

Business Process and Integration Monitoring with SAP Cloud ALM for Operation

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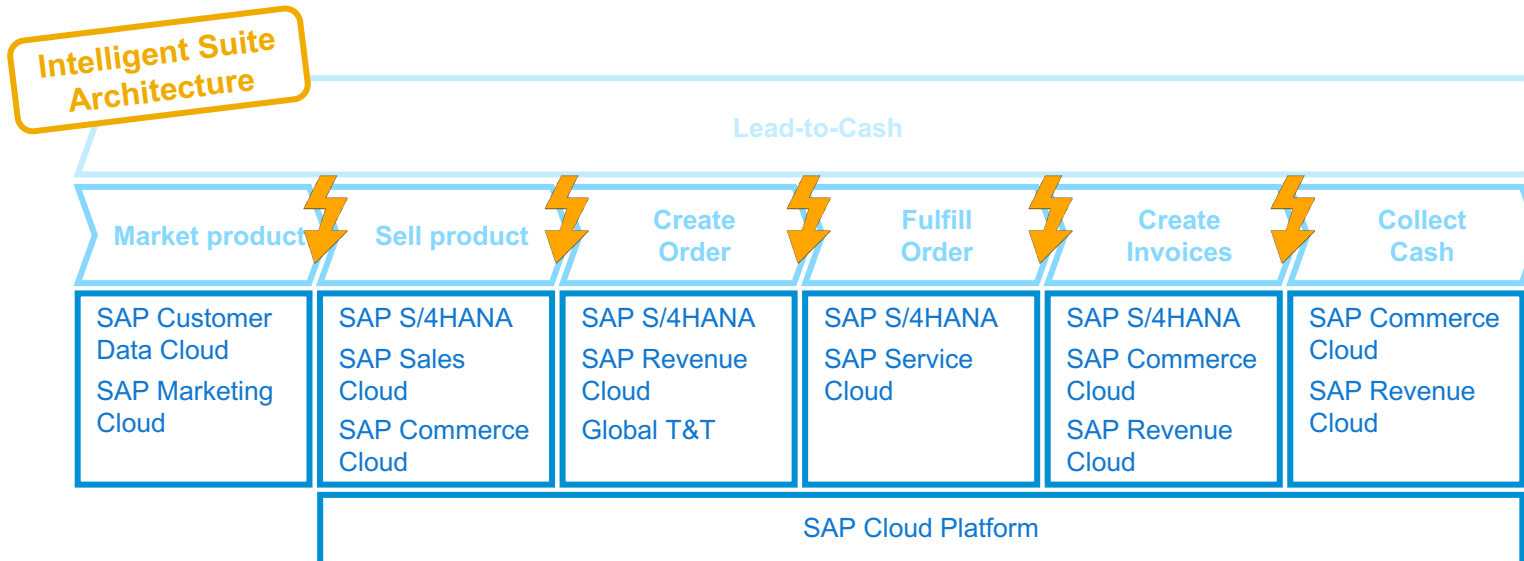
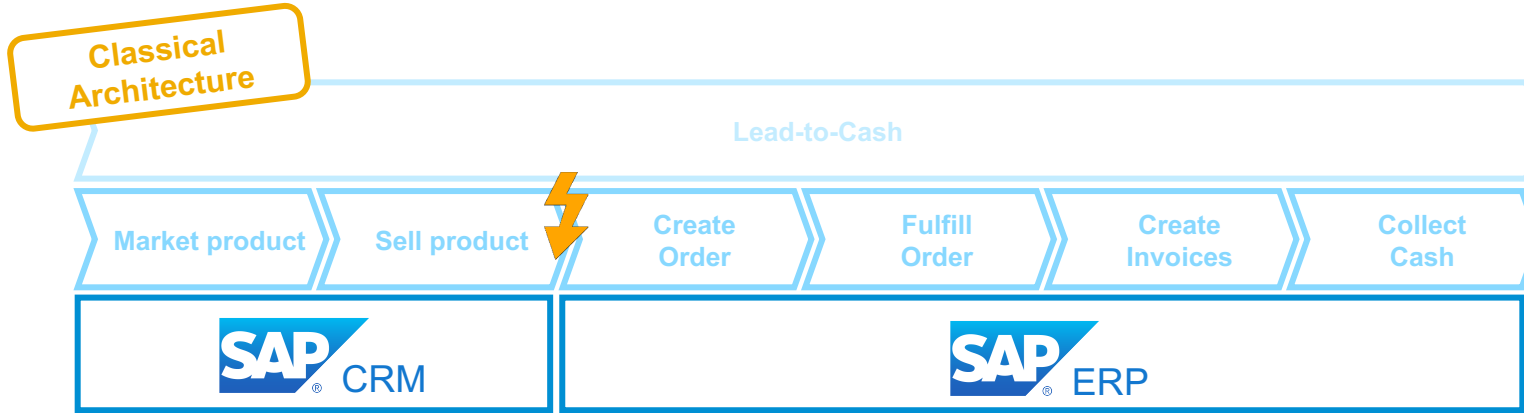
Agenda

SAP Cloud ALM for operations

Integration Monitoring

Business Process Monitoring

Why do we need a central operation platform for cloud centric landscapes?



