

**SERVICE DESCRIPTION DOCUMENTATION**  
**Enhanced Operations Service for Nonproduction Weekend Hours**

**1. SCOPE DEFINITION**

SAP will provide Enhanced Operations Services for Nonproduction Weekend Hours for SAP Cloud ERP Private as described herein for the SAP private cloud environment systems and related in-scope system landscape(s), subject to the usage metric volume purchased by Customer.

Solution Scope

- This service provides the option to choose weekend slots for selected system/systems in live status and for all service requests (i.e. including Self Service Requests).
- The activation period or duration is for a minimum of 12-months (slot availability is subject to respective lead times of service request templates). Weekend activation for non-Production systems is a chargeable service with a fixed scope and price.
- The mandatory planning window (lead time) is 5 days.

**Out of scope:**

The following activities and/or projects are out of scope and not supported as part of the 24/7 service hours entitlements for non-PROD systems.

- Systems not yet Live in Lifecycle Status.
- Managed upgrades and updates (Planning and Coordination)
- Conversions to SAP S/4 HANA (Planning and Coordination)
- Post-Processing after Migrations.
- Network support services. Network services are at landscape level and not at SID level. Additionally, the network team does not work in the weekend, and this will remain as-is today.

**2. USAGE METRIC**

<u>Service scope item</u>	<u>Usage metric</u>
Enhanced Operations Services for nonproduction weekend hours	Entitlements Package/ per SID