Additional SAP Solution Manager Services for SAP MaxAttention and SAP Active Embedded Customers

SAP Solution Manager – Solution Management
August 2019

Based on ST-OST SP04
Executive Summary

**SAP Solution Manager offers additional capabilities for**
- SAP MaxAttention customers
- SAP Active Embedded customers

The additional SAP Solution Manager capabilities are included in an add-on which is available for release 7.2 since November 2016.

**Focused Build and Focused Insights**
- Are the result of successful co-innovation projects between SAP MaxAttention customers and SAP.
- Are turnkey solutions, made for immediate consumption.

**Focused Build**
- Delivers a seamless requirements-to-deploy process.
- Allows customers, solution partners, and SAP to form one team to deliver industry leading software solutions.
- Offers standalone enhancements for test management, and change control management.

**Focused Insights**
- Provide a powerful, easy-to-use framework to create dashboards supporting the management and the operations of your SAP solutions.
Executive Summary

Available Services

The capabilities and respective usage rights are available through a dedicated SAP MaxAttention or SAP Active Embedded service.

<table>
<thead>
<tr>
<th>Capability</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Focused Build: Requirement to Deploy</td>
<td>Agile Methodology and Tool Coach</td>
</tr>
<tr>
<td>Focused Build: Enhanced Test Management</td>
<td>ALM RDS for Test Management</td>
</tr>
<tr>
<td>Focused Build: Enhanced Change Control Management</td>
<td>ALM RDS for Change Control Management</td>
</tr>
<tr>
<td>Focused Build: IT Service Management</td>
<td>ALM RDS for IT Service Management</td>
</tr>
<tr>
<td>Focused Insights</td>
<td>SAP ESRV OCC Reporting &amp; Dashboarding</td>
</tr>
</tbody>
</table>

Usage rights

- SAP MaxAttention and SAP Active Embedded customers who have ordered these services benefit from the set up SAP Solution Manager enhancements during the complete lifecycle of the premium engagement.
- More information about the usage rights can be found at: [SAP Solution Manager Usage Rights](#) -> SAP MaxAttention and Active Embedded

Focused Build and Focused Insights services deliver proven and solid value
This presentation provides a high-level description of Focused Build and Focused Insights and the relevant SAP MaxAttention and SAP Active Embedded Services. It covers the following topics:

Focused Build: Integrated Requirement-to-Deploy Process
Focused Build: Standalone Enhancements
   • Focused Build: Enhanced Test Management
   • Focused Build: Enhanced Change Control Management
   • Focused Build: Enhanced IT Service Management

Focused Insights
Frequently Asked Questions
Focused Build
Integrated Requirement-to-Deploy Process
Service Offering
Focused Build
Outcome-based delivery - constant feedback loops with the business

Ready-to-run, and integrated, tool-supported methodology to manage requirements and software development in large, agile projects.

Value added by methodology & tools

- Automated visibility of solution readiness against due dates, with integrated risk management
- Management of distributed development teams
- Agile release and software engineering with optional JIRA integration
- Automated test planning, change & release management to support continuous delivery & integration and DevOps
- Full integration of demand, project, process, change, release and test management

For further information see http://support.sap.com/focused-build.
Focused Build Process for Requirement-to-Deploy - Innovate

PMO
- Create project plan
  - Track project readiness, issues and risks
  - Manage scope change
- Manage q-gate deliverables, sign-off
- Hand-over release to customer

Discovery Team (Business)
- Discovery WS for requirements
- Assign work items & build teams
- Develop, configure, unit test
- Document work item & progress
- Release work item
- Defect correction
- Manage show & tell

Build Team (Plan)
- Create work package

Build Team (Development)
- Plan & execute SFT, FIT, UAT, RT (per wave)
- Manage defects
- Build, test and validate release

Test Management
- Manage hyper-care

Release Management
- Project plan
- Release, waves, and sprints
- Process model
- Application landscape
- Requirements & gaps
- Functional specification
- Config, guide, test cases
- System landscape
- Tech. design
- Dev. Objects in transports
- Test request
- Test plan
- Release

