



SAP Cloud ALM	SAP Cloud ALM is an Application Lifecycle Management (ALM) offering of SAP for customers that use only (or at least predominantly) cloud solutions from SAP, and do not want to deploy their own ALM platform on-premise to manage them.
SAP Cloud Appliance Library	SAP Cloud Appliance Library offers a quick and easy way to consume the latest SAP solutions in the cloud, such as SAP S/4HANA.
SAP Solution Manager - Cross Topics (only for customers still using SAP Solution Manager)	Content Activation, SAP Solution Manager Setup, SAP Premium Engagement Delivery, Project and Operations Analytics, KPI Catalog.
SAP Solution Manager - Focused Build (only for customers still using SAP Solution Manager)	Focused Build is a ready-to-run and integrated, tool-supported methodology to manage requirements and software development in large, agile projects.
SAP Solution Manager - Project Management (only for customers still using SAP Solution Manager)	Program and Portfolio Management, Task Management, Scope and Timeline, Requirements Management, Resources, Efforts and Costs Management.



SAP Activate Roadmap Viewer

The screenshot displays the SAP Activate Roadmap Viewer interface. It includes:

- Home Page:** The main landing page with sections like "Welcome to SAP Activate Roadmap Viewer", "1. Overview", "2. How to Use", "3. Learn More", and "4. SAP Cloud ALM".
- Phases:** A sidebar listing phases such as "Discover", "Prepare", "Execute", and "Close".
- Task Description:** A detailed view of tasks under a specific phase, with a sub-section titled "Review Overview Documentation".
- Implementation Roadmaps:** A section showing various implementation methodologies and accelerators.

1. What is the SAP Activate Roadmap Viewer?

The SAP Activate Roadmap Viewer provides access to Solution Implementation Roadmaps, which represent a structured approach to the software implementation process.

Activities are split into distinct phases, with deliverables and tasks that help project teams to better **plan**, **execute**, and **manage** their implementation project.

2. SAP Solution Implementation Roadmaps aim to assist by providing implementation Project Teams with recommended lists of the following:

- **Deliverables** (the 'what') in each phase.
- **A process description** in the form of details and tasks (the 'how').
- **Accelerators** (such as templates, examples, guides, and web links) to be used in the Project Library.



SAP Cloud ALM

The screenshots demonstrate the SAP Cloud ALM platform's capabilities:

- Process Authoring:** Shows the 'My Asset Accounting (J42)' process flow, detailing steps from Purchase Order to Asset Purchase.
- Solution Process Traceability - FINANCE:** Provides a traceability matrix for solution processes across various requirements and documents.
- Project Overview:** Offers a comprehensive view of project status, including progress by task, requirements, and test cases.

Application and Configuration Workstream

To facilitate the work of configuration, development, and security implementation, SAP provides several tools and resources. One of the most important examples is the SAP Fiori Library. When using SAP Best Practices, you will find a relation between the app and the scope item codes.



The screenshot shows a table titled "Scope Items" with two columns: "Scope Item Group" and "Scope Item". The "Scope Item Group" column contains "Finance". The "Scope Item" column lists several SAP apps: "Advanced Cash Operations (J78)", "Basic Cash Operations (BFB)", "Foreign Currency Risk Management (1X1)", and "Money Market Mutual Fund Management (2UN)". Above the table, a message states: "The following scope items in the SAP Best Practices Explorer are using this app."

In the SAP Fiori Library, you will find information about which Fiori apps are available for each product, which are the prerequisites (addons, patch level), how to install and configure the app, which security roles are provided, if it's possible to extend the app, features, and look preview. If you have the right access to the SAP support platform, you can access SAP Maintenance Planner to identify the upgrade or update the path that you will allow to bring your current solution to the required software levels. SAP Fiori apps library also allows the identification of related apps that can be relevant for end users.

One of the advantages of the SAP Fiori Apps Library, is, that it allows the identification of related apps that can be relevant for end users.

Explore Content in SAP Fiori Apps Reference Library

Prerequisites

Explore the content available in [SAP Fiori Apps Reference Library \(ondemand.com\)](#)

Access the details for [SAP Fiori Apps Reference Library \(ondemand.com\)](#) for the Cash Flow Analyzer tab. Browse through the tabs Product Features, Implementation, Related Apps.

Steps

1. Explore the content available for the Cash Flow Analyzer in the SAP Fiori Apps Reference Library.



[https://moriappslibrary.nana.onedemand.com/sap/tix/externalviewer/#/detail/Apps\('F2332'\)/S240P](https://moriappslibrary.nana.onedemand.com/sap/tix/externalviewer/#/detail/Apps('F2332')/S240P)

- c. Browse through the tabs Product Features, Implementation, and Related Apps.

SAP Signavio Process Navigator

SAP Signavio Process Navigator provides access to SAP Best Practices content. The term “SAP Best Practices” is used together with “Solution Scenario” name references to SAP Signavio Process Navigator content.

Name	Version
SAP Best Practices for SAP SuccessFactors Employee Central	2305
SAP Best Practices for SAP Marketing Cloud	2308
SAP Best Practices for SAP Integrated Business Planning for Supply Chain	2308
SAP Best Practices for SAP S/4HANA Cloud for public sector	2308
...	...

Detail	Version
SAP Best Practices for SAP Payroll Processing control center	2305
SAP Best Practices for SAP S/4HANA	2022
SAP Best Practices for SAP S/4HANA Cloud for public sector	2308
SAP Best Practices for SAP S/4HANA Cloud, public edition	2308
SAP Best Practices for SAP SuccessFactors Compensation	2305
SAP Best Practices for SAP SuccessFactors Employee Central	2308
SAP Best Practices for SAP SuccessFactors Employee Central Integration	2308
SAP Best Practices for SAP SuccessFactors Employee Central Payroll	2308
SAP Best Practices for SAP SuccessFactors Learning	2305

With SAP Best Practices, SAP delivers standardized business practices, implementation methods, and accelerators for a wide range of SAP software.

The prepackaged solutions are published in SAP Signavio Process Navigator as packages with assets covering solution design, configuration, and software and delivery requirements.

