SAP Solution Manager 7.2
What’s New with Support Package Stack 07?
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Agenda

- Process Management
- Project Management
- Test Suite
- Change Control Management
- IT Service Management
- Custom Code Management
- Application Operations
- Business Process Operations
- Data Volume Management
- Additional information
What’s New with SPS07?

Process Management
Process Management innovations
Include originals in reporting and search

Description
Include library originals in reporting and search

Feature details
Reporting and search display additional information from libraries:
- Process step and interface original
- Related documents and configuration units
- Executable library usage

Benefits
- Improved report and search results
- No need to individually navigate to each library element
Process Management innovations
Revised scope functionality

Description
Provide unified content filter based on structure and attributes

Feature details
- View & scope have been revised and merged to scope
- Existing scope/view selections are converted automatically
- Scopes are based on structure and/or attributes
- Scope can be created as public or private
- Library originals can be included in scope

Benefits
- Improved handling of content filters
- Simplified scope creation
Process Management innovations
Perform long-running operations in background

Description
Long-running activities scheduled in background (release, report generation and export)

Feature details
- Report and Export for large scopes processed in background
- Report result will be automatically downloaded as a file
- Release operations processed in background

Benefits
- No disruption of work
- Simplified report and export generation
**Process Management innovations**

**Improved process document generation**

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**Description**

Browse process management content offline (without access to SAP Solution Manager).

**Details**

- Browser-based offline view (based on SAPUI5)
- Browse through Universal and Collaboration Diagrams
- Review assignments and attributes
- Print pages
- Documents downloaded as local files
- Related documents as references to Solution Manager

**Benefits**

- Easy way to consume Solution Manager Content
- Simplifies the publishing on the content
- Archive the contents

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**Demo**

- 7.2
- Intranet
- Diagram Documents
Process Management innovations
Process Management & Business Process Modeling improvements

Process Management

• Site enablement in test suite integration
• Usability improvement in document download
• Usability improvement history UI

Business Process Modeling

• Possibility to add custom texts to the pool names
• Duplication of a single or multiple symbols in Universal Diagrams
• Enable formatting of multiple symbols in Universal Diagrams (size, color…)

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What’s New with SPS07?
Project Management
**Project and Process Management innovations**
Enhanced integration of scope functionality

**Description**
Use solution documentation scopes integrated with project management, requirements, change documents and test plans

**Feature details**
Scopes are subsets of solution documentation
- Define project scope
- Link project and scope to requirement
- Scopes are automatically handed over from requirements to change documents
- Create test plans based on project scope

**Benefits**
- Clearly defined project scope
- Improved requirements-to-deploy process
Project Management innovations
Header-based integration into standard Solution Manager capabilities

Approach

• Solution, Branch, Change Cycle and Scopes can be assigned to Project header
• Test Plan can be created with Project assignment and can consume Solution context (Solution, Branch, Scope)
• IT Requirements and Requests for Changes can be created with Project assignment and can consume Solution and Change Control context.

Benefit

• Simplified creation of Test Plans, IT Requirements and Requests for Changes
• Project based reporting, also for Test Management
• Full Traceability from Requirements to Changes and Test Case with their results via Traceability report.
Project Management innovations
Scopes

Scope concept can be used to:
- Simplify navigation to the relevant content
- Specify the solution documentation scope for a project
- Generate a test plan
- Focus a change document on a subset of documentation

Scope concept cannot be used to:
- Restrict authorization in Solution Documentation

Solution Documentation

<table>
<thead>
<tr>
<th>HR</th>
<th>Logistics</th>
<th>Finance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Scope

- Project scope
- Test plans
- Change

Project Management innovations
Task-based integration into standard SAP Solution Manager capabilities

Change Cycle

Requirements Management
- Business Requirements
- IT Requirements
- 1:n

Change Request Management
- Request for Change
- Change Documents
- 1:n

Solution
- Process and Application Landscape

Change Document (stand-alone)

Project
- Phase
  - Task
  - Task
  - Task
  - Task

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Project Management innovations
Header-based integration into further SAP Solution Manager capabilities

Solution
Change Control Landscape
Branches
Processes and Libraries

Change Cycle
- Solution
- Branch
- Change Control Landscape

Project
Project Header
Solution / Branch / Landscape / Cycle Scopes
Phases
Tasks 1..n

Test Plan
Test Plan Header
- Project
- Solution / Branch
- Scope
Test Packages

Requirement and Change Request Management
Business Requirement
IT Requirement
Change Document
Change Request for Change
Change Document

Traceability Matrix
Best-of-Suite, Integrated process flow for SAP Solution Manager 7.2 + Focused Build

