Specialized Scope Document Template for Cloud Engineered Service Implementation

Service Name	quick start service for workforce analytics and planning
Service Number	50152724
Service Version	V1
Published Date	01 June 2020

Version History

Service Version	Change Date	Description
V1	01 June 2020	First version

Scope Document
Scope Document for Cloud Engineered Implementation

This Scope Document forms part of the Order Form.

Capitalized terms that are not defined in this document (section 9) have their meaning defined in the General Terms and Conditions (or alternatively the governing terms and conditions) or in the Order Form.

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1. SCOPE OF SERVICES

SAP will provide the quick-start service for workforce analytics and planning ("Service") as defined herein to assist Customer with the implementation of the Customer's SAP SuccessFactors Workforce Analytics (WFA) or SAP SuccessFactors Workforce Planning (WFP) software.

1.1 Scope

The scope of this Service will be limited to the implementation of the Core Workforce and Mobility Metrics Pack over a single SAP SuccessFactors Employee Central datasource. The following foundation scope items are all mandatory and included:

Scope Items / Business Process	Scope Details
Remote scope validation workshop	- Standard Measures and Dimensions are defined in SAP's Core Workforce and Mobility Metrics Pack Definition Document. - Actual measures and dimensions implemented will be subject to the availability of the required data and the configuration of the source system.
Remote project planning and resource alignment	- SAP will explain the timeline and work breakdown by role. - Customer will be able to ask any related questions. - SAP and Customer will align on logistical approach, meeting cadence and any specific accommodations.
Leading practice Configuration Workbook completion	- Detailing standard sourcing of data sourced from Employee Central. - Includes two security-enabled structures (e.g. Organizational Structure, Location Structure, etc.). - Subject to standard definition as defined in the SuccessFactors Core Workforce and Mobility Metrics Pack document. - The configuration workbook will be completed by SAP, shared with the Customer for updates.
Leading practice WFA/WFP instance configuration	- Configuration of the Leading Practice instance will commence once, for the population in scope, the source system(s) have reached a stable configuration and have accumulated enough data for WFA configuration design and validation. - Up to four data validation sprints. - WFA configuration will be implemented based on the configuration workbook which will include any necessary design adjustments and recommendations identified by SAP and Customer during the Sprint phases. - SAP will complete the additional configuration steps required to enable the Strategic Workforce Planning application, if licensed
Testing preparation	- SAP will lead a remote session on how to use the application, navigation and query, including a Metrics and Dimensions overview. - SAP will review the testing plan with Customer with specific focus on functionality pertinent to data validation. - SAP will provide verification queries within the Application for the following key metrics: End of Period Headcount, Hires, Terminations, and Internal Movements for the full Organization Hierarchy.

Scope Items / Business Process	Scope Details
Go-Live preparation	• Remote administration overview for WFA / WFP • How to engage customer support • The technical services team change request process • Introduction session to the WFP Application, if licensed • Solution adoption/expansion

Scope will be confirmed during the remote scope validation workshop.

1.1.1   Scope Pre-requisites

Customer will have the following products before the start of the Service:

Product	Product Version / Support Package	Component	Status
SAP SuccessFactors Employee Central (EC)	Latest available	Employee Central	Licensed and Implemented
SAP SuccessFactors Workforce Analytics or Planning (WFA / WFP)	Latest available	Workforce Analytics or Workforce Planning	Licensed

1.1.2   Scope Details

The following applies to the functional scope.

Geographic and Organizational Scope	In Scope
Number of Customer legal entities	Single EC instance only
Country(ies)	Any
Languages	Any WFA/WFP supported language
Number of users	As per subscription

1.2   Integration Scope

No integration points are in scope for this Service.

1.3   Workflows, Reports, Interfaces, Conversions, Enhancements / Extensions and Forms

No Workflows, Reports, Interfaces, Conversions, Enhancements / Extensions, or Forms will be created or delivered within the Service. Standard SAP code will be neither modified nor extended.

1.4   Data Migration Scope

No data migration is in scope for this Service.

1.5   SAP Cloud Service releases

The Service will be performed on a two (2) system landscape: Development, and Production Environment.

