SAP Global Cloud Operations

ROLES AND RESPONSIBILITIES ("R&R")
SAP Sovereign Cloud Roles and Responsibilities PCE

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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).
Additional Service	Additional Service: Include one-off tasks/services which are not covered by Standard, Optional and/or Packaged Services(1). These tasks/services: may be elected by customer; are subject to additional service fees and; can only be performed by SAP(2).
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).
Packaged Services	Packaged Services(1): Include tasks/services that a customer can perform, but the customer may elect to have SAP(2) 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. (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.")

Open Definitions

(1) 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. Packaged Services Table Available at: https://d.dam.sap.com/s/c/a/9QAybbF/SAP_RR_Service_Package_Detail.pdf
(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		n/a	n/a
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		n/a	n/a
5	SM_1.1.03	Capacity Management Planning: Provide periodic capacity plan based on technical capacity management review	Standard Services		n/a	n/a
6	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.	n/a	n/a
7	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		n/a	n/a
8		**Service Request Management - Technical Support**				
9	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 Sovereign Cloud Services 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 Sovereign Cloud Services 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 Sovereign Cloud Services personnel can also submit the request by attaching the email approval from the customer. SAP Sovereign Cloud Services personnel cannot submit a Service Request without written approval from the customer.	n/a	n/a
10	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.	n/a	n/a
11	SM_1.2.12_AE	Create and maintain release plan for managed landscape	Standard Services	Including check for SAP software updates (SAP Release Version, SAP Support Packages, SAP kernel updates, DB version) for contracted landscape.	n/a	n/a
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		n/a	n/a
15	SM_1.6.03	Personnel qualification and training as mandatory requirement for administrator access to regulated industries systems	Optional Services		n/a	n/a
16	SM_1.6.04	Onboarding / system set-up with additional Installation Qualification	Optional Services		n/a	n/a
17		**Process Services**				
18	SM_1.6.06	Documents and records management for regulated industries	Optional Services		n/a	n/a
19	SM_1.6.07	Change and configuration management for regulated industries	Optional Services		n/a	n/a
20	SM_1.6.08	Problem management for regulated industries	Optional Services		n/a	n/a
21	SM_1.6.09	Audits and periodic review	Optional Services		n/a	n/a
22	SM_1.6.10	System decommission for regulated industries	Optional Services		n/a	n/a

23		**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.**			
24		**Data Center Management**				
25	INFRA_1.1.01	Manage Data Center	Standard Services	This service is operated either in DC facilities owned by the respective service provider, in rented co-location facilities, public cloud, or on hyperscaler infrastructure platforms.	n/a	n/a
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 service provider. Use of this service requires prior review and approval by SAP Sovereign Cloud Services.	n/a	n/a
28	INFRA_1.2.03A	Provision additional subnets	Additional Service	Subject to regional availability. Up to Two (2) additional subnets are covered as part of standard offering during the initial landscape build. Customers can request more subnets using this Additional Service if more subnets are needed during the initial network build or in an existing landscape. This service covers subnet creation for tiers such as Sandbox, DEV, QA etc. only and does not cover isolation or restrictions between subnets using SG/NSG/Firewall services; for this use INFRA_1.2.03B. Not in scope for application or DB server separation.	n/a	n/a
29	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.	n/a	n/a
30	INFRA_1.2.08	Migrate SAP domain (*.sap.biz) to customer domain or customer domain migration	Additional Service	Used in case customer wants to change from internal domain to customer domain or want to migrate existing domain to new domain due to organizational change.	n/a	n/a
31	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 (available in selected regions only).	n/a	n/a
32	INFRA_1.2.12	Generate shared access key for hyperscalers and allow IP	Standard Services	For brownfield migrations. Allow access to SAP Sovereign Cloud Services cloud storage to upload on-premise data for migration purposes. Establish connection between on-premise to SAP Sovereign Cloud Services cloud storage by whitelisting the on-premise public IPs.	n/a	n/a
33		**Hardware Operations**	**Applies to equipment managed by service provider.**			
34	INFRA_1.4.03	Plan and conduct managed service infrastructure maintenance	Standard Services		n/a	n/a
35	INFRA_1.4.05	Monitor critical operations parameters of computing environment	Standard Services		n/a	n/a
36	INFRA_1.4.06	Monitor disk capacity	Standard Services	Subject to additional fees for additional capacity.	n/a	n/a
37	INFRA_1.4.07	Monitor server capacity	Standard Services	Subject to additional fees for additional capacity.	n/a	n/a
38	INFRA_1.4.08	Monitor network utilization	Standard Services		n/a	n/a
39	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).	n/a	n/a
40	INFRA_1.4.11	Scale compute capacity (memory and CPU)	Optional Services		n/a	n/a
41		**Storage Management**				
42	INFRA_1.5.01	Manage data files, file systems and disks per standards and practices	Standard Services		n/a	n/a
43	INFRA_1.5.02	Scale storage capacity	Optional Services		n/a	n/a
44	INFRA_1.5.07	Encrypt EBS root volumes	Standard Services		n/a	n/a
45		**Operating System**				
46	INFRA_1.6.01	Create and maintain OS users and groups	Standard Services	Service provider access only, no privileged access to operating system by customer.	n/a	n/a
47	INFRA_1.6.04	Inform customer regarding security incidents	Standard Services		n/a	n/a
48	INFRA_1.6.05	Configure OS parameters.	Standard Services	Used for various activities such as Time Zone parameter changes/updates. Changes must align with Sovereign Cloud OS hardening guidelines. An approval by Sovereign Cloud Security might be required.	n/a	n/a
49	INFRA_1.6.06	Troubleshoot operating system problems, monitor system log and file systems	Standard Services		n/a	n/a
50	INFRA_1.6.07	Work with OS vendor to resolve operating system issues	Standard Services		n/a	n/a
51	INFRA_1.6.08	Monitoring of swap and page areas	Standard Services		n/a	n/a
52	INFRA_1.6.09	Monitoring of memory load	Standard Services		n/a	n/a
53	INFRA_1.6.12	Software Lifecycle Management of operating system	Standard Services	Can be ordered as part of a "Bundled Service".	n/a	n/a
54		**System Startup/Shutdown**				
55	INFRA_1.7.01	Perform scheduled startup/shutdown of computing environment	Standard Services		n/a	n/a
56	INFRA_1.7.03	Restart computing environment after failure	Standard Services		n/a	n/a
57		**Backup/Restore**				
58	INFRA_1.8.01	Perform standard file system and database backups	Standard Services	Per standards, or according to specific terms of the Agreement.	n/a	n/a
59	INFRA_1.8.10	On-demand backup / Extension of existing on-demand backup	Additional Service	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.	n/a	n/a
60	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.	n/a	n/a

61	INFRA_1.8.11	Monitor backup processes	Standard Services		n/a	n/a
62	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.	n/a	n/a
63	INFRA_1.8.03	Perform data restore and recovery (file system, database) as required after system failures	Standard Services		n/a	n/a
64	INFRA_1.8.02	Perform data restore and recovery (file system, database) on customer request (other reasons than as a response to system failures)	Standard Services	Up to Twelve (12) restores per SID (target system), per contract year are included. Restorations performed during a system copy count towards this limit. For additional restores use BASIC_1.8.20.	n/a	n/a
65	INFRA_1.8.06	Validate logical integrity and consistency of restored information	Excluded Tasks		n/a	n/a
66		**NFS Mount for On-Premise and Hyperscaler**				
67	INFRA_1.14.01	Mount Customer-provided On-Premise and/or Hyperscaler NFS	Standard Services	Confirmation by Sovereign Cloud Security is required. 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.	n/a	n/a
68		**Infrastructure integration**				
69	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.	n/a	n/a
70	INFRA_1.9.04	Provide access to systems/resources within customer infrastructure	Excluded Tasks	If required to fulfil agreed contractual obligations.	n/a	n/a
71		**Managed SFTP Server**	**To be installed on existing application server in managed system**			
72	INFRA_1.11.01	Configure sftp daemon	Standard Services	Only available on Linux. External inbound (from internet) is not permitted.	n/a	n/a
73	INFRA_1.11.02_AE	Create and maintain sftp user accounts and groups	Standard Services	Up to One (1) user per server.	n/a	n/a
74	INFRA_1.11.03	Manage file systems	Standard Services	Within contractually agreed infrastructure capacity.	n/a	n/a
75	INFRA_1.11.05	Create and delete files	Excluded Tasks		n/a	n/a
76		**Management of Wide Area Network**				
77	INFRA_1.12.01	Provide network infrastructure at customer data center/site	Excluded Tasks		n/a	n/a
78	INFRA_1.12.03	Determine appropriate size and purchase network connection between customer and managed system sites; manage telecommunication provider/ISP	Excluded Tasks		n/a	n/a
79	INFRA_1.12.04	SAP Cloud Peering: Establish a virtual connection to an SAP datacenter via a customer's interconnection provider	Standard Services	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
80	INFRA_1.2.05_PCE	Deploy default customer connectivity options in SAP Datacenters and Hyperscalers	Standard Services	Allotment is based on regional Hyperscaler. Site-to-Site VPN Connections: Azure: Five (5); Amazon Web Services (AWS): Five (5); Google Cloud Platform (GCP): Five (5); Note: Two (2) TB egress limit for all deployment scenarios. Private Connectivity: AWS: One (1) Direct Connect 200 Mbit/s package with 2 TB egress traffic; Azure: One (1) ExpressRoute 1 Gbit/s gateway package with 200 Mbit/s port speed and 2 TB egress traffic; 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
81		**C1 - Database Management SAP HANA**				
82		**SAP HANA (general database operations)**	**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.**			
83	HANA_1.1.31	Provide recommendations on database release management	Standard Services	Service provider will provide guidance on recommended database releases based on operational experience and information given by SAP Product Development.	n/a	n/a
84	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
85	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
86	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	Storage capacity is specified in the service description. 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
87	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.	n/a	n/a

