



Learn How Customers Drive & Leverage Innovation Change in SAP Solution Manager

Tim Steuer, Vice President, SAP SE

ASUG82271

About the Speaker

Tim Steuer

- Vice President, SAP SE
- Passionate about customers. Firm believer that Application Lifecycle Management is key to success!
- Playing cornhole in my backyard 😊



Key Outcomes/Objectives

1. Learn how SAP customers leverage the SAP Customer Connection Program to maximize their SAP Solution Manager Investment.
2. Find out what impact the program had on SAP Solution Manager capabilities like Process Management, Test Management, Change & Release Management in 2018.
3. See the requests that were submitted in 2019 and what will happen next.

Agenda


- SAP Solution Manager Influencing Opportunities
- SAP Customer Connection 2018
- 2019 Project Scope, Timeline, Customer Roles
- SAP Customer Connection 2019
- Summary, Next Steps, Where to Find Project Results

How can customers continuously shape SAP solutions?

Customers can continue their influencing journey with **SAP Solution Manager** by leveraging the offerings of **SAP Customer Connection** and **SAP Continuous Influence** to help shape the SAP solutions they are using.

Customer Influence


Collaborate and Co-Innovate



Get connected and influence software development at SAP now!


We offer a range of programs that give customers the opportunity to influence SAP software development decisions and adopt new innovations early on. Customer Influence is the place to start your collaboration with us.

Submit a new Improvement Request



[IMPROVE My Product](#)

Participate in our Influencing Programs



[INNOVATE With SAP](#)

[EXPERIENCE Beta Testing](#)

[ADOPT New Product](#)

Do you have a great idea for a product you are using today? Check out the list of influencing projects that currently accept improvement requests.

Would you like to:

- Provide feedback on product innovations
- Want to experience SAP beta software
- Adopt new releases as soon as they hit the market?

This is the place to engage with SAP development and find the programs that are currently open for registration.

Influence Opportunities

SAP Customer Influence

Homepage / All Opportunities /

All Opportunities

Sort By ... Most Recent Latest Change Title

Category	Count
All Opportunities	1344
Active	582
Open for Submission or Registrat...	131
Upcoming	2
Completed	760
My Registrations	0

Filter By ...

- Activities
- Industries
- Product Categories
- Lines of Business
- Spotlights
- Influence Opportunities
- Other

More Filters

Reset Filters

A Combined Payment and Financing...

Registration ended on Nov 9, 2018
Status: Active
492

2-Tier ERP Min Viable Scope Validation SAP Customer Engagement Initiative

Registration ended on Nov 10, 2017
Status: Completed
305

3D Visual Enterprise View 9.0 FP02 SAP Beta Testing

Registration ended on Apr 27, 2017
Status: Completed
93

Financial Service Management

Registration continuous
Status: Continuously n
18 564 2

3D Visual Enterprise Author 9.0 FP02

Registration ended on Apr 10, 2017
Status: Completed
145

3D Visual Enterprise View 9.0 FP03 SAP Beta Testing

Registration ended on Jun 30, 2017
Status: Completed
45

Change and Release Management 2018 in SAP Solution Manager	Number of Improvement requests: 71	Number of Visitors: 561	Number of Views: 1.6K
Change and Release Management 2019 in SAP Solution Manager	Number of Improvement requests: 131	Number of Visitors: 488	Number of Views: 1.3K
Process Management 2018 in SAP Solution Manager	Number of Improvement requests: 45	Number of Visitors: 588	Number of Views: 1.7K
Process Management 2019 in SAP Solution Manager	Number of Improvement requests: 134	Number of Visitors: 452	Number of Views: 1.2K
Process Management in SAP Solution Manager	Number of Improvement requests: 72	Number of Visitors: 193	Number of Views: 483
SAP Solution Manager - System Recommendations	Number of Improvement requests: 10	Number of Visitors: 300	Number of Views: 565
SAP Solution Manager 7.2	Number of Improvement requests: 0	Number of Visitors: 571	Number of Views: 907

Registration ended on Jun 30, 2017
Status: Completed
88

A Chance to Influence and Test New ... SAP Customer Engagement Initiative

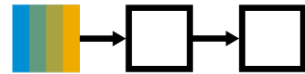
Registration ended on Jun 11, 2016
Status: Completed
508

Extending the Scope of SAP Customer Connection

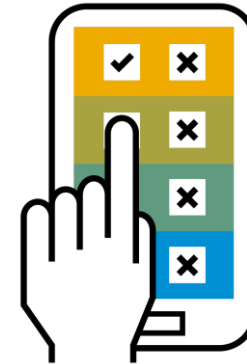
2017



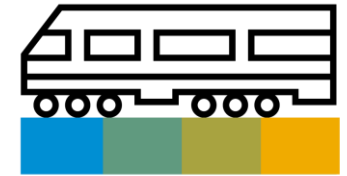
IT Service Management



Process Management



Test Management

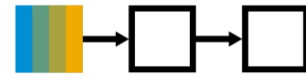


Change & Release Management

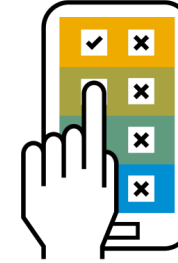
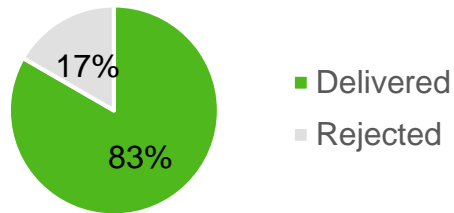
Integrated in CRM
Customer Connection

2018, 2019 and beyond

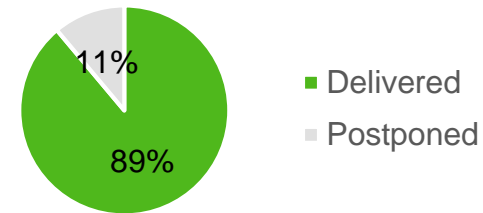
SAP Customer Connection 2018



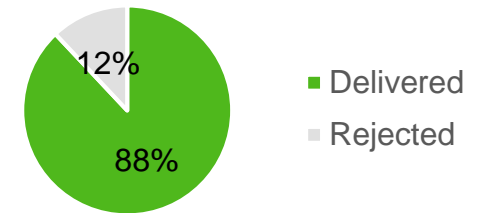
Process Management



Test Management



Change & Release Management



Customer Connection requests

20

9

25

Delivered improvement requests

16

8

22

Process Management

New, consistent document name handling

Description

Consistent usage of file name and document name

Details

- Drag & Drop or Check in of documents based on local file name
- Document name in Solution Documentation is based on file name
- Document management actions and external applications in sync for document / file name

