**Scope Document for Accelerated Implementation Service for SAP SuccessFactors Work Zone**

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

## 1. DEFINITIONS

1.1. "**Deployment Date**" means the date on which initial configuration of scope items is performed on the Test System.

1.2. "**Production System**" means a live SAP system used for running Customer's internal business operations and where Customer's data is processed.

1.3. "**SAP Best Practices**" means SAP's predefined business processes, configuration content and documentation for SAP solutions.

1.4. "**Services**" means the service(s) to be provided by SAP as described in this Scope Document.

1.5. "**Test System**" means an 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 Work Zone.

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 for the implementation of SAP SuccessFactors Work Zone in 2 environments (1 Test System and 1 Production System) |
| Workshop sessions | SAP provides 7 sessions during Services delivery for the following topics:<br>• Session 1: Product exploration and core components review<br>• Session 2: Review of administration console features and pre-build HR content<br>• Session 3: Homepage and workspace design<br>• Session 4: Review of theming and branding concepts<br>• Session 5: Review of roles and permissions concepts<br>• Session 6: Review of standard SAP SuccessFactors Work Zone reports and analytics options<br>• Session 7: Administrator knowledge transfer and workbook review |
| Solution configuration | • Creation and standard set up of the solution in the Test System, including activation of relevant HR pre-built content.<br>• Guide and assist the Customer on the creation of 1 homepage and up to 2 workspaces in the Test System that will later be migrated to the Production System a part of system cutover<br>• Development of 1 custom UI theme (excluding use of custom cascading style sheets CSS configuration)<br>• 2 iterations of configuration: this includes the initial set up, plus 1 iteration of updates following Customer testing<br>• Creation of 1 productive instance, including the migration of features configured, theming (1), homepage (2), and workspaces (2) created during the iterations |
| Testing and go-live support | • Assist Customer with unit testing in a non-production environment<br>• Provide go-live support after the move to the Production System based on the cutover plan |

2.1.1. Integration Scope

The following SAP standard integration points between SAP systems are part of the scope of the Services.

| SAP Standard Integration Point | Source System | Direction | Target System | Description |
|---|---|---|---|---|
| Employee Data | SAP SuccessFactors Platform | <> | SAP SuccessFactors Work Zone | Synchronization of employee records from SAP SuccessFactors into SAP SuccessFactors Work Zone user store based on the standard integration |
| Trust Configuration | SAP SuccessFactors Platform | >< | SAP BTP (Cloud Foundry) sub-account & SAP SuccessFactors | Authentication & SAP Cloud Platform role collection assignment based on SAP Cloud Identity Services (Identity Authentication (IAS)) user store (or connected identity provider) |
| SAP SuccessFactors module specific data | SAP SuccessFactors | >< | SAP BTP / SAP SuccessFactors Work Zone | The HR content from SAP SuccessFactors Work Zone connects to SAP SuccessFactors (several modules) via the OData API (consumed via a destination configured in the SAP BTP sub-account) to display data within SAP SuccessFactors Work Zone |

2.2. Scope Boundaries and Conditions

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

2.2.1. Functional Scope Boundaries

(a) System language/s: English only

(b) Language/s for all business data in the system: English only

2.2.2. Services Scope Conditions

(a) Services are delivered remotely.

(b) 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.

(c) All meetings and sessions are set up as a phone call or online-meeting with standard applications such as Zoom or MS Teams.

(d) No more than 7 workshop sessions will be undertaken during the delivery of the Services.

(e) No more than 10 Customer team members will attend the workshop sessions as well as the kick-off meeting.

(f) The kick-off meeting will last a maximum of 2 hours.

(g) The duration of the workshop sessions are predefined. The concrete schedule will be confirmed in the kick-off meeting within the Services duration in accordance with section `Schedule`.

(h) SAP will assist testing activities for maximum 5 business days.

(i) SAP will assist Customer with the move to the Production System on maximum 5 continuous business days.

