Scope Document for Functional and Technical Assistance Service for SAP SuccessFactors Solutions

This Scope Document is part of the Order Form.

1. DEFINITIONS

1.1. "Production System" means a live SAP system used for running Customer's internal business operations and where Customer's data is processed.

1.2. "Scope Item" means an SAP SuccessFactors module or a module area as described in 2.2.1 - 2.2.16.

1.3. "Services" means the service(s) to be provided by SAP as described in this Scope Document.

1.4. "Test System" means an 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 operational efficiency in Customer productive SAP SuccessFactors solutions.

2.2. The Services provides 10 hours of consulting support that focuses on post-go-live activities for either advisory, configuration, or new feature activation for only 1 of the following Scope Items. Scope Item and associated activities for the 10-hour block will be agreed and confirmed in a kick-off call, which will last a maximum of 1 hour.

Scope Item	Focus Area of Consulting Support
2.2.1. Recruiting	Advisory: SAP provides recommendations for the following topics: • Job distribution advisory/solutioning • Advise on managing pending hires Configuration: SAP assists the Customer with the following topics: • Theme and branding updates • Custom Recruiting Marketing (RMK) XML job feed creation (1-2 vendor feeds) • Recruiting analytics purge/reload of historical status mapping realignments (not implementation) • Recruiting posting adjustments and/or auto-posting configuration • Career Site Builder (CSB) component/design troubleshooting • Career Site Builder (CSB) custom plugin configuration • Adding new applicant status • Setting up Data Retention Time Management (DRTM) and candidate/applicant data for data purge and anonymization • Updates or support for Candidate Relationship Management (CRM) • Creation of a business rule New feature activation: SAP assists the Customer with the following topics • Configuration assistance for new features
2.2.2. Onboarding	Advisory: SAP provides recommendations for the following topics: • Advise on compliance settings Configuration Support: SAP assists the Customer with the following topics: • Adding or modifying email notifications • Adding or modifying document or policy forms • Adding or modifying standard or custom fields

Scope Item	Focus Area of Consulting Support
	• Privacy policy • RCM to onboarding field mapping • Compliance settings • Adding or modifying program tasks • Adding or modifying responsible groups New feature activation: SAP assists the Customer with the following topics • Configuration assistance for new features
2.2.3. General/ Platform/ Cross module	Advisory: SAP provides recommendations for the following topics: • Advise on Job Profile Builder • Guidance on new features • Advice and guidance for multi-country expansion • Release guidance • Instance and client refresh guidance • Configuration Center guidance • Data protection and privacy guidance • User management guidance • IAS/IPS guidance Configuration Support: SAP assists the Customer with the following topics: • Homepage tiles • Correspondence updates • Job Profile Builder updates • Adding a new field • Role-based permission updates • Smaller updates or configuration assistance following a review to improve usage of features • Configuration assistance based on support feedback • Minor translation changes via admin center and or 3 tier • Data archiving • Picklist management • Data model changes (label, standard field additions, and dynamic groups • Provisioning • Create or edit scheduled job • Enable a new language pack New feature activation: SAP assists the Customer with the following topics: • Configuration assistance for new features
2.2.4. Work Zone	Advisory: SAP provides recommendations for the following topics: • HR use case design review and standard content recommendations • High-level solution configuration review • Review SAP BTP configurations

Scope Item	Focus Area of Consulting Support
	• Booster configuration • SAP SuccessFactors destination configuration • Environment setup • Provide advisory support for configuring IAS and IPS • Standard content enablement review • Review navigational app configuration • Review configuration of user lists Configuration Support: SAP assists the Customer with the following topics: • Home Page and/or Workspace setup (up to 3 total) • Email settings • Role setup (user, administrator) • Standard HR content • Administrator support on key functionalities • Work Zone technical tasks New feature activation: SAP assists the Customer with the following topics: • Configuration assistance for new features
2.2.5. Goal Management, Performance Management, Succession and CDP	Advisory: SAP provides recommendations for the following topics: • Advice on performance and goals, succession, and development process improvement • Advice on performance and goals, succession, and development configuration changes Configuration Support: SAP assists the Customer with the following topics: • Simple XML changes (settings and permissions) • Continuous Performance Management activate and integration New feature activation: SAP assists the Customer with the following topics: • Configuration assistance for new features
2.2.6. Employee Central	Advisory: SAP provides recommendations for the following topics: • Advice and guidance on leading practice set up for a particular topic; available topics include- workflows, alerts and notification set up, support with foundation data and associations issues, business rules optimization and leading practice set up, support with HRIS sync, support on country-specific configuration, name format, document generation, employee data purge (Data Retention Time Management) • Advice on custom MDF objects and leading practice setup • Advice on leading practice setup for contingent workers • Rehire configuration guidance Configuration Support: SAP assists the Customer with the following topics: • Configuration of new custom field into the data model • Business rule creation New feature activation: SAP assists the Customer with the following topics: • Configuration assistance for new features