With **SAP's Intelligent Suite** traditional SAP landscapes are transforming:

- Transform from a **monolithic to a multi-system & multi-service landscape**
- **Increased complexity to find and analyze issues** on business process, integration, user, and application/cloud service/system level
- Increased demands for **end-to-end monitoring** of business processes, integration, and users

Requested is transparency:

- To find and analyze anomalies and exceptions during business process execution → **Business Process Monitoring**
- To correct message flows and integration related exceptions → **Integration Monitoring**
- To diagnose performance of user scenarios → **Synthetic & Real User Monitoring**
- To understand healthiness of applications, cloud services, and systems → **Application Monitoring & Health Monitoring**

Different strategic operations platforms for different target groups

SAP Solution Manager



- Fully integrated ALM suite for **on-prem-centric medium and larger customers**
- Customers, who are **satisfied with the currently provided functional scope**

SAP Focused Run



- Operations platform for **service providers and high end hybrid customers**
- Customers with advanced needs, which go **beyond SAP Solution Manager and SAP Cloud ALM**

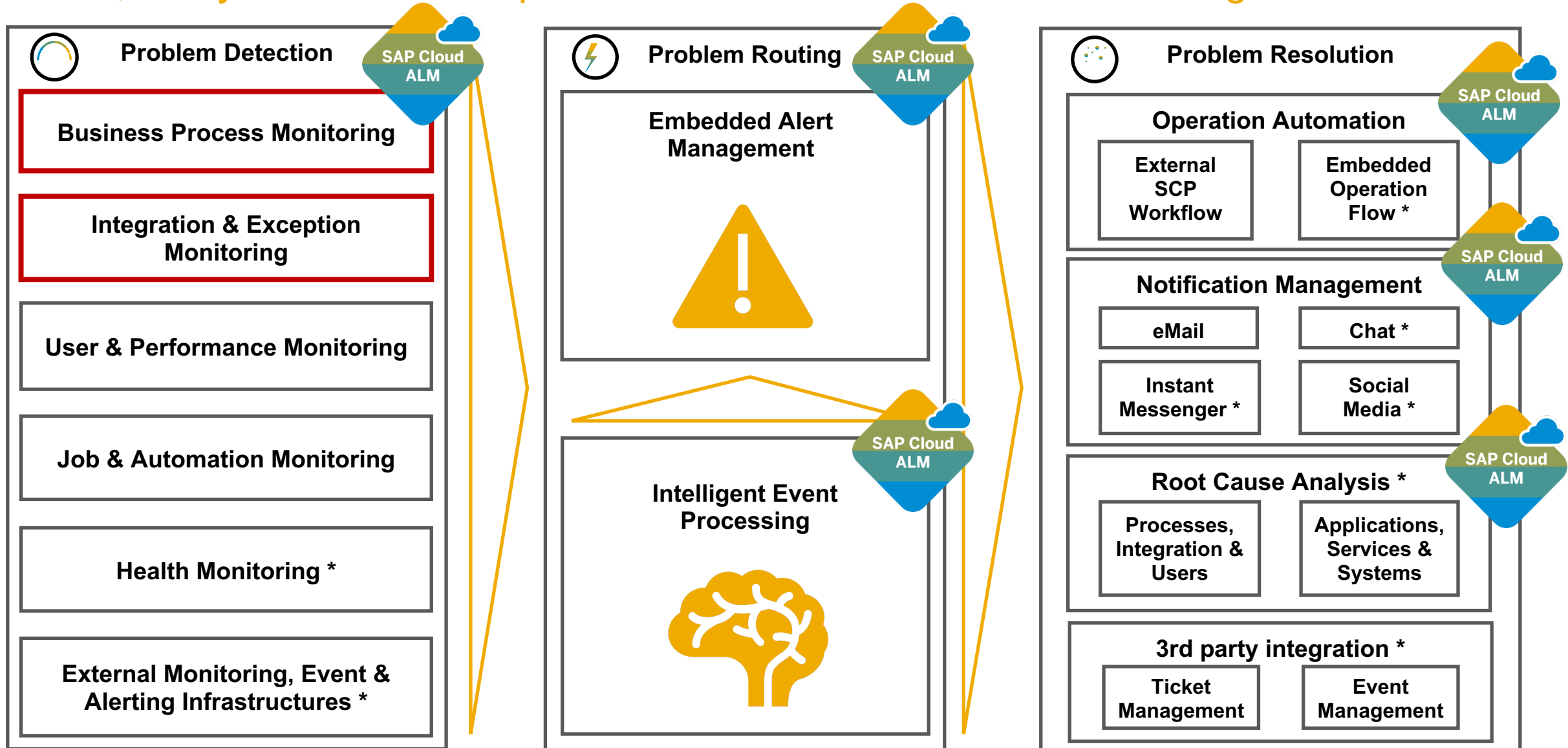
SAP Cloud ALM



- Fully integrated ALM suite for **cloud-centric small, medium and larger customers**
- Customers, who are requesting **standardized cloud based operation platform**

