Upgrade Management

Solution Management
Application Lifecycle Management
Facing The Challenge
Business Requires Agility AND Continuity

**INNOVATION**
- Easy introduction of new processes
- Fast, tailored support of processes, when required
- Support new users

**STABILITY**
- Stay compliant
- Support core processes
- Use a stable technology platform
- Standardized maintenance schedule

The answer: SAP enhancement packages

Business Driven Enhancements by CHOICE:
- Continuous innovation as part of maintenance
- Modular consumption of innovation by selective activation of business processes
- Reduced investments for innovation by selective installation of new functions

The prerequisite: Upgrade to SAP Business Suite 7
Once my system is up and running, I can only touch my core processes once every 5 years...

...and it needs to be a Saturday...

...and my CEO wants me to innovate every quarter!

So, to take advantage of the latest enhancements...

My landscape needs to be at ERP 6.0!

What methodology and tools are available from SAP to help me reach this goal?
Main Challenges when Planning and Executing an Upgrade – Worldwide Results

Adressed by SAP services

Plan

- Estimate cost & effort: 69%
- Define business case: 46%
- Define and allocate project team/resources: 46%
- Downtime minimization: 46%
- Assess impact on existing solution: 43%
- Find information on upgrade methods & tools: 29%
- Interoperability: 28%
- Compliance considerations: 14%
- Others: 4%

Build

- Efficient testing: 64%
- Downtime minimization: 54%
- Modification adjustment: 48%
- Project management: 47%
- End user training: 39%
- IT infrastructure/sizing: 39%
- Others: 5%

Supported by SAP Solution Manager

The report includes 1484 answers from the following 360° Upgrade adoption programs: North America (Jan 2008), Brazil (March 2008), Germany (March 2008), Japan (March 2008), UK & Ireland (March 2008), Australia (April 2008), Sweden (April 2008), China (May 2008), India (May 2008) and France (Sept 2008)
Upgrade Management

Represents the identification, adaptation and implementation of new and enhanced business and technical scenarios.

Uses the SAP Solution Manager to holistically and effectively manage the upgrade project end-to-end.

Allows SAP customers to better understand and manage the major technical risks and challenges within an upgrade project, and to make the upgrade project a “non-event for the business.”

Plan

Build

Requirements

Design

Build

Test

Deploy

Discovery | Evaluation | Preparation | Blueprint | Realization | Prep. for Cutover | Go-Live & Support
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Demand
- Upgrade Info Center
- ASAP Methodology
- Upgrade Roadmap
- Upgrade Dependency Analyzer
- Solution Documentation Assistant

Business and Technical Aspects
- Business Blueprint
- Implementation Content
- Run SAP Roadmap
- Custom Development Management Cockpit

Configuration
- Technical Configuration
- Business Process Configuration
- Upgrade Customizing
- Upgrade Tools

Test Management
- Test Management Capabilities
- E-learning Management

Deployment
- Hand-over to Support
- Quality Gate Management Capabilities
- Upgrade Monitoring
- Near Zero Downtime Methodology
Preparing the Upgrade Project

Requirements

- Business
- Business Process Expert
- System Administrator
- Business Process Expert
- Quality Manager
- System Administrator

Requirements → Design → Build → Test → Deploy

Top Challenges
- Estimate Costs
- Create Business Case
- Assess impact on existing solution
- Find information of upgrade tools & methods

Upgrade Management Assets
- Upgrade Info Center
- Solution Browser
- Upgrade Roadmap
- Solution Manager Project Management
- Upgrade Dependency Analyzer

Business Benefits
- Fast access to most recent information and best practices
- Minimized risks for complex landscape transitions

Deliverables: Define Business Requirements and Prepare Project
Blueprinting the Upgrade Project
Design Phase

**Top Challenges**
- Define and allocate project resources
- Identify adjustment requirements for modifications and custom developments
- Specify test and training requirements

