



## Questions and answers

### Application Lifecycle Management (ALM)

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## Preamble

This document provides a list of questions regarding Application Lifecycle Management (ALM).. Please browse these questions and read the corresponding answers.

This document is a living document: New questions will be added continuously. And answers to the questions will be provided/enhanced whenever corresponding information becomes available. The latest version of the document is available [here](#).

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# ALM Overview

## **What is Application Lifecycle Management (ALM)?**

Application lifecycle management (ALM) comprises the processes, tools, and services required to manage SAP and third-party solutions. As part of your maintenance contract, SAP provides autonomous ALM solutions that help our customers ensure business continuity, reduce operation and implementation costs, and accelerate time to market.

## **What is the difference between SAP Focused Run, Focused Insights, SAP Solution Manager and SAP Cloud ALM?**

Please check the corresponding overview presentations:

- [SAP Focused Run](#)
- [SAP Solution Manager](#)
- [Focused Insights](#)
- [SAP Cloud ALM](#)

## **Where can I find lists of questions and answers (Q&As) for the different ALM offerings of SAP?**

**SAP Cloud ALM:** Q&As are included in this document (see below). In addition, the [Setup and Administration Guide](#) provides a list of frequently asked questions related to the process of requesting and setting up SAP Cloud ALM.

**SAP Focused Run:** Please refer to the corresponding [questions & answers](#) page in the expert portal.

**SAP Solution Manager:** Please find questions related to SAP Solution Manager, Focused Build, and Focused Insights in this [Q&A document](#).

## **Can I use SAP Cloud ALM and SAP Solution Manager in parallel?**

Yes. SAP recommends using SAP Cloud ALM for operations. But there might be good reasons for you to use SAP Solution Manager (including Focused Build) for implementing your SAP solution. In this case, you should use both ALM tools in parallel.

## **Which ALM solutions are available for customers with a “RISE with SAP” or "GROW with SAP" contract?**

RISE with SAP and GROW with SAP contracts include SAP Enterprise Support, Cloud Editions. And this includes an entitlement for SAP Cloud ALM. Customers can request and use their own SAP Cloud ALM tenant without additional license or subscription fee. However, the agreement does not include usage rights for SAP Solution Manager. If customers want to use SAP Solution Manager for RISE with SAP or GROW with SAP, they need to have a valid on-premise SAP maintenance contract (which includes usage rights for SAP Solution Manager). RISE with SAP customers can subscribe to a special SAP S/4HANA Cloud package “SAP Solution Manager, private cloud edition”, which includes SAP Solution Manager usage rights as well.

SAP Focused Run supports RISE with SAP as well. However, it is not included in any SAP maintenance agreement. It must be licensed separately.

## **We plan to switch from SAP Business Suite or SAP S/4HANA (on-premise) to SAP S/4HANA Cloud, private edition. Can we continue using SAP Solution Manager afterwards?**

SAP Solution Manager usage rights are included in on-premise maintenance agreements only. SAP S/4HANA Cloud comes with a cloud maintenance agreement (SAP Enterprise Support, Cloud Editions). Hence, SAP

S/4HANA Cloud customers have no usage rights for SAP Solution Manager anymore unless they have another on-premise SAP maintenance agreement. RISE with SAP customers can subscribe for a special SAP Solution Manager offering from SAP Enterprise Cloud Services, including corresponding usage rights.

# SAP Cloud ALM

## **What is SAP Cloud ALM?**

SAP Cloud ALM is an Application Lifecycle Management (ALM) offering of SAP for customers that use only (or at least predominantly) cloud solutions from SAP and do not want to deploy an own ALM platform on premise for managing them.

SAP Cloud ALM manages the application lifecycle for the [SAP Business Suite](#):

- SAP Cloud ALM is for cloud-centric customers
- SAP Cloud ALM manages cloud and hybrid (combination of on-premise and cloud) solutions

SAP Cloud ALM manages the application lifecycle in the public cloud

- SAP Cloud ALM is an application running on SAP Business Technology Platform and is optimized for SAP HANA
- SAP Cloud ALM is an ALM solution optimized for cost efficiency

## **Why do I need Application Lifecycle Management for the cloud? Isn't this done by the cloud provider?**

In the cloud, the provider offers the cloud service and ensures its availability and performance. But the provider does not control how customers configure (Implementation) and use (Operations) the service. Like on premise, customers of the cloud provider are still responsible for setting up their master data and organizational structure in a cloud application (SaaS). Customers must define if optional steps in a business process shall be executed or not. And they should check if any business exception (like a blocked account) requires an action. All these activities are part of the application management life cycle. So, ALM is relevant in the cloud!

If a customer uses more than one cloud service in an integrated fashion (e.g., SAP S/4HANA Cloud and SAP SuccessFactors): It is not the responsibility of the individual cloud providers to manage the integration. The customer itself must take care of building and monitoring the integration or checking data consistency. This is part of ALM as well.

And if customers use the SAP Business Technology Platform (PaaS) to enhance e.g. SAP S/4HANA Cloud, they develop and run their own software. The platform provider will ensure the availability and performance of the platform, but it will not build, test, deploy, and operate the software developed by the customer or partner. These aspects of ALM are also in customer responsibility.

SAP supports customers managing all these application lifecycle management tasks with SAP Cloud ALM.

## **Who should use SAP Cloud ALM?**

Target customers of SAP Cloud ALM are cloud-only, cloud first, and cloud-centric customers of SAP. They typically have no SAP Solution Manager and no (or very little) SAP applications deployed on premise.

All other SAP customers may use it as well if they have a valid SAP Enterprise Support, Cloud Editions (included in SAP Cloud service subscriptions), or an on-premise SAP Enterprise Support maintenance agreement (this is also valid for Product Support for Large Enterprises).

## **Is SAP Cloud ALM the ultimate go-to solution from SAP to replace Solution Manager?**

Yes, SAP Cloud ALM is positioned as the go-to ALM platform for all SAP customers. But it will not replace SAP Solution Manager. You can continue using SAP Solution Manager even beyond 2027 (end of mainstream maintenance). In this case, the SAP Solution Manager would be supported under the terms of customer-specific maintenance or extended maintenance.

### **Is SAP Cloud ALM mandatory?**

No. There is no duty to use SAP Cloud ALM. SAP Cloud ALM comes as the implementation and operations experience of our cloud solutions.

### **Does SAP Cloud ALM make sense for customers in a hybrid landscape with only a small percentage of cloud applications in use?**

SAP Cloud ALM provides support for on-premise components as well. However, there is no feature parity with SAP Solution Manager. Customers with hybrid landscapes should check if the [available functionality](#) and the [supported solutions](#) fit their needs.

### **Is SAP Cloud ALM a focused solution?**

No, SAP Cloud ALM is not a focused solution. SAP Cloud ALM is a new independent product available in the public cloud.

### **What is the roadmap for SAP Cloud ALM?**

SAP Cloud ALM offers many ALM functions already today. However, SAP plans to enhance the functional scope over the next years. You can find the road map of SAP Cloud ALM in [SAP Road Map Explorer](#). The goal is to provide all required ALM functionality for all components of the [SAP Business Suite](#).

### **What is the current functional coverage?**

The current functional coverage is described in the [Feature Scope Description](#).

### **How to find out which SAP Cloud ALM functions have been added or enhanced recently?**

SAP provides new SAP Cloud ALM functionality and extends existing capabilities frequently. Information about the enhancements is published in the [WhatsNew section](#) of the documentation. In addition, we provide [What'sNew sessions](#) each quarter.

### **Can SAP Cloud ALM also be leveraged for on-prem as a replacement of SAP Solution Manager Change Request Management (ChaRM)?**

SAP Cloud ALM does support on-prem as well. However, there is no functional parity between SAP Cloud ALM and SAP Solution Manager. The ABAP Change and Transport System (CTS) and Cloud TMS are already supported. And SAP plans to extend the change and deployment control in SAP Cloud ALM.