Problem Management covered by SAP Cloud ALM

Detect, analyze and resolve problems based on full stack monitoring



Agenda

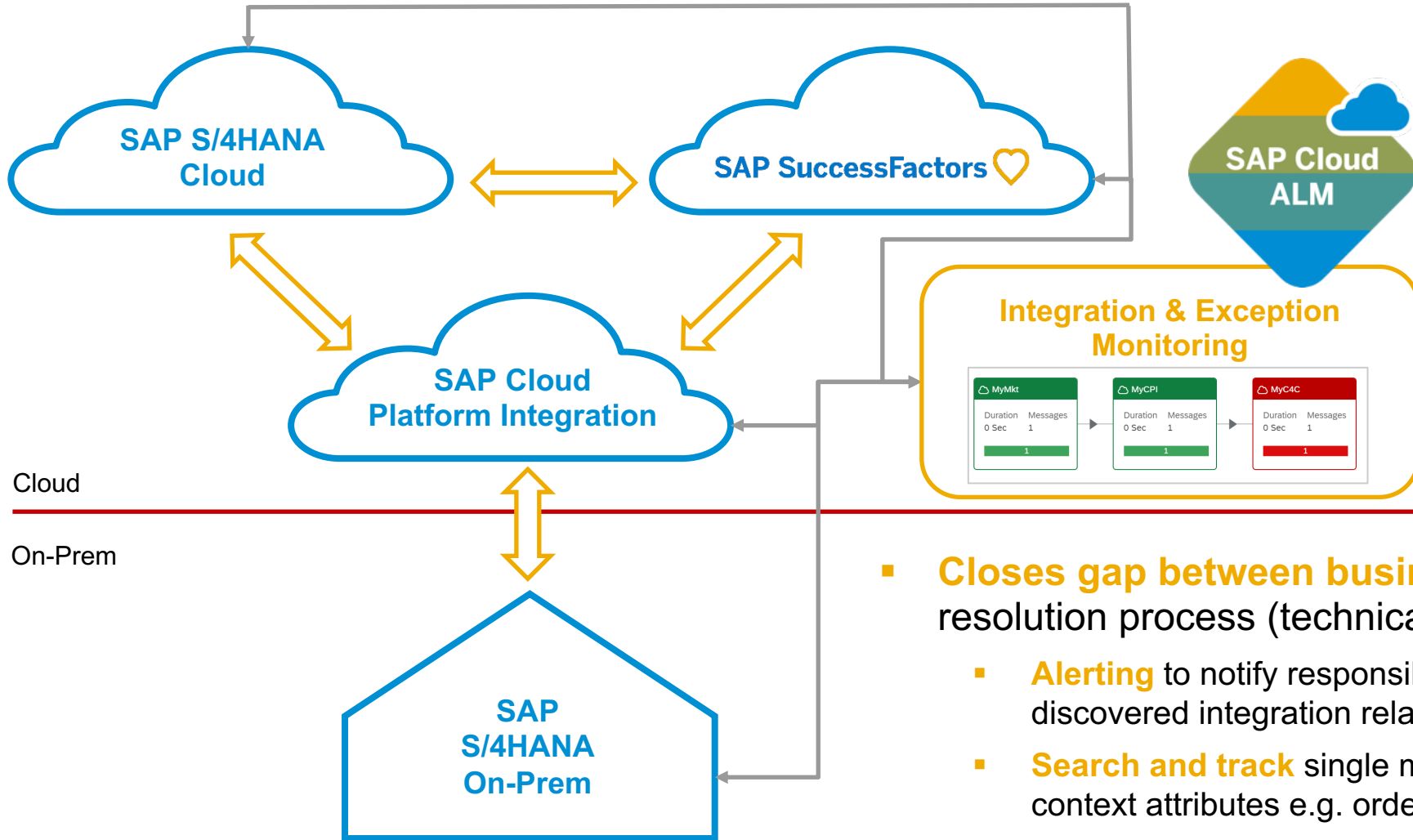
SAP Cloud ALM for operations

Integration Monitoring

Business Process Monitoring

Integration & Exception Monitoring

Ensures reliable data exchange between cloud services and on-prem systems

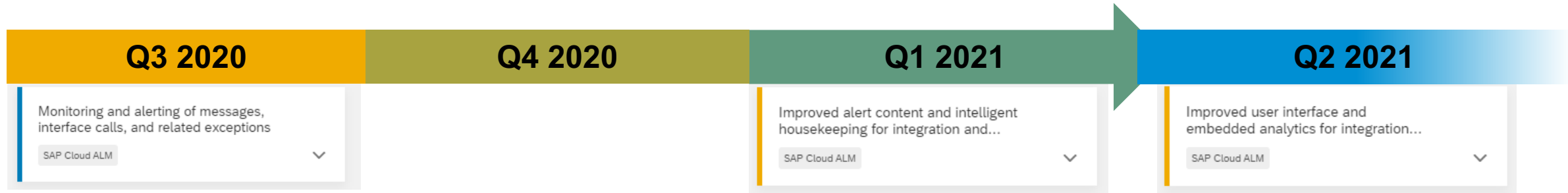


- **End-to-End monitoring** by correlating single messages to **end-to-end message flows** across cloud services and systems
- Monitoring of **integration related exceptions**
- Support of **peer-to-peer interfaces** as well as **orchestrated integration**

- **Closes gap between business and IT** during problem resolution process (technical issue vs. business issue) by:
 - **Alerting** to notify responsible persons in business and IT about discovered integration related problems
 - **Search and track** single messages based on exposed business context attributes e.g. order numbers
 - **Operation automation** to trigger operation flows context sensitively for automated correction of problems

