

SAP Business One Cloud
SAP Business One Cloud
Supplemental Terms and Conditions
補充條款與條件

This Supplement is part of an Agreement for SAP Cloud Services between SAP and Customer and applies only to SAP Business One Cloud (the “Cloud Service”). Any documents referenced in this Supplement are available upon request.

本補充條款係 SAP 與客戶之間就 SAP 雲端服務所訂合約之一部分，僅適用於 SAP Business One Cloud (以下簡稱「雲端服務」)。客戶可索取本補充條款所引用之任何文件。

1. Definitions

名詞定義

“**Add-Ons and Extensions**” means a set of Business One Application-related functionality created by, SAP or SAP partners for use by multiple customers that have been reviewed by SAP in accordance with SAP's program guidelines for Cloud Service Add-ons and Extensions.

「**附加元件與擴充功能**」係指由 SAP 或 SAP 合作夥伴所建立的一組 Business One 應用程式相關功能，供多個客戶使用，SAP 已依據 SAP 的雲端服務附加元件與擴充功能計劃指南審查這些客戶。

“**Business One Application**” means the SAP Business One, version for SAP HANA software application.

「**Business One 應用程式**」係指 SAP Business One (適用於 SAP HANA 軟體應用程式的版本)。

“**Business One Company**” is a Business One Application object that represents a set of master data, configuration, reports and transactions that represent a Customer's business unit / legal entity. This object may also represent an overall purpose or state of that business unit, division or legal entity. For example, as production, test, training, development or archived company. In the Cloud Service this object is contained in a HANA database schema and maybe copied and restored to represent one or more of these states not to exceed the number of Business One Companies licensed by the Customer. Additional Company Databases may be added via subscription by the Customer as required with the metric “Entities”. Entities are the total number of legal entities.

「**Business One 公司**」為 Business One 應用程式物件，代表一組主檔資料、組態、報表和交易，該物件代表客戶業務單位/法律實體。此物件也可能代表該業務單位、部門或法律實體的整體目的或狀態。例如，作為生產、測試、訓練、開發或歸檔的公司。雲端服務中，此物件包含在 HANA 資料庫綱要中，可能經複製和儲存來代表一個或多個這類狀態，但不超過客戶所授權的 Business One 公司數目。客戶得按需求以「實體」為度量訂閱額外的公司資料庫。實體係指法人實體總數。

“**Connectivity App(s)**” means any integration technology whose primary function is to directly connect disparate applications to enable the direct communication and/or management of data between such disparate applications by/through such integration technology.

「**連線應用程式**」係指任何此類整合性技術：其主要功能在藉由/透過此一整合技術直接連結互不相同的應用程式，使得前開互異的應用程式間能直接溝通及/或管理資料。

“**SAP Technology Solution**” means means SAP NetWeaver Foundation for Third Party Applications, SAP Cloud Platform (excluding when used solely as a Connectivity App between an SAP Application and ERP) and SAP IoT Application Enablement (including any renamed and/or successor versions of any of the foregoing made generally available by SAP (if any))

「**SAP 技術解決方案**」係指適用於第三人應用程式之 SAP NetWeaver Foundation、SAP Cloud Platform (當其作為 SAP 應用程式與 ERP 間之連線應用程式使用時，則排除之)，以及 SAP IoT Application Enablement (包括上述 SAP 一般提供之軟體經重新命名及/或後來的版本(如果有該版本))。

“**Services Description**” means the document made available by SAP describing the services provided by SAP as part of the Cloud Service available at https://www.sap.com/about/cloud-trust-center/cloud-service-level-agreements/cloud-services.html?search=business&sort=title_asc. The Services Description may be updated by SAP from time to time, subject to the relevant provisions in the Agreement.

「服務說明」係指 SAP 所提供的文件，說明雲端服務中 SAP 所提供的服務，可於以下網址取得該文件：
https://www.sap.com/about/cloud-trust-center/cloud-service-level-agreements/cloud-services.html?search=business&sort=title_asc。服務說明得由 SAP 不時更新，並受合約相關條款限制。

“User” means, for purpose of the Cloud Service, individuals authorized under this Agreement to access the Cloud Service.

