CONTINUOUS QUALITY CHECK – Going Live Support
For SAP BusinessObjects Systems

INFORMATION SHEET FOR SERVICE DELIVERY

SAP Continuous Quality Checks and the SAP Improvement Services connect you with an SAP Expert. Our experts analyze your system and/or situation based on real life data from your systems or solution. Depending on the topic, you will be given the chance to provide more information (i.e. via questionnaire) that will be part of the analysis. After each service, you receive a service report with an executive summary, findings and a detailed action plan to mitigate risks or improve your situation.

This service is applicable for SAP BusinessObjects BI Platform 4.x and SAP Data Services 4.x

AT A GLANCE

Key Features & Benefits
A smooth go live includes technical stability and good performance when you start live operations. With the continuous quality check going live support service, we establish close contact between your project team and SAP Active Global Support to ensure a smooth start of production.

The following are advantages to your company from the continuous quality check Going Live Support service:

β Minimize potential risks of critical go lives.
β Monitor system during go-live phase.
β React quickly to issues, due to fast access to SAP expert knowledge.
β Increase technical stability, performance, throughput, and maintainability of your solution.

When to Use
The purpose of this service was to monitor the BI Platform system during the period following your technical go-live. These monitoring activities focus on system performance and stability in order to identify showstoppers that may jeopardize the productive state of your SAP solution.

If one or more of the issues below apply to you, then the continuous quality check going live support service as part of continuous quality checks will assist you:

β Your go live is at risk in terms of technical stability, performance, and/or throughput of core business processes and reports.
β Your staff needs support during the going live phase (for example a new installation).
β A critical group of reports have been exhibiting performance problems during testing that need to be analyzed and optimized.

When NOT to Use
The continuous quality check going live support service should not be used if no significant change (for example, major release upgrade, implementation or new hardware) is taking place.

This is in particularly the case if:

β Support packages are being implemented
DELIVERY IN DETAIL

Preparation
The support advisor will speak with you well in advance of the service delivery and schedule the
service sessions per your project time table. Before the session delivery, you should:

- Establish a remote connection to SAP
- Make sure the system administrator and representatives from the application departments are available

Delivery
The service is delivered by certified SAP consultants via a remote connection. The findings and
recommendations are described in a detailed service report, which is provided after each session.

PREREQUISITES
IN CASE SOLUTION MANAGER IS TO BE USED FOR SERVICE DELIVERY

Before the continuous quality check for implementation service can be delivered, the following
prerequisites must be met:

General guideline for SAP products
1794131 - How to Register Systems and Solutions at SAP: A Troubleshooting Guide - SM 7.1
1767384 - Maintaining installation and system numbers in SAP Solution Manager 7.1

Specific for BOBJ
*Make sure you have set the extended SID it in the Technical System Editor
Also:
1975394 - SolMan 7.1: Managed Sys Setup - BI Platform 4.1
1818780 - How to troubleshoot BI Platform SLD data supplier issues when BI4 landscape is not successfully updated in the System Landscape Directory or LMDB
2026604 - How to manually trigger an SLD update for SAP BusinessObjects BI Platform 4.x

Detailed information about the requirements for Business objects systems can be find within note 1149742 - SAP (CQC) Going Live Support

Additional prerequisites for SAP Business Objects Business Intelligence 4.x (BI 4.x)
- SMD and Wily are up and running (see SAP Note 1540591),
- SAP Solution Manager 7.1 or higher,
- EarlyWatch Alert (EWA) set up and running,
- the Analysis session of the CQC for Implementation was performed.
IN CASE SOLUTION MANAGER IS NOT AN OPTION

1. Please download the BI Support Tool to your BOBJ server and run the Landscape Analysis Report and return it to SAP:
2. To allow us to support you SAP will require access to your BOBJ system via WTS and/or HTTP Connect.
   o To setup an HTTP connection please see SAP Note 592085.
   o For WTS connection see SAP Note 605795
3. Please also ensure that you add logon information to the SAP Secure Area, please see the following ‘SAP Note 1773689 - How to add S-User ID logon credentials securely to an incident - SAP Support Portal’.
4. If you have a system resource monitoring tool enabled, such as Wily Introscope please provide us with details on this and access to the tool.

*Note that at the minimum though we need a WTS connection and BI Platform Support Tool to perform a GLS service. Introscope Monitoring is strongly advised to be in place.

SAMPLE AGENDA FOR DELIVERY

<table>
<thead>
<tr>
<th>SAMPLE AGENDA FOR DELIVERY Task / Activity</th>
<th>Audience</th>
<th>Duration</th>
<th>Remote / Onsite</th>
</tr>
</thead>
<tbody>
<tr>
<td>Days 1 and 2: Monitoring and preparation of daily status report</td>
<td>SAP service engineer</td>
<td>7 hours</td>
<td>Remote</td>
</tr>
<tr>
<td>Day 3: Monitoring and preparation of daily status report</td>
<td>SAP service engineer</td>
<td>4 hours</td>
<td>Remote</td>
</tr>
<tr>
<td>Day 3: Report preparation</td>
<td>SAP service engineer</td>
<td>3 hours</td>
<td>Remote</td>
</tr>
<tr>
<td>Each day: Call between SAP support advisor and SAP service engineer</td>
<td>SAP service engineer SAP support advisor</td>
<td>0.5 hours</td>
<td>Remote</td>
</tr>
<tr>
<td>Each day: Call between SAP and customer</td>
<td>Project team or basis administration SAP service engineer and SAP support advisor</td>
<td>0.5 hours</td>
<td>Remote</td>
</tr>
</tbody>
</table>