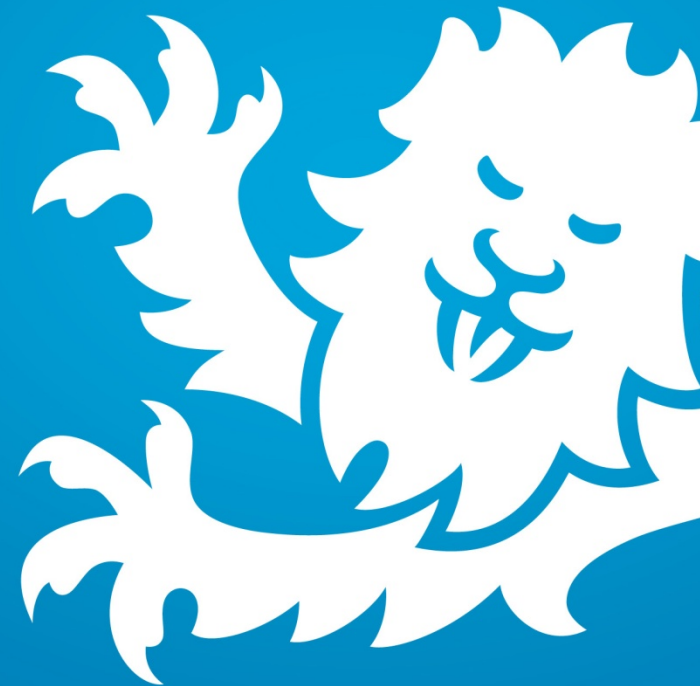




SAP Patching Strategy at Newcastle University

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

Alan Cecchini



University Facts and Figures

UG students = 16872

Income = £405 million

PG students = 6002

Staff (academic) = 5429 (2430)



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



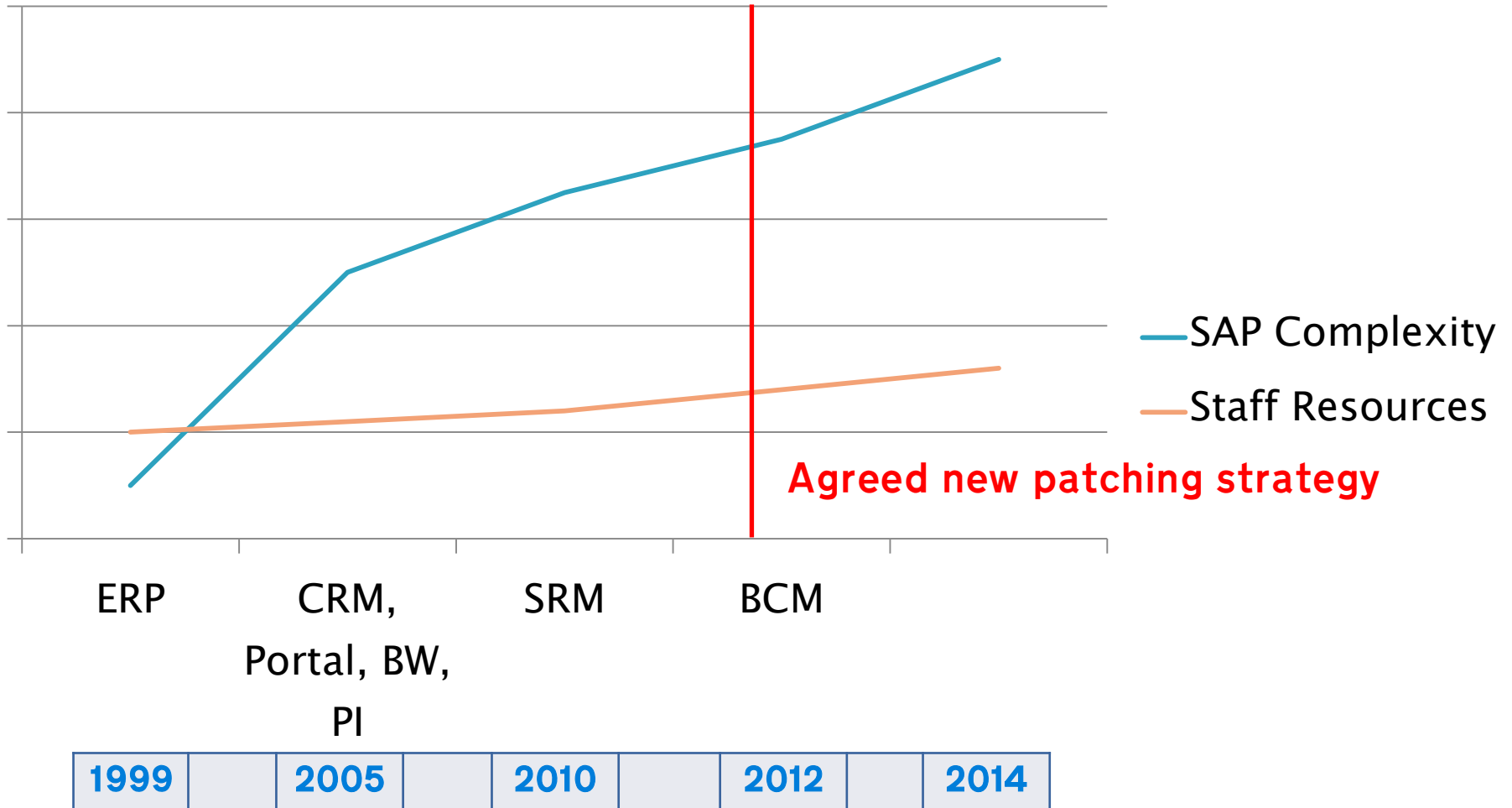
Agenda

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

Agenda

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

SAP Deployment



Pre-2012 - Reactive Maintenance

HR CLC packages
(legal driven)

