

## Scope Document for Activation Service for SAP Datasphere

This Scope Document is part of the Order Form.

### 1. DEFINITIONS

- 1.1. **“Development System”** means an SAP system environment in which initial configuration and build activities are completed in a non-productive environment.
- 1.2. **“Sandbox System”** means a temporary non-productive SAP system environment is used to demonstrate processes and example prototypes.
- 1.3. **“Services”** means the service(s) to be provided by SAP as described in this Scope Document.

### 2. SCOPE OF SERVICES

- 2.1. SAP shall provide Services as described herein to assist Customer with the adoption of SAP Cloud Service SAP Datasphere.
- 2.2. The following items form the scope of Services and will be confirmed in a kick-off meeting.
  - (a) Prepare SAP Datasphere tenant
    - (i) Validate prerequisites (Please refer to listed prerequisites in section 2.4)
    - (ii) Define spaces and allocate storage
    - (iii) Create and configure users (Please refer to the applicable conditions in section 2.3)
  - (b) Conduct knowledge transfer session on SAP Datasphere essentials covering:
    - (i) Overview and architecture of SAP Datasphere presentation
    - (ii) Security and authorization recommendations presentation
    - (iii) Data consumption scenarios for SAP Datasphere presentation
    - (iv) Design practices for data modelling presentation
  - (c) Support Customer model design
    - (i) Review business requirements collected by Customer for a restricted scope
    - (ii) Support Customer to identify data source dependencies related to the business requirements
    - (iii) Validate high-level data model design
  - (d) Execute baseline activation
    - (i) Set up connectivity for 1 SAP system (SAP ECC, SAP S/4HANA, SAP BW or SAP HANA Cloud)
    - (ii) Set up connectivity for 1 non-SAP Customer system using 1 of the following connection types: Generic JDBC, Generic oDATA, Generic SFTP
    - (iii) In case where access to Customer source system is not available, SAP will perform a flat-file upload as an alternative. In that case, Customer will provide a flat-file in accordance with the instructions provided by SAP.
    - (iv) Create data model and perform unit testing for the agreed scope
  - (e) Activate SAP Analytics Cloud story
    - (i) Design and create 1 story of low complexity in Customer's SAP Analytics Cloud tenant or use an SAP Analytics Cloud trial account to demonstrate how stories can be built directly against the data that is modeled in SAP Datasphere. The story consists of 1 page only and is restricted to the data model that was defined in scope of this Services, with no additional calculated measures or hierarchies created within the story.
    - (ii) Conduct stakeholder presentation and discuss next steps for solution adoption
    - (iii) Handover solution and close Services
- 2.3. Scope Boundaries and Conditions

The following boundaries and conditions apply to the scope of Services.
- 2.3.1. Functional Scope Boundaries
  - (a) Language/s for all business data in the system: English only
  - (b) Only the following SAP connection types are in scope:

- (i) SAP ECC
- (ii) SAP S/4HANA
- (iii) SAP BW
- (iv) SAP HANA Cloud
- (c) Only the following non-SAP connection types are in scope:
  - (i) Generic JDBC connection
  - (ii) Generic OData connection
  - (iii) Generic SFTP connection
- (d) For each of the listed connection types, specific prerequisites apply, which are described in detail at: [https://help.sap.com/docs/SAP\\_DATASPHERE](https://help.sap.com/docs/SAP_DATASPHERE) or available on request. Customer will be informed on the required preparation steps, in the service preparation call. Completion of the preparation activities is required and confirmed by Customer in the preparation confirmation call, before starting the Services delivery.

#### 2.3.2. Services Scope Conditions

- (a) The kick-off meeting is set up as a telephone call or online-meeting with standard application such as Zoom or MS Teams and will last maximum 2 hours.
- (b) The Services adhere to predefined scope and timeline. Timing will be confirmed in the kick-off meeting.
- (c) No more than 5 users with standard roles, delivered with SAP Datasphere, will be created in the SAP Datasphere tenant
- (d) No more than 1 low-complexity SAP Datasphere model will be created
- (e) No more than 1 fact table with a maximum of 300,000 records will be extracted per source system
- (f) No more than 8 tables with a maximum of 1,000,000 records in total will be extracted to build the SAP Datasphere model
- (g) No more than 3 KPIs will be defined in the SAP Datasphere model
- (h) No more than 1 SAP Analytics Cloud story consisting of 1 page will be created in SAP Analytics Cloud
- (i) Knowledge transfer session is provided via a remote workshop session and will last maximum 2 hours
- (j) No more than 5 Customer project team members will attend the workshop session

#### 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 the following:

- (a) SAP Business Technology Platform
- (b) SAP Datasphere
- (c) SAP Analytics Cloud

Cloud Service is provisioned.

