SAP Cloud Application Services
For RISE with SAP

Public

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Agenda

01

Introduction to SAP Cloud Application Services
Value-adding managed services for the Intelligent Enterprise

02

Value Proposition
The reason why customers choose SAP Cloud Application Services
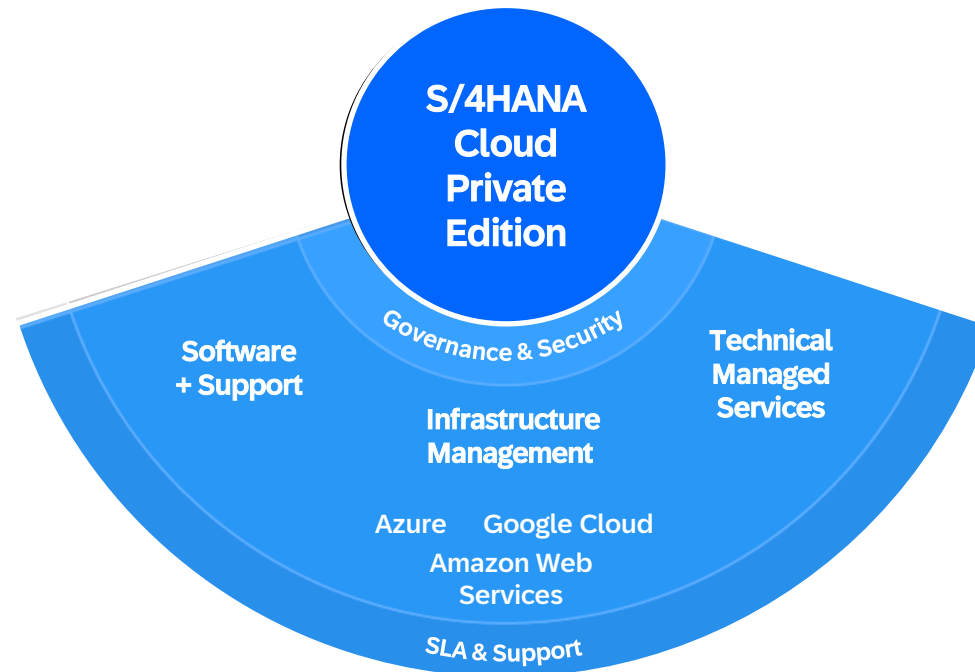
03

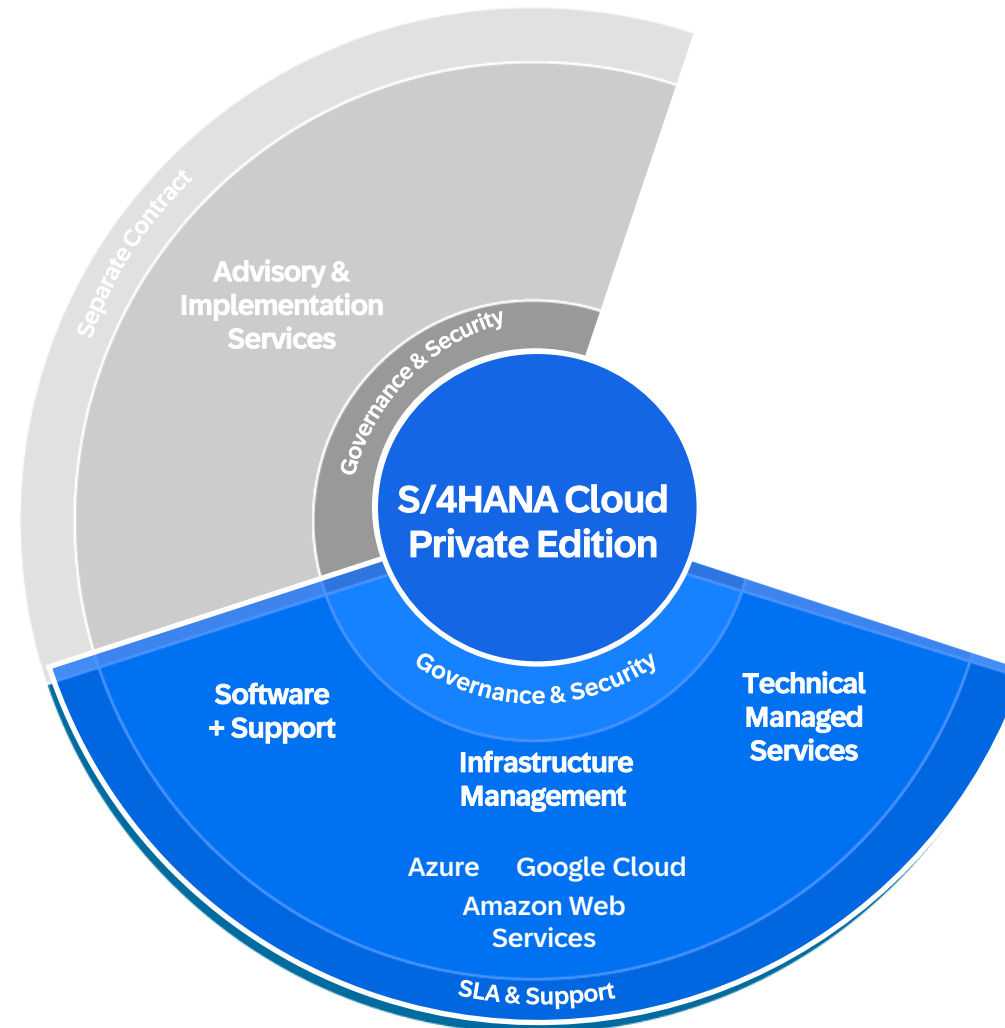### SAP Cloud Application Services for SAP S/4HANA Cloud Private Edition
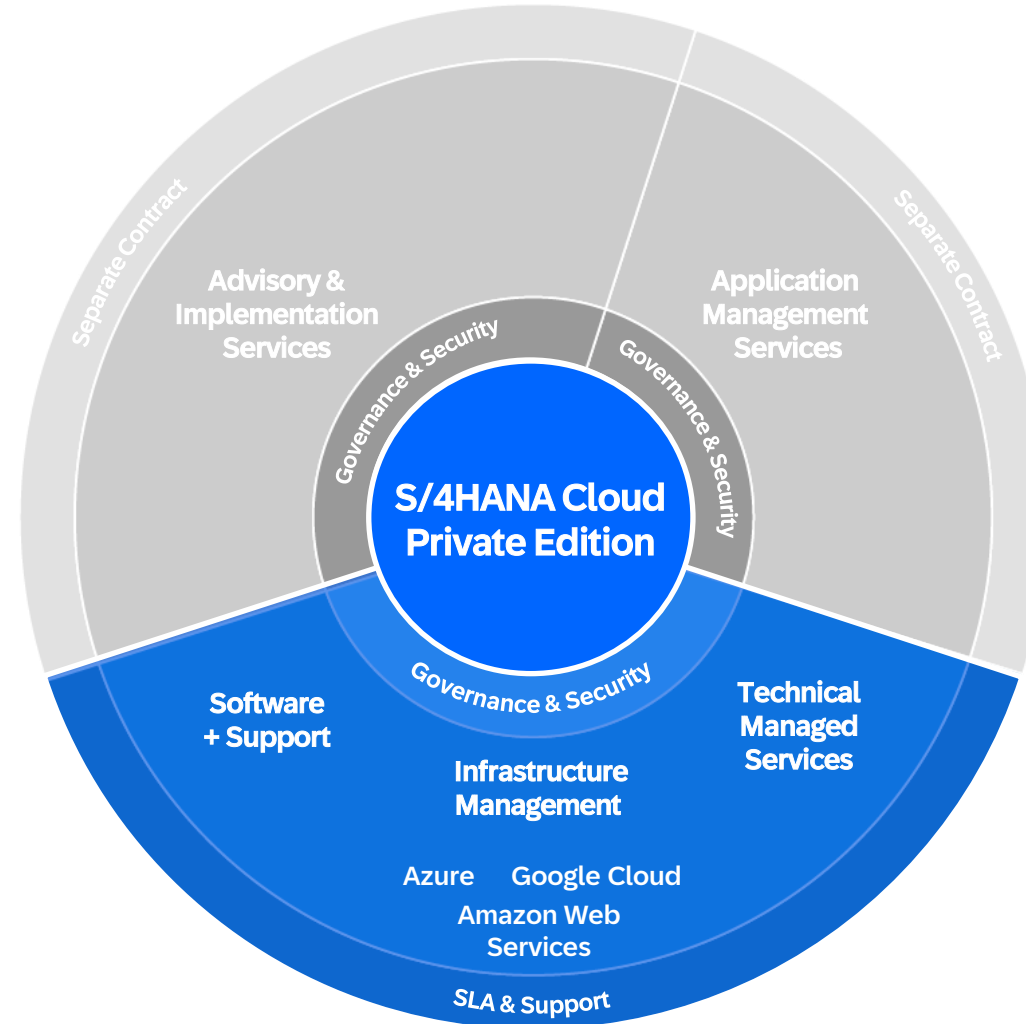Portfolio of fixed scope packages and custom-tailored offerings

