Big Lots: Journey to SAP Solution Manager 7.2 and Beyond

Sai Rolla, SAP Manager, Kellton Tech, Inc.

Manish Garg, Director SAP CoE, Big Lots Stores, Inc.

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About the Speakers

Sai Rolla

- SAP Manager,
  Kellton Tech, Inc.

- Business Enterprise Solutions practice with key focus on Netweaver, HANA, UX and Cloud
- Follow best practices

Manish Garg

- Director SAPCoE,
  Big Lots Stores, Inc.

- ASUG Retail SIG
- Successfully running SAPCoE over a decade

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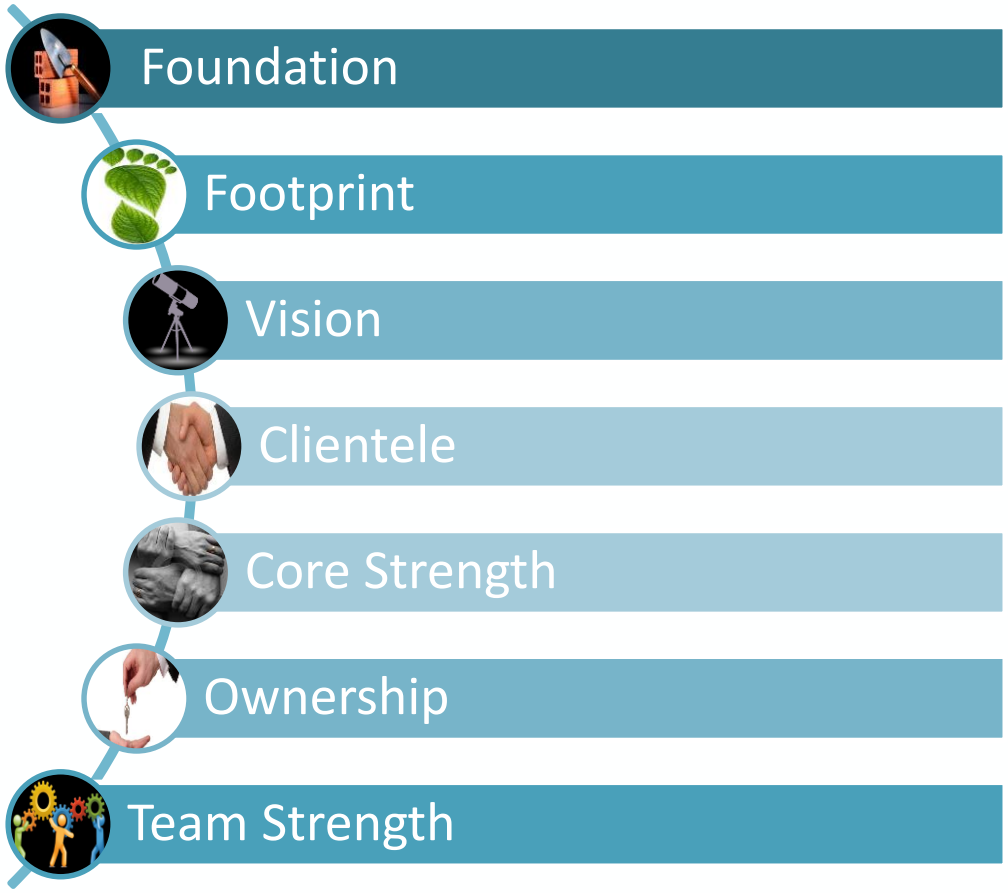
Big Lots Stores, Inc.

- Headquarters in Columbus, Ohio
- More than 50 years in business
- 1400+ stores in 47 states
- Over 35,000 associates
- Running SAP for more than a decade

About Kellton Tech, Inc.



→ 1993: Expertise of decades

→ USA (Chicago, IL; Cupertino, CA; Houston, TX; McLean, VA; Princeton, NJ), Europe and India (Gurgaon, Hyderabad)

→ Infinite possibilities with technology

→ From startups to Fortune 500 companies

→ People and process (ISO 9001:2008 and CMMi Level 3 certified)

→ Public limited. BSE: KELLTONTEC

→ 1,100+ employees (USA 400, India 700)

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Key Outcomes/Objectives

1. Discuss journey to Solution Manager 7.2
2. Effective centralized landscape management
3. Leverage Solution Manager to improve IT performance
4. SAP Support Backbone update

Agenda

- Solution Manager 7.x
- Approach
- Journey
- Life with Solution Manager 7.2
- Q&A

