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

SAP TECHED

Speakers

Las Vegas, Sept 19 - 23

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Bangalore, October 5 - 7

Marc Thier

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.

Approach

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

Solution Manager Process	BI and Repository	KPIs	Dashboard
1	2	3	4

Process

Portfolio Management
Project Management
Test Management
Change Management
Incident Management
Event Management
System Monitoring
Business Process Monitoring
Custom Code Management
Security compliancy
Configuration Management
…….

SAP Solution Manager BI / Repository
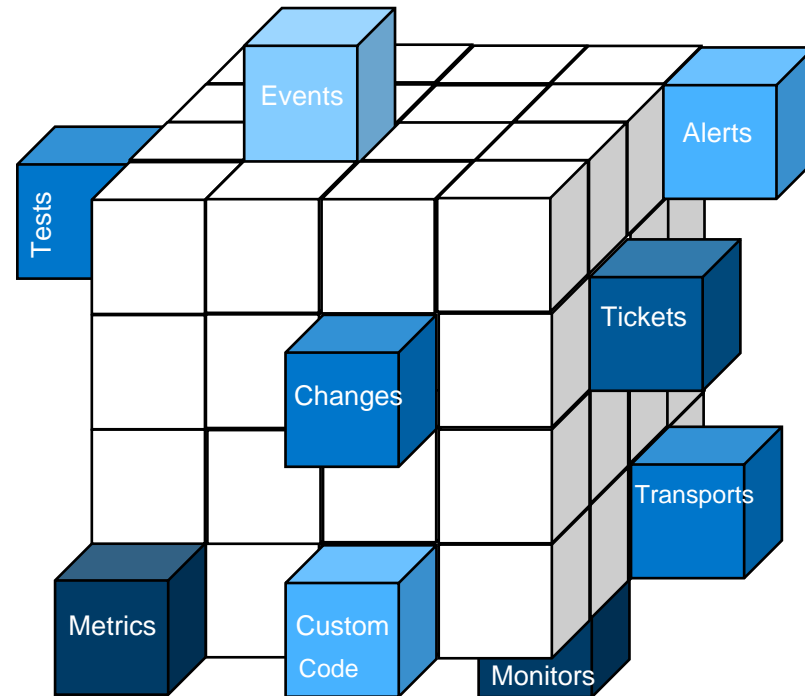
Key Performance Indicators

- 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
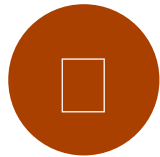
Strategic

- 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
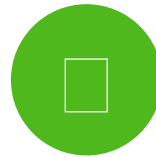
Governance

- 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
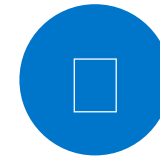
Operations

- Dashboards for experts
- Design custom specialized views
- Build hierarchies and aggregated indicators
- Jump-in to integrated SAP Solution Manager expert tools

Models

SAP Focused Insights is packaged as **Dashboards Models**. pre-defined template corresponding to a best practice use-case

Aggregation

Monthly — Application Performance, Readiness, IT Scorecard

Weekly — Tactical

Daily — Service Level Reporting

On Event — Operation, OCC

Service Provider

Customer

Legend:
- 🟢 Governance
- 🔵 Operations
- 🟤 Strategy

Roles: Operators L1, L2 | SAP Basis | Operation Manager | Service Manager | Program Manager
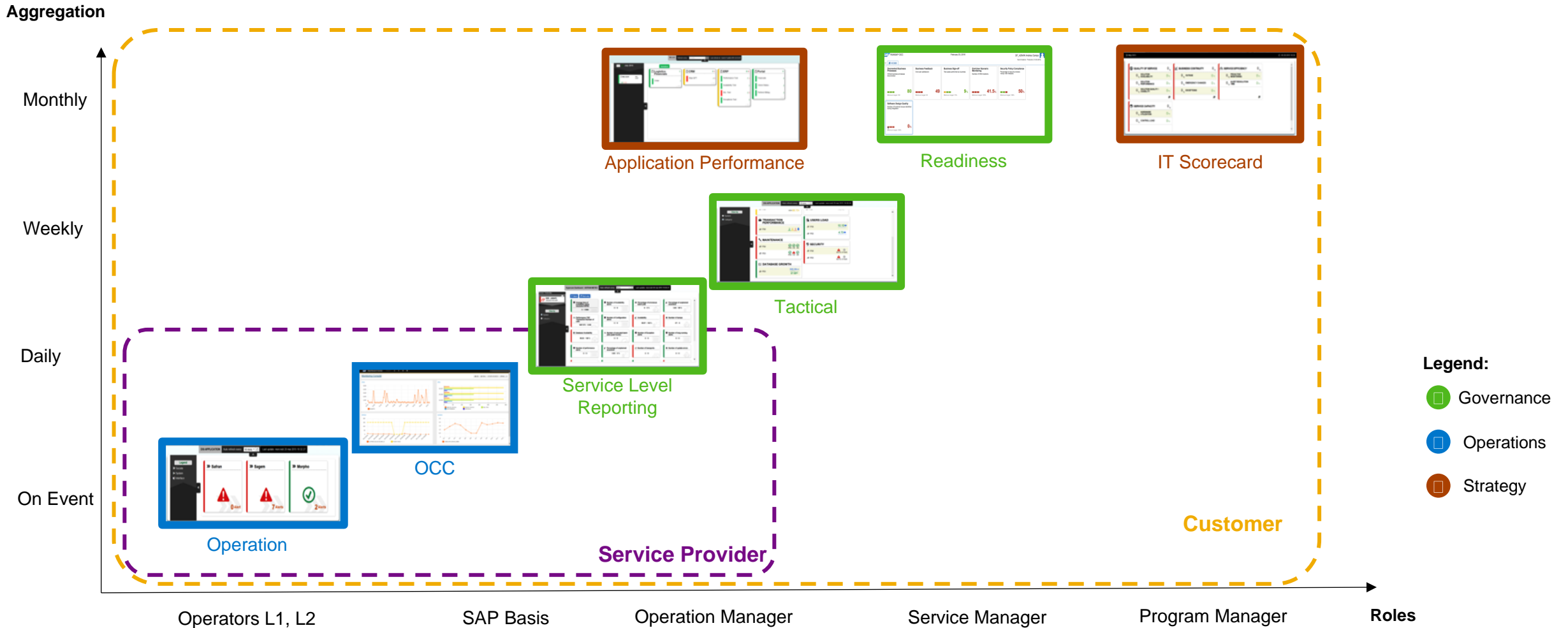
Usage

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

Create and Configure Dashboard Instances

Access Dashboard Instances

Dashboards Administrators

Dashboard Users

Dashboard Models

Dashboard instances
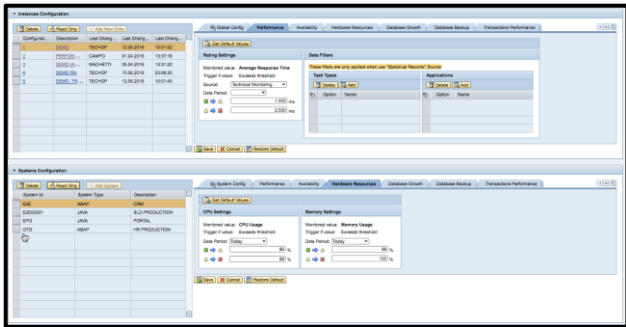
Landscape / Systems
Metrics / KPIs
Thresholds
Time Period/Resolution
Rating and Trend Rules

