

SAP Hybris (v)

Cloud Services Kickoff Meeting for Gloria Jeans B2C

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CUSTOMER

Agenda

Scope Review

- Service scope
- Project deliverables
- Server configuration
- Quality assurance
- Scope management
- Change scheduling

Roles and Responsibilities

- Project and account management
- Support contacts
- Escalation path
- Responsibility matrix

Project Roadmap

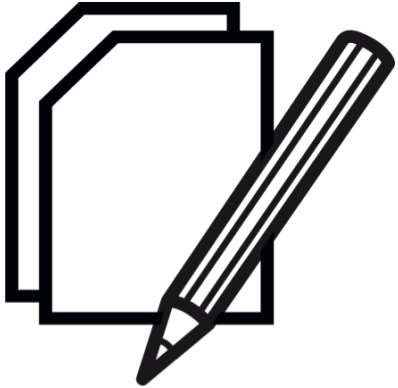
- Project milestones
- Initiation
- Project delivery
- Transition
- Live operation

Getting Started

- SAP Support Portal
- S-user creation and authorization
- NOC User and Distribution List creation
- Additional support

Scope **Review**

Service scope



- The SAP Hybris Commerce Cloud service offering is defined by the following documents:
 - <https://www.sap.com/about/agreements/policies/service-specifications.html>
 - SAP Hybris Commerce Cloud Services Description ☆
 - SAP Hybris Commerce Cloud Technical and Functional Specifications
- The service scope and conditions offered to Gloria Jeans are specified on:
 - Order Form for SAP Cloud Services
 - Other documents incorporated on the Order Form

This presentation is provided for informational purposes only. In case of any discrepancies between the aforementioned documents and this presentation, the provisions of these specific documents shall prevail.

Project deliverables

**What do
we need to
deliver?**



- **SAP Hybris Commerce Cloud Professional Edition**
 - Development
 - QA
 - Staging
 - Production – sized for 6 cores
- **SAP Hybris Commerce v6.6 B2C**
- **Additional modules:**
 - OMS
 - Data Hub
- **IPSec VPN tunnel**

Server configuration

Environment	Server Specifications	
Customer ID	Gloria Jeans GLJ	
Development	Open VMs: <ul style="list-style-type: none">• App Server: 1 VM with 2 Cores, 12 GB RAM, 40 GB Storage• Solr Search: 1 VM with 2 Cores, 12 GB RAM, 40 GB Storage	Closed VMs: <ul style="list-style-type: none">• Web Server: 1 VM with 2 Cores, 12 GB RAM, 40 GB Storage• DB Servers: HANA DB, 6 cores, 64 GB RAM, 200 GB Storage• Ops VMs (SMTP/SFTP): 2 VM with 1 Core each, 4 GB RAM, 40 GB Storage• NFS Storage (GB): 200• Datahub: 1 VM with 2 Cores, 12 GB RAM, 40 GB Storage
QA	<ul style="list-style-type: none">• App Server: 2 VM with 2 Cores each, 12 GB RAM, 40 GB Storage• Back-office App Server: 1 VM with 2 Cores, 12 GB RAM, 40 GB Storage• Solr Search: 2 VM with 2 Cores each, 12 GB RAM, 40 GB Storage	<ul style="list-style-type: none">• Web Server: 2 VM with 2 Cores each, 12 GB RAM, 40 GB Storage• DB Servers: HANA DB, 10 cores, 64 GB RAM, 200 GB Storage• Ops VMs (SMTP/SFTP): 2 VM with 1 Core each, 4 GB RAM, 40 GB Storage• NFS Storage (GB): 200• Datahub: 2 VM with 2 Cores, 12 GB RAM, 40 GB Storage
Staging	<ul style="list-style-type: none">• Web Server: 2 VM with 2 Cores each, 12 GB RAM, 40 GB Storage• App Server: 2 VM with 2 Cores each, 12 GB RAM, 40 GB Storage• Back-office App Server: 1 VM with 2 Cores, 12 GB RAM, 40 GB Storage• Solr Search: 2 VM with 2 Cores each, 12 GB RAM, 40 GB Storage• DB Servers: HANA DB, 10 cores, 64 GB RAM, 200 GB Storage• Ops VMs (SMTP/SFTP/dT): 3 VM with 1 Core each, 4 GB RAM, 40 GB Storage• NFS Storage (GB): 200• Datahub: 2 VM with 2 Cores, 12 GB RAM, 40 GB Storage	
Production	Same as Staging	

