



THE BEST RUN  SAP®

RISE with SAP S/4HANA Cloud, private edition and SAP ERP,PCE v.1-2021

PUBLIC

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SIX CATEGORIES: For avoidance of doubt, all of the tasks and services itemized in this Roles & Responsibilities document are provided as a catalog of services. However, the relevance and necessity of each individual task or service will be unique to each customer's Computing Environment. Customers are responsible to review and analyze these tasks and make the selection of such tasks/services in collaboration with the assigned SAP Cloud Architect Advisor ("CAA"), or with their SAP Client Delivery Manager ("CDM").

Standard Services	All tasks/services that are included as part of the standard Services, covered by the Service Fee and performed by SAP ² , as applicable to customer.
Optional Services	Optional Services: these tasks/services are not covered in the standard Services, and are not and cannot be covered by the Cloud Application Services ¹ ("CAS"). These tasks/services <ul style="list-style-type: none"> • may be elected by customer, • are subject to additional service fees, • must be specifically contracted for and itemized in the customer's contract (original contract or via a change request), and • can only be performed by SAP².
Cloud Application Services¹ ("CAS"). Can be performed by customer.	Cloud Application Services ¹ ("CAS"). Can be performed by customer: Include tasks/services that a customer can perform, but the customer may elect to have SAP ² to deliver.
Cloud Application Services¹ ("CAS"). Cannot be performed by customer.	Cloud Application Services ¹ ("CAS"). Cannot be performed by customer: Include tasks/services that a customer can not perform, but the customer may elect to have performed. These tasks/services can only be performed by SAP ² .
Additional Service	Additional Service: Include one-off tasks/services which are not covered by Standard, Optional and/or Cloud Application Services. These tasks/services <ul style="list-style-type: none"> • may be elected by customer, • are subject to additional service fees and • can only be performed by SAP².
Excluded Tasks	Excluded Tasks are those tasks/services that can only be performed by the customer and are excluded from Standard Services, Optional Services, Additional Services and/or Cloud Application Services.

¹ **Cloud Application Services ("CAS")** is a category of supplementary services identified as Cloud Application Services ("CAS") in this document. CAS is subject to additional service fees as agreed in a customer's contract. CAS excludes all services involving the extension, reduction, or change of the customer's existing landscape, e.g. provisioning additional infrastructure resources. SAP may provide CAS services in either proactive or reactive mode. For SAP to provide services in a reactive mode, the customer is required to submit CAS service requests to SAP via the ticketing/service request system made available to customer for such purpose.

² The term "**SAP**" when used herein refers to SAP as defined in the customer Order Form, and means either SAP or the relevant SAP third party provider or subcontractor.

Service Requests. Customers may submit Service Requests. A "Service Request" means a specific task related to the Computing Environment (as defined in the SLA) submitted by the Customer via the SAP Service Request Platform. To the extent separate from a Customer-reported Incident (as defined in the SLA), the following Service Request response times will apply:

Time period for which SAP schedules the work to process Service Requests submitted by Customer.	Computing Environment with PRD	00:00 to 23:59 subject to Excluded Downtime
	Computing Environment with NON-PRD*	00:00 to 23:59 local time each Business Day

*If a customer requests services for NON-PRD systems outside of the support hours, SAP may make the service available as an Additional Service.

Not all tasks or services listed in the R&R are relevant to all customer environments. **Infrastructure related services may be different depending on deployed infrastructure platform (e.g. Hyperscaler).** Certain tasks or services may not be available from SAP or certain SAP third party providers, and may not be available in certain regions. The availability of a specific service may also depend on characteristics of the specific customer situation (e. g. system size, solution scope etc.) and must be individually checked and confirmed with the SAP Cloud Architect Advisor ("CAA"), or with their SAP Client Delivery Manager ("CDM").

All tasks and work efforts not purchased by customer or not provided SAP as part of the standard service but applicable to customer and its Computing Environment are the responsibility of customer.

The PDF version of this **Roles & Responsibilities** document made available by SAP at <https://www.sap.com/about/agreements/policies/hec-services.html> is the Documentation of record. Customer acknowledges that a non-pdf version of this Roles & Responsibilities document may be made available for task analysis, task planning and overall customer task management purposes, but such version shall not be considered Documentation.



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
			All task descriptions exclusively refer to the execution of the respective task and are exclusive of potentially required hardware or infrastructure capacities (e.g. compute, storage, network connectivity etc.). Any extension to such entities is required to be processed via a contractual change request (CR) and is subject to additional service fees. Infrastructure related services may be different depending on deployed infrastructure platform (e.g. Hyperscaler).	-	n/a	
1		A - Service Management	For accounts delivered by a Premium Partner, certain tasks in chapter "A - Service Management" are a joint effort between SAP and that Premium Partner	-	n/a	
2		Account Management		-	n/a	
3	SM_1.1.01	Conduct Delivery & Operations Kick-Off -Review Support Manual -Schedule Landscape Review and Scope Alignment -Detailed Engagement & Operations Review	Standard Services		not applicable	n/a
4	SM_1.1.02	Capacity Management Review: Quarterly review of systems within landscape, monitoring, and reporting of resource usage (e.g. storage capacity, memory and CPU) to prevent operational issues. Review need for service changes and extensions based on technical resource consumption trends.	Standard Services		not applicable	n/a
5	SM_1.1.03	Capacity Management Planning: Develop quarterly capacity plan based on technical capacity management review.	Standard Services		not applicable	n/a
6	SM_1.1.04	System outage notification and escalation management	Standard Services	Handling of critical service situations aiming to bring the service back to targeted quality and standards.	not applicable	n/a
7	SM_1.1.05	Service Performance Review & Report – Monthly - Provide review and suggestions if a high volume of support requests occurs - Service availability and KPIs	Standard Services		not applicable	n/a
8		Service Request Management - Technical Support		-	n/a	
9	SM_1.2.01	Use defined tracking system to enter and update technical requests	Excluded Tasks	Change Requests (CR) or Change Orders subject to process defined in Agreement.	not applicable	n/a
10	SM_1.2.09	Service Request Management - Receive and acknowledge requests in SAP defined request tracking system - Assess criticality/priority of request, effort and approvals required - Coordinate request approval - Notify requester of approval or rejection - Coordinate request scheduling - Notification of request completion	Standard Services	Handling of Service Requests which require commercial change requests (CR) or need to be planned and coordinated only during customer business hours.	not applicable	n/a
11	SM_1.2.11_AE	Create service plan for reoccurring and proactive CAS tasks / Create and maintain service plan for reoccurring and proactive services	Standard Services		not applicable	n/a
12	SM_1.2.12_AE	Create and maintain release plan for landscape	Standard Services	Including check for SAP software updates (SAP Support Packages, SAP kernel updates, DB version) for contracted landscape.	not applicable	n/a
13		Services to support industry regulations	This section does not define a fixed-scope service package but represents an open list of possible services that can be offered to support specific compliance needs; a detailed service scope must be specified in the contract; examples for industry standards that may be addressed with these services are GxP or HIPAA			
14		Qualifications Services		-	n/a	
15	SM_1.6.02	Qualification deliverables (project and lifecycle documentation)	Optional Services		not applicable	n/a
16	SM_1.6.03	Personnel qualification and training as mandatory requirement for administrator access to regulated industries systems	Optional Services		not applicable	n/a
17	SM_1.6.04	Onboarding / system setup with additional Installation Qualification	Optional Services		not applicable	n/a
18		Process Services		-	n/a	
19	SM_1.6.06	Documents and records management for regulated industries	Optional Services		not applicable	n/a
20	SM_1.6.07	Change & Configuration Management for regulated industries	Optional Services		not applicable	n/a
21	SM_1.6.08	Problem Management for regulated industries	Optional Services		not applicable	n/a
22	SM_1.6.09	Audits and Periodic Review	Optional Services		not applicable	n/a
23	SM_1.6.10	System Decommissioning for regulated industries	Optional Services		not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
24		B - Infrastructure	Section B - Infrastructure describes the infrastructure services provided for components used as part of managed systems; services around "Server Provisioning" (aka IaaS) are described in detail in the respective section. Infrastructure related services may be different depending on deployed infrastructure platform (e.g. Hyperscaler).	-		n/a
25		Data Center Management				n/a
26	INFRA_1.1.01	Data Center Management	Standard Services	This service is operated either in DC facilities owned by the respective service provider, in rented co-location facilities, public cloud, or on hyperscaler infrastructure platforms.	not applicable	n/a
27		Network Management			-	n/a
28	INFRA_1.2.01	Manage remote connection between the hosted system landscape and SAPs support infrastructure	Standard Services	Service initiated after formal transition to service provider.	not applicable	n/a
29	INFRA_1.2.03	Separation of systems in customer landscape into more than one network segment	Additional Service	May not be available with Hyperscale deployment.	not applicable	n/a
30	INFRA_1.2.04	Modification to existing customer connectivity (VPN, MPLS, Cloud Peering etc.)	Standard Services	One (1) ticket per each feature change is required (after initial connectivity is established).	not applicable	n/a
31	INFRA_1.2.05	Add additional VPN or MPLS or Cloud Peering	not offered		not applicable	n/a
32	INFRA_1.2.06	IP address migration - Change IP addressing of existing network segment to new IP addressing	Additional Service	Used for cases where the original IP range of a network segment (including delivered systems) needs to be changed.	not applicable	n/a
33	INFRA_1.2.07	Enable DNS integration of an on-premises customer domains into customer DNS servers in to resolve on-premise host names	Standard Services	Supported through DNS forwarding on the DNS server. This task does not add /etc/hosts file entries on individual servers.	not applicable	n/a
34	INFRA_1.2.08	Migrate SAP domain (hec.sap.biz) to customer domain or customer domain migration	Additional Service	Used in case customer wants to change from internal domain to customer domain or want to migrate existing domain to new domain due to organizational change.	not applicable	n/a
35		Hardware Operations	Applies to equipment managed by service provider		-	n/a
36	INFRA_1.4.03	Plan and conduct managed service infrastructure maintenance	Standard Services		not applicable	n/a
37	INFRA_1.4.05	Monitor critical operations parameters of computing environment	Standard Services		not applicable	n/a
38	INFRA_1.4.06	Monitor disk capacity	Standard Services	Subject to additional fees for additional capacity.	not applicable	n/a
39	INFRA_1.4.07	Monitor server capacity	Standard Services	Subject to additional fees for additional capacity.	not applicable	n/a
40	INFRA_1.4.08	Monitor network utilization	Standard Services		not applicable	n/a
41	INFRA_1.4.09	Infrastructure/hardware/system requests; Process commercial change requests as required for hardware upgrades, additions etc.	Standard Services	Subject to reasonable lead time, customer to provide request via tracking system with sufficient detail; additional fees apply; service provided only during office hours (referring only to the commercial part, technical implementation timing will be scheduled based on contractual specifications).	not applicable	n/a
42	INFRA_1.4.11	Scale compute capacity (memory & CPU)	Optional Services		not applicable	n/a
43		Storage Management			-	n/a
44	INFRA_1.5.01	Manage data files, file systems and disks per standards and practices	Standard Services		not applicable	n/a
45	INFRA_1.5.02	Scale storage capacity	Optional Services		not applicable	n/a
46	INFRA_1.5.03	Enable SnapLock/WORM/Immutability capability for archiving use cases	not offered		not applicable	n/a
47	INFRA_1.5.04_AE	Review and analyze the impact of data volume/load on data environment performance	Cloud Application Services ("CAS"). Can be performed by customer.		Data Volume Optimization	D6
48	INFRA_1.5.05_AE	Determine if existing hardware can meet growth	Cloud Application Services ("CAS"). Can be performed by customer.		Data Volume Optimization	D6
49	INFRA_1.5.06_AE	Develop alternative plans (e.g. archiving, consolidation, hardware upgrades)	Cloud Application Services ("CAS"). Can be performed by customer.		Data Volume Optimization	D6
50		Operating System			-	n/a
51	INFRA_1.6.01	Create and maintain OS users and groups	Standard Services	Service provider access only, no privileged access to operating system by customer.	not applicable	n/a
52	INFRA_1.6.04	Inform customer regarding security incidents	Standard Services		not applicable	n/a
53	INFRA_1.6.05	Configure OS parameters	Standard Services		not applicable	n/a
54	INFRA_1.6.06	Troubleshoot operating system problems, monitor system log and file systems	Standard Services		not applicable	n/a
55	INFRA_1.6.07	Work with vendor to resolve operating system issues	Standard Services		not applicable	n/a
56	INFRA_1.6.08	Monitoring of swap and page areas	Standard Services		not applicable	n/a
57	INFRA_1.6.09	Monitoring of memory load	Standard Services		not applicable	n/a
58	INFRA_1.6.12	Software Lifecycle Management of operating system	Standard Services		not applicable	n/a
59		System Startup/Shutdown			-	n/a
60	INFRA_1.7.01	Perform scheduled startup/shutdown of computing environment	Standard Services		not applicable	n/a
61	INFRA_1.7.03	Restart computing environment after failure	Standard Services		not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
62	Backup/Restore					n/a
63	INFRA_1.8.01	Perform standard file system and database backups	Standard Services	Per standards, or according to specific terms of the Agreement.	-	n/a
64	INFRA_1.8.10	Perform exceptional ad-hoc backup upon request	Additional Service	Lead time for backup to be aligned in advance.	not applicable	n/a
65	INFRA_1.8.09	Provide non-standard backup services (e.g. extended retention period for long-term backups)	not offered		not applicable	n/a
66	INFRA_1.8.11	Monitor backup processes	Standard Services		not applicable	n/a
67	INFRA_1.8.07	Test backup/restore procedures periodically	Standard Services	Verify procedures used in and operational readiness; testing is not performed for each individual system but for representative scenarios	not applicable	n/a
68	INFRA_1.8.03	Perform data restore and recovery (file system, database) as required after system failures	Standard Services	Extra charges apply for restores if caused by customer error.	not applicable	n/a
69	INFRA_1.8.02	Perform data restore and recovery (file system, database) on customer request (other reasons than as a response to system failures)	Standard Services		not applicable	n/a
70	INFRA_1.8.06	Validate logical integrity and consistency of restored information	Excluded Tasks		not applicable	n/a
71	Infrastructure Integration				-	n/a
72	INFRA_1.9.02	Integration of customer Active Directory	Excluded Tasks	Customer may engage SAP Consulting for services pertaining to SSO solutions for cloud environment.	not applicable	n/a
73	INFRA_1.9.04	Provide access to systems/resources within customer infrastructure	Excluded Tasks	If required to fulfill agreed contractual obligations.	not applicable	n/a
74	File transfer capabilities: CIFS shares				-	n/a
75	INFRA_1.10.01	Provide CIFS (aka Samba) share on LINUX	Standard Services	Within contractually agreed infrastructure capacity	not applicable	n/a
76	INFRA_1.10.03	User and access management	Standard Services	Once/initially when share is created.	not applicable	n/a
77	INFRA_1.10.04	Creation and maintenance of folder structure on shares	Standard Services		not applicable	n/a
78	INFRA_1.10.05	Ensure up-to-date anti-virus protection on end user equipment connecting to the provided shares	Excluded Tasks		not applicable	n/a
79	INFRA_1.10.06	Implement virus protection on server	Standard Services		not applicable	n/a
80	INFRA_1.10.07	Backup of data uploaded to shares to ensure data integrity	Excluded Tasks	Customer must ensure that data which get uploaded to the CIFS shares are kept properly secured at customer end; the shares themselves are only backed up via standard file system backups not allowing point-in-time recovery.	not applicable	n/a
81	Managed SFTP Server	To be installed on existing application server in managed system			-	n/a
82	INFRA_1.11.01	Configuration of sftp daemon	Standard Services	Only available on Linux.	not applicable	n/a
83	INFRA_1.11.02 AE	Create and maintain sftp user accounts and groups	Standard Services	Up to 10 users.	not applicable	n/a
84	INFRA_1.11.03	Manage file systems	Standard Services	Within contractually agreed infrastructure capacity	not applicable	n/a
85	INFRA_1.11.04	Provide user list	Excluded Tasks		not applicable	n/a
86	INFRA_1.11.05	Creation and deletion of files	Excluded Tasks		not applicable	n/a
87	Management of Wide Area Network				-	n/a
88	INFRA_1.12.01	Provide network infrastructure at customer data center/site	Excluded Tasks		not applicable	n/a
89	INFRA_1.12.02	Provide network switching and ports at SAP/Partner data center to customer to connect telco equipment.	Standard Services	Per SAP Guidelines, customer must ensure compatible network infrastructure at own site. Note: does not include infrastructure such as rackspace for MPLS or other devices.	not applicable	n/a
90	INFRA_1.12.03	Determine appropriate size and purchase network connection between customer and managed system sites; manage telecommunication provider/ISP	Excluded Tasks		not applicable	n/a
91	INFRA_1.12.04	SAP Cloud Peering: Establish a virtual connection to an SAP datacenter via a customer's interconnection provider to access multiple clouds through one connection.	not offered		not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
92		C1 - Database Management SAP HANA			.	n/a
93		SAP HANA (general database operations)	The services, specified by this version of the Roles and Responsibilities, include as a baseline the features and functionalities which are part of SAP HANA 1.0 SPS08. That means, that higher releases of SAP HANA are supported, but only regarding those features, which have been already available with SAP HANA 1.0 SPS08. Any support of additional SAP HANA features and functionalities above the SAP HANA 1.0 SPS08 release are not covered by the standard service. Additional and extended services to support such features and the availability of those services will be evaluated and determined by SAP on a case-by-case basis, including the assessment of associated efforts and costs. The respective services are shown in separate sections of this document.	.	n/a	
94	HANA_1.1.31	Provide recommendations on database release management	Standard Services	Service provider will provide guidance on recommended database releases based on operational experience and information given by SAP Product Development.	not applicable	n/a
95	HANA_1.1.01	Plan and perform file system extensions for e.g. backup activities	Standard Services	Additional infrastructure consumption requires a CR.	not applicable	n/a
96	HANA_1.1.02	Monitor database resource consumption to detect issues in technical operations	Standard Services	Task output feeds into capacity management; recommendations for optimization may also be provided via SAP Enterprise Support services.	not applicable	n/a
97	HANA_1.1.03	Monitor table growth to proactively prevent operational issues and ensure that the service stays within the contractual sizing boundaries	Standard Services	Recommendations for limitation of data growth could may also be provided via SAP Enterprise Support services.	not applicable	n/a
98	HANA_1.1.25	Design table partitioning strategy/architecture	Excluded Tasks	Customer may engage SAP Consulting for designing table partitioning strategy and architecture.	not applicable	n/a
99	HANA_1.1.04	Partition tables (technical execution)	Standard Services	If required as a consequence of extensive table growth; one (1) execution per year included; any further requests will be charged separately.	not applicable	n/a
100	HANA_1.1.35	Partition tables (technical execution) - additional requests	Additional Service	Efforts for additional table partition requests.	not applicable	n/a
101	HANA_1.1.36	Database table redistribution based on the table placement rules (Technical Execution)	Standard Services	For requirements involving application dependency (e.g. Moving tables and table partitions manually from one host to another).	not applicable	n/a
102	HANA_1.1.05	Perform rowstore / column store migration: technical execution only	Standard Services	Per customer request. Executing party to be mutually agreed between the service provider and customer; migration of larger SAP tables to be done by service provider; customer should perform task on own tables if desired; additional downtime required per customer approval.	not applicable	n/a
103	HANA_1.1.37	Database Defragmentation (Data Volume Reclamation)	Standard Services		not applicable	n/a
104	HANA_1.1.38	Database Row Store Fragmentation	Standard Services		not applicable	n/a
105	HANA_1.1.06	Monitor database for technical issues; analyze and resolve technical database failures	Standard Services		not applicable	n/a
106	HANA_1.1.07	Clean-up HANA log and trace files (traces, statistic files etc.) to free up capacity and keep HANA system clean and healthy	Standard Services		not applicable	n/a
107	HANA_1.1.08	Maintain technical configuration parameters for SAP HANA and SAP HANA XS based on standards and recommendations	Standard Services		not applicable	n/a
108	HANA_1.1.09	Start/stop database	Standard Services		not applicable	n/a
109	HANA_1.1.10	Add/remove SAP HANA node to adjust SAP HANA capacity	Optional Services	For HANA scale-out configurations only	not applicable	n/a
110	HANA_1.1.28	Creation of additional schema for existing SAP HANA datamart	Standard Services		not applicable	n/a
111	HANA_1.1.29	Change of SAP HANA database ID and instance number	Standard Services		not applicable	n/a
112	HANA_1.1.26	Change SAP HANA database architecture (single node to multi node or vice versa)	not offered		not applicable	n/a
113	HANA_1.1.11	Management of standby databases (HANA System Replication) for high availability	Standard Services	Performed only for productive systems; only if dedicated standby databases are explicitly included as part of the solution in the contract. Not in scope for multi-node setups. Failover tests are not performed on a regular basis per system.	not applicable	n/a
114	HANA_1.1.34	Test standby databases (HANA System Replication) for high availability at customer request	Additional Service		not applicable	n/a
115	HANA_1.1.12	Update SAP HANA database software and update of DB client	Standard Services	Additional downtime for maintenance required; this task does not include the usage of advanced update approaches such as ZDO/Downtime Minimization etc. The term "update" denotes the change to a new minor release of the hosted SAP software, typically focused on bug fixes and small enhancements.	not applicable	n/a
116	HANA_1.1.33	SAP HANA version upgrade and update of DB Client	Standard Services	HANA systems to HANA MDC system with latest support pack levels, and with replication mode set to CLR. The term "version upgrade" denotes the change to a new major release of the hosted SAP software, typically including functional enhancements.	not applicable	n/a
117	HANA_1.1.27	Implement updates to the managed SAP HANA database using advanced tools and methods which are part of the Maintenance Downtime Minimization Service to minimize required downtime	Cloud Application Services ("CAS"). <u>Cannot</u> be performed by customer.	Available from SAP HANA SPS 12 onwards.	Custom Scope	XX
118	HANA_1.1.22	SAP HANA Transports Management Setup	Standard Services		not applicable	n/a
119	HANA_1.1.14	Implement / maintain additional SAP tools (e.g. SAP HANA Analytics Foundation Browser)	Standard Services	Depending on customer requirements; only for tools in the HANA context delivered by SAP, 3rd party tools not covered.	not applicable	n/a
120	HANA_1.1.15	Identify, analyze and optimize expensive SQL-statements to improve application performance	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations or Data Environment Health Checks or Performance Optimization	A1, D1, P2
121	HANA_1.1.16	System troubleshooting, e.g. blocked transactions, to overcome issues and bring SAP HANA back to normal state of operations	Standard Services		not applicable	n/a
122	HANA_1.1.17	Create/modify users for HANA modeling in the SAP HANA Studio	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations or Data Environment Health Checks	A1, D1
123	HANA_1.1.18	User, roles, and permissions management for non-technical users	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations or Secure Users & Authorizations	A1, S2
124	HANA_1.1.19	User, roles and permissions management for technical and administration users	Standard Services	Technical users: e.g. users delivered and used by SAP HANA. This service is only for internal Users created by service provider e.g. SAPSID / SAPABAP1 / SAPHANADB.	not applicable	n/a
125	HANA_1.1.20	Perform database backups (regular full backups and log backups)	Standard Services	Per backup policy.	not applicable	n/a
126	HANA_1.1.21	Restore and recover SAP HANA after technical issues	Standard Services	Restores on customer request provided at additional costs.	not applicable	n/a
127	HANA_1.1.30	dbcc (database consistency check)	Standard Services		not applicable	n/a
128	HANA_1.1.32	Export/Import of database schema	Excluded Tasks		not applicable	n/a
129	HANA_1.1.23	Setup and operate encrypted HANA database	Additional Service		not applicable	n/a
130	HANA_1.1.24	Implement SAP HANA database encryption on SAP HANA database already installed.	Standard Services	Downtime required for re-installation of database; potential additional storage consumption is subject to a change request (CR).	not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
131	HANA_1.1.39	Implement SAP HANA log encryption on SAP HANA database already installed	Standard Services		not applicable	n/a
132	HANA_1.1.40	Configure Secure Communication on SAP HANA System Replication (HSR)	Standard Services	Available by default in HANA 2.0. Explicitly required only for HANA 1.0 where EarlyWatch Alert recommends to secure System Replication communication or a Tenant needs to be moved to another system.	not applicable	n/a
133	SAP HANA XS			-		n/a
134	HANA_1.2.01	Maintain technical configuration parameters for SAP HANA XS based on SAP standards and recommendations	Standard Services		not applicable	n/a
135	HANA_1.2.02	Maintain Application Runtime Configurations	Standard Services		not applicable	n/a
136	HANA_1.2.03	Manage Trust Relationships	Standard Services		not applicable	n/a
137	HANA_1.2.04	Maintain SAML Providers	Standard Services		not applicable	n/a
138	HANA_1.2.05	Maintain SMTP Server Configurations	Standard Services		not applicable	n/a
139	HANA_1.2.06	Maintain HTTP Access to SAP HANA	Standard Services		not applicable	n/a
140	HANA_1.2.08	Maintain User Self Service Tools	Standard Services		not applicable	n/a
141	HANA_1.2.09	Schedule XS Jobs	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
142	HANA_1.2.11	Maintain HTTP Traces for SAP HANA XS Applications	Standard Services		not applicable	n/a
143	SAP HANA XSA		SAP HANA XSA is a separate technical component and not part of a standard installation of an SAP HANA database; SAP HANA XSA needs to be explicitly included/scoped in the initial contract or subsequent Change Request (CR).	-		n/a
144	HANA_1.9.01	Installation along with HANA Server	Standard Services		not applicable	n/a
145	HANA_1.9.02	Install XSA Components as an add-on for already installed HANA Server	Standard Services		not applicable	n/a
146	HANA_1.9.04	Setup/Configuration of XSA for HANA Development at customer side	Excluded Tasks		not applicable	n/a
147	HANA_1.9.05	Configuration of XS-CLI Tool for HANA Development	Excluded Tasks		not applicable	n/a
148	HANA_1.9.06	User management for HANA Development	Excluded Tasks		not applicable	n/a
149	HANA_1.9.07	Monitoring of XSA services and its applications	Additional Service	Super set will be included in monitoring if selected	not applicable	n/a
150	HANA_1.9.08	Setup Logical Database (Register Tenant Database)	Additional Service		not applicable	n/a
151	HANA_1.9.09	Set up initial admin users for XSA	Additional Service		not applicable	n/a
152	HANA_1.9.10	Backup and restore of XSA specific files	not offered		not applicable	n/a
153	HANA_1.9.11	Web Dispatcher configuration for the applications installed by Provider and built by customers	Additional Service		not applicable	n/a
154	HANA_1.9.13	Support customer built applications	Excluded Tasks		not applicable	n/a
155	HANA_1.9.14	Availability monitoring of customer built applications	Excluded Tasks		not applicable	n/a
156	HANA_1.9.15	Backup of custom applications if using file system storage	Standard Services		not applicable	n/a
157	HANA_1.9.16	Restore of customer built applications using file system storage provided the backup has been enabled prior	Standard Services		not applicable	n/a
158	HANA_1.9.17	Post-restore task checking and connection of custom applications	Excluded Tasks		not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
159		SAP HANA: Smart Data Integration (Formerly Enterprise Information Management - EIM)	Extended feature beyond SAP HANA 1.0 SPS08 baseline; not included in standard service for SAP HANA 1.0	-	n/a	
160		Setup - Technical Set Up Only - Does Not Include Application Set Up		-	n/a	
161	TO_HANA_SDI_1.1.01	Enable Data Provisioning Server	Optional Services	The Data Provisioning Server is a native SAP HANA process. It is built as an index server variant, runs in the SAP HANA cluster, and is managed and monitored just like other SAP HANA services. The Data Provisioning Server is installed with, but must be enabled in, the SAP HANA Server	not applicable	n/a
162	TO_HANA_SDI_1.1.02	Install, configure, and register Data Provisioning Agent	Optional Services	One (1) agent is included. Additional Data Provisioning Agents can be charged separately.	not applicable	n/a
163	TO_HANA_SDI_1.1.03	Install, configure, and register additional Data Provisioning Agents	Standard Services		not applicable	n/a
164	TO_HANA_SDI_1.1.04	Setup Smart Data Quality (SDQ)	Optional Services	Deploy SDQ, download Address and Data Cleansing package from the SAP Service Market Place and configuration from SAP HANA Server. SFTP access will be setup for the customer so that the customer may upload the address directories on their own.	not applicable	n/a
165	TO_HANA_SDI_1.1.05	Setup Agile Data Preparation (ADP)	Standard Services	ADP requires SDQ, ESS and HRF be deployed and setup with related users and authorizations	not applicable	n/a
166	TO_HANA_SDI_1.1.06	Administration of Agile Data Preparation (ADP)	Cloud Application Services ("CAS"). Can be performed by customer.	Setting Export Options, worksheet expiration, password features, warehouse workspace, and size and policy for queues.	Application Operations or Data Integration	A1, D2
167	TO_HANA_SDI_1.1.07	Set up replications, federation and transformations	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations or Data Integration	A1, D2
168	TO_HANA_SDI_1.1.08	FlowGraph jobs backup	Excluded Tasks		not applicable	n/a
169	TO_HANA_SDI_1.1.09	Replication task backup	Excluded Tasks		not applicable	n/a
170	TO_HANA_SDI_1.1.10	DP Agent - High Availability setup	Optional Services	DP Agent can be setup in High Availability setup by provisioning shadow instances on additional nodes, included only if explicitly mentioned in the contract.	not applicable	n/a
171	TO_HANA_SDI_1.1.11	Deploy standard adapters with SAP HANA	Cloud Application Services ("CAS"). Can be performed by customer.	See the SDI guide on the SAP Help Portal for a list of standard and custom adapters	Application Operations or Data Integration	A1, D2
172	TO_HANA_SDI_1.1.12	Deploy custom adapters with SAP HANA	Optional Services	See the SDI guide on the SAP Help Portal for a list of standard and custom adapters.	not applicable	n/a
173	TO_HANA_SDI_1.1.13	Monitor Data Provisioning tasks and remote subscriptions	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations or Data Integration	A1, D2
174	TO_HANA_SDI_1.1.14	Process remote subscription exceptions	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations or Data Integration	A1, D2
175		SAP HANA: Dynamic Tiering (DT)	Extended feature beyond SAP HANA 1.0 SPS08 baseline; not included in standard service for SAP HANA 1.0	-	n/a	
176		Operational Setup		-	n/a	
177	TO_HANA_DT_1.1.01	HANA-DT operational setup: Install and technically configure HANA DT, add DT Host, Import DT delivery units, maintain technical authorizations	not offered		not applicable	n/a
178		Optional Services		-	n/a	
179	TO_HANA_DT_1.2.01	Manage extended storage DB spaces (add extended storage to each ES host)	not offered		not applicable	n/a
180	TO_HANA_DT_1.2.02	Manage extended storage tables: Create, move or drop ES Tables on each ES storage	not offered		not applicable	n/a
181		SAP HANA: Streaming Analytics Option (Formerly Smart Data Streaming SDS)	Extended feature beyond SAP HANA 1.0 SPS08 baseline; not included in standard service for SAP HANA 1.0	-	n/a	
182		Operational Setup		-	n/a	
183	TO_HANA_SA_1.0.01	Install Streaming Analytics option package	Optional Services	SAO package is installed on the SAP HANA DB node/MDC Tenant.	not applicable	n/a
184	TO_HANA_SA_1.0.02	Add Streaming Analytics option host	Optional Services	A maximum of Two (2) SAO host can be provided. Additional SAO hosts can be charged separately.	not applicable	n/a
185	TO_HANA_SA_1.0.03	Add additional Streaming Analytics option host	Standard Services	A maximum of Two (2) SAO host can be provided. Additional SAO hosts can be charged separately.	not applicable	n/a
186	TO_HANA_SA_1.0.04	Configure data source on Streaming Analytics option host	Cloud Application Services ("CAS"). Can be performed by customer.	Configure odbc.ini for SAP HANA connection from each of the SAO hosts.	Application Operations or Data Integration	A1, D2
187	TO_HANA_SA_1.0.05	Setup streaming authorization	Optional Services	Activate smart data streaming roles, privileges and object access for monitoring and operations	not applicable	n/a
188	TO_HANA_SA_1.0.06	Activate SAP HANA Cockpit	Optional Services	Execute tasks for SAP HANA Cockpit activation for SAO operations and monitoring.	not applicable	n/a
189	TO_HANA_SA_1.0.07	Configure Streaming Cluster - High Availability setup	Optional Services	Configure for high availability by adding multiple nodes. Additional Infrastructure required.	not applicable	n/a
190	TO_HANA_SA_1.0.08	Provision of Disaster Recovery (Streaming Analytics option nodes)	Optional Services	Provisioning of identical number of nodes at a secondary site to mirror primary site using provisioning tool	not applicable	n/a
191	TO_HANA_SA_1.0.09	Streaming Lite setup	Excluded Tasks	Streaming Lite is optional and not required as part of a standard SAO installation. The Streaming Lite package is downloadable as a separate component only. Streaming Lite is designed to deploy streaming projects on remote gateway devices	not applicable	n/a
192	TO_HANA_SA_1.0.10	Create and deploy Streaming Analytics option streaming projects	Cloud Application Services ("CAS"). Can be performed by customer.	Using SAP HANA Studio, create and deploy project for data streaming to SAP HANA and other external sources.	Application Operations or Data Integration	A1, D2
193	TO_HANA_SA_1.0.11	Monitor Streaming Analytics option objects and projects	Cloud Application Services ("CAS"). Can be performed by customer.	Monitoring SAO objects and projects using SAP HANA/ESP Cockpits	Application Operations or Data Integration	A1, D2



