

SAP PartnerEdge
Run On Premise Specific Terms and Conditions
SAP PartnerEdge

运行企业预置型特定条款和条件
(“Run On Premise Model”)
(以下简称“运行企业预置型模式”)
Does not apply to SAP Business One
不适用于 SAP Business One

Article 1 Definitions and Interpretation

第 1 条 定义和解释

1. Definitions

定义

“Customer Service Agreement” is defined in the Outsourcing Agreement.

“客户服务协议”的定义见外包协议。

“Incident” means the earliest of SAP’s or Partner’s support organization being informed about a support event starting with a malfunction or functional impairment of the Supported Software which – with reasonable probability – is based on a defect or error of the Supported Software.

“事件”是指最早报告给 SAP 或合作伙伴的支持组织的很有可能因为支持的软件的缺陷或错误导致支持的软件故障或功能不健全，进而引发的支持活动。

“Product Family” means an SAP product family which may comprise of one or several SAP software products or services as further set out in the applicable RSPI.

“产品系列”是指由一个或多个 SAP 软件产品或服务构成的 SAP 产品系列，详见适用的区域特定计划信息（RSPI）。

“Program Requirements” means that the Partner has to fulfill certain minimum program entry requirements as well as ongoing program requirements, some of which are general PartnerEdge requirements, some of which are specific for the “Run Engagement” and some of which are specific for the different “On Demand” or “Cloud” Product Families, including, without limitation payment of the Program Fee(s), meeting certain minimum annual revenue requirements, upholding a Run Authorization for at least one “On Demand” or “Cloud” Product Family and other requirements as set out in detail in the PartnerEdge Program Guide and the RSPI.

“项目要求”是指 PartnerEdge 项目指南和 RSPI 中详细规定的合作伙伴需要满足的特定的最低项目参与要求和后续项目要求，其中有一般的 PartnerEdge 要求，有专门针对“运行互动”的要求，有专门针对不同的“按需”或“云”产品系列的要求，这些要求包括但不限于支付项目费用、满足特定的最低年收入要求、持有至少一项“按需”或“云”产品系列的运行授权和其他要求。

“Run Authorization” is defined in the Technical Support Guide.

“运行授权”的定义见技术支持指南。

“Run Delivered Support” with regard to this Run On Premise Model means support for the Supported Software as set out in detail in this Run On Premise Model.

“运行交付支持”就本运行企业预置型模式而言，是指针对支持的软件提供的支持，详见本运行企业预置型模式所述。

“SAP’s Customer Support Website” means SAP’s customer facing support website under <http://support.sap.com/>.

“SAP 客户支持网站”是指面向 SAP 客户的支持网站，网址为 <http://support.sap.com/>。

“SAP Solution Manager” means a support application which is made available to Partner for Run Delivered Support. Further details are outlined on the SAP’ Customer Support Website under <http://support.sap.com/solutionmanager>.

“SAP Solution Manager[解决方案管理器]”是指为提供运行交付支持而向合作伙伴提供的支持应用程序。更多详情请参见 SAP 客户支持网站（<http://support.sap.com/solutionmanager>）。

“Supported End User” means any end user to that Partner provides support under a Customer Service Agreement.

“支持的最终用户”是指合作伙伴依据客户服务协议为其提供支持的任何最终用户。

“Supported Software” with regard to this Run On Premise Model means any Software (as defined in the Outsourcing Agreement) that Partner provides services for to End Users under the relevant Outsourcing Agreement.

“支持的软件”，就本运行企业预置型模式而言，是指合作伙伴依据相关外包协议就其向最终用户提供服务的任何软件（如外包协议中所定义）。

2. Any terms not defined in this Run On Premise Model will have the meaning ascribed to them in any other part of the Agreement (as defined in the Master Partner Agreement).

本运行企业预置型模式中所有未定义的术语应适用协议任何其他部分中对其赋予的含义（见主合作伙伴协议中的定义）。

3. The headings in this Run On Premise Model are for convenience only and are to be ignored in construing this Run On Premise Model.