CLOUD READINESS CHECK

- Cloud Readiness Check (CRC) is a set of quality gates to ensure the overall quality of the customer solution
- Executed by SAP Hybris Expert Services consultants with expert-level knowledge of SAP Hybris Commerce projects and implementation best practices
- Deliverables include a detailed report and the following:
 - InfoPack for Cloud Readiness Check
 - Attendance at CRC Presentation meeting
 - Milestone 1 – Initial Project Review
 - Milestone 2 – Go Live Review



Quality assurance

CRC SCOPE

- Basic quality checks before the solution is handed over to the Cloud Services operations
- Does not include:
 - System or application fixes – to be implemented by the customer's implementation team
 - Performance testing – strongly recommended, part of the Project Success offering



Cloud Readiness Check



Project Success services

Scope management

HOSTING SERVICES DO NOT INCLUDE

- Off-hours maintenance support while not live
- Non-standard settings and reports
- Third-party APM / monitoring tools
- Backups of non-Production environments

A Dynatrace server dedicated to the project may be provided – additional hosting fees and separate licensing are required

-
- DNS services
 - Application troubleshooting and support
 - SSL certificates – except for self-signed ones
 - Hosting of code repositories (e.g. GIT)
 - Penetration, load and acceptance testing
 - Content Delivery Network solutions



Third-party services

Change scheduling

	Submission	Review	Implementation and Testing	Delivery	Standard Maintenance Window
Monday					
Tuesday					
Wednesday					
Thursday					
Friday			*		
Saturday					
Sunday					Europe: FRI 10:00 PM – SAT 02:00 AM UTC
Notes	24 hours lead time for scheduled deployments		Deployments to start by 3:00 PM	Whitelisting: up to 2 business days (~5 days if non-standard)	May have downtime and affect certain planned activities

- Scheduled changes are performed **during business hours**
 - * Deployments should not be scheduled for implementation on Fridays or before holidays
- Standard maintenance windows are subject to change and depend on data center location:

<http://www.sap.com/corporate-en/about/our-company/policies/cloud/service-level-agreement.html>

Roles and Responsibilities

Project and account management



Hypercare

Project delivery

Transition

Live operation

◆ Assigned Project Manager (PM)

● Technical Account Management team (TAM)

- ◆ Servers and networking
- ◆ SAP Hybris Platform
- ◆ Application deployment
- ◆ Business hours support

- ◆ Monitoring review
- ◆ Infrastructure security
- ◆ Operations Manual

- 24/7 ticket-based support
- Services delivered according to SLA
- Reporting and continuous monitoring

Support contacts



Partner LiGA

- Application development and support
- Application testing and user acceptance testing
- Application security
- Deployments on Open environments



Project Manager

- Main point of contact for infrastructure hosting services and support
- Questions related to project operation
- Deployments on Closed environments



Customer Engagement Executive

- Point of contact and escalation for account topics:
 - Access to SAP supporting services
 - Partner relations and finance issues
- Share strategic direction / roadmap / insight and best practices
- Recommend product education and training opportunities



Product Support

- Support for existing SAP Hybris product features
- Issues and questions around the product and its documentation
 - Development of workarounds
 - Response to How-To questions
 - Generation of product bug reports

Escalation path



SAP Hybris Cloud Services

1. **Agata Polaniecka:** Project Manager [agata.polaniecka@sap.com]
2. **Andrew Gascoyne:** PM Manager [andrew.gascoyne@sap.com]
3. **Alexander Samsonov:** Customer Engagement Executive [alexander.samsonov@sap.com]



LiGA

1. **Erkin Karimov:** Project Manager [erkarimov@fil-it.ru]
2. **Jane Doe:** depends on the project [name@partner.com]
3. **Jane Doe:** depends on the project [name@partner.com]



Gloria Jeans

1. **Andrey Volkov:** Architect and contact person [Volkov@gloria-jeans.ru]
2. **Aleksey Mazurenko:** Project manager [mazurenko@gloria-jeans.ru]
3. **Dmitry Olerinskiy:** Head of Ecommerce [olerinskiy@gloria-jeans.ru]

