

# Scope Document 50156444 Enablement Service for SAPHANA Cloud

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 in the Order Form.

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## 1. SCOPE OF SERVICES

SAP will provide the Enablement Service for SAP HANA Cloud (“Services”) as defined herein to help the Customer prepare for a deployment of SAP HANA Cloud. It provides knowledge transfer on key product capabilities and implementation items including architecture, data integration, modelling, consumption, security and deployment best practices.

### 1.1 Scope

The following items form the scope of the Services to be provided by SAP.

- Solution overview, architecture overview and deployment scenarios
- Connectivity options, common use cases and tooling for data integration
- Common use cases and tooling for data modeling
- Connectivity options, common use cases and tooling for consumption
- Tooling and concepts for administration and security
- Migration process overview and integration with SAP Analytics Cloud (\*)
- Best Practices and Deployment Guidance

(\*) *Optional – This is for Customers needing migration support moving to SAP HANA Cloud from other SAP HANA versions (On-Prem, Cloud( SAP HANA as a Service)).*

Scope Item	Scope Item Details
One (1) day Remote Preparation	Workshop Expectation Alignment and Onboarding
	Workshop Preparation
Three (3) days Remote Enablement Workshop Delivery	Deliver Enablement Workshop – Session 1
	Deliver Enablement Workshop – Session 2
	Deliver Enablement Workshop – Session 3
One (1) day Remote Assistance Delivery	Post-Workshop Feedback
	Q&A

Individual prioritization, including inclusion or exclusion of a specific item, length or duration of an item, or the order of item delivery will be agreed with the Customer as part of Remote Preparation.

#### 1.1.1 Scope Pre-requisites

No pre-requisites are in scope for the Services.

#### 1.1.2 Scope Details

The following applies to the functional scope.

Geographic and Organizational Scope	In Scope
Language	English
Number of participants	Up to ten (10) participants per workshop

## 1.2 SAP Cloud Service releases

The delivery of the Services requires the availability of a Training or Sandbox environment.

SAP Cloud Service	The functionality and configuration settings are based upon the following expected release version:	Module
SAP HANA Cloud	Latest Generally Available Version	n/a

Customer must go live at the release version of the SAP Cloud Service generally available as of the actual go-live of the Service.

It is common that at least one quarterly update will be released for general availability during the duration of the Services. Additional planning and configuration required to support the updated release is not included in the Services.

## 2. Approach and RACI

SAP and Customer agree the following responsibility matrix of activities per phase.

- **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
<b>Perform Service Delivery</b>		
<b>One (1) day Remote Preparation</b>		
Synchronization with the Customer about what to expect as outcome of the upcoming remote workshop and overview for appropriate preparation.	R	C
<b>Three (3) days Remote Enablement Workshop Delivery</b>		
Remote delivery of enablement workshop to cover items listed in section 1.1 Scope.	R	I
<b>One (1) day Remote Assistance Delivery</b>		
Processing of post-workshop feedback to be presented during the Q&A session.	R	I
<b>Service Closure</b>		
Handover of Deliverables in accordance with section 5.	R	I

## 3. ESTIMATED SCHEDULE

SAP will contact the Customer within five (5) business days after Order Confirmation to schedule the start of Services.

The estimated duration for the Services is 5 person-days and will be delivered within an eight (8)-week timeframe. The schedule provides definite durations per phase as follows.

Phase	Duration (Days)	Estimated Start Date
Remote Preparation	One (1) day	As mutually agreed upon by the Customer and SAP
Remote Enablement Workshop Delivery	Three (3) days (Note: consecutive days only)	Up to four (4) weeks after completion of Remote Preparation
Remote Assistance Delivery	One (1) day	Up to two (2) weeks after completion of Remote Enablement Workshop Delivery

## 4. ORGANIZATION

### 4.1 SAP Team

The key SAP roles are as follows:

SAP Team	Level of Involvement
Senior Technology Consultant	Single resource. Part-time. Remote.
Analytics Expert	Single resource. Part-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
Customer Program/Project Manager	Ultimate decision maker on scope, priorities, budget and changes issues. Actively advocate for the project towards internal stakeholders.	Single resource. Part-time. Remote.
Customer Solution Architect	The Customer Solution Architect represents the business and IT to obtain a good insight into the overall capabilities of SAP HANA Cloud and how it could support IT processes and simplify the landscape.	Single resource. Full-time. Remote.
Customer Technology Consultant	Customer Technology Consultant represents the IT department to obtain a good insight into the technical capabilities of SAP HANA Cloud ,the tools required to support IT processes and integrate the systems.	Single/Multiple resources. Full-time. Remote.

