SAP Solution Manager
Using SSM in SAP Implementation & Support
INTRODUCING HENNY

• SAP Overlay Consultant since 1997

• Board Member Netherlands SAP User Group & Member SUGEN
SAP SYSTEM LANDSCAPE – EXAMPLE UM

In Project
- Redesign (ERP 6.0 - NW 7.01)
- EH&S (ERP 6.0 - NW 7.0)
- Identity & Access Management
- Facility Management system
- Syllabus+
- Non SAP Transaction system
- NetWeaver Tools

October 2009

APPLICATION LIFECYCLE MANAGEMENT

Development-D
- ERP 6.0 NW 7.0 [CSO]
- ERP 6.0 NW 7.0 [CSU]
- CRM 7.0 NW 7.0 [CRO]
- SRM 4.0 WAS 6.40 [SRO]
- BI 7.0 NW 7.0 [BIO]
- PI 7.0 NW 7.0 [XIO]
- SNP 7.0 NW 7.0 [UPO + BPO]
- SSM 7.0 NW 7.0 [SLO]
- NWDI .. NW0 [DIP]

Quality Ass.-Q
- ERP 6.0 NW 7.0 [CST]
- CRM 7.0 NW 7.0 [CRT]
- SRM 4.0 WAS 6.40 [SRT]
- BI 7.0 NW 7.0 [BIT]
- PI 7.0 NW 7.0 [XIT]
- SNP 7.0 NW 7.0 [UPT + BPT]
- SSM ? NW ? [SLT]

Production-P
- ERP 6.0 - Ehnp4 NW 7.0 [CSP]
- CRM 7.0 NW 7.0 [CRP]
- SRM 4.0 WAS 6.40 [SRP]
- BI 7.0 NW 7.0 [BIP]
- PI 7.0 NW 7.0 [XIP]
- SNP 7.0 NW 7.0 [UPP + BPP]
- SSM 7.0 NW 7.0 [SLP]
SAP SOLUTION MANAGER AT A GLANCE

Think BIG, start small, ... but do START

- Solution Manager is mandatory, SAP contractually requires usage of this toolset
- Business Case: ROI 1½ to 2 years due to more efficient support effort
- Develop a Roadmap for implementing Solution Manager

Inzet formatie SAP domein

Fte reduction in IT support:
- Red: linear growth without SSM
- Green: less growth with SSM in place
- Yellow: available for IT innovations
PLANNED EVOLUTION OF THE SSM LANDSCAPE

- At the IT operations side there is not that much new
  - Will be better informed then before
- Most attention draws Solution Manager Diagnostics
  - Because it is relatively new
  - Relatively new also means: instable to a certain extent
- When **Solution Manager Diagnostics** is in scope
  - Recommendation to realize 2-system landscape to minimize downtime due to upgrades
    - Development system (D)
    - Production system (P)
- When **CHARM** is in scope
  - Recommendation to realize 3-system landscape (D – Q – P)
PRELIMINARY REMARKS ON CHANGE

We can offer you 3 kinds of services:
1) good
2) cheap
3) quick

You may choose from either 2 options:
- good & cheap...(is not quick)
- good & quick...(is not cheap)
- quick & cheap...(is not good)
GROWING COST OVERRUNS
GROWING TIME OVERRUNS

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QUALITY FAILURES
SAP SOLUTION MANAGER (SSM)

- An ERP system for IT environment
- Ultimate goal: mastering devil’s triangle
  - Cost overruns
  - Time overruns
  - Poor quality
- Manage all, concentrating on customer satisfaction
‘The purpose of this presentation is to provide an overview how SAP Solution Manager (SSM) could be used in SAP projects and SAP support…..’
Agenda

- Unit 01: SAP Solution Manager Overview
- Unit 02: Project Preparation
- Unit 03: Project Blueprint
- Unit 04: Working with Documents
- Unit 05: Customizing via Solution Manager
- Unit 06: Documenting Tailoring via Solution Manager
- Unit 07: Documenting Jobs via Solution Manager
- Unit 08: Go Live & Support
- Unit 09: Tips & Tricks
- Unit 10: More Information
Unit 01

SAP SOLUTION MANAGER OVERVIEW...
SAP SOLUTION MANAGER
– CUSTOMIZED ROADMAP SCOPE

1. Technical base
   (Gateway to SAP included)
2. Functional base
3. Solution Monitoring
4. Implementation/Upgrade
5. Service Desk
6. CHARM
On the road to a transparent SAP Solution...