88	HANA_1.1.35	Partition tables (technical execution) - additional requests	Additional Service	Efforts for additional table partition requests.	n/a	n/a
89	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
90	HANA_1.1.05	Perform rowstore / column store migration: technical execution only	Standard Services	Per customer request. Executing party to be mutually agreed between the service provider and customer; migration of larger SAP tables to be done by service provider; customer should perform task on own tables if desired; additional downtime required per customer approval.	n/a	n/a
91	HANA_1.1.37	Database Defragmentation (Data Volume Reclamation)	Standard Services		n/a	n/a
92	HANA_1.1.38	Row Store reorganization	Standard Services		n/a	n/a
93	HANA_1.1.06	Monitor database for technical issues; analyze and resolve technical database failures	Standard Services		n/a	n/a
94	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
95	HANA_1.1.08	Maintain technical configuration parameters for SAP HANA and SAP HANA XS based on and standards and recommendations	Standard Services		n/a	n/a
96	HANA_1.1.09	Start/stop database	Standard Services		n/a	n/a
97	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
98	HANA_1.1.28	Create additional schema for existing SAP HANA datamart	Standard Services		n/a	n/a
99	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
100	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
101	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
102	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
103	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. Use of this service requires prior review and approval by SAP Sovereign Cloud Services.	n/a	n/a
104	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
105	HANA_1.1.17	Create/modify users for HANA modelling in the SAP HANA Studio	Packaged Services		Application Operations, CAS for Cloud ERP private	A1,C1
106	HANA_1.1.18	User, roles, and permissions management for non-technical users	Packaged Services	Customer has ownership and responsibility for SAP HANA role CUST_USER_ROLE_ADMIN.	Application Operations, User Management,CAS for Cloud ERP private	A1,S2,C1
107	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 service provider e.g. SAPSID / SAPABAP1 / SAPHANADB.	n/a	n/a
108	HANA_1.1.20	Perform database backups (regular full backups and log backups)	Standard Services	Per backup policy.	n/a	n/a
109	HANA_1.1.21	Restore and recover SAP HANA after technical issues	Standard Services		n/a	n/a
110	HANA_1.1.30	Perform database consistency check (DBCC)	Standard Services		n/a	n/a
111	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
112	HANA_1.1.24	Implement SAP HANA database encryption on SAP HANA database already installed during Build	Standard Services	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
113	HANA_1.1.39	Implement SAP HANA log encryption on SAP HANA database already installed	Standard Services		n/a	n/a
114	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
115	HANA_1.1.41	Activate SAP HANA Fast Restart Option	Standard Services		n/a	n/a
116	HANA_1.1.42	Deactivate SAP HANA Fast Restart Option	Standard Services		n/a	n/a
117	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

118	HANA_1.1.44	System (OS Level) configuration to enable SSL/TLS on HANA	Standard Services		n/a	n/a
119		**SAP HANA XS**				
120	HANA_1.2.01	Maintain technical configuration parameters for SAP HANA XS based on SAP standards and recommendations	Standard Services		n/a	n/a
121	HANA_1.2.02	Maintain Application Runtime Configurations	Standard Services		n/a	n/a
122	HANA_1.2.03	Manage Trust Relationships	Standard Services		n/a	n/a
123	HANA_1.2.04	Maintain SAML Providers	Standard Services		n/a	n/a
124	HANA_1.2.05	Maintain SMTP Server Configurations	Standard Services		n/a	n/a
125	HANA_1.2.06	Maintain HTTP Access to SAP HANA	Standard Services		n/a	n/a
126	HANA_1.2.08	Maintain User Self Service Tools	Standard Services		n/a	n/a
127	HANA_1.2.09	Schedule XS Jobs	Packaged Services		Application Operations, CAS for Cloud ERP private	A1,C1
128	HANA_1.2.11	Maintain HTTP Traces for SAP HANA XS Applications	Standard Services		n/a	n/a
129		**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).**			
130	HANA_1.9.01	Install along with HANA Server	Optional Services		n/a	n/a
131	HANA_1.9.02	Install XSA Components as an add-on for already installed HANA Server	Optional Services		n/a	n/a
132	HANA_1.9.04	Set-up/Configure XSA for HANA Development at customer side	Excluded Tasks		n/a	n/a
133	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
134	HANA_1.9.08	Set-up Logical database (Register Tenant Database)	Standard Services		n/a	n/a
135	HANA_1.9.10	Backup and restore of XSA specific files	Standard Services		n/a	n/a
136	HANA_1.9.11	Web Dispatcher configuration for the applications installed by service provider and built by customers	Standard Services	Only includes update(s) to WebDispatcher profile(s) with routing parameters to XSA services.	n/a	n/a
137	HANA_1.9.19	Upgrade XSA	Standard Services	Includes add-ons.	n/a	n/a
138	HANA_1.9.20	Customer-specific pre and post-activity for XSA upgrades	Excluded Tasks		n/a	n/a
139		**SAP HANA: Smart Data Integration (Formerly Enterprise Information Management - EIM)**	**Extended feature beyond the standard service scope.**			
140	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
141	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.	n/a	n/a
142	TO_HANA_SDI_1.1.02	Install, configure, and register Data Provisioning Agents - Additional Agents	Optional Services	For additional DP Agents for High-Availability (HA) setup. Note: Agent registration is the Customer's responsibility for HANA as the target in an SAP BTP deployment scenario.	n/a	n/a
143	TO_HANA_SDI_1.1.06	Administration of Agile Data Preparation (ADP)	Packaged Services	Setting Export Options, worksheet expiration, password features, warehouse workspace, and size and policy for queues.	Application Operations, CAS for Cloud ERP private	A1,C1
144	TO_HANA_SDI_1.1.07	Set-up replications, federation and transformations	Packaged Services		Application Operations, CAS for Cloud ERP private	A1,C1
145	TO_HANA_SDI_1.1.12	Deploy custom adapters with SAP HANA	Standard Services	See the SDI guide on the SAP Help Portal for a list of standard and custom adapters. Confirmation by Sovereign Cloud Security is required.	n/a	n/a
146	TO_HANA_SDI_1.1.13	Monitor Data Provisioning tasks and remote subscriptions	Packaged Services		Application Operations, CAS for Cloud ERP private	A1,C1

147	TO_HANA_SDI_1.1.14	Process remote subscription exceptions	Packaged Services		Application Operations, CAS for Cloud ERP private	A1,C1
148	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.	n/a	n/a
149		**SAP HANA: Accelerator for SAP ASE (AFA)**	**Will be deprecated by 2027.**			
150		**Operational Set-up**				
151	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
152		**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).**			
153	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
154		**D - Core Technical Operations**				
155		**System Installation**				
156	BASIC_1.8.01	Install cloud solution landscape as specified in the cloud contract, based on SAP and standards and 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 the cloud, 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 cloud is not addressed by this comment and is covered by the separately contracted cloud onboarding and migration service.	n/a	n/a
157	BASIC_1.8.25	SAP system re-installation after system handover	Additional Service	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.	n/a	n/a
158	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	Additional Service	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.	n/a	n/a
159	BASIC_1.8.25_B	System Rebuild - Breakup small (non-DB solutions, e.g., DNS, Web Dispatcher, cloud Connector, etc.)	Additional Service	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.	n/a	n/a
160	BASIC_1.8.25_C	System Rebuild - Breakup SAP Solution Manager (SOLMAN)Solman - greenfield and/or brownfield	Additional Service	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.	n/a	n/a
161	BASIC_1.8.25_D	System Rebuild - Breakup additional and/or redo SAP Fiori launchpad, TMS, and/or Adobe setup	Additional Service	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.	n/a	n/a
162	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.	n/a	n/a
163	BASIC_1.8.27	Update license for managed software solution	Standard Services	Update installation numbers and corresponding license (e.g. ABAP, Java, SAP BOBJ system with any database or HANA stand-alone database, etc.)	n/a	n/a
164	BASIC_1.8.15	Basic Technical Configuration of SAP BW/4HANA Systems	Standard Services	For ABAP Greenfield set-ups only.	n/a	n/a
165	BASIC_1.8.23	Install a preconfigured system from an SAP delivered template solution in a cloud skeleton system	Standard Services	Subject to regional availability. 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.	n/a	n/a
166	BASIC_1.5.01	Customize and configure application, maintain application, application support and application troubleshooting	Packaged Services	Service provider 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.	Application Managemen t,CAS for Business Data Cloud	F1,C2
167	BASIC_1.8.03	Integrate installed systems into cloud operations environment	Standard Services	Performed One (1) time for each entirely new system. If the initial set-up is a migration, One (1) additional test run of the production (PRD) system is included. If the initial set-up is a conversion to S/4HANA, Two (2) additional test runs are included: One (1) for a non-production (QAS, DEV, etc.) system and One (1) for the productive (PRD) system). If the test run is not utilized for a non-production system, then it can be used for a production system with non-production timelines. Additional test runs are available as a billable service.	n/a	n/a
168	BASIC_1.8.03A	Integrate installed systems into cloud operations environment - additional test run requests	Additional Service	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 Sovereign Cloud Services post processing of a Non-PRD (DEV/QAS) system to cutover mode execution.	n/a	n/a
169	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.	n/a	n/a

170	BASIC_1.8.22A	Download data from BLOB (binary large object) storage to managed server	Standard Services	Used to copy data from on-premise to a target server in the managed environment. Data transfer from cloud storage (e.g. BLOB,S3,GCP) to managed server during onboarding.	n/a	n/a
171	BASIC_1.8.20	Provide special support to customer during onboarding - general	Additional Service	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.	n/a	n/a
172	BASIC_1.8.20A	Provide special support to customer during onboarding – Brownfield Post-Migration Downtime Optimization Service	Additional Service	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.	n/a	n/a
173	BASIC_1.8.20_HC	Hypercare - project safeguarding service	Additional Service	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.	n/a	n/a
174	BASIC_1.8.20_NPA	Active entitlement for Non-Productive Systems weekend support - initial system setup	Additional Service	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.	n/a	n/a
175	BASIC_1.8.20_SRA	Service Request Acceleration	Additional Service	Service to safeguard critical phases of a service solution lifecycle by executing a series of checks and monitoring routines during and after the service delivery. This service addresses customer requests for a significant reduction of service request lead times.	n/a	n/a
176	BASIC_1.8.05	Configure application related connection to technical systems managed by the customer	Packaged Services	Create connections to satellite systems.	Application Operations, CAS for Cloud ERP private	A1,C1
177	BASIC_1.8.14	Implementation of SAP Best Practices and similar packages	Standard Services	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.	n/a	n/a
178	BASIC_1.8.14A	Implementation of SAP Best Practices and similar packages for additional countries	Packaged Services	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 per request 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.	Application Operations, CAS for Cloud ERP private	A1,C1
179	BASIC_1.8.14B	Activate model company for SAP Business Suite (formerly SAP Standard Content - SSC)	Optional Services	Formerly known as SAP Standard Content (SSC). Customer to inform Service Provider of the required scope for the activation of one or more model company bundle(s) offered in the model company bundle for SAP Business Suite using instructions in SAP Note 3631601. A DB copy will be provided - Customer is responsible for installing the DB copy. SAP recommends installing the DB copy on a fresh/clean sandbox. Conditions and available bundles are explained in SAP Note 3631601.	n/a	n/a
180	BASIC_1.8.21	Install ODBC Drivers to connect to external databases	Standard Services	Subject to regional availability. On SLT/HANA SDS/BOBJ; customer needs to provide required software including appropriate usage rights for an installation in cloud; customer needs to provide specification for required connection (e. g. SSL/TLS). All connections and applications need to be approved by security prior to configuration.	n/a	n/a
181	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.	n/a	n/a
182	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/backup 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.	n/a	n/a

