



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



Speakers

Las Vegas, Sept 19 - 23

Marc Thier

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

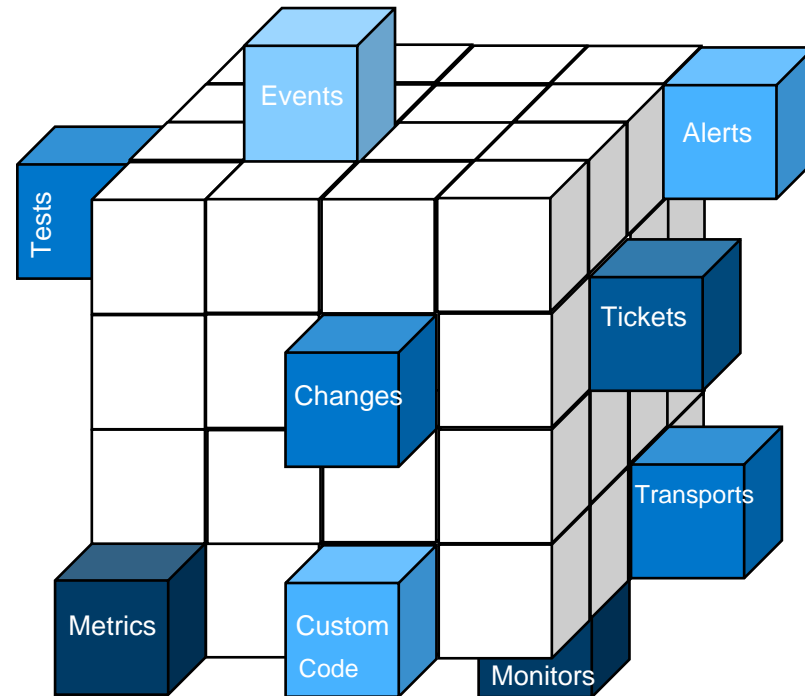
SAP Focused Insights **unifies**, **aggregates** and **correlates** SAP Solution Manager's metrics in single comprehensive views.



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



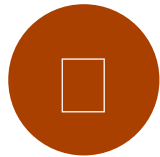
Key Performance Indicators

- 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**)

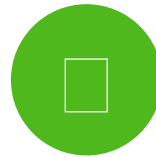
Execution



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

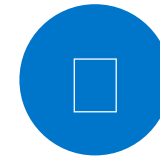
Control



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

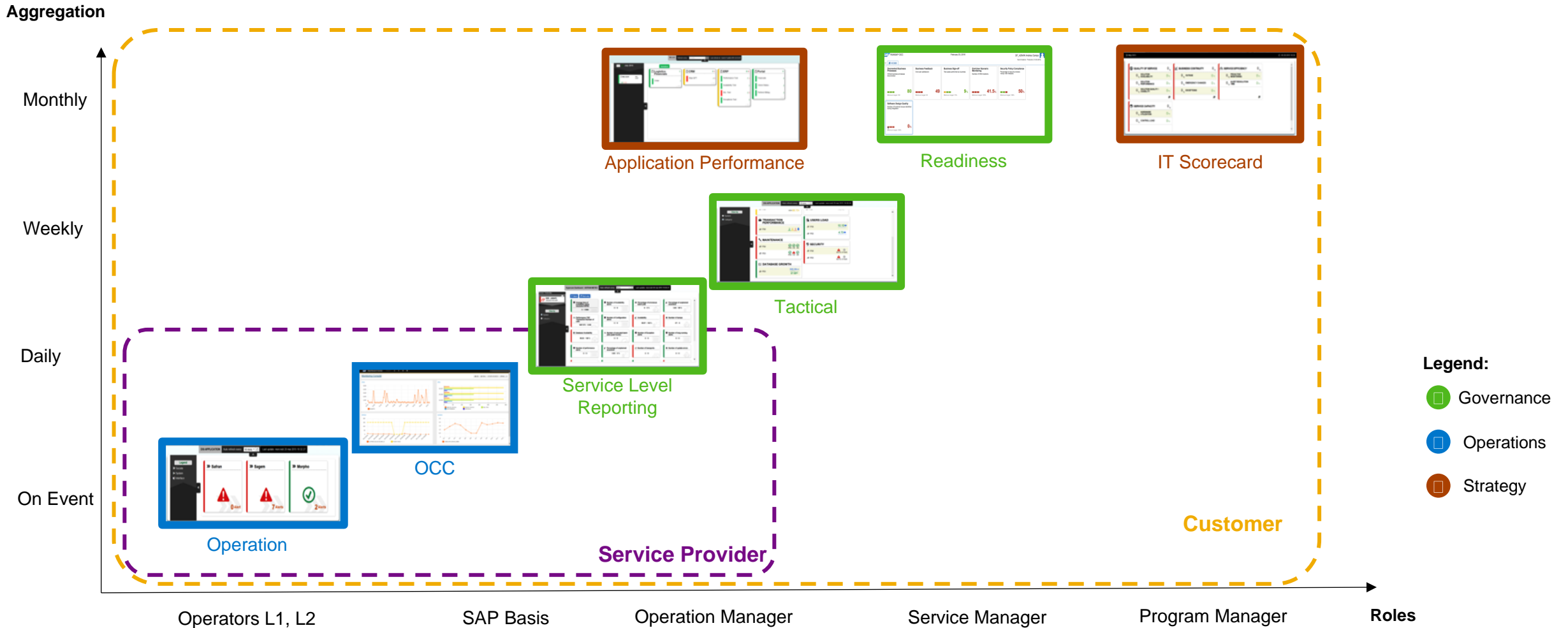


Operations

- 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



Usage

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

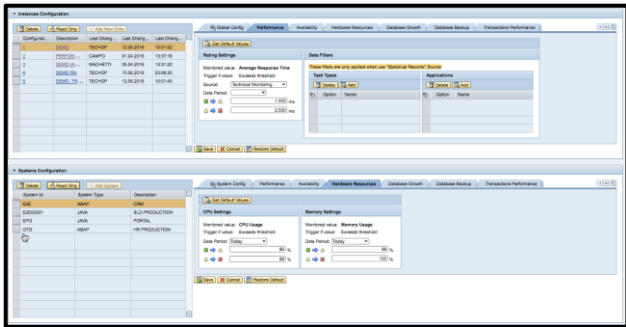
Dashboard Administrators

Create and Configure Dashboard Instances

Access Dashboard Instances

Dashboard Users

Dashboard Models



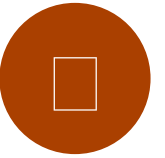
Landscape / Systems
Metrics / KPIs
Thresholds
Time Period/Resolution
Rating and Trend Rules

