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Application Lifecycle Management Summit North America

#ALMSummit

Integration Monitoring with SAP Cloud

ALM

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SAP Product Engineering, Customer Experiences & Solutions

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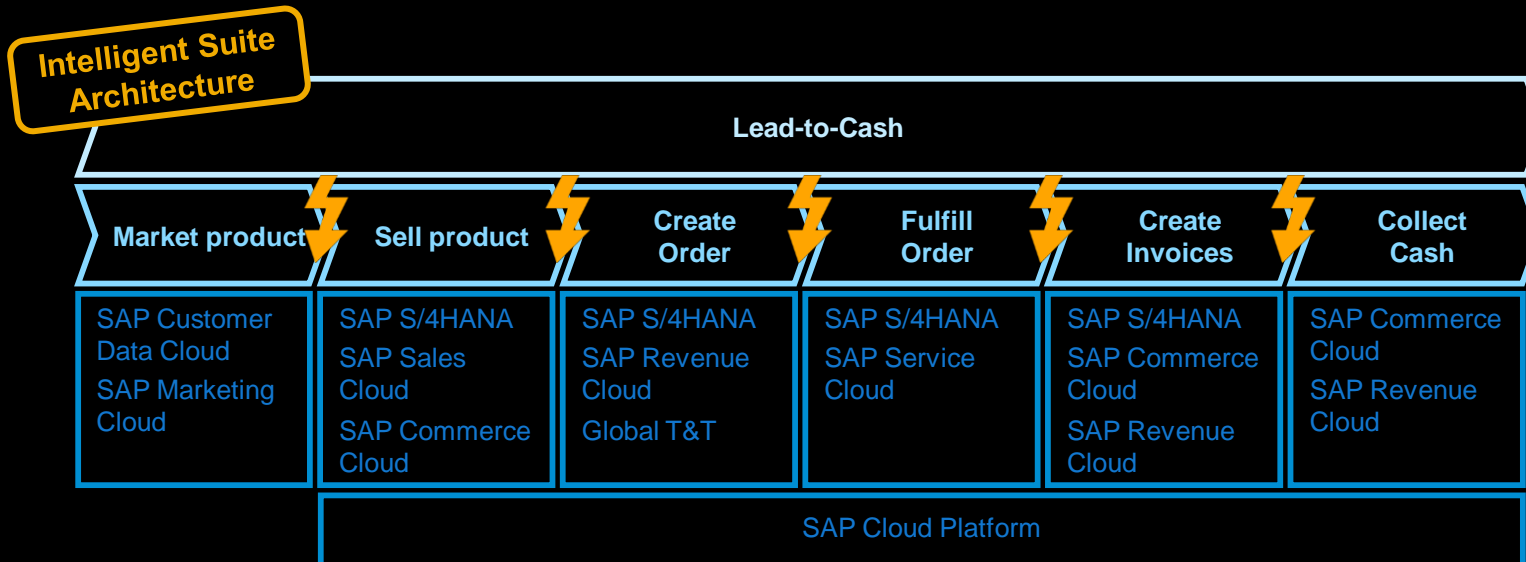
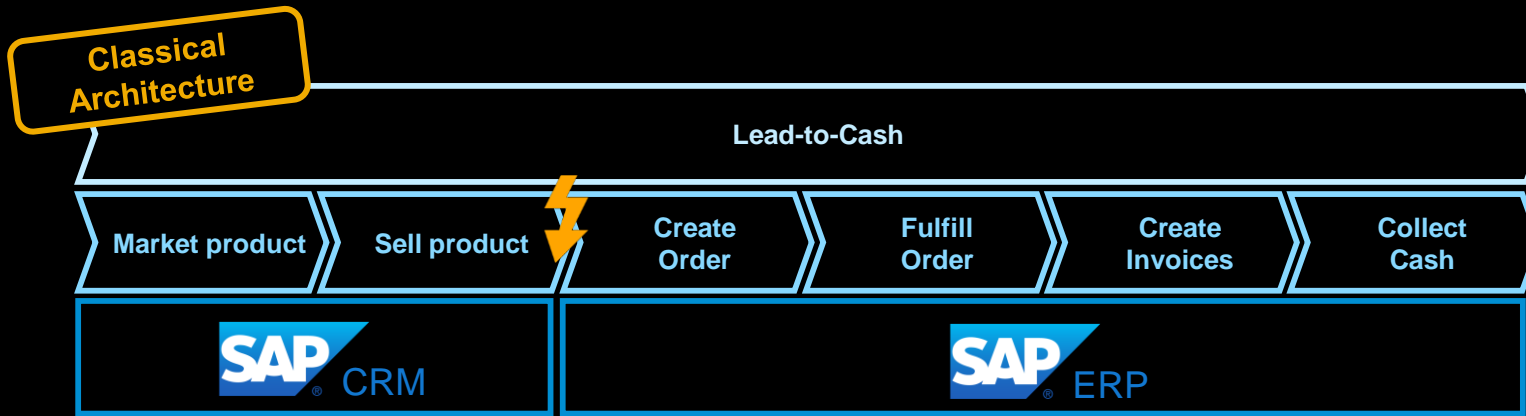
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SAP Cloud ALM for Operations

Integration Monitoring with SAP Cloud ALM

Delivery & Roadmap

Why do we need a central operation platform for hybrid landscapes?



