CONTINUOUS QUALITY CHECK
INTERFACE MANAGEMENT (CQC IFM)
INFORMATION SHEET FOR SERVICE DELIVERY

The Continuous Quality Check Interface Management (CQC IFM) within SAP Enterprise Support helps to optimize the return on the customer's investment in your SAP software by protection against unforeseen costs caused by interface problems.

AT A GLANCE

Key Features
- Minimize potential risks during critical go-lives as well as during the operations phase of your solution
- Increase technical stability, performance, throughput, and maintainability of your solution
- Interfaces are key in Hybrid Landscapes

Benefits
In Hybrid environments interface are crucial for the business processes.

The CQC IFM within Enterprise Support Service focuses on the evaluation of potential risks of key interfaces between S/4HANA and cloud components within key processes of the Intelligent Enterprise.

The technical focus should be on interfaces based on either

- SAP Cloud Platform Integration (SAP CPI) between SAP S/4HANA, SAP Success Factors, SAP C/4HANA Sales and Service Cloud (formerly known as SAP Cloud for Customer - C4C)
- SAP Process Integration (SAP PI) adapters
- ABAP-technology (ALE/EDI-, qRFC-, tRFC-or BDoc-technology)

Please note that for you can choose up to three integration flows for cloud integration scenarios to be included in the CQC IFM service. The detailed scope might also depend on the complexity of the selected topics.

When to Use
This service can be ordered as part of an SAP Enterprise Support engagement.

Interfaces are always a weak point in business processes and can often cause their failure, leading to unforeseen costs. When core business processes fail or do not perform as required, you can easily lose a lot of money in a few hours, whether through unsatisfied customers, inefficient machine usage or lost business opportunities.

The CQC Interface Management service is most applicable if you have interfaces with known or suspected problems in meeting requirements such as:

- Stability and a high throughput with an optimal interface configuration
- Rapid response time for a good performance

The CQC Interface Management service is available for solutions that are either in production or close to production start-up. It focuses on hybrid scenarios connecting cloud applications with on-premise systems, having primary focus on interfaces for core scenarios "workforce management", "source to pay", "lead to cash" and "design to operate".
Worth to mention is that the CQC Interface Management service focuses on the analysis of SAP components. Processing steps that may be conducted on third-party sender/receiver systems or third-party middleware hubs cannot be analyzed.

DELMIVERY IN DETAIL

The Continuous Quality Check Interface Management (CQC IFM) service is usually delivered remotely. SAP Solution Manager is used for service delivery. The service consists of a remote analysis and the findings are summarized in a final report.

Preparation and prerequisites
You are contacted by your local SAP Enterprise Support contact in order to agree upon the interfaces / programs that should be in the focus of the CQC IFM. Existing documentation – either created within your organization or based on SAP-delivered services (e.g. SAP Solution Management Assessment service or the SAP Technical Integration Check service) – should be used in order to prepare the service delivery.

You should provide the name and contact data of a person that can be contacted by the SAP Service Engineer during service delivery in order to clarify questions or issues that may come up during the delivery.

Furthermore, you should provide logon data to all systems that the analyzed interfaces / programs run in. Since the interfaces / programs will need to be executed during service delivery, example data should also be provided. Ideally the service is delivered within your productive environment, in exceptional cases delivery in a test system is also possible. For interfaces that are handled via SAP Cloud Platform Integration (SAP CPI), access to the CPI tenant is needed. For this the user ID of the SAP consultant delivering the CQC IFM needs to be added to the tenant (see SAP note 2339299).

Delivery (Remote only)
The continuous quality checks are delivered remotely.

During the service checks are executed on your managed systems. Interfaces / programs in scope of the session will need to be executed with realistic business data in order to measure performance, throughout and stability.

Follow-up
After the remote service delivery, you receive a service report. The report summarizes the topics analyzed, lists the findings, and provides recommendations to be taken to address any issues that may impact the normal flow of your core business processes.