Service Description
服務說明

SAP Implementation - SAP Cloud Service
SAP 軟體建置 - SAP 雲端服務

Customer is undertaking a project ("Customer's Project" or "Project") to implement SAP Cloud Service(s). Customer is the owner of the Customer's Project and is responsible for the process, scope, costs, resources and targeted solutions of Customer's Project.

客戶執行專案 (以下稱「客戶專案」或「專案」) 來建置導入 SAP 雲端服務時。客戶是專案的所有人，負責專案的流程、範圍、成本、資源和目標解決方案。

SAP will provide Services to assist with the Customer's Project as further defined in the Order Form and the Scope Document. This document provides definitions and content that apply for such implementations.

SAP 應依據訂購單與範圍文件之規定，提供服務以協助進行客戶專案。本文件提供適用於上開雲端服務建置之定義與內容。

1   Definitions
名詞定義

1.1   Capitalized terms in this document that are not defined hereto have their meaning defined in the General Terms and Conditions (or alternatively the governing terms and conditions or agreement as set forth in the Order Form) or Scope Document.

本文件中未賦予定義的大寫詞彙，可在一般條款與條件 (或是訂單所載之指導條款與條件或合約) 或範圍文件中找到其定義。

1. **On Premise:** solution hosted on servers owned and managed by the Customer or its nominated service providers, and located at the Customer's or the Customer's service provider's own facilities.
   內部部署： 解決方案之託管伺服器係由客戶或其指定服務供應商擁有與管理，其位置則位於客戶或客戶服務供應商之專屬設施內。

2. **SAP Cloud Service:** means any subscription based, hosted, supported and operated distinct on-demand solution provided by SAP under an applicable Order Form.
   SAP 雲端服務：係指由 SAP 依生效訂購單提供之以訂閱為基礎，並以隨選方式進行保管、支援及作業之解決方案。

3. **SAP Best Practices:** SAP's predefined business processes, configuration content and documentation for SAP Software. SAP Best Practices may be used as the basis for SAP implementation activities.
   SAP Best Practices：SAP 軟體之預先確定業務流程、配置內容和文件。SAP Best Practices 得用來作為 SAP 軟體建置活動的基礎。

4. **Rapid-Deployment Solution:** packaged content that provides a predefined scope, delivery approach and SAP Best Practices business processes and configuration to accelerate the deployment of SAP software.
   快速部署解決方案：提供預先定義範圍、交付方式及 SAP Best Practices 業務流程和配置的套裝內容，可加速部署 SAP 軟體。

5. **Engineered Service:** a service delivered by SAP that has a predefined scope, delivery approach and accelerators.
   工程服務：由 SAP 提供並具備預先定義範圍、交付方式及加速器的服務。

6. **SAP Activate:** a standard SAP methodology used for SAP implementation projects.
   SAP Activate：可用於 SAP 軟體建置專案之標準 SAP 方法。

7. **Design Based:** an implementation approach that utilizes traditional design techniques and may include SAP Best Practices as a baseline.
   設計本位：採用傳統設計技術並可納入 SAP Best Practices 作為基準軟體建置方式。

8. **Assemble to Order (A2O):** an implementation approach that utilizes a pre-assembled baseline system comprised of SAP Best Practices and/or other implementation accelerators such as SAP Rapid-Deployment Solutions or Engineered Services to perform scope validation and delta scoping activities.

   從組合至訂單 (A2O)：採用預先組件基準系統的軟體建置方式，該系統係由 SAP Best Practices 和/或其他軟體建置加速器 (例如：SAP 快速部署解決方案或工程服務) 所組成，以執行範圍驗證和對沖值界定範圍活動。

9. **Workflow:** sequence of connected steps triggered by an event to automate a process such as a document approval.

   工作流程：由事件觸發以自動處理程序的一連串相關步驟，例如：文件核准。

10. **Reports:** technical objects designed to deliver business figures or reports with no change to application data.

    報告：專為在不變更應用程式資料之前提下提供業務數據或報告所設計的技術物件。

11. **Interfaces**: technical objects to transfer information from one system to another. Usually refers to objects that are not part of the SAP licensed Software.

    介面：將資訊從某一套系統移轉至另一套系統的技術物件。通常係指不屬於 SAP 授權軟體的物件。

12. **Conversions**: technical objects used to migrate data to SAP applications during the Service.

    轉換：在服務期間將資料移轉至 SAP 系統所使用的技術物件。

13. **Extensions:** additions to SAP functionality specific for Customer within the capabilities of the SAP Cloud Service extension framework subject to the terms of the applicable SAP Cloud Service or product agreement.

