

Scope Document for Data Transformation Service for SAP Fieldglass Worker Profile Management

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. **“Test System”** means a SAP system environment is used for configuration or testing content prior to moving it to the Production System.
- 1.3. **“System”** means either Production System or Test System.
- 1.4. **“Template”** means the Fieldglass files needed to upload information into the System.

2. SCOPE OF SERVICES

- 2.1. SAP shall provide data transformation service for SAP Fieldglass Worker Profile Management (“Services”) to assist Customer with the implementation of the Cloud Service SAP Fieldglass Worker Profile Management.

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

- a) Deploy 1 Template
 - Type of input data: scanned pdf's, digital copies, flat files (XLSX, CSV, TXT)
 - Record count: up to 25,000 in a single System
- b) Eliminate common errors before data uploading into Fieldglass module for 1 Template
- c) Improve data quality, data aggregation and standardized nomenclature for 1 Template
- d) Check the referential integrity between master data and modules data to upload in the System. Assist with the transformation of Customer's different ERP's or sources of different regions data into one single Fieldglass target System
- e) Perform initial assessment of data, if any deficiency in the input data immediately communicate those to the Customer before upload into Fieldglass System for up to 2 business days
- f) Based on initial data assessment check for data shifts, line breaks and any corrupted data in the fields during data extraction for up to 2 business days
- g) Prepare data field mapping file together with the Customer to map Customer's raw data fields to target system data fields for up to 2 business days. Check if there are any other specific requirements for target file mapping and obtain sign off from the Customer before proceeding further for data transformation.
- h) Standardize Customer data from legacy systems, correct and populate to the respective attributes. While populating the valid values to each of the corresponding attributes, standardize values using the defined and agreed upon Customer business rules for up to 2 business days
- i) Build scripts, connectors and logics as per the Customer mapping and requirements. Create target System tables as per Fieldglass modules and transform data from native raw files to final target System for up to 2 business days
- j) Provide stats file showing how many records were received initially and final stats on transformed tables once during the Services.

- 2.3. Scope Conditions and Boundaries

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

- a) Country/countries in scope: one
- b) Language is English
- c) SAP will not need access to systems directly and will not perform the extract of the data directly
- d) Project management activities are limited to the deployment of the scope described in this Scope Document

- 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 Fieldglass Worker Profile Management ("Cloud Service")

2.4.2. Cloud Service is provisioned and fully functional.

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) Customer specific authorizations roles and security concepts. SAP will use the standard authorization content provided with the Cloud Service
- g) Any changes required because of pre-existing Customer specific enhancements or developments
- h) Any changes required because of quality or values of Customer's master and transactional data
- i) Unit testing in any other environment besides the environment where the initial configuration was completed
- j) Training services, such as formalized training on the Cloud Service for project team members, training for users or end user documentation
- k) Coordination of work required from Customer's third-party Customers.
- l) Activities requiring SAP access to third party products
- m) Verification and validation testing processes that may be required by regulatory, industry or governmental requirements.
- n) Testing using more than one application language.
- o) Creation or change of print forms
- p) Reports that are not in the SAP standard application or modifications to these standard reports.

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) **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		
Prepare the introductory meeting presentation and have the meeting with Customer	R	C
Prepare a project structure and agree on roles and standards	R	C
Prepare the kick-off call presentation and an agreed kick-off call schedule and list of participants	R	C
Perform a check to confirm the prerequisites for the start of the Services are met	R	C
Kick-off Workshop		
Communicate the delivery approach: project objectives, structure, roles and responsibilities, schedule, communication standards and decision-making process	R	C
Provide overview of the business processes included in the Services scope	R	C

Activity	SAP	Customer
Confirm the Services schedule by project phase	R	C
Services Exploration		
Provided Legacy Data Assessment and Strategy		
Analyze the data provided by the Customer that is in the Services scope	R	C
Prepare mapping file for data transformation	C	R
Analyze the current processes for managing Customer data; finalize the business rules for data transformation	R	C
Sign off on finalized mapping file	I	R
Services Realization		
Standardization of raw data		
Eliminate unwanted data for data transformation	R	C
Data cleaning and formatting	R	C
Prepare data issues file	R	C
Fix for data issues	C	R
Referential integrity check	R	C
Services Deployment		
Hand Over of Final Deliverables		
Provide the transformed data to upload team	R	I
Handover data issues and stats files to Customer	R	C
Services completion sign off (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 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. SAP assigns a Services point of contact to the Customer after Order Confirmation.
 - 5.1.2. The SAP team includes the following key roles:
 - a) Project Manager
 - b) Business Process Consultant (Data transformation team)
 - c) Technology Consultant
 - 5.1.3. SAP may elect to staff a single resource to serve multiple roles, or multiple resources 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 roles:
 - a) Project Manager: Single point of contact for SAP. Manages Customer project including Customer team, project plan, project status and decision-making process. Selects and allocates the appropriate subject matter experts for the key user roles on the project Ensures that the resources will be available for the agreed upon duration and percentages of time. Enforces the key and end user enablement. Manages the change management process .Keeps the project activities like data migration and testing on track as per the agreed upon plan.
 - b) Business Key Users. Functional area subject matter experts. Undertake the set-up, implementation and migration tasks to support the business areas in scope. Review workflow and integration scenarios.
 - c) Data Manager: Responsible for providing all the information around the data. Extract and load master data into the source and destination systems – this will only be extraction right cause we will be doing the final data upload onto the Fieldglass system
 - d) System Administrator: Technology related Customer activities such as integration.
 - e) Administrator: Maintains the master data within the application
- 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.
- 5.2.4. Part time resources over and above those identified in the Customer project team will be used to diversify the knowledge base and reduce risk. Other business and technical experts from Customer will participate on an as needed basis.
- 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

- 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
Assessment Report	Documentation of the findings on the assessment	Assessment report of the legacy data is provided
Data issues and Stats file	Files with the information are made available for Customer team members	Data issues and stats report are provided

Deliverable	Deliverable Description	Completion Criteria
Referential integrity Report	Documentation of the findings of the Services	Referential integrity report is provided
Transformed Files	Final transformed files are made available for Customer team members	Transformed files are provided

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. Services-specific Customer Responsibilities

- a) Customer is responsible for all hardware, software and infrastructure setup and operation associated with deploying the ERP and its components
- b) Customer is responsible for completing and providing the data extractions and the data dump in the prescribed folder
- c) Customer extracts the data per per the mapping from its ERP system and provides it in CSV, Excel, txt, PDF and scanned copies
- d) Customer is responsible for all technical configurations in ERP
- e) Customer is responsible for creating all extracts and other tasks involving access to third party products
- f) Customer is responsible for all integration work to ERPs
- g) Customer is responsible for all software development to or from the ERP for upload files
- h) Customer is responsible for ongoing day to day data maintenance in the ERP
- i) Customer must clearly understand the data mapping and provide fields name and tables name or any other logic in the mapping file
- j) Customer shares the requirement documents containing all the necessary information regarding data transformation
- k) Customer finalizes mandatory and non-mandatory data fields
- l) Prior to Services closure, Customer is not permitted to change any customizing settings since this may interfere with the performance of the Services.

7.3. 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) The Customer is responsible that all Customer data provided to SAP (i) is in compliance with applicable data privacy and protection laws, and (ii) does not contain any sensitive defense information for which the export of such data would violate the International Traffic in Arms Regulations or any other applicable export control laws or regulations.

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 regularly provides updates of the Cloud Service 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.