SAP Global Cloud Operations

SAP S/4HANA Cloud, extended edition - Roles and Responsibilities

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 Services as defined in the SAP Roles & Responibilities. 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 the assigned SAP Cloud Architect Advisor ("CAA"), or with their SAP Client Deliery Manager ("CDM"). Additionally, the availability of a specific service may also be limited for sandbox or other test environments.

Service	Definition
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.
Included in S/4HANA Cloud - extended edition	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 Services as defined in the SAP Roles & Responsibilities document and are covered by the Service Fee and performed by the delivery organization, as applicable to customer.

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		**B - Managed Infrastructure**	**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).** **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.**			
2		**Management of Wide Area Network**				
3	INFRA_1.12.04	SAP Cloud Peering: Establish a virtual connection to an SAP datacenter via a customer's interconnection provider	Included in S/4HANA Cloud - extended edition	Can only be used if SAP is connected to same interconnection provider. Monthly subscription fee via Change request based on bandwidth. Connection of customer on-premise networks to interconnection hub is performed by the customer with their selected interconnect provider. Includes up to Four (4) x 100 Mbit/s cloud peering packages equal to a total of Four Hundred (400) Mbit/s. Customer can substitute cloud peering packages with a maximum of Five (5) VPN tunnels. Redundant VPN tunnels are not available.	n/a	n/a
4	INFRA_1.12.04_PCE	Add additional SAP Cloud Peering packages - 100Mbit/s increments	Included in S/4HANA Cloud - extended edition	Add additional SAP Cloud Peering packages in 100) Mbit/s increments. A total of Four (4) x 100 Mbit/s packages equal to a total of Four Hundred (400) Mbit/s is available.	n/a	n/a
5	INFRA_1.2.05_PCE_GCP	Deploy customer connectivity options in SAP Datacenters and Hyperscalers	Standard Services	Allotment is based on regional Hyperscaler. Site-to-Site VPN Connections: Five (5); Note: Two (2) TB egress limit for all deployment scenarios. Private Connectivity: GCP: One (1) (redundant) Partner Interconnect 200 Mbit/s package with 2 TB egress traffic. VPC/VNet Peering: One (1) Peering. Applicable only for Hyperscalers (public cloud providers). Two (2) TB egress limit. Customer can purchase additional connections for any connectivity requirements higher than the quantity above.	n/a	n/a
6	INFRA_1.2.05_PCE_AZ	Deploy customer connectivity options in SAP Datacenters and Hyperscaler	Standard Services	Allotment is based on regional Hyperscaler. Site-to-Site VPN Connections: Five (5) Private Connectivity: Azure: One (1) ExpressRoute 1 Gbit/s gateway package with 200 Mbit/s port speed and 2 TB egress traffic VPC/VNet Peering: One (1) Peering. Applicable only for Hyperscalers (public cloud providers). Two (2) TB egress limit. In case of S/4HANA Cloud, private edition, base option: Currently applicable for SAP Datacenter only. Allowed options - One (1) redundant Site-to-Site VPN OR One (1) MPLS up to 1Gbps OR One (1) Cloud Peering up to 400Mbps. Customer can purchase additional connections for any connectivity requirements higher than the quantity above.	n/a	n/a
7	INFRA_1.2.05_PCE_CN	Special Remark for China Deploy customer connectivity options in SAP Datacenters and Hyperscalers	Standard Services	Special Remark for China□	n/a	n/a
8	INFRA_1.2.05_PCE_AWS	Deploy customer connectivity options in SAP Datacenters and Hyperscalers	Standard Services	Allotment is based on regional Hyperscaler. Site-to-Site VPN Connections: Amazon Web Services (AWS): Five (5) Private Connectivity: AWS: One (1) Direct Connect 200 Mbit/s package with 2 TB egress traffic VPC/VNet Peering: One (1) Peering. Applicable only for Hyperscalers (public cloud providers). Two (2) TB egress limit. In case of S/4HANA Cloud, private edition, base option: Currently applicable for SAP Datacenter only. Allowed options - One (1) redundant Site-to-Site VPN OR One (1) MPLS up to 1Gbps OR One (1) Cloud Peering up to 400Mbps. Customer can purchase additional connections for any connectivity requirements higher than the quantity above.	n/a	n/a

