ITSM Interface
SAP Focused Run – SAP Solution Manager

Applicable Releases:
SAP Focused Run 200 SP 02

SAP Solution Manager Scenarios:
ITSM Interface
<table>
<thead>
<tr>
<th>Type Style</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Example Text</em></td>
<td>Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options. Cross-references to other documentation.</td>
</tr>
<tr>
<td><em>Example text</em></td>
<td>Emphasized words or phrases in body text, graphic titles, and table titles.</td>
</tr>
<tr>
<td><em>Example text</em></td>
<td>File and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools.</td>
</tr>
<tr>
<td><em>Example text</em></td>
<td>User entry texts. These are words or characters that you enter in the system exactly as they appear in the documentation.</td>
</tr>
<tr>
<td><code>&lt;Example text&gt;</code></td>
<td>Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system.</td>
</tr>
<tr>
<td>EXAMPLE TEXT</td>
<td>Keys on the keyboard, for example, F2 or ENTER.</td>
</tr>
</tbody>
</table>
# Table of Contents

1. Purpose of the Document ........................................................................................................ 3

2. SAP Focused Run Configuration .............................................................................................. 4  
   2.1 Connect SAP Focused Run to SAP Solution Manager .................................................. 4  
   2.2 SAP Focused Run Configuration .................................................................................... 4  
   2.3 Focused Run Alert Update ............................................................................................. 6  
   2.4 Focused Run Logging ...................................................................................................... 6

3. SAP Solution Manager Configuration ....................................................................................... 7  
   3.1 Activate Service Desk API ............................................................................................. 7  
   3.2 Name for SAP Solution Manager .................................................................................. 8  
   3.3 SAP Focused Run ......................................................................................................... 8  
   3.4 Generate Mapping ......................................................................................................... 9  
   3.5 Status Value Mapping ................................................................................................. 9
List of Figures

Figure 1: Maintenance View for Customizing ................................................................. 4
Figure 2: Activate Service Desk API SICF ........................................................................ 7
Figure 3: Activate Service Desk API, SICF ...................................................................... 7
Figure 4: Set ICT_SYSGUID ............................................................................................. 8
Figure 5: Call ICT_SYSCONF ......................................................................................... 8
Figure 6: ICTCONF, do not override old values ............................................................... 9
Figure 7: SPRO, open Value Mapping .............................................................................. 9
Figure 8: SPRO, Navigate to the Value Mapping ............................................................. 10
Figure 9: SPRO, open value mapping ............................................................................. 10
Figure 10: Mapping Attributes ....................................................................................... 10
Figure 11: Add Info Attribute: SAPUserStatus, Inbound .............................................. 11
Figure 12: Add Info Attribute: SAPUserStatus, Outbound ........................................... 11
Figure 13: Value Mapping ............................................................................................... 11
Figure 14: Status mapping ............................................................................................. 12
Figure 15: TJ30, possible status values .......................................................................... 12

List of Tables

Table 1: SAP Focused Run Customizing ........................................................................ 5
1. Purpose of the Document

SAP SE intends to connect the SAP Focused Run with the SAP Solution Manager ITSM, in order to create Incidents. When an alert is created on the SAP Focused Run, it should trigger an Incident on SAP Solution Manager side. For an update on this alert (e.g. status), a background job will be triggered, which will pull all tickets with the information.

This document describes the customizing of SAP Solution Manager and SAP Focused Run.

Attention: The values which are entered in the configuration are examples. Please use values, which match with your business case.
2. SAP Focused Run Configuration

The Integration will be triggered by a BADI Implementation.

BAdI-Enhancement: ACC_REACTION_EXTERNAL
BAdI-Name: BADI_ACC_REACTION_EXT
BAdI-Implementation: ENH_Impl_FWD_ALERT_TO_ITSM

This implementation will use RFC destinations to connect to SAP Solution Manager.

2.1 Connect SAP Focused Run to SAP Solution Manager

The connection between the SAP Focused Run and SAP Solution Manager will be realized via RFC destinations. The existing ‘TMW’ or ‘TRUSTED’ connections to the SAP Solution Manager can be used. When no RFC destination exists, you can also create a new one via the transaction SM59.

