

IIS265

Business Process and Integration Monitoring with SAP Cloud ALM for Operation

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PUBLIC

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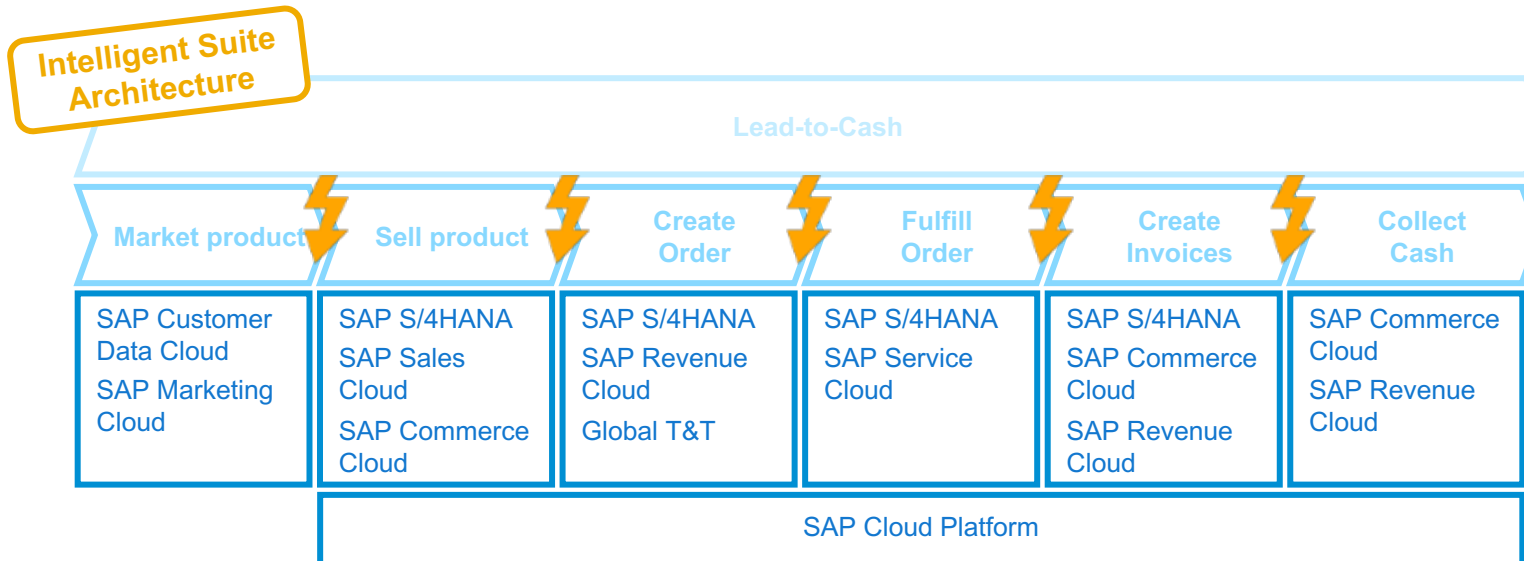
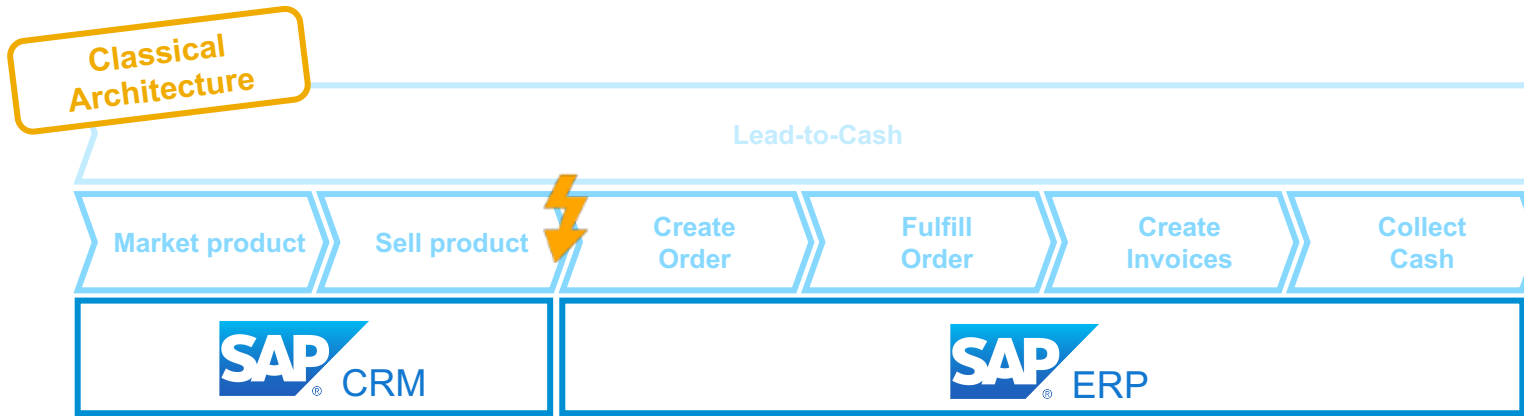
Agenda

