

Scope Document for Accelerated Implementation Service for SAP Spend Control Tower

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

1. DEFINITIONS

- 1.1. **“CPI”** means SAP Cloud Platform Integration
- 1.2. **“Identity Authentication Service”** is a cloud service that provides users with secure access to business applications, processes and data (for this service, SAP Spend Control Tower). 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. **“Identity Provider initiated (IdP)”** 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.
- 1.4. **“Production System”** means a live SAP system used for running Customer's internal business operations and where Customer's data is processed.
- 1.5. **“SAC”** means SAP Analytics Cloud
- 1.6. **“SAP Best Practices”** means SAP's predefined business processes, configuration content and documentation for SAP solutions.
- 1.7. **“SCT”** means SAP Spend Control Tower
- 1.8. **“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.
- 1.9. **“Services”** means the service(s) to be provided by SAP as described in this Scope Document.
- 1.10. **“Single Sign-On (SSO)”** means an authentication scheme that allows users to log in with a single ID to multiple systems.
- 1.11. **“Super User”** means a user that can exercise any system privilege and administer any role; they can perform any privileged operation in the system
- 1.12. **“Test System”** means an 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 Spend Control Tower (SCT).

- 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
Landscape set up	Landscape configuration of standard functionalities in Customer's Test and Production Systems
Workshop sessions	SAP provides 3 sessions during Services delivery for the following topics: <ul style="list-style-type: none">• Session 1: Fit-to standard analysis: Validation of the standardized solution functionality included in the Services scope and verification that Customer's business requirements can be met:<ul style="list-style-type: none">• Demonstration of standard solution processes• Documentation of a Customer's backlog list captured during Fit-to-Standard analysis• Selection of the solution processes in scope for configuration• Presentation of required configuration steps of solution processes in scope• Enabling Customer on execution of processes

	<ul style="list-style-type: none"> • Overview of SAP SCT data schema and SAP Best Practices for data collection • Session 2: Super user training session on SCT analytic dashboards • Session 3: Guidance and recommendations on best practices adoption
Solution configuration and Support	<ul style="list-style-type: none"> • Set up of the solution by activating SAP Best Practice content in the Test and Production System • Configuration of the solution based on the Fit-to-Standard analysis scope • Data collection and validation: Configure data connectors for SAP sources, review data models and provide assistance for non-SAP sources, assist with data validation • Reporting and dashboards: Guidance and support on SAP Analytics Cloud (SAC) dashboards, navigation, creating new stories and linked analysis; super user training; creation of new stories and dashboards; adoption best practices
Service closure	<p>Q&A session</p> <p>Handover of Services documentation and Deliverables to close the Services</p>

2.2. Scope Boundaries and Conditions

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

2.2.1. Functional Scope Boundaries

- (a) Number of Customer legal entities: 1
- (b) Country/countries in scope: Global
- (c) System language/s: English only
- (d) Language/s for all business data in the system: English only
- (e) Customer has enabled or agrees to enable the Identity Authentication Service on a SAP Business Technology Platform subaccount. The subaccount is Customer managed, available and accessible to set up the single sign-on.
 - (i) If the Customer does not have the Identity Authentication Service enabled in the subaccount, SAP will provide support to enable the Service with the Customer.
 - (ii) When Identity Authentication Service is used as the identity provider, SAP will assist to set up for no more than two users to prove that single sign-on functions. Identity Authentication Service Customer administrators would have to own any further user setup.
 - (iii) When Identity Authentication Service is used as a proxy identity provider, then the Customer has an authentication service that can authenticate the user and integrate with Identity Authentication Service.
- (f) 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 10 Customer team members will attend the workshop sessions 1 and 3 as well as the kick-off meeting and Service closure session.
- (f) The kick-off meeting will last a maximum of 2 hours.
- (g) The duration of the workshop sessions lasts maximum of 2 hours each. 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.
- (i) No more than 5 Customer project team members will execute testing.

- (j) SAP will assist Customer with the move to the Production System on maximum 5 continuous business days.
- (k) SAP will help to configure no more than 5 data sources and 7 billion (Euro) in Spend within the Services delivery.
- (l) As part of this Service, SAP will configure the SAP Spend Control Tower solution to set up system parameters such as reporting currency, taxonomy selection, and fiscal year set-up.
- (m) The Services are based on a 2-tier system landscape: Test System, Production System. The system landscape needs to be available before the start of the Services.
- (n) For the Test System, the scope includes access to test automated data connectors and/or manual data uploads. No other functionality will be available.
- (o) SAP will create one custom analytic/reporting dashboard to include up to 2 tabs and 10 reports.

