

Solutions Operations Support: SAP IT Operations Project to Implement End to End Root Cause Analysis (E2E RCA)

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AGENDA



Standard Bank: a MaxAttention Customer

Monitoring

Empowering

End to End Root Cause Analysis

SAP Support Portfolio

SAP Premium Maintenance Offerings

End-to-End Solution Support delivered within SAP Premium Maintenance Offerings

SAP MaxAttention

makes SAP a responsible partner to reduce TCO and increase benefit measured by a joint balanced score card = **TECHNICAL ACCOUNT MANAGEMENT**

Permanent Onsite Team

Balanced Scorecard

- Continuous Improvement
- TCO Reduction
- Knowledge Transfer

Executive Sponsor

SAP Safeguarding

SAP Safeguarding

Technical and operational quality checks = **TECHNICAL QUALITY MANAGEMENT**

Integration Testing

Mission-critical operations

Upgrade

Dedicated Technical Quality Manager

Technical Integration Test

Solution Mgt. Assessments

Upgrade Support

Custom Code Support

Optimization Services / Expertise on Demand

SAP Premium Support

Supports mission critical business = **TECHNICAL QUALITY ASSESSMENTS**

Support Advisor

Continuous Quality Checks

SLA on Initial Reaction Time and Corrective Action

SAP Standard Support - Keeps your SAP environment up to date and running efficiently

Problem Resolution

Quality Management
EarlyWatch Program

SAP Solution Manager

Knowledge Transfer

Continuous Improvement

SAP Service Marketplace

SAP Standards for Incident Management: Tools, Best Practices & Methodologies

MaxAttention description

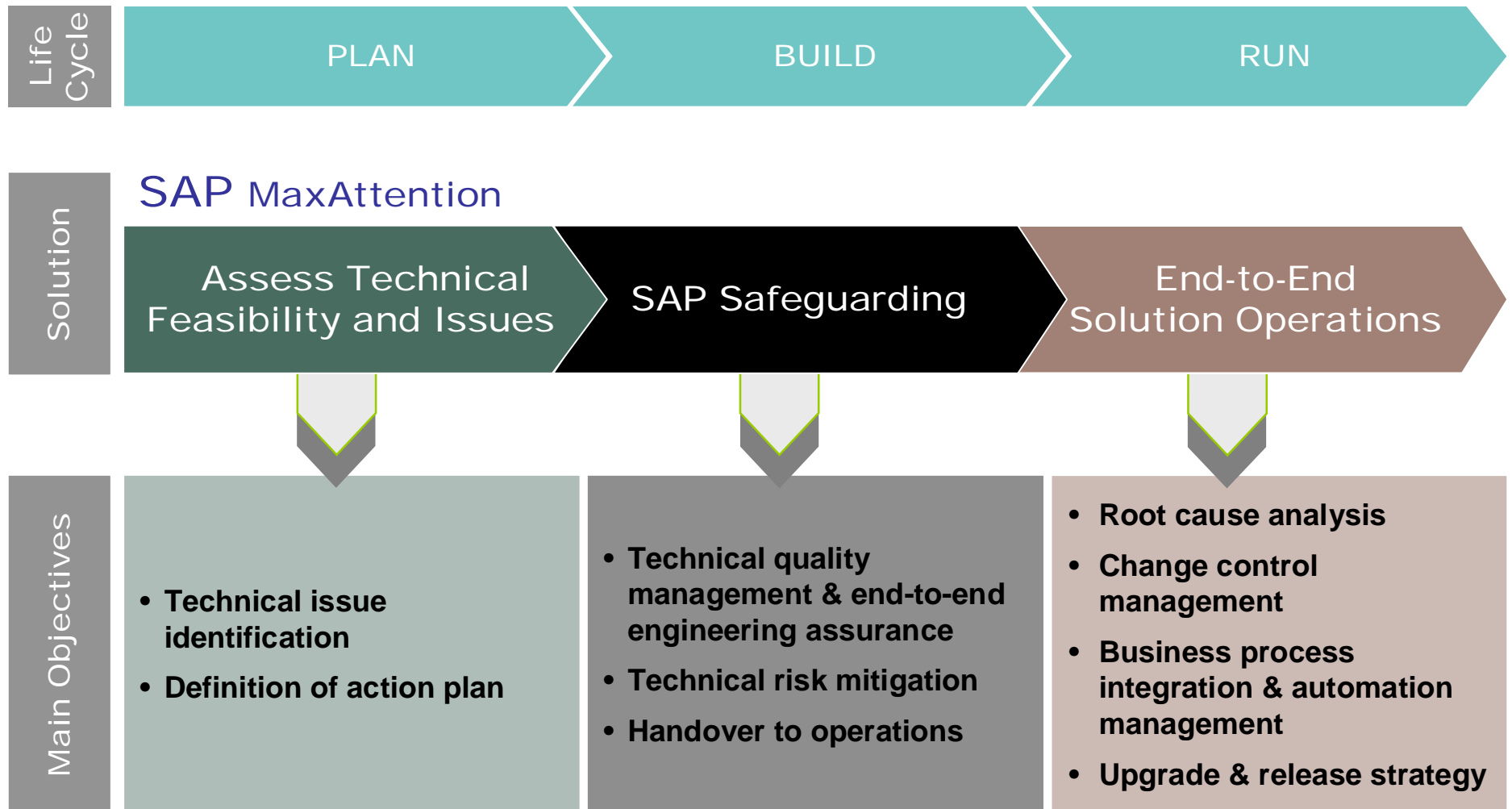
Area	Description
Technical Quality Manager	<p>The trusted Central Contact Person for the Engagement</p> <ul style="list-style-type: none">■ Fully understands the customer solution and business processes■ Provide, agree on, follow up action and service plan■ Coordinates SAP resources
Safeguarding Services (Front office at customer and back office at SAP)	<p>Detailed Analysis incl. actionable recommendations</p> <ul style="list-style-type: none">■ Identify and assess possible upgrade options for IT landscape / Solution with focus on technical feasibility, cost and efforts.■ Check of technical impacts of an upgrade project on an existing IT landscape/Solution■ Optimize integration test and volume test with focus on performance, stability, consistency and business volume■ Optimize technical upgrade by tuning standard procedures■ Safeguard critical weekend of production Go Live
Expertise on Demand	<p>Remote experts for critical problems</p> <ul style="list-style-type: none">■ Fast access to the right expert at the right time
SAP Solution Manager	<p>The common collaboration platform for managing the entire SAP Solution during the entire lifecycle</p>



