The Operations Planning Workshop (OPW) is applicable when you want to setup or improve the End-to-End Solution Operations in your IT landscape and organization. It also assists you to plan the implementation or optimization of your Customer Center of Expertise (Customer COE) with Advanced Customer COE capabilities.

The OPW delivers a maturity assessment of the IT operations processes, identifies your strengths, weaknesses and improvement opportunities for the End-to-End Solution Operations. The key result of this service will help you to have a common understanding of optimization areas within your IT operations, define action plans for moving ahead and get maturity level ratings for each topic area of the IT operations evaluated based on the Advanced COE customers’ experiences.

AT A GLANCE

Key Features
The OPW provides a fit-gap analysis of your IT operations against SAP’s Best Practices / SAP’s Standard for Solution Operations. The workshop is an interactive and collaborative discussion between the SAP team and your key stakeholders.

Focus topics
During the onsite part of this service we check strategy, roles and responsibility, processes, tools, documentation, and KPIs based continuous improvement for the following IT operations processes:

- Incident and Problem Management
- Process Management (Project and Solution Documentation)
- Change Control Management
- Release Management
- Custom Code Management
- Test Management
- System Monitoring and Administration
- Root Cause Analysis
- Business Process and Interface Monitoring
- Job Management
- Data Consistency Management
- Data Volume Management
- Remote Supportability
- Security
- Customer COE Quality Management
Benefits:
The OPW assists you in establishing or optimizing your Customer COE and sharing SAP’s Best Practices in regard to SAP IT governance including the SAP Standards for End-to-End Solution Operations.

- Obtain a holistic view of your current Customer COE capabilities, strengths and weaknesses
- Identify skill gaps and optimize the knowledge transfer in your Customer COE organization
- Get, in the shortest possible time, a high-level roadmap with tailored recommendations and actions to move forward for improvement in a timely and effective manner
- Obtain external verification of your solution operations and leverage SAP’s vast experience
- Ensure an optimized setup of your Customer COE, and related IT capabilities, including internal/external communication in your organization
- Understand further improvement opportunities of IT Operations from Customer COE Quality Management perspective
- Start, in a structured way (e.g. COE Project based), the implementation of the recommendations provided so as to:
  - be ready to manage additional business demands while improving your SAP IT operations
  - increase the satisfaction of your internal customers
  - reduce your TCO to free up operational budget and resource for innovations

When to Use:
The OPW is best used as an initial service to help you in planning the most important aspects for your Customer COE setup or optimization. If one or more of the criteria below apply to you, then the OPW can assist you:

- You want to know your current operational maturity level and what should be done for further improvement.
• You have a Customer COE organization and want to increase your operational maturity level, but do not have a clear comprehensive roadmap (or action plan) due to a missing holistic view of your current operations.
• Your IT support organization’s workload is increasing and want to know how it can be reduced and optimized.
• You want to start the implementation of the End-to-End Solution Operations in your IT operations, but do not have a clear strategy and roadmap how this can be done most efficiently for your IT landscape and organization.
• You are interested in the Advanced Customer COE Program and want to know your current operational maturity level and what should be done to be ready to get the Advanced Customer COE Certification.
• You are in a transition phase of IT operations from your own resource to outsource partners and want to be sure the planned IT operations and partner management are aligned with SAP Best Practices, and sustainable for your ongoing operations.
• An Operation Planning Workshop (SOPW or Extended SOPW) was done a few years ago, but no progress has been done so far due to various reasons e.g. organizational changes. Now you want to restart the Advanced Customer COE implementation from scratch or as a delta implementation.

In case of additional requirements (some examples below), the OPW can be extended to fulfill your needs.

• You are transitioning to the Cloud / Hybrid solutions
• You are planning to establish a Control Center
• You are planning to establish or review your Customer COE strategy, governance and organization

DELIVERY IN DETAIL

The delivery consists of 3 phases: Preparation, Onsite Part / Workshop and Follow-Up activities.
**Preparation**

As soon as the date/week for the onsite is booked, SAP schedules a preparation call to verify your expectations for the service delivery, present/discuss and finalize the Agenda and clarify any doubts you might have. Ideally this should be organized 4-5 weeks before the onsite. (Please also see the PREREQUISITES section below).

**Onsite Delivery**

The onsite assessment workshop is an interactive open discussion and friendly collaboration between the SAP team and your key players for each topic / IT Process. The goal is to obtain a complete understanding of how you designed or actually execute, from an End-to-End perspective, your IT operations processes in your IT landscape and organization, and how and to what extent your IT operations processes integrate each other’s.

During the onsite (but this is not mandatory) you can take advantage of existing documents / procedures / presentations (if available) or even show SAP the system / tool(s) used, to present and describe the particular assessment Area or IT process, or support your discussion about it.

