What’s new in SAP Solution Manager 7.2 Support Package Stack 08
It’s GREAT!

February 2019
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For all recent and planned innovations, potential data protection and privacy features include simplified deletion of personal data, reporting of personal data to an identified data subject, restricted access to personal data, masking of personal data, read access logging to special categories of personal data, change logging of personal data, and consent management mechanisms.
SAP Solution Manager 7.2 Support Package Stack 08
Overview of new functions

• Protect your company with these critical updates!
  ✓ Compliance with Data Protection and Privacy / General Data Protection Regulation (DPP / GDPR)
  ✓ Compatible to the new SAP Support Backbone

• SAP Customer Connection
• Usability improvements
• Analytics and reporting improvements
• Lifecycle management for hybrid cloud
• Reducing SAP Notes implementation effort
• Key links
• Appendix
Protect your company with these critical updates for data protection and connectivity to SAP!
Data Protection & Privacy Framework: What SAP Offers

Inspire trust and increase engagement

Whether you are just starting to think about privacy, are well on your way to compliance with data protection and privacy regulations, or are building customer trust into the foundation of your operations, SAP’s depth of experience, and portfolio of solutions and services, can help you on your journey.

Update systems

- **SAP’s Latest products and solutions** were built with data protection and privacy in mind
- **SAP Digital Business Services** can analyze configurations in SAP systems, which could be used to meet data protection and privacy requirements
- **SAP’s Cloud Trust Center** website has thought leadership and relevant information on data protection and privacy
Data Protection & Privacy for SAP Solution Manager 7.2: Start planning TODAY!
What critical steps do you need to take to address the regulations?

For your SAP Solution Manager 7.2 system, here are your critical first steps towards complying with the regulations:

1. Review the Security Optimization Guide
2. See Chapter 9 (Data Protection and Privacy Measures)
3. Implement the Data Protection and Privacy Measures

Full DPP is available in SAP Solution Manager 7.2 SPS07 since May 2018.

Update your SAP Solution Manager 7.2 to SPS08 which provides more advanced capabilities.

KEY NOTE:
SAP Note 2610137 - Personal Data related information within SAP Solution Manager
SAP Support Backbone Update
What you need to know

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

The Support Backbone has been updated. The legacy infrastructure remains in place to allow a safe transition for customers. You need to switch the communication of SAP Solution Manager to the new infrastructure before January 2020 to ensure continuous connectivity.

Required customer action:
Upgrade to SAP Solution Manager 7.2 SPS07 or SPS08 before 1/1/2020 and switch to the new infrastructure.

Otherwise the SAP Solution Manager will no longer be able to communicate with the SAP Support Backbone.

For impacts see here: https://support.sap.com/backbone-update
SAP Customer Connection for SAP Solution Manager 7.2
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 can you 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 can you find Customer Connection results?

Find & use delivered enhancements consistently – made possible 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


Engage in Customer Connection!

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

SAP Customer Connection Solution Manager 2019:

SAP Solution Manager 7.2 SPS08

Usability improvements
Process Management
Usability improvements

• Easily identify who checked out a document
• New, consistent document name handling
• Easily delete unused documents
• Mass maintenance of document statuses
• Mass document download
• Link from Process Viewer to SAP Solution Manager
• Business Process Modeling improvements
Process Management
Easily identify who checked out a document

Description
New column identifies checked out documents in combination with user information

Details
• You can add a dynamic column in the Assignment Block to display for document check out user information
• Use filter panel for checked out documents by a specific user

Benefits
Easily find users who have checked out documents

Demo
Process Management
New, consistent document name handling

Description
Consistent usage of file name and document name

Details
• Drag & Drop or Check in of documents based on local file name
• Document name in Solution Documentation is based on file name
• Document management actions and external applications in sync for document / file name

Benefits
User works with on document name in Process Management and locally

Improvement information
SAP Note 2715198 >= SPS03
Process Management
Easily delete unused documents

Description
Unused documents that are no longer assigned to the solution can be easily deleted

Details
• Based on SAP Information Lifecycle Management (ILM)
• Applicable for documents which are not assigned to a solution (unused or orphaned documents)
• Option to define a retention period

Benefits
• Reduced system housekeeping
• Data reduction

Improvement information
SAP Note 2724781
Process Management
Mass maintenance of document statuses

Description
Managing document statuses for multiple documents at once is now supported

Details
• Select multiple documents in List View or the Assignment Block
• Documents of different types are supported
• Document types have to be based on the same status schema

Benefits
Easily manage document statuses for release purposes

Demo
Process Management
Mass document download

Description
Mass download of various documents is now possible

Details
- Select multiple documents in List View or in the Assignment Block
- Download option appears via context menu
- Only the latest version is downloaded

Benefits
Easily manage multiple documents from SAP Solution Manager locally
Process Management
Link from Process Viewer to SAP Solution Manager

