SAP Patching Strategy at Newcastle University

Discover our Approach for Keeping Up-to-Date with Support Packages and Enhancement Packages

Alan Cecchini

University Facts and Figures

UG students = 16872
PG students = 6002

Income = £405 million

Staff (academic) = 5429 (2430)

- World-class reputation for research excellence
- First UK university to establish an international branch campus (Malaysia)

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Agenda

- Patching Challenges and Drivers
- Our New Strategy
- Future Plans

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- **Patching Challenges and Drivers**
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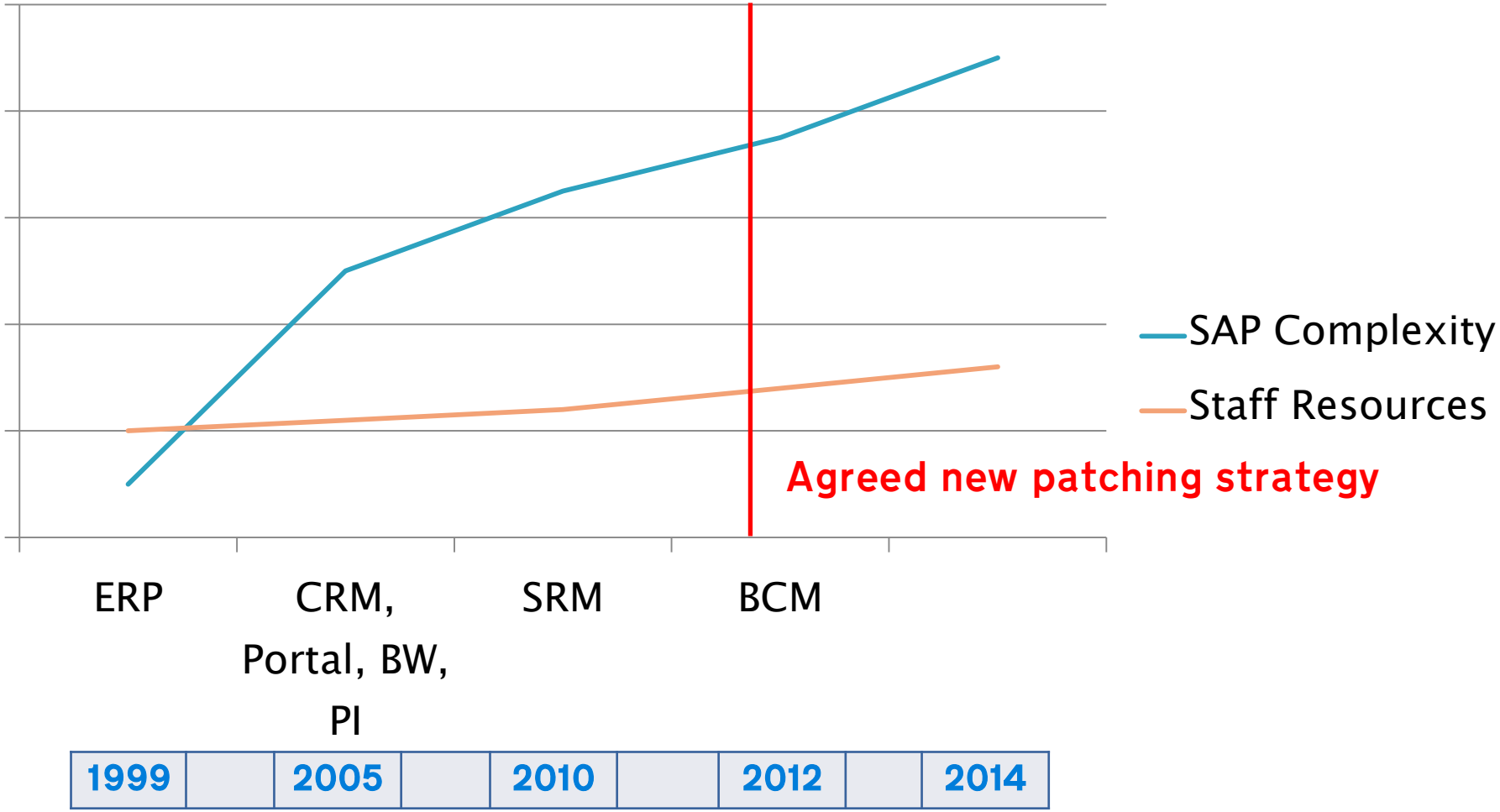
SAP Deployment



Pre-2012 - Reactive Maintenance

HR CLC packages (legal driven)

Major upgrades 2008 (support driven)

Adhoc patching (project driven)

Technology updates (application driven)

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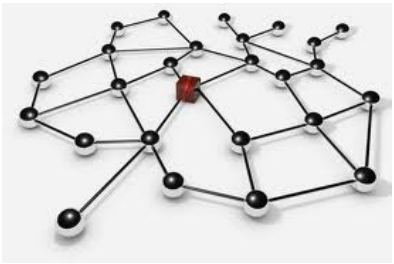
Patching Barriers

