



# SAP Innovation And Optimization Pathfinder

## How-To-Guide

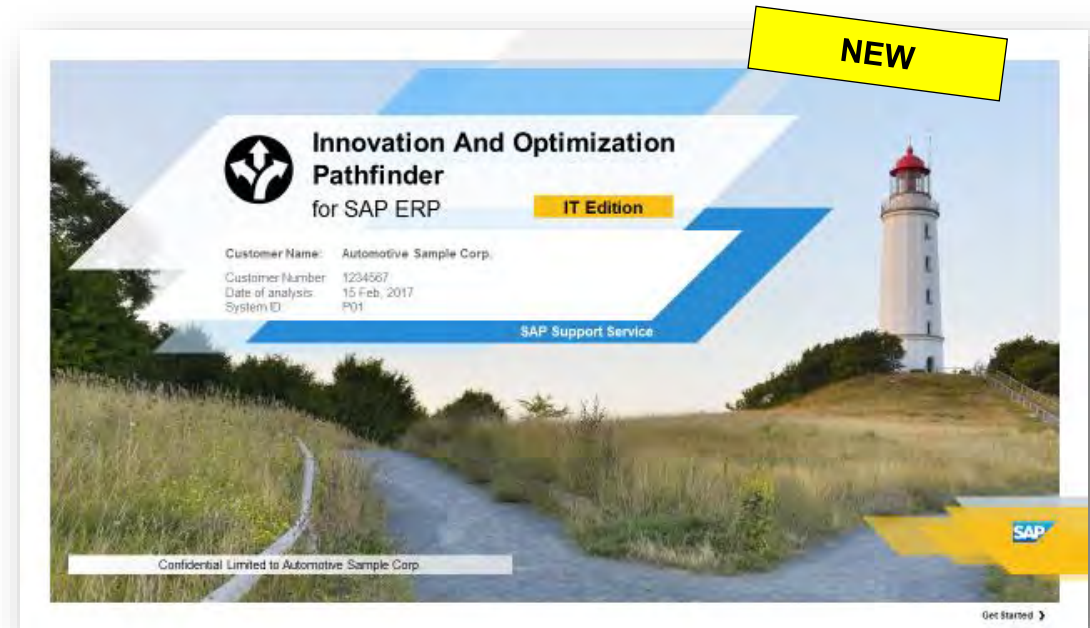
How to extract all necessary information and request a Pathfinder report?

PUBLIC

# SAP Innovation and Optimization Pathfinder

A tailor-made report highlighting innovation potentials, business process and IT optimizations

- **Outlines customer-specific improvement and innovation opportunities** based on the customer's current core SAP ERP system usage, business & IT performance
- **Recommendations to optimize SAP solutions from an LOB and IT perspective**, or implement software and cloud innovations using relevant SAP Enterprise Support or SAP Services offering
- **Interactive report** navigates customers to relevant information, services and tools and is **free-of-charge for customers on SAP maintenance** (all support models)
- Key prerequisite:  
**SAP Solution Manager 7.1 - SP 12 or higher**



[www.sap.com/pathfinder](http://www.sap.com/pathfinder) »

# Prerequisites And Delivery Process Overview

## Prerequisites at a glance:

- Enhanced SAP EarlyWatch Alert including business key figure information (key prerequisite: SAP Solution Manager 7.1 - SP 12)
- SAP system usage information from productive SAP ERP system collected by workload monitor (ST03N)

Questions »

## Activate enhanced SAP EarlyWatch Alert (EWA)

1



- Activate **enhanced SAP EarlyWatch Alert** including Business KPI information well in advance (e.g. 3-4 weeks before you plan to submit Pathfinder request)

## Extract system usage information

2



- Extract the list of used SAP transactions from your productive SAP ERP system collected by **workload monitor (ST03N)**

## Initiate request and receive results from SAP

3

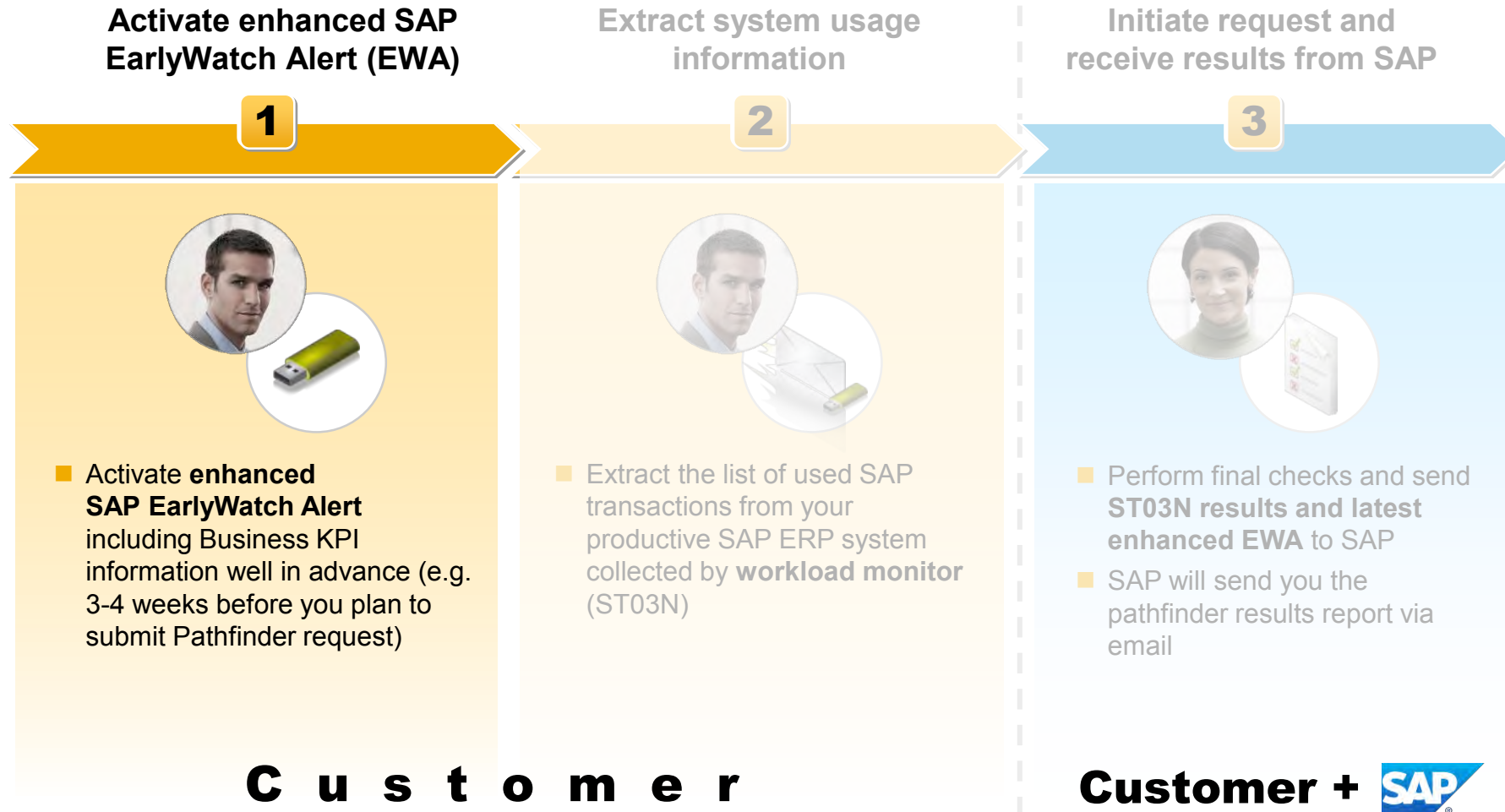


- Perform final checks and send **ST03N results and latest enhanced EWA** to SAP
- SAP will send you the pathfinder results report usually within one week via email

**C u s t o m e r**

**Customer +** 

# 1. Activate enhanced SAP EarlyWatch Alert



# Motivation: Business key figures in SAP EarlyWatch Alert

1

## Activate enhanced SAP EarlyWatch Alert (EWA) with business key figures

### Why?

Pathfinder requires your SAP ERP system's business performance data in order to provide you with business process improvement recommendations and benchmarks.

### What?

SAP EarlyWatch Alert provides an additional chapter with information about business performance data (→ so called „business key figures“, see example in the screenshot on the right side), this additional chapter is by default not active.

### How?

This document explains how to execute the required additional configuration steps in SAP Solution Manager in order to activate the optional business key figures content in SAP EarlyWatch Alert.

#### Business Key Figures

##### Disclaimer

Please keep in mind that all assumptions and ratings in this presentation are based on our general experience with other customers and it does not necessarily mean that the findings are business critical in your particular case.

The following general rule of thumb applies to most ratings of application related backlog key figures:

GREEN – the backlog is smaller than one day of typical daily throughput

YELLOW – the backlog lies between one and five days of typical daily throughput

RED – the backlog lies above five days of typical daily throughput

All recommendations provided in this section are based on our general experience only. We advise you testing our recommendations before using them in your production system.

##### General Remark

Please note that overdue or exceptional business documents could be included in the measurements, which could be caused by systematic errors (e.g. user handling issues, configuration or master data issues, open documents on inactive organizational units or document types). These documents often are not further processed by the business departments and often do not have a direct impact on customer satisfaction, revenue or working capital. Please note that these documents could have negative impacts on other areas like supply chain planning accuracy, performance (on other transaction, reports or processes) and data and reporting quality.