**Process Management**
- **Create Solution**
- **Define Landscape**
- **Model Processes**
- **Define Scope**

**Release Management**
- **Create Cycle**
- **Assign Landscape**
- **Deploy Release**

**Project Management**
- **Create Project**
- **Assign Cycle**
- **Assign Scope**
- **Track project progress**

**Requirements Management**
- **Create BR/ITR**
- **Assign Project & Scope**
- **Plan Changes**
- **Create Changes**
- **Do the work**

**Change Control**
- **Set to “to be tested”**
- **Set Status based on test results**
- **Create Defect Correction**

**Test Management**
- **Create test plan**
- **Create test packages**
- **Test execution (manual/autom.)**
- **Create Incident (Defect)**
Project Management innovations
Step 1: Creating a Scope and selecting related structure elements
Project Management innovations
Step 2: Add attribute filter if required, and save
Project Management innovations
Step 3: Assign Scope to Project
Project Management innovations
IT Requirements assigned to the Project inherit the Solution context
Project Management innovations
Test Plans / Packages assigned to the Project inherit the Solution context
Project Management innovations

Analytics

Project Dashboards for various Use Cases:

- Standard: Shows details for all Project Types
- Change Cycle: Project details per Change Cycle
- 360 Degrees: Details for Task-based integration
Project and Test Suite Analytics

- Header based Project Integration with Test Suite
  - Traceability from Requirement via Change Document to Test Case and Defect
What’s New with SPS07?

Test Suite
# Test Suite innovations

<table>
<thead>
<tr>
<th>Area</th>
<th>Functionality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cross-Test Suite</td>
<td>Integration of entity Scope</td>
</tr>
<tr>
<td></td>
<td>Integration of entity Project</td>
</tr>
<tr>
<td></td>
<td>Integration of entity Site</td>
</tr>
<tr>
<td>Test Plan Management</td>
<td>Performance improvements</td>
</tr>
<tr>
<td></td>
<td>New application: Assign Testers</td>
</tr>
<tr>
<td>Change Analyzer</td>
<td>Additional information about change transactions on selection screen</td>
</tr>
<tr>
<td>Automated Tests</td>
<td>New application to view and analyze test automation logs</td>
</tr>
<tr>
<td></td>
<td>CBTA: multi-browser support for recording of automated tests</td>
</tr>
<tr>
<td>Analytics</td>
<td>Traceability Matrix</td>
</tr>
<tr>
<td></td>
<td>KPIs for manual testing: Additional Tiles and KPIs</td>
</tr>
</tbody>
</table>
Test Suite innovations
Integration with other SAP Solution Manager ALM scenarios

Integration of entity **Scope**
Complete integration of SAP Solution Manager entity **Scope** in Test Suite

**Feature details**
- Entity Scope is successor of entity View – now with advanced filter capabilities, such as dynamic attribute interpretation at runtime
- Entity View was replaced with entity **Scopes** in all Test Suite applications
- Example: Test Cases assigned to nodes in Solution Documentation with country dependency. Country-specific Test Plan generation using Scope that determines nodes for specific country plus country-independent nodes.
Test Suite innovations
Integration with other SAP Solution Manager ALM scenarios

Integration of entity Project
Complete integration of SAP Solution Manager entity Project in Test Suite

Feature details
- Test Plan Management: selection of Project and derivation of related entities like Solution, Branch, Scope
- Business Process Change Analyzer: Test Plan generation including assignment to project
- Multiple Test Plans can be assigned to a Project
- Test Suite Analytics: Project as new selection criteria
Test Suite innovations
Integration with other SAP Solution Manager ALM scenarios

Integration of entity **Site**
Complete integration of SAP Solution Manager entity **Site** in Test Suite

**Feature details**
- Combination of Solution and Branch can be Site enabled
- Site is used in Test Suite to determine the relevant managed systems / clients
- Test Plan is Site-specific for Site-enabled Solution / Branch
- BPCA generates Site-dependent semi-dynamic TBOMs
- Test Suite Gap and Completeness Reports with Site-specific information

<table>
<thead>
<tr>
<th>Site</th>
<th>DEV</th>
<th>QAS</th>
<th>Pre-PRD</th>
<th>PRD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global</td>
<td>D1 /100</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Region 1</td>
<td>Q1/100</td>
<td>PP1/100</td>
<td>P1/100</td>
<td></td>
</tr>
<tr>
<td>Region 2</td>
<td>Q2/100</td>
<td>PP2/100</td>
<td>P2/100</td>
<td></td>
</tr>
<tr>
<td>Region 3</td>
<td>Q3/100</td>
<td>PP3/100</td>
<td>P3/100</td>
<td></td>
</tr>
</tbody>
</table>

**Simple example** of managed systems / clients when using
- central DEV system and
- multiple Site-specific QAS – PRD systems
Test Suite innovations
Performance improvements

Application: Test Plan Management

- Significant performance improvements for test case selection in large hierarchies
- SAP Note 2513002 available for SP06