Users
Roles
Authorizations

Strategic level
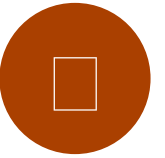
IT Scorecard

- Align your organizations with strategic objectives.
- Measure services compliance and progress.
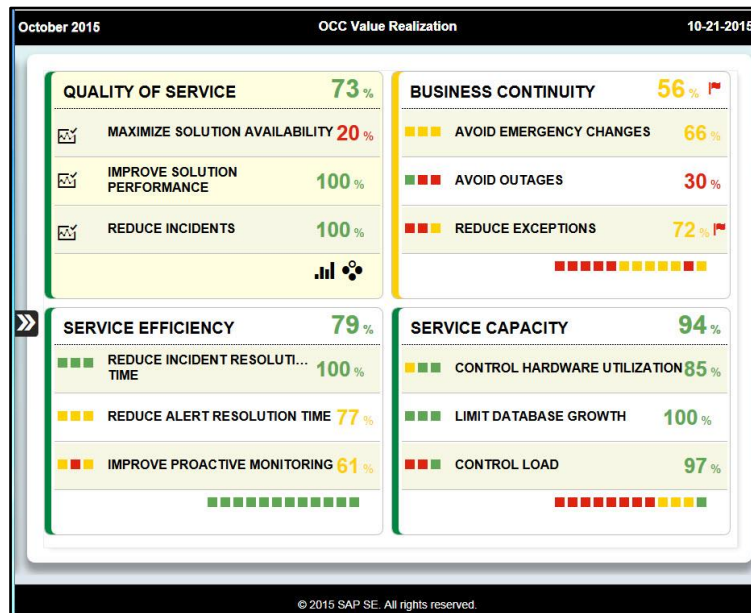
Application Performance

- Control performance and availability of SAP applications against predefined targets.
- Maintain an expected level of service.
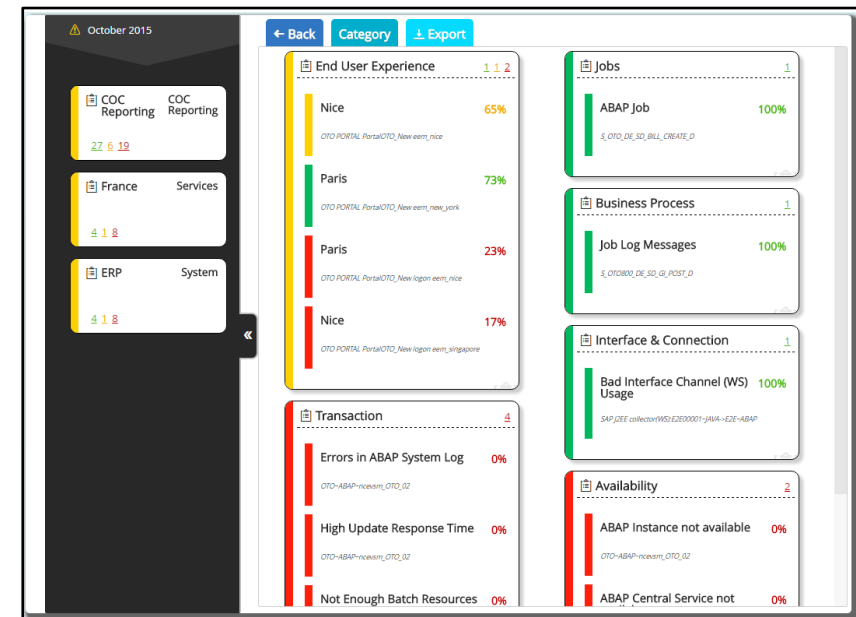
Governance level
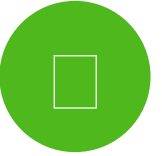
Service Level Reporting

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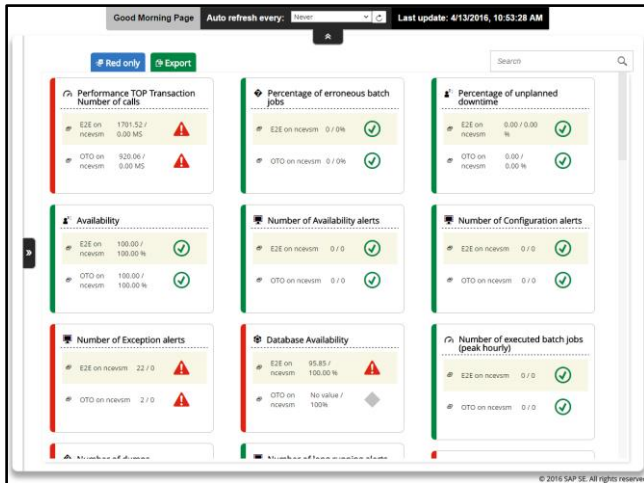
Tactical

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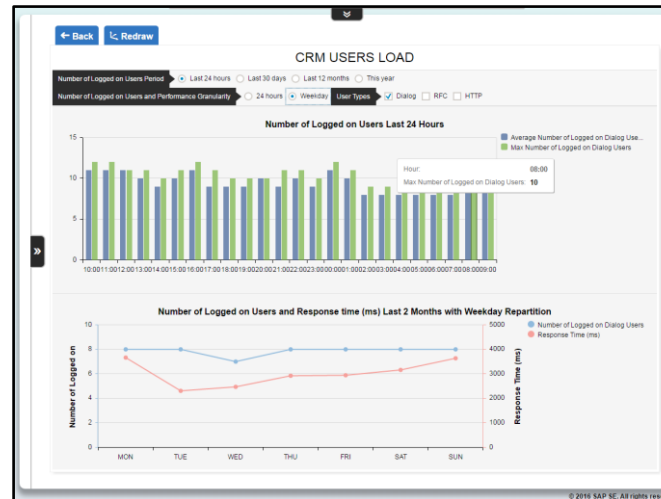
Readiness

- Publish online your projects status.
- Track your progress against predefined targets.

