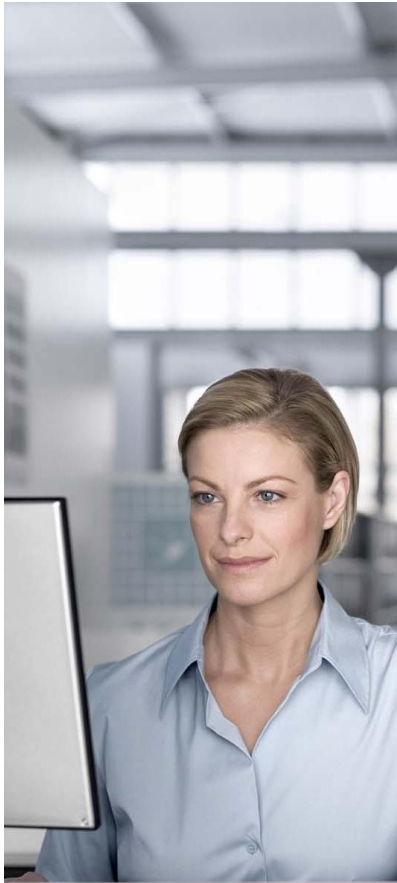


Business Process Integration and Automation Management

Job Scheduling Management

Use Case – Job Scheduling Management

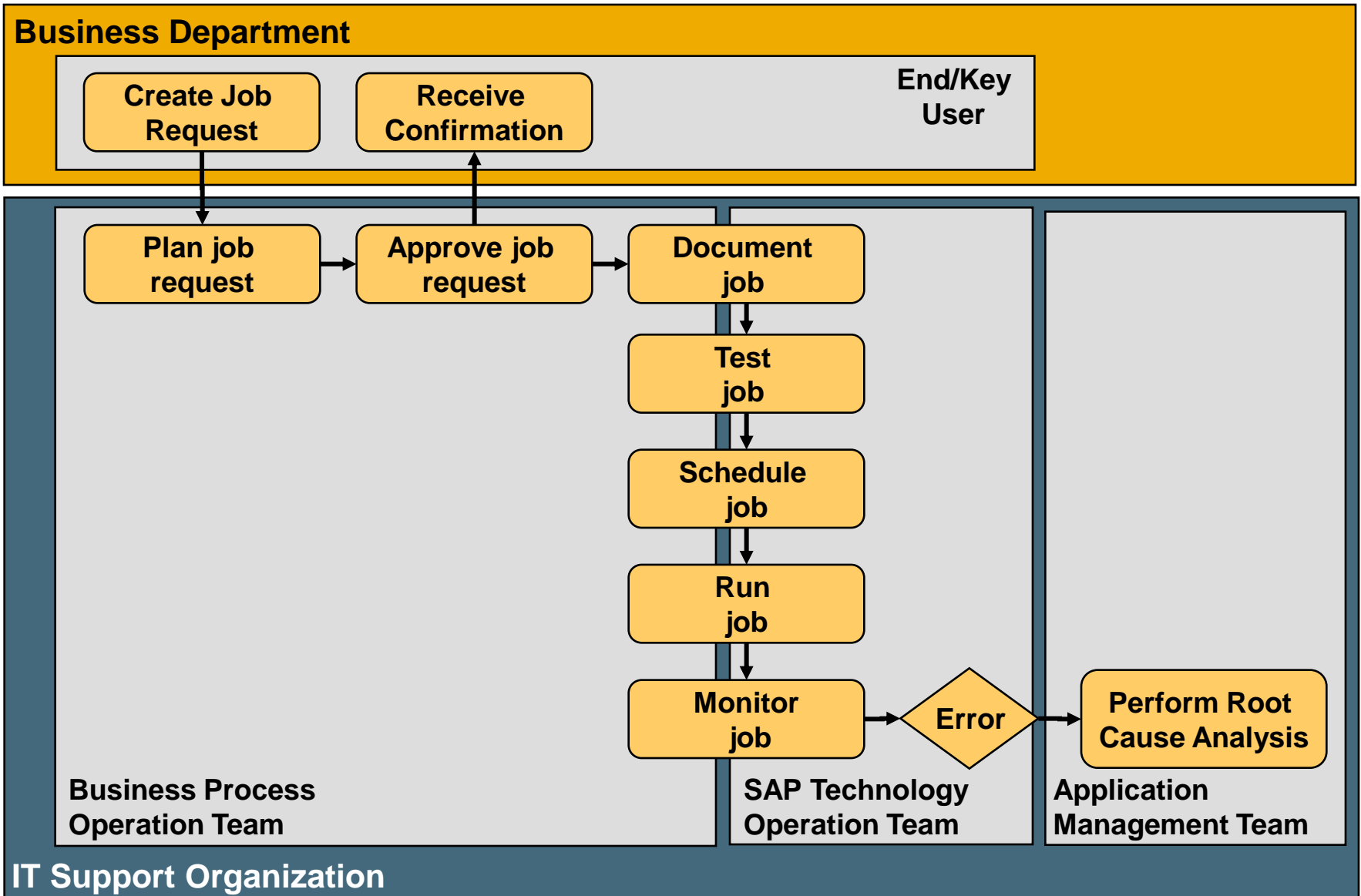


- ▶ **Gain visibility over background jobs via comprehensive job documentation**
 - Discontinue unnecessary background jobs
 - Speed up support processes by
 - Using meaningful job naming conventions
 - Documenting business requirements & responsables
 - Documenting error-handling procedures & escalation paths

