Why and How to Use Deployment Best Practice for SAP HANA
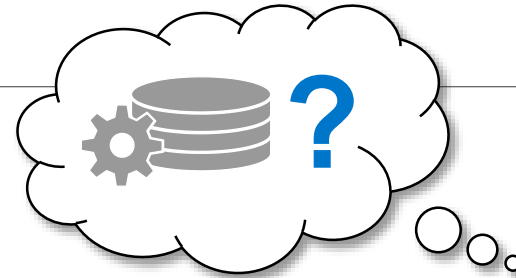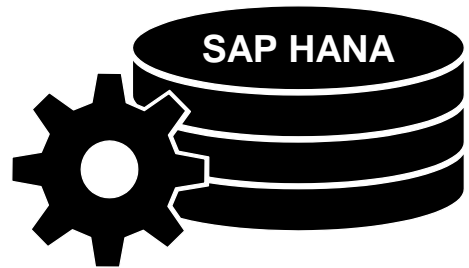
Deployment Best Practice for SAP HANA

Active Global Support, SAP AG – 2015
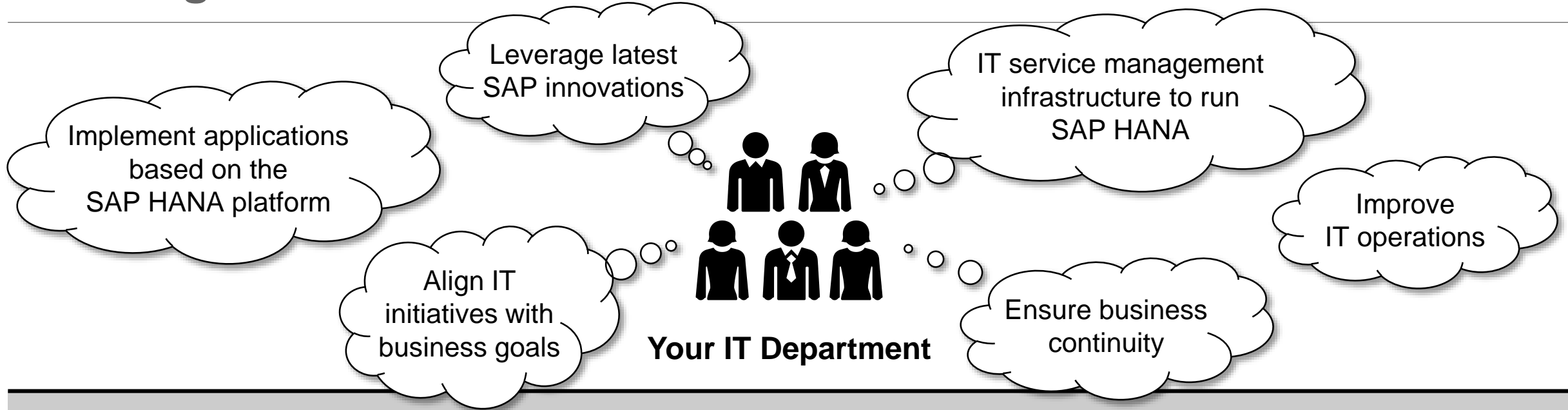
Innovations from SAP…

We accelerate your business
at the speed of thought
with innovations such as the
SAP HANA platform…

… and we also help you to
adopt SAP innovations faster
by enabling your IT department.