Operations level
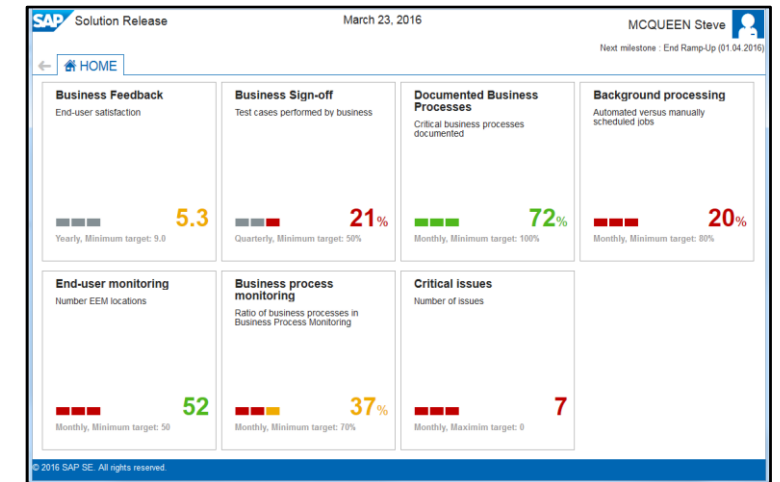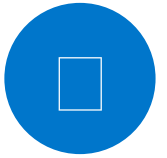
Operation Control Center

- 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.
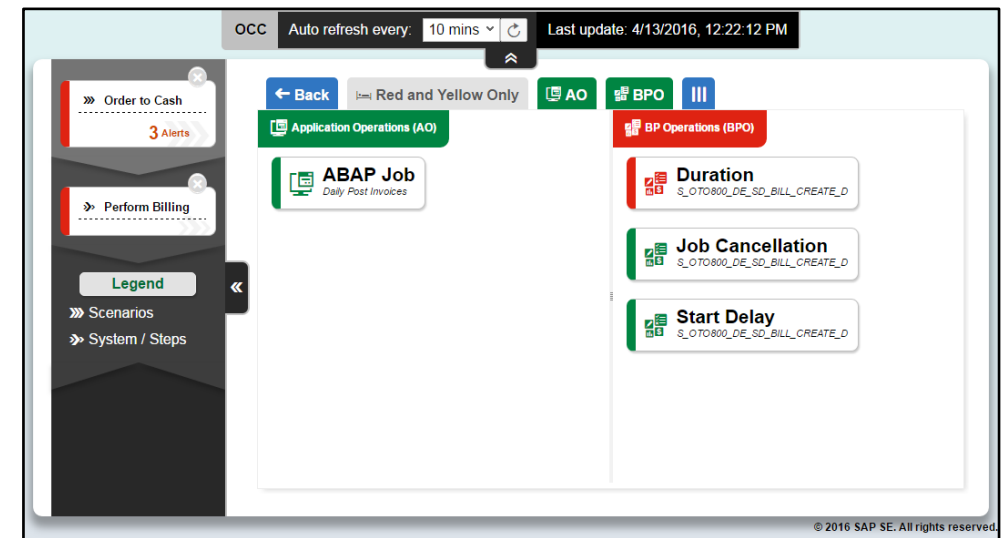
OCC Dashboard

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
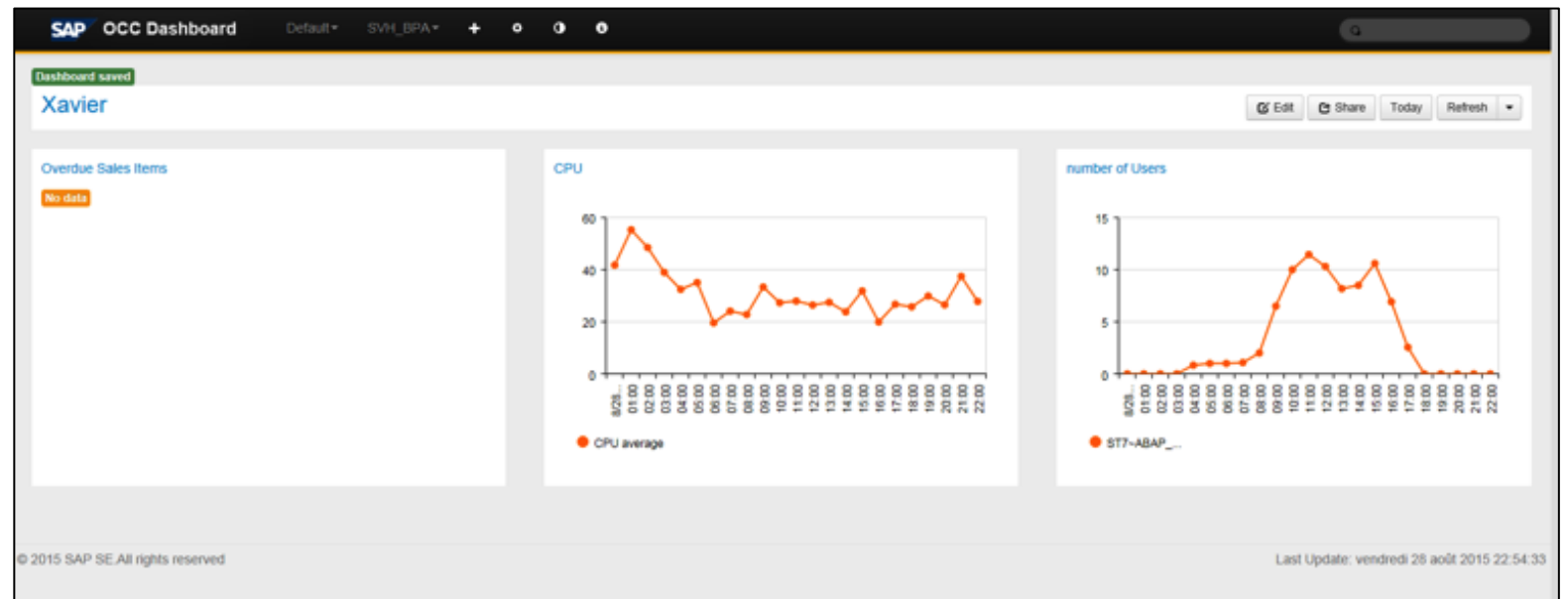
OCC Dashboard

OCC Dashboard

Add/Remove Gadget

Edit Mode

SAP OCC Dashboard · SolEd Demo ▾ · Default ▾ · TEST OST ▾ · SVH_BPA ▾ · + · ⚙ · ◐ · ↻

SolEd OCC 2015

☑ Settings · ☑ Save · Cancel

DRAG GADGETS INTO DASHBOARD

63: ABAP Dumps (per instance)
61: ABAP dumps - per system
125: Alerts ST7 (SolEd DF)
56: BOX 3
64: BP Analytics
128: BP Imp Yesterday Sale
66: Batch (SolEd SysMon)
57: Box 4
13: CPU
48: CPU ST7 (SolEd SysMon)
7: CPU ST7 hosts (SolEd SysMon)
51: CRM
68: DB
54: DB 1
55: DB 2

Demo: Sales Overdue top 3 (SolEd BPA Panel) / This Month|Day

● 0001   ● IWS0
● XXXX

Response Time (SolEd SysMon)

● ST7 MAX
● ST7 Average

Memory (ST7 Hosts) SolEd Demo / Last Week

● VML2250
● VML2254
● ST7

CPU ST7 hosts (SolEd SysMon)

● CPU global ...
● CPU Global ...
● vml2250 CP...
...