SAP Cloud ALM for Operations – Functional Roadmap

Integration & Exception Monitoring



Supported Content

Currently available		Planned until end of Q2 2021	
Integration & Exception Monitoring	<ul style="list-style-type: none"> SAP S4HANA Public Cloud Edition SAP S4HANA Private Cloud Edition SAP S4HANA & SAP Business Suite* SAP Marketing Cloud & SAP Sales & Service Cloud SAP Integration Suite (Cloud Integration) SAP SuccessFactors & SAP Concur & SAP Fieldglass SAP Central Asset Management SAP Business Technology Platform (NEO and CF) 	<ul style="list-style-type: none"> SAP Ariba (Network & Cloud Integration Gateway) SAP SuccessFactors Employee Central Payroll SAP Master Data Integration SAP Integrated Business Planning SAP Field Service Management 	<ul style="list-style-type: none"> SAP Ariba (Guided Buying & Strategic Sourcing) SAP Integration Suite (API Management & Open Connectors) SAP Business Event Bus SAP Analytics Cloud SAP Central Order

Hands-On Part 1: Learning experience for **Integration Monitoring**

How to deal with the several aspects (Monitoring, Tracking, Scenario and Alerting)

Monitoring



Tracking

Tracking

Supplier Number: 0010300080

Messages	Status	Status Text	Message ID	Category	Service Name	Service Type	Event Time	Data Collection Time S...
SUCCESS WIT...			A4D2A37FC821411CBBC59EA5507F2B25	WS-runtime	my303028.s4hana.onde...	SAP S/4HANA Cloud, es...	Nov 9, 2020, 8:00:51 AM	Nov 9, 2020, 8:02:09 AM

Scenario

Configuration for Scenarios

Service Name	Service Type	Monitoring	Alerting	Last Changed By	Last Changed At
my303028.s4hana.onde...	SAP S/4HANA Cloud, es...	ON	ON
H2RCPI	SAP S/4HANA Cloud, es...	ON	ON
BPHIRTOTREDEV	SAP SuccessFactors HX...	ON	ON
Filter For Data	WS-runtime	ON	ON
Cost Center	qRFC	ON	ON

Alert Details For Filter: Cost Center

Alert Name	Display Name	Status
Erroneous Message(AIF) Detected	Erroneous Message(AIF) Detected	ON
Erroneous Messages(AIF) Detected	Erroneous Messages(AIF) Detected	ON

Alerting

Alerting

Alerts (2)	Alert Context	Object Details	Last Updated	Status	Processor
<input type="checkbox"/> Alert Name and Message		Status=DISCARDED,Artifact Name=SFSF_EC_1to_S4HANA_Availability	Nov 13, 2020, 1:38:48 PM	Open	
<input type="checkbox"/> Erroneous CPI Messages Detected	H2R-Samir	Category=WS,Status=TECHNICAL ERROR,Interface=PLANT_OUT,Namespace=MMMD,Direction=OUTBOUND,Version=1	Nov 10, 2020, 4:37:05 PM	Open	
<input type="checkbox"/> Erroneous Messages(AIF) Detected	H2R-Samir				
<input type="checkbox"/> my303028.s4hana.ondemand.com					

How To Log-On to SAP Cloud ALM

1. Note down your room number at the top of the breakout room

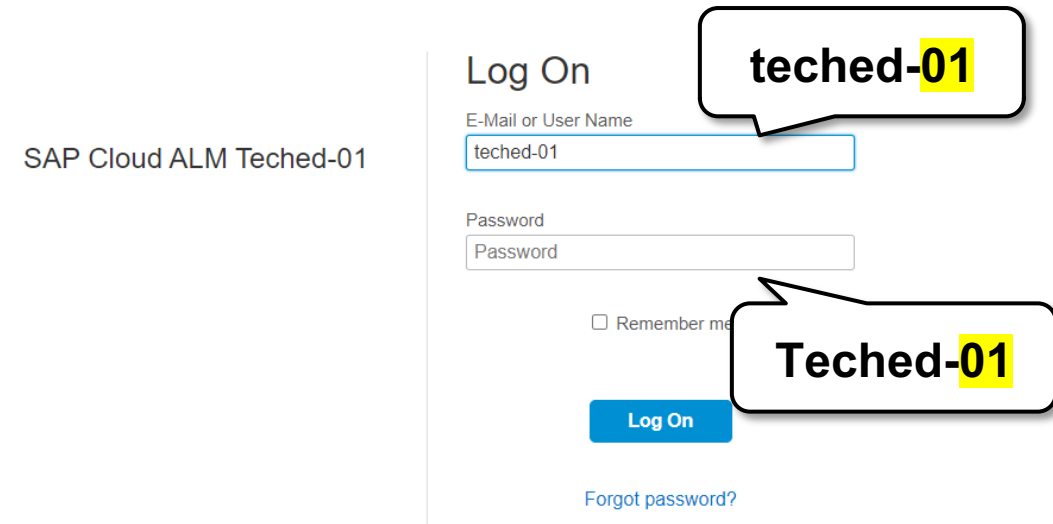


2. Replace the number in the tenant URL with the room number:

<https://teched-calm-01.eu10.alm.cloud.sap/launchpad#Shell-home>

3. On log on screen type in your user ID and password:

- **User ID:** teched-<room number>
- **Password:** Teched-<room number>

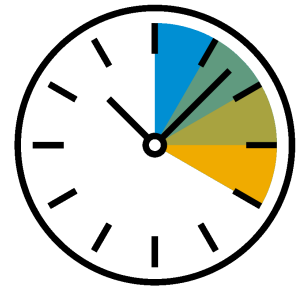
A screenshot of the SAP Cloud ALM login interface. The title 'SAP Cloud ALM Teched-01' is at the top left. The main heading is 'Log On'. Below it, the 'E-Mail or User Name' field contains 'teched-01', with a callout bubble pointing to it containing 'teched-01'. The 'Password' field contains 'Teched-01', with a callout bubble pointing to it containing 'Teched-01'. There is a 'Remember me' checkbox and a 'Log On' button. A 'Forgot password?' link is at the bottom.

