

Scope Document for Data Loading Service for SAP Fieldglass Worker Profile Management

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

1. DEFINITIONS

- 1.1. "Production System" means a live SAP system used for running Customer's internal business operations and where Customer's data is processed.
- 1.2. "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.
- 1.3. "Services" means the service(s) to be provided by SAP as described in this Scope Document.
- 1.4. "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

- 2.1. SAP shall provide the Services as described herein to assist Customer with the implementation of the Cloud Service data loading service for SAP Fieldglass Worker Profile Management. 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 will support up to 2 sessions to cover the following: Execute initial data assessment to check headers, data format and verify whether the provided data is adequate to process for data uploading. It involves checking data shifts, line breaks and any corrupted data in the fields. |
| Upload templates in test environment | <ul style="list-style-type: none"> (a) Deploy and upload up to 1 template for the SAP Fieldglass Worker Profile Management module. (b) Prepare data error log file and fix for data issues (c) Provide stats file which gives a summary of the number of records received and how many records were uploaded and how many failed based on each module and template. (d) Eliminate 90% of the errors before data uploading into Fieldglass module |
| Upload templates in production environment | <ul style="list-style-type: none"> (e) Deploy and upload up to 1 template for the SAP Fieldglass Worker Profile Management module. (a) Handover data error log and stats files to Customer (b) Signoff on final upload. |
| Service closure | Handover of services documentation and deliverables to close the Services |

2.2. Scope Boundaries and Conditions

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

2.2.1. Functional Scope Boundaries

- (a) Service applicable for Test and Production system, a maximum number of templates is defined for each system

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 Service effort can't exceed 2 business days and will cover up to 1 template, to be delivered in a maximum of 1 week.
- (e) No more than 2 workshop sessions will be undertaken during the delivery of the Services.
- (f) No more than 5 Customer project team members will attend the workshop sessions as well as the kick-off meeting and Services closing session.
- (g) The kick-off meeting will last a maximum of 2 hours.
- (h) The duration of the workshop sessions is predefined OR lasts maximum of 2 hours each. The concrete schedule will be confirmed in the kick-off meeting within the Services duration in accordance with section `Schedule`.
- (i) 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:

- 2.3.1. Customer has a valid cloud subscription that is provisioned for the following:
 - 2.3.2. Cloud Service is provisioned and fully functional.
 - (a) SAP Fieldglass Worker Profile Management module.
- 2.3.3. Customer is responsible to extract the data as per mapping from their ERP system and provide that extract to the SAP team.
- 2.3.4. Customer to clearly define the template in scope (1 template), as well as the source fields, Customer is responsible for any data transformation.
- 2.3.5. Designated project manager should be assigned from Customer side to collaborate with SAP team to fix any data uploading queries
- 2.3.6. Mandatory and Non-Mandatory data fields are finalized by the Customer
- 2.3.7. Customer will share the data loading file in the prescribed template with SAP team
- 2.3.8. Customer provides access to the following tiered system landscape: Test System, Production System.

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) any implementation services such as initial set-up, deployment, configuration, customization and integration of the Cloud Service;
- (c) programs or content to migrate data from legacy systems;
- (d) data cleansing or data clean up;
- (e) ancillary or other services not expressly listed in this Scope Document
- (f) deliverables not explicitly described in this Scope Document.
- (g) programs or content to migrate data.
- (h) coordination of work required from Customer's third-party Customers.
- (i) activities requiring SAP access to third party products.
- (j) content for end user training.
- (k) the development of new functionality, extensions or co-innovation.

- (l) verification and validation testing processes that may be required by regulatory, industry or governmental requirements.
- (m) implementation of any solution or integration scope not explicitly mentioned in this document.
- (n) implementation on any additional servers not explicitly mentioned in this document
- (o) testing using more than one application language.
- (p) Interfaces to third party or to legacy systems not defined.
- (q) creation or change of print forms.
- (r) reports that are not in the SAP standard application or modifications to these standard reports.
- (s) no Workflows, Reports, Interfaces, Conversions, Extensions, or Forms will be created or delivered within the scope of this Service. Standard SAP code will be neither modified nor extended
- (t) Customer specific authorization roles and security concepts. SAP will use the standard authorization content provided with the Cloud Service;
- (u) any changes required because of pre-existing Customer specific enhancements or developments;
- (v) any changes required because of quality or values of Customer's master and transactional data;
- (w) unit testing in any other environment besides the environment where the initial configuration was completed;
- (x) subscription to any Cloud Services or purchase of SAP Software;
- (y) any development of custom code, updates or upgrades to SAP products;
- (z) 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 pre-packaged instructions, templates and pre-requisites list for download | R | C |
| Conduct kick-off meeting | R | I |
| Schedule workshop session/s | R | C |
| Confirm completion of pre-requisites | C | R |
| Services Exploration | | |
| Perform workshop to analyze the data in scope for the service | R | C |
| Services Realization | | |
| Data uploading on Test system | R | C |

| Activity | SAP | Customer |
|---|-----|----------|
| Prepare data error log file | R | C |
| Fix for data issues | C | R |
| Signoff on Test System upload | I | R |
| Upload the final data into the Production System based on finalized modules and templates | R | I |
| Handover data error log and stats files to Customer | R | C |
| Signoff on final upload | I | R |
| Conduct the Services closing session | R | C |

4. ORGANIZATION

4.1. SAP Team

4.1.1. The SAP team includes the following roles:

- (a) Services Lead: acts as the Services point of contact to the Customer
- (b) Business Process Consultant

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

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

4.2. Customer Team

4.2.1. 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) Business Subject Matter Experts: Represent the business and will be involved in issue resolution and data migration.
- (d) Functional Lead: Undertakes configuration alongside with the Consultants.
- (e) Technical Lead: Leads execution of activities that affect Customer systems and data.
- (f) End Users: Nominated system end users that join the project to undertake testing and training.
- (g) Data Manager: Responsible for providing all the information around the data. Extract required data from various source and destination systems
- (h) System Administrator: Technology related Customer activities such as integration. :
- (i) Administrator: Maintains the master data within the application

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

4.2.3. Customer is expected to staff the roles per the time allocations as required for the project or as recommended by SAP.

4.3. Governance

- 4.3.1. 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.
- 4.3.2. 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.
- 4.3.3. 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.

5. SAP DELIVERABLES

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

DELIVERABLES

| DELIVERABLE | Deliverable Description | Completion Criteria |
|---|--|--|
| Test Data upload | Uploading of data on Test System | Signoff on the test data upload |
| Data list | Data error log and stats file for Test System data | Provide document with data issues and stats report |
| Production Data upload | Production System containing agreed data is uploaded | Signoff on the production data upload |
| Data error log and stats file for Production data | Data issues are shared with customer for fixing | Data issues and stats report will be provided |

6. CUSTOMER RESPONSIBILITIES

- 6.1. 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.
- 6.2. In addition to the Customer responsibilities in the applicable terms and conditions, Customer shall fulfill, in particular, the following responsibilities:
 - 6.2.1. 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.

7. ASSUMPTIONS

- 7.1. 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.
- 7.2. Unless otherwise specified, the Services are provided within normal business hours, Monday through Friday, excluding SAP recognized holidays.
- 7.3. 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.
- 7.4. Knowledge transfer does not replace the necessity for standard SAP training on SAP solution(s) which may be available through separate SAP agreements.
- 7.5. 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.
- 7.6. 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.