With **SAP's Intelligent Suite** traditional SAP landscapes are transforming:

- Transform from a **monolithic to a multi-system & multi-service landscape**
- **Increased complexity to find and analyze issues** on business process, integration, user, and application/cloud service/system level
- Increased demands for **end-to-end monitoring** of business processes, integration, and users

Requested is transparency:

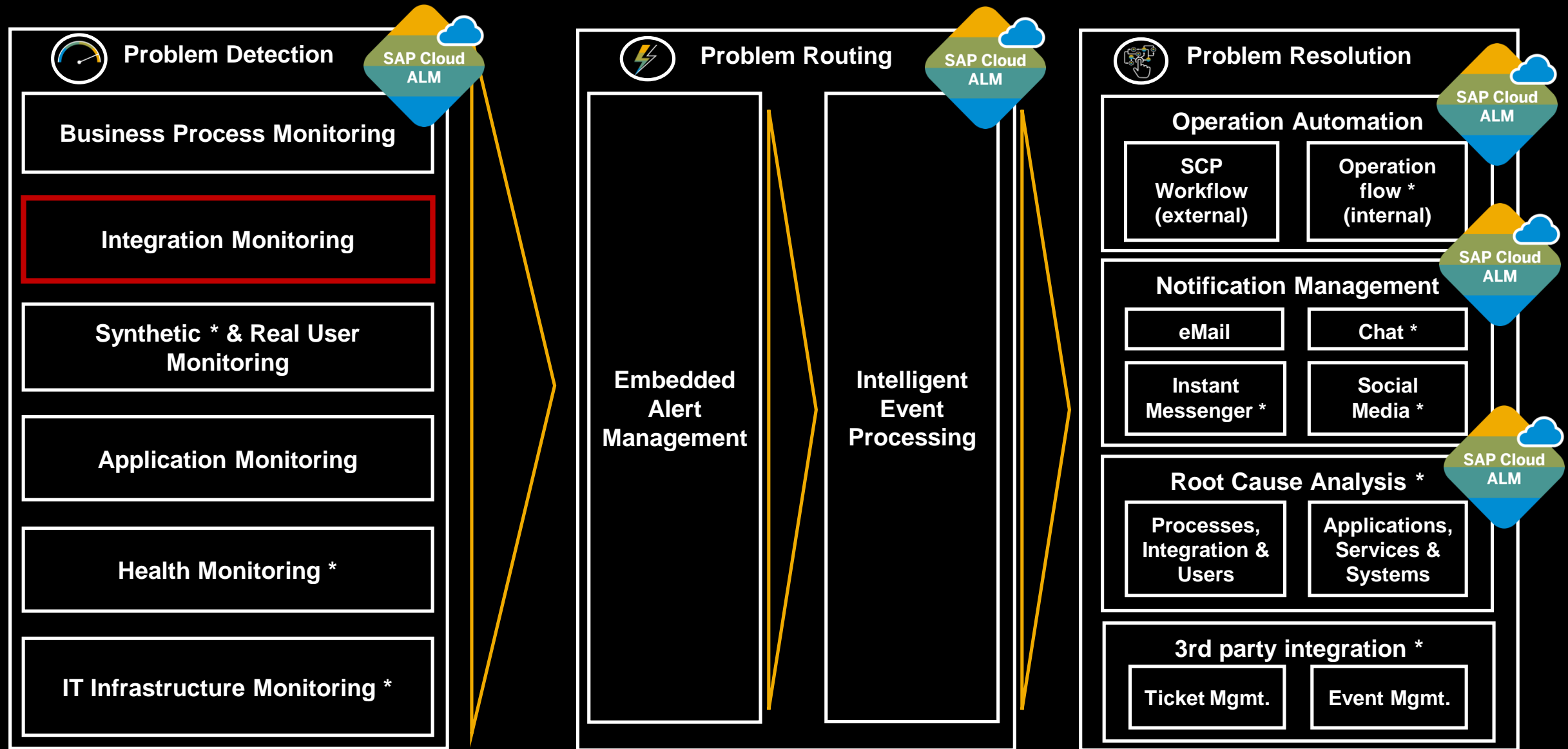
- To find and analyze anomalies and exceptions during business process execution → **Business Process Monitoring**
- To correct message flows and integration related exceptions → **Integration Monitoring**
- To diagnose performance of user scenarios → **Synthetic & Real User Monitoring**
- To understand healthiness of applications, cloud services, and systems → **Application Monitoring & Health Monitoring**