「使用者」係指為雲端服務用途，依此合約得授權存取雲端服務的個人。

2. FEES 費用

- 2.1. Named User Exception. Users of the SAP Business One Application which interfaces to a separate Customer SAP ERP installation ('SAP ERP on-premise', 'SAP S/4HANA on premise' and 'SAP S/4HANA Cloud') are not required to be licensed as SAP Named Users under Customer's agreement with SAP or an authorized SAP affiliate for such SAP ERP system.

指定用戶例外。SAP Business One 應用程式使用者所使用之 SAP Business One 軟體，如對個別被授權人的 ERP 安裝執行個體提供介面（以下稱為「SAP ERP 內部部署」、「SAP S/4HANA 內部部署」及「SAP S/4HANA Cloud」），該個人無須依客戶與 SAP 或 SAP 授權關係企業之合約獲授權成為 SAP ERP 系統之 SAP 指定用戶，亦得安裝 SAP ERP。

- 2.2. SAP Business One Cloud Starter Package Edition includes the following User types and is subject to the following conditions:

SAP Business One Cloud (入門套件版) 包括下列使用者類型，並受以下條款規限：

- 2.2.1. Starter Package User is a User who performs operational related roles supported by the Starter Package Edition. The Starter Package User does include the rights granted under a Mobile Application User and Indirect Access User. The Starter Package User does not include the rights granted under a Professional User. Microsoft remote desktop services are included in the subscription fee.

Starter Package User 係執行營運相關角色的使用者，這些角色受入門套件版支援。Starter Package User 包含 Mobile Application User 和 Indirect Access User 所授予的權利。Starter Package User 不包含根據 Professional User 所授予的權利。訂購費用中亦涵蓋 Microsoft 遠端桌面服務。

- 2.2.2. The maximum number of Starter Package Users in this edition is five (5). If Customer requires more than five (5) Starter Package Users, all Users will need to be Professional or Limited Users under the SAP Business One Cloud Professional Edition.

此版本的 Starter Package User 最大數量為五 (5) 個。若使用者請求多於五 (5) 個 Starter Package User，所有使用者皆是 SAP Business One Cloud 專業版的 Professional User 或 Limited User。

- 2.2.3. The minimum requirements for the Business One Cloud Starter Package Edition is three (3) Starter Package Users. Business One Cloud 入門套件版的最低要求為三 (3) 個 Starter Package 使用者。

- 2.2.4. The Starter Package User cannot be combined with any other User types. Starter Package User 無法與另一種使用者類型結合。

- 2.2.5. One (1) Business One Company is included with the SAP Business One Cloud Starter Package Edition. Additional Business One Companies may be added via subscription by the Customer as required.

SAP Business One Cloud 入門套件版包含一 (1) 個 Business One 公司。客戶得按需求訂閱額外的 Business One 公司。

- 2.3. SAP Business One Cloud Professional Edition includes the following User types and is subject to the following conditions:

SAP Business One Cloud (專業版) 包括下列使用者類型，並受以下條款規限：

- 2.3.1. Professional User is a User who performs operational related roles supported by the Cloud Service. The Professional User is needed to administer company specific settings in the Business One Company and work with Production and Material Resource Planning (MRP). The Professional User does include the rights granted under a Mobile Application, Limited and Indirect Access User. Microsoft remote desktop services are included in the subscription fee.

Professional User 係執行營運相關角色的使用者，這些角色受雲端服務支援。使用者在 Business One 公司中管理公

司特定的設定和運用生產和物料資源規劃 (MRP) 時，需要使用 Professional User。專業使用者包含 Mobile Application、Limited 和 Indirect Access User 授權所授予的權利。訂購費用中亦涵蓋 Microsoft 遠端桌面服務。

2.3.2. Limited User is a User who has access rights to the Cloud Service functionality to support operational processing and information requirements in a specific role. Each Limited User can be requested as one of these roles: CRM, Financial or Logistic. The Limited User does include the rights granted under the Mobile Application and Indirect Access User. Microsoft remote desktop services are included in the subscription fee.