本运行企业预置型模式中使用的标题仅供参考，解释本运行企业预置型模式时可以忽略。

4. Any reference in this Run On Premise Model to a defined document is a reference to that defined document as amended, varied, novated or supplemented from time to time.

本运行企业预置型模式中对特定文档的任何引用也包括对该文档时而产生的修订、变更、替代或补充内容的引用。

5. Where the context so admits, the singular includes the plural and vice versa.

依据上下文的内容，单数形式亦应包括复数形式，反之亦然。

PART 1 – General Terms and Conditions

第一部分：一般条款和条件

Article 2 Engagement Model

第 2 条 互动模式

1. Subject to the terms and conditions set out in this Run On Premise Model and only

依据本运行企业预置型模式中规定的条款和条件，且前提是：

(a) as long Partner is authorized to provide services to End Users for Software (as defined in the Outsourcing Agreement) under the Outsourcing Agreement;

合作伙伴依据外包协议，就外包协议中所定义的软件获得向最终用户提供服务的授权；

(b) upon Partner meeting the Program Requirements for the first time and subject to Partner's compliance with all Program Requirements at all times during the term of this Run On Premise Model; and

合作伙伴初次满足项目要求且在本运行企业预置型模式履行过程中始终遵守所有项目要求；且

(c) as long as Partner has achieved and continues to uphold Run Authorization,

合作伙伴已获得并将继续持有运行授权，

SAP hereby grants to Partner and Partner hereby accepts from SAP the right to provide Run Delivered Support for the Supported Software in its own name, at its own risk and for its own account to Supported End Users located in the Territory (as defined in the Run On Premise Schedule).

SAP 特此授予合作伙伴且合作伙伴特此接受 SAP 授予的权利，以自身名义、自担风险并自负盈亏就支持的软件向所在地域（见运行企业预置型协议中的定义）内的支持的最最终用户提供运行交付支持。

2. Partner will use its best efforts to provide Run Delivered Support for the Supported Software provided under an Outsourcing Agreement.

合作伙伴应尽最大努力就外包协议中规定的支持软件提供运行交付支持。

Article 3 Introduction to Run Delivered Support

第 3 条 运行交付支持简介

1. Under this Run On Premise Model, Partner will be the primary support provider for the Supported Software. This means that Partner will receive Incidents from Supported End Users and will be obliged to perform its Partner Support Duties (as further defined and explained in Part 2 – Section B Article 4 (Partner Support Duties)).

依据本运行企业预置型模式，合作伙伴是为支持的软件提供支持的主要提供商。这意味着合作伙伴接收支持的最最终用户发送的事件，并负责履行其合作伙伴支持职责（见第二部分第 B 节第 4 条（合作伙伴的支持职责）的具体规定和说明）。

2. SAP will be the subsequent support provider for the Supported Software and will, after Partner performed its Partner Support Duties, receive Incidents from Partner and perform support according to the Outsourcing Agreement and this Run On Premise Model.

SAP 应作为支持的软件的后续支持提供商，在合作伙伴履行其支持职责后，接收合作伙伴发送的事件并根据外包协议以及本运行企业预置型模式的规定履行支持服务。

Article 4 Prerequisites for Run Delivered Support

第 4 条 运行交付支持的前提条件

In order to be authorized to provide Run Delivered Support for the Supported Software, Partner needs to fulfill all of the following prerequisites:

为就支持的软件获得提供运行交付支持的授权，合作伙伴需要满足以下所有前提条件：

1. Outsourcing Agreement

外包协议

Partner and SAP must have concluded an Outsourcing Agreement and Partner must be authorized to provide services to End Users for Software (as defined in the Outsourcing Agreement) thereunder.

