What’s New in 7.1
Change Control Management

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Agenda

Change Control Management – SAP’s Solution
What’s New in 7.1 - Change Request Management
Change Request Management Process
Demonstration
Implementation Approach
Summary
Change Control Management – SAP’s Solution
Changes happen constantly along the whole live-cycle from implementation to maintenance

<table>
<thead>
<tr>
<th>2011</th>
<th>2012</th>
<th>2013</th>
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<tbody>
<tr>
<td><strong>Implementation and Enhancements</strong></td>
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<td>Market Campaign</td>
<td>Complaint Management</td>
<td>Enterprise Warehouse</td>
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| **Maintenance** | |
| Improvements / Roll-outs | Periodically |
| Incident | Emergency / Failed Changes |
| SP/EhP Corrections | One or two times per year |

| **Technology** | |
| SAP System | Installation / Fix / Parameter |
| OS / DB | Installation / Fix / Parameter |
Change Control Management
The whole is more than the sum of its parts
Change Control Management
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Change Control Management
Change and Transport system (SAP / Non SAP)
Accelerated innovation via CTS Plug-In in SL Toolset

Latest innovations

- CTS+ for SAP BusinessObjects Lifecycle management console
- CTS+ for SAP BusinessObjects Planning and Consolidation
- CTS+ for your own applications
  - Use ABAP Web Services for the Exports side and
  - Script or EJB for the import side

Integration Options

- SAP provides a close coupling integration for several products
- Customers can use a file transport and profit from monitoring and tracking capabilities of CTS
- Additionally customers can integrate their own applications via script or API
CTS Plug-In in SL Toolset

Availability

- SAP Solution Manager 7.1
- SAP Solution Manager 7.01 SP 25 (SL Toolset 1.0 SP 2)

How to do enable?

- Install CTS Plug-In from SL Toolset
- And update it regularly – always use the newest available SP
- SL Toolset: http://service.sap.com/sltoolset
Change Control Management
Transport Analytics / Configuration Validation

Change and Transport system (SAP / Non SAP)
Transport Analytics / Configuration Validation
Transport Analytics & Configuration Validation
From Analysis to Reporting & Optimization

Transport Execution Analysis
Analysis performed on SAP Business Suite and SAP BW

Transport Process Stabilization
Emergency Change
• Identify transports which were created directly in production
• Identify transports with short transition time
Failed Change
• Import Errors in production
• Transport sequence errors
• Frequently changed objects

Transport Process Improvement
Transport Statistics
• Change Volume per System
• Change Volume per Day
• Time Profiles for Imports into Production
Transport Backlog
• Unused open transport requests in the development system
• Parked transport requests in the productive import queues

Transport Process Reporting
Change Diagnostics
• Software Release, Transports and Parameter (SAP Application & Kernel, Database, Operating System, Security)
Configuration Validation
• Analyze and compare transports with existing systems or targets
Change Control Management
Transport Management / Retrofit

- Transport Management
- Change and Transport system (SAP / Non SAP)
- Transport Analytics / Configuration Validation
- Retrofit
Transport Management with SAP Solution Manager
SAP Transport Best Practices

Enhanced Change and Transport System (CTS+)

Cross System Object Lock

Retrofit

Transport of Copies

Reporting

Critical Objects

Functionality
Dual Landscape Synchronization with Retrofit
A 3-Step Approach

Improve process reliability for the retrofit process

- Work List of all transports to be synchronized (down to object level)
- Tool based
- Minimized risk through integration in the maintenance project and changes
- Logging of the changes
- Less manual effort for double maintenance (conflict and sequence visibility)

1. Select Transport
2. Choose Method (based on conflict detection)
   - Automatic
   - Tool Supported (Conflict Case)
3. Retrofit
   - Manual (Conflict Case)
Change Control Management
Quality Gate Management

Retrofit
Change and Transport system (SAP / Non SAP)
Transport Management
Quality Gate Management
Transport Analytics / Configuration Validation
Introducing Quality Gate Management