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Transparent Requirement-to-Deploy Process
Agile Delivery Model for Focused Build

Project Team Onsite

Process and Application Landscape
Requirements
Solution Readiness Dashboard

Work Packages / Work Items
Perceived Gaps

Fit
Onsite Delivery

SAP

MCC
Gap validation

SAP Standard Development

System Integrators

WRICEF/Gap

Build Factories
Development Factories

JIRA Integration
Service Offering
Agile Methodology and Tool Coach

The Agile Methodology and Tool Coach (AMTC) is a service which supports the project team in adopting the Focused Build requirement-to-deploy methodology.

Deliverables

**Coordination of configuration activities**
Coordination of all configuration activities around SAP Solution Manager, Focused Build, and connected systems and build of prototype.

**Planning and execution of training**
Support for planning and initial execution of all training activities regarding the Focused Build methodology.

**SPOC for Focused Build methodology**
Single point of contact for all queries and issues around Focused Build and SAP Solution Manager.

**Quality assurance**
Set up of quality assurance procedures to safeguard the usage of Focused Build in SAP Solution Manager.
Service Offering
Agile Methodology and Tool Coach

<table>
<thead>
<tr>
<th>Focused Build – Requirement-to-Deploy</th>
<th>Effort in days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configuration of Focused Build, setup and demonstration of prototype</td>
<td>12(*)</td>
</tr>
<tr>
<td>Project support to be scoped individually, going in position for mid-sized project</td>
<td>28</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>40</strong></td>
</tr>
</tbody>
</table>

(*) Minimum service for SAP MaxAttention / SAP Active Embedded customers to receive usage rights
Focused Build: Standalone Enhancements

Enhanced Test Management
- Test Steps Designer
- My Test Executions
- Test Suite Dashboard
- Service Offering
Focused Build: Standalone Enhancements

Enhanced Test Management
- Test Steps Designer
- My Test Executions
- Test Suite Dashboard
- Service Offering
Test Steps Designer
Create Test Cases directly within the SAP Solution Manager Fiori App

Highlights
Test Manager can

- Create test cases directly in SAP Solution Manager without the need for external documents such as Word or Excel
- Work with evidence and result attributes
- Create test steps out of Solution Documentation structure / add newly created steps
- Use the comfortable csv upload to create test cases or new versions of test cases
- Use the improved multi-language support

Test steps are fully integrated into existing Test Suite configurations and processes.
Focused Build: Standalone Enhancements

Enhanced Test Management
- Test Steps Designer
- My Test Executions
- Test Suite Dashboard
- Service Offering
My Test Executions
Convenient access for manual testers to test cases, test execution, defect creation, and status setting

**Highlights**

Tester can

- Easily view and execute test cases assigned to him/her
- Digitally sign test notes/results
- Drag and Drop test results
- Conveniently access with 1 click to the test system to perform test execution
- Intuitively set the test status, write test note, and create optionally a defect
- Create dynamic TBOMs while accessing the executable
- Create new test runs if necessary
Focused Build: Standalone Enhancements

Enhanced Test Management
- Test Steps Designer
- My Test Executions
- Test Suite Dashboard
- Service Offering
Test Suite Dashboard
Dashboard for test manager and test coordinators

Highlights
- Test coordinator can assess multiple test plans in a fast and convenient fashion
- Status of open test executions and defects in graphical format
- Details / test results per test case accessible
- Overview of test execution progress
- Test coordinators can monitor defects created from test executions by priority and resolutions status
- Backend filtering for test plan selection enabled
- Usage of live data (no BW required)
Focused Build: Standalone Enhancements

Enhanced Test Management
• Test Steps Designer
• My Test Executions
• Test Suite Dashboard
• Service Offering
SAP MaxAttention and SAP Active Embedded Services
Service Offering for Focused Build: Enhanced Test Management

**Service Offering**

ALM Rapid Deployment Service for Test Management

**Deliverables**

- Implementation of a prototype in customer’s SAP Solution Manager system as basis for evaluation, final implementation, and rollout
- Knowledge transfer to the respective customer stakeholders
- Empowering of the customer ALM owner to further drive the ALM concept inside the customer organization