2.3. Prerequisites

2.3.1. Customer shall fulfill the following prerequisites before the start of the Services: Customer has a valid cloud subscription that is provisioned for the following:

- (a) SAP Spend Control Tower

2.3.2. Customer provides access to the following tiered system landscape: Test System, Production System.

2.3.3. Customer systems are fully provisioned.

2.3.4. Customer provides SAP with full admin access on the SAP Business Technology Platform landscape where SAP SCT is provisioned.

2.3.5. Customer has personnel designated as an SAP Identity Authentication Service Administrator.

2.3.6. For situations where SSO is mediated through SAP Identity Authentication Service, the Customer has personnel familiar with the Customer "behind the firewall" Identity provider that supports SAML 2.0 available to provide the required data.

2.3.7. Customer shall activate the following in the Test System/ Production System: (a) For Identity Authentication Service as a proxy Identity Provider, Customer 3rd party Identity Provider is fully functional and has gone live with users.

2.3.8. Customer provides the following information: (a) Customer provides access to the Identity Authentication Service system and/or shares Identity Authentication Service SSO metadata that would be required to configure SSO on in scope SAP Cloud applications.

2.3.9. Customer provided the following information:

- (a) Data sources from SAP and non SAP systems;
- (b) Taxonomy;
- (c) Reporting;
- (d) Currencies;
- (e) Fiscal Year Definition;
- (f) Currency conversion rates

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) detailed knowledge of Customer's specific data sources and configurations;
- (j) implementation of the configuration elements identified in the backlog;
- (k) any additional configuration element not listed;
- (l) any customization to prepackaged SAP Cloud Platform Integration i-flows;
- (m) subscription to any Cloud Services or purchase of SAP Software;
- (n) any development of custom code, updates or upgrades to SAP products;
- (o) training services, such as SAP standard training on SAP solutions for project team members, Identity Authentication Service Administrator training, training for users or end user documentation;
- (p) access to any non SAP source;
- (q) Setup of the infrastructure needed in the Customer's 3rd party Identity Provider.
- (r) Implementation of the Identity Provisioning Service (IPS).
- (s) Functional SSO testing in any other environment besides the environment where the initial configuration was completed.

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		
Provide Services pre-packaged instructions, templates, pre-requisites list and recommended project team structure	R	I
Confirm project team structure	I	R
Confirm completion of prerequisites and provisioning	C	R
Confirm availability of Customer team members	I	R
Conduct initial review of provided remote authentication details	R	I
Conduct kick-off meeting: Introduction of the Services including the presentation of the predefined scope, roles and responsibilities, expectations and schedule	R	C
Schedule workshop session/s	R	C
Sign-off phase completion in written form	I	R
Services Exploration		
Conduct fit-to-standard analysis	R	C

Activity	SAP	Customer
Showcase the standard processes covered in fit-to standard analysis in a demo system	R	C
Conduct workshop session to review data schema and data collection SAP Best Practices	R	C
Review inputs for site configuration	R	I
Confirm the site configuration inputs	I	R
Document solution configuration requirements as defined in the fit-to-standard analysis (solution design)	R	C
Review the available standard SAP authorization roles and map them to Customer's user roles	C	R
Provide access, as required, to SAP team for Customer's SAP Business Technology Platform sub-account to configure Identity Authentication Service	C	R
Guide Customer with User provisioning	R	C
Guide Customer with setting up the initial data connectors for SAP S/4HANA instances	R	C
Address Customer questions around prepackage SAP Cloud Platform Integration flows	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		
Configure SSO service settings in the Test environment for the SAP Spend Control application	R	C
Configure, or assist the Customer in configuring of the Identity Authentication Service settings in the Customer Test environment for either the Identity Authentication Service as a proxy IdP or as the IdP	R	C
Create SAP Business Technology Platform destinations for the Test System	R	C
Configure SAP Analytics Cloud for the Test System (role assignment and guided configuration)	R	C
Configure Test System including reporting currency, custom taxonomy and fiscal year set-up	R	C
Configure Cloud Connector for SAP data sources in Test System	C	R

Activity	SAP	Customer
Configure SAP Business Technology Platform sub accounts and workflows for SAP data sources in Test System	C	R
Set-up and execute data loads for SAP data sources in Test System	C	R
Collaborate with the Customer on resolving issues with data connections and loads in Test System	R	C
Review data schema and file structures for non SAP data sources or any data source uploaded manually	R	C
Develop data extraction scripts for non SAP data sources or any data source uploaded manually to be used in the Test System	C	R
Upload formatted data files to Test System	C	R
Execute data loads for manually uploaded files in Test System	R	C
Validate data loaded from all data sources (SAP and non-SAP) in Test System	C	R
Fix any data issue and upload corrected data in Test System	C	R
Execute data loads for corrected files in Test System	R	C
Implement the solution in the Test System using incremental build in time-boxed iterations (sprints)	R	C
Conduct solution walkthrough/ knowledge transfer to demonstrate the configured solution to the stakeholders	R	C
Prepare the test scenarios, test cases, and/or test scripts for test execution	I	R
Execute the testing	C	R
Resolve test issues related to the Services	R	C
Resolve test issues related to Customer responsibilities	C	R
Create cutover plan	R	C
Obtain change control approvals to move to Production System	I	R
Sign-off phase completion in written form	I	R
Services Deployment		
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

