SOP for Managed Services V6.0

Version History

Version No.	Date	Prepared By	Reviewed By	Approved By	Comments
V5.1	10/2/2024	Managed Services CoE Team	Head of Managed Services CoE		Initial draft
V5.2	10/16/2024	Managed Services CoE Team	Head of Managed Services CoE		Review comments incorporated
V5.0	10/23/2024	Managed Services CoE Team	-	Head of Managed Services CoE	Final review and Closure
V6.0	10/29/2024	Managed Services CoE Team	-	Head of Managed Services CoE	Final release for KaarTech usage

Reference Document

Document Reference	Document Title
KDM_MS_SOP	SOP for Managed Services – V5.0

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1 Introduction

1.1 Purpose and Objectives

The purpose of this document is to establish a consistent framework for the delivery of Management Services (MS). It defines the operating model, support processes, roles and responsibilities, governance mechanisms, and continuous improvement practices to be followed across all MS engagements.

This document serves as an internal reference to ensure standardized execution of MS activities, alignment with service level expectations, and adherence to defined procedures throughout the application lifecycle post-deployment.

The main objectives of this document are as follows:

- Establish a standardized approach for Managed Services delivery
- Define clear roles, responsibilities, and service boundaries
- Ensure consistent execution and governance across engagements
- Serve as a reference for Managed Services team operations and processes
- Facilitate onboarding, training, knowledge retention and continuous improvement

This standard KaarTech SOP for MS will be adopted for each MS engagement based on the scope of work, service level agreements and other contractual requirements. Upon the project award and initiation, the Service Management Technical Document (SMTD) specific to the project will be develop and the signed off will become the charter for the MS engagement.

1.2 Glossary

The table below provides a description of the support terminologies that are used in service delivery.

Item	Description
Application Management Services	The post-implementation activities that are carried out for managing the applications in the customer's IT application landscape. Managed Services comprises of various service components that provide support to address the business needs of the customer.
Managed Services Environment	The applications and related computing environment and/or processes to be supported through the Managed Services.
Ticket	The electronic documentation of any support request addressed by the Customer to SI. Each Ticket is given a number at the point in the time it is created. The Ticket number will be the single reference to the Customer's request.
Ticketing Tool	A centralized function servicing as the single point-of-entry for all Managed Services Requests and Tickets. Customer provided tool or KEBS will be utilized for managing and governance of the service delivery
Tiered Level Support	The segregation of the support process into different levels such as Level 0, 1, 2, 3 based on the level of technical expertise needed. Any unresolved ticket is escalated to the next level.
Level 0	A support which is resolved through Self-help and user-retrieved information from Knowledgebase

Item	Description
Level 1	Basic help desk resolution. The first line of support in resolving tickets such as "How-To", "What to" Questions, Navigational queries Simple issues that may require no configuration changes, Authorizations related discussions and advice to IT Team, Password reset, User administration such as ID creation, profile management. Authorizations, System monitoring, etc. Coordination with the respective OEMs for all issues related to its interface only.
Level 2	Level 2 support shall address all escalations from the help desk (level 1) and provide applications support (both incident and service request resolution) for any issues relating to break/fix, configuration issues, problem solving and troubleshooting including, daily health checks and addressing all end user tickets. This level of support shall require engaging and collaborating with other IT teams (i.e., infrastructure and platform) and providing maintenance support during patching cycles for application subsystems (i.e., OS, Security updates etc.).
Level 3	Level 3 support services address the resolution for larger service issues and/or incident tickets and shall often result in changes being applied to the system. Such changes would need to be managed through Customer's Change Management and Release Management process. Level 3 support also include vendor, third party and other IT team engagements for resolving issues
Incident	Any unplanned interruption of a business process to an IT service or a reduction in the quality of service delivered to the business within the Managed Services Environment. Incident requests are processed in compliance with the Incident Management Process
Incident Management	The procedure used to restore the business process. An Incident can be resolved by either providing a workaround or by finding and eliminating the root cause (Problem) or through a change in the business process.
Problem	The underlying root cause of an Incident. A Problem can cause multiple Incidents. Service may have resolved the incident but has not determined a definitive cause and suspects that it is likely to recur.
Problem Management	The procedure followed to provide a permanent fix to problems that involve processes such as recreating the incidents to find and eliminate the root cause of incidents.
Service Request	Any request from a user (e.g., customer, business user, end-user, etc.) to provide new, or a change to existing IT services.
Request Fulfilment	The process through service requests from business/ IT users are fulfilled
Enhancement	Enhancement is any modification in existing or new functionality with an effort that will be utilized from the agreed 1500 enhancement hours per month.
Change	Any configurational or development changes required due to change in the business process or requirements of any new functionality or process in the system within the Managed Services environment.
Change Request Management	A process that defines the procedure through which a change of the business process is authorized, planned, and deployed into Customer's PRD systems within the Managed Services

Item	Description
	Environment. Change Management does not only include the implementation procedure but the holistic process from the requirement to the deployment.
Service Level Agreement (SLA)	SLA describes the quality-of-service levels (Response / Resolution Time) and the quantity (Volume of Support) of agreed services between the customer and the IT service provider.

2 Approach and SOP

2.1 Support Models

To address the diverse operational needs of MS engagements across industries and geographies, flexible support models are adopted based on customer-specific requirements. These models are selected considering factors such as organizational structure, time zone alignment, cost efficiency, and service level expectations. Depending on the engagement, one or a combination of the following models may be applied to ensure effective and aligned service delivery:

Onsite Support Model

Resources are deployed at the customer location to provide direct, in-person interaction with business and IT teams for real-time support and collaboration. In most cases Service Delivery Manager will be based at onsite.