### **Where can I find more information regarding SAP Cloud ALM?**

For more information regarding SAP Cloud ALM, please refer to:

- General information on the [SAP Cloud ALM homepage](#)
- Solution documentation in [SAP Help Portal](#)
- Educational material in [SAP Cloud ALM Learning Portal](#)
- SAP Cloud ALM details for [Implementation](#), for [Operations](#), and for [Service](#)
- Discussions and best-practice sharing in [ALM Community](#)
- Local and virtual [ALM events](#) and recordings

## Cost & Value

### **What is the value of SAP Cloud ALM?**

SAP Cloud ALM provides value to customers by:

- **Safeguarding business continuity** – Identify the source of disruptions, and accelerate problem resolution to minimize downtime of the end-to-end business processes
- **No need for license or subscription fees** – Customers own SAP Cloud ALM already. Usage rights are included in SAP Cloud Service Subscriptions, and in SAP Enterprise Support or Product Support for Large Enterprises on-premise maintenance agreements.
- **Supporting decision making** – Increased transparency and the holistic view of the IT landscape allow customers making better decisions both regarding IT operations and process governance
- **Reducing cost of ownership** – SAP Cloud ALM is a SaaS solution. SAP takes care of hardware investments, operating the ALM solution, and maintaining it.
- **Accelerating time to market** – Faster implementation of business processes based on best practices and automation of activities (e.g., testing) allows to reach project results earlier (with less costs) and to gain competitive advantages

### **What is the cost of SAP Cloud ALM?**

No license or subscription fee is required for SAP Cloud ALM. According to the [usage rights](#), customers with SAP Cloud Service subscriptions containing Enterprise Support, cloud editions, with SAP Enterprise Support, or with Product Support for Large Enterprises are entitled to use one SAP Cloud ALM tenant per customer number free of charge. This includes a baseline of 8 GB SAP HANA Memory and a baseline of 8 GB monthly outbound API data transfer.

### **To get SAP Cloud ALM instance in place, is there any cost involved for cloud infrastructure from a hyperscaler, like we have for e.g., Cloud Appliance Library?**

No – there is no additional infrastructure cost. We have a fair usage policy, so SAP Cloud ALM includes a baseline of 8 GB SAP HANA Memory for standard ALM of your SAP solutions. If you require more memory, you need to pay for it. For more information, check the [usage rights](#).

### **What does fair use of SAP Cloud ALM mean?**

Please refer to the documentation of [fair use definition](#) for details.

### **Do we have to pay hosting if SAP Cloud ALM runs on a hyperscaler?**

SAP pays for the hyperscaler on which SAP runs SAP Cloud ALM. This is part of the fair usage rights.

### **We are on a hyperscaler private cloud (no system on SAP Cloud as all systems migrated to the hyperscaler). We want to onboard SAP Cloud ALM. Is there any cost we need to pay for that?**

Your existing on-premise maintenance agreement remains valid if you switch to a hyperscaler. In case you have an SAP Enterprise Support or Product Support for Large Enterprise contract: Both include usage rights for SAP Cloud ALM already. You can use SAP Cloud ALM without extra charge.

### **What happens if I exceed the limits of 8 GB SAP HANA memory usage or 8 GB outbound API data transfer per calendar month for an SAP Cloud ALM tenant?**

If your SAP Cloud ALM tenants exceed the limits of either SAP HANA memory usage or monthly outbound API data transfer, you will need to procure one or more SAP Cloud ALM, tenant extension.

### **What if I need additional tenants?**

If you want to have multiple tenants, this is possible via the commercial offering SAP Cloud ALM, tenant extension. You still need to be eligible for SAP Cloud ALM. Hence you must be under a qualifying SAP support contract as explained in the SAP Cloud ALM [usage rights](#).

### **What is SAP Cloud ALM, tenant extension?**

SAP Cloud ALM, tenant extension allows customers to get multiple SAP Cloud ALM tenants but also to increase their overall memory and outbound API data transfer limits. Each extension can be used either for a new SAP Cloud ALM tenant (with 8 GB of HANA memory usage, and 8 GB of outbound API data transfer per calendar month), or as extension of these limits for an existing tenant. There is no limitation on the number of these extensions that a customer can procure.

Here is an example: As a customer under a qualifying enterprise support agreement, you are entitled to one SAP Cloud ALM tenant, and you have procured 2 SAP Cloud ALM, tenant extension products. This means that you are granted:

- The rights to provision 2 additional SAP Cloud ALM tenants.
- A total 24 GB of HANA memory usage (8 GB granted by the standard SAP Cloud ALM tenant and 8 GB X 2 granted by the 2 extensions).
- 24 GB of Outbound API data transfer per calendar month (Same logic as for the memory).

So, you can use one tenant with up to 24 GB (of SAP HANA memory and/or outbound API data transfer); or use 2 additional tenants and distribute up to 24 GB across all these tenants.

### **How can I request an SAP Cloud ALM, tenant extension?**

Please contact your SAP sales representative for a quote if you are interested in procuring SAP Cloud ALM, tenant extensions.

### **SAP Cloud ALM uses the Identity Authentication service of SAP Business Technology Platform for user management. Do we have to pay extra for this service?**

No. The required Identity Authentication service is bundled into SAP Cloud ALM. No additional cost applies.

## **Supported Solutions**

### **Which applications are supported by SAP Cloud ALM?**

A list of supported solutions is available in the documentation in [SAP Help Portal](#).

This covers both cloud services and on-premise systems.

### **Does SAP Cloud ALM work with on-premise solutions, or is it only for SaaS solutions?**

Yes, SAP Cloud ALM supports on-premise solutions as well. For example, components of the SAP Business Suite or SAP S/4HANA on-premise. It is planned to support all components of the [SAP Business Suite](#).

### **Can SAP Cloud ALM be used for RISE with SAP?**

Yes, all SAP Cloud ALM functions support SAP S/4HANA Cloud, private edition. Other RISE with SAP components can be supported as well. See list of [supported solutions](#) for details.

### **Can SAP Cloud ALM be used for GROW with SAP?**

Yes, most SAP Cloud ALM functions support SAP S/4HANA Cloud, public edition. And SAP Business Technology Platform (SAP BTP) is supported as well. See list of [supported solutions](#) for details.

### **Does SAP Cloud ALM support different SAP S/4HANA Cloud versions?**

Yes, SAP Cloud ALM does support multiple SAP Cloud Services, including versions of SAP S/4HANA Cloud. And even on-premise SAP S/4HANA is supported. Look at the [Supported Solutions](#) list for details.

### **Which cloud solutions does SAP Cloud ALM support, like SAP SuccessFactors standalone, SAP Ariba standalone etc.?**

SAP Cloud ALM does support multiple SAP cloud solutions. Look at the [Supported Solutions](#) list for details. The goal is to support all components of the [SAP Business Suite](#).

## **Foundation**

### **Which language versions are available for SAP Cloud ALM?**

The tool SAP Cloud ALM itself is available with multiple browser languages: Croatian, Czech, Dutch, English, French, German, Italian, Japanese, Korean, Polish, Portuguese, Russian, Simplified Chinese, Slovak, Spanish, Thai, Ukrainian, and Vietnamese. However, this does not apply to related content delivered by SAP. SAP Best Practice process diagrams and test scripts are available in English language only in SAP Cloud ALM for Implementation. The documentation is available in 40 languages.

### **Is there a demo or trial system available?**

Yes. Please find information on [how to log on](#) in SAP Support Portal.

### **Are the Web UI-tiles in SAP Cloud ALM Fiori based?**

Yes

### **What are the release cycles for SAP Cloud ALM? Is it just quarterly, or are there more frequent cycles, using the advantage of cloud-native development?**

SAP Cloud ALM does not have quarterly or biannual release cycles. Based on SAP Business Technology Platform, SAP Cloud ALM follows the principle of continuous integration and continuous delivery (CI/CD). There are daily deployments. New functionality becomes available whenever the corresponding product owners toggle it on.

