SAP's Solution Manager ChaRM Tool
Under Our Third-Party Support Delivery Model

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1.1 Introduction

When organizations look to move to third-party support, a common question typically asked is around the rights to SAP's Solution Manager. SAP's position on Solution Manager needs to be confirmed by each customer directly with SAP and the unique terms of their contract. This document discusses usage and one module of Solution Manager that is commonly used by customers, which is the change management module called ChaRM.

1.2 Solution Manager Background

In 2009, SAP mandated the use of Solution Manager (Solman) to all customers without clarifying companies' license or usage rights on or off SAP provided support. Even with the emergence of SAP third-party support providers, SAP still hasn't addressed the required use of Solution Manager for customers no longer under SAP-provided support. SAP assumingly never expected customers to leave support or the need to document rights to Solution Manager.

Referenced in the second link below, essentially SAP is saying that you cannot upgrade software without Solution Manager. There is an "SAP Solution Manager Key" generated within Solution Manager that allows software installations to occur. This implies that customers not on support would not be able to install licensed archived software, which would be contrary to their entitlement. Spinnaker Support has never seen this as an issue with any of our existing customers, and most customers under third-party support will continue to use Solution Manager for general system administration functions. Under certain circumstances, SAP has provided the key without Solution Manager. Spinnaker Support does not agree with the statement as you can still upgrade if you have archived the software without using Solman using inherent functionality delivered prior to Solution Manager.

More Information:

1. Mandate to User Solution Manager: Solution Manager
2. For further information, please review: Using SAP Solution Manager for mySAP ERP
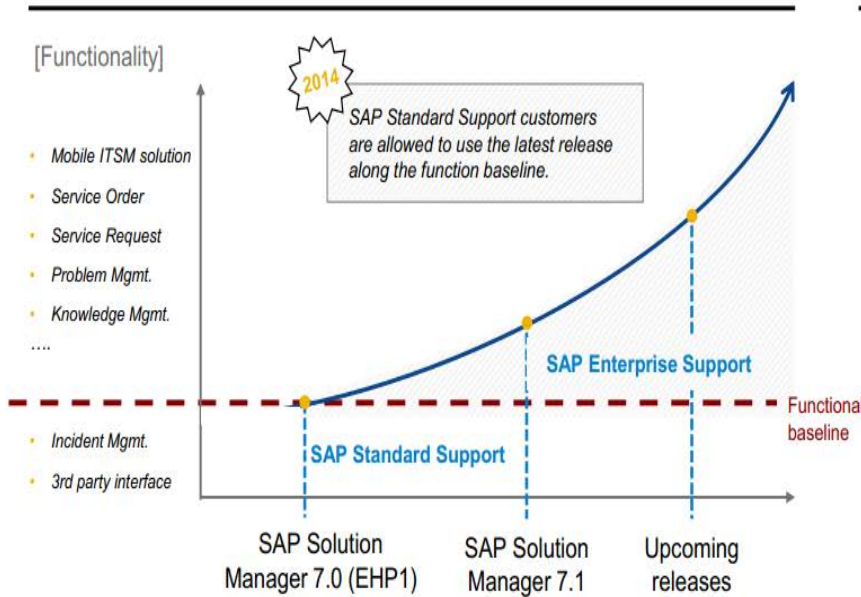
1.3 Usage Rights of Solution Manager