Offshore Support Model

Support is delivered remotely from offshore locations, enabling cost-effective service execution with virtual collaboration and extended support hours.

Nearshore Support Model

Support is provided from a geographically closer region to align time zones, reduce latency, and maintain cultural proximity while leveraging remote delivery.

Hybrid (Onsite–Offshore) Support Model

Combines onsite presence for key activities with offshore teams managing routine operations, providing balanced coverage and optimized cost.

Shared Services Model

A centralized pool of Managed Services resources supports multiple customer engagements, offering scalability and efficiency through standardized, multi-tenant service delivery.

Follow-the-Sun Model

Enables 24x7 global support through distributed teams across time zones, with seamless handover processes to maintain uninterrupted service continuity.

Flex Model

This is a combination of above models for large MS engagements for efficient, flexible, scalable designed to align closely with the dynamic needs of businesses, particularly those undergoing digital transformation, cloud migration, or dealing with rapidly changing customer demands.

2.2 Engagement Approach

To deliver Managed Services in a consistent, controlled, and outcome-driven manner, it is essential to follow a structured engagement approach. This section outlines the phased methodology adopted to manage the full lifecycle of Managed Services delivery—from initiation through closure.

2.2.1 Transition

The objective of the Transition Phase is to collaboratively establish all roles, processes, and tools required for the successful delivery of Managed Services in the subsequent phases. During this phase, only response times are monitored; ticket resolution is not governed by SLA compliance.

A support structure is put in place to ensure resource availability and adequate knowledge of the customer's application landscape. This includes ensuring that all personnel involved in Managed Services delivery are equipped with the required system knowledge and operational readiness

Key activities during this phase include:

- Appointment of the Service Deliver Manager and Transition Manager
- Configuration of the ticketing system for issue tracking and resolution
- Knowledge transfer sessions to familiarize the support team with the customer's IT system landscape

The Transition Phase is structured as a project and consists of two main stages:

1. **Transition Planning**
2. **Transition Execution** (including final service validation and testing)

The duration of this phase may vary based on the complexity and scale of the Managed Services engagement.

The main steps in the Transition phase are as follows:

Transition Planning	Planning and Preparation	KaarTech shares the questionnaire with the customer covering various areas of the managed services scope. Conduct detailed planning workshops with the customer to understand the system landscape, assist in questionnaire responses and define the transition scope. During this period the customer's pain points are carefully observed and meticulously addressed during and after the transition phase. This includes gathering staffing and skill requirements, planning knowledge transfer activities, onboarding the support team (including orientation on customer-specific processes and culture), and defining the responsibility matrix and governance structure.
	Setup	Request and provision necessary infrastructure, application access, and resources required to support the customer environment. Configure and validate the ticketing system for issue tracking and resolution. Leverage customers current ticketing tool and evaluate on further tooling requirements.
Transition Execution	Knowledge Acquisition	Participate in knowledge transfer sessions led by the customer, if applicable. Review and update documentation as needed and prepare operational materials to ensure the support team is adequately informed. Validate completeness and accuracy of documentation received from the customer.

	Finalize Transition Phase	Conduct service testing for SLA monitoring, reporting, and ticket management processes. Perform final operations readiness checks, coordinate cutover activities, and confirm preparedness for steady state operations. The Transition Phase concludes upon formal sign-off by both the customer and the Managed Services team.

Pre-requisites

The following pre-requisites must be fulfilled by the customer to enable a smooth execution of the Transition Phase and commencement of Support Services:

- Availability of all existing business process documentation for review by the support team
- Availability of designated Business Process Owners and Subject Matter Experts throughout the transition period
- Site-to-site VPN connectivity to be established, enabling offshore and offsite support teams to access the customer's SAP systems
- Completion of handover activities and knowledge transition from the incumbent system integrator to the incoming support team

Knowledge Transfer Process

A structured Knowledge Transfer process is critical to ensure a smooth transition and successful onboarding of the Managed Services team. The objective of this phase is to familiarize the incoming team with the customer's application landscape, existing processes, system configurations, and support practices.

The Knowledge Transfer process includes the following key activities:

1. **Initiation**
    - The transition team shall collaborate with customer Subject Matter Experts (SMEs) to gather essential business and technical knowledge.
    - Walkthrough sessions will be conducted to cover key application functionalities, major custom developments, user roles and authorizations, security structures, and non-standard (custom) objects.
    - A transition checklist will be developed to track the completeness of knowledge handover activities.
2. **Documentation Access and Review**
    - The customer shall provide access to existing documentation repositories to enable document review, updates, and maintenance.
    - The support team will collect and analyse available documents, including but not limited to:
        - **Business Process Documents:**
            - Configuration documents
            - User manuals
            - Testing documents
            - Change request documentation
            - Blueprint documentation
            - User Acceptance Test (UAT) records
        - **Implementation Documents**
        - **Technical Documents:**
            - System landscape and infrastructure details
            - Overview of specialized business processes
            - Handover notes or inherited knowledge from the previous support provider

Note: Any missing or outdated documents will be created or updated by the Managed Services team as part of the transition process.

3. **System Analysis and Audit**
   - The existing support team will provide a walkthrough of open incidents and issues.
   - The incoming team will review code, custom developments, system errors/dumps, and ongoing troubleshooting efforts.
   - A system audit will be performed to gain technical insight into the application environment and existing support framework.
4. **Knowledge Validation**
   - Acquired knowledge will be validated through feedback sessions with the customer's current support team.
   - Relevant documents will be updated and aligned with best practices and current system behaviour.
5. **Support Enablement**
   - The incoming support team will work in close coordination with the customer and existing Managed Services team to progressively take over application management responsibilities. The primary transition to KaarTech team happens here while the KaarTech team shadows the existing managed services partner.
   - The secondary transition happens when the existing managed services partner shadows the KaarTech team anchoring and performing the day-to-day operational activities
   - Once the primary and secondary transition is completed the KaarTech managed services team takes over the operations after mutual sign-off.

