



SAP HANA Enterprise Cloud

SAP S/4HANA® Cloud, extended edition

Public

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

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CATEGORIZATION: For avoidance of doubt, all of the tasks and services itemized in this Roles & Responsibilities SAP S/4HANA Cloud, extended edition document are provided as a catalog of services which supplement the HEC Services as defined in the SAP HEC Roles & Responsibilities. However, the relevance and necessity of each individual task or service will be unique to each customer's HEC Computing Environment. Customers are responsible to review and analyze these tasks and make the selection of such tasks/services in collaboration with the assigned SAP HEC Cloud Architect Advisor ("CAA"), or with their SAP Customer Engagement Service Manager/Engagement Lead ("CESM"/"EL")

<p>Included in SAP S/4HANA Cloud, extended edition</p>	<p>For customers SAP S/4HANA Cloud, extended edition - additional tasks/services categorized as "SAP S/4HANA Cloud, extended edition" are included as part of the standard HEC Services as defined in the SAP HEC Roles & Responsibilities document and are covered by the HEC Service Fee and performed by the HEC delivery organization, as applicable to customer.</p>
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Not all tasks or services listed in the HEC R&R are relevant to all customer environments. Certain tasks or services may not be available from SAP or certain SAP third party providers, and may not be available in certain regions. The availability of a specific service may also depend on characteristics of the specific customer situation (e. g. system size, solution scope etc.) and must be individually checked and confirmed with the CAA or CESM/EL.

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

The PDF version of this SAP S/4HANA Cloud, extended edition – Roles & Responsibilities document made available by SAP at <http://www.sap.com/corporate-en/about/our-company/policies/cloud/hec-roles-and-responsibilities.html> 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.

D	meaning
=	task is identical between HEC Production and HEC Projects
<>	task is different between HEC Production and HEC Projects; this may be that it is relevant

