Disclaimer

This presentation outlines our general product direction and should not be relied on in making a purchase decision. This presentation is not subject to your license agreement or any other agreement with SAP. SAP has no obligation to pursue any course of business outlined in this presentation or to develop or release any functionality mentioned in this presentation. This presentation and SAP's strategy and possible future developments are subject to change and may be changed by SAP at any time for any reason without notice. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. SAP assumes no responsibility for errors or omissions in this document, except if such damages were caused by SAP intentionally or grossly negligent.
Agenda

Job Governance Process
Tools in SAP Solution Manager
Next steps
Job Governance
What is Job Scheduling Management?

Job Scheduling Management is an E2E Solution Operations standard provided by SAP

- It is a standardized formal process to support the management of solution wide background operations
  - Process for requesting Jobs, or job changes
  - Documenting and Scheduling Jobs
  - Job Monitoring and Alerting
  - Job Reporting
- Job Scheduling Management is technically implemented through the Job Management Work Center in SAP Solution Manager
  - Provides central access to Job operations in the Solution Landscape
  - Allows integration of external scheduling tools (e.g. SAP CPS by Redwood)
Topics

2 People
- Central Job Scheduling Team

1 Processes
- End to End Job Management

3 Tools
- Job Request
- Scheduling (e.g. SAP CPS)
- Job Documentation
- Job Monitoring
Job Scheduling Management – Process View

Business Department

Key User / End User
- Create Job Request
- Receive Approval/Rejection

IT Department

Business Process Operations
- Plan Job Request
- Approve/Reject Job Request
- Document Job

Application Operations
- Document Job
- Test Job
- Schedule Job
- Run Job
- Monitor Job
- Root Cause Analysis
Job Scheduling Management – Core parts

Job Request
- Processing of core business processes is not deteriorated by end user jobs as scheduling is taking place centrally
- Avoid unnecessary jobs by approval process

Job Documentation
- Centrally available standardized documentation of jobs in the system with expiry date
- Improved operations support as standardized documentation is available in case of problems
- Avoid unnecessary, forgotten jobs by using the expiry date

Job Monitoring
- Central monitoring of jobs to ensure execution within time windows
- Show status of important jobs in the business process context

Job Reporting
- Report on Job executions in the past to optimize future operations
Tools in SAP Solution Manager
Job Request

- Integrated with IT Service Management and Change Request Management
- Provides standardized request form
- Integrated with Job Documentation
- Basic (shown) and detailed job request creation form
Job re-direct and Job interception

**Job re-direct**
- Configured in transaction CRIT in the managed ABAP system
- Users creating jobs in SM36 are re-directed to the Job Request in SAP Solution Manager

**Job interception**
- Configured in transaction CRIT in the managed ABAP system
- Jobs can be created in the ABAP system
- The job is intercepted before execution and control is transferred to SAP CPS
- In CPS the handling of intercepted jobs can be automated, e.g. to let them run only during specific time windows.
Job Documentation

Documentation of Jobs

- Central documentation of jobs in SAP Solution Manager
- Document the job, its purpose, contact persons, error handling procedures, etc.
- Link with job in managed system or with job in SAP CPS through SMSE interface
- Part of Solution Documentation
- Integrated with Job Monitoring
- Supports validity check of job through expiry date
- Can be versioned
Automated monitoring of Job exceptions

- Monitoring of ABAP Jobs, BW Process Chains, Data Services and Business Objects Platform Jobs with metrics as Status, Duration, Start Delay, Time Window or Not started on time.
- Integration with external schedulers like SAP CPS through SMSE interface
- Alerts shown in Unified Alert Inbox
- Creation of e-mail and SMS notifications
- Incident creation
- Monitoring in relation to business process steps (i.e. as part of Business Process Operations) or in technical scenarios (i.e. as part of Application Operations)
Job reporting

Reporting on monitored jobs

- Interactive reporting is available for monitored jobs for status (per metric) and duration
- Flexible drill-down and filter options of web templates
- UI5 alert reporting available as part of the Job Monitoring application
Job Gantt Chart

- Get an overview on jobs in the managed system
- Flexible time frame, filtering by job
- Jobs are shown per (application) server and work process
- Additional information is displayed via mouse over
JSM Health Check

- Based on data extraction independent from job monitoring and on data collected in job monitoring
- Daily (non-aggregated), weekly and monthly view
- Graphical display
- Tabular drill-down (which can be exported to Excel)
- Example: Workload distribution by user
**Job Progress Monitor**

- Real time monitoring of job chains (in SAP CPS) in a mobile IOS and Android application
- Monitor chain progress
- Drill down to job details
- Get actual and estimated end times
- Send snapshots via e-mail
Further Information – Links

Run SAP like a Factory → Business Process Operations
http://support.sap.com/support-programs-services/solution-manager/processes.html

Job Scheduling Management on SCN Wiki

E2E Standard about Job Scheduling Management
http://support.sap.com/support-programs-services/methodologies/support-standards.html
Thank you

Contact Information:
Dr. Mathias Uhlmann
Support Architect
Mathias.Uhlmann@sap.com