Release Notes Wave 3 / 2020
SAP ONE Support Launchpad, SAP Support Portal, and SAP ONE Support Applications

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Introduction

The document describes the new features available since the last wave of the SAP ONE Support Launchpad and the various redesigned service and support applications such as Incident Form, Software Download Center, Search, User Management, License Keys, and SAP Notes etc.

New Applications and Tiles

SAP EarlyWatch Alert: New Tile Group, Renamed Tiles, New Search Application

All SAP EarlyWatch Alert-related tiles have been renamed and added to a new tile group System Analysis to give you centralized and easy access.

The tiles’ subtitles have been harmonized to indicate their scope:

<table>
<thead>
<tr>
<th>Old tile name</th>
<th>New tile name</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAP EarlyWatch Alert Workspace</td>
<td>Workspace SAP EarlyWatch Alert</td>
</tr>
<tr>
<td>My SAP EarlyWatch Alerts Reports</td>
<td>Reports SAP EarlyWatch Alert</td>
</tr>
<tr>
<td>n/a</td>
<td>Solution Finder SAP EarlyWatch Alert</td>
</tr>
</tbody>
</table>

If you had already added any of the SAP EarlyWatch Alert or My SAP EarlyWatch Alerts Reports tiles to your homepage in the past, their names will automatically be adjusted.

Users with the role On Premise assigned to their user profile can click the Reset button in the Tile catalog to add the new tile group to their homepage.

The new Solution Finder tile gives direct access to the full text search capability on SAP EarlyWatch reports.
The fourth member of the new System Analysis tile group is SAP Readiness Check, which now launches the latest version SAP Readiness Check 2.0.

New Tile Manage Incidents

A new tile Manage Incidents has been automatically added to the homepage. It gives you access to a new incident list view, which allows customers to group and sort their incidents and save their views in a single place, without the need for multiple launchpad tiles. Read more ...

Ask an Expert Peer Tile Now Part of Default Configuration

Ask an Expert Peer offers you the ability to collaborate in real-time on your technical, product-related questions through one-on-one interactions with a qualified and approved expert outside of SAP. This way, you benefit from an industry-experienced perspective about your question. The channel is designed to deliver fast issue resolution for basic inquiries and low to medium-priority incidents. Chatting with the expert peer provides you answers in real-time.

To allow users who have selected the role SAP SuccessFactors in their launchpad user profile direct access to this alternate support channel, the Ask an Expert Peer tile has now been added to their homepage, where it can be found in the SuccessFactors Solutions / Incidents tile group.

Ask an Expert Peer is now an official and permanent channel of the Next-Generation Support approach. Learn more about it by visiting the Ask an Expert Peer SAP Support Portal page.

Renamed Video Tile

The title of the tile formerly known as SAP Digital Business Services has been adapted in accordance with the renaming of the corresponding YouTube channel. It is now called Services and Support from SAP.
Incident Management

Enhanced Product Selection for System

When you have specified the affected system in the incident reporting form, an enhanced Select a Product dialog assists you in choosing the correct product. The Recently Used section lists items that you had selected before. The Products tab allows you to comfortably drill down through a hierarchy to the option you are looking for.

Improved Incident Categorization with Topics

*Note: The following feature will initially be available exclusively for pilot customers.*

Pilot customers can now experience a simplified incident categorization by using topics.

Topics are a simplified, product-based categorization, taking the selected system and product into consideration during incident logging. Once the system is selected, customers can choose from a list of products installed on the selected system, and then further categorize their incident by selecting an appropriate topic.
Topics will help customers to finetune their incident categorization, allowing for an improved support experience because of optimized routing of the incident to the correct team of support engineers.

The selected categories (topic or component) and product details are copied into the incident description for internal SAP Support monitoring.

**Improved Incident Listing**

Following customer feedback, improvements have been made to the incident list view, allowing customers to group and sort their incidents and save their views in a single place, without the need for multiple launchpad tiles.

The new list view can be launched from the new *Manage Incidents* tile, and this new tile will be automatically added to the homepage.