183	BASIC_1.8.13	Data handover from Service Provider to customer - for requests during active contract	Additional Service	Requests for additional data handover (creation of export or copy of existing backup using SAP Tools to Customer storage) during active contract. Planning, coordination, transfer to storage, and all associated costs are the Customer's responsibility. Note: One (1) time final data handover is a separate service and is already included under Identifier BASIC_1.8.10 for offboarding/contract termination scenarios.	n/a	n/a
184	BASIC_1.8.13A	Data handover from service provider to customer - additional requests for SAP HANA database backup or for filesystem only	Additional Service	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. This Service includes only the SAP HANA database backup or the data handover from Service Provider to customer for the filesystem.	n/a	n/a
185		**Incident Management**				
186	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.	n/a	n/a
187	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		n/a	n/a
188	BASIC_1.16.03	Sign-off/Approve solution and confirm incident resolution	Excluded Tasks		n/a	n/a
189		**Event detection and notification ("monitoring")**				
190	BASIC_1.8.17	Monitoring and event detection of SAP system availability and critical system states	Standard Services	Monitoring requirements are defined based on Roles & Responsibilities and SLAs; activated monitoring metrics and used thresholds are subject to constant change and tuning.	n/a	n/a
191	BASIC_1.7.07	Monitor critical business transactions	Packaged Services	Manual monitoring; effort based per execution.	Customer Application Monitoring	M2
192		**General Operations**				
193	BASIC_1.8.08	Start/Stop 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.	n/a	n/a
194	BASIC_1.1.15	Troubleshoot technical issues in managed systems	Standard Services	For technical issues only; application related problems must be resolved by the customer.	n/a	n/a
195	BASIC_1.1.14	Assist customers with tasks in their area of responsibility if OS access is required	Standard Services	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 cloud. 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.	n/a	n/a
196	BASIC_1.1.16	Maintain application parameters – static and dynamic	Standard Services	Service provider is responsible for executing this task as it can have an impact on system performance and availability. Provider will provide 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.	n/a	n/a
197		**SAP Security Management**				
198	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.	n/a	n/a
199	BASIC_1.2.23	Define and implement application and infrastructure security concept	Standard Services		n/a	n/a
200	BASIC_1.2.19	Customer specific Security Audit Log analysis	Packaged Services		Audit Readiness	S4
201	BASIC_1.2.20	Analyze the SAP system and identify relevant SAP security notes	Packaged Services	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.	Application Security Updates,CAS for Cloud ERP private	S1,C1
202	BASIC_1.2.27	Implement SAP Security Notes - SAP Basis / ABAP related	Standard Services	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).	n/a	n/a
203	BASIC_1.2.28	Implement relevant SAP Security Notes - Application related (ABAP and JAVA stack only)	Packaged Services	Relevant SAP Security Notes with and without manual activities will be analyzed and implemented in DEV systems. Perform transport of implemented Notes to QAS and PROD systems (for ABAP stack only). Analyze relevant Security Notes for Java and create service request on behalf of Customer to initiate implementation of required Java components. Testing of implemented Notes is Customer's responsibility.	Application Security Updates,CAS for Cloud ERP private	S1,C1
204	BASIC_1.2.18	Administer users (creation, change, delete, lock, unlock)	Packaged Services		User Management,CAS for Cloud ERP private	S2,C1

205	BASIC_1.2.18A	Administer roles, like role creation and role change	Packaged Services		Roles and Authorizations	S10
206	BASIC_1.2.15	Maintain user profiles, roles, authorizations, source data and passwords in client 000	Standard Services		n/a	n/a
207	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. Temporary access only.	n/a	n/a
208	BASIC_1.2.25	Design / Architecture of Single Sign On (SSO) for systems in cloud landscape	Excluded Tasks	Customer may engage other SAP services pertaining to SSO solutions for cloud environment.	n/a	n/a
209	BASIC_1.2.24	Implementation of Single Sign On (SSO) for systems in cloud landscape	Excluded Tasks	Customer may engage other SAP services pertaining to SSO solutions for cloud environment.	n/a	n/a
210	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.	n/a	n/a
211	BASIC_1.2.26_AE	Update Global Change parameters (SE06) and default system settings (SCC4)	Standard Services		n/a	n/a
212	BASIC_1.2.31	Security for Interface	Packaged Services	Provides guidance for secure access to remote function call (RFC) modules by implementing a secure framework for RFC modules and restricting access to needed modules only.	Security for Interface	S7
213	BASIC_1.2.32	Application Security Monitoring	Packaged Services	Monitor Customer's applications related to security statuses. Report Security KPIs and remediation activities.	Application Security Monitoring,CAS for Cloud ERP private	S8,C1
214		**Security - General**				
215	BASIC_2.1.02	Manage cryptographic keys	Standard Services	Applicable to systems managed by SAP Sovereign Cloud. Key management applies specifically at the storage layer and includes all types of storage: object storage, block/volume storage, and file shares, and is applicable to SAPDC and to the following hyperscalers: Azure, AWS, and GCP.	n/a	n/a
216		**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.**			
217	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	Packaged Services	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.	Application Operations, CAS for Cloud ERP private	A1,C1
218	BASIC_1.3.10B	Homogeneous system copy for ABAP systems - 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	Standard Services	Up to Twelve (12) refreshes per SID, per contract year, are included; additional refreshes are available as a chargeable request. 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 Additional Service. Does not include activities such as data masking, scrambling etc. Customer must check to make sure there is sufficient storage on server to complete service.	n/a	n/a
219	BASIC_1.3.10B1	Homogeneous system copy for ABAP systems - additional requests	Additional Service	Requests for additional refreshes beyond entitlement noted in BASIC_1.3.10B for ABAP systems.	n/a	n/a
220	BASIC_1.3.10C	Homogeneous system copy for non-ABAP systems - 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	Standard Services	Up to Two (2) refreshes per SID, per contract year, are included; additional refreshes are available as a chargeable request. 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.	n/a	n/a
221	BASIC_1.3.10D	Homogeneous system copy for non-ABAP systems - additional requests	Additional Service	Requests for additional refreshes beyond entitlement noted in BASIC_1.3.10C for non-ABAP systems.	n/a	n/a
222	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	Process flow - additional information available. 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.	n/a	n/a
223	BASIC_1.3.07	Post processing tasks e.g. Embedded Search, BDLS - pre-existing systems	Packaged Services	For existing/live systems	Application Operations, CAS for Cloud ERP private	A1,C1
224		**Release Management**				
225	BASIC_1.5.13A	Install new software entities in the system after initial customer handover during Onboarding (applies to e.g. add-ons and other sorts of additional solution packages)	Standard Services	Contractual Change Request (CR) required in case of changed managed service scope or increased infrastructure consumption.	n/a	n/a
226	BASIC_1.5.13B	Install new content in the system after initial customer handover during Onboarding (applies to e.g. languages, content packages etc.)	Standard Services	Contractual Change Request (CR) required in case of changed managed service scope or increased infrastructure consumption.	n/a	n/a

227	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)	Packaged Services	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.	Application Operations, CAS for Cloud ERP private	A1,C1
228	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.	n/a	n/a
229	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.	n/a	n/a
230	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".	n/a	n/a
231	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.	n/a	n/a
232	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 Sovereign Cloud Services environment for which SAP is the Service Provider. This service can be requested only after completing a migration by a Partner if applicable.	n/a	n/a
233	BASIC_1.5.10	Ongoing maintenance of system languages, e.g. performing language fill-up	Standard Services	Available for systems maintained in an SAP Sovereign Cloud Services environment for which SAP is the Service Provider. This service can be requested only after completing a migration by a Partner if applicable.	n/a	n/a
234	BASIC_1.1.01	Version upgrade/update of SAP Software: planning and coordination	Packaged 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). 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 Sovereign Cloud Services environment for which SAP is the Service Provider. This service can be requested only after completing a migration by a Partner if applicable.	Release Version Upgrades	RM1
235	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.	n/a	n/a

236	MOVE_1.1.06	SAP Readiness Check for SAP S/4HANA upgrades	Standard Services	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.	n/a	n/a
237	BASIC_1.5.07	Version upgrade of SAP Software: Execute technical upgrade tasks	Standard Services	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 Sovereign Cloud Services environment for which SAP is the Service Provider. This service can be requested only after completing a migration by a Partner if applicable. 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
238	BASIC_1.5.22	Version update of SAP Software: Pre- and Post BASIS Tasks	Packaged 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). 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.	Release Version Upgrades	RM1
239	BASIC_1.5.22A	Version upgrade of SAP Software: Pre- and Post BASIS Tasks	Packaged Services	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.	Release Version Upgrades	RM1
240	TO_NWABAP_1.5.08	Adjust repository objects as part of software changes	Packaged Services	Execution of adjustments in SPDD/SPAU for SAP objects. Customer objects in SPDD/SPAU require customers decision during execution.	Release Version Upgrades	RM1
241	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	Packaged Services	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.	Release Version Upgrades	RM1
242		**Proactive services**				
243	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.	n/a	n/a
244	BASIC_1.7.03	Analysis of SAP Service Session reports (incl. EarlyWatch Alert) for systems operated in the cloud for findings and recommendations regarding aspects within the service scope of cloud (technical operations)	Standard Services	Performed only for productive systems.	n/a	n/a
245		**System performance management**				
246	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.	n/a	n/a
247	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).	n/a	n/a
248	BASIC_1.12.05	Perform load test execution	Packaged Services	Subject to regional availability. Demonstrate the load capabilities of the target SAP system based on the software and hardware configuration. Identify potential scalability bottlenecks with respect to the target environment. Simulation of end user behavior. Maximum 500 concurrent users.	Performance Testing	P1
249	BASIC_1.12.06	Monitor predefined application-related performance KPI's against SAP best practices reference response times	Packaged Services		Core Performance Management,CAS for Cloud ERP private	P4,C1
250	BASIC_1.7.12_AE	Identify the root cause of failing KPIs and define preventive/corrective actions and/or possible countermeasures	Packaged Services	Subject to regional availability.	Core Performance Management,CAS for Cloud ERP private	P4,C1
251	BASIC_1.7.08	Review and optimize customer code to improve system performance and stability	Excluded Tasks	Customer may engage other SAP services,	n/a	n/a
252		**Certificate Handling**				
253	BASIC_1.11.01	Generate, Renew, Extend and/or Implement certificates	Standard Services	Customer must provide signed certificate after Provider submits certificate request file.	n/a	n/a
254	BASIC_1.11.02	Send certificate signing request to Certificate Authority	Excluded Tasks		n/a	n/a

