Solution Manager 7.2 Upgrade in Abbott's Validated Environment

Robert Dysart & Pandiyaraj Ramaraj, Abbott Laboratories

Session ID # 82824

About the Speakers

Robert Dysart (Bob)

- Application Architect, PM
  Abbott Laboratories
- 26+ years SAP experience
- My spouse and I both had 103 year old grandmothers

Pandiyaraj Ramaraj (Raj)

- SolMan Architect
  Abbott Laboratories
- 23+ years of SAP Experience
  10 years in SolMan
- Marathon Runner

Key Outcomes/Objectives

- Review Abbott project rationale and overview
- Solution Manager 7.2 benefits
- Validation implications

Agenda

- Abbott – Company background
- Solution Manager in Abbott's SAP System Landscape
- Business case for upgrade
- Project overview
- Validation requirements
- Solution Manager 7.2 Benefits

Abbott

Life-Changing Healthcare Technology

May, 2019

IMPROVING HEALTH AROUND THE WORLD THROUGH LIFE-CHANGING TECHNOLOGY

103K EMPLOYEES

160+ COUNTRIES

2018 SALES

$30.6 B

65% OF SALES OUTSIDE THE U.S.

59% OF SALES IN DEVELOPED MARKETS

41% OF SALES IN EMERGING MARKETS

DIVERSE BUSINESSES

Nutrition

Nourishing bodies at every stage of life

Medical Devices

Life-changing technologies in cardiovascular, diabetes and neuromodulation care

Established Pharmaceuticals

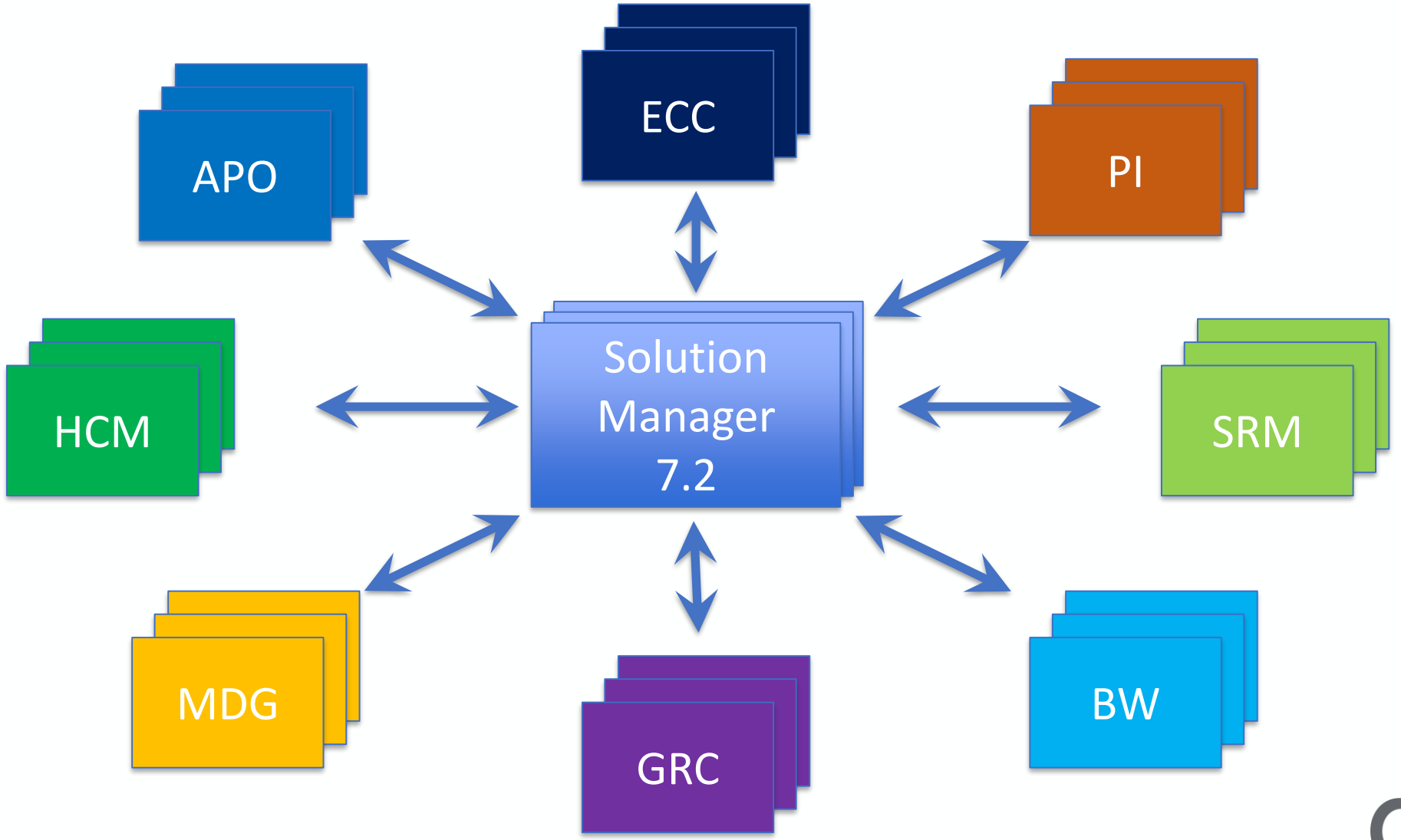
Delivering high-quality, trusted medicines to help people get and stay healthy

