

Scope Document for Single Sign-On Configuration Service for Spend Management and SAP Business Network Solutions

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

1. DEFINITIONS

- 1.1. **“Identity Provider (IdP) Initiated”** means Single Sign-On starts when a user accesses SAP Ariba solutions, SAP Business Network for Procurement, SAP Business Network Supply for Supply Chain and SAP Fieldglass solutions after authentication is successful from the Customer’s side. No redirection is involved here.
- 1.2. **“Identity Authentication Service (IAS)”** is a cloud service that provides users with secure access to business applications, processes and data (in this context it is Ariba applications or network buyer account). It’s part of SAP Cloud Identity Services and is the recommended means to drive user authentication capabilities for SAP suite of cloud applications.
- 1.3. **“Network ID”** – means the unique account identifier assigned to a buyer or a supplier on the SAP Business Network. The Network ID is also referenced as ANId
- 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 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 for Supply Chain.
- 1.6. **“Service”** or **“Services”** means the service(s) to be provided by SAP as described in this Scope Document.
- 1.7. **“Single Sign-On (SSO)”** means an authentication scheme that allows users to log in with a single ID to multiple systems.
- 1.8. **“Test System”** means a SAP system environment is used for configuration or testing content prior to moving it to the Production System **“SAP Best Practices”** means SAP’s predefined business processes, configuration content and documentation for SAP solutions.
- 1.9. **“Service Start Date”** means the earliest date when Customer is entitled to call off the Service to plan the delivery start of the Services together with SAP.
- 1.10. **“Services”** means the service(s) to be provided by SAP as described in this Scope Document.

2. SCOPE OF SERVICES

SAP shall provide the Services as described herein to assist Customer with the activation of the single sign-on configuration for SAP Ariba solutions, SAP Business Network for Procurement, SAP Business Network for Supply Chain and SAP Fieldglass solutions.

- 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 | <ul style="list-style-type: none"> • Introduction of the Services including the presentation of the predefined scope, roles and responsibilities, expectations, and timelines |
| Activation of the Cloud Service | <ul style="list-style-type: none"> • Enabling authentication on one (1) of the following scenarios listed, the Customer must indicate prior to the Kick-off meeting which of the scenarios apply: <ul style="list-style-type: none"> ○ Customer’s SAP Business Network for Procurement single ANId production and test accounts ○ Customer’s SAP Business Network for Supply Chain single ANId production and test accounts ○ Customer’s SAP Ariba applications for a single production and test site ○ Customer’s SAP Fieldglass for a single production and test site |
| Workshop sessions | 3 workshop sessions for the following topics: |

| | |
|--------------------------|--|
| | <ul style="list-style-type: none"> • Session 1: Understanding SAP Identity Services and configurations required in the applications • Session 2: Review options for Identity management and customer preferences • Session 3: Working sessions to configure application |
| Services closing session | <ul style="list-style-type: none"> • Handover of the activated solution including Q&A |

2.2. Scope Boundaries and Conditions

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

2.2.1. Functional Scope Boundaries

- (a) For applicable SAP Cloud solutions that support IAS, Customer has enabled or agrees to enable the IAS service on an SAP Business Technology Platform (BTP) subaccount they manage. This will need to be available and accessible to be used to set up the single sign-on
- (i) If the Customer does not have the IAS service enabled in the subaccount, SAP will provide support to enable the service with the Customer.
- (ii) When IAS is used as the identity provider, support will be provided to set up for no more than two users to prove that single sign-on functions. IAS Customer administrators would have to own any further user setup.
- (iii) When IAS is used as a proxy Identity Provider, then the Customer has an authentication service that can authenticate the user and integrate with IAS. Customer must also provide the metadata for the authentication service.

For any of the supported implementation platforms for this Service, the configuration will be performed for one Test and one corresponding Production environment.

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) No more than 3 workshop sessions will be undertaken during the delivery of the Services.
- (e) No more than 5 Customer project team members will attend the workshop sessions as well as the kick-off meeting and Services closing session.
- (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) The Services closing session will last a maximum of 2 hours.

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 and fully functional for the following:

- (a) SAP Business Network for Procurement solutions
- (b) SAP Business Network for Supply Chain solutions
- (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).
- (e) SAP Ariba Category Management
- (f) SAP Spend Control Tower

(g) SAP Fieldglass solutions (SAP Fieldglass Contingent Workforce Management, SAP Fieldglass Worker Profile Management, SAP Fieldglass Services Procurement)

- 2.3.2. Customer has personnel designated as an SAP IAS Administrator.
- 2.3.3. For situations where SSO is mediated through SAP IAS, the Customer has personnel familiar with the Customer “behind the firewall” Identity provider that supports SAML 2.0 available to provide the required data.
- 2.3.4. Customer provides access to the following tiered system landscape: IAS test system and IAS production system.
- 2.3.5. Customer shall activate the following in the Test System/ Production System:
 - (a) For IAS as a proxy Identity Provider, Customer 3rd party Identity Provider is fully functional and has gone live with users
- 2.3.6. Customer provides the following information:
 - (a) Customer provides access to the IAS system and/or shares IAS SSO metadata that would be required to configure SSO on in scope SAP Cloud applications

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) any testing activities not expressly mentioned within scope, including but not limited to unit testing and integration testing in any environment other than the one where the initial configuration was completed;
- (h) subscription to any Cloud Services or purchase of SAP Software;
- (i) any development of custom code, updates or upgrades to SAP products;
- (j) training services, such as SAP standard training on SAP solutions for project team members, training for users or end user documentation.
- (k) Implementation of the Identity Provisioning Service (IPS)

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. Details may be defined during Services delivery.

