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ERP implementation or an upgrade, the implementation partner lays far greater emphasis on implementing only the technical aspects of SAP Solution Manager (SAP SolMan) such as ChaRM (Change Request Management), Maintenance Optimizer and Early Watch Reporting. These are all Basis/NetWeaver activities and hence rightly categorized as the technical side of SAP ERP implementation. However, fewer companies are aware of the functional aspects of SAP SolMan.

Often ignored and unused, the functional side of SolMan consists of information, tools and resources that can bring enormous value-additions to your SAP ERP implementation or upgrade project.

Consider how the business process owners can use the following resources available in SAP SolMan to their advantage:

IMPLEMENTATION ROADMAP: SAP Solution Manager consists of comprehensive implementation roadmaps based on ASAP methodology, and provide massive guidance and support in each of the five phases of SAP ERP implementation. These phases are project preparation, business blueprint, realization, final preparation and go-live and support. SAP

SolMan also provides accelerators. Accelerators are Microsoft Word, Excel and PowerPoint samples that help the implementation teams

quickly customize the content unique to their project. For example, need a reference presentation when transitioning from one quality gate (checklists to ensure all deliverables specific to a phase are met) of SAP ERP implementation to the next? SolMan not only has relevant PowerPoint templates for this, but also comes with extensive guidelines on the content to fill in.

Do you need to log issues and risks during the project? SolMan has not only separate samples for these but also comprehensive instructions on how to fill them. There are more than 1,000 accelerators and over 300 URLs for more information available in SAP SolMan.

BUSINESS BLUEPRINT: One of the important phases of SAP ERP implementation is to create a business blueprint to record all the important business processes that the process owner will perform in SAP ERP. Normally, creating business blueprint documents is a long, tedious and manual activity consisting of writing content, creating flowcharts and adding configuration details. SolMan automatically creates a business blueprint of each SAP ERP component, thus saving massive amounts of time and effort to create them manually.

TEST WORKBENCH: The business processes agreed on in the business blueprint phase of the project enables SolMan to automatically create test cases and test scripts. Test cases are the business processes that the process owners want to test, while test scripts are step-by-step instructions for conducting each test case. Using these test cases, the implementation team can test scripts during the realization phase (phase 3 of ASAP). SolMan

provides the option to record tests results, monitor tests in progress, while the process owners can also scan, upload and save the signed off test scripts in SolMan.

DOCUMENT REPOSITORY: Why use any other document sharing tool such as SharePoint when SolMan can be a single source of storing and archiving all SAP ERP project and program-related documentation and instant reference? For example, the implementation team can upload all component-specific documentation on each phase of SAP implementation in SolMan.

CONFIGURATION GUIDE: Companies often need to share how the SAP ERP implementation partner configured their system for future reference. SolMan provides the option to automatically create configuration guides for all configured objects.

PROJECT MANAGEMENT: SolMan offers a fully functional project management tool, which includes creating a project plan, the option to make updates and easily monitor the progress of the SAP ERP implementation or upgrade project. This eliminates the need to create and monitor your project plan using tools such as MS-Project.

Using SAP SolMan during an SAP ERP implementation or upgrade means process owners will no longer face confusion on what activities each phase of SAP ERP implementation entail; they will find it an invaluable reference source throughout the project. Companies implementing or upgrading SAP ERP must prevail upon the implementation partner to provide greater information and share knowledge on using functional side of SolMan. At the same time,

companies should impress upon the implementation teams to use some or all of the functional features of this tool.

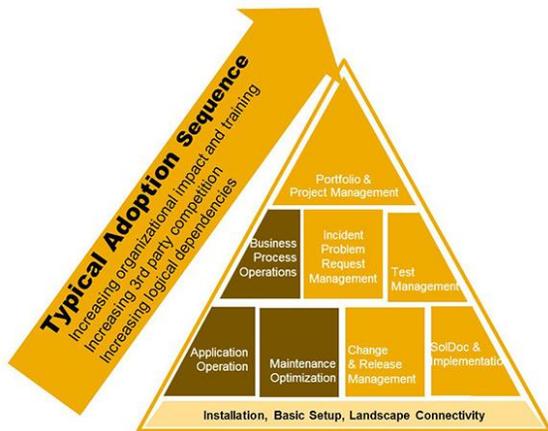
Building an SAP Solution Manager roadmap: Where to start?

Since the release of SAP Solution Manager 7.1 in August 2011, more than 4,000 companies have gone live with a broad range of new functionality across all modules, including Technical Monitoring, Solution Documentation and Change Management. While the Technical Monitoring modules remain the most widely used and proven part of Solution Manager 7.1, the Test Management, Solution Documentation and Change Management modules are helping customers accelerate innovation, improve operation quality and lower costs.

