

CogSAP'08

# SAP Solution Manager

# Session Summary

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SAP Solution Manager supports the Customer and the Implementation Partner throughout the entire life-cycle of the solutions, from the Business Blueprint to the configuration and Go-Live stages. It provides central access to tools, methods and preconfigured contents which can be used during evaluation, implementation and operational processing of the SAP systems.

# What I will cover...

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- Introduction and Expectation
- What is Solution Manager?
- ASAP Methodology
- Evolution of Solution Manager
- System Landscape
- Projects
- Roadmaps

# What I will cover...

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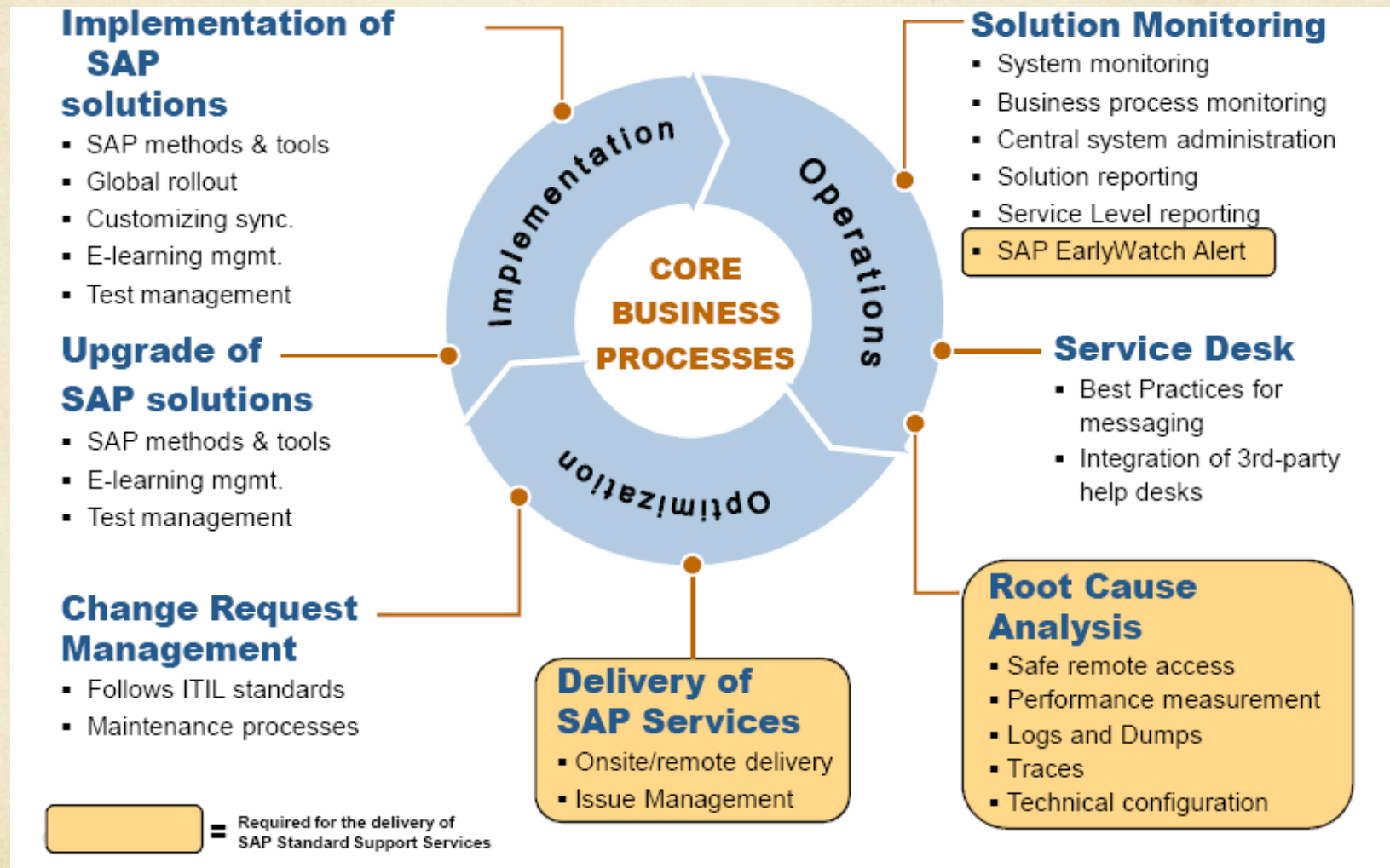
- Solution Monitoring
- CHARM
- Service Desk
- Benefits of Solution Manager
- Wrap-up
- References
- Session Takeaways
- Q & A

