

Scope Document for Baseline Activation Service for SAP Digital Manufacturing

This Scope Document is part of the Order Form.

1. DEFINITIONS

- 1.1. **“Test System”** means a SAP system environment is used for configuration or testing content prior to moving it to the Production System.

2. SCOPE OF SERVICES

- 2.1. SAP shall provide baseline activation service for SAP Digital Manufacturing (**“Service/s”**) to assist Customer with the deployment of the Cloud Service SAP Digital Manufacturing.

- 2.2. The following scope of Services will be confirmed in a kick off call, which will last maximum 2 hours.

- a) Project initiation
- b) Prerequisites check
- c) Kick-off
- d) Landscape preparation
- e) Integration with one of following available options:
 - SAP S/4HANA Cloud
 - SAP S/4HANA 1511 or higher release on-premise
 - SAP ECC 6.0 EHP6
- f) Knowledge transfer, delivered as a one time solution walkthrough of SAP Digital Manufacturing solution capabilities, using a predefined demo scenario/test script:
 - Transfer of master data from SAP ECC or SAP S/4HANA to SAP Digital Manufacturing
 - Transfer of production order to SAP Digital Manufacturing
 - Order execution through the standard production operator dashboard
 - Check order confirmation in SAP ECC or SAP S/4HANA
- g) Provide knowledge transfer to Customer team for up to 2 continuous business days
- h) Provide an overview of solution roadmap of the Cloud Service to explore further product features and new solution capabilities for up to 2 hours.

2.2.2. Integration Scope

The following SAP standard integration points between SAP systems are part of the scope of the Services.

SAP Standard Integration Point	Source System	Direction	Target System	Description
Master data integration via SAP Cloud Platform Integration	Customer's SAP ERP or SAP S/4HANA	>>	SAP Digital Manufacturing	Duplication of plant hierarchy, work centers, equipment (resources), routings, material master, bill of materials from SAP ERP or SAP S/4HANA to SAP Digital Manufacturing
Transactional data integration via SAP Cloud Platform Integration	Customer's SAP ERP or SAP S/4HANA	<>	SAP Digital Manufacturing	Communication of transactional data to and from SAP ERP or SAP S/4HANA and SAP Digital Manufacturing

2.3. Scope Conditions and Boundaries

The following conditions and boundaries apply to the scope of Services.

- a) System language: English only
- b) All business data in the system: English only
- c) All business data integrated as part of the knowledge transfer and used within SAP Digital Manufacturing
- d) Number of users: up to 16
- e) Plants: 1
- f) Production line: 1
- g) Routings: 1
- h) Operations: up to 10
- i) Resources: up to 10
- j) Manufacturing material: 1
- k) No more than 5 Customer project team members will attend the knowledge transfer workshop.

2.4. Prerequisites

Customer shall fulfill the following prerequisites before the start of the Services:

- 2.4.1. Customer has a valid cloud subscription for SAP Digital Manufacturing.
- 2.4.2. Cloud Service is provisioned.
- 2.4.3. Customer has a valid cloud subscription for SAP S/4HANA Cloud (required for available integration to SAP Digital Manufacturing).
- 2.4.4. Customer has a valid subscription to SAP Business Technology Plattform (Identity Services)
- 2.4.5. Cloud Service is provisioned and fully functional.
- 2.4.6. Customer has a valid license for SAP S/4HANA (required for available integration to SAP Digital Manufacturing).
- 2.4.7. Customer has a valid license for SAP ECC 6.0 – Enhancement Package 6 (required for available integration to SAP Digital Manufacturing).
- 2.4.8. SAP Software is installed and fully functional.
- 2.4.9. Customer provides access to the following tiered system landscape: Test System.

2.5. Out of Scope

The following is out of scope, including without limitation:

- a) Ancillary or other services not expressly listed in this Scope Document
- b) Subscription to any Cloud Services or purchase of SAP Software
- c) Any development of custom code, updates or upgrades to SAP products
- d) Analysis of as-is business processes
- e) Programs or content to migrate data from legacy systems
- f) Data cleansing or data clean up
- g) Customer specific authorizations roles and security concepts. SAP will use the standard authorization content provided with the Cloud Service
- h) Any changes required because of pre-existing Customer specific enhancements or developments
- i) Any changes required because of quality or values of Customer's master and transactional data
- j) Unit testing in any other environment besides the environment where the initial configuration was completed
- k) Training services, such as formalized training on the Cloud Service for project team members, training for users or end user documentation

3. RACI

SAP and Customer agree on the following responsibility matrix of activities.

- a) **Responsible (R):** Charged with performing the activities. A mutually agreed project plan may define further details at the work unit level.
- b) **Accountable (A):** The Customer has overall accountability for its project and all the activities identified below. Hence, Accountable (A) does not appear for the activities below.
- c) **Consulted (C):** Provides input on how to perform the activity and supports the execution of the activity.
- d) **Informed (I):** Provided with information.

