

**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**

Regression Testing

1. SCOPE OF CLOUD APPLICATION SERVICES (CAS)

SAP will provide CAS services as described herein for the SAP S/4HANA 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 perform regression testing of the SAP S/4HANA cloud environment systems in scope as described herein following an update to the system.

Approach and Activities

SAP will conduct this service as follows:

- SAP will coordinate 1 regression test cycle annually, align with Customer's test strategy, approach and schedule with respect to the Customer defined test scope.
- SAP will leverage Customer's instance of Test Management Tool as system of record for testing.
 - SAP will provide configuration of Test Management Tool (e.g. Solution Manager, MicroFocus Quality Center, Tricentis, WorkSoft)
 - SAP will provide maintenance of Test Management Tool during the regression test cycles.
- SAP will verify functionalities which are required for test planning, testing execution, including reporting of testing processes and defect creation within Customer's Test Management Tool according to Customer's test approach and make recommendations for configuration, if required.
- SAP will use Customer provided test case documentation for test execution.
- SAP will perform the maintenance of test case documentation, if required.
- SAP will monitor and control testing execution, including reporting of testing progress to the Customer.
- Identified defects will be reported and managed through the agreed Defect Management process.

*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.

Exclusions

The following services are not included:

- Testing of non-SAP systems is out of scope of the test execution.

2. USAGE METRIC OF CLOUD APPLICATION SERVICES (CAS)

<u>Service Scope item</u>	<u>Usage Metric</u>
Regression Testing	Transactions / process steps Regression Test Cycles / Year

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) Customer is responsible to provide detailed scope of testing.
- c) Customer can tailor a test scope which consists of E2E-scenarios, business processes and single T-Codes/Transactions/Process Steps. In context to the usage metric it's only relevant that the total amount of 200 transactions/process steps is not exceeded. The appearance of a single transaction or process step in several business processes or E2E scenarios is considered with the frequency of appearance for total amount.
- d) Customer is responsible to provide detailed manual test cases with detailed execution steps.
- e) Customer is responsible to inform about changes in transactions/process steps and provide documentation to SAP CAS to enable test case update.
- f) Customer is responsible to provide test data to support the regression test cycle, including master data/conversion data/transactional data.
- g) Customer responsible for knowledge transfer of Test Management Tool (Exclusion Solution Manager and Micro Focus Quality Center)

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Roles & Responsibilities for CAS

Version: 2021/10



Services		SAP	Customer	Remarks
1	Test Management & Execution			
1.1	Regression Testing			
1.1.1	Test Planning			
	Alignment with customer's test strategy / approach	R	C	
	Propose related update of testing service plan	R	C	
	Align planning of tests with Release & Deployment Management	R	C	
	Align planning of tests with project deployments	C	R	Includes alignment with Customer projects outside CAS engagements
	Release testing service plan	I	R	
	Manage effectiveness of testing service plan	R	C	
1.1.2	Test Preparation			
	CAS_2.1.01 Provide detailed plan for test management execution	R	C	
	Provide detailed manual test cases with detailed execution steps	C	R	
	Provide a test system with appropriated test data (master data/ converted data/ transactional data)	C	R	
1.1.3	Test Execution			
	Execute unit testing before handover of new developments to test management	C	R*	Responsibility (R) goes to SAP CAS when Functional application management and improvements are provided by SAP CAS
	Execute configuration testing before handover of new/adjusted business configuration to test management, document test procedure and results	C	R*	Responsibility (R) goes to SAP CAS when Functional application management and improvements are provided by SAP CAS
	CAS_2.1.02 Perform manual tests based on defined test cases and report issues and defects	R	I	
	Provide defect resolution	C	R*	Responsibility (R) goes to SAP CAS when Functional application management and improvements are provided by SAP CAS
	Re-test, as required for resolved defects only	R	I	
1.1.4	Test Library Maintenance			
	Perform maintenance on manual test cases	R	I	
1.1.5	Test Management Platform			
	Provide Test Management Tool as a system for record of testing	I	R	
	Verification of correct functionality of Test Management Tool	R	I	
	CAS_2.1.03 Configure the Test Suite in SAP Solution Manager	R	C	If applicable
	Test Management Tool Configuration and maintenance during regression test cycle	R	I	Valid for 3rd party test tools

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	Responsible 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	Accountable 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	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).
Note 1	Service available for an additional fee and may be requested via the Change Request procedure (Order Form Exhibit 2).