

# SAP Solution Manager – Change Request Management



SAP Solution Manager Product Management  
SAP AG

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## **Change Request Management**

**Maintenance Activities**

**Project Activities**

**Administration Activities**

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# SAP Solution Manager Scenarios



## Implementation of SAP solutions

- SAP methods & tools
- Global rollout
- Customizing sync.
- E-learning mgmt.
- Test management

## Solution Monitoring

- System monitoring
- Business process monitoring
- Central system administration
- Solution reporting
- Service Level reporting
- SAP EarlyWatch Alert

## Upgrade of SAP solutions

- SAP methods & tools
- E-learning mgmt.
- Test management

## Service Desk

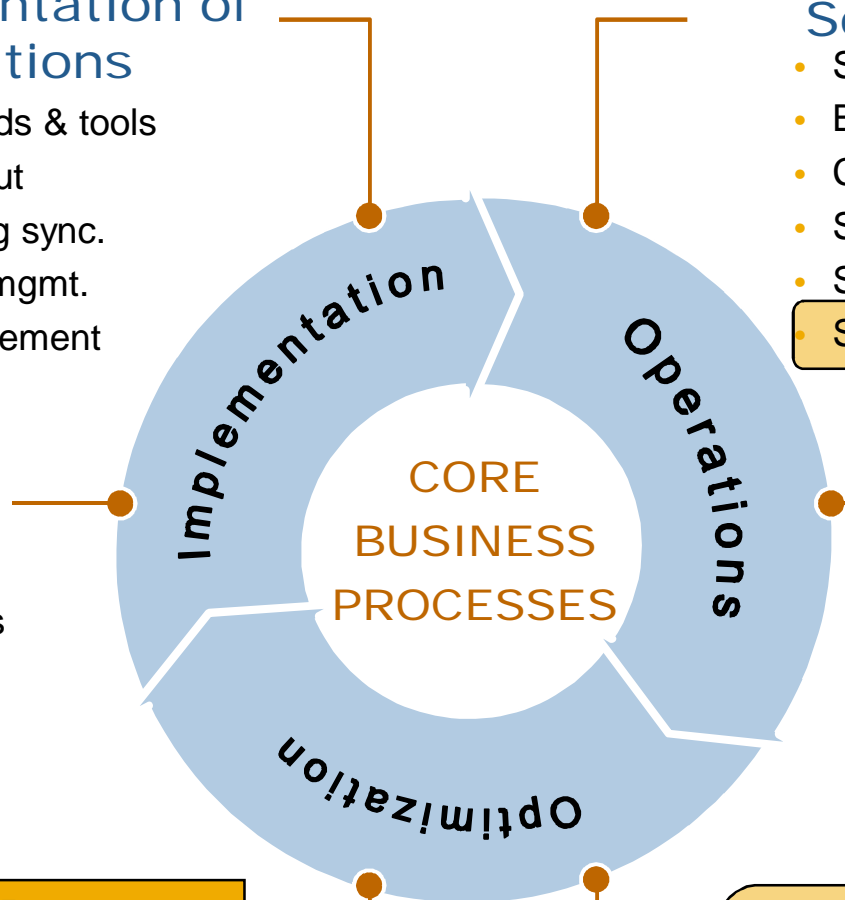
- Best Practices for messaging
- Integration of 3rd-party help desks
- Solution Manager Diagnostics


## Change Request Management

Follows ITIL standards  
Maintenance processes

## Delivery of SAP Services

- Onsite/remote services
- Issue Management



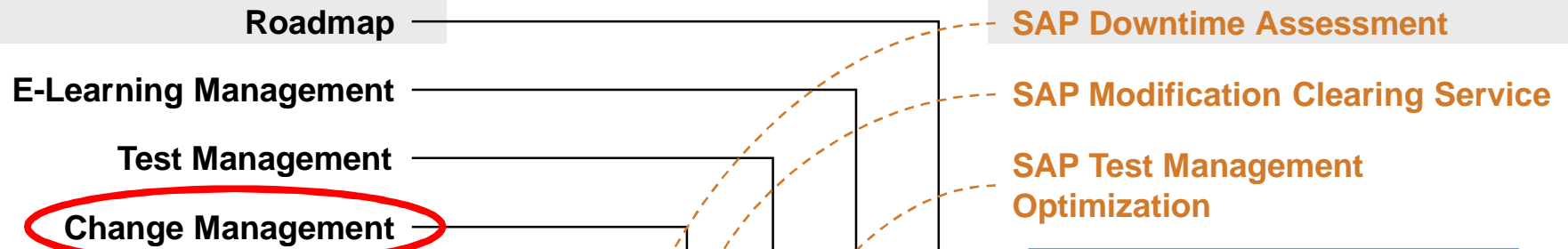
 = Required for the delivery of SAP Standard Support Services

# SAP Solution Manager attacks known Cost Drivers

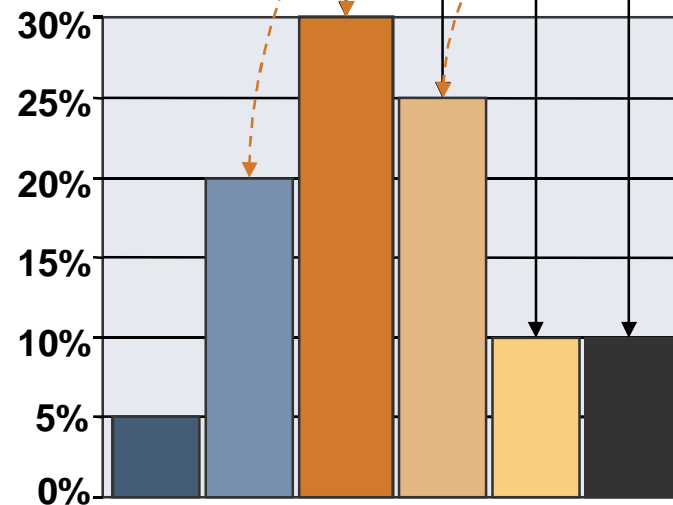


SAP Solution Manager

Upgrade Services



SAP Solution Manager as Service Platform



- Modification adjustment / New functionality ■
- Technical upgrade (Downtime) & preparation ■
- Hardware upgrade ■
- Test organization and execution ■
- End-User training ■
- Project management ■

# Story Line: Change Request Management



An effective application management is key for companies to stay ahead of competition

SAP's scope of application management includes all types of application changes

- Emergency corrections
- Periodic maintenance
- Business process changes, implementation and upgrade projects

Change Request Management strengthens the strategy of SAP Solution Manager as SAP's application management platform which

- Ensures reliability
- Reduces Total Cost of Ownership and increases Total Solution Value
- Bridges the gap between business requirements and IT administration



