

RISE with SAP @ SNP

SAP Cloud ALM for Implementation and Operations

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VP of Services CEU

SNP – DATA. TRANSFORMATION. EXPERIENCE



Truly global

- Headquarters in Heidelberg
- Over 40 locations in 10 countries



Unrivaled expertise

- Pioneer behind BLUEFIELD™
- Certified by EY, PwC, ISO 9001 & 27001
- SAP Gold Partner
- Member of SAP S/4HANA® Selective Data Transition Engagement
- SAP® Certified (Integration with SAP S/4HANA®)



Commitment to customer success

Since 1994, we have been helping companies worldwide to shape their own journey towards a digital and connected future

- 14,500 successful projects
- ~ 1,400 highly qualified employees
- Over 2,000 customers: 20 of the DAX 40 and 103 of the Fortune Global 500



Strong platform

End-to-end support from data transformations (M&A, S/4, DWH, cloud) to data management (quality, archiving, retirement, testing)

- Our world-leading analysis enables customers to benchmark against 4,000 SAP systems
- Our platform realized over 10% of all S/4 migrations in 2021 and 2022
- 7 of the 10 largest SIs work on our platform

Our customers

Guaranteed success thanks to experience gained from over 14,500 projects



Our strong partner ecosystem

Partners lend us credibility, provide reach and create a strong basis for growth



Dr. Christine Haupt
General Manager Microsoft



"SNP has many years of experience in the implementation of complex data migrations – customers benefit from the distinctive expertise."



Mario Baldi
CEO Scheer



"Thanks to the cooperation with SNP, we offer our customers the perfect basis for their transformation projects – secured by the data transformation platform CrystalBridge."

Technology partners



Global market partners



Regional market partners



SNP ALM

Experiences & Skills

- 40+ experienced, own ALM consultants
- Over 20 years experience in implementation and maintenance of SAP ALM solutions and platforms (SAP Solution Manager, SAP Cloud ALM)
- Extensive experience in **integration of best of breed 3rd Party ALM tools** (e.g. JIRA, ServiceNow, MS Azure DevOps, Matrix42, Tricentis Tosca, Signavio, ARIS, etc.)
- **Experienced Architects** for design and implementation of Business Process driven IT Architecture
- Experts for **implementation and integration of ALM processes** with focus on agile methodologies and tools
- Experts and best practices for implementation of comprehensive Requirements to Deploy (R2D) processes with special **focus on S/4HANA** initiatives
- **Experienced developers** with special focus on **SAP Solution Manager and SAP Cloud ALM** enhancements, add-ons and integration of 3rd Party ALM tools
- **Experienced Tool Coaches** to support S/4HANA project teams and activities



RISE with SAP @ SNP

- Brief overview: SAP RISE @ SNP
- SAP Cloud ALM for Operations
- SAP Cloud ALM for Implementation



SNP RISE Program | Scope & Motivation

- **Complete our ONE SNP strategy**
 - Move 3t landscape to SAP S/4HANA private cloud edition
 - Upgrade to latest Version of SAP S/4HANA
 - Integration of all global systems & parties
 - Cleanup and harmonize our central system
 - Archive data as much as possible
 - Globalize our IT organization
 - Implementation of SAP Concur and Rollout of EPPM
- **Combine SNP's transformation approach with SNP CrystalBridge, Interface Discovery and Outboard Suite with SAP RISE**
- **Early adaptor of SAP Cloud ALM**
 - **Standardize** business and ALM processes
 - **Automate / simplify** global support to reduce workload



EXPLORE
NEW
HORIZONS

SNP RISE Program | Benefits

User Benefits

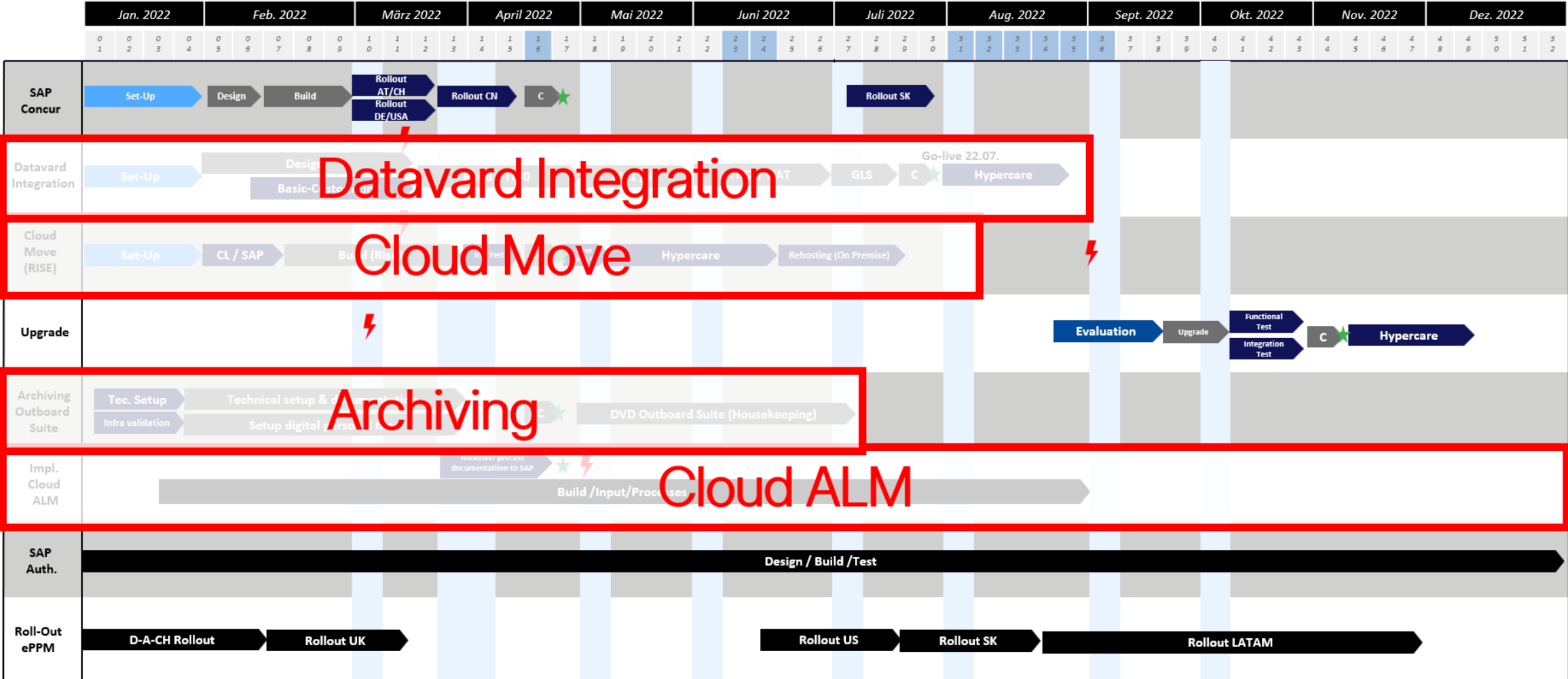
- Optimization of SAP performance
- Access to latest SAP functions & technology
- Central system - ONE SNP
- Standardized SAP Processes – One SNP
- Digital Travel Management
- Digital document workflows
- Increased Transparency (Operations, Security, project monitoring, travel expenses, ...)