Responsibility matrix – 1 of 4

R=Responsible

A=Accountable

C=Consulted

I=Informed

S=Support

Activities	SAP Hybris	LiGA	Gloria Jeans
Project and Account Management			
Manage relationship with Application Support Partner			R/A
Traffic volume forecasting (peaks)	C	C	R/A
Participate in monthly Cloud service review calls	R/A	I	R
Organic growth capacity management	R/A	C	C
Application Development / Deployment / Testing			
Development of new code	I	R/A	C
Preparation of deployment packages	C	R/A	A
Deployment to Development environment (not included in Cloud service), unless fully managed by SAP Hybris	I	R/A	I
Deployment to QA environment (not included in Cloud service), unless fully managed by SAP Hybris	I	R/A	I
Deployment to Staging environment	R/A	C	I
Deployment to Production environment	R/A	C	I
User acceptance testing	I	C	R/A
Overall application quality assurance	I	R	A
Load testing	C	R	R/A
SAP Hybris Commerce upgrades	I	R/A	C

Responsibility matrix – 2 of 4

Activities	SAP Hybris	<Partner Name>	<Client Name>
Infrastructure and Server Management			
Server Management (all servers) up to and including the OS	R/A	I	I
Server OS and Network Infrastructure patch management	R/A	I	I
Network management	R/A	I	I
Initial server configuration (Dev, Staging, Production)	R/A	I	I
DEV – Initial installation and configuration of the default SAP application	R/A	I	I
STAGING – Initial installation and configuration of the default SAP application	R/A	I	I
PRODUCTION – Initial installation and configuration of the default SAP application	R/A	I	I
DEV/QA – Server (above OS) and additional application configuration and management – SAP web / app, unless it is fully managed by SAP Hybris	C/I	R	A
STAGING – Server (above OS) and additional application configuration and management – SAP web / app	R/A	C	I
PRODUCTION – Server (above OS) and additional application configuration and management – SAP web / app	R/A	C	I
Initial and ongoing server and application configuration and management – Non-SAP web / app / db servers (e.g.: Vertex)	I	I	R/A
Backup services	R/A	C	C
Third party services connectivity (excluding functionality)	R	C	A
Platform patch management (incl. Java; Apache; etc.)	R/A	S	S

Responsibility matrix – 3 of 4

Activities	SAP Hybris	<Partner Name>	<Client Name>
Security			
Network infrastructure security (e.g.: firewall, IDS / IPS)	R/A	I	I
Server OS security patching	R/A	I	I
Access security (VPN, Two factor authentication)	R/A	R	R
DDoS monitoring	R/A	I	I
Security software: anti-virus, file integrity management, SIEM	R/A	I	I
Application security vulnerability, penetration testing and application security auditing	I	C	R/A
Secure custom application development	I	R	A
Security incident management related to hosting environment	R/A	C	C
Security incident management related to non-SAP application code (initial alerting)	R	A	C/I
Security incident management related to non-SAP application code (mitigation / remediation)	I	R/A	I
Database Management			
Database installation and configuration	R/A	I	I
Patching of the database	R/A	I	I
Database backup and restore	R/A	C	C
Database updates to indexes and tables	R/A	C	I
Database monitoring	R/A	I	I

Responsibility matrix – 4 of 4

Activities	SAP Hybris	<Partner Name>	<Client Name>
Monitoring			
Infrastructure monitoring of all servers (memory, CPU, disk)	R/A	I	I
Website availability monitoring	R/A	I	C
Capacity monitoring of all servers	R/A	I	C
Support & Incident Management			
First line support – for infrastructure support issue	R/A	C/I	C/I
Application support – any issue specific to the SAP application	I	R/A	I
Creation of new incident based on automated alerts or support requests by phone or email from Customer or Application Support partner	R/A	I	I
Capturing of incident details (Hosting)	R/A	I	I
Categorization of incident (Hosting)	R/A	I	I
Prioritization of incident (Hosting)	R/A	I	I
Investigation and diagnosis of incident (Hosting)	R/A	I	I
Assignment of incident to appropriate support group within SAP or to Application Support partner for resolution	R/A	I	I

Project Roadmap

Project milestones



Initiation

- Cloud Services Kickoff Meeting

Project delivery

- Development Environment
- CRC Presentation
- Staging Environment
- Production Environment