Information regarding the newly released functionality is available in the [What's New](#) section in SAP Help Portal.

### **How does SAP Cloud ALM communicate with the managed system? Does it use Remote Function Calls (RFC)?**

No. SAP Cloud ALM does not use RFCs for communication. It uses web communication, based on REST APIs. It supports mainly push communication. Pull communication is available for operations as well.

### **Can this tool be accessed from SAP S/4HANA Cloud Fiori launchpad?**

SAP Cloud ALM is an own tenant. Users can create a link in their SAP S/4HANA Cloud launchpad to access SAP Cloud ALM from there.

### **Is SAP Cloud ALM offered as a public or a private cloud solution?**

SAP Cloud ALM is a service in the public cloud. It is not available in a private cloud. But it can support private cloud services and on-premise products as well.

### **Is there a maximum number of cloud tenants and on-prem systems that can be connected to SAP Cloud ALM?**

There is no limit for the number of cloud tenants and on-premise systems to be connected to SAP Cloud ALM.

### **Are SAP Cloud ALM for implementation, SAP Cloud ALM for operations, and SAP Cloud ALM for Service in the same launch pad or are there different ones?**

The capabilities of SAP Cloud ALM for implementation, operations, and service can be accessed via one central launchpad. If required, it is easy to adapt the launchpad for individual users.

### **What are the cyber security precautions taken care in SAP Cloud ALM? Is there any specific blog to check the security aspects taken care with regards to SAP Cloud ALM?**

Please refer to the [SAP Cloud ALM Security Guide](#) for details.

### **Which options do customers have if external or internal restrictions apply for them regarding the usage of Cloud?**

If there are restrictions that prevent a customer from using a cloud-based ALM platform, SAP Solution Manager and SAP Focused Run are on-premise alternatives.

### **In which data centers does SAP offer SAP Cloud ALM?**

When requesting an SAP Cloud ALM tenant, customers can select their preferred data center location. Please refer to the [technical information](#) on the SAP Cloud ALM homepage for more information regarding SAP Cloud ALM data center locations.

### **How to start with SAP Cloud ALM?**

Please refer to [How to get started with SAP Cloud ALM](#) to learn about requesting SAP Cloud and doing the basic configuration.

## **Onboarding**

### **How can I request an SAP Cloud ALM tenant?**

SAP Cloud ALM is available for customers with SAP Cloud Service subscriptions or SAP Enterprise Support. They can request access to SAP Cloud ALM. You need to go to Systems & Provisioning in [SAP for Me](#) to start the provisioning (see [documentation](#)).

### **How many "free" users can we have in our SAP Cloud ALM tenant?**

There is no limitation on the number of users in the SAP Cloud ALM [usage rights](#).

### **How can I get guidance on how to onboard SAP Cloud ALM?**

There is a mission [Onboarding and First Steps to SAP Cloud ALM](#) in SAP Discovery Center.

### **I have an S-user id for SAP for Me. Can I use this S-user, or do I need a separate S-user for requesting SAP Cloud ALM?**

You can use your existing S-user for requesting the SAP Cloud ALM tenant of your customer number if

- the customer is entitled to use SAP Cloud ALM
- the S-user is assigned to the customer number
- the S-user has the required authorization

See the [Setup and Administration guide](#) for details.

### **Where can I find help if I have trouble with the set-up and administration of SAP Cloud ALM?**

Please refer to the [troubleshooting and FAQ](#) section of the SAP Cloud ALM setup and administration guide.

### **What about existing SAP S/4HANA Cloud customers? Can they also request SAP Cloud ALM? Or is it only available for new customers starting their projects?**

All customers with SAP Cloud Service subscription (e.g., SAP S/4HANA Cloud) can request SAP Cloud ALM. This includes customers that have subscribed for the cloud service SAP S/4HANA Cloud already earlier.

**We currently have two separate global accounts in SAP Business Technology Platform (BTP): One for SAP Cloud ALM and the other for all other services in BTP (application development, CPI, etc.). Is it possible to move the SAP Cloud ALM sub-account into the other global account so that we have only one global account?**

No, this cannot be done. SAP Cloud ALM always needs an own global account. A global account in SAP BTP is the realization of a contract you made with SAP. When you have requested your SAP Cloud ALM tenant, you have signed the order form. From the legal point of view, this is a separate contract and requires a separate global account.

### **Where can I find documentation on SAP Cloud ALM, like user guide, admin guide, etc.?**

Documentation is available in [SAP Help Portal](#).

### **Where can I find SAP Cloud ALM training material?**

Please kindly refer to our SAP Cloud ALM [learning portal](#) for the training material. This is the one-stop destination for all your learning needs.

### **Where can I find information on how to configure SAP Cloud ALM capabilities?**

For information regarding SAP Cloud ALM configuration, please refer to the [Setup and Administration](#) guide and to the SAP Cloud ALM expert portals for [Implementation](#), for [Operations](#), and for [Service](#).

### **Do we have a demo system for SAP Cloud ALM?**

Yes, there is a [public demo system](#) accessible via SAP Support Portal.

## **Administration**

### **How can users be onboarded to SAP Cloud ALM?**

Please refer to the [Required Setup for SAP Cloud ALM](#) section of the Setup and Administration for SAP Cloud ALM guide.

### **How can I as administrator set up additional SAP Cloud ALM administrators?**

Please refer to [SAP Note 3248116](#).

### **How does SAP Cloud ALM connect to managed systems?**

See [Setup Managed Services / Systems](#) for details.

### **Do we need to install SAP Solution Manager diagnostic agents on the managed systems for monitoring?**

No, SAP Cloud ALM does not use agents to communicate with managed systems.

### **How can non-SAP systems be connected to SAP Cloud ALM? There is no ST\_PI available for non-SAP.**

Non-SAP systems can be integrated with SAP Cloud ALM via APIs. For API specifications, please refer to the [SAP Business Accelerator Hub](#).

## **Technical Setup**

### **Is the SAP Cloud ALM backend built with ABAP?**

No. It is built in Java in conjunction with the Cloud Application Programming (CAP) model as application foundation. SAP HANA Cloud is used as persistency layer.

### **Is SAP Cloud ALM an application running on SAP Business Technology Platform?**

Yes, SAP Cloud ALM is built on the SAP Business Technology Platform. But it is not part of the platform. It is an application on top of the platform. It has its own commercialization as part of maintenance and subscription.

### **What technology stack does SAP Cloud ALM run on?**

SAP Cloud ALM is based on micro services in the Cloud Foundry environment of SAP Business Technology Platform.

### **On which hyperscalers in which region is SAP Cloud ALM available?**

See [SAP Trust Center](#) for details.

### **Is SAP Cloud ALM available in a Sovereign Cloud environment?**

Currently, SAP Cloud ALM is not available in a Sovereign Cloud environment. This is planned by SAP. An overview can be found under [Technical Information](#) at the SAP Cloud ALM homepage.

Nevertheless, there is no clear timeline for this. Therefore, customers which require an application lifecycle management solution can continue using SAP Solution Manager (which is available in [NS2](#) for example) to

implement and operate their solution. They will be able to transition to SAP Cloud ALM when a Sovereign Cloud offering is available in their region and based on their own schedule.

More information about using SAP Solution Manager beyond the end of mainstream maintenance can be found [here](#).

#### ***Is it possible to get multiple SAP Cloud ALM tenants for the same customer number?***

Entitled customers can get one SAP Cloud ALM tenant per customer number free of charge. If they require more SAP Cloud ALM tenants or additional resources for their existing SAP Cloud ALM tenant, they can subscribe for an [SAP Cloud ALM, tenant extension](#).

#### ***How does the SAP Business Accelerator Hub model work in enabling SAP Cloud ALM in the customer landscape?***

The open APIs of SAP Cloud ALM are published in SAP Business Accelerator Hub. Customers and 3rd-party tool providers can use this information to integrate their software with SAP Cloud ALM via these interfaces.