Description
You can navigate from the Process Viewer to the related Process in Solution Documentation

Details
- User can browse in Process Viewer without user credentials
- Fast navigation into Solution Documentation content with user credentials

Benefits
Harmonized working between Process Viewer and Solution Documentation content

Process Viewer example in the free online demo system
Process Management
Business Process Modeling improvements

Description

• Improved performance when opening diagrams and reference assignments for Sub-Processes, Start and End Events

• The following can now be exported / imported with documentation branch content:
  ✓ Translation texts of Graphical Elements (Events, Gateways…)
  ✓ Diagram Entities (Roles, Free Components, Data Objects and Data Stores)

• Improved Anchor Point positions for shapes in Universal Diagrams

Benefits

Improved usability
Process Management
Additional improvements

- Improved Third Party API read performance
  [https://launchpad.support.sap.com/#/notes/2444122](https://launchpad.support.sap.com/#/notes/2444122)

- Content Filter option in Third Party API to improve performance
  [https://launchpad.support.sap.com/#/notes/2715447](https://launchpad.support.sap.com/#/notes/2715447)

- Organize (re)indexing separately by branches

- Improved document indexing

- Improved existing document assignments
Test Suite

Usability improvements

Cross-Test Suite
- New Global Settings for test activities
- Mass status maintenance

Test Plan Management
- New Test URL Document
- Process links are supported
- Mass copy
- Enhanced Test Package List
- Test Case assignments to Test Packages and Sequences
- New User Profile settings

Business Process Change Analyzer / Scope and Effort Analyzer
- Semi-Dynamic TBOM creation
- Simplified data deletion

Test Automation
- Test creation without opened Production client
- Enhanced checks in the Test Composition Environment
- Include message text in CBTA report log
Test Suite
New Global Settings for test activities

Description
New capability to define Test Suite user personalization globally and tune system behavior

Details
- Easily configure Test Plan Management settings
- Manage Test Execution options and user views
- Centrally configure automated test execution notifications
- Set creation modes for Test Notes / Test Results

Benefits
- You can perform customizing for your users globally
- Allows user flexibility while improving consistency and harmonization
Test Suite: My Tester Worklist
New mass status maintenance

Description
New capability to update several tests in one operation in the My Tester Worklist application

Details
- Define execution status
- Set Test Ended flag
- Add comments
- Set restrictions
- Option to keep existing statuses and comments

Benefits
- Increased productivity
- Improved user experience

<table>
<thead>
<tr>
<th>Progress</th>
<th>Execution Status:</th>
<th>Test Ended:</th>
<th>Keep existing execution st.:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Keep Current</td>
<td>Activate</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Keep Current</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Keep Current</td>
</tr>
<tr>
<td></td>
<td></td>
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<td>Keep Current</td>
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<td>Keep Current</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Keep Current</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Keep Current</td>
</tr>
</tbody>
</table>

Restrictions
- Function:
  - Keep Current
  - Activate
  - Deactivate
- Display:
  - Keep Current
  - Activate
  - Deactivate
- User Interface:
  - Keep Current
  - Activate
  - Deactivate
- Documentation:
  - Keep Current
  - Activate
  - Deactivate
- Translation:
  - Keep Current
  - Activate
  - Deactivate
- Customizing:
  - Keep Current
  - Activate
  - Deactivate
- Miscellaneous:
  - Keep Current
  - Activate
  - Deactivate

Keep existing comments:
Test Suite: Test Plan Management

New Test URL Document type

Description

A new test type **Test Document URL** is now available in the Test Plan Management application

Details

- Test cases can be stored *outside* of SAP Solution Manager (SharePoint, …)
- Test Document URLs are defined in Solution Documentation and then can be easily assigned and used in Test Suite

Benefits

- Increased productivity
- Improved user experience
Test Suite: Test Plan Management

Process links are supported

Description

Process links are now supported for Test Plans and Test Packages in the Test Plan Management application

Details

Easy way to jump to another process in the Solution Documentation hierarchy

Benefits

Leverage existing Solution Documentation capability to provide a consistent documentation experience
Test Suite: Test Plan Management

Mass copy is now available

Description

Mass copy of test plans is now available in the Test Plan Management application

Details

Create several test plans from the same source in one run with a new **Duplicate** button

Benefits

- Allows users to quickly and easily reuse existing test plan contents
- Increased productivity
- Improved user experience
Test Suite: Test Plan Management
Enhanced Test Package List

Description
New information about available test package testers is visible in the Test Plan Management application.