SNP BENEFITS

- Significant increase level of digitalization
- Establish latest IT security standards
- Increase transparency and flexibility
- Establish foundation for new technologies and upcoming projects

SNP RISE Program | Project Plan 2022



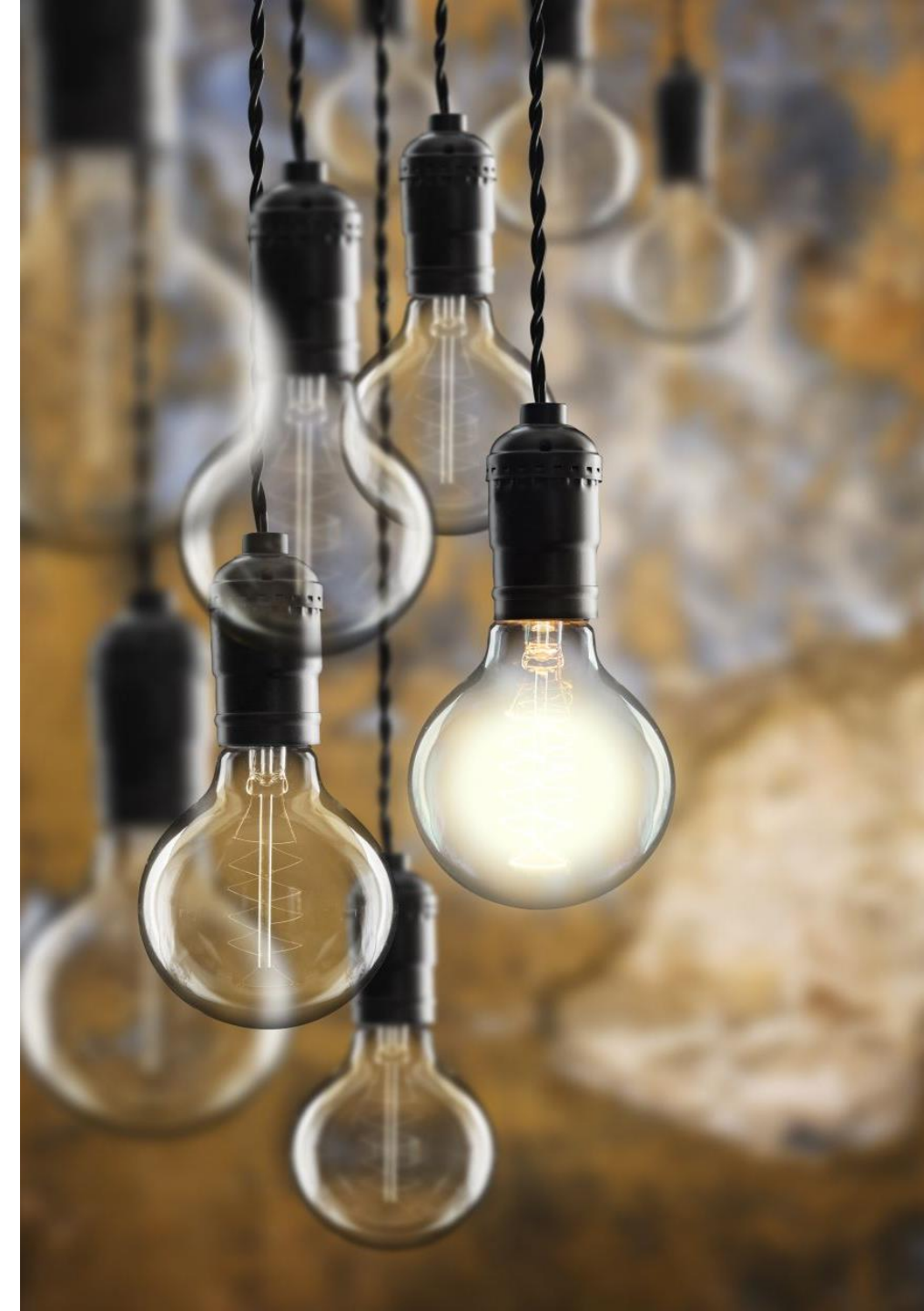
RISE with SAP @ SNP

- Brief overview: SAP RISE @ SNP
- SAP Cloud ALM for Operations
- SAP Cloud ALM for Implementation



SAP Cloud ALM for Operations

- Provisioning of SAP Cloud ALM and Onboarding
 - Quick and easy
 - „just do it“ - Connection of managed systems
- Challenges for „Cloud Newbies“
 - Choice of location and assessment of possible dependencies (Amsterdam, Frankfurt, Azure, AWS,...)
 - „How to“ missing - Interaction with IAS tenant, BTP, ...
 - Orchestration with terms like global account, subaccount, space, tenant, instance, services, ABAP-, Neo-, Cloud Foundry environment...
 - Challenges with organizational responsibilities and according service orders for cloud services (where to look for, different price models, drivers for taking decisions, ...)