For each incident an information pop-up view of the last communication, with additional functionality, is now available, providing a quick view of the incident, without having to open the incident first.
By the end of the year, only the Manage Incidents tile will be available for viewing incidents, and the other incident management tiles will be removed. Further communications and reminders will be provided throughout the year, before the incident management tiles are removed.

Other Changes

- Customers can save their own contact details to their profile during the incident creation process, if changes are made when specifying incident contacts. Allowing contact details changes during incident creation saves time by not having to leave the incident creation process and open their profile separately.
- The Steps to Reproduce approval check box text has been finetuned, excluding production environments.

Announcement of Legal Change

*Note: The following features will initially be available exclusively for pilot customers.*

Change of Completion Status is Auto-Saved

Usability of the Announcement of Legal Change application has been improved by auto-saving your changes: Once you change the completion status of implementing an SAP Legal Change Note to *Implemented*, this is automatically saved.
This applies to all screens of the application so far it was required to click the Save button and manually save this change.

**Embedded Qualtrics Survey**

Changing the completion status to *Implemented* triggers a survey with questions about overall satisfaction, quality, scope, communication, and timing.

Your feedback will help SAP understand your experience with regards to delivery of legal changes and, identify potential improvement areas towards your end-to-end experience, and act accordingly.

**User Management**

- Using icons in the *Users* list, the new *User Type* column makes it easy for SAP partners to differentiate between those S-user IDs that they had requested as an SAP customer and those that have got partner status, hence can access the SAP PartnerEdge portal. Click the *Settings* button to add this column to your list of users.
A bug where a selection of users was still active after an action was executed (e.g. assign them to a department) has been corrected.

Installation Management
An issue where the System Product field in the table of systems assigned to an installation was empty has been fixed: In such cases, the leading product will be shown instead.

System Data Management
Changes to Authorization Concept for SAP PartnerEdge Sell Partners
The corporate group functionality is used by customers and partners to combine their subsidiaries, sister companies, etc. under one hierarchy. The concept lets S-users of any corporate member fulfil tasks on behalf of other members of the group making it unnecessary for an individual to own multiple S-user IDs for each customer under the corporate group.

In the SAP ONE Support Launchpad’s System Data and System Overview applications, the following behavior applies with respect to end customers of SAP PartnerEdge Sell partners who offer VAR-delivered support and have multiple subsidiaries: Installations, systems, and incidents of end customers (like A and B in the picture) will only be visible and accessible to the subsidiary (here: 2) who is contractually assigned at SAP as their support provider. Other subsidiaries (like 1, 3, and 4) of the partner company will not have access.
Data Volume Management

The Data Volume Management application has been enhanced with new features and dashboards:

Service Booking

The Data Volume Management (DVM) cloud solution offers SAP Enterprise Support customers the opportunity to directly request a DVM service to support them with optimizing the data volume on their system.

The new Request Expert button on the landing page takes you to the Request Expert service application. It is data-driven and will propose specific services based on the content of the data found in the DVM cloud solution, with the aim of addressing existing issues or preventing future issues by tackling the existing volumes or underlying growth trend.

You can select a preferred delivery date and, by providing a contact email address, will receive a follow-up call by SAP to confirm the details and scope of the service.

Achievements Dashboards

The Achievements dashboards show the reduction in volume achieved plus the number of objects used. Run statistics show the status of the reduction runs at a macro level, and a rating status is provided at the micro level.

By default, results for the previous month are shown, but this filter can be removed to show the results for all objects used.
Drilldown to the individual object is also possible to get further status information.

Growth Statistics

The **Growth Statistics** dashboards show the average monthly growth rate of the system.

In the drilldown you can see details at system, application or table level and how the growth has evolved over time.
The monthly growth rate is the average growth calculated by using up to 12 monthly data snapshots from the past.
SAP Enterprise Support Reporting Cockpit

New Summary Indicator for System Landscape Section

The new summary indicator for your system landscape shows at a glance the total number of systems (tenants) and their types. This indicator has been added to the default view. You can also customize your summary and add or remove the indicator to better meet your individual needs.

Please note that in accordance with the authorization concept for the SAP Enterprise Support Reporting Cockpit, you will see only systems for the installations you are authorized for.