Limited User 係擁有雲端服務功能存取權的使用者，在特定角色下可支援營運處理及資訊要求。每一 Limited User 可要求執行以下任一角色: CRM、財務或物流。Limited User 包含 Mobile Application 和 Indirect Access User 授權所授予的權利。訂購費用中亦涵蓋 Microsoft 遠端桌面服務。

2.3.3. Mobile Application User is a User who has access rights to the 'SAP Business One Sales' or 'SAP Business One Service' mobile application only. It can access SAP partners and customers' Add-Ons and Extensions. Microsoft remote desktop services are not included in the subscription fee.

行動應用程式使用者為僅具有「SAP Business One Sales」或「SAP Business One 服務」行動應用程式存取權的用戶。其得存取 SAP 合作夥伴與客戶之附加元件與擴充功能。訂購費用中不涵蓋 Microsoft 遠端桌面服務。

2.3.4. Indirect Access User is a User authorized to access SAP Business One via its application programming interfaces only. It cannot access any of the user interfaces (desktop and mobile) developed by SAP. Microsoft remote desktop services are included in the subscription fee.

Indirect Access User 係僅可透過其應用程式開發介面存取 SAP Business One 之授權使用者。此執行個體無法存取任何由 SAP 開發之使用者介面 (桌面版與行動版)。訂購費用中亦涵蓋 Microsoft 遠端桌面服務。

2.3.5. SAP Business One Indirect Access by non-employees is an Instance authorized to access SAP Business One via its application programming interfaces only. It cannot access any of the user interfaces developed by SAP (except the login and password screen). It cannot be used by employees and contingent workers (including statement of work-based consultants, independent contractors; freelancers, other outsourced and non-permanent workers who are hired on a per-project basis). Instances are unique connections to a single specified application or technology type. The SAP Application(s) and their required instances can be used without additional license fee. For the purpose of this Section, "SAP Application(s)" means all SAP software (including third-party software licensed by SAP) licensed under a license agreement with an SAP entity/authorized partner and/or SAP cloud services for which Customer has a valid subscription, excluding SAP Technology Solutions and all database Packages. Microsoft remote desktop services are not included in the subscription fee.

SAP Business One Indirect Access by non-employees 係僅可透過其應用程式開發介面存取 SAP Business One 之授權執行個體。此執行個體無法存取任何 SAP 開發之使用者介面，但登入與密碼畫面不在此限。員工和臨時工作者 (包括依工作說明書接受委託之顧問、獨立約聘人員、自由接案人員、其他依專案雇用的外包及非永久性工作人員) 不得使用此執行個體。執行個體係指與單一指定應用程式或技術類型的唯一連線。使用 SAP 應用程式和其必要執行個體，無須支付額外授權費用。在本條中，「SAP 應用程式」係指透過授權合約取得授權的所有 SAP 軟體 (包括 SAP 授權的第三方軟體)，該合約是客戶與 SAP 實體/授權合作夥伴簽訂的授權合約，及/或客戶有效訂閱的 SAP 雲端服務的授權合約，但上述 SAP 雲端服務不包括 SAP Technology 解決方案和所有資料庫套件。訂購費用中不涵蓋 Microsoft 遠端桌面服務。

2.3.6. The minimum requirements for the Business One Cloud Professional Edition is three (3) Professional Users. Business One Cloud 專業版的最低要求為三 (3) 個 Professional User。

2.3.7. Two (2) Business One Companies are included with the SAP Business One Cloud Professional Edition. Additional Business One Companies may be added via subscription by the Customer as required. SAP Business One Cloud 專業版包含兩 (2) 個 Business One 公司。客戶得按需求訂閱額外的 Business One 公司。

3. Cloud Service Scope

雲端服務範圍

3.1. The Cloud Service includes the following core SAP Business One modules

雲端服務包括下列核心 SAP Business One 模組

- Administration 管理
- Financials 財務
- Opportunities 商機

- Sales – A/R
銷售 – 應收帳款
- Banking
銀行業務
- Production
正式運作
- Human Resources
人力資源
- Purchasing – A/P
採購 – 應付帳款
- Inventory
投資
- MRP
MRP
- Project Management
專案管理
- Business Partner
業務合作夥伴
- Resources
資源
- Service
服務

- 3.2. The Cloud Service includes a runtime version of SAP Crystal Reports for SAP Business One. SAP provides pre-configured SAP Crystal Reports as a part of the Cloud Service. Such SAP provided reports are available to all Users without additional subscription fee.

