Orchestrating Application Lifecycle Management

Marc Thier, SVP SAP Solution Manager – Active Global Support
July 2012
## Thursday, July 12th 09:00 – 06:00

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Speaker</th>
</tr>
</thead>
<tbody>
<tr>
<td>09:00 – 09:15</td>
<td>Welcome</td>
<td>Geraldine McBride</td>
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<tr>
<td>09:15 – 10:15</td>
<td>Keynote</td>
<td>Uwe Hommel</td>
</tr>
<tr>
<td>10:15 – 10:30</td>
<td>Break: Move to Track (Multiple rooms)</td>
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<tr>
<td>10:30 – 11:30</td>
<td>ALM Overview</td>
<td>Marc Thier, Warren Kaufman</td>
</tr>
<tr>
<td>11:30 – 12:30</td>
<td>Managing Requirements and Design</td>
<td>Marc Thier, Chris Bardi, Sarah White</td>
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<tr>
<td>12:30 – 01:30</td>
<td>Lunch</td>
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<tr>
<td>01:30 – 02:30</td>
<td>Managing Build</td>
<td>Lance Pawlikowski</td>
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<tr>
<td>02:30 – 03:30</td>
<td>Managing User Acceptance Test</td>
<td>Gus Semeria</td>
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<td>03:30 – 03:45</td>
<td>Networking Break</td>
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<tr>
<td>03:45 – 04:45</td>
<td>Managing Release and Deploy</td>
<td>John Osburn, Warren Kaufman</td>
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<tr>
<td>04:45 – 05:45</td>
<td>Managing Regression Test</td>
<td>Lance Pawlikowski</td>
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<tr>
<td>06:00</td>
<td>Evening Event: BBQ</td>
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## Friday, July 13\textsuperscript{th} 08:00 – 02:30

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<tr>
<th>Time</th>
<th>Session</th>
<th>Speaker</th>
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<tbody>
<tr>
<td>08:00 – 08:15</td>
<td>Track Content Continues: Recap and set expectations for Day 2</td>
<td>Marc Thier</td>
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<tr>
<td>08:15 – 09:00</td>
<td>Verifying Productive Usage of Deployment</td>
<td>John Osburn</td>
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<tr>
<td>09:00 – 10:15</td>
<td>Managing Maintenance</td>
<td>John Osburn</td>
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<tr>
<td>10:15 – 10:30</td>
<td>Networking Break</td>
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<tr>
<td>10:30 – 11:30</td>
<td>Setting Up Single Source of Truth Initially</td>
<td>Lance Pawlikowski</td>
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<tr>
<td>11:30 – 12:30</td>
<td>Lunch</td>
<td></td>
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<tr>
<td>12:30 – 01:30</td>
<td>Services for ALM Roadmap and Rapid Deployment</td>
<td>Marc Thier</td>
</tr>
<tr>
<td>01:30 – 02:30</td>
<td>Final Thoughts &amp; Panel discussion (Auditorium)</td>
<td>Paul or Colleen &amp; Track Owners</td>
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<tr>
<td>02:30</td>
<td>Event Concludes</td>
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SAP Solution Manager covers Business and IT Management

**Business Strategy and Operations**
*Strategize and Run the Business!*
Business Process Management, Business Improvement & Analytics

**IT Strategy and Resource Management**
*Strategize and Run the IT Business!*
- IT Strategy: Management Scorecards, IT Portfolio and Project Management, Enterprise Architecture Management
- IT Resources: IT Financial and Asset Management, IT Order to cash and Procure to Pay, HR and Skill Management

**Solution Operation**
*Run SAP like a Factory!*
Availability, Performance, Quality of Data, Automation

**Application Lifecycle Management**
*Build Faster and Better!*
Impact of change, Development, Test Management, Change Control

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## Application Lifecycle Management Value Proposition

