



Information Lifecycle Management Frequently Asked Questions (FAQ)

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1 GENERAL QUESTIONS

1. *What is the difference between data management and information lifecycle management (ILM)?*

The two are closely related, but are not the same thing. The focus of data management is mainly cost related and deals with reducing data volumes, regardless of the contents of that data. It involves four basic approaches for keeping data volumes in check: prevention, aggregation, deletion, archiving.

To be able to implement an ILM strategy you need a good data management strategy as a basis. ILM tries to achieve a good balance between TCO, risk, and legal compliance. So in addition to managing data volumes, ILM also manages data retention requirements, including such things as the final destruction of information. ILM is the sum of all of these measures. With regard to the origin of the data ILM covers both live systems and legacy systems. For legacy systems ILM provides methods and tools to extract data from a system to be decommissioned, and move it to the Retention Warehouse, where it can be accessed in case of reporting needs.

2. *Why is it so important to understand the difference between data and information?*

Data is the physical representation of information in any form. It could be a piece of paper containing information or a data unit in a computer system. Data is a technical concept, while information is an abstract notion. The importance of distinguishing between the two in the context of ILM becomes apparent when you consider the following two notions:

Information can be stored redundantly as different data. Disposing of data does not necessarily mean that you have lost or destroyed information. In an ILM strategy it is not sufficient to simply delete data. You have to think about the information you want to destroy and then delete all the necessary data carrying that information. This is also key in trying to interpret legal requirements. Often times a law will dictate that you destroy data after a certain number of years (e.g. employee data). What is really meant, though, is that you are to destroy the information about that person.

3. *Isn't ILM just a synonym for Hierarchical Storage Management System (HSM)?*

No, at the beginning, ILM was strongly driven by the storage industry and often used as a synonym for HSM. This would be a very narrow definition of ILM. Although ILM is partially made possible through technological innovation, it is a holistic approach to managing complex relationships and requirements on information. It is a mixture of processes, strategy, and technology, which are all used together to manage information across its entire lifecycle. Since data is commonly born in a business application, ILM should start there, at the birthplace. Likewise, since the end of the information lifecycle often takes place in a storage system, ILM should also span this realm. ILM means from cradle to grave, from application to storage system.

4. *Can deletion and destruction of data be used interchangeably?*

No, in the context of ILM deletion and destruction are two different concepts. When we talk about the deletion of data, we mean the physical deletion of a technical unit in the system. When we talk about the final destruction of information, we mean the deletion of all data records and their references, so that certain information or its existence can never be traced again. For example, when data is archived, it is written to the file system and then deleted from the database. It can still be accessed and viewed in its archived state. The final destruction of this information would mean deleting the archive file and all references to it and copies of it in the system, including change documents, related messages, etc. Final destruction may also involve the deletion of this information in the Business Information Warehouse.

5. *How does SAP define ILM?*

ILM is comprised of the policies, processes, practices, and tools used to align the business value of information with the most appropriate and cost effective IT infrastructure from the time information is conceived through its final disposition. Information is aligned with business processes through management of policies and service levels associated with applications, metadata, information, and data.

Much of ILM happens outside the system and has to do with communication between the different departments in your organization. The good news is that many of the processes involved in ILM are becoming more automated and are increasingly being supported through new technological developments.

As a matter of fact, ILM cannot work on its own, it needs support through suitable products and tools. The ILM solution from SAP comprises dedicated products that address all aspects of ILM: structured and unstructured data, data from live and legacy systems, and from SAP and non-SAP systems.

6. How does SAP ILM relate to ILM?

SAP Information Lifecycle Management (SAP ILM) is the core product within SAP's solutions for information lifecycle management. It has been designed to support your ILM strategy based on the well-established SAP data archiving (ADK) technology used by the majority of SAP customers for the efficient management of their data volumes. Depending on the required ILM scenario, SAP ILM may be combined with other SAP products, such as SAP Data Archiving by OpenText, SAP Document Access by OpenText, SAP Data Services, or SAP Landscape Transformation. These products complement SAP ILM and together increase the overall reach and power of the ILM solution of SAP.

