Functionality

Challenges

- High administration effort results in high IT costs
- Expert knowledge on administration tasks for different system types needed
- Missing documentation and no reporting functionality

Realization within SAP Solution Manager

- Display of open tasks in Task Inbox
- Central management of administrative system operations tasks
- Preconfigured and logical collection of system administration tasks
- Integrated issue management
- Role based administration concept
- Integrated Workflow Management
- E-Mail Notification Management
- Reporting of fulfilled or open tasks
Benefits of the Central System Administration

Benefits

- Financial savings due to reduced administration effort
- Improvement in motivation of IT staff
- Providing component specific administration skills
- Central administration of the whole system landscape remotely from a single point
- Risk reduction due to task documentation and reporting functionality
Workflow

1. Get Task in Task Inbox
   - Check System
   - Expert Monitor
   - Satellite Systems

2. Confirm Task and get Log Entry
   - SAP Solution Manager
Setup of Central System Administration

To setup the Central System Administration some steps are needed

- Start the Central System Administration by selecting the desired system from your solution
- Depending on the type of system, the dedicated tasks are assigned
- Definition of execution cycles for important tasks that need to be executed within the system
- User tasks can be defined and assigned to user task groups

Key content

- The tasks are assigned to different categories:
  - General Basis Administration Tasks
  - Database Administration Tasks
  - Performance Monitoring Tasks
  - Component specific Administration Tasks
  - Customer own created Tasks
  - Own company specific task description can be assigned
  - Role based Administration Concept can be realized
  - Via the Global Customizing the E-Mail Notification for task management can be managed centrally

- Task Frequencies can be defined for all tasks either via:
  - SAP default template values or
  - own defined values
SAP Component Specific Administration Tasks

- SAP SCM
- SAP CRM
- SAP SRM
- SAP BW
- SAP HANA for BW
Technical Administration Work Center:
Start Central System Administration for initial Setup and Customizing

Start Central System Administration in Technical Administration work center
→ Configuration → Central System Administration
Enter CSA session for initial Setup and Customizing

1. Select your Solution
2. Choose ‘Setup CSA’

3. In the next screen select your satellite system and enter Central System Administration session

<table>
<thead>
<tr>
<th>Service /</th>
<th>Date</th>
<th>System</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central System Administration</td>
<td>20.09.2012</td>
<td>Q9M (0020270862)</td>
<td></td>
</tr>
<tr>
<td>Central System Administration</td>
<td>20.09.2012</td>
<td>QE2 (0020312899)</td>
<td></td>
</tr>
<tr>
<td>Central System Administration</td>
<td>20.09.2012</td>
<td>SQ7 (0020230702)</td>
<td></td>
</tr>
</tbody>
</table>
Central System Administration Customizing

General Session Customizing:
- Copy Customizing
- Check and Maintain RFC destination
- Customize Task Log Book and Task Log History
- Role Assignment

Global Customizing:
- Setup Global E-Mail Notification Management for Central System Administration

Task Customizing:
- define task frequency
- create your own company specific task description
- assign role or task responsible to the task

User Task Group
- Create your own company specific task groups or operations procedures

SAP Notes maintenance
M. Miller shall look daily for new important SAP notes. For implementing the SAP notes an approval from Central IT department has to be requested.
Definition of Task Frequencies

There are two possibilities to define frequencies:
either load SAP default frequencies or assign your own frequencies to the tasks.
Own User Task Areas, User Task Groups and User Tasks can be defined:

- You can define your own "User Task Areas" within the CSA session structure.
- "User Task Groups" must be defined within a "User Task Area" that you have created previously.
- Then you can assign one or more of your own "Tasks" to that group.
Operations

In operations mode the execution of tasks is possible

- Display of open tasks in Task Inbox
- Central management of administrative system operations tasks
- Choose a single task from the Task Inbox for execution