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
194		SAP HANA: Multiple Database Containers (MDC)	Extended feature beyond SAP HANA 1.0 SPS08 baseline; not included in standard service for SAP HANA 1.0	-	n/a	
195		Operational Setup		-	n/a	
196	TO_HANA_MDC_1.1.01	Install HANA MDC (HANA server, Client, AFL, Runtime Libraries and Studio)	Standard Services	MDC is default in SAP HANA 2.0.	not applicable	n/a
197	TO_HANA_MDC_1.1.06	Creation of technical users	Standard Services	MDC is default in SAP HANA 2.0. Customer responsible for user management using CUST_USER_ROLE_ADMIN	not applicable	n/a
198	TO_HANA_MDC_1.1.02	Convert an SAP HANA System to support Multitenant Database Containers	not offered		not applicable	n/a
199	TO_HANA_MDC_1.1.07	Creation of additional tenants for datamart scenarios on existing infrastructure	Optional Services	For use on existing infrastructure. A change request (CR) is required for backup retention requirements and the setup of new continuous monitoring.	not applicable	n/a
200	TO_HANA_MDC_1.1.08	Creation of additional tenants for datamart scenarios on new infrastructure	Optional Services	Additional infrastructure consumption requires a change request (CR).	not applicable	n/a
201	TO_HANA_MDC_1.1.04	Install additional services for tenant DB containers	Standard Services	Additional services such as dp server, index server, XS engine. By default one of each comes automatically upon creation of a tenant; installation of additional services required for certain use cases is covered under this line item.	not applicable	n/a
202	TO_HANA_MDC_1.1.05	Scale out of tenant database	Standard Services	SAP BW systems only.	not applicable	n/a
203	TO_HANA_MDC_1.2.17_AE	Tenant Copy/Move Preparation, Checks, Certificates, Pre-Steps, Move/Copy via replication, post processing steps	Standard Services	Move will drop the source database after the task is complete. Copy will keep the source after the task is complete.	not applicable	n/a
204	TO_HANA_MDC_1.2.01	Network: Reserve additional ports to one instance to adjust tenant overhead per instance	Standard Services		not applicable	n/a
205	TO_HANA_MDC_1.2.02	Cross-Database authorization in MDC databases to facilitate cross-DB queries	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations or Data Integration	A1, D2
206	TO_HANA_MDC_1.2.03	Auditing: Creating and enabling audit policies for systemdb and each tenant db	Standard Services		not applicable	n/a
207	TO_HANA_MDC_1.2.04	Data storage: DB-specific encryption keys	Standard Services	SSFS Master Key Change.	not applicable	n/a
208	TO_HANA_MDC_1.2.08	Data storage: DB-specific encryption keys (SSFS Master Key) Change	Standard Services		not applicable	n/a
209	TO_HANA_MDC_1.2.06	Backup of individual tenants	Additional Service	As per standard, backups are performed for the entire database. However, a tenant-individual backup - as a file based dump - is possible on individual request.	not applicable	n/a
210	TO_HANA_MDC_1.2.07	Restore of individual tenant	Additional Service		not applicable	n/a
211	TO_HANA_MDC_1.2.10	Authorization: Management of system privileges and tenant DB privileges	Standard Services		not applicable	n/a
212		Active-Active Read Enabled Setup	Extended feature beyond SAP HANA 1.0 SPS08 baseline; not included in standard service for SAP HANA 1.0	-	n/a	
213	TO_HANA_AAR_1.1.01	Install primary and secondary SAP HANA system	Optional Services	Import delivery units, setup users and roles.	not applicable	n/a
214	TO_HANA_AAR_1.1.03	Establish log replay between both SAP HANA instances	Optional Services	Import delivery units, setup users and roles.	not applicable	n/a
215	TO_HANA_AAR_1.1.04	Establish monitoring for secondary system	Optional Services	-	not applicable	n/a
216		Remote Data Sync (RDS)	Extended feature beyond SAP HANA 1.0 SPS08 baseline; not included in standard service for SAP HANA 1.0	-	n/a	
217		Setup and Configuration		-	n/a	
218	TO_HANA_RDS_1.1.01	Install Remote Data Sync component on SAP HANA	Optional Services	RDS package is installed on the SAP HANA DB node. It can be installed at the same time as the SAP HANA install or can be installed independently.	not applicable	n/a
219	TO_HANA_RDS_1.1.02	Add Remote Data Sync Host	Optional Services		not applicable	n/a
220	TO_HANA_RDS_1.1.03	Activate RDS roles, privileges and object access for monitoring and operations	Optional Services		not applicable	n/a
221	TO_HANA_RDS_1.1.04	Import of RDS delivery units	Optional Services	This task is required only in MDC setups.	not applicable	n/a
222	TO_HANA_RDS_1.1.05	Setup and configure RDS nodes for each tenant DB including service initialization, cockpit access, delivery units and verification	Optional Services	This task is required only in MDC setups.	not applicable	n/a
223	TO_HANA_RDS_1.1.06	RDS cockpit - Setup and Configuration	Optional Services	Execute tasks for HANA Cockpit activation for RDS operations and monitoring.	not applicable	n/a
224		High Availability Setup		-	n/a	
225	TO_HANA_RDS_1.2.01	Setup of additional hosts for high availability	not offered		not applicable	n/a
226	TO_HANA_RDS_1.2.02	High availability configuration	not offered		not applicable	n/a
227	TO_HANA_RDS_1.2.03	Setup and configure LoadBalancer for High Availability support	not offered		not applicable	n/a
228		Other Services		-	n/a	
229	TO_HANA_RDS_1.3.01	Setup and configure synchronization scripts	not offered		not applicable	n/a
230	TO_HANA_RDS_1.3.02	Monitor synchronization requests, process and status	not offered		not applicable	n/a
231		Capture and Replay	Extended feature beyond SAP HANA 1.0 SPS08 baseline; not included in standard service for SAP HANA 1.0	-	n/a	
232	TO_HANA_CR_1.1.01	Prepare capture in source system	Optional Services	Import Delivery units, setup users and roles.	not applicable	n/a
233	TO_HANA_CR_1.1.02	Start capture	Cloud Application Services ("CAS"). Can be performed by customer.	Customer must ensure sufficient capacity to store capture of workload; capacity extension requires change request (CR).	not applicable	n/a
234	TO_HANA_CR_1.1.03	Setup replay in target system	Optional Services	Import Delivery units, setup users and roles.	not applicable	n/a
235	TO_HANA_CR_1.1.04	Configure replayer service	Optional Services	Configure replayer service.	not applicable	n/a
236	TO_HANA_CR_1.1.05	Preprocess and replay in target system	Cloud Application Services ("CAS"). Can be performed by customer.		not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
237	SAP HANA Accelerator for SAP ASE (AFA)			-	n/a	
238	Operational Setup			-	n/a	
239	TO_AFA_1.1.01	Installing Accelerator for SAP ASE Package	Standard Services	HANA - AFA package is installed on the SAP HANA DB node.	not applicable	n/a
240	TO_AFA_1.1.02	Adding Accelerator for ASE Host	Standard Services	Adding Accelerator for ASE host. For multi-tenant setups, AFA nodes are added exclusively to each tenant DB.	not applicable	n/a
241	TO_AFA_1.1.03	Install and configure SAP Replication Server	Standard Services	SAP Replication server is required when data is replicated from existing SAP ASE OLTP source server to SAP HANA target server. Depending on SAP ASE OLTP server installed location i.e. on-premise or cloud landscape, replication server can be installed as managed server.	not applicable	n/a
242	TO_AFA_1.1.04	Authorization - Setup	Standard Services	Activate accelerator for ASE roles, privileges and object access for monitoring and operations. Provision cloud specific user and roles.	not applicable	n/a
243	TO_AFA_1.1.05	Enable Pushdown Optimization	Standard Services	AFA pushdown optimization is enabled on AFA nodes	not applicable	n/a
244	TO_AFA_1.1.06	Import Delivery Units	Standard Services	Import of AFA Delivery units in HANA multi-container scenarios. This task is required only in MDC setup.	not applicable	n/a
245	TO_AFA_1.1.07	Multitenant Setup	Standard Services	Configure and setup AFA nodes for each tenant DB including, service initialization, cockpit access, delivery units and verification.	not applicable	n/a
246	TO_AFA_1.1.08	Configure HTTP Access for Multi Database Containers (MDC)	Standard Services	Configure HTTP Access for Multitenant Database Containers for HANA Cockpit Access and monitoring. Note: This task is not required if HTTP Access is already configured for existing MDC setup.	not applicable	n/a
247	TO_AFA_1.1.09	High availability setup and configuration	Optional Services	High Availability setup and configuration involving single or multi-tenant DB setups including ETS group setup; only if standby nodes are part of the contractual landscape design.	not applicable	n/a
248	Other Services			-	n/a	
249	TO_AFA_1.2.01	Pushdown Analysis Tool Setup	Cloud Application Services ("CAS"). Can be performed by customer.	Simulation tool to evaluate pushdown optimization. This is carried out prior to AFA Deployment.	Application Operations	A1
250	TO_AFA_1.2.02	Data Replication for Accelerated Reporting	Excluded Tasks	Setup ASE OLTP data replication to HANA DB. Identify and setup DB objects to be replicated.	not applicable	n/a
251	TO_AFA_1.2.03	Monitor Accelerator for ASE Pushdown Statements	Excluded Tasks	Monitoring Accelerator for ASE objects including pushdown statements using HANA Cockpits.	not applicable	n/a
252	SAP HANA Cockpit 2.0			-	n/a	
253	Installation and Configuration			-	n/a	
254	TO_HANA_CP_1.1.01	Install cockpit on new SAP HANA database	Optional Services	Import delivery units, setup users and roles.	not applicable	n/a
255	TO_HANA_CP_1.1.02	Install cockpit on new SAP HANA database on new tenant	Optional Services	Import delivery units, setup users and roles.	not applicable	n/a
256	TO_HANA_CP_1.1.03	Setup/Configure for SAP HANA system on customer side	Excluded Tasks	Customer can perform this task with user provided by service provider.	not applicable	n/a
257	TO_HANA_CP_1.1.04	Monitoring	Optional Services	-	not applicable	n/a
258	TO_HANA_CP_1.1.05	User management	Excluded Tasks	Customer must maintain users.	not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
259		C2 - Database Management	Excluding SAP HANA and Sybase IQ which are described in the respective sections		-	n/a
260		Database operations			-	n/a
261	DB_1.1.17	Provide recommendations on database release management	Standard Services	Service provider will provide guidance on recommended database releases based on operational experience and information given by SAP Product Development.	not applicable	n/a
262	DB_1.1.19	Monitor database resource consumption (memory, CPU, storage) to detect issues in technical operations	Standard Services	Task output feeds into capacity management; recommendations for optimization may also be provided via SAP Enterprise Support services.	not applicable	n/a
263	DB_1.1.02	Perform database extensions to increase database capacity	Standard Services	Increased consumption will be charged according to contractual Agreement.	not applicable	n/a
264	DB_1.1.03	Monitor table extension parameters to avoid issues	Standard Services		not applicable	n/a
265	DB_1.1.20	Monitor database for technical issues; analyze and resolve technical database failures	Standard Services		not applicable	n/a
266	DB_1.1.24	System troubleshooting, e.g. blocked transactions to overcome issues and bring database back to normal state of operations	Standard Services		not applicable	n/a
267	DB_1.1.05	Schedule periodic statistical database collectors to generate statistical performance data	Standard Services		not applicable	n/a
268	DB_1.1.06	Perform reorganization to remove database fragmentation	Standard Services		not applicable	n/a
269	DB_1.1.07	Maintain/change database parameters	Standard Services	Based on vendor recommendations and standards.	not applicable	n/a
270	DB_1.1.21	Start/stop database	Standard Services		not applicable	n/a
271	DB_1.1.10	Create and check optimizer statistics to maintain database performance	Standard Services		not applicable	n/a
272	DB_1.1.11	Perform upgrades of database software	Standard Services		not applicable	n/a
273	DB_1.1.12	Apply database patches	Standard Services		not applicable	n/a
274	DB_1.1.13	Perform database backups (regular database and log backups)	Standard Services	Per backup policy.	not applicable	n/a
275	DB_1.1.14	Restore and recover database after technical issues	Standard Services	For technical issues. Restores on customer request provided at additional costs.	not applicable	n/a
276	DB_1.1.22	Perform dbcc (database consistency check)	Standard Services		not applicable	n/a
277	DB_1.1.23	Export/Import of database schema	Standard Services		not applicable	n/a
278	DB_1.1.18	Implement SAP ASE database encryption on SAP ASE database already installed in cloud.	Standard Services	No downtime required.	not applicable	n/a
279	DB_1.1.16	Assist customer in optimizing SQL statements (indexes, selects etc.) for application improvements	Cloud Application Services ('CAS'). Can be performed by customer.		Data Environment Health Checks	D1
280	DB_1.1.25	Create indexes for application tables	Standard Services		not applicable	n/a
281	DB_1.1.26	Shrink database	Excluded Tasks		not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
282	D - Core Technical Operations				-	n/a
283	System Installation				-	n/a
284	BASIC_1.8.01	Installation of cloud solution landscape as specified in the cloud contract, based on SAP and standards and best-practices	Standard Services	If an entirely new customer system is set up as a homogenous copy (no change of database platform) of a customer system already residing in the cloud, the respective effort and costs are covered by the general setup and there will be no additional charge for a "system copy". Source systems not residing inside cloud is not addressed by this comment and is covered by the separately contracted cloud onboarding and migration service.	not applicable	n/a
285	BASIC_1.8.25	System Rebuild	Additional Service	Customer may request a system rebuild on existing infrastructure only. This service is for effort only and does not include any required infrastructure change. This service is not applicable if new or changed infrastructure is required as new or changed infrastructure requires a Change Request.	not applicable	n/a
286	BASIC_1.8.02	Technical configuration (installation post-processing) of installed systems (e.g. scheduling of standard batch jobs, backup etc.)	Standard Services	Scope is determined by this Roles & Responsibilities document.	not applicable	n/a
287	BASIC_1.8.15	Basic Technical Configuration of SAP BW and SAP BW/4HANA Systems	Additional Service	For ABAP Greenfield setups only	not applicable	n/a
288	BASIC_1.8.23	Install a preconfigured system from an SAP delivered template solution in a cloud skeleton system	Standard Services	SAP delivered template. Service must be requested during the initial provisioning phase. Template solution requests coming after the initial delivery of systems require additional service costs. Validation of the compatibility of different SAP delivered templates is not included in this service.	not applicable	n/a
289	BASIC_1.5.01	Application customizing and configuration, application maintenance, application support and application troubleshooting	Excluded Tasks	Service provider delivers systems which are technically configured on technical platform (e.g. SAP NetWeaver) level and ready to be operated. Any solution (e.g. SAP BW, SAP CRM, SAP EP) or customer specific configuration task is not included and must be performed by the customer.	not applicable	n/a
290	BASIC_1.8.03	Integration of installed systems into cloud operations environment	Standard Services		not applicable	n/a
291	BASIC_1.8.04	Enablement of system monitoring	Standard Services		not applicable	n/a
292	BASIC_1.8.22	Data transfer to Provider during onboarding	Additional Service	One-time service fee. Approach depends on chosen onboarding scenario and individual requirements, either using network connection or physical and encrypted media; shipment of physical media done at customers risk.	not applicable	n/a
293	BASIC_1.8.20	Provide special support to customer during onboarding	Additional Service	Depending on scope and approach of onboarding project customers may require technical assistance, e.g. whenever OS access is required; this type of onboarding support can be provided under this line item.	not applicable	n/a
294	BASIC_1.8.05	Integration of system with other systems and applications	Cloud Application Services ("CAS"). Can be performed by customer.	Create RFC and/or JAVA connections to satellite systems.	Application Operations	A1
295	BASIC_1.8.07	Setup monitoring with Customer Solution Manager located in the cloud: Installation of additional Diagnostics Agent on customer systems	Standard Services	Connecting an SAP Solution Manager system owned by the customer operated in the cloud (not the central SAP Solution Manager system owned by service provider)	not applicable	n/a
296	BASIC_1.8.18	Setup monitoring with Customer Solution Manager located in cloud: Configuration of monitoring within the customers SAP Solution Manager system	Cloud Application Services ("CAS"). Can be performed by customer.	Service charge is calculated per server; monitoring setup is done using only SAP Solution manager standard templates, no customer specific settings and adjustments included.	Application Operations or Customer Application Monitoring or System Health Monitoring	A1, M1, M2
297	BASIC_1.8.26	Configure Solution Manager: Focused Insight standard dashboard	Cloud Application Services ("CAS"). Can be performed by customer.	No customer specific settings and adjustments included.	Application Operations	A1
298	BASIC_1.8.14	Implementation of SAP Best Practices and similar packages	Standard Services	Customer to inform SAP of the Best Practice activation requirement during initial provisioning, otherwise existing business client will be overwritten by the new client copy issued from Best Practices activation. Customer is responsible for defining/selecting Best Practice business content and country versions by providing completed Best Practice questionnaire document. All customizing that may be required after activation of the Best Practices content in order to meet requirements that differ from Best Practice scenarios is not part of this service. The implementation of "Best Practices for SAP S/4HANA" includes the activation of required business functions in client 000, the provisioning of a client with the desired client setup alternative, and Best Practice scope items activation in the systems (if requested in the Best Practice questionnaire document provided by the customer). Fiori technical enablement will be done in the (re-)created client. The activation of corresponding SAP Fiori Apps is not covered by this service.	not applicable	n/a
299	BASIC_1.8.24	Implement a preconfigured system from SAP Cloud Appliance Library (CAL) solution in a skeleton system	Standard Services	Optional part for installation of systems of customer's cloud solution landscape. The CAL image can only be used to setup the sandbox system. Service must be requested during the initial provisioning phase. All CAL image deployment requests coming after the initial delivery of systems will generate additional service costs. Validation of the compatibility of different Model Companies is not included in this service.	not applicable	n/a
300	BASIC_1.8.19	Configuration of SAP online help (local installation)	Standard Services	Once (1) per system; subject to contractual change request (CR) to cover increased infrastructure consumption and additional administrative efforts.	not applicable	n/a
301	BASIC_1.8.21	Install ODBC Drivers to connect to external databases	Standard Services	On SLT/HANA SDS/BOBJ; customer needs to provide required software including appropriate usage rights for an installation in cloud; customer needs to provide specification for required connection (e.g. SSL/TLS).	not applicable	n/a
302	BASIC_1.8.12	Increase system capacity by adding additional components (nodes, application servers etc.) or moving existing system to larger infrastructure (e.g. larger database server)	Optional Services	Contractual change request (CR) required to reflect higher infrastructure consumption, subject to additional service fees.	not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
303	BASIC_1.8.10	Data handover from Provider to customer - one time	Standard Services	Efforts for a one-time data handover (creation of export and transfer to media) as part of a contract or system termination are included in the service. Planning, coordination, media and logistics of shipment as well as all associated costs are customer responsibility. Any other occurrence of data handover is an additional service.	not applicable	n/a
304	BASIC_1.8.13	Data handover from Provider to customer - additional requests	Additional Service	Efforts for additional data handover (creation of export and transfer to media). Planning, coordination, media and logistics of shipment as well as all associated costs are customer responsibility.	not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
305	Incident Management					n/a
306	BASIC_1.16.01	Operate Call Center receiving incidents 24x7x365	Standard Services	24x7 support only in English language, local languages where available during business hours and explicitly agreed with the customer.	not applicable	n/a
307	BASIC_1.16.02	<ul style="list-style-type: none"> - Qualification and prioritization of the incidents - Initiate incident resolution - Track incident resolution progress - Incident escalation as defined by escalation process - Determine incident resolution or workaround - Implement solution or workaround - Verify incident resolution - Inform customer about incident resolution 	Standard Services		not applicable	n/a
308	BASIC_1.16.03	Sign-off/Approve solution and confirm incident resolution	Excluded Tasks		not applicable	n/a
309	Event detection and notification ("monitoring")				-	n/a
310	BASIC_1.8.17	Monitoring and event detection of SAP system availability and critical system states	Standard Services	Monitoring requirements are defined based on Roles & Responsibilities and SLAs; activated monitoring metrics and used thresholds are subject to constant change and tuning.	not applicable	n/a
311	BASIC_1.7.07	Monitor critical business transactions	Cloud Application Services ("CAS"). Can be performed by customer.	Manual monitoring; effort based per execution.	Customer Application Monitoring or System Health Monitoring	M1, M2
312	General Operations				-	n/a
313	BASIC_1.8.08	Start/Stop managed systems	Standard Services		not applicable	n/a
314	BASIC_1.1.15	Troubleshooting of technical issues in managed systems	Standard Services	For technical issues only: application related problems must be resolved by the customer.	not applicable	n/a
315	BASIC_1.1.14	Assist customers with tasks in their area of responsibility, if OS access is required	Standard Services	In cases where the execution of tasks requires activities to be performed within the OS level and for which the customer is responsible according to this document. Customers will not get OS access to managed servers within cloud. The service provider will support the customer, e.g. by taking over the tasks or by providing other methods to execute tasks. This line item only applies to infrequent/occasional assistance; projects requiring regular, longer and more general OS access for implementation, development and support cannot be supported via this line item. A Service charge is calculated per server.	not applicable	n/a
316	BASIC_1.1.16	Regular analysis and maintenance of SAP system profile parameters	Standard Services	Service provider is responsible for executing this task as it can have an impact on system performance and availability. Provider will provide recommendations for technical system parameters; Provider will also adjust parameters by customer request except for certain standardized settings required to maintain system stability or security.	not applicable	n/a
317	SAP Security Management				-	n/a
318	BASIC_1.2.22	Define and implement security concept for application	Excluded Tasks		not applicable	n/a
319	BASIC_1.2.23	Define and implement infrastructure security concept	Standard Services		not applicable	n/a
320	BASIC_1.2.19	Customer specific Security Audit Log analysis	Cloud Application Services ("CAS"). Can be performed by customer.		Audit Readiness	C1
321	BASIC_1.2.20	Analyze the SAP system and identify relevant SAP security notes	Standard Services	SAP security notes will be analyzed for SAP NetWeaver based systems, on a monthly basis to identify critical notes.	not applicable	n/a
322	BASIC_1.2.27	Implement relevant SAP security notes	Standard Services	SAP security notes for priority "Very High" and "High" will be implemented in SAP NetWeaver based systems on a monthly basis only if customers approve SAP to implement and transport SAP Notes from DEV to QAS and PRD systems by agreeing to a standard change process. Testing of implemented Notes is always customer's responsibility. Customers who do not agree to a standard change process will be informed about available security notes but implementation and transport need to be extra triggered via ad hoc service request.	not applicable	n/a
323	BASIC_1.2.17	Definition, maintenance, review and audit of roles, profiles, authorizations etc.	Cloud Application Services ("CAS"). Can be performed by customer.		Audit Readiness or Secure Users & Authorizations	C1, S2
324	BASIC_1.2.18	Administration of customer users (e.g. user creation, change, deletion, maintenance of user profiles, roles, authorizations, master data and passwords)	Cloud Application Services ("CAS"). Can be performed by customer.		Secure Users & Authorizations	S2
325	BASIC_1.2.15	Maintain user profiles, roles, authorizations, master data and passwords in client 000	Standard Services		not applicable	n/a
326	BASIC_1.2.16	Provide access to client 000 for customer	Standard Services	Restricted, predefined profile only; limited set of users provided; service provided on request only.	not applicable	n/a
327	BASIC_1.2.25	Design / Architecture of Single Sign On (SSO) for systems in cloud landscape	Excluded Tasks	Customer may engage SAP Consulting for services pertaining to SSO solutions for cloud environment.	not applicable	n/a
328	BASIC_1.2.24	Implementation of Single Sign On (SSO) for systems in cloud landscape	Excluded Tasks	Customer may engage SAP Consulting for services pertaining to SSO solutions for cloud environment.	not applicable	n/a
329	BASIC_1.2.21	Provide audit log information to customers	Standard Services	By request only to support incident investigations, but not on a regular basis e.g. to monitor administrative activities. Format, content and procedure used will be determined by SAP and by general security and data protection policies.	not applicable	n/a
330	BASIC_1.2.26_AE	Update Global Change parameters and default system settings	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations or System Health Monitoring	A1, M2