7. How is SAP ILM priced?

SAP ILM can be purchased in two variants, depending on the scenario in which it is used: ILM for retention management (to be used in live application systems), and ILM for legacy system decommissioning (using the Retention Warehouse, RW, for storing the legacy data). In the first scenario the license fee is calculated based on the database size of the live SAP system. In the second scenario the pricing is based on the number of decommissioned systems (SAP and non-SAP).

For more details, please contact your SAP sales representative.

8. How can I install SAP ILM?

SAP ILM does not need to be installed on its own. Rather, it comes as a part of SAP NetWeaver, which itself is the basis for the SAP Business Suite. Therefore, in order to use SAP ILM in your ERP system you simply have to activate the ILM business function in the Switch Framework. This applies for both ILM scenarios, retention management and system decommissioning. For the latter additional ILM business functions have to be activated depending on the release. For more information on installing SAP ILM, see SAP Note 1648883 (for SAP ILM 7.03).

9. Our company has been archiving for years. Do we have to replace data archiving with ILM now?

No, ILM is not a product that replaces data archiving. Rather, data archiving is an important part of any ILM strategy. If you have an established data archiving strategy in place, you already have a very good basis for ILM. You can start from there and gradually work your way towards a full-fledged ILM strategy, by beginning to set up retention rules using ILM policy management, for example.

10. When we implement ILM, can we still access our old ADK files as before?

With regard to classic data archiving based on ADK nothing has changed through ILM. Data archiving as well as the retrieval of the archived data is still possible as before without ILM functionality. However, you have the option of integrating your old ADK files into the ILM concept if necessary.

11. How does ECM compare to ILM, and what's the difference?

Enterprise Content Management (ECM) includes Document Management, management of incoming documents (scan), management of outgoing documents (print), Records Management, Web Content Management, E-Mail Management, Case Management, Collaboration Management, and Enterprise Search. ECM contains the storage of unstructured data, here the term "archiving" is often used in this area, but please do not confuse it with SAP data archiving (archiving of structured data).

ILM includes capabilities for managing the retention of structured data as well as unstructured data. With unstructured data we mean ArchiveLink documents attached to the structured data, e.g. scanned invoices

for financial documents, and print lists. Apart from such attachments and print lists ILM is not intended for managing the retention of other types of unstructured data.

12. How does Information Management compare to ILM, and what's the difference?

Information Management (IM, formerly called Enterprise Information Management, EIM) must be seen in a much broader context than ILM. IM is a framework designed to turn enterprise information (in many cases scattered throughout the organization) into a strategic asset. IM solutions create, cleanse, integrate, manage, govern, and archive structured and unstructured data. They enable enterprise data warehouse management, master data management, data integration and quality management, information lifecycle management, and enterprise content management. ILM is part of the IM framework, with a primary focus on the efficient and legally compliant management of mass data along its life cycle. This includes structured and unstructured data, data from live and legacy systems, and data from SAP and non-SAP systems.

13. What kind of storage system do I need for ILM?

To use ILM functions you need to store your structured data, e.g. transactional data, on a WebDAV storage system that is certified according to the WebDAV storage interface certification for SAP ILM BC-ILM 3.0 or 2.0. For a full list of certified solutions please see <http://www.sap.com/partners/directories/SearchSolution.epx> (in *SAP-Defined Integration Scenarios*, search for BC-ILM 3.0 or 2.0). Your unstructured data, such as ArchiveLink documents and print lists, can remain on the original ArchiveLink storage system.

14. Is it possible to remove data from the storage system directly in order to destroy it?

No. With ILM data is only archived if there is a reason for doing so. This reason is represented by the retention rule(s), upon which the system calculates the expiration date. If no active retention rules exist, it is not possible to move the data to the WebDAV store. Once moved to the store data can only be destroyed in accordance with the associated rule(s), that is if the expiration date has been reached. Most ILM-aware storage solutions guarantee the integrity and authenticity of the data contained, therefore circumventing the retention rules and simply deleting the data is not possible.

