Scope Document for NOTE IMPLEMENTATION SERVICE

The SAP Service Description for NOTE IMPLEMENTATION SERVICE (hereinafter: Service Description) as to be found at: http://www.sap.com/servicedescriptions.

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1 Scope of Services
SAP will provide Services to assist Customer with the implementation of the Customer’s notes implementation Project.

1.1 Solution Scope
The scope for NOTE IMPLEMENTATION SERVICE is to implement notes in customer’s systems.

NOTE IMPLEMENTATION SERVICE Scope

<table>
<thead>
<tr>
<th>Product</th>
<th>Scope Details</th>
<th>Customer Defined Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implement SAP notes</td>
<td>• Implement 100 notes in customer system</td>
<td>•</td>
</tr>
</tbody>
</table>

1.2 Integration Scope
The following SAP standard integration points between SAP systems are part of the scope.

<table>
<thead>
<tr>
<th>SAP Standard Integration Point</th>
<th>Source System</th>
<th>Target System</th>
<th>Details</th>
<th>Solution Scope from Section 1.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transports</td>
<td>DEV System, 1 Client</td>
<td>QA System or PRD System</td>
<td>Support regarding transport matters – if there are any errors during transport</td>
<td></td>
</tr>
</tbody>
</table>

1.3 Pre-requisites
Customer will have the relevant Software fully functional before the start of the Project.

2 Project Approach
The main project activities are detailed below with the assumed lead and support responsibility indicated.

The Note Implementation Service typically is performed in 6 days

Customer acknowledges and agrees that failure on the part of Customer to meet or fulfil any of the specified Customer responsibilities or requirements in this document might result in a delay in the project and/or a Change Request for additional SAP resources, an increase in project fees and/or a change in the schedule.

The project language is English and all documentation will be prepared in English. Project meetings will be held in English and Change Requests and minutes will be prepared in English.

3 Customer Responsibilities
In addition to the Customer responsibilities as set forth in the Service Description, the Customer is in particular responsible for the following during the Project:

1. Finalizing the configuration workbook
2. Functional Testing related to the 100 implemented notes
3. Transporting the 100 Notes to the next system landscape
3.1 SAP Team

The key SAP project roles are as follows:

<table>
<thead>
<tr>
<th>SAP Team</th>
<th>Level of Involvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technology Consultants</td>
<td>Full-time. Offsite.</td>
</tr>
<tr>
<td>Project manager</td>
<td>Part time. Offsite.</td>
</tr>
</tbody>
</table>

3.2 Customer Team

The Customer Project team will be as follows:

<table>
<thead>
<tr>
<th>Customer Project Team</th>
<th>Responsibility / Description</th>
<th>Level of Involvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Manager</td>
<td>Selects and allocates the appropriate subject matter experts for the key user roles on the project. Ensures that the resources will be available for the agreed upon duration and percentages of time. Ensures Key and End User enablement. Manages the change management and risk management processes. Manages the relationship with all third party resources.</td>
<td>Part-time</td>
</tr>
<tr>
<td>Technical Consultant</td>
<td>Reviews configuration workbook for technical feasibility. Configures module per best practices. Reports issues and status to Project Manager. Tests module for compliance with implementation design.</td>
<td>Part-time</td>
</tr>
<tr>
<td>Business Key Users</td>
<td>Functional area subject matter experts. Undertake the set-up, implementation and migration tasks to support the business areas in scope. Review workflow and integration scenarios.</td>
<td>Multiple, Part-time</td>
</tr>
</tbody>
</table>

3.3 Project Governance

Customer and SAP agree that it is necessary to have a project governance structure and processes in place to support execution of the Service.

Customer and SAP will work cooperatively during early phase of implementation to establish the Program Governance model. To facilitate communication between SAP and Customer, an SAP and Customer status meeting to clarify open issues and questions will occur daily.

3.4 Escalation and Issue Management

In the event that any issues are not resolved by the project team the Customer and SAP shall be entitled to escalate such issue in accordance with the table below:

<table>
<thead>
<tr>
<th>SAP Representative</th>
<th>Customer Representative</th>
<th>Time goal (not binding) for each level to resolve the issue before escalation to the next level.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. SAP Project Manager</td>
<td>Customer Project Manager</td>
<td>1 Business Day</td>
</tr>
<tr>
<td>2. SAP Director of Delivery Management</td>
<td>Customer Executive Sponsor</td>
<td>2 Business Days</td>
</tr>
</tbody>
</table>
4 SAP Deliverables and Acceptance

4.1 Deliverables

The following table lists the SAP Deliverables.

<table>
<thead>
<tr>
<th>Phase</th>
<th>Deliverable</th>
<th>Deliverable Description [omit if not needed]</th>
<th>Completion Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation</td>
<td>100 Notes have been implemented in the DEV system</td>
<td>SAP OSS Notes completely implemented in customer DEV system</td>
<td>All requested notes are successfully implemented in DEV system</td>
</tr>
</tbody>
</table>

5 Assumptions and Exclusions

The following assumptions and exclusions apply in addition to those set forth in the Service Description. The price in the Order Form is partly based on these assumptions.

5.1 Assumptions

- SAP may require up to 5 days to assemble a project team. SAP reserves the right not to start the Project until SAP has assembled a project team.
- No more than one (1) business days of workshops will be undertaken prior implementation process.
- SAP will assist the Customer with User Acceptance Testing for up to two (2) continuous business days which will not exceed two (2) SAP person days.
- No more than 2 (#) Customer persons will execute User Acceptance Testing.
- Prior to Project closure, Customer is not permitted to change any customizing settings since this may interfere with the implementation of the Project.
- Part time resources over and above those identified in the Customer project team will be used to diversify the knowledge base and reduce risk. Other business and technical experts from within Customer will participate on an as needed basis.
- The full scope of the Service is to be deployed during a single user rollout cycle. The scope of the Service will not be divided into phased functionality deployments or multiple rollout schedules to groups of users.
- The DEV System is in a consistent and clean state (no related notes were incorrectly implemented, no inactive objects related to these components)
- Implementation will be done using 1 language and 1 system (EN) In case there are changes to SAP standard and these affect the notes implementation process, then this is not supported by the project implementation
5.2 Exclusions

Any items or services not defined as in scope for this Service are deemed out of scope, including, but not limited to the following exclusions:

- Deliverables not explicitly described in this Scope Document.
- Multiple business units or lines of business unless explicitly named in the statement of work.
- An analysis of as-is business processes.
- Programs or content to migrate data.
- Data cleansing or data clean up.
- Coordination of work required from Customer’s third party vendors.
- Formalized training on the SAP Cloud Service for project team members or training for users. This would be included in a separate Scope Document for Education Services. Knowledge transfer does not replace training.
- Content for end user training.
- The development of new functionality, extensions or co-innovation.
- Verification and validation testing processes that may be required by regulatory, industry or governmental requirements.
- Implementation of any solution or integration scope not explicitly mentioned in this document.
- Implementation on any additional servers not explicitly mentioned in this document.
- Customer specific authorizations roles and security concepts. SAP will use the standard authorization content provided with the NOTE IMPLEMENTATION SERVICE.
- Custom developments and software developments.
- Any changes required because of pre-existing Customer specific enhancements or developments.
- Any changes required because of quality or values of Customer’s master and transactional data.
- Unit testing in any other environment besides the environment where the initial configuration was completed.
- Testing using more than one application language. Only content in English will be tested.
- Interfaces to third party or to legacy systems not defined.
- Reports that are not in the SAP standard application or modifications to these standard reports.
- Note implementation Service does not include the following components: BC* (Basis Components) and HAN* (SAP HANA Database).