SAP Cloud ALM for Operations

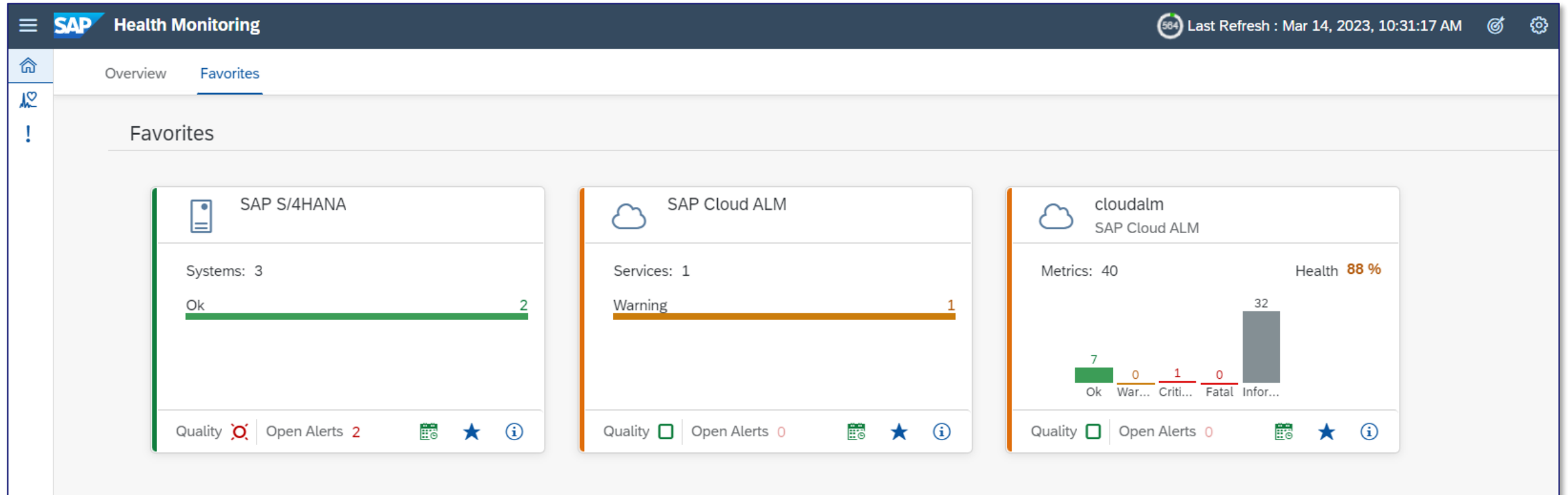
Project Scope

The screenshot displays the SAP Cloud ALM for Operations dashboard. At the top, there is a navigation bar with the SAP logo, a 'Home' dropdown, and several utility icons (search, refresh, chat, help, notifications) along with a user profile icon labeled 'RK'. Below the navigation bar, a horizontal menu lists several SAP Cloud ALM modules: SAP Cloud ALM, SAP Business Transformation Center, SAP Cloud ALM for Implementation, SAP Cloud ALM for Operations (which is the active module), SAP Cloud ALM for Service, and Administration. The main content area is titled 'SAP Cloud ALM for Operations' and contains a grid of ten project scope components, each with a title and an icon. A dashed blue border highlights a specific set of components: Business Process Monitoring, Integration & Exception Monitoring, Real User Monitoring, Synthetic User Monitoring, Job & Automation Monitoring, Health Monitoring, Intelligent Event Processing, Operations Automation, Business Service Management, Notification Management, and Configuration & Security Analysis.

Component	Icon
Business Process Monitoring	Icon of a magnifying glass over a document
Integration & Exception Monitoring	Icon of a globe with a magnifying glass
Real User Monitoring	Icon of a person with a magnifying glass
Synthetic User Monitoring	Icon of a person running
Job & Automation Monitoring	Icon of a document with a gear
Health Monitoring	Icon of a heart with a pulse line
Intelligent Event Processing	Icon of two arrows forming a cycle
Operations Automation	Icon of a play button with a list
Business Service Management	Icon of a calendar with a checkmark
Notification Management	Icon of a person with a list
Configuration & Security Analysis	Icon of a document with a checkmark

SAP Cloud ALM for Operations

Example: Health Monitoring („System Monitoring light“)



SAP Cloud ALM for Operations

Example: Health Monitoring in SAP Cloud ALM

The screenshot shows the SAP Health Monitoring interface for 'SAP Cloud ALM for RISE'. The top navigation bar includes the SAP logo and the title 'Health Monitoring'. Below this, the 'Monitoring' section is active, with a scope filter set to 'SAP Cloud ALM for RISE'. The breadcrumb trail is 'Home / Monitoring / SAP Cloud ALM for RISE (SAP Cloud ALM) / SAP Cloud ALM for RISE (SAP Cloud ALM)'. The main content area displays system details: Description: SAP Cloud ALM for RISE, Tenant Type: Production, Customer Name:J5, Root URL: https://snpgroup-p.lm.cloud.sap, Tenant ID: 7 X081, and Customer Number: 5. A 'Metrics Overview' dropdown is set to 'All Metrics'. The dashboard is divided into three main sections: 1. 'SAP Cloud ALM HANA Memory' with a 'HANA Memory Size' card showing 0.83 GB. 2. 'Landscape Management' with an 'LMS Import Job' card (describing a daily SLIS import) and three summary cards: 'Number of cloud services' (8), 'Number of technical systems' (3), and 'Number of logical systems' (3). 3. 'Health Monitoring' with two status cards: 'Data Collection status' (5 'Ok' items) and 'Jobs status' (3 'Ok' items).