SAP Cloud ALM – A brand-new, **cloud-based ALM** offering



Fair Usage rights included with SAP Enterprise Support, cloud editions

SAP Cloud ALM for Operations - Fully integrated Problem Management



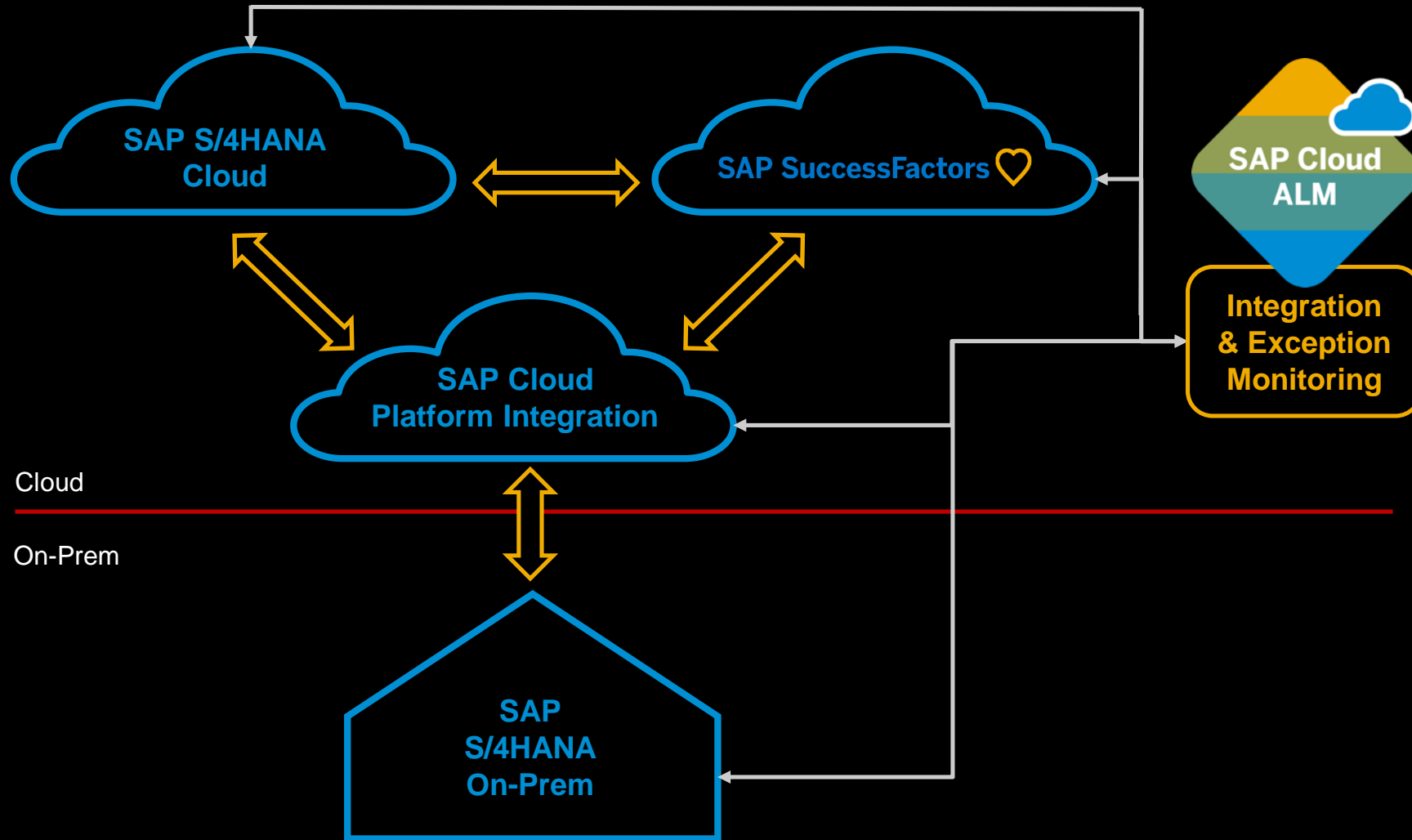
SAP Cloud ALM for Operations - Overview

Integration Monitoring with SAP Cloud ALM

- Overview & Demo
- Architecture
- Configuration Aspects

Delivery & Roadmap

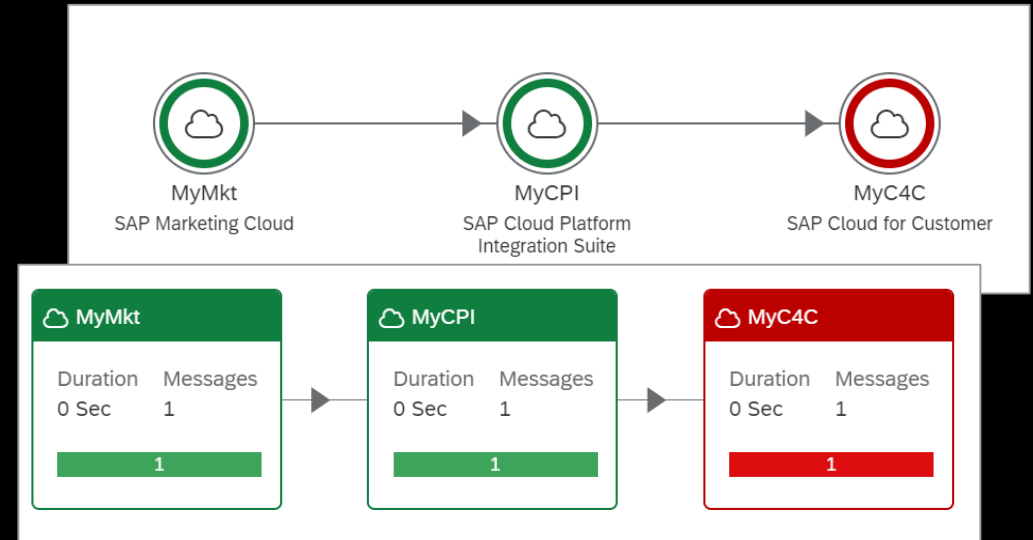
Why do we need central Integration & Exception Monitoring?



- Ensures **reliable data exchange processes** at application level in cloud-only and hybrid scenarios
- Provides **end-to-end monitoring across SAP cloud services** and applications based on SAP Passport mechanism
- **Closes gap between business and IT** during issue resolution process (technical issue vs. business issue)

Integration & Exception Monitoring – What's in it for you?

- **End-to-End monitoring** by correlating single integration artefacts to end-to-end message flows cross components and cross technology
- **Embedded monitoring** of integration related **exceptions**
- Support of **message flows** processed by platforms as SAP Cloud Platform Integration Suite as well as support of **peer-to-peer interface technologies** as AIF messages as part of S4HANA Cloud
- **Search and track** single messages based on exposed business context attributes like order number
- **Embedded alerting** to inform integration owner in IT about critical issues including drill down in alert details
- **Integration with Operation Automation** to trigger operation flows context sensitively
- **Intelligent housekeeping** (planned) to minimize necessary data volume w/o losing RCA context
- **Embedded analytics** (planned) to enable root cause analysis based on historical and aggregated data → Identify trends and compare different time periods



The screenshot shows the SAP Alerting interface. The top section displays 'Alerts (1)' with a table listing an alert: 'Erroneous C4C Messages Detected' for 'MyC4C' with context 'Lead_Transfer'. The 'Alert Details' section shows 'Erroneous C4C Messages Detected' with object details: 'Status=ERROR,Inbound Interface=LeanLeadReplicationInitiatedByExternalIn,Outbound Interface=OutboundServiceInterfaceName'. Below this is a 'Workflow Definition' table.

