SAP Global Cloud Operations

SAP HANA Enterprise Cloud

ROLES AND RESPONSIBILITIES ("R&R")
SAP S/4HANA® Cloud, extended edition

Public

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SAP S/4HANA Cloud, extended edition, previously known as S/4HANA Cloud, single tenant edition

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CATEGORIZATION: For avoidance of doubt, all of the tasks and services itemized in this Roles & Responsibilities document are provided as a catalog of services. However, the relevance and necessity of each individual task or service will be unique to each customer's Computing Environment. Customers are responsible to review and analyze these tasks and make the selection of such tasks/services in collaboration with an SAP Cloud Architect Advisor ("CAA"), with a SAP Client Delivery Manager ("CDM"), or with the Private Cloud customer center team.

Included in HyperCare service package	All tasks/services that are included as part of the Standard Services, covered by the Service Fee and performed by SAP[1], as applicable to customer.

[1] The term **"SAP"** when used herein refers to SAP as defined in the customer Order Form, and means either SAP or the relevant SAP third party provider or subcontractor.

Not all tasks or services listed in the R&R are relevant to all customer environments. **Infrastructure related services may be different depending on deployed infrastructure platform (e.g. Hyperscaler).** Certain tasks or services may not be available from SAP or certain SAP third party providers, and may not be available in certain regions. The availability of a specific service may also depend on characteristics of the specific customer situation (e. g. system size, solution scope etc.) and must be individually checked and confirmed with the SAP Cloud Architect Advisor ("CAA"), or with their SAP Client Deliery Manager ("CDM").

All tasks and work efforts not purchased by customer or not provided SAP as part of the Standard Service but applicable to customer and its managed Computing Environment are the responsibility of customer.

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#	Identifier	Task	Responsibility	Remarks
			All task descriptions exclusively refer to the execution of the respective task and are exclusive of potentially required hardware or infrastructure capacities (e.g. compute, storage, network connectivity etc.). Any extension to such entities is required to be processed via a contractual change request (CR) and is subject to additional service fees	
		Y - Special Services and SAP GCO Service Packages		
	TO_HYPER_1.0.00	**YB - HyperCare service**	**Package of enhanced services to safeguard critical phases of the managed service solution lifecycle.**	
1	**TO_HYPER_1.1.00**	**Proactive Checks & Services**		
2	TO_HYPER_1.1.01	HyperCare: System Health Assessment	Included in HyperCare service package	Perform system health assessment checks once (1) per day in the system, document findings and discuss the corrective actions with the customer.
3	TO_HYPER_1.1.02	HyperCare: HANA Mini Check	Included in HyperCare service package	HANA Mini checks/Sybase Check can be included for critical systems as part of the HyperCare service - service provider will perform a periodic run of the HANA Mini check to provide clear/consistent view of improvements needed to achieve higher performance.
4	**TO_HYPER_1.2.00**	**Technical Sizing & Performance**		
5	TO_HYPER_1.2.01	HyperCare: Sizing Improvement & Guidance	Included in HyperCare service package	Service provider will provide capacity planning data based on system checks to support customer decision making regarding system health and sizing. This is in addition to the quarterly report delivered to customers as part of the Standard Service. A System Initial Check is the starting point for this analysis and this requires sufficient lead time.
6	TO_HYPER_1.2.02	HyperCare: Basis Performance Assessment	Included in HyperCare service package	Provide system assessment and recommendations at the Basis, HANA and Operating system levels. Performed up to three (3) times during HyperCare service duration.
7	TO_HYPER_1.2.03	HyperCare: End-User Performance	Included in HyperCare service package	Perform joint analyzation and assessment of end user performance issues with customer and involve required SAP support organizations.
8	**TO_HYPER_1.3.00**	**Support & Incident Management**		
9	TO_HYPER_1.3.01	HyperCare: Support & Ticket Analysis	Included in HyperCare service package	Evaluate all Customer messages relevant for SAP delivery for prior 12-16 weeks in order to determine/analyze/identify issues for any SID or complete landscape (based on scope selected by customer).
10	TO_HYPER_1.3.02	HyperCare: Support Volume Stress Test - if performed by Customer	Included in HyperCare service package	Support customer with special monitoring, if customer is performing a Volume Stress Test at specific timings and for any service provider relevant task requests during volume stress tests; provide review and recommendations from the special monitoring. Note: service provider is not the exclusive contributor, or lead organization, for volume stress testing. Sufficient lead time is required.