KaarTech Roles and Responsibilities

Roles	Responsibilities
Service Delivery Manager	• Customer relationship, SPOC for the service delivery for the customer • Service owner, accountable for the service delivery as per the contract • Operations lead, manages day to day operations • Governs the service delivery as per the SLA and other agreements • Champions continuous improvements through analysis, feedback and standards • Holds weekly and monthly communication meeting with key customer stakeholders
Transition Manager	• Act as SPOC for transition • Work with Customers side Manager to ensure transition progress • Escalate any issues related to the transition to Service Delivery Manager • Schedule Knowledge Transfer sessions • Monitoring and reporting of Knowledge Transfer progress • Sign off Transition
Transition Team Members	• Participate in transition (Knowledge Transfer) • Work closely with customer to understand support activities and existing setup

Customer Roles and Responsibilities

Roles	Responsibilities
Support Manager	• SPOC for Internal Team during the transition and related activities • Addresses escalation, if any, during the transition • Ensure preparedness and availability of customer personnel (SME/Business owners) for transition
SMEs/Support Team	• Participate in Knowledge Transfer activities to Internal Team • Share details on current issues, resolution • Share knowledge on specific areas

Existing System Integrator Roles and Responsibilities

Roles	Responsibilities
Support Manager	• SPOC for Internal Team during the transition and related activities • Addresses escalation, if any, during the transition • Ensure preparedness and availability of personnel (SME/Business owners) for transition
SMEs/Support Team	• Participate in Knowledge Transfer activities to Internal Team • Share details on current issues, resolution • Share knowledge on specific areas

Risks and Mitigation during Transition

Risks	Impact	Risk Mitigation
Non-cooperation from existing support provider during the transition	High	• Ensure complete cooperation during the application transition well before the start of the transition.
Non-availability of key SMEs	High	• Ensure that key SMEs spend enough time for Knowledge Transfer with the Internal Team to impart knowledge and resolve all queries in a timely manner.
Lack of documentation	High	• Ensure that all existing knowledge base is made available and access to sources of information is provided to the Internal team.
Non-completion of the transition for planned scope	Medium	• All the transition activities will be monitored daily during the transition process as per the checklist to ensure that all the scope are covered.
Any possible impact on business during the transition	Medium	• Ensure minimal impact on customer's business during the transition

Transition Acceptance Criteria

- Knowledge Transfer - All agreed knowledge transfer sessions are completed.
- Documentation is handed over (project documents, configurations, development design, playbooks, runbooks, architecture diagrams, SOPs).
- Shadowing and reverse shadowing (if part of plan) completed successfully -MS team demonstrates sufficient understanding of systems and processes.
- Resource Readiness- MS team is fully onboarded and trained.
- Roles and responsibilities are clearly defined (RACI confirmed).
- Access to all systems, tools, and environments granted.
- MS Operational Readiness - Service desk and ticketing system integration is complete and tested.
- Incident, problem, change, and request management processes aligned and working.
- Monitoring, alerting, and reporting mechanisms are operational.
- SLAs and KPIs Alignment - Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) are agreed, documented, and measurable.
- Baseline performance metrics (pre-transition) are captured. - MS demonstrates ability to meet agreed SLAs during parallel run or dry run.
- Governance and Reporting - Governance model is established (cadence for reviews, reporting formats, escalation paths).
- First monthly/weekly reporting cycle is completed.
- Communication protocols are defined and followed.
- Security and Compliance - Security policies, access controls, and compliance requirements are reviewed and implemented.
- All credentials, VPNs, firewalls, and privileged accesses are properly configured and tested for all service delivery sites.
- Required audits or risk assessments are passed.

- Tooling and Infrastructure Readiness - All tools required for service delivery (monitoring, backup, remote access, collaboration) are configured and tested.
- Stakeholder Sign-Off - All key stakeholders review and approve SMTD.
- For transition from implantation project the Risk Register Closed or Mitigated - All identified transition risks are either resolved or have mitigation plans in place. No critical blockers remain for steady-state operations.

Phase	Deliverable	Acceptance Criteria	Metrics
Planning	1. Transition Plan 2. SME Calendar 3.Deliverables & Acceptance Criteria	1. Sign-off of Transition Plan by the client 2. Onboarding of resources as planned	1. Planned vs Actuals – Staffing
Knowledge Transfer	1. Clarification Log 2. Application/Infra Understanding Document 3. Playback Presentation 4. Process & Tools Assessment Report 5. Documentation Availability Assessment Report	1. > 95% of planned activities completed 2. All playback sessions completed, and team rated > 7 in a 10-point scale	1. Knowledge Transfer Effort Variance 2. Knowledge Transfer Schedule Variance 3. Knowledge Transfer Effectiveness Report 4. Knowledge Transfer Playback Score 5. Process & Tools Availability Score by application 6. Documentation Availability Score by application
Guided Support and Shadow Phase	1. Updated Clarification Log 2. Updated Support Process Handbook 3. Work Items Tracker 4. Impact Analysis Document	1. Feedback score > 7 for the assigned work items 2. 100% Delivery Readiness for Reverse Shadow Phase	1. Shadow Support Performance Score
Reverse Shadow Phase	1. Work Items Tracker 2. Steady State Readiness Report 3. Transition Closure Report 4. Steady State Operational Model, Process & Governance Structure	1. > 95% adherence to Procedures 2. 100% Delivery Readiness to start Steady State 3. Approved Steady State Operational Model, process & Governance	1. Reverse Shadow Support Performance Score

Phase	Deliverable	Acceptance Criteria	Metrics
All Phases	1. Weekly Status Report 2. Risks & Issues Register 3. Completion of Phase-end Toll Gate Criteria	1. All key risks & issues highlighted to leadership on time 2. > 95% criteria completed at the end of each phase	1. # of Overdue Issues 2. # of Key Risks 3. Application Knowledge Transfer scorecards

The Transition process and its detailed plan shall be mutually discussed and agreed upon between the customer and the service provider prior to project kick off.