(j) SAP will provide go live support on maximum 5 continuous business days within the Services delivery. Go live support begins after the execution of the technical 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 Work Zone

(b) At least 1 SAP SuccessFactors module

2.3.2. Customer provides access to the following tiered system landscape: Test System and Production System.

2.3.3. Customer shall set up SAP Cloud ALM environment for the project team.

2.3.4. Customer shall activate the following in the Test System and Production System:

(a) SAP Cloud Identity Services (Identity Authentication (IAS) or connected identify provider)

2.3.5. 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) analysis of as-is business processes;
(b) programs or content to migrate data from legacy systems;
(c) data cleansing or data clean up;
(d) Customer specific authorization roles and security concepts. SAP will use the standard authorization content provided with the Cloud Service;
(e) any changes required because of pre-existing Customer specific enhancements or developments;
(f) any changes required because of quality or values of Customer's master and transactional data;
(g) unit testing in any other environment besides the environment where the initial configuration was completed;
(h) testing more than one application language, only content in English will be tested;
(i) any configuration for a country not in the supported list;
(j) implementation of the configuration elements identified in the backlog;
(k) custom development of extensions such as UI Integration cards or Guided Experiences not included in the pre-built HR Content;
(l) customizing of pre-built HR Content;
(m) integration / extension configuration outside of the HR Content scope;
(n) content migration from existing systems;
(o) interfaces to third party or to legacy systems not defined;
(p) reports that are not in the SAP standard application or modifications to these standard reports;
(q) subscription to any Cloud Services or purchase of SAP Software;
(r) any development of custom code, updates or upgrades to SAP products;
(s) training services, such as SAP standard training on SAP solutions for project team members, training for users or end user documentation;
(t) content for end user training.

## 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. Details may be defined during Services delivery.

(a) **Responsible (R):** Charged with performing the activities.
(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 |

| Activity | SAP | Customer |
|---|---|---|
| Confirm availability of Customer team members | I | R |
| Conduct kick-off meeting | R | C |
| Schedule workshop sessions | R | C |
| Validate licenses and IAS | R | I |
| Activate the Test System utilizing SAP Best Practices content | R | I |
| Sign-off phase completion in written form | I | R |
| **Services Exploration** | | |
| Conduct product exploration and core components review workshop | R | C |
| Conduct review of administration console features and pre-build HR content workshop | R | C |
| Conduct review of roles and permissions concepts workshop | R | C |
| 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 test users in the Test System | R | C |
| Configure solution in scope based on configuration decisions made during the review of administration console features and pre-built HR content workshop | R | C |
| Conduct homepage and workspace design workshop | R | C |
| Conduct review of theming and branding concepts workshop and develop basic branding and theme | R | C |
| Conduct review of standard SAP SuccessFactors Work Zone reports and analytics options | R | I |
| Prepare the test scenarios, test cases, and/or test scripts for test execution | I | R |
| Execute the testing | C | R |
| Resolve test issues related to the Services | R | C |
| Resolve test issues related to Customer responsibilities | C | R |

| Activity | SAP | Customer |
|---|---|---|
| Create cutover plan | R | C |
| Conduct administrator knowledge transfer and workbook review workshop | R | I |
| 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 |
| Test and validate the systems after the cutover has finished | C | R |
| Obtain the production approval sign-off from applicable Customer´s stakeholders | I | R |
| Provide go live and after go live support | R | C |
| Configuration workbook handover and acceptance | 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 8 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.

**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.

5.1.2. The SAP team includes the following roles:

(a) SAP SuccessFactors Work Zone Functional Consultant

(b) SAP SuccessFactors Work Zone Technical Consultant

(c) SAP Project Manager

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.

5.2.3. Customer team includes the following key roles:

(a) Project Manager: Single point of contact for SAP. Manages Customer project including Customer team, project plan, project status and decision-making process.

(b) Business Lead: Decision maker. Takes responsibility for the solution satisfying the business needs. Owns business processes, approves the solution and is the key liaison between the Services, the Customer project and the business.

(c) Business Subject Matter Experts: Represent the business and will be involved in issue resolution and data migration.

(d) Solution Administrator(s)/Functional Lead(s): Will administer the application and its configuration on an on-going basis post go live.

(e) Technical Lead: Leads execution of activities that affect Customer systems and data, e.g. IAS/IPS.

(f) End Users: Nominated system end users that join the project to undertake testing and training.

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 and configuration of Production System | Handover of configuration for testing and go live to Customer |
| Configuration workbook | Technical documentation covering the configuration of the SAP solution in scope of these Services | Handover of technical 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 ensure that key resources are available for all workshops and activities as needed.

(b) Customer is responsible to define the training approach and schedule for the Customer team.

(c) Customer is responsible to validate, cleanse and approve all data to be uploaded to SAP solution(s).

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 access 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.

(l) Customer shall comply with any relevant governmental and regulatory requirements.

(m) 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.