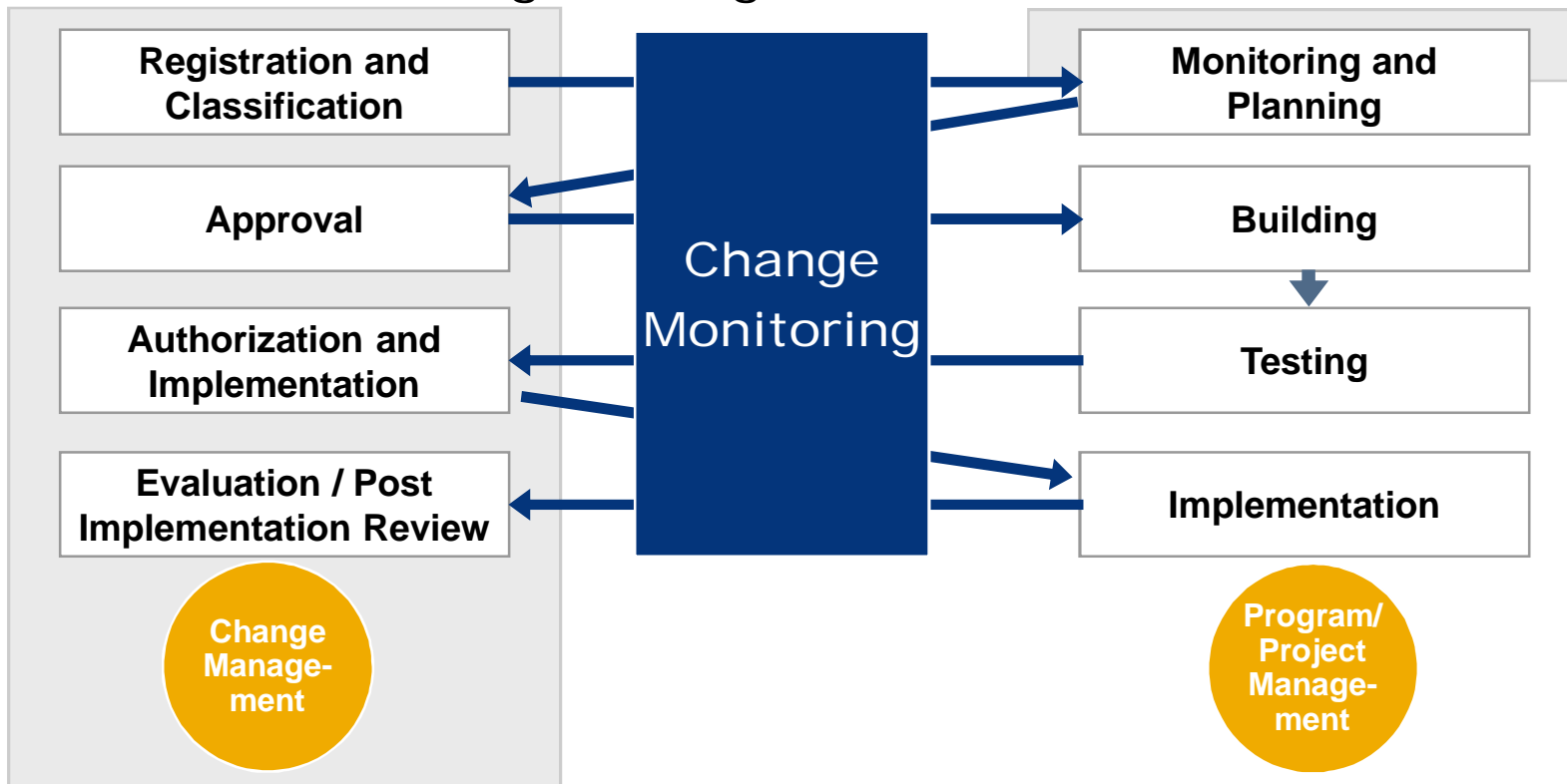
# Change Request Management



SAP's vision of application management includes all types of application changes

- Emergency corrections
- Periodic maintenance
- Implementation and upgrade projects

## ITIL Scenario Change Management



# Three Tiers of Change Request Management



## SAP Solution Manager

### Change Admin

- Management of all change requests
- Change request categorization
- Change documentation
- Approval workflow
- Status reporting
- Complete change history

### Project Management

- Project planning & budgeting
- Project documentation
- Customizing & Development (Specifications)
- Test management

### Change Logistics

- Customizing & Development (Realization)
- Test execution
- Seamless integration into TMS
- Transport scheduling
- Transport tracking



**Which** change requests are in process/completed...?

- By status, type, next steps , maintenance window

**How long** do change requests take to be completed?

- Per organization, user, type, step

**Which** transports belong to which change request and vice versa?

**What** is the current transport status (in which system)?

**How many** incidents triggered a change request?

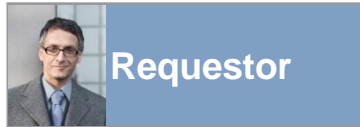
- Per organization, SAP component

**How many** change requests were declined?

- Per organization, user, type, by whom and why



# Change Request Management – Roles in a Nutshell



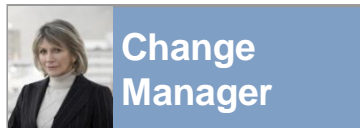
**Requestor**

**... creates a service message or a change request directly.**



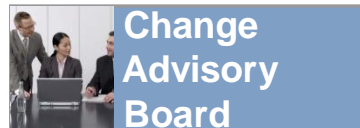
**Service Desk Employee**

**... handles the service message and creates a change request.**



**Change Manager**

**... categorizes, approves and monitors change requests.**



**Change Advisory Board**

**... is the steering committee in the change management process.**



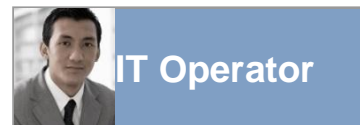
**Developer**

**... implements a change and hands over to the tester.**



**Tester**

**... tests a change, sets status in the change document.**



**IT Operator**

**... takes care of software logistics.**

# Profile: Requestor



**Name:** *James Holyfield*  
**Title:** *Senior Analyst Purchasing Department*  
**Role:** *Requestor/ Initiator*  
**Goal:** *I want to get my job done. Technical stuff is not in my job description. That's not my cup of tea!*

## Responsibility:

To provide information of the individual, or the organization which requests the service.  
To describe the change required in all conscience.  
To identify the priority of the request and describe why the capability is needed and the impact if the desired capability is not provided.

# Profile: Service Desk Employee



**Name:** *Joanne T. Rhyme*

**Title:** *Premium Support Advocate*

**Role:** *Service Desk Employee*

**Goal:** *I need lots of information that an end user cannot readily provide. Gathering it is cumbersome. As I'm in the front-line I need to be able to act both quickly and efficiently.*

## Responsibility:

To act as the central point of contact between the User and IT Service Management. To handle Incidents and requests, and provide an interface for other activities such as Change, Problem, Configuration, Release, Service Level, and IT Service Continuity Management.

### Incident Management:

The primary goal of the Incident Management process is to restore normal service operation as quickly as possible and with minimum disruption to the business, thus ensuring that the best achievable levels of availability and service are maintained.