Transition

- OREC start
- TAM meeting
- Soft Launch
- Hypercare phase starts

Live operation

- Go Live
- Hypercare phase ends

Initiation

Initiation

Project delivery

Transition

Live operation



- **Cloud Services Kick-off**
- **S-admin / S-users setup**
- **Cloud User access (Cloud users, SFTP access)**
- **Cloud Readiness Check (CRC) Presentation**
- **Solution Architecture Diagram**
- **Joint Project Plan**
- **Proposed VPN settings**

Project delivery

Initiation

Project delivery

Transition

Live operation



- **Environment deliveries**
- **VPN tunnel established**
- **Whitelisting requests**
- **CRC Milestone 1 – Initial Project Review**

IF IN SCOPE:



Connectivity and name resolution
for testing from mobile devices



Content Delivery Network to be
provided by a third-party

Transition



- **Soft Launch (optional)**
- **CRC Milestone 2 – Go Live Review**
- **Hypercare phase starts: additional support of hCS team** (2 weeks before go-live; freeze period)
- **Operation Readiness Entrance Criteria (OREC) start:**
 - TAM meeting and Operations Manual
 - Validate monitoring, failover and backups
 - Progressive handover to production operations teams

Customer and partner are expected to:

- Provide SSL certificates and make sure A/SPF records are configured
- Confirm credit card/PII policies are being followed
- Pre-schedule vulnerability scans – at least 14 business days in advance
- Confirm that performance test has satisfactory results
- Grant approval for going live (5 business days in advance)