Many companies are unsure where to start with SAP Solution Manager, so they are not accessing its full capabilities. The amount of functionality included with SAP Solution Manager 7.1 can be daunting. The trick is to prioritize a list of desired functionality and build it using a sensible roadmap, one module at a time.

SAP SOLUTION MANAGER SCENARIOS

Figure 1 shows the typical adoption sequence for SAP Solution Manager. After basic installation and landscape setup, the modules in the bottom of the pyramid represent the required building blocks for the higher modules.



For example, to improve the way you perform coordinated test management within Solution Manager, the first step is to create technical documentation of your SAP landscape by implementing the Solution Documentation module. This module helps define all the business processes used in the SAP landscape, which you need to do before using the Business Process Change Analyzer (BPCA). BPCA, which is part of the Test Management module, lets users review the proposed changes before implementing them. This change impact analysis helps teams optimize the scope of tests by identifying and prioritizing all affected business processes and transactions and, in turn, build a streamlined test plan. As you move up the pyramid and unlock more technically challenging modules, you begin to reduce the reliance on third-party products, as SAP Solution Manager becomes your single source of truth.

The brown tiles in the pyramid represent technical modules within SAP Solution Manager that help to improve the availability and performance and quality of data. They also introduce automation. These modules are part of the Run SAP Like a Factory

(RSLaF) methodology and are of most interest to those in charge of overseeing the management of the SAP system. The RSLaF methodology refers to this role as the “Head of Operations”.

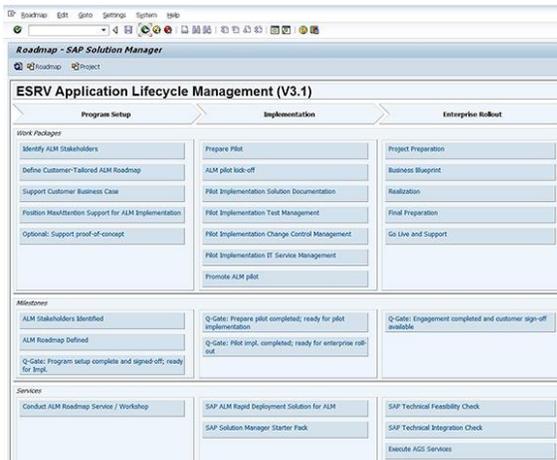
The lighter, gold-colored tiles in the pyramid represent project-based SAP Solution Manager Modules that help to improve test management, change control and incident management processes. These modules are grouped into the application lifecycle management (ALM) category and are of most interest to the head of applications.

Together, the RSLaF and ALM modules come together to help the CIO set IT strategy and resource management plans by offering scorecards and analytics designed to help drive business improvements.

Deploy SAP Solution Manager Software faster with content accelerators

Using the Engineering Services (ESRV) Roadmap within SAP Solution Manager can help guide you through the best practices and content accelerators for deploying Solution Manager Modules. To get to the Roadmap, follow menu path **Environment > Roadmap** (or use transaction RMMAIN).

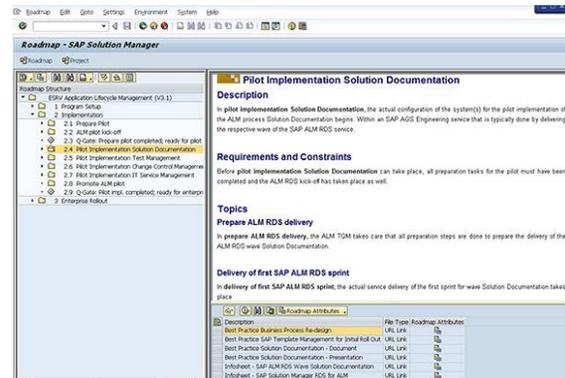
The ESRV Roadmap screen is divided horizontally into three separate sections (Figure 1):



- Work Packages: Discreet packages of functions to be deployed together
- Milestones: Target dates to help with planning the individual activities
- Services: Focused SAP workshops, training and other services in the form of in-person consulting, live and recorded webinars, and print documentation

Using SAP Solution Documentation as an example, select **Pilot Implementation Solution Documentation**, under the Implementation title, to access the folder view for the roadmap. This pilot implementation information contains links to reference documents, sample project plans and other current content to help deploy the Solution Documentation module (Figure 2).

Highlight a document of interest and then click the eyeglass icon to navigate to the URL link in the SAP Service Marketplace. To print the roadmap with all the structure documents and links, follow menu path **Roadmap > Print > Structure with Documents**.