You can navigate to more details in the System Landscape section by clicking the summary indicator.

Extended License Utilization Section

SAP C/4HANA and SAP S/4HANA have been added to the License Utilization section so that you can see and monitor the license utilization for these two solutions in addition to SAP SuccessFactors, which was integrated earlier.

On the left-hand side, you see an overview of the current relevant license metrics, while on the right-hand side the history of each license metric along a timeline, e.g. within the last 12 months, is shown.

Note that you need the additional authorization Access License Utilization for Cloud, which can be granted by one of the administrators in your company.

New Statistic about Customer Satisfaction with Incidents

In the Closed Incidents section, a new statistics on Feedback Ratio (Customer Satisfaction Surveys) has been added.
It shows the total number and ratio of closed incidents that feedback was provided for and corresponds with the statistics about the Support Interaction Survey.

- **Support Interaction Survey** displays the ratings and shows the feedback provided.
- **Feedback Ratio** shows how many incidents have been rated by customers (compared to manually/automatically closed incidents).

**HANA Enterprise Cloud (HEC)**

**New Application HEC Workspace**

The new application *HEC Workspace* combines most important information across all launchpad HEC tiles and applications. This allows you to get an overview about system health and all required actions at a glance. It is no longer necessary to access all individual applications to get the full picture of your HEC landscape.
All cards will reflect your specific filter settings. It is possible to rearrange all cards and save you own view, including display settings and filter values. Easily remove cards that are not needed. Every card also provides the option to navigate to the corresponding application if more details are required.

The new application can be launched through the tile Workspace. Enter the tile catalog to add it to your homepage.

**Cloud Availability Center**

**Cloud Administrators can Change Subscriptions in CSNS**

The new Cloud System Notification Subscriptions (CSNS) tool allows to manage subscriptions for all notifications that are displayed in the Cloud Availability Center (CAC). Subscribers have the option to specify which notification types they are interested in.

Super administrators can also assign a new subscription to a contact person within their organization, see and edit the notification recipients for each cloud service individually. This privilege has now been extended to cloud administrators.

**Communicated Availability Overview for all Systems in one View**

So far, availability information was offered per tenant on the Tenant Detail page, from where it could be downloaded to a local file. Now there also is an overview about the communicated availability.

To enter it, click the Availability Reporting card on the Cloud Availability Center homepage. A variety of filter options let you narrow down the list to exactly those you are interested in.
SAP Support Portal

Changes to Header Navigation

The SAP Support Portal’s header navigation design has been updated to better align with the look and feel from sap.com. New iconography is used, and a dark bar on the right highlights important topics related to the current navigation entry.

- The new navigation comes with a few minor content changes in the mega-menus:
- The Overview sections have been removed from each content area, as they are no longer needed.
- The My Support area now includes a SAP ONE Support Launchpad section. No content under any link has been changed.
• My Trust Center is now a call-out in the black bar.
• The Application Lifecycle Management (ALM) content area’s menu options were revised in early March. Most notable, the Focused Run details have been moved out of the SAP Solution Manager menu and into ALM.

Appendix

Release Dates

The 2020 release dates for the SAP support applications are:

• Wave 1: Thursday January 16, 2020
• Wave 2: Saturday February 15, 2020
• Wave 3: Thursday April 2, 2020
• Wave 4: Saturday May 23, 2020
• Wave 5: Thursday July 9, 2020
• Wave 6: Saturday August 22, 2020
• Wave 7: Thursday October 15, 2020
• Wave 8: Saturday November 21, 2020

Piloting Program for the SAP ONE Support Launchpad

We invite interested customers and partners to a special piloting program for the SAP ONE Support Launchpad. In this program, we offer roll-out sessions where we present new functionality that has become available since the previous release, give an outlook and insight on what we are currently working on, and collect and discuss feedback and ideas with participants. Sessions are held every 6-8 weeks. All interested parties can participate without obligations.

In case you would like to be involved and invited to future sessions, simply send an email to saponesupportlaunchpad@sap.com containing your name, S-user ID, e-mail address, and name of your company.