Operations of cloud centric landscapes
Newly delivered features in Q1 2022

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Agenda

SAP Cloud ALM - **Overview**

SAP Cloud ALM – **Newly delivered features in Q1 2022**

SAP Cloud ALM – **Roadmap**

SAP Cloud ALM for Operations
Overview
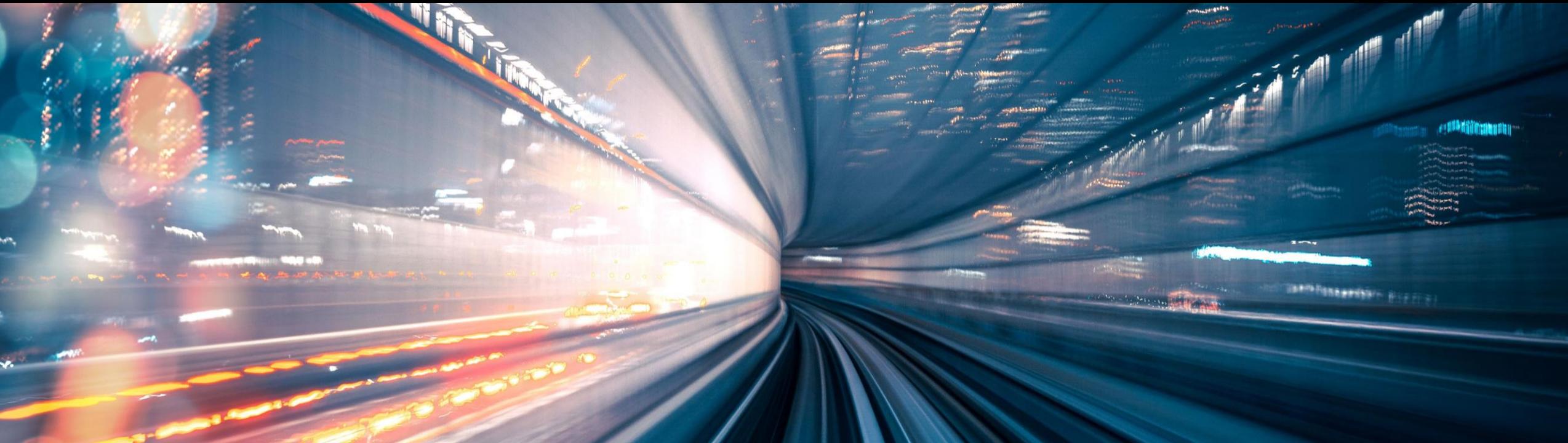
SAP Cloud ALM for Operations – Functional Overview

Business Service Management

Service Level Management

Event Calendar

Business Process Monitoring

Integration & Exception Monitoring

User & Performance Monitoring

Job & Automation Monitoring

Health Monitoring

Metrics

Config Items

Log Entries

Events

Alerts

Intelligent Event Processing

Alert Management

Notification Management

Analytics & Intelligence

Operation Automation

Email

Tickets

Tasks

Analytics Data

Operation Flows

Inbound Integration

Problem Detection

Problem Routing

Problem Resolution

Outbound Integration

SAP Cloud ALM for Operations
**Newly delivered features in Q1 2022**
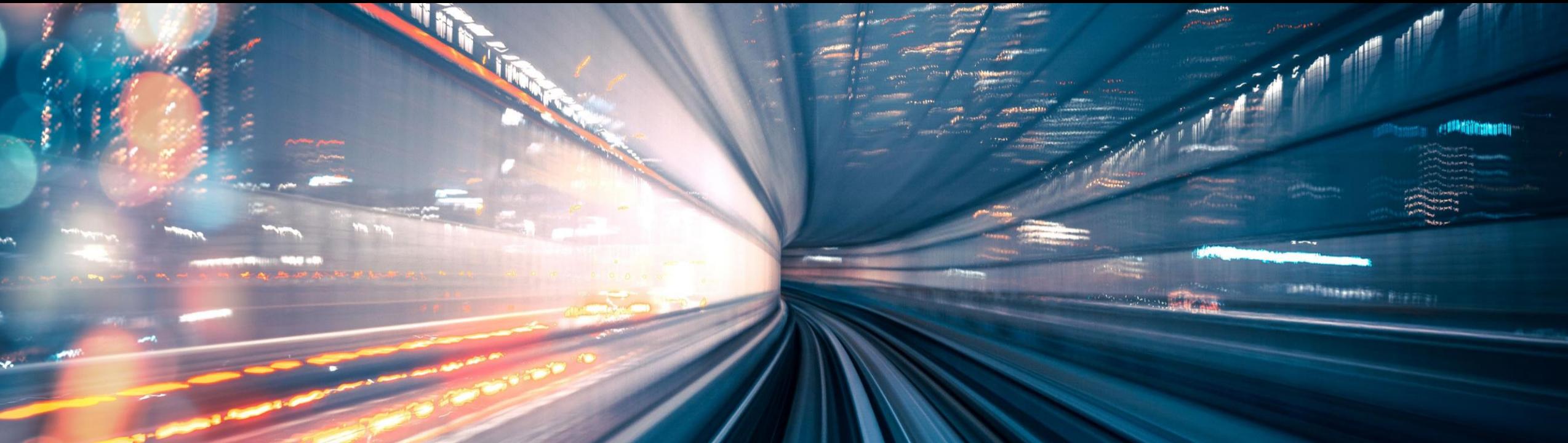
Business Process Monitoring
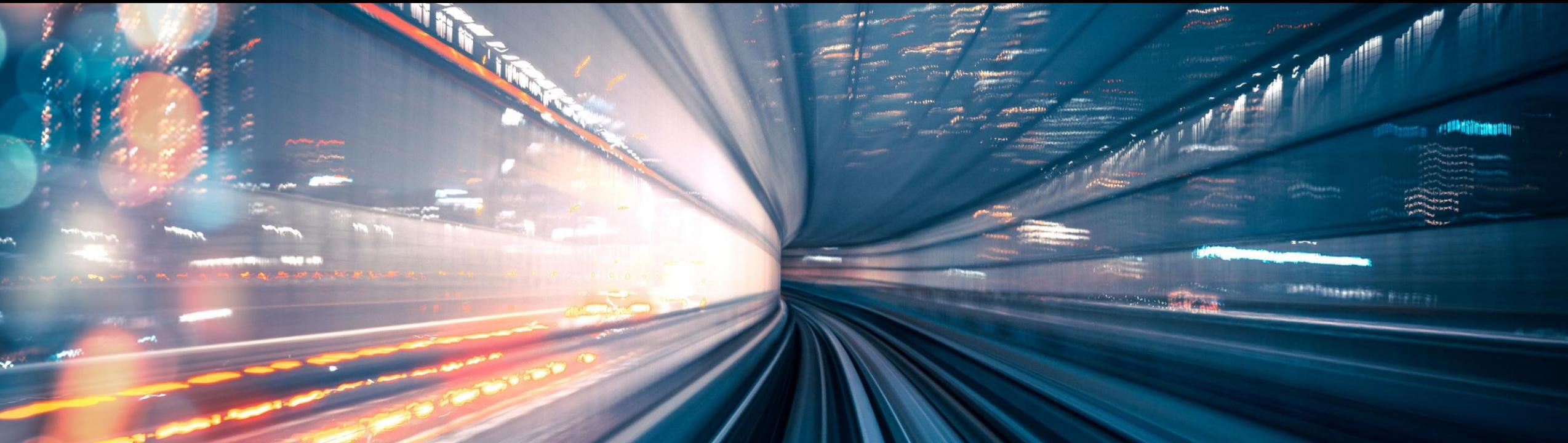
# Business Process Monitoring - New Features delivered in Q1/2022
Unified Overview Page
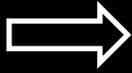
To ensure a **unified view** and **easier consumption** of the business process information, the layout of the **KPI and process cards** has been enhanced.