Challenges for Your IT Professionals…

Leverage latest SAP innovations

IT service management infrastructure to run SAP HANA

Implement applications based on the SAP HANA platform

Improve IT operations

Align IT initiatives with business goals

Your IT Department

Ensure business continuity

SAP Active Global Support

Empower

Automate

Collaborate

Collaboration with SAP Active Global Support

Leverage latest
SAP innovations

IT service management
infrastructure to run
SAP HANA

Implement application
based on
SAP HANA

Build SAP
Like a Factory

Run SAP
Like a Factory

align IT
initiatives with
business goals

Ensure business
continuity

Your IT Department

driven by…

Business Challenges

Incidents

SAP
Solution
Manager
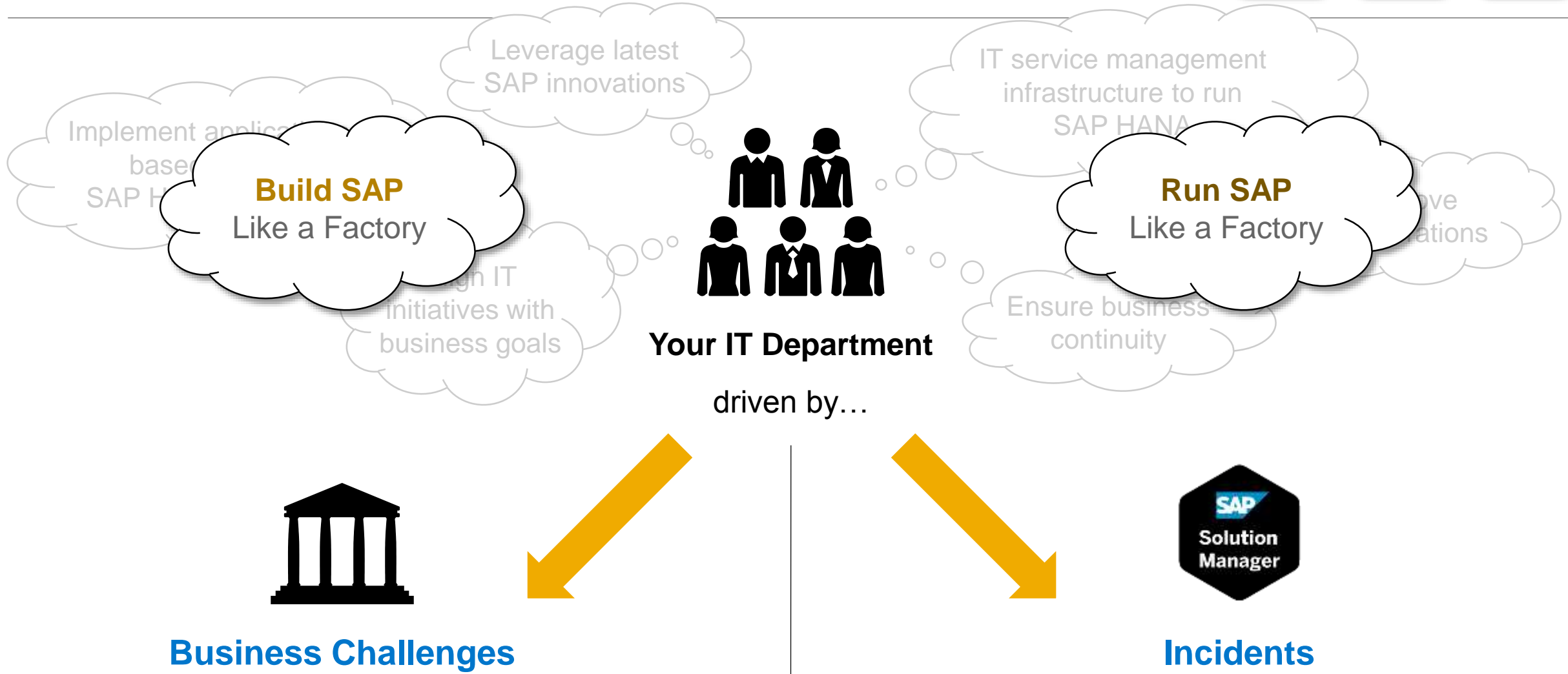
Build and Run Innovations from SAP
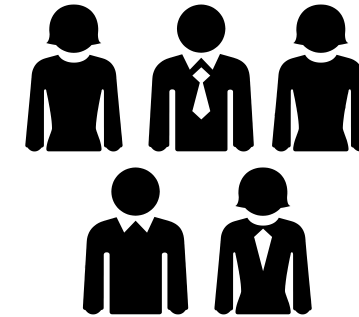
We accelerate your business
at the speed of thought
with innovations such as the