**Effort**

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Focused Build: Standalone Enhancements

Enhanced Change Control Management
• Retrofit Automation
• Retrofit for BW
• Release Batch Import
• Multi Tenancy
• Test System Refresh
• Electronic Signature

• Cross Landscape Distribution
• Repack
• Cut Over
• Template Protection
• Status-dependent Check Framework
• Web UI Scorecard
• Service Offering
Overview – Areas for Change Control Enhancements

- Retrofit Automation
- Release Batch Import
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- Scorecard
- Electronic Signature
- Protection
- Template Protection
- Test System Refresh
- Retrofit for BW
Change Control Management
Retrofit Automation

Automation for all “retrofits” that’s conflict calculation is 100% “green” and conflict free
Change Control Management

Retrofit Automation

One major target is to automate the retrofit process as much as possible and to avoid the cutover of conflict free retrofits

Retrofit in Batch Mode
- Transports without conflict are retrofitted automatically via job
- Target requests for retrofit are supplied via user exit
- 3 options for target request
  - Transport
  - Transport of copies
  - Change & transport

Target Request
- Target Request can be excluded from cutover
- Automatic release for target request possible via user exit
- Automatic import to QAS of Retrofit Target landscape
- Create target change document with pre-filled values

Post processing
- Success mail or error mail is send to transport owners for executed retrofits
Overview – Areas for Change Control Enhancements

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Retrofit for BW
Change Control Management
Retrofit for BW

- ISFS → File Data Source
- ISMP → Transfer Rule
- ISTS → Transfer Structure
- ROUT → Routines
- RSDS → Data Source
- RSFO → BW Formula
- TRFN → Transformation
Change Control Management
Retrofit for BW

- Full conflict detection in retrofit and thus correct retrofit classification for the 7 retrofit critical BW objects
- Correct recording in target request
- Adjustment of original system

- Detailed logging is provided in Application Log
- Any critical objects can be set to manually

Enablement

Additionally
Overview – Areas for Change Control Enhancements

- Retrofit Automation
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- WebUI Scorecard
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- Repack
- Multi Tenancy
- Scorecard Refresh
- Electronic Signature
- Template Protection
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
Overview – Areas for Change Control Enhancements

- Retrofit Automation
- Release Batch Import
- Multi Tenancy
- Test System Refresh
- Electronic Signature
- Cross Landscape Distribution
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- Cut Over
- Template Protection
- Status Dependent Check Framework
- WebUI Scorecard
Multi Tenancy

fully control all data of CHARM and ITSM to be separated by authorization objects.

Feature details

• Split your data based on:
  • Configuration Item (System Specific)
  • Business Partner (Customer Specific)

Benefits

Separate data for every different tenant in queries or search help for:

• Transactions (Tickets)
• Business Partner
• Configuration Items
• Change Cycles
• Process Management Data
Overview – Areas for Change Control Enhancements

- Retrofit Automation
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- Template Protection
- Scorecard
Change Control Management
Test System Refresh

Refresh of test system needed to:
- Get a more up to date test system
- Renew Test Data
- More reliable testing
- Testing and verifying a production import

Challenges:
- Test Systems usually contain newer versions of repository objects and customizing than the productive environment (due to ongoing development). This represents the current system status which should be tested
- A certain set of transports has been applied to the test system before the refresh

→ The customer wants to re-import all previously imported transport requests to bring the system to the previous level in terms of coding and configuration
Change Control Management

Test System Refresh
Change Control Management
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
Overview – Areas for Change Control Enhancements

- Retrofit Automation
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- Scorecard
- Repack
Electronic Signature

Sign electronically your change documents

Feature details

- Sign electronically your change documents at status change
  - Available for WebDynpro & Ui5
- Optional signature is also possible within approval Procedure
- Users sign electronically by giving their User ID plus Logon Password
- Signature and current document content is stored separately and can be accessed for audit.

