Run SAP like a Factory (RSLAF) Application Operations provides all capabilities for central monitoring, alerting, analysis, analytics, and administration of SAP and non-SAP solutions. It helps customers to reduce TCO by predefined content and centralized management tools for all aspects of technical operations in SAP Solution Manager. Application Operations is primarily intended for IT and application management departments and consists of the following capabilities (modelled as work stream services):

- System, Database and Host Monitoring
- Interface and Process Orchestration Monitoring
- Job and Business Intelligence Monitoring
- End User Experience Monitoring
- Technical Administration and Guided Procedures
- Technical Analytics and Dashboards
- Root Cause Analysis and Exception Management
- Data Volume Management

The SAP Solution Manager ESRV RSLF Roadmap provides a framework for Run SAP like a Factory projects, offering phases, work packages, activities and tasks required to execute such projects. The Roadmap service for Application Operations helps to identify, discuss, and document the scope of a Run SAP like a Factory project, focus area Application Operations, based on pain points and requirements in Application Operations. Before a project is executed, a project plan and corresponding work stream services are created.

SERVICES AND WORKSTREAMS AT A GLANCE

The Run SAP like a Factory Application Operations Roadmap service incorporates the analysis of the your application operations situation, the discussion of functionalities offered by SAP Solution Manager that can support application operations for you, and the Run SAP like a Factory Application Operations project scoping and planning.

The Run SAP like a Factory Solution Manager Architecture service provides tailored recommendations for customers on how to prepare the SAP Solution Manager 7.1 and the Managed Systems by assessing the SAP Solution Manager architecture and the application architecture and knowledge transfer on demand. The aim is to make the technical prerequisites and technical procedures for Solution Manager Implementation allegesable in the context of existing systems and project scopes. The Solution Manager Architecture Workshop includes the analysis of your IT system landscape situation and provides a review of the landscape design, sizing and high availability concepts in accordance with your technical prerequisites and project plan for SAP Solution Manager.

The Run SAP like a Factory Solution Manager Starter Pack service supports you during the basic configuration of your SAP Solution Manager system. The service includes a review or the completion of the basic configuration of SAP Solution Manager 7.1. Furthermore the managed system setup for a defined number of managed systems (usually about 3) including the necessary knowledge transfer is performed. The Solution Manager system is checked regarding Root Cause Analysis readiness.

The Run SAP like a Factory Solution Manager System Administration workshop is an expert knowledge transfer workshop and targets the main aspects of your solution operations such as:

- Architecture overview for Solution Manager
- Overview over the Solution Manager BI Framework
- High-availability concepts
- Administration of SAP Solution Manager infrastructure components like the Extractor Framework, the Configuration and Change DB etc.
- Troubleshooting
- RCA best practices for large installations

The Service is performed onsite by SAP experts for Solution Manager administration. The workshop is targeted at system administrators and support technicians of your SAP Solution Manager. The main focus of the Solution Manager System Administration workshop is SAP Solution Manager specific knowledge transfer. You will gain all the skills necessary to run SAP Solution Manager optimally and your team will be prepared to handle issues that have a major impact on SAP Solution Manager performance and stability.

The **Run SAP like a Factory System, Database and Host Monitoring** work stream helps customers to set up the technical monitoring for their SAP systems, databases and hosts. This monitoring setup builds the bottom line for all following work streams. During the workshops you and SAP identify the managed systems to be monitored and your monitoring needs and set up the SAP standard technical monitoring functionality. It offers support for the technical preparation of the SAP system landscape, i.e. managing and managed systems, i.e. SAP Solution Manager system(s), in order to make them ready for the Run SAP like a Factory Application Operations implementation project. This includes the assessment of required components, e.g. whether their service pack level is up-to-date, and of system connectivity. The resulting system landscape is used throughout the Run SAP like a Factory project(s), specifically in the implementation phase, where the specified scope items are implemented.