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Current status SSM Implementation Project at Maastricht University

• **Project preparation:**
  - First projects in SSM gedefinieerd
  - Authorization roles defined for project-members
  - Definition of documentation standards is in execution
  - Document-status/acceptance procedure in place
  - Instruction material finalized for working in projects in SSM (UM Kick-off presentation, guidelines)

• **Project execution:**
  - ARIS – SAP Solution Manager Synchronization Procedure defined
  - ARIS Synchronization technically realized
Implementation Scenario

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**ASAP**

- Define Project
- Define Project Standards
- Setup System Landscape
- Define solution based on SAP processes
- Configure processes
- Synchronize Cust. settings
- Testing
- Training
- Handover to Operations

**Project administration**

- Issue Tracking/ Monitoring/ Reporting
- Roadmaps

**SAP Solution Manager**
Unit 02
SAP SOLUTION MANAGER PROJECT PREPARATION...
ARIS – SAP Solution Manager

Template Project UM

Template Project UM

Implementatie Project X

Implementatie Project Y
UM Documentation: templates for each project phase...

**Project Preparation**
- Business Process Design
- Decision Paper
- Business Case

**Blueprint**
- Functional Design Extension
- Functional Design Interface
- Functional Design Report
- Functional Design Form
- Functional Design EDI Inbound
- Functional Design EDI Outbound

**Realization**
- Technical Design Extension
- Technical Design Interface
- Technical Design Report
- Technical Design Form
- Technical Design EDI Inbound
- Technical Design EDI Outbound

**Final Preparation**
- Test Script Assembly Test
- Test Script Component Test
- Test Script Technical Integration Test
- Test Script Acceptance Test

**Go Live & Support**
- EUT Work Instruction

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Unit 03
SAP SOLUTION MANAGER PROJECT
BLUEPRINT...
**Scenario**

**Business Process 1**

- **Process Step 1**
  - 01 Create or process purchase requisitions
- **Process Step 2**
  - 02 Release purchase requisitions
- **...**

**Business Process 2**

- **Process Step 1**
  - 01 Create or process purchase orders
- **...**

**Procurement and Logistics Execution Processes in ERP**

- **Processing Purchase Requisitions in ERP**
  - 01 Create or process purchase requisitions
  - 02 Release purchase requisitions

- **Processing Purchase Orders in ERP**
  - 01 Create or process purchase orders
Implementing Processes, not Systems

CRM
- Create Customer Order

SAP ERP
- Create Order
  - Shipment
  - Goods Issue
    - Create Invoice

WMS
- Picking
  - Send Confirmation

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How to build Business Process structure content?

- Manual Input
- ARIS
- SAP Business Process Repository
- SoDocA
- RBE Plus
- ....
Business Process Repository...

Both in ARIS and in SAP Solution Manager a Library of Business Processes could be build & used...
<table>
<thead>
<tr>
<th>Level</th>
<th>Model level</th>
<th>ARIS</th>
<th>Object level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>Corporate Process Model (VACD)</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Level 2</td>
<td>Synchronization project (VACD)</td>
<td></td>
<td>Scenario</td>
</tr>
<tr>
<td>Level 3</td>
<td>Synchronization EPC (EPC)</td>
<td></td>
<td>Process</td>
</tr>
<tr>
<td>Level 4</td>
<td>Detailed Process (EPC + FAD)</td>
<td>EPC FAD</td>
<td>Process step + Transaction</td>
</tr>
</tbody>
</table>

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Example:
List of transactions which are valid for this process step...
Populate the Business Process Structure...

- All Documentation
- All Customizing Objects
- All Customer Objects
- All End User Transactions
- All Test Cases
Status of Objects within SSM Project
Unit 04
WORKING WITH DOCUMENTS...
# Where to find documents in SSM?