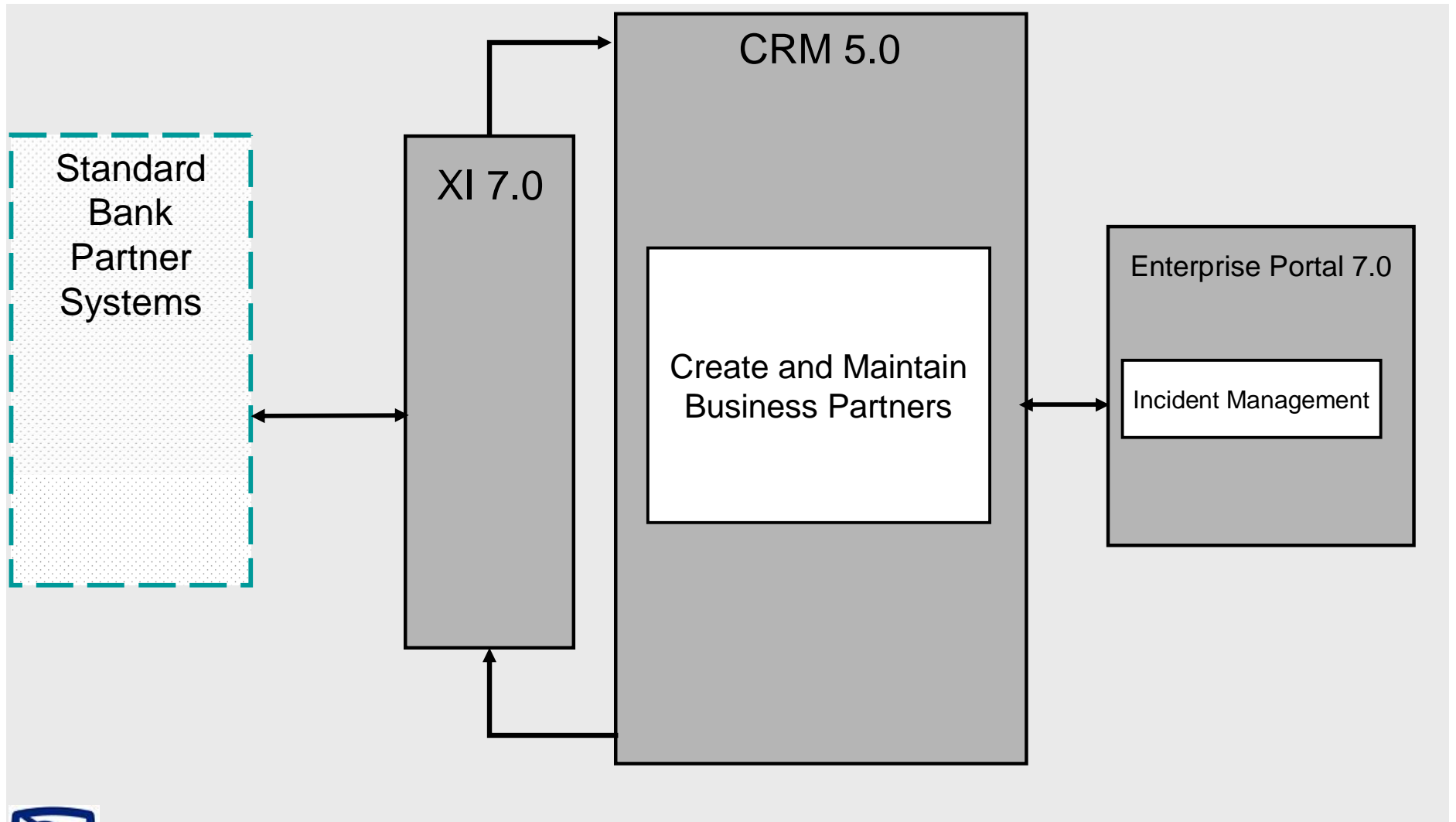
Front- and Back Office Delivery Approach Ensures Access to the Entire SAP Expertise



