

Scope Document for Program Management Office enablement service for SAP Fieldglass solutions

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. **“Program Management Office”** for the purpose of this service, means the structure that is established to run an SAP Fieldglass program and that includes processes, people and SAP Fieldglass software.
- 1.3. **“Sandbox environment”** means an SAP system environment used for configuration or testing content that is additionally paid by the Customer.
- 1.4. **“Services”** means the service(s) to be provided by SAP as described in this Scope Document.
- 1.5. **“Test System”** means an SAP system environment that 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 enablement of Program Management Office for SAP Fieldglass solutions.
- 2.2. The following items form the scope of Services and will be confirmed in a kick-off meeting.

(a) Services Preparation

- Deploy the activities needed to start the Services including team confirmation, kick-off meeting, workshop agenda and confirmation of prerequisites.

(b) Execution

- Conduct up to 5 enablement workshop sessions with Business Subject Matter Experts to review business process defined as part of the Customers SAP Fieldglass program focusing on the review of the Program Management Office structure, including people, process and technology and guide the Customer on how to run the SAP Fieldglass program.
- Conduct up to 5 enablement workshop sessions focused on activities for the administrators of the system or Business Subject Matter Experts.
- Perform a demonstration of the key business process defined as part of the implementation project in the Customer Test System, Sandbox environment or copy of Production System if the Customer is live.
- Review how to use configuration manager to handle integrations.

(c) Closure Session

- Conducting a Q&A session with the Customer.
- Provide the SAP standard guide based on the results of the workshop sessions.

2.3. Scope Boundaries and Conditions

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

- (a) The kick-off meeting is set up as a telephone call or online-meeting with standard application such as Zoom or MS Teams and will last maximum 2 hours.
- (b) Up to 2 meetings, maximum 2 hours each for the Services preparation phase.
- (c) Up to 5 meetings, maximum 2 hours each to conduct enablement workshop sessions to review business process activity.
- (d) Up to 5 meetings, maximum 2 hours each to conduct enablement workshop sessions focused on activities for the administrators of the system.

- (e) Up to 1 meeting, maximum 3 hours to perform a demonstration of the key business process defined as part of the implementation project in the Customer Test System, Sandbox environment or copy of Production System if the Customer is live.
- (f) Up to 2 meetings, maximum 2 hours to review how to use configuration manager to handle integrations.
- (g) Up to 1 meeting, maximum 3 hours for the closure session of the enablement.
- (h) A maximum of 10 Customer's participants identified in advance is recommended for the enablement workshop sessions (this includes system administrator or Business Subject Matter Experts).
- (i) The demonstration with the Customer during the execution phase is limited to the key business process defined as part of the implementation project in the Customer Test System, Sandbox environment or copy of Production System if the Customer is live.

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 one of the following solutions:

- (a) SAP Fieldglass Assignment Management.
- (b) SAP Fieldglass Assignment Management, edition for SAP ERP.
- (c) SAP Fieldglass Contingent Workforce Management.
- (d) SAP Fieldglass Contingent Workforce Management, edition for SAP ERP.
- (e) SAP Fieldglass Profile Worker.
- (f) SAP Fieldglass Services Procurement.
- (g) SAP Fieldglass Services Procurement, edition for SAP ERP.

Cloud Service is provisioned, the implementation project related to the cloud subscription acquired by the Customer is already in the deploy phase or has fully deployed the solutions, meaning is either technical or business go live.

2.4.2. Customer has access to the following environment: Test System, Sandbox environment or copy of Production System.

2.4.3. The following functionality is activated in the Test System, Sandbox environment or copy of Production System:

- (a) PMO Dashboard functionality

2.4.4. Customer provides the following information:

- (a) Configuration Workbook document approved if applicable or similar documentation.
- (b) Integration Requirements document approved if applicable or similar documentation.
- (c) Stories Backlog document approved if applicable or similar documentation.
- (d) Process flow approved.
- (e) Functional Specification Template / Document of other document pertaining to the requirements decisions made during implementation such as Configuration or Business Requirements Document.

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) Any change request or modification in the implementation project defined processes.
- (e) Analysis of as-is business processes.
- (f) Programs or content to migrate data from legacy systems.
- (g) Data cleansing or data clean up.