... and we also help you
to bring your people
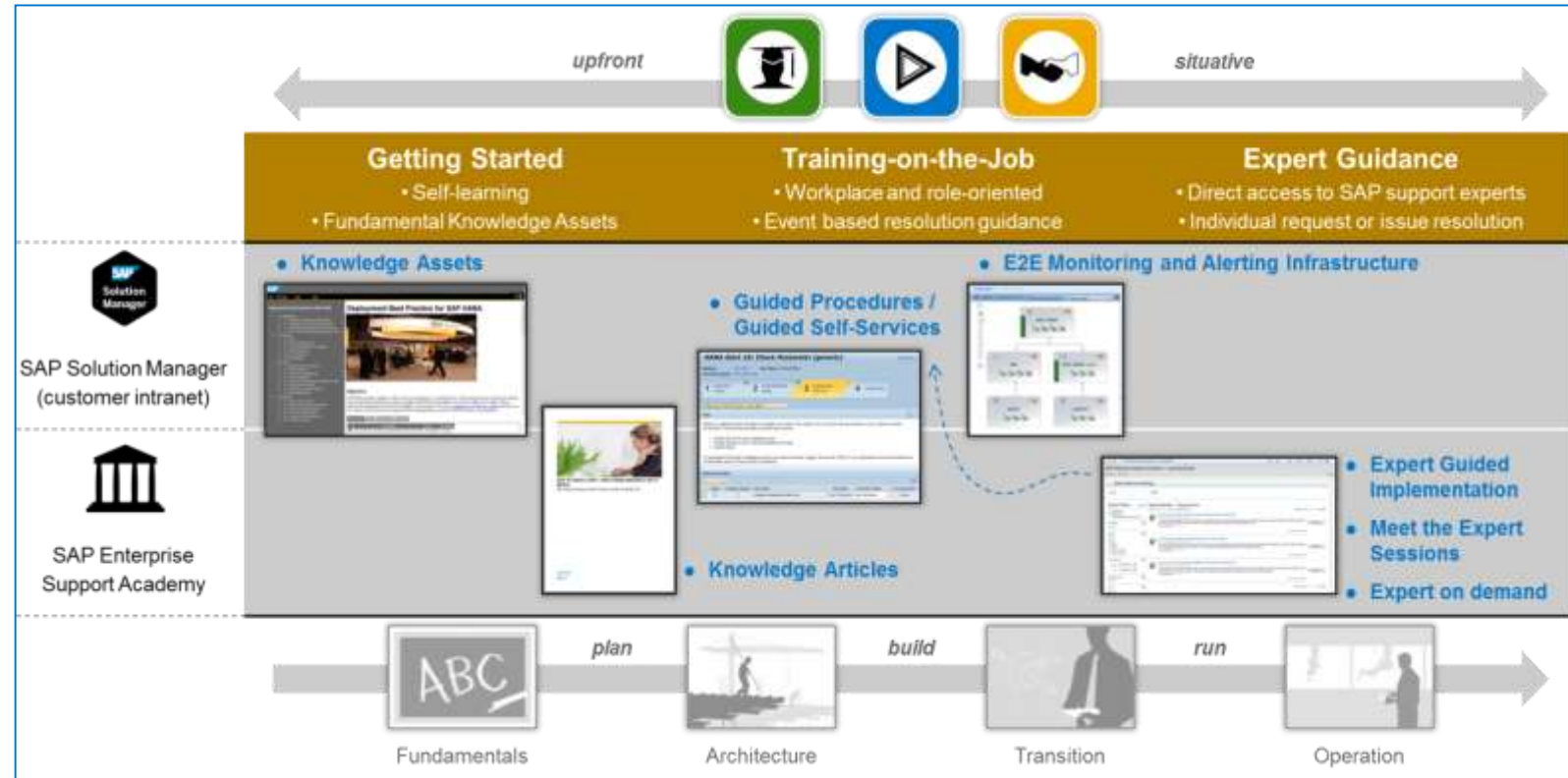up to speed as well with

SAP HANA

Deployment Best Practices

platform…

from SAP AGS.

Standard Approach for Building-Up HANA Operations Knowledge
along your project from scratch to wisdom

How does it work ?

| Kick-off and Plan | Hands-on L1 Training | Technical Setup | Integration with Custom Processes | Coaching and Training-on-the-job | Testing, Optimization, Fire-drill | Go-live Support | Review & Optimization |

- Acquire SAP HANA operation knowledge **from scratch to wisdom**.

- Establish **new standard operation procedures** for SAP HANA with minimal disruption.

- Ensure **fire-proof operations** by learning along your program.

- Establish **Governance and Collaboration** processes for smooth transition from project to regular operations.

upfront ———— *situative*

Getting Started
- Self-learning
- Fundamental Knowledge Assets

Training-on-the-Job
- Workplace and role-oriented
- Event based resolution guidance

Expert Guidance
- Direct access to SAP support experts
- Individual request or issue resolution

SAP Solution Manager (customer intranet)

SAP Enterprise Support Academy

- Knowledge Assets
- Guided Procedures / Guided Self-Services
- E2E Monitoring and Alerting Infrastructure
- Knowledge Articles
- Expert Guided Implementation
- Meet the Expert Sessions
- Expert on demand

ABC — *plan* — *build* — *run*

Fundamentals — Architecture — Transition — Operation

Deployment Best Practices for SAP HANA
Deployment Best Practices Categories

support.sap.com/dbp4hana

Fundamentals

- HANA Technology
- Data Warehouse & Data Management
- SAP Business Suite powered by SAP HANA
- SAP HANA Supportability and Operational Tools

Architecture

- Sizing
- Technical Infrastructure
- Non-Productive System Landscape
- Integration Services
- Application Services

Transition

- Rapid Prototyping
- One-Step Migration
- In-Memory Optimization
- Custom Code Optimization
- Data Model Optimization
- Test Management
- Data Volume Management
- Supportability Setup

Operations

- SAP HANA Administration
- E2E Monitoring & Guided Procedures
- E2E Performance Expert Analysis
- E2E Change Control Management
- SAP HANA Security

