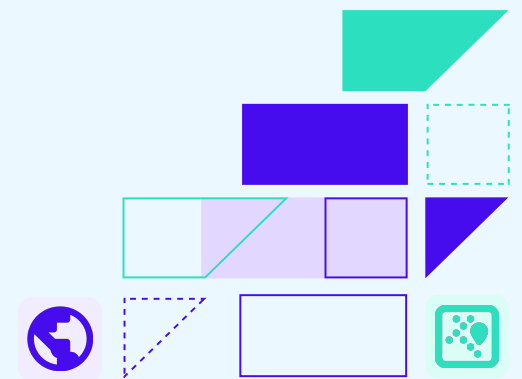# SAP TechEd

SAP TechEd

AD263 - Configure alerting for SAP BTP using SAP Cloud ALM

Frank Wenzke ,Biser Simeonov, Anne Joseph, Resmi K S
11, 2023

Agenda

- SAP Cloud ALM Service Overview
- SAP Alert Notification Service Overview
- Comparing Observability Services
- Hands-on Use case

SAP Cloud ALM Overview

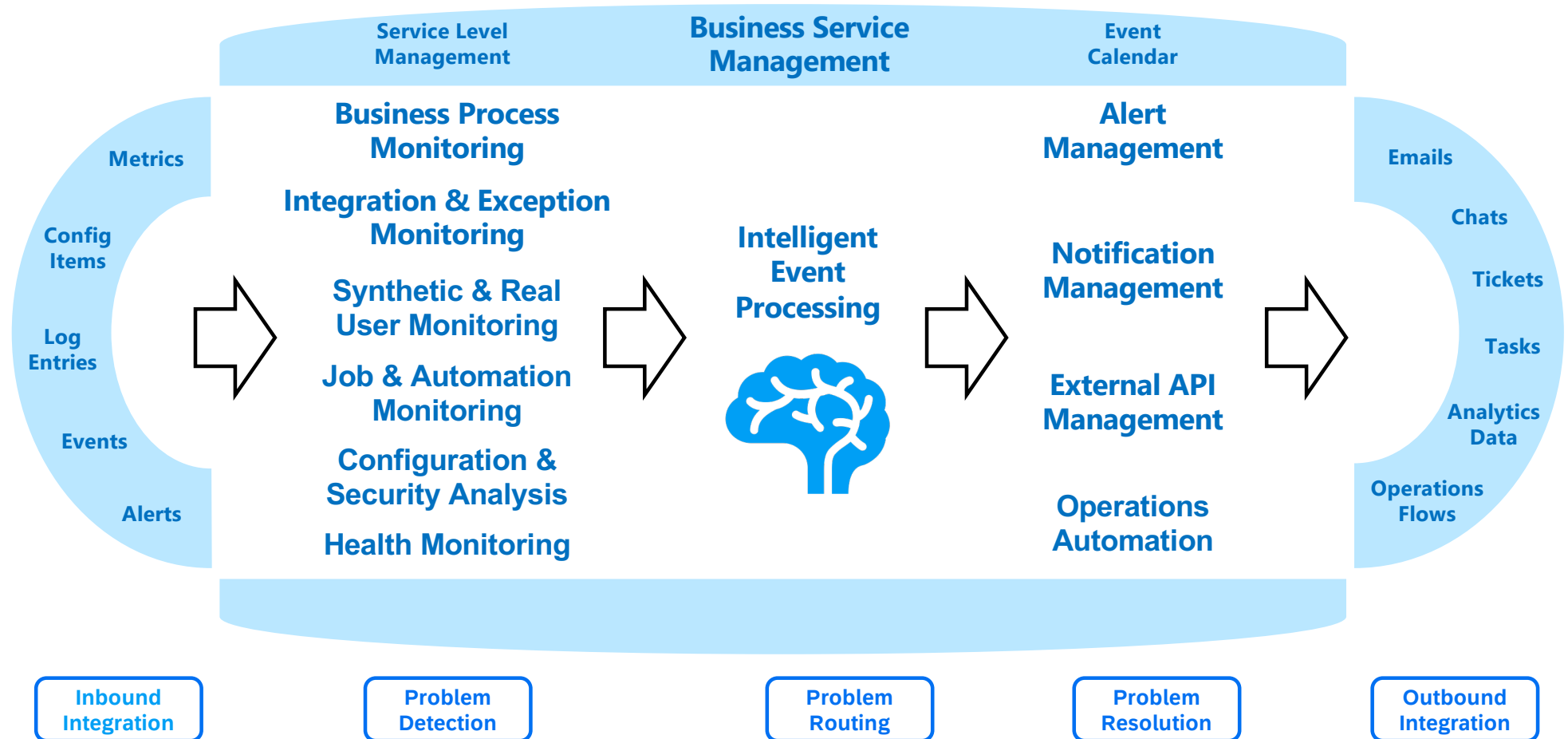# SAP Cloud ALM for Operations – Value Proposition

