Scope Document for Accelerated Implementation Service for SAP SuccessFactors Recruiting

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.   "**Hire to Retire**" means the HCM processes that start with hiring an employee, through the employee lifecycle to retirement or termination.

1.4.   **"Intelligent Services"** means a tool in SAP SuccessFactors. Using Intelligent Services, events can be published from any SAP SuccessFactors application, and subscribe to these events using SAP SuccessFactors or third party applications.

1.5.   "**Production System**" means a live SAP system used for running Customer's internal business operations and where Customer's data is processed.

1.6.   "**SAP Best Practices**" means SAP's predefined business processes, configuration content and documentation for SAP solutions.

1.7.   "**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.

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

1.9.   "**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 Recruiting.

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 topics: • Session 1: Recruiting process walkthrough and system demonstration • Session 2: Recruiting administration options • Session 3: Recruiting marketing administration options • Session 4: Recruiting posting administrative options • Session 5: Job profile builder data migration/knowledge transfer • Session 6: Career site builder design component management • Session 7: Reporting overview
Solution configuration	• Set up of the solution by activating SAP Best Practice content in the Test System • Additional configuration of the solution as allowed based on the Functional Scope detailed in the contract
Testing and go-live support	• Support Customer with 1 round of unit testing, and user acceptance testing in a non-production environment

	• Move SAP SuccessFactors Recruiting Best Practices and contract configuration items into Production and provide go-live support after the move to the Production System based on the cutover plan
Additional possible adjustments	The following changes to SAP Best Practices content for SAP SuccessFactors Recruiting are possible: • Up to a maximum of 5 fields to be renamed each on job requisition template, application template, offer approval template and candidate profile template • Up to a maximum of 5 fields to be deleted each on job requisition template, application template, offer approval template and candidate profile template • Up to a maximum of 5 fields to be renamed each on job requisition template, application template, offer approval template and candidate profile template • Up to a maximum of 5 fields to be deleted each on job requisition template, application template, offer approval template and candidate profile template • Up to a maximum of 5 fields to be added each on job requisition template, application template, offer approval template and candidate profile template (permission only for the additional fields will be adjusted as per the customer need) • Up to a maximum of 5 label changes for applicant status sets labels • Advice on changing field permissions in the requisition, application and candidate profile templates • 1 global logo • Configure global settings with Customer specific brand colors with standard design/component settings • 1 Customer specific font-family

2.1.1.   Functional Scope

The following SAP Best Practices scope items form the functional scope of the Services. SAP will activate and setup the following standard SAP Best Practices scope items.

Line of Business	SAP Best Practice Scope Item/s
SAP SuccessFactors Recruiting Management	• Up to 2 job requisition templates (global & pipeline) • 1 standard integration from Position Management to Recruiting integration • 1 standard integration from SAP SuccessFactors Recruiting Management to Manage Pending Hires integration • Standard mapping between SAP SuccessFactors Recruiting and SAP SuccessFactors Onboarding • Candidate profile to be used for internal and external candidates • 1 Candidate application template • 1 Offer approval template • 2 Candidate status set
SAP SuccessFactors Recruiting Management and SAP SuccessFactors Recruiting Marketing	For Candidate Relationship Management (CRM): • 1 Talent pools (status set/statuses) • 1 Email campaigns • 1 Data capture form • 1 Landing page
SAP SuccessFactors Recruiting Marketing	• Recruiting unified data model • Candidate Account Simplification for SAP SuccessFactors Recruiting

	• A responsive external and internal career site • 1 Standard job alert notification • 1 Home page, SAP Best Practices template with Customer branding • 1 Strategy page template, SAP Best Practices template with Customer branding • 1 Job page template, SAP Best Practices template with Customer branding • 1 Content page template, SAP Best Practices template with Customer branding • Search by keyword & search by location • 1 Search results page template • Search filters including up to 5 standard fields from the job requisition template • A results card, including job title, short location, and up to 5 standard fields from the job requisition template • Mobile apply • Talent community email - default template • Standard job data mapping to external career site • 1 standard All Jobs XML feed • 1 brand and 1 locale • SAP SuccessFactors Recruiting advanced analytics with field labels and status mapping
SAP SuccessFactors Recruiting Posting	• 1 Posting profile • SAP SuccessFactors Recruiting Posting initial setup • 1 default posting profile • Up to 3 standard job boards • Up to 10 universities from the supported list • Standard job req template field mapping to job board alignment
Reporting	• Delivery of sample recruitment management report (populated with live Customer data)
Job Profile Builder	• Activation of Job Profile Builder feature • SAP will integrate Job Profile Builder (JPB) with SAP SuccessFactors Recruiting module • SAP will assist the Customer in loading up to 5 job profiles or up to 5 Customer specific profiles in the instance

2.2.   Scope Boundaries and Conditions

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

2.2.1.   Functional Scope Boundaries

(a) Countries in scope: 1

(b) Interview scheduler integration with a calendar: Possible with Microsoft Outlook only

(c) Import of data from Job Profile Builder (JPB): Possible for files in CSV format (comma delimited) only

(d) Customer specific data load: Up to 5 profiles only (more will be in the responsibility of Customer for post go live)

(e) 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.

(f) System language/s: English only

(g) 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) The kick-off meeting will last a maximum of 2 hours.

   (e) 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`.

   (f) SAP will assist with 2 iterations of testing for maximum 3 business days each.

   (g) SAP will conduct unit testing only for the configuration done by SAP.

   (h) SAP will assist with cutover planning for maximum 1 business day.