Benefits

Fulfills audit requirements for Food and Drug Administration (FDA)
Overview – Areas for Change Control Enhancements

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# Change Control Management

## Cross Landscape Distribution

<table>
<thead>
<tr>
<th>Target System</th>
<th>Target Client</th>
<th>Distribution Status</th>
<th>Last used Target Change</th>
<th>Description</th>
<th>Source Request</th>
<th>Target Request</th>
</tr>
</thead>
<tbody>
<tr>
<td>L71</td>
<td>811</td>
<td>[ ] [ ]</td>
<td>8000001960</td>
<td>Test XLD Target</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OTO</td>
<td></td>
<td>[ ] [ ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Distribution for changes required in multiple Landscapes

- One **central development** for changes that need to be applied in many or all Landscapes
- E.g. Global and Shared Developments, Basis Reports or User Management Reports
- **Automated distribution** of transport to other landscapes via transport of copies
- Full integration into **Change Request Management**.
- Distribution History and **automated checks** within CHARm Workflow
- **Detailed customizing** to control what objects can be distributed.
- Available for Workbench and Customizing Objects
- Create distribution objects directly from an existing transport request
Overview – Areas for Change Control Enhancements

- Retrofit Automation
- Release Batch Import
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- Repack
- Cut Over
- Template Protection
- Status Dependent Check Framework
- WebUI Scorecard
Repacking transports from the project landscape into new transports of the maintenance
Change Control Management

Repack

Automation

Advantages

- Repack transports into a CHARM from:
  - Projects developed in another Transport Track (Dual Track Landscapes)
  - External Transports from other Companies
  - Or any other Transport or Transported of Copies

- Automatically control during repack
  - Object Originality
  - Cross System Object Lock
  - TDIR Lock
  - Improved Performance for Go-Lives
  - Include External Transports in your Change Process
Overview – Areas for Change Control Enhancements

- Retrofit Automation
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What is the Cut Over in Dual System Landscapes

**Cut Over**

- Project Landscape has finished the development and testing and is ready to release to PRD
- Different Cut Over Strategies (MNT, PRE, PRD)
- Direct imports only successful if overall landscape is in a consistent state
Cut Over without tool support

You would need to manually validate and execute:

- All Retrofit activities from maintenance landscape are finished.
- All parallel developments have been finished and merged into the Cut Over release
- Manually select the correct transports and import them to the Cut Over Target System
- Manually sync the Landscape with the new release transports after Cut Over
# Pre Cut Over Checks

## Checks before Cut Over

- Retrofit completed
- Retrofit changes in PRD
- Transport Dependencies
- Development conflicts

## CUTOVER CHECKS

<table>
<thead>
<tr>
<th>Status</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Retrofit Scope</td>
</tr>
<tr>
<td></td>
<td>Retrofit Deployment</td>
</tr>
<tr>
<td></td>
<td>Transport Dependencies</td>
</tr>
<tr>
<td></td>
<td>Development Conflicts</td>
</tr>
</tbody>
</table>

## POST CUTOVER ACTIVITIES

<table>
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<th>Type</th>
</tr>
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<tr>
<td></td>
<td>Retrofit Scope</td>
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<td></td>
<td>Transport Dependencies</td>
</tr>
<tr>
<td></td>
<td>Development Conflicts</td>
</tr>
</tbody>
</table>

### RETROFIT SCOPE

<table>
<thead>
<tr>
<th>ID</th>
<th>Change ID</th>
<th>Request/Task</th>
<th>Development System</th>
<th>Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>8000006273</td>
<td>YA3K000119</td>
<td>YA3</td>
<td>310</td>
<td></td>
</tr>
</tbody>
</table>
Post Cut Over Activities

Automatic adoption after Cut Over

- Adopt Cut Over content
- TOC to buffer
- Import
- Set originality to MNT
- Logon
Application Log

Applications
Cutover

Feature details
• Cutover check will be logged
• Via SLG1 find the logs of formerly performed checks
• Check Object /SALM/CHARM_ENH
• Sub object /SALM/CM_COC