#### Reference Key Figures Measured Value Summary

The below mentioned measured values originate from your backend system. For each value that may represent a certain amount of open, overdue or exceptional documents, there is a rating given as a first criticality indicator. The rating can be based on absolute number references or relate to a certain business throughput. Note that a rating can only be assigned if a reference value is available (in case of relative evaluation) or an absolute number is basis for judgment.

##### MEASURED VALUE OVERVIEW

Rating	Business Area - Key Figure Short Name	Measured Value
🔴	Finance:Overdue customer payments (actual fiscal year)	3258 open customer items in Accounts Receivable in the current payments (actual fiscal year) were identified, whereby the due date for payment is overdue by more than 30 days.
🔴	Order To Cash:Deliveries with overdue invoices	1352 deliveries with overdue Invoices were identified.
🟡	Order To Cash:Orders (GI in the past but not delivered)	11973 open sales orders were found that were not delivered or only partially delivered with at least one schedule line that has a goods issue date in the past.
🟡	Procure To Pay:Overdue PO items	85200 purchase order items were identified that are overdue by more than 10 days and that are not yet completely delivered.
🔴	Plan To Produce:Failed goods movement	1130 failed goods movements were identified that are more than one day old.
🟡	Plan To Produce:Open planned orders	10902 planned orders were identified for which the planned opening date is in the past.

SAP Active Global Support provides several self-assessments or guided services to encourage a customer to benefit from a SAP Business Process Analysis, Stabilization or Improvement project.

# Overview: Business key figures in SAP Early Watch Alert

1

Activate enhanced SAP EarlyWatch Alert (EWA) with business key figures



Check Prerequisites



Process overview



Configuration



Troubleshooting

/ Managed SAP ERP System

/ SAP Solution Manager

# Prerequisites for enhanced SAP EarlyWatch Alert



## 1. Managed system:

- Has to be an ERP system (e.g. SAP ERP, SAP ECC or SAP R/3).
- Correct authorization for data collection job in **SDCCN TASK PROCESSOR** (e.g. role SAP\_MANAGED\_BPOANA\_DIS) → Follow [Knowledge Base Article 2282310](#) (step 2.3), Important note: This is the most common reason for failure – so make sure to check this authorization!



## 2. SAP Solution Manager:

- Service delivery framework should be on most up-to-date version (see service content update, AGS\_UPDATE), at least **ST-SER \*\_2010\_1 SP26**.
- SAP Solution Manager 7.1:
  - Service platform framework (**ST 710**) **needs version SP12 at least**.
  - Special case for Solution Manager SP13 Systems: Implementation of **SAP Note 2196109** has to be verified (if message “Note 2196109 cannot be implemented” appears, no further action is necessary) to be able to push & activate SAP EWA configuration to the managed system
- SAP Solution Manager 7.2:
  - Service platform framework (**ST 720**) **needs version SP3 at least**



## 3. Both systems (SAP ERP & SAP Solution Manager):

- At least **ST-A/PI Version 01S - SP01** is required
- Although it is not necessary to be on the latest version of ST-A/PI, it is recommended to do so
- Basic configuration of SAP EarlyWatch Alert is required

# Overview: Business key figures in SAP Early Watch Alert

1

Activate enhanced SAP EarlyWatch Alert (EWA) with business key figures



Check Prerequisites



Process overview



Configuration



Troubleshooting



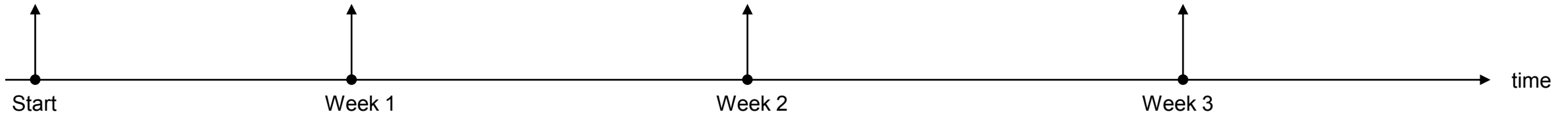
# Process Overview

**Configure** SAP EWA for BPA key figure content

**Following SAP EWA data collection will trigger new business key figure data collection background job**

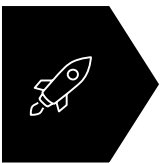
**BPA key figure data is shown in the following SAP EWA**

BPA key figures are always **collected in periods according to the settings** ("Frequency in Month" [->]) and shown in the following week



## Standard duration

It will approximately take 2-3 weeks until the business key figures show up in SAP EarlyWatch Alert.



## **NEW: Express option**

With Business Key Figures Expert function it's possible to accelerate the activation and report generation procedure to a few hours instead of waiting 2-3 weeks (additional prerequisites).

## Encountering problems during 'enhanced EWA' configuration?

- Follow instructions in [Knowledge Base Article 2282310](#)
- **Open an incident** in component **SV-SMG-SER-EWA** indicating that "*Business Key Figures chapter in SAP EWA needs to be analyzed*" and describing the problem

**Click [here](#) for more troubleshooting tips »**

# Overview: Business key figures in SAP Early Watch Alert

1

Activate enhanced SAP EarlyWatch Alert (EWA) with business key figures



Check Prerequisites



Process overview



Configuration



Troubleshooting

- / SAP Solution Manager 7.1
- / SAP Solution Manager 7.2
- / New: Express Option

# SAP Solution Manager 7.1: Work Center “Solution Manager Configuration”

## How to access the work center in SAP Solution Manager 7.1?

1. Enter transaction SOLMAN\_WORKCENTER
2. Either directly choosing register tab “Solution Manager Configuration” or via tab “SAP Solution Manager Administration” and “Related Links” / “Configuration” / “Solution Manager Configuration”.
3. In “Solution Manager Configuration” choose “Earlywatch Alert Management” / Step “5.2”.



# Activate Business Key Figures

## How to activate enhanced SAP EarlyWatch Alert content?

1. Choose solution that contains the system.
2. Set “BPA active” for the relevant SAP ERP system.
3. Set “Frequency in Month” for the relevant system to “0” (→ frequency of data collection = 1 week)

Screenshot of SAP EarlyWatch Alert Management interface. The 'EarlyWatch Alert Management' menu item is highlighted. The 'Scheduled Business Process Analysis' section shows a table of systems with checkboxes for 'BPA ACTIVE' and 'Frequency in Month'. A yellow callout box points to the 'BPA ACTIVE' checkbox with the text 'Activate here'. Another yellow callout box points to the 'Frequency in Month' column with the text 'Set frequency to „0“ (=frequency of 1 week)'. The table lists systems B70, Q3A, QV6, SQ7, and U6B with their respective product versions.

System	Product Version	BPA ACTIVE	Frequency in Month
B70	SAP EHP1 FOR SAP NETWEAVER 7.0	<input type="checkbox"/>	3
Q3A	SAP ERP 2004	<input checked="" type="checkbox"/>	0
QV6	SAP ECC 6.0	<input type="checkbox"/>	3
SQ7	SAP SOLUTION MANAGER 7.1	<input type="checkbox"/>	3
U6B	SAP R/3 ENTERPRISE 47X110	<input type="checkbox"/>	0

### Tip

"Frequency in month" is decisive for when the data collection happens in the managed system. In cases where data collection ran but no data was shipped, is it necessary to wait until the next scheduled data collection run. That is the time of the last data collection run plus additionally the time specified for next data collection by "Frequency in month" parameter.

→ Set the “Frequency in months” to “0” (=1 week)

→ Also note that it is possible to schedule “ad-hoc” EWA (see next slide)

# TIP: Reduce waiting time and schedule Ad-Hoc EWA

## Accelerator

You can schedule “ad-hoc” EWA to fetch data from backend after first data collection run:

→ Refer to [2131244](#) - How to create an Ad Hoc EarlyWatch Alert in SAP Solution Manager 7.1 [Video]

Authorizations needed to run ad-hoc EWA: **SAP\_SMWORK\_SERVICE\_DEV** & **SAP\_SMWORK\_SYS\_MON**

**FAQ on EWA:** <https://wiki.scn.sap.com/wiki/display/SM/FAQ+on+EWA+support+related+issues>

**Wiki:** <https://wiki.scn.sap.com/wiki/display/SM/BKF+Chapter+in+EWA>

**Additional guideline:** <https://support.sap.com/support-programs-services/services/earlywatch-alert/documentation.html>