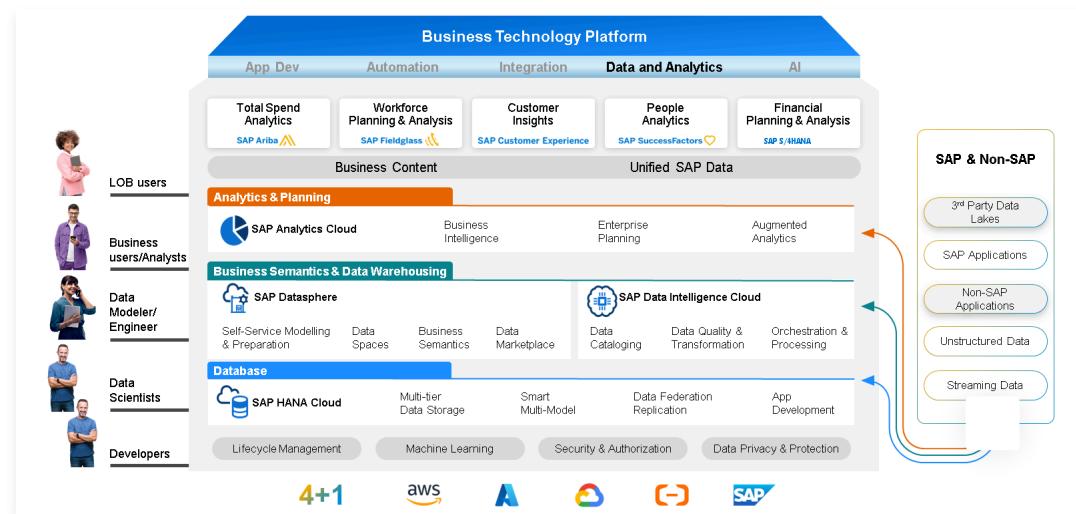
Accelerators

List of Modular Processes and Scope Items



The screenshot shows the SAP Learning Platform interface. At the top, there's a sidebar with links like 'Services & Support', 'Systems & Provisioning', and 'Users & Contacts'. Below the sidebar is a section titled 'Accelerators' with a sub-section 'General Docum...'. This section contains four cards: 'Business Driven Configuration...', 'Account determination (global)', 'Fiscal year variants', and 'Account determination (local)'. Below this is a 'Description' section with an 'Overview' heading. The overview text discusses accelerating and simplifying the adoption of SAP S/4HANA Cloud. At the bottom of the page are standard SAP navigation links: Help, Contact Us, Status, Terms of Use, Copyright and Trademarks, Cookie Statement, Cookie Preferences, Legal Disclosure, and Privacy.

Analytics



Roles

Roles: Analytics



			<p>Analytics Strategy in alignment with SAP Implementation Roadmap and company IT strategy</p> <ul style="list-style-type: none">• Ensure compliance of Implementation Partner work with the strategy and development standards for analytical and reporting applications	
		<p>Customer IT</p> <p>Implementation Partner, Customer IT</p>	<ul style="list-style-type: none">• Design of high- performance and high-quality data sources and data processing mechanisms in the selected applications• Design of dashboards and data use case (Stories) for efficient data consumption• Competent shall include scope of courses relevant	



Concepts of Customer Team Enablement

Customer Team Enablement Options

Customer Team Enablement Options

Enablement Option	Comment
Partner-led Education	Implementation Partner may propose own educational services based on partner owned solutions or partner experience specific for the customers' industry. Partner uses self-developed education materials and systems.
Self-education	Overviews for IT experts provided on SAP Learning Hub, as well as information and Accelerators in SAP Signavio Process Navigator and SAP Activate Roadmap Viewer.
SAP Education - Public Workshops	Full spectrum of courses from SAP S/4HANA overview through fundamentals to in-depth trainings on a specific functional or technical topic. Public means that workshops are not customer-specific and are open for public registration.
SAP Education - Customer-specific Workshops	Courses shaped to meet individual customer needs. Use content from public or customer courses developed by trainers. Location may be SAP Education Center or Customer premises.

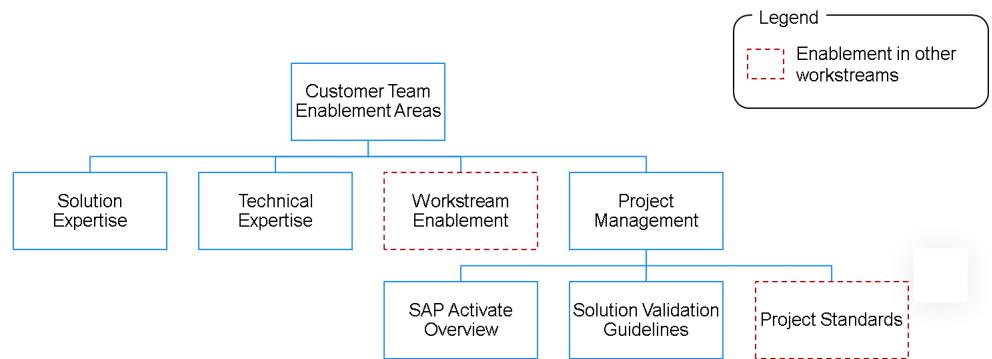
Customer Team Enablement Options (Continued)



Customer Business	recommended level for efficient project work is to pass SAP S/4HANA overview, Integrated Business Processes overview, and Line of Business overview courses. Project-specific training on Solution Validation and fit-to-standard workshop approaches is recommended.
Customer IT	Often, customer IT roles are coming from legacy technology platforms and business solutions, so it is important to understand ideology of integrated business processes in SAP S/4HANA together with technologies used for in Technical Architecture and Infrastructure, Extensibility, Integration, and Operations and Support Workstreams.

Customer Team Enablement Areas

Most important activities in Customer Team Enablement Workstream are performed in Prepare phase and should be finished before Solution Validation workshop.



- Major enablement areas for the customer team are:
 - Solution Expertise
 - Technical Expertise
 - Project Management
- All customer team members shall have overview training on SAP Activate.
- Prior to Solution Validation workshops, guidelines should be developed and there should be a training on **Solution Validation Guidelines**.

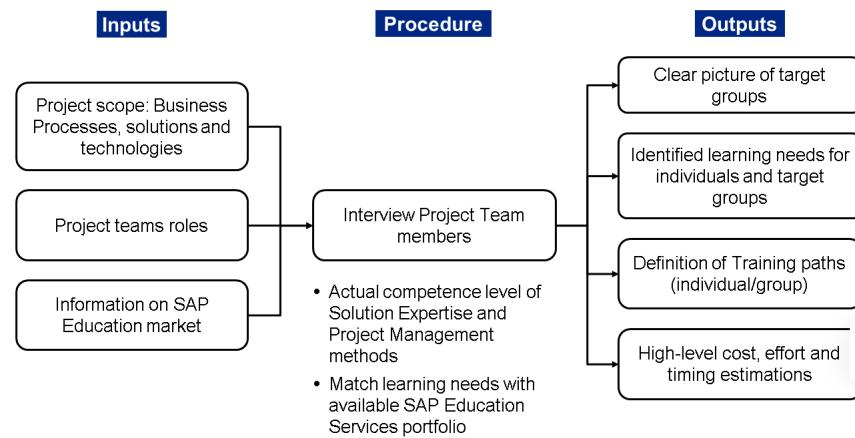


Home / Browse / Courses / Discovering SAP Activate - Implementation Tools and Methodology / Discovering the Workstreams

- Register of **Project Procedures** shall be drawn from the project management plan, and the customer team shall be trained on these standards (and tools, including Solution Manager) as soon as standards are developed and tools are set up.

Learning Needs Analysis

Learning Needs Analysis must be delivered by the expert in SAP Education services market.



Concepts of Solution Adoption

Solution Adoption Substreams



	End User Training	Ensure end users are ready to use new solution accordingly.	strategy development and spans until end user training before go-live in the Deploy phase. Also, training program for new end users who will join company after SAP S/4HANA go-live should be developed.	
	Value Management	Ensure all decisions are made based on Business Value and Business Value expected by stakeholders is achieved.	Starts with Business Transformation Reviews to set basis for Business Value expectations and throughout the project Value Audits are conducted to ensure Business Value is in focus of the project team.	
	Organization Change Management	Ensure all stakeholders are identified and involved into project and they accept changes caused by the project.	All stakeholders' interests should be taken into account and managed throughout the project to ensure that new solution will be adopted by the organization. Changes in organization structure should be aligned with stakeholders and running business transformation initiatives.	

