Scope Document for Activation Service for SAP Signavio Process Intelligence

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

1. DEFINITIONS

1.1. **"Plug and Gain"** means the accelerated approach to combine the capabilities of SAP Signavio Process Insights and Intelligence.

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. "**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 Signavio Process Intelligence via the Plug and Gain. 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
Activation of the Cloud Service	Activation of SAP Signavio Process Intelligence as per Plug and Gain focusing on the connection between SAP Signavio Process Insights and 1 of the following source systems: • SAP ERP Central Component (SAP ECC) • SAP S/4HANA
Workshop sessions	2 workshop sessions for the following topic: • Session 1: Analysis of one process flow including process improvements • Session 2: Solution walkthrough to enable Customer end users
Services closing session	Handover of the activated solution

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
Process data upload	SAP ECC 6.0 EHP 7 or 8 or SAP S/4HANA	>>	SAP Signavio Process Insights	Transfer of process data from SAP source system to SAP Signavio Process Insights

Scope Boundaries and Conditions

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

2.2.1. Functional Scope Boundaries

(a) Systems/instances:

(i) 1 single instance of SAP Signavio Process Intelligence

(ii) 1 Customer source SAP Production System to be connected out of the following:

- SAP ERP Central Component (SAP ECC) 6.0 EHP 7 or 8

- SAP S/4HANA, any version

(b) System language: English only

(c) Language 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) The kick-off meeting will last for a maximum of 1 hour.

(e) 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`.

(f) Process improvements will be discussed based on the standard dashboards.

(g) The Services closing session will last a maximum of 2 hours.

2.3. Prerequisites

Customer shall fulfill the following prerequisites before the start of the Services, if not otherwise stated:

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

(a) SAP Signavio Process Intelligence, latest versions of ST-PI and ST-A/PI plug-ins.

The administration guide is available at help.sap.com.

(b) 1 of the following Customer source system:

(i) SAP ERP Central Component (SAP ECC), latest version

(ii) SAP S/4HANA, any version

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

2.3.3. Customer shall set up connectivity with SAP Signavio Process Intelligence on SAP BTP, including: creating a sub-account, implementing required Plug-ins, installing SAP Notes, setting up background users, and installing the required certificate. The step-by-step guidance is available at help.sap.com.

2.3.4. The Customer‘s SAP BTP user has the global administrator role collection assigned and this account has the entitlements for SAP Signavio Process Intelligence.

2.3.5. Customer fulfills the preparation instructions for the Services (“Services Instructions”) provided by SAP. Customer shall in particular finalize the target process flow for Process Discovery and inform SAP on the selected processes.

2.3.6. Customer shall nominate team members including the project manager, process owner, business process expert, and source system expert prior to the kick-off meeting.

2.3.7. If technical support is required, Customer shall provide access to the back-end source SAP system and to the SAP Signavio SAP BTP sub-account.

2.4. Out of Scope

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

(a) programs or content to migrate data from legacy systems;

(b) data cleansing or data clean up;

(c) Customer specific authorization roles and security concepts. SAP will use the standard authorization content provided with the Cloud Service;

(d) any changes required because of pre-existing Customer specific enhancements or developments;

(e) any changes required because of quality or values of Customer’s master and transactional data;

(f) any testing activities not expressly mentioned within scope, including but not limited to unit testing and integration testing in any environment other than the one where the initial configuration was completed;

(g) subscription to any Cloud Services or purchase of SAP Software;

(h) any development of custom code, updates or upgrades to SAP products;

(i) 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. 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, templates and pre-requisites list	R	I
Confirm completion of prerequisites	C	R
Confirm availability of Customer team members	I	R
Conduct kick-off meeting	R	I
Schedule workshop session/s	R	C
Services Realization		
Confirm deployment of technical prerequisites	C	R
Execute technical deployment of SAP Signavio Process Insights capability in Customer landscape	C	R
Confirm that process data has been retrieved by SAP Signavio Process Insights from the Customer Production System	R	C
Setup connectivity for SAP Signavio Process Intelligence	C	R
Conduct the workshop sessions	R	C
Service Finalization		
Provide high level analysis of one process flow including process improvements	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 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 4 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.

5.2. Customer Team

5.3. 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.

5.4. 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.

5.5. Governance

5.5.1. 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.

5.5.2. 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.

5.5.3. 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
Activated solution	Activation and configuration of SAP Signavio Process Insights is completed. API-based connectivity for SAP Signavio Process Insights is established. Data is validated and flowing from the Customer source system into SAP Signavio Process Insights and Intelligence.	Handover of activated and connected solution 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:

(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.