Feature details

- New generated test case hierarchy
- Avoids recurring performance-intensive selections of the entire Process Management hierarchy
- Fast hierarchy display on tab Test Case Selection
Test Suite innovations
New Application: Assign Testers

Application: Assign Testers
New application for the assignment and replacement of manual testers by Test Coordinator

Feature details

- Assignment of new testers to Test Packages
- Replacements of testers from Test Packages
- Un-assignment of testers from Test Packages
- Mass-upload and assignment of testers for Test Packages
Test Suite innovations
Business Process Change Analyzer: ChaRM Entities

Application: Business Process Change Analyzer (BPCA)

New feature to show dependencies between ChaRM entities for BPCA Analysis

Feature details

- BPCA supports all ChaRM entities (Change Cycle, IT Request, Request for Change, Change Document to derive underlying Transports and Systems

- New feature to display all assignments related to entered ChaRM entity, e.g. Change Cycle or Change Document
Test Suite innovations
Test Automation: Analysis of Test Execution Logs (1)

Application: Automated Tests - Results
New application to search and analyze test execution logs for automated tests

Feature details
- Multi-dimensional search of test execution logs for automated tests. Test tools: CBTA and integrated 3rd party test automation tools
- Overview of all available test logs
- View details of selected test log
Test Suite innovations
Test Automation: Analysis of Test Execution Logs (2)

Selection and Overview of available test logs

- Selection Parameters
- List of available Logs from SAP and partner test automation tools

![Test Automation: Analysis of Test Execution Logs](image-url)
Test Suite innovations
Test Automation: Analysis of Test Execution Logs (3)

Details for selected test execution log

- Status
- Context
- Logs
- Parameters
Test Suite innovations
Test Automation: CBTA – multi-browser support

Component-based Test Automation (CBTA)

- Recording of new test case using CBTA enabled for additional browsers
- Before SPS07: only MS Internet Explorer

Available Browsers

- MS Internet Explorer
- MS Edge
- Google Chrome
- Mozilla Firefox

- Supported versions: see documentation and CBTA self-check
Test Suite innovations

Analytics

Application: Traceability Matrix

New report to show the entire chain from requirements down to test execution and defects

Feature details

- All important entities of the Build process Requirement – to- Deploy are shown with interdependencies and status
- Forward navigation to detail applications, e.g. Change and Request Management
- MS Excel download

Benefits

Roles like Change -, Quality - and Test Managers can analyze all important entities of the requirement to deploy chain
Test Suite innovations
Analytics

Traceability Matrix: result and included entities

- Project
- Change Cycle
- Business Requirement
- Process
- Process Step
- IT Requirement
- Request for Change
- Change Document
- Transport
- Test Plan
- Test Case
- Test Execution Status
- Defect
- Defect Status
Test Suite innovations

Analytics

Access to the Traceability Matrix

• SAP Solution Manager Launchpad group Test Suite
Test Suite innovations
Analytics

Traceability Matrix: Project as selection parameter

Filter Dimension

Field | Project
-----|--------
HEADER | 
RK_HEADER_BASED | 
HEADER_BASED_FOR_PROJECT_1 | 
HEADER_BASED_FOR_PROJECT_2 | 

Apply | Cancel
Test Suite innovations
Analytics

Dashboard with KPIs for manual testing

Test Suite Dashboard shows KPIs relevant for manual testing

Feature details

Tiles, graphs and tables for KPIs:

- Number of active vs. passive testers
- Test Cases in status error w/o defects
- Total number of defects resolved
- Number of test cases performed per tester
- Number of defects per Test Plan and TPK
- Number of defects per test case
Test Suite innovations

Analytics

Access to KPIs for Manual Testing

- SAP Solution Manager Launchpad group Test Suite
What’s New with SPS07?
Change Control Management
Change Control Management innovations

- New System Locking Options
- Enhanced Object Check Features
- My Inbox SAP Fiori App
- Improved Import Dialog
- Upon-saving Checks for ABAP in Eclipse
- QGM Integration into Administration Cockpit
- Copy URL to Clipboard for all Change Transactions
- Central Check System for Retrofit from SAP ERP to SAP S/4HANA
- Additional Features
Change Control Management innovations
Locking Systems

Block the creation, export, or import of transport requests for individual systems in the system landscape of a Change Cycle or QGM scenario.
Change Control Management innovations
Mass change option for changing the CTS Project status switch
Change Control Management innovations
Creating check objects from transport requests

Select objects from a transport request and include them into the **critical objects** check list or **white list**
Change Control Management innovations
Temporary activation of critical objects

When creating a critical object, you can specify the period of validity. Only the critical objects whose period of validity covers current date can take effects when doing critical object check.
Change Control Management innovations
My Inbox SAP Fiori app

Urgent Change Approval
• approve the import of urgent changes into the production system or reset the change document to the *In Development* status

