Cisco Tidal Intelligent Automation for SAP

Automation Packs for SAP Solutions

Product Overview

Cisco Tidal Intelligent Automation for SAP is the software platform on which to standardize, unify, and automate best practices for IT processes in complex, heterogeneous environments. It helps companies shift from siloed and manual management to operational performance analysis and process automation across the data center. The Automation Packs for SAP are powerful software content additions to the Cisco Tidal Intelligent Automation platform. These automation packs interface with SAP environments and include preconfigured SAP content, enabling users to automate incident response activities and orchestrate complex operational processes, such as "system copy" for SAP applications.

While the Cisco Tidal Intelligent Automation platform provides users the enterprise context for IT process automation, these SAP automation packs are specifically designed to integrate with SAP Solution Manager and CCMS to automate SAP functions around incident response, task management, corrective actions and system copy activities. The Cisco Tidal Intelligent Automation platform model for IT process automation separates the automation engine from application management content—allowing SAP and other application-related content to be extended, updated, and accessed more easily. In addition, the model makes it possible for enterprises to deploy automation as dictated by their needs for process standardization, regulatory compliance, and risk mitigation.

The SAP automation packs enable organizations to reduce risk, reduce total cost of ownership, and optimize operational efficiency. By leveraging Intelligent Automation for SAP, automated SAP management processes can be viewed in the context of end-to-end IT processes that span the data center. This allows automation to be placed within the application service management lifecycle and automates tasks that are proactive, preventive, and continuous, as shown in Figure 1.
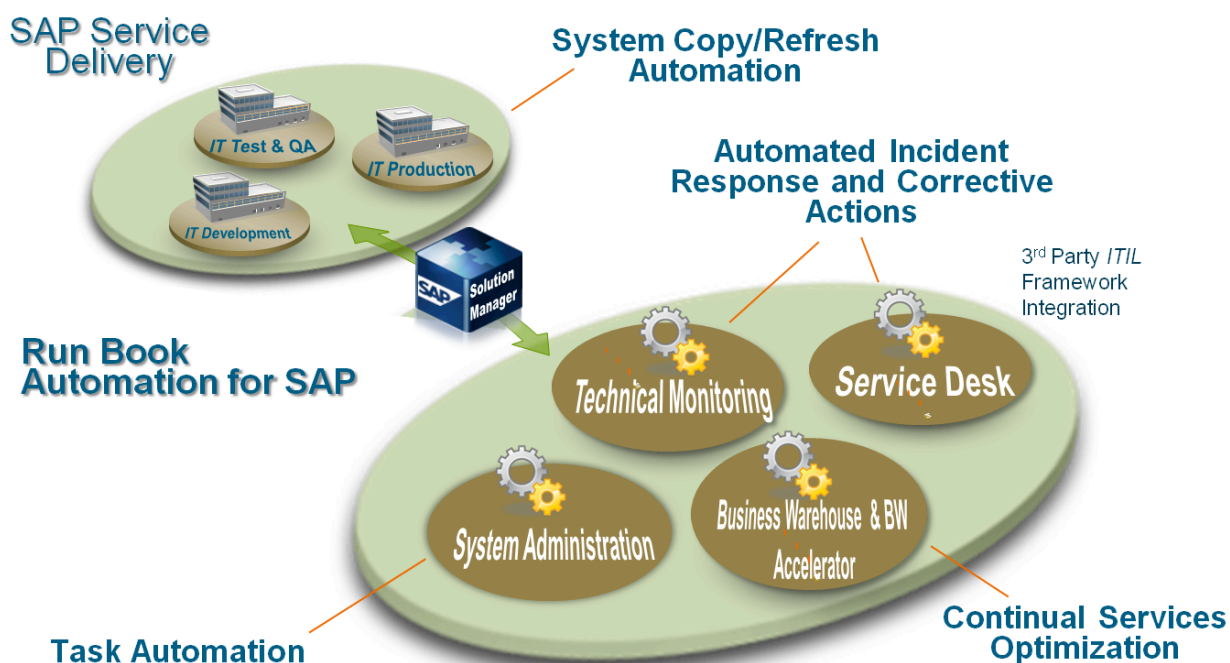

Figure 1. Automation can span the application service management lifecycle.

Features and Benefits

The content included in these packs increases the breadth and depth of automation possible for tasks and incident response. It enables the automation of advanced process capabilities that are needed when performing corrective actions.

