Scope Document for Activation Service for SAP Analytics Cloud for Business Intelligence

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

1.3. **"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 deployment of SAP Cloud Service SAP Analytics Cloud for business intelligence.

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

   (a) Conduct scope validation workshop to decide on 1 SAP Analytics Cloud dashboard or story within the scope boundaries and conditions

   (b) Confirm SAP Analytics Cloud tenant activation

   (c) Conduct knowledge transfer sessions covering:

       (i) Overview and architecture of SAP Analytics Cloud presentation

       (ii) Security and authorization presentation

       (iii) Design practices for modelling and visualization presentation

       (iv) Data consumption scenarios for SAP Analytics Cloud presentation

   (d) Configure integration with either 1 SAP Analytics Cloud supported SAP data source (SAP S/4HANA, SAP BW, SAP HANA Cloud, SAP Datasphere), or up to 2 flat files in standard format (Excel or CSV data format)

   (e) Design and configure 1 SAP Analytics Cloud dashboard or story as agreed in the scope validation workshop

   (f) Support Customer in testing the dashboard or story

   (g) Provide guidance session to activate 1 dashboard or 1 story in the Production System

   (h) Knowledge transfer session on the realization of the dashboard or story

   (i) Stakeholder presentation of the dashboard or story

2.3. Scope Boundaries and Conditions

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

2.3.1. Functional Scope Boundaries

   (a) Company code: 1

   (b) Number of Customer legal entities: 1

   (c) Country/countries in scope: 1

   (d) SAP to test currency: 1

   (e) System language/s: English

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

   (g) No more than 5 KPI's per SAP Analytics Cloud dashboard or story

   (h) No more than 5 new calculated columns

   (i) No more than 3 conditional formattings

   (j) No more than 2 pages per story

   (k) No more than 10 widgets per page

   (l) No more than 3 sorting, filters, rankings, or standard calculations

(m) Any linked analysis will not be considered within the Services

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) Maximum 5 workshop sessions will be undertaken during the delivery of the Services and will last maximum 2 hours each.

(c) Maximum 5 Customer SAP Analytics Cloud users will participate in testing.

(d) SAP will assist Customer with the move to the Production System for maximum 1 story or 1 dashboard.

(e) SAP will provide up to 1 knowlegde transfer/handover session for no more than 5 Customer team members/SAP Analytics Cloud users.

(f) SAP has determined the duration of the workshop sessions and knowledge transfer activities. Timing will be confirmed in the kick off meeting.

Connectivity with maximum 1 SAP System. (SAP S/4HANA, SAP BW, SAP HANA Cloud, SAP Datasphere) or 2 flat files in standard format (Excel or CSV data format).

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 following:

(a) SAP Analytics Cloud

Cloud Service is provisioned and fully functional.

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

2.4.3. SAP Analytics Cloud users and roles should be maintained and assigned to the SAP Team involved in the Services delivery.

2.4.4. Customer has the latest version of Google Chrome browser running the latest version of SAP Analytics Cloud.

2.4.5. Customer has to fulfill the prerequisites in accordance with the "Requirements and Technical Prerequisites" section of the SAP Analytics Cloud Help Portal, including the following topics, which will be addressed in the kick-off meeting.

(a) Client Software Requirements

(b) Client Configuration Requirements

(c) Supported Languages

(d) Mobile Requirements

(e) Data Connectivity – Import

(f) Data Connectivity – Live

(g) SAP Analytics Cloud Agent

2.4.6. Customer provides the following information:

(a) Functional and non-functional specifications documents, including business scenario design

(b) SAP Analytics Cloud tenant access and data source access

(c) Detailed design documents, including source data and KPI definitions

(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 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) Training services, such as formalized training on the Cloud Service for project team members, training for users or end user documentation

(l) Any translation activities, including data, visualizations, programs, or project documentation

(m) Any updates to model artefacts in the backend systems (SAP S/4HANA, SAP BW, SAP HANA Cloud or SAP Datasphere)

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		
Hold kick-off meeting: Communicate the Services, roles and responsibilities, expectations and schedule	R	C
Conduct scope validation workshop	R	C
Design visualization	R	C
Refine backlog	R	C
Sign-off Services preparation phase	C	R
Services Realization		
Setup data connectivity	R	C
Perform data modelling	R	C
Perform configuration	R	C
Optimize visualization	R	C

Activity	SAP	Customer
Conduct acceptance testing	C	R
Resolve test findings (maximum 1 iteration)	R	C
Conduct knowledge transfer sessions	R	C
Sign-off Services realization phase	C	R
Services Deployment		
Perform evaluation of business objectives and achievement evaluation, delta analysis	C	R
Provide go-live recommendations	R	I
Switch to Production System	C	R
Conduct final presentation and demo	R	I
Handover and sign-off Services results	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 3 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

5.1.1.   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 activites 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.

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
Knowledge transfer materials	Knowledge transfer materials of the Services are made available for Customer team members	Handover of knowledge transfer materials
Project documentation	The following documents will be prepared and provided to Customer during Service delivery – Documentation of SAP Analytics Cloud scenario – Documentation of the data model – Documentation of the KPI definitions	Project documentation provided to Customer via 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. Services-specific Customer Responsibilities

(a) Customer shall setup infrastructure: procure hardware to install prerequisites for 1 source system connection (SAP Analytics Cloud Agent, or SAP HANA Cloud Connector, depending on the source system).

(b) Customer is responsible for infrastructure setup and shall provide appropriate hardware to install prerequisites for 1 source system connection (SAP Analytics Cloud Agent, or SAP HANA Cloud Connector, depending on source system).

(c) Customer will fulfill the prerequisites in accordance with the "Requirements and Technical Prerequisites" section of the SAP Analytics Cloud Help Portal, including the following topics, as addressed in the kick-off meeting.

    (i) Client Software Requirements

    (ii) Client Configuration Requirements

    (iii) Supported Languages

    (iv) Mobile Requirements

    (v) Data Connectivity – Import

    (vi) Data Connectivity – Live

    (vii) SAP Analytics Cloud Agent

(d) Customer is responsible for providing access to existing data models.

(e) If updates to modeling artefacts are required, this is considered as a change of scope and subject to a separate Services agreement. Please refer to article 8.7.

7.2.2. 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.