# What is Solution Manager?

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- Solution Manager is a natural extension of Accelerated SAP and ValueSAP methodology
- SAP Solution Manager is a separate system providing both Implementation and Operational tools
- Solution Manager provides tools, content, procedures, and services to implement and operate your SAP solution
- Solution Manager enables process-oriented design, configuration, testing, and on-going system monitoring during operations, regardless of the complexity of the system landscape

# What is Solution Manager?



# ASAP Methodology

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## 1. Project Preparation

- Project planning, Kick-off, Technical requirements planning and quality check

## 2. Business Blueprint

- Set up Development Environment, Business Organization Structure, Business Process definition, User roles & authorization, quality check

## 3. Realization

- Project planning, Kick-off, Technical requirements planning and quality check

# ASAP Methodology

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## 4. Final Preparation

- End User Training, System tests, Cutover, Quality Check

## 5. Go-Live and Support

- Go-Live and Support during the Warranty period

# Evolution of Solution Manager

## ASAP methodology (1996)

- Offline CD set of tools, content and a methodology for component-based implementation projects. The CD-ROM contained the first implementation Roadmap and associated tools

## ValueSAP (1999)

- Offline CD set with tools, content and methodologies for evaluation, implementation and continuous business improvement. The CD-ROM contained advanced tools such as the QADB, BPML etc
- ASAP CD set is used as a tool platform. ASAP content is included to cover the implementation phase

# Evolution of Solution Manager

## SAP Solution Manager (200X)

- Online Platform (SAP WebAS based) to support key implementation activities including any key ASAP concepts and tool features
- Enhanced concepts due to new challenges of SAP implementation
- Integrated platform to support Implementation and Operation of SAP solutions

With the advent of Solution Manager, SAP has moved the ASAP methodology tools into an integrated systems which can help manage SAP solutions from implementation to Operations and Continuous improvement.

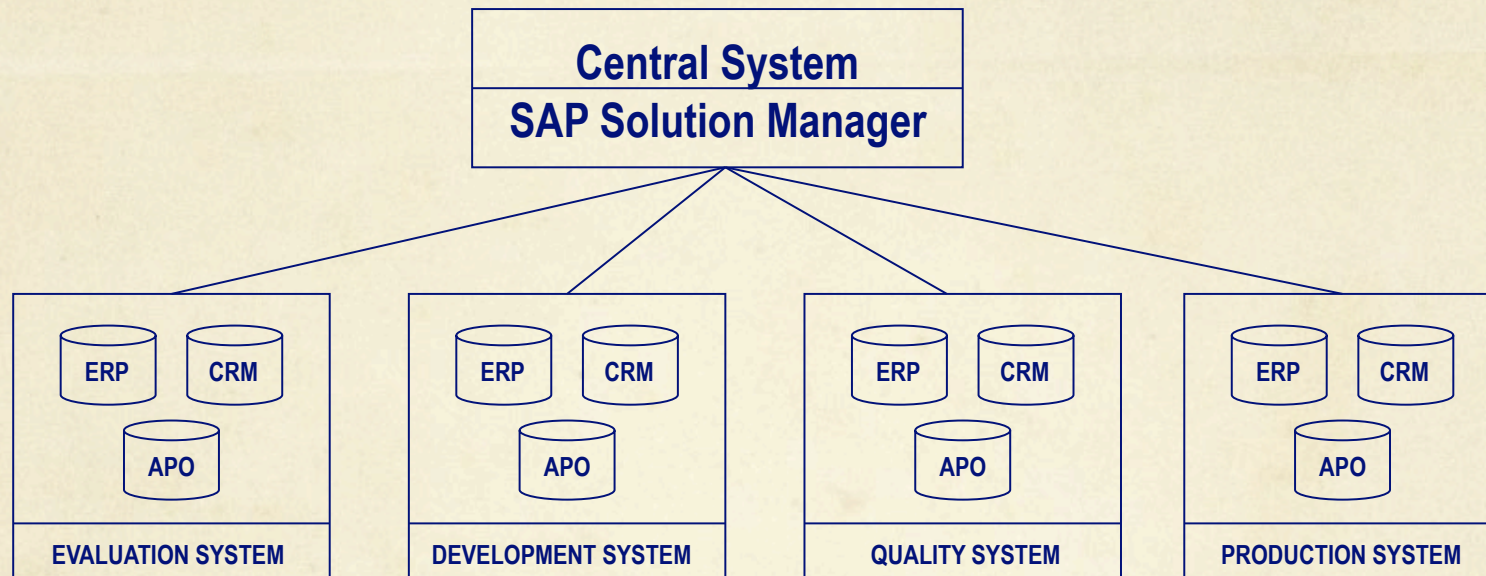
# Evolution of Solution Manager

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## SAP's Solution Manager Strategy