Cloud Application Services (CAS)

S/4HANA Cloud Private Edition
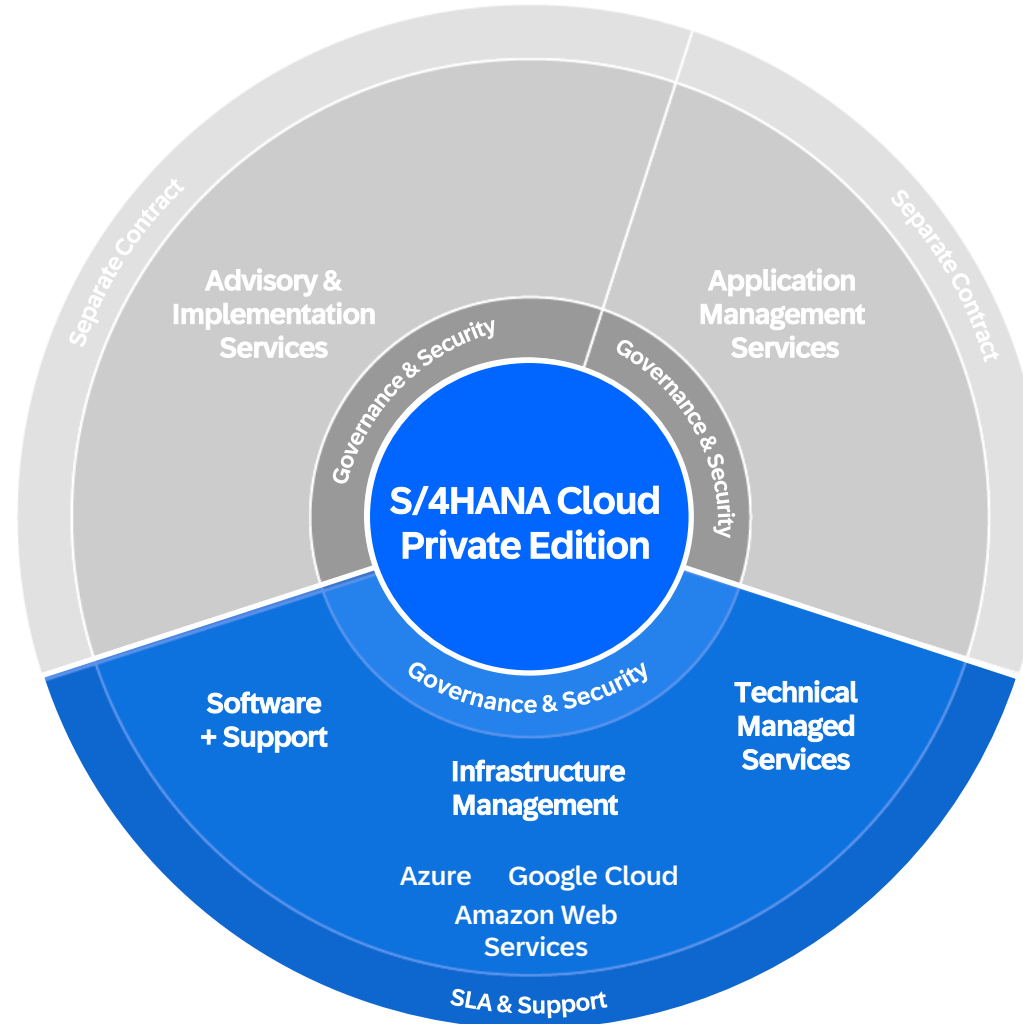
Governance & Security

Software + Support

Technical Managed Services

Infrastructure Management

Azure   Google Cloud

Amazon Web Services

SLA & Support

Cloud Application Services (CAS)

Cloud Application Services (CAS)

Cloud Application Services (CAS)

- **Inhouse**

- **Partner**

- **SAP**

Separate Contract

Advisory & Implementation Services

Application Management Services

Governance & Security

Governance & Security

S/4HANA Cloud Private Edition

Governance & Security

Software + Support

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Governance & Security

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Software + Support

Technical Managed Services

Infrastructure Management

Azure   Google Cloud

Amazon Web Services

SLA & Support

SAP Cloud Application Services
Innovation and transformation for the Intelligent Enterprise

SAP Portfolio

AI-powered business processes

Ecosystem solutions

Spend management and business network

Supply chain management

Industry-specific and sustainable

Human capital management

Cloud ERP

Customer relationship management

Business Technology Platform
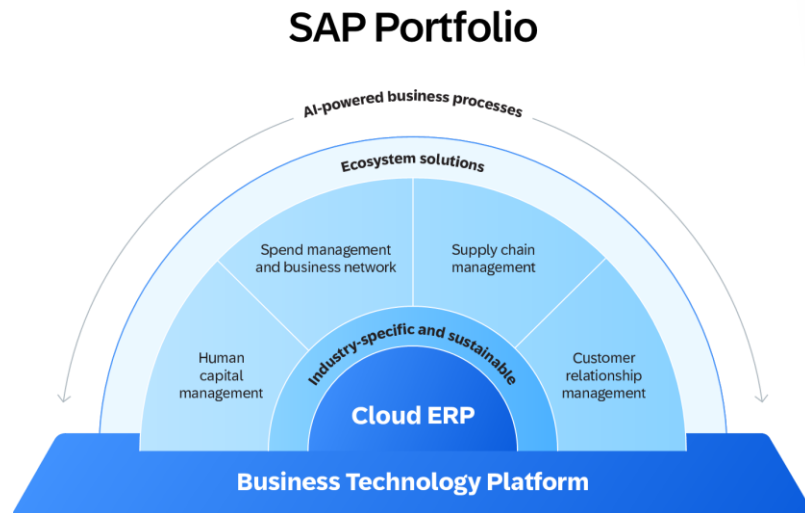
Embedded standard cloud services from SAP

SAP Cloud Application Services, **fixed scope packages**

SAP Cloud Application Services, **custom-tailored offerings**

SAP Cloud Application Services deliver a full spectrum of value-adding services enhancing RISE with SAP

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The reason why customers choose SAP Cloud Application Services

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SAP Cloud Application Services for SAP S/4HANA Cloud Private Edition

Portfolio of fixed scope packages and custom-tailored offerings

The reason why customers choose SAP Cloud Application Services

Seamless, SaaS-like consumption

The request and fulfilment process of the value-adding SAP Cloud Applications Services is the same as for the baseline cloud services from SAP, automated as much as possible.

Predictable outcome at predictable price

SAP Cloud Application Services packages have a clearly described scope, defined RACI and are provided at a fixed price per year.

End-to-End governance

SAP is your trusted partner for managing infrastructure, systems, solutions or even their functionalities based on your requirements holistically.

Flexible scope

You can hand over additional technical and functional managed services completely to SAP and focus on business processes and outcomes, changes can be made easily via scope adjustments.

Reach and scale

SAP Cloud Application Services provide a globally available service portfolio – adjustable to certain geographies, languages or solution areas, or even for your complete SAP landscape globally.