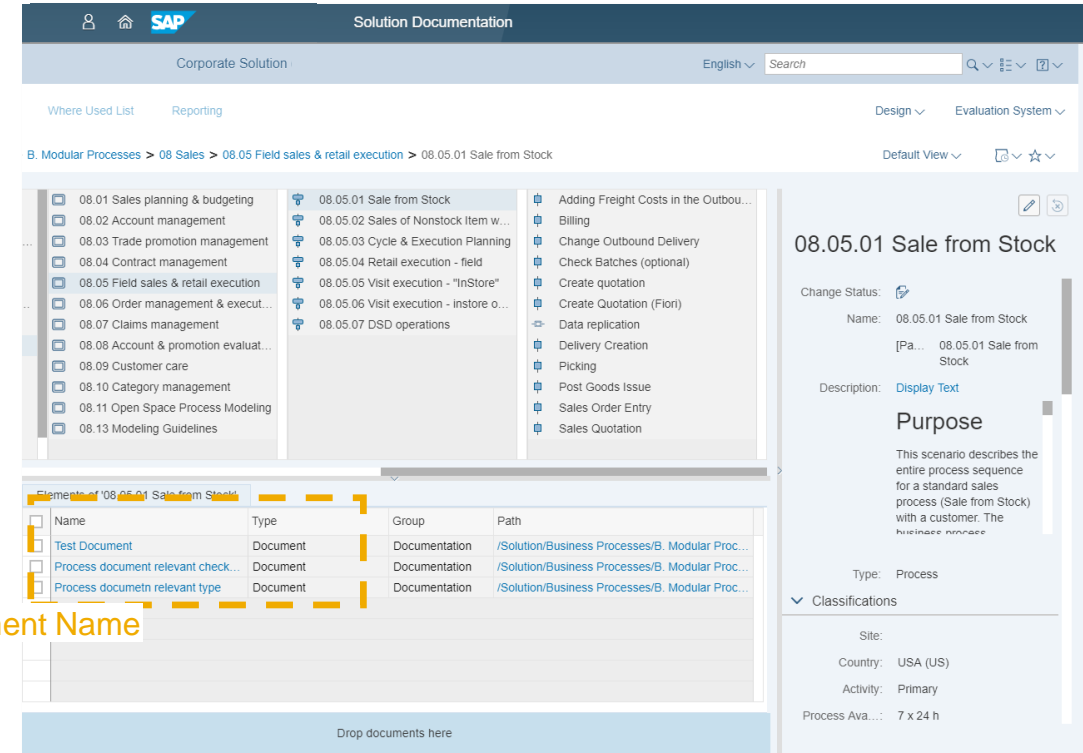
Benefits

User works with on document name in Process Management and locally

Improvement information

[SAP Note 2715198](#) >= SPS03

- Edit Online
- Check out
- Download



Document Name

Local file name

Test document

Process document relevant check

Process document relevant type



- Drag & Drop
- Check in

Demo

Process Management

Easily identify who checked out a document

Description

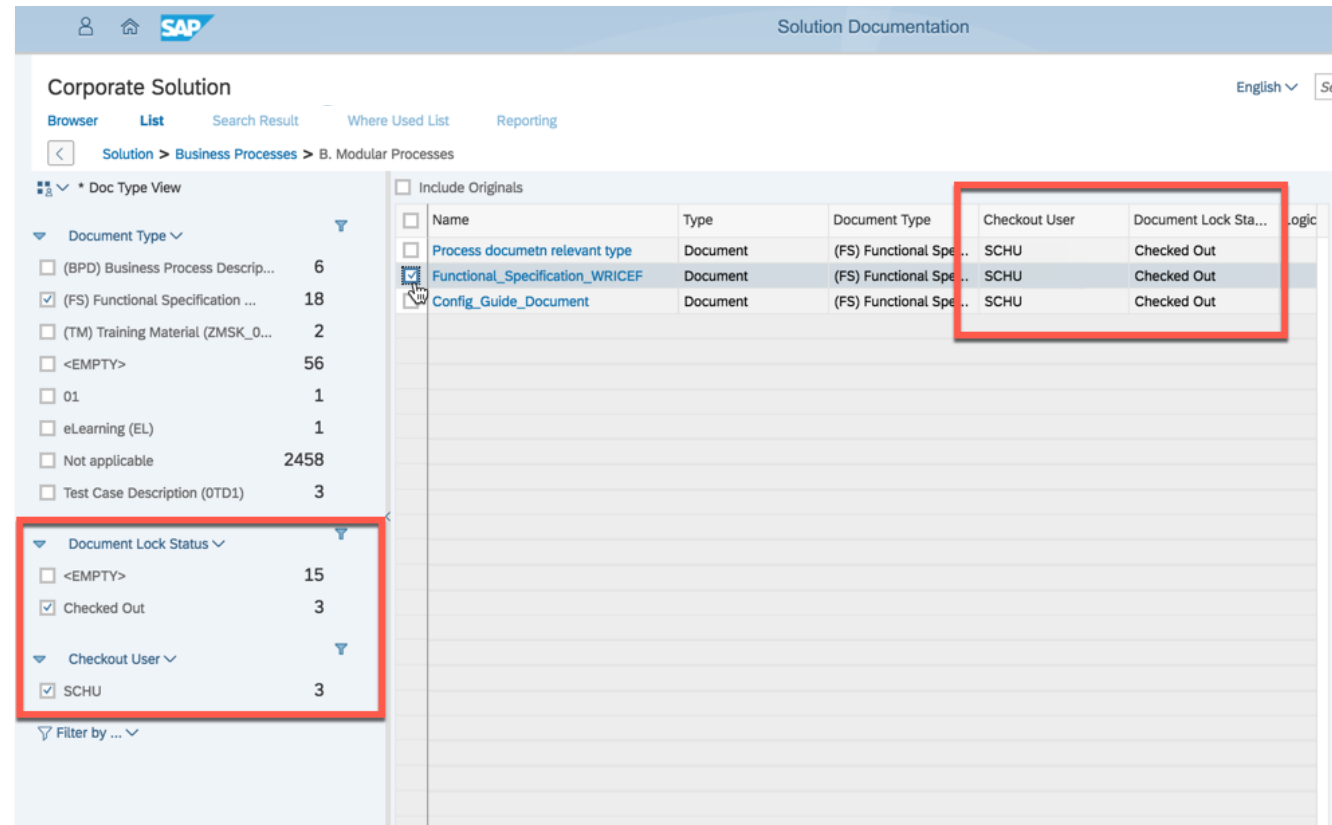
New column identifies checked out documents in combination with user information

Details

- You can add a dynamic column in the Assignment Block to display for document check out user information
- Use filter panel for checked out documents by a specific user

Benefits

Easily find users who have checked out documents



The screenshot shows the SAP Solution Documentation interface. The main table displays document information with columns for Name, Type, Document Type, Checkout User, and Document Lock Status. A red box highlights the 'Checkout User' and 'Document Lock Status' columns, showing that three documents are checked out by user 'SCHU'. Another red box highlights the filter panel on the left, where 'Document Lock Status' is set to 'Checked Out' and 'Checkout User' is set to 'SCHU'.

Name	Type	Document Type	Checkout User	Document Lock Status
Process document relevant type	Document	(FS) Functional Spe...	SCHU	Checked Out
Functional_Specification_WRICEF	Document	(FS) Functional Spe...	SCHU	Checked Out
Config_Guide_Document	Document	(FS) Functional Spe...	SCHU	Checked Out

[Demo](#)

Test Suite - Test Plan Management

Enhanced Test Package List

Description

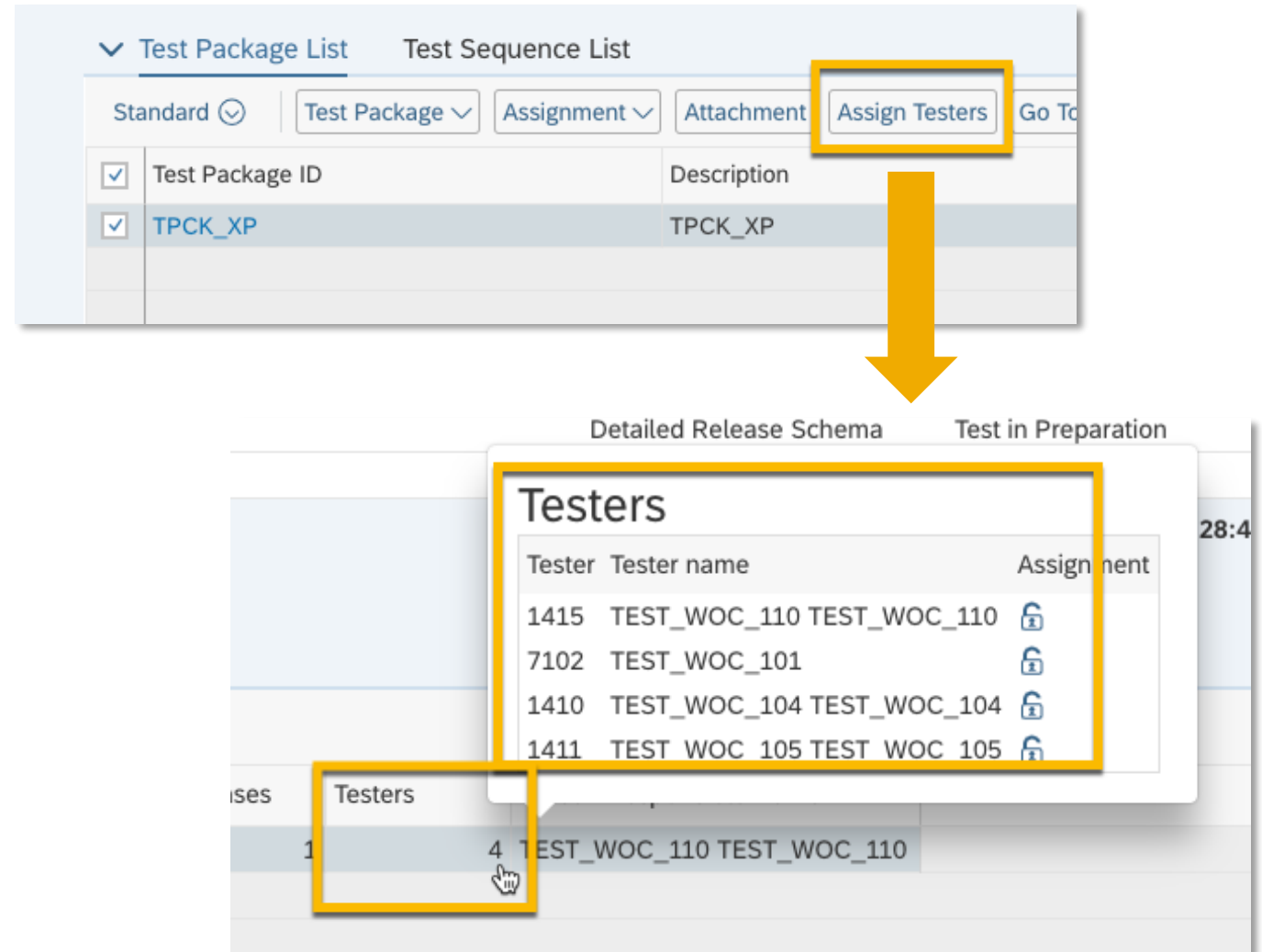
New information about available test package testers is visible in the Test Plan Management application

