

Scope Document for Activation Service for SAP Build Work Zone with SAP Mobile Start

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

1. DEFINITIONS

- 1.1. **“Starter System”** means an SAP system environment in which initial configuration and build activities are completed in a non-productive environment.
- 1.2. **“Service Start Date”** means the earliest date when Customer is entitled to call off the Services to plan the delivery start of the Services together with SAP.
- 1.3. **“Services”** means the service(s) to be provided by SAP as described in this Scope Document.

2. SCOPE OF SERVICES

- 2.1. SAP shall provide the Services as described herein to assist Customer with the activation of the Cloud Service SAP Build Work Zone, standard edition.
- 2.2. The following items form the scope of Services and will be confirmed in the kick-off meeting.

Scope Item	Scope Details
Kick-off meeting	<ul style="list-style-type: none"> • Introduction of the Services including the presentation of the predefined scope, roles and responsibilities, expectations, and timelines
Workshop session	<p>1 solution overview session to enable Customer on the following topics:</p> <ul style="list-style-type: none"> • Solution overview • Concept of central entry point to access SAP S/4HANA standard content, extensions and other SAP Cloud solutions in one place • Concept of native entry point using SAP Mobile Start and access using smartwatch companion app
System readiness prerequisite guidance	<p>Give guidance to Customer for fulfilling the following prerequisites required for system readiness:</p> <ul style="list-style-type: none"> • Set up SAP Cloud Identity Services in one of the following ways: <ul style="list-style-type: none"> ○ set up as an Identity Provider (IDP) ○ set up as a proxy to corporate IDP used by Customer • Set up SAP IAS Single Sign-on (SSO) configuration. • SAP S/4HANA connectivity between SAP BTP and SAP S/4HANA using one of the following options. <ul style="list-style-type: none"> ○ set up Cloud Connector and principal propagation for SAP S/4HANA Cloud Private Edition. ○ set up content exposure and consumption using communication system and arrangement for SAP S/4HANA Cloud Public Edition • Activate SAP Build Work Zone, standard edition subscription
Solution Activation	<p>Federating standard business content from SAP S/4HANA to SAP Build Work Zone, standard edition and making it accessible along with a URL tile for an SAP Cloud solution of Customer’s choice by conducting the following activation activities:</p> <ul style="list-style-type: none"> • Create a launchpad site on SAP Build Work Zone, standard edition • Federate SAP Fiori business roles from SAP S/4HANA to SAP Build Work Zone, standard edition.

	<ul style="list-style-type: none"> • User and role management – Manual assignment of federated business roles from SAP S/4HANA to an individual test user logon credential on SAP BTP subaccount. • Create URL tile to an SAP Cloud solution other than SAP S/4HANA. • Configuration to bring notifications on SAP Fiori launchpad to the launchpad on SAP Build Work Zone, standard edition. • SAP Mobile Start <ul style="list-style-type: none"> ○ Create native app tile to launch a native app from SAP Mobile Start. For e.g. SAP Concur SAP mobile app by using a URL (also known as URL scheme) concurmobil:// ○ Configure mobile-specific feature flag and security settings on mobile services. ○ Configure a RSS news feed tile to display content from SAP news feed (https://news.sap.com/feed). ○ Scan QR code of launchpad site on SAP Build Work Zone, standard edition to access content on mobile. ○ Receive native push notifications on the device. ○ Add a widget on the phone or tablet home screen for a monitoring tile. ○ Add a widget on the phone or tablet home screen for the SAP news feed. ○ Demonstrate the usage of the smartwatch companion app.
Services closing session	<ul style="list-style-type: none"> • Handover of the activated solution • Adoption roadmap guidance: Review findings from the engagement, outstanding prerequisites, production readiness, and considerations for roll-out that will help Customer with the creation of an adoption roadmap.

2.3. Scope Boundaries and Conditions

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

2.3.1. Functional Scope Boundaries

- (a) Country/countries in scope: 1.
- (b) System language: English only.
- (c) Language for all business data in the system: English only.
- (d) Number of activated SAP Build Work Zone, standard edition business sites: 1.
- (e) Number of federated roles from SAP S/4HANA: up to 3.
- (f) Number of URL tile to other SAP Cloud solution: 1.
- (g) Number of native app tile: 1.
- (h) Number of RSS news feed tile: 1.

2.3.2. 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 1 workshop session will be undertaken during the delivery of the Services.
- (e) No more than 5 Customer team members will attend the workshop session 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 session is a maximum of 2 hours. The concrete schedule will be confirmed in the kick-off meeting within the Services duration in accordance with section `Schedule`.
- (h) The Services closing session will last a maximum of 2 hours.

