

# Scope Document

## Scope Document for 50139303 – Additional Data Refresh for SAP SuccessFactors Workforce Analytics

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 Workforce Analytics 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 Workforce Analytics (WFA)	Core Workforce and Mobility Metrics Pack – Development	One off-cycle refresh of Employee Central data into WFA	Republication of the Workforce Analytics instance with a new data set. Performed outside of the agreed monthly cycle.

### 2. Integration Scope

No integration in scope.

### 3. Reporting Scope

No reporting in scope

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#### 4. Data Migration Scope

No data migration in scope

#### 5. Testing Scope

No testing in scope

#### 6. Third-Party Scope

No third-party software in scope

#### 7. Pre-requisites

Customer will have a fully functional WFA instance in production before the start of the Project.

#### 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
Advise date for refresh data to be taken from EC/HRIS	I	R
Process refresh and publish to preview site	R	I
Review and approve publication to production site	I	R
Publish to production site and close request	R	I

#### 9. Project Schedule

Within 48 hours after placing the order for the Additional Data Refresh for SAP SuccessFactors Workforce Analytics 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.
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## 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 an updated Workforce Analytics instance based on the scope description in Section 1.1.

## 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.