SAP Solution Manager 7.1
First Experiences from Beta Customers
Dr. Matthias Melich, SAP Active Global Support
ASUG, May 16, 2011
IT Management by SAP
Application Lifecycle Management as the Gravity Center of IT Management
## What’s new with SAP Solution Manager 7.1
### Along the ALM Processes – More value for SAP Enterprise Support

<table>
<thead>
<tr>
<th>Category</th>
<th>New Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upgrade Management</td>
<td>- Custom Code Lifecycle Management</td>
</tr>
<tr>
<td></td>
<td>- Integration of Upgrade Dependency Analyzer</td>
</tr>
<tr>
<td>Maintenance Management</td>
<td>- Maintenance Optimizer for complicated landscapes</td>
</tr>
<tr>
<td></td>
<td>- System Recommendations</td>
</tr>
<tr>
<td>Business Process Operations</td>
<td>- BPO Dashboards with Alert Inbox</td>
</tr>
<tr>
<td></td>
<td>- Business Process Analytics</td>
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<td></td>
<td>- Cross Database Comparison</td>
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<td>- Job Control and Schedule Management</td>
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<td>- Data Volume Management Work Center</td>
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<tr>
<td>Technical Operations</td>
<td>- New Infrastructure for Technical Monitoring and Alerting</td>
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<tr>
<td></td>
<td>- End User Experience Monitoring</td>
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<td></td>
<td>- Technical Administration and Analytics</td>
</tr>
<tr>
<td></td>
<td>- New user interface for Root Cause Analysis</td>
</tr>
<tr>
<td>Application Incident Management</td>
<td>- ITIL IT Service Management aligned</td>
</tr>
<tr>
<td></td>
<td>- Highly configurable web-client user interface</td>
</tr>
<tr>
<td></td>
<td>- Additional service document functions</td>
</tr>
<tr>
<td>Solution Documentation</td>
<td>- Wider analysis scope of Solution Documentation Assistant</td>
</tr>
<tr>
<td></td>
<td>- Reverse Business Process Documentation</td>
</tr>
<tr>
<td></td>
<td>- Upload interface to build an initial Business Blueprint structure</td>
</tr>
<tr>
<td>Solution Implementation</td>
<td>- New modeling capability for Business Blueprint</td>
</tr>
<tr>
<td></td>
<td>- Implementing Business Functions</td>
</tr>
<tr>
<td></td>
<td>- Integration with the service messages</td>
</tr>
<tr>
<td>Template Management</td>
<td>- Comparison &amp; Adjustment for Template</td>
</tr>
<tr>
<td></td>
<td>- Roll-in changes from projects</td>
</tr>
<tr>
<td>Test Management</td>
<td>- Higher efficiency to manage test phases efficiently</td>
</tr>
<tr>
<td></td>
<td>- Test Automation Framework with 3rd party tools</td>
</tr>
<tr>
<td></td>
<td>- Test Scope Identification &amp; Optimization with BPCA</td>
</tr>
<tr>
<td>Change Control Management</td>
<td>- Quality Gate Management to control various changes</td>
</tr>
<tr>
<td></td>
<td>- Process flexibility for Change Request Management</td>
</tr>
<tr>
<td></td>
<td>- New mechanism for the Change and Transport System</td>
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<td></td>
<td>- Configuration Validation and Change Analysis</td>
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## SAP Solution Manager 7.1 – Highlights