Diagnostics

Providing accurate, timely information to better manage health

life. to the fullest.

Solution Manager in Abbott's SAP System Landscape



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Solution Manager in Abbott's SAP System Landscape

Process Management
- Doc repository 12+ systems
- 1 TB+ of doc versions
- 2 branches
- 1 enhancement (UID)

ChaRM
- 80+ SAP systems
- 36+ CR and CD Types
- 40,000+ CRs
- No enhancements

Technical Monitoring
- 100+ instances
- 2 SolMan instances for prod and non-prod

Early Watch Reports
- Weekly EW reports for 12+ production systems

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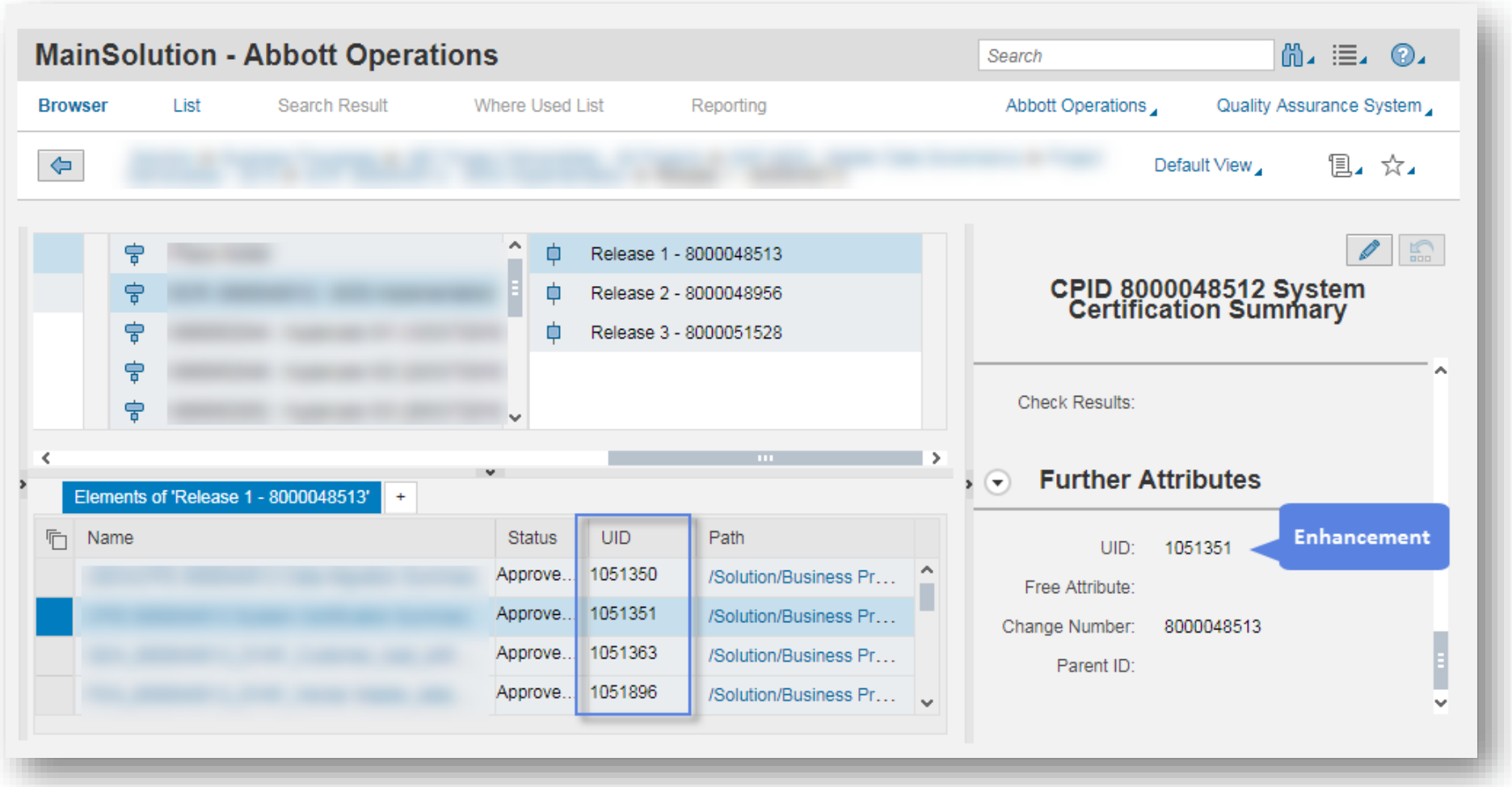
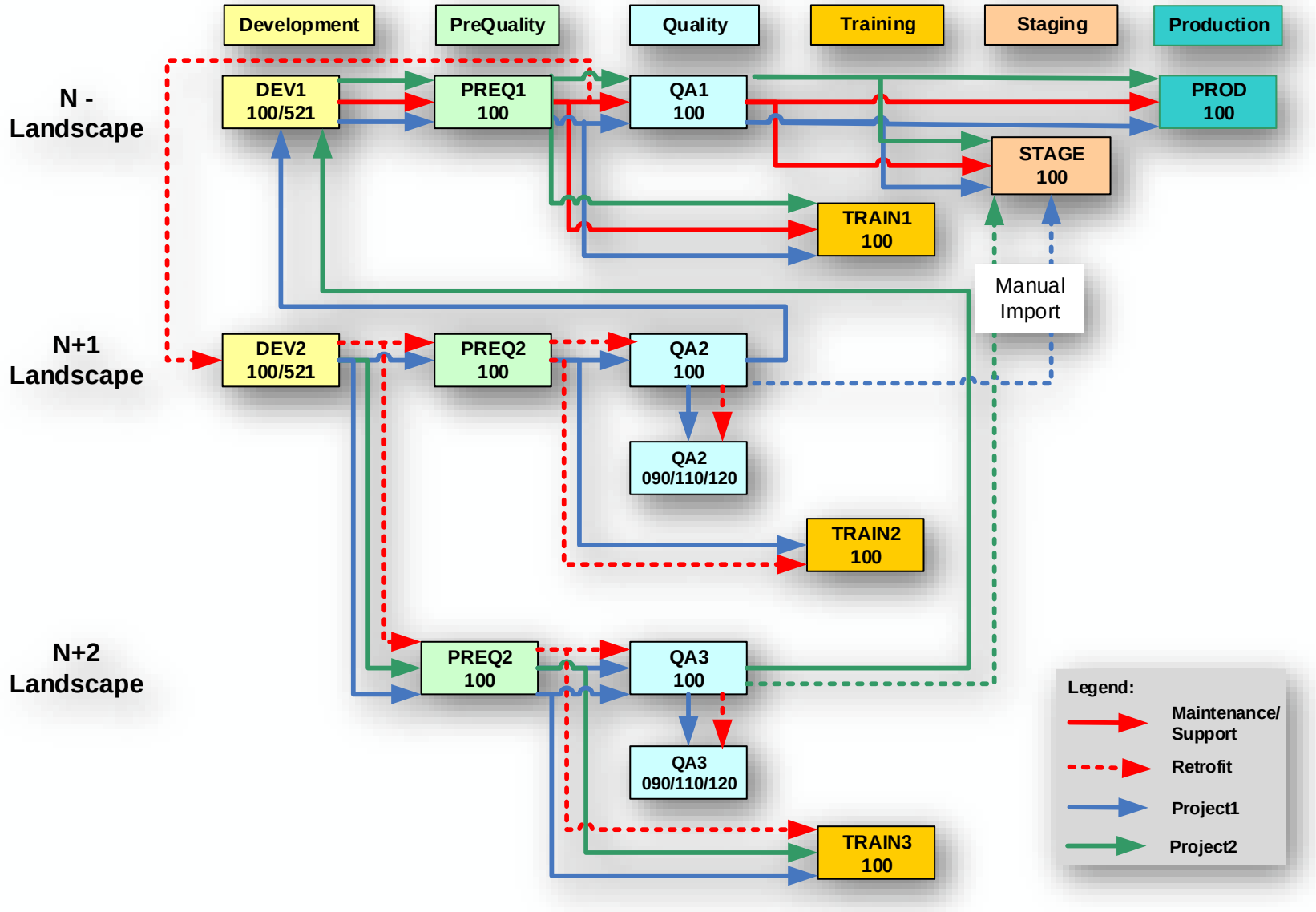
Solution Manager in Abbott's SAP System Landscape

