

Scope Document for Accelerated Implementation Service for SAP SuccessFactors Performance & Goals

This Scope Document is part of the Agreement between SAP and Customer.

1. DEFINITIONS

- 1.1. **"Configuration Transport Center"** means a tool that allows administrators to transport configuration and configuration bundles from a source tenant to a target tenant.
- 1.2. **"Deployment Date"** means the date on which initial configuration of scope items is performed on the Development System.
- 1.3. **"Development System"** means an SAP system environment in which initial configuration and build activities are completed in a non-productive environment.
- 1.4. **"Intelligent Services"** means a tool in SAP SuccessFactors. Using Intelligent Services, events can be published from any SAP SuccessFactors application, and subscribe to these events using SAP SuccessFactors or third party applications.
- 1.5. **"Production System"** means a live SAP system used for running Customer's internal business operations and where Customer's data is processed.
- 1.6. **"SAP Best Practices"** means SAP's predefined business processes, configuration content and documentation for SAP solutions.
- 1.7. **"Service Start Date"** means the earliest date when Customer is entitled to call off the Service to plan the delivery start of the Services together with SAP.
- 1.8. **"Services"** means the service(s) to be provided by SAP as described in this Scope Document.
- 1.9. **"Test System"** means a SAP system environment is used for configuration or testing content prior to moving it to the Production System.

2. SCOPE OF SERVICES

SAP shall provide the Services as described herein to assist Customer with the implementation of the Cloud Service SAP SuccessFactors Performance & Goals.

- 2.1. The following items form the scope of Services and will be confirmed in the kick-off meeting.

Scope Item	Scope Details
Kick-off meeting	Introduction of the Services including the presentation of the predefined scope, roles and responsibilities, expectations, and timelines
Workshop sessions	SAP provides 4 knowledge transfer sessions during Services delivery for the following topics: <ul style="list-style-type: none"> • Session 1: Walkthrough and system demonstration of the SAP SuccessFactors Performance & Goals system configuration process • Session 2: Enabling Customer on SAP SuccessFactors Performance & Goals role based permissions (RBP), explain standard roles • Session 3: Enabling Customer on SAP SuccessFactors Performance & Goals process management and process administration • Session 4: 1 knowledge transfer session (maximum of 2 hours for up to 5 users) for the following topic: Access and adapt template stories in SAP SuccessFactors People Analytics
Solution configuration	<ul style="list-style-type: none"> • Set up of the solution by activating SAP Best Practices content for SAP SuccessFactors Performance & Goals in the Development and Test Systems • Configuration of the solution • Functional review of solution configuration in the Development System
Testing and go-live support	<ul style="list-style-type: none"> • Assist Customer to add Customer relevant data in Test System

	<ul style="list-style-type: none"> Review solution following receipt of Customer-specific configuration values prior to testing Assist Customer with validation during 2 iterations in the Test System Move of configuration into Production System using Configuration Transport Center and manual configuration move if needed Provide go-live support after the move to the Production System based on the cutover plan: <ul style="list-style-type: none"> Lead transition to Customer for productive use Support Customer to submit a request to copy Production System back into Development System The following RBP roles will be provided: <ul style="list-style-type: none"> SFCC Manager on Direct Reports SFCC Manager on Team SFCC HRBP SFCC Organization Design Expert SFCC HR Administrator SFCC Super Admin
Reporting activation	<ul style="list-style-type: none"> Activation of stories in SAP SuccessFactors People Analytics (pre-requisite Identity and Access Management Service (IAS)) is live for SAP SuccessFactors) Delivery of sample SAP SuccessFactors Performance & Goals report (populated with live Customer data)
Generative AI activation	<p>Activation of the below Generative AI features:</p> <ul style="list-style-type: none"> Generative AI features for SAP SuccessFactors Performance & Goals Generative AI writing assistant Generative AI goal creation features

2.2. Scope Boundaries and Conditions

The following boundaries and conditions apply to the scope of Services.