Relentless change

Large deltas

Increasing complexity



Lessons not learned

Skills and experience

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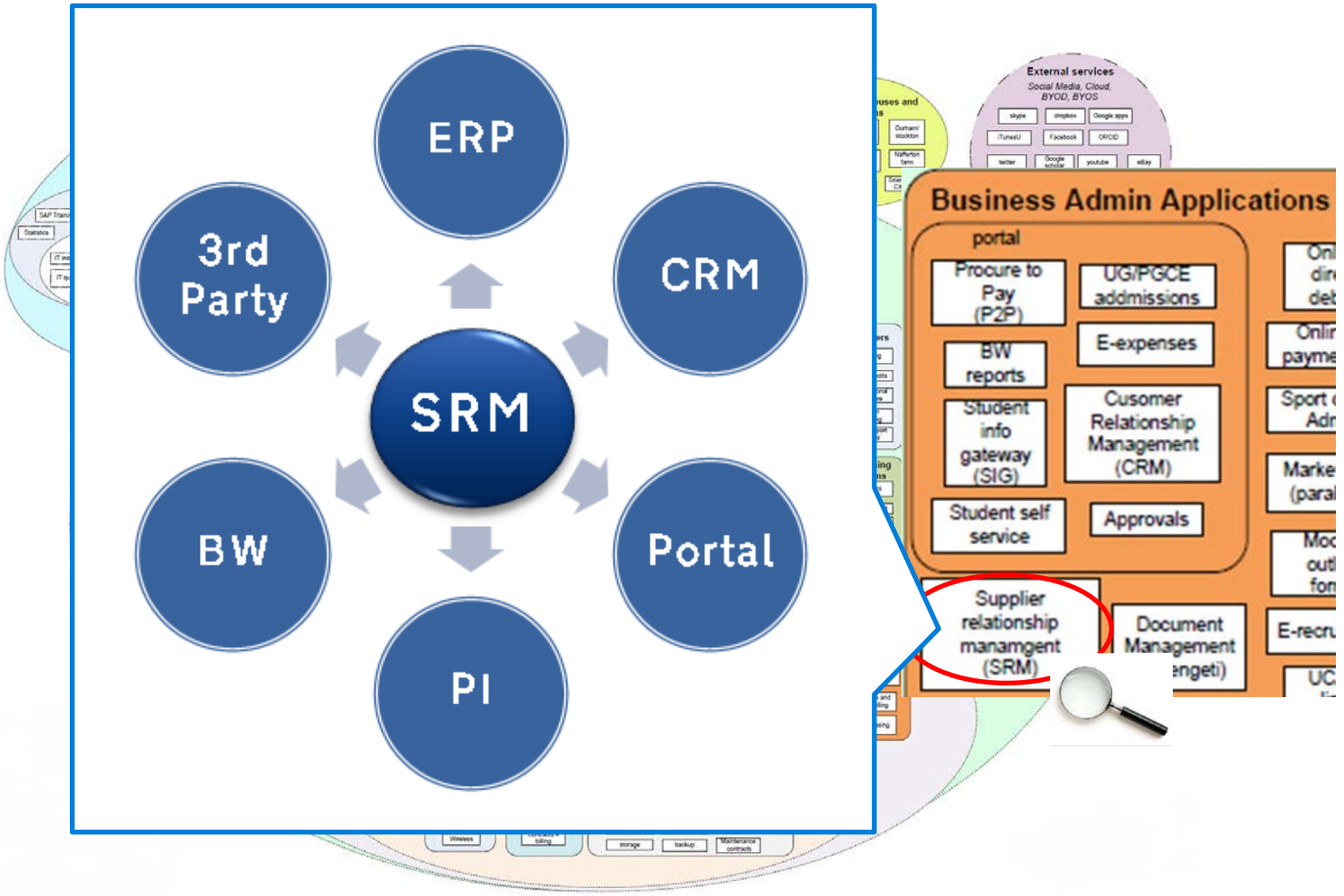
Integration Complexity



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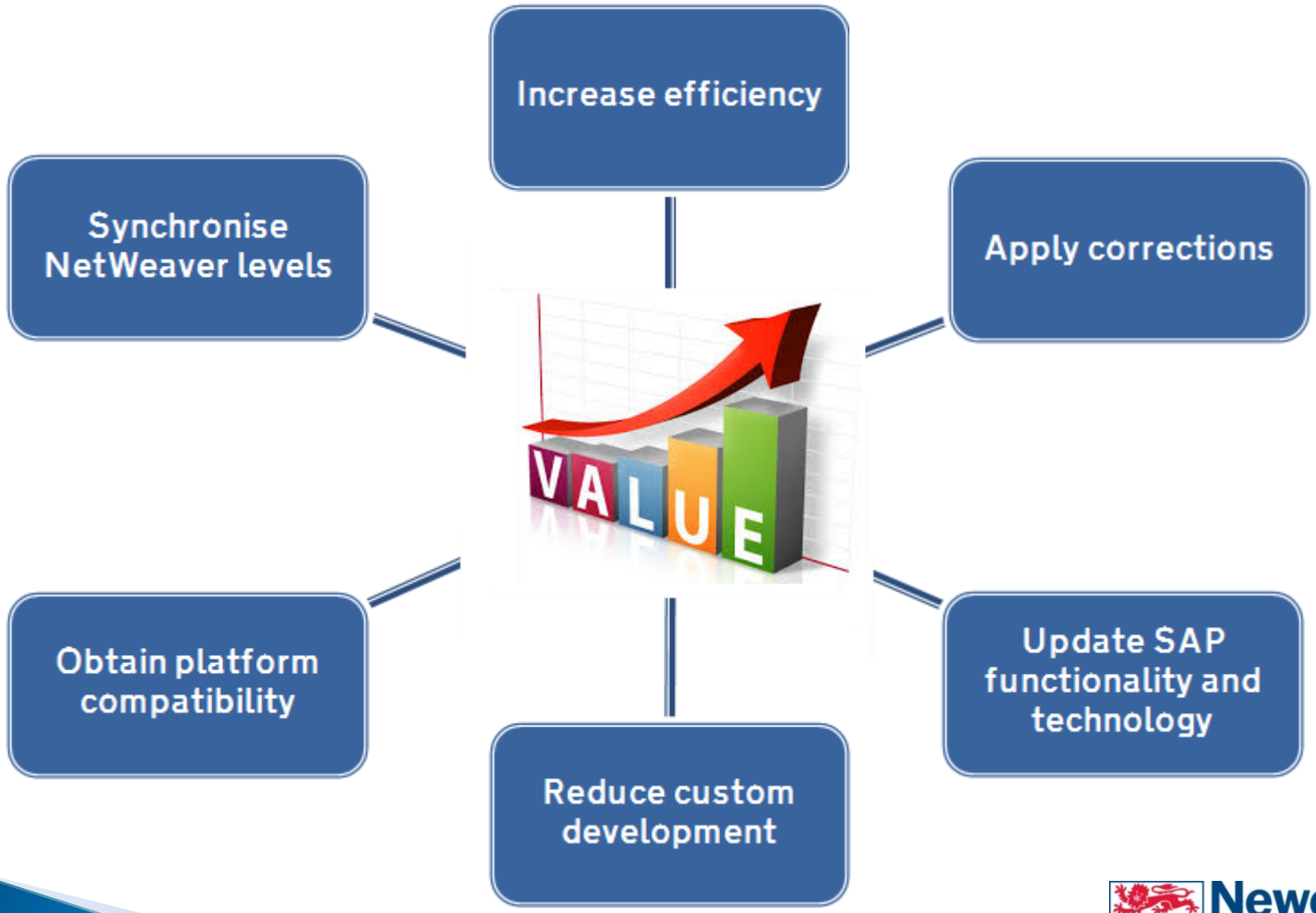
Benefits of Regular Patching



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Agenda

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- **Our New Strategy**
- Future Plans

