

## EarlyWatch Services

### When to Use EarlyWatch

EarlyWatch supports you in all phases of implementing your R/3 system, from immediately after initial installation of your test system to productive operation.

Use EarlyWatch before going live with your R/3 System for

**Before Going Live with the R/3 System**

**Importing data, including:**

- Defining dimensions of SAP buffers
- Configuring R/3 for data transfers
- Monitoring available disk space
- Checking free space in the system tables

**System stress testing and preparing for production startup, including:**

- Support in executing a stress test in a simulated production system
- Monitoring and evaluating the stress test
- Adjusting and tuning system components
- Recommending a data backup plan, if backup utility is supported by SAP

**Starting production, including:**

- Analyzing response times
- Tuning various system components

After you go live with the R/3 System, you should periodically request EarlyWatch diagnoses to ensure that your entire system remains optimally configured. Preventing problems that could result in system shutdowns significantly increases your productive R/3 System's availability.

**After Going Live with the R/3 System**

You should also take advantage of the EarlyWatch Service when modifying your system platform, undertaking database recovery, adding new users, or activating new SAP components.

## Advantages of EarlyWatch together with First Level

SAP offers you a variety of services to help you when problems arise with your R/3 System and to aid you in maximizing your R/3 System performance. Two of these services are closely linked: First Level and EarlyWatch.

First Level Customer Service is a hotline for SAP software problems. EarlyWatch, on the other hand, analyzes your system and its interaction with SAP software to arrive at optimal system, network, and database organization and configuration. Additionally, EarlyWatch supports you after initial installation and after you further customize your R/3 System.

	First Level (Hotline)	EarlyWatch
<b>Scope of services</b>	<ul style="list-style-type: none"> <li>– SAP applications</li> </ul>	<ul style="list-style-type: none"> <li>– SAP applications</li> <li>– SAP configuration</li> <li>– Workload</li> <li>– Server</li> <li>– Database</li> </ul>
<b>Spectrum of tasks</b>	<ul style="list-style-type: none"> <li>– R/3 problem solving support</li> <li>– Customer information</li> </ul>	<ul style="list-style-type: none"> <li>– Preventive analysis of resource and system bottlenecks</li> <li>– Analysis of resource utilization of SAP applications</li> <li>– Preliminary analysis of priority one system problems</li> <li>– Recommendations for database administration</li> <li>– Support in performing data recovery measures, if backup utility supported by SAP</li> </ul>

**Table 2-1: EarlyWatch Service versus First Level Customer Service**

When a customer requests assistance with a system problem, he/she initially contacts SAP's HelpDesk and First Level Customer Service. If the customer has an SAP software problem or is interested in general customer information, the request is processed by First Level Customer Service. Priority one and critical performance problems that can not be resolved by First or Second Level Customer Service are directed to the EarlyWatch team, if the customer has an EarlyWatch contract.

This process can be shortened through initiating direct contact with the EarlyWatch team or by signing up for periodic EarlyWatch Service Sessions.

This allows you to take advantage of a preventive service, avoiding problems before they happen, and receiving direct assistance for your priority one and critical performance problems.