4. Use “Questions & Answers” room to address your questions and get assistance



Hands-On

Part 1 – Integration Monitoring



**35 min incl.
short break**

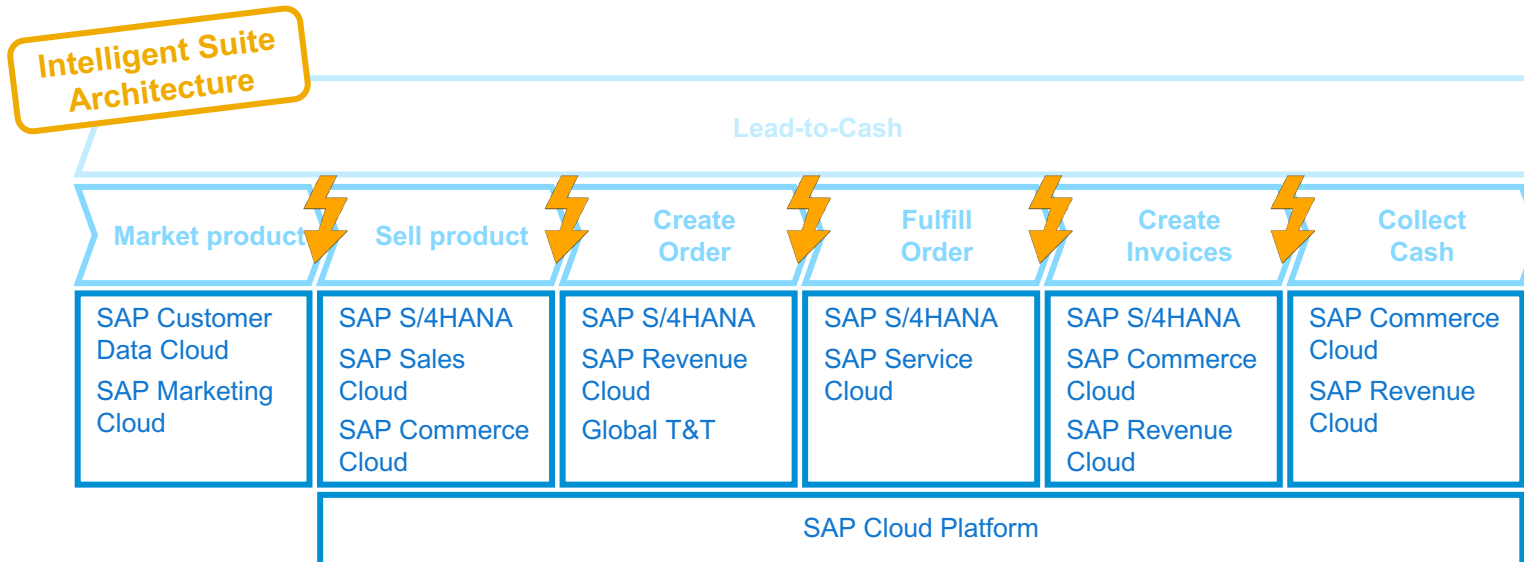
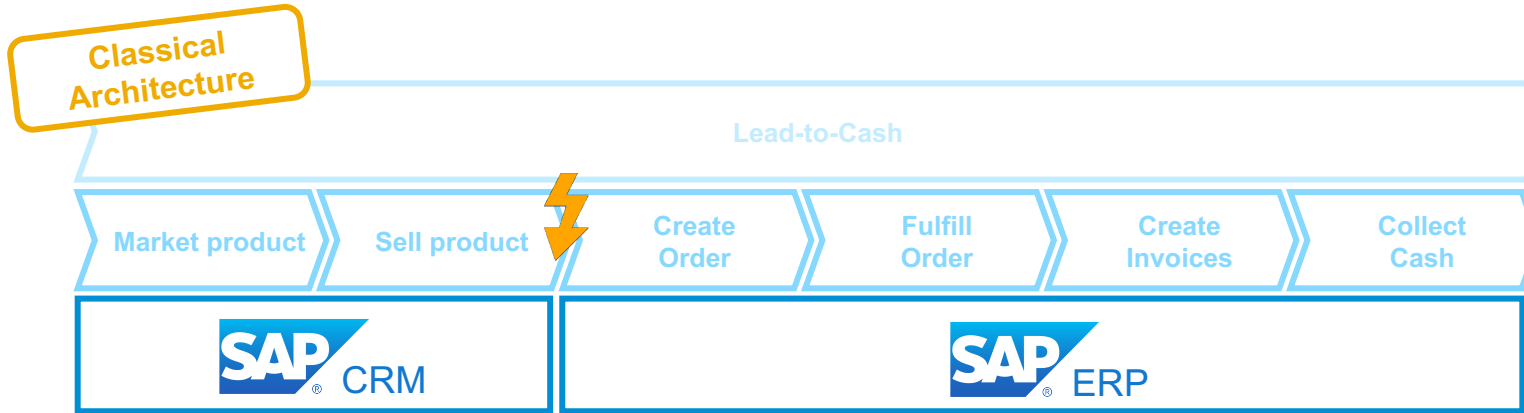
Agenda