SAP Cloud ALM for Operations

Example: Health Monitoring

The screenshot displays the SAP Health Monitoring interface for an SAP S/4HANA system. The dashboard is organized into several sections:

- Monitoring Header:** Shows the system name (SAP S/4HANA), description, client (100), system number, system ID, and role (PROD). It also indicates the last refresh time as Mar 14, 2023, 11:01:49 AM.
- ABAP System Metrics:** A row of eight cards showing various system health indicators:
 - ABAP License:** 3 Ok, 1 Error.
 - Workprocesses On Hold:** 7.
 - Workprocesses Stopped:** 0.
 - Workprocess Usage:** 5 processes.
 - Dialogsteps:** 832.
 - Response Time:** 555 ms.
 - Number of Users:** 84.
 - Certificates:** 3 Ok.
 - Short Dumps Today:** 5.
- HANA Database Metrics:** A row of five cards showing database health:
 - HANA Service Status:** 14 Ok.
 - HANA Allocated Memory:** 279.61 GB.
 - HANA Fragmented Memory:** 6.93 GB.
 - HANA Disk Usage:** 771.66 GB.
 - HANA Version:** 0.
- Hosts Metrics:** A table showing resource usage for three hosts:

Host	Host Memory	Host CPU
snp0	208.66 GB	0.24
vhsnep1	173.89 GB	
vhsnej	31.76 GB	0.23

SAP Cloud ALM for Operations

Example: Job & Automation Monitoring

The screenshot displays the SAP Job & Automation Monitoring interface. The main view shows a list of jobs with their execution status. A detailed view of a specific job is also shown.

Monitoring Table:

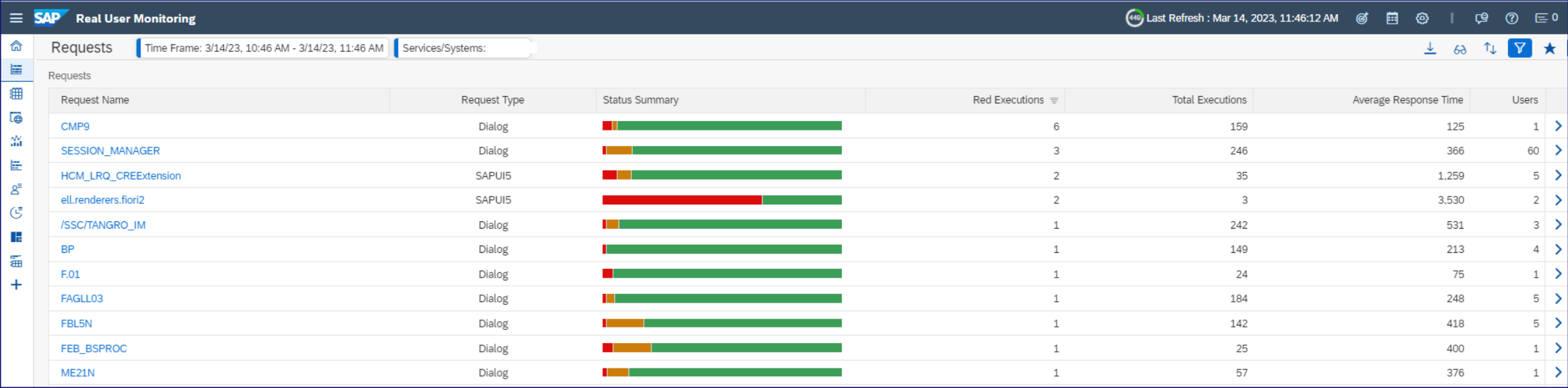
Name	Type	Execution Status	Application Status	Start Delay	Run Time
SAP_CA_DTINF_DATA_COLLECTION	SAP ABAP Job	✖	◇	✔	✔
SAP_FIN_START_SESSION_CLEANUP	SAP ABAP Job	✖	◇	✔	✔
SAP_WORKFLOW_SYSTEM	SAP ABAP Job	✖	◇		
/AIF/SAP_AIF_AUTO_REPROCESSING	SAP ABAP Job	✖	◇		
ATO_REFRESH_READY_FOR_IMPORT_JOB	SAP ABAP Job	✖	◇		
FIN EDI_EXTRACT_ADV_C	SAP ABAP Job	✖	◇		
CATS_ZEITÜBERTRAGUNG	SAP ABAP Job	✖	◇		
/IWXBE/EVENT_STATISTICS	SAP ABAP Job	✖	◇		
/UI5/APP_INDEX_CALCULATE	SAP ABAP Job	✖	◇		

Details on execution of: SAP_CA_DTINF_DATA_COLLECTION

Name	Value
Name	SAP_CA_DTINF_DATA_COLLECTION
Run ID	11303503
Planned Start Time	Mar 14, 2023, 11:32:35 AM Navigate to Service/System DH1100
Start Time	Mar 14, 2023, 11:32:35 AM
End Time	Mar 14, 2023, 11:32:35 AM
Scheduled By	DDIC
Execution Service/System	DH1100

