ITM203 – Build Your Dashboards in SAP Solution Manager with Focused Insights
Speakers

Las Vegas, Sept 19 - 23
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Bangalore, October 5 - 7
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Barcelona, Nov 8 - 10
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Agenda

Overview Focused Insights for SAP Solution Manager
OCC Dashboard
Operation Dashboard
Tactical Dashboard
Service Level Report
Readiness Dashboard
Application Performance Dashboard
Strategic Dashboard
Overview

Focused Insights for SAP Solution Manager
Focused Insights for SAP Solution Manager

Build powerful customer-specific dashboards in minutes using state-of-the-art user experience.

Value added by methodology & tools

- Access to all metrics and KPIs in form of trends and statuses view.
- Cross-reporting for ICC and OCC use cases for IT and Business.
- Pre-packaged content based on SAP Best Practices.
Overview

SAP Focused Insights **unifies, aggregates** and **correlates** SAP Solution Manager’s metrics in single comprehensive views.

It offers **standard** and **best practices** content supporting multiple sources based on all SAP Solution Manager scenarios and areas for RunSAP and BuildSAP.

**SAP Focused Insights** is organized in three levels (Operation, Governance and Strategic) and packaged as **Dashboards Models**. A **model** is a pre-defined template corresponding to a best practice use-case (OCC, Monitoring, Tactical, …) that you configure to tailor your own needs.

Once deployed to your SAP Solution Manager, you can create multiple **instances** of any of the available dashboard model with specific configuration elements like metrics selection, thresholds, systems, time periods..

Once dashboard instances are configured and customized, **you** can **publish** them inside your organization via **URLs** managed by roles and authorizations.
SAP Focused Insights unifies, aggregates and correlates SAP Solution Manager’s metrics in single comprehensive views.

**Approach**

<table>
<thead>
<tr>
<th>Solution Manager Process</th>
<th>BI and Repository</th>
<th>KPIs</th>
<th>Dashboard</th>
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**Process**

<table>
<thead>
<tr>
<th>Portfolio Management</th>
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<td>Project Management</td>
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<tr>
<td>Test Management</td>
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<tr>
<td>Change Management</td>
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<td>Incident Management</td>
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<td>Event Management</td>
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<td>System Monitoring</td>
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<tr>
<td>Business Process Monitoring</td>
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<td>Custom Code Management</td>
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<tr>
<td>Security compliancy</td>
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<tr>
<td>Configuration Management</td>
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</tbody>
</table>

**SAP Solution Manager BI / Repository**

**Key Performance Indicators**

- System availability
- System Performance
- Hardware capacity
- Time to restore normal operation
- Quality of service
- Quality of custom code
- Quantity of custom code
- Number of changes
- Effort to test
- ….
Use Cases

SAP Focused Insights is organized in three levels (Operation, Governance and Strategic)

**Execution**
- Strategic
  - Dashboards for executives
  - Align IT organization with corporate strategy
  - Align business and IT organizations
  - Measure service performance and progresses
  - Communicate on organization’s strategic objectives

**Control**
- Governance
  - Dashboards for managers
  - Control solution status and trend against the forecasts
  - Comply with service level agreements
  - Correlate long term data
  - Monitor and identify early good and bad trends
  - Optimize the usage of resources

**Transparency**
- Operations
  - Dashboards for experts
  - Design custom specialized views
  - Build hierarchies and aggregated indicators
  - Jump-in to integrated SAP Solution Manager expert tools
SAP Focused Insights is packaged as **Dashboards Models**. pre-defined template corresponding to a best practice use-case.

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**Aggregation**

- **Monthly**
- **Weekly**
- **Daily**
- **On Event**

---

**Roles**

- **Customer**
- **Program Manager**
- **Service Manager**
- **Operation Manager**
- **SAP Basis**
- **OCC**
- **Operation**
- **Service Level Reporting**
- **Tactical**
- **Application Performance**
- **Readiness**
- **IT Scorecard**

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**Legend:**

- **Governance**
- **Operations**
- **Strategy**

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**Models**
Once dashboard instances are configured, you can **publish** them inside your organization via **URLs** managed by roles and authorizations.
Strategic level

IT Scorecard
• Align your organizations with strategic objectives.
• Measure services compliance and progress.

Application Performance
• Control performance and availability of SAP applications against predefined targets.
• Maintain an expected level of service.
Governance level

**Service Level Reporting**
- Check in real time your service level agreements for different time periods.
- Monitor various KPIs from best practice catalogs.