SAP provides knowledge transfer regarding configuration and usage of the Application Operations functionality. Empowering teaches you to perform the setup and configuration of technical monitoring within the SAP Solution Manager system. Beyond that, the corresponding creation, adaption, and deployment of standard functionality are demonstrated. You are empowered to use all the features of standard SAP Solution Manager functionality. The empowering happens preferably on your SAP Solution Manager system as it provides a transfer to ensure your maintenance and operations teams can realize the benefit of the process and tool implementation later.

The SAP project team can also support the extension and enhancement of system, database and host monitoring standard functionality in order to meet customer-specific monitoring requirements of the Run SAP like a Factory Application Operations implementation project. The requirements specification and documentation of the Run SAP like a Factory project blueprint phase outlines what needs to be developed specifically for you to meet the requirements and realize the benefits. This work package executes development, i.e. custom metrics and alerts or data collectors, for the scope items agreed upon during the roadmap/project planning, latest during the preparation.

As part of the work stream SAP offers a review of the setup done by you and remote support during the monitoring implementation and also during the first optimization phase. The project is concluded by setting System, Database and Host Monitoring live in your Operations Control Center. SAP project team can provide going live support following SAP Active Global Support's standardized method to support critical situations during a go-live. SAP experts contribute their knowledge remotely and/or on site to minimize the risks for the go-live, with focus monitoring of core technical systems and troubleshooting critical issues.


The central **Interface and Connection Monitoring** in SAP Solution Manager 7.1 allows you to monitor interfaces and connections between business-critical systems in real-time. It consists of two different monitoring use cases, the Interface Channel Monitoring and the Connection Monitoring, which are part of the Technical Monitoring within SAP Solution Manager. **Central PI Monitoring** in Solution Manager 7.1 provides unified alert notifications, exceptions and status of PI components from a single entry point. It also provides options to navigate to details of such exceptions in the respective host system. It becomes easier for addressing the issues more quickly and efficiently. **Message Flow Monitoring** adds value to the already established Process Integration Monitoring. While PI Monitoring focuses on the technical monitoring of involved PI components the Message Flow Monitoring provides a way to investigate and trace dedicated flows through the PI landscape on the level of single
message instances. Besides company internal message flows, also flows between business partners can be monitored on a high resolution level, using technical and functional acknowledgements.

In this work stream the applications Interface Channel Monitoring, Connection Monitoring, central PI Monitoring, and Message Flow Monitoring are implemented as planned in the Run SAP like a Factory Application Operations project plan. The empowerment workshops for the single functionalities teach you to perform the setup and configuration of these applications within the SAP Solution Manager system. You are empowered to use all the features of standard SAP Solution Manager functionality. The empowering happens preferably on your SAP Solution Manager system as it provides a knowledge transfer to ensure your maintenance and operations teams can realize the benefit of the process and tool implementation later.

The Run SAP like a Factory Job and Business Intelligence Monitoring work stream includes the Run SAP like a Factory Application Operations applications BI Monitoring, and Job Monitoring.

BI Monitoring provides a central, proactive monitoring of Business Intelligence solutions based on SAP BW and SAP Business Objects. It includes BW Process Chain and BOBJ job monitoring and alerting. The new unified Job Monitoring allows you to monitor all the business-critical background jobs such as ABAP jobs and BW process chains across its landscape, centrally from SAP Solution Manager.

In this work stream the applications BI Monitoring and Job Monitoring are implemented as planned in the Run SAP like a Factory Application Operations project plan. The empowerment workshops for the single functionalities teach you to perform the setup and configuration of these applications within the SAP Solution Manager system. You are empowered to use all the features of standard SAP Solution Manager functionality. The empowering happens preferably on your SAP Solution Manager system as it provides a knowledge transfer to ensure your maintenance and operations teams can realize the benefit of the process and tool implementation later.

The Run SAP like a Factory End User Experience Monitoring work stream implements the Run SAP like a Factory Application Operations functionality End User Experience Monitoring.

End User Experience Monitoring (EEMon) is an efficient toolbox for evaluating and reporting the availability and performance of the customer's productive systems from a client-side perspective. As a result of the perfect integration into the E2E Diagnostics infrastructure, discovering, analysis, and resolution of occurring issues has been speeded up dramatically. Problems can often be solved before employees or customers even take notice about them.