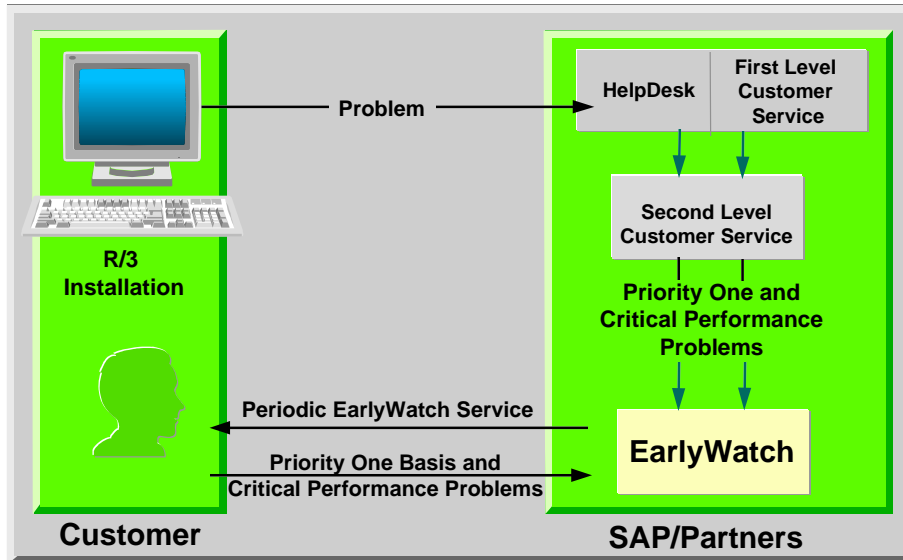


Figure 2-1: Direct Assistance for Priority One and Critical Performance Problems

## Scope of EarlyWatch Services

Conventional system maintenance typically only covers single system components. EarlyWatch provides a complete maintenance service for the entire R/3 System, including preventative analysis of both SAP applications and your system configuration, workloads, application servers, and databases.

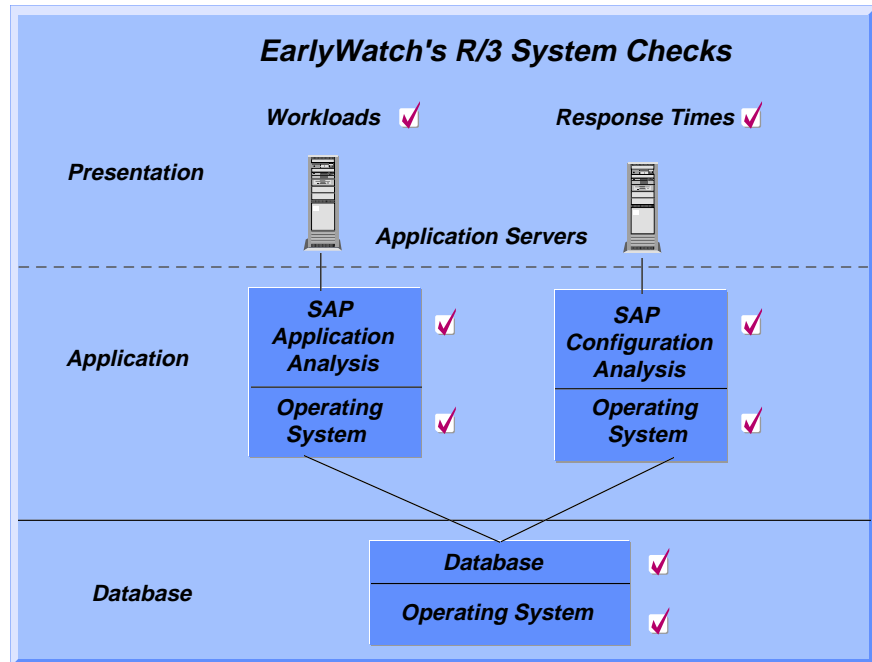


Figure 2-2: Complete Maintenance Service for the R/3 System

Only after all of your system components have been checked and are working together smoothly can you be certain that your system will run effectively and without problems.

The following checks are made for each system component:

### SAP Application Analysis

- Serious system errors on SAP system log
- Activity in the SAP kernel
- Abnormal termination of ABAPs

### **SAP Configuration Analysis**

- Efficiency of the various SAP buffers
- Memory requirement compared to hardware configurations
- Call statistics on the various SAP tables
- SAP configuration modification

### **Workload Analysis**

- Average response times per SAP task type
- Effect of transaction usage on workload
- Workload distribution among the various SAP services
- Response times and number of accesses to the database (from the hitlists)
- Compressed workload by days, weeks, and months

