

Hypercare Post Go-Live Support for SAP Projects

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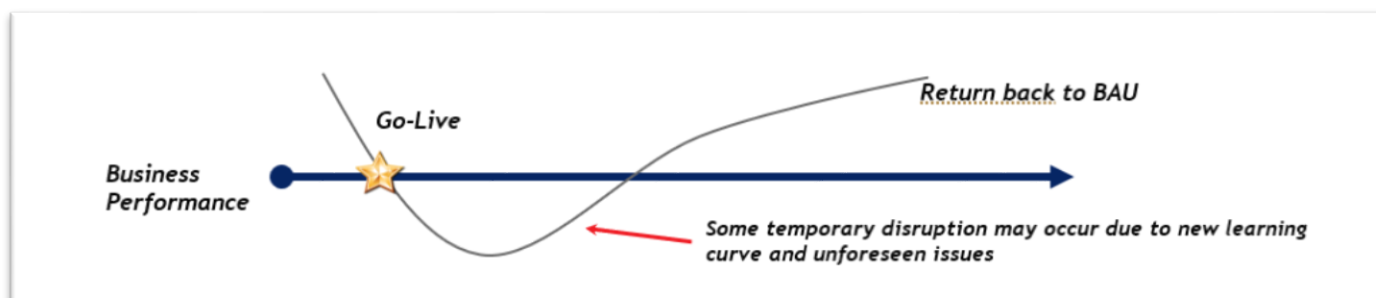
Abstract

This article is aimed to provide a structured approach for managing effective support of SAP systems, during hypercare after Go-Live. Activities, priority of tickets, SLAs and support groups are defined in this document. Hypercare Exit criteria and Knowledge transfer to AMS (application Maintenance Support) is the final step which is elucidated in this artefact.

1. Business Readiness & Hypercare Objectives

- **Immediate Issue Resolution** – Quickly identify and address any issues that surface. Ensure that the system functions as expected
- **User Support & Training** - Provide end users with the knowledge and skills necessary to perform the business processes and their daily operational job responsibilities
- **Proper Communication Protocol** - Make sure everyone understands how to get access to qualified Hypercare resources for support and how to log incidents on issues in JIRA
- **Avoiding Disruptions** - Ensure the workarounds for any open defects are understood and actionable by end users
- **Risk Mitigation** - Minimize any unintended disruptions in business operations due to system issues
- **Documentation & Knowledge Transfer** – Document solutions to common issues and transfer knowledge to long-term AMS support teams
- **Transition to Steady-State Operations** - Transition ownership of new processes to the business

2. Hypercare – Enablement & Overview



Hypercare begins once the solution is moved into the production environment

Hypercare provides post-production support for the first X months	<ul style="list-style-type: none"> ▪ Period of heightened awareness, communication and issue visibility ▪ Provide support to ensure a smooth transition of new functionality and business processes for the Business Resources ▪ Duration is scheduled for approximately xx weeks following technical go-live ▪ Based on agreed criteria for Hypercare Exit/Ramp down, Solution Confirmation & Signoff
Hypercare provides structure to manage system start-up	<ul style="list-style-type: none"> ▪ Facilitate a “controlled start-up” of core operating processes ▪ Ensure awareness regarding issue identification, communication and resolution process ▪ Key metrics in place to measure business operations effectiveness—where necessary
Hypercare provides framework for coaching and remediation	<ul style="list-style-type: none"> ▪ Allow end users to become self-sufficient in their ability to integrate their business process with the new system.

3. Key Components of Hypercare

Effective communication and timely resolution of issues impacting business operations are critical during hypercare and therefore its success.

- Support structure by functional area (OM, S2D, HR, FIN & Security)
- Detailed resource and coverage plan
- Issue reporting process and resolution procedures
- Daily cadence of Issue review, prioritization and resolution
- Business operations performance measurements—as necessary
- Stakeholder communication (Internal & External)

4. Hypercare Activities by Stage

Hypercare Planning	Hypercare Execution	Hypercare Transition
<ul style="list-style-type: none"> • Define start-up scenarios • Determine Hypercare structure & logistics • Identify the helpdesk call functions • Identify Hypercare Team (End users, SME’s, Functional & technical Team members) • Define Process Health Metrics and ensure ability to generate/track metrics • Validate Process Health Checklist • Validate Acceptance Criteria • Rehearse and operationalize the Hypercare processes 	<ul style="list-style-type: none"> • Manage controlled start-up for a defined process or a set of processes (This will almost always require cross-functional leadership) • Log issues and incidents • Manage Hypercare activities includes - Lead daily Issues Review meetings for defined process. Attend and report at weekly Cross Functional Team Meeting with Senior Management • Manage Process Health Checklist Review and act upon post-go live metrics • Establish Primary vs. Secondary roles between System Integrator and Application Maintenance Partner including formal hand-off points • Effective communication 	<ul style="list-style-type: none"> • Transition the support to long-term application maintenance (AMS) • Ensure business is following stated processes • Ensure accountability and adherence to stated processes to drive local adoption of new business processes • Identify ongoing process training needs • Finalize all deliverables and checklist to initiate a clean closure