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**

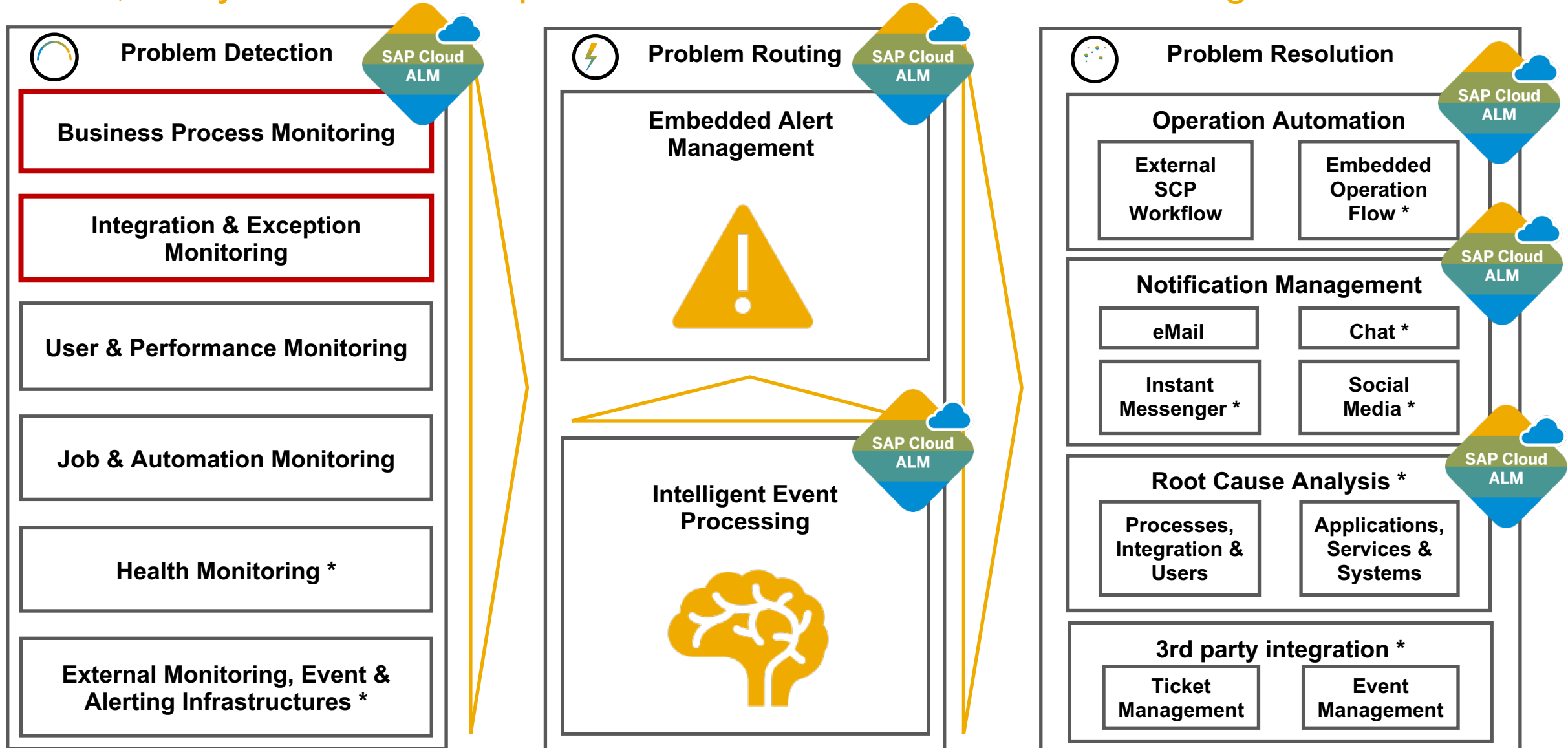
SAP Cloud ALM



- 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

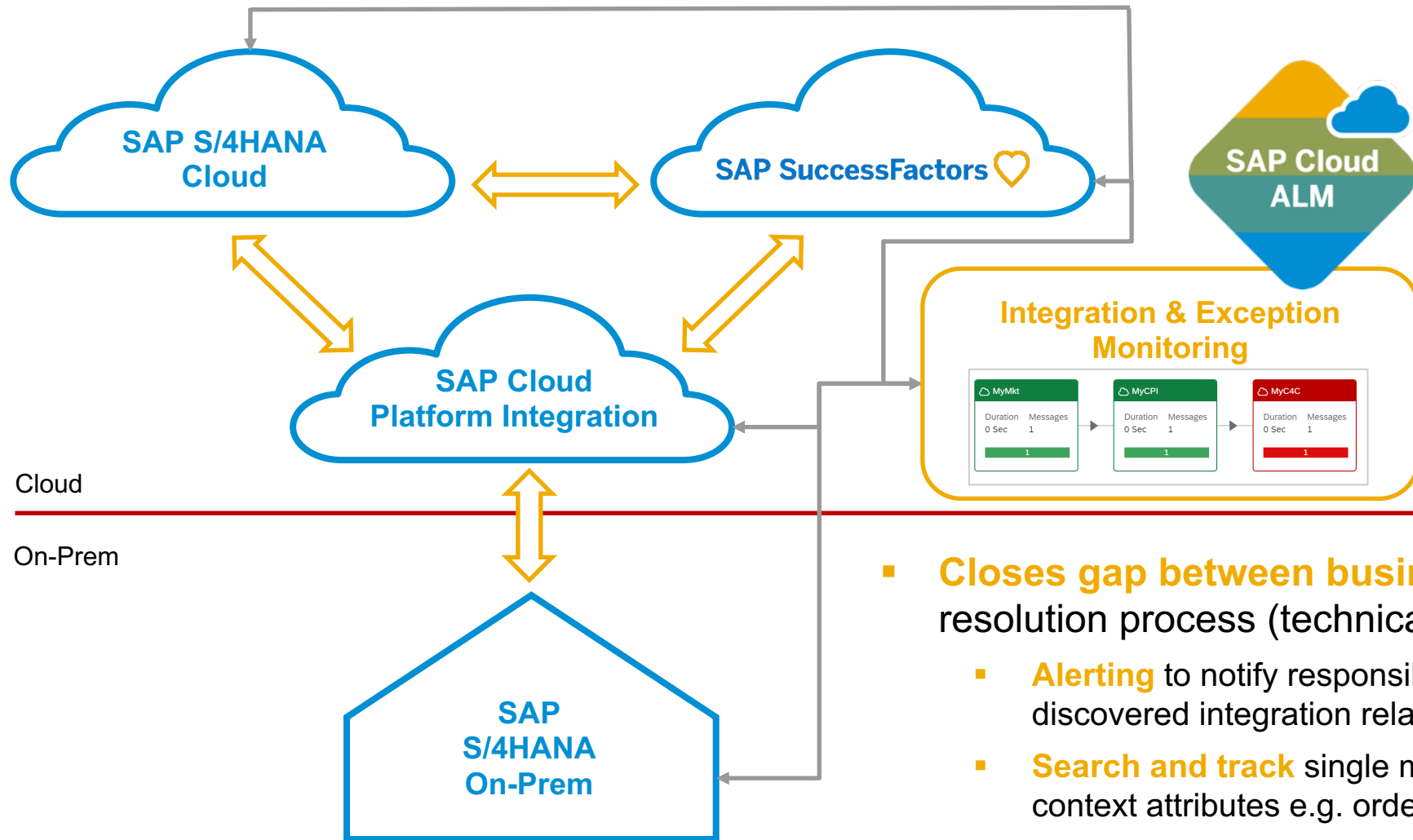
