

SERVICE DESCRIPTION DOCUMENTATION
Enhanced Operations Service for System Conversion to SAP S/4HANA and to SAP BW/4HANA

1. SCOPE DEFINITION

SAP will provide Enhanced Operations Services for System Conversion to SAP S/4HANA and to SAP BW/4HANA for SAP Cloud ERP Private, as described in this document, for the SAP private cloud environment systems and the related in scope system landscape(s), subject to the usage metric volume purchased by Customer. herein for the SAP private cloud environment systems and related in-scope system landscape(s), subject to the usage metric volume purchased by Customer.

Within the services scope of the SAP Private Cloud, the following two services are essential to support the technical system conversion:

- **Planning and coordination** of the technical system conversion of SAP ERP and SAP BW systems to SAP S/4HANA and SAP BW/4HANA
- **Technical System Conversion** of SAP ERP and SAP BW systems to SAP S/4HANA and SAP BW/4HANA

The two services as stated above should always be performed together as part of a system conversion to minimize the risks associated with the conversion and to facilitate project progression. Further details of these two services are set out in this document.

2. COMPARISON

In general, the service “Planning and Coordination of the Technical system Conversion of SAP ERP and SAP BW Systems to SAP S/4HANA and SAP BW/4HANA” can be provided without the service “Tech

it is possible to run “Planning and coordination of the technical system conversion of SAP ERP and SAP BW systems to SAP S/4HANA and SAP BW/4HANA” without “Technical System Conversion of SAP ERP and SAP BW systems to SAP S/4HANA and SAP BW/4HANA”, but this is not recommended but may be relevant for some customers. In this case, we explicitly point out that the customer has to fulfil certain requirements or declare exclusions, as explained in section [3.2 SERVICE APPROACH IN EXCEPTIONAL CASES ONLY](#).

The following table provides better transparency between the two services and helps to understand their dependencies and complementarities:

Service Name & purpose of the service	Planning and coordination of the technical system conversion.	Technical system conversion execution using the Software Update Manager.
Impact of the service	<ul style="list-style-type: none"> • Always requires technical system conversion and supplements it with regard to the planning of the technical system conversion execution. • Is used to identify all activities and follow-up measures that become relevant as part of the conversion execution and to coordinate them between all parties involved. • Ensures a dedicated team for the entire duration of the project. • Serves as a quality control that checks the requirements for the technical system 	<ul style="list-style-type: none"> • alone is a ticket-based approach provided by a non-dedicated team. • all communication will be handled via ticket/service request only.

	conversion to ensure that the system is ready to convert.	
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3. CLUSTERING ACCORDING TO REQUIREMENTS

3.1 MANAGED TECHNICAL SYSTEM CONVERSION (GOLDEN STANDARD)

General information

In order to minimize the risk of system conversion for the customer and to ensure that the system conversion runs as smoothly as possible, this managed approach, which includes planning and technical execution by SAP Private Cloud, is highly recommended.

Solution Scope

SAP will provide enhanced support in planning and coordination in combination with the technical system conversion execution in terms of a standard conversion approach from SAP ECC to SAP S/4HANA or SAP BW to BW/4HANA.

Approach and Activities

SAP will conduct this service as follows:

- Carrying out the part planning and coordination of the system conversion in terms of a standard system conversion approach. In detail:
 - Perform a kick-off and regular meetings to coordinate the required roles and responsibilities in the conversion project and to develop a joint conversion plan for the technical conversion execution.
 - Ensure that follow-up measures within the SAP Private Cloud R&R are identified and orchestrated.
 - Provide an agreed and aligned conversion plan for the technical execution.
 - Provide activity tracking for the technical conversion.
 - Accompany the technical execution of the conversion.
 - Communication and clarification of open technical questions for the conversion in meetings and by mail.
- Implementation of technical system conversion activities that can only be carried out by SAP Private Cloud. In detail:
 - Generate and download the Maintenance Planner stack XML file.
 - Configure the SUM tool.
 - Executing the SUM tool process.

