Change Request Management Overview

ALM Solution Management
SAP Active Global Support, June 2011
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Introduction
Change Control Management
Change Request Management

- Change Request Management
- Quality Gate Management
- Transport Management
- Change and Transport system (SAP / Non SAP)
- Transport Analytics / Configuration Validation

Retrofit
Introducing Change Request Management

- Provides full control & transparency over change execution
- Delivers predefined change management processes & workflows
- Supports all types of changes (SAP, non SAP, technical & non-technical)
- Incorporates SAP’s best practices regarding transport management
- Provides the link between business requirements and the underlying technical implementation
- Fully integrated transport mechanism and change control system to manage changes across technology stacks and application components
- Is highly integrated in other SAP Solution Manager areas and processes
Integrated IT Service Management and Application Lifecycle Management processes with SAP Solution Manager 7.1
Change Request Management embedded in Application Lifecycle Management

ALM Capabilities
- IT Service Management
- Quality Gate Management
- System Recommendations
- Project & Solution Directories
- Test Management
- Job Scheduling Management

Change Request Management

Technical Infrastructure
- Transport Management System
- Enhanced Change & Transport System

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One central process to control change execution

**Request for Change**
- Requester
- Change Manager
- Approver
- Change Manager

- Create Request for Change
- Process Request
- Approve / Reject Request
- Handover to Execution
- Notification via Workflow

**Change Transaction**
- Developer & IT Staff
- Tester
- Requester

- Create Change Transaction
- Execute & document Change
- Test Change
- Confirm Change

**Change Request Management supports all types of changes**
- SAP and non-SAP Changes
- Technical & non Technical Changes
- System Landscapes
- IT Assets
- Admin Tasks
Features of Change Request Management
### Change Request Management Features

#### Search & Monitoring
- Huge set of search criteria to create personalized queries
- Export and graphical display of search results
- Common search infrastructure for all transaction types

#### Change Documentation
- Separate change request and change execution process
- Delivered with predefined workflows and processes for easy adaption
- Integrated in technical infrastructure

#### Manage Project Phases
- Central management of project phases via SAP Solution Manager
- Control transport activities via change request management
Change Request Management Functionalities

**Request for Change Scope**
- Free scope definition of requests for change: multiple change transactions

**Enhanced Approval Process**
- Support of multiple approval procedures
- Easy customizable and adaptable

**Transport Management**
- Access to all relevant transport management activities
- Fully integrated in change transaction process

**Test Management**
- Assign Testplan and Testpackages
Supporting all types of changes

**Normal Change**
- Daily maintenance
- Implementation Projects
- Depending on project release-cycle
- Integrated with SAP Transport Management

**Urgent Change**
- Emergency Changes
- Optimized for fast processing
- Independent from project release cycle
- Integrated with SAP Transport Management

**Admin Change**
- Documentation only
- Administrative activities
- Related to system landscape of change project
- Not integrated in SAP Transport Management

**General Change**
- Changes on IT Assets
  - Mobile Devices
  - Printer
  - …
- Not mandatory related to any change project

**Defect Correction**
- Used during test-phase of implementation or maintenance projects
- Document test defects and their correction
- Integrated in SAP Transport Management
Transport functionalities in Change Request Management

Cyclic Testing

- Repository objects are locked as long as possible in DEV
- Number of transports in production is reduced
- Transports of copies are periodically imported into QAS but do not follow the transport routes into following systems
- Only the original transports can reach production

Cross-System Object Lock (CSOL)

- Identify changes on the same objects in different projects
- Minimize risk of downgrades through different go-live dates of changes from different projects
Typical Questions to be answered by Change Request Management Reporting

- **Which** change requests are in process/completed...?
- **How long** do change requests take to be completed?
- **Which** transports belong to which change request and vice versa?
- **What** is the current transport status (in which system)?
- **How many** incidents triggered a change request?
- **How many** change requests were declined?
New Functionalities in SAP Solution Manager 7.1
New Features in Change Request Management
Support for multiple change documents

New Request for Change supports multiple change documents
- Definition of scope for a request for change scope is done via scope assignment block
- All kinds of change documents can be combined without restriction
- Scope assignment block gives instant overview about all change documents and their status
New Features in Change Request Management
Approval Procedures

Support for easy customizable approval procedure
- Process flow for request for change approval - easy customizable
- Approval procedure determination via rules framework
- Integration to SAP Workflow:
  Approvers can be informed via workflow item
New Features in Change Request Management

Request for Change with new process

### New standard process for Request for Change

- New status for validation of RfC by change manager
- Approval procedure with SAP Workflow integration
- New status while RfC is being implemented
- Possibility to extend the scope of a change request while in Implementation
Enhanced transparency for transport requests
- List of all related transports and tasks of a change document
- Detailed information about status, owner and much more

Central access to transport relevant functions

Direct access to transport logs

Overview about all related tasks

Display details about transport of copies

Information about critical transport objects or conflicts
New Features in Change Request Management
Enhanced Logging Information

Increased transparency between backend and change document

- New Assignment Block „Application Log“
- Overview about executed backend & task list actions
- Detailed information about each action (Parameters, Messages) easily accessable
New Features in Change Request Management
System Landscape & Track Overview

Get instant overview about system landscape and project track
- New Assignment Block „Landscape“ for change documents and project transactions
- Overview about all systems of current track, including system type and relevant flag
- Direct logon possibilities to all systems

1) Initial display mode
Only current relevant system is displayed

2) Extended display mode
All systems of landscape and track are displayed
New Features in Change Request Management
Better ALM Integration

Integration to Test Management

- Assign testpackages and testplans to change request and change documents
- Access testpackages directly via change requests and change documents

Integration to Quality Gate Management

- Use Change Request Management in combination with Quality Gate Management
- Define quality gates with QGM
- Approve & control your changes with Change Request Management
New Features in Change Request Management
Enhanced Cross System Object Lock (CSOL)

“Expert Mode” for Cross System Object Lock

- Customizing settings can be done in normal and expert mode
- Expert mode provides functionalities to allow individual configuration of CSOL settings
- Additional option “warning only” introduced
New Features in Change Request Management
Enhanced Retrofit functionality

Better object support with Retrofit in Change Request Management
- Automatic Import for Objects of transport requests into the Retrofit system
- Support of 100% of transportable objects!
- Automatic categorization of objects (Auto Import, Retrofit and Manual)
- Detection of technical sequence dependencies
New Features in Change Request Management
Support for non-system related changes

General Change*

- A general change document can be created during all phases of a project. The change document “General Change” is totally independent of a project and can even be used without a project.
- General change documents provide an abstract status scheme for the implementation of those kind of changes.
- Use Case: The general change document supports the documentation of all non-system related changes (e.g. printers or other IT-assets) or other legacy systems changes.

*) For SAP Enterprise Support and PSLE
Thank You!