雲端服務包含 SAP Business One 的 SAP Crystal 版的執行時期版本 SAP 提供預先組態的 SAP Crystal Reports 作為雲端服務的一部分。所有使用者皆無須另行支付訂閱費用，即可使用此類 SAP 提供的報告。

- 3.3. The Cloud Service can only be used with the localizations supported by the Cloud Service. The Cloud Service will be issued 'per localization'.

雲端服務僅可與雲端服務支援的本地化搭配使用。將於「每次本地化」核發雲端服務。

4. **Implementation Services.**

執行服務。

The Customer is responsible for the initial set-up, configuration and any integration of the Cloud Service. Some set-up and/or configuration effort is required to use the Cloud Service and is not included with a subscription to the Cloud Service. The Customer may contract with the authorized SAP partner from whom the Customer has purchased the SAP Cloud subscription.

客戶負責雲端服務的初始設定、組態和任何整合。使用雲端服務需要某些設定和/或組態工作，且該設定和/或組態工作不包含於對雲端服務的訂閱中。客戶得與授權 SAP 合作夥伴訂立契約，客戶向該夥伴採購 SAP 雲端訂閱。

5. **Support Services**

支援服務

SAP provides support services for the Cloud Service in accordance with Attachment 1 to this Supplement. SAP operates a shared support model for the Cloud Service in which certain services will be provided by the authorized SAP partner from whom Customer has purchased the Cloud Service subscription.

SAP 應依本補充條款之附件 1 為雲端服務提供支援服務。SAP 針對雲端服務運作共用支援模型，其中的特定服務由客戶自其採購雲端服務訂閱的 SAP 夥伴提供。

Attachment 1

附件 1

To

附於

SAP Business One Cloud

SAP Business One Cloud

Supplemental Terms and Conditions

補充條款與條件

Support Services for SAP Business One Cloud

SAP Business One Cloud 的支援服務

This Attachment 1 (Support Services for SAP Business One Cloud) describes the Support Services provided by SAP to the Customer for the Cloud Service. All capitalized terms not defined in this Attachment shall have the meaning ascribed in the Agreement. SAP may modify the scope of the Support Services from time to time at its own discretion in accordance with the terms of Agreement.

本附件 1 (SAP Business One Cloud 的支援服務) 說明 SAP 針對雲端服務提供給客戶的支援服務。本附件中未定義之所有大寫詞彙應具備本合約為其定義之含意。SAP 得自行決定按合約條款不時修改支援服務的範圍。

1. Definitions:

名詞定義：

“**Incident**” means a fault, an error or a malfunction of the Cloud Service.

「**事故**」係指雲端服務的過失、錯誤或故障。

“**Initial Reaction Time**” means the defined time between acknowledgement of entry of an Incident and the provision of a qualified response to the Customer. At priority "very high", the time is measured in real time. At all other priorities, the time is measured in business hours between 9am and 6pm local time.

「**初始回應時間**」係指從確認輸入事故到向客戶提供有效回應之間的定義時間。優先順序「非常高」時，時間即時計量。對其他優先順序，時間在上午 9 時到下午 6 時之間的營業時間計量。

“**Maximum Processing Time**” means defined time acknowledgement of an Incident and provision of a solution or a workaround to Customer.

「**最長處理時間**」係指從確認事故到對客戶提供解決方案或因應措施的定義時間。

“**Support Services**” means the services outlined in this Attachment 1.