Major upgrades 2008
(support driven)



Adhoc patching
(project driven)

Technology updates
(application driven)

Patching Barriers

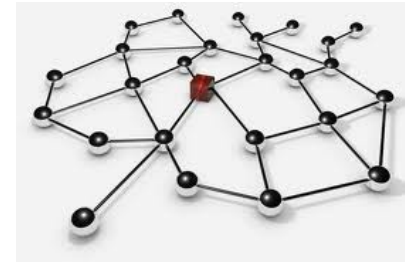
Relentless change



Large deltas



Increasing complexity



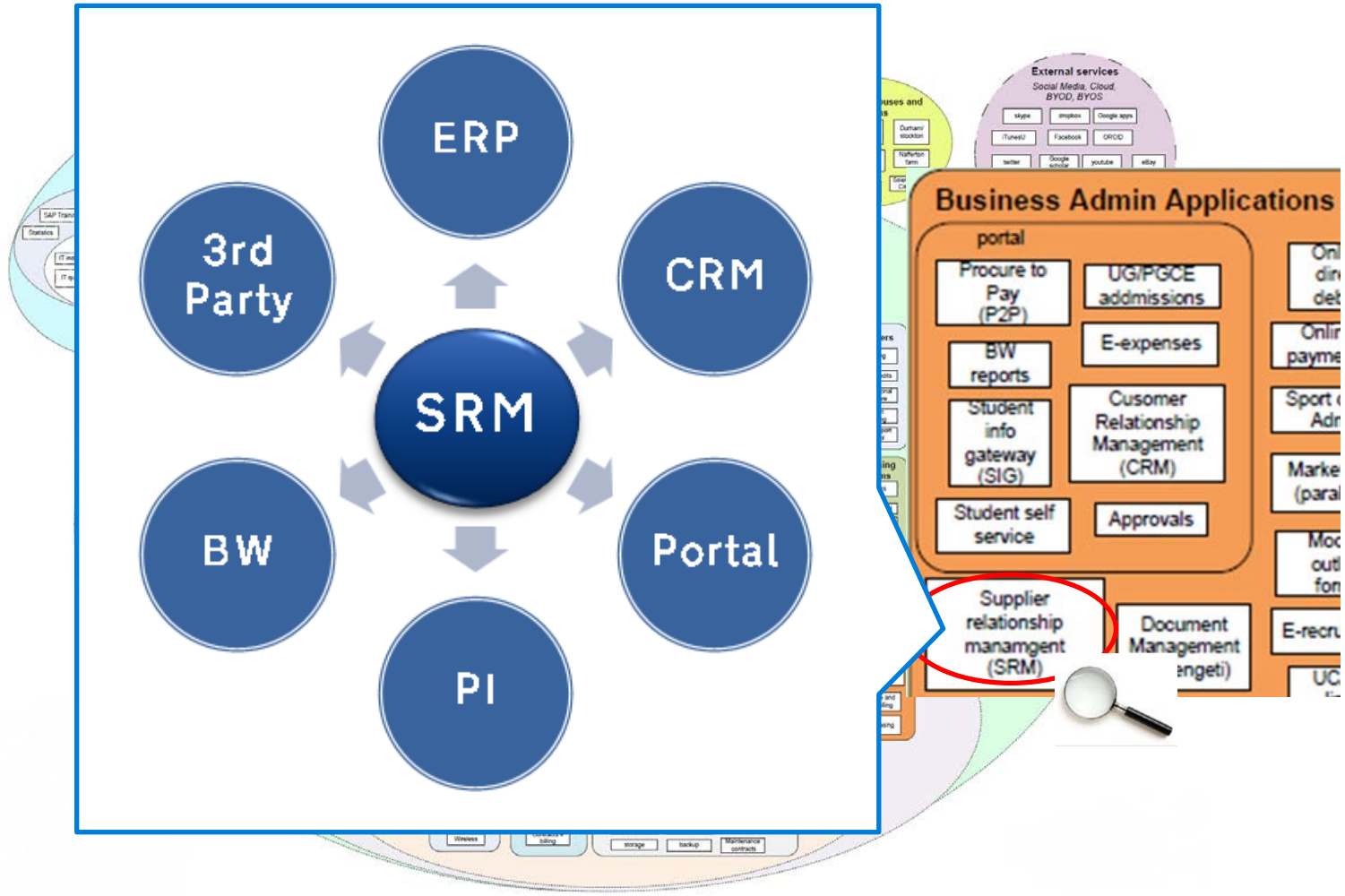
Lessons not learned



