<table>
<thead>
<tr>
<th>Customer</th>
<th>XXX Ltd</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>123, AAA Street</td>
</tr>
<tr>
<td></td>
<td>10101 - City (Country)</td>
</tr>
<tr>
<td>Customer Number</td>
<td>123456</td>
</tr>
<tr>
<td>Program</td>
<td>SAP Advanced CCOE</td>
</tr>
</tbody>
</table>

Date of Report: dd/mm/2018
Report produced by: Global CCOE Program
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1 Summary

1.1 Executive Summary

The results shown in this report are based on the information provided by your answers in the Advanced Self-Assessment questionnaire in the Advanced CCOE area (→ CCOE Roadmaps and Certifications) of the SAP Support Portal. The Advanced Self-Assessment is designed to provide an elementary measure of maturity in each operational area: the results for your organization can be viewed on page 4.

The Advanced Self-Assessment does not allow an in-depth analysis across the board and for this reason the recommendations provided focus on one major issue identified from each operational area regarding SAP Best Practice and appropriate advice to move forward. These recommendations can be found from page 5 onwards. In those areas where a dark green evaluation (4 - Controlled) or a light blue (5 - Optimized) evaluation has been made there are no recommendations for improvement.

It is important to emphasize that the ratings in each area were generated by the full set of information provided and not by one single answer. All data provided have been analyzed against SAP Best Practice and Best Practice as observed at SAP’s Advanced CCOE Customers.

We recommend the Advanced Self-Assessment be followed up by a SAP Operations Planning Workshop (SOPW) delivered onsite with face-to-face interviews and further analyses of these areas and others in more detail.

For more details how to follow up this Advanced Self-Assessment, please ask your SAP contact (e.g. ESA or TQM).

For more information on the Customer Centre of Expertise, please visit the CCOE Area in the SAP Support Portal, the direct link is the following: http://support.sap.com/en/offerings-programs/ccoe
2 Indication Definition
The table below was used as the standard for evaluating the information provided in the ACCOE Self-Assessment.

<p>| | |</p>
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</table>
| 1 | **Initial** (Concept - reactive, ad hoc)  
SAP Standard methodology in this area is not recognized, transparency is missing. |
| 2 | **Realized** (Documented - reactive, ad hoc)  
Customer has realized the topic. Customer recognizes the need to address this issue and can present the beginnings of a process. Approach is mainly reactive. |
| 3 | **Focused** (Measurable - active handling)  
Customer has defined processes and is aware of the topic. Customer is actively working on it and has rolled-out the process. Responsibilities are defined including named individuals, and the process is digital documented and shared. |
| 4 | **Controlled** (Controlled - proactive handling)  
Customer works proactively on this topic. A measurement platform is in place and there is a control of the IT business entirely. There is a defined change process including mechanisms to ensure regular reviews. Trainings are in place and input is regularly gathered from the organization (IT and business). |
| 5 | **Optimized** (Optimized - proactive handling)  
Customer handles this topic proactively and enriches his experience with rolling-in of external know-how or active participation in study groups to define new IT standards. Improvement – technical or process oriented - is the most focused aspect on this topic. |

A mature IT Operations Organization must have clearly defined standards across all support processes in the following key areas:
- Roles and Responsibilities
- Process definition
- Appropriate and secure Tools

3 Evaluation Results
The following chapter shows how your current IT Operations have been rated against SAP Best Practices and recommendations.

<table>
<thead>
<tr>
<th>IT Process</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
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<tbody>
<tr>
<td>Incident and Problem Management</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Project and Solution Documentation</td>
<td>X</td>
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<tr>
<td>Change Request and Control Management</td>
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<td>Custom Code Management</td>
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<td>Test Management</td>
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<td>System Administration and Monitoring</td>
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<td>Root Cause Analysis</td>
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<tr>
<td>Business Process and Interface Monitoring</td>
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<tr>
<td>Job Management</td>
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<tr>
<td>Data Consistency Management</td>
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<tr>
<td>Data Volume Management</td>
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<tr>
<td>Quality Management</td>
<td>X</td>
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</table>
4 Recommendations

The following chapter makes one recommendation in each IT Operational area based on the information provided in the assessment plus the Top Recommendation for the same area.

