Scope Document for enablement service for SAP Business Network for Asset Management

This Scope Document is part of the Order Form.

1. DEFINITIONS

1.1. **"Business Partner(s)"** means manufacturer, operator or service provider of equipment that Customer is using.

1.2. **"ERP"** means Enterprise Resource Planning (ERP). Is the integrated management of main business processes, often in real-time and mediated by software and technology. SAP ERP and SAP S/4HANA are ERPs.

1.3. **"Filter Criteria"** means a criteria used to narrow down the Technical Objects synchronization from SAP S/4HANA or SAP ERP to SAP Business Network Asset Collaboration.

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

1.5. **"SAP Business Network"** means SAP Business Network Asset Collaboration

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

1.7. **"Technical Object"** means an equipment, a functional location, a class, a characteristic, a work order, a notification as defined in the Customer backend. Technical Objects within a hierarchy will be considered as individual Technical Object in the context of these Services. For example, if a machine is linked to 20 sub machines, each sub machine is counted as individual Technical Object.

1.8. **"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 enablement on SAP Business Network concepts, functions and features.

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

(a) 1 architecture review session where SAP walks Customer through:

- How to integrate Customer SAP S/4HANA or SAP ECC backend to SAP BTP in the context of setting up the demo for the work order collaboration. The session only focuses on SAP standard integration (no custom integration is discussed).
- How to synchronize the Technical Objects in scope of the Services to be used to demo features and functions of: data modelling, work order collaboration, model request, equipment improvement request.

SAP shares the architecture review document with the Customer once the session is completed.

(b) Assistance with baseline configuration relevant for the Services on SAP BTP and SAP Business Network including:

- Creation of 2 Customer users for SAP Business Network
- Assignment in SAP BTP of SAP standard user roles and authorization to the 2 Customer users created in SAP Business Network.
- Integration to 1 SAP S/4HANA or SAP ECC backend
- Replication of a maximum of 20 Technical Objects from the Customer backend to SAP Business Network
- Creation of 2 dummy Business Partners with 1 Customer users each in SAP Business Network.
- Creation in SAP Business Network of any non Customer specific data set used for the demo in scope of the Services.

(c) 1 enablement session on the baselines of asset taxonomy on SAP Business Network.

- Session is held over a maximum of 2 business days.
- At the end of the session SAP provides the generic content used throughout this session.

(d) 1 Customer enablement session on function and features of SAP Business Network.

- Session is held over a maximum of 3 business days.
- At the end of the session SAP provides the generic content used throughout this session

(e) 1 knowledge transfer session where SAP provides further enablement on SAP Business Network through generic test scripts and real Customer data. Session is held over a maximum of 4 business days and is focused on core scenarios with SAP Business Network:

Data modelling

- Unified Fiori launchpad
- Creation of indicator groups using indicators
- Creation of attribute groups using attributes
- Creation of template
- Assigning attribute groups and indicator groups to model template
- Create model from model template
- Creation of equipment using model

Collaborative work order maintenance

- Scenarios: collaborative work order: creation, planning, execution (including collaborative work order confirmation), synchronization with Customer backend

Model Request

- Scenarios: creation, review, recommendation, acceptance

Equipment improvement request

- Scenarios: creation, review, recommendation, acceptance

(f) 6 status meeting of 0.5 hours each during the Services exploration phase described in section "3. APPROACH AND RACI"

(g) 1 exit meeting at the closure of the Services during which SAP summarizes all Work Products in scope of the Services that have been reviewed with Customer.

2.3. Scope Boundaries and Conditions

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

2.3.1. Functional Scope Boundaries

(a) In SAP BTP:
- Creation of 2 Customer users for SAP Business Network.
- Assignment in SAP BTP and of SAP standard user roles and authorization to the 2 Customer users created in SAP Business Network.

(b) Integration of SAP Business Network to 1 of the supported SAP S/4HANA or SAP ERP backend.

(c) 1 tier landscape: Test System (Test System must be a copy of Production System as the Services require production master data for testing to be relevant).

(d) A maximum of 20 Technical Objects.

(e) A maximum of 2 Business Partners with a maximum of 1 user each.

(f) System language/s: English only

(g) Language/s for all business data in the system: English only

2.3.2. Services Scope Conditions

(a) The kick-off meeting is set up as a telephone call or online-meeting with standard application such as Zoom or MS Teams and will last maximum 2 hours.

