Blohm *AccountControl*

Accounting System and Resource Information System
for SAP ® Systems

Functions

1   Task

Blohm *AccountControl* collects information from the performance data of the basis system during the operation of SAP systems, stores and holds the information available for analysis and evaluation.

These data can be used in many ways. Its primary tasks are:

- IT-Accounting: The cost distribution of the IT operation regarding the users of the systems
- Performance Reporting: Determination of effort for certain transactions or programs
- Use Intensity: Which users/teams use the systems in which intensity and with what resource consumption
- Usage Frequency: How often is which programs / transactions used

The functions will be described in detail on the following pages.

2   Infrastructure

Blohm *AccountControl* is suitable for various system landscapes.

The *AccountControl* core system (AC-Core) is installed in exactly one SAP system of a system landscape and contains all components for data collection, accounting and analysis / evaluation.
The *AccountControl* agent system (AC-Agent) will be installed in all other SAP systems of the system landscape. It collects the systems' data, synchronizes them automatically with the AC-Core and transfers the collected data periodically for evaluation to the AC-Core.
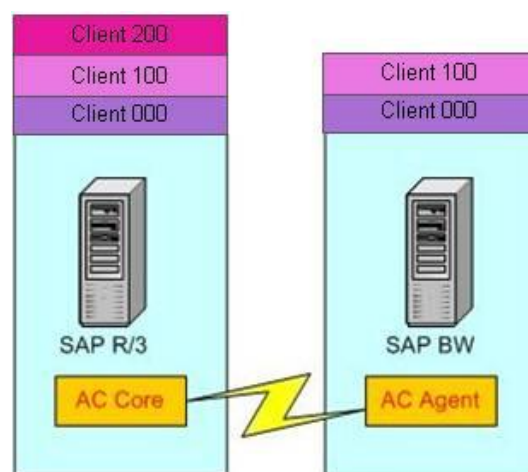
Individual installations operate a system landscape of an SAP system with one or more clients per customer (company). In this case, *AccountControl* is installed in the central system and collects the data of all clients selected in a central data pool. Evaluations can be generated through each client.

Multiple installations operate a system landscape of several SAP systems with one or several clients each for one customer (company).
In this case *AccountControl* is operated as main installation in a system. All data is merged here and evaluated / analyzed.
In the other participating systems, *AccountControl* will be installed as an „AC-Agent".
The agent collects the data of the agent systems and transmits the information periodically to the AC-Core system.
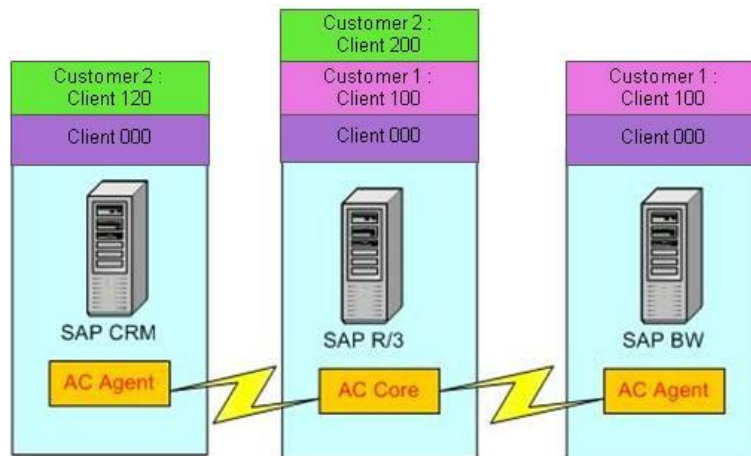
Service data centers operate a system landscape of several SAP systems each with one or more clients.
The installation and operation is done the same way as the multiple installation.
The data though will be collected and evaluated separately for each customer of the service provider.
Several customers can use the same system in different clients or several systems in several clients.
The assignment is completely open and flexible.

3   Data Collection

Blohm *AccountControl* collects performance data from all connected systems in one central data pool for later evaluation and analysis.

The collected data are: (this is just an excerpt)

Characteristics (Key levels):

- Customer
- System
- Client
- User group
- User
- Mode (Dialogue, Posting, Batch etc.)
- Transaction
- Period (hour, day, month)

Key figures (data fields):

- CPU usage
- Number / time DB-Read
- Number / time DB-Update
- Number / time DB-Insert
- Number / time DB-Delete
- Response time
- Spool usage etc.

This data pool is a data cube – it can be grouped, added and filtered by any criteria chosen for evaluation and analysis purposes (see also paragraph "Evaluation").