This fit-gap analysis allows to:

- determine which SAP Standards for End-to-End Solution Operations should be implemented or enhanced
- provide input on how this should be done

At the end of the workshop, with all gathered information from each assessment session, the SAP team will analyze, document and present high-level summary, findings and initial recommendations in a wrap-up presentation. All participants who attended in the workshop sessions are asked to participate in the final wrap-up meeting. This ensures that all the information gathered and conclusions drawn are agreed by all parties. Additionally, a plan to move forward is presented and discussed.

**Follow-Up**

After the onsite visit, the SAP delivery team will prepare a detailed service report which includes:

- detailed findings, detailed recommendations and action plans (for an initial Roadmap) to close the identified gaps within each topic area, move forward in a timely manner and help establish a KPIs driven continuous improvement process.
- maturity level rating for each topic area of the IT operations evaluated, based on the Advanced COE customers’ experiences, and a Value Benchmark overview, which allows you to compare your ratings with other customers worldwide (average) who also had the OPW delivered.
- links to detailed documentation, whitepapers, Best Practices and Standard for Solution Operations, training and training materials, and presentations.

The report will be available and sent in approximately 2-3 weeks after the onsite. Finally, a follow-up call is set up to discuss the action plan and clarify any remaining open issues.
DURATION, EFFORT & DELIVERABLES

The duration of the OPW service is typically 4 (four) days onsite by 2 SAP Customer COE experts with knowledge across the End-to-End Solution Operations topic areas. The overall effort is **14 days**, including preparation, onsite delivery, and follow-up activities, which depends on requirements.

The detailed **staffing** is:
- Team Lead: 8 mandays
- Team Member: 6 mandays

The OPW service contains:
- Preparation call
- Onsite Service delivery:
  - KickOff meeting
  - Service sessions
  - Wrap-up presentation
- Service Report
- Follow-Up call

PREREQUISITES

General
As this service will potentially require changes in processes, roles and priority of tasks within your IT organization, a key prerequisite is to have clear commitment and executive sponsorship involvement.

Prerequisites regarding participants
Since the majority of information during the onsite part of the delivery comes from your IT project and operations teams, it is essential to invite, and ensure the participation of, the experts in the various topic areas as well as central owners / responsibilities for IT organization and processes. So, there is no need for all participants to be engaged in each session of the workshop.

However, we expect a full audience during the KickOff Meeting and the Wrap Up presentation, (Senior Management participation is advisable).

*Please notice:* It is always very important to have appropriate participants (the “right people” to the “right session”) for each assessment session / IT Process to gain successful results. The OPW requires E2E IT process owner and customer E2E IT experts (functional experts – no time to go too much into technical details) for each assessment session / IT Process as well as responsible IT management during the onsite days, and therefore you may need some weeks to engage the appropriate resources for the workshop. It normally takes 4-5 weeks before the onsite part of the delivery takes place.

Prerequisites regarding administration
The following facilities must be available:
- A meeting room with sufficient capacity for all participants
- Flipchart or marker board, pens and eraser
- Projector
- Internet connection (optional)

**OPW SAMPLE AGENDA (ONSITE DELIVERY)**

For further information regarding the OPW delivery, please refer to the sample agenda (4 days onsite) below. The agenda can be adjusted according to agreed scopes and requirements during or after the Preparation Call.

### DAY 1

<table>
<thead>
<tr>
<th>Task / Activity</th>
<th>Audience</th>
<th>Duration</th>
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</table>
| **Kickoff**     | • Executive Sponsor  
• IT Head and Senior Managements  
• SAP Customer COE Lead  
• SAP Customer COE Team and Quality Managers  
• All other participants in the following assessments (if possible) | Introduction & SAP presentation (0,45 - 1 hour)  
Customer presentation & discussion (1 – 1,5 hours) |
| **IT Operations overview (by Customer)** | • Organizational company structure: Business & IT, CCOE, Project & Operation  
• System/Solution landscape and architecture  
• SAP Solution Manager status  
• Projects, mergers & acquires  
• Current pain points | |
| **Incident and Problem Management** | • IT Process Owner  
• IT Support lead and team (1st Level, 2nd Level...)  
• SAP Customer COE Lead and Team | 2 – 3 hours |
| **Process Management** (Project, Business Process, Technical documentation) | • IT Process Owner  
• Project Manager/Lead  
• Core Business Process Owner(s)  
• Application Management Lead  
• System Management Lead  
• SAP Customer COE Lead and Team | 2 hours |