15. Can I transfer old archive files from former “pre-ILM” archiving sessions to the Retention Warehouse?

Yes. Using the ILM file converter, every ADK file that was created prior to the ILM implementation can be converted to ILM because the ADK file format has not changed. The only point you need to consider is that compared to older releases the content of several archiving objects has changed. As a prerequisite for the conversion an active ILM retention rule must exist.

16. What about the archiving of BW contents? Is it covered by ILM?

No. ILM does not offer a new functionality in this area. For data reduction within BW nearline storage systems are used.

However, using the solution ILM Retention Management Storage Option for SAP Sybase IQ, you can store your archiving indices and archive files on Sybase IQ. In combination with the storage of analytical data from the SAP NetWeaver® Business Warehouse (SAP NetWeaver BW) application via SAP NetWeaver BW's near-line storage interface, you can consolidate your storage infrastructure on a single platform and thus reduce the complexity of your system landscape and the associated costs.

17. Does ILM also cover unstructured data, such as documents and print lists?

Yes, ILM covers both structured and unstructured data. Documents and print lists belong to the second category. Within an ILM storage system archived documents appear via ArchiveLink as references. The original documents remain physically on the ArchiveLink storage system and do not need to be transferred to the ILM store.

18. What is the purpose of the CDE?

The Context Data Extractor (CDE) is a tool used during system decommissioning that enables the customer to extract context information (master data, customizing data, meta data) from the legacy system in order to complement the information contained in standard archiving objects. The data extracted with the CDE is stored in snapshots files.

19. Why do I need snapshots?

A snapshot is a copy of data from the database created by running an ILM enhanced archiving object (for transactional data) or by running the CDE (for context data). If an archiving object is run in snapshot mode, no archivability checks take place. Also the data is not deleted from the database as in regular data archiving. Snapshots are typically used during system decommissioning to extract data from still open business processes from the system to be decommissioned.

20. Is it possible to create archive information structures based on snapshot files?

No, snapshots are not indexed. The corresponding original data remains in the database.

2 RETENTION MANAGEMENT**1. Can I apply Retention Management functions to ILM-enabled archiving objects only?**

Yes. In order to be used in an ILM context archiving objects require some specific adaptation. We call this ILM enablement. For example, the write program must be changed to include the ILM actions "Destroy" and "Snapshot", which are not available for classic archiving objects. For a list of ILM-enabled archiving objects for SAP ILM 7.03, refer to SAP Note 1494347.

3 SYSTEM DECOMMISSIONING**1. Is it possible to decommission non-SAP systems?**

Yes. Using specialized tools, such as SAP Data Services and SAP Landscape Transformation and the CDE features of SAP ILM it is possible to extract data from non-SAP systems, map it to SAP or custom structures, and convert it into ADK files. These files have the same structure as archive files created from native SAP data. Once the data from the non-SAP system is processed, it can be used in the ILM Retention Warehouse in a similar way as native SAP data. As non-SAP systems usually differ very much from SAP systems, expert consulting services accompany the decommissioning process to ensure a successful project.

2. How do I handle data from incomplete business processes?

The new concept of snapshots is intended for open objects, where the corresponding business processes are not completed (e.g. orders that are still open).

3. Why can't I simply use snapshots to extract all data from a legacy system?

Snapshots are a simple way of extracting data from a system, since no archivability checks are performed. So why not use this function to extract the entire data set of a system, particularly if the system will be shut down anyway?

The answer has to do with the nature of snapshots. In contrast to standard archiving objects designed for archiving business-complete data, snapshots are intended for archiving data from business processes that are still open for any reason. However, due to the special character of snapshots (remember: snapshots archive business-incomplete data that does not have a final status, such as "complete") it is not possible to calculate the expiration date as for business-complete data. Therefore, in the ILM store snapshots are stored with an "unknown" expiration date set. If you need to destroy a snapshot, for example, because a newer

snapshot exists, you can do so by setting the expiration date manually to a specific date in the future (This function is available as of SAP ILM 7.03.) Please note, however, that this will always be a manual process reserved for the exceptional case of snapshots or other data without time relevance. Therefore, archiving business-complete data as snapshots does not make sense, although technically possible.