Business Process Monitoring - New Features delivered in Q1/2022
Improved Line Item Information

Business Process Monitoring
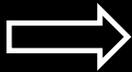
In the **KPI details table**, you can now also view the **source system** and **collection timestamp** of each line item.

Sales Organization	Distribution Channel	Division	Source	Collection Timestamp
Dom. Sales Org CN (13...	Direct Sales (10)	Product Division 00 (0)	MyS4HANACloud_01	02/07/2022, 05:05 AM
Dom. Sales Org CN (13...	Direct Sales (10)	Product Division 00 (0)	MyS4HANACloud_01	02/17/2022, 05:08 AM
Dom. Sales Org CN (13...	Direct Sales (10)	Product Division 00 (0)	MyS4HANACloud_01	02/09/2022, 05:06 AM
Dom. Sales Org JP (15...	Direct Sales (10)	Product Division 00 (0)	MyS4HANACloud_01	02/22/2022, 05:24 AM
Dom. Sales Org CN (13...	Direct Sales (10)	Product Division 00 (0)	MyS4HANACloud_01	02/22/2022, 05:33 AM
Dom. Sales Org CN (13...	Direct Sales (10)	Product Division 00 (0)	MyS4HANACloud_01	02/19/2022, 05:07 AM
Dom. Sales Org HK (62...	Direct Sales (10)	Product Division 00 (0)	MyS4HANACloud_01	02/08/2022, 04:46 PM

Business Process Monitoring - New Features delivered in Q1/2022
Navigation from Alerts

Business Process Monitoring

You can now **navigate from an alert** to its corresponding **end-to-end process**, **process**, and **KPI details**.

Alert Details

Global - Number Sales Document Items Created dropped

Actions

9330.0 | Sales Document Items Created (Throughput) | Thresholds (Warning/Critical): 6000/5000 [Manage Customer Order]

RATING HISTORY   **MESSAGE**   OPERATION AUTOMATION LOGS

Process Context

End-to-End Process L1:	Lead to Cash
End-to-End Process L2:	Order to Cash
Process:	Manage Customer Order

KPI Details

KPI Name:	Sales Document Items Created
KPI Category:	Throughput
KPI ID:	KPSD000349
Current Global KPI Value:	9,891

Alert Definition

Warning Threshold:	6000
Critical Threshold:	5000
Reference Period in Days:	7

Business Process Monitoring - New Features delivered in Q1/2022
Data Collection Intervals

Business Process Monitoring

Data Collection Intervals:

- To **optimize performance**, the **data collection frequency** of backlog and exception KPIs is now **intelligent**.

- Depending on the **number of records** per KPI in the system, the data is collected **between once every 15 minutes and once a day**. The exact timing of the data collection may vary per KPI and per managed system.
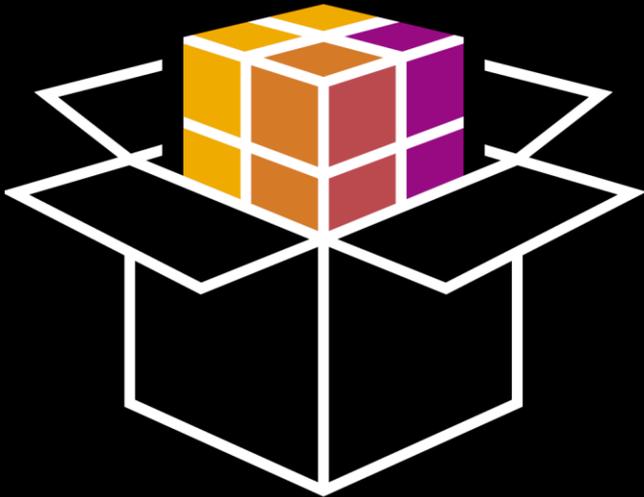
Integration & Exception Monitoring
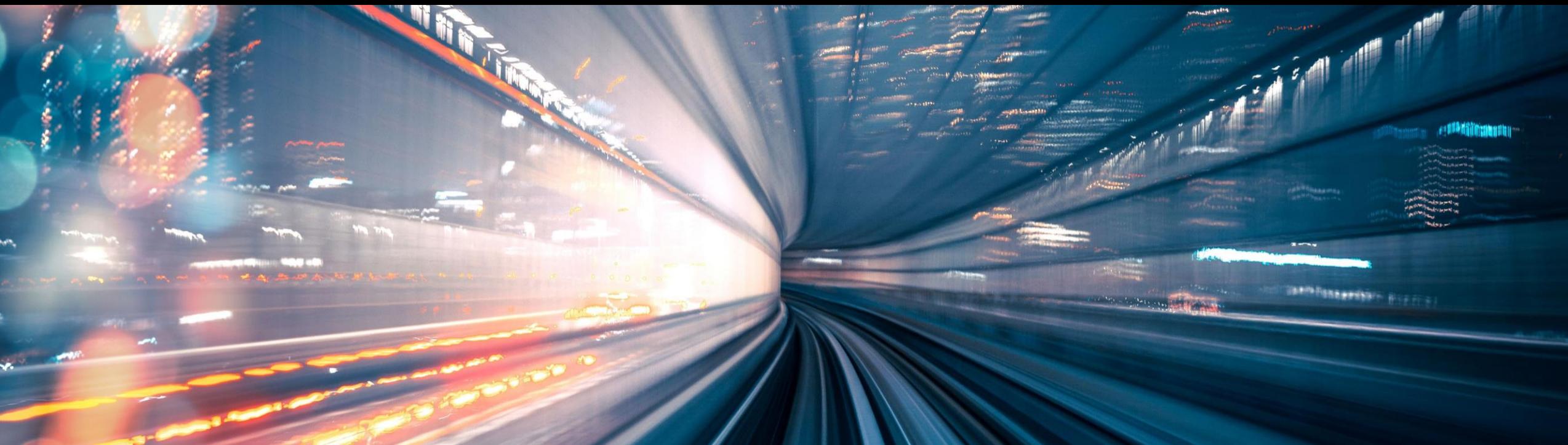
Integration & Exception Monitoring - New Features delivered in Q1/2022
View Services on Scenario Cards

Integration &
Exception
Monitoring

⟹

SAP | Integration & Exception Monitoring | ⏸ Last Refresh : Mar 22, 2022, 3:17:28 PM

Overview | 📅 Time Frame: 3/22/22, 12:00 AM - 3/22/22, 3:17 PM | 🎯 Scenario: Lead_Transfer | ℹ

Lead_Transfer
3 out of 3 services displayed

MyMarketingCloud_01_SD
SAP Marketing Cloud

MyCPI_01_SD
SAP Integration Suite (Cloud Integration)

MySalesServiceCloud_01_SD
SAP Cloud for Customer

Quality ⚠ | Alerts 2 ☆ ℹ

You can view the **top three services of the scenario** that are contributing to its status on the **scenario card**. The three services are displayed based on the **worst rating status**. You can drill down to view the error details by clicking the relevant service.

