Introduction
The SAP SystemInspection Service from Fujitsu analyzes your existing SAP IT infrastructure during operation and maps your real load profile. It supplies an inventory list of the entire SAP IT infrastructure, and creates transparency as to the utilization of the individual IT components and SAP systems. Based on this information assured recommendations can be given which can then be incorporated into the planning of the future IT infrastructure. The SystemInspection service, run in regular intervals by numerous customers, is a very useful instrument for making the necessary investment decisions on an economical and timely basis at the right point of time. This standardized service is offered on fixed price basis and is available for FJ customers with FJ HW.

Function
The service is made possible by software developed by Fujitsu, the so-called SAP "SystemInspector". This collector software accesses the SAP landscape to be analyzed via the standardized SAP RFC interface without impacting performance or the current processes. The measurement does not require the SAP landscape to be modified. No business data is collected, only the system and performance data, which is analysed and compressed in the report document as part of the service provides an exact, up-to-date and complete picture of your SAP system landscape.

As part of SystemInspection Service you receive e.g. detailed information about
- the utilization of each SAP system measured and for each individual server in "SAPS" (SAP-specific performance indicator),
- the load distribution per SID,
- the utilization of the main memory,
- the I/O throughput,
  including an assessment of the relevant SAP transactions

SAP SystemInspection is an ideal supplement to the SAP Early Watch Service, which analyzes the applications and supplies System-ID-specific (SID) data. SystemInspection Service on the other hand provides the problem analysis of SAP IT infrastructures throughout the entire and often heterogeneous SAP system landscape, and this with all System IDs

Service Range
The SystemInspection Service is offered with a dedicated order code and fixed price for 2 application areas:

- Service supporting upgrade, migration and/or consolidation projects (see separate data sheet)
- Service for analysis of performance bottlenecks and trend analysis as described in this data sheet

Each SAP SystemInspection Service includes the following as standard
- Provision of the measurement tool and, if necessary, telephone support
- Analysis of 5 system IDs (SIDs), including the corresponding infrastructure for a defined analysis period. For more comprehensive system landscapes a project price can be agreed on request
- Information about each server and each SID of the measured system landscape
- Evaluation and documentation of the measurement data, including analysis and result preparation
- A detailed SystemInspection report of the examined SAP system landscape with an analysis of the results
- Result documentation with recommended courses of action or target configurations
Specific focus areas

SAP SystemInspection Service for performance and trend analysis is available in 2 options:

Service focus: Performance Analysis

Goal: Determination of the SAP system landscape performance and clarification of performance bottlenecks during operation

Service range:
- Measurement duration: analysis-related, if necessary ad hoc, desirable 7 days
- Inventory of the measured components of the system landscape
- SAP release, kernel version, patch level, HW configuration
- Overview of the system load and utilization of the system landscape, e.g.
- CPU, load profile and distribution, user, instance context memory
- Processes on the servers, that are non-SAP
- Top 20 transactions and performance overview of each SID
- Analysis of the systems with regard to relevant parameters, such as HW load, response time (DB, Appl.), memory, batch / dialog time, transaction volumes, system utilization
- Documents: SystemInspection report documents the measurement; the analysis and recommendations are described in the document "Performance / Bottleneck Analysis"

Service focus: Trend Analysis

Goal: Determination of the utilization of the SAP system landscape in the time elapsed; comparison of 2 measurements with an identical or changed load profile.

Service range:
- Measurement duration: 2 x 7 days, if possible exceeding the end of the month
- Inventory of the measured components of the system landscape
- SAP release, kernel version, patch level, HW configuration
- Overview of the system load and utilization of the system landscape, e.g.
- CPU, load profile and distribution, user, instance context memory
- Processes on servers, that are non-SAP
- Top 20 transactions and performance overview of each SID
- Description of the deltas of both measurements
- Recommendations regarding potential resource requirements with a constant or modified load profile
- Documents: SystemInspection report documents the measurement; the analysis and recommendations are described in the document "Trend Analysis"
Procedure

SAP SystemInspection Service consists of the following phases:

Phase 1: Preparation and measurement
- Definition of the purpose of the measurement and agreement of the measurement period
- Delivery of the SystemInspection software tool to the customer by e-mail.
- Installation of the collector software is done by the customer according to the installation guide
- Telephone support, if required
- Transfer of the measurement data by the customer on the central FTP server

Phase 2: Evaluation, analysis and recommendations
- Report generation and evaluation by Global Fujitsu SAP Competence Center, Walldorf
- Analysis and interpretation of the SystemInspection measurement
- Documentation of the measurement results, analysis and action options
- Recommendations for the next steps

We also offer a workshop (as an additional service), in which the results from the service and the prepared solution proposals are presented in detail and discussed with the customer. This workshop can take place on-site at the customer, at the Global Fujitsu SAP Competence Center, Walldorf or via a web-based tool session.

Supported SAP platforms and operating systems
For all SAP components and R/3 releases since 3.1i SAP SystemInspection service measurements are possible on all conventional SAP platforms (Solaris, Linux, Windows, HP-UX, True64, AIX, AS400, /390, etc.).

Necessary arrangements on the customer-side
In order to run the SAP "SystemInspector" collector software the customer must have a PC or server with either Windows, Linux or Solaris. This server must have access to the SAP systems and should have more than 500 MB of spare disk space per SID available for the data collection.

To make the workshop a success we require the following from the customer
- Installation of the SystemInspector software in the system landscape
- Nomination of a contact person for any queries
- Implementation of the measurements over the agreed period
- Completion of the registration form so that the goal of the measurement / analysis is documented
- Transfer of the generated report file to the Fujitsu FTP server in Walldorf

Contact for provisioning of the SystemInspector software and for any questions: expert.sap@ts.fujitsu.com

Link and more information: http://ts.fujitsu.com/sap