

Run On Premise Specific Terms and Conditions
執行現場部署特定條款與條件
("Run On Premise Model")
(「執行現場部署模式」)

Article 1 Definitions and Interpretation
第 1 條 定義與釋義

1. Definitions
名詞定義

"Customer Service Agreement" is defined in the Outsourcing Agreement.

「客戶服務合約」定義於本委外合約。

"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」係指 SAP 或合作伙伴之支援機構得到有關支援事件的通知，而該支援事件乃是始於支援軟體之故障或功能缺損，並且有合理的概率係基於軟體缺陷或錯誤者。

"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.

「產品系列」係指由一個或多個 SAP 軟體產品或服務所組成之 SAP 產品系列，詳載於相關 RSPI 內。

"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.

「計畫要求」係指合作夥伴必須滿足之若干最低計畫進場要求及持續計畫要求，該等要求有些是屬於一般 PartnerEdge 要求、有些是屬於特定之「執行參與」要求、而有些則是針對「隨選」或「雲端」產品系列之特定要求，包括但不限於：計畫費用之付款、達到若干最低年度營收要求、持有至少一項「隨選」或「雲端」系列產品之銷售授權，以及其他詳列於 PartnerEdge 計畫指南與 RSPI 之要求。

"Run Authorization" is defined in the Technical Support Guide.

「執行授權」之定義，係如技術支援指南所述。

"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.

有關本執行現場部署模式之「執行交付支援」係指本執行現場部署模式所詳述對支援軟體所提供之支援。

"SAP's Customer Support Website" means SAP's customer facing support website under <http://support.sap.com/>.

「SAP 之客戶支援網站」係指 SAP 面向客戶的支援網站，位於 <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」係指供合作夥伴使用執行交付支援的一套支援應用程式。詳細資訊列在 SAP 客戶支援網站，請見 <http://support.sap.com/solutionmanager>。

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

「受支援之終端使用者」係指合作夥伴依照客戶服務合約向其提供支援的任何終端使用者。

"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.

與本執行現場部署模式有關之「支援軟體」係指合作夥伴基於相關委外合約向終端使用者提供軟體服務之任何軟體（依委外合約之定義）。

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).

本執行現場部署模式未定義之所有詞彙應具備本合約其他部分為其定義的含意（依合作夥伴主合約之定義）。

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.

本執行現場部署模式之條款標題，僅為便利目的而設，不得影響銷售現場部署模式之解釋。

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.

本執行現場部署模式所指之任何特定文件，包含該文件不時修訂、更改、替代、或補充內容。

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

倘文義允許，表達單數之字詞包括複數情形，反之亦然。

PART 1 – General Terms and Conditions

第 1 部分 - 一般條款與條件

Article 2 Engagement Model
第 2 條 參與模式

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

在不違反本執行現場部署模式之條款與條件的前提下，且

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

只要合作夥伴係獲授權基於本委外合約而向終端使用者提供軟體服務（依本委外合約之定義）；

- (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
於合作夥伴首次達到計劃要求之時，且在合作夥伴於本執行現場部署模式期間內隨時遵守所有計劃要求之前提下；及
- (c) as long as Partner has achieved and continues to uphold Run Authorization,
只要合作夥伴已達到要求並持續保有執行授權，

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 茲此授權合作夥伴、且合作夥伴茲此接受 SAP 之授權，得以自身名義向位處約定地區（如執行現場部署明細表所定義）之受支援終端使用者，提供支援軟體的執行交付支援，並自行負擔風險。

2. Partner will use its best efforts to provide Run Delivered Support for the Supported Software provided under an Outsourcing Agreement.
合作夥伴應盡其最大努力，針對依委外合約所提供的支援軟體來提供執行交付支援。

Article 3 Introduction to Run Delivered Support

第 3 條 執行交付支援之簡介

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)).