Preliminary Import Approval
• approve the preliminary import of normal changes

Critical Object Approval
• approve or reject the critical objects in the transport requests of a change document

White List Object Approval
• approve the white-list objects in the transport requests of a change document

RfC Approval
• approve or reject requests for change

Technical Prerequisites:
• SAP Solution Manager Release 7.2 SPS07
• Fiori Frontend System minimum with SAP Basis Component Release 7.51
Change Control Management innovations
My Inbox on mobile

Select
- Created By (A on Top)
- Priority (Highest on Top)
- Task Title (A on Top)
- Created On (Newest on Top)
- Due Date (Earliest on Top)

Filter
- Priority
- Due Date
- Status
- Creation Date
- My Tasks and Tasks on Behalf of
- Task Type

Group by
- [ ] Ascending
- [ ] Descending
- [ ] Priority
- [ ] Task Type
- [ ] Status
- [ ] Reservation
- [ ] None

RfC Approval - 8000000378: Need Note 4711 implemented
Mr. Frank Jungmann
Due on 14.09.2018, 16:12
High
Change Control Management innovations
Document details on mobile

Transaction Number: 8000000378: Need Note 4711 implemented
Partner: Mr. Frank Jungmann
Status: To Be Approved
Priority: 2: High
Attachments: 27
Text Log: 0
Possible Actions: Approved, Rejected
Change Control Management innovations
Document details on Desktop

- Transaction Number: 8000050870: My Inbox Urgent Change Import Approval
- Description:
  - Status: Successfully Tested
  - Priority: Very High
- General Data:
  - Text Log:
  - Possible Actions:
    - Status
    - Priority
    - Attachments
Change Control Management innovations
My Inbox Mobile – Single & Multi Approval
Change Control Management innovations
Import Transport Requests dialog box

Feature details
- New sorting and filtering possibilities for transport requests
- Especially when using the “Selective Import” option
Change Control Management innovations
Integration of upon-saving checks in ABAP Development Tools in Eclipse

The upon-saving transport-related checks for managed ABAP development systems are now integrated in ABAP Development Tools for SAP NetWeaver (ADT) in Eclipse.

Required versions:
- ABAP Development Tools 2.89 or higher
- Software component SAP_BASIS 740 or higher in managed development systems
- Solution Tools Plug-In (ST-PI) 740 SP08 or higher in managed development systems
Change Control Management innovations
Quality Gate Management

Improved integration into Administration Cockpit:

- Task lists for QGM scenarios
- QGM Transport analysis
- Overview of scheduled import jobs
Change Control Management innovations
Overview and details of task lists for QGM scenarios in the Administration Cockpit
Change Control Management innovations
QGM transport analysis in the Administration Cockpit
Change Control Management innovations
Overview of scheduled import jobs for QGM scenarios in the Administration Cockpit
Change Control Management innovations
Generate URL link to a specific Change Document in Web UI  Note 2655701

Generate a URL link from the change document you are displaying. This URL can then be pasted into an email and sent to a user to open the document directly.

Select More → Copy URL into Clipboard

Change Control Management innovations

ABAP Test Cockpit Check: Automatic Execution and Display of Results

Automatic Execution of the ABAP Test Cockpit Check when releasing a Transport Request

Manual Execution of Transport-Related Checks

- Downgrade Protection: Very Critical: 0, Critical: 0, Warning: 0 (including history)
- Critical Object: Workbench Objects: 0, Customizing Objects: 0
- ABAP Test Cockpit: Error Issues: 0, Warning Issues: 0
- Code inspector: Error Issues: 0, Warning Issues: 0
- Custom Check: Error Issues: 0, Warning Issues: 0

ABAP Test Cockpit Check: Results: Overview Section

ABAP Test Cockpit Check: Results: Details
Change Control Management innovations
SAP S/4HANA Dual Landscape Synchronization with Retrofit

**SAP S/4 Conversion Scenario**

Object Types: Same Level

- SAP Objects: ✓
- Customizing: ✓
- Custom Code: ✓

**SAP S/4 Upgrade Scenario**

Object Types: Same Level

- SAP Objects: ❌
- Customizing: ✓
- Custom Code: ✓

**Benefit**
Synchronized maintenance with less manual effort with less human error

**Check for SAP HANA and SAP S/4HANA Compatibility**
ABAP Test Cockpit Check (ATC), which is included with SAP NetWeaver AS ABAP, provides check variants for evaluating custom code for SAP HANA and SAP S/4HANA compatibility based on SAP NW 7.51
Change Control Management innovations
Dual landscape synchronization with Retrofit
Retrofit Support for Workbench Objects in the SAP S/4HANA migration

- DEV-System -
- ChaRM/QGM - and
- Retrofit-ATC-Check

are three separated Checks, which can be utilized independent from each other.