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

Tactical

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

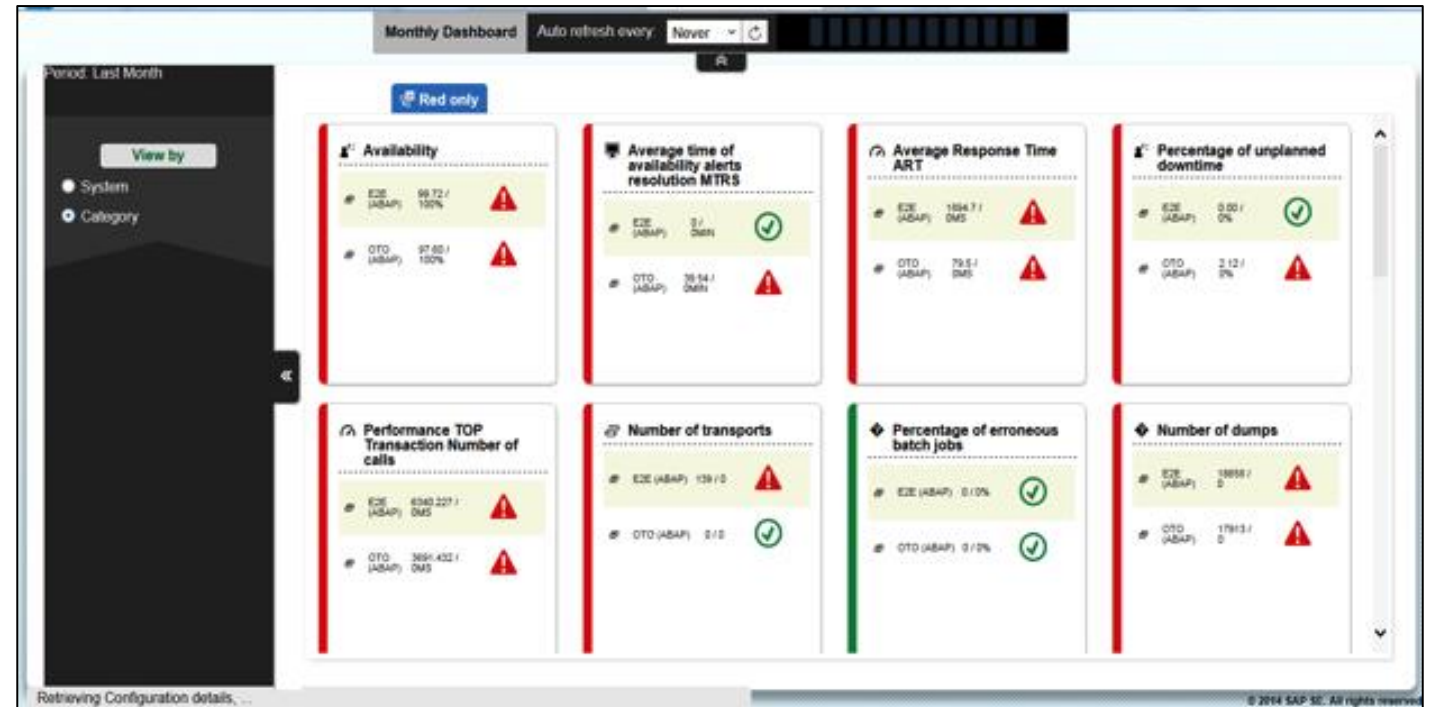# Tactical

Tactical

Tactical

Service Level Report

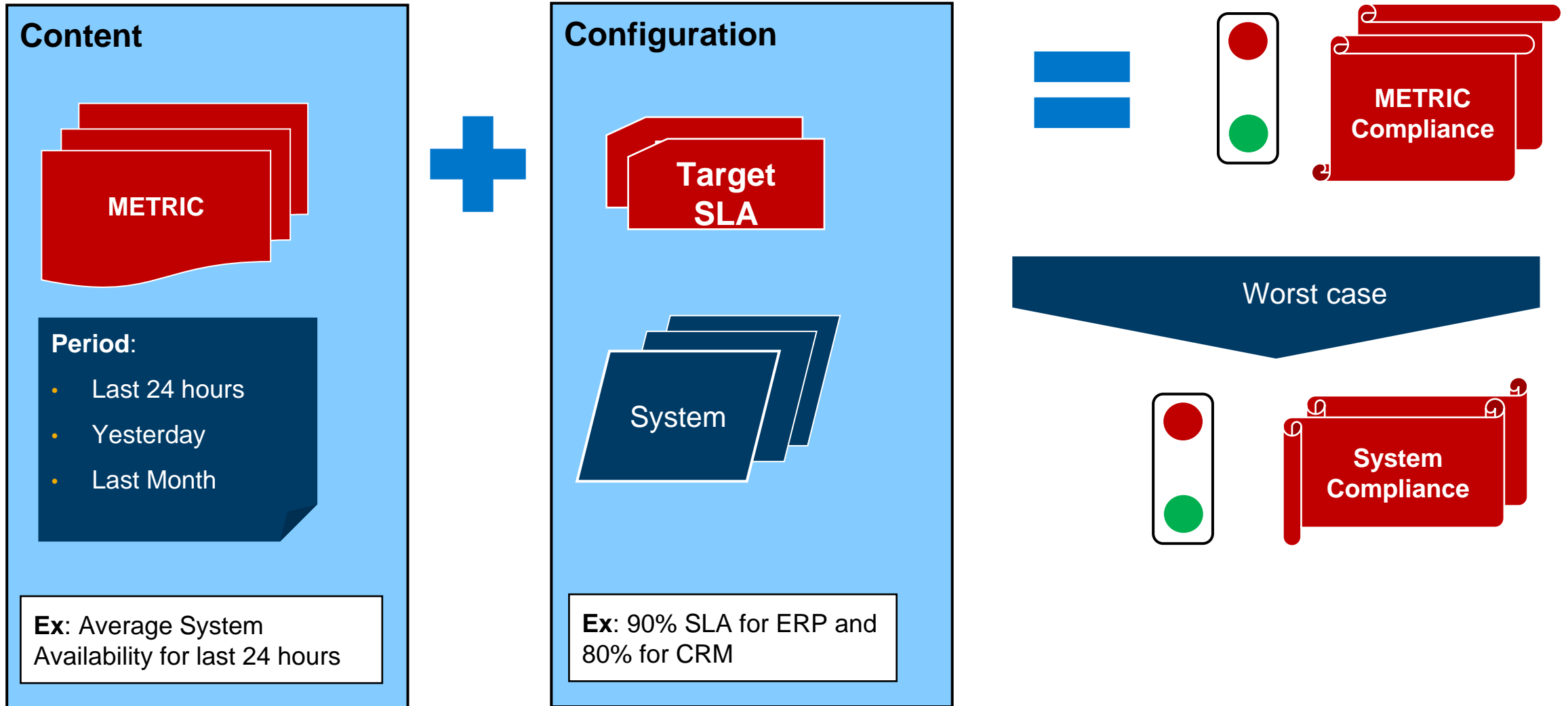Focused Insights for SAP Solution Manager

Service Level Report

Service Level Dashboards objective is to provide customers with **Service Level compliancy** 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

System

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

=

METRIC Compliance

Worst case

System Compliance

Service Level Report

Service Level Report

Metric Rating

Metric Details

Service Level Report

Readiness Dashboard

Focused Insights for SAP Solution Manager

Readiness Dashboard

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 a **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 instances.