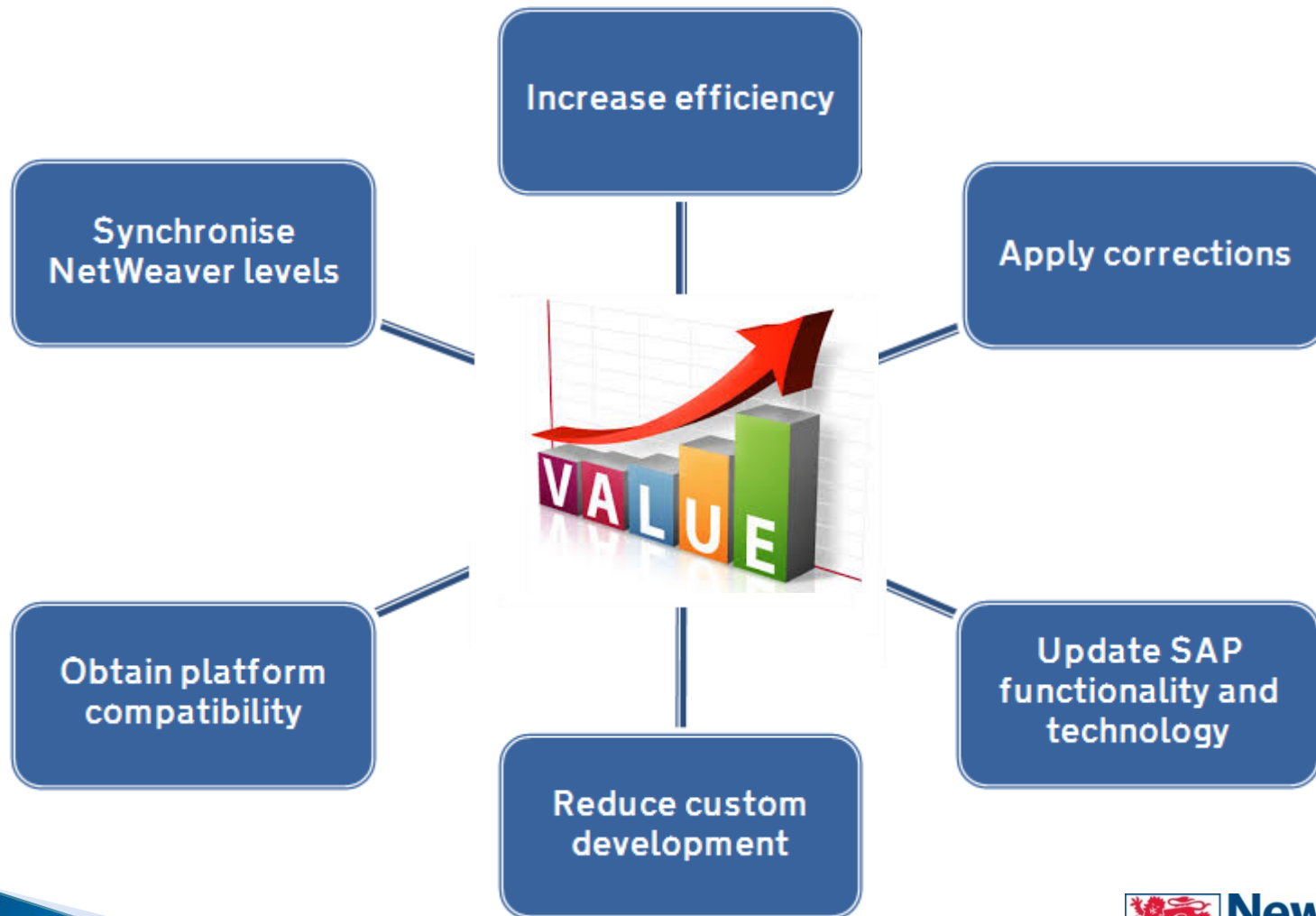
Skills and experience



Integration Complexity



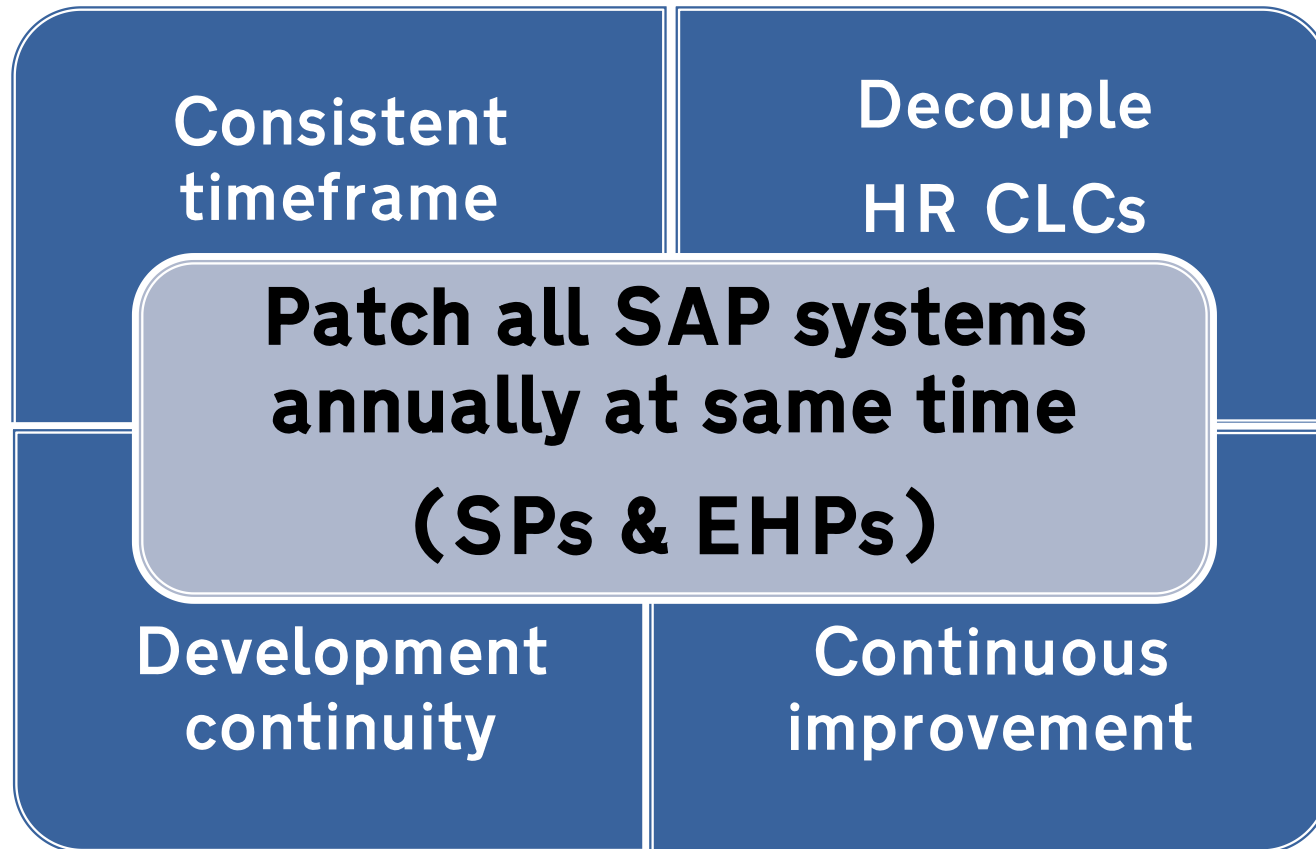
Benefits of Regular Patching



Agenda

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

Strategy Highlights



Strategy in Practice

(planned)

