# Scope Document for Accelerated Deployment Service for SAP SuccessFactors Work Zone

This Scope Document is part of the Order Form.

## CONTENTS

# 1   SCOPE OF SERVICES

Customer is undertaking a project to implement or deploy a SAP Cloud Service. Customer is the owner of the Customer´s project and has overall responsibility for the project and the process, scope, costs, resources and targeted solutions.

SAP will provide the following services to assist Customer with the deployment of the Customer's SAP Cloud Service as specified herein: Accelerated Deployment Service for SAP SuccessFactors Work Zone ("Service(s)").

## 1.1   Scope

The following items form the scope of the Service to be provided by SAP.

| Scope Group | Scope Details |
|---|---|
| Solution Foundation | <ul><li>Project Kickoff</li><li>Use case & solution landscape exploration and definition</li><li>Upgrade of Customer's SAP Jam to SAP SuccessFactors Work Zone & initial set-up including import & activation of HR pre-built content</li><li>Product exploration & feature deep dives</li><li>Validate identity access, solution configuration and branding</li><li>Assist with creation of  1 homepage and up to 2 workspaces</li><li>Introduction and exploration of solution integration and extensibility</li><li>Review analytics and reporting</li><li>Support Customer testing in non-production instance</li><li>Provide completed configuration workbook and administrator knowledge transfer workshop</li><li>Prepare solution for production, support Customer go-live and limited (2 weeks) post-production hyper-care</li><li>Service closure & sign-off</li></ul> |
| Solution Configuration. | <ul><li>One non-production instance and one production instance</li><li>Two iterations of configuration</li></ul> |
| Branding and Themes | <ul><li>No custom cascading style sheets CSS</li><li>One custom UI theme</li><li>One (1) homepage creation support</li><li>Up to two (2) workspace creation support</li></ul> |

## 1.2   Integration Scope

The following SAP standard integration points between SAP systems are part of the scope of the Service.

| SAP Standard Integration Point | Source System | Direction | Target System | Description |
|---|---|---|---|---|
| Employee Data | SAP SuccessFactors Platform | <> | SAP SuccessFactors Work Zone | Synchronization of employee records from SAP SuccessFactors into SAP SuccessFactors Work Zone user store based on the standard integration |

| SAP Standard Integration Point | Source System | Direction | Target System | Description | |
|---|---|---|---|---|---|
| Trust Configuration | SAP SuccessFactors Platform | > < | SAP BTP (Cloud Foundry) sub-account & SAP SuccessFactors | Authentication & SAP Cloud Platform role collection assignment based on SAP Cloud Identity Services (Identity Authentication (IAS)) user store [or connected identity provider] | |
| SuccessFactors module-specific data | SAP SuccessFactors | > < | SAP BTP / SAP SuccessFactors Work Zone | The HR content from SAP SuccessFactors Work Zone connects to SAP SuccessFactors (several modules) via the OData API (consumed via a destination configured in the SAP BTP sub-account) to display data within SAP SuccessFactors Work Zone. | |
| SuccessFactors Learning data (if applicable) | SAP SuccessFactors Learning | > < | SAP BTP / SAP SuccessFactors Work Zone | The HR content from SAP SuccessFactors Work Zone connects to SAP SuccessFactors Learning API to display learning data (consumed via a destination configured in the SAP BTP sub-account) | |

## 1.3 Workflows, Reports, Interfaces, Conversions, Enhancements and Forms

No Workflows, Reports, Interfaces, Conversions, Enhancements / Extensions, or Forms will be created or delivered within the scope of this Service. Standard SAP code will be neither modified nor extended.

## 1.4 Software Prerequisites

### 1.4.1 Software Installation

Customer ensures it has a valid cloud subscription for the listed SAP Cloud Service, which is installed and fully functional before the start of the Service. Authorized access is granted to the SAP Team.

#### 1.4.1.1 SAP Cloud Service

The Service is based on the current version of SAP SuccessFactors Work Zone. The system landscape needs to be available before the start of the Service.