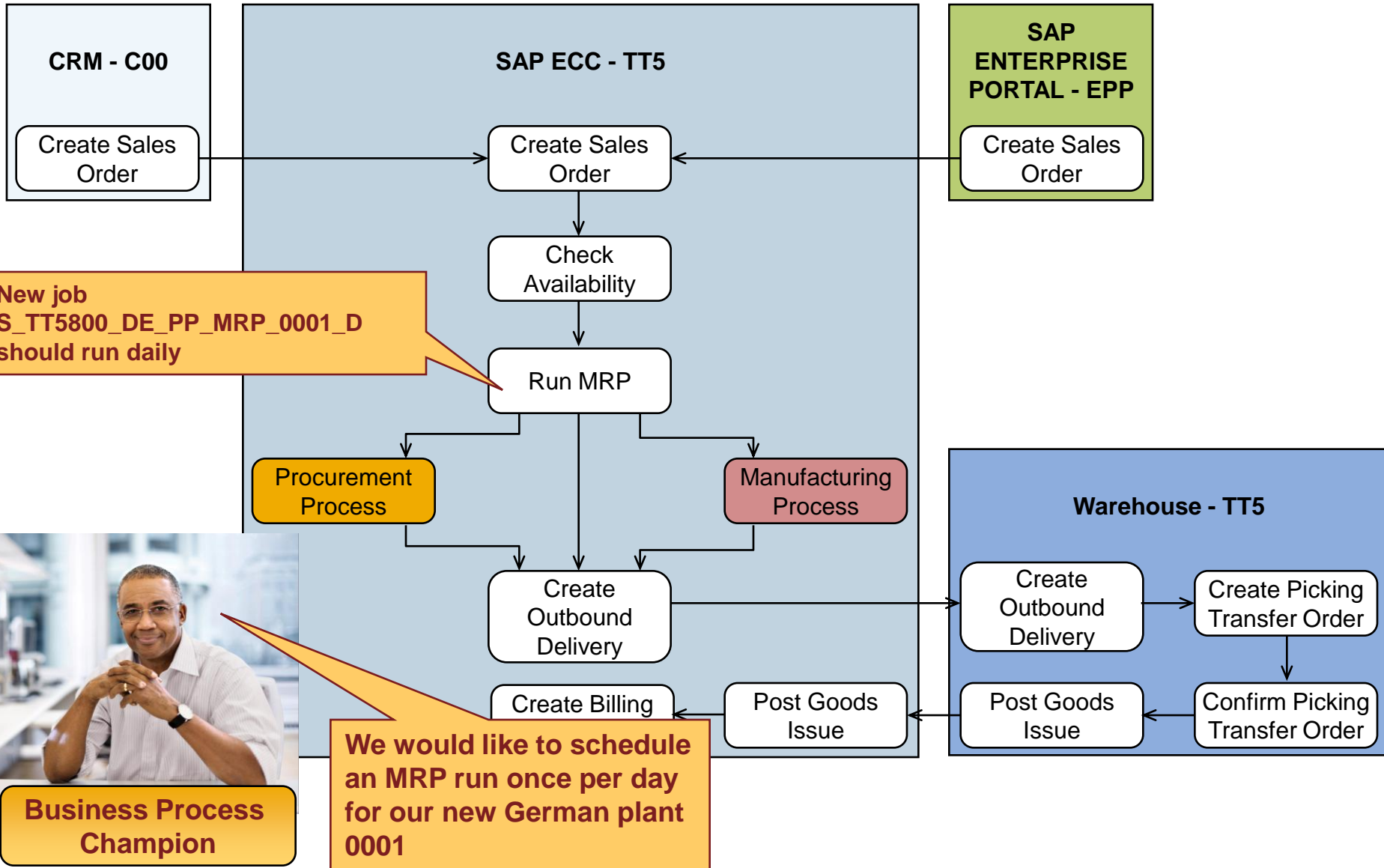
- ▶ **Improve workload balancing & improve throughput**
 - Using a central scheduling tool allows
 - Control over background jobs scheduled by end-users
 - Better workload distribution considering CPU & memory consumption
 - Higher throughput, more efficient HW utilization & process automation

- ▶ **Improve Service Levels & Business Impact Analysis**
 - Using Business Process Monitoring brings important background jobs into Business Process context & allows automated monitoring by exception