System	2012 (1 st year)	2013 (live)	2014
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

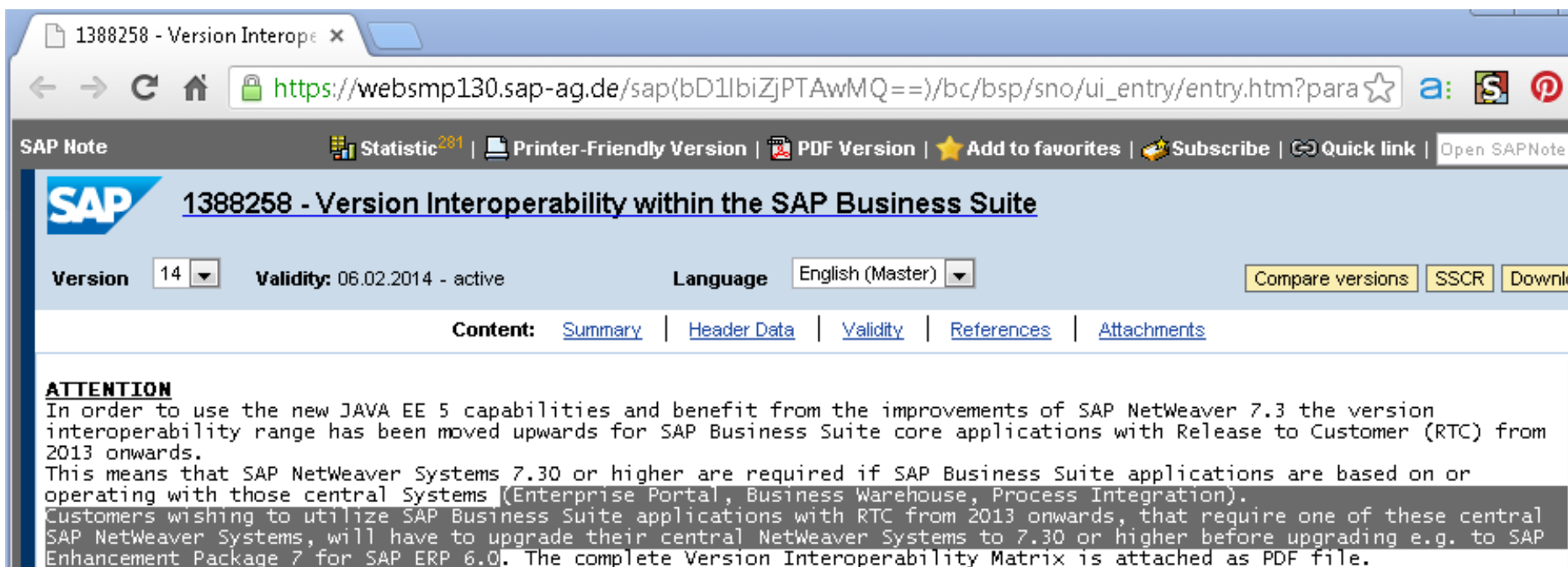
Most Recent Patching Exercise

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

Upgrade Dependency



The screenshot shows a web browser window displaying an SAP Note. The browser's address bar shows the URL: [https://websmp130.sap-ag.de/sap\(bD1IbiZjPTAwMQ==\)/bc/bsp/sno/ui_entry/entry.htm?para](https://websmp130.sap-ag.de/sap(bD1IbiZjPTAwMQ==)/bc/bsp/sno/ui_entry/entry.htm?para). The page title is "1388258 - Version Interoperability within the SAP Business Suite". The page includes a navigation bar with options like "Statistic", "Printer-Friendly Version", "PDF Version", "Add to favorites", "Subscribe", "Quick link", and "Open SAPNote". Below the title, there are fields for "Version" (set to 14), "Validity" (06.02.2014 - active), and "Language" (English (Master)). There are also buttons for "Compare versions", "SSCR", and "Download". The main content area has a "Content:" section with links for "Summary", "Header Data", "Validity", "References", and "Attachments".

ATTENTION
In order to use the new JAVA EE 5 capabilities and benefit from the improvements of SAP NetWeaver 7.3 the version interoperability range has been moved upwards for SAP Business Suite core applications with Release to Customer (RTC) from 2013 onwards.
This means that SAP NetWeaver Systems 7.30 or higher are required if SAP Business Suite applications are based on or operating with those central Systems (Enterprise Portal, Business Warehouse, Process Integration).
Customers wishing to utilize SAP Business Suite applications with RTC from 2013 onwards, that require one of these central SAP NetWeaver Systems, will have to upgrade their central NetWeaver Systems to 7.30 or higher before upgrading e.g. to SAP Enhancement Package 7 for SAP ERP 6.0. The complete Version Interoperability Matrix is attached as PDF file.