SAP Cloud ALM for Operations

Example: Real User Monitoring

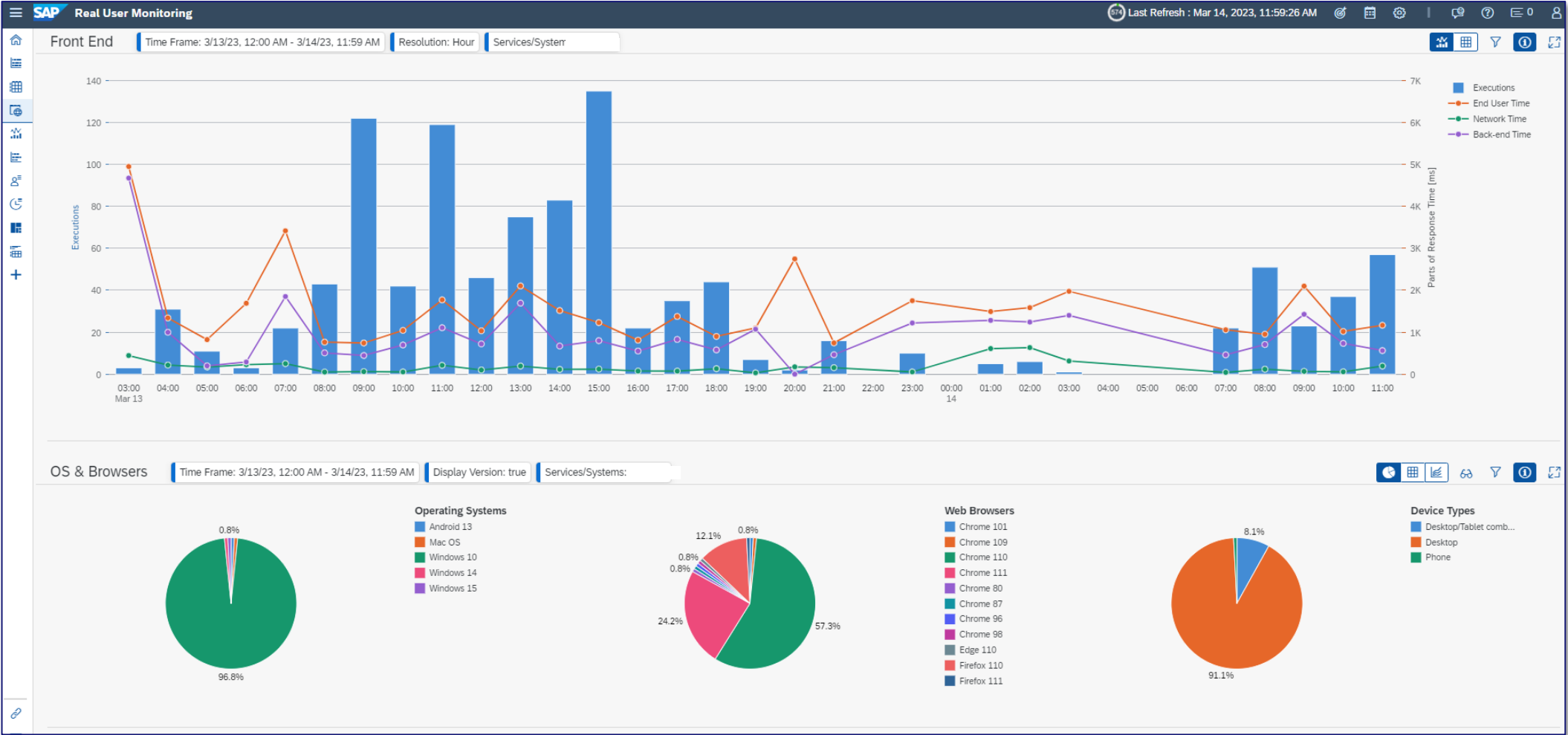


The screenshot displays the SAP Real User Monitoring interface. At the top, the SAP logo and 'Real User Monitoring' are visible. The right side of the header shows 'Last Refresh : Mar 14, 2023, 11:46:12 AM' and various utility icons. Below the header, the 'Requests' section is active, showing a time frame of '3/14/23, 10:46 AM - 3/14/23, 11:46 AM' and a search box for 'Services/Systems:'. The main content is a table with the following columns: Request Name, Request Type, Status Summary, Red Executions, Total Executions, Average Response Time, and Users. Each row represents a different request, with a status bar indicating the proportion of red, orange, and green executions.

Request Name	Request Type	Status Summary	Red Executions	Total Executions	Average Response Time	Users
CMP9	Dialog		6	159	125	1
SESSION_MANAGER	Dialog		3	246	366	60
HCM_LRQ_CREEExtension	SAPUI5		2	35	1,259	5
ell.renderers.fiori2	SAPUI5		2	3	3,530	2
/SSC/TANGRO_IM	Dialog		1	242	531	3
BP	Dialog		1	149	213	4
F.01	Dialog		1	24	75	1
FAGLL03	Dialog		1	184	248	5
FBL5N	Dialog		1	142	418	5
FEB_BSPROC	Dialog		1	25	400	1
ME21N	Dialog		1	57	376	1