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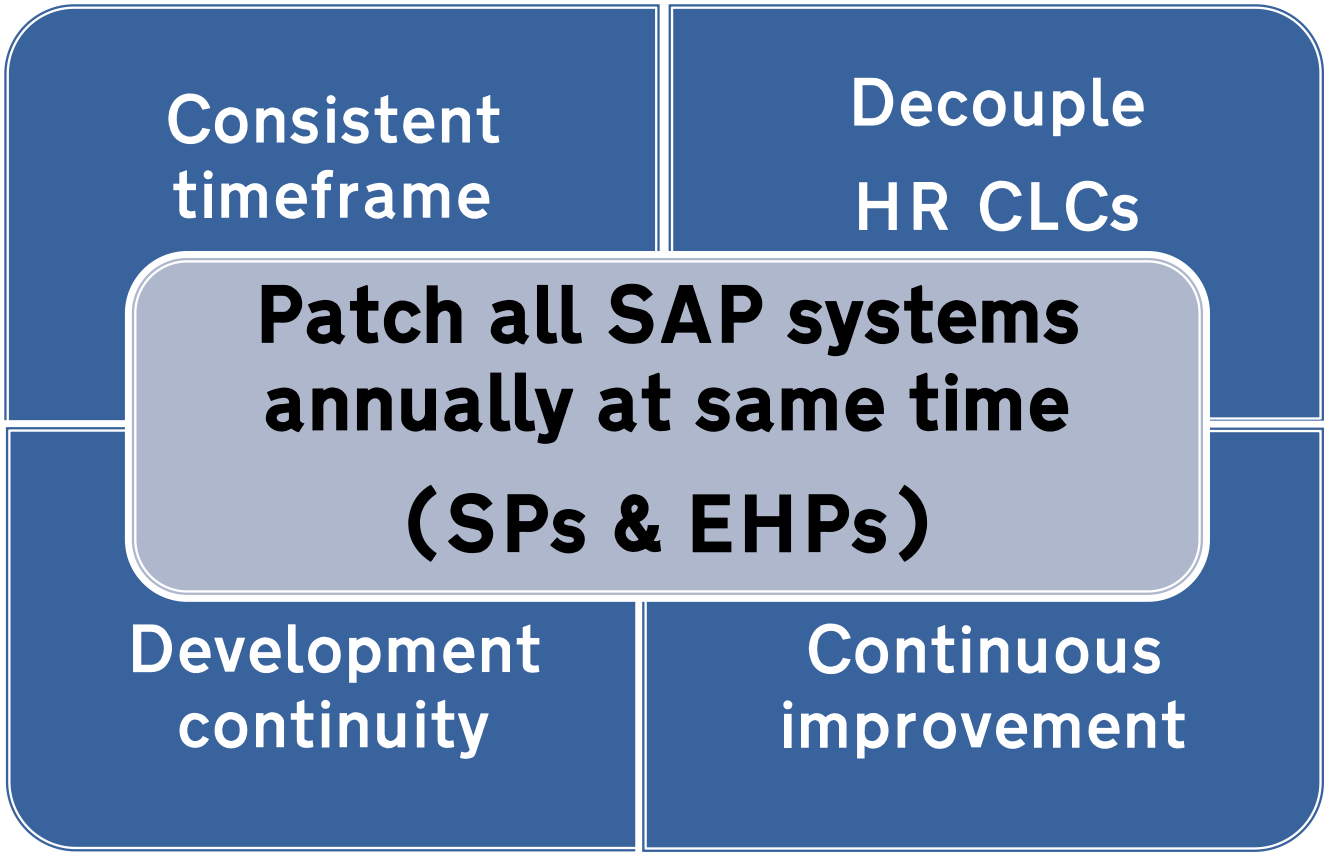
Strategy Highlights



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Strategy in Practice

System	2012 (1st year)	2013 (live)	2014 (planned)
SAP ERP	✓ EHP4, 5, 6 + SPs	✓ SPs	✓ EHP7 + SPs
SAP CRM	✗	✗ (upgraded)	✓ EHP3 + SPs
SAP SRM	✓ EHP1 + SPs	✓ SPs	✓ EHP3 + SPs
SAP Portal	✓ EHP1 + SPs	✓ EHP2 + SPs	✓ SPs
SAP BW	✗	✓ EHP2 + SPs	✓ SPs
SAP PI	✗	✓ SPs	✓ SPs

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Most Recent Patching Exercise

System	2013 Patching (live Feb 2014)	
SAP ERP 6.0	EHP6,	NW 7.0 EHP3
SAP CRM 7.0	EHP2,	NW 7.0 EHP3
SAP SRM 7.0	EHP2,	NW 7.0 EHP3
SAP Portal		NW 7.0 EHP2 *
SAP BW		NW 7.0 EHP2 *
SAP PI		NW 7.1 EHP1

We had planned to apply EHPs but NW upgrade required

EHP level increased, all other systems only patched with SPs

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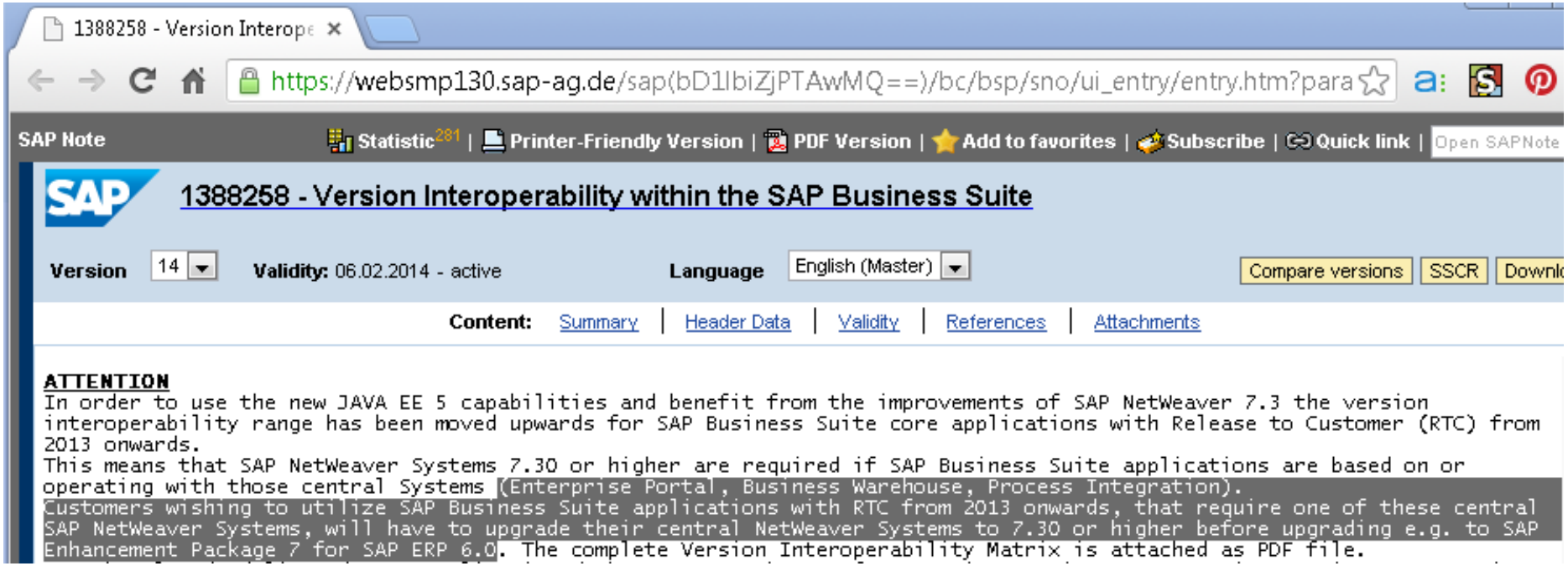
Upgrade Dependency