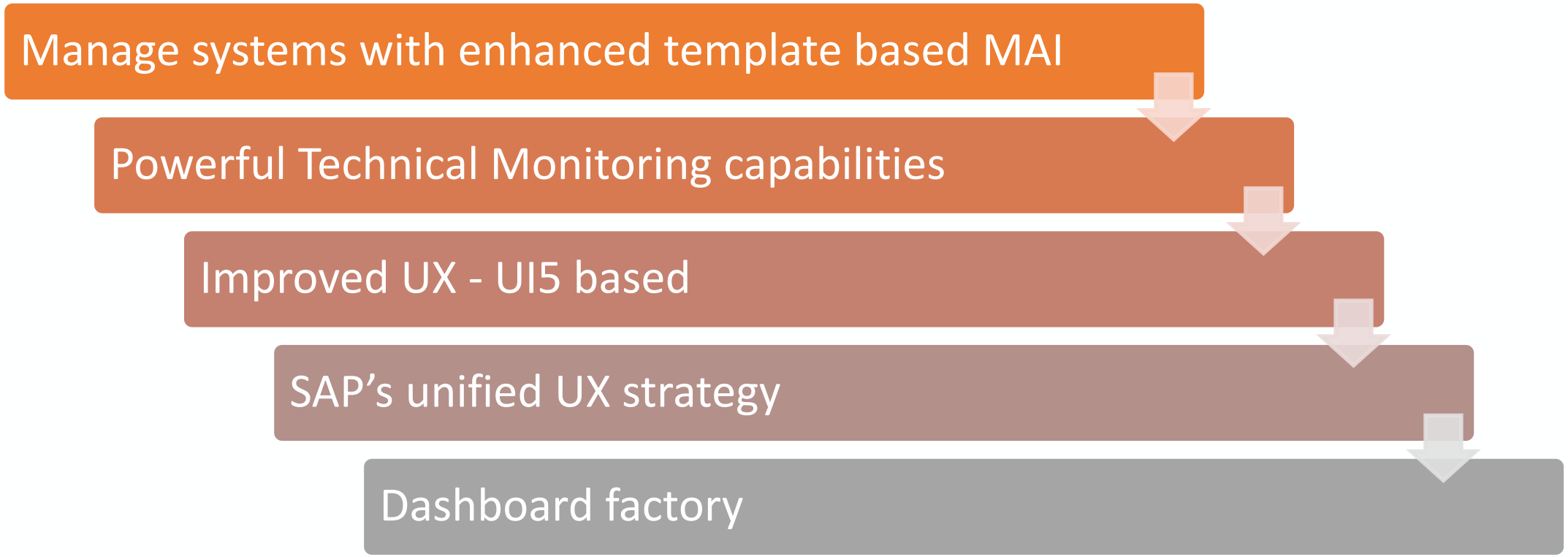
Solution Manager 7.1

- Maintenance optimizer
- Technical Monitoring
- Alerting and reporting
- Scenarios not used –
  - ***Solution Documentation***
  - ***Test Suite***
  - ***Change Request Management***
  - ***Quality Gate Management***
  - ***Business Process Operations***

Challenges with 7.1

- System based alerting
- Hundreds of false alerts
- Managed object specific configuration
- 100+ systems
- Dashboard data not available

Solution Manager 7.2 - Motivation



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Journey

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Important considerations

- Solman 7.1 no longer supported after 2017
- Content migration required?
- Dual stack split / installation
- Parallel maintenance
  - Upgrade vs New Installation

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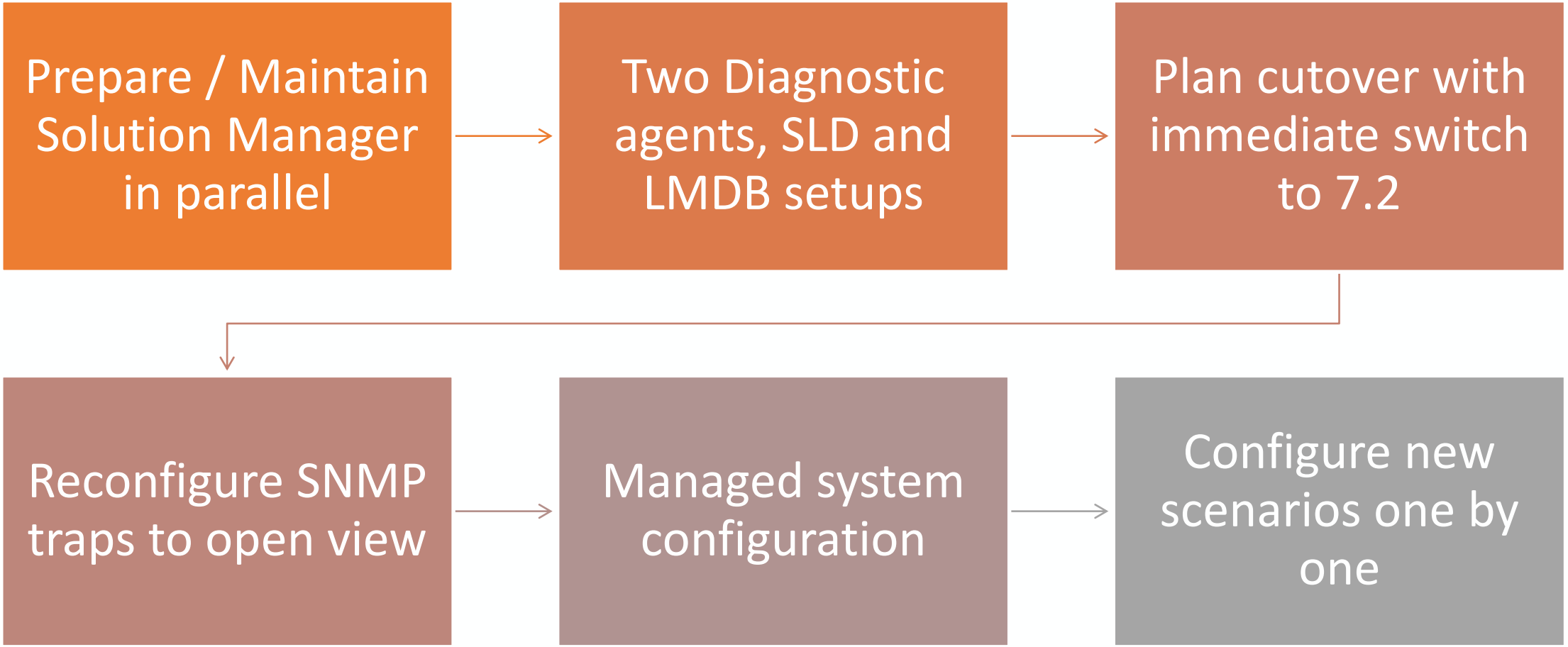
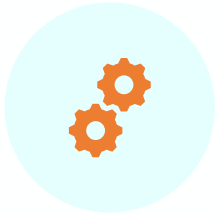
Approach


Prepare / Maintain Solution Manager in parallel
Two Diagnostic agents, SLD and LMDB setups
Plan cutover with immediate switch to 7.2
Reconfigure SNMP traps to open view
Managed system configuration
Configure new scenarios one by one

