IT Planning Service
Technical Architecture
INFORMATION SHEET FOR SERVICE DELIVERY

This service supports SAP premium engagement customers in the technical design of a scalable, flexible, and maintainable SAP solution that fits to their specific requirements. This is especially relevant when customers plan to introduce new hardware/OS platforms, or a virtualization solution into an existing SAP system landscape. This service supports customers in the technical architecture design. It starts with an estimation of the required hardware capacity, and goes on to the mapping of the various technical components to the hardware, including influencing factors, such as data-center strategies, high availability and disaster recovery requirements, preferred deployment models, like cloud or on premise, as well as available or planned technical solutions for virtualization.

AT A GLANCE

BENEFITS
The service offers a structured way to define the technical architecture of a future SAP solution. All major technical-architecture topics for an SAP solution are covered in one workshop. The discussion with the service team will ensure that all important technical aspects are reviewed or designed during the workshop. The service team has broad experience with other customers and has access to an extensive network of experts. Special care is taken to ensure that the service creates a comprehensive foundation for a final architecture decision.

WHEN TO USE
The service is advised when a major change in the technical landscape is planned that will lead to extending or redefining the technical platform. Optimally, the service is performed at the beginning of an implementation or migration project. Changes on the application side should be clarified as far as possible beforehand.

DELIVERY IN DETAIL
The service is delivered as a joint on-site workshop with a remote preparation and follow-up. The schedule and effort are jointly defined by the Technical Quality Manager, the SAP Active Global Support service team, and the customer project lead as part of the scoping process. Remote preparation and post-delivery processing typically require three days per team member. The average total effort for the entire service is 12-15 days.

PREPARATION
Once the service-delivery process is initiated, a scoping process is started to tailor the service to the customer’s requirements. The resulting scoping document describes the request to SAP, information required by SAP, topics in scope, the service approach, and a detailed agenda for the on-site workshop.

If in scope, the remote preparation requires access to the existing SAP solution for a remote capacity and workload analysis.
### Sample Agenda for Delivery

<table>
<thead>
<tr>
<th>Topic</th>
<th>Objectives</th>
<th>Duration</th>
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<tbody>
<tr>
<td>Kick-off</td>
<td>• Agree on objectives and the schedule of the workshop.</td>
<td>0.5 hours</td>
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| Current and Planned Landscape              | • Get an overview and common understanding of the current and planned SAP landscape and related projects  
• Understand the boundaries for the topics discussed in the workshop | 2 hours  |
| Architecture Overview                      | • Provide the audience with an understanding of the basic architectures and features of components to be discussed in the workshop | 1 hour   |
| Sizing, Scalability, Performance           | • Determine current and future hardware capacity requirements and discuss scalability and performance management | 2 hours  |
| Technical Platform Options and Architecture| • Assess technical platform options for the specific customer situation.  
• Define the size of the required infrastructure components | 2 hours  |
| High Availability & Disaster Recovery, Backup & Recovery | • Decide on the required HA/DR/backup & restore technology, and the architecture of the entire solution stack | 2 hours  |
| Production and Non-Production SAP System Landscape | • Map the systems in the SAP system landscapes to data centers and server hardware. | 1.5 hours|
| Wrap-up                                    | • Provide preliminary workshop results and agreement on next steps          | 1 hour   |

**PROJECT TEAM**

Involvement of the implementation or migration project team during the service is essential. The following participants from the project team are required, especially for the on-site workshop:

- Project leader (partially)
- Technical team leaders
- Experienced technical team members
- Representatives from partner company or companies (if applicable)

The participants must provide the necessary information and documents relevant to the existing and planned solution landscape.

**FOLLOW-UP**

Open questions and next steps are collected during the on-site workshop, prioritized, and assigned for follow-up during the workshop wrap-up. In general, the Technical Quality Manager is the key contact for any questions related to the action plan or next steps.
**DELIVERY**
After the remote preparation, the SAP Active Global Support team delivers the service as a joint on-site workshop with customer representatives from the implementation or migration project.

The typical duration for the on-site workshop is 2 days.

The delivery will be closed with a final report document that is provided after remote finalization of the document.

**DELIVERABLES**
The main deliverable of the service is the design of a new – or review of an already existing – technical architecture for an SAP solution. The technical architecture is the foundation for a detailed technical deployment plan, and the decision for a particular hardware platform. The main objective of the service is to develop architecture proposals, and assess different options, where applicable. The following aspects are typically considered:

- Estimation of the required hardware size, covering the SAP database and SAP application servers
- Scalability options for computing and storage resources
- Deployment models for the entire SAP solution
- Options for hardware platforms, operating systems, and virtualization solutions
- HA/DR design, data center strategy and backup strategy
- Integration of non-production systems into the architecture
- Mapping of software components to virtual or physical hardware resources