You are using Business Process Monitoring (BPMon) classic or want to use Business Process Monitoring on Solution Manager 7.1.

→ This document shall help you to understand the motivation, the most important features of Business Process Monitoring “on MAI” and how to get from classic BPMon to BPMon on MAI.
Content

- Motivation, New Features and Basics
- Migration from Classic to MAI
- Setup of BPMon on MAI
BPMon on MAI - Motivation
Business Process Monitoring on MAI: Motivation

1) Same data collection infrastructure (i.e. extractor framework) as for technical monitoring, without changing data collectors compared to classic monitoring

2) Same metric processing engine as for technical monitoring with same alert handling capabilities, i.e.
   - Common alert inbox
   - Common notification processing

3) Extended Job Monitoring and Interface Monitoring capabilities (which can be used also without business process context by defining technical scenarios)
BPMon on MAI - New Features

… compared to classic BPMon
With BPMon on MAI the way the monitoring information is consumed has changed. Now Alert Inbox and Monitoring Application are separate tools.

**Alert Inbox based on MAI**
- Display of critical situations that require user interaction. This means only real alert situations are displayed.
- Work list for the OCC Operator when ensuring the stable running of the core business processes, if everything is ok, the alert inbox is empty
- Link to guided procedure and to managed system

**Monitoring Application**
- Graphical and tabular display of status of all managed objects for business process.
- To be used determine overall current status of business processes
BPMon on MAI: Introduction of BPO Areas

Process can be looked at from 6 perspectives:

1) Throughput and Backlog
2) Jobs
3) Interface
4) Consistency
5) Exception
6) Performance

The rating of the metrics and alerts is separated into different perspectives (BPO areas). This allows you to easily understand which aspect of the processes is affected (throughput endangered, inconsistency occurred, interface processing failed etc.).
BP Monitoring on MAI: New Work Center

The monitoring application displays the current status of the monitored processes (critical statuses trigger alerts).
BP Monitoring on MAI: Metric Trend Reporting - NEW

The out of the box metric trend reporting helps to understand how a metric value developed over time.
BP Monitoring on MAI: Alert Trend Reporting - NEW

The out of the box alert trend reporting helps to understand, how critical situations developed over time.
BPMon on MAI - Basics
The alert inbox has the same functional scope as technical monitoring Alert Inbox. It is a POWL based application for filtering, analyzing or forwarding and finally confirming of alerts.
For BPMon by default 6 queries are available for a user (one per area)

The user can define own queries.

The user can use *Quick Criteria Maintenance*, e.g. to restrict alerts to specific solutions.

Note: There are no "Green Alerts" as in classic BPMon.
Different alert types are displayed in upper table. On lead selection of an alert type the individual alert groups (alert occurrences in consecutive data collections) are displayed in the lower table.
Access to Alert Reporting.

Alert has a “current value” and a “worst value”.

Access to Alert Details.

No “Green Alerts”, but instead closure of alert group.
BPMon on MAI: Alert Details

The Alert Details contains comprehensive information, that can also be sent out via mail or incident (as attachment).

It gives access to different root cause analysis functions, like metric trend and list of failed documents.

It gives access to guided procedures, that have been defined for alert resolution.

Access to Metric Trend.

Alert start and end time.

Time of data collections related to alert.

Access to BPMon Detail Info (e.g. list of failed IDocs)
BPMon on MAI: Monitoring Application (1/2)

- Status overview of monitored processes.
- Status overview of steps of lead selected processes.
- Status overview of metrics of lead selected step.
Access to Alert Inbox for Process Context.

Access to Metric Trend.

Access to BPMon Detail Info (e.g. list of failed IDocs)
BPMon on MAI: Access to Job Monitoring

In case of JobMon access to job monitoring application for job.
It is configurable per job in the setup (see below) how many instances of the job are considered (default is 10).

Business Context

Job Monitoring Info for dedicated job.
Recommended Notes (on top of 7.1 SP12) 1/2
SP13 as minimum SP is recommended

<table>
<thead>
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<th>Note</th>
<th>Note Short Text</th>
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<td>Alert Detail List in MAI: Extensions for Special Monitors</td>
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Recommended Notes (on top of 7.1 SP12) 2/2
SP13 as minimum SP is recommended

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<td>PI Message Monitor is showing wrong data</td>
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Migration from Classic to MAI
Migration from BPMon Classic to MAI exists (per solution) – see SAP Note 2010999 and https://wiki.scn.sap.com/wiki/display/SM/10.+Migration+from+classic+BPMon+to+BPMon+on+MAI

1) If you use notification and incident BAdIs (BADI_BUILD_MESSAGE, BADI_BUILD_SUPNOTF, BADI_CUSTOM_MESSAGE or BADI_CUSTOM_SUPNOTIF) rework them

2) Delete all (inactive) monitoring objects

3) Execute Report R_AGS_BPM_MIGRATE_SOLU_TO_MAI

4) Activate monitoring objects

It is recommended to do a test migration on the copy of a smaller solution, that contains all aspects. After successful test migrate all original solutions (i.e. no copy before migration).
Setup of BPMon on MAI

General Setup is as explained on
BP Monitoring on MAI - Setup

Per solution it can be decided, if the solution should be monitored using MAI or not. The setting on header level, can be done only, when there is no monitoring object for the solution yet.

In general, setup of BPMon is identical for MAI and classic BPMon (same access).

From BPMon Setup you can directly add job monitoring and interface monitoring objects as before MAI.

There are smaller changes for the configuration of Alert Handling and Notifications and Incidents. In Further Settings you can change the BP Operations Area, which is influencing the display in monitoring application and alert inbox.
Job Monitoring Setup (new with MAI, integrated into BPMon)

Details on job monitoring:

Setup guide:

The setup of Job Monitoring Objects …
Details on interface channel monitoring:
https://wiki.scn.sap.com/wiki/display/TechOps/ICMon_Overview

Setup guide:
https://wiki.scn.sap.com/wiki/display/TechOps/ICMON_SETuo_SP12

... and interface monitoring (e.g. IDoc monitoring) objects changed considerably.

Parameters on header level (= Interfaces).
IF Channel Mon. Setup (new with MAI, integrated into BPMon) (2/4)

Parameters on header level (= Interfaces).
IF Channel Mon. Setup (new with MAI, integrated into BPMon) (3/4)

Metrics with parameters (for all interfaces).
Activation step, where you can maintain thresholds and data collection frequency.