Solution Manager 7.2

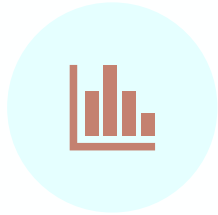


TECHNICAL MONITORING

ROOT CAUSE ANALYSIS

DATA VOLUME MANAGEMENT

GUIDED PROCEDURES



DATA CONSISTENCY MANAGEMENT

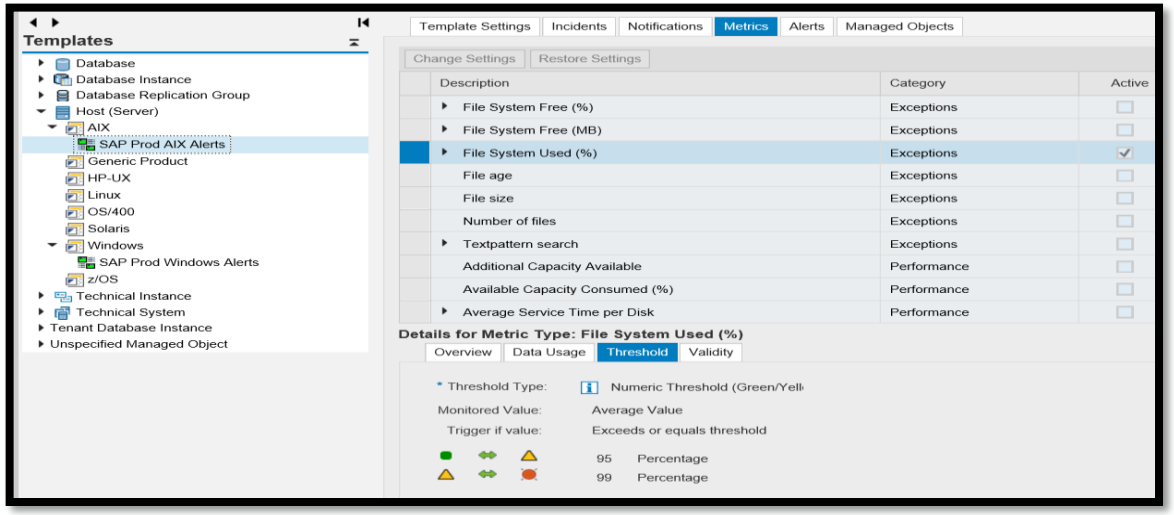
SECURITY

USAGE PROCEDURE LOGGING

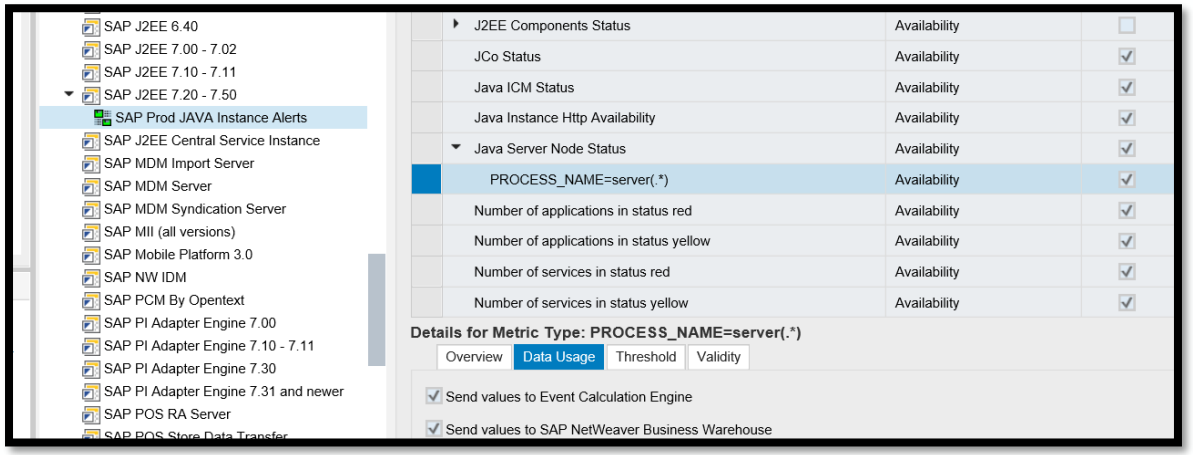
NWDI

CTS+

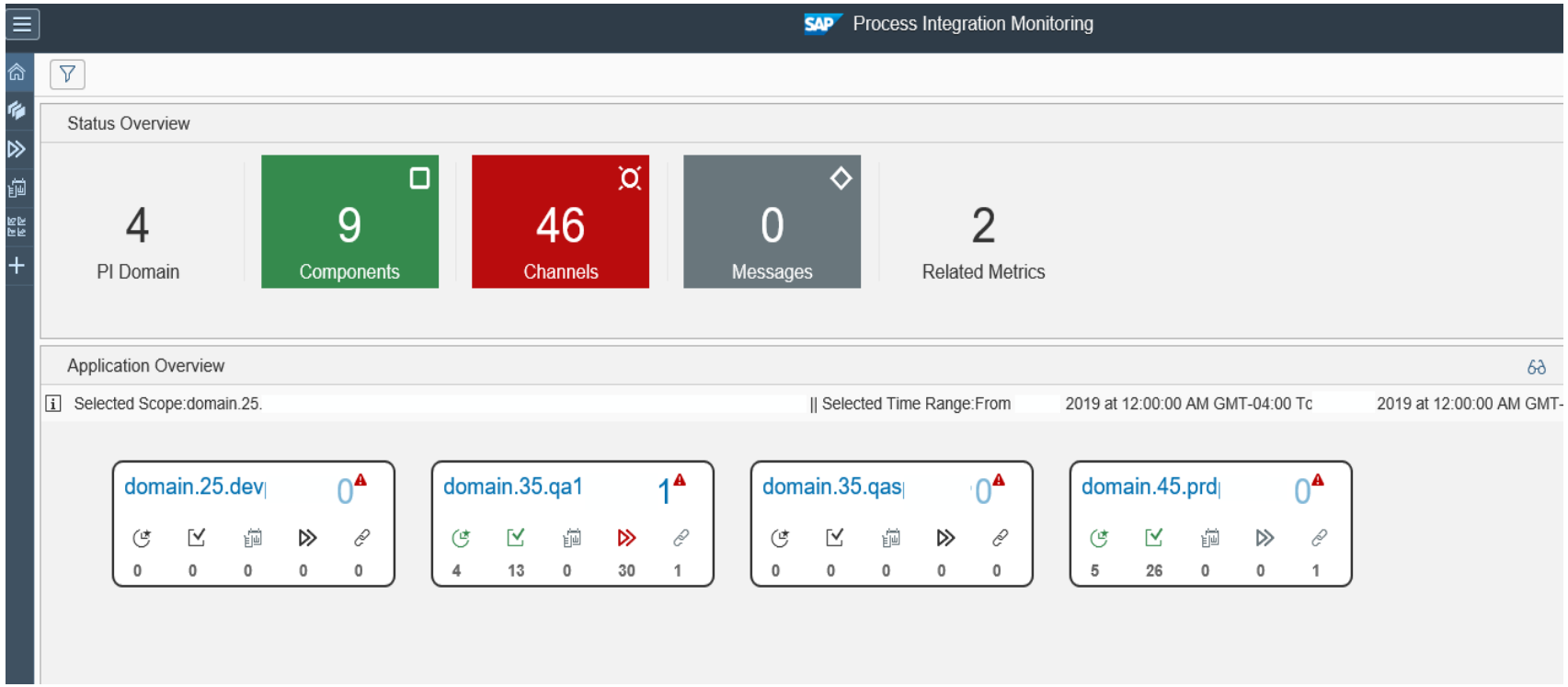
Technical Monitoring



One template = several managed systems
Easy to fine tune