ABAP Test Cockpit (ATC) Check is automatically triggered by the Change Request Management/Quality Gate Management Workflow, when the Transport Request is released.

ATC Check requests technical object information from the SAP S/4HANA Simplification Database.

Result of ATC Check is provided to Enhanced Retrofit Tool and determines the Retrofit Classification for the Workbench Object to be retrofitted.
Activate Retrofit Parameter ‘Cross-Release Retrofit’

- In case that SAP did not change the data model with SAP S/4HANA, you will get a ‘Green’ (Conflict free), or ‘Yellow’ Classification (Object with Conflict) for the respective Customizing Object on the Retrofit List,

- In case that SAP did change the data model with SAP S/4HANA the Customizing Object will be classified as ‘Manual Retrofit’ (Red Classification).
Change Control Management innovations
Additional Features

- Linking IMG projects to change cycles (Note 2516652)
- Changed behavior if the CTS plug-in on managed systems is not up to date (Note 2555809)
- Defect Correction Supported in "Build" Phase of a Phase or Release Cycle
- Landscape redefinition: remove Development and Production systems (Note 2587310)

- Project Integration
  - Assigning IT requirements or change transactions to projects
  - Selecting scopes for the assignment of Solution Documentation elements
  - Scope binding for IT requirements or change transactions assigned to projects
  - Searching for change transactions by project name
What’s New with SPS07?
IT Service Management
IT Service Management innovations
Improved Project Integration

- If Test plan is associated with a Project and a Defect is created, there is seamless handover of Project and Solution information to the Defect (Incident)
IT Service Management innovations
Easy selection for Message Processor for Problems and Incidents

- For problems and incidents, when the Support team is selected, the Message Processor selection becomes a drop down
IT Service Management innovations
Combine Enterprise Search with Attributes

- The power of Enterprise Search is enhanced with the precision of attributes
- No TREX is required if SAP HANA DB is used
What’s New with SPS07?

Custom Code Management
Custom Code Management innovations

Simplified Usage Logging set-up

Custom Code Object – fact sheet
What’s New with SPS07?
Application Operations
Application Operations innovations
System Monitoring & Alert Management

Search Functionality
- It is possible to search for systems, hosts and instances in the search bar at the top of the system monitoring application.

Grey systems are hidden by default
- Systems with grey status are displayed as per user preference. Otherwise, by default the grey systems are not displayed.

Cancellation of alert postponement
- Canceling the postponement of an alert is an action now included in action logs.
Application Operations innovations
IT Calendar, Work Mode Management & Service Availability Management

**IT Calendar and Work Mode Management**

- Access to SAP IT Calendar application in SAP Solution Manager system is possible for non-SAP Solution Manager users.
- The Contractual Maintenance Period that is created for any entity in Service Availability Management application is visible in the IT Calendar now.

**Service Availability Management**

- It is possible to send an e-mail notification that contains a link to the service outage overview to anyone who needs to know the outage details from the Create Service Outage screen.
Guided Procedures

- The **Guided Procedure Planning Management** allows executing a full automatic guided procedure via creating and maintaining plans. Results are automatically sent per E-Mail. Advantage: No CRM task is created. The Guided Procedure Planning Management has two entry points:
  - From the Guided Procedure Browser via the button **Create Plan**
  - From the Guided Procedure Browser via the link **Show Plans** that shows the plans list of the selected guided procedure (also possible from the Guided Procedure Logbook)
Application Operations innovations
Change Analysis

Change Analysis

- New SAPUI5-based Change Analysis application. Details on Config Stores are directly visible without navigation into Change Reporting.
## Application Operations innovations

### System and Application Monitoring details

**System and Application Monitoring → General**

<table>
<thead>
<tr>
<th>Function</th>
<th>Type of Change</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-Monitoring of the Monitoring and Alerting Infrastructure</td>
<td>Changed</td>
<td>If the automatic activity Configure Support Hub Connectivity in SAP Solution Manager Configuration is performed, the status of the communication channels are displayed in the self-monitoring of SAP Solution Manager central components.</td>
</tr>
</tbody>
</table>

**System and Application Monitoring → System Monitoring**

<table>
<thead>
<tr>
<th>Function</th>
<th>Type of Change</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search</td>
<td>New</td>
<td>You can search for systems, hosts and instances in the search bar at the top of the system monitoring application.</td>
</tr>
<tr>
<td>Grey systems are hidden by default</td>
<td>New</td>
<td>Systems with grey status are displayed as per user preference. Otherwise, by default the grey systems are not displayed.</td>
</tr>
</tbody>
</table>

**System and Application Monitoring → Alert Inbox**

<table>
<thead>
<tr>
<th>Function</th>
<th>Type of Change</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancellation of postponement of alert</td>
<td>New</td>
<td>Canceling the postponement of an alert is an action now included in action logs.</td>
</tr>
</tbody>
</table>
# Application Operations innovations