Ensures business continuity - Keeps the lights on - Increases operations efficiency - Predicts critical situations - Provides status events for business services - Reduces TCO

- SAP Cloud ALM empowers customers to **understand health of SAP business solutions**:
  - Provides **full stack monitoring and alerting** covering business processes, integration, users, jobs & tasks, applications, and health of services and systems
  - Allows to conduct **root cause analysis** on different levels via embedded dashboards
  - Acts as **collaboration platform between LOB and IT**
- SAP Cloud ALM enables **operations automation** by integrating existing automation solutions
- SAP Cloud ALM introduces **intelligent event processing** as central routing infrastructure to enable **event correlation** and **intelligent alerting**
- SAP Cloud ALM provides **transparency regarding the health of business services** including event calendar and service level management

SAP Cloud ALM

SAP Cloud ALM for Operations – Functional Overview

Metrics

Config Items

Log Entries

Events

Alerts

Service Level Management

Business Service Management

Event Calendar

Business Process Monitoring

Integration & Exception Monitoring

Synthetic & Real User Monitoring

Job & Automation Monitoring

Configuration & Security Analysis

Health Monitoring

Intelligent Event Processing

Alert Management

Notification Management

External API Management

Operations Automation

Emails

Chats

Tickets

Tasks

Analytics Data

Operations Flows

Inbound Integration

Problem Detection

Problem Routing

Problem Resolution

Outbound Integration

6

Example: Exception Monitoring for SAP BTP

SAP Cloud ALM

SAP Analytics Cloud

- Monitoring of exceptions in activity log, which tracks user activities
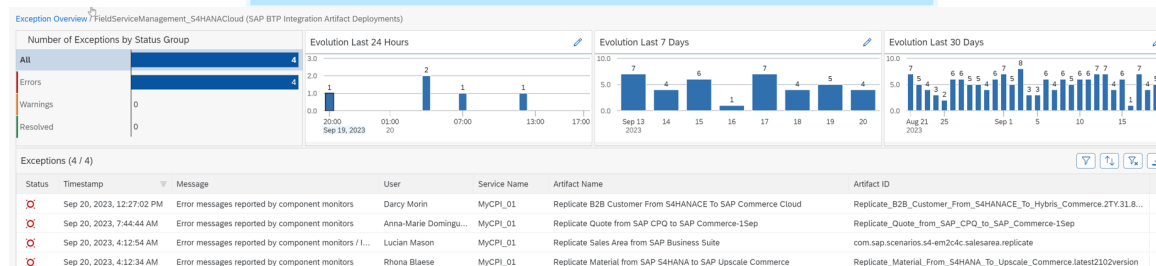- Find more details here

Exception Monitoring

- Unified monitoring of exceptions
- Visualization of exception details

SAP Integration Suite Cloud Integration

- Monitoring of exceptions related to integration artifact deployments
- Find more details here

SAP BTP, Neo environment (custom built applications)

