Summary

This article introduces Work Centers in the SAP Solution Manager.

Author(s): SAP NetWeaver Product Management
Company: SAP AG
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SAP Application and Administration Management Platform -- Manage Your Entire SAP Solution Landscape.

IT coordination and management usually involves a lot of effort. The number of distributed systems, IT solutions, components, and dependencies of business processes beyond single-system boundaries is growing continuously. Due to this, heterogeneous system landscapes are increasingly common, and the complexity of system landscapes is growing.

Still, IT management should not be the main business of SAP customers. Instead, it’s SAP’s main business. IT infrastructure should work autonomously, with minimum effort from administrators. There is an obvious business need for an optimized solution that includes a comprehensive and efficient operations infrastructure. Different components, tools, and processes should be integrated with respect to all technical as well as business needs. The aim is to reduce the growing complexity of system landscapes and administration processes.

With SAP Solution Manager, SAP introduces an efficient and user-friendly tool enabling customers to manage and control their landscape from one single point of control and to provide standardized support. Within Run SAP (SAP’s methodology to ensure End-to-End Solution Operations), the SAP Solution Manager provides all tools for end-to-end solution operations. Now all life-cycle tasks are bundled together, and that enables holistic application management throughout the entire software life-cycle.

SAP® Solution Manager

- A Holistic Solution -

SAP Solution Manager is the platform for “End to End Solution Operations.” This platform provides the integrated content, tools, and methodologies needed to implement, administer, support, operate, and monitor your SAP solutions. All software life-cycle tools and tasks are integrated within the SAP Solution Manager: from planning, implementation, and operation to optimization. Besides optimized life-cycle management, this tool also enables optimized support processes. As a support platform, this tool offers a new perspective for optimized service and support delivery. Integration and centralization means simplification – Users now find everything at one point – at one glance.

- Central and Efficient –

SAP Solution Manager facilitates the technical support of your distributed systems, helps to minimize risks, increases the reliability of your IT infrastructure, ensures a higher performance and reduces the total cost of operation. SAP Solution Manager focuses strongly on the management of core business processes and also covers all business relevant technical aspects including implementation, operation and optimization. SAP Solution Manager improves efficiency of implementation and change management projects and enables a centralized IT management, for example, software changes like migration, upgrades, modifications and development.

Due to the bundling of functions at a focal point, transparency is increased and an efficient approach to central administration is ensured. This reduces administration efforts and thus enables a faster ROI.

- Optimized Support -

SAP is committed to supporting its customers in the best possible way. To achieve this, SAP needs a better insight into customers’ IT processes. Where are customers facing problems? This product simplifies and speeds up support processes and service delivery. With SAP Solution Manager, SAP is able to make available patches and upgrades, provide advice, and support optimized processes. Service delivery to customers is not a problem any more. Customer and SAP support staff can now collaborate and easily track problems from one access point (the Root-Cause Analysis work center). SAP and Customers’ Support staff get a central and standardized overview of a customer’s systems and processes, and root-causes are quickly determined and solutions quickly provided. Helping to improve the support organization means a
great advantage to customers. Customers Support staff is now able to easily built up support knowledge and use this platform and the provided tools for optimized self-support. Customer Service and orientation means a lot to the SAP. Beside good products SAP also focuses on providing a good and area-wide service. SAP is committed to giving best-of-breed support. SAP Solution Manager as support platform is getting more and more important as a basis for support and service delivery.

- Setting Worldwide Standards -

With this tool SAP is setting and focusing on standards. Work Centers are derived from Run SAP standards. And so they are built on the recommended and standardized methodology for your system operations. The solution manager standardizes execution and handling of the lifecycle in an optimal way. Work Centers in SAP Solution Manager offer a consistent user interface with a lot of benefits for customers: easy, understandable and clearly arranged. Customers will get used to this really fast und use it efficiently. All tools are bundled, categorized and shown in an identically and understandable way. Setting standards simplifies the daily work for customers. With that platform SAP gives customers a hand showing and describing ways and possibilities to handle their IT easily and efficiently. Standardization means one optimized tool for all the customers. Providing a fundamental, collaborative, and standardized infrastructure for the support means a lot of simplification. Setting standards simplifies the support of customers: This platform offers an easy and worldwide accessible way to deliver support, advice and service to our customers.