合作伙伴与 SAP 必须已达成外包协议，且合作伙伴必须据此获得就外包协议中所定义的软件向最终用户提供服务的授权。

2. Run Authorization

运行授权

In order to be authorized to provide Run Delivered Support, Partner must, inter alia, have achieved and continue to uphold Run Authorization. Further details can be found in the Technical Support Guide.

为了获得提供运行交付支持的授权，合作伙伴必须已获得并继续持有运行授权。更多详细信息，请参见技术支持指南。

Article 5 Term and Termination of this Run On Premise Model

第 5 条 本运行企业预置型模式的期限和终止

1. Term. This Run On Premise Model comes into effect as of the Effective Date defined in the Run On Premise Schedule and remains in full force and effect until and including 31 December of the same year. Thereafter, its term is automatically extended for subsequent periods of one year.

期限。本运行企业预置型模式自运行企业预置型协议规定的生效日期起生效，效力持续至同年 12 月 31 日（包括当日）。此后，该期限将自动续展下一个整年。

2. Termination for convenience. Either Party may terminate this Run On Premise Model for convenience with three months' prior written notice to 31 December of each year.

任意终止。任意一方均可在每年 12 月 31 日前通过提前三（3）个月发出书面通知，任意终止本运行企业预置型模式。

3. Termination for non-compliance with Program Requirements. SAP may terminate this Run On Premise Model with three months' prior written notice if Partner:

因不符合项目要求而终止。合作伙伴有下述情形的，SAP 可通过提前三（3）个月发出书面通知终止本运行企业预置型模式：

- a) did not meet all of the Program Requirements for the first time within six months after the Effective Date defined in the Run On Premise Schedule; or

在运行企业预置型协议规定的生效日期生效后的六（6）个月内未能首次满足所有项目要求；或

- b) does not comply with any of the Program Requirements excluding the Program Fee for which the termination periods set out in Article 10 (Termination for good cause) no. 1 a) and no. 2 a) of Part 1 of the SAP PartnerEdge General Terms and Conditions apply.

未遵守除项目费用外的任何项目要求。项目费用的终止期限适用 SAP PartnerEdge 一般条款和条件之第一部分第 10 条（因正当理由终止）第 1 a) 款和第 2 a) 款的规定。

4. Termination for good cause: Besides the termination reasons set out in Article 10 (Termination for good cause) of Part 1 of the SAP PartnerEdge General Terms and Conditions, SAP may terminate this Run On Premise Model immediately upon written notice to the Partner:

因正当理由终止：除 SAP PartnerEdge 一般条款和条件第一部分第 10 条（因正当理由终止）中规定的终止理由外，在以下情况下，SAP 可在书面通知合作伙伴之后立即终止本运行企业预置型模式：

- a) if SAP has reasonable grounds to believe that Partner's conduct in providing Run Delivered Support to Supported End Users negatively affects SAP's legitimate interests. This includes cases where SAP's brand reputation is put at risk by the Partner deviating from SAP's then-current quality standards for Run Delivered Support; and

SAP 有合理理由认为合作伙伴在向支持的最终用户提供运行交付支持时的行为损害了 SAP 合法权益的情况。这包括因合作伙伴未遵守 SAP 届时有效的运行交付支持质量标准而致使 SAP 的品牌声誉置于风险之中的情形；以及

- b) if Partner (i) markets or sells maintenance services of third parties for the SAP Product(s) or (ii) allows that third parties directly or indirectly provide maintenances services for the SAP Product(s) in both cases provided that SAP has reasonable grounds to believe that this conduct constitutes a risk to SAP's Intellectual Property Rights or SAP's Confidential Information.

合作伙伴 (i) 针对 SAP 产品营销或销售第三方维护服务的情况，或者 (ii) 允许第三方为 SAP 产品直接或间接提供维护服务的情况，上述两种情况的前提是，SAP 有合理理由认为此行为对 SAP 的知识产权或 SAP 的保密信息构成威胁。

5. Consequences of Termination. If this Run On Premise Model is terminated, rescinded or ends in any other way, Partner's right to provide Run Delivered Support to any Supported End User under this Run On Premise Model as set out in Article 2 (Engagement Model) immediately ends.