MaxAttention along the lifecycle



Standard Bank MaxAttention scope



MaxAttention Entitlement for Standard Bank

- Escalated Support
- Delivery of Specific Service
 - Technical Feasibility Check
 - Technical Integration Check
 - Front Office Expert On-Site
 - Empowering Training, Customer Specific
 - SAP Back Office Support, Experts On Demand
- TQM onsite



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Availability

- J2EE
- Database
- ABAP
- Other KPI's



REACTIVE MONITORING

- Database Monitoring
- Alerting



PROACTIVE MONITORING

- J2EE
- Wily Introscope
- Solution Manager Diagnostics (SMD)
- Runtime Workbench for XI
- E2E (switch on when needed)



Monitoring with Solution Manager

- User Friendly
- Configure specific Company requirements
- Colour Coded
 - Green
 - Amber
 - Red
- Drill down
 - High Level
 - Detail



SGG MONITORING

- Command Centre BIG screen
- Proactive
- Reactive
- Alerting Inbox
- SMS (Future)
- Netcool integration (Future)



THRESHOLD TUNING

- Configured by Technical Teams
- KPI's
- Production Exposure
 - Include
 - Exclude
- Include production incidents
- Ongoing



TEAMS INVOLVED

- Basis Team
- Application Team
- SAP SA / AG
- Executive sponsors



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EMPOWERING TRAINING

- Onsite Customer Specific Training
 - SAP DB2 empowering training
 - XI empowering training
- Problem Analysis
- Operations Handbook
- Onsite Expert Evaluation of Customer Staff
 - Identify short falls
 - Identify Training Requirement



