Cloud Availability Center

User Guide

April 2020
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CLOUD AVAILABILITY CENTER INTRODUCTION

This document aims to provide an introduction into the Cloud Availability Center (CAC) and serve as a guide to its functionalities. The goal of the CAC is to provide around the clock access to live availability data of your SAP cloud services.

The Cloud Availability Center offers a customizable dashboard view of the status(es) of your SAP cloud services; with the purpose of providing up-to-date information on incidents (service disruptions, interruptions, degradations and scheduled maintenance events) occurring with your products. Your S-User personalization in the Launchpad displays your services, the data centers, URLs, and systems your data reside on.

Automatically adjusted to your time zone, the CAC’s modules are designed to assist you with your productive systems.

The Cloud Availability Center delivers an at-a-glance view providing:

- Overview of your SAP products
- Current and historical cloud solution status
- Product and system views
- Planned events
- Latest notifications

GETTING STARTED WITH CLOUD AVAILABILITY CENTER

First, visit the SAP ONE Support Launchpad which hosts the Cloud Availability Center:
https://launchpad.support.sap.com/

To access the SAP ONE Support Launchpad, you will need to have an S-user ID - a unique member number assigned to customers and partners in order to verify they are permitted access to web portals and databases. If possible, please contact your company’s super administrators, and request an ID number. If you do not know who your super administrator is, contact SAP Support.

If you want to see your cloud products and systems for an installation on the Cloud Availability Center, your S-user ID requires the authorization ‘Display System Data’ or ‘Edit System Data’ for this installation. To check if your user has got this authorization, check your user profile in the launchpad.
Once logged into the SAP ONE Support Launchpad, add the CAC tile to your Home page, by following these steps:

1. Click the "Menu" button in the upper left corner of the SAP ONE Support Launchpad.

![SAP ONE Support Launchpad Menu](image)

2. Under the Cloud – Administration section, click the Cloud Availability Center tile.

![Cloud - Administration](image)

1. Add the tile to the **My Home** group.

![Add Tile to Groups](image)

2. Click the **Home** button in the upper left corner of the Launchpad. You will now see the tile on your homepage.

3. Click the Cloud Availability Center tile once more to launch the web app.
Overview and Filtering Function

Once logged onto the Cloud Availability Center, you can filter the view by your current cloud service status. The options available are normal, maintenance, degraded, and disrupted. You can also filter by the Product name or Cloud Service.

As mentioned previously, all status, notification dates, and times impacting your service(s) are displayed for your time zone.

Example: If your SAP SuccessFactors Learning Management System solution resides in the DC8 Ashburn, VA USA data center – which operates on Eastern Standard Time (EST) – and your computer system is set to Pacific Standard Time (PST), the DC8’s scheduled maintenance will be displayed in PST. If maintenance is scheduled for Saturday from 01:00 to 07:00 hours EST, your Cloud Availability Center homepage will display maintenance is scheduled for Friday from 22:00 to Saturday at 04:00 hours PST.

Status Menu

You can select which service status should be shown in your personalized dashboard, by selecting between:

- show all
- disrupted
- degraded
- maintenance
- normal
**Status Definitions**

Normal  ![Light Green Circle](image)
Service normal. All your cloud services are currently available for users.

Disrupted  ![Red Circle](image)
Users may have no access to the cloud service.

Degraded  ![Yellow Circle](image)
Users may experience latency or performance degradation with the cloud service.

Maintenance  ![Blue Circle](image)
Cloud service is under maintenance.

**Settings Function**

Your Cloud Availability Center account can be customized according to your preferences.

Click on the **Settings** button and select **Edit Overview Page**. In the pop-up window you can select and add product tiles to your favorites, so they will appear at the top of your dashboard. Your favorited tiles will then show a yellow star in their upper right corners.

You may also rearrange tiles as you prefer to view them by dragging them to your desired positions on your homepage.
The Cloud Availability Overview contains the following modules:

- Your SAP Products Overview
- Status Overview
- Individual Product and Cloud Service Availability
- Planned Events
- Latest Notifications