Expert Guidance - Meet the expert sessions & Expert Guided Implementations

Knowledge Base Articles

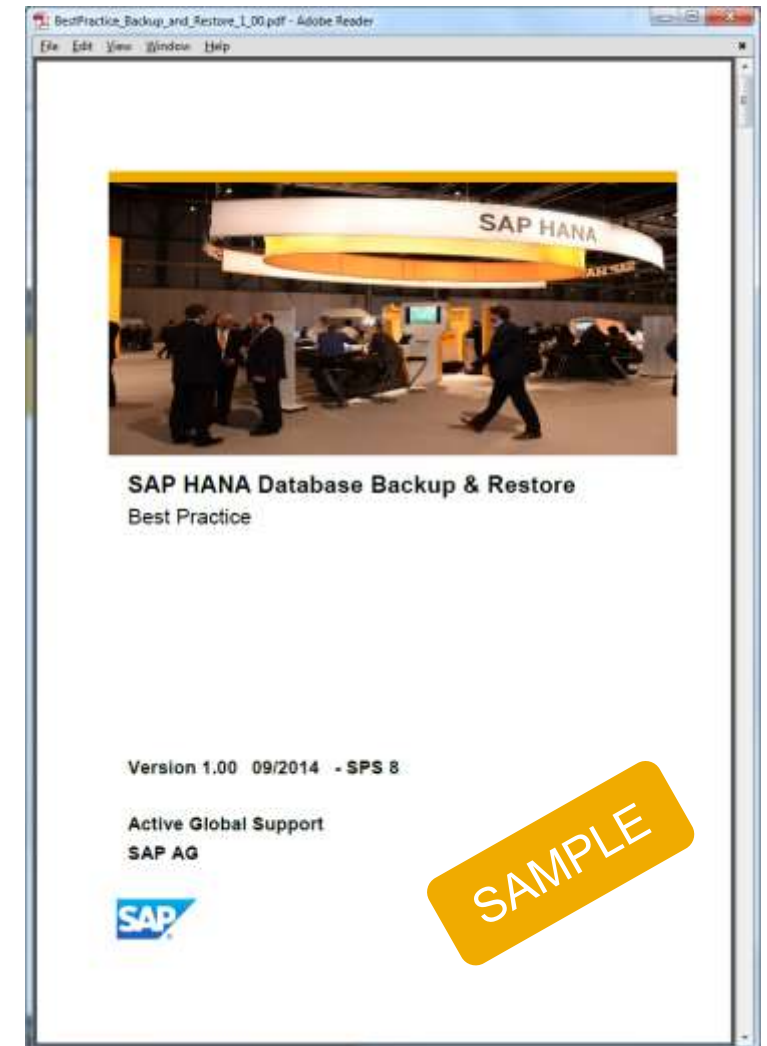**Knowledge Base Articles (KBAs) are
unique articles containing:**

- Troubleshooting knowledge
- Known issues
- Common issues

They do NOT contain code corrections.

**KBAs are available to customers with note access on the
SAP Service Marketplace. They are created and updated by
SAP Employees.**

SAP Notes to gain list of KBAs:

- 2000003 - FAQ: SAP HANA
- 2053330 - FAQ: Operations Recommendation on SAP HANA Alerts