SAP Cloud ALM for operations

Integration Monitoring

Business Process Monitoring

Integration & Exception Monitoring

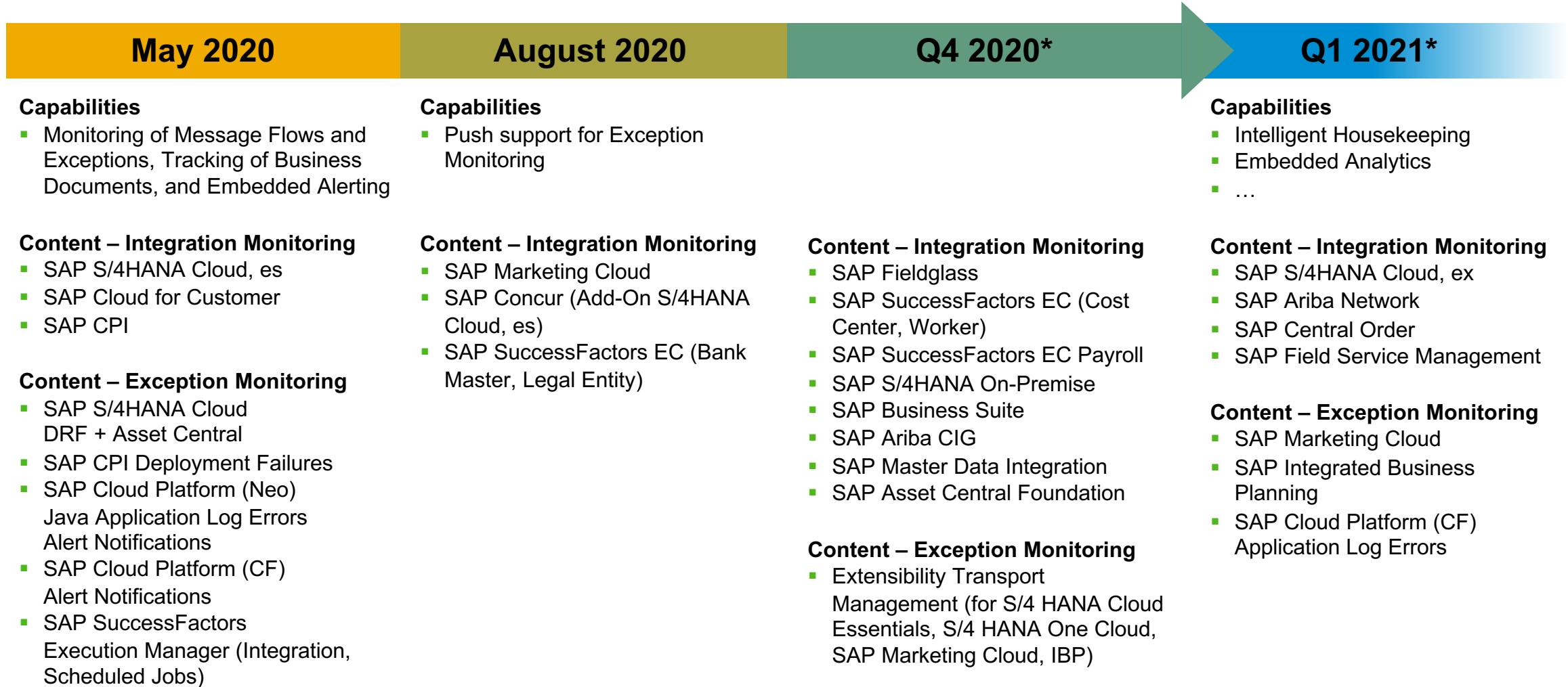
Ensures reliable data exchange between cloud services and on-prem systems