终止的影响。若本运行企业预置型模式终止、解除或以其他方式结束，则合作伙伴依据本运行企业预置型模式第 2 条（互动模式）向任何支持的最终用户提供运行交付支持的权利也将立即终止。

PART 2 – Support Services

第二部分：支持服务

All of the rights and obligations are between SAP and Partner. This Run Delivered Support Model is not an agreement to the benefit of a specific End User and does not give any End User the right to sue SAP.

所有权利和义务均适用于 SAP 与合作伙伴之间。本运行交付支持模式并非是针对特定最终用户的权益达成的协议，且不予以任何最终用户向 SAP 提起诉讼的权利。

A. Services and benefits provided by SAP to Partner under this Run On Premise Model

SAP 依据本运行企业预置型模式向合作伙伴提供的服务和权益

To support Partner in providing high quality support to their Supported End Users, SAP provides the following services and benefits to Partner in addition to the support services that SAP provides under the relevant Outsourcing Agreement.

为支持合作伙伴向其支持的最终用户提供高质量的支持服务，除依据相关外包协议提供的支持服务外，SAP 还为合作伙伴提供以下服务和权益。

SAP Solution Manager

SAP Solution Manager[解决方案管理器]

1. Price and Usage Rights granted by SAP to Partner

价格及 SAP 授予合作伙伴的使用权利

SAP provides usage rights for the SAP Solution Manager to Partner as set out below.

SAP 向合作伙伴提供以下列出的 SAP Solution Manager[解决方案管理器]的使用权利。

- a) SAP will provide the usage rights for the SAP Solution Manager as further set out in the applicable SAP Support Schedule (as referenced in the Outsourcing Agreement) for use by Partner without additional charge.

SAP 向合作伙伴提供相应 SAP 支持协议（如外包协议中所引述）详细规定的 SAP Solution Manager[解决方案管理器]的使用权利，且不收取额外费用。

- b) Notwithstanding paragraph 2.4.7 of the SAP Enterprise Support Schedule, Partner will be permitted to use SAP Solution Manager for providing support services to their Supported End Users for the Supported Software.

即使 SAP Enterprise Support[企业支持]协议第 2.4.7 节有相应规定，合作伙伴有权就支持的软件为其支持的最终用户提供支持服务。

- c) Use of SAP Solution Manager may not be offered by Partner as a service to third parties even if such third parties have licensed Software and have licensed named users, other than Partner's Supported End Users.

除合作伙伴的支持的最终用户外，合作伙伴不得将 SAP Solution Manager[解决方案管理器]的使用以服务的形式提供给第三方（即使此类第三方已获得软件许可和指定用户许可）。

2. Ordering and Operating SAP Solution Manager

SAP Solution Manager[解决方案管理器]的订购和运行

- a) SAP Note 925690 contains important information about obtaining SAP Solution Manager. Further information, for example about operating SAP Solution Manager is available on SAP's Customer Support Website at <http://support.sap.com/solutionmanager>.

SAP 注释 925690 中包含有关获取 SAP Solution Manager[解决方案管理器]的重要信息。有关更多信息，例如，有关运行 SAP Solution Manager[解决方案管理器]的信息，可以在 SAP 客户支持网站中找到，网址为：<http://support.sap.com/solutionmanager>。

- b) A direct connection from Partner to SAP using the SAP Support Network and remote access for SAP to the Supported End User system are prerequisites for implementation. Partner undertakes to procure for SAP the necessary consent to access Supported End User systems.

合作伙伴通过 SAP 支持网络直接连接到 SAP 以及 SAP 通过远程访问连接到支持的最终用户的系统是实施服务的前提条件。合作伙伴承诺为 SAP 征求访问支持的最终用户系统的必要同意。

- c) Operation and maintenance of Partner's SAP Solution Manager and the technical integration with the SAP Support Network are Partner's responsibility.

