Scope Document

范围文档

Advanced Success Plan

Advanced Success Plan [高级成功计划]

This Scope Document forms part of the Agreement if the Order Form lists Advanced Success Plan for eligible Cloud Services. The entitlements stated in this Scope Document apply solely to the Cloud Service for which the Advanced Success Plan has been purchased. These entitlements are in addition to the Support Schedule for Cloud Services incorporated into the Agreement.

如果订购单针对适用云服务列出了 Advanced Success Plan [高级成功计划]，则本范围文档构成协议的一部分。本范围文档中所述的权利仅适用于已购买 Advanced Success Plan [高级成功计划]的云服务。这些权利是对纳入协议的云服务支持协议的补充。

1. DEFINITIONS

定义

All capitalized terms used but not otherwise defined in the SAP General Terms and Conditions for Cloud Services ("GTC") herein shall have the meaning assigned to them in the Agreement.

未在 SAP 云服务一般条款和条件（以下简称"GTC"）中另行定义的所有以粗体显示的术语，其含义与协议中对其赋予的含义相同。

1.1. "**Local Business Hours**" means 8 a.m. (08:00) to 6 p.m. (18:00) Monday to Friday excluding local holidays, in accordance with the local time zone applicable to the Customer's address.

"**当地工作时间**"是指根据适用于客户地址的当地时区，周一至周五上午 8 点（08:00）至下午 6 点（18:00）（当地节假日除外）。

1.2. **"Session"** means the engagement period between Customer and SAP, where the Customer raises a request for assistance from SAP and SAP provides the assistance that drives the same to completion. The Session does not guarantee the achievement of a specific outcome or resolution.

"会话"是指客户与 SAP 之间的互动期，在此期间客户提出向 SAP 寻求协助的请求，而 SAP 提供协助直至该请求完成。会话并不保证取得具体成果或达成决议。

2. SCOPE

范围

2.1. Success Expert

成功专家

2.1.1. SAP shall provide access to a success expert available during Local Business Hours, to support the Customer in adoption of Cloud Service(s), proactively providing guidance and coordination support for the services outlined herein. In addition, such resource may:

SAP 应提供一名成功专家，在当地工作时间内提供服务，协助客户采用云服务，主动为本范围文档中规定的服务提供指导和协调支持。此外，此类资源还会：

(a) Provide guidance on how-to questions not relevant for technical support.

就与技术支持无关的操作性问题提供指导。

(i) Provide advice on technical and functional best practices.

就技术和功能卓越实践提供建议。

(ii) Provide guidance on Cloud Service functionality and features.

就云服务功能和特性提供指导。

(b) Facilitate the coordination and delivery of the services described in this Scope Document.

促进协调和交付本范围文档中所述的服务。

2.2. Customer Response Levels

客户响应等级

SAP responds to submitted support cases for solutions covered under the Advanced Success Plan in accordance with the response levels set out below. Priority classifications (P2, P3, P4) as defined in the Support Schedule for Cloud Services. The response levels below apply in addition to the standard response levels under the Support Schedule.

SAP 根据下述响应等级，响应针对 Advanced Success Plan [高级成功计划]覆盖的解决方案所提交的支持工单。优先级分类（P2、P3、P4）详见云服务支持协议。除支持协议中规定的标准响应等级外，下述响应等级也适用。

The response levels in this section do not apply to third-party products made available by SAP.

本节中的响应等级不适用于 SAP 提供的第三方产品。

Priority **优先级**	**Response Level** **响应等级**
P2	Initial Response: Within 2 hours of case submission for Advanced Success Plan. 初始响应：针对 Advanced Success Plan [高级成功计划]，在工单提交后的两（2）小时内。 Corrective Action Target: SAP to provide for cases either a resolution; or workaround; or action plan within 3 business days for Advanced Success Plan. 纠正措施目标：针对 Advanced Success Plan [高级成功计划]，SAP 将在三（3）个工作日内为工单提供解决方案、应急方案或行动计划。
P3	Initial Response: Within 4 business hours of case submission for Advanced Success Plan. 初始响应：针对 Advanced Success Plan [高级成功计划]，在工单提交后的四（4）个工作小时内。
P4	Initial Response: Within 1 business day of case submission for Advanced Success Plan. 初始响应：针对 Advanced Success Plan [高级成功计划]，在工单提交后的一（1）个工作日内。

2.3. Product and Adoption Guidance

产品和采用指导

2.3.1. SAP shall provide access to success experts to provide guidance on onboarding, product adoption and usage, best practices and operational excellence.