SAP Cloud Service	The functionality and configuration settings are based upon the following expected release version:	Module
SAP SuccessFactors	b2005	HCM - Employee Central

Customer must go live at the release version of SAP SuccessFactors which is generally-available as of the actual go-live of the Service. It is common that at least one quarterly update will be released for general availability during the duration of the Service.

2. APPROACH AND RACI

SAP will follow the applicable parts of the SAP Activate methodology which has the following phases.

1. **Prepare**: The Service is formally initiated and the schedule, project plans and resources are agreed. The SAP development system is requested and created.
2. **Explore**: Workshops are conducted to perform a Fit-to-Standard analysis so as to validate the solution functionality included in the Service scope and confirm the business requirements can be satisfied
3. **Realize**: The Customer-specific business scenarios and process requirements are built incrementally through a series of leading practice configuration and test sprints. The test approach and any knowledge transfer are executed, and the Customer User Acceptance Testing is completed. The cutover is planned, and the production is requested.
4. **Deploy**: Final checks are made before the cutover to production. End users are trained, and ongoing support is put in place by the Customer. The hyper-care period concludes, and the Service is closed. A subsequent run phase in which the operability of the solution can be fine-tuned and options for improvement can be considered is not in scope with this Service.

SAP and Customer agree the following responsibility matrix of activities per phase.
- **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 Phase		
Scope Validation Activities		
Scope validation session (remote)	R	C
Implementation Start		
Initial EC data extraction and review	R	I
Call to review project and test plan	R	C
Finalize project and test plan; Resources assigned	C	R
Review Sprint test plan	R	I
Schedule Sprint meetings	I	R
Build and publish Leading Practice site	R	I
QG: Prepare Sign-Off	I	R

Task	SAP	Customer
Explore Phase		
Solution Design		
SAP review and preparation of Leading Practice site	R	I
Basic Navigation/DTD training session (remote)	R	I
Sprint - Dimensions (including DTD)		
Hierarchy overview and validation call	R	C
Finalize and deliver Configuration Update Log	I	R
Update specification and configuration; Publish updates	R	I
Re-Validate Dimensions	I	R
Customer approval to move to next Sprint	I	R
Sprint - Analysis Options (including DTD)		
Analysis Option overview and validation call	R	C
Customer validation of Analysis Options	I	R
Finalize and deliver Analysis Option configuration Update Log	I	R
Update specification and Analysis Option configuration; Publish updates	R	I
Re-Validate Analysis Options	I	R
QG: Explore Sign-Off	I	R
Realize Phase		
Sprint – Measures		
Measure overview and Total Organization validation call	R	C
Finalize and deliver Measure configuration Update Log for Total Organization	I	R
Update specification and Measure configuration; Publish updates	R	I
Measure validation	I	R
Customer delivers Measure Issue Log	I	R
Update specification and configuration (if required)	R	I
Re-Validate configuration updates (if required)	I	R
Customer Approval to move to next Sprint	I	R
Sprint 4 - Internal Movement and Other Measures		
Measure overview and Total Organization validation call	R	C
Finalize and deliver Measure configuration Update Log for Total Organization	I	R
Update specification and Measure configuration; Publish updates	R	I
Measure validation	I	R

Task	SAP	Customer
Customer delivers Measure Issue Log	I	R
Update specification and configuration (if required)	R	I
Re-Validate configuration updates (if required)	I	R
QG: Realize Sign-Off	I	R
Deploy Phase		
Production Cutover / Switch to Production - Go Live		
Navigation, Query and Tool training for Project Team (remote)	R	I
Extract and publish updated data set to Production	R	I
Review and prepare Production site for Phase I launch	R	C
QG: Deploy Sign-Off	I	R
Go-live Support		
Administration Introduction call	R	I
Transition call (Support and Adoption)	R	I
Post-Production Go-live Support resolution of logic issues (Hypercare)	R	I

3. ESTIMATED SCHEDULE

Within (5) five business days after Order Confirmation the Customer will be contacted by SAP to schedule the start of the Service.