# Overview: Business key figures in SAP Early Watch Alert

1

Activate enhanced SAP EarlyWatch Alert (EWA) with business key figures



Check Prerequisites



Process overview



Configuration



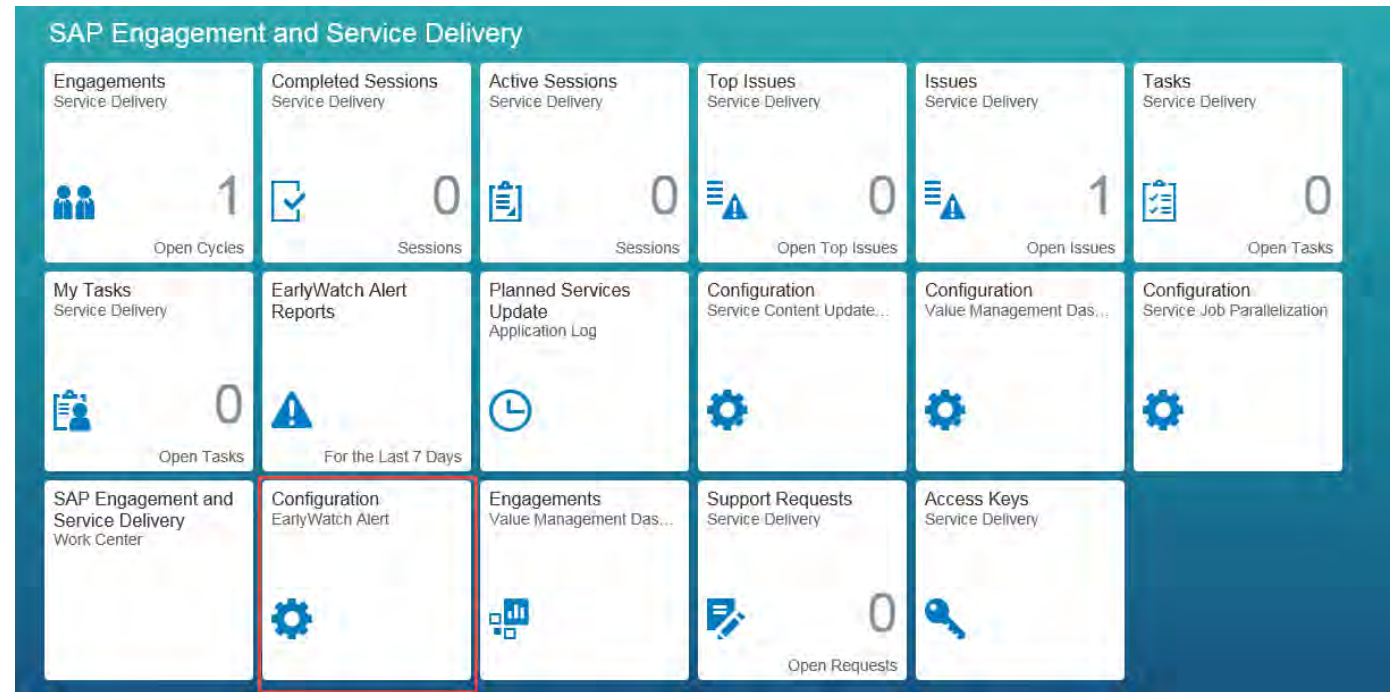
Troubleshooting

- / SAP Solution Manager 7.1
- / **SAP Solution Manager 7.2**
- / New: Express Option

# SAP Solution Manager 7.2: Work Center “Solution Manager Configuration”

## How to access the work center in SAP Solution Manager 7.2?

- I. Transaction SOLMAN\_WORKCENTER
- II. Navigate to the Engagement and Service Delivery Work Center and Click on the 'Configuration EarlyWatch Alert' tile or via tile “Configuration – All scenarios” and “Scenario” / “Application Operations” / “EarlyWatch Alert Management”.
- III. Select relevant SAP ERP system for which you want to modify configuration in Step “1 Define Scope”
- IV. Choose Step “6.2 Business Process Analysis”



Remark: The role for Engagement and Service Delivery Work Center is SAP\_SMWORK\_SERVICE\_DEV.

# Activate Business Key Figures

## What to do in the SAP Earlywatch Alert content configuration?

- I. Set “Activate Data Collection” checkbox for the selected system
- II. Set “Frequency in Month” for the selected system to “0” (→ frequency of data collection = 1 week)

The screenshot shows the SAP configuration interface for 'Scheduled Business Process Analysis'. The breadcrumb trail at the top indicates the path: 6 Configure EWA Content > 6.1 Maintain Peak Business Hours > 6.2 Business Process Analysis > 6.3. The left sidebar shows a tree view of 'Scenarios' with 'EarlyWatch Alert Management' selected. The main content area shows a table with columns: Extended System ID, Leading Product, Activate Data Collection, and Frequency in Months. The table contains one row for system 'OTO' with a checked checkbox under 'Activate Data Collection' and the value '0' under 'Frequency in Months'. Two yellow callout boxes with arrows point to these fields: 'Activate here' points to the checkbox, and 'Set frequency to „0“ (=frequency of 1 week)' points to the '0' value.

Extended System ID	Leading Product	Activate Data Collection	Frequency in Months
OTO		<input checked="" type="checkbox"/>	0

### Tip

"Frequency in month" is decisive for when the data collection happens in the managed system. In cases where data collection ran but no data was shipped, is it necessary to wait until the next scheduled data collection run. That is the time of the last data collection run plus additionally the time specified for next data collection by "Frequency in month" parameter.

→ Set the “Frequency in months” to “0” (=1 week)

→ Also note that it is possible to schedule “ad-hoc” EWA (see next slide)



# TIP: Reduce waiting time and schedule Ad-Hoc EWA

## Accelerator

You can schedule “ad-hoc” EWA to fetch data from backend after first data collection run:

→ Refer to [2357073](#) - How to create an Ad Hoc EarlyWatch Alert SAP - Solution Manager 7.2

Authorizations needed to run ad-hoc EWA: **SAP\_SMWORK\_SERVICE\_DEV** & **SAP\_SMWORK\_SYS\_MON**

**FAQ on EWA:** <https://wiki.scn.sap.com/wiki/display/SM/FAQ+on+EWA+support+related+issues>

**Wiki:** <https://wiki.scn.sap.com/wiki/display/SM/BKF+Chapter+in+EWA>

**Additional guideline:** <https://support.sap.com/support-programs-services/services/earlywatch-alert/documentation.html>

# Overview: Business key figures in SAP Early Watch Alert

1

Activate enhanced SAP EarlyWatch Alert (EWA) with business key figures



Check Prerequisites



Process overview



Configuration



Troubleshooting

- / SAP Solution Manager 7.1
- / SAP Solution Manager 7.2
- / **New: Express Option**

## NEW: Express option

### Immediate Business Key Figures data collection



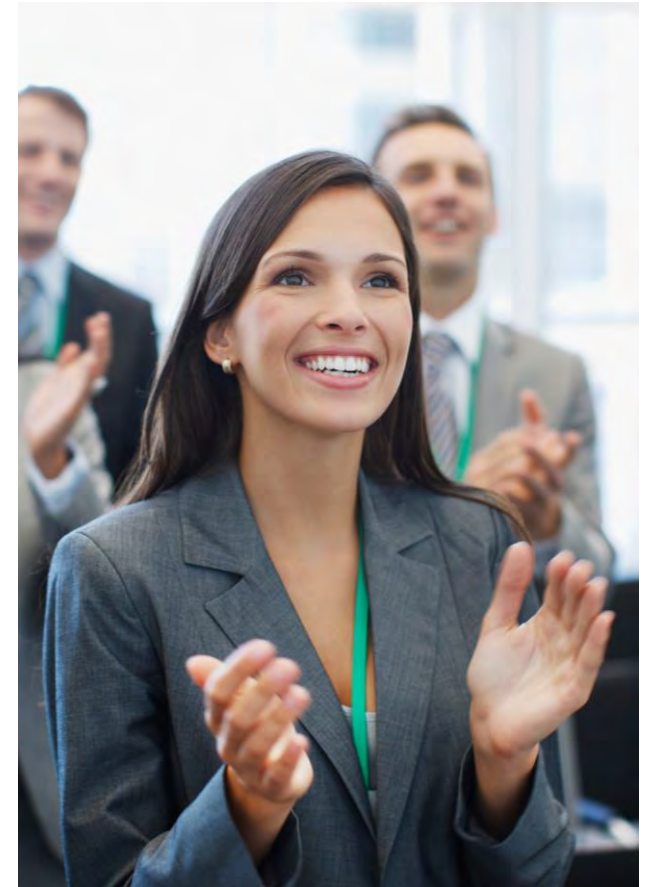
#### **Express option**

SAP EarlyWatch Alert expert mode **accelerates the activation and report generation procedure to a few hours** instead of waiting 2-3 weeks.



#### **More transparency**

Additional **troubleshooting help** in SAP EarlyWatch Alert report if there are problems with enhanced content activation.



# NEW: Express option to immediately collect Business Key Figures

## Prerequisites



### 1. Managed system:

- **ST-A/PI Version 01S - SP01:**  
Implementation of [SAP Note 2366193](#) and [SAP Note 2477832](#) to correct ST-A/PI Version 01 – SP01 framework and enable on-demand (immediate) Business Key Figures data collection.
- **ST-A/PI Version 01S - SP02:**  
Implementation of [SAP Note 2471867](#) and [SAP Note 2477832](#) to correct ST-A/PI Version 01 – SP02 framework and enable on-demand (immediate) Business Key Figures data collection.
- Starting **ST-A/PI Version 01S - SP03** the new functionality is directly included



### 2. SAP Solution Manager:

- Service delivery framework needs to have the most up to date version (see service content update, AGS\_UPDATE), at least **ST-SER 720 SP9 or higher** (typically updated automatically via service content update)

# NEW: Express option to immediately collect Business Key Figures

## Step 1: Activate new Expert Function



**Change "EarlyWatch Alert - QPT"**

HTML document Word document Attachments Action List Activate QA Mode Comment Report Language

- EarlyWatch Alert Session
  - Define Session Scope
    - Landscape
      - Session Initialization
      - Software Configuration For QPT
      - SAP System Configuration for QPT
      - Service Preparation and Data Quality of QPT
      - Software Change and Transport Management of QPT
      - Hardware Configuration
      - Hardware Capacity: Host Overview
      - Hardware Capacity
      - Business Key Figures Chapter Settings**
      - BKF Info & Admin for SAP EWA
      - Business Key Figures
      - Reference Key Figures Measured Value Summary
      - SAP Business Process Analytics
      - SAP Active Global Support Follow-Up Opportunities
      - Cross Application Business Process Analysis
      - Appendix
      - Service Data Quality
      - Cover Page
      - Alert Overview and Service Summary
      - Check Overview
      - Guided Self Services
      - Service Reporting Repository
      - Appendix - Internal

**Business Key Figures Chapter Settings**

**Scope**  
This check can be used for several special expert features. The "Business Key Figures" section can be adjusted here according to a number of individual requirements. Only experts should change parameter values or execute buttons.

