



LUPUS CONSULTING

ISTM with SAP SolMan &
Jira Service Management

Jira Service Management interfaced with SAP Solution Manager

Opportunities and Use Cases for Jira Service Management (SM) and SAP SolMan

Requirement to Deploy



- Plan phase for project team to create specification (Scoping of the Work Packages)
- For Work Packages (Epic Level) SAP SolMan is the leading system
- Development teams use Jira during the build phase (create and assign tasks)
- For User Story and task level Jira is the leading system
- Deployment process in SAP Solution Manager
 - Transport Management
 - Change Control Management
 - Test Management
 - Release Management

Detect to Correct



- Monitor SAP systems with Jira SM (especially OpsGenie)
- Create automated incidents for detected errors in Jira SM
- Prioritize and resolve incidents
- Deployment via SAP Solution Manager
- Preserve knowledge with Confluence Wiki

Request to Fulfil



- Request submitted in customer portal, employee portal or supplier portal (optional with SSO and Active Directory)
- Requests arrives at support organization (e.g. Service Desk) in Jira SM and Jira (ITIL processes)
- Prioritize activities, fulfill SLAs and keep track of service requests
- Preserve knowledge with Confluence Wiki

ITSM with JIRA SM and SAP Solution Manager

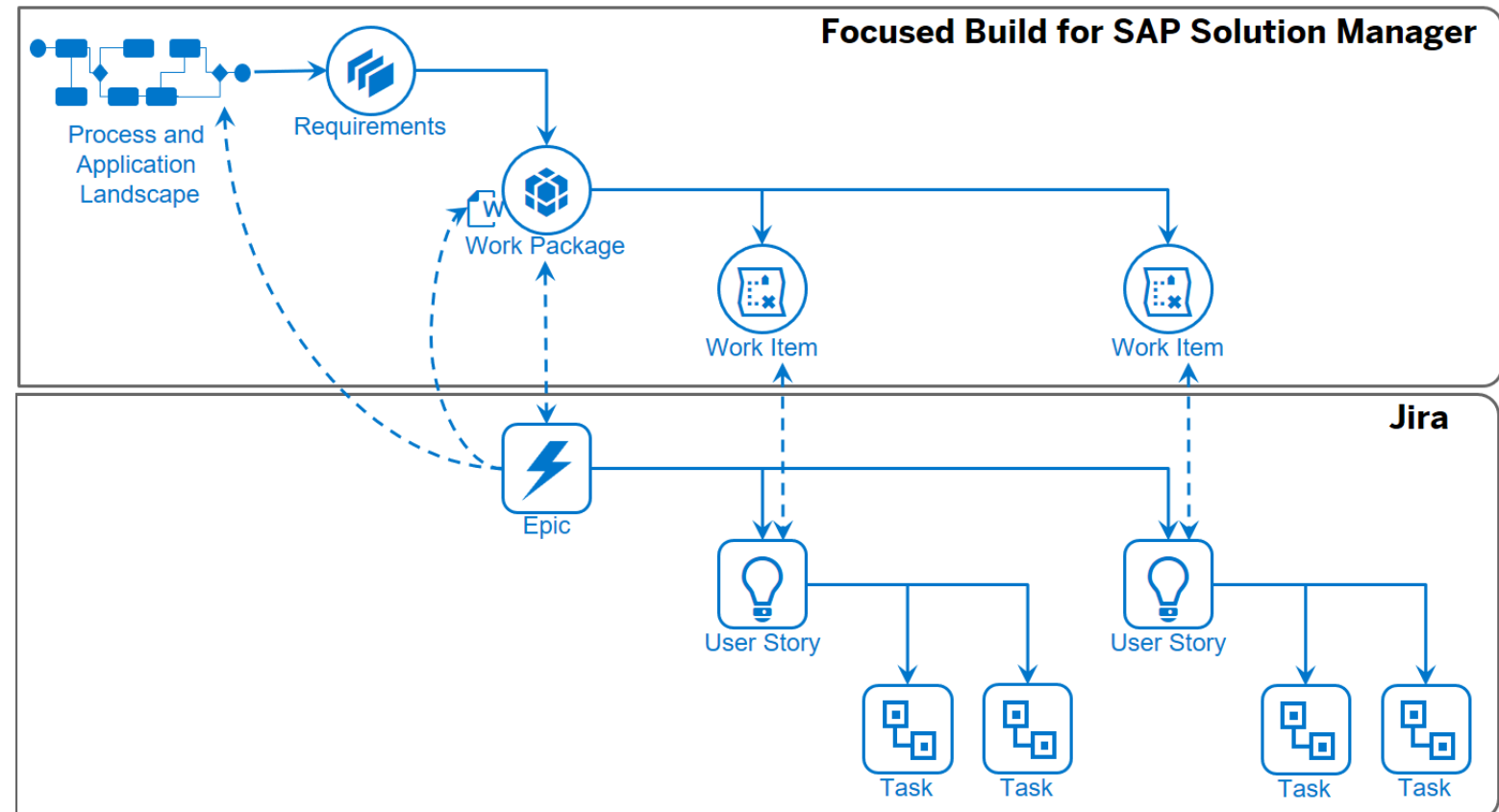
