

**CLOUD APPLICATION SERVICES FOR SAP HANA ENTERPRISE CLOUD ADVANCED EDITION;  
RISE WITH SAP S/4HANA CLOUD, PRIVATE EDITION, TAILORED OPTION;  
SAP ERP, PRIVATE CLOUD EDITION, TAILORED OPTION;  
RISE WITH SAP S/4HANA, PRIVATE CLOUD EDITION; AND  
SAP ERP, PRIVATE CLOUD EDITION  
SERVICE DESCRIPTION DOCUMENTATION**

**Functional Application Management**

**1. SCOPE OF CLOUD APPLICATION SERVICES (CAS)**

SAP will provide CAS within the following lines of service, for the SAP S/4HANA cloud environment systems and modules defined:

**Reactive Application Management:**

- Incident Management
- Problem Management
- Request Fulfillment
- Event Management

**Application Change Management:**

- Change Management

Anything that is not explicitly mentioned as in scope shall be deemed as out of scope.

**1.1 Reactive Application Management**

Incident Management means accepting tickets from Key Users according to defined SLA's, analysis and resolution of Incidents according to the defined scope of applications to which CAS Functional Application Management Services apply and agreed SLA's, recommendations on application and system optimization, ticket-based documentation and request involvement of Product Support when necessary.

Problem Management means accepting tickets from Key Users according to defined SLA's, root cause analysis and resolution of Problems according to defined scope of applications to which CAS Functional Application Management Services apply and agreed SLA's, recommendations on application and system optimization, ticket-based documentation and request involvement of Product Support when necessary.

Request Fulfillment means accepting tickets from Key Users according to defined SLA's, implementation of Service Request, request for Continuous Operations and agreed Standard Change according to defined scope of applications to which CAS Functional Application Management Services apply and agreed SLA's, ticket-based documentation.

Event Management means monitoring activities as specified in the monitoring concept and creation of Incident Tickets for identified issues; monitoring alerts, categorization of alerts according to criticality,

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and creation of Incident Tickets for critical alerts, taking corrective actions by processing the Incident Tickets, proactive adjustment to relevant parameter to avoid further issues, ticket-based documentation and request involvement of Product Support when necessary.

## **1.2. Application Change Management**

Change Management means accepting Tickets from Key Users according to defined SLA's, analysis of Requests for Change according to defined scope of applications to which CAS Functional Application Management Services apply and agreed SLA's, scope definition, commercial validation and creation of Requests for Change in collaboration between SAP's Engagement Manager and Customer's Engagement Manager, both defined in section 2 below; planning and deployment of Requests for Change according to defined scope of applications to which CAS Functional Application Management Services apply and agreed SLA's after Customers approval either as part of services described during the Operations Phase or as a Change Request to the Order Form; ticket-based documentation and request involvement of Product Support when necessary.

### Assumptions and Customer Responsibilities

SAP may provide services in either a proactive or reactive mode. When providing services in a reactive mode, it is Customer's responsibility to identify issues, problems or work tasks for SAP to perform. Each Request must be addressed to SAP by opening and sending a CAS Request/Ticket to SAP via SAP Support Portal with the full documentation of the inquiry. Tickets can be classified as Event, Incident, Problem, Change Management or Request Fulfilment.

SLA's will only be measured for Tickets created in through SAP Support Portal or Customer's SAP Solution Manager application which has an online support connection to SAP Service and Support established for the SAP installation in scope of this agreement or Tickets created by SAP in SAP's support landscape on behalf of the customer.

The services during the Operations phase are provided remotely by SAP. Onsite services at Customer's request require at least one month's notice and must be submitted in a Change Request in accordance with the Change Request Procedure as defined in the Order Form. The provision of onsite resources by SAP is subject to resource availability.

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## **2. METHODOLOGY FOR CAS FUNCTIONAL APPLICATION MANAGEMENT SERVICES**

### **2.1 Engagement Management**

SAP and Customer shall each designate an Engagement Manager. Customer's Engagement Manager shall be empowered to make necessary decisions for Customer or bring about such decision without undue delay and shall provide a list of key Customer contacts, contact role, title, office phone number, cell phone number, e-mail address, etc. Such Engagement Managers shall cooperate closely with each other to administer the terms of this Service Description and any Order Forms. SAP's Engagement Manager shall coordinate all CAS Services performed by SAP.

### **2.2 Engagement Phases**

A CAS engagement consists of four phases with varying duration: Transition, Stabilization, Operations and Closure.

#### **2.2.1 Transition**

The Transition phase precedes the Stabilization and Operations phases and has the objective to cooperatively establish all roles, processes and tools required for delivery of the Application Management Services in the next phases. No tickets are processed during this phase.

SAP will provide a support structure to ensure that the resources required to provide the Application Management Services are available and that they have the necessary Customer-specific knowledge of the supported applications that will be used.

This includes, in particular:

- Appointing SAP's Engagement Manager
- Integration into the processes of SAP CAS Service Desk
- Knowledge transfer to the SAP support team concerning the Customer-specific CAS Environment

A mutually agreed project plan will be drafted in detailed discussions with the Customer during the initial stages of the transition and will be used to track all services throughout this phase.

One key activity of the Transition phase is the knowledge transfer to make the SAP CAS team familiar with the specifics of the Customer's solution. The intensity and manner of the knowledge transfer depends on the Customer's IT organization or implementation partner of Customer, if applicable, and the complexity of the Customer's supported CAS Environment (number of systems, application scenarios, business processes and modifications within the CAS Environment, the number of non-SAP applications and interfaces, etc.).

The knowledge transfer phase will be coordinated by the SAP Engagement Manager with strong cooperation of Customer or the responsible contact partner of the Customer, if applicable, and also with the project manager responsible for the implementation, if applicable. The knowledge transfer will focus on the business processes listed in the Order Form.

The knowledge transfer will provide the SAP team with the necessary knowledge required for the provision of the services which may, as appropriate include information, records, documents, test scripts and data and live demo-sessions pertaining to SAP's delivering its in-scope services to the Customer.

The Transition phase is a project and consists of 2 primary steps: Transition Planning and Transition Execution (including final service validation and test). The duration of this phase varies depending on the complexity of the CAS engagement

The main steps in the Transition phase are as follows:

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|                      |                           |   |
|----------------------|---------------------------|---|
| Transition Planning  | Planning and Preparation  | Detailed workshops between Customer and SAP, team on boarding, defining responsibility matrix and governance models. Prepare service plan creation for contracted Proactive Services for SAP Applications and Continuous Improvement services.  |
|                      | Setup                     | Request and provisioning of infrastructure and application accesses and other resources necessary to support Customer. Setup and testing of software tools for operations required to deliver the services in scope.  |
| Transition Execution | Knowledge Acquisition     | SAP to attend expertise transfer sessions led by Customer or responsible contact partner of Customer, if applicable, gather, update and/or prepare documentation, if necessary. Review of documentation provided by Customer  |
|                      | Shadow Support            | Optional Step: SAP to observe and assist Customer team on-site or remotely (locations to be determined)   |
|                      | Reverse Shadowing         | Optional Step: SAP to perform services while Customer team supports as escalation contacts  |
|                      | Service Plan Creation     | Optional step: Detailed workshops between Customer and SAP for contracted Proactive Services for SAP Applications and Continuous Improvement services. Create the applicable service plans for proactive execution. Sign off the service plan and related action items for execution within CAS engagement. |
|                      | Finalize Transition Phase | Service Test on SLA Management, Reporting and Monitoring. SAP to perform final Operations Readiness checks and move on to coordinate cutover activities Sign off of the Transition phase by Customer and SAP.   |

In addition to the Customer’s additional responsibilities regarding Cloud Application Services as listed in section 6 of this Service Description, the Customer is required to provide the following during the Transition phase:

- Detailed system documentation for the supported systems
- Ensure that SAP Personnel receive all necessary usage rights for Customers systems. During the planning phase, it will be determined which authorizations need to be assigned to these users.
- Customer’s Key Users will support the SAP CAS team in acquiring the necessary knowledge for supporting the business processes in scope. In addition, Customer will provide the relevant documentation required for Application Management Services, and other documents if required.