#### ***Is the SAP Business Accelerator Hub used by SAP Cloud ALM the same as [api.sap.com](#), or is it a different API hub?***

Yes, this is the central API hub of SAP. You can find more information in the [API Guide for SAP Cloud ALM](#).

#### ***How does SAP ensure that only the customer can use the APIs of its tenant and no externals?***

Please refer to the security information in the [SAP Cloud ALM Setup and Administration](#) guide and the [SAP API Management](#) guide. Specifications of the individual SAP Cloud ALM APIs are available in the [SAP Business Accelerator Hub](#).

#### ***Which service level does SAP provide for SAP Cloud ALM?***

SAP Cloud ALM is a public cloud service offered by SAP. Therefore, the general **Service Level Agreement for Cloud Services** apply. You can find details of the agreement in different languages in [SAP Trust Center](#).

#### ***Is there a backup for SAP Cloud ALM?***

The SAP HANA database of SAP Cloud ALM is regularly backed up. However, tenant-specific data recovery is not available for the time being.

#### ***What are the High Availability options for SAP Cloud ALM?***

Currently, SAP Cloud ALM does not offer high-availability mode.

#### ***Is it possible to restore services based on a different region?***

No, this is not supported.

## **Implementation**

#### ***Which SAP cloud solutions are supported by SAP Cloud ALM for implementation?***

Please browse the list of [supported solutions](#).

**We have SAP S/4HANA on premise and the different SAP SaaS products. Can we implement e.g., SAP Ariba or SAP SuccessFactors with SAP Cloud ALM?**

Yes, SAP Cloud ALM supports the implementation of SaaS products like SAP SuccessFactors or SAP Ariba as well.

**Does SAP Cloud ALM support Agile implementations?**

Yes, agile implementation projects can be supported by SAP Cloud ALM for implementation.

**Does SAP Cloud ALM support the conversion to SAP S/4HANA Cloud?**

Yes, SAP Cloud ALM supports all types of implementation and change projects, including the conversion from ECC to SAP S/4HANA Cloud, private edition. Please refer to [SAP Cloud ALM for Implementation](#) and [lean selective data transition](#) for details.

**Can we use SAP Cloud ALM for implementation without partners?**

SAP Cloud ALM provides implementation methodologies and tools. With this, you get a better understanding and transparency. It is up to you to decide if you need a partner or not.

**Can SAP Cloud ALM be used by customers in regulated environments?**

Customers that are aiming to implement SAP Cloud ALM in regulated environments should assess SAP Cloud ALM capabilities regarding their criticality for their regulated business processes. From our experience, working with regulated customers, capabilities of SAP Cloud ALM for operations, SAP Cloud ALM for service, or SAP Business Transformation Center are not critical to regulated business processes for most of these customers. Based on this assessment they see those capabilities as usable out-of-the-box, even in regulated environments. The same applies for the use of SAP Cloud ALM in small, non-regulated implementation projects.

Regarding the use for critical regulated business processes: Relevant technical and operational information is summarized in the [SAP Cloud ALM Compliance Whitepaper](#).

Regulated Customers may use SAP Cloud ALM and integrate tools that support Computer System Validation (CSV) processes via APIS in implementation projects, where implementing Cloud Services is challenging for regulated customers. Different partner tool solutions are available in SAP Store.

In addition, SAP sponsors design and functionality work groups where customers can participate and influence future developments.

**How can I get to the SAP Cloud ALM for implementation expert portal?**

Just follow this link to the [expert portal](#).

**Is there a plan to add digital signatures functionality in SAP Cloud ALM for release management, process management, and ChaRM workflows?**

Since we plan to leverage the SAP Business Technology Platform Workflow Service, we are thinking about incorporating electronic signatures there as well.

**Do you plan to provide a Solution Readiness Dashboard in SAP Cloud ALM, like the one in Focused Build of SAP Solution Manager?**

The project overview page of SAP Cloud ALM serves as a kind of Solution Readiness Dashboard.

## **Project / Task Management**

### ***Can multiple projects be supported?***

Yes, you can manage multiple projects with SAP Cloud ALM for implementation.

### ***Is it possible to create subprojects in SAP Cloud ALM?***

You can use the scope option to split the project or group the project tasks based on different criteria.

### ***Can the project timeline be changed during execution, or are there any restrictions with this?***

The project timelines are explicit assignments. You can change them during the project, if needed. It would adjust the timeline of related tasks then.

### ***Is there a mass change possibility for project tasks?***

Yes, this is possible.

### ***Do the tasks align with the delivered project plan, or can we create a project plan out of SAP Cloud ALM?***

The tasks are aligned with the tasks (roadmap) from SAP Activate. You can create individual task manually. And it is possible to integrate tasks from SAP Readiness Check, or via Excel upload.

### ***Can partner assets / accelerators be uploaded into SAP Cloud ALM for use in the project to complement SAP Activate accelerators?***

Partner assets and accelerators can either be integrated via APIs or referenced via hyperlinks.

### ***Does SAP Cloud ALM offer an SAP Activate implementation methodology for SAP S/4HANA Cloud, Private Edition?***

SAP Cloud ALM for implementation offers multiple SAP Activate methodologies as task templates for SAP S/4HANA Cloud.

## **Process Management**

### ***Is it possible to import "Best Practice" processes into SAP Cloud ALM?***

Yes. SAP Cloud ALM imports the Best Practice process models from the SAP enterprise architecture reference library. E.g., this includes SAP S/4HANA Cloud, SAP S/4HANA, SAP Success Factor, SAP Ariba, and more.

### ***Can we edit the business process BPMN flow diagram in Process Management capability?***

Yes, you can copy existing BPMN process flow diagrams (e.g., Best Practices) and edit them.

### ***Is it possible to handle SAP Best Practice activation through SAP Cloud ALM?***

SAP Cloud ALM does not activate SAP Best Practice itself. But it triggers the activation via a task in the implementation roadmap.

## Custom Code Management

### **How to manage ABAP Custom Code with SAP Cloud ALM?**

SAP has enhanced the [ABAP Development Tools](#) over time. You have better options for managing your custom code now within the development environment itself. Therefore, SAP Cloud ALM does not provide Custom Code Lifecycle Management functionality itself. The recommendation is to use the ABAP Development Tools as an alternative.

In addition, [Custom Code Analytics](#) is an application in SAP for Me that provides transparency on the custom code footprint of your ABAP systems and gives tool-based insights on quantity, code quality, complexity, and usage of your custom code. It uses automated Early Watch Alert (EWA) based data collection without needing to access your system directly.

The [ABAP Test Cockpit \(ATC\)](#) is part of the ABAP Platform for SAP S/4HANA Cloud. It is SAP's central quality assurance infrastructure for static functional, performance and security code checks. It bundles quality tools like syntax check, enhanced program check (SLIN), ABAP Unit, security checks, clean core checks and is extensible for custom checks. Use ATC to check the quality of your custom code and to find improvement options. ATC can also be used as a tool to achieve the smooth migration of ABAP code to SAP HANA and SAP S/4HANA by special SAP HANA and SAP S/4HANA checks. [ABAP Test Cockpit on SAP BTP](#) is the SAP recommended solution for the governance of clean core developments in SAP S/4HANA Cloud Private Edition and SAP S/4HANA.

Are you planning the transition from SAP ERP Central Component (ECC) to SAP S/4HANA Cloud, private edition? Then the SAP Fiori [Custom Code Migration](#) app might be beneficial for you as well. You can check if your existing custom code is ready for SAP S/4HANA and SAP BTP (Business Technology Platform). And it helps to find and remove obsolete code. This will help you to reduce costs for adapting and maintaining custom code significantly.

In today's dynamic world, global businesses must respond rapidly to ever-changing customer needs, evolving employee requirements, rising inflation and supply chain disruptions. The organizations need a flexible and efficient core environment for their business applications so they can adapt to innovation driven by faster moves to the cloud, agile business transformations and the leveraging of new, advanced technology platforms. This can be addressed by [Intelligent Custom Code Management](#) services.