Details

- Number of testers and their names are displayed
- Quick Tester Assignment is available from the test package list

Benefits

- Improved visibility for tester assignments
- Improved productivity



The screenshot shows the SAP Test Plan Management interface. At the top, there are tabs for 'Test Package List' and 'Test Sequence List'. Below the tabs, there are filters for 'Standard', 'Test Package', 'Assignment', 'Attachment', and 'Assign Testers'. A table lists test packages, with 'TPCK_XP' selected. A yellow box highlights the 'Assign Testers' button, with a large yellow arrow pointing down to a 'Testers' popup window. The popup window shows a table of testers with columns for 'Tester', 'Tester name', and 'Assignment'.

Tester	Tester name	Assignment
1415	TEST_WOC_110 TEST_WOC_110	
7102	TEST_WOC_101	
1410	TEST_WOC_104 TEST_WOC_104	
1411	TEST_WOC 105 TEST_WOC 105	

Below the popup, a table shows the test package list with a yellow box highlighting the 'Testers' column and a hand cursor pointing to the '4' in the 'Testers' column for the selected test package.

Test Package ID	Description	Testers
TPCK_XP	TPCK_XP	4

Change Control Management

Transport return code status / email notification for scheduled job failures (from Task List)

Description

Transport return code status is available via email notification for scheduled job failures (from Task List)

Details

Get automatic feedback about transport return codes and import errors:

- Use automated e-mail notifications to monitor import errors of your transport requests
- The e-mails contain detailed information such as transport return codes

Benefits

- Improved transparency
- Faster error resolution

Improvement information

[SAP Note 2720385](#)

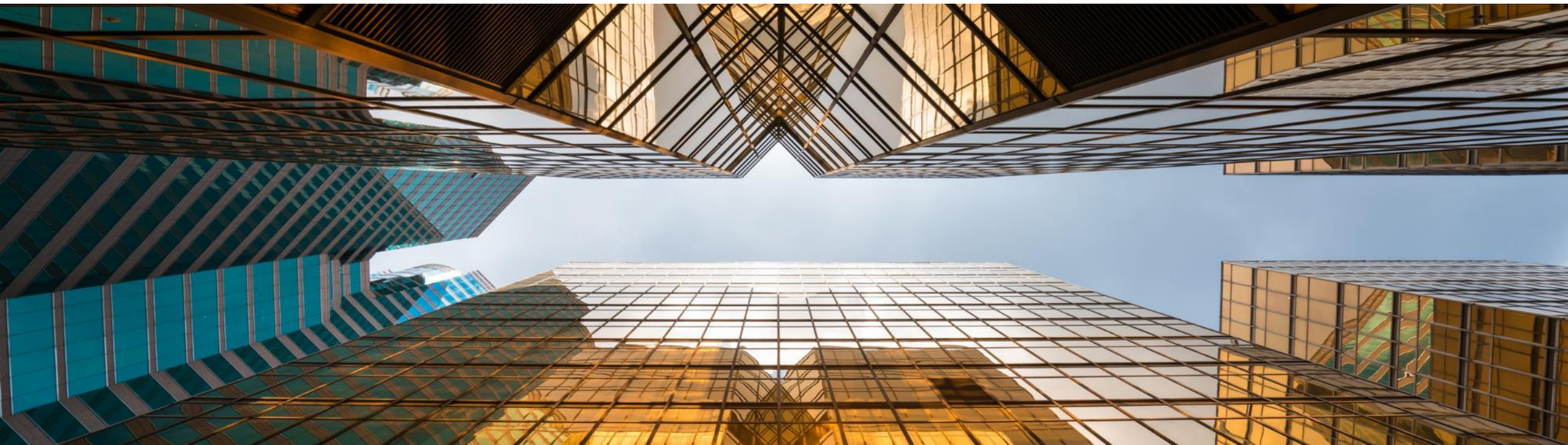
Dear colleague,

The Normal Change (SMMJ) [8000051898](#) could not be imported successfully.

System ID	System Type	Target Client	Transport Request	Timestamp	Import Step	Return Code	Messages
MW1	ABAP	200	MW1K909722	22.08.2018 10:40:49	Main Import	0004 (A tool used by tp produced warnings)	source system == target system. R3TRPROGZHOFFMANNTH_XPRA_FAIL original object overwritten because of unconditional mode 2_ Ended with return code: ==== 4 <====
MW1	ABAP	200	MW1K909722	22.08.2018 10:40:49	Forward to Follow-On System(s)	0000 (Everything OK)	
MW1	ABAP	ALL	MW1K909722	22.08.2018 10:40:52	Version Management	0000 (Everything OK)	
MW1	ABAP	200	MW1K909722	22.08.2018 10:41:08	XPRA's	0012 (A tool used by tp aborted)	Program terminated (job: RDDEXECL, no.: 10405300) See job log Ended with return code: ==== 12 <====

Thank you and best regards,
Your Notification Service

2019 Project scope, timeline and customer roles



SAP Solution Manager - Customer Connection Projects 2019

Change and Release Management in SAP Solution Manager

- **In scope:** Performance, Transports (better error messages, scheduled imports), agile charm, related change requests, continuous integration/continuous delivery
- **Out of scope:** Change Control for Cloud Solutions, UI (prefill fields, better text editor, filter), BAPI for reporting and ticket creation, authorizations, digital Signature
- **Participation:** Customers (S&P User): All, Partners: view only