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
331		Homogeneous system copy (aka System refresh)	A homogenous system copy is defined either as 1) a new system which is built as copy from an existing system in a landscape within the same data center or hyperscaler platform or 2) a "data refresh" overwriting the database of an already existing system in the landscape within the same data center or hyperscaler platform. Copies for non-NetWeaver systems need to be evaluated on a case by case basis and is not possible in all cases.	-	n/a	
332	BASIC_1.3.11	Pre-processing tasks, i.e. export tables with 'old' configuration	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
333	BASIC_1.3.10	Homogeneous system copy (Planning, preparations, checks, database backup, database restore, technical post processing tasks, test of technical system functionality)	Standard Services		not applicable	n/a
334	BASIC_1.3.07	Post processing tasks e.g. Embedded Search, BDLS	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
335		Release Management		-	n/a	
336	BASIC_1.5.13	Installation of new entities in the system after initial customer handover during Onboarding (applies to e.g. add-ons and other sorts of additional solution packages, languages, content packages etc.)	Standard Services	Contractual Change Request (CR) required in case of changed managed service scope or increased infrastructure consumption.	not applicable	n/a
337	BASIC_1.5.13A	Installation of new software entities in the system after initial customer handover during Onboarding (applies to e.g. add-ons and other sorts of additional solution packages)	Standard Services	Contractual Change Request (CR) required in case of changed managed service scope or increased infrastructure consumption.	not applicable	n/a
338	BASIC_1.5.13B	Installation of new content in the system after initial customer handover during Onboarding (applies to e.g. languages, content packages etc.)	Standard Services	Contractual Change Request (CR) required in case of changed managed service scope or increased infrastructure consumption.	not applicable	n/a
339	BASIC_1.5.03	Implement SAP Notes and other types of manual corrections (corrections not provided as software correction package) in managed system (notes and corrections required to fix application related issues)	Cloud Application Services ("CAS"). Can be performed by customer.	Delineation between "application" and "technical" is defined by this Roles & Responsibilities document; fixing issues that fall into the responsibility of service provider per the R&R are considered "technical" and notes would be applied as defined in the respective task. The topic area of the respective note can only serve as a rough indicator, since only a subset of BC-* topic areas are covered by the standard service. The two areas, where the service mostly applies are BC-CST and BC-DB	Application Operations	A1
340	BASIC_1.5.04	Implement SAP Notes and other types of manual corrections (corrections not provided as software correction package) in managed system (notes required to fix issues related to technical SAP components)	Standard Services	Dependent on criticality of repair and only if no appropriate Support Package is available; delineation between "application" and "technical" is defined by the Roles & Responsibilities document; fixing issues that fall into the responsibility of Provider per the R&R are considered "technical" and notes would be applied as defined in the respective task. The topic area of the respective note can only serve as a rough indicator, since only a subset of BC-* topic areas are covered by the standard service. The two areas, where the service mostly applies are BC-CST and BC-DB. Any post installation tasks required as per the SAP note in question which is not technical in nature (e.g. application related settings/manual code creation in customer namespace or manual activities required in SAP namespace) need to be performed by the customer.	not applicable	n/a
341	BASIC_1.5.06	Implementation of patches for system software running on OS level, e.g. SAP kernel	Standard Services	May require additional system downtime.	not applicable	n/a
342	BASIC_1.5.21	Implementation of kernel patches using rolling kernel update mechanism	Cloud Application Services ("CAS"). <u>Cannot</u> be performed by customer.	To keep any adverse effects on business operations to a minimum when importing a new kernel version, instances are restarted one after the other. This means that during the Rolling Kernel Switch (RKS) procedure at least one application server instance is always available for business operations.	Custom Scope	XX
343	BASIC_1.5.09	Implement updates to the managed SAP solution using standard tools and methods	Standard Services	The term "update" denotes the change to a new minor release of the hosted SAP software, typically focused on bug fixes and small enhancements. The terminology for such events differs within the SAP portfolio, however frequently used terms in this context are "patch", "Support Package" and the like, this line item also includes the implementation of S/4HANA Feature Pack Stacks (FPS) but does not include the upgrade of S/4HANA to the next major release; the release sequence and the categorization of versions for each SAP product is available in the Product Availability Matrix (PAM) in SAP Service Marketplace; this line item does not include the usage of more sophisticated update approaches like iZDT/ZDO/Downtime Minimization etc.; Requires standard scheduled downtime to implement. Any post installation tasks required which is not technical in nature (e.g. application related settings/manual code creation in customer namespace or manual activities required in SAP namespace) need to be performed by the customer.	not applicable	n/a
344	BASIC_1.5.11	Implement updates to the managed SAP solution using advanced tools and methods which are part of the Maintenance Downtime Minimization Service to minimize required downtime	Cloud Application Services ("CAS"). <u>Cannot</u> be performed by customer.	The term "update" denotes the change to a new minor release of the hosted SAP software, typically focused on bug fixes and small enhancements. The terminology for such events differs within the SAP portfolio, however frequently used terms in this context are "patch", "Support Package" and the like, this line item also includes the implementation of S/4HANA Feature Pack Stacks (FPS), but does not include the upgrade of S/4HANA to the next major release; the release sequence and the categorization of versions for each SAP product is available in the Product Availability Matrix (PAM) in SAP Service Marketplace. Note any implementation of updates may require additional system downtime or pre-requisites for system resources to include but not limited to additional memory, CPU, and a QA or Pre-production system to perform testing and validation. System resources not available in the existing customer landscape need to be provided via a change request (CR) and may result in additional service fees. Requires minimal scheduled downtime to implement. Any post installation tasks required which is not technical in nature (e.g. application related settings/manual code creation in customer namespace or manual activities required in SAP namespace) need to be performed by the customer.	Custom Scope	XX
345	BASIC_1.5.10	Ongoing maintenance of system languages, e.g. performing language fill-up	Standard Services		not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
346	BASIC_1.1.01	Version upgrade of SAP Software: Upgrade planning and coordination	Cloud Application Services ("CAS"). Can be performed by customer.	The term "version upgrade" denotes the change to a new major release of the hosted SAP software, typically including functional enhancements; besides upgrades this also includes the implementation of SAP Enhancement Packages; the release sequence and the categorization of versions for each SAP product is available in the Product Availability Matrix (PAM) in SAP Service Marketplace.	Release Version Upgrade	U3
347	BASIC_1.5.07	Version upgrade of SAP Software: Execute technical upgrade tasks	Standard Services	The term "version upgrade" denotes the change to a new major release of the hosted SAP software, typically including functional enhancements; besides upgrades this also includes the implementation of SAP Enhancement Packages; the release sequence and the categorization of versions for each SAP product is available in the Product Availability Matrix (PAM) in SAP Service Marketplace; 3rd Party software excluded.	not applicable	n/a
348	BASIC_1.5.22	Version upgrade/update of SAP Software: Pre- and Post BASIS Tasks	Cloud Application Services ("CAS"). Can be performed by customer.	Examples for this service include, run simplification check; unlock objects; remove inactive objects; implement upgrade related notes; run modification adjustment for technical issues. The term "version upgrade" denotes the change to a new major release of the hosted SAP software, typically including functional enhancements; besides upgrades this also includes the implementation of SAP Enhancement Packages; the release sequence and the categorization of versions for each SAP product is available in the Product Availability Matrix (PAM) in SAP Service Marketplace.	Release Version Upgrade	U3
349	BASIC_1.5.08	Execute application related technical tasks as part of the continuous Release and Change Management (e.g. implementing adjustments, content/functional activation, testing of new customizing or activated programs/content)	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations or Release Version Upgrade	A1, U3
350	BASIC_1.5.20	Conversion of SAP ERP and SAP BW systems to SAP S/4HANA and SAP BW4/HANA	Additional Service	"Conversion" process denotes the switch or movement from an older hosted SAP ERP software version to an SAP S/4 release, and typically involves SAP Readiness Check, Simplification Items Catalog, Business function (de)activation with tools like SUM/DMO, Custom code optimization, functional/integration testing etc. This task is limited to services which cannot be performed by the customer e.g. SUM tool, activities in client 000 etc. Overall responsibility for SAP S/4HANA conversion which includes (but not limited to) SAP Readiness check, simplification items, Maintenance planner, Application tasks, custom code adjustment, functional/integration testing etc. for conversion process is the responsibility of the customer. This line item does not include the usage of more sophisticated update approaches like nZDT/ZDO/Downtime Minimization etc. Standard scheduled downtime is required to implement. Any post installation tasks required which is not technical in nature (e.g. application related settings/manual code creation in customer namespace or manual activities required in SAP namespace, SPAU/SPDD, simplification items etc.) need to be performed by the customer. Depending on complexity of conversion involvement of SAP Consulting might be required.	not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
351	Proactive services					n/a
352	BASIC_1.7.02	Prepare SAP service sessions session by maintaining RTCCTOOL	Standard Services	Performed only for productive systems; activities which have to be performed within the customer's SAP Solution Manager are the customer's responsibility.	not applicable	n/a
353	BASIC_1.7.03	Analysis of SAP Service Session reports (incl. EarlyWatch Alert) for systems operated in cloud for findings and recommendations regarding aspects within the service scope of cloud (technical operations)	Standard Services	Performed only for productive systems.	not applicable	n/a
354	BASIC_1.7.09	Analysis of SAP Service Session reports (incl. EarlyWatch Alert) for systems operated in cloud. Provide recommendations for changes related to SAP application (outside technical operations scope of standard service)	Cloud Application Services ("CAS"). Can be performed by customer.	Performed only for productive systems.	Application Operations	A1
355	BASIC_1.7.11_AE	Process chain retriggering or cancellation	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations or System Health Monitoring	A1, M2
356	System performance management				-	n/a
357	BASIC_1.12.01	Initial assessment of system performance issues	Standard Services	Service provider performs an initial assessment of identified or reported system performance issues to identify potential root causes. The primary scope of this assessment is to quickly check performance relevant technical building blocks of the service. This may include infrastructure, database and technical SAP stack for root causes and based on the result, determine whether the root cause is likely to be technical or application related.	not applicable	n/a
358	BASIC_1.12.03	Troubleshoot SAP system performance issues (technical root causes within cloud service scope)	Standard Services	Based on the result of the initial assessment; troubleshooting by service provider is only performed in situations caused by technical issues within the service scope and where the system performance lies outside usual and expectable behavior (e.g. as it has shown in the past in comparable load situations).	not applicable	n/a
359	BASIC_1.12.02	Performance and Benchmark Service	Additional Service	Includes the definition of performance metrics and measurements against those to identify deviations in system behavior; a detailed service description is available.	not applicable	n/a
360	BASIC_1.7.06	Analyze and troubleshoot performance issues (root causes outside service scope and application related root causes)	Cloud Application Services ("CAS"). Can be performed by customer.	In some situations service provider might be able to support the customer using Application Management as a CAS service.	Performance Optimization	P2
361	BASIC_1.7.12_AE	Identify the root cause of failing KPIs and define preventive/corrective actions and/or possible countermeasures	Cloud Application Services ("CAS"). Can be performed by customer.		Performance Benchmark or Performance Optimization	P1, P2
362	BASIC_1.12.04	Execute performance tuning	Additional Service	Improve the performance of a system; tuning activities can result in service requests related to other line items in this document, e.g. parameter changes, which are partly covered by the standard service. Performed only for productive systems.	not applicable	n/a
363	BASIC_1.7.08	Review and optimize customer code to improve system performance and stability	Excluded Tasks		not applicable	n/a
364	Certificate Handling				-	n/a
365	BASIC_1.11.01	Generate Certificate Signing Request (CSR)	Standard Services	Except LoadBalancers, Web Dispatchers, Data Services, SAP Cloud Platform Integration - Data Services Agent, BO and other systems; for these systems service provider will generate the CSR and hand it over to the customer for further processing.	not applicable	n/a
366	BASIC_1.11.09	Generate Certificate Signing Request (CSR) for LoadBalancers, Web Dispatchers, Data Services and BO systems	Standard Services		not applicable	n/a
367	BASIC_1.11.02	Send request to Certificate Authority	Excluded Tasks		not applicable	n/a
368	BASIC_1.11.08	Creating SSL Server / client identity with key pair	Standard Services		not applicable	n/a
369	BASIC_1.11.04	System (OS Level) configuration to enable SSL/TLS	Standard Services		not applicable	n/a
370	BASIC_1.11.05	System (Application Level) configuration to enable SSL/TLS	Standard Services	For X43 - SAP Forms by Adobe (Adobe Document Services/ADS) only: Establish the SSL Connection to SAP Cloud Platform via TA STRUST	not applicable	n/a
371	BASIC_1.11.07	Implement signed certificate for LoadBalancers, Web Dispatchers, Data Services, SAP Cloud Platform Integration - Data Services Agent and BO systems	Standard Services	Related to Fiori enablement only. Customer has to provide signed certificates	not applicable	n/a
372	BASIC_1.11.10	Implement other signed certificate to managed system	Standard Services	Related to Fiori enablement only. Other than LoadBalancers, Web Dispatchers, Data Services, SAP Cloud Platform Integration - Data Services Agent, BO, and other systems.	not applicable	n/a
373	BASIC_1.11.06	Monitor validity period of certificates	Cloud Application Services ("CAS"). Can be performed by customer.	Customer to provide URL for certificate check (e.g. FLP). Manual monitoring; effort based per execution.	Customer Application Monitoring or System Health Monitoring	M1, M2