Details
- Number of testers and their names are displayed
- Quick Tester Assignment is available from the test package list

Benefits
- Improved visibility for tester assignments
- Improved productivity
Test Suite: Test Plan Management
Test Cases can be assigned directly to Test Packages and Sequences

Description
Test cases and test plan attachments can be directly assigned to test packages and test sequences in the Test Plan Management application

Details
From the test plan hierarchy:
- Test cases can be assigned to test packages
- Test cases can be assigned to test sequences
- Test plan attachments can be assigned to test packages

Benefits
- The process is dramatically simplified
- Increased productivity
- Improved user experience
Test Suite: Test Plan Management

New user profile settings

Description

New settings are available for the user profile in the Test Suite Personalization application

Details

• Easily define the default documentation hierarchy level on display and edit mode
• New default planned end dates are available

Benefits

• Faster and easier test plan creation
• Increased productivity
• Improved user experience
Test Suite: Business Process Change Analyzer / Scope and Effort Analyzer
Semi-Dynamic TBOM creation is improved

Description
New default option for semi-dynamic Technical Bill of Material (TBOM) creation in the Test Suite Administration application

Details
• If ABAP Call Monitor (SCMON) data is available, you can choose to create only ABAP Call Monitor (SCMON) TBOMs without any fallback to Usage and Procedure Logging (UPL) TBOMs or Static TBOMs
• Significant reduction in TBOM storage space

Benefits
• More accurate semi-dynamic TBOMs
• Less database storage required
Test Suite: Business Process Change Analyzer / Scope and Effort Analyzer
Simplified data deletion

**Description**

Implementation of SAP NetWeaver ILM (Information Lifecycle Management) object for the Business Process Change Analyzer (BPCA) and the Scope and Effort Analyzer (SEA)

**Details**

Data deletion for BPCA / SEA is now possible

**Benefits**

Reduced BPCA / SEA storage space requirements
Test Suite: Test Automation
Test creation on closed Production clients

Description

The Test Automation client can create new test cases on closed productive clients

Details

See the following SAP Notes:

- SAP Note 2653550 - eCATT - Using local objects without registration in object directory - preparation for 7.40 SP19
- SAP Note 2653642 - eCATT - Using local objects without registration in object directory - implementation for 7.40 SP19
- SAP Note 2658364 - eCATT - using local objects without registration in object directory - postprocessing for 7.40 SP19

Benefits

- Better support for the customer’s security policies
- Productive clients do not need to be open any longer to support Test Automation
Test Suite: Test Automation
Enhanced checks in the Test Composition Environment 1/2

Description
The Test Composition Environment application now provides extended self checks and direct links to the checks

Details
The system provides a comprehensive list of checks for:
• The SAP Solution Manager itself
• The Front-end Components
• The System Under Test (SUT)

Benefits
Easy to determine if you can start recording against a given system and troubleshoot
Test Suite: Test Automation
Enhanced checks in the Test Composition Environment 2/2

List of checks:

**SAP Solution Manager:**

<table>
<thead>
<tr>
<th>ID</th>
<th>Description</th>
<th>Area</th>
<th>Provider</th>
<th>Help</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHECK_SM_CBITA_REGISTERED</td>
<td>Checks that CBITA is registered as an external tool.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CHECK_SM_USER_ECATT</td>
<td>Checks that the ecatt user exists and is correctly configured.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Front End Components:**

<table>
<thead>
<tr>
<th>ID</th>
<th>Description</th>
<th>Area</th>
<th>Provider</th>
<th>Help</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firefox Version</td>
<td>Checks the Firefox version.</td>
<td>Firefox</td>
<td>Web</td>
<td>The Firefox version is 63.0.1.</td>
</tr>
<tr>
<td>Google Chrome Version</td>
<td>Checks the Google Chrome version.</td>
<td>Google</td>
<td>Chrome</td>
<td>The Google Chrome version is 70.0.3538.110</td>
</tr>
<tr>
<td>Internet Explorer version</td>
<td>Checks the Internet Explorer version.</td>
<td>Internet</td>
<td>Explorer</td>
<td>The Internet Explorer version 11.407.17134.0 is supported.</td>
</tr>
<tr>
<td>MS Edge Version</td>
<td>Checks the MS Edge version.</td>
<td>Edge</td>
<td>Web</td>
<td>The MS Edge version is 11.00.17134.254</td>
</tr>
<tr>
<td>SAP GUI version</td>
<td>Checks the SAP GUI version.</td>
<td>SapGui</td>
<td>Default</td>
<td></td>
</tr>
<tr>
<td>Seaploon scripting enabled</td>
<td>Checks that the gui scripting is enabled in the saplooon configuration.</td>
<td>SapGui</td>
<td>SapGui</td>
<td></td>
</tr>
</tbody>
</table>