### Problem Management:

The primary goal of the Problem Management process is to minimize the adverse effect on the business of Incidents and Problems caused by errors in the infrastructure, and to proactively prevent the occurrence of Incidents, Problems, and errors.

# Profile: Change Manager



**Name:** *Viola S. Gainsburgh*  
**Title :** *Vice President IT Infrastructure*  
**Role:** *Change Manager*  
**Goal:** *I've got to grant for transparent processes in my company. I need to be able to know what's going on any time. I'm not impressed by spreadsheets.*

## Responsibility:

To ensure that standardized methods and procedures are used for efficient and prompt handling of all Changes, in order to minimize the impact of any related Incidents upon service.

To accept, or reject Change Requests.

To monitor the Change Management process.

To release Changes for production.

# Profile: Change Advisory Board



**Name:** n/a  
**Title :** VPs Business Units and IT Infrastructure  
**Role:** Change Advisory Board  
**Goal:** Keep the solution safe and healthy.

## Responsibility:

The Change Advisory Board (CAB) considers Change Requests, and in the light of the business need makes recommendations as to whether they should be accepted and implemented, or rejected. Recommendations are based upon the impact on existing services, the cost of Change, and other relevant factors. The CAB members are chosen to ensure all Changes can be adequately assessed from both the business and technical viewpoint. The CAB members are likely to include:

- Change Manager, chairing the process
- Relevant IT staff
- Suppliers, maintainers and developers
- Customers and Users
- Office services and other non-IT supporting services
- Experts/ technical consultants

# Profile: Developer



**Name:** *Xavier Roland*  
**Title:** *Junior Software Engineer*  
**Role:** *Developer*  
**Goal:** *I want to get my support tasks done. It's not enjoyment - I want to spend as little time as possible on it without neglecting my duty.*

## Responsibility:

To implement and document a Change in the development system, to provide adequate test cases, or update existing ones.

# Profile: Tester



**Name:** Sue Bay  
**Title:** Premium Consultant Purchasing  
**Role:** Tester  
**Goal:** When I do testing I want all the documentemation I need. I don't want to run around asking people for info on systems, docu, whether the functionality is ready to be tested and so forth.

## Responsibility:

To follow instructions in the relevant test cases and testify that the Change has been promoted correctly into the consolidation environment. If a Change causes incidents in the consolidation environment, it is the testers duty to set the Change back into development.

# Profile: IT Operator



**Name:** Randy Ghosh

**Title:** Manager IT Infrastructure

**Role:** IT Operator

**Goal:** I want well-documented processes. People call and ask me to do this and that. But a week from now, if there is no log, who knows what's happened? And it's my head if the system's down.

## Responsibility:

To provide support if the Change Management process is impeded in any way.  
To import the Change into the production environment.





**Change Request Management**

**Maintenance Activities**

**Project Activities**

**Administration Activities**

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**Maintenance Project**

**Maintenance Cycle**

**Urgent Correction**

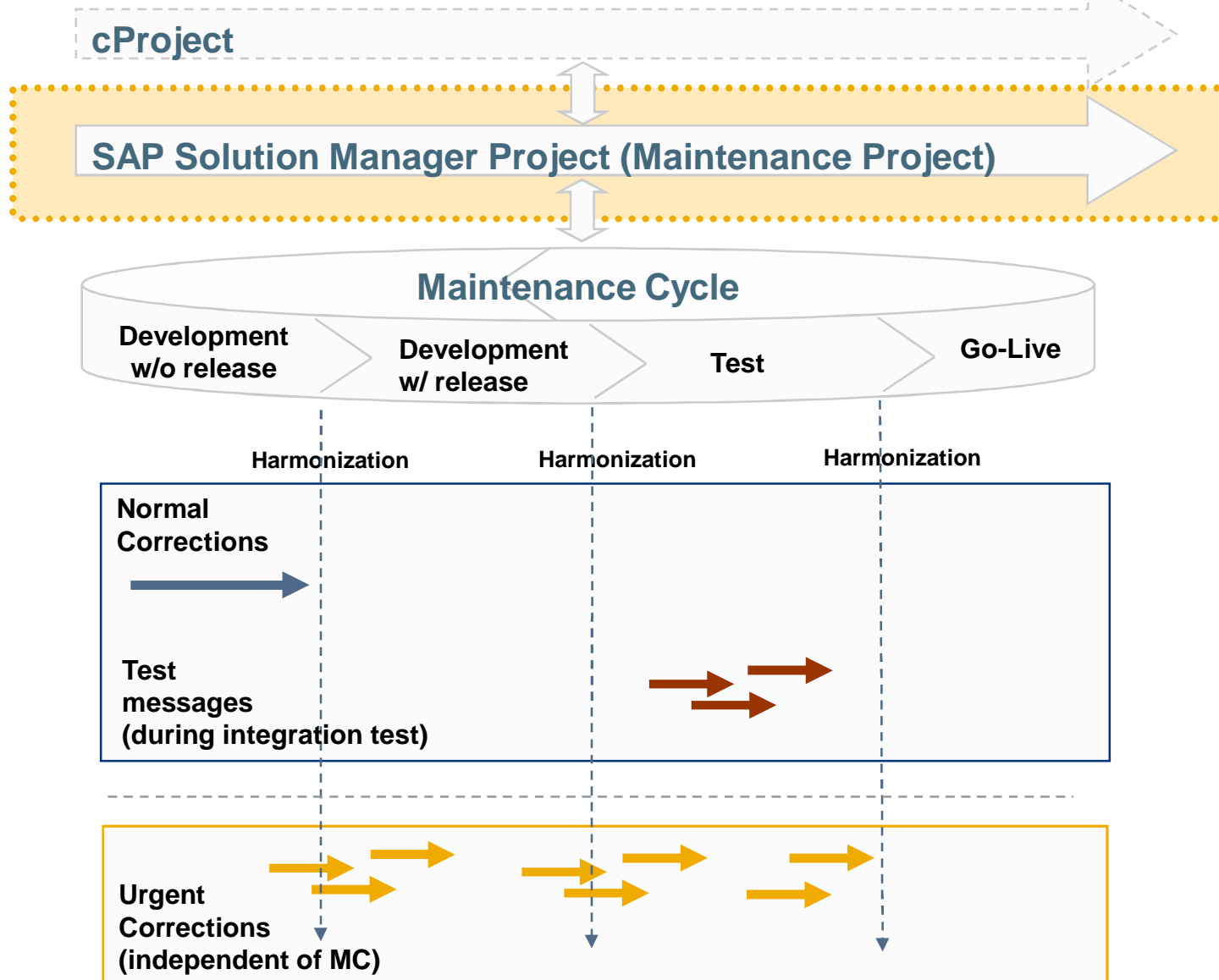
**Normal Correction**

**Test Message**

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# Harmonizing Maintenance Activities



- The maintenance project is prerequisite for production support.
- A maintenance project manages maintenance cycles as long as defined by the project lifecycle.
- The maintenance cycle distributes consistently any maintenance or urgent correction change to any system of the project landscape.
- One maintenance project can have multiple maintenance systems assigned to it, including the corresponding transport routes (one logical system for Workbench requests and one logical system for Customizing requests, for example).  
A maintenance cycle belongs to exactly one maintenance project.