**2.2.2 Stabilization**

The Stabilization phase precedes the Operations phase and has the objective to mature all aspects of solution operations to a steady state when productive SLA measurement starts in the Operations phase. This phase is optional and depending on Customer’s specific situation.

During the Stabilization Phase, the services described in section 1 will be provided remotely in accordance with the agreed scope, but without SLA’s. Tickets are processed in compliance with the Event, Incident, Problem, Change Management or Request Fulfilment Process. During this phase, applications shall be stabilized, and the consultants’ knowledge of the system landscape increased.

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If requested, SAP will also provide support onsite under this agreement for up to an agreed number of days per event as designated in the Order Form for CAS. Services provided onsite require prior notification irrespective of the priority of the issue at hand. Onsite services are documented in a Ticket which must be processed in compliance with the Event, Incident, Problem, Change Management or Request Fulfillment Process.

The duration of this phase varies depending on the complexity of the CAS engagement.

The main steps in the Stabilization phase are as follows:

|               |  |  |
|---------------|--|--|
| Stabilization | Kick-off Operations                        | Conduct a kick-off meeting with the Customer organization (e.g., Key Users)  |
|               | Finalize documentation and ITSM procedures | Business processes and technical documentation by Customer and CAS Procedural Manual by SAP will be updated along the experiences made in the stabilization phase to complete relevant documentation to provide the services |
|               | Shadow Support                             | Optional Step: SAP to observe and assist the Customer team on-site or remotely (locations to be determined)  |
|               | Reverse Shadowing                          | Optional Step: SAP to perform services while the Customer team supports as escalation contacts   |
|               | Signoff                                    | Perform exit criteria of Stabilization and obtain Customer sign off to commence Operations   |

**2.2.3 Operations**

The Operations Phase is the main phase of the CAS engagement.

The services described in section 1 during live operation are provided remotely by SAP and will be documented in a Ticket to be processed in compliance with the Event, Incident, Problem, Change Management or Request Fulfillment Process. All Tickets are processed in accordance with the agreed SLA’s and solution scope as defined in the applicable Order Form.

If requested, SAP will also provide CAS Services onsite for up to an agreed number of days per event as designated in the Order Form for CAS. Services provided onsite require prior notification irrespective of the priority of the issue at hand. Onsite services are documented in a Ticket which has to be processed in compliance with the Event, Incident, Problem, Change Management or Request Fulfillment Process. Onsite services at Customer’s request require at least one month’s notice and must be submitted in a Change Request in accordance with the Change Request procedure. The provision of onsite resources by SAP is subject to staffing availability.

The main steps in the Operations phase are as follows:

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|            |  |   |
|------------|--|---|
| Operations | Service delivery                           | Perform day-to-day monitoring and support   |
|            | SLA monitoring                             | Perform SLA monitoring to prevent SLA violations  |
|            | Governance meetings                        | Perform regular internal meetings and meetings with the customer to ensure quality of service delivery and to discuss and agree on proactive tasks as well as continuous improvements |
|            | Reporting and Invoicing                    | Provide regular reporting   |
|            | Update documentation about ITSM procedures | Regularly review and update of business processes and technical documentation by Customer as well as the CAS Procedures Manual by SAP   |

**2.2.4 Closure**

The Closure Phase is the last phase of the CAS engagement. The start and end of this phase is not planned at the time of contracting but agreed on by means of a Change Request once either Customer or SAP provide termination notice. The duration of this phase varies depending on the finalization of activities.

The objective of the Closure Phase is to jointly ramp down the CAS service at SAP by handing back responsibilities to the Customer.

SAP will return all Customer documents received and provide support to the knowledge transition sessions as may be requested by the Customer during this engagement Closure Phase.

During the Closure phase service delivery continues as described in Operations Phase, i.e. this particularly includes Ticket processing in compliance with the Event, Incident, Problem, Change Management or Request Fulfillment Process. A joint Exit Plan will be drafted in detailed discussions with Customer during the initial stages of the Closure Phase and will be used to track all services throughout this phase.

The main steps in the Closure Phase are as follows:

|                    |                               |   |
|--------------------|-------------------------------|---|
| Knowledge Transfer | Knowledge Transfer sessions   | Customer to attend knowledge transfer sessions led by SAP   |
|                    | Handover meeting and sign-off | Customer and SAP verify that if all closure action items have been executed and customer signs off the official end of the engagement |
| Engagement Closure | Ticket handling               | Ticket processing and confirmation by the Customer before Services end  |
|                    | Deactivation                  | Termination of processes, meetings, final reporting and invoicing   |
|                    | Setup                         | Deactivation of users, infrastructure and tool environment  |

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### 3. USAGE METRIC / SLA OF CLOUD APPLICATION MANAGEMENT SERVICES (CAS)

| <u>Service Scope item</u> | <u>Usage Metric / SLA</u>  |
|---------------------------|--|
| Incident Management       | Support volume/Number of Tickets (Incidents), Service Time, Service Language, IRT, ST (optional) |
| Problem Management        | In scope (yes/no)  |
| Request Fulfillment       | Support volume/Number of Tickets (Service Requests), Service Time, Service Language, IRT         |
| Event Management          | Number of monitoring objects<br>Frequency of execution per monitoring object                     |
| Change Management         | Support volume/Number of Tickets (Requests for Change), Service Time, Service Language, IRT      |

### 4. SERVICE LEVELS FOR CAS – FUNCTIONAL APPLICATION MANAGEMENT SERVICES

Service Levels for CAS Functional Application Management Services can be defined as following

- Service Times and Service Language
- Initial Reaction Time
- Solution Time (if agreed in the Order Form)

The specific values for each of the Service Levels will apply as defined below in this section or otherwise specified and agreed in the applicable Order Form and will apply based on the definition for Ticket priorities.

#### CAS Service Times and Service Language

|                  |  |
|------------------|--|
| Service Desk     | English: 24 x 7<br>Japanese: Mon-Fri, 9.00 a.m. – 6.00 p.m. JST (UTC +9)<br>German: Mon-Fri, 8.00 a.m. – 6.00 p.m. CET (UTC+1) |
| Service Delivery | Systems with PRD: English: 24 x 7<br>Systems with NON-PRD: English: 8:00 a.m. – 6.00 p.m. Local Time each Business Day         |

Service Level Extensions only apply if agreed between SAP and Customer and as documented in the applicable Order Form.

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## CAS Initial Reaction Time ("IRT")

Initial Reaction Time SLA for reactive Ticket based services can be agreed as and only if specified in the applicable Order Form.

| CAS Ticket Priority                             | Service Level – Initial Reaction Time (based on Service Times set forth above) |
|---|--|
| Priority Very High<br>(only applicable for PRD) | 20 min   |
| Priority High                                   | 2 hours  |
| Priority Medium                                 | 4 hours  |
| Priority Low                                    | 1 Business Day Local Time  |

CAS Ticket Priority Very High and High are reserved for CAS Incidents only.

CAS IRT for Service Requests is 4 hours during Service Times for Service Delivery.

CAS IRT will only be measured for CAS Requests created by Customer through the SAP Service Request Platform or Tickets created by SAP in SAP's support landscape on behalf of Customer. IRTs do not apply for CAS Requests created otherwise.

### Ticket Priorities

The following priority levels (Ticket priorities) apply to all Tickets (such priority to be assigned by Customer and may be re-assigned by SAP based on the criteria below and acting reasonably):

**Very High:** An Incident should be categorized with the priority "Very High" if the incident reported has very serious consequences for normal business processes or IT processes related to core business processes, and urgent work cannot be performed. This is generally caused by the following circumstances:

- A production system is completely down.
- The imminent go-live or upgrade is jeopardized.
- The core business processes of Customer are seriously affected.
- A Workaround is not available.
- The incident requires immediate processing because the malfunction may cause serious losses.

**High:** An Incident should be categorized with the priority "High" if normal business processes are seriously affected. Necessary tasks cannot be performed. This is caused by incorrect or inoperable functions in the CAS Environment that are required immediately. The Incident is to be processed as quickly as possible because a continuing malfunction can seriously disrupt the entire productive business flow.