Key content

- The tasks are assigned to different categories:
  - General Basis Administration Tasks
  - Database Administration Tasks
  - Performance Monitoring Tasks
  - SAP component specific Administration Tasks
  - Customer own created Tasks
- Short Comments can be added if necessary
- Task Notepad and additional Log Book comments can be entered
- E-Mail Notification for workflow management and warning/alert information
- Integrated Workflow Management can be used by assigning of Task Processors
Start Central System Administration Operation Mode

Start Central System Administration in SAP Solution Manager Technical Administration work center → Task Inbox

Task Inbox
Provides central access to administrative tasks

Work Mode Management
Allows you to schedule and maintain Work Modes (e.g. Down Time, Peak Business Hour) for selected components

MDM Administration
Provides central access to administration tools for SAP Netweaver MDM

Notification Management
Provides you with central maintenance access of recipient lists to allow efficient notification.

Central Tool Access
Provides centralized access for the most important system administration tools
Central System Administration – User Interface

Task Inbox

Tool list provides direct jump into tool Central System Administration

Select ‘By Application’

Select your own query or ‘Recurring, preconfigured Tasks (CSA)’ or ‘CSA Tasks in favorite systems’

Overview “Open Administrative Tasks”

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Central System Administration session
Perform single task directly

SAP Notes maintenance
Mr. Miller needs to look daily for new important SAP notes.
Implementing SAP notes requires an approval from Central IT department.

- Perform task directly in connected satellite system or execute the assigned URL
- Send an e-mail notification within the workflow management
- Create your own company specific task description
- Document via the Task Notepad the result of task in detail
- Approve Task
- Assign Role/Responsible to task
- Assign processor for workflow management to task
- Write short comment for Log Book
Task Log Book

1. Each work on the task is logged
2. Short comments for Log Book can be entered
3. Task Notepad can be used for detailed descriptions of problems
Issue and Overdue List

Issues can be created in each Central System Administration session

- Possibility to create issues directly from the current CSA session
- Different information can be included for an issue
- Possibility to display the issue list for the current session

The overdue list includes tasks that are not executed in planned time frame

- The list contains all tasks that had to be executed in the past and are still overdue
- Task area, task group and the task itself are listed
- The frequency and last execution date can be taken from the list
Overview of all issues where you can call a specific issue or jump into the corresponding administration task
The 'Overdue List' table contains all tasks with 'Overdue' status. This means that these tasks have not yet been carried out in the required time.
Reporting Content can be adapted and displayed in HTML or Word version

- Possibility to create reports directly from the current CSA session
- Different kind of reports available: Task Log Book History or Task Session Report
- Time period can be selected
- Generation of HTML and Word reports supported

Key content

- Selection of start and end date
- Choose all tasks or only those with comments
- Task Log Book History
  - All executed tasks corresponding to the selection criteria
- Task Session Report
  - All tasks that are predefined for the type of system corresponding to the selection criteria
Definition of Reporting Content

Possibility to define parameters regarding Report Content directly in the CSA session, e.g.:
- Task Logs from/until date
- Number of days to be contained in the report
## Task Log Book History

### SAP Solution Manager
Central System Administration
Task Log Book History

Confidential

**Solution**
Use Miles Communication Company

**SAP System ID**
Q3M

**SAP Product**
SAP CRM

**Company**
Miles Communication Company
Welsed
Germany

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### Q3M 0020270862 Quality Assurance System