The current estimated schedule provides provisional durations per phase as follows:

Phase	Estimated Duration (Weeks)	Estimated Start Date
Prepare	1 week	To be mutually agreed
Explore	2 weeks	1 week after start of Prepare
Realize	2 weeks	2 weeks after start of Explore
Deploy	1 week	2 weeks after start of Realize

4. ORGANIZATION

4.1 SAP Team

The key SAP roles are as follows:

SAP Team	Level of Involvement
Project Manager	Single resource. Part-time. Offsite.
Busoiness Process Consultant	Single resource. Part-time. Offsite.
Technical Consultant	Single resource. Part-time. Offsite.

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
Executive Sponsor	Ultimate decision maker on scope, priorities, budget and changes issues. Owner of the product backlog. Active advocate for the project towards internal stakeholders.	Single resource. Part-time. Onsite or remote.
Project Manager	Management of resources, resolving issues, project plan, project status and decision-making process through the steering committee.	Single resource. Part-time. Onsite or remote.
Application Functional Consultant (Decision Maker)	Identifies how data is being consumed and used today. Aligns configuration decisions with Audience needs. First set of key users. Owns the build-out and launch of the application. Primary resources for the end-users	Single resource. Part-time. Onsite or remote.
Technology Architect	Identifies the source system architecture ,Supports testing	Single resource. Part-time. Onsite or remote.
Nominated End Users for Testing and Training	System end users that join the project to undertake testing and training.	Multiple resources. Part-time. Onsite or remote.

4.3 Governance

Customer and SAP will establish a Project Governance model during the Prepare phase to help execute the Service and provide a framework for maintaining project management standards and communication among project participants given their roles and responsibilities.

Components of the Project Governance model may include but may not be limited to the following:

- Regular meeting cadence for project management, functional, technical teams and/or other project parties of SAP and Customer
- Identification of both SAP and Customer resources that would serve as part of the core project team to handle day-to-day responsibilities

5. SAP DELIVERABLES

The following table lists the SAP Deliverables.

Phase	Deliverable	Deliverable Description	Completion Criteria
Prepare	Leading Practice Configuration Workbook and WFA / WFP Site (the WFA / WFP web application module pre-populated with customer data)	Completed Configuration Workbook (Excel Spreadsheet). Published Leading Practice (web) site available to Customer through the WFA / WFP application. Includes Customer data and logic	Email Configuration Workbook. Publication of Leading Practice Site to Dev Instance. Available through SuccessFactors WFA / WFP application
Explore	Dimensions / Analysis Options	Updated Leading Practice Site containing Dimensions and Analysis options based on Configuration Workbook and subject to available data in Employee Central	Update and re-Publish Leading Practice Site to Dev Instance. Dimension updates available through SuccessFactors WFA / WFP application
Realize	Measures / Metrics	Updated Leading Practice Site containing business accurate Measures / Metrics based on Configuration Workbook and available data in Employee Central	Update and re-Publish Leading Practice Site to Dev Instance. Measure updates available through SuccessFactors WFA / WFP application
Deploy	Final Production WFA / WFP Site based and Final Configuration Workbook	Production site consisting of Dimensions, Analysis Options and Measures / Metrics based on Final Configuration Workbook and available data in Employee Central	Email Final Configuration Workbook. Publication of Site to Production Instance. Available through SuccessFactors WFA / WFP Production application, aligns with Dev Instance

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 solution being implemented 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.
- Manage the Customer's third-party service providers.
- Supply SAP with the names and contact information of key Customer and third-party resources.
- 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 that a consistent, stable, and fast SAP remote support connection/service connection is available between SAP and the Customer at the required times.
- Provide SAP with the necessary authorizations for remote access to Customer's systems.
- Provide technical advice regarding any third-party systems to which the team will have access.
- 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 in a delay of the provision of the service and/or in the estimated schedule.

7. ASSUMPTIONS

The following assumptions apply:

- If the quick-start service has not started within two (2) months of the estimated start date as mutually agreed, SAP has the right to terminate the quick-start service without liability.
- SAP may require up to two (2) weeks to assemble a team. SAP reserves the right not to start the Service until SAP has assembled a team.
- No more than one (1) business day of workshops will be undertaken during the Explore phase.
- SAP will provide up to four (4) hours of knowledge transfer to project team members.
- No more than five (5) Customer project team members will attend the knowledge transfer workshop.
- SAP will support the Customer with User Acceptance Testing by assisting with test defect resolution. UAT support is limited to up to five (5) continuous business days which will not exceed one (1) SAP person days.
- No more than ten (10) Customer persons will execute User Acceptance Testing.
- SAP will assist Customer with the move to the Production environment for up to two (2) SAP person days.
- SAP will provide up to five (5) continuous business days of go-live support to a maximum of two (2) SAP person days, remotely. Go live support will begin when the technical cutover has been executed by Customer. Cutover to Production is expected to be executed by Customer within two (2) weeks after knowledge transfer has been completed. Production validation by Customer is considered part of the period of go live support.
- Prior to Project closure, Customer will not change any configuration settings since this may interfere with the Project implementation.
- The project language is English and all documentation will be prepared in English. Project meetings will be held in English and minutes will be prepared 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.
- For the avoidance of doubt, Customer will primarily be responsible for correcting non-conforming results, which are related to Customer responsibilities, and SAP will primarily be responsible for correcting Material Defects, which are related to the agreed SAP scope and activities performed by SAP, provided that the other party will support when needed.

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:

- Measures and/or Dimensions requested outside of the Core Workforce and Mobility Metrics Pack document.

- Platform/Operational and/or Custom Reporting on the SuccessFactors modules are separate from the Workforce Analytics application and are not included in this scope.
- Deliverables not explicitly described in this Scope Document.
- An analysis of as-is business processes.
- Programs or content to migrate data from legacy systems.
- 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.
- Developments that modify the standard SAP Software source code.
- Implementation of any solution or integration scope not explicitly mentioned in this document.
- Implementation on any additional servers not explicitly mentioned in Section 1.1 of this document
- Customer specific authorizations roles and security concepts. SAP will use the standard authorization content provided with the SAP Cloud 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.
- Creation or change of print forms.
- Reports that are not in the SAP standard application or modifications to these standard reports.

9. DEFINITIONS

1. **On Premise:** solution hosted on servers owned and managed by the Customer or its nominated service providers and located at the Customer's or the Customer's service provider's own facilities.
2. **SAP Cloud Service:** means a subscription based, hosted, supported and operated distinct on-demand solution provided by SAP under an applicable Order Form.
3. **SAP Best Practices:** SAP's predefined business processes, configuration content and documentation for SAP Software. SAP Best Practices may be used as the basis for SAP implementation activities.
4. **SAP Rapid-Deployment solutions:** packaged content that provides a predefined scope, delivery approach and SAP Best Practices business processes and configuration to accelerate the deployment of SAP software.
5. **Engineered Service:** a service delivered by SAP that has a predefined scope, delivery approach and accelerators.
6. **SAP Activate:** a standard SAP methodology used for SAP implementation projects.
7. **Workflows:** a workflow is a sequence of connected steps triggered by an event to automate a process such as a document approval.
8. **Reports:** technical objects designed to deliver business figures or reports with no change to application data.
9. **Interfaces:** technical objects to transfer information from one system to another, usually referring to objects that are not part of the SAP licensed Software.
10. **Conversions:** technical objects used to migrate data to SAP systems during the Service.
11. **Enhancements:** changes to SAP functionality using development objects specifically provided for Customer changes.
12. **Extensions:** customer-specific additions to functional capabilities of the SAP Cloud Service. Such extensions do not modify the Cloud Service as licensed under the applicable SAP Cloud Service agreement.
13. **Forms:** printed or electronic forms containing formatted information from SAP applications.

14. **Sandbox Environment:** a temporary SAP system environment (sometimes called realm, platform or tenant) used to demonstrate processes and example prototypes. Implementation work undertaken in a Sandbox Environment is typically not moved to other environments.
15. **Development Environment / Starter system:** an SAP system environment (sometimes called realm, platform or tenant) in which initial configuration and build activities are completed. Implementation work undertaken in a Development Environment would be moved to a Quality Assurance Environment and/or Production Environment.
16. **Quality Assurance Environment / Q-system:** a SAP system environment (sometimes called realm, platform or tenant) used for configuration and/or testing content from the Development Environment prior to moving it to the Production Environment.
17. **Production Environment / P-system:** a SAP system environment (sometimes called realm, platform or tenant) used to execute operational business processes.
18. **User Acceptance Test:** test undertaken by end users to check that the system fundamentally operates according to the agreed scope.