

Overview on Services within SAP Enterprise Support

Enterprise Support Program Management
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Version 1.9

Agenda

Continuous Quality Checks

Improvement Services

Expert Guided Services

Guided Self Services

Further Improvement Services

Implementation Check

Goal

The Continuous Quality Check for Implementation within Enterprise Support helps to optimize the performance of a customer's core business processes and main interfaces.

Deliverables

- Preparing the SAP solution to run with optimal data consistency, performance, availability, and maintainability
- Identification of areas which could benefit from optimization
- Verification of the technical capabilities of the production environment (sizing plausibility)
- Analysis and optimization of the performance of core business processes
- Optimizing the throughput of the SAP solution

When to use

The SAP CQC for Implementation is most applicable during a new implementation or expansion of a SAP solution when there is a significant increase of data and user volumes.

Value Proposition

- Preparing the SAP solution to run with optimal data consistency, performance, availability, and maintainability
- Identification of areas which could benefit from optimization
- Verification of technical capabilities
- Optimized core business processes

Prerequisites

- SAP Note 1320620

EarlyWatch Check

Goal

The SAP CQC EarlyWatch Check analyzes the components of a SAP solution, the operating system and the database to determine how to optimize performance and keep your total cost of ownership to a minimum.

Deliverables

The analysis comprises the following:

- Current status
- Response times for the most often used transactions
- Transactions with the highest resource consumption
- Workload distribution
- Hardware utilization
- Occurrence of errors
- Database administration
- Performance and bottleneck analysis

When to use

- EarlyWatch Alert is rated red
- The system doesn't perform well in one or more components

Value Proposition

- Costly performance bottlenecks are eliminated
- Response times are improved and, as a result of this, the acceptance by end-users is increased
- The usage of the hardware investment is optimized
- The risk of costly downtime is substantially reduced

Prerequisites

- Latest SP/EhP of SAP Solution Manager implemented

Configuration Check

Goal

The configuration check analyzes all important parameters and configuration settings in a SAP NetWeaver® BW Accelerator (BWA) system and gives the corresponding recommendations.

Deliverables

The following analyses are covered:

- Landscape overview
- Parameters in ini-Files
- Trace files and trace level settings
- Global Indexing Parameters
- RFC Server Configuration
- Filer Throughput, CPU and Memory Usage
- Alert Server Configuration
- Failover Settings and Backup Servers
- Network checks

Additional analyses in the verification check session

- BWA sizing, BWA usage
- System workload and performance

When to use

In the implementation phase of a SAP NetWeaver® Business Warehouse (BW) Accelerator.

Value Proposition

Ensures that your system settings for the accelerator in the BW system, as well as in the accelerator server, are set according to SAP's latest recommendations for an optimal use of your SAP NetWeaver BW solution.

Prerequisites

- SAP Notes 69455, 1058533 and 1310683

Solution Transition Assessment

Goal

The Solution Transition Assessment provides optimization of the system operation of a productive SAP system as well as risk reduction for any transition event. Transparency of a customer's challenges is achieved by analyzing the production system in regards to the SAP Support Standards for Solution Operation.

Deliverables

Following focus areas are analyzed and evaluated:

- Custom Developments and Modifications
- Business Process and Custom Code Documentation
- Transport Management System
- System Load & Performance
- Software Components and its Maintenance Status
- Unicode Status
- Quality of Test Management
- Data Distribution
- Archiving Status

When to use

At the earliest possible stage before a transition event (For Upgrades please refer to SAP CQC Upgrade Assessment) Transition events can be: go-live of new custom developments, support package or enhancement package implementation, system consolidation etc.

Value Proposition

Measure how close a system operates in comparison to the SAP Standards. Get a deep insight knowledge of technical facts, potential technical risks and issues which could increase the complexity or even endanger any upcoming transition events.

Prerequisites and sample report

- SAP Note 1274306

OSDB Migration Check

Goal

The goal of the OS/DB Migration Check is to manage the risk involved in a migration. The result of this check is that a customer's system is prepared for a smooth migration ending with high availability and high performance of your new operating system and/or database.