In this work stream End User Experience Monitoring is implemented as planned in the Run SAP like a Factory Application Operations project plan. The empowerment workshop teaches you to perform the setup and configuration of the EEMon infrastructure within SAP Solution Manager as well as the recording, adjustment and deployment of EEMon scripts. The empowering happens preferably on your SAP Solution Manager system using customer-specific scenarios for scripts as it provides a knowledge transfer to ensure your maintenance and operations teams can realize the benefit of the process and tool implementation later.

The Run SAP like a Factory Technical Administration and Guided Procedures work stream covers the Run SAP like a Factory Application Operations functionalities Technical Administration and Guided Procedures.

The Technical Administration Work Center within SAP Solution Manager 7.1 SP 10 provides tools and capabilities to support the IT operations management teams in the efficient planning, implementation, execution, and reporting of the day-to-day operational activities. In particular it offers applications for managing and documenting system work modes including downtimes, notifying recipients about IT related events as well as managing IT related tasks. Guided Procedures enable the customer to document and standardize and automate regular administrative tasks and alert handling in a roadmap like wizard. These guided procedures can be scheduled via IT Task Management and contain automatic logging to ensure the traceability of the tasks.

In this work stream the functionalities of the Technical Administration workcenter are explained and set up. Also one or two selected guided procedures are designed and implemented exemplary and the scheduling of those in IT Task Management is explained. You are empowered to use all the features of standard SAP Solution Manager functionality. The empowering happens preferably on your SAP Solution Manager system.
as it provides a knowledge transfer to ensure your maintenance and operations teams can realize the benefit of the process and tool implementation later.

The SAP project team can also support the implementation of custom Guided Procedures in order to meet customer-specific requirements of the Run SAP like a Factory Application Operations implementation project. The requirements specification and documentation of the Run SAP like a Factory project blueprint phase outlines what needs to be developed specifically for you to meet the requirements and realize the benefits. This work package executes development, i.e. implementation of custom UIs and logic for GP steps, for the scope items agreed upon during the roadmap/project planning, latest during the preparation.

The **Run SAP like a Factory Technical Analytics and Dashboards** work stream covers the Run SAP like a Factory Application Operations reporting capabilities. It is an efficient way to cover all aspects of technical reporting for the customer’s entire system landscape. The standard delivered reports are structured and designed to provide information which can help to perform trend analysis as well as statistical evaluation of technical component usage. The reporting framework in SAP Solution Manager is open for enhancements, to meet custom reporting requirements.

According to your focus the work stream can focus on one or more of the following topics:

- **SAP TechAnalytics&DB – Service Level Reporting (SLR)**
  - Learn how to customize the collection of statistics about technical system indicators
  - Identify meaningful criteria for service level agreements and turn them into technical KPI’s
  - Dig deep into the details of the Setup Service Level Reporting Session
  - Evaluate the technical correctness of previously created Service Level Reports
  - Add new defined KPI’s to existing Service Level Reports

- **SAP TechAnalytics&DB – Interactive Reporting**
  - Detailed introduction of the standard Interactive Reporting capabilities
  - Usage of the Metric Viewer
  - Evaluation of data quality by using the BI Diagnostics Center
  - Learn how to create own reports with BeX Web Application Designer 3.5
  - Register own created reports in the standard framework

- **SAP TechAnalytics&DB – Dashboard based Reporting**
  - Overview of standard delivered dashboards and dashboard applications
  - Understand the dashboard authorization concept
  - Learn how to configure dashboards and dashboard applications so that they feed to your requirements
  - Create your own dashboards and specify the usage authorizations
  - Create your own dashboard applications and register them on the standard dashboard framework.

The empowering happens preferably on your SAP Solution Manager system as it provides a knowledge transfer to ensure your maintenance and operations teams can realize the benefit of the process and tool implementation later.

The SAP project team can also support the implementation of custom dashboards and web reports in order to meet customer-specific requirements of the Run SAP like a Factory Application Operations implementation project. The requirements specification and documentation of the Run SAP like a Factory project blueprint phase outlines what needs to be developed specifically for you to meet the requirements and realize the benefits. This work package executes development, i.e. custom dashboards and web reports, for the scope items agreed upon during the roadmap/project planning, latest during the preparation.

