

Scope Document

Scope Document for 50139296 – Implementation of SuccessFactors Recruiting Marketing Career Site Builder (Standard)

The SAP Service Description for SAP Implementation – SAP Cloud Service ENGLISH v.12-2015 (hereinafter: Service Description) as to be found at: <http://www.sap.com/servicedescriptions>.

This Scope Document specifies the Services to be performed and forms part of Exhibit A of the Order Form.

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1 Scope of Services

SAP will provide services to assist Customer with the development of the Customer’s SAP SuccessFactors Recruiting Marketing Career Site Builder Project in accordance with the above referenced SAP Service Description and as further defined herein.

1.1. Solution Scope

Product	Module / Scope Item	Functionality	Description
Recruiting Marketing	Career Site Builder	Standard implementation of a branded career site with predefined templates	<ul style="list-style-type: none"> • Configure Back-End • Update text/image/video content. • Update look and feel • Update menu & links to create content pages. • Write and test rules • 3 iterations of implementation to customize to customer needs. <p>Customer-Defined:</p> <ul style="list-style-type: none"> • Textual content

Product	Module / Scope Item	Functionality	Description
			<ul style="list-style-type: none"> • Image/video content • Look and feel • Job relationship to strategy pages • Menu/Links • All configuration options available.

Additional Scope

- Enable responsive web site.
- One (1) Home page template leveraging default Customer branding
- One (1) Strategy page template leveraging default Customer branding
- Ten (10) Strategy pages leveraging approved template with unique title, copy, image and job routing rule. Leveraging default Customer branding
- One Content Page template leveraging default Customer branding
- Four (4) Content Pages, including unique copy and image.
- One (1) Job Description page template leveraging default Customer branding
- One (1) Interactive Job Map page
- One (1) Talent Community Business Card template leveraging default Customer branding.
 - One (1) Talent Community Business card template leveraging default branding with One (1) Apply Business Card and One (1) Subscribe Business Card
- Three (3) Recruiting Marketing Platform email templates leveraging default Customer Branding
 - One (1) Talent Community Welcome email
 - One (1) Agent email
 - One (1) password reset email
- Three (3) preconfigured, portable (external) HTML Recruiting Marketing Widgets: Map, Keyword Search, Talent Community Subscribe
- One (1) Search Engine Optimization (SE)) page template leveraging default Customer branding
- Integration to One (1) RCM instance including enabling Employee Referral marketing integration to Recruitment Management, enabling candidate and recruiter single sign-on to Recruiting Management and enabling real-time job collection import.
- Enablement of “All-job” Standard XML feeds as identified by Customer via Source List

2. Integration Scope

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

SAP Standard Integration Point	Source System	Target System	Details	Solution Scope from Section 1.1
Job Data	SuccessFactors RCM	SuccessFactors RMK	Includes all data elements in Recruiting Management using SuccessFactors Recruiting Management standard xml file format. Customer is responsible for the transformation and data mapping routine for import into their application.	SuccessFactors Recruiting Marketing

3. Reporting Scope

For the standard product, all reports will be generated automatically by the system and made accessible to the customer via the Customer Dashboard. Outside of Advanced Analytics, all training will be provided via customer’s standard agreement and not by Professional Services. Therefore, following delivery, they will not be subject to services, defect resolution, maintenance or upgrades or in any other way be within scope of SAP Services objects delivered as part of the Customer’s project.

During Advanced Analytics implementation, default reporting will be setup and training scheduled with the customer. Following delivery, all further enhancements, maintenance and general requests will not be part of the original implementation and will require additional contracted services.

4. Data Migration Scope

No data migration in scope

5. Testing Scope

No testing in scope

6. Third-Party Scope

Customer will ensure authorized access to the following third party software before the start of the Project:

Product	Product Version / Support Package	Component
Google Analytics	The latest release fully supported	Data Analytics
Data Tracking Software	The latest release fully supported	Data Analytics

7. Geographic and Organization Scope

Geographic and Organization Scope	In Scope
Number of Customer legal entities	Up to 2
Country(ies)	Up to 5
Languages	English

8. Pre-requisites

Customer will have a fully functional SuccessFactors Recruiting Management instance in production before the start of the Project.

9. Project Approach

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

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 follows the applicable parts of the SAP Activate methodology with the following responsibility matrix of tasks per phase. The Customer has the overall accountability for the whole project and all its elements.

- Responsible (R): Charged with performing the activities. The project plan may define additional detailed responsibility at the work unit level.
- Accountable (A): The Customer has overall accountability for the whole Project and all the tasks identified below. Hence, Accountable (A) does not appear for the tasks below.
- Consulted (C): Provides input on how to produce the activity and actively supports the execution of the activity.
- Informed (I): Provided with information.