Workflow Definition	Created By	Created At	Trigger
Resolve Mapping Errors In Lead Transfer		Aug 26, 2020 04:05:00 PM	▶▶
Resolve Certificate Errors In Lead Transfer		Aug 26, 2020 04:04:45 PM	▶▶
CleanUp In LeadTransfer		Aug 26, 2020 04:04:31 PM	▶▶
Initialize In Lead Transfer		Aug 26, 2020 04:03:59 PM	▶▶
IM_LeadTransfer_Safe		Aug 26, 2020 03:35:26 PM	▶▶

Integration Monitoring Demo

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Integration Monitoring – Demo Scenario

Cloud based company XYEnergy Inc. uses SAP Marketing Cloud and SAP Sales Cloud to run their Lead to Cash process



... and Integration Monitoring to monitor the Lead Transfer Flow



Peter, 29
Marketing Expert
@ XYEnergy Inc.

Creates leads in SAP Marketing Cloud and forwards leads to SAP Sales Cloud



Harry, 26
Integration Owner
@ XYEnergy Inc.

Detects and corrects integration issues



Mary, 35
Marketing Administrator
@ XYEnergy Inc.

Analyzes and corrects business related issues

Integration Monitoring Demo



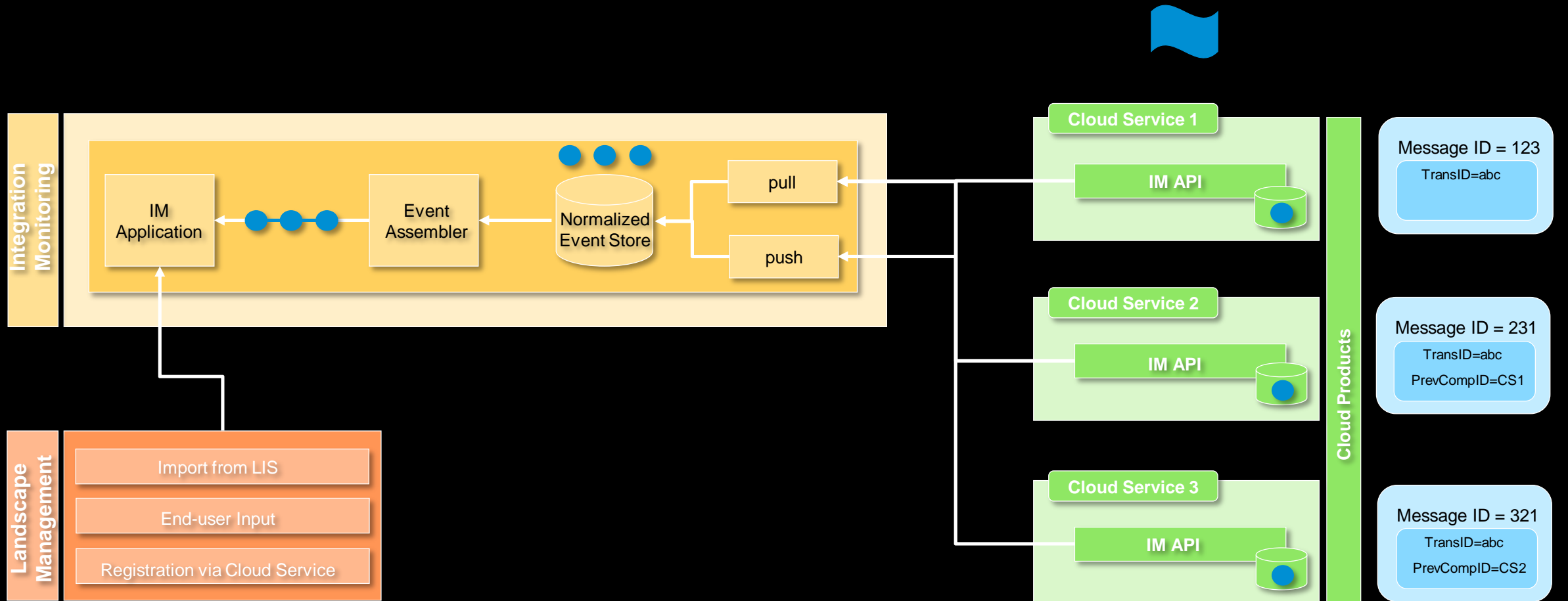
SAP Cloud ALM for Operations - Overview

Integration Monitoring with SAP Cloud ALM

- Overview & Demo
- **Architecture**
- Configuration Aspects

Delivery & Roadmap

Integration Monitoring – High Level Architecture



SAP Cloud ALM for Operations - Overview

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Delivery & Roadmap

Connecting a push-based Cloud Service (Example: SAP SuccessFactors)

Step 1:

Logon to the corresponding SAP SuccessFactors tenant and open the **Integration Monitoring Registration** application.

The screenshot shows the 'Integration Monitoring Registration' application interface. The top navigation bar includes a 'Home' link, a search bar for actions or people, and user profile icons. Below the navigation bar, there is a 'Back to Admin Center/' link. The main content area is divided into two columns: 'Tenant Details' and 'Monitoring Service Details'. The 'Tenant Details' column contains fields for Company ID, Company Name, System Type (with an example: DEV, TEST, PROD), Service Type (set to SAP SuccessFactors), URL, and Description. The 'Monitoring Service Details' column contains fields for *Endpoint, *OAuth URL, *Client ID, *Client Secret, and Service ID. At the bottom of the form, there are two buttons: 'Register' and 'Deregister'.