5. Define Priority, SLAs and Support Levels

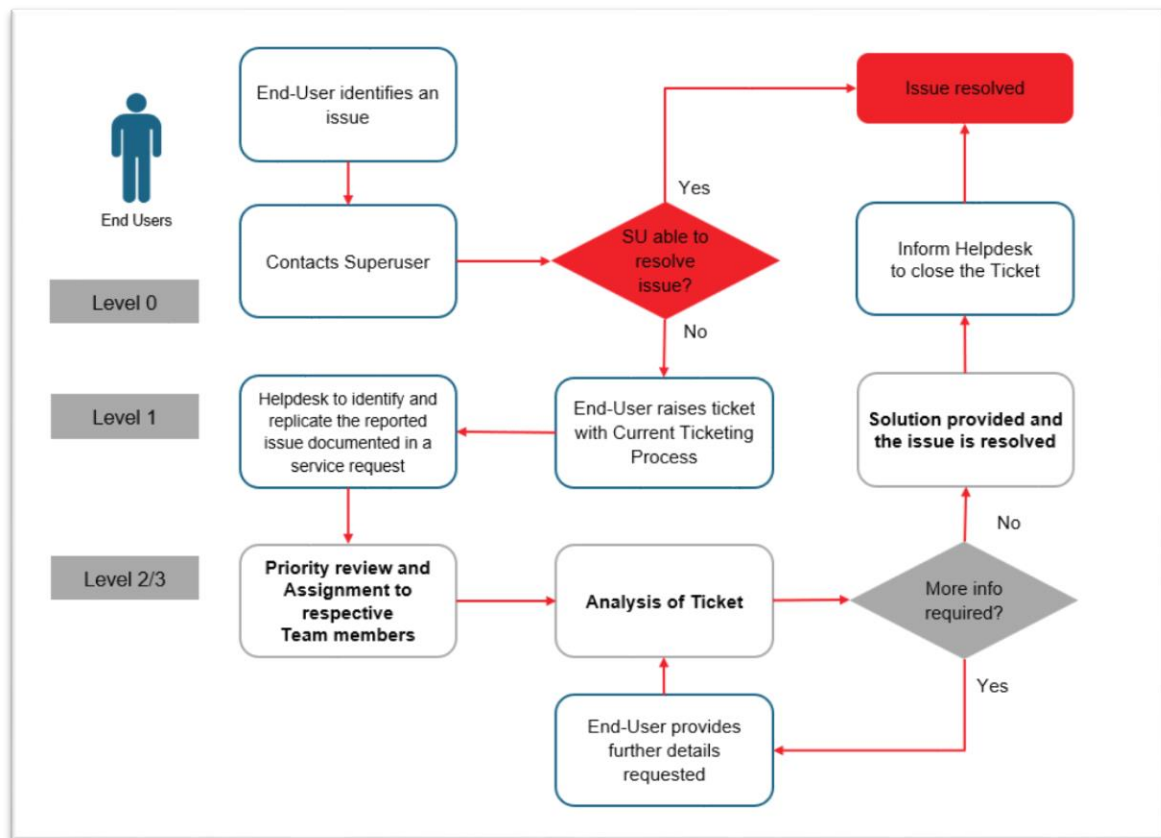
Levels of priority & SLAs

Severity Level	Definition	Availability	Response Time	Resolution Time
Severity 1 (P1) – Very High	<ul style="list-style-type: none"> ➤ Business operations is severely affected ➤ Adversely impacting internal & external constituents ➤ Service-affecting serious circumstances that hamper business processes entirely (critical) 	24 hours X 7 days	1 hour	4 hours
Severity 2 (P2) - High	<ul style="list-style-type: none"> ➤ Business operations is affected in some capacity with time-consuming workarounds and end user productivity ➤ Service-affecting circumstances that are not hampering the business processes entirely (major impact) 	24 hours X 7 days	2 hours	1 Business Day
Severity 3 (P3) - Medium	<ul style="list-style-type: none"> ➤ Minimal Business Impact (Users specific or less than 25% users affected) with workarounds ➤ Service-affecting circumstances that are impacting business processes indirectly (minor impact) 	8 hours X 5 days	2 hours	3 Business days
Severity 4 (P4) - Low	<ul style="list-style-type: none"> ➤ No impact on Critical Services ➤ Knowledge transfer/handholding/Training and access related calls (minor impact) 	8 hours X 5 days	2 hours	5 Business days