- Monitoring of exceptions in custom built java applications
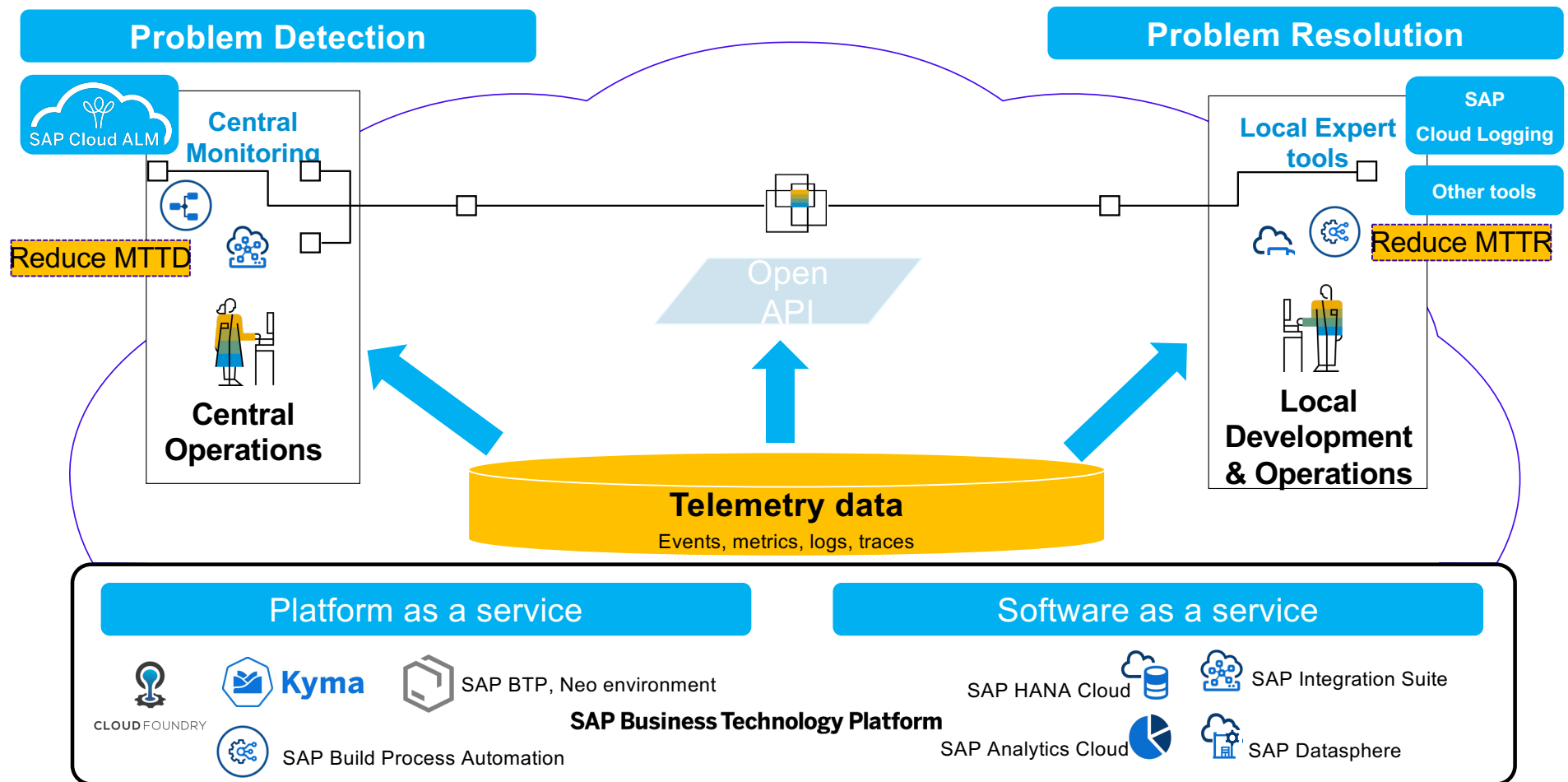- Find more details here

SAP BTP, Cloud Foundry env. (custom built applications)

- Monitoring of exceptions in custom built java applications (OTEL)
- Find more details here

SAP BTP, ABAP environment (custom built applications)

