Focused Insights
A Focused Solution for SAP Solution Manager

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VERSION

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1 FOCUSED SOLUTIONS FOR SAP SOLUTION MANAGER

Focused solutions on top of SAP Solution Manager deliver ready-to-run solutions for specific sub-market needs. Despite being specific, they still provide an industry standard and thus avoid costly custom code for customers. Focused Insights for SAP Solution Manager provides a set of prepackaged dashboards which leverage the SAP Solution Manager content and SAP service and support best practices.

With its release 7.2, SAP Solution Manager has evolved into a stable and robust platform that offers integrated end-to-end processes to its well over 15,000 customers. Customer feedback as well as analyst reports show that SAP Solution Manager is seen among the market leaders in the IT management industry. However, there always is room for improvement, and of course we continuously strive to perfect our offering.

The long tail dilemma
As the maturity of processes and scenarios is perceived to be very high, the challenge is how to deliver innovation on top of SAP Solution Manager 7.2. When customers have special innovation needs and we deliver this innovation with the standard product, we face the danger of creating long tail in the product. This means that there is a growing portion of software that is not relevant to all customers but perhaps only to 300 or 500 customers. At the same time, the product will necessarily get more complex — and this complexity has to be shouldered by the entire customer base, whether they need the innovation or not.

Downside of custom code
The alternative is to refrain from delivering processes that do not cater to the needs of a vast majority of customers. But there is a downside here, too: If you as a customer had a special need for SAP Solution Manager, you would have to develop the functions as custom code on top of SAP Solution Manager on your own. This would entail costs for coding, documentation, training, and onboarding of your staff as well as costly maintenance activities. With an upgrade, you would have to develop the software all over again. The same arguments hold true for solutions outside SAP Solution Manager: Here, you face the same risks plus you have to factor in the additional license cost.

Benefits of Focused Solutions
This is where the new concept of focused solutions can help. Focused solutions (FS) deliver solutions for special customer needs on top of SAP Solution Manager, avoiding costly custom code, or partner solutions. The benefits are quite obvious:

- You do not face any coding cost as SAP delivers a standard solution. This is very important, as it also eliminates the variety of processes by a standardized reference process. Tools to support this process come with the solution.
- There is significantly less training cost for your projects as SAP delivers all knowledge required with the focused solution.
- The upgrade risk is eliminated as SAP delivers standard upgrades. This means that you license the focused solution once and SAP promises to keep this solution running also on future releases — which is a major differentiator in the industry.
- As the licensing model is very simple through rental licenses, it is easy to adapt the number of licenses to your needs. There is no risk of licensing shelf-ware.
- There are no integration issues because SAP delivers focused solutions based on the proven SAP Solution Manager standard.
- Needless to say, the focused solutions are fully integrated in SAP Solution Manager 7.2.
2 FOCUSED INSIGHTS IN DETAIL

Focused Insights aims to deliver, in real time, the most relevant and valuable information to the right people. While it provides full transparency of information stored inside SAP Solution Manager, it also takes into account the best practices and experience gained during numerous custom projects, offering you a set of prepackaged dashboards tailored to your needs.

Focused Insights is an add-on designed with key principles in mind, which are reflected in the value it provides:

- Powerful dashboards for IT and business
- Simple usability and deployment
- A rich content which is continuously enhanced
- Cross-scenario support and integrated views
- Appealing user interfaces with mobile support
- Use-case oriented dashboards with advanced authorizations management
- High degree of customizability, openness to extensions
- Designed to support Operations Control Centers (OCC) and large landscapes

The add-on contains a set of dashboard models intended to get the best out of your SAP Solution Manager and to provide instant value any effort. The data they present range from highly aggregated and historical data up to real-time raw data to support operators and IT experts in their critical business. Dashboards and their views are consistently integrated, you can navigate from one to the other to get the big picture or drill down to details of a single metric. When applicable, links to contextual SAP Solution Manager native tools are incorporated.