- Customers Off SAP-provided support can continue to use base functionality
    - Same rights as Standard Support
    - Not clearly articulated anywhere
- Standard Support – Baseline
    - Functional Baseline (7.0 Enh 1)
    - Limited to SAP System only
    - Limited future updates
- Enterprise / Max Attention – All Scope
    - Full functionality
    - For entire customer landscape (ITSM)
    - AI future technology and functional updates
- SAP OSS Note 1837039 - SAP Solution Manager is part of the SAP support contract. The scope of the usage rights depends on the maintenance agreement.
- Customer Contract Example
  https://www.gsaadvantage.gov/ref_text/GS35F0406V/0N6OD3.2VCSE4_GS-35F-0406V_GS35F0406V.PDF
- Usage Rights – SAP (Dr. Matthias Melich, VP ALM Solution)
  http://www.youtube.com/watch?v=2NI4PJV5e74&feature=c4-overview&list=UUrm4Qq7FBSm1WoeYRedGE6w
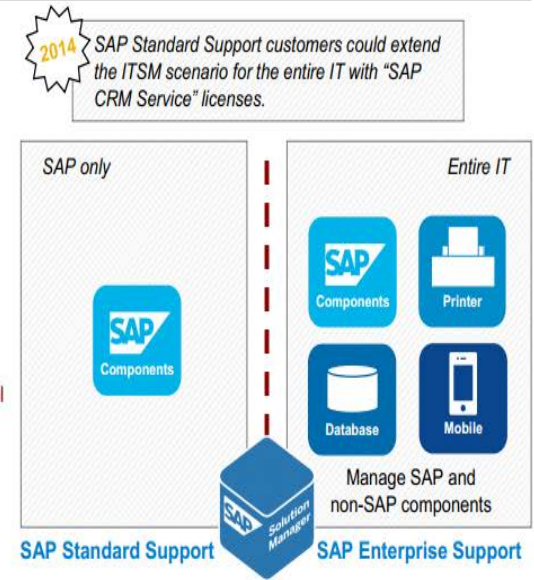
Limitations by Agreement Type

Type of Maintenance Solution Manager Use

Off Maintenance Usage Rights

If off SAP-provided support then, same rights as Standard Support. As previously mentioned, this is not clearly articulated by SAP.

1.4   Change Management in Solution Manager

SAP ChaRM is a tool delivered with SAP Solution Manager that manages activities performed during a change in design and testing the procedure to move from final promotion to the production system. It allows you to track change requests and transport requests in the change management system across the entire business solution.

1.5   Using Functionality under Third-Party Support

Under third-party support, the functionality of ChaRM would continue to function as designed. The only functionality that will no longer be available is the integration to the service desk. The service desk

functionality is the connection back to SAP that advises customers on various recommendations such as OSS notes, a patch, or other configuration/development options. However, this functionality is outside of the normal operation of ChaRM as it relates to the various tasks within change management.

1.6   ChaRM Implementation Status

If ChaRM has already been implemented, before your support termination date with SAP, we will guide customers to download any OSS notes or patches related to ChaRM. Deploying any of these downloads would be determined by the company on an as needed basis to fix functionality in ChaRM.

If ChaRM has not been implemented prior to moving to third-party support, it will be important to download all implementation OSS notes that are available prior to the end of your support termination date related to components of ChaRM being utilized (see diagram on page 3). The full functionality of ChaRM is dependent on the overall version of Solution Manager.

1.7   ChaRM Components

There are several different components in ChaRM and companies must determine what is relevant to their environment. The below chart lists the components of ChaRM and their key features for each component. As noted, these are independent features of other components in Solution Manager, i.e., Service Desk, which delivers the backend connection into SAP, which provides information and various systems statuses in the landscape. Once a company moves to third-party support, the backend connection into SAP will no longer function. In the second diagram below you see the interaction with the other modules of Solution Manager and the components for each module.

Much of the functionality can be customized and features adapted to meet specific project needs.

Change Transactions	- Create Change Requests to Document and Approve Changes - Approve Critical Objects - Create, Release and Import Transports - Create Administration Requests for Non-Transportable Changes - Workflow - Starts from Service Desk or a Change Transaction
cProjects	- Cross-industry tool that supports the product development process - Business Content for the cProjects component enables you to evaluate data from cProjects in the SAP Business Information Warehouse - Requires: - SAP BI - Project Resource Planning (with Workforce Management Core) - Project System (PS) in SAP ECC