<table>
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<tr>
<th>Score Zones</th>
<th>Business Continuity</th>
<th>Time to Market</th>
<th>Efficiency</th>
<th>Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mission</td>
<td>Zero negative service impact by changes</td>
<td>Deliver faster from requirement to deploy</td>
<td>More projects with the same staff</td>
<td>Improve audit ratings</td>
</tr>
<tr>
<td>Supporting Metrics, KPIs, Scores</td>
<td>System performance and stability impacted by change</td>
<td>Reduce requirement backlog, Time from requirements to deploy, SLA for changes</td>
<td>Reduce test effort with test scope optimization and test automation, Retrofit automated, Time spent on project related ITSM request processing</td>
<td>Quality gates successful, Insufficient solution documentation, Not documented changes</td>
</tr>
</tbody>
</table>

### Business Continuity
- System performance and stability impacted by change
- Missing or delayed end of hypercare sign off
- No. of emergency fixes after change

### Time to Market
- Outage due to change
- No. of priority very high incidents after change
- Reduce requirement backlog
- Time from requirements to deploy
- SLA for changes

### Efficiency
- Reuse of customer reference model to avoid rework
- No. of redundant custom code objects
- Level of utilisation of custom code transactions
- Reduce duration of test phase
- Reduce blueprint changes after sign off
- No. of status iterations in project-related ITSM request processing

### Compliance
- Project complexity in relation to Resource allocation
- Maintenance effort in relation to IT Budget/innovation
- Internal audit ratings
- External audit ratings

### Improve audit ratings
- Zero negative service impact by changes
- Deliver faster from requirement to deploy
- More projects with the same staff
- Quality gates successful
- Insufficient solution documentation
- Not documented changes
Solution Manager – Executive Scorecard

**Time to Value**
- Reduce requirements after project start by 80%
- Reduce duration of test phase by 25%
- Increase end-user satisfaction by 12%
- Increase availability of project systems by 7%

Supporting scores:
- Increase innovation efficiency by 15%
- Reduce redundant custom code by 25%
- Reduce project complexity by 12%
- Increase request for change efficiency by 25%

**Efficiency**
- Increase innovation efficiency by 15%
- Reduce redundant custom code by 25%
- Reduce project complexity by 12%
- Increase request for change efficiency by 25%

**Quality of service**
- Reduce no. of prio 1 incidents by 25%
- Increase availability of project systems by 7%

**Compliance**
- All quality gates passed on time
- Increase level of utilization of standard processes to 99%
SAP Solution Manager

IT Service Management

Enhancement
Service Request

Minor Release
Urgent Change

Incident
Problem
Request for Change

Business Process Monitoring
and Analytics

Monitoring of Systems, Technical Scenarios and End User Experience

Run SAP like a Factory

Single Source of Truth

IT Portfolio and Project Management

Business Requirement
Portfolio
Project

Major Release

Change
Design Mgmt
Build Mgmt
Test Mgmt
Release & Deployment Mgmt

Application Lifecycle Management

Build Execution
Test Execution
Deployment execution
Business Strategy → IT Strategy → Project → Operations

Business Strategy

- LOB
  - Business Process Owner

Business Change

- Demand
  - Requirements
  - Design
  - Build
  - Test
  - Release Management
  - Train
  - Deploy
  - Operate

- Key User

Business Operations

- Technical Operator
  - OCC

IT Strategy and Architecture

- IT
  - Business Relationship Manager (BRM)
  - Portfolio Manager (PMO)

Projects

- IT Project Manager
  - Solution Architect
  - Application Architect
  - Developer
  - Test Manager
  - Release Manager
  - BRM