### **Server Analysis**

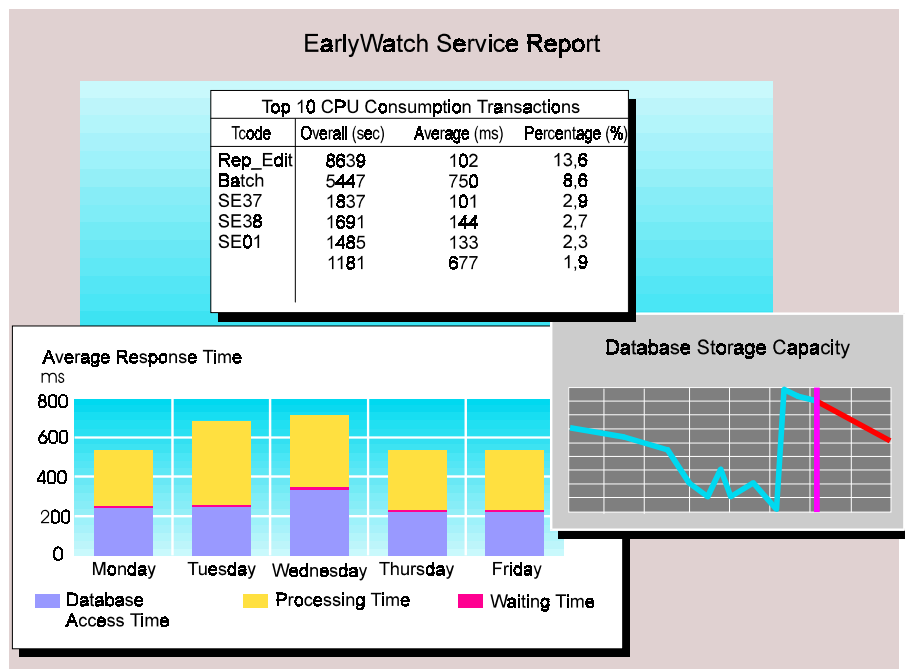
- CPU utilization
- Memory utilization
- Size of swap space
- Disk access times
- Server configuration changes

### **Database Analysis**

- Free space development
- Missing database indices
- Current database status compared with database limitations
- Back up and archiving procedures, if backup utility supported by SAP
- Possible required reorganization of database
- Disk distribution with regard to optimization of disk access times
- Causes for 'Full Table Scan' operations in the database
- Database configuration changes

## EarlyWatch Service Report

After every EarlyWatch Session, you receive a report containing analysis results. In this report, which is included in the price of an EarlyWatch session, the past week's data is summarized and presented in graphical form. Suggestions and recommendations for your current situation and for avoiding future problems are also included.



**Figure 2-3: Excerpts of the EarlyWatch Service Report**

The EarlyWatch Service Report focuses on the development of the workload, its distribution in client/server operations, and predictable bottlenecks in the various system components. It consists of the sections listed below:

### Service Summary

A short summary of the outcome of the EarlyWatch session based on the various analyses carried out. The general condition of your system is shown using a traffic light graphic in the report.

## Global Analysis

Graphics showing

- ❑ resource use and response time for the various SAP services and
- ❑ hitlists of the top ten SAP transactions with the largest usage volume, CPU usage, and number of bytes transferred, during the week of evaluation.

## Client/Server Workload Distribution Analysis

Graphics comparing the workload distribution over individual servers for the week of evaluation. Compared are the number of dialog steps per server, postings, background transactions, and server response time.

## Application Server Analysis

A comparison of analysis results for each server according to server utilization, distribution of SAP services, CPU usage, number of bytes transferred, response times, and database accesses.

## Database Server Analysis

Graphics showing the size and growth of critical table space in the database and the three fastest growing table spaces.

Lists showing the last back-up measures that occurred and Redo-Logs yet to be archived.

## Summary and Recommendations

A detailed explanation of problems that occurred and recommendations for solving and preventing these problems in the future.

## EarlyWatch Service Checklists

An itemized checklist of the criteria examined, including results and relevant recommendations.

## Glossary

An explanation of SAP system terminology used in the EarlyWatch Report.

Appendix A shows excerpts of an Earlywatch Service Report

What services does EarlyWatch provide you with?

- Support from a team of experts in all phases of your R/3 System, from immediately after the initial installation through the start of production and beyond.
- A complete maintenance service for your entire R/3 System, including preventive analysis of both SAP applications and your system's configuration, workloads, application servers, and databases.
- A cost-efficient report focusing on the development of the workload, its distribution in client/server operations, and predictable bottlenecks in the various system components.