    擴充：依據適用之 SAP 雲端服務或產品合約條款，在 SAP 雲端服務擴充架構功能範圍內專為客戶新增的 SAP 功能項目。

14. **Forms:** printed or electronic forms containing formatted information from SAP applications.

    表單：包含 SAP 應用程式格式化資訊的印刷或電子表單。

15. **Sandbox Environment:** a temporary SAP system environment (sometimes called realm, platform or tenant) used to demonstrate processes and example prototypes. Implementation work undertaken in a Sandbox Environment is typically not moved to other environments.

    沙箱環境：用於展示程序和範例原型的臨時性 SAP 系統環境 (有時稱為範圍、平台或承租人)。在沙箱環境中執行的軟體建置工作通常不會傳輸至其他環境。

16. **Development Environment:** a SAP system environment (sometimes called realm, platform or tenant) in which initial configuration and build activities are completed. Implementation work undertaken in a Development Environment would be moved to a Quality Assurance Environment and/or Production Environment.

    開發環境：完成初始配置與建置活動的 SAP 系統環境 (有時稱為範圍、平台或承租人)。在開發環境中執行的軟體建置工作將移至品質保證環境和/或正式運作環境。

17. **Quality Assurance Environment:** a SAP system environment (sometimes called realm, platform or tenant) used for configuration and/or testing content from the Development Environment prior to moving it to the Production Environment.

    品質保證環境：用於配置和/或測試開發環境內容的 SAP 系統環境 (有時稱為範圍、平台或承租人)，完成配置和/或測試後才會將其移至正式運作環境。

18. **Production Environment:** a SAP system environment (sometimes called realm, platform or tenant) used to execute operational business processes.

    正式運作環境：用於執行營運業務流程的 SAP 系統環境 (有時稱為範圍、平台或承租人)。

19. **User Acceptance Test:** test undertaken by end users to check that the system fundamentally operates according to the agreed scope.

    使用者驗收測試：終端使用者為檢查系統是否依據商定範圍正常運作所執行的測試。

2   SAP Services
SAP 服務

2.1   The Scope Document will define SAP responsibilities and Services that may include assisting Customer with:
範圍文件應規定各項 SAP 責任和服務，其可能包括協助客戶處理以下事項：

1.   Strategy and planning for the implementation of the SAP Cloud Service
建置 SAP 雲端服務之策略與規劃

2.   Implementation of SAP Cloud Service
建置 SAP 雲端服務

3.   Integration between SAP Cloud Service and on premise and private cloud solutions.
整合 SAP 雲端服務及內部部署與私用雲端解決方案。

3   Approach
方法

3.1   SAP will use the applicable portions of the SAP Activate methodology to perform the Services unless otherwise defined in the Scope Document.
除範圍文件另有規定外，SAP 應使用 SAP Activate 方法之可行部分來履行服務。

3.2   The four phases of the SAP Activate methodology cover the implementation lifecycle for SAP Cloud Service as follows:
SAP Activate 方法的四個段適用於 SAP 雲端服務建置的生命週期，如下所示：

1.   **Prepare:** In the Prepare phase, initial planning and preparation activities are executed to start the project.
準備：在準備階段，應執行初始規劃與預備活動以啟動專案。

2.   **Explore:** In the Explore phase, solution scenarios are reviewed within the project scope to verify that business requirements can be met within the boundaries of the solution and project scope. During this process, configuration values are identified for use in the Realize phase.
探索：在探索階段，檢閱專案範圍內的解決方案情境，確保在解決方案與專案範圍之內符合所有業務需求。在此程序中，確認要在實行階段所用的配置值。

3.   **Realize:** In the Realize phase, business scenarios and process requirements are configured, integrated and tested in accordance with the project plan and scope of SAP Services.
實行：在實行階段，依專案計畫和 SAP 服務範圍來設定、整合和測試業務情境與程序需求。

4.   **Deploy:** In the Deploy phase, the SAP system is prepared for go live.
部署：在部署階段，完成 SAP 系統實際上線的準備工作。

4   Roles and Governance
角色與管理

4.1   The roles and project governance for the Service are defined in the Scope Document.
有關服務之角色與專案管理，範圍文件均有其定義。

5   Customer Responsibilities
客戶責任

5.1   The overall Customer responsibilities are listed below. Further Customer responsibilities and SAP responsibilities are detailed in the Scope Document.
整體客戶責任列示如下。將於範圍文件中進一步詳述客戶與 SAP 雙方的責任。

1.   Ensure purchase of access rights and registration for any usage by Customer for SAP Cloud Service.
確保使用 SAP 雲端服務之客戶，已購買存取權並完成註冊作業。

2.   Ensure purchase of access rights and registration for any supplier using the SAP Cloud Service.
確保已為使用 SAP 雲端服務之供應商，購買存取權並完成註冊作業。

3. Ensure all necessary third party license rights as required to allow SAP to perform the Services.

   確保已具備允許 SAP 履行服務所需之必要第三方授權權利。

4. Provide sponsorship from the Customer's senior management, who will be available on a timely and regular basis to monitor the Project progress and to act as a decision maker for policy decisions and issue resolution.