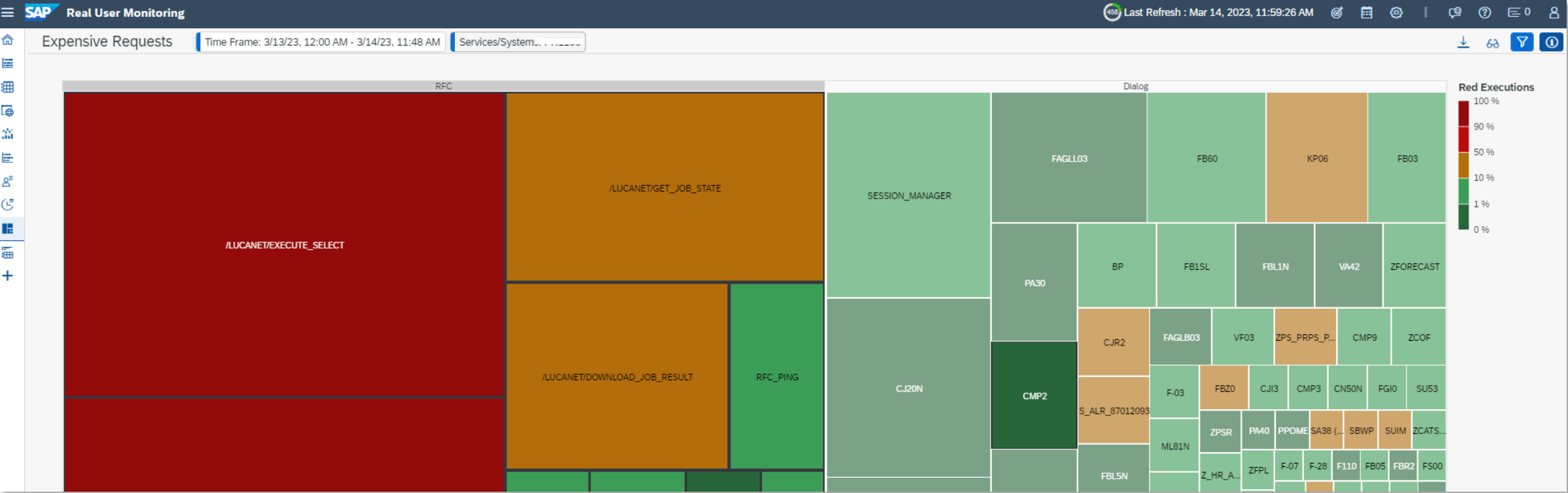
SAP Cloud ALM for Operations

Example: Real User Monitoring – Frontend Statistics



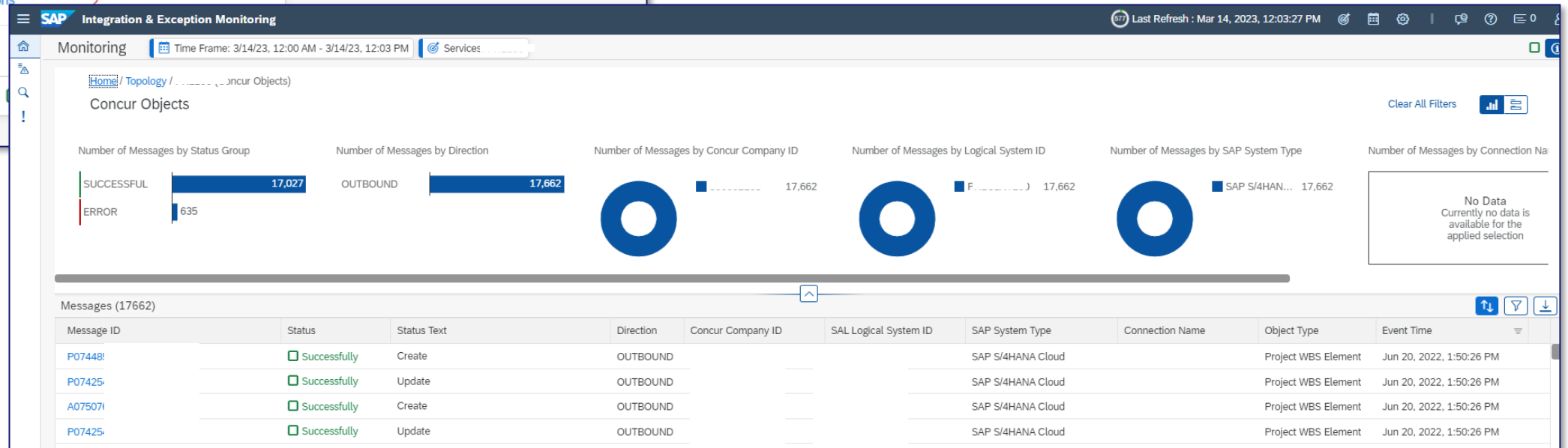
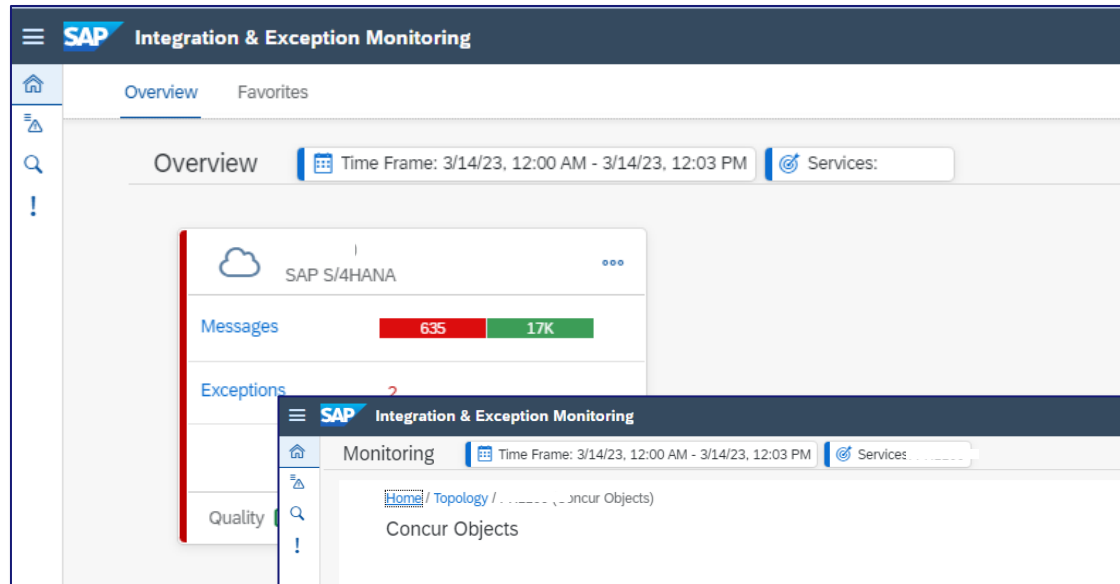
SAP Cloud ALM for Operations

Example: Real User Monitoring – Expensive Requests



SAP Cloud ALM for Operations

Example: Integration & Exception Monitoring



SAP Cloud ALM for Operations

Experiences

- **Simple setup – easy to consume**
 - Health Monitoring, Job Monitoring, Integration & Exception Monitoring, Real User Monitoring
 - Simple alerting setup via E-Mail (job monitoring, exceptions, Service Now, ...)
- **Benefits**
 - Efficient root cause analysis for e.g. user experience / performance issues (Real User Monitoring)
 - Dashboard insights for operational challenges (Health-, Integration-, Job-Monitoring)
 - Control / governance for client-side UI (Operating systems, browser...) (Real User Monitoring)
- **Challenges**
 - Authorizations for Business Process Monitoring & segregation of business process related metrics / payload (workaround: deactivation of use case specific data collection)
 - Setup of configuration and security analysis to support internal audit requirements