The SAP automation packs inject automation into areas of technical operations and administration that include:

Incident Response – Consume alerts from CCMS or Solution Manager and automate the application incident response process through resolution with corrective actions.
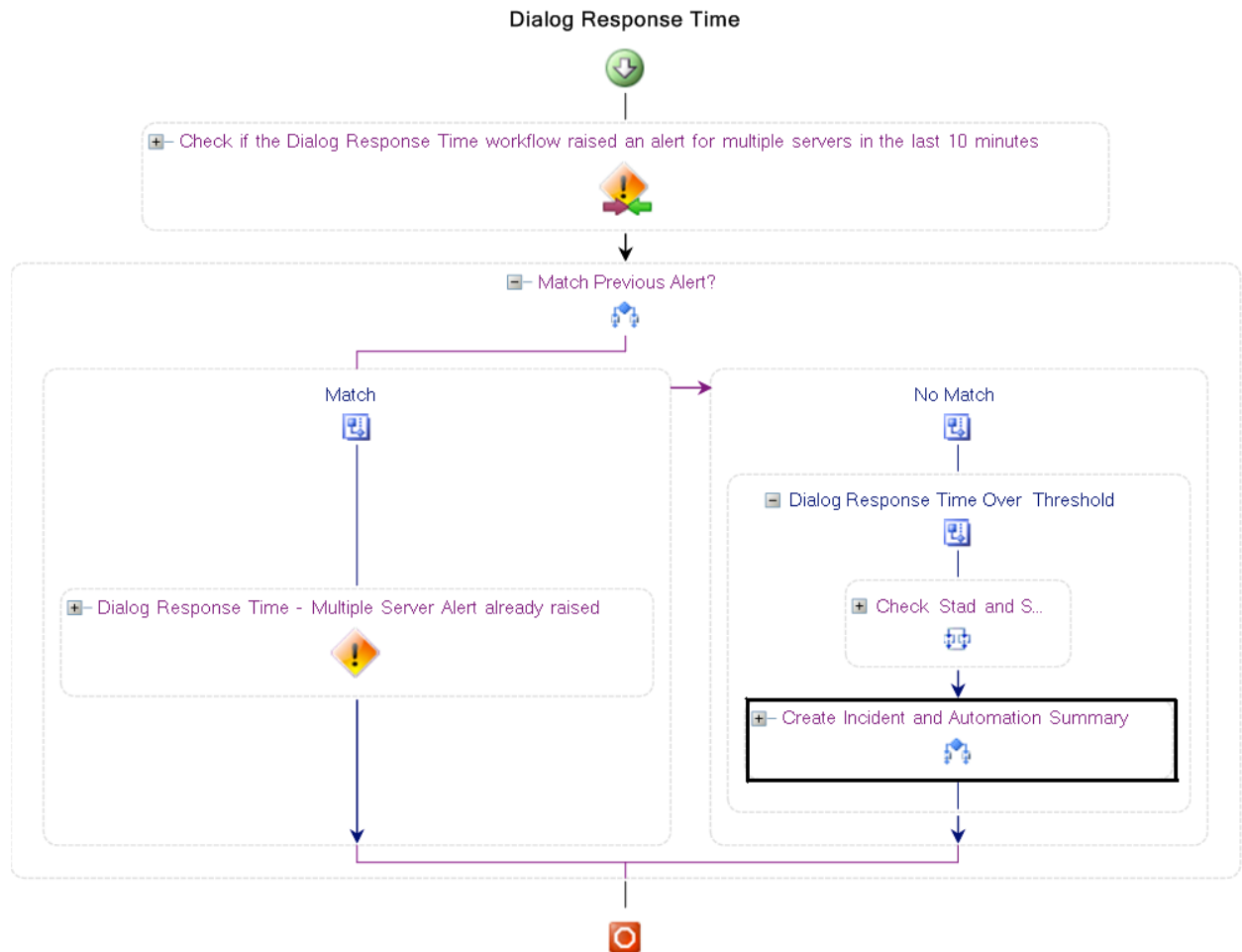