Process Management in SAP Solution Manager

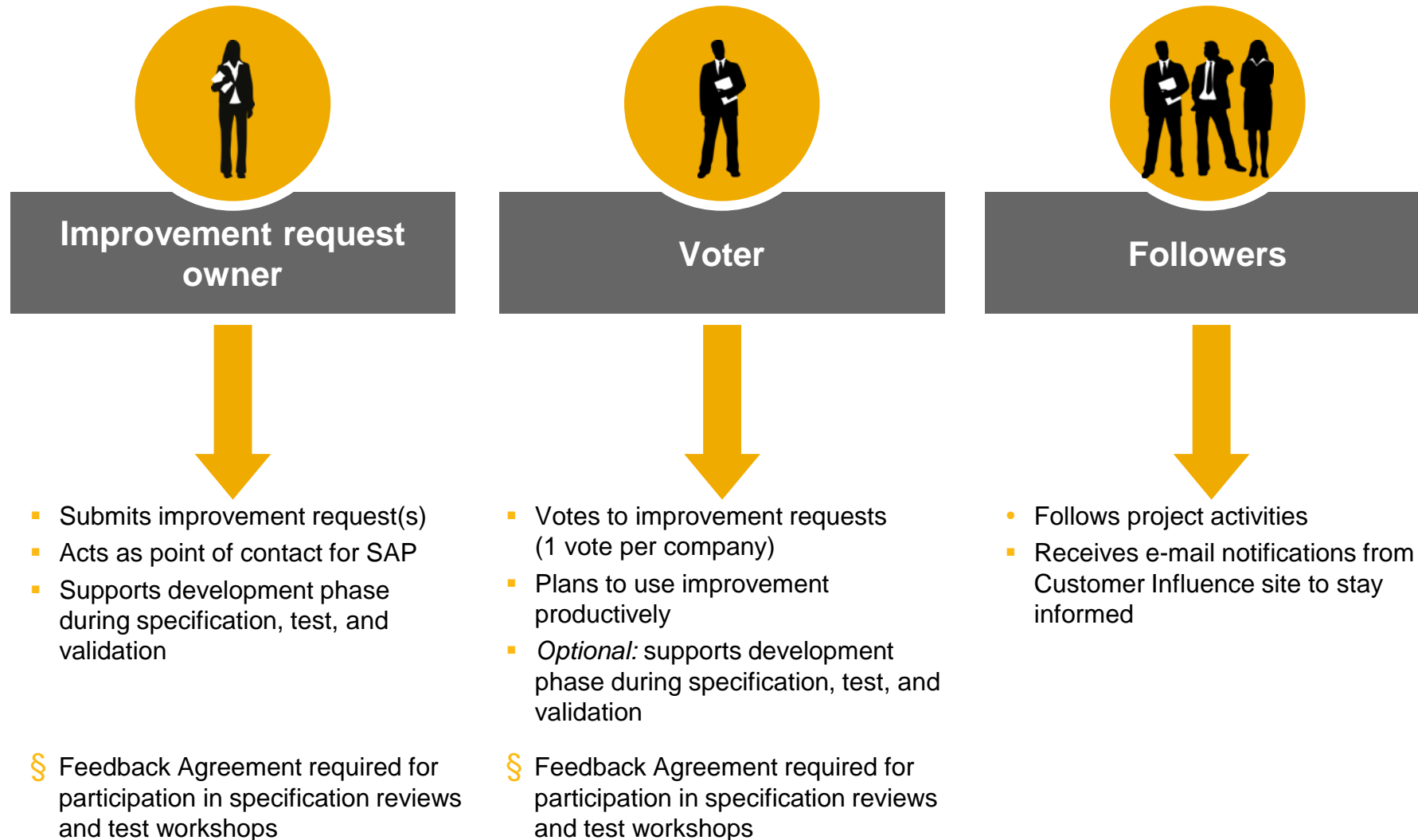
- **In scope:** Performance, Usability, Modelling (Diagrams, end-to-end modeling, cloud modeling),
- **Out of scope:** Content activation, Modeling of Variants and Deltas, External document management, SAP Best Practice content
- **Participation:** Customers (S&P User): All, Partners: view only

Test Suite in SAP Solution Manager

- **In scope:** Usability, Performance, Manual test management (Defect Management, Documentation of test cases/test notes)
- **Out of scope:** Reporting, Test Automation, Performance Tests, Mobile Tests, Unit Tests, Integration with third party tools
- **Participation:** Customers (S&P User): All, Partners: view only

SAP Customer Connection collaboration

Customer roles in projects



Project Timeline



SAP activities



Follows, moderates, and comments on improvement requests submitted

Makes detailed analysis and decision on implementation

Develops and delivers SAP Notes and support packages

Improves process for Customer Connection



Collection
of improvement requests prioritized by votes

Selection
of improvement requests for implementation

Development
of improvements, delivery via Notes/Support Package

Productive **use** in customers' systems

Project phases



open project workspace
Jan 8, 2019

close project workspace
Mar 8, 2019

Kick-Off
Jan 8, 2019

Selection Call
April 2019

Delivery Call
Q4/2019

Collect

Select

Develop

Use



Customer activities

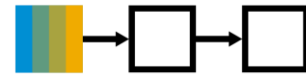


Submit improvement requests and prioritize by votes

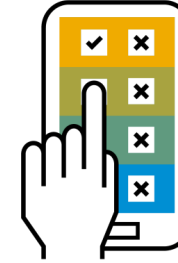
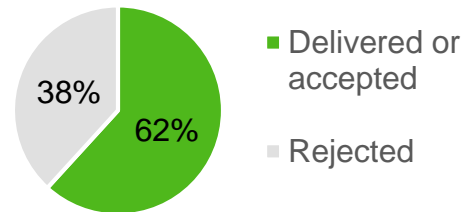
Provide feedback on specification (optional)