<table>
<thead>
<tr>
<th>Task</th>
<th>User</th>
<th>Date</th>
<th>Time</th>
<th>Task Log Book Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitoring Database Growth</td>
<td>RICHARDS</td>
<td>28.11.2011</td>
<td>12:49:25</td>
<td>95% fill level reached</td>
</tr>
<tr>
<td>Monitoring Transaction Log Growth</td>
<td>RICHARDS</td>
<td>28.11.2011</td>
<td>12:42:34</td>
<td>95% fill level reached</td>
</tr>
<tr>
<td>Monitoring Database Growth</td>
<td>RICHARDS</td>
<td>28.11.2011</td>
<td>12:42:34</td>
<td>95% fill level reached</td>
</tr>
<tr>
<td>Checking Missing Values</td>
<td>RICHARDS</td>
<td>28.11.2011</td>
<td>12:42:34</td>
<td>No Missing Values</td>
</tr>
<tr>
<td>Checking Consistency of a Simple Task</td>
<td>RICHARDS</td>
<td>28.11.2011</td>
<td>12:42:34</td>
<td></td>
</tr>
<tr>
<td>Checking Security Audit Log</td>
<td>RICHARDS</td>
<td>28.11.2011</td>
<td>12:42:34</td>
<td></td>
</tr>
<tr>
<td>Show Database Log History</td>
<td>RICHARDS</td>
<td>28.11.2011</td>
<td>13:51:27</td>
<td></td>
</tr>
<tr>
<td>Check All Database Log Backup</td>
<td>RICHARDS</td>
<td>28.11.2011</td>
<td>13:51:27</td>
<td></td>
</tr>
<tr>
<td>Check Last Database Backup</td>
<td>RICHARDS</td>
<td>28.11.2011</td>
<td>13:51:27</td>
<td></td>
</tr>
<tr>
<td>Analyze Database Log Backup History</td>
<td>RICHARDS</td>
<td>28.11.2011</td>
<td>13:51:27</td>
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<td>Analyze Database Backup History</td>
<td>RICHARDS</td>
<td>28.11.2011</td>
<td>13:51:27</td>
<td></td>
</tr>
<tr>
<td>Checking Background Jobs</td>
<td>RICHARDS</td>
<td>28.11.2011</td>
<td>13:50:41</td>
<td></td>
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</table>
### Task Session Report

**SAP Solution Manager**  
Central System Administration  
Task Session Report

### Solution
- Use: Millers Communication Company

### SAP System ID
- Q9M

### SAP Product
- SAP CRM

### Company
- Millers Communication Company
- Wallersee
- Germany

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#### Millers Communication Company Tasks

**System maintenance activities**

#### SAP Notes maintenance

<table>
<thead>
<tr>
<th>Task</th>
<th>Frequency</th>
<th>Due Date</th>
<th>Comment for Log Book</th>
<th>Date</th>
<th>Time</th>
<th>User</th>
<th>Role/Responsible</th>
<th>Processor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creating important SAP notes</td>
<td>Daily</td>
<td></td>
<td>new SAP notes available</td>
<td>2009.05.01</td>
<td>10:00</td>
<td>MILLER 3</td>
<td>MILLER2</td>
<td>1</td>
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<tr>
<td>Implementing SAP notes</td>
<td>Frequent</td>
<td>2009.05.11</td>
<td>new notes implemented successfully</td>
<td></td>
<td></td>
<td>MILLER 3</td>
<td>MILLER2</td>
<td>1</td>
</tr>
</tbody>
</table>

#### kernel maintenance

<table>
<thead>
<tr>
<th>Task</th>
<th>Frequency</th>
<th>Due Date</th>
<th>Comment for Log Book</th>
<th>Date</th>
<th>Time</th>
<th>User</th>
<th>Role/Responsible</th>
<th>Processor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Checking for new kernels</td>
<td>Daily</td>
<td></td>
<td>new kernel available</td>
<td>2009.05.01</td>
<td>10:01</td>
<td>MILLER 3</td>
<td>MILLER2</td>
<td>1</td>
</tr>
<tr>
<td>Updating new kernel</td>
<td>Required</td>
<td></td>
<td>kernel downloaded</td>
<td>2009.05.01</td>
<td>10:01</td>
<td>MILER 3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Implementing new kernel</td>
<td>Frequent</td>
<td></td>
<td>new kernel implemented successfully</td>
<td></td>
<td></td>
<td>MILLER 3</td>
<td>MILLER2</td>
<td>1</td>
</tr>
</tbody>
</table>