Figure 2. Application Incident Response

Task Automation – Automate common manual tasks for health and maintenance checks. Example: BW and PI health and optimization checks, in addition to System Copy/Refresh Post and Pre activities.
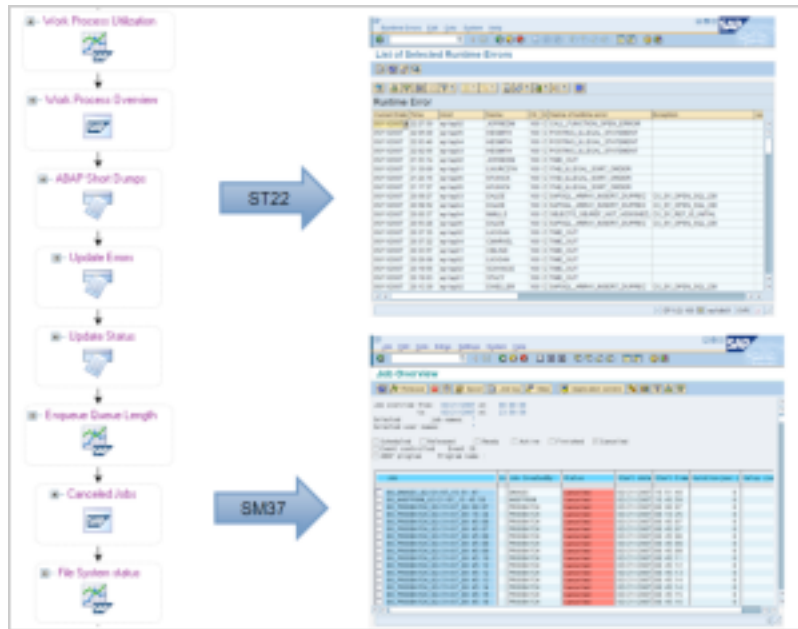

Figure 3.   Task Automation

Corrective Actions – Leverage corrective actions to quickly model resolution content or use predefined corrective processes based on SAP best practices for issue resolution.
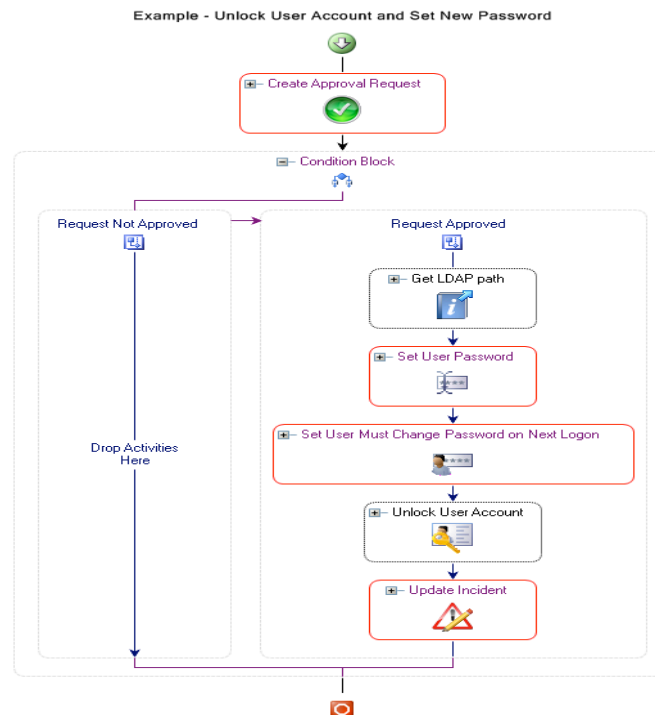

Figure 4.   Corrective Actions

Intelligent Automation for SAP has core features that all of the SAP automation packs leverage. These core features include:

Visual Configuration Environment – This is a rich drag-and-drop environment for creating process flows. It includes out-of-the-box flow activities and processes that can be easily reused. Its modeling language reduces the need for scripting and enables workflow creation that is optimized for modeling analysis content. This environment makes it possible to intelligently perform orchestration and integration with third party applications and systems.

WorkSpaces – This is a unique function-based approach to process creation and management. Work spaces include views based on functions such as an operations view of monitoring, a definitions view of process creation, and an administration view of administrative tasks.

Advanced Deployment Model – This model incorporates delegation capabilities with a security model and credentials. For example, IT groups, such as operations, can be authorized to execute tasks and given only the level of security required to do so. As a result, it is possible to streamline processes across the IT landscape and provide process visibility across functional teams.

Runtime Execution Mode – This visually guided mode has the ability to incorporate human approvals, requests, and guided processes.

Advanced Reporting – These auditing and reporting capabilities are essential for enforcing compliance with regulations such as HIPAA and SOX. This functionality also incorporates built-in ROI reports that showcase the value of automating manual tasks.

The business benefits that the SAP automation packs provide arise from increased efficiency, visibility, and control—all of which can assist enterprises to derive greater value from their investment in SAP solutions.

The SAP and related technologies supported by the SAP automation packs include:

SAP R/3
- 46c (Support Package 50)
- 46d (Support Package 15)
- 6.10 (Support Package 6)
- 6.20 (including 4.7)
- 6.30
- 6.40
- 7.0
- 7.10

SAP BW
- 3.0
- 3.1
- 3.5
- 7.0

SAP Solution Manager

- 7.0 (EhP1)
- 7.1 (Planned)

Key Requirements

The SAP automation packs require Cisco Tidal Intelligent Automation for SAP.

For More Information

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