2.2.1. Functional Scope Boundaries

- Country in scope: 1
- The SAP Best Practices scope items are provided for the supported countries in accordance with the then-current release version of the Cloud Service at the Deployment Date. Customer can check the supported countries in the SAP Help Portal prior to the kick-off meeting.
- System language/s: English only
- Language/s for all business data in the system: English only

2.2.2. Services Scope Conditions

- Services are delivered remotely.
- The project language is English, and all Services documentation and Deliverables will be provided in English only, unless otherwise agreed in the kick-off meeting.
- All meetings and sessions are set up as a phone call or online-meeting with standard applications such as Zoom or MS Teams.
- No more than 5 Customer project team members will attend the workshop sessions as well as the kick-off meeting.
- The kick-off meeting will last a maximum of 2 hours.
- The duration of the workshop sessions is predefined. The concrete schedule will be confirmed in the kick-off meeting within the Services duration in accordance with section `Schedule`.
- SAP will assist the initial setup of the Development and Test Systems for maximum 2 business days.
- SAP will assist 2 iterations of testing (1 iteration of development testing and 1 iteration of user acceptance testing (UAT)) for maximum 3 business days each.

- (i) SAP will conduct unit testing only for the configuration done by SAP.
- (j) SAP will assist with cutover planning for maximum 1 business day.
- (k) SAP will assist Customer with the move to the Production System on maximum 2 continuous business days.
- (l) SAP will provide go live support on maximum 16 hours over a maximum of 7 continuous business days within the Services delivery. Go live support begins after the execution of the cutover.

2.3. Prerequisites

Customer shall fulfill the following prerequisites before the start of the Services:

2.3.1. Customer has a valid cloud subscription that is provisioned for the following:

- (a) SAP SuccessFactors Performance & Goals
- (b) SAP Business Technology Platform
- (c) SAP SuccessFactors Employee Central

2.3.2. Customer provides access to the following instances of SAP SuccessFactors Performance & Goals: Development System, Test System, Production System

2.3.3. Customer fulfills the preparation instructions for the Services ("Services Instructions") provided by SAP.

2.4. Out of Scope

Any services not expressly listed in this Scope Document are out of scope, including without limitation:

- (a) Talent Intelligence Hub and Job Profile Builder;
- (b) Customer specific architecture design;
- (c) any standard and custom SAP story reports beyond the 1 sample PMGM report;
- (d) Home Page, People Profile, Org Chart, Employee;
- (e) SAP performing the Customer data file loads;
- (f) SAP performing data migration for the Customer;
- (g) implementation of SAP SuccessFactors platform, SAP SuccessFactors Employee Central, SAP SuccessFactors document generation;
- (h) functional support for any standard or custom integration;
- (i) Intelligent Services;
- (j) SAP SuccessFactors Performance & Goals 360 processes and configuration;
- (k) analysis of as-is business processes;
- (l) programs or content to migrate data from legacy systems;
- (m) data cleansing or data clean up;
- (n) Customer specific authorization roles and security concepts. SAP will use the standard authorization content provided with the Cloud Service;
- (o) any changes required because of pre-existing Customer specific enhancements or developments;
- (p) any changes required because of quality or values of Customer's master and transactional data;
- (q) unit testing in any other environment besides the environment where the initial configuration was completed;
- (r) any configuration for a country not in the supported list
- (s) implementation of the configuration elements identified in the backlog
- (t) subscription to any Cloud Services or purchase of SAP Software;
- (u) any development of custom code, updates or upgrades to SAP products;
- (v) training services, such as SAP standard training on SAP solutions for project team members, training for users or end user documentation.

3. APPROACH AND RACI

The Customer has overall accountability for the project. SAP and Customer agree on the following responsibility matrix for the key activities.

- (a) **Responsible (R)**: Charged with performing the activities. A mutually agreed project plan may define further details at the work unit level.
- (b) **Consulted (C)**: Provides input on how to perform the activity and supports the execution of the activity.
- (c) **Informed (I)**: Provided with information.