Job Scheduling Management – Process View



Scenario Business Process "Order to Cash" – Job Scheduling Management



Use Job Request Form for Requesting New Job



Web form
can be
integrated
in
Enterprise
Portal or
intranet

Job Request - SAP Solution Manager - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://pwwdf6353.wdf.sap.corp:50010/sap/bc/webdynpro/sap/wd_ags_ejr_job_request_app?sap-client=100&REQUESTTYPE=NEW&sap-language=EN Go Links

Create Job Request

General

Request Type: * Request: Create New Job

Job Name: * MRP_0001_D

System: * TTS

Client: * 800

Job Steps

Step	Description	Command/Report	Parameter/Variant

Row 0 of 0

Schedule

Repeat: * Daily

Frequency: * 01 Day(s)

Start Date: * 01.10.2008

Start Time: 05:30:00

Planned End Time: 06:30:00

Start Condition: This job should start exactly at 05:30:00 and should not finish later than 07:00:00

Business Context

Region: EMEA

Country ID: DE

Organization:

Business Requirements: * The MRP run is supposed to run for the newly introduced plant 0001 in Germany and creates necessary planned orders and purchase requisitions in the Order-to-Cash process.

Business Area: PP

Business Priority: Very High

Business Process: Order-to-Cash

Service Desk Context

Message Priority: * 3: Medium

Component: * SV-SMG-PSM

Short text: * New job request

Long text: * New job request for plant 0001 in Germany

Reporter: *

Full Name:

Phone:

Email:

Sold-To-Party:

Full Name:

Phone:

Email:

Contact Information

Full Name: Harald Hirsch

Phone: +49 1234 56789

Email: harald.hirsch@IDES.com

Done Local intranet

Job Scheduling Management - Work Center



SAP Solution Manager Edit System Help

Standard SAP navigation toolbar with icons for back, forward, search, and other functions.

SAP Solution Manager: Work Centers

Business Process and Interface Monitoring Incident Management **Job Management** Solution Documentation Assistant System Monitoring

Navigation sidebar with the following sections:

- Overview
- Job Requests** (highlighted)
- Job Monitoring
- Job Documentation
- Central Process Scheduling
- Job Scheduling
- Reports
- Common Tasks
 - Request New Job
 - Request Job Modification
 - Request Job Deletion
 - Create Job Documentation
 - Analyse Jobs
 - Schedule Jobs
 - Import Jobs
- Related Links
 - SAP Central Process Scheduling by Redwood
 - Open own jobs in remote systems
 - Call ABAP dump analyze in remote sys
 - SAP Links
 - Maintain Problems and Solutions
 - Knowledge Search
 - SAP Service Marketplace
 - SAP Support Portal
 - SAP Help Portal

Active Queries

For processing by me [Job Requests \(3\)](#) [New \(0\)](#) [In process \(0\)](#) [All \(0\)](#)

Reported by me [New \(0\)](#) [In process \(0\)](#) [All \(0\)](#)

For processing by me - Job Requests

Show Quick Criteria Maintenance [Change Query](#) [Define New Query](#) [Personalize](#)

View [Standard View] [Export](#) [Display](#) Delete Filter Settings

	Job Name	Description	Status	Priority	Posting Date	Created On	Created By
8000002609	MRP_0001_D	New job request	New	3: Medium	09.04.2008	09.04.2008 11:38:08	LAUERMA
8000003341	TEST NEW REQUEST FOR FORECAST	New test request	In process	4: Low	08.04.2008	08.04.2008 21:03:23	VONGLOEDEN
8000003306	TEST NEW REQUEST FOR FORECAST	2nd message - Test	New	4: Low	07.04.2008	07.04.2008 09:25:24	VONGLOEDEN

Row 1 of 3 Column 1 of 8

Last Refresh 11.04.2008 11:22:42 CET [Refresh](#)

Service Desk Message created with Context Information



The screenshot shows the SAP Business Transaction Editor interface. The title bar reads "Edit: Support Message 8000002609". The main window displays a table of relationships to the support message. A dropdown menu is open, listing various actions that can be performed on the message. The action "SLFN0001_JR_DISP_JOB_REQUEST" is highlighted in orange.

Role	Document Type	Description	Doc
Preceding document	Notification	009999004812	1