#### support package maintenance

<table>
<thead>
<tr>
<th>Task</th>
<th>Frequency</th>
<th>Due Date</th>
<th>Comment for Log Book</th>
<th>Date</th>
<th>Time</th>
<th>User</th>
<th>Role/Responsible</th>
<th>Processor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Checking for new support packages</td>
<td>Daily</td>
<td></td>
<td>new support packages available</td>
<td>2009.05.01</td>
<td>10:01</td>
<td>MILLER 3</td>
<td>MILLER2</td>
<td>1</td>
</tr>
<tr>
<td>Downloading new support package</td>
<td>Required</td>
<td></td>
<td>new support package downloaded</td>
<td>2009.05.01</td>
<td>10:01</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Importing new support package</td>
<td>Frequent</td>
<td></td>
<td>new support package imported successfully</td>
<td></td>
<td></td>
<td>MILLER 3</td>
<td>MILLER2</td>
<td>1</td>
</tr>
</tbody>
</table>
System Administration reporting tool lets you create standardized, custom reports regarding the maintenance of your SAP systems

- The reporting is based on the central system administration service sessions of your solution
- Determine systems and time periods to get a report on the dedicated Log Book entries
- Once you have configured a report, you can save a variant in order to regenerate the report at any time

Key content

- Period and System selection
- System Administration Reporting
  - Tasks from Central System Administration Session, with and without comments
Selection of Parameters

Background Reporting of Central System Administration Task Log History: Create Report Variants with pre-selected parameters
### Reporting Results

**Example of List Output:**

Background Reporting of Central System Administration

<table>
<thead>
<tr>
<th>ID</th>
<th>Scenario</th>
<th>Description</th>
<th>Date</th>
<th>Time</th>
<th>Task Log</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIP</td>
<td>6120007987</td>
<td>BASIS 0120007987 - Checking for ABAP Short Dumps</td>
<td>10.12.2007</td>
<td>14:11:26</td>
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<td>AIP</td>
<td>6120007987</td>
<td>BASIS 0120007987 - Checking for Update Errors</td>
<td>10.12.2007</td>
<td>14:11:33</td>
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<tr>
<td>AIP</td>
<td>6120007987</td>
<td>BASIS 0120007987 - Import Overview</td>
<td>10.12.2007</td>
<td>14:12:09</td>
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</tr>
<tr>
<td>AIP</td>
<td>6120007987</td>
<td>BASIS 0120007987 - Checking the Transport Management System</td>
<td>10.12.2007</td>
<td>14:12:09</td>
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<tr>
<td>AIP</td>
<td>6120007987</td>
<td>BASIS 0120007987 - Scheduling Jobs</td>
<td>10.12.2007</td>
<td>14:12:31</td>
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<td>10.12.2007</td>
<td>14:12:39</td>
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<td>DATABASE 0120007987 - Check Last Database Log Backups</td>
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<td>14:14:11</td>
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<tr>
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<td>DATABASE 0120007987 - Monitoring Database Performance</td>
<td>10.12.2007</td>
<td>14:15:02</td>
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<tr>
<td>AIP</td>
<td>6120007987</td>
<td>BASIS 0120007987 - Memory Management - Checking Unused Memory</td>
<td>10.12.2007</td>
<td>14:15:42</td>
<td></td>
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<tr>
<td>AIP</td>
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<td>BASIS 0120007987 - Memory Management - Checking Pages In, Pages Out</td>
<td>10.12.2007</td>
<td>14:15:42</td>
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<tr>
<td>AIP</td>
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<td>14:15:59</td>
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<tr>
<td>G6B</td>
<td>6110006121</td>
<td>BI G6B 9116006121 - Scheduling the job 'SAP_ANALYSIS_ALL_INFOCUBES'</td>
<td>10.12.2007</td>
<td>14:19:22</td>
<td></td>
</tr>
<tr>
<td>G6B</td>
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<td>10.12.2007</td>
<td>14:19:22</td>
<td></td>
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<tr>
<td>G6B</td>
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<td>14:20:05</td>
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<td>C50</td>
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<td>14:19:27</td>
<td></td>
</tr>
</tbody>
</table>
Thank you!