

# Scope Document: 50139298 – Implementation of SuccessFactors Recruiting Posting

## Scope Document for SAP Implementation for SAP Cloud Service

The SAP Service Description for SAP Implementation – SAP Cloud Service Recruiting Posting (hereinafter: Service Description) as to be found at: <http://www.sap.com/servicedescriptions>.

This Scope Document specifies the Services to be performed.

1	Scope of Services .....	2
1.1	Solution Scope - Recruiting Posting Factory Implementation Solution.....	2
1.1.1	Additional Scope & Assumption for Medium Complexity .....	2
1.1.2	Additional Scope & Assumption for High Complexity .....	3
1.2	Integration Scope.....	3
1.3	Workflows, Reports, Interfaces, Conversions, Extensions, and Forms (WRICF) .....	3
1.4	Pre-requisites .....	4
1.5	Geographic and Organization Scope.....	4
1.6	Data Migration Scope .....	4
1.7	SAP Cloud Services.....	4
1.8	Third Party Software .....	4
2	Project Approach.....	4
3	Customer Responsibilities .....	7
4	Project Schedule .....	7
5	Project Organization .....	7
5.1	SAP Team .....	7
5.2	Customer Team.....	7
5.3	Project Governance .....	8
5.4	Escalation and Issue Management.....	8
6	SAP Deliverables and Acceptance.....	8
6.1	Deliverables.....	8
6.2	Acceptance Process .....	9
7	Assumptions and Exclusions .....	9
7.1	Assumptions.....	9
7.2	Exclusions .....	10

## 1 Scope of Services

SAP will provide Services to assist Customer with the implementation of the Customer's Project.

### 1.1 Solution Scope - Recruiting Posting Factory Implementation Solution

The scope for Recruiting Posting Factory solution has been defined in two different complexities: **Medium and High**

The following HR Core functionalities listed in the table for will be available for the respective complexity level. However, based on the complexity determined the additional scope mentioned in the additional scope section will be added to HR Core scope. The "User-Defined Option" column in the following table states the design parameters or configuration selections available to the licensee

#### HR Core Scope

Product	Module / Scope Item	Scope Details	Customer Defined Options
Recruiting Posting	<b>RP / Medium Complexity</b>  <b>Standard Timeline: 15 Weeks</b>	<ul style="list-style-type: none"> <li>• Configure up to 25 unique job boards</li> <li>• Configure up to 300 university boards</li> <li>• Configure up to 50 unique users</li> <li>• ATS Integration</li> <li>• Project Management (32 Hours)</li> <li>• Customer Responsibility for all Vendor Management</li> <li>• Single Entity</li> <li>• Multiple, standard demo of module including full Q&amp;A</li> </ul>	<ul style="list-style-type: none"> <li>• Job boards</li> <li>• University boards</li> <li>• Users</li> <li>• ATS</li> <li>• Product demos</li> </ul>
Recruiting Posting	<b>RP / High Complexity</b>  <b>Standard Timeline: 19 Weeks</b>	<ul style="list-style-type: none"> <li>• Configure up to 25 unique job boards</li> <li>• Configure up to 300 university boards</li> <li>• Configure up to 50 unique users</li> <li>• ATS Integration</li> <li>• Project Management (100 hours)</li> <li>• SAP responsible for vendor management</li> <li>• Single Entity</li> <li>• Multiple, standard demo of module including full Q&amp;A</li> </ul>	<ul style="list-style-type: none"> <li>• Job boards</li> <li>• University boards</li> <li>• Users</li> <li>• ATS</li> <li>• Product demos</li> </ul>

#### 1.1.1 Additional Scope & Assumption for Medium Complexity

SuccessFactors will configure the following Recruiting Posting components in English:

- Configure up to 25 unique job boards determined by customer.
- Configure up to 300 university boards determined by customer.
- Configure up to 50 unique users determined by customer.
- Integration to Applicant Tracking System; SuccessFactors Recruiting Management.
- 32 hours of Project Management and functional consulting to create & review timeline, create & review workbook, maintain budget, execute change orders, manage technical resources, product demos and ongoing assistance in collecting data from vendors.
- One (1) business unit will be configured as determined by the customer.

- Two (2) product demos performed with customer including full Question & Answer sessions.
- Customer does not need prior knowledge about the Recruiting Posting module.
- Customer manages vendor communication and collection of data from vendors with support from SAP including iterative review of required information and a feedback loop including next steps when needed to help in collecting information from vendors.

