SAP Standards for System Monitoring and System Administration

SAP NetWeaver Product Management

Dieter Krieger, Suneet Agera
Disclaimer

This presentation outlines our general product direction and should not be relied on in making a purchase decision. This presentation is not subject to your license agreement or any other agreement with SAP. SAP has no obligation to pursue any course of business outlined in this presentation or to develop or release any functionality mentioned in this presentation. This presentation and SAP's strategy and possible future developments are subject to change and may be changed by SAP at any time for any reason without notice. 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 assumes no responsibility for errors or omissions in this document, except if such damages were caused by SAP intentionally or grossly negligent.
SAP Enterprise Support — Run SAP in its Context

Holistic support model to enable continuous improvement & successful solution operations at lower risk & cost

The offering...

SAP Enterprise Support
Manages innovation and integration in SAP solution landscapes

Value Prop...

Innovation
- Continuous Improvement
- Complexity Masked

End-to-End Solution Operations
- Consistent Standards
- Lifecycle Management
- Bus Process Monitoring
- Custom code Management
- Remote Supportability
- Diagnostics

Protection of Investment
- TCO Reduction
- Risk Reduction

Enabled by...

Run SAP
- Industry-leading Best Practices
- Run SAP Implementation Methodology for Support Operation Standards
- Standards Training & Certification

Mission Critical Support
- Continuous Quality Checks
- Robust SLAs
- Support Advisory
- 7 x 24 Root Cause Analysis

Global Support Backbone
- The SAP Solution Manager Enterprise Edition and the SAP Service infrastructure as a Platform
- On demand 7 x 24 Support Integration
- SAP Service Marketplace

Delivered via...

In collaboration with...

SAP Ecosystem

© SAP 2008 / SAP Standards Page 3
What is Run SAP?

Run SAP provides Best Practices, Content, Services, Training and tools for E2E Solution Operations

SAP Standards for Solution Operations:

- Definition of support processes for mission-critical operations
- Provide Best Practices and Implementation Roadmaps
- Based on a general organizational model
- Trainings/Certifications are available
- Available for download at http://service.sap.com/supportstandards

The standards allow to set up best-in-class operations
Focusing on Standards for Administration and Monitoring

Other Work Centers
- SAP Solution Manager Administration
- My Home
Monitoring and Alerting

- Recommendations for end-to-end, proactive central system monitoring are provided.

- SAP Solution Manager is recommended for efficiently managing SAP-centric solutions, covering all components (ABAP, Java, non-SAP), landscape-wide

- Key performance indicators (KPIs) provide real-time information on availability, stability, performance, throughput and security

- Proactive Alerting is based on predefined, adjustable thresholds to anticipate potential bottlenecks, including automatic notification

- Reactive root-cause analysis is enabled by Solution Manager Diagnostics (see SAP Standard for Root-Cause Analysis)
Monitored SAP Solutions and Components

Based on SAP NetWeaver
- Enterprise Buyer Professional / Customer Relationship Mgmt.
- Supply Chain Management (SCM)
- Supplier Relationship Management (SRM)
- Business Intelligence (BI)
- Enterprise Portal (EP)
- Process Integration (PI)

Other SAP components
- SAP Basis as of 3.0
- Internet Transaction Server
- Index Management Server
- Business Connector
- SAProuter
- Interfaces: tRFC / qRFC / ALE
- Mobile Infrastructure

- Non-SAP components
- EMC² Symmetrix (using a plug-in)
- Redwood Cronacle for SAP
- UC4:global for SAP, …
Reporting on Performance History

- Predefined ready-to-run IT performance history reports for
  - fine-tuning monitoring threshold values
  - analyzing performance trends to anticipate potential problems
  - performance tuning, capacity management and resources optimization
  - Supports customer enhancements (some BI expertise required)

- KPI-specific history (available as of EhP1)

- Service Level Reporting on agreed service levels for availability and performance data
  - may be scheduled for automatic generation
  - as detailed HTML reports, or as MS Word reports.
The systems to be monitored must be registered in the central system. CCMS agents should be used here.

The KPIs that are relevant for alerts and ad-hoc monitoring must be defined. In addition, the KPIs that are to be transferred to BI for reporting purposes and their level of granularity must be defined.

Default SAP threshold values for these KPIs must be checked. The documentation for these KPIs must be reviewed. Instructions must be compiled as to how to handle exceedings of thresholds. The assigned analysis methods for these KPIs must be reviewed.

Author actions must be defined and assigned. Automatic notifications and execution of operating system commands are particularly significant here. Notifications can be made quickly using SAP Alert Management.

The roles and work centers must be assigned and the central alert inbox set up. Data extraction must be set up for reporting in BI.
Administration

- Recommendations for the administration of SAP-centric solutions

- Administration is at two levels – landscape-wide and system-specific

- Unified access is provided to all SAP tools and components, both local and central, on all supported platforms

- The typical scope of administrative tasks includes
  - starting and stopping systems and components
  - user administration
  - optimizing load distribution
  - process automation
Main SAP Administration Tasks

- Defining landscape components
- Configuring SAP NetWeaver ABAP and Java
- Starting and stopping SAP systems/instances
- User administration
- Database administration
- Printer administration
- Data archiving
- Process scheduling
- Maintain downtimes
- Managing transports
- Adaptive computing

Main SAP Administration Tools

- SAP Solution Manager work centers
  - System Landscape Management
  - System Administration
  - Providing access to the following tools:
  - ABAP Tools
  - DBA Cockpit for central database administration
  - SAP Landscape Printing Assistant
  - SAP NetWeaver Administrator for Java administration
  - Bootstrapping Tools (SAP MC and SAP MMC)

Identify the usage type involved for the scenario to be executed. Follow the SAP Technical Operations manual for usage type specific administration tasks.

Earmark a dedicated system for central administration, preferably SAP Solution Manager 7.0 SP15 or above. Enter system landscape in SLD. Configure DBA Cockpit, landscape printing and CCMS in Solution Manager (serves as CEN).

Address additional administrative tasks for secure system operations. Set recurrence frequencies appropriately. Invest in documentation of administration activities. Continually monitor administrative environment for upgrades.

Result of above steps is an operation handbook having the following information:
1. Definition and usage of the tools & procedures
2. Organization of operations processes including responsibilities, roles and activities
## Summary

The SAP Standards for E2E Solution Operations are provided by Run SAP.

1. The relevant standards for IT operations are **System Administration** and **System Monitoring**

2. The Work Centers **System Administration**, **System Landscape Management** and **System Monitoring** are based on these standards

3. Major enhancements will become available on December 15, 2008
Further Information

➡️ SAP Public Web:
SAP Developer Network (SDN): [www.sdn.sap.com](http://www.sdn.sap.com)
SAP NetWeaver Capabilities ➔ Lifecycle Management ➔ Operations

➡️ Related SAP Education and Certification Opportunities
ADM100, ADM102, ADM200 – SAP Web AS Administration
ADM106, ADM107 – Advanced System Monitoring
SM100    SAP Solution Manager Operations