合作伙伴负责其 SAP Solution Manager[解决方案管理器]的运行和维护以及与 SAP 支持网络的技术集成。

B. Partner's duties towards SAP and Supported End User

合作伙伴对SAP与支持的最终用户承担的职责

Besides Partner's duties mentioned under Section A. the Partner has the following duties:

除第 A 节中规定的合作伙伴职责以外，合作伙伴还应承担如下职责：

Article 1 Technical Requirements

第 1 条 技术要求

Partner's hardware and software must at least meet the list of requirements published on SAP's Customer Support Website.

合作伙伴的硬件和软件必须至少满足 SAP 客户支持网站上公布的要求清单。

In particular, the following requirements are mandatory:

特别是必须满足以下要求：

- Service and Data Center Operations
服务和数据中心运营
 - Partner acknowledges that all Supported Software shall be operated under a Software release that is Mainstream Maintenance as stated in <http://support.sap.com/releasestrategy>.
合作伙伴确认，运行的所有支持的软件的软件版本均应处于 <http://support.sap.com/releasestrategy> 中规定的主流维护范围内。
- Software
软件
 - Partner must operate test systems to simulate and analyze problems for all Supported Software solutions supported under this Run On Premise Model.
合作伙伴必须通过运行测试系统对本运行企业预置型模式下支持的所有支持的软件解决方案进行问题模拟和分析。
 - Remote connection software as required by SAP (SAP Note 35010).
SAP 要求的远程连接软件（参见 SAP 注释 35010）。
- Telecommunications infrastructure
电信基础设施
 - Fast internet connection (minimum ADSL, greater bandwidth recommended)
快速的互联网连接（至少是 ADSL，建议使用更高带宽）
 - Hotline number
热线电话
- Support infrastructure
支持基础架构
 - Partner agrees to use procedures, methods, and tools provided by SAP in connection with Run Delivered Support for proactively detecting and correcting typical problems in the Supported Software.
合作伙伴同意使用 SAP 提供的与运行交付支持有关的程序、方法和工具主动检测和纠正支持的软件中的常见问题。
 - To leverage SAP Support Network, Partner must ensure that the communications connections between Partner and SAP, which are necessary for remote support to be provided efficiently, are operable at all times and allow satisfactory response times. This also covers the required communications connections to any third parties involved. Partner must bear the connection costs resulting from remote support. SAP recommends that Partner uses the technologies for remote support specified on SAP's Customer Support Website.
要利用 SAP 支持网络，合作伙伴必须确保合作伙伴与 SAP 之间进行沟通联系，这是有效提供远程支持、保证持续可操作性以及迅速作出响应的必要条件。其中也包括与所涉及的任何第三方之间进行必要的沟通联系。合作伙伴必须承担由远程支持而产生的联系费用。SAP 建议合作伙伴使用在 SAP 客户支持网站上指定的远程支持技术。
 - Partner must have installed, configured and be using productively, an SAP Solution Manager system, with the latest patch levels for Basis and the latest or up to two preceding SAP Solution Manager support packages. The same applies to content updates (ST-ICO & ST SER).
合作伙伴必须已经安装、配置且正在有效使用 SAP Solution Manager[解决方案管理器]系统，该系统具有针对 Basis 的最新补丁级别以及最新的或最多前两个 SAP Solution Manager[解决方案管理器]支持包。此规则同样适用于内容更新（ST-ICO 与 ST SER）。
 - If Partner fails to use SAP Solution Manager, SAP will no longer be obligated to comply with the Service Level Agreements or to deliver Continuous Quality Checks. Partner will operate SAP Solution Manager in accordance with Section A (SAP Solution Manager).
如合作伙伴未使用 SAP Solution Manager[解决方案管理器]，SAP 将不再承担遵守服务水平协议和提供持续质量检查的责任。合作伙伴应依据第 A 节（SAP Solution Manager[解决方案管理器]）的规定运行 SAP Solution Manager[解决方案管理器]。

- o Partner must ensure that Priority 1 Incidents are forwarded to SAP outside Local Office Times. This can be done by customizing the service desk in SAP Solution Manager. Partner must document Custom Code according to SAP's then-current standards in the SAP Solution Manager (for details see <http://support.sap.com>). The SAP development workbench is to be used for Custom Code or Template development.