2.2.2 Stabilization

The Stabilization Phase is intended to mature all aspects of the solution's operations and ensure readiness for productive SLA measurement, which formally begins in the operations (Steady State) Phase.

During this phase, services are delivered as per the agreed scope. Tickets are processed in compliance with defined service components and standard operating procedures. The focus is on stabilizing the application landscape and enhancing the support team's familiarity with the environment.

Stabilization Activities

- **Kick-off Operations**
  Conduct an operational kick-off meeting with relevant customer stakeholders (e.g., key users, support leads).
- **Finalize Documentation and ITSM Procedures**
  Complete business process and technical documentation based on updates and learnings from the transition. IT Service Management (ITSM) documentation and the Service Procedural Manual are finalized to support consistent service delivery. Normally SMTD (Service Management Technical Document) document is signed off between customer and service provider.

Stabilization – Entry Criteria

Note: SLA enforcement is relaxed during this phase. Specific SLA expectations and boundaries shall be discussed and agreed upon prior to project kick-off.

To initiate the Stabilization Phase, the following criteria must be met:

- Completion of transition planning and execution
- Basic operational readiness of the Managed Services environment
- Initiation of ticket processing as per defined scope
- Availability of initial documentation and access to systems

The phase aims to establish service stability and deepen the support team's understanding of the application landscape. It concludes upon mutual agreement and formal acceptance, marking the transition to the Steady State (Operations) Phase.

Note: The Stabilization process, period and associated plan shall be mutually discussed and agreed upon by both parties prior to project kick-off.

2.2.3 Steady State

The Operations Phase represents the core phase of the service engagement. During this period, all services defined in the Scope of Work are delivered as part of live operations. Each service request or incident is logged and managed through the designated ticketing system, in accordance with established Ticket Management Procedures.

All tickets are processed in alignment with the agreed Service Level Agreements (SLAs) and within the defined solution scope.

Operations	Service delivery	Perform day-to-day monitoring and support for business-critical applications and processes.
	SLA monitoring	Continuously monitor service performance to identify and prevent SLA violations through proactive issue management.
	Governance meetings	Conduct regular internal governance reviews and customer-facing meetings to assess service quality, identify improvement opportunities, and align on proactive tasks.
	Reporting and Invoicing	Generate and share periodic service performance reports and relevant invoicing details in accordance with the agreed reporting cadence.
	Update documentation about ITSM procedures	Review and update business process and technical documentation, including IT Service Management (ITSM) procedures and the Service Procedures Manual, based on ongoing operational insights.

KaarTech would carry out **Continuous improvement initiatives** under the following **Service improvement themes**

- Eliminate Problem Areas – Process Improvements
- Reduce Time / Tasks – Self-enablement content development, automating routine tasks
- Improve Knowledge – Cross-functional training, Y-shaped resourcing model
- Reduce Single Point Failure / Reduce Risks – Detailed solutioning through problem ticket
- Innovations and Enhancements – Leveraging latest features in service management tools in Automation areas

Service Improvement plans will be detailed out in **Monthly Service reports.**

2.2.4 Contract Closure

The Contract Closure Phase is the final phase of the Managed Services engagement. The initiation and completion of this phase are not predefined during the contract stage but are determined upon receipt of a formal termination notice from either party. The duration of this phase may vary depending on the scope and complexity of the closure activities.

The primary objective of the Closure Phase is to facilitate an orderly ramp-down of services and transition responsibilities back to the customer. Key activities include:

- Return of all customer-owned documents and materials
- Participation in knowledge transition sessions as requested by the customer
- Continued service delivery in alignment with the Operations Phase, including ticket processing under Incident, Change Management, and Request Fulfilment procedures
- Management of additional closure-specific tasks as a formal project

A combined **Exit Plan** will be developed at the beginning of the Closure Phase to track deliverables and ensure a structured and complete disengagement. This plan will be used to monitor progress and ensure transparency throughout the phase.

The main steps in the Closure Phase are as follows:

Knowledge Transfer	Knowledge Transfer sessions	Customer stakeholders attend sessions led by the support team to ensure complete knowledge handover.
	Handover meeting and sign-off	A formal meeting is conducted to verify the completion of all closure activities. Both parties review and confirm closure deliverables, followed by customer sign-off marking the official end of the engagement.
Engagement Closure	Ticket handling	Final ticket processing is completed, and closure of pending tickets is confirmed by the customer before the end of service delivery.
	Deactivation	Termination of all operational processes, governance meetings, final reporting, and invoicing activities.
	Setup	Deactivation of user accounts, infrastructure components, and tool environments used during the engagement.

Hand Over Plan

The primary objective of this activity is to transfer system knowledge and responsibilities to the designated successor team identified by the customer. This ensures effective and efficient ongoing support of the system post-engagement.

Handover activities typically include formal training sessions, collaborative working sessions with the project team, access to self-study materials, and participation in hands-on or shadow support activities.