<table>
<thead>
<tr>
<th>Your SAP Products Overview</th>
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<tbody>
<tr>
<td>HANA Enterprise Cloud</td>
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<td>SAP Cloud Platform</td>
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<td>SAP SuccessFactors</td>
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<th>Status Overview</th>
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<td>All Cloud Services</td>
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<td>Maintenance</td>
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<th>SAP Cloud Platform Foundation (deprecated) Systems</th>
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<th>Planned Events</th>
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<td>SAP Jam Collaboration Maintenance Announcement - VNS27121</td>
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<td>SAP Jam Collaboration Issue Identified - VNS27120</td>
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<tr>
<td>25.04.2020 12:08</td>
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<tr>
<td>SAP Jam Collaboration Issue Identified - VNS27124</td>
</tr>
<tr>
<td>25.04.2020 12:05</td>
</tr>
<tr>
<td>HEC - BOBJ System Notification - VNS20955</td>
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<td>25.04.2020 07:08</td>
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<th>SAP Cloud Platform Foundation Runtime Systems</th>
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<th>SAP SuccessFactors</th>
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**Your SAP Products Overview**

Unless you set and arrange particular tiles as favorites, an overview of your SAP products will appear in the top left of your dashboard. In this section, you can see product names, how many systems they reside on, and their real time availability.

![SAP Products Overview](Image)

By clicking on the product name, you will be guided to the Product and Cloud Service Overview with detailed availability information.

Upon clicking on system status, a window pops up displaying the list of affected systems and, in case of disruption, degradation or maintenance, indicating the event start time. After selecting one of the systems, you will be forwarded to the System Overview for further details.
Status Overview

Status Overview provides information about the current availability of your SAP cloud products on a system level, sorted by its/their current status(es). You can see at a glance how many systems are up and running, how many are under maintenance, and how many are somehow affected by a service down situation. In cases of service down situations, you can also view incident details.

Upon clicking on a system status, a window pops up displaying the list of affected systems. After selecting a system, you will be forwarded to its System Overview for further details.

You will also be forwarded directly to the System Overview if you click on any of the systems listed under a specific status.

Please note that in cases where service degradations or interruptions occur during maintenance, service degradations and disruptions will override scheduled maintenance status. Also, as service disruptions are most critical, the service disruption will override the service degradation status.

As soon as maintenance, service degradation, and service disruptions are completed, the status will return to service normal status.
Product and Cloud Service Availability

These charts provide an aggregated view of the systems of each product, according to their current status(es).

Upon clicking on any displayed colors, a window pops up showing the list of affected systems. After selecting a system, you will be forwarded to its System Overview for further details.

Planned Events

This section informs you about upcoming scheduled maintenance events. By clicking on an event, you will be guided to its Notification History.

In the drop-down menu, you can apply a filter to view the planned events for up to the next three months.
**Latest Notifications**

This section provides an overview of the most recent notifications for your products. By selecting a notification, you will be forwarded to the Notification History, where detailed information on incidents and maintenance can be viewed and filtered by product, cloud service, event type, and status.

In the drop-down menu, you can select between showing all latest notifications and filtering for incident or maintenance related events.

**PRODUCT AND CLOUD SERVICE OVERVIEW**

Here you can find detailed information on product or cloud service performance including historical availability data, duration and type of events.

In the header, you see information about the product or cloud service, including its name, the number of products or cloud services, and a status summary of the systems.
Events

All events for a particular product are displayed on a timeline dating back up to one year. The timeline also includes upcoming maintenance windows. You can zero-in from a product level view to system and event levels as needed.

If you click on a specific system, you will be redirected to the System Overview.

Using the magnifier in the top right corner of this screen, you can zoom your timeline in or out, viewing the system’s history for up to one year (in as little as five-minute intervals), or currently-scheduled maintenance for the next six months.
Here you can also find the event types legend helping you to understand the color coding on the timeline.

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Legend</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Normal</td>
<td><img src="Image" alt="Normal" /></td>
<td>Service Normal. All your cloud services are currently available for users.</td>
</tr>
<tr>
<td>Disruption</td>
<td><img src="Image" alt="Disruption" /></td>
<td>Users may have no access to the cloud service.</td>
</tr>
<tr>
<td>Degradation</td>
<td><img src="Image" alt="Degradation" /></td>
<td>Users may experience latency or performance degradation with the cloud service.</td>
</tr>
<tr>
<td>Maintenance</td>
<td><img src="Image" alt="Maintenance" /></td>
<td>Cloud service maintenance has been cancelled.</td>
</tr>
<tr>
<td>Maintenance Cancelled</td>
<td><img src="Image" alt="Maintenance Cancelled" /></td>
<td>Cloud service is under maintenance.</td>
</tr>
</tbody>
</table>

If you click on an event, a window opens displaying the event details like its type, start date, duration, affected data center, and a brief impact description. By clicking on the notification (in this example "Incident") you can view more details about this notification.

Notifications

Under "Notifications" you see an overview of events for a selected product. You have the option to expand or collapse the information displayed in the table to see more precise details.