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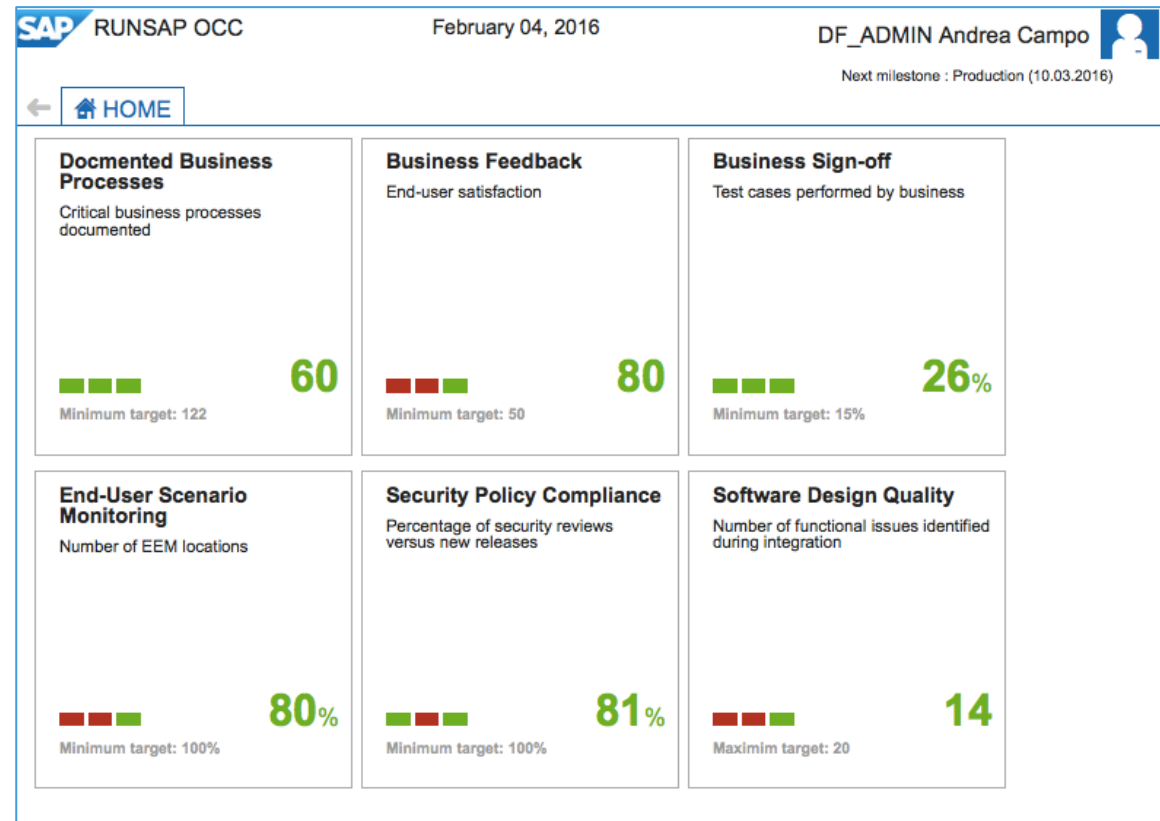
Application Performance Dashboard

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
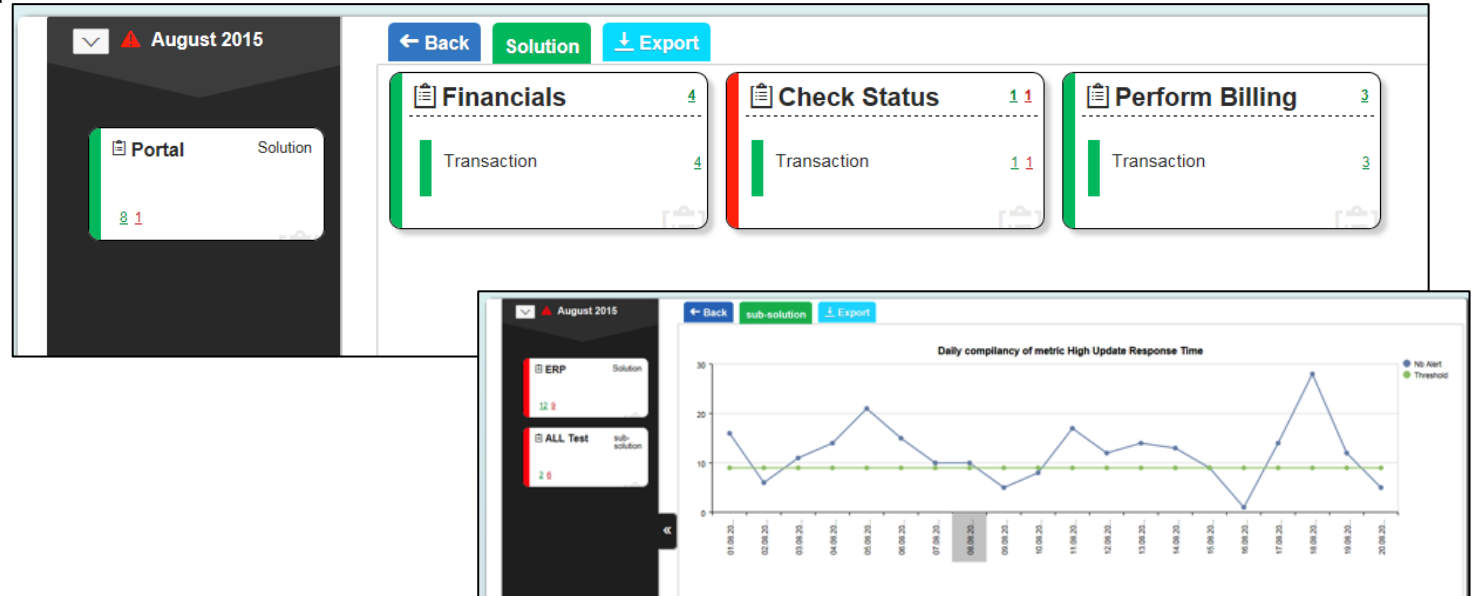
- **End-User Experience**: performance and availability experienced by end users of the application.
- **Business Process:** Throughput and backlog of Business Transactions
- **System monitoring :** Resources used by the application
- **Interface & Connection:** Performance and availability of system 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