Dashboard instances



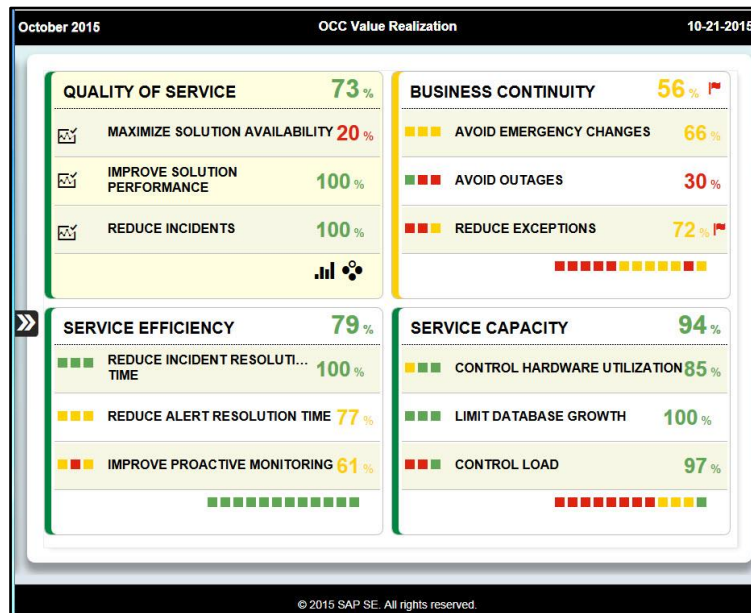
Users
Roles
Authorizations

Strategic level



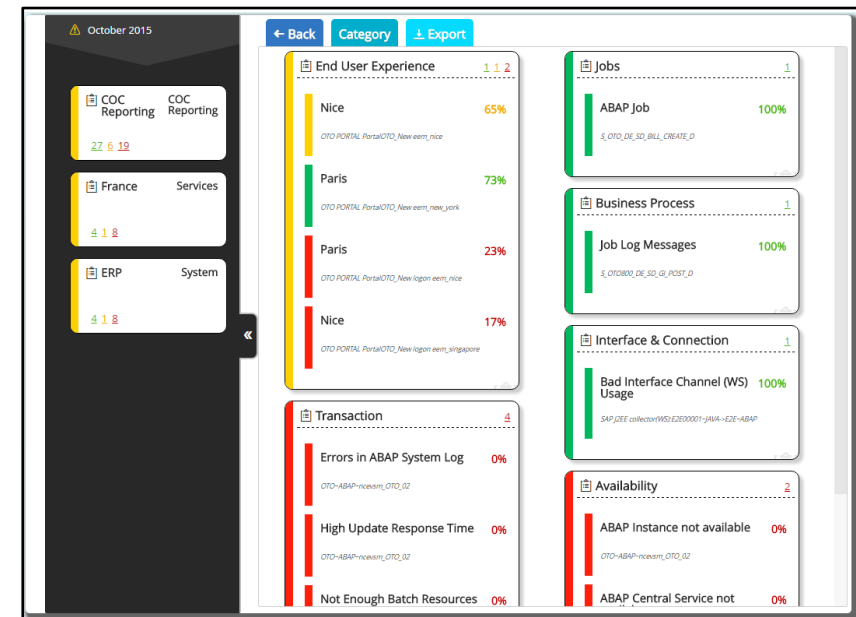
IT Scorecard

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

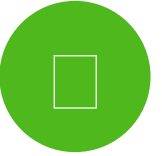


Application Performance

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

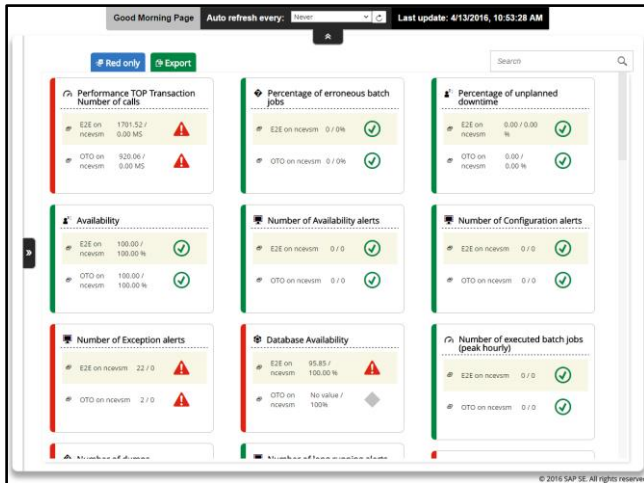


Governance level



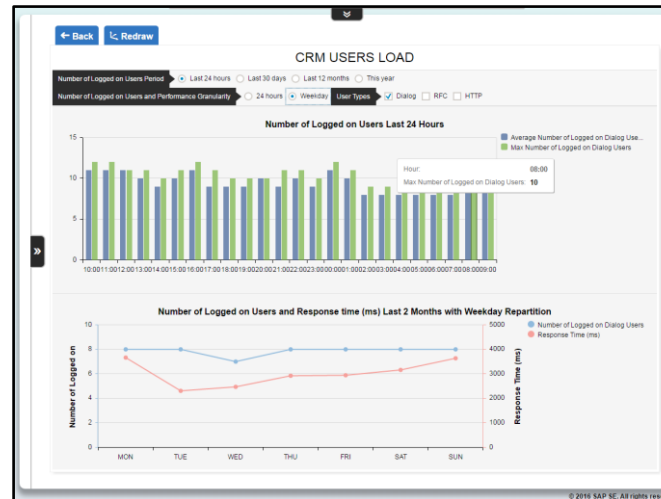
Service Level Reporting

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



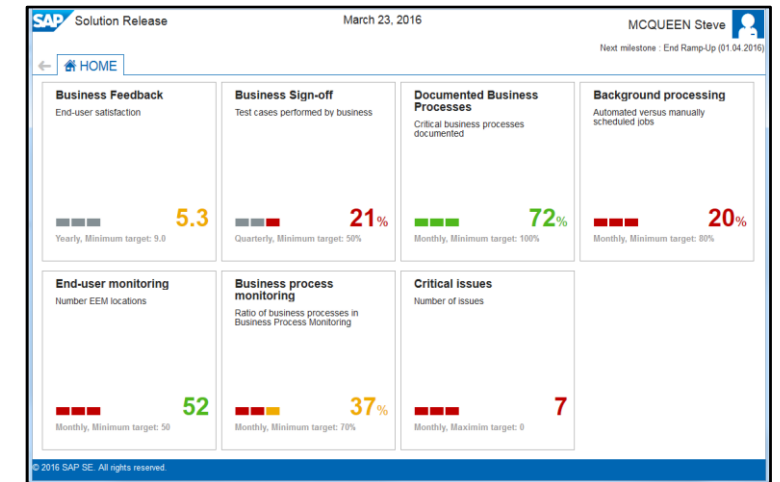
Tactical

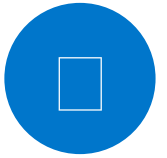
- Access best practice reports for your KPIs.
- Control status and trends of your solutions.



Readiness

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





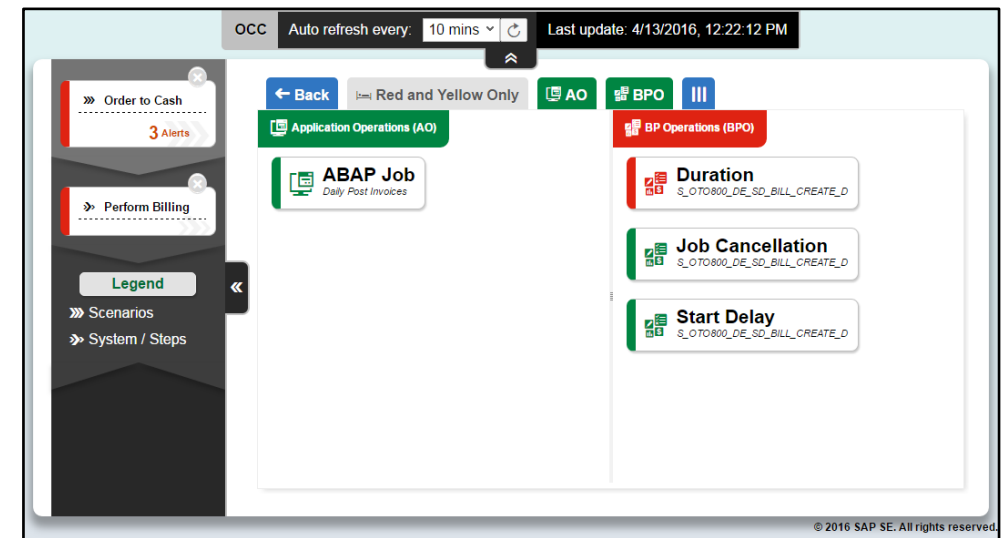
Operation Control Center

- 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

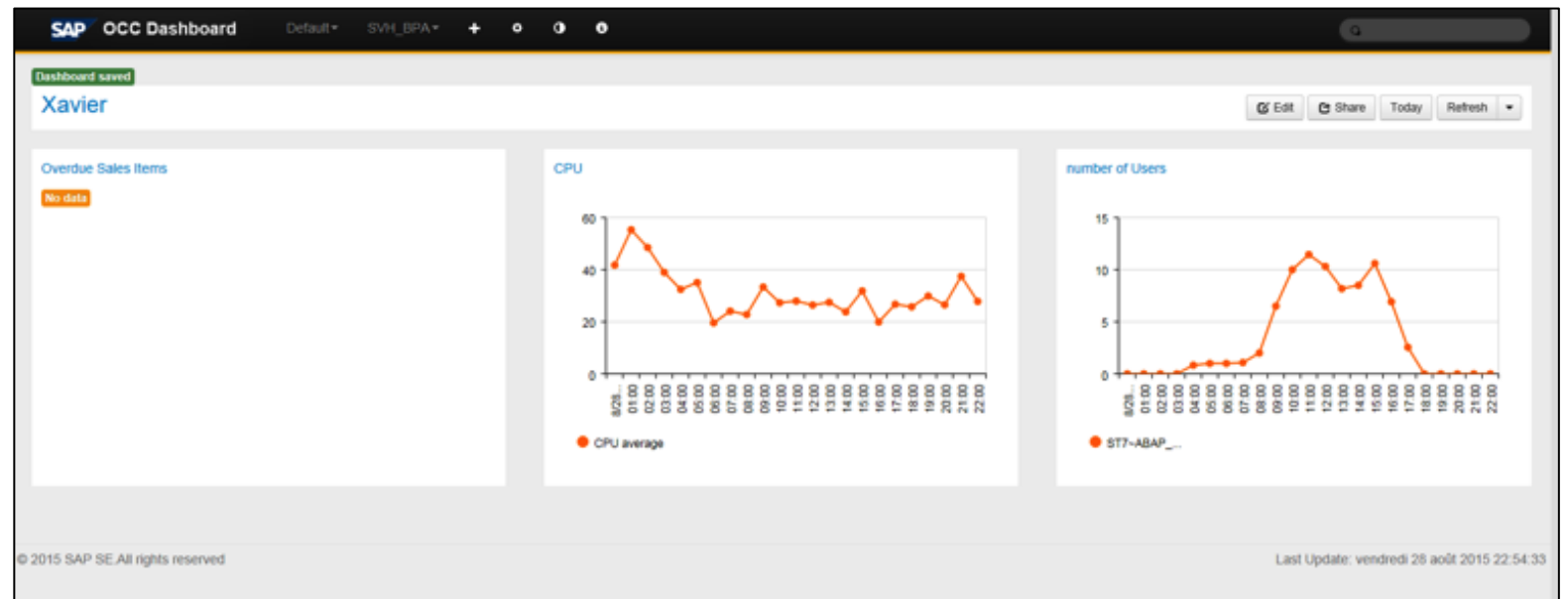
OCC Dashboard

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

The screenshot shows the SAP OCC Dashboard interface. At the top, there is a navigation bar with the SAP logo, 'OCC Dashboard', and several dropdown menus: 'SolEd Demo', 'Default', 'TEST OST', and 'SVH_BPA'. To the right of these are icons for adding (+), settings (gear), and help (info). Below the navigation bar, the dashboard title 'SolEd OCC 2015' is displayed. To the right of the title are buttons for 'Edit', 'Today', and 'Refresh'. The dashboard contains four main data visualization gadgets:

- Sales Overdue top 3 (SolEd BPA):** A bar chart showing sales overdue for three categories: 0001 (orange), IWS0 (yellow), and XXXX (green). The y-axis ranges from 0 to 40,000. Category 0001 shows a constant value of approximately 30,000.
- Response Time (SolEd SysMon):** A line chart showing response time over a 24-hour period. The y-axis ranges from 0 to 30,000. Two series are shown: ST7 MAX (orange) and ST7 Average (yellow). ST7 MAX shows significant peaks, reaching nearly 30,000 at 14:00.
- Memory (ST7 Hosts) SolEd Demo / Last Week:** A line chart showing memory usage for two hosts: VML2250 (orange) and VML2254 (yellow). The y-axis ranges from 0 to 6,000. VML2250 shows a sharp peak of about 4,500 at the beginning of the week.
- CPU ST7 hosts (SolEd SysMon):** A line chart showing CPU usage for various hosts. The y-axis ranges from 0 to 100. The legend includes CPU global, CPU Global, vml2250 CP, and ST7. The chart shows fluctuating CPU usage across multiple hosts.

Callouts from the image identify the following features:

- Dashboards Folder:** Points to the top navigation bar.
- Add Dashboard:** Points to the '+' icon in the top navigation bar.
- Configuration:** Points to the gear icon in the top navigation bar.
- Timeframe:** Points to the 'Today' button.
- Refresh:** Points to the 'Refresh' button.
- Zoom-in Gadget:** Points to the 'CPU ST7 hosts' gadget.
- Gadgets:** Points to the overall dashboard content area.
- Dashboard:** Points to the entire dashboard interface.

OCC Dashboard

Add/Remove Gadget

Edit Mode

The screenshot displays the SAP OCC Dashboard interface. At the top, the header includes 'SAP OCC Dashboard' and navigation elements like 'SolEd', 'Default', 'TEST OST', and 'SVH_BPA'. Below the header, there are 'Settings', 'Save', and 'Cancel' buttons. The main area is divided into several sections:

- Left Panel:** A list of gadgets to be added to the dashboard, including '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', and '55: DB 2'. A prompt 'DRAG GADGETS INTO DASHBOARD' is visible above the list.
- Top Row of Gadgets:**
 - Demo: Sales Overdue top 3 (SolEd BPA Panel) / This Month|Day:** A line chart showing data points for '0001' (orange), 'IWS0' (yellow), and 'XXXX' (green).
 - Response Time (SolEd SysMon):** A line chart showing 'ST7 MAX' (orange) and 'ST7 Average' (yellow) over a 24-hour period.
 - Memory (ST7 Hosts) SolEd Demo / Last Week:** A line chart showing memory usage for 'VML2250' (orange), 'VML2254' (yellow), and 'ST7' (green).
 - CPU ST7 hosts (SolEd SysMon):** A line chart showing CPU usage for 'CPU global ...' (orange), 'CPU Global ...' (yellow), and 'vml2250 CP...' (green).