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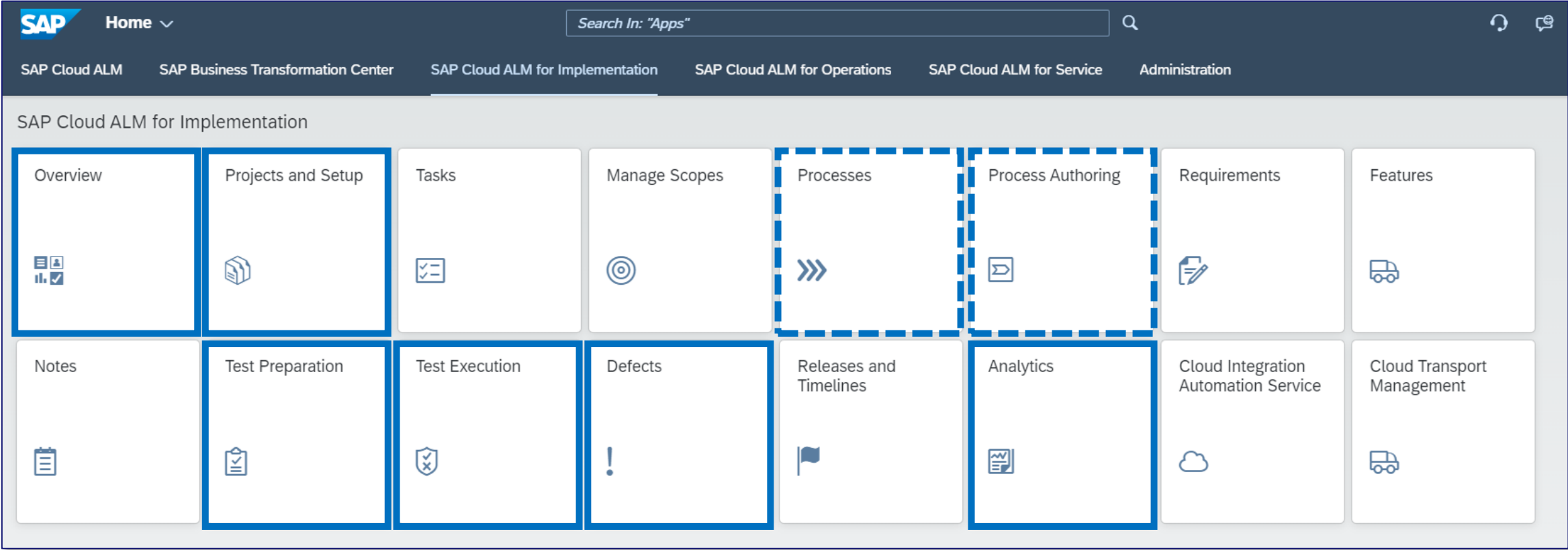
SAP Cloud ALM for Implementation

- **Targets**
 - Central Test Management organization - Clear Responsibilities
 - Central Repository for Test Cases
 - Structured Testing
 - Increase of Test Coverage
 - Enable decentral Execution (Test Center)
 - Analytics using dashboards
 - Documented Business Processes
- **Challenges of early adoption / limited functionalities**
 - No test plan
 - No tester assignment
 - No process hierarchy
 - Limited authorization concept



SAP Cloud ALM for Implementation

Project Scope



SAP Cloud ALM for Implementation

Realization & structure of test organization

The screenshot shows the SAP Cloud ALM Test Execution Overview interface. The main header includes the SAP logo, 'Test Execution', and a search bar. Below the header, there are filters for 'Project' (S/4HANA Upgrade - Testing) and 'Scope'. A 'Tags' dropdown menu is open, showing a list of tags including Tester 1-10, Basis Components, Controlling, Finance, Human Resources, Material Management, Project System, Reliable Messaging, Resource Planning, Sales and Distribution, and O2C. Annotations with arrows point to the 'Project' filter (labeled '1 Test Project'), the 'Scope' dropdown (labeled 'Scopes representing 7 Regions'), and the 'Tags' list (labeled 'Tags representing 9 Departments' and 'Tags representing >50 Test User').

1 Test Project

Scopes representing 7 Regions

Tags representing 9 Departments

Tags representing >50 Test User

SAP Cloud ALM for Implementation

Example: User Onboarding

The screenshot displays the SAP Cloud Identity Services interface. The main view is titled 'User Management' and includes a search bar with the text 'Search In: "Apps"'. Below the search bar, there are two main sections: 'Users by Status' and 'Users by Application Area'. The 'Users by Status' section shows a bar chart with three categories: 'New' (27), 'Active' (42), and 'Deactivated' (1). The 'Users by Application Area' section shows a donut chart with various application areas and their corresponding user counts. A legend below the donut chart lists the application areas: Business Process Monitoring (61), Business Service Management (6), Cross Application (5), Cloud Integration Automation Service (4), Configuration & Security Analysis (5), Cloud Transport Management (6), Health Monitoring (4), Integration Monitoring (2), Job Monitoring (2), and others. On the right side, there is a detailed 'Users & Authorizations' panel. This panel shows three main categories: 'User Management' (68 users, 'Manage user accounts'), 'User Groups' (2 groups, 'Manage user groups'), and 'Administrators' (5 administrators, 'Configure Authorizations').

