Describing Business Process Operations

LESSON OVERVIEW

This lesson introduces the tools that the SAP Solution Manager system provides for your business process operations.

LESSON OBJECTIVES

After completing this lesson, you will be able to:

- List the Tools in the SAP Solution Manager System for Business Process Operations

Tools in the SAP Solution Manager System for Business Process Operations

The SAP Solution Manager system provides comprehensive functions and tools for the regular operation of business processes (characterized by the *Deploy*, *Operate*, and *Optimize* phases in Application Lifecycle Management). These tools include

Tools in the SAP Solution Manager System for Operations (Selection)

- Monitoring Business Processes and Interfaces

- Root Cause Analysis

- Delivery of SAP Services

- Gateway to the SAP Support infrastructure

Business process and interface monitoring in the SAP Solution Manager system enables you to identify and solve potential problems before critical situations occur. This helps you to avoid expensive downtimes of systems and business processes while minimizing the risk of data inconsistencies. Graphical illustrations give you an overview of entire business processes. You collect application-specific KPIs automatically.

Today's distributed, multi-technology customer solutions give users multichannel access through various devices and client applications. To analyze the root cause of an incident in such cases, a systematic, top-down approach is required. This approach can be managed using tools that enable the most efficient analysis possible and implement SAP's proven methods. The objective of root cause analysis is either to solve a given problem completely or, in cases where that is not possible, to localize the problem and find a short-term countermeasure (workaround) to restore service operations as quickly as possible and with minimal interruption for end users. The tools for root cause analysis are designed to minimize the resources required in every step of the solution process. In addition, the infrastructure of the root cause analysis is open for the integration of new SAP technologies, SAP applications, and third-party software.

The service delivery enables you to use the different services from SAP for supporting your live operations. You can send a service request to SAP, create your own services locally and edit the requirements accordingly, or accept or reject a service suggested by SAP. The