

SAP® SAFEGUARDING FOR OPERATIONS

KEEP YOUR BUSINESS RUNNING SMOOTHLY NOW AND IN THE FUTURE

Ensuring continuous operation of heterogeneous applications and technologies means managing complexity, risk, costs, and resources. SAP helps your IT and business process experts improve efficiency, transparency, and security. Integrated quality management helps drive innovation, reduce costs, and mitigate risks.

IT operations processes are subject to continuous change. Frequently, companies need to adapt current IT operations processes in response to changing business requirements, new implementation projects, or recent acquisition and mergers. You may also need to set up IT operational processes for the first time to fulfill end-to-end requirements. This will be especially important when you decide to design your business processes to run using a service-oriented architecture (SOA).

As part of SAP® Safeguarding services offered by the SAP Active Global Support (SAP AGS) organization, the SAP Safeguarding for Operations portfolio of services offers a structured, end-to-end approach to establish, adapt, and optimize efficient IT operations processes.

The goal of the SAP Safeguarding for Operations engagement is to establish

the SAP end-to-end standards for solution operations as well as a certified support organization that is able to not only manage the current IT operation smoothly, but also to drive solution operations safely through new challenges.

The Process

The most efficient and proven approach to establish SAP standards for solution operations is the Run SAP methodology, the counterpart to the ASAP methodology that is used to implement functional business processes.

The Run SAP methodology follows a clear project approach and starts with an assessment phase, followed by the implementation of the end-to-end IT operations processes. The final phase establishes the quality management roles.

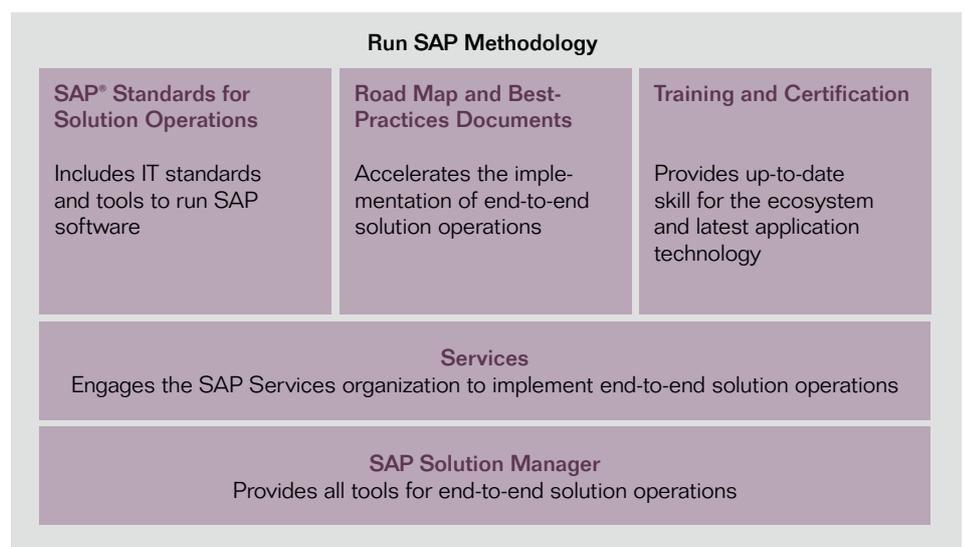


Figure 1: Best Practices, Content, Services, Training, and Tools





The Assessment Phase

In the initial step, SAP experts, working alongside your team, examine the business and technical requirements for operations to define and determine which aspects of your operations need to be implemented, enhanced, or adjusted. Using their findings, the SAP experts propose an initial road map and action plan for the identified optimization areas, including work packages, timelines, training courses, and an estimate of work effort. If your IT organization has already detected issues that are impacting your solution operations – for example, performance problems – these problems will be solved and further included in the planning process.

The Realization Phase

The realization of the end-to-end IT operations processes is done in small individual projects, each handling one end-to-end solution operations standard.

Initially, project team members design the IT operations processes by performing detailed “as-is” and “fit-gap” analyses. They then create the IT operations process blueprint and evaluate and specify the tools required to do the job. The SAP Solution Manager application management solution is the collaboration platform that provides the integrated content, tools, and methodologies that are needed for implementing end-to-end IT operations processes.

The next step in the IT operations process is the implementation, including customizing and connecting the tools. SAP Safeguarding for Operations includes services, trainings, and certifica-

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tions that lay the foundation for using SAP-developed tools and methodologies to optimize your processes, technologies, and the skills of your people.

Quality Assurance Setup Phase

After it has successfully handed over IT operations processes to your IT organization, the project team establishes a Customer Center of Expertise (Customer COE) location to integrate quality management and define a single source of data. There are two key roles for Customer COE personnel who work with mission-critical operations. The first role is that of a quality manager who ensures business continuity by maintaining the availability of IT services. The second role is that of a quality manager who monitors SAP solution operations to ensure that they continually improve in response to changing

business requirements. In addition, two other quality managers are empowered to manage integration validation and to protect the customer’s investment. The quality assurance phase is complete when the Customer COE is certified by SAP. The certification ensures that you have optimal operational processes and the specialized staff to support your mission-critical solutions.