SAP Cloud ALM for operations

Integration Monitoring

Business Process Monitoring

Customer Solution Landscape is transforming



Customer Solution Landscape is **subject to transformation**:

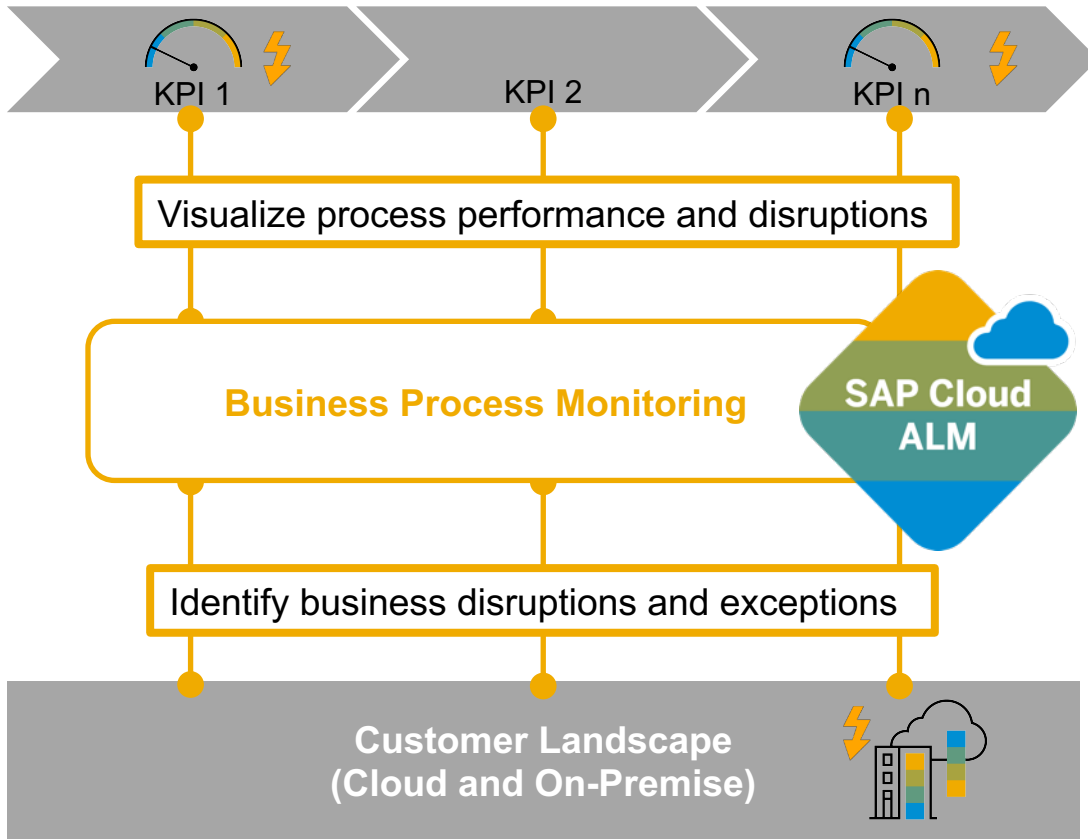
- Transform from a **monolithic to a multi-system & multi-service landscape**
- **Increase in end-to-end monitoring complexity**
- Process variance are covered by **system variances**

Transparency on the end-to-end business processes of the Intelligent Suite is required:

- **Measure the performance** of end-to-end business process
- **Detect anomalies and exceptions** during process execution

Why do we need central Business Process Monitoring?

End-to-End Business Processes



- Provides **transparency on end-to-end business processes** within a **distributed and hybrid solution landscape**
- Ensures **smooth business operations** without disruptions and increases the **business process execution quality and performance**
- Monitors processes' health and **detect anomalies during process execution**
- **Alerts** users directly on process disruptions and offers **automated problem resolution**
- Standardizes content with **pre-defined process content** and **key performance indicators (KPIs)**

Business Process Monitoring - List of available KPIs

Lead to Cash

- ✓ Sales Document Item Creation to Invoice Creation
- ✓ Sales Documents Created
- ✓ Sales Document Items Created
- ✓ Sales Documents with Delivery Block
- ✓ Sales Documents with Credit Block
- ✓ Sales Orders Open and Overdue for Delivery
- ✓ Open Sales Orders
- ✓ Incomplete Sales Documents
- ✓ Sales Documents with Billing Block
- ✓ Sales Document Items Overdue for Billing
- ✓ Outbound Deliveries Overdue for Goods Issue
- ✓ Outbound Deliveries Created
- ✓ Deliveries Overdue for Billing
- ✓ Deliveries Overdue for Picking
- ✓ Throughput of Outbound Goods Movements
- ✓ Sales Invoices Not Posted to Accounting
- ✓ Overdue Open Items in Accounts Receivable (Customer Items)
- ✓ Sales Invoice Line Items Created
- ✓ Sales Invoices Posted
- ✓ Financial Postings
- ✓ Financial Line Items Posted
- ✓ Open Items in General Ledger Accounts (FI-GL)