In this scenario the data from all systems involved is merged in a central pool in the AC-Core system.

4 Accounting

Based on the collected data the IT cost may be passed on to the user groups /users.

User groups: The user master contains the accounting information for the cost transfer.
In case that the accounting information has not been maintained, *AccountControl* offers a convenient tool for mass change of the accounting information.

Costs: The upload of costs and charge rates can be determined by timeframes.
The costs are calculated using different calculation methods.

4.1 Accounting Procedure

4.1.1 Cost Elements

There are several key figures available to serve as cost elements:

- CPU usage
- Number of read access to database
- Number of write access to database
- Fixed costs per user (licenses)

4.1.2 Fixed Costs

When using the fixed costs method a fixed cost rate is defined for each cost element.
Example: One CPU second costs 0.50 EUR, one DB update 0.10 EUR.
In this case for each combination of attributes (i.e. customer, system, client, mode) and cost element a separate cost rate may be defined.
This way one CPU second in batch mode generates different costs than in dialogue mode or it calculates a different cost in the BW system than in an R/3 system.
Any combinations are possible.

Advantage: precisely calculable costs for the user
Disadvantage: fluctuating income for the IT organization

4.1.3 Assessment System

The assessment system distributes a certain amount of costs to the users/user groups using a definable distribution key.
Example: 50,000 EUR IT costs per month are to be distributed among the users. Thereby the users of the R/3 system should carry 80 % of the costs and the users of the BW system 20 % (since the operation of the BW system is calculated at a reduced rate).
The costs are to be distributed proportional to the CPU usage.
Thereby the batch users should only carry 30 % of the costs and the dialogue users 70 %.

Advantage: the overall IT costs are being apportioned; fixed income for the IT organization
Disadvantage: fluctuating costs per unit for the users – Example: During vacation time the CPU unit will be more expensive than during peak times.

Examples: see attachment

4.1.4 Combination

Both accounting methods may be combined in one system landscape. This way one system can use the fixed costs method while the other one uses the assessment method.

4.2 Evaluation / Analysis

For the accounting several evaluation reports are available:

- Inspection reports and overviews of the system settings and thus the resulting cost rates per system and cost element.
- Consumption and expense reports in differing levels of detail for settlement with users and user groups.

4.3 Invoicing and CO Interface

AccountControl prints invoices for its users/user groups/cost centers/customers.
Forms (SAP script) are being utilized and individual usage records proofing the resource usage are available. These forms can be individualized as needed.

The costs can be transferred from the IT cost center to the cost center of the user groups using the integrated CO interfaces.

5   Reporting

AccountControl possesses a flexible reporting tool that evaluates all stored data flexibly.
Numerous evaluation versions are included but each customer is able to define and realize his own
requirements without programming.

5.1   EXCEL Connection

An excel connection for further evaluation and preparation of graphs and statistics is, of course,
included.

5.2   Reporting Questions

Typical questions that can be answered using the reporting feature are:

- Which users consume a lot of resources (CPU, I/O, spool)?
    - itemization, hit lists etc.
- Which programs use particularly many resources (CPU, I/O, spool)?
    - itemization, hit lists etc.
- When were the respond times extremely bad?
- When/How often were the response times slower than 3 sec.?
- Which user groups have the worst response times?
- Which programs have the worst response times?
- How much grew my CPU usage in system xxx in the last months?
- How high is the I/O rate in system yyy?
- How long were the run times of a specific batch in the last months?
- How often is which transaction/program used?
- Which user uses which program how often?
- Which z-programs (own ABAPs) are still in use?
- Which z-programs (own ABAPs) are no longer used? (Important for each release changeover)
- Which z-programs are extremely complex and need to undergo a tuning?

The high flexibility of the data evaluation allows for a comprehensive answer to all questions and a
very fast definition of own evaluations. With some training a new evaluation may be defined within
a few minutes.

6   Administration and Customizing

Customizing is done with an implementation guide (as commonly done by SAP).
Very complicated applications (i.e. cost assessment) are additionally supported by graphics and charts.

Check programs examine the consistency of the customizing and offer control options for cost assessment calculation and cost tracking.

7   Authorization Concept

Blohm *AccountControl* uses own user authorizations and profiles to configure and limit the access to data and functions of a system in detail.

8   Technical Tips

Blohm *AccountControl* can be run in every SAP installation with basis release 4.6.
The installation is simple: we deliver transfer orders that just need to be installed. Currently German and English versions are available. Translations are available upon request.