Process Integration Monitoring



- Adapter engine
- Mapping runtime
- PI channel status

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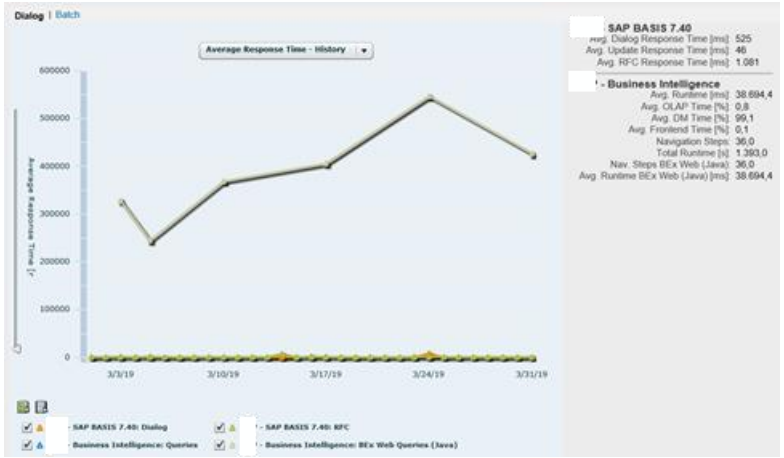
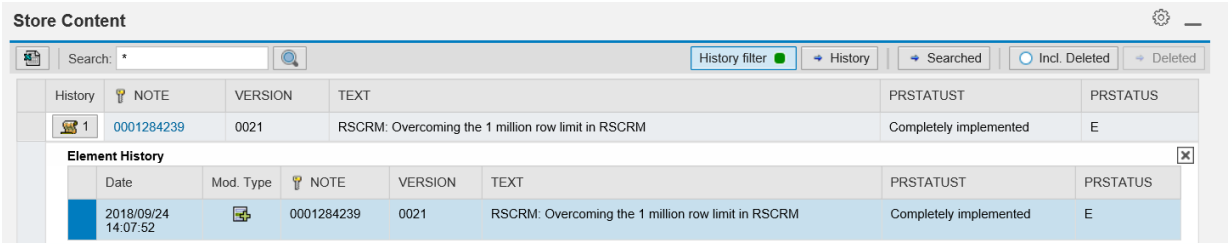
Root cause analysis

Workload analysis

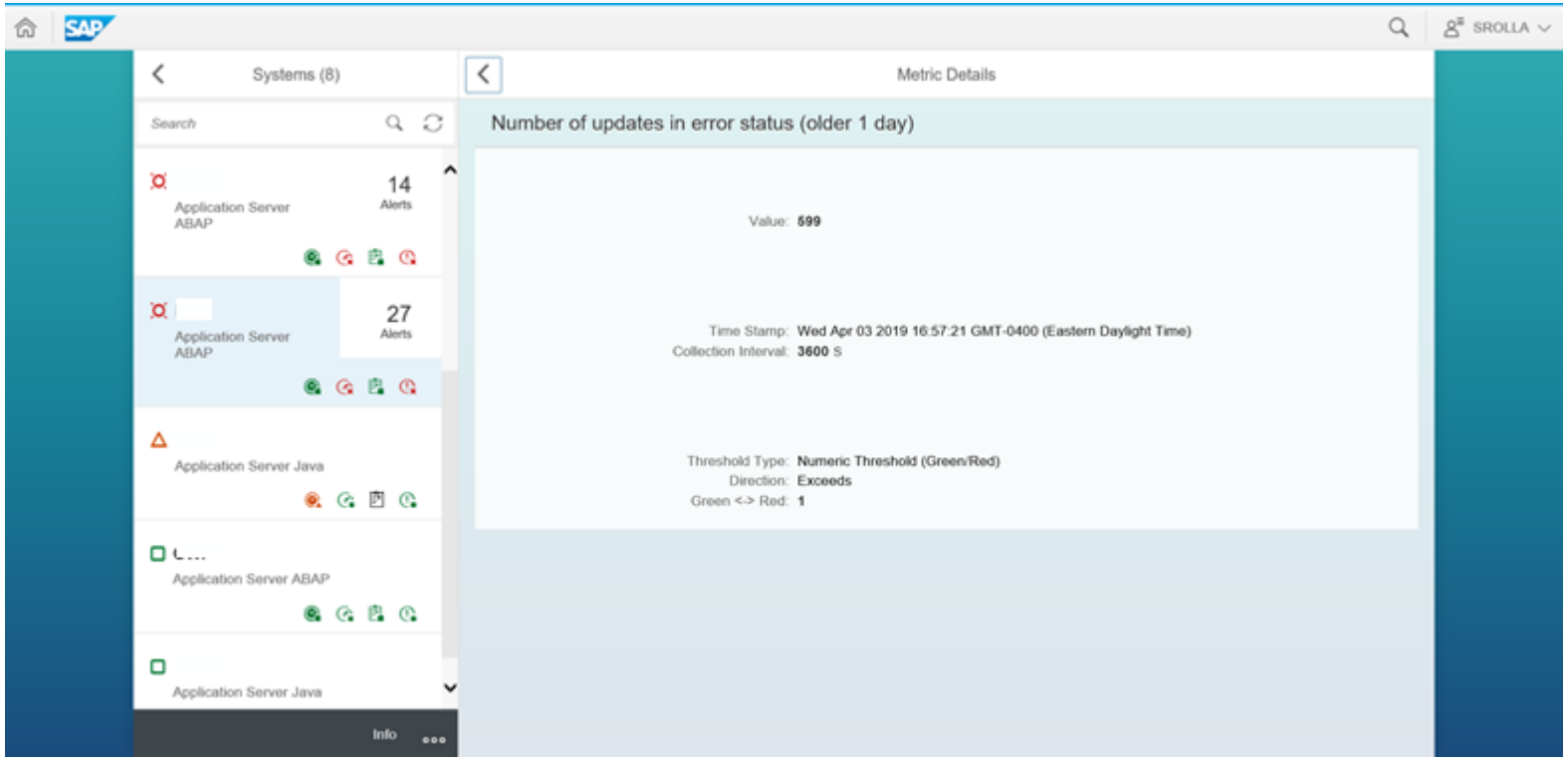


Change reporting



Central system monitoring

Centrally monitor all systems
Helps Offshore team inspect and proactively respond