Train the Trainer (TtT)



BUSINESS
methodology
change

Training success
Factors

Methodology and
structure of training

Training materials
structure

Trainer role

Training systems
and infrastructure

Training
preparation

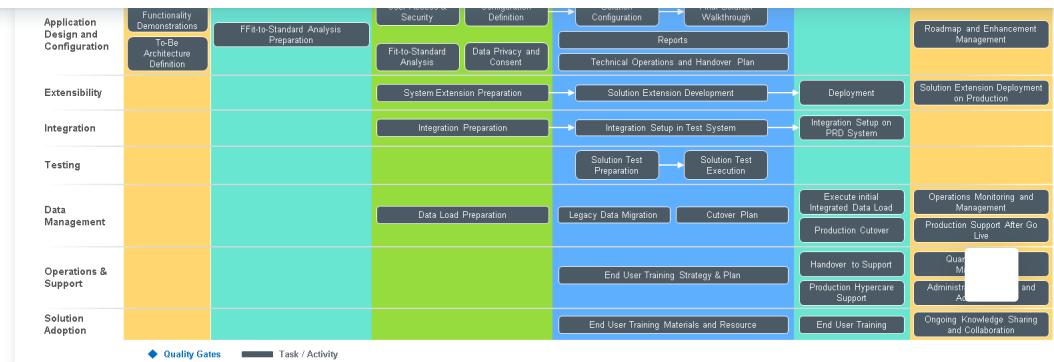
When a new solution is implemented, new learning needs will arise as impacted users will need to learn new ways to perform their tasks.

One critical task is the related to Organizational Change Management (OCM).

The purpose is to conduct all relevant Organizational Change Management (OCM) analysis (change impact analysis, communication needs and channel analysis, learning needs analysis, and stakeholder analysis) to develop and plan OCM activities for what, when, and who. This supports an efficient and effective OCM delivery impacting change readiness and end user adoption.

The next step is to identify and nominate change agents as the ambassadors to support the digital transformation.

SAP Activate Methodology for SAP SuccessFactors



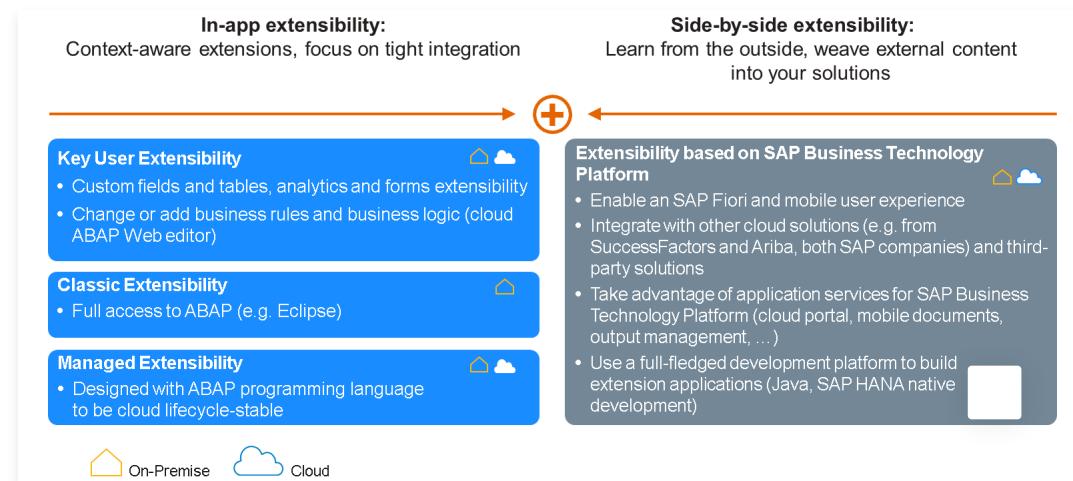
When you look into the roadmap for SAP SuccessFactors and check the solution adoption workstream, it seems that the solution adoption is not much present in the early phases of the project. That is not correct. The emphasis provided the overview diagrams sets focus on some activities but once you explore the content (tasks and accelerators), you will notice that activities will take place. OCM impact analysis takes place in the Explore phase like for other roadmaps.

Access the SAP Activate Roadmap Viewer to Look for Change Impact Analysis

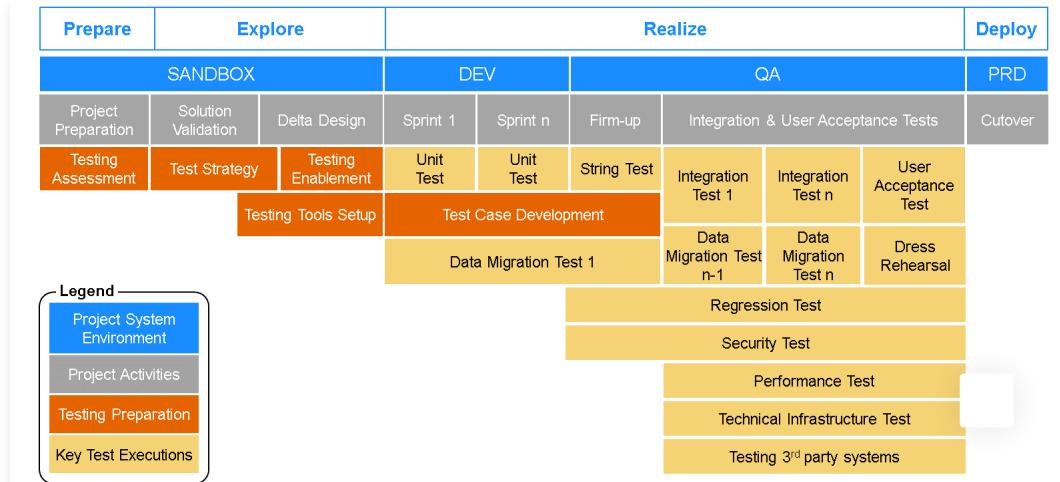
Prerequisites

Steps

1. Access the SAP Activate Roadmap Viewer and look for accelerators that help you conduct your activities for change impact analysis.
 - a. Access the SAP Activate Roadmap Viewer and use the search field to look for change impact analysis. If you do not find meaningful results, check the following: <https://roadmapviewer-supportportal.dispatcher.hana.ondemand.com/#/group//roadmap/82b2db84548d41209cda972f0fac428b/node/FA163EAF25B21EEBAEC D873953C61001/FA163EAF25B21EEBAECD857DC8D9CFE7> or use this <https://roadmapviewer-supportportal.dispatcher.hana.ondemand.com/#/group/658F507A-D6F5-4B78-9EE1->



Concepts of Testing



Any project requires some sort of testing. The typical sequence will involve:

- Unit testing
- Business process testing, also called string testing
- Integration testing
- Data conversion testing
- User acceptance testing

Testing Types



	Unit Test	To confirm that individual transactions and RICEFW developments have been correctly configured.	Implementation Partner	
	String Test	Validate and verify the system components against Solution Documentation.	Customer IT	
	Integration Test	To validate that all software module dependencies are functionally correct, and that data integrity is maintained between separate modules for the entire solution. Main focus: End to end business processes.	Customer IT	
	User Acceptance Test	To check if the system can support day-to-day business and user scenarios and ensure the system is sufficient and correct for business usage.	Customer Business	
	Regression	Confirm that new functionality not causing		



Quick links

[Download Catalog \(CSV, JSON, XLSX, XML\)](#)

[SAP Learning Hub](#)

[SAP Training Shop](#)

[SAP Developer Center](#)

[SAP Community](#)

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[EABE6HU4/D:](#) and get acquainted with the characteristics of different types of testing, like regression testing.

