1. Solution Manager Overview
2. SAP Best Practices Overview
3. SAP Best Practices Implementation with Solution Manager
Business and IT-challenges have a direct impact on the complete solution lifecycle and determine CIO priorities

**IT challenges and CIO top priorities**

**Business and IT-challenges**
- Tightened IT budgets
- Need for flexible solutions
- Need for constant innovation
- Increased system complexity
- Internationalization
- Changing business models

**CIO top priorities**
- Align IT and business goals
- Ensure IT-enabled process improvement
- Improve project management discipline
- Control IT-costs
- Improve internal user satisfaction
- Create or maintain the ability to innovate
- Ensure business continuity
- Enable or enhance knowledge management and leverage intellectual assets
- Ensure regulatory compliance

*Sources: STATE OF THE CIO 2006, EIU 2006*
SAP is aware of customer pain points

Customer Pain Points in Application Management

- **Change Management**
  - Missing governance, project management and integration between requirements management and software logistics

- **Solution Updates**
  - Missing guidance for upgrade projects
  - Handling of custom code during upgrade
  - Consistent SAP updates
  - Zero downtime during upgrades

- **Problem analysis in complex & diverse technology stacks**
  - Root-cause analysis across technology stack from front-end down to database / OS level

- **Incident Management**
  - Missing support for mission critical processes
  - Exchange of required technical information
  - Involvement of partners in problem resolution

- **Monitoring & System Administration**
  - Decentralized monitoring, alerting and service level reporting
  - Central system administration & job scheduling
  - Data volume management

- **Transparency on Processes & Apps**
  - Identification of core business processes
  - Central documentation of processes, custom code, partner applications, system landscape

- **Innovation Management**
  - Requirements management
  - Innovation discovery
  - Innovation w/o disruption
  - Project management

- **Integration Testing**
  - Test in heterogeneous environments
  - Change Impact Analysis
  - Test Data Management, Test Automation

- **Integration Validation**
  - Data inconsistencies in complex system landscapes
  - Performance bottlenecks

- **Software logistics**
  - Synchronized transport of ABAP, Java, .NET and C components
  - Complex and opaque transport situation

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Application Management Lifecycle
SAP Solution Manager: Support Processes In Action

SAP Support Services

- Upgrade from R/3 to SAP Business Suite
- Improvements of processes, components and solutions
- Maintenance of SAP Solutions
- Root Cause Analysis
- Incident Management
- Monitoring of mission-critical processes

SAP Solution Manager

- Design
- Build & Test
- Deploy
- Optimize

Support Processes

- Requirements
- Innovation Management
- Identification of critical business processes
- Solution Documentation incl. custom code
- Solution Implementation/ASAP
- Integration Testing
- Integration Validation
- Deployment of solution updates

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Summary: SAP Solution Manager is SAP’s Standard Application Management Solution

SAP Solution Manager 7.0 standardizes essential SAP application management tasks

**The SAP Solution Manager**
- Provides tools, content and best practices during the complete life-cycle
- Is mandatory for all Business Suite 2005 and beyond customers
- Supports all E2E solution Operation Standards

“Deploying SAP Solution Manager is a best practice step every customer should take to prepare for the world of enterprise service-oriented architecture” Derek Prior, AMR Research
1. Solution Manager
2. **SAP Best Practices Overview**
3. Best Practices Implementation with Solution Manager
SAP Best Practices are packages providing preconfigured business processes and project accelerators to streamline customer implementations.
What makes SAP Best Practices “Best”?

SAP and partner experiences contribute to enhancing SAP Best Practices

- Over 35 years of experience, design, and input from companies of all sizes
- Over 36 SAP Partners contribute to direct development focused on efficiency and validity
- Over 40,000 implementations
SAP Best Practices are used for a variety of projects

Microvertical SAP Business All-in-One

- SAP Best Practices packages provide a solid foundation for rapid development of microvertical solutions

Prototype / Proof of concept

- Quickly preview and understand SAP applications and processes

Reference System

- Quickly setup and accelerate blueprinting and solution scope definition

Starting Point

- Meet an average of 30% to 80% of midsize company requirements
- Add additional requirements as needed throughout the project

Subsidiary Rollout

- Accelerate rollout of SAP to subsidiaries in different regions or industries
Over with 75 industry and cross-industry packages. Each includes...

- Preconfigured processes
- Detailed activation and configuration guides
- Business process documentation
- Reference configuration documentation

Provided to customers and SAP partners at no additional cost...
SAP Best Practices deliver documentation and preconfiguration

Complete documentation and preconfiguration are included in every SAP Best Practices package.