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Planned Maintenance

	(go live Feb 2014)	(go live Jul 2014)	(go live Feb 2015)
System	2013 Patching	NW Upgrade	2014 Patching
SAP ERP 6.0	EHP6, NW 7.0 EHP3	EHP6, NW 7.0 EHP3	EHP7+, NW 7.4
SAP CRM 7.0	EHP2, NW 7.0 EHP3	EHP2, NW 7.0 EHP3	EHP3+, NW 7.4
SAP SRM 7.0	EHP2, NW 7.0 EHP3	EHP2, NW 7.0 EHP3	EHP3+, NW 7.4
SAP Portal	NW 7.0 EHP2	NW 7.4	NW 7.4
SAP BW	NW 7.0 EHP2	NW 7.4	NW 7.4
SAP PI	NW 7.1 EHP1	NW 7.4	NW 7.4

maintenance scope

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Project Governance

x3 Project Managers

x6 SAP Team Leads

x40 SAP Specialists

x80 Business Users

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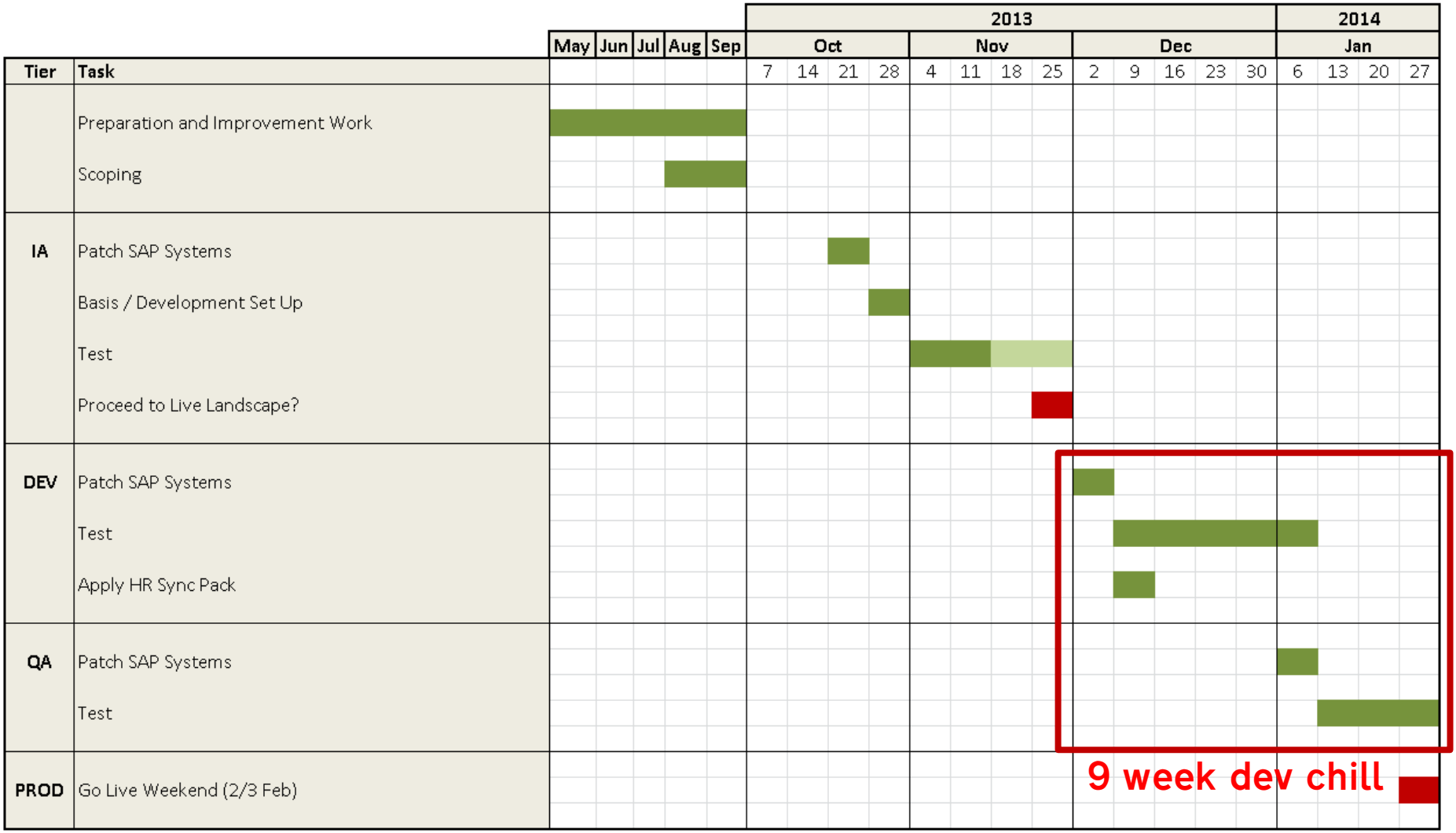
Patching Timeline