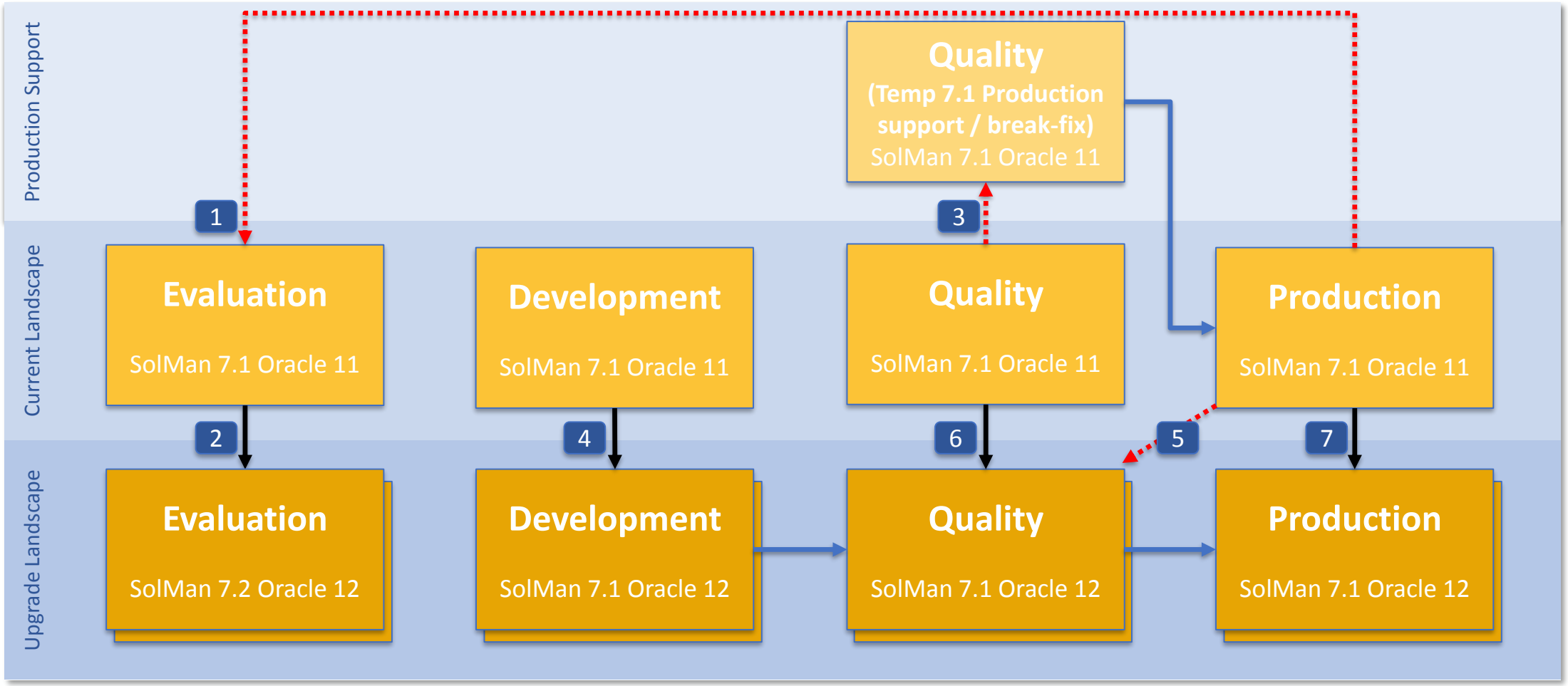
(1) Process Management Enhancement - UID Further Attribute – also available in search results



