

## **Scope Document for Enablement Service for SAP Ariba Category Management**

This Scope Document is part of the Order Form.

### **1. DEFINITIONS**

- 1.1. **“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 enablement of SAP Cloud Service SAP Ariba Category Management.

- 2.2. The following items form the scope of Services and will be confirmed in a kick-off meeting.

- (a) Introduction to the enablement service
- (b) Enablement sessions to cover the following topics: understanding category management, data management, solution overview, deployment and methodology, understanding SAP BTP, SAP BTP architecture and prerequisites, SAP IAS architecture and best practices, open API prerequisites, and Guided Sourcing considerations.

These sessions are intended to help the Customer understand the key prerequisites as well as identify potential activities to be completed prior to the solution implementation.

- (c) Best practice architecture recommendations will be provided.
- (d) A data quality assessment will be performed for the Customer's data. The assessment covers the completeness of data, as well as other quality dimensions related to classification, category taxonomy, and related topics.

- 2.3. Scope Boundaries and Conditions

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

- 2.3.1. Services Scope Conditions

- (a) The kick-off meeting is set up as a telephone call or online-meeting with standard applications such as Zoom or MS Teams and will last maximum 2 hours.
- (b) No more than 4.5 business days workshop sessions will be undertaken during the delivery of the Services.
- (c) SAP will provide enablement sessions for no more than 10 Customer team members.
- (d) Workshop timing will be confirmed in the kick-off meeting.
- (e) SAP will deliver the workshops and the documents in English.
- (f) SAP will use standard authorization content

- 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 Ariba Category Management

- 2.4.2. Customer has a valid SAP BTP Global Account

- 2.4.3. Customer needs to provide information on current SAP BTP set up during the kick off call.

- 2.4.4. Customer provides the following information, if available:

- (a) Current internal landscape architecture information
- (b) Current internal category information
- (c) Data sample using provided template for purposes of the data quality assessment

- 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) Verification and validation testing processes that may be required by regulatory, industry or governmental requirements
- (h) Implementation of any solution or integration scope not explicitly mentioned in this document
- (i) Customer specific authorizations roles and security concepts. SAP will use the standard authorization content provided with the Cloud Service
- (j) Any changes required because of pre-existing Customer specific enhancements or developments
- (k) Any changes required because of quality or values of Customer's master and transactional data
- (l) Unit testing in any other environment
- (m) Training services, such as formalized training on the Cloud Service for project team members, training for users or end user documentation
- (n) Any category related advisory services
- (o) Any data extraction or manipulation
- (p) Any configuration of the solution or any other services within SAP BTP

### 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
<b>Services Preparation</b>		
Send Services pre-packaged instructions, templates and pre-requisites list for download	R	C
Hold service kick-off meeting: Communicate the Services, roles and responsibilities, expectations and schedule	R	I
Identify workshop participants for each topic	C	R
Schedule workshops	I	R
Confirm completion of pre-requisites	C	R
<b>Services Exploration</b>		
Conduct workshops to cover the following topics: Understanding Category Management Data Management Solution Overview	R	I

Activity	SAP	Customer
Deployment & Methodology Understanding SAP BTP SAP BTP Architecture & Prerequisites SAP IAS Architecture & Best Practices SAP Ariba Open API Prerequisties Guided Sourcing considerations		
Execute high level data quality assessment of Customer data	R	C
<b>Services Realization</b>		
Finalize Best Practice Architecture recommendation	R	I
Finalize Data quality assessment findings and recommendations	R	I
Conduct Q&A sessions as related to the presented topics	R	C
<b>Services Deployment</b>		
Handover deliverables and close out Services	R	C

#### 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 4 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 2 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 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.

#### 5. ORGANIZATION

- 5.1. SAP Team
  - 5.1.1. The SAP team includes the following roles:
    - (a) Business Process Consultant
    - (b) Technology Consultant
  - 5.1.2. SAP may elect to staff a single Consultant to serve multiple roles, or multiple Consultants 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 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 data migration
- (d) Functional Lead: Undertakes configuration
- (e) Technical 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 as required for the project or as recommended by SAP.

## 6. SAP DELIVERABLES

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

6.2. Deliverables

Deliverable	Deliverable Description	Completion Criteria
Presentation materials	Presentations used during the different enablement sessions	Handover of the workshop presentations materials
Best Practice Architecture	PowerPoint document outlining recommended architecture	Handover of the Best Practice Architecture document
Data quality findings and recommendations report	Report that summarizes the results and recommendations from the data quality assessment	Handover of the Report

## 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 applicable terms and conditions, Customer shall fulfill, in particular, the following responsibilities:

7.2.1. Services-specific Customer Responsibilities

- (a) Customer shall review provided materials and ask questions during the workshops
- (b) Customer is responsible for providing current system landscape and architecture to the SAP team and be prepared to answer questions.
- (c) Customer shall present current category strategy for solution roll out
- (d) Customer should ensure that documentation provided to the SAP team must contain necessary and current information.

7.2.2. 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
- (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 access 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

## **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. 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.
- 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) Will follow applicable parts of the SAP Activate standard implementation methodology for the implementation of and transition to SAP solutions
  - (b) May utilize project 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.
- 8.5. Knowledge transfer does not replace the necessity for formalized training on the solution(s) which may be available through separate SAP agreements.
- 8.6. 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.
- 8.7. 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