**Medium:** An Incident should be categorized with the priority "Medium" if normal business processes are affected. The problem is caused by incorrect or inoperable functions in the CAS Environment. The Customer orders a change to or a service for an existing critical business process.

**Low:** An incident should be categorized with the priority "Low" if the problem has little or no effect on normal business processes. The problem is caused by incorrect or inoperable functions in the CAS Environment that are not required daily or are rarely used. This priority is also used for any other Service Request.

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## **Solution Times (ST) – Optional**

Optional Solution Time SLA for CAS Functional Application Management Services can be agreed for Incident Management, as and only if specified in the applicable Order Form.

Solution Time SLA is met if – within the Service Level – SAP provides a solution proposal for resolving the issue or a Workaround. The Ticket is set to "Solution Proposed to Customer". If the solution proposal is based on a Workaround, SAP and Customer will agree on an action plan for creating and implementing a permanent resolution. This action plan includes a timeline, action items and persons responsible.

Solution Time SLA is measured in the SAP CAS Ticket tool.

The Solution Time starts when the Ticket status is set to "In Process". Solution time stops when the Ticket is on status "Customer Action" and continues to count when it is on status "In Process" at SAP. Solution Time also stops if SAP sets the status "On Hold" and only continues to count when the status is set to "In Process" by SAP. The status "On Hold" may be set in the following situations:

- Circumstances that are beyond the control of the SAP CAS team
- Delays caused by 3rd Parties (i.e. not by SAP CAS team). In this context other SAP units than SAP CAS are also considered "3rd Parties".

Solution Time SLA is only applicable under the following circumstances:

- Ticket is classified as "Incident".
- Issue occurs in a productive system
- Ticket priority is set in accordance with the priority definitions

Those times that a Ticket is with Product Support are excluded from the Solution Time calculation.

Solution Time is only applicable if the prerequisites for Solution Time SLA are met and if Customer performs his collaborative and cooperative duties. That means in particular:

- Customer provides working remote access for SAP.
- Customer ensures system availability of SAP Systems described in the applicable Order Form, especially hardware and network.
- Customer provides all authorizations required for SAP to provide the described and agreed services. This includes technical authorizations needed to work in SAP Systems described in the applicable Order Form.
- Customer ensures that changes in the SAP Systems, which were not implemented by SAP, will be made known to SAP ex ante. This is done by handing over a documentation describing all technical and process aspects of the change. These changes could be added to the scope based on mutual agreement which, depending on the type of change, could require a Change Request.
- Customer ensures that all required information is given to investigate the issue. That means, that a Ticket must include at least the following:
  1. Step-by-step instructions for reproducing the issue,
  2. A set of data to reproduce the issue
  3. A precise description of the issue (including comparison of actual and expected system behavior).
- Customer ensures that Key Users with sufficient functional and technical expertise as well as decision making authorization are available and reachable (including contact data such as phone number).
- Customer creates Tickets in SAP Support Portal.
- Customer actively supports the resolution process. That means in particular that Customer without delay validates the proposed solution,
- Customer provides all required information without delay, and

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- Customer ensures that all provided data and information are correct.

The following time windows are explicitly excluded from Solution Time SLA:

- Maintenance windows according to the Customer requirements
- Time windows which can be attributed to technical unavailability of the software solution (hardware, network, infrastructure or other)
- Time windows which can be attributed to issues caused by the hosting provider
- Time windows which can be attributed to issues with software products that are not included in the scope.

In case of events of force majeure and other Incidents not caused by SAP, which prevent a smooth and uninterrupted resolution process, Solution Time will not be applicable until normal operations can be re-established.

If Customer fully or partially fails to comply with one or multiple of the listed prerequisites or only fulfils one or multiple of the listed prerequisites in the required quality or not within the required time and if there are delays caused by that SAP will not be in default even if the Solution Time expired. The onus for noncompliance of business process availabilities, the fulfilment of requirements, the reaction times and resolution times lies with Customer.

SAP and Customer will revisit the agreed ST Service Level Agreement on a regular basis and adjust based on a mutual agreement if required.

## **5. SERVICE REPORTING FOR CAS**

SAP will create a monthly report providing Customer with information about the CAS services provided in the previous month. The CAS service report will include the following information for the respective reporting period:

- List of Requests received and processed including break down per service category and per priority

In addition, a real time Ticket reporting dashboard is available online providing detailed information on tickets for CAS.

## **6. CUSTOMER'S RESPONSIBILITIES, COLLABORATIVE AND COOPERATIVE DUTIES**

- a) SAP's provision of the CAS service 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 service in sufficient measure.
- b) The platform to be used to create support Requests to SAP will be SAP Support Portal. Customer is responsible for setting up, operating and maintaining its ticketing infrastructure. SAP does not take any responsibility for ensuring that the Ticket replication from Customer ticketing infrastructure to SAP is functioning properly.
- c) Customer is responsible to ensure that non-SAP Product Support parties reasonably cooperate in their timely receipt and handling of queries and Tickets forwarded from SAP.
- d) Customer provides SAP, free of charge, for the semi-annual audits a user with all necessary authorizations. This is required for all systems in which SAP has responsibility for transportation management (managing the technical deployment of changes from DEV systems to PRD systems).

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Customer also confirms that its transportation management can be checked for audit purposes and that information is also made available to the respective auditors. This is only applicable if during the set-up phase it is agreed that SAP will be responsible for transports to PRD.

- e) Customer is responsible for adaptations or extensions to the solution, for example, ones caused by Customer's changing requirements or structures (Organizational Change Management).
- f) During the agreed Service Times Customer will ensure the availability of a sufficient number of Key Users who have the required technical, application and business process knowledge and sufficient skills to communicate with SAP's CAS Consultants in the agreed support language and will provide to SAP a list of the Key Users and any third-party resources assigned by Customer, including name, function, phone number, fax number and email address. Customer will ensure that all Key Users are familiar with the support process including Ticket creation and processing via the SAP Support Portal or Customer's SAP Solution Manager Application.
- g) Customer will ensure that the release of any new or upgrade to Software complies with the interface requirements of the scope of applications that are the subject of the CAS services and will notify SAP at least eight (8) weeks prior to the release of any new or upgrade to the Software.
- h) Customer is responsible to provide SAP reasonable and sufficient documentation of its business processes for SAP to perform its responsibilities.
- i) The Customer Key Users can provide 1st Level Support to the end-user community. Customer's 1st Level Support gathers Customer's information on a disruption of service or on a Service Request. For a disruption of service, Customer's 1st Level Support will analyze the issue, figure out a solution or work-around or pass it to SAP CAS.
- j) In due time before start of the Transition Phase, Customer will make technical documentation, end-user documentation and business process documentation available to SAP in English language (exceptions may be specified in the applicable Order Form). In case Customer fails to provide this documentation on time or if the documentation does not have the required level of detail, the CAS start might be delayed and support efforts by SAP and fees chargeable to Customer might increase.

If Customer fails or partially fails to comply with these collaborative and cooperative duties or if Customer fails to comply with these collaborative and cooperative duties in the right quality or if Customer fails to comply, SAP can request adjustments of the schedule and/ or charge additional fees to address increased SAP costs resulting from the Customer's non-compliance.

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## 7. DEFINITIONS

**Business Day:** any days from Monday to Friday except for the public holidays observed at Customer's Primary Access Location.

**CAS Environment:** The applications and related computing environment and/or processes to be supported through the CAS Services, as defined in the applicable Order Form.

**Change Management Process:** A process that defines the procedure through which a change of technical system configuration or business process is authorized, planned and deployed into the PRD systems within the CAS environment. All changes in the supported systems which are not caused by an Incident or Problem or agreed as a Standard Change are considered a Request for Change. Change Management does not only include the implementation procedure, but the holistic process from the requirement to the deployment. Changes are classified by their potential impact to the productive system (Regular Change and Emergency Change). Depending on the potential impact a certain Customer approval level is required.

**Continuous Operations:** The Request category Continuous Operations is intended for all Tickets that contain continuous support for a longer time period. As a rule, these will be periodical / recurring Tickets. They can be used to record Proactive Recurring Services (except monitoring) based on the Customer contract or separate agreements, continued minor maintenance tasks on request of the Customer if the Customer does not want to create a separate Ticket for each task. Continuous Operations Requests are processed in compliance with the Request Fulfillment Process.

