

Scope Document for Disaster Recovery Validation Service for SAP Commerce Cloud

This Scope Document is part of the Order Form.

1. DEFINITIONS

- 1.1. **“Production System”** means a live SAP system used for running Customer's internal business operations and where Customer's data is processed.
- 1.2. **“Test System”** means an SAP system environment with a secondary data center enabled. This is typically an additional production environment that is not live and not processing Customer data. Sandbox environments do not typically have secondary data centers.
- 1.3. **“Disaster”** means an event of substantial extent causing significant disruption of the delivery of the Cloud Service and may include physical damage or destruction to the Production System. Disasters can be natural (such as floods, hurricanes, tornadoes, and earthquakes) and/or human-induced, including but not limited to hazardous material spills, infrastructure failure and bioterrorism. A disaster is typically not limited to one individual system or landscape but larger parts of an infrastructure.
- 1.4. **“Data Center”** centralized physical facility where computers, network, storage, and other IT equipment that support business operations are housed.
- 1.5. **“RPO” (Recovery Point Objective)** means the maximum likely time period in which Customer data might be lost due to a disaster (e.g., the time period between the last backup or last data replication and the point in time a disaster occurred).
- 1.6. **“RTO” (Recovery Time Objective)** means the maximum likely time period in which the Production System of the Cloud Service is unavailable in a disaster case (e.g., time between a disaster and point in time the Production environment is available again)

2. SCOPE OF SERVICES

- 2.1. SAP shall provide disaster recovery validation service for SAP Commerce Cloud (“Service/s”) to assist Customer with the validation of disaster recovery for the Cloud Service SAP Commerce Cloud.
- 2.2. The following scope of Services will be confirmed in a kickoff call, which will last maximum 2 hours.
 - a) Review with Customer the Disaster recovery capabilities of SAP Commerce Cloud.
 - b) Review with Customer the Disaster recovery process, including responsibilities of SAP and Customer.
 - c) Simulate Disaster scenario and execute failover of Test System to secondary Data Center.
 - d) Assist with issue resolution for up to 4 continuous business days for issues that occur related to failover of Test System to secondary Data Center, such as broken integration points or missing media.
 - e) Rollback Test System to primary Data Center
 - f) Assist with issue resolution for up to 1 continuous business days for any issues that occur with rollback of Test System, such as broken integration points or missing media.
 - g) Document evidence of execution of both Disaster recovery failover and rollback, including recommendations of fixes to prevent issues in the event of a Disaster
- 2.3. Prerequisites

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

 - 2.3.1. Customer has a valid cloud subscription for SAP Commerce Cloud.
 - 2.3.2. Test System of Cloud Service is provisioned with a working solution which can be used for testing Disaster recovery scenarios
 - 2.3.3. The Test System of Cloud Service can be taken offline without impacting critical Customer activities.
 - 2.3.4. Customer will request SAP_DELIVERY_SUPPORT and SAP_DISASTER_RECOVERY_SUPPORT roles for the Test System.

2.3.5. Customer provides the following information:

- a) Architecture documentation including application, logical, physical and integration design documents
- b) Existing Disaster recovery procedures
- c) Non-functional requirements related to Disaster

2.4. Out of Scope

The following is out of scope, including without limitation:

- a) Testing of any service level agreements tied to the Cloud Service, specifically the RTO and RPO defined in the Cloud Services Agreement for SAP Commerce Cloud.
- b) Ancillary or other 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) Any changes required because of pre-existing Customer specific enhancements or developments
- h) Any changes required because of quality or values of Customer's master and transactional data
- i) Unit testing in any other environment besides the environment where the Service was completed
- j) Training Services, such as formalized training on the Cloud Service for project team members, training for users or end user documentation

3. RACI

SAP and Customer agree on the following responsibility matrix of activities.

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

Activity	SAP	Customer
Services Preparation		
Send Services pre-packaged instructions, templates and pre-requisites list	R	C
Confirm Customer project team	I	R
Hold kick-off call: Communicate the Services, roles and responsibilities, expectations and schedule	R	I
Conduct initial review of provided documents	R	I
Confirm completion of pre-requisites	C	R
Services Exploration		
Review of provided documents, if applicable	R	C
Confirm realization schedule	R	C
Services Realization		
Execute failover of Test System	R	I
Execute test cases and test scripts after failover	C	R
Resolve test issues related to failover	C	R

Activity	SAP	Customer
Execute rollback of Test System	R	I
Execute test cases and test scripts after rollback	C	R
Resolve test issues related to rollback	C	R
Document recommendations to resolve test issues	R	C
Services Deployment		
Document evidence of failover and rollback from simulated Disaster	R	I
Prepare final assessment report	R	I
Share findings from assessment report with Customer	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 3 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 2 weeks.

5. ORGANIZATION

- 5.1. SAP Team
- 5.2. SAP assigns a Services point of contact to the Customer after Order Confirmation.
 - 5.2.1. The SAP team includes the following key roles:
 - a) Project Manager
 - b) Technology Consultant
 - 5.2.2. SAP may elect to staff a single resource to serve multiple roles, or multiple resources to serve a single role.
 - 5.2.3. SAP team roles are in general staffed on a part time basis.
 - 5.2.4. Services are delivered remotely.
- 5.3. Customer Team
 - 5.3.1. The Customer team includes the following roles:
 - a) Project Manager: Single point of contact for SAP. Manages Customer project including Customer team, project plan, project status and decision-making process
 - b) Business Lead: Decision maker. Take responsibility for the Cloud Service 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: The subject matter expert represents the business and will be involved in issue resolution
 - d) Functional Lead: Undertakes configuration alongside SAP 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
 - 5.3.2. In cases where it is necessary to assign multiple resources to a single role, Customer shall clearly identify the responsibilities of each resource.
 - 5.3.3. Customer is expected to staff the roles per the time allocations recommended by SAP.

5.4. Governance

- 5.4.1. 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.
- 5.4.2. 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.
- 5.4.3. If and to the extent required to perform the Services, Customer and SAP will work cooperatively at the start of the Services to establish the governance model, including a documented issues management process to address any and all issues which arise on the project. It will address the prioritization of these issues as well as an effective means for issue escalation and resolution.

6. SAP DELIVERABLES AND PROCEDURE

Deliverable	Deliverable Description	Completion Criteria	Deliverable Procedure
Assessment report	Document evidence of failover to secondary Data Center, as well as rollback to primary Data Center. Report will also document key findings and recommendations found during delivery of Service	Handover of assessment report	Approval upon completion when completion criteria are met

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 GTC, Customer shall fulfill, in particular, the following responsibilities:
 - 7.2.1. 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 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 Cloud Service learning materials
 - l) Customer shall comply with any relevant governmental and regulatory requirements

8. ASSUMPTIONS

- 8.1. The Services are provided based on the current version of the Cloud Service that is available in the Customer's Test System at the start of the Services delivery. If an update is made to the Cloud Service during the delivery of the Service, any additional planning or configuration required to support the updated release is not included in the Service.
- 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) May utilize accelerators
 - b) Will follow applicable parts of the SAP Activate standard implementation methodology
 - 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. 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.