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
374	Disaster Recovery				-	n/a
375	BASIC_1.9.01	Implement disaster recovery setup according to architecture blueprint and contractual specifications. Test managed service internal data center and technical system infrastructure	Optional Services	Performed only for productive systems; only included in service if disaster recovery solution is part of the contract/SOW/Order Form. Managed landscape internal testing requires additional downtime.	not applicable	n/a
376	BASIC_1.9.02	Develop and use disaster recovery procedures for database and file system replication only.	Optional Services	Performed only for productive systems; only included in service if disaster recovery solution is part of the contract/SOW/Order Form.	not applicable	n/a
377	BASIC_1.9.03	Ongoing management of disaster recovery architecture: monitoring of data replication to secondary site including troubleshooting	Optional Services	Performed only for productive systems; only included in service if disaster recovery solution is part of the contract/SOW/Order Form.	not applicable	n/a
378	BASIC_1.9.04	Ongoing management of disaster recovery architecture: maintenance and change management for systems at secondary site to ensure system consistency including troubleshooting	Optional Services	Performed only for productive systems; only included in service if disaster recovery solution is part of the contract/SOW/Order Form.	not applicable	n/a
379	BASIC_1.9.05	Develop and maintain disaster recovery procedures for those areas and aspects of the service which are in customer responsibility	Excluded Tasks	Included customer infrastructure, connectivity to managed system interfaces (including RFC connections, connection details in other integrated systems), organizational measures and processes etc.	not applicable	n/a
380	BASIC_1.9.06	Execute failover during disaster recovery test (DB, application and cnames)	Optional Services	Note: DB inserts/updates/deletes done during testing will be lost. Performed only for productive system; on request: maximum one (1) per calendar year (any further test will be charged as billable service); only included in service if disaster recovery solution is part of the contract/SOW/Order Form; customer is responsible for creation and execution of functional tests and customer must support in certain technical aspects, e.g. regarding interfaces, connectivity etc.	not applicable	n/a
381	BASIC_1.9.10	Execute failover during disaster recovery test (DB, application and cnames) - additional test	Additional Service	Additional test. Note: DB inserts/updates/deletes done during testing will be lost. Performed only for productive system; on request: maximum one (1) per calendar year (any further test will be charged as billable service); only included in service if disaster recovery solution is part of the contract/SOW/Order Form; customer is responsible for creation and execution of functional tests and customer must support in certain technical aspects, e.g. regarding interfaces, connectivity etc.	not applicable	n/a
382	BASIC_1.9.09	Execute online disaster recovery tests (data center and technical system infrastructure only); primary systems remain accessible	Additional Service	Performed only for productive system; on request; only possible to be delivered if disaster recovery solution is part of the contract/SOW/Order Form; customer must support in certain technical aspects, e.g. regarding interfaces, connectivity etc.	not applicable	n/a
383	BASIC_1.9.07	Execute productive failover in case of an officially declared disaster by Provider - all HA/DR architecture scenarios.	Optional Services	True disaster declaration for all HA/DR architecture scenarios. "Disaster" shall describe a catastrophic event causing widespread damage/destruction, typically not restricted to one individual system or landscape but larger parts of the overall infrastructure; therefore disaster recovery is no measure to overcome outages of isolated systems due to hardware or software incidents; performed only for productive systems; only included in service if disaster recovery solution is part of the contract/SOW/Order Form.	not applicable	n/a
384	BASIC_1.9.11	Mixed HA/DR: Execute productive failover for a specific SID and invert replication vector	not offered		not applicable	n/a
385	BASIC_1.9.12	Mixed HA/DR: Execute productive failover for a specific SID and invert replication vector - additional customer requests	not offered		Application Operations	A1
386	Operations Extension	These services provide possible extensions to areas of Incident, Change and Event Management beyond the standard scope of services				-
387	BASIC_1.15.01	Incident Management: Troubleshooting of technical/non-functional incidents not included in Standard Services as per R&R Definition	Cloud Application Services ("CAS"). Can be performed by customer.	Only available for managed systems.	Application Operations	A1
388	BASIC_1.15.02	Change Management: Changes of technical system configuration not included in Standard Services as per R&R Definition	Cloud Application Services ("CAS"). Can be performed by customer.	Only available for managed systems.	Application Operations	A1
389	BASIC_1.15.03	Event management: Monitor technical/non-functional event types not included in Standard Service as per R&R Definition	Cloud Application Services ("CAS"). Can be performed by customer.	Only available for managed systems.	Application Operations	A1
390	BASIC_1.15.04	Service Request Fulfillment: Perform Service Request Fulfillment for technical/non-functional task not included in Standard Service as per R&R Definition	Cloud Application Services ("CAS"). Can be performed by customer.	Only available for managed systems.	Application Operations	A1



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
391		E - NetWeaver Operations (ABAP and JAVA)	Depending on technical conditions some tasks listed in this section are applicable to only one of the two platforms (NW ABAP or NW JAVA)	-	n/a	
392		General NetWeaver Operations		-	n/a	
393	TO_NWABAP_1.1.04	Analyze SAP system log and fix technical failures included in scope of services	Standard Services	May require customer assistance	not applicable	n/a
394	TO_NWABAP_1.1.06	Monitor update processes within SAP software to avoid system operations issues	Standard Services	Service provider informs customer of update process problems; RCA methods provided by SAP Enterprise Support may be used to find application related root causes for updates.	not applicable	n/a
395	TO_NWABAP_1.1.07	Analyze update terminations, determine business impact and appropriate action	Cloud Application Services ("CAS"). Can be performed by customer.	With regards to application issues and impact.	Application Operations	A1
396	TO_NWABAP_1.1.08	Clean up terminated updates	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
397	TO_NWABAP_1.1.10	Analyze lock entries, determine business impact and appropriate action	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
398	TO_NWABAP_1.1.11	Check/clear lock entries	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
399	TO_NWABAP_1.1.12	Check for ABAP dumps to detect serious system issues	Standard Services	Service provider informs customer in the event of serious application related issues that need to be resolved by the customer. Dumps relevant to provider's responsibility will be resolved by provider.	not applicable	n/a
400	TO_NWABAP_1.1.22	Regular ABAP dump check and classification	Cloud Application Services ("CAS"). Can be performed by customer.	Including application related dumps.	Application Operations	A1
401	TO_NWABAP_1.1.23	Analyze SAP application log and provide recommendations on fixing failures	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
402	TO_NWABAP_1.1.24	Reorganize qRFC/IRFC queues	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
403	TO_NWABAP_1.1.25	Regularly check fastest growing tables in the SAP system and provide recommendations for archiving or reorganization	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations or Data Lifecycle Management or Data Volume Optimization	A1, D3, D6
404	TO_NWABAP_1.1.13	Administer SAP Logon Groups	Standard Services	The customer may perform this activity; if service provider is requested to perform the task, the design/definition must be provided by customer.	not applicable	n/a
405	TO_NWABAP_1.1.26	Creation/Update/Change of the System-PSE (Personal Security Environment)	Standard Services	Customers may decide to perform this task themselves for convenience.	not applicable	n/a
406	TO_NWABAP_1.1.16	Implement/update tools to ensure readiness for SAP support services	Standard Services		not applicable	n/a
407	TO_NWABAP_1.1.20	Definition of archiving strategy	Excluded Tasks		not applicable	n/a
408	TO_NWABAP_1.1.21	Execution and monitoring of archiving process	Cloud Application Services ("CAS"). Can be performed by customer.	Increased infrastructure consumption is subject to a CR and additional service fees. Manual monitoring: effort based per execution. This task is only for execution of the archiving programs. The archiving setup, retention configuration, investigate / troubleshooting of the unarchivable documents/objects is customer's responsibility.	Data Lifecycle Management	D3
409	TO_NWABAP_1.1.17	Management of Web Service Runtime (WSRT)	Cloud Application Services ("CAS"). Can be performed by customer.	Activation of WSRT in client 000 is done by service provider on request and free of charge	Application Operations	A1
410	TO_NWABAP_1.1.18	Configure technical RFC connections (TA SM59) to central systems managed by SAP used for system operations	Standard Services	Technical RFC connection = generic RFC connection required for all managed system based systems the same way, e.g. for monitoring configuration.	not applicable	n/a
411	TO_NWABAP_1.1.19	Configure RFC connections (TA SM59) to technical systems managed by the customer and any application-related RFC connection	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations or System Health Monitoring	A1, M2
412	TO_NWABAP_1.1.27_AE	Termination of User activity related to identified expensive statement	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations or System Health Monitoring	A1, M2
413	TO_NWABAP_1.1.28_AE	Temporary change of heap or extended memory allocation using RSMEMORY	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations or System Health Monitoring	A1, M2
414	TO_NWABAP_1.1.29_AE	Termination of dialog work processes	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations or System Health Monitoring	A1, M2
415	TO_NWABAP_1.1.30_AE	ICM service restart on Non-responsive situation or post SSL certificate renewal	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations or System Health Monitoring	A1, M2
416	TO_J2EE_1.1.01	Troubleshooting of SAP J2EE in case of technical issues	Standard Services	For technical issues only; application related problems must be resolved by the customer.	not applicable	n/a
417	TO_J2EE_1.1.02	SAP J2EE: adjust/configure Java applications	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
418		SAP Client Operations		-	n/a	
419	TO_NWABAP_1.2.01	Copy client within one SAP System (including analysis and resolution of technical issues)	Standard Services	500GB upper limit, above that threshold, only system copies are performed because of technical restrictions.	not applicable	n/a
420	TO_NWABAP_1.2.06	Delete client within one SAP System (including analysis and resolution of technical issues)	Standard Services		not applicable	n/a
421	TO_NWABAP_1.2.02	Perform client export/import or remote client copy between SAP systems (including analysis and resolution of technical issues)	Standard Services	500GB upper limit, above that threshold, only system copies are performed because of technical restrictions.	not applicable	n/a
422	TO_NWABAP_1.2.07	Pre-processing tasks, i.e. suspend jobs, lock users, export tables with 'old' configuration	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
423	TO_NWABAP_1.2.08	Post processing tasks, i.e. Enterprise Search, Fiori Launchpad, unlock user, release jobs	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
424	TO_NWABAP_1.2.05	Investigate and resolve application related issues (e.g. with certain database tables and fields)	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
425		Interface Administration				n/a
426	TO_NWABAP_1.3.24	Creation, execution, monitoring and troubleshooting of batch input sessions	Cloud Application Services ("CAS"). Can be performed by customer.	Manual monitoring; effort based per execution.	Application Operations or Customer Application Monitoring or System Health Monitoring	A1, M1, M2
427	TO_NWABAP_1.3.25	Configuration of interface related functions (e.g. IDOCs, interface scripts and jobs, qRFC/tRFC/bgRFC, ALE scenarios etc.)	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
428	TO_NWABAP_1.3.26	Monitoring of interfaces and interface related functions	Cloud Application Services ("CAS"). Can be performed by customer.	Manual monitoring; effort based per execution.	Application Operations or Customer Application Monitoring or System Health Monitoring	A1, M1, M2
429	TO_NWABAP_1.6.03	Establish trust relationships between SAP NW ABAP systems	Cloud Application Services ("CAS"). Can be performed by customer.	Performed for Fiori launchpad enablement only.	Application Operations	A1
430		Job Scheduling				n/a
431	TO_NWABAP_1.4.09	Schedule (via SM36 -> standard jobs), check and monitor standard SAP system batch jobs to facilitate best-practice housekeeping of SAP system	Standard Services	Per SAP guidelines as defined in SAP Note 16083; additional SAP standard jobs to be reviewed and agreed with customer.	not applicable	n/a
432	TO_NWABAP_1.4.14	Define production job schedule and dependencies based on business requirements	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
433	TO_NWABAP_1.4.15	Administration of application batch jobs: - Job monitoring - Troubleshooting according to troubleshooting handbook	Cloud Application Services ("CAS"). Can be performed by customer.	Manual monitoring; effort based per execution.	Application Operations	A1
434		Transport Management				n/a
435	TO_NWABAP_1.5.10	Create and maintain transport domain in client 000 and transport directory	Standard Services	Migrating the transport method from HTC to HTA is not included in this task.	not applicable	n/a
436	TO_NWABAP_1.5.15_AE	Initial setup of SAP transport management system (TMS) and configure transport routes	Standard Services		not applicable	n/a
437	TO_NWABAP_1.5.11	Maintain SAP transport management system and configure transport routes and any further configuration (automatic import, scheduled import etc.)	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations or Release Planning & Execution	A1, U2
438	TO_NWABAP_1.5.12	Initial configuration of Transport-based correction instructions (TCI) in client 000	Standard Services		not applicable	n/a
439	TO_NWABAP_1.5.13	Implement SAP Note Transport-based correction instructions (TCI)	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
440	TO_NWABAP_1.5.01	Setup of CTS+	Cloud Application Services ("CAS"). Cannot be performed by customer.	OS access required.	Application Operations or Solution Manager - ChaRM	A1, U4
441	TO_NWABAP_1.5.02	Transfer and release of transport orders	Cloud Application Services ("CAS"). Can be performed by customer.	Before importing critical transports the customer should inform service provider and perform the transport as a scheduled activity.	Application Operations or Release Planning & Execution	A1, U2
442	TO_NWABAP_1.5.03	Execute transports to move objects between SAP systems	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations or Release Planning & Execution	A1, U2
443	TO_NWABAP_1.5.04	Troubleshooting SAP Transport Management System	Standard Services	Only for technical transport problems, not related to problems due to the content of the transports, e.g. locked objects.	not applicable	n/a
444	TO_NWABAP_1.5.08	Adjustment of repository objects as part of software changes	Cloud Application Services ("CAS"). Can be performed by customer.	Execution of adjustments in SPDD/SPAU for SAP objects. Customer objects in SPDD/SPAU require customers decision during execution.	Release Version Upgrade	U3
445	TO_NWABAP_1.5.14	Setup and configuration of CHaRM	Cloud Application Services ("CAS"). Can be performed by customer.		Solution Manager - ChaRM	U4
446	TO_NWABAP_1.5.09	Testing and acceptance of object changes	Excluded Tasks		not applicable	n/a
447		Output Management				n/a
448	TO_NWABAP_1.7.01	Create, change and delete printers within SAP solution	Cloud Application Services ("CAS"). Can be performed by customer.	Service provider would only support printer types contained in SAP published guidelines.	Application Operations	A1
449	TO_NWABAP_1.7.02	Analyze faulty output requests (transaction SP01)	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
450	TO_NWABAP_1.7.03	Reorganize SAP spool system to keep system clean	Standard Services	Via SAP standard batch job.	not applicable	n/a
451	TO_NWABAP_1.7.04	Design and implementation of print forms	Excluded Tasks		not applicable	n/a
452	TO_NWABAP_1.7.05	Lock/unlock SAP printers	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
453	TO_NWABAP_1.7.06	Check spooler table consistency to prevent printing issues	Standard Services	Via SAP standard batch job.	not applicable	n/a
454	TO_NWABAP_1.7.07	Configuration of virtual spool (load balancing between spool processes)	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
455	TO_NWABAP_1.7.08	Troubleshooting technical spool- and print-problems (within the SAP system)	Standard Services	Problems caused outside the SAP system/solution scope must be solved by the customer.	not applicable	n/a
456	TO_NWABAP_1.7.09	Local printing and support	not offered		not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
457		F - Server Provisioning (aka IaaS)	Service to provide server platform, e.g. to install and run non-SAP applications (IaaS); this section does not apply to server infrastructure used to run the managed SAP system landscape. Infrastructure related services may be different depending on deployed infrastructure platform (e.g. Hyperscaler).	.		n/a
458		Security Planning			.	n/a
459	TO_SPROV_1.4.01	Provide application communication requirements	Excluded Tasks		not applicable	n/a
460	TO_SPROV_1.4.02	Determine communication and security requirements	Excluded Tasks		not applicable	n/a
461	TO_SPROV_1.4.03	Create and maintain security policies	Excluded Tasks		not applicable	n/a
462	TO_SPROV_1.4.04	Determine security strategy and implementation plans	Excluded Tasks		not applicable	n/a
463	TO_SPROV_1.4.05	Monitor and assess security strategies	Excluded Tasks		not applicable	n/a
464		Hardware Operations			.	n/a
465	TO_SPROV_1.5.03	Plan and conduct cloud infrastructure maintenance	Standard Services		not applicable	n/a
466		Server Management			.	n/a
467	TO_SPROV_1.6.11	Sizing of server infrastructure	Excluded Tasks	Virtual machines provided as specified in the SOW/Order Form; customer must ensure that sizing is accurate and provided VMs fulfil the requirements of the intended use case.	not applicable	n/a
468	TO_SPROV_1.6.01	Provide server infrastructure	Standard Services		not applicable	n/a
469	TO_SPROV_1.6.02	Provide licenses for OS	Standard Services	Licenses will be provided and charged by provider..	not applicable	n/a
470	TO_SPROV_1.6.03	Basic operating system installation	Standard Services	Supported OS: SUSE LINUX and MS Windows Server (most up-to-date versions).	not applicable	n/a
471	TO_SPROV_1.6.04	Installation of OS patches and security updates	Excluded Tasks	Server will be shipped with the latest available security patch level, after hand over customer is responsible for updates.	not applicable	n/a
472	TO_SPROV_1.6.05	Installation of antivirus software and patterns updates	Excluded Tasks	Customer is responsible for Antivirus installation and virus pattern updates on a daily basis.	not applicable	n/a
473	TO_SPROV_1.6.06	Antivirus software licenses	Excluded Tasks		not applicable	n/a
474	TO_SPROV_1.6.07	Perform scheduled startup/shutdown of hardware	Standard Services	Infrastructure related services may be different depending on deployed infrastructure platform (e.g. Hyperscaler).	not applicable	n/a
475	TO_SPROV_1.6.08	Restart the hardware after failure	Standard Services	Infrastructure related services may be different depending on deployed infrastructure platform (e.g. Hyperscaler).	not applicable	n/a
476	TO_SPROV_1.6.09	Monitoring of hardware on hypervisor level	Standard Services	Infrastructure related services may be different depending on deployed infrastructure platform (e.g. Hyperscaler).	not applicable	n/a
477	TO_SPROV_1.6.10	Monitoring of operating system of provided OS instances	Excluded Tasks		not applicable	n/a
478		Storage Management			.	n/a
479	TO_SPROV_1.7.01	Initial setup and ongoing management of storage	Standard Services	Storage capacity will be provided as contracted based on customer specifications; technical limitation for storage volume that can be provided under this service apply (details specified in the respective service description).	not applicable	n/a
480	TO_SPROV_1.7.02	Manage data files/file systems	Excluded Tasks		not applicable	n/a
481	TO_SPROV_1.7.03	Request storage area size/ size extensions for the backup storage area. Select and execute backup according to application/ customer needs and store backup data into the designated backup storage area. Ensure housekeeping of the backup storage area.	Excluded Tasks		not applicable	n/a
482	TO_SPROV_1.7.04	Provide an NFS or SMB share as backup storage area to allow storage of customer defined backups. Backup storage area sizing is done based on customer input as contracted.	Standard Services		not applicable	n/a
483	TO_SPROV_1.7.06	Mount of file system from managed server to an IaaS server	Standard Services	Infrastructure related services may be different depending on deployed infrastructure platform (e.g. Hyperscaler). Applicability to a given customer landscape needs to be checked with the respective SAP Account Manager; customers must not execute tasks using this mount that put a risk to performance or stability of the managed cloud infrastructure (e. g. network services, large volume data syncs etc.).	not applicable	n/a
484	TO_SPROV_1.7.05	Scale storage capacity	Optional Services		not applicable	n/a
485		Application Management			.	n/a
486	TO_SPROV_1.8.01	Define application requirements	Excluded Tasks		not applicable	n/a
487	TO_SPROV_1.8.02	Provide customer specific software licenses	Excluded Tasks	Customer must make sure that they hold valid licenses to run the installed software in an environment	not applicable	n/a
488	TO_SPROV_1.8.03	Application installation	Excluded Tasks		not applicable	n/a
489	TO_SPROV_1.8.04	Application operations	Excluded Tasks		not applicable	n/a
490	TO_SPROV_1.8.05	Installation of patches and security updates	Excluded Tasks	Customer is responsible for software lifecycle management	not applicable	n/a
491	TO_SPROV_1.8.06	Application monitoring	Excluded Tasks		not applicable	n/a
492		IaaS VM Snapshot (offline image backup)			.	n/a
493	TO_SPROV_1.10.01	Service Setup	Optional Services		not applicable	n/a
494	TO_SPROV_1.10.02	Request additional storage for copy of block device	Excluded Tasks	This Volume (additional storage) needs to be provisioned to accommodate the block device backup temporarily before moving it to the standard backup solution.	not applicable	n/a
495	TO_SPROV_1.10.04	Snapshot of IaaS	Optional Services	Infrastructure related services may be different depending on deployed infrastructure platform (e.g. Hyperscaler). Performed on customer request only; shutdown, rsync block device and copy to the standard backup solution. Maximum of two (2) snapshots per month. Minimum duration of three (3) months required for snapshot service and storage (if required). Any storage required can be extended through the contract duration.	not applicable	n/a
496	TO_SPROV_1.10.05	Restart server and inform customer	Optional Services	After successful restart of VM, inform customer and update the ticket.	not applicable	n/a
497	TO_SPROV_1.10.06	Start required applications on server	Excluded Tasks	Customer needs to make sure that applications are started after the snapshot operation.	not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
498	Disaster Recovery					n/a
499	TO_SPROV_1.9.01	Provide VM and related storage in the secondary data center.	Optional Services	Only for those IaaS servers explicitly specified in the contract as relevant for DR.	not applicable	n/a
500	TO_SPROV_1.9.02	Setup application on the dedicated VM in the secondary data center. Configure file system replication between primary and the secondary data center across the customer WAN network. Monitor the replication status and perform necessary operation activities.	Excluded Tasks		not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
501		G - Cloud Application Services			-	n/a
502		Cloud Application Services - Reactive Services	Only available for managed systems. Service delivery requires initial scoping for relevant application area before tasks can be delivered; transition to service execution may apply.		-	n/a
503	CAS_1.1.01	Incident Management: Troubleshooting of functional incidents in SAP applications	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
504	CAS_1.1.02	Problem Management: root cause analysis and resolution of problems in SAP applications	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
505	CAS_1.1.03	Service Request Fulfillment: Perform Service Request Fulfillment for functional tasks in SAP applications	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
506	CAS_1.1.04	Event Management: Monitor functional event types in SAP applications	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
507	CAS_1.1.05	Change Management: Changes of functional configuration in SAP applications	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
508		Cloud Application Services - Proactive Services			-	n/a
509	CAS_1.2.01	Continuous Operations	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
510	CAS_1.2.02	Extended Application Security Operations	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
511	CAS_1.2.03	Managed Operations Control Center	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
512	CAS_1.2.05	Deployment Management	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
513	CAS_1.2.06	Operations Improvement	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
514	CAS_1.2.07	Operations Improvement	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
515	CAS_1.2.08	Data Integration & Lifecycle Management	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
516		Testing Services			-	n/a
517	CAS_2.1.01	Provide detailed plan for test management execution	Cloud Application Services ("CAS"). Can be performed by customer.		Regression Testing	U1
518	CAS_2.1.02	Perform manual tests based on defined test cases and report issues and defects	Cloud Application Services ("CAS"). Can be performed by customer.		Regression Testing	U1
519	CAS_2.1.03	Configure the Test Suite in SAP Solution Manager	Cloud Application Services ("CAS"). Can be performed by customer.		Regression Testing	U1
520		Security Services			-	n/a
521	CAS_2.2.01	Execute Segregation of Duty check and provide report of risk assessment and recommendations for improvement	Cloud Application Services ("CAS"). Can be performed by customer.		Segregation of Duties Check	S3