Provide feedback on productive use

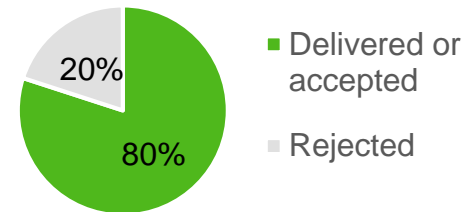
SAP Customer Connection 2019



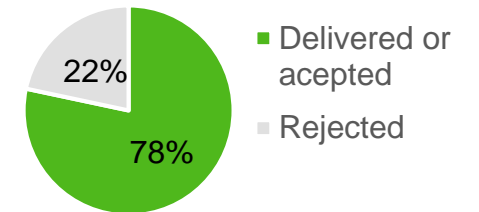
Process Management



Test Management



Change & Release Management



Customer Connection requests

68

57

62

Delivered or accepted requests

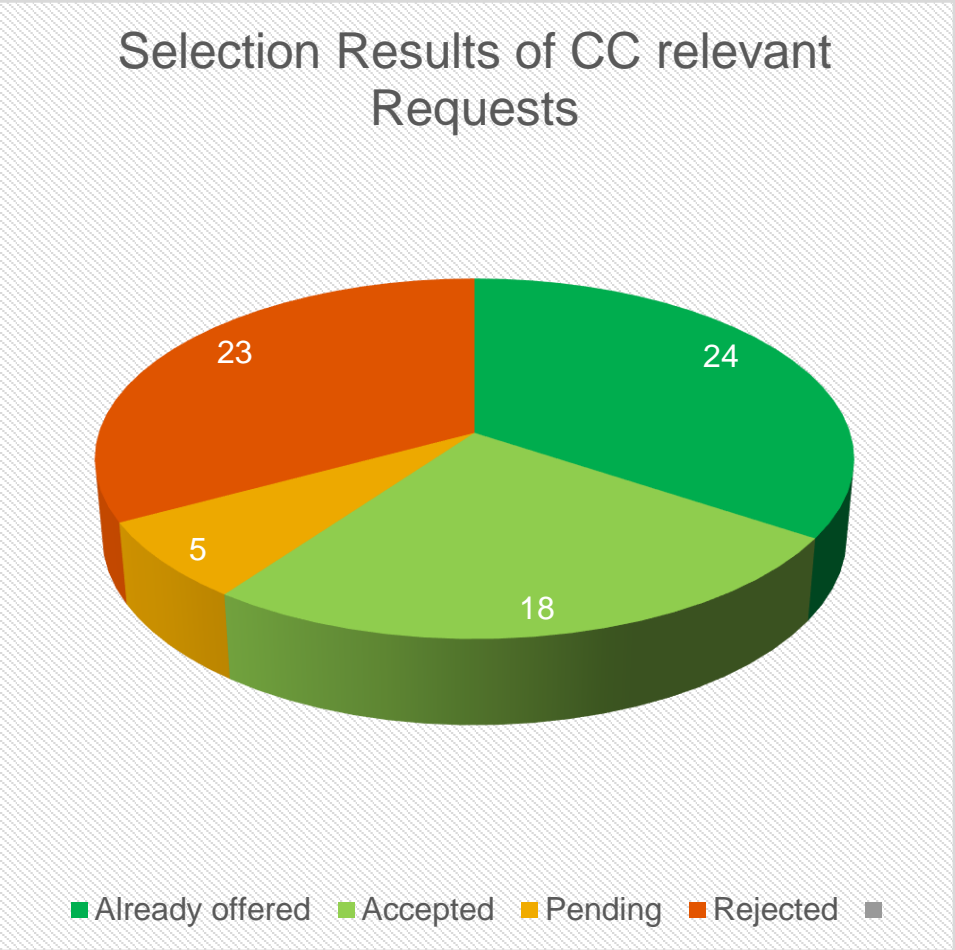
42

44

47

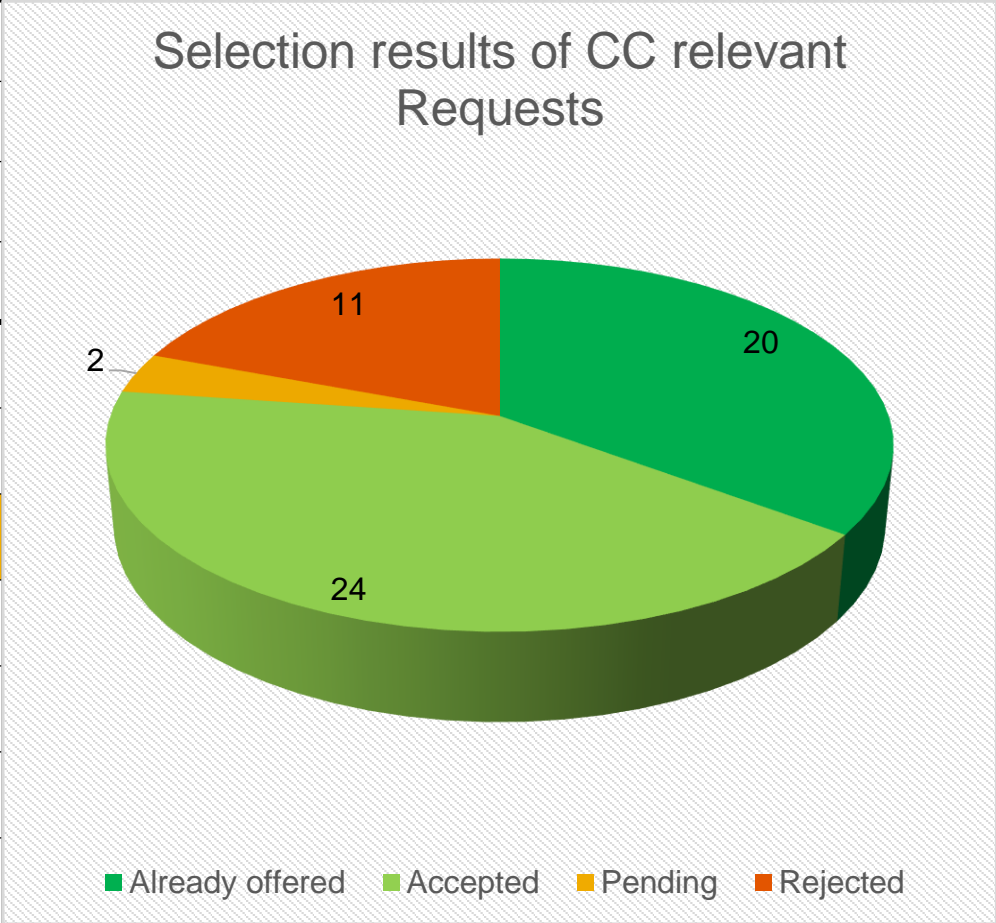
Improvement Requests – Overview planned implementation for “CC relevant requests”

# IRs submitted by customers	134
- # rejected IRs (due to lack of customer votes)	41
- # rejected IRs (out of scope)	8
= # qualified IRs (10 or more votes)	85
- # IRs under review for portfolio	15
CC relevant Requests	68
# IRs accepted (planned for development)	18
# IRs already delivered	24
# IRs pending selection decision	5
# IRs rejected (Violating Design Rules)	23



Improvement Requests – Overview planned implementation for “CC relevant requests”

# IRs submitted by customers	123
- # rejected IRs (due to lack of customer votes)	24
- # rejected IRs (out of scope)	13
= # qualified IRs (10 or more votes)	86
# IRs under review for portfolio	29
CC relevant Requests	57
# IRs accepted (planned for development)	24
# IRs already delivered	20
# IRs pending selection decision	2
# IRs rejected (Violating design rules)	11

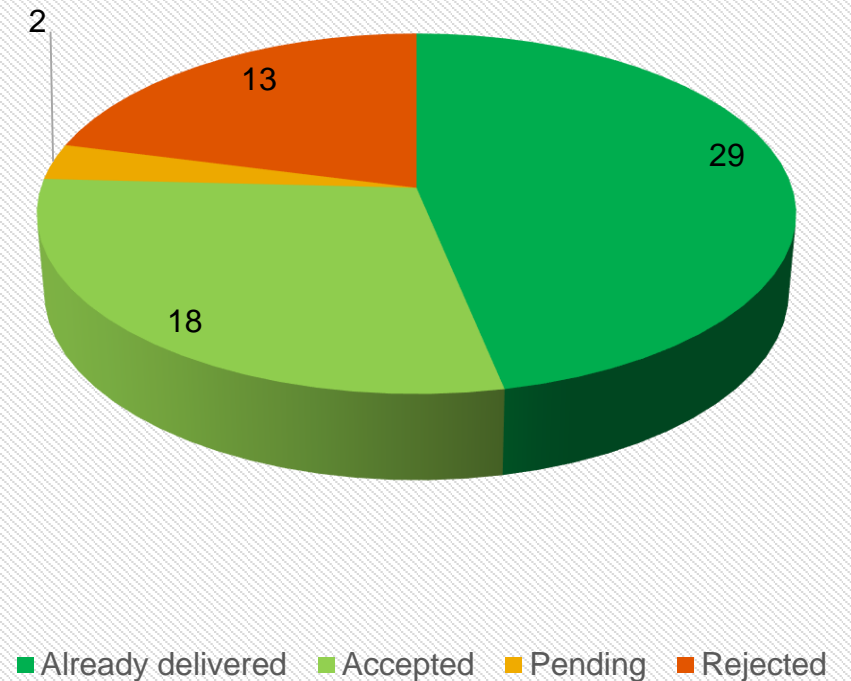


Improvement Requests – Overview

planned implementation for “CC relevant requests”

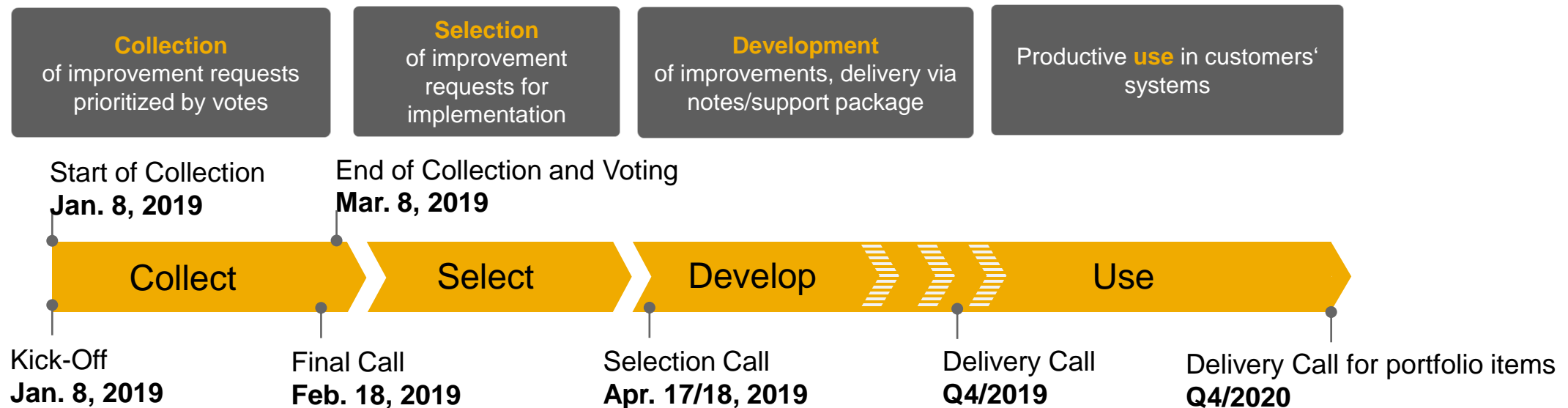
# IRs submitted by customers	132
- # rejected IRs (due to lack of customer votes)	41
- # rejected IRs (out of scope)	9
= # qualified IRs (10 or more votes)	82
# IRs under review for portfolio	20
CC relevant Requests for 2019	62
# IRs accepted (planned for development)	18
# IRs already delivered	29
# IRs pending selection decision	2
# IRs rejected (13 Violating design rules)	13

Selection results of CC relevant Requests

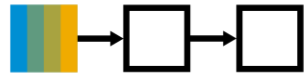


Next steps

- Development phase will start succeeding this selection call.
- Statuses will be maintained on the Customer Influence site accordingly within next days.
- Presentation of results in the **Delivery Call** webinar is planned for Q4/2019 (details to be communicated as soon as available later in 2019).
- A second Delivery Call later in 2020 will cover all portfolio-relevant items mentioned in this slide deck.