4. Can I extract all the data I need with a single run of the CDE?

The only limitation is that you can extract one single fiscal year per CDE run. If you select more than one application component, the CDE will generate a different archiving session for each of them.

5. Can I extract transactional data with the CDE?

Yes, in principle you can extract the content of every table using the CDE. However, CDE was primarily built for extracting context data, such as Customizing or master data. Extracting transactional data with the CDE would require manual steps, for instance, for the selection and the provisioning of the data.

6. What is the format of the CDE extracted files?

The files created as a result of running the CDE are in standard ADK format.

7. How long does a CDE extraction last?

It depends on the amount of data to be extracted, some application components can be extracted in a few seconds, others may require some hours.

8. What is the retention period for CDE extracted sessions?

As is the case for snapshots, the retention period is set to “unknown”

9. Do I have to run the ILM file converter for CDE sessions in the Retention Warehouse?

Yes, once the retention rules are set you have to run the ILM file conversion for each CDE extracted session. The ILM conversion has to run even for sessions without routing criterion, so that they are assigned to the correct URI in the WebDAV hierarchy.

10. My legacy system also contains archive files. How should I handle them?

If existing archives (from a non-ILM SAP system) are to be transferred to the Retention Warehouse, the first step is to migrate the administrative data of the corresponding archiving session. The next step is to convert the existing archive files with the ILM conversion tool based on the ILM rules (defined in the Retention Warehouse system) into ILM-compatible ADK files.

11. How can the BW component of the Retention Warehouse system be sized?

This depends on several factors, e.g. the peak loads or data loads. For more information, see [“Sizing SAP NetWeaver Information Lifecycle Management – Sizing SAP NetWeaver BW”](#) on the SAP Service Marketplace.

12. How should I size my Retention Warehouse system?

The Retention Warehouse system is not the central system used for reporting in an SAP environment. Its use is reserved for reporting on data taken over from legacy systems. Reports are only started on demand in case of an audit. As a start configuration, e.g. for pilot projects, you can select an entry-level ERP server (with at least 8 CPUs, 8 GB RAM, 320 GB disk space). For productive (live) environments, however, we recommend at least 16 CPUs, 16 GB RAM, and 500 GB disk space. For more information, see [“Sizing Guidelines: Sizing SAP NetWeaver Information Lifecycle Management”](#) on the SAP Service Marketplace.

13. How will BW queries perform if the WebDAV store contains several terabytes of data?

When running a query in the Retention Warehouse, for example, in case of tax audit, you would only load data to the BW that is relevant for this particular audit. Therefore, the amount of processed data is typically

rather small. The overall size of the WebDAV store does not affect the performance of the queries. After the audit is over, you would simply purge the BW structures (created from archived data) to relieve the BW.

14. Is it possible to use an existing BW system for Retention Warehouse?

Yes. However, we recommend to use a dedicated BW system for the Retention Warehouse. The main reason is that it is not a good idea to have live and legacy data mixed in the same BW system, although this is technically possible. Also, the times of peak usage of the BW system are unpredictable (on a long term perspective). Therefore, restrictions in the defined SLA for other BW business processes on the same system are necessary.

15. Why is ERP required for system decommissioning? Would NetWeaver plus BW or NetWeaver alone not be sufficient?

No. The correct interpretation of the application data in the Retention Warehouse does not only require the data itself, but also certain application-specific logic from the ERP system that cannot be copied to the Retention Warehouse in a generic way. When an ERP system is used, this logic is already available.

Another reason why ERP is needed has to do with the unpacking of downloaded archive files. This unpack process partially needs application-specific coding (archiving classes for ADK files of older SAP R/3 releases), that is available in ERP, but not in SAP NetWeaver.

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