



SAP HANA Enterprise Cloud

SAP S/4HANA® Cloud, Single Tenant Edition*

Roles & Responsibilities

*formerly known as SAP S/4HANA Cloud, Private Edition

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CATEGORIZATION: For avoidance of doubt, all of the tasks and services itemized in this Roles & Responsibilities S4STE 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")

Included in S/4HANA Cloud, Single Tenant Edition

For customers with a single tenant edition of SAP S/4 HANA Cloud Package - additional tasks/services categorized as "SAP S/4 HANA Cloud, Single Tenant Edition Package" 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.

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 HANA Enterprise Cloud, Single Tenant Edition – Roles & Responsibilities (S4STE) 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 only for one of the two HEC Services or that it is defined in a different way for each type of HEC Service

#	Identifier	Task	D	Responsibility Production HEC	Remarks Production HEC	D	Responsibility Project HEC	Remarks Project HEC
<p>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</p>								
<p>Y - Special Services and HEC Service Packages</p>								
1	YA	S/4HANA Cloud, Single Tenant Edition	+	Services that are included as part of the S/4HANA Cloud, Single Tenant Edition Package and are exceptions to the HEC standard offering			not offered	
2	TO_NWABAP_1.0.00	E - NetWeaver Operations (ABAP and JAVA)	+					
3	TO_NWABAP_1.1.00	General NetWeaver Operations	+					
4	TO_NWABAP_1.1.25	Regularly check of backup growing tables in the SAP system and provide recommendations for growing or reorganization	+	Included in S/4HANA Cloud, Single Tenant Edition Package	Two (2) per year, as part of EarlyWatch Alert analysis.		not offered	
5	TO_NWABAP_1.1.15a	Create HEC connectors within the S/4HANA single tenant solution landscape (Flori, gateway server)	+	Included in S/4HANA Cloud, Single Tenant Edition Package	Related to S/4HANA single tenant edition option solution landscape only.		not offered	
6	TO_PL_2.1.21	Maintain the system landscape directory (SLD)	+	Included in S/4HANA Cloud, Single Tenant Edition Package	Only applicable for customer SAP Solution Manager and SAP PO/PI systems which are part of S/4HANA STE.		not offered	
7	TO_PL_2.1.21A	Configure bridge from HEC system landscape directory (SLD) to customer SLD	+	Included in S/4HANA Cloud, Single Tenant Edition Package	Only applicable for customer SAP Solution Manager and SAP PO/PI systems which are part of S/4HANA STE.		not offered	
8	TO_PL_2.1.21B	Content update of customer system landscape directory (SLD)	+	Included in S/4HANA Cloud, Single Tenant Edition Package	Two (2) per year. Only applicable for customer SAP Solution Manager and SAP PO/PI systems which are part of S/4HANA STE.		not offered	
9	TO_PL_2.1.21C	Execution of initial technical system configuration wizard	+	Included in S/4HANA Cloud, Single Tenant Edition Package	Only applicable for customer SAP Solution Manager and SAP PO/PI systems which are part of S/4HANA STE.		not offered	
10	TO_NWABAP_1.5.00	Transport Management	+					
11	TO_NWABAP_1.5.10	Create transport domain in client 000 and transport directory	+	Included in S/4HANA Cloud, Single Tenant Edition Package			not offered	
12	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, Single Tenant Edition Package	Only for SAP NetWeaver ABAP systems that are part of the S/4HANA Cloud, single-tenant edition Option itself, not for the entire HEC customer landscape; includes One (1) customer alert per system, CTS configuration not included.		not offered	
13	TO_NWABAP_1.5.02	Transfer and release of transport orders	+	Included in S/4HANA Cloud, Single Tenant Edition Package	Related to Fiori enablement, security notes & FPS/SPS implementation only.		not offered	
14	TO_NWABAP_1.5.03	Execute transports to move objects between SAP systems	+	Included in S/4HANA Cloud, Single Tenant Edition Package	Related to Fiori enablement, security notes & FPS/SPS implementation only.		not offered	
15	TO_NWABAP_1.5.05	Address functional transport problems	+	Included in S/4HANA Cloud, Single Tenant Edition Package	Related to Fiori enablement, security notes & FPS/SPS implementation only.		not offered	
16	TO_NWABAP_1.5.08	Adjustment of repository objects as part of software changes	+	Included in S/4HANA Cloud, Single Tenant Edition Package	Related to Fiori enablement, security notes & FPS/SPS implementation only.		not offered	
17	BASIC_1.0.00	D - Core Technical Operations	+					
18	BASIC_1.1.00	General Operations	+					
19	BASIC_1.1.13	Regularly analyze application and solution related SAP system settings and profile parameters	+	Included in S/4HANA Cloud, Single Tenant Edition Package	Two (2) per year, as part of EarlyWatch Alert analysis.		not offered	
20	BASIC_1.2.00	SAP Security Management	+					