Contents include:

**Documentation**
- Scenario overview
- Business process documentation
- Quick guide for automated activation of settings
- Configuration guide
- Training material

**Preconfiguration**
- Preconfiguration settings
- Sample master data
- Configuration documentation
- Automation tools
- Print forms
- User roles to leverage new SAP NetWeaver Business client

**Documentation DVD**
Business documentation, technical documentation, documentation templates, and conversion forms

**Technical Download**
- Configuration settings
- Automation tools
- Refined Print Forms and Reports
  ... provided in an SAP Add-On
Using SAP Best Practices involves five basic steps

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Review &amp; Download</td>
<td>Review SAP Best Practices documentation and scenario scope to select the appropriate deployment scenarios on the SAP Help Portal, then download your selected package</td>
</tr>
<tr>
<td>2. Install</td>
<td>Install SAP applications and required notes</td>
</tr>
<tr>
<td>3. Activate</td>
<td>Upload and activate the preconfigured scenarios or manually configure system</td>
</tr>
<tr>
<td>4. Refine</td>
<td>Identify and add other requirements on top of SAP Best Practices preconfigured scenarios</td>
</tr>
<tr>
<td>5. Adapt &amp; Enhance</td>
<td>Adapt and enhance the system to meet customer or microvertical requirements</td>
</tr>
</tbody>
</table>
Simplified Path to Activate SAP Business All-in-One based on SAP Best Practices
Integrated tool framework to lower TCO

1. SELECT your solution scope
   - Solution Configurator

2. DEMO & evaluate your solution
   - Demo Assistant
   - PERSONALIZE
   - LOAD DATA
   - RUN DEMO

3. IMPLEMENT your solution
   - Solution Builder
   - SCOPING
   - ADAPT
   - ACTIVATE

SAP Best Practices Portfolio

- INDUSTRY PACKAGES
- BASELINE PACKAGE
- CROSS-INDUSTRY PACKAGES
1. SAP Solution Manager Overview
2. SAP Best Practices Overview
3. SAP Best Practices Implementation with Solution Manager
Implementation Content Options Available for SAP Business Scenarios

- Use Cases for Implementation of SAP Solutions:
  - Rapid Prototyping
  - Rapid Scope Definition
  - Rapid Implementation

- Standard Implementation Content Options Available for SAP Business Scenarios:
  - Central Testing
  - Global Roll-Out
  - Document Management

- With SAP Solution Manager

- And SAP Best Practices (built up in Templates)

- With SAP Solution Manager
  - (use of standard Business Process Repository content:
    - • Configuration
    - • Scenarios)
SAP Best Practices Content Provided as a Template Project

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content Distribution</td>
<td>One template project per SAP Best Practices version</td>
</tr>
<tr>
<td>Scenario Structure</td>
<td>Three-level hierarchy (scenario, process, process step and associated transaction)</td>
</tr>
<tr>
<td>Configuration Structure</td>
<td>Assignment of documentation (scenario description and overview, BPD)</td>
</tr>
<tr>
<td></td>
<td>Two-level hierarchy (General Information and Scenario Configuration)</td>
</tr>
<tr>
<td></td>
<td>Scenario Configuration lists Baseline and Industry Building Blocks</td>
</tr>
<tr>
<td></td>
<td>Documents like Configuration Guides, Master List, Quick Guide (SAP Note) and Final steps after Activation attached</td>
</tr>
<tr>
<td></td>
<td>Transaction /SMB/BBI/ assignment for Customer Project Activation</td>
</tr>
</tbody>
</table>
Prerequisites for working with SAP Best Practices in SAP Solution Manager

SAP Solution Manager 7.0

- Installation of SAP Best Practice content for Solution Manager:
  - Goto ➔ http://service.sap.com/solutionmanager
  - SAP Solution Manager ➔ Media Library ➔ Downloads ➔ SAP Best Practices
  - Download the transport file for the relevant SAP Best Practices version and import the file into the Solution Manager

