

SERVICE DESCRIPTION DOCUMENTATION

Enhanced Operations Services for Maintenance Downtime Minimization

1. SCOPE DEFINITION

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

The term "upgrade," as used in this Service Description Documentation, encompasses both "upgrade" and "update" processes. This includes both minor and major version changes.

Solution Scope

SAP will utilize the Maintenance Downtime Minimization along with technical support for the technical execution of a release version upgrade, Support Package Stack (SPS) update, or Feature Package Stack (FPS) update. Prerequisite as per SAP Note [2707731](#).

The mandatory planning window (lead time) is 5 days.

Approach and Activities

This service covers:

- Execution of technical upgrade tasks in addition to the technical execution with the tool Software Update Manager ("SUM").
- To support the version upgrades and FPS / SPS updates for SAP S/HANA 2020 FPS00 onwards
- Execution of application basis-related tasks limited to adjustments in the SAP namespace following execution of the specific transport requests used for modification adjustments during SAP system upgrades like SPDD, SPAU and SPAU_ENH only within the SAP namespace, SAP Notes, no modifications.
- Help the customer with the execution of the Impact Analysis tool
- Support the Customer with transport management-related upgrade activities during technical execution:
 - Inform the customer about the scope of transports that need to be released.
 - Transport requests that are part of the technical upgrade process.
 - Provide general advice for issues related to transport problems.
 - Provide general advice on creating transports to import in the upgrade process adjustments of repository objects as part of software changes (SPDD, SPAU, SPAU_ENH of customer namespace).
- Perform the technical reactivation of the SAP Fiori Launchpad after the upgrade.
- Service execution for non-productive systems is carried out on business days and working hours.

Out of scope

The following activities and/or projects are out of scope and not supported as part of Maintenance Downtime Minimization

- Database migrations or ERP to SAP S/4HANA conversions
- Hypercare phase

2. USAGE METRIC

<u>Service scope item</u>	<u>Usage metric</u>
Enhanced Operations Services for Maintenance Downtime Minimization	Entitlements package / per Instance / per execution

3. GLOSSARY

SPDD	SAP Dictionary
SPAU	Support Package Adjustment Upgrade
SPAU_ENH	Specific type of SPAU transport request related to enhancements