Planned Maintenance

System	(go live Feb 2014)	(go live Jul 2014)	(go live Feb 2015)
	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

Project Governance

x3



Project Managers

x6



SAP Team Leads

x40



SAP Specialists

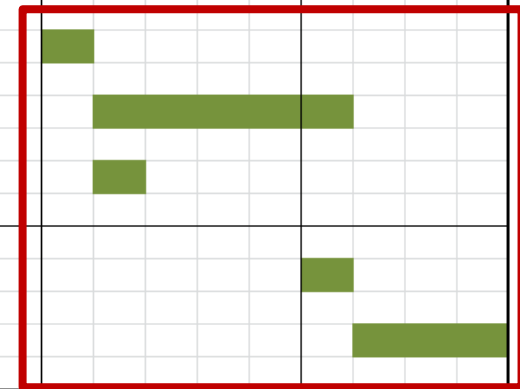
x80



Business Users

Patching Timeline

Tier	Task						2013										2014								
		May	Jun	Jul	Aug	Sep	Oct				Nov				Dec				Jan						
							7	14	21	28	4	11	18	25	2	9	16	23	30	6	13	20	27		
	Preparation and Improvement Work	█																							
	Scoping				█	█																			
IA	Patch SAP Systems								█																
	Basis / Development Set Up									█															
	Test										█	█	█	█											
	Proceed to Live Landscape?																								
DEV	Patch SAP Systems																								
	Test																								
	Apply HR Sync Pack																								
QA	Patch SAP Systems																								
	Test																								
PROD	Go Live Weekend (2/3 Feb)																								



9 week dev chill

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	0	
	Finance Systems Team	29	100%	●	0	●	0	●	0	0	0	0	0	0	
	Student Systems Team	19	79%	●	1	●	0	●	0	0	0	0	0	0	
	BusinessIntelligence Team	33	100%	●	0	●	0	●	0	0	0	0	0	0	
	Totals:	104	96.2%		1		0		0		0		0		0
IA-HRPayrollCRM Systems Tests	HR	40	90%	●	0	●	3	●	0	0	0	0	0	0	
	Payroll	78	53%	●	0	●	3	●	0	2	2	0	0	0	
	Expenses	54	100%	●	0	●	0	●	0	0	0	0	0	0	
	CRM	29	93%	●	0	●	1	●	0	0	0	0	0	0	
	Totals:	201	78.6%		0		7		0		2		2		0
IA-Finance Systems Team	Contract Fin Management	71	100%	●	0	●	0	●	0	0	0	0	0	0	
	Management Accounts	14	100%	●	0	●	0	●	0	0	0	0	0	0	
	Financial Accounting	28	100%	●	0	●	0	●	0	0	0	0	0	0	
	Revenue and Payments	70	100%	●	0	●	0	●	0	0	0	0	0	0	
	Master Data and Fin Sys Processing	44	100%	●	0	●	0	●	0	0	0	0	0	0	
	P2P SRM	55	100%	●	0	●	0	●	0	0	0	0	0	0	
	P2P Invoice Processing	104	100%	●	0	●	0	●	0	0	0	0	0	0	
	Interfaces and Batch Jobs	24	100%	●	0	●	0	●	0	0	0	0	0	0	
Totals:	410	100.0%		0		0		0		0		0		0	
IA-Student Systems Tests	Student Administration	79	76%	●	0	●	0	●	0	0	0	0	0	0	
	Student Self Service	37	95%	●	0	●	0	●	0	0	0	0	0	0	
	PG Applications	32	100%	●	0	●	0	●	0	0	0	0	0	0	
	UG Applications	13	85%	●	1	●	1	●	0	0	0	0	1	1	
	Statutory Reporting	21	90%	●	0	●	0	●	0	0	0	0	0	0	
	Document Management	0	0%	●	0	●	0	●	0	0	0	0	0	0	
	Interfaces	52	63%	●	1	●	0	●	0	0	1	1	0	0	
	Student Attendance Monitoring	0	0%	●	0	●	0	●	0	0	0	0	0	0	
	End to End Tests	0	0%	●	0	●	0	●	0	0	0	0	0	0	
	Totals:	234	81.2%		2		1		0		1		1		1
.															
Totals:	1236	91.2%		5		9		0		2		6		2	
														1	

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 >>](#)

← Resources
Customer Service
Manufacturing
Sales
Procurement
Marketing
R&D / Engineering
Supply Chain Management
Industry →

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 >>	<div style="width: 100%; height: 10px; background-color: #ffc000;"></div> 100%	4	4	★★★★★					ISHERCM_LOCNL_STUDYLINK_1	
SAP for Higher Education & Research	SAP Student Lifecycle Management, UI for Student Role >>	<div style="width: 99%; height: 10px; background-color: #ffc000;"></div> 99%	4		★★★★★					ISHERCM_UI_STUDENT	Public Sector Accounting