Example: Change Management

Project Team:

- Define Requirements in workshops
- Create work packages
- Break down into Work Items
- Status “handover to development” triggers the creation of epics/user stories in Jira

Development Team

- Sync. Work Packages with Epics in Jira SM
- Work Items sync. with User Stories in Jira SM
- Sync back status of User Story
- Break down User Story to tasks according to agile methodology



System requirements and technical integration

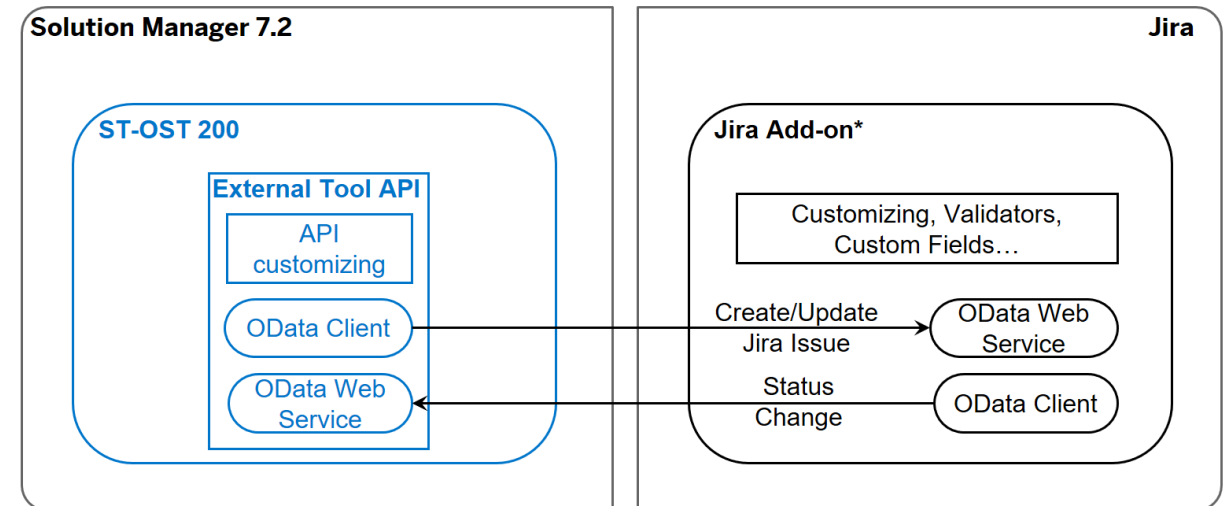
System requirements

- SAP Solution Manager 7.2 landscape (at least DEV and PRD) with add-on ST-OST installed. (See SAP note 2541761 for release information.)

Configuration requirements

- The basic configuration for dedicated scenarios is completed. In detail the below **Guided Procedures** (GPs) in SOLMAN_SETUP are completed.
- GPs in section Cross Scenario Configuration -> Mandatory Configuration
- GP Test Suite Preparation
- GP Change Request Management
- GP Managed System Setup for all project-relevant satellite system
- Simulation landscape connected to the development or sandbox Solution Manager system
- Users with required roles, authorizations and business partners according to Focused Build security guide

Technical integration:



*Jira add-on example available as open source project