Work Centers in SAP Solution Manager: A New User Interface – A New World

- Easy, understandable and personalized -

A new intuitive navigation is introduced - Central access through the Work Centers provides a user friendly design that simplifies IT management. Work Centers give administrators an easy overview of their IT landscape at its status. System administrators can now access all relevant tasks centrally from a set of Work Centers. All functionalities needed to manage the life-cycle of your IT are integrated in this platform and available through these Work Centers. The Work Center content simplifies the use of all of its tools. Administrators gain easy access to all of the tasks and information required for their jobs.

One-click to central control of your IT-Landscape

Work Centers in SAP Solution Manager integrate all the functionalities, components, and tools associated with the management process of the life-cycle. You have personalized access to functions. Functionalities and Work Centers can be chosen individually according to your needs and requirements. Personalization makes the whole process more flexible, and more customer oriented. You can also apply filters and settings. The central control point reduces a lot of effort and time, secures simplicity and efficiency.

Work Centers enable easy end-user navigation through central role-based access points. Administrators can be assigned a selection of relevant Work Centers giving them a role-based user environment to simplify their work. Standard roles can be adapted for specific needs. Administrators assigned a Work Center role see the corresponding Work Centers and functions in their Navigation Bar.

Work Centers are easy to learn thanks to the use of common structures and content elements. They improve collaboration through common Inboxes, Work Lists and Status Reporting. Work Centers offer a central access point to task-specific activities such as administering systems and landscapes, managing alerts, processing incidents.

Their integrated content enables administrators to detect dependencies and discover potential synergies to further optimize processes within an IT organization.

Administration and Monitoring:
Two Work Centers Covering All Administrative Tasks

- The Work Center: System Monitoring -

The Solution Manager enables central monitoring of a customer SAP system landscape. All tasks and tools according to monitoring are bundled into one Work Center called “System Monitoring”. Instead of monitoring each software component individually, customers now just access “System Monitoring” to get full control of all monitoring functionalities. “System Monitoring” provides the following benefits:

Reliability due to reduced probability of system downtime or business process interruptions; savings in money due to avoided penalties, need for overtime, etc. through reduced probability of system downtime or business process interruptions; savings in time and money resulting from a more efficient monitoring and reporting process. And as a result generates a higher end user satisfaction. Monitoring should be done to detect the deficiencies as early as possible in order to ensure the correctness and security of the business processes raise the availability and performance of the system. Covering the areas of availability, performance, correct operations and security monitoring must include various time scales: from error situations that must be resolved as quickly as possible to long-term trend analysis and planning. This work center provides a monitoring overview and focuses on proactive and reactive monitoring solutions for all your SAP solution components. Proactive is the optimal way, meaning never get into a critical situation. Therefore status icons indicate the overall status of systems based on predefined threshold values for key metrics. Proactive monitoring tries to avoid critical situations before they occur. SAP solution manager also offers you reactive monitoring notifying administrators in critical situations as soon as possible. In the Alert Inbox predefined key performance indicators show deviations according to their criticality.

- The Work Center: System Administration -

This work center enables system administrators to manage all their administrative tasks for the system centrally through one access point. “System Administration” ensures that your solution works optimally at all times. “System Administration” supports your daily system administration of your SAP Solutions integrating a logical collection of administration tasks, divided into logical areas, depending on the SAP system types. SAP Solution Manager allows you to control recurring administration tasks centrally and record the execution of these tasks. You can simplify the job of your system administrators and guide new administrators with little experience in managing SAP solutions.

SAP Solution Manager provides you the following main functions to administer your landscape: a user management functions to control the overall status of systems of selected solutions. It offers you all the tools (ABAP and Java) needed to administrate your IT like archiving, instance management, database administration, output administration and starting and stopping of systems. This leads to time and money savings due to central access to administered systems and automated support of periodic and ad hoc administration tasks.

SAP’s second administration tool, SAP NetWeaver Administrator, is still usable together with the SAP Solution Manager. Nevertheless through integration of its central functionalities into the Work Centers “System Monitoring” and “System Administration”, administrators get direct access to all the main functionalities of the SAP NetWeaver Administrator.
Related Content

The Work Center topic page on SDN
The Systems Operation area on SDN
The System Monitoring Work Center (PDF 1.6 MB)
The System Administration Work Center (PDF 2.1 MB)
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