**Procedure**  
Use buttons or change parameter values according to your needs.

**Rating**  
Information rating only.

**Background**  
"Reactivate BKF Chapter" button: Set a flag in the session database (PTAB / BTAB) to ensure that this section is used in this session and in future sessions.

Information only

next open check Report Preview Options Reactivate BKF Chapter Read BKF DC Timestamp Start Key Figure DC Read BKF and Process Start KF DC and Process ← NEW!

READ: Release Inform... Chapter Settl... Additional Settings Globals Overview Parameter Long Te... Parameter Long Texts Main Paramet...

ID	Short Text	Value	Description	Current Value	P	Status	St	Parameter	Description (long)	In
00010	Enable New BKF Checks	<input checked="" type="checkbox"/>	'X' for enabling new checks.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FI	GI	Expert	There are two separate applica	<input type="checkbox"/>
00011	Invisibilize Old Checks	<input checked="" type="checkbox"/>	'X' for making old checks invisible.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FI	GI	Expert	There are two separate applica	<input type="checkbox"/>
00012	Show additional parameters	<input checked="" type="checkbox"/>	'X' for showing the additional paramete	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FI	GI	Expert	This can be selected to bring u	<input type="checkbox"/>
00080	Automatic Processing Flag	<input checked="" type="checkbox"/>	'X' for automatic bkf content processing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FI	GI	Expert	This can be selected to make s	<input type="checkbox"/>
10001	Enable RFC Features (Expert Functions)	<input checked="" type="checkbox"/>	'X' for showing buttons to interact with	<input type="checkbox"/>	<input type="checkbox"/>	FI	GI	Expert	This can be marked to enable s	<input type="checkbox"/>
10002	Enable Parameter Persistence (Expert Functions)	<input type="checkbox"/>	'X' for showing buttons to persist para	<input type="checkbox"/>	<input type="checkbox"/>	FI	GI	Expert	This can be marked to enable s	<input type="checkbox"/>
10003	Enable Advanced Local Processing (Expert Functions)	<input type="checkbox"/>	'X' for showing buttons to stepwise ses	<input type="checkbox"/>	<input type="checkbox"/>	FI	GI	Expert	This can be marked to enable s	<input type="checkbox"/>

Step 1: Activate the new expert function will reveal four new buttons

# NEW: Express option to immediately collect Business Key Figures

## Step 2: Use new Expert Buttons



### 1. Button: “Read BKF DC Timestamp”

The system reads the timestamp of the last Business Key Figure data collection in the remote system. The result is given in the feedback message and is filled in processing overview table.

### 3. Button: “Read BKF and Process”

The system **reads** the Business Key Figure data collection from the remote system and processes it locally in the session.



### 2. Button: “Start Key Figure DC”

Using this button, the system **starts** the Business Key Figure data collection in the remote ERP system.

### How to use new expert mode:

1. Check if Business Key Figures are active (→ see slide 12 or 15 for details)
2. Press button “**Start Key Figure DC**” (which triggers immediate data collection in ERP system)
3. Check in ERP system if data collection job is running (see [Knowledge Base Article 2282310](#) – point 2.3)
4. Once data collection job is finished you can press the button “**Read BKF and Process**”
5. Create EWA report in HTML or Word format

# Overview: Business key figures in SAP Early Watch Alert

1

1

Activate enhanced SAP EarlyWatch Alert (EWA) with business key figures



Check Prerequisites



Process overview



Configuration



Troubleshooting

- / What to try first in case business key figures don't show up
- / FAQ and troubleshooting advise

# Troubleshooting Tip: De-Activate and re-activate BPA

- I. Choose solution that contains the system.
- II. Set "BPA active" for the relevant system.
- III. Set "Frequency in Month" for the relevant system.

System	Product Version	BPA ACTIVE	Frequency in Month	Last Changed At
B70	SAP EHP1 FOR SAP NETWEAVER 7.0	<input type="checkbox"/>		00.00.0000 00:00:00
Q3A	SAP ERP 2004	<input checked="" type="checkbox"/>		14.03.2014 13:41:03
QV8	SAP ECC 6.0	<input type="checkbox"/>		00.00.0000 00:00:00
SQ7	SAP SOLUTION MANAGER 7.1	<input type="checkbox"/>		00.00.0000 00:00:00
U68	SAP R/3 ENTERPRISE 47X110	<input checked="" type="checkbox"/>		14.03.2014 09:55:57

- Additionally, we have found that **deactivating and clicking 'save' and then activating BPA again has been helpful in triggering the download** (BPA = option for Business Key Figures content activation)
- So as a tip, if any changes were done, it is strongly recommended to uncheck BPA and save and then check it again to get the most recent date.
- This will help to ensure the download is triggered on the managed system and help to ensure the BPA section is shown in the EWA report.



# FAQ and Troubleshooting

## Q1: What shall I do if I encounter problems during 'enhanced EWA' configuration?

- Follow instructions in [Knowledge Base Article \(KBA\) 2282310](#)
- **Open an incident** in component **SV-SMG-SER-EWA** indicating that "*Business Key Figures chapter in SAP EWA needs to be analyzed*" and describing the problem.
- Side Note: It's important to check that the EWA collection job runs in the right client of the productive system (the one with the productive data..).

## Q2: Which additional information sources are available?

- FAQ on EWA: <https://wiki.scn.sap.com/wiki/display/SM/FAQ+on+EWA+support+related+issues>
- Wiki: <https://wiki.scn.sap.com/wiki/display/SM/BKF+Chapter+in+EWA>
- Additional guideline: <https://support.sap.com/support-programs-services/services/earlywatch-alert/documentation.html>

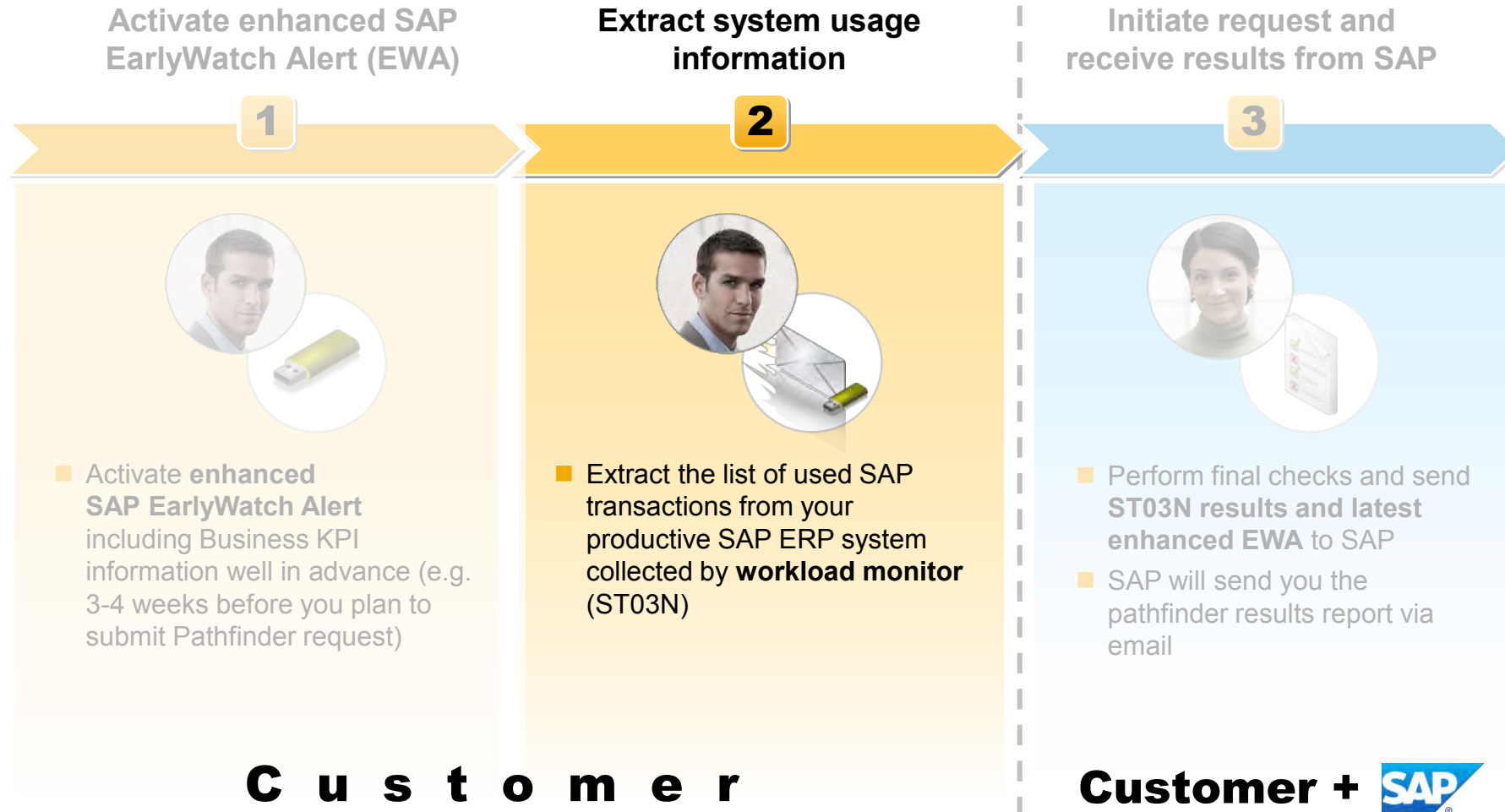
## Q3: Are more than those key figures available?