Testing and Issues Management

IA-Test Summary

Refresh

Test Plan	Application Area	Tests		List All Unresolved Issues								
		Number	% Complete	Low	Med	High	No Team	No Person	BST	SAPDev		
IA-Systems Integration Tests	HRPayrollCRM Systems Team	23	100%	0	0	0	0	0	0	0		
	Finance Systems Team	29	100%	0	0	0	0	0	0	0		
	Student Systems Team	19	79%	1	0	0	0	0	0	0		
	BusinessIntelligence Team	33	100%	0	0	0	0	0	0	0		
	Totals:	**104**	**96.2%**	**1**	**0**	**0**	**0**	**0**	**0**	**0**		
IA-HRPayrollCRM Systems Tests	HR	40	90%	0	3	0	0	0	0	0		
	Payroll	78	53%	0	3	0	2	2	0	0		
	Expenses	54	100%	0	0	0	0	0	0	0		
	CRM	29	93%	0	1	0	0	0	0	0		
	Totals:	**201**	**78.6%**	**0**	**7**	**0**	**2**	**2**	**0**	**0**		
IA-Finance Systems Team	Contract Fin Management	71	100%	0	0	0	0	0	0	0		
	Management Accounts	14	100%	0	0	0	0	0	0	0		
	Financial Accounting	28	100%	0	0	0	0	0	0	0		
	Revenue and Payments	70	100%	0	0	0	0	0	0	0		
	Master Data and Fin Sys Processing	44	100%	0	0	0	0	0	0	0		
	P2P SRM	55	100%	0	0	0	0	0	0	0		
	P2P Invoice Processing	104	100%	0	0	0	0	0	0	0		
	Interfaces and Batch Jobs	24	100%	0	0	0	0	0	0	0		
	Totals:	**410**	**100.0%**	**0**	**0**	**0**	**0**	**0**	**0**	**0**		
IA-Student Systems Tests	Student Administration	79	76%	0	0	0	0	0	0	0		
	Student Self Service	37	95%	0	0	0	0	0	0	0		
	PG Applications	32	100%	0	0	0	0	0	0	0		
	UG Applications	13	85%	1	1	0	0	0	0	1		
	Statutory Reporting	21	90%	0	0	0	0	0	0	0		
	Document Management	0	0%	0	0	0	0	0	0	0		
	Interfaces	52	63%	1	0	0	0	1	1	0		
	Student Attendance Monitoring	0	0%	0	0	0	0	0	0	0		
	End to End Tests	0	0%	0	0	0	0	0	0	0		
	Totals:	**234**	**81.2%**	**2**	**1**	**0**	**0**	**1**	**1**	**1**		

....

Totals:	**1236**	**91.2%**	**5**	**9**	**0**	**2**	**6**	**2**	**1**		

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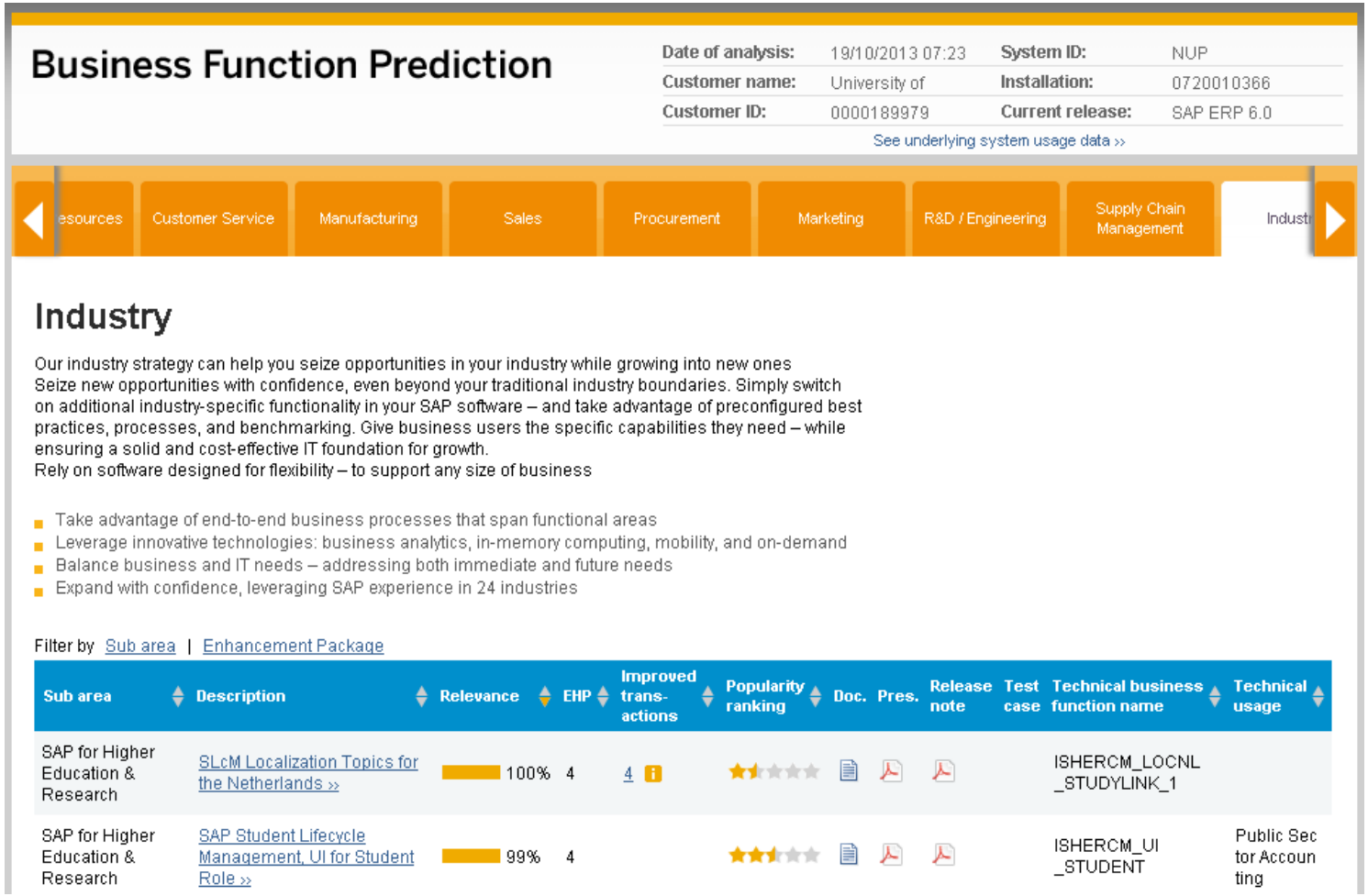
Evaluating New Capabilities



Business Function Prediction

Date of analysis:	19/10/2013 07:23	**System ID:**	NUP
Customer name:	University of	**Installation:**	0720010366
Customer ID:	0000189979	**Current release:**	SAP ERP 6.0