### 1.1.2 Additional Scope & Assumption for High Complexity

SuccessFactors will configure the following Recruiting Posting components in English:

- Configure up to 25 unique job boards determined by customer.
- Configure up to 300 university boards determined by customer.
- Configure up to 50 unique users determined by customer.
- Integration to Applicant Tracking System; SuccessFactors Recruiting Management.
- 100 hours of Project Management and functional consulting to create & review timeline, create & review workbook, maintain budget, execute change orders, manage technical resources, product demos and ongoing assistance in collecting data from vendors.
- One (1) business unit will be configured as determined by the customer.
- Three (3) product demos performed with customer including full Question & Answer sessions.
- Customer does not need prior knowledge about the Recruiting Posting module.
- SAP manages vendor communication and collection of data from vendors on behalf of the customer. SAP will require written authorization from customer allowing Professional Services to serve as their representative with vendors.

## 1.2 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
Requisition Data	SuccessFactors RCM	SuccessFactors RP	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.	SFSF Recruiting Posting

## 1.3 Reports and Training

For the standard product, reports will be selected by the customer at time of launch and will be delivered via email to parties designated by the customer. All training will be provided via selected scope. 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. Following delivery, all further enhancements, maintenance and general requests will not be part of the original implementation and will require additional contracted services.

## 1.4 Pre-requisites

Customer will have the following Software fully functional before the start of the Project:

**Confidential**

Product	Product Version / Support Package	Component	Description
Recruiting Management	n/a	n/a	Job

### 1.5 Geographic and Organization Scope

Geographic and Organization Scope	In Scope
Number of Customer legal entities	1
Languages	English

### 1.6 SAP Cloud Services

Development, Quality Assurance, and Production Environment based on customer license.

Customer will go live at the then current product version of the SAP Cloud Service.

Product	The functionality and configuration settings are based upon the following version:	Module
SuccessFactors Recruiting Posting	Latest	Multi-Posting

### 1.7 Third Party Software

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

Product	Product Version / Support Package	Component
Vendor Job Boards	Latest	n/a

## 2 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.

### Medium Complexity

<b>Task</b>	<b>SAP</b>	<b>Customer</b>
<b>Cross Phase Tasks</b>		
Maintain and update relevant project management documents, e.g. project charter, project plans, risk and issue logs and status reports	R	R
Organizational change management activities, training and knowledge transition activities. Organizational change management includes, but is not limited to the following: communication plan, organizational transition plan, business readiness for go live, design and rollout of end-user training, coordination with remote sites, and project communication to the company.	I	R
Resolve questions or issues raised to Customer from the project team (either SAP or Customer resources) within 16 business hours of notification OR promptly as not to effect the Project schedule.	I	R
<b>Prepare Phase</b>		
<b>Project Preparation</b>		
Kick-off (Sales to PSE transition)	R	A
Initiation - Including Project Team Orientation, resourcing, customer meetings, co-ordination	R	I
<b>Start System Provisioning</b>		
Provisioning Access Request (Include System Landscape)	R	A
<b>Customer Instance Setup</b>		
Conduct System Admin and Setup and instance setup	R	I
Preliminary testing of the instance for functionalities provided by the SAP Best Practices (RDS) solution	R	I
<b>Factory Lead Tasks</b>		
Factory Lead Tasks	A	I
<b>Project Communication</b>		
Support (Ongoing communication and status)	A	I
<b>Explore Phase</b>		
<b>Customer Workshop</b>		
Workshop demonstration (RP topics with reporting & Configuration Workbook walkthrough)	R	A
Perform a fit-gap analysis based on customer's requirements	R	A
Document configuration changes in the Configuration Workbook	R	C
Review of Workbook with Customer	R	R
<b>Solution Configuration - Phase 1</b>		
Design and implementation approach	R	I
Create and implement job & university boards	R	I
Configure users	R	I
Testing of phase	R	I

<b>Task</b>	<b>SAP</b>	<b>Customer</b>
Customer review of phase	R	R
Customer feedback	A	R
<b>Realize Phase</b>		
<b>Solution Configuration - Phase 2</b>		
Design and implementation approach	R	I
Create and implement job & university boards	R	I
Configure users	R	I
Testing of phase	R	I
Customer review of phase	R	R
Customer feedback	A	R
<b>Solution Configuration - Phase 3</b>		
Design and implementation approach	R	I
Create and implement job & university boards	R	I
Configure users	R	I
Testing of phase	R	I
Customer review of phase	R	R
Customer feedback	A	R
<b>Solution Execution Testing</b>		
UAT Support	C	R
<b>Deploy Phase</b>		
<b>Production Cutover / Switch to Production - Go Live in Production</b>		
Deploy instance to live status	R	A
Production instance testing and resolution	R	R
<b>Delivery to Support Handover</b>		
Hyper Care Support - 2 weeks	C	A
<b>Go Live Support</b>		
Provide go-live and post go-live support.	I	R
<b>Hand Over Deliverables</b>		
Hand over the Deliverables to the Customer Project Manager.	R	A

The project language is English and all documentation will be prepared in English. Project meetings will be held in English and Change Requests and minutes will be prepared in English.