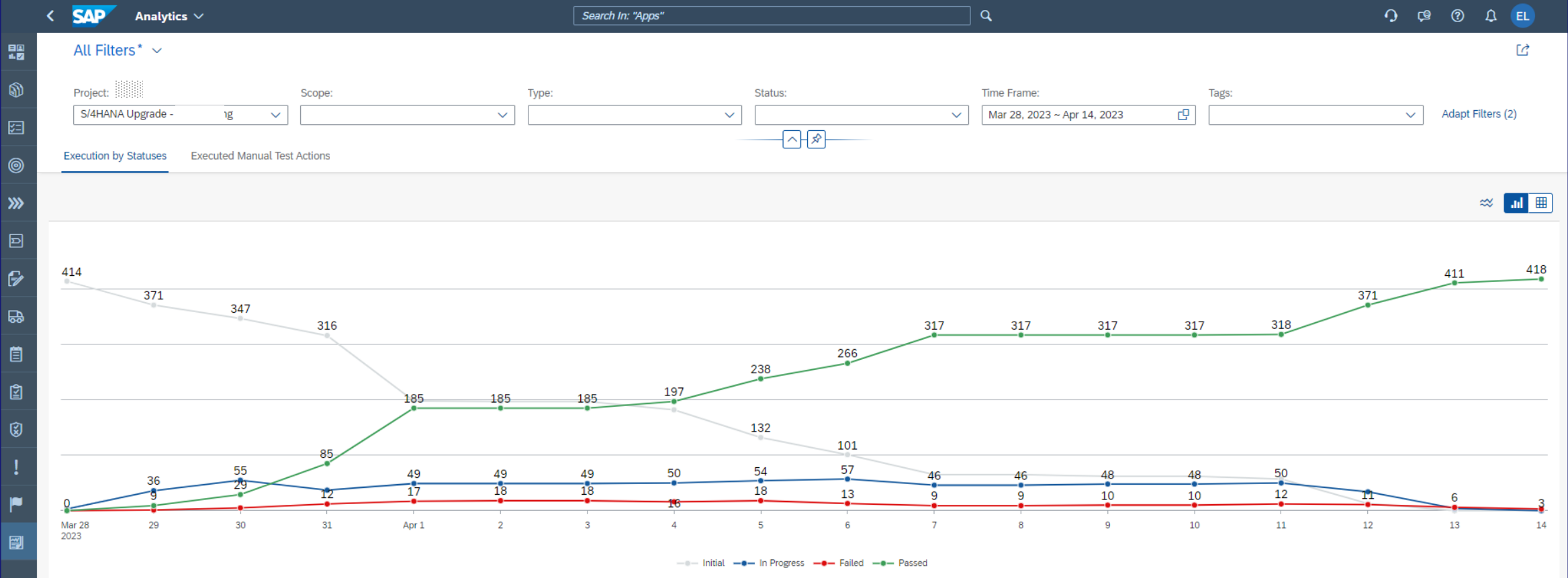
Status	Count
New	27
Active	42
Deactivated	1

Application Area	Count
Business Process Monitoring	61
Business Service Management	6
Cross Application	5
Cloud Integration Automation Service	4
Configuration & Security Analysis	5
Cloud Transport Management	6
Health Monitoring	4
Integration Monitoring	2
Job Monitoring	2
...	...

Category	Count	Action
User Management	68	Manage user accounts
User Groups	2	Manage user groups
Administrators	5	Configure Authorizations

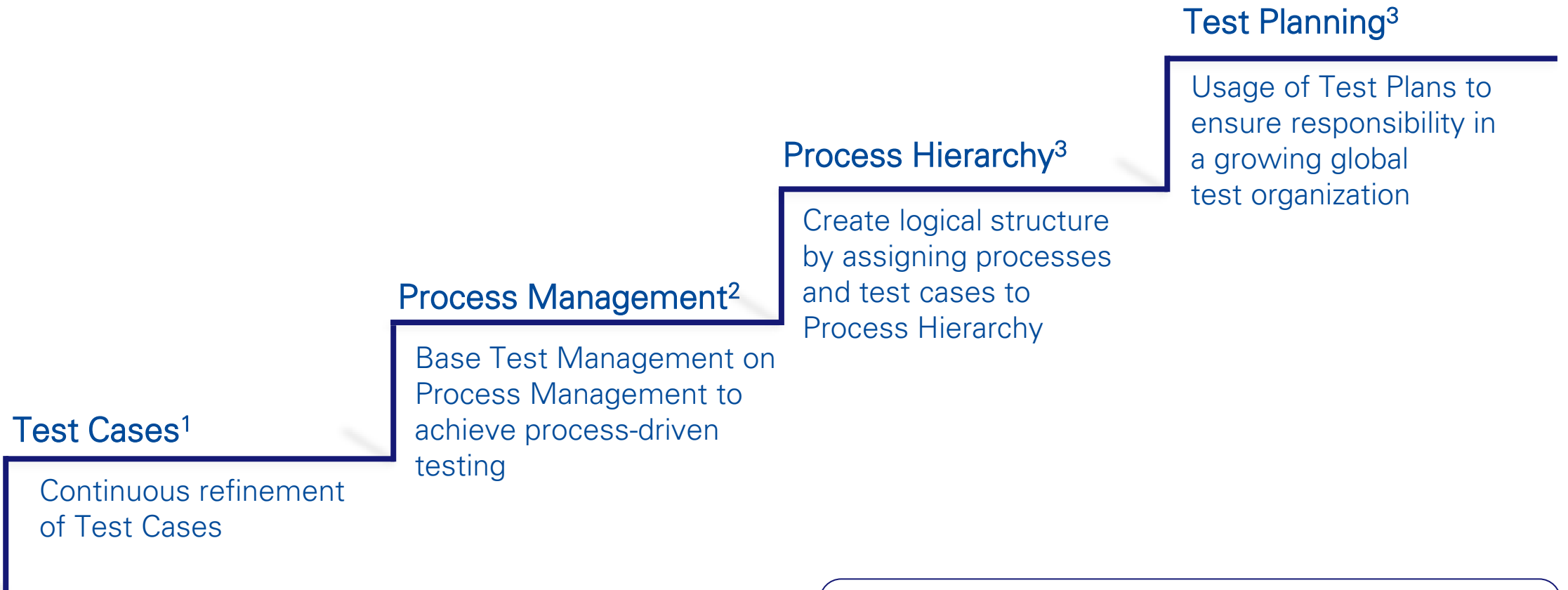
SAP Cloud ALM for Implementation

Example: Test Execution Analytics



SAP Cloud ALM for Implementation

Roadmap for Optimization of Test Management



¹SNP intern - Alignment of capabilities & business needs
²SNP intern - Optimize Test Methodology by business units
³SAP Cloud ALM Roadmap Explorer: Q2/2023

5 Points to take home

- Proven combination of SNP Transformation methodologies and software & RISE with SAP
- Kickstart of RISE program benefits from SAP Cloud ALM PoC already in 2021
- SAP Cloud ALM significantly simplified operational tasks
- Documentation of business processes initiated
- Acceptance of Test Management by central test organization achieved for current upgrade project

„The methodical onboarding was so smooth“

„Not worse than Excel“

„You just know where to click.“





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HORIZONS**

June 14 - 15, 2023 @ [SNP dome, Heidelberg](#)

Thank you

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