

## Scope Document for Single sign-on configuration service for SAP Ariba solutions

This Scope Document is part of the Order Form.

### 1. DEFINITIONS

- 1.1. **“Identity Provider (IdP) Initiated”** means Single Sign-On starts when a user accesses SAP Ariba after authentication is successful from the Customer's side. No redirection is involved here.
- 1.2. **“Production System”** means a live SAP system used for running Customer's internal business operations and where Customer's data is processed.
- 1.3. **“SAP Business Network”** means the SAP B2B collaboration platform where companies connect, transact, and partner on shared processes and information. in the context of this Service, SAP Business Network refers to SAP Business Network for procurement and SAP Business Network Supply Chain Collaboration.
- 1.4. **“Service”** or **“Services”** means the service(s) to be provided by SAP as described in this Scope Document.
- 1.5. **“Single Sign-On (SSO)”** means an authentication scheme that allows users to log in with a single ID to multiple systems.
- 1.6. **“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 implementation of single sign-on configuration Service for SAP Ariba solutions, SAP Business Network for Procurement, SAP Business Network Supply Chain Collaboration.

- 2.2. The following items form the scope of Services and will be confirmed via an email (scope confirmation):

SAP assists Customer to enable authentication on one (1) of the following scenarios listed, the Customer must indicate prior to the first meeting where the Single Sign-on (SSO) is to be enabled

- (a) Customer's SAP Business Network for Procurement production and test accounts
- (b) Customer's SAP Business Network Supply Chain Collaboration production and test accounts
- (c) SAP Ariba applications (strategic sourcing solutions or operational procurement solutions) production and test site for a single SAP Business NetworkID within the Cloud Service
- (d) For SSO on SAP Business Network, SAP configures the buyer account (test first, and then production) with SSO configurations provided by Customer, which is required to enable remote authentication
- (e) For SSO on SAP Ariba applications, SAP configures the Customer's SAP Ariba instance (test first, and then production) with SSO configuration information provided by Customer, which is required to enable remote authentication

- 2.3. Scope Boundaries and Conditions

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

- 2.3.1. Functional Scope Boundaries

- (a) Customer has an authentication Service that supports the SAML 2.0 standard. The authentication Service must maintain (or have access to) the Customer's user master data and have the ability to authenticate users. This is because for SAP Business Network (IdP initiated), SAP Ariba applications (IdP or SP initiated), SAP supports SSO using SAML 2.0 only.
- (b) The Customer will choose either SAP Business Network for Procurement OR SAP Business Network Supply Chain Collaboration OR SAP Ariba application. The Services supports up to one of these options for SSO setup.
- (c) For SAP Business Network for Procurement, SSO remote authentication setup is for one (1) SAP Business Network test buyer account and one (1) corresponding SAP Business Network production buyer account

- (d) For SAP Business Network Supply Chain Collaboration, SSO remote authentication setup is for one (1) SAP Business Network test buyer account and one (1) corresponding SAP Business Network production buyer account
- (e) For SAP Ariba applications SSO remote authentication setup is for one (1) test site and one (1) corresponding production site
- (f) Language for Service: English

#### 2.3.2. Services Scope Conditions

- (a) the scope of Services will be confirmed via an email (scope confirmation)

#### 2.4. Prerequisites

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

- 2.4.1. Customer has personnel familiar with the Customer “behind the firewall” SSO system that supports SAML 2.0.
- 2.4.2. Customer has a valid cloud subscription for the following:
  - (a) SAP Business Network for Procurement.
  - (b) SAP Business Network Supply Chain Collaboration.
  - (c) SAP Ariba strategic sourcing solutions (SAP Ariba Sourcing, SAP Ariba Contracts, SAP Ariba Supplier Lifecycle and Performance, SAP Ariba Supplier Risk, SAP Ariba Spend Analysis).
  - (d) SAP Ariba operational procurement solutions (SAP Ariba Buying, SAP Ariba Buying and Invoicing, SAP Ariba Invoice Management, SAP Ariba Snap).

Cloud Service is provisioned and fully functional .

- 2.4.3. Customer provides access to the following tiered system landscape: Test System, Production System.
- 2.4.4. Customer shall activate the following in the Test System/ Production System:
  - (a) Customer SSO system is fully functional and has gone live with users.
- 2.4.5. Customer provides the following information:
  - (a) If SSO set up is for SAP Ariba applications, Customer provides IDP/SP Initiated POST URL to be configured on SAP Ariba applications.

#### 2.5. Out of Scope

The following is out of scope, including without limitation:

- (a) Setup of the infrastructure needed in the Customer’s environment for use of remote authentication including setup of Customer SSO.
- (b) Any services not expressly listed in this Scope Document.
- (c) Subscription to any Cloud Services or purchase of SAP Software.
- (d) Any development of custom code, updates or upgrades to SAP products.
- (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) Functional SSO 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.

### 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
<b>Services Preparation</b>		
Carry out preparatory steps as needed to start execution of the Services	I	R
Contact the Customer and initiate scope confirmation	R	I
Conduct initial review of provided remote authentication details	R	I
Confirm completion of prerequisites	C	R
<b>Services Exploration</b>		
Review of provided documents, if applicable	R	C
Schedule Q&A workshops with Customer to provide additional information or insight, if needed	R	C
Provide solution / feature / functionality documentation	R	I
<b>Services Realization</b>		
Execute steps to configure Single Sign On Service	R	I
Any technical configuration or infrastructure installation needed in the Customer's environment for the use of these features.	I	R
Send data for testing	C	R
Adjust test plans and test strategy	C	R
Execute test cases and test scripts	C	R
Resolve test issues related to Services	R	C
Resolve test issues related to Customer responsibilities	C	R
<b>Services Deployment</b>		
Obtain change control approvals and authentication details to setup Production System	I	R

Activity	SAP	Customer
Perform SAP Ariba application or SAP Business Network cutover tasks	R	I
Perform Customer “behind the firewall” cutover tasks	I	R
Conduct solution walkthrough/knowledge transfer to Customer team	R	I
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 2 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 4 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 6 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 6 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) 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) 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
    - (b) Technical Lead: Leads execution of activities that affect Customer systems and data
    - (c) 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
Remote authentication configuration and setup on SAP Business Network or SAP Ariba applications	SSO configuration on SAP Business Network or SAP Ariba applications in test and production.  NOTE: SAP is not responsible for Customer SSO setup.	Handover of SSO configuration on SAP Business Network or SAP Ariba applications in test and production.

## 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 must maintain exactly matching (case-sensitive) user-ids between the authenticating solution and SAP Business Network/SAP Ariba applications.
- 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.