IT Operations
Release Management

1 Year

Implementation and Enhancements

Project / Portfolio

Major Release / SAP Updates

Release 1 → Release 2 → Release 3

3-6 months

Maintenance

Minor Release

1.1 → 1.2 → 1.3 → 2.1 → 2.2 → 2.3 → 3.1 → 3.2 → 3.3

1-4 weeks

ITSM

RFC

Normal and Emergency Changes

On Request

RFC

Technology

Admin Changes

On Request

RFC

1 Year

On Request

RFC
ALM @ Colgate

GIT Governance
July 2012
Company Overview

- A leading global consumer products company with over $16 billion in sales
- Serving people in over 200 countries and territories
- Focused on strong global brands in core businesses – oral care, personal care, household care, and pet nutrition
Colgate’s end to end SAP strategy

Application Portfolio

SAP Portals

Integrated Business Information: SAP ECC 6.0

CBP/TPM Trade Promotion Management

eSales Customer Service & Sales

CRM Focus on the Profession

PLM New Product Development

SCM Supply Chain Management

eBuy(EBP) Procure to Pay

BPC Financial Consolidation System

HCM Human Resources Systems

Governance Risk & Compliance (GRC)
Change Manager

PPM

Solution Manager

Identity Management (To SAP & no-SAP systems)

Master Data Management

BI Reporting & Analytics (Business Objects suite)

HANA

Enterprise Search

Mobile Solutions (Sybase)
**GIT Objectives**

- Same Systems
- Same Information
- Same Performance
- Same Processes

**EVERYWHERE**
Colgate Global Information Technology Organization

- Global Development
- Global Infrastructure
- Global Governance

- Americas SSO
- Europe / Africa SSO
- Asia SSO
- Global Support SSO (located in Mumbai / India)
The processes that ensure the effective and efficient use of GIT resources in enabling Colgate to achieve its goals

**Objective**

**Areas of Focus**

**Priorities**

<table>
<thead>
<tr>
<th>Portfolio Planning And Resource Management</th>
<th>Project Lifecycle Management</th>
<th>Change Management &amp; Performance Reliability</th>
<th>Compliance</th>
</tr>
</thead>
</table>

**Objective**

**Areas of Focus**

- Standardized global change management
- Enable Business Process Monitoring
- Effective Project Turnover/ KAP
- Support single instance ownership
- Deliver P&R Reporting
- Execute Dashboard

- Comply with regulatory requirements
- Liaison with Internal/External Audit
- Continuous Improvement Opportunities
- Facilitate appropriation through automation

- Effective Service Level Agreements
  - Outline Best Practices
  - Deliver 5-STEP Project Framework
  - Drive Project Management Methodology and excellence
  - Drive developer standards and reviews
  - Communicate document management strategy
  - Utilization & Decommissioning
  - Enable end to end test management

- Effective Grid Planning
- Measuring project value
- Maximize resource utilization
- On-demand status reporting
- Accurate actuals reporting
- Maximize financial capitalization
- Strategic reporting
Application Lifecycle Management

Portfolios Management
- Review Roadmap
- Define Portfolio
- Determine Role Dmd
- Mitigate Resource gaps
- Allocate Resources
- Capture Actuals
- Report Status

Role Dmd & Resource Allocation
- Project Preparation
  - Proj. Charter
  - Methodology
  - Plan project
  - Organization Alignment
  - Project Setup
- Define Project Scope
  - Business Workshops
  - Outline GAPs
  - Mitigate
  - Requirements
  - Plan project

Decision: Requirements to Scope
- Functional Design
  - System specs
  - Create Blueprint
  - Manage Work packages
  - Configuration
  - Unit Test

Q-Gate: Build to Test
Define and Organize:
- Functional test
- Regression test
- Acceptance test
- Integration test
- Load test

Q-Gate: Test to Deploy
- Security Mgmt
- Build Release
- Define Cutover
- Execute Cutover

Q-Gate: Test to Deploy
- Transfer to Support
- Post GoLive Support

Decision: Requirements to Scope
Q-Gate: Build to Test
Q-Gate: Test to Deploy
Release Development

5 step framework for application development and implementation

1. Recreate SAP PPM project in SAP Solution Manager

2. Agile approach for release development including requirements, user stories, business blueprint, sprints. Define manual or automated tests as part of the Sprint (pilot)