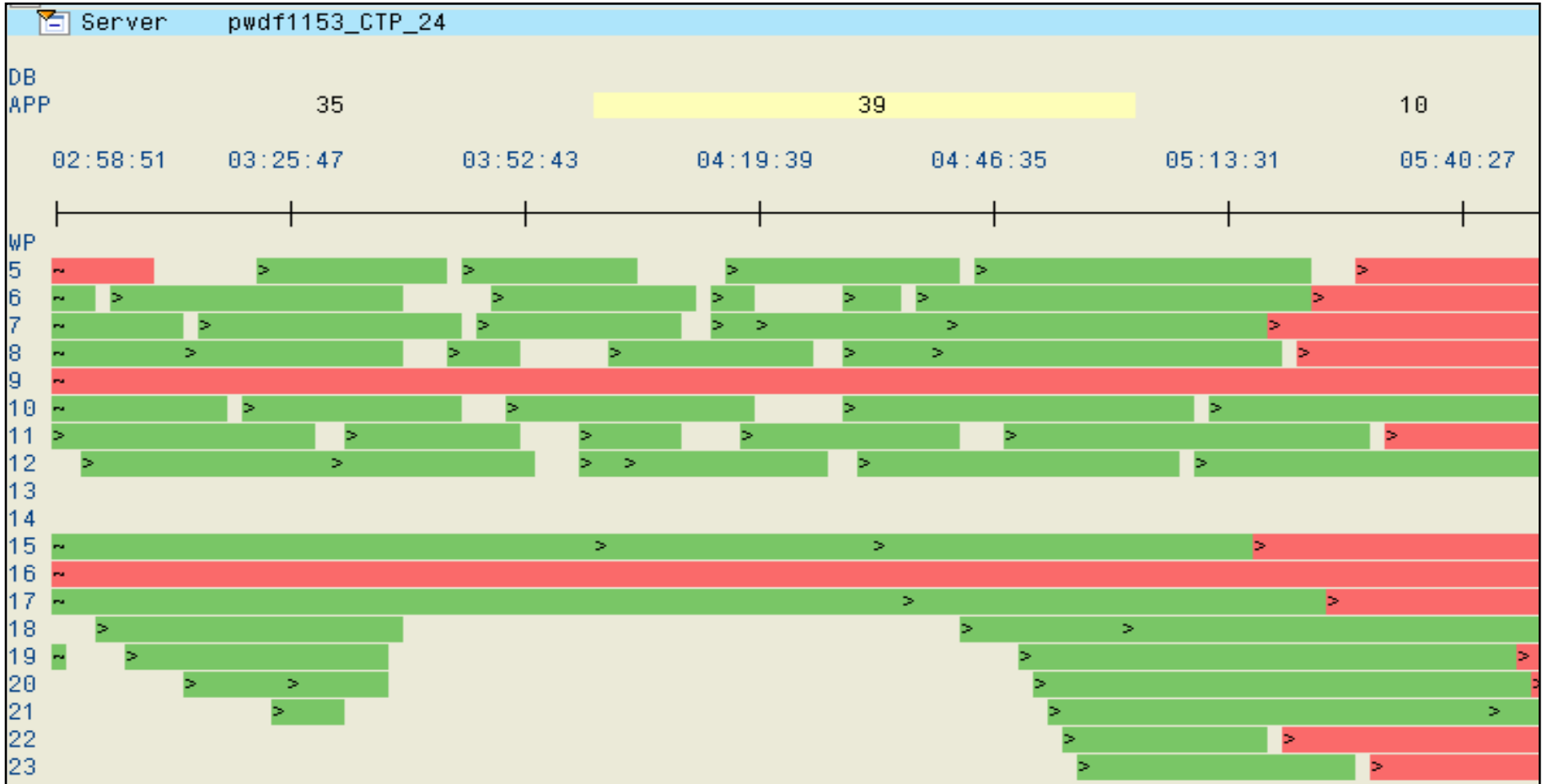
- SLFN0001_JR_ACTION_LOG
- SLFN0001_JR_SEND_SAP
- SLFN0001_JR_SECURE_AREA
- SLFN0001_JR_SYSTEM_OPEN
- SLFN0001_JR_UPDATE_SAP
- SLFN0001_JR_CLOSE_SAP
- SLFN0001_JR_MAIL (Mail)
- SLFN0001_JR_PRINT (Print)
- SLFN0001_JR_DISP_JOB_REQUEST**
- SLFN0001_JR_EDIT_JOB_REQUEST
- SLFN0001_JR_ASSIGN_JOBDOC
- SLFN00001_JR_CREATE_JOBDOC
- SLFN0001_JR_CREATE_CR
- SLFN0001_JR_SMDIAG
- SLFN0001_JR_SEND_THIRD
- SLFN0001_JR_SYNC_THIRD
- SLFN0001_JR_SOL_THIRD

Information initially maintained in web form is partly **attached** to a corresponding **Service Desk message** and can be **easily accessed** via a corresponding action

Planning – Check if New Job Request Fits Into Existing Schedule



Use **BACKGROUND_JOB_ANALYSIS** tool in transaction **ST13** to check job distribution



HW & time restrictions → scheduling at 5:30 might be a problem → other less important jobs might need a rescheduling

Job Documentation – Overview



SAP Solution Manager Edit System Help

SAP Solution Manager: Work Centers

Business Process and Interface Monitoring Incident Management Job Management Solution Documentation Assistant System Monitoring

Overview
Job Requests
Job Monitoring
Job Documentation
Central Process Scheduling
Job Scheduling
Reports

Common Tasks
Request New Job
Request Job Modification
Request Job Deletion
Create Job Documentation
Analyse Jobs
Schedule Jobs
Import Jobs

Related Links
SAP Central Process Scheduling by Redwood
Open own jobs in remote systems
Call ABAP dump analyze in remote sys
SAP Links
Maintain Problems and Solutions
Knowledge Search
SAP Service Marketplace
SAP Support Portal
SAP Help Portal

Active Queries
Job Documentation My latest (2) My (18)

Job Documentation - My
Show Quick Criteria Maintenance [Change Query](#) [Define New Query](#) [Personalize](#)

View [Standard View] Export Delete Filter Settings

Job Documentation	ID	Version	Job Type	Scheduler	Business Process	Business Process Step	Country	Monitoring
S IT5800 DE PP MRP 0001 D	1528	0000000001	ABAP	SAP CPS by Redwood	Order to Cash	Run MRP	Germany	Inactive

Row 1 of 1 Column 1 of 20

Once the job request has been approved it can be transferred to the **central job documentation** in the SAP Solution Manager where the initial information from the request can be further specified.

