HP’s Capacity and Service Level Management (CSLM) for SAP R/3 service helps you optimize your SAP implementation by providing integrated management processes and software tools for the SAP R/3 environment.

Effectively deploying and managing an SAP R/3 environment requires a coordinated effort between information technology (IT) staff, the SAP application development team, and your company’s business managers. Each group has a role in enabling a quick, effective SAP R/3 deployment, providing adequate service levels to end-users, managing costs, and accurately planning for the growth of the SAP enterprise resource planning (ERP) system. HP’s CSLM for SAP R/3 service provides the process consulting and tools implementation required for effective monitoring and reporting of your SAP R/3 environment. This is the critical first step toward creating a managed SAP R/3 environment that is integrated, flexible, process-driven, and technology empowered.

Creating, maintaining, and committing to meaningful service level agreements results in a vastly improved and proactive SAP R/3 user environment. HP CSLM for SAP R/3 is part of an integrated suite of services designed using the HP IT Service Management (ITSM) model (see next column). This framework helps you understand the business, information technology and support linkages that are required to successfully establish and maintain a highly automated SAP R/3 system.

Service methodology

Through effort involving people, process, and technology, HP will use the following engagement structure to deliver the service:

• Phase 1: Plan and design
  – Develop the capacity and service level management strategy
  – Develop the logical and physical design
  – Prepare a training plan

• Phase 2: Build
  – Install and configure technology
  – Develop operations monitoring procedures
  – Transfer knowledge

• Phase 3: Activate and operate
  – Validate processes and systems
  – Release processes and systems to production
  – Create initial capacity and service level management reports
HP R/3 consultants start with the establishment of a process focus. HP will work with your IT organization to define, develop, measure, and document the critical processes used to run your business to ensure the continued provision of quality service to IT clients. The effort defines and explains the importance of adopting capacity and service level management as part of the overall IT strategy and prepares a framework and implementation plan for HP CSLM for SAP R/3.

The next step establishes service level agreements (SLAs) or a service catalog. An SLA is an agreement between IT and the user community that defines the responsibilities of all participating parties and binds IT Service Management to provide a particular service of a specific agreed-upon quality and quantity. The agreement constrains the demands users may place upon the service to those agreed-upon limits defined by the contract.

In some companies IT service expenses are not charged back to the requesting business organization. Therefore, individual SLAs are not prepared. In this case, the SLA may be replaced with a service catalog that defines the same information but without reference to charges and cost recovery. The SLA or service catalog then becomes a tool for the IT support organization to establish its own measurable objectives.

Objectives are critical to achieving business results. Yet objectives that can’t be measured are useless. Instrumentation is required to establish a closed-loop process to validate that the system environment is supporting business requirements. The remainder of the effort is establishing the software instrumentation to gather, monitor, and report on achieved service levels.

**benefits**

- Improve end-user productivity via higher availability, optimal performance, monitoring, and business continuity reporting
- Document individual services, existing metrics and performance targets specific to the SAP R/3 system in an IT services catalog
- Automate a proactive SAP R/3 management infrastructure that incorporates metrics and reporting on availability and performance
- Achieve rapid results through HP’s directed design and fast and cost-effective implementation of state-of-the-art tools customized for your specific environment
- Track and control IT service capacities to ensure that service workloads can meet the growing demands of your SAP R/3 end users at agreed performance levels
- Accurately plan for R/3 workload and growth

**software requirements**

The HP Capacity and Service Level Management for SAP R/3 service can be implemented for the HP-UX and/or Windows NT® operating system platforms. Along with the service, you will need various licensed network, database, and performance management software. Contact your HP Consulting representative for more details.

**additional information**

For more information and availability of this offering in your country, please contact your local HP representative or send email via the “contact hp consulting” link at:
http://www.hp.com/go/ExtMfgConsulting

For additional ERP Implementation and Supply Chain Optimization service information go to:
http://www.hp.com/go/SCOConsulting

For more information on HP’s overall SAP solution portfolio please visit the HP/SAP alliance webpage:
http://www.sap.hp.com/public