3. Regression testing (after Sprints) before go-live. Leverage test automation to reduce manual test efforts.

4. User acceptance tests (UAT). Manual tests by end-users

Note: many steps today require manual effort and are not fully integrated
Change and Release Management

Types of Changes

1. GRID projects / Release
   (new functionality, SAP SP / EhP)

2. Non-discretionary
   (keep business running, Chart of Accounts update, EDI)

3. Break-Fix
   (urgent corrections)

4. Monthly maintenance
   (infrastructure software / hardware changes)

Change Types 1-3 are governed by SAP Solution Manager CHARM
Change Type 4 will be governed by SAP Solution Manager ITSM/CHARM
ALM: Change and Release Management

- Change Request Management
- Quality Gate Management
- Transport Management
- Change and Transport system (SAP/ Non SAP)
- Transport Analytics / Configuration Validation

Change and Release Management
ALM: Test Management
Test Options for functional testing of SAP-centric business processes

Type of Change
- New SAP Solution
- SAP Solution Update

Test Scope Identification
- Business Blueprint
- Change Impact Analysis

Test Planning
- Test System Setup

Test Execution

Change Deployment

Test Option 1
- SAP Solution Manager 7.0
- Test Workbench
- Work Center TM

Test Option 2
- SAP Solution Manager 7.1
- Test Automation Framework
- HP QTP and other 3rd party tools

Test Option 3
- SAP Quality Center by HP

SAP Solution Manager 7.0
Test Workbench
Work Center TM

SAP Solution Manager 7.1
Test Automation Framework
HP QTP and other 3rd party tools

SAP Quality Center by HP

Rational: software
Quality Manager, ReqPro, Worksoft Certify...
Reverse Business Process Documentation (RBPD) is the key accelerator for Solution Documentation. It allows the customer to re-document business processes by analyzing the actual usage of the SAP Systems based on a SAP reference structure.
Procedure to Build Up Standardized Solution Documentation

1. **Reverse Documentation**
   - Real data
   - System Landscape
   - Custom Code

2. **Add**
   - SAP Process Reference
   - Customer Process Reference
   - Customer Integration Process (per market)

3. **Compose**
   - • Owner
   - • Business KPIs
   - • Operational process description
   - • Activity Diagram …

4. **Map**
   - SAP
   - IT Solution
   - Business

- **ROI, Business Case**
- Implementation Content in BPR (Configuration, Test, Process Documentation)
- Operations Content
Reducing the effort for Custom Code Management

Custom Code Lifecycle Management (CCLM) was designed to manage ABAP developments along the entire life cycle of custom code objects from creation of an object to use in productive systems all the way to clearing of unused custom code objects.

Scope
- Detect used and unused custom code in complex SAP landscapes
- Document ownership, contract and other information for custom code
- Automatic refresh mechanism of master data (development class, source system or software component) maintained information like owner, contract or lifecycle status will be untouched
- Transparency of custom code transaction data like quality and version in SAP landscapes

Benefits
- Reduction of custom code and replacement by SAP Standard functionality in order to save costs
- Reduce test effort by replacement of custom code
- Use integration and interaction in SAP Solution Manager with other tools (Code Inspecter, Clone Finder)
Businesses are changing at high speed ... How to catch up with your IT solutions?

SAP Landscape Transformation (LT) software, the transformation platform of SAP based on SAP Solution Manager, facilitates change.

Extend your customer CoE with SAP LT software expertise:

- Speed time to value
- Transformation without business disruption
- Comprehensive support by SAP's expert network via SAP MaxAttention and SAP Active Embedded

Corporate Spinoffs - 2011's Hot Trend

IBM buys Nortel spinoff for US$400M

Microsoft Corp. Acquires 3-D Sensing Technology Canesta Inc.