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
522		X1 - 3rd Party Software			.	n/a
523		3rd Party Software (e.g. partner add-ons, libraries, client software; not applicable to solutions explicitly shown as managed service in other sections of this document and the contract for the customer)	Customer must ensure proper licensing of the respective 3rd party software allowing its usage in the managed system; 3rd party software in the context of the managed system is defined as any software solution for which the intellectual property is not owned by SAP; the technical and operational compatibility of every 3rd Party Solution with SAP has to be individually checked by the customer; service provider will not take responsibility for negative effects on the underlying system and infrastructure platform managed by service provider which are caused by any such 3rd Party Solution		.	n/a
524		Managed 3rd Party ABAP add-ons	For selected 3rd party NW ABAP add-ons which are listed on the SAP license price list offers a lightweight managed service, which only includes installation of the add-on and subsequent updates; the list of supported solutions is subject to change; supported add-on needs to be explicitly specified in the cloud contract		.	n/a
525	TO_PA_1.1.01	Installation	Standard Services		not applicable	n/a
526	TO_PA_1.1.02	Configuration	Excluded Tasks		not applicable	n/a
527	TO_PA_1.1.03	Application monitoring	Excluded Tasks		not applicable	n/a
528	TO_PA_1.1.04	Apply updates	Standard Services		not applicable	n/a
529	TO_PA_1.1.05	Application troubleshooting including engagement with the partners support organization	Excluded Tasks		not applicable	n/a
530	TO_PA_1.1.06	Uninstallation of ABAP Add-ons	Standard Services		not applicable	n/a
531		Unmanaged 3rd Party ABAP add-ons			.	n/a
532	TO_PA_1.2.01	Installation	Excluded Tasks		not applicable	n/a
533	TO_PA_1.2.02	Configuration	Excluded Tasks		not applicable	n/a
534	TO_PA_1.2.03	Application monitoring	Excluded Tasks		not applicable	n/a
535	TO_PA_1.2.04	Apply updates	Excluded Tasks		not applicable	n/a
536	TO_PA_1.2.05	Application troubleshooting including engagement with the partners support organization	Excluded Tasks		not applicable	n/a
537		Other unmanaged 3rd Party Software	Any type of 3rd party software which is requested to be installed in total or in parts on the managed infrastructure is subject to prior evaluation. Details of this process and conditions are documented in the respective 3rd party software policies.	.		n/a
538	TO_PA_1.3.01	3rd party software evaluation	Standard Services	This task can take several weeks to be completed. Results of previously completed evaluations will be reused and lead to lower process runtimes.	not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
539		X2 - Business Connector		.		n/a
540		Operations		.		n/a
541	TO_BC_1.1.04	Reorganization of Message Store	Cloud Application Services ("CAS"). Can be performed by customer.	.	Application Operations	A1
542		X3 - SAP CO-PA Accelerator		.		n/a
543		Operations		.		n/a
544	TO_CO-PA_1.1.01	Determine initial data load procedure	Excluded Tasks	not applicable		n/a
545	TO_CO-PA_1.1.02	Perform initial data load procedure	Excluded Tasks	not applicable		n/a
546	TO_CO-PA_1.1.03	CO-PA customizing	Excluded Tasks	not applicable		n/a
547	TO_CO-PA_1.1.04	Setup DB connection to HANA	Excluded Tasks	not applicable		n/a
548	TO_CO-PA_1.1.05	Setup CO-PA Jobs for data replication	Excluded Tasks	not applicable		n/a
549	TO_CO-PA_1.1.06	Monitor CO-PA Jobs for data replication	Excluded Tasks	not applicable		n/a
550		X4 - SAP Data Services (DS)		.		n/a
551		Operations		.		n/a
552	TO_DS_1.1.22	Authorization - Users and Rights Management	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
553	TO_DS_1.1.06	Create/Modify Data Services jobs	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
554	TO_DS_1.1.07	Schedule Data Services jobs	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
555	TO_DS_1.1.08	Configure database connections	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
556	TO_DS_1.1.09	Monitor jobs	Cloud Application Services ("CAS"). Can be performed by customer.	Manual monitoring; effort based per execution.	Application Operations	A1
557	TO_DS_1.1.10	Repository backup DS & BOE	Standard Services	not applicable		n/a
558	TO_DS_1.1.11	Delete batch job history	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
559	TO_DS_1.1.12	Verify that job and access servers are running	Standard Services	not applicable		n/a
560	TO_DS_1.1.13	Remove obsolete repository contents	Standard Services	not applicable		n/a
561	TO_DS_1.1.14	Troubleshooting issues with DS Jobs	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
562	TO_DS_1.1.23	Create/Manage additional repositories	Cloud Application Services ("CAS"). <u>Cannot</u> be performed by customer.	System comes with default repositories, if more repositories are requested, these will be delivered via additional service charge.	Application Operations	A1
563	TO_DS_1.1.26	Backup: On-Demand - BI Database and File Repo Sync	Additional Service	not applicable		n/a
564	TO_DS_1.1.27	Restore: On-Demand - BI Database and File Repo Sync	Additional Service	not applicable		n/a
565	TO_DS_1.1.28	Authentication setup and Single Sign On (SSO) configuration	Excluded Tasks	Customer may engage SAP Consulting for services pertaining to SSO solutions for cloud environment.	not applicable	n/a
566	TO_DS_1.1.29	Installation and Configuration of Data Services Adapters	Cloud Application Services ("CAS"). <u>Cannot</u> be performed by customer.		Application Operations	A1
567	TO_DS_1.1.30	Add and configure additional Job Servers/ Job Groups for load balancing	Optional Services	Depending on sizing, additional infrastructure may be required.	not applicable	n/a
568	TO_DS_1.1.31	Configure Runtime Resources	Standard Services	not applicable		n/a
569	TO_DS_1.1.32	Configure SMTP Email	Standard Services	not applicable		n/a
570	TO_DS_1.1.33	Starting and Stopping Services	Standard Services	not applicable		n/a
571	TO_DS_1.1.34	Enhanced Change and Transport System (CTS+) Integration Setup	Cloud Application Services ("CAS"). <u>Cannot</u> be performed by customer.		Application Operations	A1
572	TO_DS_1.1.35	Configure transports via Data Services (DS) Object Promotion Management	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
573	TO_DS_1.1.36	Backup Data Services Repository using Import/Export Tool	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
574		X5 - SCIC Operations		.		n/a
575		Operations		.		n/a
576	TO_SCIC_1.1.03	Setup initial SCIC of source system	Cloud Application Services ("CAS"). Can be performed by customer.	e.g. setup of secondary database connection / RFC.	Custom Scope	XX
577	TO_SCIC_1.1.04	Setup LiveCache replication jobs in source system	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
578	TO_SCIC_1.1.06	Monitor LiveCache replication jobs in customer system	Cloud Application Services ("CAS"). Can be performed by customer.	Manual monitoring; effort based per execution.	Custom Scope	XX
579	TO_SCIC_1.1.09	Manage end users with HANA Studio	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
580		X6 - SAP BusinessObjects Business Intelligence (BI)			-	n/a
581		Operations			-	n/a
582	TO_BL_1.1.06	Backup (Full content backup / BIAR backup)	Standard Services		not applicable	n/a
583	TO_BL_1.1.07	Scan / Repair and compact all repository errors	Standard Services		not applicable	n/a
584	TO_BL_1.1.11	Clean-up empty directories created for Repository Diagnostic Tool	Standard Services		not applicable	n/a
585	TO_BL_1.1.26	Cache Clean-up and Maintenance - Tomcat, Web Intelligence, Log Files	Standard Services		not applicable	n/a
586	TO_BL_1.1.17	Program Object Actions: Import and Execution	Cloud Application Services ("CAS"). <u>Cannot</u> be performed by customer.		Application Operations	A1
587	TO_BL_1.1.18	Promote/deploy BI objects between environments	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
588	TO_BL_1.1.19	Create, rename, remove connections and Universes	Excluded Tasks		not applicable	n/a
589	TO_BL_1.1.21	Provide user access and maintain authorizations	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
590	TO_BL_1.1.47	SAML configuration	Cloud Application Services ("CAS"). <u>Cannot</u> be performed by customer.		Application Operations	A1
591	TO_BL_1.1.27	Deploy templates and system configurations for hardware changes	Standard Services		not applicable	n/a
592	TO_BL_1.1.29	Auditing/Monitoring Driver Setup and configuration for Audit reporting	Cloud Application Services ("CAS"). <u>Cannot</u> be performed by customer.		Application Operations	A1
593	TO_BL_1.1.30	Perform ERP Integration Setup and Configuration	Cloud Application Services ("CAS"). <u>Cannot</u> be performed by customer.		Application Operations	A1
594	TO_BL_1.1.33	Backup: On-Demand - BI Database and File Repo Sync	Additional Service		not applicable	n/a
595	TO_BL_1.1.34	Restore: On-Demand - BI Database and File Repo Sync	Additional Service		not applicable	n/a
596	TO_BL_1.1.35	Authentication setup and Single Sign On SSO configuration	Excluded Tasks	Customer may engage SAP Consulting for services pertaining to SSO solutions for cloud environment.	not applicable	n/a
597	TO_BL_1.1.36	Configure Cryptography Settings	Cloud Application Services ("CAS"). <u>Cannot</u> be performed by customer.		Application Operations	A1
598	TO_BL_1.1.37	Configure Web Application - Reverse Proxy Settings	Standard Services		not applicable	n/a
599	TO_BL_1.1.38	Add and configure additional BI servers for load balancing	Optional Services	Additional infrastructure may be required.	not applicable	n/a
600	TO_BL_1.1.39	Manage Server Process and Server Groups	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
601	TO_BL_1.1.40	Setup/Support technical tasks for BI Report Version Management	Standard Services	Customer responsible for maintaining report versions.	not applicable	n/a
602	TO_BL_1.1.41	Enhanced Change and Transport System (CTS+) Integration Setup	Cloud Application Services ("CAS"). <u>Cannot</u> be performed by customer.		Application Operations or Solution Manager - ChaRM	A1, U4