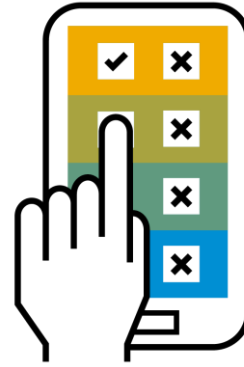


Detailed information about all requests



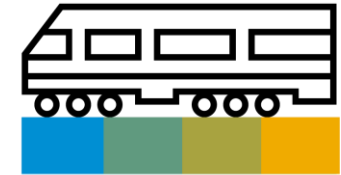
**Process
Management**

<https://influence.sap.com/sap/ino/#/campaign/1716>



**Test
Management**

<https://influence.sap.com/sap/ino/#/campaign/1715>



**Change & Release
Management**

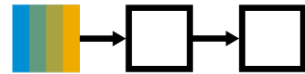
<https://influence.sap.com/sap/ino/#/campaign/1717>

Extending the Scope of SAP Customer Connection

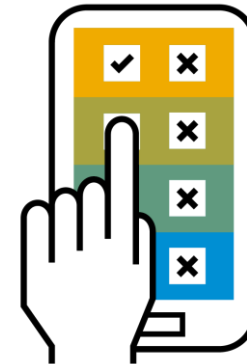
2017



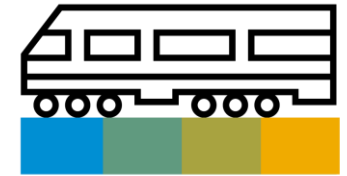
**IT Service
Management**



**Process
Management**



**Test
Management**



**Change & Release
Management**

**Integrated in CRM
Customer Connection**

2018, 2019 and beyond

Take the Session Survey.

We want to hear from you! Be sure to complete the session evaluation on the SAPPHIRE NOW and ASUG Annual Conference mobile app.



Presentation Materials

Access the slides from 2019 ASUG Annual Conference here:

<http://info.asug.com/2019-ac-slides>

Q&A

For questions after this session, contact us at [email] and [email].

Let's Be Social.

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Accepted Improvement Requests (IRs)

Process Management

Accepted

SAP is pleased to announce the following enhancements planned to be implemented from the SAP Customer Connection program. We appreciate your input and support of this process.

ID	IR Title	# of Votes	How to Deliver (Note, SP only)?	Planned Availability
224995	Test cases can not be assigned to the element interface.	29	SP 10	12/2019
224842	Fixing of column width in browser and list views	29		
224846	Change width of Column Browser (Structure)	27		
224648	Edit Power Point Online	20		
226134	Ability to open a BPMN in a Display mode by default.	19		
225012	fixing of column-size in element windwos	19		
225867	Diagramm Entitäten als Excel Export / Diagram Entities as Excel Export	18		
225307	Enlarge screen of BPMN Editor when opening	18		
225418	Additional function in context menue for assignment of documents to a node	17		
225936	Calendar available for date fields entry	16		
225934	Swimming lane name always visible for faster modelling of big diagrams	16		
224850	Attribute Check-out Date	13		
227276	Object Locator:1) on Diagram (snap to object), and 2) in Column Browser (to replace Where-Used List)	12		
227287	Allow deletion of different object types in one go from a process model	12		

Accepted Improvement Requests (IRs)

Accepted

SAP is pleased to announce the following enhancements planned to be implemented from the SAP Customer Connection program. We appreciate your input and support of this process.

ID	IR Title	# of Votes	How to Deliver (Note, SP only)?	Planned Availability
227336	Alignment options like in office for diagram elements	12	SP 10	12/2019
226271	Reusage of testcase documents in SolDoc	11		
227278	New Modelling Object - Function (representing a process) - to be used as a Process Interface object	10		
225869	Mehrfachzuordnung in Allgemeinen Diagrammen / Multiple Assignments in Universal Diagrams	10		

Already delivered Improvement Requests (IRs)

Already delivered

Improvement Request was analyzed and fits into already delivered category

ID	IR Title	# of Votes	Comment
225078	Add transaction codes to the name-column	41	Please see comment in the request on influence page for solution proposal.
225034	Export Report Results to Excel	23	Please see comment in the request on influence page for solution proposal.
225933	Opening links in a new browser window for quick navigation	21	Please see comment in the request on influence page for solution proposal.
224650	Email Notification Based on Document Status Change	21	This feature is already offered in Focused Build (SP02). As of 2020, the usage rights of SAP Solution Manager include SAP Focused Build and Insights t no additional costs.
225832	Option to sort folders, scenarios and processes	20	Please see comment in the request on influence page for solution proposal.
225072	Custom order of process steps	20	Please see comment in the request on influence page for solution proposal.
225908	Creation of Business Processes according to Process Steps Library	19	Please see comment in the request on influence page for solution proposal.
224828	Link to RFC	18	Please see comment in the request on influence page for solution proposal.
225829	Option to compare and adjust maintenance branch with production branch	17	We like to refer to our lifecycle information based on releases between branches. https://help.sap.com/viewer/60943adf3ff44893b62c568bb8a87d17/7.2.04/en-US/b429ba5642f05666e1000000a441470.html
225825	Option to replace one logical component/group with another in the business process hierarchy	16	Please see comment in the request on influence page for solution proposal.
224711	Additional Print Attributes for Process Diagrams	15	We like to refer to the process document generation as a comparable functionality .
225978	Related Documents Mapping b/w Library Process Steps & Business Process View Process Step	14	Please see comment in the request on influence page for solution proposal.

Already delivered Improvement Requests (IRs)

Already delivered

Improvement Request was analyzed and fits into already delivered category

ID	IR Title	# of Votes	Comment
226742	Avoid Duplicate document upload with same title/name	14	If you use drag and drop the document name is used to recognize an existing document (update) or a new one. https://wpb101101.hana.ondemand.com/wpb/wa/wa/~tag/published/index.html?library=library.txt&show=group!GR_267560D84F4CD84#group!GR_76E62A6A9C0A33B0
225310	Change history of structure elements	14	Please see Note https://launchpad.support.sap.com/#/notes/2738923
225607	Add Historie to Back-Button	12	Please see comment in the request on influence page for solution proposal.
224853	Attribute change must not be possible for checked-out documents	12	Please see comment in the request on influence page for solution proposal.
225612	Diagram Entities Type Role - Where Used List	11	Please see comment in the request on influence page for solution proposal.
224824	Have the possibility to add more than one configuration units in one step.	11	Please see comment in the request on influence page for solution proposal.
225614	E2E Processes definition in Solution Documentation - Selection of relevant Process/Process Steps	11	Please see comment in the request on influence page for solution proposal.
225309	Improve document search in Solution documentation	11	The content activation was designed to select and activate content which is in use or further needed. However, if something was missing after Content Activation you can use the following workaround: Go to transaction SOLAR01/02 (Display only) or SOLAR_EVAL --> Search for your document --> Download the document --> Go to your Solution documentation target in 7.2 --> Upload the document

Already delivered Improvement Requests (IRs)

Already delivered

Improvement Request was analyzed and fits into already delivered category

ID	IR Title	# of Votes	Comment
225480	Working with Elements in linked objects	11	Please use the following note and demo material as solution proposal. <ul style="list-style-type: none"> • https://launchpad.support.sap.com/#/notes/2534547 • https://wpb101101.hana.ondemand.com/wpb/wa/wa/~tag/published/index.html?library=library.txt&show=group!GR_267560D84F4CD84#group!GR_1876BADBC3338F
226061	Vorlage in das ein Diagramm exportiert wird / Template for Diagram Export	10	We like to refer to the process document creation feature. In SOLMAN_SETUP --> Scenario Process Management --> Step 4.7 Customize Document Template you can define your own layout including company logo.
226218	Enforce Title Naming Convention by Auth. Object	10	Implement BAdI BADI_SMUDE_NODE_W_PRECON_CHK for method IS_MOD_ATTR_OF_NODES_ALLOWED for existing nodes and IS_CREATE_CHILD_NODES_ALLOWED. If the attributes do not follow the naming convention you can prevent that the change is saved and return an error message instead. The documentation of the methods can be found in the interface section code of the interface.
225623	Sorting of process structure (Soldoc) from Design Branch is not taken over when releasing to develop	10	This feature is available since SPS07. Please take care that you always release the parent note of the sorted structure elements.