## Technical Administration details 1/2

### Technical Administration → General

<table>
<thead>
<tr>
<th>Function</th>
<th>Type of Change</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Administrator - Overview app</td>
<td>New</td>
<td>System administrators can use this SAP Fiori app to get an overview of the system status. The app is displayed in the Technical Administration launchpad group.</td>
</tr>
</tbody>
</table>

### Technical Administration → IT Calendar and Work Modes

<table>
<thead>
<tr>
<th>Function</th>
<th>Type of Change</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to Non-SAP Solution Manager users</td>
<td>New</td>
<td>Access to SAP IT Calendar application in SAP Solution Manager system to non-SAP Solution Manager users.</td>
</tr>
<tr>
<td>Contractual Maintenance Period (CMP) visible on IT Calendar</td>
<td>New</td>
<td>CMP created for any entity in Service Availability Management application is visible on the IT Calendar</td>
</tr>
</tbody>
</table>
## Application Operations innovations

### Technical Administration details 2/2

Technical Administration → Service Availability Management

<table>
<thead>
<tr>
<th>Function</th>
<th>Type of Change</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail notification with link to service outage overview</td>
<td>New</td>
<td>You can send an e-mail notification that contains a link to the service outage overview to anyone who needs to know the outage details from the Create Service Outage screen.</td>
</tr>
</tbody>
</table>

Technical Administration → Notification Management

<table>
<thead>
<tr>
<th>Function</th>
<th>Type of Change</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notification Management</td>
<td>Changes</td>
<td>The name of the application Notification Management is now Notification Resources.</td>
</tr>
<tr>
<td>Changing the recipients of e-mail notification</td>
<td>New</td>
<td>You can change the list of e-mail auto-notification in the auto-notification settings.</td>
</tr>
</tbody>
</table>
What’s New with SPS07?

Business Process Operations
Business Process Operations innovations
Simplified Navigation for business process improvement
Business Process Operations innovations
Job Management – Job Monitoring

Functionality:
• Cloud ABAP job monitoring (e.g. IBP) via custom job types
• Assignment and un-assignment of Job Monitoring Objects from Technical Scenario
• Option not to raise an alert for every failed job instance and auto confirmation for such alert groups
• Option to report only failed job instances into alerting (not all instances)

Usability:
• Job Monitoring Setup: New tab “Alert Settings and Data Collection” to improve the distribution of information
Business Process Operations innovations
Job Management – Job Monitoring for cloud-based jobs

Supported metrics:
- Technical Status
- Appl. Log Status
- Duration
- Start Delay
- End Delay
- Out of Time Window
- Not Started on Time

Consume Monitoring for Solution Context.

Link to Application Job Detail
Business Process Operations innovations
Job Management – Job Documentation

**Functionality:**
- "Service Request" as CRM document for Job Request (i.e. not only Incident)
- Central job overview: Introduction of option to filter by Application
- Job Scheduling for a list of Job Documents (report AGS_JSM_MASS_SCHEDULE), e.g. to support goLive

**Usability:**
- Guided Procedure for Job Documentation Process Context Assignment (instead of simple list only)
- Listing of Job Documents in Job Management Queries also for those that are linked to libraries only
- Job Documentations in Solution Documentation: If a new version is put on production, the old versions are automatically put on “Obsolete”
Business Process Operations innovations
New Alert Reporting Key Figures for Dashboard Builder (evaluating information from the Alert Store Log)

Source “Business Process Monitoring” in the Dashboard Builder provides various reporting key figures for the alert life cycle. As of SPS07, new key figures evaluating the alert store log are available:

- 90% of Alerts confirmed .. minutes after Assignment
- 90% of Alerts with Incident .. minutes after Assignment
- 90% of Alerts with Notification .. minutes after Assignment
- 90% of Alerts confirmed after .. minutes
- 90% of Alerts with Incident after .. minutes
- 90% of Alerts with Notification after .. minutes
- 90% of Alerts confirmed .. minutes after Assignment

In addition to those seven new key figures, the following additional key figures are provided:
- 90% of Alerts max. .. minutes alive
- 90% of Incidents from Alerts are max. .. minutes alive
Business Process Operations innovations
Improved configuration handling in Object Administration

Cross-Site Display of BPMon objects
- Easier to see on which system BPMon configuration is available

<table>
<thead>
<tr>
<th>Logical Component Group ERP</th>
<th>Production</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMEA</td>
<td>QPT:002</td>
</tr>
<tr>
<td>AMERICAS</td>
<td>QPT:004</td>
</tr>
<tr>
<td>ASIA</td>
<td>QPT:006</td>
</tr>
</tbody>
</table>

BPMon Object
Activated  not configured  not configured

Filter Option for tab “Configuration”
A **Drill-down Comparison** can be used to perform a more granular comparison of the results of a leading, usually aggregated comparison.