The customer will support this service as follows:

- Attends kick-off and regular meetings and provides necessary information.
- Ensures that tasks assigned to the customer are carried out.
- Carries overall project responsibility.

Exclusions

- SAP will not provide the end-to-end planning for the entire system conversion project.
- SAP will not perform any functional conversion tasks, nor activities in the context of conversion pre- and post-processing.

Planning window

- The minimum lead time for allocating the private cloud resources to kick off the services is 15 working days, provided that the commercial steps between the customer and SAP have been completed as part of the service request and the service request can be handed over for delivery accordingly.

3.2 NON-MANAGED TECHNICAL SYSTEM CONVERSION (IN EXCEPTIONAL CASES ONLY)

General information

In exceptional cases, and with the explicit declaration of the customer accepting the full risk for the execution of the system conversion, the technical system conversion execution can also be carried out on a purely ticket-based approach, which is a non-managed (does not include project management) approach by SAP Private Cloud. Additionally, all coordinating and planning efforts are on the customer side. All communication will be handled via ticket/service request only. No dedicated resources will be assigned.

Requirement to make use of a non-managed system conversion

1. The customer expressly declares that they wish to forego using Planning and coordination of the technical system conversion and thus bear the risk of the system conversion execution.
2. By submitting a qualified Maintenance Planner ID, the customer assures that they are prepared for the SUM execution and have taken suitable measures to avoid SUM terminations.

Solution Scope

SAP will provide technical system conversion execution in terms of a system transition from SAP ECC to SAP S/4HANA or SAP BW to BW/4HANA.

Approach and Activities

SAP will conduct this service as follows:

- Configure the SUM tool.
- Executing the SUM tool process.

The customer will support this service as follows:

- Ensures that tasks assigned to the customer are carried out.
- Carries overall project responsibility.

Out of scope

SAP will not perform any functional conversion tasks, nor activities in the context of conversion pre- and post-processing.

Planning window:

- The minimum lead time for allocating the private cloud resources to kick off the services is 15 working days, provided that the commercial steps between the customer and SAP have been completed as part of the service request and the service request can be handed over for delivery accordingly.

4. USAGE METRIC

<u>Service Scope item</u>	<u>Usage Metric</u>
Enhanced Operations Services for system conversion S/4HANA and BW/4HANA for SAP Cloud ERP Private	Entitlements Package / per SID and per execution

5. CUSTOMER’S RESPONSIBILITIES, COLLABORATIVE AND COOPERATIVE DUTIES

SAP’s provision of the enhanced operations service for System Conversion to SAP S/4HANA and to SAP BW/4HANA is subject to customer fulfilling its responsibilities described in the applicable RACI Matrix Documentation. Customer agrees to execute prompt performance of such responsibilities and provide the personnel and resources required for the performance of the services in enough measure.

5.1 Roles & Responsibilities for enhanced operations service for System Conversion to SAP S/4HANA and to SAP BW/4HANA

Legend	
	The goal of the Responsibility Matrix is to define the roles and the responsibilities within the service provision.
R	Responsible person(s) for the provision or <u>execution</u> of the identified service / task.
C	Consulted person(s). They support in the execution of the identified service and <u>advise, assist, support</u> and participate in the relevant tasks as required; typically, subject matter experts (two way communication).
I	Informed . Information is provided for those who are kept up-to-date on progress and / or completion of the service / task (one way communication).