## High Complexity

Task	SAP	Customer
<b>Cross Phase Tasks</b>		
Maintain and update relevant project management documents, e.g. project charter, project plans, risk and issue logs and status reports	R	R
Organizational change management activities, training and knowledge transition activities. Organizational change management includes, but is not limited to the following: communication plan, organizational transition plan, business readiness for go live, design and rollout of end-user training, coordination with remote sites, and project communication to the company.	I	R
Resolve questions or issues raised to Customer from the project team (either SAP or Customer resources) within 16 business hours of notification OR promptly as not to effect the Project schedule.	I	R
<b>Prepare Phase</b>		
<b>Project Preparation</b>		
Kick-off (Sales to PSE transition)	R	A
Initiation - Including Project Team Orientation, resourcing, customer meetings, co-ordination	R	I
<b>Start System Provisioning</b>		
Provisioning Access Request (Include System Landscape)	R	A
<b>Customer Instance Setup</b>		
Conduct System Admin and Setup and instance setup	R	I
Preliminary testing of the instance for functionalities provided by the SAP Best Practices (RDS) solution	R	I
<b>Factory Lead Tasks</b>		
Factory Lead Tasks	A	I
<b>Project Communication</b>		
Support (Ongoing communication and status)	A	I
<b>Explore Phase</b>		
<b>Customer Workshop</b>		
Workshop demonstration (RP topics with reporting & Configuration Workbook walkthrough)	R	A
Perform a fit-gap analysis based on customer's requirements	R	A
Document configuration changes in the Configuration Workbook	R	C
Review of Workbook with Customer	R	R
Vendor Asset Collection (Vendor Management)	R	C
<b>Solution Configuration - Phase 1</b>		
Design and implementation approach	R	I

<b>Task</b>	<b>SAP</b>	<b>Customer</b>
Create and implement job & university boards	R	I
Configure users	R	I
Testing of phase	R	I
Customer review of phase	R	R
Customer feedback	A	R
<b>Realize Phase</b>		
<b>Solution Configuration - Phase 2</b>		
Design and implementation approach	R	I
Create and implement job & university boards	R	I
Configure users	R	I
Testing of phase	R	I
Customer review of phase	R	R
Customer feedback	A	R
<b>Solution Configuration - Phase 3</b>		
Design and implementation approach	R	I
Create and implement job & university boards	R	I
Configure users	R	I
Testing of phase	R	I
Customer review of phase	R	R
Customer feedback	A	R
<b>Solution Execution Testing</b>		
UAT Support	C	R
<b>Deploy Phase</b>		
<b>Production Cutover / Switch to Production - Go Live in Production</b>		
Deploy instance to live status	R	A
Production instance testing and resolution	R	R
<b>Delivery to Support Handover</b>		
Hyper Care Support - 2 weeks	C	A
<b>Go Live Support</b>		
Provide go-live and post go-live support.	I	R
<b>Hand Over Deliverables</b>		



Task	SAP	Customer
Hand over the Deliverables to the Customer Project Manager.	R	A

The project language is English and all documentation will be prepared in English. Project meetings will be held in English and Change Requests and minutes will be prepared in English.

### 3 Customer Responsibilities

In addition to the Customer responsibilities as set forth in the Service Description, the Customer is in particular responsible for the following during the Project:

1. Finalizing the configuration workbook
2. Vendor management (if medium complexity)
3. Phase approval and sign-off
4. Production site deliverable review and sign-off

### 4 Project Schedule

The current estimated schedule for the Service is as follows.

Estimated Schedule for Phase	Estimated Duration (Weeks)	Planned Start Date
Prepare	4	
Explore	5.5	
Realize	3	
Deploy	1	

### 5 Project Organization

#### 5.1 SAP Team

The key SAP project roles are as follows.