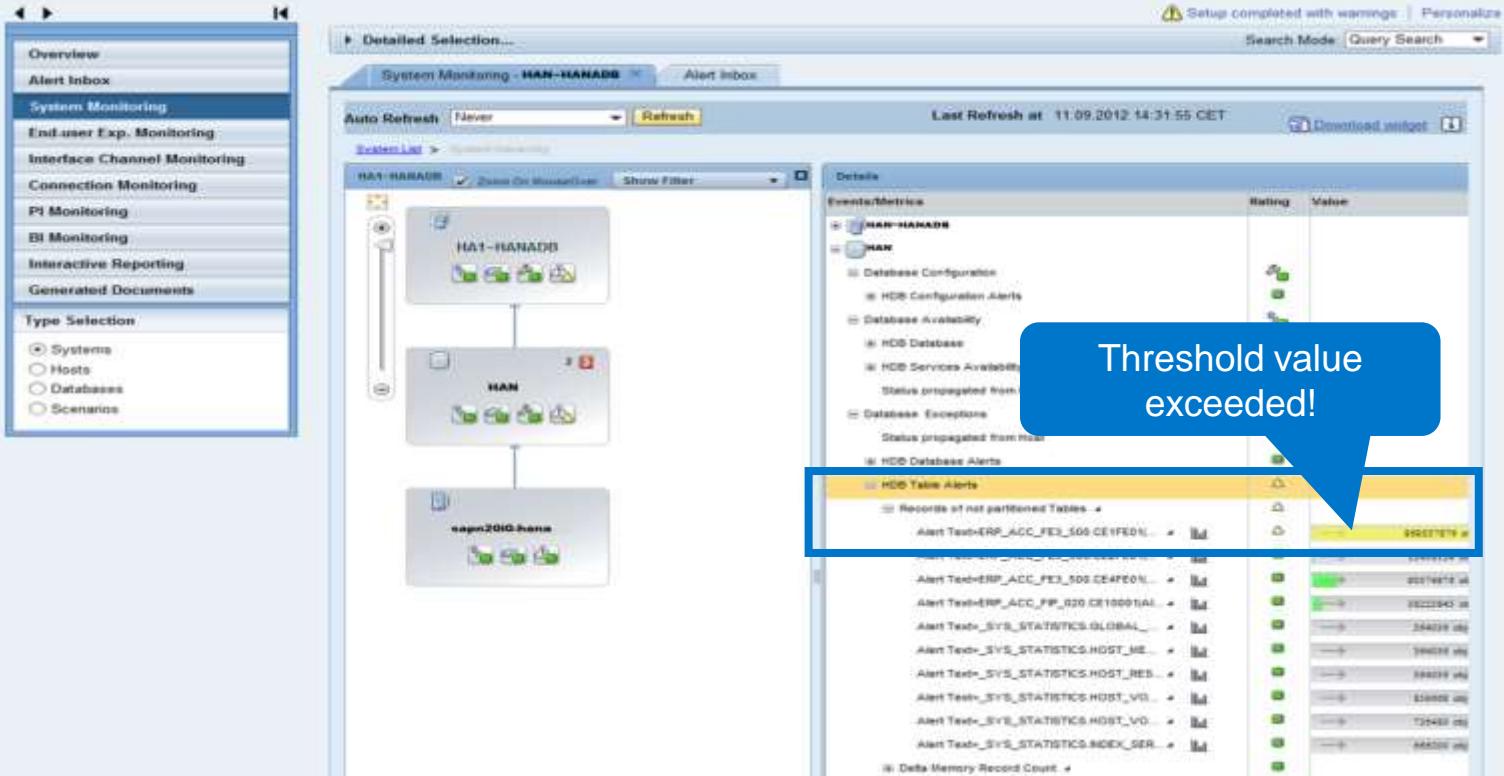# Deployment Best Practices for SAP HANA
Guided Procedures – Why ?

Knowledge transfer from SAP to the customer	SAP provides customers with guided procedures that help customers to set up new technologies like HANA and to run their whole SAP solution
Speed-up alert and exception resolution	A guided procedure enables the first-level support to solve an alert without having to wait for the expert. Recurring exceptions can be addressed faster, with the solution already described in a guided procedure
Improve technical system administration	Use guided procedures to document recurring administrative tasks, plan the tasks via IT Task Management and track the execution with the Guided Procedures log book.
Speed-up and ease IT Service fulfillment	Standardized service-fulfillment processes can be documented and rolled-out to the customer in a guided procedure. This makes service fulfillment clearer and easier for customers and IT service employees.

Deployment Best Practices for SAP HANA
Guided Procedures Management

- Guided Procedure Browser
- Guided Procedure Authoring
- Guided Procedures Scheduling
- Guided Procedures Runtime
- Guided Procedure Log Book
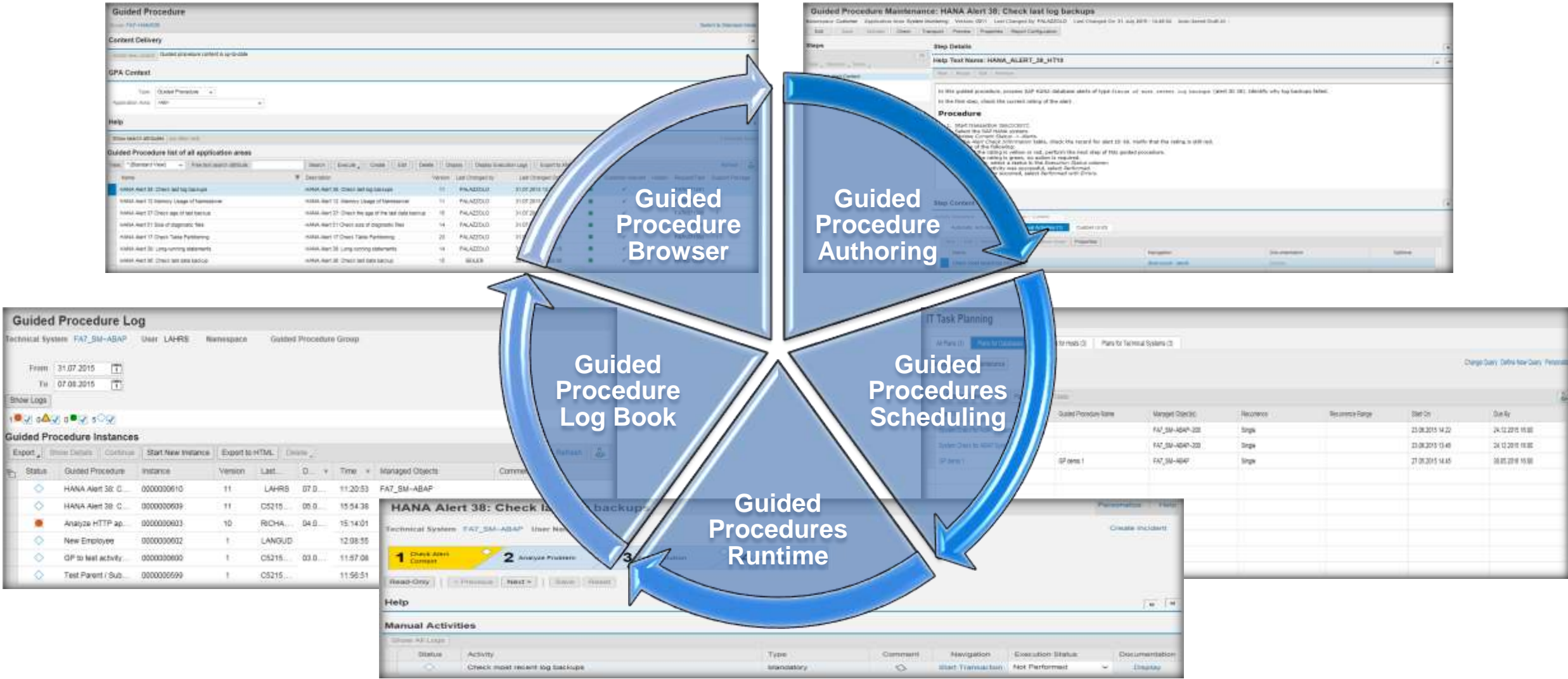
Deployment Best Practices for SAP HANA
SAP HANA Platform Monitoring and Alerting && IT Task Management