**Tactical**
- Access best practice reports for your KPIs.
- Control status and trends of your solutions.

**Readiness**
- Publish online your projects status.
- Track your progress against predefined targets.
Operations level

**Operation Control Center**
- Display and mix historical data with different granularities and time frames.
- Compose and publish cross scenario views.

**Operation**
- Build real time snapshots of your solutions status based on alerts and metrics rating.
- Design hierarchies based on your own organization, landscape or business processes.
OCC Dashboard

Focused Insights for SAP Solution Manager
OCC Dashboard

The **OCC Dashboard** Solution Manager provides real-time visibility on Application metrics and Business KPIs. It enables Administrators and Key users to grant teams with the correct level of access to relevant data.

The OCC Dashboards is used either as a **standalone** application or linked to the **Operation** and **Strategic** dashboards to provide all kinds of monitoring and reporting capabilities for your organization.

This dashboard is used to:
- Create single graph for KPIs monitoring.
- Unify and correlate different sources of data into a single chart.
- Assemble multiple different graphs into a dashboard application.
- Distribute dashboard based on users roles access
OCC Dashboard

- Dashboards Folder
- Add Dashboard
- Configuration
- Timeframe
- Refresh
- Zoom-in Gadget
- Gadgets
OCC Dashboard

Add/Remove Gadget

Edit Mode
Operation Dashboard

Focused Insights for SAP Solution Manager
Operation

The **Operation Dashboard** gives full transparency of all alerts defined in the **Alert Catalog** with their current status as well as the corresponding incidents.

It offers link to the different tools and components used to follow the Service Operation Procedures of the OCC.

Multiple instances of the same dashboard could be distributed to different teams of OCC Operators or Team lead.

Support of the following scenario:
- System Monitoring
- Business Process Monitoring
- Business Process Improvement
- End-user Experience Monitoring
- IT Service Management
Operation
TACTICAL Dashboard

Focused Insights for SAP Solution Manager
This Dashboard provides an **overall status of the SAP Solution systems** for a set of indicators in order to understand how the solution is behaving or if there is anomalies in specific areas.

In addition it gives trend analysis, historical view for the following scenarios:

- Performance
- TOP transactions
- Database
- Hardware Resources
- User Load
- Security
- Maintenance
- Availability
- PI
Tactical
Tactical
Tactical
Tactical
Tactical
Service Level Report

Focused Insights for SAP Solution Manager
Service Level Report

Service Level Dashboards objective is to provide customers with **Service Level compliance** reporting capabilities to get **transparency** on IT Processes based on selected specific set of **KPIs** and **periods**

- Open Top Issues, P1 VERY HIGH incidents and VERY HIGH alerts
- System & Process Availability
- Technical & business load
- Performance of key business transactions
- Error status most critical interfaces
- Error status business data consistency
- Transport errors and number of emergency corrections
- Critical Business Job errors
Service Level Report

Content

- METRIC

**Period:**
- Last 24 hours
- Yesterday
- Last Month

**Ex:** Average System Availability for last 24 hours

Configuration

- Target SLA

**Ex:** 90% SLA for ERP and 80% for CRM

- System

METRIC Compliance

Worst case

System Compliance
Service Level Report

Systems Rating

Metrics List
Service Level Report

**Metric Rating**

- **CPU Usage**: 49.99 / 90%

**Metric Details**

- Graph showing CPU usage over time with no specific details provided in the image.
Service Level Report

Category

Number of dumps

ST7 on /lddbst7: 418,000
FA7 on /lddofa7: 0
F01 on /tcondbf01: 0
F2A on /lddbf2a: 0

Number of update errors

ST7 on /lddbst7: 0
FA7 on /lddofa7: 0
F01 on /tcondbf01: 0
F2A on /lddbf2a: 0
Readiness Dashboard

Focused Insights for SAP Solution Manager
The **Readiness Dashboard** provides a fast and simple way to create transparency on the progress on your projects. This is based on a:

1. A set of **KPIs** corresponding to your main critical success factors.
2. The **target** values for your KPIs
3. The **milestones** of your project.

KPIs, Milestones, values are maintained manually for each dashboard instance.

KPIs values are always monthly values: Project Managed, TQM have to collect and enter the corresponding values on a monthly basis.
Application Performance Dashboard

Focused Insights for SAP Solution Manager
SAP Application Performance

The SAP Application Performance Management dashboard reports the **performance** and the **availability** of SAP applications.