9	INFRA_1.2.05_PCE_SAPDC	Deploy customer connectivity options in SAP Datacenters and Hyperscalers	Standard Services	Allotment is based on selected Hyperscaler. Site-to-Site VPN Connections: SAP Datacenter: Five (5). Note: Two (2) TB egress limit for all deployment scenarios. Private Connectivity: SAP Datacenter: One (1) MPLS local extension link of 1 or 10 G between Customer MPLS routers and SAP delivered internal routers, and One (1) Cloud Peering connection up to 400mbps. VPC/VNet Peering: One (1) Peering. Applicable only for Hyperscalers (public cloud providers). Two (2) TB egress limit. In case of S/4HANA Cloud, private edition, base option: Currently applicable for SAP Datacenter only. Allowed options - One (1) redundant Site-to-Site VPN OR One (1) MPLS up to 1Gbps OR One (1) Cloud Peering up to 400Mbps. Customer can purchase additional connections for any connectivity requirements higher than the quantity above.	n/a	n/a
10		**D - Core Technical Operations**				
11		**SAP Security Management**				
12	BASIC_1.2.20	Analyze the SAP system and identify relevant SAP security notes	Included in S/4HANA Cloud - extended edition	SAP Security Notes for SAP Basis without manual activities will be implemented in DEV systems (ABAP stack). Customer responsible for transport of implemented Notes to QAS and Production Systems and testing accordingly.	n/a	n/a
13		**Release Management**				
14	BASIC_1.5.03_EX	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) - Fiori enablement, security notes and FPS/SPS implementation only.	Included in S/4HANA Cloud - extended edition	Related to Fiori enablement, security notes and FPS/SPS implementation only.	n/a	n/a
15	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)	Included in S/4HANA Cloud - extended edition	Related to Fiori enablement, security notes and FPS/SPS implementation only.	n/a	n/a
16	BASIC_1.5.12	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.	n/a	n/a
17	BASIC_1.5.06	Implement of 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 and FPS/SPS implementation only.	n/a	n/a
18	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.	n/a	n/a
19	BASIC_1.1.01	Version upgrade/update of SAP Software: 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.	n/a	n/a
20	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. Version upgrades also include updates 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. Except for managed third-party add-ons, 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 third-party unmanaged add-ons, which are identified prior or during the upgrade of an SAP S/4HANA system will be subject to additional service charges, billed via EMS. The activity described under BASIC_1.5.07 is intended to support standard operational requirements and cannot be used for upgrade rehearsals, repeated testing activities, repeated system refreshes, or dry runs. Any activities involving multiple upgrade executions to the same target release level for rehearsal, validation, or dry-run purposes must be planned and handled under a separate project or engagement scope and are not included with this task.	n/a	n/a
21	TO_NWABAP_1.5.08	Adjust repository objects as part of software changes	Included in S/4HANA Cloud - extended edition	Execution of adjustments in SPDD/SPAU for SAP objects. Customer objects in SPDD/SPAU require Customer's identification and acknowledgement during execution.	n/a	n/a
22	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	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. 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.	n/a	n/a
23		**Proactive services**				
24	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 contract year.	n/a	n/a
25		**Certificate Handling**				
26	BASIC_1.11.01	Generate, Renew, Extend and/or Implement certificates	Included in S/4HANA Cloud - extended edition	Customer must provide signed certificate after Provider submits certificate request file.	n/a	n/a
27	BASIC_1.11.05	System (Application Level) configuration to enable SSL/TLS	Included in S/4HANA Cloud - extended edition	For X43 - SAP Forms by Adobe (Adobe Document Services/ADS) only: Establish the SSL Connection to SAP Business Technology Platform (formerly SAP Cloud Platform) via TA STRUST. In SAP-owned global account. Limited to S/4HANA and SAP ERP Central Component (SAP ECC) deployments.	n/a	n/a

