SAP Standard for Process Management
SAP Solution Manager 7.2

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DOCUMENT HISTORY

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1 SAP STANDARDS FOR END-TO-END SOLUTION OPERATIONS

IT organizations face new challenges every day as they attempt to remain effective and future safe while also keeping costs for day-to-day operations as low as possible. They are also being challenged more than ever to demonstrate their value to the business. Therefore, it is important to optimize the day-to-day tasks that appear to have less obvious business value and to use KPI and benchmark-based reporting to make IT processes more visible, demonstrating the real value that IT can provide.

In order to minimize the costs of IT, it is necessary to standardize and automate the end-to-end IT processes without reducing the SLAs required by the business, such as stability, availability, performance, process and data transparency, data consistency, IT process compliance, and so on. Based on the experience gained by SAP Digital Business Services (DBS) while serving more than 36,000 customers, SAP has defined process standards and best practices to help customers set up and run end-to-end solution operations for their SAP-centric solutions.

The Build phase of SAP best practices supports a Build SAP Like a Factory approach, consisting of the following processes:

- Custom code management
- Change, test, and release management
- Incident, problem, and request management
- Solution documentation

During the Run phase of a solution, adapting your IT infrastructure to a Run SAP Like a Factory operation impacts both application operations and business process operations. Therefore, operations processes, such as end-to-end root-cause analysis, system monitoring, system administration, and data volume management need to be optimized to achieve state-of-the-art application operations. In business process operations, the same applies to business process and interface monitoring (including performance optimization), data consistency management, and job management.

Quality management processes and tasks need to be established throughout the lifecycle to guarantee continuous improvement of the end-to-end solution operations processes while simultaneously ensuring the flexibility needed to react to changing requirements.
Figure 1 shows an organizational model for solution operations that aligns SAP best practice topics and SAP standards for End-to-End Solution Operations with SAP’s control center approach. The Operations Control Center executes and controls the Run SAP Like a Factory processes, while the Innovation Control Center ensures optimal custom code management and a smooth transition to production with integration validation procedures. SAP connects to these control centers from the Mission Control Center to ensure that professional support is available to the customer. The following Application Lifecycle Management (ALM) functions are not provided directly in one of the control centers because they must be handled across different areas:

- Change, test, and release management
- Incident, problem, and request management
- Solution documentation

The quality management methodologies are an essential part of SAP's Advanced Customer Center of Expertise (Advanced CCoE) concept and ensure that the KPI-driven processes are continuously improved across all processes and teams. In addition, the quality manager roles ensure consistent and value-centric reporting to the business and management. This unified reporting platform is known as the Single Source of Truth.
1.1 Control Center Approach

The control center approach consists of three components:

- Mission Control Center (MCC)
- Innovation Control Center (ICC)
- Operations Control Center (OCC)

Both the ICC and OCC are made available at your IT facility, while the MCC is located at regional SAP sites. All three approaches are linked together through the SAP Solution Manager application management solution.

![Figure 2: Interaction Between ICC, OCC, and MCC](image)

**Mission Control Center (MCC)**

The purpose of SAP Mission Control Centers (MCCs) is to support the ICCs and OCCs at customer locations, enabling proactive identification and fast resolution on critical issues operating the SAP solutions and helping to apply standard SAP software functionality that addresses business requirements. The MCCs are serving as the central inbound channels for all complex and business critical request of our customers. MCCs connecting customers to experts from SAP that are ready to provide support across all solution areas and phases of the application lifecycle.

SAP MCCs are located on North America, Latin America, Europe and Asia regions. All MCC’s are networked, use a common infrastructure and service management system, providing 24x7 year around coverage for critical customer situations.
Innovation Control Center (ICC)

SAP’s Innovation Control Center (ICC) is the delivery framework to deliver mid to long term innovation programs. The ICC combines a set of experts, services, tools and templates and represents a lean front office at the customer location that is connected to all offerings of a very strong back office, called the Mission Control Center (MCC). This ensures access to the expertise of the entire SAP ecosystem in a structured way.

The Innovation Framework is the foundation of an ICC and is led by a certified ICC Lead. The Lead delivers against a long-term, value based roadmap, sets-up collaboration tools and dashboards for the connection to the MCC and creates innovation service plans for the underlying projects. ICC services are available for all phase of innovation projects

- Discover/Prepare: e.g. Prototyping
- Explore/Design: e.g. Gap Validation or Design Review
- Realization/Deploy: e.g. Integration Validation (Safeguarding)
- Run: Transition to Operations

The overall concept of ICC/MCC establish a long-term relationship to SAP and helps saving implementation costs and time for our customers.