See underlying system usage data ››

esources | Customer Service | Manufacturing | Sales | Procurement | Marketing | R&D / Engineering | Supply Chain Management | Industr

Industry

Our industry strategy can help you seize opportunities in your industry while growing into new ones
Seize new opportunities with confidence, even beyond your traditional industry boundaries. Simply switch on additional industry-specific functionality in your SAP software – and take advantage of preconfigured best practices, processes, and benchmarking. Give business users the specific capabilities they need – while ensuring a solid and cost-effective IT foundation for growth.
Rely on software designed for flexibility – to support any size of business

- Take advantage of end-to-end business processes that span functional areas
- Leverage innovative technologies: business analytics, in-memory computing, mobility, and on-demand
- Balance business and IT needs – addressing both immediate and future needs
- Expand with confidence, leveraging SAP experience in 24 industries

Filter by Sub area | Enhancement Package

Sub area	Description	Relevance	EHP	Improved trans-actions	Popularity ranking	Doc.	Pres.	Release note	Test case	Technical business function name	Technical usage
SAP for Higher Education & Research	SLcM Localization Topics for the Netherlands ››	100%	4	4						ISHERCM_LOCNL _STUDYLINK_1	
SAP for Higher Education & Research	SAP Student Lifecycle Management, UI for Student Role ››	99%	4							ISHERCM_UI _STUDENT	Public Sector Accounting

service.sap.com/bfp

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Evaluating New Capabilities

www.sapsolutionbrowser.com

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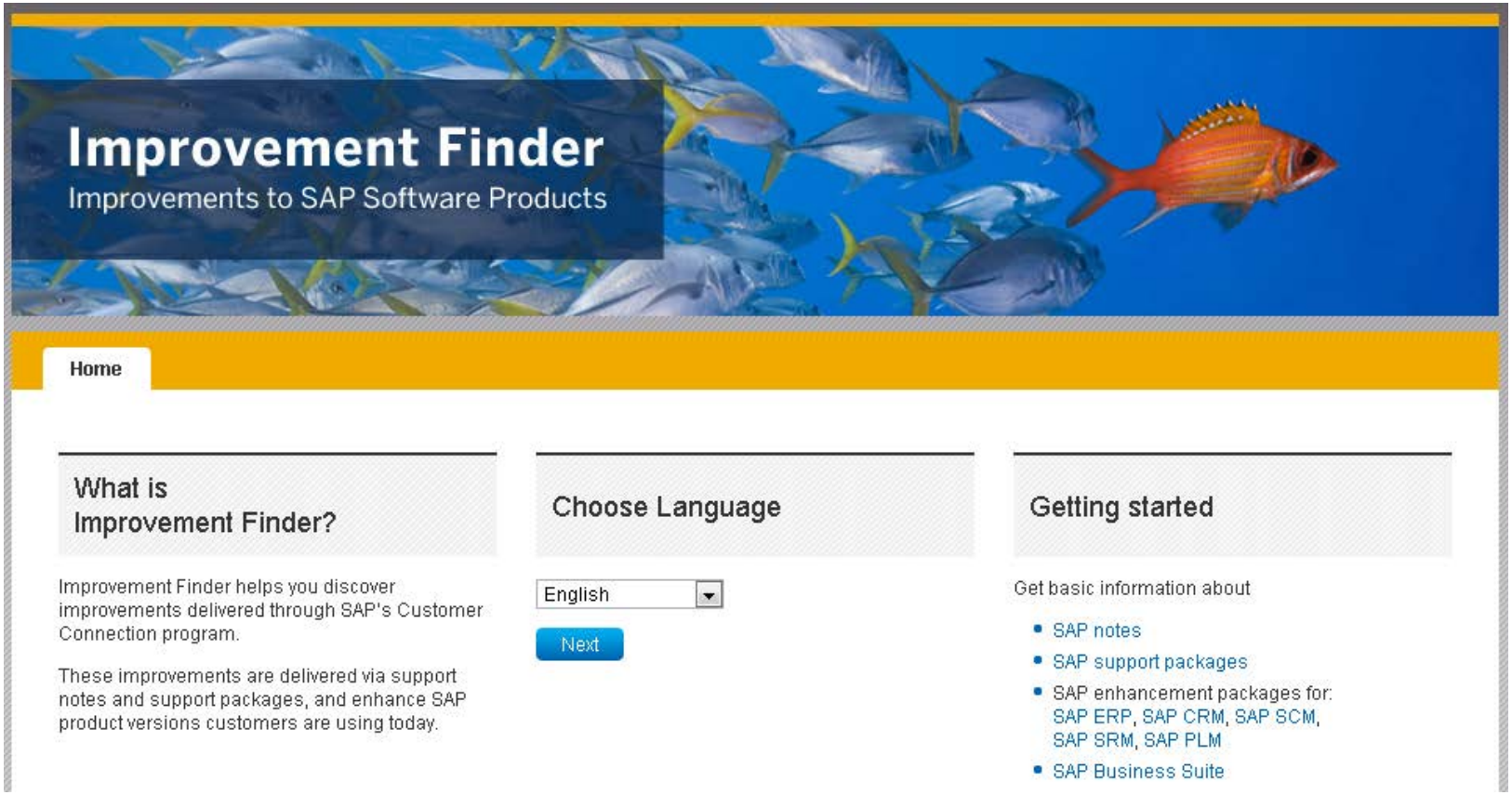
Evaluating New Capabilities



www.sapimprovementfinder.com/public

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Determining Browser Support

Key:

green text = supported

= part supported

red text = not supported

Matrix for SAP ERP system: service.sap.com/pam

COMPONENT	RELEASE LEVEL	PAM	PRODUCT INSTANCE	PATCH LEVEL	OPERATING SYSTEM	WEB BROWSER										
						INTERNET EXPLORER				FIREFOX		SAFARI				CHROME
						8.0	9.0	10 (Desktop)	11 (Desktop)	Extended Support Release Cycle (version 10+, releases every year)	Rapid Release Cycle (version 17, limited support provided, releases every 6 weeks)	5.0	5.1	6	IOS	Release Cycle
SAP ERP	6.0 EHP6	EHP6 FOR SAP ERP 6.0	ABAP Technology for ERP EHP6	SAP BASIS 7.31 [SAPKB73109] / SAP BW 7.31 [SAPKW73109]	WIN 8 64-BIT			SAP BASIS 7.31 [>=SAPKB73105] / SAP BW 7.31 [>=SAPKW73105]	SAP BASIS 7.31 [>=SAPKB73109] / SAP BW 7.31 [>=SAPKW73109]	SAP BASIS 7.31 [>=SAPKB73109]						
					WIN 8 32-BIT			SAP BASIS 7.31 [>=SAPKB73105] / SAP BW 7.31 [>=SAPKW73105]	SAP BASIS 7.31 [>=SAPKB73109] / SAP BW 7.31 [>=SAPKW73109]	SAP BASIS 7.31 [>=SAPKB73109]						
					WIN 7 64-BIT	SAP BASIS 7.31 / SAP BW 7.31 [>=SAPKW73105]	SAP BASIS 7.31 [>=SAPKB73105] / SAP BW 7.31 [>=SAPKW73105]	SAP BASIS 7.31 [>=SAPKB73105] / SAP BW 7.31 [>=SAPKW73105]	SAP BASIS 7.31 [>=SAPKB73109] / SAP BW 7.31 [>=SAPKW73109]	SAP BASIS 7.31 [>=SAPKB73109] / SAP BW 7.31 [>=SAPKW73105]	SAP BASIS 7.31 / SAP BW 7.31 [>=SAPKW73105]					
					WIN 7 32-BIT	SAP BASIS 7.31 / SAP BW 7.31 [>=SAPKW73105]	SAP BASIS 7.31 [>=SAPKB73105] / SAP BW 7.31 [>=SAPKW73105]	SAP BASIS 7.31 [>=SAPKB73105] / SAP BW 7.31 [>=SAPKW73105]	SAP BASIS 7.31 [>=SAPKB73109] / SAP BW 7.31 [>=SAPKW73109]	SAP BASIS 7.31 [>=SAPKB73109] / SAP BW 7.31 [>=SAPKW73105]	SAP BASIS 7.31 / SAP BW 7.31 [>=SAPKW73105]					SAP BASIS 7.31 [>=SAPKB73105]
					WIN VISTA 64-BIT	SAP BASIS 7.31	SAP BASIS 7.31 [>=SAPKB73105]			SAP BASIS 7.31 [>=SAPKB73109] / SAP BW 7.31 [>=SAPKW73105]	SAP BASIS 7.31 / SAP BW 7.31 [>=SAPKW73105]					
					WIN VISTA 32-BIT	SAP BASIS 7.31	SAP BASIS 7.31 [>=SAPKB73105]			SAP BASIS 7.31 [>=SAPKB73109] / SAP BW 7.31 [>=SAPKW73105]	SAP BASIS 7.31 / SAP BW 7.31 [>=SAPKW73105]					
					IPAD OS 6.0											
					IPAD OS 5.1											
					MAC OS X 10.8 (MOUNTAIN LION)									SAP BASIS 7.31 [>=SAPKB73105]		
					MAC OS X 10.7 (LION)					SAP BASIS 7.31 [>=SAPKB73109] / SAP BW 7.31 [>=SAPKW73105]	SAP BASIS 7.31 / SAP BW 7.31 [>=SAPKW73105]		SAP BASIS 7.31 / SAP BW 7.31 [>=SAPKW73105]	SAP BW 7.31 [>=SAPKW73105]		
					MAC OS X 10.6 (SNOW LEOPARD)					SAP BASIS 7.31 [>=SAPKB73109] / SAP BW 7.31 [>=SAPKW73105]	SAP BASIS 7.31 / SAP BW 7.31 [>=SAPKW73105]	SAP BASIS 7.31	SAP BASIS 7.31 / SAP BW 7.31 [>=SAPKW73105]			
SAP NW	7.0 EHP3	SAP EHP3 FOR SAP NETWEAVER 7.0	Application Server ABAP	SAP BASIS 7.31 [SAPKB73109] / SAP BW 7.31 [SAPKW73109]		Support is the same as EHP6 FOR SAP ERP 6.0 PAM.										

All major browsers supported ✓

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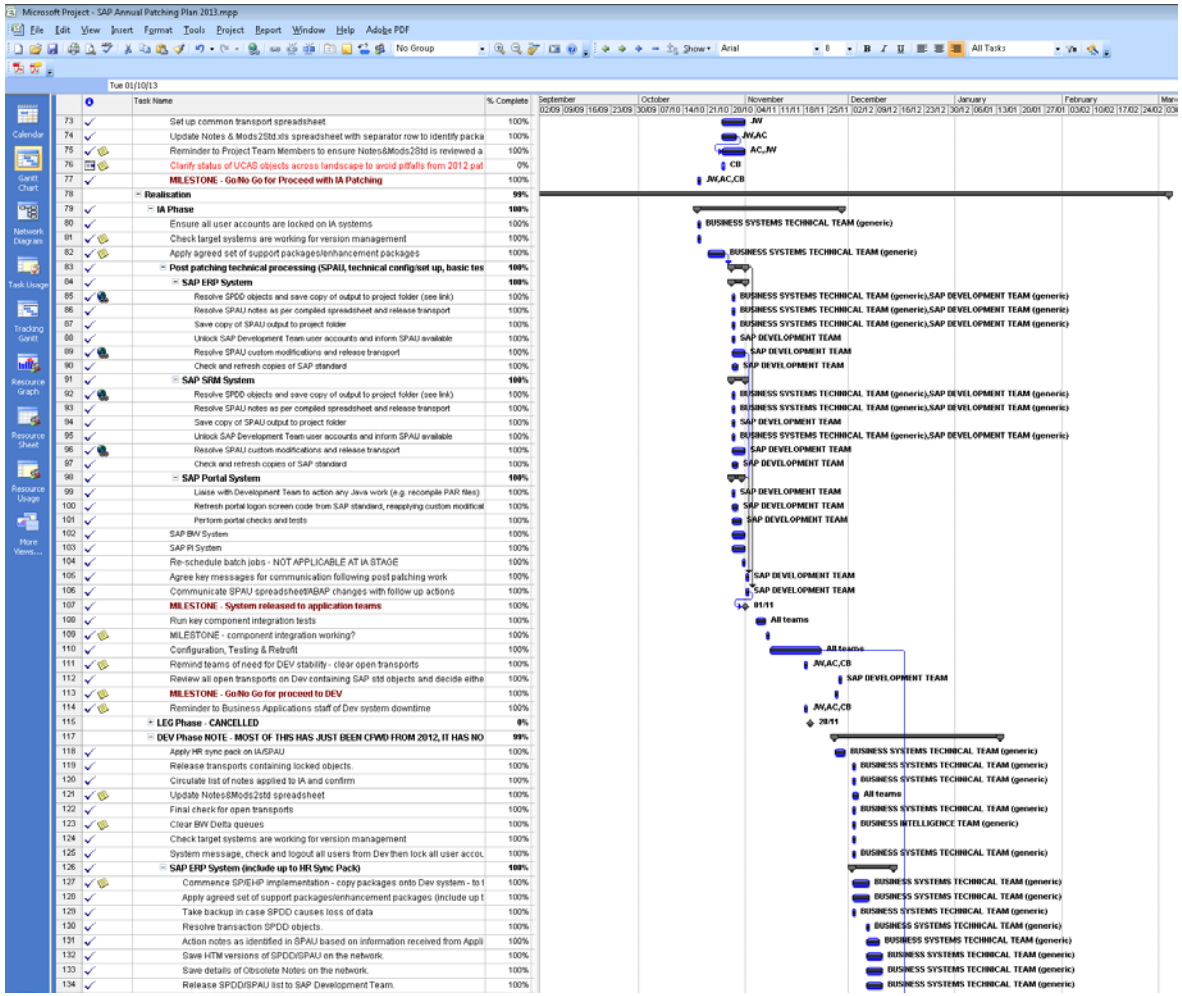
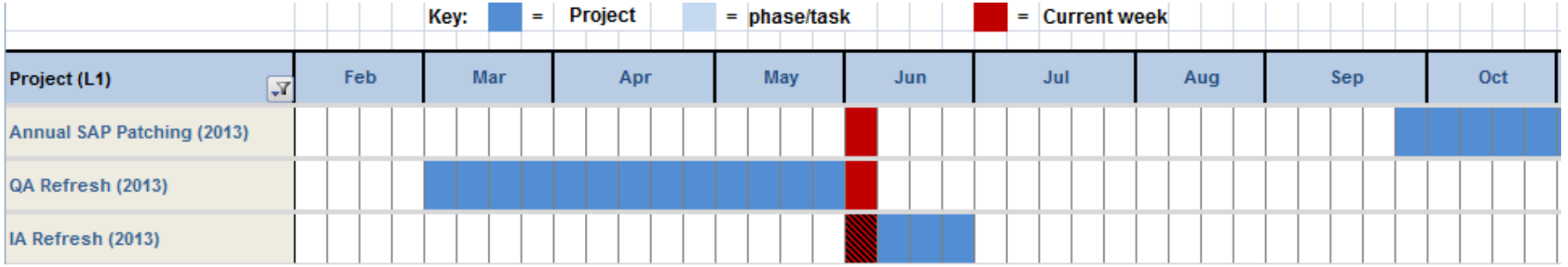
Lessons Learned - Planning