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Introduction to SAP Cloud Application Services
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Value Proposition
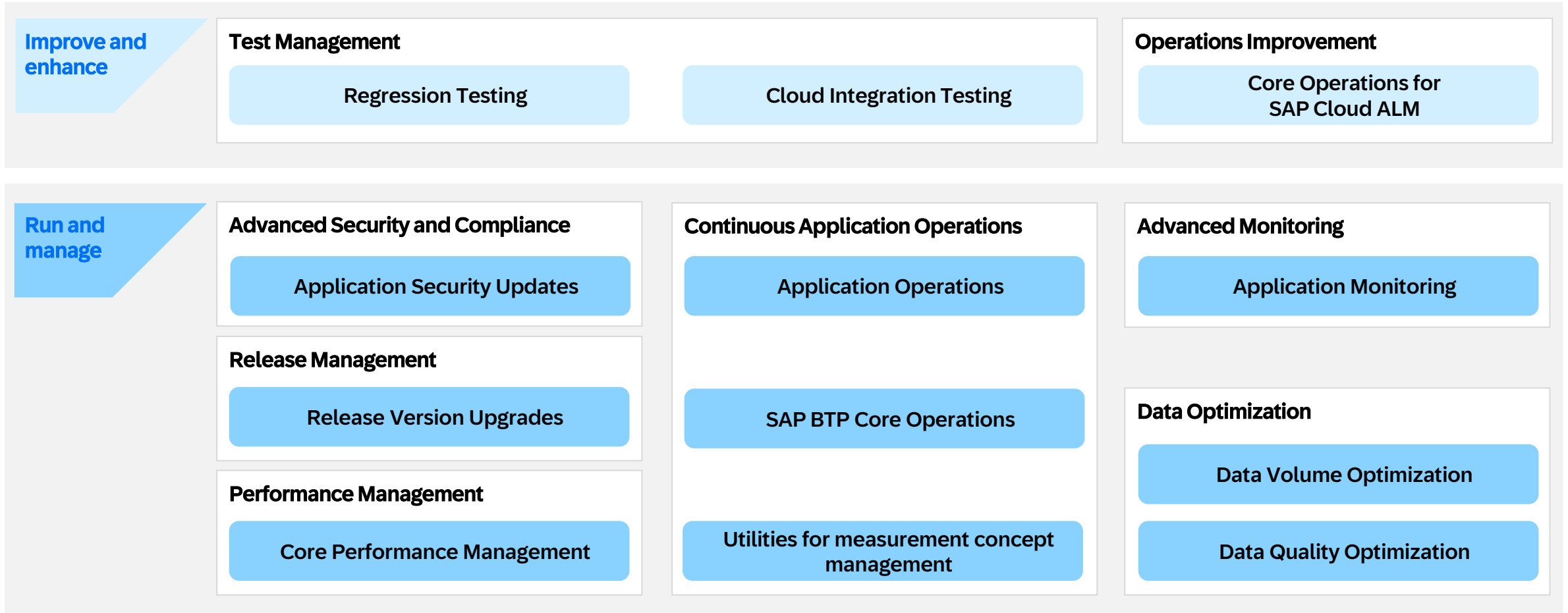The reason why customers choose SAP Cloud Application Services

03
SAP Cloud Application Services for SAP S/4HANA Cloud Private Edition
Portfolio of fixed scope packages and custom-tailored offerings

SAP Cloud Application Services, Fixed Scope Packages
Overview of complementary packages for SAP S/4HANA Cloud Private Edition

Improve and enhance

Test Management

> Regression Testing

> Cloud Integration Testing

Operations Improvement

> Core Operations for SAP Cloud ALM

Run and manage

Advanced Security and Compliance

> Application Security Updates

Release Management

> Release Version Upgrades

Performance Management

> Core Performance Management

Continuous Application Operations

> Application Operations

> SAP BTP Core Operations

> Utilities for measurement concept management

Advanced Monitoring

> Application Monitoring

Data Optimization

> Data Volume Optimization

> Data Quality Optimization

Complementary SAP Cloud Applications Services packages are extending the support from SAP for SAP S/4HANA Cloud Private Edition customers.

Package delivery is fully integrated with the baseline scope and will be governed by the SAP client delivery manager (CDM).

Application Operations

SAP CAS for application operations

Enhanced technical cloud support experience for customers. This service is complementing the technical managed services available in SAP S/4HANA Cloud Private Edition.
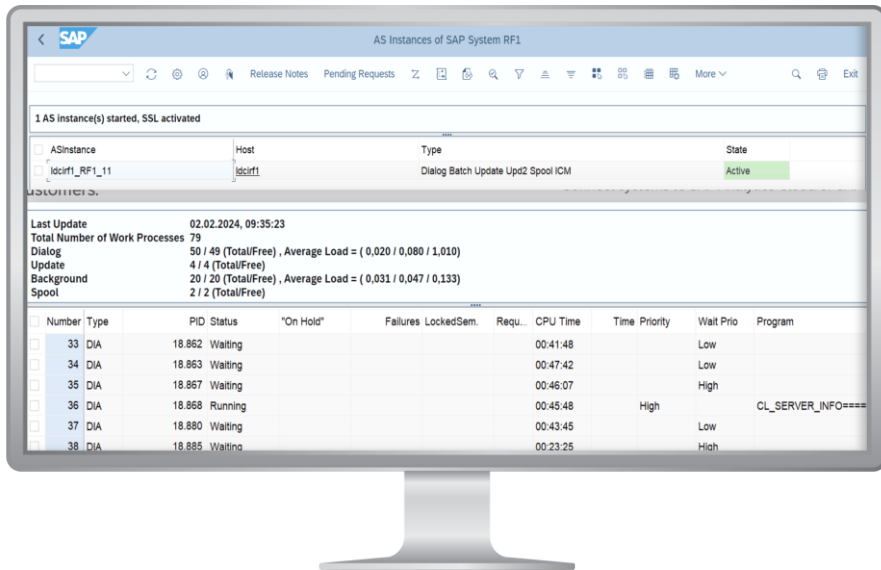
Scope

- Service request fulfillment for application operations focusing on
- Connect systems to SAP Analytics Cloud or SAP Business Technology Platform
- Enable Fiori Launchpad for additional business clients
- Pre and post steps of client copies
- Administrative support of application in respect to analysis of RFC interface queues and error resolution
- Incident resolution and troubleshooting e.g. ABAP dump analysis and resolution
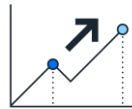
Value

- Better support experience for customers during the entire SAP S/4HANA Cloud lifecycle
- "SAP skin in the game", even if partner is implementing and providing AMS
- SAP to support technical cloud issues in case customer / partner are struggling
- Reduced incident volume and improved stability of the application

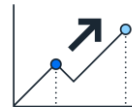## SAP Cloud Application Services
SAP BTP Core Operations

SAP CAS for SAP BTP core operations

SAP will provide enhanced support for SAP Business Technology Platform. This service is complementing the platform services included in SAP Business Technology Platform.
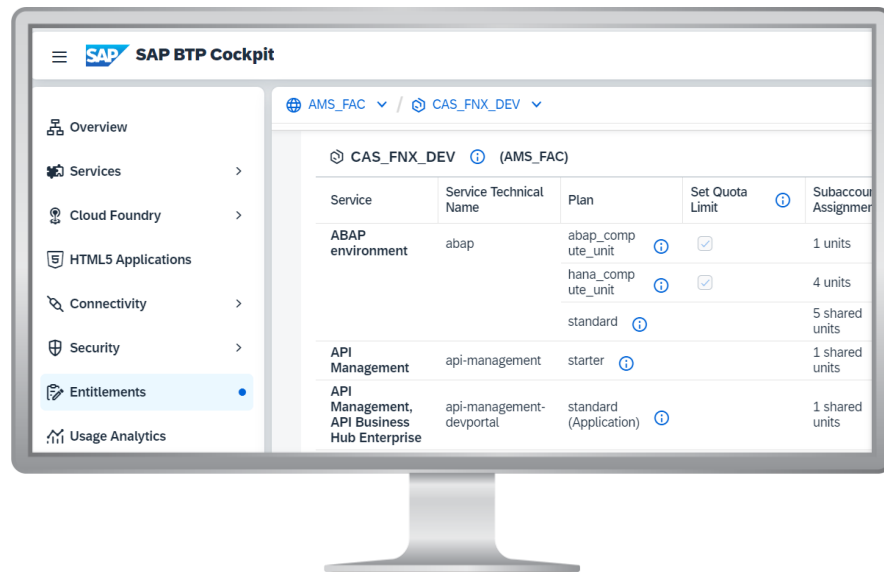
Scope

- Reactive execution of configurations and setups as well as proactive monitoring (where applicable) according agreed RACI scope for areas within:
- Global Account and subaccount administration
- Custom authentication (IDP)
- Monitoring on application level on-top of SAP standard cloud operations

Value

- Saving own resources by using 24x7 pool of global SAP experts
- Customer can fully focus on application development
- Tight integration into customer support processes

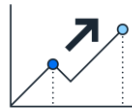# SAP Cloud Application Services
Regression Testing

SAP CAS for regression testing

SAP performs regression testing of the SAP S/4HANA cloud environment systems in scope.

