

# Scope Document

## Scope Document for Advisory Services

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 the Order Form.

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## 1 SCOPE OF SERVICES

SAP will provide the advisory service “Business process assessment service” as defined herein to provide the Customer tailored process improvement recommendations and solution roadmap based on process data insights, industry benchmarks and available improvement capabilities such as SAP products, (re-) configurations of systems, product extensions, process redesign or (no-code) process automation. SAP may recommend accelerators such as SAP Best Practices, SAP Rapid-Deployment solutions and/or SAP Engineered Services for Customer’s further consideration.

### 1.1 Business Process and Functional Scope

The following scope details form the scope of the Services to be provided by SAP:

- Preparation and scoping call
- Analysis of business process data
- Preparation and execution of the remote workshop
- Creation of solution roadmap

## 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.

Activity	SAP	Customer
<b>Prepare</b>		
<b>Service Initiation</b>		
Service preparation activities	R	I
Execute preparation and scoping meeting	R	C
Collection of process data	I	R
Analyze process data	R	I
Prepare remote workshop	R	I
<b>Realize</b>		
<b>Recommendation Workshop</b>		
Conduct remote workshop	R	C
Prepare results	R	I
<b>Deploy</b>		
<b>Final Presentation and Service closure</b>		
Deliver summary of workshop results	R	C
Create solution roadmap	R	C
Sign-off on Service closure and results acceptance	C	R

### 3 SCHEDULE

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

Services must be completed not later than 6 months after Order Confirmation.

The current estimated schedule provides provisional durations as follows.

Phase	Estimated Duration (Weeks)	Estimated Start Date
PREPARE	1 week	To be mutually agreed
REALIZE	2 days	The later of one to two weeks after finalizing the Prepare Phase
DEPLOY	1 day	The later of one week after finalizing the Realize Phase

### 4 ORGANIZATION

#### 4.1 SAP Team

The key SAP roles are as follows

SAP Team	Level of Involvement
(Senior) Business Consultant (Project Manager)	Single resource. Full-time. Remote.
Business Process Expert	Single resource. Full-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
Business Lead	Decision maker on scope, priorities, budget and changes issues. Active advocate for the project. Management of resources, resolving issues, project plan, project status and decision-making process through the steering committee.	Single resource. Full-time. Remote.
Business Subject Matter Experts	The subject matter expert represents the business.	Multiple resources. Part-time. Remote.

#### 4.3 Governance

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

SAP and Customer will implement the following meeting schedule to address project management and governance:

Meeting	Frequency	SAP Attendees	Customer Attendees
Progress Meeting	Weekly	SAP Project Manager Team members as required	Business Lead Team members as required
Issues/Risk Meeting	Weekly	SAP Project Manager	Business Lead

## 5 SAP DELIVERABLES

The following table lists the SAP Deliverables.

Deliverable	Deliverable Description	Completion Criteria
Business process assessment	Business process assessment containing: <ul style="list-style-type: none"> <li>• Business and process KPI</li> <li>• Usage analysis for transactions and processes</li> <li>• Benchmarking against industry peers</li> <li>• Improvement recommendations</li> </ul>	Handover of the assessment results
Solution roadmap	Solution roadmap	Handover of the solution roadmap
Summary of workshop results	Summary of workshop results	Handover of the workshop results

### 5.1 Acceptance Process

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

## 6 GENERAL CUSTOMER RESPONSIBILITIES

Customer has 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.
- 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.
- Allow the use of SAP laptops and mobile devices on Customer's network to SAP's network via SAP's Virtual Private Network (VPN) protocols.
- Provide technical advice regarding any third-party systems to which the team will have access.
- 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 and the end Customer) 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.

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. 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.

## 7 ASSUMPTIONS

The following assumptions apply:

- SAP may require up to two (2) weeks to assemble a team. SAP reserves the right not to start the Services until SAP has assembled a team.
- No more than one (1) business days of workshops will be undertaken during the delivery of the Services.
- 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.

## 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).
- Programs or content to migrate data. Data cleansing of migrated data from Customer systems.
- Upgrade to the SAP solution components, operating systems or database systems.
- Any testing activities.
- Any work in quality assurance or production environments.
- Developments that modify the standard SAP Software source code.

## 9 DEFINITIONS

1. **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.
2. **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.
3. **Engineered Service:** a service delivered by SAP that has a predefined scope, delivery approach and accelerators.
4. **Workflows:** a workflow is a sequence of connected steps triggered by an event to automate a process such as a document approval. Examples include SAP Business Workflows.
5. **Reports:** technical objects designed to deliver business figures or reports with no change to application data.
6. **Interfaces:** technical objects to transfer information from one system to another, usually referring to objects that are not part of the SAP licensed Software. Examples of technology include SAP Process Orchestration and Intermediate Documents (IDocs).

7. **Conversions:** technical objects used to migrate data to SAP systems during the Service. Examples of technology include data migration programs, SAP Data Services and Legacy System Migration Workbench (LSMW).
8. **Enhancements:** changes and additions to SAP functionality using development objects specifically provided for Customer changes. Examples include the use of user exits and business add-ins (Exits).
9. **Forms:** printed or electronic forms containing formatted information from SAP applications. Examples of technology include SAPscripts, Smart Forms and SAP Interactive Forms by Adobe.