255	BASIC_1.11.06	Monitor validity period of certificates	Packaged Services	Restricted to only certificates for URLs. Customer to provide URL for certificate check.	Application Monitoring,Customer Application Monitoring,CAS for Cloud ERP private	M1,M2,C1
256		**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.**			
257	BASIC_1.9.01	Implement disaster recovery set-up according to architecture blueprint and contractual specifications. Test managed service 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.	n/a	n/a
258	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 service if disaster recovery solution is part of the contract/SOW/Order Form.	n/a	n/a
259	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 service if disaster recovery solution is part of the contract/SOW/Order Form.	n/a	n/a
260	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 service if disaster recovery solution is part of the contract/SOW/Order Form.	n/a	n/a
261	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 managed system interfaces (including RFC connections, connection details in other integrated systems), organizational measures and processes etc.	n/a	n/a
262	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.	n/a	n/a
263	BASIC_1.9.10	Execute failover during disaster recovery test (DB, application and cnames) - Offline DR Test - additional test	Additional Service	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.	n/a	n/a
264	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	n/a	n/a
265		**Operations Extension**	**These services provide possible extensions to areas of Incident, Change and Event Management beyond the standard scope of services.**			
266	BASIC_1.15.01	Analyze Technical Issue - SAP Basis / Customer Client	Packaged Services	Only available for managed systems.	Application Operations, CAS for Cloud ERP private	A1,C1
267	BASIC_1.15.02	Change Management: Changes of technical system configuration not included in Standard Services as per R&R Definition	Packaged Services	Only available for managed systems.	Application Operations, CAS for Cloud ERP private	A1,C1
268	BASIC_1.15.03	Event management: Monitor technical/non-functional event types not included in Standard Service as per R&R Definition	Packaged Services	Only available for managed systems. One (1) time System Monitoring.	Application Operations, CAS for Cloud ERP private	A1,C1

269	BASIC_1.15.04	Cloud Application Service - Generic Service Request: Perform Service Request Fulfillment for technical/non-functional tasks not included in Standard Service as per R&R Definition	Packaged Services	Only available for managed systems.	Application Operations, CAS for Cloud ERP private	A1,C1
270	BASIC_1.15.06	Additional Service – Generic Service Request: Used for one-off tasks/services which are not covered by Standard, Optional and/or Cloud Application Services.	Additional Service	Only available for managed systems.	n/a	n/a
271		**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).**			
272		**General NetWeaver Operations**				
273	TO_NWABAP_1.1.04	Analyze SAP system log and fix technical failures included in scope of services	Standard Services	May require customer assistance.	n/a	n/a
274	TO_NWABAP_1.1.06	Monitor update processes within SAP software to avoid system operations issues	Standard Services	Service provider informs customer of update process problems; RCA methods provided by SAP Enterprise Support may be used to find application related root causes for updates.	n/a	n/a
275	TO_NWABAP_1.1.07	Analyze update terminations, determine business impact and appropriate action	Packaged Services	With regards to application issues and impact.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
276	TO_NWABAP_1.1.10	Analyze lock entries, determine business impact and appropriate action	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
277	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.	n/a	n/a
278	TO_NWABAP_1.1.22	ABAP dump check and classification	Packaged Services	Including application related dumps.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
279	TO_NWABAP_1.1.23	Analyze SAP application log and provide recommendations on fixing failures	Packaged Services	Customer specifies which errors should be analyzed (in SLG1). Service request is limited to Four (4) errors per ticket	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
280	TO_NWABAP_1.1.24	Reorganize qRFC/tRFC queues	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
281	TO_NWABAP_1.1.25	Check fastest growing tables in the SAP system and provide recommendations for archiving or reorganization	Packaged Services	In the context of Application Operations 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.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
282	TO_NWABAP_1.1.13	Administer SAP Logon Groups	Standard Services	The customer may perform this activity; if service provider is requested to perform the task, the design/definition must be provided by customer.	n/a	n/a
283	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.	n/a	n/a
284	TO_NWABAP_1.1.16	Implement/update tools to ensure readiness for SAP support services	Standard Services	Requires review and approval from SAP Sovereign Cloud Services security prior to executing the request.	n/a	n/a

285	TO_NWABAP_1.1.17	Manage Web Service Runtime (WSRT)	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
286	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 managed system based systems the same way, e.g. for monitoring configuration.	n/a	n/a
287	TO_NWABAP_1.1.28_AE	Temporary change of heap or extended memory allocation using RSMEMORY	Packaged Services		Application Operations	A1
288	TO_NWABAP_1.1.31	Work process cancellation; Optimization of Batch Jobs load post analysis	Packaged Services		Application Monitoring,Customer Application Monitoring,CAS for Cloud ERP private,CAS for Business Data Cloud	M1,M2,C1,C2
289	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.	n/a	n/a
290	TO_J2EE_1.1.02	SAP J2EE: adjust/configure Java applications	Standard Services		n/a	n/a
291	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.	n/a	n/a
292		**SAP Client Operations**				
293	TO_NWABAP_1.2.01	Copy client within one SAP System (including analysis and resolution of technical issues) – equal to or less than 500GB	Standard Services	Client sizes over 500GB must be requested through an Assisted Service Request using TO_NWABAP_1.2.01A and requires alignment with an SAP delivery representative for planning due to technical limitations. Available for systems maintained in an SAP delivered 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.	n/a	n/a
294	TO_NWABAP_1.2.01A	Copy client within one SAP System (including analysis and resolution of technical issues) – greater than 500GB	Standard Services	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.	n/a	n/a
295	TO_NWABAP_1.2.06	Delete client within one SAP System (including analysis and resolution of technical issues)	Standard Services	Available for systems maintained in an SAP Sovereign Cloud Services environment for which SAP is the Service Provider. This service can be requested only after completing a migration by a Partner if applicable.	n/a	n/a
296	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	Standard Services	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.	n/a	n/a
297	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	Standard Services	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.	n/a	n/a
298	TO_NWABAP_1.2.07	Pre-processing tasks, i.e. suspend jobs, lock users, export tables with 'old' configuration	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
299	TO_NWABAP_1.2.08	Post processing tasks, i.e. Enterprise Search, Fiori Launchpad, unlock user, release jobs)	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2

300	TO_NWABAP_1.2.05	Investigate and resolve application related issues (e.g. with certain database tables and fields)	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
301	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.	n/a	n/a
302		**Interface Administration**				
303	TO_NWABAP_1.3.24	Create, execute, and troubleshoot batch input sessions	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
304	TO_NWABAP_1.3.25	Configure interface related functions (e.g. IDOCs, interface scripts and jobs, qRFC/tRFC/bgRFC, ALE scenarios etc.)	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
305	TO_NWABAP_1.3.26	Monitoring of interfaces and interface related functions	Packaged Services	In context of Application Operations, monitoring activities are restricted to a short period of time and for One (1) interface only.	Application Operations, Application Monitoring,Customer Application Monitoring,CAS for Cloud ERP private,CAS for Business Data Cloud	A1,M1,M2,C1,C2
306		**Job Scheduling**				
307	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.	n/a	n/a
308	TO_NWABAP_1.4.14	Schedule/Change/Delete jobs as per customer requirement	Packaged Services	Up to Eight (8) jobs can be handled in one service request.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
309	TO_NWABAP_1.4.15	Administer application batch jobs: - Monitor jobs - Troubleshoot according to troubleshooting handbook	Packaged Services		Application Monitoring,Customer Application Monitoring,CAS for Cloud ERP private,CAS for Business Data Cloud	M1,M2,C1,C2
310		**Transport Management**				
311	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. Limited to a default setup. Customer specific domains or configurations not included.	n/a	n/a
312	TO_NWABAP_1.5.15_AE	Initial set-up of SAP transport management system (TMS) and configure transport routes	Standard Services	Limited to a default setup. Customer specific domains or configurations not included.	n/a	n/a
313	TO_NWABAP_1.5.16	Copy and delete SAP Transport cofiles and data files	Standard Services		n/a	n/a
314	TO_NWABAP_1.5.11A	Maintain SAP transport management system incl. configuration of transport routes and any further configuration (automatic import, scheduled import etc.)	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
315	TO_NWABAP_1.5.12	Initial configuration of Transport-based correction instructions (TCI) in client 000	Standard Services	Limited to a default setup. Customer specific domains or configurations not included.	n/a	n/a
316	TO_NWABAP_1.5.01	Set-up of CTS+	Packaged Services	OS access required. Assistance can be requested via task BASIC_1.1.14.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2

317	TO_NWABAP_1.5.03	Execute transports to move objects between SAP systems	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
318	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.	n/a	n/a
319	TO_NWABAP_1.5.09	Testing and acceptance of object changes	Excluded Tasks		n/a	n/a
320		**Output Management**				
321	TO_NWABAP_1.7.01	Create, change and delete printers within SAP solution	Packaged Services	Service provider would only support printer types contained in SAP published guidelines.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
322	TO_NWABAP_1.7.02	Analyze faulty output requests (transaction SP01)	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
323	TO_NWABAP_1.7.03	Reorganize SAP spool system to keep system clean	Standard Services	Via SAP standard batch job.	n/a	n/a
324	TO_NWABAP_1.7.04	Design and implementation of print forms	Excluded Tasks		n/a	n/a
325	TO_NWABAP_1.7.05	Lock/unlock SAP printers	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
326	TO_NWABAP_1.7.06	Check spooler table consistency to prevent printing issues	Standard Services	Via SAP standard batch job.	n/a	n/a
327	TO_NWABAP_1.7.07	Configure virtual spool (load balancing between spool processes)	Standard Services		n/a	n/a
328	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.	n/a	n/a
329		**F - Server Provisioning (aka IaaS)**	**Subject to regional availability. 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).**			
330		**Security Planning**				
331	TO_SPROV_1.4.01	Provide application communication requirements	Excluded Tasks		n/a	n/a
332	TO_SPROV_1.4.02	Determine communication and security requirements	Excluded Tasks		n/a	n/a
333	TO_SPROV_1.4.03	Create and maintain security policies	Excluded Tasks		n/a	n/a
334	TO_SPROV_1.4.04	Determine security strategy and implementation plans	Excluded Tasks		n/a	n/a
335	TO_SPROV_1.4.05	Monitor and assess security strategies	Excluded Tasks		n/a	n/a
336		**Hardware Operations**				
337	TO_SPROV_1.5.03	Plan and conduct cloud infrastructure maintenance	Standard Services		n/a	n/a
338		**Server Management**				
339	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 fulfil the requirements of the intended use case.	n/a	n/a
340	TO_SPROV_1.6.01	Provide server infrastructure	Standard Services		n/a	n/a
341	TO_SPROV_1.6.02	Provide licenses for OS	Standard Services	Licenses will be provided and charged by provider..	n/a	n/a

342	TO_SPROV_1.6.03	Install basic operating system	Standard Services	Supported OS: SUSE LINUX and MS Windows Server (most up-to-date versions).	n/a	n/a
343	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.	n/a	n/a
344	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.	n/a	n/a
345	TO_SPROV_1.6.06	Antivirus software licenses	Excluded Tasks		n/a	n/a
346	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).	n/a	n/a
347	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).	n/a	n/a
348	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).	n/a	n/a
349	TO_SPROV_1.6.10	Monitor operating system of provided OS instances	Excluded Tasks		n/a	n/a
350		**Storage Management**				
351	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).	n/a	n/a
352	TO_SPROV_1.7.02	Manage data files/file systems	Excluded Tasks		n/a	n/a
353	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		n/a	n/a
354	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		n/a	n/a
355	TO_SPROV_1.7.06	Mount of file system from managed server to an IaaS server	Standard Services	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 SAP Account Manager; customers must not execute tasks using this mount that put a risk to performance or stability of the managed cloud infrastructure (e. g. network services, large volume data syncs etc.).	n/a	n/a
356	TO_SPROV_1.7.05	Scale storage capacity	Optional Services		n/a	n/a
357		**Application Management**				
358	TO_SPROV_1.8.01	Define application requirements	Excluded Tasks		n/a	n/a
359	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 the cloud environment.	n/a	n/a
360	TO_SPROV_1.8.03	Install application	Excluded Tasks		n/a	n/a
361	TO_SPROV_1.8.04	Operate application	Excluded Tasks		n/a	n/a
362	TO_SPROV_1.8.05	Install patches and security updates	Excluded Tasks	Customer is responsible for software lifecycle management.	n/a	n/a
363	TO_SPROV_1.8.06	Application monitoring	Excluded Tasks		n/a	n/a
364		**IaaS VM Snapshot (offline image backup)**				
365	TO_SPROV_1.10.01	Service Set-up	Optional Services		n/a	n/a
366	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.	n/a	n/a
367	TO_SPROV_1.10.05	Restart server and inform customer	Optional Services	After successful restart of VM, inform customer and update the ticket.	n/a	n/a
368	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.	n/a	n/a
369		**Disaster Recovery**				