2.4. Prerequisites

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

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

- (a) 1 instance of 1 of the following SAP S/4HANA systems:
 - (i) SAP S/4HANA Cloud Public Edition
 - (ii) SAP S/4HANA Cloud Private Edition
- (b) 1 SAP BTP subaccount with subscription for the following:
 - (i) SAP Build Work Zone, standard edition
 - (ii) SAP BTP, Cloud Foundry environment
 - (iii) SAP BTP, Cloud Foundry runtime
 - (iv) SAP Cloud Identity Services (for IAS and IPS)
 - (v) SAP Connectivity Service

2.4.2. Customer provides access to the following tiered system landscape: Starter System

- (a) Test user logon credentials to access SAP Fiori apps via SAP Fiori launchpad.
- (b) User logon credentials with sufficient admin rights to verify settings on SAP S/4HANA.
- (c) SAP BTP user logon credentials with the role "Subaccount Administrator" assigned.

2.4.3. The following Customer system is fully set up and fully functional configured in Starter System of SAP S/4HANA instance.

- (a) SAP Fiori launchpad is set up with SAP Fiori apps.
- (b) At least 1 Dynamic (Monitoring) Tile on SAP Fiori launchpad
- (c) SAP S/4HANA workflow notification is configured.
- (d) Notification feature on SAP S/4HANA SAP Fiori launchpad is configured.
- (e) Federation of SAP Fiori business roles in SAP S/4HANA Starter System is enabled.
- (f) Sample test data is loaded in the system.

2.4.4. Customer shall activate the following in the Starter System for SAP BTP:

- (a) SAP Cloud Identity Services (IAS/IPS) within the SAP BTP subaccount.
- (b) Use Cloud Connector to establish connectivity between SAP S/4HANA and SAP BTP subaccount.

2.4.5. Customer shall confirm the SAP Cloud solution other than SAP S/4HANA that can be used to create a URL tile.

2.4.6. Customer shall provide device(s) that meets the applicable minimum Operating System requirements to access SAP Mobile Start:

- (a) Android - phone, tablet, smart watch.
- (b) Apple - iPhone, iPad, Watch.

- 2.4.7. Customer shall provide the following to address the requirement of creating native tile within SAP Mobile Start
- (a) a custom or standard SAP native app that can be launched using a URL (also known as URL scheme) to launch the app; for e.g. `concurmobile://`
 - (b) URL to install App - This is the link (for example, to the store) from where the user can download the application if it is not already installed on the device.
- 2.4.8. Customer shall fulfill any preparation instructions for the Services ("Services Instructions") provided by SAP.
- 2.5. 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) any activities in Customer's Production System;
- (c) programs or content to migrate data from legacy systems;
- (d) data cleansing or data clean up;
- (e) Customer specific authorization roles and security concepts. SAP will use the standard authorization content provided with the Cloud Service;
- (f) any changes required because of pre-existing Customer specific enhancements or developments;
- (g) any changes required because of quality or values of Customer's master and transactional data;
- (h) any testing activities not mentioned in scope, including unit testing and integration testing in any other environment besides the environment where the initial configuration was completed;
- (i) subscription to any Cloud Services or purchase of SAP Software;
- (j) any development of custom code, updates or upgrades to SAP products;
- (k) training services, such as SAP standard training on SAP solutions for project team members, training for users or end user documentation;
- (l) deployment of SAP Mobile Start using Mobile Device Management (MDM) solution.

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	I
Confirm completion of prerequisites	C	R
Confirm availability of Customer team members	I	R
Review of provided documents	R	C
Conduct kick-off meeting	R	C
Schedule the workshop session/s	R	C

Activity	SAP	Customer
Services Realization		
Conduct the workshop session	R	C
Perform steps to configure the Services scope	R	C
Perform unit testing	R	I
Resolve test issues related to Services	R	C
Services Finalization		
Create Services documentation	R	I
Conduct the Services closing session	R	C

4. SCHEDULE

- 4.1. Services are provided on a one-time basis and will be delivered in an estimated duration of 4 weeks.
- 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. The SAP team includes the following roles:

- (a) Service Lead (SAP BTP UX Architect): acts as the Services point of contact to the Customer
- (b) Technology Consultant (SAP BTP Technology Consultant)

5.1.2. SAP may elect to staff a single Consultant to serve multiple roles, or multiple Consultants to serve a single role.

5.1.3. SAP team roles are in general staffed on a part time basis.

5.2. Customer Team

5.2.1. The 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) Technical Lead: Leads execution of activities that affect Customer systems and data.

5.2.2. In cases where it is necessary to assign multiple resources to a single role, Customer shall clearly identify the responsibilities of each resource.

5.2.3. Customer is expected to staff the roles per the time allocations as required for the project 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 activation	Configuration of baseline solution is completed and available in the Starter System	Handover of configuration in scope to Customer
Technical documentation	Technical documentation covering the configuration of the SAP solution in scope of the 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 be responsible for fulfilling System readiness prerequisites that is described in the scope section under "System readiness prerequisite guidance".
 - 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.
- (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.