SAP Focused Insights is not only for IT nerds. It can be used, e.g., by CIO for displaying IT scorecards, by technical users for expert views, by managers for obtaining long-term statuses and trends, by service managers for controlling service level agreements, by business users for viewing the real-time status of a solution, and by a customer or a non-technical user for setting up a service performance report. Anyone from the IT department or any consumer of IT services may at some point of time benefit from SAP Focused Insights.

Dashboards are easy to use and to configure, no coding is required. SAP Focused Insights offers specialized dashboards for experts as well as management or non-technical users. Whether they address the CIO or an expert, dashboards remain consistent among each other since they rely on the same data sources mixed up and presented in different granularities or aggregation levels. You can build a dashboard from scratch or use predefined best practice catalogs of KPIs as a starting point.

Focused Insights comes with a rich content. It fully exploits the so called “gold mine”, meaning the huge amount of data stored inside SAP Solution Manager. Metrics produced by the activation of a scenario, whether it is IT or business related, become immediately available to the prepackaged dashboards. Raw metrics can be grouped or combined to produce advanced metrics and high level KPIs.

The modularity provided by SAP Solution Manager’s work centers is great since those work centers and the underlying scenarios are able to work either together or independently. Nevertheless, when it comes to dashboard and reporting data, many customers complain about the lack of integration. SAP Focused Insights let you conveniently compose views which mix up content from several SAP Solution Manager scenarios to build cross-scenario views.

Prepackaged dashboard models implement the latest web user interface technologies and continually take in the last improvements of this fast evolving area. The clear separation between frontend and backend guaranties that your effort invested in the content creation will not be wasted when the user interfaces will be refreshed or the next generation of user interface will come. Dashboards can be displayed on computers, on your mobile devices (tablets and smartphones), and also in a control center, since they provide summary views suitable for large screens and are automatically refreshed.
Based on SAP best practices and years of experience in custom dashboard implementation, Focused Insights defines three groups of usage types, called “levels”, which are described in the following chapters: **Operation, Governance, and Strategic**. Each level contains dashboard **models** which correspond to the typical use cases requested by customers. Levels and models are always cross-scenarios with a role orientation in mind. You can create several instances of a dashboard model in accordance with your own context (e.g. organization, managed landscape, location). Access to configuration and dashboard instances can be protected with standard authorizations.

It will take only a few clicks to set up your first dashboards, and they can be quickly tailored to your own environment. Focused Insights comes with a wide choice of best practice technical and business metrics as well as data sources you can use to make your own custom dashboard. The agile model of Focused Insights enables shorter development cycles and faster integration of customers’ requirements through feedback channels and co-innovation projects.

SAP is used to support all kind of customer landscapes including very large landscapes involving multiple sites and teams scattered worldwide. Focused Insights dashboards will work, whether your landscape consists of one or hundreds of systems. Mass configuration and templates will definitely facilitate and speed up the deployment. It will fit in your existing operations control center. Alternatively, you can use it to start a new one.

### 2.1 Operation Level

Operation level targets experts which are interested in specific and technical data. While an IT operator could be interested in the current amount of open alerts on a specific managed object, an OCC service manager might want to review the historical values of the same to compare it with the number of users logged on, or the number of incidents created on the same managed object during the same period of time.

At this level, you need to access any raw data or historical data available from SAP Solution Manager’s business warehouse, e.g., business process monitoring and analytics, IT service management, custom code management, and change management. Several data providers enable you to select from activated scenarios precisely the managed objects, dimensions, and measures you are interested in.

One of the big advantage of Focused Insights comparing to the standard capabilities is its capability to mix and compare all kind of cross-scenario data on the same view or build your own custom dashboard with your selection of views.