Activity	SAP	Customer
Services Preparation		
Send Services Instructions	R	C
Confirm completion of prerequisites	C	R
Confirm availability of Customer team members	I	R
Conduct kick-off meeting	R	C
Review of provided documents	R	C
Schedule workshop session/s	R	C
Activate SAP Best Practices content in the Test System	R	I
Sign-off phase completion in written form	I	R
Services Exploration		
Conduct the workshop sessions	R	C
Document solution configuration requirements as defined in the workshop sessions (solution design)	R	C
Review the available standard SAP authorization roles and map them to Customer's user roles	C	R
Test planning: Create and document the test strategy, schedule the test plan and define the test scope	C	R
Sign-off phase completion in written form	I	R
Services Realization		
Set up Customer Test System	R	C
Configure solution in scope based on solution design documentation	R	C
Conduct role based permission workshop, to explain standard roles	R	C
Prepare Customer foundation and test users data	C	R
Validate Test System is working as expected	R	C

Activity	SAP	Customer
Execute test cases and test scripts for iteration 1	C	R
Prepare and execute user acceptance testing	C	R
Conduct knowledge transfer sessions focused on administrative tasks	R	C
Provide enablement support for stories in SAP SuccessFactors People Analytics for SAP SuccessFactors Performance & Goals	R	C
applActivation of Generative AI features	R	C
Create cutover plan	R	C
Sign-off phase completion in written form	I	R
Services Deployment		
Prepare the Production System	R	C
Execute the cutover plan to production	R	C
Obtain the production approval sign-off from applicable Customer's stakeholders	I	R
Provide go live and after go live support	R	C
Sign-off phase completion in written form	I	R

4. SCHEDULE

- 4.1. Services are provided on a one-time basis and will be delivered in an estimated duration of 12 consecutive weeks following the kick-off meeting.
- 4.2. SAP reserves the right not to start the Services until SAP has assembled a team, which may require a lead time of up to 2 weeks.
- 4.3. If not otherwise specified in the Agreement the following applies: Within 12 months of the Service Start Date as set forth in the Agreement, parties will mutually agree upon the start of the delivery of the Services within the subscription term of the underlying Cloud Service. There is no discount, refund or credit if the Services are not called off within 12 months after the Service Start Date.

5. ORGANIZATION

- 5.1. SAP Team
 - 5.1.1. SAP provides the Services through a team that typically includes technical or functional Consultants or both. A designated Service Lead will serve as SAP's primary point of contact for the Customer. If multiple resources are assigned to deliver the Services, SAP may allocate a single Consultant to fulfill multiple roles or assign multiple Consultants to a single role. In general, SAP team roles are staffed on a part-time basis.
- 5.2. Customer Team
 - 5.2.1. Customer must appoint a project manager or equivalent role to serve as the sole point of contact for SAP. The Customer's team must include relevant business process owners or subject matter experts. If multiple resources are assigned to a single role, the Customer must clearly delineate each resource's responsibilities.

5.2.2. Customer team is available for the duration of the Services delivery per the time allocations as required for the Services or as recommended by SAP.

5.3. Governance

5.3.1. The Services will have sponsorship from Customer's senior management, who will be available on a timely and regular basis to monitor the progress and to act as a decision maker for policy decisions.

5.3.2. To facilitate effective communication between SAP and Customer, an SAP and Customer status meeting to clarify open issues and questions will occur weekly unless a different periodic interval is mutually agreed to.

5.3.3. To the extent required, Customer and SAP will work cooperatively at the start of the Services to establish a project governance model and a solution governance forum, including a documented issues management process to address any issues which arise on the Services. It will address the prioritization of these issues as well as an effective means for issue escalation and resolution.

6. SAP DELIVERABLES

6.1. The following Deliverables shall be deemed completed and approved by Customer when the below completion criteria have been met.

6.2. Deliverables

Deliverable	Deliverable Description	Completion Criteria
Solution configuration	Configuration of Test System for Customer to complete testing	Handover of configuration for testing to Customer
Configuration documentation	Documentation covering the configuration of the SAP Solution in scope of these Services	Handover of configuration documentation to Customer

7. CUSTOMER RESPONSIBILITIES

7.1. Customer shall cooperate with SAP in good faith so that SAP can deliver the Services. Customer's failure to meet or fulfill any of the specified responsibilities or requirements in this Agreement, can result in a delay of the provision of the Services or an increase of fees due.