Connecting a push-based Cloud Service (Example: SAP SuccessFactors)

Step 2:

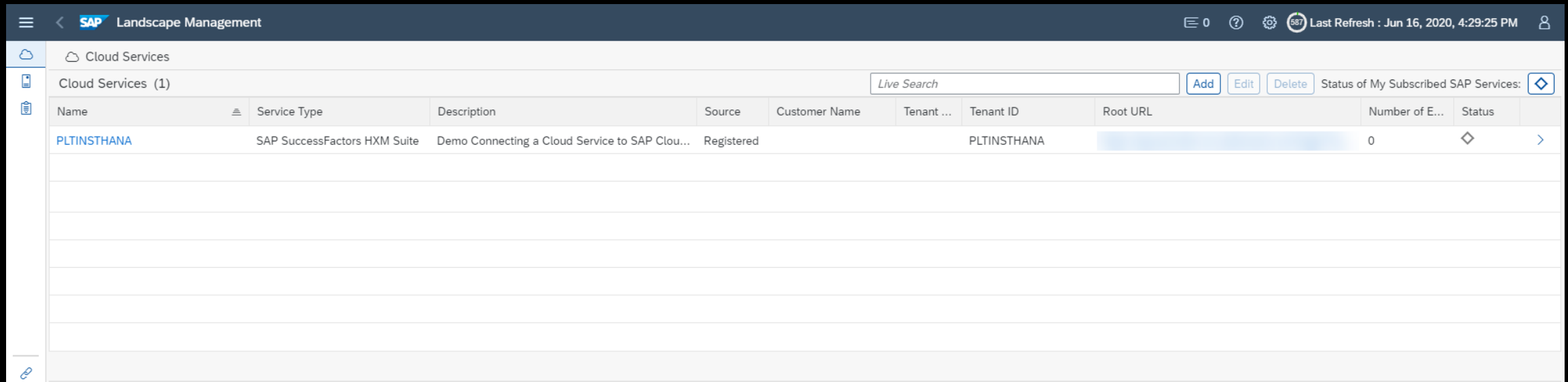
Enter the necessary information such as **Endpoint**, **OAuth URL**, **Client ID** and **Client Secret**. After entering the information press the button **Register**. For more information please see SAP Help Portal: [Enabling SAP Cloud ALM APIs](#)

The screenshot displays the 'Integration Monitoring Registration' form in SAP Cloud ALM. The form is divided into two main sections: 'Tenant Details' and 'Monitoring Service Details'. The 'Tenant Details' section includes fields for Company ID, Company Name, System Type (with an example: DEV, TEST, PROD), Service Type (SAP SuccessFactors), URL, and Description (Demo Connecting a Cloud Service to SAP C). The 'Monitoring Service Details' section includes fields for *Endpoint, *OAuth URL, *Client ID, and *Client Secret (masked with dots). A 'Register' button is located at the bottom of the form. A yellow arrow points from the 'Register' button to a confirmation dialog box that appears over the form. The dialog box contains the text: 'Registration Successful' with a checkmark and a help icon, followed by 'Your instance is now successfully registered on SAP Cloud ALM.' and an 'OK' button.

Connecting a push-based Cloud Service (Example: SAP SuccessFactors)

Step 3:

Check in the **Landscape Management** application in SAP Cloud ALM if the registration was successful.



The screenshot displays the SAP Landscape Management interface. The top navigation bar includes the SAP logo, the title 'Landscape Management', and a 'Last Refresh' timestamp of 'Jun 16, 2020, 4:29:25 PM'. Below the navigation bar, the 'Cloud Services' section is active, showing a table with one entry. The table has columns for Name, Service Type, Description, Source, Customer Name, Tenant ID, Root URL, Number of E..., and Status. The entry for 'PLTINSTHANA' is highlighted, showing it is a 'SAP SuccessFactors HXM Suite' with a 'Registered' source and a status of '0'.

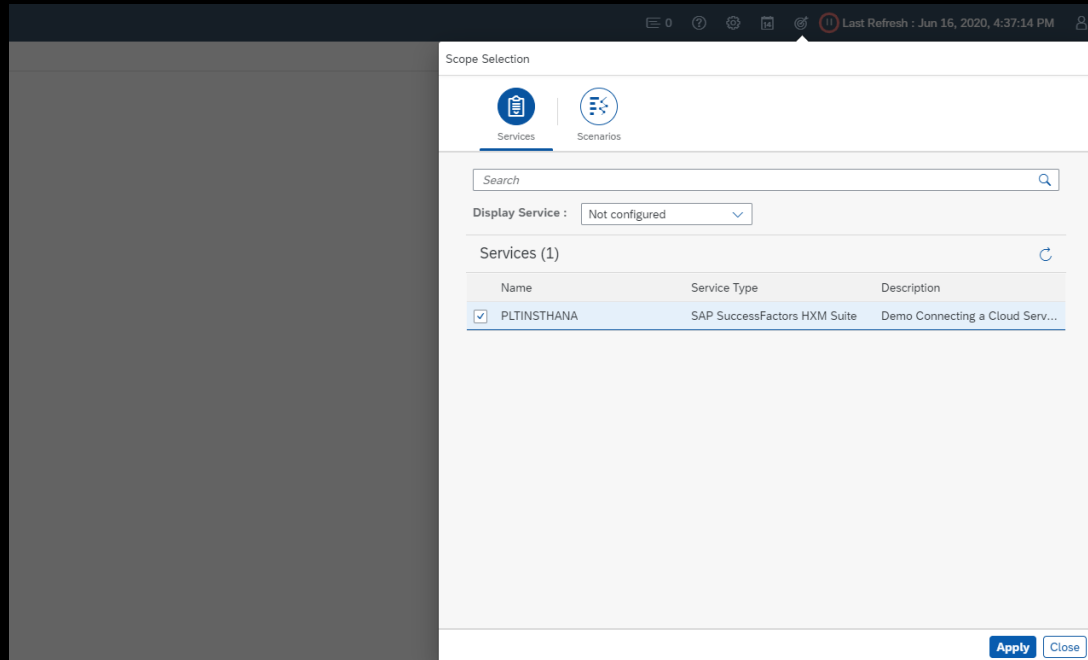
Name	Service Type	Description	Source	Customer Name	Tenant ...	Tenant ID	Root URL	Number of E...	Status
PLTINSTHANA	SAP SuccessFactors HXM Suite	Demo Connecting a Cloud Service to SAP Clou...	Registered			PLTINSTHANA		0	◇

Pull based cloud services can be added manually or via an import function to our Landscape Management!