**DEV** (Development Computing Environment): means that part of the Computing Environment which is used only for the development and testing of new customizing or application adjustments.

**Emergency Change:** An Emergency Change deals with an Incident with change and Request for Change that has highest urgency and therefore must be imported to production system as soon as possible meaning outside any regular release or maintenance window.

**Incident:** An unplanned interruption of a technical system function of the CAS Environment. Incident requests are processed in compliance with the Incident Management Process.

**Incident Management Process:** The procedure used to restore the business process. An Incident can be resolved by either providing a Workaround or creation of an action plan.

**Initial Reaction Time** (IRT): The time between the receipt of an CAS Ticket resulting out of an CAS Request (time stamp of Ticket status "open") and the first action taken by SAP personnel (time stamp of Ticket status "in process"), to respond to an CAS Request.

**Key User:** A Customer's designated contact person who has the responsibility for a special business process and knowledge of SAP products/services. A Key User is authorized to initiate CAS Requests and provide approvals according to SAP's Process Management control framework.

**Local Time:** The time zone in Customer's Primary Access Location.

**NON-PRD** ("Non-production computing environment"): means any computing environment other than a PRD and may include development, quality assurance or sandbox environments.

**PRD** ("Production computing environment"): means that part of the computing environment, which is used exclusively for the execution of live business transactions.

**Problem:** A Problem is the underlying root cause of an Incident. A Problem can cause multiple Incidents.

**Problem Management:** To prevent incidents to re-occur it may be required to identify the root cause (Problem). Within Problem Management Service the root cause is analyzed and an approach how to prevent Incidents to occur again is presented to the Customer.

**Product Support:** The support provided by the software product manufacturer (e.g. SAP) due to software product errors.

**Regular Change:** Any other change than an Emergency Change.

**(CAS) Request:** A question or a task that is submitted to by Customer (or on the Customer's behalf by the SAP Service Team) using the SAP Service Request Platform to submit Requests for CAS to SAP. A Request can be classified as Incident, Request for Change or Service Request. All Requests are processed through the SAP Process Management control framework.

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**Request for Change:** A request for and description of a desired business process change within the CAS Environment. Requests for Change are processed in compliance with the Change Management process.

**Request Fulfillment Process:** Service Request process used if the Service Request does not match the prerequisites for any other of the predefined CAS processes (Event Management, Incident Management, or Change Management). These Service Requests will be further separated into one of the following categories: Standard Change, Request for Continuous Operations, or other Service Request.

**SAP Service Request Platform:** A portal provided by SAP where Customer can enter CAS Requests. This can be either the SAP Support Portal (<https://support.sap.com/home.html>) or a dedicated Portal for CAS Requests.

**Service Desk:** A centralized function servicing the single point-of-entry for all CAS Requests and Tickets. The Service Desk handles Tickets in accordance with the Service Desk process described below:

- Ticket acceptance / rejection (contract, SLA, Key User check),
- Ticket monitoring (see SLA),
- Ticket dispatching to the CAS *core team* consultants.

The Service Desk process describes the workflow and tasks of the Service Desk function, including

- Request / Ticket reception,
- Request / Ticket monitoring,
- Request / Ticket dispatching and reporting.

**Service Level:** The minimum service level agreed by SAP in this Service Description or applicable Order Form including Priority Levels and SAP Initial Reaction Times.

**Service Request:** A Service Request is any Request which is not a Request for Change and not an Incident. Service Requests are processed in compliance with the Request Fulfillment Process.

**Service Time:** Hours during which SAP provides Customer with the defined CAS Services according to the defined Service Levels.

**Solution Time (ST):** The time between when processing of Ticket begins (time stamp of Ticket status "in process") until the first solution is provided to Customer (time stamp of Ticket status "Solution Proposed to Customer" (can be set manually in case of a Workaround)). The status "Solution Proposed to Customer" means SAP has provided a corrective action or a solution proposal. The Solution Time does not include the time when the Ticket is handed over to Customer (Ticket status "Customer action") or SAP's Product Support (Ticket status "Sent to SAP") for processing. The Solution Time SLA only applies to Incident Management Tickets and if specified in the Order Form for CAS Services.

**Standard Change:** Low-impact changes that are pre-defined and pre-authorized. Standard Changes are processed in compliance with the Request Fulfillment Process. See also Service Request, Continuous Operations

**Ticket:** The electronic documentation of any Request addressed by Customer to SAP. Each Ticket is given a number at the point of time it is created. The Ticket number will be the single reference to the Customer's request.

**Workaround:** A Workaround is a temporary solution aimed at reducing or eliminating the impact of an Incident for which a full resolution is not yet available.

\*For SAP HANA Enterprise Cloud Advanced Edition; RISE with SAP S/4HANA Cloud, private edition, tailored option; and SAP ERP, private cloud edition, tailored option only. For RISE with SAP S/4HANA Cloud, private edition; and SAP ERP, private cloud edition, this document is deemed a CAS Service Description Guide.

# Roles & Responsibilities for Cloud Application Services

Version: 2022/03



| Legend |  |
|--------|--|
|        | The goal of the Responsibility Matrix is to define the roles and the responsibilities within the service provision.  |
| R      | <b>Responsible</b> person(s) for the provision or <u>execution</u> of the identified service / task.   |
| R*     | Responsibility has to be clarified and agreed, usually during Transition phase.  |
| A      | <b>Accountable</b> person(s) for <u>approval of tasks</u> . Signs off on work done by <i>responsible</i> and is ultimately answerable for correct and thorough completion of the service / task. There must be only one accountable specified for each service / task. |
| C      | <b>Consulted</b> person(s). They support in the execution of the identified service and advise, assist, support and participate in the relevant tasks as required; typically subject matter experts (two way communication).   |
| I      | <b>Informed</b> . Information is provided for those who are kept up-to-date on progress and / or completion of the service / task (one way communication).   |
| Note 1 | Service available for an additional fee and may be requested via Change Request.   |

# Roles & Responsibilities for Cloud Application Services

Version: 2022/03



| Services   |   | SAP | Cus-tomer | Remarks   |
|------------|---|-----|-----------|---|
| <b>1</b>   | <b>SAP Customer Engagement</b>  |     |           |   |
| <b>1.1</b> | <b>Planning and Management of Service Implementation</b>  |     |           |   |
|            | Plan and manage Transition phase for the AMS services until start of productive service delivery  | R   | C         | One time service<br>see sheet Transition Services |
| <b>1.2</b> | <b>Managing AMS during Ongoing Service Delivery</b>   |     |           |   |
|            | Manage engagement for the ongoing service   | R   | C         |   |
|            | Coordinate activities leading to successful ongoing service delivery<br>(e.g. leading the AMS consultant core team, acting as contact person for customer project lead)   | R   |           |   |
|            | Agree on and manage meetings and reporting procedures   | R   | C         |   |
| <b>1.3</b> | <b>Advisory</b>   |     |           |   |
|            | Advise customer in using the contractual agreed support volume  | R   | I         |   |
|            | Deliver summary of application and system improvements and available innovation   | R   | I         |   |
| <b>1.4</b> | <b>Service Reporting</b>  |     |           |   |
|            | Use Real Time Ticket Reporting in AMS Reporting Dashboard   | C   | R         |   |
|            | Create and release Monthly Customer Service Report in AMS Reporting Dashboard   | R   | I         |   |
|            | Review and download Monthly Customer Service Report from AMS Reporting Dashboard  | C   | R         |   |
|            | If required: Create additional Service Reporting  | R   | I         | Note 1  |
| <b>1.5</b> | <b>Information Services</b>   |     |           |   |
|            | Gather, categorize and bundle relevant information from SAP and forward it to the ordering party  | R   | I         |   |
|            | Forward customer concerns (not problem reports) to SAP  | R   | C         |   |
| <b>1.6</b> | <b>De-escalation</b>  |     |           |   |
|            | Carry out de-escalation procedures where necessary (including informing the ordering party) with the aim of minimizing negative impacts and damage for the ordering party | R   | C         |   |

