SAP Innovation And Optimization Pathfinder

How-To-Guide

How to extract all necessary information and request a Pathfinder report?
April, 2019
SAP Innovation and Optimization Pathfinder
A tailor-made report highlighting innovation potentials, business process and IT optimizations

• Outlines customer-specific improvement and innovation opportunities based on the customer’s current SAP ERP or SAP S/4HANA system usage, business & IT performance

• Recommendations to optimize SAP solutions from an LOB and IT perspective, or implement software and cloud innovations using relevant SAP Enterprise Support or SAP Services offering

• Interactive report navigates customers to relevant information, services and tools and is free-of-charge for customers on SAP maintenance (all support models)

• Key prerequisite:
  SAP Solution Manager 7.1 - SP 12 or higher
  Or SAP Solution Manager 7.2

Pathfinder, IT Edition: www.sap.com/pathfinder »
Prerequisites And Delivery Process Overview

Pathfinder Input
- Enhanced SAP EarlyWatch Alert including business key figure information
- Workload monitor (ST03N) with SAP system usage information from productive SAP system collected
- Optional: Extract SAP Fiori usage data (odata) from SAP system

Key Technical Prerequisite
- SAP Solution Manager 7.1 – Support Package 12 or higher, or SAP Solution Manager 7.2

1. Activate enhanced SAP EarlyWatch Alert (EWA)
   - Activate enhanced SAP EarlyWatch Alert including Business KPI information well in advance (some weeks before you plan to submit Pathfinder request)

2. Extract system usage information
   - Extract the list of used SAP transactions from your productive SAP system collected by workload monitor (ST03N)
   - Optional: Extract SAP Fiori (odata) usage data from SAP system

3. Initiate request and receive results from SAP
   - Perform final checks and send ST03N results and latest enhanced EWA to SAP
   - SAP will send you the pathfinder results report usually within one week via email
1. Activate enhanced SAP EarlyWatch Alert

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Customer +
Motivation: Business key figures in SAP EarlyWatch Alert

Activate enhanced SAP EarlyWatch Alert (EWA) with business key figures

Why?
Pathfinder requires your SAP ERP or SAP S/4HANA system’s business performance data in order to provide you with business process improvement recommendations and benchmarks.

What?
SAP EarlyWatch Alert provides an additional chapter with information about business performance data (→ so called „business key figures“, see example in the screenshot on the right side), this additional chapter is by default not active.

How?
This document explains how to execute the required additional configuration steps in SAP Solution Manager in order to activate the optional business key figures content in SAP EarlyWatch Alert.

Watch the how-to video »

New tutorial: Activating Business Key Figures chapter in SAP EarlyWatch Alert »
Overview: Business key figures in SAP Early Watch Alert

Activate enhanced SAP EarlyWatch Alert (EWA) with business key figures

Check Prerequisites

/ Managed SAP ERP or SAP S/4HANA System
/ SAP Solution Manager

Process overview

Configuration

Troubleshooting

Watch How-To Video »
Prerequisites for enhanced SAP EarlyWatch Alert

1. Managed system (SAP ERP or SAP S/4HANA):
   - Has to be an SAP ERP or SAP S/4HANA system (with core functions used in finance, logistics, procurement, sales, etc.)
   - Correct authorization for data collection job in SDCCN TASK PROCESSOR (e.g. role SAP_MANAGED_BPOANA_DIS)
     → Follow SAP Note 2282310 (step 2.3), Important: This is the most common reason for failure – make sure to check this authorization!

2. SAP Solution Manager:
   - Service delivery framework should be on most up-to-date version (see service content update, AGS_UPDATE), at least ST-SER *_2010_1 SP26.
   - SAP Solution Manager 7.1:
     ▫ Service platform framework (ST 710) needs version SP12 at least.
     ▫ Special case for Solution Manager SP13 Systems: Implementation of SAP Note 2196109 has to be verified (if message “Note 2196109 cannot be implemented” appears, no further action is necessary) to be able to push & activate SAP EWA configuration to the managed system.
   - SAP Solution Manager 7.2:
     ▫ Service platform framework (ST 720) needs version SP3 at least.

