

SAP Enterprise Cloud Services

SAP HANA Enterprise Cloud - Roles and Responsibilities

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FIVE CATEGORIES: 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. Additionally, the availability of a specific service may also be limited for sandbox or other test environments.

Service	Definition
Standard Services	All tasks/services that are included as part of the Standard Services, covered by the Service Fee and performed by SAP2, as applicable to customer. Some services can be ordered as part of a "Bundled Service".(3)
Excluded Tasks	Excluded Tasks are those tasks/services that can only be performed by the customer and are excluded from Standard Services, Optional Services, Additional Services and/or Packaged Services(1).
Enhanced Managed Services ("EMS") that can be performed by customer	Enhanced Managed Services(1) include tasks/services that a customer can perform, but the customer may elect to have SAP(2) deliver.
Optional Services	Optional Services: these tasks/services are not covered in the Standard Services, and are not and cannot be covered by the Packaged Services(1). These tasks/services: may be elected by customer; are subject to additional service fees; must be specifically contracted for and itemized in the customer's contract (original contract or via a change request), and can only be performed by SAP(2).
Enhanced Managed Services ("EMS") that cannot be performed by customer	Enhanced Managed Services(1) include tasks/services that are not required for the managed Computing Environment, but that the customer may elect to have performed. These tasks/services can only be performed by SAP(2). Note: Ongoing improvements to automated service delivery may eventually allow customers to perform certain tasks and services on their own and will be communicated as available.

Open Definitions

(1) Enhanced Managed Services ("EMS") is a category of supplementary services identified as Enhanced Managed Services ("EMS") in this document. EMS is subject to additional service fees as agreed in a customer's contract. EMS excludes all services involving the extension, reduction, or change of the customer's existing managed landscape, e.g. provisioning additional infrastructure resources. The customer is required to submit EMS service requests to SAP via the ticketing/service request system made available to customer for such purpose.
(2) 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 an SAP Cloud Architect Advisor ("CAA"), an SAP Client Delivery Manager ("CDM"), or with the Private Cloud customer center team.
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 Computing Environment are the responsibility of customer.
The PDF version of this Roles & Responsibilities document made available by SAP at https://www.sap.com/about/agreements/policies/hec-services.html at is the Documentation of record. Customer acknowledges that a non-pdf version of this Roles & Responsibilities document may be made available for task analysis, task planning and overall customer task management purposes, but such version shall not be considered Documentation.
(3) A "Bundled Service" comprises multiple related Standard Services/tasks that are performed sequentially or in parallel to accommodate a maintenance activity in the same timeframe and optimize the ordering and execution. The availability of Bundled Services is indicated in the Service Request Application/SAP for Me.

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. Infrastructure related services may be different depending on deployed infrastructure platform (e.g. Hyperscaler). Tasks are applicable only to systems managed by the service provider unless otherwise explicitly noted. The availability of a specific service may also be limited for sandbox or other test environments.

			ROLES AND RESPONSIBILITIES			
Row	Identifier	Task	Responsibility	Remarks	Package	Package Code
1		A - Service Management		For accounts delivered by a Premium Partner, certain tasks in chapter "A - Service Management" are a joint effort between SAP and that Premium Partner.		
2		Account Management				
3	SM_1.1.01	Conduct Delivery and Operations Kick-Off -Review Support Manual -Landscape Review and Scope Alignment -Detailed Engagement and Operations Review	Standard Services			*
4	SM_1.1.02	Capacity Management Review: Provide data via report and/or self-service reporting tool for review of systems within landscape, monitoring, and reporting of resource usage (e.g. storage capacity, memory and CPU) to prevent operational issues. Review need for service changes and extensions based on technical resource consumption trends.	Standard Services			*
5	SM_1.1.04	System outage notification and escalation management	Standard Services	Handling of critical service situations aiming to bring the service back to targeted quality and standards. Provide Root Cause Analysis (RCA) for production environment(s) only.		*
6	SM_1.1.05	Service Performance Review and Report – Periodic - Provide review and suggestions if a high volume of support requests occurs - Service availability and KPIs	Standard Services			*
7		Service Request Management - Technical Support				
8	SM_1.2.01	Service Request Management: - Create service requests via the service request platform - Update and resend service requests back to service provider via the service request platform when additional customer action/attention/information is required	Excluded Tasks	Change Requests (CR) or Change Orders are subject to the process defined in Agreement. Service requests which require commercial change requests (CR) or which need to be planned and coordinated are performed during customer business hours only. SAP ECS can only assist if/when the customer is unable to create, submit, and/or approve on their own. All Service Requests/Change Requests will still require customer's approval in writing (typically by email). In certain rare cases (e.g., to trigger delivery of already contracted services), SAP ECS personnel can create (but not submit) a service request in the system on behalf of the customer, however the customer must still submit the service request whether it is billable or not. The customer can also send an email confirmation that they want to submit the Service Request in which case SAP ECS personnel can also submit the request by attaching the email approval from the customer. SAP ECS personnel cannot submit a Service Request without written approval from the customer.		*
9	SM_1.2.09	Service Request Management - Receive and acknowledge service requests via the service request platform - Assess criticality/priority of service requests, effort and approvals required - Coordinate request approval - Notify requester of approval or rejection - Coordinate service request scheduling - Notification of service request completion	Standard Services	Provider will address service requests during the hours of operations as defined in the Service Level Agreement. Change Requests (CR) or Change Orders subject to process defined in Agreement. Service requests which require commercial change requests (CR) or which need to be planned and coordinated are performed during customer business hours only.		*
10	SM_1.2.10	Services and support required due to customer non-compliance with contractual obligations	Enhanced Managed Services ("EMS") that cannot be performed by customer	HEC customers have contractual obligations including those specified in the HEC contract and this Roles and Responsibilities document. Non-compliance with these obligations can significantly impact system operations and service quality. Extra efforts expended by HEC staff to remedy these situations is the responsibility of the customer. Charges for these efforts will be documented and discussed with customer prior to billing.		*
11	SM_1.2.11	Create service plan for reoccurring and proactive HEC EMS tasks / Create and maintain service plan for reoccurring and proactive HEC services	Enhanced Managed Services ("EMS") that cannot be performed by customer			*
12		Services to support industry regulations		This section does not define a fixed-scope service package but represents an open list of possible services that can be offered to support specific compliance needs; a detailed service scope must be specified in the managed services contract; examples for industry standards that may be addressed with these services are GxP or HIPAA.		
13		Qualifications Services				
14	SM_1.6.02	Qualification deliverables (project and lifecycle documentation)	Optional Services			*
15	SM_1.6.03	Personnel qualification and training as mandatory requirement for administrator access to regulated industries systems	Optional Services			*
16	SM_1.6.04	Onboarding / system set-up with additional Installation Qualification	Optional Services			*
17		Process Services				
18	SM_1.6.06	Documents and records management for regulated industries	Optional Services			*
19	SM_1.6.07	Change and configuration management for regulated industries	Optional Services			*
20	SM_1.6.08	Problem management for regulated industries	Optional Services			*
21	SM_1.6.09	Audits and periodic review	Optional Services			*
22	SM_1.6.10	System decommission for regulated industries	Optional Services			*

23		B - Managed Infrastructure	<p>Section B - Managed Infrastructure describes the infrastructure services provided for components used as part of managed systems; services around "Server Provisioning" (aka IaaS) are described in detail in the respective section. Infrastructure related services may be different depending on deployed infrastructure platform (e.g. Hyperscaler).</p> <p>SAP provides standard software applications that often cross industry boundaries, and because each customer has a unique set of system needs, there are numerous possibilities with regard to different types of business usages and thus sizing KPIs. In a typical sizing project, the customer perform a series of evaluations and tasks to get accurate sizing results.</p>		
24		Data Center Management			
25	INFRA_1.1.01	Manage Data Center	Standard Services	HEC is operated either in DC facilities owned by the respective HEC service provider, in rented co-location facilities, public cloud, or on hyperscaler infrastructure platforms.	*
26		Network Management			
27	INFRA_1.2.01	Manage remote connection between the managed system landscape and service provider's support infrastructure	Standard Services	Service initiated after formal transition to HEC service provider.	*
28	INFRA_1.2.03	Move an existing system in a Customer landscape to new subnet for the purpose of network segregation	Enhanced Managed Services ("EMS") that cannot be performed by customer	For moving or reconfiguring existing virtual machines from one subnet to another subnet. Does not include Customer Gateway Servers (CGS) - see INFRA_1.2.06 for CGS.	*
29	INFRA_1.2.03C	Move existing virtual machine in a Customer landscape from non-zonal to zonal deployment - Azure only	Enhanced Managed Services ("EMS") that cannot be performed by customer	Applicable for 2.0 systems only. This service is applicable only for existing customer builds with AvSets. This service allows a conversion of availability sets (non-zonal) to Availability zones. Zonal to non-zonal conversion is not offered on Azure platform. All VMs of a SID need to be converted.	n/a
30	INFRA_1.2.03D	Prepare Customer landscape for zonal migration - Azure only	Enhanced Managed Services ("EMS") that cannot be performed by customer	Applicable for 2.0 systems only. This service is applicable only for existing customer builds with AvSets. This service allows a conversion of availability sets (non-zonal) to Availability zones. Zonal to non-zonal conversion is not offered on Azure platform. A complete customer landscape must be migrated within in Six (6) months from service start. After the landscape is prepared for zonal migration, all new builds will be zonal. New AvSet builds are not supported. Additional services may be required such as: Network GW resilience / Storage resilience - and must be checked by Customer and ordered separately.	n/a
31	INFRA_1.2.04	Modify existing customer connectivity (VPN, MPLS, Cloud Peering, ExpressRoute, Direct Connect, Interconnect, VPC/VNET Peering, etc.)	Standard Services	One (1) ticket per each feature change is required (after initial connectivity is established). Service modifications require downtime.	*
32	INFRA_1.2.06	IP address migration of Customer Gateway Servers (CGS) - Change IP addressing of existing network segment to new IP addressing	Enhanced Managed Services ("EMS") that cannot be performed by customer	For use where the original IP range needs to be changed of a Customer Gateway Servers (CGS). Only offered in SAP data center.	*
33	INFRA_1.2.07	Enable DNS integration of on-premise customer domains into customer DNS servers to resolve on-premise host names	Standard Services	Standard service during initial set-up and onboarding phases only. If required after system handover use INFRA_1.2.11. Supported through DNS forwarding on the DNS server. This task does not add /etc/hosts file entries on individual servers.	*
34	INFRA_1.2.08	Migrate SAP domain (*.sap.biz) to customer domain or customer domain migration	Enhanced Managed Services ("EMS") that cannot be performed by customer	Used in case customer wants to change from HEC internal domain to customer domain or want to migrate existing domain to new domain due to organizational change.	*
35	INFRA_1.2.11	Change DNS configuration	Standard Services	DNS forwarding to Customer on-premise domains; zone transfers to multiple remote sites; and changes to existing DNS config.	*
36	INFRA_1.2.12	Generate shared access key for hyperscalers and allow IP	Standard Services	For brownfield migrations. Allow access to SAP ECS cloud storage to upload on-premise data for migration purposes. Establish connection between on-premise to SAP ECS cloud storage by whitelisting the on-premise public IPs.	*
37		Hardware Operations	Applies to equipment managed by service provider.		
38	INFRA_1.4.03	Plan and conduct HEC infrastructure maintenance	Standard Services		*
39	INFRA_1.4.05	Monitor critical operations parameters of HEC computing environment	Standard Services		*
40	INFRA_1.4.06	Monitor disk capacity	Standard Services	Subject to additional fees for additional capacity.	*
41	INFRA_1.4.07	Monitor server capacity	Standard Services	Subject to additional fees for additional capacity.	*
42	INFRA_1.4.08	Monitor network utilization	Standard Services		*
43	INFRA_1.4.09	Infrastructure/hardware/system requests; Process commercial change requests as required for hardware upgrades, additions etc.	Standard Services	Subject to reasonable lead time, customer to provide request via tracking system with sufficient detail; additional fees apply; service provided only during office hours (referring only to the commercial part, technical implementation timing will be scheduled based on contractual specifications).	*
44	INFRA_1.4.11	Scale compute capacity (memory and CPU)	Optional Services		*
45		Storage Management			
46	INFRA_1.5.01	Manage data files, file systems and disks per HEC standards and practices	Standard Services		*
47	INFRA_1.5.02	Scale storage capacity	Optional Services		*
48	INFRA_1.5.07	Encrypt EBS root volumes	Standard Services		*
49	INFRA_1.5.08	Remove SWAP disk from HANA database machines	Standard Services		*
50		Operating System			
51	INFRA_1.6.01	Create and maintain OS users and groups	Standard Services	HEC service provider access only, no privileged access to operating system by customer.	*
52	INFRA_1.6.04	Inform customer regarding security incidents	Standard Services		*
53	INFRA_1.6.05	Configure OS parameters	Standard Services	Used for various activities such as Time Zone parameter changes/updates.	*
54	INFRA_1.6.06	Troubleshoot operating system problems, monitor system log and file systems	Standard Services		*
55	INFRA_1.6.07	Work with OS vendor to resolve operating system issues	Standard Services		*
56	INFRA_1.6.08	Monitoring of swap and page areas	Standard Services		*
57	INFRA_1.6.09	Monitoring of memory load	Standard Services		*
58	INFRA_1.6.12	Software Lifecycle Management of operating system	Standard Services	Can be ordered as part of a "Bundled Service".	*
59		System Startup/Shutdown			
60	INFRA_1.7.01	Perform scheduled startup/shutdown of computing environment	Standard Services		*
61	INFRA_1.7.03	Restart computing environment after failure	Standard Services		*
62		Backup/Restore			
63	INFRA_1.8.01	Perform standard file system and database backups	Standard Services	Per HEC standards, or according to specific terms of the HEC Agreement.	*

64	INFRA_1.8.10	On-demand backup / Extension of existing on-demand backup	Enhanced Managed Services ("EMS") that cannot be performed by customer	Lead time for backup to be aligned in advance. Retention period cannot be more than the contract end date or Twelve (12) months, whichever is earlier. Backups retained for more than Twelve (12) months are not covered in this offering. BLOB (binary large object) storage to be factored additionally as per size requirements using INFRA_1.5.02. Log backups for the database will not be retained.		*
65	INFRA_1.8.09	Long Term Backup: SKU-based, Supplementary Service-based	Optional Services	This service is based on the standard scheduled backup offering as described in Customer's contracted service type: for example, LTB backups from supplementary or SKU-based backups for PCE contracts. Retention period cannot be longer than the contract end date. This service will utilize an online backup mechanism for DB/FS, and log backups for the database will not be retained. Lead times for change request processing are to be factored in when ordering the service, BLOB (binary large object) storage to be factored in as per size requirements.		*
66	INFRA_1.8.11	Monitor backup processes	Standard Services			*
67	INFRA_1.8.07	Test backup/restore procedures periodically	Standard Services	This task cannot be ordered by customers. This task is used to verify procedures and operational readiness; testing is not performed for each individual system but for representative scenarios.		*
68	INFRA_1.8.03	Perform data restore and recovery (file system, database) as required after system failures	Standard Services	Extra charges apply for restores if caused by customer error.		*
69	INFRA_1.8.02	Perform data restore and recovery (file system, database) on customer request (other reasons than as a response to system failures)	Enhanced Managed Services ("EMS") that cannot be performed by customer	Additional charges apply.		*
70	INFRA_1.8.06	Validate logical integrity and consistency of restored information	Excluded Tasks			*
71		NFS DB Volume Consistent Snapshot and Restore	Tasks and services for NFS are restricted to existing Customers and not currently available for new Customers. Available only in an SAP Datacenter. Note the following restrictions when requesting non-standard fileshare replication. Storage and file count of custom folder/mount must be equal to or less than 512GB and equal to or less than 1 Million respectively.			*
72	INFRA_1.13.01	Perform standard NFS DB volume snapshot	Standard Services	SAP HANA and ASE only. Per standards, or according to specific terms of the Agreement.	n/a	n/a
73	INFRA_1.13.02	Perform ad-hoc NFS DB volume consistent snapshot	Standard Services	Lead time to be aligned in advance.	n/a	n/a
74	INFRA_1.13.03	Perform exceptional ad-hoc NFS DB volume consistent snapshot	Standard Services	Example: extend retention period for a snapshot or transfer to secondary system for longer retention. Offered options are described in separate service descriptions and are subject to change; not every theoretically possible combination of snapshot frequency and retention period is offered.	n/a	n/a
75	INFRA_1.13.04	Perform DB NFS volume snapshot restore and recovery (file system, database) - as required after system failures	Standard Services	Extra charges apply for restores if caused by customer error.	n/a	n/a
76	INFRA_1.13.05	Perform DB NFS volume restore and recovery (file system, database) on customer request - reasons other than as a response to system failures	Standard Services		n/a	n/a
77	INFRA_1.13.06	Perform standard flat filesystem NFS volume snapshot (non-DB volumes)	Standard Services	Per standards, or according to specific terms of the Agreement.	n/a	n/a
78	INFRA_1.13.07	Restore standard flat filesystem NFS volume snapshot (non-DB volumes) - on customer request (other reasons than as a response to system failures)	Standard Services		n/a	n/a
79	INFRA_1.13.07A	Restore standard flat filesystem NFS volume snapshot (non-DB volumes) - as required after system failures	Standard Services		n/a	n/a
80		NFS Mount for On-Premise and Hyperscaler				
81	INFRA_1.14.01	Mount Customer-provided On-Premise and/or Hyperscaler NFS	Standard Services	Only available for NFSv4.1 and higher. Service Level Agreement (SLA) is not applicable to NFS mounts via WAN. May require system restart. Only "soft mount" is supported. Performance and bandwidth monitoring is Customer's responsibility.		*
82		Infrastructure integration				
83	INFRA_1.9.02	Integrate customer Active Directory, Google IdP and other identity management solutions	Excluded Tasks	Customer may engage other SAP services pertaining to SSO solutions for cloud environment.		*
84	INFRA_1.9.04	Provide access to systems/resources within customer infrastructure	Excluded Tasks	If required to fulfill agreed contractual obligations.		*
85		File transfer capabilities: CIFS shares				
86	INFRA_1.10.01	Mount remote customer SMB shares locally on managed landscape Windows clients and Linux clients (aka CIFS)	Standard Services	Within contractually agreed infrastructure capacity. SMB shares on DB servers are not allowed.		*
87	INFRA_1.10.01A	Provide Samba Server Share on managed landscape LINUX server for remote SMB clients	Enhanced Managed Services ("EMS") that cannot be performed by customer	Within contractually agreed infrastructure capacity. Samba Server Share configurations are not allowed on DB servers.		*
88	INFRA_1.10.03	User and access management	Enhanced Managed Services ("EMS") that cannot be performed by customer	Once/initially when share is created.		*
89	INFRA_1.10.04	Create and maintain folder structure on shares	Enhanced Managed Services ("EMS") that cannot be performed by customer			*
90	INFRA_1.10.05	Ensure up-to-date anti-virus protection on end user equipment connecting to the provided shares	Excluded Tasks			*
91	INFRA_1.10.06	Implement virus protection on server	Enhanced Managed Services ("EMS") that cannot be performed by customer			*
92	INFRA_1.10.07	Backup of data uploaded to shares to ensure data integrity	Excluded Tasks	Customer must ensure that data which get uploaded to the CIFS shares are kept properly secured at customer end; the shares themselves are only backed up via standard file system backups not allowing point-in-time recovery.		*
93		Managed SFTP Server	To be installed on existing application server in managed system			
94	INFRA_1.11.01	Configure sftp daemon	Enhanced Managed Services ("EMS") that cannot be performed by customer	Only available on Linux. External inbound (from internet) is not permitted.		*
95	INFRA_1.11.02	Create and maintain sftp user accounts and groups	Enhanced Managed Services ("EMS") that cannot be performed by customer	For additional requests. One (1) user included during setup.		*
96	INFRA_1.11.03	Manage file systems	Enhanced Managed Services ("EMS") that cannot be performed by customer	Within contractually agreed infrastructure capacity.		*
97	INFRA_1.11.04	Provide user list	Excluded Tasks			*
98	INFRA_1.11.05	Create and delete files	Excluded Tasks			*
99		Management of Wide Area Network				
100	INFRA_1.12.01	Provide network infrastructure at customer data center/site	Excluded Tasks			*
101	INFRA_1.12.02	Provide network switching and ports at SAP/Partner data center to customer to connect telco equipment.	Standard Services	Per SAP Guidelines, customer must ensure compatible network infrastructure at own site. Note: does not include infrastructure such as rackspace for MPLS or other devices.		*
102	INFRA_1.12.03	Determine appropriate size and purchase network connection between customer and HEC sites; manage telecommunication provider/ISP	Excluded Tasks			*

103	INFRA_1.12.04	SAP Cloud Peering: Establish a virtual connection to an SAP datacenter via a customer's interconnection provider	Optional Services	Can only be used if SAP is connected to same interconnection provider. Monthly subscription fee via Change request based on bandwidth. Not available in all regions or for all interconnection partners. Connection of customer on-premise networks to interconnection hub is performed by the customer with their selected interconnect provider.		*
104	INFRA_1.2.05	Add additional VPN or MPLS	Optional Services	Requires new VPN questionnaire to be completed.		*
105		Firewall-as-a-Service (FWaaS)	Optional Services	<p>Firewall as a Service (FWaaS) brings UTM-based firewall technology to customer landscapes on Hyperscalers and includes features such as advanced traffic filtering, intrusion prevention (IPS) and bot detection. The service is fully managed by the Service Provider, but customers will have the possibility to request new rules to be added to their firewall or existing rules deleted. Customers can also request an export of their rulebase.</p> <p>FWaaS does not take over firewalling responsibilities for customers in their respective on-premise landscapes. The scope of FWaaS is to filter traffic within the SAP ECS Private Cloud Landscape where customers cannot do this by themselves. Customers are still required to filter on their side which user/server is allowed to go the landscape. FWaaS usually accepts all connectivity from customer networks as checked and trusted. FWaaS has been designed to fit easily and smoothly into new and existing environments while being as transparent to configuration efforts as possible. Customers may be required to perform some technical reconfigurations on their side.</p>		
106	FWAAS_1.1.01	Install Network Virtual Appliance	Optional Services	Base FWaaS installation.		*
107	FWAAS_1.1.02	Modify firewall rulebase	Standard Services	Adding/removing rules or modifying existing rules. Requests are limited to Two (2) changes per workweek with a maximum of Ten (10) rule changes per request. This task is included only if the Firewall-as-a-Service (FWaaS) offering is included in the base customer contract or later added as a Change Request.		*
108	FWAAS_1.1.03	Export Customer rulebase	Optional Services	Limited to One (1) rulebase export per month.		*
109		C1 - Database Management SAP HANA				
110		SAP HANA (general database operations)	Standard Services	The standard service scope specified by this version of the Roles and Responsibilities includes certain baseline features and functionalities which are part of the SAP HANA database. SAP HANA provides additional or optional features and functionalities for which related services and support are not included in the standard service scope, and may be available on an additional cost basis. Additional and optional services to support these and future SAP HANA features and the availability of those services will be evaluated and determined by SAP on a case-by-case basis, including the assessment of associated efforts and costs. The respective standard and additional services are shown in separate sections of this document.		
111	HANA_1.1.31	Provide recommendations on database release management	Standard Services	HEC will provide guidance on recommended database releases based on operational experience in HEC and information given by SAP Product Development.	n/a	n/a
112	HANA_1.1.01	Plan and perform file system extensions for e.g. backup activities	Standard Services	Additional infrastructure consumption requires a CR.	n/a	n/a
113	HANA_1.1.02	Monitor database resource consumption to detect issues in technical operations	Standard Services	Task output feeds into capacity management; recommendations for optimization may also be provided via SAP Enterprise Support services.	n/a	n/a
114	HANA_1.1.03	Monitor table growth to proactively prevent operational issues and ensure that the service stays within the contractual sizing boundaries	Standard Services	Monitoring and alerting is performed through automated system. Recommendations for limitation of data growth may also be provided via SAP Enterprise Support services.	n/a	n/a
115	HANA_1.1.04	Partition tables (technical execution)	Standard Services	Task to be performed by Service Provider Only; cannot be performed by Customer. If partitioning is required due to extensive table growth, the Standard Service includes the partitioning of only One (1) table per SID, per contract year, whether the request is for online or offline table partition. Requests for the creation of empty partitions shall be submitted by the Customer and will be treated as standard services. Any additional partitioning requests will be billed separately under HANA_1.1.35.		*
116	HANA_1.1.35	Partition tables (technical execution) - additional requests	Enhanced Managed Services ("EMS") that cannot be performed by customer	Efforts for additional table partition requests.	n/a	n/a
117	HANA_1.1.36	Database table redistribution based on the table placement rules (Technical Execution)	Standard Services	For requirements involving application dependency (e.g. Moving tables and table partitions manually from one host to another).	n/a	n/a
118	HANA_1.1.05	Perform rowstore / column store migration: technical execution only	Standard Services	Per customer request. Executing party to be mutually agreed between HEC and customer; migration of larger SAP tables to be done by HEC; customer should perform task on own tables if desired; additional downtime required per customer approval.	n/a	n/a
119	HANA_1.1.37	Database Defragmentation (Data Volume Reclamation)	Standard Services		n/a	n/a
120	HANA_1.1.38	Row Store reorganization	Standard Services		n/a	n/a
121	HANA_1.1.06	Monitor database for technical issues; analyze and resolve technical database failures	Standard Services		n/a	n/a
122	HANA_1.1.07	Clean-up HANA log and trace files (traces, statistic files etc.) to free up capacity and keep HANA system clean and healthy	Standard Services		n/a	n/a
123	HANA_1.1.08	Maintain technical configuration parameters for SAP HANA and SAP HANA XS based on SAP and HEC standards and recommendations	Standard Services		n/a	n/a
124	HANA_1.1.09	Start/stop database	Standard Services		n/a	n/a
125	HANA_1.1.10	Add/remove SAP HANA node to adjust SAP HANA capacity	Optional Services	For HANA scale-out configurations only.	n/a	n/a
126	HANA_1.1.28	Create additional schema for existing SAP HANA datamart	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a