合作伙伴必须确保在当地办公时间外将第一优先级事件转发给 SAP。这一工作可通过在 SAP Solution Manager[解决方案管理器]中定制服务台来完成。合作伙伴必须依据 SAP 届时有效的标准在 SAP Solution Manager[解决方案管理器]中记录自定义代码（有关详细信息，请参见 <http://support.sap.com>）。SAP 开发工作台可用于自定义代码或模板的开发。

Article 2 Requirements regarding Supported End User agreement

第 2 条 有关支持的最终用户协议的要求

- The Incident processing system may automatically collect system data related to Incidents (for example transaction code, program ID, Support Package level, Incident number). In its Supported End User agreements Partner must ensure that each Supported End User gives all consents required by law for this purpose, in particular under data protection law.

事件处理系统会自动收集与事件有关的系统数据（例如事务代码、程序 ID、支持包等级、事件编号）。在合作伙伴签订的支持的最终用户协议中，合作伙伴必须确保每位支持的最终用户同意相关法律（特别是数据保护法）的所有要求。

- Furthermore, Partner must ensure in its Supported End User agreements that SAP is entitled to access the systems of each Supported End User in order to render Run Delivered Support or any other services. If required by applicable law, Partner must obtain written data protection consents from Supported End Users.

另外，合作伙伴必须确保在其支持的最终用户协议中授予 SAP 访问每位支持的最终用户的系统的权限，以便 SAP 提供运行交付支持或任何其他服务。如适用法律要求，合作伙伴必须从支持的最终用户处获得书面的数据保护同意书。

Article 3 Partner responsibilities regarding Incident Processing

第 3 条 合作伙伴在事件处理上的责任

- The Partner Support Duties are specified below in Section B Article 4 (Partner Support Duties).

合作伙伴的支持职责在第 B 节第 4 条（合作伙伴支持职责）中予以规定。

- Partner bears sole responsibility for the provision of Run Delivered Support in relation to all inquiries from Supported End Users.

合作伙伴全权负责为支持的最终用户提出的所有支持要求提供运行交付支持。

- When Incidents are reported, Partner will provide support to Supported End Users during Local Office Time in the official language(s) of the affected Supported End User. This applies to all type of Supported Software: SAP's Software including Third Party Software (as defined in the Outsourcing Agreement). Partner shall ensure that each Supported End User can send a support Incident to them at any time of day or night, every day of the week.

在收到事件报告后，合作伙伴应在当地办公时间以相关支持的最终用户的官方语言为该最终用户提供支持。此规定适用于所有类型的支持的软件：SAP 软件，包括第三方软件（如外包协议中所定义）。合作伙伴应确保每位支持的最终用户可以一周七天、一天二十四小时随时向其发送事件。

- Partner must fulfill all Partner Support Duties for the Supported Software (including Third Party Software (as defined in the Outsourcing Agreement)) before forwarding Incidents to SAP (see Section B Article 4 (Partner Support Duties)).

在将事件转发给 SAP 之前，合作伙伴必须履行有关支持的软件（包括第三方软件（如外包协议中所定义））的所有合作伙伴支持职责（请参见第 B 节第 4 条（合作伙伴支持职责））。

- Incidents forwarded by Partner to SAP must be in English.

合作伙伴转发给 SAP 的事件须以英语陈述。

- Partner shall simulate and analyze problems for all Supported Software releases under this Run On Premise Model e.g. by leveraging SAP Solution Manager functionalities, and by running a suitable test environment reflecting the actual Production System.