3. Both systems (SAP ERP or SAP S/4HANA & SAP Solution Manager):
   - Basic configuration of SAP EarlyWatch Alert is required.
   - For SAP ERP: ST-A/PI Version 01S - SP01 is required
   - For SAP S/4HANA: ST-A/PI Version 01T - SP01 is recommended (for systems with ST-A/PI Version 01S the implementation of SAP Note 2639869 is required)
   - Although it is not necessary to be on the latest version of ST-A/PI, it is recommended to do so.
Overview: Business key figures in SAP Early Watch Alert

Activate enhanced SAP EarlyWatch Alert (EWA) with business key figures

Check Prerequisites
Process overview
Configuration
Troubleshooting
Process Overview

Configure SAP EWA for BPA key figure content

Following SAP EWA data collection will trigger new business key figure data collection background job

BPA key figure data is shown in the following SAP EWA

BPA key figures are always collected in periods according to the settings (“Frequency in Month”) and shown in the following week

Standard duration
It will approximately take 2-3 weeks until the business key figures show up in SAP EarlyWatch Alert.

NEW: Express option
With Business Key Figures Expert function it’s possible to accelerate the activation and report generation procedure to a few hours instead of waiting 2-3 weeks (additional prerequisites).

Encountering problems during ‘enhanced EWA’ configuration?

- Follow instructions in Knowledge Base Article 2282310
- Open an incident in component SV-SMG-SER-EWA indicating that “Business Key Figures chapter in SAP EWA needs to be analyzed” and describing the problem

Click here for more troubleshooting tips »
Overview: Business key figures in SAP Early Watch Alert

Activate enhanced SAP EarlyWatch Alert (EWA) with business key figures

1. Check Prerequisites
2. Process overview
3. Configuration
4. Troubleshooting

- SAP Solution Manager 7.1
- SAP Solution Manager 7.2
- New: Express Option
How to access the work center in SAP Solution Manager 7.1?

1. Enter transaction SOLMAN_WORKCENTER

2. Either directly choosing register tab “Solution Manager Configuration” or via tab “SAP Solution Manager Administration” and “Related Links” / “Configuration” / “Solution Manager Configuration”.

3. In “Solution Manager Configuration” choose “Earlywatch Alert Management” / Step “5.2”.
Activate Business Key Figures

How to activate enhanced SAP EarlyWatch Alert content?

1. Choose solution that contains the system.
2. Set “BPA active” for the relevant SAP ERP or SAP S/4HANA system.
3. Set “Frequency in Month” for the relevant system to “0” (frequency of data collection = 1 week)

Set frequency to „0“ (=frequency of 1 week)

“Frequency in month” is decisive for when the data collection happens in the managed system. In cases where data collection ran but no data was shipped, is it necessary to wait until the next scheduled data collection run. That is the time of the last data collection run plus additionally the time specified for next data collection by “Frequency in month” parameter.

- Set the “Frequency in months” to “0” (=1 week)
- Also note that it is possible to schedule “ad-hoc” EWA (see next slide)
TIP: Reduce waiting time and schedule Ad-Hoc EWA

You can schedule “ad-hoc” EWA to fetch data from backend after first data collection run:

→ Refer to [2131244](https://wiki.scn.sap.com/wiki/display/SM/FAQ+on+EWA+support+related+issues) - How to create an Ad Hoc EarlyWatch Alert in SAP Solution Manager 7.1 [Video]

Authorizations needed to run ad-hoc EWA: **SAP_SMWORK_SERVICE_DEV & SAP_SMWORK_SYS_MON**

FAQ on EWA: [https://wiki.scn.sap.com/wiki/display/SM/FAQ+on+EWA+support+related+issues](https://wiki.scn.sap.com/wiki/display/SM/FAQ+on+EWA+support+related+issues)


Additional guideline: [https://support.sap.com/support-programs-services/services/earlywatch-alert/documentation.html](https://support.sap.com/support-programs-services/services/earlywatch-alert/documentation.html)
Overview: Business key figures in SAP Early Watch Alert

Activate enhanced SAP EarlyWatch Alert (EWA) with business key figures

1. Check Prerequisites
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// SAP Solution Manager 7.1
// SAP Solution Manager 7.2
// New: Express Option
How to access the work center in SAP Solution Manager 7.2?

I. **Transaction SOLMAN_WORKCENTER**

II. Navigate to the Engagement and Service Delivery Work Center and Click on the 'Configuration EarlyWatch Alert' tile or via tile “Configuration – All scenarios” and “Scenario” / “Application Operations” / “EarlyWatch Alert Management”.

III. Select relevant SAP system for which you want to modify configuration in Step “1 Define Scope”

IV. Choose Step “6.2 Business Process Analysis”

Remark: The role for Engagement and Service Delivery Work Center is SAP_SMWORK_SERVICE_DEV.
Activate Business Key Figures

What to do in the SAP EarlyWatch Alert content configuration?