SAP 应提供与成功专家交流的途径，就启用、产品采用和使用、卓越实践和卓越运营提供指导。

2.3.2. SAP shall provide expert-led sessions that include recommendations based on SAP best practices or recommended configurations.

SAP 应提供由专家主导的会议，根据 SAP 卓越实践或推荐的配置提供建议。

2.4. Quality and performance monitoring platform

质量和性能监控平台

2.4.1. SAP shall provide Customer with access to additional quality and performance reporting within SAP Cloud ALM.

SAP 应为客户提供访问 SAP Cloud ALM [云应用生命周期管理]中附加质量和性能报告的权限。

2.4.2. The setup and configuration of SAP Cloud ALM and the connection to relevant data sources within the Customer's SAP Cloud Service are Customer's responsibility and are a prerequisite for the use of the services described in Section 2.4.

设置和配置 SAP Cloud ALM [云应用生命周期管理]并将其连接到客户 SAP 云服务内的相关数据源，是客户的责任和使用第 2.4 节所述服务的前提条件。

2.5. Activation and Optimization Services

激活与优化服务

2.5.1. SAP shall provide activation and optimization services. The Activation and Optimization Services constitute Professional Services within the meaning of the GTC. The following apply:

SAP 应提供激活与优化服务。该激活与优化服务构成 GTC 定义的专业服务。以下内容适用：

2.5.1.1. Only features included in the SAP approved element roster, shall qualify for Activation and Optimization Services.

仅 SAP 批准的要素清单中包含的功能才有资格获得激活和优化服务。

2.5.1.2. The duration of each service shall not exceed sixteen (16) hours, and no concurrent usage permitted.

每项服务的持续时间不得超过十六（16）个小时，且不允许并发使用。

2.5.1.3. The Activation and Optimization services are limited to one (1) active session at any given time and applies only to services aligned with the Customer's applicable scope. Simultaneous or parallel usage beyond the single concurrent session is not permitted.

激活与优化服务在任何给定时间仅限于一（1）个活动会话，并且仅适用于与客户适用范围一致的服务。不允许超过单个并发会话的同时使用或并行使用。

2.5.2. A current list of services is published and available at https://www.sap.com/about/trust-center/agreements.html.

当前服务列表已发布，详见 www.sap.cn/about/trust-center/agreements.html。

2.5.3. Coordination of services shall be conducted through the success expert.

应通过成功专家协调服务。

3. LANGUAGE

语言

3.1. SAP will provide all information in English language only.

SAP 仅以英语提供所有信息。

4. EXCLUSIONS

排除情况

4.1. This Scope Document excludes the execution and management of implementation; testing and test management; release/change control; organizational change management and training. It further excludes assuming responsibility or managing the Customer's existing implementations or business processes.

本范围文档不包括实施的执行和管理、测试和测试管理、版本/变更控制、组织变更管理和培训。本范围文档亦不包括承担客户现有实施项目或业务流程的责任，亦不对其进行管理。

5. CUSTOMER RESPONSIBILITIES

客户责任

5.1. In addition to responsibilities outlined in Section 4 of the Support Schedule for Cloud Services, the Customer shall also be responsible for the additional obligations set forth in this document. These responsibilities are supplementary and do not limit or replace any obligations described in the referenced document.

除云服务支持协议第 4 节所述的责任外，客户还应负责履行本文中规定的其他义务。这些是补充性的责任，并不限制或替代所引用文件中所述的任何义务。

5.2. Customer shall cooperate with SAP in good faith.

客户应与 SAP 真诚合作。

5.3. Customer shall designate a primary point of contact ("POC") to act as the liaison between the Customer and SAP.

客户应指定一名主要联系人（以下简称“联系人”），作为客户与 SAP 之间的联络人。

6. SERVICE LOCATION

服务地点

6.1. Services shall be delivered remotely.

服务应以远程方式交付。

7. CHANGES TO SERVICES

服务变更

7.1. The scope of the services offered by SAP may be changed by SAP at any time upon 90 days prior written notice to reflect the continuing development of SAP Cloud Services and technical advances.

SAP 提供的服务范围可由 SAP 随时变更，并提前九十（90）天书面通知，以反映 SAP 云服务的持续开发和技术进步。