Tools

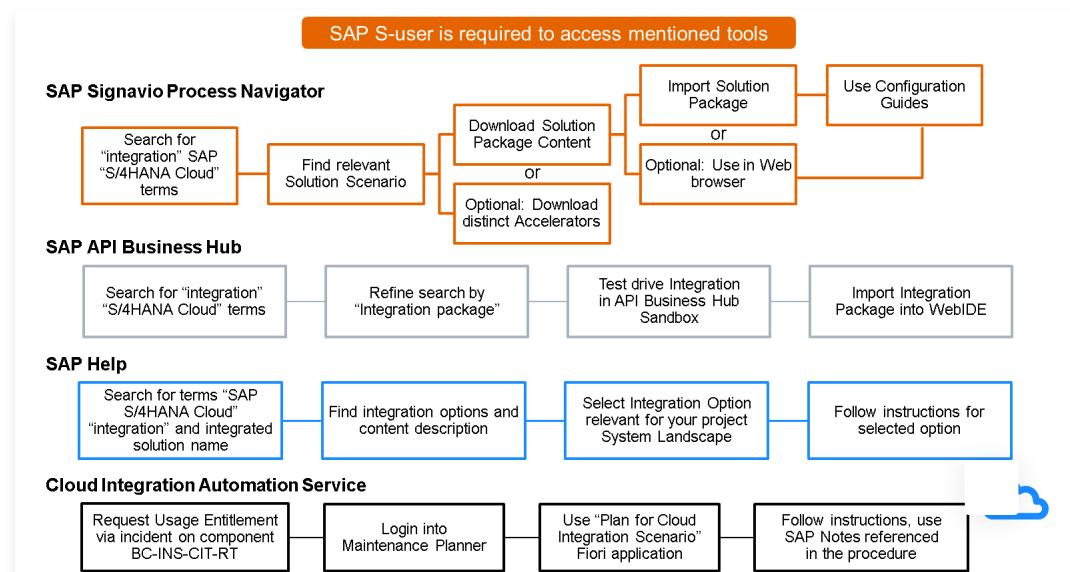


SAP Help

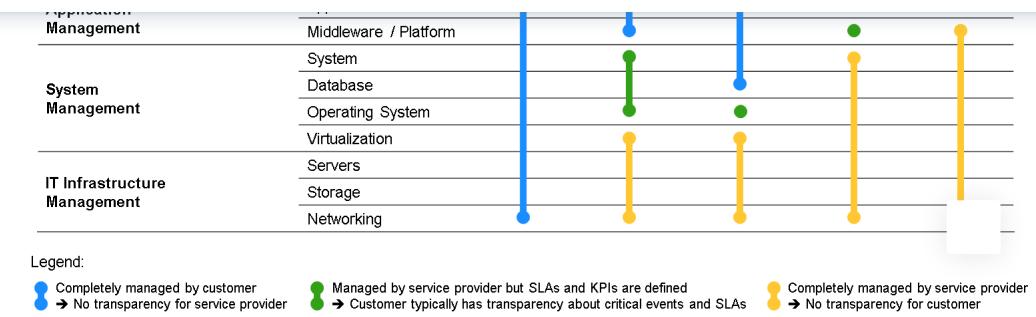
SAP Business Accelerator Hub

Search, discover, experience and consume to right APIs from SAP and select partners for your digital transformation projects

 Catalog Central Place for APIs from SAP and SAP Implementation Partners	 SAP Business Accelerator Hub One click-test experience for developers via SAP Business Accelerator Hub	 Pre-packaged accelerators Integration packages to integrate APIs	 Easy Cons on Integration with IDE and Code Generations
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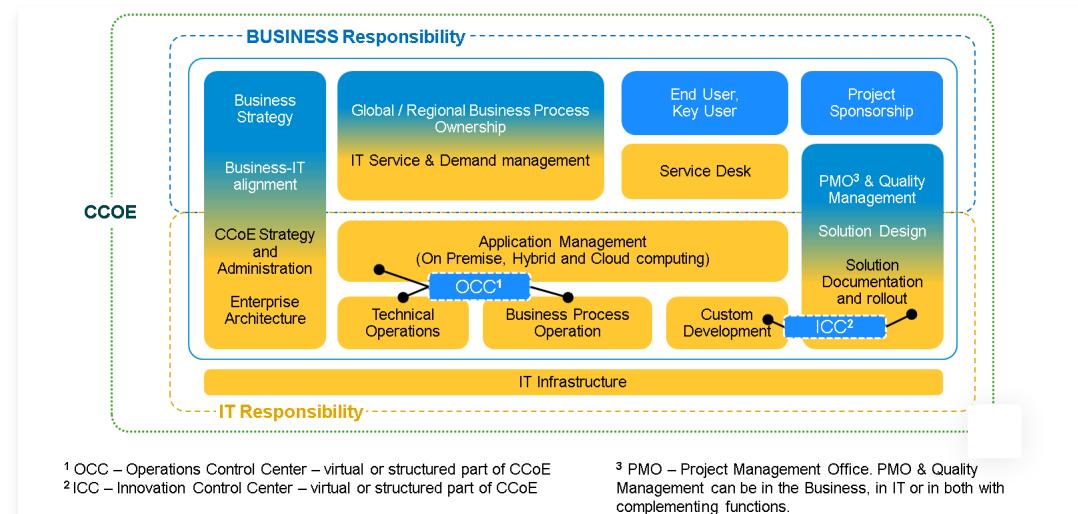


Concepts of Operations and Support

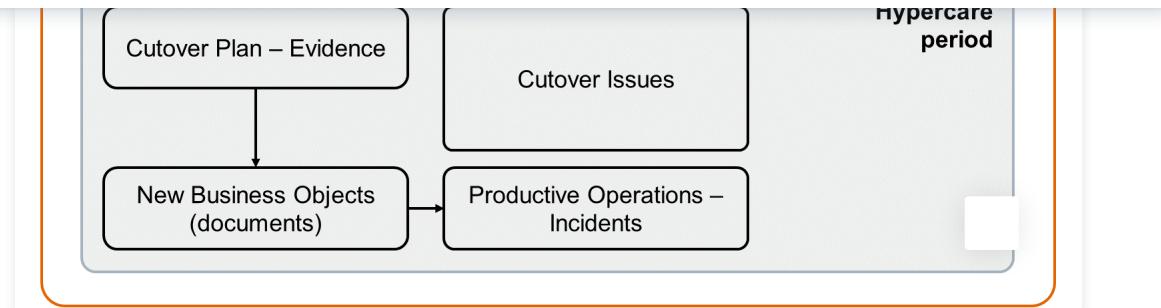


Note

Even if you opt for a cloud solution, certain aspects of operations will remain your responsibility.



Customer Center of Expertise (CCoE) is an organizational model that serves as collaboration hub across IT and LoBs. The mission of the CCoE is to provide transparency and efficiency of SAP implementation, innovation, operation, and quality of business processes and systems. CCoE centrally drives continuous improvement and continuous innovation.



- Hypercare period or stabilization, is a period after go-live within the Deploy phase. Its purpose is to ensure that all critical issues, which occurred during cutover or after users started working with the system, are resolved urgently to support business processes operations.
- **The most common issues within hypercare period are:**
 - Urgent authorization changes, and
 - Questions on using functionality.
- **Most common approaches to hypercare period:**
 - Temporary procedure for emergency authorizations provisioning (artifact 'Project Procedure - User Management for Go-Live').
 - Distribution of Application Consultants among offices.
 - Setup of dedicated space where users may come and perform operations with Application Consultants assistance.