Deliverables

The service consists of two individual service sessions:

- Analysis Session
 - The customer gets a questionnaire. The information from the questionnaire is used to determine whether the planned hardware is sufficient for the target system
- Verification Session
 - Checks the new operating system and/or database to verify the assumptions from the Analysis Session

When to use

- Should be scheduled approximately four to six weeks before the final migration

Value Proposition

- Efficient, technically robust operation of new operating system and/or database is achieved with minimum cost
- The migration project is accelerated to get a quicker return on investment
- Expensive system downtimes during the migration are minimized

Prerequisites

- Latest SP/EhP of SAP Solution Manager implemented

Transport Execution Analysis

Goal

The goal of the Transport Execution Analysis is to analyze and optimize the software change management procedures of the customer.

Deliverables

- Indicators for the quality of the software change management processes are measured (e.g. ABAP dumps, transport errors, consistency of the transport landscape ...)
- The results are evaluated and benchmarked against typical values
- An issue and action plan is created which can be followed up by SAP or by the customer

When to use

The service is recommended for productive systems if one of the following cases applies:

- The number of transport requests is high
- Parallel implementation projects are going on at the same time
- Stability of the production system is at risk due to uncontrolled changes

Value Proposition

- Efficient management of the software change processes
- Increased system stability.
- Transparency on current and past software changes

Prerequisites

- SAP Note 1074808
- The participation of the people who are involved in the software change management process:
 - Change Manager, responsible for the software change management processes

EHP Installation Check

Goal

Assess technical risks and effort drivers of Enhancement Package Installations

Deliverables

Support planning of EhP implementation projects
Outline challenges and risks in the following key focus areas

- Compatibility
- Application Adjustments
- Change Management
- Data Conversions
- Business Continuity
- Business Downtime

Scope

Only AS ABAP based systems – no AS Java (planned for future)

Currently available only for ERP systems*

When to use

- Best before start of project (first test installation)
- Latest before development system update

Value Proposition

- Early identification of potential risk and challenges of the planned EhP installation
- A Service Report containing analysis results and a dedicated action plan for EHP installation

Delivery Duration

- 2 days remote delivery

Preparation and Pre-requisites

- For service delivery: Solution Manager 7.0 EHP 1 (SP21) → For details refer to [SAP Note 1077981](#)
- Access to customer Solution Manager is required
- RFC connection from the Productive System to the Quality Assurance System and the Development System has to be set up.

*EHP installations for NW system are still in pilot mode:

Upgrade Check

Goal

The goal of the CQC for Upgrade is to ensure that the SAP solution continues to operate efficiently after an upgrade in the new software environment by taking action proactively before technical problems can occur.

Deliverables

The service consists of two individual service sessions:

- Analysis Session
 - Potential Resource bottlenecks are detected
 - Recommendations are given
 - Current work load situation is determined
 - Extrapolates the forecast hardware requirements based on regression tests by SAP
 - Provide recommendations for system configuration under new release
- Verification Session
 - Analysis the system performance after the system upgrade

When to use

If a SAP system is upgraded and performance issues after the upgrade shall be avoided.

Value Proposition

- Preparing the SAP solution to run with optimal data consistency, performance, availability, and maintainability
- Identification of areas which could benefit from optimization
- Best utilization of hardware
- Increasing the productivity of end users
- Faster response time within the optimized core business processes
- Increasing the throughput of your SAP solution

Prerequisites

- Latest SP/EhP of SAP Solution Manager implemented

Upgrade Assessment

- Goal

- Detect critical, technical issues based on defined KPI's which might endanger an upgrade project
- Provide effort estimate for development work

- Deliverables

This service provides the customer with a technical overview of the current productive system including helpful information on

- Software compatibility
- Application adjustments requirements
- Change management
- Data conversions requirements
- Business continuity management
- Business downtime drivers

- When to use

- At the earliest possible stage in the upgrade **PLANNING** process
- E.g. in blueprint phase
- At latest before the DEV system is upgraded

- Value Proposition

- Classification of the upgrade complexity
- Early identification of potential risk and challenges of the planned upgrade project
- First estimate of upgrade development efforts (ERP only)

- Prerequisites and sample report

- SAP Note 1077981

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Integration Validation

Goal

The Integration Validation performs an end-to-end analysis of a core business process and a critical interface with focus on performance and stability

Deliverables

- Analysis and optimization of a core Business Process with focus on
 - Performance
 - Technical correctness and stability
- Detailed action plan to solve critical issues before GoLive

When to use

- At the end of the Integration Test of the respective process.
- The customer implements critical business processes

Value Proposition

- Smooth GoLive of the analyzed core business process with regards to performance and stability
- Objective technical evaluation of a critical business process end-to-end
- Early identification of critical issues in time before GoLive
- Optimized response times and stability
- Increased productivity along with higher acceptance by end-users
- Reduced risk of costly system downtime

