

S/4HANA GUIDE FOR IT DEPARTMENTS:  
**START PREPARING TODAY WITH THESE  
TEN STEPS AND SAP SOLUTION  
MANAGER 7.2**



In the future, SAP Solution Manager 7.2 will play a crucial role in the long-term implementation of your IT and business strategy. Even if your organization is still a few years away from implementing SAP S/4HANA, you can start preparing indirectly today by making decisions that put you on track to succeed and steer clear of strategic mistakes.

It's no secret that a S/4HANA migration is more than just an update. Still, the process is often underestimated. It introduces changes in areas such as technology, business processes and user interfaces. As operating models and IT processes change, IT decision-makers may end up facing a more fundamental transformation. Careful preparation is therefore needed to make your S/4HANA launch a success.

In our view, this is also a unique opportunity to rid SAP systems of dead weight while aligning the IT organization with your business units' new requirements. SAP Solution Manager 7.2 plays a fundamentally important role long before S/4HANA goes live.

## SNP RECOMMENDS TEN STEPS FOR IT DECISION-MAKERS:



## 1 How to identify and deactivate unused software developed in-house

SAP Solution Manager uses usage procedure logging (UPL) to log utilization rates of ABAP code, programs, procedures, function modules and methods. The function just has to be activated.

SAP Solution Manager Custom Code Lifecycle Management (CCLM) identifies objects that are unused, obsolete, duplicates, or inactive in all production systems, and suggests deactivating them. CCLM offers many opportunities “in passing.” For example, you can align your systems more closely with the SAP standard again, make custom code more transparent, and improve code quality.

### **RECOMMENDATION**

You should document usage of your custom code and application modifications for 15 months before migrating to S/4HANA. The documentation process will identify intensively used code that ought to be migrated as well as unused code that can be left out of the migration. It also sets up your future custom code lifecycle management system for success.

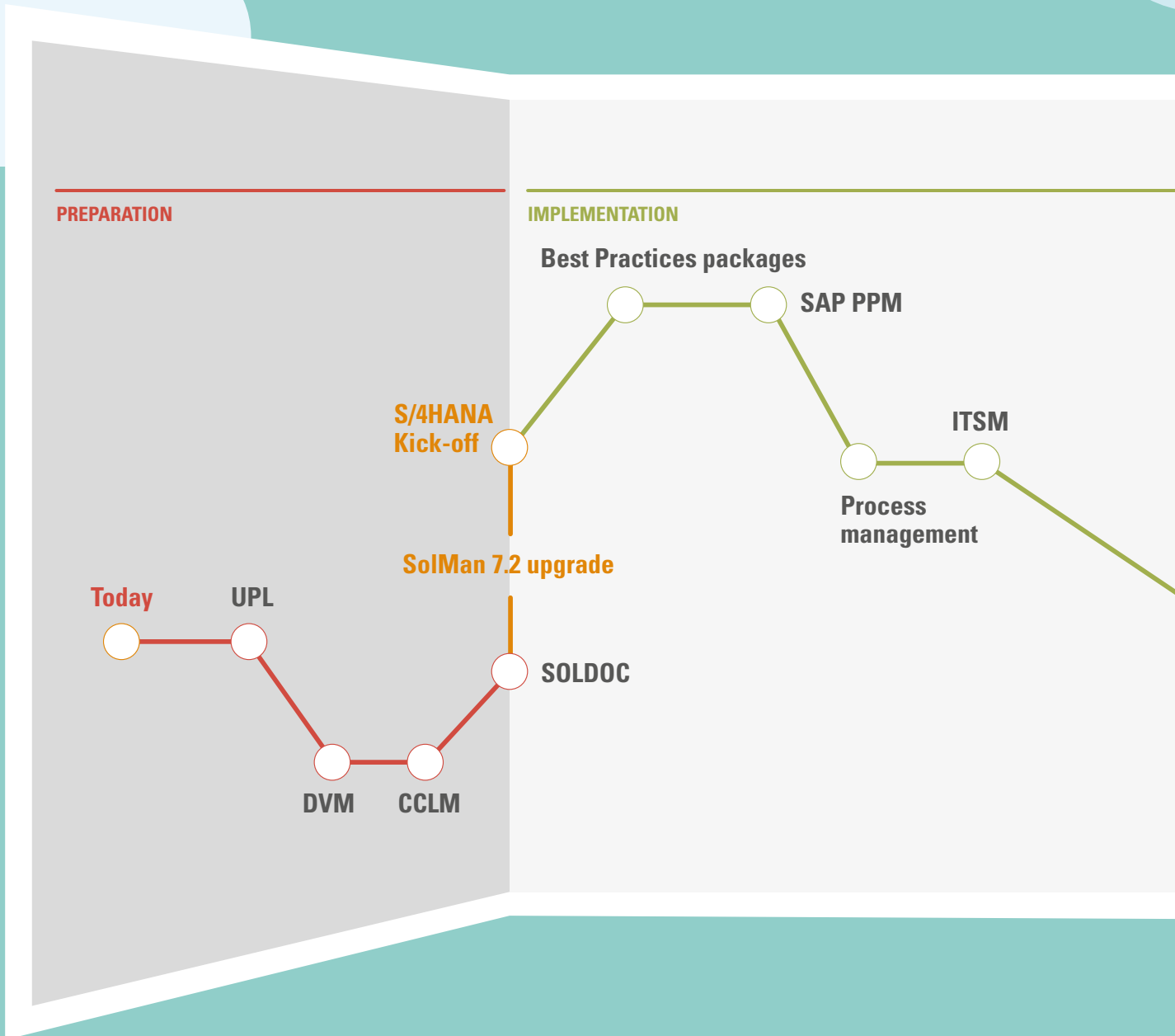
## 2 How to analyze and accurately plan for future data volume requirements in time

