CONTINUOUS QUALITY CHECK – IMPLEMENTATION
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
The focus of this session is to review the performance and stability of your system and to recommend changes to improve system performance

Benefits
The continuous quality check for implementation service ensures a smooth GoLive, even in a complex system landscape. Some benefits are:

- Minimizing risks to the software solution during the going live phase
- Increasing technical stability for all investigated systems
- Holistic view of the software solution

When to Use
During the service, we review parameters for your Business Objects Services in the landscape and we check the server properties of the most important BI platform servers. These settings are reviewed and highlighted, and advice will be provided to set parameters to the SAP recommended values.

The portfolio potentially consists of two sessions: analysis and verification. The analysis session should be performed at least 4 weeks before your planned start of production date. The verification session checks your system behaviour approximately 4 -6 weeks after the start of production.

These sessions comprise the following:

- Landscape Overview SAP BusinessObjects system
- BusinessObjects - Technology Checks (server settings, parameters and thresholds, Virtual Memory size, CMS consistency, and more)
- General settings and design
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

- The requested remote connections both to the SAP Solution Manager system and the investigated systems are established.
- The SAP Solution Manager is installed and prepared for service delivery.
- The solution landscape is defined in the SAP Solution Manager for the productive SAP components.
- The SAP EarlyWatch Alert is set up for all productive SAP components in SAP Solution Manager.
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.