SAP Solution Manager

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Abstract: *This paper demonstrate the usage of SAP Solution Manager software tool in any IT Project for solving challenges related to Business Process, Heterogeneous Solution and Worldwide Operations by providing features to create, operate, manage and monitor business management solutions along the Application Lifecycle Management processes.*

Keywords: SAP, SOLMAN, ASAP, SAP Solution Manager, SALM.

1. Introduction

Maintaining customer's entire SAP system landscape is difficult due to challenges like most companies have different work centers around the globe with different time zone, languages, vendors and technologies. There should be some solution which will do the managing tasks. SAP has come up with a concept: SAP Solution Manager provides a centralized robust application management and administration solution used to implement, support, operate and monitor your SAP enterprise solutions, SAP Solution Manager is a platform providing integrated content, tools, methodologies and access to SAP systems.[1]

The Solution Manager Toolset addresses your entire IT environment, by technical and business aspects of the solutions, supporting SAP and non-SAP software, covering current and forthcoming SAP solutions. It additionally provides process-oriented design, configuration testing and system monitoring, regardless of complexity of the SAP landscape.

SAP SOLMAN is an application which takes phase-oriented approach and consistent business process, manages end-to-end functionality designed for application management and constant improvement, provides full life cycle support with SAP and contains finest practices for implementation and operation of SAP solutions. SOLMAN provides the essential tools for implementation, operational and optimization aspects.

2. Tasks performed

With SAP Solution Manager we can do tasks like:
- It is a central tool within the solution landscape to manage the complete business solution including the SAP and non-SAP applications.
- Reduces the Total Cost of Operation, minimizes the risks and increases the stability of SAP system landscape
- Provides best practices for implementation, operation and optimization of SAP Solutions.
- Takes a consistent business processes and phase-oriented approach to provide transparency of business processes, systems, test information and monitoring data.

Figure 1: Task of SOLMAN

- Integration to all project related SAP systems with single sign-on provides strong link between documentation and implementation.
- Flexible and user-friendly interface.

3. Technical details

SAP Solution Manager runs on SAP BASIS Technology and for SAP customer have full access to core SAP Solution

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Manager for no extra charge. We can service all SAP technologies and integrates with non-SAP products.

SOLMAN as part of SAP Net Weaver serves as a central instance within the customer's SAP landscape to manage the complete SAP solution. All the SAP system that exists in the customer's landscape can be integrated with SOLMAN. SOLMAN provides a variety of centralized services both for implementing and operating SAP solutions.

Advantages for SOLMAN as centralized instance are:
- We have central point of access
- We can do end-to-end process control
- We can ensure consistency within landscape
- Dependencies between different components are taken into consideration.

SOLMAN can be Integration with 3rd Party tools (Non-SAP products) to provide various services to the customer. Ticketing tools like Peregrine and Remedy can be integrated with Solution Manager.

4. SOLMAN Application Lifecycle Management (SALM)

SAP Solution Manager plays a key role in Application Lifecycle Management. It contains all the functions and has the capability to integrate other tools to manage the lifecycle of the applications. Below are the tool-specific functions of the Solution Manager:
- Business Process Monitoring
- Support Desk
- Customizing Distribution
- Implementation platform
- Service Level Reporting
- Solution Monitoring
- End-to-End Integration Testing
- Work Centers
- Job Scheduling Management
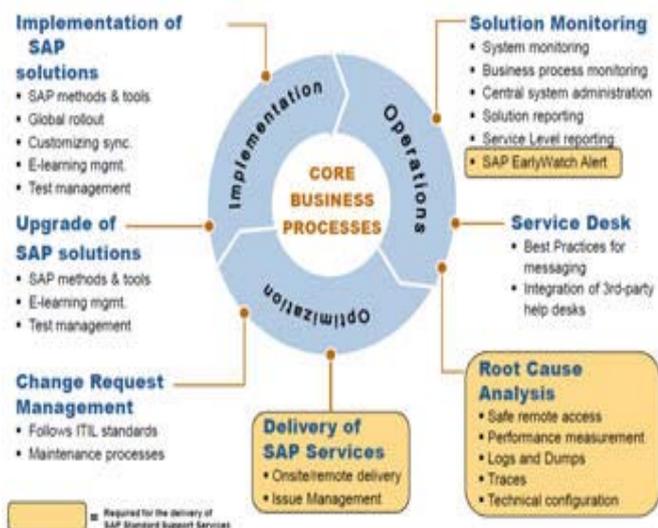
Figure 2: Graphical Representation of Process

4.1 Business Process Management

- Using BPM we can achieve stable and reliable flow of business process.
- Enables the customer support to identify, and solve problems as quickly as possible.
- It avoids business process downtime and lower the risk of data inconsistencies
- Improves service level agreement with respect to the stakeholders
- It avoids time consuming manual collection of application related KPIs.