Functionality and configuration settings are based on the release version as set forth in the table below.

| SAP Cloud Service | Release Version | Module/Component |
|---|---|---|
| SAP SuccessFactors Work Zone | Current Cloud Release during project and at implementation | |
| SuccessFactors Foundation and supporting modules | Current Cloud Release during project and at implementation | Success Factors HXM Modules tied to current UI Content cards and guided workflows at release |

Customer must go live at the release version of the SAP Cloud Service generally-available as of the actual go-live of the Service.

## 2    APPROACH AND RACI

### 2.1    Methodology

SAP will follow the applicable parts of the SAP Activate methodology which has the following phases.

1. **Prepare**: After Customer has become familiar with the Cloud Service during a prior discover phase, the Services are formally initiated and the schedule, project plans and resources are agreed.
2. **Explore**: Workshops are conducted to explore the Customer's use cases, review solution features, and define initial configuration. SAP Jam instance is migrated and an initial system set-up is performed to provide the SAP SuccessFactors Work Zone solution.
3. **Realize**: The solution's foundation configuration is completed and followed by completion of identity access management, development of branding and theming, and initial set-up of content including homepage and workspaces based upon the scope. The test approach and any knowledge transfer are executed, and the Customer User Acceptance Testing is completed. The cutover is planned.
4. **Deploy**: The production instance is configured, and final checks are made before the cutover to production. The Custom goes live in production. The configuration workbook is handed over. A period of hypercare post go-live support is completed. Knowledge transfer for the Customer's administrators is completed. The implementation service is closed.

### 2.2    RACI

SAP and Customer agree the following responsibility matrix of activities.

- **Responsible (R):** Charged with performing the activities. A mutually agreed project plan may define further details at the work unit level.
- **Accountable (A):** The Customer has overall accountability for its implementation and all the activities identified below. Hence, Accountable (A) does not appear for the activities below.
- **Consulted (C):** Provides input on how to perform the activity and supports the execution of the activity.
- **Informed (I):** Provided with information.

| Activity | SAP | Customer |
|---|---|---|
| **Prepare Phase** | | |
| **Prepare Project** | | |
| Carry out preparatory steps as needed to perform the Service | C | R |
| Prepare a recommended project structure including key roles and templates | R | C |
| **Project Kick-off** | | |

| Activity | SAP | Customer |
|---|---|---|
| Prepare the kick-off workshop including presentation, schedule and list of participants | R | C |
| Communicate the delivery approach: project objectives, structure, roles and responsibilities, schedule, communication standards, and decision-making process | C | R |
| Provide overview of the business processes included in the Service scope | R | I |
| **Explore Phase** | | |
| **Use Case & Solution Landscape Exploration** | | |
| Review and demonstrate use cases | R | C |
| Review and define solution architecture | R | C |
| **Confirm System Set-up** | | |
| Validate licenses and IAS | R | I |
| Prepare and upgrade Jam to Work Zone | R | C |
| Complete initial system set-up and test | R | I |
| **Product Exploration & Feature Review** | | |
| Set-up project workspace | R | C |
| Review core components | R | I |
| Review roles & permission concepts | R | C |
| Review homepage and workspaces (2) | R | C |
| Features and pre-built HR content review | R | I |
| **Realize Phase** | | |
| **Validate Access, Solutions Configuration, and Branding – non-production** | | |
| Validate identity and access management | R | C |
| Exploration and setup of administration configuration – non-production | R | C |
| Develop basic branding and themes | R | C |
| **Customer Test in Non-Production Instance** | | |
| Conduct testing in non-production instance | C | R |
| Provide support and trouble-shooting for testing | R | C |
| Approve non-production instance | I | R |
| **Analytics & Reporting** | | |
| Review analytics and reporting adoption metrics | R | C |
| **Deploy Phase** | | |
| **Configuration Documentation & Administrator Knowledge Transfer** | | |
| Conduct administrator knowledge transfer session | R | C |
| **Prepare Solution for Production** | | |
| Validate access, solution configuration and basic branding – production | R | C |
| **Go-Live Support** | | |
| Provide go-live and post go-live support | C | R |

| Activity | SAP | Customer |
|---|---|---|
| **Hand Over Deliverables** | | |
| Configuration workbook handover and acceptance | R | C |

## 3 SCHEDULE

The current estimated schedule provides provisional durations as follows.