Pfizer, Warner-Lambert merger forms pharmaceutical powerhouse

SAP MaxAttention, SAP Active Embedded

SOL Buys Time Waner for $162 Billion

AT&T buys BellSouth for $67 billion

GDF Suez SA acquires Santos-Petrel, TerranFrigate from Santos Ltd

Banca Intesa Sanpaolo IMI merger

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ALM: Incident, Problem and Request Management (ITSM)

Customer IT

End User

End-User Self Service
End User Portal

E-Mail inbound

SAP Frontend
Report incidents with context of SAP solution

Alerting, Testing...

Call Center

IT Professional
Processing in Backoffice

External Support

SAP & Partner

SAP Notes Database

3rd Party Support

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SAP Infrastructure Management and SAP Solution Manager 7.1

Modelling of IT infrastructure components within SAP Solution Manager
- Agentless auto discovery based on technology & functionality provided by REALTECH
- Storage of modelling data in REALTECH’s Configuration Management Database (CMDB) including integration in SAP Solution manager

Integration in IT Service Management on SAP Solution Manager for
- Incident & Problem Management (e.g. End-User issues with desktop PC)
- Request for Change & Change Management (e.g. Deployment of firmware to network infrastructure)

Integration in End-to-End Monitoring & Alerting on SAP Solution Manager
- Integration of alerting data for IT infrastructure (e.g. availability of network devices)
- Visualization of IT infrastructure components in context of influenced systems, databases and hosts
### SAP Solution Manager 7.1

#### Supporting the end-to-end Customer Solution
- Open modeling of non SAP applications in new Landscape Management Database
- Open CTS to integrate non SAP, Open Diagnostics and Monitoring/Alerting Infrastructure
- From “Application Incident Management” to a complete ITIL V3 compliant ITSM for the customer solution
- Enhanced integration with 3rd party IT management: HP QC, IBM Rational, Worksoft, Cisco Tidal
- Upcoming: Integration into Infrastructure Management (CMDB)

#### Simplified User Interface and Management Dashboards
- 100% transparency into IT and business with Management Dashboards
- Fully Work Center Enabled
- Change and Incident Management: Complete web-based user interface
- Test Management: New intuitive user interface for Tester work list
- Enhanced Business Blueprinting: Easily blueprint your solution with one BPMN compliant tool

#### Run SAP like a factory with 2 FTEs per shift
- New Monitoring and Alerting Infrastructure to automate repetitive tasks and avoid alert flooding with one central infrastructure and correlation / aggregation of alerts
- Operation Control Center for central control of mission critical operations support

#### Business Process Modeling, Reverse Documentation & Usage Analysis
- Enhanced Business Blueprinting: Central visibility into your business processes in BPMN notation
- Reverse engineering of business processes with IBIS content fully integrated in SolDocA
- Business Analytics: optimize execution of business processes with throughput and Backlog analysis

#### Extended usage rights
- A complete solution for the midmarket CIO to run IT like a business
- Included in your SAP Enterprise Support contract!
3rd Party IT Management Integrated

IT Service Management
- Enhancement
- Incident
- Problem
- Request for Change

Minor Release
Urgent Change

Business Process Monitoring
and Analytics

Monitoring of Systems, Technical Scenarios and End User Experience

Run SAP like a Factory

IT Portfolio and Project Management
- Business Requirement
- Portfolio
- Project

Single Source of Truth

Change
- Design Mgmt
- Build Mgmt
- Test Mgmt
- Build Execution
- Test Execution
- Release & Deployment Mgmt
- Deployment execution

Application Lifecycle Management

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# Updated Portfolio of Expert Guided Implementations