# Roles & Responsibilities for Cloud Application Services

Version: 2022/03



| Services     | SAP  | Customer | Remarks |                  |
|--------------|--|----------|---------|------------------|
| <b>2</b>     | <b>Transition Services (not part of the monthly AMS fee)</b>   |          |         |                  |
| <b>2.1</b>   | <b>Transition Planning and Preparation</b>   |          |         |                  |
|              | Plan, confirm and document the methodology and approach for Transition phase and - if applicable - Stabilization phase   | R        | C       |                  |
|              | Identify AMS Transition team   | R        | I       |                  |
|              | Engage and introduce AMS service delivery team to the customer   | R        | I       |                  |
|              | Conduct internal and external kickoff meetings   | R        | C       |                  |
|              | Prepare communication platforms (schedule status meetings, create share folders, create distribution lists, etc.)  | R        | I       |                  |
|              | Align with Infrastructure Operations Services  | R        | C       | If applicable    |
|              | Provide SAP with access to operating procedures and business guidelines documentation, including statutory / regulatory requirements   | I        | R       |                  |
|              | Provide SAP with access to business process procedures (BPPs) and relevant system documentation  | I        | R       |                  |
|              | Finalize IT Service Management (ITSM) support model (identify key users, if required effort estimation limit, transport responsibility, escalation process, service reporting) | R        | C       |                  |
|              | Plan knowledge transfer activities   | R        | C       |                  |
|              | Request customer executives' approval to start Transition  | R        | A       |                  |
| <b>2.2</b>   | <b>Set-up</b>  |          |         |                  |
| <b>2.2.1</b> | <b>Service Desk Setup</b>  |          |         |                  |
|              | Enter specific customer and system data into SAP ONE Support Launchpad / SAP Service Marketplace (SMP)   | C        | R       |                  |
|              | Identify correct customer number (according to installation numbers of supported systems)  | R        |         |                  |
|              | Enter specific customer and system data into SAP AMS Service Desk infrastructure   | R        | C       |                  |
|              | Set up AMS Service Desk and AMS ticket system  | R        | C       |                  |
|              | Set up and connect all supported and relevant customer systems for forward customer queries in the system to SAP AMS   | C        | R       | If applicable    |
|              | Train key users in AMS support processes, requirements and handling  | R        |         | One time service |
|              | Test ticket integration  | R        | C       |                  |
| <b>2.2.2</b> | <b>SAP Remote Connection and Additional Setup Activities</b>   |          |         |                  |



# Roles & Responsibilities for Cloud Application Services

Version: 2022/03



| Services   | SAP | Customer | Remarks       |
|--|-----|----------|---------------|
| <b>2 Transition Services (not part of the monthly AMS fee)</b>   |     |          |               |
| Ensure SAP Remote Connection is maintained for all supported and relevant customer systems   | C   | R        | Note 1        |
| Provide a Windows Terminal Server (WTS) for all supported and relevant customer systems that can not directly accessed via SAP Remote Connection                   | C   | R        | If applicable |
| Provide user access to supported and relevant customer systems   | I   | R        |               |
| Provide a user with read permission to the transport history of supported productive systems to meet audit requirements, if transport responsibility lies with AMS | I   | R        | If applicable |
| <b>2.3 Knowledge Acquisition</b>   |     |          |               |
| Perform internal and external knowledge transfer kick-off sessions   | R   | C        |               |
| Provide documentation about the solution and business processes  | I   | R        |               |
| Perform technical knowledge transfer sessions  | I   | R        |               |
| Perform functional knowledge transfer sessions   | I   | R        |               |
| Access the customer's SAP system to understand transactions flow and customizing design  | R   | C        |               |
| Address gaps and findings in documentation   | R   | I        |               |
| Update documentation as required   | I   | R        |               |
| Deploy training session about SAP ONE Support Launchpad  | R   | I        | If applicable |
| Rollout knowledge transfer information to extended delivery teams  | R   | I        | If applicable |
| Provide weekly knowledge transfer status updates   | R   | I        |               |
| <b>2.4 Transition Execution Support (optional)</b>   |     |          |               |
| Perform Shadowing support activities (customer as primary support and SAP AMS as observer)   | R   | C        | If applicable |
| Perform Reverse Shadowing support activities (SAP AMS as primary support and customer as escalation help)  | C   | R        | If applicable |
| <b>2.5 Finalize Transition Phase</b>   |     |          |               |
| Create Operations Manual   | R   | C        |               |
| Test service (SLAs, availability, reporting, monitoring, communication structure, staffing)  | R   | I        |               |
| Schedule cutover date depending on approach  | R   | A        |               |
| Prepare cutover activities on customer site  | I   | R        |               |
| Prepare cutover activities on SAP site   | R   | I        |               |

# Roles & Responsibilities for Cloud Application Services

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| Services | SAP  | Customer | Remarks |  |
|----------|--|----------|---------|--|
| <b>2</b> | <b>Transition Services (not part of the monthly AMS fee)</b>       |          |         |  |
|          | Perform Operation Readiness check                                  | R        | I       |  |
|          | Review Service Desk statistics, issues log, resolution log         | R        | I       |  |
|          | Sign off Transition phase and align Stabilization phase activities | C        | R       |  |

# Roles & Responsibilities for Cloud Application Services

Version: 2022/03



| Services     |  | SAP | Cus-tomer | Remarks                                   |
|--------------|--|-----|-----------|---|
| <b>2</b>     | <b>Transition for additional Service Scope: Proactive Services and Continuous Improvement (not part of the monthly AMS fee)</b>          |     |           |   |
| <b>2.6</b>   | <b>Proactive Services for Customer Specific Application</b>  |     |           |   |
| <b>2.6.1</b> | <b>Proactive Solution Maintenance</b>  |     |           |   |
| 2.6.1.1      | Service Plan for Solution Maintenance  |     |           |   |
|              | Provide existing solution architecture documentation and maintenance strategy  | C   | R         |   |
|              | Hold necessary license and maintenance agreements with software provider   | C   | R         |   |
|              | Review existing maintenance strategy   | R   | C         |   |
|              | Determine current software versions  | R   | C         |   |
|              | Provide business demand for new software version (e.g. SAP legal chance note, HCM support package)                                       | C   | R         |   |
|              | Propose related solution maintenance service plan  | R   | C         |   |
|              | Release solution maintenance service plan  | I   | R         |   |
|              | Propose solution maintenance schedule for initial period (e.g. first year of service)  | R   | C         |   |
|              | Release software maintenance plan  | I   | R         |   |
| 2.6.1.2      | Solution Maintenance Platform  |     |           |   |
|              | Review of existing solution maintenance platform   | R   | C         |   |
|              | Provide necessary access permissions to software provisioning platform (e.g. S-User SAP ONE Support Launchpad / SAP Service Marketplace) | C   | R         |   |
|              | Define and review requirements on solution maintenance infrastructure provisioning and operations  | R   | C         |   |
|              | Provide and operate solution maintenance infrastructure  | C   | R         |   |
|              | Plan the solution maintenance platform application provisioning and operations   | R   | I         |   |
| <b>2.6.2</b> | <b>Test Management &amp; Execution</b>   |     |           |   |
| 2.6.2.1      | Service Plan for Test Management & Execution   |     |           |   |
|              | Provide existing test strategy and processes definition  | C   | R         |   |
|              | Review existing test strategy and processes  | R   | C         |   |
|              | Extend project test strategy to support testing for post go-live phase (if available)  | R   | C         |   |
|              | Provide detailed business processes and test requirements  | C   | R         |   |
|              | Provide existing test case and script library (if available)   | C   | R         |   |
|              | Provide proper and adequate test data  | C   | R         |   |
|              | Provide stable Quality Assurance (QA) environment  | C   | R         |   |
|              | Creation of initial testing service plan   | R   | C         |   |
|              | Align planning of tests with Release & Deployment Management   | R   | C         |   |
|              | Align planning of tests with project deployments   | C   | R         | Customer projects outside AMS engagements |