Connecting a push-based Cloud Service (Example: SAP SuccessFactors)

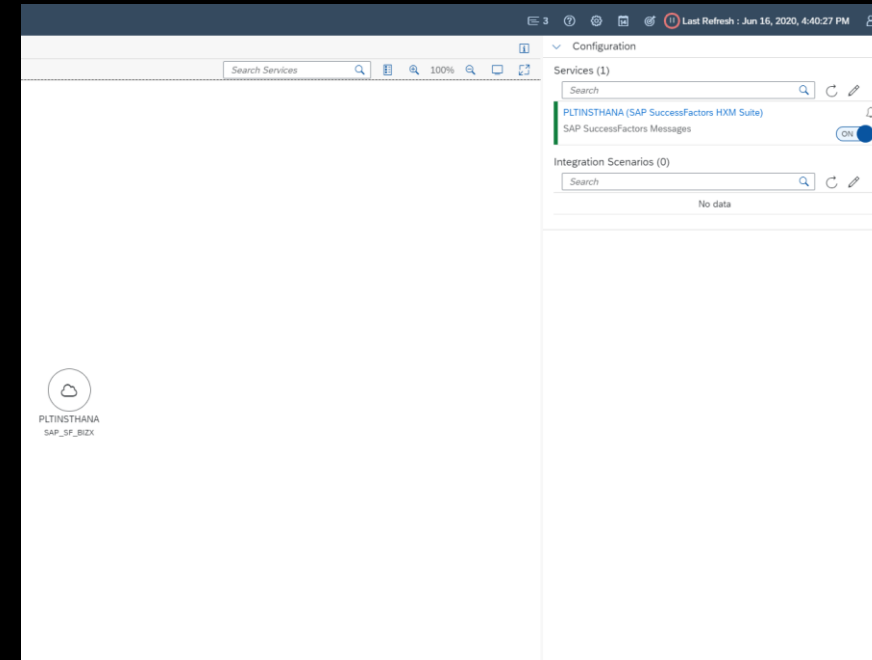
Step 4:

In the **Integration Monitoring** application Choose the **not configured** cloud service from the **scope selection** and open the **configuration panel**.



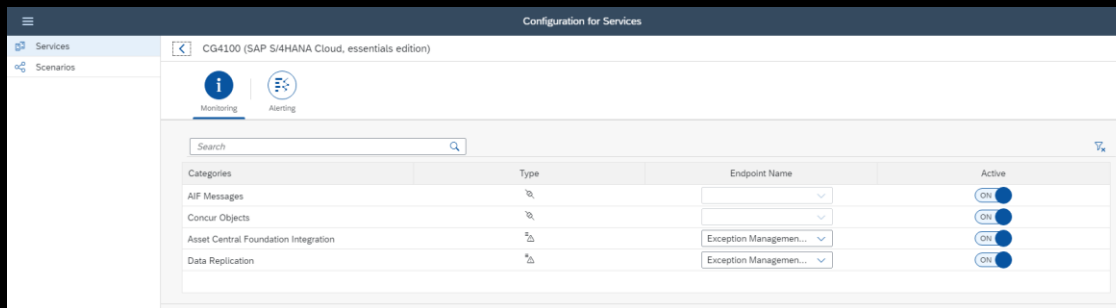
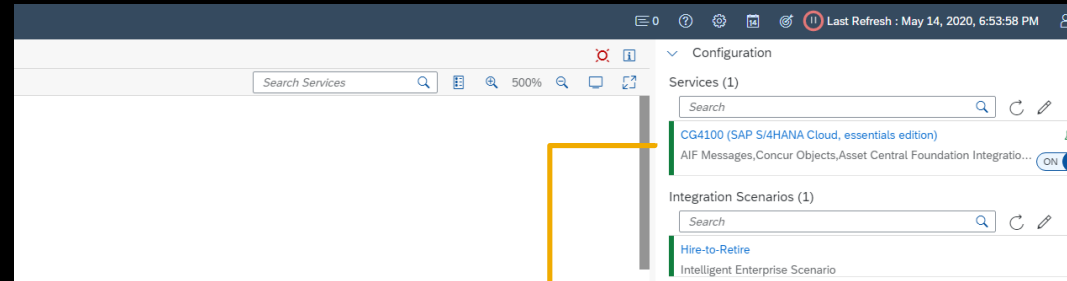
Step 5:

Switch the **data collection toggle** from off to on.

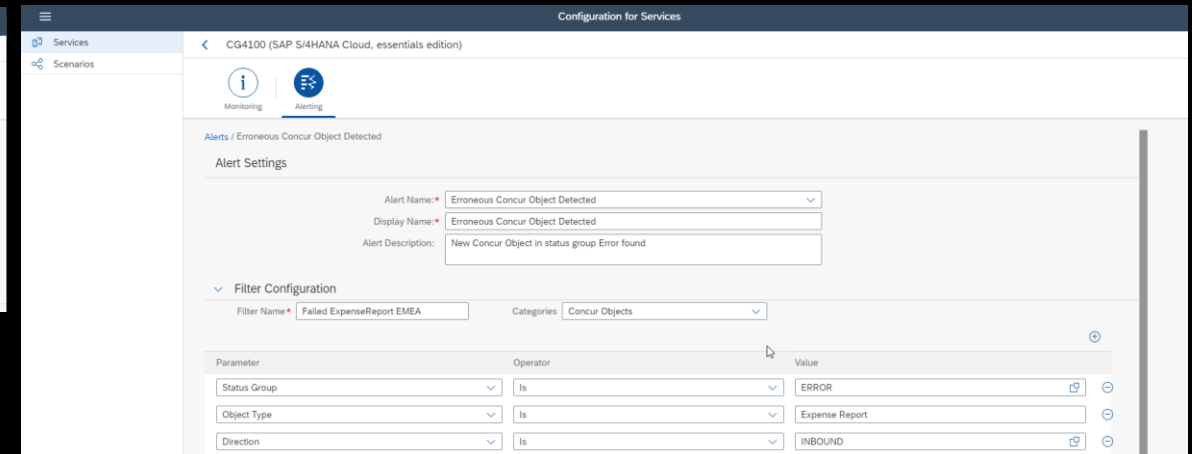


Simple configuration of cloud services!