Delivering Safeguarding for Operations

Through its support of more than 43,000 customers, over 12,000,000 users, and 320,000 installations, SAP AGS – whose experts deliver SAP Safeguarding for Operations – has acquired comprehensive knowledge of how to implement end-to-end solution operations. This unique expertise is leveraged in a customized front- and back-office approach.

In addition to the various services and trainings provided for the implementation and verification of the IT operational phases, SAP Safeguarding for Operations includes the expertise of a technical quality manager who functions as SAP’s front-office contact at your company. Embedded in your organization, the technical quality manager is responsible for driving the engagement and overseeing its delivery. As a result, you engage the right services and experts at the appropriate time and ensure that these resources align with your goals and strategies. SAP Safeguarding for Operations also provides expertise to cover special aspects of IT operations within the engagement via an expertise-on-demand (EoD) model that provides SAP resources for short-term tasks.

End-User Support	Change Management	Solution Transition to Service-Oriented Architecture
<ul style="list-style-type: none"> Incident management 	<ul style="list-style-type: none"> Change request management Change control management Test management 	<ul style="list-style-type: none"> Readiness for service-oriented architecture Release and upgrade management
Application Management	Business Process Operations	
<ul style="list-style-type: none"> Minimum documentation Root cause analysis Remote supportability 	<ul style="list-style-type: none"> Business process and interface monitoring Data volume management Job scheduling management Transactional consistency Data integrity management Exception handling 	
Custom Development Management	Technical Operations	
<ul style="list-style-type: none"> Custom code maintenance 	<ul style="list-style-type: none"> System administration System monitoring 	
IT Infrastructure Management		

Figure 2: SAP® Standards for Solution Operations

The Benefits of Stable End-to-End IT Operations

SAP Safeguarding for Operations technical experts can help you avoid the complications and risks that occur during productive operations in a complex and heterogeneous IT landscape. Using the Run SAP methodology, the service portfolio provides efficient end-to-end solution operations that:

- Increase business process availability
- Improve data consistency and transparency
- Strengthen business process performance
- Ensure maintainability and upgradability of your solution landscape
- Standardize application management and establish a single data source

- Integrate organizational units into a single end-to-end quality management process
- Manage quality gates, ensuring software is not deployed before it meets defined quality standards
- Draw innovation directly from SAP to avoid unnecessary modifications
- Provide transparency and bring all members to the table to address challenges and top issues

By successfully implementing end-to-end solution operations and establishing a Customer COE, you can reduce your total cost of operations and achieve a faster return on your investment, ultimately increasing your business value.

SAP: Delivering IT-Powered Business Innovation

As a world-leading provider of business software, SAP delivers products and services that help accelerate business innovation for our customers. We believe that doing so will unleash growth and create significant new value – for our customers, SAP itself, and ultimately for entire industries and the economy at large. Today, more than 46,100 customers in more than 120 countries run SAP applications – ranging from distinct solutions that address the needs of small businesses and midsize companies to suite offerings for global organizations.

Knowledge, Experience, and Technology for Optimizing Business

We leverage our extensive experience to deliver a comprehensive range of solutions that empower every aspect of business operations. By using SAP solutions, organizations of all sizes – including small businesses and midsize companies – can reduce costs, improve performance, and gain the agility to respond to changing business needs.

Find Out More

To learn more, contact your SAP representative or visit us on the Web at service.sap.com/safeguarding or www.sap.com/support.

Summary

The SAP® Safeguarding for Operations portfolio of services offers the expertise and tools needed to stabilize, optimize, and efficiently maintain today's complex landscapes, while simultaneously reducing operational costs. The service engagement is delivered by experts from the SAP Active Global Support organization. The SAP Solution Manager application management solution is the basis for the implementation and operation.

Business Challenges

- Achieve integration, availability, stability, and optimal performance affected by distribution of core business processes over multiple systems
- Support need to drive innovation, reduce costs, and mitigate risks
- Adapt to changing business conditions
- Lay foundation for working with a service-oriented architecture

Services Offered

- SAP Safeguarding services
- SAP Safeguarding for Operations portfolio of services

Business Benefits

- **Greater efficiency, transparency, and security** due to enhanced application management by IT and business process experts
- **Integration of overall quality management process** across all business and IT units via a single source of data
- **Improved business continuity** and elimination of costly, unnecessary downtime by maintenance of IT service availability
- **Integrated and consistent quality** and continuous business improvement thanks to established quality standards
- **Elimination of performance bottlenecks**, shortening of response times, and increased throughput of the SAP solution by assessment and solution of issues

For More Information

To learn how SAP Safeguarding for Operations and other SAP Safeguarding services can help your organization, contact your SAP representative or visit us on the Web at service.sap.com/safeguarding or www.sap.com/support.

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