Prerequisites

- Expert team (application as well as technology) has to be available for an interview in their area and by phone during the service.
- Minimum documentation in SAP Solution Manager
- SAP Note 1323405

Going Live Support

Goal

The SAP CQC Going Live Support provides system monitoring to support the critical Going Live phase and to ensure a smooth Going Live

Deliverables

- Monitor the customer system for three consecutive days during a critical Going Live phase
 - Daily conference call between customer, Support Advisor and Service Engineer to discuss the findings and observations of the day and to coordinate the next steps
 - Detailed recommendations for observed issues

When to use

Should be used if a critical Going Live needs to be supported by SAP, e.g.

- Critical, new functionality goes live,
- A large number of additional users are starting to use the system,
- Going Live after critical Upgrade

Value Proposition

- Close contact between SAP Support and project team to ensure a smooth GoLive
- Monitoring of the system for immediate reaction to unforeseen incidents
- Detailed analysis of occurring issues (if necessary)
- Reduced risk of costly problems during the GoLive

Prerequisites

- Contact person at customer to address problems (logon, observed issues, ...)
- SAP Note 1149742

Technical Performance Optimization

Goal

The Technical Performance Optimization focuses on optimizing the overall system performance and increasing the efficiency of resource usage by optimizing the database.

Deliverables

Database Optimization such as :

- The system setup (parameter settings, hardware bottlenecks).
- The database management
- Program analysis including traces (if applicable)

When to use

- The database response times in the system are unreasonably high
- To minimize the risk of potential technical issues, such as performance bottlenecks or stability problems

Value Proposition

- Recommendations how to deal with the performance issues
- Increased productivity along with higher acceptance by end-users
- Optimized use of your hardware resources to make the most of your investment
- Reduce the risk of costly system downtime

Prerequisites

- Latest SP/EhP of SAP Solution Manager implemented

Business Process Performance Optimization

Goal

The Business Process Performance Optimization analyzes and optimizes the response times and resource consumptions of individual core business process steps

Deliverables

- Analysis and optimization core business process steps with focus on
 - Performance bottlenecks and related issues
 - Technical and application recommendations to be applied to optimize the performance

When to use

- Response times of specific process steps (SAP standard and customer specific) are too long
- Deadlines and time windows for specific processes cannot be met
- Extremely high resource consumption during specific processes or times
- Performance problem with normally well performing transactions while a specific process is running

Value Proposition

- Reduced average response time of the analyzed core business process steps
- Optimized response times and throughput
- Increased productivity along with higher acceptance by end-users
- Optimal use of hardware resources
- Reduced risk of costly system downtime
- Detailed action plan to achieve optimal performance

Prerequisites

- Expert team (application as well as technology) has to be available for an interview in their area and by phone during the service.
- Minimum documentation in SAP Solution Manager
- SAP Note 1323405

Data Volume Management

Goal

The Data Volume Management within SAP Enterprise Support helps to setup and monitor a data volume management strategy that defines how to manage and reduce future data growth and reduce existing DB size.

Deliverables

The SAP CQC Data Volume Management provides assessment, implementation, optimization and operation of a Data Volume reduction strategy:

- Evaluation and monitoring of data volume size and growth
- Implementation and optimization of data volume reduction strategy

When to use

If one or more of the issues below apply to you, then Data Volume Management can assist you:

- The database size is greater than 300-500 GB and/or
- The database grows faster than 15-20 GB per month

The threshold values listed above are general criteria that may vary depending on the solution and the current system situation.

Value Proposition

- Risk mitigation through DVM as an essential element of the IT-Strategy
- Risk mitigation through early identification of unusual data volume increase with expert guidance how to reduce the data growth and data volume
- TCO reduction by early monitoring and control of data volume growth using best practices and E2E operation standards

Prerequisites

- Latest SP/EhP of SAP Solution Manager implemented

Security Optimization

Goal

The Security Optimization is designed to verify and improve the security of the SAP systems of customers.

Deliverables

SAP NetWeaver Application Server ABAP

- Basis administration check
- User management check
- Super users check
- Password check
- Spool and printer authorization check
- ...