The **Run SAP like a Factory Root Cause Analysis and Exception Management** work stream covers problem solving for technical problems and exceptions using Run SAP like a Factory Application Operations application Root Cause Analysis, Configuration Validation and Exception Management.

**Root Cause Analysis** using SAP Solution Manager Diagnostics is the tool SAP uses to collect data for diagnostics and to perform root cause analysis in case of a problem. As part of this work stream you learn how to perform cross system and cross technology root cause analysis using the End-to-End analysis tools like Workload Analysis, Change Analysis, Trace Analysis, Exception Analysis and how to dig deep into one system using the system analysis tools like CA APM, Change Reporting and additional expert analysis tools. **Configuration Validation** enables you, to determine whether the systems in your landscape are configured consistently and in accordance with the requirements. The customer can check the current configuration,
E.g. parameters, patch levels, system settings, of one or more system in the landscape using a defined target state (target system) or compare it with an existing system.

**SAP Exception Management** is able to consume all kinds of exceptions in one central place, making SAP Exception Management Cockpit (SAP EMC) the central management tool for mission critical exceptions in customer landscapes. This includes single exceptions, e.g. dumps, application log, system log, as well as complex multi-step exceptions and business process completeness. Multi-step exceptions have to be implemented using the SAP Exception Management Instrumentation Platform.

In this work stream the applications Root Cause Analysis, Configuration Validation and Exception Management are implemented as planned in the Run SAP like a Factory Application Operations project plan. The empowerment workshops for the single functionalities teach you to perform the setup and configuration of these applications within the SAP Solution Manager system. You are empowered to use all the features of standard SAP Solution Manager functionality. The empowering happens preferably on your SAP Solution Manager system as it provides a knowledge transfer to ensure the customer’s maintenance and operations teams can realize the benefit of the process and tool implementation later.

The SAP project team can also support the implementation of SAP Exception Management Instrumentation Platform in order to meet customer-specific requirements of the Run SAP like a Factory Application Operations implementation project. The requirements specification and documentation of the Run SAP like a Factory project blueprint phase outlines what needs to be developed specifically for you to meet the requirements and realize the benefits. This work package executes development, i.e. implementation of multi-step exceptions and business process completeness check, for the scope items agreed upon during the roadmap/project planning, latest during the preparation.

The **Run SAP like a Factory Data Volume Management** work stream focuses on the Run SAP like a Factory Application Operations application Data Volume Management. **Data Volume Management** offers analyses and reporting on the customers data volume in the landscape. The analyses help to identify the sources of data growth, not only from a technical point of view, but also regarding application area, document type and usage type. Data Volume Management can generate customer specific best-practice based recommendations how to decrease data volume, estimate the potential savings and report on the success of the data volume management measures taken by the customer.

The empowerment workshops for Data Volume Management teach you to perform the setup, how to schedule DVM analyses and how to use the analysis results to build a DVM strategy for its company. You are empowered to use all the features of standard SAP Solution Manager functionality. The empowering happens preferably on your SAP Solution Manager system as it provides a knowledge transfer to ensure the customer’s maintenance and operations teams can realize the benefit of the process and tool implementation later.

For further information about the Application Operations work streams, please refer to the ESRV RSLF Application Operations Roadmap in SAP Solution Manager.

**Benefits**

To optimize the value of SAP Solution Manager, operations procedures and organization must be assessed for the specific customer situation in order to evaluate how the pain points can be addressed by SAP Solution Manager Application Operations features and functionality. The integration, coexistence, or replacement of already existing Application Operations tools needs to be analyzed.

The Run SAP like a Factory Application Operations work streams enables you to setup and implement the Application Operations functionality of your choice for your Solution Landscape. They help you to protect your investment and manage continuous improvement, by providing you with the fundamental skills they need to build and maintain a monitoring environment for your Operations Control Center.

Enabling SAP Solution Manager Application Operations functionalities in the context of a Run SAP like a Factory project save you time by providing knowledge transfer directly from SAP’s experts based on SAP Best Practice and experience with other installations.

