

Scope Document for Enablement Service for SAP Business Data Cloud

This Scope Document is part of the Agreement between SAP and Customer.

1. DEFINITIONS

- 1.1. **“Service Start Date”** means the earliest date when Customer is entitled to call off the Service to plan the delivery start of the Services together with SAP.
- 1.2. **“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 the enablement service for SAP Business Data Cloud as described herein.
- 2.2. The following items form the scope of Services and will be confirmed in the kick-off meeting.

Scope Item	Scope Details
Kick-off meeting	Introduction of the Services including the presentation of the predefined scope, roles and responsibilities, expectations, and timelines
Workshop session/s	3 enablement sessions for the following topics: Session 1: SAP Business Data Cloud overview and architecture <ul style="list-style-type: none"> • Customer to present the current analytics situation and plans • Motivation and scope of SAP Business Data Cloud • Functional and technical overview of SAP Business Data Cloud • Insights on System Provisioning and Prerequisites Session 2: SAP Business Data Cloud features overview <ul style="list-style-type: none"> • Data products and insights app • Integration with partner systems • Customization in SAP Business Data Cloud • Object Store: data storage and management • Business AI with SAP Business Data Cloud • Integration with Partner Ecosystem Session 3: Customer’s SAP Business Data Cloud related transition approaches and way forward <ul style="list-style-type: none"> • Transition discussion • Outlook and roadmap
Services closing session	Q&A and handover of Services documentation to close the Services

2.3. Scope Boundaries and Conditions

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

2.3.1. Services Scope Conditions

- (a) Services are delivered remotely.
- (b) The project language is English, and all Services documentation and Deliverables will be provided in English only, unless otherwise agreed in the kick-off meeting.
- (c) All meetings and sessions are set up as a phone call or online-meeting with standard applications such as Zoom or MS Teams.
- (d) No more than 3 workshop sessions will be undertaken during the delivery of the Services.
- (e) No more than 15 Customer project team members will attend the workshop sessions as well as the kick-off meeting and Services closing session.
- (f) The kick-off meeting will last a maximum of 2 hours.
- (g) The duration of the workshop sessions will be a maximum of 6 hours each. The concrete schedule will be confirmed in the kick-off meeting within the Services duration in accordance with section `Schedule`.
- (h) The Services closing session will last a maximum of 2 hours.

2.4. Prerequisites

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

2.4.1. Customer fulfills the preparation instructions for the Services (“Services Instructions”) provided by SAP.

2.5. Out of Scope

Any services not expressly listed in this Scope Document are out of scope, including without limitation:

- (a) analysis of as-is business processes;
- (b) any implementation services such as initial set-up, deployment, configuration, customization, testing and integration of the Cloud Service;
- (c) any activities in Customer’s system landscape;
- (d) subscription to any Cloud Services or purchase of SAP Software;
- (e) training services, such as SAP standard training on SAP solutions for project team members, training for users or end user documentation.

3. APPROACH AND RACI

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		
Send Services Instructions	R	I
Confirm completion of pre-requisites	C	R
Conduct kick-off meeting	R	C
Schedule workshop session/s in alignment with SAP	C	R
Confirm availability of Customer team for the workshop session/s	I	R
Services Realization		
Review of provided documents, if applicable	R	I
Conduct workshop session/s	R	C
Create Services documentation	R	I
Conduct Services closing session	R	C

4. SCHEDULE

- 4.1. Services are provided on a one-time basis and will be delivered in an estimated duration of 2 consecutive weeks.
- 4.2. SAP reserves the right not to start the Services until SAP has assembled a team, which may require a lead time of up to 4 weeks.
- 4.3. If not otherwise specified in the Agreement the following applies: Within 12 months of the Service Start Date as set forth in the Agreement, parties will mutually agree upon the start of the delivery of the Services within the subscription term of the underlying Cloud Service. There is no discount, refund or credit if the Services are not called off within 12 months after the Service Start Date.

5. ORGANIZATION

5.1. SAP Team

5.1.1. The SAP team includes the following roles:

- (a) Services Lead: acts as the Services point of contact to the Customer
- (b) Functional 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.

5.2. Customer Team

5.2.1. The Customer team includes the following key roles:

- (a) Customer Coordinator: Single point of contact for SAP. Manages Customer topics including Customer team, schedule, project status and decision-making process.
- (b) Workshop Participants: Customer team members attending and participating in the workshop sessions.

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.

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
Workshop documentation	Workshop documentation of the Services is made available, including summary report with findings, options, and recommendations agreed in the workshop sessions	Handover of workshop documentation 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 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.

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 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 complete the relevant SAP standard trainings.
- (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. Unless otherwise specified, the Services are provided within normal business hours, Monday through Friday, excluding SAP recognized holidays.
- 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 methodology for the implementation of and transition to SAP solutions;
 - (b) may utilize project accelerators; and
 - (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 standard SAP training on SAP 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.