

Scope Document for Process Modeling Service for HR

CONTENTS

1	SCOPE OF SERVICE	2
1.1	Business Process and Functional Scope.....	2
2	APPROACH AND RACI.....	3
3	SCHEDULE	3
4	ORGANIZATION.....	4
4.1	SAP Team.....	4
4.2	Customer Team.....	4
5	SAP DELIVERABLES.....	4
5.1	Acceptance Process.....	5
6	GENERAL CUSTOMER RESPONSIBILITIES.....	5
7	ASSUMPTIONS	5
8	EXCLUSIONS.....	6
9	DEFINITIONS.....	6

1 SCOPE OF SERVICE

SAP will provide process modeling service for HR (Service) as defined herein to assist Customer with the customization of their HR process diagrams in their preferred business process management (BPM) tool by delivering digital content from the SAP SuccessFactors Process Library (SSPL) in an editable format and providing guidance how to use it.

1.1 Business Process and Functional Scope

The following scope items form the scope of the Service to be provided by SAP.

Scope Item	Scope Details	Applicable SAP modules/software components/solutions
Digital content from the SAP SuccessFactors Process Library (SSPL) in an editable format	<p>The customer will receive data files in either one of these three different formats:</p> <ul style="list-style-type: none"> • MS Visio • Signavio Archive (SGX) • BPMN2.0 XML <p>This will allow customers to import the files into their preferred business process management (BPM) tool and make adjustments and changes to the process flows based on their company-specific requirements.</p> <p>These are non-executable process models and do not contain any errors based on standard BPM rules.</p>	n/a
Remote expert sessions	<p>SAP will host one or two remote expert sessions (depending on customer availability) for a total of 4 hours to advise the customer on how to model their organization-specific requirements within the standard process diagrams.</p> <p>In these expert sessions, an HR process expert of SAP explains and discusses with the customer topics like:</p> <ul style="list-style-type: none"> • Design principles and role concept used for the process library • Leading practices and process diagrams for a selected process area • When and how to adjust a selected process area based on customer requirements 	n/a

1.1.1 Functional Scope Details

The following process areas are in scope:

- i. Organizational Management
- ii. HR Administration
- iii. Time and Attendance Management
- iv. Benefits
- v. Payroll
- vi. Recruiting
- vii. Onboarding
- viii. Performance and Goals
- ix. Compensation

- x. Succession and Development
- xi. Learning
- xii. Employee Experience

2 APPROACH AND RACI

SAP and Customer agree the following responsibility matrix of activities.

- Responsible (R): Charged with performing the activities. A mutually agreed project plan may define further details at the work unit level.
- Accountable (A): The Customer has overall accountability for its implementation and all the activities identified below. Hence, Accountable (A) does not appear for the activities below.
- Consulted (C): Provides input on how to perform the activity and supports the execution of the activity.
- Informed (I): Provided with information.

Task	SAP	Customer
PREPARE		
Prepare the files		
Send questionnaire to customer to ask for further information and create customer folder in SharePoint	R	C
PERFORM		
Customer folder in SharePoint		
Copy all the process diagrams to customer folder in their required format and provide a download link to the customer folder in SharePoint	R	I
Expert session		
Prepare remote expert session	R	C
Host remote expert session	R	I
CLOSE		
Project Closure and Hand Over Deliverables		
Obtain Sign-off for Service Closure and Results Acceptance	R	C

3 SCHEDULE

Within 3 business days after placing the order for the Process Modeling Service for HR, the customer will be contacted by SAP.

Phase	Estimated Duration (Days)	Estimated Start Date
Prepare	0.125 day	Within 3 days after Customer has placed the order in SAP Store.
Perform	3.25 day	Once the questionnaire from the Customer has been received by SAP
Close	0.125 days	Once the questionnaire from the Customer has been received by SAP

4 ORGANIZATION

4.1 SAP Team

The key SAP roles are as follows

SAP Team	Level of Involvement
Business Process Architect (Business Architect)	Single resource. Part-time. Remote.
Business Process Consultant (Service Delivery Consultant)	Single resource. Part-time. Remote.

4.2 Customer Team

The Customer team will include the following roles. Customer team is assumed to be available to complete Customer activities.

Customer Team	Description	Level of Involvement
Project Manager	Serves as a central contact person from service initiation through to completion. The customer Project Manager will provide customer availability for the SAP Expert call and coordinate internally who else from customer side should participate. He/she will also be responsible in securing the download of the editable process diagrams from SAP SuccessFactors Process Library (SSPL) SharePoint customer folder and upload to customer's BPMN tool, as well as confirm Sign-off for service closure.	Single resource. Part-time. Remote.