Scope

- Configuration of test suite in SAP Solution Manager
- Support and execution of one regression test cycle each year
- Reporting of test status and processing of defects per the agreed defect resolution process
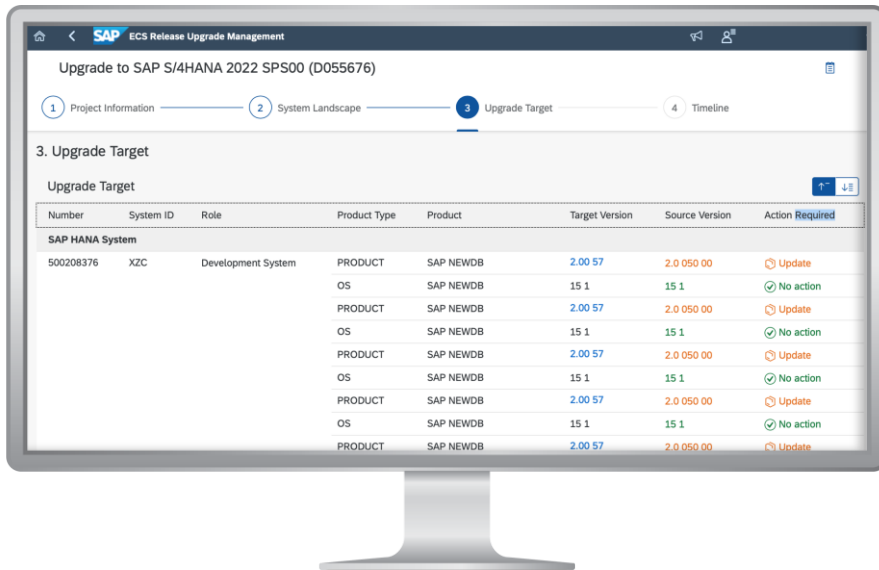- Maintenance of test case documentation

Value

- Comprehensive end-to-end test process
- Consistent execution of regression tests help to ensure business continuity
- Reliable and up-to-date test case library

SAP Cloud Application Services
Release Version Upgrades

SAP CAS for release version upgrades

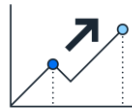SAP provides version upgrade management of SAP cloud environment systems in scope.

Scope

- Planning and coordination of release upgrades
- Execution and support of technical upgrade tasks, including
- Basis-related pre-/post-processing tasks
- Corrections to standard objects and extensions (SAP objects, not customer objects)
- SAP Fiori launchpad reactivation

Value

- Full lifecycle support of release version upgrades
- Predictable system readiness and adaptability for continued business innovation

SAP Cloud Application Services
Application Monitoring

SAP CAS for application monitoring

SAP performs 24x7 application monitoring and responds to technical exceptions on the customer application layer.
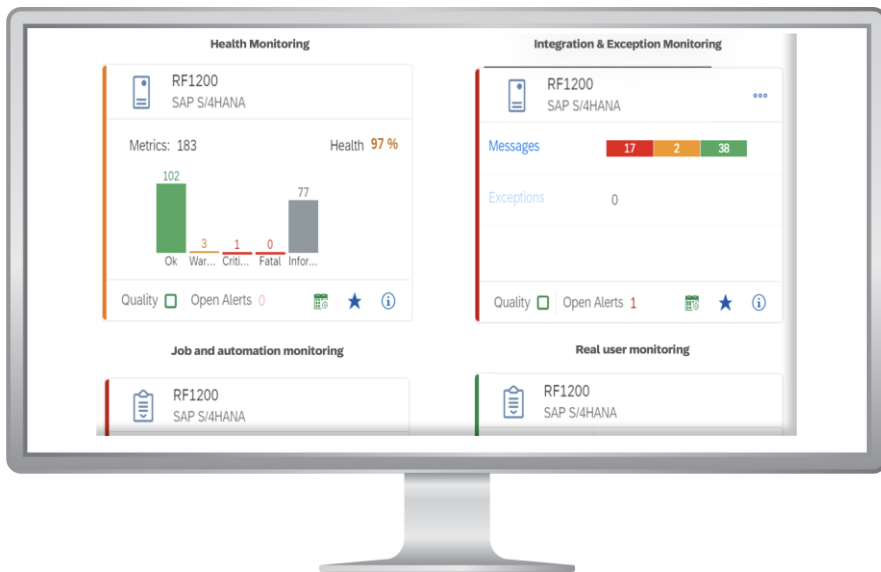
Scope

- Configuration of monitoring in SAP-managed monitoring tool
- Monitoring and trend analysis of the following KPIs:
  - Standard and custom jobs
  - Integration and interfaces
  - Certificate and URL availability
- Root cause analysis and remediation of issues
- Trend analysis and recommendations for continuous improvement activities

Value

- Detection and resolution of critical application and integration issues before they occur
- Provision of vital insights to customer application support teams based upon SAP root cause analysis on application layer
- Improved stability and performance of solutions and business processes
- Reduced incident volume

SAP Cloud Application Services
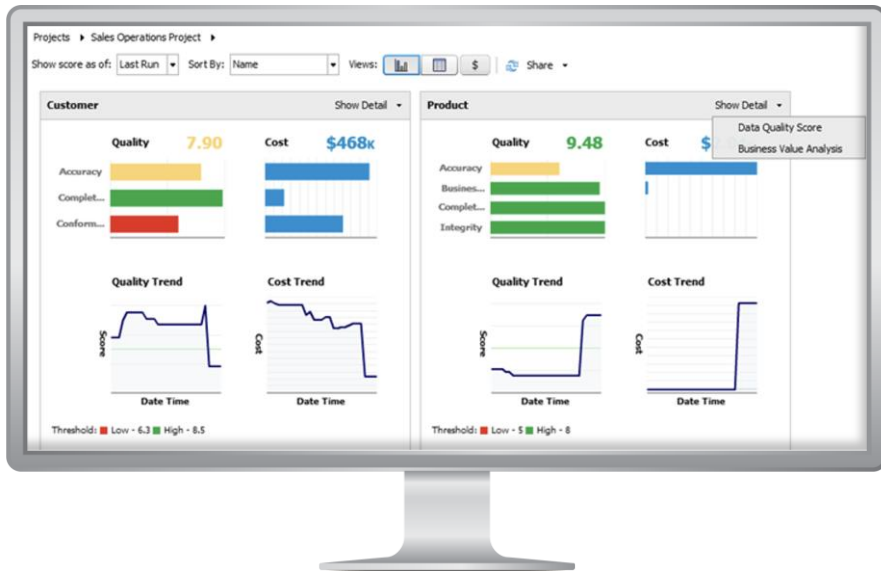# Data Quality Optimization

SAP CAS for data quality optimization

SAP profiles data domains through routine scanning of data sources and provides data quality scores reflective of the data domain.

Scope

- Validation and setup of SAP Information Steward
- Metadata collection, profiling for data integrity and cleansing rule success criteria
- Baseline quality scoring for standard data domains
- Assistance with development of data quality risk reduction efforts

Value

- Optimized data quality maintenance strategy and toolset
- Increased data reliability improves business decisions
- Reduced risk of vulnerability due to data quality issues

Data Volume Optimization

SAP CAS for data volume optimization

SAP provides regular analysis of data volume including forecast of growth trends.