SAP NetWeaver Application Server Java

- Landscape check
- Configuration check
- SSL check
- Administration check

When to use

- The SAP CQC Security Optimization Service can be used during the whole lifecycle of a customer.
- The service is most applicable to prepare for internal, external audits and during GoLive phases. It can be repeated to make sure that the applied changes in the system configuration were successful and that no new vulnerabilities appear.

Value Proposition

- Identify potential security issues
- Give recommendations on how to improve the security of the system
 - Decrease the risk of a system intrusion
 - Ensure the confidentiality of business data
 - Ensure the authenticity of users
 - Substantially reduce the risk of costly downtime due to wrong user interaction

Prerequisites

- Latest SP/EhP of SAP Solution Manager implemented

Business Process Analysis & Monitoring

Goal

The Business Process Analysis and Monitoring identifies optimization potential for the customer's core business processes and sets up a Business Process Monitoring

Example

Deliverables

- In a first step a Business Process Analysis is conducted that can help to identify errors/problems like customizing errors, process design gaps, missing end-user training...
- The second part of the service is optional and is based on the Business Process Analysis. One simplified business process would be set up for monitoring, i.e. some of the KPIs measured manually during the analysis will be configured for automated monitoring.

When to use

If a customer wants to

- Get an overview about his core business processes
- Understand what Business Process Monitoring in SAP Solution Manager is all about
- Starts with Business Process Monitoring but is unsure about the scope

Value Proposition

- Optimization potential of core business processes is identified
- Gain transparency about the core business processes
- Learn in which organizational areas the customer
 - Could speed-up & streamline most critical business processes
 - Might need to train end-users to better follow intended procedures
 - Could improve daily operations
- Automated daily monitoring (technical & application related)
- Support the organizational interface between business & IT department

Prerequisites

- SAP Note 1320940

Downtime Assessment

Goal

The main goal of the Downtime Assessment is to determine the phases of an upgrade that can be optimized in order to reduce the technical downtime. Therefore, more time is available for post upgrade activities.

Deliverables

Analysis the log files of a test upgrade for long running operations on

- Tables
- Indexes
- Xpras and After-Import Methods

When to use

- If downtime during an upgrade project is an issue for the customer
- If the customer expects that the actual downtime exceeds the affordable downtime
- As soon as possible, but after a test upgrade has been performed
- The SAP CQC Downtime Assessment should only be delivered if the technical downtime of the test upgrade is longer than 6 hours.

Value Proposition

- Tips & Tricks for technical optimization:
- Creation of indexes ahead of technical upgrade
- Conversions ahead of technical upgrade
- Need for optimization of XPRAS

Prerequisites

- The customer must have performed a test upgrade on a system similar to their productive system.
- SAP Note 1306163

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Expert Guided Services

Goal

Expert guided services are a new optimized, short-term services to guide customers through technical steps to implement best practices for operations like Expert Guided Implementation for Application Lifecycle Management in SAP Solution Manager, including basic configuration settings, business process monitoring setup, custom development management, and more.

Deliverables

Expert Guided Implementation combines Remote Training and Expertise on Demand to guide the customer through the configuration steps.

- Customer is trained in SAP Solution Manager configuration step by step by the SAP Expert remotely.
- Customer executes configuration of explained steps.
- Customer has direct remote access to the SAP Expert during execution of configuration steps.

When to use

- Customer wants to set up or update SAP Solution Manager with standard configuration.
- Customer has the technical skills (administration knowledge of SAP Netweaver), but lacks SAP Solution Manager specific configuration knowledge.
- Willingness to execute implementation in defined time frame

Value Proposition

- **Fast Project setup, less investment of time** – Time-optimized combination of Training and Expertise on Demand
- **Work in your real system environment** – Direct implementation of the basic configuration in the SAP Solution Managers of the customer
- **Enable the baseline functionality for further benefits** – Fulfill conditions to profit most from AGS services
- **Access to broadly based expert knowledge** – Direct access and individual dialogue of your team with the SAP Experts

Prerequisites

- Installation of SAP Solution Manager
- SAP Solution Manager has connection to SAP Network via RFC SAPOSS (OSS1 maintained)
- S-User in SAP Marketplace with necessary authorizations for SAP Solution Manager available
- The SAP Solution Manager has network connection to the satellite systems, which should be managed by the SAP Solution Manager

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Guided Self Services

Following services are available as guided self services:

Business Process Analysis

Business Process Analysis provides insight and facts about your core business processes. This service provides indicators for Business Process Improvement & Stabilization. Additionally this service can provide the initial scope for a Business Process Monitoring implementation.

