

that are available not only during the critical period after going live, but also in the long term.

- The longest phase in the lifecycle is the operate phase, in which the end users work with the product. In this phase, any errors that occur are fixed by SAP developers in the form of error corrections.
- During the operate phase, it may become apparent (through an analysis of compliance with service level agreements, for example) that optimizations are needed. In the optimize phase, you carry out the activities that are required to improve the results. This can also result in new requirements.

Importance of the SAP Solution Manager System in Software Lifecycle Management

The SAP Solution Manager system supports customers at the start of the project (to implement an SAP application), during functional and technical implementation, during running operation, and during the optimization of their system landscapes. The SAP Solution Manager system also makes it possible to communicate with SAP and its partners at any time and therefore enhances the extensive on-site service.

The SAP Solution Manager Launchpad is the central starting point for all functions for administrative tasks in the SAP Solution Manager system. SAP Fiori apps are also available for various applications.

The different areas in the SAP Solution Manager Launchpad cover the different aspects of Application Lifecycle Management and enable access to role-specific functions. The structure of the launchpad depends on the user's respective role: You have access to relevant messages, alerts, reports, and documents for which your role is authorized.

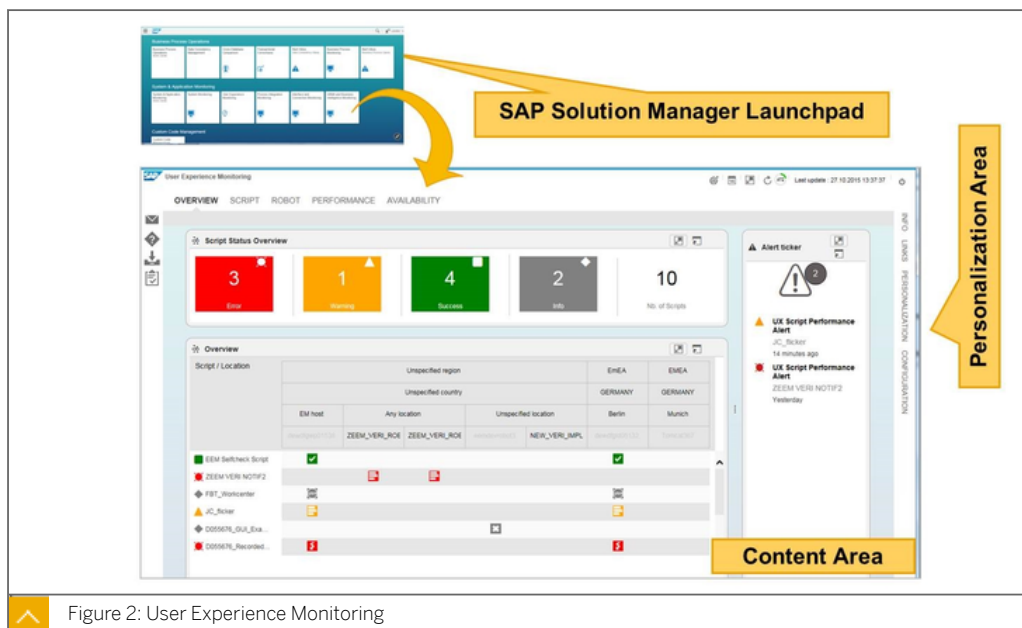


Figure 2: User Experience Monitoring

The figure "User Experience Monitoring" shows the SAPUI5-based app for User Experience Monitoring as an example. This app is the central starting point for the administrator for monitoring the availability of the systems and performance of the connections from the end user perspective in real time.