The continuous quality check going live support service within continuous quality checks is a standardized method to support companies during their critical go-live steps. The continuous quality check going live support helps in minimizing the risks of the go-live by providing a remote system monitoring for immediate reaction in case of unforeseen incidents.

In addition, the service can be used to monitor the execution of critical processes after go-live, such as period-end closing.

**AT A GLANCE**

**Key Features and 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 help ensure a smooth start of production.

The following are advantages to your company from the continuous quality check going live support service:

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

**When to Use**
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:

- Your go-live is at risk in terms of technical stability, performance, and/or throughput of core business processes
- Your staff needs support during the go-live phase (for example: new installation, successive go-lives, and projects involving period-end closing)
- A critical process like period-end closing is exhibiting performance problems 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 is taking place (for example: new business processes or new hardware). This is particularly the case if:

- Support packages are being implemented
- A purely technical enhancement package implementation (without new functionality) is taking place

**DELIVERY IN DETAIL**
The continuous quality check going live support service is usually delivered remotely when users start to work in the system after the technical go-live. SAP Solution Manager is used for the service delivery. The service consists of two parts: preparation and remote monitoring. The findings of the service are summarized in the final report.
Preparation
You are contacted by your SAP support advisor to define the focus of the service. Together, you determine which hours during the monitoring days are most important and when critical business processes are being run. For critical business processes, detailed information such as the steps of the process, executed transactions and reports, scheduled times, available time windows, as well as runtime expectations should be provided. In addition, the main system(s) are determined if the continuous quality check going live support service is delivered for an SAP solution including several systems.

Delivery
During the service, your system(s) is/are monitored with respect to:
- Hardware utilization
- System stability
- System performance
- Interface activity
- Performance and stability of critical business process steps
If issues can be observed in the above areas a deeper analysis takes place in order to identify optimization potential.
At the end of the service a report is provided containing an overview and details of the observations.

DURATION
This service is usually delivered on five consecutive working days.

PREREQUISITES

General
SAP Solution Manager must be available and the latest add-on versions and support packages should be installed. To get ready for the delivery of this service, please refer to SAP Notes 91488 and 1149742.

SAMPLE AGENDA FOR DELIVERY

<table>
<thead>
<tr>
<th>Task / Activity</th>
<th>Duration</th>
<th>Remote / Onsite</th>
</tr>
</thead>
<tbody>
<tr>
<td>Days 1 to 4: Monitoring and analysis of issues</td>
<td>8 hours</td>
<td>Remote</td>
</tr>
<tr>
<td>Day 5: Monitoring and/or analysis of issues</td>
<td>4 hours</td>
<td>Remote</td>
</tr>
<tr>
<td>Day 5: Final report preparation</td>
<td>4 hours</td>
<td>Remote</td>
</tr>
</tbody>
</table>

ONE OF MANY SAP CONTINUOUS QUALITY CHECKS
The continuous quality check going live support service is part of the continuous quality checks and offers you a series of service checks to help ensure a smooth go-live of your SAP solutions. These checks have been specifically designed to optimize applications and system operations.

For more information, refer to the SAP Service Marketplace at [https://support.sap.com/enterprisesupport](https://support.sap.com/enterprisesupport).