- **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

Integration & Exception Monitoring – Roadmap



*This is the current state of planning and may be changed by SAP at any time.

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

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

Monitoring



Tracking

This screenshot shows the 'Tracking' page in SAP Integration Monitoring. It displays a list of messages for a specific 'Supplier Number' (0010300080). The table includes columns for Message ID, Status, Category, Service Name, Service Type, Event Time, and Data Collection Time. A message with ID 'A4D2A37FC821411CBBC59EA5507F2B25' is highlighted, showing a 'SUCCESS WIT...' status.

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

Scenario

This screenshot shows the 'Configuration for Scenarios' page in SAP Integration Monitoring. It displays a table of services and their configurations. The table includes columns for Service Name, Service Type, Monitoring, Alerting, Last Changed By, and Last Changed At. Services listed include 'my303028.s4hana.ondemand.com', 'H2RCPI', 'BPHIRTOTREDEV', 'Filter For Data', 'Cost Center', and 'WFD'. The 'Alerting' column shows toggle switches for monitoring and alerting.

Service Name	Service Type	Monitoring	Alerting	Last Changed By	Last Changed At
my303028.s4hana.ondemand.com	SAP S/4HANA Cloud, essentials edition	ON	ON	samir.bigdeli-issazadeh...	Nov 13, 2020, 11:30:35 ...
H2RCPI	SAP S/4HANA Cloud, essentials edition	ON	ON	samir.bigdeli-issazadeh...	Nov 13, 2020, 11:03:20 ...
BPHIRTOTREDEV	SAP SuccessFactors HX...	ON	ON	samir.bigdeli-issazadeh...	Nov 13, 2020, 11:04:49 ...

Alerting

This screenshot shows the 'Alerts (2)' page in SAP Integration Monitoring. It displays a list of alerts with columns for Alert Name and Message, Alert Context, Object Details, Last Updated, Status, and Processor. Two alerts are listed: 'Erroneous CPI Messages Detected' and 'Erroneous Messages(AIF) Detected'.

Alert Name and Message	Alert Context	Object Details	Last Updated	Status	Processor
Erroneous CPI Messages Detected	H2R-Samir	Status=DISCARDED,Artifact Name=SFSF_EC_to_S4HANA_Availability	Nov 13, 2020, 1:38:48 PM	Open	
Erroneous Messages(AIF) 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	