<table>
<thead>
<tr>
<th>Integration</th>
<th>IT Service Management based on SAP CRM7.0 EHP1</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>• ITIL aligned IT Service Management and ALM Processes</td>
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<tr>
<td></td>
<td>• Easy extension to CRM capabilities, aligned with the release strategy of SAP Business Suite</td>
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<table>
<thead>
<tr>
<th>Ease of Use</th>
<th>Simplified User Interface</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>• Fully Work Center Enabled</td>
</tr>
<tr>
<td></td>
<td>• Change and Incident Management: Complete web-based user interface</td>
</tr>
<tr>
<td></td>
<td>• Test Management: New intuitive user interface for Tester Worklist</td>
</tr>
<tr>
<td></td>
<td>• Enhanced Business Blueprinting: Easily blueprint your solution with one BPMN compliant tool</td>
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<table>
<thead>
<tr>
<th>Efficiency</th>
<th>New Monitoring and Alerting Infrastructure</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>• Avoid alert flooding with one central infrastructure and correlation / aggregation of alerts</td>
</tr>
<tr>
<td></td>
<td>• Minimize TCO and “Run SAP like a Factory” with a minimum of FTEs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Openness</th>
<th>Seamless integration with non-SAP technologies</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Test Management: IBM Rational, Worksoft, as well as HP Quality Center</td>
</tr>
<tr>
<td></td>
<td>• Incident Management: HP Service Manager, IBM Tivoli, RealTech Infrastructure Management</td>
</tr>
<tr>
<td></td>
<td>• Solution Documentation: IBIS Content integration to enhance usage analysis</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>Scope</th>
<th>Extended usage rights</th>
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<tbody>
<tr>
<td></td>
<td>• Single point of contact to cover the IT Service Management</td>
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</table>
SAP Solution Manager 7.1 Delivery Plan

Timeline

- Start of Ramp Up
- Beta Program
  - Non-productive usage
- Wave 1
- Wave 2
- Planned Mass shipment (all customers)

- Oct ‘10
- Nov ‘10
- Dec ‘10
- Jan ‘11
- Feb ‘11
- Mar ‘11
- April ‘11
- May ‘11
- June ‘11
- July ‘11
- Aug ‘11
- Sept ‘11
- Oct ‘11

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<table>
<thead>
<tr>
<th>改善反馈和成功事项</th>
<th>事项详情</th>
</tr>
</thead>
<tbody>
<tr>
<td>改进升级工具</td>
<td>ABAP和JAVA升级现在在一个工具中统一，SOLMAN_UP</td>
</tr>
<tr>
<td>特定功能在SP00中不稳定</td>
<td>需求差异现在包含在SP01中</td>
</tr>
<tr>
<td>测试管理概念证明</td>
<td>测试自动化框架由客户高级管理层签署</td>
</tr>
<tr>
<td>技术操作建立</td>
<td>客户操作现由SAP解决方案管理器管理</td>
</tr>
<tr>
<td>警报集成</td>
<td>监控和警报概念证明成功</td>
</tr>
</tbody>
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Technical Operations

New Infrastructure for Technical Monitoring and Alerting
Technical Operations
What is the process behind…

Monitor
Proactive real-time monitoring

Notify
Reactive handling of critical events

Analyze
Lower mean time to problem resolution

Administrate
Optimize excellence of technical operations

Technical Monitoring & Alerting
- System, DBMS and Host Monitoring
- End User Experience Monitoring
- Connection Monitoring
- Process Integration Monitoring
- Business Intelligence Monitoring
- Solution Manager Self Monitoring

Unified Alert Inbox
Alert correlation and propagation
Central Template Maintenance
Open data provider and alert consumer

Root Cause Analysis
- End-to-End Change Analysis
- End-to-End Workload Analysis
- End-to-End Exception Analysis
- End-to-End Trace Analysis

Technical Administration
- Task Inbox
- Down Time and Work Mode Management
- IT Calendar
- Notification Management
- Central Tool Access

Report
Prove value to business

Technical Reporting
- EarlyWatch Alert (for Solutions)
- Interactive reporting
- Customer specific reporting

Management Reporting
- Document based SLA reporting
- Interactive SLA Reporting
- Management Dashboard
What customers did ...

Dashboards for Critical Application E2E monitoring
- SAP System data
- End-user data

<table>
<thead>
<tr>
<th>Application</th>
<th>Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display Sales Order (System)</td>
<td>![Status]</td>
</tr>
<tr>
<td>Display Sales Order (End-Users)</td>
<td>![Status]</td>
</tr>
</tbody>
</table>

Weekly Statistics
- Statistics are provided for End to End Application Monitoring including availability and performance such as:
  - Trend Analysis
  - Comparison between locations
  - Isolate infrastructure issues
  - Accurate data for SLA reporting
  - Increased quality of support

... and what they found

- The new alerting & new IT performance reporting was easy to setup and configure
- Alerts started right away
- Provides much improved alerting infrastructure
- We have been very impressed with the implementation of Solution Manager 7.1 and the technical monitoring implementation
- The more and more we dig into the technical monitoring the more excited we are about what we can do to monitor our systems
User Interface and Openness