# Roles & Responsibilities for Cloud Application Services

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| Services     | SAP   | Cus-tomer | Remarks   |
|--------------|---|-----------|---|
| <b>2</b>     | <b>Transition for additional Service Scope: Proactive Services and Continuous Improvement (not part of the monthly AMS fee)</b> |           |   |
|              | I   | R         |   |
| 2.6.2.2      | Test Management Platform  |           |   |
|              | R   | C         | If applicable   |
|              | R   | C         | If applicable   |
|              | R   | C         |   |
|              | C   | R         |   |
|              | R   | I         |   |
| <b>2.6.3</b> | <b>Release &amp; Deployment Management</b>  |           |   |
| 2.6.3.1      | Service Plan for Release & Deployment Management  |           |   |
|              | C   | R         |   |
|              | R   | C         |   |
|              | R   | C         |   |
|              | C   | R         |   |
|              | C, R*   | R         | Responsibility (R) goes (partly) to SAP AMS when functional AMS is contracted   |
|              | C, R*   | R         | Responsibility (R) goes (partly) to SAP AMS when Test Management & Execution is provided by SAP AMS                               |
|              | I   | R         |   |
|              | R   | C         |   |
|              | R   | C         |   |
|              | I   | R         |   |
|              | R   | C         |   |
|              | I   | R         |   |
| 2.6.3.2      | Release & Deployment Management Platform  |           |   |
|              | R*  | I         | Responsibility (R) goes to SAP AMS when relevant Release & Deployment platform is operated by SAP AMS (e.g. SAP Solution Manager) |

# Roles & Responsibilities for Cloud Application Services

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| Services  | SAP   | Cus-tomer | Remarks |   |
|---|---|-----------|---------|---|
| <b>2 Transition for additional Service Scope: Proactive Services and Continuous Improvement (not part of the monthly AMS fee)</b> |   |           |         |   |
|   | Define and review requirements on Release & Deployment infrastructure provisioning and operations | R*        | I       | Responsibility (R) goes to SAP AMS when relevant Release & Deployment platform is operated by SAP AMS (e.g. SAP Solution Manager) |
|   | Provide and operate Release & Deployment infrastructure   | C         | R       |   |
|   | Plan the Release & Deployment platform application provisioning and operations                    | R*        | I       | Responsibility (R) goes to SAP AMS when relevant Release & Deployment platform is operated by SAP AMS (e.g. SAP Solution Manager) |
| <b>2.6.4</b>  | <b>Managed Operations Control Center (MOCC)</b>   |           |         |   |
| 2.6.4.1   | Service Plan for Managed Operations Control Center  |           |         |   |
|   | Initiate MOCC setup and align with other transition activities                                    | R         | C       |   |
|   | Review of current processes and policies  | R         | C       |   |
|   | Agree and create Communication Plan   | R         | C       |   |
|   | Define reporting framework  | R         | I       |   |
|   | Agree To-Be definition of customer MOCC processes   | R         | C       |   |
|   | Create and present MOCC charter   | R         | I       |   |
|   | Sign off charter  | A         | R       |   |
| 2.6.4.2   | MOCC Process Setup  |           |         |   |
|   | Document Event Management process and RACI  | R         | I       |   |
|   | Document Planned Event Management process and RACI  | R         | I       |   |
|   | Document Management of Changes to Event Management sub-process and RACI                           | R         | I       |   |
|   | Document end-to-end MOCC Continual Improvement process and RACI                                   | R         | I       |   |
|   | Define Critical Incident Management process and RACI  | R         | C       |   |
|   | Schedule MOCC service reviews   | R         | I       |   |
|   | Hand over detailed process documentation  | R         | I       |   |
|   | Create detailed MOCC Operations Manual for customer specific solution                             | R         | I       |   |
|   | Integrate alerting to IT Service Management (ITSM) tool   | R*        | R       | Depending on responsibility of ITSM platform; Responsibility (R) goes to SAP AMS if SAP Solution Manager is operated by SAP AMS   |
|   | Compile Monitoring Catalog  | R         | C       |   |
|   | Define shifts for monitoring areas in line with customer requirements                             | R         | C       |   |
| 2.6.4.3   | MOCC Training, Testing and Cut Over   |           |         |   |
|   | Configure monitoring engine   | R         | C       |   |

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| Services        | SAP   | Cus-tomer | Remarks |           |
|-----------------|---|-----------|---------|-----------|
| <b>2</b>        | <b>Transition for additional Service Scope: Proactive Services and Continuous Improvement (not part of the monthly AMS fee)</b> |           |         |           |
|                 | Publish MOCC documentation  | R         | C       |           |
|                 | Conduct MOCC team trainings   | R         | C       |           |
|                 | Test MOCC processes and tools   | R         | C       |           |
|                 | Update MOCC documentation if required   | R         | I       |           |
|                 | Cut over execution  | R         | I       |           |
|                 | Cut over sign off   | A         | R       |           |
| <b>2.6.5</b>    | <b>Security Operations</b>  |           |         |           |
| <b>2.6.5.1</b>  | <b>Security Platform</b>  |           |         |           |
|                 | Review existing security platform in scope  | R         | I       |           |
|                 | Define and review requirements on infrastructure provisioning and operations  | R         | C       |           |
|                 | Provide and operate security platform infrastructure  | C         | R       |           |
|                 | Plan the security platform application provisioning and operations  | R         | I       |           |
| <b>2.6.5.2</b>  | <b>Service Plan for Security Operations</b>   |           |         |           |
|                 | Scope security review and improvement service   | R         | C       |           |
|                 | Execute initial security review   | R         | C       |           |
|                 | Provide review wrap up and recommendation for security improvements, incl. action item proposals                                | R         | C       |           |
|                 | Release action items  | I         | R       |           |
|                 | Define service plan items and propose roadmap   | R         | C       |           |
|                 | Release service plan  | I         | R       |           |
| <b>2.6.5.3.</b> | <b>External Support Authorization Concept</b>   |           |         |           |
|                 | Workshop to present and explain the scope   | R         | I       |           |
|                 | Provide conceptual framework and set of roles   | R         | I       |           |
|                 | Workshop to evaluate customer specific demands  | R*        | C       | On demand |
|                 | Upload and generate roles in system   | R         | I       |           |
|                 | Customer specific adjustments   | R*        | C       | On demand |
|                 | Assign roles  | I         | R*      |           |
| <b>2.7</b>      | <b>Continuous Improvement</b>   |           |         |           |
| <b>2.7.1</b>    | <b>IT Operations Improvement</b>  |           |         |           |
| <b>2.7.1.1</b>  | <b>Service Plan for IT Operations Improvement</b>   |           |         |           |
|                 | Plan initial assessment execution   | R         | C       |           |
|                 | Provide applicable information and resources  | C         | R       |           |
|                 | Perform initial assessment of IT Operations Efficiency  | R         | C       |           |
|                 | Provide assessment wrap up and recommendation for IT Operations Improvement, incl. action item proposals                        | R         | C       |           |
|                 | Release action items  | I         | R       |           |
|                 | Define service plan items and propose roadmap   | R         | C       |           |
|                 | Release service plan  | I         | R       |           |
| <b>2.7.1.2</b>  | <b>Solution Manager Readiness Check</b>   |           |         |           |
|                 | Provide access to existing SAP Solution Manager landscape   | I         | R       |           |
|                 | Provide information of SAP Solution Manager scenario adoption and usage   | I         | R       |           |