4.2 SAP Solution Monitoring

- Enables centralized solution monitoring.
- It provides single window monitoring, auto alerts and makes system more reliable.
- It also monitors non-SAP systems.
- Systems are monitored through CCMS and Solution Manager Diagnostics.

4.3 SAP Service Desk

- Configure Service desk
- We can configure satellite systems for raising service desk messages.
- Solution manager component to handle the internal messages created by the end users.
- Automatic collection of system and context data while creation of ticket.
- Central instance for entire solution – Ease of analysis for issues with dependencies between components.

4.4 Test Management

- Configure the Solution Manager Test Management.
- Enables system for Test plans and scripts.
- Enables system to automate eCATT scripts.
- Automatic recording of the results.
- Integration with external test management tools.
- Provides more reliable test results, ease of testing with pre-defined test plans and scripts.
- Integration with Business process maps, Change and Project Management.

4.5 Work Centers

- Work Centers support service level management.
- It provides common interface for central administration of solutions.
- Collaboration can be improved through common task, work lists and status reporting.
- Using work centers which are role-based we can navigate easily in the solution manager through central role-based access points.

4.6 Job Scheduling Management

- Improves service level by bringing important background jobs into Business Process context.

- Improve workload balancing considering CPU and memory consumption using central scheduling tool.
- Business process can be semi-automated using Job scheduling Management functionality.
- Can gain visibility on the background jobs by documenting business requirements and responsibilities.

5. ASAP Methodology

SAP leverages a core set of methodologies and tools designed to deliver rapid, reliable results, and to help our customers get the most from their solutions. These include the ASAP Methodology framework and the SAP Solution Manager Application management suite.[2]

ASAP methodology framework v8 delivers structured methodology content — processes, procedures, accelerators, checklists, links to standard SAP documentation, etc. necessary for the implementation of SAP solutions.[2]

Figure 3: Steps of ASAP Roadmap

Steps involved in ASAP methodology:

1. Project Preparation
2. Scope Validation
3. Realization
4. Final Preparation
5. Go Live Support
6. Operate

5.1 Project preparation

This phase provides initial planning and preparation for the project. [2]Each project has its own unique objectives, scope, and priorities.[2] The deliverables described in this phase assist in completing the initiation and planning steps in an efficient and effective manner – like setup of project governance, project plan and project schedule are prepared at this stage.[2]

5.2 Scope validation

The purpose of this phase is to achieve a common understanding of how the company intends to run SAP to support their business.[2] It focuses on the rapid setup of environment that is available for validation workshop with business users to confirm scope and determine delta requirements that will be realized in the next phase to enhance the baseline provided by pre-assembled RDS.[2]

5.3 Realization

The purpose of this phase is to implement all the business process delta requirements defined during the Scope

Validation phase.[2] The team configures, develops, tests and documents the solution in series of time-boxed iterations. Before the solution is released to next phase it is fully end-to-end integration tested and accepted by end users.[2]

5.4 Final preparation

The purpose of this phase is to complete the cutover activities to finalize your readiness to go live.[2] The Final Preparation phase also serves to resolve all remaining critical issues. On successful completion of this phase, you are ready to run your business in your live SAP System.[2]

5.5 Go-live support

The purpose of this phase is to move from a project-oriented, pre-production environment to live production operation and provide sustained support to business users to aid their transition into the new environment.[2]

5.6 Operate

The purpose of this phase is to fine-tune the application lifecycle standards, processes and procedures established during the project and align them with operation needs. The central operation platform is SAP Solution Manager, which leverages the documented solution for system operations.[2]

6. Evolution of SOLMAN

Figure 4: Evolution of SOLMAN

6.1 Accelerated SAP

- Offline CD set of tools, content and a methodology for component based implementation projects.
- CDs contained the first implementation Roadmap and associated tools.

6.2 Value SAP

- It was an offline tool with the methodology, content and tools to support the entire customer lifecycle . evaluation, implementation, and continuous business improvement.[3]
- CDs contained advanced tools such as QADB, BPML etc

6.3 SAP Solution Manager

- It is an online integrated platform that provides the methodology, content, and tools to support the implementation, operation, and continuous improvement of SAP solutions.[3]
- Enhanced concepts due to new challenges in SAP implementation.

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