370	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.	n/a	n/a
371	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		n/a	n/a
372		**G - Cloud Application Services**				
373		**Cloud Application Services - Reactive Services**	**Only available for managed systems. Service delivery requires initial scoping for relevant application area before tasks can be delivered; transition to service execution may apply.**			
374	CAS_1.1.01	Incident Management: Troubleshoot functional incidents in SAP applications	Packaged Services	SAP will perform reactive application management for Incidents, where the resolution may include: Restoration of the service or resolution of the underlying issue; Provision of a Workaround; Creation of an action plan.	Application Management	F1
375	CAS_1.1.02	Problem Management: root cause analysis and resolution of problems in SAP applications	Packaged Services	SAP will perform root cause analysis and propose a resolution for problems, which may include: Analysis of the root cause of an Incident; Providing an approach to prevent the Incident from reoccurring; Resolution of problems; Recommendations on application and system optimization; Request involvement of Product Support as necessary.	Application Management	F1
376	CAS_1.1.03	Service Request Management: Perform Service Request Fulfillment for functional tasks in SAP applications	Packaged Services	SAP will accept tickets from Key Users to request a service. Service Request Tickets include: Agreed Standard Service Request or Standard Change with implementation; Service Request for non-standard scope, including: Scope definition and commercial validation and approval.	Application Management	F1
377	CAS_1.1.05	Change Management: Changes of functional configuration in SAP applications	Packaged Services	SAP will accept tickets for non-standard scope from Key Users and provide analysis of Requests for change, including: Scope definition and commercial validation and approval.	Application Management	F1
378		**Cloud Application Services - Proactive Services**				
379	CAS_1.2.03	Managed Operations Control Center	Packaged Services		Customer Application Monitoring	M2
380		**Testing Services**				
381	CAS_2.1.01	Provide detailed plan for test management execution	Packaged Services	Subject to regional availability. SAP will align with Customer's test strategy and approach and schedule test execution with respect to the Customer defined test scope.	Regression Testing	T1
382	CAS_2.1.02	Perform outcome based functional testing on the defined scope, report defects, and report issues	Packaged Services	Subject to regional availability. SAP will use Customer provided test case documentation for test execution.	Regression Testing	T1
383	CAS_2.1.03	Configure the Test Suite in SAP Solution Manager	Packaged Services	Subject to regional availability. SAP will leverage Customer's instance of Test Management Tool (e.g. Solution Manager) as system for record of testing.	Regression Testing	T1
384	CAS_2.1.05	Execution of automated interface test scripts	Packaged Services	Subject to regional availability.	Regression Testing	T1
385		**Security Services**				
386	CAS_2.2.01	Execute Segregation of Duty check and provide report of risk assessment and recommendations for improvement	Packaged Services		Segregation of Duties Check,CAS for Business Data Cloud	S3,C2
387	CAS_2.2.03	Continuous management of existing and new RFC enabled function modules	Packaged Services		Security for Interface,CAS for Business Data Cloud	S7,C2
388	CAS_2.2.04	Continuously monitor Customer’s applications for security status and identify vulnerabilities	Packaged Services	Includes providing solutions for critical severity security checks based on monitoring alerts.	Application Security Monitoring,CAS for Business Data Cloud	S8,C2
389	CAS_2.2.05	Prepare regular security audits and identify issues during and after regular audits	Packaged Services		Audit Readiness, CAS for Business Data Cloud	S4,C2
390		**Monitoring Services**				
391	CAS_2.3.01	Setup job and automation monitoring	Packaged Services	Monitoring setup activity will be performed post Go-Live and after the monitoring elements are available in the production environment and includes ABAP Jobs and BI Process Chains for Monitoring. Customer to provide the list of service elements to be monitored.	Application Monitoring,Customer Application Monitoring,CAS for Cloud ERP private	M1,M2,C1

392	CAS_2.3.02	Setup integration and exception monitoring	Packaged Services	Monitoring setup activity will be performed post Go-Live and after the monitoring elements are available in the production environment and includes ABAP Web Services, BDoc, Gateway, HTTP(s), IDoc, Process Integration, RFC/ bgRFC/ qRFC/ tRFC, SAP AIF, SLT, SAP Cloud Integration - Iflows. Customer to provide the list of service elements to be monitored.	Application Monitoring,Customer Application Monitoring,CAS for Cloud ERP private	M1,M2,C1
393	CAS_2.3.03	Setup URL monitoring (certificates and availability)	Packaged Services	Customer to provide the URLs for setup. Monitoring setup activity will be performed post Go-Live and after the monitoring elements are available in the production environment.	Application Monitoring,Customer Application Monitoring,CAS for Cloud ERP private	M1,M2,C1
394	CAS_2.3.04	Setup real user monitoring	Packaged Services	Monitoring setup activity will be performed post Go-Live and after the monitoring elements are available in the production environment.	Customer Application Monitoring	M2
395	CAS_2.3.05	Setup technical system monitoring	Packaged Services	Monitoring setup activity will be performed in the production environment SAP will apply a standard template for technical system monitoring.	Customer Application Monitoring	M2
396	CAS_2.3.06	Generate report for monitoring	Packaged Services		Application Monitoring,Customer Application Monitoring,CAS for Cloud ERP private	M1,M2,C1
397		**H - Movement Services for System Conversion and Transition**				
398		**Conversion Execution for ECC and BW system**				
399	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 BW4/HANA	Excluded Tasks	This service is not included and/or is not provided by/for the SAP Sovereign Cloud Services offering. This service can be performed by customers and/or may be available from other SAP organizations prior to review and approval by SAP Sovereign Cloud Services. 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 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.	n/a	n/a
400	BASIC_1.5.20	Technical System Conversion of SAP ERP and SAP BW systems to SAP S/4HANA and SAP BW4/HANA	Additional Service	This service is not included and/or is not provided by/for the SAP Sovereign Cloud Services offering. This service can be performed by customers and/or may be available from other SAP organizations prior to review and approval by SAP Sovereign Cloud Services. 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. 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. This service must be ordered separately for each system conversion execution and is only applicable for SAP ECC and SAP BW systems.	n/a	n/a
401		**Conversion Execution for NetWeaver Based systems**				

402	MOVE_1.7.02	Technical System Conversion of NetWeaver systems to SAP S/4HANA Foundation	Excluded Tasks	This service is not included and/or is not provided by/for the SAP Sovereign Cloud Services offering. This service can be performed by customers and/or may be available from other SAP organizations prior to review and approval by SAP Sovereign Cloud Services. 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. 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. 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.	n/a	n/a
403		**X1 - 3rd Party Software**				
404		**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.**			
405		**Managed 3rd Party ABAP add-ons**				
406	TO_PA_1.1.01	Installation	Standard Services		n/a	n/a
407	TO_PA_1.1.02	Configuration	Excluded Tasks		n/a	n/a
408	TO_PA_1.1.03	Application monitoring	Excluded Tasks		n/a	n/a
409	TO_PA_1.1.04	Apply updates	Standard Services		n/a	n/a
410	TO_PA_1.1.05	Application troubleshooting including engagement with the partners support organization	Excluded Tasks		n/a	n/a
411	TO_PA_1.1.06	Uninstallation of ABAP Add-ons	Standard Services		n/a	n/a
412		**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.**			
413	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.	n/a	n/a
414		**X2 - Business Connector**				
415		**Operations**				
416	TO_BC_1.1.01	SSL Activation	Standard Services	Subject to regional availability.	n/a	n/a
417	TO_BC_1.1.02	Update SAP Business Connector parameters	Standard Services	Subject to regional availability.	n/a	n/a
418	TO_BC_1.1.03	Create/Reset Administrator User for SAP Business Connector	Standard Services	Subject to regional availability. Create/Reset user CUST_BC_ADMIN which is used by Customer to log in.	n/a	n/a
419	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.	n/a	n/a
420	TO_BC_1.1.05	Create destinations	Excluded Tasks		n/a	n/a
421		**X4 - SAP Data Services (DS)**				
422		**Operations**				
423	TO_DS_1.1.22	Authorization - Users and Rights Management	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
424	TO_DS_1.1.06	Create/Modify Data Services jobs	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2

425	TO_DS_1.1.07	Schedule Data Services jobs	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
426	TO_DS_1.1.08	Configure database connections	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
427	TO_DS_1.1.09	Monitor jobs	Packaged Services	Manual monitoring; effort based per execution.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
428	TO_DS_1.1.10	Repository backup DS and BOE	Standard Services		n/a	n/a
429	TO_DS_1.1.11	Delete batch job history	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
430	TO_DS_1.1.12	Verify that job and access servers are running	Standard Services		n/a	n/a
431	TO_DS_1.1.13	Remove obsolete repository contents	Standard Services		n/a	n/a
432	TO_DS_1.1.14	Troubleshoot issues with DS Jobs	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
433	TO_DS_1.1.23	Create/Manage additional repositories	Standard Services	System comes with default repositories. OS access required. Assistance can be requested via task BASIC_1.1.14.	n/a	n/a
434	TO_DS_1.1.26	Backup: On-Demand - BI Database and File Repo Sync	Additional Service		n/a	n/a
435	TO_DS_1.1.27	Restore: On-Demand - BI Database and File Repo Sync	Additional Service		n/a	n/a
436	TO_DS_1.1.28	Authentication set-up and Single Sign On (SSO) configuration	Excluded Tasks	Customer may engage other SAP services for SSO solutions for cloud environment.	n/a	n/a
437	TO_DS_1.1.29	Install and configure Data Services Adapters	Standard Services	OS access required. Assistance can be requested via task BASIC_1.1.14.	n/a	n/a
438	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
439	TO_DS_1.1.31	Configure Runtime Resources	Standard Services		n/a	n/a
440	TO_DS_1.1.32	Configure SMTP Email	Standard Services		n/a	n/a
441	TO_DS_1.1.33	Start/Stop services	Standard Services		n/a	n/a
442	TO_DS_1.1.34	Enhanced Change and Transport System (CTS+) Integration Set-up	Standard Services	OS access required. Assistance can be requested via task BASIC_1.1.14.	n/a	n/a
443	TO_DS_1.1.35	Configure transports via Data Services (DS) Object Promotion Management	Standard Services		n/a	n/a
444	TO_DS_1.1.36	Backup Data Services Repository using Import/Export Tool	Standard Services		n/a	n/a
445		**X6 - SAP BusinessObjects Business Intelligence (BI)**				