- Provides an integrated and consistent quality process for all operational units across all organizations
- 100% transparency of all changes
- A central transport mechanism and change control system to manage changes across technology stacks and application components
- Quality Gate Maintenance with SoD (Segregation of Duties)
- One central build, test, and deployment plan for all projects including their Quality Gates
- Build in SAP Transport Best Practices
- One source of truth to avoid and manage risks of application changes in a project
- Integration of every development workbench into the central transport and change control system
## Release and Deployment Management

One central build, test, and deployment plan

### Implementation Project (Major Release)

- **Scope**
- **Build**
- **Test**
- **Deploy**

### Maintenance Project in Cycles (Minor Release)

- **Build**
- **Test**
- **Deploy**
- **Scope**
- **Build**

### Major Release vs. Minor Release

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<tr>
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<th>Major Release</th>
<th>Minor Release</th>
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<tr>
<td>Transport Cycle every</td>
<td>3-6 months</td>
<td>1-4 weeks</td>
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<tr>
<td>Change Categories</td>
<td>All types of changes including invasive changes</td>
<td>Bug fixes and small enhancements (+ Re-Import of Emergency Changes)</td>
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<tr>
<td>Priorities</td>
<td>Normal</td>
<td>Normal</td>
</tr>
<tr>
<td>Test focus</td>
<td>Complete test scope</td>
<td>Core processes and new features</td>
</tr>
<tr>
<td>Examples</td>
<td>New (major) functions, Support / Enhancement Packages, Upgrades</td>
<td>Non-critical configuration, medium or low priority incidents</td>
</tr>
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Quality Gate Management – How it looks

- One central build, test, and deployment plan for all projects including their Quality Gates
- Quality Gate Maintenance with SoD (Segregation of Duties)
- Guided Self Services to assess the risk and document the Quality Gate Criteria
- Central transport mechanism and change control
- Manage changes across the technology framework and application
- Every development workbench is integrated
What’s New in 7.1
– Change Request Management
Change Control Management
Change Request Management

- Change Request Management
- Quality Gate Management
- Transport Management
- Change and Transport system (SAP / Non SAP)
- Transport Analytics / Configuration Validation
- Retrofit
Introducing Change Request Management

- Provides full control & transparency over change execution
- Delivers predefined change management processes & workflows
- Supports all types of changes (SAP, non SAP, technical & non-technical)
- Incorporates SAP’s best practices regarding transport management
- Provides the link between business requirements and the underlying technical implementation
- Fully integrated transport mechanism and change control system to manage changes across technology stacks and application components
- Is highly integrated in other SAP Solution Manager areas and processes
Integrated IT Service Management and Application Lifecycle Management processes with SAP Solution Manager 7.1

**IT Service Management**
- Incident Management
- Problem Management
- Change Management
- Knowledge Management

**Application Lifecycle Management**
- Event Management (Alerts)
- Impact & Root Cause Analysis
- Maintenance Management
- Test Management
- Deployment Management
Change Request Management embedded in Application Lifecycle Management

ALM Capabilities

- IT Service Management
- Quality Gate Management
- System Recommendations
- Project & Solution Directories
- Test Management
- Job Scheduling Management

Change Request Management

Technical Infrastructure

- Transport Management System
- Enhanced Change & Transport System

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Change Request Management Functionalities

- **Request for Change Scope**
  - Free scope definition of requests for change: multiple change transactions

- **Enhanced Approval Process**
  - Support of multiple approval procedures
  - Easy customizable and adaptable

- **Transport Management**
  - Access to all relevant transport management activities
  - Fully integrated in change transaction process

- **Test Management**
  - Assign Test plan and Test packages
Change Request Management Process
One central process to control change execution

Request for Change

- Requester
- Change Manager
- Approver
- Change Manager

Create Request for Change

Process Request

Approve / Reject Request

Handover to Execution

Notification via Workflow

Change Transaction

- Developer & IT Staff
- Tester
- Requester

Create Change Transaction

Execute & document Change

Test Change

Confirm Change

Change Request Management supports all types of changes

SAP and non-SAP Changes

Technical & non Technical Changes

System Landscapes

IT Assets

Admin Tasks
Supporting all types of changes

**Normal Change**
- Daily maintenance
- Implementation Projects
- Depending on project release-cycle
- Integrated with SAP Transport Management

**Urgent Change**
- Emergency Changes
- Optimized for fast processing
- Independent from project release cycle
- Integrated with SAP Transport Management