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
603	X7 - SAP PI				-	n/a
604	SAP PI Implementation				-	n/a
605	TO_PI_1.1.01	Installation of adapters and software components provided by SAP	Standard Services	Included only for items explicitly specified in the contract/Order Form. This is valid also for additional offerings from SAP such as: ADAPTERS for SAP NW PI 1.1, SAP NW Process Integration, business-to-business add-on 1.0, SAP NW Process Integration Secure Connectivity Add-on 1.0. This does not include efforts for content handling like the import of TPZ files into the ESR.	not applicable	n/a
606	TO_PI_1.1.02	Installation of adapters provided by external partners	Standard Services	Must provide adapter software and licenses. This does not include efforts for content handling like the import of TPZ files into the ESR.	not applicable	n/a
607	TO_PI_1.1.03	Configuration of the required system connections to partner systems	Cloud Application Services ("CAS"). Can be performed by customer.	Time & material basis for changes in network setup (routers, firewalls access lists). Customer must provide network connections to target systems.	Custom Scope	XX
608	TO_PI_1.1.04	Creation of SSL views and PSEs	Excluded Tasks		not applicable	n/a
609	SAP PI Operations				-	n/a
610	TO_PI_2.1.02	Monitor application-specific PI functions, e.g. messaging, queues etc.	Cloud Application Services ("CAS"). Can be performed by customer.	Manual monitoring; effort based per execution.	Customer Application Monitoring or System Health Monitoring	M1, M2
611	TO_PI_2.1.03	Monitor the message processing in PI (success & performance)	Cloud Application Services ("CAS"). Can be performed by customer.	Manual monitoring; effort based per execution.	Customer Application Monitoring or System Health Monitoring	M1, M2
612	TO_PI_2.1.04	Monitor communication channels, queues, backlogs of PI (AEX)	Cloud Application Services ("CAS"). Can be performed by customer.	Manual monitoring; effort based per execution.	Customer Application Monitoring or System Health Monitoring	M1, M2
613	TO_PI_2.1.05	Monitor BPM processes (success & performance)	Cloud Application Services ("CAS"). Can be performed by customer.	Manual monitoring; effort based per execution.	Customer Application Monitoring or System Health Monitoring	M1, M2
614	TO_PI_2.1.06	Configure adapters	Excluded Tasks		not applicable	n/a
615	TO_PI_2.1.07	Deal with incorrect messages	Excluded Tasks		not applicable	n/a
616	TO_PI_2.1.08	Configure message archiving	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
617	TO_PI_2.1.27	Execute and monitor message archiving	Cloud Application Services ("CAS"). Can be performed by customer.	Manual monitoring; effort based per execution.	Application Operations	A1
618	TO_PI_2.1.11	Role/authorization maintenance (except SAP & initial customer administrator role)	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
619	TO_PI_2.1.16	Maintain users (except for the SAP and initial customer administrator role)	Cloud Application Services ("CAS"). Can be performed by customer.		Secure Users & Authorizations	S2
620	TO_PI_2.1.17	Setup of PI / BPM / AEX housekeeping	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
621	TO_PI_2.1.28	Monitor housekeeping activities of PI / BPM / AEX	Cloud Application Services ("CAS"). Can be performed by customer.	Manual monitoring; effort based per execution.	Application Operations	A1
622	TO_PI_2.1.19	Adjust PO/PI /AEX parameterization and configuration	Cloud Application Services ("CAS"). Can be performed by customer.	The configuration doesn't cover the realization of integration scenarios (content development).	Application Operations	A1
623	TO_PI_2.1.21	Maintain the system landscape directory (SLD)	Cloud Application Services ("CAS"). Can be performed by customer.	Related to PI scenarios.	Application Operations	A1
624	TO_PI_2.1.22	Apply SAP basic application content update to the Enterprise Service Repository (ESR)	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
625	TO_PI_2.1.23	Handle errors and analyze root cause for incorrect message processing in PI (AEX)	Excluded Tasks		not applicable	n/a
626	TO_PI_2.1.24	Check PI / PO / AEX readiness after changes (upgrades, patches, notes)	Excluded Tasks		not applicable	n/a
627	TO_PI_2.1.25	Configure the required system connections to partner systems	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
628	TO_PI_2.1.26	Transport management of PI objects	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
629	X8 - Enterprise Portal				-	n/a
630	Operations				-	n/a
631	TO_EP_1.1.01	Monitoring of application services for Portal, Unifiers, Unification Server, PCD, and CM	Standard Services	Monitors application services only; customer responsible to monitor portal content.	not applicable	n/a
632	TO_EP_1.1.03	Maintain LDAP (Novell, ADS, iPlanet and others)	Excluded Tasks		not applicable	n/a
633	TO_EP_1.1.04	Analyze Portal System logs and revise failures occurred	Standard Services	Provider to inform customer of required assistance.	not applicable	n/a
634	TO_EP_1.1.05	System landscape maintenance, connection of external systems – e.g. SAP	Cloud Application Services ("CAS"). Can be performed by customer.	Port connection required.	Application Operations	A1
635	TO_EP_1.1.07	User mapping	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
636	TO_EP_1.1.08	Role/Channel/Panel allocation	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
637	TO_EP_1.1.09	Content administration	Excluded Tasks		not applicable	n/a
638	TO_EP_1.1.10	Set-up and maintain Portal user master data	Cloud Application Services ("CAS"). Can be performed by customer.		Secure Users & Authorizations	S2
639	TO_EP_1.1.11	Lock and delete portal user master data	Cloud Application Services ("CAS"). Can be performed by customer.		Secure Users & Authorizations	S2
640	TO_EP_1.1.12	Release locked portal users	Cloud Application Services ("CAS"). Can be performed by customer.		Secure Users & Authorizations	S2
641	TO_EP_1.1.13	Define and change Customer specific portal authorization profiles	Cloud Application Services ("CAS"). Can be performed by customer.		Secure Users & Authorizations	S2
642	TO_EP_1.1.14	Administer Content Repository	Excluded Tasks		not applicable	n/a
643	TO_EP_1.1.20	Customize, upgrade POE including all components	Excluded Tasks	Set J2EE passwords, configure Java port, add service packs.	not applicable	n/a
644	TO_EP_1.1.22	Upgrade of pages, roles, static html content	Excluded Tasks		not applicable	n/a
645	TO_EP_1.1.23	Maintenance of Java services	Standard Services	Customer responsible to develop new Java services, and to customize existing java services.	not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
646		X9 - Sybase IQ (used as data persistency for NLS or 3rd party archiving solutions)			-	n/a
647		Database Installation/Configuration			-	n/a
648	TO_SIQ_1.1.01	Checking/preparing system requirements (BW Release, SAP Notes, Source/target setup)	Excluded Tasks		not applicable	n/a
649	TO_SIQ_1.1.03	Initial configuration / parameter settings	Standard Services		not applicable	n/a
650	TO_SIQ_1.1.06	Initialize connection between BW/NLS and Sybase IQ	Standard Services	Provider will perform required setup. Customer must configure the NLS connection from the BW side.	not applicable	n/a
651		Database Operations			-	n/a
652	TO_SIQ_1.2.02	Database capacity management	Standard Services		not applicable	n/a
653	TO_SIQ_1.2.03	Reorg/Statistic update	Standard Services		not applicable	n/a
654	TO_SIQ_1.2.04	dbcc (database consistency check)	Standard Services		not applicable	n/a
655	TO_SIQ_1.2.05	Troubleshooting of technical database issues	Standard Services		not applicable	n/a
656	TO_SIQ_1.2.06	Setup backup	Standard Services		not applicable	n/a
657	TO_SIQ_1.2.07	Restore backup	Standard Services		not applicable	n/a
658	TO_SIQ_1.2.08	Monitor database connection	Standard Services	Customer must check connection from BW side.	not applicable	n/a
659		Application			-	n/a
660	TO_SIQ_1.4.01	Create/schedule/restore data archiving requests	Cloud Application Services ("CAS"). Can be performed by customer.		Data Lifecycle Management	D3
661	TO_SIQ_1.4.02	Query handling	Cloud Application Services ("CAS"). Can be performed by customer.		Data Lifecycle Management	D3
662	TO_SIQ_1.4.03	Installing partner add-ons in backend systems	Cloud Application Services ("CAS"). Can be performed by customer.		Data Lifecycle Management	D3
663	TO_SIQ_1.5.01	Server provisioning for the archiving solution server	Optional Services	If partner solution requires extra server; refer to Server Provisioning section in this document for details.	not applicable	n/a
664	TO_SIQ_1.4.04	Installation of archiving partner software	Cloud Application Services ("CAS"). Can be performed by customer.	Customer must make sure, that they hold valid licenses to run the installed software in an environment.	Data Lifecycle Management	D3
665	TO_SIQ_1.4.05	Configuration of archiving partner software	Cloud Application Services ("CAS"). Can be performed by customer.		Data Lifecycle Management	D3
666	TO_SIQ_1.4.06	Managed services for archiving partner software (issue handling)	Cloud Application Services ("CAS"). Can be performed by customer.		Data Lifecycle Management	D3
667		SAP Information Lifecycle Management (ILM) for Sybase IQ			-	n/a
668	TO_SIQ_1.6.01	Check and prepare system requirements (Sizing, SAP Notes)	Excluded Tasks		not applicable	n/a
669	TO_SIQ_1.6.02	Activate of ILM Store in NetWeaver	Standard Services		not applicable	n/a
670	TO_SIQ_1.6.03	Set parameters in SAP IQ for ILM Store	Standard Services		not applicable	n/a
671	TO_SIQ_1.6.05	Setup ILM Store Authorizations	Cloud Application Services ("CAS"). Can be performed by customer.		Data Lifecycle Management	D3
672	TO_SIQ_1.6.06	Integrate ILM Store to Archiving Process	Cloud Application Services ("CAS"). Can be performed by customer.		Data Lifecycle Management	D3
673	TO_SIQ_1.6.07	Configure of ArchiveLink connection to ILM Store	Cloud Application Services ("CAS"). Can be performed by customer.		Data Lifecycle Management	D3
674	TO_SIQ_1.6.08	Configure of Storage Connections	Cloud Application Services ("CAS"). Can be performed by customer.		Data Lifecycle Management	D3
675	TO_SIQ_1.6.09	Check ICM Parameters	Standard Services		not applicable	n/a
676	TO_SIQ_1.6.10	Setup Clients and Origins in the ILM Store	Cloud Application Services ("CAS"). Can be performed by customer.		Data Lifecycle Management	D3
677	TO_SIQ_1.6.11	Integration to OpenText Storage	Cloud Application Services ("CAS"). Can be performed by customer.		Data Lifecycle Management	D3
678	TO_SIQ_1.6.12	Integration to other ILM Certified Storage	Cloud Application Services ("CAS"). Can be performed by customer.		Data Lifecycle Management	D3
679	TO_SIQ_1.6.13	Data destruction and data compliance	Cloud Application Services ("CAS"). Can be performed by customer.		Data Lifecycle Management	D3
680	TO_SIQ_1.6.14	License generation and deployment for Live Systems	Standard Services		not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
681	X11 - SAP Cloud Connector				-	n/a
682	Installation and Configuration				-	n/a
683	TO_SCC_1.1.02	Configuration - Enable outbound connection via LoadBalancer to connect with SAP Cloud Platform (SCP)	Standard Services		not applicable	n/a
684	TO_SCC_1.1.03	Configuration - Establish connection to customer's cloud account	Standard Services	For X43 - SAP Forms by Adobe (Adobe Document Services/ADS) only: Configure SCP subaccount connection; Connect SAP Cloud Platform subaccount to the Cloud Connector	not applicable	n/a
685	TO_SCC_1.1.04	Configuration - On-premise resources (OData services) customer wants to use in SAP Cloud Platform (SCP)	Cloud Application Services ("CAS"). Can be performed by customer.	For X43 - SAP Forms by Adobe (Adobe Document Services/ADS) only: Create destination for ABAP backend system (Mapping virtual to internal system); Configure accessible resources /sap/bc/fp and /sap/bc/fpads	Application Operations or Data Lifecycle Management	A1, D3
686	TO_SCC_1.1.05	Monitoring - SCC service monitoring (Linux / Windows Services)	Cloud Application Services ("CAS"). Can be performed by customer.	Can be done in Administrator UI or by executing a manual status check command or via HCP Administrator Cockpit. Manual monitoring; effort based per execution.	Application Operations or Data Lifecycle Management	A1, D3
687	TO_SCC_1.1.06	Define and provide two user groups (Cloud Portal Admin, Cloud Portal User)	Standard Services		not applicable	n/a
688	TO_SCC_1.1.07	Tunnel Availability monitoring	Standard Services	For version 2.12 and higher only. Service provider can monitor tunnel availability for informational purposes only but is not covered under the Service Level Agreement.	not applicable	n/a
689	TO_SCC_1.1.08_AE	Test execution for every update of SAP Cloud Platform Integration (SCPI)	Cloud Application Services ("CAS"). Can be performed by customer.		Cloud Integration Testing	I1
690	TO_SCC_1.1.09_AE	Creation of test automation scripts for SAP Cloud Platform Integration (SCPI)	Cloud Application Services ("CAS"). Can be performed by customer.		Cloud Integration Testing	I1
691	TO_SCC_1.1.10_AE	Application of changes (Test automation script modification)	Cloud Application Services ("CAS"). Can be performed by customer.		Cloud Integration Testing	I1
692	X12 - SAP Cloud Platform Integration - Data Services Agent (CPI-DS) (Formerly HCI-DS)			-	n/a	
693	Installation and Configuration				-	n/a
694	TO_CPIDS_1.1.01	Installation of SAP CPI - Data Service agent	Standard Services		not applicable	n/a
695	TO_CPIDS_1.1.02	Configuration - Enable outbound connection via LoadBalancer to connect with CPI	Standard Services		not applicable	n/a
696	TO_CPIDS_1.1.03	Configuration - Establish connection to customer's cloud account	Standard Services	Need access to CPI portal or service provider will request the configuration file from customer. Configuration performed at OS level. Provider will verify that agent status is green in CPI portal.	not applicable	n/a
697	TO_CPIDS_1.1.04	Configuration - Business backend preparation steps for CPI consumption	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
698	Monitoring Setup			-	n/a	
699	TO_CPIIDS_1.2.01	Monitoring setup for process level availability - Nagios	Standard Services		not applicable	n/a
700	Data Handling and Data Services			-	n/a	
701	TO_CPIIDS_1.3.01	Migrating or replicating data between data stores	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
702	X13 - SAP Fiori			-	n/a	
703	Installation and Configuration			-	n/a	
704	TO_FIORI_1.1.01	Installation of application specific packages in respective SAP Systems	Standard Services	Initial setup in managed system.	not applicable	n/a
705	TO_FIORI_1.1.03	Configuration - Web Dispatcher Fiori App redirects	Standard Services	SSL is a prerequisite for this task. Scope during Initial Provisioning includes all systems defined in the initial contract.	not applicable	n/a
706	TO_FIORI_1.1.10_AE	Configuration - Web Dispatcher Fiori App redirects - additional requests	Cloud Application Services ("CAS"). Can be performed by customer.	Efforts for additional requests. Includes SSL configuration and certificate handling and is limited to technical SAP Fiori Launchpad enablement for additional clients or products other than SAP S/4HANA only.	Application Operations	A1
707	TO_FIORI_1.1.05	Configuration - HANA XS Engine Web Dispatcher	Cloud Application Services ("CAS"). Can be performed by customer.	SSL is a prerequisite for this task. Scope during Initial Provisioning includes all systems defined in the initial contract.	Application Operations	A1
708	TO_FIORI_1.1.09	Initial enablement of Fiori launchpad including all required connectivity setup	Standard Services	Includes SAP Fiori Launchpad enablement for one (1) client per SAP S/4HANA system. This includes the activation of predefined sample SAP Fiori apps to validate SAP Fiori Launchpad enablement. For systems migrated to service provider, it is customer's responsibility to enable existing SAP Fiori app(s) and is covered by a separately contracted cloud onboarding and migration service.	not applicable	n/a
709	TO_FIORI_1.1.06	Re-enable Fiori launchpad including all required connectivity setup	Cloud Application Services ("CAS"). Can be performed by customer.	Covers additional charge for re-enablement	Application Operations	A1
710	TO_FIORI_1.1.07	Configuration - Fiori applications	Excluded Tasks	In some situations service provider might be able to support the customer using an Application Management service, however due to the large variety of possible scenarios this item has been generally excluded from the service; customers should seek assistance via SAP Consulting.	not applicable	n/a
711	TO_FIORI_1.1.08	Establish trusted connections from Web Dispatcher to Gateway, backend system (e.g. S/4 HANA) and HANA XS engine of backend system	Cloud Application Services ("CAS"). Can be performed by customer.	Access to customer client required.	Application Operations	A1
712	TO_FIORI_1.1.11_AE	Enable Fiori Launchpad for the standard Fiori applications for additional business clients or SAP products other than S/4HANA	Cloud Application Services ("CAS"). Can be performed by customer.	Includes example Fiori Catalog, example Fiori Group and example PFCG role	Application Operations	A1
713	TO_FIORI_1.1.12_AE	Re-enable technical integration points after system/client copy.	Cloud Application Services ("CAS"). Can be performed by customer.	Performed for additional business clients or products other than SAP S/4HANA	Application Operations	A1



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
714	X15 - Web Dispatcher				-	n/a
715	Web Dispatcher Operations				-	n/a
716	TO_WD_1.1.01	Register/Remove Systems in Web Dispatcher and their options regarding SSL	Standard Services	Scope during initial provisioning includes all systems defined in the initial contract. If more systems are added a Change Request (CR) is required and extra charges may apply.	not applicable	n/a
717	TO_WD_1.1.02	General memory management definition	Standard Services		not applicable	n/a
718	TO_WD_1.1.03	General security parameter definition	Standard Services		not applicable	n/a
719	TO_WD_1.1.04	General Configuration for Support SSL in Parameter File or PSE Maintenance Tool in AdminTool (Handling HTTPS Requests)	Standard Services		not applicable	n/a
720	TO_WD_1.1.05	Communication with the message server / application server using SSL	Standard Services		not applicable	n/a
721	TO_WD_1.1.06	Modification of HTTP requests	Standard Services		not applicable	n/a
722	TO_WD_1.1.07	Setting up error handling	Standard Services		not applicable	n/a
723	TO_WD_1.1.08	Maintaining the authentication File	Standard Services		not applicable	n/a
724	TO_WD_1.1.09	Changes in client 000 of the backend systems related to Web Dispatcher (HTTPURLLOC)	Standard Services		not applicable	n/a
725	TO_WD_1.1.10	Log and trace strategy	Standard Services		not applicable	n/a
726	TO_WD_1.1.11	Encryption policy (protocols, ciphersuites, key length)	Standard Services		not applicable	n/a
727	TO_WD_1.1.12	Connection counts	Standard Services		not applicable	n/a
728	TO_WD_1.1.13	Metadata Exchange Using SSL	Standard Services		not applicable	n/a
729	TO_WD_1.1.14	Definition of port ranges	Standard Services		not applicable	n/a
730	TO_WD_1.1.15	LoadBalancer configuration for Web Dispatcher	Standard Services	Configuration details (routing rules, redirection information, backend system details etc.) must be provided by customer. Service provider will be update the Load Balancer and Web Dispatcher accordingly.	not applicable	n/a
731	TO_WD_1.1.16	DNS Changes for Web Dispatcher Service	Excluded Tasks	There are no options to have personalized DNS	not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
732	X16 - LoadBalancer				-	n/a
733	LoadBalancer operation				-	n/a
734	TO_LRP_1.1.01	Setup LoadBalancer instance	Standard Services		not applicable	n/a
735	TO_LRP_1.1.02	Register/Remove Systems in LoadBalancer	Standard Services		not applicable	n/a
736	TO_LRP_1.1.03	Configure load distribution to application servers	Standard Services		not applicable	n/a
737	TO_LRP_1.1.04	Provide external IP for Internet facing scenarios	Standard Services		not applicable	n/a
738	TO_LRP_1.1.05	Configure SSL offloading (Encryption)	Standard Services		not applicable	n/a
739	TO_LRP_1.1.07	Perform DNS handling for customer own Domain	Excluded Tasks		not applicable	n/a
740	TO_LRP_1.1.08	Provide X.509 certificate for customer domain to enable SSL	Excluded Tasks		not applicable	n/a
741	TO_LRP_1.1.09	Provide X.509 certificate for SAP own URL like *.hec.ondemand.com domains	Standard Services		not applicable	n/a
742	TO_LRP_1.1.10	Install customer X.509 certificate	Standard Services		not applicable	n/a
743	TO_LRP_1.1.11	Configure Web Application Firewall	Standard Services		not applicable	n/a
744	TO_LRP_1.1.12	Configure persistence handling	Standard Services		not applicable	n/a
745	TO_LRP_1.1.14	Configure health checks	Standard Services		not applicable	n/a
746	TO_LRP_1.1.15	Configure URL/IP based black and white list filtering	Standard Services		not applicable	n/a
747	TO_LRP_1.1.16	Configure sorry page function	Standard Services		not applicable	n/a
748	TO_LRP_1.1.17	Configure outgoing connections to Internet	Standard Services		not applicable	n/a
749	TO_LRP_1.1.18	Enable access from managed system to internet/public domain	Standard Services	Supported using outbound LoadBalancer. Used to integrate managed system with other clouds or customer public services etc.	not applicable	n/a
750	X17 - OpenText Solutions				-	n/a
751	Cloud Editions				-	n/a
752	SAP S/4HANA Common Tasks				-	n/a
753	TO_OT_1.10.1	Install OpenText Cloud Edition Add-On	Standard Services	ADA, VIM, and xECM Add-On covered	not applicable	n/a
754	TO_OT_1.10.2	Activate/Maintain ICF nodes required for Apps to be enabled/updated	Standard Services		not applicable	n/a
755	TO_OT_1.10.3	Activate/Maintain OData Services required for Apps to be enabled/updated	Standard Services		not applicable	n/a
756	Vendor Invoice Management for SAP Solutions (VIM)				-	n/a
757	TO_OT_1.11.1	Establish/Maintain secure connection to OpenText Core Capture for SAP Solutions (IIES Cloud)/OT2	Standard Services	Create and maintain connections from S/4HANA SM59. Client ID and secret password from Admin Center need to be provided.	not applicable	n/a
758	Extended ECM for SAP Solutions (xECM)				-	n/a
759	TO_OT_1.12.1	Establish/Maintain secure connection to OpenText Cloud (OTK)	Standard Services	Create and maintain connections from S/4HANA SM59, STRUST and in xECM's IMG hierarchy "Create HTTP Connections"	not applicable	n/a
760	Archiving and Document Access for SAP Solutions (ADA)				-	n/a
761	OpenText Core Archive Connector				-	n/a
762	Operations				-	n/a
763	TO_OT_1.13.1	Install OpenText Core Archive Connector and Document Pipelines	Standard Services	Application installation only	not applicable	n/a
764	TO_OT_1.13.2	Establish/Maintain secure connection to OpenText Core Archive for SAP Solutions (ADA Cloud)/OT2	Standard Services	Initial configuration and customer tenant registration	not applicable	n/a
765	TO_OT_1.13.3	Add/Maintain SAP S/4HANA systems connection	Standard Services		not applicable	n/a
766	TO_OT_1.13.4	Administration of Collections and Data Sources	Cloud Application Services ("CAS")	Can be performed by customer.	Data Lifecycle Management	D3
767	TO_OT_1.13.5	Configure scan host and profile	Cloud Application Services ("CAS")	Can be performed by customer.	Data Lifecycle Management	D3
768	TO_OT_1.13.6	Configure/Maintain file archive job	Cloud Application Services ("CAS")	Can be performed by customer.	Data Lifecycle Management	D3
769	TO_OT_1.13.7	Maintain Core Archive Connector setting	Standard Services	Activity includes replacing/generating certificate and private key	not applicable	n/a
770	TO_OT_1.13.8	User Administration	Cloud Application Services ("CAS")	Can be performed by customer.	Custom Scope	XX
771	Software Lifecycle Management				-	n/a
772	TO_OT_1.14.1	Implement customer specific updates to the managed OT Core Archive Connector solution (software packages not commonly available via the SAP Service Marketplace)	Cloud Application Services ("CAS")	Cannot be performed by customer.	Data Lifecycle Management	D3
773	X18 - SAP Information Steward				-	n/a
774	Operations				-	n/a
775	TO_IS_1.1.02	Adding additional IS job servers for load balancing on existing infrastructure.	Cloud Application Services ("CAS")	Cannot be performed by customer.	Custom Scope	XX
776	TO_IS_1.1.13	Adding additional IS job servers for load balancing on new infrastructure	Optional Services	Adding additional server on new infrastructure. A Change Request (CR) is required.	not applicable	n/a
777	TO_IS_1.1.03	User and access management	Cloud Application Services ("CAS")	Can be performed by customer.	Secure Users & Authorizations	S2
778	TO_IS_1.1.04	Create and manage IS application jobs	Cloud Application Services ("CAS")	Can be performed by customer.	Data Quality Management	D4
779	TO_IS_1.1.05	Executing Information Steward utilities	Cloud Application Services ("CAS")	Can be performed by customer.	Data Quality Management	D4
780	TO_IS_1.1.06	Data Insight, Metadata, Cleansing Package and Match Review administration	Cloud Application Services ("CAS")	Can be performed by customer.	Data Quality Management	D4
781	TO_IS_1.1.08	IS repository and file system backup	Standard Services		not applicable	n/a
782	TO_IS_1.1.09	IS job server and services monitoring	Standard Services		not applicable	n/a
783	TO_IS_1.1.10	IS repository management	Cloud Application Services ("CAS")	Can be performed by customer.	Data Quality Management	D4
784	TO_IS_1.1.11	Troubleshooting issues with IS jobs and utilities (Data Insight, Rule Tasks, Metadata Management, Metapedia and Match Review)	Cloud Application Services ("CAS")	Can be performed by customer.	Data Quality Management	D4
785	TO_IS_1.1.12	Execute performance tuning for Data Insight, Data Cleansing, Metadata Management, Metapedia and Match Review	Cloud Application Services ("CAS")	Can be performed by customer.	Data Quality Management	D4
786	TO_IS_1.1.14_AE	Validate Information Steward setup and configuration	Cloud Application Services ("CAS")	Can be performed by customer.	Data Quality Optimization	D5
787	TO_IS_1.1.15_AE	Collect metadata and assess data quality	Cloud Application Services ("CAS")	Can be performed by customer.	Data Quality Optimization	D5