I. Set “Activate Data Collection” checkbox for the selected system

II. Set “Frequency in Month” for the selected system to “0” (→ frequency of data collection = 1 week)

Tip

“Frequency in month” is decisive for when the data collection happens in the managed system. In cases where data collection ran but no data was shipped, is it necessary to wait until the next scheduled data collection run. That is the time of the last data collection run plus additionally the time specified for next data collection by “Frequency in month” parameter.

→ Set the “Frequency in months” to “0” (=1 week)

→ Also note that it is possible to schedule “ad-hoc” EWA (see next slide)
TIP: Reduce waiting time and schedule Ad-Hoc EWA

You can schedule “ad-hoc” EWA to fetch data from backend after first data collection run:

→ Refer to 2357073 - How to create an Ad Hoc EarlyWatch Alert SAP - Solution Manager 7.2

Authorizations needed to run ad-hoc EWA: SAP_SMWORK_SERVICE_DEV & SAP_SMWORK_SYS_MON

FAQ on EWA: https://wiki.scn.sap.com/wiki/display/SM/FAQ+on+EWA+support+related+issues

Wiki: https://wiki.scn.sap.com/wiki/display/SM/BKF+Chapter+in+EWA

Additional guideline: https://support.sap.com/support-programs-services/services/earlywatch-alert/documentation.html
Overview: Business key figures in SAP Early Watch Alert

Activate enhanced SAP EarlyWatch Alert (EWA) with business key figures

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/ SAP Solution Manager 7.1
/ SAP Solution Manager 7.2
/ New: Express Option
NEW: Express option
Immediate Business Key Figures data collection

Express option
SAP EarlyWatch Alert expert mode accelerates the activation and report generation procedure to a few hours instead of waiting 2-3 weeks.

More transparency
Additional troubleshooting help in SAP EarlyWatch Alert report if there are problems with enhanced content activation.

Watch How-To Video »
NEW: Express option to immediately collect Business Key Figures

Prerequisites

1. Managed system:
   - New ‘express option’ functionality is included with ST-A/PI Version 01S - SP03 (and higher)
   - For older versions:
     - ST-A/PI Version 01S - SP01:
       Implementation of [SAP Note 2366193](https://support.sap.com/note/2366193) and [SAP Note 2477832](https://support.sap.com/note/2477832) to correct ST-A/PI Version 01 – SP01 framework and enable on-demand (immediate) Business Key Figures data collection.
     - ST-A/PI Version 01S - SP02:
       Implementation of [SAP Note 2471867](https://support.sap.com/note/2471867) and [SAP Note 2477832](https://support.sap.com/note/2477832) to correct ST-A/PI Version 01 – SP02 framework and enable on-demand (immediate) Business Key Figures data collection.

2. SAP Solution Manager:
   - Service delivery framework needs to have the most up to date version (see service content update, AGS_UPDATE), at least ST-SER 720 SP9 or higher (typically updated automatically via service content update)
NEW: Express option to immediately collect Business Key Figures

Step 1: Activate new Expert Function

Step 1: Activate the new expert function will reveal four new buttons
NEW: Express option to immediately collect Business Key Figures
Step 2: Use new Expert Buttons

1. Button: “Read BKF DC Timestamp”
The system reads the timestamp of the last Business Key Figure data collection in the remote system. The result is given in the feedback message and is filled in processing overview table.

2. Button: “Start Key Figure DC”
Using this button, the system starts the Business Key Figure data collection in the remote ERP system.

The system reads the Business Key Figure data collection from the remote system and processes it locally in the session.

How to use new expert mode:

1. Check if Business Key Figures are active (→ see slide 12 or 15 for details)
2. Press button “Start Key Figure DC” (which triggers immediate data collection in ERP system)
3. Check in ERP system if data collection job is running (see Knowledge Base Article 2282310 – point 2.3)
4. Once data collection job is finished you can press the button “Read BKF and Process”
5. Create EWA report in HTML or Word format
Overview: Business key figures in SAP Early Watch Alert

Activate enhanced SAP EarlyWatch Alert (EWA) with business key figures

1. Check Prerequisites
2. Process overview
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4. Troubleshooting

Watch How-To Video »

/ What to try first in case business key figures don’t show up
/ FAQ and troubleshooting advise
Troubleshooting Tip: De-Activate and re-activate BPA

- Additionally, we have found that **deactivating and clicking 'save' and then activating BPA again has been helpful in triggering the download** (BPA = option for Business Key Figures content activation)

- So as a tip, if any changes were done, it is strongly recommended to uncheck BPA and save and then check it again to get the most recent date.