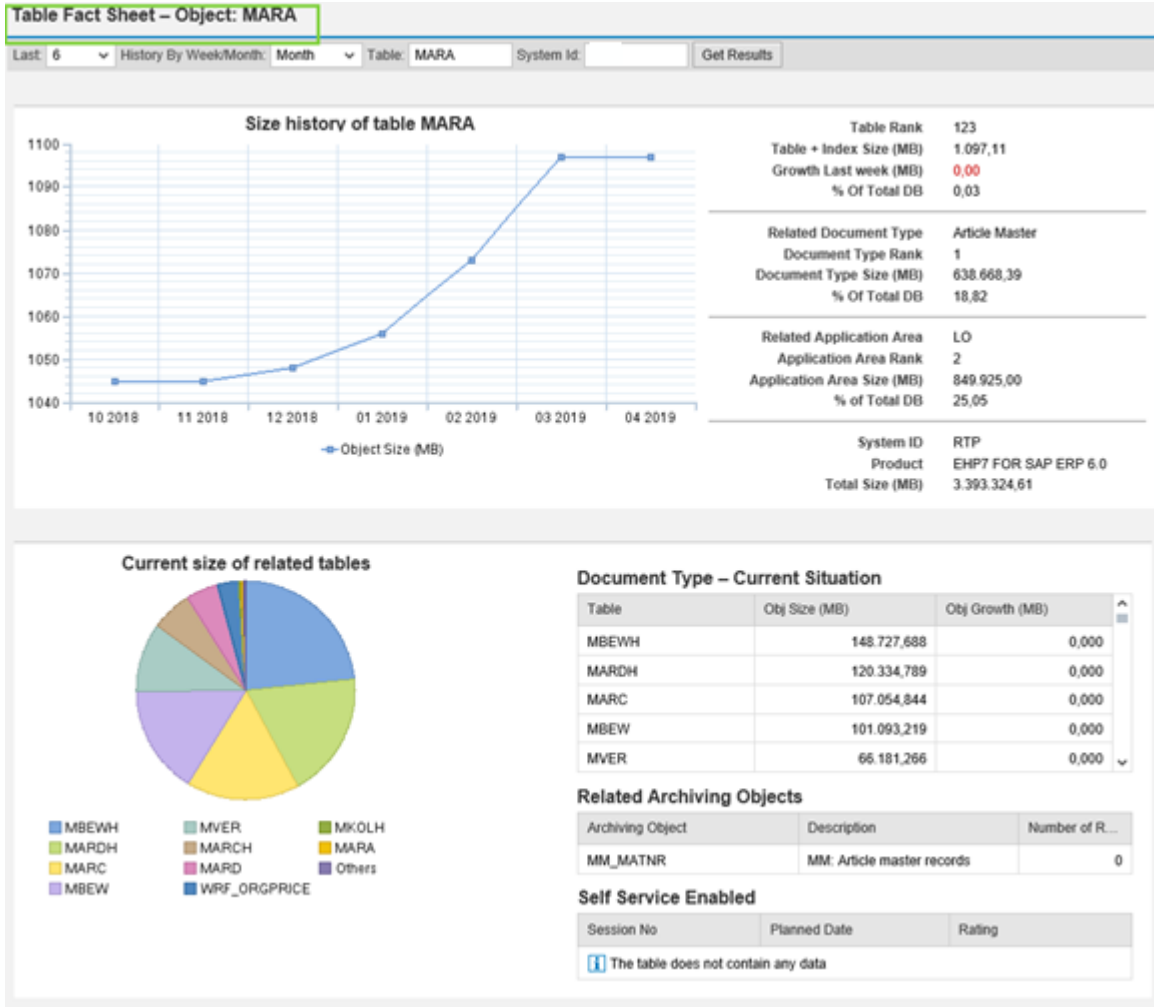


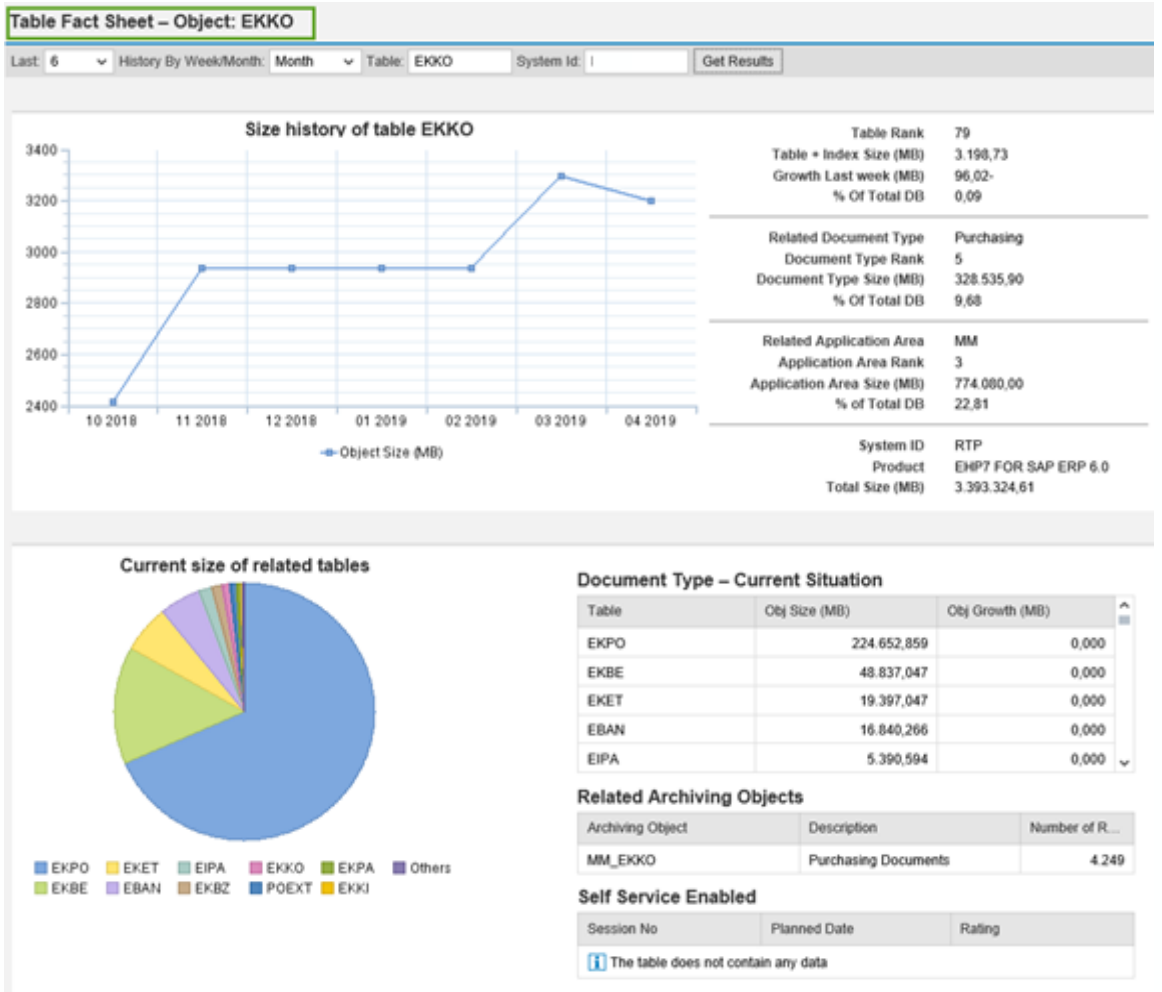
Data Volume Management

- Data Volume forecast
- Based on multi-level measurement
- Gain insights and plan archiving

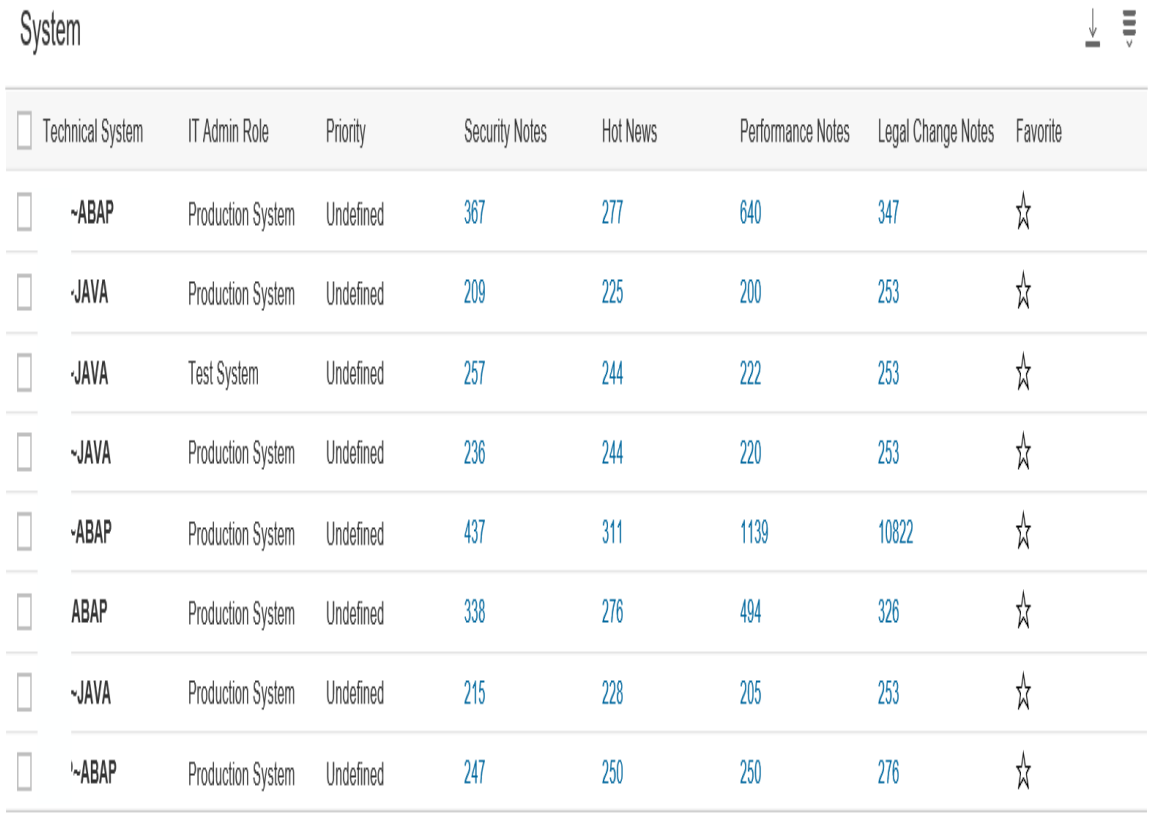
Measure	APR-2019	MAY-2019	JUN-2019	JUL-2019	AUG-2019	SEP-2019	OCT-2019	NOV-2019	DEC-2019	JAN-2020	FEB-2020	MAR-2020	APR-2020
No Meas…	24.161	24.597	25.042	25.495	25.958	26.430	26.911	27.402	27.903	28.414	28.935	29.467	30.009
Aggressive	24.161	24.379	24.602	24.828	25.060	25.296	25.536	25.782	26.032	26.288	26.548	26.814	27.085
Moderate	24.161	24.488	24.822	25.162	25.509	25.863	26.224	26.592	26.968	27.351	27.742	28.141	28.547
Critical V…	0	0	0	0	0	0	0	0	0	0	0	0	0

