Scope Document for Value Adoption Service for Joule Assistants with SAP Cloud ERP Private

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

1. DEFINITIONS

1.1. **"Deployment Date"** means the date on which initial configuration of scope items is performed on the Development System.

1.2. "**Development System**" means an SAP system environment in which initial configuration and build activities are completed in a non-productive environment.

1.3. **"SAP Best Practices**" means SAP's predefined business processes, configuration content and documentation for SAP solutions.

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

1.5. "**Production System**" means a live SAP system used for running Customer's internal business operations and where Customer's data is processed.

1.6. "**Quality System**" means an SAP system environment is used for configuration or testing content from the Development System prior to moving it to the Production System.

2. SCOPE OF SERVICES

SAP shall provide the Services as described herein to assist Customer with the adoption of Joule Assistants for the Cloud Service SAP Cloud ERP Private.

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	Introduction of the Services including the presentation of the predefined scope, roles and responsibilities, expectations, and timelines
Workshop sessions	Up to 3 workshop sessions, one for each Joule Assistant, for the following topics: • Walkthrough of assistant using a predefined demonstration scenario with test scripts • Enabling Customer on execution of Joule Assistants • Process use-case and mapping • Test guidance
Activation of the Cloud Service	• Basic activation and configuration of standard capabilities in Customer´s Development System of the scope defined in section 2.1.1., including functional and technical support during testing in Development System and Quality System
Adoption Check-in	Adoption check-ins once per month up to consecutive 6 months
Go live support	• Provide up to 2 days of go live support, based on the cutover plan, after the Customer has moved all in-scope Joule Assistants to the Production System
Services closing session	• Handover of the activated solution including Q&A

2.1.1. Functional Scope

The scope is predefined and includes the activation of Joule Assistant scope items. A listing of the available scope items is available at the following link: https://www.sap.com/documents/value-adoption-service-for-joule-assistants-1329887.

2.1.2. Integration Scope

The following SAP standard integration points between SAP systems are part of the scope of the Services.

SAP Standard	Source System	Direction	Target System	Description

Integration Point				
	SAP ERP	<>	SAP Business AI Platform	Includes end to end integration between SAP ERP and SAP Business AI Platform to call Joule Assistants and send/receive data
	SAP ECC	<>	SAP Business AI Platform	Includes end to end integration between SAP ECC and SAP Business AI Platform to call Joule Assistants and send/receive data

2.2. Scope Boundaries and Conditions

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

2.2.1. Functional Scope Boundaries

(a) Number of Joule Assistants: up to 3
(b) Number of Joule Agents: up to 15 total
(c) Company code: 1
(d) Number of Customer legal entities: 1
(e) Country/countries in scope: 1
(f) SAP to test currency: 1 – defined by Customer
(g) System language/s: English only
(h) Language/s 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) No more than 3 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 1 hour.
(g) SAP will assist testing activities for a maximum 4 business days per Joule Assistant.
(h) No more than 5 Customer project team members will execute testing.
(i) SAP will provide go live support on maximum 2 continuous business days within the Services delivery. Go live support begins after the execution of the technical cutover.
(j) 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`.
(k) The Services closing session will last a maximum of 1 hour.

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 S/4HANA Cloud Private Edition
(b) SAP Business Technology Platform (SAP BTP)
(c) AI unit
(d) Joule Assistants

2.3.2. Customer provides access to the following system landscape: Development System, Quality System, including technical roles for administrators to configure and monitor agents via SAP BTP and SAP AI Core.

2.3.3. SAP S/4HANA system with relevant processes for the identified assistants are activated and configured with standard objects and processes (business partners, open items, company codes, disputes, etc.).

2.3.4. SAP S/4HANA versions and Feature Package Stack (FPS) levels requirements are met by the Customer for the selected Joule Assistants.

2.3.5. Master data required is correctly configured and data of at least 6 months is maintained.

2.3.6. Access to SAP BTP AI services – Runtime for agents on SAP AI Core.

2.3.7. Network connectivity and trust between SAP S/4HANA system and the SAP BTP sub-account.

2.3.8. 1 subaccount for SAP BTP is set up with basic configuration and authorized user credentials.

2.3.9. 1 SAP AI Core is set up with basic configuration and authorized user credentials.

2.3.10. Network connectivity and trust is configured between SAP S/4HANA Cloud Private Edition and the SAP BTP sub-account.

2.3.11. Availability and integration of agent gateway.

2.3.12. If using SAP ECC source system defined in 2.1.2, both SAP ECC source system and SAP ECC adapter must be provisioned and connected.

2.3.13. Customer provides the following information:

(a) written list of up to 3 Joule Assistants and relevant Joule Agents to activate;

(b) functional and non-functional specifications documents;

(c) role, profile and security design document;

(d) detailed technical design documents.

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 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 changes required because heavily customized Quality System or Production System;

(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;

(m) SAP Cloud Identity Services (CIS) setup, principal propagation, SAP BTP setup, connectivity and trust setup;

(n) Joule Assistants not included in the Functional Scope.

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 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 sessions	R	C
Services Realization		
Conduct the workshop sessions	R	C
Execute steps to configure the functional scope in Development System	R	C
Promote to Quality System	C	R
Conduct solution walkthrough/ knowledge transfer to demonstrate the configured solution to the stakeholders	R	C
Prepare the test scenarios, test cases, and/or test scripts for test execution	I	R
Execute the testing	I	R
Resolve test issues related to the Services	R	C
Resolve test issues related to Customer responsibilities	C	R
Create cutover plan	C	R
Conduct go live readiness review	R	C
Services Deployment		
Prepare the Production System	C	R
Execute the cutover plan to production	C	R
Test and validate the systems after the cutover has finished	C	R
Obtain the production approval sign-off from applicable Customer´s stakeholders	I	R

Activity	SAP	Customer
Provide go live and after go live support	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 6 consecutive months 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.

5.1.2. The SAP team includes the following roles:

(a) SAP Business AI Consultant

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.

5.2.3. 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.

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 configuration	Activation and configuration of the solution is completed and available in the Development System and Quality System	Handover of activated solution 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:

(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 access 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.