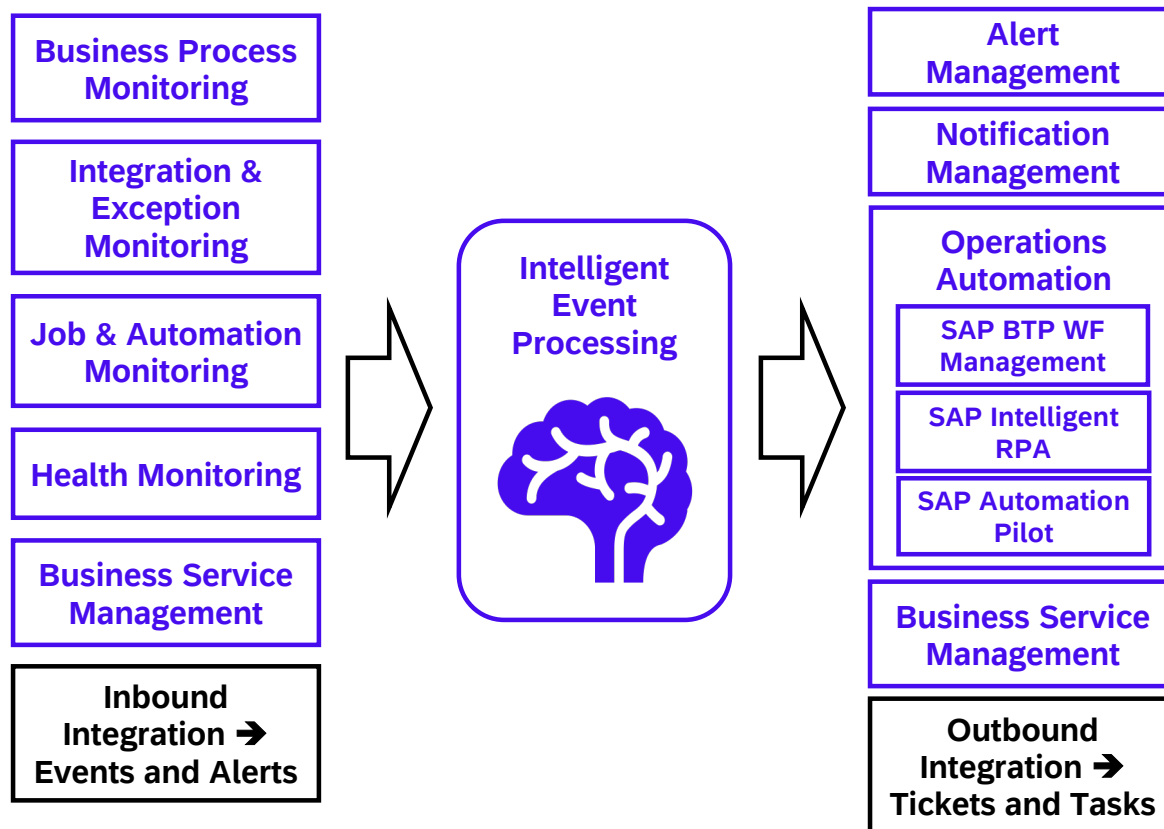- Monitoring of exceptions in custom built ABAP applications
- Find more details here

Central Observability & Local Expert Tools

Problem Detection

Problem Resolution

SAP Cloud ALM

Central Monitoring

Local Expert tools

SAP Cloud Logging

Other tools

Reduce MTTD

Reduce MTTR

Open API

Central Operations

Local Development & Operations

Telemetry data

Events, metrics, logs, traces

Platform as a service

Software as a service

CLOUD FOUNDRY

Kyma

SAP BTP, Neo environment

SAP Build Process Automation

SAP Business Technology Platform

SAP HANA Cloud

SAP Integration Suite

SAP Analytics Cloud

SAP Datasphere

Intelligent Event Processing: Motivation

Process Events from Different Sources in An Unified and Efficient Way

Business Process Monitoring

Integration & Exception Monitoring

Job & Automation Monitoring

Health Monitoring

Business Service Management

Inbound Integration ➔ Events and Alerts

Intelligent Event Processing

Alert Management

Notification Management

Operations Automation
SAP BTP WF Management
SAP Intelligent RPA
SAP Automation Pilot

