CLOUD SERVICE DESCRIPTION DOCUMENTATION

SAP Enterprise Threat Detection, cloud edition, alert monitoring

1. SCOPE OF CLOUD SERVICES

SAP will provide cloud services as described herein for the SAP cloud environment and related system landscape in scope subject to the usage metric volume purchased by customer as set forth in the applicable order form.

Solution Scope

SAP will continuously monitor customer's applications in SAP Enterprise Threat Detection, cloud edition for irregular security activities.

Approach and Activities

SAP will conduct this service as follows:

- SAP will perform security monitoring for the agreed patterns for the logs in the customer target system.
- SAP will scan alerts for any suspicious activities and perform investigations.
- SAP will provide the investigation results and suggestions for remediation.

Exclusions

The following services are not included:

- New, customer specific pattern creation

2. USAGE METRIC OF CLOUD SERVICES

Service Scope item	Usage Metric
SAP Enterprise Threat Detection, cloud edition, alert monitoring	Entitlement Package Scoping S, M, L, XL and XXL

3. CUSTOMER'S RESPONSIBILITIES, COLLABORATIVE AND COOPERATIVE DUTIES

a) SAP's provision of the cloud service is subject to customer fulfilling its responsibilities described in the applicable RACI Matrix Documentation.
b) Customer will provide relevant security documents and security processes.
c) Customer will provide relevant system access as requested.

Roles & Responsibilities

Date: 2024/03

Legend	
	The goal of the Responsibility Matrix is to define the roles and the responsibilities within the service provision.
R	**Responsible** person(s) for the provision or execution of the identified service / task.
R*	Responsibility has to be clarified and agreed, usually during Transition / Onboarding phase.
A	**Accountable** person(s) for approval of tasks. Signs off on work done by *responsible* and is ultimately answerable for correct and thorough completion of the service / task. There must be only one accountable specified for each service / task.
C	**Consulted** person(s). They support in the execution of the identified service and advise, assist, support and participate in the relevant tasks as required; typically subject matter experts (two way communication).
I	**Informed.** Information is provided for those who are kept up-to-date on progress and / or completion of the service / task (one way communication).
Note 1	Service available for an additional fee and may be requested via the Change Request procedure (Order Form Exhibit 2).

Roles & Responsibilities

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Services		SAP	Customer	Comments
1	**SAP Enterprise Threat Detection, cloud edition, alert monitoring**			
1.1	**Onboarding**			
	Install and configure SAP Enterprise Threat Detection log collector	I	R	
	Set up your log provider systems to send log to SAP Enterprise Threat Detection log collector	I	R	
	Secure connections	I	R	
	Verify that logs arrive in SAP Enterprise Threat Detection	I	R	
	Approve agreed pattern	I	R	
	Activate agreed pattern	R	I	
1.2	**Security Monitoring**			
	Perform security monitoring for the agreed patterns for the logs from customer system	R	I	
	Provide design document for the SAP ETD set-up with details on the patter	I	R	
	Provide relevant security documents and security processes	I	R	
	Provide relevant system access	I	R	
1.3	**Alert handling**			
	Investigate root cause of potential suspicious activity	R	I	
	Recommend adjustments to prevent false positive results	R	I	
	Recommend adjustments to true positive results	R	I	
	Approve remediation of false positive results	I	R	
	Provide recommendations to address positive suspicious activity	R	C	
	Analyze and implement true positive results	I	R	