合作伙伴应通过利用 SAP Solution Manager[解决方案管理器]的相关功能以及运行能够反映实际生产系统的适当测试环境，模拟和分析本运行企业预置型模式下的所有支持的软件版本出现的问题。

- Partner will designate a contact person for SAP who will be responsible for managing the delivery of support to Supported End Users. This support manager and will ensure that Partner employees who receive and process Incidents or Top-Issues from Supported End Users forward such Incidents to SAP, if necessary, through SAP Solution Manager. These employees must be adequately qualified to provide support and certified by SAP in accordance with the requirements set out in the Technical Support Guide.

合作伙伴应为 SAP 指派一名联系人，负责管理向支持的最终用户交付支持的相关事宜。如有必要，此支持经理应确保接收和处理支持的最终用户提交的事件或重大问题的合作伙伴员工通过 SAP Solution Manager[解决方案管理器]将此类事件转发给 SAP。这些员工必须具备提供支持的足够资格，并通过 SAP 根据技术支持指南中规定的要求所进行的认证。

- In order to verify Partner's compliance with the terms of this Run On Premise Model, Partner authorizes SAP to periodically monitor and/or audit (at least once annually and in accordance with SAP standard procedures) Partner's use of SAP Solution Manager in accordance with the rights and restrictions set out in Section A (SAP Solution Manager).

为核实合作伙伴是否遵守本运行企业预置型模式的条款，合作伙伴授权 SAP 定期（至少每年一次，并依照 SAP 标准程序）监控和/或审计合作伙伴对 SAP Solution Manager[解决方案管理器]的使用是否符合第 A 节（SAP Solution Manager[解决方案管理器]）规定的权利和限制。

Article 4 Partner Support Duties

第 4 条 合作伙伴支持职责

Before forwarding an Incident to SAP, Partner must have performed all its Partner Support Duties to try to resolve the Incident using tools and resources indicated in this Run On Premise Model. Below is a description of the scope of support tasks for which Partner is responsible ("Partner Support Duties"). These tasks can be referred to as first level and second level support, although in reality these duties are usually performed by the same support consultant or group.

在将事件转发给 SAP 之前，合作伙伴必须已履行其所有合作伙伴支持职责，尝试利用本运行企业预置型模式中指定的工具和资源解决该事件。下面介绍了合作伙伴负责处理的支持任务的范围（“合作伙伴支持职责”）。这些任务可分为一级和二级支持，但在实际中，这些职责通常由同一支持顾问或小组执行。

Customer Communication

客户沟通

- Acknowledging receipt of the Incident to the Supported End User.
向支持的最终用户确认收到事件。
- Continually updating the Supported End User on the progress of the Incident and notifying the Supported End User whenever an Incident is forwarded to another person within the partner organization or to SAP Support Organization.
向支持的最终用户持续更新事件进度，并在每次事件转发给合作伙伴组织内的其他人员或转发给 SAP 支持组织时向支持的最终用户发送通知。
- Communicating the solution to Supported End User.
将解决方案传达给支持的最终用户。