Job Documentation – Monitoring Maintenance



Job Monitoring Configuration

Logical Component ZSHSAU6B **System** U6B **Solution** SV AG (Demo Solution - please do not change or delete) **Process** Order to Cash
Role **Client** 800 **Scenario** Sales **Step** Run MRP
Business Process Monitoring Unknown **Job Monitoring** Unknown

Buttons: Display, Save, Activate Monitoring, Deactivate Monitoring, Display Process Graphic, Set-up monitoring, Display Monitoring

Alert Configuration

Procedure:
Each tab below is assigned to an alert. Enter thresholds and ratings for all relevant alerts.

Cancel Job
Alert Type if Job Cancels: Red
Job not started on time
Alert Type: []
Kontrollzeitpunkt: 00:00:00

Delayed Start
Specify how many minutes after the planned start time the job must have started
Maximum Delay for Yellow Alert: 10 Minutes
Maximum Delay for Red Alert: 30 Minutes

Delayed End
Specify at what time the job should be finished, and by how many minutes it can be late
Planned End of Job: 00:00:00 [hhmmss]
Maximum Delay for Yellow Alert: 0 Minutes
Maximum Delay for Red Alert: 0 Minutes

Outside Time Window
Specify the job time window data. Specify by how many minutes the time window can be missed
Start of Time Window: 00:00:00 [hhmmss]
End of Time Window: 00:00:00 [hhmmss]
Time Window for Yellow Warning Alert: 0 Minutes
Time Window for Red Alert Exceeded: 0 Minutes

Maximum Runtime
Specify the maximum allowed run time
Maximum Runtime for Yellow Alert: 30 Minutes
Maximum Runtime for Red Alert: 50 Minutes

Job Documentation - SAP Solution Manager

Display Job Document

Job Name: S_TT5800_DE_PP_M
ID: 1528

Buttons: Change, Save, Versions, Hinz

General | Business Requirements

Add Logical Components Directly or in a Busi

Logical Components and Solutions

Log. Comp.	Solution
ZSHSAU6B	SV AG (Demo)

Buttons: Add, Delete Row

Row 1 of 1

Details of Selected Logical Component

Systems

Monitoring | Schedule | Copy Scheduling

Leading Role

<input checked="" type="checkbox"/>

Row 1 of 1

Configure corresponding **Business Process Monitoring** alerts from within job documentation.

Job Documentation – Scheduling Maintenance



Job Documentation - SAP Solution Manager - Microsoft Internet Explorer

Display Job Documentation

Job Name: S_TT5800_DE_PP_MRP_0001_D
ID: 1528

Change Save Versions Hinzufügen Go to

General Business Requirements System

Add Logical Components Directly or in a Business Process Step

Logical Components and Solutions

Add Delete Row

Log. Comp.	Solution
ZSHSAU6B	SV AG (Demo Solution - please do not change or delete)

Row 1 of 1

Details of Selected Logical Component

Systems

Monitoring Schedule Copy Scheduling

Leading Role	System Role
<input checked="" type="checkbox"/>	Production S

Row 1 of 1

Job Scheduling - SAP Solution Manager - Microsoft Internet Explorer

Scheduling

Log. Comp. ZSHSAU6B Solution SV AG (Demo Solution - please do not change or delete) Step Run MRP
System U6B Scenario Sales System Role
Client 800 Process Order to Cash
Job Name S_TT5800_DE_PP_MRP_0001_D Job Number

Display Save Import Schedule Externally Umplanen Cancel Job External Notes External Log Job Selection Runtime Errors Job Analysis

Standard View

Schedule

Queue: * TT5_Queue Schedule Stopped:
Priority: * 050 Status message:

Status

External Job ID:
External Job Status: New Refresh

Start Conditions

Once Daily Weekly Monthly Annually Data Extended

Start Date: 01.10.2008
Start Time: 05:30:00

Repeat 1 Days
 Monday to Friday

Time Period

No End Date Ended at Ended on

Repetition Prompt: 10

Definition

Job Definition: * SAP_SolutionManager_AbapRun

Configure corresponding **job scheduling** from within job documentation.

