).

Benefits

Despite the changed scenario, the upgrade planning with the Maintenance Planner including some additional prerequisites can still be done in a single step.
Landscape Management innovations – Maintenance Planner Improvements in the *Cloud Integration Automation Service* (CIAS)

**Description**
Planning of cloud integration scenarios using the Maintenance Planner offers **improved usability for CIAS**.

**Details**
User guidance specifically is improved for situations where specific actions or awareness are required:
- Delete transactions capability with reconfirmation
- Minimum software threshold state is not met
- User guidance if an on-premise system is not shown due to verification error
- Pre-filling SCP account workflow users with logged in user’s ID

**Benefits**
Usability improvements:
- easing the understanding of required actions, specifically in case of problems
- providing information automatically where possible
Release Notes for SAP Solution Manager 7.2

To find out about new developments in SAP Solution Manager 7.2, please visit the SAP Help Portal. In every functional area you will find detailed information about new and changed functionality for each support package stack.

https://help.sap.com/viewer/10e6d9cb3bc740e6a4c41588d9fc07a3/7.2.latest/en-US
Thank you.
Additional information
SAP Solution Manager – 2019 Customer Connection Projects

Visit the Customer Influence site using the direct hyperlinks:

- Process Management 2019 ‡ https://influence.sap.com/solman-pm2019 (42 accepted requests!)
- Test Suite 2019 ‡ https://influence.sap.com/solman-testsuite2019 (44 accepted requests!)

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**Collect**

Collect improvement requests and prioritize by **subscribing**

**Select**

Select improvement requests to implement

**Develop**

Develop improvements **Deliver** as SAP Notes or in support package

**Use**

Use productively in customer software

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End of collect phase
March 8, 2019

Selection Call
April 2019

Delivery Call
Q4/2019

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How to find Improvement Project Results

Use the **Improvement Finder** to learn about the enhancements delivered by SAP Customer Connection projects:

- Easy to use, modern look & feel, intuitive
- Search (by topic, by date) & translation functionalities included
- Accessible to everyone, an S-user is only needed for accessing SAP Notes
- Quick results – downloadable for immediate consumption

Visit [https://sapimprovementfinder.com](https://sapimprovementfinder.com)
SAP Support Backbone Update:
Impact on SAP Solution Manager and Focused Run

SAP's Support Backbone is the central infrastructure located at SAP to provide technical support to our customers.

The Support Backbone infrastructure has been updated, but the legacy infrastructure remains in place to allow a safe transition for SAP customers. Customers using SAP Solution Manager or Focused Run must transition to the new infrastructure before January 1st 2020 to ensure continuous connectivity by performing the following actions:

- **SAP Solution Manager**: Upgrade to SAP Solution Manager 7.2 SPS07 or SPS08* (preferred)
- **Focused Run**: Upgrade to Focused Run 2.0

If these activities are not performed, SAP Solution Manager and Focused Run will lose connectivity to the SAP Support Backbone.

Detailed information regarding impacts can be found here: [https://support.sap.com/backbone-update](https://support.sap.com/backbone-update)

*SPS08 is required for partners*
Free Demo System Landscape
for SAP Solution Manager 7.2

SAP offers an integrated SAP Solution Manager demo landscape for the entire SAP ecosystem: customers, SAP partners and SAP employees.

If you are searching for opportunities to learn more about SAP Solution Manager features or to demonstrate functionalities to other people, if you want to play video-like demos or work in a real system for demonstration purposes or if you need a private system for a proof of concept, then your search ends here!

The SAP Solution Manager demo system landscape provides a comprehensive demo library, a demo system available 24x7 and the opportunity to get your own copy of this preconfigured system in the SAP Cloud Appliance Library (SAP CAL).
SAP Solution Manager Learning Resources Overview
Build up your knowledge and skills

Available Learning Resources
From Interest to Expert Knowledge

Management Competence (Introduction)
- Public Videos & Playlists
- Overview Publications
  - SAP Solution Manager for SAP S/4HANA
- Introduction Information
  - Overview, Processes, Product and Release Info
- SAP Solution Manager Media Center
  - Product Videos, System Demos, Tutorials

Core Competence (Key Value Chains)

Expert Competence (Functional Areas)
- Expert Publications
  - Monitoring and Operations with SAP Solution Manager
- Technical Information
  - Supported languages, browsers, and databases
- Expert WIKis
  - Functional Areas Expert Content

SAP Solution Manager Community
- Blogs & Questions
- System Landscapes
  - Private Evaluation System (CAL)
  - Public Demo System
- Live Expert Sessions & e-Learnings
  - EGI, MTE, GDT, AIE, BP

Classroom Trainings*
  - SMx (Setup & Config), E2Ex (Functional Overview)

Product Documentation
- Application Help, Release Notes, Installation, Upgrade, and Security Guides

System Landscapes
- Public Evaluation System (CAL)
- Private Evaluation System (CAL)
- Public Demo System
- Private Demo System

YouTube
SAP Books
SAP.com
SAP Support Portal
Media Center
SAP Community
SAP Demo Systems
SAP ES Academy
SAP Education
SAP Help Portal

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Key links for more information
For customers and partners

Key links

- SAP Road Maps: http://www.sap.com/roadmaps
- SAP Community Network: http://www.sap.com/community.html
- IT Planning Resources: https://wiki.scn.sap.com/wiki/x/ggvRGg
- SAP Innovation Discovery: http://www.sap.com/innovationdiscovery
- SAP Solution Manager Homepage: http://support.sap.com/solution-manager
- Focused Solutions for SAP Solution Manager: http://support.sap.com/focused
- SAP Support Backbone Update: https://support.sap.com/backbone-update

Where to go to provide product feedback and ideas

- SAP Idea Place: https://ideas.sap.com
- Influence programs: http://service.sap.com/influence
- SAP User Groups: http://www.sapusergroups.com/