service.sap.com/bfp



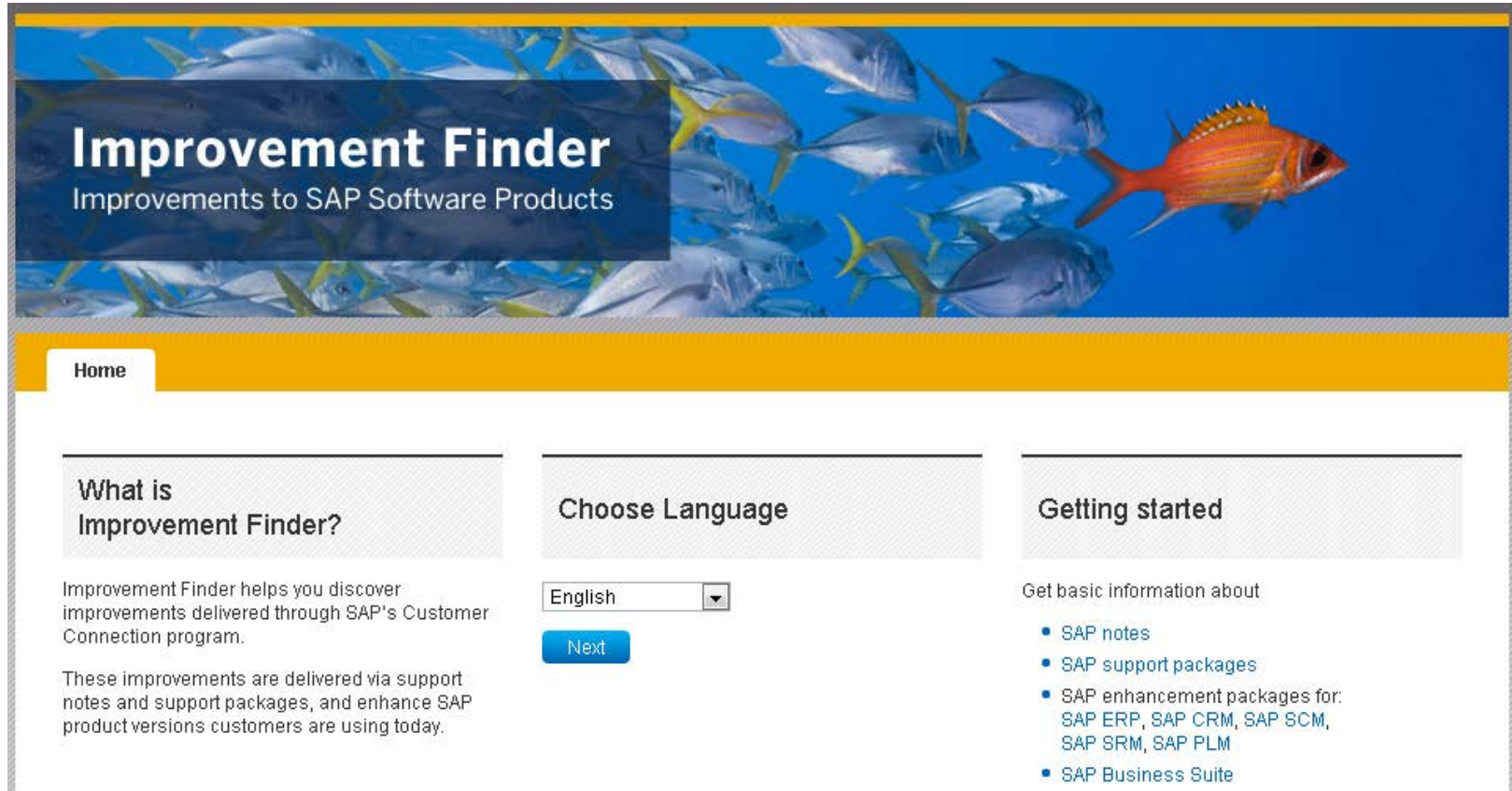
Evaluating New Capabilities



The screenshot displays the SAP Solution Browser website. At the top, the SAP logo and 'SOLUTION BROWSER' are on the left, and 'Home | SAP.com' is on the right. Below the header, there is a language selection section with a dropdown menu set to 'English' and a 'Go' button. A red 'Heads-up' banner contains the text: 'Replacement of Solution Browser through the new Innovation Discovery for SAP Products on July 01, 2014'. Below this is a yellow 'Innovation Discovery' button with a 'Go' button. A text block titled 'What is this?' explains that SAP offers a new self-service to help identify functional enhancements and business benefits. The main visual is a photograph of three business professionals (two men and one woman) looking at a large document on a table. At the bottom of the image, a teal banner reads 'SOLUTION BROWSER IDENTIFY FUNCTIONAL ENHANCEMENTS AND BUSINESS BENEFITS'.

www.sapsolutionbrowser.com

Evaluating New Capabilities



The screenshot shows the SAP Improvement Finder website. At the top, there is a banner with a blue background and a school of silver fish, with one orange fish on the right. The text on the banner reads "Improvement Finder" in large white letters, and "Improvements to SAP Software Products" in smaller white letters below it. Below the banner is a yellow navigation bar with a "Home" button. The main content area is divided into three columns. The first column is titled "What is Improvement Finder?" and contains two paragraphs of text. The second column is titled "Choose Language" and features a dropdown menu set to "English" and a blue "Next" button. The third column is titled "Getting started" and contains a list of links for getting basic information about SAP notes, support packages, and enhancement packages for various SAP products.

Improvement Finder
Improvements to SAP Software Products

Home

What is Improvement Finder?

Improvement Finder helps you discover improvements delivered through SAP's Customer Connection program.

These improvements are delivered via support notes and support packages, and enhance SAP product versions customers are using today.

Choose Language

English

Next

Getting started

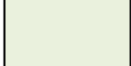

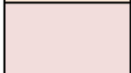
Get basic information about

- SAP notes
- SAP support packages
- SAP enhancement packages for: SAP ERP, SAP CRM, SAP SCM, SAP SRM, SAP PLM
- SAP Business Suite

www.sapimprovementfinder.com/public

Determining Browser Support

Key:

green text		= supported
		= part supported
red text		= not supported

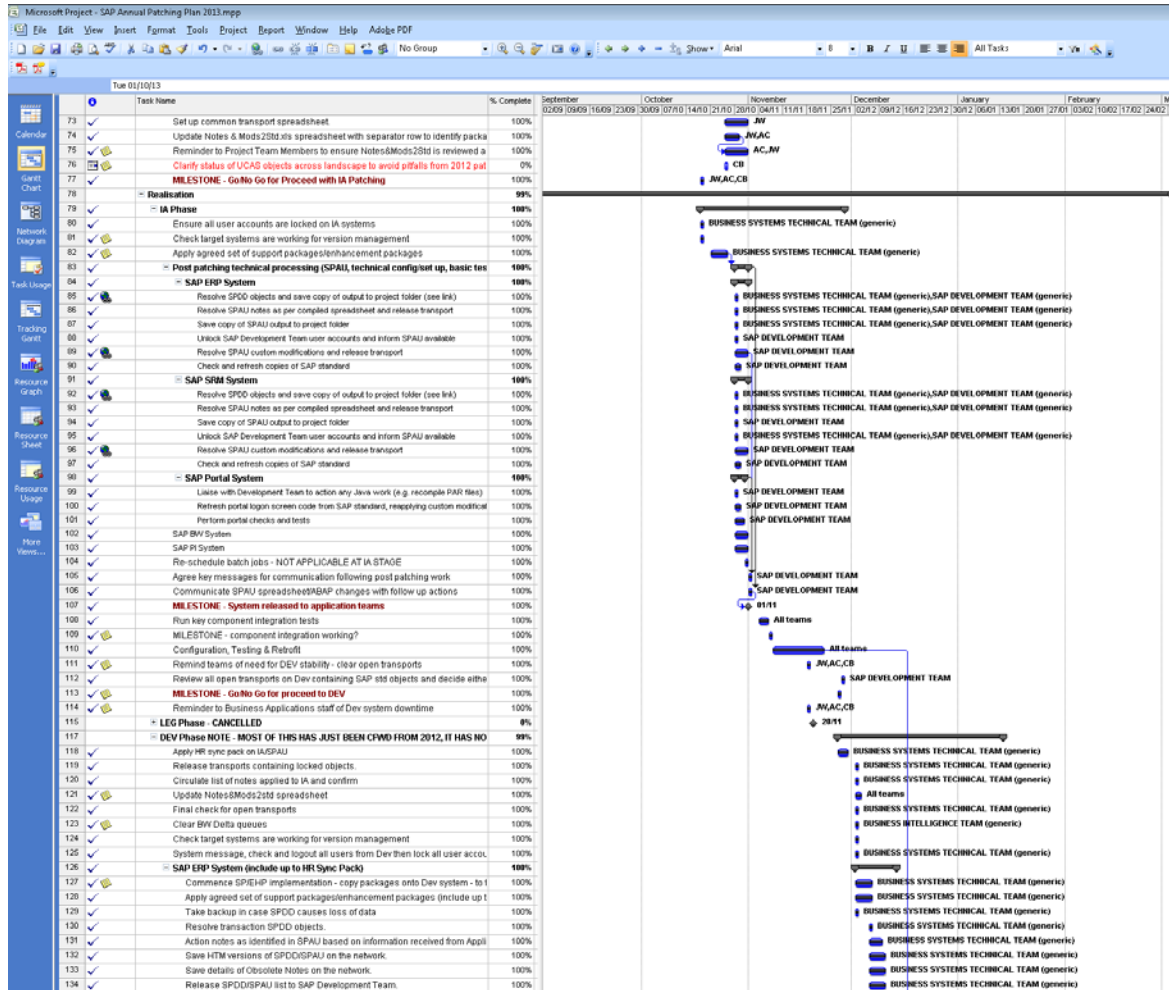
Matrix for SAP ERP system: service.sap.com/pam

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 17, limited support provided, releases every 6 weeks)	Rapid Release Cycle (version 10+, 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 [SAPKB73109]/SAP BW 7.31 [SAPKW73109]	SAP BASIS 7.31 [SAPKB73109]/SAP BW 7.31 [SAPKW73109]	SAP BASIS 7.31 [SAPKB73109]										
					WIN 8 32-BIT					SAP BASIS 7.31 [SAPKB73109]/SAP BW 7.31 [SAPKW73109]	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 [SAPKW73109]	SAP BASIS 7.31 [SAPKB73109]/SAP BW 7.31 [SAPKW73109]	SAP BASIS 7.31 [SAPKB73109]/SAP BW 7.31 [SAPKW73109]	SAP BASIS 7.31 [SAPKB73109]/SAP BW 7.31 [SAPKW73109]	SAP BASIS 7.31 [SAPKB73109]/SAP BW 7.31 [SAPKW73109]	SAP BASIS 7.31 /SAP BW 7.31 [SAPKW73109]											
					WIN 7 32-BIT	SAP BASIS 7.31 /SAP BW 7.31 [SAPKW73109]	SAP BASIS 7.31 [SAPKB73109]/SAP BW 7.31 [SAPKW73109]	SAP BASIS 7.31 [SAPKB73109]/SAP BW 7.31 [SAPKW73109]	SAP BASIS 7.31 [SAPKB73109]/SAP BW 7.31 [SAPKW73109]	SAP BASIS 7.31 [SAPKB73109]/SAP BW 7.31 [SAPKW73109]	SAP BASIS 7.31 /SAP BW 7.31 [SAPKW73109]	SAP BASIS 7.31 [SAPKB73109]	SAP BASIS 7.31 [SAPKB73109]	SAP BASIS 7.31 [SAPKB73109]	SAP BASIS 7.31 /SAP BW 7.31 [SAPKW73109]							SAP BASIS 7.31 [SAPKB73109]
					WIN VISTA 64-BIT	SAP BASIS 7.31	SAP BASIS 7.31 [SAPKB73109]			SAP BASIS 7.31 [SAPKB73109]	SAP BASIS 7.31 [SAPKB73109]	SAP BASIS 7.31 [SAPKB73109]	SAP BASIS 7.31 [SAPKB73109]	SAP BASIS 7.31 /SAP BW 7.31 [SAPKW73109]								
					WIN VISTA 32-BIT	SAP BASIS 7.31	SAP BASIS 7.31 [SAPKB73109]			SAP BASIS 7.31 [SAPKB73109]	SAP BASIS 7.31 [SAPKB73109]	SAP BASIS 7.31 [SAPKB73109]	SAP BASIS 7.31 [SAPKB73109]	SAP BASIS 7.31 /SAP BW 7.31 [SAPKW73109]								
					IPAD OS 6.0																	
					IPAD OS 5.1																	
					MAC OS X 10.8 (MOUNTAIN LION)																	SAP BASIS 7.31 [SAPKB73109]
					MAC OS X 10.7 (LION)									SAP BASIS 7.31 [SAPKB73109]/SAP BW 7.31 [SAPKW73109]	SAP BASIS 7.31 /SAP BW 7.31 [SAPKW73109]			SAP BASIS 7.31 /SAP BW 7.31 [SAPKW73109]	SAP BASIS 7.31 [SAPKB73109]	SAP BASIS 7.31 [SAPKB73109]	SAP BASIS 7.31 [SAPKB73109]	
					MAC OS X 10.6 (SNOW LEOPARD)									SAP BASIS 7.31 [SAPKB73109]/SAP BW 7.31 [SAPKW73109]	SAP BASIS 7.31 /SAP BW 7.31 [SAPKW73109]	SAP BASIS 7.31	SAP BASIS 7.31 /SAP BW 7.31 [SAPKW73109]	SAP BASIS 7.31 [SAPKB73109]	SAP BASIS 7.31 [SAPKB73109]	SAP BASIS 7.31 [SAPKB73109]	SAP BASIS 7.31 [SAPKB73109]	
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.																