Accepted Improvement Requests (IRs)

Accepted

SAP is pleased to announce the following enhancements planned to be implemented from the SAP Customer Connection program. We appreciate your input and support of this process.

ID	IR Title	# of Votes	How to Deliver (Note, SP only)?	Planned Availability
225317	Online edit of documents in Tester Worklist	48	SAP Solution Manager 7.2 SP09	06/2019
225550	Must click the "Refresh Button" every time after a testcase has been executed	41	SAP Solution Manager 7.2 SP10	12/2019
225318	Performance of test case selection in test packages of a large test plan	29	SAP Solution Manager 7.2 SP10	12/2019
224999	Assignment of tester / search function too few fields to search by unique attributes	26	SAP Solution Manager 7.2 SP10	12/2019
225320	Online Editing of testresults und test notes	25	SAP Solution Manager 7.2 SP09	06/2019
225315	Set default layouts for all testers in tester worklist	24	SAP Solution Manager 7.2 SP09	06/2019
224993	Distribute views for all testmanager / tester	23	SAP Solution Manager 7.2 SP09	06/2019
224975	Priorities of test cases in Focused Build Test Execution can not be filtered	20	Focus Build 2.0 SP04	08/2019
225656	Enable scheduled execution of test package in sequence	20	SAP Solution Manager 7.2 SP10	12/2019
210103	Filter locked Business Partners in Tester Search	18	SAP Solution Manager 7.2 SP10	12/2019
226521	Download of testcases (Test steps) in test steps designer	18	Focus Build 2.0 SP04	08/2019
225324	Filter on priority of test cases in tester worklist	17	SAP Solution Manager 7.2 SP10	12/2019

Accepted Improvement Requests (IRs)

Accepted

SAP is pleased to announce the following enhancements planned to be implemented from the SAP Customer Connection program. We appreciate your input and support of this process.

ID	IR Title	# of Votes	How to Deliver (Note, SP only)?	Planned Availability
226228	Possibility to filter on test cases status during copy of a test plan	15	SAP Solution Manager 7.2 SP10	12/2019
225000	Arrange and save layout in Focused Build Test Execution	14	Focus Build 2.0 SP04	08/2019
224989	Optimizing test results and test note in Focused Build My Test Execution	12	Focus Build 2.0 SP04	08/2019
226796	Option to export the test packages and test sequences in test plan management	12	SAP Solution Manager 7.2 SP10	12/2019
225570	Test Plan Management - POWL Table Column Option "Test Classification"	11	SAP Solution Manager 7.2 SP10	12/2019
225965	Improve Test steps application	11	Focus Build 2.0 SP04	08/2019
226022	Usage of "standard" comment field also for Focused Build Test Steps	11	Focus Build 2.0 SP04	08/2019
226567	Teststeps - autom. take over information like actual result and expected result to defect	10	Focus Build 2.0 SP04	08/2019
226878	Missing test object	8	SAP Solution Manager 7.2 SP10	12/2019
226172	Create automatically a new Test Script version as soon as we modify a Test Configuration/Test Script	7	SAP Solution Manager 7.2 SP10	12/2019
227681	Mass Update of existing test case with test steps using CSV file upload in Test Steps designer	7	Focus Build 2.0 SP04	08/2019
226226	Set default filter mode to Append for selecting test cases in a test plan	4	SAP Solution Manager 7.2 SP10	12/2019

Already delivered Improvement Requests (IRs)

Already delivered

Improvement Request was analyzed and fits into already delivered category

ID	IR Title	# of Votes	Add. Information
225139	Tester group maintenance	33	From SP8, user can navigate to the business partner maintenance from the business partner id (within tester assignment)
221543	State of The Art Maintenance of Testteams And Substitutes	22	From SP8, user can navigate to the business partner maintenance from the business partner id (within tester assignment)
224723	Possibility to Generate Test Script from Business Process Maps created in the Solution Manager	22	From Focused Build 2.0 SP03, if a business process diagram is available for a process variant
225313	Improvement of irritating URLs in Tester Worklist	15	From SP08, the navigation capability in Tester Worklist has been improved – eg: icons can be used to open the test case or edit the status. Test case link allows to run the test case. Available via note SAP Note 2775390
226114	Mass update option to tag Test cases with test steps to Process Steps in SolDoc	15	From Focused Build 2.0 SP03, OCC ID can be provided in excel document used for upload
225870	Being able to edit the comment field after setting the status	14	From SP08, the comment field remains editable when test ended flag is set until save is executed.
223396	Test notes and test results completely in the test report	13	From SP07, the test note and test result can be included in the test report.
224724	Possibility to Generate Test Script from Business Process Maps created in the Solution Manager	13	From Focused Build 2.0 SP03 partially available, just a list of used business process steps with first executable, roles are not provided by the API
225316	Warnings while deleting structure elements in existing testplans	13	From SP07, assigned in test package column available in test plan hierarchy
225820	Option to record dynamic TBOMs without tracing conflicts with authorization/ABAP/Performance traces	13	Available with ST_PI SP11 and managed system with basis release 7.53, corresponding to S/4HANA 1809

Already delivered Improvement Requests (IRs)

Already delivered

Improvement Request was analyzed and fits into already delivered category

ID	IR Title	# of Votes	Add. Information
227114	Customizing to change Link behavior for Tester Worklist Test Cases (RUN instead of Jump into SOLDOC)	13	From SP08, the navigation capability in Tester Worklist has been improved – eg icons can be used to open the test case or edit the status. Test case link is used to execute the test. Available via SAP Note 2775390 . No personalization to change it.
226171	Show Current Tester in Tester Worklist	12	From SP08, new columns are available in tester worklist related to the test status that determined the overall status.
226152	Detailed Test Case Status in Reporting	11	From SP08, new columns are available in analytics related to the test status that determined the overall status.
226221	Navigation from the composite test log into the test script	11	From SP07, a new log display application is available which offer this capability.
226233	Add test plan fields for test case analysis - Personalisation	11	From SP08, the report "Multiple Test Plans Status Details" shows the sequence information. Comment has not been added due to risk in performance. From SP06 via SAP Note 2708956
226523	Upload of Testcases (teststeps) - Mapping of testcase attributes can be saved	11	From From Focused Build 2.0 SP03, mapping based on column names
226268	Gap identification of changed objects included in TR /ToC, but not BPCA TBOMs	10	This already exists under the term of "unused objects", where those objects from a transport are displayed that have not been included in the TBOM that was used for the comparison (analysis).
226375	Include test sequence numbers in multiple test plan status details report	10	From SP08, the report "Multiple Test Plans Status Details" shows the sequence information. From SP06 via SAP Note 2708956
226706	test steps - mandatory attachments in test execution are not identifiable	10	Possible with customizing with a little limitation (checkbox not in read-only, fixed with SP04)
223314	Boundless Maintenance of Test Suite in Productive Client Without Client Opening	7	From SP08 and SAP Note 2653468

Accepted Improvement Requests (IRs)

Accepted

SAP is pleased to announce the following enhancements planned to be implemented from the SAP Customer Connection program. We appreciate your input and support of this process.

ID	IR Title	# of Votes	How to Deliver (Note, SP only)?	Planned Availability
224840	Post Import check of transports display RC Code	42	SP 10	12/2019
224755	Upcoming import job schedule to be shown in ChARM change documents	40		
226157	Rename Transport Request when re-assigning to new Change Document (correct ID)	38		
224517	Attachment check on ChaRM documents	34		
225980	Fiori My Inbox - Custom Actions and Statuses	28		
225491	Show status of active cycle in administration cockpit	27		
225669	Have a control on users being assigned to roles (ie. Change Manager) in ChaRM transactions	24		
224455	predefined date/time for import into production	23		
224789	The ability to restrict users to specific cycles	23		
225821	Prevent usage of business partner in case related user is locked (combine with 225669)	21		
224541	ITSM Required Fields Check (Partly accepted) Result (Combine with 224517 and 225773)	21		

Accepted Improvement Requests (IRs)

Accepted

SAP is pleased to announce the following enhancements planned to be implemented from the SAP Customer Connection program. We appreciate your input and support of this process.

