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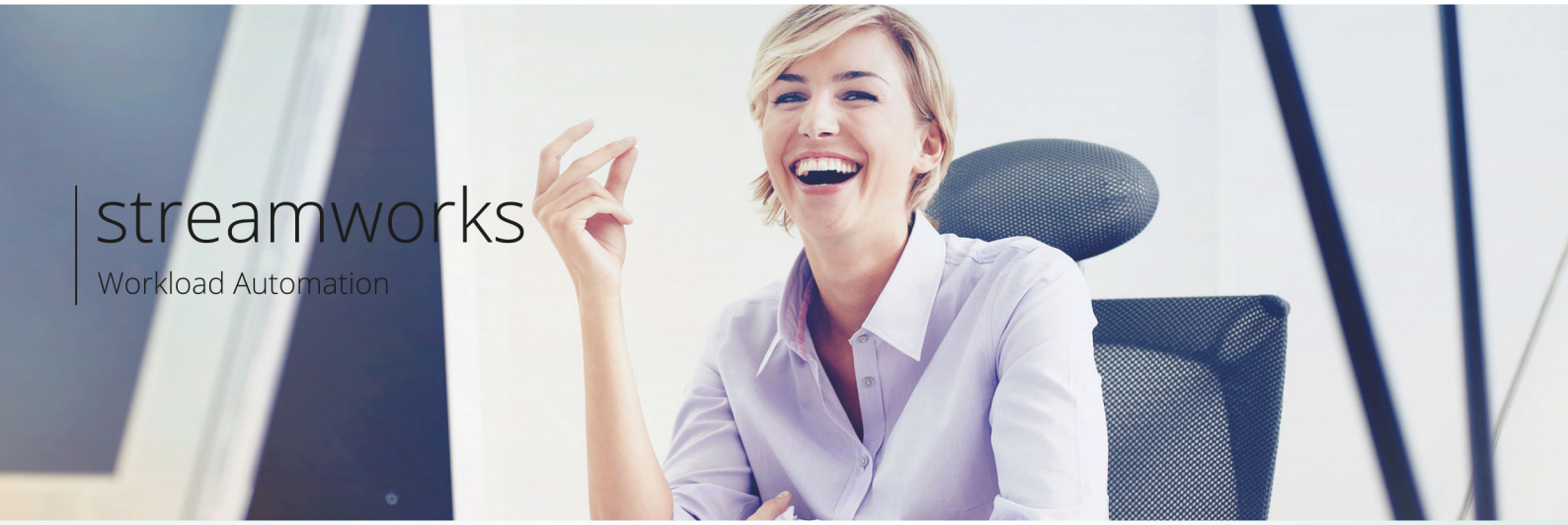


# Centrally Manage End User Batch Jobs

## Best Practice SAP | Service Automation

This Best Practice demonstrates how to centrally manage SAP batch jobs scheduled by the user.

### Background Situation

Installing patches for operating systems, databases, Web servers, and applications is a complex IT task. The process is becoming more and more time-consuming and requires more intensive coordination due to the increasing complexity of IT systems. A solution was developed combining „streamworks“ with other tools such as configuration management systems (previously CMDB, or configuration management databases) change and incident management, and established monitoring procedures in order to face this challenge. Arvato Systems has already achieved a high degree of automation in the first phase.

## Benefits

- Gain central control of all batch jobs planned and started by end users
- Self-service portal that allows the user to independently plan batch jobs
- Expand the SAP methods for job interception
- Examples for identifying, intercepting, rescheduling, and executing end user batch jobs using „streamworks“

## The Challenge: End User Batch Jobs Influence the Batch Workload

Every SAP user can use the SAP internal scheduler to schedule their own batch jobs. These jobs need to be centrally identified and rescheduled in order to execute them in productive processing without delays. There are different approaches to this process. Here are two examples:

- Limiting user permissions: scheduling or implementing batch jobs that are limited to a small number of users within set time frame
- Activating and configuring job interception functionality in SAP: gathering scheduled end user jobs in a special table

Organizational regulations like ordering batch jobs using a form or media disruptions involve additional manual effort for controlled execution in the first instance. In the second instance, it is necessary to maintain rules for interception jobs and adopt additional measures for controlled execution. The user has little influence or knowledge of the actual start time of his or her job.

## Self-Service Portal for Increased User Satisfaction

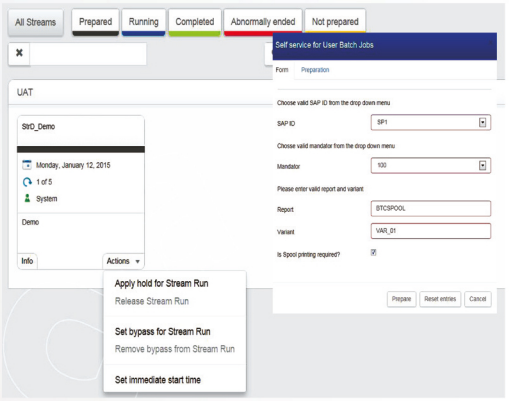


Fig.: Self Service Portal - Just make practical user dialogs yourself

The „streamworks“ self-service portal provides the end user with the option to schedule jobs with different dialog connections (HTML5, SAP, „streamworks“) directly in the central workload automation solution. This way, the end user is informed about the next possible start-time window. Additional status reports on planned and actual job starts are automatically sent via e-mail. The easy-to-configure „streamworks“ rule set operates in the background. It controls time windows, priorities, and the best possible parallelism and ensures the fastest possible execution of the end user jobs with minimal interference with central batch processing. This results in increased satisfactions with less expenditure.

## You have questions, need information or a contact? Get in touch with us.


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