Concepts of Data Management

Data Management Workstream consists of three substreams:

1. **Data Migration:** deals with migrating legacy data (master data as well as very limited transactional data) into target SAP S/4HANA system.
2. **Data Volume Management:** aims at keeping required system performance level and optimizing TCO by storing the right (mostly transactional) data in the right place.
3. **Master Data Management:** target is high data quality and data unification and its efficient management within business solutions landscape.

DVM concept is used for (1) decreasing volumes of migrated data, for example, by implementing DVM measures in source SAP ERP system before



The data volume management (DVM) service goes into:

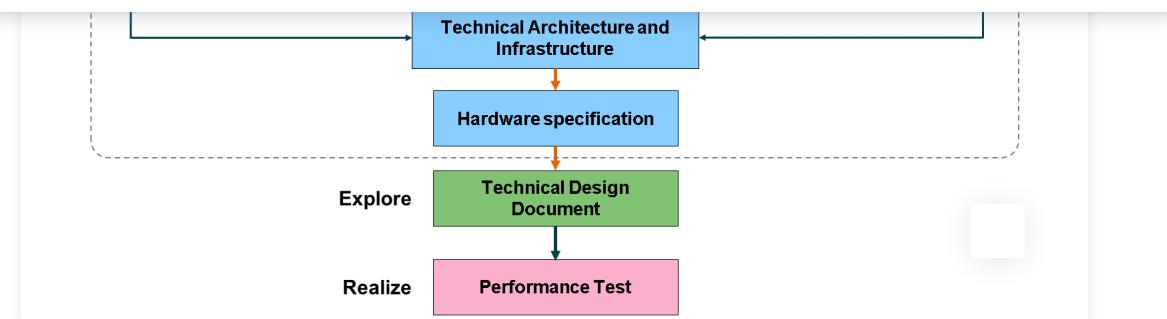
- Data avoidance and when and how to use this for *YOUR* system
- What data can be summarized on *YOUR* system
- What data can be deleted or truncated, and is unnecessary for *YOUR* system
- What archiving objects exist today, what will exist in SAP S/4HANA, and where archiving will exist

Concepts of Technical Architecture and Infrastructure

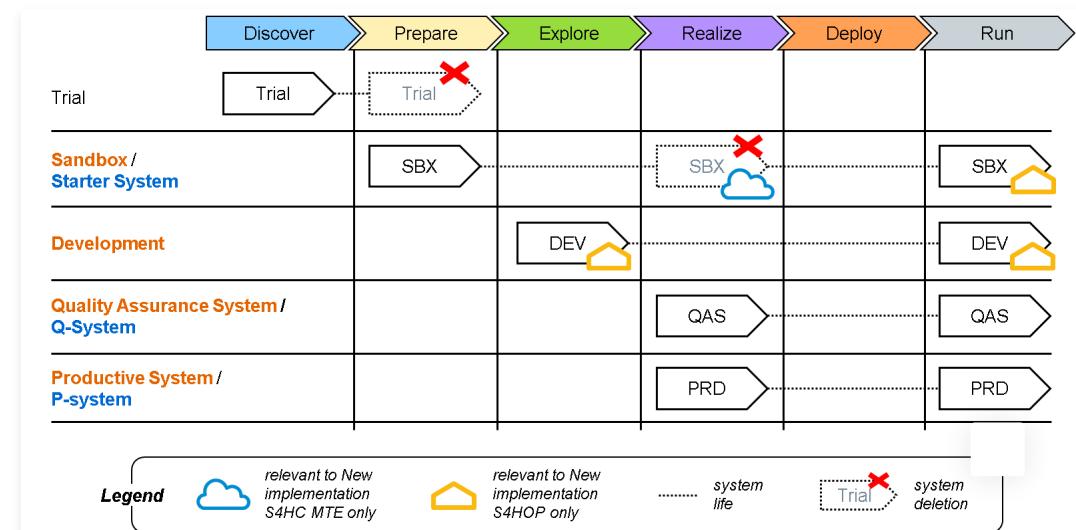
This workstream can play quite different roles, some will be common across different roadmaps. In any project during the Realize phase, you will be performing changes to the existing security objects, for example, business roles based on the requirements collected in the Explore phase. When you adopt a new solution or convert from an earlier version, changing security definitions that translate into what a user is authorized to do or not are always to be expected.

As systems have become more integrated and hybrid scenarios more common, SAP has developed new solutions that can handle the needs of cloud and on-premise implementations. Examples of those solutions are:

- SAP Cloud ALM
- SAP Identity Services



- Technical Architecture and Infrastructure for SAP Implementation is first captured during Discover phase and contains points of view on:
 - Data center strategy
 - Scalability, availability, and capacity (hardware sizing) requirements
 - SAP recommendations on system landscapes for a specific solution
- Based on initial point of view, initial hardware specifications are developed for purchasing hardware. Because detailed requirements and solution design are discussed during Explore phase. The sizing should only be relevant for Private Cloud Edition as it is the only on-premise approach offered.
- During the Realize phase, a performance test is conducted to confirm that the solution is ready for productive load. Corrections in hardware might be required.





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Explaining the SAP Support Accreditation Scope



Objective

After completing this lesson, you will be able to explain the SAP Support Accreditation scope.

Support Accreditation

[Support Accreditation](#) is another Learning Journey that prepares Project Members for an upcoming project and ongoing system support. It provides insights about the many sources that exist for SAP support content.

The course offers guidance and examples to the five areas that can be used for support-related topics. It concludes with a final assessment, and upon successful completion, a Record of Achievement is issued.

The five Units of Support Accreditation:

- Using Self-Service Support to Prevent Cases
- Using Life Support Channels
- Using AI-Guided Support When Creating Cases
- Exploring Cloud ALM
- Using Scenario-specific SAP Support

Using Self-Service Support to Prevent Cases

Before opening a Support Request, users must be familiar with the following support concepts. A wide range of free resources is available to



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documentation, or other factors.

It's referred to Consulting when a user requires assistance related to a configuration, business process analysis, has how-to questions or implementation requests, or other requests that do not apply to Support.

Consulting-related issues can be reviewed and clarified with the support of a wide range of resources provided by SAP. For example, SAP for Me, Built-In Support and others.

Troubleshooting of Issues, executing diagnostics and secure connections are assisted with tools such as Kernel Snapshot Analyzer and Flexible Log Reader.

SAP for Me is the personalized central entry point to access SAP products, support, and services. With SAP for Me, you can view and manage the SAP software licenses, subscriptions, users, and important announcements. You can search for all support content here, from Knowledge Base Articles and product documentation to forums and answers to how-to questions from SAP Community. Finally, you can also log support cases using the Get Support application, interact with support experts, and find solutions to your technical issues when needed.

SAP for Me provides transparency across all SAP solutions and ensures a harmonized support experience. It makes performing support-related tasks easy, with an end-to-end view of the product portfolio in one place.