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
788		X19 - SAP Policy Management	This section represents an extension of the standard service as described in the Roles & Responsibilities. It applies only to customers using SAP Policy Management in the cloud environment in combination with the full managed service including the components pm.msg and TomatosX.	-		n/a
789		TomatosX for Policy Management		-		n/a
790	TO_PM_1.1.01	Installation of the solution	Cloud Application Services ("CAS"). Cannot be performed by customer.		Custom Scope	XX
791	TO_PM_1.1.02	Technical configuration (installation post-processing) of installed systems.	Cloud Application Services ("CAS"). Cannot be performed by customer.		Custom Scope	XX
792	TO_PM_1.1.03	Configuration or Integration of TomatosX system with other SAP systems (TA_SMS9)	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
793	TO_PM_1.1.05	Application configuration (post-installation configuration) of installed systems	Excluded Tasks		not applicable	n/a
794	TO_PM_1.1.06	Application troubleshooting	Excluded Tasks		not applicable	n/a
795		MSG.PM designer & CAIMAN for Policy Management		-		n/a
796	TO_PM_2.1.01	Installation of the solution	Cloud Application Services ("CAS"). Cannot be performed by customer.	MSG.PM designer and CAIMAN can only be installed on the windows platform.	Custom Scope	XX
797	TO_PM_2.1.02	Technical configuration (installation post-processing) of installed systems.	Cloud Application Services ("CAS"). Cannot be performed by customer.		Custom Scope	XX
798	TO_PM_2.1.08	Technical integration of system with other systems and applications	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
799	TO_PM_2.1.05	Application configuration (post-installation configuration) of installed systems	Excluded Tasks		not applicable	n/a
800	TO_PM_2.1.06	Application troubleshooting	Excluded Tasks		not applicable	n/a
801	TO_PM_2.1.07	Installation of additional client tools	Excluded Tasks		not applicable	n/a
802		Security Management		-		n/a
803	TO_PM_3.1.1	Administration of customer users (e.g. user creation, change, deletion, maintenance of user profiles, roles, authorizations, master data and passwords)	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
804		X20 - Celonis CPM		-		n/a
805		Celonis CPM		-		n/a
806	TO_CEL_1.1.02	Creation Java KeyStore	Standard Services		not applicable	n/a
807	TO_CEL_1.1.03	Configuring authorized SQL queries	Excluded Tasks	Provider will update the respective file on OS Level.	not applicable	n/a
808	TO_CEL_1.1.04	Configure audit parameters and password rules	Standard Services		not applicable	n/a
809	TO_CEL_1.1.05	Request logging trace for user	Standard Services		not applicable	n/a
810	TO_CEL_1.1.06	Transport Export/Import	Excluded Tasks		not applicable	n/a
811	TO_CEL_1.1.07	General Administration of users, groups and authorizations	Excluded Tasks		not applicable	n/a
812	TO_CEL_1.1.08	Change system settings on application side	Excluded Tasks		not applicable	n/a
813	TO_CEL_1.1.09	Backup/Restore H2 Database	Standard Services		not applicable	n/a
814		X21 - SAP Identity Management IDM		-		n/a
815	TO_IDM_1.0.01	Assist customer with IDM related tasks that require access to operating system	Standard Services		not applicable	n/a
816	TO_IDM_1.0.02	Install IDM dispatchers as part of the initial cloud environment installation	Standard Services		not applicable	n/a
817	TO_IDM_1.0.03	Connect IDM UI to IDM system	Standard Services	SSL configuration is not covered by this task.	not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
818		X22 - SAP Financial Consolidation (FC)			-	n/a
819		Administration of Data Sources			-	n/a
820	TO_FC_1.1.01	Starting/Stopping/Setting Administrator Password and activity views for Datasources	Standard Services		not applicable	n/a
821	TO_FC_1.1.02	Adding Webservices	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
822	TO_FC_1.1.03	Adding FC Application Server/Webserver on existing infrastructure	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
823	TO_FC_1.1.15	Adding FC Application Server/Webserver on new infrastructure	Optional Services		not applicable	n/a
824	TO_FC_1.1.04	Migrating and filtering data source	Excluded Tasks		not applicable	n/a
825	TO_FC_1.1.05	Installing software configuration	Excluded Tasks		not applicable	n/a
826	TO_FC_1.1.06	Sending/Broadcasting messages to End-users	Excluded Tasks		not applicable	n/a
827	TO_FC_1.1.07	Defining log configuration for application servers	Excluded Tasks		not applicable	n/a
828	TO_FC_1.1.08	Defining commands available for machines and instances	Excluded Tasks		not applicable	n/a
829	TO_FC_1.1.09	Activation/Deactivation Machine in the FC Admin console	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
830	TO_FC_1.1.10	Starting/Stopping Instances in the FC Admin console	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
831	TO_FC_1.1.11	Creating scheduled tasks for starting and stopping servers	Cloud Application Services ("CAS"). Cannot be performed by customer.		Application Operations	A1
832	TO_FC_1.1.12	Create/Delete Data Source(s)	Cloud Application Services ("CAS"). Cannot be performed by customer.	Requires actions at OS Level.	Application Operations	A1
833	TO_FC_1.1.13	Create FC transport folder	Standard Services		not applicable	n/a
834	TO_FC_1.1.14	Restart FC platform periodically	Standard Services		not applicable	n/a
835		Monitoring			-	n/a
836	TO_FC_1.2.04	Monitoring one FC application URL per SID	Standard Services	Limited to one URL per SID. Customer needs to provide URL to be monitored.	not applicable	n/a
837	TO_FC_1.2.03	Monitoring of further FC application URLs	Cloud Application Services ("CAS"). Can be performed by customer.	Customer needs to provide URL to be monitored.	Application Operations	A1
838		Administration of HANA Databases			-	n/a
839	TO_FC_1.3.01	Prerequisites for creating SAP HANA Modeling Views with Cube Designer	Excluded Tasks	Customer require access to HANA Studio and require HANA Customer Administration authorization.	not applicable	n/a
840	TO_FC_1.3.02	Deleting rights created during Cube Deployments	Excluded Tasks	Customer require access to HANA Studio and require HANA Customer Administration authorization.	not applicable	n/a
841		Configuring SAP Financial Consolidation Web Site			-	n/a
842	TO_FC_1.4.01	Reconnecting Automatically	Standard Services		not applicable	n/a
843	TO_FC_1.4.02	Activating the SAP Financial Consolidation Web Technical Log	Standard Services		not applicable	n/a
844	TO_FC_1.4.03	Supporting long-term HTTP sessions with firewalls	Standard Services		not applicable	n/a
845	TO_FC_1.4.04	Publishing documents via a URL	Cloud Application Services ("CAS"). Cannot be performed by customer.		Application Operations	A1
846	TO_FC_1.4.05	Configuring HTTPS	Cloud Application Services ("CAS"). Cannot be performed by customer.		Application Operations	A1
847	TO_FC_1.4.06	Customizing the SAP Financial Consolidation Web Site Home page	Cloud Application Services ("CAS"). Cannot be performed by customer.		Application Operations	A1
848		Configuring SAP Financial Consolidation Web HTML5 Site			-	n/a
849	TO_FC_1.5.01	Configuring/Custimizing SAP Financial Consolidation Web HTML5 site advanced settings	Cloud Application Services ("CAS"). Cannot be performed by customer.		Application Operations	A1
850		Archiving Tool			-	n/a
851	TO_FC_1.6.01	Installing and accessing the Archiving Tool	Standard Services		not applicable	n/a
852	TO_FC_1.6.02	Execute archiving process	Cloud Application Services ("CAS"). Cannot be performed by customer.	Just possible using AMS/SAP Consulting because require access to OS Level.	Application Operations	A1
853		Installing and Configuring the SAP NetWeaver BW Server to deploy Infocubes with SAP Financial Consolidation Cube Designer			-	n/a
854	TO_FC_1.8.01	Installing the FPM Basis component on the SAP NetWeaver BW server	Standard Services		not applicable	n/a
855	TO_FC_1.8.02	Creating BW NetWeaver Roles to deploy Infocubes with Cube Designer	Excluded Tasks		not applicable	n/a
856	TO_FC_1.8.03	Installing SAP EPM Solutions Connection Manager on the BOE platform	Standard Services		not applicable	n/a
857	TO_FC_1.8.04	Configuring the Central Management Console for SAP Cube Designer	Excluded Tasks		not applicable	n/a
858	TO_FC_1.8.05	Configuring the Central Management Server for a distributed installation	Excluded Tasks		not applicable	n/a
859	TO_FC_1.8.06	Configuring reverse proxy	Standard Services		not applicable	n/a
860	TO_FC_1.8.07	Creating an EPM Connection for SAP Financial Consolidation with NetWeaver BW Cubes or SAP PCM or SAP SSM or SAP HANA	Excluded Tasks		not applicable	n/a
861		Financial Information Management			-	n/a
862	TO_FC_1.9.01	Configuring the number of lines in a Flat File Preview	Standard Services		not applicable	n/a
863	TO_FC_1.9.02	Configuring Time-out Parameters	Standard Services		not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
864		X23 - SAP Mobile Platform (SMP)			-	n/a
865		Implementation				n/a
866	TO_MP_1.1.01	Installation of SMP Application Node(s) - Greenfield	Standard Services		not applicable	n/a
867	TO_MP_1.1.02	Installation of Additional SMP Application Node(s) - Brownfield	Optional Services		not applicable	n/a
868	TO_MP_1.1.03	Connection to backend System	Standard Services		not applicable	n/a
869	TO_MP_1.1.04	Securing Application Platform	Excluded Tasks		not applicable	n/a
870	TO_MP_1.1.05	Updating DB connection settings including DB connection passwords	Cloud Application Services ("CAS"). Cannot be performed by customer.		XX	
871		Operations			Custom Scope	
872	TO_MP_1.2.01	SMP Mobile/Agentry/Application Administration -Deploying Application -deleting Applications -Managing and Monitoring Application -Provisioning Application	Excluded Tasks		not applicable	n/a
873	TO_MP_1.2.02	Starting / Stopping SMP Application Server	Standard Services		not applicable	n/a
874	TO_MP_1.2.03	SMP Server availability and monitoring	Standard Services		not applicable	n/a
875	TO_MP_1.2.04	Monitoring heap memory	Excluded Tasks		not applicable	n/a
876		X25 - BPA by Redwood			-	n/a
877		Operations			-	n/a
878	TO_BP_1.1.01	Technical installation	Standard Services		not applicable	n/a
879	TO_BP_1.1.03	License deployment	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
880	TO_BP_1.1.05	Connect central SAP BPA server system to remote systems within cloud environment	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
881	TO_BP_1.1.07	Monitoring of central BPA system	Standard Services		not applicable	n/a
882	TO_BP_1.1.08	Job monitoring	Cloud Application Services ("CAS"). Can be performed by customer.		Customer Application Monitoring	M1
883	TO_BP_1.1.09	User and role management	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
884	TO_BP_1.1.12	Initial job scheduling Setup	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
885	TO_BP_1.1.13	Modification of scheduling setup	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
886	TO_BP_1.1.14	Re-Scheduling of jobs to remote system	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
887	TO_BP_1.1.15	Defining monitoring framework for jobs triggered via SAP BPA	Cloud Application Services ("CAS"). Can be performed by customer.		Customer Application Monitoring	M1



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
888		X28 - GK Software			-	n/a
889		Setup and configuration			-	n/a
890	TO_GK_1.1.01	Setup and manage GK Software directories	Standard Services		not applicable	n/a
891	TO_GK_1.1.02	Create directory for master data file upload (if not already available)	Standard Services		not applicable	n/a
892	TO_GK_1.1.03	Assist in copying various files related to GK software configuration to file system directories	Standard Services		not applicable	n/a
893	TO_GK_1.1.04	Setup of dynamic takeovers in the structures	Excluded Tasks		not applicable	n/a
894	TO_GK_1.1.05	Setup of structure level overwrites	Excluded Tasks		not applicable	n/a
895	TO_GK_1.1.06	Setup NetWeaver Config tool directory structure	Standard Services		not applicable	n/a
896	TO_GK_1.1.07	Change language after installation	Standard Services		not applicable	n/a
897	TO_GK_1.1.08	Setup system level overwrite (system types)	Excluded Tasks		not applicable	n/a
898	TO_GK_1.1.09	Configure customer specific organizational structure	Excluded Tasks		not applicable	n/a
899	TO_GK_1.1.10	Configure basic Store Manager node	Standard Services		not applicable	n/a
900	TO_GK_1.1.11	Install store templates	Excluded Tasks	Provider to share to copy files on to the OS level.	not applicable	n/a
901	TO_GK_1.1.12	Import of store templates into Store Manager	Excluded Tasks		not applicable	n/a
902	TO_GK_1.1.13	Assign template to the main Store Manager structure	Excluded Tasks		not applicable	n/a
903	TO_GK_1.1.14	Import config into Hybrid Infoserver	Excluded Tasks		not applicable	n/a
904	TO_GK_1.1.15	Configure HANA JDBC datasource connection pooling	Standard Services		not applicable	n/a
905	TO_GK_1.1.16	Deploy EPA files into SAP NetWeaver Portal	Standard Services		not applicable	n/a
906	TO_GK_1.1.17	Create customer store structure	Excluded Tasks		not applicable	n/a
907	TO_GK_1.1.18	Configure GK Store Manager	Excluded Tasks		not applicable	n/a
908	TO_GK_1.1.19	Import Global Configuration for Store Manager (data container)	Excluded Tasks		not applicable	n/a
909	TO_GK_1.1.20	Configure GK Software Store Manager for stores or country level overrides	Excluded Tasks	Example: configuration of the POS Server it points to or LPS.	not applicable	n/a
910	TO_GK_1.1.21	Import master data	Excluded Tasks		not applicable	n/a
911	TO_GK_1.1.22	Configure GK ECON for Data import (defining the xml file for Idoc imports)	Excluded Tasks		not applicable	n/a
912	TO_GK_1.1.23	Create and customize Reference Store (countries, district, stores)	Excluded Tasks		not applicable	n/a
913	TO_GK_1.1.24	Create SAP NetWeaver datasource	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
914	TO_GK_1.1.25	Configure and assign data containers (Taxes, work groups, reasons of transactions etc.)	Excluded Tasks		not applicable	n/a
915	TO_GK_1.1.26	Configure SDC data containers (assign variants etc.)	Excluded Tasks		not applicable	n/a
916	TO_GK_1.1.27	Import templates and activation manually (e.g. EC config template, heartbeat monitor)	Excluded Tasks		not applicable	n/a
917	TO_GK_1.1.28	Configure reference customer organizational structure (during installation)	Standard Services	Only the basic structure as per the setup procedures. The detailed functional structures is Customer / Project team responsibility.	not applicable	n/a
918		Operations			-	n/a
919	TO_GK_1.2.01	Assist customers with tasks in their area of responsibility, if OS access is required	Cloud Application Services ("CAS"). Cannot be performed by customer.	In cases where the execution of tasks requires activities to be performed within the OS level and for which the customer is responsible according to this document. Customers and GK implementation partner will not get OS access to managed servers within the cloud environment. The service provider will support the customer, e.g. by taking over the tasks or by providing other methods to execute tasks. This line item only applies to infrequent/occasional assistance, projects requiring regular, longer and more general OS access for implementation, development and support cannot be supported via this line item. Extra service charge is calculated per server.	Custom Scope	XX
920	TO_GK_1.2.02	Configure Application level JDBC Datasources	Cloud Application Services ("CAS"). Can be performed by customer.	Each central application on SAP NetWeaver must be linked to a database by a datasource entry. This entry has to be set via NetWeaver Administrator one time per application and must be available before the first launch of the related application.	Custom Scope	XX
921	TO_GK_1.2.03	Modification of HTTP requests	Cloud Application Services ("CAS"). Cannot be performed by customer.		Custom Scope	XX
922	TO_GK_1.2.04	Change application server parameters after handover	Cloud Application Services ("CAS"). Can be performed by customer.	Modifying standard settings to changing customer requirements.	Custom Scope	XX
923	TO_GK_1.2.05	Manage communication with the message server / application server using SSL	Standard Services		not applicable	n/a
924	TO_GK_1.2.06	Definition of port ranges	Standard Services		not applicable	n/a
925	TO_GK_1.2.07	GK Host Configuration via Portal Administration	Standard Services		not applicable	n/a
926	TO_GK_1.2.08	Update by CDPL tool (Central Deployment update for Store components)	Excluded Tasks		not applicable	n/a
927	TO_GK_1.2.09	Rebuild client	Cloud Application Services ("CAS"). Cannot be performed by customer.	OS access required to run the scripts.	Custom Scope	XX
928	TO_GK_1.2.10	GK Software user management	Excluded Tasks		not applicable	n/a
929	TO_GK_1.2.11	Map GK software users to SAP NetWeaver user management	Excluded Tasks		not applicable	n/a
930	TO_GK_1.2.12	Backup and Restore - standard HANA & NW	Standard Services		not applicable	n/a
931	TO_GK_1.2.13	Backup and Restore - sync after DB restore	Excluded Tasks		not applicable	n/a
932	TO_GK_1.2.14	Synchronization of master data after database recovery	Excluded Tasks		not applicable	n/a
933	TO_GK_1.2.15	Clean up obsolete content data and templates	Excluded Tasks		not applicable	n/a
934	TO_GK_1.2.16	Define and implement log and trace strategy	Standard Services		not applicable	n/a
935	TO_GK_1.2.17	Monitor basic technical functions using cloud monitoring environment	Standard Services		not applicable	n/a
936	TO_GK_1.2.18	Monitor GK application using Enterprise Cockpit	Excluded Tasks		not applicable	n/a
937	TO_GK_1.2.19	GK Business Process Monitoring	Excluded Tasks		not applicable	n/a
938	TO_GK_1.2.20	Monitoring solution performance (node level performance using GK Performance Monitor)	Excluded Tasks	Provider to support copying the files into working directories.	not applicable	n/a
939	TO_GK_1.2.21	Analyze database using GK PMON, GK_STATS	Excluded Tasks		not applicable	n/a
940		Software Lifecycle Management for GK			-	n/a
941	TO_GK_1.3.01	Implement updates to the managed GK solution (software packages commonly available via the SAP Service Marketplace)	Standard Services		not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
942	TO_GK_1.3.02	Implement customer specific updates to the managed GK solution (software packages <u>not</u> commonly available via the SAP Service Marketplace)	Cloud Application Services ("CAS"). <u>Cannot</u> be performed by customer.		Custom Scope	XX
943	TO_GK_1.3.03	Upgrade of managed GK solution to the next higher major software version	Cloud Application Services ("CAS"). <u>Cannot</u> be performed by customer.		Custom Scope	XX



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
944	X29 - SAP TREX				.	n/a
945	TREX operations				.	n/a
946	TO_TREX_1.1.14	Post-Installation Configuration and Connection TREX with an Application (Java or ABAP)	Cloud Application Services ("CAS"). <u>Cannot</u> be performed by customer.	This includes activities Post-Installation Configuration and Connection between TREX and an Application (Java or ABAP) as is described in Official Product documentation (help.sap.com)	Custom Scope	XX
947	TO_TREX_1.1.15	Administer TREX indices	Excluded Tasks		not applicable	n/a
948	TO_TREX_1.1.16	Administer Taxonomies	Excluded Tasks		not applicable	n/a
949	X30 - SAP Predictive Analytics (SPA)				.	n/a
950	SAP Predictive Analytics - Setup and Configuration				.	n/a
951	TO_SPA_1.1.01	Install Predictive (Automated) Server	Standard Services		not applicable	n/a
952	TO_SPA_1.1.03	Install Predictive Factory	Standard Services		not applicable	n/a
953	TO_SPA_1.1.04	Install SAP HANA Automated Predictive Library	Standard Services		not applicable	n/a
954	TO_SPA_1.1.05	Predictive Analytics Client Install and Connectivity	Standard Services		not applicable	n/a
955	TO_SPA_1.1.06	Predictive Analytics - Data Source Setups for Automated Server	Standard Services	Install and setup ODBC drivers for HANA as data source. Additional data sources setup will incur extra service charge.	not applicable	n/a
956	TO_SPA_1.1.14	Predictive Analytics - Data Source Setups for Automated Server (additional)	Cloud Application Services ("CAS"). <u>Cannot</u> be performed by customer.	Install and setup ODBC drivers for HANA as data source. Additional data sources setup will incur extra service charge.	Custom Scope	XX
957	TO_SPA_1.1.07	Automated Analytics/Predictive Factory - Authentication setup and configuration	Standard Services		not applicable	n/a
958	TO_SPA_1.1.08	Automated Analytics/Predictive Factory - Authorization Setup	Standard Services		not applicable	n/a
959	TO_SPA_1.1.09	Automated Analytics/Predictive Factor - SSL/TLS Secure Communication	Cloud Application Services ("CAS"). <u>Cannot</u> be performed by customer.		Custom Scope	XX
960	TO_SPA_1.1.10	Automated Analytics/Predictive Factory - Single Sign On (SSO) with Windows Active Directory	Excluded Tasks	Customer may engage SAP Consulting for services pertaining to SSO solutions for cloud environment.	not applicable	n/a
961	TO_SPA_1.1.11	Setting Up Modeling Servers in Predictive Factory	Cloud Application Services ("CAS"). <u>Cannot</u> be performed by customer.		Custom Scope	XX
962	TO_SPA_1.1.12	Executing external commands/program from Predictive Factory	Cloud Application Services ("CAS"). <u>Cannot</u> be performed by customer.		Custom Scope	XX
963	TO_SPA_1.1.13	Implement additional hosts setup for High Availability	Optional Services		not applicable	n/a
964	Other Services				.	n/a
965	TO_SPA_1.2.01	Predictive Analytics Integrator Setup	Cloud Application Services ("CAS"). <u>Cannot</u> be performed by customer.		Custom Scope	XX
966	TO_SPA_1.2.02	Setup and configure Predictive Analytics Models	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
967	X31 - SAP Solution Manager				.	n/a
968	Installation and Configuration				.	n/a
969	TO_SOLM_1.1.01	Setup and configuration of ITSM	Cloud Application Services ("CAS"). Can be performed by customer.		Custom Scope	XX
970	X33 - SAP Test Data Migration Server (TDMS)				.	n/a
971	Installation and Configuration				.	n/a
972	TO_TDMS_1.1.01	Setup of Control System (TDMS server) and setup of receiver system (target server)	Standard Services		not applicable	n/a
973	TO_TDMS_1.1.02	Patching of the sender systems (source system)	Standard Services		not applicable	n/a
974	TO_TDMS_1.1.03	TDMS initial configuration, client creation, setup RFC connections, setup authorizations, Shell Creation	Standard Services		not applicable	n/a
975	TO_TDMS_1.1.04	Setting scrambling data, customizing, using BPL modeler	Excluded Tasks		not applicable	n/a
976	X34 - SAP PowerDesigner				.	n/a
977	Operational Setup				.	n/a
978	TO_PWR_1.1.01	Install components (Portal, Repo, Proxy)	Standard Services	Install and setup SAP PowerDesigner repository including any support package and patch updates. SAP ASE database will be setup as repository server. Install and configure Apache Tomcat Server on portal server for remote web access. Install and setup SAP PowerDesigner admin server as staging server for initial deployment. Export/import of SAP PowerDesigner Web application files to portal server.	not applicable	n/a
979	TO_PWR_1.1.02	Install Proxy	Standard Services	Install and setup SAP PowerDesigner proxy server - will be installed on same server as SAP PowerDesigner admin server. This is an optional component.	not applicable	n/a
980	TO_PWR_1.1.03	Setup and configuration	Standard Services	Install and setup ODBC drivers for SAP HANA as data source. Additional data sources setup will incur extra service charge. Setup and configure authentication for portal and repository servers. Authorization setup - provision specific user and roles for SAP PowerDesigner portal and repository Access.	not applicable	n/a
981	TO_PWR_1.1.04	Portal Server - SSL/TLS Setup	Cloud Application Services ("CAS"). <u>Cannot</u> be performed by customer.	Setup secure communication through SSL/TLS configuration.	Custom Scope	XX
982	TO_PWR_1.1.05	Portal Server - Single Sign On (SSO) with Windows Active Directory	Excluded Tasks	Customer may engage SAP Consulting for services pertaining to SSO solutions for cloud environment.	not applicable	n/a
983	X35 - bowbridge Anti-virus for SAP Solutions				.	n/a
984	Installation and Configuration				.	n/a
985	TO_BB_AV_1.1.01	Verify files signature or comparing checksum	Standard Services	Check that bowbridge software is original and unmodified.	not applicable	n/a
986	TO_BB_AV_1.1.02	Install bowbridge software	Standard Services		not applicable	n/a
987	TO_BB_AV_1.1.03	Configure application layer	Excluded Tasks		not applicable	n/a
988	TO_BB_AV_1.1.04	Update bowbridge software	Standard Services	Customer must inform provider and provide software update.	not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
989		X36 - SAP Billing and Revenue Innovation Management			.	n/a
990		SAP Convergent Charging			.	n/a
991		Installation and Configuration			.	n/a
992	TO_BRIM_CC_1.1.01	Install SAP Convergent Charging database	Standard Services		not applicable	n/a
993	TO_BRIM_CC_1.1.02	Install SAP Convergent Charging core server	Standard Services		not applicable	n/a
994	TO_BRIM_CC_1.1.03	Post Installation steps	Standard Services		not applicable	n/a
995		Operations			.	n/a
996	TO_BRIM_CC_1.2.01	Start/stop system	Standard Services		not applicable	n/a
997	TO_BRIM_CC_1.2.02	Apply Updates	Standard Services		not applicable	n/a
998	TO_BRIM_CC_1.2.03	Upgrade	Cloud Application Services ("CAS"). Cannot be performed by customer.		Custom Scope	XX
999	TO_BRIM_CC_1.2.04	Monitoring	Standard Services		not applicable	n/a
1000		SAP Convergent Mediation by DigitalRoute			.	n/a
1001		Installation and Configuration			.	n/a
1002	TO_BRIM_CM_1.1.01	Install SAP Convergent Mediation Database	Standard Services		not applicable	n/a
1003	TO_BRIM_CM_1.1.02	Install SAP Convergent Mediation Control Zone & Execution Zone setup	Standard Services		not applicable	n/a
1004	TO_BRIM_CM_1.1.03	Post Installation steps	Standard Services		not applicable	n/a
1005		Operations			.	n/a
1006	TO_BRIM_CM_1.2.01	Disaster Recovery procedures and testing for reprocessing of events	Excluded Tasks		not applicable	n/a
1007	TO_BRIM_CM_1.2.02	Deletion of collected files after checkpoint batch	Excluded Tasks		not applicable	n/a
1008	TO_BRIM_CM_1.2.03	Push Data Records from customer sFTP server to cloud environment sFTP server	Excluded Tasks		not applicable	n/a
1009		X37 - SAP Manufacturing Integration and Intelligence			.	n/a
1010		Implementation & Configuration			.	n/a
1011	TO_MII_1.1.01	Setup Plant Connectivity (PCo) for SAP Overall Equipment Effectiveness (OEE) Functionality	Excluded Tasks		not applicable	n/a
1012	TO_MII_1.1.02	Setup ALE user	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1013	TO_MII_1.1.03	Establish ALE connection to customer's ERP system	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1014	TO_MII_1.1.04	Execute CTC Template for SAP Overall Equipment Effectiveness (OEE) Management: SAP NetWeaver	Excluded Tasks		not applicable	n/a
1015	TO_MII_1.1.05	Execute CTC Template for SAP Overall Equipment Effectiveness (OEE) Management: Integration Interfaces	Excluded Tasks		not applicable	n/a
1016	TO_MII_1.1.06	Configure SAP Overall Equipment Effectiveness Management	Excluded Tasks		not applicable	n/a
1017	TO_MII_1.1.07	Create XMII Users and perform Roles Assignments	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1018		X38 - SAP Manufacturing Execution			.	n/a
1019		Operational Setup			.	n/a
1020	TO_ME_1.1.01	Execute CTC Template for SAP NetWeaver Engine Configuration	Standard Services		not applicable	n/a
1021	TO_ME_1.1.02	Execute CTC Template for SAP Database Setup	Standard Services		not applicable	n/a
1022	TO_ME_1.1.03	Execute CTC Template for SAP ME Configuration	Excluded Tasks		not applicable	n/a
1023	TO_ME_1.1.04	Execute SAP ME Scripts	Excluded Tasks		not applicable	n/a
1024	TO_ME_1.1.05	Perform SAP ME and ERP Integration	Excluded Tasks		not applicable	n/a
1025	TO_ME_1.1.06	Install Adobe Document Services	Optional Services		not applicable	n/a
1026		X39 - R Integration			.	n/a
1027		Operational Setup			.	n/a
1028	TO_RINT_1.1.02	Install R Integration Components	Standard Services	R, R Server, and dependent packages are installed independently from the SAP HANA database.	not applicable	n/a
1029	TO_RINT_1.1.03	Perform technical post-installation tasks	Standard Services	Setup SAP HANA configuration for index and XS Engine parameters for R Integration. Setup R Server authentication and authorization. Provision cloud environment specific user and roles for R Integration. Configure and setup R Integration nodes for each tenant database including, service initialization, cockpit access, delivery units, and verification.	not applicable	n/a
1030	TO_RINT_1.1.04	R Integration - Additional hosts setup for High Availability (HA)	Optional Services	Add and setup R Integration additional nodes. High Availability setup and configuration involves single or multi-tenant database setup including R Integration group setup. For R Integration LoadBalancer setup, check R&R Section "LoadBalancer".	not applicable	n/a