SAP Team	Level of Involvement
Senior Business Process Consultant	Single resource. Part-time. Offsite.
Technology Consultants	Multiple resources. Part-time. Offsite

#### 5.2 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>	Full-time

	Manages the relationship with all third party resources. Provides status reporting	
Technical Consultant	Reviews configuration workbook for technical feasibility. Configures module per best practices. Reports issues and status to Project Manager. Tests module for compliance with implementation design.	Part-time
Business Key Users	Functional area subject matter experts Undertake the set-up, implementation and migration tasks to support the business areas in scope. Review workflow and integration scenarios.	Multiple, Part-time

### 5.3 Project Governance

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

Customer and SAP will work cooperatively during the Prepare phase to establish the Program Governance model. To facilitate communication between SAP and Customer, an SAP and Customer status meeting to clarify open issues and questions will occur weekly.

### 5.4 Escalation and Issue Management

In the event that any issues are not resolved by the project team the Customer and SAP shall be entitled to escalate such issue in accordance with the table below:

SAP Representative	Customer Representative	Time goal (not binding) for each level to resolve the issue before escalation to the next level.
1. SAP Project Manager	Customer Project Manager	1 Business Day
2. SAP Director of Delivery Management	Customer Executive Sponsor	2 Business Days

## 6 SAP Deliverables and Acceptance

### 6.1 Deliverables

The following table lists the SAP Deliverables.

Phase	Deliverable	Deliverable Description [omit if not needed]	Completion Criteria
Explore	Configuration Workbook	Document detailing the list of additional configurations identified during the validation workshops.	Configuration workbook is delivered to Customer.
Explore	Phase 1 of RP module deliverable	First phase of functioning RP instance for customer review.	Phase 1 is delivered to the customer and customer feedback is documented.
Realize	Phase 2 of RP module deliverable	Second phase of functioning RP instance for customer review.	Phase 2 is delivered to the customer and customer feedback is documented.

Phase	Deliverable	Deliverable Description [omit if not needed]	Completion Criteria
Realize	Final phase of RP module deliverable	Final phase of functioning RP instance for customer acceptance and sign-off.	Final phase delivered to the customer and customer acceptance is completed including customer sign-off.
Deploy	RP production instance deliverable	Production instance is delivered to customer during go-live process.	Production instance is delivered to the customer and customer acceptance is completed.

## 7 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.

### 7.1 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) weeks to assemble a project team. SAP reserves the right not to start the Project until SAP has assembled a project team
- No more than one (1) business days of workshops will be undertaken during the Explore phase.
- SAP will execute integration testing for up to two (2) continuous business days which will not exceed three (3) SAP person days.
- SAP will provide up to one (1) continuous business days of knowledge transfer to project team members to a maximum of one (1) SAP person days.
- No more than one (1) Customer project team members will attend the knowledge transfer workshop.
- SAP will assist the Customer with User Acceptance Testing for up to two (2) continuous business days which will not exceed two (2) SAP person days.
- No more than xxx (#) Customer persons will execute User Acceptance Testing.
- SAP will provide up to one (1) continuous business days of go live support to a maximum of one (1) SAP person days, remotely. Go live support will begin when the technical cutover has been executed by Customer, unless a different date is agreed upon through the approval of a Change Order. Cutover to Production is expected to be executed by Customer within three (3) days after knowledge transfer has been completed. Production validation by Customer is considered part of the period of go live support.
- Prior to Project closure, Customer is not permitted to change any customizing 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.
- One (1) job board is the equivalent of one (1) configuration, contract, template, etc.
- One (1) user is the equivalent of one (1) entity or group.
- Each user must post under a single brand/entity unless explicitly named in the statement of work.
- The full scope of the Service is to be deployed during a single user rollout cycle. The scope of the Service will not be divided into phased functionality deployments or multiple rollout schedules to groups of users.
- The full scope of the server is to be deployed in the Production instance only.
- SAP will have access to Customer telephones with both international and domestic calling access and Customer will be responsible for any charges associated with such telephone use by SAP related to the project.

- For the high complexity model only, customer will need to provide written authorization for SAP Services to engage third-party vendors on their behalf.

## 7.2 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.
- Multiple business units or lines of business unless explicitly named in the statement of work.
- 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. This would be included in a separate Scope Document for Education Services. Knowledge transfer does not replace training.
- Content for end user training.
- The development of new functionality, extensions or co-innovation.
- Verification and validation testing processes that may be required by regulatory, industry or governmental requirements.
- Implementation of any solution or integration scope not explicitly mentioned in this document.
- Implementation on any additional servers not explicitly mentioned in Section 1.X of this document
- 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.
- Any changes required because of pre-existing Customer specific enhancements or developments.
- Any changes required because of quality or values of Customer's master and transactional data.
- Unit testing in any other environment besides the environment where the initial configuration was completed.
- Testing using more than one application language. Only content in English will be tested.
- Interfaces to third party or to legacy systems not defined.
- Reports that are not in the SAP standard application or modifications to these standard reports.