Source to Pay

- ✓ Purchase Order Items Created
- ✓ Open and Overdue Purchase Requisition Items
- ✓ Purchase Requisition Items Created
- ✓ Purchase Orders Created
- ✓ Open and Overdue Purchase Order Items
- ✓ Blocked Purchase Order Items
- ✓ Throughput of Inbound Goods Movements
- ✓ Inbound Deliveries Created
- ✓ Inbound Deliveries Overdue for Goods Receipt
- ✓ Supplier Invoice Items Blocked for Payment
- ✓ Supplier Invoices Created
- ✓ Overdue Open Vendor Items in Accounts Payable

Design to Operate

- ✓ Production Orders Overdue for Final Confirmation
- ✓ Production Orders Overdue for Delivery Completion
- ✓ Production Orders Overdue for (Technical) Closure
- ✓ Process Orders Overdue for Release
- ✓ Process Orders Overdue for Final Confirmation
- ✓ Process Orders Overdue for Delivery Completion
- ✓ Process Orders Overdue for (Technical) Closure
- ✓ Production Orders Overdue for Release
- ✓ Planned Orders with Opening Date in the Past
- ✓ Failed Goods Movements During Production Order Confirmation
- ✓ Failed Goods Movements During Process Order Confirmation
- ✓ Process Orders Created
- ✓ Production Orders Created
- ✓ Plant Maintenance Orders or Customer Service Orders Created



See all available KPIs [online](#).

Business Process Monitoring - Available KPIs for SAP SuccessFactors



- ✓ Job Requisitions Created
- ✓ Job Requisitions with Applications
- ✓ Job Requisitions Without Applications
- ✓ Job Requisitions Closed
- ✓ Job Requisition to Hiring (Time to Hire)
- ✓ Candidates Created
- ✓ Job Applications Created
- ✓ Job Applications in Status "Applied"
- ✓ Job Applications in Status "Not Applied"
- ✓ Contracts Created
- ✓ Contracts Created to Employee Start Date

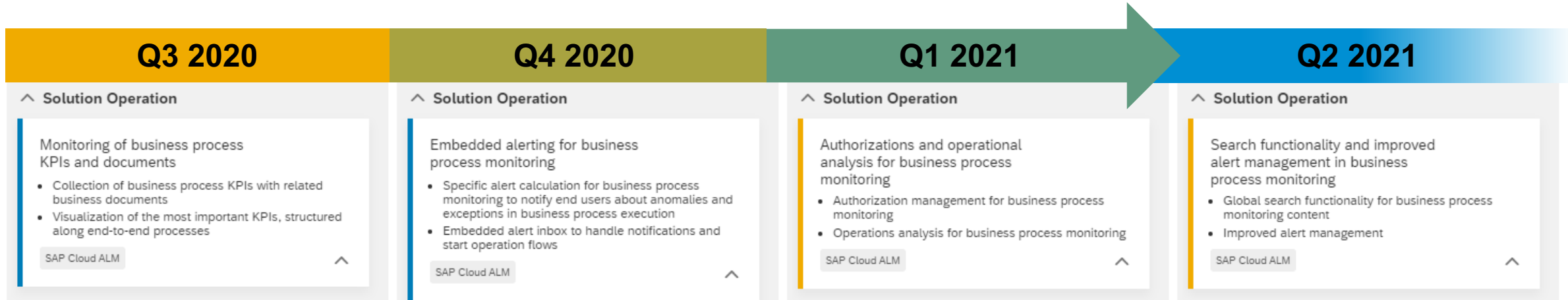
Planned for Q1/2021:

- ✓ Job Offers Created
- ✓ Job Offers Pending
- ✓ Job Letters Created
- ✓ Job Letters Pending
- ✓ Send Date of Offer Letter to Candidate Response



