DATA VOLUME MANAGEMENT
INFORMATION SHEET FOR SERVICE DELIVERY

Why this service?
The amount of processed and stored data in today’s businesses is constantly growing. Fingertip access to Data is required. Simply adding hard disks sometimes worsens the situation over time, as system management can become more and more difficult or performance may decrease. On SAP HANA based systems adding memory (scale up) is not an easy or inexpensive task. The data volume management service portfolio helps you to setup and monitor a data volume management strategy. One that defines how to manage and reduce future data growth and reduce existing DB size by following a holistic approach that considers and integrates the following options: data avoidance, data summarization, data deletion, and data archiving.

AT A GLANCE

Key Features
▪ Reveals potential for data reduction of your biggest data consumers
▪ Considers business processes and age of data
▪ Provides knowledge transfer on how to implement data reduction measures
▪ Helps save disc/memory space
▪ Depending on the phase of the Data Volume Management lifecycle a company is currently in, a relevant service component from the service portfolio can be selected to assist in bringing data volumes under control.

Benefits
▪ Reduced data footprint (i.e. smaller database to operate)
▪ Improved data quality
▪ Smooth implementation projects due to knowledge transfer

When to Use
▪ As early as possible (e.g. All systems should have housekeeping activities implemented, latest 4 weeks after going live)
▪ Latest when system exceeds the originally targeted size or
▪ System shows performance issues
▪ Strongly recommended before a conversion from SAP ERP to SAP S/4HANA
▪ When it is recommended by Early Watch Alert

DELIVERY IN DETAIL

Preparation
▪ SAP needs system access as well as a user/password with appropriate authorizations.
▪ A service preparation report will check for missing SAP Notes, which may be necessary to be implemented to have the service tools for system analysis fully working.

Delivery
For the different phases of a Data Volume Management implementation project there are different service components defined. The delivery methods vary between the service component and the details can be
found in the individual service component. In general (with the exception of Implementation Support for DVM Apps - the procedure is as follows:

- Analysis report will be executed on the system in scope. The results will be transferred to either the local on-premise Solution Manager or downloaded to SAP’s Solution Manager
- Report will be prepared and rated
- Depending on the service component the analysis result will be either sent to customer and discussed remotely or will be used as a basis for the onsite visit.
- The results of discussion will be updated in the final service report.

Service Component 1: Data Volume Management Scoping
The purpose of the DVM Scoping step is to determine if further steps towards the definition of Data Volume Management strategy incl. implementation project are promising. The reduction potential is determined based on an initial analysis of the system(s) in scope and calculated based on the age of data. Complete remote delivery.
- Remote analysis of system(s) in scope
- Remote documentation of analysis results incl. generation of draft service report
- Remote presentation and discussion of analysis results in draft service report
- Creation of final service report incl. discussion results.

Service Component 2: Data Volume Management Planning
The purpose of the DVM Planning is the evaluation and definition of guidelines for the implementation of a data volume management strategy. Based on a data analysis the major pain points are identified and discussed. This results in a detailed roadmap which contains prioritized data volume management activities. The planning step can either be based on the analysis of one or several systems to define the scope (i.e. systems, applications) of a data volume management project or can also be done to provide knowledge transfer on the general aspects of data volume management, e.g. prior to go live in a green field implementation.
The Planning workshop includes knowledge transfer on the Data Volume Management methodology, the phases and required team and skills for an implementation and shows available tools.

Service Component 3: Data Volume Management Design
The purpose of the Design phase is to go into details and to discuss and answer all the questions that arise during an actual implementation. This includes a deep analysis of one or several systems with detailed input for a technical blueprint of a data volume management strategy. Key to the success of a data volume management implementation project is the involvement of the business owners as it is they who finally need to sign-off the measures to be taken (like data archiving or data aging). For this reason, discussions of the effects of e.g. data archiving or aging on business processes is vital. This includes in-depth knowledge transfer to finally come up with a customer-tailored DVM strategy.
On top of that analysis, discussion and knowledge transfer part it is also possible to add a hands-on proof-of-concept to demonstrate the capabilities of the archiving and aging functionality. This usually helps a lot to ease the sign off by the business owners.
In case there are already data archiving or aging processes implemented, but the results are not satisfying, a review can be done to find options for improvement

Service Component 4: Implementation Support for DVM Apps
The purpose of the Implementation Support for DVM Apps service is to configure the infrastructure that supports the DVM Apps used to provide insights into your data volumes and recommendations on strategies that can be deployed to monitor, control and reduce the existing data footprint.
As the DVM topic is a comprehensive one, the tools offered in the DVM App suite are many and varied. To ensure the right tools are deployed, an intensive engagement with the relevant parties on the customer side is required. These include:

- Basis Administration Team (to setup the Solution Manager)
- Designated end-users of the DVM Apps such as
DURATION
The duration of the service strongly depends on the selected service component. The following gives an overview of the duration (not effort) of the individual service components:

Data Volume Management Scoping:
Preparation, remote analysis, creation of service report: 1 week
Presentation of Results: 1 day in the following week

Data Volume Management Planning:
Preparation, remote analysis, documentation of results: 1 week
Onsite Visit: 3 days
Follow-Up: 2 days

Data Volume Management Design:
Preparation, remote analysis, documentation of results: 2 weeks
Onsite Visit: 3 days
Follow-Up: 1-4 weeks (depending on remaining questions)

Implementation Support for DVM Apps
Preparation: 4 weeks (this takes usually a longer preparation phase to ensure that all required notes have been implemented and RFC connections issues are solved and authorizations are provided)
Onsite Visit / or remote discussion: 3 days
Follow-Up: 4 weeks (depending on follow-up questions)

PREREQUISITES
To work together during the remote part of the data volume management service a remote connection to your productive or quality system must be available.
To work together during the onsite part of the data volume management service, we require a project room and the following facilities:

- Internet access for remote connections to SAP (if possible)
- Access to all involved systems
- Flipchart or whiteboard

The project room serves as the hub for the service delivery and as a meeting point for all people involved. The involvement of members from your business department and IT support organization during the onsite visit is crucial for the understanding of your business processes as well as the identification of important monitoring objects. Please note that the on-site service cannot take place without the involvement of your team members.
The participation of a data volume management team on the customer side consisting of:
- Project lead / test coordinator
- Representatives of the business process operation team (for example, system administrator, database administrator)
- Representatives for each of the affected applications (business process champions / power users).

On the SAP Solution Manager system the latest add-on versions and support packages should be installed. It is necessary to have the most recent version of the support tools from software component ST-A/PI applied on the systems in scope (see SAP Note 69455).
RELATED SERVICES

- Data Protection Implementation Service with SAP ILM (Consulting Service)
- GDPR Discovery Workshop (Premium Engagement Service)