How To Log-On to SAP Cloud ALM

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

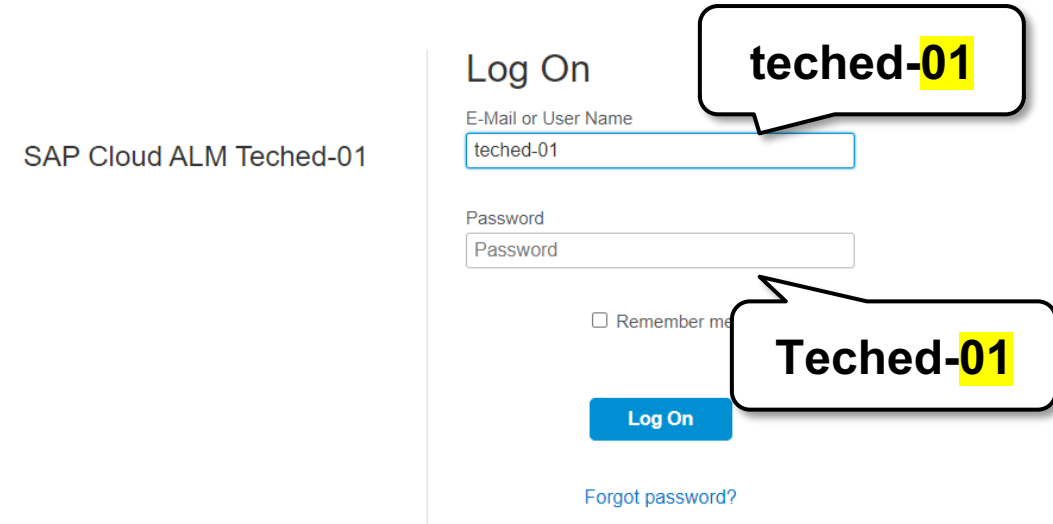


2. Replace the number in the tenant URL with the room number:

<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>

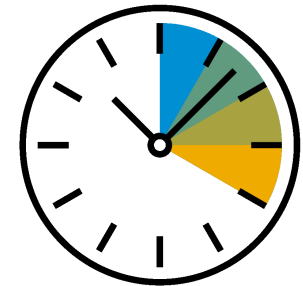
A screenshot of the SAP Cloud ALM login interface. The title 'SAP Cloud ALM Teched-01' is at the top left. The login form is titled 'Log On' and contains two input fields: 'E-Mail or User Name' with the value 'teched-01' and 'Password' with the value 'Teched-01'. Both values are highlighted with yellow callout boxes. Below the password field is a checkbox for 'Remember me' and a blue 'Log On' button. A link for 'Forgot password?' is at the bottom of the form.

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



Hands-On

Part 1 – Integration Monitoring



**35 min incl.
short break**

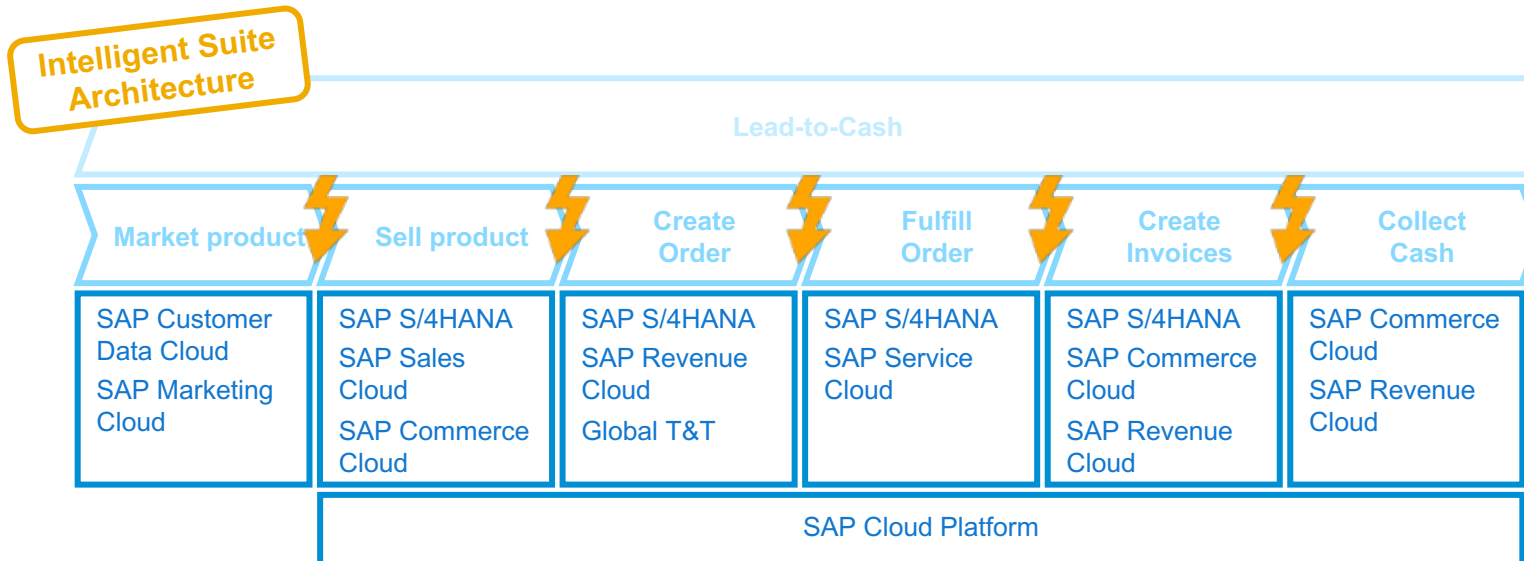
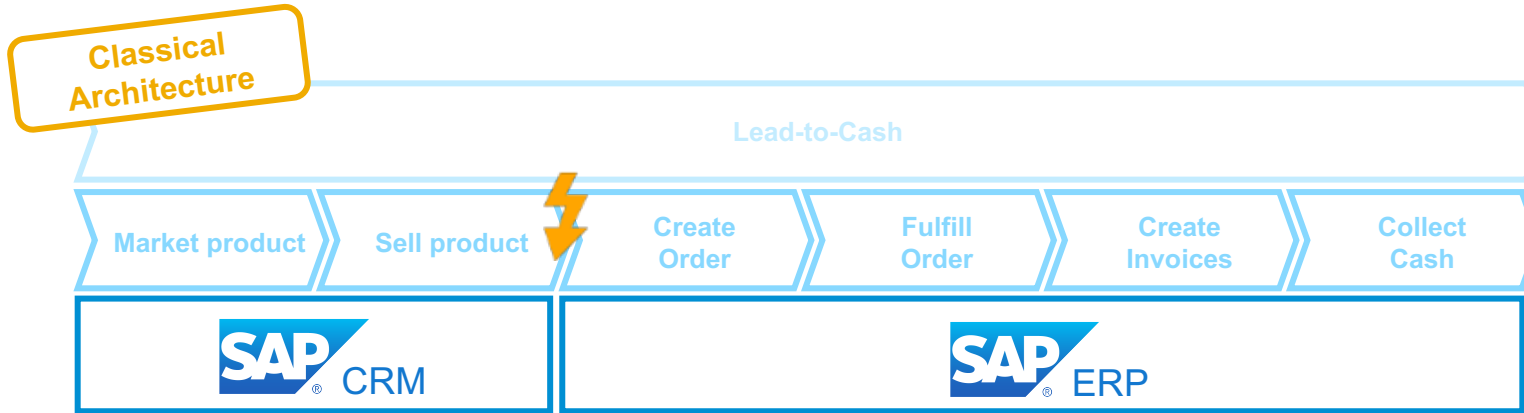
Agenda