Task	SAP	Customer
Cross Phase Tasks		
Maintain and update relevant project plan	R	R
Change management activities	I	R
Prepare Phase		
Project Preparation		

Task	SAP	Customer
Kick-off (Customer Discovery Workshop)	R	A
Initiation - Including Project Team Orientation, resourcing, customer meetings, co-ordination	R	I
Customer Instance Setup		
Conduct System Admin and Setup and instance setup	R	I
Factory Lead Tasks		
Factory Lead Tasks	A	I
Project Communication		
Support (Ongoing communication and status)	A	I
Explore Phase		
Customer Workshop		
Workshop demonstration (RMK topics with reporting & Configuration Workbook walkthrough)	R	A
Document configuration changes in the Configuration Workbook	R	C
Review of Workbook with Customer	R	R
Solution Configuration - Iteration 1		
Design and implementation approach	R	I
Create and implement pages	R	I
Configure instance	R	I
Testing of iteration	R	I
Customer review of iteration	R	R
Customer feedback	A	R
Realize Phase		
Solution Configuration - Iteration 2		
Design and implementation approach	R	I
Create and implement pages	R	I
Configure instance	R	I
Testing of iteration	R	I
Customer review of iteration	R	R
Customer feedback	A	R
Solution Configuration - Iteration 3		
Design and implementation approach	R	I
Create and implement updates to pages	R	I
Configure changes/updates instance	R	I
Testing of iteration	R	I
Customer review of iteration	R	R
Customer feedback	A	R
Solution Execution Testing		
UAT Support	C	R
Deploy Phase		
Production Cutover / Switch to Production - Go Live in Production		
Deploy to Production Environment	R	A
Production instance testing and resolution	R	R

10. Project Schedule

Within 48 hours after placing the order for the Implementation of SuccessFactors Recruiting Marketing Career Site Builder (Standard) service the Customer will be contacted by SAP to schedule the start of the service.

11. Project Organization

11.1. SAP Team

The key SAP project roles are as follows.

SAP Team	Service Elements in Order Form	Level of Involvement
Senior Business Process Consultant	Execution Services	Single resource. Part-Time. Offsite.
Technical Consultant	Execution Services	Multiple resources. Part-Time. Offsite.

11.2. Customer Team

The Customer Project team will be as follows:

Customer Project Team	Responsibility / Description	Level of Involvement
Project Manager	<p>Selects and allocates the appropriate subject matter experts for the key user roles on the project</p> <p>Ensures that the resources will be available for the agreed upon duration and percentages of time</p> <p>Ensures Key and End User enablement</p> <p>Manages the change management and risk management processes</p> <p>Ensures the project activities especially data migration and testing remain on track as per the agreed upon plan</p> <p>Manages the relationship with all third party resources.</p> <p>Provides status reporting</p>	Part-time
Business Key User	<p>Functional area subject matter experts</p> <p>Undertake the set-up, implementation and migration tasks to support the business areas in scope.</p> <p>Review workflow and integration scenarios.</p>	Multiple, Part-time

11.3. Escalation and Issue Management

An issues management process will be documented and established as part of the overall Project governance. The purpose of this process is to address any and all issues which arise on the Project. Additionally, it will address the prioritization of these issues as well as an effective means for issue escalation and resolution. The details of this process will be established by SAP during the Project Preparation phase, subject to Licensee's approval. Types of issues that would be addressed through issues escalation process may include:

1. Situations that require attention and will impact cost, hours, schedule, resources or the success of the Project
2. Concerns that require attention
3. Unresolved action items
4. Change requests
5. Lack of commitment or availability of Project resources
6. Unaccepted deliverables

In the event that any issues are not resolved by the project team the Customer and SAP shall be entitled to escalate such issue.

12. SAP Deliverables

The following table lists the SAP Deliverables.

Phase	Deliverable	Deliverable Description	Completion Criteria
Explore	Configuration Workbook	Document detailing the list of additional configurations identified during the validation workshops.	Configuration workbook is delivered to Customer.
Explore	Iteration 1 of RMK stage site deliverable	First iteration of functioning stage site for customer review.	Iteration 1 is delivered to the customer and customer feedback is documented.
Realize	Iteration 2 of RMK stage site deliverable	Second iteration of functioning stage site for customer review.	Iteration 2 is delivered to the customer and customer feedback is documented.
Realize	Final iteration of RMK stage site deliverable	Final iteration of functioning stage site for customer acceptance and sign-off.	Final iteration delivered to the customer and customer acceptance is completed including customer sign-off.
Deploy	RMK production site deliverable	Production site is delivered to customer during go-live process.	Production site is delivered to the customer and customer acceptance is completed.

13. 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.

13.1. Assumptions

- If the Project has not started within two (2) months of the Estimated Start Date as set forth in the Order Form, then a Change Order may be required for work to be carried out on the Project or SAP has the right to terminate the Scope Document without the Customer being able to claim damages.
- SAP may require up to two (2) week to assemble a project team. SAP reserves the right not to start the Project until SAP has assembled a project team.
- Prior to Project closure, Customer is not permitted to change any configuration 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.
- Customer acknowledges that the Services performed may include the export of Customer data. The Customer is responsible that all Customer data provided to SAP does not contain any sensitive defense information for which the export of such data would violate the International Traffic in Arms Regulations or any other applicable export control laws or regulations.
- The full scope of the Service is to be deployed in between scheduled refresh cycles, where it will not interfere with business as usual data refreshes as per a customer subscription agreement.

13.2. 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.
- 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.
- The development of new functionality, extensions or co-innovation.
- Implementation of any solution or integration scope not explicitly mentioned in this document.
- Any changes required because of pre-existing Customer specific enhancements or developments.
- Interfaces to third party or to legacy systems not defined.