Services	SAP	Customer	Remarks
1 Technical System Conversion			
1.0 Set up Delivery of Conversion			
Customer requests conversion from SAP ERP to S/4HANA or from SAP BW on Hana to SAP BW/4HANA - SAP for Me - Create incident/SR and send to SAP.	C	R	
1.1 Conversion			
1.1.1 Conversion Scope and High Level Plan Definition			
Conversion of SAP Software: Technical conversion planning and coordination: Create a High Level conversion plan (timeline) for the defined scope on a calendar week level.	R	C	N/A
Define the scope for the conversion including all relevant systems including target versions and components, considering prerequisites and compatibility. Define the sequence (number of cycles) for the conversion of tiers and systems.	R	C	
SAP adapts / aligns / confirms the High Level Plan and Downtimes.	R	C	
Create MP stack xml with all target versions.	R	C	
Approve MP stack xml with all target versions.	I	R	
Create individual Customer Service Requests by using of the available CSR templates based on Assisted Service Request for every topic (OS, DB, Web Dispatcher, Cloud Connector, etc.).	C	R	

Services		SAP	Customer	Remarks
1.1.2	Conversion Detailed Planning			
	Create detailed plan for conversion implementation.	R	C	N/A
	Create detailed plan for application testing.	I	R	
	Plan communication and downtime alignment with business.	I	R	
	Align and approve detailed plan for conversion implementation.	C	R	
	Plan business communication.	I	R	
	Plan development freeze, transport freeze, (business) downtime.	R	C	
	Confirm development freeze, transport freeze, (business) downtime, including detail plan for technical upgrade implementation.	C	R	
1.1.3	Conversion of customer landscape			
1.1.3.1	Conversion Implementation Management			
	Perform monitoring and controlling of technical conversion execution.	R	C	Classical project management (monitoring, controlling). Governance calls to be aligned with customer as required.
	Setup and run recurring status calls (Customer facing).	R	C	
	Setup and run recurring SAP internal calls.	R	I	
	Adapt and maintain detail plan for technical conversion execution.	R	C	
	Plan weekend execution (PRD only).	R	R	N/A
1.1.3.2	Conversion Preparation			
	Conversion of SAP Software: Pre- and Post BASIS Tasks.	C	R	N/A
	Run the Simplification Item (SI) Check. Check Result.	C	R	
	Apply corrections or needed SAP Notes proposed from SI check.	C	R	
	Inform customer of conversion preparation tasks to be prepared for the conversion of the SAP software to S/4HANA or BW/4HANA.	R	I	
	Clean up transport management (i.e. transports, import to all tiers, delete from import queue, ...).	C	R	
	Check transport from SPDD and SPAU/SPAU_ENH from DEV (SAP namespace and customer namespace) (subsequent tiers only).	I	R	
	Application specific preparation tasks (Clean up locks, clear inbound/outbound queues, process IDOCs, check cancelled RFC calls, stop job scheduling, ...).	C	R	
	Verify the status of cleaned transport management and conversion preparation tasks.	C	R	
	Ensure Custom Code Remediation.	I	R	
	Provide information needed to update non-SAP products included in the SAP contract (i.e. OT content to update).	I	R	

Services		SAP	Customer	Remarks
1.1.3.3	Conversion Execution			
	Perform technical conversion.	R	I	N/A
	Adjustment of repository objects as part of software changes.	C	R	
	Perform (delta) SPDD activations on application objects (SAP and customer name space, modifications and no modifications, SAP Notes).	I	R	
	Adjustments to non-SAP and non-standard objects, including 3rd party components, programs, extensions.	I	R	
	Implement applicable application corrections requested from technical implementation team.	I	R	
1.1.3.4	Post Processing			
	Perform (delta) SPAU, SPAU_ENH activations on application objects (SAP and customer name space, modifications and no modifications, SAP Notes).	I	R	N/A
	Implement applicable post-processing application corrections (i.e. language supplement, run report for authorizations, ...).	C	R	
	System technical consistency check after conversion (TC: SICK).	C	R	
	Fiori (Re)activation (1 App / App type).	I	R	
	Adapt / Activate further Fiori Apps (if an activated Fiori App was replaced by a new one).	I	R	
1.1.3.5	Conversion Test			
	Perform functional system validation	I	R	N/A
	Functional test error resolution	I	R	