Drill-down comparisons can be started manually or configured to be started automatically after the leading comparison.

### Fast, highly aggregated comparison on company code level

<table>
<thead>
<tr>
<th>Company Code</th>
<th>Balance System 1</th>
<th>Balance System 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austria</td>
<td>88000 EUR</td>
<td>88000 EUR</td>
</tr>
<tr>
<td>France</td>
<td>12000 EUR</td>
<td>11000 EUR</td>
</tr>
<tr>
<td>Italy</td>
<td>58300 EUR</td>
<td>5800 EUR</td>
</tr>
<tr>
<td>Spain</td>
<td>47250 EUR</td>
<td>47250 EUR</td>
</tr>
</tbody>
</table>

### Drill-down into the accounts of an affected Company Code to obtain inconsistent accounts

<table>
<thead>
<tr>
<th>Accounts France</th>
<th>System 1</th>
<th>System 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>0010000100</td>
<td>4000 EUR</td>
<td>4000 EUR</td>
</tr>
<tr>
<td>0010000200</td>
<td>3000 EUR</td>
<td>2000 EUR</td>
</tr>
<tr>
<td>0010000300</td>
<td>5000 EUR</td>
<td>5000 EUR</td>
</tr>
</tbody>
</table>

### Detailed Drill-down into the single documents of an inconsistent account

<table>
<thead>
<tr>
<th>Account 0010000200</th>
<th>System 1</th>
<th>System 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document 1</td>
<td>1000 EUR</td>
<td>Missing!</td>
</tr>
<tr>
<td>Document 2</td>
<td>1000 EUR</td>
<td>1000 EUR</td>
</tr>
<tr>
<td>Document 3</td>
<td>500 EUR</td>
<td>500 EUR</td>
</tr>
<tr>
<td>Document 4</td>
<td>300 EUR</td>
<td>300 EUR</td>
</tr>
<tr>
<td>Document 5</td>
<td>200 EUR</td>
<td>200 EUR</td>
</tr>
</tbody>
</table>
Business Process Operations innovations
Cross-Database Comparison (CDC): Miscellaneous enhancements

Duplicate Checker
• Available for source type ABDY (generic access to ABAP systems) as well

Result Overview Screen
• Optimized UI depending on your role to provide specific access to business details like inconsistency key figures or technical data

Change Documents
• Improved tracking of changes including values for creations, deletions, and changes in long texts

New relative date syntax for calendar weeks
• Variable $CWEEK (with optional offset in weeks) calculates calendar week formats such as YYYY.WW
Business Process Operations innovations
Enhanced interface documentation

Import of multiple interfaces
Import from MS Excel via documentation template

Collect interfaces using excel

Select source to create JSON file
Import JSON file into Solution Documentation
What’s New with SPS07?

Data Volume Management
The DVM Workcenter has been migrated to the SAP Solution Manager Launchpad.

A tile-based view provides access to the features and functionality.
Release Notes for SAP Solution Manager 7.2

To find out about new developments in SAP Solution Manager 7.2, please visit the SAP Help Portal. In every functional area you will find detailed information about new and changed functionality for each support package stack.

https://help.sap.com/viewer/10e6d9cb3bc740e6a4c41588d9fc07a3/7.2.latest/en-US
With SAP Customer Connection we continuously improve SAP Solution Manager based on customer Feedback

As our customer you:
- Provide clear guidance where we need to invest
- Share a precise list of requested improvements from the worldwide customer community (user groups)
- Prioritize the requests through voting
- Collaborate with SAP Solution Manager development to ensure we deliver what you need

How to engage with us?
- Follow the SAP Solution Manager projects
- Submit requests
- Vote for requests
- Discuss requests with other customers and SAP
- No restriction on number of participants

Where to find Customer Connection results

Find & use delivered enhancements consistently – made by SAP Customer Connection projects:

Accessible under https://sapimprovementfinder.com

Innovation Discovery- Solution Manager
What’s next for the SAP Customer Connection in 2019?

Adopt the newly delivered improvements in your productive environment

Share your experience with us - take part in our SAP Listens survey

Engage in Customer Connection!

- Log on to the influence platform
- Get updates automatically
- Review existing requests
- Listen to the past recordings

Get prepared for the next round and join the Kick Off Webinar in CW 2 / 2019:

SAP Customer Connection Solution Manager 2019:
Additional information
SAP Support Backbone Update:
Impact on SAP Solution Manager and Focused Run

SAP's Support Backbone is the central infrastructure located at SAP to provide technical support to our customers.