Operation Dashboard

Focused Insights for SAP Solution Manager

Operation

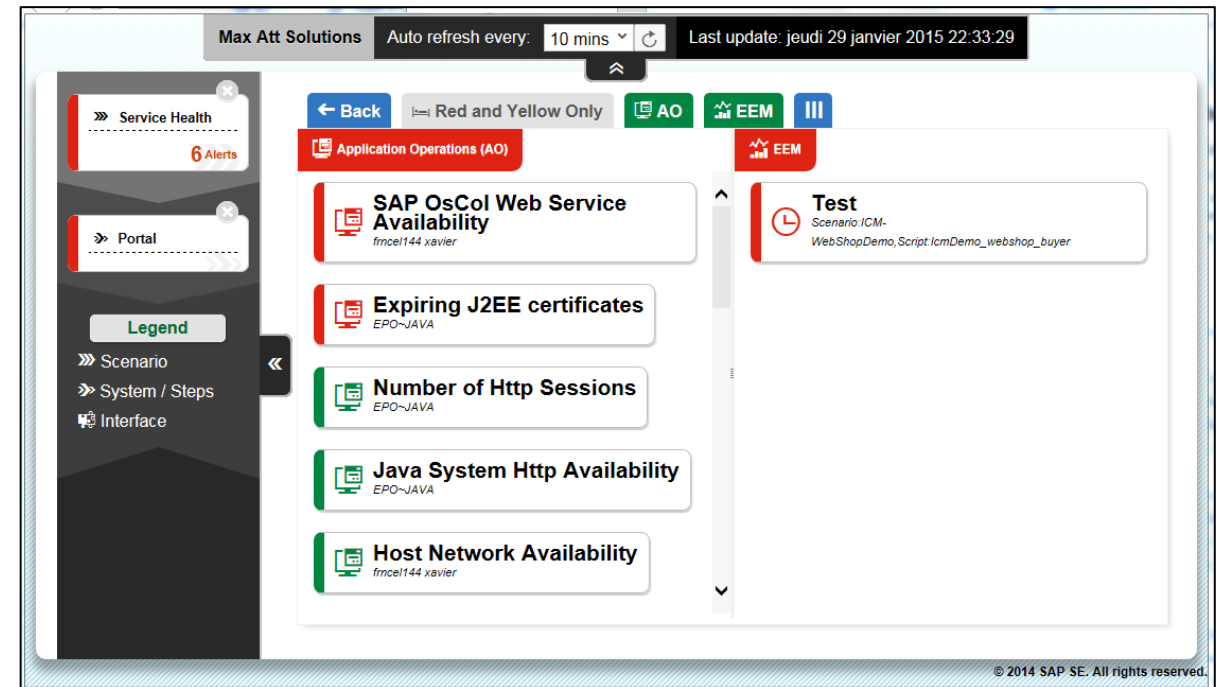
The **Operation Dashboard** gives full transparency of all alerts defined in the **Alert Catalog** with their current status as well as the corresponding incidents.

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

Demo SolEd 3: AP Auto refresh every: 10 mins Last update: 10/23/2015, 11:31:24 PM

France
2 Alerts 31 Tickets

Nice (SMFG)

Legend
Country
Location

Application Operations (AO)

- SAP Host Agent not running
vml2250
- SAP Host Agent not running
vml2250

EEM

- EEM Performance ERP
Scenario:OTO_Portal,Script:PortalOTO155,Step:Lo
- EEM Performance CRM
Scenario:OTO_Portal,Script:PortalOTO155,Step:Qu

IT Service Management (ITSM)

- Test MK123
SMFG MPT
8000014633
- SMFG Group
0 0 17
- GAP : YY Dec 10 test
SMFG MPT
8000009662
- MM IT Requirement 1
SMFG MPT
8000009691
- CR for ITR Validation
17.12.2014
SMFG MPT

TACTICAL Dashboard

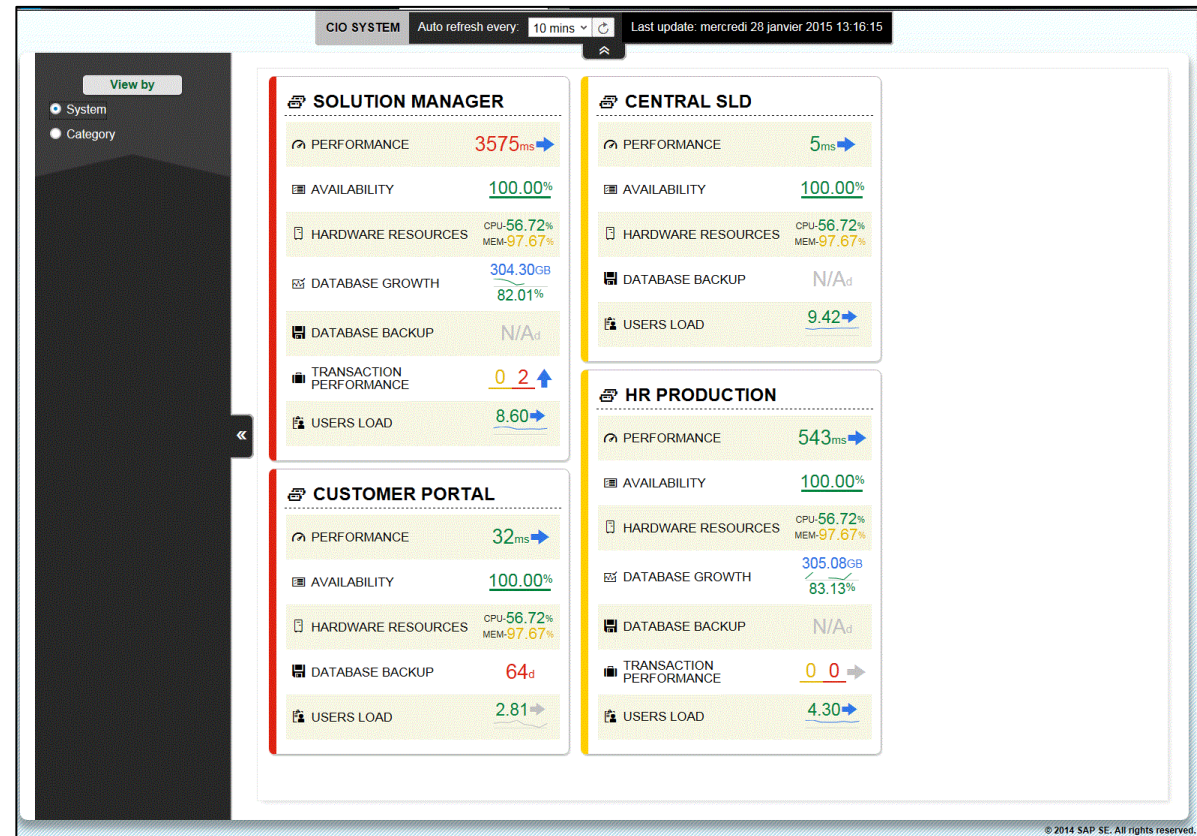
Focused Insights for SAP Solution Manager

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 are 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

SOLED OST SYSTEMS Auto refresh every: 10 mins Last update: 10/27/2015, 5:20:32 PM