Scope Item	Focus Area of Consulting Support
2.2.7. Compensation	Advisory: SAP provides recommendations for the following topics: • Salary planning and bonus strategy • Advise on compensation process optimization New feature activation: SAP assists the Customer with the following topics: • Configuration assistance for new features
2.2.8. People Analytics	Advisory: SAP provides recommendations for the following topics: • Guidance with people stories • Homepage metrics • Operational or workforce analytics reporting support Configuration Support: SAP assists the Customer with the following topics: • Homepage metrics New feature activation: SAP assists the Customer with the following topics: • Configuration assistance for new features
2.2.9. SAP Payroll	Applicable for SAP SuccessFactors Employee Central Payroll, SAP S/4HANA, and SAP ERP Central Component (ECC) Advisory: SAP provides recommendations for the following topics: • Process review, 'end-to-end' processes, and process optimization recommendations • Documentation and configuration of SAP Best Practices • What's new, product innovations overview Guidance on integrating SAP SuccessFactors Employee Employee Central Payroll to SAP Finance systems • Guidance on integrating SAP SuccessFactors Employee Employee Central Payroll to SAP Finance systems (different instances) • Guidance on integrating with 3rd Party finance systems • Payroll Control Center - Solution overview • Payroll Control Center - Setup review • Parallel payroll overview and SAP Best Practices • Parallel payroll test strategy planning • Parallel 'Payroll Results', processes and verification tools • Data migration • Planning and approach to data migration • Historical and year-to-date data • Overview of SAP and partner solutions • Strategy and roadmap planning • Overview of Support Notes, Support Packs, and Legal Changes • Strategy for BAU (releases and legal changes) Configuration Support: SAP assists the Customer with the following topics: • Data replication

Scope Item	Focus Area of Consulting Support
	• Replication of employee data without instance/client copies or refreshes • Time and attendance • Legal changes New feature activation: SAP assists the Customer with the following topics: • Configuration assistance for new features
2.2.10. Time & Attendance Management	Advisory: SAP provides recommendations for the following topics: • Overview of SAP and partner solutions • Strategy development, roadmap planning • Advice and guidance on leading practice setup related to time management • Review time management objects (holiday calendars, work schedules, time profiles, time types, time account types, and time recording profiles) • Advice on different rules (accrual-, hire-, terminate-, period end processing-, propagation-, and take rules) • Strategy development, roadmap planning Configuration Support: SAP assists the Customer with the following topics: • Modify/ create time management objects (holiday calendars, work schedules, time profiles, time types, time account types, and time recording profiles) • Configuration of different rules (accrual-, hire-, terminate-, period end processing-, propagation-, and take rules) • Time valuations • Workflow configuration • Custom email templates • Collision resolution • Holiday payout and holiday purchase • Clock in / clock out • Latecomer and early leaver detection • Grace periods, rest rules, flextime bandwidth New feature activation: SAP assists the Customer with the following topics: • Configuration assistance for new features
2.2.11. Learning Management	Advisory: SAP provides recommendations for the following topics: • Advice and guidance in LMS administration processes based on leading practices • Advice and guidance on leading practice setup for Learning Catalog maintenance (library updating learning data usage review, guidance for archiving) • Advice and guidance on leading practice setup for key LMS functionalities (assignment profiles, curricula, program, survey, quiz/exam, reports)

Scope Item	Focus Area of Consulting Support
	- Advice and guidance on leading practice setup for LMS System Administration (security domain, admin roles, user data synchronization, connector) - Advice and guidance for LMS instance refreshes
2.2.12. Architecture	Advisory: SAP provides recommendations for the following topics: - Instance strategy - Deployment/rollout considerations (if Customer is adding new countries or modules) - Integration strategy - Testing strategy - Localization/translations (if adding new regions/countries to existing live solution) strategy - Mobile strategy - Guidance on data privacy and protection features - Moving from implementation to BAU planning service - Planning for Bi-annual releases - Process area overviews (the high-level data flows/inter-module BizX integrations when considering adding modules) - Manage workforce - Attract and acquire - Identify and grow - Educate and develop - Pay for performance - Employee experience - Analytics and reporting - Manage payroll
2.2.13. Integration/ Data Migration	Advisory: SAP provides recommendations for the following topics: - SAP Integration Suite best practice guidance. - Payroll integration best practice guidance - High-level design review of SAP HXM Suite integration - Advice for complex integration scenarios - Data migration approach review - Guidance on Infoporter-based data migrations - High-level Identity Authentication (IAS) guidance - Guidance on OData API OAuth client registration - API recommendations by integration scenarios - Overview of SAP integration suite functionality- API management, content advisor, and cloud integration
2.2.14. HR Process Design	Advisory: SAP provides recommendations for the following topics: Advice on the use of the SAP SuccessFactors process library

Scope Item	Focus Area of Consulting Support
	• Introduction and overview of leading practices for HR • Review of Customer HR processes • Introduction and overview of user roles in the SAP SuccessFactors process library
2.2.15. HR Data Management	Advisory: SAP provides recommendations for the following topics: • HR data management strategy and framework • Support for SAP SuccessFactors HR data catalog set-up/maintenance activities • Support for HR data governance activities
2.2.16. Employee Experience	Advisory: SAP provides recommendations for the following topics: • HR megatrends • Introduction to Employee Experience and the "Moments that Matter" concept • Persona workshop • Introduction to create an Employee Experience journey (for one "Moment that Matters" and one persona) • Development of employee survey strategy • Questionnaire design for employee engagement, pulse, and life cycle surveys • Support in communication planning for employee survey cycles

