

SERVICE DESCRIPTION DOCUMENTATION
Enhanced Operations Service for Nonproduction Weekend Hours

1. SCOPE DEFINITION

SAP will provide Enhanced Operations Services for Nonproduction Weekend Hours 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 the option to choose weekend slots for selected system(s) in live status and for all service requests (i.e. including Self Service Requests).
- The activation period or duration is for a minimum of 12-months (slot availability is subject to respective lead times of service request templates). Weekend activation for non-Production systems is a chargeable service with a fixed scope and price.
- The mandatory planning window (lead time) is 5 days.

Out of scope:

The following activities and/or projects are out of scope and not supported as part of the 24/7 service hours entitlements for non-PROD systems:

- Systems not yet Live in Lifecycle Status.
- Managed upgrades and updates (Planning and Coordination)
- Conversions to SAP S/4 HANA (Planning and Coordination)
- Post-Processing after Migrations.
- Network support services. Network services are at landscape level and not at SID level. Additionally, the network team does not work in the weekend, and this will remain as-is today.

2. USAGE METRIC

<u>Service scope item</u>	<u>Usage metric</u>
Enhanced Operations Services for nonproduction weekend hours	Entitlements Package/ per SID