28	BASIC_1.11.07	Implement signed certificate for LoadBalancers, Web Dispatchers, Data Services, SAP Business Technology Platform (formerly SAP Cloud Platform) - Data Services Agent and BO systems	Included in S/4HANA Cloud - extended edition	Related to Fiori enablement only. Customer has to provide signed certificates	n/a	n/a
29	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 Business Technology Platform (formerly SAP Cloud Platform) Integration - Data Services Agent, BO, and other systems. Customer has to provide signed certificates.	n/a	n/a
30		**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).**			
31		**General NetWeaver Operations**				
32	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.	n/a	n/a
33	TO_NWABAP_1.1.19A_EX	Create RFC connections within the SAP S/4HANA, extended edition solution landscape (Fiori, gateway server)	Included in S/4HANA Cloud - extended edition	Related to SAP S/4HANA, extended edition option solution landscape only.	n/a	n/a
34		**Interface Administration**				
35	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.	n/a	n/a
36		**Transport Management**				
37	TO_NWABAP_1.5.10	Create and maintain 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. Migrating the transport method from HTC to HTA is not included in this task. Limited to a default setup. Customer specific domains or configurations not included.	n/a	n/a
38	TO_NWABAP_1.5.11	Maintain SAP transport management system	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,	n/a	n/a
39	TO_NWABAP_1.5.02	Transfer and release of transport orders	Included in S/4HANA Cloud - extended edition	Related to Fiori enablement, security notes and FPS/SPS implementation only.	n/a	n/a
40	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 and FPS/SPS implementation only.	n/a	n/a
41		**G - Cloud Application Services**				
42		**Cloud Application Services - Proactive Services**				
43	CAS_1.2.09_EX	Planning Workshop for software version validation	Included in S/4HANA Cloud - extended edition	One (1) workshop per year on a remote delivery basis. The Planning Workshop assists with proper planning of an SAP S/4HANA Cloud, extended edition version upgrade.	n/a	n/a
44		**X7 - SAP PI**				
45		**SAP PI Operations**				
46	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.	n/a	n/a
47	TO_PI_2.1.21A	Configure bridge from delivered system landscape directory (SLD) to customer SLD	Included in S/4HANA Cloud - extended edition	SLD data will be forwarded to the customer-defined SLD instance. No SLD data filtering is possible.	n/a	n/a
48	TO_PI_2.1.21B_EX	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.	n/a	n/a
49	TO_PI_2.1.21C_EX	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.	n/a	n/a
50		**X11 - SAP Cloud Connector**				
51		**Installation and Configuration**				
52	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)	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/fp and /sap/bc/fpads	n/a	n/a
53		**X13 - SAP Fiori**				
54		**Installation and Configuration**				
55	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. 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.	n/a	n/a
56	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.	n/a	n/a
57	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. Fiori Launchpad will be made available over LoadBalancer, if existing, and configured.	n/a	n/a
58	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 again after version upgrades over LoadBalancer, if existing, and configured.	n/a	n/a
59		**X17 - OpenText Solutions**				
60		**Archiving and Document Access for SAP Solutions (ADA)**				
61	TO_OT_1.13.4	Administration of Collections and Data Sources	Included in S/4HANA Cloud - extended edition		n/a	n/a
62	TO_OT_1.13.5	Configure scan host and profile	Included in S/4HANA Cloud - extended edition		n/a	n/a
63	TO_OT_1.13.6	Configure/Maintain file archive job	Included in S/4HANA Cloud - extended edition		n/a	n/a
64	TO_OT_1.13.8	User Administration	Included in S/4HANA Cloud - extended edition		n/a	n/a
65		**Software Lifecycle Management**				