**System Under Test:**

<table>
<thead>
<tr>
<th>ID</th>
<th>Description</th>
<th>Area</th>
<th>Provider</th>
<th>Help</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHECK_ABAP/WEBAPP_FTP_NOT _TEST</td>
<td>Checks packages and versions on the System Under Test.</td>
<td>Web</td>
<td>Dynpro</td>
<td>Abap Webdynpro is supported. SAP BAPI release 740 is sufficient. ST-PI 740 SP</td>
</tr>
<tr>
<td>CHECK_CRMC_SoftwareComp_INSTALL</td>
<td>Checks packages and versions on the System Under Test.</td>
<td>CRM</td>
<td>WebClient</td>
<td>The check of the software component BBPCRM is successful. The check of the software component BBPCRM is successful. The version of the collector 3.6.0.0 is correct.</td>
</tr>
<tr>
<td>CHECK_SAPGUI_SoftwareComp_INSTALL</td>
<td>Checks packages and versions on the System Under Test.</td>
<td>Transaction</td>
<td>WebClient</td>
<td>Successful checked the software component ST-PI 740 SP</td>
</tr>
<tr>
<td>CHECK_SM_HTTP</td>
<td>Checks the RFC is correctly maintained.</td>
<td>Default</td>
<td></td>
<td>The RFC 'TST_FBT_CLNT200' is correctly maintained.</td>
</tr>
<tr>
<td>CHECK_SM_TEST_PROFILE</td>
<td>Checks CBITA test profiles.</td>
<td>Default</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CHECK_SUT_USER_ROLE_AUTHORIZATION</td>
<td>Checks user roles and versions on the System Under Test.</td>
<td>Transaction</td>
<td></td>
<td>The authority check has successfully been done for template role SAP_SM_BPROICA_TBOM.</td>
</tr>
<tr>
<td>CHECK_SUT_ROLE_AUTHORIZATION</td>
<td>Checks user roles and versions on the System Under Test.</td>
<td>CRM</td>
<td>WebClient</td>
<td>The authority check has successfully been done for template role SAP_CRM_TST_RFC.</td>
</tr>
<tr>
<td>CHECK_SUT_ROLE_AUTHORIZATION</td>
<td>Checks user roles and versions on the System Under Test.</td>
<td>Transaction</td>
<td></td>
<td>The authority check has successfully been done for template role SAP_TST_AGENT_RFC.</td>
</tr>
<tr>
<td>CHECK_SUT_ROLE_AUTHORIZATION</td>
<td>Checks user roles and versions on the System Under Test.</td>
<td>Web</td>
<td>Dynpro</td>
<td>The authority check has successfully been done for template role SAP_VDGI_TST_RFC.</td>
</tr>
<tr>
<td>CHECK_SYSTEM_TYPE_FOR_VDGI_STABLE_ID</td>
<td>Checks if the system is a production one.</td>
<td>Web</td>
<td>Dynpro</td>
<td></td>
</tr>
<tr>
<td>CHECK_USER_PROF_SCRIPTING</td>
<td>Checks that the gui scripting is enabled in the user profile parameters.</td>
<td>Transaction</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Description

In the Component-Based Test Automation (CBTA) application, the execution log now includes the full text of any messages.

Benefits

- Improves the log readability.
- Eases script failure troubleshooting.

Improvement information

SAP Note 2029868 - CBTA - Runtime Library - Fixes & Improvements
IT Service Management
Usability improvements

- Rich Text emails are supported
- Enhanced integration between projects and incidents
IT Service Management
Rich Text emails are supported

Description
If the Rich Text configuration is performed, Rich Text emails that include images can be sent to incident processors.

Benefits
Increased usability as the incident processor can view images directly in the email without having to open an attachment.
IT Service Management
Enhanced integration between projects and incidents

Description
The relationship between projects and incidents is visible when creating and searching for Incidents

Details
• ‘Project Name’ is now available as a column in the Incident search results
• If an end user creates an Incident, the project name can be selected in the creation wizard

Benefits
• Increased transparency
• Increased usability
Change Control Management
Usability improvements

• Delta Downgrade Protection and Cross-Reference Checks
• Transport return code status / email notification for scheduled job failures (from Task List)
• System Configuration view in the Administration Cockpit
• Improved Status Overview assignment block visibility in Change Documents
• Improved attribute context for mail forms includes ChaRM fields
• New Cycle field in report CRM_SOCM_SERVICE_REPORT for mass changes
• Results of report CRM_SOCM_SERVICE_REPORT include specific error messages
• Email notification subscription
• Email notifications for Business Partners who are acting as a substitute
• Mass upload of Standard Change objects
Change Control Management
Delta Downgrade Protection Check

Description
The delta downgrade protection check is an incremental check based on a previous complete downgrade check. The delta DGP check checks only the transport requests that have been added to the import buffer since the last complete downgrade check, it is faster than a complete check.

Details
- Make a complete manual downgrade check of all transport requests in the change cycle to identify conflicts before transporting the changes to the follow-on system. Only get the delta calculated when the real transport happens.
- Also available with SPS07. For SPS06 / SPS05, see SAP Notes 2560186 and 2560187.