Scope

- Analysis of data distribution among SAP components
- Forecast of future data volume growth
- Assistance with development of alternate plans, such as
 - Archiving
  - Consolidation
  - Decommissioning
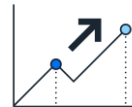
Value

- Optimized data volume strategy
- Preparedness for future growth demands
- Reduced time-to-market

SAP Cloud Application Services
Cloud Integration Testing

SAP CAS for cloud integration testing

SAP executes automated regression testing of integration content (iFlows) prior to every incremental update to SAP Business Technology Platform Integration Suite.
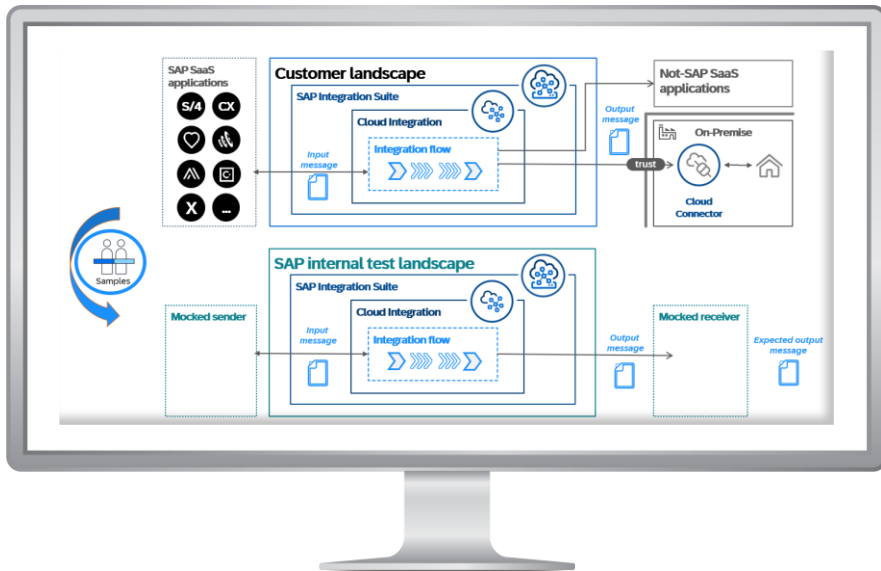
Scope

- Execution of automated test scripts for custom integration flows in alignment with SAP BTP product release schedules
- Development and maintenance of automated test scripts for integration flows included
- Reporting with recommendations after each automated test execution cycle
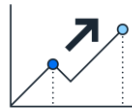
Value

- Early testing to help to ensure early identification and resolution of issues found in integration scenarios
- Regression-free and high quality SAP Business Technology Platform Integration updates
- Mitigation of business disruption risks associated with failed integration scenarios

Application Security Updates

SAP CAS for application security updates

Continuously maintained environment with up-to-date security patch levels. Mitigated risk of vulnerability within the SAP environment.

Scope

- SAP helps to mitigate application security vulnerabilities through security note patching.
- Controlled SAP Security Notes implementation to remediate vulnerabilities.

Value

- Analysis of systems to find relevant SAP Security Notes
- Proactive implementation of relevant ABAP security notes with and without manual activities
- Transport of changes to production based on standard change process for ABAP stack relevant security notes
- Initiate the implementation of JAVA component for JAVA stack relevant security notes based on standard change process
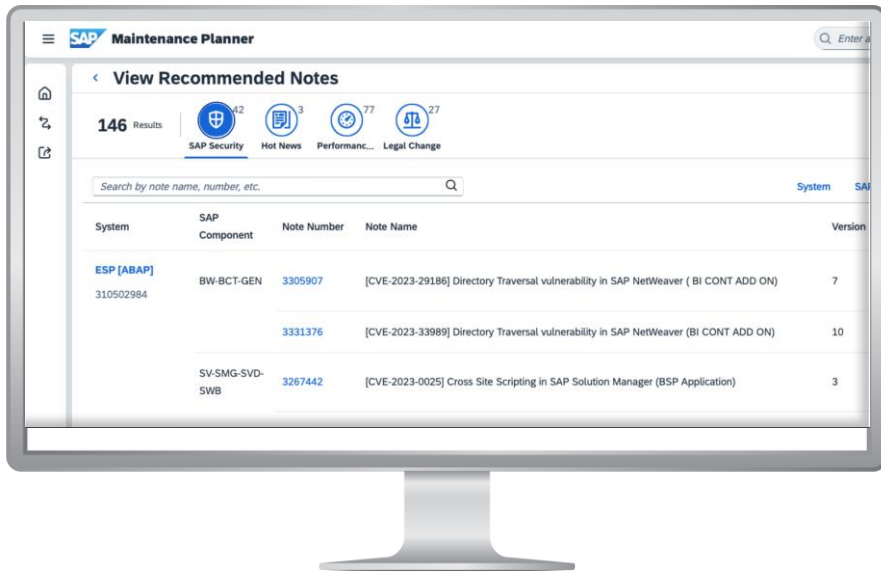
SAP Cloud Application Services, custom tailored offerings
Overview of custom tailored offerings for SAP S/4HANA Cloud Private Edition

Improve and enhance

Business Improvement
Business Improvement Foundation

Application Change Management
Functional Application Management

Deployment management
Customer Deployment Strategy | Customer Deployment Planning & Execution | SAP Solution Manager, ChaRM
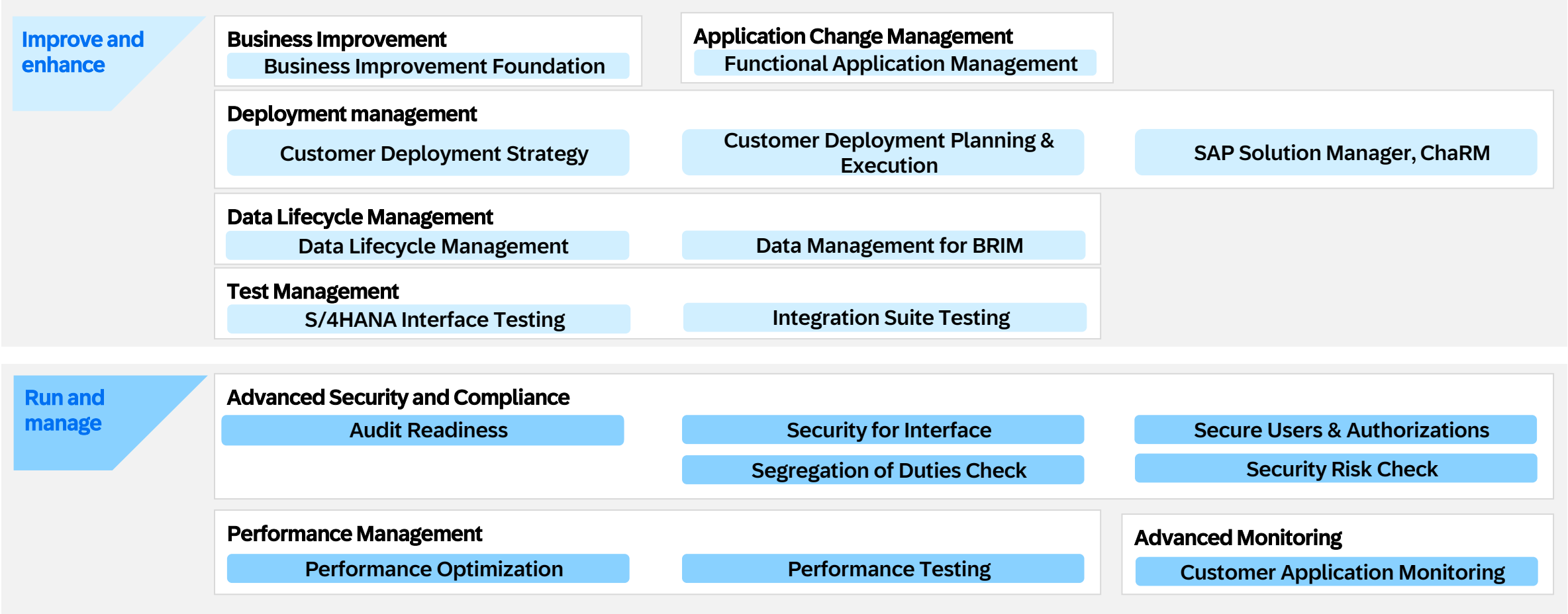
Data Lifecycle Management
Data Lifecycle Management | Data Management for BRIM

Test Management
S/4HANA Interface Testing | Integration Suite Testing

Run and manage

Advanced Security and Compliance
Audit Readiness | Security for Interface | Secure Users & Authorizations
| Segregation of Duties Check | Security Risk Check

Performance Management
Performance Optimization | Performance Testing

Advanced Monitoring
Customer Application Monitoring

Complementary SAP Cloud Applications Services packages are extending the support from SAP for SAP S/4HANA Cloud Private Edition customers.
Package delivery is fully integrated with the baseline scope and will be governed by the SAP client delivery manager (CDM).

