

Scope Document for Accelerated Implementation Service for SAP SuccessFactors Compensation

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

1. DEFINITIONS

- 1.1. **“Deployment Date”** means the date on which initial configuration of scope items is performed on the Development System.
- 1.2. **“Development System”** means an SAP system environment in which initial configuration and build activities are completed in a non-productive environment.
- 1.3. **“Intelligent Services”** means a tool in SAP SuccessFactors that enables (i) the publication of events from any SAP SuccessFactors application and (ii) the subscription to such events through SAP SuccessFactors or third party applications.
- 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 Best Practices”** means SAP’s predefined business processes, configuration content and documentation for SAP solutions.
- 1.6. **“Services”** means the service(s) to be provided by SAP as described in this Scope Document.
- 1.7. **“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

SAP shall provide the Services as described herein to assist Customer with the implementation of the Cloud Service SAP SuccessFactors Compensation.

- 2.1. 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 sessions	SAP provides 7 knowledge transfer sessions during Services delivery for the following topic, which enable Customer to update the following areas with their requirements: • Session 1: Compensation and plan overview • Session 2: Compensation eligibility • Session 3: Data mapping with SAP SuccessFactors Employee Central integration • Session 4: Compensation guidelines • Session 5: Approval process and hierarchy • Session 6: Data security including role-based permissions • Session 7: Administrative tasks overview
Solution configuration	• Set up of the solution by activating SAP Best Practices content in the Test System • Configuration of the solution based on the fit-to-standard analysis scope • Configuration of a sample compensation planning report (populated with live Customer data)
Testing and go-live support	• Assist Customer with 2 testing iterations in a non-production environment • Production instance set up • Provide go-live support after the move to the Production System based on the cutover plan

2.1.1. Functional Scope

The following SAP Best Practices scope items form the functional scope of the Services.

Manage Workforce Process	Scope Item
Reward to Retain	Total compensation, salary and reward and recognition

2.2. Scope Boundaries and Conditions

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

2.2.1. Functional Scope Boundaries

- (a) Country in Scope: 1 (from the list of SAP Best Practices supported countries)
- (b) The SAP Best Practices scope items are provided only for the supported countries in accordance with the then-current release version of the Cloud Service at the Deployment Date. Customer can check the supported countries in the SAP Help Portal prior to the kick-off meeting
- (c) SAP to test currency: 1 currency
- (d) System language/s: English only
- (e) Language/s for all business data in the system: English only

2.2.2. 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) SAP will assist with the initial set up of the Development and Test Systems for up to 2 business days.
- (e) No more than 5 Customer project team members will attend the workshop session as well as the kick-off meeting.
- (f) The kick-off meeting will last a maximum of 2 hours.
- (g) The duration of the workshop sessions is predefined. The concrete schedule will be confirmed in the kick-off meeting within the Services duration in accordance with section `Schedule`.
- (h) All workshop sessions are limited to Customer benefits functional leads responsible for benefits configuration.
- (i) SAP will assist with 2 iterations of testing for up to a maximum of 3 business days each.
- (j) SAP will conduct unit testing only for the configuration done by SAP.
- (k) SAP will assist with cutover planning for up to a maximum of 1 business day.
- (l) SAP will assist Customer with the move to the Production System on maximum 2 continuous business days.
- (m) SAP will provide 16 hours of go-live support over a maximum of 7 continuous business days within the Services delivery. Go-live support begins after the execution of the cutover.
- (n) SAP will assist Customer with the move of 1 compensation plan (1 per type) into the Production System.

2.3. Prerequisites

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

2.3.1. Customer has a valid cloud subscription that is provisioned for the following:

- (a) SAP SuccessFactors Employee Central
- (b) SAP SuccessFactors Compensation

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

2.3.3. Customer fulfills the following preparation activities:

- (a) Customer completes Identity Authentication Service/ Single Sign-On set up and configuration before or at start of the Services or as part of an accelerated implementation of SAP SuccessFactors Employee Central concurrent scope project;