Benefits
- Much faster import times
- In the best case, DGP calculation can be completely skipped in case there were no deltas since the last calculation.
Change Control Management
Cross-Reference Check

Description
The cross-reference check is a transport-related check that detects inconsistencies for objects that are referenced in transport requests. If a referenced object does not exist in the target system or if the referenced object has a different version than in the target system, the check indicates a potential error.

Details
The check is automatically triggered when a transport request is exported or imported. But it can also be performed manually in the Transport-Related Checks assignment block.

Benefits
Predict return code 8 or higher online, before it actually happens for:
- ABAP repository data
- Dictionary objects
- Customizing objects
Change Control Management
System Configuration view in the Administration Cockpit Task Lists tab

Description
In the Administration Cockpit, on the Task Lists tab, under Configuration, you see how your SAP Solution Manager’s Change Control Management is set up.

Details
- Displays settings for Cross-System Object Lock (CSOL), downgrade protection, cross reference check and retrofit, as well as the import strategy. Also get more insight about the phase controller settings.
- Forward navigation for details or change mode.

Configuration for systems

<table>
<thead>
<tr>
<th>System</th>
<th>Type</th>
<th>Cross-System-Object Lock</th>
<th>Downgrade Protection</th>
<th>Critical Objects</th>
<th>ABAP Test</th>
<th>Code Inspection</th>
<th>Custom Change</th>
<th>Cross-Reference</th>
<th>Rollback System</th>
<th>Import Strategy</th>
</tr>
</thead>
</table>
Change Control Management
Transport return code status / email notification for scheduled job failures (from Task List)

Description

Transport return code status is available via email notification for scheduled job failures (from Task List)

Details

Get automatic feedback about transport return codes and import errors:
- Use automated e-mail notifications to monitor import errors of your transport requests
- The e-mails contain detailed information such as transport return codes

Benefits

- Improved transparency
- Faster error resolution

Improvement information

SAP Note 2720385

Dear colleague,

The Normal Change (SIMM) 8000051858 could not be imported successfully.

<table>
<thead>
<tr>
<th>System ID</th>
<th>System Type</th>
<th>Target Client</th>
<th>Transport Request</th>
<th>Timestamp</th>
<th>Import Step</th>
<th>Return Code</th>
<th>Messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>MW1</td>
<td>ABAP</td>
<td>200</td>
<td>MW1X99722</td>
<td>22.09.2018</td>
<td>Main Import</td>
<td>0004</td>
<td>A tool used by tp produced warnings</td>
</tr>
<tr>
<td>MW1</td>
<td>ABAP</td>
<td>200</td>
<td>MW1X99722</td>
<td>22.08.2018</td>
<td>Forward to follow</td>
<td>0000 (Everything OK)</td>
<td></td>
</tr>
<tr>
<td>MW1</td>
<td>ABAP</td>
<td>200</td>
<td>MW1X99722</td>
<td>22.08.2018</td>
<td>Version Management</td>
<td>0000 (Everything OK)</td>
<td></td>
</tr>
<tr>
<td>MW1</td>
<td>ABAP</td>
<td>200</td>
<td>MW1X99722</td>
<td>22.08.2018</td>
<td>XPRAS</td>
<td>0012</td>
<td>(A tool used by tp aborted)</td>
</tr>
</tbody>
</table>

Program terminated (job: RDEXECI, no.: 10405300)
See job log
Ended with return code: 2014

Thank you and best regards,
Your Notification Service
Change Control Management
Improved Status Overview assignment block visibility in Change Documents

Description

The Web Client UI provides the user with a much clearer visualization of the change transaction statuses in the Status Overview.

Details

For change transactions, the system now detects which statuses are not in use or not yet in use. In the Status Overview assignment block, those statuses are now grayed out to the end user so that it is readily apparent which are relevant to the user’s activities.

Benefits

- Improved usability
- Faster processing

Improvement information

SAP Note 2720397
**Change Control Management**

Improved attribute context for mail forms includes ChaRM fields

**Description**

Specific attribute context for mail forms used for e-mail notifications in Change Request Management

**Details**

Mail forms that are used for the e-mail notifications can use new ChaRM attributes relevant for Change Request Management such as:

- Change Manager ID
- Change Cycle ID
- Change Cycle Phase
- Branch Description

**Benefits**

The e-mail notification can directly contain key ChaRM information

**Improvement information**

SAP Note 2722191
Change Control Management
New Cycle field in report CRM_SOCM_SERVICE_REPORT for mass changes

Description
Mass update of change document status is now possible via the Utility Report for Change Transactions (Change Request Management) (CRM_SOCM_SERVICE_REPORT)

Details
Multiple change documents with a specific status that are assigned to a change cycle can be set to the next status (for example, from Approved for Import to Imported to Production) with the Utility Report for Change Transactions (Change Request Management) (CRM_SOCM_SERVICE_REPORT)

Benefits
• Improved productivity
• Improved flexibility

Improvement information
SAP Note 2720386
Change Control Management
Results in report CRM_SOCM_SERVICE_REPORT include specific error messages

Description
The error log for Utility Report for Change Transactions (Change Request Management) (CRM_SOCM_SERVICE_REPORT) includes the error message text

Details
After running the report, the application log of the last program run is displayed. The log includes all error messages and other messages created by the system while the status of the change documents was updated.