Operations Control Center (OCC)

The Operations Control Center (OCC) is the physical manifestation of the Run SAP Like a Factory philosophy. The Operation Control Center (OCC) is a service of an IT organization that

- creates the relevant transparency to business and other stakeholders along the IT aspects of the seamless execution of E2E critical or core business processes
- provides the relevant transparency on health of the end to end IT landscape and underlying software components
- manages critical exceptions and continuous improvement on the above aspects based on data driven insights
- is supported by standardized IT processes
An Operation Control Center is sitting as a layer across / above typical IT departments (who are responsible for the day to day IT operations). It is the job of the OCC to immerse itself in the landscape and processes to fully understand the operational challenges facing the business. Centralized tools and standardized monitoring procedures provide much-needed transparency into these challenges. Meanwhile, a focus on continuous improvement and optimization can improve operations over the long term. As a result, IT departments can realize reduced costs and better capitalize on new opportunities for innovation. To achieve these goals, the OCC relies on a close interaction with both the Innovation Control Center (ICC) and the SAP Mission Control Center (MCC).

The OCC is typically equipped with large screens that display the status of business processes, IT landscape components, as well as exceptions and alerts. If problems occur, a video link can be used to obtain live support from SAP and partners. The customer is responsible for managing the OCC.

The OCC is most effective when closely integrated with other IT processes, such as IT Service Management (ITSM) and Change Management. Central monitors and dashboards based on application and business process operations display the current status of business and IT-related processes. This data can also be used to drive continuous improvement.

An effective system monitoring and alerting infrastructure is fundamental to the success of an OCC and feeding the OCC. The OCC is safeguarding all relevant IT aspects, and the execution of the end to end business processes in scope. The OCC reacts and manages on exception along this critical business processes according to predefined error-resolution activities. The OCC manages follow-up activities for error handling if the relevant tasks are not completed within a certain timeframe.
2 OVERVIEW OF THE SAP STANDARD FOR PROCESS MANAGEMENT

This SAP Standard is providing an overview about the new SAP Solution Manager 7.2 functionality Process Management. It replaces the Solution Documentation of SAP Solution Manager 7.1 and enhances it with a lot of additional functionalities and concepts. The new concepts provided by Process Management allow to control the documentation lifecycle more efficient and especially more integrated with our other enhanced functionalities such as Test Management and Change Request Management of SAP Solution Manager 7.2.

The SAP Standard for Process Management describes how to document processes, information, technical objects, and requirements that need to be addressed to ensure consistent process management throughout the documentation lifecycle. The SAP Standard for Process Management is owned by application management. As with other standards, people with a variety of roles work together to apply this standard. End-users, business process owners, development architects, project team members, and the program management office contribute to and rely on landscape and business process information. Process Management 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. In addition to the benefits of central and reliable Process Management, there are several reasons to change your documentation. The following key drivers for software changes require you to also amend your documentation:

- Functional enhancements required to increase user productivity
- Financial and environmental legislation
- Sustainability criteria to increase the corporate image
- Regular maintenance and implementation of support packages
- Implementation of a new solution or innovation via new enhancement packages

Therefore we offer new concepts like the Library Concept, the Sites Concept and also the possibility to model your processes in BPMN (Business Process Modeling Notation) diagrams and even exchange them with your other tools. This allows you create much more visibility and understanding of the used processes within your IT- but especially in your business departments.
2.1 Standard Process Management - Overview

With SAP Solution Manager 7.2, you can document your current productive landscape and you are also able to describe the next generation of processes that you want to implement. This is possible because SAP Solution Manager offers a staging area for “to-be” processes which can be used for early process design as well as for implementation projects. Such a staging area is called a branch in the Solution Manager 7.2 environment.

Once you enter a “to-be” business process in SAP Solution Manager, you can manage this process together with all assigned documentation all the way seamlessly into production hand-in-hand with the technical objects which represent the change in the code layer. SAP Solution Manager 7.2 thus not only supports the implementation of new business processes from idea to production on the business layer, but also firmly connects the business with the technical layer. The result is that the business documentation and the system reality are always synchronized. SAP Solution Manager thus strengthens its position as central source of documentation for the whole customer solution.