Integration & Exception Monitoring - New Features delivered in Q1/2022
View Related Exceptions

In the last level drilldown of a message, **Related Exceptions tab** is available next to the Related Messages tab. **The Related Exceptions tab** and the data under it is visible when there are related exceptions, which have the same transaction ID as that of the selected message.

Integration & Exception Monitoring - New Features delivered in Q1/2022
Add Notifications and Operation Flows Directly from the Application
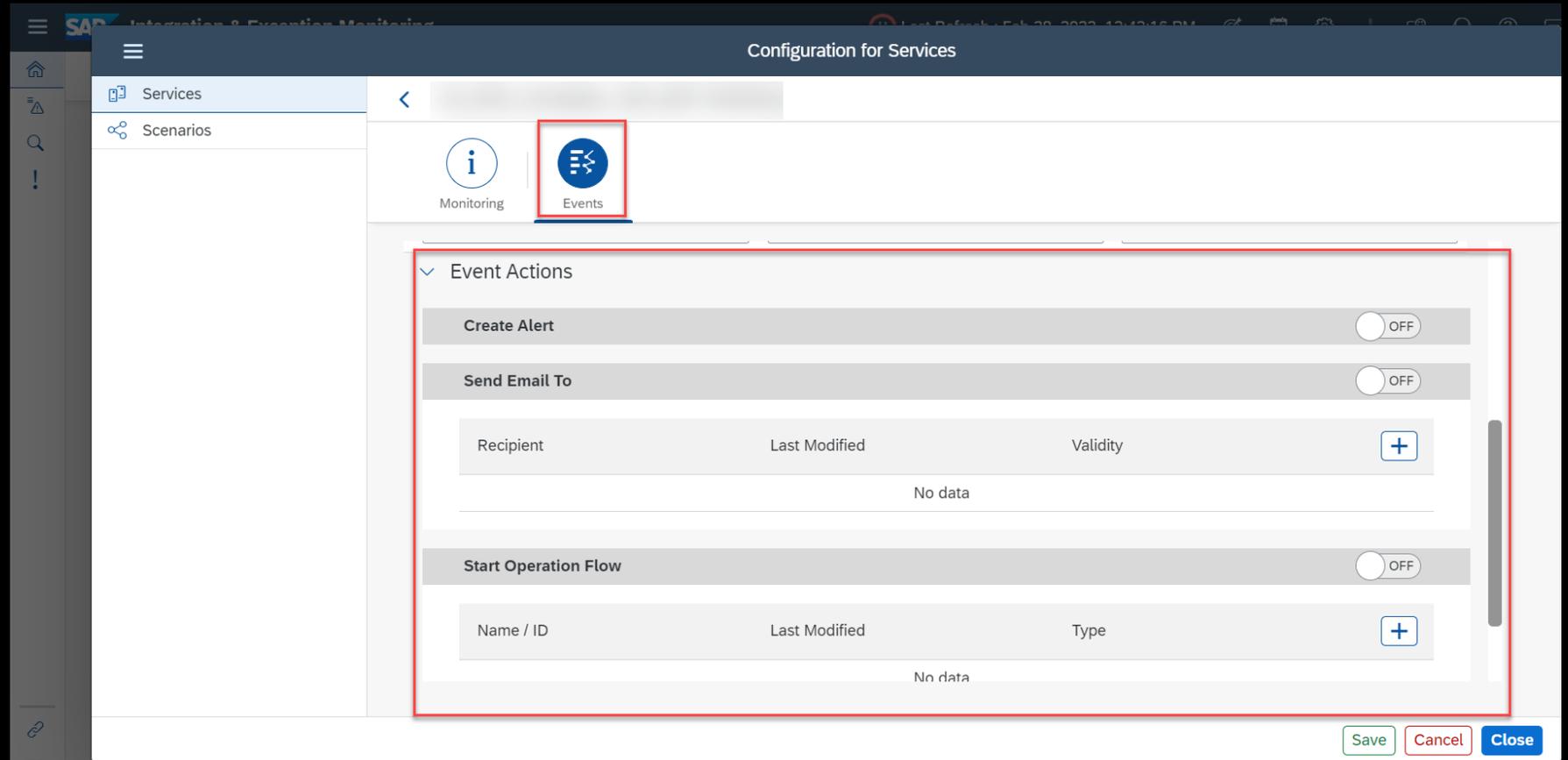
If an **event occurs**, you can now configure additional event actions directly from the monitoring application. The configurable actions are **creating alerts**, sending **email notifications**, or triggering the automatic execution of an **operation flow**.

Integration & Exception Monitoring - New Features delivered in Q1/2022
Newly Supported Products

Integration &
Exception
Monitoring

Newly Supported Products:

