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Applications and services monitoring for the SAP ACC

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Summary

This work focuses on finding an effective monitoring solution for the SAP Academic Competence Centre (ACC) to monitor their applications and services. The current system landscape was analyzed, and various monitoring tools were compared based on evaluation criteria. The study resulted in the development of a customized programming solution, successfully configured and tested for two SAP products, Business One and S4/HANA, with guidelines for integrating other products and a detailed installation guide.

Introduction

- This bachelor's thesis focuses on **addressing the manual and reactive monitoring process** of SAP ACC Switzerland, which can lead to service issues and customer dissatisfaction.
- The objective is to **identify** and **implement** a **suitable monitoring solution** for their applications and services, considering options like adopting an existing tool, developing a plugin for GLPI ,or creating a custom solution.
- The chosen solution should include a **user-friendly dashboard** and a **notification system** to promptly alert employees of any problems.
- The thesis aims to **install, configure, and document** the selected solution, demonstrating its effectiveness by applying it to at least one SAP ACC product and **providing guidelines** for future integration of other products into the monitoring system.

Methods

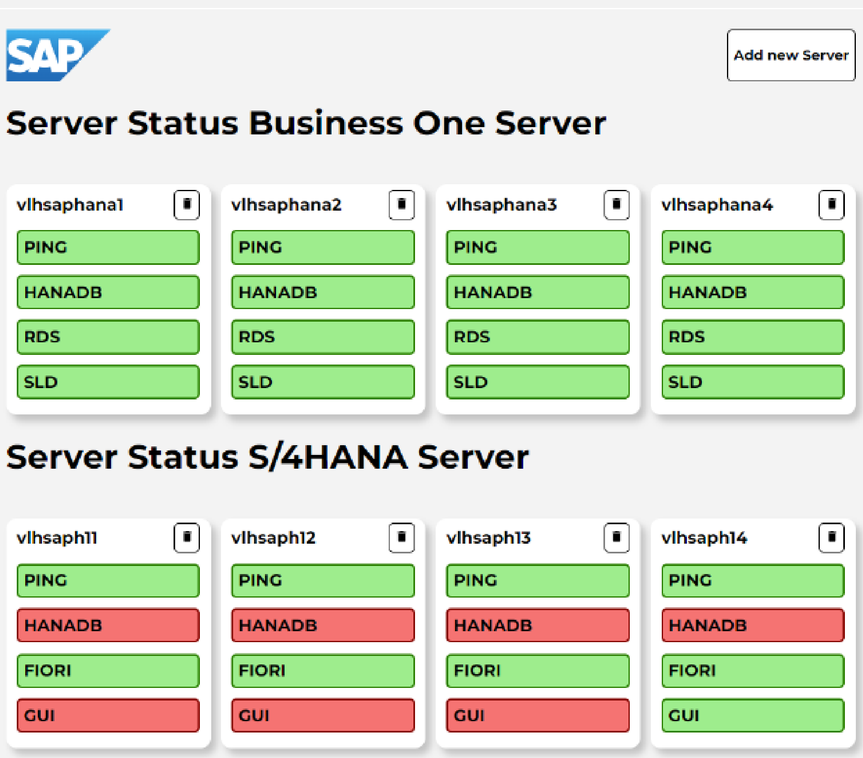
1. Review on the **applications and services landscape** of SAP ACC Switzerland, along with their **current monitoring practices**.

2. Analysis of various **monitoring tools**, **GLPI plugin** integration and **custom programming scripts** considering specific evaluation criteria.

3. Based on the insights gained from the previous phases, a clear and logical **decision-making process** was followed to identify the most appropriate monitoring. **The selected solution** was then **implemented** and **configured**.

Results

- Own created **React Application** running on a **Flask Server**, **monitoring** different **product components.**



Technologies

Flask

python™

JS

Conclusions

- Own monitoring tool **successfully implemented.**
- Due to time constraints, some monitoring tools were not thoroughly evaluated, leaving **potential for more in-depth analyses** in future work.
- Further developments could focus on **enhancing the custom tool with additional features** to adapt to evolving needs and **exploring various monitoring strategies to establish best practices** for application and service monitoring.

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