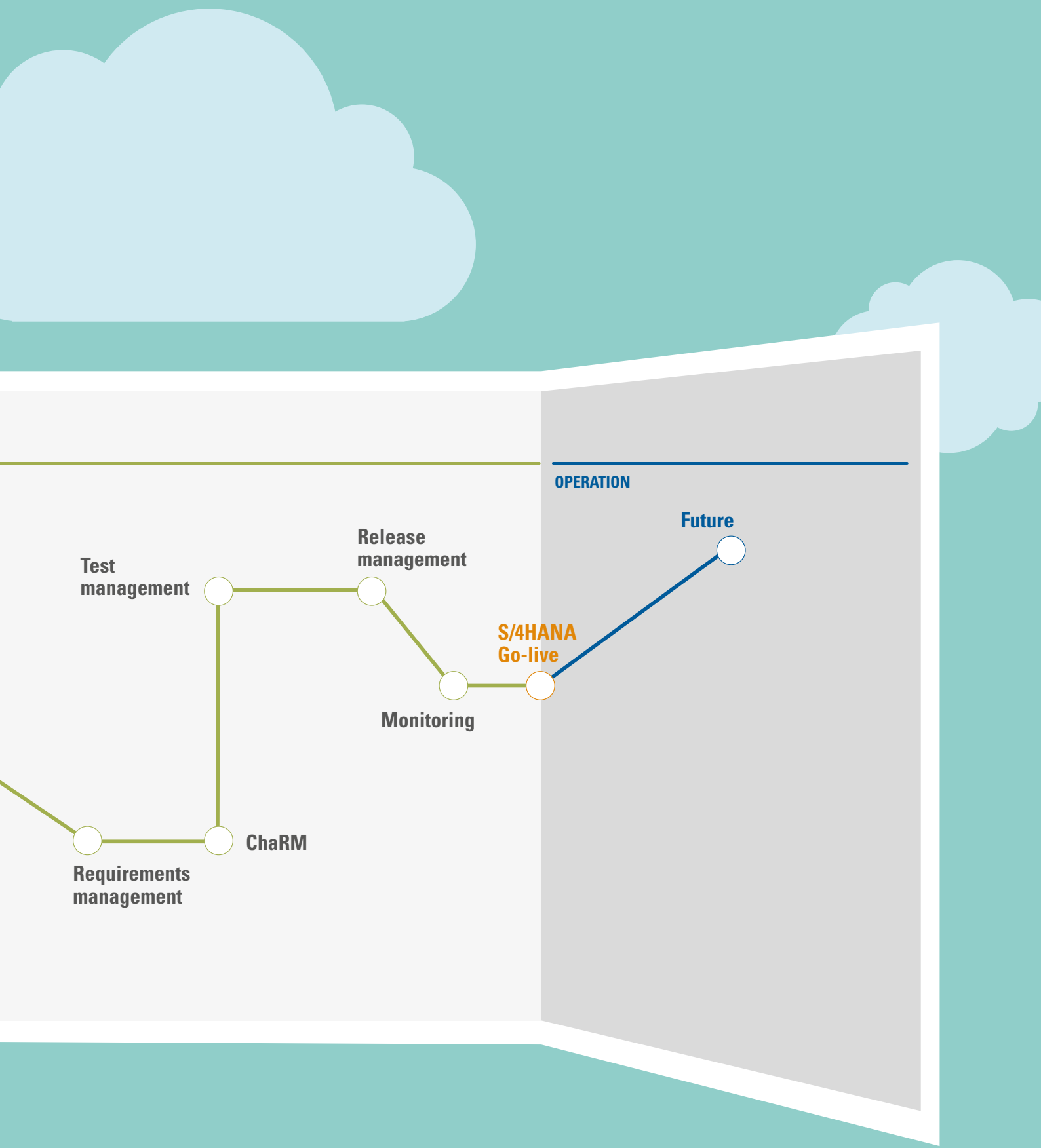
Data volume management (DVM) provides intelligence into data quantities and data allocation to help you identify opportunities to reduce data.