ID	IR Title	# of Votes	How to Deliver (Note, SP only)?	Planned Availability
226016	Column "Cycle Name" in My Messages/Search Result	21	SP 10	12/2019
227325	ChaRM - Detailed Error messages while transporting to Test-System (combine with 224840)	20		
224649	ChaRM IT Calendar Integration - Consistency Checks	20		
225771	Drop - down list for employee	19		
224900	Re-linking change documents to a RFC document	16		
224518	Control on change document transactions that can be created based on the ChaRM cycle (combined with 224789)	14		
225773	Settings for mandatory fields for Business requirements (Combine with 224517 and 224541)	10		

Already delivered Improvement Requests (IRs)

Already delivered

Improvement Request was analyzed and fits into already delivered category

ID	IR Title	# of Votes	Add. Information
226239	Editor in ChaRM with screenshots and text formatting as standard	40	How to enable "Text with Inline Screenshots" for ChaRM and ITSM https://blogs.sap.com/2017/12/28/sap-solution-manager-7.2-it-service-management-text-with-inline-screenshots/
224843	Report for Requests for Change and related Change Documents	37	Already provided by enterprise search function in admin cockpit. https://help.sap.com/viewer/8b923a2175be4939816f0981b73856c7/7.2.08/en-US/6c6a8b516ddff733e1000000a44176d.html
224785	Allow assignment of released transports to CD without cCTS	31	SAP offers a solution via central CTS which provides a technical infrastructure for the enhanced flexibility functions in Change Control Management (ChaRM/QGM). Features like flexible assignment of transport requests (also external), various import options reassign CD's, even after their release can be realized. cCTS is the SAP strategy https://help.sap.com/viewer/8b923a2175be4939816f0981b73856c7/7.2.08/en-US/40ae955118fab712e1000000a423f68.html
224520	ChaRM Reporting Improvement	29	Already provided by enterprise search function in admin cockpit. https://help.sap.com/viewer/8b923a2175be4939816f0981b73856c7/7.2.08/en-US/6c6a8b516ddff733e1000000a44176d.html
225262	ChaRM Search Capability by Transport Request	28	Already provided by enterprise search function in CRM UI https://help.sap.com/viewer/8b923a2175be4939816f0981b73856c7/7.2.08/en-US/3f20415149634f26e1000000a44538d.html
226987	Enable user to choose default browser for ChaRM/Soldoc with SSO	26	One of the major new technologies we introduced in SAP Solution Manager 7.2 was the SAP Fiori Launchpad Blog: https://blogs.sap.com/2017/08/11/using-the-sap-fiori-launchpad-in-the-sap-solution-manager/ --> customers can decide which browsers to use
224753	Automatic termination of import jobs when target system unreachable	22	Already provided by making use of the inactive system flag in LMDB, see SAP note 1322696 https://launchpad.support.sap.com/#/notes/1322696

Already delivered Improvement Requests (IRs)

Already delivered

Improvement Request was analyzed and fits into already delivered category

ID	IR Title	# of Votes	Add. Information
226245	Prevent or control the deletion of attachments in ChaRM documents for audit compliance	22	Solution is already available https://blogs.sap.com/2014/02/26/attachment-authorization-control-via-authorization-scope/
226246	manage external transports in ChaRM without cCTS	22	SAP offers a solution via central CTS which provides a technical infrastructure for the enhanced flexibility functions in Change Control Management (ChaRM/QGM). Features like flexible assignment of transports (also external), reassign CD's, even after their release can be realized. cCTS is the SAP strategy: https://help.sap.com/viewer/8b923a2175be4939816f0981b73856c7/7.2.08/en-US/40ae955118fab712e1000000a423f68.html
226449	Declare Import Error as Repaired incl. Transport ReturnCode within the Change Ticket	21	Already provided in change documents: https://help.sap.com/viewer/8b923a2175be4939816f0981b73856c7/7.2.08/en-US/34bdadc5aa634ebfab63ac0073286792.html
226173	Integration with Version One and Jira	20	The solution for Jira is already in Focus Build - License free 2020
226237	"urgent changes" with multiple test systems/clients, import the transport on all clients at once	20	This can be realized with the Normal Change which can be imported as preliminary import. https://help.sap.com/saphelp_sm71_sp11/helpdata/en/d6/e6bcc740964311987d440ab83e6684/content.htm?no_cache=true
226811	functionality to reimport after system copy	18	The solution is already in Focus Build - License free 2020
226238	Defaults for Sold-to Party, Cycle, Priority, Change Manager, CAB on user and on system level	18	Change Request Template feature is designed to support the default values

Already delivered Improvement Requests (IRs)

Already delivered

Improvement Request was analyzed and fits into already delivered category

ID	IR Title	# of Votes	Add. Information
226247	Enable complete printout of ChaRM documents, including print to PDF	17	The CRM standard provide a print out functionality which is reused from ChaRM, we will not invent something new.
225055	Integration of IT Calendar to MS Outlook	17	This is not in the scope of our application. But IT calendar responsibilities confirmed the integration already has been provided. Check for KBA 2621764 https://launchpad.support.sap.com/#/notes/2621764
226600	Auto Import of ToC (Transport Management block) in normal change	16	The function is improved with SAP note 2740664 https://launchpad.support.sap.com/#/notes/2740664 --> 7.2 SP5-SP8
227547	One Fiori workcenter IT-Servicemanagement for processing all kind of requests	15	Already provided in MyInbox SAP Fiori APP https://help.sap.com/viewer/8b923a2175be4939816f0981b73856c7/7.2.08/en-US/93a8a4a80a12467da1be1620572aa20c.html
224516	Flexible consistency check on transport import checks	14	Improvements with SAP note 2692976 https://launchpad.support.sap.com/#/notes/2692976
225642	Save "displayed rows" in the Administration Cockpit saved view.	14	The function should be available as described in the request, otherwise SAP needs to follow up.
225297	Retain Critical Object logs in the Critical object tab of the Change Document	11	This is improved in Solution Manager 7.20 SP09

Already delivered Improvement Requests (IRs)

Already delivered

Improvement Request was analyzed and fits into already delivered category

ID	IR Title	# of Votes	Add. Information
225834	Import Scheduling Improvement for multi-client systems	11	SAP offers a solution via central CTS which triggers the import for several systems together https://help.sap.com/viewer/8b923a2175be4939816f0981b73856c7/7.2.08/en-US/40ae955118fab712e1000000a423f68.html
225423	Performance of Widgets on Landing Page	11	Improvements with SAP note 2713359 https://launchpad.support.sap.com/#/notes/2713359
225814	Transports imported with SUM tool are not showing in Import Buffer causing issues for ChaRM process	11	SAP Note 2772908 will be delivered / in progress → Transport tool will be improved
225836	Production Import / Status Shift execution design improvement	11	Improvements with SAP note 2476200 https://launchpad.support.sap.com/#/notes/2476200
225197	Ability to select the default Development system during transport creation	10	Standard BAdI already provided, see SAP note 1772445 https://launchpad.support.sap.com/#/notes/1772445
224787	Utility to clean up the Task List Monitor from old unneeded job listings.	10	Improvements with SAP note 2476200 https://launchpad.support.sap.com/#/notes/2476200 . If there is nothing to import then no log will be added to the task list.
224499	CSOL: Retrofit scenario	10	SAP provided a parameter NO_CSOL to support Retrofit here. https://blogs.sap.com/2016/12/10/enhanced-retrofit-with-parameter-no_csol-active/
224500	DGP: Integration of CDMC and ChaRM	3	The cross-reference check is a transport-related check that detects inconsistencies for objects that are referenced in transport requests. https://help.sap.com/viewer/10e6d9cb3bc740e6a4c41588d9fc07a3/7.2.08/en-US/45c430ca26f74e949e8504f2ada3695b.html