The new SAP Solution Manager simplifies and optimizes the documentation of customer solutions. You can fast-track the definition of processes using libraries containing elements that are used typically for documenting a solution. These elements enable you to create artifacts that are shared between multiple processes efficiently.

This is especially important when a certain process is used in multiple variants across an organization. With the library concept, you are able to store all process components that are identical across all variants in a library and re-use these components later during the definition of variants.

SAP Solution Manager 7.2 also simplifies the documentation of system landscapes, the roles that the individual systems play and the definition of the routes that changes take while flowing from the development to the production environment. First of all, you can group all systems belonging to the same kind of product like ERP or CRM. As a next step, you can define the roles that the individual systems play like development, quality assurance, or production.
The new concept brings two key applications: solution administration and solution documentation - both accessible via the central SAP Solution Manager Fiori Launchpad. The SAP Solution Manager Launch Pad – Project and Process Management enables Web-based access to all documentation and process related functions. This means the functions relevant for each role are accessible through a single point of entry. While administrators use the solution administration to setup the documentation environment, the majority of users work with solution documentation that offers the actual functions to manage processes and to document the solution. These users are specialists like business analysts, process modelers and functional consultants.

Figure 7: Fiori Launchpad – Project and Process Management
2.2 The solution as single source of truth

Central concept for managing process content in SAP Solution Manager is the so-called solution. The solution is a new entity in SAP Solution Manager 7.2 there is no 1:1 relationship to the solutions from SAP Solution Manager 7.1.

You share a solution between business units, connected companies and project teams. It is also shared across geographies and locations. It serves as single source of truth and is the container of the entire solution documentation.

When you want to benefit from the new Process Management capabilities in SAP Solution Manager 7.2, you need to understand the following fundamental concepts:

- Solution documentation content: The term solution documentation content denotes all artifacts, documents, diagrams, test cases etc. which you created to describe one or multiple aspects of your software solution. SAP Solution Manager 7.2 allows you to structure and organize the solution documentation in as many process levels as required by your organization. It also allows you to manage these elements along the complete lifecycle. The solution documentation structure is described in more detail in Section 1.2 Documenting a solution.

- Branches to separate different versions of solution documentation content: Branches are the linchpin of the SAP Solution Manager content lifecycle concept. They control the visibility and changeability of solution documentation content. By default, when you create a solution, there will be a production and a maintenance branch. While the production branch only contains productive documentation, the maintenance branch offers a version of solution documentation content in a staging area to further maintain customer solution documentation without any interference with productive content. The branch concept is described in more detail in Section 1.3 Managing the lifecycle of a solution.

- The system landscape that you use to execute processes: Solution documentation content provides most value to customers if it is fully synchronous with the technical reality of the actual systems. SAP Solution Manager 7.2 is the only tool in the IT industry that firmly links documentation and system reality along the complete lifecycle. To do so, you need to document your system landscape precisely. SAP Solution Manager introduces logical component groups to facilitate this process. Logical component groups allow you to document all abstraction levels required for the individual user types. The system landscape concept is described in more detail in Section 1.3 Managing the lifecycle of a solution.

- Sites to represent localized system landscapes: Experience shows that many customers cannot define business processes that are valid in all geographies or locations because you need to take variations specific to a country or region into account. This is why SAP Solution Manager 7.2 introduces the site concept. Sites allow you to document local exceptions of global standards. They also enable you to tag solution documentation content as relevant for a specific location and offer access to the corresponding systems. The site concept is described in more detail in Section 1.3 Managing the lifecycle of a solution.
2.3 Process Management - Concepts

2.3.1 General Concept

In SAP Solution Manager 7.2, instead of the dual concept of solutions and projects, the new Solution Documentation model is based on a hierarchical structure, which uses a solution as the single, central point of access for all solution documentation content. The solution is managed via the Solution Administration tool. The following chapters will cover the different solution concepts to give an overview about them.