Impact on Incident Management, Change Management, Blueprinting and Testing
Key steps achieved with SAP Solution Manager 7.1

- State of the art Service Desk
- Simple but flexible User Interface
- Usage rights that cover the complete customer solution
- Extendable to ITSM

SAP Solution Manager integrates Application Lifecycle Management and IT Service Management processes on a single platform.
Impact of Upgrade on Incident Management

Customers can go at their own pace

Impact on incident and change request management in SAP Solution Manager 7.1
- UIs are upgraded from SAP GUI to SAP CRM Web UI
- New transaction types in 7.1 replace the 7.0 transaction types
- New functions in 7.1 are only available in the SAP CRM Web UI with new transaction types
- There is no automatic migration from 7.0 transaction types, but large parts of 7.0 customizing can be reused

To minimize the impact of these changes for customer projects, SAP offers a transition phase
- You can process existing tickets based on 7.0 transaction types within the Work Center UI or SAP GUI, until they are closed
- You create new tickets with the 7.1 object types and process them with the SAP CRM Web UI
- The SAP Solution Manager Work Centers remain the standard UI for all ALM processes
New Features in Change Request Management

- New web user interface and improved usability
- Enhanced search capabilities (incl. full text search)
- Support for multiple approval procedures, with workflow integration
- Support for multiple scope items per Request for Change
- Template support
- Better ALM integration: Test Management and Quality Gate Management
- Enhanced transparency between change document and backend
- Display of transports and tasks in every change document
- Enhanced reporting: Enablement of reporting based on context data (scenarios, business processes, steps)
- Expert Mode for Cross-System Object Lock customizing and settings
- Enhanced Retrofit functionality, to provide more automation functionalities
- Usage rights extended to customer solution and full scalability beyond customer solution IT-wide usage enablement through multilevel categorization (not limited to SAP components)
  → General Change document introduced
First Experiences with ChaRM after Upgrade

For customized workflows in the customer namespace, the following settings have to be adjusted after the upgrade:

<table>
<thead>
<tr>
<th>Custom Setting</th>
<th>Estimated Effort</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transaction Type</td>
<td>Copy to new BUS Type (1 hour)</td>
</tr>
<tr>
<td>Partner Determination Procedure</td>
<td>Copy to new BUS Type (1 hour)</td>
</tr>
<tr>
<td>Status Profile</td>
<td>Copy (1 hour)</td>
</tr>
<tr>
<td>Date Profile</td>
<td>Copy (1 hour)</td>
</tr>
<tr>
<td>Text Determination Procedure</td>
<td>Copy (1 hour)</td>
</tr>
<tr>
<td>Action Profile</td>
<td>Copy to new BUS Type (1 hour)</td>
</tr>
<tr>
<td>Conditions</td>
<td>Cannot be copied, create new (1-2 days)</td>
</tr>
<tr>
<td>Screen Profile</td>
<td>Cannot be used create new (4 hours)</td>
</tr>
<tr>
<td>Transaction &amp; Screen Variant</td>
<td>Cannot be used create new (1 day)</td>
</tr>
<tr>
<td>Subject Profile</td>
<td>obsolete</td>
</tr>
<tr>
<td>Additional Fields</td>
<td>Cannot be used create new (x days)</td>
</tr>
</tbody>
</table>

If the customized workflows were not copied in the customer namespace:

- The customization will be overwritten during the upgrade.
- Therefore the customization must be saved BEFORE the upgrade.
- For instance a transport could be saved with the customization, so that this transport can later be re-imported (with care).
Enhanced business blueprint for the SAP solution

SAP Solution Manager 7.0

SAP business process expert
SAP users

SAP business process expert
Non-SAP users

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Enhanced business blueprint for the whole customer solution

SAP Solution Manager 7.1 as the Single Source of Truth
SAP Business Process Blueprinting

Best-in-Class usable RCP client providing graphical modeling capabilities

Co-existence of Classic SAPGUI and new RCP client

Federation of BPR, project directory, SAP Solution Maps and SOA content

Modeling of Non-SAP and SAP processes
Pre-requisites and experiences SAP BPB

Setup and Installation
- During ramp-up a dedicated add-on must be installed and configured on top of Solution Manager 7.1
- After ramp-up the add-on is automatically included
- The Business Process Blueprinting client must be installed on each client PC for those business process experts who graphically blueprint heterogeneous Business Process.