127	HANA_1.1.26	Change SAP HANA database architecture (single node to multi node or vice versa)	Optional Services	Single node to multi node and vice-versa requires additional steps such as adding/removing HANA services and would be treated as a hardware migration.	n/a	n/a
128	HANA_1.1.11	Manage standby databases (HANA System Replication) for high availability	Standard Services	Performed only for productive systems; only if dedicated standby databases are explicitly included as part of the solution in the contract. Not in scope for multi-node set-ups. Failover tests are not performed on a regular basis per system.	n/a	n/a
129	HANA_1.1.12	Update SAP HANA database software	Standard Services	Additional downtime for maintenance required; Systems with HA nodes include the use of advanced update approaches by default such as ZDO/Downtime Minimization . The term "update" denotes the change to a new minor release of the hosted SAP software, typically focused on bug fixes and small enhancements. DB client updates are merged with the SAP application kernel update method.	n/a	n/a
130	HANA_1.1.12A	Install or Update SAP HANA client	Standard Services	Install or update SAP HANA client software on application instances and non SAP HANA systems. Applicable for Production and Non-Production systems. Can be ordered as part of a "Bundled Service".	n/a	n/a
131	HANA_1.1.33	SAP HANA version upgrade and update of DB Client	Standard Services	HANA systems to HANA MDC system with latest support pack levels, and with replication mode set to CLR. The term "version upgrade" denotes the change to a new major release of the hosted SAP software, typically including functional enhancements.	n/a	n/a
132	HANA_1.1.22	SAP HANA Transports Management Set-up	Enhanced Managed Services ("EMS") that can be performed by customer	Limited to the setup of the transport management system and does not include ongoing operation of the transport management system.		*
133	HANA_1.1.14	Implement / maintain additional SAP tools (e.g. SAP HANA Analytics Foundation Browser)	Standard Services	Depending on customer requirements; only for tools in the HANA context delivered by SAP, 3rd party tools not covered.	n/a	n/a
134	HANA_1.1.16	System troubleshooting, e.g. blocked transactions, to overcome issues and bring SAP HANA back to normal state of operations	Standard Services		n/a	n/a
135	HANA_1.1.17	Create/modify users for HANA modelling in the SAP HANA Studio	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
136	HANA_1.1.18	User, roles, and permissions management for non-technical users	Enhanced Managed Services ("EMS") that can be performed by customer	Customer has ownership and responsibility for SAP HANA role CUST_USER_ROLE_ADMIN.		*
137	HANA_1.1.19	User, roles and permissions management for technical and administration users	Standard Services	Technical users: e.g. users delivered and used by SAP HANA. This service is only for internal Users created by HEC e.g. SAPSID / SAPABAP1 / SAPHANADB.	n/a	n/a
138	HANA_1.1.20	Perform database backups (regular full backups and log backups)	Standard Services	Per HEC backup policy.	n/a	n/a
139	HANA_1.1.21	Restore and recover SAP HANA after technical issues	Standard Services	Restores on customer request provided at additional costs.	n/a	n/a
140	HANA_1.1.30	Perform database consistency check (DBCC)	Standard Services		n/a	n/a
141	HANA_1.1.32	Export/Import of database schema	Excluded Tasks		n/a	n/a
142	HANA_1.1.23	Implement SAP HANA database encryption on SAP HANA database already installed during Operations	Standard Services	Enable encryption on systems in operation. Downtime should not be required but may be in extreme cases; potential additional storage consumption is subject to a change request (CR). Applicable for SAP HANA Platform 2.0 SPS 07 or higher systems. Downtime may be needed for lower versions.	n/a	n/a
143	HANA_1.1.24	Implement SAP HANA database encryption on SAP HANA database already installed during Build	Enhanced Managed Services ("EMS") that cannot be performed by customer	Encryption enabled by default for SAP HANA Platform 2.0 SPS 07 or higher systems. For SAP HANA Platform 2.0 SPS 05, encryption enabled at system build only if it has been requested.	n/a	n/a
144	HANA_1.1.39	Implement SAP HANA log encryption on SAP HANA database already installed in HEC	Standard Services		n/a	n/a
145	HANA_1.1.40	Configure Secure Communication on SAP HANA System Replication (HSR)	Standard Services	Available by default in HANA 2.0. Explicitly required only for HANA 1.0 where EarlyWatch Alert recommends to secure System Replication communication or a Tenant needs to be moved to another system.	n/a	n/a
146	HANA_1.1.41	Activate SAP HANA Fast Restart Option	Standard Services		n/a	n/a
147	HANA_1.1.42	Deactivate SAP HANA Fast Restart Option	Standard Services		n/a	n/a
148	HANA_1.1.43	Install or Update HANA plug-ins	Standard Services	Used for installation or update of HANA plug-ins on the selected HANA database.	n/a	n/a
149	HANA_1.1.44	System (OS Level) configuration to enable SSL/TLS on HANA	Standard Services		n/a	n/a
150	HANA_1.1.45	Refresh test data	Enhanced Managed Services ("EMS") that cannot be performed by customer	Copies application data based on business objects from Production (PRD) to Non-Production environment for testing purposes. Minimum required software version is S/4HANA 2023.		*
151	HANA_1.1.47	SAP ASE database to SAP HANA database - in-place migration	Enhanced Managed Services ("EMS") that cannot be performed by customer	Additional infrastructure is required and must be ordered separately.		*
152	HANA_1.1.46	Workload Management	Standard Services	Workload class configuration is intended for the Customer to perform. However, the Customer can request that the Service Provider perform this task; the Customer must provide the configuration, thresholds, and values in the service request.		*
153		SAP HANA XS				
154	HANA_1.2.01	Maintain technical configuration parameters for SAP HANA XS based on SAP and HEC standards and recommendations	Standard Services		n/a	n/a
155	HANA_1.2.02	Maintain Application Runtime Configurations	Standard Services		n/a	n/a
156	HANA_1.2.03	Manage Trust Relationships	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
157	HANA_1.2.04	Maintain SAML Providers	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
158	HANA_1.2.05	Maintain SMTP Server Configurations	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
159	HANA_1.2.06	Maintain HTTP Access to SAP HANA	Standard Services		n/a	n/a
160	HANA_1.2.08	Maintain User Self Service Tools	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a

161	HANA_1.2.09	Schedule XS Jobs	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
162	HANA_1.2.11	Maintain HTTP Traces for SAP HANA XS Applications	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
163		SAP HANA XSA	SAP HANA XSA is a separate technical component and not part of a standard installation of an SAP HANA database; SAP HANA XSA needs to be explicitly included/scoped in the initial contract or subsequent Change Request (CR).			
164	HANA_1.9.01	Install along with HANA Server	Optional Services		n/a	n/a
165	HANA_1.9.02	Install XSA Components as an add-on for already installed HANA Server	Optional Services		n/a	n/a
166	HANA_1.9.04	Set-up/Configure of XSA for HANA Development at customer side	Excluded Tasks		n/a	n/a
167	HANA_1.9.05	Configure XS-CLI Tool for HANA Development	Excluded Tasks		n/a	n/a
168	HANA_1.9.06	User management for HANA Development	Excluded Tasks		n/a	n/a
169	HANA_1.9.07	Monitoring of XSA services and its applications	Standard Services	Super set will be included in monitoring if selected.	n/a	n/a
170	HANA_1.9.08	Set-up Logical database (Register Tenant Database)	Standard Services		n/a	n/a
171	HANA_1.9.10	Backup and restore of XSA specific files	Optional Services		n/a	n/a
172	HANA_1.9.11	Web Dispatcher configuration for the applications installed by HEC and built by customers	Standard Services		n/a	n/a
173	HANA_1.9.13	Support customer built applications	Excluded Tasks		n/a	n/a
174	HANA_1.9.14	Availability monitoring of customer built applications	Excluded Tasks		n/a	n/a
175	HANA_1.9.15	Backup of custom applications if using file system storage	Standard Services		n/a	n/a
176	HANA_1.9.16	Restore of customer built applications using file system storage provided the backup has been enabled prior	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a	n/a
177	HANA_1.9.17	Post-restore task checking and connection of custom applications	Excluded Tasks		n/a	n/a
178	HANA_1.9.19	Upgrade XSA	Standard Services	Includes add-ons.	n/a	n/a
179	HANA_1.9.20	Customer-specific pre and post-activity for XSA upgrades	Excluded Tasks		n/a	n/a
180		SAP HANA: Smart Data Integration (Formerly Enterprise Information Management - EIM)	Extended feature beyond the standard service scope.			
181	TO_HANA_SDI_1.1.01	Enable Data Provisioning Server	Standard Services	The Data Provisioning Server is a native SAP HANA process. It is built as an index server variant, runs in the SAP HANA cluster, and is managed and monitored just like other SAP HANA services. The Data Provisioning Server is installed with, but must be enabled in, the SAP HANA Server.	n/a	n/a
182	TO_HANA_SDI_1.1.02 A	Install, configure, and register Data Provisioning Agents	Standard Services	Provided for DP Agents as part of the contract/SOW/Order Form and/or for DP Agents that were added with a contractual Change Request. For additional DP Agents see TO_HANA_SDI_1.1.02. Note: Agent registration is the Customer's responsibility for HANA as the target in an SAP BTP deployment scenario.		*
183	TO_HANA_SDI_1.1.02	Install, configure, and register Data Provisioning Agents - Additional Agents	Optional Services	For additional DP Agents. Note: Agent registration is the Customer's responsibility for HANA as the target in an SAP BTP deployment scenario.	n/a	n/a
184	TO_HANA_SDI_1.1.04	Set-up Smart Data Quality (SDQ)	Optional Services	Deploy SDQ, download Address and Data Cleansing package from the SAP Service Market Place and configuration from SAP HANA Server. SFTP access will be set-up so that the customer may upload the address directories on their own.	n/a	n/a
185	TO_HANA_SDI_1.1.05	Set-up Agile Data Preparation (ADP)	Enhanced Managed Services ("EMS") that cannot be performed by customer	ADP requires SDQ, ESS and HRF be deployed and set-up with related users and authorizations.	n/a	n/a
186	TO_HANA_SDI_1.1.06	Administration of Agile Data Preparation (ADP)	Enhanced Managed Services ("EMS") that can be performed by customer	Setting Export Options, worksheet expiration, password features, warehouse workspace, and size and policy for queues.	n/a	n/a
187	TO_HANA_SDI_1.1.07	Set-up replications, federation and transformations	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
188	TO_HANA_SDI_1.1.08	FlowGraph jobs backup	Excluded Tasks	Customer can use SAP SDI Web application interface and/or SDI Fiori Catalog/Tiles for this task.	n/a	n/a
189	TO_HANA_SDI_1.1.09	Replication task backup	Excluded Tasks	Customer can use SAP SDI Web application interface and/or SDI Fiori Catalog/Tiles for this task.	n/a	n/a
190	TO_HANA_SDI_1.1.10	DP Agent - High Availability set-up	Optional Services	DP Agent can be configured in High Availability mode by introduction of agent group, comprising of additional agent instances (not available for target cloud HANA connections); included only if explicitly mentioned in the contract.		*
191	TO_HANA_SDI_1.1.11	Deploy standard adapters with SAP HANA	Standard Services	See the SDI guide on the SAP Help Portal for a list of standard and custom adapters delivered with DP Agent installation.		*
192	TO_HANA_SDI_1.1.12	Deploy custom adapters with SAP HANA	Enhanced Managed Services ("EMS") that can be performed by customer	See the SDI guide on the SAP Help Portal for a list of standard and custom adapters.	n/a	n/a
193	TO_HANA_SDI_1.1.13	Monitor Data Provisioning tasks and remote subscriptions	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
194	TO_HANA_SDI_1.1.14	Process remote subscription exceptions	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a

195	TO_HANA_SDI_1.1.15	Re-connect DP Agent	Standard Services	Disconnect the agent from the current target HANA database and register it with a new one. Adapter related activities (start, stop) are Customer's responsibility.		*
196		Capture and Replay	Extended feature beyond the standard service scope.			
197	TO_HANA_CR_1.1.01	Prepare capture in source system	Optional Services	Import Delivery units, set-up users and roles.	n/a	n/a
198	TO_HANA_CR_1.1.02	Start capture	Optional Services	Customer must ensure sufficient capacity to store capture of workload; capacity extension requires change request (CR).	n/a	n/a
199	TO_HANA_CR_1.1.03	Set-up replay in target system	Optional Services	Import Delivery units, set-up users and roles.	n/a	n/a
200	TO_HANA_CR_1.1.04	Configure replayer service	Optional Services	Configure replayer service.	n/a	n/a
201	TO_HANA_CR_1.1.05	Preprocess and replay in target system	Optional Services		n/a	n/a
202		SAP HANA: Accelerator for SAP ASE (AFA)	Will be deprecated by 2027.			
203		Operational Set-up				
204	TO_AFA_1.1.01	Install Accelerator for SAP ASE Package	Standard Services	HANA - AFA package is installed on the SAP HANA DB node.	n/a	n/a
205	TO_AFA_1.1.02	Add Accelerator for ASE Host	Enhanced Managed Services ("EMS") that cannot be performed by customer	Adding Accelerator for ASE host. For multi-tenant set-ups, AFA nodes are added exclusively to each tenant DB.	n/a	n/a
206	TO_AFA_1.1.03	Install and configure SAP Replication Server	Standard Services	SAP Replication server is required when data is replicated from existing SAP ASE OLTP source server to SAP HANA target server. Depending on SAP ASE OLTP server installed location i.e. on on-premise or HEC landscape, replication server can be installed as managed server.	n/a	n/a
207	TO_AFA_1.1.04	Authorization - Set-up	Standard Services	Activate accelerator for ASE roles, privileges and object access for monitoring and operations. Provision HEC specific user and roles.	n/a	n/a
208	TO_AFA_1.1.05	Enable Pushdown Optimization	Standard Services	AFA pushdown optimization is enabled on AFA nodes.	n/a	n/a
209	TO_AFA_1.1.06	Import Delivery Units	Standard Services	Import of AFA Delivery units in HANA multi-container scenarios. This task is required only in MDC set-up.	n/a	n/a
210	TO_AFA_1.1.07	Multitenant Set-up	Standard Services	Configure and set-up AFA nodes for each tenant DB including, service initialization, cockpit access, delivery units and verification.	n/a	n/a
211	TO_AFA_1.1.08	Configure HTTP Access for Multi Database Containers (MDC)	Enhanced Managed Services ("EMS") that cannot be performed by customer	Configure HTTP Access for Multitenant Database Containers for HANA Cockpit Access and monitoring. Note: This task is not required if HTTP Access is already configured for existing MDC set-up.	n/a	n/a
212	TO_AFA_1.1.09	High availability set-up and configuration	Optional Services	High Availability set-up and configuration involving single or multi-tenant DB set-ups including ETS group set-up; only if standby nodes are part of the contractual landscape design.	n/a	n/a
213		SAP ASE AFA - Other Services				
214	TO_AFA_1.2.02	Data Replication for Accelerated Reporting	Excluded Tasks	Set-up ASE OLTP data replication to HANA DB. Identify and set-up DB objects to be replicated.	n/a	n/a
215	TO_AFA_1.2.03	Monitor Accelerator for ASE Pushdown Statement	Excluded Tasks	Monitoring Accelerator for ASE objects including pushdown statements using HANA Cockpits.	n/a	n/a
216		SAP HANA: Streaming Analytics Option (Formerly Smart Data Streaming SDS)	Extended feature beyond the standard service scope.			
217	TO_HANA_SA_1.0.01	Install Streaming Analytics option package	Optional Services	SAO package is installed on the SAP HANA DB node/MDC Tenant.	n/a	n/a
218	TO_HANA_SA_1.0.02	Add Streaming Analytics option hosts	Optional Services	A maximum of Two (2) SAO host can be provided. Additional SAO hosts can be provided as an EMS service.	n/a	n/a
219	TO_HANA_SA_1.0.03	Add additional Streaming Analytics option host	Enhanced Managed Services ("EMS") that cannot be performed by customer	A maximum of Two (2) SAO host can be provided. Additional SAO hosts can be provided as an EMS service.	n/a	n/a
220	TO_HANA_SA_1.0.04	Configure data source on Streaming Analytics option host	Enhanced Managed Services ("EMS") that can be performed by customer	Configure odbc.ini for SAP HANA connection from each of the SAO hosts.	n/a	n/a
221	TO_HANA_SA_1.0.05	Set-up streaming authorization	Optional Services	Activate smart data streaming roles, privileges and object access for monitoring and operations.	n/a	n/a
222	TO_HANA_SA_1.0.06	Enable Streaming Analytics related Fiori tiles on existing SAP HANA Cockpit within Customer landscape	Optional Services	Execute tasks for SAP HANA Cockpit activation for operations and monitoring.	n/a	n/a
223	TO_HANA_SA_1.0.07	Configure Streaming Cluster - High Availability set-up	Optional Services	Configure for high availability by adding multiple nodes. Additional Infrastructure required.	n/a	n/a
224	TO_HANA_SA_1.0.08	Provision of Disaster Recovery (Streaming Analytics option nodes)	Optional Services	Provisioning of identical number of nodes at a secondary site to mirror primary site using provisioning tool.	n/a	n/a
225	TO_HANA_SA_1.0.09	Streaming Lite set-up	Excluded Tasks	Streaming Lite is optional and not required as part of a standard SAO installation. The Streaming Lite package is downloadable as a separate component only. Streaming Lite is designed to deploy streaming projects on remote gateway devices	n/a	n/a
226	TO_HANA_SA_1.0.10	Create and deploy Streaming Analytics option streaming projects	Enhanced Managed Services ("EMS") that can be performed by customer	Using SAP HANA Studio, create and deploy project for data streaming to SAP HANA and other external sources.	n/a	n/a
227	TO_HANA_SA_1.0.11	Monitor Streaming Analytics option objects and projects	Enhanced Managed Services ("EMS") that can be performed by customer	Monitoring SAO objects and projects using SAP HANA/ESP Cockpits.	n/a	n/a
228		SAP HANA: Multiple Database Containers (MDC)	Extended feature beyond the standard service scope.			
229	TO_HANA_MDC_1.1.01	Install HANA MDC (HANA server, Client, AFL, Runtime Libraries and Studio) - SAP HANA 2.0	Standard Services	Standard Service if - SAP HANA 1.0. MDC is default in SAP HANA 2.0.	n/a	n/a
230	TO_HANA_MDC_1.1.01A	Install HANA MDC (HANA server, Client, AFL, Runtime Libraries and Studio) - SAP HANA 1.0	Optional Services	Optional Service if - SAP HANA 2.0. MDC is default in SAP HANA 2.0.	n/a	n/a
231	TO_HANA_MDC_1.1.06	Creation of technical users	Enhanced Managed Services ("EMS") that can be performed by customer	MDC is default in SAP HANA 2.0. Customer responsible for user management using CUST_USER_ROLE_ADMIN	n/a	n/a
232	TO_HANA_MDC_1.1.07	Creation of additional tenants for datamart scenarios on existing infrastructure	Optional Services	For use on existing infrastructure. A change request (CR) is required for backup retention requirements and the set-up of new continuous monitoring.	n/a	n/a
233	TO_HANA_MDC_1.1.08	Creation of additional tenants for datamart scenarios on new infrastructure	Optional Services	Additional infrastructure consumption requires a change request (CR).	n/a	n/a

234	TO_HANA_MDC_1.1.04	Install additional services for tenant DB containers	Enhanced Managed Services ("EMS") that cannot be performed by customer	Additional services such as dp server, index server, XS engine. By default one of each comes automatically upon creation of a tenant; installation of additional services required for certain use cases is covered under this line item.	n/a	n/a
235	TO_HANA_MDC_1.1.05	Scale out of tenant database	Enhanced Managed Services ("EMS") that cannot be performed by customer	SAP BW systems only.		*
236	TO_HANA_MDC_1.2.16	Tenant Copy/Move Preparation, Checks, Certificates, Pre-Steps, Move/Copy via replication, post processing steps - No additional infrastructure required	Enhanced Managed Services ("EMS") that cannot be performed by customer	Move will drop the source database after the task is complete. Copy will keep the source after the task is complete.	n/a	n/a
237	TO_HANA_MDC_1.2.17	Tenant Copy/Move Preparation, Checks, Certificates, Pre-Steps, Move/Copy via replication, post processing steps - Additional infrastructure required	Optional Services	Move will drop the source database after the task is complete. Copy will keep the source after the task is complete.	n/a	n/a
238	TO_HANA_MDC_1.2.01	Network: Reserve additional ports to one instance to adjust tenant overhead per instance	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a	n/a
239	TO_HANA_MDC_1.2.03	Auditing: Create and enable audit policies for systemdb and each tenant DB	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a	n/a
240	TO_HANA_MDC_1.2.08	Data storage: DB-specific encryption keys (SSFS Source Key) Change	Enhanced Managed Services ("EMS") that cannot be performed by customer	Change some/all keys upon request by customer. Used for Instance SSFS and System PKI SSFS master key, data volume encryption root key, redo log encryption root key, page encryption keys.	n/a	n/a
241	TO_HANA_MDC_1.2.06	Backup of individual tenants	Enhanced Managed Services ("EMS") that cannot be performed by customer	As per HEC standard, backups are performed for the entire database. However, a tenant-individual backup - as a file based dump - is possible on individual request.	n/a	n/a
242	TO_HANA_MDC_1.2.07	Restore backup of individual tenant	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a	n/a
243	TO_HANA_MDC_1.2.10	Authorization: Manage system privileges and tenant DB privileges - HANA 2.0	Standard Services	Standard Service if - SAP HANA 2.0. MDC is default in SAP HANA 2.0.	n/a	n/a
244	TO_HANA_MDC_1.2.10A	Authorization: Manage system privileges and tenant DB privileges - HANA 1.0	Optional Services	Optional Service if - SAP HANA 1.0. MDC is default in SAP HANA 2.0.	n/a	n/a
245		Active-Active Read Enabled Set-up	Extended feature beyond the standard service scope. Evaluated and reviewed by SAP on a case-by-case basis and pending license availability.			
246	TO_HANA_AAR_1.1.01	Install primary and secondary SAP HANA system	Optional Services	Import delivery units, set-up users and roles.	n/a	n/a
247	TO_HANA_AAR_1.1.03	Establish log replay between both SAP HANA instances	Optional Services	Import delivery units, set-up users and roles.	n/a	n/a
248	TO_HANA_AAR_1.1.04	Establish monitoring for secondary system	Optional Services		n/a	n/a
249		SAP HANA Native Storage Extension (NSE)	NSE is enabled by default on systems running HANA 2.0 SP04 or later. Customer is responsible for evaluating and requesting additional disk space for persistent storage. Additional storage for warm data must be included as part of contract or added as part of a Change Request (CR).			
250	TO_NSE_1.1.01	Change Buffer cache size	Standard Services	Does not include calculating appropriate buffer cache size; Customer must provide buffer cache size. Change Request (CR) required if additional storage is needed.	n/a	n/a
251		Pacemaker High Availability Set-up	Optional Service/Change Request (CR) required for Service Level Agreement (SLA).			
252	TO_HANA_PM_1.1.01	Install SUSE Cluster (Pacemaker) package	Optional Services	For HANA 2.0 or SAP NetWeaver application servers.	n/a	n/a
253	TO_HANA_PM_1.1.01A	Convert non-Pacemaker System to Pacemaker based System	Optional Services	Convert existing system to Pacemaker combines all activities to restructure existing system to the target Pacemaker HA architecture and install/configure Pacemaker on top according to the Service Provider standards. Conversion is executed during a Customer provided downtime window. As a prerequisite, Customer needs to order all required infrastructure for the target Pacemaker/HA system deployment as well as the related Pacemaker packages (SBD, Cluster and Majority Maker if required). Change Request required.		*
254		SAP HANA: Dynamic Tiering (DT)	Dynamic Tiering is no longer available for new installations. This section remains for customer with pre-existing implementations. For BW cases BW Extension nodes are recommended and for all other cases please consider HANA Native Storage extension which is available for HANA 2.0 SP04 onwards.			
255		Operational Set-up				
256	TO_HANA_DT_1.1.01	HANA-DT operational set-up: Install and technically configure HANA DT, add DT Host, Import DT delivery units, maintain technical authorizations	Optional Services			*
257		Optional Services				
258	TO_HANA_DT_1.2.01	Manage extended storage DB spaces (add extended storage to each ES host)	Enhanced Managed Services ("EMS") that cannot be performed by customer	Increased storage consumption is subject to a Change Request (CR) and additional cost.		*
259	TO_HANA_DT_1.2.02	Manage extended storage tables: Create, move or drop ES Tables on each ES storage	Enhanced Managed Services ("EMS") that cannot be performed by customer			*
260		C2 - Database Management	Excluding SAP HANA and Sybase IQ which are described in the respective sections.			
261		Database operations				
262	DB_1.1.17	Provide recommendations on database release management	Standard Services	HEC will provide guidance on recommended database releases based on operational experience in HEC and information given by SAP Product Development.		*

263	DB_1.1.19	Monitor database resource consumption (memory, CPU, storage) to detect issues in technical operations	Standard Services	Task output feeds into capacity management; recommendations for optimization may also be provided via SAP Enterprise Support services.		*
264	DB_1.1.02	Perform database extensions to increase database capacity	Standard Services	Increased consumption will be charged according to contractual Agreement and may be a prerequisite to this task.		*
265	DB_1.1.20	Monitor database for technical issues; analyze and resolve technical database failures	Standard Services			*
266	DB_1.1.24	System troubleshooting, e.g. blocked transactions to overcome issues and bring database back to normal state of operations	Standard Services			*
267	DB_1.1.05	Schedule periodic statistical database collectors to generate statistical performance data	Standard Services			*
268	DB_1.1.06	Perform reorganization to remove database fragmentation	Standard Services			*
269	DB_1.1.07	Maintain database parameters - static and dynamic	Standard Services	Based on vendor recommendations and HEC standards.		*
270	DB_1.1.21	Start/stop database	Standard Services			*

271	DB_1.1.11	Perform upgrades of database software	Standard Services	Can be ordered as part of a "Bundled Service".		*
272	DB_1.1.12	Apply database patches	Standard Services	Can be ordered as part of a "Bundled Service".		*
273	DB_1.1.13	Perform database backups (regular database and log backups)	Standard Services	Per HEC backup policy.		*
274	DB_1.1.14	Restore and recover database after technical issues	Standard Services			*
275	DB_1.1.22	Perform database consistency check (DBCC)	Standard Services			*
276	DB_1.1.25	Create indexes for application tables	Enhanced Managed Services ("EMS") that can be performed by customer			*
277	DB_1.1.26	Shrink database	Enhanced Managed Services ("EMS") that cannot be performed by customer	Valid only for Sybase ASE.	n/a	n/a
278	HANA_1.1.11B	Manage standby application instance for high availability	Standard Services	Performed only for productive systems; only if dedicated standby databases are explicitly included as part of the solution in the contract. Not in scope for multi-node set-ups. Failover tests are not performed on a regular basis per system.		*
279		SAP ASE Database				
280	DB_1.1.18	Implement SAP ASE database encryption on SAP ASE database already installed in cloud	Enhanced Managed Services ("EMS") that cannot be performed by customer	No downtime required.	n/a	n/a
281	HANA_1.1.11A	Manage standby databases (ASE System Replication) for high availability	Enhanced Managed Services ("EMS") that cannot be performed by customer			*
282		IBM Db2				
283	DB_DB2_1.1.01	Install and/or update Db2 client	Standard Services		n/a	n/a