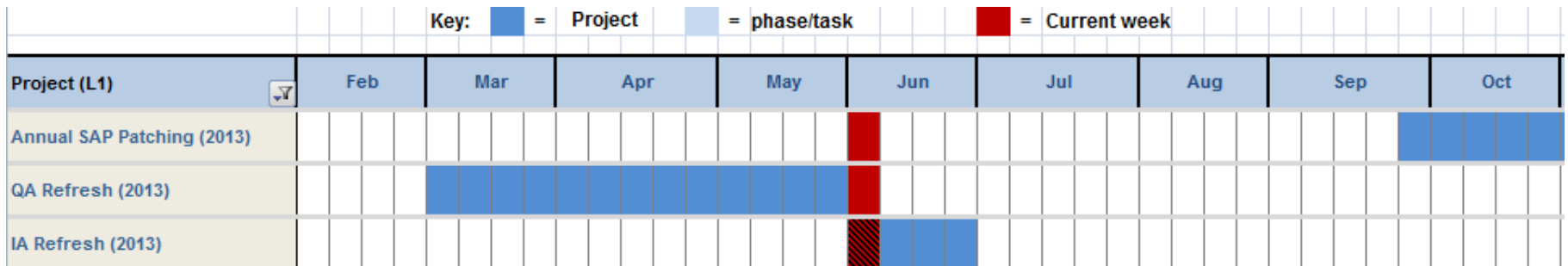
All major browsers supported 



Lessons Learned - Planning



Lessons Learned - System Refreshes



Lessons Learned - Issues Review 2012

We challenged these

Phase of Testing	Environment													IA Total	DEV			DEV Total	QA			QA Total	Production			Production Total	Grand Total
	IA				1-Low			2-Med			3-High				1-Low				2-Med				3-High				
	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		1-Low	2-Med	3-High		1-Low	2-Med	3-High						
Post IA System Refresh	4	6	13																				23				
Business Intelligence	1	3	2																					6			
Finance Systems			6																					6			
HR and CRM Systems	3	3	3																					9			
Student Systems			2																					2			
Systems Integration	8	12	14		3	12	4	19		3	2	5												58			
Business Intelligence		3			3	1		1			1	1												5			
Finance Systems	3	6	3		12	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	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	1	4						4			
Grand Total	43	54	50		147	16	18	7	41	18	25	60		1	6	3	10						258				

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





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 %)

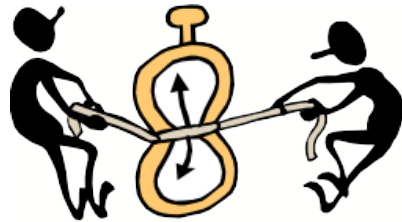
51 %  **issues overall** - 2013 (127 issues) vs 2012 (258 issues)

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

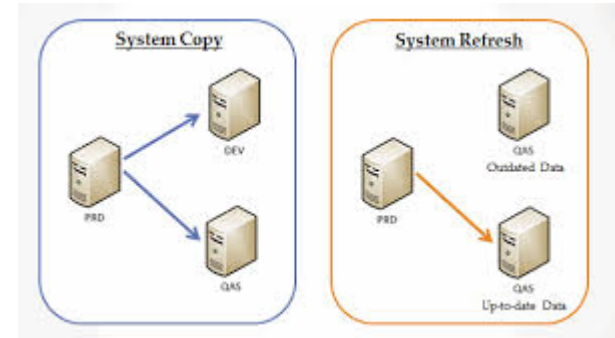
Agenda

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

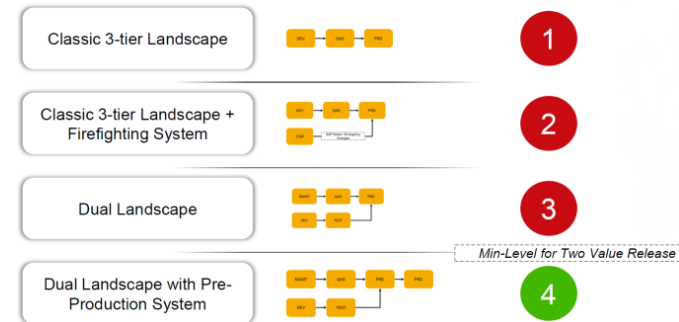
Future Plans



RESULTS



Landscape Maturity



ITM200
How IT Can Deliver Two Value Releases Per Year



Wrap Up

Contact details:

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Questions ?