Solution Manager in Abbott's SAP System Landscape



Solution Manager in Abbott's SAP System Landscape



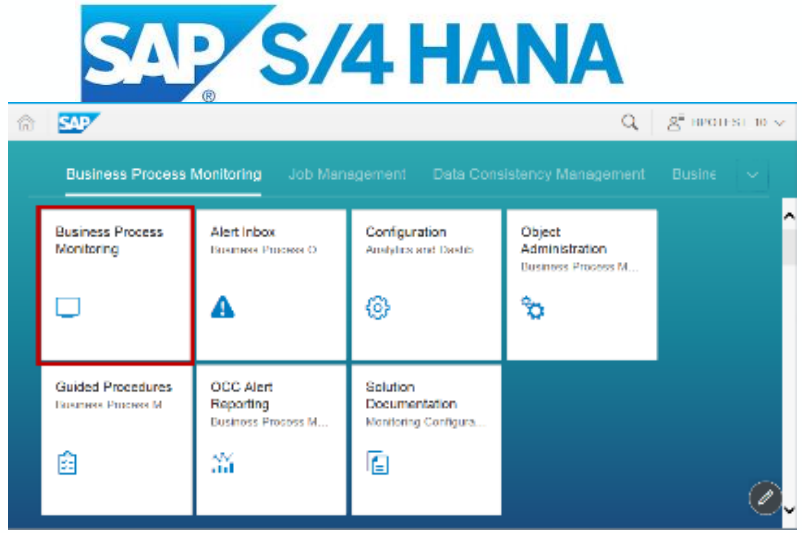
Business Case for Upgrade

Technical upgrade project objectives

- Web enabled document management
- Alleviate/eliminate security vulnerabilities
- Maintain stability
- Enhance best practice functions
- Improve performance
- Ensure vendor serviceability

Prepare for future strategic initiatives that require Solution Manager 7.2

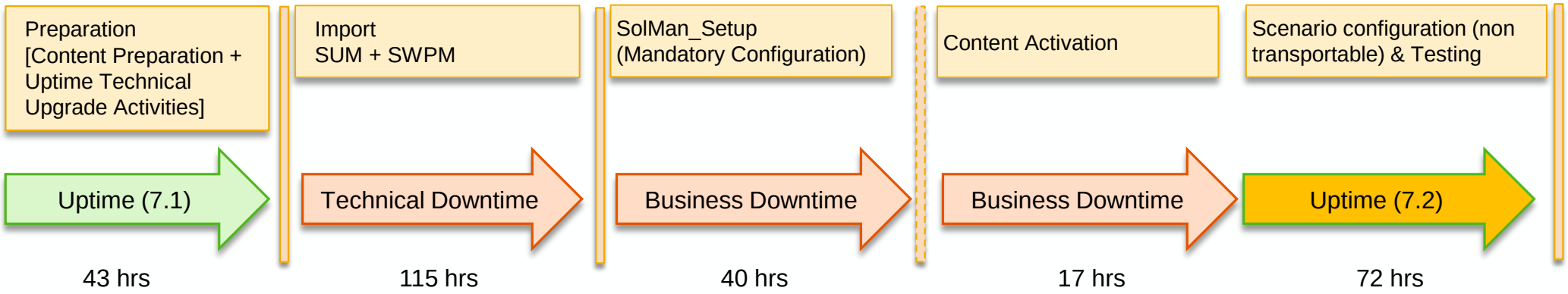
- S/4 HANA
- Business Process Monitoring
- Focus Build



