Cisco Tidal Intelligent Automation Solution for SAP System Refresh

By simplifying and making system refresh execution consistent, automation can decrease the potential for errors inherent in standard approaches. Cisco Tidal Intelligent Automation for SAP System Refresh does just this. This automation solution from Cisco helps users reduce risk and speed delivery of value to their customers. It can be used for traditional SAP systems as well as SAP's Business Warehouse (BW), depending on need.

This offering provides significant benefits to SAP users because the current system refresh process can be costly to the enterprise and unnerving for administration staffs. Both can occur because of inconsistent manual processes that can result in missed steps and lead to degraded quality of service. Mistakes such as the QA environment executing transactions that affect production due to a missed SM59 interface configuration are not uncommon. These errors can affect business continuity as well as IT productivity. This offering can reduce the risk of disruption, and it can help enhance the pace at which innovation can be introduced to the business.

Enterprise Benefits

- Automates system refresh procedures for SAP products, including BW, using tools and procedures based on best practices
- Minimizes risk by reducing manual errors through consistent execution of system refresh procedures
- Reduces cost by decreasing the time and effort required to conduct system refresh procedures

Solution Engagement Model

This offering consists of three phases of service delivery that automate an SAP system refresh and provide the in house knowledge required to manage the automation once it is running:

First, services solution experts work with users to understand their environments. During this phase, the experts methodically explore the architecture and systems affected by this service and review existing system refresh procedures.

Second, services solution experts create and configure the necessary procedures using their deep SAP domain expertise, knowledge of best practices, and content provided by Cisco specifically for automating system refresh procedures. This content runs on Cisco's Tidal Intelligent Automation platform that enables automated performance analysis and operational process capabilities across SAP landscapes.

Third, after delivery of the solution, the services team offers a service improvement program; whereby it can work closely with customer staff to help keep system refresh procedures automated and performing well.

Table 1 shows examples of core SAP activities for Pre-DB and Post-DB system refresh tasks that are delivered as activities and exposed as templates for accelerated customization and execution. And, Figure 1 shows how the solution can report on the details of a system refresh process.

Table 1.   Examples of System Refresh Activities

Example Pre-DB Copy Activities		
SCC8 – Client management	STRUST – Certificate management	SPAD – Output
SM37 – Batch job management	Stop / Start SAP system or server	Database activities
OS commands (file management, etc.)	Execute script (company scripts)	SAP license management

Example DB Copy Activity	
Coordinate with DBA team	Orchestrate with native DB tools

Example Post-DB Copy Activities		
SMLG – Logon group management	STMS – Transport management	SCC4 – Client administration
SU01 – User management	SM37 – Batch job management	LPCONFIG – Logical port management
SM59 – RFC destination management	SE06 – System change	Modify system parameters
OAC0 – Archive configuration	WSADMIN – Web service configuration	MN05 – Output condition records
SPAD – Output devices	WE21 – tRFC ports	STRUST – Certificate management
Stop / Start SAP system or server	SM61 – Enable background servers	RZ12 – Activate RFC groups
STMS – Import users	SP12 – TemSe management	STRUSTSS02 – Activate single sign-on
RZ10 – Profile groups	RZ04 – Op Modes and instance	Database activities
OS commands (file management)	Execute scripts (company scripts)	SAP license management
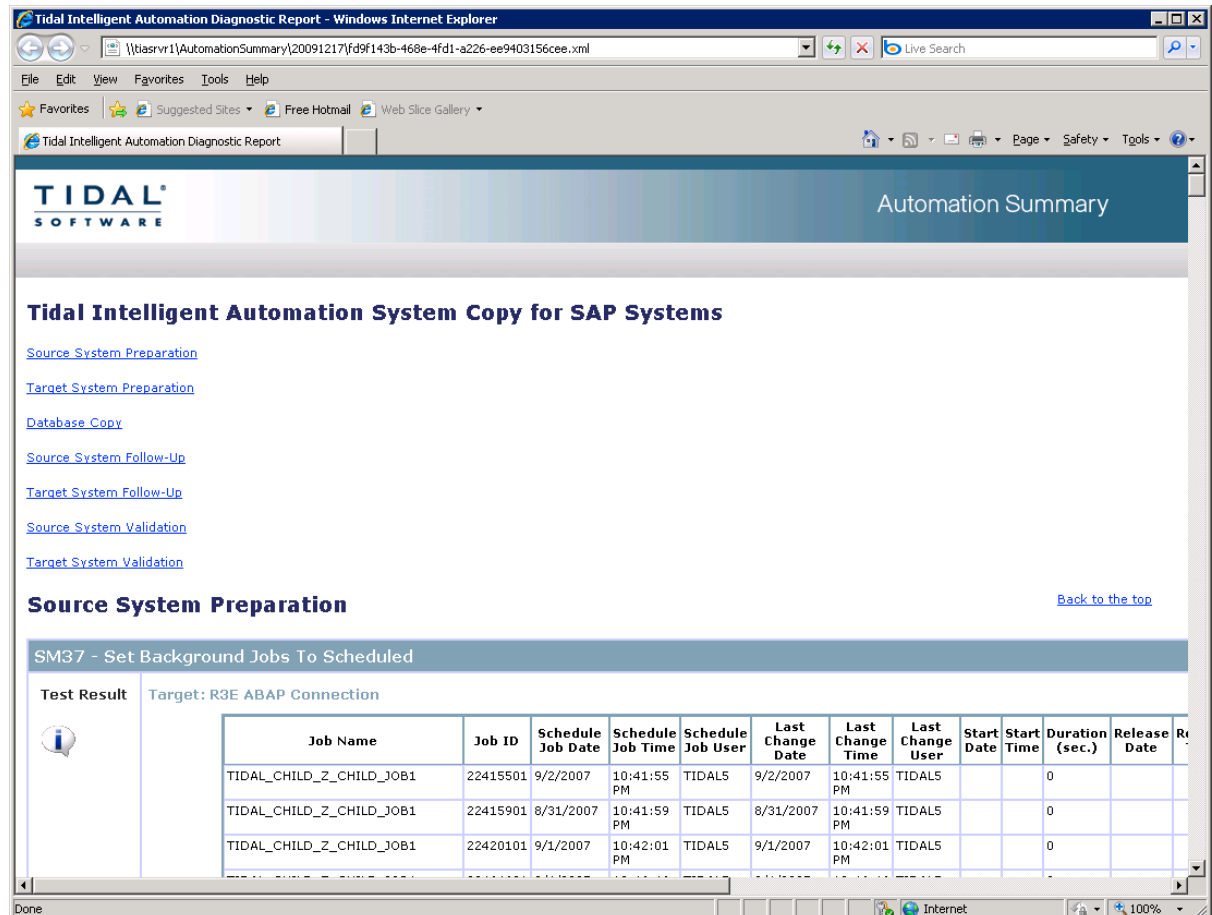
Figure 1.   A Cisco Tidal Intelligent Automation Summary report details an entire system refresh process and is generated at various points to enable status updates and approvals to continue.

Improve Reliability, Reduce Risk

Through the automation delivered through this offering, IT can gain greater control over system refresh procedures. Moreover, with reliable automation, a full system refresh could be conducted more frequently with greater confidence that vital production data will not be adversely affected. With this offering, organizations can reduce risks by using an automated and accelerated process that enables development, training, sandbox, and quality assurance systems to have high quality data quickly and accurately to ensure business continuity.

Customers can choose this solution for SAP systems including SAP BW, based on their needs.

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