Figure 11 Process Management Concepts
2.3.2 New Concepts and Features

Solution

The solution acts as a container for versions of solution documentation in a customer’s business, one of which is the production version. In this sense the solution is the sum of all company’s systems, applications, processes. Technically, a solution is the root of a structure that contains all those objects. From a process perspective, a solution covers all company’s business processes. From a system perspective, a solution covers all productive systems that are connected through interfaces. The solution also defines the logical component groups, which form the system landscape, and the branches, which form the version contexts in the solution lifecycle. As solutions form independent areas with very limited access to functionality outside of themselves and cross solutions with regard to data visibility and data exchange, there is typically only one productive solution per company or SAP Customer Number. Even for an international multi-site company one solution will generally be sufficient because it can be shared across geographies and locations and between business units and connected companies.

Therefore the recommendation is even for multiple projects on the one hand side and/or for large and interconnected companies on the other hand side only to use one solution to reflect the entire system landscape and its documentation. An exception of this recommendation for using multiple productive solutions can be the use case of a service provider who has to manage multiple productive solutions for different clients. In that case, each customer can be maintained in a separate solution.

Figure 11 The Solution as Single Source of Truth
Branches

Branches can be understood as 'version contexts' of a solution. Branches separate different version of the solution documentation content which contains processes, libraries, applications and systems. They represent the linchpin of the SAP Solution Manager content lifecycle concept because they control the visibility and changeability of solution documentation content. By default the minimum branch setup of a new created solution consists of a production and maintenance branch. Further branches such as those for development or import purposes can be added due to specific requirements. It is recommended to ensure a branch setup which follows the system landscape.

The current productive solution (content) is documented in the production branch. If there is a development environment in which a new product version is set up (which will be set productive in the future), maybe including own custom developments, this would be represented by a development branch for the systems in the development track. Typical maintenance activities such as implementation of SAP Notes which lead to changes of the productive solution, would normally be handled in a separate maintenance branch, not in a development branch. This minimizes the risk of interference with productive content. An operations branch usually is used to apply monitoring instrumentation. This branch normally equals the production branch. Whereas an import branch is basically used to import new best-practice processes and a design branch is used to design customer target operating model.
Views

The view is the visible scope of a solution. Here it is possible to divide the structure of a solution into different views so that only certain parts of the structure are visible. In theory each user could create a view for the scenarios they are interested in. In this way the view concept can be used to

- focus on a subset of documentation
- simplify navigation to the relevant content
- specify the solution documentation scope for a project
- generate a test plan

![Figure 13 Views](image)

The initial default view on a solution contains the root element of the production branch as the top element and therefore shows the whole solution.
Site Concept

A site classifies systems according to locations, entities, or any other named spots they belong to. It is used for a system landscape selector that reduces the systems to only those relevant to a selected site.

To manage the different systems in one common solution, it is necessary to differentiate the affected systems by sites and eventually to make clear which documentation is valid for a particular site only, and which documentation is valid globally. To make this possible a site can be named, for instance a plant that operates its own system landscape, and the relevant systems to the site can be assigned. So, after enabling the sites, a site system landscape selector allows the possibility to switch the relevant system landscapes. Having picked a certain site, the system selector is reduced to only the relevant systems (and system roles).

Customers sometimes operate multiple production systems because regions or plants have special requirements and setup their own system landscapes. In this case you have more than only one production system. Even though multiple sites run the same kind of system, for instance an ERP system build from a global template, the local system instances will be different from a code, configuration, and usage perspective.

Since the site is like a built-in standard attribute available for almost all solution documentation elements it is also possible to classify solution documentation content with it. After tagging content as site-relevant the attribute for reporting or generation of process documentation handbooks can be used.

Experience shows that many customers cannot define business processes that are valid in all geographies or locations because you need to take variations specific to a country or region into account. This is why SAP Solution Manager 7.2 introduces the site concept. Sites allow you to document local exceptions of global standards. They also enable you to tag solution documentation content as relevant for a specific location and offer access to the corresponding systems.
System Landscape and Change Control Landscape

The system landscape comprises the superset of customer’s applications and systems. Many customers have landscapes with a lot of systems that in turn serve different needs; to make documenting your landscapes easier, SAP Solution Manager offers a powerful and flexible grouping mechanism called logical component groups. These groups allow customers to categorize systems according to purpose and kind and to create abstraction layers which make it easier for non-technical users to link processes to systems or sets of systems.

In this sense a logical component group (LCG) is a high-level view on an application. It is a group of logical components which contain systems of a kind e.g. S/4HANA, ERP Logistics, ERP Human Resources, CRM or PORTAL. LCGs are used to depict the execution runtime of e.g. process steps. The LCG is a release independent placeholder for concrete systems.

