Services for Change Request Management
SAP Solution Manager 7.2.

SAP Deutschland SE & Co. KG
Purpose & outline of this presentation

Purpose

• Understand why change management is important for your IT
• See the benefits the SAP Solution Manager provides for your change management
• Learn how to implement change management fast and cost efficient

Outline

• What is Change Request Management?
• Consulting services to implement Change Request Management
• SAP Consulting as implementation partner

ALM Consulting Services
What is Change Request Management?
What is Change Request Management (ChaRM)?

**Process Layer: Change & Release Management Process**

1. **Request for Change**
2. **Change Document**
3. **Change Cycle**
Why is Change Request Management a critical IT process?

Digital transformation + industry 4.0

- Increase number of changes
- Require faster implementation cycles
- Still keeping control and traceability

Change Request Management is critical to manage the upcoming transformation in your IT
The benefits of ChaRM with SAP Solution Manager

- Best practices processes
- Integrated in all other ALM processes
- Fully customizable
- Support for all change types
- SAP & Non-SAP Systems
- Transport integration for SAP
- Provides full control and transparency
- No license fee*

*for Standard Support Contracts no licence fee only for SAP Systems
Overview of processes in Change Request Management

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

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

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

**General Change**
- Changes on IT assets
  - Mobile devices
  - Printer
  - …
- Not integrated in SAP Transport Management

**Defect Correction**
- Used during test-phase of implementation or maintenance projects
- Document test defects and their correction
- Integrated in SAP Transport Management
Consulting services to implement ChaRM.
ChaRM service portfolio can cover all implementation scenarios

**Implementation services**
- ChaRM Quick Start
  - 10T€

**Fixed Price**
- ChaRM Implementation basic
  - 30T€
- ChaRM Implementation w. Focused Build
  - 40T€

**Individual service components**
- Workflow customizing
  - 10-25 PD
- Go-live support
  - 5 PD + 1 PD per landscape
- Retrofit
  - 5 PD
- Custom developments
- Data migration services
  - 15-25 PD

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ChaRM Quick Start service is perfect for evaluation purposes

**Quick Start**

**Deliverables**
- Basic configuration Change Request Management
- Connection of simulation/test landscape
- Activation standard processes

**Workshops**
- 1 day support and end-user training
- Optional: Workshop for detailed requirements analyses (no additional cost)

**Prerequisites**
- SAP Solution Manager 7.2
- SOLMAN_SETUP Mandatory Configuration finished
Activities for ChaRM implementation services

- **Concept**
  - Kickoff & project planning
  - Change management process design and concept

- **Implementation**
  - Service is implemented & customized remotely

- **Test and acceptance**
  - Instruction workshop for performing tests
  - Workshop for acceptance

- **Knowledge transfer**
  - User training
  - Administrator training
  - Training for change management setup and configuration
Deliverables for ChaRM implementation services

**Scope**
- 6 transaction types incl. Change Request and all Change Types (Normal, Urgent, Admin, General & Defect Correction)

**Landscape**
- Support for landscape design and implementation of ChaRM on a demo landscape that reflects the real managed system landscape

**Roles**
- Preconfigured ChaRM roles & authorization concept
- Easy to adjust to specific customer requirements
- Training material for ChaRM processes & administrators
- User documentation
- Ready to use test cases for acceptance tests
- Guide for change management setup and configuration

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ChaRM implementation services with Focused Build

**Scope**
- Like Basic Implementation Service
- Additional Customizing of ChaRM enhancements with Focused Build

**Landscape**
- Support for landscape design and implementation of ChaRM on a demo landscape that reflects the real managed system landscape

**Roles**
- Preconfigured ChaRM roles & authorization concept
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ChaRM enhancements with Focused Build

Complexity of change process depends
- On size of the IT department
- Number of different process roles
- Complexity and number of system landscapes

Focused Build provides
- Enhancements to work in complex scenarios
- Automation when dealing with large number of system landscapes
- Improved automation for transport logistics
Added value of ChaRM enhancements

**Focused Build**
- SAP Solution Manager Add-on
- End-to-End requirements to deploy process for agile developments
- Preconfigured

**ChaRM enhancements**
- Standalone enhancements part of Service
- Independent from requirements to deploy process
- Delivered as part of Focused Build software package

**Added value**
- Increased automation for specific ChaRM process steps
- Improved integration of ChaRM into transport logistics
- Improved usability for end-users

**Optional enhancements for ChaRM**
- License 250€ per user/year
- No license fee for Max Attention and Premium Engagement support contracts

*Available via SAP Store*
Areas for change control enhancements with Focused Build

- Test system refresh
- Release batch import
- Repack
- Retrofit automation
- Web UI scorecard
- Cross landscape distribution
- Status dependent check framework

Retrofit for BW
Which ChaRM Service is relevant for you?