Lessons Learned - System Refreshes



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Lessons Learned - Issues Review 2012

We challenged these

Environment	IA				IA Total	DEV			DEV Total	QA			QA Total	Production			Production Total	Grand Total
Phase of Testing	1-Low	2-Med	3-High	(blank)		1-Low	2-Med	3-High		1-Low	2-Med	3-High		1-Low	2-Med	3-High		
Post IA System Refresh	4	6	13		23													23
Business Intelligence	1	3	2		6													6
Finance Systems			6		6													6
HR and CRM Systems	3	3	3		9													9
Student Systems			2		2													2
Systems Integration	8	12	14		34	3	12	4	19		3	2	5					58
Business Intelligence		3			3		1		1			1	1					5
Finance Systems	3	6	3		12	1	5		6									18
HR and CRM Systems	3	2	6		11		2	3	5		2	1	3					19
Student Systems	2	1	5		8	2	4	1	7		1		1					16
Business Intelligence	1				1													1
Finance Systems	19	8	13		40		2		2	4	2	10	16					58
HR and CRM Systems	4	4	4		12	1	2		3	12	10		22					37
Student Systems	5	12	6		23	5	2	3	10	2	3	5	10					43
Training Team	2	12			14	7			7		7		7					28
ZPROD-Integrity Checks														1	6	3	10	10
Finance Systems															1	1	2	2
HR and CRM Systems															3	1	4	4
Student Systems														1	2	1	4	4
Grand Total	43	54	50		147	16	18	7	41	18	25	17	60	1	6	3	10	258

The value of our Impact Analysis tier – 65% High issues identified

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Lessons Learned - Issues Review 2013

14% ↓ **tests performed** - 2013 (3633 tests) vs 2012 (4476 tests)

9% ↑ **test completion** - 2013 (QA 94 %) vs 2012 (QA 85 %)

51 % ↓ **issues overall** - 2013 (127 issues) vs 2012 (258 issues)

53 % ↓ **high priority issues** - 2013 (36) vs 2012 (77)

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- **Future Plans**

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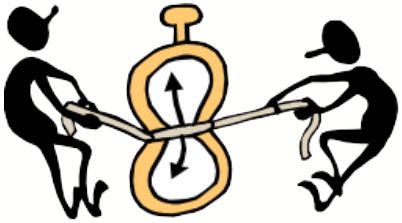
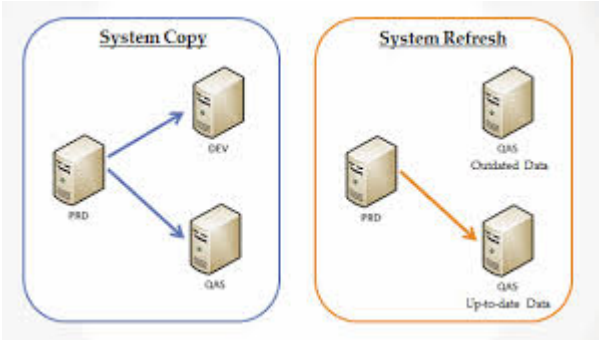
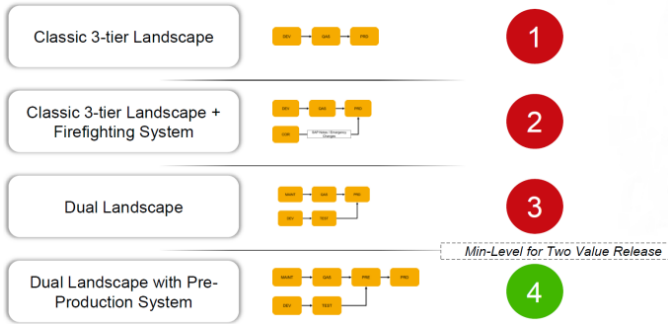
Future Plans



RESULTS



Landscape Maturity



ITM200

How IT Can Deliver Two Value Releases Per Year

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Wrap Up

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Questions ?

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