Use Case
Check for former results of Cutover Checks
Overview – Areas for Change Control Enhancements

- Retrofit Automation
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- Multi Tenancy
Template Protection

Protection of global objects from changes on local environments

Feature details

• Protect objects based on objects list; transport requests
• Applicable for workbench objects and customizing entries (key level)
• Automatic recording of new / additional protected objects

Benefits

• Tool based support for your roll-out or template project
• Full integration into existing Change Management Process
Overview – Areas for Change Control Enhancements

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Change Control Management
Status Dependent Check Framework
Change Control Management
Status Dependent Check Framework

Overview

• Consistency Checks for Text fields, Business Partner any many more
• Status based Locking of fields against changes at later status

Advantages

• Automatic Process Control & Monitoring
• Ensures completeness for auditors
Overview – Areas for Change Control Enhancements

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# Change Control Management

## WebUI Scorecard

### ScoreCard

#### Administrative Change without TMS

<table>
<thead>
<tr>
<th>Priorities</th>
<th>Status</th>
<th>Release</th>
<th>Responsible Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>4: Low</td>
<td>Created</td>
<td>ST0ST200DEV_SUB_2...</td>
<td>unknown / not assigned</td>
</tr>
<tr>
<td></td>
<td>In Process</td>
<td>Test Cycle for CHARM</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Test Charm Enhancement...</td>
<td></td>
</tr>
</tbody>
</table>

#### Change of IT assets or legacy systems

<table>
<thead>
<tr>
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<th>Release</th>
<th>Responsible Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>4: Low</td>
<td>Created</td>
<td>ST0ST200GL71_SUB_1...</td>
<td>unknown / not assigned</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Valero's Test Implement...</td>
<td></td>
</tr>
</tbody>
</table>

#### Request for Change

<table>
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<th>Priorities</th>
<th>Status</th>
<th>Release</th>
<th>Responsible Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>1: Very High</td>
<td>Created</td>
<td>Phase Cycle for L71-Land...</td>
<td>unknown / not assigned</td>
</tr>
<tr>
<td>2: High</td>
<td>Approved</td>
<td>Phase Cycle L71</td>
<td></td>
</tr>
<tr>
<td>3: Medium</td>
<td>Validation</td>
<td>Project Cycle Maint L71 Lands...</td>
<td></td>
</tr>
<tr>
<td>4: Low</td>
<td>Being Implemented</td>
<td>ST0ST200GL71_SUB_1...</td>
<td></td>
</tr>
</tbody>
</table>
Overview

- Graphical Overview of open changes and changes request
- Different Criteria like Status, Priority and Assignments (e.g. Me & my Team)
- Available also for ITSM Work center

Advantages

- Direct Overview when Open the Work center
- Automatic Search Query's to drill down to the Lists.
SAP MaxAttention and SAP Active Embedded Services
Service Offering for Focused Build: Enhanced Change Control Management

Service Offering
ALM Rapid Deployment Service for Change Control Management

Deliverables
- Implementation of a prototype in customer’s SAP Solution Manager system as basis for evaluation, final implementation, and rollout
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<tr>
<td>Cross Landscape Distribution</td>
<td>4</td>
</tr>
<tr>
<td>Repack</td>
<td>4</td>
</tr>
<tr>
<td>Cut Over</td>
<td>8</td>
</tr>
<tr>
<td>Multi Tenancy</td>
<td>4</td>
</tr>
<tr>
<td>Template Protection</td>
<td>8</td>
</tr>
<tr>
<td>WebUI Scorecard</td>
<td>2 remote</td>
</tr>
<tr>
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Focused Build: Standalone Enhancements

Enhanced IT Service Management

- Simple IT Request
- Service Offering
The Challenge: Complexity of ITIL
Conflict between End User and IT Organization
SAP Solution Manager ITSM
The Challenge: Variety of Inbound Channels

- Selection of the right channel
- Handling of different UIs
- Completing complex forms with the correct and relevant information
The Solution: Simple IT Request
Single Point of Entry for all ITIL Processes with an intuitive User Interface
Conclusion: Focused Build for SAP Solution Manager ITSM