For a more detailed set of recommendations in all areas, we recommend the SAP Operations Planning Workshop service.

In the text below there is a short explanation why the area is significant for your situation together with a recommendation how to address the specific issue.

4.1 Incident and Problem Management

By following the Incident Management standard, customers can accelerate incident resolution, increase the availability of the IT solution, minimize negative business impacts, and gain 100% transparency on issues and challenges.

Issue: Incident Management Process not fully defined

Recommendation: The Incident Management process is the most central process in support operations environment and fundamental to the success of the IT Organization. Incidents which are not dealt with in a timely manner can cause major disruption and consume significant costs and resources. Additionally it is often the process with which the majority of End Users have their main contact with IT Operations and in this sense represents the ‘face’ of IT to the business.

We strongly recommend completing the Incident Management process design according to the SAP Best Practices and the SAP Standards for Operations as well as defining standard procedures for Incident Management.

SAP can support the implementation of a standard Incident Management process on many levels, please contact your SAP account manager for more details or reply to the email which sent this report.

SAP Solution Manager can meet all the stated requirements in this area in the IT Service Management work center. Additional information can be found here: https://support.sap.com/solutionmanager

4.1.1 Incident and Problem Management: Top Recommendation

We recommend the implementation of a bi-directional interface between your 3rd party ITSM tool and the SAP Solution Manager. The interface can be used to exchange data and information in a stable, transparent and efficient way. Issues and incidents will be transmitted automatically without manual effort including the entire history of the incident and vital meta data to resolve it.

To achieve this objective, please activate ITSM in your SAP Solution Manager and connect your 3rd party component. If your SAP Solution Manager is already connected to the SAP Support backbone, the data and information exchange will work properly.

4.2 Project and Solution Documentation

The key to successful landscape planning and operation is an accurate and complete description of the solution landscape itself including all business processes. All reporting is based on this fundamental information. This IT operation is also key to achieving 100% transparency on the SAP Solution.
Issue: Project and Solution Documentation Process not fully defined.

Recommendation: Project and Solution documentation enables you to align your enterprise and IT services, and increase transparency, which allows you to accelerate IT activities and improve their results. SAP Solution Manager enables you to document SAP solutions and non-SAP applications running in your system landscape.

Solution Documentation serves as a platform for maintaining relevant information regarding all of the Application Lifecycle Management (ALM) phases in one central location. This is known as the “Single Source of Truth” concept. Therefore, Solution Documentation covers all ALM phases starting with tracking requirements through the design, build, and test phases right up to the handover, production, and operations phases. To ensure that this broad coverage is maintained, Solution Documentation must be closely integrated with other ALM areas, such as Test Management, Change Request Management, and Business Process Monitoring.

SAP strongly recommends completing the Project and Solution Documentation process design according to the SAP Best Practices and the SAP Standards for Operations as well as defining standard procedures for Project and Solution Documentation. SAP can support the implementation of a standard Project and Solution Documentation process on many levels, please contact your SAP account manager for more details or reply to the email which sent this report.

SAP Solution Manager has standard functionality for this topic area. Additional information can be found here: https://support.sap.com/solutionmanager

4.2.1 Project and Solution Documentation: Top Recommendation

SAP recommends setting up a process for the Solution Documentation Lifecycle including:
Clear process definition and responsibilities
  o Who has to create documentation and when?
  o Who updates documentation and when?
  o Who is responsible for the quality of the documentation?
Governance
  o What needs to be documented?
  o Definition of templates for documenting business scenarios, application components, interfaces, background jobs
  o Where should documentation be stored?

5 Benchmark Information & KPIs

The SAP Advanced Customer COE Program has added a Benchmarking Information section to this report.
The objective of this benchmarking information is, to give additional guidance in evaluating your results from the Advanced Self-Assessment.

The following Benchmark overview allows you to compare your ratings with other customers worldwide (average) who also executed the Advanced Self-Assessment. The overview is not split by industry, location or size.
Placeholder