284	DB_DB2_1.1.02	Implement Db2 database encryption on Db2 database already installed during Operations	Standard Services	Enable encryption on systems in operation. Downtime required for re-installation of database; potential additional storage consumption is subject to a change request (CR).	n/a	n/a
285	DB_DB2_1.1.03	Implement Db2 database encryption on Db2 database already installed during Build	Standard Services	Encryption is enabled at system build only if it has been requested.	n/a	n/a
286	DB_DB2_1.1.04	Manage standby databases (Db2 System Replication) for high availability	Standard Services	Performed only for productive systems; only if dedicated standby databases are explicitly included as part of the solution in the contract. Not in scope for multi-node set-ups. Failover tests are not performed on a regular basis per system.	n/a	n/a
287	DB_DB2_1.1.05	Manage standby databases (Db2 System Replication) for Disaster Recovery (DR)	Standard Services	Disaster Recovery is an Optional Service and is only provided in the managed service if Disaster Recovery is part of the contract/SOW/Order Form and/or added with a Change Request.	n/a	n/a
288	DB_DB2_1.1.06	Integrate Db2 system in the DBA Cockpit	Standard Services		n/a	n/a
289	DB_DB2_1.1.07	Check growing tables and provide recommendations for archiving or reorganization	Excluded Tasks		n/a	n/a
290	DB_DB2_1.1.08	Reorganize Tables (Technical Execution)	Standard Services	Automatic table reorganization done via scheduled jobs. Additional requests can be made via DB_DB2_1.09.	n/a	n/a
291	DB_DB2_1.1.09	Reorganize Tables (Technical Execution) - Additional Requests	Enhanced Managed Services ("EMS") that cannot be performed by customer	Used for additional requests for DB_DB2_1.08. Any additional table reorganization to be done manually other than the ones that are scheduled for automatic reorganization via job.	n/a	n/a
292	DB_DB2_1.1.10	Test backup/restore procedures periodically	Standard Services	This task cannot be ordered by customers. This task is used to verify procedures and operational readiness; testing is not performed for each individual system but for representative scenarios.	n/a	n/a
293	DB_DB2_1.1.11	Create tablespace	Standard Services	Tablespace layout created initially during system build.	n/a	n/a
294	DB_DB2_1.1.12	Create additional tablespace and/or table movement (Technical Execution)	Enhanced Managed Services ("EMS") that cannot be performed by customer	Used to request any change in tablespace layout and new tablespace configuration. Changes must be decided and provided by customer. Tables to be moved to be decided and provided by customer.	n/a	n/a
295	DB_DB2_1.1.13	Data Storage: DB specific encryption keys	Standard Services	Backup and maintenance of the keystore	n/a	n/a
296	DB_DB2_1.1.14	Change: DB specific encryption keys	Standard Services	Change the keys upon request by customer	n/a	n/a
297	DB_DB2_1.1.15	User, roles and permissions management for DB technical and administration users required for regular operations	Standard Services		n/a	n/a
298	D - Core Technical Operations					
299	System Installation					
300	BASIC_1.8.01	Installation of HEC solution landscape as specified in the HEC contract, based on SAP and HEC standards and HEC best-practices	Standard Services	If an entirely new customer system is set up as a homogenous copy (no change of database platform) of a customer system already residing in HEC, the respective effort and costs are covered by the general set-up and there will be no additional charge for a "system copy". Source systems not residing inside HEC is not addressed by this comment and is covered by the separately contracted HEC onboarding and migration service.		*
301	BASIC_1.8.25	SAP system re-installation after system handover	Enhanced Managed Services ("EMS") that cannot be performed by customer	Customer may request a system rebuild on existing infrastructure only. This service is for effort only and does not include any required infrastructure change. This service is not applicable if new or changed infrastructure is required as new or changed infrastructure requires a Change Request. Some examples where this Identifier is utilized include changing the IP Address or existing system SID or changing the implementation type from Greenfield to Brownfield or vice versa etc.		*
302	BASIC_1.8.25_A	System Rebuild – SAP NetWeaver and other database-based solutions (e.g., SAP S/4HANA, SAP BW, SAP CRM, SAP BusinessObjects (BOBJ), etc. greenfield/skeleton	Enhanced Managed Services ("EMS") that cannot be performed by customer	Customer may request a system rebuild on existing infrastructure only. This service is for effort only and does not include any required infrastructure change. This service is not applicable if new or changed infrastructure is required as new or changed infrastructure requires a Change Request.		*
303	BASIC_1.8.25_B	System Rebuild - Breakup small (non-DB solutions, e.g., DNS, Web Dispatcher, cloud Connector, etc.)	Enhanced Managed Services ("EMS") that cannot be performed by customer	Customer may request a system rebuild on existing infrastructure only. This service is for effort only and does not include any required infrastructure change. This service is not applicable if new or changed infrastructure is required as new or changed infrastructure requires a Change Request.		*
304	BASIC_1.8.25_C	System Rebuild - Breakup SAP Solution Manager (SOLMAN)Solman - greenfield and/or brownfield	Enhanced Managed Services ("EMS") that cannot be performed by customer	Customer may request a system rebuild on existing infrastructure only. This service is for effort only and does not include any required infrastructure change. This service is not applicable if new or changed infrastructure is required as new or changed infrastructure requires a Change Request.		*
305	BASIC_1.8.25_D	System Rebuild - Breakup additional and/or redo SAP Fiori launchpad, TMS, and/or Adobe setup	Enhanced Managed Services ("EMS") that cannot be performed by customer	Customer may request a system rebuild on existing infrastructure only. This service is for effort only and does not include any required infrastructure change. This service is not applicable if new or changed infrastructure is required as new or changed infrastructure requires a Change Request.		*
306	BASIC_1.8.25_E	System Rebuild - Breakup additional and/or redo of Best Practice enablement or EML/MC deployment	Enhanced Managed Services ("EMS") that cannot be performed by customer	Customer may request a system rebuild on existing infrastructure only. This service is for effort only and does not include any required infrastructure change. This service is not applicable if new or changed infrastructure is required as new or changed infrastructure requires a Change Request.		*
307	BASIC_1.8.25_F	Deploy SAP Template Solution after initial build	Enhanced Managed Services ("EMS") that cannot be performed by customer	Customer may request a system rebuild on existing infrastructure only. This service is for effort only and does not include any required infrastructure change. This service is not applicable if new or changed infrastructure is required as new or changed infrastructure requires a Change Request.		*
308	BASIC_1.8.02	Technical configuration (installation post-processing) of installed systems (e.g. scheduling of standard batch jobs, backup etc.)	Standard Services	Scope is determined by this Roles & Responsibilities document.		*
309	BASIC_1.8.27	Change license for ABAP or Java system or HANA stand-alone database	Standard Services	Update installation numbers and corresponding license for ABAP or Java system with any database or HANA stand-alone database.		*
310	BASIC_1.8.15	Basic Technical Configuration of SAP BW/4HANA Systems	Standard Services	For ABAP Greenfield set-ups only.		*

311	BASIC_1.8.23	Install a preconfigured system from an SAP delivered template solution in a cloud skeleton system	Enhanced Managed Services ("EMS") that cannot be performed by customer	This service performs a restore of a purchased SAP delivered template into a cloud skeleton system. The build of the template is not included in this service. Service must be requested during the initial provisioning phase. Template solution requests coming after the initial delivery of systems require additional service costs. Validation of the compatibility of different SAP delivered templates is not included in this service. Underlying target infrastructure must be appropriately sized and suited for the preconfigured system. In case of image from SAP Cloud Appliance Library (CAL), the image can only be used to set-up the sandbox system.	*
312	BASIC_1.5.01	Customize and configure application, maintain application, application support and application troubleshooting	Enhanced Managed Services ("EMS") that can be performed by customer	HEC delivers systems which are technically configured on technical platform (e. g. SAP NetWeaver) level and ready to be operated. Any solution (e.g. SAP BW, SAP CRM, SAP EP) or customer specific configuration task is not included and must be performed by the customer.	*
313	BASIC_1.8.03	Integrate installed systems into cloud operations environment	Standard Services	Performed One (1) time for each entirely new system. Additional test runs are available as a billable service.	*
314	BASIC_1.8.03A	Integrate installed systems into cloud operations environment - additional test run requests	Enhanced Managed Services ("EMS") that cannot be performed by customer	For additional test run requests as described in BASIC_1.8.03. For Brownfield Post Processing Dry Run PROD in cutover mode (during 24x7). Additional PRD mock test in cutover mode and/or upgrade SAP ECS post processing of a Non-PRD (DEV/QAS) system to cutover mode execution.	*
315	BASIC_1.8.04	Enable system monitoring	Standard Services	Setup technical monitoring of system components only. Does not include monitoring of solutions, customer configuration, interfaces, connections and jobs which can be covered with additional services.	*
316	BASIC_1.8.20	Provide special support to customer during onboarding - general	Enhanced Managed Services ("EMS") that cannot be performed by customer	Depending on scope and approach of onboarding project customers may require technical assistance, e.g. whenever OS access is required; this type of onboarding support can be provided under this line item.	*
317	BASIC_1.8.20A	Provide special support to customer during onboarding – Brownfield Post-Migration Downtime Optimization Service	Enhanced Managed Services ("EMS") that cannot be performed by customer	Subject to assessment and approval by Service Provider and provided on a case-by-case basis. Lead time of Two (2) months required. Optimize post processing timelines and activities performed during post migration. Reduce business downtime by using parallelism in manual activities. Includes: 1) Analysis of post migration activities to identify areas which can be optimized resulting in a reduction of business downtime required for typical migrations; 2) Where applicable, deployment of additional resources to perform manual post migration activities; 3) Pre-arranged activities that can reduce the number of action items required during the post processing execution.	*
318	BASIC_1.8.20_HC	Hypercare - project safeguarding service	Optional Services	The Hypercare enhanced service package helps safeguard critical phases of the solution lifecycle and provides a defined and intense suite of services and checks to support customers during critical project periods such as go-live, business cutover, migrations, etc. See separate service description document for details. A planning window of at least Twenty-One (21) business days required.	*
319	BASIC_1.8.20_NPA	Active entitlement for Non-Productive Systems weekend support - initial system setup	Enhanced Managed Services ("EMS") that cannot be performed by customer	Availability of service and request to be validated with Service Provider. Used for original/initial contract system setup. Customer can request this during initial contract.	*
320	BASIC_1.8.05	Configure application related connection to technical systems managed by the customer	Enhanced Managed Services ("EMS") that can be performed by customer	Create connections to satellite systems.	*
321	BASIC_1.8.11	Implementation of SAP Rapid Deployment Solutions (RDS)	Enhanced Managed Services ("EMS") that can be performed by customer	Due to the large variety of SAP RDS solutions and other packages this must be checked individually to determine whether SAP HEC can implement a particular entity or whether it must be covered by the customer or a consulting party.	*
322	BASIC_1.8.14	Implementation of SAP Best Practices and similar packages	Enhanced Managed Services ("EMS") that can be performed by customer	Customer to inform SAP of the Best Practice (BP) activation requirement during initial provisioning, otherwise existing business client will be overwritten by the new client copy issued from Best Practices activation. Customer is responsible for defining/selecting Best Practice business of the selected country by providing completed Best Practice questionnaire document. BP activation is restricted to single country only in this service. BP activation can only be requested once per system landscape. All customizing that may be required after activation of the Best Practices content in order to meet requirements that differ from Best Practice scenarios is not part of this service. The implementation of "Best Practices for SAP S/4HANA" includes the activation of required business functions in client 000, the provisioning of a client with the desired client set-up alternative, and Best Practice scope items activation in the systems (if requested in the Best Practice questionnaire document provided by the customer). Best Practices scope items import and activation, if requested during system build, happens after the system is handed-over to the customer. Fiori technical enablement will be done in the (re-)created client. The activation of corresponding SAP Fiori Apps is not covered by this service.	*
323	BASIC_1.8.19	Configure of SAP online help (local installation)	Enhanced Managed Services ("EMS") that cannot be performed by customer	Once (1) per system; subject to contractual change request (CR) to cover increased infrastructure consumption and additional administrative efforts.	*
324	BASIC_1.8.24	Implement a preconfigured system from SAP Cloud Appliance Library (CAL) solution in a skeleton system	Enhanced Managed Services ("EMS") that cannot be performed by customer	Optional part for installation of systems of customer's cloud solution landscape. The CAL image can only be used to set-up the sandbox system. Service must be requested during the initial provisioning phase. All CAL image deployment requests coming after the initial delivery of systems will generate additional service costs. Validation of the compatibility of different Model Companies is not included in this service.	*
325	BASIC_1.8.21	Install ODBC Drivers to connect to external databases	Enhanced Managed Services ("EMS") that cannot be performed by customer	On SLT/HANA SDS/BOBJ; customer needs to provide required software including appropriate usage rights for an installation in the cloud; customer needs to provide specification for required connection (e.g. SSL/TLS).	*
326	BASIC_1.8.12	Increase system capacity by adding additional components (nodes, application servers etc.) or moving existing system to larger infrastructure (e.g. larger database server) - requires infrastructure change	Optional Services	Contractual change request (CR) required to reflect higher infrastructure consumption, subject to additional service fees. If this is a software or configuration only type change then task BASIC_1.8.12A should be used.	*
327	BASIC_1.8.10	Data handover from service provider to customer - one time during offboarding/end-of-contract only	Standard Services	Delivered One (1) time per contract duration period as part of the offboarding/termination process. Efforts for a One (1) time data handover (creation of export/backups using SAP standard tools and transfer to storage) as part of a contract or system termination are included in the service. Planning, coordination, transfer to storage, and all associated costs are Customer's responsibility. Any other occurrence of data handover during an active contract phase is an additional service using BASIC_1.8.13.	*

328	BASIC_1.8.13	Data handover from Service Provider to customer - for requests during active contract	Enhanced Managed Services ("EMS") that cannot be performed by customer	Requests for additional data handover (creation of export/backup or copy of existing backup to Customer storage) during active contract. Planning, coordination, transfer to storage, and all associated costs are the Customer's responsibility. Note: One (1) time handover is included as a Standard Service per BASIC_1.8.10 for offboarding/contract termination.	*
329		Incident Management			
330	BASIC_1.16.01	Operate Call Center receiving incidents 24x7x365	Standard Services	24x7 support only in English language, local languages where available during business hours and explicitly agreed with the customer. Further details are described in the Support Schedule for Cloud Services available from the SAP Trust Center.	*
331	BASIC_1.16.02	Incident processing - Qualification and prioritization of the incidents - Initiate incident resolution - Track incident resolution progress - Incident escalation as defined by escalation process - Determine incident resolution or workaround - Implement solution or workaround - Verify incident resolution - Inform customer about incident resolution	Standard Services		*
332	BASIC_1.16.03	Sign-off/Approve solution and confirm incident resolution	Excluded Tasks		*
333		Event detection and notification ("monitoring")			
334	BASIC_1.8.17	Monitoring and event detection of SAP system availability and critical system states	Standard Services	Monitoring requirements are defined based on HEC Roles & Responsibilities and SLAs; activated monitoring metrics and used thresholds are subject to constant change and tuning.	*
335	BASIC_1.7.07	Monitor critical business transactions	Enhanced Managed Services ("EMS") that can be performed by customer	Manual monitoring; effort based per execution.	*
336		General Operations			
337	BASIC_1.8.08	Start/Stop HEC managed systems	Standard Services	Used for a variety of scenarios including, but not limited to: daylight saving/standard time adjustment; restarting managed systems with reboot option; restarting additional application servers, restarting SAP Solution Manager diagnostic agent, etc.	*
338	BASIC_1.1.15	Troubleshooting of technical issues in HEC managed systems	Standard Services	For technical issues only; application related problems must be resolved by the customer.	*
339	BASIC_1.1.14	Assist customers with tasks in their area of responsibility if OS access is required	Enhanced Managed Services ("EMS") that cannot be performed by customer	In cases where the execution of tasks requires activities to be performed within the OS level and for which the customer is responsible according to this document. Customers will not get OS access to managed servers within HEC. The HEC Service provider will support the customer, e.g. by taking over the tasks or by providing other methods to execute tasks. This line item only applies to infrequent/occasional assistance; projects requiring regular, longer and more general OS access for implementation, development and support cannot be supported via this line item. EMS effort is calculated per server.	*
340	BASIC_1.1.16	Maintain application parameters – static and dynamic	Standard Services	HEC is responsible for executing this task as it can have an impact on system performance and availability. HEC will provide recommendations for technical system parameters; HEC will also adjust parameters by customer request except for certain standardized settings required to maintain system stability or security.	*
341		SAP Security Management			
342	BASIC_1.2.22	Define and implement security concept for application	Excluded Tasks	Customer may engage other SAP services to define and implement security concept for application.	*
343	BASIC_1.2.23	Define and implement application and infrastructure security concept	Standard Services	Special rules apply for HEC Server Provisioning; please refer to the respective section for details.	*
344	BASIC_1.2.19	Customer specific Security Audit Log analysis	Enhanced Managed Services ("EMS") that can be performed by customer		*
345	BASIC_1.2.20	Analyze the SAP system and identify relevant SAP security notes	Enhanced Managed Services ("EMS") that can be performed by customer	Security notes for installed systems can be evaluated and analyzed to identify critical notes relevant for the ABAP-stack. This task is automatically delivered if the Customer has relevant Cloud Application (CAS) Package(s). Customers without relevant CAS Package(s) need to evaluate and analyze security notes on SAP for Me (formerly known as the ONE Support Launchpad). Customers are also responsible for analyzing related SAP Knowledge Base Articles (KBAs) and determining if the KBAs should be applied. If needed, a Service Request can be created using BASIC_1.2.27 to request implementation of the security note(s) that are not application-related.	*
346	BASIC_1.2.27	Implement SAP Security Notes - SAP Basis / ABAP related	Enhanced Managed Services ("EMS") that can be performed by customer	Implement SAP Security Notes for SAP Basis without manual activities. This task is automatically delivered if Customer has relevant CAS Package(s). Customers without relevant CAS Package(s) can check security notes on SAP for Me (formerly known as the ONE Support Launchpad) and create a Service Request to implement note(s).	*
347	BASIC_1.2.18	Administer users (creation, change, delete, lock, unlock)	Enhanced Managed Services ("EMS") that can be performed by customer		*
348	BASIC_1.2.18A	Administer roles, like role creation and role change	Enhanced Managed Services ("EMS") that can be performed by customer		*
349	BASIC_1.2.15	Maintain user profiles, roles, authorizations, source data and passwords in client 000	Standard Services		*
350	BASIC_1.2.16	Provide access to client 000 for customer	Standard Services	Restricted, predefined profile only; limited set of users provided; service provided on request only.	*
351	BASIC_1.2.25	Design / Architecture of Single Sign On (SSO) for systems in HEC landscape	Excluded Tasks	Customer may engage other SAP services pertaining to SSO solutions for cloud environment.	*
352	BASIC_1.2.24	Implementation of Single Sign On (SSO) for systems in HEC landscape	Excluded Tasks	Customer may engage other SAP services pertaining to SSO solutions for cloud environment.	*
353	BASIC_1.2.21	Provide audit log information to customers	Excluded Tasks	Customers can manage/archive logs per SAP Note 3137004. The default configuration for the audit recording target is "Record in Database" and is the only supported method. Recording the target as "File System" is not permitted.	*
354		SAP Infrastructure and Application Logging service (LogServ)			
355	BASIC_1.2.33	Enable SAP Infrastructure and Application Logging service (LogServ) for systems within SAP ECS	Optional Services	SAP ECS systems only. The SAP Infrastructure and Application Logging service (LogServ) allows for centralization, real-time collection, retention, and recovery of logs for systems, applications and other services.	*

356	BASIC_1.2.34	LogServ activities on Customer SIEM	Excluded Tasks	Service does not include the following activities in Customer SIEM: validation and confirmation of receiving logs; creating correlation rules; or monitoring of offenses.		*
357		Homogeneous system copy (aka System refresh)	A homogenous system copy is defined either as 1) a new system which is built as copy from an existing system in a landscape within the same data center or hyperscaler platform or 2) a "data refresh" overwriting the database of an already existing system in the landscape within the same data center or hyperscaler platform. Copies for non-NetWeaver systems is not possible during initial build phase. After initial build phase copies for non-NetWeaver systems need to be evaluated on a case by case basis and is not possible in all cases. Note: Operating System and Database versions across Source and Target System must be the same.			
358	BASIC_1.3.01	Homogeneous system copy (aka System refresh) for non-Netweaver systems during initial build phase.	Excluded Tasks	Only available after initial build phase is complete and the system is live (with the according status displayed all the tools).		*
359	BASIC_1.3.11	Pre-processing tasks which are not covered by PCA (Post-Copy Automation) - i.e. export customer defined tables with 'old' configuration	Enhanced Managed Services ("EMS") that can be performed by customer	Additional examples of tasks which are not covered by PCA include but are not limited to: saving configuration for HANA remote connections; implementing "Export Customer Defined Configuration Tables" for use in PCA; and transaction screenshots defined by customer.		*
360	BASIC_1.3.10	Homogeneous system copy - post build phase (Planning, preparations, checks, database backup, database restore, technical post processing tasks, test of technical system functionality) - Intra-regional (same region) refresh only	Enhanced Managed Services ("EMS") that cannot be performed by customer	Only available after initial build phase is complete and the system is live (with the according status displayed all the tools). Note: copies for non-NetWeaver systems need to be evaluated on a case by case basis and is not possible in all cases. Intra-regional (same region) only (e.g. restore a system in region 2 from backup from region 1 is not possible). Extra-regional (between region) refreshes are available as an Optional Service. Does not include activities such as data masking, scrambling etc.		*
361	BASIC_1.3.10A	Homogeneous system copy - post build phase (Planning, preparations, checks, database backup, database restore, technical post processing tasks, test of technical system functionality) - Extra-regional (between regions) refresh	Optional Services	Extra-regional (between region) refreshes are available as an Optional Service. Note: This service is not available in all regions and/or datacenters and is not available from all service providers. Does not include activities such as data masking, scrambling etc.		*
362	BASIC_1.3.07	Post processing tasks e.g. Embedded Search, BDLS - pre-existing systems	Enhanced Managed Services ("EMS") that can be performed by customer	For existing/live systems		*
363	BASIC_1.3.07A	Post processing tasks e.g. Embedded Search, BDLS - new builds	Standard Services	For new builds for brownfield system-copy scenarios		*
364	BASIC_1.3.09	Test of application	Enhanced Managed Services ("EMS") that can be performed by customer			*
365		Heterogeneous system copy (aka System migration)	A heterogeneous system copy is defined as a new system which is built as copy from an existing system in the landscape within the same data center or hyperscaler platform and within the same product offering.			
366	BASIC_1.14.01	Heterogeneous system copy	Enhanced Managed Services ("EMS") that cannot be performed by customer	Copy from an existing system in a landscape within the same datacenter and/or hyperscaler platform. Scope, approach and price subject to individual planning depending on circumstances and requirements; change request (CR) required for infrastructure changes. This service cannot be used to copy a system between product offerings (e.g. HEC to PCE). In general, an import service is not available during the provisioning phase. Copies for non-NetWeaver systems need to be evaluated on a case by case basis and is not possible in all cases.		*
367		Release Management				
368	BASIC_1.5.13A	Installation of new software entities in the system after initial customer handover during HEC Onboarding (applies to e.g. add-ons and other sorts of additional solution packages)	Enhanced Managed Services ("EMS") that cannot be performed by customer	Contractual Change Request (CR) required in case of changed managed service scope or increased infrastructure consumption.		*
369	BASIC_1.5.13B	Installation of new content in the system after initial customer handover during HEC Onboarding (applies to e.g. languages, content packages etc.)	Enhanced Managed Services ("EMS") that cannot be performed by customer	Contractual Change Request (CR) required in case of changed managed service scope or increased infrastructure consumption.		*
370	BASIC_1.5.03	Implement SAP Notes, transport-based corrections instructions (TCI), and other types of manual corrections (corrections not provided as software correction package) in managed system (notes and corrections required to fix application related issues)	Enhanced Managed Services ("EMS") that can be performed by customer	Fixing issues that fall into the responsibility of the customer per this Roles and Responsibilities document and which are therefore not covered by the respective Standard Service for technical SAP Note implementation are considered "application" related and corresponding SAP Notes would be applied as defined in this task. This would typically belong to the application layer and/or presentation layer of the NetWeaver as well as S/4-stack.		*
371	BASIC_1.5.04	Implement SAP Notes, transport-based corrections instructions (TCI), and other types of manual corrections (corrections not provided as software correction package) in managed system (notes required to fix issues related to technical SAP components)	Standard Services	Dependent on the criticality of repair and only if no appropriate Support Package is available; fixing issues that fall into the responsibility of Provider per the Roles and Responsibility and/or require activities which cannot be performed by customer are considered "technical" and corresponding SAP notes would be applied as defined in this task. The topic area of the respective note can only serve as a rough indicator, since only a subset of BC-* topic areas are covered by the standard service. The two areas, where the service mostly applies are BC-CST and BC-DB. Any post installation tasks required as per the SAP Note in question which is not technical in nature (e.g. application related settings/manual code creation in customer namespace or manual activities required in SAP namespace) need to be performed by the customer.		*
372	BASIC_1.5.05	Apply Application SAP Notes for License Auditing	Standard Services	Automated License Metering allows automatic measurement of user and engine consumption to check compliance against customer licenses. Dependent on the criticality of repair of License Metering functionality, and only if no appropriate Support Package is available; fixing issues that fall into the responsibility of Service Provider per the Roles and Responsibility. This typically belongs to the application layer and/or presentation layer of SAP NetWeaver as well as the S/4-stack. SAP Notes which belong to application components like FI, CO etc. are included. Any post-installation tasks required per the SAP Note in question which is not technical in nature (e.g. application related settings/manual code creation in Customer namespace or manual activities required in SAP namespace) need to be performed by the Customer.		*
373	BASIC_1.5.12	Check for SAP software updates (SAP Support Packages, SAP kernel updates)	Enhanced Managed Services ("EMS") that can be performed by customer	SAP will review system software versions and provide recommendations on newer releases, e.g. SAP kernel and SAP Support Packages.		*
374	BASIC_1.5.06	Implementation of patches for system software running on OS level, e.g. SAP kernel	Standard Services	May require additional system downtime. Can be ordered as part of a "Bundled Service".		*

375	BASIC_1.5.21	Implement kernel patches using Rolling Kernel Update Service	Standard Services	To keep any adverse effects on business operations to a minimum when importing a new kernel version, instances are restarted one after the other. This means that during this procedure at least one application server instance is always available for business operations. Minimum Eligibility: A minimum of Two (2) application servers are required to execute the service automatically and with minimized system downtime. The service can be used as of SAP kernel release 741 and SAP_BASIS equal to or greater than 740 SP5. This service is only for SAP ABAP systems. This service does not include the configuration an additional gateway in the ASCS instance because this gateway will fail when the ASCS instance is restarted.	*
376	BASIC_1.5.09	Implement updates to the managed SAP solution using standard tools and methods	Standard Services	The term "update" denotes the change to a new minor release of the hosted SAP software, typically focused on bug fixes and small enhancements. The terminology for such events differs within the SAP portfolio, however frequently used terms in this context are "patch", "Support Package" and the like; this line item also includes the implementation of S/4HANA Feature Pack Stacks (FPS) but does not include the upgrade of S/4HANA to the next major release; the release sequence and the categorization of versions for each SAP product is available in the Product Availability Matrix (PAM) in SAP Service Marketplace; if a particular SAP component is not modelled in the PAM, this activity can be considered an "update" for that component unless where explicitly noted; this line item does not include the usage of more sophisticated update approaches like nZDT/ZDO/Downtime Minimization etc.; Requires standard scheduled downtime to implement. Any post installation tasks required which is not technical in nature (e.g. application related settings/manual code creation in customer namespace or manual activities required in SAP namespace) need to be performed by the customer. Available for systems maintained in an SAP Enterprise Cloud Services (ECS) environment for which SAP is the Service Provider. This service can be requested only after completing a migration by a Partner if applicable.	*
377	BASIC_1.5.11	Implement updates or upgrades to the managed SAP business software - ABAP solution using Zero Downtime Option (ZDO) of SUM which is part of the Maintenance Downtime Minimization Service	Enhanced Managed Services ("EMS") that cannot be performed by customer	The term "update" denotes the change to a new minor release of the hosted SAP software, typically focused on bug fixes and small enhancements. The terminology for such events differs within the SAP portfolio, however frequently used terms in this context are "patch", "Support Package" and the like; this line item also includes the implementation of S/4HANA Feature Pack Stacks (FPS); the release sequence and the categorization of versions for each SAP product is available in the Product Availability Matrix (PAM) in SAP Service Marketplace; Note: any implementation of updates or upgrades may require additional system downtime or pre-requisites for system resources including but not limited to additional memory, CPU, and a QA or Pre-production system to perform testing and validation. If system resources are not available in the existing customer landscape they will need to be provided via a change request (CR) and may result in additional service fees. Requires minimal scheduled downtime to implement. Any post installation tasks required which are not technical in nature (e.g. application related settings/manual code creation in customer namespace or manual activities required in SAP namespace) need to be performed by the customer. Supported as per SAP Note 2707731 - Prerequisites and Restrictions of Zero Downtime Option of SUM.	*
378	BASIC_1.5.10	Ongoing maintenance of system languages, e.g. performing language fill-up	Enhanced Managed Services ("EMS") that can be performed by customer	EMS fee based per system. Available for systems maintained in an SAP Enterprise Cloud Services (ECS) environment for which SAP is the Service Provider. This service can be requested only after completing a migration by a Partner if applicable.	*
379	BASIC_1.1.01	Version upgrade/update of SAP Software: planning and coordination	Enhanced Managed Services ("EMS") that can be performed by customer	The term "update" denotes the change to a new minor release of the hosted SAP software, typically focused on bug fixes and small enhancements. The terminology for such events differs within the SAP portfolio, however frequently used terms in this context are "patch", "Support Package" and the like; this line item also includes the implementation of S/4HANA Feature Pack Stacks (FPS). The release sequence and the categorization of versions for each SAP product is available in the Product Availability Matrix (PAM) in SAP Service Marketplace. The term "version upgrade" denotes the change to a new major release of the hosted SAP software, typically including functional enhancements; besides upgrades this also includes the implementation of SAP Enhancement Packages; the release sequence and the categorization of versions for each SAP product is available in the Product Availability Matrix (PAM) in SAP Service Marketplace; 3rd Party software excluded. Maintenance planner (stack.xml) can be created by customer or delegated to Service Provider; Customer is responsible for confirming stack.xml, target version, and add-on. Available for systems maintained in an SAP Enterprise Cloud Services (ECS) environment for which SAP is the Service Provider. This service can be requested only after completing a migration by a Partner if applicable.	*
380	BASIC_1.5.01A	Orchestrate technical upgrade project	Standard Services	Used for technical execution. Used to request the upgrade of application software project orchestration for complete landscape to a new major (product) release or to a new Enhancement Package. E.g. S/4HANA 2021 to 2023, EHP 7 to 8, and NetWeaver 7.4 to 7.5. It is recommended to request this service only when the high-level timeline, scope, prerequisites, and dependencies, for the upgrade are defined.	*
381	MOVE_1.1.06	SAP Readiness Check for SAP S/4HANA upgrades	Enhanced Managed Services ("EMS") that can be performed by customer	The service can only be applied to the SAP S/4HANA landscape indicated in the contract. Includes implementation of SAP Readiness Check for SAP S/4HANA upgrades Notes in the corresponding system and generation of the required files with subsequent handover of the export file to the customer. Customer must submit the request for SAP Readiness Check report and dashboard generation or SAP will perform this on behalf of the customer. Target scenario for this service is an SAP S/4HANA upgrade.	*
382	BASIC_1.5.07	Version upgrade of SAP Software: Execute technical upgrade tasks	Enhanced Managed Services ("EMS") that cannot be performed by customer	The term "version upgrade" denotes the change to a new major release of the hosted SAP software, typically including functional enhancements; besides upgrades this also includes the implementation of SAP Enhancement Packages; the release sequence and the categorization of versions for each SAP product is available in the Product Availability Matrix (PAM) in SAP Service Marketplace; 3rd Party software excluded. Available for systems maintained in an SAP Enterprise Cloud Services (ECS) environment for which SAP is the Service Provider. This service can be requested only after completing a migration by a Partner if applicable.	*