Job Scheduling Management - Work Center



SAP Solution Manager Edit System Help

SAP

SAP Solution Manager: Work Centers

Business Process and Interface Monitoring Incident Management **Job Management** Solution Documentation Assistant System Monitoring

Page Update Settings

Overview

- Job Requests
- Job Monitoring
- Job Documentation
- Central Process Scheduling
- Job Scheduling
- Reports

Common Tasks

- Request New Job
- Request Job Modification
- Request Job Deletion
- Create Job Documentation
- Analyse Jobs
- Schedule Jobs
- Import Jobs

Related Links

- SAP Central Process Scheduling by Redwood**
- Open own jobs in remote systems
- Call ABAP dump analyze in remote sys
- SAP Links
 - Maintain Problems and Solutions
 - Knowledge Search
 - SAP Service Marketplace
 - SAP Support Portal
 - SAP Help Portal

Job Requests

For processing by me

[All \(2\)](#) [In process \(0\)](#) [New \(2\)](#)

Last Refresh: 21 Minutes ago. Last Refresh: 48 Minutes ago. Last Refresh: 48 Minutes ago.

Reported by me

[All \(3\)](#) [In process \(1\)](#) [New \(2\)](#)

Last Refresh: 34 Minutes ago. Last Refresh: 34 Minutes ago. Last Refresh: 34 Minutes ago.

Job Monitoring

Job Alerts

[All \(383\)](#) [Only Red Alerts \(259\)](#)

Last Refresh: 40 Minutes ago. Last Refresh: 42 Minutes ago.

Job Documentation

Job Documentation

[My \(18\)](#) [My latest \(2\)](#)

Last Refresh: 43 Minutes ago. Last Refresh: 40 Minutes ago.

Central Process Scheduling

Jobs

[Error \(1\)](#) [Held \(26\)](#)

Last Refresh: 7 Minutes ago. Last Refresh: 7 Minutes ago.

Job Scheduling

Central System Administration

[Canceled \(200344\)](#) [Scheduled \(200344\)](#)

Last Refresh: 25 Minutes ago. Last Refresh: 22 Minutes ago.

My Jobs

[All Canceled \(4\)](#) [All Scheduled \(2\)](#) [Canceled Job for BLA, CTE, SCM, SMA \(0\)](#)

Last Refresh: 22 Minutes ago. Last Refresh: 22 Minutes ago. Last Refresh: 21 Minutes ago.

Standard jobs

[Basis \(200359\)](#) [Customer Relationship Management \(200359\)](#)

Last Refresh: 7 Minutes ago. Last Refresh: 6 Minutes ago.

Scheduling in SAP Central Process Scheduler (1/2)



SAP Central Job Scheduling by Redwood English Welcome, SCHEDULE_ADM

Monitoring Home Job Monitor

Filter: **In a Manual intervention state** Sort: Job Scheduled start Time (ascending) Auto-refresh: off Refresh Go to

<< Previous 100 Showing from 88450 to 88549 Next 100 >>

Name	Job Id	Status	Scheduled Start	Run Start	Run End	Queue	Process Server	Remote Id	Remote System	Remote Status
Run an ABAP report.	88450	Held	Oct 1, 5:30:00 AM			TT5_Queue				
Run an ABAP report.	88451	Never	Oct 2, 5:30:00 AM			TT5_Queue				
Run an ABAP report.	88452	Never	Oct 3, 5:30:00 AM			TT5_Queue				
Run an ABAP report.	88453	Never	Oct 4, 5:30:00 AM			TT5_Queue				
Run an ABAP report.	88454	Never	Oct 5, 5:30:00 AM			TT5_Queue				
Run an ABAP report.	88455	Never	Oct 6, 5:30:00 AM			TT5_Queue				
Run an ABAP report.	88456	Never	Oct 7, 5:30:00 AM			TT5_Queue				
Run an ABAP report.	88457	Never	Oct 8, 5:30:00 AM			TT5_Queue				
Run an ABAP report.	88458	Never	Oct 9, 5:30:00 AM			TT5_Queue				
Run an ABAP report.	88459	Never	Oct 10, 5:30:00 AM			TT5_Queue				
Run an ABAP report.	88460	Never	Oct 11, 5:30:00 AM			TT5_Queue				
Run an ABAP report.	88461	Never	Oct 12, 5:30:00 AM			TT5_Queue				
Run an ABAP report.	88462	Never	Oct 13, 5:30:00 AM			TT5_Queue				

Job: 88450 - Run an ABAP report. Actions

Description Run an ABAP report.
Job Id 88450
Definition [SAP_AbapRun](#)
Owner Subject [SCHEDULE_ADM](#)
Status Held
Files
Job Locks
Queue TT5_Queue
Priority 50
Requested Start Time Oct 1, 5:30:00 AM
Requested Start Time Type UserSet
Next Submit Base Time 6:22:14 PM
Scheduled Start Oct 1, 5:30:00 AM
Num Child Jobs 0
Remote Id 88450

Jobs
Events
Operator Messages
Alerts

Applications
Definitions
Schedules
Environment
Security

Scheduling in SAP Central Process Scheduler (2/2)



SAP Central Job Scheduling by Redwood

English Welcome, SCHEDULE_ADM

Submit - Microsoft Internet Explorer provided by SAP IT

Submit: Run an ABAP report.