- (a) **Responsible (R):** Charged with performing the activities.
- (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 |
| Confirm availability of Customer team members | I | R |
| Review of provided documents | R | C |

| Activity | SAP | Customer |
|---|------------|-----------------|
| Conduct kick-off meeting | R | C |
| Schedule the workshop sessions | R | C |
| Provide access, as required, to SAP team for Customer's SAP BTP sub-account to configure IAS. | C | R |
| Services Realization | | |
| Conduct the workshop sessions | R | C |
| Configure SSO service settings in the Test environment on the SAP Ariba application, SAP Fieldglass, or SAP Ariba Buyer Network account which are not available to the Customer | R | I |
| Configure the settings on the SAP Ariba application, SAP Fieldglass, or SAP Ariba Buyer Network account which are available to the Customer | C | R |
| Configure, or support the Customer in configuring of the IAS settings in the Customer Test environment for either the IAS as a proxy IdP or as the IdP. | R | C |
| Any technical configuration or infrastructure installation needed in the Customer's environment for the use of these features. | C | R |
| Execute unit testing | R | I |
| Resolve test issues related to SAP spend management solutions SSO configurations | R | C |
| Resolve test issues related to Customer responsibilities | C | R |
| Services Finalization | | |
| Configure SSO Service settings in Production environment on SAP Ariba application, SAP Fieldglass or SAP Ariba Buyer Network account which are not available to the Customer | R | I |
| Configure the settings on the SAP Ariba application, SAP Fieldglass, or SAP Ariba Buyer Network account which are available to the Customer in the Production environment | C | R |
| Configure the IAS settings in the Customer Production environment for either the IAS as a proxy IdP or as the IdP. | C | R |
| Any technical configuration or infrastructure installation needed in the Customer's environment for the use of these features. | C | R |
| Create Services documentation | R | I |

| Activity | SAP | Customer |
|---|------------|-----------------|
| Support knowledge transfer to Customer team | R | I |
| Conduct the Services closing session | R | C |

4. SCHEDULE

- 4.1. Services are provided on a one-time basis and will be delivered in an estimated duration of 4 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 4 weeks.
- 4.3. If not otherwise specified in the Agreement the following applies: Within 12 months of the Service Start Date as set forth in the Agreement, parties will mutually agree upon the start of the delivery of the Services within the subscription term of the underlying Cloud Service. There is no discount, refund or credit if the Services are not called off within 12 months after the Service Start Date.

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) Technology Consultant
- 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 Customer team includes the following key roles:
 - (a) Business Lead: Decision maker. Takes 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.
- 5.3. 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, SAP Ariba applications, or SAP Fieldglass applications | SSO configuration on SAP Business Network, SAP Fieldglass, or SAP Ariba applications in test and production. | Handover of activated solution in scope to Customer |
| Technical documentation | Technical documentation covering the configuration of the SAP solution in scope of the 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:

- (a) Customer must maintain exactly matching (case-sensitive) user-ids between the authenticating solution and SAP Business Network/SAP Ariba applications.
- (b) Customer is responsible for the overall management of Customer's project and controls the project realization, process, scope, costs, Customer resources and targeted solutions.
- (c) 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.
- (d) Customer shall use reasonable efforts to minimize the change in personnel throughout the duration of the Services.
- (e) If Customer involves third-parties, Customer shall manage any third-party resources and be responsible for their acts and omissions.
- (f) Customer shall supply SAP with the names and contact information of key Customer and third-party resources.
- (g) Customer shall be fully responsible for organizational change management of all affected departments.
- (h) Customer shall fulfill and provide listed prerequisites required to perform the Services.
- (i) 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.
- (j) If required to perform the Services, Customer shall enable the use of SAP laptops and mobile devices on Customer's network to access SAP's network via SAP's Virtual Private Network (VPN) protocols.
- (k) Customer shall provide technical advice regarding any third-party systems accessible to the SAP team.
- (l) If required to perform the Services, Customer shall complete the relevant SAP standard trainings.
- (m) Customer shall comply with any relevant governmental and regulatory requirements.
- (n) 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. Unless otherwise specified, the Services are provided within normal business hours, Monday through Friday, excluding SAP recognized holidays.
- 8.3. 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.
- 8.4. Knowledge transfer does not replace the necessity for standard SAP training on SAP solution(s) which may be available through separate SAP agreements.
- 8.5. 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.
- 8.6. 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.