SAP Cloud ALM for Operations – Functional Roadmap

Business Process Monitoring



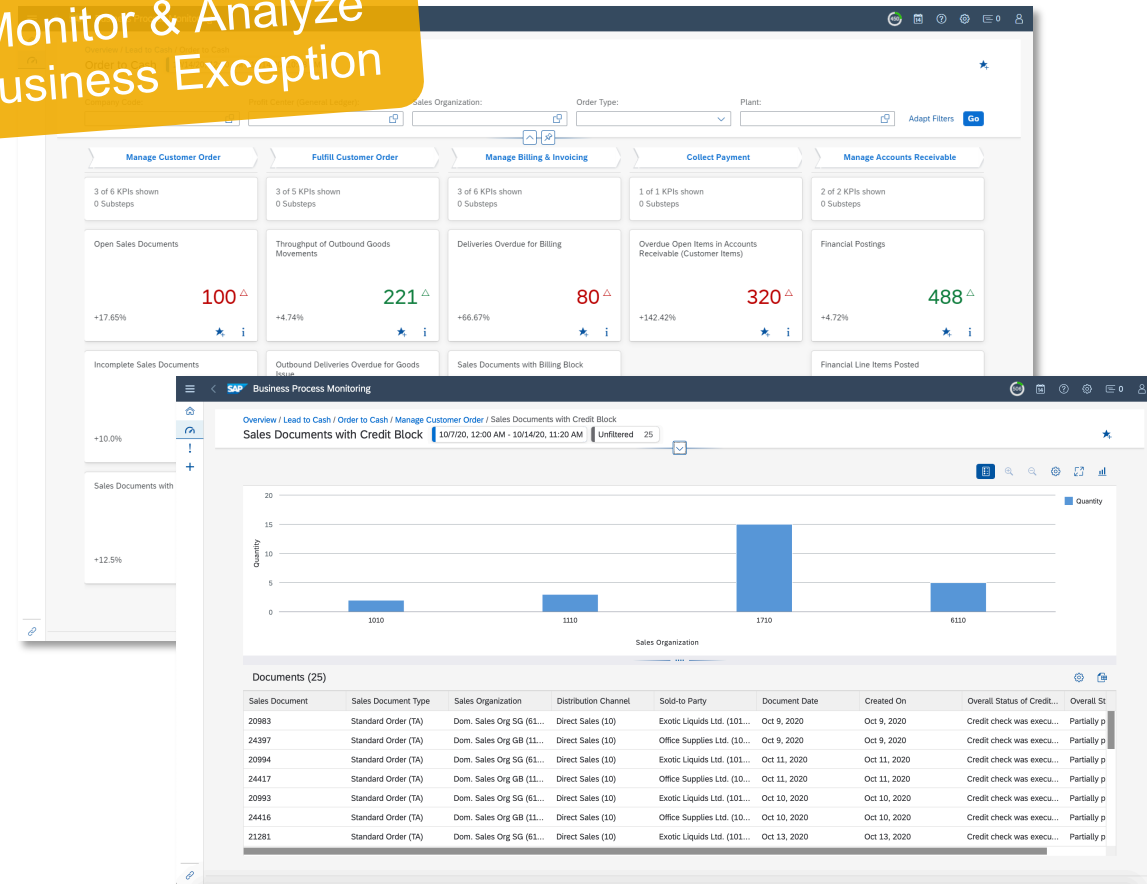
Supported Content

Currently available		Planned until end of Q2 2021	
Business Process Monitoring	SAP S4HANA Public Cloud Edition	SAP SuccessFactors (2nd wave)	Further KPI's for all editions of SAP S4HANA and SAP Business Suite
	SAP S4HANA Private Cloud Edition*	SAP Marketing Cloud	
	SAP S4HANA & SAP Business Suite*		
	SAP SuccessFactors (1st wave)		

Hands-On Part 2: Learning experience for Business Process Monitoring

How to deal with the several aspects (Monitoring, Analytics, Alerting and Configuration)

Monitor & Analyze
Business Exception



Configure BPMon

The screenshot shows the 'Manage KPIs / Sales Document Items Created' configuration screen. It includes a breadcrumb trail: Lead to Cash > Order to Cash > Manage Customer Order. The 'Alert Definition' section shows 'Sales Organization US (1710) - Sales Document Items Created' with a warning threshold of 60 and a critical threshold of 30. The 'Definition Details' section shows the 'Name' as 'Sales Organization US (1710) - Sales Document Items Created'. The 'Settings' section includes a 'Warning' threshold of 60, a 'Critical' threshold of 30, and a 'Reference Period in Days' of 7.

Analyze Alerts

The screenshot shows the 'Alerting' section with a table of alerts. The table has columns for Alert Name and Message, Alert Context, Object Details, Last Updated, Status, and Processor. There are three alerts listed:

Alert Name and Message	Alert Context	Object Details	Last Updated	Status	Processor
Number of Open Sales Documents exceeded	Business Process Monitoring	KPI Name=Open Sales Documents; KPI Category=Backlog	Sep 10, 2020, 10:22:07 AM	Open	>
Number of Sales Documents with Credit Block exceeded	Business Process Monitoring	KPI Name=Sales Documents with Credit Block; KPI Category=Backlog	Sep 10, 2020, 10:22:07 AM	Open	>
Low number of Sales Documents Created	Business Process Monitoring	KPI Name=Sales Documents Created; KPI Category=Throughput	Sep 9, 2020, 3:04:30 PM	Open	>

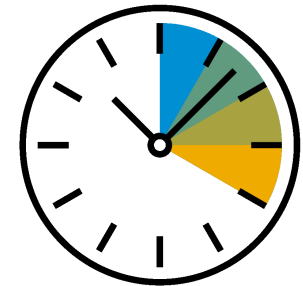
Explore more

The screenshot shows the SAP Business Process Monitoring app overview. A 'What's This App?' dialog box is open, providing information about the app. The dialog text states: 'Business process monitoring supports the detect-to-correct lifecycle of SAP Cloud solutions along the end-to-end processes of the intelligent suite by providing transparency about the end-to-end process health based on predefined key performance indicators (KPIs). It enables you to directly identify business process disruptions across the entire system landscape, and to react to anomalies before critical situations arise. The objective of this app is to ensure smooth business operations without disruptions, and to increase the quality and performance of the business process execution. To find out about the most important functions of the app while drilling down into the process...'. The background shows the app's navigation menu and a search bar.



Hands-On

Part 2 – Business Process Monitoring



45 min

Additional information



SAP Web sites

- [SAP Support Portal](#)
- [SAP Expert Portal](#)
- [SAP Roadmap viewer for SAP Cloud ALM](#)
- [Business Process Monitoring Demo in SAP demo store](#)

Thank you.

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