   由客戶的資深管理人員從旁幫助，該管理人員將及時、定期監督專案進展情況，並針對政策決定與問題解決事務以決策者之身分行事。

5. Appoint a Project Manager or alternative primary point of contact from the Customer during the Service to act as the Customer's single point of contact for SAP. This contact) will coordinate all Customer responsibilities including selection and scheduling of all Customer resources during the Service.

   在服務期間由客戶指派專案經理或替代的主要聯絡窗口，負責擔任客戶聯繫 SAP 的單一聯絡窗口。該聯絡人應負責協調所有客戶責任事務，包括在服務期間選擇和排程所有客戶人員。

6. Provide trained technical, business process and project management resources to perform Customer responsibilities and to assist with SAP's performance of the Services.

   安排受過培訓的技術、業務流程與專案管理人員，以履行客戶責任並協助 SAP 履行服務。

7. Provide knowledgeable, decision-empowered resources that are available to work on the Customer's Project as part of the team.

   由具備豐富知識與決策制訂權力的人員組成團隊，負責處理客戶專案事務。

8. Ensure that Customer team members are knowledgeable about the solution being implemented and define their training approach and schedule.

   確保客戶團隊成員具備解決軟體建置專案的相關知識，並且定義其訓練方式與行程。

9. Provide sufficient and appropriate resources to execute testing according to the project plan.

   提供充足且適當的人員，負責依專案計畫執行測試工作。

10. Supply SAP with the names and contact information of key Customer and third party resources assigned to the Project.

    指派至專案的重要客戶與第三方人員，向 SAP 提供其姓名與聯絡資訊。

11. Minimize the change in personnel throughout the duration of the Service.

    將整個服務期間可能發生的人員異動狀況降至最低。

12. Make timely decisions throughout the execution of this Project according to the project plan. Delays in decisions may result in a change request due to impact on SAP resources, deliverables, estimated timelines and fees associated with the Services.

    依專案計畫，於專案執行期間內及時做出決策。決策延誤可能影響 SAP 人員、交付項目、預估時間表與服務相關費用，進而衍生變更請求。

13. Make available to SAP all appropriate documentation (including documentation of Customer's defined business processes) and necessary reports required for SAP to perform the Services.

    向 SAP 提供其履行服務所需之適當文件 (包括客戶定義業務流程之文件) 和必要報告。

14. Timely configure the solution, creating end user materials and defining groups, roles and permissions based upon the project schedule.

    依據專案時程表，及時設定解決方案、建立終端使用者資料並定義群組、角色和權限。

15. Extract required data and providing it in the formats as defined by SAP.

    擷取必要資料，並採用 SAP 定義的格式提供該資料。

16. Validate, cleanse and approve all data to be interfaced or uploaded to SAP Cloud Service.

    驗證、清除並核准即將連接或上傳至 SAP 雲端服務的所有資料。

17. Establish and maintain telecommunications links as needed for the SAP Cloud Service, as well as local area networks, and the security of its network and related systems including access to virtual meetings tools.

視需求建立並維護 SAP 雲端服務之電信連結和區域網路，以及其網路與相關系統的安全性，包括虛擬會議工具存取權。

18. Ensure the performance, reliability, availability or security of any third party system or hardware and third party applications and third party software.

   確保維持所有第三方系統或硬體及第三方應用程式與軟體的效能、可靠性、可用性或安全性。

19. Provide SAP with adequate work space as necessary for the duration of the Services including meeting rooms for work on-site. The work space should include projectors, printers, scanners, copiers, file storage and miscellaneous office supplies as needed. Sufficient temporary desks, or "hot desks", will be made available to enable each SAP resource to have a desk for each day they are on-site. No SAP employees will have an office on the Customer's premises with keys that provide exclusive use of the office to SAP. It is recommended that the SAP team be situated in a secure location. Such work space will be provided before or during the Prepare phase.

   在服務期間依 SAP 需求提供足夠的工作空間，包括提供工作現場的會議室。工作空間應視需要備妥投影機、印表機、掃描器、影印機、檔案儲存裝置以及其他辦公用品。提供足夠的臨時辦公桌或「共用辦公桌」，讓所有 SAP 人員擁有可處理每日工作現場事務的辦公桌。客戶應在其公司內部為 SAP 員工提供辦公室，但不需提供 SAP 員工進出辦公室專用的鑰匙。建議將 SAP 團隊安排在安全的位置。在準備開始之前或準備進行期間，均應提供上述工作空間。

20. Provide SAP with access to Customer's facilities as necessary for the performance of the Services including all necessary identification material (badges, passes, cards, etc.) for the duration of the Services. This includes necessary access to such buildings and systems during and after normal business hours, on weekends, and on holidays. Limitation of SAP access during these times may reduce SAP's ability to maintain the estimated schedule.

