

Scope Document

Scope Document for 50139299 – Setup of SAP SuccessFactors Learning Connector for Skillsoft

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 Learning Connector for Skillsoft 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 |
|---|--|--|---|
| SuccessFactors Learning Management System (LMS) | Open Learning Services Architecture (OLSA) Connector | Setup Skillsoft Connector to integrate with Skillsoft to directly import the learning Items and their respective Subject Areas to Success Factors LMS. | Integration between LMS and Skillsoft is established by configuring the Skillsoft connector. This solution does not include Learning History recording. All Learning History recordings will be handled through the standard Learning History connector. |

2. Integration Scope

Integration between SuccessFactors Learning Management System (LMS) and the 3rd party Skillsoft e-learning solution by configuring the Skillsoft Connector.

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3. Reporting Scope

No reporting in scope

4. Data Migration Scope

No data migration in scope

5. Testing Scope

No testing in scope

6. Third-Party Scope

A valid agreement must be in place with Skillsoft or a Skillsoft reseller.

7. Pre-requisites

- Success Factors LMS and Connectors License
- Skillsoft agreement for using their courses
- Must be on SkillPort 7.3 Patch 12 later.

8. 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.

| Tasks | SAP | Customer |
|---|-----|----------|
| Provide Customer Facing Document. In this document customer needs to fill the default values section based on their business need. | C | R |
| Work with the customer to enable Skillsoft connector and grant appropriate workflows. | R | C |
| Educate the customer on how to configure the default values and modify the default values in the connector configuration | C | R |
| Schedule the Skillsoft connector for the first time with full mode run | C | R |
| Schedule the Skillsoft connector with delta mode run for the sub subsequent runs | C | R |
| Federal customers, the OLSA Item connector property file can be configured to also process a separate file "custom_column1124.csv" that contains eHRI information provided by the customer and posted via ftp | C | R |

9. Project Schedule

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Within 48 hours after placing the order for the Setup of SAP SuccessFactors Learning Connector for Skillsoft service the Customer will be contacted by SAP to schedule the start of the service.

10. Project Organization

10.1. SAP Team

The key SAP project roles are as follows.

| SAP Team | Service Elements in Order Form | Level of Involvement |
|----------------------|--------------------------------|---|
| Project Manager | Project Management | Single resource. Part-Time. Offsite. |
| Technical Consultant | Execution Services | Multiple resources. Part-Time. Offsite. |

10.2. Customer Team

The Customer Project team will be as follows:

| Customer Project Team | Responsibility / Description | Level of Involvement |
|-----------------------|---|----------------------|
| Business Key User | Approve specification changes, Supply refresh/development data, and approve migration to production site. | Part-time |

10.3. 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.

11. SAP Deliverables

SAP will deliver:

- Fully configured OLSA connector for Skillsoft.
- Documentation of the configuration decisions.
- Training session on how to schedule and process the feed updates

12. 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.

12.1. 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.

12.2. 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.