* Break will be taken appropriately between each session
<table>
<thead>
<tr>
<th>Task / Activity</th>
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<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Change and Transport Management</strong></td>
<td>• IT Process Owner&lt;br&gt;• Change Manager&lt;br&gt;• Transport Manager&lt;br&gt;• Development Manager&lt;br&gt;• Release Manager&lt;br&gt;• System Administrator&lt;br&gt;• SAP Customer COE Lead and Team</td>
<td>2 – 3 hours</td>
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<tr>
<td><strong>Release Management</strong></td>
<td>• Team, Roles and Responsibilities&lt;br&gt;• Strategy, Processes and Tools&lt;br&gt;• Operations Handbook&lt;br&gt;• KPIs and Continuous Improvement</td>
<td></td>
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<tr>
<td><strong>Custom Code Management</strong></td>
<td>• IT Process Owner&lt;br&gt;• Custom Codes responsible&lt;br&gt;• Development Manager&lt;br&gt;• SAP Customer COE Lead and Team</td>
<td>1 – 1.5 hours</td>
</tr>
<tr>
<td><strong>Team, Roles and Responsibilities</strong></td>
<td>• Team, Roles and Responsibilities&lt;br&gt;• Strategy, Processes and Tools&lt;br&gt;• Operations Handbook&lt;br&gt;• KPIs and Continuous Improvement</td>
<td></td>
</tr>
<tr>
<td><strong>Strategy, Processes and Tools</strong></td>
<td>• Team, Roles and Responsibilities&lt;br&gt;• Strategy, Processes and Tools&lt;br&gt;• Operations Handbook&lt;br&gt;• KPIs and Continuous Improvement</td>
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<tr>
<td><strong>Operations Handbook</strong></td>
<td>• Team, Roles and Responsibilities&lt;br&gt;• Strategy, Processes and Tools&lt;br&gt;• Operations Handbook&lt;br&gt;• KPIs and Continuous Improvement</td>
<td></td>
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<tr>
<td><strong>KPIs and Continuous Improvement</strong></td>
<td>• Team, Roles and Responsibilities&lt;br&gt;• Strategy, Processes and Tools&lt;br&gt;• Operations Handbook&lt;br&gt;• KPIs and Continuous Improvement</td>
<td></td>
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<tr>
<td><strong>Test Management</strong></td>
<td>• IT Process Owner&lt;br&gt;• Test Manager / Coordinator&lt;br&gt;• Application Management Leads&lt;br&gt;• System Management Lead&lt;br&gt;• Development Lead&lt;br&gt;• SAP Customer COE Lead and Team</td>
<td>1.5 - 2 hours</td>
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<tr>
<td><strong>Roles and Responsibilities</strong></td>
<td>• IT Process Owner&lt;br&gt;• Test Manager / Coordinator&lt;br&gt;• Application Management Leads&lt;br&gt;• System Management Lead&lt;br&gt;• Development Lead&lt;br&gt;• SAP Customer COE Lead and Team</td>
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<tr>
<td><strong>Strategy, Process and Tools</strong></td>
<td>• IT Process Owner&lt;br&gt;• Test Manager / Coordinator&lt;br&gt;• Application Management Leads&lt;br&gt;• System Management Lead&lt;br&gt;• Development Lead&lt;br&gt;• SAP Customer COE Lead and Team</td>
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<tr>
<td><strong>Operations Handbook</strong></td>
<td>• IT Process Owner&lt;br&gt;• Test Manager / Coordinator&lt;br&gt;• Application Management Leads&lt;br&gt;• System Management Lead&lt;br&gt;• Development Lead&lt;br&gt;• SAP Customer COE Lead and Team</td>
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<tr>
<td><strong>KPIs and Continuous Improvement</strong></td>
<td>• IT Process Owner&lt;br&gt;• Test Manager / Coordinator&lt;br&gt;• Application Management Leads&lt;br&gt;• System Management Lead&lt;br&gt;• Development Lead&lt;br&gt;• SAP Customer COE Lead and Team</td>
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<tr>
<td><strong>System Monitoring and Administration</strong></td>
<td>• IT Process Owner&lt;br&gt;• System Management Lead&lt;br&gt;• Monitoring team Lead&lt;br&gt;• System Administrator&lt;br&gt;• RCA team lead&lt;br&gt;• SAP Customer COE Lead and Team</td>
<td>1.5 – 2 hours</td>
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<tr>
<td><strong>Roles and Responsibilities</strong></td>
<td>• IT Process Owner&lt;br&gt;• System Management Lead&lt;br&gt;• Monitoring team Lead&lt;br&gt;• System Administrator&lt;br&gt;• RCA team lead&lt;br&gt;• SAP Customer COE Lead and Team</td>
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<tr>
<td><strong>Strategy, Process and Tools</strong></td>
<td>• IT Process Owner&lt;br&gt;• System Management Lead&lt;br&gt;• Monitoring team Lead&lt;br&gt;• System Administrator&lt;br&gt;• RCA team lead&lt;br&gt;• SAP Customer COE Lead and Team</td>
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<tr>
<td><strong>SAP Solution Manager RCA</strong></td>
<td>• IT Process Owner&lt;br&gt;• System Management Lead&lt;br&gt;• Monitoring team Lead&lt;br&gt;• System Administrator&lt;br&gt;• RCA team lead&lt;br&gt;• SAP Customer COE Lead and Team</td>
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<tr>
<td><strong>Operations Handbook</strong></td>
<td>• IT Process Owner&lt;br&gt;• System Management Lead&lt;br&gt;• Monitoring team Lead&lt;br&gt;• System Administrator&lt;br&gt;• RCA team lead&lt;br&gt;• SAP Customer COE Lead and Team</td>
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<tr>
<td><strong>KPIs and Continuous Improvement</strong></td>
<td>• IT Process Owner&lt;br&gt;• System Management Lead&lt;br&gt;• Monitoring team Lead&lt;br&gt;• System Administrator&lt;br&gt;• RCA team lead&lt;br&gt;• SAP Customer COE Lead and Team</td>
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## DAY 3