Cross-System Object Lock	▪ Provides cross-system object lock across projects or within a specific project, generating an error or a warning when a conflict is encountered. This is configured for client-specific customizations or cross-client customizing, repository or DDIC objects.
Retrofit	▪ Provides capability to recognize changes made in one development system and compare it in another development environment, without overwriting changes or creating inconsistencies. The functionality moves objects found and transports without moving the transports themselves. ▪ This is particularly useful for a 5-system landscape where Production Support Changes must be made in the New Implementation Landscape. ▪ Available with SPS15
Quality Gate Management	▪ Provides milestones for a project based on phases – Scope, Build, Test and Deploy. ▪ Available with NetWeaver Enhancement Package 1/SPS 18

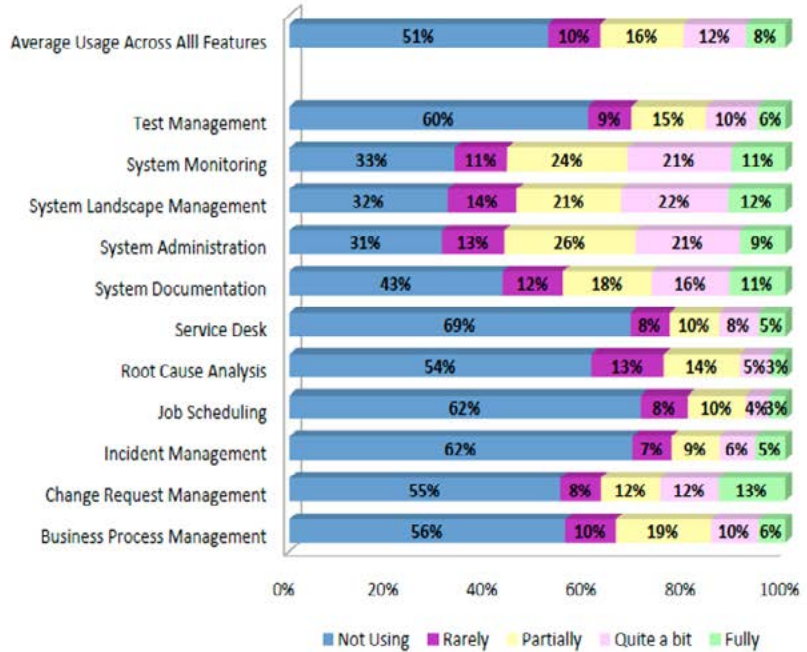## 1.8   Interaction of Solution Manager Scenarios
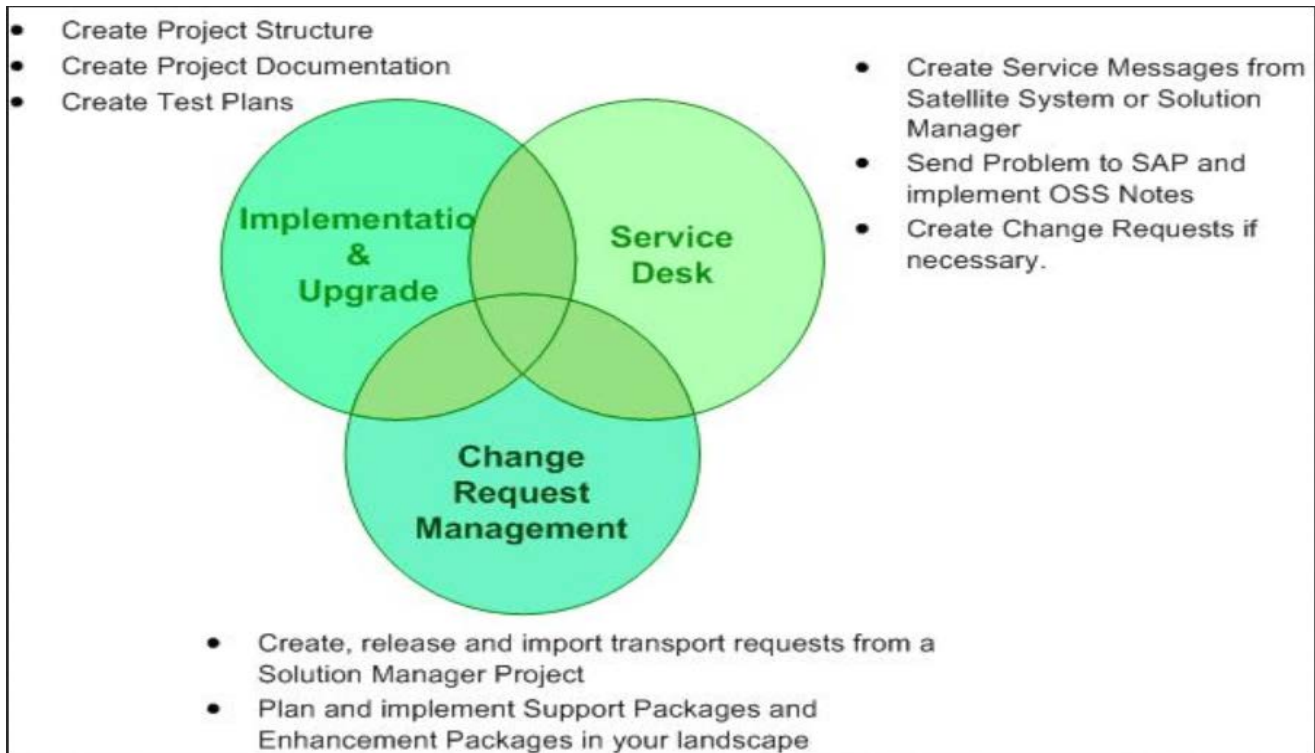
Current Customer Useage of Solman