Support Levels

Level 0/1	Level 2	Level 3	Level 4
End User Assistance	Existing Design based Rectification	Enhancements - Change Requests	SAP Support
<ul style="list-style-type: none"> • L1 support team have basic knowledge of product/service and skill to troubleshoot a very basic issue • L1 support includes interacting with customers, understand their issue and create tickets against it. <p>For example:</p> <ul style="list-style-type: none"> • Business Process Queries • Transactional Query • Knowledge based understanding • Handholding and process walkthrough • Master Data maintenance 	<ul style="list-style-type: none"> • L2 support manages the tickets which routed to them by L1. • They have more knowledge, more experience in solving related complex issues and can guide/help L1 support team <p>For example:</p> <ul style="list-style-type: none"> • All issues resolution within the existing design. • Maintenance and spot/bug fixes of existing programs • Application based troubleshooting (Basis) • Security Management (i.e. user profile management, FIORI, authorization troubleshooting) 	<ul style="list-style-type: none"> • L3 support and usually comprise of a development team which addresses the technical issues. They are expert in their domain and handle the most difficult issues reported. <p>For example:</p> <ul style="list-style-type: none"> • Modification within the existing design w.r.t transactions/functionality/sub module or module. • Designing of new processes • Development and maintenance of new customized Reports • Modification of standard objects which were not part of existing design. 	<ul style="list-style-type: none"> • Product Related Issues • New Statutory requirement changes • BASIS will coordinate with SAP RISE on infrastructure related issues • System Integrator Team will coordinate with SAP team • Critical escalations will be managed by Business IT Leadership with SAP—when applicable
Business Super User	Project Functional Team	Project Functional Development Team	SAP RISE & Helpdesk

Suggested Hypercare Model Process Flow



Ticket Management

- **Assigned** - In this stage the respective Helpdesk create the Ticket on SharePoint & assign to functional Team.
- **In-Progress** - Once assigned in the Queue, respective Module leads take it ahead for resolution by assigning to Consultant.
- **Pending** - All back & forth communication between Consultant & End-user will happen in this stage, Helpdesk will monitor the progress at the same time.
- **Resolved** - Once Solution is provided, Consultant will resolve the incident after due confirmation from End user

Escalation Matrix

Escalation Level	System Integrator	Customer
First Level	Hypercare Lead	Hypercare/Service Manager
Second Level	Project/Program Manager	Functional Lead/Project Manager
Third Level	Engagement Partner	Director
Fourth Level	Head of Operations	CXO/Sponsor

Governance & Cadence

Cadence	Lead	Duration	Operates
Daily Tickets Review Group/Call (Module wise)	System Integrator and Customer Hypercare Lead along with Business representatives	45-60 mins daily	<ul style="list-style-type: none"> • Week 1-4 of Hypercare • Decision made on need for daily Hypercare Tickets group based on number, volume of incidents, stability
Business stabilization group	Customer/System Integrators Hypercare Leads and Project Managers	Twice a week – 60 mins	<ul style="list-style-type: none"> • Hypercare status review • Actions to be taken/fast-tracked
Helpdesk <ul style="list-style-type: none"> • Hypercare support consultants • Helpdesk 	Customer/System Integrator Helpdesk lead	On demand	<ul style="list-style-type: none"> • As per duration of Hypercare and handover to BAU steady state support

Monitoring

- **The Hypercare project lead will submit a weekly status report to the Customer Project Manager.**
- This report will be submitted every Sunday/Monday for the previous week. It will contain the following sections and shall follow the reporting template mutually defined & Agreed
 - Module wise Incidents reported
 - Current Status of the Incident
 - Resolved/Close Incidents
 - Remarks/Resolution Note
 - Turnaround Time (TAT) to close the task ticket

