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Agenda

Introduction
• Scope of Application Operations

User Interface Strategy
• New UI Technology

Monitoring Strategy
• Front End-, System-, Application – and Integration Monitoring

Hybrid Support Strategy
• Operations Support for Cloud Components

Focused Run
• Advanced Application Operations
Introduction
Scope of Application Operations

**System & Application Monitoring**

One infrastructure for monitoring and alerting covering SAP & non-SAP applications

- System Monitoring
- User Experience Monitoring
- Integration Monitoring
- Job Monitoring
- HANA and Business Intelligence Monitoring

**Technical Analytics & Dashboards**

Metric value analytics for different target groups with sufficient look-and-feel

- Embedded into Monitoring Applications
- Cross Applications via Dashboard Builder
- Customer specific via Dashboard Factory

**Root Cause Analysis & Exception Management**

Analyze issues in heterogeneous landscapes, ensure compliant configuration and reliable handling of technical and business exceptions

**Technical Administration & Guided Procedures**

Central management of customer landscapes, automated and guided handling of IT related activities including IT Task Management
### Development Priorities for AppOps in SAP Solution Manager 7.2

#### Customer requirements

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unified User Experience based on SAPUI5 and SAP Fiori in SolMan 7.2</td>
<td><img src="warning" alt="Critical" /></td>
</tr>
<tr>
<td>Unified Dashboard approach especially for cross use case utilization in SolMan 7.2</td>
<td><img src="warning" alt="Critical" /></td>
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<tr>
<td>Support of operation for SAP based Hybrid scenarios</td>
<td></td>
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<tr>
<td>Support of service provider scenarios and advanced customer requirements</td>
<td></td>
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</tbody>
</table>

#### Planned Extension

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduce variety of UI technologies used in SolMan by setting ABAP WD and SAPUI5 as standard approaches</td>
<td>✔️</td>
</tr>
<tr>
<td>Replacing native Mobile Apps by SAP Fiori based implementations (device OS neutral)</td>
<td>✔️</td>
</tr>
<tr>
<td>Reduce variety of different dashboard approaches by utilization of SAPUI5 based Dashboard Builder</td>
<td>✔️</td>
</tr>
<tr>
<td>Enable Dashboard Builder to interact with KPI catalogue as well as compliment add-on component Dashboard Factory</td>
<td>✔️</td>
</tr>
<tr>
<td>Support of Hybrid Scenarios containing HEC based components (private cloud)</td>
<td>✔️</td>
</tr>
<tr>
<td>Support of SAP SaaS Cloud components e.g. SuccessFactors, Ariba, SAP Cloud for Customer, …</td>
<td>✔️</td>
</tr>
<tr>
<td>Development of new product Focused Run - running only on HANA</td>
<td>✔️</td>
</tr>
<tr>
<td>Provide Advanced System Management, Advanced User Monitoring, Alert&amp;Event Management and Configuration&amp;Security Analytics based on Focused Run</td>
<td>✔️</td>
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</tbody>
</table>
User Interface Strategy
SAP Unified UI Strategy

Improve User Experience Continuously

Solution Manager Launchpad

Central entry point
Extensible/customizable by customer to include own applications

Ultimate User Experience for business and low touch users using SAP Fiori

New **SAPUI5-based customizable** Monitoring & Root Cause Analysis applications

Step-By-Step **renewal** of existing (e.g. Flash-based) applications to SAPUI5 / Fiori based on customer usage/impact

Role based access to existing applications based on WebDynpro & CRM UI

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Solution Manager Launchpad - Personalization

Tile Catalog
List of all available tiles
Simply checkmark additional tiles to be displayed

Personalization
Add a new group
Change group title
Add tile from catalog
Change group order
Unified OCC Shell (UOS) based on SAPUI5 for RSLAF Applications

Launchpad

- Tabs for 1st level navigation
- Header items area for global selections like time frame selection, scope selection (Technical Systems/Scenarios), …

Toolbar for reusable tools like SAP Help Documentation, Guided Procedures, Incident & Notification creation, Alert Inbox …

Expandable Pane Bar for personalized settings, Tabs & Views Management, Related Links, …
Customizable and personalizable RSLAF applications

Allowing users building their own Monitoring Views according to personal requirements, screen size or taste:

Resizable & Arrangeable Views

Default & Customer Specific Tabs

Customizable Tabs & Views Management
New Application Operation UI’s

System Monitoring

User Experience Monitoring

Interface and Connection Monitoring

HANA and BI Monitoring

E2E Trace Analyzes

PI Monitoring

Message Flow Monitoring

Service Availability Mgmt.