<table>
<thead>
<tr>
<th>Documentatie Type</th>
<th>Tabblad in SSM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blauwdruk/ Bedrijfs Proces Procedure</td>
<td>Project Documentation</td>
</tr>
<tr>
<td>Coderingshandboek</td>
<td>Configuration</td>
</tr>
<tr>
<td>Functioneel Ontwerp</td>
<td>Development</td>
</tr>
<tr>
<td>FO Interfaces/Conversies</td>
<td>Development</td>
</tr>
<tr>
<td>Technisch Ontwerp</td>
<td>Development</td>
</tr>
<tr>
<td>Technisch Ontwerp PI Conv/Interface</td>
<td>Development</td>
</tr>
<tr>
<td>Procestestverslag</td>
<td>Test Cases</td>
</tr>
<tr>
<td>Klassikale Training Presentatie</td>
<td>Training Materials</td>
</tr>
<tr>
<td>Functioneel Ontwerp Prototype PMD</td>
<td>Development</td>
</tr>
<tr>
<td>Opleverings Document PMD</td>
<td>Development</td>
</tr>
<tr>
<td>Unit Testdocument</td>
<td>Test Cases</td>
</tr>
<tr>
<td>Algemene Projectdocumentatie</td>
<td>Project Documentation</td>
</tr>
<tr>
<td>Systeemtest Specificatie PMD</td>
<td>Test Cases</td>
</tr>
<tr>
<td>Systeemtest Rapportage PMD</td>
<td>Test Cases</td>
</tr>
<tr>
<td>Training Materials</td>
<td>Training Materials</td>
</tr>
<tr>
<td>Handleiding Batches/ Job Documentation</td>
<td>Transactions</td>
</tr>
</tbody>
</table>
Status of Documents: Project side

Initial Status of the Document

A team-member offers the document for review. The team-lead accepts (Released) or rejects (In process) the document.

End-status of the document within the project. Based on the status 'Released' UM Support Dept. will decide of the document is accepted for Maintenance Phase.

In case new insights occur (change before go-live) a finalized document can undergo changes; document has to be re-opened.
Document Management Buttons

- Insert Document
- Display Document
- Check Document Out/In
- Insert Document
- Where-Used List
- Delete Row (Leaves Documents in KW)
- Delete Document from KW
- Copy Document
- History
- Document Attributes
- Change Document
Difference between Delete Row en Delete!

With the **Delete Row button** the link between the document and the project will be removed. The document itself remains available in the SAP Knowledge Warehouse.

With the **Delete button** the link and the document will be removed from the SAP Knowledge Warehouse.
Step 1: How to move a document?

1. Select the document
2. Select Copy Document
Step 2: How to move a document?

1. Select the right node in the process structure.
2. Select the right Tab for the type of document.
3. Select the option: Insert as Link.

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Step 3: How to move a document?

6. Select the ‘old’ document link

7. Select Delete Row to remove old link
Unit 05
CUSTOMIZING VIA SOLUTION MANAGER
Step 1: Configuring IMG Objects

1. Select the right node in the process structure.
2. Select IMG Object.
3. Select IMG Object.
Step 2: Configure IMG Object thru using SSM

1. Select the IMG Object
2. Click Configure
3. Configure the IMG Object in target system...
Step 3: Document the IMG Configuration

**HMB: CONFIGURATION GUIDE**

- Business scenario: [Scenario Name]
- Process name: [Process Name]
- Title: [Specific Document Title]
- File name: [HMB-CONF-Template.xls]
- Process owner: [Description of Process Owner]

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Document IMG Configuration. Per tab 1 Configuration Document
Displaying SAP IMG Documentation...

Select a IMG object and click on the ‘Display Documentation’ button.
Unit 06
DOCUMENTING CUSTOMER SPECIFIC DEVELOPMENTS IN SAP SOLUTION MANAGER...
Step 1: Create customer specific object in the system where it belongs to
Step 2: Record & Document the Customer specific Developed Objects

1. Select the right node in the process structure
2. Register the Object
3. Document Customer specific development
Unit 07
DOCUMENTING BACKGROUND JOBS WITH SAP SOLUTION MANAGER...
Step 1: How to perform/schedule a background job?