446		Operations				
447	TO_BI_1.1.06	Backup (Full content backup / BIAR backup)	Standard Services		n/a	n/a
448	TO_BI_1.1.07	Scan / Repair and compact all repository errors	Standard Services		n/a	n/a
449	TO_BI_1.1.11	Clean-up empty directories created for Repository Diagnostic Tool	Standard Services		n/a	n/a
450	TO_BI_1.1.26	Cache Clean-up and Maintenance - Tomcat, Web Intelligence, Log Files	Standard Services		n/a	n/a
451	TO_BI_1.1.17	Program Object Actions: Import and Execution	Packaged Services	OS access required. Assistance can be requested via task BASIC_1.1.14.	Application Management,CAS for Business Data Cloud	F1,C2
452	TO_BI_1.1.18	Promote/deploy BI objects between environments	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
453	TO_BI_1.1.19	Create, rename, remove connections and Universes	Excluded Tasks		n/a	n/a
454	TO_BI_1.1.21	Provide user access and maintain authorizations	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
455	TO_BI_1.1.47	SAML configuration	Packaged Services	OS access required. Assistance can be requested via task BASIC_1.1.14.	Application Management,CAS for Business Data Cloud	F1,C2
456	TO_BI_1.1.27	Deploy templates and system configurations for hardware changes	Standard Services		n/a	n/a
457	TO_BI_1.1.29	Auditing/Monitoring Driver Set-up and configuration for Audit reporting	Packaged Services	OS access required. Assistance can be requested via task BASIC_1.1.14.	Application Management,CAS for Business Data Cloud	F1,C2
458	TO_BI_1.1.30	Perform ERP Integration Set-up and Configuration	Packaged Services	OS access required. Assistance can be requested via task BASIC_1.1.14.	Application Management,CAS for Business Data Cloud	F1,C2
459	TO_BI_1.1.33	Backup: On-Demand - BI Database and File Repo Sync	Additional Service		n/a	n/a
460	TO_BI_1.1.34	Restore: On-Demand - BI Database and File Repo Sync	Additional Service		n/a	n/a
461	TO_BI_1.1.35	Authentication set-up and Single Sign On (SSO) configuration	Excluded Tasks	Customer may engage other SAP services for SSO solutions for cloud environment.	n/a	n/a
462	TO_BI_1.1.37	Configure Web Application - reverse proxy settings	Standard Services		n/a	n/a
463	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

464	TO_BI_1.1.39	Manage Server Process and Server Groups	Standard Services		n/a	n/a
465	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
466	TO_BI_1.1.41	Enhanced Change and Transport System (CTS+) Integration Set-up	Packaged Services	OS access required. Assistance can be requested via task BASIC_1.1.14.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
467		**X7 - SAP PI**				
468		**SAP PI Implementation**				
469	TO_PI_1.1.01	Install adapters and software components provided by SAP	Standard Services	Included only for items explicitly specified in the 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.	n/a	n/a
470	TO_PI_1.1.02	Install adapters provided by external partners	Standard Services	Must provide adapter software and licenses. This does not include efforts for content handling like the import of TPZ files into the ESR.	n/a	n/a
471	TO_PI_1.1.04	Create SSL views and PSEs	Excluded Tasks		n/a	n/a
472		**SAP PI Operations**				
473	TO_PI_2.1.02	Monitor application-specific PI functions, e.g. messaging, queues etc.	Packaged Services		Application Monitoring,Customer Application Monitoring,CAS for Cloud ERP private	M1,M2,C1
474	TO_PI_2.1.03	Monitor the message processing in PI (success and performance)	Packaged Services		Application Management	F1
475	TO_PI_2.1.04	Monitor communication channels, queues, backlogs of PI (AEX)	Packaged Services		Application Management	F1
476	TO_PI_2.1.05	Monitor BPM processes (success and performance)	Packaged Services		Application Operations, CAS for Cloud ERP private	A1,C1
477	TO_PI_2.1.06	Configure adapters	Excluded Tasks		n/a	n/a
478	TO_PI_2.1.07	Deal with incorrect messages	Excluded Tasks		n/a	n/a
479	TO_PI_2.1.08	Configure message archiving	Packaged Services		Application Operations, CAS for Cloud ERP private	A1,C1
480	TO_PI_2.1.27	Execute and monitor message archiving	Packaged Services		Application Operations, CAS for Cloud ERP private	A1,C1
481	TO_PI_2.1.11	Role/authorization maintenance (except SAP and initial customer administrator role)	Packaged Services		Application Management	F1
482	TO_PI_2.1.16	Maintain users (except for the SAP and initial customer administrator role)	Packaged Services		User Management	S2
483	TO_PI_2.1.17	Set-up of PI / BPM / AEX housekeeping	Packaged Services		Application Operations, CAS for Cloud ERP private	A1,C1
484	TO_PI_2.1.28	Monitor housekeeping activities of PI / BPM / AEX	Packaged Services		Application Operations, CAS for Cloud ERP private	A1,C1
485	TO_PI_2.1.19	Adjust PO/PI /AEX parameterization and configuration	Standard Services	The configuration doesn't cover the realization of integration scenarios (content development).	n/a	n/a

486	TO_PI_2.1.21	Maintain the system landscape directory (SLD)	Packaged Services	Related to PI scenarios.	Application Operations, CAS for Cloud ERP private	A1,C1
487	TO_PI_2.1.22	Apply SAP basic application content update to the Enterprise Service Repository (ESR)	Packaged Services		Application Operations, CAS for Cloud ERP private	A1,C1
488	TO_PI_2.1.23	Handle errors and analyze root cause for incorrect message processing in PI (AEX)	Excluded Tasks		n/a	n/a
489	TO_PI_2.1.24	Check PI / PO / AEX readiness after changes (upgrades, patches, notes)	Excluded Tasks		n/a	n/a
490	TO_PI_2.1.25	Configure the required system connections to partner systems	Packaged Services		Application Operations, CAS for Cloud ERP private	A1,C1
491	TO_PI_2.1.26	Transport management of PI objects	Packaged Services		Application Operations, CAS for Cloud ERP private	A1,C1
492		**X8 - Enterprise Portal**	**Subject to regional availability.**			
493		**Operations**				
494	TO_EP_1.1.01	Monitoring of application services for Portal, Unifiers, Unification Server, PCD, and CM	Standard Services	Subject to regional availability. Monitors application services only; customer responsible to monitor portal content.	n/a	n/a
495	TO_EP_1.1.03	Maintain LDAP (Novell, ADS, iPlanet and others)	Excluded Tasks		n/a	n/a
496	TO_EP_1.1.04	Analyze Portal System logs and revise failures occurred	Standard Services	Subject to regional availability. Provider to inform customer of required assistance.	n/a	n/a
497	TO_EP_1.1.05	System landscape maintenance, connection of external systems – e.g. SAP	Packaged Services	Subject to regional availability. Subject to regional availability. Port connection required.	Application Operations, CAS for Cloud ERP private	A1,C1
498	TO_EP_1.1.07	User mapping	Packaged Services	Subject to regional availability.	Application Operations, CAS for Cloud ERP private	A1,C1
499	TO_EP_1.1.08	Role/Channel/iPanel allocation	Packaged Services	Subject to regional availability.	Application Operations, CAS for Cloud ERP private	A1,C1
500	TO_EP_1.1.09	Content administration	Excluded Tasks		n/a	n/a
501	TO_EP_1.1.10	Set-up and maintain Portal user source data	Packaged Services	Subject to regional availability.	User Management	S2
502	TO_EP_1.1.11	Lock and delete portal user source data	Packaged Services	Subject to regional availability.	User Management	S2
503	TO_EP_1.1.12	Release locked portal users	Packaged Services	Subject to regional availability.	User Management	S2
504	TO_EP_1.1.13	Define and change Customer specific portal authorization profiles	Packaged Services	Subject to regional availability.	Roles and Authorizations	S10
505	TO_EP_1.1.14	Administer Content Repository	Excluded Tasks		n/a	n/a
506	TO_EP_1.1.20	Customize, upgrade POE including all components	Excluded Tasks	Set J2EE passwords, configure Java port, add service packs.	n/a	n/a
507	TO_EP_1.1.22	Upgrade of pages, roles, static html content	Excluded Tasks		n/a	n/a
508	TO_EP_1.1.23	Maintenance of Java services	Standard Services	Subject to regional availability. Customer responsible to develop new Java services, and to customize existing java services.	n/a	n/a
509		**X9 - Sybase IQ (used as data persistency for NLS, ILM or 3rd party archiving solutions)**				
510		**Database Installation/Configuration**				
511	TO_SIQ_1.1.01	Check/prepare system requirements (BW Release, SAP Notes, Source/target set-up)	Excluded Tasks		n/a	n/a
512	TO_SIQ_1.1.03	Initial configuration / parameter settings	Standard Services		n/a	n/a
513		**Database Operations**				

514	TO_SIQ_1.2.02	Database capacity management	Standard Services		n/a	n/a
515	TO_SIQ_1.2.04	Perform database consistency check (DBCC)	Standard Services		n/a	n/a
516	TO_SIQ_1.2.05	Troubleshoot technical database issues	Standard Services		n/a	n/a
517	TO_SIQ_1.2.06	Set-up backup	Standard Services		n/a	n/a
518	TO_SIQ_1.2.07	Restore backup	Standard Services		n/a	n/a
519	TO_SIQ_1.2.08	Monitor database connection	Standard Services		n/a	n/a
520		**SAP Information Lifecycle Management (ILM) for Sybase IQ**				
521	TO_SIQ_1.6.01	Check and prepare system requirements (Sizing, SAP Notes)	Excluded Tasks		n/a	n/a
522	TO_SIQ_1.6.02	Activate of ILM Store in NetWeaver	Excluded Tasks		n/a	n/a
523	TO_SIQ_1.6.03	Set parameters in SAP IQ for ILM Store	Standard Services		n/a	n/a
524	TO_SIQ_1.6.09	Check ICM Parameters	Standard Services		n/a	n/a
525	TO_SIQ_1.6.14	License generation and deployment for Live Systems	Standard Services		n/a	n/a
526		**X11 - SAP Cloud Connector**				
527		**Installation and Configuration**				
528	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)	n/a	n/a
529	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)	Packaged Services	Subject to regional availability. 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.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
530	TO_SCC_1.1.11	SNC Setup for SAP Cloud Connector	Additional Service	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.	n/a	n/a
531		**X12 - SAP Business Technology Platform - BTP (formerly SAP Cloud Platform) Integration - Data Services Agent (BTPI-DS) (Formerly HCI-DS)**				
532		**Installation and Configuration**				
533	TO_BTPIDS_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.	n/a	n/a
534	TO_BTPIDS_1.1.02	Configuration - Enable outbound connection via LoadBalancer to connect with BTPI	Standard Services		n/a	n/a
535	TO_BTPIDS_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.	n/a	n/a
536	TO_BTPIDS_1.1.04	Configuration - Business backend preparation steps for BTPI consumption	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
537		**Data Handling and Data Services**				