- **SAP Sales and Services Cloud** (new message attributes)
- **SAP BTP, Neo Environment** (exceptions)
- **SAP Asset Central Foundation**: You can monitor **Event Distributor messages** for the following services:
    - **SAP Asset Strategy and Performance Management**
    - **SAP Intelligent Asset Management**
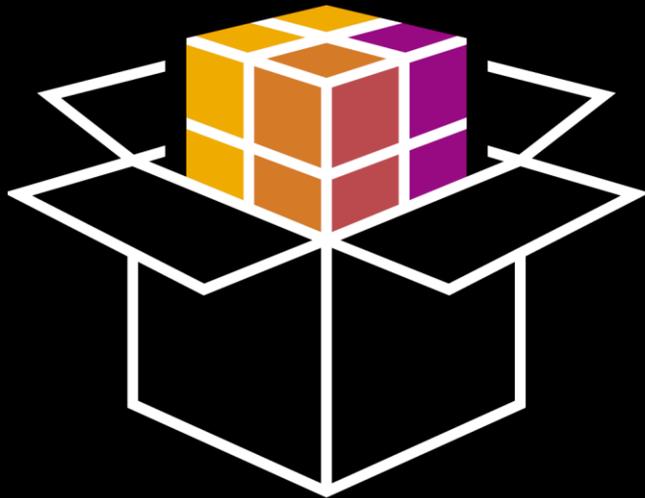
User & Performance Monitoring
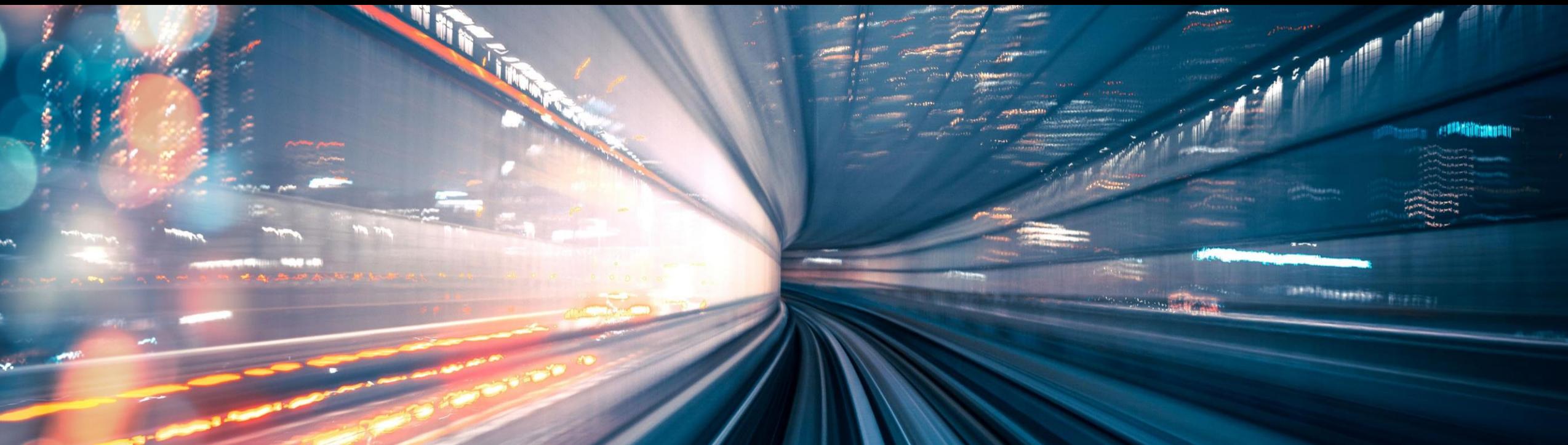
Real User Monitoring - New Features delivered in Q1/2022
New Page for Back-End Requests
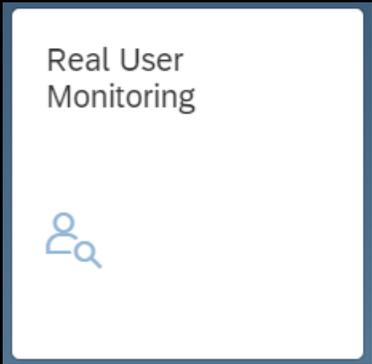
In the new page **Back End** you can now **display performance and usage metrics** from **back-end requests** in dependency of time.
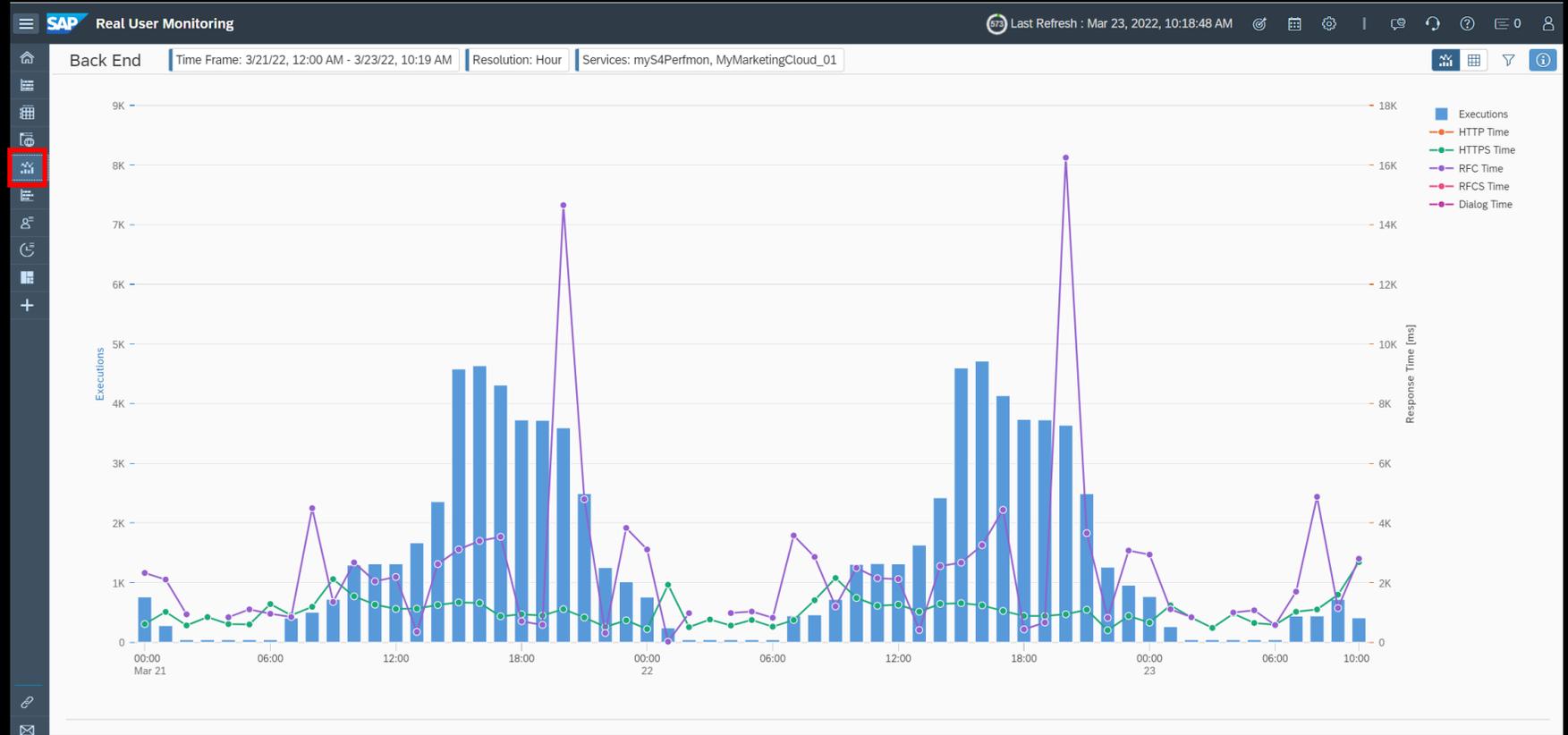
Real User Monitoring - New Features delivered in Q1/2022
Manage Retention Time
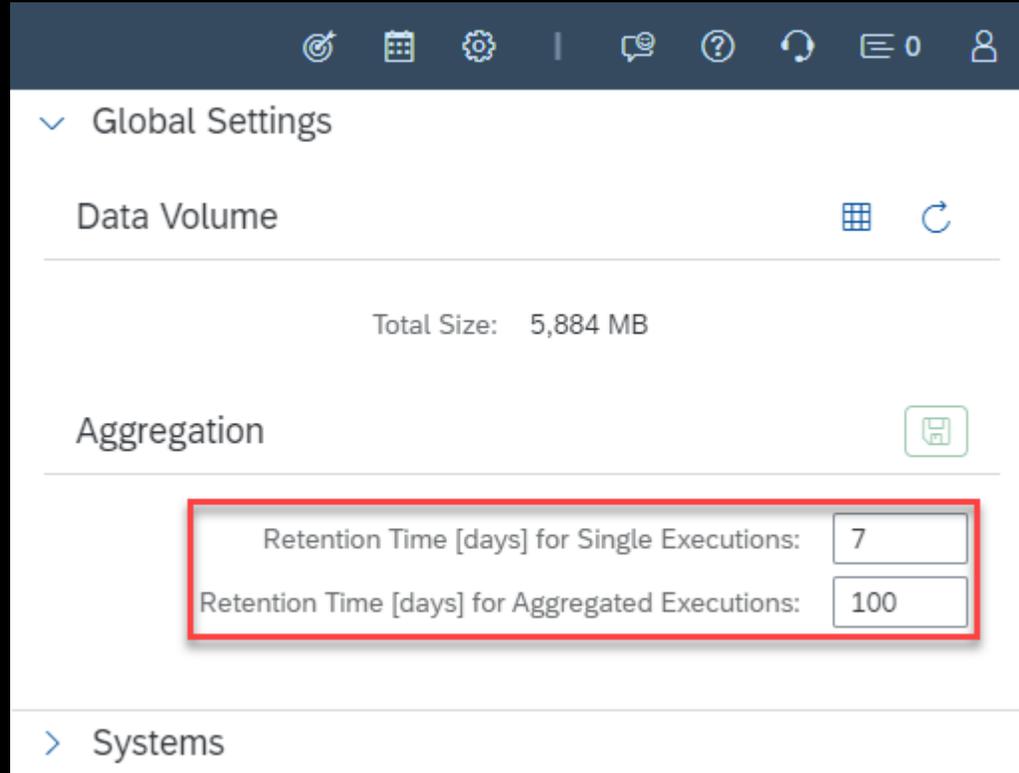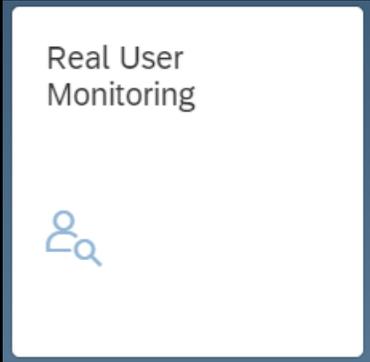
Up to now, real user monitoring data **was deleted after two weeks**. Now monitoring data is available both for single executions and in hourly aggregates, whereby you can determine the **retention time** for both resolutions – up to **two weeks for single executions** and up to **one year for hourly aggregates**.