→ Yes, there are many more out-of-the-box key figures available: <https://go.support.sap.com/kpicatalog>

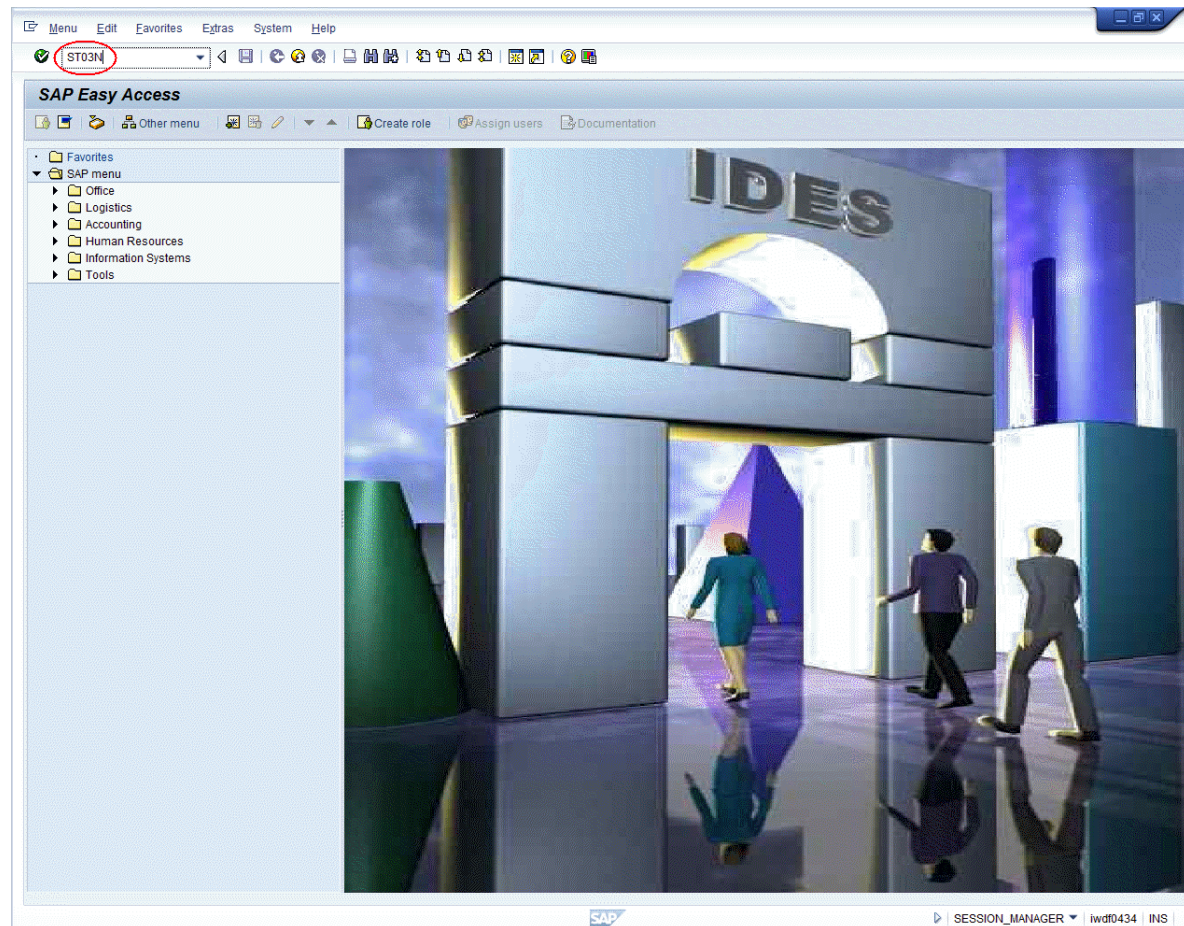
## Troubleshooting Guidance

Most common problems can be solved by following the steps from [Knowledge Base Article 2282310](#) »

## 2. Extract information and initiate request



# STEP 1: Open Transaction „ST03N“ in Your Productive SAP ERP System



## Please perform the following steps:

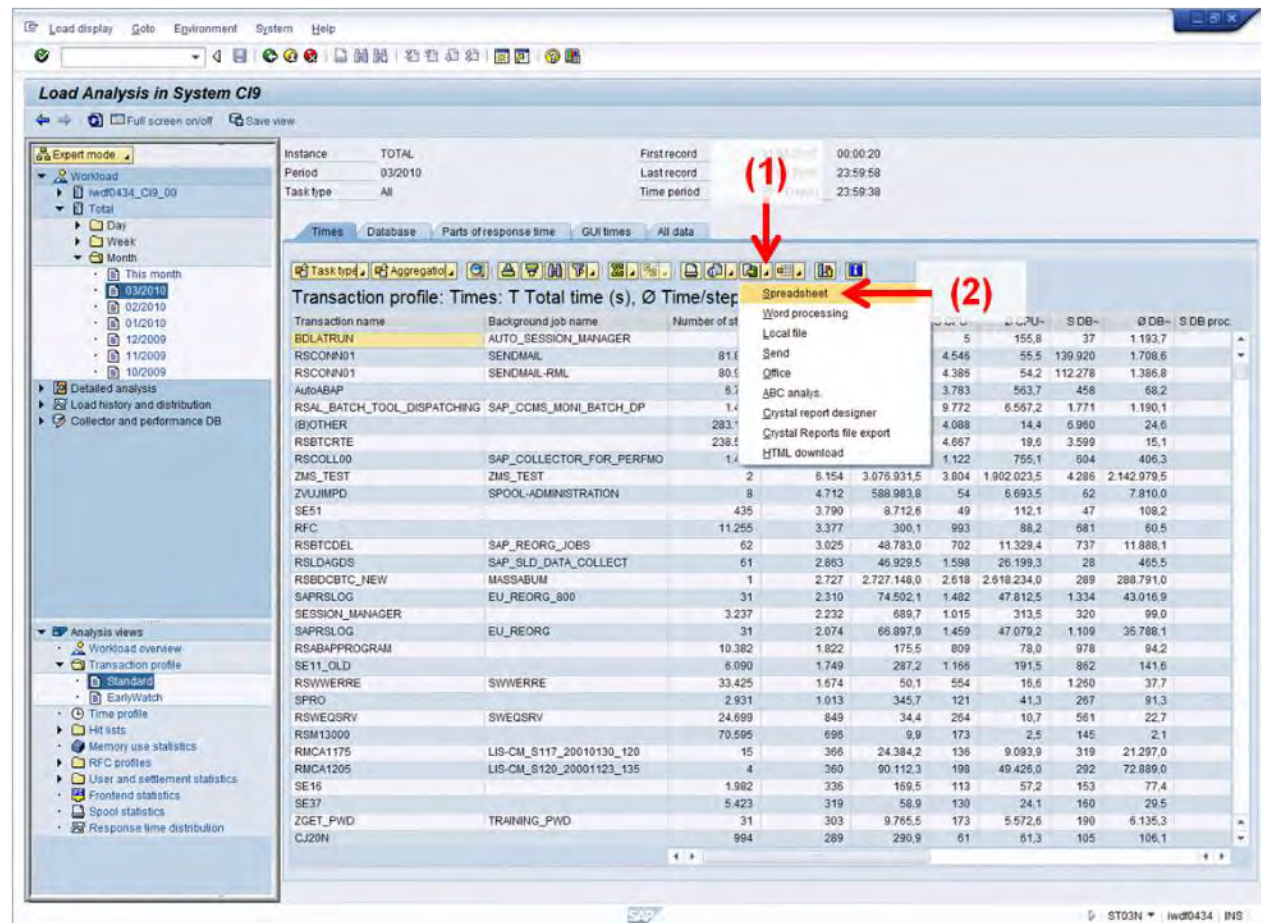
- Logon to your productive SAP ERP system and call transaction „ST03N“

## Please note:

The steps described in this document are based on a SAP ERP 6.0 EHP6 system. In systems with other releases the screens might vary slightly. In case of questions please contact us at [pathfinder@sap.com](mailto:pathfinder@sap.com)