- This will help to ensure the download is triggered on the managed system and help to ensure the BPA section is shown in the EWA report.
FAQ and Troubleshooting

Q1: What shall I do if I encounter problems during ‘enhanced EWA’ configuration?
- Follow instructions in Knowledge Base Article (KBA) 2282310
- Open an incident in component SV-SMG-SER-EWA indicating that “Business Key Figures chapter in SAP EWA needs to be analyzed” and describing the problem.
- Side Note: It’s important to check that the EWA collection job runs in the right client of the productive system (the one with the productive data).

Q2: Which additional information sources are available?
- FAQ on EWA: https://wiki.scn.sap.com/wiki/display/SM/FAQ+on+EWA+support+related+issues
- Additional guideline: https://support.sap.com/support-programs-services/services/earlywatch-alert/documentation.html

Q3: Are more than those key figures available?
→ Yes, there are many more out-of-the-box key figures available: https://go.support.sap.com/kpicatalog

Troubleshooting Guidance

Most common problems can be solved by following the steps from Knowledge Base Article 2282310 »
2. Extract information and initiate request

1. Activate enhanced SAP EarlyWatch Alert (EWA)
   - Activate enhanced SAP EarlyWatch Alert including Business KPI information well in advance (some weeks before you plan to submit Pathfinder request)

2. Extract system usage information
   - Extract the list of used SAP transactions from your productive SAP system collected by workload monitor (ST03N)
   - Optional: Extract SAP Fiori (odata) usage data from SAP system

3. Initiate request and receive results from SAP
   - Perform final checks and send ST03N results and latest enhanced EWA to SAP
   - SAP will send you the pathfinder results report via email
STEP 1: Open Transaction „ST03N“ in Your Productive SAP ERP or SAP S/4HANA System

Please perform the following steps:

- Logon to your productive SAP system and call transaction „ST03N“

Please note:
The steps described in this document are based on a SAP ERP 6.0 EHP6 system. In systems with other releases the screens might vary slightly. In case of questions please contact us at pathfinder@sap.com
Please perform the following steps:

- Choose „Expert mode“ from the drop-down in the top left corner (1)
- Unfold the branch “Total” (2) to include statistics from all application servers
- Unfold the branch “Month” (3)
- Choose the latest full month (4)

Example: if today is April 7th → choose March

- Open the item „Transaction profile“ and choose „Standard“ in the navigation menu at the bottom left (5)

Tip: If possible provide us 2-3 months of usage data incl. one monthly close
STEP 3: Export ALV-List to a Spreadsheet

Please perform the following steps:

- Please click on the arrow next to the icon to export the ALV-list (1)

- Afterwards please choose “Spreadsheet” (2)
STEP 4: Confirm Popup

Please perform the following steps:
- Confirm the popup
STEP 5: Choose „Table“ and Confirm

Please perform the following steps:
- Please choose „Table“ (1) and confirm the popup (2)
STEP 6: Choose „Microsoft Excel”

Please perform the following steps:

- Choose „Microsoft Excel” and confirm the popup
- In case you are not using „Microsoft Excel” please export the list to a format we can open with Microsoft Excel (e.g. comma separated values → CSV)
### STEP 7: Save the spreadsheet

Please perform the following steps:
- Save the spreadsheet
Optional: Extract SAP Fiori (odata) usage data (1/2)

Please perform the following steps:
1. Go to transaction SA38 and execute report /IWFND/R_METERING_VIEW
2. Select last 3 months
3. Select “Settings” → Layout → Change
Optional:
Extract SAP Fiori (odata) usage data (2/2)

Please perform the following steps:
5. Select all data → Right click “Copy Text”
6. Open existing Excel with ST03N information and create second sheet for oData information → Paste all entries and save
3. Receive Results Report

1. Activate enhanced SAP EarlyWatch Alert (EWA)
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2. Extract system usage information
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Customer +
Final Checks

1. Check if you can find a new chapter in your SAP EarlyWatch Alert (typically chapter 6), which contains business key figures and measured values:

   ![Business Key Figures](image1)

   In case chapter is not existing or empty follow instructions in Knowledge Base Article 2282310 or open an incident in component SV-SMG-SER-EWA indicating that "Business Key Figures chapter in SAP EWA needs to be analyzed" and describing the problem.

2. Check if system usage information (ST03N) shows sufficient amount (at least one month, incl. period end closing) of used transactions and programs:

   ![Usage Information](image2)
Initiate your request

Perform the following steps:

- Go to Pathfinder landing page and fill out all required information
- Upload ST03N results Excel and latest enhanced SAP EarlyWatch (with business key figures chapter)
Receive results report within 5 working days

Questions?
- Please contact us at pathfinder@sap.com
Thank you.

Questions and Feedback:

Pathfinder@SAP.com