

SERVICE DESCRIPTION DOCUMENTATION

Enhanced Operations Service for System Conversion to SAP S/4HANA Foundation

Technical System Conversion to SAP S/4HANA Foundation (Applicable for SAP GTS. other products only by arrangement)

1. SCOPE DEFINITION

SAP will provide Enhanced Operations Services for System Conversion to SAP S/4HANA Foundation 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.

Within the services scope of the SAP Private Cloud, there are two essential services to conduct the technical system conversion, as shown in the following:

- **Planning and coordination** of the technical system conversion SAP S/4HANA Foundation
- **Technical System Conversion** of SAP S/4HANA Foundation

The two services apply to SAP GTS. Other products only by arrangement. To minimize the risks associated with a system conversion and to support smooth project execution, these two services should always be performed together as part of the system conversion. The two services are described in detail in this document.

2. COMPARISON

In the case of technical system conversions to SAP S/4HANA Foundation, as applied for SAP GTS, the conversion is performed only in combination with both services. The table below provides a detailed comparison of the two services and explains their respective roles, dependencies, and how they complement one another throughout the technical system conversion project.

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 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 quality control that checks the requirements for the technical system conversion to ensure that the system is ready to convert.	<ul style="list-style-type: none">• is a ticket-based approach provided by a non-dedicated team.• all communication will be handled via ticket/service request only.

3. DETAILED SCOPE OF SERVICE

General information

To minimize the risk of system conversion and to help ensure a smooth conversion process, this service approach is strongly recommended. Further, this service approach includes both planning and technical execution by SAP Private Cloud.

Solution Scope

SAP will provide enhanced support for the planning and coordination of the system conversion together with the technical execution of the conversion, based on a standard conversion approach from SAP NetWeaver to SAP S/4HANA Foundation.

Approach and Activities

SAP will provide this service as follows:

- Planning and coordination of the system conversion in accordance with a standard system conversion approach, including:
 - Conducting a kick-off meeting and regular project meetings to align the required roles and responsibilities and to develop a joint conversion plan for the technical conversion execution;
 - Identifying and coordinating follow-up measures within the scope of the SAP Private Cloud Roles and Responsibilities;
 - Providing an agreed and aligned conversion plan for the technical execution.
 - Provide activity tracking for the technical conversion;
 - Supporting the technical execution of the conversion; and
 - Communicating and clarifying open technical questions through meetings and email.
- Implementation of technical system conversion activities that can only be carried out by SAP Private Cloud. including:
 - Generating and downloading the Maintenance Planner stack XML file.
 - Configuring the Software Update Manager (SUM) tool; and
 - executing the SUM tool process.

The customer will support this service as follows:

- Attending the kick-off meeting and regular project meetings and providing necessary information.
- Ensuring that tasks assigned to Customer are completed; and
- retaining overall responsibility for the project.

Out of scope

- 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.

4. USAGE METRIC

<u>Service Scope item</u>	<u>Usage Metric</u>
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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 Foundation

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			
Initial step: Customer requests conversion to SAP S/4HANA Foundation - Create incident/SR and send to SAP.	C	R	N/A
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	
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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	