383	BASIC_1.5.22	Version update of SAP Software: Pre- and Post BASIS Tasks	Enhanced Managed Services ("EMS") that can be performed by customer	The term "update" denotes the change to a new minor release of the hosted SAP software, typically focused on bug fixes and small enhancements. The terminology for such events differs within the SAP portfolio, however frequently used terms in this context are "patch", "Support Package" and the like; this line item also includes the implementation of S/4HANA Feature Pack Stacks (FPS). The release sequence and the categorization of versions for each SAP product is available in the Product Availability Matrix (PAM) in SAP Service Marketplace. Examples for this service include: run simplification check; unlock objects; remove inactive objects; implement update related notes; support modification adjustment.		*
384	BASIC_1.5.22A	Version upgrade of SAP Software: Pre- and Post BASIS Tasks	Enhanced Managed Services ("EMS") that can be performed by customer	Examples for this service include, run simplification check; unlock objects; remove inactive objects; implement upgrade related notes; support modification adjustment for technical issues, supporting and monitoring of Silent Data Migration. The term "version upgrade" denotes the change to a new major release of the hosted SAP software, typically including functional enhancements; besides upgrades this also includes the implementation of SAP Enhancement Packages; the release sequence and the categorization of versions for each SAP product is available in the Product Availability Matrix (PAM) in SAP Service Marketplace.		*
385	TO_NWABAP_1.5.08	Adjust repository objects as part of software changes	Enhanced Managed Services ("EMS") that can be performed by customer	Execution of adjustments in SPDD/SPAU for SAP objects. Customer objects in SPDD/SPAU require customers decision during execution.		*
386	BASIC_1.5.08	Execute application related technical error handling tasks as part of the technical execution process for upgrades and updates and for Change Management	Enhanced Managed Services ("EMS") that can be performed by customer	Troubleshoot and SAP note correction implementation related to technical upgrade or update activities. Functional decisions to be confirmed by Customer's functional team or SAP product support if required during implementation of resolution.		*
387		Proactive services				
388	BASIC_1.7.02	Prepare SAP service sessions session by maintaining RTCCTOOL	Standard Services	Performed only for productive systems; activities which have to be performed within the customer's SAP Solution Manager are the customer's responsibility.		*
389	BASIC_1.7.03	Analysis of SAP Service Session reports (incl. EarlyWatch Alert) for systems operated in SAP HEC for findings and recommendations regarding aspects within the service scope of SAP HEC (technical operations)	Standard Services	Performed only for productive systems.		*
390		System performance management				
391	BASIC_1.12.01	Initial assessment of system performance issues	Standard Services	Service provider performs an initial assessment of identified or reported system performance issues to identify potential root causes. The primary scope of this assessment is to quickly check performance relevant technical building blocks of the service. This may include infrastructure, database and technical SAP stack for root causes and based on the result, determine whether the root cause is likely to be technical or application related.		*
392	BASIC_1.12.03	Troubleshoot SAP system performance issues (technical root causes within cloud service scope)	Standard Services	Based on the result of the initial assessment; troubleshooting by service provider is only performed in situations caused by technical issues within the service scope and where the system performance lies outside usual and expectable behavior (e.g. as it has shown in the past in comparable load situations).		*
393	BASIC_1.12.02	Performance and Benchmark Service	Optional Services	This is an optional service package that includes the definition of performance metrics and measurements against those to identify deviations in system behavior; a detailed service description is available.		*
394	BASIC_1.7.06	Analyze and troubleshoot performance issues (root causes outside HEC service scope and application related root causes)	Excluded Tasks	In some situations HEC might be able to support the customer using an HEC Application Management service under EMS, however due to the large variety of possible scenarios and root causes this item has been generally excluded from the HEC service; customers should seek assistance via other SAP services for application performance problems.		*
395	BASIC_1.7.08	Review and optimize customer code to improve system performance and stability	Excluded Tasks	Customer may engage other SAP services,		*
396		Certificate Handling				
397	BASIC_1.11.01	Generate, Renew, Extend and/or Implement certificates	Standard Services	Customer must provide signed certificate after Provider submits certificate request file.		*
398	BASIC_1.11.02	Send certificate signing request to Certificate Authority	Excluded Tasks			*
399	BASIC_1.11.06	Monitor validity period of certificates	Enhanced Managed Services ("EMS") that can be performed by customer	Restricted to only certificates for URLs. Customer to provide URL for certificate check.		*
400		Disaster Recovery	Disaster Recovery is an Optional Service and is only provided in the managed service if Disaster Recovery is part of the contract/SOW/Order Form and/or added with a Change Request.			
401	BASIC_1.9.01	Implement disaster recovery set-up according to architecture blueprint and contractual specifications. Test managed landscape internal data center and technical system infrastructure.	Optional Services	Performed only for productive systems; only included in service if disaster recovery solution is part of the contract/SOW/Order Form. Managed landscape internal testing requires additional downtime.		*
402	BASIC_1.9.02	Develop and use disaster recovery procedures for database and file system replication only	Optional Services	Performed only for productive systems; only included in HEC service if disaster recovery solution is part of the contract/SOW/Order Form.		*
403	BASIC_1.9.03	Ongoing management of disaster recovery architecture: monitoring of data replication to secondary site including troubleshooting	Optional Services	Performed only for productive systems; only included in HEC service if disaster recovery solution is part of the contract/SOW/Order Form.		*
404	BASIC_1.9.04	Ongoing management of disaster recovery architecture: maintenance and change management for systems at secondary site to ensure system consistency including troubleshooting	Optional Services	Performed only for productive systems; only included in HEC service if disaster recovery solution is part of the contract/SOW/Order Form.		*

405	BASIC_1.9.05	Develop and maintain disaster recovery procedures for those areas and aspects of the service which are in customer responsibility	Excluded Tasks	Included customer infrastructure, connectivity to HEC, interfaces (including RFC connections, connection details in other integrated systems), organizational measures and processes etc.		*
406	BASIC_1.9.06	Execute failover during disaster recovery test (DB, application and cnames) - Offline DR Test	Optional Services	Note: This Service is not applicable for Short Distance DR offering, HA/DR architecture scenarios; DB inserts/updates/deletes done during testing will be lost. Performed only for productive system; on request; maximum One (1) per calendar year (any further test will be charged as billable service); only included in service if disaster recovery solution is part of the contract/SOW/Order Form; customer is responsible for creation and execution of functional tests and customer must support in certain technical aspects, e.g. regarding interfaces, connectivity etc. There is no replication from the DR site to the primary site during the testing period.		*
407	BASIC_1.9.10	Execute failover during disaster recovery test (DB, application and cnames) - Offline DR Test - additional test	Enhanced Managed Services ("EMS") that cannot be performed by customer	Note: This Service is not applicable for Short Distance DR offering, HA/DR architecture scenarios; DB inserts/updates/deletes done during testing will be lost. Performed only for productive system; on request; maximum One (1) per calendar year (any further test will be charged as billable service); only included in service if disaster recovery solution is part of the contract/SOW/Order Form; customer is responsible for creation and execution of functional tests and customer must support in certain technical aspects, e.g. regarding interfaces, connectivity etc. There is no replication from the DR site to the primary site during the testing period.		*
408	BASIC_1.9.09	Perform online disaster recovery tests (also known as "fencing"); primary systems remain accessible	Enhanced Managed Services ("EMS") that cannot be performed by customer	Also known as "fencing". Note: Solution "SAP Cloud Connector" can not be supported; this Service is not applicable for Short Distance DR offering. Mixed HA/DR available for SAP data centers and the following hyperscalers: Azure, AWS and GCP. Performed only for productive systems; on request; only possible to be delivered if disaster recovery solution is part of the contract/SOW/Order Form. Customer must support certain technical aspects, e.g. regarding interfaces, connectivity, etc.		*
409	BASIC_1.9.07	Execute productive failover in case of an officially declared disaster by service provider - all HA/DR architecture scenarios	Optional Services	Note: This Service is applicable for Short and long distance DR; True disaster declaration for all HA/DR architecture scenarios or Short Distance DR. "Disaster" shall describe a catastrophic event causing widespread damage/destruction, typically not restricted to one individual system or landscape but larger parts of the overall infrastructure; therefore disaster recovery is no measure to overcome outages of isolated systems due to hardware or software incidents; performed only for productive systems; only included in service if disaster recovery solution is part of the contract/SOW/Order Form		*
410	BASIC_1.9.11	Mixed High Availability (HA)/Disaster Recovery (DR): Execute productive failover for a specific SID and invert replication vector	Optional Services	Note: This Service is not applicable for long distance DR; Full productive failover. For Mixed HA/DR architecture. Not available on all Hyperscalers. Maximum of One (1) full-cycle, customer requested failover per calendar year, per SID is included ("flip-flop"). Failovers which are the result of SAP-declared disasters do not count against maximum. Additional customer requested failovers are billable. Only included in service if disaster recovery solution is part of the contract/SOW/Order Form.		*
411	BASIC_1.9.12	Mixed High Availability (HA)/Disaster Recovery (DR): Execute productive failover for a specific SID and invert replication vector - additional customer requests	Enhanced Managed Services ("EMS") that cannot be performed by customer	Note: This Service is not applicable for long distance DR; Full productive failover. For Mixed HA/DR architecture. Not available on all Hyperscalers. Maximum of One (1) full-cycle, customer requested failover per calendar year, per SID is included ("flip-flop"). Failovers which are the result of SAP-declared disasters do not count against maximum. Additional customer requested failovers are billable. Only included in service if disaster recovery solution is part of the contract/SOW/Order Form.		*
412		Operations Extension	These services provide possible extensions to areas of Incident, Change and Event Management beyond the standard scope of services.			
413	BASIC_1.15.01	Analyze Technical Issue - SAP Basis / Customer Client	Enhanced Managed Services ("EMS") that can be performed by customer	Only available for managed systems.		*
414	BASIC_1.15.02	Change Management: Changes of technical system configuration not included in HEC Standard Services as per R&R Definition	Enhanced Managed Services ("EMS") that can be performed by customer	Only available for managed systems.		*
415	BASIC_1.15.03	Event management: Monitor technical/non-functional event types not included in HEC Standard Service as per R&R Definition	Enhanced Managed Services ("EMS") that can be performed by customer	Only available for managed systems. One (1) time System Monitoring.		*
416	BASIC_1.15.04	Service Request Fulfillment: Perform Service Request Fulfillment for technical/non-functional task not included in HEC Standard Service as per R&R Definition	Enhanced Managed Services ("EMS") that can be performed by customer	Only available for managed systems.		*
417	BASIC_1.15.05	System Provisioning: Extension to contractually agreed provisioning scope - example: additional clients, languages, and/or software components	Enhanced Managed Services ("EMS") that can be performed by customer	Changes to infrastructure require a change request.		*
418		E - NetWeaver Operations (ABAP and Java)	Depending on technical conditions some tasks listed in this section are applicable to only one of the two platforms (NW ABAP or NW Java).			
419		General NetWeaver Operations				
420	TO_NWABAP_1.1.04	Analyze SAP system log and fix technical failures included in scope of services	Standard Services	May require customer assistance.		*
421	TO_NWABAP_1.1.06	Monitor update processes within SAP software to avoid system operations issues	Standard Services	HEC informs customer of update process problems; RCA methods provided by SAP Enterprise Support may be used to find application related root causes for updates.		*
422	TO_NWABAP_1.1.07	Analyze update terminations, determine business impact and appropriate action	Enhanced Managed Services ("EMS") that can be performed by customer	With regards to application issues and impact.		*
423	TO_NWABAP_1.1.10	Analyze lock entries, determine business impact and appropriate action	Enhanced Managed Services ("EMS") that can be performed by customer			*

424	TO_NWABAP_1.1.12	Check for ABAP dumps to detect serious system issues	Standard Services	Service provider informs customer in the event of serious application related issues that need to be resolved by the customer. Dumps relevant to Provider's responsibility will be resolved by Provider.	*
425	TO_NWABAP_1.1.22	ABAP dump check and classification	Enhanced Managed Services ("EMS") that can be performed by customer	Including application related dumps.	*
426	TO_NWABAP_1.1.23	Analyze SAP application log and provide recommendations on fixing failures	Enhanced Managed Services ("EMS") that can be performed by customer	Customer specifies which errors should be analyzed (in SLG1). Service request is limited to Four (4) errors per ticket	*
427	TO_NWABAP_1.1.24	Reorganize qRFC/IRFC queues	Enhanced Managed Services ("EMS") that can be performed by customer		*
428	TO_NWABAP_1.1.25	Check fastest growing tables in the SAP system and provide recommendations for archiving or reorganization	Enhanced Managed Services ("EMS") that can be performed by customer	This service is intended to provide information about top growing tables and provide basic recommendations for table archiving and reorganization. Creating a full scope Archiving Strategy is not part of this service.	*
429	TO_NWABAP_1.1.13	Administer SAP Logon Groups	Standard Services	The customer may perform this activity; if HEC is requested to perform the task, the design/definition must be provided by customer.	*
430	TO_NWABAP_1.1.26	Create/Update/Change the System-PSE (Personal Security Environment)	Standard Services	Customers may decide to perform this task themselves for convenience.	*
431	TO_NWABAP_1.1.16	Implement/update tools to ensure readiness for SAP support services	Standard Services		*
432	TO_NWABAP_1.1.17	Management of Web Service Runtime (WSRT)	Enhanced Managed Services ("EMS") that can be performed by customer		*
433	TO_NWABAP_1.1.18	Configure technical RFC connections (TA SM59) to central systems managed by SAP used for system operations	Standard Services	Technical RFC connection = generic RFC connection required for all HEC based systems the same way, e.g. for HEC monitoring configuration.	*
434	TO_NWABAP_1.1.31	Work process cancellation; Optimization of Batch Jobs load post analysis	Enhanced Managed Services ("EMS") that can be performed by customer		*
435	TO_J2EE_1.1.01	Troubleshoot SAP J2EE in case of technical issues	Standard Services	For technical issues only; application related problems must be resolved by the customer.	*
436	TO_J2EE_1.1.02	SAP J2EE: adjust/configure Java applications	Enhanced Managed Services ("EMS") that can be performed by customer		*
437	TO_NWABAP_1.1.32	Deactivate critical ICF services in SAP ABAP instance	Standard Services	Recommended that certain critical ICF services (32 ICF Services) must not be active for ABAP application servers in productive managed landscapes.	*
438		SAP Client Operations			
439	TO_NWABAP_1.2.01	Copy client within one SAP System (including analysis and resolution of technical issues) – equal to or less than 500GB	Enhanced Managed Services ("EMS") that cannot be performed by customer	Process flow - additional information available. Client sizes over 500GB must be requested through an Assisted Service Request using TO_NWABAP_1.2.01A and requires alignment with an SAP Enterprise Cloud Services (ECS) representative for planning due to technical limitations. Available for systems maintained in an SAP Enterprise Cloud Services (ECS) environment for which SAP is the Service Provider. This service can be requested only after completing a migration by a Partner if applicable. Customer must check to make sure there is sufficient storage on server to complete service.	*
440	TO_NWABAP_1.2.01A	Copy client within one SAP System (including analysis and resolution of technical issues) – greater than 500GB	Enhanced Managed Services ("EMS") that cannot be performed by customer	Client sizes over 500GB must be requested through an Assisted Service Request using TO_NWABAP_1.2.01A. This service can be requested only after completing a migration by a Partner, if applicable. Customer must check to make sure there is sufficient storage on server to complete service.	*
441	TO_NWABAP_1.2.06	Delete client within one SAP System (including analysis and resolution of technical issues)	Enhanced Managed Services ("EMS") that can be performed by customer	Available for systems maintained in an SAP Enterprise Cloud Services (ECS) environment for which SAP is the Service Provider. This service can be requested only after completing a migration by a Partner if applicable.	*
442	TO_NWABAP_1.2.02	Perform client export/import or remote client copy between SAP systems (including analysis and resolution of technical issues) – equal to or less than 300GB	Enhanced Managed Services ("EMS") that cannot be performed by customer	Client sizes over 300GB must be requested through an Assisted Service Request using TO_NWABAP_1.2.02A. This service can be requested only after completing a migration by a Partner, if applicable. Customer must check to make sure there is sufficient storage on server to complete service.	*

443	TO_NWABAP_1.2.02A	Perform client export/import or remote client copy between SAP systems (including analysis and resolution of technical issues) – greater than 300GB	Enhanced Managed Services ("EMS") that cannot be performed by customer	Client sizes over 300GB must be requested through an Assisted Service Request using TO_NWABAP_1.2.02A. System copies are recommended because of technical restrictions as described in SAP Note 489690. Customers are advised to check the pre-conditions mentioned in SAP Note 489690 and confirm in the Assisted Service Request template. This service can be requested only after completing a migration by a Partner, if applicable. Customer must check to make sure there is sufficient storage on server to complete service.		*
444	TO_NWABAP_1.2.07	Pre-processing tasks, i.e. suspend jobs, lock users, export tables with 'old' configuration	Enhanced Managed Services ("EMS") that can be performed by customer			*
445	TO_NWABAP_1.2.08	Post processing tasks, i.e. Enterprise Search, Fiori Launchpad, unlock user, release jobs	Enhanced Managed Services ("EMS") that can be performed by customer			*
446	TO_NWABAP_1.2.05	Investigate and resolve application related issues (e.g. with certain database tables and fields)	Enhanced Managed Services ("EMS") that can be performed by customer			*
447	TO_NWABAP_1.2.09	Create new client	Standard Services	Make new entry in transaction SCC4. Filling of the client performed as sperate service request via client copy.		*
448		Interface Administration				
449	TO_NWABAP_1.3.24	Create, execute, and troubleshoot batch input sessions	Enhanced Managed Services ("EMS") that can be performed by customer			*
450	TO_NWABAP_1.3.25	Configure interface related functions (e.g. IDOCs, interface scripts and jobs, qRFC/IRFC/bgRFC, ALE scenarios etc.)	Enhanced Managed Services ("EMS") that can be performed by customer			*
451	TO_NWABAP_1.3.26	Monitoring of interfaces and interface related functions	Enhanced Managed Services ("EMS") that can be performed by customer	Monitoring activities are restricted to a short period of time and for One (1) interface only.		*
452		Job Scheduling				
453	TO_NWABAP_1.4.09	Schedule standard jobs (SM36 / SJOBREPO). Monitor SAP system batch jobs to facilitate best-practice housekeeping of the SAP system	Standard Services	Per SAP guidelines as defined in SAP Notes 2190119 (S/4HANA) or 16083 (ECC); additional SAP standard jobs to be reviewed and agreed with customer.		*
454	TO_NWABAP_1.4.14	Schedule/Change/Delete jobs as per customer requirement	Enhanced Managed Services ("EMS") that can be performed by customer	Up to Eight (8) jobs can be handled in one service request.		*
455	TO_NWABAP_1.4.15	Administer application batch jobs: - Monitor jobs - Troubleshoot according to troubleshooting handbook	Enhanced Managed Services ("EMS") that can be performed by customer			*
456		Transport Management				
457	TO_NWABAP_1.5.10	Create and maintain transport domain in client 000 and transport directory	Standard Services	Migrating the transport method from HTC to HTA is not included in this task.		*
458	TO_NWABAP_1.5.16	Copy and delete SAP Transport coffiles and data files	Enhanced Managed Services ("EMS") that cannot be performed by customer			*
459	TO_NWABAP_1.5.11A	Maintain SAP transport management system incl. configuration of transport routes and any further configuration (automatic import, scheduled import etc.)	Enhanced Managed Services ("EMS") that can be performed by customer			*
460	TO_NWABAP_1.5.12	Initial configuration of Transport-based correction instructions (TCI) in client 000	Standard Services			*
461	TO_NWABAP_1.5.01	Set-up of CTS+	Enhanced Managed Services ("EMS") that cannot be performed by customer	OS access required.		*
462	TO_NWABAP_1.5.03	Execute transports to move objects between SAP systems	Enhanced Managed Services ("EMS") that can be performed by customer			*
463	TO_NWABAP_1.5.04	Troubleshoot SAP Transport Management System	Standard Services	Only for technical transport problems, not related to problems due to the content of the transports, e.g. locked objects.		*
464	TO_NWABAP_1.5.14	Set-up and configuration of CHaRM in SAP Solution Manager	Excluded Tasks			*
465	TO_NWABAP_1.5.09	Testing and acceptance of object changes	Excluded Tasks			*
466		Output Management				
467	TO_NWABAP_1.7.01	Create, change and delete printers within SAP solution	Enhanced Managed Services ("EMS") that can be performed by customer	HEC would only support printer types contained in SAP published guidelines.		*
468	TO_NWABAP_1.7.02	Analyze faulty output requests (transaction SP01)	Enhanced Managed Services ("EMS") that can be performed by customer			*
469	TO_NWABAP_1.7.03	Reorganize SAP spool system to keep system clean	Standard Services	Via SAP standard batch job.		*
470	TO_NWABAP_1.7.04	Design and implementation of print forms	Excluded Tasks			*
471	TO_NWABAP_1.7.05	Lock/unlock SAP printers	Enhanced Managed Services ("EMS") that can be performed by customer			*
472	TO_NWABAP_1.7.06	Check spooler table consistency to prevent printing issues	Standard Services	Via SAP standard batch job.		*
473	TO_NWABAP_1.7.07	Configure virtual spool (load balancing between spool processes)	Enhanced Managed Services ("EMS") that can be performed by customer			*
474	TO_NWABAP_1.7.08	Troubleshoot technical spool- and print-problems (within the SAP system)	Standard Services	Problems caused outside the SAP system/solution scope must be solved by the customer.		*
475	TO_NWABAP_1.7.09	Local printing and support	not offered	Local printing requires printer drivers to be installed on HEC servers which is not offered in HEC due to availability of drivers in SUSE repositories, security restrictions, and possible performance degradation.		*
476		F - Server Provisioning (aka IaaS)	Not included in baseline service, additional SKU and/or contract required. Service to provide server platform, e.g. to install and run non-SAP applications (IaaS); this section does not apply to server infrastructure used to run the managed SAP system landscape. Infrastructure related services may be different depending on deployed infrastructure platform (e.g. Hyperscaler).			
477		Security Planning				
478	TO_SPROV_1.4.01	Provide application communication requirements	Excluded Tasks			*

479	TO_SPROV_1.4.02	Determine communication and security requirements	Excluded Tasks		*
480	TO_SPROV_1.4.03	Create and maintain security policies	Excluded Tasks		*
481	TO_SPROV_1.4.04	Determine security strategy and implementation plans	Excluded Tasks		*
482	TO_SPROV_1.4.05	Monitor and assess security strategies	Excluded Tasks		*
483		Hardware Operations			
484	TO_SPROV_1.5.03	Plan and conduct HEC infrastructure maintenance	Standard Services		*
485		Server Management			
486	TO_SPROV_1.6.11	Sizing of server infrastructure	Excluded Tasks	Virtual machines provided as specified in the SOW/Order Form; customer must ensure that sizing is accurate and provided VMs fulfill the requirements of the intended use case.	*
487	TO_SPROV_1.6.01	Provide server infrastructure	Standard Services		*
488	TO_SPROV_1.6.02	Provide licenses for OS	Standard Services	Licenses will be provided and charged by HEC.	*
489	TO_SPROV_1.6.03	Install basic operating system	Standard Services	Supported OS: SUSE LINUX and MS Windows Server (most up-to-date HEC versions).	*
490	TO_SPROV_1.6.04	Install OS patches and security updates	Excluded Tasks	Server will be shipped with the latest available security patch level, after hand over customer is responsible for updates.	*
491	TO_SPROV_1.6.05	Install antivirus software and patterns updates	Excluded Tasks	Customer is responsible for Antivirus installation and virus pattern updates on a daily basis.	*
492	TO_SPROV_1.6.06	Antivirus software licenses	Excluded Tasks		*
493	TO_SPROV_1.6.07	Perform scheduled startup/shutdown of hardware	Standard Services	Infrastructure related services may be different depending on deployed infrastructure platform (e.g. Hyperscaler).	*
494	TO_SPROV_1.6.08	Restart the hardware after failure	Standard Services	Infrastructure related services may be different depending on deployed infrastructure platform (e.g. Hyperscaler).	*
495	TO_SPROV_1.6.09	Monitor hardware on hypervisor level	Standard Services	Infrastructure related services may be different depending on deployed infrastructure platform (e.g. Hyperscaler).	*
496	TO_SPROV_1.6.10	Monitor operating system of provided OS instances	Excluded Tasks		*
497		Storage Management			
498	TO_SPROV_1.7.01	Initial set-up and ongoing management of storage	Standard Services	Storage capacity will be provided as contracted based on customer specifications; technical limitations for storage volume that can be provided under this service apply (details specified in the respective service description).	*
499	TO_SPROV_1.7.02	Manage data files/file systems	Excluded Tasks		*
500	TO_SPROV_1.7.03	Request storage area size/ size extensions for the backup storage area. Select and execute backup according to application/ customer needs and store backup data into the designated backup storage area. Ensure housekeeping of the backup storage area.	Excluded Tasks		*
501	TO_SPROV_1.7.04	Provide an NFS or SMB share as backup storage area to allow storage of customer defined backups. Backup storage area sizing is done based on customer input as contracted.	Standard Services		*
502	TO_SPROV_1.7.06	Mount of file system from managed server to an IaaS server	Enhanced Managed Services ("EMS") that cannot be performed by customer	Infrastructure related services may be different depending on deployed infrastructure platform (e.g. Hyperscaler). Applicability to a given customer landscape needs to be checked with the respective HEC Account Manager; customers must not execute tasks using this mount that put a risk to performance or stability of the managed HEC infrastructure (e.g. network services, large volume data syncs etc.).	*
503	TO_SPROV_1.7.05	Scale storage capacity	Optional Services		*
504		Application Management			
505	TO_SPROV_1.8.01	Define application requirements	Excluded Tasks		*
506	TO_SPROV_1.8.02	Provide customer specific software licenses	Excluded Tasks	Customer must make sure that they hold valid licenses to run the installed software in an environment such as SAP HEC.	*