## Test Management

### **Can we test both SAP and non-SAP systems with SAP Cloud ALM?**

You can use SAP Cloud ALM for manual testing, independent of if you want to test SAP or non-SAP systems. For test automation, you can use the test automation tool, which is part of SAP S/4HANA Cloud, public edition. Or you can use third-party test automation tools integrated with SAP Cloud ALM, like Tricentis Test Automation for SAP. However, the OEM version of Tricentis Test Automation for SAP is not entitled to be used for testing non-SAP systems.

### **Can we integrate test management of SAP Cloud ALM with on-prem solutions?**

Yes, SAP Cloud ALM can support systems from the cloud and on-premise.

### **Can 3rd-party testing tools be incorporated into SAP Cloud ALM?**

SAP Cloud ALM provides APIs that third-party test automation tools can implement to be integrated into SAP Cloud ALM. The integration depends on the tool provider.

**Can we categorize test cases into test cycles? E.g., some for system and integration testing (SIT) and some for user-acceptance test (UAT)?**

Yes. Test plans in SAP Cloud ALM allow to group test cases that are executed in specific test cycles, helping you run your testing activities in iterations. The assigned test cases can be reused in multiple test plans and thereby receive a dedicated execution context for each occurrence.

**Where do we capture evidence for test steps that are passed? Or is this possible for non-PASS status only?**

This can be done in the test executions section. We can also attach screenshots for both passed and non-passed status.

**Can we integrate SAP Cloud ALM with any test automation tool?**

Yes, SAP Cloud ALM offers an API to integrate test automation tools.

**Does SAP Cloud ALM support all types of automation/regression testing for cloud implementation projects?**

Yes. SAP Cloud ALM integrates several test automation tools. As of today, it supports the test automation tool for SAP S/4 HANA Cloud and Tricentis Test Automation for SAP integrated with SAP Cloud ALM. The test automation tool for SAP S/4 HANA Cloud supports fully regression testing for SAP S/4 HANA Cloud. Tricentis Test Automation for SAP integrated with SAP Cloud ALM supports all other SAP products for automated testing and regression testing as well. Tricentis Test Automation for SAP integrated with SAP Cloud ALM allows to perform automated testing for ALL SAP Products. Currently only browser-based applications are supported, but the support for SAP GUI will be added in the near future.

## Change & Deploy

**Does SAP Cloud ALM support Change Request Management-like functionality?**

SAP Cloud ALM provides a light version of Change Request Management (ChaRM)-like functionality: Approve requirements > create project tasks > create features > assign transports to features > deploy transports assigned to a feature. And SAP Cloud ALM offers some consistency checks already, like downgrade protection, or cross-reference checks. But it does not provide all consistency checks known from SAP Solution Manager yet.

**Can we use Change & Deploy in SAP Cloud ALM for on-prem systems?**

Change & Deploy in SAP Cloud ALM supports the ABAP Change and Transport System (CTS), Cloud TMS, and the Adaptation Transport Organizer (ATO).

**Are there any products (like SAP SuccessFactors or SAP ARIBA) supported already by Change & Deploy of SAP Cloud ALM?**

Not from a transport management perspective. The Cloud TMS framework is supported already. However, Cloud TMS does not manage the changes in SAP SuccessFactors or SAP ARIBA yet. This is planned in the future. Please refer to the list of [content types](#) supported by Cloud TMS for details.

**Can we integrate non-ABAP systems like JAVA/PI? If yes, which Change and Transport System (CTS) will be used as we have CTS for on-premise and private cloud and Cloud CTS for public cloud? Do we have similar CTS for JAVA / PI systems?**

CTS+ transports can be supported by SAP Cloud ALM if the transports are managed by the domain controller of the connected system.

**Can we integrate the Change & Deploy capability with Service Now?**

There are open APIs available to integrate with Requirement & Task Management.

**What happens if a new requirement as part of the process does not get approved?**

You can send it back for reworking if any info is missing. Or you can reject it if you do not want to proceed with that requirement.

**Do we have mail notification functionality in change management in SAP Cloud ALM?**

Not yet. But this is planned on our road map.

**Do we have Transport of Copies functionality in SAP Cloud ALM?**

Yes, you can transport your software changes to the test system without having to transport them automatically to other systems in your transport track. The objects are transported with the version they have in the current SAP Cloud ALM system. The original location of the objects remains unchanged.

You can copy only non-empty transport requests in status 'Modifiable' where all tasks are released. For each selected transport request, a transport of copies is created, released, and deployed to the target system.

## Operations

**Without SAP Cloud ALM, how can we monitor the SAP Cloud for Customer (C4C) implemented processes?**

Without SAP Cloud ALM, you must use the native monitoring support of the individual components involved. This way, there is no central point of access for monitoring the end-to-end process flow.

**What is the value of SAP Cloud ALM compared to the existing monitoring functionality of the individual cloud products?**

SAP Cloud ALM adds value by providing end to end monitoring, not limited to a single product.

**Can I extract the info from monitoring capabilities for further processing externally?**

SAP provides open interfaces to give third-party tools access to SAP Cloud ALM monitoring data.

**Can SAP Cloud ALM monitor cloud extensions built on SAP BTP?**

Yes, SAP Cloud ALM is a central monitoring platform for the entire solution landscape, including custom apps and extensions built on SAP BTP. This helps e.g., to locate process disruptions, to identify communication issues between SAP applications and custom applications or extensions built on SAP BTP, or to check the performance of the extensions. Please refer to the [SAP Cloud ALM for operations overview](#) for details.

**With SAP Cloud ALM supporting on-premise systems, does this mean we do not need SAP Solution Manager for operations in the future?**

It depends on your requirements regarding the operations platform. Many customers switch from SAP Solution Manager to SAP Cloud ALM if all requirements (regarding both functional scope and supported products) are fulfilled by SAP Cloud ALM.

**SAP Cloud ALM monitoring without agents - does this apply for Java instances as well?**

Monitoring of Java applications is currently not supported by SAP Cloud ALM.

**Once an event reaches a threshold, it might create an alert. Is this alert created once, or is it created multiple times? And will it be closed automatically, once the value comes below the threshold?**

The alert is raised once and will remain open until it is manually confirmed (or if you have a workflow configured for it). Alerts will not be closed automatically if they fall below the threshold for not losing the history.

**Is the integration of ServiceNow possible for monitoring alerts?**

Yes, the integration with External Ticket Systems (like ServiceNow) is supported. See the SAP Cloud ALM for operations [expert portal](#) for details.

**Can we monitor non-SAP applications in SAP Cloud ALM?**

Yes, it is possible to integrate non-SAP data providers via [OpenTelemetry](#).

**Are email notifications possible for monitoring alerts in SAP Cloud ALM?**

Yes, this is possible.

**Does SAP Cloud ALM store the original data or only the statistics?**

The raw data is kept for a certain period e.g., two weeks. After this, SAP Cloud ALM keeps only the aggregates. The intent is to keep data which isn't relevant anymore (e.g., finalized message flows) for a shorter period and to keep relevant data (e.g., artefacts for broken message flows) for a longer period. You have the possibility to configure the "Housekeeping".

**Is data encrypted when being transferred to SAP Cloud ALM from managed cloud systems?**

Yes.

**How to configure alerts for the monitoring use cases of SAP Cloud ALM for operations?**

Please refer to the SAP Cloud ALM for operations [expert portal](#). There you can find Setup & Configuration information as well as how-to videos for the different use cases.

**Will SAP Cloud ALM have all features of Focused RUN in the future?**

No, they are meant for different customer segments. SAP Focused Run is intended for service providers and hybrid high-end customers with significant on-prem footprint. SAP Cloud ALM is intended for cloud-centric customers with small on-prem footprint. But many features are included in both offerings.

### **Does SAP Cloud ALM provide Data Volume Management functionality?**

No. It is not planned yet to support Data Volume Management in SAP Cloud ALM. This is because it is more an on-premise centric use case. You can use the SAP DVM Dashboard in SAP for ME instead.

