Scope Document
Advanced Success Plan
範圍文件
Advanced Success Plan

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.

若訂購單列出 Advanced Success Plan 做為符合資格的雲端服務，則本範圍文件即構成合約之一部分。本範圍文件所載權益僅適用於已購買 Advanced Success Plan 的雲端服務。該權益係附加在合約納入之雲端服務支援明細表。

1. DEFINITIONS

名詞定義

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.

本文所有使用之大寫詞彙未於 SAP 雲端服務一般條款與條件 (以下稱「**GTC**」)定義者，均應依本合約中賦予其之意義解釋。

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.

「**當地營業時間**」係指依據客戶地址適用之當地時區，週一至週五上午 8 點 (08:00) 至下午 6 點 (18:00)，不包括當地假日。

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.

「工作階段」係指客戶與 SAP 的互動期間，在此期間，客戶向 SAP 提出協助請求，且 SAP 會提供協助，以推動完成相關目標。工作階段不保證達成特定結果或解決方案。

2. SCOPE

範圍

2.1. Success Expert

成功專家

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 應提供於當地營業時間內可提供服務之成功專家，透過主動提供本文所概述的服務指導和協調，支援客戶採用雲端服務。此外，該等資源亦可：

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

回應與技術支援無關之諮詢問題。

i. Provide advice on technical and functional best practices.

提供技術與功能之最佳實務建議。

ii. Provide guidance on Cloud Service functionality and features.

提供雲端服務之功能特性指導。

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

推動本範圍文件所述服務之協調與交付。

2.2. Customer Response Levels

客戶回應級別

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 根據以下所列回應級別，回應 Advanced Success Plan 涵蓋之提交支援案例的解決方案。雲端服務支援明細表所定義優先順序分類 (P2、P3、P4)。以下回應級別適用於支援明細表所載標準回應級別。

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

本條所載回應級別不適用於 SAP 提供之第三方產品。

Priority **優先順序**	**Response Level** **回應級別**
P2	Initial Response: Within 2 hours of case submission for Advanced Success Plan. Corrective Action Target: SAP to provide for cases either a resolution; or workaround; or action plan within 3 business days for Advanced Success Plan.
P2	初步回應：進階成功計劃案例提交後 2 小時內。 改正行動目標：SAP 針對進階成功計劃，將在 3 個工作日內提供案例解決方案、暫時性解決方案或行動計劃。
P3	Initial Response: Within 4 business hours of case submission for Advanced Success Plan.
P3	初步回應：進階成功計劃案例提交後營業時間 4 小時內。
P4	Initial Response: Within 1 business day of case submission for Advanced Success Plan.
P4	初步回應：進階成功計劃案例提交後營業時間 1 個工作天內。

2.3. Product and Adoption Guidance

產品和採用指南

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 應向成功專家提供存取權限，以提供上線、產品採用和使用、最佳實務及卓越營運。

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

SAP 應提供由專家帶領的工作階段，其中包括基於 SAP 最佳實務或建議設定的建議。

2.4. Quality and performance monitoring platform

品質與績效監控平台

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

SAP 應向客戶提供 SAP Cloud ALM 中，額外品質及效能報告的存取權限。

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.

SAP Cloud ALM 的設定，以及客戶 SAP 雲端服務內相關資料來源的連線均由客戶負責，且皆為使用第 2.4 條所述服務之先決條件。

2.5. Activation and Optimization Services

啟用和最佳化服務

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 應提供啟用和最佳化服務。此啟用和最佳化服務構成 GTC 所定義之專業服務。下列條件適用於此等服務：

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

僅 SAP 核准元素名冊所包含的功能應符合啟動和最佳化服務資格。

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

各服務期間不得超過十六 (16) 小時，且不得同時使用。

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.

啟動和最佳化服務在任何特定時間皆僅限於一 (1) 個啟用中的工作階段，且僅適用於與客戶適用範圍相符之服務。不得於單一工作階段同步或平行使用服務。

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

目前的服務清單業已發佈，請參閱：https://www.sap.com/about/trust-center/agreements.html。

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

服務之協調應透過成功專家進行。

3. LANGUAGE

語言

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

SAP 將僅使用英文提供所有資訊。

4. EXCLUSIONS

除外狀況

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.

此範圍文件不包括實作執行和管理、測試和測試管理、發行/變更控制，以及培訓。此範圍文件亦進一步排除承擔客戶現有建置或業務流程之責任或管理。

5. CUSTOMER RESPONSIBILITIES

客戶責任

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.

除雲端服務支援明細表第 4 條所述之責任外，客戶亦應承擔本文規定之額外義務。此等責任為補充責任，不會限制或取代參考文件所述之任何義務。

5.2. Customer shall cooperate with SAP in good faith.

客戶應秉持善意，與 SAP 合作。

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

客戶應指定主要聯絡窗口 (以下稱「POC」)，作為客戶與 SAP 之間的聯絡管道。

6. SERVICE LOCATION

服務地點

6.1. Services shall be delivered remotely.

服務應遠端交付。

7. CHANGES TO SERVICES

服務變更

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 得隨時提前 90 天發出書面通知，變更所提供之服務範圍，以反映持續開發且改進技術之 SAP 雲端服務。