Whereas a logical component (LC) points to an actual technical system of a system track typically belonging to the same transport landscape and having the same product version. The technical systems assigned to logical components are classified according to their system role e.g. development system, quality assurance system. In the new concept the logical component is the “branch view” on a logical component group i.e. the subset of systems which belong, for example, to the production, maintenance or development tracks of your solution.

Similar to 7.1 a logical component is a vector of technical systems and system roles that usually correspond to a transport track of your landscape. In one logical component group, it is possible, for example, to have one logical component containing the systems that are commonly used in the maintenance and production branch. Another logical component in that group could contain the systems for your development to quality assurance track (used in the development branch).

The Change Control Landscape which is also defined in the solution represents a subset of systems of the Logical Component Group which are relevant for Change Management – ChaRM and can be used in the same release cycles.

Figure 15 System Landscape
Solution Documentation & Library Concept

Solution documentation consists of two different areas, libraries and processes. This concept helps to avoid redundancies as objects can be created in the library once and used several times in other libraries or processes.

The basement of the technical libraries is the development library and the executable library. The development library will get generated and updated with customer developments (coming from DDIC) whereas the executable library is automatically filled with used executables from the managed system (e.g. transactions). Both libraries are organized in Application Component Hierarchy. Already with these two libraries the customer can achieve integration into:

- Test management: assignment of test cases and TBOMS to transactions. By that the ability to generate test plans and execute them.
- Documentation management: already test cases are documents. Beside them also Technical specifications or other document types can be used to describe the transaction.
- Change/transport Management: changes from maintenance or development branches can be published to the productive branch by using change documents.

![Figure 16 Library Concept](image)

The next step is to bring in the process layer on two of these technical libraries. The Process Step and Interface Library is a functional oriented container of all process steps and their business context independent documentation. Each process step original (in the process step library) may be re-used in different E2E processes. The process step library may be generated automatically on demand in the Application Component Hierarchy folder structure. The library folder structure may be extended and re-organized manually. The Business Processes Area contains the business-oriented documentation of processes to describe modular or E2E processes. The processes are built with steps based on Process Step Library.

The Configuration Library is a functional oriented container of all process steps and their business context Documentation of configuration at all relevant places in business processes and library. It provides access to the execution of configuration (navigation into managed systems), re-usable configuration elements for repeated configuration tasks and the Documentation of configuration via RDS.
Graphic Process Modeling

The solution documentation provides a graphical representation for all business processes in a customer business process model. For the processing of the graphical representation, an integrated graphical process editor, based on the Business Process Model and Notation (BPMN), is used which concentrates on the process logic, reveals the order of activities in which they are performed, shows when activities happen and depicts under what conditions activities happen.

The graphical editor in solution documentation features modeling elements which are not only integrated with SAP Solution Manager, they are also managed by SAP Solution Manager. The diagrams follow BPMN 2.0 specification and provide control flow centric views on processes. They can be organized “by role” which are designed to explain process flow for the business departments as well as “by system” which are designed for business process monitoring and the IT departments. Therefore each process diagram can be tailored to specific needs as End user perspective versus, Implementation perspective versus or Business Process Monitoring perspective.

Figure 16 Modeling in Process Management
2.3.3 Integration Scenarios

The content provided in the process management can be used for monitoring of processes and interfaces. If the content shall be changed, it can interact with project management by creating a project. Than the project can be part of a release in release management. Release and project can be used with interaction to change management which itself has a deep integration to transport management and process management by controlling changes on documentation. Changing documentation or the system itself can trigger the test management to evaluate the new functionalities or changes. During test execution defects can be created within the ITSM module, these defects can be converted into a correction in change management. All Scenarios in SAP Solution Manager 7.2 interact even more integrated as in SAP Solution Manager 7.1.

Figure 17 Integration Scenarios
Change Request Management

For all different types of changes, innovation, enhancements, fixes there are always influences on the documentation of your processes. Either you have a new release or you just change a single object, these changes need to be reflected in the solution documentation.

In the release 7.2, Solution Documentation is very closely integrated with software change management. With this integration you can align the lifecycle of coded and non-coded assets by providing a common change document that is capable to keeping track of code changes in the managed systems and documentation changes as performed in the Solution Documentation.