### **How can I get to the SAP Cloud ALM for Operations expert portal?**

Just follow this link to the [expert portal](#).

## **Integration & Exception Monitoring**

### **Which SAP cloud solutions are supported by Integration Monitoring of SAP Cloud ALM?**

Please refer to the availability information in the [Setup and Administration Guide](#).

### **What happens when customers don't use Integration Monitoring? How do customers recognize issues and solve them alternatively?**

Without Integration Monitoring, customers would have to investigate the individual monitoring tools and logs of all involved components separately.

### **Can Integration Monitoring in SAP Cloud ALM for Operations also cover integration between Cloud (SaaS) and On-Premise Solutions (e.g., ERP on premise) so supporting integration monitoring in a hybrid landscape?**

Yes, Integration Monitoring in SAP Cloud ALM covers hybrid solutions as well.

### **Can you describe which use cases are currently available for LoB solutions of SAP (e.g., SAP SuccessFactors).**

Please refer to the availability information for [Integration & Exception Monitoring](#) in the SAP Cloud ALM for Operations expert portal.

### **What is the effort to configure integration monitoring?**

The effort for configuring integration monitoring is relatively low since no agent needs to be deployed on the managed systems. Please refer to the [monitoring setup guides](#) for more information.

### **Is it possible to track a sales order that is processed via IDoc coming from CRM/web to SAP S/4HANA on-premise?**

Yes.

### **Is Integration Monitoring and Exception Monitoring for SAP Business Technology Platform at iFlow level?**

Yes

### **Is Master-Data-Integration service able to use SAP Cloud ALM Integration Monitoring, so that master data distribution errors can be correlated?**

Yes, Integration & Exception Monitoring of SAP Cloud ALM supports SAP Master Data Integration.

## **Business Process Monitoring**

### **Which SAP cloud solutions are supported by Business Process Monitoring of SAP Cloud ALM?**

Please refer to the list of [supported solutions](#) and filter for the SAP Cloud ALM capability 'Business Process Monitoring'.

### **Which Key Performance Indicators (KPIs) are offered by Business Process Monitoring in SAP Cloud ALM?**

A list of supported KPIs is available in [SAP Cloud ALM for operations expert portal](#).

### **Can I have the monitoring dashboard by process (lead to cash, p2p, etc..) connected to ECC?**

Yes, the SAP Business Suite is a supported solution.

### **How is the Business Process Monitoring capability of SAP Cloud ALM positioned within the context of similar tools provided within SAP Solution Manager?**

Please see the blog post [Business Process Operations – SAP Cloud ALM or SAP Solution Manager?](#) for details.

### **What is the difference between Business Process Monitoring in SAP S/4HANA and SAP Cloud ALM? There are a lot of KPIs directly in S/4 and even better analytics.**

With Business Process Monitoring as part of SAP Cloud ALM, you can monitor the KPIs along the end-to-end processes across the entire system landscape and bring this together in ONE dashboard.

And you have the integrated alerting and operation automation capabilities to manage their business processes end-to-end.

### **Does Business Process Monitoring support SAP SuccessFactors?**

Yes, SAP SuccessFactors is a supported solution.

### **How much effort does it take to connect the SAP S/4HANA system and then maintain the KPIs? Is there a guide or recording around this?**

Please refer to the [setup guides](#) for this procedure.

### **What are the main differences between Business Process Monitoring in SAP Cloud ALM and SAP Signavio functionalities?**

Business Process Monitoring in SAP Cloud ALM is focusing on monitoring the current business process with KPIs to ensure business continuity. SAP Signavio is more focusing on the improvement of the business processes. Both solutions are using the same data source and for some KPIs the same data collector.

## **Real User Monitoring**

### **Can we use SAP Cloud ALM Real User Monitoring for on-premise systems?**

Yes, Real User Monitoring does support on-premise systems as well. Please check the [expert portal](#) for actual information regarding supported products.

**What are the prerequisites to use SAP Cloud ALM Real User Monitoring for on-premise systems? Can it be used for Systems in AWS or GCP as well?**

Please check the [configuration information](#). This is independent of whether the system is running in your own on-premise data center or on a hyperscaler.

**What are the benefits of SAP Cloud ALM Real User Monitoring over SAP Solution Manager Real User Monitoring?**

SAP Solution Manager is not offering Real User Monitoring capabilities.

## Job Monitoring

**How does the segregation of job runs happen, based on the Message ID and Numbers?**

The related job executions share the same job definition ID. Every job execution has a unique run ID. The jump-in to local monitor of the Managed Service is achieved through this uniqueness.

## System / Health Monitoring

**Is System Monitoring functionality available in SAP Cloud ALM?**

SAP Cloud ALM for Operations provides Health Monitoring, which is like System Monitoring. But it is not full-blown System Monitoring.

**Does SAP Cloud ALM support system monitoring to check for things like ST22, dialog work processes, or batch work processes?**

You can use Health Monitoring in SAP Cloud ALM to check the health of your monitored cloud service and technical systems from an application and customer perspective. Technical metrics are collected on a regular basis and can be used to calculate the overall health of the monitored object.

Please check out for the supported [health-monitoring content](#).

## Services

**Is it possible to raise SAP support cases from SAP Cloud ALM?**

Yes, you have direct access to the built-in support via the corresponding icon on the upper right side on the SAP Cloud ALM UI

**Is System Recommendations functionality part of SAP Cloud ALM?**

System Recommendations are not part of SAP Cloud ALM. They are provided by the System Assistant. This is part of the Maintenance Planner in SAP for Me.

**SAP Cloud ALM does not include Software Download Center, Maintenance Planner, or SAP EarlyWatch. What can I use instead?**

The mentioned functions are available as cloud services in SAP for Me. You do not need SAP Solution Manager or SAP Cloud ALM to use them.

### **Are SAP EarlyWatch Alert (EWA) reports supported in SAP Cloud ALM?**

SAP offers a cloud-based app [SAP EarlyWatch Alert Workspace](#) since 2017. This app offers more information than the traditional SAP EarlyWatch Alert (EWA) report:

- A landscape summary with the top systems by user and database size
- An alert list with aggregated and prioritized alerts, powered by the SAP Hana text search and solution finder
- Dashboards per systems to identify serious bottlenecks and critical long-term trends
- Predictive alerts powered by the SAP HANA Predictive Alert Library
- Security risks per landscape

Therefore, SAP has decided not to implement the traditional EWA report in SAP Cloud ALM but to guide customers directly to the EWA Workspace.

### **Can I create follow-up task from EWA in SAP Cloud ALM?**

The Issues and Actions Management app in SAP Cloud ALM for service allows you to resolve all issues identified during service deliveries efficiently by providing:

- An overview of all issues identified during service deliveries, including recommended actions
- The assignment of tasks to responsible persons
- Tracking of the issue resolution status

Issues and Actions Management does not support EWA yet.

### **Are there plans to introduce Data Volume Management (DVM) in SAP Cloud ALM?**

SAP is changing the way it delivers support self-services to customers. Formerly, latest service content has been made available via the import of add-ons to SAP solutions. A big disadvantage of this approach is that the latest content is often not available at the customer automatically when executing self-services. It must be deployed on the systems first before using the self-service.

Now, SAP provides the service content as cloud services to become independent of special applications and software versions. Due to this trend, corresponding functionality is not included in SAP Cloud ALM. This applies to DVM as well. There is a [DVM app](#) in SAP for Me to determine your data reduction potential.

### **Is the connection between SAP Cloud ALM and external ticket systems (like ServiceNow) bi-directional, or is it one way only?**

The integration of SAP Cloud ALM to external ticket systems is always bi-directional. Status updates are required from the ticket system back to SAP Cloud ALM.

## **Tool Integration**

### **Does SAP Cloud ALM support non-SAP products, which are integrated to SAP?**

Yes, SAP Cloud ALM provides multiple APIs to be used for integrating non-SAP products. Look at the available APIs in [SAP Business Accelerator Hub](#).