Incident Administration

事件管理

- Documenting the progress of the investigation in the Incident.
记录事件的调查进度。
- Translating: All Incidents forwarded by Partner to SAP must be written in English. If the Incident was originally sent by the Supported End User to the Partner in a language other than English, the Partner must write a technical handover summary in English before forwarding it to SAP.
翻译：合作伙伴转发给 SAP 的所有事件均须以英语陈述。若事件最初由支持的最终用户以英语之外的其他语言发送给合作伙伴，则在将该事件转发给 SAP 之前，合作伙伴必须撰写一个英语形式的技术移交概要。
- Assigning the Incident to the correct "SAP component" (queue) in SAP's support system.
将事件分配给 SAP 支持系统中相应的 "SAP 组件"（队列）。
- Specifying the Incident priority according to the definitions in SAP Note 67739.
根据 SAP 注释 67739 中的定义，指定事件优先级。
- Describing the business impact of the problem.
描述问题对业务产生的影响。
- Splitting up Incidents that describe more than one problem into separate reports so that only one problem is described in each Incident.
将描述多个问题的事件拆分为几个单独的报告，以便每个事件只描述一个问题。
- Following the appropriate defined process if the issue is a product enhancement request or configuration change request.
如问题为产品增强请求或配置变更请求，则遵循相应的指定流程。
- Making sure that the remote connection to the SAP Support Network, including SAP Solution Manager where mandatory, is open and functional.
确保与 SAP 支持网络（包括必要情况下使用的 SAP Solution Manager[解决方案管理器]）之间的远程连接开放且有效。
- Providing a comprehensive problem description, including:
提供全面的问题说明，其中包括：
 - Complete technical environment information of the system where the Incident occurred (e.g. operating system, database, support package level);
发生事件的系统的全面技术环境信息（例如，操作系统、数据库、支持包等级）；
 - Step by step description of the workflow leading to the Incident;
引起事件的工作流的逐步说明；
 - Full syntax of the error;
错误的完整语法；
 - Changes to the technical environment since last known functioning state;
自上次已知的正常运转状态后对技术环境所做的更改；
 - Which SAP Notes or Knowledge Base Articles have been applied to try to resolve the issue; and
尝试用来解决问题的 SAP Notes 或 SAP Knowledge Base Articles；以及
 - Any documents that provide additional information about the problem, e.g. log files or screenshots.
提供更多问题相关信息的任何文档，例如，日志文件或屏幕截图。
- Summarizing the current status of the investigation and listing the actions taken to troubleshoot the Incident, before forwarding the Incident to another person within the partner organization or to SAP Support Organization.
在将事件转发给合作伙伴组织内的其他人员或 SAP 支持组织之前，总结目前的调查状态并列出让为解决事件所采取的行动。

Technical Investigation

技术调查

- Searching available SAP knowledge repositories for known issues and solutions/workarounds, e.g. SAP Notes, SAP Knowledge Base Articles, SAP Community Network.
搜索可用的 SAP 知识库，查找已知问题和解决方案/应急方案，例如 SAP Notes、SAP Knowledge Base Articles、SAP Community Network。
- Checking the customizing settings.

检查定制设置。

- **Connecting remotely to Supported End User's system as part of the troubleshooting process.**
作为解决问题流程的一部分，远程连接至支持的最终用户的系统。
- **Using the tracing, monitoring, debugging and remote supportability tools made available by SAP, to analyze the issue.**
使用 SAP 提供的跟踪、监控、调试和远程支持工具分析问题。
- **Reproducing and validating the problem.**
复制并验证问题。
- **Isolating the problem to demonstrate the root cause.**
隔离问题以证实根本原因。
- **Deciding if the Incident is due to a product defect or not:**
判断事件是否因产品缺陷所引起：
 - **Proposing appropriate system configuration or workaround if the cause for the Incident is not a defect in the Supported Software; and**
若事件并非因支持的软件存在缺陷所引起，则给出适当的系统配置或应急方案建议。
 - **Forwarding the Incident to SAP Support if the cause for the Incident is a defect in the Supported Software and if no SAP Note or Support Package is available to solve the Incident.**
若事件因支持的软件存在缺陷而引起，且没有供解决事件可参考的 SAP 注释或可使用的支持包，则将该事件转发给 SAP 支持部门。
- **Testing the solution:**
测试解决方案：
 - **Testing, validating and accepting the solution before presenting it to the Supported End User;**
在将解决方案提供给支持的最终用户之前，对其进行测试、验证和验收；
 - **Working with the end customer to implement the solution; and**
与最终客户合作实施解决方案；并且
 - **Backing up all relevant data before the solution is installed (when possible).**
在安装解决方案前备份所有相关数据（可能情况下）。