507	TO_SPROV_1.8.03	Install application	Excluded Tasks			*
508	TO_SPROV_1.8.04	Operate application	Excluded Tasks			*
509	TO_SPROV_1.8.05	Install patches and security updates	Excluded Tasks	Customer is responsible for software lifecycle management.		*
510	TO_SPROV_1.8.06	Application monitoring	Excluded Tasks			*
511	IaaS VM Snapshot (offline image backup)					
512	TO_SPROV_1.10.01	Service Set-up	Optional Services			*
513	TO_SPROV_1.10.02	Request additional storage for copy of block device	Excluded Tasks	This Volume (additional storage) needs to be provisioned to accommodate the block device backup temporarily before moving it to the standard backup solution.		*
514	TO_SPROV_1.10.04	Snapshot of IaaS	Optional Services	Only applicable for SAP datacenter. Performed on customer request only; shutdown, rsync block device and copy to the standard backup solution. Maximum of Two (2) snapshots per month. Minimum duration of Three (3) months required for snapshot service and storage (if required). Any storage required can be extended through the contract duration.		*
515	TO_SPROV_1.10.05	Restart server and inform customer	Optional Services	After successful restart of VM, inform customer and update the ticket.		*
516	TO_SPROV_1.10.06	Start required applications on server	Excluded Tasks	Customer needs to make sure that applications are started after the snapshot operation.		*
517	Disaster Recovery					
518	TO_SPROV_1.9.01	Provide VM and related storage in the secondary data center	Optional Services	Only for those IaaS servers explicitly specified in the contract as relevant for DR.		*
519	TO_SPROV_1.9.02	Set-up application on the dedicated VM in the secondary data center. Configure file system replication between primary and the secondary data center across the customer WAN network. Monitor the replication status and perform necessary operation activities.	Excluded Tasks			*
520	H - Movement Services for System Conversion and Transition					
521	Transformation Discovery - Technical Preparation Services					
522	MOVE_1.1.02	SAP Readiness Check for SAP S/4HANA	Enhanced Managed Services ("EMS") that can be performed by customer	Service can only be applied to the ECC landscape indicated in the contract. Includes implementation of SAP Readiness Check for SAP S/4HANA; Notes in the corresponding system and generation of the required files with subsequent handover of the export file to the customer. Customer must submit the request for SAP Readiness Check report and dashboard generation or SAP will perform this on behalf of the customer. Target scenario for this service is an SAP S/4HANA conversion from SAP ECC system.		*
523	MOVE_1.1.03	Custom Code Analysis - Setup	Enhanced Managed Services ("EMS") that can be performed by customer	The service can only be applied during an ECC to SAP S/4HANA conversion or upgrade of a SAP S/4HANA solution landscape. The entire ERP system landscape is evaluated to determine the right approach to provide the setup for a custom code analysis. Required SAP Notes will be implemented. Based on the determined approach, at the end of the service, the customer will be handed over a functional SAP S/4HANA custom code analysis setup in the local S/4HANA system, Remote Central ATC system, or the Custom Code Migration App.		*
524	MOVE_1.1.04	SAP Signavio Process Insights, discovery edition	Enhanced Managed Services ("EMS") that can be performed by customer	Service can only be applied to the SAP ECC and SAP S/4HANA landscape indicated in the contract. Includes implementation of the technical prerequisites for SAP Signavio Process Insights, discovery edition in the corresponding system; and generation of the ZIP file with hand over to customer.		*
525	MOVE_1.1.07	SAP Readiness Check for SAP BW/4HANA	Enhanced Managed Services ("EMS") that can be performed by customer	The service can only be applied to the SAP BW landscape indicated in the contract. Includes implementation of SAP Readiness Check for SAP BW/4HANA Notes in the corresponding system and generation of the required files with subsequent handover of the export file to the customer. Customer must submit the request for SAP Readiness Check report and dashboard generation or SAP will perform this on behalf of the customer. Target scenario for this service is an SAP BW/4HANA conversion from SAP BW system.		*
526	MOVE_1.1.08	SAP Readiness Check for SAP Datasphere, SAP BW bridge	Enhanced Managed Services ("EMS") that can be performed by customer	The service can only be applied to the SAP BW landscape indicated in the contract. Includes implementation of SAP Readiness Check for SAP Datasphere, SAP BW bridge Notes in the corresponding system and generation of the required files with subsequent handover of the export file to the customer. Customer must submit the request for SAP Readiness Check report and dashboard generation or SAP will perform this on behalf of the customer. Target scenario for this service is the transition from SAP BW to SAP Datasphere, SAP BW bridge.		*

527	MOVE_1.1.09	Starter Tools Setup for BW4/HANA conversion	Enhanced Managed Services ("EMS") that can be performed by customer	<p>This service is a bundle of multiple tool setups and can only be applied to the SAP BW landscape indicated in the contract.</p> <p>It includes the implementation of the technical requirements in the corresponding system for the execution of the following tool environments: a) SAP BW/4HANA Transfer Cockpit; b) SAP Note Analyzer; c) SAP BW Starter Add-on.</p> <p>Brief explanation of the tools and the deliverable: a) The BW/4HANA Transfer Cockpit is a collection of tools relevant for conversion. The tools are grouped by prepare and realization phases. This includes the precheck, sizing, code scan, scope transfer, and authorization transfer tools to process objects that are not compatible with SAP BW/4HANA.</p> <p>b) The SAP BW and SAP BW/4HANA Note Analyzer provides a clear and consistent process to update a particular component or process of SAP BW or SAP BW/4HANA without implementing support packages. The Note Analyzer is used to install all tools and updates required for a given component or process.</p> <p>c) The first step of the in-place conversion process is to install the SAP BW/4HANA Starter Add-on. After the installation, the several modes are available in the SAP BW system, which define the road to SAP BW/4HANA: BW, Compatibility, B4H and Ready for conversion mode. To help transition the SAP BW system from one mode to the next, the system provides a program that scans the entire system for incompatibilities and creates a to-do list.</p>		*
528		End-To-End Conversion Planning				
529	MOVE_1.6.01	Conversion Planning and Coordination End-To-End	Excluded Tasks	<p>The End-to-end system conversion planning for SAP products refers to the process of converting an existing SAP system to a new software platform. It is a complex task in which all aspects of the system must be considered, including business processes, data migration, security settings and integration with other systems.</p> <p>Planning such a system conversion requires a thorough analysis of the existing system and a detailed roadmap for the transition to the new SAP solution. This includes the identification and prioritization of required system adjustments and configurations, the planning and execution of application tests and process verifications, the creation and documentation of training plans for employees and the definition of rollout strategies.</p> <p>However, it should be noted that an end-to-end system conversion planning requires very specialized expertise and is not part of the providers portfolio.</p>		*
530		Conversion Preparation				
531	MOVE_1.3.01	Sandbox Conversion Project environment setup and operations	Optional Services	Used for building sandbox systems in the private cloud landscape. These temporary systems can be used by Customer to successfully carry out S/4HANA conversion projects. Application uses for scenarios such as trial runs of the S/4HANA conversion, testing S/4HANA conversion with production data, executing multiple technical iterations to familiarize with the process, and also to determine realistic S/4HANA conversion duration. These sandbox systems can be ordered for any duration needed according to the Customer project needs.		*
532		Conversion Execution for ECC and BW system				
533	MOVE_1.3.04	Planning and coordination of the technical system conversion of SAP ERP and SAP BW systems to SAP S/4HANA and SAP BW/4HANA	Enhanced Managed Services ("EMS") that cannot be performed by customer	This service is strongly recommended in addition to the technical system conversion. This managed system conversion approach provides the customer with a dedicated team, partial planning and coordination for the technical execution of the system conversion, including the production cutover planning of the technical conversion. Thus, this service includes a technical planning workshop and the integration of the technical system conversion activities into the customer's overall planning. The overall responsibility for the system conversion (functional conversion, pre- and post-conversion activities) remains with the customer and are not part of this service. This service must be ordered separately for each conversion execution. Once this planning and coordination service has been performed for a system conversion execution, it has to be requested for all further conversion runs, over the entire duration of the conversion project. This service is applicable for SAP ECC and SAP BW system.		*
534	BASIC_1.5.20	Technical System Conversion of SAP ERP and SAP BW systems to SAP S/4HANA and SAP BW/4HANA	Enhanced Managed Services ("EMS") that cannot be performed by customer	<p>The term "system conversion" refers to the transition from an older SAP ERP to a current SAP S/4HANA release, or an older SAP BW release to a current SAP BW/4HANA release. This service component alone is a non-managed system conversion approach that only provides the customer with technical execution support without having it planned and coordinated by SAP; therefore, communication between all parties involved is ticket-based only. The Database Migration Option, which is relevant for DB migration from anyDB to SAP HANA, is not part of this service and must be requested separately, if required. This service includes the preparation and execution of the SUM tool for the system conversion, including tasks only SAP can provide. The overall responsibility for the system conversion (functional conversion, pre- and post-conversion activities) remains with the customer and are not part of this service.</p> <p>This item does not include the use of more sophisticated system conversion approaches such as nZDT/ZDO/Downtime Minimization, etc. A standard planned downtime is required for this standard system conversion approach. As this service component alone is a non-managed and ticket-based system conversion approach, it requires the addition of the corresponding planning service (Planning and coordination of the technical system conversion). The integration of other SAP services (in terms of the functional conversion and pre- and post-conversion activities) is also recommended.</p> <p>This service must be ordered separately for each system conversion execution and is only applicable for SAP ECC and SAP BW systems.</p>		*
535		Conversion Execution for NetWeaver Based systems				

536	MOVE_1.7.01	Planning and coordination of the technical system conversion to SAP S/4HANA Foundation	Enhanced Managed Services ("EMS") that cannot be performed by customer	This service is strongly recommended in addition to the technical system conversion. This managed system conversion approach provides the customer with a dedicated team, partial planning and coordination for the technical execution of the system conversion, including the production cutover planning of the technical conversion; therefore, this service includes a technical planning workshop and the integration of the technical system conversion activities into the customer's overall planning. The overall responsibility for the system conversion (functional conversion, pre- and post-conversion activities) remains with the customer and are not part of this service. This service must be ordered separately for each conversion execution. Once this planning and coordination service has been performed for a system conversion execution, it has to be requested for all further conversion runs, over the entire duration of the conversion project. This service is applicable for SAP GTS 11.0. Other SAP products only on request and subject to change.		*
537	MOVE_1.7.02	Technical System Conversion of NetWeaver systems to SAP S/4HANA Foundation	Enhanced Managed Services ("EMS") that cannot be performed by customer	<p>The term "system conversion" refers to the transition from an older SAP NetWeaver based system to the current SAP S/4HANA Foundation release. This service component alone is a non-managed system conversion approach that only provides the customer with technical execution support without having it planned and coordinated by SAP; therefore, communication between all parties involved is purely ticket-based. The Database Migration Option, which is relevant for DB migration from anyDB to SAP HANA, is not part of this service and must be requested separately, if required. This service includes the preparation and execution of the SUM tool for the system conversion, including tasks only SAP can provide. The overall responsibility for the system conversion (functional conversion, pre- and post-conversion activities) remains with the customer and are not part of this service.</p> <p>This item does not include the use of more sophisticated system conversion approaches such as nZDT/ZDO/Downtime Minimization, etc. A standard planned downtime is required for this standard system conversion approach. As this service component alone is a non-managed and ticket-based system conversion approach, it requires the addition of the corresponding planning service (Planning and coordination of the technical system conversion). The integration of other SAP services (in terms of the functional conversion and pre- and post-conversion activities) is also recommended.</p> <p>This service must be ordered separately for each system conversion execution and is applicable for SAP GTS 11.0. Other SAP products only on request and subject to change.</p>		*
538		Functional Conversion Activities				
539	MOVE_1.3.03	Functional Conversion and Conversion Project Management	Excluded Tasks	Excludes all components of a functional conversion as well as pre- and post-conversion activities and the overall project and planning responsibility. The service offering for System Conversion does not include the adaptation and redesign of customer's business processes or any changes or adjustments to customer's specific functional requirements. This includes, for example, tasks such as customer vendor integration, ledger changes and migrations, simplification item handling, custom code remediation, etc. Additionally, System Conversion services do not cover activities prior to or after the technical conversion. This excludes preparation and clean-up activities, process optimization, training and customization of user permissions or special requirements that may occur after the conversion. These activities are not included in the scope of services. Customer takes overall responsibility for the conversion project as well as the resulting overall planning.		*
540		X1 - 3rd Party Software				
541		3rd Party Software (e.g. partner add-ons, libraries, client software; not applicable to solutions explicitly shown as managed service in other sections of this document and the contract for the customer).	Not included in baseline service, additional SKU and/or contract required. Customer must ensure proper licensing of the respective 3rd party software allowing its usage in the managed system; 3rd party software in the context of the managed system is defined as any software solution for which the intellectual property is not owned by SAP; the technical and operational compatibility of every 3rd Party Solution with SAP has to be individually checked by the customer; service provider will not take responsibility for negative effects on the underlying system and infrastructure platform managed by service provider which are caused by any such 3rd Party Solution.			
542		Managed 3rd Party ABAP add-ons				
543	TO_PA_1.1.01	Installation	Standard Services			*
544	TO_PA_1.1.02	Configuration	Excluded Tasks			*
545	TO_PA_1.1.03	Application monitoring	Excluded Tasks			*
546	TO_PA_1.1.04	Apply updates	Standard Services			*
547	TO_PA_1.1.05	Application troubleshooting including engagement with the partners support organization	Excluded Tasks			*
548	TO_PA_1.1.06	Uninstallation of ABAP Add-ons	Enhanced Managed Services ("EMS") that can be performed by customer			*
549		Unmanaged 3rd Party ABAP add-ons				
550	TO_PA_1.2.01	Installation	Excluded Tasks			*
551	TO_PA_1.2.02	Configuration	Excluded Tasks			*
552	TO_PA_1.2.03	Application monitoring	Excluded Tasks			*
553	TO_PA_1.2.04	Apply updates	Excluded Tasks			*
554	TO_PA_1.2.05	Application troubleshooting including engagement with the partners support organization	Excluded Tasks			*
555		Other unmanaged 3rd Party Software	Any type of 3rd party software which is requested to be installed in total or in parts on the managed infrastructure is subject to prior evaluation. Details of this process and conditions are documented in the respective 3rd party software policies.			
556	TO_PA_1.3.01	3rd party software evaluation	Standard Services	This task can take several weeks to be completed. Results of previously completed evaluations will be reused and lead to lower process runtimes.		*
557	TO_PA_1.3.02	Complex 3rd party software installation that cannot be done by Customer	Enhanced Managed Services ("EMS") that cannot be performed by customer	Examples: OS agents; print driver, Java addons etc.		*
558		X2 - Business Connector				

559		Operations			
560	TO_BC_1.1.01	SSL Activation	Standard Services		*
561	TO_BC_1.1.02	Update SAP Business Connector parameters	Standard Services		*
562	TO_BC_1.1.03	Create/Reset Administrator User for SAP Business Connector	Standard Services	Create/Reset user CUST_BC_ADMIN which is used by Customer to log in.	*
563	TO_BC_1.1.04	Reorganization of Message Store	Excluded Tasks	Task involves editing, changing, and/or manipulating Customer data and must be performed only by Customer.	*
564	TO_BC_1.1.05	Create destinations	Excluded Tasks		*
565		X4 - SAP Data Services (DS)			
566		Operations			
567	TO_DS_1.1.22	Authorization - Users and Rights Management	Enhanced Managed Services ("EMS") that can be performed by customer		n/a n/a
568	TO_DS_1.1.06	Create/Modify Data Services jobs	Excluded Tasks		n/a n/a
569	TO_DS_1.1.07	Schedule Data Services jobs	Excluded Tasks		n/a n/a
570	TO_DS_1.1.08	Configure database connections	Enhanced Managed Services ("EMS") that can be performed by customer		n/a n/a
571	TO_DS_1.1.09	Monitor jobs	Enhanced Managed Services ("EMS") that can be performed by customer	Manual monitoring; effort based per execution.	n/a n/a
572	TO_DS_1.1.10	Repository backup DS and BOE	Standard Services		n/a n/a
573	TO_DS_1.1.11	Delete batch job history	Enhanced Managed Services ("EMS") that can be performed by customer		n/a n/a
574	TO_DS_1.1.12	Verify that job and access servers are running	Standard Services		n/a n/a
575	TO_DS_1.1.13	Remove obsolete repository contents	Standard Services		n/a n/a
576	TO_DS_1.1.14	Troubleshoot issues with DS Jobs	Excluded Tasks		n/a n/a
577	TO_DS_1.1.23	Create/Manage additional repositories	Enhanced Managed Services ("EMS") that cannot be performed by customer	System comes with default repositories, if more repositories are requested, these will be delivered via EMS.	n/a n/a
578	TO_DS_1.1.26	Backup: On-Demand - BI Database and File Repo Sync	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a n/a
579	TO_DS_1.1.27	Restore: On-Demand - BI Database and File Repo Sync	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a n/a
580	TO_DS_1.1.28	Authentication set-up and Single Sign On (SSO) configuration	Excluded Tasks	Customer may engage other SAP services pertaining to SSO solutions for cloud environment.	n/a n/a
581	TO_DS_1.1.29	Install and configure Data Services Adapters	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a n/a
582	TO_DS_1.1.30	Add and configure additional Job Servers/ Job Groups for load balancing	Optional Services	Depending on sizing, additional infrastructure may be required.	n/a n/a
583	TO_DS_1.1.31	Configure Runtime Resources	Standard Services		n/a n/a
584	TO_DS_1.1.32	Configure SMTP Email	Standard Services		n/a n/a
585	TO_DS_1.1.33	Start/Stop services	Standard Services		n/a n/a
586	TO_DS_1.1.34	Enhanced Change and Transport System (CTS+) Integration Set-up	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a n/a
587	TO_DS_1.1.35	Configure transports via Data Services (DS) Object Promotion Management	Enhanced Managed Services ("EMS") that can be performed by customer		n/a n/a
588	TO_DS_1.1.36	Backup Data Services Repository using Import/Export Tool	Enhanced Managed Services ("EMS") that can be performed by customer		n/a n/a
589		X6 - SAP BusinessObjects Business Intelligence (BI)			
590		Operations			

591	TO_BI_1.1.06	Backup (Full content backup / BIAR backup)	Standard Services		n/a	n/a
592	TO_BI_1.1.07	Scan / Repair and compact all repository errors	Standard Services		n/a	n/a
593	TO_BI_1.1.11	Clean-up empty directories created for Repository Diagnostic Tool	Standard Services		n/a	n/a
594	TO_BI_1.1.26	Cache Clean-up and Maintenance - Tomcat, Web Intelligence, Log Files	Standard Services		n/a	n/a
595	TO_BI_1.1.17	Program Object Actions: Import and Execution	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a	n/a
596	TO_BI_1.1.18	Promote/deploy BI objects between environments	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
597	TO_BI_1.1.19	Create, rename, remove connections and Universes	Excluded Tasks		n/a	n/a
598	TO_BI_1.1.21	Provide user access and maintain authorizations	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
599	TO_BI_1.1.47	SAML configuration	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a	n/a
600	TO_BI_1.1.27	Deploy templates and system configurations for hardware changes	Standard Services		n/a	n/a
601	TO_BI_1.1.29	Auditing/Monitoring Driver Set-up and configuration for Audit reporting	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a	n/a
602	TO_BI_1.1.30	Perform ERP Integration Set-up and Configuration	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a	n/a
603	TO_BI_1.1.33	Backup: On-Demand - BI Database and File Repo Sync	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a	n/a
604	TO_BI_1.1.34	Restore: On-Demand - BI Database and File Repo Sync	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a	n/a
605	TO_BI_1.1.35	Authentication set-up and Single Sign On (SSO) configuration	Excluded Tasks	Customer may engage other SAP services pertaining to SSO solutions for cloud environment.	n/a	n/a
606	TO_BI_1.1.37	Configure Web Application - Reverse Proxy Settings	Standard Services		n/a	n/a
607	TO_BI_1.1.38	Add and configure additional BI servers for load balancing	Optional Services	Additional infrastructure may be required.	n/a	n/a
608	TO_BI_1.1.39	Manage Server Process and Server Groups	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
609	TO_BI_1.1.40	Set-up/Support technical tasks for BI Report Version Management	Standard Services	Customer responsible for maintaining report versions.	n/a	n/a
610	TO_BI_1.1.41	Enhanced Change and Transport System (CTS+) Integration Set-up	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a	n/a
611		X7 - SAP PI				

612	SAP PI Implementation				
613	TO_PI_1.1.01	Install adapters and software components provided by SAP	Standard Services	Included only for items explicitly specified in the HEC contract/Order Form. This is valid also for additional offerings from SAP such as: ADAPTERS for SAP NW PI 1.1, SAP NW Process Integration, business-to-business add-on 1.0, SAP NW Process Integration Secure Connectivity Add-on 1.0. This does not include efforts for content handling like the import of TPZ files into the ESR.	*
614	TO_PI_1.1.02	Install adapters provided by external partners	Enhanced Managed Services ("EMS") that cannot be performed by customer	Must provide adapter software and licenses. This does not include efforts for content handling like the import of TPZ files into the ESR.	*
615	TO_PI_1.1.04	Create SSL views and PSEs	Excluded Tasks		*
616	SAP PI Operations				
617	TO_PI_2.1.02	Monitor application-specific PI functions, e.g. messaging, queues etc.	Enhanced Managed Services ("EMS") that can be performed by customer		*
618	TO_PI_2.1.03	Monitor the message processing in PI (success and performance)	Enhanced Managed Services ("EMS") that can be performed by customer		*
619	TO_PI_2.1.04	Monitor communication channels, queues, backlogs of PI (AEX)	Enhanced Managed Services ("EMS") that can be performed by customer		*
620	TO_PI_2.1.05	Monitor BPM processes (success and performance)	Enhanced Managed Services ("EMS") that can be performed by customer		*
621	TO_PI_2.1.06	Configure adapters	Excluded Tasks		*
622	TO_PI_2.1.07	Deal with incorrect messages	Excluded Tasks		*
623	TO_PI_2.1.08	Configure message archiving	Enhanced Managed Services ("EMS") that can be performed by customer		*
624	TO_PI_2.1.27	Execute and monitor message archiving	Enhanced Managed Services ("EMS") that can be performed by customer		*
625	TO_PI_2.1.11	Role/authorization maintenance (except SAP and initial customer administrator role)	Enhanced Managed Services ("EMS") that can be performed by customer		*
626	TO_PI_2.1.16	Maintain users (except for the SAP and initial customer administrator role)	Enhanced Managed Services ("EMS") that can be performed by customer		*
627	TO_PI_2.1.17	Set-up of PI / BPM / AEX housekeeping	Enhanced Managed Services ("EMS") that can be performed by customer		*
628	TO_PI_2.1.28	Monitor housekeeping activities of PI / BPM / AEX	Enhanced Managed Services ("EMS") that can be performed by customer		*
629	TO_PI_2.1.19	Adjust PO/PI/AEX parameterization and configuration	Enhanced Managed Services ("EMS") that can be performed by customer	The configuration doesn't cover the realization of integration scenarios (content development).	*
630	TO_PI_2.1.21	Maintain the system landscape directory (SLD)	Enhanced Managed Services ("EMS") that can be performed by customer	Related to PI scenarios.	*
631	TO_PI_2.1.21A	Configure bridge from ECS system landscape directory (SLD) to customer SLD	Standard Services	SLD data will be forwarded to the customer-defined SLD instance. No SLD data filtering is possible.	*
632	TO_PI_2.1.22	Apply SAP basic application content update to the Enterprise Service Repository (ESR)	Enhanced Managed Services ("EMS") that can be performed by customer		*
633	TO_PI_2.1.23	Handle errors and analyze root cause for incorrect message processing in PI (AEX)	Excluded Tasks		*
634	TO_PI_2.1.24	Check PI / PO / AEX readiness after changes (upgrades, patches, notes)	Excluded Tasks		*
635	TO_PI_2.1.25	Configure the required system connections to partner systems	Enhanced Managed Services ("EMS") that can be performed by customer		*
636	TO_PI_2.1.26	Transport management of PI objects	Enhanced Managed Services ("EMS") that can be performed by customer		*
637	X8 - Enterprise Portal				
638	Operations				
639	TO_EP_1.1.01	Monitoring of application services for Portal, Unifiers, Unification Server, PCD, and CM	Standard Services	Monitors application services only; customer responsible to monitor portal content.	*
640	TO_EP_1.1.03	Maintain LDAP (Novell, ADS, iPlanet and others)	Excluded Tasks		*
641	TO_EP_1.1.04	Analyze Portal System logs and revise failures occurred	Standard Services	Provider to inform customer of required assistance.	*
642	TO_EP_1.1.05	System landscape maintenance, connection of external systems – e.g. SAP	Enhanced Managed Services ("EMS") that can be performed by customer	Port connection required.	*
643	TO_EP_1.1.07	User mapping	Enhanced Managed Services ("EMS") that can be performed by customer		*
644	TO_EP_1.1.08	Role/Channel/iPanel allocation	Enhanced Managed Services ("EMS") that can be performed by customer		*
645	TO_EP_1.1.09	Content administration	Excluded Tasks		*
646	TO_EP_1.1.10	Set-up and maintain Portal user source data	Enhanced Managed Services ("EMS") that can be performed by customer		*
647	TO_EP_1.1.11	Lock and delete portal user source data	Enhanced Managed Services ("EMS") that can be performed by customer		*
648	TO_EP_1.1.12	Release locked portal users	Enhanced Managed Services ("EMS") that can be performed by customer		*
649	TO_EP_1.1.13	Define and change Customer specific portal authorization profiles	Enhanced Managed Services ("EMS") that can be performed by customer		*
650	TO_EP_1.1.14	Administer Content Repository	Excluded Tasks		*
651	TO_EP_1.1.20	Customize, upgrade POE including all components	Excluded Tasks	Set J2EE passwords, configure Java port, add service packs.	*
652	TO_EP_1.1.22	Upgrade of pages, roles, static html content	Excluded Tasks		*