Once you specify the solution documentation scope in a request for change or change document, the processor of the change document will be able to update scoped content while making corrections on development or customizing. All changes done to customizing or coding will be recorded in a transport request and automatically assigned to a change document. In analogy to this behavior all changes performed on the solution documentation in context of this change document will be recorded in a solution documentation log and attached to it.

After the changes have been completed they will be transported into the test system where changes can be verified. After a successfully performed test, the change document will finally be released. With the release of the change document the changes will be imported into the productive system. Automatically, all changes done to the solution documentation will be published simultaneously into the productive branch. This behavior guarantees that publishing of solution documentation is performed together with software logistics.
Test Management

Test Management was developed completely new in 7.2. The general concepts and phases still apply. It is still based on the Solution Documentation as in the old 7.1 Version of SAP Solution Manager.

This is an overview on all capabilities of the new Test Suite as part of Solution Manager 7.2 with optional SAP or 3rd party components which can be integrated.

Solution Documentation

To prepare the test activities Solution Documentation with the Business Processes and related Libraries can be used to store and manage or test cases. These can be manual or automated tests.

Change Impact Analysis

To identify the impact of a change Scope and Effort Analyzer (SEA) can be used to get a rough estimation about expected effort for an upcoming Upgrade via Enhancement Package or Support Package while Business Process Change Analyzer (BPCA) can be used to get detailed information about impacted Processes or Processes Steps and based on that the Test Scope can be determined and optimized to focus the test activities on those areas that are highly impacted and critical for your Business.

Test Planning

During Test Planning you define the scope of an upcoming Test Phase while selecting the relevant Test Cases manually or via predefined criteria using filter and create a Test Plan. A subset of test cases from a Test Plan that should be tested by a specific team of testers is then selected and put into a Test Package and related Testers will be assigned. Optionally you can also define Test Sequences to define a workflow with a predefined sequence between tests and testers to support Integration Tests.

Test Execution

The testers can easily access their assigned test cases via Tester Worklist and start the execution from there. Whenever a software defect has been identified during testing a defect message can be created to report the defect to the responsible person or team using the capabilities of IT Service Management inside SAP Solution Manager.
**Test Management Analytics**

Several use cases are supported by the reporting capabilities part of Test Suite. Gap reports are available to check completeness of Test Preparation and Test Planning as well as Status and Progress Reports during the test phase to get the progress and the current status on test execution and defect resolution.

**Test Automation Framework**

To automate your test activities for repeating regression tests CBTA is the tool of choice as it covers most important SAP UI technologies like SAPGUI, WebDynpro, CRM Web UI, SAPUI5 and Fiori. CBTA is embedded into the Test Automation Framework which allows composing E2E tests as well as scheduling un-attendant tests to be executed at non-office hours for complete E2E processes. If you have the need to cover also non-SAP applications for testing of SAP centric Business Processes, 3rd party tools like HP UFT or Worksoft Certify can be integrated into Test Automation Framework and combined with CBTA scripts.

**Integration of HP ALM**

As the Test Suite in SAP Solution Manager is now the default option for all SAP customers we will not position two test options anymore like in the past. Although the adapter for HP ALM and SAP TAO will be retired as pricelist product the software is still available via a dedicated DBS service offering. Details on this will be available soon.
3 IMPLEMENT PROCESS MANAGEMENT

To launch your Process Management Capabilities there are 2 options. Either you start in 7.2 without content from your SAP Solution Manager 7.1 or you upgrade your Solution Manager and use the Content Activation to transfer your existing documentation into the new solution in 7.2.

3.1 Using Best Practice Content

If you start from scratch in SAP Solution Manager you should use the Best Practices offered by SAP. Especially the content for our new s/4 HANA releases is available under https://rapid.sap.com/bp/. The content can be accessed via the SAP Best Practice Explorer.

![SAP Best Practice Explorer](image)

The best practice content can be imported in SAP Solution Manager to serves as a basis for your documentation, testing and change management and of course as accelerator for your upcoming s/4 HANA implementation project.
3.2 Content Activation with 7.1 Content

As in SAP Solution Manager 7.2, the Solution Documentation scenario has been completely rebuilt existing solution documentation content in SAP Solution Manager 7.1 need to be converted into the format required by the new 7.2 infrastructure, if you want to continue working with this content in 7.2. This transition process is called Content Activation. The Content Activation is required if you made use of any of the following scenarios in SAP Solution Manager 7.1: Solution Documentation, Change Request Management, Quality Gate Management, Project Management, Test Management, Automated Testing or Business Process Monitoring you.