7.2. In addition to the Customer responsibilities in the applicable terms and conditions, Customer shall fulfill, in particular, the following responsibilities:

7.2.1. Services-specific Customer Responsibilities

- (a) Customer shall attend the onboarding sessions of SAP's Embedded Launch Activities for SAP Success Factors.
- (b) Customer is responsible for building out any reports following knowledge transfer.
- (c) Customer is responsible for data cleansing, mapping and transformation and for operating any imports and exports.
- (d) Customer is responsible for user acceptance testing.
- (e) Customer is responsible for importing any historical performance ratings.
- (f) Customer is responsible for submitting a request to copy production back into Development System.
- (g) Customer is responsible for all user data imports/loads.

7.2.2. General Customer Responsibilities

- (a) Customer is responsible for the overall management of Customer's project and controls the project realization, process, scope, costs, Customer resources and targeted solutions.
- (b) Customer shall staff the listed Customer team roles with the requisite skills and knowledge and assign all necessary IT and business resources to complete Customer activities.
- (c) Customer shall use reasonable efforts to minimize the change in personnel throughout the duration of the Services.

- (d) If Customer involves third-parties, Customer shall manage any third-party resources and be responsible for their acts and omissions.
- (e) Customer shall supply SAP with the names and contact information of key Customer and third-party resources.
- (f) Customer shall be fully responsible for organizational change management of all affected departments.
- (g) Customer shall fulfill and provide listed prerequisites required to perform the Services.
- (h) Customer shall be fully responsible for technology infrastructure that is on premise or hosted by a third party. This includes but is not limited to SAP infrastructure, network and system administration, security, periodic backup and restore activities as required, and server and storage hardware. Required systems shall be available throughout the Services.
- (i) If required to perform the Services, Customer shall enable the use of SAP laptops and mobile devices on Customer's network to SAP's network via SAP's Virtual Private Network (VPN) protocols.
- (j) Customer shall provide technical advice regarding any third-party systems accessible to the SAP team.
- (k) If required to perform the Services, Customer shall complete the relevant SAP standard trainings, Customer shall comply with any relevant governmental and regulatory requirements.
- (l) Customer shall sign off the completion of the Services in written form upon request.

8. ASSUMPTIONS

- 8.1. The Services are provided based on the current release version of the Cloud Service that is generally-available at the start of the Services delivery. SAP provides general updates of the Cloud Service for general availability regularly. If an update is made generally available during the performance of the Services, any additional planning or configuration required to support the updated release is not included in the Services.
- 8.2. Unless otherwise specified, the Services are provided within normal business hours, Monday through Friday, excluding SAP recognized holidays.
- 8.3. Services are based on a predefined scope and delivery model. In performing the Services, SAP:
 - (a) will follow applicable parts of the SAP Activate standard methodology for the implementation of and transition to SAP solutions;
 - (b) may utilize project accelerators; and
 - (c) may use software and tools ("**Tools**") for which all rights of authorship remain with SAP or SAP SE. In case Tools are copied to Customer's system, Tools and all permitted copies thereof must be deleted at the end of the Services. If at SAP's sole discretion Tools are left on the system for documentation purposes, Customer is not permitted to use such Tools for any other remaining purpose. Tools are provided on an as-is basis with no warranty. SAP will not support or enhance the Tools beyond what is provided during the term of the Services.
- 8.4. Knowledge transfer does not replace the necessity for standard SAP training on SAP solution(s) which may be available through separate SAP agreements.
- 8.5. The estimated timelines are based on continuous availability of systems (if required) as well as Customer fulfilling their prerequisites and responsibilities as set forth herein.
- 8.6. Any changes to the scope of Services, whether requested during or after the Services term shall be subject to a separate Services agreement in consideration of additional fees.