Setup Business Process Monitoring

After attending the Expert Guided Implementation Session for Business Process Monitoring you should be able to do the technical implementation of business process monitoring by yourself.

Business Process Analytics

Business Process Analytics is a new analytics application based on SAP Solution Manager BW and Business Process Monitoring data that helps business process managers in the business units and business process experts in the IT department identifying further potential for improvement within the business processes.

Data Volume Management

Have full control of the cost effect associated to storage and related system management and ensure long-term scalability and business continuity of all critical business transactions despite permanent accumulation of data. Drive continuous improvements object by object according to your priorities.

Security Optimization Service

Keep the security of your SAP system at a high level by verifying critical security properties, identifying potential security issues and benefitting from recommendations on how to improve the security of your system.

SQL Statement Tuning

Optimize the use of your hardware resources to make the most out of your investment. By shortening the database response time and reducing the database load the overall system performance will improve as well as the response times of the affected transactions.

Transport Execution Analysis

Changes are managed and tested in a way that they fit to the requirements in the first place to reduce the amount of follow up effort. The analysis of the transport process leads to recommendations on how to improve quality, reliability, and throughput.

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Modification Justification Check

Goal

The SAP Modification Justification Check provides expert advice on how to avoid SAP source code modifications whenever possible by using SAP standard functionality or by taking advantage of the SAP Enhancement Framework.

Deliverables

- Evaluation of proposed modifications of SAP Standard Solutions
- Check whether the required business functions can be implemented within the SAP standard functional scope
- Check whether the required business functions can be achieved by taking advantage of SAP standard enhancements rather than SAP source code modifications
- Conducted for one specific modification in one of the customer's core business process steps

When to use

- Implementing new SAP functionality customer intends to close a functional gap in the standard functional scope by a modification or a custom development and would like to check if this modification can be avoided.
- For evaluating whether an existing modification within your current SAP solution is still necessary.

Value Proposition

- Benefit from lower costs of operation: Avoid unnecessary modifications resulting in significant efforts for development, maintenance and testing during development and solution operation life cycle.
- Enable innovation without disruption: Benefit from additional functional developments in the SAP standard through easy adoption of SAP Enhancement Packages and new SAP Releases.
- Reduce operating costs: Simplify the application of SAP Support Packages and the maintenance of your SAP solution

Prerequisites

- SAP Note 1281532
- SAP Solution Manager Enterprise Edition must be available. Scope and architecture of business processes must be documented according to the "Minimum Documentation" standard.

Customer Code Maintainability Check

Goal

The SAP Custom Code Maintainability Check increases the transparency of custom objects and provide KPI's on upgradeability and maintainability of customer's system.

Deliverables

- Transparent documentation of all objects in a custom development project.
- Categorization of these objects into modified SAP objects, enhancements, customer objects and referenced SAP objects.
- Determination of key figures, indicating the upgradeability and maintainability of customer's system.
- Benchmarking of these figures against average values of custom development projects.
- Analysis of the software change management.

When to use

- The Custom Code Maintainability Check should be performed as a quality check in an implementation project with a high amount of custom development.
- The service should be executed at the beginning of the test phase when all transport requests have been imported into the test system.

Value Proposition

- Increase transparency on custom objects in terms of clearing potential
- Increase change readiness / upgradeability according to best practices
- Evaluate the impact of a Life Cycle Change Event such as an upgrade or Support Package implementation in terms of custom development adjustment efforts
- Detect critical issue and optimization potential of the change management

Prerequisites

- SAP Note 1330674

Accelerated Innovation Enablement

Goal

The Accelerated Innovation Enablement helps to evaluate the innovation capabilities of the latest SAP Enhancement Package.

Deliverables

The service provides information from SAP Solution Architects about

- New functionality in Enhancement Packages
- EHP technology and architecture

When to use

The customer has questions regarding one of the following aspects:

- The content of a SAP Enhancement Package
- The technical aspects of SAP Enhancement Package implementation and business function activation
- Technical concepts and business innovation potential of Enterprise SOA services

Value Proposition

- Provides access to SAP Solution Architects to evaluate the innovation capabilities of the latest SAP Enhancement Package and how it may be deployed for business process requirements

Delivery Duration

- The service is delivered remotely and the number of days required will depend on the complexity of the environment. It will not exceed five (5) days per calendar year.

Prerequisites

- SAP Note 1300402



Thank You!