To ensure a successful handover, the following actions must be completed:

- Define and assign roles and responsibilities for all participants involved in the handover process
- Transfer all relevant knowledge and documentation required to support the solution lifecycle
- Establish a formal process to monitor and evaluate the effectiveness of the handover, using predefined objectives and performance metrics

2.2.5 Support Levels

The classification of Support Levels is as follows -

Level 1 Support

The level 1 support team form the help desk team. They are the first line of support in resolving tickets such as:

- "How-To", "What to" Questions, Navigational queries (Help desk support)
- Simple issues that may require no configuration changes, Authorizations related discussions and advice to IT Team, Password reset, User administration such as ID creation, profile management. Authorizations, System monitoring, etc.
- Coordination with SAP for all issues related to SAP interface only.
- Unresolved L1 issues will be forwarded to the Level 2 Team.

Level 2 Support

Level 2 support team will be responsible for detailed problem analysis of issues escalated from Level 1. This detailed problem analysis includes simulating the issues, determining the point of failure by stepping through the Code or

configuration processes, and identifying the solution for problem resolution (Process, Configuration, Integration, Testing and Support).

- Application Functional support covers the following
- All application support tickets, master data or transactional data related tickets
- Detailed Incident Diagnostics and Resolution
- User transactional specific issue requiring functional assistance, bug analysis by ABAP team, Handling System dumps etc.
- Process mapping issues, access permissions and problem tickets for recurring issues for Root Cause Analysis (RCA).

Level 3 Support

The level 3 support team will have the deepest level of application or product understanding. This team understands both the standard application features as well as the detailed components of the customized features. The scope level 3 support person is as follows

- As and when bugs occur in the code or configuration, the level 3 support person will be responsible for, making changes to system in development client, transporting them, communicating the changes for testing and closing the user calls.
- For the more technical roles, this includes not only user calls/issues, but also those problems found by the proactive application monitoring being done on a regular basis by the level 2-support person. Therefore, the level 3 will apply patches, complete performance tuning, re-create tables or indexes, etc.
- Level 3 consultants shall interact with product team (through marketplace, telephonically) in case there is an issue / bug in the product level to resolve the issue effectively.
- Modifications required (Configuration/Code changes) within the existing design with respect to Transactions/processes required for Issue resolution, documentation of all activities for changes resulting from Incidents requests, Issues reported to OEM as Product issues, Issues/Requests related to Transports movement etc.

3 Application - Scope of Services

Below table outlines the typical catalogue of application services

SAP Application Management

SAP Application Management		
Service Type	**Scope of Work**	**Possible Automation Services**
SAP System Monitoring & Support	- 24/7 monitoring of SAP application performance (e.g., SAP ECC, S/4HANA)	- Automated alerting for performance thresholds
	- Monitoring SAP instance availability, uptime, and resource utilization	- Automatic issue logging and assignment through integrated ticketing systems
	- Incident resolution, root-cause analysis, and performance tuning	- Performance baselining automation
SAP Application Patching & Updates	- Regular patching and upgrade management for SAP applications	- Automated patch management via SAP Solution Manager or Cloud ALM
	- Applying SAP notes, service packs, and kernel updates	- Scheduling and executing patch updates in a predefined maintenance window
	- SAP version upgrades and lifecycle management (NA for RISE with SAP)	
SAP Customization & Configuration	- Customizing SAP applications as per business requirements	- Automated configuration management tools to ensure consistency
	- Configuring SAP modules (FI/CO, MM, SD, HR, etc.)	- Deployment automation for custom code/configuration using transport management tools
	- Adjusting configurations for performance, security, and compliance	
SAP System Optimization & Tuning	- Performance tuning for SAP applications and databases	- Automated performance monitoring and anomaly detection
	- Database indexing, query optimization, and SAP instance resource tuning	- Automatic application of predefined optimization rules based on system health data
	- Database and server optimization for SAP workloads	

SAP Application Management		
Service Type	**Scope of Work**	**Possible Automation Services**
SAP Backup & Recovery Management	- Daily backups of SAP data, configurations, and system states	- Automated backup scheduling and retention policies
	- Ensuring SAP HANA, database, and application-level backups	- Automated restore testing and disaster recovery plan validation
	- Recovery testing and disaster recovery planning	

SAP Infrastructure Management

SAP Infrastructure Management		
Service Type	**Scope of Work**	**Automation Services**
Cloud & On-Premise SAP Hosting	- Hosting SAP applications on-premise or in the cloud (AWS, Azure, GCP)	- Cloud resource auto-scaling based on SAP workload
	- Sizing, provisioning, and managing SAP infrastructure	- Automated provisioning of SAP infrastructure with Infrastructure-as-Code (IaC) tools like Terraform
	- Ensuring high availability and scalability for SAP workloads	
SAP System Landscape Management	- Managing multi-system landscapes (e.g., Development, QA, Production)	- Automated landscape cloning, transport management, and environment synchronization
	- SAP environment setup, migration, and decommissioning	- Automated system refreshes and landscape adjustments
	- Managing SAP components such as NetWeaver, HANA, and SAP Fiori	
SAP Hosting Performance & Scaling	- Ensure SAP instances are optimized for maximum resource utilization	- Auto-scaling of cloud-hosted SAP applications based on demand (e.g., through cloud-native auto-scaling features)
	- Server load balancing for SAP applications	- Automated resource optimization scripts
	- High availability setup for SAP production environments	

SAP Infrastructure Management		
Service Type	**Scope of Work**	**Automation Services**
SAP Infrastructure Monitoring	- Continuous monitoring of SAP infrastructure (servers, storage, network)	- Automated health checks and alerts for SAP infrastructure
	- Monitoring server health, memory, CPU, disk utilization for SAP systems	- Predictive analytics and automated recommendations based on usage trends
	- Monitoring for security vulnerabilities in SAP infrastructure	

