Business Process Monitoring

Overview

Business Process Monitoring in SAP Solution Manager enables proactive and process-oriented alerting for issues that could potentially disrupt the flow of your core business processes. The purpose is to get quicker visibility about which issues occur within your solution landscape, what impact they have on the business process execution, and to solve them before the business department even notices that something went wrong.

SAP Solution Manager provides a central and automatic tool for Business Process Monitoring (BPMon). BPMon on SAP Solution Manager helps you to avoid manual monitoring efforts via BPMon on SAP Solution Manager and allows you to easily get a solution-wide overview about the status of your business processes. The main target group is the Operations Control Center (OCC) that centrally reacts to all alerts. The OCC members work with the Alert Inbox to acknowledge alerts, execute guided procedures to solve the alert situation, and distribute alerts to other parts of the support organization in case the alert situation requires expert knowledge.

Business Process Monitoring provides various features and functions around the alerts. To start with, Business Process Monitoring in SAP Solution Manager continuously and automatically collects alert information from the managed systems. The alerts are displayed in an alert inbox in Solution Manager. Additionally, you can display the alerts in the context of the business process graphic to see which parts of the business processes are impacted. For alerts, you can execute linked guided procedures to solve the alert situation. You can document your alert processing status in the alert itself. Once the alert situation has been solved, you can mark the alert accordingly.

Alerts can be forwarded to other members of the support organization via manual or automatic emails, SMS, and incidents.

In order to determine the long-term stability of your business processes and to visualize the workload on the OCC, you can use the Alert Reporting functions and the BPO dashboards, or you can use the BPMon content in the Service Level Reports.

As of Solution Manager 7.1 SP12, SAP offers a new infrastructure for BPMon on MAI. You can choose per solution which infrastructure should be used for BPMon. Please be aware that the new infrastructure version is only supported on SAP Solution Manager 7.2.

Important Pages

- BPMon in 7.1
  - Setup Information for BPMon
    - in 7.1
- BPMon in 7.2
  - Setup Information for BPMon
    - in 7.2
  - SAP Help for BPMon in 7.2
  - EKT for Solution Manager 7.2
  - Using BPMon in 7.2

Media Library

Overview and Demos

- PPT Key Figure Catalogue
- Overview Presentation
- Cloud Catalogue for Key Figures
- Overview non-ABAP Monitoring
- FAQ BPMon (classic)
- FAQ BPMon (MAI)
- BPMon Template Solution
- GDT for BPMon

Technical Information

BPMon in 7.2

- SAP Help
- Solution Manager 7.2 Installation Guides
- Online Collector Framework for BPMon
- Setup Information for BPMon in 7.2
- Using BPMon in 7.2
- Setup Guides Customer Exit
  - via TBI Framework (OIO)
  - via generic Framework
- Setup Guides for specific Monitoring Functions
  - Data Consistency Monitoring
  - Interface Monitoring
  - non-ABAP Monitoring
  - Retail Monitoring
  - [Updated] "Table Entry Counter" Monitor
- APIs for accessing BPMon Information
classic BPMon infrastructure will be discontinued with Solution Manager 7.2.

Business Process Monitoring can be set up in Solution Manager as configuration (no coding creation required). You can choose from a large list of readily available alerting functions. The general setup procedure is the same, regardless which infrastructure is used for BPMon.

Related Content

Related Documents
You can find further information about the related functions and features here:

Prerequisites for BPMon:
- SAP Note 784752: Business Process Monitoring - Prerequisites
- SAP Note 1949245: Prerequisites for Business Process Monitoring on MAI

How to set up BPMon:
- BPMon Setup Guide (MAI)
- Setup Guide BPO Alert Reporting
- Setup Guide OCC Alert Reporting (SP13+)
- Setup Guide Notifications for BPMon on MAI
- Using_BRF+_in_MA1.pdf
- Example for Notification BAdI
- Setup Guides Customer Exit
  - via TBI Framework (OO)
  - via generic Framework
- Setup Guides for specific Monitoring Functions
  - Data Consistency Monitoring
  - Interface Monitoring
  - non-ABAP Monitoring
  - Retail Monitoring
  - [Updated] "Table Entry Counter" Monitor
- Setup Guide for BPMon Content in SLR
- Security Guide for Solution Manager SP12
- FAQ for BPMon on MAI
- Troubleshooting BPMon
- Online Collector Framework for BPMon
- APIs for accessing BPMon Information

Classic BPMon in 7.1
- BPMon Setup Roadmap (classic)
- BPMon Setup Guide (classic)
- Setup Guide Customer Exit (TBI Framework)
- Setup Guide Customer Exit (Generic Framework)
- Setup Guide Alert Reporting (classic)
- Setup Guide BPMon Notifications (classic)
- Setup Guide Technical Performance Monitoring
- Sizing Guide for BPMon and Analytics
- Troubleshooting classic BPMon
- Technical FAQ for classic BPMon
- Online Collector Framework for BPMon

How to use:
- SAP Help for Solution Manager 7.1
- SAP Help for SAP Solution Manager 7.2, including the help for Business Process Monitoring.

Troubleshooting:
- Troubleshooting BPMon
- Troubleshooting BPMon in 7.2

Customer Examples
- Rockwell at 2012 Teched
Best Practices:

- Monitoring SAP Retail

RKTs

- To find out what was new for Business Process Monitoring in Solution Manager 7.1 SP12, please see the section "Business Process Monitoring" in the RKT for BPOps

Trainings

- How to use Classroom Training E2E300 "Business Process Operations"
  See http://training.sap.com and search for "E2E300"
- How to configure Expert Guided Implementation "Business Process Monitoring and Stabilization"
  See https://support.sap.com/solution-manager/training-services.html and here "Learning from Experts to Experts"

Related SAP Notes/KBAs

SAP Note 784752: Business Process Monitoring - Prerequisites

SAP Note 1949245: Prerequisites for Business Process Monitoring on MAI