9   Prices and Software Maintenance

The price list differentiates between several scenarios (standalone installation, multiple installations, service provider). For details, please consult the price list.

The software maintenance includes the conversion to the current SAP basis release, phone support, program maintenance and further development.

The cost for maintenance is only 10% of the list price for the installation per year.
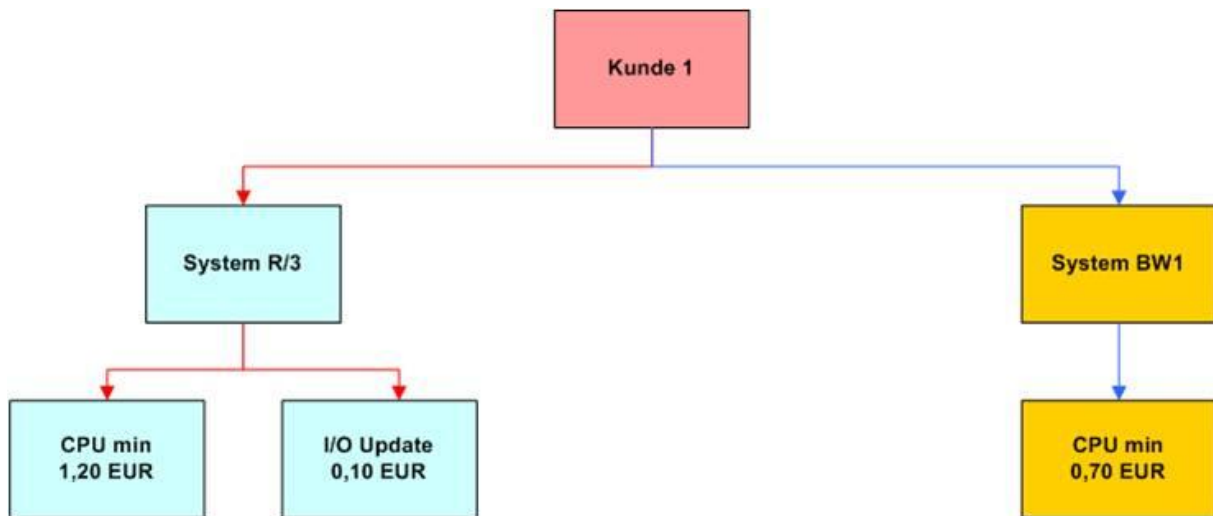
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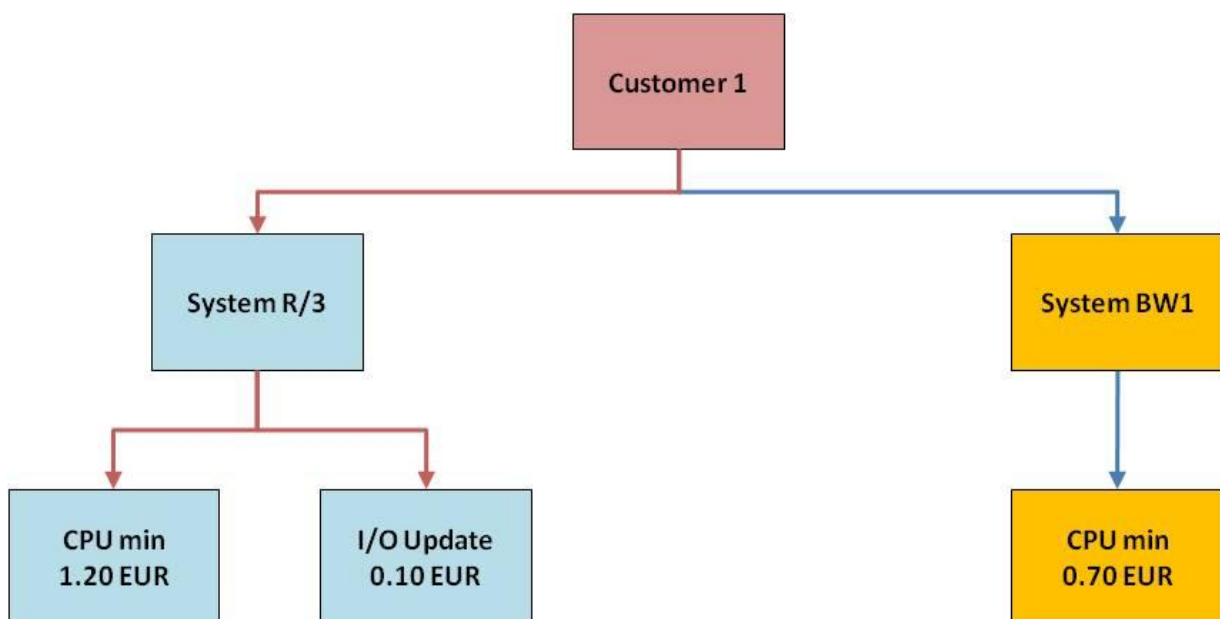### *Accounting Procedure*

Fixed Costs:

Fixed costs for different cost elements are determined for each customer/system/client (maskable).

