

Maximizing the Value of Maintenance: Part 1



This article appeared in the Jan • Feb • Mar 2013 issue of *SAPinsider* (<http://sapinsider.wispubs.com>) and appears here with permission from the publisher, WIS Publishing.



Taking the Pulse of Your Applications

The SAP Solution Manager Pulse Check Helps Identify Critical Pain Points

by Lois Dick, SAP



Lois Dick (lois.dick@sap.com) is a process monitoring infrastructure (PMI) practitioner with over 10 years of experience leading SAP ERP implementations. She supports SAP customers with their upgrade plans and shares best practices, including the use of SAP Solution Manager as a collaborative platform for end-to-end solution management. Lois is also responsible for educating SAP customers on the SAP Business Suite innovation strategy and roadmap.

When your critical applications are running at any level below optimal, they can cost you time, money, and resources. To avoid this fate, many businesses have turned to SAP Solution Manager, the central, integrated platform for end-to-end management of SAP and non-SAP systems. The newest 7.1 version of the solution provides the tools and content needed to manage solution deployment, solution monitoring, and overall process improvements.¹

Since this latest version of SAP Solution Manager includes a host of new capabilities, many companies wonder where to begin and how to determine which ones will best fit their needs. SAP recently implemented a free, self-service offering — the SAP Solution Manager Pulse Check — to help customers quickly identify which SAP Solution Manager 7.1 capabilities will allow them to innovate their business processes and optimally manage their entire solution landscape.

Identify Your Pain Points and Learn How to Overcome Them

The SAP Solution Manager Pulse Check is available at the SAP Service Marketplace (www.service.sap.com/solmanpulsecheck). This tool assists customers in pinpointing their precise application lifecycle management (ALM) pain points by presenting a series of brief statements; users can go through these statements and check them off as they find ones that apply to them.

¹ For more about SAP Solution Manager 7.1, see “Get Ahead of the SAP Solution Manager 7.1 Curve” by John Krakowski and Evan Stoddard in the October-December 2012 issue of *SAPinsider* (sapinsider.wispubs.com).

As one customer who used the SAP Solution Manager Pulse Check said, “The initial set of statements help you to really reflect about your application management issues. I wasn’t quite sure how to describe them and the Pulse Check helped me sort them out. Then you get immediate information about the scenarios to address these pain points.”

Let’s look at an example. Say you want to implement new business functions contained in SAP ERP 6.0, enhancement package 6. Like most customers, though, you modified your SAP software in some way, so you will need to know up front if the updates will affect your custom code. You don’t know how many custom code objects you have or how many of them are still being used. With the SAP Solution Manager Pulse Check, you will be able to find the answers to these questions in a matter of minutes.

First, you go to www.service.sap.com/solmanpulsecheck and click “Start Solution Manager Pulse Check.” You then see a series of statements. In this case, you check the one that says, “I want to minimize the effort for custom code governance, maintenance, and correction.” The SAP Solution Manager Pulse Check immediately directs you to the relevant scenario: Custom Code Management. Here, you can further refine your selection by choosing individual statements like, “I want to identify unused custom code in order to clean it, if needed” or “I want to identify potential consequences an upgrade will have on my custom developments.” You can select one or all of the statements related to the Custom Code Management scenario.

FIGURE 1 ▶ The SAP Solution Manager Pulse Check provides recommendations and additional information to help companies overcome their pain points

Statement: "I want to identify unused custom code in order to clean it if needed."

You want a holistic view on the usage situation of your custom code objects, in order to have a good basis for deciding which objects are not necessary anymore.

SAP recommendation: Custom Development Management Cockpit (CDMC) - Clearing Analysis

With the Clearing Analysis the customer-specific workbench objects along with its related business process documentations can be analyzed. The results of a Clearing analysis are an ideal starting point for the clearing process for custom development. The custom developments can be analyzed in different ways: Determining duplicate domains, determining empty databases, finding inactive customer objects, performing top-down analysis, finding objects with no reference.

| | |
|--|--|
| <p>Context</p> <p>In order to use this functionality at least three months and one fiscal year change have to be available in the statistical information of your systems (transaction ST03n). Seeing the business process documentation along with the impacted objects requires that the business processes are maintained in the SAP Solution Manager.</p> | <p>Effort</p> <p>The effort for a clearing analysis project depends on the number of systems that should be analyzed and on the kind of analyzed that should be run. A simple analysis project with one system can be done in approximately one hour. A one-time effort of one day for education on how to use the Clearing Analysis would be required.</p> |
|--|--|

FURTHER INFORMATION

- [CDMC in Detail](#)

DEMOS

- [CDMC - Clearing Analysis](#)

EXPERT GUIDED IMPLEMENTATIONS

- [Expert-Guided Implementation for Custom Development Management Cockpit \(CDMC\)](#)

AVAILABILITY

- Enterprise Support: fully available
- Standard Support: not available

Test-Drive SAP Solution Manager

SAP recently launched a free live demo system to help companies familiarize themselves with SAP Solution Manager 7.1 and try out the new work centers available within it. Supporting a role-based approach, these work centers can help you to increase your efficiency by providing all of the applications you need.

To learn more about the demo account and the available demo scripts, visit www.sapsupport.info/support-innovations/sapsolutionmanager/demo.

After you click “Submit,” the SAP Solution Manager Pulse Check displays the relevant SAP Solution Manager capabilities that will help you fulfill the goals outlined in the statements you chose. In this case, you will see results pointing you to the Custom Code Management Library and the Custom Code Management Cockpit.

The SAP Solution Manager Pulse Check describes these capabilities and provides an estimate of the effort needed to get them up and running. The report also gives direct access to relevant links, demos, customer testimonials, and suggested training for using the capabilities to their fullest (see **Figure 1**). For instance, in our example, the report recommends taking advantage of Expert-Guided Implementations to aid with the installation of the Custom Code Management Cockpit.² In addition to using it to assess their specific pain points, customers can

² Expert-Guided Implementations, available to SAP Enterprise Support customers, offer remote training with direct, on-demand access to an SAP expert. Visit <http://bit.ly/Wrrzm5> to learn more.

use the SAP Solution Manager Pulse Check to share information with colleagues and garner internal support to help justify the upgrade to SAP Solution Manager 7.1. The SAP Solution Manager Pulse Check provides just the right level of detail needed to have a discussion around the use case and benefits of SAP Solution Manager capabilities.

Learn More

Over 1,200 customers have accessed the SAP Solution Manager Pulse Check since it was launched. This tool stays current with SAP Solution Manager release schedules and can be used repeatedly by customers whenever they like. To learn more about the SAP Solution Manager Pulse Check visit www.service.sap.com/solmanpulsecheck.

If you have requested an SAP Solution Manager Pulse Check in the past and would like to further discuss the findings, forward your request to your regional SAP Upgrade Office contact, which can be found at the above URL. ■