Go to: Parameters, Time and Dates, Scheduling, Submit

Parameters: JOBNAME (\$_TT5800_DE_PP_MRP_), ABAP_PROGRAM_NAME (RMMRP000), ABAP_VARIANT_NAME (Plant 0001), CLIENT (800), SAP_USER_NAME, TARGET_SERVER

Submit - Microsoft Internet Explorer provided by SAP IT

Submit: Run an ABAP report.

Go to: Parameters, Time and Dates, Scheduling, Submit

once, daily, weekly, monthly, yearly, dates, advanced

Start time: 01-10-2007 17:02:39 Europe/Berlin

Every 1 day(s)

Every weekday

Range: No end date, End after 10 Occurrences, End by

Refresh, Go to, Next 100 >>

Server	Remote Id	Remote System	Remote Status

Actions

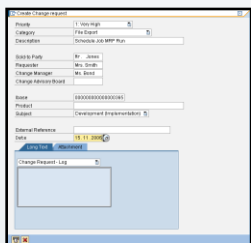
Resubmit ...

SAP Solution Manager Process Scheduling Adapter

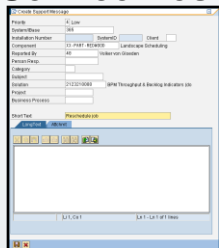


SAP Solution Manager

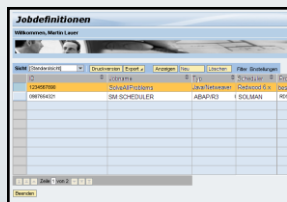
Change Request Management



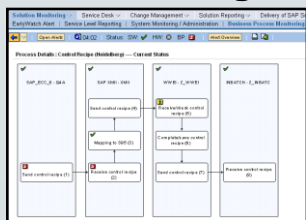
Service Desk



Job Documentation



Business Process Monitoring



Job documentation automatically populated with respective CR data

End/Key user request – SD message creation in background



Operator request – manual creation of SD message



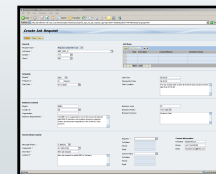
Transfer job documentation (incl. basic scheduling)



Push Monitoring information

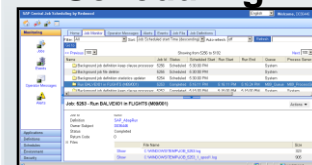
= New integration

Enterprise Portal/ Intranet Web Form



SAP Central Process Scheduling by Redwood

Job Scheduling



SAP NW 7.0

Redwood Process Server



SAP System

SAP Solution Manager

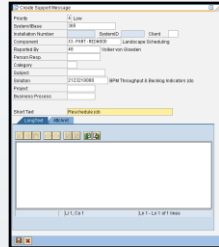
Lean Job Request Scenario With Arbitrary Scheduling Tool



SAP Solution Manager

Job documentation automatically populated with respective job request data

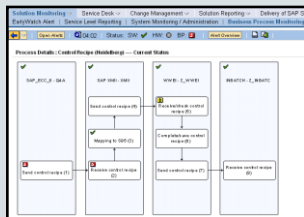
Service Desk



Job Documentation



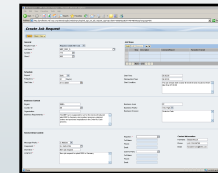
Business Process Monitoring



End/Key user request – SD message creation in background



Enterprise Portal/ Intranet Web Form



Manual Transfer of job documentation (copy & paste)



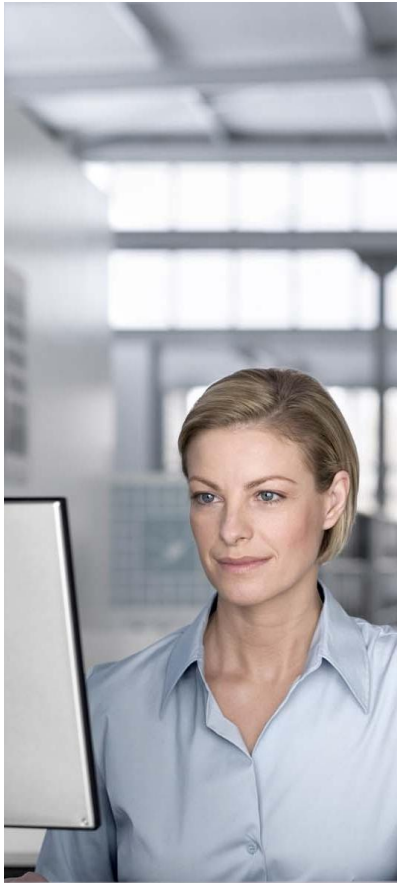
External Job Scheduler

Pull Monitoring information from Back-end



SAP System

 = New integration



- **1054005 - FAQ: Job Scheduling Management with SAP Solution Manager**
 - Describes roles and SPRO activities in order to get started with Job Management in SAP Solution Manager
- **1117355 - Job Scheduling Management: Work Center**
 - Describes steps in order to activate the *Job Management Work Center*
- **1111310 - Job Scheduling Management: Extended Configuration**
 - Describes configuration steps for Service Desk so that Job Request and Job Documentation get linked
- **1122497 - Process scheduling for SAP Solution Manager**
 - Information around the Process Scheduling Adapter for SAP Solution Manager
- **White Paper about Job Scheduling Management**
 - [Link to Job Scheduling Management](#)



Thank you for your attention





No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP AG. The information contained herein may be changed without prior notice.