Optional: Advanced Service Configuration

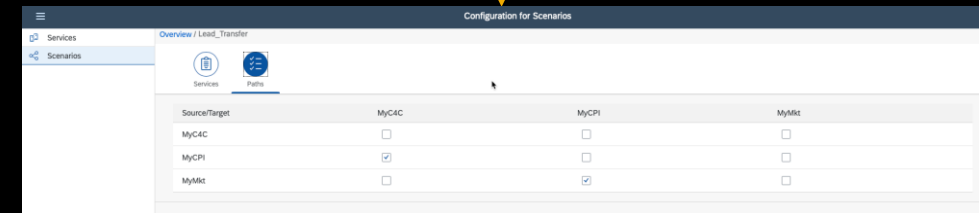
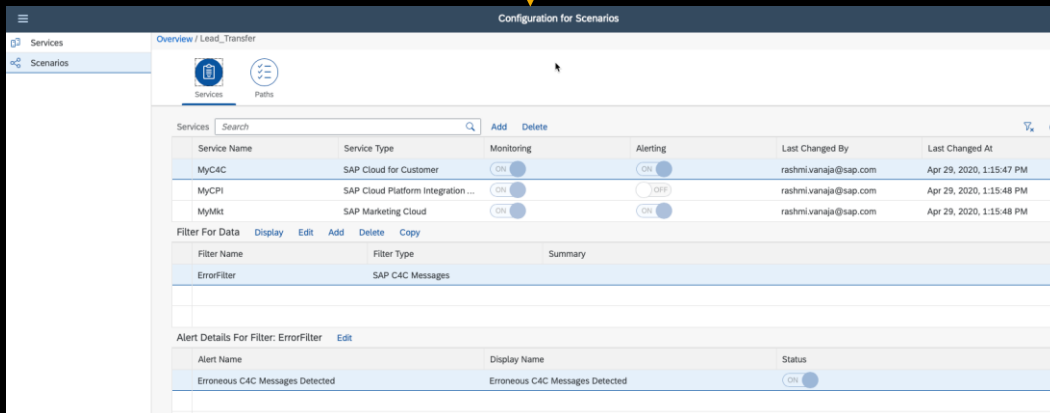
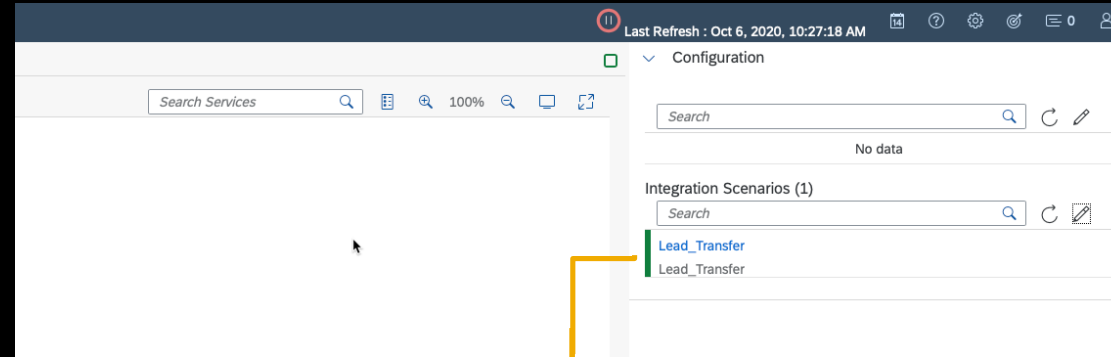


Configuration at **category level**



Alert configuration at **interface level**

Optional: Scenario Configuration



Define **communication path**

Define which **components and interfaces** belong to a scenario and configure scenario

SAP Cloud ALM for Operations - Overview

Integration Monitoring with SAP Cloud ALM

Delivery & Roadmap

SAP Cloud ALM for Operations – Delivery Strategy

- **Continuous delivery of new features** → Features are released as soon as it is ready and fulfills **all legal and quality related pre-requisites** (bi-weekly feature delivery, daily patch delivery)