Project Overview - Upgrade Timeline

Total project - 6 months

Production Cutover - 11+ days:



Transports applied include
- Content Activation notes
- Projects and Solutions are **only locke**d for **8/10 hrs** as long as the consistency check job runs

Transports applied include
- SolMan Setup Central Note, Content Activation 7.2 Central notes
- ChaRM master note, ChaRM UI Config
- SPDD,SPAU adjustments
- Security notes
- UID development

Managed System Configuration

Enablement of:
- Embedded Search : TREX Config 6 hrs
- Process Management : Index creation: 46 hrs
- Change Control Management : 50 hrs
- HPQC Integration : 8 hrs

Checkouts and controlled release

Best Practice: Upgrade the Quality system first with full scope of projects and transport notes and corrections including delta configuration in Change Control Management. Prepare Content Activation ahead of time.

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Project Overview – By the Numbers

SolMan Objects / Fixes

53K+	Unique documents
10+	ChaRM projects
300+	Change requests
80+	issues resolved
50+	OSS notes

Execution

129	Requirements updated
74	SolMan test cases updated
158	Total tests SolMan & HPQC
120+	Doc types configured
100 +	Signature schemas updated

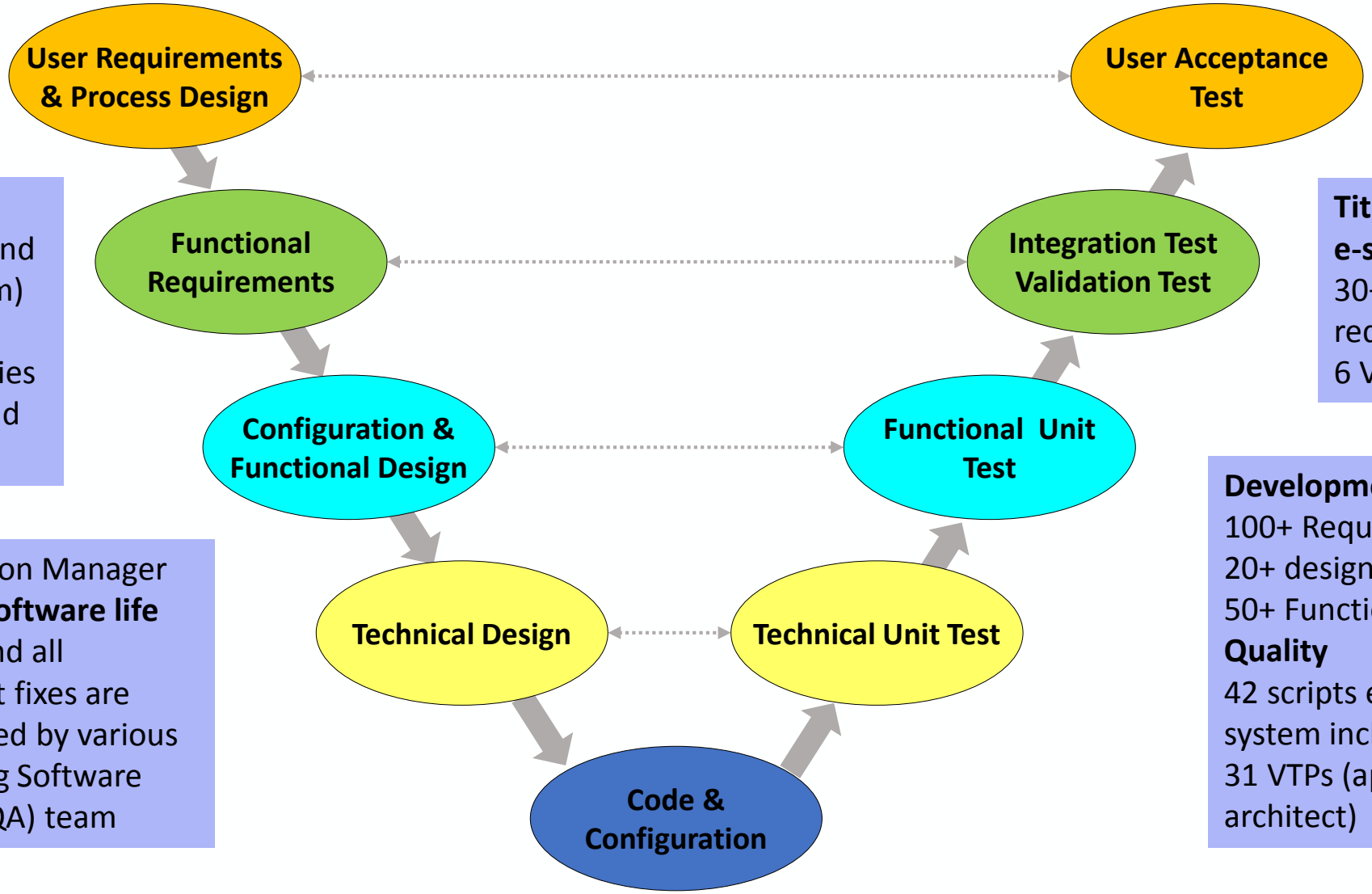
Technical

4	Systems upgraded
9	New instances built
3	System refreshes
57	Systems tech monitoring

People

6	Abbott Core Team Members
76	Total team members
250+	End users trained
11+	Days cutover duration

Validation Implications



Validation
Formally document and test (in Quality system) all usage of Solution Manager functionalities including standard and custom changes

Any changes to Solution Manager follow **well-defined software life cycle (SLC) process** and all enhancements/defect fixes are reviewed and approved by various stakeholders including Software Quality Assurance (SQA) team

Title 21 CFR Part 11 - e-signature
30+ Functional requirements
6 VTPs

Development
100+ Requirements
20+ design documents