基於本執行現場部署模式，合作夥伴應係支援軟體的主要支援提供者。這意味著合作夥伴將會從受支援之終端使用者接收到事件，並將有義務履行其合作夥伴支援責任（如第 2 部分 - 第 B 節第 4 條之合作夥伴支援責任）。

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 應係支援軟體之後續支援提供者，並將於合作夥伴履行其合作夥伴支援責任後，接收來自合作夥伴所通報之事件，並根據委外合約與本執行現場部署模式執行支援。

Article 4 Prerequisites for Run Delivered Support

第 4 條 執行交付支援之先決條件

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

為獲得授權來針對支援軟體提供執行交付支援，合作夥伴需要符合下列所有先決條件：

1. Outsourcing Agreement

委外合約

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.

合作夥伴與 SAP 必須簽訂委外合約，合作夥伴尚須獲得授權以針對軟體（依委外合約之定義），向終端使用者提供服務。

2. Run Authorization

執行授權

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.

為獲得授權以提供執行交付支援，合作夥伴必須（尤其是）達到要求，並持續保有執行授權。您可以在技術支援指南中取得詳細資訊。

Article 5 Term and Termination of this Run On Premise Model

第 5 條 本執行現場部署模式之期限 與終止

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。本執行現場部署模式於執行現場部署明細表所載之生效日起生效，並將保持完整效力直到同年之十二月三十一日（含）為止。其後依序自動續約一年。

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.

任意終止。任一方得於每年十二月三十一日前，以三個月之事前書面通知，任意終止本執行現場部署模式。

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

未遵守計劃要求之終止。如合作夥伴有下列任一情事，SAP 得以三個月之事前書面通知終止本執行現場部署模式：

- 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

於執行現場部署明細表所述之生效日後六個月內首次未能符合一切計劃要求；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.

未能遵守任何計劃要求（計劃費用除外，而在該情形下，其終止期應按照 SAP PartnerEdge 一般條款與條件第 1 部份第 10 條（基於正當事由終止）第 1 a) 款及第 2 a) 款之規定。

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:

基於正當事由終止：除 SAP PartnerEdge 一般條款與條件第 1 部份第 10 條（基於正當事由終止）所列之終止事由外，SAP 得以書面通知合作夥伴立即終止本執行現場部署模式：

- 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

倘若 SAP 有合理理由足信合作夥伴提供執行交付支援予受支援終端使用者之作為，會對 SAP 之法定利益造成負面影響。這包含由於合作夥伴背離 SAP 就執行交付支援當時有效的品質標準，而致 SAP 之品牌聲譽陷入危險；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.

若合作夥伴：(i) 為 SAP 產品而行銷或銷售第三方之維護服務；或 (ii) 允許第三方直接或間接為 SAP 產品提供維護服務，而在前開二種情況下，均須以 SAP 有合理理由足信該項作為對 SAP 之智慧財產權或 SAP 之機密資訊構成風險為前提。

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.

終止後果。本執行交付支援模式一經終止、解除或以任何其他方式結束，合作夥伴基於第 2 條所述本執行現場部署模式 (參與模式) 之規定而提供執行交付支援予任何受支援終端使用者之權利，亦立即結束。

PART 2 – Support Services

第 2 部分 - 支援服務

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.

所有權利與義務乃是適用在 SAP 與合作夥伴間。本執行交付支援模式並非為特定終端使用者之利益而設的合約，且並未給予任何終端使用者得對 SAP 提起訴訟之權利。

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

SAP 基於本執行現場部署模式提供予合作夥伴之服務與福利

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.

為支持合作夥伴，使其得以提供高品質的支援予其受支援之終端使用者，SAP 除基於相關委外合約提供支援服務外，亦提供下列服務與福利予合作夥伴。

SAP Solution Manager

SAP Solution Manager

1. Price and Usage Rights granted by SAP to Partner

SAP 授與合作夥伴之價格與使用權

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

SAP 就 SAP Solution Manager 提供如下所述之使用權予合作夥伴。

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 將就 SAP Solution Manager 提供適用 SAP 支援明細表 (依委外合約所指) 所詳述之使用權，供合作夥伴使用，而無須收取額外費用。

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.