Please be aware that the content activation can only be executed once. You do not have a second shot. Hence be absolutely sure to define the right scope for content activation, where scope means the scope of contents to be brought from SAP Solution Manager 7.1 to 7.2.

SAP supports you with powerful tools, best practices and other documents for successful content activation. Crucially, the Content Activation Guide explains in chapter "Activating Common Landscape Scenarios" the before and after of your 7.1 projects and solutions. All documents relevant for content activation can be found on the WIKI page.

https://wiki.scn.sap.com/wiki/display/SM/SAP+Solution+Manager+7.2+Content+Activation

The Content Activation is not required if you only used your 7.1 SAP Solution Manager to run support services like, for example, EarlyWatchAlert or GoingLive. To be sure that you do not need to go through content activation, read the relevant section in the Content Activation Guide.
The procedure is divided into 3 steps.

**Preparation**
Start preparing content activation while still in your 7.1 environment. A preparation guided procedure will help you make key decisions on the 7.1 projects and solutions which need to be brought into the new 7.2 solution documentation environment. This process is called scoping. Before starting the preparatory guided procedure, read the Content Activation Guide to gain a basic understanding of the new SAP Solution Manager 7.2 landscape and solution documentation concepts and how they compare to SAP Solution Manager 7.1.

**Upgrade**
Use the usual SL toolset to upgrade to SAP Solution Manager 7.2. A stack split is performed implicitly during upgrade.

**Activation**
After successful upgrade, complete activation by using a guided procedure on the SAP Solution Manager 7.2 system. During this procedure, project and solution content scoped during Preparation is transferred into the new solution documentation environment and activated for use, together with related application content in ChaRM, QGM, IT PPM, BPMon and Test Suite.

*Figure 9 Content Activation*
3.3 Test drive SAP Solution Manager 7.2 in the Cloud Appliance Library (CAL)

SAP Solution Manager 7.2 is available in the SAP Cloud Appliance Library. Here you can create your own private instance of SAP Solution Manager 7.2 in the cloud, where you can test the content activation procedure without risks before you perform it on your own system. You can also upload your own process documentation to learn how the content activation process works with your own data and how this process documentation looks like in the new Solution Documentation environment. SAP Solution Manager in the CAL is free of charge, there are only costs arising for the infrastructure hosted on Amazon Web Services (AWS).

You can access SAP Solution Manager in the CAL here: https://cal.sap.com.

SAP Solution Manager 7.2 is available in the SAP Cloud Appliance Library (CAL) as a free trial system. SAP provides the powerful appliance without SAP CAL charges. Customers only need an Amazon Web Services (AWS) account to test drive the SAP Solution Manager cloud appliance for as a free trial for 90 days. Longer options are planned to be available at cost.
4 DRIVING CONTINUOUS IMPROVEMENT

This chapter focuses on improving the quality of your processes and is relevant for the CCOE's quality manager.

4.1 Quality assurance tasks

To ensure quality management, you need to perform the following key tasks:

- Ensure identification of process exceptions and gaps
- Ensure documentation of top issues, system landscape, and custom code
- Include and align key aspects of solution documentation to business requirements
- Ensure media-break reduction and establish a Single Source of Truth
- Identify of critical success factors
- Identify of KPIs and benchmarking, for example, technical, quality, and business
- Answering the following questions will help you to identify areas that need to be addressed:
  - Are core business processes documented?
  - Are solution landscapes and production systems documented?
  - How is your top-issue reporting defined?
  - Have you established quality gate management?
  - Have you created project documentation?
  - Which KPIs and scorecards do you use?
  - How do you execute and control SLA reporting?
  - How do you document and track change requests?
  - How do you ensure transport transparency?
  - Do you use an issue resolution database?