SAP Cloud ALM for operations

Integration Monitoring

Business Process Monitoring

Customer Solution Landscape is transforming



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

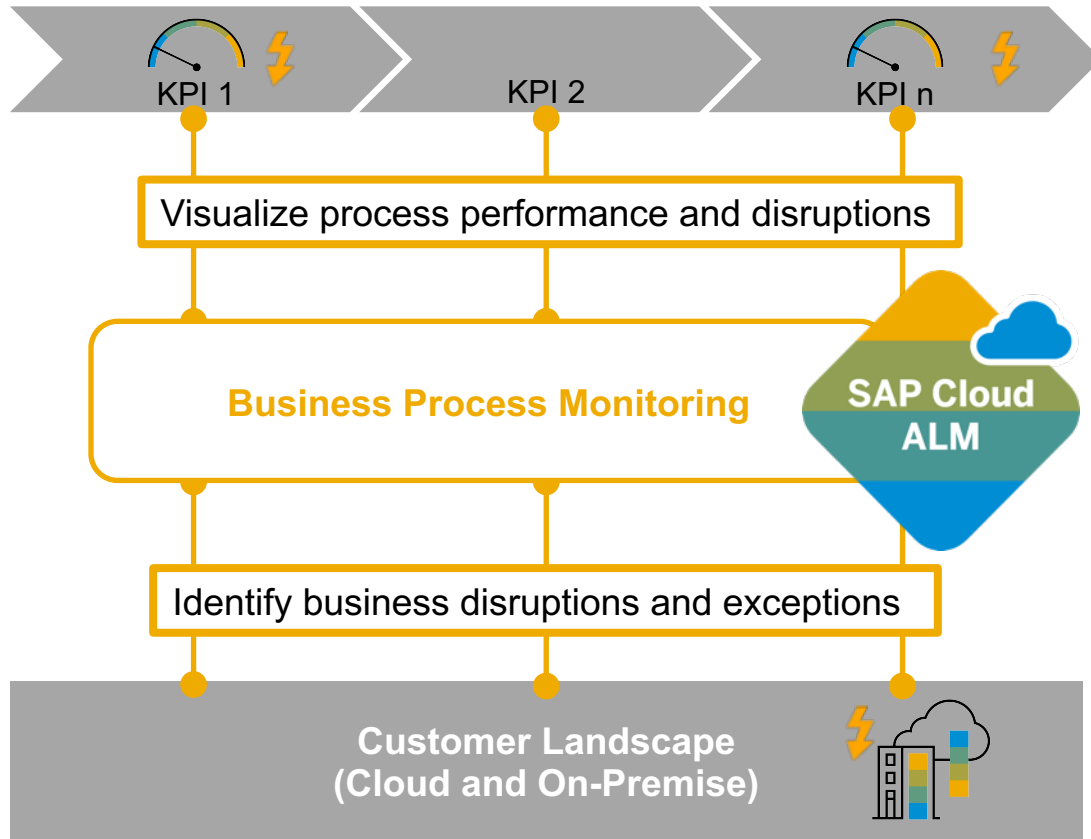
- Transform from a **monolithic to a multi-system & multi-service landscape**
- **Increase in end-to-end monitoring complexity**
- Process variance are covered by **system variances**