縱使 SAP Enterprise Support 明細表第 2.4.7 項有任何相反規定，合作夥伴應獲許使用 SAP Solution Manager，以針對支援軟體提供支援服務予其受支援之終端使用者。

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.

即使第三方擁有經授權的軟體和授權的具名使用者，倘若該第三方並非合作夥伴的受支援之終端使用者，合作夥伴便不得將 SAP Solution Manager 之使用作為一項服務向第三方提供。

2. Ordering and Operating SAP Solution Manager

訂購與操作 SAP Solution Manager

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 Note 925690 包含有關取得 SAP Solution Manager 的重要資訊。如需更多資訊 (如 SAP Solution Manager 之操作方法)，請參閱 SAP 客戶支援網站：<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.

使用 SAP 支援網路建立的從合作夥伴至 SAP 的直接連線以及 SAP 對於受支援之終端使用者系統的遠端存取權限是實作的先決條件。合作夥伴應負責為 SAP 取得存取受支援之終端使用者的系統之必要核可。

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

合作夥伴的 SAP Solution Manager 的操作與維護及與 SAP 支援網路的技術整合都是合作夥伴的責任。

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

合作夥伴對 SAP 和受支援之終端使用者之責任

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

除了如第 A 節所述之合作夥伴責任，合作夥伴尚有下列責任：

Article 1 Technical Requirements

第 1 條 技術要求

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

硬體和軟體必須至少滿足 SAP 客戶支援網站上發佈的要求清單。

In particular, the following requirements are mandatory:

特別是，須強制符合以下要求：

- Service and Data Center Operations

服務和資料中心營運

- 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>.
合作夥伴確認所有支援軟體應在主要維護的軟體版本下操作，如下所述：<http://support.sap.com/releasestrategy>。
- Software
軟體
 - Partner must operate test systems to simulate and analyze problems for all Supported Software solutions supported under this Run On Premise Model.
合作夥伴必須執行測試系統，以就本支援現場部署模式下支援的一切支援軟體，進行其解決方案的模擬和分析。
 - Remote connection software as required by SAP (SAP Note 35010).
SAP 要求的遠端連線軟體 (SAP 註記 35010)
- Telecommunications infrastructure
電信基礎架構
 - Fast internet connection (minimum ADSL, greater bandwidth recommended)
快速網際網路連線 (最低 ADSL，建議採取更大的頻寬)
 - Hotline number
熱線電話號碼
- Support infrastructure
支援基礎架構
 - 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.
合作夥伴同意使用 SAP 所提供與執行交付支援有關的程序、方法和工具，以主動偵測和改正支援軟體中典型的問題。
 - 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.
為運用 SAP 支援網路，合作夥伴必須確保在合作夥伴與 SAP 間，具備所需的通訊連線，俾能高效提供遠端支援，且在所有時候皆可使用並提供令人滿意的回應時間。這還涵蓋了與相關的任何第三方的必要通訊連線。合作夥伴必須承擔遠端支援產生的連線成本。SAP 建議合作夥伴使用 SAP 客戶支援網站上指定的遠端支援技術。
 - 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).
合作夥伴必須已安裝、設定並於正式作業中使用 SAP Solution Manager 系統 (含 Basis 的最新補綴程式)，以及最新或最多兩個版本以前的 SAP Solution Manager 支援套件。這同樣適用於內容更新 (ST-ICO & 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).
若合作夥伴未能使用 SAP Solution Manager，SAP 將不再有義務遵守服務層級合約或提供持續品質檢查。合作夥伴將依據第 A 節 (SAP Solution Manager) 來操作 SAP Solution Manager。
 - 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.
合作夥伴必須確保優先順序 1 事件於非當地辦公時間內轉寄給 SAP。這可以透過在 SAP Solution Manager 中自訂服務台來完成。合作夥伴必須按照 SAP Solution Manager 內之 SAP 現行標準，來記錄自訂程式碼 (詳細內容請見：<http://support.sap.com>)。SAP 開發工作台用於自訂程式碼或範本開發。

Article 2 Requirements regarding Supported End User agreement
第 2 條 有關受支援之終端使用者合約要求