Customer System for Implementation

- Download SAP Best Practices from the SAP Software Distribution Center on the SAP Service Marketplace (service.sap.com/swdc)
- Download ➔ Installations and Upgrades ➔ Enter by Application Group ➔ SAP Best Practices ➔ SAP Best Practices (BP) for SAP All-in-One ➔ <Relevant SAP Best Practices Package> ➔ <Relevant Package version> ➔ Installation
- On tab Downloads select *Config: Best Practices All-in-One* to download preconfiguration content
- Download SAP Best Practices installation data files (contain the required variants for the Best Practices Installation) from SAP Service Marketplace (service.sap.com/bestpractices)
- Download SAP Best Practices solution scope file (*.xml file), unzip it and use the extracted file as outlined in the SAP Best Practices Package Quick Guide which is attached to the SAP Collective Note of this package.
1. Import Solution Manager addon with standard content and SAP Best Practices transports into Solution Manager
2. Import SAP Best Practices add-on with objects for automated configuration (Solution Builder etc.) into Customer system(s) for implementation
3. Import relevant Solution Definition File (available through Quick Guide Note) & upload Installation data Files (can be downloaded from Service Marketplace)
4. Create customer project in Solution Manager and use SAP Best Practices content (in Solution Manager) for defining the scenario scope in the Blueprint Phase
5. Scenario Scope decided in step 4 is used to execute Scoping in Customer System. This will create a Customer specific Solution. If required Enterprise Structure Personalization & Generic Personalization can also be done in Solution Builder.
6. Activate Customer System through Solution Builder Implementation Assistant. This will activate Building Blocks required to support installation of scenarios selected during scoping.
SAP Best Practices Templates for Implementation Projects

The following steps are required for using SAP Best Practices templates in Solution Manager for Implementation Projects:

**Project Administration (SOLAR_PROJECT_ADMIN):**

- Create a new implementation project in Solution Manager
- Select the SAP Best Practices template for setting the relevant SAP Best Practices scenarios in scope
- Maintain systems with logical components and development systems

**Business Blueprint (SOLAR01):**

- Analyze Business Information (available through selected SAP Best Practices Template) as basis for refining Business Blueprint
- Re-Define scenario scope by selecting relevant scenarios from SAP Best Practices Template

**Configuration (SOLAR02):**

- Get guideline for SAP Best Practices usage and detailed configuration content
- Consider configuration documentation on scenario and Building Block level
- Walk through configured scenarios by using the Business Process Documentation
The Implementation Project is the basis for the scenario selection in the Business Blueprint phase and the scenario configuration in the Realization phase.
Select the SAP Best Practices template for setting the relevant SAP Best Practices scenarios in scope.

1. By using the template selection within the scoping functionality the SAP Best Practices templates are displayed.
2. SAP Best Practices templates have the prefix BP_.
3. Relevant scenarios from one or more templates can be selected.
4. The scenario scope can be refined later in the Business Blueprint transaction.
5. After saving the project the scenario structure is automatically generated for the scenarios in scope.
1. On the **System Landscape** tab define all the components, products and systems that are part of your implementation project.

2. All these components which can be categorized into different system roles will be managed centralized from the Solution Manager.
Business Blueprint - Scenario Scope Refinement

Refine Scenario Scope from Template Selection

Project: BP_CH_603 - Change - Business Blueprint - SAP Solution Manage

Scenario scope can be refined, e.g. deselect scenario based on refined Project Scope

The Business Process Documentation provides a detailed step by step description for walking through a configured scenario.

The Scenario Overview contains a positioning and a graphical representation of the scenario.

Scenario Description for an overview about the process flow of the scenario.

This Supply & Demand Planning scenario describes an integrated planning process, that will be executed on a medium to long-term basis including the elements of flexible planning, standard SDDP, long-term planning, material requirement planning and capacity planning.

The starting point for this scenario is the flexible planning module, where the marketing or sales department will forecast the expected sales for a given planning period. To support the decision of the planner, the system provides a statistical forecast and history. The sales forecast provides the information for determining production quantities in production planning.

Sales & Operations Planning (SOP) forecasting and planning tool with which sales, production, and other supply chain and logistical logic is lost. The basis for this is provided by historical, and estimated future data. The net planning scenario can be used as a medium to long-term horizon for the demand program. The actual version defined in the demand program includes demand quantities, and dates for material requirement planning to guarantee greater availability of materials through purchasing and production plans after the MRP plan.

The planning scenario also describes resource planning in the planning scenario, in determining the amounts of the work center capacity and other resource requests for production programs. Capacity planning can be used to support production planning for evaluating the capacity available at all levels of the organization.
Business Blueprint – Business Information

Analyze Business Information as Basis for Refining Business Blueprint

Solution Scope and Function List for overview of processes and functions provided by the SAP Best Practices version.

Detailed description of all preconfigured scenarios provided by the SAP Best Practices version.