Basic Example:

Complex Example:

Assessment System:

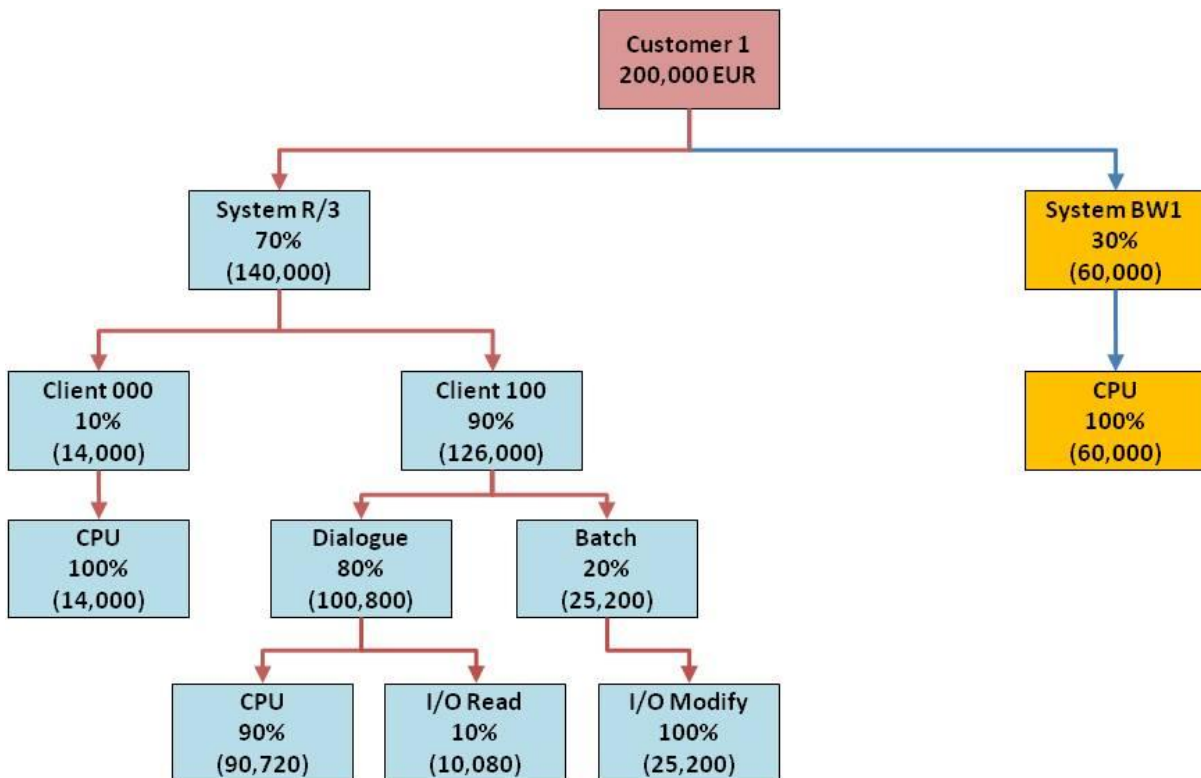The IT costs are distributed per customer among the systems.

Example:

A customer needs to distribute 200,000 EUR in costs.
He operates an R/3 system and a BW system.
The R/3 system shall carry 70 % of the costs and the BW system 30 %.

In the R/3 system client 000 carries 10 % of the cost in proportion with the CPU usage and client 100
90 % with the following distribution:
The dialogue mode carries 80 % and the batch mode 20 %.
The dialogue mode is split into 90 % for CPU usage and 10 % for I/O reads.
The batch mode is distributed 100 % on data base changes.

In the BW system 100 % of costs are distributed proportional to the CPU usage.

Only percentage rates are set in customizing.
AC calculates the cost for each transaction (i.e. per CPU min).
Total cost / total usage * use per transaction

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