IT Calendar

All UI’s are new created in HTML5
Flash technology completely replaced
Native mobile applications not necessary anymore
Monitoring Strategy
Monitoring Strategy - Overview

Front End

System Layer covered by:
- User Experience Monitoring

System Layer

Application Layer covered by:
- System, Host and DB Monitoring

Integration Layer

Application Layer covered by:
- HANA and BI Monitoring
- Job Monitoring

Integration Layer

Application Layer covered by:
- PI- and Message Flow Monitoring
- Interface and Connection Monitoring
- Workflow Monitoring
Monitoring Strategy – User Experience Monitoring

How does it work?

- All systems are connected to SAP Solution Manager and system monitoring is enabled
- Synthetic users (robots) are executing recorded tasks
- Measurements per execution is done on client and server side
- Results are collected centrally in SAP Solution Manager

What do I get?

- Automated monitoring and alerting regarding performance, content correctness and availability for the executed tasks
- Measurement on task execution step level
- SLA reporting with separate adjustable thresholds
- Possibility to trigger E2E Trace for single task executions
- ...
Monitoring Strategy – System Monitoring

How does it work?

- All systems are connected to SAP Solution Manager
- Agents and extractors are gathering monitoring values as defined in templates
- Metrics and values are collected centrally in SAP Solution Manager

What do I get?

- One view impression and evaluation of availability, performance, configuration, exceptions, self monitoring and alerts for each system of the entire landscape
- System hierarchy view and real time metric values
- Metric chart view and possibility to jump into alert inbox
- …
Demo

System Monitoring with SAP Solution Manager 7.2
Monitoring Strategy – Application Monitoring

How does it work?

- All systems are connected to SAP Solution Manager and system monitoring is enabled
- Agents and extractors are gathering monitoring values as defined in templates
- Application specific values are collected centrally in SAP Solution Manager

What do I get?

- Capability to monitor cross-system SAP Business Warehouse process chains and single process chain steps
- Central monitoring of SAP BW query executions
- Monitoring of ABAP jobs, SBOP jobs, SAP Data Services and jobs from SAP CPS/BPA

- ABAP
  - Extractors
  - Diag. Agent
  - Host Agent

- Non ABAP / Non SAP
  - BC Agent
  - Diag. Agent
  - Host Agent

- SAP Solution Manager
- CA APM

- e.g.:
  - HANA and BI Monitoring
  - Job Monitoring
Monitoring Strategy – Integration Monitoring

How does it work?

- All systems are connected to SAP Solution Manager and system monitoring is enabled
- Configuration of Integration Monitoring is supported by guided procedures
- Results are collected centrally in SAP Solution Manager

What do I get?

- Possibility to check the overall status of multiple PI Domains in one screen
- Central status monitoring for all PI components
- Monitoring of PI Message Flows down to single instances
- Visualization of different interface types including sufficient monitoring and alerting for performance, usage, availability and exceptions

System A

- Web Service
- GW Service
- RFC
- File
- IDOC

SAP PI

- PI Components
- PI Channels
- PI Messages

System B

- Web Service
- GW Service
- RFC
- File
- IDOC

SAP Solution Manager

e.g.:
- PI- and Message Flow Monitoring
- Interface and Connection Monitoring
Demo

Interface and Connection Monitoring with SAP Solution Manager 7.2
Hybrid Support Strategy
Operations for SAP Centric Hybrid Solutions

- SAP Private Cloud
  - Virtual network
  - System Management Data
- SAP Public Cloud - Service Provider Platform
  - SAP Cloud Access Point
  - System, Application and Business Process Management Data
    - SAP Private Cloud and On Premise offerings
- Customer On Premise Landscape
  - Application and Business Process Management Data
- Solution Manager
  - SAP Private Cloud - Service Provider Platform
  - SAP Cloud Portal
  - System and Application Management Data
  - SAP Public Cloud - Service Provider Platform
  - SAP Public Cloud

- SAP Cloud Access Point
  - SuccessFactors
  - SAP HCM
  - SAP HCP
  - SAP S/4 HANA
  - SAP C4C CITE, ByD
  - SAP Business Network (Ariba, Concur, FieldGlass)
  - Other SAP Public Cloud offerings (SaaS, PaaS)

- Managing components
- Managed components
- Customer
- Service Provider
Operations for SAP Centric Hybrid Solutions
What is available?