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
- ✓ Payment Runs per Day
- ✓ Overdue Open Vendor Items in Accounts Payable

SAP S/4HANA®

SAP S/4HANA Cloud

**SAP S/4HANA
SAP Business Suite**

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 - List of KPIs for SAP SuccessFactors



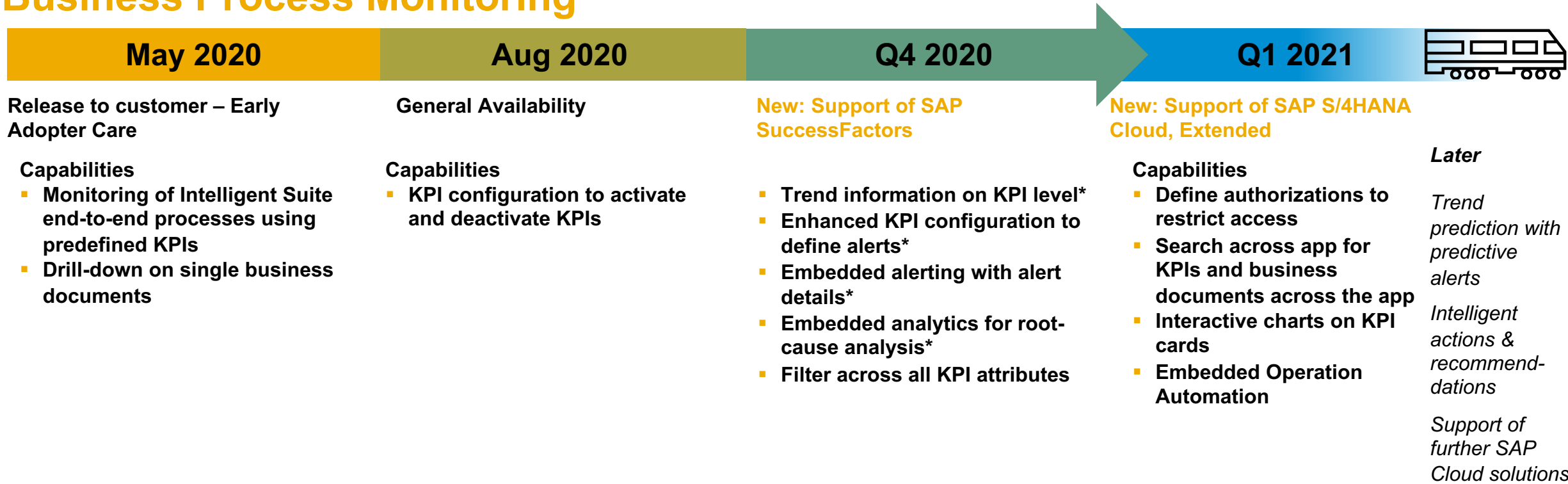
- ✓ Job Requisitions Created
- ✓ Job Requisitions with Applications
- ✓ Job Requisitions Without Applications
- ✓ Job Requisitions Closed
- ✓ Job Requisition to Hiring (Time to Hire)
- ✓ Candidates Created
- ✓ Job Applications Created
- ✓ Job Applications in Status "Applied"
- ✓ Job Applications in Status "Not Applied"
- ✓ Contracts Created
- ✓ Contracts Created to Employee Start Date
- ✓ Job Offers Created
- ✓ Job Offers Expired
- ✓ Job Offers Expiring in the Coming Days
- ✓ Job Offer Creation to Job Offer Expiration



See all available KPIs [online](#).