| Phase | Estimated Duration (Weeks) | Estimated Start Date |
|---|---|---|
| Prepare | 1 week | |
| Explore | 2 weeks | 1 week after start of Prepare |
| Realize | 3 weeks | 2 weeks after start of Explore |
| Deploy | 1 week | 3 weeks after start of Realize |

## 4 ORGANIZATION

### 4.1 SAP Team

The key SAP roles are as follows:

| SAP Team | Level of Involvement |
|---|---|
| Project Manager | Single resource. Part-time. Offsite. |
| Solution Business Process Consultant | Single resource. Part-time. Offsite. |
| Solution Technical Process Consultant | Single resource. Part-time. Offsite. |

### 4.2 Customer Team

The Customer team will include the following roles. Customer team is assumed to be available to complete Customer activities.

| Customer Team | Description | Level of Involvement |
|---|---|---|
| Product Owner / Project Sponsor | Decision maker on scope, priorities, budget and changes issues. Active advocate for the project. Owner of the product backlog. | Single resource. Part-time. Onsite or offsite. |

| Customer Team | Description | Level of Involvement |
|---|---|---|
| Project Manager | Single point of contact for SAP. Management of resources, resolving issues, project plan, project status and decision-making process through the steering committee. | Single resource. Part-time. Onsite or offsite. |
| Business Lead (Decision Maker) | Owns business processes, approves the solution and is the key liaison between the project and the business. | Part-time. Onsite or offsite. |
| Business Subject Matter Experts | The subject matter expert represents the business and will be involved in issue resolution and data migration. | Multiple resources. Part-time. Onsite or offsite. |
| Solution Administrator(s) | Will administer the application and its configuration on an ongoing basis | Single or Multiple resources. Part-time. Onsite or offsite. |

### 4.3 Governance

A specific governance structure will be finalized during the Prepare phase.

Customer and SAP will work cooperatively during the Prepare phase to establish a project governance model. To facilitate communication between SAP and Customer, a status meeting will occur weekly to clarify open issues and questions.

## 5 SAP DELIVERABLES AND PROCEDURE

### 5.1 SAP Deliverables

The following table lists the SAP Deliverables.

| Deliverable | Deliverable Description | Completion Criteria | Deliverable Procedure |
|---|---|---|---|
| Configured and unit tested foundation solution | SAP SuccessFactors Work Zone solution with foundation set-up complete in non-production environment | Unit testing complete | Approval upon completion |
| Configuration workbook | Configuration workbook documenting the Customer's go-live configuration of SAP SuccessFactors Work Zone | Workbook handover | Approval upon completion |
| Administrator knowledge transfer workshop materials | Knowledge transfer materials for Customer administrator workshops | Administrator knowledge transfer materials provided | Approval upon completion |

### 5.2 Deliverable Procedure

**Approval upon completion:** SAP Deliverables shall be deemed completed and approved by Customer when the above completion criteria have been met.

## 6    CUSTOMER RESPONSIBILITIES

### 6.1    General Customer Responsibilities

- Ensure that Customer team members are knowledgeable about the solution being implemented and define their training approach and schedule. Ensure that key users are available for all workshops and activities as needed.
- Minimize the change in personnel throughout the duration of the Service.
- If third-parties on Customer side are involved: Manage any Customer's third-party contractors and be responsible for the acts, omissions, and defects of such third-party that Customer contracts or instructs to perform Customer's duties.
- Supply SAP with the names and contact information of key Customer and third-party resources.
- 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. These systems shall be available throughout the Service according to the project schedule.
- Ensure that a consistent, stable, and fast SAP remote support connection/service connection is available between SAP and the Customer at the required times.
- Provide SAP with the necessary authorizations for remote access to Customer's systems.
- Allow the use of SAP laptops and mobile devices on Customer's network to SAP's network via SAP's Virtual Private Network (VPN) protocols; otherwise, Customer will provide PCs and/or laptops with the Microsoft Office Suite and e-mail capability for the SAP team. Laptops and/or PCs provided by Customer must have the latest version of a virus protection software.
- Provide technical advice regarding any third-party systems to which the team will have access.
- Ensure Customer compliance with any relevant governmental and regulatory requirements.