Month Selection

.csv Export

Category

Navigation

August 2015

← Back   ⬇ Export

ERP   Solution

12 9

ALL Test   sub-solution

2 6

📋 **End User Experience**   3

Simple Query Performance   0%

ldcisr7

Simple Query Performance 2   0%

ldcisr7

Simple Query Availability   0%

ldcisr7

📋 **Transaction**   1 3

Not Enough Dialog Resources   0%

SR7~ABAP~ldai1sr7_SR7_11

Errors in ABAP System Log   0%

SR7~ABAP~ldai1sr7_SR7_11

High Update Response Time   25%

SR7~ABAP~ldai1sr7_SR7_11

High ABAP Memory Usage   100%

7~ABAP~ldai1sr7_SR7_11

📋 **Availability**   1

ABAP Instance not available   100%

SR7~ABAP~ldai1sr7_SR7_11

Metrics

Monthly Compliancy

SAP Application Performance

Strategic Dashboard
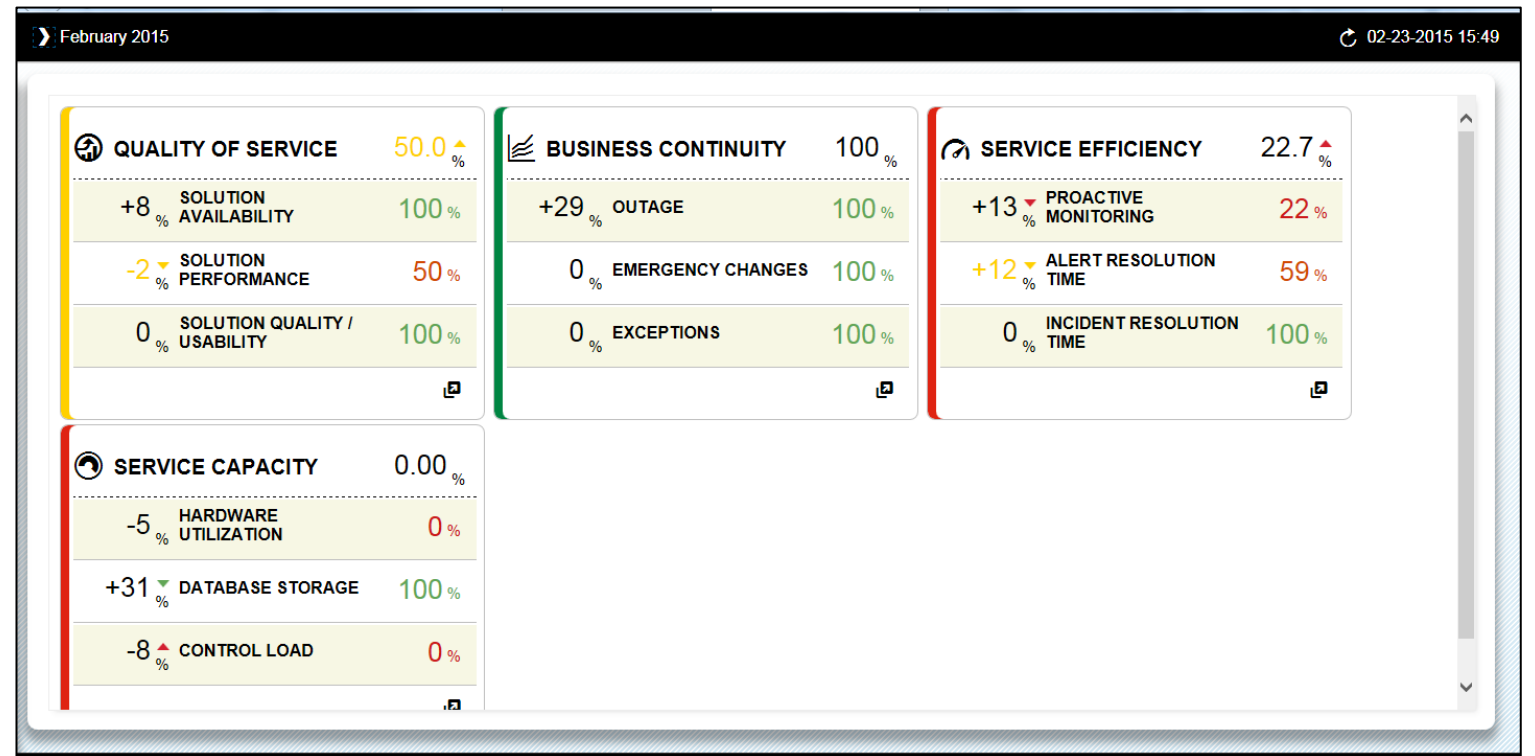
Focused Insights for SAP Solution Manager

Strategic

This dashboard offers the capabilities to measure SAP application management **service compliancy**.
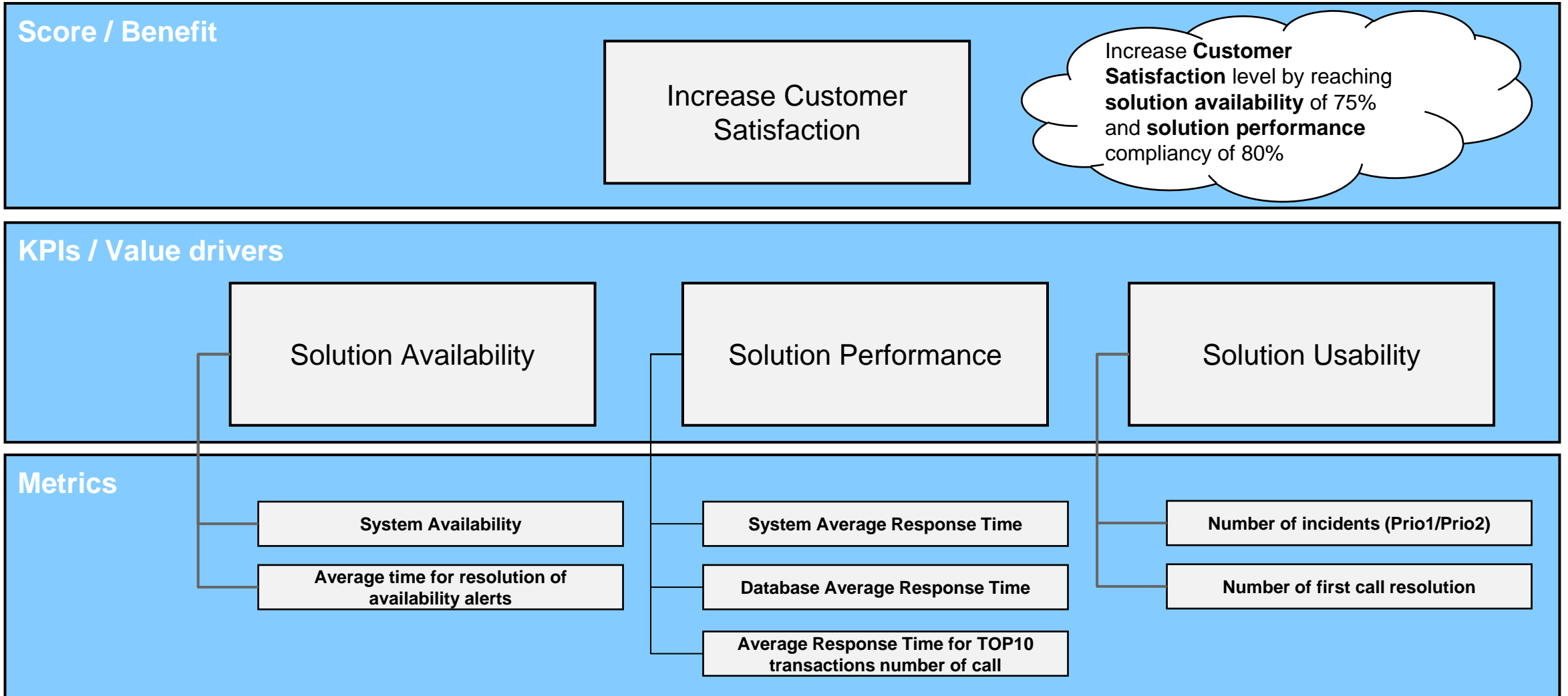
KPIs are grouped into scores providing monthly ranking, KPI's compliancy/history and score ranking history.