View by

- System
- Category

ERP GLOBAL

PERFORMANCE **681ms** ↓

AVAILABILITY **100.00%**

HARDWARE RESOURCES CPU-**45.62%**
MEM-**93.96%**

DATABASE GROWTH N/AGB
N/A%

DATABASE BACKUP **7d**

TRANSACTION PERFORMANCE **3 1 0** ↑

USERS LOAD **27.20** →

MAINTENANCE ✓ PRO ✓ OS ✓ DB

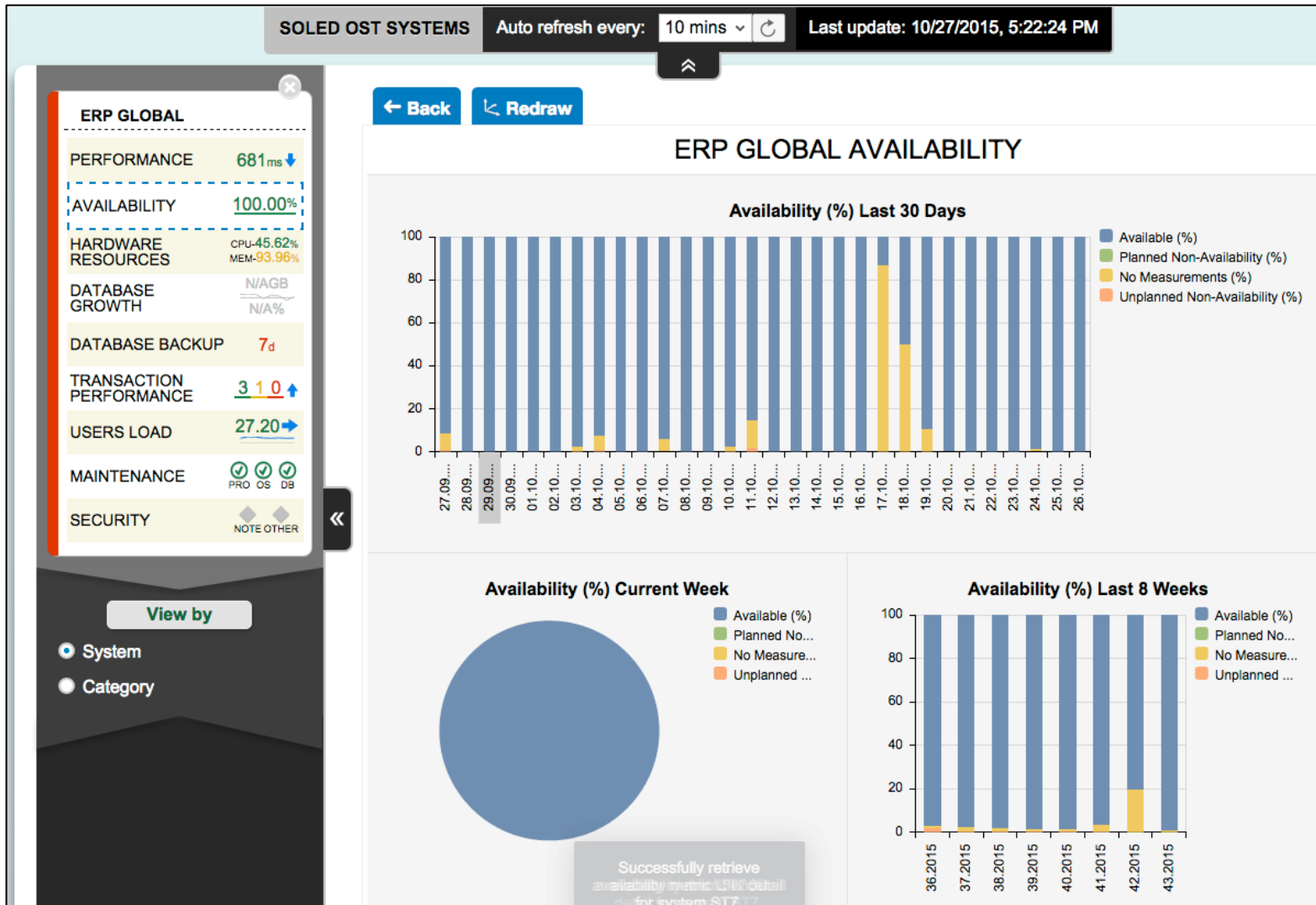
SECURITY ◆ ◆
NOTE OTHER

PORTAL PRODUCTION

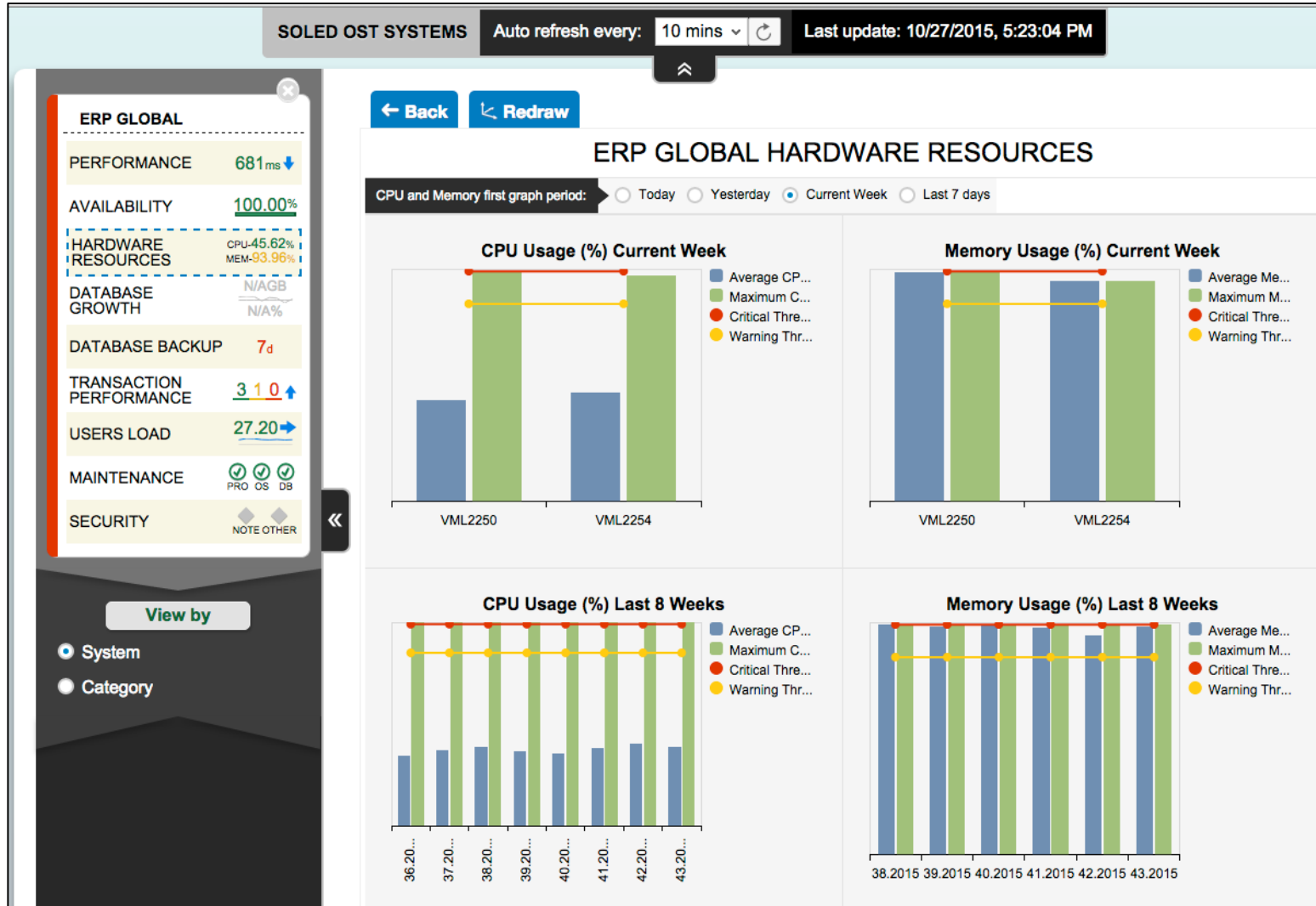
AVAILABILITY **100.00%**

HARDWARE RESOURCES CPU-**44.64%**
MEM-**96.36%**

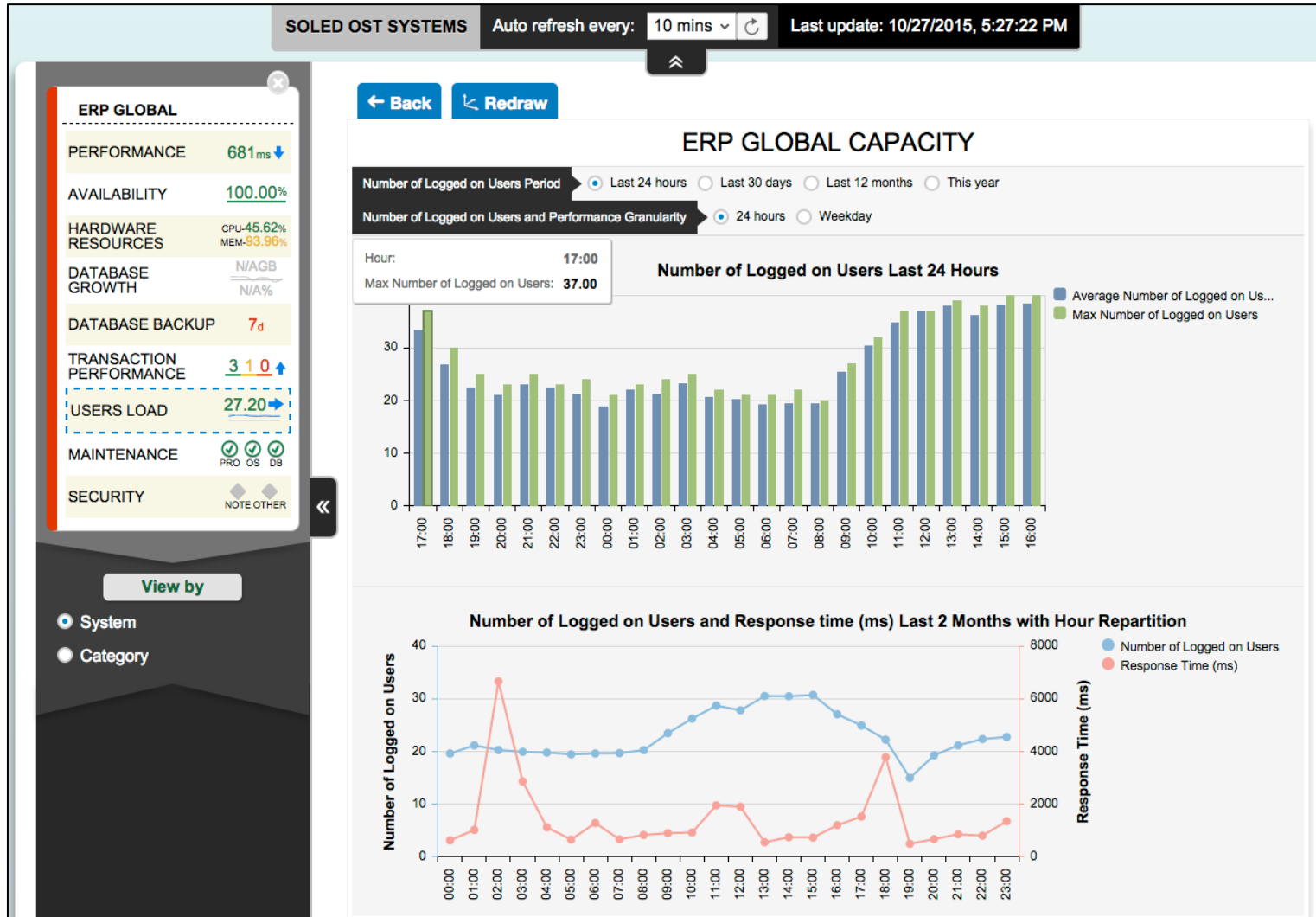
Tactical



Tactical



Tactical



Tactical

SOLEED OST SYSTEMS Auto refresh every: 10 mins Last update: 10/27/2015, 5:28:05 PM

← Back Redraw

ERP GLOBAL MAINTENANCE

Product

Details

Name	Version	End of Maintenance
SAP Solution Manager	7.1	31/12/2020

Components

Name	Current SP	Latest SP
SAP_BASIS	17	
AOFTOOLS	0	
BBPCRM	14	
BI_CONT	12	12
BI_CONT_XT	0	7
CPRXRPM	14	
CTS_PLUG	13	15
GW_CORE	10	10
...

Database

Version	Patch Level
SAP MaxDB 7.8	7.8.0

OS and Kernel

OS

Host	Patch Level
vml2250	SuSE Linux Enterprise Server 11 (x86_64)
vml2254	SuSE Linux Enterprise Server 11 (x86_64)