2.4. 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) programs or content to migrate data from legacy systems;
- (c) data cleansing or data clean up;
- (d) Customer specific authorization roles and security concepts. SAP will use the standard authorization content provided with the Cloud Service;
- (e) any changes required because of pre-existing Customer specific enhancements or developments;
- (f) any changes required because of quality or values of Customer's master and transactional data;
- (g) unit testing in any other environment besides the environment where the initial configuration was completed;
- (h) any configuration for a country not in the supported list;
- (i) implementation of the configuration elements identified in the backlog;
- (j) pay component automation;
- (k) complex processes which may involve Metadata Framework (MDF) objects;
- (l) SAP performing data migration for the Customer;
- (m) SAP performing the employee data file loads;
- (n) Identity and Access Management Service (IAS) set up and configuration;
- (o) support for Joule activation;
- (p) SAP moving any Customer configured changes or configuration items to Production System;
- (q) any processes not expressly included within the scope set forth above;
- (r) implementation of total compensation, variable pay, or rewards & recognition;
- (s) custom statements;
- (t) integration items;
- (u) Intelligent Services;
- (v) configuration of general SAP SuccessFactors platform items;
- (w) subscription to any Cloud Services or purchase of SAP Software;
- (x) any development of custom code, updates or upgrades to SAP products;
- (y) 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		
Confirm completion of prerequisites	C	R

Activity	SAP	Customer
Confirm availability of Customer team members	I	R
Conduct kick-off meeting	R	C
Review of provided documents	R	C
Schedule workshop sessions	R	C
Activate SAP Best Practices content in the Test System	R	I
Sign-off phase completion in written form	I	R
Services Exploration		
Conduct the fit-to-standard analysis	R	C
Conduct workshop sessions 1 - 5	R	C
Test planning: Create and document the test strategy, schedule the test plan and define the test scope	C	R
Sign-off phase completion in written form	I	R
Services Realization		
Set up Customer Test System	R	C
Configure solution in scope	R	C
Conduct workshop session 6: Data security including role-based permissions, to explain standard roles	R	C
Prepare Customer foundation and test users data	C	R
Validate Test System is working as expected	R	C
Execute test cases and test scripts for iteration 1	C	R
Prepare and test full Customer data	C	R
Prepare and execute user acceptance testing	C	R
Conduct workshop session 7: administrative tasks	R	C
Create cutover plan	R	C
Sign-off phase completion in written form	I	R
Services Deployment		

Activity	SAP	Customer
Prepare the Production System	R	C
Execute the cutover plan to production	R	C
Test and validate the systems after the cutover has finished	C	R
Obtain the production approval sign-off from applicable Customer's stakeholders	I	R
Provide go-live and after go-live support	R	C
Sign-off phase completion in written form	I	R

4. SCHEDULE

- 4.1. Services are provided on a one-time basis and will be delivered in an estimated duration of 5 consecutive weeks following the kick-off meeting.
- 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 2 weeks.

5. ORGANIZATION

5.1. SAP Team

- 5.1.1. SAP provides the Services through a team that typically includes technical or functional Consultants or both. A designated Service Lead will serve as SAP's primary point of contact for the Customer. If multiple resources are assigned to deliver the Services, SAP may allocate a single Consultant to fulfill multiple roles or assign multiple Consultants to a single role. In general, SAP team roles are staffed on a part-time basis.

5.1.2. The SAP team includes the following roles:

- (a) Service Lead: acts as the Services point of contact to the Customer
- (b) Functional Consultant(s)
- (c) Technology Consultant(s)

5.2. Customer Team

- 5.2.1. Customer must appoint a project manager or equivalent role to serve as the sole point of contact for SAP. The Customer's team must include relevant business process owners or subject matter experts. If multiple resources are assigned to a single role, the Customer must clearly delineate each resource's responsibilities.

- 5.2.2. Customer team is available for the duration of the Services delivery per the time allocations as required for the Services or as recommended by SAP.

5.2.3. The Customer team includes the following key roles:

- (a) Project Manager: Single point of contact for SAP Manages Customer projects 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: Represent the business and will be involved in issue resolution and data migration.
- (d) Functional Lead: Undertakes configuration alongside with the Consultants.
- (e) Technical Lead: Leads execution of activities that affect Customer systems and data.

(f) End Users: Nominated system end users that join the project to undertake testing and training.

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
Solution configuration	Configuration of Test System for Customer to complete testing	Handover of configuration for testing to Customer
Technical documentation	Technical documentation covering the configuration of the SAP Solution in scope of these Services	Handover of technical 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. Services-specific Customer Responsibilities

- (a) Customer is responsible for any updates to IAS/SSO integration.
- (b) Customer is responsible for building out any reports following knowledge transfer.
- (c) Customer is responsible for data cleansing, mapping and transformation and for operating any imports and exports.
- (d) Customer is responsible for user acceptance testing.
- (e) Customer shall submit a request to copy Production System back into Development System.

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 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. 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 9:00 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 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.
- 8.5. Knowledge transfer does not replace the necessity for standard SAP training on SAP 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.