Examples of scores are:

- Increased Business Continuity
- Increased Business Satisfaction
- Increased IT Support Efficiency
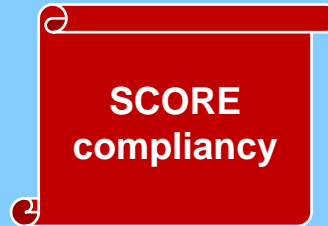- Lower Operational Cost

Dashboard Design: Building Scores

Score / Benefit

Increase Customer Satisfaction

Increase **Customer Satisfaction** level by reaching **solution availability** of 75% and **solution performance** compliancy of 80%

KPIs / Value drivers

Solution Availability

Solution Performance

Solution Usability

Metrics

System 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

Dashboard Design: Implementation

Score / Benefit

Ex: Increase IT Efficiency

SCORE compliancy

SCORE history

KPIs / Value drivers

Ex: Increase ERP solution availability

KPI compliance

Trend Analysis

Last Month Comparison

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

=

METRIC Compliance

Strategic

Current date

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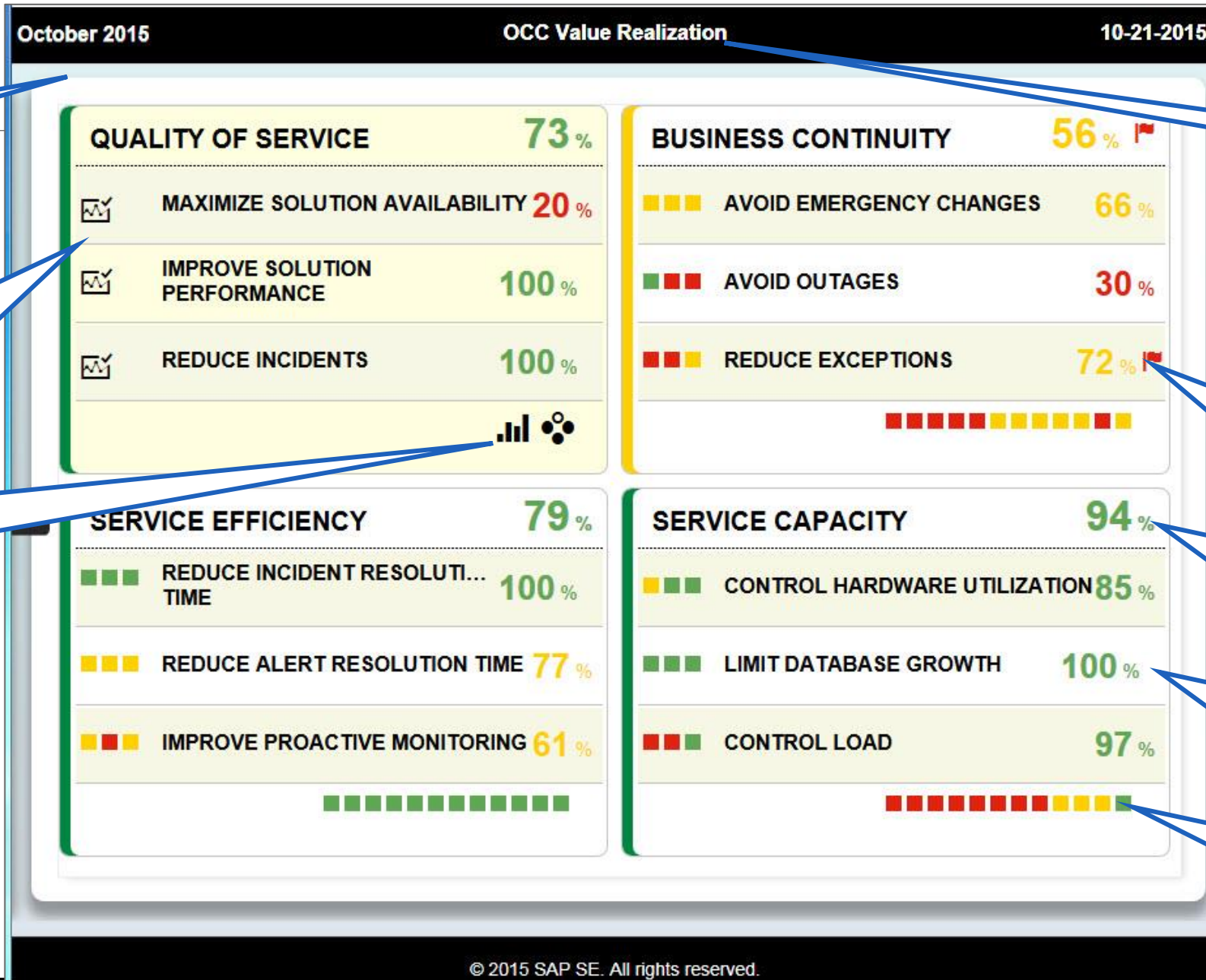
Reporting month selected. 12 months of history can be selected by clicking there

