

CTS-Log SAP System Change Management Solution

Makes SAP system change management ...

- 1 **Fast & Easy**
- 2 **Reliable & Predictable**
- 3 **Compliant**

Six reasons for introducing an effective transport management process ...

1. **Risk mitigation:** SAP systems are increasingly consolidated, hosting business critical processes of many countries of a company, not seldom the world-wide business. Negative impact through **inadequately controlled system changes must be avoided.**
2. **Compliance** to regulatory requirements such as Sarbanes Oxley (SOX), Basel II or computerized system validation (CSV, pharmaceutical industry specific) require that system changes are executed according to defined processes and must be **fully traceable and documented.**
3. **Agility:** The pressure to respond quickly to changes in business, legal or fiscal requirements means that system **changes need to be pushed through to production as fast as possible without cutting corners.**
4. **Outsourcing** of system maintenance activities to offshore- or near shore organizations require enhanced communication and integration measures to **ensure high quality changes.**
5. **Alignment between functional and technical SAP departments:** Clear separation of duties between SAP Basis and application teams.
6. **Change status transparency:** CTS-Log provides a correct overview of the change status; analysis of differences or synchronization of SAP instances (also after system copies, refreshes and restores).

All changes to SAP systems are implemented via SAP Transport Management: The process for promoting changes to the SAP system from the development system to the quality assurance system and finally to the production system. Lodestone's CTS-Log tool turns Transport Management into a quality-gate without letting it become a bottleneck

The CTS-Log tool is native SAP technology

It is an Add-on to the SAP standard TMS (Transport Management System) that allows using TMS in a far more user-friendly and intuitive way, providing additional functionality and checks.

CTS-Log is developed in ABAP, therefore fully integrated into the SAP environment with the same look and feel as other SAP applications, ensuring minimal training effort. No additional hardware or infrastructure is required. CTS-Log is designed to be used by the SAP Application Support, reducing the effort for the SAP Basis team from daily transport activities.

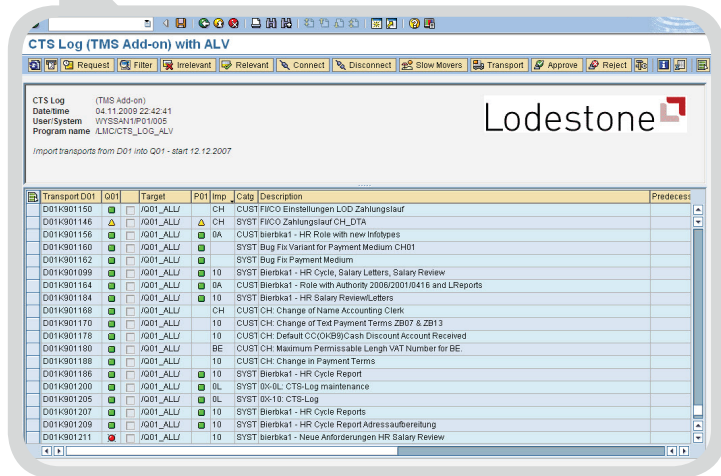
Seven main features of CTS-Log ...

1. Managing sequence and dependency between transports (e.g. checking for „overtaker transports“, packaging transports of same change request or by manual selection)
2. Triggering imports real-time or automated via batch-job
3. Supporting the management of the transport pipeline (e.g. showing slow moving transports)
4. Preparing mass transport activities (e.g. production system build for project)
5. Providing an audit trail of all system changes
6. Integrating change management solution via predefined interfaces (e.g. check status of change request before import to QA and Production system)
7. Automated determination of change impact based on transport object list (requires configuration)

Integration to change management software

CTS-Log offers predefined interfaces to connect to external change management solutions (e.g. SAP Solution Manager, HP Service Desk or others). This integration ensures the synchronization of the SAP transport process with your overall change process and approval workflows.

Figure 1: CTS-Log main navigation screen



Determination of change impact

An additional unique feature of CTS-Log enables the determination of the impact of an SAP transport based on the object list. This functionality technically assesses the level of impact by the changes attached to the transport (e.g. cross-client changes, client specific or organizational element specific). Via additional customizing of CTS-Log it is possible to evaluate the impact of organizational element specific changes down to the defined organizations of your company (e.g. division, country, site).

This powerful functionality increases the quality of impact assessment of a change and ultimately leads to minimized business disruption

Authorization concept

In addition to the SAP standard authorization checks performed by the underlying TMS functions, CTS-Log enables a more granular definition of authorizations tailored to your needs. As well as defining different authorization levels based on the user role it also supports assigning different authorizations per target system and by change impact.

System Requirements

CTS-Log requires SAP Basis Release 6.20 and Unicode (or higher). As CTS-Log is fully developed in ABAP in an SAP reserved namespace, the installation only requires the import of an SAP transport request and the assignment of authorizations to users (authorization roles are provided). No additional hard- or software is required.

The transport routes have to be defined in SAP standard TMS using target groups (extended transport control). Supports Java deployment in CTS+ enabled environments.

Benefits for you ...

- 1. Increased system stability and availability**
- 2. Improved impact assessment** of SAP system changes
- 3. Correct sequencing and dependency** of SAP transports (no overtaker transports, packaging of transports)
- 4. Compliance** to regulatory requirements
- 5. Reduced effort** for SAP Basis, Quality assurance and transport execution
- 6. Enhanced transparency and control** through easy to understand front-end and detailed authorization concept

References

CTS-Log is used by various global organizations in the pharmaceutical industry fulfilling the CSV requirements next to additional implementations in other industries.

Konrad Stöckli

Roche Pharma Global Informatics
CSV Lead

“With the implementation of CTS-Log and the integration with our HP Service Desk change management tool, we completely synchronized our SAP changes with the corresponding approval workflows in the change management tool. This ensures full compliance with the rigorous CSV regulations we have to comply with in the Pharmaceutical industry.”

Stefan Schwörer

Roche Pharma Global Informatics
IT Program Manager

“With CTS-Log we can de-couple the responsibilities in SAP transport management between the SAP Basis and the Application teams. This leads to leaner processes, elimination of dependencies and time reductions in transport management. CTS-Log supports us in keeping the right sequence and dependencies of transports, ensuring predictable results when importing changes to Production. When deploying large and complex projects into our highly business critical European ERP system, the automated impact assessment functionality of CTS-Log was essential to maintain our very high system stability.”