- The latest version of SM is 7.0. SAP SM 4.0 officially got renamed to 7.0 as of May 1, 2008. The reason is to align SAP NetWeaver and SM having the same release number.
- As SAP SM is a matured product which provides sufficient standard out of the box application management functionality for SAP solutions to Customers, SAP has moved away from 'annual' releases of new versions.
- SAP SM 7.0 will be enhanced continuously through Integration Packages and focus group specific Extensions.
- SAP SM is mandatory for all Business Suite 2005 and beyond

# System Landscape



- Per each project, all products and related DEV, QAS, PRD systems need to be defined in Project Admin
- Prior to the definition of a project system landscape, products, systems and related RFC destinations need to be created in System Landscape Maintenance transaction (SMSY)

# System Landscape

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- A system landscape for the project contains the following:
  - Logical Component
  - Product Version
  - Logical Systems for dedicated system roles
- A logical component reflects a set of logical systems (instances) for a product. If you need to handle multiple instances of systems for a product, create additional logical components.
- The selection of the logical component influences the selection of scenarios / processes using the BPR in the Blueprint phase. Only those scenarios / processes that comply with the defined logical component and product version are released for selection.

# Projects

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- **Implementation Project** – A project to implement SAP solution as a part of regular implementation or a roll out. This is considered for single-site implementations. Predefined scenarios can be selected from template projects.
- **Template Project** – A project to create a global template for subsequent roll out in multiple divisions / plants. This is considered for multi-site implementations. It can be used for developing best practices as templates. Template projects can be transported to other SAP solution manager systems.
- **Upgrade Project** – A project to upgrade existing SAP systems. An upgrade project can be a technical upgrade or functional upgrade or a strategy upgrade

# Projects

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- **Optimization Project** - A project to optimize the flow of business processes, or the use of a software solution. For use in SAP Services
- **Safeguarding Project** - A Project to resolve a critical situation in the implementation or use of an SAP Solution. It shows the reasons for a critical situation and coordinate the steps required to resolve the problems
- **Maintenance Project** - This project is to maintain a solution during Change Request Management. The project contains all maintenance activities and urgent corrections of a solution

# Roadmaps

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Major Roadmaps are:

- **Implementation Roadmap** - Provides framework for the steps required in the implementation of mySAP solution
- **Global Template Roadmap** - Describes how to organize and run a project in which a corporate template is developed
- **Rollout Roadmap** - Describes how to roll out the global template to individual plants / divisions
- **Upgrade Roadmap** - It is a guiding structure for the entire project team to plan and execute an SAP upgrade