**Simple IT Request** is a Focused Build Standalone Enhancement for SAP Solution Manager 7.2

- Provides a **simplified** and **intuitive user interface** for Incidents, Problems, Change Requests and Service Requests
- **Consistent** handling on all platforms
- **Reduces** the **costs** of Service Catalog Management
- Fully **integrated** into existing ITSM and Change Request Management configurations
The Solution: Simple IT Request
Single Point of Entry for all ITIL Processes with an intuitive User Interface
SAP MaxAttention and SAP Active Embedded Services
Service Offering for Focused Build: Enhanced IT Service Management

Service Offering
ALM Rapid Deployment Service for IT Service Management

Deliverables
- Implementation of a prototype in customer’s SAP Solution Manager system as basis for evaluation, final implementation, and rollout
- Knowledge transfer to the respective customer stakeholders
- Empowering of the customer ALM owner to further drive the ALM concept inside the customer organization

Effort

<table>
<thead>
<tr>
<th>Focused Build standalone capability</th>
<th>Effort in days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Simple IT Request</td>
<td>5(*)</td>
</tr>
</tbody>
</table>

(*) Minimum service to get usage rights. The actual effort might be higher depending on use case and customer requirements.
Focused Insights

- Overview
- Service Offering
Focused Insights for SAP Solution Manager

**Build powerful customer-specific dashboards in minutes using state-of-the-art user experience.**

**Value added by methodology & tools**

- Access to all metrics and KPIs in form of trends and statuses view.
- Cross-reporting for ICC and OCC use cases for IT and Business.
- Pre-packaged content based on SAP Best Practices.

For further information see [http://support.sap.com/focused-insights](http://support.sap.com/focused-insights).
Service Offering

SAP ESRV OCC Reporting & Dashboarding Service

The objective of this service is to enable your organization to create, configure, and maintain your own dashboards tailored to your needs and strategy.

Benefits

- **Validation** of the Setup of the ST-OST plug-in for the development and production SAP Solution Manager instances.
- **Configuration** of all dashboard types in Focused Insights with at least one running example.
- **Installation** of productive dashboards tailored to your dashboarding and reporting strategy.
- **Knowledge transfer** for all dashboard models included in Focused Insights.
- **Optimization** of SAP Solution Manager value by integrating or replacing already existing reporting tools.
- **Integration** and **alignment** of your SAP Solution Manager projects and requirements based on your current RunSAP or BuildSAP programs with your dashboards strategy.
Service Offering
SAP ESRV OCC Reporting & Dashboarding Service

Deliverables
- Validation of configuration and setup of ST-OST add-on for Focused Insights.
- Knowledge transfer on creation, maintenance, and administration, including roles and authorizations of dashboards
- Creation of productive instances corresponding to your main use-cases
- Recommendation of dashboard implementations roadmap for your reporting strategy

Effort

<table>
<thead>
<tr>
<th>Focused Insights</th>
<th>Effort in days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Focused Insights</td>
<td>5 days (2-3 days onsite)</td>
</tr>
</tbody>
</table>
Frequently Asked Questions

Q: What happens with the usage rights for Focused Build and Focused Insights if an SAP MaxAttention or SAP Active Embedded engagement is not extended at the end of the runtime?

A: If the runtime of an SAP MaxAttention or SAP Active Embedded engagement ends, the usage rights for the focused solution (retrieved via the SAP MaxAttention / SAP Active Embedded status and the appropriate setup service) expire. The customer has two options on how to proceed:

1) Stop using focused solutions
2) Obtain the necessary usage rights through the SAP Store ([https://www.sapstore.com](https://www.sapstore.com))

Q: How are Focused Solutions supported?

A: For SAP MaxAttention and SAP Active Embedded customers, support for Focused Build and Focused Insights is identical to the support SAP Enterprise Support customers obtain for their SAP business solution.

Customers can open tickets under component: SV-SMG-OST

Q: How can you book one of the described services?

A: Please get in touch with your technical quality manager (TQM).