653	TO_EP_1.1.23	Maintenance of Java services	Standard Services	Customer responsible to develop new Java services, and to customize existing java services.		*
654		X9 - Sybase IQ (used as data persistency for NLS, ILM or 3rd party archiving solutions)				
655		Database Installation/Configuration				
656	TO_SIQ_1.1.01	Check/prepare system requirements (BW Release, SAP Notes, Source/target set-up)	Excluded Tasks		n/a	n/a
657	TO_SIQ_1.1.03	Initial configuration / parameter settings	Standard Services		n/a	n/a
658	TO_SIQ_1.1.06	Initialize connection between BW/NLS and Sybase IQ	Standard Services	Provider will perform required set-up. Customer must configure the NLS connection from the BW side.	n/a	n/a
659		Database Operations				
660	TO_SIQ_1.2.02	Database capacity management	Standard Services		n/a	n/a
661	TO_SIQ_1.2.04	Perform database consistency check (DBCC)	Standard Services		n/a	n/a
662	TO_SIQ_1.2.05	Troubleshooting of technical database issues	Standard Services		n/a	n/a
663	TO_SIQ_1.2.06	Set-up backup	Standard Services		n/a	n/a
664	TO_SIQ_1.2.07	Restore backup	Standard Services		n/a	n/a
665	TO_SIQ_1.2.08	Monitor database connection	Standard Services	Customer must check connection from BW side.	n/a	n/a
666		Application				
667	TO_SIQ_1.4.01	Create/schedule/restore data archiving requests	Excluded Tasks			*
668	TO_SIQ_1.5.01	Provision server for the archiving solution server	Optional Services	If partner solution requires extra server; refer to Server Provisioning section in this document for details.	n/a	n/a
669	TO_SIQ_1.4.04	Install partner archiving software	Excluded Tasks	Customer must make sure, that they hold valid licenses to run the installed software in the cloud environment.		*
670	TO_SIQ_1.4.05	Configure partner archiving software	Excluded Tasks			*
671	TO_SIQ_1.4.06	Managed services for archiving partner software (issue handling)	Excluded Tasks			*
672		SAP Information Lifecycle Management (ILM) for Sybase IQ				
673	TO_SIQ_1.6.01	Check and prepare system requirements (Sizing, SAP Notes)	Excluded Tasks		n/a	n/a
674	TO_SIQ_1.6.02	Activate of ILM Store in NetWeaver	Standard Services		n/a	n/a
675	TO_SIQ_1.6.03	Set parameters in SAP IQ for ILM Store	Standard Services		n/a	n/a
676	TO_SIQ_1.6.05	Set-up ILM Store Authorizations	Excluded Tasks			*
677	TO_SIQ_1.6.06	Integrate ILM Store to Archiving Process	Excluded Tasks			*
678	TO_SIQ_1.6.07	Configure of ArchiveLink connection to ILM Store	Excluded Tasks			*
679	TO_SIQ_1.6.08	Configure of Storage Connections	Excluded Tasks			*
680	TO_SIQ_1.6.09	Check ICM Parameters	Standard Services		n/a	n/a
681	TO_SIQ_1.6.10	Set-up Clients and Origins in the ILM Store	Excluded Tasks			*
682	TO_SIQ_1.6.11	Integration to OpenText Storage	Excluded Tasks			*

683	TO_SIQ_1.6.12	Integration to other ILM Certified Storage	Excluded Tasks		*
684	TO_SIQ_1.6.13	Data destruction and data compliance	Excluded Tasks		*
685	TO_SIQ_1.6.14	License generation and deployment for Live Systems	Standard Services		*
686	X11 - SAP Cloud Connector				
687	Installation and Configuration				
688	TO_SCC_1.1.02	Configuration - Enable outbound connection via LoadBalancer	Standard Services	Enable Cloud Connector to connect with SAP Business Technology Platform application domains / IP ranges or SAP Business Network domains / IP ranges (e.g.: Ariba, LBN, AIN)	*
689	TO_SCC_1.1.04	Configuration - On-premise resources (OData services) customer wants to use in SAP Business Technology Platform - BTP (formerly SAP Cloud Platform)	Enhanced Managed Services ("EMS") that can be performed by customer		*
690	TO_SCC_1.1.11	SNC Setup for SAP Cloud Connector	Enhanced Managed Services ("EMS") that cannot be performed by customer	Service Provider to perform operating system-level activities related to the setup. Customer to perform user interface (UI)-level activities as part of the configuration. The Customer can provide certificate properties if they do not provide a PSE file. In such cases the Service Provider will generate the CSR (Certificate Signing Request) and share it with the Customer for signing. If the Customer provides a PSE file for use during the SNC setup, the Service Provider will utilize the provided PSE file during the configuration.	*
691	X12 - SAP Business Technology Platform - BTP (formerly SAP Cloud Platform) Integration - Data Services Agent (BTPI-DS) (Formerly HCI-DS)				
692	Installation and Configuration				
693	TO_BTPIIDS_1.1.01	Install SAP BTPI - Data Service agent	Standard Services	Installation requires existing or relevant subscription and/or inclusion as part of the contract.	*
694	TO_BTPIIDS_1.1.02	Configuration - Enable outbound connection via LoadBalancer to connect with BTPI	Standard Services		*
695	TO_BTPIIDS_1.1.03	Configuration - Establish connection to customer's cloud account	Standard Services	Need access to BTPI portal or service provider will request the configuration file from customer. Configuration performed at OS level. Provider will verify that agent status is green in BTPI portal.	*
696	TO_BTPIIDS_1.1.04	Configuration - Business backend preparation steps for BTPI consumption	Enhanced Managed Services ("EMS") that can be performed by customer		*
697	Monitoring Set-up				
698	TO_BTPIIDS_1.2.01	Monitoring set-up for process level availability - Nagios	Standard Services		*
699	Data Handling and Data Services				
700	TO_BTPIIDS_1.3.01	Migrate or replicate data between data stores	Excluded Tasks		*
701	X13 - SAP Fiori				
702	Installation and Configuration				
703	TO_FIORI_1.1.01	Installation of application specific packages in respective SAP Systems	Standard Services	Initial set-up in HEC.	*
704	TO_FIORI_1.1.03	Configuration - Web Dispatcher Fiori App redirects	Enhanced Managed Services ("EMS") that cannot be performed by customer	SSL is a prerequisite for this task. Scope during Initial Provisioning includes all systems defined in the initial contract. If more systems are added a Change Request (CR) is required and additional EMS efforts may apply. For systems migrated to environments for which SAP is the Service Provider, it is the customer's responsibility to configure the Web Dispatcher for the migrated system; this configuration can be delivered through a separately contracted cloud onboarding and migration service.	*
705	TO_FIORI_1.1.05	Configuration - HANA XS Engine Web Dispatcher	Enhanced Managed Services ("EMS") that can be performed by customer	SSL is a prerequisite for this task. Scope during Initial Provisioning includes all systems defined in the initial contract. If more systems are added a Change Request (CR) is required and additional EMS efforts may apply.	*
706	TO_FIORI_1.1.09	Initial enablement of Fiori launchpad including all required connectivity set-up	Enhanced Managed Services ("EMS") that can be performed by customer	Includes the activation of predefined sample SAP Fiori apps to validate SAP Fiori Launchpad enablement for Greenfield deployments. For systems migrated to environments which use SAP as the service provider, it is customer's responsibility to enable existing SAP Fiori app(s) and is covered by a separately contracted cloud onboarding and migration service.	*
707	TO_FIORI_1.1.07	Configuration - Fiori applications	Excluded Tasks	In some situations service provider might be able to support the customer using an Application Management service, however due to the large variety of possible scenarios this item has been generally excluded from the service; customers should seek assistance via other SAP services.	*

708	TO_FIORI_1.1.13	Activate standard Fiori Applications based on SAP business roles	Enhanced Managed Services ("EMS") that can be performed by customer	Covers the activation of standard SAP Fiori applications based on SAP standard business (template) roles, i.e. roles shipped by SAP that follow the naming convention SAP_BR <.>. A maximum of four SAP standard business roles can be selected. A package can be defined for the activation. The activation is only applicable to trial/sandbox and development systems. Custom roles or custom applications are excluded from the activation. The activation of single apps is not possible.		*
709		X15 - Web Dispatcher				
710		Web Dispatcher Operations				
711	TO_WD_1.1.01	Register/Remove Systems in Web Dispatcher and their options regarding SSL	Enhanced Managed Services ("EMS") that cannot be performed by customer	Scope during initial provisioning includes all systems defined in the initial contract.		*
712	TO_WD_1.1.02	General memory management definition	Standard Services			*
713	TO_WD_1.1.03	General security parameter definition	Standard Services			*
714	TO_WD_1.1.04	General Configuration for Support SSL in Parameter File or PSE Maintenance Tool in Admintool (Handling HTTPS Requests)	Standard Services			*
715	TO_WD_1.1.05	Communication with the message server / application server using SSL	Enhanced Managed Services ("EMS") that cannot be performed by customer			*
716	TO_WD_1.1.06	Modification of HTTP requests	Enhanced Managed Services ("EMS") that cannot be performed by customer			*
717	TO_WD_1.1.07	Setting up error handling	Enhanced Managed Services ("EMS") that cannot be performed by customer			*
718	TO_WD_1.1.08	Maintaining the authentication File	Standard Services			*
719	TO_WD_1.1.09	Changes in client 000 of the backend systems related to Web Dispatcher (HTTPURLOCC)	Standard Services			*
720	TO_WD_1.1.10	Log and trace strategy	Standard Services			*
721	TO_WD_1.1.11	Encryption policy (protocols, ciphersuites, key length)	Standard Services			*
722	TO_WD_1.1.12	Connection counts	Standard Services			*
723	TO_WD_1.1.13	Meladata Exchange Using SSL	Standard Services			*
724	TO_WD_1.1.14	Definition of port ranges	Standard Services			*
725	TO_WD_1.1.15	LoadBalancer configuration for Web Dispatcher	Standard Services	Configuration details (routing rules, redirection information, backend system details etc.) must be provided by customer. HEC will be update the LoadBalancer and Web Dispatcher accordingly.		*
726	TO_WD_1.1.16	DNS Changes for Web Dispatcher Service	Excluded Tasks	There are no options to have personalized DNS.		*
727	TO_WD_1.1.17	Update Web Dispatcher version in K8s (Kubernetes)	Standard Services			*
728	TO_WD_1.1.18	Restart Web Dispatcher in K8s (Kubernetes)	Standard Services			*
729	TO_WD_1.1.19	Update Web Dispatcher time zone in K8s (Kubernetes)	Standard Services			*
730	TO_WD_1.1.20	Update T-shirt size (capacity) for Web Dispatcher in K8s (Kubernetes)	Optional Services			*
731		X16 - LoadBalancer				
732		LoadBalancer operation				
733	TO_LRP_1.1.01	Set-up LoadBalancer instance	Standard Services	For existing LoadBalancers only. Does not include cost for additional LoadBalancers and/or additional infrastructure, if required. setup of additional LoadBalancers beyond the contracted volume is subject to a Change Request.		*
734	TO_LRP_1.1.02	Register/Remove Systems in LoadBalancer	Standard Services			*
735	TO_LRP_1.1.03	Configure load distribution to application servers	Standard Services			*
736	TO_LRP_1.1.04	Provide external IP for Internet facing scenarios	Standard Services			*
737	TO_LRP_1.1.05	Configure SSL offloading (Encryption)	Standard Services			*
738	TO_LRP_1.1.07	Perform DNS handling for customer own Domain	Excluded Tasks			*
739	TO_LRP_1.1.08	Provide X.509 certificate for customer domain to enable SSL	Excluded Tasks			*
740	TO_LRP_1.1.08A	Enable X.509 certificate for ALB in Amazon Web Services (AWS) with WebDispatcher and related backends	Enhanced Managed Services ("EMS") that cannot be performed by customer	Available for Amazon Web Services (AWS) only. Mutual Transport Layer Security (mTLS) extends the TLS protocol used to secure network communications. TLS is commonly used to establish secure connections over the internet, ensuring authentication, data confidentiality, and integrity. However, in traditional TLS, the authentication is one-sided, where the server authenticates itself to the client, and the identity of the client is not verified.		*
741	TO_LRP_1.1.09	Provide X.509 certificate for SAP own URL like *.xxx.ondemand.com domain	Standard Services			*
742	TO_LRP_1.1.10	Install customer X.509 certificate	Standard Services			*
743	TO_LRP_1.1.11	Configure Web Application Firewall	Standard Services			*
744	TO_LRP_1.1.12	Configure persistence handling	Standard Services			*

745	TO_LRP_1.1.14	Configure health checks	Standard Services		*
746	TO_LRP_1.1.15	Configure URL/IP based blacklist and allowlist filtering	Standard Services		*
747	TO_LRP_1.1.16	Configure sorry page function	Standard Services		*
748	TO_LRP_1.1.17	Configure outgoing connections to Internet	Standard Services		*
749	TO_LRP_1.1.18	Enable access from HEC to internet/public domain	Optional Services	Supported using outbound LoadBalancer. Used to integrate HEC with other clouds or customer public services etc.	*
750	X17 - OpenText Solutions				
751	Data archiving and document access: ERP + archive + storage				
752	TO_OT_1.1.01	Set-up connection to archive server	Standard Services		*
753	TO_OT_1.1.02	Customizing of archiving solution	Excluded Tasks		*
754	Archive server part (content repository)				
755	TO_OT_1.2.01	Archive server DB installation	Standard Services		*
756	TO_OT_1.2.02	Archive server installation	Standard Services		*
757	TO_OT_1.2.03	Configuration of the archive storage	Standard Services		*
758	TO_OT_1.2.04	Attaching storage to the Archive server	Standard Services		*
759	TO_OT_1.2.05	Configuration of the archive server	Standard Services		*
760	Migration of existing archives to private cloud				
761	TO_OT_1.6.01	Data migration of archived data of OpenText archive system	Excluded Tasks	Consulting project required.	*
762	TO_OT_1.6.02	Data migration of archived data of Non-OpenText archive system	Excluded Tasks	Consulting project required.	*
763	Admin Tasks Archive Server				
764	TO_OT_1.7.01	Standard backup (storage handling)	Standard Services		*
765	TO_OT_1.7.02	Standard monitoring	Standard Services		*
766	TO_OT_1.7.03	Administrative tasks (create new archives)	Standard Services	On customer request.	*
767	Archiving: application management				
768	TO_OT_1.8.01	Authorization concept	Excluded Tasks		*
769	TO_OT_1.8.03	Archiving of data	Excluded Tasks		*
770	TO_OT_1.8.04	Deletion of data	Excluded Tasks		*
771	Scanning and Pipeline				
772	TO_OT_1.3.01	Installation on-premise (scan client)	Excluded Tasks		*
773	TO_OT_1.3.02	Scan Configuration	Excluded Tasks		*
774	TO_OT_1.3.03	Pipeline installation on-premise	Excluded Tasks		*
775	TO_OT_1.3.04	Pipeline configuration on-premise	Excluded Tasks		*
776	VIM: SAP Component Installation in SAP ERP		In case VIM is part of solution scope		
777	TO_OT_1.4.01	Add-On installation for VIM	Standard Services		*
778	TO_OT_1.4.02	SAP Business Workflow Engine enabling (Basic configuration)	Standard Services		*
779	TO_OT_1.4.03	Business Configuration	Excluded Tasks	RDS available.	*
780	TO_OT_1.4.04	ArchiveLink customizing	Standard Services		*
781	VIM: Invoice Capture Center (ICC)		In case VIM is part of solution scope		
782	TO_OT_1.5.01	Installation VIM server	Standard Services		*
783	TO_OT_1.5.02	Basic configuration and connectivity	Standard Services		*
784	TO_OT_1.5.03	Basic business configuration	Excluded Tasks	RDS available.	*
785	TO_OT_1.5.04	Customer specific enhancements	Excluded Tasks		*
786	StreamServe		In case StreamServe is part of solution scope		
787	TO_OT_1.9.01	Installation of StreamServe	Standard Services	To be done on OS-level.	*
788	TO_OT_1.9.02	Set-up connection to StreamServe server	Standard Services		*

789	TO_OT_1.9.03	StreamServe base configuration	Standard Services	Customer to provide FQDN of OpenText Server.		*
790	TO_OT_1.9.05	Application specific configuration	Excluded Tasks	e.g. Adjust print forms, BAPI functions, etc.		*
791	SAP S/4HANA Common Tasks					
792	TO_OT_1.10.1	Install OpenText Cloud Edition Add-On	Standard Services	Includes SAP Archiving and Document Access by OpenText (ADA), SAP Vendor Invoice Management (VIM), SAP Extended Enterprise Content Management by OpenText (xECM).	n/a	n/a
793	TO_OT_1.10.2	Activate/Maintain ICF nodes required for Apps to be enabled/updated	Standard Services		n/a	n/a
794	TO_OT_1.10.3	Activate/Maintain OData Services required for Apps to be enabled/updated	Standard Services		n/a	n/a
795	Vendor Invoice Management for SAP Solutions (VIM)					
796	TO_OT_1.11.1	Establish/Maintain secure connection to OpenText Core Capture for SAP Solutions (IES Cloud)/OT2	Standard Services	Create and maintain connections from S/4HANA SM59. Client ID and secret password from Admin Center need to be provided to HEC	n/a	n/a
797	Extended Enterprise Content Management for SAP Solutions (xECM)					
798	TO_OT_1.12.1	Establish/Maintain secure connection to OpenText Cloud (OTK)	Standard Services	Create and maintain connections from S/4HANA SM59, STRUST and in xECM's IMG hierarchy "Create HTTP Connections".	n/a	n/a
799	Archiving and Document Access for SAP Solutions (ADA)					
800	TO_OT_1.13.1	Install OpenText Core Archive Connector and Document Pipelines	Standard Services	Application installation only.	n/a	n/a
801	TO_OT_1.13.2	Establish/Maintain secure connection to OpenText Core Archive for SAP Solutions (ADA Cloud)/OT2	Standard Services	Initial configuration and customer tenant registration.	n/a	n/a
802	TO_OT_1.13.3	Add/Maintain SAP S/4HANA systems connection	Standard Services		n/a	n/a
803	TO_OT_1.13.7	Maintain Core Archive Connector setting	Standard Services	Activity includes replacing/generating certificate and private key.	n/a	n/a
804	TO_OT_1.13.8	User Administration	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
805	Software Lifecycle Management					
806	TO_OT_1.14.1	Implement customer specific updates to the managed OT Core Archive Connector solution (software packages not commonly available via the SAP Service Marketplace)	Standard Services		n/a	n/a
807	X17A - OpenText Extended Enterprise Content Management (OT xECM)					
808	Installation					
809	TO_OT_XECM_1.1.1	Install OT xECM Components (Content Server, Archive Server, AppWorks, OTDS Server, Database repository)	Standard Services	Content Server, Archive Server, AppWorks, OTDS Server, Database repository.	n/a	n/a
810	TO_OT_XECM_1.1.2	Install OT xECM NetWeaver ABAP Add-on(s)	Standard Services	Install OT xECM , OT ADA and OTA Fiori Add-on on S4HANA System.	n/a	n/a
811	TO_OT_XECM_1.1.3	Install additional OT xECM application server deployment for HA	Standard Services	May require Change Request (CR) for HA option.	n/a	n/a
812	Set-up and Configuration					
813	TO_OT_XECM_1.2.1	Post installation configuration	Standard Services		n/a	n/a
814	TO_OT_XECM_1.2.2	Monitoring	Standard Services		n/a	n/a
815	TO_OT_XECM_1.2.3	Application configuration	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
816	TO_OT_XECM_1.2.4	Data Archiving	Excluded Tasks		n/a	n/a
817	TO_OT_XECM_1.2.5	S4HANA integration and connectivity	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
818	TO_OT_XECM_1.2.6	Configure SSL/TLS secure communication	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a	n/a
819	TO_OT_XECM_1.2.7	SSO with Windows AD	Excluded Tasks	Customer may engage other SAP services pertaining to SSO solutions for cloud environment.	n/a	n/a
820	X18 - SAP Information Steward					
821	Operations					
822	TO_IS_1.1.02	Add additional IS job servers for load balancing on existing infrastructure	Standard Services	Adding additional server on existing infrastructure. A Change Request (CR) is required if additional infrastructure needs to be deployed.		*

823	TO_IS_1.1.13	Add additional IS job servers for load balancing on new infrastructure	Optional Services	Adding additional server on new infrastructure. A Change Request (CR) is required.		*
824	TO_IS_1.1.03	User and access management	Enhanced Managed Services ("EMS") that can be performed by customer			*
825	TO_IS_1.1.04	Create and manage IS application jobs	Excluded Tasks			*
826	TO_IS_1.1.05	Executing Information Steward utilities	Excluded Tasks			*
827	TO_IS_1.1.06	Data Insight, Metadata, Cleansing Package and Match Review administration	Excluded Tasks			*
828	TO_IS_1.1.08	IS repository and file system backup	Standard Services			*
829	TO_IS_1.1.09	IS job server and services monitoring	Standard Services			*
830	TO_IS_1.1.11	Troubleshooting issues with IS jobs and utilities (Data Insight, Rule Tasks, Metadata Management, Data Cleansing)	Excluded Tasks			*
831	TO_IS_1.1.12	Execute performance tuning for Data Insight, Data Cleansing, Metadata Management, Metapedia and Match Review	Excluded Tasks			*
832		X20 - Celonis CPM				
833		Celonis CPM				
834	TO_CEL_1.1.02	Creation Java KeyStore	Standard Services			*
835	TO_CEL_1.1.03	Configuring authorized SQL queries	Excluded Tasks	Provider will update the respective file on OS Level.		*
836	TO_CEL_1.1.04	Configure audit parameters and password rules	Standard Services			*
837	TO_CEL_1.1.05	Request logging trace for user	Standard Services			*
838	TO_CEL_1.1.06	Transport Export/Import	Excluded Tasks			*
839	TO_CEL_1.1.07	General Administration of users, groups and authorizations	Excluded Tasks			*
840	TO_CEL_1.1.08	Change system settings on application side	Excluded Tasks			*
841	TO_CEL_1.1.09	Backup/Restore H2 Database	Standard Services			*
842		X21 - SAP Identity Management IDM				
843		Configuration				
844	TO_IDM_1.0.01	Assist customer with IDM related tasks that require access to operating system	Enhanced Managed Services ("EMS") that cannot be performed by customer			*
845	TO_IDM_1.0.02	Install IDM dispatchers as part of the initial cloud environment installation	Standard Services			*
846	TO_IDM_1.0.03	Connect IDM UI to IDM system	Standard Services	SSL configuration is not covered by this task.		*
847		X22 - SAP Financial Consolidation (FC)				
848		Administration of Data Sources				
849	TO_FC_1.1.01	Starting/Stopping/Setting Administrator Password and activity views for Datasources	Standard Services			*
850	TO_FC_1.1.02	Add Webservices	Enhanced Managed Services ("EMS") that can be performed by customer			*
851	TO_FC_1.1.03	Add FC Application Server/Webserver on existing infrastructure	Enhanced Managed Services ("EMS") that can be performed by customer	Adding additional server on existing infrastructure. A Change Request (CR) is required if additional infrastructure needs to be deployed.		*
852	TO_FC_1.1.15	Add FC Application Server/Webserver on new infrastructure	Optional Services	Adding additional server on new infrastructure. A Change Request (CR) is required.		*
853	TO_FC_1.1.04	Migrating and filtering data source	Excluded Tasks			*
854	TO_FC_1.1.05	Install software configuration	Excluded Tasks			*
855	TO_FC_1.1.06	Sending/Broadcasting messages to End-users	Excluded Tasks			*
856	TO_FC_1.1.07	Defining log configuration for application servers	Excluded Tasks			*
857	TO_FC_1.1.08	Defining commands available for machines and instances	Excluded Tasks			*
858	TO_FC_1.1.09	Activation/Deactivation Machine in the FC Admin console	Enhanced Managed Services ("EMS") that can be performed by customer			*

859	TO_FC_1.1.10	Starting/Stopping Instances in the FC Admin console	Enhanced Managed Services ("EMS") that can be performed by customer		*
860	TO_FC_1.1.11	Creating scheduled tasks for starting and stopping servers	Enhanced Managed Services ("EMS") that cannot be performed by customer		*
861	TO_FC_1.1.12	Create/Delete Data Source(s)	Enhanced Managed Services ("EMS") that cannot be performed by customer	Requires actions at OS Level.	*
862	TO_FC_1.1.13	Create FC transport folder	Standard Services		*
863	TO_FC_1.1.14	Restart FC platform periodically	Standard Services		*
864	Monitoring				
865	TO_FC_1.2.04	Monitoring one FC application URL per SID	Standard Services	Limited to one URL per SID. Customer needs to provide URL to be monitored.	*
866	TO_FC_1.2.03	Monitoring of further FC application URLs	Enhanced Managed Services ("EMS") that can be performed by customer	Customer needs to provide URL to be monitored.	*
867	Administration of HANA Databases				
868	TO_FC_1.3.01	Prerequisites for creating SAP HANA Modeling Views with Cube Designer	Excluded Tasks	Customer require access to HANA Studio and require HANA Customer Administration authorization.	*
869	TO_FC_1.3.02	Deleting rights created during Cube Deployments	Excluded Tasks	Customer require access to HANA Studio and require HANA Customer Administration authorization.	*
870	Configure SAP Financial Consolidation Web Site				
871	TO_FC_1.4.01	Reconnecting Automatically	Standard Services		*
872	TO_FC_1.4.02	Activating the SAP Financial Consolidation Web Technical Log	Standard Services		*
873	TO_FC_1.4.03	Supporting long-term HTTP sessions with firewalls	Standard Services		*
874	TO_FC_1.4.04	Publishing documents via a URL	Enhanced Managed Services ("EMS") that cannot be performed by customer		*
875	TO_FC_1.4.05	Configuring HTTPS	Enhanced Managed Services ("EMS") that cannot be performed by customer		*
876	TO_FC_1.4.06	Customizing the SAP Financial Consolidation Web Site Home page	Enhanced Managed Services ("EMS") that cannot be performed by customer		*
877	Configure SAP Financial Consolidation Web HTML5 Site				
878	TO_FC_1.5.01	Configuring/Customizing SAP Financial Consolidation Web HTML5 site advanced settings	Enhanced Managed Services ("EMS") that cannot be performed by customer		*
879	Configure SAP Financial Consolidation Web HTML5 Site				
880	TO_FC_1.5.01	Configuring/Customizing SAP Financial Consolidation Web HTML5 site advanced settings	Enhanced Managed Services ("EMS") that cannot be performed by customer		*
881	Archiving Tool				
882	TO_FC_1.6.01	Install and access the Archiving Tool	Standard Services		*
883	TO_FC_1.6.02	Execute archiving process	Enhanced Managed Services ("EMS") that cannot be performed by customer	Just possible using AMS/SAP services because require access to OS Level.	*
884	Archiving Tool				
885	TO_FC_1.6.01	Install and access the Archiving Tool	Standard Services		*
886	TO_FC_1.6.02	Execute archiving process	Enhanced Managed Services ("EMS") that cannot be performed by customer	Just possible using AMS/SAP services because require access to OS Level.	*
887	Install and Configure the SAP NetWeaver BW Server to deploy Infocubes with SAP Financial Consolidation Cube Design				
888	TO_FC_1.8.01	Install the FPM Basis component on the SAP NetWeaver BW server	Standard Services		*
889	TO_FC_1.8.02	Creating BW NetWeaver Roles to deploy Infocubes with Cube Designer	Excluded Tasks		*

890	TO_FC_1.8.03	Install SAP EPM Solutions Connection Manager on the BOE platform	Standard Services		*
891	TO_FC_1.8.04	Configuring the Central Management Console for SAP Cube Designer	Excluded Tasks		*
892	TO_FC_1.8.05	Configuring the Central Management Server for a distributed installation	Standard Services	If requested during initial build, this will be configured as standard service.	*
893	TO_FC_1.8.06	Configuring reverse proxy	Standard Services		*
894	TO_FC_1.8.07	Creating an EPM Connection for SAP Financial Consolidation with NetWeaver BW Cubes or SAP PCM or SAP SSM or SAP HANA	Excluded Tasks		*
895	Financial Information Management				
896	TO_FC_1.9.01	Configuring the number of lines in a Flat File Preview	Standard Services		*
897	TO_FC_1.9.02	Configuring Time-out Parameters	Standard Services		*
898	Financial Information Management				
899	TO_FC_1.9.01	Configuring the number of lines in a Flat File Preview	Standard Services		*
900	TO_FC_1.9.02	Configuring Time-out Parameters	Standard Services		*
901	X25 - BPA by Redwood				
902	Operations				
903	TO_BP_1.1.01	Technical installation	Standard Services		*
904	TO_BP_1.1.03	License deployment	Enhanced Managed Services ("EMS") that can be performed by customer		*
905	TO_BP_1.1.05	Connect central SAP BPA server system to remote systems within cloud environment	Enhanced Managed Services ("EMS") that can be performed by customer		*
906	TO_BP_1.1.07	Monitoring of central BPA system	Standard Services		*
907	TO_BP_1.1.08	Job monitoring	Enhanced Managed Services ("EMS") that can be performed by customer		*
908	TO_BP_1.1.09	User and role management	Enhanced Managed Services ("EMS") that can be performed by customer		*
909	TO_BP_1.1.12	Initial job scheduling Set-up	Enhanced Managed Services ("EMS") that can be performed by customer		*
910	TO_BP_1.1.13	Modification of scheduling set-up	Enhanced Managed Services ("EMS") that can be performed by customer		*
911	TO_BP_1.1.14	Re-Scheduling of jobs to remote system	Enhanced Managed Services ("EMS") that can be performed by customer		*
912	TO_BP_1.1.15	Defining monitoring framework for jobs triggered via SAP BPA	Enhanced Managed Services ("EMS") that can be performed by customer		*
913	X28 - GK Software		Will be deprecated by July 2026.		
914	Set-up and configuration				
915	TO_GK_1.1.01	Set-up and manage GK Software directories	Standard Services	n/a	n/a
916	TO_GK_1.1.02	Create directory for source data file upload (if not already available)	Standard Services	n/a	n/a
917	TO_GK_1.1.03	Assist in copying various files related to GK software configuration to file system directories	Standard Services	n/a	n/a
918	TO_GK_1.1.04	Set-up of dynamic takeovers in the structures	Excluded Tasks	n/a	n/a
919	TO_GK_1.1.05	Set-up of structure level overwrites	Excluded Tasks	n/a	n/a
920	TO_GK_1.1.06	Set-up NetWeaver Config tool directory structure	Standard Services	n/a	n/a
921	TO_GK_1.1.07	Change language after installation	Standard Services	n/a	n/a
922	TO_GK_1.1.08	Set-up system level overwrite (system types)	Excluded Tasks	n/a	n/a
923	TO_GK_1.1.09	Configure customer specific organizational structure	Excluded Tasks	n/a	n/a
924	TO_GK_1.1.10	Configure basic Store Manager node	Standard Services	n/a	n/a
925	TO_GK_1.1.11	Install store templates	Excluded Tasks	Provider to share copy files on the OS level.	n/a
926	TO_GK_1.1.12	Import of store templates into Store Manager	Excluded Tasks		n/a
927	TO_GK_1.1.13	Assign template to the main Store Manager structure	Excluded Tasks		n/a