Activity	SAP	Customer
Project Initiation		
Initiate project	R	I
Align and communicate status reporting	R	I
Perform kick-off workshop	R	I
Landscape Preparation		
Check prerequisites	R	I
Setup SAP Business Technology Platform	R	I
Setup SAP Digital Manufacturing (Test System)	R	I
Support for basic set-up based on SAP Integration Guide	R	I
Identification of data for agreed SAP Digital Manufacturing processes	I	R
Load test and data verification	R	I
Knowledge Transfer Session		
Perform knowledge transfer session (SAP Digital Manufacturing test script)	R	I
Perform roadmap overview session	R	I
Sign off Services completion (in written form)	I	R

4. SCHEDULE

- 4.1. The Start Date of the Services will be mutually agreed between parties within a reasonable time frame after the Order Form Effective Date.
- 4.2. SAP may require a lead time of up to 2 weeks to assemble a team. SAP reserves the right not to start the Services until SAP has assembled a team.
- 4.3. The estimated duration for the Services is 8 weeks.
- 4.4. Services are provided on a one-time basis and SAP's obligation to provide the Services ends with the Services closure, which shall occur no later than 12 months after the Effective Date of the Order Form. Thereafter, SAP has no further obligation to deliver the Services. There is no discount, refund or credit if the Services are not utilized within 12 months

5. ORGANIZATION

- 5.1. SAP Team
 - 5.1.1. The SAP team includes the following key roles:
 - a) Project Manager

- b) Business Process Consultant
 - c) Technology Consultant
- 5.1.2. SAP may elect to staff a single resource to serve multiple roles, or multiple resources to serve a single role.
- 5.1.3. SAP team roles are in general staffed on a part time basis.
- 5.1.4. Services are delivered remotely.
- 5.2. Customer Team
- 5.2.1. The Customer team includes the following roles:
- a) Project Manager: Single point of contact for SAP. Manages Customer project including Customer team, project plan, project status and decision-making process
 - b) Business Lead: Decision maker. Takes responsibility for the Cloud Service satisfying the business needs. Owns business processes, approves the solution and is the key liaison between the Services, the Customer project and the business
 - c) Functional Lead: Undertakes configuration alongside SAP consultants
 - d) IT Lead: Leads execution of activities that affect Customer systems and data
- 5.2.2. In cases where it is necessary to assign multiple resources to a single role, Customer shall clearly identify the responsibilities of each resource.
- 5.2.3. Customer is expected to staff the roles per the time allocations recommended by SAP.
- 5.3. Governance
- 5.3.1. The Services will have sponsorship from Customer's senior management, who will be available on a timely and regular basis to monitor the progress and to act as a decision maker for policy decisions.
- 5.3.2. To facilitate effective communication between SAP and Customer, an SAP and Customer status meeting to clarify open issues and questions will occur weekly unless a different periodic interval is mutually agreed to.
- 5.3.3. If and to the extent required to perform the Services, Customer and SAP will work cooperatively at the start of the Services to establish the governance model, including a documented issues management process to address any and all issues which arise on the project. It will address the prioritization of these issues as well as an effective means for issue escalation and resolution.

6. SAP DELIVERABLES AND PROCEDURE

Deliverable	Deliverable Description	Completion Criteria	Deliverable Procedure
Cloud Service configuration	Configuration is completed for testing purposes	Solution walkthrough based on test script	Approval upon completion when completion criteria are met
Knowledge transfer materials	Knowledge transfer materials of the Services is made available for Customer team members	Handover of knowledge transfer materials (test script)	Approval upon completion when completion criteria are met

7. CUSTOMER RESPONSIBILITIES

- 7.1. Customer shall cooperate with SAP in good faith so that SAP can deliver the Services. Customer's failure to meet or fulfil any of the specified responsibilities or requirements in this Agreement, can result in a delay of the provision of the Services or an increase of fees due.
- 7.2. In addition to the Customer responsibilities in the GTC, Customer shall fulfill, in particular, the following responsibilities:

7.2.1. General Customer Responsibilities

- a) Customer is responsible for the overall management of Customer's project and controls the project realization, process, scope, costs, Customer resources and targeted solutions
- b) Customer shall staff the listed Customer team roles with the requisite skills and knowledge to complete Customer activities
- c) Customer shall use reasonable efforts to minimize the change in personnel throughout the duration of the Services
- d) If Customer involves third-parties, Customer shall manage any third-party resources and be responsible for their acts and omissions
- e) Customer shall supply SAP with the names and contact information of key Customer and third-party resources
- f) Customer shall be fully responsible for organizational change management of all affected departments
- g) Customer shall fulfill and provide listed prerequisites required to perform the Services
- h) Customer shall 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. Required systems shall be available throughout the Services
- i) If required to perform the Services, Customer shall enable the use of SAP laptops and mobile devices on Customer's network to SAP's network via SAP's Virtual Private Network (VPN) protocols
- j) Customer shall provide technical advice regarding any third-party systems accessible to the SAP team
- k) If required to perform the Services, Customer shall review applicable SAP Cloud Service learning materials
- l) Customer shall comply with any relevant governmental and regulatory requirements

8. ASSUMPTIONS

- 8.1. The Services are provided based on the current release version of the Cloud Service that is generally-available at the start of the Services delivery. Unless SAP's release notes state otherwise, SAP provides at least 1 quarterly update for general availability. If an update is made generally available during the performance of the Services, any additional planning or configuration required to support the updated release is not included in the Services.
- 8.2. If not otherwise agreed, the project language and corresponding documentation is English. SAP documentation will be delivered in English only.
- 8.3. If not otherwise agreed, Services are provided from Monday through Friday on normal business hours (between 8:00 a.m. – 6:00 p.m.), in accordance with SAP recognized holidays, observed by SAP's registered office.
- 8.4. Services are based on a predefined scope and delivery model. In performing the Services, SAP
 - a) May utilize accelerators
 - b) Will follow applicable parts of the SAP Activate standard implementation methodology
 - c) May use software and tools ("Tools") for which all rights of authorship remain with SAP or SAP SE. In case Tools are copied to Customer's system, Tools and all permitted copies thereof 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 such Tools for any other remaining purpose. Tools are provided 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.
- 8.5. Any changes to the scope of Services, whether requested during or after the Services term shall be subject to a separate Services agreement in consideration of additional fees.