Understand the difference between 'Support' and 'Consulting'

Support

- Error/defect in software
- Problems with SAP corrections, best practice configuration or customer-requested configuration from SAP (for cloud)
- Incorrect / missing documentation

Consulting

- Assistance relating to configuration, business process analysis, customer-specific implementation requests, customizations
- "How-to" questions

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- [Built-In Support](#)
- [SAP Support Portal](#)
- [SAP Community](#)
- [Product knowledge/documentation](#)
- [Knowledge Base / SAP Notes](#)

Tools for troubleshooting, diagnostics and secure connections

SAP support created several tools to help troubleshoot issues, diagnose problems, and connect securely:

- [Automated Search for Notes](#)
- [Performance Assistant for SAP Notes and Knowledge Base Articles Search](#)
- [Kernel Snapshot Analyzer](#)
- [SAP BusinessObjects BI Support Tool](#)
- [Flexible Log Reader](#)

Using Life Support Channels

Customer Interaction Center

[Customer Interaction Center](#) is your central point of contact for all SAP customers, whether Cloud or on-premise. We provide Front Line Support, guiding you to maximize the value of your SAP services, enablement throughout your SAP journey, and effective first-level support for various nontechnical topics.

Customer Interaction Center is your round-the-clock assistance for case management, support resource navigation, S-user management, software licenses, remote service requests, and more. With strategically located teams globally, including Ireland, Brazil, China, India, and the Philippines, we guarantee continuous support whenever you need it. Contact Customer Interaction Center and connect with us anytime, anywhere for personalized and reliable support.

Contact Customer Interaction Center in the following situations:

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Expert Chat

The Real-Time Support live channel, Expert Chat, is a service that allows you to connect directly with SAP support experts via an online chat interface. It's designed to provide quick, efficient, and personalized assistance for resolving technical issues, answering questions, and addressing other support-related matters related to SAP software and services. It's available for all support levels and almost all solutions—at no additional charge.

Schedule an Expert

The Real-Time Support live channel, Schedule an Expert, is a service that allows you to schedule dedicated one-on-one sessions with SAP support experts. This service is designed to provide personalized and focused assistance for resolving technical issues, addressing specific questions, or getting guidance on best practices related to SAP software and solutions. It's available for all support levels and almost all solutions—at no additional charge.

Ask an Expert Peer

The Real-Time Support live channel, Ask an Expert Peer, is a service that lets you collaborate one-on-one with a qualified and approved expert outside of SAP on your technical, product-related questions.

Ask an Expert Peer has been integrated into the unified support experience and directly embedded in the optimized case management process. This channel facilitates collaborative problem-solving for technical and product-related questions through one-on-one interactions with qualified and approved experts external to SAP. Ask an Expert Peer is valuable for quickly resolving basic inquiries, including "how to" questions, and addressing low to medium-priority cases.

Schedule a Manager

The Real-Time Support live channel, Schedule a Manager, is a service that enables you to book a 15-minute one-on-one call with a support manager. This service elevates the customer support experience by providing a deeper level of engagement, expertise, and personalized assistance for nontechnical queries.

It's available for medium and high priority cases that are sent to SAP, for all support levels and almost all solutions—at no additional

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assist in case creation and to propose solutions, and predict and prevent issues, while enhancing the customer experience through case handling.

- The Get Support guides you to solve a technical product issue in real time or reach SAP experts. It provides an integrated and personalized support experience to simplify and streamline the case creation process.
- Bi-directional support leverages AI and proactive outreach to predict and prevent issues. This approach fosters a collaborative, anticipatory relationship, enhancing customer satisfaction and operational efficiency.
- Guided Answers tool helps you troubleshoot and find solutions to technical problems using a [step-by-step guide](#). SAP experts document exact steps for analyzing issues and make that available to you.
- Support assistant asks pertinent questions to help categorize your issue to get it assigned to an expert that can help you resolve your issue faster, all while recommending content and solutions in real time.
- The [support log assistant](#) tool analyzes text files such as logs, traces, and configuration files automatically. The tool then recommends solutions to known issues found and highlights the most important details in the files provided.
- [Incident Solution Matching](#), as part of our machine learning-powered support process, proposes tailored solutions automatically within the case form so users can find support content quickly, without searching manually.

Exploring Cloud ALM

Note

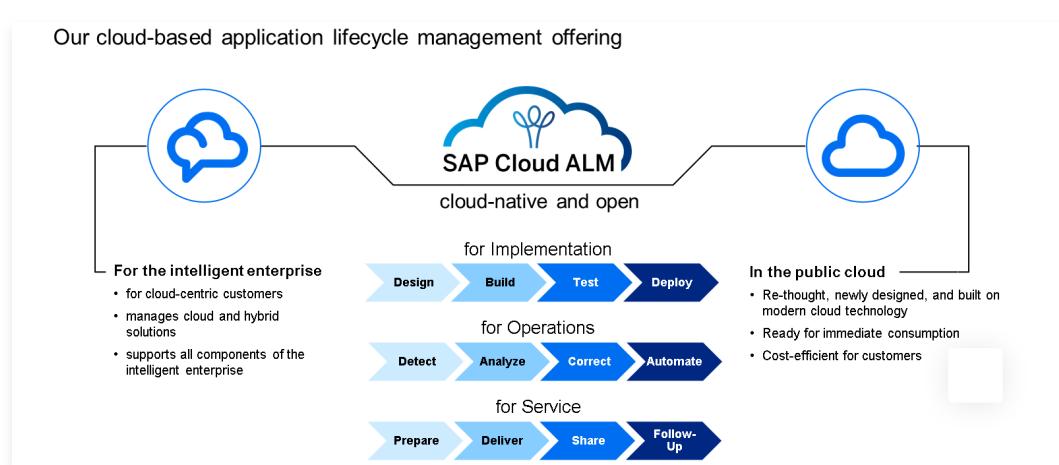
See also Unit 5 lesson 1.

SAP Cloud ALM is a valuable tool included in your SAP Support subscription. It serves as the central hub for implementing and operating intelligent cloud and hybrid business solutions. Implementation and operations run in parallel. To prevent unwanted impacts, SAP Cloud ALM supports activities related to:

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The following image summarizes the activities SAP Cloud ALM supports for implementation, operations, and service.



Using Scenario-specific SAP Support

Working with SAP Procurement Support (only intended for customers using SAP Ariba and SAP Fieldglass)

Interaction with SAP Procurement support depends on two factors; which SAP Procurement platform is used, and whether you are a Procurement S-user. The help center for SAP Ariba is a comprehensive Knowledge Base and support portal that offers a wide range of resources, including documentation, user guides, tutorials, FAQs, and troubleshooting information. Access this platform to answer questions, learn how to use SAP Ariba features, and resolve issues.

The help center for SAP Fieldglass provides step-by-step guides, tutorials, and troubleshooting tips to help you get the most out of SAP Fieldglass.