# STEP 3: Export ALV-List to a Spreadsheet



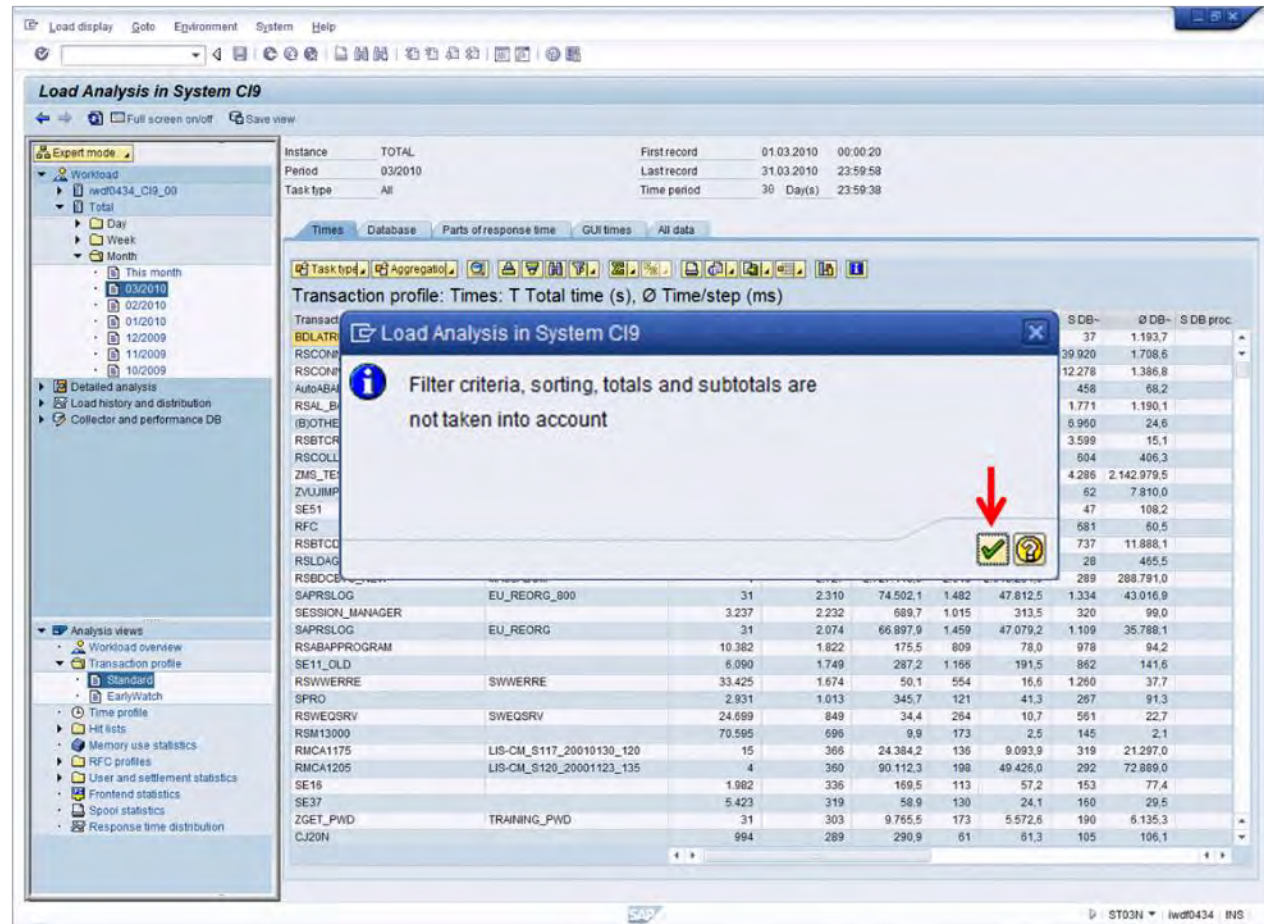
Please perform the following steps:

- Please click on the arrow next to the icon to export the ALV-list (1)



- Afterwards please choose "Spreadsheet" (2)

# STEP 4: Confirm Popup



Please perform the following steps:  
■ Confirm the popup

# STEP 5: Choose „Table“ and Confirm

Load Analysis in System C19

Instance: TOTAL  
Period: 03/2010  
Task type: All

First record: 01.03.2010 00:00:20  
Last record: 31.03.2010 23:59:58  
Time period: 30 Day(s) 23:59:38

Export list object to XXL

An XXL list object is exported with 805 lines and 17 columns

Choose a processing mode:

- Excel SAP macros
- Table
- Pivot table

Number of steps | T response time | Response | CPU | DB | DB proc

Number of steps	T response time	Response	CPU	DB	DB proc	
31	325.508	10.500.269,6	5	155,8	37	1.193,7
81.892	224.347	2.739,6	4.546	55,5	139.920	1.708,6
80.965	223.051	2.754,9	4.386	54,2	112.278	1.386,8
6.711	85.085	12.678,4	3.783	563,7	458	68,2
1.488	11.472	7.709,7	9.772	6.507,2	1.771	1.190,1
283.176	9.666	34,1	4.088	14,4	6.980	24,6
238.566	7.682	32,2	4.667	19,6	3.599	15,1
1.486	6.532	4.395,4	1.122	755,1	604	406,3
2	6.154	3.076.931,5	3.804	1.902.023,5	4.286	2.142.979,5
8	4.712	588.983,6	54	6.693,5	62	7.810,0
435	3.790	8.712,6	49	112,1	47	108,2
11.255	3.377	300,1	993	88,2	681	60,5
62	3.025	48.783,0	702	11.329,4	737	11.888,1
61	2.863	46.929,5	1.598	26.199,3	28	465,5
1	2.727	2.727.148,0	2.618	2.618.234,0	289	288.791,0
31	2.310	74.502,1	1.482	47.612,5	1.334	43.016,9
3.237	2.232	689,7	1.015	313,5	320	99,0
31	2.074	66.897,9	1.459	47.079,2	1.108	35.788,1
10.382	1.822	175,5	809	78,0	978	84,2
6.090	1.749	287,2	1.166	191,5	882	141,6
RSWVERRE	SWWVERRE					
33.425	1.674	50,1	554	16,6	1.260	37,7
SPRO						
2.931	1.013	345,7	121	41,3	267	91,3
RSWEQSRV	SWEQSRV					
24.699	849	34,4	264	10,7	561	22,7
RSM13000						
70.595	696	9,9	173	2,5	145	2,1
RMCA1175	LIS-CM_S117_20010130_120					
15	366	24.384,2	136	9.093,9	319	21.297,0
RMCA1205	LIS-CM_S120_20001123_135					
4	360	90.112,3	198	49.426,0	292	72.889,0
SE16						
1.982	336	169,5	113	57,2	153	77,4
SE37						
5.423	319	58,9	130	24,1	160	29,5
ZGET_PWD	TRAINING_PWD					
31	303	9.765,5	173	5.572,6	190	6.135,3
CJ20N						
994	289	290,8	61	51,3	105	106,1

Please perform the following steps:

- Please choose „Table“ (1) and confirm the popup (2)

# STEP 6: Choose „Microsoft Excel”

The screenshot displays the SAP Load Analysis interface for System CI9. A table lists various background jobs with columns for job name, number of steps, response time, and CPU usage. A dialog box titled "Export list object t..." is open, showing "Microsoft Excel" as the selected export format. The table data is as follows:

Background job name	Number of steps	T response time	Ø Response-	S CPU-	Ø CPU-	S DB-	Ø DB-	S DB proc.
AUTO_SESSION_MANAGER	31	325.508	10.500.269,6	5	155,8	37	1.193,7	
SENDMAIL	81.892	224.347	2.739,6	4.546	55,5	139.920	1.708,6	
SENDMAIL-RML	80.965	223.051	2.754,9	4.386	54,2	112.278	1.386,8	
CHNG SAP_CCMS_MONI_BATCH_DP	6.711	85.085	12.678,4	3.783	563,7	458	68,2	
SAP_COLLECTOR_FOR_PERFMO	1.488	11.472	7.709,7	9.772	6.567,2	1.771	1.190,1	
ZMS_TEST	283.176	9.666	34,1	4.088	14,4	6.960	24,6	
SPOOL-ADMINISTRATION	238.566	7.682	32,2	4.667	19,6	3.599	15,1	
RFC	1.486	6.532	4.395,4	1.122	755,1	604	406,3	
RSBTCDCEL	2	6.154	3.076.931,5	3.804	1.902.023,5	4.286	2.142.979,5	
RSBDCTC_NEW	8	4.712	588.983,8	54	6.693,5	62	7.810,2	
SAPRSLOG	435	3.790	8.712,6	49	112,1	47	108,2	
SESSION_MANAGER	11.255	3.377	300,1	993	88,2	681	60,5	
SAPRSLOG	62	3.025	48.783,0	702	11.329,4	737	11.888,1	
RSABAPPROGRAM	61	2.863	46.928,5	1.588	26.199,3	28	465,5	
SE11_OLD	1	2.727	2.727.148,0	2.618	2.818.234,0	289	288.791,0	
RSWERRER	31	2.310	74.502,1	1.482	47.612,5	1.334	43.016,9	
SAPRSLOG	3.237	2.232	689,7	1.015	313,5	320	99,0	
SE11_OLD	31	2.074	66.897,9	1.459	47.079,2	1.109	35.788,1	
RSWERRER	10.382	1.822	175,5	809	78,0	978	94,2	
SAPRSLOG	6.090	1.749	287,2	1.186	191,5	882	141,6	
RSWERRER	33.425	1.674	50,1	554	16,6	1.260	37,7	
SAPRSLOG	2.931	1.013	345,7	121	41,3	267	91,3	
RSWERRER	24.699	849	34,4	264	10,7	561	22,7	
RSM13000	70.595	696	9,9	173	2,5	145	2,1	
RMCA1175	15	366	24.384,2	136	9.093,9	319	21.297,0	
RMCA1205	4	360	90.112,3	198	48.426,0	292	72.889,0	
SE16	1.982	336	169,5	113	57,2	153	77,4	
SE37	5.423	319	58,9	130	24,1	160	29,5	
ZGET_PWD	31	303	9.765,5	173	5.572,6	190	6.135,3	
CJ20N	994	289	290,9	61	61,3	105	106,1	

