

# Scope Document for 50155521 SAP Project Coach

This Scope Document specifies the Services to be performed and forms part of the Agreement.

## CONTENTS

<b>1</b>	<b>SCOPE OF SERVICES</b> .....	<b>2</b>
1.1	Geographical scope and time zones .....	2
<b>2</b>	<b>APPROACH AND RACI</b> .....	<b>2</b>
<b>3</b>	<b>SAP DELIVERABLES</b> .....	<b>2</b>
<b>4</b>	<b>GENERAL CUSTOMER RESPONSIBILITIES</b> .....	<b>3</b>
<b>5</b>	<b>ASSUMPTIONS</b> .....	<b>3</b>
<b>6</b>	<b>EXCLUSIONS</b> .....	<b>4</b>

## 1 SCOPE OF SERVICES

SAP will provide advisory service named SAP Project Coach (the Service) as defined herein to assist Customer with consultative support. It is related to the implementation scope of SAP S/4HANA. The Service consists of 10 virtual sessions of individual coaching with an SAP S/4HANA expert. Each session last 30 minutes and can be scheduled individually within a time frame of 6 months after Order Confirmation.

- Customer requests a coaching session through a self-service scheduling tool which is available via the SAP Project Coach landing page on <https://projectcoach.services.sap.com>. To schedule a coaching session, Customer selects a topic (one topic per session) from the list of scope items available in the scheduling tool.
- Sessions will be performed in English language only.
- Sessions will be voice only with screen sharing.
- The Service provides advisory support for supported SAP releases only.
- Knowledge and/or experience transfer within each session.
- The Service is focused on SAP S4HANA implementation related topics only, which can include either a system conversion scenario or a new install scenario. Advice on product issues or messages are not in scope for this Service.
- Provisioning of information regarding the selected topic by Customer when scheduling the session is required to use the time during the session as efficient as possible.

### 1.1 Geographical scope and time zones

The SAP S/4HANA experts for a coaching session are not available during usual business hours in all time zones. Hence, Customer may need to accept coaching sessions outside usual business hours of the Customer.

## 2 APPROACH AND RACI

SAP and Customer agree the following responsibility matrix of activities.

- Responsible (R): Charged with performing the activities.
- 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.

Activity	SAP	Customer
Schedule coaching session using the self-service scheduling tool	I	R
Provide relevant information for the coaching session when requesting a coaching session by uploading the information with the self-service scheduling tool	I	R
Ensure that prerequisites for the coaching sessions are fulfilled	C	R
Prepare the online coaching session	R	C
Perform the online coaching session	R	C
After each coaching session, Customer receives a link to a survey. Customer is asked to provide feedback on the session using the survey	C	R

## 3 SAP DELIVERABLES

Deliverable	Deliverable Description	Completion Criteria
Coaching Session	Each 30 min coaching session will be performed with an expert from SAP and provide recommendations on how to implement SAP S/4HANA for the respective topic	Coaching session is performed.

The Deliverables are deemed accepted upon execution of the coaching session.

#### 4 GENERAL CUSTOMER RESPONSIBILITIES

Customer has the following general responsibilities:

- Ensure that customer participants of a session are knowledgeable about the topics to be discussed during the session. Number of customer participants should not exceed five persons per session.
- Ensure consistent access to Microsoft Teams is available between SAP and the Customer at the required times.
- Customer is responsible for the acts, omissions, and defects of parties that Customer contracts or instructs to perform Customer's duties (notably other third parties not engaged by SAP) as if they were Customer's own acts, omissions, and defects. As between SAP and Customer's other, third-party contractors, such other contractors are therefore parties performing duties on Customer's behalf.
- Ensure Customer compliance with any relevant governmental and regulatory requirements.
- Ensure that no Confidential Information or data that is subject to the Data Protection laws and regulation is shared with SAP through the self-service tool.

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.

#### 5 ASSUMPTIONS

The following assumptions apply:

- Consumption of the 10 sessions must be within 6 months after Order Confirmation. Unused sessions will expire, without any entitlement for a refund, automatically after 6 months after Order Confirmation.
- Cancellations and changes to a scheduled session are possible with more than 48 hours of lead time via the self-service scheduling tool. The cancelled session will be credited to Customer's session account. Cancellation or change requests made within 48 hours of the scheduled session or no-shows do not entitle for a refund nor a transfer.
- SAP may require up to two (2) weeks to provide a session. SAP reserves the right not to start the Service until SAP has assembled a team.
- It is by discretion of SAP to accept or reject topics, especially if these topics are not in scope of the Service or if it can be assumed that the complexity of a topic goes beyond the time dedicated to single session.
- SAP cannot guarantee that the knowledge transfer provided in the context of this Service is sufficient to solve the topic or implementation question. Knowledge and experience will be provided to the of best knowledge by the supporting SAP Consultant.
- The language is English and all documentation must be 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. 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.

## **6 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.
- Any topic that is relevant for SAP Product Support, in particular for incident resolutions.
- Login to customers SAP Systems
- Specific questions on local legal requirements (e.g., specific tax rules in certain countries)