Kernel

Instance	Patch Level
ldcist7 89	721.500

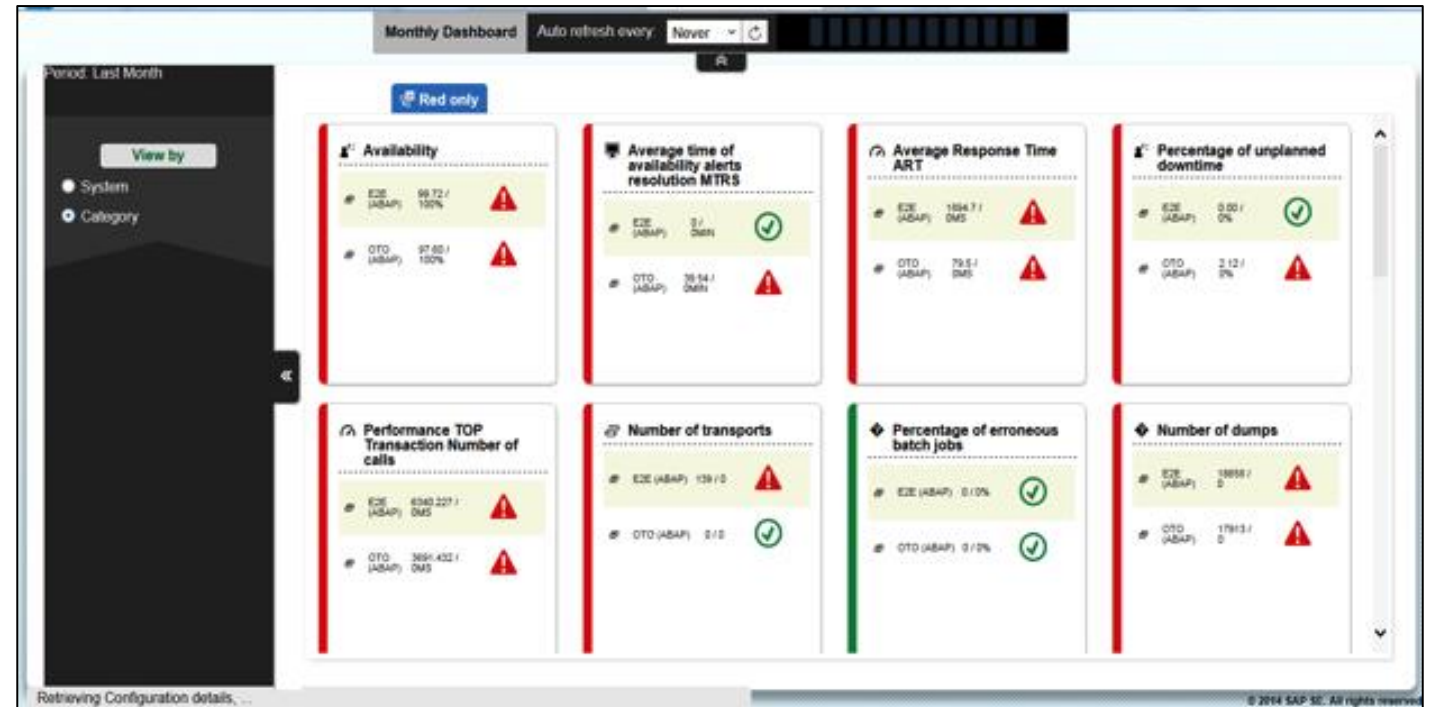
Service Level Report

Focused Insights for SAP Solution Manager

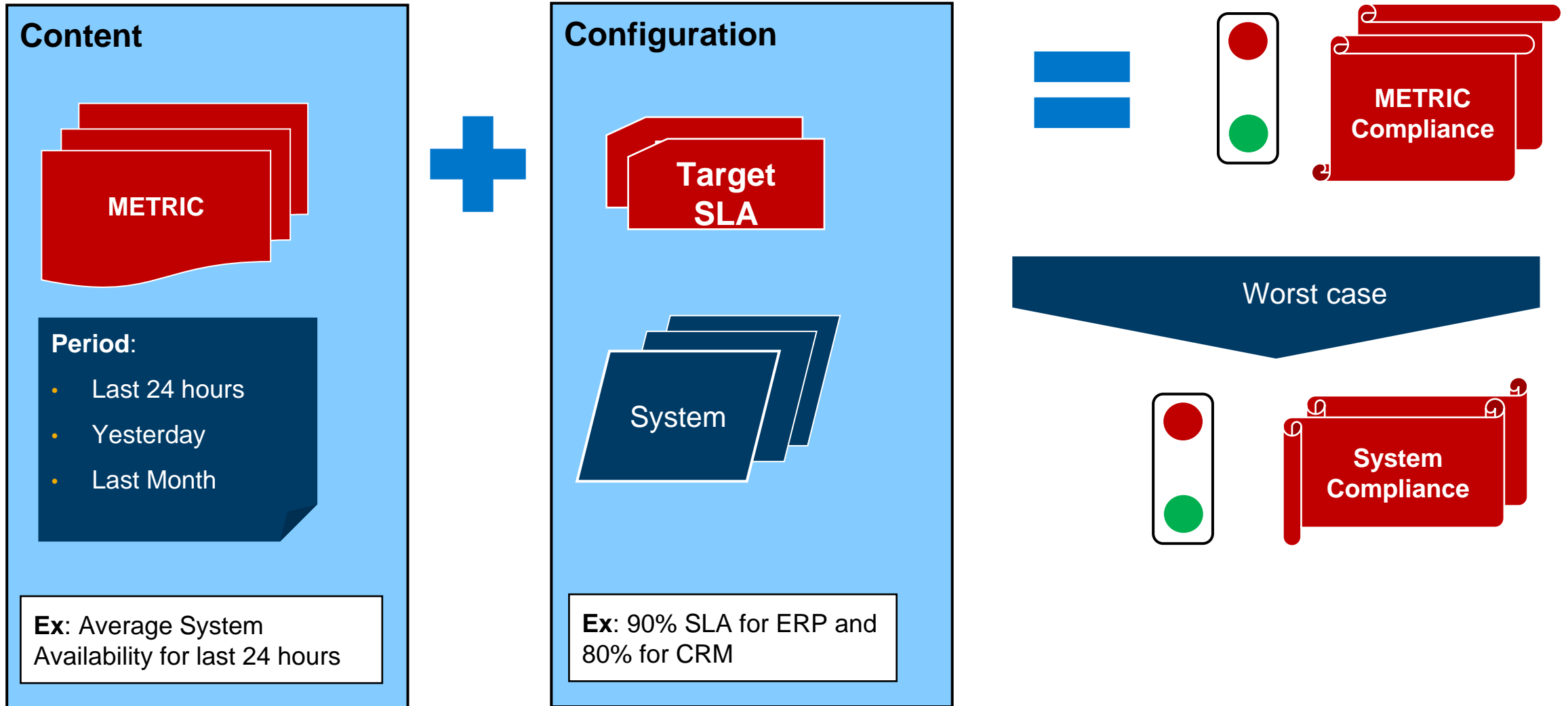
Service Level Report

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



Service Level Report

SolEd Demo Auto refresh every: Last update: 10/28/2015, 3:41:37 PM

Systems Rating

ST7 on lddbst7
ABAP

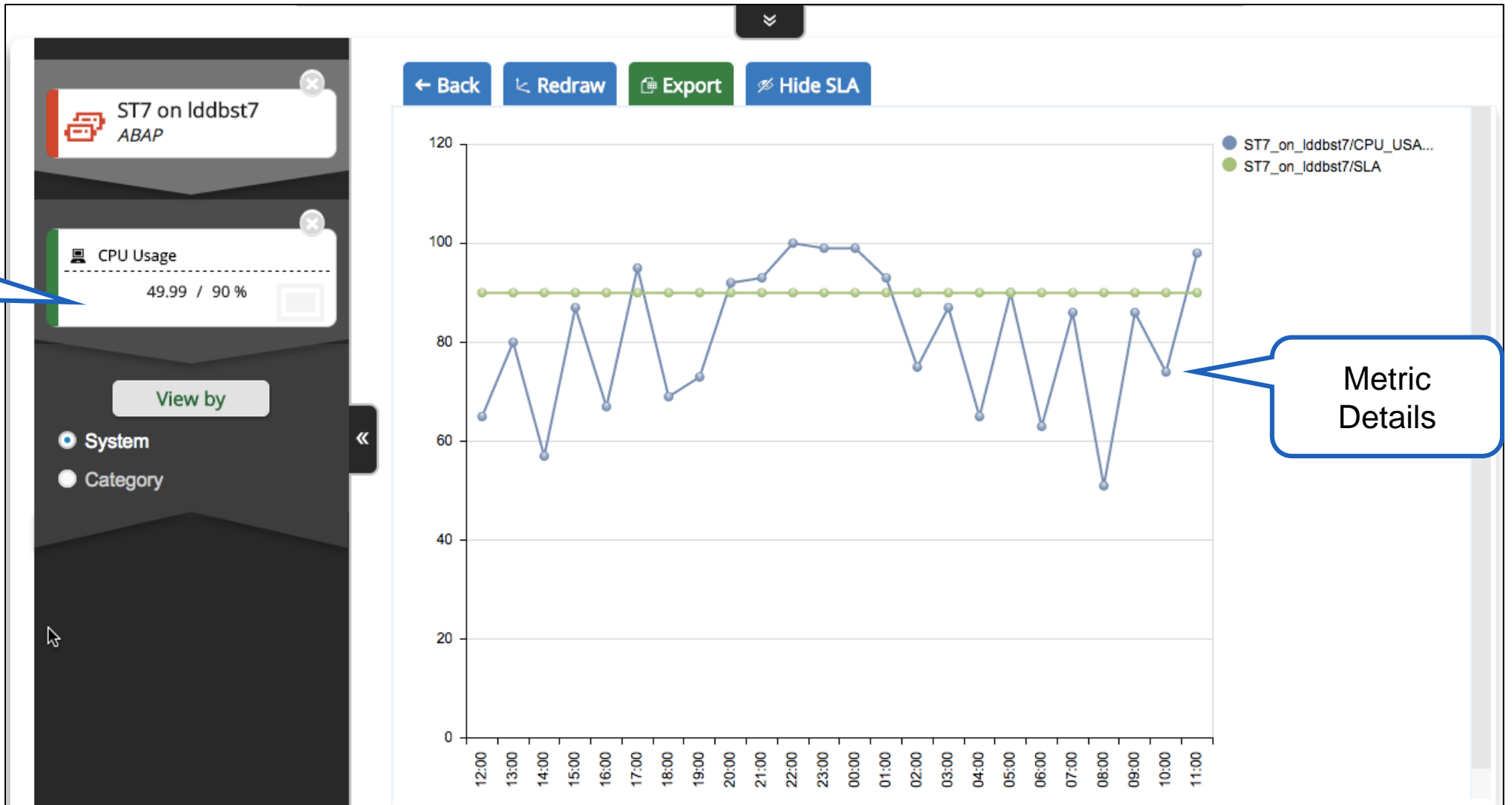
View by

- System
- Category

Metrics List

Metric	Current Value	Target Value
Memory Usage-VML2250	97.89	85.00 %
Memory Usage	97.89	70.00 %
Number of dumps	1037	30 N
Http Response Time	2527.14	850.00 MS
Maximum Number Of Users	44.00	50.00 N
Average Users	25.20	30.00 N


Service Level Report



Metric Rating

Metric Details

Service Level Report

SolEd Demo Auto refresh every:  Last update: 10/27/2015, 10:20:11 PM









Period: Yesterday

View by

- System
- Category

Category

Red only

Number of dumps			Number of update errors		
ST7 on lddb7	418.000 / 15		ST7 on lddb7	0.0000000 / 5	
FA7 on lddbfa7	0 / 0		FA7 on lddbfa7	0 / 0	
F01 on tcodbf01	0 / 0		F01 on tcodbf01	0 / 0	
F2A on lddb2a	0 / 0		F2A on lddb2a	0 / 0	