Once you click on "Show More" in the bottom right corner, you will be redirected to the Notification History.
SYSTEM OVERVIEW

This section provides you with detailed performance information for a selected system, including historical and future events, notifications, and the communicated availability.

In the header you find general information about the system, including its name, current status, communicated availability, and the data center where it resides. Click on the system name in the title to view its detailed system data.
Events

As discussed in Product and Cloud Service Overview, the timeline displays all events dating back up to one year as well as upcoming scheduled maintenance windows for specific systems. In “Events”, you can also use the magnifier tool to adjust displayed time intervals, view the event types agenda, and click on any event to receive more details.

Notifications

Under “Notifications” you see an overview of events for a selected system. You have the option to expand and collapse the field for more detailed information.

If you click on “Show More” in the bottom right corner, you will be redirected to the Notification History.

Availability Reporting

Here you have an overview of communicated availability for all system in one view.
Communicated Availability

In this diagram, the CAC shows the availability of the system for the current month and up to twelve months in the past.

You have the option to extend this diagram to investigate the detailed list of the SLA relevant downtime events for a selected month from the Communicated Availability Section on the system level. In order to do so, you need to navigate to a Cloud Service System of your choice, scroll down for the “Communicated Availability” Section. Once you click on the bar representing any month with a value of <100%, the “Detailed List” for this month will be displayed under the “Communicated Availability” Section. This list shows the list of the SLA relevant downtime events including the following information:

- Event number
- Details
- Status
- Event Start/ End
- Total Event Duration
- Event Duration until End of Month
- Notification Sent Date

You also see the total accumulated downtime for the selected month under the header for “Detailed List”. All calculations are based on UTC time.

Please note that the following information is captured to calculate communicated availability:

- Downtimes from Customer Notification Event
- Contractual Maintenance Period (CMP)
- Planned Downtimes
- Excluded Downtimes by unpredictable and unforeseeable events.

The calculation is primarily based upon the Customer Notification Events SAP sends to the customers.

A Contractual Maintenance Period (CMP) is a contractually-defined time frame during which an application may not be available due to periodically scheduled maintenance. The CMPs are published in the Service Level Agreement for SAP Cloud Services.
Planned Downtimes can include downtimes scheduled in a Contractual Maintenance Period (CMP) and all other downtimes where the notice period is greater than X hours, or any other unit-specific logic.

According to the definition above, any downtime which is not pre-planned, is defined as an Unplanned Downtime.

In case of an ongoing event, Communicated Availability will be calculated and updated after the event is closed.

Please note:

that not every cloud service shows its communicated availability in the Cloud Availability Center yet. Several cloud services are undergoing an onboarding process and will be available in the CAC as soon as possible. For a detailed overview of the onboarded cloud services, please refer to the FAQ section of the Cloud Availability Center support page.

The Cloud Availability Center reflects all service disruptions with a minimum duration of 3 minutes and shows for the moment only productive systems.

NOTIFICATION HISTORY

Upon clicking on a specific notification in the Cloud Availability Overview, you will be guided to the history of all event notifications for the last 12 months.

Select any notification to see its details in a dedicated section on the right side of your screen. You can view the original notification in full screen by clicking on the respective button in the top right corner.

In the header, you have the option to either search for a specific notification or to filter notifications by event ID, product, cloud service, type, or status. You can also adjust the filters to your preferences by choosing “Adapt Filters”.

<table>
<thead>
<tr>
<th>Title</th>
<th>Status</th>
<th>Start Date/End Date</th>
<th>Notification Start</th>
<th>Data Center</th>
<th>Product</th>
</tr>
</thead>
<tbody>
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<td></td>
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</table>

Search results would be displayed as in the table below, including title, status, start and end times, data center, system, and product affected.
In the “Title” column, you can expand the view to see a detailed notification history. The option to export the data to an Excel spreadsheet is located in the top, right corner of the screen.

<table>
<thead>
<tr>
<th>Title</th>
<th>Status</th>
<th>Event Start / End</th>
<th>Notification Sent</th>
<th>Data Center</th>
<th>Tenant</th>
<th>Product</th>
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<tbody>
<tr>
<td>SAP Jam Collaboration Customer Communication - E--</td>
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<td>SAP SuccessFactors</td>
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<td>SAP SuccessFactors HCM Suite Customer Communic--</td>
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</tbody>
</table>

**NEED FURTHER SUPPORT?**

If you need additional help or have specific questions, feel free to contact us for one-on-one support via the Cloud Availability Center Inbox.