### **Is there any integration with SAP Central Business Configuration (CBC)?**

Yes, an integration of SAP Cloud ALM and SAP Central Business Configuration is available.

### **Does SAP Cloud ALM allow to import customer's own existing process diagrams?**

Yes, SAP Cloud ALM provides APIs for custom processes.

### **Test automation is embedded in SAP S/4HANA Cloud. Why should I use Tricentis Test Automation for SAP integrated with SAP Cloud ALM instead?**

SAP Cloud ALM integrates both tools, the test automation from SAP S/4HANA Cloud, public edition, and Tricentis Test Automation. Tricentis automates other cloud products (SAP SuccessFactors, SAP Ariba, SAP Concur), which cannot be done with the SAP S/4HANA Cloud test automation tool. This provides a fantastic opportunity to you. But no one is forced to use it.

## **Partner**

### **Is it already possible for SAP partners to have an own SAP Cloud ALM tenant to be used before we set it up in the customer cloud?**

SAP PartnerEdge offers test and demo licenses. SAP Enterprise Support, cloud editions is included. And this contains SAP Cloud ALM usage rights for demo purposes.

### **Can cloud operations partners use SAP Cloud ALM to manage cloud instances of their customers?**

SAP Cloud ALM is an end-customer product and not a partner product. We recommend using SAP Focused Run for their business.

# Relation SAP Cloud ALM and SAP Solution Manager

## **Can both SAP Cloud ALM and SAP Solution Manager support the same application at the same time?**

Yes, this is possible. A typical use case is to use SAP Cloud ALM for operating the application while using SAP Solution Manager for running projects in parallel. But be aware: There should be a clear separation of duties. For example: Managing deployments for one application should not be done on both ALM platforms in parallel to avoid conflicts.

## **When will SAP Cloud ALM be a complete replacement for SAP Solution Manager such that the transition makes sense?**

The right time for transition from SAP Solution Manager to SAP Cloud ALM depends on multiple factors: When is functionality available? What are the requirements of your company? Which other projects are executed in parallel? ...

Therefore, there is no global answer to this question. Please refer to the [Transition Center](#) and the SAP Cloud ALM [product road map](#) for further details.

## **Is SAP Cloud ALM the successor of SAP Solution Manager? Will it replace it later?**

No. SAP Cloud ALM is not a legal successor of SAP Solution Manager. It is an alternative ALM solution, which is independent and completely separated from SAP Solution Manager. Customers with an on-premise maintenance contract have perpetual usage rights for SAP Solution Manager. After 2027, SAP Solution Manager maintenance mode will just switch to extended maintenance or customer-specific maintenance.

## **Is SAP Cloud ALM SAP Solution Manager in the cloud?**

No. SAP Cloud ALM is a brand-new SAP offering for the cloud and in the cloud. It is neither an add-on to SAP Solution Manager nor an SAP Solution Manager deployed in the cloud. The focus is on different customers, mainly cloud-only, cloud-first and cloud-centric customers. It provides those ALM functions that are required in the cloud. And it has the goal to manage the life cycle of the [SAP Business Suite](#). It is even based on a completely different technology stack: SAP Business Technology Platform instead of SAP NetWeaver. And it is developed not in ABAP but in Java programming language.

## **What is the relationship between SAP Cloud ALM and SAP Solution Manager?**

SAP Cloud ALM and SAP Solution Manager are separate strategic ALM offerings from SAP.

## **Is there an integration between SAP Cloud ALM and SAP Solution Manager?**

In general, there should be only one central ALM platform on corporate level – either SAP Solution Manager or SAP Cloud ALM. Ideally all implementation projects of a company and the operations are carried out on that central corporate ALM platform.

During the transition phase, SAP Solution Manager and SAP Cloud ALM can run in parallel. E.g.: You can use SAP Cloud ALM for operations and service delivery already while using SAP Solution Manager still for implementation projects. However, there is no integration between SAP Cloud ALM and SAP Solution Manager.

## **What are the plans of SAP regarding SAP Solution Manager Component-Based Test Automation (CBTA), and Tricentis Test Automation for SAP integrated with SAP Cloud ALM?**

Regarding Test Automation, the plan relies on the following main components:

- Tricentis Test Automation for SAP (contained as OEM in SAP Enterprise Support and SAP Cloud service subscriptions)
- Test Automation in SAP Cloud ALM, public edition
- APIs in SAP Business Accelerator Hub

## Difference

**SAP Cloud ALM supports cloud and on-premise solutions, same as SAP Solution Manager. What is the difference?**

There is no functional parity between SAP Cloud ALM and SAP Solution Manager. They are alternative ALM solutions. SAP Cloud ALM provides standardized ALM processes with the focus on requirements of cloud-centric and hybrid customers. SAP Solution Manager supports customer-individual ALM processes for on-premise and hybrid solutions.

**What are the functional differences between SAP Solution Manager and SAP Cloud ALM?**

There is no feature parity of SAP Solution Manager and SAP Cloud ALM. A functional comparison is available for [Implementation](#) and [Operations](#) at the [Transition Center](#) in SAP Service Marketplace.

**In a hybrid scenario, would you recommend SAP Cloud ALM, SAP Solution Manager (incl. Focused Build), or SAP Focused Run?**

SAP Cloud ALM and SAP Solution Manager both support hybrid landscapes. However, they have different customer groups in focus.

- SAP Solution Manager is an on-premise ALM solution focusing on customers with on-premise and hybrid SAP solutions. Customers can select ALM functions they require and configure them individually.
- SAP Cloud ALM is a cloud-based ALM solution focusing on cloud and hybrid customers. Smaller on-premise-only landscapes can be supported as well. SAP Cloud ALM provides standardized ALM processes.
- SAP Focused Run is a powerful on-premise solution for service providers and customers with advanced needs regarding system management, user monitoring, integration monitoring, and configuration and security analytics.

Both SAP Cloud ALM and SAP Solution Manager can collaborate with SAP Focused Run.

**Does SAP Cloud ALM offer the same functional scope as SAP Solution Manager, just in the cloud instead of on-premise?**

No. SAP does not intend to achieve feature parity of SAP Cloud ALM and SAP Solution Manager: SAP Cloud ALM focuses on cloud centric customers; SAP Solution Manager on on-premise centric customers. Both groups have slightly different ALM expectations and requirements.

**How does user management differ in SAP Cloud ALM and SAP Solution Manager?**

In SAP Solution Manager, you create your own roles. And you maintain user identities and role assignments within the system, like in all other ABAP systems.

In SAP Cloud ALM, the user identities are maintained in an Identity Provider (IDP) outside of SAP Cloud ALM. The IDP is a central component that is used for other Cloud Applications as well. You only need to maintain the assignment of the users to the predefined, ready-to-use role collections inside SAP Cloud ALM.

### **What are key criteria to decide whether to use SAP Solution Manager or SAP Cloud ALM?**

SAP Cloud ALM is positioned as go-to ALM solution. The functional scope is comparable in many areas. And using SAP Cloud ALM is much more favorable from the cost perspective. Customers do not need to take care of hardware investments, technical operations and maintenance of the system, and maintenance of agents used for connecting to the managed systems or tenants. And customers without an on-premise SAP maintenance agreement have no SAP Solution Manager usage rights.

However, there are cases where the functionality of SAP Cloud ALM for implementation is not sufficient for a customer:

- Regulatory compliance and Data Privacy requirements might apply that SAP Cloud ALM cannot support currently (e.g. NS2, GxP, FDA).
- The customer has complex system landscapes that SAP Cloud ALM cannot support today (e.g.: dual landscape maintenance, retrofit)
- Strong governance of the implementation project is required.
- The customer needs other functionality urgently, which is available in SAP Solution Manager but not in SAP Cloud ALM or an integrated tool. See the [Transition Center](#) for details.

In these cases, SAP recommends using SAP Solution Manager as ALM platform. A switch to SAP Cloud ALM can be done later after the required features have become available. And it is possible to use SAP Cloud ALM for operations and service already even if you use SAP Solution Manager for implementation.