**Admin Change**
- Documentation only
- Administrative activities
- Related to system landscape of change project
- Not integrated in SAP Transport Management

**General Change**
- Changes on IT Assets
  - Mobile Devices
  - Printer
  - ...
- Not mandatory related to any change project
- Integrated in SAP Transport Management

**Defect Correction**
- Used during test-phase of implementation or maintenance projects
- Document test defects and their correction
- Integrated in SAP Transport Management
Architecture Overview

SAP Solution Manager Project (Maintenance Project)

- Development without release
- Development with release
- Test
- Emergency Correction
- Go-Live

Maintenance Cycle

- Normal Change
- Defect Correction
- Urgent Changes
- Admin Change
Demo

Request For Change

Normal Correction
One central process to control change execution

Request for Change
- Requester
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Create Request for Change
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Confirm Change

Change Request Management supports all types of changes
- SAP and non-SAP Changes
- Technical & non Technical Changes
- System Landscapes
- IT Assets
- Admin Tasks

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Implementation Approach
Change Request Management – Proof of Concept

**Business Needs / Issues**

- Changes to SAP systems should be requested, approved, implemented and documented in a systematic and traceable way.

**Customer value & benefits**

- “Change Request Management“ scenario of SAP Solution Manager combines organizational aspects of change management with software logistics (transport management).

**Approach & methodology**

- This service can be offered Onsite (Preferred) or Remote.

**Service Overview**

The Change Management service bundle helps ensure that all incoming change requests are processed in standardized processes. Implementing agreed upon changes within a standard format carefully reduces the risk of problems in production operation. A functioning Change Management concept helps increase operation stability and reduces the potential risks that arise in supporting the business process through IT when systems are changed.
Change Request Management – Proof of Concept

Accelerator/ Tools | Solution Manager 7.1, SP03 | Estimated Delivery Duration | 5 Person days
--- | --- | --- | ---

Objective
• To configure CHARM in solution manager.
• Change request Management
• Change control Management

Scope
Basic configuration of Change Request Management
• Integration of 3 logical systems (DEV - QAS - PRD)
• Set-up the scenarios of Normal, Urgent correction
• Training of support employees
• Workshop on additional functions

Pre-Requisites
• Landscape should be defined in Solution Manager
• Availability of 3 System Landscape with TMS setup

Key Tasks
• Setting up of Change Request Management Process
  • Define Maintenance Project in SAP Solution Manager which can maintain Maintenance Cycles throughout the solution lifecycle.
  • Define Maintenance Systems including the corresponding Transport routes
  • One Logical System for Customizing requests and one logical system for Workbench requests.
  • Creating Business Partners
  • Setting up roles for each Business Partners.
  • Assigning the workflow to the Business Partners.

• Test the Regular Change Requests
• Test the Urgent Change Requests

Delivery Mode
• Onsite / Offshore

Deliverables
• Charm enabled Landscape
• Documentation for Maintenance
Summary
Change Control Management
The whole is more than the sum of its parts
## Change Control Management

**Key take aways**

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<th><strong>Change and Transport Management</strong></th>
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| 1 | • One Transport Tool for Multiple Content Types  
    • Integration of several development environments  
    • Open API's to integrate customer specific applications |   |

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<th><strong>Transport Analytics / Configuration Validation</strong></th>
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| 2 | • Guided Self Service analysis the transport process to improve quality, reliability and throughput  
    • Change Diagnostics and Configuration Validation reduce the manual work of regular Transport Execution Reporting |   |

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<th><strong>Transport Management / Retrofit</strong></th>
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| 3 | • Create, Release and Import Transport Requests within Solution Manager  
    • Transport Management based on project and phases  
    • Retrofit improves quality in running phased Transport Landscape  
    • Less manual effort for double maintenance |   |

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| 4 | • One central build, test, and deployment plan  
    • Build in central Change and Transport Best Practices  
    • Guided Self Services to assess the risk and document the Quality Gate Criteria |   |

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| 5 | • Integrated IT Service Management and Application Lifecycle Management  
    • Change Request supports multiple Change Transactions  
    • Provides full control & transparency over change execution  
    • Delivers predefined change management processes & workflows |   |
Thank you!

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