# SAP S/4 HANA Upgrade

Saranya Raj – Supervisor, SAP CoE, City of Richmond Hill
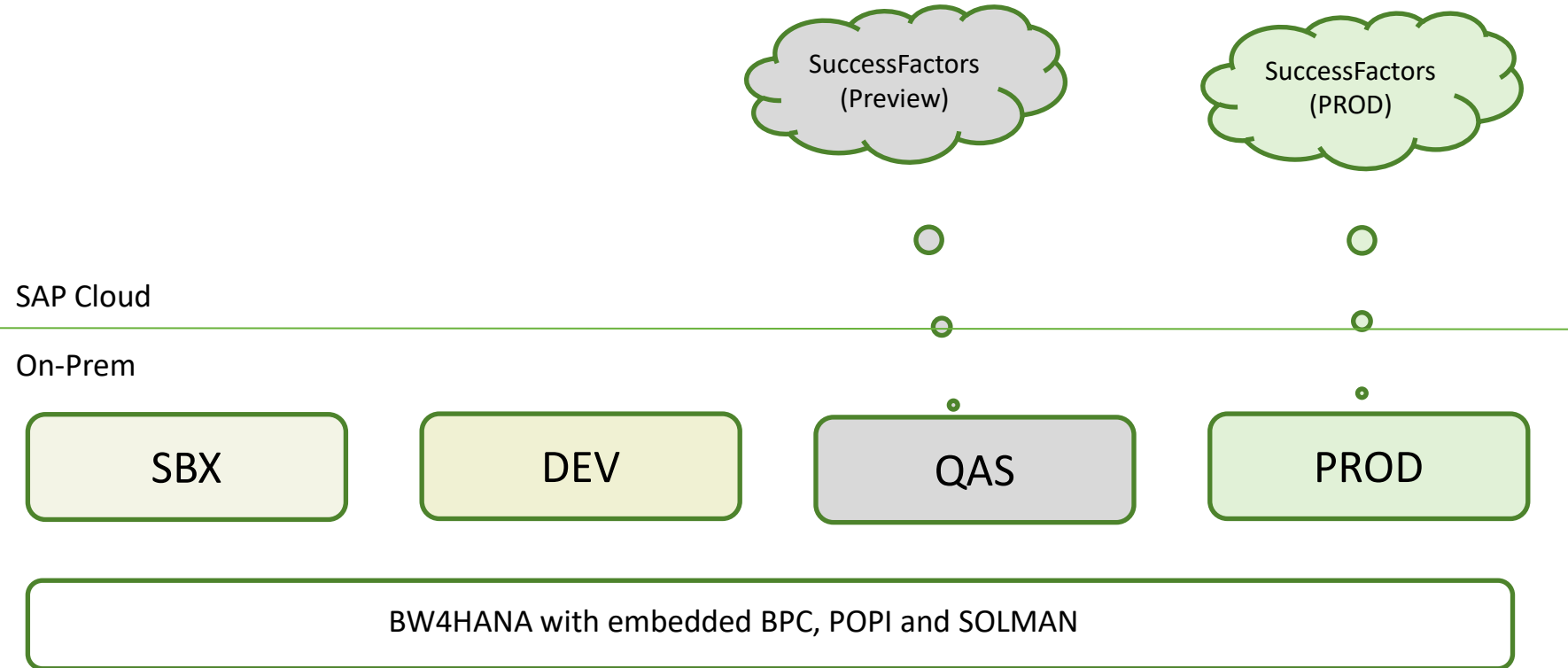
# Table of Contents

- About Richmond Hill

- SAP S4 HANA Journey

- Upgrade Plan

- Key Issues

- Lessons Learned

- Next Steps for the City

- SAP Municipal User Group

# About Richmond Hill

- Richmond Hill is a city in south-central York Region, Ontario, Canada.
- York Region's third most populous municipality - 208,370[2017].
- Home to the David Dunlap Observatory Telescope, the largest in Canada.

# SAP Landscape



SuccessFactors (Preview)

SuccessFactors (PROD)