928	TO_GK_1.1.14	Import config into Hybrid Infoserver	Excluded Tasks		n/a	n/a
929	TO_GK_1.1.15	Configure HANA JDBC datasource connection pooling	Standard Services		n/a	n/a
930	TO_GK_1.1.16	Deploy EPA files into SAP NetWeaver Portal	Standard Services		n/a	n/a
931	TO_GK_1.1.17	Create customer store structure	Excluded Tasks		n/a	n/a
932	TO_GK_1.1.18	Configure GK Store Manager	Excluded Tasks		n/a	n/a
933	TO_GK_1.1.19	Import Global Configuration for Store Manager (data container)	Excluded Tasks		n/a	n/a
934	TO_GK_1.1.20	Configure GK Software Store Manager for stores or country level overrides	Excluded Tasks	Example: configuration of the POS Server it points to or LPS.	n/a	n/a
935	TO_GK_1.1.21	Import source data	Excluded Tasks		n/a	n/a
936	TO_GK_1.1.22	Configure GK ECON for Data import (defining the xml file for IDoc imports)	Excluded Tasks		n/a	n/a
937	TO_GK_1.1.23	Create and customize Reference Store (countries, district, stores)	Excluded Tasks		n/a	n/a
938	TO_GK_1.1.24	Create SAP NetWeaver datasource	Standard Services		n/a	n/a
939	TO_GK_1.1.25	Configure and assign data containers (Taxes, work groups, reasons of transactions etc.)	Excluded Tasks		n/a	n/a
940	TO_GK_1.1.26	Configure SDC data containers (assign variants etc.)	Excluded Tasks		n/a	n/a
941	TO_GK_1.1.27	Import templates and activation manually (e.g. EC config template, heartbeat monitor)	Excluded Tasks		n/a	n/a
942	TO_GK_1.1.28	Configure reference customer organizational structure (during installation)	Standard Services	Only the basic structure as per the set-up procedures. The detailed functional structures is Customer / Project team responsibility.	n/a	n/a
943		Operations				
944	TO_GK_1.2.01	Assist customers with tasks in their area of responsibility, if OS access is required	Enhanced Managed Services ("EMS") that cannot be performed by customer	In cases where the execution of tasks requires activities to be performed within the OS level and for which the customer is responsible according to this document. Customers and GK implementation partners will not get OS access to managed servers within the cloud environment. The service provider will support the customer, e.g. by taking over the tasks or by providing other methods to execute tasks. This line item only applies to infrequent/occasional assistance; projects requiring regular, longer and more general OS access for implementation, development and support cannot be supported via this line item. Extra service charge is calculated per server.	n/a	n/a
945	TO_GK_1.2.02	Configure Application level JDBC Datasources	Standard Services	Each central application on SAP NetWeaver must be linked to a database by a datasource entry. This entry has to be set via NetWeaver Administrator one time per application and must be available before the first launch of the related application.	n/a	n/a
946	TO_GK_1.2.03	Modification of HTTP requests	Standard Services		n/a	n/a
947	TO_GK_1.2.04	Change application server parameters after handover	Standard Services	Modifying standard settings to changing customer requirements.	n/a	n/a
948	TO_GK_1.2.05	Manage communication with the message server / application server using SSL	Standard Services		n/a	n/a
949	TO_GK_1.2.06	Definition of port ranges	Standard Services		n/a	n/a
950	TO_GK_1.2.07	GK Host Configuration via Portal Administration	Standard Services		n/a	n/a
951	TO_GK_1.2.08	Update by CDPL tool (Central Deployment update for Store components)	Excluded Tasks		n/a	n/a
952	TO_GK_1.2.09	Rebuild client	Standard Services	OS access required to run the scripts.	n/a	n/a
953	TO_GK_1.2.10	GK Software user management	Excluded Tasks		n/a	n/a
954	TO_GK_1.2.11	Map GK software users to SAP NetWeaver user management	Excluded Tasks		n/a	n/a
955	TO_GK_1.2.12	Backup and Restore - standard HANA and NW	Standard Services		n/a	n/a
956	TO_GK_1.2.13	Backup and Restore - sync after DB restore	Excluded Tasks		n/a	n/a
957	TO_GK_1.2.14	Synchronization of source data after database recovery	Excluded Tasks		n/a	n/a
958	TO_GK_1.2.15	Clean up obsolete content data and templates	Excluded Tasks		n/a	n/a
959	TO_GK_1.2.16	Define and implement log and trace strategy	Standard Services		n/a	n/a
960	TO_GK_1.2.17	Monitor basic technical functions using monitoring environment	Standard Services		n/a	n/a
961	TO_GK_1.2.18	Monitor GK application using Enterprise Cockpit	Excluded Tasks		n/a	n/a
962	TO_GK_1.2.19	GK Business Process Monitoring	Excluded Tasks		n/a	n/a
963	TO_GK_1.2.20	Monitoring solution performance (node level performance using GK Performance Monitor)	Excluded Tasks	Provider to support copying the files into working directories.	n/a	n/a
964	TO_GK_1.2.21	Analyze database using GK_PMON, GK_STATS	Excluded Tasks		n/a	n/a
965		Software Lifecycle Management for GK				

966	TO_GK_1.3.01	Implement updates to the managed GK solution (software packages commonly available via the SAP Service Marketplace)	Standard Services		n/a	n/a
967	TO_GK_1.3.02	Implement customer specific updates to the managed GK solution (software packages not commonly available via the SAP Service Marketplace)	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a	n/a
968	TO_GK_1.3.03	Upgrade of managed GK solution to the next higher major software version	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a	n/a
969		X29 - SAP TREX				
970		TREX operations				
971	TO_TREX_1.1.14	Post-Installation Configuration and Connection TREX with an Application (Java or ABAP)	Enhanced Managed Services ("EMS") that cannot be performed by customer	This includes activities Post-Installation Configuration and Connection between TREX and an Application (Java or ABAP) as is described in Official Product documentation (help.sap.com)		*
972	TO_TREX_1.1.15	Administer TREX indices	Excluded Tasks			*
973	TO_TREX_1.1.16	Administer Taxonomies	Excluded Tasks			*
974	TO_TREX_1.1.17	Monitoring of status of TREX queues	Enhanced Managed Services ("EMS") that can be performed by customer	Manual monitoring; effort based per execution.		*
975	TO_TREX_1.1.18	Delete faulty documents in TREX queues	Enhanced Managed Services ("EMS") that can be performed by customer			*
976		X30 - SAP Predictive Analytics (SPA)				
977		SAP Predictive Analytics - Set-up and Configuration				
978	TO_SPA_1.1.01	Install Predictive (Automated) Server	Standard Services			*
979	TO_SPA_1.1.03	Install Predictive Factory	Standard Services			*
980	TO_SPA_1.1.04	Install SAP HANA Automated Predictive Library	Standard Services			*
981	TO_SPA_1.1.05	Predictive Analytics Client Install and Connectivity	Standard Services			*
982	TO_SPA_1.1.06	Predictive Analytics - Data Source Set-ups for Automated Server	Standard Services	Install and set-up ODBC drivers for HANA as data source. Additional data sources set-up will be charged in addition as EMS.		*
983	TO_SPA_1.1.14	Predictive Analytics - Data Source Set-ups for Automated Server (additional)	Enhanced Managed Services ("EMS") that cannot be performed by customer	Install and set-up ODBC drivers for HANA as data source. Additional data sources set-up will be charged in addition as EMS.		*
984	TO_SPA_1.1.07	Automated Analytics/Predictive Factory - Authentication set-up and configuration	Standard Services			*
985	TO_SPA_1.1.08	Automated Analytics/Predictive Factory - Authorization Set-up	Standard Services			*
986	TO_SPA_1.1.09	Automated Analytics/Predictive Factory - SSL/TLS Secure Communication	Enhanced Managed Services ("EMS") that cannot be performed by customer			*
987	TO_SPA_1.1.10	Automated Analytics/Predictive Factory - Single Sign On (SSO) with Windows Active Directory	Excluded Tasks	Customer may engage other SAP services pertaining to SSO solutions for cloud environment.		*
988	TO_SPA_1.1.11	Setting Up Modeling Servers in Predictive Factory	Enhanced Managed Services ("EMS") that cannot be performed by customer			*
989	TO_SPA_1.1.12	Executing external commands/program from Predictive Factory	Enhanced Managed Services ("EMS") that cannot be performed by customer			*
990	TO_SPA_1.1.13	Implement additional hosts set-up for High Availability	Optional Services			*
991		Other Services				
992	TO_SPA_1.2.01	Predictive Analytics Integrator Set-up	Enhanced Managed Services ("EMS") that cannot be performed by customer			*
993	TO_SPA_1.2.02	Set-up and configure Predictive Analytics Models	Enhanced Managed Services ("EMS") that can be performed by customer			*
994		X31 - SAP Solution Manager				
995		Installation and Configuration				
996	TO_SOLM_1.1.01	Set-up and configuration of ITSM in SAP Solution Manager	Excluded Tasks			*
997	BASIC_1.8.07	Set-up monitoring: Install Solution Manager Diagnostics (SMD) Agent and integrate it with Customer Solution Manager system for both Live and Build phase systems.	Enhanced Managed Services ("EMS") that cannot be performed by customer	Integrate the newly installed Solution Manager Diagnostics (SMD) agent to a customer-owned SAP Solution Manager System that is operated in the cloud. Note: this is different from the central SAP Solution Manager system owned by the service provider.		*
998	BASIC_1.8.18	Set-up monitoring with Customer Solution Manager located in cloud: Configuration of monitoring within the customers SAP Solution Manager system	Enhanced Managed Services ("EMS") that can be performed by customer	EMS effort is calculated per server; monitoring set-up is done using only SAP Solution Manager standard templates, no customer specific settings and adjustments included.		*
999	BASIC_1.8.26	Configure Solution Manager: Focused Insight standard dashboard	Enhanced Managed Services ("EMS") that can be performed by customer	EMS effort is calculated per Solution Manager - no customer specific settings and adjustments included.		*
1000		X33 - SAP Test Data Migration Server (TDMS)				
1001		Installation and Configuration				
1002	TO_TDMS_1.1.01	Set-up of Control System (TDMS server) and set-up of receiver system (target server)	Standard Services			*
1003	TO_TDMS_1.1.02	Patching of the sender systems (source system)	Standard Services			*
1004	TO_TDMS_1.1.03	TDMS initial configuration, client creation, set-up RFC connections, set-up authorizations, Shell Creation	Standard Services			*
1005	TO_TDMS_1.1.04	Set scrambling data, customizing, using BPL modeler	Excluded Tasks			*
1006		X34 - SAP PowerDesigner				
1007		Operational Set-up				

1008	TO_PWR_1.1.01	Install components (Portal, Repo, Proxy)	Standard Services	Install and set-up SAP PowerDesigner repository including any support package and patch updates. SAP ASE database will be set-up as repository server. Install and configure Apache Tomcat Server on portal server for remote web access. Install and set-up SAP PowerDesigner admin server as staging server for initial deployment. Export/import of SAP PowerDesigner Web application files to portal server.		*
1009	TO_PWR_1.1.02	Install Proxy	Standard Services	Install and set-up SAP PowerDesigner proxy server - will be installed on same server as SAP PowerDesigner admin server. This is an optional component.		*
1010	TO_PWR_1.1.03	Set-up and configuration	Standard Services	Install and set-up ODBC drivers for SAP HANA as data source. Additional data sources set-up will be charged as EMS. Set-up and configure authentication for portal and repository servers. Authorization set-up - provision specific user and roles for SAP PowerDesigner portal and repository Access.		*
1011	TO_PWR_1.1.04	Portal Server - SSL/TLS Set-up	Enhanced Managed Services ("EMS") that cannot be performed by customer	Set-up secure communication through SSL/TLS configuration.		*
1012	TO_PWR_1.1.05	Portal Server - Single Sign On (SSO) with Windows Active Directory	Excluded Tasks	Customer may engage other SAP services pertaining to SSO solutions for cloud environment.		*
1013	X36 - SAP Billing and Revenue Innovation Management					
1014	General Operations					
1015	TO_BRIM_CC_1.0.01	Manage (unlock/reset) admin user	Standard Services	"Admin User" administration for SAP Convergent Charging and SAP Convergent Mediation by Digital Route applications.	n/a	n/a
1016	SAP Convergent Charging					
1017	TO_BRIM_CC_1.1.01	Install SAP Convergent Charging database	Standard Services		n/a	n/a
1018	TO_BRIM_CC_1.1.02	Install SAP Convergent Charging core server	Standard Services		n/a	n/a
1019	TO_BRIM_CC_1.1.03	Post Installation steps - Convergent Charging Cockpit and Core tool installation	Standard Services		n/a	n/a
1020	Operations					
1021	TO_BRIM_CC_1.2.01	Start/stop system	Standard Services		n/a	n/a
1022	TO_BRIM_CC_1.2.02	Apply Updates	Standard Services		n/a	n/a
1023	TO_BRIM_CC_1.2.03	Version upgrade	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a	n/a
1024	TO_BRIM_CC_1.2.04	Monitoring	Standard Services		n/a	n/a
1025	TO_BRIM_CC_1.2.05	Standard technical parameter setting and activation with restart	Standard Services	If required per SAP Note, the product support team, or a top issue.	n/a	n/a
1026	TO_BRIM_CC_1.2.06	Additional parameter settings	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a	n/a
1027	TO_BRIM_CC_1.2.07	Additional instance installation	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a	n/a

1028	TO_BRIM_CC_1.2.08	System refresh	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a	n/a
1029	TO_BRIM_CC_1.2.09	Configure Transports	Standard Services		n/a	n/a
1030	TO_BRIM_CC_1.2.10	Enable SSL service	Standard Services		n/a	n/a
1031	TO_BRIM_CC_1.2.11	Parameter update	Standard Services		n/a	n/a
1032	SAP Convergent Mediation by DigitalRoute					
1033	TO_BRIM_CM_1.1.01	Install SAP Convergent Mediation Database	Standard Services		n/a	n/a
1034	TO_BRIM_CM_1.1.02	Install SAP Convergent Mediation Control Zone and Execution Zone set-up	Standard Services		n/a	n/a
1035	TO_BRIM_CM_1.1.03	Post Installation steps	Standard Services		n/a	n/a
1036	TO_BRIM_CM_1.1.04	Install SAP Convergent Mediation Execution Control Standalone (ECSA) set-up	Standard Services		n/a	n/a
1037	Operations					
1038	TO_BRIM_CM_1.2.01	Disaster Recovery procedures and testing for reprocessing of events	Excluded Tasks		n/a	n/a
1039	TO_BRIM_CM_1.2.02	Deletion of collected files after checkpoint batch	Excluded Tasks		n/a	n/a
1040	TO_BRIM_CM_1.2.03	Push Data Records from customer sFTP server to cloud environment sFTP server	Excluded Tasks		n/a	n/a
1041	TO_BRIM_CM_1.2.04	Start/stop system	Standard Services		n/a	n/a
1042	TO_BRIM_CM_1.2.05	Start/stop specific Pico instance	Standard Services		n/a	n/a
1043	TO_BRIM_CM_1.2.06	Monitoring	Standard Services	Availability monitoring only.	n/a	n/a
1044	TO_BRIM_CM_1.2.07	Standard technical parameter setting and activation with restart	Standard Services	If required per SAP Note, the product support team, or a Top Issue.	n/a	n/a

1045	TO_BRIM_CM_1.2.08	Additional parameter settings	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
1046	TO_BRIM_CM_1.2.09	Install, add, and upgrade Pico instances	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a	n/a
1047	TO_BRIM_CM_1.2.10	Import/Export Workflows configuration	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
1048	TO_BRIM_CM_1.2.11	Maintain External Reference files	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
1049	TO_BRIM_CM_1.2.12	Install license	Standard Services		n/a	n/a
1050	TO_BRIM_CM_1.2.13	System refresh	Enhanced Managed Services ("EMS") that cannot be performed by customer		n/a	n/a
1051	TO_BRIM_CM_1.2.15	Install CA signed certificate on CM	Standard Services		n/a	n/a
1052	TO_BRIM_CM_1.2.16	Configure OAuth2 Service	Standard Services		n/a	n/a
1053	X37 - SAP Manufacturing Integration and Intelligence					
1054	Implementation and Configuration					
1055	TO_MII_1.1.01	Set-up Plant Connectivity (PCo) for SAP Overall Equipment Effectiveness (OEE) Functionality	Excluded Tasks			*
1056	TO_MII_1.1.02	Set-up ALE user	Enhanced Managed Services ("EMS") that can be performed by customer			*
1057	TO_MII_1.1.03	Establish ALE connection to customer's ERP system	Enhanced Managed Services ("EMS") that can be performed by customer			*
1058	TO_MII_1.1.04	Execute CTC Template for SAP Overall Equipment Effectiveness (OEE) Management: SAP NetWeaver	Excluded Tasks			*
1059	TO_MII_1.1.05	Execute CTC Template for SAP Overall Equipment Effectiveness (OEE) Management: Integration Interfaces	Excluded Tasks			*
1060	TO_MII_1.1.06	Configure SAP Overall Equipment Effectiveness Management	Excluded Tasks			*
1061	TO_MII_1.1.07	Create XMII Users and perform Roles Assignments	Enhanced Managed Services ("EMS") that can be performed by customer			*
1062	X38 - SAP Manufacturing Execution					
1063	Operational Set-up					
1064	TO_ME_1.1.01	Execute CTC Template for SAP NetWeaver Engine Configuration	Standard Services			*
1065	TO_ME_1.1.02	Execute CTC Template for SAP Database Set-up	Standard Services			*

1066	TO_ME_1.1.03	Execute CTC Template for SAP ME Configuration	Excluded Tasks			*
1067	TO_ME_1.1.04	Execute SAP ME Scripts	Excluded Tasks			*
1068	TO_ME_1.1.05	Perform SAP ME and ERP Integration	Excluded Tasks			*
1069	TO_ME_1.1.06	Install Adobe Document Services	Optional Services			*
1070	X39 - R Integration		Will be deprecated by 2027.			
1071	Operational Set-up					
1072	TO_RINT_1.1.02	Install R Integration Components	Standard Services	R, R Server, and dependent packages are installed independently from the SAP HANA database.		*
1073	TO_RINT_1.1.03	Perform technical post-installation tasks	Standard Services	Set-up SAP HANA configuration for index and XS Engine parameters for R Integration. Set-up R Server authentication and authorization. Provision cloud environment specific user and roles for R Integration. Configure and set-up R Integration nodes for each tenant database including, service initialization, cockpit access, delivery units, and verification.		*
1074	TO_RINT_1.1.04	R Integration - Additional hosts set-up for High Availability (HA)	Optional Services	Add and set-up R Integration additional nodes. High Availability set-up and configuration involves single or multi-tenant database set-up including R Integration group set-up. For R Integration LoadBalancer set-up, check R&R Section "LoadBalancer".		*
1075	X40 - SAP SQL Anywhere - Mobilink					
1076	Implementation and Configuration					
1077	TO_SQLA_ML_1.1.01	Install and activate SQLAnywhere Mobilink Services	Standard Services	Install and set-up of SQLA Mobilink Server including any support package and patch updates. Import of Mobilink system object to consolidated database. Note: Prior to Mobilink install, an SAP HANA database should already be provisioned as a consolidated database.	n/a	n/a
1078	TO_SQLA_ML_1.1.02	Perform technical post-installation tasks	Standard Services	Activate Mobilink roles, privileges and object access for monitoring and operations. Provision cloud environment specific user and roles. Configure and set-up Mobilink nodes for each SAP HANA tenant database including, service initialization, delivery units and verification.	n/a	n/a
1079	TO_SQLA_ML_1.1.03	Mobilink - Single Sign On (SSO) Set-up	Excluded Tasks	Customer may engage other SAP services pertaining to SSO solutions for cloud environment.	n/a	n/a
1080	TO_SQLA_ML_1.1.04	Mobilink - Additional Host Set-up for High Availability (HA)	Optional Services	Add and configuring additional hosts for high availability set-up. For multi-tenant set-up, Mobilink nodes are added exclusively to each tenant database. For Mobilink LoadBalancer set-up, check R&R Section "LoadBalancer".	n/a	n/a
1081	TO_SQLA_ML_1.1.05	Set-up and configure synchronization scripts	Excluded Tasks	Configure synchronization script for upload and download of data between remote and consolidated databases.	n/a	n/a
1082	X41 - SAP Analytics Cloud					
1083	SAP Analytics Cloud Tenant					
1084	TO_SAC_1.1.01	Establish connection between SAP Analytics Cloud and HEC managed system	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
1085	TO_SAC_1.1.02	Set-up Single Sign On (SSO) communication with Principle Propagation from SAP Analytics Cloud to SAP S/4HANA	Excluded Tasks	Customer may engage other SAP services pertaining to SSO solutions for cloud environment.	n/a	n/a
1086	TO_SAC_1.1.03	Creation or change of user/roles or SAP as Identity Provider	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
1087	SAP Analytics Cloud Agent					
1088	TO_SAC_1.2.01	Install SAP Analytics Cloud Agent	Standard Services		n/a	n/a
1089	TO_SAC_1.2.02	Configure SAP Analytics agent - Cloud Connector	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
1090	TO_SAC_1.2.02A	Configure SAP Analytics - Java Connector	Standard Services		n/a	n/a
1091	TO_SAC_1.2.03	Configure SAP Analytics Cloud with connections requiring SAP Analytics agent such as SAP S/4HANA, ERP	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
1092	SAP S/4HANA Tasks for SAP Analytics Cloud					
1093	TO_SAC_1.3.01	Configure STRUST for SSL settings	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
1094	TO_SAC_1.3.03	Enable INA for Analytics Cloud	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
1095	TO_SAC_1.3.04	Enable CORS Analytics Cloud and edit allowlist	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
1096	X42 - SAP Business Technology Platform - BTP (formerly SAP Cloud Platform)					
1097	Global Account and Subaccount(s)					
1098	TO_BTP_1.1.02	Create or change of entitlements in the Global Account	Enhanced Managed Services ("EMS") that can be performed by customer			*
1099	TO_BTP_1.1.06	Manage certificates (issue, import, export)	Enhanced Managed Services ("EMS") that can be performed by customer			*
1100	TO_BTP_1.1.07	Create or change Custom Application Domains Settings	Enhanced Managed Services ("EMS") that can be performed by customer			*

1101		Identity Provider			
1102	TO_BTP_1.2.01	Configure Local Provider Settings	Enhanced Managed Services ("EMS") that can be performed by customer		*
1103	TO_BTP_1.2.02	Configure Trust Relationships and Federation Settings for external Identity Providers (e.g. Microsoft, Okta)	Enhanced Managed Services ("EMS") that can be performed by customer		*
1104	TO_BTP_1.2.03	Configure Trust Relationships and Federation Settings for SAP Identity Authentication Tenant	Enhanced Managed Services ("EMS") that can be performed by customer		*
1105	TO_BTP_1.2.04	Configure Principle Propagation Business Technology Platform, SAP Cloud Connector and SAP S/4HANA	Enhanced Managed Services ("EMS") that can be performed by customer		*
1106	TO_BTP_1.2.05	Activate CERTRULE for the purpose of client based certificates	Enhanced Managed Services ("EMS") that can be performed by customer	If an existing SAP S/4HANA system is to be used for the integration.	*
1107	TO_BTP_1.2.06	User Migration to Business Technology Platform Identity Authentication Tenant	Enhanced Managed Services ("EMS") that can be performed by customer		*
1108		SAP S/4HANA Tasks for SAP Business Technology Platform - BTP (formerly SAP Cloud Platform)			
1109	TO_BTP_1.3.02	Activate ICF nodes required for sample Apps to be enabled	Enhanced Managed Services ("EMS") that can be performed by customer		*
1110	TO_BTP_1.3.03	Activate OData Services required for sample Apps to be enabled	Enhanced Managed Services ("EMS") that can be performed by customer		*
1111	TO_BTP_1.3.04	Enterprise Search Enablement (ESH)	Enhanced Managed Services ("EMS") that can be performed by customer		*
1112	TO_BTP_1.3.05	Create authorization role in backend system for OData processing	Enhanced Managed Services ("EMS") that can be performed by customer	For relevant sample Apps.	*
1113	TO_BTP_1.3.06	Activate Embedded BW content for Analytical Fiori Apps	Enhanced Managed Services ("EMS") that can be performed by customer		*
1114	TO_BTP_1.3.07	Enable INA for Analytical SAP Fiori Apps	Enhanced Managed Services ("EMS") that can be performed by customer		*
1115		Portal			
1116	TO_BTP_1.4.01	Create or change SAP Fiori Launchpad sites (Site Directory and Site Settings)	Enhanced Managed Services ("EMS") that can be performed by customer		*
1117	TO_BTP_1.4.02	Create or change roles	Enhanced Managed Services ("EMS") that can be performed by customer		*
1118	TO_BTP_1.4.03	Create or change groups including role assignment	Enhanced Managed Services ("EMS") that can be performed by customer		*
1119	TO_BTP_1.4.04	Create or change catalogs including role assignment	Enhanced Managed Services ("EMS") that can be performed by customer		*
1120	TO_BTP_1.4.05	Enable SAP Fiori sample apps and perform required connectivity set-up	Enhanced Managed Services ("EMS") that can be performed by customer		*
1121		SAP BTP Private Link for Azure			
1122	TO_BTP_1.6.01	Create Azure private link service and share the "ResourceID" with the customer	Standard Services		*
1123	TO_BTP_1.6.02	Steps in BTP for setting up the BTP private link service	Excluded Tasks		*
1124	TO_BTP_1.6.03	Connection Approval by SM on Azure Portal - within 24 hours	Standard Services		*
1125		X43 - SAP Forms by Adobe (Adobe Document Services/ADS)	SAP Cloud Connector and SAP Business Technology Platform - BTP (formerly SAP Cloud Platform) are prerequisites.		
1126		Installation and Configuration			
1127	TO_ADS_1.1.02	Data Migration from on premise ADS to ADS on BTP - customer account	Enhanced Managed Services ("EMS") that can be performed by customer	Applicable if SAP Forms by Adobe (Adobe Document Services/ADS) is configured in a customer owned BTP account.	*
1128	TO_ADS_1.1.03	Configure Fonts and Print Information using XDC and XCI Files - customer account	Enhanced Managed Services ("EMS") that can be performed by customer	Applicable if SAP Forms by Adobe (Adobe Document Services/ADS) is configured in a customer owned BTP account.	*
1129	TO_ADS_1.1.04	Configure document security - customer account	Enhanced Managed Services ("EMS") that can be performed by customer	Applicable if SAP Forms by Adobe (Adobe Document Services/ADS) is configured in a customer owned BTP account.	*
1130	TO_ADS_1.1.05	Configure job profiles- customer account	Enhanced Managed Services ("EMS") that can be performed by customer	Applicable if SAP Forms by Adobe (Adobe Document Services/ADS) is configured in a customer owned BTP account.	*
1131		X44 - SAP Enterprise Threat Detection (ETD)			
1132		Build Phase			