Business Service Management

Outbound Integration ➔ Tickets and Tasks

- **Central intelligence** to enable **efficient communication** between internal as well as external senders and receivers

- **Unified event processing** based on rules for **automatically as well as manually triggered events**

- Supports **centralized configuration** as well as **decentral configuration** of event handling rules

- **Foundation for intelligent correlation of events** e.g. correlation of manually generated notifications with automatically generated alerts

SAP Alert Notification Service Overview
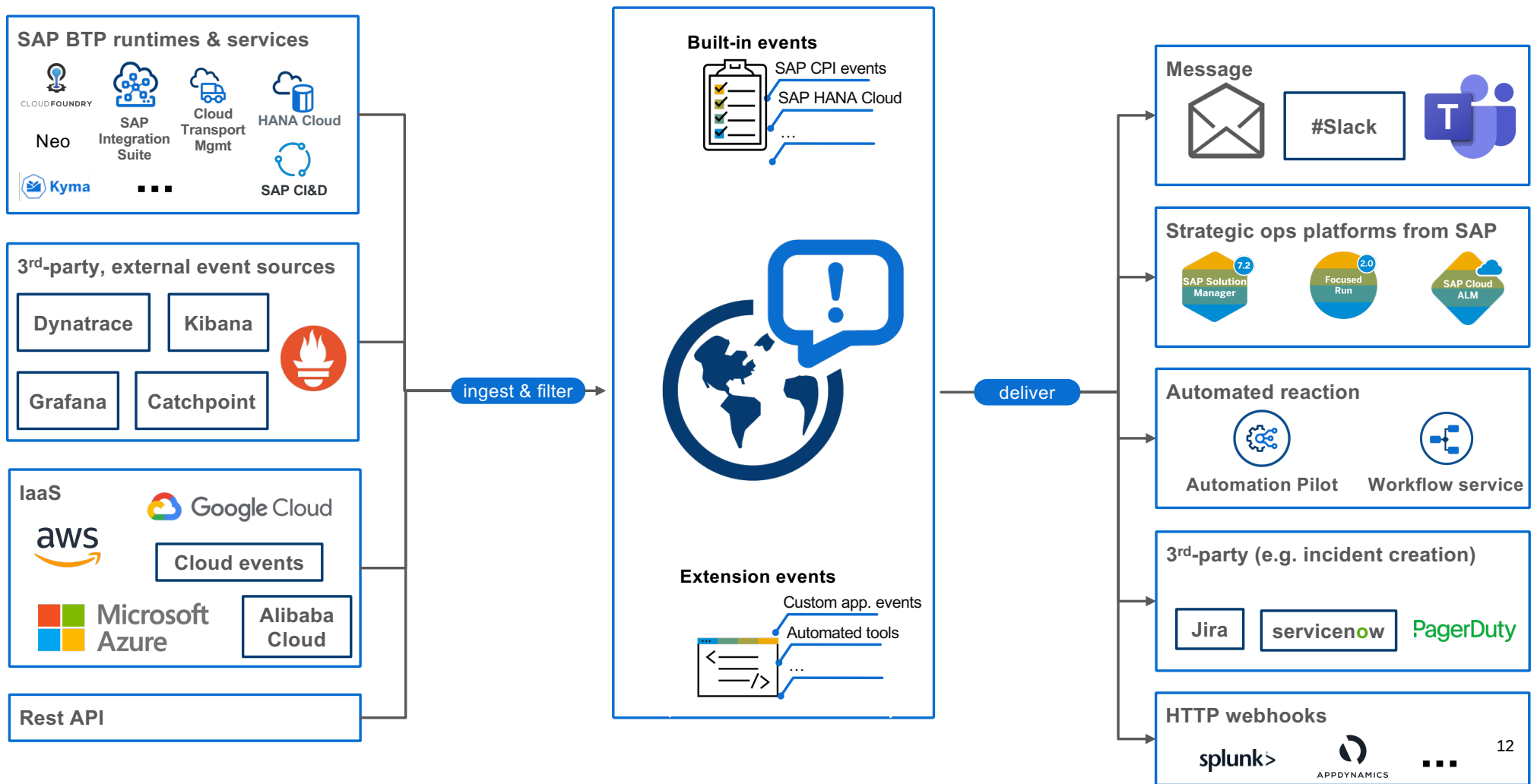
SAP Alert Notification service: Quick facts