#	Identifier	Task	Responsibility Production HEC	Remarks Production HEC
			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 HEC service fees	
1		Y - Special Services and HEC Service Packages		
2		YA - SAP S/4HANA Cloud, extended edition	Services that are included as part of the S/4HANA Cloud, extended edition Package and are exceptions to the HEC standard offering	
3		E - NetWeaver Operations (ABAP and JAVA)		
4		General NetWeaver Operations		
5	TO_NWABAP_1.1.25	Regularly check of fastest growing tables in the SAP system and provide recommendations for archiving or reorganization	Included in S/4HANA Cloud, extended edition	Two (2) per year, as part of EarlyWatch Alert analysis.
6	TO_NWABAP_1.1.19A	Create RFC connections within the SAP S/4HANA, extended edition solution landscape (Fiori, gateway server, OpenText Cloud)	Included in S/4HANA Cloud, extended edition	Related to SAP S/4HANA, extended edition option solution landscape only.
7	TO_PI_2.1.21	Maintain the system landscape directory (SLD)	Included in S/4HANA Cloud, extended edition	Only applicable for customer SAP Solution Manager and SAP PO/PI systems which are part of SAP S/4HANA, extended edition.
8	TO_PI_2.1.21A	Configure bridge from HEC system landscape directory (SLD) to customer SLD	Included in S/4HANA Cloud, extended edition	Only applicable for customer SAP Solution Manager and SAP PO/PI systems which are part of SAP S/4HANA, extended edition.
9	TO_PI_2.1.21B	Content update of customer system landscape directory (SLD)	Included in S/4HANA Cloud, extended edition	Two (2) per year, Only applicable for customer SAP Solution Manager and SAP PO/PI systems which are part of SAP S/4HANA, extended edition.
10	TO_PI_2.1.21C	Execute initial technical system configuration wizard	Included in S/4HANA Cloud, extended edition	Only applicable for customer SAP Solution Manager and SAP PO/PI systems which are part of SAP S/4HANA, extended edition.
11		Transport Management		
12	TO_NWABAP_1.5.10	Create transport domain in client 000 and transport directory	Included in S/4HANA Cloud, extended edition	Optional part for initial installation of systems of customer's HEC solution landscape.
13	TO_NWABAP_1.5.01	Maintain SAP transport management system and configure transport routes and any further configuration (automatic import, scheduled import etc.)	Included in S/4HANA Cloud, extended edition	Only for SAP NetWeaver ABAP systems that are part of the S/4HANA Cloud, extended edition Option itself, not for the entire HEC customer landscape; includes One (1) customer client per system, CTS+ configuration not included.
14	TO_NWABAP_1.5.02	Transfer and release of transport orders	Included in S/4HANA Cloud, extended edition	Related to Fiori enablement, security notes & FPS/SPS implementation only.
15	TO_NWABAP_1.5.03	Execute transports to move objects between SAP systems	Included in S/4HANA Cloud, extended edition	Related to Fiori enablement, security notes & FPS/SPS implementation only.
16	TO_NWABAP_1.5.08	Adjustment of repository objects as part of software changes	Included in S/4HANA Cloud, extended edition	Related to Fiori enablement, security notes & FPS/SPS implementation only.
17		D - Core Technical Operations		
18		System Installation		
19	BASIC_1.8.23A	Implement a preconfigured system from SAP Model Company Enterprise Management - standardized version	Included in S/4HANA Cloud, extended edition	Optional part for initial installation of systems of customer's HEC solution landscape
20		SAP Security Management		
21	BASIC_1.2.20	Analyze the SAP system and identify relevant SAP security notes	Included in S/4HANA Cloud, extended edition	Only applicable for corrections with "very high" and "high" priority for SAP NetWeaver based systems, on a monthly basis and only if customers approve SAP to implement and transport SAP Notes from DEV to QAS and PRD systems by agreeing to a standard change process. Customers who do not agree will only get informed about available security notes but implementation and transport need to be extra charged via EMS contract. Testing of implemented Notes is always customer's responsibility.
22		Release Management		
23	BASIC_1.5.03	Check for SAP software updates (SAP Support Packages, SAP kernel updates)	Included in S/4HANA Cloud, extended edition	Two (2) per year, as part of EarlyWatch Alert analysis.
24	BASIC_1.5.06	Implement patches for system software running on OS level, e.g. SAP kernel	Included in S/4HANA Cloud, extended edition	Related to Fiori enablement, security notes & FPS/SPS implementation only.
25	BASIC_1.5.12	Apply SAP Notes to SAP hosted software system (notes required to fix application related issues)	Included in S/4HANA Cloud, extended edition	Related to Fiori enablement, security notes & FPS/SPS implementation only.
26	BASIC_1.5.03	Implement SAP Notes 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)	Included in S/4HANA Cloud, extended edition	Related to Fiori enablement, security notes & FPS/SPS implementation only.
27	BASIC_1.5.09	Implement updates to the managed SAP solution using standard tools and methods	Included in S/4HANA Cloud, extended edition	For FPS/SPS implementation for SAP NetWeaver based systems only, One (1) time SPS or FPS per year.
28	BASIC_1.1.01	Version upgrade of SAP Software: Upgrade planning and coordination	Included in S/4HANA Cloud, extended edition	For FPS/SPS implementation for SAP NetWeaver based systems only. This service is limited to One (1) SPS or FPS update per year and to one version upgrade per Twelve (12) month contract duration.
29	BASIC_1.5.07	Version upgrade of SAP Software: Execute technical upgrade tasks	Included in S/4HANA Cloud, extended edition	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; update of additionally licensed BOM additions; the release sequence and the categorization of versions for each SAP product is available in the Product Availability Matrix (PAM) in SAP Service Marketplace; SAP NetWeaver based systems only, no Business Process analysis, Fiori Launchpad will be technically reenabled but not all customer used Fiori Apps will be activated/configured as part of this service enablement or change if required by new release, no regression testing. This service is limited to One (1) version upgrade per Twelve (12) month contract duration. This service does not apply to any other additional licensed software, in particular not any type of 3rd party addons installed in the SAP S/4HANA system. Such add-ons which are identified prior or during the upgrade of an SAP S/4HANA system will cause additional service charges, billed via EMS.