# Solution Monitoring

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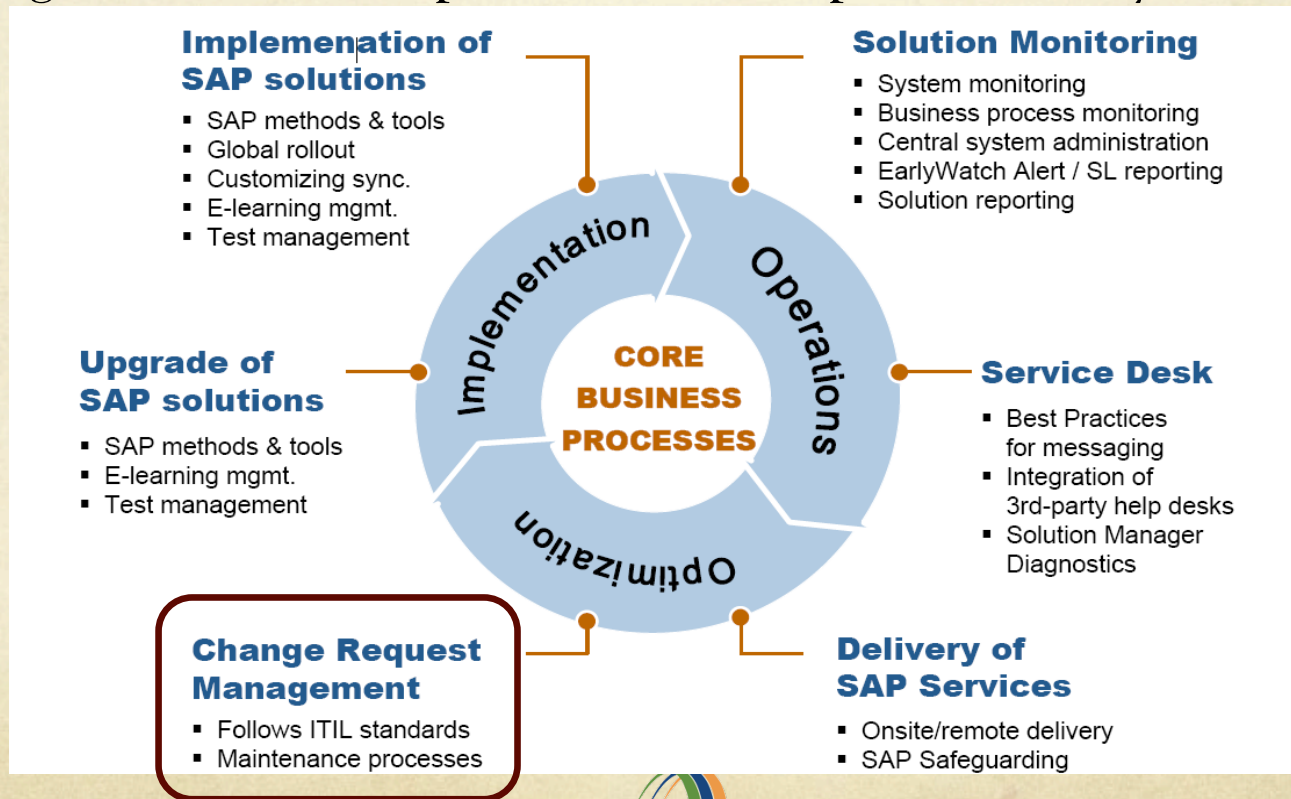
Solution Monitoring helps to manage Heterogeneous system landscapes efficiently. It consists of:

- **Service Level Reporting** – Used to optimize and simplify long term system monitoring. It is based on SAP EarlyWatch Alert. Provides weekly evaluation of system status and performance.
- **System Monitoring** – Central system administration and Real-time monitoring based on the CCMS – Computer center management system (tcode RZ20). It provides technical real-time monitoring of system.
- **Business Process Monitoring** – Real time monitoring with a focus on the graphical display of business processes based on the CCMS

# ChaRM

## What is ChaRM?

- Change Request Management (ChaRM) is an SAP tool to manage all those activities performed between the design of a change and the final promotion to a productive system



# ChaRM

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ChaRM can:

- Improve efficiency and transparency of change management processes
- Minimize business disruptions
- Store documentation of implemented changes
- Track and monitor changes
- Improve audit process
- Reduce risk of correction and project failures

# ChaRM

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ChaRM benefits are:

- Allow the Organization to control and manage changes in the SAP system effectively
- Guarantee that any change to the SAP system follows the standard process flow and procedures with mandatory controls and documented steps
- Effectively adheres to requirements for SOX compliance