「**支援服務**」係指在附件 1 概述的服務。

2. SAP Support Services Responsibilities.

SAP 支援服務責任。

2.1. SAP will not provide Support Services under the following circumstances:

SAP 將不會在以下情況中提供支援服務：

2.1.1. any problem that arises because the Cloud Service was altered without SAP consent or that arises from the use of the Cloud Service in breach of the Agreement.

由於未經 SAP 同意而更改雲端服務，或雲端服務使用方式違反合約所導致的任何問題。

2.1.2. any problem that arises in connection with the use of the Cloud Service that was not distributed by SAP as part of the Cloud Service, even if such products are delivered together with the Cloud Service.

SAP 並未包含在雲端服務中而經銷之雲端服務在使用上產生的任何問題，即便該產品係隨同雲端服務而交付，亦同。

2.1.3. that results from inappropriate configuration, unsatisfactory Customer training, lack of or incorrect business design or incorrect operation.

組態不當、客戶訓練不足、缺乏商業設計或商業設計不正確、不正確營運所導致的情況。

2.2. The following activities for the Cloud Service are part of the of the shared support model between SAP and the authorized SAP partner from whom Customer has purchased the Cloud Service subscription:

客戶採購雲端服務訂閱的授權 SAP 合作夥伴與 SAP 之間之共同支援模型包含下列雲端服務活動：

Activities 活動	SAP SAP	Partner 合作夥伴
Infrastructure and Server Management 基礎架構與伺服器管理		
Server Management (all servers) up to and including the OS 直到並包括作業系統的伺服器管理 (所有伺服器)	X	
Server OS and Network Infrastructure Patch Management 伺服器作業系統和網路基礎建設修補程式管理	X	
Network Management 網路管理	X	
Initial Landscape configuration 初始架構組態	X	
Initial Installation and configuration of the landscape with associated components 具有相關元件的架構初始安裝和組態	X	
Initial and ongoing Server configuration and management 初始和持續的伺服器組態和管理	X	
Backup Services 備份服務	X	
Monitoring 監控		
Infrastructure Monitoring (Memory, CPU, disk) 基礎建設監控 (記憶體、CPU、磁碟)	X	
Capacity Monitoring 容量監控	X	
Security 安全性		
Network Infrastructure Security (i.e.: Firewall, IDS/IPS) 網路基礎建設安全性 (例如防火牆、IDS/IPS)	X	
Server OS Security Patching 伺服器作業系統安全性修補	X	
Access Security 存取安全性	X	X
DDoS Monitoring DDoS 監控	X	
Security Software: Anti-Virus 安全性軟體：防毒	X	
Application security vulnerability and penetration testing and application security auditing 應用程式安全性弱點和滲透測試與應用程式安全性稽核		X

Activities 活動	SAP SAP	Partner 合作夥伴
Secure custom application development 安全自訂應用程式開發		X
Security incident management related to hosting environment 相關於託管環境的安全性事故管理	X	
Security incident management related to non-SAP application code (initial alerting) 相關於非 SAP 應用程式代碼的安全性事故管理 (初始警示)	X	
Security incident management related to non-SAP application code (mitigation / re-mediation) 相關於非 SAP 應用程式代碼的安全性事故管理 (減緩/補救)		X
Database Management 資料庫管理		
Database installation and configuration 資料庫安裝和組態	X	
Patching of the database 資料庫修補	X	
Database backup and restore 資料庫備份和還原	X	
Database monitoring 資料庫監控	X	X
End User Lifecycle Management 終端使用者生命週期管理		
Provisioning of new End User tenants 分配新終端使用者承租人的識別資料		X
Creation and control of End User user access 終端使用者的使用者存取建立與控制		X
Deployment of extensions to the landscape and to End User tenants 部署擴充功能到架構與終端使用者承租人		X
Upgrade of End User tenants to later SAP Business One patches 更新終端使用者承租人至更新的 SAP Business One 修補程式		X
User Acceptance Testing 使用者驗收測試		X
SAP Business One Cloud Landscape upgrades SAP Business One 雲端架構更新	X	X
Support & Incident Management 支援與事故管理		
First line support. Support Level 1 第一線支援。支援層級 1		X
Create new incident based on automated alerts or support request by phone or email from End User 基於自動化警示、或終端使用者透過電話或電子郵件請求的支援而建立新事故		X