#	Identifier	Task	Responsibility Production HEC	Remarks Production HEC
30	BASIC_1.5.08	Execute application basis related tasks as part of Release and Change Management (e.g. application testing, adjustments, content/functional activation)	Included in S/4HANA Cloud, extended edition	Related to FPS/SPS and version upgrades for SAP NetWeaver based systems. This service is limited to One (1) SPS or FPS update per year and to One (1) version upgrade per Twelve (12) month contract duration. Limited to execution of adjustment in SPDD/SPAU for SAP objects. Customer objects in SPDD/SPAU require customers decision during execution. Application, integration acceptance as well as regression testing, adjustments of implemented processes, UI's and integrations and release approval for transport remains customer responsibility.
31	CAS_1.2.09_EX	Innovation workshop for software version validation	Included in S/4HANA Cloud, extended edition	
32		Proactive services		
33	BASIC_1.7.09	Analyze EarlyWatch Alert and provide recommendations for changes related to SAP application (outside technical operations scope of HEC standard service)	Included in S/4HANA Cloud, extended edition	Two (2) times per year.
34		Certificate handling		
35	BASIC_1.11.05	System (Application Level) configuration to enable SSL	Included in S/4HANA Cloud, extended edition	For X43 - SAP Forms by Adobe (Adobe Document Services/ADS) only: Establish the SSL Connection to SAP Cloud Platform via TA STRUST
36		E - NetWeaver Operations (ABAP and JAVA)		
37		General NetWeaver Operations		
38	TO_NWABAP_1.1.25	Regularly check fastest growing tables in the SAP system and provide recommendations for archiving or reorganization	Included in S/4HANA Cloud, extended edition	Two (2) per year, as part of EarlyWatch Alert analysis.
39		X11 - SAP Cloud Connector		
40		General NetWeaver Operations		
41	TO_SCC_1.1.03	Configuration - Establish connection to customer's cloud account	Included in S/4HANA Cloud, extended edition	For X43 - SAP Forms by Adobe (Adobe Document Services/ADS) only: Configure SCP subaccount connection; Connect SAP Cloud Platform subaccount to the Cloud Connector
42	TO_SCC_1.1.04	Configuration - On-premise resources (OData services) customer wants to use in SAP Cloud Platform (SCP)	Included in S/4HANA Cloud, extended edition	For X43 - SAP Forms by Adobe (Adobe Document Services/ADS) only: Create destination for ABAP backend system (Mapping virtual to internal system); Configure accessible resources /sap/bc/tp and /sap/bc/fpads
43		X13 - SAP Fiori		
44		Installation and Configuration		
45	TO_FIORI_1.1.03	Configuration – Web Dispatcher Fiori App Redirects	Included in S/4HANA Cloud, extended edition	Includes SSL configuration and certificate handling and is limited to technical Fiori Launchpad enablement only.
46	TO_FIORI_1.1.05	Configuration – HANA XS Engine Web dispatcher	Included in S/4HANA Cloud, extended edition	Includes SSL configuration and certificate handling and is limited to technical Fiori Launchpad enablement only.
47	TO_FIORI_1.1.09	Initial enablement of Fiori launchpad including all required connectivity setup	Included in S/4HANA Cloud, extended edition	Limited to one (1) example Fiori app per S/4HANA system according to requested application type; SAP Standard procedure includes Fiori launchpad enablement for one client per S/4HANA system.
48	TO_FIORI_1.1.06	Re-enable Fiori launchpad including all required connectivity setup	Included in S/4HANA Cloud, extended edition	Limited to one (1) example Fiori app per S/4HANA system according to requested application type; SAP Standard procedure includes Fiori launchpad enablement for one client per S/4HANA system. Fiori Launchpad will be made available over Loadbalancer, if exist and configured.