Benefits
Improved error management as user has the direct error text immediately the change documents were updated.

Improvement information
SAP Note 2720386
Change Control Management
Email notifications / subscription for Business Partners who are acting as a substitute

Description
Email notifications for ChaRM substitute processors via notifications

Details
• You can set up your system to send e-mails to users involved in the Change Request Management process whenever they need to perform a task with regard to a change transaction
• The system sends the e-mail depending on the status of the change transaction, for example, when a new request for change is created

Benefits
• Easy substitute management
• Simplified ChaRM processing

Improvement information
SAP Note 2722754
Change Control Management
Mass upload of Standard Change objects

Description
In the **White List / Critical Objects** tab in the **Administration Cockpit** it is now possible to copy multiple critical objects across your systems.

Details
In the Administration Cockpit on the White List / Critical Objects tab, you can select multiple objects and copy them to one or more target systems.

Benefits
- Less repetitive activities
- Simplified ChaRM administration

Improvement information
**SAP Note 2721281**
Job Management
Usability improvements

• Job request process with external ticketing and validation checks:
  ✓ Provides several job validation checks that can be enhanced via BAdI
  ✓ Offers an option to integrate with external ticketing system via BAdI
  ✓ Offers option to transfer “job entity” data to external* scheduler via BAdI

• Job Documents can be mass created from MS Excel
• Multiple jobs can be scheduled from a list of job documents
• Direct Navigation from Central Job Overview to Job Document
• Predefined Job Health Dashboard and Job Optimization Dashboard

*SAP Business Process Automation by Redwood (SAP BPA) or certified SAP Solution Manager Scheduling Enabler (SMSE) scheduler
Job Management
Job request process with external ticketing and validation checks

Description
Job request process comes with validation checks and offers BAdI options for integration with external ticketing and more tight integration with an external scheduler (such as SAP Business Process Automation by Redwood, or an certified SAP Solution Manager Scheduling Enabler scheduler)

Details
- Simplified UI for requesting ABAP jobs
- Generic user for communication with ext. scheduler
- Integration with any ticketing via BAdI (default ITSM)
- Built-in job validation checks to ensure,
  ✓ that job can technically be scheduled later on
  ✓ that job name matches convention
  ✓ that executable or executing user is not blacklisted
  ✓ that no similar job is already scheduled
- Enhancement of validation checks possible via BAdI
- Automation of “job entity” creation in external scheduler via BAdI

Benefits
- Automated job data quality checks and job definition creation in external scheduler
- Option to integrate with own ticketing system (no need for IT Service Management)
Description
Simplified UI for ABAP Job Documents. All Information is available on one screen including the Start Condition.
Job Management
Job Documents can be mass created from MS Excel

Description
Job Documents can be mass created or mass maintained using MS Excel as input

Details
• Read existing job documents or download/upload job information from a local MS Excel
• Enrich the job data with information fetched from managed system or an external scheduler
• Create new job documents
• Update the existing job documents
• Enhancement via BAdI is possible

Benefits
• You can easily update your job documentation from the “as is” world
• You can easily create job documentation from MS Excel (e.g. when migrating to Solution Manager Job Documentation)
Job Management
Multiple jobs can be scheduled from a list of job documents

Description
Multiple jobs can be scheduled from a list of job documents

Details
• Read scheduling information from job documents
• Start and stop an entire list of jobs

Benefits
Less effort to schedule and control multiple jobs
Job Management

Direct navigation from Central Job Overview to Job Document

Description

In the Central Job Overview, not only can you see the running and scheduled jobs, but you can also navigate to the corresponding job document quickly.

Details

The job document is identified by the job name, this also works even if the job was not scheduled from the SAP Solution Manager.