# Roles & Responsibilities for Cloud Application Services

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| Services  |  | SAP | Cus-tomer | Remarks |
|-----------|--|-----|-----------|---------|
| <b>2</b>  | <b>Transition for additional Service Scope: Proactive Services and Continuous Improvement (not part of the monthly AMS fee)</b>            |     |           |         |
|           | Determine technical status of SAP Solution Manager installation  | R   | I         |         |
|           | Determine status of SAP Solution Manager scenario adoption   | R   | I         |         |
| 2.7.1.3   | Solution Manager Processes Review and Planning   |     |           |         |
| 2.7.1.3.1 | Solution Manager Setup   |     |           |         |
|           | Define and review requirements on Solution Manager setup and operations  | R   | C         |         |
|           | Provide and operate Solution Manager infrastructure  | C   | R         |         |
|           | Plan the Solution Manager provisioning and operations  | R   | I         |         |
| 2.7.1.3.2 | Solution Documentation & Implementation  |     |           |         |
|           | Perform analysis of current Solution Documentation & Implementation and tool usage   | R   | C         |         |
|           | Define and review requirements on Solution Documentation & Implementation and tool usage   | R   | C         |         |
|           | Plan the Solution Documentation & Implementation and tool provisioning and operations  | R   | I         |         |
| 2.7.1.3.3 | Change Control/Request Management (ChaRM)  |     |           |         |
|           | Perform analysis of current change control process including approvals and tool usage  | R   | C         |         |
|           | Define and review requirements on change control process and tool usage  | R   | C         |         |
|           | Plan the change control process and tool provisioning and operations   | R   | I         |         |
| 2.7.1.3.4 | IT Service Management (ITSM)   |     |           |         |
|           | Perform analysis of current Service Desk processes and tool usage  | R   | C         |         |
|           | Define and review requirements on Service Desk processes and tool usage  | R   | C         |         |
|           | Plan the Service Desk processes and tool provisioning and operations   | R   | I         |         |
| 2.7.1.3.5 | Application Operations, incl. Technical System Monitoring  |     |           |         |
|           | Perform analysis of current connection of SAP systems to SAP Solution Manager, monitoring concept and event handling instructions          | R   | C         |         |
|           | Define and review requirements on connection of SAP systems to SAP Solution Manager, monitoring concept and event handling instructions    | R   | C         |         |
|           | Plan the connection of SAP systems to SAP Solution Manager, monitoring concept and event handling instructions provisioning and operations | R   | I         |         |
| 2.7.1.3.6 | Business Process Operations  |     |           |         |

## Roles & Responsibilities for Cloud Application Services

Version: 2022/03



| Services     | SAP  | Cus-<br>tomer | Remarks |  |
|--------------|--|---------------|---------|--|
| <b>2</b>     | <b>Transition for additional Service Scope: Proactive Services and Continuous Improvement (not part of the monthly AMS fee)</b>                                    |               |         |  |
|              | Perform analysis of current system performance monitoring, key performance indicators (KPI), threshold values and connection of CCMS to SAP Solution Manager       | R             | C       |  |
|              | Define and review requirements on system performance monitoring, key performance indicators (KPI), threshold values and connection of CCMS to SAP Solution Manager | R             | C       |  |
|              | Plan the system performance monitoring, key performance indicators (KPI), threshold values and connection of CCMS to SAP Solution Manager                          | R             | I       |  |
| 2.7.1.3.7    | Custom Code Management   |               |         |  |
|              | Perform analysis of current Custom Code Management processes and tool usage  | R             | C       |  |
|              | Define and review requirements on Custom Code Management processes and tool usage  | R             | C       |  |
|              | Plan the Custom Code Management processes and tool usage   | R             | I       |  |
| <b>2.7.2</b> | <b>Business Improvement</b>  |               |         |  |
| 2.7.2.1      | Service Plan for Business Improvement  |               |         |  |
|              | Scoping and planning of initial Improvement Release Planning assessment  | R             | C       |  |
|              | Provide existing business requirements and improvements backlog  | I             | R       |  |
|              | Execute assessment of business requirements and priorities   | R             | C       |  |
|              | Consider SAP standard software innovations with potential fit  | R             | I       |  |
|              | Provide wrap up and recommendation for improvements incl. action item proposals  | R             | C       |  |
|              | Release action items   | I             | R       |  |
|              | Define service plan for improvement realization  | R*            | C       | Relevant for improvements which are to be realized within AMS contract |
|              | Release service plan   | I             | R*      | Relevant for improvements which are to be realized within AMS contract |



# Roles & Responsibilities for Cloud Application Services

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| Services   | SAP  | Customer | Remarks |               |
|------------|--|----------|---------|---------------|
| <b>3</b>   | <b>Service Desk</b>  |          |         |               |
| <b>3.1</b> | <b>Documentation of customer request</b>   |          |         |               |
|            | Create a ticket in SAP ONE Support   | C        | R       | Note 1        |
| <b>3.2</b> | <b>Plausibility check of customer request</b>  |          |         |               |
|            | Check contract   | R        |         |               |
|            | Check reporter / Key User  | R        |         |               |
|            | Check reported / supported location  | R        |         |               |
|            | Check reported / supported system  | R        |         |               |
|            | Check reported / supported business scenario / process (application / component)                           | R        |         |               |
|            | Check service scope  | R        |         |               |
|            | Check reported / supported service language  | R        |         |               |
| <b>3.3</b> | <b>Categorization of customer request</b>  |          |         |               |
|            | Categorize the ticket according to AMS Process Management framework (ITIL v3)                              | R        |         |               |
| <b>3.4</b> | <b>Dispatching of customer request</b>   |          |         |               |
|            | Dispatch the ticket to responsible AMS core team application specialist(s) according to their availability | R        |         |               |
|            | Forward non-AMS related ticket to SAP Product Support  | R        | I       | If applicable |
| <b>3.5</b> | <b>SLA-Monitoring of customer request</b>  |          |         |               |
|            | Monitor tickets to ensure Service Level Agreements (SLA)   | R        |         |               |

# Roles & Responsibilities for Cloud Application Services

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| Services     |   | SAP | Customer | Remarks   |
|--------------|---|-----|----------|---|
| <b>4.1</b>   | <b>AMS Incident Management</b>  |     |          |   |
| <b>4.1.1</b> | <b>Description of Incident</b>  |     |          |   |
|              | Provide detailed description of the interruption  |     | R        |   |
| <b>4.1.2</b> | <b>Diagnose of Incident</b>   |     |          |   |
|              | Reproduce the interruption  | R   | C        |   |
|              | Provide effort estimation if an effort estimation limit is defined  | R   |          |   |
|              | Approve effort estimation or inform that the request is no longer required and the ticket can be closed   | I   | R        |   |
|              | Analyze the interruption  | R   |          |   |
|              | Document errors and findings  | R   | I        |   |
| <b>4.1.3</b> | <b>Resolution of Incident (workaround)</b>  |     |          |   |
|              | Search in SAP ONE Support Launchpad / SAP Service Marketplace (SMP) notes database for known problem solutions and in SAP Help Portal   | R   |          |   |
|              | Document the solution path(s) to make the business process usable   | R   |          |   |
|              | Propose solution path(s) to resolve the Incident  | R   | I        |   |
|              | Approve solution path   | I   | R        |   |
|              | If required: Forward non-AMS related ticket to SAP Product Support, incl. monitoring the processing of software related incidents, initiate necessary escalations, and report the result back to the customer | R   | I        |   |
|              | Implement the solution path   | R   | I        |   |
|              | Document test details   | R   | A        |   |
|              | Transport changes   | R*  | R*       | Responsibility (R) is to be clarified and agreed during Transition phase. If applicable |
|              | Document changes (programs, interfaces, customizing, system settings, etc.)   | C   | R        | If applicable   |
| <b>4.1.4</b> | <b>Completion of Incident Management</b>  |     |          |   |
|              | Approve fulfillment of the request / close ticket   | I   | R        |   |