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

QUALITY OF SERVICE — 73 %

- MAXIMIZE SOLUTION AVAILABILITY — 20 %
- IMPROVE SOLUTION PERFORMANCE — 100 %
- REDUCE INCIDENTS — 100 %

BUSINESS CONTINUITY — 56 %

- AVOID EMERGENCY CHANGES — 66 %
- AVOID OUTAGES — 30 %
- REDUCE EXCEPTIONS — 72 %

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

SERVICE EFFICIENCY — 79 %

- REDUCE INCIDENT RESOLUTI... TIME — 100 %
- REDUCE ALERT RESOLUTION TIME — 77 %
- IMPROVE PROACTIVE MONITORING — 61 %

SERVICE CAPACITY — 94 %

- CONTROL HARDWARE UTILIZATION — 85 %
- LIMIT DATABASE GROWTH — 100 %
- CONTROL LOAD — 97 %

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
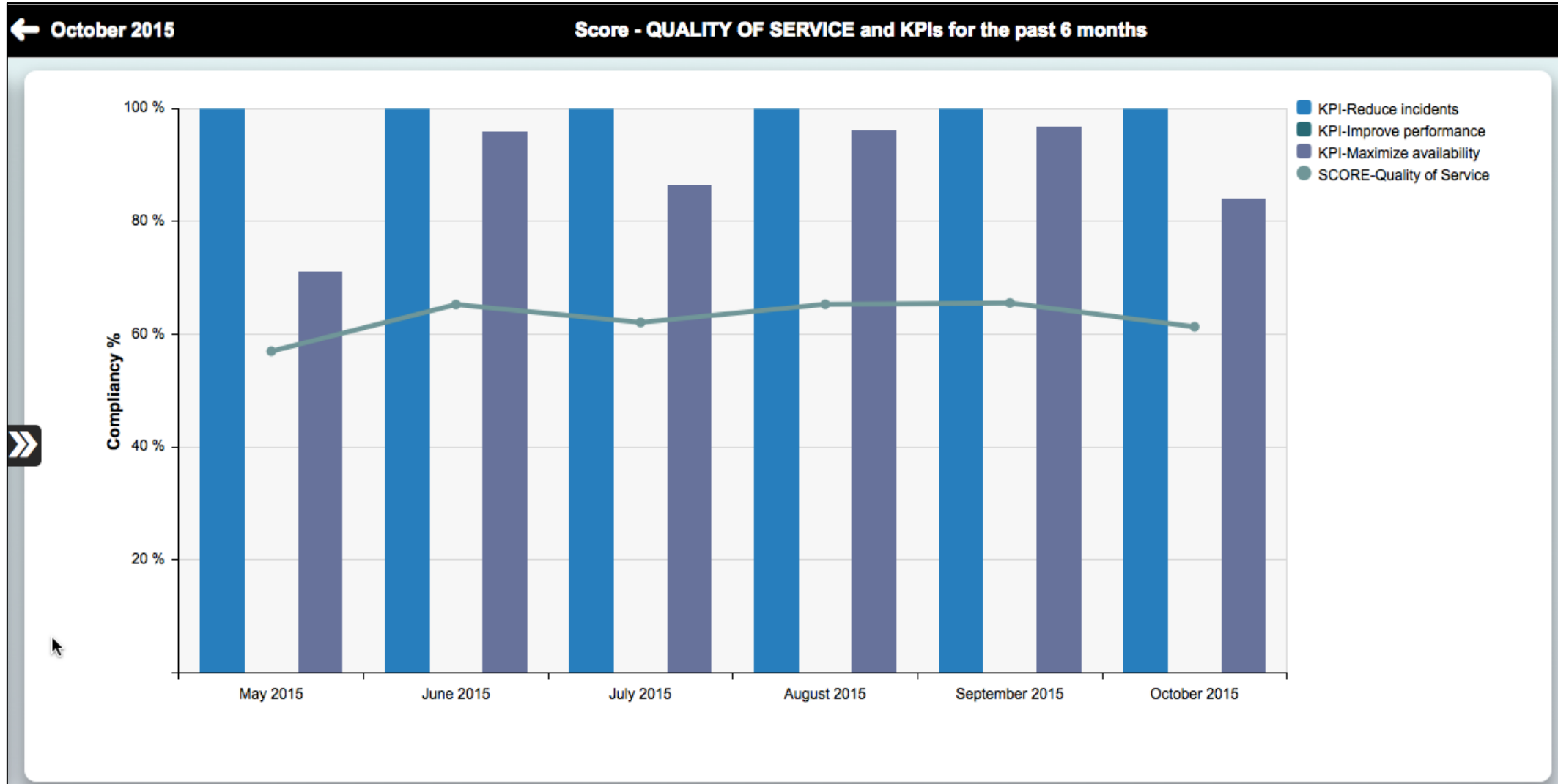
Highlights

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

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

Cross-process and integrated views

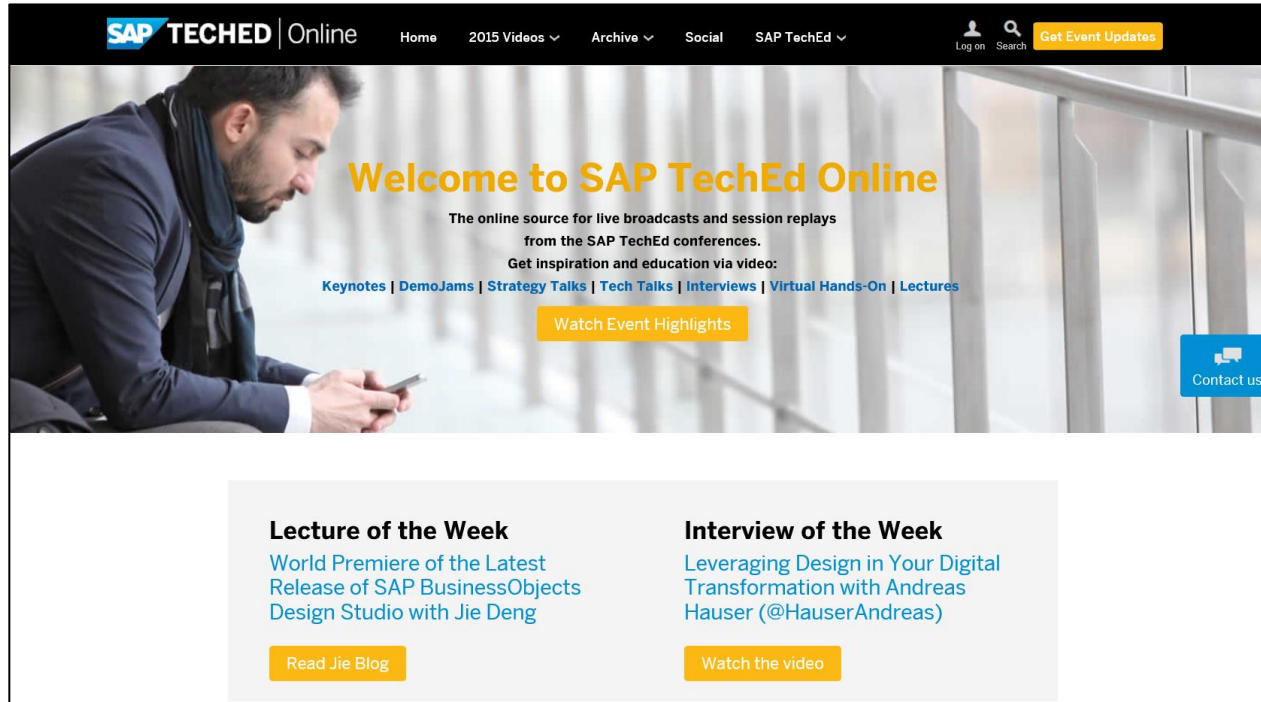**Role-oriented** dashboards with authorizations management

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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- Keynotes
- Demo Jam
- SAP TechEd live interviews
- Select lecture sessions
- Hands-on sessions
- …

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
- Tactical: https://www.sapsolutionmanagerdemo.com/demo_df_tac/index.html?configID=3
- Strategic: https://www.sapsolutionmanagerdemo.com/demo_df_scr/index.html?Config_id=DEMO_ANONYMOUS

SAP Public Web

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

SAP Education and Certification Opportunities

www.sap.com/education

Watch SAP TechEd Online

www.sapteched.com/online

Feedback

Thanks for attending this session.

Please complete your session evaluation for **ITM203**.

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