2.2 SAP Focused Run Configuration

In the configuration table ‘AEM_IF_SM_CUSTOM’ static and connection values can be maintained. This table is accessible via transaction SM30.

![Figure 1: Maintenance View for Customizing](image-url)
Following attributes should be maintained in the configuration table (the attribute values are examples):

<table>
<thead>
<tr>
<th>Attribute Name</th>
<th>Attribute Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALERT.RATING.0</td>
<td>4</td>
<td>Mapping between Alert Rating and SAP Solution Manager Incident Priority</td>
</tr>
<tr>
<td>ALERT.RATING.1</td>
<td>3</td>
<td>Mapping between Alert Rating and SAP Solution Manager Incident Priority</td>
</tr>
<tr>
<td>ALERT.RATING.2</td>
<td>2</td>
<td>Mapping between Alert Rating and SAP Solution Manager Incident Priority</td>
</tr>
<tr>
<td>ALERT.RATING.3</td>
<td>1</td>
<td>Mapping between Alert Rating and SAP Solution Manager Incident Priority</td>
</tr>
<tr>
<td>DESTINATION</td>
<td>ZSM_FBTCNNT200</td>
<td>RFC Destination to connect to the SAP Solution Manager</td>
</tr>
<tr>
<td>LANGUAGE</td>
<td>EN</td>
<td>Incident default language</td>
</tr>
<tr>
<td>MLCCATEGORY_ID</td>
<td>D</td>
<td>Default Incident Category ID</td>
</tr>
<tr>
<td>MLC_KEY_VALUE</td>
<td>AIC_CAT03</td>
<td>Default Incident MLC Category ID</td>
</tr>
<tr>
<td>MLC_SCHEMA_ID</td>
<td>SAP_SM_TEMPLATE_V2</td>
<td>Default Incident MLC Category Schema ID</td>
</tr>
<tr>
<td>PROCESSOR.BP.EMAIL</td>
<td><a href="mailto:John.Doe@sap.com">John.Doe@sap.com</a></td>
<td>E-Mail from the BP, which should be entered in the Ticket as processor in Solution Manager.</td>
</tr>
<tr>
<td>PROCESSOR.BP.FIRST_NAME</td>
<td>John</td>
<td>First name from the BP, which should be entered in the Ticket as processor in Solution Manager.</td>
</tr>
<tr>
<td>PROCESSOR.BP.LAST_NAME</td>
<td>Doe</td>
<td>Last name from the BP, which should be entered in the Ticket as processor in Solution Manager.</td>
</tr>
<tr>
<td>PROCESSOR.BP.NUMBER</td>
<td>1</td>
<td>Businesspartnerumber</td>
</tr>
<tr>
<td>REPORTER.BP.EMAIL</td>
<td><a href="mailto:Jane.Doe@sap.com">Jane.Doe@sap.com</a></td>
<td>E-Mail from the BP, which should be entered in the Ticket as creator in Solution Manager.</td>
</tr>
<tr>
<td>REPORTER.BP.FIRST_NAME</td>
<td>Jane</td>
<td>First name from the BP, which should be entered in the Ticket as creator in Solution Manager.</td>
</tr>
<tr>
<td>REPORTER.BP.LAST_NAME</td>
<td>Doe</td>
<td>Last name from the BP, which should be entered in the Ticket as creator in Solution Manager.</td>
</tr>
<tr>
<td>REPORTER.BP.NUMBER</td>
<td>2</td>
<td>Businesspartnerumber</td>
</tr>
<tr>
<td>SAPCOMPONENT</td>
<td>SV-FRN-APP-AEM</td>
<td>Default SAP Component in the Incident</td>
</tr>
<tr>
<td>SOLMAN.STATUS.CLOSED</td>
<td>Closed</td>
<td>Human readable close status from the Solution Manager for closed Ticket.</td>
</tr>
<tr>
<td>SOLMAN.STATUS.WITHDRAWN</td>
<td>Withdrawn</td>
<td>Human readable close status from the Solution Manager for a withdrawn Ticket.</td>
</tr>
<tr>
<td>SYSTEM_GUID</td>
<td>FD4FRUN</td>
<td>Third-Party Guid to identify on Solution Manager (must match with the third party in Solution Manager)</td>
</tr>
<tr>
<td>TRANSACTION_TYPE</td>
<td>ZMIN</td>
<td>Process Type for the document</td>
</tr>
<tr>
<td>URL_SOLMAN_HOST</td>
<td>FBT.WDF.SAP.CORP</td>
<td>Host of you solution manager, will be needed to create a link for the Focused Run System to the SAP Solution Manager Ticket</td>
</tr>
<tr>
<td>URL_SOLMAN_PORT</td>
<td>443390</td>
<td>Port of you Solution Manager, will be needed to create a link for the Focused Run System to the SAP Solution Manager Ticket</td>
</tr>
</tbody>
</table>
### 2.3 Focused Run Alert Update