   依履行服務之需求而定，在服務期間允許 SAP 進出客戶場所，包括提供所有必要的身分識別資料 (例如識別證、通行證、門禁卡等)。以上所指包括於一般上下班時間、周末和假日，進出上述建築物與存取系統之必要權限。

   於前開時段限制 SAP 之進出或存取權限，可能會使 SAP 難以符合預估時程表之規劃。

21. Allow the use of SAP laptops and mobile devices on Customer's network to SAP's network via SAP's Virtual Private Network (VPN) protocols or Customer will provide PCs and/or laptops with the Microsoft Office Suite and e-mail capability for the SAP team. Laptops and/or PCs provided by Customer and/or PCs provided by Customer must have the latest virus protection software.

   允許透過 SAP 的虛擬私人網路 (VPN) 通訊協定，在客戶網路上使用 SAP 筆記型電腦和行動裝置連線至 SAP 網路，或由客戶為 SAP 團隊提供安裝 Microsoft Office 套件並具備電子郵件功能的個人電腦和/或筆記型電腦。

   客戶提供的筆記型電腦和/或個人電腦，和/或客戶提供的個人電腦均須安裝最新的防毒軟體。

22. Provide technical advice regarding any third party systems to which SAP will have access.

   針對 SAP 應存取的第三方系統，提供相關技術諮詢。

23. Manage the Customer's third party service providers.

   管理客戶的第三方服務供應商。

24. Ensure that the Customer's Project is compliant with any relevant governmental and regulatory requirements.

   確保客戶專案符合所有相關的政府規範與法規要求。

5.2 Customer will be responsible for any delays or additional costs resulting from any deficiencies in the Customer responsibilities.

   若缺失之發生可歸責於客戶，則客戶應承擔該缺失造成之延誤或額外成本。概負全責。

5.3 If Customer includes any SAP confidential information and/or Cloud Materials in any Customer-created materials, such as manuals, guides or handbooks in any format or media (collectively "Customer Materials") such Customer Materials shall be restricted to Customer's internal use only and subject to the terms of the Agreement between Customer (and/or its Affiliates) and SAP (and/or its Affiliates) governing Customer's access to and use of the Cloud Services and Cloud Materials. Further, in addition to preserving and maintaining all copyright and trademark notices, the following designation must be placed on every page of each such Customer Material: "This

document contains proprietary and confidential information of SAP SE or an SAP affiliate company.

若客戶在其建立的任何資料中納入任何 SAP 機密資訊和/或雲端資料 (例如：採用任何格式或媒體的說明書、指南或手冊 (統稱為「客戶資料」)，則此類客戶資料應僅供客戶內部使用，並受限於客戶 (和/或其關係企業) 與 SAP (和/或其關係企業) 雙方為規範客戶對雲端服務與雲端資料之存取與使用權限所簽署之合約條款。此外，除保留與維護所有著作權和商標聲明，另應於前開所有客戶資料之頁面中加註下列標示文字：「本文件包含 SAP SE 或 SAP 關係企業公司之專有和機密資訊。」

6   <u>Assumptions and Exclusions</u>
<u>假設與例外狀況</u>

6.1   Key assumptions are listed below. SAP may identify further assumptions in the Order Form and/or Scope Document.

關鍵假設列示如下。SAP 得在訂購單和/或範圍文件中識別進一步假設。

1. All supporting documentation will be developed using industry standard personal computers/laptops using Microsoft Office applications (Word, Excel, MS Project, Visio and PowerPoint) or other mutually agreed documentation tools.

   所有支援文件之開發應採用業界標準個人電腦/筆記型電腦，是類電腦使用 Microsoft Office 應用程式 (Word、Excel、MS Project、Visio 和 PowerPoint) 或其他雙方合意之文件工具。

6.2   Any items or services not defined as in scope in the Scope Document are deemed out of scope. SAP may identify further exclusions in the Order Form and/or Scope Document. The following are expressly out of scope:

未依範圍文件之範圍規定定義的任何項目或服務，均視為超出範圍。SAP 得在訂購單和/或範圍文件中識別進階例外狀況。下列項目明確超出範圍：

1. Developments that change or extend the standard SAP Software source code.

   開發工作可能變更或擴充標準 SAP 軟體原始程式碼。