**Maintenance Project**

**Maintenance Cycle**

**Urgent Correction**

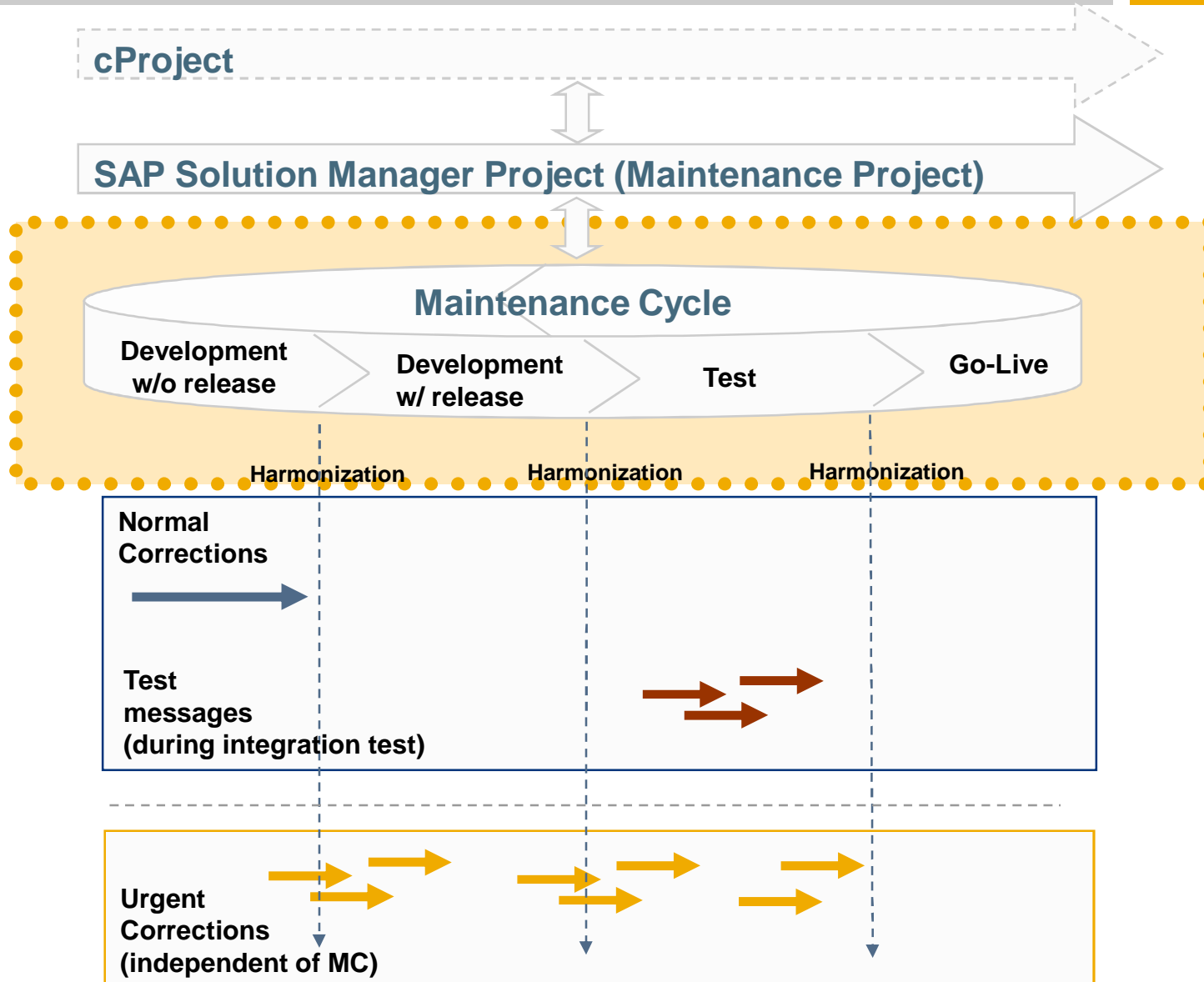
**Normal Correction**

**Test Message**

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# Harmonizing Maintenance Activities



# Maintenance Cycle: Definition



A maintenance cycle is the period of time in which you

- make changes in maintenance systems
- include these changes in new transport requests
- import these requests into follow-on systems for testing
  
- At the end of a maintenance cycle, all transport requests are imported into the production system at the same time.
- Subsequently, the maintenance cycle can be closed manually and a new one can be created, if necessary (but only in compliance with the rules of the change requests that belong to the maintenance cycle).

## ⑩ Created

Initial status of a maintenance cycle.

## ⑩ In Development w/o Release

Corrections can be developed, and transport requests and transport tasks can be created. Exports, however, are not permitted (except in the case of urgent corrections). Urgent corrections are permitted in every phase except for the *Go-Live* phase.

## ⑩ In Development w/ Release

Transport requests can be released from within a normal correction. The administrator uses the task list to import all released corrections into test systems.

## ⑩ Test

If any normal corrections exist whose status has not yet been set to *Development closed* when the maintenance cycle phase is changed from *Development with Release* to *Test*, the system issues a warning. These corrections are then excluded from the integration test and cannot be released.





- ⑩ **Emergency Correction (Preparation for Go-Live)**  
If changes still have to be made after the test phase has been completed, transport requests and tasks can be created and released as part of the *Preparation for Go-Live* phase, but only by using the task list of the schedule manager.
- ⑩ **Go-Live**  
Importing the entire project buffer into the production system. Neither transport requests nor urgent corrections can be released during this phase.
- ⑩ **If there are still any open transport requests, you have to return to the Development w Release phase and repeat the process including the test phase to ensure that any open requests can be released and transported.**
- ⑩ **To be closed**  
If there are no open transport requests, you can close the maintenance cycle by setting the status to “To be closed”. You can subsequently create a new maintenance cycle.
- ⑩ **Completed**  
Maintenance cycle is closed.