Full Integration into E2E Technical Monitoring & Alerting Infrastructure and day-to-day IT operational task management

Threshold value exceeded!

- System Monitoring
- Load distribution
- Exceptions
- Database Monitoring
  - Performance
  - Memory Consumption
- Performance Monitoring
- Backup- and Disaster Recovery Monitoring
- Alerting
- Housekeeping
- Mini Checks

Workplace for Administrators - E2E Monitoring and Alerting
Event based Training on the Job while running SAP HANA Platform

Threshold value exceeded!

1 Utilize established SAP Solution Manager functions

2 Knowledge Articles explain how to handle exceptions

3 Notifications lead to Guided Procedures that document the individual steps
- Daily/weekly/monthly HANA Database Administration tasks
- Handling of HANA Database Alerts

4 … and provide access to required activities

Context-specific guided procedures in SAP Solution Manager

SAP Enterprise Support Academy – Learning Studio

⬅ Back ⬆ Home

Help

Search (Browse Catalog)

Expert Guided Implementation for SAP HANA

HANA | Go |

Search Filters   Reset

☑ Self-Paced
☑ Expert-Led
   ☑ Scheduled sessions only

Language ⊕
☑ All

Region ⊖
☑ All
☑ APJ
☑ EMEA
☑ Latin America
☑ North America

Time Frame ⊕
From: 28.10.2015 📅
To: 26.01.2016 📅

Subject Area ⊕
☑ All

Role ⊕

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Best Practices on BW Migration to SAP HANA ⌣ Share / Get Link
Meet the Expert - Replay Library
★★★★★ (0 Rated)

| Open |

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Cloud Integration: Connecting Both Worlds ⌣ Share / Get Link
Meet the Expert - Replay Library

Process and data integration: End-to-end business process integration
Technical integration: Different aspects of SAP HANA Cloud Integration
User integration: Alignment of the different identity management concepts
★★★★★ (0 Rated)