Real User Monitoring - New Features delivered in Q1/2022
Show Data Volume

You can **now display the memory consumption** for real user monitoring data – both **globally**, and for **single monitored cloud services or on-premise systems**. The detail view also shows the percentage distribution of memory consumption and the number of records for each object within real user monitoring.

Real User Monitoring

Global Settings

Data Volume

Memory Consumption per service / system

Service Name / SID	Service Type	Percentage	Memory consumption...	Number of records
sapitcloud	SAP_CP_NEO	77.77%	4,674 MB	48,467,992
MyS4HANACloud_01	SAP_S4HANA	5.30%	319 MB	3,305,765
ccf-715.wdf.sap.corp	SAP_S4HANA	3.76%	226 MB	2,346,600
my300470.s4hana.ondemand.com	SAP_S4HANA_OP	3.24%	195 MB	2,019,454
FD4200	SAP_FRUN	2.59%	156 MB	1,619,017
FA7200	SAP_SOLMAN	2.55%	153 MB	1,589,142
ccf-715.wdf.sap.corp	SAP_S4HANA	3.76%	226 MB	2,346,600
QM7002	SAP_S4HANA_OP	1.80%	108 MB	1,124,233
myS4Perfmon	SAP_S4HANA	1.31%	79 MB	817,833
MyIBP_01	SAP_IBP	0.40%	24 MB	250,629

Close

Real User Monitoring - New Features delivered in Q1/2022
Newly Supported Products

Real User
Monitoring

Newly supported products:

- **SAP Sales and Services Cloud**
- **SAP BTP, Neo Environment**
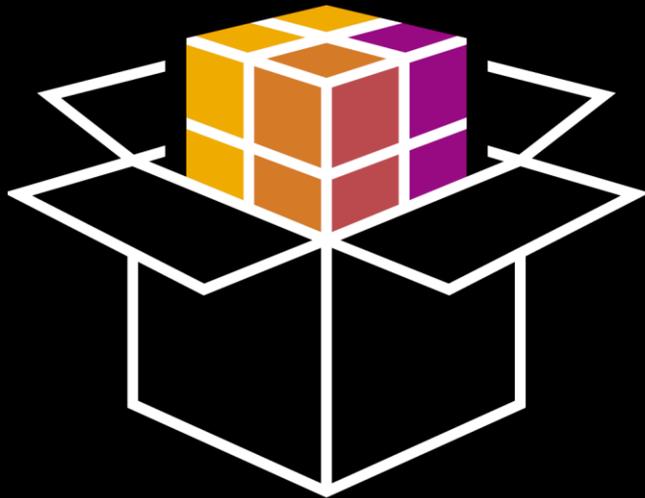
Job & Automation Monitoring
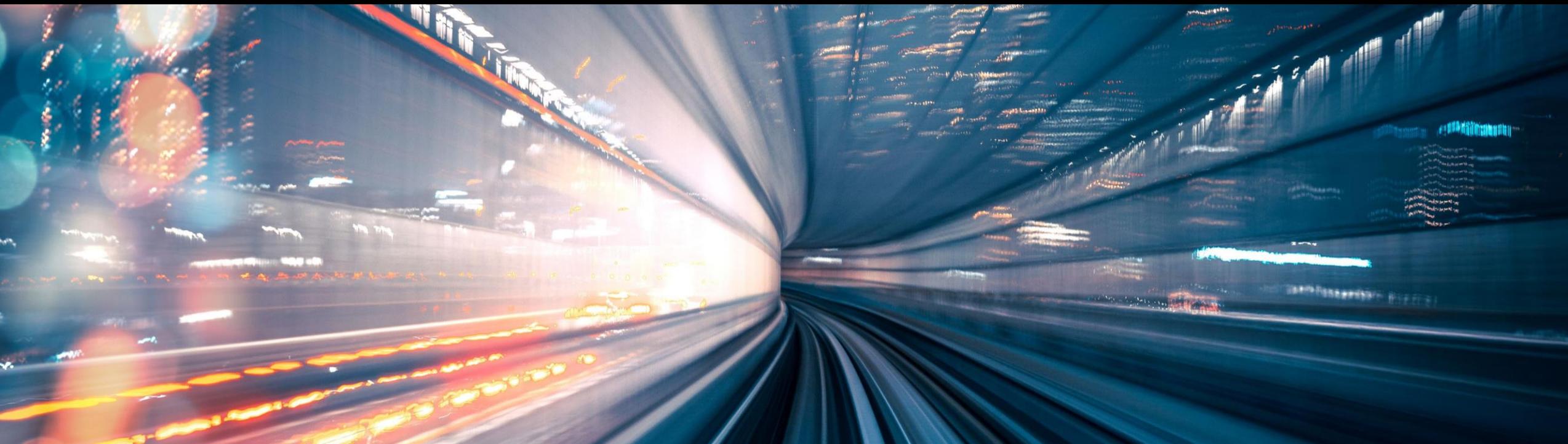
Job & Automation Monitoring - New Features delivered in Q1/2022
New and Unified Home Page

On the **new home page** you get an insight into the jobs and automated actions based on specific metric and alert data available. **Each card** represents a **managed component**. By clicking on the numbers you are navigated to the monitoring or alerting.

Job & Automation Monitoring - New Features delivered in Q1/2022
Understand Job and Automation Runtime and Failure Rate Trends

You can now understand **trends** of the individual jobs and automations regarding **run time** and **failure rate** within the time frame selected comparing the executions before and after the **comparison point**.