### **What is the difference between SAP Cloud ALM and Focused Build?**

From the technical point of view, Focused Build is an add-on for SAP Solution Manager, whereas SAP Cloud ALM is an independent cloud service on SAP Business Technology Platform. It does not rely on any other application.

From the functional point of view, both SAP Cloud ALM and SAP Solution Manager with Focused Build care about the implementation and operations of SAP business applications. However, the implementation approach differs significantly. SAP Cloud ALM focuses on the fit-to-standard approach. Focused Build for SAP Solution Manager is pre-configured to run projects based on fit-gap analyzes.

### **We are currently using Focused Build and Jira for planning. What about SAP Cloud ALM? Is it possible to use this instead of Focused Build and Jira functionalities (Backlog + Board)?**

The focus of SAP Cloud ALM is on the fit-to-standard approach, whereas Focused Build has been designed for fit-to-gap. Agile implementations are supported by SAP Cloud ALM as well. The integration of Jira can be done via an open API.

### **Can you compare the efficiency of monitoring setup between SAP Solution Manager and SAP Cloud ALM?**

From the setup perspective, the effort to assign a cloud service or an ABAP-based on-prem system to SAP Cloud ALM is much easier compared to SAP Solution Manager. And you do not need to set up and maintain agents for communication between the systems. The data collection starts after establishing the connectivity. Please access the [SAP Cloud ALM Expert Portal for Operations](#) for details regarding the configuration of the individual use cases.

## **Transition from SAP Solution Manager**

### **Can I upgrade from SAP Solution Manager 7.2 to SAP Cloud ALM?**

No. SAP Cloud ALM is a standalone product, separate from SAP Solution Manager. There is no upgrade path.

**Can I migrate existing data from SAP Solution Manager to SAP Cloud ALM?**

This is possible for some data already today. Please refer to the [Transition Center](#) for details. Further data transfer options are planned.

**How does SAP support the move from SAP Solution Manager 7.2 to SAP Cloud ALM?**

SAP provides various offerings to support the transition from SAP Solution Manager to SAP Cloud ALM (entries marked with \* are planned to be provided in the future):

- Readiness Check for SAP Cloud ALM
- Transition Methodology to SAP Cloud ALM
- Roadmap and Implementation Services
- Tools for selected data transfer of solution documentation and test cases\*
- APIs for data transfer and 3rd-party integration
- Guidance for typical customer situations

Details are available at [Transition to SAP Cloud ALM](#) in SAP Support Portal.

**I am using the service desk in SAP Solution Manager extensively. How do I move to SAP Cloud ALM, which offers no service desk?**

SAP Cloud ALM does not include an IT Service Desk. But you can integrate SAP Cloud ALM with 3rd-party service desk solutions via generic APIs.

**Can I transfer users, roles, authorizations ... from SAP Solution Manager to SAP Cloud ALM?**

No.

**If I want to move from SAP Solution Manager to SAP Cloud ALM (...since it is public cloud...): Will my transactional data, which I have in SAP Solution Manager, be available in SAP Cloud ALM in the public cloud too?**

Due to the lack of feature parity, it will not be possible to transfer all transactional data from SAP Solution Manager to SAP Cloud ALM. Only selective data transfer is planned.

**Will it be possible to transfer CBTA test scripts to SAP Cloud ALM and Tricentis Test Automation for SAP?**

No, this is not on the product road map currently.

**We use the central License Administration Workbench (LAW) on SAP Solution Manager, including the integration with all productive systems. Will this functionality be available in SAP Cloud ALM as well?**

LAW is not a functionality of SAP Solution Manager but of the underlying SAP NetWeaver AS ABAP. It is not available in SAP Cloud ALM. But you can use it on any other ABAP-based system in your system landscape instead.

**We plan the transformation from SAP ECC to SAP S/4HANA. When is the best time for transitioning from SAP Solution Manager to SAP Cloud ALM?**

We recommend for ongoing transformation projects to stay on SAP Solution Manager as ALM platform. The recommendation for new projects is to evaluate SAP Cloud ALM. The available functionality is sufficient

already for many customers. If you use expert functions like dual-landscape maintenance or retrofit, then SAP Solution Manager will remain the recommendation until this functionality is available on SAP Cloud ALM.

***Where can I find documentation or SAP Notes regarding the SAP Solution Manager Readiness Check?***

Please refer to the [Transition Center](#) in SAP Support Portal.

***We are currently using SAP Solution Manager for technical monitoring. Can we also set up and use SAP Cloud ALM in parallel while we transition to SAP Cloud ALM?***

Yes, you can run SAP Solution Manager and SAP Cloud ALM side-by-side during your transition.

## Others

### **What is Tricentis Test Automation for SAP?**

Tricentis Test Automation for SAP is a term used to represent the test automation offerings which SAP provides to its customers as part of their SAP Enterprise Support contracts (more details on this can be found on this page [support.sap.com/en/alm/partners/test-automation.html](https://support.sap.com/en/alm/partners/test-automation.html)).

In fact, it comprises 2 different offerings:

- One that integrates with SAP Solution Manager, and which is based on the Tricentis product called ‘Tosca’. We refer to this offering as **‘Tricentis Test Automation for SAP integrated with SAP Solution Manager’**.
- Another one that integrates with SAP Cloud ALM. It is based on the cloud product called ‘Tricentis Test Automation’. We refer to this one as **‘Tricentis Test Automation for SAP integrated with SAP Cloud ALM’**.

Both offerings rely on different products. They are totally different. But they have a consistent approach. Both are “downgraded” versions of the reseller product from SAP. The foundational features are available in the SAP Enterprise Support offerings and the advanced features for test automation are part of the reseller products.

### **What is Tricentis Test Automation?**

Tricentis Test Automation is the official product name from Tricentis for their new cloud-based product for test automation. Tricentis Test Automation for SAP represents the offerings from SAP for their customers under SAP Enterprise Support contracts (more details can be found here: [support.sap.com/en/alm/partners/test-automation.html](https://support.sap.com/en/alm/partners/test-automation.html)).

### **What are the exact offerings from SAP and Tricentis for test automation?**

There are 2 distinct product lines for test automation and for each product line there is a reseller product available on the SAP price list and an offering from SAP which is granted as part of SAP Enterprise Support:

Based on the **‘Tricentis Tosca’** product line:

- Reseller product from SAP: ‘SAP Enterprise Continuous Testing by Tricentis’
- Offering granted as part of SAP Enterprise Support: ‘Tricentis Test Automation for SAP integrated with SAP Solution Manager’

Based on the **‘Tricentis Test Automation’** product line:

- Reseller product from SAP: ‘SAP Test Automation by Tricentis’
- Offering granted as part of SAP Enterprise Support: ‘Tricentis Test Automation for SAP integrated with SAP Cloud ALM’

### **What are the offerings from Tricentis available to customers with SAP Enterprise Support?**

There are 2 different offerings from SAP based on the Tricentis products for test automation:

- One which integrates with SAP Solution Manager, and which is based on the product from Tricentis called ‘Tosca’; we refer to this offering as **‘Tricentis Test Automation for SAP integrated with SAP Solution Manager’**.
- Another one which integrates with SAP Cloud ALM, and which is based on the cloud product called ‘Tricentis Test Automation’; we refer to this one as **‘Tricentis Test Automation for SAP integrated with SAP Cloud ALM’**.

Both offerings can be referred to as: '**Tricentis Test Automation for SAP**' (TTA for SAP).

***Why shall I use a 3rd-party tool when SAP provides all the functionality?***

You do not have to use a third-party tool. If you are satisfied with CBTA, there is no reason to stop using it. Nevertheless, Tricentis Test Automation for SAP provides a broader coverage in terms of SAP product (SuccessFactors, Ariba, Concur, C4C, ...).

If you have the need to automate these products, then the Tricentis Test Automation for SAP enables you to do this now as part of your SAP Enterprise Support contract. This partnership extends the already available offering without forcing you to adopt it.

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