Start beta shipment

Start EAC program

General Availability

Planning Wave 2011

Planning Wave 2102

February 2020

May 2020

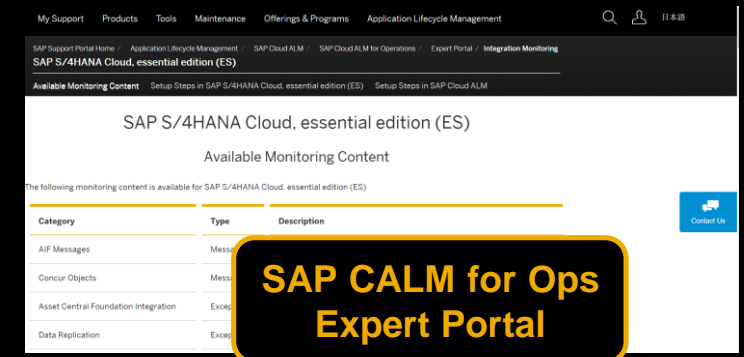
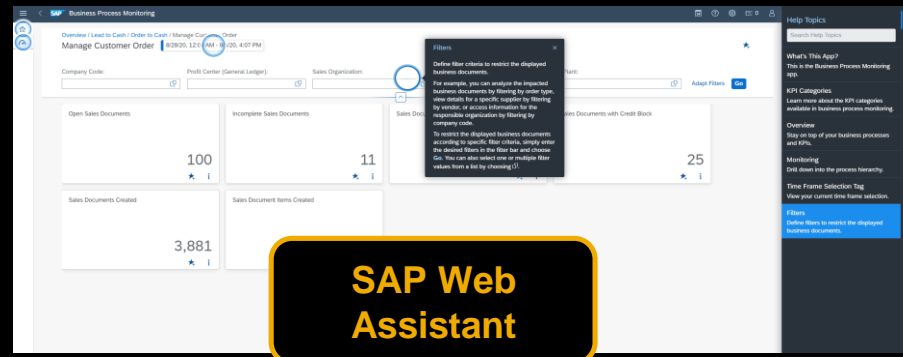
August 2020

November 2020

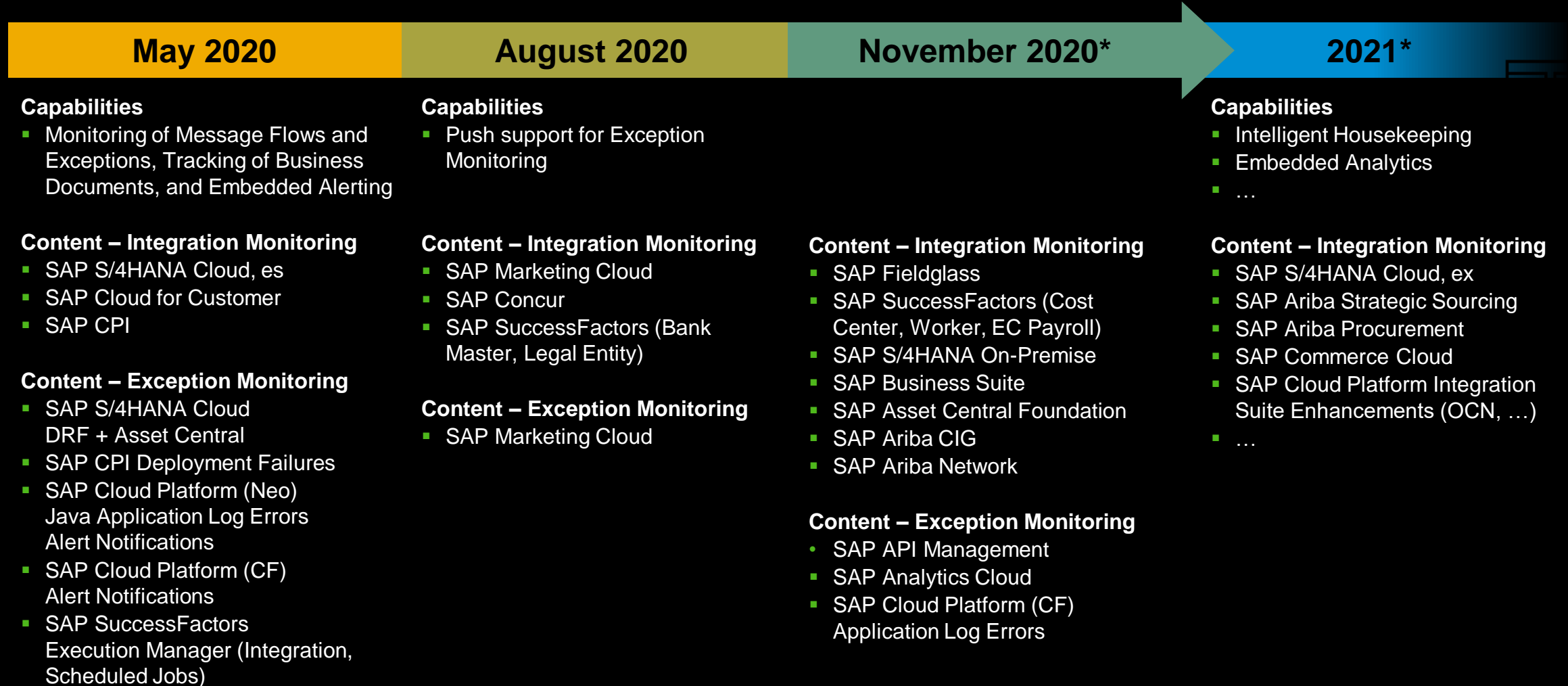
February 2021

!!! Continuous delivery of new functionality to the cloud → No releases anymore !!!

- Information about released features and supported content can be found in [SAP Online Help](#), in built-in **SAP Web Assistant** as well as in [SAP Cloud ALM for Operations Expert Portal](#)



SAP Cloud ALM for Operations – Integration Monitoring Roadmap



*This is the current state of planning and may be changed by SAP at any time.

New **openSAP** course – available since September 29th

SAP Cloud ALM in a Nutshell

[Enroll now !](#)


Join this free open online course to learn how SAP Cloud ALM helps customers to implement and operate SAP cloud solutions

openSAP Channels Courses Microlearning Podcasts News

In this course, you will learn about:

- The basics of SAP Cloud ALM
- The value of SAP Cloud ALM
- Implementation capabilities
- Conducting fit-to-standard workshops
- Operating cloud solutions
- Monitoring business processes
- Key takeaways and outlook

Tonja Kehrer



Tonja Kehrer is a Solution Specialist in Product Management for Application Lifecycle Management. Her focus is customer communications and relations for SAP Cloud ALM, SAP Solution Manager and SAP ...

Ask you questions today!

Use the Q&A panel in the Zoom webinar to ask your questions.



Further Questions?

For questions after this session, contact Tom Merta at:
thomas.merta@sap.com.



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