5 SAP DELIVERABLES

The following table lists the SAP Deliverables.

Deliverable	Deliverable Description	Completion Criteria
Email with the link to the Digital content from the SAP SuccessFactors Process Library (SSPL) in an editable format	SAP will deliver the published SuccessFactors Process Library process diagrams in importable format either MS Visio, Signavio Archive (SGX) or BPMN2.0 XML for the process areas listed below: <ol style="list-style-type: none"> i. Organizational Management ii. HR Administration iii. Time and Attendance Management iv. Benefits v. Payroll vi. Recruiting vii. Onboarding viii. Performance and Goals ix. Compensation x. Succession and Development xi. Learning xii. Employee Experience 	Hand-over of process diagrams

5.1 Acceptance Process

SAP Deliverables shall be deemed accepted when provided to the Customer.

6 GENERAL CUSTOMER RESPONSIBILITIES

Customer has in particular the following general responsibilities.:

- Ensure that Customer team members are knowledgeable about the scope as defined in section 1 and define their training approach and schedule. Ensure that key users are available for all workshops and activities as needed.
- Minimize the change in personnel throughout the duration of the Service.
- Supply SAP with the names and contact information of key Customer and third-party resources.
- Review the published process diagrams in the SuccessFactors Customer Community in order to have an overview of the processes in the SAP SuccessFactors Process Library (SSPL).
- Secure own license for MS Visio, Signavio, or any other BPM tool.
- Provide SAP with additional information regarding required format for process diagrams, as well as availability proposals for the SAP Expert session
- Access the Customer folder in SharePoint and download the process diagrams
- Upload the editable files into their own BPM tool and troubleshoot any technical issues that may arise.
- Update the process diagrams in their BPM tool based on their required customization or adjustments
- Attend the SAP Expert session
- Provide sign-off for service closure and result acceptance
- Organizational change management activities, training and knowledge transition activities which include, but are not limited to the following: communication plan, organizational transition plan, business readiness for go live, design and roll-out of end-user training, coordination with remote sites, and project communication to the company.
- Ensure Customer compliance with any relevant governmental and regulatory requirements.

Performance by Customer of its collaborative duties in this contract is a primary contractual duty and is a necessary precondition for the proper performance of SAP's duties. 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 Agreement might result in a delay of the provision of the Service and/or in the estimated schedule. A Change Request may be required to cover for additional SAP resources and/or an increase in fees and/or a change in the estimated schedule.

7 ASSUMPTIONS

The following assumptions apply:

- If the Service has not started within two (2) months from the order date, then a Change Request may be required for Services to be carried out or SAP has the right to terminate the Services without liability.
- SAP may require up to three (3) days to assemble a team. SAP reserves the right not to start the Service until SAP has assembled a team.
- No more than half (0.5) business days of workshops will be undertaken during the delivery of the Service.
- No more than four (4) Customer project team members will attend the SAP Expert session.
- The project language is English and all documentation will be prepared in English. Project meetings will be held in English.
- SAP may use certain software and tools (all referred to as Tools herein) for its work, for which the rights are not already regulated through a software license agreement. All title to and rights in Tools, including without limitation copyright and rights of authorship, remain with SAP or SAP SE. These Tools may be copied to Customer's system and Customer is granted non-exclusive rights to use Tools for the term of and solely for the purposes related to the Service. No other use, including the creation of further copies or use on another system, is permitted. Tools and all permitted copies of Tools must be deleted at the end of the Service. If at SAP's sole discretion Tools are left on the system for documentation purposes, Customer is not permitted to use Tools for any other remaining purpose except documentation. Such Tools are on an as-is basis with no warranty. SAP will not support or enhance the Tools beyond what is provided during the term of the Service.

- All supporting documentation will be developed using personal computers/laptops using Microsoft Office applications (Word, Excel, MS Project, Visio and PowerPoint) or other mutually agreed documentation tools.

8 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.
- Procurement of software licenses (SAP and non-SAP licenses).
- Any testing activities.
- Any work in quality assurance or production environments. SAP will not provide technical troubleshooting support for the customer when updating the process diagrams in their BPM tool.
- Future updates to the process diagrams are not covered by the current order made by the customer. The diagrams will be provided one-time only.

9 DEFINITIONS

1. **SAP SuccessFactors Process Library (SSPL):** provides a unique and specific body of knowledge created and maintained by SAP. It helps customers to understand the best way to deploy SAP SuccessFactors. It enables customers to drive standardization and fast adoption globally and helps to avoid implementation risks and implement SAP SuccessFactors solutions as they were designed.