

SAP Performance Assessment

NTT's SAP Performance Assessment provides Clients with an evaluation of acute and chronic performance issues they are experiencing in their SAP environment.

1 Focus

The Performance Assessment will include the evaluation of all currently used and supported SAP product platforms and their underlying databases and operating systems. The following chart is a representative list of SAP platforms and underlying databases and operating systems that will be considered for evaluation.

Platform	System	Function
SAP Applications	ABAP -based systems	SAP kernel Extended memory, heap memory, and roll memory areas Buffers Response times: DIA, BTC, RFC, GUI Enqueue performance Work process allocation Spool subsystem Scheduling conflicts Expensive SQL ICM Interfaces
	Java- based systems	SAP kernel Memory System thread analysis Task analysis Sessions Request and process response times Garbage collection Interfaces
Operating Systems	Red Hat, SUSE, Windows, AIX, HP-UX, Solaris, OS/400	SAP / vendor best practices SAP-required components OS kernel parameters Storage layout and filesystems Memory and CPU analysis Storage I/O analysis Resource limits
Relational Data Base Management System (RDBMS)	HANA, SAP ASE (Sybase), MSSQL, Oracle, DB2, MaxDB	Memory areas: allocation and utilization Cache / buffer configuration and quality Data files and logs Locks and conflicts Scheduled jobs; Missing / recommended indices SAP-recommended parameters and checks Expensive SQL Index recommendations
Technical Landscape and Architecture		Server sizing CPU Memory, and storage allocation Application/Instance distribution Workload Scaling and growth

2 Workshops

Following NTT's assessment, a workshop will be arranged between NTT and Client. Workshops are delivered remotely, unless otherwise stated in the Statement of Work.

Before each workshop, NTT will describe:

- The duration of the workshop
- Required Client attendees
- Agenda

(d) Outcome

For the scope of this engagement, NTT has planned for the following workshops:

Workshop	Details	Owner	Duration
Introduction and kick-off	Review the engagement, stakeholders, planning, outcomes, preliminary information needed to prepare the first set of workshops and next steps.	NTT	1h
Assessment Status Checkpoint(s)	Meet to discuss current focus and activities. Provide status and update on hours consumed.	NTT	1h
NTT SAP Performance Assessment Report Review	Review said report, the recommendations therein, and outline a roadmap to achieve short- and long-term performance management goals.	NTT	1-2h

Note - Duration may be broken into multiple sessions at NTT sole discretion.

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Outcomes

Deliverables	Description
NTT SAP Performance Assessment Report	A high-level report covering findings, recommendations, and general roadmap to achieve short- and long-term performance management goals.

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In Scope

- (a) Understand Client's current SAP platforms, underlying operating systems, database systems, technical landscape and architecture in scope for the assessment.
- (b) Evaluate each system function to diagnose potential performance issues.
- (c) Recommend high-level roadmap to achieve short and long-term performance goals.
- (d) Workshops are in scope up to the limit of hours provided in the SOW.
- (e) All work shall be consumed based on Hour Limit specified in the SOW, if no hours as specified in SOW then the hour limit shall be 20 hours.

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Out of Scope

- (a) Remediation of issues discovered through analysis or otherwise.
- (b) Code performance analysis/recommendations.
- (c) Business process analysis/recommendations.
- (d) Infrastructure layer analysis/recommendations, including:
 - (i) Compute hardware
 - (ii) Storage solutions (SAN, NAS, etc)
 - (iii) Network device analysis/recommendations (switches, routers, etc)
- (e) Any hours beyond the Hour Limit in the SOW.

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Client Responsibilities

- (a) The Client is responsible for completing the discovery questionnaires.
- (b) The Client will designate a representative to act as the focal point for our consultants to coordinate and deliver the engagement.
- (c) The Client will assign one or several stakeholders to attend the workshops, collect internal information and help with decision-making in the scope of the engagement.
- (d) The Client will provide any documentation available to support the environment being analyzed.
- (e) The Client will provide direct access and authorization at the levels commensurate with the scope of the engagement (i.e., App, DB, OS, etc.).