- (h) Customer specific authorizations roles and security concepts. SAP will use the standard authorization content provided with the Cloud Service.
- (i) Any changes required because of pre-existing Customer specific enhancements or developments.
- (j) Any changes required because of quality or values of Customer's master and transactional data.
- (k) Unit testing in any other environment besides the environment where the initial configuration was completed.
- (l) Integration enablement beyond the Configuration Manager user instruction.

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		
Confirm program management office enablement team.	I	R
Hold kick-off meeting: Communicate the Services, roles and responsibilities, expectations, and schedule.	R	I
Create initial workshop agenda.	R	C
Confirm completion of pre-requisites.	C	R
Execution		
Conduct enablement workshop sessions with Business Subject Matter Experts to review business process.	R	C
Review program management office structure: people, process and technology.	R	C
Define governance framework in the program office.	C	R
Review governance at SAP Fieldglass and processes.	R	C
Review key process definitions and business terminology.	R	C
Review process exceptions different from the leading practice.	R	C
Conduct enablement workshop sessions focused on activities for the administrators of the system.	R	C
Present the functionality for the administrative role.	R	C
Present the general functionality process flows.	R	C

Activity	SAP	Customer
Review how to maintain master data and associations.	R	C
Review how to manage users and user roles.	R	C
Review how to setup approval workflows.	R	C
Review how to create new templates (SAP Fieldglass Services Procurement or SAP Fieldglass Contingent Workforce Management depending on the applicable module) and related services types or contingent types.	R	C
Review how to create custom fields.	R	C
Review how to create pick lists.	R	C
Review how to edit home page announcements.	R	C
Review how to check audit trails.	R	C
Review how to manage reports.	R	C
Review how to create contextual help.	R	C
Review how to configure and maintain rates.	R	C
Review PMO Dashboard.	R	C
Review how to invite new suppliers and administer supplier account settings.	R	C
Overview of SAP Fieldglass module landscape (high level overview on the applicable modules, Contingent workforce, Services Procurement or Profile Worker) and key administrative tasks.	R	C
Perform a demonstration in the Customer test environment, sandbox environment for SAP Fieldglass or copy of Production System if the Customer is live.	R	C
Review how to use configuration manager user to manage integrations.	R	C
Closure		
Conduct the closure session (Q&A session with the Customer to provide additional information or insight).	R	C
Provide the SAP standard guide based on the results of the workshops.	R	I

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 4 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 4 continuous weeks.
- 4.4. These Services are designed to be executed in parallel to the Customer's SAP Fieldglass implementation project, during the Deploy phase. Therefore, the preparation of these Services shall start one week before the implementation project gets to the Deploy phase. If the Customer is already using the solution in Production System and wants to reinforce adoption it can be implemented at any point after Go live.
- 4.5. 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 Form 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

- 5.1.1. SAP assigns a Services point of contact to the Customer after Order Confirmation.
- 5.1.2. The SAP team includes the following roles:
 - (a) Project Manager (Project Delivery Consultant).
 - (b) Business Process Consultant (Functional Delivery Consultant).
 - (c) Technology Consultant (Technical Delivery Consultant).
- 5.1.3. SAP may elect to staff a single Consultant to serve multiple roles, or multiple Consultants to serve a single role.
- 5.1.4. SAP team roles are in general staffed on a part time basis.
- 5.1.5. Services are delivered remotely.
- 5.2. Customer Team
- 5.2.1. The Customer team includes the following key roles:
 - (a) Business Subject Matter Experts (PMO): the subject matter expert represents the business and will be involved in adopting the SAP Fieldglass Program, usually from HR, Procurement, Health & safety areas.
 - (b) System Administrators: resource that owns the system maintenance, catalogues, flows, owning the system roles.
- 5.2.2. In cases where it is necessary to assign multiple resources to a single role, Customer shall clearly identify the responsibilities of each resource.
- 5.2.3. Customer is expected to staff the roles per the time allocation as required for the project as defined during the preparation phase and 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
Enablement workshop.	Perform the enablement workshop sessions	Enablement sessions delivered
Demonstration of business process.	Demonstrate agreed business process in agreed system environment (Test System, Sandbox environment or copy of Production System)	Demonstration performed
Enablement of the Program Office activities.	Present the functionality approved for the administrative role and related process flow	Enablement sessions delivered
Enablement material	Documentation of the standard guide that support the enablement sessions	Handover of standard guides 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 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.
- (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, but attempts will be made to provide the sessions and the documentation in the local language where available only.
- 8.3. If not otherwise agreed, Services are provided from Monday through Friday on normal business hours (according to each country), 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. 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.