**Maintenance Project**

**Maintenance Cycle**

**Urgent Correction**

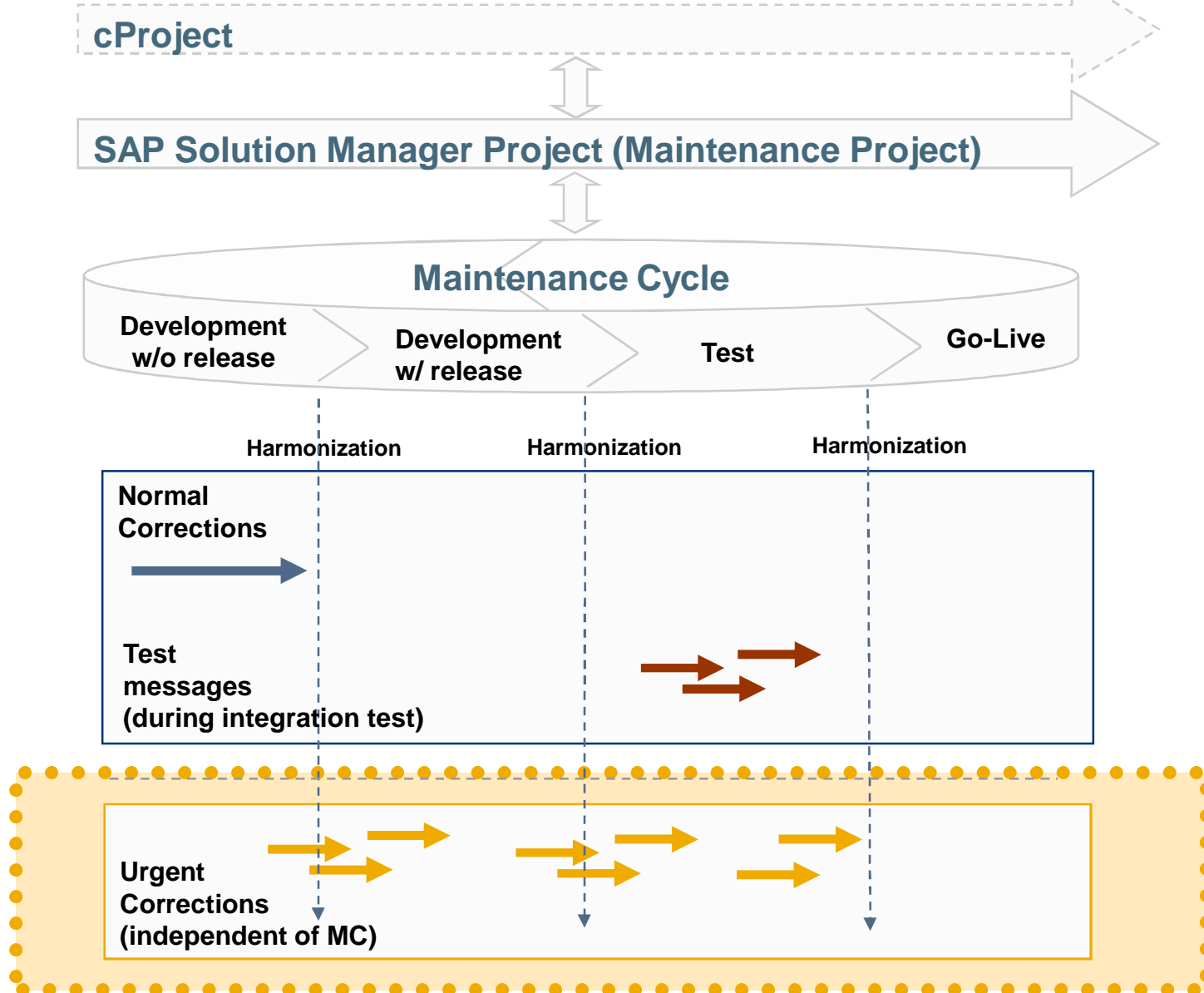
**Normal Correction**

**Test Message**

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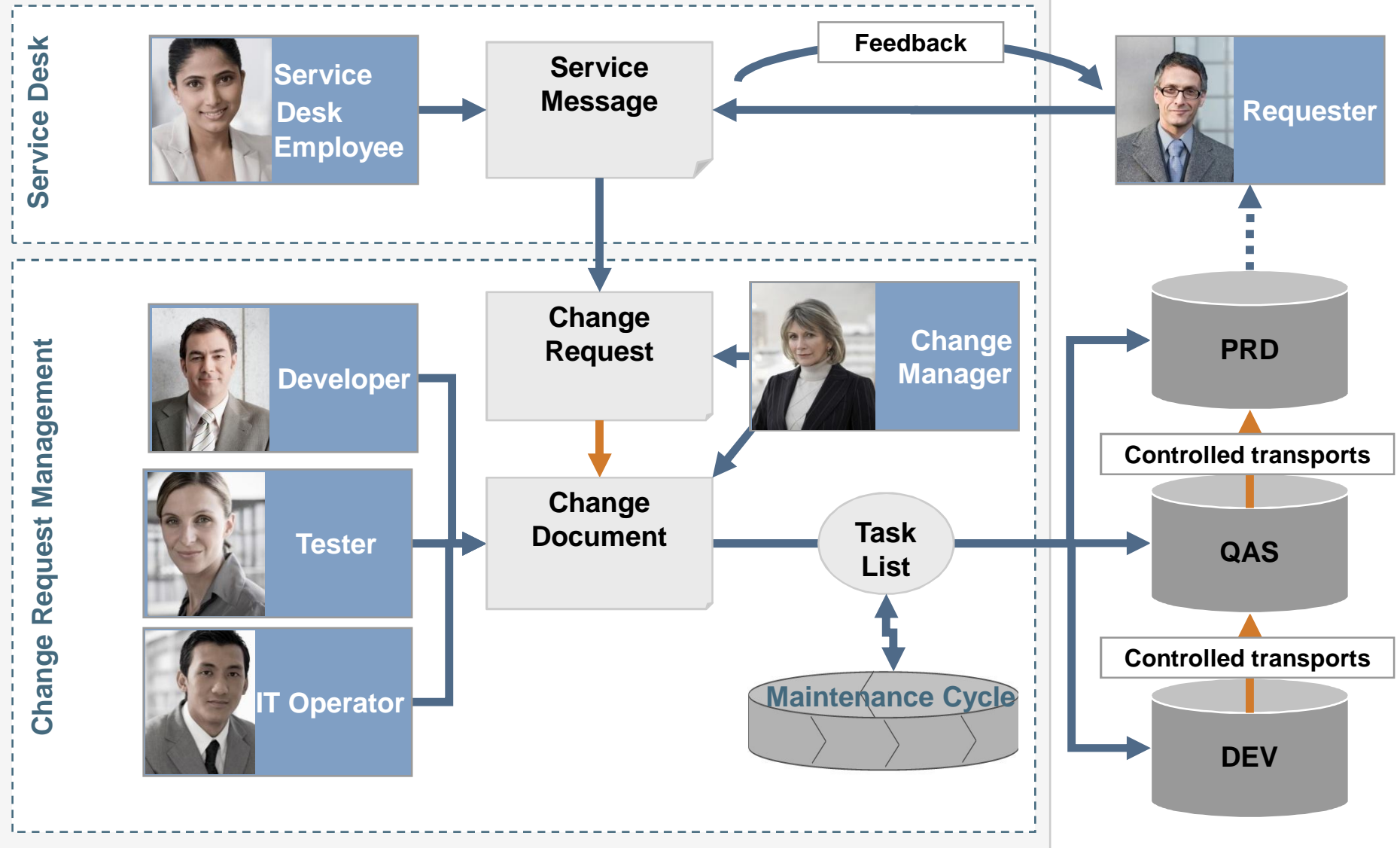
# Harmonizing Maintenance Activities