   (i) SAP will assist Customer with the move to the Production System on maximum 2 continuous business days.

   (j) SAP will provide 16 hours of go live support on maximum 7 continuous business days within the Services delivery. Go live support begins after the execution of the cutover.

   (k) SAP will import as base the standard competency library, standard families and roles set and job profiles standard samples.

   (l) SAP will enable the Customer lead user of the SAP SuccessFactors Recruiting Marketing module to add additional pages and modifications to the portal at the administrator level.

   (m) SAP will assist the Customer in ensuring that the design of the site and the contents are aligned with the standard design of the leading practice.

   (n) SAP will implement advanced analytics only in Production System within 1-2 weeks after the public launch of the Career Site Builder (CSB) site.

   (o) In advanced analytics, it is not possible to create custom reports. The existing reports are standard and designed to provide valuable information through data filtering.

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 Business Technology Platform

2.3.2. Customer provides access to the following tiered system landscape for SAP SuccessFactors Recruiting: Developmet System, Test System, Production System.

2.3.3. Customer systems are fully set up.

2.3.4. Customer fulfills the following preparation instructions for the Services ("Services Instructions"):

   (a) Project team orientation completed by Customer before or at start of the Services.

   (b) Embedded Launch Activities (EmLA) overview completed before or at start of the Services.

   (c) Customer must complete SAP SuccessFactors expert (SFX) training on the module as part of the Services Preparation Phase.

   (d) In order to achieve the integration between SAP SuccessFactors Recruitment Management (RCM) and Job Profile Builder (JPB), Customer must consider the implementation of Job Profile Builder (JPB) to have the job profiles required in SAP SuccessFactors Recruiting.

   (e) A request for a (Secure Sockets Layer) SSL-certificate must be considered for publishing the SAP SuccessFactors Recruiting Marketing portal in production. Customer must acquire said certificate based on the instructions given by SAP.

   (f) Advanced analytics requires the SAP SuccessFactors Recruiting and SAP SuccessFactors Recruiting Marketing modules to be configured in Production System.

(g) Activation of stories in SAP SuccessFactors People Analytics (eSAC).

(h) Identity Authentication Service (IAS) set up and configuration before start of the Services.

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) In advanced analytics, it is not possible to create custom reports. The existing reports are standard and designed to provide valuable information through data filtering.

(k) SAP SuccessFactors platform set up;

(l) SAP performing the Customer data file loads;

(m) SAP performing data migration or data transformation for the Customer;

(n) activation of Joule;

(o) activation of stories in SAP SuccessFactors People Analytics (eSAC);

(p) creation of customized reports;

(q) integration with third-party systems;

(r) migration of data;

(s) implementation of language packs other than those defined in this Services scope;

(t) setting up multiple brands on the site;

(u) creation of graphics/video/flash, stock photography or copy;

(v) private or on-site training sessions;

(w) custom integrations with SAP SuccessFactors Recruiting Management (RCM);

(x) configuration of custom components on site;

(y) design or content modifications;

(z) unique configurations in the internal career site;

(aa) connection with external job boards or schools that are not on SAP's updated list;

(bb) manage or obtain contract agreements with job boards and/or universities on behalf of the Customer;

(cc) Intelligent Services;

(dd) SAP SuccessFactors cross-module integration configuration and cross-module updates/ alignment due to existing SAP SuccessFactors solutions not detailed in scope;

(ee) any configuration for a country not in the supported list;

(ff) subscription to any Cloud Services or purchase of SAP Software;

(gg) any development of custom code, updates or upgrades to SAP products;

(hh) 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. 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
Conduct kick-off meeting	R	C
Review of provided documents	R	C
Schedule workshop session/s	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 workshop sessions	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
Conduct role based permission workshop, 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 employee data	C	R
Provide enablement support for stories in SAP SuccessFactors People Analytics for SAP SuccessFactors Recruiting	R	C
Prepare and execute user acceptance testing	C	R
Conduct knowledge transfer sessions focused on administrative tasks	R	C

Activity	SAP	Customer
Create cutover plan	R	C
Sign-off phase completion in written form	I	R
Services Deployment		
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 12 consecutive weeks/ 3 consecutive months 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.

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)   Service Lead: acts as the Services point of contact to the Customer

(b)   Functional 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.

5.3.   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 Services scope based on pre-defined use cases	Handover of configuration for testing to Customer
Configuration documentation	Configuration documentation covering the configuration of the SAP Solution in scope of these Services	Handover of configuration 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 to review all training materials provided.

(b) Customer SAP SuccessFactors Recruiting module administrator is responsible for the definition of email notifications.

(c) Customer SuccessFactors Recruiting Module (RCM) administrator is responsible for customization of the email notification.

(d) Customer SAP SuccessFactors Recruiting module administrator is responsible for the filling and import of the data in Job Profile Builder (JPB).

(e) For the SAP SuccessFactors Recruiting posting module, Customer ensures after validating and selecting from the list the job boards and universities available in the module standard, that Customer has the current agreements or contracts and the corresponding access credentials.

(f) Customer is responsible for building out any reports following knowledge transfer.

(g) Customer is responsible for all Job Profile Builder (JPB) data loads into SAP SuccessFactors Recruiting.

(h) Customer is responsible for data cleansing, mapping and transformation and for operating any imports and exports.

(i) Customer is responsible for user acceptance testing.

(j) Customer is responsible to 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 training

(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. 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.

8.7. In advanced analytics, it is not possible to create custom reports. The existing reports are standard and designed to provide valuable information through data filtering.