At operation level it is critical to observe the real-time values of key metrics, but not only. IT experts call for diverse kinds of data to grasp and better control the behavior of an IT solution. Looking at the current response time of an ABAP stack is already helpful, being informed promptly when the average response time passes a predefined threshold and triggering an alert is also a must for system monitoring. But in addition to this real-time information, we can learn even more when looking at historical values, on different time frames, at different granularities or aggregation levels: What was the average response time last week? What was the maximum response time this week? What is the hourly peak today? The same applies in other IT areas, whether it concerns technical or business related metrics. In fact, it is probably at the operational level that you need the highest degree of flexibility to display, arrange, and merge key measures in various time periods.

No one can afford to spend hours looking at a dashboard, waiting for an abnormal event. The central instruments when it comes to day-to-day IT operation are definitely alerts and incidents coupled with a notification mechanism like e-mail or SMS. You want to be informed as soon as something is going wrong to take appropriate action, in a timely manner. In this picture, the dashboards come as an analytical tool where different people from different teams and different areas of expertise can share a common understanding on the situation. This is the control center model well known at SAP. Operation level of Focused Insights summarizes in this domain years of experience and best practices gathered by SAP support and service experts.

To tackle all these challenges, operation level includes two dashboard models described in the following sections.
2.1.1 *RunSAP Operation Model*

Based on your catalog of critical alerts and incidents, operation dashboards build a real-time snapshot of your IT solution status. You can organize and decompose freely your alert and incident catalogs in hierarchical structures based on your organization, landscape, locations, and customers. Single alerts and incidents are then propagated to the upper levels of your hierarchical structure to offer a single summary view which reports real time on the status of your solution, whatever its complexity.

You can pick alerts and incidents from any source available in SAP Solution Manager, e.g. application operations, business process operations, business process improvement, end-user experience monitoring, or IT service management.

It is possible to navigate in your reporting tree and to drill down from the top aggregated level to the detail of a single event. From the detail of an event, you can navigate to native expert tools offered by SAP Solution Manager or build your own view to monitor additional contextual information. The dashboard is designed to be displayed in a control center, a computer, or a mobile device.

You can create as many dashboard instances as you want, to cover several catalogs or build different role-oriented views on the same catalog. A template mechanism helps to tackle mass configurations for large landscapes.

![Example of RunSAP operation dashboard screen](image)

**Figure 1 - Example of RunSAP operation dashboard screen**

2.1.2 *OCC Model*

This “Swiss army knife” dashboard lets you display any metric available from SAP Solution Manager in a beautiful and very flexible web user interface. Many charts and color patterns are available a few clicks away.

A dashboard is composed of one or several gadgets where metrics are rendered. A gadget can contain one or several metrics from the same or different SAP Solution Manager scenarios.

Since it helps experts to design their own perspectives, this is another “must have” dashboard very easy to build and use, perfect to show and compare the values and trends of all kind of measures for any time frame and in any granularity available in SAP Solution Manager.

2.2 *Governance Level*

Governance level shows the statuses and trends over longer time periods, such as hours, days, or weeks. It assists IT managers with multiple goals and activities:
Look in the past to verify that the IT solution and services are performing well according to the forecasts. This can concern various topics like e.g. availability, performance, hardware resources, users load, alerts, or incidents.

- Comply with service level agreements (SLAs)
- Compare performance of monitored objects and identify the best approaches
- Correlate long-term data
- Monitor and control good and bad trends
- Optimize the usage of resources
- Report to management
- Plan

Governance level aims to make sure the IT solution, as a whole, is stable and works properly, according to the plan and the assigned resources.

In some cases, governance level can also be useful to solve complex issues, like for example to find the root cause of exceptions occurring during specific periods of time or under specific conditions, to identify peak times, to correlate response times and number of logged users, to compare the alerts raised on different systems, or to detect regressions.

As a main mission, governance level supports you to make informed decisions on what should be done tomorrow or during the following weeks to improve the today situation. It comes with best practice KPI catalogs and three dashboard models.

### 2.2.1 Tactical Model

This dashboard can be set up fast and easily, as it comes with a predefined KPI catalog. You just need to select the managed landscape in scope together with the KPIs you want to monitor. You will then have to configure the relevant time periods that you want to monitor (last hour, last 24 hours, yesterday, last week, etc.), your thresholds to calculate the color ratings, as well as other parameters depending on the type of KPI.