# Change Request Management - Urgent Correction



## SAP Solution Manager





**Maintenance Project**

**Maintenance Cycle**

**Urgent Correction**

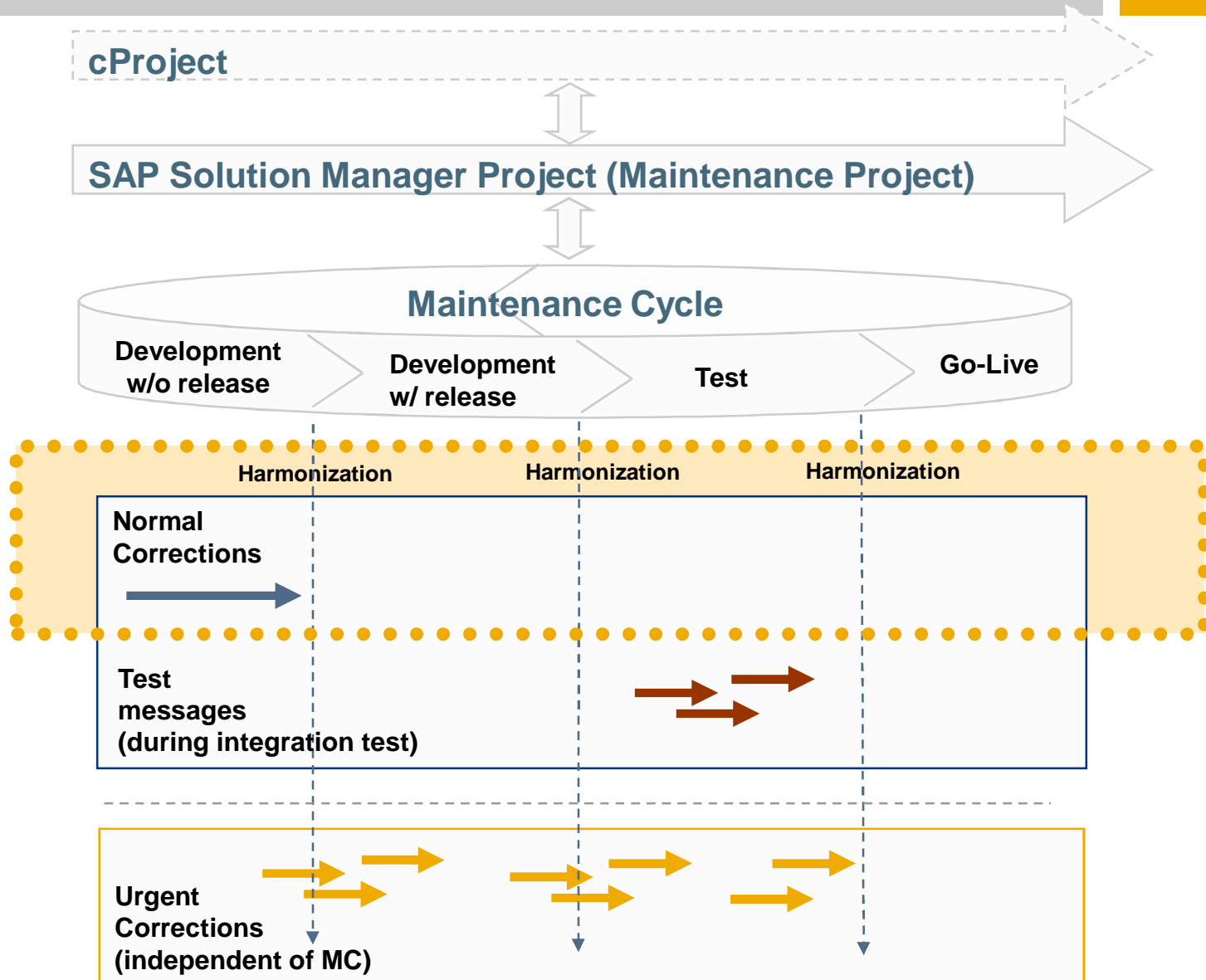
**Normal Correction**

**Test Message**

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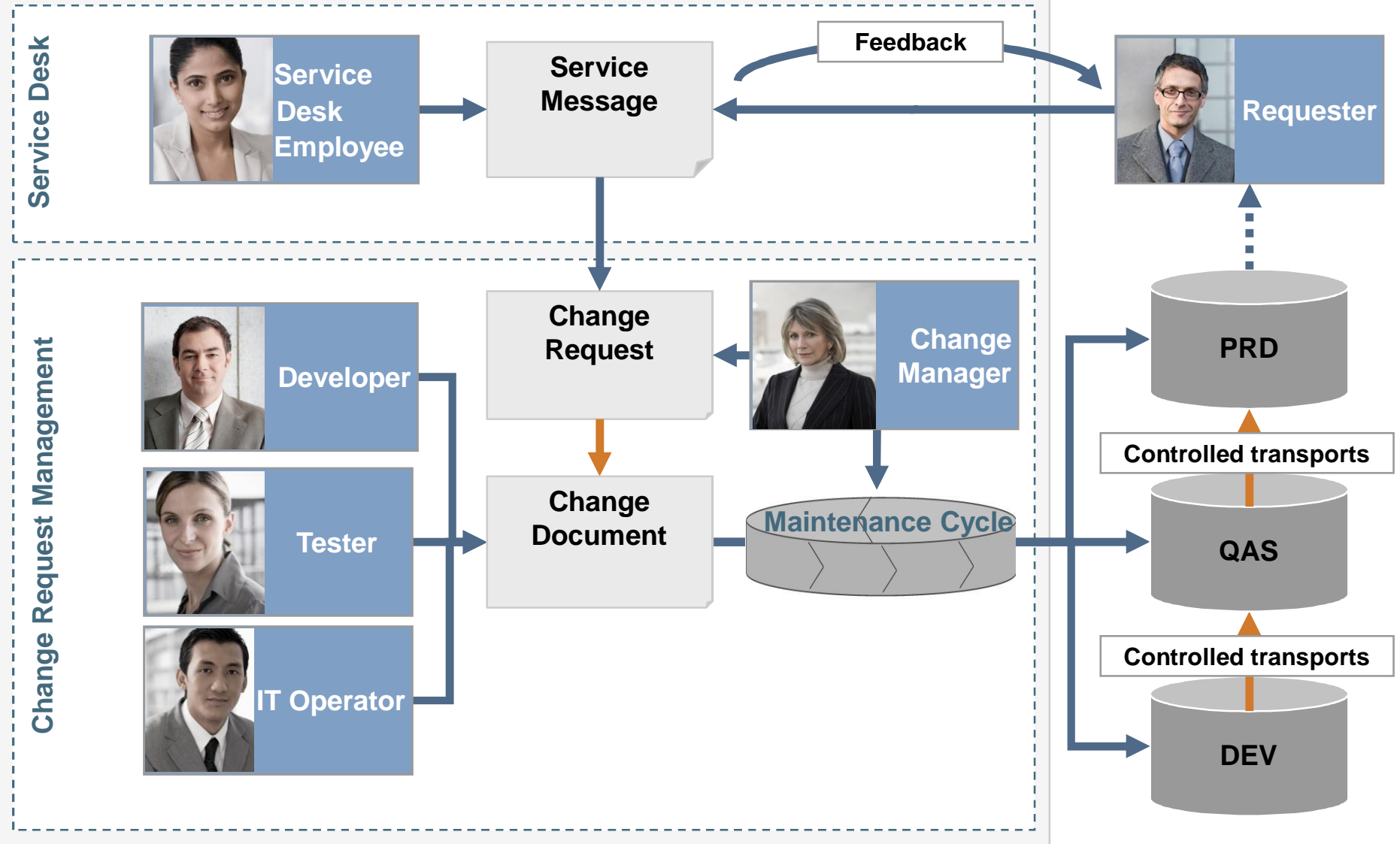
# Harmonizing Maintenance Activities