SAP Cloud Application Services
Functional Application Management

What is Functional Application Management?

- SLA-based full application operation and support
  - Incident management
  - Problem management
  - Change management
- Service Request management

Objective for Functional Application Management

- Provide end-to-end support for customer-specific SAP solutions and business processes

What Does the Customer Get?

With Application Management services, SAP's (hybrid) cloud customers will have SAP supporting their individual applications and business processes end-to-end with seamless integration to SAP product support and SAP cloud operations as an one-stop-shop with SAP resulting in

- Stable and efficient environment of SAP solutions and their integrations
- Better SAP solution adoption
- Higher business end user satisfaction

SAP S4/HANA Interface Testing

What is SAP S4/HANA Interface Testing?

- The SAP S/4HANA interface testing service enables testing of integrated business processes only in SAP, independently of connected systems through test automation of SAP business integration layer and virtualization of external systems

Objective Interface Testing

- Elimination of SAP S/4HANA project delays caused by dependencies on external non-SAP systems and EDI providers to deliver the project on time and within budget

- Unlocking the blocked migrations due to lack of resources and business involvement

- Increased confidence that the new configuration will communicate with all systems in the same manner

- Short test execution by test automation offers more time for bug fixing than manual testing

- Seamless integration of test planning and execution in release upgrade activities

- End-to-end coverage of SAP landscape together with complementary UI test automation

What Does the Customer Get?

- SAP will provide plan and governance for test planning, execution and maintenance

- SAP will create test cases based on electronic messages and transactional documents

- SAP will execute regular regression test cycles, aligned with Customer's test strategy, approach and schedule with respect to the Customer defined test scope

- SAP will maintain test cases regularly to keep them on track with underlying business process steps and business processes

- SAP will use an agreed defect management process to report and manage defects during test execution

Want to learn more?

- Reach out to
  - Account Owner
  - Customer Success Partner
 - Client Delivery Manager

- More information: https://www.sap.com/cloud-application-services

Thank you.

Appendix

Utilities Measurement Concept Management

SAP CAS for utilities MCM

SAP provides expertise to initiate, administer and operate the technical connectivity between the measurement concept management (MCM) on SAP Utilities Core foundation implemented in SAP Business Technology Platform (SAP BTP) and SAP S/4HANA Cloud, private edition for utilities.
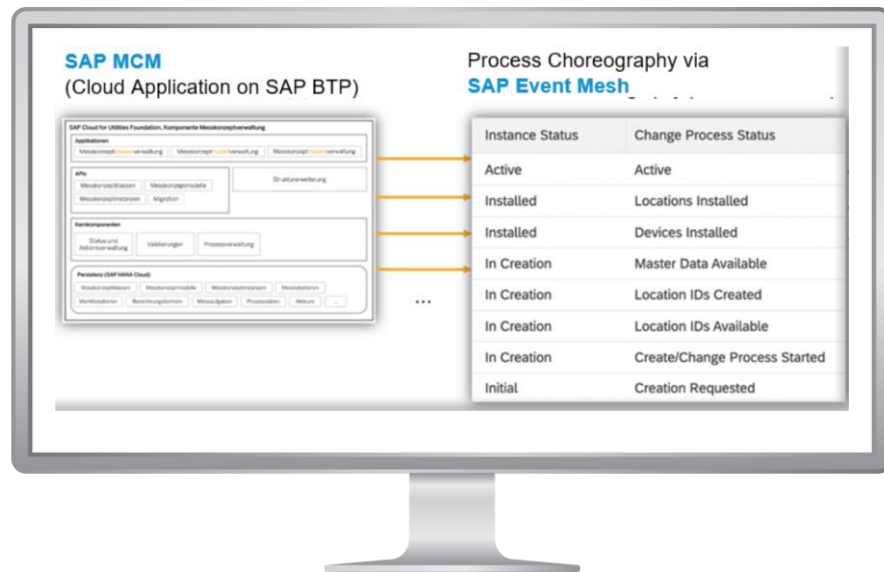
Scope

SAP will provide setup and operations activities within the defined scope by executing:

- SAP BTP, SAP Event Mesh, and cloud connector basic configuration, including the required connectivity by means of MCM API on SAP S/4HANA backend.
- SAP BTP account management for MCM and SAP Event Mesh
- Administration and access control.
- Setup of destinations on SAP BTP

Value

- Provisioning of the MCM application and SAP Event Mesh on SAP BTP.
- Data lifecycle changes of measurement concept instances (technical installation, changes, dismantling and decommissioning) triggered in the format of events and channeled into SAP Event Mesh.
- Subscribed applications to these events – in this case SAP S/4HANA Cloud, private edition for utilities – receive the data to react accordingly, continuing with the process orchestration
- End-to-end connectivity between the SAP systems in scope.
- Continuous support through the start, establishment and optimization of the operational environment

SAP Cloud Application Services
Core Operations for SAP Cloud ALM

SAP CAS for Core Operations for SAP Cloud ALM

SAP will provide enhanced technical cloud support for SAP Cloud ALM Tenant. This service is complementing the services included in SAP Cloud ALM.


Scope

Detection and alerting of critical application and integration issues before they occur.

- Remediation of critical issues with run books.
- Improved stability and performance of solutions and business processes.

Value

- Service request fulfillment for core operations focusing on
  - SAP Landscape Management and connectivity with managed systems
  - SAP Identity Management
  - Integration into SAP Cloud Transport Management
- Analysis and remediation of issues identified using standard operating procedures.
- Analysis and recommendations for continuous improvement activities around SAP Cloud ALM
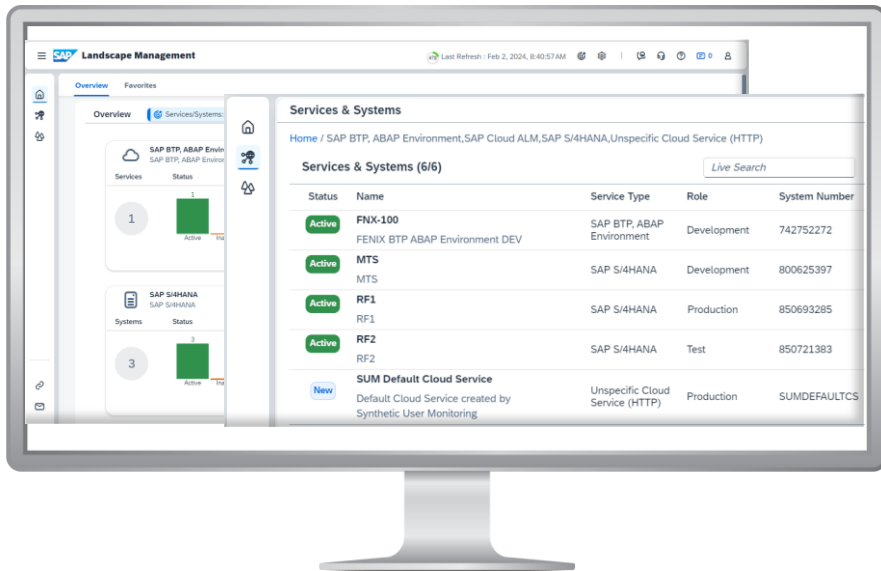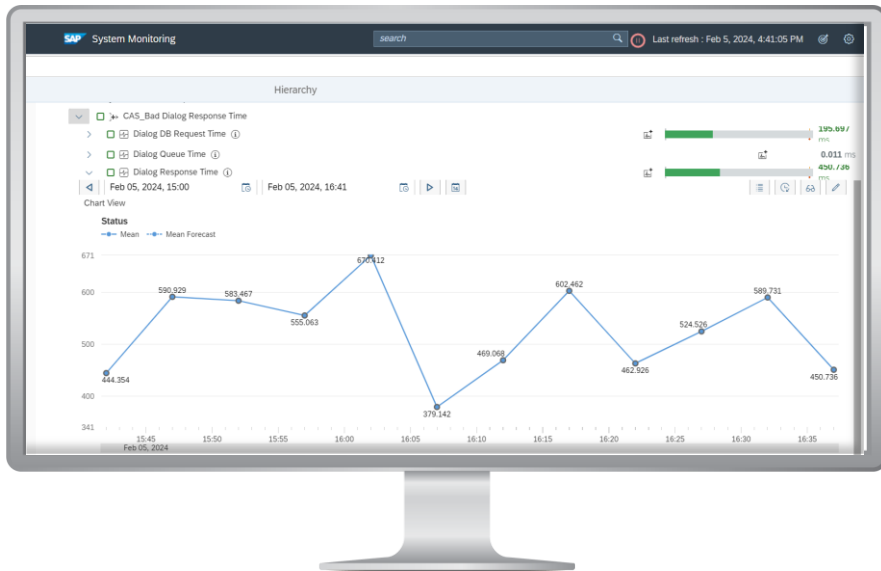
Core Performance Management