Job & Automation Monitoring - New Features delivered in Q1/2022
View the Job and Automation Trend

You can now drill down into various **trend charts** of the jobs and automations for the selected period of time. To display the trend chart, you have to click the **Show Trends** icon in the respective row on the **Analysis** page.

Job & Automation Monitoring - New Features delivered in Q1/2022
Add Notifications and Operation Flows Directly from the Application

If an **event occurs**, you can now configure additional event actions directly from the monitoring application. The configurable actions are **creating alerts**, sending **email notifications**, or triggering the automatic execution of an **operation flow**.

Job & Automation Monitoring - New Features delivered in Q1/2022
Manage Retention Time of Aggregated Data

Job & Automation Monitoring

Individual job executions are **reorganized considering job frequency**, if job has an exception or has been alerted. At least the **last 15 executions** are kept. This can not be influenced.

Individual job & automation monitoring data was aggregated since end of 2021 and is kept since then. As of 04/2022 for the aggregated data, you can set the **retention time** (default is 365 days).

Health Monitoring
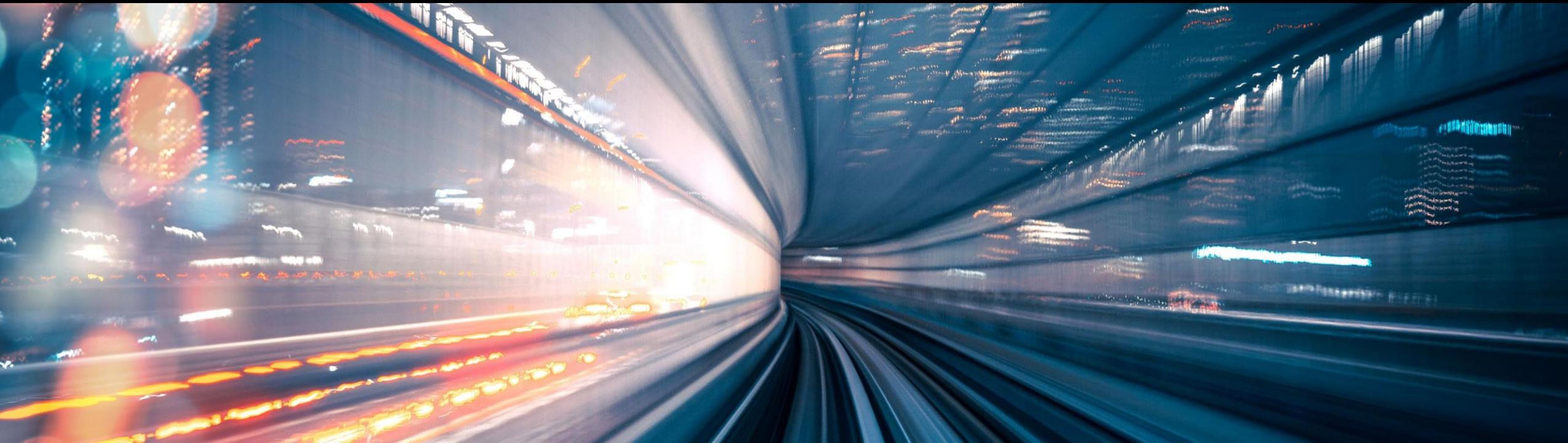
Health Monitoring - New Features delivered in Q1/2022
Unified Scope Selection
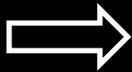
You can now easily select the **on-premise systems** and **cloud services** you want to monitor. When you open the application, the monitoring data that is displayed is **based on the last selected scope**.

Health Monitoring - New Features delivered in Q1/2022
## Full Monitoring of SAP BTP, Neo Environment

For service type SAP BTP, Neo environment, you can now monitor **performance and usage metrics**, both for the **whole service** and for **selected Java applications**.

Health Monitoring - New Features delivered in Q1/2022
## Enhanced Event Handling

In case of an event, you can now **add additional reactions** like **email notifications** or automatic execution of an **operation automation** procedure.

Health Monitoring - New Features delivered in Q1/2022
Newly Supported Products

Health Monitoring

- The monitoring of the following categories is now supported in **Health Monitoring** rather than in Integration & Exception Monitoring:
  - **SAP BTP Cloud Foundry** – Alert Notifications
  - **SAP BTP Neo** – Alert Notifications
- Full monitoring of **SAP BTP, Neo environment**
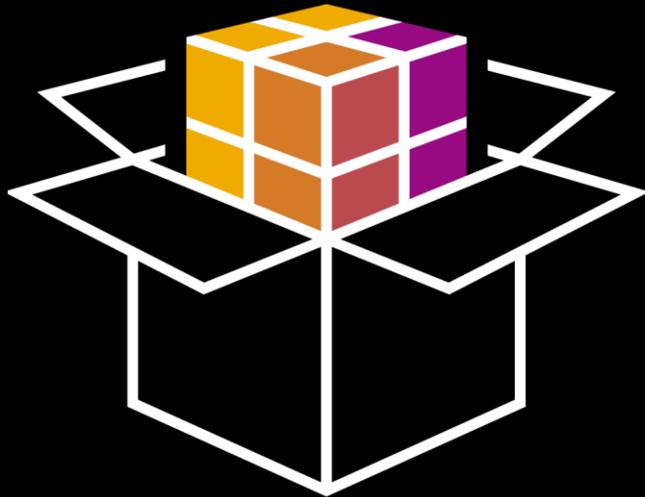
Alert Management
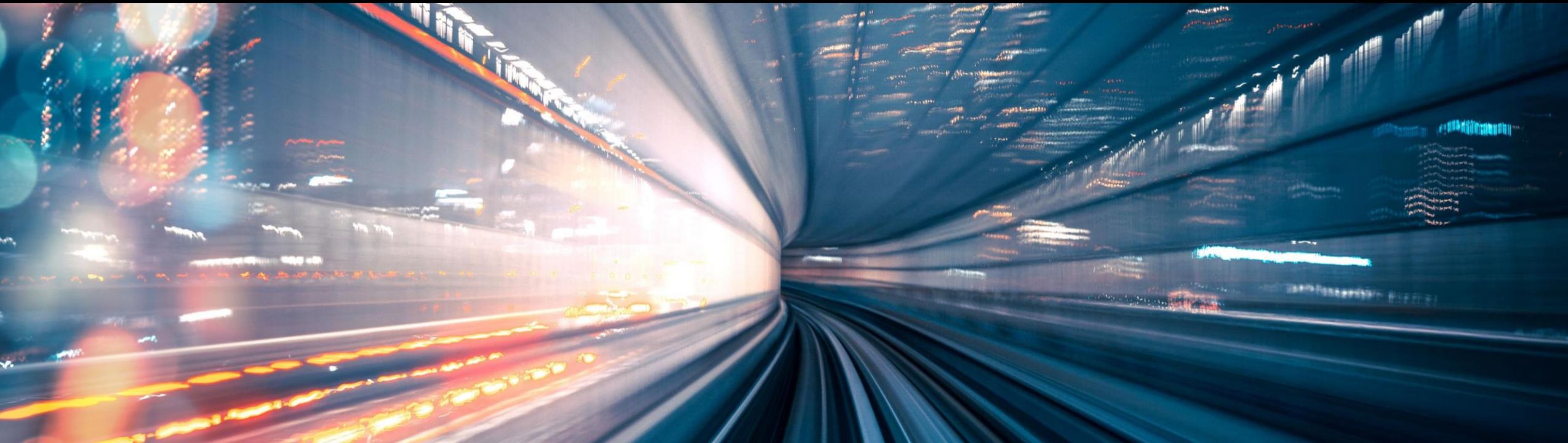
Alert Management - New Features delivered in Q1/2022
## View the Alert History

Here, you can view **the rating history** of the alert from the time when alert was created until its last update. You can view **how often the alert occurred** in the past and want to **analyze** which metrics, messages, or error situations happened at this point in time.

