Scope Document for Activation Service for SAP HANA Cloud

This Scope Document is part of the Order Form.

1.   DEFINITIONS

1.1.   "**Development System**" means an SAP system environment in which initial configuration and build activities are completed in a non-productive environment.

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

1.3.   "**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 adoption of the Cloud Service SAP HANA Cloud.

2.2.   The following items form the scope of Services and will be confirmed in a kick-off meeting.

(a)   Knowledge transfer and setup

(i) Knowledge transfer on administration, monitoring and user management tooling

(ii) Initial setup including the creation of 5 users for 1 SAP HANA Cloud system

(iii) Assist Customer with the setup of a second SAP HANA Cloud system

(b)   Connectivity setup for 1 SAP HANA Cloud system

(iv) 1 SAP or 1 non-SAP source system

(v) Explain flat file upload

(vi) In cases where access to Customer source system is not available, SAP will demonstrate connectivity setup and flat-file upload on SAP system only

(c)   Data modelling in SAP HANA Cloud

(vii)   Knowledge transfer on development guidelines, tooling, and security

(viii)   Demonstrate predefined exercise content

(ix) Assist Customer (2-5 team members) to perform modelling exercise

(d)   Life cycle management and advanced topics

(x) Configure SAP Business Application Studio to access a Git repository and demonstrate multi developer repository setup

(xi) Deployment of test objects to Test System from Development System

(xii)   Knowledge transfer on Artificial Intelligence (AI), spatial capabilities and hybrid scenarios with SAP HANA Cloud, data lake (if subscribed by Customer)

(e)   Service closure and questions and answers (Q&A)

2.3.   Scope Boundaries and Conditions

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

2.3.1.   Functional Scope Boundaries

(a)   Language/s for all business/test data in the system: English only

(b)   The Services only allow for creation of data source connections that are unconditionally supported in the Product Availabiltiy Matrix for SAP HANA smart data integration (see SAP Note 2600176) as made available on the SAP Support Portal. Please refer to the SAP Support Portal for further details on the Product Availabiltiy Matrix.

2.3.2.   Services Scope Conditions

(a)   The kick-off meeting is setup as a telephone call or online-meeting with standard application such as Zoom or MS Teams and will last maximum 2 hours.

(b)   The Services adhere to predefined scope and timeline. Timing will be confirmed in the kick-off meeting.

(c)   Knowledge transfer is provided via remote workshop sessions. A maximum of 5 Customer project team members will attend the workshop sessions.

(d)   For connectivity setup with SAP or non-SAP source systems, a maximum of either 3 tables with a volume of 500,000 records each or 1 table with 1,500,000 records applies.

(e)   Data sourced from either SAP or non-SAP systems will not be utilized for the data modeling demonstration.

(f)   The data modelling demonstration will exclusively use predefined datasets provided by SAP.

(g)   Total time allocated by SAP for knowledge transfer is limited to 1.5 person days and for system based activities to 3 person days.

2.4.   Prerequisites

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

2.4.1. Customer has a valid cloud subscription for the following:

(a)   SAP HANA Cloud

  (i)   SAP HANA Cloud, data lake (optional)

(b)   SAP Business Technology Platform (SAP BTP)

(c)   SAP Business Application Studio

(d)   SAP BTP, Neo environment (optional, for SAP Git service)

Cloud Service is provisioned.

2.4.2. System landscape requirements

(a)   Customer provides access to the following tiered system landscape: Development System, Test System.

(b)   The Customer is responsible for configuring and ensuring operational readiness of prerequisite systems (SAP or non-SAP source systems, Git repository) along with the necessary authorizations.

2.4.3. Customer provides the following information:

(a)   User access credentials for SAP Business Technology Platform Cloud Services (see 2.4.1.)

(b)   Credentials to either an SAP or a non-SAP system for which the connection will be created.

2.5.   Out of Scope

The following is out of scope, including without limitation:

(a)   Any services not expressly listed in this Scope Document

(b)   Subscription to any Cloud Services or purchase of SAP Software

(c)   Any development of custom code, updates or upgrades to SAP products

(d)   Analysis of as-is business processes

(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)   Unit testing

(k)   Training services, such as formalized training on the Cloud Service for project team members, training for users or end user documentation

(l)   Performance optimization

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
Service Preparation		
Validate subscription	I	R
Send Services pre-packaged instructions, templates and pre-requisites list for download	R	C
Confirm Customer project team	I	R
Hold kick-off meeting: 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
Knowledge transfer and setup		
Conduct enablement on administration, monitoring and user management tooling	R	I
Perform initial setup with 5 user creation for 1 instance of SAP HANA Cloud	R	I
Setup of second instance	C	R
Connectivity Setup for 1 Instance of SAP HANA Cloud		
Establish connection to 1 SAP system or 1 non-SAP system	R	C
Explain flat file upload	R	I
Conduct demo on SAP system	R	I
Data Modelling		
Conduct enablement on development guidelines, tooling, and security	R	I
Pre-setup example to be performed or demonstrated	R	I
Perform the data modelling exercise	C	R
Life Cycle Management and Advanced Topics		
Configure SAP Business Application Studio to access a Git repository	R	C

Activity	SAP	Customer
Perform deployment of test objects to Test System from Development System	R	C
Conduct enablement on Artificial Intelligence (AI), spatial capabilities and hybrid scenario with SAP HANA Cloud, data lake (if subscribed by Customer)	R	I
Service Closure and Questions & Answers (Q&A)		
Conduct Q&A and next steps session – the solution adoption journey	R	I
Close Service	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.

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 12 months after the 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 12 months.

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 roles:

   (a)   Project Manager

   (b)   Business Process Consultant

   (c)   Technology Consultant

5.2.2.   SAP may elect to staff a single Consultant to serve multiple roles, or multiple Consultants 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 key 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 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: The subject matter expert represents the business and will be involved in issue resolution and data migration

   (d)   Functional Lead: Undertakes configuration alongside 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

5.3.2. 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 as required for the project or as 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. 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.Click or tap here to enter text.

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
Knowledge transfer materials	Knowledge transfer materials of the Services are made available for Customer team members	Handover of knowledge transfer materials
Services documentation	The following documents will be prepared and provided to Customer during Service delivery • Documentation of integration between SAP HANA Cloud and SAP HANA Cloud, data lake (if subscribed by Customer) • Documentation of the data modelling exercise	Services documentation provided to Customer via email

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. 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, including obtaining the necessary authorizations and access rights for SAP to access the applicable non SAP systems.

(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.