SAP Security & Compliance

SAP Infrastructure Management		
Service Type	**Scope of Work**	**Possible Automation Services**
SAP Security Management	- Managing SAP security roles and profiles	- Automated role-based access control (RBAC) and segregation of duties (SoD) checks
	- User access control and authentication management	- Automation of user provisioning and de-provisioning workflows
	- Regular audits of SAP security posture	
	- Ensuring data protection and compliance (GDPR, HIPAA)	
SAP Vulnerability Management	- Conducting security assessments of SAP systems	- Automated security scanning and vulnerability patching
	- Regular vulnerability scans of SAP applications and infrastructure	- Security patching via SAP Solution Manager for automated deployment of security fixes
	- Patch management for SAP security updates	
Compliance Reporting & Auditing	- Regular compliance checks and auditing for SAP systems (e.g., SOX, PCI, GDPR)	- Automated generation of compliance and audit reports
	- Ensuring system configurations are aligned with regulatory standards	- Auto-auditing of SAP system configurations for compliance alignment
	- Generating compliance reports for stakeholders	

SAP Integration & Infrastructure Management

SAP Integration & Interface Management		
Service Type	**Scope of Work**	**Automation Services**
SAP Integration with Third-Party Systems	- Managing SAP integrations with external systems (e.g., CRM, ERP, SCM)	- Automated integration testing and monitoring for data consistency
	- Middleware management (e.g., SAP PI/PO, SAP Cloud Platform Integration)	- Automation of data transfers and integration jobs between SAP and external systems
	- Interface management between SAP and external systems	
SAP API Management	- Configuration and management of SAP APIs for external system integration	- Automated API testing and validation
	- Developing and maintaining REST/SOAP API connections for SAP	- API lifecycle management with automated versioning and deprecation alerts
	- Monitoring API performance and reliability	

SAP Reporting & Analytics

SAP Reporting & Analytics		
Service Type	**Scope of Work**	**Automation Services**
SAP Business Intelligence (BI) & Reporting	- Managing SAP BI tools (e.g., SAP BusinessObjects, SAP BW, SAP Analytics Cloud)	- Automated report generation and distribution (e.g., daily, weekly)
	- Implementing reporting solutions for decision-making	- Integration of machine learning models for automated insights and report generation
	- Data extraction, transformation, and reporting	
SAP Data Analytics & Insights	- Managing SAP data analytics solutions	- Automated ETL (Extract, Transform, Load) processes
	- Data extraction from SAP systems for analysis	- Integration of AI-driven analytics for business insights
	- Implementing and maintaining data lakes and analytics dashboards	- Automated generation of actionable reports

SAP Lifecycle Management

SAP Lifecycle Management		
Service Type	**Scope of Work**	**Automation Services**
SAP System Backup & Restoration	- Performing full system backups (applications, data, configurations)	- Automated backup scheduling and management
	- Managing and automating SAP HANA backups	- Automated system restoration from backups based on predefined policies and SLAs
	- Ensuring reliable restoration for SAP systems	
SAP System Decommissioning	- SAP system retirement and decommissioning planning	- Automated retirement of SAP systems and data decommissioning based on predefined workflows
	- Secure disposal of system data and configurations	- Archive and decommissioning with proper compliance checks
	- Transition planning for legacy SAP systems to new versions or cloud-based systems	

SAP Service Management & Support

SAP Service Management & Support		
Service Type	**Scope of Work**	**Automation Services**
SAP Helpdesk & User Support	- Providing end-user support for SAP-related issues	- Self-service portals with automated FAQs and knowledge base
	- Troubleshooting and resolving SAP system errors	- Automated ticket generation and resolution workflows for SAP-related issues
	- User training and documentation for SAP modules	
SAP Ticketing & Incident Management	- Incident management and tracking for SAP-related issues	- Automated ticket routing and escalations
	- Root-cause analysis and problem management	- Automated root-cause analysis with predefined troubleshooting steps and solutions
	- Regular system health checks and performance reviews	
SAP Service Desk Management	- Managing the SAP Service Desk for handling system-related queries	- Automation of ticket assignments and escalation based on severity

	- Regular reporting on incidents, changes, and service requests	- SLA-based ticket prioritization and resolution automation
	- SLA management and reporting	

Additional scope definition

Scope	Description
Entity scope	Defines the list of entities for the support services
Geography scope	Defines the physical locations for which the support services will be provided
Language scope	Defines the language of communication for the engagement
SAP Support Scope	Defines the list of functional and technical modules in support scope.
Support Activities	Defines the functional and technical activities as part of scope
Contract Duration	Defines the period of engagement for AM Services
Service Window	Defines the calendar days and work timings for the support services
Support location	Defines the physical location from where the support services will be provided
SLA Parameters	Defines the SLAs for various ticket priorities
Deliverables scope	Defines the deliverables that would be completed for the engagement
Support assumptions	Defines the list of assumptions considered for the engagement
Scope exclusions	Defines the services excluded from this engagement

3.1 Service Delivery Process

The process of delivery of the Managed Service varies with the type of the service, the following section outlines the process defined for each type:

- Incident management
- Service Request Management
- Monitoring & Application Maintenance
- Problem Management
- Minor Change Request
- Major Change Request

3.1.1 Incident Management

The following sections elaborates the steps involved in incident management

3.1.1.1 Incident Priority

Incidents will be prioritized as per the below classification or as per customer existing standards:

Ticket Priority	Definition
P1- Critical	The loss of major services with disastrous business impact. This could be the loss of a critical resource to an entire business division or complete non-availability of application, particularly at period ends or specific functionality critical to business.
P2 - High	Problem encountered in the main application impacting direct business service to customers, affecting revenue, impacting legal requirements or the related application functionality is completely un-available.
P3 - Medium	Problem is encountered in non-critical or supporting application of the business process and the related functionality is not available or available through a work-around.
P4 - Low	A low severity call is one which does not affect the business, such as a loss of availability of a non-critical function for an individual