Alert Management - New Features delivered in Q1/2022
Send Customized Notification to Selected Recipients

You can now **send customized notification** to selected verified recipients. To do so, on the Alerts pages, select an alert from the Alerting section and **choose Send Notification** from the Actions dropdown. You get the option to select the **verified recipients** and **edit the content** as per your requirement.

Business Service Management

Business Service Management - New Features delivered in Q4/2021
Service Level Settings

Business Service Management

In the **configuration** of Business Service Management dialog, you can now configure a **service level objective (SLO)** for your business services. You can define a service level objective **globally or for individual business services**.

Configuration of Business Service Management

Service Level Objective (Global Settings)

Service Level Objective:	95.55 − + %
Default Display Mode:	Per Month ⌄
Time Zone:	Central European Time ⌄
Business Hours:	Customize Business Hours ⌄

Working Days	Starting Time	Ending Time	⊕
Monday ✕ Tuesday ✕ Wednesday ✕ Thursday ✕ Friday ✕ ⌄	09:00	18:00	⊖

Business Service Management - New Features delivered in Q4/2021
Events per Cloud Service and Technical System

Business Service Management

When you open the **event calendar** for a specific business service, you can now **view separate swim lanes** displaying the events for each cloud service and technical system that is assigned to the business service.

Landscape Management

Landscape Management - New Features delivered in Q1/2022
Lifecycle Status for Systems Displayed

Previously, the **lifecycle status** was only displayed for cloud services. It indicates whether your subscribed cloud services are configured and ready to use. Now this status **is also available** for **on-premise** technical and logical systems.

Landscape Management - New Features delivered in Q1/2022
## Capabilities for Technical Systems Displayed

Previously, capabilities were only displayed for cloud services. Now they are is **also available for technical systems**. A capability of a system specifies which **use case** has which **configuration status**.

Landscape Management - New Features delivered in Q1/2022
Additional Improvements

Landscape
Management
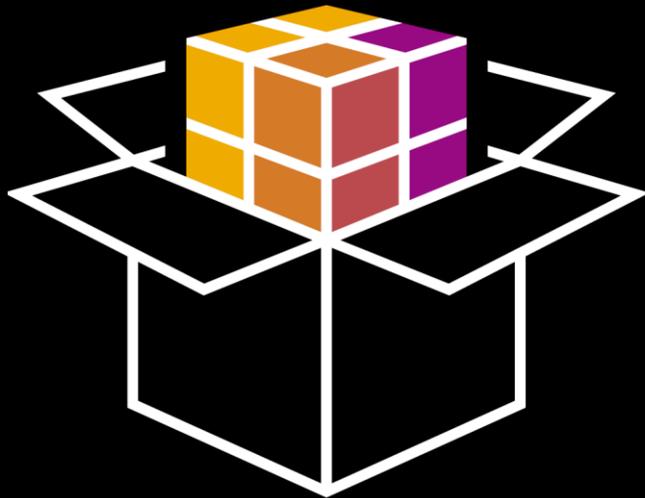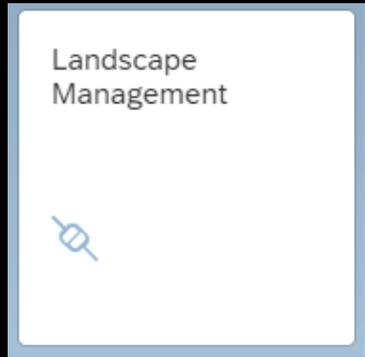
- **Authorization Check Behavior Improved**
  - Now, the buttons for **creating**, **updating**, or **deleting** cloud services and technical systems are **only active if the user has administrator authorization**. If not, the buttons are still displayed, but deactivated.
- **Display Action Log**
 - You can now display the action log for any cloud service or technical system in chronological order.

Action Logs

↑ ▽₊

System Action The technical system was registered with logical system 200.
10/19/21 at 1:42 AM

Close
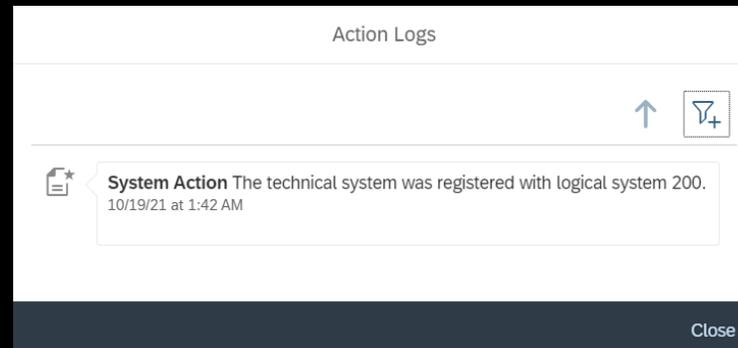
SAP Cloud ALM for Operations
Roadmap
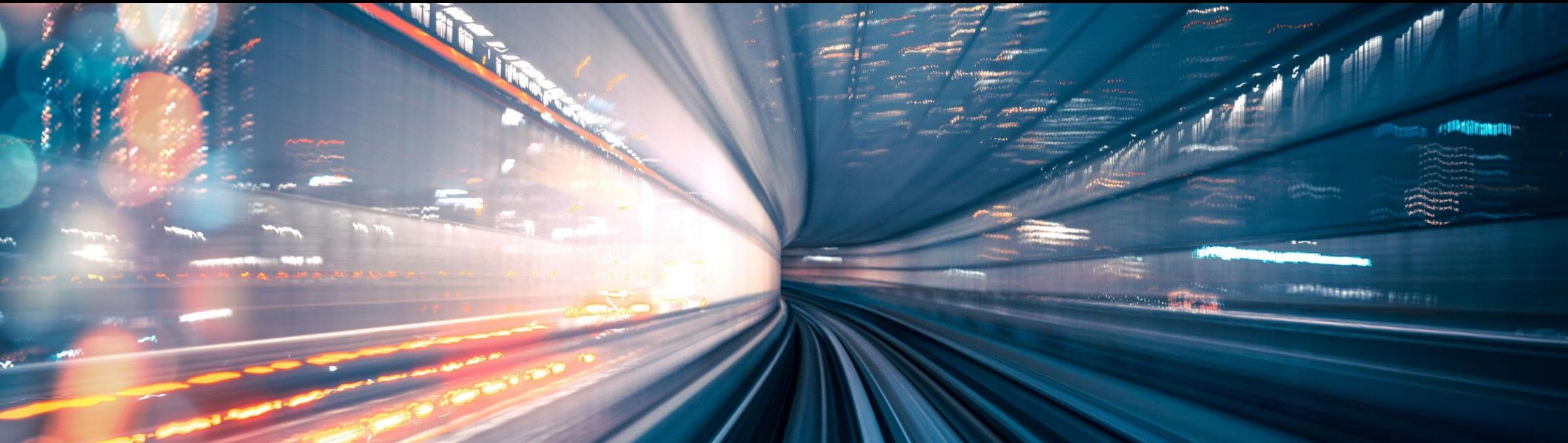
SAP Cloud ALM for Operations – Content roadmap