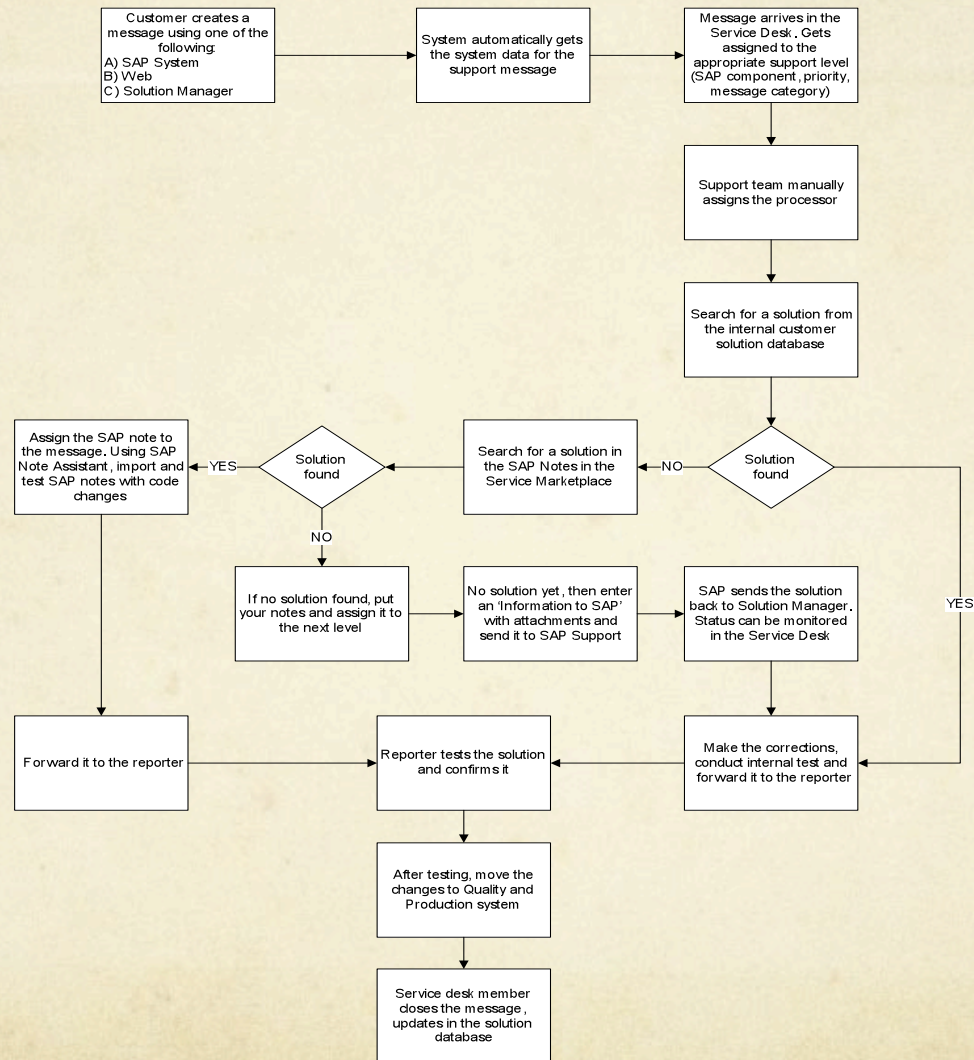
# Service Desk

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In Service Desk:

- Service desk can be organized into several support units
- Internal Customers or Users can create problem messages directly from a transaction
- The Level 1 support unit personnel can enter symptoms in an internal solution database and search for solutions. The person can also search for SAP notes in the SAP Service Marketplace. If the person cannot find a solution, he can forward the problem message to subsequent support units or to SAP Support and monitor the progress of the problem message.

# Service Desk



# Benefits of Solution Manager

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## Implementation

- Central point of access and support of key implementation activities
- Process-driven blueprint, configuration and testing approach SAP
- Automated customizing synchronization across mySAP components
- Standard scenarios provided through Business Process Repository
- Central repository to store project documentation and issues
- Project monitoring / reporting capabilities (not robust though)

# Benefits of Solution Manager

## Operations

- Reduction of operational costs (TCO) to an acceptable level
- Customer satisfaction through increasing performance
- Service Level management / reporting
- Application management / monitoring
- Software change management for the entire solution
- Best SAP Support with integrated Support Desk

# Wrap-up

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- Solution Manager is a natural extension of Accelerated SAP and ValueSAP methodology
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# References

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- [www.sap.com](http://www.sap.com)
- [Help.sap.com](http://Help.sap.com)
- [Service.sap.com/solutionmanager](http://Service.sap.com/solutionmanager)
- [white paper on solution monitoring.pdf](#)
- [SolMan\\_Overview.pdf](#)

# Session Takeaways

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- 1) Solution Manager benefits the consulting team and the customers both during the Implementation and Production Support with various tools.
- 2) Though Solution Manager is reasonably a new concept / tool, more and more companies / projects are using Solution Manager as they have started to realize the benefits.
- 3) SAP gives the 'best support' for projects using Solution Manager.
- 4) SAP Solution Manager is mandatory from SAP Business Suite 2005 onwards

# Q&A

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*Finish*



# CogSAP'08

## About Cogent IBS, Inc.

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