SAP Cloud

On-Prem

| SBX | DEV | QAS | PROD |

BW4HANA with embedded BPC, POPI and SOLMAN

Richmond Hill

# SAP Journey

**2019**   **2020**   **2021**   **2022**

Success Factors &  SAP S4 HANA On-Prem

**Success Factors**
Employee Central,
On/Off Boarding,
Recruitment,
Reporting
**SAP S4 HANA 1709**
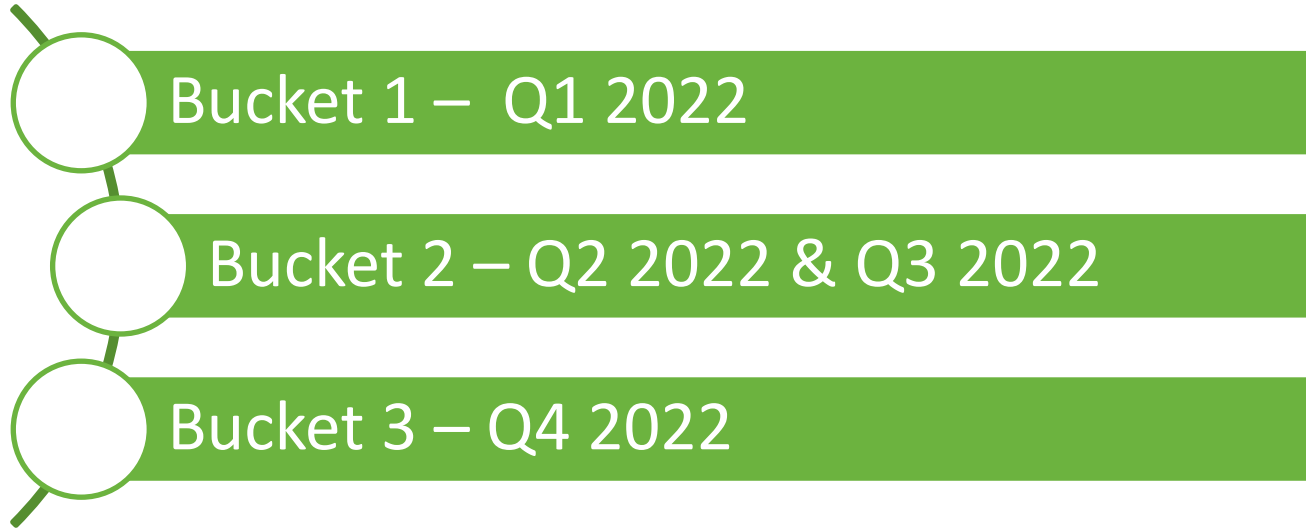FICO,MM,PS, Funds
Management, BPC,
BW, Enable Now.

**Success Factors**
LMS
**SAP S4 HANA 1709**
Payroll, Cash
Management

**Success Factors**
CPM, Succession
Planning.
**SAP S4 HANA 1709**
PSCD

**Success Factors**
LMS LinkedIn
integration
**S4 HANA Upgrade**
S4 HANA Upgrade
to 2020,.

Richmond Hill

# Upgrade plan

- Technical upgrade focusing on minimum mandatory changes.

- Entire upgrade performed by the internal SAP CoE Team.
- The project was delivered on-time with no major issues after the go-live.
- The target version for upgrade was picked based on the n-1 version.

Bucket 1 – Q1 2022

Bucket 2 – Q2 2022 & Q3 2022

Bucket 3 – Q4 2022

Richmond Hill

# Upgrade plan – Bucket 1 – Q1 2022

Focused on components that were either already out of support and their compatibility.

| SAP Product | Current Version | Target Version |
|---|---|---|
| RHEL | RHEL Version 7.4 | RHEL Version 8.4 |
| HANA DB | HANA 2.0 SP02 | HANA 2.0 SP05 |
| SAP BOBJ | BI Platform 4.2 SP06 | BI Platform 4.3 SP01 |
| Enable Now | 1704 | 2105 |

# Upgrade plan – Bucket 2 – Q2 & Q3 2022

This was the heavy lift in the upgrade process.

| SAP Product | Current Version | Target Version |
|---|---|---|
| SAP S4 HANA | S/4HANA 1709 FPS01 | S/4HANA 2020 FPS03 |
| SAP Web Dispatcher | WD 7.53 | WD 7.81 |
| SAP Fiori | Front end Server 5.0<br>FPS02 - Fiori 2.0<br>Fiori for S4/HANA 1809<br>AS ABAP 7.52 FES | Front end Server 2020<br>FPS02 - Fiori 3.0<br>Fiori for S4/HANA 2020<br>AS ABAP 7.52 FES |

# Upgrade plan – Bucket 3 – Q4 2022

| SAP Product | Current Version | Target Version |
| --- | --- | --- |
| SAP BW/4HANA | BW/4HANA 1.0 FPS15 | BW/4HANA 2.0 FPS08 |
| SAP BPC4HANA | BPC 11.0 FPS10 | BPC 11.1 FPS07 |
| SAP Solman | Solman 7.2 FPS10 | Solman 7.2 FPS12 |
| SAP PO | NW 7.5 SP12 | NW 7.5 SP21 |

Richmond Hill

# Key Issues

- Business Partner related issue

- PSCD Invoice Number Range

- Custom Fiori Forms – some properties of input fields were deprecated and had to be adjusted

- Copying plan versions in controlling

# Lessons Learned

1. HANA DB Memory Issues
   - Upgraded Fiori and S4 parallelly and the SAP upgrade tool was unable to execute queries in DB server for upgrade in the non-production environment.
   - Additional memory was assigned to the HANA DB to address this.

2. Parallel Landscape
   - Started the upgrade planning with a full parallel landscape but had to scale it down to meet resource constraints.

# Lessons Learned

## 3. BOBJ upgrade

- BOBJ reports stopped working when it was opened from the Fiori after upgrade to BOBJ 4.3
- We had to make a change in the web dispatcher to add another re-direction rule for BOBJ and activate configuration to use relative path to allow HTTPS connections.

## 4. UAT Timelines

- 3-week UAT timeline was insufficient, and we would have been comfortable with a 4-week plan.

## 5. Integration Testing with external / third parties

# Next Steps for the City

- LEAN Process assessments and improvements

- Hardware assessments

- Release Management Practices

# SAP Municipal User Group

- 50+ users from 20+ public sector entities that have deployed SAP meet every month to share & learn from each other .

- Next meeting is on Friday, November 25th, 2022.

https://www.linkedin.com/groups/4964597/

Richmond Hill

# Questions?

For questions after the session, please contact
Saranya Raj – saranya.raj@richmondhill.ca
https://www.linkedin.com/in/saranya-raj/