

DESCRIPTION DOCUMENTATION SERVICE
Enhanced Operations Service for Hypercare Phase

1. SCOPE DEFINITION

SAP will provide Enhanced Operations Services for Hypercare Phase for SAP Cloud ERP Private as described herein for the SAP private cloud environment systems and related in-scope system landscape(s), subject to the usage metric volume purchased by Customer.

Solution Scope

- This service 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.
- It aims to safeguard the critical phases of a service solution lifecycle. This is done by executing a series of checks and monitoring routines during and after the service delivery.
- Proactive identification of system health concerns prior to major activities by. Tailored/in-depth technical checks, reporting, and analysis; critical findings and improvement actions can be discussed with experts
- Service duration is 4 weeks.
- The mandatory planning window (lead time) is 3 weeks.

Approach and Activities:

Hypercare ensures a very comprehensive and thorough set of checks and monitoring exercises.

Delivery phases covering technical areas such as:

- 1) SAP Basis
- 2) Database
- 3) Server Management

There are three (3) major stages of checks and monitoring:

- 1) Initial checks and monitoring - pre-service delivery kick off
- 2) Daily checks and monitoring - including daily monitoring and checks.
- 3) Performance checks and HANA mini checks - executed twice/three times during delivery phase

SAP will perform following checks and monitoring during the hypercare phase:

Delivery Stage	Service Routine	Description of Service Routine
Initial	BASIS System Initial Checks	Monitoring Checks are performed and understand the system health state and behavior of the systems Checks are performed before the start of hypercare (During the lead time – 21days)
	DATABASE Initial Health	Database checks are done once before the hypercare period starts; it is performed and understand the system health state and behavior of the systems. Database Capacity Planning is executed once. CPU, OS, Memory, Performance Alerts, Trace Files, Parameter and Config Checks, Workload, Load Balancing checks, Replication Issues. Checks are performed before the start of hypercare (During the lead time – 21days)
	SERVER Management initial	Overall Server status is pre-checked – Firmware and OS Patches. Memory, CPU, Disk IO, Interfaces, MTU Config., *NFS-, FS-, DNS, LDAP Checks, Login, SQUID and Connectivity Checks. Checks are performed before the start of hypercare (During the lead time – 21days)
Daily	BASIS System daily Checks	Daily Monitoring of the Application with CPU, Buffer and Memory Physical and Virtual allocation and utilization. Database Cockpit -operational, Replication status, DB Disk usage. SAP Area – Work Processes status, Lock Entries, System Dumps, Error Logs, *RFC and Outbound Queues.
	DATABASE daily Health Checks	Auto Run Scripts are performed on the Database daily. The script run checks and reports on Parameter and Config and settings, Disks Space utilization, Memory, DB Reorg_ Check, Archives, Trace Dumps and Logs, Backup, Locks, Security and Workload.
	SERVER daily Management	Daily checks are done on Server System Config., Open Alerts, CPU, Memory, IO, Network, *MTU, NFS, OASIS and CGS connectivity, OS Performance Health Check., REORG Fragmentation check and EWA - Early Watch Alert Report analysis.
Performance	BASIS System Checks	Monitoring Areas OS, SAP and DB: Memory, CPU Physical and Virtual checks, DBA Cockpit-Sys. Replication status, Application Servers Status check, Work Processes status, Lock entries, Load balancing, Jobs, System Dumps, RFC failures, Outbound, Spool count.
	DATABASE Health	Executed three (2/3) times during the Hypercare Cycle. Memory and CPU utilization checks, Disk Performance, DB Cache and HANA Mini checks are run twice to understand the DB status/memory parameters
	SERVER Management	Server Sys. Config – Type, Nr. of CPUs, CPU Load averages, RAM size. OS Performance Health Checks. Memory utilization, SWAP, IO Wait, Disk IO, Disk Space optimization.

2. USAGE METRIC

<u>Service Scope item</u>	<u>Usage Metric</u>
Enhanced Operations Services for Hypercare Phase	Entitlements Package / for 4 weeks of support