Readiness Dashboard

Focused Insights for SAP Solution Manager

Readiness Dashboard

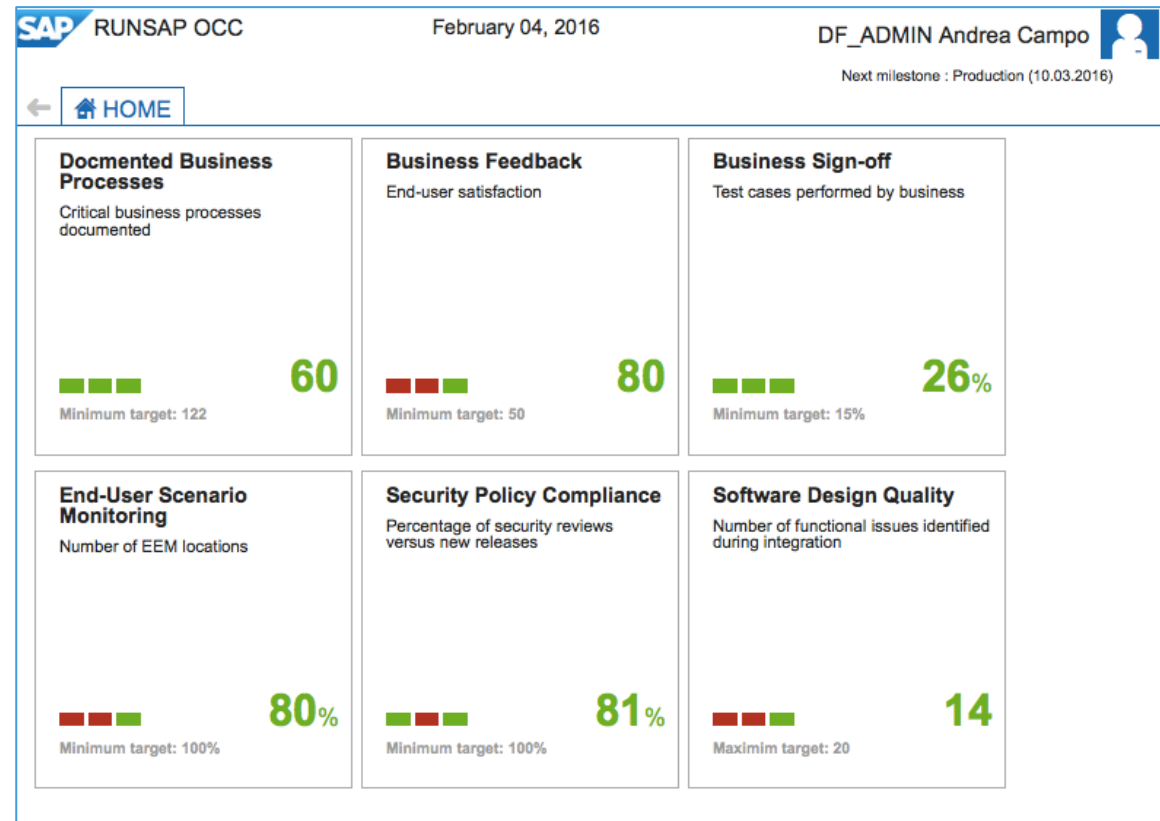
The **Readiness Dashboard** provides a fast and simple way to create transparency on the progress on your projects.

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

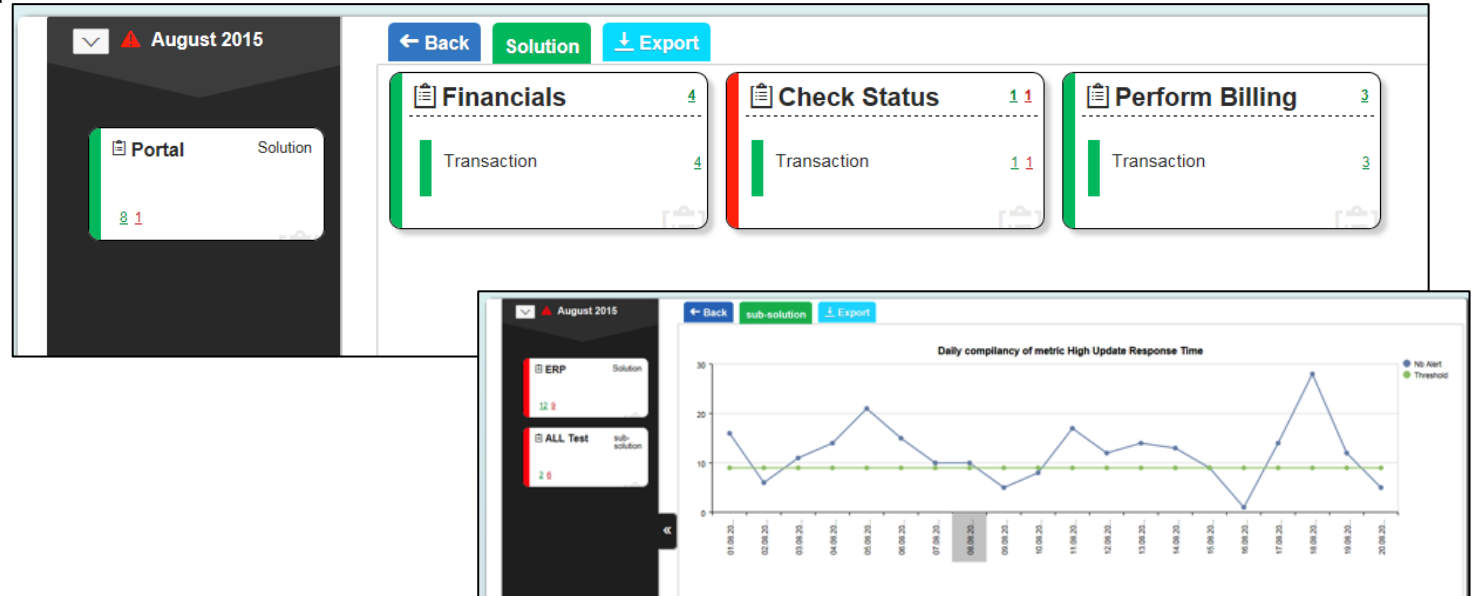
SAP Application Performance

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:

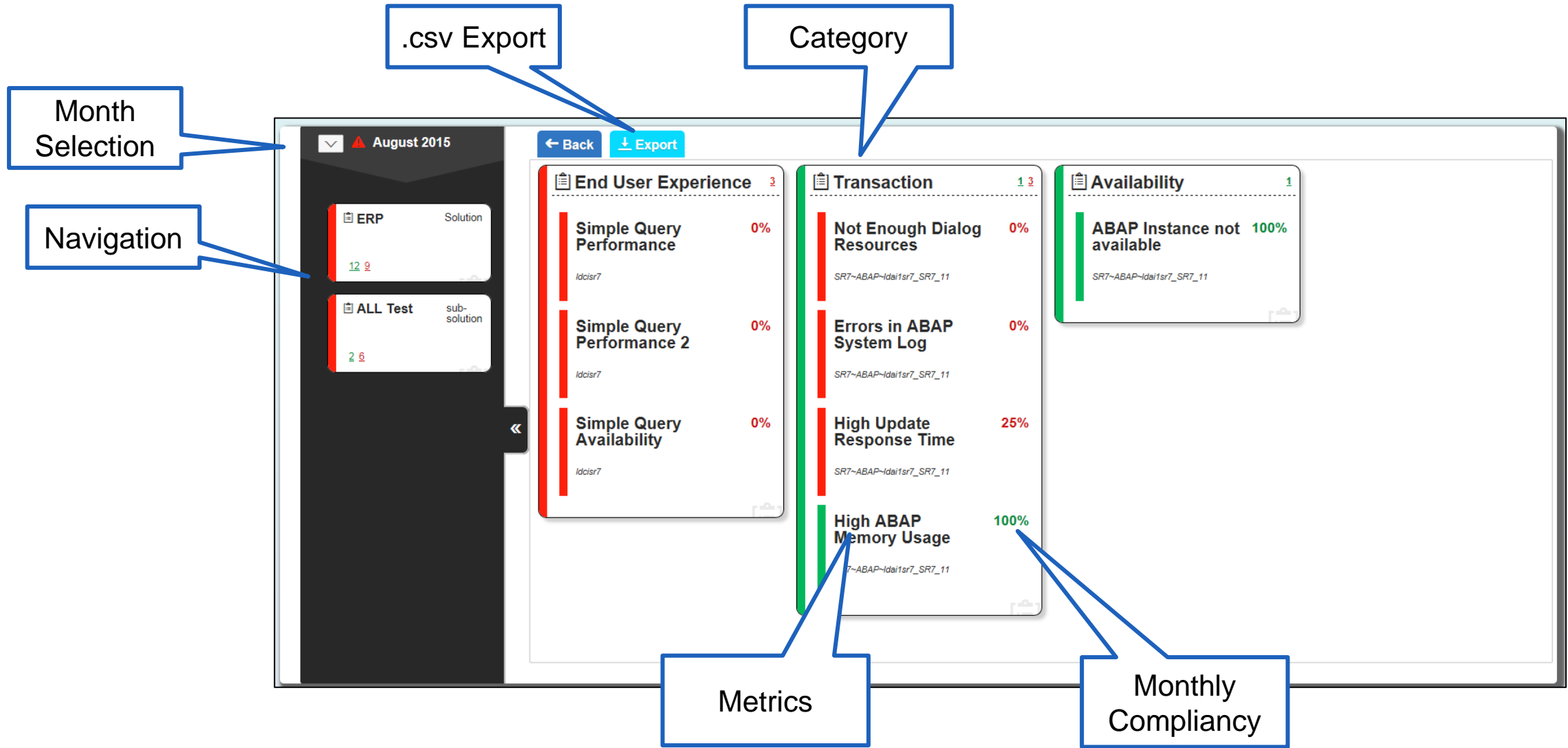
- Outage avoidance and problem isolation,
- Service level management,
- Infrastructure optimization,
- Capacity planning,
- Change management.