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
1031		X40 - SAP SQL Anywhere - Mobilink			.	n/a
1032		Implementation & Configuration			.	n/a
1033	TO_SQLA_ML_1.1.01	Install and activate SQLAnywhere Mobilink Services	Standard Services	Install and setup of SOLA Mobilink Server including any support package and patch updates. Import of Mobilink system object to consolidated database. Note: Prior to Mobilink install, an SAP HANA database should already be provisioned as a consolidated database.	not applicable	n/a
1034	TO_SQLA_ML_1.1.02	Perform technical post-installation tasks	Standard Services	Activate Mobilink roles, privileges and object access for monitoring and operations. Provision cloud environment specific user and roles. Configure and setup Mobilink nodes for each SAP HANA tenant database including, service initialization, delivery units and verification.	not applicable	n/a
1035	TO_SQLA_ML_1.1.03	Mobilink - Single Sign On (SSO) Setup	Excluded Tasks	Customer may engage SAP Consulting for services pertaining to SSO solutions for cloud environment.	not applicable	n/a
1036	TO_SQLA_ML_1.1.04	Mobilink - Additional Host Setup for High Availability (HA)	Optional Services	Add and configuring additional hosts for high availability setup. For multi-tenant setup, Mobilink nodes are added exclusively to each tenant database. For Mobilink LoadBalancer setup, check R&R Section "LoadBalancer".	not applicable	n/a
1037	TO_SQLA_ML_1.1.05	Setup and configure synchronization scripts	Excluded Tasks	Configure synchronization script for upload and download of data between remote and consolidated databases.	not applicable	n/a
1038		X41 - SAP Analytics Cloud			.	n/a
1039		SAP Analytics Cloud Tenant			.	n/a
1,040	TO_SAC_1.1.01	Establish connection between SAP Analytics Cloud and managed system	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,041	TO_SAC_1.1.02	Setup Single Sign On (SSO) communication with Principle Propagation from SAP Analytics Cloud to SAP S/4HANA	Excluded Tasks	Customer may engage SAP Consulting for services pertaining to SSO solutions for cloud environment.	not applicable	n/a
1,042	TO_SAC_1.1.03	Creation or change of user/roles or SAP as Identity Provider	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1043		SAP Analytics Cloud Agent			.	n/a
1,044	TO_SAC_1.2.01	Install SAP Analytics Cloud Agent	Standard Services		not applicable	n/a
1,045	TO_SAC_1.2.02	Configure SAP Analytics agent, Cloud Connector, Java Connector	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,046	TO_SAC_1.2.03	Configure SAP Analytics agent connection with other systems like SAP S/4HANA, ERP	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,047	TO_SAC_1.2.04	Configure SAP Analytics Cloud with SAP Analytics agent	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1048		SAP S/4HANA Tasks for SAP Analytics Cloud			.	n/a
1,049	TO_SAC_1.3.01	Configure STRUST for SSL settings	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,050	TO_SAC_1.3.02	Activate Embedded BW content (BEx queries etc.)	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,051	TO_SAC_1.3.03	Enable INA for Analytics Cloud	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,052	TO_SAC_1.3.04	Enable CORS Analytics Cloud and edit white Listing	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
1053		X42 - SAP Cloud Platform			.	n/a
1054		Global Account & Subaccount(s)			.	n/a
1,055	TO SCP_1.1.01	Create or change of subaccounts related to cloud system (DEV, QAS, PRD etc.)	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,056	TO SCP_1.1.01_PCE	Create or change of subaccounts related to managed system (DEV, QAS, PRD etc.) - SAP Forms by Adobe (Adobe Document Services/ADS)	Standard Services	For X43 - SAP Forms by Adobe (Adobe Document Services/ADS) only: Create sub account for ADS processing in SAP-owned global account	not applicable	n/a
1,057	TO SCP_1.1.02	Create or change of entitlements in the Global Account	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,058	TO SCP_1.1.03	Activate Cloud Platform service(s)	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,059	TO SCP_1.1.03_PCE	Activate Cloud Platform service(s) - SAP Forms by Adobe (Adobe Document Services/ADS)	Standard Services	For X43 - SAP Forms by Adobe (Adobe Document Services/ADS) only: Enable ADS service in SCP subaccount (created in SAP-owned global account)	not applicable	n/a
1,060	TO SCP_1.1.04	Create or change of user/roles	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,061	TO SCP_1.1.04_PCE	Create or change of user/roles - SAP Forms by Adobe (Adobe Document Services/ADS)	Standard Services	For X43 - SAP Forms by Adobe (Adobe Document Services/ADS) only: In SAP-owned global account - Perform basic role assignment; Assign relevant user to ADSAdmin role; Assign relevant user to ADSCaller role	not applicable	n/a
1,062	TO SCP_1.1.05	Create or change of connectivity destinations	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,063	TO SCP_1.1.05_PCE	Create or change of connectivity destinations - SAP Forms by Adobe (Adobe Document Services/ADS)	Standard Services	For X43 - SAP Forms by Adobe (Adobe Document Services/ADS) only: Create destination for ABAP backend system	not applicable	n/a
1,064	TO SCP_1.1.06	Manage of certificates (issue, import, export)	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,065	TO SCP_1.1.07	Create or change Custom Application Domains Settings	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1066		Identity Provider		.	n/a	
1,067	TO SCP_1.2.01	Configure Local Provider Settings	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,068	TO SCP_1.2.02	Configure Trust Relationships and Federation Settings for external Identity Providers (e.g. Microsoft, Okta)	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,069	TO SCP_1.2.03	Configure Trust Relationships and Federation Settings for SAP Identity Authentication Tenant	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,070	TO SCP_1.2.04	Configure Principle Propagation SAP Cloud Platform, SAP Cloud Connector and SAP S/4HANA	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,071	TO SCP_1.2.05	Activate CERTRULE for the purpose of client based certificates	Cloud Application Services ("CAS"). Can be performed by customer.	If an existing SAP S/4HANA system is to be used for the integration.	Application Operations	A1
1,072	TO SCP_1.2.06	User Migration to Cloud Platform Identity Authentication Tenant	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1073		SAP S/4HANA Tasks for SAP Cloud Platform		.	n/a	
1,074	TO SCP_1.3.01	Configure STRUST for SSL settings	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,075	TO SCP_1.3.01_PCE	Configure STRUST for SSL settings - SAP Forms by Adobe (Adobe Document Services/ADS)	Standard Services	For X43 - SAP Forms by Adobe (Adobe Document Services/ADS) only: Import the required security certificates into AS ABAP	not applicable	n/a
1,076	TO SCP_1.3.02	Activate ICF nodes required for sample Apps to be enabled	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,077	TO SCP_1.3.03	Activate OData Services required for sample Apps to be enabled	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,078	TO SCP_1.3.04	Enterprise Search Enablement (ESH)	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,079	TO SCP_1.3.05	Create authorization role in backend system for OData processing	Cloud Application Services ("CAS"). Can be performed by customer.	For relevant sample Apps.	Application Operations	A1
1,080	TO SCP_1.3.06	Activate Embedded BW content for Analytical Fiori Apps	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,081	TO SCP_1.3.07	Enable INA for Analytical SAP Fiori Apps	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,082	TO SCP_1.3.08	Establish backend connectivity to SAP Cloud Platform Forms by Adobe	Cloud Application Services ("CAS"). Can be performed by customer.	Enables generation of print and interactive forms using Adobe Document Services (ADS); includes mandatory baseline configuration.	Application Operations	A1
1,083	TO SCP_1.3.08_PCE	Establish backend connectivity to SAP Cloud Platform Forms by Adobe - Create and configure an RFC destination for SAP Forms by Adobe in AS ABAP	Standard Services	For X43 - SAP Forms by Adobe (Adobe Document Services/ADS) only: Create and configure an RFC destination for SAP Forms by Adobe in AS ABAP; Configure ICF Service to enable HTTP communication with SAP Forms by Adobe; Create the service user ADS_AGENT	not applicable	n/a
1084		Portal		.	n/a	
1,085	TO SCP_1.4.01	Create or change SAP Fiori Launchpad sites (Site Directory & Site Settings)	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1,086	TO SCP_1.4.02	Create or change roles	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations or Secure Users & Authorizations	A1, S2
1,087	TO SCP_1.4.03	Create or change groups including role assignment	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations or Secure Users & Authorizations	A1, S2
1,088	TO SCP_1.4.04	Create or change catalogs including role assignment	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations or Secure Users & Authorizations	A1, S2
1,089	TO SCP_1.4.05	Enable SAP Fiori sample apps and perform required connectivity setup	Cloud Application Services ("CAS"). Can be performed by customer.		Application Operations	A1
1090		X43 - SAP Forms by Adobe (Adobe Document Services/ADS)	SAP Cloud Connector and SAP Cloud Platform are prerequisites.	.	n/a	
1091		Installation and Configuration		.	n/a	
1,092	TO ADS_1.1.01	Testing	Cloud Application Services ("CAS"). Can be performed by customer.	FP_PDF_TEST_00; FP_CHECK_DESTINATION_SERVICE; FP_TEST_03; FP_TEST_IA_01; FP_CHECK_HTTP_DATA_TRANSFER	Regression Testing	U1
1,093	TO ADS_1.1.02	Data Migration from on premise ADS to ADS on SCP	Cloud Application Services ("CAS"). Cannot be performed by customer.		Application Operations	A1
1,094	TO ADS_1.1.03	Configure Fonts and Print Information using XDC and XCI Files	Cloud Application Services ("CAS"). Cannot be performed by customer.		Application Operations	A1
1,095	TO ADS_1.1.04	Configure document security	Cloud Application Services ("CAS"). Cannot be performed by customer.		Application Operations	A1
1,096	TO ADS_1.1.05	Configure job profiles	Cloud Application Services ("CAS"). Cannot be performed by customer.		Application Operations	A1



#	Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
1097		X44 - SAP Enterprise Threat Detection (ETD)			.	n/a
1098		Installing SAP Enterprise Threat Detection			.	n/a
1099	TO_ETD_1.1.01	Create specific SAP HANA Tenant for SAP Enterprise Threat Detection (ETD)	Standard Services		not applicable	n/a
1100	TO_ETD_1.1.02	Install SAP HANA Streaming Analytics Option (Formerly Smart Data Streaming/SDS)	Standard Services	For cluster setup see SAP HANA: Streaming Analytics Option (Formerly Smart Data Streaming SDS)	not applicable	n/a
1101	TO_ETD_1.1.03	Install of Kafka	Excluded Tasks	Customer must provide Kafka cluster	not applicable	n/a
1102		Creation of User and Assigning Authorizations			.	n/a
1103	TO_ETD_1.2.01	Create ETD service users in SAP HANA independent of source systems	Standard Services	Users to be created: ETD_DATA_COMMITTER, ETD_DART_COMMITTER; SDS_ADMIN; ETD_BATCH	not applicable	n/a
1104	TO_ETD_1.2.02	Create dependent source system user: SDS_RT_<SID>	Excluded Tasks		not applicable	n/a
1105		Post Installation			.	n/a
1106	TO_ETD_1.3.01	Finish installation	Excluded Tasks		not applicable	n/a
1107	TO_ETD_1.3.02	Provision initial ETDAdmin Administrator	Standard Services		not applicable	n/a
1108	TO_ETD_1.3.03	Define namespaces	Cloud Application Services ("CAS")	Can be performed by customer.	Custom Scope	XX
1109		Installing SAP Enterprise Threat Detection on Streaming Analytics Option (Formerly Smart Data Streaming/SDS)			.	n/a
1110	TO_ETD_1.4.01	Import SAP HANA Streaming Analytics Option ETD Project	Excluded Tasks	See SAP HANA: Streaming Analytics Option (Formerly Smart Data Streaming SDS)	not applicable	n/a
1111	TO_ETD_1.4.02	Create data services for SAP HANA	Cloud Application Services ("CAS")	Can be performed by customer.	See SAP HANA: Streaming Analytics Option (Formerly Smart Data Streaming SDS)	Custom Scope
1112	TO_ETD_1.4.03	Configure and deploy projects to the Cluster Workspace	Cloud Application Services ("CAS")	Can be performed by customer.	See SAP HANA: Streaming Analytics Options (Formerly Smart Data Streaming SDS)	Custom Scope
1113	TO_ETD_1.4.04	Start Streaming Web Service	Cloud Application Services ("CAS")	Can be performed by customer.	See SAP HANA: Streaming Analytics Options (Formerly Smart Data Streaming SDS)	Custom Scope
1114		On Demand Tasks			.	n/a
1115	TO_ETD_1.5.01	Install ETD Adapters	Cloud Application Services ("CAS")	Cannot be performed by customer.	Custom Scope	XX
1116	TO_ETD_1.5.02	Install warm storage adapter	Cloud Application Services ("CAS")	Can be performed by customer.	Custom Scope	XX
1117	TO_ETD_1.5.03	Adjust performance settings for aggregates	Cloud Application Services ("CAS")	Cannot be performed by customer.	Custom Scope	XX
1118	TO_ETD_1.5.04	Enable configuration checks	Cloud Application Services ("CAS")	Cannot be performed by customer.	Custom Scope	XX
1119	TO_ETD_1.5.05	Enable custom configuration checks	Cloud Application Services ("CAS")	Cannot be performed by customer.	Custom Scope	XX
1120	TO_ETD_1.5.06	Install ETD log collector	Cloud Application Services ("CAS")	Cannot be performed by customer.	Custom Scope	XX
1121	TO_ETD_1.5.07	Encrypt communications between log provider and the streaming web service	Cloud Application Services ("CAS")	Cannot be performed by customer.	Custom Scope	XX
1122	TO_ETD_1.5.08	Encrypt communications between non-SAP log provider	Cloud Application Services ("CAS")	Cannot be performed by customer.	Custom Scope	XX
1123	TO_ETD_1.5.09	Encrypt communications between log providers and the web service provider	Cloud Application Services ("CAS")	Cannot be performed by customer.	Custom Scope	XX
1124	TO_ETD_1.5.10	Monitor performance of the log learning adapter	Cloud Application Services ("CAS")	Cannot be performed by customer.	Custom Scope	XX
1125	TO_ETD_1.5.11	Archive and import of log data	Cloud Application Services ("CAS")	Can be performed by customer.	Compilation of project should be executed by SAP if customer performs this task for themselves.	Custom Scope
1126	TO_ETD_1.5.12	Configure provisioning logs from SAP NetWeaver ABAP based system	Excluded Tasks		not applicable	n/a
1127	TO_ETD_1.5.13	Configure provisioning logs from SAP HANA-based system	Cloud Application Services ("CAS")	Cannot be performed by customer.	Requires modification of audit log parameters and possible mount of filesystems. Not possible to configure with filesystems outside cloud environment.	Custom Scope
1128	TO_ETD_1.5.14	Configure provisioning logs from SAP NetWeaver JAVA-based system	Cloud Application Services ("CAS")	Cannot be performed by customer.	Requires handling of <SID>adm password	Custom Scope
1129	TO_ETD_1.5.15	Configure provisioning logs from other systems including OS	Cloud Application Services ("CAS")	Cannot be performed by customer.	Custom Scope	XX
1130		Other Tasks			.	n/a
1131	TO_ETD_1.6.01	Configure knowledge base	Excluded Tasks		not applicable	n/a
1132	TO_ETD_1.6.02	Enter context information	Excluded Tasks		not applicable	n/a
1133	TO_ETD_1.6.03	Define locations	Excluded Tasks		not applicable	n/a
1134	TO_ETD_1.6.04	Publishing Alerts	Excluded Tasks		not applicable	n/a
1135		X45 - Zscaler ZPA Connector			.	n/a
1136		Implementation & Configuration			.	n/a
1137	TO_ZPA_1.1.01	Install ZPA Connector and required OS packages	Standard Services		not applicable	n/a
1138	TO_ZPA_1.1.02	Configure ZPA Connector	Standard Services		not applicable	n/a
1139	TO_ZPA_1.1.03	Whitelist ZPA Connector IP addresses in LoadBalancer	Standard Services		not applicable	n/a
1140	TO_ZPA_1.1.04	Configure connector in ZPA Admin Console	Excluded Tasks		not applicable	n/a
1141	TO_ZPA_1.1.05	Provision ZPA Connector provisioning keys	Excluded Tasks		not applicable	n/a
1142	TO_ZPA_1.1.06	Install client software	Excluded Tasks		not applicable	n/a
1143	TO_ZPA_1.1.07	Client and end-user support	Excluded Tasks		not applicable	n/a
1144	TO_ZPA_1.1.08	Sizing of required number of connectors	Excluded Tasks		not applicable	n/a
1145	TO_ZPA_1.1.09	Integration with customer's IDP (SAML)	Excluded Tasks		not applicable	n/a
1146	TO_ZPA_1.1.10	Install provisioning keys	Standard Services		not applicable	n/a
1147		X46 - SAP Omnichannel Banking (OCB)			.	n/a
1148		Implementation & Configuration			.	n/a
1149	TO_OCB_1.1.01	Install Tomcat	Optional Services		not applicable	n/a
1150	TO_OCB_1.1.02	Install OCB software Retail Banking or Business Banking (Digital)	Standard Services		not applicable	n/a
1151	TO_OCB_1.1.03	Deploy Business Central and Platform and customized .war files	Excluded Tasks	Provider performs task for customer for SAP product .war files and Customer provided customized war files	not applicable	n/a
1152	TO_OCB_1.1.04	Develop .war files	Excluded Tasks		not applicable	n/a

Package Name	Code 2	Category
Application Operations	A1	Application
Audit Readiness	C1	Compliance
Custom Scope	XX	Custom
Data Environment Health Checks	D1	Data
Data Integration	D2	Data
Data Lifecycle Management	D3	Data
Data Quality Management	D4	Data
Data Quality Optimization	D5	Data
Data Volume Optimization	D6	Data
Cloud Integration Testing	I1	Integration
Customer Application Monitoring	M1	Monitoring
System Health Monitoring	M2	Monitoring
Performance Benchmark	P1	Performance
Performance Optimization	P2	Performance
Application Security Updates	S1	Security / Users
Secure Users & Authorizations	S2	Security / Users
Segregation of Duties Check	S3	Security / Users
Regression Testing	U1	Upgrade/Update/Maintenance
Release Planning & Execution	U2	Upgrade/Update/Maintenance
Release Version Upgrade	U3	Upgrade/Update/Maintenance
Solution Manager - ChaRM	U4	Upgrade/Update/Maintenance