Working with SAP Concur Support (only intended for SAP Concur users)

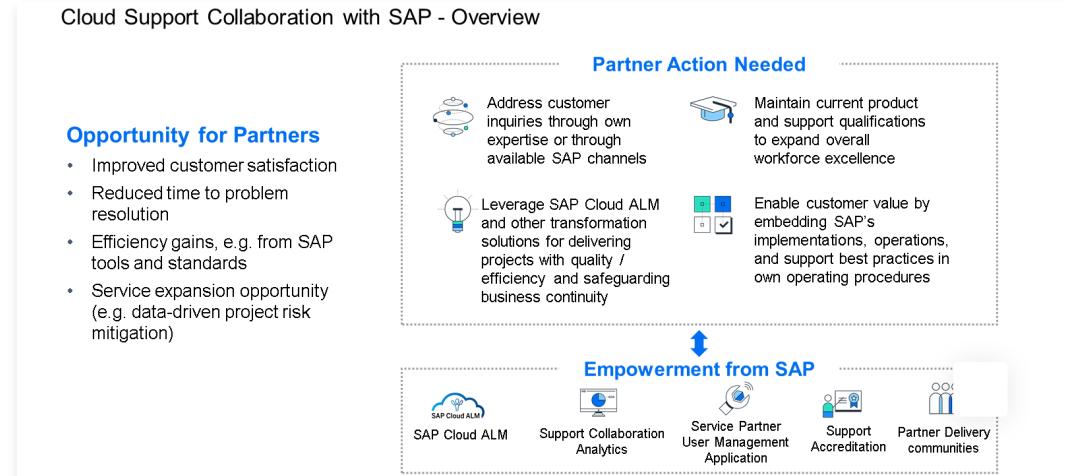
For SAP Concur customers, SAP assigned two to five people as authorized support contacts (ASCs) who are the only ones authorized to access resources on the SAP Concur Support portal and are responsible for managing SAP Concur Support issues across your organization.

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When you become aware of an issue, a good first step is to consult the self-service options on the SAP Concur Support portal. The following resources can often answer your questions immediately; Ask Us Anything, Information Center, or Knowledge Base.

Partners request SAP support on behalf of customers when providing implementation and postimplementation services. Providing the opportunity for SAP and partners to expand customer satisfaction by collaborating effectively on support.



The service partner user management application enables closer collaboration between SAP and partners by allowing partners to use their own S-user IDs to create and manage cases on behalf of the customer.

SAP recommends that customers / partners leverage the service partner user management application for scenarios where partners engage with SAP support at the request and on behalf of customers.

Step 1. Customer invites partner's own S-user

Customer cloud admin accesses the Manage Service Partner Users access card & invites a partner's existing S-user.

Step 2. Partner accepts the customer invitation

Partner S-user receives an e-mail notification of the invite and accepts it in the Service Partner User Cockpit access card.

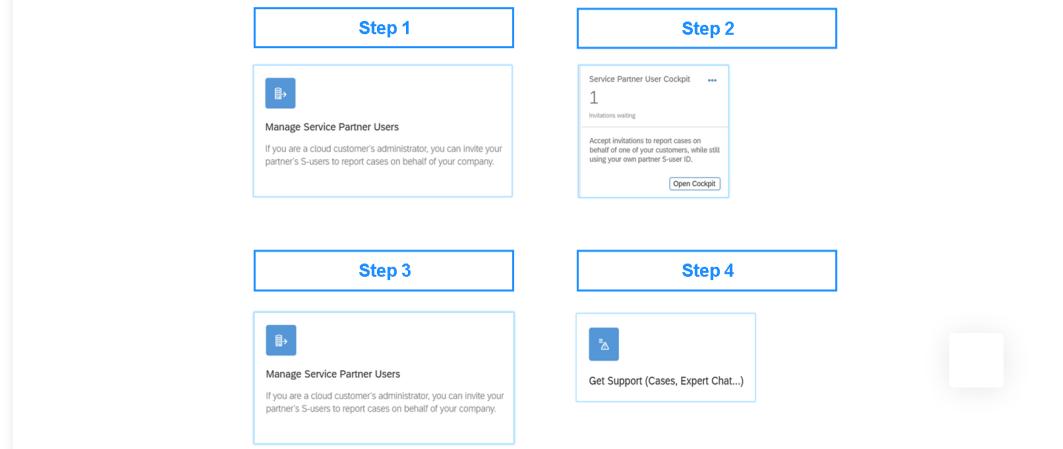
Step 3. Customer assigns the authorization to partner

Customer selects user in Manage Service Partner Users access card and assigns the authorization validity period and systems.

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Service Partner User Management Application - Overview



The service partner user management application enables closer collaboration between SAP and partners by allowing partners to use their own S-user IDs to create and manage cases on behalf of the customer.

With this application, customers can grant case management authorizations to SAP partner S-users. This means that consultants can log into SAP for Me with their own partner-granted S-user ID and create or manage cases for all their authorized customers using their own S-user ID.

It also means that customers no longer have to create brand new S-users for partners under the customer's support account in SAP for Me. They can grant the rights to an existing partner S-user ID to create cases for their installations or tenants.

SAP strongly recommends that customers/partners use the service partner user management application for scenarios where partners engage with SAP support at the request and on behalf of customers.

SAP empowers partners to collaborate more effectively with SAP support by providing Support Collaboration Analytics in SAP for Me. The Support Collaboration Analytics dashboard in SAP for Me offers insights on support cases created by partners on behalf of SAP Cloud customers. Besides a consolidated overview of support cases, it provides analytical capabilities and support metrics for more efficient case handling.

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The screenshot shows a dashboard titled "Support Metrics". At the top, there are four boxes: "Total Cases: 100", "Total Cases: 94 Not Assigned: 9", "Auto Confirmed: 90 (90%)", and "Total Cases: 103". Below this is a search bar labeled "Search in Metrics" with a magnifying glass icon. A dropdown menu shows "All Categories". The main table has columns for "Category", "Metrics", "Description", "Results", and "Details". The data includes:

Category	Metrics	Description	Results	Details
Capabilities	"Support Manager" contact	Number of individuals with the "Support Manager" conta	5	Manage My Users.
	"Support Consultant" contact	Number of individuals with the "Support Consultant" cor	32	Manage My Users.
Case Handling	Consulting/How-to Share	Percentage of closed cases categorized as "Customer / I	57%	See current case statistics.
	Partner Call Rate (all customers)	Average case volume for all customers	2	See calculation.
	Partner Call Rate (active customers)	Average case volume for active customers	4.1	See calculation.
Development Resolution Rate	Percentage of closed cases that were forwarded to Dev	1%	See calculation.	

Support Collaboration Analytics Key Elements

Overview section

Partner support capabilities:

- Current case statistics
- Support metrics
- Monthly historical snapshot
- Customer list

Analytics section

Support metrics:

- Trend and gap analysis
- Improvement opportunities

Case list section

Support cases created on behalf of customers (related to partner S-user IDs authorized by customer)



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Illustrating SAP Cloud ALM



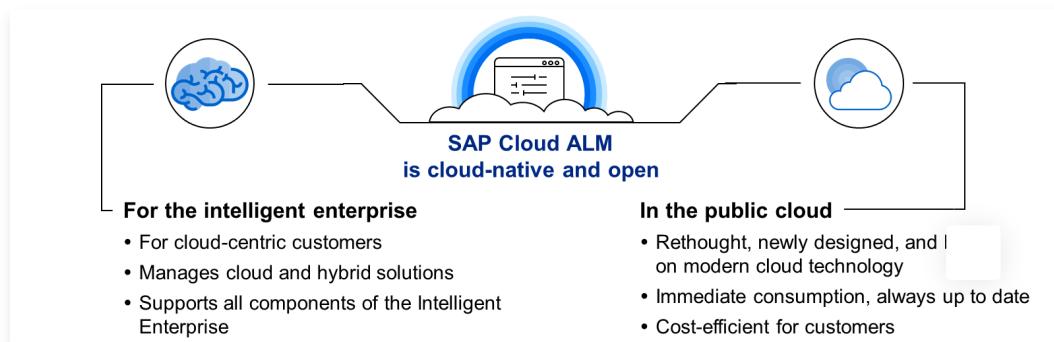
Objective

After completing this lesson, you will be able to illustrate how SAP Cloud ALM supports the application lifecycle.