Live operation

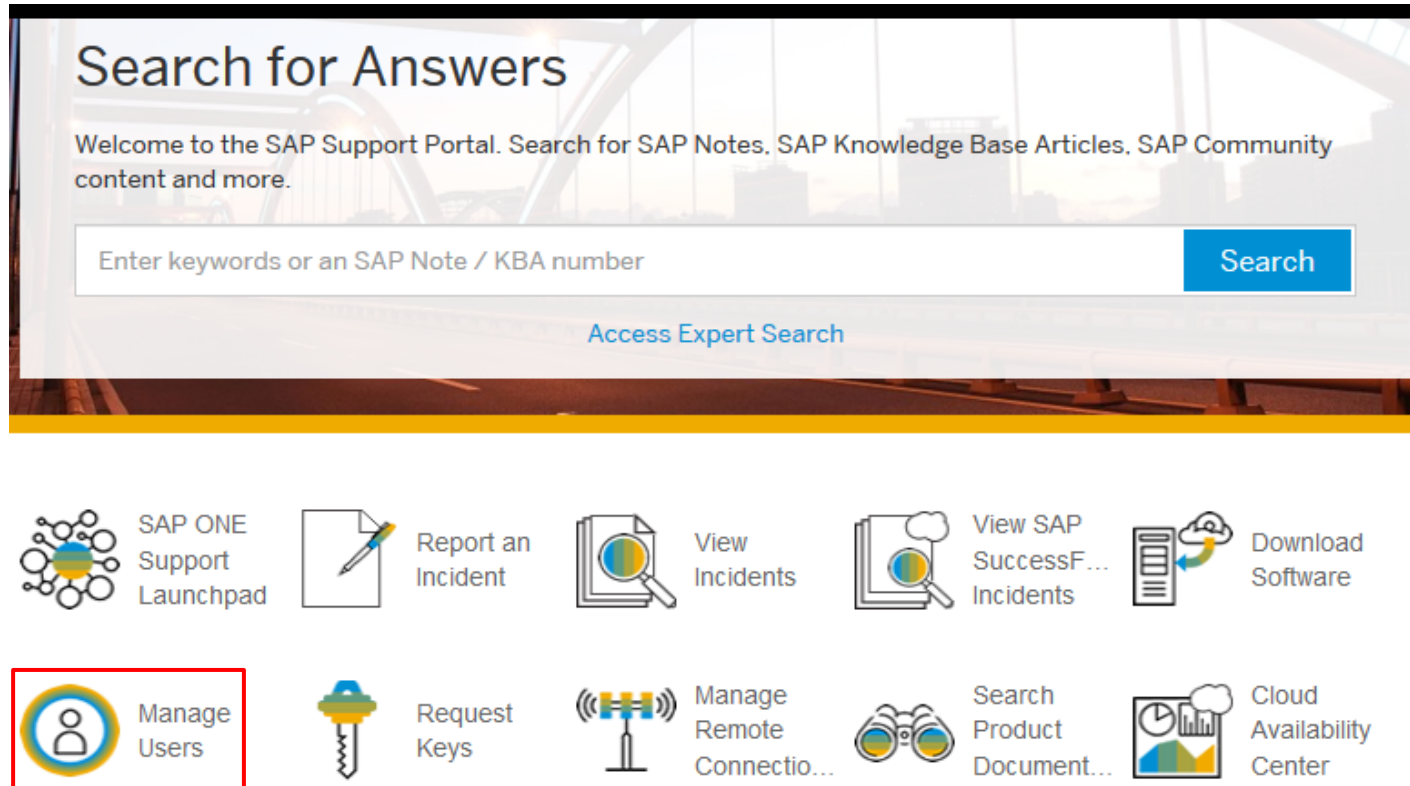


- **Starts on the Go Live date:**
 - Remove firewall restrictions
 - Go live bridge as needed
 - DNS or CDN change by Gloria Jeans
- **Hypercare phase ends: additional support of hCS team** (2 weeks after go-live)
- **The project phase ends and production support starts:**
 - The project is completely handed over to the production operations teams
 - NOC is engaged – contractual SLAs become effective
 - Project manager ensures the project closure and sign-off

Getting Started

SAP Support Portal

What you can do there?



Login Credentials

- Managed by the S-admin for the account
- Login with individual S-User ID and password + Customer Number
- Partner Access: Provided by the customer

S-user creation and authorization

Request User: <http://support.sap.com/user-admin>



The 'Request User' form contains the following fields:

- *Customer: SAP Hybris Kickoff (000000) (dropdown)
- *Salutation: (dropdown)
- *First Name: (text input)
- *Last Name: (text input)
- *E-Mail:@customer.com (text input)
- *Language: English (dropdown)
- Department: Enter Department ... (text input with a copy icon)

At the bottom right, there are 'Submit' and 'Cancel' buttons.



Wait 24 h for processing, then set authorizations for incidents:

Open the Authorizations on the User Profile

1. Double-click on the user
2. Go to the Authorizations section
3. Select the pencil icon and check the box next the authorization to add/remove authorizations

Grant incident authorizations

- Report an Incident
- Send Incidents to SAP
- Close Incidents
- Etc.

The screenshot shows the 'User Name' profile for 'User ID: S001000001'. The 'AUTHORIZATIONS' tab is selected. The list of authorizations includes:

- ☒ All
- ☒ Incidents
- ☒ Report an Incident
- ☒ Close Incidents
- ☒ Send Incidents to SAP
- ☒ Display Incidents
- ☒ Display all Incidents
- ☒ Remote Support
- ☐ Edit my Login Data

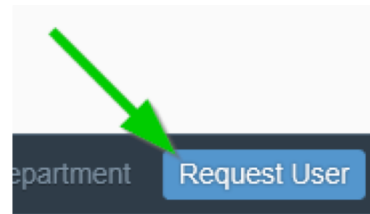
NOC User and Distribution List creation

How to create an S-user for the Hybris NOC, used by SAP Hybris to report incidents:

- First Name: NOC
- Last Name: Monitoring
- E-Mail: hybris-notifications@customer.com [sample Distribution List also used for announcements]

Request User: <http://support.sap.com/user-admin>

Manage Users & Authorizations



Request User

*Customer:	SAP Hybris Kickoff (000000)	▼
*Salutation:		▼
*First Name:	NOC	
*Last Name:	Monitoring	
*E-Mail:	hybris-notifications@customer.com	
*Language:	English	▼
Department:	Enter Department ...	📄

Submit Cancel

Additional support

<http://support.sap.com/user-admin>



User Management

Request and manage user IDs for your company. Assign the appropriate authorizations, and specify which customer or installation numbers they have access to. You will require the authorizations *Edit User Data* and *Edit Authorizations*.

Manage Users & Authorizations

Learn more about Authorization & Administrator Concepts

Learn more about User Data Administration

<https://support.sap.com/en/contact-us.html>

Non-Technical Assistance (CIC)

The Customer Interaction Center (CIC) is one of the interfaces between customers and the SAP Support organization. It is available 24 hours a day, seven days a week, 365 days a year, and provides a central point of contact for assistance with non-technical queries such as:

- SAP ONE Support Launchpad and SAP Support Portal navigation and applications assistance; examples: **User Management**, License Key requests
- **S-User administration questions**; such as unlocking users, help with authorizations, and password resets

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