1133	TO_ETD_1.1.01	Install ETD on SAP HANA XS	Standard Services	Create specific SAP HANA tenant for ETD. Import ETD delivery unit in HANA. Import ETD content package. Enable mandatory ETD background jobs.	*
1134	TO_ETD_1.1.02	Install and configure ETD Streaming solution	Standard Services	Initialize ETD Launchpad; install and configure ETD Streaming applications including Apache Kafka and Zookeeper, initial configuration of ETD Streaming certificates.	*
1135	TO_ETD_1.1.03	Configure provisioning logs from SAP NetWeaver ABAP/JAVA based source system	Enhanced Managed Services ("EMS") that can be performed by customer	Excludes prerequisite SAP Notes implementation.	*
1136	TO_ETD_1.1.04	Enable ETD SAP ECS supported non-Netweaver based source systems - Build Phase	Standard Services	Intended for: SAP HANA (ECS hosted); SAP Cloud Connector (ECS hosted); BTP Accounts (NEO,CF); S/4HANA Public; SAP Commerce; SAP Sales Cloud, SAP Service Cloud and SAP Analytic Cloud. Customer to provide: URLs, technical users and credentials per source systems.	*
1137	TO_ETD_1.1.06	Configure provisioning logs from other source systems including OS	Excluded Tasks		*
1138	TO_ETD_1.1.07	Enable mandatory ETD background jobs	Standard Services		*
1139	TO_ETD_1.1.08	Encrypt SSL connection between ETD source systems (ABAP/HANA/JAVA) and ETD Streaming	Standard Services		*
1140	TO_ETD_1.1.09	Set the initially agreed retention times (Kafka, cold storage, HANA hot and warm storage) where applicable.	Standard Services		*
1141	TO_ETD_1.1.10	Install and setup ETD LogCollector - stand alone	Standard Services	Used when ETD Streaming is hosted by SAP Business Transformation Platform and source systems are hosted in Enterprise Cloud Services.	*
1142	TO_ETD_1.1.11	Configure SAP ECS NetWeaver based source systems to send logs to ETD LogCollector - stand alone	Enhanced Managed Services ("EMS") that can be performed by customer	Logs are forwarded to ETD Streaming on SAP Business Transformation Platform.	*
1143		Run Phase			
1144	TO_ETD_1.2.01	Schedule/Adjust individual ETD HANA background jobs	Enhanced Managed Services ("EMS") that can be performed by customer	Enable optional ETD background jobs.	*
1145	TO_ETD_1.2.02	Adjust individual ABAP source system sending schedules jobs (frequency, type of logs)	Enhanced Managed Services ("EMS") that can be performed by customer		*
1146	TO_ETD_1.2.03	Import New ETD Content Packages	Enhanced Managed Services ("EMS") that can be performed by customer		*
1147	TO_ETD_1.2.04	Define ETD namespaces and locations	Enhanced Managed Services ("EMS") that can be performed by customer		*
1148	TO_ETD_1.2.06	Security monitoring for alerts created in ETD	Enhanced Managed Services ("EMS") that can be performed by customer	Perform ETD security monitoring for the agreed patterns for the logs from customer system.	*
1149	TO_ETD_1.2.07	Enhanced Analyses	Enhanced Managed Services ("EMS") that can be performed by customer	Execute proactive threat hunting and analyze specific suspicion.	*
1150	TO_ETD_1.2.08	Content Adaption	Enhanced Managed Services ("EMS") that can be performed by customer	Create/update and implement new/updated and agreed pattern.	*
1151	TO_ETD_1.2.09	Upgrade ETD on SAP HANA	Standard Services	Import new ETD delivery unit in HANA.	*
1152	TO_ETD_1.2.10	Re-enable/re-connect ABAP/Java source system	Enhanced Managed Services ("EMS") that can be performed by customer	Reconnect ABAP/Java source systems after source system upgrades/migrations.	*
1153	TO_ETD_1.2.12	Upgrade ETD Streaming	Standard Services	Upgrade ETD streaming including Apache Kafka, Zookeeper.	*
1154	TO_ETD_1.2.13	Monitor ETD HANA XS Mandatory background jobs	Standard Services		*
1155	TO_ETD_1.2.14	Monitor ETD HANA XS optional and custom background jobs	Excluded Tasks		*
1156	TO_ETD_1.2.15	Renew and monitor ETD streaming certificate when expired	Standard Services		*
1157	TO_ETD_1.2.17	Renew expired certificates for the encrypted SSL connection between ETD source systems (ABAP/HANA/JAVA) and ETD Streaming	Standard Services		*
1158	TO_ETD_1.2.19	Configure ETD SAP ECS supported non-Netweaver based source systems - Run Phase	Enhanced Managed Services ("EMS") that cannot be performed by customer	Additional configurations are available as a billable service. Each service request is limited between One (1) to a total of Ten (10) source systems to be added or removed for any source type. Intended for: SAP HANA (ECS hosted); SAP Cloud Connector (ECS hosted); BTP Accounts (NEO,CF); S/4HANA Public; SAP Commerce; SAP Sales Cloud AND SAP Service Cloud. Customer to provide: URLs and technical users and credentials per source systems	*

1159	TO_ETD_1.2.20	Change HANA hot (RAM) storage or warm (NSE) retention	Excluded Tasks	Note: changing retention directly impacts the size of HANA/NSE memory/storage and requires a change request (CR) to process.		*
1160	TO_ETD_1.2.21	Upgrade ETD LogCollector - stand alone	Standard Services			*
1161	X45 - Zscaler ZPA Connector					
1162	Implementation and Configuration					
1163	TO_ZPA_1.1.01	Install ZPA Connector and required OS packages	Optional Services			*
1164	TO_ZPA_1.1.02	Configure ZPA Connector	Optional Services			*
1165	TO_ZPA_1.1.03	Allowlist ZPA Connector IP addresses in LoadBalancer	Optional Services			*
1166	TO_ZPA_1.1.04	Configure connector in ZPA Admin Console	Excluded Tasks			*
1167	TO_ZPA_1.1.05	Provision ZPA Connector provisioning keys	Excluded Tasks			*
1168	TO_ZPA_1.1.06	Install client software	Excluded Tasks			*
1169	TO_ZPA_1.1.07	Client and end-user support	Excluded Tasks			*
1170	TO_ZPA_1.1.08	Sizing of required number of connectors	Excluded Tasks			*
1171	TO_ZPA_1.1.09	Integration with customer's IDP (SAML)	Excluded Tasks			*
1172	TO_ZPA_1.1.10	Install provisioning keys	Optional Services			*
1173	X46 - SAP Omnichannel Banking (OCB)					
1174	Implementation and Configuration					
1175	TO_OCB_1.1.01	Install Tomcat	Optional Services	Customer provides Tomcat relevant to OCB.		*
1176	TO_OCB_1.1.02	Install OCB software Retail Banking or Business Banking (Digital)	Standard Services			*
1177	TO_OCB_1.1.03	Deploy Business Central and deploy Platform with customized WAR files	Excluded Tasks	Provider performs task for customer for SAP product WAR files and Customer provided customized WAR files		*
1178	TO_OCB_1.1.04	Develop WAR files	Excluded Tasks			*
1179	X48 - Redwood RunMyJobs					
1180	Installation and Configuration					
1181	TO_RMJ_1.1.01	Install Redwood platform agent and configure as Secure gateway	Standard Services	Installation and configuration of the secure-gateway agent on dedicated VM. Installation of Secure gateway agent on servers running managed systems is not allowed	n/a	n/a
1182	TO_RMJ_1.1.01A	Install Redwood OS platform agent (excluding Secure Gateway functionality)	Standard Services	Installation and configuration of the OS platform agent on SAP application server VM. This agent is not supposed to be used as a Secure Gateway.	n/a	n/a
1183	TO_RMJ_1.1.02	Monitor RunMyJobs platform agent	Standard Services		n/a	n/a
1184	TO_RMJ_1.1.03	Restart RunMyJobs platform agent	Standard Services		n/a	n/a
1185	TO_RMJ_1.1.04	Scheduling of jobs	Excluded Tasks		n/a	n/a
1186	TO_RMJ_1.1.05	Manual design and implementation of process definitions	Excluded Tasks		n/a	n/a
1187	TO_RMJ_1.1.06	Integrate SAP system to Redwood RunMyJobs Cloud	Enhanced Managed Services ("EMS") that can be performed by customer	Connect business client to the Customer tenant. Technical user for communication needs to be provided by Customer.	n/a	n/a
1188	TO_RMJ_1.1.07	Integrate SAP System to Redwood Solution	Enhanced Managed Services ("EMS") that can be performed by customer	Connect business client to the customer tenant. Technical user for communication needs to be provided by the customer.	n/a	n/a
1189	TO_RMJ_1.1.08	Import SAP objects into Redwood Solution	Enhanced Managed Services ("EMS") that can be performed by customer	E.g., execution of any predefined Process Definition starting with SAP_[BW_JMA_JPI_Import*). Relevant source objects and storage location in Redwood need to be provided by customer.	n/a	n/a
1190	TO_RMJ_1.1.09	Align on jobs and KPIs to be monitored and threshold levels - includes monitoring configuration in Redwood Solution	Enhanced Managed Services ("EMS") that can be performed by customer	Jobs to be named by customer. Monitoring concept is developed by customer and service provider in a joint effort.	n/a	n/a
1191	TO_RMJ_1.1.10	Monitor of service availability and service connection to Redwood tenant	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
1192	TO_RMJ_1.1.11	Operate job monitoring based on the designed monitoring concept	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
1193	TO_RMJ_1.1.12	Technical Root Cause Analysis (RCA) in case of job errors and implement needed changes	Enhanced Managed Services ("EMS") that can be performed by customer		n/a	n/a
1194	TO_RMJ_1.1.13	User and Role Management within Redwood Solution	Enhanced Managed Services ("EMS") that can be performed by customer	Only applicable if access to Redwood tenant is provided by customer.	n/a	n/a
1195	X49 - SMTP Relay to Office365					
1196	Installation and Configuration					
1197	TO_SMTP_1.1.01	Install smtp relay and required OS packages	Standard Services			*
1198	TO_SMTP_1.1.02	Configure smtp relay servers and LoadBalancers	Standard Services			*

1199	TO_SMTP_1.1.03	Allowlist of smtp relay IP's/FQDN in LoadBalancer and NSG	Standard Services		*
1200	TO_SMTP_1.1.04	Provisioning of certificates for TLS and authentication	Excluded Tasks		*
1201	TO_SMTP_1.1.05	Configure systems to use smtp relay server	Enhanced Managed Services ("EMS") that can be performed by customer		*
1202	TO_SMTP_1.1.06	Configure O365 connector in O365	Excluded Tasks		*
1203	TO_SMTP_1.1.07	Install certificates	Standard Services		*
1204		X50 - SAP Data Custodian (SDC) - Integration Service	Subject to availability on a case-by-case basis. SDC provides a subset of components which are each ordered separately.		
1205		Transparency and Control Service (SAP S/4 HANA, ECC)			
1206	TO_SDC_1.1.01	Install on SAP S/4 HANA or ECC	Standard Services	Install on existing SAP S/4 HANA or ECC system with required version provided by customer for SDC integration.	*
1207	TO_SDC_1.1.02	SAP system profile parameters	Standard Services	Service Provider is responsible for executing this task as it can have an impact on system performance and availability. Includes recommendations for technical system parameters. Provider will also adjust parameters by customer request except for certain standardized settings required to maintain system stability or security. For SAP Data Custodian Transparency and Control to work, Service Provider needs to set profile parameter - downtime is required due to system restart.	*
1208	TO_SDC_1.1.03	Enable outbound connection via LoadBalancer	Standard Services	Allow outbound connection to SDC tenant. Customer to provide the URL for SDC tenant to allow outbound connection; customer will get this from customer's SDC team during the onboarding process.	*
1209		Transparency and Control Service for Infrastructure (Hyperscaler)			
1210	TO_SDC_1.1.04A	Create infrastructure components on respective hyperscaler	Standard Services	There are infrastructure components (EventHub, PUB/SUB,S3 etc.) for each Hyperscaler which are required to enable the integration service.	*
1211	TO_SDC_1.1.04	Onboarding activities including configuring tenant with principal masking, and assessments/questionnaires	Excluded Tasks	Performed by customer's SDC team.	*
1212	TO_SDC_1.1.05	Configure the tenant with the SAP S/4HANA system	Excluded Tasks		*
1213	TO_SDC_1.1.06	Configure application synchronization for Principal[User] attributes	Excluded Tasks		*
1214	TO_SDC_1.1.07	Maintain use case policies in the Data Custodian tenant	Excluded Tasks		*
1215	TO_SDC_1.1.08	Remediate incidents for unauthorized accesses in the tenant	Excluded Tasks		*
1216	TO_SDC_1.1.09	Generate access log and other reports	Excluded Tasks		*
1217		External Key Management (KMS) Integration			
1218	TO_SDC_1.2.01	Installation HANA LSS and Key Migration	Enhanced Managed Services ("EMS") that cannot be performed by customer	Requires HANA 2.0 SP06 or later and HANA encryption to be enabled.	*
1219		Integration to Data Custodian			
1220	TO_SDC_1.3.01	Integrate HANA to Data Custodian KMS	Enhanced Managed Services ("EMS") that cannot be performed by customer	Customer should have subscription to Data Custodian KMS and completed their on-board. HANA LSS should be installed.	*
1221	TO_SDC_1.3.01A	Install HANA LSS and Key Migration and Integrate HANA to Data Custodian KMS	Enhanced Managed Services ("EMS") that cannot be performed by customer	Requires HANA 2.0 SP06 or later and HANA encryption to be enabled. Customer should have subscription to Data Custodian KMS and completed on-boarding. HANA LSS should be installed.	*
1222		Uninstall/Unlink/Reverse Integration			
1223	TO_SDC_1.4.01A	Uninstall LSS and/or unlink/reverse KMS integration	Enhanced Managed Services ("EMS") that cannot be performed by customer	Downtime required.	*
1224		X51 - SAP Disclosure Management (DM)			
1225		Installation			
1226	TO_SDM_1.1.01	Install DM components	Standard Services	IIS Web Server, DM Application Server, Task Engine, XBRL Service, and MS-SQL DB.	*

1227	TO_SDM_1.1.02	Install DM BW Connector	Standard Services			*
1228	TO_SDM_1.1.03	Install DM content packages	Standard Services	Scenario based.		*
1229	Set-up and Configuration					
1230	TO_SDM_1.2.01	Post-Install configuration	Standard Services			*
1231	TO_SDM_1.2.03	Configure DM Application Server SSL/TLS Secure Communication	Enhanced Managed Services ("EMS") that can be performed by customer	OS access required. Assistance can be requested via task BASIC_1.1.14.		*
1232	TO_SDM_1.2.04	Configure DM Application Server SSO with Windows AD	Excluded Tasks	Customer may engage other SAP services pertaining to SSO solutions for cloud environment.		*
1233	X52 - SAP 3D Visual Enterprise Generator (VEG)					
1234	Installation					
1235	TO_VEG_1.1.01	Install VEG components	Standard Services	IIS Web Server, MSMQ Server, Application Server (Source) with Embedded MS-SQL Express DB.		*
1236	TO_VEG_1.1.02	Install additional VEG subordinate host	Standard Services			*
1237	Set-up and Configuration					
1238	TO_VEG_1.2.01	Post-Install configuration	Standard Services			*
1239	TO_VEG_1.2.02	Configure VEG SSL/TLS Secure Communication	Enhanced Managed Services ("EMS") that can be performed by customer	OS access required. Assistance can be requested via task BASIC_1.1.14.		*
1240	TO_VEG_1.2.03	Integration with ERP/ECC/S4HANA	Enhanced Managed Services ("EMS") that can be performed by customer	OS access required. Assistance can be requested via task BASIC_1.1.14.		*
1241	TO_VEG_1.2.04	Configure SSO with Windows AD	Excluded Tasks	Customer may engage other SAP services pertaining to SSO solutions for cloud environment.		*
1242	X53 - SAP Content Server					
1243	Installation and Operation					
1244	TO_SCS_1.1.01	Install Content Server	Standard Services			*
1245	TO_SCS_1.1.02	Install specific parameter definition	Standard Services			*
1246	TO_SCS_1.1.03	Content Server - System Copy	Enhanced Managed Services ("EMS") that cannot be performed by customer	Only available after initial build phase is complete. Note: Customer must provide additional information which will be aligned during request processing.		*
1247	Configure Repositories					
1248	TO_SCS_1.2.01	Generate server certificate (in case of SSL enablement)	Standard Services	After CA signing of SAPSSLS pse, certificate should be generated.		*
1249	TO_SCS_1.2.03	Technical configuration of repositories in OAC0	Enhanced Managed Services ("EMS") that can be performed by customer	Strategic/conceptual decisions to be made by customers/consulting.		*
1250	TO_SCS_1.2.05	Set SAPR3 password in customer's backend system	Standard Services			*
1251	Patch Update					
1252	TO_SCS_1.3.01	SP update for content server version	Standard Services			*
1253	TO_SCS_1.3.02	SP update for MaxDB database	Standard Services			*
1254	Version Upgrade					
1255	TO_SCS_1.4.01	Pre-checks for repository connection	Enhanced Managed Services ("EMS") that can be performed by customer	Connection test via RSCMST for all given repositories needs to be done.		*
1256	TO_SCS_1.4.02	Technical Upgrade procedure - for releases up to 7.53	Enhanced Managed Services ("EMS") that cannot be performed by customer	For upgrades up to release 7.53.		*
1257	TO_SCS_1.4.02A	Technical Upgrade procedure	Standard Services	For upgrades from 7.53 to 7.54 and beyond.		*
1258	TO_SCS_1.4.03	Post-upgrade configuration changes for repositories - for releases up to 7.53	Standard Services	For upgrades up to release 7.53.		*
1259	TO_SCS_1.4.03A	Post-upgrade configuration changes for repositories	Standard Services	For upgrades from 7.53 to 7.54 and beyond.		*
1260	TO_SCS_1.4.04	Technical post-checks for repository connection	Enhanced Managed Services ("EMS") that can be performed by customer	Connection test via RSCMST for all given repositories needs to be done.		*
1261	TO_SCS_1.4.05	Functional validation of repositories	Excluded Tasks			*
1262	X54 - SAP HANA Cockpit 2.0					
1263	Installation and Configuration					
1264	TO_HANA_CP_1.1.03	Add and Maintain resources (ex: HANA Systems) and resource groups	Excluded Tasks	Configure HANA cockpit deployed on managed landscape to manage HANA systems at customer premises. Customer can perform this task with a user provided by service provider.	n/a	n/a
1265	TO_HANA_CP_1.1.04	Monitor database resource consumption of HANA Cockpit	Standard Services	To detect issues in technical operations.	n/a	n/a

1266	TO_HANA_CP_1.1.05	User management	Excluded Tasks	Customer must maintain their users for HANA Cockpit.	n/a	n/a
1267	TO_HANA_CP_1.1.06	Update and upgrade of HANA Cockpit	Standard Services		n/a	n/a
1268	X65 - SAP Focus Run					
1269	Configuration					
1270	TO_FRUN_1.1.07	Connect the first managed system(s) to customer FRUN	Standard Services	This task includes initial one-time preparations for FRUN connectivity including connection tests, exchange of certificate information, user provisioning, SLD data forwarding, etc. This task can be also used to change any existing connection details like certificate, user, hostname.		*
1271	TO_FRUN_1.1.08	Connect subsequent managed system(s) to customer FRUN	Standard Services	This task can be requested if at least one other managed host was already successfully connected to the FRUN with the preceding task ID.		*
1272	TO_FRUN_1.1.06	Configure SSI and monitoring in FRUN	Excluded Tasks			*
1273	X57 - SAP Cloud Application Lifecycle Management (CALM)					
1274	Installation and Configuration					
1275	TO_CALM_1.1.02	Basic setup	Enhanced Managed Services ("EMS") that can be performed by customer			*
1276	TO_CALM_1.1.03	Set-up connectivity to CALM	Enhanced Managed Services ("EMS") that can be performed by customer	Provides validation of the automated SAP Cloud ALM provisioning. Includes: creation of up to Ten (10) users in IDM and CALM and assignment of roles; and adding services which are assigned to a different customer number than SAP Cloud ALM.		*
1277	TO_CALM_1.1.04	Set-up connectivity to Cloud TMS	Enhanced Managed Services ("EMS") that can be performed by customer	Used to handle connectivity between CALM and ABAP systems. Connections to non-ABAP based systems can be requested via BASIC_1.15.04.		*
1278	TO_CALM_1.1.06	Set-up test management	Enhanced Managed Services ("EMS") that can be performed by customer			*
1279	X60 - SAProuter for Integration Scenarios					
1280	Installation and Configuration					
1281	TO_SR_1.1.01	Install SAProuter	Standard Services		n/a	n/a
1282	TO_SR_1.1.02	Configure saprountab file	Standard Services	Configure saprountab entries based on integration scenarios: SAP SuccessFactors Employee Central Payroll or SAP GTS SEEBURGER Cloud Integration.	n/a	n/a
1283	TO_SR_1.1.03	SAProuter availability monitoring	Standard Services		n/a	n/a
1284	TO_SR_1.1.04	Non-SNC communication monitoring	Standard Services	Communication apart from integration scenarios: SAP SuccessFactors Employee Central Payroll or SAP GTS SEEBURGER Cloud Integration will generate alert.	n/a	n/a
1285	X61 - SEEBURGER Cloud Integration for SAP Global Trade Services (GTS)					
1286	Installation and Configuration					
1287	TO_SEE_1.1.01	SEEBURGER tenant creation	Excluded Tasks	Customer must make request to the SEEBURGER Team to create tenants in the SEEBURGER Cloud. This includes coordination with the SEEBURGER team to obtain necessary IPs to be allowlisted, SNC name, and certificates, etc.	n/a	n/a
1288	TO_SEE_1.1.02	Establish communication with backend	Standard Services	Post installation of SAProuter refer TO_SR_1.1.01 and TO_SR_1.1.02. Update the SNC name and SEEBURGER IPs in saprountab file to allow communication with backend SAP GTS system.	n/a	n/a
1289	TO_SEE_1.1.03	Establish communication between load balancer and SAProuter	Standard Services	Add SAProuter in backend pool of LoadBalancers (Application LoadBalancer & Network LoadBalancer) and allowlist the SEEBURGER tenant IPs which is provided by customer to facilitate communication. To setup LB refer to TO_LRP_1.1.01	n/a	n/a
1290	TO_SEE_1.1.04	ABAP System tasks	Excluded Tasks	Customer will be enable SNC (with recommended parameters for security hardening), creating RFC in the backend SAP GTS system and maintaining partner profiles as per business need. Customer will also update the certificates on the ABAP side received from SEEBURGER end and allow SAProuter host to register program on gateway in gateway ACL files (secinfo and reginfo). SOAManager configuration will be done by Customer. Customer should exchange ABAP system certificate with SEEBURGER and share ABAP system SNC name for the configuration. SEEBURGER Team will provide required templates.	n/a	n/a
1291	X62 - SAP SuccessFactors: Employee Central Payroll - Integration					
1292	Installation and Configuration					
1293	TO_SF_1.1.01	SAProuter Registration at SuccessFactors	Standard Services	Post SAProuter installation, create a ticket under component XX-SER-NET-NEW to register managed SAProuter. Refer to "Setting Up an SNC-Based SAProuter Connection for Employee Central Payroll Systems" guide for the template.		*
1294	TO_SF_1.1.02	Allowlist SuccessFactors ECP IP	Standard Services	Refer to "Setting Up an SNC-Based SAProuter Connection for Employee Central Payroll Systems" guide to get the SuccessFactors ECP IP addresses based on regions.		*

1295	TO_SF_1.1.03	Import PSE to SAProuter	Standard Services	Download generated PSE from SAP For Me - saproutercertificate (formerly known as ONE Support Launchpad).		*
1296	X63 - TrendMicro SAP NetWeaver Virus Scan interface (NW-VSI)					
1297	Installation and Configuration					
1298	TO_TMVSI_AV_1.1.01	Activate TrendMicro NW-VSI license	Enhanced Managed Services ("EMS") that cannot be performed by customer	The SAP Virus Scan Interface (VSI) is the security component of the SAP NetWeaver platform. The VSI is used to secure all forms of customer content including documents, embedded images, and active content including JavaScript and scripts in PDF and Office documents.		*
1299	TO_TMVSI_AV_1.1.01_2	Configure application layer	Excluded Tasks			*
1300	X64 - Microsoft SQL Server					
1301	Installation and Configuration					
1302	TO_MSSQL_1.1.01	Install and/or Update MSSQL client	Standard Services		n/a	n/a
1303	TO_MSSQL_1.1.02	Implement MSSQL database encryption on MSSQL database already installed during Operations	Optional Services	Enable encryption on systems in operation. Downtime required for re-installation of database; potential additional storage consumption is subject to a change request (CR).	n/a	n/a
1304	TO_MSSQL_1.1.03	Implement MSSQL database encryption on MSSQL database already installed during Build	Standard Services	Encryption is enabled at system build only if it has been requested.	n/a	n/a
1305	TO_MSSQL_1.1.04A	Manage standby databases (MSSQL System Replication) for High Availability	Standard Services	Performed only for productive systems; only if dedicated standby databases are explicitly included as part of the solution in the contract. Not in scope for multi-node set-ups. Failover tests are not performed on a regular basis per system.	n/a	n/a
1306	TO_MSSQL_1.1.04B	Manage standby databases (MSSQL System Replication) for Disaster Recovery	Standard Services		n/a	n/a
1307	X65 - SAP Signavio Process Intelligence On-Premise Extractor					
1308	Installation and Configuration					
1309	TO_SGPIEX_1.1.01	Install and/or update	Standard Services	Applicable to only SAP ECC and S4/HANA landscapes as an integration agent. Agent is installed on a standard virtual machine. Includes implementation of technical prerequisites for SAP Signavio extractor. Available for all the hyperscalers.		*

Packaged Services Table Available at:

<https://dam.sap.com/mac/embed/public/pdf/a/9QAYbbF?rc=10&doi=SAP1271618&includeSapBrandedWrapper=true>

Packaged Services (Formerly: SAP Cloud Application Services ("CAS")) available at additional charge. Needs to be performed by customer if applicable and if the SAP CAS Service is not used.)

Packaged Services: Include tasks/services that a customer can perform, but the customer may elect to have SAP or Service Provider elect to deliver. Needs to be performed by customer if applicable and if a Packaged Service is not used. Packaged Services are subject to additional service fees as agreed in a customer's contract.

Packaged Services is a category of supplementary services identified as "Packaged Services" in this document. Packaged Services are subject to additional service fees as agreed in a customer's contract. Packaged Services excludes all services involving the extension, reduction, or change of the customer's existing landscape, e.g., provisioning additional infrastructure resources. SAP may provide Packaged Services in either proactive or reactive mode. For SAP to provide services in a reactive mode, the customer is required to submit Packaged Services service requests to SAP via the ticketing/service request system made available to customer for such purpose.