- 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.
事件處理系統得自動收集有關事件訊息 (例如：交易代碼、程式 ID、支援套件級別、事件編號) 的系統資料。在受支援之終端使用者合約中，合作夥伴必須確保各該受支援之終端使用者依法為此要求 (尤其是根據資料保護法) 的所有同意。
- 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.
此外，合作夥伴還必須在其受支援之終端使用者合約中，確保 SAP 有權存取各該受支援之終端使用者的系統，以便提供執行交付支援或任何其他服務。若適用法律要求，合作夥伴必須取得來自受支援之終端使用者的書面資料保護同意。

Article 3 Partner responsibilities regarding Incident Processing
第 3 條 合作夥伴就事件處理之責任

- The Partner Support Duties are specified below in Section B Article 4 (Partner Support Duties).
合作夥伴支援責任係於下列第 B 節第 4 條 (合作夥伴支援責任) 規定。
- Partner bears sole responsibility for the provision of Run Delivered Support in relation to all inquiries from Supported End Users.
合作夥伴單獨負責對來自受支援之終端使用者的所有詢問提供執行交付支援服務。
- 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.
在報告事件後，合作夥伴將於當地辦公時間內，向受支援之終端使用者，以受支援之終端使用者的官方語言提供支援。這適用於各類支援軟體：包含第三方軟體的 SAP 軟體 (依委外合約之定義)。合作夥伴應確保各該受支援之終端使用者可以全年無休隨時向其傳送支援事件。

- 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)).
合作夥伴必須於轉寄事件予 SAP 前，履行對於支援軟體 (包括委外合約所述之第三方軟體) 之合作夥伴支援責任 (參見第 B 節第 4 條 (合作夥伴支援責任))。
- Incidents forwarded by Partner to SAP must be in English.
合作夥伴轉寄給 SAP 的事件應該僅以英語撰寫。
- 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.
合作夥伴必須就本執行現場部署模式下的一切支援軟體發行版本，進行其解決方案的模擬和分析，例如：運用 SAP Solution Manager 功能和執行反映實際生產系統的適當測試環境。
- 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.
合作夥伴將為 SAP 指定一名聯絡人，由該聯絡人負責對於向受支援之終端使用者所提供之支援進行管理。該支援管理者將確保合作夥伴從受支援之終端使用者處接收和處理事件或首要問題的員工，在必要時透過 SAP Solution Manager 將此類事件轉寄給 SAP。根據技術支援指南的要求，這些員工必須具備提供支援的充分資格，並取得 SAP 的認證。
- 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).
為了查驗合作夥伴是否符合本執行現場部署模式，合作夥伴授權 SAP 定期監控及/或稽核 (至少每年一次並依 SAP 標準程序) 合作夥伴是否根據第 A 節 (SAP Solution Manager) 使用 SAP Solution Manager。

Article 4 Partner Support Duties 第 4 條 合作夥伴支援責任

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.

在將事件轉寄給 SAP 前，合作夥伴必須履行其一切合作夥伴支援責任，使用本執行現場部署模式所列之工具與資源，來嘗試解決事件。以下列出對於合作夥伴應負責之支援工作的範圍敘述 (「合作夥伴支援責任」)。該等工作可被稱作第一層級與第二層級之支援，即便實際上該等工作通常係由相同支援顧問或集團來執行。

Customer Communication 客戶聯繫

- Acknowledging receipt of the Incident to the Supported End User.
向受支援之終端使用者，確認收到事件之通知。
- 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.
持續向受支援之終端使用者更新事件之進展，並於事件被轉交給合作夥伴組織內其他人員或轉交給 SAP 支援機構時，知會受支援之終端使用者。
- Communicating the solution to Supported End User.
將解決方案傳達給受支援之終端使用者。