- Detect and diagnose application performance problems
- Maintain an expected level of service.

This dashboard is used for monitoring as well as for **analysis** and **planning** in the following areas:
  - Outage avoidance and problem isolation,
  - Service level management,
  - Infrastructure optimization,
  - Capacity planning,
  - Change management.

**Performance metrics**

- **End-User Experience**: performance and availability experienced by end users of the application.
- **Business Process**: Throughput and backlog of Business Transactions
- **System monitoring**: Resources used by the application
- **Interface & Connection**: Performance and availability of system interfaces
- **Jobs**: performance and errors (delay, abnormal termination) of batch jobs execution
- **Transaction**: volume, load and response time of transactions processed by the application.
- **Availability**: Application’s Resources availability including hosts, DB, Application Servers.
SAP Application Performance

- .csv Export
- Category
- Month Selection
- Navigation
- Metrics
- Monthly Compliancy

- End User Experience
  - Simple Query Performance
  - Simple Query Performance 2
  - Simple Query Availability

- Transaction
  - Not Enough Dialog Resources
  - Errors in ABAP System Log
  - High Update Response Time
  - High ABAP Memory Usage

- Availability
  - ABAP Instance not available
SAP Application Performance

- **Navigation**
- **Daily compliancy**
- **Metrics Compliancy counter**
- **Baseline**
Strategic Dashboard

Focused Insights for SAP Solution Manager
This dashboard offers the capabilities to measure SAP application management service compliancy.

KPIs are grouped into scores providing monthly ranking, KPI’s compliancy/history and score ranking history.

Examples of scores are:

- Increased Business Continuity
- Increased Business Satisfaction
- Increased IT Support Efficiency
- Lower Operational Cost
Dashboard Design: Building Scores

Score / Benefit

Increase Customer Satisfaction

KPIs / Value drivers

Solution Availability

Solution Performance

Solution Usability

Metrics

System Availability

Solution Availability

Average time for resolution of availability alerts

System Average Response Time

Database Average Response Time

Average Response Time for TOP10 transactions number of call

Number of incidents (Prio1/Prio2)

Number of first call resolution

Increase Customer Satisfaction level by reaching solution availability of 75% and solution performance compliancy of 80%.
Dashboard Design: Implementation

Score / Benefit

**Ex:** Increase IT Efficiency

KPIs / Value drivers

**Ex:** Increase ERP solution availability

Metrics

**Ex:** 5 dumps maximum per month, Maximum processing time of Orders less than 10 days

- **METRIC**
- **Target SLA**
  - Average, Total, Daily, Monthly, Max, Min
- **Score / Benefit**
- **KPI compliance**
- **Trend Analysis**
- **Last Month Comparison**

**Metric Compliance**
Strategic

Reporting month selected.
12 months of history can be selected by clicking there

KPI navigation (displayed on mouse rollover only): KPI Compliance View and OCC Dashboard (if configured)

Score navigation (displayed on mouse rollover only): History View and Governance View

Scorecard instance title

Current date

Red flag is raised when at least one metric is never compliant in the reporting month. Red flag is propagated at score level

Score compliance is a percentage. Rating color depends on G/Y/R target (configurable)

KPI compliance is a percentage. Rating color depends on G/Y/R target (configurable)

Score’s ratings for the last 12 months
Strategic

Score - QUALITY OF SERVICE and KPIs for the past 6 months

- KPI-Reduce incidents
- KPI-Improve performance
- KPI-Maximize availability
- SCORE-Quality of Service

Compliance %


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Highlights

**Powerful** and **flexible** dashboards based on SAP Best Practices

Three use cases for IT and Business: **Operations,** **Governance** & **Strategic**

Cross-process and **integrated** views

**Role-oriented** dashboards with authorizations management

**Wide choice of metrics and KPIs** (multiple data sources and predefined catalogs)

Continuously enhanced (standard add-on) and **extendable**

Appealing SAP UI5 user interfaces with **mobile** support
SAP TechEd Online

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Further information

Related SAP TechEd sessions:
ITM163 – Evaluate New Options like Focused Insights with SAP Cloud Appliance Library
ITM202 – News in Application Operations based on SAP Solution Manager 7.2

Demo
- Operation: https://www.sapsolutionmanagerdemo.com/demo_df_ope/index.html?configId=3

SAP Public Web
http://www.sap.com/focused-insights.html
http://www.sapstore.com/focused-insights

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Thanks for attending this session.