SAP Cloud Application Lifecycle Management (ALM)

What is SAP Cloud ALM?

SAP Cloud ALM is an Application Lifecycle Management (ALM) solution supporting customers to implement and operate their cloud or hybrid solutions.



SAP Cloud ALM aids in the implementation and operation of intelligent cloud-based and hybrid business solutions. You can benefit from a ready-to-use, native cloud solution that is designed to serve as the central entry point for managing your SAP landscape. This solution offers content-driven guided implementation and highly automated operations





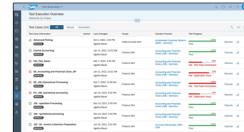
to manage fit-to-standard workshops



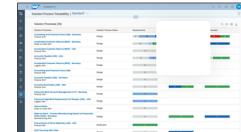
manage your project centrally



of automated testing tools



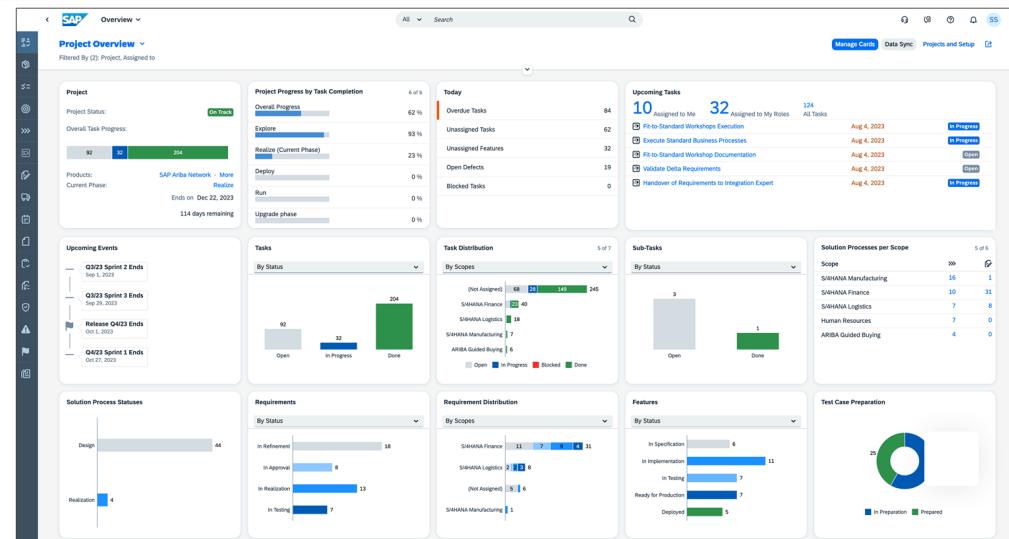
workflow and deployment orchestration



SAP Cloud ALM supports the complete application lifecycle from design, build, test and deploy. Even monitoring capabilities and applications supporting the operation of SAP solutions are included. The provided capabilities are all built-in, pre-configured and ready-to-use. New capabilities are added constantly and delivered bi-weekly to the customer tenants.

SAP Cloud ALM is included in your cloud subscription containing Enterprise Support, cloud edition and in SAP Enterprise Support.

- SAP Cloud ALM is cloud native and open.
- SAP Cloud ALM manages the application lifecycle for the Intelligent Suite.
- SAP Cloud ALM manages cloud, but also hybrid (combination of on-premise and cloud) solutions.
- SAP Cloud ALM can be provisioned and consumed immediately.
- SAP Cloud ALM is an application running on SAP Business Technology Platform and is optimized for SAP HANA.
- SAP Cloud ALM is an ALM solution optimized for cost efficiency.





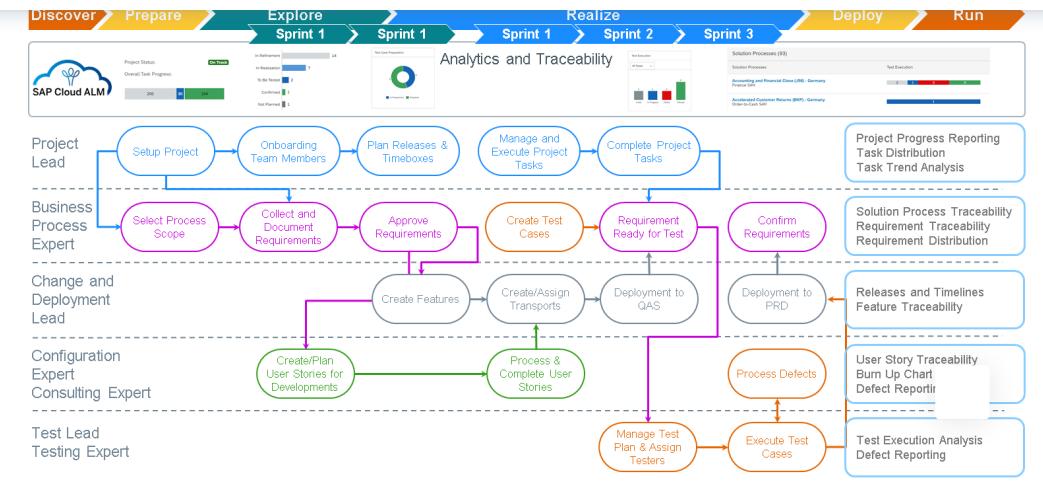
SAP Cloud ALM for Implementation - Customer Benefits

- **Harmonized implementation experience** across SAP Cloud solutions
- **Fast time-to-value** through content-driven implementation based on SAP Activate and Best Practices processes
- **Customer specific innovation** through requirement-driven implementation
- **Instantaneously** available, no deployment or configuration activities
- **Fast onboarding** of your project team
- **Comprehensive** workspace for fit-to-standard workshops
- **Built-in transparency** about implementation progress
- **Seamless integration process** covering all relevant implementation capabilities

In order to understand the capabilities and how they are used, we will go through a sample project and understand how each capability is used in the right sequence.

Onboarding

Customer can provision SAP Cloud ALM via SAP4ME. The provisioning of the system only takes a couple of minutes.



The E2E Process overview shows the main activities by project roles and project phases in which they are executed. The graphic also visualizes the interdependencies and order within the different activities.

Project Setup

The screenshot shows the SAP Cloud ALM interface for project setup:

- Left Panel:** Shows the SAP Activate Roadmap (Mar 6, 2022 - Aug 26, 2022) and a list of Sprints (Q2/23 Sprint 2, Q2/23 Sprint 3, Q2/23 Sprint 1, Q2/23 Sprint 2, Q2/23 Sprint 3).
- Middle Panel:** Shows the "Timeboxes" tab selected, displaying Phases (Prepare, Explore, Realize, Deploy, Run), Sprints (Current 5, Past 20), and Milestones (Kickoff).
- Right Panel:** Shows the "LöB Finance" team details and a list of users. A callout box highlights the process: "Onboard the project team using the Activate Roles. New members are invited by eMail and get a list of tasks based on their role into their inbox."

Now, the project lead can create a project in SAP Cloud ALM and select the Activate roadmap as the task template. Once selected, all tasks are loaded into the SAP Cloud ALM project and the timelines of the project can be specified (Phases, sprints and milestones). Based on the Activate roles, the project lead onboards the project team members. They get invited to the project via email and see the tasks they are assigned based on their roles.

In addition, the system landscape can be defined and the deployment plan with their releases documented. This can be done also in a later point of time but is required for automated testing as well as change and release management.