Solution Manager has not been adopted widely for end to end enterprise management.

- Most customer only use base functionality. System monitoring and SAP system changes (OS notes, Transports)
- Very costly implementation for larger implementation
- Increased SAP maintenance cost to take advantage of all features
- Most customer have 3rd party solution for non SAP system. E.g. Help desk, change control, documentation
- Not considered best available product on market for end to end Enterprise management.

	Not Using	Rarely	Partially	Quite a bit	Fully
Average Usage Across Alll Features	51%	10%	16%	12%	8%
Test Management	60%	9%	15%	10%	6%
System Monitoring	33%	11%	24%	21%	11%
System Landscape Management	32%	14%	21%	22%	12%
System Administration	31%	13%	26%	21%	9%
System Documentation	43%	12%	18%	16%	11%
Service Desk	69%	8%	10%	8%	5%
Root Cause Analysis	54%	13%	14%	5%	3%
Job Scheduling	62%	8%	10%	4%	3%
Incident Management	62%	7%	9%	6%	5%
Change Request Management	55%	8%	12%	12%	13%
Business Process Management	56%	10%	19%	10%	6%

Courtesy of Panaya survey: n=347

1.9   Solution Manager Alternatives

There are numerous available alternatives for Solution Manager. The products vary on the functionality of the tool and the cost of the solution. Spinnaker Support doesn't endorse any one product for system monitoring. The decision to use an alternative product is up to each customer and depend on their needs and budget.

Below are links to just a few of the products available.

- Syslink
- Fog Logic
- Manage Engine
- Foglight for SAP ASE
- Agentil Software
- Dynatrace

1.10   Conclusion

SAP CHaRM allows organizations to control and manage changes efficiently in their SAP system and that those changes follow a standard process flow and standard procedures that are documented. ChaRM is more than a transport tool as it provides powerful workflow, tracking and reporting for Change Requests on top of the Transport Management System (TMS). ChaRM also provides additional governance of projects needed for effective change request management and to successfully meet auditing requests.

1.11 About Spinnaker Support

Spinnaker Support is the leading global provider of third-party support and managed services for enterprises that run SAP. Spinnaker Support clients gain more comprehensive and responsive service, save an average of 62% on their support fees, and can remain on their current software releases indefinitely. They trust Spinnaker Support to keep their enterprise applications running at peak performance and to help them navigate from on-premise to hybrid to cloud.

Spinnaker Support operates from nine regional operations centers located in Denver, London, Moscow, Mumbai, Paris, Singapore, Seoul, Tel Aviv, and Tokyo. Our award-winning blend of services span SAP, BusinessObjects, Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Fusion Middleware products, Hyperion, Agile PLM, ATG/Endeca, and more.

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