Some software products marketed by SAP AG and its distributors contain proprietary software components of other software vendors.

SAP, R/3, mySAP, mySAP.com, xApps, xApp, SAP NetWeaver, Duet, Business ByDesign, ByDesign, PartnerEdge and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and in several other countries all over the world. All other product and service names mentioned and associated logos displayed are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

The information in this document is proprietary to SAP. This document is a preliminary version and not subject to your license agreement or any other agreement with SAP. This document contains only intended strategies, developments, and functionalities of the SAP® product and is not intended to be binding upon SAP to any particular course of business, product strategy, and/or development. SAP assumes no responsibility for errors or omissions in this document. SAP does not warrant the accuracy or completeness of the information, text, graphics, links, or other items contained within this material. This document is provided without a warranty of any kind, either express or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose, or non-infringement.

SAP shall have no liability for damages of any kind including without limitation direct, special, indirect, or consequential damages that may result from the use of these materials. This limitation shall not apply in cases of intent or gross negligence.

The statutory liability for personal injury and defective products is not affected. SAP has no control over the information that you may access through the use of hot links contained in these materials and does not endorse your use of third-party Web pages nor provide any warranty whatsoever relating to third-party Web pages

Weitergabe und Vervielfältigung dieser Publikation oder von Teilen daraus sind, zu welchem Zweck und in welcher Form auch immer, ohne die ausdrückliche schriftliche Genehmigung durch SAP AG nicht gestattet. In dieser Publikation enthaltene Informationen können ohne vorherige Ankündigung geändert werden.

Einige von der SAP AG und deren Vertriebspartnern vertriebene Softwareprodukte können Softwarekomponenten umfassen, die Eigentum anderer Softwarehersteller sind.

SAP, R/3, mySAP, mySAP.com, xApps, xApp, SAP NetWeaver, Duet, Business ByDesign, ByDesign, PartnerEdge und andere in diesem Dokument erwähnte SAP-Produkte und Services sowie die dazugehörigen Logos sind Marken oder eingetragene Marken der SAP AG in Deutschland und in mehreren anderen Ländern weltweit. Alle anderen in diesem Dokument erwähnten Namen von Produkten und Services sowie die damit verbundenen Firmenlogos sind Marken der jeweiligen Unternehmen. Die Angaben im Text sind unverbindlich und dienen lediglich zu Informationszwecken. Produkte können länderspezifische Unterschiede aufweisen.

Die in diesem Dokument enthaltenen Informationen sind Eigentum von SAP. Dieses Dokument ist eine Vorabversion und unterliegt nicht Ihrer Lizenzvereinbarung oder einer anderen Vereinbarung mit SAP. Dieses Dokument enthält nur vorgesehene Strategien, Entwicklungen und Funktionen des SAP®-Produkts und ist für SAP nicht bindend, einen bestimmten Geschäftsweg, eine Produktstrategie bzw. -entwicklung einzuschlagen. SAP übernimmt keine Verantwortung für Fehler oder Auslassungen in diesen Materialien. SAP garantiert nicht die Richtigkeit oder Vollständigkeit der Informationen, Texte, Grafiken, Links oder anderer in diesen Materialien enthaltenen Elemente. Diese Publikation wird ohne jegliche Gewähr, weder ausdrücklich noch stillschweigend, bereitgestellt. Dies gilt u. a., aber nicht ausschließlich, hinsichtlich der Gewährleistung der Marktgängigkeit und der Eignung für einen bestimmten Zweck sowie für die Gewährleistung der Nichtverletzung geltenden Rechts.

SAP übernimmt keine Haftung für Schäden jeglicher Art, einschließlich und ohne Einschränkung für direkte, spezielle, indirekte oder Folgeschäden im Zusammenhang mit der Verwendung dieser Unterlagen. Diese Einschränkung gilt nicht bei Vorsatz oder grober Fahrlässigkeit.

Die gesetzliche Haftung bei Personenschäden oder die Produkthaftung bleibt unberührt. Die Informationen, auf die Sie möglicherweise über die in diesem Material enthaltenen Hotlinks zugreifen, unterliegen nicht dem Einfluss von SAP, und SAP unterstützt nicht die Nutzung von Internetseiten Dritter durch Sie und gibt keinerlei Gewährleistungen oder Zusagen über Internetseiten Dritter ab.

Alle Rechte vorbehalten.