49	TO_NWABAP_1.6.03	Establish trust relationships between SAP NW ABAP systems	Included in S/4HANA Cloud, extended edition	Performed for Fiori launchpad enablement only.
50	BASIC_1.11.01	Generate Certificate Signing Request (CSR)	Included in S/4HANA Cloud, extended edition	Related to Fiori enablement only.
51	BASIC_1.11.07	Implement signed certificate for LoadBalancers, Web Dispatchers, Data Services, SAP Cloud Platform Integration - Data Services Agent and BO systems	Included in S/4HANA Cloud, extended edition	Related to Fiori enablement only. Customer has to provide signed certificates
52	BASIC_1.11.10	Implement other signed certificate to managed system	Included in S/4HANA Cloud, extended edition	Related to Fiori enablement only. Other than LoadBalancers, Web Dispatchers, Data Services, SAP Cloud Platform Integration - Data Services Agent, BO, and other systems. Customer has to provide signed certificates.
53	TO_FIORI_1.1.08	Establish trusted connections from Web Dispatcher to Gateway, backend system (e.g. S/4HANA) and HANA XS engine of backend system	Included in S/4HANA Cloud, extended edition	Related to Fiori enablement only.
54		X17 - OpenText Solutions		
55		OpenText Cloud		
56	TO_OT_1.10.2	Configure SAP Archiving and Document Access (ADA) cloud connector	Included in S/4HANA Cloud, extended edition	Related to the connection between HEC and the OT Cloud operated software.
57	TO_OT_1.10.4	xECM - configure the outward proxy and inward LoadBalancer	Included in S/4HANA Cloud, extended edition	Related to the connection between HEC and the OpenText Cloud operated software.
58		X42 - SAP Cloud Platform		
59		Global Account & Subaccount(s)		
60	TO_SCP_1.1.01	Create or change of subaccounts related to HEC landscape (DEV, QAS, PRD etc.)	Included in S/4HANA Cloud, extended edition	For X43 - SAP Forms by Adobe (Adobe Document Services/ADS) only: Create sub account for ADS processing in SAP-owned global account
61	TO_SCP_1.1.03	Activate Cloud Platform service(s)	Included in S/4HANA Cloud, extended edition	For X43 - SAP Forms by Adobe (Adobe Document Services/ADS) only: Enable ADS service in SCP subaccount (created in SAP-owned global account)
62	TO_SCP_1.1.04	Create or change of user/roles	Included in S/4HANA Cloud, extended edition	For X43 - SAP Forms by Adobe (Adobe Document Services/ADS) only: In SAP-owned global account - Perform basic role assignment; Assign relevant user to ADSAdmin role; Assign relevant user to ADSCaller role
63	TO_SCP_1.1.05	Create or change of connectivity destinations	Included in S/4HANA Cloud, extended edition	For X43 - SAP Forms by Adobe (Adobe Document Services/ADS) only: Create destination for ABAP backend system
64				
65	TO_SCP_1.3.01	Configure STRUST for SSL settings	Included in S/4HANA Cloud, extended edition	For X43 - SAP Forms by Adobe (Adobe Document Services/ADS) only: Import the required security certificates into AS ABAP

#	Identifier	Task	Responsibility Production HEC	Remarks Production HEC
66	TO_SAC_1.3.08	Establish backend connectivity to SAP Cloud Platform Forms by Adobe	Included in S/4HANA Cloud, extended edition	For X43 - SAP Forms by Adobe (Adobe Document Services/ADS) only; Create and configure an RFC destination for SAP Forms by Adobe in AS ABAP; Configure ICF Service to enable HTTP communication with SAP Forms by Adobe; Create the service user ADS_AGENT
67		X43 - SAP Forms by Adobe (Adobe Document Services/ADS)		
68		Installation and Configuration		
69	TO_ADS_1.1.01	Testing	Included in S/4HANA Cloud, extended edition	FP_PDF_TEST_00; FP_CHECK_DESTINATION_SERVICE; FP_TEST_03; FP_TEST_IA_01; FP_CHECK_HTTP_DATA_TRANSFER