Link to SAP Best Practices content in SAP Help Portal
Configuration - SAP Best Practices Configuration Structure

Get Guideline for SAP Best Practices Usage and Detailed Configuration Content

The sub structure General Information provides the following information:
1. Business Information: Detailed information on the pre-configured scenarios, Localization, Demo and Evaluation, Master Data and SAP Reports
2. Technical Information: Technical concepts and tools used within the SAP Best Practices approach, e.g. Building Blocks
3. Implementation: Different deployment options for SAP Best Practices
4. Feedback & Support: Feedback process and support information

The sub structure Scenario Configuration consists of separate configuration structures for every scenario.
1. The configuration structure of a scenario is divided in so called Building Blocks.
2. Building Blocks are flexible, reusable and encapsulated modules of configuration content for a specific implementation topic.
Relevant scenarios from the template were selected during scope definition for the project.

Click on "Change Configuration Structure". This is to formalize Configuration Structure for the selected scenarios.
1. Scenario configuration structure comprising of associated building blocks and quick guide are defined for each scenario.
2. User can formalize project’s configuration structure by selecting required scenario.
3. Required configuration to realize project scope (defined through scenario selection in Blueprint) can be further selected by selecting / deselecting individual building blocks defined for a scenario.
Consider Configuration Documentation on Scenario and Building Block Level

Configuration – Building Block Content

Project: BP_CH_603 - Display - Configuration - SAP Solution Manager

Configuration Structure

- General Information
  - Business Information
  - Implementation
  - Technical Information
  - Activation
  - Feedback & Support
- Scenario Configuration
  - 900 Supply & Demand Planning
    - Quick Guide for Installation
    - Industry Building Blocks
  - 850 (Delta) Cost Center Accounting
  - 803 Online Supplier Chemicals
  - 810 (Delta) Materials Management

Configuration Guide contains all necessary configuration activities for the Building Block scope. It can also be used for documentation purposes or for manual configuration.

Building Block Description provides scope of Building Block.
Configuration – Scoping and Personalization

Execute Scoping, Personalization & create Customer specific Solution

Based on scoping, a customer-specific “Solution” is created

1. You can Personalize the enterprise structure
2. Changes done during personalization are applied to all relevant places in installation data automatically
Use Solution Builder for easy and highly automated Configuration

Configuration – SAP Best Practices Solution Builder

- Enhancement of the SAP Best Practices Installation Assistant
- Backwards compatibility (previous deliveries are technically supported)
- Fully compatible to existing SAP Best Practices technical structure
- Focus on “Solutions” * (like e.g. SAP Best Practices Offerings)
- Clearer separation of consultant and development related tasks
- Extended functionality for development & deployment
A Business Process Procedure is a detailed step by step description for walking through a configured scenario. It can be used for demo, testing or end user documentation purposes.
**Project Management with Solution Manager & SAP Best Practices Template**

## Pre-requisites

- SAP Solution Manager 7.0 EHP1

## Use Cases

### Project Preparation

- **Blueprint Acceleration**
  - Scope selection and reduction of scenarios instead of new definition
  - Business Scenarios Documentation
  - Definition of Scenario Processes and Process step

### Business Blueprint

- **Rapid Prototyping**
  - Detailed configuration & master data creation documents
  - Automated Best Practices Installation Tools

### Realization

- **Testing**
  - Central definition and preparation of test cases by using attached documentation
  - SAP Best Practices specific test case descriptions

### Final preparation

- **Global Roll-Out**
  - Reusable central template definition with scenarios documents, configuration and installation tools

### Go Live & Support

- **Document Management**
  - Central storage of all project documentation in SAP Knowledge Warehouse
  - Functionality to create, edit, store, upload and download documentation
  - Reporting to track and filter on documents
SAP Best Practices for content in SAP Solution Manager provides the following benefits:

- SAP Best Practices content provides well-documented list of all supported business processes / scenarios. This list can be the basis for creation and finalization of Business Blueprint.

- SAP Best Practices content helps to make informed decisions by analyzing list of provided business processes / scenarios. This helps to identify the delta between what SAP Best Practices offers and what needs to be implemented.

- SAP Best Practices content ensures availability of configuration documentation to specify what needs to be customized for selected processes and the order in which it is to be done.

- Central and integrated usage of SAP Best Practices documentation and automated configuration in Solution Manager for implementing scenarios in the SAP system landscape supported by Solution Manager functionality for development, testing and monitoring.

- Customer can choose between
  - a standard implementation with maximum flexibility or
  - a SAP Best Practices implementation with rich pre-configured content for Baseline, Industry and Cross-Industry scenarios which lead to reduced and calculable effort.

- Even a combination of standard scenarios and SAP Best Practices scenarios is possible within an implementation project.

For more information, refer to the SAP Service Marketplace: [www.service.sap.com/solutionmanager](http://www.service.sap.com/solutionmanager)
