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Architect Your SAP Environment with a Business Perspective

Business Service Management (BSM) is the most effective approach for managing IT from the perspective of the business. And, with SAP applications powering business processes in more than 32,500 companies worldwide, managing the availability and performance of these applications is essential to managing IT from a business perspective.

To be successful, every IT organization must follow a series of processes — or a workflow — to manage incidents to their resolution. This workflow should be optimized, aligned with ITIL best practices, and auditable. To help organizations accelerate BSM maturity, BMC Software provides best-practice workflow and integration for incident-to-resolution process in SAP environments.

Build a Service Model

To proactively manage the SAP incident-to-resolution workflow, you first need to discover the SAP environment. The BMC Topology Discovery tool, with the Expert Extension for SAP, discovers the SAP applications deployed and their logical and physical infrastructure. To map the business process to your IT infrastructure — and take another step toward BSM — build a business service model. You then can deploy resources to fix issues that impact priority business processes and avoid a reactive mode that does not focus on aligning IT to your business.

Manage to Established Service Levels

According to ITIL best practices, business service priorities come directly from your service level agreements. BMC Service Level Manager works to establish agreements between the business and IT that are centered on management priorities. These agreements have various levels of enforcement, but the critical element is to align IT with business priorities, which is the goal of BSM. Analyze your critical business processes, attach SLAs to your business service models, and begin prioritizing events that impact them.

Detect and Report Incidents

The main types of events that threaten business services are actual impacting events (such as hardware or batch job failures) and potential impacting events (such as service degradation incidents). Both types are mapped to service models, so you can prioritize events and deploy resources effectively. BMC Performance Manager for Business Applications monitors events for all the applications in the SAP landscape, providing a broad, centralized solution. And, to further help prevent SLAs from being breached, BMC Transaction Management Application Response Time detects service degradation events from the end users' perspective.

After a problem is prioritized, you can quickly diagnose a root cause with the BMC Performance Manager by drilling down into any application — including legacy and third-party applications — as well as databases.

Resolve Events

Resolving an event can be as simple as stopping a job. Often, a solution requires a change to the environment. At this step, BMC Change Manager picks up the workflow to enable a complete approval cycle and audit trail for all changes to the enterprise environment.

Now you have a closed-loop management system for identifying business impacting events, diagnosing the root cause, and resolving problems, using tools that support business service management, ITIL processes, and Sarbanes-Oxley compliance.

Learn More

For more information on how to architect your SAP environment with a business perspective, see our BSM for SAP Webinar series at www.bmc.com/sapwebevent. ■