4.2 Quality Targets and KPIs

The following quality targets are important to the maturity of your solution documentation management and drive value recognition of your IT department:

- Reduce complexity and improve transparency and controllability of your IT environment
- Accelerate documentation creation and reduce effort to increase efficiency
- Increase reaction time to meet business requirements and business innovation

Clearly defined parameters and measurable objectives are required to assess the quality of your solution documentation management processes. The key parameters should be collected and evaluated in regular reports. Historical data created in this way can be used to identify trends and then derive the necessary information.
The following table describes the main challenges for each of these quality targets and which KPIs can be used to measure them:

<table>
<thead>
<tr>
<th>Quality Target</th>
<th>Challenges</th>
<th>KPIs</th>
</tr>
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</table>
| Reduce complexity and improve transparency and controllability of your IT environment | Visibility  
Lack of a consistent, unified view of all critical assets  
Not correctly using and involving IT assets can affect risk assessment results for, for example, change requests. | Percentage increase in the time it takes to resolve issues following solution documentation creation  
Percentage of change requests or transports causing incidents with high business impact after solution documentation in place compared to before  
Percentage of incidents or complaints successfully resolved within SLAs or by using knowledge database; |
| Accelerate documentation creation and reduce effort to increase efficiency     | Time consuming documentation effort in terms of cost for operation  
Non-aligned documentation sources especially lead to increased complexity and maintainability of updated documentation  
Missing or misleading standards/guidelines for documentation increase the multitude of documentation types, increasing the effort of alignments and re-work  
Implementing and following a standardized methodology to reduce the effort and costs for maintaining your SAP landscape and solution implementation | Percentage of effort reduction for project implementation  
Number of tools available for documentation (avoid media breaks)  
Frequency of documentation reviews to ensure updated Single Source of Truth  
Frequency of guideline reviews to ensure updates and simplification  
Ratio of critical business processes documented to overall critical business processes to ensure completeness of solution documentation  
Ratio of custom developments documented according to SAP Standard to overall custom developments  
Number of operation handbook updates after go-live (t=0) |
<p>| Increase reaction time to meet business requirements and business innovation | Demonstrating the benefit of solution documentation with the support of different tools | Percentage of increased reporting speed for operational/compliance needs |</p>
<table>
<thead>
<tr>
<th>Quality Target</th>
<th>Challenges</th>
<th>KPIs</th>
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<tbody>
<tr>
<td></td>
<td>• Consistent and uniform documentation guidelines</td>
<td>• Trend in manual report creation</td>
</tr>
<tr>
<td></td>
<td>• Standardize and simplify business processes and system infrastructure</td>
<td>• Trend in utilization of assets</td>
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<td></td>
<td>due to increased transparency of all subsidiaries</td>
<td>• Percentage of synergy effects realized</td>
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<tr>
<td></td>
<td>• Streamline IT architectures</td>
<td></td>
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<tr>
<td></td>
<td>• Harmonize data</td>
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</tr>
<tr>
<td></td>
<td>• Ensure optimized business processes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Ensure automation, especially in terms of reporting to increase speed</td>
<td></td>
</tr>
<tr>
<td></td>
<td>and reduce effort</td>
<td></td>
</tr>
</tbody>
</table>

Percentage of synergy effects realized
5 TRAINING

Guided Discovery Tutorials

Guided-Discovery Tutorial (GDT) is an innovative approach in discovering SAP Solution Manager 7.2, allowing you to navigate through a virtual demo environment at your own pace and getting you prepared for the upgrade or implementation of the new release.

A GDT consists of an introduction of a preselected scenario of SAP Solution Manager, a demonstration of the scenario in both 7.1 & 7.2 release and an interactive simulation at the end which allows you to discover by yourself.

SAP Enterprise Support Academy on Service Marketplace at https://support.sap.com/support-programs-services/offerings/enterprise-support/academy/delivery.html

Guided Discovery Tutorial for Process Management – Solution Documentation
**Expert Guided Implementation Sessions**

Expert guided implementation (EGI) is a delivery methodology, which balances the combination of training, practical experience, and expertise on demand. The focus is to enable the customer to execute complex activities with the help of SAP experts. It is important that during the delivery itself, the activity is executed as described in the delivery slot. Examples activities include performing an update, building a Customizing, or executing a service.

Expert guided implementation enables you to execute activities without being a subject matter expert. The methodology closes the gap between classroom training and consulting. Expert guided implementation provides guidance for the execution phase of your project.

The goal is to execute all relevant steps that are necessary to complete a defined activity during the delivery time of expert guided implementation. After the delivery, the targeted activity should be complete.

For an overview of available EGIs, see the SAP Enterprise Support Academy on Service Marketplace at https://support.sap.com/support-programs-services/offerings/enterprise-support/academy/delivery.html.