This work streams therefore elaborates what Run SAP like a Factory Operations Control Center (OCC) work stream has defined – in terms of goals, objectives, success criteria, processes and organization.
The Run SAP like a Factory Application Operations work stream services achieves this through the following activities:

- Review of Operations pain points, i.e. as identified by 360 Degree Review session or Run SAP like a Factory Workshop
- Assessment of current Application Operations procedures and functionality, complementing the OCC Process Design as part of the OCC work stream
- Introduction to SAP Solution Manager Application Operations functionality and tools
- Development of a project plan for the Run SAP like a Factory Application Operations implementation project.
- Execution of project plan in a joint project – customer and SAP AGS.

When to Use

The criteria to use the Run SAP like a Factory Application Operations work stream services are:

- You think about implementing Run SAP like a Factory on SAP Solution Manager.
- You have information about your pain points, e.g. missing transparency, efficiency or functionality, in your Operations. You have a vision of the Application Operations procedures and functionalities you want to implement and use in your Operations Control Center.
- You want to replace or supplement existing third-party or legacy tools already in use for Application operations.
- You need review of your current Application Operations procedures and functionality.
- You need guidance as to which procedures and functionalities are beneficial for your specific situation, how they are integrated, and what has to be considered moving into the realization phase.
- You want to develop a project plan for a Run SAP like a Factory pilot project tailored to your situation in order to arrive at a decision to move the project into the blueprint and realization phase.
- You want to implement Run SAP like a Factory Business Process Operations based on the project plan created.

DELIVERY OF RSLF AO WORKSTREAM SERVICES

Optimally, a Run SAP like a Factory Workshop has been delivered before a Run SAP like a Factory AO Roadmap Service, introducing the Operations Control Center concept and planning for its organizational and procedural implementation. In addition, a 360 Degree Review or equivalent is recommended before any Run SAP like a Factory Workshop or Roadmap Service.

Thereafter, if you and SAP AGS agree and sign-off the project scope and plan, the Run SAP like a Factory AO Workstream Services (SMArchitecture, SysMon, Int and PO Mon, Job and BI Mon, EE Mon, TechAdmin and GP, TechAnalytics and DB, RCA and EXM) are used to call-off the SAP AGS delivery portion of the implementation project.

During the Run SAP like a Factory project, SAP Application Operations experts will support the implementation of Application Operations:

- General introduction of SAP Solution Manager Application Operations procedures and functionality.
- Initial evaluation and documentation of your requirements in terms of Operations Control Center – Application Operations.
- Mapping of your requirements with SAP Solution Manager Application Operations procedures and functionality. If required, initial evaluation and documentation of enhancements required.
- Development of a project plan proposal, including estimated efforts and durations for implementation of the pilot phase.
- Implementation of scope of project plan based on defined separation of concerns and distribution of work.

For further information, please refer to the ESRV RSLF Business Process Operations Roadmap in SAP Solution Manager.

DURATION OF RSLF AO WORKSTREAM SERVICES

For an overall Run SAP like a Factory Application Operations work stream service a general estimation of effort and duration cannot be provided. It depends on effort drivers in each specific customer situation.
Scope and expectation further influence the effort and duration of a Run SAP like a Factory, which will be identified and defined in a Run SAP like a Factory Roadmap service.

For further information about initial estimation of efforts, please contact your embedded support contact. SAP’s Mission Control Center’s Orchestration Deployment Rooms in your region will support the initial estimation effort if required.

**PREPARATION OF RSLF AO WORKSTREAM SERVICES**

Preparation and acquisition of information about the following is helpful for any service or work stream service:

- The procedural and organizational structures of your functional support and business operations, i.e. operations control centers, support centers, teams, the interaction between these entities and the tools used for supporting your system and solution landscape.
- The SAP Solution Manager systems, scenarios, and functionality already implemented and used.
- Verification of the configuration status of SAP Solution Manager 7.1 concerning readiness for the setup and implementation of the specific Run SAP like a Factory Application Operations functionality. This will be discussed further during the preparation of the work stream or service delivery.
- Provision of a use case specific questionnaire as required.