50+ Functional/security Tests
Quality
42 scripts executed in Quality system including
31 VTPs (approved by SQA and architect)

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Benefits Realized

- Link for document approval
- Adoption of SolMan 7.2 Process Management provided great efficiencies in the SQA process. Reduced the time to navigate and perform digital signatures
- Usage of TREX improved the search performance and removed the use of the external tool for SQA reporting
- Web user interface
- Simple branch concept (Production and Operations)
- Simplify the compliance process
- Abbott adopted the Solution Manager 7.2 system to simplify and make the process efficient
- Understand the approach Abbott uses to efficiently transition new projects from build to production operations

Keys to Success

- Work with team/provider with deep 7.2 upgrade experience for content activation
  - Plan a simple branch approach early before first upgrade for evaluation in informal testing
  - Allow as many people as possible access to first upgraded system for their input
  - Create new branches before initial TREX index generation
- Create a detailed cut over plan early and build throughout
  - Many different teams and activities - Basis, Security, multiple application experts for SolMan (TREX, ChaRM, process management & system monitoring), infrastructure, DBA, storage
- Take strategic backups to allow restore/repeat of content activation

Next Steps

- SAP Support Backbone Update – planning to meet Jan 2020 deadline
  - https://support.sap.com/en/alm/solution-manager/sap-support-backbone-update.html

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Presentation Materials

Access the slides from 2019 ASUG Annual Conference here:

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

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Q&A

For questions after this session, contact us at Robert.Dysart@abbott.com and Pandiyaraj.Ramaraj@abbott.com.

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