ChaRM Quick Start
- Basic setup ChaRM in your SAP Solution Manager
- Connecting a simulation landscape
- SAP preconfigured processes are ready to be used
- No customizing & development

Best for an evaluation of ChaRM
10000 € - Fixed price

ChaRM Implementation basic
- Implementation service for standard ChaRM
- Incl. workshops & basic trainings
- Incl. process description, test cases and other documentation

Full implementation service for standard ChaRM
30000 € - Fixed price

ChaRM Implementation Focused Build
- Like basic service
- Additional customizing of ChaRM enhancements from Focused Build

Full implementation service with ChaRM enhancements from Focused Build
40000 € - Fixed price
Deliverables of ChaRM go-live support service

Purpose
- Support during and after ChaRM go-live
- Ensure easy transition to the new process
- Improve user acceptance after go-live

Service deliverables
- Go-live checklist
- Technical support for connecting your landscapes to SAP Solution Manager for ChaRM
- Technical support & advisor for end-user questions and issue during hyper care phase after go-live

• Time & Material
• 5 PD + 1 PD per landscape (recommended)
Deliverables of ChaRM workflow customizing service

Purpose
- Implement customer specific process steps
- Add customer specific fields
- Adjust workflow customizing to your specific needs

Service deliverables
- Workflows include all customer specific enhancements
- Test cases are adjusted
- Training material is adjusted
- Authorization roles are adjusted

- Time & Material
- Typical 10-25 PD
Deliverables of ChaRM Retrofit service

Purpose
- Special function to implement Retrofit for dual system landscapes (a.k.a. N+1 landscape)
- Reduce development efforts by automatic synchronization of developments between DEV systems

Service deliverables
- Support on designing landscapes for Retrofit
- General activation of Retrofit
- Training on Retrofit for ABAP Objects

- Time & Material
- Typical 5 PD
Deliverables of ChaRM custom developments service

Purpose
- Implement customer specific developments
- Additional assignment blocks
- Complex consistency checks
- Additional actions & popups

Service deliverables
- Implementation in your DEV system
- Integration into ChaRM process
- Documentation for the development
- Updates to training material related to the development

• Time & Material
• Individual Request
Why SAP Consulting as implementation partner?
SAP Consulting is an experienced implementation partner

**Experience**

- 10+ years experience with ChaRM implementation projects
- Average of 5 years ChaRM experience per consultant
- Average of 20 ChaRM projects / year

**Team**

- 10+ specialized consultants
- They are all very “ChaRM”ing
- Development experience available within the team
- Knowledge of other ALM processes available

**Fast & efficient delivery**

- Standardized services
- Standardized delivery methods
- Short project durations

SAP knows SAP best
**Recommended services for typical implementation**

**Standard customer with simple landscape**

- Implementation service basic: 30,000 €
- Workflow customizing: 5 PD
- Go-live support (1 landscape): 5 PD

**Overall**: 45,900 €

**Special customer with complex landscape**

- Implementation w. Focused Build: 40,000 €*
- Workflow customizing: 15 PD
- Go-live support (5 landscapes): 10 PD

**Overall**: 79,750 €

*there are additional license fees for focused build for enterprise and standard support
Not sure if ChaRM with SAP Solution Manager is for you?

Quick Start Service

Evaluate it yourself!

Order an implementation service later with 5,000 € discount

Overall 10,000 €
Summary

ChaRM is important process for your **digital transformation**

ChaRM covers all change types and **SAP & Non-SAP scenarios**

**SAP Consulting** is the experienced Implementation partner

**5000+ customer worldwide** have implemented ChaRM with SAP Solution Manager

Request your personal quote today
Thank you

Contact information:
Stefan Doktor
Principal Consultant
stefan.doktor@sap.com