21	BASIC_1.2.20	Analyze the SAP system and identify relevant SAP security notes	+	Included in S/4HANA Cloud, Single Tenant Edition Package	Only applicable for correctors with "high priority" for SAP NetWeaver based systems (ABAP stack), on a monthly basis, testing and release approval for transport remains customer responsibility.		not offered	
22	BASIC_1.5.00	Release Management	+					
23	BASIC_1.5.03	Check for SAP software updates (SAP Support Packages, SAP kernel updates)	+	Included in S/4HANA Cloud, Single Tenant Edition Package	Two (2) per year, as part of EarlyWatch Alert analysis.		not offered	
24	BASIC_1.5.06	Implementation of patches for system software running on OS level, e.g. SAP kernel	+	Included in S/4HANA Cloud, Single Tenant Edition Package	Related to Fiori enablement, security notes & FPS/SPS implementation only.		not offered	
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, Single Tenant Edition Package	Related to Fiori enablement, security notes & FPS/SPS implementation only.		not offered	
26	BASIC_1.5.03	Implement SAP Notes and other types of manual corrections (corrections not provided as software correction packages) in managed system (notes required to fix issues related to technical SAP components)	+	Included in S/4HANA Cloud, Single Tenant Edition Package	Related to Fiori enablement, security notes & FPS/SPS implementation only.		not offered	
27	BASIC_1.5.09	Implement updates to the managed SAP solution using standard tools and methods	+	Included in S/4HANA Cloud, Single Tenant Edition Package	For FPS/SPS implementation for SAP NetWeaver based systems only. One (1) time SPS or FPS update.		not offered	
28	BASIC_1.1.01	Version upgrade of SAP Software: Upgrade planning and coordination	+	Included in S/4HANA Cloud, Single Tenant Edition Package	For FPS/SPS implementation for SAP NetWeaver based systems only. This service is limited to one SPS or FPS update per year or to one version upgrade per Twelve (12) month contract duration.		not offered	
29	BASIC_1.5.07	Version upgrade of SAP Software: Execute technical upgrade tasks	+	Included in S/4HANA Cloud, Single Tenant Edition Package	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 updates of additionally licensed BOM add-ons; 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. Upgrades not agreed and completed in the Twelve (12) month contract duration will incur an additional fee for the next release. This service does not apply to any other additional licensed software, in particular not any type of 3rd party add-ons installed in the SAP S/4HANA system. Such add-ons which are identified prior or during the upgrade of an SAP S/4 HANA system will cause additional service charges, object via EMS.		not offered	
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, Single Tenant Edition Package	Related to FPS/SPS and version upgrades for SAP NetWeaver based systems. This service is limited to one SPS or FPS update per year or to one version upgrade per Twelve (12) month contract duration. Limited to execution of adjustment in SPODS/PAU for SAP objects. Customer objects in SPODS/PAU require customers decision during execution. Application, integration acceptance as well as regression testing, adjustments of implemented processes, UIs and integrations and release approval for transport remains customer responsibility.		not offered	
31	BASIC_1.7.00	Proactive services	+					
32	BASIC_1.7.09	Analyze EarlyWatch Alerts and provide recommendations for changes related to SAP application (outside technical operations scope of HEC standard service)	+	Included in S/4HANA Cloud, Single Tenant Edition Package	Two (2) times per year.		not offered	
33	TO_FIORI_1.0.00	F - SAP Fiori	+					
34	TO_FIORI_1.0.00	Installation and Configuration	+					
35	TO_FIORI_1.0.03	Configuration - Web Dispatcher Fiori: see Redirects	+	Included in S/4HANA Cloud, Single Tenant Edition Package	Related to Fiori enablement only.		not offered	
36	TO_FIORI_1.0.04	Configuration - Application Specific Notes Implementation	+	Included in S/4HANA Cloud, Single Tenant Edition Package	Related to Fiori enablement only.		not offered	
37	TO_FIORI_1.0.05	Configuration - HANA XS Engine Web Dispatcher	+	Included in S/4HANA Cloud, Single Tenant Edition Package	Related to Fiori enablement only.		not offered	
38	TO_NWABAP_1.6.00	Establish Fiori related content within SAP Net ABAP systems	+	Included in S/4HANA Cloud, Single Tenant Edition Package	Performed for Fiori launchpad enablement only.		not offered	
39	TO_FIORI_1.0.06	Enable Fiori launchpad including all required connectivity setup	+	Included in S/4HANA Cloud, Single Tenant Edition Package	Limited to One (1) example Fiori app per application type. SAP Standard procedure includes Fiori launchpad enablement for One (1) client per S/4HANA system as initial setup service and after version upgrades.		not offered	