As with the Business Process Repository, the SAP Solution Manager ESRV and Run SAP Like a Factory (RSLaF) Roadmaps are continuously updated via the ST-ICO support packages. When deploying SAP Solution Manager Modules, try to use the latest roadmaps to ensure that the latest accelerators and how-to guides are available to you.

NEXT STEPS

Now that you have built an application lifecycle management (ALM) Business Blueprint for the Solution Documentation module, you can extend it and use it to deploy other SAP Solution Manager ALM or RSLaF modules. Your next module might be Test Management, Change Management or Service Management. How about End User Experience Monitoring with a mobile app? Whichever module you choose, there's a current SAP Solution Manager ESRV roadmap designed to guide you through the process.

Creating an SAP Business Blueprint for Solution Manager Deployment

Solution Documentation is the most cost-effective application lifecycle management-based SAP Solution Manager module. This easy-to-deploy module helps companies determine all the business processes that are used in the production ERP system, in preparation for implementing the Business Process Change Analyzer (BPCA) application. Once it's configured, the ERP upgrade project group can use this tool to deploy Business Process Monitoring.

As your processes mature and you gain more confidence using SAP Solution Manager, you can then build upon this first module with more challenging modules, such as Change Management. In the below it is explained how to build an SAP Business Blueprint using the Solution Documentation module as an example, but you can use this process for any SAP Solution Manager module you choose. As you go through each step, you supplement the Business Blueprint with an SAP Solution Manager roadmap to outline a proven implementation methodology.

STEP 1. CREATE THE BUSINESS BLUEPRINT STRUCTURE

To build the Business Blueprint structure, start with the **Project Administration** drop-down menu in the SAP Solution Manager Implementation/Upgrade

work center or use transaction SOLAR_PROJECT_ADMIN.

In the fields provided, enter an appropriate Title and Project Name to create the optimization project. Don't be too worried about the solution at this stage, as you can assign it later in the process by following menu path **System Landscape > Systems**.

A screen prompts you for a few mandatory entries such as the Person Responsible and the Project Language. You may also want to select a start date ("Start Time"), along with the number of person days (PD) allocated to this project, in the Plan Data section of the screen.

STEP 2. SELECT THE SAP SOLUTION MANAGER ROADMAP ACCELERATOR

After you save the project, you can attach an SAP Solution Manager Roadmap to help guide you through best practices, including the use of content accelerators, to deploy your selected SAP Solution Manager module successfully.

Engineering Services (ESRV) Roadmaps, which include the latest accelerators to help quickly deploy Solution Manager Modules, are little known and completely underused. ESRV Roadmaps are based on best practices from numerous global Solution Manager Deployments, and can help with speeding installation.

To use ESRV Roadmaps, select the Scope tab and the Roadmap Select sub tab, or select the **Business**

Blueprint option from the Go-To drop-down menu in the Implementation/Upgrade work center. Now navigate to the latest ESRV ALM Roadmap and select **ESRV_ALM_01_CORE** and **ESRV_ALM_02_SOLUTION_DOCUMENTATION** (Figure 2). Remember to save your project.

STEP 3. CHOOSE THE PROCESS STEPS FROM THE BUSINESS PROCESS REPOSITORY

The next step is to include all the process steps required to deploy your selected SAP Solution Manager module. SAP Solution Manager provides content for all SAP applications in the form of business scenarios, business processes and process steps. Instead of building up the Business Blueprint from scratch, the Business Process Repository (BPR) in SAP Solution Manager provides up-to-date reference content that you can use to produce a Business Blueprint that matches the module you want to deploy.

To draw reference content from the BPR, follow menu path **Go To > Project > Business Blueprint** or use transaction SOLAR01. Make sure you are in change mode and select the Structure tab. Then select the Extended **Search in Business Process Repository** option from the Source drop-down menu. Click the Scenario Name column header to access the search screen.

Enter the function you want to deploy (e.g., "Solution Documentation") into the Search Terms field and click the Search button. Change the view from List to Hierarchy. Click the show graphic icon in the Details column to display a swim lane diagram

of the blueprint you want to create. Highlight the Solution Documentation line in the View box, and then click the OK button to drag the BPR reference content back to the Business Blueprint.

After you save the project and refresh the screen, the system displays documentation, methodology, transaction codes and accelerators to support you during each step of the Solution Documentation module deployment (Figure 5).

It's important to note that the SAP Solution Manager BPR content is continuously updated via support packages. When building any Business Blueprint global template, try to use the latest SAP Solution Manager Release and service pack to ensure that you're using the most up-to-date SAP BPR version.



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