CONTINUOUS QUALITY CHECK
SAP DOWNTIME ASSESSMENT
INFORMATION SHEET FOR SERVICE DELIVERY

The SAP CQC Downtime Assessment service is a technical service to minimize downtime during an ABAP system update. The service is valid for technical upgrades of SAP systems, enhancement package installations, and support package installations with the SAP enhancement package installer tool.

AT A GLANCE

**Key Features**
Since the rollout of SAP R/3 Enterprise, SAP has improved its technology to ensure a consistent update process, which can be a system upgrade, enhancement package, or support package stack installation, with the least possible downtime for your system. However, if for special reasons this general approach still does not fit your needs, a further reduction of the downtime may be made possible with additional tools and investigation of the involved technical processes. If downtime during your system update is an issue for you, this service identifies and prioritizes the downtime consumers that cause high downtime and gives recommendations to reduce downtime.

The resulting reduced downtime of your productive environment ensures that the availability of the core business process meets your requirements.

**Benefits**
Your mission-critical processes may result in very high availability requirements for your SAP systems. Therefore, every hour of reduced downtime is crucial and is hugely beneficial, because it avoids business loss during the system update.

The following are advantages to your company from the SAP CQC Downtime Assessment service:
- Identifying the appropriate upgrade strategy
- Archiving proposals
- Upgrade parameterization
- Technical optimization advice

**When to Use**
If you expect that the actual downtime will exceed the affordable downtime, then the SAP CQC Downtime Assessment can assist you.
DElIVERY IN DETAIL

The SAP Downtime Assessment within SAP MaxAttention, SAP ActiveEmbedded, and SAP Enterprise Support is delivered as a remote service by SAP. The SAP CQC Downtime Assessment consists of three phases: preparation, remote service delivery, and follow-up. SAP Solution Manager is used for the service delivery.

Preparation
Customer is responsible for providing data about the corresponding SAP solution. The results are documented by the customer. To benefit from this service, it is necessary to update a copy of the production system in advance and provide remote access to this test system. The customer is responsible for creating mount point for placing the test upgrade log files (or put them into the SAP Solution Manager default directory), which can be accessed from the SAP Solution Manager session.

Remote service delivery
During the remote delivery of the SAP CQC Downtime Assessment, SAP analyzes the time consumers that cause an unnecessarily long downtime. From this analysis, SAP works with you to determine how these time consumers can be reduced in your technical update. The following are examples of SAP optimization advice:

**Identifying the appropriate upgrade strategy:**
- Downtime optimized or resource minimized

**Archiving proposals:**
- Identifying tables which potentially can be archived to reduce the downtime

**Upgrade parameterization:**
- Determining of the appropriate number of processes

**Technical optimization advice:**
- Creation of indexes ahead of technical update
- Conversions ahead of technical update
- Parallel activation
- Parallel language import
- Need for optimization of customer XPRAS

Follow-up
After the remote session, you receive a report that summarizes the topics analyzed, names the issues, and provides recommendations. Based on this report, the customer should perform another test update run. If downtime in the second run does not match the downtime in the report, further analysis will be performed. A conference call can be scheduled between you and SAP to discuss the results of the service delivery and possible next steps with your staff.

DURATION

Depending on the complexity of the project, the duration of the service delivery is approximately two days for the session. The time it will take for you to see the benefits will depend on how quickly you are able to implement the recommendations.
PREREQUISITES

General
The main prerequisite for delivering the service is a critical downtime window during the production update. Further requirements are listed below.

Technical Prerequisites
- You have already performed an update of a system similar to your productive system, for example, a system copy of production system. The log files created by the update tools are necessary for the service delivery. These test upgrade log files need to be kept in mount point (or put them into SAP Solution Manager default directory), which can be accessed from SAP Solution Manager session.
- You provide SAP with existing update procedures that describe any additional tasks you need to perform as post-update activities. The tasks will be reviewed from a technical standpoint as well.
- A remote connection to the test system which was upgraded recently may be necessary to verify the results of the update on the test system, for example, data dictionary settings or version information.
- SAP Solution Manager is installed at your site and prepared for service delivery. The ST-SER should have at least 2010_1.

Contact Person for the Project
The involvement of your project team during the remote service is essential. They enable SAP to recognize critical issues and provide an opportunity to share knowledge. The contact person for the technical update should meet the following requirements:
- Experienced in their specific work area
- Available throughout the entire remote session
- Capable of providing all necessary information and documents
- Fully authorized to make decisions for their respective area