	Currently available		Planned for 2022	
Business Process Monitoring	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA	SAP Business Suite SAP SuccessFactors	Further KPI's for all editions of SAP S/4HANA and SAP Business Suite SAP SuccessFactors (further KPI's)	SAP Ariba
Integration & Exception Monitoring	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA & SAP Business Suite SAP Marketing Cloud SAP Sales & Service Cloud SAP Integration Suite (CI) SAP Master Data Integration SAP BTP NEO (custom) SAP BTP ABAP (custom/SAP)	SAP Event Mesh SAP Mobile Services SAP SuccessFactors & EC Payroll SAP Ariba SAP Concur & SAP Fieldglass SAP Intelligent Asset Management SAP Field Service Management SAP Order Management foundation SAP Integrated Business Planning	SAP Business ByDesign	SAP Analytics Cloud SAP Logistics Business Network SAP BTP CF (custom) SAP Data Intelligence SAP Consumers Industry Cloud SAP Omnichannel Promotion Pricing
User & Performance Monitoring	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA SAP Business Suite SAP Sales & Service Cloud	SAP Marketing Cloud SAP Integrated Business Planning SAP BTP ABAP (custom/SAP) SAP BTP NEO (custom) SAP SuccessFactors EC Payroll		SAP Analytics Cloud SAP BTP CF (custom)
Job & Automation Monitoring	SAP S/4HANA Cloud SAP S/4HANA PCE SAP S/4HANA SAP Business Suite SAP BTP ABAP (custom/SAP)	SAP Marketing Cloud SAP Intelligent RPA SAP Integrated Business Planning SAP Business Warehouse SAP SuccessFactors EC Payroll	SAP Job Scheduler Service (custom) SAP Business Workflow (ABAP)	SAP Data Privacy Management SAP Resource Management SAP Workflow Management
Health Monitoring	SAP Cloud ALM SAP Intelligent RPA SAP Integration Suite (CI) SAP BTP NEO/CF (custom)	SAP S/4HANA SAP S/4HANA PCE SAP Business Suite SAP BTP ABAP (custom/SAP)	SAP Integration Suite (API Mgmt.) SAP HANA Cloud SAP S/4HANA Cloud SAP SuccessFactors EC Payroll	SAP Marketing Cloud SAP Integrated Business Planning SAP Cloud Connector SAP Data Intelligence

SAP Cloud ALM for Operations – Functional roadmap

This is the current state of planning and may be changed by SAP at any time.

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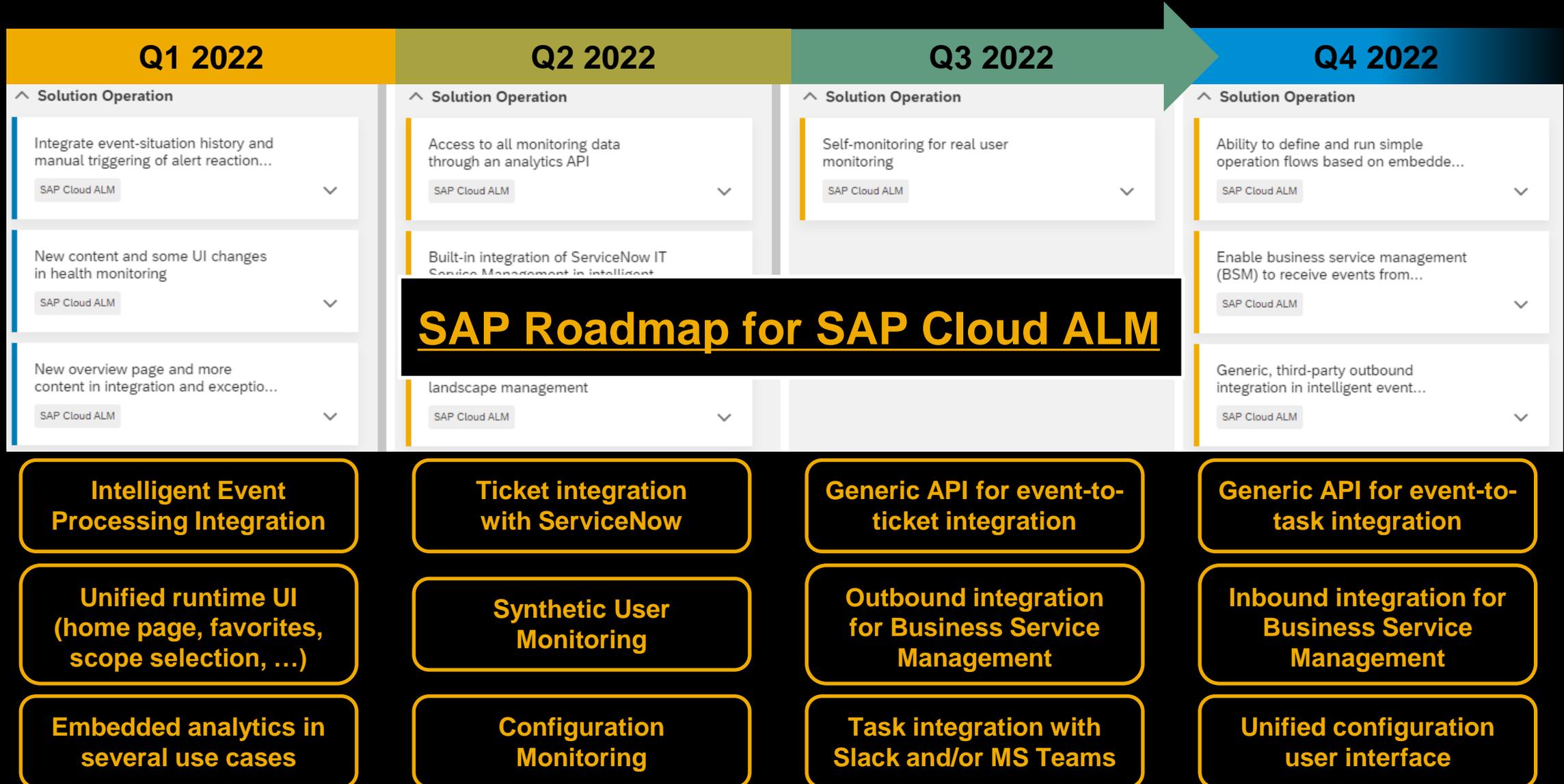
Thank you.

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https://url.sap/p685gu

Additional information:

SAP Cloud ALM for Operations Home Page:
https://support.sap.com/en/alm/sap-cloud-alm/operations.html

SAP Cloud ALM for Operations Expert Portal:
https://support.sap.com/en/alm/sap-cloud-alm/operations/expert-portal.html

SAP Cloud ALM Online Help:
https://help.sap.com/viewer/product/CloudALM/2021-04-07/en-US?task=discover_task

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