# Roles & Responsibilities for Cloud Application Services

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| Services     |   | SAP | Customer | Remarks   |
|--------------|---|-----|----------|---|
| <b>4.2</b>   | <b>AMS Problem Management</b>   |     |          |   |
| <b>4.2.1</b> | <b>Problem Detection Possibilities</b>  |     |          |   |
|              | Detect one or more Incidents resulting in a Problem ticket; Incident(s) may have resolved but without determination of cause  | R*  | R*       | Responsibility (R) is to be clarified and agreed during Transition phase. |
|              | Analyze an Incident which reveals that an underlying Problem exists   | R*  | R*       | Responsibility (R) is to be clarified and agreed during Transition phase. |
|              | Enable automated detection of an infrastructure or application fault, using tools which reveal the need of a Problem ticket   | R*  | R*       | Responsibility (R) is to be clarified and agreed during Transition phase. |
|              | Coordinate notification from a Vendor, Supplier or Contractor that a Problem exists that has to be resolved   | R*  | R*       | Responsibility (R) is to be clarified and agreed during Transition phase. |
|              | Carry out Problem Management proactively through analysis of Incidents  | R*  | R*       | Responsibility (R) is to be clarified and agreed during Transition phase. |
| <b>4.2.2</b> | <b>Problem Logging</b>  |     |          |   |
|              | Record all relevant details for a full historic Problem ticket  | R   | C        |   |
|              | Document cross-reference to existing Incident(s)  | R   | C        |   |
|              | Categorize Problem  | R   | C        |   |
| <b>4.2.3</b> | <b>Problem Investigation and Diagnose</b>   |     |          |   |
|              | Reproduce the interruption(s)   | R   | C        |   |
|              | Provide effort estimation if an effort estimation limit is defined  | R   | A        |   |
|              | Approve effort estimation or inform that the request is no longer required and the ticket can be closed   | I   | R        |   |
|              | Perform root cause analysis of the interruption(s)  | R   |          |   |
|              | Document errors, problems, findings   | R   | I        |   |
| <b>4.2.4</b> | <b>Resolution of Problem (root cause)</b>   |     |          |   |
|              | Search in SAP ONE Support Launchpad / SAP Service Marketplace (SMP) notes database for known problem solutions and in SAP Help Portal   | R   |          |   |
|              | Document of solution path(s) to make the business process usable  | R   |          |   |
|              | Propose solution path(s) to resolve the Problem   | R   | I        |   |
|              | Decide and approve solution path  | I   | R        |   |
|              | If required: Forward non-AMS related request to SAP as software vendor, incl. monitoring the processing of product support tickets, initiating necessary escalations, and reporting the result back to the customer | R   | I        |   |
|              | Implement the agreed solution path  | R   | I        |   |
|              | Document test details   | R   | A        |   |

# Roles & Responsibilities for Cloud Application Services

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| Services     | SAP   | Customer | Remarks |  |
|--------------|---|----------|---------|--|
| <b>4.2</b>   | <b>AMS Problem Management</b>   |          |         |  |
|              | Transport changes   | R*       | R*      | Responsibility (R) is to be clarified and agreed during Transition phase.<br>If applicable |
|              | Document changes (programs, interfaces, customizing, system settings, etc.) | C        | R       | If applicable  |
|              | Inform all involved business parties  | C        | R       |  |
| <b>4.2.5</b> | <b>Completion of Problem Management</b>                                     |          |         |  |
|              | Approve fulfillment of the request / close ticket                           | I        | R       |  |

# Roles & Responsibilities for Cloud Application Services

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| Services       |   | SAP | Customer | Remarks   |
|----------------|---|-----|----------|---|
| <b>4.3</b>     | <b>AMS Change Management</b>  |     |          |   |
| <b>4.3.1</b>   | <b>Description of Request for Change</b>  |     |          |   |
|                | Identify and evaluate requirement (e.g. new functionality, new process, etc.)                           | C   | R        |   |
|                | Provide detailed description of the required change   | C   | R        |   |
| <b>4.3.2</b>   | <b>Analysis of Request for Change</b>   |     |          |   |
|                | Understand required change  | R   | C        |   |
|                | Document solution proposal  | R   | I        |   |
|                | Provide effort estimation if an effort estimation limit is defined                                      | R   | A        |   |
|                | Approve effort estimation or inform that the request is no longer required and the ticket can be closed | I   | R        |   |
| <b>4.3.3</b>   | <b>Plan / Project Management</b>  |     |          |   |
|                | Launch a project, project management by SAP Engagement Manager  | R   |          | If applicable   |
|                | Initiate contractual Change Request procedure   | R   | A        | If applicable   |
|                | Create a project plan   | R   | I        |   |
|                | Nominate further resources and provide staffing   | R   | I        | If applicable   |
|                | Initiate a meeting to coordinate the tasks / time frame   | R   |          |   |
|                | Define transport strategy   | R   | I        |   |
| <b>4.3.4</b>   | <b>Change Implementation</b>  |     |          |   |
| <b>4.3.4.1</b> | <b>Development</b>  |     |          |   |
|                | Develop and implement the desired change  | R   | C        |   |
| <b>4.3.4.2</b> | <b>Test</b>   |     |          |   |
|                | Create test plan  | R   | C        | See sheet "Test Mgmt & Execution"   |
|                | Create test cases   |     | R        | See sheet "Test Mgmt & Execution"   |
|                | Perform functional testing  | R   |          | See sheet "Test Mgmt & Execution"   |
|                | Perform scenario (integration) testing  |     | R        | See sheet "Test Mgmt & Execution"   |
|                | Document test details   | R   | A        | See sheet "Test Mgmt & Execution"   |
| <b>4.3.4.3</b> | <b>Deployment</b>   |     |          |   |
|                | Transport changes   | R*  | R*       | Responsibility (R) is to be clarified and agreed during Transition phase. If applicable |
|                | Document changes (programs, interfaces, customizing, system settings, etc.)                             | C   | R        | If applicable   |
| <b>4.3.5</b>   | <b>Finalization</b>   |     |          |   |
|                | Update existing user- and program and process documentations  | C   | R        |   |
|                | Develop end user training material  |     | R        |   |

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| Services     |   | SAP | Customer | Remarks   |
|--------------|---|-----|----------|---|
| <b>4.3</b>   | <b>AMS Change Management</b>                      |     |          |   |
|              | Train Key Users                                   | R*  | R*       | Responsibility (R) is to be clarified and agreed during Transition phase. |
| <b>4.3.6</b> | <b>Completion</b>                                 |     |          |   |
|              | Approve fulfillment of the request / close ticket | I   | R        |   |

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| Services       |   | SAP | Customer | Remarks       |
|----------------|---|-----|----------|---------------|
| <b>4.4</b>     | <b>AMS Request Fulfillment</b>  |     |          |               |
| <b>4.4.1</b>   | <b>Description of Request</b>   |     |          |               |
|                | Provide detailed description of the request   |     | R        |               |
|                | Analyze and categorize the request  | R   |          |               |
| <b>4.4.2a</b>  | <b>Service Request</b>  |     |          |               |
| <b>4.4.4.1</b> | <b>If required: Plan / Project Management</b>   |     |          |               |
|                | If required: Launch a project, project management by SAP Engagement Manager                             | R   |          |               |
|                | Create a project plan   | R   | I        |               |
|                | Initiate contractual Change Request procedure   | R   | A        | If applicable |
|                | Nominate further resources and provide staffing   | R   | I        | If applicable |
| <b>4.4.4.2</b> | <b>Fulfillment</b>  |     |          |               |
|                | Provide effort estimation if an effort estimation limit is defined                                      | R   | A        |               |
|                | Approve effort estimation or inform that the request is no longer required and the ticket can be closed | I   | R        |               |
|                | Perform requested activity  | R   | C        |               |
| <b>4.4.2b</b>  | <b>Standard Change</b>  |     |          |               |
|                | Define customer specific Standard Change  | C   | R        | If applicable |
|                | Document customer specific Standard Change  | R   | C        |               |
|                | Implement customer specific Standard Change   | R   | I        |               |
| <b>4.4.2c</b>  | <b>Continuous Operations</b>  |     |          |               |
|                | Define recurring activities (scope, frequency, start and end date, effort)                              | C   | R        |               |
|                | Fulfill proactive periodic support  | R   | I        |               |
|                | Fulfill minor maintenance task  | R   | I        |               |

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| Services       |  | SAP | Customer | Remarks |
|----------------|--|-----|----------|---------|
| <b>4.5</b>     | <b>AMS Event Management</b>                    |     |          |         |
| <b>4.5.1</b>   | <b>Monitoring activities</b>                   |     |          |         |
|                | Execute defined monitoring activities          | R   |          |         |
|                | Document monitoring activities                 | R   |          |         |
|                | Review of monitoring items                     | R   |          |         |
|                | Document alerts and Events                     | R   | I        |         |
| <b>4.5.2</b>   | <b>Event / Incident handling</b>               |     |          |         |
| <b>4.5.2.1</b> | <b>Non-exceptional Event</b>                   |     |          |         |
|                | Perform and resolve Event with "easy" solution | R   | I        |         |
| <b>4.5.2.2</b> | <b>Exceptional Event</b>                       |     |          |         |
|                | Request Incident ticket for "complex" solution | R   | I        |         |