Alerting

SAP Alert Notification service

- Real-time alerting engine;

- Cloud service offering in SAP BTP for all of its flavors (public & private);

- Filtering of the cloud events, so it sends only the events you are interested in;

- Offering a rich catalogue of predefined delivery channels;

- Collecting information from:
  - SAP BTP services;
  - Hyperscalers;
  - Custom applications.

SAP Alert Notification service for SAP BTP: Overview

SAP BTP runtimes & services

CLOUD FOUNDRY — Neo
SAP Integration Suite
Cloud Transport Mgmt
HANA Cloud
Kyma
SAP CI&D

3rd-party, external event sources

Dynatrace
Kibana
Grafana
Catchpoint

IaaS

Google Cloud
aws
Microsoft Azure
Cloud events
Alibaba Cloud

Rest API

ingest & filter

Built-in events
SAP CPI events
SAP HANA Cloud
…

Extension events
Custom app. events
Automated tools
…

deliver

Message

#Slack

Strategic ops platforms from SAP
SAP Solution Manager 7.2
Focused Run 2.0
SAP Cloud ALM

Automated reaction
Automation Pilot
Workflow service

3rd-party (e.g. incident creation)
Jira
servicenow
PagerDuty

HTTP webhooks
splunk>
APPDYNAMICS
…

12

Comparing Observability Services

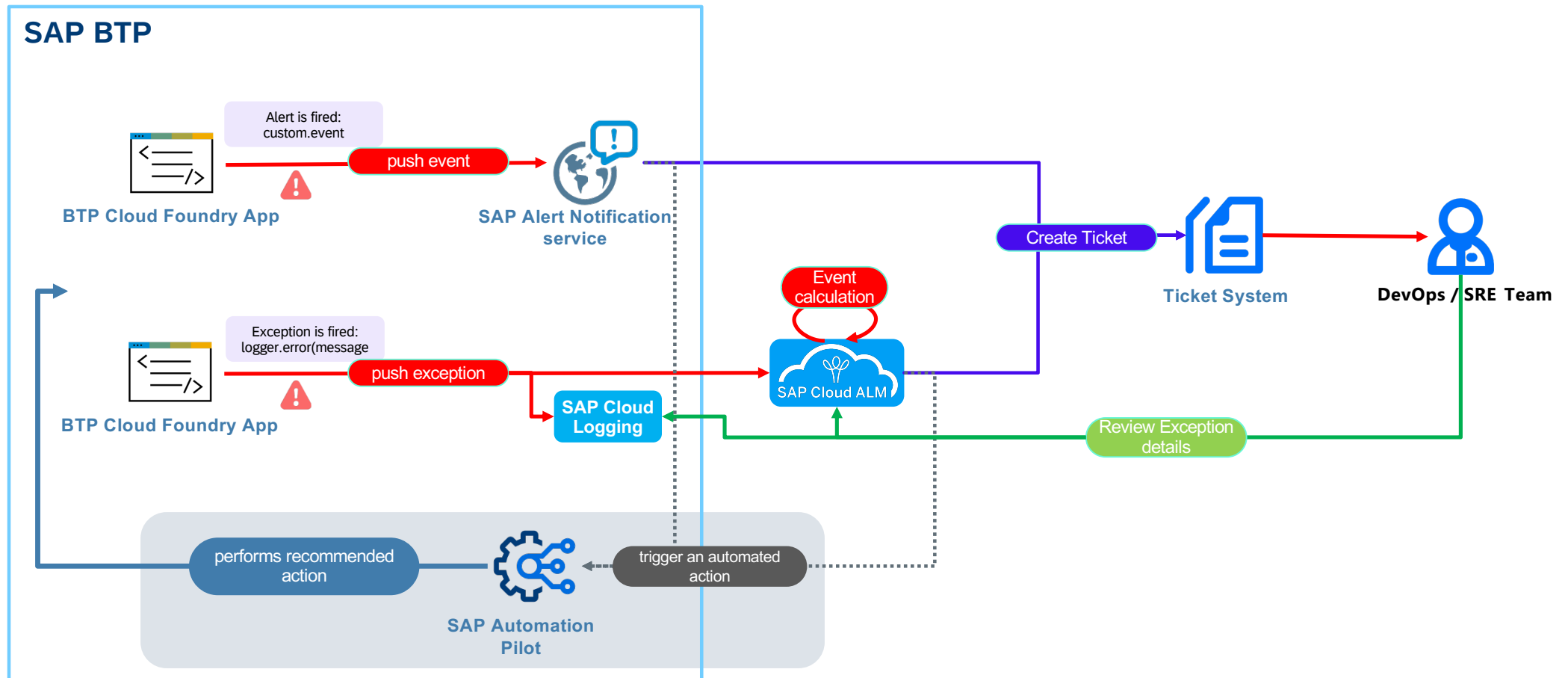# Comparing Observability Services

	SAP Cloud ALM	SAP Alert Notification Service for SAP BTP
Scope	SAP Cloud Services SAP On-premise systems 3rd Party Services / (Custom) Applications	SAP BTP SAP Cloud Services 3rd Party Services / (Custom) Applications
Monitoring	Allows local review of collected metric data and calculated events	Allows retrieving events that were previously stored via REST API (Consumer API)