# Change Request Management - Normal Correction



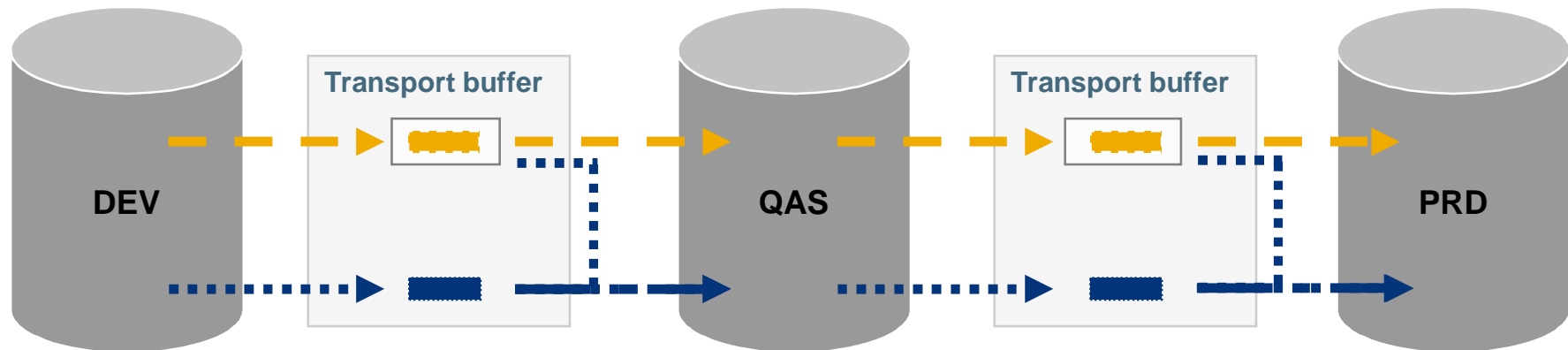
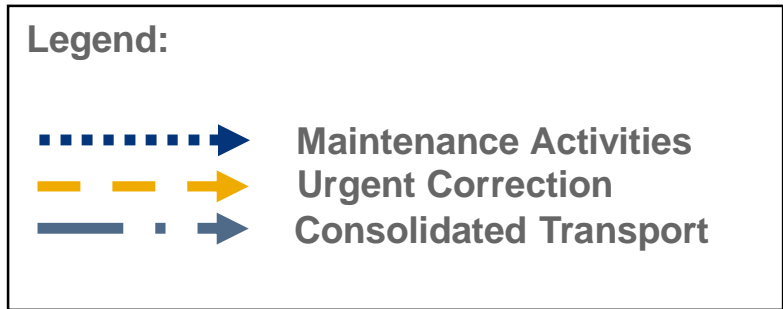
## SAP Solution Manager



# Consistency of Urgent Corrections and Maintenance Activities



**Urgent corrections are transported individually and thus have no dependency to other corrections.**



**Urgent corrections are imported by the transport method *import subset* and stay in the transport buffer after import.**

**Urgent corrections are propagated into other systems at the end of phases in the maintenance cycle together with the normal corrections by the transport method *import project all*.**



# Differences Between Urgent and Normal Corrections



<b>Normal Correction</b>	<b>Urgent Correction</b>
No individual task list but the task list of the maintenance cycle is used.	An individual task list is used.
Transports have to be created manually using actions of the change transaction.	Transports are generated automatically
Transports are exported and imported in concordance with the phases of the maintenance cycle.	Transports can be propagated directly into the follow-on systems but remain in the transport buffer.
A violation against the separation of functions is only a warning.	Developer and tester must be different persons.