538	TO_BTPIDS_1.3.01	Migrate or replicate data between data stores	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
539		**X13 - SAP Fiori**				
540		**Installation and Configuration**				
541	TO_FIORI_1.1.01	Install application specific packages in respective SAP Systems	Standard Services	Initial set-up in managed system.	n/a	n/a
542	TO_FIORI_1.1.03	Configuration - Web Dispatcher Fiori App redirects	Standard Services	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 extra charges 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.	n/a	n/a
543	TO_FIORI_1.1.10_AE	Configuration - Web Dispatcher Fiori App redirects - additional requests	Packaged Services	Efforts for additional requests. Includes SSL configuration and certificate handling and is limited to technical SAP Fiori Launchpad enablement for additional clients or products other than SAP S/4HANA only.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
544	TO_FIORI_1.1.05	Configuration - HANA XS Engine Web Dispatcher	Packaged Services	SSL is a prerequisite for this task. Scope during Initial Provisioning includes all systems defined in the initial contract.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
545	TO_FIORI_1.1.09	Initial enablement of Fiori launchpad including all required connectivity set-up	Standard Services	Includes SAP Fiori Launchpad enablement for One (1) client (client 100) per SAP S/4HANA or SAP Global Trade Services for SAP S/4HANA (GTS E4G) system for Greenfield deployments. This includes the activation of predefined sample SAP Fiori apps to validate SAP Fiori Launchpad enablement. 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.	n/a	n/a
546	TO_FIORI_1.1.06	Re-enable Fiori launchpad including all required connectivity set-up	Packaged Services	Covers re-enablement for SAP Enterprise Search, adjusting required connection configuration, and standard App activation.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
547	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.	n/a	n/a
548	TO_FIORI_1.1.11_AE	Enable Fiori Launchpad for the standard Fiori applications for additional business clients, brownfield / migration deployments or SAP products other than S/4HANA	Packaged Services	Includes example Fiori Catalog, example Fiori Group and example PFCG role.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
549	TO_FIORI_1.1.13	Activate standard Fiori Applications based on SAP business roles	Packaged Services	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.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
550		**X15 - Web Dispatcher**				
551		**Web Dispatcher Operations**				
552	TO_WD_1.1.01	Register/Remove Systems in Web Dispatcher and their options regarding SSL	Standard Services	Scope during initial provisioning includes all systems defined in the initial contract.	n/a	n/a
553	TO_WD_1.1.02	General memory management definition	Standard Services		n/a	n/a
554	TO_WD_1.1.03	General security parameter definition	Standard Services		n/a	n/a
555	TO_WD_1.1.04	General Configuration for Support SSL in Parameter File or PSE Maintenance Tool in Admintool (Handling HTTPS Requests)	Standard Services		n/a	n/a
556	TO_WD_1.1.05	Communication with the message server / application server using SSL	Standard Services		n/a	n/a
557	TO_WD_1.1.06	Modify HTTP requests	Standard Services		n/a	n/a
558	TO_WD_1.1.07	Set-up error handling	Standard Services		n/a	n/a
559	TO_WD_1.1.08	Maintain authentication File	Standard Services		n/a	n/a

560	TO_WD_1.1.09	Changes in client 000 of the backend systems related to Web Dispatcher (HTTPURLLOC)	Standard Services		n/a	n/a
561	TO_WD_1.1.10	Log and trace strategy	Standard Services		n/a	n/a
562	TO_WD_1.1.11	Encryption policy (protocols, ciphersuites, key length)	Standard Services		n/a	n/a
563	TO_WD_1.1.12	Connection counts	Standard Services		n/a	n/a
564	TO_WD_1.1.13	Metadata Exchange Using SSL	Standard Services		n/a	n/a
565	TO_WD_1.1.14	Define port ranges	Standard Services		n/a	n/a
566	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. Service provider will be update the Load Balancer and Web Dispatcher accordingly.	n/a	n/a
567		**X18 - SAP Information Steward**				
568		**Operations**				
569	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.	n/a	n/a
570	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.	n/a	n/a
571	TO_IS_1.1.03	User and access management	Packaged Services	Subject to regional availability.	User Management,CAS for Cloud ERP private	S2,C1
572	TO_IS_1.1.08	IS repository and file system backup	Standard Services		n/a	n/a
573	TO_IS_1.1.09	IS job server and services monitoring	Standard Services		n/a	n/a
574		**X31 - SAP Solution Manager**				
575		**Installation and Configuration**				
576	TO_SOLM_1.1.01	Set-up and configuration of ITSM in SAP Solution Manager	Packaged Services		Application Management,CAS for Cloud ERP private	F1,C1
577	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.	Standard Services	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.	n/a	n/a
578	BASIC_1.8.18	Set-up monitoring with Customer Solution Manager located in cloud: Configure monitoring within the customers SAP Solution Manager system	Packaged Services	Service charge is calculated per server; monitoring set-up is done using only SAP Solution manager standard templates, no customer specific settings and adjustments included.	Customer Application Monitoring	M2
579	BASIC_1.8.26	Configure Solution Manager: Focused Insight standard dashboard	Packaged Services	No customer specific settings and adjustments included.	Application Operations, Customer Application Monitoring,CAS for Cloud ERP private	A1,M2,C1
580		**X33 - SAP Test Data Migration Server (TDMS)**				
581		**Installation and Configuration**				
582	TO_TDMS_1.1.01	Set-up of Control System (TDMS server) and set-up of receiver system (target server)	Standard Services		n/a	n/a
583	TO_TDMS_1.1.02	Patching of the sender systems (source system)	Standard Services		n/a	n/a
584	TO_TDMS_1.1.03	TDMS initial configuration, client creation, set-up RFC connections, set-up authorizations, Shell Creation	Standard Services		n/a	n/a
585	TO_TDMS_1.1.04	Set scrambling data, customize, using BPL modeler	Excluded Tasks		n/a	n/a
586		**X36 - SAP Billing and Revenue Innovation Management**	**Subject to regional availability.**			
587		**General Operations**				
588	TO_BRIM_CC_1.0.01	Manage (unlock/reset) admin user	Standard Services	Subject to regional availability. “Admin User” administration for SAP Convergent Charging and SAP Convergent Mediation by Digital Route applications.	n/a	n/a
589		**SAP Convergent Charging**				

590	TO_BRIM_CC_1.1.01	Install SAP Convergent Charging database	Standard Services	Subject to regional availability.	n/a	n/a
591	TO_BRIM_CC_1.1.02	Install SAP Convergent Charging core server	Standard Services	Subject to regional availability.	n/a	n/a
592	TO_BRIM_CC_1.1.03	Post Installation steps - Convergent Charging Cockpit and Core tool installation	Standard Services	Subject to regional availability.	n/a	n/a
593		**Operations**				
594	TO_BRIM_CC_1.2.01	Start/stop system	Standard Services	Subject to regional availability.	n/a	n/a
595	TO_BRIM_CC_1.2.02	Apply Updates	Standard Services	Subject to regional availability.	n/a	n/a
596	TO_BRIM_CC_1.2.03	Version upgrade	Standard Services	Subject to regional availability.	n/a	n/a
597	TO_BRIM_CC_1.2.04	Monitoring	Standard Services	Subject to regional availability.	n/a	n/a
598	TO_BRIM_CC_1.2.05	Standard technical parameter setting and activation with restart	Standard Services	Subject to regional availability. If required per SAP Note, the product support team, or a top issue.	n/a	n/a
599	TO_BRIM_CC_1.2.06	Additional parameter settings	Standard Services	Subject to regional availability. OS access required. Assistance can be requested via task BASIC_1.1.14.	n/a	n/a
600	TO_BRIM_CC_1.2.07	Additional instance installation	Additional Service	Subject to regional availability.	n/a	n/a
601	TO_BRIM_CC_1.2.08	System refresh	Standard Services	Subject to regional availability.	n/a	n/a
602	TO_BRIM_CC_1.2.09	Configure Transports	Standard Services	Subject to regional availability.	n/a	n/a
603	TO_BRIM_CC_1.2.10	Enable SSL service	Standard Services	Subject to regional availability.	n/a	n/a
604	TO_BRIM_CC_1.2.11	Parameter update	Standard Services	Subject to regional availability.	n/a	n/a
605		**SAP Convergent Mediation by DigitalRoute**				
606	TO_BRIM_CM_1.1.01	Install SAP Convergent Mediation Database	Standard Services	Subject to regional availability.	n/a	n/a

607	TO_BRIM_CM_1.1.02	Install SAP Convergent Mediation Control Zone and Execution Zone set-up	Standard Services	Subject to regional availability.	n/a	n/a
608	TO_BRIM_CM_1.1.03	Post Installation steps	Standard Services	Subject to regional availability.	n/a	n/a
609	TO_BRIM_CM_1.1.04	Install SAP Convergent Mediation Execution Control Standalone (ECSA) set-up	Standard Services	Subject to regional availability.	n/a	n/a
610		**Operations**				
611	TO_BRIM_CM_1.2.01	Disaster Recovery procedures and testing for reprocessing of events	Excluded Tasks		n/a	n/a
612	TO_BRIM_CM_1.2.02	Deletion of collected files after checkpoint batch	Excluded Tasks		n/a	n/a
613	TO_BRIM_CM_1.2.03	Push Data Records from customer sFTP server to cloud environment sFTP server	Excluded Tasks		n/a	n/a
614	TO_BRIM_CM_1.2.04	Start/stop system	Standard Services	Subject to regional availability.	n/a	n/a
615	TO_BRIM_CM_1.2.05	Start/stop specific Pico instance	Standard Services	Subject to regional availability.	n/a	n/a
616	TO_BRIM_CM_1.2.06	Monitoring	Standard Services	Subject to regional availability. Availability monitoring only.	n/a	n/a
617	TO_BRIM_CM_1.2.07	Standard technical parameter setting and activation with restart	Standard Services	Subject to regional availability. If required per SAP Note, the product support team, or a Top Issue.	n/a	n/a
618	TO_BRIM_CM_1.2.08	Additional parameter settings	Standard Services	Subject to regional availability. OS access required. Assistance can be requested via task BASIC_1.1.14.	n/a	n/a
619	TO_BRIM_CM_1.2.09	Install, add, and upgrade Pico instances	Additional Service	Subject to regional availability.	n/a	n/a
620	TO_BRIM_CM_1.2.10	Import/Export Workflows configuration	Standard Services	Subject to regional availability.	n/a	n/a
621	TO_BRIM_CM_1.2.11	Maintain External Reference files	Standard Services	Subject to regional availability.	n/a	n/a
622	TO_BRIM_CM_1.2.12	Install license	Standard Services	Subject to regional availability.	n/a	n/a
623	TO_BRIM_CM_1.2.13	System refresh	Standard Services	Subject to regional availability.	n/a	n/a