Benefits

Transparency to the user between the job document and the running and scheduled jobs.
Job Management
Predefined Job Health Dashboard and Job Optimization Dashboard

Description
Based on hourly ABAP job data extraction (“Job Health Check”) the Job Health dashboard not only offers “current” status, but also trend information

Details
- Cross-system
- Cancelled jobs
- Delayed jobs
- Finished jobs
- Job Runtime Trend
- Drill-down to detail view

Benefits
Cross-system dashboard provides real-time and trend data in a visual format
Custom Code Management
Usability improvements

• New Custom Code Object Fact Sheet
Custom Code Management
New Custom Code Object Fact Sheet

Description
Custom Code Object Fact Sheet contains all information on each custom code object in one place

Details
- Object name & description
- Usage information (based on ST03N, UPL/SCMON)
- Quality information (based on ABAP Test Cockpit)
- Created in customer or partner namespace
- Creation & change date
- Author
- Derived application component
- Code size
- *And many more …*

Benefits
Single source of all information for each custom code object, with data extracted from managed systems
SAP Solution Manager 7.2 SPS08
Analytics and reporting improvements
Project Management
Analytics and reporting improvements

• New cross build analytics
Project Management
New cross build analytics

Description
New dashboard for project cross build integration aspects provides details on a single screen

Details
Project-based reporting on integration with:
• Requirements Management
• Change Request Management
• Test Suite

providing aggregated information with possibility to filter, drill down and navigate to a detailed traceability report

Benefits
Powerful easy-to-use dashboard provides transparency and traceability for your Build activities
Test Suite
Analytics and reporting improvements

- New test analytics:
  - ✔ Execution documents
  - ✔ Test Plan status details
Test Suite
New test analytics: execution documents

Description
Easily view of any existing test notes / test results for your test plans and test packages

Details
• Test notes and test results are visible from:
  ✓ Test Plan – Test Package Analysis
  ✓ Test Plan – Test Case Analysis
  ✓ Test Package – Test Case Analysis
• The execution document overview can be opened to see the document list
• The document can then be signed if needed

Benefits
• Immediate overview of documents which may need to be signed
• Increased productivity and transparency
Test Suite
New test analytics: Test Plan status details

Description
Test sequence details are shown in multiple Test Plan status details.

Details
Sequence order and ready to test status are reported.

Benefits
Better overview of test sequences status for test managers.
Business Process Operations
Analytics and reporting improvements

- Business Process Monitoring
  ✓ New Dashboard Builder key figures for the alert life cycle
- Business Process Analytics
  ✓ Automatic Pattern Recognition
Business Process Operations
New Dashboard Builder key figures for the the alert life cycle

Description

Business process monitoring dashboards available through the Dashboard Builder provide new types of key figures using data from the alert log and the stored alert metrics of the past day, providing transparency of the alert life cycle.

Details

New key figures:
• 90% of Alerts assigned in .. minutes (Creation to Assignment Time)
• 90% of Alerts max. .. minutes alive (Alerts: Creation to Technical End Time)
• Alerts confirmed in average after .. minutes (Creation to Confirmation Time)
• Alerts with Notification in average after .. minutes (Creation to Manual Notification Creation Time)

Benefits

More tailored reporting to determine the health of a customer’s solution and the efficiency and effectiveness of their Operations Control Center (OCC). More Control Center information can be found here: http://www.sapsupport.info/support-innovations/control-centers/

See Appendix for details
Business Process Operations
New reporting key figures for Dashboard Builder evaluates information from the Alert Store Log

The source “Business Process Monitoring” in the Dashboard Builder provides various reporting key figures for the alert life cycle. As of SPS08, 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

Alert assigned in .. minutes

Alert created Alert processor assigned Alert notification sent Alert incident created Alert confirmed

time

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 Improvement
Business Process Analytics: Automatic Pattern Recognition

Description
Automatic Pattern Recognition assists users in their Business Process Improvement analyses.

Details
- New support for Business Process Analytics Users in their initial root-cause analysis
  - To get first hints and summarized insights with patterns found in the KPI data
  - To simplify handling with large amounts of data and quick-start the analysis of large result lists
- Included in Business Process Analytics application (analysis screen) and available only for key figures of aggregation type “backlog”.

Benefits
User assistance for initial analysis of Business Process Analytics key figures of type “backlog”
Improved support for hybrid cloud landscapes
Support for cloud and hybrid products
Availability overview

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(1) SAP Hybris designates SAP Hybris Commerce platform
(2) Available since SAP Solution Manager 7.2 SP05 with prerequisite SAP note 2669548

Details on availability and restrictions are documented on the SAP Solution Manager 7.2 expert portal page

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This is the current state of planning and may be changed by SAP at any time without notice.
Application Operations
What’s new in SAP Solution Manager 7.2. SPS08?

Job Monitoring
• You can select multiple technical scenarios and multiple technical systems as a single scope.
• The status of a job instance might be green for a job that has not yet finished, for example, the job is not cancelled or is not delayed. To know if the job is still running or finished, view the tooltip of the status.
• Analytics for custom job types are enabled.

System and Application Monitoring
• A Host Monitoring page is added to the System Monitoring application. You can monitor the hosts directly from the page.
• In a new template for the SAP Concur add-on, you can specify interface channels that are relevant for the communication between SAP S/4HANA or SAP ERP and SAP Concur.
• The template for the communication with SAP Ariba has been split. There is now a template for the SAP Ariba add-on and one for Ariba Network.
• New templates for SAP Fieldglass and SAP S/4HANA Cloud are available.

