Business Process Monitoring

SAP Solution Manager 7.2, November 2016
Agenda

Business Process Operations Overview
Business Process Monitoring on 7.2
Prerequisites for Business Process Monitoring
Business Process Monitoring Migration from 7.1 to 7.2
Business Process Operations Overview
Various IT & Business related pain points are answered by Business Process Operations (BPO)

**IT**
- IDoc failures in the system affect the business process
- Dumps in the system affecting the users
- Job cancellation disrupting a critical business process flow

**Business**
- Business process execution interrupted due to technical exceptions
- Slow response times affecting my users
- Losing money due to delayed execution and increasing backlog

**Business Process Operations**
- Increases operational efficiency by proactively monitoring exceptions
- Increases transparency by enabling the contextualization of exceptions within the business process flow
- Accelerates problem resolution by early detection of errors & enabling operators to resolve recurring, predictable exceptions
BPO tools support Stabilization & Optimization of the Business Process Flow

Business Process Operations

|-----------------------------|-----------------------------|---------------------------|-----------------------------|---------------------------------------------|
Business Process Monitoring Ensures Stabilization of Business Processes

Goals

- Increased **transparency** in the business process flow
- Increased **efficiency** in daily operations due to monitoring automation and faster exception handling
- **Reduced number of incidents** due to early detection of errors

Supported by

- Numerous standard problem oriented key figures
- Alert processing via **Alert Inbox**
- Alert notifications
- Exception handling via **Guided Procedures**
- Overall monitoring status of the business process flow via **Business Process Monitoring Application**
- Process control via **OCC Alert Reporting**

**Methodology**

Automation of monitoring and continuous optimization
Various tools of Business Process Monitoring support Business Process Stabilization using SAP Solution Manager

SAP Solution Manager

- Incidents
- Alert Inbox
- Alert Emails

Monitoring Application
Business Process Analytics
OCC Alert Reporting

Managed Systems

- ERP
- SRM
- CRM
- Non SAP

Guided Procedures
BPMon Dashboards
Metric Reporting
Business Process Monitoring on SolMan 7.2
Business Process Monitoring is configured as part of the Solution Documentation

- Solution documentation unifies projects and solutions
- Solution encompasses systems and the process
- Documentation versions are represented via branches per system landscape
- Business Process Monitoring is configured under the Operation branch
Monitoring objects are created within the Process Variants of Solution Documentation

**Business Process**

- Monitoring objects are assigned to the business process contexts (process, step or interface) via a reference
- Monitoring object references can be deleted from the business process

**Alerting Library**

- BPMon Objects are created within the Alerting Library
- Objects are reusable within different business process contexts
- Objects can be deleted when they are no more referenced
Business Process Operations tools are centrally accessible via the SAP Solution Manager Launchpad

Launchpad for BPO

- Tools for Business Process Operations are accessible via the SAP Solution Manager Launchpad
- Tiles displayed in the Launchpad are customizable by the user
Monitoring Configuration in done within the Solution Documentation

**BPMon Configuration**

- Monitoring objects are configured where the business processes are documented
- The Monitoring Objects are created via context menu (right mouse click) as elements of the process, step or interface
Consumption of BPMon is supported via Alert Inbox and Monitoring Application

**Alert Inbox**
- Provides a work list for OCC operators
- Displays critical situation requiring user interaction

**Monitoring Application**
- Provides a tabular and a graphical view of the overall monitoring status of the business process
- Displays status of all managed objects
Alert Inbox provides a task list for the OCC Operator

Alert Inbox

- The solution context information can be used to restrict the display of alert information
- Open alerts requiring user interaction are displayed in the alert inbox
- Alert details includes the alert handling and attached guided procedure that can be used for processing the alert
Monitoring Application

- Current status of the business process is available in tabular & graphical view
- Overall status is segregated based on the operations area
- Alert Inbox can be launched from the monitoring application for a selected context
Extended OCC Alert Reporting provides reports depicting the health check of the OCC

**OCC Alert Reporting**

- OCC Alert Reporting provides standard health check reports pertaining to the functioning of OCC
- Reports provide an overview of the OCC workload
  - How many alerts are generated
  - How efficiently the alerts are resolved
  - How the OCC workload is distributed
BPMon Dashboards fulfill Visualization Requirements of the End User pertaining to the Alerts

**BPMon Dashboards**

- BPMon dashboards can be configured using Dashboard Builder
- Dashboards can be configured to show alert occurrence and handling for e.g.
  - Alert occurrences per business process context
  - Measured value trend for the metric
Prerequisites for Business Process Monitoring
Technical prerequisites must be fulfilled via Solman Setup

- SOLMAN_SETUP should be completed for System Preparation, Basic Configuration, Managed System configuration and Business Process Operations.
- User authorizations should be assigned based on the template users created via step SOLMAN_SETUP → Business Process Operation → 'Create Template Users'.
- BPMon is available for managed systems with basis 7.0 or higher. Managed system with an older basis (e.g. 4.6C, 6.20, 6.40 etc.) cannot be monitored via SAP Solution Manager 7.2.
- More information is available under Prerequisites for BPMon on Solman 7.2
Migration for Business Process Monitoring from 7.1 to 7.2
Migration from Solution Manager 7.1 to 7.2 takes place via Content Activation

Content Activation

- The technical upgrade from solution manager 7.1 converts the project and solution into solution documentation in 7.2
- ‘Business Process Operations’ flag is automatically checked for the solutions that has monitoring configured

![Diagram showing migration options from SAP Solution Manager 7.1 to 7.2 via Content Activation]

- Option 1 (recommended)
  - Migrate to MAI
  - Content Activation

- Option 2
  - Migrate to MAI
  - Content Activation

Migrate BPMon Config

SAP Solution Manager 7.1

SAP Solution Manager 7.2
The SAP Solution Manager Admin needs to ensure that the technical prerequisites are met before starting the migration

- **Solution Manager Configuration**
  - Should be completed for
    - System Preparation
    - Basic Configuration
    - Managed System configuration
    - Systems & Application monitoring
    - Basic BPO Configuration

- **Monitored System**
  - Should be on SAP_BASIS 7.0 or higher and ST-PI SP10 or higher

- **BPMon Solutions**
  - Should have a list of solutions with role ‘Production System’ and active BPMon
Guided Procedure 1 ➔ Content activation preparation in SAP Solution Manager 7.1

- Transaction PREPARE_ACTIVATION provides the guided procedure that prepares the content activation
- Operations must be chosen for content activation while defining the scope for activation
Guided Procedure 2 → Content activation in SAP Solution Manager 7.2

- **Check Pre-requisites for Business process Monitoring Conversion** ensures that all the pre-requisites are checked for all BPMon objects.

- **Convert Business Process Monitoring Configuration** converts all the BPMon objects into the form required in 7.2. It enables the content activation process to assign these objects to the newly created solution structure.
User authorization needs to be adapted after migration

**BPMON Users**
- Two BPMon template users are available which can be used for user creation
  - BPO_ADM_XXX, BPO administration user
  - BPO_ALRT_XXX, BPO alert user

**Structure Elements Restriction**
- Concept of authorization areas allows to restrict the access to the structure elements of the solution.
- This is achieved by assigning a defined authorization area to the field `Authorization Area(SMUDAREA)` of the authorization object `Solution Documentation(SM_SDOC)`.
User training is required to facilitate the BPMon users to use BPMon on SolMan 7.2

The BPMon users should be familiar with the:

- Basic concept of solution documentation
- New UI for configuring BPMon.
- OCC alert reporting.
Additional Information

BPMon Documentation:

Thank you

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