Please perform the following steps:

- Choose „Microsoft Excel” and confirm the popup
- In case you are not using „Microsoft Excel” please export the list to a format we can open with Microsoft Excel (e.g. comma separated values → CSV)



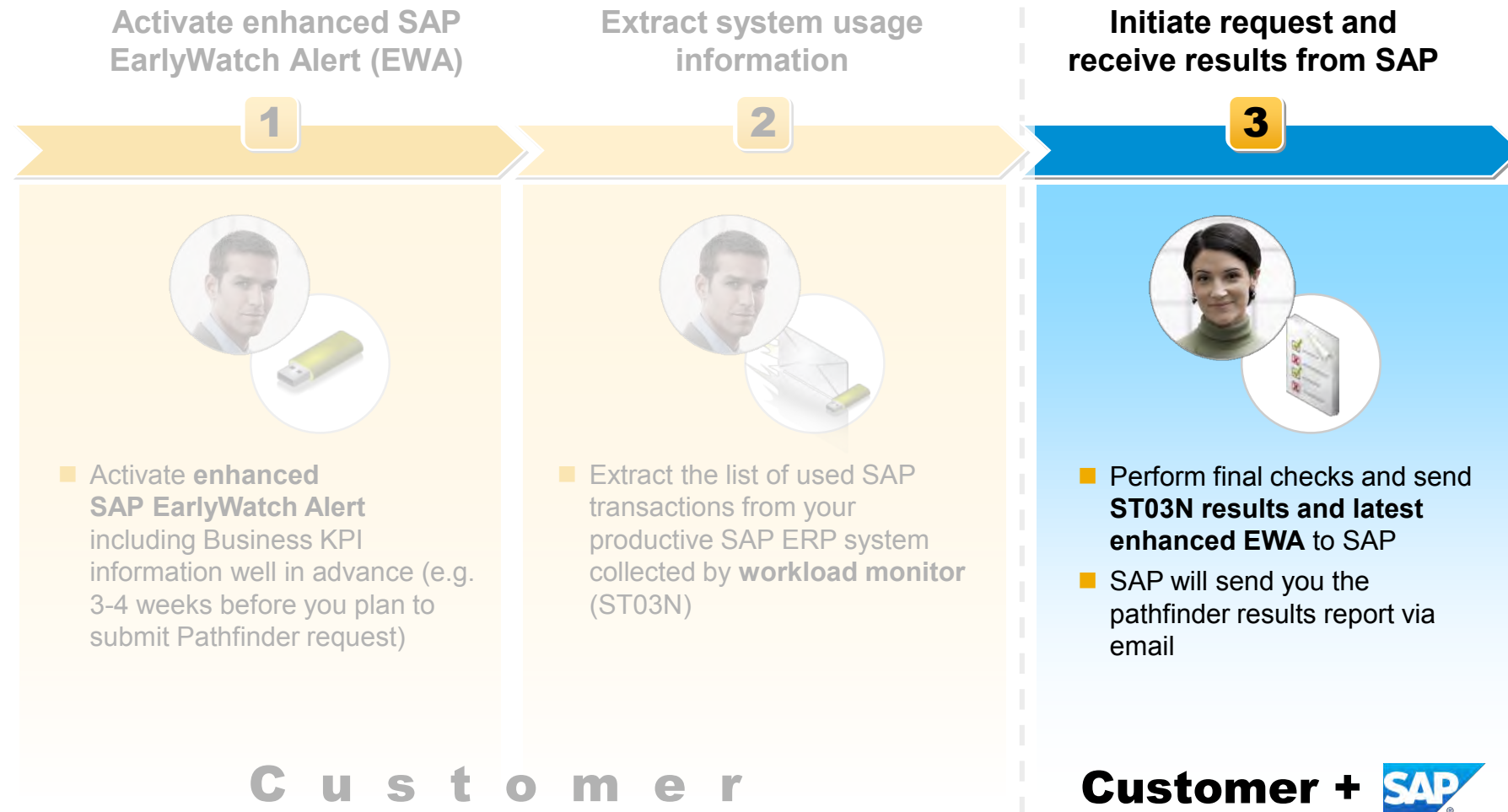
# STEP 7: Save the spreadsheet

Transaction name	Background job name	Number of steps	T response time	Ø Response~	S CPU~	Ø CPU~	S DB~	Ø DB~	S DB proc. time	Ø DB
BDLATRUN	AUTO_SESSION_MANAGER	31	325508	10500269,6	5	155,8	37	1193,7	0	
RSCONNO1	SENDMAIL	81892	224347	2739,6	4546	55,5	139920	1708,6	0	
RSCONNO1	SENDMAIL-RML	80965	223051	2754,9	4386	54,2	112278	1386,8	0	
AutoABAP		6711	85085	12678,4	3783	563,7	458	68,2	0	
RSAL_BATCH_TOOL_DISPATCHING	SAP_CCMS_MONI_BATCH_DP	1488	11472	7709,7	9772	6567,2	1771	1190,1	0	
(B)OTHER		283176	9666	34,1	4088	14,4	6960	24,6	0	
RSBTCRTE		238566	7682	32,2	4667	19,6	3599	15,1	0	
RSCOLL00	SAP_COLLECTOR_FOR_PERFMO	1486	6532	4395,4	1122	755,1	604	406,3	0	
ZMS_TEST	ZMS_TEST	2	6154	3076931,5	3804	1902023,5	4286	2142979,5	0	
ZVUJIMPD	SPOOL-ADMINISTRATION	8	4712	588983,8	54	6693,5	62	7810	0	
SE51		435	3790	8712,6	49	112,1	47	108,2	0	
RFC		11255	3377	300,1	993	88,2	681	60,5	0	
RSBTCDEL	SAP_REORG_JOBS	62	3025	48783	702	11329,4	737	11888,1	0	
RSLDAGDS	SAP_SLD_DATA_COLLECT	61	2863	46929,5	1598	26199,3	28	465,5	0	
RSBDCBT_NEW	MASSABUM	1	2727	2727148	2618	2618234	289	288791	0	
SAPRSLOG	EU_REORG_800	31	2310	74502,1	1482	47812,5	1334	43016,9	0	
SESSION_MANAGER		3237	2232	689,7	1015	313,5	320	99	0	
SAPRSLOG	EU_REORG	31	2074	66897,9	1459	47079,2	1109	35788,1	0	
RSABAPPROGRAM		10382	1822	175,5	809	78	978	94,2	0	
SE11_OLD		6090	1749	287,2	1166	191,5	862	141,6	0	
RSWWERRE	SWWERRE	33425	1674	50,1	554	16,6	1260	37,7	0	
SPRO		2931	1013	345,7	121	41,3	267	91,3	0	
RSWEQSRV	SWEQSRV	24699	849	34,4	264	10,7	561	22,7	0	
RSM13000		70595	696	9,9	173	2,5	145	2,1	0	
RMCA1175	LIS-CM_S117_20010130_120	15	366	24384,2	136	9093,9	319	21297	0	
RMCA1205	LIS-CM_S120_20001123_135	4	360	90112,3	198	49426	292	72889	0	
SE16		1982	336	169,5	113	57,2	153	77,4	0	
SE37		5423	319	58,9	130	24,1	160	29,5	0	
ZGET_PWD	TRAINING_PWD	31	303	9765,5	173	5572,6	190	6135,3	0	
CJ2ON		994	289	290,9	61	61,3	105	106,1	0	
STAD		147	271	1843,5	257	1751	1	5,9	0	
SSSIAXXX	SISM_COLL_AND_TRANS_DATA	93	238	2564,1	10	107,6	22	234,5	0	

Please perform the following steps:

- Save the spreadsheet

# 3. Receive Results Report



# Final Checks

1. Check if you can find a new chapter in your SAP EarlyWatch Alert (typically chapter 6), which contains business key figures and measured values:

**Business Key Figures**

**Disclaimer**  
Please keep in mind that all assumptions and ratings in this presentation are based on our general experience with other customers and it does not necessarily mean that the findings are business critical in your particular case.

The following general rule of thumb applies to most ratings of application related backlog key figures:  
GREEN – the backlog is smaller than one day of typical daily throughput  
YELLOW – the backlog lies between one and five days of typical daily throughput  
RED – the backlog lies above five days of typical daily throughput

All recommendations provided in this section are based on our general experience only. We advise you testing our recommendations before using them in your production system.

**General Remark**  
Please note that overdue or exceptional business documents could be included in the measurements, which could be caused by systematical errors (e.g. user handling issues, configuration or master data issues, open documents on inactive organizational units or document types). These documents often are not further processed by the business departments and often do not have a direct impact on customer satisfaction, revenue or working capital. Please note that these documents could have negative impacts on other areas like supply chain planning accuracy, performance (on other transaction, reports or processes) and data and reporting quality.

**Reference Key Figures Measured Value Summary**

The below mentioned measured values originate from your backend system. For each value that may represent a certain amount of open, overdue or exceptional documents, there is a rating given as a first criticality indicator. The rating can be based on absolute number references or relate to a certain business throughput. Note that a rating can only be assigned if a reference value is available (in case of relative evaluation) or an absolute number is basis for judgment.

