Services for Change Request Management
SAP Solution Manager 7.2 with Focused Build

SAP Consulting
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**
The benefits of ChaRM with SAP Solution Manager

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

*for Standard Support Contracts no licence fee only for SAP Systems
Consulting services to implement ChaRM with Focused Build
ChaRM service portfolio can cover all implementation scenarios

**Implementation services**

- ChaRM Implementation w. Focused Build 40T€

**Individual service components**

- **Fixed Price**
  - Workflow customizing
    - 10-25 PD
  - Go-live support
    - 5 PD + 1 PD per landscape
  - Retrofit
    - 5 PD
- **Time & Material**
  - Custom developments
  - Data migration services
    - 15-25 PD

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ChaRM implementation services with Focused Build

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
ChaRM implementation services with Focused Build

**Scope**
- 6 transaction types incl. Change Request and all Change Types (Normal, Urgent, Admin, General & Defect Correction)
- 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
- Easy to adjust to specific customer requirements

**Documents**
- Training material for ChaRM processes & administrators
- User documentation
- Ready to use test cases for acceptance tests
- guide for change management setup and configuration
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
- Retrofit automation
- Retrofit for BW
- Release batch import
- Cross landscape distribution
- Status dependent check framework
- Repack
- Web UI scorecard
Test system refresh

The delta of transports imported to test system but not to the refresh source needs to be calculated and re-applied

- Define systems
  - System specific task in the task list
  - Select source system for the refresh

- Delta calculation
  - Delta is calculated based on transport Tracking in SAP Solution Manager
  - All imported transport requests are compared between the two systems
  - Transports not imported to source system of refresh need to be re-applied

- Re-apply transports
  - Saved delta transports are attached to import queue of refreshed system
  - Import will re-import the transports to perform the actual refresh
Retrofit automation

- Automation for all “retrofits” that’s conflict calculation is 100% “green” and conflict free
Establish 1 central tool to schedule all imports consistently

- **One** Tool for all imports in all scenarios with flexible configuration options
- **Fulfill all requirements** in terms of importing transport requests and projects consistently
- **Easy** and **fast** activation and scheduling
- Enable and support other or new landscapes **on the fly**
- **Detailed customizing** to manage scheduling in all situations (dates, times, weekdays, phases, statuses…)
- Improved **performance** and handling in multi client environments during deployment
- Can be **highly integrated** to the complete ChaRM process with status and phase dependency control
- **Strong foundation** with ChaRM and TMS
Cross system landscape distribution

Transports are distributed to multiple landscapes when:

- Customizing synchronization is required
- Common development objects are required in multiple landscapes
- E.g. custom reports for SAP-Basis stack or user management
- Global development systems required transports in local landscapes without transport connections
Repack for ChaRM

Repacking is often necessary,…

… in dual track landscapes when a minor/ major release is developed

… if you import external transports from other vendors

… if you need to reorganize transports objects in different changes
Repack for ChaRM

Repack guided procedure

- Repack your transports by release or include external transports in your change process

- Integration in the change process allows automatic documentation

- Automatically control
  - Object originality
  - Cross system object lock
  - TDIR lock
Web UI scorecard

Quick entry point
• Available in the ChaRM work center of the Web UI
• Predefined filter on process type and status
• Predefined grouping and graphical distribution of tickets in each group
• Easy way to change overview level
  – My
  – My team
  – My company

Ticket overview at a glance
• All configured transaction types on one screen
Status depended check framework

Customizing framework

- Generic implementation of these BADIs
- Provides a customizing cluster to
  - Make any field mandatory depending on status and transaction type
  - Make any field read-only depending on status and transaction type

Benefits

- Automated process monitoring
- Forces those involved in the process to complete the defined workflow tasks
- Ensures completeness for auditors
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 a 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

Fast & efficient delivery

• Standardized services
• Standardized delivery methods
• Short project durations

Team

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

SAP knows SAP best
Recommended services for typical implementation

**Standard customer with normal landscape**

- Implementation service FB: 40,000 €*
- Workflow customizing: 5 PD
- Go-live support (1 landscape): 5 PD

Overall: 55,900 €

**Special customer with complex landscape**

- Implementation service FB: 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 an important process for your digital transformation.

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

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

SAP Consulting is the experienced implementation partner.

Request your personal quote today.
Thank you

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