### **RECOMMENDATION**

Analyze your data volume requirements at least six months before taking S/4HANA live. You can then decide what data to archive and what data to optimize with housekeeping. Your goal is to significantly reduce data quantity and your memory footprint. Also, experience has shown that planning and hardware procurement usually takes longer than anticipated.

# ROADMAP – SAP SOLUTION MANAGER FOR S/4HANA





### 3 How to continue using the existing solution documentation

If you already have SAP process models and solution documentation stored in SAP Solution Manager 7.1, you will have to prepare and execute “content activation”. When you upgrade to SAP Solution Manager 7.2, existing information can only be imported once; all other information can only be used in read mode.



#### RECOMMENDATION

At least six months prior to migration, analyze your existing content and identify essential elements of the solution documentation that you want to continue using. Take this opportunity to consolidate projects and reports so they are easier to understand. With its new, tightly interrelated functions, SAP Solution Manager 7.2 enables you to always have up-to-date solution documentation. Learn more in [step 6](#).

### 4 How to reduce downtime during the technical upgrade to SAP Solution Manager 7.2

The technical migration from Version 7.1 to 7.2 is a standard upgrade that uses the Software Logistics (SL) toolset. During the migration, the prepared content activation is executed as well. You should assess your upgrade strategy based on how intensively SAP Solution Manager is being used and how much data has been stored.

If the application is widely used and a lot of transaction data has accumulated, we recommend setting up a sandbox beforehand. Here, you can run upgrades, look at critical points at your leisure and verify processing times before upgrading the production system. This will speed up the technical upgrade of the production system. In other words, it will minimize the technical downtime of your SAP landscape.

#### RULE OF THUMB



Based on initial migration projects (as of May 2017), we forecast that one weekend should be enough time for a technical upgrade, even with complex SAP environments.

#### TIP

As standard maintenance for version 7.1 ends on 31 December 2017 we recommend switching to the new version in a timely fashion.



## How to validate your own S/4HANA project planning with SAP's best practices

We recommend not holding the S/4HANA kick-off meeting until SAP Solution Manager is upgraded to Version 7.2. The solution's operational readiness is absolutely essential for implementation, configuration and utilization.

Also, SAP Solution Manager comes with various road maps for new S/4HANA implementations, system conversions and landscape transformations that aid in IT project planning. It also supports S/4HANA program management for different systems or for interdependent projects in regions.



### RECOMMENDATION

Planning long-term projects from scratch is expensive and risky. You can validate your plans using SAP Activate methodology: procedure models and best practices for S/4HANA implementation that are supplied by SAP. You can adapt the methodology to your organization.

#### TIP

Since SAP Solution Manager 7.2 was developed specifically for S/4HANA and differs significantly from the previous release in many regards, it's a good idea to learn about its new features, capabilities and fundamental structures early on. More information is available [here](#).



## How to use and maintain the S/4HANA process descriptions

All S/4HANA standard processes are described in SAP Solution Manager. The business content already supplied – that is, recommendations on how to implement business processes – should prove invaluable for many companies. It only makes sense to check how SAP best practices can be used for your own business processes.

If you make changes, we recommend using SAP Solution Manager's requirements, test and release management functions. This will boost the transparency, reliability and manageability of your ERP systems.

In the past, descriptions weren't updated regularly, but would gather dust in archives. All that will change with an S/4HANA project. Everything will have to be documented clearly and cleanly from the very start of the project – an essential step to ensure the productive use and maintenance of the S/4HANA system.

### BIG BENEFIT



In an era of skilled labor shortages, high employee turnover and upcoming retirements of many experienced workers, it's important to preserve your organization's long-term viability by establishing sound process and solution documentation in your own IT organization.