The Support Backbone infrastructure has been updated, but the legacy infrastructure remains in place to allow a safe transition for SAP customers. Customers using SAP Solution Manager or Focused Run must transition to the new infrastructure before January 1st 2020 to ensure continuous connectivity by performing the following actions:

- **SAP Solution Manager**: Upgrade to SAP Solution Manager 7.2 SPS07 or SPS08* (preferred)
- **Focused Run**: Upgrade to Focused Run 2.0

If these activities are not performed, SAP Solution Manager and Focused Run will lose connectivity to the SAP Support Backbone.

Detailed information regarding impacts can be found here: [https://support.sap.com/backbone-update](https://support.sap.com/backbone-update)

*SPS08 is required for partners*
Free Demo System Landscape for SAP Solution Manager 7.2

SAP offers an integrated SAP Solution Manager demo landscape for the entire SAP ecosystem: customers, SAP partners and SAP employees.

If you are searching for opportunities to learn more about SAP Solution Manager features or to demonstrate functionalities to other people, if you want to play video-like demos or work in a real system for demonstration purposes or if you need a private system for a proof of concept, then your search ends here!

The SAP Solution Manager demo system landscape provides a comprehensive demo library, a demo system available 24x7 and the opportunity to get your own copy of this preconfigured system in the SAP Cloud Appliance Library (SAP CAL).

https://support.sap.com/ ‡ SAP Solution Manager ‡ Overview ‡ Demo System Landscape
Experience SAP Solution Manager 7.2 in SAP CAL
Test-drive for a nominal fee on your own private cloud with personalization

SAP Solution Manager 7.2 is available in the SAP Cloud Appliance Library (CAL) as a free trial demo system.*

SAP provides the powerful appliance without SAP CAL charges. Customers only need an Amazon Web Services (AWS) or Microsoft Azure account to test drive the SAP Solution Manager cloud appliance for a free trial period of 30 days (extension possible via subscription.) Solutions can be accessed from http://cal.sap.com

You can practice the content activation process to move your existing 7.1 solution documentation to the new SAP Solution Manager 7.2 process management capability, review sample SAP S/4HANA Best Practice content provided by SAP Activate, and explore 7.2 demo scenarios.

*SAP Cloud Appliance Library – Your Highway to SAP Solution Manager 7.2 success!

*Amazon Web Services and Microsoft Azure charges apply.
SAP Solution Manager Learning Resources Overview
Build up your knowledge and skills

Available Learning Resources
From Interest to Expert Knowledge

<table>
<thead>
<tr>
<th>Resources</th>
<th>Available Learning Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>YouTube</td>
<td></td>
</tr>
<tr>
<td>SAP Books</td>
<td></td>
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<tr>
<td>SAP.com</td>
<td></td>
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<tr>
<td>SAP Support Portal</td>
<td></td>
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<tr>
<td>Media Center</td>
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<tr>
<td>SAP Community</td>
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<tr>
<td>SAP Demo Systems</td>
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<td>SAP ES Academy</td>
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<td>SAP Education</td>
<td></td>
</tr>
<tr>
<td>SAP Help Portal</td>
<td></td>
</tr>
</tbody>
</table>

- **Management Competence (Introduction)**
  - Public Videos & Playlists
  - Overview Publications
  - Introduction Information
  - SAP Solution Manager Homepage (support.sap.com/solutionmanager)
    - Overview, Processes, Product and Release Info
  - SAP Solution Manager Media Center
    - Product Videos, System Demos, Tutorials

- **Core Competence (Key Value Chains)**
  - Expert Publications
    - Monitoring and Operations with SAP Solution Manager
  - Technical Information
    - Supported languages, browsers, and data bases
  - SAP Solution Manager Community
    - Blogs & Questions
  - System Landscapes
    - Private Evaluation System (CAL), Public Demo System
  - Live Expert Sessions & e-Learnings
    - EGI, MTE, GDT, AIE, BP

- **Expert Competence (Functional Areas)**
  - Expert WIKIs
    - Functional Areas Expert Content
  - Expert Videos
    - SMx (Setup & Config), E2Ex (Functional Overview)
  - Classroom Trainings*
    - Application Help, Release Notes, Installation, Upgrade, and Security Guides
  - Product Documentation
    - Application Help, Release Notes, Installation, Upgrade, and Security Guides

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Key links for more information
For customers and partners

Key links

- SAP Road Maps http://www.sap.com/roadmaps
- SAP Community Network http://www.sap.com/community.html
- IT Planning Resources https://wiki.scn.sap.com/wiki/x/gyvRGg
- SAP Innovation Discovery http://www.sap.com/innovationdiscovery
- SAP Solution Manager Homepage http://support.sap.com/solution-manager
- Focused Solutions for SAP Solution Manager http://support.sap.com/focused
- SAP Support Backbone Update https://support.sap.com/backbone-update

Where to go to provide product feedback and ideas

- SAP Idea Place https://ideas.sap.com
- Influence programs http://service.sap.com/influence
- SAP User Groups http://www.sapusergroups.com/
Thank you.