Dashboard Builder
• When creating global filters, you can define the filter as mandatory, and you can add additional search criteria for easier filtering. For end users, the UI for selecting the filter values has been extended.
• The visualization functions have been extended, now including the rounding of displayed key figure values and the axis settings in combination charts Job Runtime Trend.

Notification Management
• You can create templates with multiple time zones. This helps multinational organizations reduce the number of e-mails.
Application Operations
Job Monitoring for Cloud IBP application jobs

Description
Monitoring of individual Application Jobs in Cloud IBP is possible

Details
Supported key figures:
• Technical Status
• Application Log Status, Duration
• Start Delay and End Delay
• Out of Time Window and Not Started on Time

Benefits
Visual and automatic updating view of key Cloud IBP jobs

Link to detailed Setup Guide
Application Operations: BI Monitoring

Job instances within retention time are displayed on Monitoring UI

**Description**

All Job instances within retention time are displayed in the Monitoring User Interface

**Details**

Relevant job instances and data retention periods are calculated based on the data collection frequency and periodicity of the job and pre-filled. You can modify the values as needed

**Benefits**

Quick overview about Jobs but all within retention time
Application Operations: System Monitoring
New Host Monitoring page

Description
Overview of all selected hosts

Details
You can monitor the hosts directly from the page:

- Hostname
- Type
- Overall-, Availability-, Exception and Performance Status
- Work Mode
- Alerts

Benefits
Host specific view independent of the technical systems within the System Monitoring application
Application Operations: Interface and Connection Monitoring
Enhanced support of Cloud products 1/2

**Description**
Extended support of SAP Cloud-based products

**Details**
Interface and Connection Monitoring now provides enhanced support for the following Cloud and Hybrid products:

- SAP Concur
- SAP Ariba
- SAP S/4HANA Cloud

**Benefits**
Better monitoring capabilities for SAP Cloud-based products regarding performance or availability
Application Operations: Interface and Connection Monitoring
Enhanced support of Cloud products 2/2

Description
Support of Cloud Products has been enhanced for Interface Monitoring and Exception Management

Details
Exception Management & Interface and Connection Monitoring now provide enhanced support for:

- SAP Fieldglass
- Alert Notification built on SAP Cloud Platform

Benefits
Enhanced Monitoring capabilities for SAP Cloud-based products regarding exceptions and performance
Application Operations: Guided Procedure Plans
Automatic execution of activities

Description
Guided Procedure Planning Management allows customers to execute guided procedures automatically in defined intervals and to send out the result report to defined recipients.

Details
You can now also create plans for guided procedures that contain manual and custom activities:

- The guided procedure executes the automatic activities in the guided procedure.
- Defined recipients are informed via e-mail about the results of the executed activities.

Benefits
The feature supports Administrators by executing checks and administration tasks automatically.
Application Operations: Notification Management
Support for multiple time zones

Description

In Notification Management, e-mail templates with multiple time zones can be created.

Details

Customized e-Mail templates can be created in Template Maintenance for notifications in different time zones around the world.

Benefits

Improved support for multinational organizations.
Reducing SAP Notes implementation effort for SAP Solution Manager
"Support Package Stack updates are a nightmare: The amount and effort to find and implement SAP Notes for SAP Solution Manager is too high."

SAP Listens to Customer feedback

- **Significant reduction of required Notes**
  - Inclusion of last minute corrections in SPS

- **Central list of required SAP Notes**
  - All collective SAP Notes are listed in the central correction Note

- **Simplified implementation**
  - Transport-based correction instructions are provided for complex Notes

"Starting with Support Package Stack 08: SAP Notes are under control!"
Key links
SAP Solution Manager 7.2 Support Package Stack 08

Key Links

SAP Solution Manager 7.2 SPS08 Announcement Blog:

“What's New in SAP Solution Manager 7.2 SPS08” in the SAP Help Portal:
https://help.sap.com/viewer/10e6d9cb3bc740e6a4c41588d9fc07a3/7.2.08/en-US/1d9464dfa87b4401a06568d5cd3c6929.html

What’s New with Process Management in SPS08 (including demos):
https://wpb101101.hana.ondemand.com/wpb/wa/wa/~tag/published/index.html?show=group!GR_267560D84F4CD84#group!GR_8ABD70249B2BBC8F

SAP Solution Manager Home Page in the SAP Support Portal:
http://support.sap.com/solution-manager

Expert Portal for SAP Application Operations:

SAP Support Backbone Update and FAQ:
https://support.sap.com/backbone-update
If you have read an instruction or description on the SAP Help Portal, you can give your feedback directly on the page.

Click this icon: 😊😊😊
Thank you.