SAP CAS for core performance management

The service provides a continuous performance management for S/4HANA or ERP systems by measuring predefined application-related performance KPI's against SAP best practices reference response times.

Scope

- Continuous performance measurement and monitoring for SAP best practices performance KPI's (response times)
- Information about detected performance problems, identified root cause and suggested remediation activities
- Initiation of issue remediation depending on the root cause identified, e.g.
  - Configuration adjustment on technical layer within cloud landscape
 - Request of a suitable follow-up SAP service
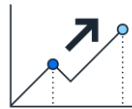
Value

- Safeguard expected performance level
- Early detection, analysis and resolution of performance problem
- Increased end-user experience and acceptance

SAP Cloud Application Services
Business Improvement Foundation

SAP CAS for Business Improvement Foundation

Is a predefined collection of SAP solutions enabling customers out-of-the-box to get intelligence about business process performance. This will be deployed and operated by SAP.
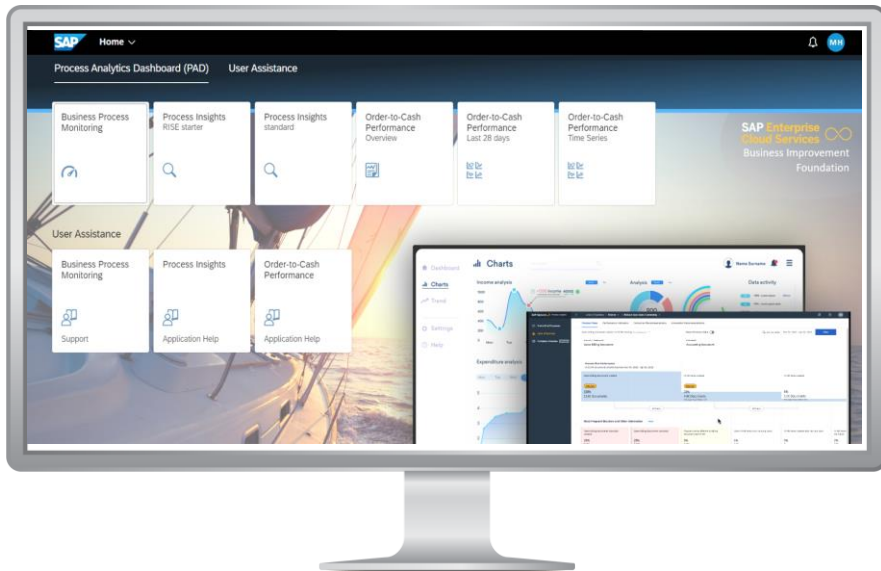
Scope

- Monitor the health of your business processes in real time with the help of predefined business process key performance indicators (KPIs).
- Access information about business documents for each of your processes, for example, for reporting purposes or root cause analyses.
- There are currently two main feature for process performance:
- Process Flows: Performance indicators implemented as process flow visualizations
- Performance Indicators: Standard single performance indicator
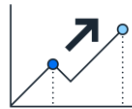
Value

- Enabling the detect-to-correct lifecycle for S/4HANA solutions
- Analyze the process performance of your organization to enable operational and strategical improvements.

Customer Deployment Strategy

What is Customer Deployment Strategy?

- Deployment strategy includes review of the customer's current deployment procedures and processes, advise the customer on industry best practices and develop the right strategy to enable successful SAP solution change and release operations

Objective for Customer Deployment Strategy:

- Creation of a end-to-end release strategy based on SAP best practices
- Establish and streamline the deployment process

What Does the Customer Get?

Deployment strategy for regular releases in the customer SAP solution landscape, including:

- Categorization of different releases and changes
- Approach for provision of customer release calendar aligned with the different release categories
- Deployment approach across the landscape
- Approval flows for different releases and associated change categories

Customer Deployment Planning and Execution

What is Deployment Planning and Execution?

- Deployment planning and execution includes planning for the different release categories as per the customer defined release strategy and support the execution of the release

Objective for Deployment Planning and Execution:

- Integrated planning of releases in customer solution landscape considering relevant aspects from software maintenance up to business downtime planning

- Proactive, planned and structured deployment into productive environment

- Achieve operational efficiency and reduce impact of changes

What Does the Customer Get?

Release planning and execution which includes:

- Definition and maintenance of release calendar

- Preparation of content for the individual releases, including alignment with change management

- Impact assessment for individual releases and assurance of effective deployment of release content to production

- Post release reviews

SAP Solution Manager – ChaRM: Deployment Tooling

What is SAP Solution Manager – ChaRM?

- SAP Solution Manager – ChaRM service includes implementation and maintenance Change Request Management (ChaRM) in the Customer SAP Solution Manager environment to enable change management process

Objective for Solution Manager – ChaRM

- Establish tool-based change and deployment management using SAP Solution Manager – ChaRM
- Transparency and traceability of changes
- Roll-out of SAP best practices on change and deployment management

What does the Customer get?

- Configured ChaRM in the customer SAP Solution Manager environment (standard configuration)
- Enablement on usage of ChaRM
- Ongoing maintenance of ChaRM which includes:
  – Create and update branches
  – Create and update releases / release cycles
  – Bug fixes in existing configuration of SAP Solution Manager

Data Lifecycle Management

What is Data Lifecycle Management?

- The data lifecycle management* service addresses challenges faced by customers whose growing data volumes may exceed their ability to increase memory and/or storage capacity over time. This service includes the analysis, forecast and recommendation of activities required to develop a strategy for the management of data volume growth, plus the implementation and management of the strategy selected for data archiving, consolidation and/or decommissioning.

Objective for Data Lifecycle Management:

SAP will identify and implement a solution for managing and/or reducing data volume requirements.

- SAP will provide a forecast of the customer's future needs based on current demand and data volume growth trends
- SAP will develop alternative strategies for archiving, consolidation and decommissioning
- SAP will review and analyze the impact to performance metrics as data environment grows
- SAP will identify opportunities to reduce operational issues related to data storage and memory usage
- SAP will implement the selected strategy for data archiving, consolidation and/or decommissioning

What Does the Customer Get?

- Optimized data volume strategy for customer environment
- Preparedness for future growth demands, leading to reduced time-to-market
- Clear steps on storage or performance improvements
- Identification of issues with suggested actions
- Updates, reviews, knowledge transfer, roadmaps and strategic input
- Continuous support through the start, establishment and optimization of the operational environment
- An end-to-end service, from recommendations to implementation of data volume optimization strategy selected

* The Data Lifecycle Management service may be preceded by our data volume optimization service (DVO), a fixed price assessment service, which consists of analysis and recommendations.

Data Management for Billing and Revenue Innovation Management (BRIM)

What is CAS Data Management for BRIM?

- SAP analyze the BRIM solution, implement and run a data tiering solution.

Objective for CAS Data Management for BRIM

- Optimized data tiering strategy for customer´s BRIM solution
- Preparedness for future growth demands, leading to reduced time-to-market.

What Does the Customer Get?