66	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)	Included in S/4HANA Cloud - extended edition		n/a	n/a
67		**X42 - SAP Business Technology Platform - BTP (formerly SAP Cloud Platform)**				
68		**Global Account and Subaccount(s)**				
69	TO_BTP_1.1.01	Create or change of subaccounts related to SAP delivery managed solution 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. Limited to S/4HANA and SAP ERP Central Component (SAP ECC) deployments.	n/a	n/a
70	TO_BTP_1.1.03	Activate Business Technology 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 BTP subaccount (created in SAP-owned global account). Limited to S/4HANA and SAP ERP Central Component (SAP ECC) deployments.	n/a	n/a
71	TO_BTP_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. Limited to S/4HANA and SAP ERP Central Component (SAP ECC) deployments.	n/a	n/a
72	TO_BTP_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. Limited to S/4HANA and SAP ERP Central Component (SAP ECC) deployments.	n/a	n/a
73		**SAP S/4HANA Tasks for SAP Business Technology Platform - BTP (formerly SAP Cloud Platform)**				
74	TO_BTP_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. Limited to S/4HANA and SAP ERP Central Component (SAP ECC) deployments.	n/a	n/a
75	TO_BTP_1.3.08	Establish backend connectivity to SAP Business Technology 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. Limited to S/4HANA and SAP ERP Central Component (SAP ECC) deployments.	n/a	n/a
76		**X43 - SAP Forms by Adobe (Adobe Document Services/ADS)**	**SAP Cloud Connector and SAP Business Technology Platform - BTP (formerly SAP Cloud Platform) are prerequisites.**			
77		**Installation and Configuration**				
78	TO_ADS_1.1.02A	Data Migration from on premise ADS to ADS on BTP - SAP account	Included in S/4HANA Cloud - extended edition		n/a	n/a
79	TO_ADS_1.1.03A	Configure Fonts and Print Information using XDC and XCI Files - SAP account	Included in S/4HANA Cloud - extended edition	Applicable for contracts signed before 15-July-2024. Only applicable when SAP Forms by Adobe (Adobe Document Services/ADS) is set up in SAP-owned global BTP account	n/a	n/a
80	TO_ADS_1.1.04A	Configure document security - SAP account	Included in S/4HANA Cloud - extended edition	Applicable for contracts signed before 15-July-2024. Only applicable when SAP Forms by Adobe (Adobe Document Services/ADS) is set up in SAP-owned global BTP account	n/a	n/a
81	TO_ADS_1.1.05A	Configure job profiles - SAP account	Included in S/4HANA Cloud - extended edition	Applicable for contracts signed before 15-July-2024. Only applicable when SAP Forms by Adobe (Adobe Document Services/ADS) is set up in SAP-owned global BTP account	n/a	n/a
82	TO_ADS_1.1.06	End-to-end enablement of SAP BTP service SAP Forms by Adobe for S/4HANA systems	Included in S/4HANA Cloud - extended edition	Applicable for contracts signed before 15-July-2024. SAP Forms by Adobe (Adobe Document Services/ADS) enablement including all required sub steps and activities: 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. Only applicable when SAP Forms by Adobe (Adobe Document Services/ADS) is set up in SAP-owned global BTP account.	n/a	n/a
83	TO_ADS_1.1.07	End-to-end enablement of SAP BTP service SAP Forms by Adobe for NetWeaver based systems using customer owned BTP global account	Enhanced Managed Services ("EMS") that cannot be performed by customer	SAP Forms by Adobe (Adobe Document Services/ADS) enablement including all required sub steps and activities: 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. Customer to provide credentials for BTP global / subaccount to be used.	n/a	n/a

Packaged Services Table Available at:
https://d.dam.sap.com/s/c/a/9QAybbF/SAP_RR_Service_Package_Detail.pdf
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.