Rating	Business Key Figure Short Name	Measured Value
🔴	Finance Overdue customer payments (initial fiscal year)	3228 open customer items in Accounts Receivable in the current year were identified, whereby the due date for payment is overdue by more than 30 days.
🟡	Order To Cash Delinquencies with overdue invoices	1152 deliveries with overdue invoices were identified.
🟡	Order To Cash Orders (OI in the past) but not delivered	11973 open sales orders were found that were not delivered or only partially delivered with at least one scheduled line that has a goods issue date in the past.
🟡	Procedure To Pay Overdue PO items	82200 purchase order items were identified that are overdue by more than 10 days and that are not yet completely delivered.
🟡	Plan To Produce Failed goods movement	1130 failed goods movements were identified that are more than one day old.
🟡	Plan To Produce Open planned orders	15002 planned orders were identified for which the planned opening date is in the past.

SAP Active Global Support provides several self-assessments or guided services to encourage a customer to benefit from a SAP Business Process Analyst, Stabilization or Improvement project.



In case chapter is not existing or empty follow instructions in [Knowledge Base Article 2282310](#) or open an incident in component **SV-SMG-SER-EWA** indicating that "Business Key Figures chapter in SAP EWA needs to be analyzed" and describing the problem.

2. Check if system usage information (ST03N) shows sufficient amount (at least one month, incl. period end closing) of used transactions and programs:

Transaction name	Background job name	Number of steps	T response time	Response	S CPU%	Ø CPU%	S DB%	Ø DB%	S DB proc. time	Ø DB
1	Transaction name									
2	BOLATRUM	AUTO_SESSION_MANAGER	31	325508	10500269,6	5	155,8	37	1193,7	0
3	RSCONN01	SENDMAIL	81892	224347	2739,6	4546	55,5	13920	1708,6	0
4	RSCONN01	SENDMAIL-RML	80965	23051	2754,9	4386	54,2	11278	1386,8	0
5	AUTOABAP		6711	85085	12678,4	3783	563,7	458	68,2	0
6	RSAL_BATCH_TOOL_DISPATCHING	SAP_CCM_MONI_BATCH_DP	1488	11472	7709,7	9772	6567,2	1771	1190,1	0
7	(B)OTHER		283176	9666	34,1	4088	14,4	6960	24,6	0
8	RSBTCRE		238566	7682	32,2	4667	19,6	3599	15,1	0
9	RSCOLOO	SAP_COLLECTOR_FOR_PERFMO	1486	6532	4395,4	1122	755,1	604	406,3	0
10	ZMS_TEST	ZMS_TEST	2	6154	3076931,5	3804	1902023,5	4286	2142979,5	0
11	ZVUJIMP	SPOOL-ADMINISTRATION	8	4712	588983,8	54	6693,5	62	7810	0
12	SE51		435	3790	8712,6	49	112,1	47	108,2	0
13	RFC		11255	3377	300,1	993	88,2	681	60,5	0
14	RSBTCDEL	SAP_REORG_JOBS	62	3025	48783	702	11329,4	737	11888,1	0
15	RSLDAGDS	SAP_SLD_DATA_COLLECT	61	2863	46929,5	1598	26199,3	28	465,5	0
16	RSBDCBTC_NEW	MASSABUM	1	2727	2727148	2618	2618234	289	288791	0
17	SAPRSLOG	EU_REORG_800	31	2310	74502,1	1482	47812,5	1334	43016,9	0
18	SESSION_MANAGER		3237	2232	689,7	1015	313,5	320	99	0
19	SAPRSLOG	EU_REORG	31	2074	66897,9	1459	47079,2	1109	35788,1	0
20	RSABAPPROGRAM		10382	1822	175,5	809	78	978	94,2	0
21	SE11_OLD		6090	1749	287,2	1166	191,5	862	141,6	0
22	RSWWERRE	SWWERRE	33425	1674	50,1	554	16,6	1260	37,7	0
23	SPRO		2931	1013	345,7	121	41,3	267	91,3	0
24	RSWEQSRV	SWEQSRV	24699	849	34,4	264	10,7	561	22,7	0
25	RSM13000		70595	696	9,9	173	2,5	145	2,1	0
26	RMCA1175	LIS-CM_S117_20010130_120	15	366	24384,2	136	9093,9	319	21297	0
27	RMCA1205	LIS-CM_S120_20001123_135	4	360	90112,3	198	49426	292	72889	0
28	SE16		1982	336	169,5	113	57,2	153	77,4	0
29	SE37		5423	319	58,9	130	24,1	160	29,5	0
30	ZIGET_PWD	TRAINING_PWD	31	303	9765,5	173	5572,6	190	6135,3	0
31	CZ0N		994	289	290,9	61	61,3	105	106,1	0
32	STAD		147	271	1843,5	257	1754	1	5,9	0
33	SSIIAXXX	SISM_COLL_AND_TRANS_DATA	93	238	2564,1	10	107,6	22	234,5	0

# Initiate your request

**SAP Innovation and Optimization Pathfinder for SAP ERP**

Discover how SAP can help you to optimize and innovate your existing SAP ERP system. Take just ten minutes to share your company information and get your personalized report within five business days.

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Get tailor-made recommendations on areas of relevant SAP innovations, business process improvements and IT optimization potentials for your core SAP ERP system. This interactive report provides recommendations that are made based on the way you are using your SAP ERP system today.

Find out:

- Where are areas of business process improvement for my ERP system, and how am I positioned compared to my peers?
- Out of SAP's vast offering of SAP Fiori apps, Business Suite enhancements, SAP S/4HANA scenarios or Cloud extensions, which are the most relevant ones, based on my today's ERP system usage?

Registering is fast and easy

Take just ten minutes to register... Submit your last month's transaction production system workload data (ST03N) – and your latest enhanced SAP EarlyWatch alert with business key figures. In case you haven't activated the enhanced EWA you can follow the instructions provided in this [practical guide](#).

You will get your report by email in approximately 5 business days.

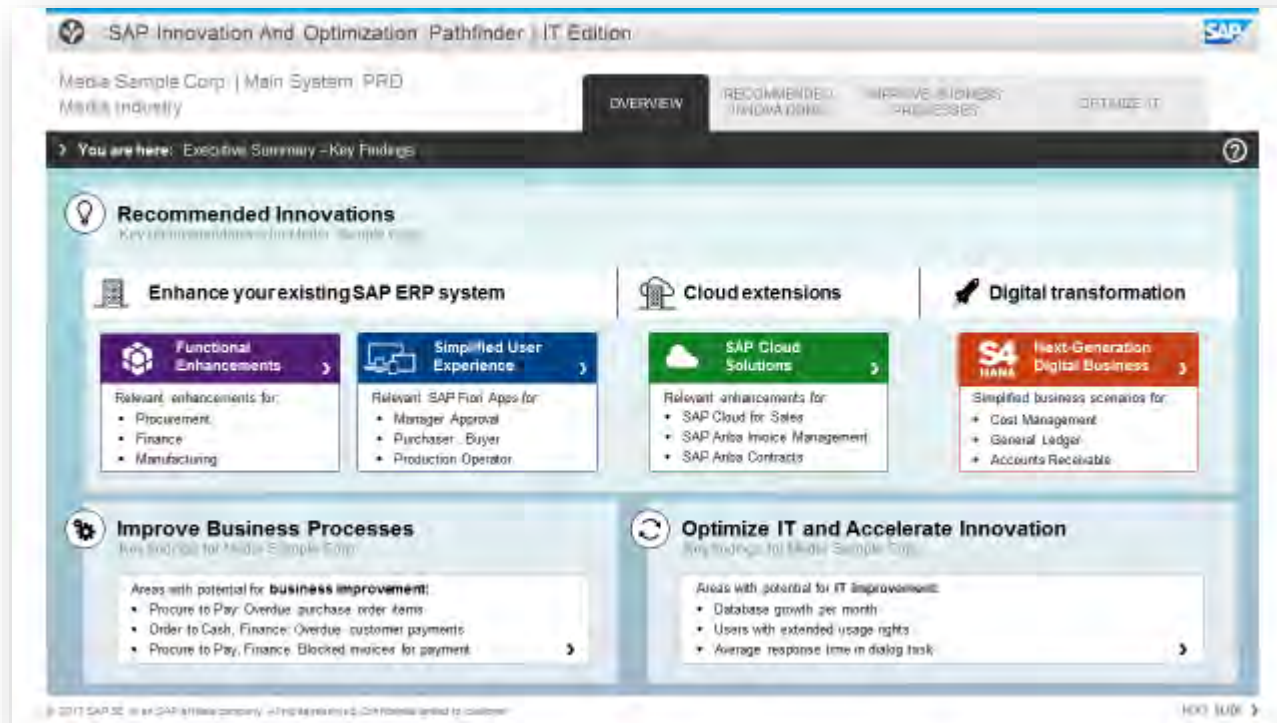
**Questions?** [Contact us directly](#), or watch this [short video](#). You can also view a [sample report](#).

## Perform the following steps:

- Go to [Pathfinder landing page](#) and fill out all required information
- Upload ST03N results Excel and latest enhanced SAP EarlyWatch (with business key figures chapter)

[www.sap.com/Pathfinder](http://www.sap.com/Pathfinder) »

# Receive results report within 5 working days



## Questions?

- Please contact us at [pathfinder@sap.com](mailto:pathfinder@sap.com)

Questions »

# Thank you.

Questions and Feedback:

[Pathfinder@SAP.com](mailto:Pathfinder@SAP.com)

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