**Maintenance Project**

**Maintenance Cycle**

**Urgent Correction**

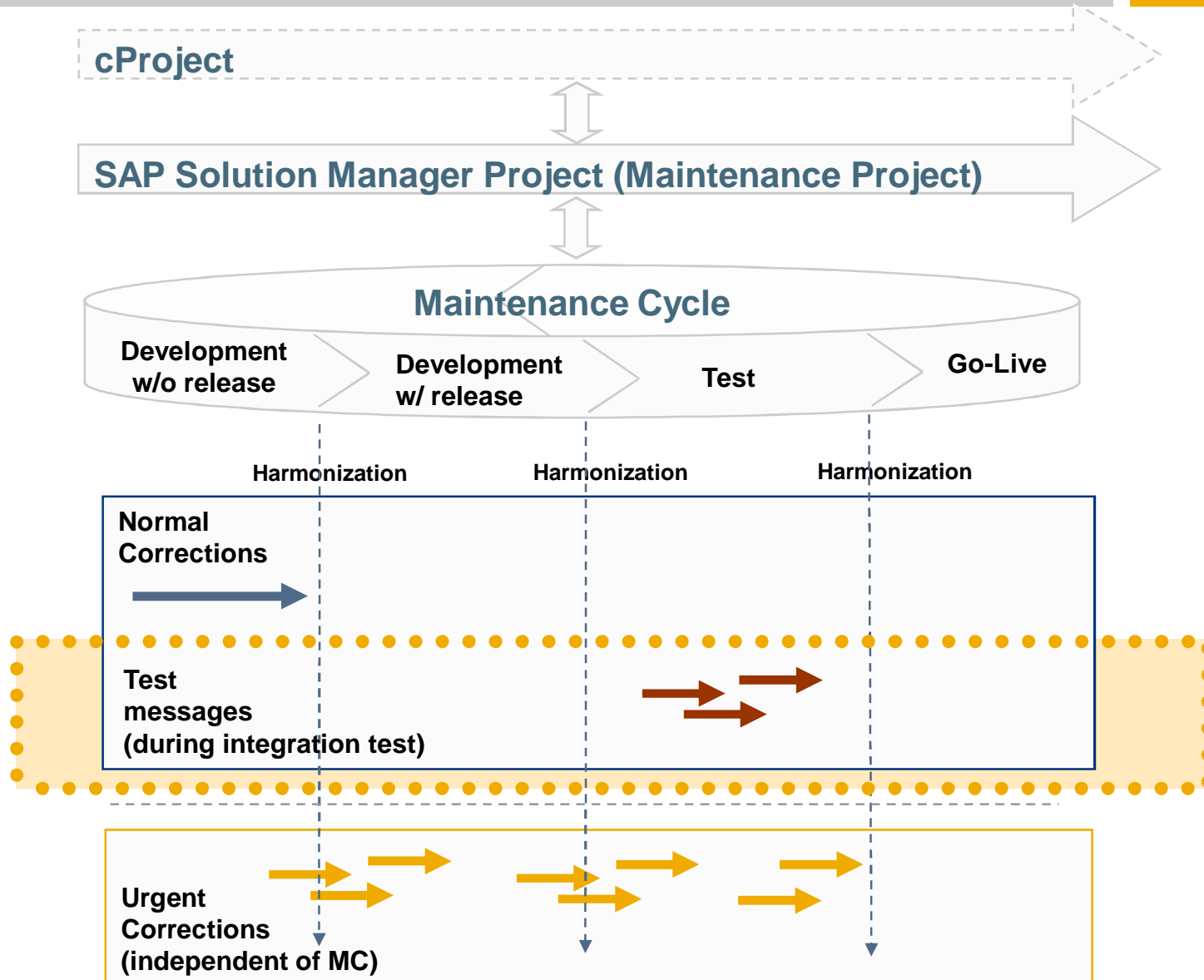
**Normal Correction**

**Test Message**

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# Harmonizing Maintenance Activities





- Test messages can be created in status *Test* only.
- Test messages do not require an approval.
- New normal corrections can be created but not exported any more.
- Urgent corrections can still be created and also propagated up to going live.
- Test messages allow inserting any system of the system landscape as a reference, supposedly a test system.
- Test messages must be released before status *preparation for go-live* is set.
- Test messages allow creating and releasing transport requests.



**Change Request Management**

**Maintenance Activities**

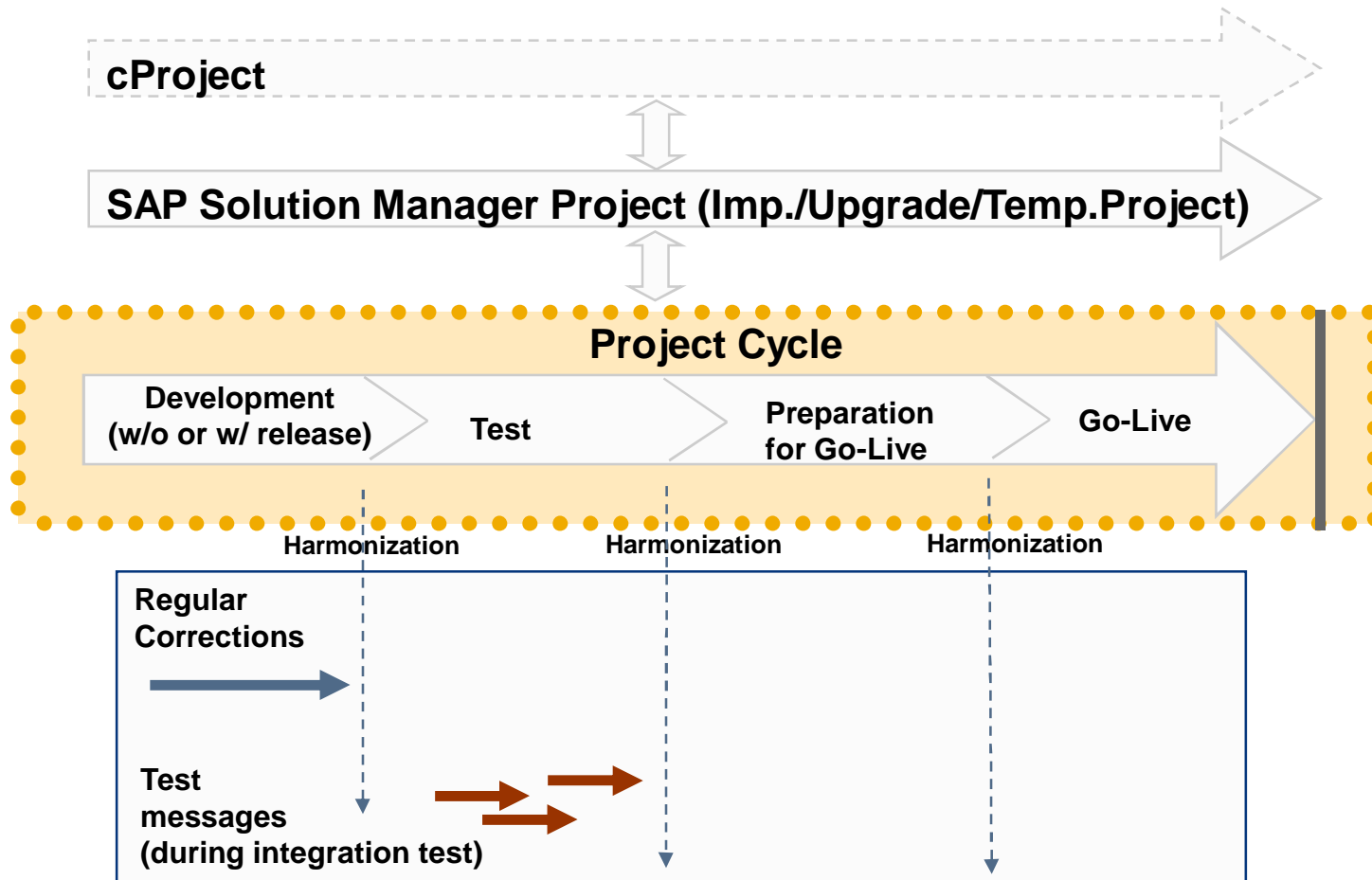
**Project Activities**

**Administration Activities**

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# Harmonizing Project Activities





**Change Request Management**

**Maintenance Activities**

**Project Activities**

**Administration Activities**

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- An administration message can be created during all phases of a project and allows logon any system that is part of the project.
- Access to the task list is provided.
- Administration messages allow performing any action including logon system that can be performed within one particular system.





## Summary

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# Change Request Management – Benefits in Detail



## Comprehensible documentation of planned and implemented changes and their ramifications

- Complete coverage from Change Request to technical transports
- Consistent documentation of all Change Requests



## Improved efficiency of change management projects

- Workflow support
- Reduce workload of IT specialists



## Minimize business disruptions

- Enhanced transparency of a solution
- Effective and efficient Change Management processes
- Higher quality of execution of change

Thank you!

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