## 7    ASSUMPTIONS

The following assumptions apply:

- SAP may require up to 2 weeks to assemble a team. SAP reserves the right not to start the Service until SAP has assembled a team.
- No more than 5 business days of workshops will be undertaken during the Explore phase.
- SAP will provide up to 1 continuous business day of knowledge transfer to project team members to a maximum of 2 SAP person days.
- No more than 10 Customer project team members will attend the knowledge transfer workshop.
- SAP will assist the Customer with User Acceptance Testing for up to 5 continuous business days which will not exceed 1.25 SAP person days.
- SAP will assist Customer with the move to the Production environment for up to 5 continuous business days, which will not exceed 3 SAP person days.
- SAP will provide up to 3 continuous business days of go live support to a maximum of 5 SAP person days, remotely. Go live support will begin when the technical cutover has been executed by Customer.
- Cutover to Production is expected to be executed by Customer within 2 months after knowledge transfer has been completed. Production validation by Customer is considered part of the period of go live support.
- Services are delivered remotely.
- If not otherwise agreed, the project language and corresponding documentation is English.
- SAP may use certain software and tools (all referred to as Tools herein) for its work, for which the rights are not already regulated through a software license agreement. All title to and rights in Tools, including without limitation copyright and rights of authorship, remain with SAP or SAP SE. These Tools may be copied to Customer's system and Customer is granted non-exclusive rights to use Tools for the term of and solely for the purposes related to the Service. No other use, including the creation of further copies or use on another system, is permitted. Tools and all permitted copies of Tools must be deleted at the end of the Service. If at SAP's sole discretion Tools are left on the system for documentation purposes, Customer is

not permitted to use Tools for any other remaining purpose except documentation. Such Tools are 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 Service.

- All supporting documentation will be developed using personal computers/laptops using Microsoft Office applications (Word, Excel, MS Project, PowerPoint) or other mutually agreed documentation tools.
- For the avoidance of doubt, Customer will primarily be responsible for correcting non-conforming results, which are related to Customer responsibilities, and SAP will primarily be responsible for correcting Material Defects, which are related to the agreed SAP scope and activities performed by SAP, provided that the other party will support when needed.

## 8   EXCLUSIONS

Any items or services not defined as in scope for this Service are deemed out of scope, including, but not limited to the following exclusions:

- Development of extensions such as UI Integration Cards or Guided Experiences
- Customizing of pre-built HR Content
- Integration / extension configuration outside of the HR Content scope
- Content migration from existing systems (standalone SAP Jam or other solutions)
- No custom CSS (Cascading Style Sheets) development for Customer content
- Content asset creation (ex. icons, banner images, news content)
- Deliverables not explicitly described in this Scope Document.
- An analysis of as-is business processes.
- Data cleansing or data clean up.
- Coordination of work required from Customer's third-party vendors.
- Formalized training on the SAP Cloud Service for project team members or training for users. This would be included in a separate Scope Document for Education Services. Knowledge transfer does not replace training.
- Content for end user training.
- The development of new functionality, extensions or co-innovation.
- Verification and validation testing processes that may be required by regulatory, industry or governmental requirements.
- Developments that modify the standard SAP Software source code.
- Implementation of any solution or integration scope not explicitly mentioned in this document.
- Customer specific authorizations roles and security concepts. SAP will use the standard authorization content provided with the SAP Cloud Service.
- Custom developments and software developments including additional UI5 cards and/or guided workflows not included in the pre-built HR content.
- Any changes required because of pre-existing Customer specific enhancements or developments.
- Unit testing in any other environment besides the environment where the initial configuration was completed.
- Testing using more than one application language. Only content in English will be tested.
- Interfaces to third party or to legacy systems not defined.
- Reports that are not in the SAP standard application or modifications to these standard reports.

## 9   DEFINITIONS

1. **"SAP Activate"** means a standard SAP methodology used for SAP implementation projects.
2. **"SAP Best Practices"** means SAP's predefined business processes, configuration content and documentation for SAP Software. SAP Best Practices may be used as the basis for SAP implementation activities.
3. **"SAP Cloud Service"** means a subscription based, hosted, supported and operated distinct on-demand solution provided by SAP under an applicable Order Form.

4. **"User Acceptance Test"** means a test is undertaken by end users to check that the system fundamentally operates according to the agreed scope.