Guided Self Service
Transport Execution Analysis

SAP Active Global Support
### Typical questions answered by the SAP Transport Execution Analysis

- **How many transport requests caused errors in the production environment?**
- **How many emergency changes have been executed?**
- **What are the transport backlogs in the development and production system?**
- **How consistent is my transport landscape?**

### 1.2 Action Plan

<table>
<thead>
<tr>
<th>Number</th>
<th>Priority</th>
<th>Issue</th>
<th>Recommended action</th>
<th>When to do</th>
<th>See section</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Very High</td>
<td>There are SAP notes with an inconsistent implementation status in your DEV, QAS and PRD system.</td>
<td>Check the SAP notes with an inconsistent implementation status. Download and implement the latest versions in DEV and transport them to all systems in the landscape.</td>
<td>Immediately</td>
<td>3.4</td>
</tr>
<tr>
<td>2</td>
<td>High</td>
<td>Many transport errors have been detected during imports into production.</td>
<td>Transport errors should be detected when data is imported to the test systems and fixed using a correction transport. Make sure that your test systems are in a good state and that all transport requests are imported in the correct order.</td>
<td>Next few weeks</td>
<td>5.7</td>
</tr>
<tr>
<td>3</td>
<td>High</td>
<td>We have detected several transport sequence errors in the analysis period.</td>
<td>Analyze the transport sequence errors and try to avoid them in the future. All transport requests should be imported in the same sequence as they were exported from the development system. Make sure by organizational means that the transports are released and transported in the right sequence. Transports should only be released by lead developers and after a stringent approval process.</td>
<td>Next few weeks</td>
<td>7.4</td>
</tr>
<tr>
<td>4</td>
<td>Medium</td>
<td>Many transport requests spend less than one day in the quality assurance system.</td>
<td>Introduce mandatory testing procedures. Make sure that changes are tested sufficiently before they are moved into production.</td>
<td>Next few weeks</td>
<td>6.1</td>
</tr>
</tbody>
</table>

Proactive guidelines are given to reduce the transport related errors in the future.
Guided Self Service

Wizard based service execution by yourself

- Easy to Use
- No configuration needed
- No impact on the managed systems
- Can be used repetitively

**Customer Quote:**
"During the transport-execution analysis service, a continuous quality check through SAP Enterprise Support, we were provided with a complete detailed analysis of all modifications, custom objects, software maintenance, and transport landscape settings, which were checked against SAP Best Practices. Through this service, we were able to gain an overview of our current practices, and improve the processes where necessary, to ensure software change management can be done effectively, and with minimum disruption of normal operations.

*Brent Steensma, SAP Regional and Global Systems Manager, *Anglo American*
Transport Statistics

**Goal**
The transport statistics provide an overview on the number of changes in the analysis period. Performing Changes is an important cost driver. The relevant KPI is the average number of transported objects per month.

**Scope**
- Change Volume
- Time Profiles for Imports into Production

**Benefits**
- Identify systems with high change volume
- Identify number of transport requests before, during and after a GoLive
- Control if daily or weekly import windows are met
# Emergency Changes

## Goal
The amount of emergency changes identifies to what degree SAP best practice procedures for software development are followed.

## Scope
- Identify transports which were created directly in production
- Identify transports with short transition time

## Benefits
- Make sure that all changes are performed in the development system and deployed to production after sufficient testing
- Provide worklist to analyze the root causes of the emergency changes
- Introduce methods and procedures to minimize the ad-hoc changes
Failed Changes

**Goal**
The amount of failed changes identifies problems in production due to software changes. It is an indicator for the quality of the software change management processes. In addition it provides worklists with currently existing problems in production.

**Scope**
- Import Errors in production
- Transport sequence errors
- Frequently changed objects

**Benefits**
- Control the quality of the software change management processes and take corrective measures if needed
- Provide worklist to analyze the root causes of the failed changes
- Provide guidelines to remove old object versions in production due to wrong transport sequences

![Diagram showing the flow from DEV to QAS to PRD with an error icon on PRD]

**Failed Changes**

<table>
<thead>
<tr>
<th></th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Import Errors</td>
<td>4.00%</td>
</tr>
<tr>
<td>Sequence Errors</td>
<td>3.50%</td>
</tr>
<tr>
<td>Frequent changes</td>
<td>3.00%</td>
</tr>
</tbody>
</table>
Transport Backlog

**Goal**
The transport backlog identifies incomplete changes in the development systems and transport requests which are parked in the productive import queues. These figures must be kept small in order to ensure consistency between development and production.

**Scope**
- Unused open transport requests in the development system
- Parked transport requests in the productive import queues

**Benefits**
- Guidelines to remove incomplete developments and to clean up the productive import queues
- Risk assessment of the transports in the productive import queue.
Software Maintenance

**Goal**
The software maintenance section helps you to keep your systems up to date with regard to support packages, SAP notes and activated business functions. Inconsistencies in the transport track are identified.

**Scope**
- Support package level
- Implemented SAP Notes
- Activated Business Functions

**Benefits**
- Identify old support package levels
- Identify incorrectly implemented SAP notes
- Identify inconsistencies in your transport track
Data Collection and Process Flow

Data Collection and Process Flow

• Data collection is controlled by a Wizard in SAP Solution Manager
• Data is collected in the development, QA and production system via RFC connections.
• The collected data is displayed in a service session in SAP Solution Manager. If needed it can be adjusted. Finally a report is generated.
When to Use

When should the Transport Execution Analysis be used?

There are problems with software change management:
- Many errors occur in production (many dumps, import errors, OSS messages, etc)
- Test systems behave different from production system, errors cannot be reproduced.

Software change management is a focus topic
- A change management tool shall be introduced (e.g. ChaRM)
- The measurement platform is used to measure Emergency Changes and Failed Changes
- An assessment and benchmarking of the software change management processes against SAP Best Practices shall be done, in order to identify areas for improvement

Problems are reported in the Early Watch Alert or in the Enterprise Support Report
Technical Requirements

Which technical requirements have to be fulfilled?

Central preparation note
- SAP Note 1074808

Requirements in managed systems
- ST-PI 2008.1, SP3 and ST-A/PI 01M, SP1 is installed in the managed systems

Requirements in SAP Solution Manager
- ST-SER 2010.1 (SPS23) with latest content update
- An improved Wizard-based user interface is available as of SAP Solution Manager 7.1
Empowering Customers Through Access to Guided Self Services