(b) A maximum of 5 Customer project team members attend the sessions

(c) Any session with the Customer cannot be re-run and Customer is responsible for documenting or recording any details.

(d) SAP has determined the duration of these sessions. Timing will be confirmed in the Services kick-off session.

2.4. Prerequisites

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

2.5.1. Customer has a valid cloud subscription or software license (as applicable) for the following:

    (a) SAP Business Network Asset Collaboration

    (b) SAP BTP

    (c) Cloud Connector

    (d) SAP Enterprise Asset Management

    (e) SAP S/4HANA: 1909 with (or above) or SAP ERP: ECC 6 EHP7 SP14 or above

    (f) When SAP ERP: ECC 6 EHP7 SP14 or above is in scope, Customer must have installed SAP ERP: Mobile Add-on for ERP 6.3 SP10

Applicable Cloud Service and Software is provisioned and fully functional.

2.5.2. Customer provides access with relevant roles and authorizations to the following tiered system landscape: Test System for any of the solutions in scope of the Services listed in section "2.5.1 Customer has a valid subscription for the following:"

2.5.3. Customer provides the following information:

    (a) Any data needed to onboard dummy Business Partners on SAP Business Network to demonstrate feature and functions of the solution in scope of the Services.

    (b) Any data or filter criteria related to the 20 Technical Objects to synchronize from SAP S/4HANA or SAP ERP to SAP Business Network (including plant maintenance master data)

    (c) Functional and non-functional specifications documents

    (d) Role, profile and security design document

    (e) Key design decision logs

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

2.6. Out of Scope

The following is out of scope, including without limitation:

    (a) Beyond the 2 dummy Business Partner and the 20 Technical Objects in scope for these Services, SAP will not load any Customer specific data. Instead, SAP will use generic test script data.

    (b) Move to Production System of any setup in scope of the Services done in Test System

    (c) Any services not expressly listed in this Scope Document

    (d) Subscription to any Cloud Services or purchase of SAP Software

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

    (f) Analysis of as-is business processes

    (g) Programs or content to migrate data from legacy systems

    (h) Data cleansing or data clean up

    (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) 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		
Carry out preparatory steps as needed to perform the Services	C	R
Prepare recommended SAP's schedule	R	I
Prepare a recommended project structure including key roles and templates	C	R
Conduct architecture review (purpose is to confirm Customer has all Cloud subscription and required information to perform the Services. If there is mismatch with prerequisites, SAP will then be able to inform project team during Services kick-off)	R	C
Share architecture review document with Customer	R	I
Hold Services kick-off meeting to review engagement model, Cloud Service subscription overview, installation guide/documentation and align on next steps	R	C
Prepare Customer's overall project schedule	I	R
Review documentation on SAP Business Network	C	R
Services Exploration		
Check SAP BTP for SAP Business Network provisioning and entitlement on Customer system	R	C
Configure SAP BTP for SAP Business Network: user role definition, sub account setup, destination service	R	C
Configure SAP Business Network: company profile, application setting, structure of screen(s) to present assets, size of documents to attach, prefix for documents work order and notification, SAP S/4HANA system configuration, mapping of users to organization	R	C
Carry out SAP S/4HANA, SAP ECC baseline configuration to integrate with SAP Business Network using SAP BTP	R	C
Synchronize the 20 Technical Objects from SAP S/4HANA or SAP ECC to SAP Business Network	R	C

Activity	SAP	Customer
Create on SAP Business Network the 2 dummy Business Partners with 1 user each	R	C
Hold asset taxonomy enablement session with Customer	R	C
Hold network capability enablement session with Customer	R	C
Load SAP generic test script data and confirm creation of Customer master data needed to deliver the knowledge transfer session	R	C
Knowledge transfer session on data modelling, collaborative work order, model request, equipment improvement request	R	I
Conduct 6 status meeting of 0.5 hours each during the Services exploration	R	C
Conduct exit meeting and provide meeting minutes	R	I

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 10 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) Business Process Consultant

(b) 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) IT Experts: Undertakes configuration alongside Consultants. Leads execution of activities that affect Customer systems and data.

    (e) 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.

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
Architecture Review Document	A document used during the architecture review to walk Customer through the points to consider to integrate Customer SAP S/4HANA or SAP ERP backend to SAP BTP and to synchronize the Technical Objects in scope of these Services	Architecture review document sent to Customer team by email

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

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

(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.

8.5. 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.