Incident Administration 事件管理

- Documenting the progress of the investigation in the Incident.
記錄事件中調查的進度。
- 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.
翻譯：由合作夥伴轉寄給 SAP 之一切事件，必須以英文撰寫。倘若事件原先係由受支援之終端使用者，採用英文以外的語言發給合作夥伴，合作夥伴必須在轉交給 SAP 前，採用英文撰寫一份技術移交摘要。
- Assigning the Incident to the correct "SAP component" (queue) in SAP's support system.
在 SAP 的支援系統中，將事件歸類至正確的「SAP 元件」(佇列)。
- Specifying the Incident priority according to the definitions in SAP Note 67739.
按照 SAP Note 67739 之定義，標出事件之優先順序。
- Describing the business impact of the problem.
敘述問題造成的營業影響。
- Splitting up Incidents that describe more than one problem into separate reports so that only one problem is described in each Incident.
將描述不只一項問題之事件，分到不同的報告中，以便就每一事件，只敘述一個問題。
- Following the appropriate defined process if the issue is a product enhancement request or configuration change request.
若問題屬於產品增強的請求或變更設定的請求，則遵循適當之既定程序。
- Making sure that the remote connection to the SAP Support Network, including SAP Solution Manager where mandatory, is open and functional.
確認與 SAP 支援網路的連結 (包括 SAP Solution Manager，若其屬強制使用時) 是開啟並可正常運作。
- Providing a comprehensive problem description, including:
就問題提供全面性的描述，包括：

- Complete technical environment information of the system where the Incident occurred (e.g. operating system, database, support package level);
有關事件所發生之系統的完整技術環境資訊 (例如：作業系統、資料庫、支援套件層級)；
- Step by step description of the workflow leading to the Incident;
對於造成事件發生的工作流程，逐步加以描述；
- Full syntax of the error;
錯誤之完整語法；
- Changes to the technical environment since last known functioning state;
從最後一個已知的運作狀態起，對技術環境所為的變更；
- Which SAP Notes or Knowledge Base Articles have been applied to try to resolve the issue; and
已經採用何等 SAP Notes 或知識庫文章，來嘗試解決問題；及
- Any documents that provide additional information about the problem, e.g. log files or screenshots.
可提供與問題有關之額外資訊的任何文件，例如：紀錄檔或螢幕擷取。
- 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.
在將事件轉交給合作夥伴組織內其他人員或轉交給 SAP 支援機構前，摘述目前調查的進度，並列出已採取用來診斷事件問題的動作。

Technical Investigation

技術調查

- Searching available SAP knowledge repositories for known issues and solutions/workarounds, e.g. SAP Notes, SAP Knowledge Base Articles, SAP Community Network.
對於已知的問題和解決方案/因應措施，於可用之 SAP 知識庫進行搜尋，例如：SAP Notes、SAP 知識庫文章、SAP 社群網路。
- Checking the customizing settings.
檢查自訂設定。
- Connecting remotely to Supported End User's system as part of the troubleshooting process.
採用遠端連結至受支援終端使用者系統之方式，作為問題診斷的方法之一。
- Using the tracing, monitoring, debugging and remote supportability tools made available by SAP, to analyze the issue.
採用 SAP 所提供之追蹤、監控和遠端支援的工具，來分析問題。
- Reproducing and validating the problem.
重現並驗證問題。
- Isolating the problem to demonstrate the root cause.
將問題區隔出來，以顯示根本原因。
- Deciding if the Incident is due to a product defect or not:
決定事件是否係由於產品缺陷而造成：
 - Proposing appropriate system configuration or workaround if the cause for the Incident is not a defect in the Supported Software; and
若事件的原因並非支援軟體之缺陷，提議適當的系統設定或因應措施；及
 - 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.
若事件係由於支援軟體內之缺陷而造成，且並無可用來解決事件的 SAP Note 或支援套件，則將該事件轉交給 SAP 支援部門。
- Testing the solution:
測試解決方案：
 - Testing, validating and accepting the solution before presenting it to the Supported End User;
在提出給受支援之終端使用者前，測試、驗證及核准解決方案；
 - Working with the end customer to implement the solution; and
與終端客戶合作執行解決方案；及
 - Backing up all relevant data before the solution is installed (when possible).
在安裝解決方案前，先備份所有相關資料 (如果可能)。