## Find out whether your IT organization needs to change if you use S/4HANA

IT service management functions (incident, problem, change management, etc.) have been ITIL compliant since version 7.1 of SAP Solution Manager. However, very few organizations use all available functions. Version 7.2 comes with many new functional enhancements designed to help IT service departments work more efficiently and cost-effectively. Take time to explore and use the new IT service management (ITSM) functions.



### RECOMMENDATION

More organizations seem to be using S/4HANA projects to consolidate their system landscapes in one or a few central S/4HANA systems in an effort to maximize the benefits of standardization. The change may require massive changes to IT processes. Suddenly, the system has to be highly available; system failure would have serious consequences. Furthermore, the new service must be available 24/7 for all areas in multiple languages, and some changes cannot wait even if users in multiple time zones and continents are all using one central system. These organizational impacts must be identified early on, carefully analyzed and addressed in the S/4HANA project.



## How to optimize your change request, test and release management processes

IT decision-makers know the importance of carefully coordinating these processes in an SAP context. SAP Solution Manager gives SAP user companies an ITIL-certified resource built into SAP for managing all the associated processes.

The new features of SAP Solution Manager 7.2 simplify the flow of information between user departments and the IT organization regarding IT and business requirements, change requests and other issues. Here's an example: If business processes are documented and change request requirements are clear, test cases can be written more precisely and software quality will improve. Incidentally, this makes it easier to onboard new employees, simplifies training, and satisfies stricter compliance requirements.

If you've ever had to comply with different requirements in Asia, North and South America and EMEA, you will surely understand the importance of having a good release management system for gradual rollouts in different regions and variants.



### RECOMMENDATION

Don't let this opportunity for optimization pass you by. Weigh the pros and cons of standardization and apply your decisions to the S/4HANA project.



# WHAT PREFABRICATED IT PROCESSES ARE A GOOD FIT FOR MY ORGANIZATION?

IT processes have to fit your organization. You can choose between two alternatives and pick the most practicable solution for you.



## FOCUSED SOLUTIONS

**Focused solutions** are turnkey, end-to-end solutions for IT processes supplied by SAP. They are designed with a view to implementing S/4HANA systems and cover the full range of design, implementation (with agile methods or otherwise) and reporting.

**Benefit:** They can be implemented quickly if they are a good fit.

## READY TO RUN

**Ready-to-run** IT processes are supplied by SNP, closely mirror standard processes, and are very useful for many organizations due to their simplicity and best practice functions.

**Benefit:** They can be used right away and additionally modified and extended as needed.



## How to bring in new SAP user groups with newly designed IT service processes

Digitization will bring new user groups into contact with SAP. Factory floor workers may be integrated into business processes, or management may occasionally use mobile devices and SAP Fiori user interfaces. As an IT organization, you want to make sure these groups have positive encounters with the service desk, which will ideally be integrated into the SAP processes. Employees in user departments and the IT organization benefit from the ability to access the service desk through mobile apps.



### RECOMMENDATION

Check out the new features, and modernize and simplify your interface with SAP users. This is a good opportunity and possibly the perfect time to do so.



## How to guarantee the stability and availability of S/4HANA systems

SAP Solution Manager provides IT organizations with various monitoring tools. For example, you can permanently check the availability of the SAP infrastructure, the SAP HANA database and on-premises, cloud and hybrid components. You can also monitor mission-critical business processes to quickly identify faults, analyze causes and correct malfunctions.



### RECOMMENDATION

Consolidating SAP systems into one or a few instances increases your dependence on its availability. To ensure operational readiness, you may have to step up monitoring and explore proactive maintenance plans. Backup and recovery capabilities should be examined particularly closely and tested if hybrid solutions (cloud and on-premises) are used.

Critically assess whether you comply fully with the “Run SAP like a factory” guideline and adjust your IT strategy accordingly. SAP Solution Manager 7.2. provides concrete guidance and possible solutions for operating SAP better and more cost-efficiently.

## CONCLUSION

SAP S/4HANA will fundamentally change processes and the way people work together in companies. Long-term planning is needed to pull off these changes successfully.

The IT strategy needs to be aligned long before the S/4HANA project kicks off. For IT organizations, SAP Solution Manager can easily become an indispensable operational and management tool for SAP projects and SAP operation.



# RECOMMENDATIONS FOR IT DECISION-MAKERS IN S/4HANA PROJECTS

Plan for at least 6 to 15 months of preparations

In preparation, consolidate systems and get rid of dead weight

Reduce technical downtime with a sandbox and careful preparations

Review all the valuable best practices that are available to you

Seize the unique opportunity to standardize and realign your systems for the future

Critically assess whether you comply fully with the "Run SAP like a factory" guideline



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