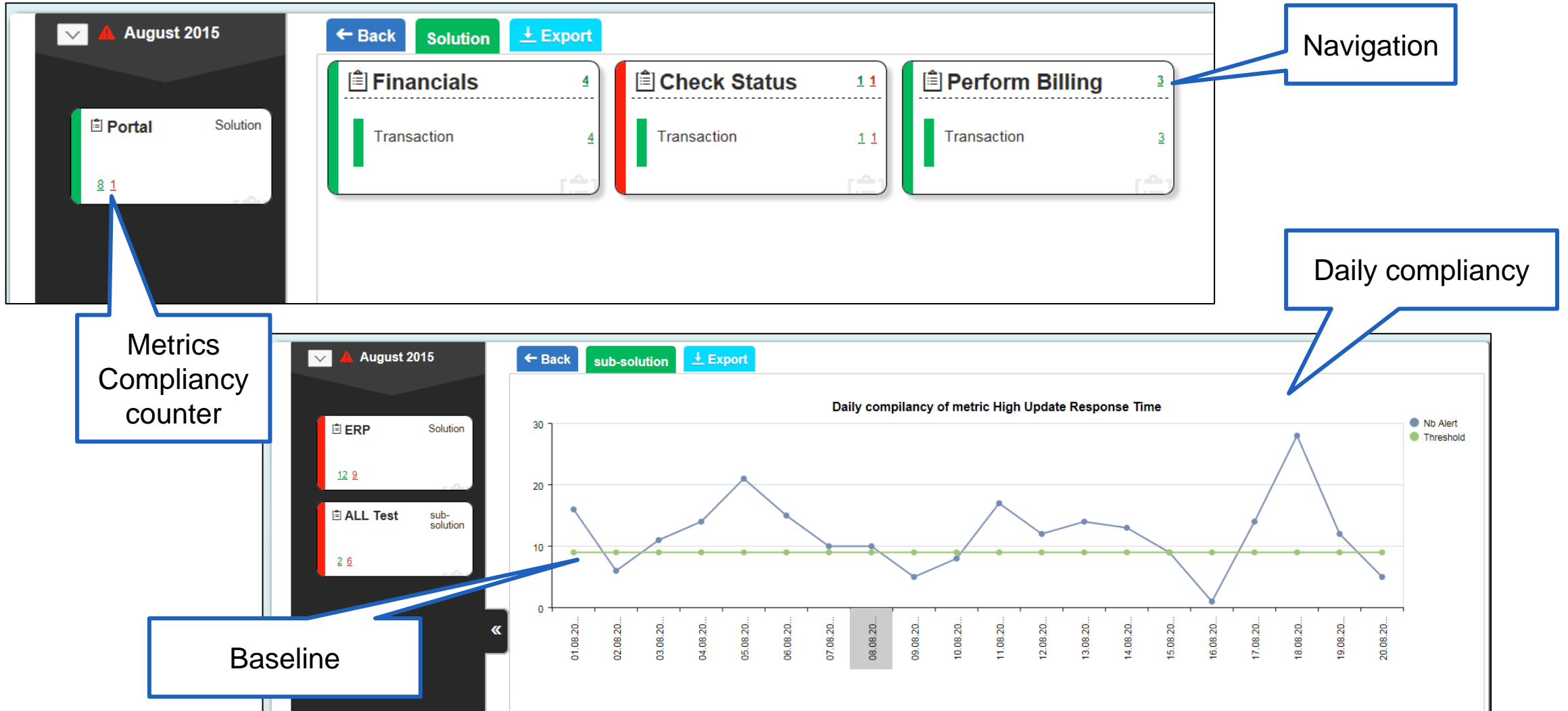
Performance metrics

- **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



SAP Application Performance



Strategic Dashboard

Focused Insights for SAP Solution Manager

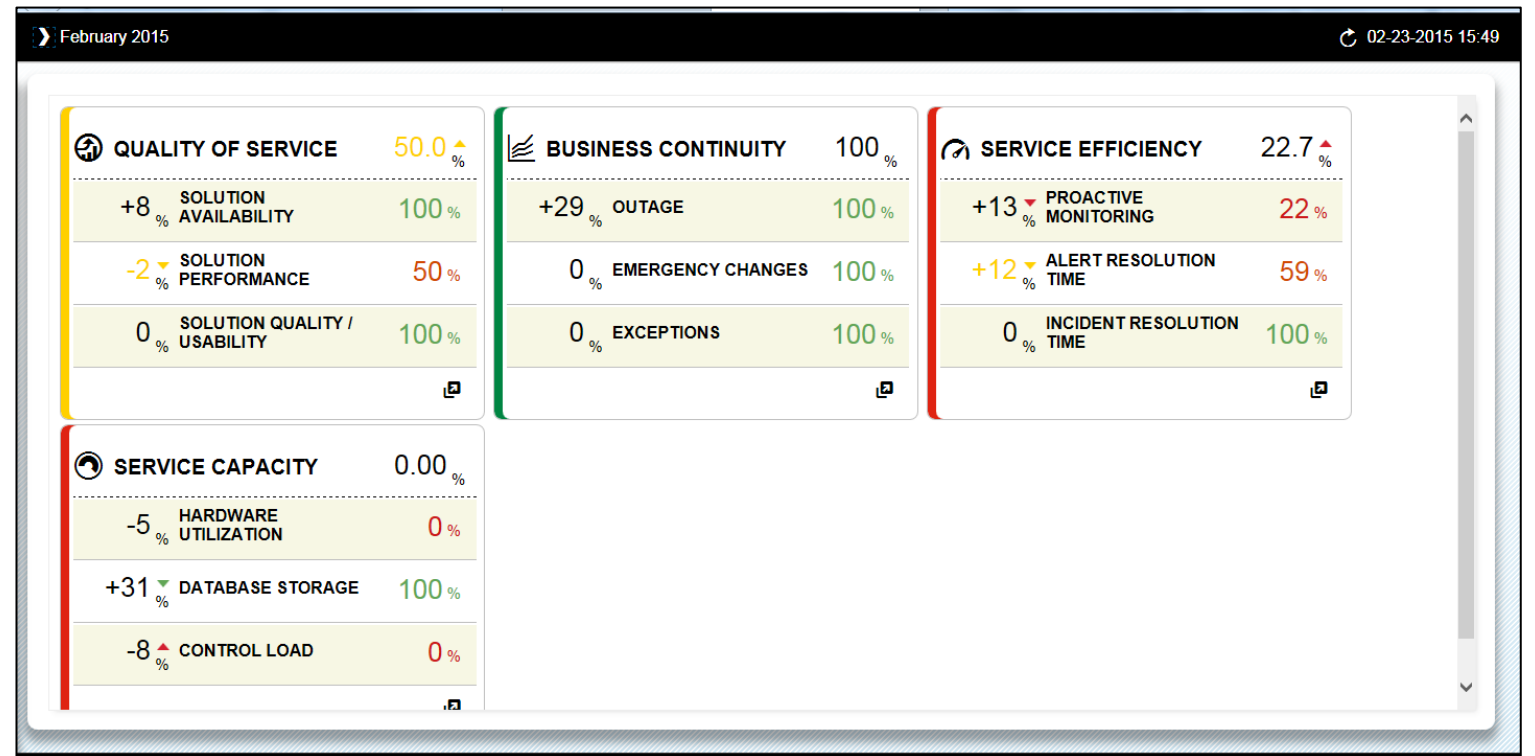
Strategic

This dashboard offers the capabilities to measure SAP application management **service compliancy**.

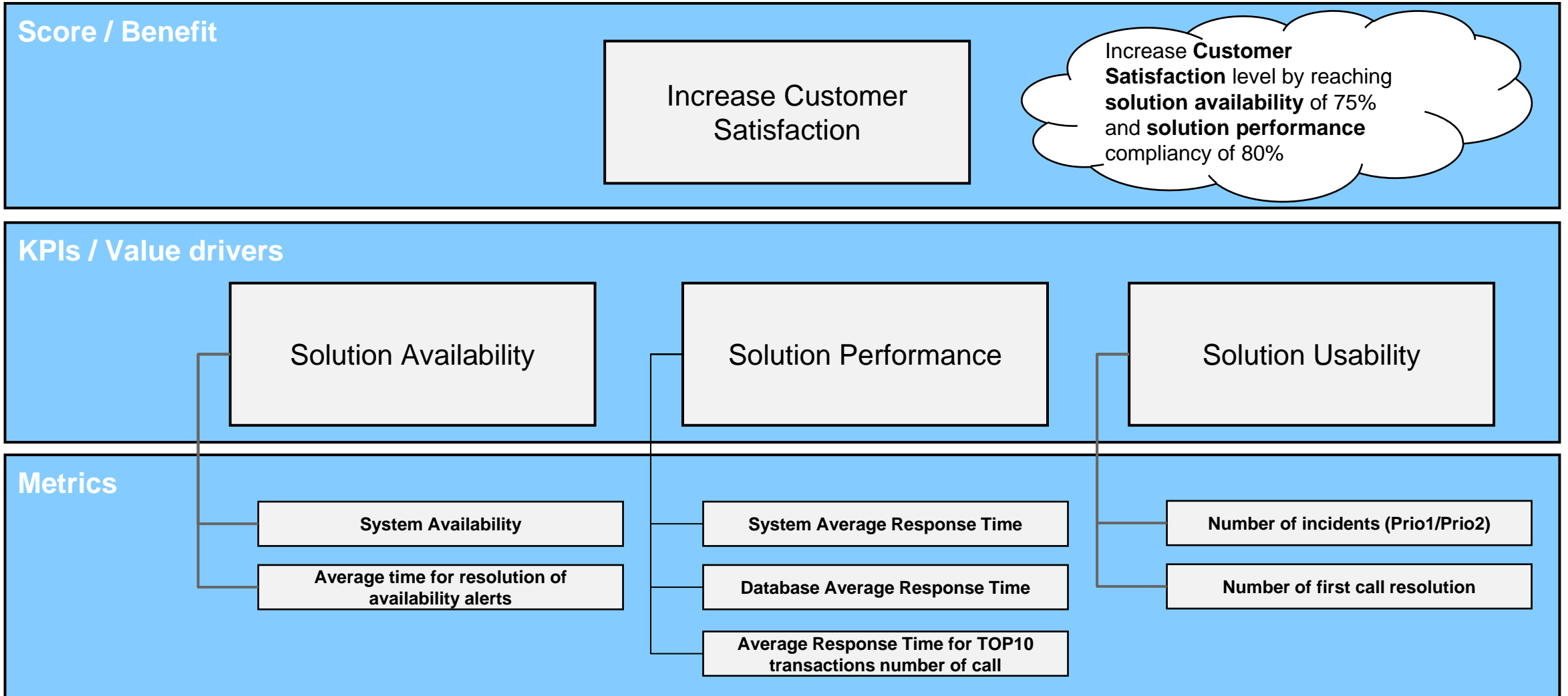
KPIs are grouped into scores providing monthly ranking, KPI's compliancy/history and score ranking history.

Examples of scores are:

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



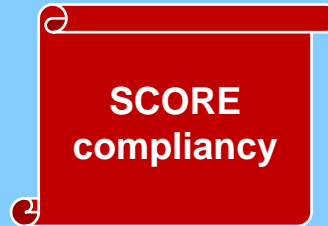
Dashboard Design: Building Scores



Dashboard Design: Implementation

Score / Benefit

Ex: Increase IT Efficiency



KPIs / Value drivers

Ex: Increase ERP solution availability

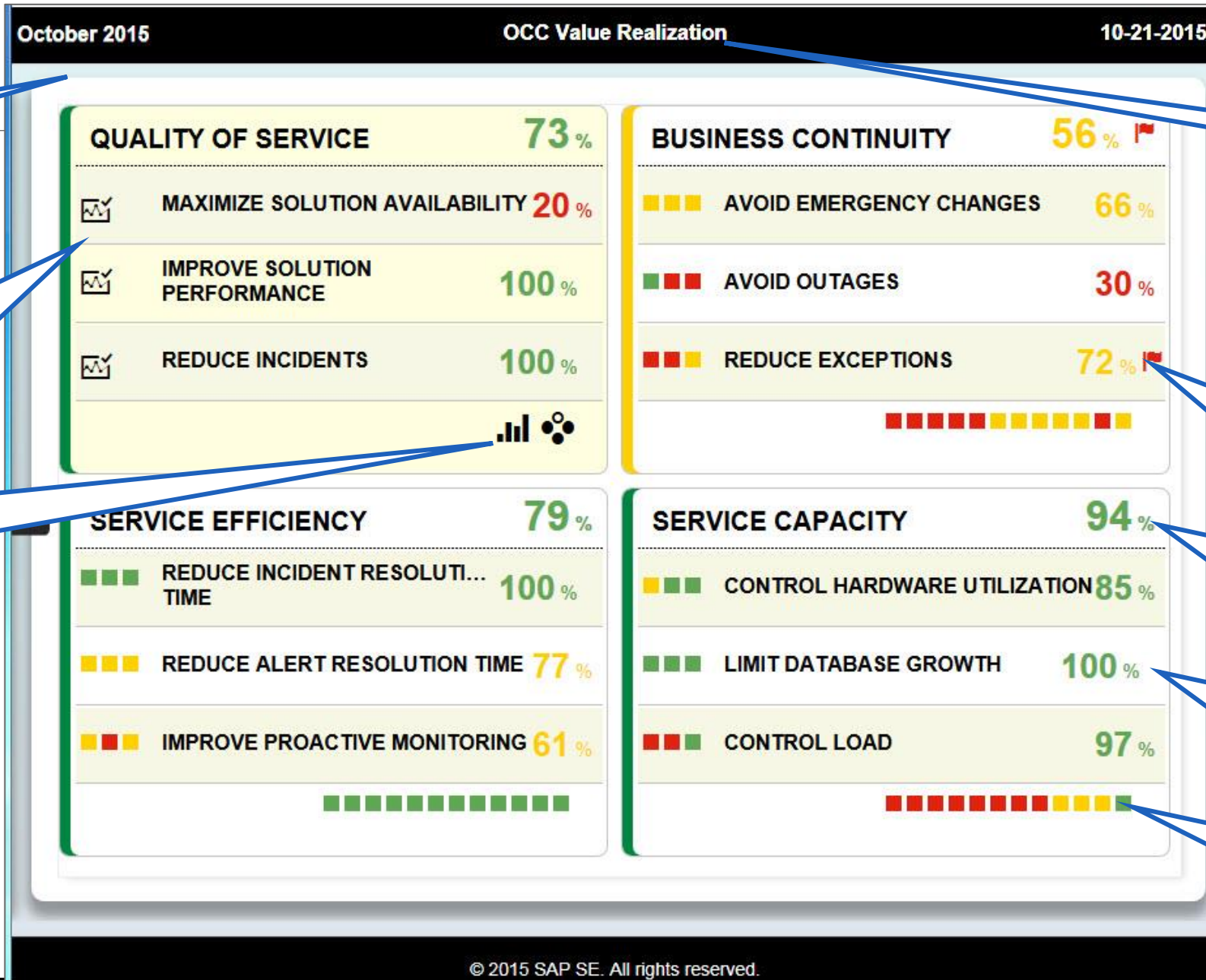


Metrics

Ex: 5 dumps maximum per month, Maximum processing time of Orders less than 10 days



Strategic



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

Current date

Scorecard instance title

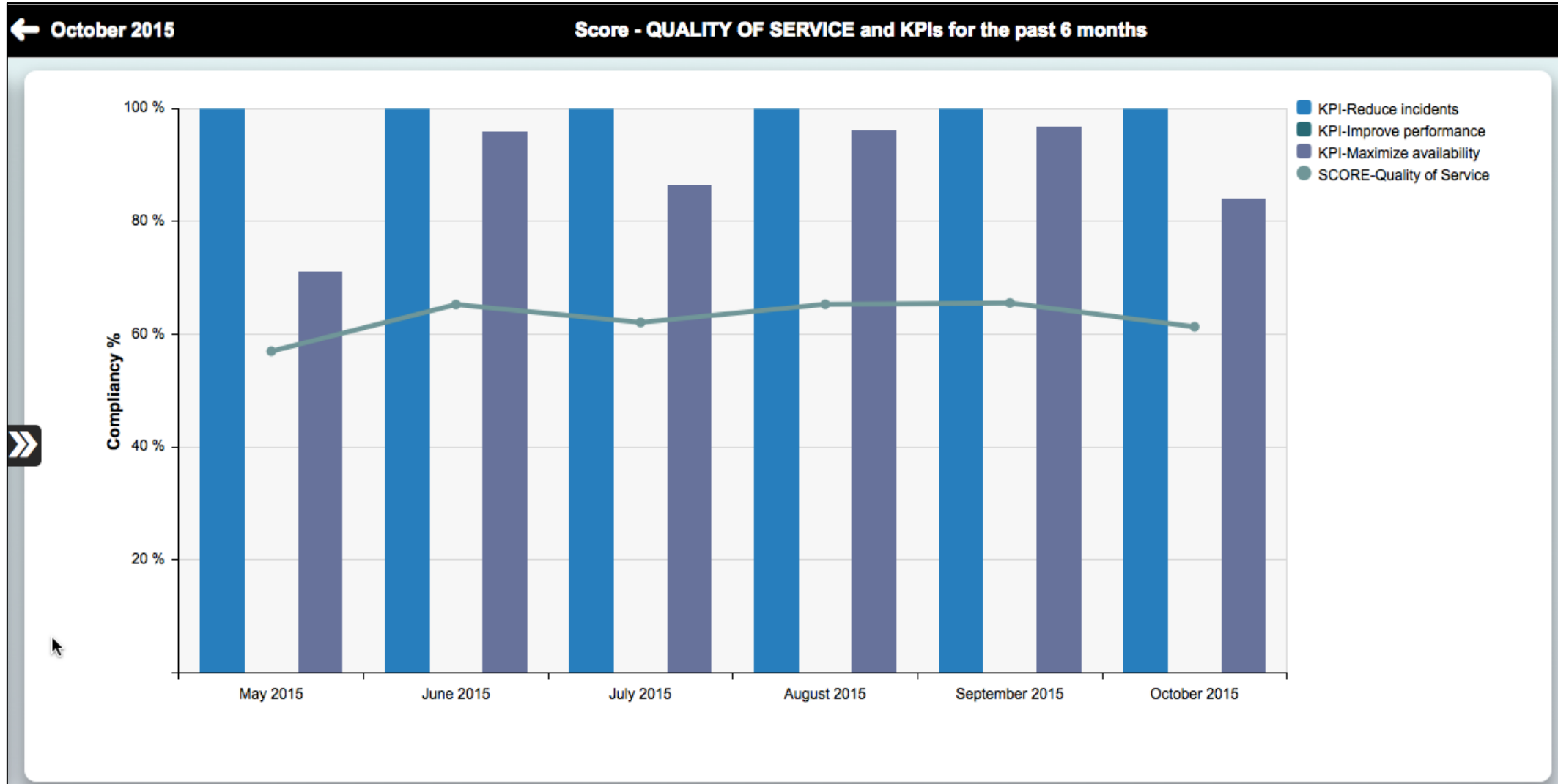
Red flag is raised when at least one metric is never compliant in the reporting month. Red flag is propagated at score level

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

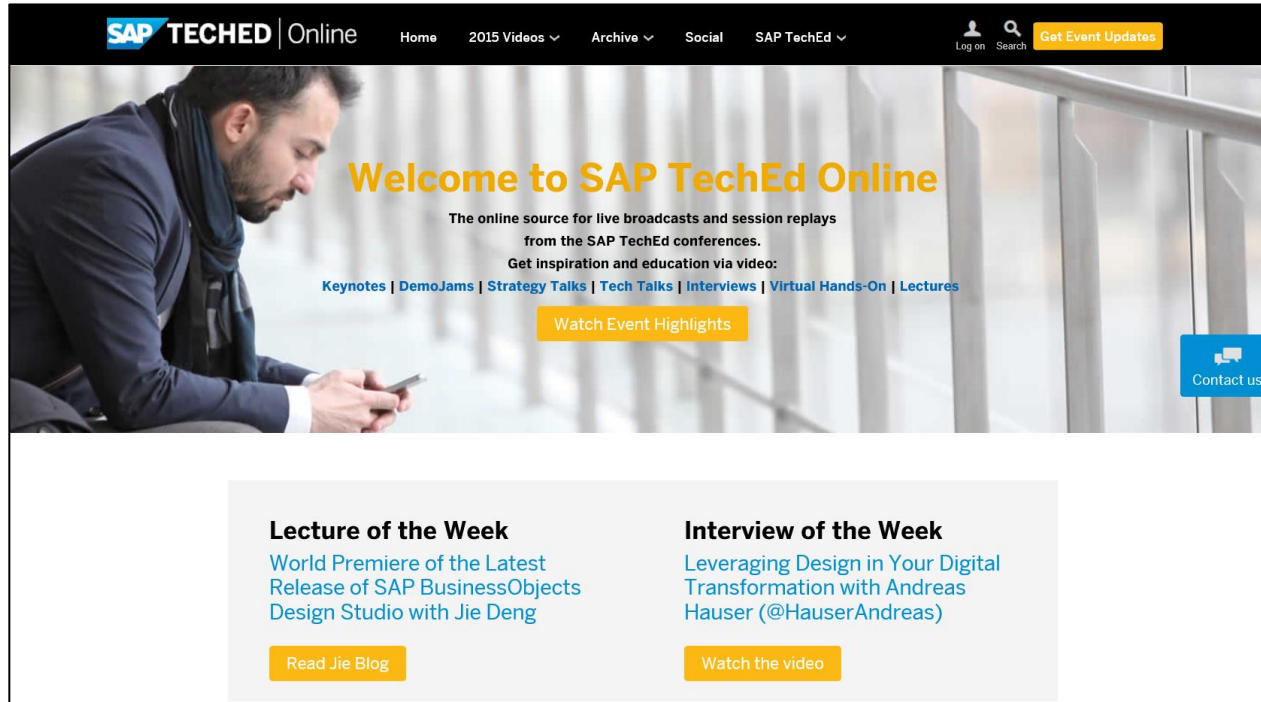
Wide choice of metrics and KPIs (multiple data sources and predefined catalogs)

Continuously enhanced (standard add-on) and **extendable**

Appealing SAP UI5 user interfaces with **mobile** support

SAP TechEd Online

<http://sapteched.com/online>



The screenshot shows the SAP TechEd Online website homepage. The header includes the SAP TechEd Online logo, navigation links for Home, 2015 Videos, Archive, Social, and SAP TechEd, and utility links for Log on, Search, and Get Event Updates. The main content area features a large image of a man looking at his phone, with the text "Welcome to SAP TechEd Online" and a sub-headline "The online source for live broadcasts and session replays from the SAP TechEd conferences." Below this, there are links for "Get inspiration and education via video:" including Keynotes, DemoJams, Strategy Talks, Tech Talks, Interviews, Virtual Hands-On, and Lectures. A "Watch Event Highlights" button is also present. A "Contact us" button is located in the bottom right corner of the main image area. Below the main image, there are two featured content blocks: "Lecture of the Week" with the title "World Premiere of the Latest Release of SAP BusinessObjects Design Studio with Jie Deng" and a "Read Jie Blog" button, and "Interview of the Week" with the title "Leveraging Design in Your Digital Transformation with Andreas Hauser (@HauserAndreas)" and a "Watch the video" button.

Continue your SAP TechEd education after the event!

Access replays of

- 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
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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

Please complete your
session evaluation for
ITM203.

Thanks for attending this session.

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