Integration Monitoring & Exception Management
for SAP ERP HCM hybrid (Employee, Compensation and Recruiting data integration),
SuccessFactors, SAP Cloud for Customer,
SAP HCM and Dell Boomi, Sales and
Operations Planning (Errors related to Data
Integration)

Data Consistency Management
Database comparison based on: HANA Smart
Data Integration, ODATA calls, SAP Data
Services, SOAP calls and FTP/CSV

Automated Setup for all SAP based
Cloud Services integrated into
Managed System Configuration

Customer
SAP Cloud
SAP Ariba
SAP SuccessFactors
SAP Hybris

SAP Cloud for Travel
and expense

User Experience Monitoring
for all UI centric SAP Cloud
products as SuccessFactors,
Cloud4Customers, ByDesign and
Ariba

Email-to-Event Converter and
Remote SFTP Server Access
for all SAP-based cloud services

Message Flow Monitoring
for SAP Process Integration
and Ariba based scenarios

Central Exception Store

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Demo

Integration Monitoring for SAP based Cloud Applications with SAP Solution Manager 7.2
The following improvements are planned:

• **Exception Management** and **Trace Analysis** for SAP HANA Cloud Platform (HCP),
• Support of **Exception Management** for SAP Ariba Network
• Support of **Exception Management** for SAP Integrated Business Planning (IBP)
• Improvement of the content which is delivered from the SAP SuccessFactors API
Focused Run
What is Focused Run?

Focused Run is part of SAP’s Focused Solutions family and addresses service providers and selected customers with advanced needs.

Focused Run is a spin-off of SAP Solution Manager, addressing specific needs of high volume monitoring use cases.

Focused Run as SAP HANA only product is optimized for SAP HANA and leverages the latest innovations coming from SAP HANA as a platform.

Focused Run is financed by a volume based and yearly rental license model and can be acquired via SAP Store.

Focused Run is focused on application operations, that is management of systems, applications, users, and interfaces.

Focused Run is an isolated installation which can run side-by-side with existing SAP Solution Manager installations.
Focused Run – Architecture

Focused Run Application Foundation
Landscape Management Database, Simple Diagnostic Agent + SAP Host Agent, Monitoring & Alerting Infrastructure, Notification Management, Simple System Integration, Guided Procedure and Setup Framework

SAP HANA Platform + NW ABAP + SAPUI5 as Technology Foundation
Focused Run – High Level Architecture

Administration Network

Focused Run System (ABAP)
- One or multiple End User and Configuration Instances
- One or multiple Data Streaming Instances
- SAP HANA Platform with scale out, replication, compression, ...

HTTP(S) Proxy

Customer Network

Managed DBMS (HANA, ASE, Oracle, DB6, ...)

HTTP(S)

SAP Host Agent
- Simple Diagnostic Agent

Managed Systems (ABAP, J2EE, BOE, ATC, ...)

HTTP(S) Reverse Proxy

Lab Preview
Reduces technical footprint and associated TCO by removal of J2EE Stack, BW, CRM, DBA Cockpit, Extraction Framework, SLD (optional), and streamlined communication (no RFC, no native DB, and no RMI)

Dramatically improved scalability (by factor 10 ➔ up to 10,000 systems), increased performance (by factor 15), increased data throughput (by factor 40), and decreased data footprint (by factor 20)

Satisfy absolutely strict security requirements based on reduction of HTTP(S) as the only communication protocol and introduction of multi-tenancy based on LMDB name spaces ➔ proven by security audit

Maximum support of automation by embedding the Simple Diagnostic Agent in SAP Host Agent as well as providing Simple System Integration (simplified UI driven approach as well as completely API driven approach)
Thank you!