### 4.3 Governance

The following governance is included as part of the Services:

1. The Customer Project Manager will be the sole entity empowered to direct SAP Technology Consultant during performance of the Services.
2. The Customer Key Users, Business Subject Matter Expert and IT Subject Matter Expert will work through the Customer Project Manager.

## 5. SAP DELIVERABLES

The following table lists the SAP Deliverables.

Deliverable	Description	Completion Criteria
Enablement Material	Presentations of the Enablement Workshop Sessions.	Enablement workshop materials provided.

## 5.1 Acceptance Process

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

## 6. GENERAL CUSTOMER RESPONSIBILITIES

Customer is responsible for the following:

- Ensure that key users are available for all workshops and activities as needed.
- Minimize the change in personnel throughout the duration of the Services.
- 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.
- Be fully responsible for technology infrastructure that is On Premise or hosted by a third party. This includes but is not limited to SAP infrastructure, network and system administration, security, periodic backup and restore activities as required, and server and storage hardware. These systems shall be available throughout the Services duration.
- Ensure that a consistent, stable, and fast SAP remote support connection/service connection is available between SAP and the Customer throughout the Services duration.
- 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) 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 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. 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 of the provision of the Services.

## 7. ASSUMPTIONS

The following assumptions apply:

- All Services shall be delivered remotely.
- If the Services have not started within two (2) months of the estimated start date as mutually agreed, SAP has the right to terminate the Services without liability.
- SAP requires up to two (2) weeks to assemble a team. SAP reserves the right not to start the Services until SAP has assembled a team.
- SAP uses 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 Services. 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 Services. 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 Services.

- All supporting documentation will be developed using personal computers/laptops equipped with Microsoft Office applications (Word, Excel, MS Project, Visio and PowerPoint).

## 8. EXCLUSIONS

Any items or services not defined as in scope for the Services are deemed out of scope, including, but not limited to the following exclusions:

- Deliverables or Services not explicitly described in this Scope Document.
- An analysis of as-is business processes, IT landscape or architecture.
- Programs or content to migrate data from legacy systems.
- Data cleansing or data clean up.
- Coordination of work required from Customer's third-party vendors.
- The development of new functionality, extensions or co-innovation.
- Verification and validation testing processes that may be required by regulatory, industry or governmental requirements.
- Customer specific authorizations roles and security concepts. SAP will use the standard authorization content provided with the SAP Cloud Service.
- Custom developments and software developments.
- Interfaces to third party or to legacy systems.
- Data integration and replication process.
- Unstructured data processing.
- Performance tuning on existing data source system.

## 9. DEFINITIONS

1. **On Premise:** solution hosted on servers owned and managed by the Customer or its nominated service providers and located at the Customer's or the Customer's service provider's own facilities.
2. **SAP Cloud Service:** means a subscription based, hosted, supported and operated distinct on-demand solution provided by SAP under an applicable Order Form.
3. **Engineered Service:** a service delivered by SAP that has a predefined scope, delivery approach and accelerators.
4. **SAP Activate:** a standard SAP methodology used for SAP implementation projects.
5. **Workflows:** a workflow is a sequence of connected steps triggered by an event to automate a process such as a document approval.
6. **Reports:** technical objects designed to deliver business figures or reports with no change to application data.
7. **Interfaces:** technical objects to transfer information from one system to another, usually referring to objects that are not part of the SAP licensed Software.
8. **Conversions:** technical objects used to migrate data to SAP systems during the Service.
9. **Enhancements:** changes to SAP functionality using development objects specifically provided for Customer changes.
10. **Extensions:** Customer-specific additions to functional capabilities of the SAP Cloud Service. Such extensions do not modify the Cloud Service as licensed under the applicable SAP Cloud Service agreement.
11. **Forms:** printed or electronic forms containing formatted information from SAP applications.
12. **Development Environment / Starter system:** an SAP system environment (sometimes called realm, platform or tenant) in which initial configuration and build activities are completed.