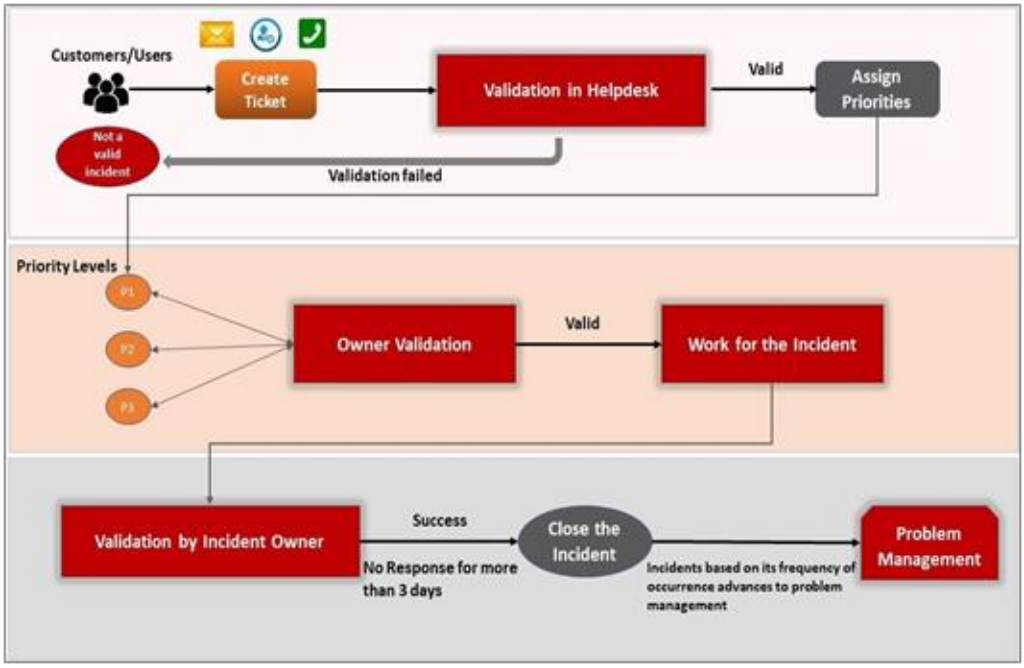
3.1.1.2 Incident Process flow

The incident resolving process consists of understanding the incident life cycle and actions that need to be taken at each stage

- Step 1 - Incident reported through multiple channels and recorded in the incident management tool.
- Step 2 - L1 support team (help desk) acknowledges the incident within the agreed response time. Resolves or assigns the ticket for L2 support group. Knowledge base such as FAQ's, QRG and ticket history search will be utilized for resolution at this level. Ticket priority is also set. (also refer Critical Incident process)
- Step 3 - L2 Support group analyze inputs from incident report, application logs to gather relevant incident data. In addition, review configuration details of the impacted application or module. Check for similarity with previously logged incidents using available records or knowledge base. If identified as a known issue, apply resolution steps as per documented SOPs. If the incident is new or previously unrecorded, perform necessary troubleshooting and implement appropriate workarounds.
- Step 4 – If further clarifications are needed to resolve the ticket is updated and assigned to the user for action
- Step 5 - After resolution, update the incident record with detailed steps taken and log it for future reference and reuse
- Step 6 – Issue once accepted by the requestor (user) is acknowledged and status is 'Completed'. The resolution details gets updated in the Knowledge base.

3.1.1.3 Critical Incident Process flow

- Step 1 - Incident reported through multiple channels and recorded in the incident management tool
- Step 2 - L1 support team (help desk) communicates to the critical incident management group including the SDM
- Step 3 – SDM initiates the Critical Issue Management channel, war room (teams bridge), and assembles the required resolution group/s, on-call consultants, key stakeholders and leadership including infra, application, security.
- Step 4 – Resolution group lead qualifies the criticality and informs customer stakeholders on the next steps. Escalated to OEM, partners and 3rd parties if needed. Applies standard resolution steps.
- Step 5 - L2 Support group analyze inputs from incident report, application logs to gather relevant incident data. In addition, review configuration details of the impacted application or module. Check for similarity with previously logged incidents using available records or knowledge base. If identified as a known issue, apply resolution steps as per documented SOPs. If the incident is new or previously unrecorded, perform necessary troubleshooting and implement appropriate workarounds.
- Step 6 – Resolution group confirms restoration of service. After resolution, update the incident record with detailed steps taken and log it for future reference and reuse
- Step 7 – Issue once accepted by the requestor (user) is acknowledged and status is 'Completed'.
- Step 8 – Problem ticket is created and assigned.
- Step 9 – RCA is performed, and report is presented for lessons learnt and further course of action to prevent such incidents



General Incident Process flow

3.1.1.4 Incident R&R

Activity	Customer	KaarTech
Raise tickets	R/A	I
Provide first line investigation and diagnosis (includes classification of ticket as incident/problem/change)	I/C	R/A
Classify tickets based on priority and complexity	R/I	R/A/C
Assign tickets to support consultants	I	R/A
Resolve tickets	I	R/A
Keep the user informed about the status and proceedings	I	R/A
Provide clarifications for resolving tickets	R/A	C/I
Testing or development in Dev and QA environment	I	R/ A
Moving tickets to Quality	R	A
Provide customer's system data for resolving the ticket	R/A	I
Measure, record, analyze SLA	I	R/A
User acceptance	C	I
Approve ticket closing	R/A	I
Publish monthly reports, conduct monthly meeting and weekly calls	I	R/A
Conducting user satisfaction calls/ surveys	C	R/A
Development and review of SLAs, contracts and agreements	C/I	R/A