First Feedback
“For the installation, I just downloaded the install package for the front-end (around 90 MB) and it installed in minutes. The only requirements I see is that the Solution Manager be 7.1 and a project be existing already to connect to. I was up and working in minutes.”
Test capabilities provided by SAP Solution Manager allow you to reduce cost and number of errors in the production system while improving the test coverage.
"We were very pleased with our initial review of the test automation framework functionality within the SAP Solution Manager 7.1 release. The delivery of test automation framework supports our shared vision of end to end testing."

Warren Kaufmann, Director, Global Governance, Colgate-Palmolive
Management Dashboards Infrastructure

Optimize solution-wide usage with Management Dashboards
Management Dashboard and Operation Control Center

**Demonstrate the Value of IT**
- Does IT help the business to grow?
- Is the business using the IT solution?
- Is business continuity guaranteed?
- Is throughput as expected from a business perspective?

**Management Dashboard**

**Manage Operational Efficiency**
- Is IT on top of projects and operations?
- Budget, capacity and skill development on track?

**Operation Control Center**

- Selected auto refreshing status monitors
- Automatic diagnosis of core business process health and system landscape
- Only two Operation Experts required per shift

**Work Centers**

- Exceptions are discovered automatically
- Guided Procedures provided for resolution of exceptions
- Expert Tools available for root cause analysis and problem resolution
Management Dashboard Infrastructure

Management Dashboard User Interface
Compose your dashboards from a SAP standard apps library

Data Compression

KPI Improvement

Appl. Security
Usage Analysis
Custom Code
Process Operations
Technical Operations
Incidents

Business Requirements
Projects
Tests
Change

Filter
Aggregation
Correlation
Data Composition
(SLA) Configuration

Business Warehouse
Dashboards and Customer Extensibility

Dashboard User Interface
Compose your dashboards from a SAP standard apps library

- Compose your dashboard apps into your personal dashboard edition
- Change the style sheets of dashboards and apps
- Create own dashboard apps
- Write your own queries

Data Compression

- Overrule SAP standard aggregation and filtering (with ABAP OO & Badis)

Business Warehouse
Dashboard Apps

SAP Solution Manager offers a dashboard framework that you can use to configure the dashboard you need.

A dashboard app is an Adobe Flash application that gives the status of an individual KPI, e.g. system performance, on your dashboard.

Data is drawn from BW in SAP Solution Manager. You can choose relevant apps from the app repository and add them to your dashboard.

The apps are developed with SAP BusinessObjects Xcelsius but you do not need a license to use them.
Dashboard Configuration

Copy a report and add it to the dashboard

Edit the report content and adjust the SLA thresholds

Insert or swap apps by drag and drop
App Configuration

- Set report title
- Adjust SLA thresholds interactively
- Report preview with current settings
- List of available scripts
- List of selected scripts
- Add or remove reporting relevant data sets

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Installation and Upgrade
Steps to achieve and first experiences from projects
Upgrade SAP Solution Manager from 7.0 to 7.1

Steps

ABAP Upgrade phase 1-3
Start Java Upgrade
Java Upgrade step one and two
Java Upgrade 3 - configuration
/ASU/START and /ASU/UPGRADE transactions
ABAP Upgrade phase 5 (pre-processing)
ABAP Upgrade phase 5 (pre-processing) actions completed
Java Upgrade 4 - checks
Java Upgrade 5 - preprocessing
ABAP Upgrade 6 - downtime
Java Issue safe mode
Java/ABAP downtime finished

Customer experience:
First experiences from upgrade projects have shown an effective overall runtime of the upgrade tool of 11.5 hrs, hereof 3.75 hrs. technical downtime.

Sizing:
In a typical environment, less than 5 GB of permanent storage space is required and up to 20 GB, temporarily.
Synchronized Upgrade of SAP Solution Manager

- **New tool created for Solution Manager 7.1, called SOLMANUP.**

- **SOLMANUP**'s aim is to facilitate the simultaneous upgrade of ABAP and Java.