**SAP Solution Manager 7.1 – Planned EGIs until Q2 2012**

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<tr>
<td>Upgrade to 7.1</td>
<td>Solution Documentation I: Basic, Initial Upload, Verification</td>
<td>Test Management I: SAP Test Workbench</td>
<td>Change Control Management I: CTS+</td>
<td>Incident, Problem and Request Management (ITSM)</td>
<td>Business Process Monitoring and Stabilisation</td>
<td>System Monitoring and Reporting</td>
<td>Configuration Validation</td>
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<tr>
<td>Migration Charm 7.0 to 7.1</td>
<td>Solution Documentation II: Reverse Process Documentation</td>
<td>Test Management II: Business Process Change Analyzer</td>
<td>Change Control Management II: Quality Gate Management</td>
<td>Incident, Problem and Request Management (ITSM)</td>
<td>Business Process Analytics and Improvement</td>
<td>End-User Experience Monitoring Reporting Analytics</td>
<td>Custom Development Mgmt Cockpit</td>
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<tr>
<td>Basic Configuration</td>
<td>Solution Implementation</td>
<td>Test Management III: Automation with HPQC</td>
<td>Change Control Management III: Change Request Management</td>
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<td>SAP BusinessObjects BI (4.0) Basic Config. and Setup EWA</td>
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<td>Setup Remote Support Component for SAP Business Objects</td>
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<td>Authorization Concept &amp; Roles</td>
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More Information

SAP in Internet:

Service Marketplace (SMP): service.sap.com/solutionmanager
SAP Developer Network (SDN): www.sdn.sap.com/irj/sdn/alm
Cloud Demo: www.sap-solutionmanagerdemo.com

New Book

SAP Solution Manager 7.1
http://www.sap-press.de

Expert Guided Implementations

service.sap.com/solutionmanager
=> Services
=> Expert Guided Implementation
SAP Customers Run Better with SAP Solution Manager

Marc Thier explains the value of the system. Watch the video.

Solution Manager Access

Solution Manager Overview
Learn about the exiting functionalities of the new release of Solution Manager such as Service Desk, Monitoring and Alerting and much more.

SAP ITSM
Try by yourself the new User Interface and capabilities of the Service Desk application delivered within SAP Solution Manager, directly now on the internet.

Solution Manager Workcenters
With their role-based approach, the Workcenters help you to increase your efficiency by providing in one place all the applications and tools that you need for your daily work.
AGS Engineering Services
Steps to deploy

Engagement

Who

Engagement Charter
Positioning
Management buy in & Engagement Charter

Engagement Plan
Program Setup
Architect buy in Roadmap/Program plan

Services & Programs
Implementation
Implement projects as part of programs (empower customer to run Rollout)

Measurement & Analytics
Report

ALM TQM Roadmap

ALM RDS Services

AGS Engineering Services

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Solution Manager – Executive Scorecard

Time to Value

- Reduce requirements after project start by 80%
- Reduce duration of test phase by 25%
- Increase end-user satisfaction by 12%
- Increase availability of project systems by 7%

Efficiency

- Increase innovation coefficient by 15%
- Reduce redundant custom code by 25%
- Reduce project complexity by 12%
- Increase request for change efficiency by 25%

Quality of Service

- Reduce no. of priority 1 incidents by 25%
- Increase availability of project systems by 7%

Compliance

- All quality gates passed on time
- Increase level of utilization of standard processes to 99%
Quo Vadis SAP Solution Manager

What Is It?
Central, integrated end-to-end orchestration platform to accelerate innovation, manage the application lifecycle and run SAP centric solutions like a factory.

What value does it deliver?
Quality of Service, Time to Market, Reduced TCI/TCO, Compliance

Today
SAP Solution Manager 7.1
- End-to-End Support for the complete customer solution – including HANA, Mobile and cloud
- Ease of Use and Dashboards
- IT Service Management
- Reverse Documentation
- Extended Usage Rights

Planned
- Management Scorecards
- Business and IT Requirements Management
- Integration to Project and Resource Management
- Prediction of Test Effort and Custom Code Breaks for SP and EhP

Future
- Business Process Management for the Masses: enhanced modeling and implementation support, enhanced process visibility
- Reverse SAP Innovation Finder

This is the current state of planning and may be changed by SAP at any time.