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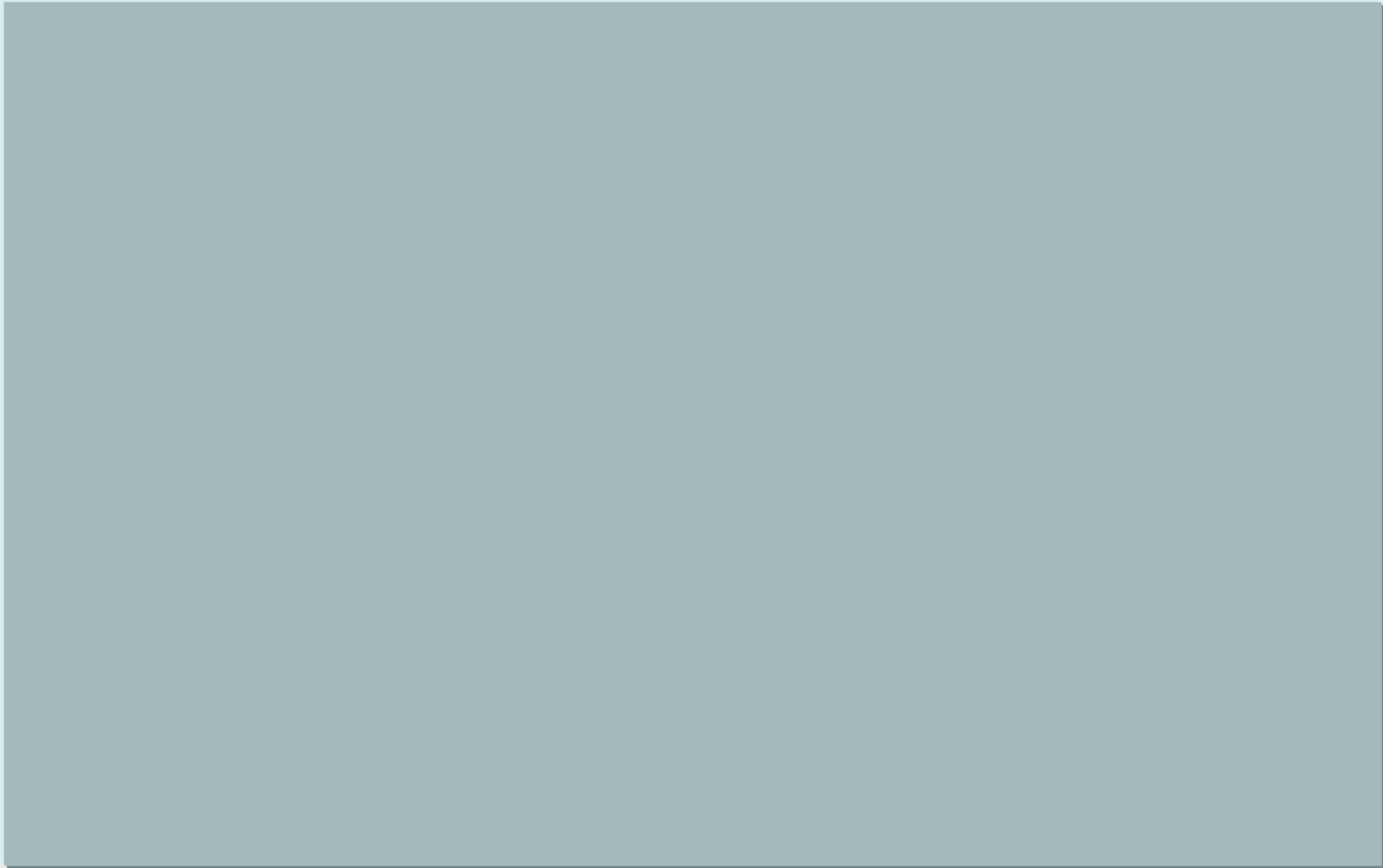
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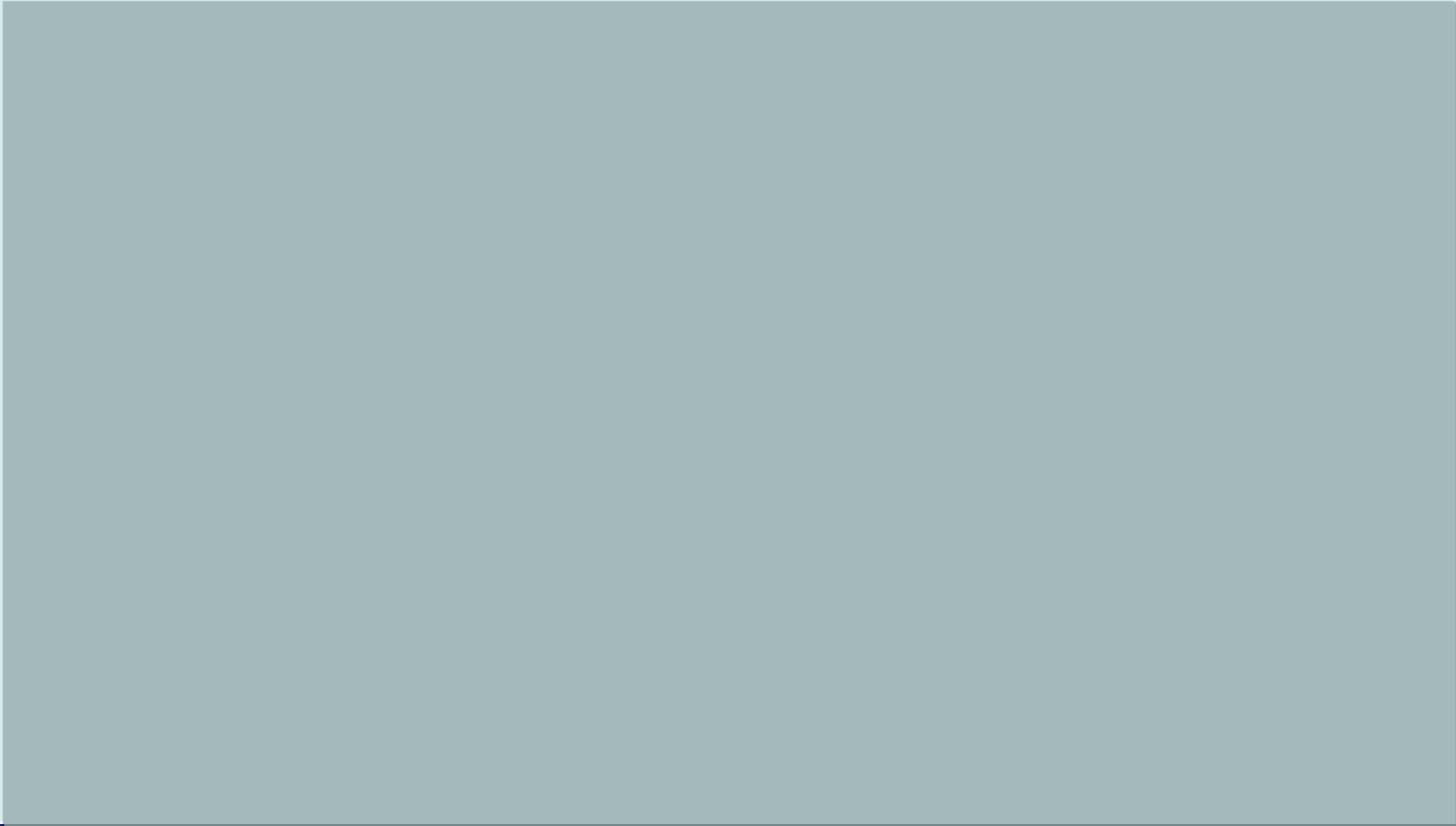
Solution landscape



E2E Monitoring and RCA



E2E



E2E RCA Roadmap at Standard Bank

- One Transport Order
- SMD – Solution SP13
- Change Request Management



Conclusion: Standard Bank MaxAttention results

- Succesfull GoLive and Releases
- Monitoring tools set up
- Support Package Upgrades
- Solution Manager 4.0
- * Collaboration between SB & SAP
- * SB commitment
- * Executives involvement