- Optimized data volume strategy for BRIM data environment
- Identification of issues with suggested actions
- Continuous support through the start, establishment and optimization of the operational environment
- End-to-end service, from detection , recommendations to implementation of the appropriate data tiering strategy for the BRIM solution

SAP Cloud Application Services
Performance Testing

What is Performance Testing?

- Simulating typical workloads on a solution to demonstrate how it performs and to detect possible bottlenecks (Load Test)

Objective for Performance Testing:

- Identify potential scalability bottlenecks
- Perform tuning prior to major go-live
- Intelligent simulation
  - Ideate the best course of action based on user activity, time of the day, bandwidth availability in order to save the overall time and improve productivity
  - Simulation of end user behavior

What Does the Customer Get?

- Concurrent users simulation to be conducted from up to six customer locations for real-time workload analysis
- Identification of performance bottlenecks
- Trend analysis of system response time for up to ten Business Processes over multiple iterations of load tests
- High and better performing business transactions

SAP Cloud Application Services
Performance Optimization

What is Performance Optimization?

- Analysis of a critical business process to detect possible performance bottlenecks and provide tuning recommendations

Objective for Performance Optimization:

- Review, validate and find possible improvements for the performance of critical business processes
- Increase end-user experience and acceptance
- Perform and analyze End-to-End-Traces to identify areas of concern, e.g. application, database, interfaces, throughput, load distribution
- Provide corresponding improvement recommendations, e.g. optimizing system parameters, code adjustments, adding indexes

What Does the Customer Get?

- End-to-End-Analysis of up to ten transactions with respect to response time and optimization potential
- Details of performance bottlenecks with priority and business impact
- Technical and application recommendations to be applied for improving performance of customer solution
- Assistance in issue remediation

Database Performance Management

What is Database Performance Management?

- SAP will proactively collect and analyze metrics related to selected SAP HANA environments and recommend actions to improve SAP HANA performance

Objective for Database Performance Management:

- Identify SAP HANA environment to be analyzed, and determine most important focus areas
- Analyze memory, storage, error alerts, backups, table sizes for SAP HANA environment
- Recommend activities that can be performed to improve SAP HANA performance

What does the Customer get?

- Help to ensure that SAP HANA environment is performing optimally
- Simplify the customer's life by providing direction as to which performance management activities should be performed in order to improve performance
- Save customer's time and reduce cost of SAP HANA environment by providing recommendations for eliminating unneeded data

Secure Users & Authorizations

What is Secure Users & Authorizations?

- Managing of users and roles in SAP system landscape for the end user and role life cycle

Objective for Secure Users & Authorizations

- Administration of user master records and their roles according to SAP best practices

What Does the Customer Get?

- Administration of user like user creation, change, delete, lock and unlock
- Administration of roles like creation and change
- Authorization upgrade after technical upgrade
- Initiate of roles update according to updated proposals
- An appropriate risk management and compliance framework for SAP project and support scenarios
- Adaption of authorization concept for SAP Fiori apps
- Set up of password reset self-service tool for ABAP system landscape

Security for Interface

What is Security for Interface?

- Providing a methodology on how to secure RFC function modules using unified connectivity and creating roles with restricted access for authorized users only

Objective for Security for Interface

- Secure framework for RFC modules
- Secure access to remote function call (RFC) modules
- Restricted access to needed modules only

What Does the Customer Get?

- Examination of RFC user
- Required authorizations for identified users
- Identification and blocking of not required RFC modules
- Continuous management of existing and new remote enabled function modules

Application Security Monitoring

What is Application Security Monitoring?

- Continuously monitoring of customer's applications for security status, identify vulnerabilities and addresses all alerts or issues. Review of the security logs to initiate the adjustments of parameters of high risks.

Objective for Application Security Monitoring

- Improve the performance and health of SAP solutions
- Help to ensure that SAP systems and applications are operating in a secure mode

What Does the Customer Get?

- Set up security monitoring and alerting
- Continuous monitoring and report of several KPIs for the SAP system and the SAP HANA system
- Log analysis
- Initiate remediation activities to resolve identified risks

SAP Enterprise Threat Detection private cloud edition

What is SAP Enterprise Threat Detection private cloud edition Basis Alert Monitoring

- Enterprise Threat Detection gives **transparency in to suspicious (user) behavior and anomalies in SAP business applications** to identify and stop security breaches in real-time.

- Enterprise Threat Detection **uses highly efficient and automated processes** based on HANA technology and Machine learning to **track hacker activity** using SAP's predefined and easy customizable attack paths.

- **Scanning** and **reviewing** of alerts with SAP product SAP Enterprise Threat Detection

- Providing of **suggestions for remediations**

Objective for SAP Enterprise Threat Detection private cloud edition Basis Alert Monitoring

- **Detect** threats and **anomalies** to the most valuable SAP S/4HANA applications to avoid financial, legal, and reputational damage.

- Continuously monitoring of customer's **application logs**

- **All audit logs** available

- **Help safeguard** the operation in SAP S/4HANA and ensure the continuity of the business

What Does the Customer Get?

- Security monitoring for agreed pattern for logs in customer target system

- Perform scanning of alerts for suspicious activities and investigations.

- Risk based & prioritized alerting

- Providing of investigated results and suggestion for remediation

SAP Cloud Application Services
Security Risk Check

What is Security Risk Check?

- Scanning of customer's SAP productive systems for security risks of secure configuration of SAP system, reviewing of customer's authorization concept and secure configuration of SAP HANA system

Objective for Security Risk Check:

- This service provides a detailed view of the customer's system landscape related security risks, and initiation of remediations addressing areas of high risk

What Does the Customer Get?

- Check for vulnerabilities regarding critical access, critical system settings and a review of the authorization concept

- Creation of a scorecard of security risks KPIs

- Result of the security risk assessment and recommendations for resolving critical findings

- Initiation of the remedy for risks findings

Audit Readiness

What is Audit Readiness?

- Review of critical accesses, policies and violations, designed to comply with external audit requirements. Checking if all security requirements are reviewed before the audit and the initiation to remediate the identified issues.

- Supporting during the audit and afterwards to identify findings and review of audit results as well as initiating remediation of findings.

Objective for Audit Readiness:

- Preparing of regulatory security audits

- Fulfilment of audit requirements

- Initiation of activities to solve the findings

What Does the Customer Get?

- Execution of audit readiness check by review of customer's availability of security processes, security relevant processes and security settings of SAP systems

- Initiation of activities to remediate the findings by implementation of IT controls as mitigation controls, remove critical access and update security settings in application server

- Resolving of findings which were identified during the regular security audits

SAP Cloud Application Services
Segregation of Duties Check

What is Segregation of Duties Check?

- Checking of critical accesses and related violations of the segregation of duties (SoD) designed to comply internal or external audit requirements based on the standard GRC set of rules from SAP. Initiate the review of user and role violations.

Objective for Segregation of Duties Check:

- Review of the customer's system landscape for proper segregation for users and roles, as well as its documentation

- Create transparency about the lack of customers users and roles

What Does the Customer Get?

- Performing a transaction usage analysis, which is provided by stored statistical data

- Identification and reporting about potentially conflicting entitlement assignments with corrective measures and report segregation of duties violations and critical authorizations

- Qualitative and quantitative statements about users and roles and its segregation of duty conflicts

SAP Cloud Application Services
Customer Application Monitoring

What is Customer Application Monitoring?

- Proactive monitoring at system and application level. It includes definition of monitoring strategy, setup of tools and frameworks, 24x7 monitoring, root cause analysis, trend analysis, and recommendations for continuous improvement of monitored objects

Objective for Customer Application Monitoring

- Detection and support for resolution of critical issues before they occur
- Provision of vital insights to customer support teams based upon SAP expert analysis
- Improved stability and performance of SAP applications and business processes
- Reduced incident volume

What Does the Customer Get?

- Configuration of monitoring in defined monitoring toolset (FRUN, Solution Manager and Cloud ALM)
- Monitoring different service elements at application and system level (Integrations, Jobs and process chains, user performance, business process KPIs, custom system monitoring and URLs/Certificates)
- Alert analysis and remediation of issues identified using standard operating procedures
- Trend analysis and recommendations for continuous improvement activities around monitored objects