To update the status of an alert, it is required to schedule the report periodically.

**Update-Report: AEM_SM_INCIDENT_PULL**

This report will pull the tickets, which were created by the SAP Focused Run system and updating the status values. If the ticket status is a final one, the alert will be confirmed as well.

### 2.4 Focused Run Logging

In case of any errors will used the standard sap logging. This is accessible via the transaction SLG1.

Please use following filter criteria:

- **Object:** E2E_ALERTING
- **Sub-Object:** INBOX
3. SAP Solution Manager Configuration

On SAP Solution Manager side, we need to activate the Service Desk API and configure the specific mapping for the third party integration.

3.1 Activate Service Desk API

To activate the Service Desk API, go to transaction SICF and run the program with default values.

![Activate Service Desk API SICF](image)

Follow the path: “/sap/bc/srt/rfc/sap/ict_service_desk_api/001/ict_service_desk_api”

![Activate Service Desk API, SICF](image)

Right click on the name of the Service and then select “Activate Service” from the popup menu.
3.2 Name for SAP Solution Manager

The SAP Solution Manager itself need a name for identification for every integration scenario. When in the table ‘ICT_SYSGUID’ is already a name maintained then you don’t need configure a new one. Otherwise it is needed that you get your Solution Manager a Name, with there will be the SAP Solution Manager identified against the third party systems. A generated guid is also valid as a named value (e.g. ‘SOLMAN’).

![Figure 4: Set ICT_SYSGUID](image)

3.3 SAP Focused Run

Not only the SAP Solution Manager needs a name for identifications, every third party tool need a name too. Therefore, the SAP Focused Run should be configured in SAP Solution Manager table ‘ICT_SYSCONF’. Because only named third party tools can create tickets on the SAP Solution Manager. This can be done in the transaction SE16.

![Figure 5: Call ICT_SYSCONF](image)

The following fields need to be populated with the respective data and click “Save” to complete the action. The Name ‘FD4RUN’ is an example, you can enter every name with maximum length of char32.
3.4 Generate Mapping

Go to transaction ICTCONF. Select the service desk which you have configured before and then generate the default mapping.

After saving it will be generated the default mapping for this external system.

3.5 Status Value Mapping

The SAP Solution Manager works with technically status values, which are related to a status profile. The Service DESK API will exchange always the technically status from the document. Therefore, a mapping is needed. The mapping for the Service Desk API on SAP Solution Manager is accessible via transaction SPRO.
First, it is needed to check, that the Attribute ‘SAPUserStatus’ and ‘SAPProcessType’ exist as attributes for this 3rd Party GUID in the inbound and outbound communication. If not, then you need to add these attributes to the customizing.

Figure 8: SPRO, Navigate to the Value Mapping

Figure 9: SPRO, open value mapping

Figure 10: Mapping Attributes
This is needed, that the Solution Manager can retrieve status values.

This is required, that every connected system can receive this Attribute.

When both elements exist, then can be the value mapped into the human readable status values.
Click on new Entries.

![New Entries: Details of Added Entries]

When you have completed the mask, then save it.
This should be done by all relevant status values. The Status values are defined by the status profile, which is accessible over the table ‘TJ30’ via the transaction SE16.

![Table Content TJ30: 12 of 12 Hits]

Figure 14: Status mapping

Figure 15: TJ30, possible status values