Activities 活動	SAP SAP	Partner 合作夥伴
Capture incident details 擷取事故詳細資料		X
Categorize incident 分類事故		X
Prioritize incident 排列事故優先順序		X
Investigate and diagnose incident reporting by End User 調查和診斷終端使用者的事件報告	X	
Assign incident to appropriate support group within SAP for resolution 將事故指派給 SAP 內合適的支援群組以供解析		X

3. Shared Support Model 共用支援模型

Under the shared support model for the Cloud Service, together with the authorized SAP partner from whom Customer has purchased the Cloud Service subscription, SAP provides Support Services. In this model, the authorized SAP partner acts as primary support contact to the Customer for the Cloud Service. This means that the authorized SAP partner will receive all inquiries and Incidents from Customer and will provide primary support for any Incident raised by the Customer for the Cloud Service on behalf of SAP per its Customer contract.

在雲端服務的共用支援模型下，客戶向其採購雲端服務訂閱的授權 SAP 合作夥伴，會與 SAP 一同提供支援服務。在這個模型中，授權 SAP 合作夥伴係對客戶的雲端服務主要支援聯絡人。這即是指，授權 SAP 合作夥伴將從客戶接收所有查詢和事故，並將按 SAP 的客戶合約，代表 SAP 提供主要支援給任何由客戶針對雲端服務提出的事故。

4. Customers Responsibilities 客戶責任

4.1. Customer will designate two (2) primary users that will raise and respond to support Incidents. Customers shall provide to SAP and the authorized SAP partner contact details (e-mail address and telephone number) by means of which the Customer contact or the authorized representative of such Customer contact can be contacted.

客戶應指定兩 (2) 個主要使用者，該使用者應提出和回應支援事故。客戶應對 SAP 和經授權 SAP 夥伴聯絡人提供聯絡資料 (電子郵件和電話號碼)，使其可經由該資料連絡客戶聯絡人或該客戶聯絡人的經授權代表。

4.2. To receive support services hereunder, customers shall reasonably cooperate with the authorized SAP partner and SAP to resolve support Incidents, and shall have adequate technical expertise and knowledge of their configuration of the Cloud Service to provide relevant information to enable the authorized SAP partner and SAP to reproduce, troubleshoot and resolve the experienced error such as, by way of an example, instance name, username, form name and screenshot.

為接受本文所載支援服務，客戶應合理配合授權 SAP 合作夥伴及 SAP 以解決支援事故，並應具備足夠技術專業並知悉其設定之雲端服務，以便提供相關資料，使授權 SAP 合作夥伴及 SAP 能夠重現、診斷並解決出現的錯誤，例如透過提供實例名稱、使用者名稱、表格名稱和截圖等方式幫助 SAP。

5. Incident Handling 事故處理

5.1. After receipt of the Incident, the following will be performed:

收到事故後，會執行下列動作：

- Check if Incident report from Customer is complete and if necessary, obtain missing data and information from Customer.
檢查來自客戶的事故報告是否完整，並於有必要時向客戶取得缺失的資料與資訊。
- Prepare a comprehensive description of the problem which is the basis of the Incident, which shall include all steps that led to occurrence of the Incident, full syntax of the problem message and surrounding system variables

or factors.

