Scope Document for Interoperability Review

This Scope Document is part of the Agreement between SAP and Independent Software Vendor ("ISV" or "Vendor").

To the extent any other contractual document contains provisions relating to the scope of the Services that conflict with this Scope Document, the terms of this Scope Document shall prevail.

Commented [HL1]: Because of contradicting wording on scope and deliverables in GTC and SAP Store Terms and conditions, I recommend to include the following.

1. DEFINITIONS

1.1. "**Interoperability Review**" offers a technical review that confirms the partner product is compatible with SAP solutions.

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

2. SCOPE OF SERVICES

SAP shall provide the Services as described herein to assist ISV with the checks if third-party application integrates properly with SAP solutions (Interoperability Review).

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 and Assessment	• Introduction of the Services including the presentation of the predefined scope, roles and responsibilities, expectations, and timelines on both sides • Overview of key partner product features and demo • Technical Product Profile (TPP) questionnaire is sent to ISV to get more technical details regarding ISV integration solution • Assess compliance with SAP development guidelines (e.g. licensing, BTP development guideline, Clean Core, API Policy) • Based on filled TPP document and ICC's technical guidelines for used integration technology, SAP ICC consultant and ISV together align on technical details and SAP system requirements for the Interoperability Review
Interoperability Review	• After preparation of ISV solution and system connections have been finished, SAP ICC consultant and ISV meet virtually to run the agreed functional and technical test cases
Services closing	• After successful review: SAP issues a review summary with details and results of the solution and test drive • ISV gets listing in SAP Note 3652960 to make information available to SAP customers

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

Interoperability Review confirms compatibility of the integration and maintains technical boundaries. Interoperability Review does not validate business functionality or architectural alignment with SAP platform strategy. It is not equivalent to certification.

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) Up to 2 days of consulting/assessment (including up to 2 hours of kick-off) and 1 day of review by SAP ICC consultant will be undertaken during the delivery of the Services.

(e) No more than 5 ISV project team members will attend the assessment and review sessions as well as the kick-off meeting and Services closing session.

2.3. Prerequisites

ISV shall fulfill the following requirements before the start of the Services:

2.3.1. Integration overview: Brief description of the product architecture and connected SAP solutions.

2.3.2. API and protocol details: List of SAP APIs or protocols/technologies used, including authentication methods.

2.3.3. Assess compliance with SAP development guidelines (e.g. licensing, BTP development guideline, clean core, API policy).

2.3.4. Functional test scenarios: Access to SAP system landscape with needed configuration and data, to run functional test cases, i.e. examples of typical operations and business use cases.

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 activities in ISV's development, test or production system;

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

(d) data cleansing or data clean up;

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

(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) access to test tools unless specified

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

(j) 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 ISV has overall accountability for the project. SAP and ISV 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**	**ISV**
Services Preparation		
Confirm completion of prerequisites	C	R
Confirm availability of ISV team members	I	R
Review of provided documentation	R	C
Conduct kick-off and assessment meetings	R	C

Activity	SAP	ISV
Schedule the review sessions	R	C
Services Realization		
Conduct the review sessions	R	C
Execute steps to configure the functional scope	C	R
Resolve test issues related to Services	I	R
Complete the review documents	R	I
Complete the service delivery (issue of the review summary and update SAP Notes)	R	I

4. SCHEDULE

4.1. Services are provided on a one-time basis and will be delivered in an estimated duration of 4 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 Consultants or both. A designated Service Lead will serve as SAP's primary point of contact for the ISV. 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 ICC Partner Recruitment Lead (PRL) (Service Lead)

(b) SAP ICC Technical Consultant

5.2. ISV Team

5.2.1. ISV must appoint a project manager or equivalent role to serve as the sole point of contact for SAP. The ISV team must include relevant business process owners or subject matter experts. If multiple resources are assigned to a single role, the ISV must clearly delineate each resource's responsibilities.

5.2.2. ISV 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. ISV team includes the following key roles:

(a) Project Manager: Single point of contact for SAP. Manages ISV project including ISV 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 ISV project and the business.

(c) Technical Lead: Leads technical execution of the Interoperability Review.

5.3. Governance

5.3.1. The Services will have sponsorship from ISVs 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 ISV, an SAP and ISV 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, ISV 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
Review Summary	Upon successful completion of Interoperability Review, SAP will issue a detailed technical review summary documenting the results and provide a listing as Interoperable in SAP Note 3652960	Handover of technical review summary and mail with the SAP note entry to ISV

7. ISV RESPONSIBILITIES

7.1. ISV shall cooperate with SAP in good faith so that SAP can deliver the Services. ISVs 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 ISVs responsibilities in the applicable terms and conditions, ISV shall fulfill, in particular, the following responsibilities:

(a) ISV is responsible for the overall management of ISVs project and controls the project realization, process, scope, costs, ISV resources and targeted solutions.

(b) ISV shall staff the listed ISV team roles with the requisite skills and knowledge and assign all necessary IT and business resources to complete ISV activities.

(c) ISV shall use reasonable efforts to minimize the change in personnel throughout the duration of the Services.

(d) If ISV involves third-parties, ISV shall manage any third-party resources and be responsible for their acts and omissions.

(e) ISV shall supply SAP with the names and contact information of key ISV and third-party resources.

(f) ISV shall be fully responsible for organizational change management of all affected departments.

(g) ISV shall fulfill and provide listed prerequisites required to perform the Services.

(h) ISV 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, ISV shall enable the use of SAP laptops and mobile devices on ISV network to access SAP's network via SAP's Virtual Private Network (VPN) protocols.

(j) ISV shall provide technical advice regarding any third-party systems accessible to the SAP team.

(k) If required to perform the Services, ISV shall complete the relevant SAP standard trainings.

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

8. ASSUMPTIONS

8.1. Unless otherwise specified, the Services are provided within normal business hours, Monday through Friday, excluding SAP recognized holidays.

8.2. Services are based on a predefined scope and delivery model. In performing the Services, SAP may use software and tools (**"Tools"**) for which all rights of authorship remain with SAP or SAP SE. In case Tools are copied to ISVs 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, ISV 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.

8.3. Knowledge transfer does not replace the necessity for standard SAP training on SAP solution(s) which may be available through separate SAP agreements.

8.4. The estimated timelines are based on continuous availability of SAP ICC technical consultants as well as ISV fulfilling their prerequisites and responsibilities as set forth herein.

8.5. 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.