##### 2.4.2. Customer has the latest version of Google Chrome browser capable of running the latest version of SAP Datasphere and SAP Analytics Cloud.

##### 2.4.3. Customer provides access to either a Sandbox System or Development System.

##### 2.4.4. Customer prepares connectivity set up for 1 SAP data source and 1 non-SAP data source to be used in delivery of the Services in accordance with the instructions as provided at [https://help.sap.com/docs/SAP\\_DATASPHERE](https://help.sap.com/docs/SAP_DATASPHERE) or available on request.

##### 2.4.5. Customer provides the following information:

- (a) Credentials to set up users in SAP Datasphere and SAP Analytics Cloud.
- (b) Credentials to configure SAP Datasphere and SAP Analytics Cloud.
- (c) Credentials to access the SAP source system.
- (d) Credentials to access the non-SAP source system.
- (e) System access for installing SAP Cloud Connector.
- (f) System access for installing Data Provisioning Agent.
- (g) Customer assures the consistency of the data being used and provides SAP with the data definitions.

## 2.5. Out of Scope

The following is out of scope, including without limitation:

- (a) Any 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
- (l) Performance optimization
- (m) Cutover preparation and execution activities
- (n) Post go-live support

## 3. APPROACH AND RACI

3.1. The Customer has overall accountability for the project. SAP and Customer agree on the following responsibility matrix for the key activities.

- (a) **Responsible (R):** Charged with performing the activities. A mutually agreed project plan may define further details at the work unit level.
- (b) **Consulted (C):** Provides input on how to perform the activity and supports the execution of the activity.
- (c) **Informed (I):** Provided with information.

Activity	SAP	Customer
Conduct service preparation call: communicate the Services, roles and responsibilities, and required preparations to be performed by the Customer and mutually agree the Service delivery schedule.	R	C
Conduct preparation confirmation call: Customer project manager confirms the Service delivery prerequisites are met and confirms the agreed Service delivery schedule.	C	R
<b>Conduct knowledge transfer session on SAP Datasphere essentials</b>		
Present overview and architecture of SAP Datasphere	R	I
Present security and authorization recommendations	R	I
Present data consumption scenarios for SAP Datasphere	R	I
Present design practices for data modelling	R	I
<b>Prepare SAP Datasphere tenant</b>		
Assign Customer resources for installation and configuration support for infrastructure, security, and integration related topics.	I	R

Activity	SAP	Customer
Define the data sources to connect to and the used features per source system	C	R
Prepare connectivity set up for 1 SAP data source and 1 non-SAP data source	C	R
Confirm availability of SAP Analytics Cloud tenant or trial account	I	R
Validate prerequisites	R	C
Define spaces and allocate storage	R	C
Create and configure user set up and authorizations	R	C
<b>Support Customer model design</b>		
Provide business requirements and data definitions supporting the data modelling exercise	I	R
Review business requirements collected by Customer for a restricted scope	R	C
Identify data source dependencies related to the business requirements	C	R
Create high-level data model design	R	C
<b>Execute baseline activation</b>		
Set up connectivity for 1 SAP system (SAP ECC, SAP S/4HANA, SAP BW or SAP HANA Cloud)	R	C
Set up connectivity for 1 non-SAP system using one of the following connection types: Generic JDBC, Generic oDATA, Generic SFTP	R	C
Create data model and perform unit testing for the agreed scope	R	I
<b>Activate SAP Analytics Cloud story</b>		
Create 1 SAP Analytics Cloud dashboard or SAP Analytics Cloud story with 1 page to demonstrate data consumption in SAP Datasphere	R	C
Conduct stakeholder presentation and discuss next steps for solution adoption	R	C
Handover of Services deliverables	R	I
Close Services	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 Confirmation.
- 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 3 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 Order Form Confirmation. 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.
- 4.5. SAP Team
- 4.5.1. SAP assigns a Services point of contact to the Customer after Order Confirmation.
- 4.5.2. The SAP team includes the following roles:
- (a) Project Manager
  - (b) Business Process Consultant
  - (c) Technology Consultant
- 4.5.3. SAP may elect to staff a single Consultant to serve multiple roles, or multiple Consultants to serve a single role.
- 4.5.4. SAP team roles are in general staffed on a part time basis.
- 4.5.5. Services are delivered remotely.
- 4.6. Customer Team
- 4.6.1. The Customer team includes the following key 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. Take responsibility for the solution 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) Business Subject Matter Experts: The subject matter expert represents the business and will be involved in issue resolution and undertakes configuration alongside Consultants
  - (d) IT Subject Matter Experts: Execute activities that affect Customer systems, integration and data
- 4.6.2. In cases where it is necessary to assign multiple resources to a single role, Customer shall clearly identify the responsibilities of each resource.
- 4.6.3. Customer is expected to staff the roles per the time allocations as required for the project or as recommended by SAP.
- 4.7. Governance
- 4.7.1. 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.
- 4.7.2. 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.
- 4.7.3. To the extent required, Customer and SAP will work cooperatively at the start of the Services to establish a project governance model and a solution governance forum, including a documented issues management process to address any issues which arise on the Services. It will address the prioritization of these issues as well as an effective means for issue escalation and resolution.
- 4.7.4. Escalation and Issue Management
- In the event that any issues are not resolved by the responsible team, Customer and SAP shall be entitled to escalate issues which arise on the Services and an effective means for issue escalation and resolution in accordance with the following.