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Custom Code Management Campaign – Get Ready with Custom Code Management for SAP Business Suite Powered by SAP HANA
⌣ Share / Get Link
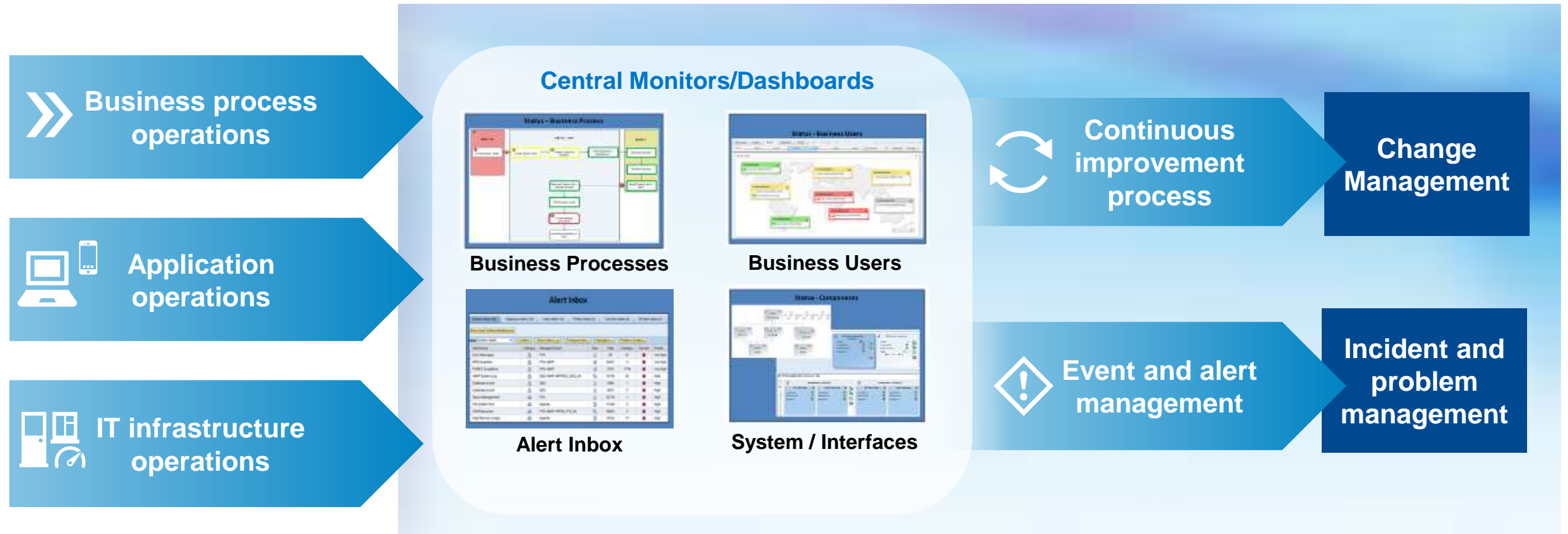Meet the Expert - Replay Library
★★★★★ (0 Rated)

| Open |

Add to Bookmarks

Data Volume Management and SAP HANA ⌣ Share / Get Link
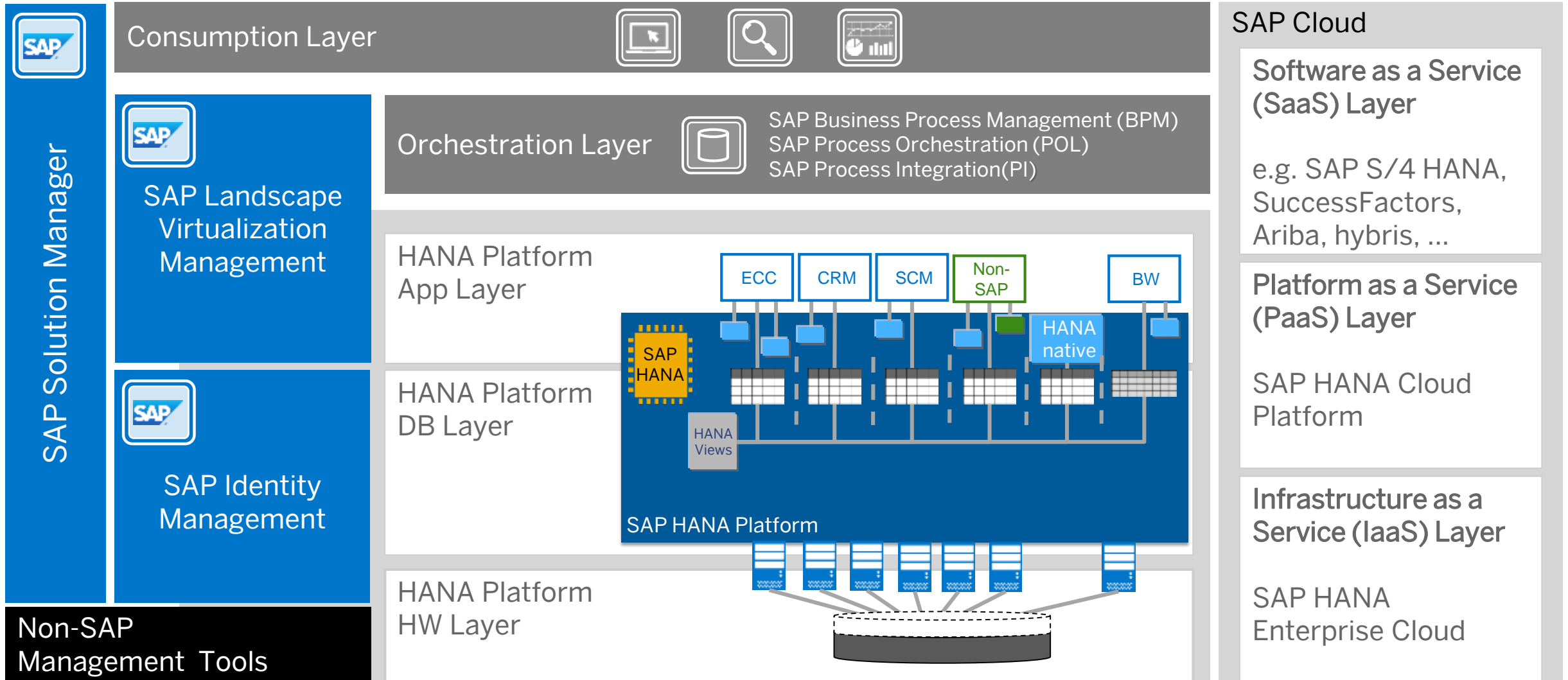Meet the Expert - Replay Library

