

Scope Document for Baseline Activation Service for SAP SuccessFactors Employee Central with SAP S/4HANA Cloud Public Edition

This Scope Document is incorporated 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. **“Embedded Launch Activities (EmLA) Demo System”** means as SAP SuccessFactors system environment in which SAP Best Practices configuration and sample data has been loaded to allow exploration of the leading practice Human Resources (HR) processes.
- 1.3. **“SAP Best Practices”** means SAP’s predefined business processes, configuration content and documentation for SAP solutions.
- 1.4. **“Services”** means the service(s) to be provided by SAP as described in this Scope Document.
- 1.5. **“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 Services as described herein to assist Customer with the Baseline Activation of SAP SuccessFactors Employee Central and its integration to SAP S/4HANA Cloud Public Edition.
- 2.2. The following items form the scope of Services and will be confirmed in a kick-off meeting.
 - (a) Load SAP Best Practices configuration for Hire to Retire into SAP SuccessFactors Development and Test Systems as detailed in section 2.2.2
 - (b) Conduct functional review of SAP Best Practices configuration scope
 - (c) Assist Customer to add Customer relevant sample data as detailed in section 2.4.1
 - (d) Enable Stories for SAP SuccessFactors People Analytics
 - (e) Enable standard SAP Master Data Integration (MDI) for:
 - (i) Cost Center MDI from SAP S/4HANA Cloud Public Edition to SAP SuccessFactors Employee Central for Development and Test Systems
 - (ii) Workforce replication MDI from SAP SuccessFactors Employee Central to SAP S/4HANA Cloud Public Edition for Development and Test Systems.

2.2.2. Functional Scope SAP Best Practices

The following SAP Best Practices scope items form the functional scope of the Services. A scope item as referenced in the following is a unique unit of solution scope.

Business Process	Scope Item	Description
Hire to Retire	FJ0	Manage Hire/Rehire
Hire to Retire	FJ1	Manage Job and Compensation Information (FJ1)
Hire to Retire	FJ2	Manage Promotion/Demotion
Hire to Retire	FJ3	Administer Termination
Hire to Retire	FJ5	Update Personal Data
Hire to Retire	3VU	Manage Organizational Data
Hire to Retire	1LY	Manage Dependents

Business Process	Scope Item	Description
Hire to Retire	10B	Manage Leave of Absence
Hire to Retire	2OY	Manage Company Structure
Hire to Retire	FK1	Manage Positions

2.2.3. 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
Cost Center	SAP S/4HANA Cloud Public Edition	>>	SAP SuccessFactors Employee Central	Replication of Cost Center data
Workforce	SAP SuccessFactors Employee Central	>>	SAP S/4HANA Cloud Public Edition	Replication of employee details

2.3. Data Migration Scope

The Services include the following maximum numbers of migration objects.

Master Data	Number of Records
Employees	100

2.4. Scope Boundaries and Conditions

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

2.4.1. Functional Scope Boundaries

- (a) Country coverage: not all scope items are available for all countries/regions provided by SAP Best Practices, specific availability for SAP SuccessFactors Employee Central is detailed here: [Scope Overview | SAP Help Portal](https://help.sap.com/docs/SAP_SUCCESSFACTORS_EMPLOYEE_CENTRAL/5c591dc60e8a469ab6d4d4c2dc83f78e/7482e9009c3e4bf38a4e2341535718e1.html) (https://help.sap.com/docs/SAP_SUCCESSFACTORS_EMPLOYEE_CENTRAL/5c591dc60e8a469ab6d4d4c2dc83f78e/7482e9009c3e4bf38a4e2341535718e1.html). Note: for SAP S/4HANA Cloud Public Edition integration countries must be supported by both SAP Best Practices for SAP SuccessFactors Employee Central and for SAP S/4HANA Cloud Public Edition (<https://www.sap.com/documents/2024/03/36d33508-b27e-0010-bca6-c68f7e60039b.html>).

- (b) SAP will activate the following sample data components up to the stated numbers:

Component	Number of Records	Component	Number of Records	Component	Number of Records
Legal Entity	1	Location	1	Country	1
Business Unit	1	Job Classification	20	Language	1
Division	1	Pay Group	1		
Department	10	Pay Component	3		
Cost Center	22	Position	200		

2.4.2. 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 1 business day.
- (b) No more than 4 half-day workshops sessions will be conducted for the functional review.
- (c) SAP will assist with the initial setup of the Development and Test Systems for up to 0.5 business days.
- (d) SAP will assist with sample data creation for up to a maximum of 6.5 business days
- (e) SAP will assist with testing for up to a maximum of 2 business days
- (f) SAP will assist with cutover planning for up to a maximum of 1 business day

2.5. Prerequisites

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

2.5.1. Customer has a valid cloud subscription for the following:

- (a) SAP S/4HANA Cloud 2202 or higher
- (b) SAP SuccessFactors Employee Central
- (c) SAP Business Technology Platform

Cloud Service is provisioned and fully functional.

2.5.2. Customer provides access to the following tiered system landscape:

- (a) Embedded Launch Activities (EmLA) Demo System (SAP SuccessFactors)
- (b) Development System (SAP S/4HANA Cloud Public Edition and SAP SuccessFactors)
- (c) Test System (SAP S/4HANA Cloud Public Edition and SAP SuccessFactors)

2.6. 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) Execution activities from cutover to Production System and any go-live support
- (l) Training services, such as formalized training on the Cloud Service for project team members, training for users or end user documentation

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
Services Preparation		
Confirm Customer project team	I	R
Hold kick-off meeting: Communicate the Services, roles and responsibilities, expectations and schedule	R	I
Verify solution scope	C	R
Confirm completion of pre-requisites	C	R
Services Exploration		
Conduct functional review workshops with Embedded Launch Activities (EmLA) Demo System	R	C
Verify access to Development and Test Systems	I	R
Provide solution / feature / functionality documentation	R	I
Data load preparation	C	R
Services Realization		
Set up Development and Test System initial access	C	R
Configure and integrate Development and Test Systems	R	C
Create sample data	C	R
Prepare testing scripts	C	R
Execute unit testing	C	R
Conduct solution walkthrough	C	R
Prepare the cutover plan for production	C	R
Provide cutover guidance document	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 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 4 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. SAP assigns a Services point of contact to the Customer after Order Confirmation.

- 5.1.2. The SAP team includes the following roles:

- (a) Project Manager
- (b) Business Process Consultant
- (c) Technology Consultant

- 5.1.3. SAP may elect to staff a single Consultant to serve multiple roles, or multiple Consultants to serve a single role.

- 5.1.4. SAP team roles are in general staffed on a part time basis.

- 5.1.5. 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 alongside Consultants
- (e) Technical Lead: Leads execution of activities that affect Customer systems and data
- (f) End Users: Nominated system end users that join the project to undertake testing and training

- 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.

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. 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. [Click or tap here to enter text.](#)

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
Solution configuration	Configuration of confirmed business process and scope items as per section 2.2 is completed and unit tested	Handover of the unit testing report to Customer
Closeout report	Document the results of the Services	Handover of the closeout report to Customer

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. 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 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 [CLICK OR TAP HERE TO ENTER TEXT.](#)

8.1. If not otherwise agreed, the project language and corresponding documentation is English. SAP documentation will be delivered in English only.

8.2. 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.

8.3. 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.
- 8.4. Knowledge transfer does not replace the necessity for formalized training on the solution(s) which may be available through separate SAP agreements.
- 8.5. 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.
- 8.6. 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.