1. Select the right node in the process structure.
2. Select the tab: Transactions.
3. Select Type: Job Documentation.
Step 2: How to perform/schedule a background job?

Fill in Job Name
Step 3: How to perform/schedule a background job?

5. Fill in a description of the job

6. Fill in the job step information
Step 4: How to perform/schedule a background job?

File the Job Document

Fill in all relevant information like restarting procedure etc.
Unit 08
GO LIVE & SUPPORT
Transfer from Project to Support

Status of document when Support accepts the document for Maintenance.

When Support does not accept the document status ‘Reopen by Support’ applies.

After updating the document it can be re-offered for ‘Review by Support’.
Unit 09

TIPS & TRICKS IN SAP SOLUTION MANAGER
Documenting in separate window...
Select an object and click the Where-Used button.

Example: User Exit RV60AFZZ is used in two scenarios.
Searching for Customer specific Objects thru TCODE: SOLAR01/SOLAR02

Example:
Search for all spots within the project where object RV60AFZZ occurs...
Search Objects with TCODE: SOLAR_EVAL

Example: All Z transactions...
Unit 10

USAGE OF SSM TOGETHER WITH OTHER TOOLING
Possible Use Case SDA: SSM – ARIS – SSM: a Conceptual View...
ARIS, SSM & HP Quality Centre

ARIS, Business Architect for SAP

Quality Management
- Test Plan
  - Business Test & Components
  - Test Case
  - Test Set
  - Defects

Quality Center

Test Acceleration
- Inspect
- UI Scanner
- Test Data
- Business Test & Components

SAP TAO

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Options for Testing SAP Solutions

**Option 1**

**Test Scope Identification**
- Solution Manager Business Blueprint
- Solution Manager Business Process Change Analyzer

**Test Planning**
- Solution Manager Test Workbench

**Manual Tests**
- Solution Manager Test Workbench

**Automatic Tests**
- Solution Manager eCATT

**UI Based Tests**
- HP QTP

**Backend Tests**
- eCATT Application Logic Tests

**Option 2**

**Test Scope Identification**
- Solution Manager Business Blueprint
- Solution Manager Business Process Change Analyzer

**Test Planning**
- HP Quality Center

**Manual Tests**
- HP Quality Center

**Automatic Tests**
- HP QTP

**UI Based Tests**
- SAP TAO

**Backend Tests**
- SAP TDMS

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Unit 10
More INFORMATION...
Ramp up Knowledge Transfer in SAP Support Portal

SAP ONLINE KNOWLEDGE PRODUCTS: SAP SOLUTION MANAGER

STAY UP-TO-DATE, BE FLEXIBLE, SAVE TIME

What are SAP Online Knowledge Products (OKPs)?

OKPs provide role-specific Learning Maps that give you timely, first-hand information on the implementation and operation of the latest SAP solutions or upgrades.

Whether you are working as an implementation consultant (on the technical, application or development side), a presales consultant, a support consultant, or an IT team member, the relevant OKP Learning Maps will update your knowledge to the latest product release level. OKPs are developed within the framework of Ramp-up Knowledge Transfer.

OKP Learning Maps have been officially specified and consolidated, both in structure and content, by SAP Field Operations professionals according to SAP's Skills and Competencies Framework (BSC). They are designed for experienced consultants or comparable profile holders. Details on the prerequisites and how to gain the required profiles are listed on the relevant product pages.

OKP Learning Maps: What Do You Get?

OKP Learning Maps save you up to 50% time and 100% travel costs & expenses...

Conditions of Access for SAP Partners and Customers...

Want to know how to find this topic again easily?
Select a Learning Map...

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Links

- **Online Documentation**
  - [http://help.sap.com/content/documentation/solutionmanager](http://help.sap.com/content/documentation/solutionmanager)

- **SAP Solution Manager on SAP Service Marketplace**
  - [http://service.sap.com/solutionmanager](http://service.sap.com/solutionmanager)

- **E-Learning Materials**

- **Training curriculum**
  - [http://service.sap.com/solutionmanager](http://service.sap.com/solutionmanager) --> Training

- **Frequently asked questions**
  - [http://service.sap.com/solutionmanager](http://service.sap.com/solutionmanager) --> FAQ
Questions?

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