Infosheet

IT Planning Service
Capacity Management
INFORMATION SHEET FOR SERVICE DELIVERY

The growth in business volume, growth in user numbers, system consolidations, release upgrades, or the introduction of a new technology platform like SAP HANA shall not compromise performance. This is ensured by proactive management of performance, scalability and hardware capacity of the SAP solution.

The service “SAP AGS IT Planning – Proactive Performance and Capacity Management” analyzes existing SAP systems in this regard, develops customer-specific capacity models and can support the introduction of performance and capacity management processes at customers.

AT A GLANCE

BENEFITS
The “SAP IT Planning – Capacity Management” service projects hardware capacity requirements for resources like CPU, disk size, memory or network based on your business and IT requirements. The service provides a framework for a structured evaluation involving your key stakeholders. The SAP architects are bringing proven methodologies, SAP best practices and experience gained from working with SAP customers around the world to the table. As a result of the service you will get transparency on your future capacity requirements, independent of your underlying hardware and virtualization infrastructure.

WHEN TO USE
This service is useful in case of complex and non-standard sizing requests (see information about common sizing procedures at SAP Service Marketplace https://service.sap.com/sizing ).

Typical situations in which this service can be applied are:

- **Support for further rollouts**: A company plans further rollouts and/or an extension of the functional footprint. How big does the system landscape need to be to fulfill the requirements without compromising on performance? In which steps does the landscape need to grow (growth of hardware per rollout phase)?
- **Support for carve-outs**: A company plans to extract one or multiple business units from the production system(s) and wants to know the capacity requirements for the carve-out.
- **Feasibility of system consolidation**: Can a number of systems/regions be consolidated into one system/landscape? How big would the resulting landscape be? Is this still technically feasible? Is it reasonable? How big is the system compared to other SAP customers?
- **Feasibility of a large implementation**: A company plans to implement an SAP solution with a very large volume of business documents, possibly exceeding typical implementations of the functionality used so far. Is this feasible at all? Can this be run in a single system? What is the size of the system and what is the required technical architecture?
- **Implement a process of a permanent performance and capacity management**: What needs to be implemented for a proactive performance and capacity management process? How should such a process be leveraged in order to ensure the required levels of performance at any time and safely manage growth (rollouts, acquisitions, ...) without disruptions?
- **Scalability of the solution**: Is the implemented architecture supporting the SAP requirements in scalability in each layer (application / technical)? What needs to be
adjusted if necessary? Does the solution scale fulfilling future customer requirements in a seamless way? What is the performance and capacity impact of custom development?

- **New sizing scenarios**: A company plans to migrate from a traditional database to SAP HANA. New business scenarios need to be taken into account before ordering the hardware.

In fact, services often address several of the areas from above at the same time.

There is no dedicated time for this service - Capacity management is an ongoing IT support process. It initially happens at project preparation (e.g. for ordering hardware for the sandbox systems), and does not stop after Go-Live (e.g. in case of planned major functional or release changes).

**Delivery in Detail**

Every company has a unique business process and IT situation, and specific expectations, which will be taken into account for this service. The service is delivered as a joint on-site workshop with a considerable remote preparation and follow-up. The scope and schedule are jointly defined by the technical quality manager, the SAP Active Global Support service team, and the customer lead as part of the scoping process. The average total effort for the entire service is 10-15 days, depending on the number of systems involved and the complexity of the task.

**Preparation**

The “SAP IT Planning – Proactive Performance and Capacity Management” service usually has an extensive preparation part which can happen remotely supported by customer calls. During remote preparation the functional and technical roadmap of the affected systems are being analysed to obtain a basis for an extrapolation ideally for the next 3-5 years. This includes a clarification on planned upgrades, consolidation, or functional enhancements.

If available, sizing-related documentation like Quick Sizer results or technical design documents are being reviewed. In case there are already SAP production systems available: workload analyses are performed remotely to understand the performance and capacity behaviour of the source system.

A proper service preparation requires the following information from the customer:

- Overview of the SAP system strategy for the next 3-5 years (at least for the key systems).
- Sizing-related documentation such as Quick Sizer project information, and technical documents which include planned technical architecture and hardware infrastructure.
- Access and login information to the systems in scope.

**Delivery**

After remote preparation, the SAP Active Global Support team delivers the service as a joint on-site workshop with customer representatives to discuss the results of the workload analysis with an assessment of the performance and scalability behaviour in detail. The sizing results including implications are jointly discussed including identification and mitigation of risks.
The result of the on-site visit is a holistic picture of the Initial capacity estimation as an input into the decision process for the technical SAP platform, architecture and configuration. The typical duration for the on-site workshop is 2 days.

**SAMPLE AGENDA FOR DELIVERY.**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Objectives</th>
<th>Duration</th>
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</thead>
<tbody>
<tr>
<td>Kick-off</td>
<td></td>
<td>0.5 hours</td>
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<tr>
<td>Sizing approach and methodology</td>
<td>• Description of the sizing approaches applicable to the project</td>
<td>1 hour</td>
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<tr>
<td>Result of remote preparation per system</td>
<td>• Explanation of the technical and application workload behavior</td>
<td>2-8 hours</td>
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<tr>
<td></td>
<td>• Evaluation of sizing and performance drivers</td>
<td></td>
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<tr>
<td>Explanation of sizing model and sizing result</td>
<td>• Explanation of the sizing model with pros and cons</td>
<td>1-2 hours</td>
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<tr>
<td></td>
<td>• Proposal for sizing projection and joint discussion of the results</td>
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<tr>
<td>Discuss deployment options based on sizing result</td>
<td>• If desired, a mapping of the sizing to planned hardware can be done</td>
<td>1-2 hours</td>
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<tr>
<td></td>
<td>• Virtualization can be considered</td>
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<tr>
<td>Wrap up</td>
<td>• Discuss the findings, conclusions and next steps</td>
<td>1 hour</td>
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**PROJECT TEAM**

Best results can be achieved if the following roles (or roles with similar expertise) at the customer participate in the on-site workshop:

- Representative of Business in IT (or IT Representative in Business) – Knows the business requirements for the SAP solution and can prioritize business requirements (if required).
- Subject Matter Expert(s) in IT – Knows the scope of the solution as well as the relevant existing environment, including integration scenarios.
- Basis Operations – Knows the current administrative and technical procedures, can assess the implications for running a different system options for operations.
- Infrastructure experts – Knows about the planned hardware infrastructure and possible virtualization approach.

**FOLLOW-UP**

As a follow-up to the workshop, the SAP team details out the results, works on open topics identified in the workshop and delivers the content in a final report. This report usually does not change the result of the on-site workshop, but adds more details.