As a main view, the tactical dashboard shows the current status of the managed landscape for the selected periods. It is fast and simple to check if something is going wrong for one of the selected KPIs and to identify problematic systems.

From the main view, the dashboard offers, for each type of KPI, a drill-down capability to detailed views. These detail views provide best practice measures and advanced charts with various filters and selectors, to monitor closely the trend of the KPI and pinpoint the root causes when an issue occurs in the managed landscape.

![Figure 2 - Example of tactical dashboard screen](image-url)
2.2.2 Service Level Model

Service level dashboards let you check online your service level agreements (SLAs) in a very convenient manner.

You can activate the automatic reporting on a predefined best practice catalog of KPIs. The common and recommended KPIs can be activated in a large landscape with a few clicks. The following KPIs, among others, are available in the catalog:

- Availability (e.g., system, database)
- CPU (e.g., average, maximum)
- User load (e.g., average, maximum, hourly peak)
- Performance (e.g., system average, system maximum, top 10 transactions, custom transactions, RFCs)
- Alerts (e.g., total, availability, performance)
- RFCs (e.g., response time, errors, tRFCs)
- Batch jobs, incidents, business analytics

Several periods of time are possible, like the “Good Morning Page” (yesterday’s values), the “Monthly Reporting Page” (last month’s values), the “Early Detection” (last 8 hours) or the “System Application Check” (last 24 hours).

SLAs statuses are updated in real time and displayed in a convenient and compact way. You can quickly spot the breaches and get more information in detailed views (e.g. “On which days did we breach the SLA for KPI XYZ last month?”). Mass setup and comparison between different systems is easy.

As for other dashboards which are part of Focused Insight, web views and navigation can be used on computers, on mobile devices, or in a control center. Moreover, dashboard content can be exported in an excel sheet for offline usage.

2.2.3 Readiness Model

Readiness dashboards help project and program managers to report online on their projects and programs progress in a quick and convenient way. They rely on performance indicators freely entered by hand (no automatic data collection or extraction from data sources in SAP Solution Manager).

With this type of dashboard, you can distribute easily the status of your projects. The dashboard presents current and historical values of main KPIs to track the progress against predefined targets.

You can create several dashboard instances with different sets of KPIs. To each KPI you assign a final target value you want to reach at the end of the project. A KPI can accept three reporting frequencies: monthly, quarterly, and yearly.
2.3 Strategic Level

Strategic level dashboards help your organization to align with its strategic objectives. They enable you to measure the performance of your IT service and its level of compliancy.

Strategic level dashboards are typically used by CIOs and senior management. However, they can also be used by a larger target group, as the end user does not have to be an expert or a technical person. Strategic level can serve as a communication support to promote the IT organization and improve the relationship with internal or external customers as well as other business units. In some cases, a strategic level dashboard may be used as a common team objective and published to the whole organization, for example on the corporate portal.

Whether you choose a top down or bottom up approach to define your business objectives (both approaches are feasible and can be combined) it is essential that your measured goals, expressed in a business-oriented and non-technical way, reflect the corporate strategy and are strongly connected to the operational reality at the same time. That’s the reason why Focused Insights strategic level always calculates and aggregates high level scores and KPIs from the real measures available in SAP Solution Manager. From the top views which report on indicators and status at the highest aggregation level, you can always drill down up to the raw data.

Focused Insights lets you observe in real time the levels of compliancy against your strategic objectives, but it also keeps track and shows long-term data and historical values. While the level of compliancy against a high-level objective might seem abstract at first place, it becomes much more significant when you can look at your progress over long periods of time.

Let’s take an easy example: If your objective “Service efficiency” was equal to 92% last month, everybody understands that this is a good result, especially if you paint the result in a bright green. If it is 95% this month, everybody sees that you are making some progress.
2.3.1 Application Performance Model

It is a critical mission for the IT to avoid or at least minimize as much as possible alerts or incidents in the productive solution. On the long run, the application performance dashboard tells you if you are good at it and if you are making progress.