624	TO_BRIM_CM_1.2.15	Install CA signed certificate on CM	Standard Services	Subject to regional availability.	n/a	n/a
625	TO_BRIM_CM_1.2.16	Configure OAuth2 Service	Standard Services	Subject to regional availability.	n/a	n/a
626		**X37 - SAP Manufacturing Integration and Intelligence**				
627		**Implementation and Configuration**				
628	TO_MII_1.1.01	Set-up Plant Connectivity (PCo) for SAP Overall Equipment Effectiveness (OEE) Functionality	Excluded Tasks		n/a	n/a
629	TO_MII_1.1.02	Set-up ALE user	Packaged Services		Application Operations, CAS for Cloud ERP private	A1,C1
630	TO_MII_1.1.03	Establish ALE connection to customer's ERP system	Packaged Services		Application Operations, CAS for Cloud ERP private	A1,C1
631	TO_MII_1.1.04	Execute CTC Template for SAP Overall Equipment Effectiveness (OEE) Management: SAP NetWeaver	Excluded Tasks		n/a	n/a
632	TO_MII_1.1.05	Execute CTC Template for SAP Overall Equipment Effectiveness (OEE) Management: Integration Interfaces	Excluded Tasks		n/a	n/a
633	TO_MII_1.1.06	Configure SAP Overall Equipment Effectiveness Management	Excluded Tasks		n/a	n/a
634	TO_MII_1.1.07	Create XMII Users and perform Roles Assignments	Packaged Services		Application Operations, CAS for Cloud ERP private	A1,C1
635		**X41 - SAP Analytics Cloud**				
636		**SAP Analytics Cloud Tenant**				
637	TO_SAC_1.1.01	Establish connection between SAP Analytics Cloud and managed system	Standard Services	Subject to regional availability.	n/a	n/a
638	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
639	TO_SAC_1.1.03	Create or change user/roles or SAP as Identity Provider	Packaged Services	Subject to regional availability.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
640		**SAP Analytics Cloud Agent**				
641	TO_SAC_1.2.01	Install SAP Analytics Cloud Agent	Standard Services		n/a	n/a
642	TO_SAC_1.2.02	Configure SAP Analytics agent - Cloud Connector	Packaged Services	Subject to regional availability.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
643	TO_SAC_1.2.02A	Configure SAP Analytics - Java Connector	Standard Services		n/a	n/a
644	TO_SAC_1.2.03	Configure SAP Analytics Cloud with connections requiring SAP Analytics agent such as SAP S/4HANA, ERP	Packaged Services	Subject to regional availability.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
645		**SAP S/4HANA Tasks for SAP Analytics Cloud**				
646	TO_SAC_1.3.01	Configure STRUST for SSL settings	Standard Services	Subject to regional availability.	n/a	n/a

647	TO_SAC_1.3.03	Enable INA for Analytics Cloud	Packaged Services	Subject to regional availability.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
648	TO_SAC_1.3.04	Enable CORS Analytics Cloud and edit allowlist	Packaged Services	Subject to regional availability.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
649		**X42 - SAP Business Technology Platform - BTP (formerly SAP Cloud Platform)**				
650		**Global Account and Subaccount(s)**				
651	TO_BTP_1.1.02	Create or change entitlements in the Global Account	Packaged Services		Application Operations, SAP BTP Core Operations, CAS for Cloud ERP private,CAS for SAP Integration Suite	A1,A3,C1,C3
652	TO_BTP_1.1.06	Manage certificates (issue, import, export)	Packaged Services		Application Operations, SAP BTP Core Operations, CAS for Cloud ERP private,CAS for SAP Integration Suite	A1,A3,C1,C3
653	TO_BTP_1.1.07	Create or change custom application domains settings	Packaged Services		Application Operations, SAP BTP Core Operations, CAS for Cloud ERP private,CAS for SAP Integration Suite	A1,A3,C1,C3
654		**Identity Provider**				
655	TO_BTP_1.2.01	Configure local provider settings	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
656	TO_BTP_1.2.02	Configure Trust Relationships and Federation Settings for external Identity Providers (e.g. Microsoft, Okta)	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
657	TO_BTP_1.2.03	Configure Trust Relationships and Federation Settings for SAP Identity Authentication Tenant	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
658	TO_BTP_1.2.04	Configure Principle Propagation Business Technology Platform, SAP Cloud Connector and SAP S/4HANA	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2

659	TO_BTP_1.2.05	Activate CERTRULE for the purpose of client based certificates	Packaged Services	If an existing SAP S/4HANA system is to be used for the integration.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
660	TO_BTP_1.2.06	User Migration to Business Technology Platform Identity Authentication Tenant	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
661		**SAP S/4HANA Tasks for SAP Business Technology Platform - BTP (formerly SAP Cloud Platform)**				
662	TO_BTP_1.3.02	Activate ICF nodes required for sample Apps to be enabled	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
663	TO_BTP_1.3.03	Activate OData Services required for sample Apps to be enabled	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
664	TO_BTP_1.3.04	Enterprise Search Enablement (ESH)	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
665	TO_BTP_1.3.05	Create authorization role in backend system for OData processing	Packaged Services	For relevant sample Apps.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
666	TO_BTP_1.3.06	Activate Embedded BW content for Analytical Fiori Apps	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
667	TO_BTP_1.3.07	Enable INA for Analytical SAP Fiori Apps	Packaged Services		Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
668		**Portal**				
669	TO_BTP_1.4.01	Create or change SAP Fiori Launchpad sites (site directory and site settings)	Packaged Services	Subject to regional availability.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
670	TO_BTP_1.4.02	Create or change roles	Packaged Services	Subject to regional availability.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
671	TO_BTP_1.4.03	Create or change groups including role assignment	Packaged Services	Subject to regional availability.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2

672	TO_BTP_1.4.04	Create or change catalogs including role assignment	Packaged Services	Subject to regional availability.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
673	TO_BTP_1.4.05	Enable SAP Fiori sample apps and perform required connectivity set-up	Packaged Services	Subject to regional availability.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
674		**X53 - SAP Content Server**	**Subject to regional availability.**			
675		**Installation and Operation**				
676	TO_SCS_1.1.01	Install Content Server	Standard Services	Subject to regional availability.	n/a	n/a
677	TO_SCS_1.1.02	Install specific parameter definition	Standard Services	Subject to regional availability.	n/a	n/a
678	TO_SCS_1.1.03	Content Server - System Copy	Standard Services	Subject to regional availability. Up to Six (6) refreshes per SID, per contract year, are included. Additional refreshes are available on chargeable basis via TO_SCS_1.1.03A. Only available after initial build phase is complete. Note: Customer must provide additional information which will be aligned during request processing.	n/a	n/a
679	TO_SCS_1.1.03A	Content Server - System Copy - Additional Requests	Additional Service	Subject to regional availability. Additional refreshes beyond entitlement described in TO_SCS_1.1.03. Only available after initial build phase is complete. Note: Customer must provide additional information which will be aligned during request processing.	n/a	n/a
680		**Configure Repositories**				
681	TO_SCS_1.2.01	Generate server certificate (in case of SSL enablement)	Standard Services	Subject to regional availability. After CA signing of SAPSSLS pse, certificate should be generated.	n/a	n/a
682	TO_SCS_1.2.03	Technical configuration of repositories in OAC0	Packaged Services	Subject to regional availability. Strategic/conceptual decisions to be made by customers/consulting.	Application Operations, CAS for Cloud ERP private,CAS for Business Data Cloud	A1,C1,C2
683	TO_SCS_1.2.05	Set SAPR3 password in customer's backend system	Standard Services	Subject to regional availability.	n/a	n/a
684		**Patch Update**				
685	TO_SCS_1.3.01	SP update for content server version	Standard Services	Subject to regional availability.	n/a	n/a
686	TO_SCS_1.3.02	SP update for MaxDB database	Standard Services	Subject to regional availability.	n/a	n/a
687		**Version Upgrade**				
688	TO_SCS_1.4.01	Pre-checks for repository connection	Standard Services	Subject to regional availability. Connection test via RSCMST for all given repositories needs to be done.	n/a	n/a
689	TO_SCS_1.4.02A	Technical Upgrade procedure	Standard Services	Subject to regional availability. For upgrades from 7.53 to 7.54 and beyond.	n/a	n/a
690	TO_SCS_1.4.03	Post-upgrade configuration changes for repositories - for releases up to 7.53	Standard Services	Subject to regional availability. For upgrades up to release 7.53.	n/a	n/a
691	TO_SCS_1.4.03A	Post-upgrade configuration changes for repositories	Standard Services	Subject to regional availability. For upgrades from 7.53 to 7.54 and beyond.	n/a	n/a
692	TO_SCS_1.4.04	Technical post-checks for repository connection	Standard Services	Subject to regional availability. Connection test via RSCMST for all given repositories needs to be done.	n/a	n/a
693	TO_SCS_1.4.05	Functional validation of repositories	Excluded Tasks		n/a	n/a
694		**X56 - SAP S/4 HANA Integration Tasks**				
695		**Configuration**				
696	TO_S4H_1.1.02	Integration of users and standard business roles	Standard Services	Default integration tasks during provisioning only.	n/a	n/a
697	TO_S4H_1.1.03	SSL configuration	Standard Services	Default integration tasks during provisioning only.	n/a	n/a
698	TO_S4H_1.1.04	Webservices activation - SICF, OData, SOAMANAGER, RFC	Standard Services	Default integration tasks during provisioning only.	n/a	n/a
699	TO_S4H_1.1.05	IMG/SPRO activities	Standard Services	Default integration tasks during provisioning only.	n/a	n/a
700	TO_S4H_1.1.06	Fiori enablement tasks	Standard Services	Default integration tasks during provisioning only.	n/a	n/a
701	TO_S4H_1.1.07	SLD configuration - RZ70 and Business system configuration	Standard Services	For Ariba Integration starter pack only. Default integration tasks during provisioning only.	n/a	n/a
702		**X60 - SAProuter for Integration Scenarios**	**Subject to regional availability.**			
703		**Installation and Configuration**				
704	TO_SR_1.1.01	Install SAProuter	Standard Services	Subject to regional availability.	n/a	n/a
705	TO_SR_1.1.02	Configure saprouttab file	Standard Services	Subject to regional availability. Configure saprouttab entries based on integration scenarios: SAP SuccessFactors Employee Central Payroll or SAP GTS SEEBURGER Cloud Integration.	n/a	n/a
706	TO_SR_1.1.03	SAProuter availability monitoring	Standard Services	Subject to regional availability.	n/a	n/a
707	TO_SR_1.1.04	Non-SNC communication monitoring	Standard Services	Subject to regional availability. Communication apart from integration scenarios: SAP SuccessFactors Employee Central Payroll or SAP GTS SEEBURGER Cloud Integration will generate alert.	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.