Event Calculation	React on metrics and exceptions, own event calculation	React on flexible conditions set by the user based on event properties: i.e. metrics, event types, custom tags, etc.
Event Processing	Embedded alert inbox provide details and tools needed for root cause analysis and resolution	[partially covered] processes events from different sources in a unified manner
Event Forwarding	Forward to notification channels and ITSM tools with REST endpoints	Forwards to notification channels, ITSM tools, Ops platforms, Automation tools, any REST endpoints
Pricing	Included in cloud subscription containing Enterprise Support, cloud edition and in SAP Enterprise Support	Free trial, CPEA , PAYG, Subscription. Price per API calls = 1000 notifications delivered = 1.25 EUR

Hands-On Demo

Biser Simeonov & Frank Wenzke

Hands-on use case: Explained

SAP BTP

Alert is fired: custom.event

push event

BTP Cloud Foundry App

SAP Alert Notification service

Exception is fired: logger.error(message

push exception

BTP Cloud Foundry App

SAP Cloud Logging

Event calculation

SAP Cloud ALM

Create Ticket

Ticket System

DevOps / SRE Team

Review Exception details

performs recommended action

trigger an automated action

SAP Automation Pilot

16

Thank you

Contact information:

Frank Wenzke
Product Manager

Resmi K S
Product Manager

Biser Simeonov
Product Manager

Anne Joseph
Product Manager
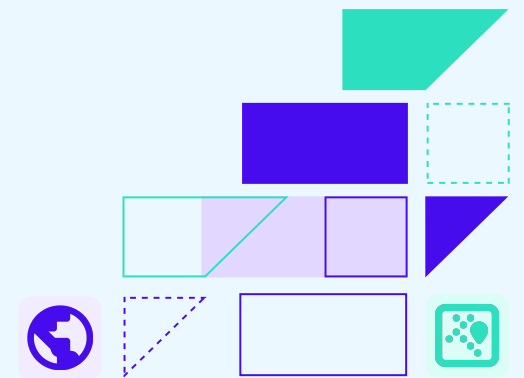
Feedback for AD263

You can use Mobile app or Web Link too

Use this QR code to Provide Session Feedback