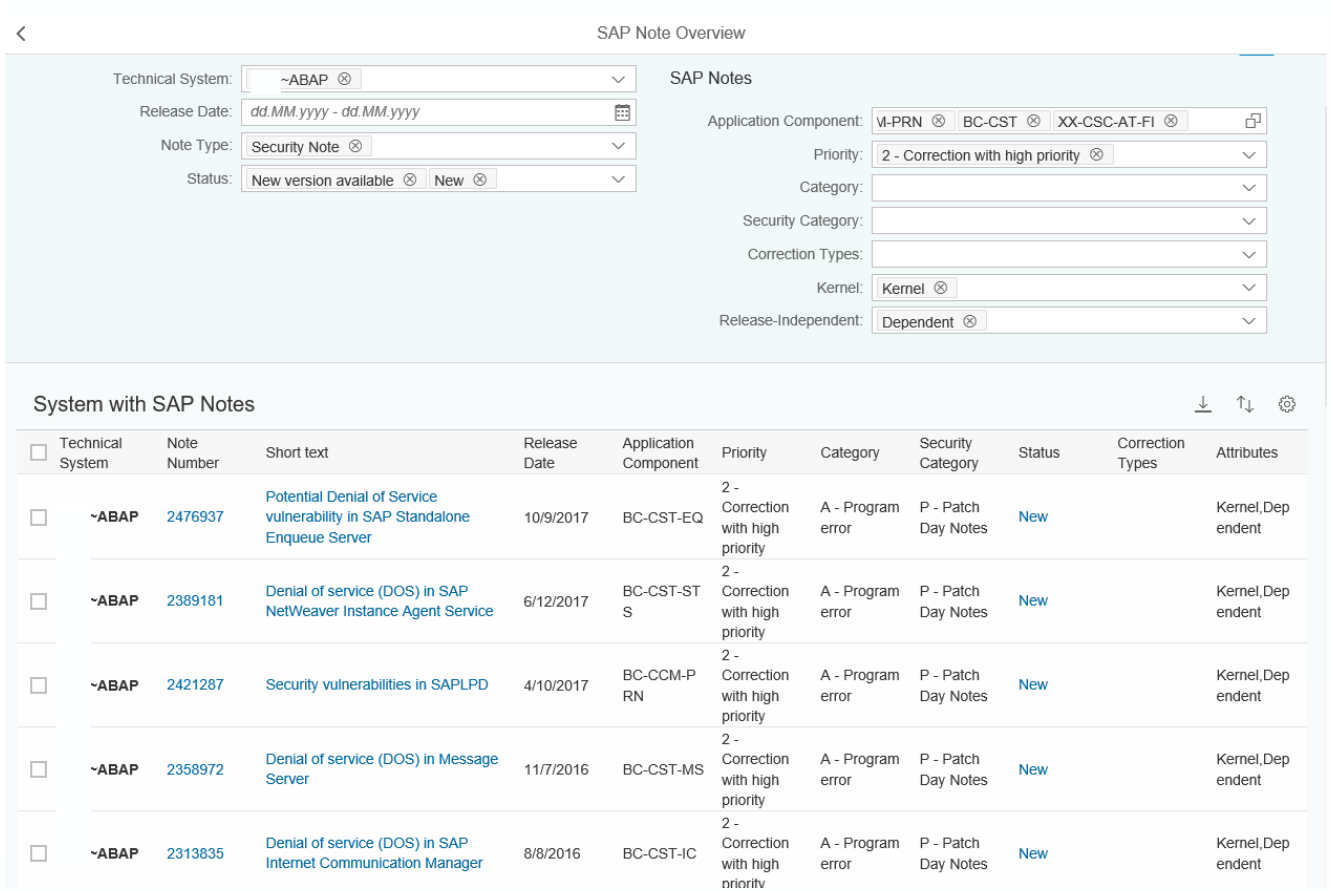
DVM Fact sheets



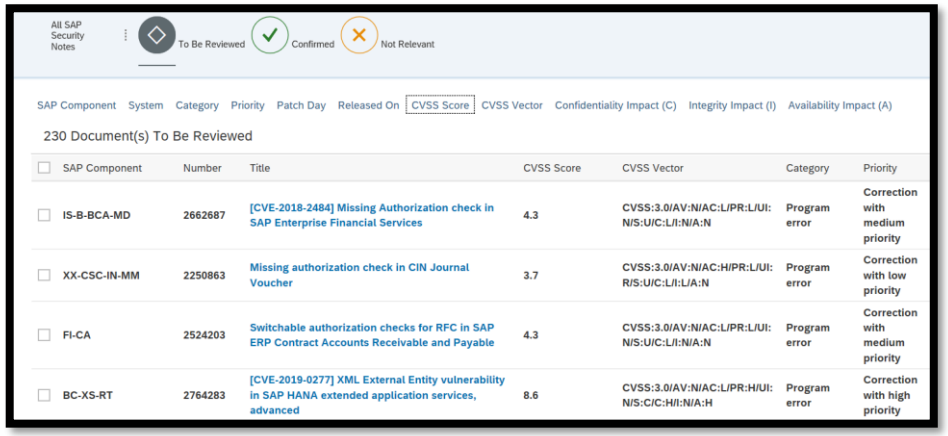


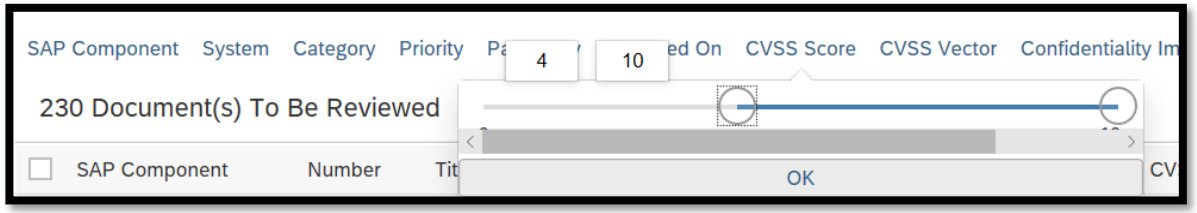
Security Note recommendations

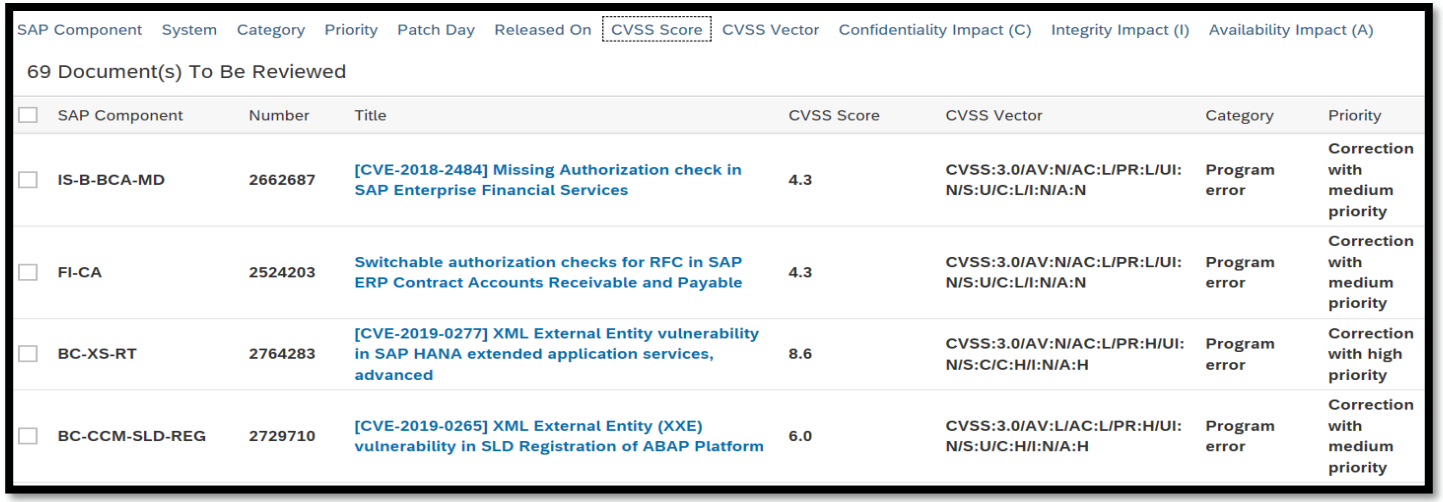




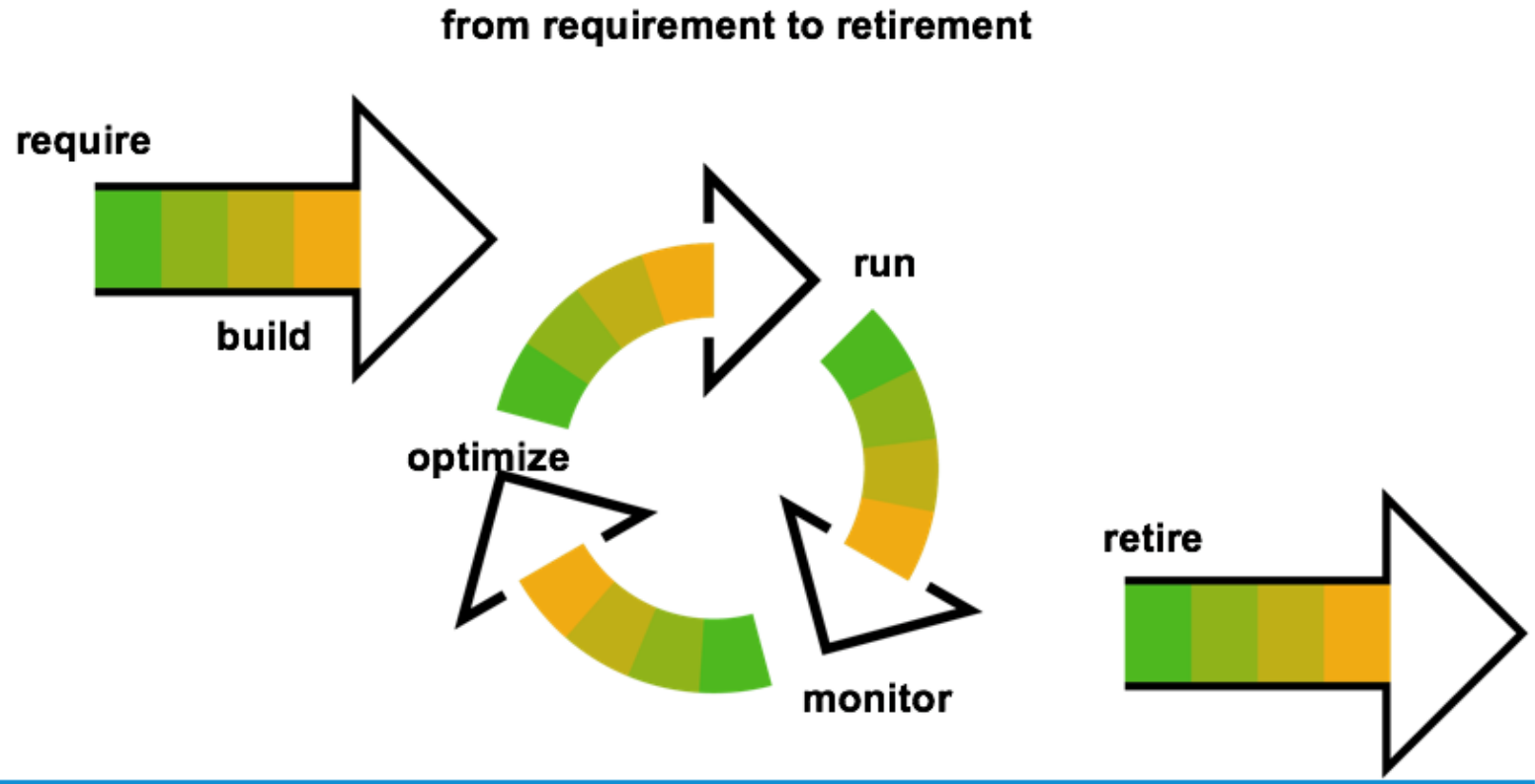
Monthly security notes review







Usage Procedure logging



SAP Support Backbone update

- **Landscape Management**
- **Maintenance Planner**
- System Recommendations
- License Management
- Scope and Effort Analyzer
- **IT Service Management**
- SAP Engagement and Service Delivery
- **SAP EarlyWatch Alert from SAP Solution Manager to SAP**
- Service Content Update

Upgrade before January 1st 2020
- Focused Run 2.0
- Solution Manager 7.2 SPS07

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SAP Support Backbone update (ctd.)

- Big Lots Solution Manager landscape was first installed on FP0 -SPS03
- For SAP Support update from FP0 to FP3 – SPS08 performed
- Enhanced note assistant v1.2
- Technical user
- Auto configuration using task lists

New SNOTE

- SAP Notes will be digitally signed
- No SAPOSS RFC connectivity for 740 and above
- Only HTTPS
- Download service via Solution Manager
- S-User to be maintained

Key points

- Install if content migration not required
- Do not skip manual steps
- Explore
- Perform phased scenario configuration
- Act now on SAP support update

Useful links

- SAP Backbone Support update

https://support.sap.com/content/dam/support/en_us/library/ssp/alm/sap-solution-manager/sap-support-backbone-update/Backbone-Update_One-Slider.pdf

- Technical user request for SAP backbone support

https://apps.support.sap.com/technical-user/index.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 sai.rolla@kelltontech.com

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