While the operations control center (OCC) deals with day-to-day operations, real-time alerts, and incidents, application performance dashboards quantify, evaluate, and save the alerts raised daily against the IT solution. For each category of alert (e.g., job, business intelligence, business process monitoring, transaction, end-user experience monitoring, availability, interfaces, or connections) you just need to define your expectations (thresholds) in order to set a basis for the calculation of the compliancy.

Each single alert type you define accepts a level of compliancy based on your expectations. Eventually, you group alerts in hierarchical structures freely defined. The compliancy levels are first aggregated per day, then per node, and finally propagated to the upper level of your hierarchical structure to obtain a single compliancy figure for the whole managed landscape in scope. To understand the top level figure and to break it down, you can drill down into the subcategories you have defined and go back to the compliancy of a single alert.

The dashboard reports on a monthly basis with daily granularity. 12 months of history are available to compare and track your progresses.

2.3.2 IT Scorecard Model

The balanced scorecard as well as the IT scorecard are well known reporting tools, widely used by many major corporations in the world. Their overall intention is to measure and communicate over the progress towards strategic objectives. Many reports and studies available in the Internet describe in detail the positive impact and the improvements which generally follow the deployment of such tools inside an organization.

The IT scorecard dashboard delivered with Focused Insights lets you design your own scorecards. Structures and text displays on the first level of navigation are defined by you while detailed measures displayed on subsequent levels of navigation come from SAP Solution Manager. Scores and KPIs which compose the scorecard at first level of navigation can then reflect closely specific strategic goals of your organization.

To connect the strategic goals with the real figures produced by the IT service, you need to assign to each freely defined KPI one or several metrics picked up from the best practice catalog delivered by SAP. For example, if you have defined a score called “Service quality” and this score contains a KPI “Improve solution performance”, you will have to assign to this KPI one or several real measures like the system response time, the database response time, the response time of some specific transactions, or of an automatic script (end-user experience monitoring).

The IT scorecard reports on a monthly basis with a daily granularity. Every day it collects the selected set of metrics on the configured landscape and computes compliancy levels. Compliancy levels are propagated from metrics to KPIs, from KPIs to scores, from days to months and from dimensions (like systems in the scope) to generic metrics (for example, “performance of system ABC” and “performance of system XYZ” will be aggregated to the generic metric “system performance”). Thus, the IT scorecard performs a lot of aggregations at different levels. Moreover, it keeps track of the past 12 months in order to measure the progress over time.

Fortunately, all the complexity happening in the back of the scene remains invisible to the end user who deals only with simple compliancy levels (percentages) and color ratings applied on the strategic goals. However, to get a better understanding of the compliancy values reported, the end user can always drill down to several levels of details up to the raw metric values for a specific dimension. Further contextual details can also be provided by creating and linking custom expert views (see also Operation level dashboards) to the IT scorecard.
2.4 How to Get a Focused Solution for SAP Solution Manager

The first step before buying a focused solution is to decide whether the offering suits your needs, of course. You can actually try the solution out from the SAP Solution Manager Cloud demo system: https://www.sap-solutionmanagerdemo.com

Ready to buy
After you reassured your need, you can simply go to the SAP Store, select how many licenses you need, and simply purchase them with your credit card. Should you not have a company credit card, you can hand in your expenses for reimbursement later.

Pricing
It is important to emphasize that you only need to license users who actually work with the solution. This means that if you have a team of ten on your project you only have to license these ten users. You can reach the SAP Store at http://sapstore.com/focused-insights.
As you deploy focused solutions on your SAP Solution Manager, there are certain prerequisites that you may need to fulfill before the software is really ready-to-run when you buy the licenses. The prerequisites are listed in the product details page on the SAP Store.

All steps required are explained in detail in the confirmation mail that you receive after purchasing a focused solution for SAP Solution Manager.