

Scope Document for Optimization Service for SAP Signavio Process Modeler

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. **“SAP Best Practices”** means SAP’s predefined business processes, configuration content and documentation for SAP solutions.
- 1.3. **“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.
- 1.4. **“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 Customer with guidance and capabilities improvement of the Cloud Service SAP Signavio Process Modeler.

- 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	<ul style="list-style-type: none"> • Introduction of the Services including the presentation of the predefined scope, roles and responsibilities, expectations, and timelines
Workshop sessions	<p>4 workshop sessions for the following topics:</p> <ul style="list-style-type: none"> • Session 1: Guided system setup walkthrough workshop session <ul style="list-style-type: none"> - In-depth review and analysis of Customer’s setup, configuration and usage of SAP Signavio Process Modeler and SAP Signavio Process Collaboration Hub - If available: Assessment of the use of governance workflows within SAP Signavio Process Governance • Session 2: Guided system administration walkthrough workshop session <ul style="list-style-type: none"> - Analysis of current system setup and configuration • Session 3: Results workshop session <ul style="list-style-type: none"> - Overview of observations and recommendations regarding the following aspects: usage scenario, format, governance, process and dictionary content/usage - Identification of improvement potential: Action item list from above mentioned recommendations that supports Customer to improve their business process management (BPM) capabilities • Session 4: Deep dive session for up to 2 selected focus areas <ul style="list-style-type: none"> - Overview of SAP Best Practices for up to 2 selected and agreed upon action items
Services closing session	<ul style="list-style-type: none"> • Closure and Q&A session • Handover of Services documentatation

- 2.2. Scope Boundaries and Conditions

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

- 2.2.1. Functional Scope Boundaries

(a) Systems: 1 single instance of SAP Signavio workspace.

- 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 4 workshop sessions will be undertaken during the delivery of the Services.
- (e) No more than 10 Customer project team members will attend the workshop sessions as well as the kick-off meeting and Services closing session.
- (f) The kick-off meeting will last a maximum of 2 hours.
- (g) The duration of the workshop sessions is predefined and lasts maximum of 3 hours each. 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 4 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:

- (a) SAP Signavio Process Modeler
- (b) SAP Signavio Process Collaboration Hub
- (c) SAP Signavio Process Governance (optional)

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

2.3.3. Customer systems are provisioned and fully functional.

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, process improvement or re-engineering;
- (b) implementation of any solution or integration scope not explicitly mentioned in this Scope Document;
- (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) subscription to any Cloud Services or purchase of SAP Software;
- (i) 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;
- (j) subscription to any Cloud Services or purchase of SAP Software;
- (k) any development of custom code, updates or upgrades to SAP products;
- (l) 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		
Confirm completion of pre-requisites	C	R
Confirm availability of Customer team members	I	R
Conduct kick-off meeting	R	I
Schedule the workshop sessions	R	C
Services Realization		
Conduct guided system setup walkthrough workshop session	R	C
Introduction into current SAP Signavio usage and adoption	I	R
Conduct guided system administration walkthrough workshop session	R	C
Analyze current system setup and configuration	R	I
Document observations for each category	R	I
Derive recommendations build on SAP Best Practices	R	I
Develop action items to improve overall SAP Signavio usage and BPM maturity	R	C
Conduct results workshop session to present and discuss results	R	C
Select and agree upon 2 focus areas (derived from action list) for the deep dive session	C	R
Prepare deep dive session for up to 2 selected focus areas	R	C
Conduct deep dive session for up to 2 selected focus areas	R	C
Service Finalization		
Create Services documentation	R	I
Conduct Services closing session	R	I

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.
- 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. 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

5.2.1. 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.

5.3. 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
Optimization report	Documentation covering the findings, recommendations and action items regarding the setup and configuration of SAP Signavio Process Modeler and SAP Signavio Collaboration Hub, as well as established governance workflows	Handover of optimization report to Customer
Workshop documentation	Workshop documentation of the Services is made available for Customer team members, SAP will present SAP Best Practices around the chosen focus areas	Handover of workshop 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. 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.