Business Process Monitoring

Overview

Business Process Monitoring in SAP Solution Manager enables the proactive and process oriented alerting for issues that could potentially disrupt the flow of your core business processes. 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. BP Mon 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. Main target group is the Operations Control Center (OCC) that should centrally react 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 in SAP Solution Manager

SAP Solution Manager 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
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 Notifications for BPMon on MAI
- Setup Guide Customer Exit (TBI Framework)
- FAQ Business Process Monitoring (classic)
- Wiki Page "Setup Information for Business Process Monitoring"

For SAP Solution Manager 7.2, see Wiki Page Business Process Monitoring Setup in SAP Solution Manager 7.2

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

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