6. Hypercare Transition Approach**Stage 1: Knowledge transfer key steps performed**

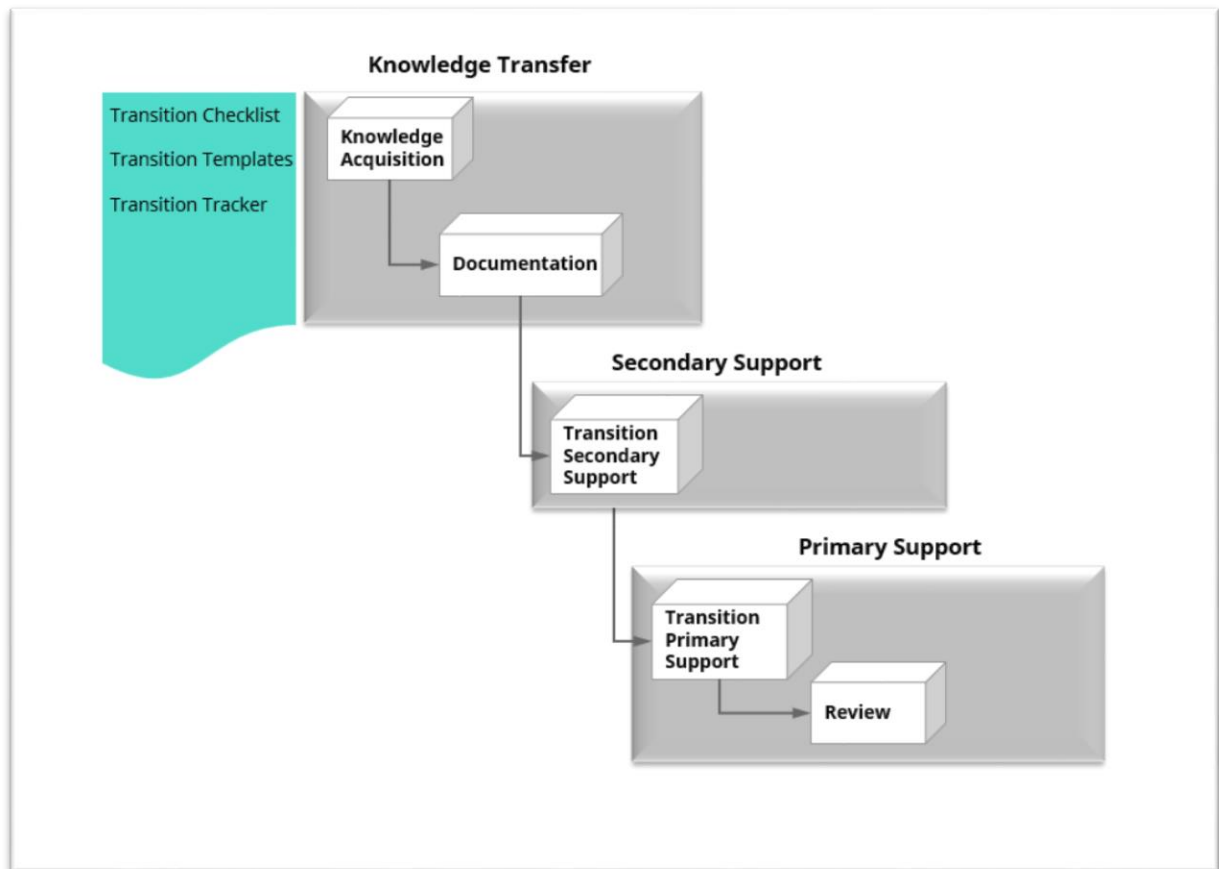
1. System Integrator to provide KT to AMS team on SAP architecture, Business processes, in- scope SAP modules deployed and integration touch points
2. Handover all the project documentation related to design, configuration, technical, Testing scenario, test script, user manuals, Training PPT's /AV etc.
3. Organise training with the help of superusers to AMS support partner

Stage 2: Activities Performed as Secondary Support by AMS partners

1. Attain access to support infrastructure
2. Perform shadow and reverse-shadow support with existing hyper-care team
3. Hands on with approved 'critical' tasks

Stage 3: Activities Performing as Primary Support by AMS Partners

1. Own up and support for Medium/low priority calls
2. Finalize call flow process
3. Coordinate issue resolution

**7. Exit Criteria****Project Documents Handover**

- Providing projects documentation related to all phases of the projects like Design document, configuration, Functional design document, technical specifications, User manuals to AMS and Business support team etc.
- Functional & Technical handover for AMS support team members will be organized

AMS team

- During Shadow support, End users will be initially supported through System Integrator team for incident resolution during hyper care. Once AMS team gets trained and would be able to manage then reverse shadowing will be used.

Incidents

- Customer and System Integrator team will jointly deliberate to assess the correct classification of tickets which are to baseline
- Only emergency Tickets/Incident will be focused for the closure for the last 2 weeks of the Hypercare period
- Handover of open tickets to AMS team

Change Request

- Tickets which require CR (Change Request) will not be considered as exit criteria for hyper care
- Non-SAP incidents related to interfaces; 3rd party applications will not be considered for transitioning from Hypercare to AMS for System Integrator
 - Incident linked for SAP OSS / third party will not be considered for closure by EY Hypercare
 - RICEFW objects identified and under development will not be considered for moving from hyper care to AMS phase