Escalation level	SAP Representative	Customer Representative	Proposed dispute time before escalation to the next level
1	SAP Project Manager	Customer Project Manager	2 business days
2	SAP Delivery Manager	Customer Program Manager	3 business days

Escalation level	SAP Representative	Customer Representative	Proposed dispute time before escalation to the next level
3	SAP Account Executive	Customer Executive Sponsor / CIO	5 business days

## 5. SAP DELIVERABLES

5.1. The following Deliverables shall be deemed completed and approved by Customer when the below completion criteria have been met.

5.2. Deliverables

Deliverable	Deliverable Description	Completion Criteria
Services documentation	Documentation of the data modelling exercise Documentation of the connectivity set ups performed in the scope of the Services	Services documentation provided to Customer via email
Knowledge transfer materials	Knowledge transfer materials of the Services are made available for Customer team members	Handover of knowledge transfer materials

## 6. CUSTOMER RESPONSIBILITIES

6.1. 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.

6.2. In addition to the Customer responsibilities in the applicable terms and conditions, Customer shall fulfill, in particular, the following responsibilities:

6.2.1. Services-specific Customer Responsibilities

- (a) Customer is responsible for providing system administration and infrastructure, security, and integration validation and configuration support in a timely manner allowing SAP to fulfill its obligations from the Services.
- (b) Customer is responsible for all installation and configuration activities of its source systems, to facilitate the connectivity set up between SAP Datasphere and the data source.
- (c) Customer is responsible for providing accurate documentation of data derived from the non-SAP data source.
- (d) Customer is responsible for meeting the prerequisites of the selected connection type, which is described in detail on help.sap.com via the following link: [https://help.sap.com/docs/SAP\\_DATASPHERE](https://help.sap.com/docs/SAP_DATASPHERE) or available on request.

6.2.2. 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 and assign all necessary IT and business resources to complete Customer activities in a timely manner
- (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, including obtaining the necessary authorizations and access rights for SAP to access the applicable non SAP systems.
- (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 learning materials
- (l) Customer shall comply with any relevant governmental and regulatory requirements
- (m) Customer shall sign off the completion of the Services in written form upon request

## **7. ASSUMPTIONS**

- 7.1. 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. SAP provides general updates of the Cloud Service for general availability regularly. 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.
- 7.2. If not otherwise agreed, the project language and corresponding documentation is English. SAP documentation will be delivered in English only.
- 7.3. 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.
- 7.4. Services are based on a predefined scope and delivery model. In performing the Services, SAP
  - (a) Will follow applicable parts of the SAP Activate standard implementation methodology
  - (b) May utilize accelerators
  - (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.
- 7.5. Knowledge transfer does not replace the necessity for formalized training on the solution(s) which may be available through separate SAP agreements.
- 7.6. The estimated timelines are based on continuous availability of systems (if required) as well as Customer fulfilling their prerequisites and responsibilities as set forth herein.
- 7.7. 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.