**Upgrade Management Assets**
- Business Blueprint
- Implementation Content
- Run SAP Roadmap
- Solution Documentation Assistant
- Custom Development Management Cockpit

**Business Benefits**
- Accelerated specification and design process
- 50-70% reduction of custom code adjustments efforts

**Deliverables:** Create Blueprint and Prepare Technical Upgrade
Realizing the Upgrade Project

Build Phase

- Business Process Expert
- System Administrator
- Business Process Expert
- Quality Manager
- System Administrator

**Top Challenges**
- Modification and custom code adjustment
- Management of double maintenance

**Upgrade Management Assets**
- Technical configuration
- Business process configuration
- Upgrade customizing
- Change management
- Upgrade tools

**Business Benefits**
- Efficient business configuration through SAP templates and configuration content
- Reduced efforts for binding SP and EHP stacks into upgrades
- Efficient change management during double maintenance phase

**Deliverable:** Getting the configuration ready for testing
Testing the Upgrade Project
Test Phase

Top Challenges
- Test management
- Training management

Upgrade Management Assets
- Test Management capabilities
- E-learning Management

Business Benefits
- Reduced risks for business continuity by SAP integration validation methods
- Increased overall efficiency and reduced costs by test automation

Deliverable: Comprehensive Test Management
Upgrade Production and Go-Live
Deployment Phase

Top Challenges
- Minimize business downtime
- Support go-live

Upgrade Management Assets
- Quality Gate Management Capabilities
- Upgrade Monitoring
- Near Zero Downtime Methodology

Business Benefits
- Improved risk mitigation for production upgrade
- Technical downtime of 2 hours (upgrade) to 6 hours (upgrade + Unicode conversion) independent of database size achievable

Deliverable: New Release is now available to the business
Best Reading Path to Upgrade Management

Start here.
Proceed along the numbering.
Click the Links!

1. ASAP Methodology
2. Upgrade Whitepaper
3. Upgrade Roadmap
4. SAP Software Developers Network (SDN)
5. Upgrade Usage Guide
6. Solution Manager Homepage
Upgrade Management

Benefits

**Business Continuity**

- Increased business process availability
  - Higher quality based on risk-based testing
  - Reduce planned downtime to a minimum
  - Complete root-cause analysis capabilities for issue resolution

**Business Process Improvement**

- Managed and improved business process KPI
  - Direct access to blueprint and configuration tasks
  - Faster Return on Innovation due to shorter project timelines

**Standardized, integrated, and controlled Application Life-Cycle Management**

- Based on proven SAP Best Practices
- More efficient test preparation and execution
- Reduced change management costs
- Solution documentation now available for operations and optimization tasks

**Smooth Upgrade to SAP Business Suite**

- Standard implementation content and roadmaps
- High quality custom code management

**Protection of Investment and Accelerated Innovation**

**Reduced Total Cost of Operations**
In Short: You CAN Upgrade without disruption!

1. Upgrade Management closes the gap between business demand and IT delivery

   - Business
   - IT

2. Upgrade Management enables the goal of achieving rapid innovation with SAP enhancement packages

   ![Business Requirements vs. System Functionality Graph]

3. Upgrade Management follows clear process involving different roles across the company

   - Business Process Expert
   - Quality Manager
   - System Administrator

4. Upgrade Management orients itself along Application Lifecycle Management

   - Require-ments
   - Design
   - Build
   - Test
   - Deploy

   - Operate
   - Build & Test
   - Deploy
   - Optimize
   - Design
Make your upgrades a non-event for the business!
Additional Links

- SAP ERP Upgrade Specifics: http://service.sap.com/upgrade-erp
- SAP Upgrade Tools: http://service.sap.com/upgradetools
- Upgrade Dependency Analyzer: http://service.sap.com/uda

SAP Upgrade Services:

- SAP Upgrade Services Overview and order information: http://service.sap.com/upgradeservices
- Upgrade Services of SAP Consulting (Focus Group): http://service.sap.com/ufg