

**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**

**Data Quality Optimization**

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

SAP will provide CAS services as described herein for the SAP cloud environment systems and related system landscape in scope subject to the usage metric volume purchased by Customer as set forth in the applicable order form.

Solution Scope

SAP will profile data domains through routine scanning of data sources and provide data quality scores reflective of the data domain. SAP will initiate remediation activities for high risk findings.

Approach and Activities

SAP will conduct this service as follows:

- SAP will validate the setup and establish baseline configuration of Information Steward.
- SAP will identify the data sources for the respective data domains and establish baseline quality scores.
- SAP will scan data sources for the following Master Data Domains:
  - Customer Master
  - Vendor Master
  - Material Master
  - Employee Master
  - Financials Master
  - Supplier Master
- SAP will provide the customer with a scorecard for data quality KPIs.
- SAP will identify areas of risk and initiate remediation for high risk findings.

**2. USAGE METRIC OF CLOUD APPLICATION SERVICES (CAS)**

<u>Service Scope item</u>	<u>Usage Metric</u>
Data Quality Optimization	System landscape

\*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.

### **3. 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.
- b) Information Steward must be available to perform the service.
- c) Customer will provide relevant system access as requested.

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**Roles & Responsibilities for CAS**

Version: 2021/10



Services		SAP	Customer	Remarks	
<b>1</b>	<b>Data Integration and Lifecycle Management</b>				
<b>1.1</b>	<b>Data Quality Optimization</b>				
<b>1.1.1</b>	<b>Service Preparation</b>				
	TO_IS_1.1.14_AE	Validate Information Steward setup and configuration	R	C	If applicable
		Connect SAP Data Intelligence to the Customer data environment	R	I	If applicable, when Information Steward is not available
		Select master data domains to be reviewed	R	C	
		Analyze applications, data policies, data lineage, integrity rules and cleansing success criteria	R	C	
<b>1.1.2</b>	<b>Quality Optimization</b>				
	TO_IS_1.1.15_AE	Collect metadata and assess data quality	R	A	
		Profile the data to assess quality	R	C	
		Produce data quality scorecard	R	C	
		Develop recommendations for remediation of high risk findings	R	C	

# Roles & Responsibilities for Cloud Application Services

Version: 2021/10



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 <u>advise, assist, support</u> 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 the Change Request procedure (Order Form Exhibit 2).