SAP Cloud ALM for Operations - Roadmap

Business Process Monitoring



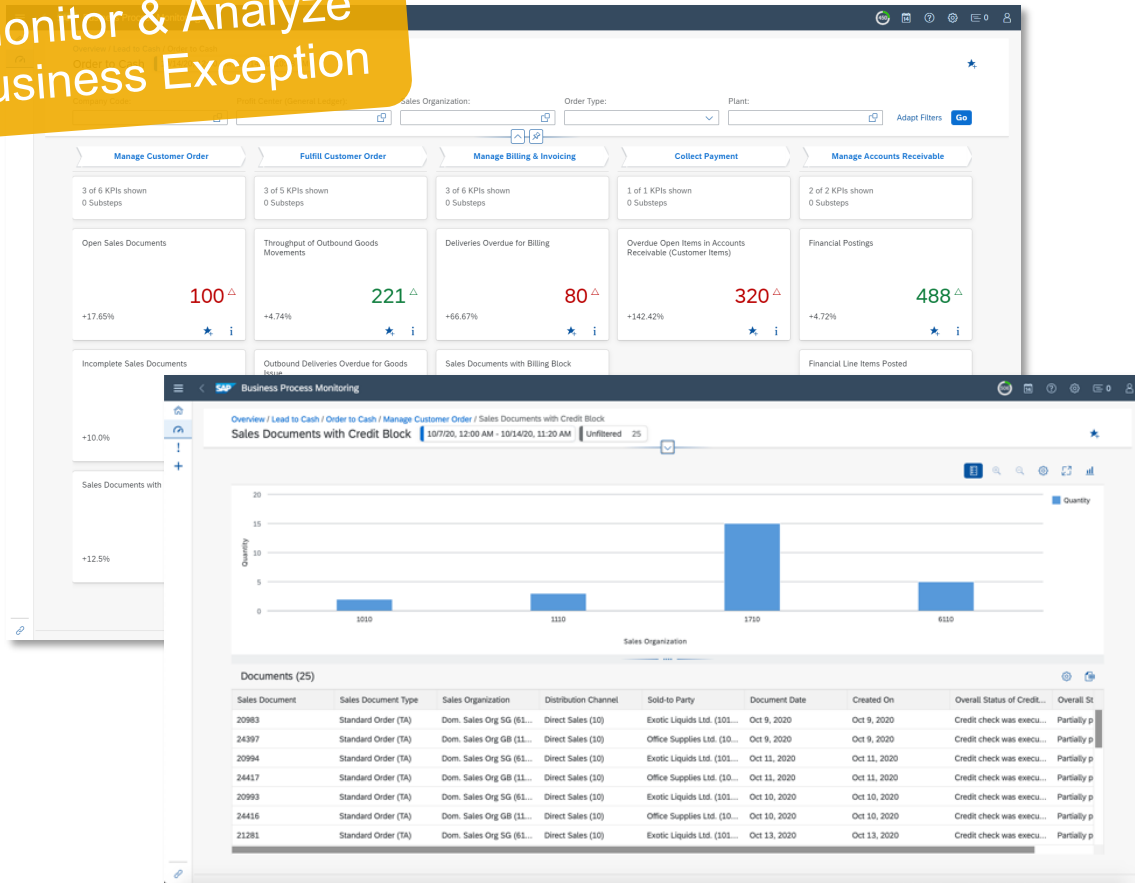
Supported Content

- SAP S/4HANA Cloud, essentials
- SAP S/4HANA on-premise**
- SAP Business Suite**
- SAP SuccessFactors including Recruit-to-Retire process
- SAP S/4HANA Cloud, Extended
- Further SAP S/4HANA KPIs
- Further SAP SuccessFactors KPIs

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 configuration screen for the 'Sales Document Items Created' alert. The page is titled 'Manage KPIs / Sales Document Items Created' and 'Sales Document Items Created'. Below the title, there is a navigation bar with 'Information' and 'Alert Settings' tabs. The 'Alert Settings' tab is active, showing the 'Alert Definition' and 'Definition Details' sections.

The 'Alert Definition' section shows the alert name 'Sales Organization US (1710) - Sales Document Items Created' and the alert type 'Alert'. The 'Definition Details' section shows the 'Settings' for the alert, including the 'Name' (Sales Organization US (1710) - Sales Document Items Created), the 'Warning' threshold (60), the 'Critical' threshold (30), and the 'Reference Period in Days' (7).

Analyze Alerts

The screenshot shows the 'Alerting' screen in SAP Business Process Monitoring. It displays a list of alerts (3) with columns: Alert Name and Message, Alert Context, Object Details, Last Updated, Status, and Processor. The alerts are:

Alert Name and Message	Alert Context	Object Details	Last Updated	Status	Processor
<input type="checkbox"/> 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	>
<input type="checkbox"/> 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	>
<input type="checkbox"/> 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	>

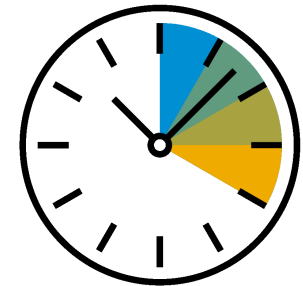
Explore more

The screenshot shows the 'What's This App?' dialog box in SAP Business Process Monitoring. The dialog box provides an overview of the app, stating that it 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 also mentions that the app enables users to directly identify business process disruptions across the entire system landscape, and to react to anomalies before critical situations arise. The dialog box includes a 'Close' button and a 'What's This App?' link.



Hands-On

Part 2 – Business Process Monitoring



45 min

More information



Related SAP TechEd sessions

- IIS121 Operation of Cloud-Centric Landscapes with SAP Cloud ALM for Operations
 - IIS127 Operation of Hybrid Landscapes with SAP Focused Run
-

Public SAP Web sites

- SAP Support Portal: <https://support.sap.com/en/alm/sap-cloud-alm.html>
- SAP Expert Portal: <https://support.sap.com/en/alm/sap-cloud-alm/operations/expert-portal.html>

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Thanks for attending this session.

Contact for further topic inquiries

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