2.3. Scope Conditions and Boundaries

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

a) Number of Scope Items/ SAP SuccessFactors module: 1

b) Company code: 1

c) SAP to test currency: EUR

d) System language: English only

e) All business data in the system: English only

f) No more than 5 Customer project team members attend sessions set up for focus area

g) Customer owns all testing script development

h) Services will be performed in 1 Test System if not otherwise agreed in the kick-off

i) Services cannot be used to implement a module. Only applicable for post-module go-live guidance and feature activation or improvement.

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 SAP SuccessFactors solutions where assistance is requested.

2.4.2. Cloud Service is provisioned, and Customer has been live with the module for which these Services are purchased.

2.4.3. Customer provides access to the following tiered system landscape: Test System, Production System.

2.4.4. Customer provides the following information:

a) Functional and non-functional specifications documents

b) Role, profile, and security design document

c) Detailed technical design documents

d) Key design decision logs

e) Architecture documentation, including application, logical, physical, and integration design documents

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 implementation activities before go-live of a SAP SuccessFactors module

d) Any development of custom code, updates, or upgrades to SAP products

e) Analysis of as-is business processes

f) Programs or content to migrate data from legacy systems

g) Data cleansing or data cleanup

h) Customer-specific authorizations, roles, and security concepts. SAP will use the standard authorization content provided with the Cloud Service

i) Any changes required that go above hours purchased

j) Any changes required because of quality or values of Customer's master and transactional data

k) Any testing activities

l) Training services, such as formalized training on the Cloud Service for project team members, training for users, or end-user documentation is not in scope

3. RACI

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

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.

3.1.2. RACI for Advisory Based Activities

Activity	SAP	Customer
Services Preparation		
Confirm Customer team	I	R
Hold kick-off call: Communicate the Services, roles and responsibilities, expectations, and schedule.	R	I
Conduct initial review of provided documents and questions	R	I
Services Realization		
Hold session(s) to address questions and provide guidance-related help	R	I

3.1.3. RACI for Configuration Support Based Activities

Activity	SAP	Customer
Services Preparation		
Confirm Customer team	I	R

Hold kick-off call: Communicate the Services, roles and responsibilities, expectations, and schedule	R	I
Conduct initial review of provided documents or requirements	R	I
Services Realization		
Execute steps to configure service item	R	I
Execute test cases and test scripts if configuration took place	I	R

3.1.4. RACI for New Feature Activation

Activity	SAP	Customer
Services Preparation		
Confirm Customer team	I	R
Hold kick-off call: Communicate the Services, roles and responsibilities, expectations, and schedule	R	I
Conduct initial review of new feature	R	I
Services Realization		
Execute steps to configure new feature	R	I
Execute test cases and test scripts	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 3 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 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

5.2.   SAP assigns a Services point of contact to the Customer after Order Confirmation.

5.2.1.   The SAP team includes the following key roles:

a)   Business Process Consultant or Technology Consultant

5.2.2.   SAP may elect to staff a single resource to serve multiple roles or multiple resources to serve a single role.

5.2.3.   SAP team roles are, in general, staffed on a part-time basis. Level of effort across SAP resources will not exceed 10 hours.

5.2.4.   Services are delivered remotely.

5.3.   Customer Team

5.3.1.   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. Take 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) 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 SAP 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

5.3.2. In cases where it is necessary to assign multiple resources to a single role, Customer shall clearly identify the responsibilities of each resource.

5.3.3. Customer is expected to staff the roles per the time allocations recommended by SAP.

5.4. Governance

5.4.1. 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.

5.4.2. 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.

5.4.3. 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 issues that arise on the project. It will address the prioritization of these issues as well as an effective means for issue escalation and resolution.

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 fulfill 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 GTC, Customer shall fulfill, in particular, the following responsibilities:

6.2.1. 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 is responsible for all testing activities

g) Customer shall be fully responsible for organizational change management of all affected departments

h) Customer shall fulfill and provide listed prerequisites required to perform the Services

i) 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

j) 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

k) Customer shall provide technical advice regarding any third-party systems accessible to the SAP team

l) If required to perform the Services, Customer shall review applicable SAP Cloud Service learning materials

m) Customer shall comply with any relevant governmental and regulatory requirements

n) Customer shall sign off the completion of the Services in written form upon request

7. ASSUMPTIONS

7.1. The Services provides up to 10 hours consulting support for only 1 Scope Item. Customer will purchase additional Functional and Technical Assistance Service for SAP SuccessFactors Solutions for additional Scope Items or if greater support of the one Scope Item is required.

7.2. 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.

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

7.4. 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.

7.5. 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 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.

d) Will not create or provide Deliverables that are subject to acceptance procedure or warranty

7.6. Knowledge transfer does not replace the necessity for formalized training on the solution(s), which may be available through separate SAP agreements.

7.7. 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.

7.8. 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.