針對導致事故的問題準備全面說明，該說明應包括造成事故發生的所有步驟、問題訊息的完整語法和周邊系統變數或因素。

- Search for available SAP Notes and assign them to the Incident if relevant.
搜尋可用的 SAP 註記，並將相關的註記指派給事故；
- Search for errors using the data provided by Customer.
使用客戶提供的資料搜尋錯誤。
- Reproduce and isolate the Incident in the Customer's Business One Company or their own test environment with similar releases.
在客戶的 Business One 公司中或自己的版本相近的測試環境中重現和隔離事故。
- Analyze if the Incident can be attributed to a defect of the Cloud Service.
分析事故是否可歸因於雲端服務的瑕疵。
- Propose appropriate workaround if the Incident cannot be attributed to a defect of the Cloud Service.
若事故無法歸因於雲端服務的瑕疵，則提出適當的因應措施。
- Submit the Incident to SAP if the Incident can be attributed to a defect of the Cloud Service and if no SAP Note is available to solve the Incident.
若事故可歸因於雲端服務的瑕疵，且無 SAP 註記可用於解決事故，則將事故提交給 SAP。

5.2. Incident prioritization:
排列事故的優先順序：

Priority 優先順序	Definition 定義	Response Level 回應級別
Very High 非常高	<p>A problem message or Support Case is categorized with the priority "very high" if the problem has very serious consequences for normal business transactions and urgent work cannot be performed. This is generally caused by the following circumstances: 若問題對正常業務交易會造成非常嚴重的後果，且無法執行緊急工作，則問題訊息或支援案例會歸類為優先順序「非常高」。常見情況如下：</p> <ul style="list-style-type: none"> • Absolute loss of the Cloud Service 完全喪失雲端服務 • Malfunctions of central SAP system functions in the production system of the Customer 客戶生產系統中的中央 SAP 系統功能故障 • Delays to the planned production startup or upgrade within the next 3 workdays. 後 3 個工作日內規劃的正式運作啟動或升級發生延遲。 • The problem message requires immediate processing because the malfunction may cause serious losses. 此問題訊息需立即處理，因為故障可能導致嚴重損失。 	<p>Targeted Initial Reaction Time: 指定回應時間： 60 minutes (real time) 60 分鐘 (即時)</p> <p>Targeted Maximum Processing Time: 指定最長處理時間： 8 hours (real time) 8 小時 (即時)</p>

Priority 優先順序	Definition 定義	Response Level 回應級別
High 高	<p>A problem message or Support Case is categorized with the priority "high" if normal business transactions are seriously affected and necessary tasks cannot be performed. This is caused by incorrect or inoperable functions in the SAP system necessary in the actual situation. The problem message requires immediate processing because the malfunction can seriously disrupt the entire productive business flow.</p> <p>若正常業務交易受到嚴重影響並且無法執行必要作業，則問題訊息或支援案例應歸類為優先順序「高」。造成此情況的原因，是實際狀況所需的 SAP 系統中，功能出錯或無法操作。此問題訊息需要立即處理，因為此故障會嚴重中斷整個生產業務流程。</p>	<p>Targeted Initial Reaction Time: 指定回應時間： 4 business hours 營業時間內 4 個小時</p> <p>Targeted Maximum Processing Time: 指定最長處理時間： 2 business days 2 個工作日</p>
Medium 中	<p>A problem message or Support Case is categorized with the priority "medium" if normal business transactions are affected. The problem is caused by incorrect or inoperable functions in the SAP system</p> <p>如果正常業務交易受到影響，此問題訊息或支援案例應歸類為優先順序「中」。造成此問題的原因，是 SAP 系統中功能出錯或無法操作。</p>	<p>Targeted Initial Reaction Time: 指定回應時間： 8 business hours 營業時間內 8 個小時</p> <p>Targeted Maximum Processing Time: 指定最長處理時間： 4 business days 4 個工作日</p>
Low 低	<p>A problem message or Support Case is categorized with the priority "low" if the problem causes few or no effects on normal business transactions. The problem is caused by incorrect or inoperable functions in the SAP system that are not required daily, or which are rarely used.</p> <p>若事故對正常業務交易造成極少影響或根本無影響，則該事故應歸類為優先順序「低」。造成此問題的原因是 SAP 系統中非每日需要或甚少使用的功能出錯或無法操作。</p>	<p>Targeted Initial Reaction Time: 指定回應時間： 16 business hours 營業時間內 16 個小時</p> <p>Targeted Maximum Processing Time: 指定最長處理時間： 8 business days 8 個工作日</p>