What is an Operations Control Center for SAP HANA Platform?
Establish Run SAP Like a Factory

Business process operations

Application operations

IT infrastructure operations

Central Monitors/Dashboards

Business Processes

Business Users

Alert Inbox

System / Interfaces

Continuous improvement process

Change Management

Event and alert management

Incident and problem management

Run SAP Like a Factory for Private and Hybrid Cloud
SAP End-to-End Solution orchestrated with SAP Solution Manager

SAP Solution Manager

Consumption Layer

SAP Landscape Virtualization Management

SAP Identity Management

Orchestration Layer

SAP Business Process Management (BPM)
SAP Process Orchestration (POL)
SAP Process Integration(PI)

HANA Platform App Layer

HANA Platform DB Layer

HANA Platform HW Layer

| ECC | CRM | SCM | Non-SAP | | BW |

HANA native

SAP HANA

HANA Views

SAP HANA Platform

SAP Cloud

Software as a Service (SaaS) Layer

e.g. SAP S/4 HANA, SuccessFactors, Ariba, hybris, …

Platform as a Service (PaaS) Layer

SAP HANA Cloud Platform

Infrastructure as a Service (IaaS) Layer

SAP HANA Enterprise Cloud

SAP HANA Operations Map
for Baselining HANA Platform Operations

OCC Room

- **Clear baseline** for defining and implementing changes to the existing Operation Concept.
- **Continual guidance** along SAP best practices.
- **Joins** your continual improvement process **with latest supportability improvements and content of SAP**
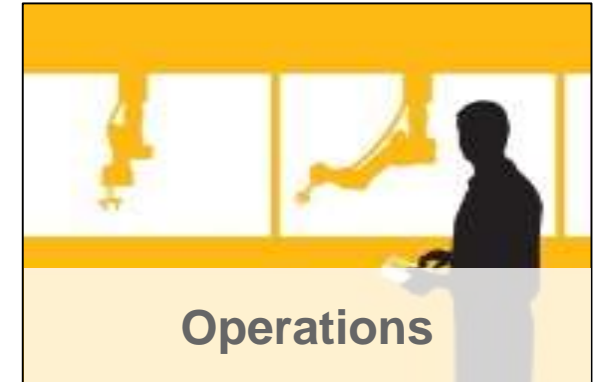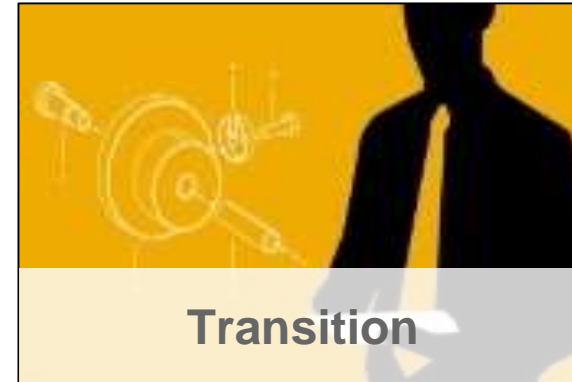
Operations practices

Operations and continuous improvement

Process Compliance	Governance	Audit	Cloud	Emergency Concept
Operation	Users and Authorizations	Administration	Support	Alerting and Monitoring
Setup	Configuration	Integration		Data
Code	Maintenance of SAP and Partner Code		Custom Code	
Infrastructure	Frontend	HANA Database	Operating System and Storage	Network	Support Infrastructure

Deployment Best Practices for SAP HANA
Your Benefits

| Fundamentals | Architecture | Transition | Operations |

Deployment Best Practices for SAP HANA

from SAP Active Global Support…

- Guidance to a smooth implementation and shorter time to value
- Efficient operation of your SAP HANA-based IT solution
- Less effort for repetitive tasks in day-to-day operations
- Reduced effort for knowledge transfer

… powered by:

- **SAP Solution Manager**
- **SAP Enterprise Support Academy**

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