<table>
<thead>
<tr>
<th>Task / Activity</th>
<th>Audience</th>
<th>Duration</th>
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</table>
| **Business Process and Interface Monitoring** | • IT Process Owner  
• Core Business Process Owner(s)  
• Monitoring team Lead  
• Interface Management Lead  
• SAP Customer COE Lead and Team | 1 hour   |
| • Roles and Responsibilities  
• Strategy, Processes and Tools  
• Operations Handbook  
• KPIs and Continuous Improvement |                                                                       |          |
| **Job Management**              | • IT Process Owner  
• Job Management Lead  
• Monitoring team Lead  
• SAP Customer COE Lead and Team | 1 hour   |
| • Roles and Responsibilities  
• Strategy, Processes and Tools  
• Operations Handbook  
• KPIs and Continuous Improvement |                                                                       |          |
| **Data Consistency Management** | • IT Process Owner  
• Application Management Lead  
• Interface Management Lead  
• Development Lead  
• Master Data Management Lead  
• System Administrator  
• SAP Customer COE Lead and Team | 1 hour   |
| • Roles and Responsibilities  
• Strategy, Processes and Tools  
• Operations Handbook  
• KPIs and Continuous Improvement |                                                                       |          |
| **Data Volume Management**      | • IT Process Owner  
• Master Data Management Lead  
• System Administrator  
• SAP Customer COE Lead and Team | 1 hour   |
| • Roles and Responsibilities  
• Strategy, Processes and Tools  
• Operations Handbook  
• KPIs and Continuous Improvement |                                                                       |          |
### Remote Supportability
- Team, Roles and Responsibilities
- Strategy and Processes
- Operations Handbook
- KPIs and Continuous Improvement

### SAP Security
- Roles and Responsibilities
- Strategy, Processes and Tools
- Operations Handbook
- KPIs and Continuous Improvement

### SAP Customer COE Quality Management
(SAP presentation and discussion)
- Roles and Responsibilities
- Quality Management approach
- Quality Manages tasks and Continuous Improvement Processes

<table>
<thead>
<tr>
<th>Audience</th>
<th>Duration</th>
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<tbody>
<tr>
<td></td>
<td>0,5 hour</td>
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<td>1 hour</td>
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<td>1 hour</td>
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* Break will be taken appropriately between each session

## DAY 4

### Task / Activity

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<tr>
<th>Task / Activity</th>
<th>Audience</th>
<th>Duration</th>
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<tbody>
<tr>
<td>SAP Internal Alignment and Work</td>
<td>SAP Team only</td>
<td>3 – 4 hours</td>
</tr>
<tr>
<td>Wrap-up / outline</td>
<td>Executive Sponsor, IT Head and Senior Managements, SAP Customer COE Lead, SAP Customer COE Team and Quality Managers, All other participants in the assessments (if possible)</td>
<td>2 hours</td>
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</tbody>
</table>

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SUPPLEMENT

The OPW Service (CRM # 9501141) is part of the SAP Enablement for Customer COE Portfolio (CRM # 9504713) (also part of the New MaxAttention Portfolio), which aims at supporting the planning, implementation or optimization of the Customer COE as well as the Advanced (re-)certification.

The Customer COE Core Services include:

- Operations Planning Workshop (CRM Service Number: 9501141)
- Quality Management Workshop (CRM Service Number: 9504846)
- Coaching for Advanced Customer COE (CRM Service Number: 9504914)
- Advanced Certification for Customer COE (CRM Service Number: 9504847)
- Advanced Re-Certification for Customer COE (CRM Service Number: 9504850)