Activity	SAP	Customer
Configure the Identity Authentication Service settings in the Customer Production environment for either the Identity Authentication Service as a proxy IdP or as the IdP	C	R
Configure SAP Business Technology Platform destinations for the Product System	R	C
Configure SAP Analytics Cloud for the Product System (role assignment and guided configuration)	R	C
Configure Cloud Connector for SAP data sources in Production System	C	R
Configure SAP Business Technology Platform sub accounts and workflows for SAP data sources in Production System	C	R
Set-up and execute data loads for SAP data sources in Production System	C	R
Collaborate with the Customer on resolving issues with data connections and loads in Production System	R	C
Adjust data extraction scripts for non SAP data sources or any data source uploaded manually to be used in Production System	C	R
Upload formatted data files to Production System	C	R
Execute data loads for manually uploaded files in Production System	R	C
Validate data loaded from all data sources (SAP and non-SAP) in Production System	C	R
Fix any data issue and upload corrected data in Production System	C	R
Execute data loads for corrected files in Production System	R	C
Provide knowledge transfer on SAC dashboards, navigation, creating new stories & linked analysis	R	C
Conduct virtual Super User training on SCT analytics dashboards	R	I
Gather requirements for custom stories, tabs and reports (widgets)	R	C
Create custom stories, tabs and reports (widgets)	R	C
Approve publication of Customer stories, tabs and reports (widgets)	I	R
Review best practices for adoption	R	C
Conduct final solution walkthrough/knowledge transfer to Customer team	R	I
Execute the cutover plan to production	R	C

Activity	SAP	Customer
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
Conduct the Services closing session	R	I
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 20 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

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.

The SAP team includes the following roles:

- (a) SAP Services Lead: acts as the Services point of contact to the Customer
- (b) SAP Functional Consultant
- (c) SAP Technology Consultant

5.2. Customer Team

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.

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.

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. 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.
- (c) Business Subject Matter Experts: Represent the business and will be involved in issue resolution and data migration.
- (d) Functional Lead: Undertakes configuration alongside with the 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.
- (g) Governance

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.

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.

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 Spend Control Tower	SSO configuration on SAP Spend Control Tower	Handover of configuration on SAP Spend Control Tower in test and production
Solution overview documentation	Solution overview including scope, roles & responsibilities, and schedules	Complete Kick-Off meeting and schedule workshop sessions
Solution design documentation	Overview of site configurations and data schema	Handover of site configuration inputs and data schema requirements to Customer
Solution configuration	Service scope guidance based on predefined data model and data connectors	Provide guidance and support for Customer to complete configuration in Test environment
Deployment, training, and configuration documentation	Knowledge transfer, documentation, and guidance covering configuration of SAP solution in scope	Complete Super User training and handover technical documentation

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:

Services-specific Customer 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 creating and sharing the required process flows, accounts and certificates to support enabling the Data Connectors, at a minimum this will include Process Integration Runtime (PIR) and keys, SSL Certificates and sub accounts on their Cloud Connector.
- (c) responsible for creating data extracts for all data sources being manually uploaded to SAP Spend Control Tower. The extracts will be provided in a predefined format and/or within the format of the template provided by SAP.

General Customer Responsibilities

- (d) Customer is responsible for the overall management of Customer's project and controls the project realization, process, scope, costs, Customer resources and targeted solutions.
- (e) 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.
- (f) Customer shall use reasonable efforts to minimize the change in personnel throughout the duration of the Services.
- (g) If Customer involves third-parties, Customer shall manage any third-party resources and be responsible for their acts and omissions.
- (h) Customer shall supply SAP with the names and contact information of key Customer and third-party resources.
- (i) Customer shall be fully responsible for organizational change management of all affected departments.
- (j) Customer shall fulfill and provide listed prerequisites required to perform the Services.
- (k) 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.
- (l) 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.
- (m) Customer shall provide technical advice regarding any third-party systems accessible to the SAP team.
- (n) If required to perform the Services, Customer shall complete the relevant SAP standard trainings.
- (o) Customer shall comply with any relevant governmental and regulatory requirements.
- (p) 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.