- **Instead of two separate upgrades, earlier - one for ABAP and one for Java, with two different tools - SAPup and SAPehpi, SOLMANUP now comprises the required functionalities of SAPup and SAPehpi, so it can perform a synchronized upgrade of Solution Manager 7.1.**

- **SOLMANUP has a common UI for ABAP and Java and provides information about each side’s progress during the upgrade.**

ABAP and Java upgrade run in parallel.
## Preparing for Installation/Upgrade

<table>
<thead>
<tr>
<th>Installation/Upgrade</th>
<th>How</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plan implementation of missing software components, agent and possible restarts for managed systems -&gt; Master Guide</td>
<td>service.sap.com/instguides</td>
</tr>
<tr>
<td>Plan user &amp; port availability -&gt; Security Guide</td>
<td>service.sap.com/instguides</td>
</tr>
<tr>
<td>Check hardware prerequisites for SAP Solution Manager 7.1 -&gt; Sizing Guide</td>
<td>service.sap.com/instguides</td>
</tr>
<tr>
<td>Obtain the Installation/Upgrade Software</td>
<td>DVDs or service.sap.com/swdc</td>
</tr>
<tr>
<td>Install SAP Solution Manager including support package update/Upgrade to SAP Solution Manager 7.1 -&gt; Installation/Upgrade Guides</td>
<td>service.sap.com/instguides</td>
</tr>
<tr>
<td>Update SLD Content to latest available version</td>
<td>service.sap.com/swdc</td>
</tr>
<tr>
<td>Connect/Check the connection of managed systems to SLD -&gt; SWDC/SDN</td>
<td>service.sap.com/swdc</td>
</tr>
<tr>
<td>Download install Diagnostics Agent and SAP Host Agent on all managed systems</td>
<td>service.sap.com/swdc</td>
</tr>
<tr>
<td>Download and implement software requirement on managed systems (ST-A/PI &amp; ST-PI)</td>
<td>service.sap.com/swdc</td>
</tr>
<tr>
<td>Download and Install/Upgrade Introscope Enterprise Manager</td>
<td>service.sap.com/swdc</td>
</tr>
<tr>
<td>Download and Install Diagnostics Agent and Host Agent on all Enterprise Manager hosts</td>
<td>service.sap.com/swdc</td>
</tr>
<tr>
<td>Perform configuration of SAP Solution Manager and managed systems.</td>
<td>SOLMAN_SETUP + service.sap.com/instguides</td>
</tr>
</tbody>
</table>
SAP Solution Manager Configuration with SOLMAN_SETUP

SAP Solution Manager 7.1 is configured using an Automatic Basic Configuration

- Accessible via transaction code SOLMAN_SETUP
- Allows an easy, fast and step-by-step configuration of SAP Solution Manager
- Configures the basic scenarios in SAP Solution Manager (Service Delivery, Issue Management, Early Watch Alerts, Maintenance Optimizer, Root Cause Analysis, …)

- Single, easy to use wizard for system preparation & basic configuration
- Highly automated configuration
- Integrated documentation for each step
- Integrated project management
- Easy access to open tasks and postponed activities
- Configuration of all managed systems from one central entry point
SAP Solution Manager Configuration
System preparation: New steps in 7.1

- Automatic Central Correction Note Check
- Configuration of needed WebServices*)
- Connect SLD to LMDB
- Install and configure SAHostAgent**)
- Connect SMD agents to Solution Manager
- Configure LMDB

*) SAP Solution Manager internal WebServices for communication between ABAP and Java, the agents and SAP Solution Manager

**) successor of SAPOsCol, a program, formerly collecting data from operating systems and hosts, e.g. CPU usage, memory, ...
Services

Expert Guided Implementations and Consulting Services for SAP Solution Manager 7.1
Planned EGI Sessions for SAP Solution Manager 7.1

- Upgrade to 7.1
  - Basic Configuration for 7.1
  - Upgrade for Change Request Mgmt.
  - Authorization Concept and Roles
  - Tech. Operations for Monitoring and Alerting
- Service Desk SLR Report
- Solution Manager BW Reporting
- Service Catalog
- CIO Dashboard
- Test Automation with HP QTP
  - SAP Solution Manager housekeeping
Ramp-up consulting packages - Offering

* Engaging a RU coach from SAP is obligatory, but can also be achieved with the “Expert coaching” package
Thank You!

Dr. Matthias Melich
VP ALM Solution Management
SAP AG
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  • Third level
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<th>The Grid</th>
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