3.1.2 Service Request Management

The AMS team shall:

- Own all reported application-related service requests
- Ensure all service requests are properly logged and tracked in the ticketing system
- Service requests are categorized as High, Medium, or Low based on business impact and application criticality
- Facilitate the end-to-end fulfillment of service requests within the application scope (e.g., user access, configuration updates, minor enhancements)
- Ensure timely closure of service requests upon successful completion
- Communicate request status and progress to internal stakeholders (e.g., IT managers, application owners)
- Provide updates to relevant external stakeholders or third parties, if involved
- Coordinate with functional and technical resolver teams to ensure timely delivery of application services
- Confirm fulfillment with requesters and communicate service request closure to the business
- Notify all relevant stakeholders once service requests are formally close
- Generate periodic reports on service request volumes, trends, and resolution performance for governance and continuous improvement

For standard services please refer Service catalogue **Appendix A_Service Catalogue in Section 10**

3.1.2.1 Service Request Process

The service request fulfillment process consists of understanding the service request life cycle and the actions needed at each stage:

- Review the inputs and details provided in the service request form or system logs
- Examine relevant application configuration settings or dependencies related to the request
- Determine whether the request aligns with a previously fulfilled request or standard operating procedure
- If the request is non-standard or newly encountered, apply appropriate actions or workarounds for fulfillment; if it involves system changes or the procurement of hardware/software, it is routed through the Change Request (CR) process
- Upon successful fulfillment, document the service request resolution and update the service request log for audit and reference

3.1.3 Monitoring & Application Maintenance

- Continuous discovery and cataloguing of supported applications and their functional scope
- Maintaining an up-to-date inventory of applications, modules, and interfaces
- Tracking application versioning, patch levels, and lifecycle status
- Documenting vendor/product owner details for each application (for escalation and support)
- Ensuring accurate association of applications and their configurations within the ITSM/ticketing tool
- Performing periodic application health checks and performance reviews
- Coordinating application enhancement planning and minor change implementation
- Managing decommissioning of legacy applications and data archiving process
- SAP system (includes BW, BI and analytics) and infrastructure monitoring
- Monitoring SAP integrations with third party systems and middleware
- Regular compliance checks

3.1.4 Problem Management

Problem Management is a critical process within Application Management Services, focused on identifying and eliminating the root causes of recurring application-related incidents. The objective is to enhance the stability, performance, and reliability of business applications by preventing repeat issues and reducing the overall incident volume.

Examples of problems within the application scope include:

- Recurring application crashes or unresponsiveness
- Frequent performance degradation in specific modules or transactions
- Repeated failures in application interface or data integration jobs
- Ongoing user access or authentication errors within the application
- Consistent system or logic errors leading to incorrect outputs or data inconsistencies

Problem records are typically triggered from incident trends, major incident reviews, or performance analysis and are addressed through root cause investigation and permanent resolution planning.

3.1.5 Minor CR (Enhancement)

The following steps outline the standard process for minor CR followed within the scope of AMS:

- Prior to raising a ticket, the requesting team must document the change requirements in the prescribed Scope/Requirement Document template.
- A ticket is then raised through the ticketing system, including all relevant details of the change request.
- Upon receipt, the support team reviews the request and performs an impact analysis on existing process steps and design. If there is an approval to proceed for effort estimation the team will proceed further.
- The estimated effort is mutually discussed and finalized. If the effort exceeds four person-days, the change is categorized as a major change.
- Upon formal approval of the scope and effort, the change development process is initiated.
- Once development is complete, the change is moved to the Quality environment for testing.
- Designated IT or Business Users conduct functional testing of the change.
- Any training and change management needs will be taken care.
- If the change functions as expected, the ticket is formally closed and documented accordingly.

3.1.5.1 Effort estimation for FRICEW objects

The below table is an example of the FRICEW effort catalogue

FRICEW category	Complexity	Efforts in Man-days
Forms	Low	10
	Medium	15
	High	27
Reports	Low	9
	Medium	16
	High	28
Interfaces	Low	10
	Medium	16
	High	28
Conversions	Low	9
	Medium	15

FRICEW category	Complexity	Efforts in Man-days
	High	27
Enhancements	Low	9
	Medium	16
	High	27
Workflow	Low	10
	Medium	17
	High	27

Efforts in man-days will be agreed as per the Managed services contracts

3.1.5.2 Definitions (FRICEW)

The definition for low, medium and High complexities is discussed in the below section. The complexity which does not fall under low and medium are considered as high complexity.

3.1.5.2.1 Forms

High	Medium	Low
• All the forms with complex calculations, layouts, pre-printed forms multi-lingual forms come under this category • New complex program or major changes to existing • Printing of Custom text/Styles • Business scenarios affecting the data • Printing of bar codes (using custom fonts) • Form interfaces / exceptions handling • Designing Text nodes for all attributes • Defining report in a tabular format • Creation of new Print Programs from scratch for standard SAP transactions • Designing Text nodes for all attributes	• New medium program or minor changes to existing • Printing of Boxes, Lines, Shading, etc. • Printing of Standard Text/Style • Printing of Logos/Graphical Logos (if standard text needs to be created from TIF file) • Business scenarios affecting the data • Printing of bar codes (using an existing font) • Creation of new Print Programs from scratch for standard SAP transactions • Call existing Methods or Function Modules in the Print program Method • Defining report in a tabular format • Designing Text nodes for all attributes	• New simple program or no changes to existing • Printing of Boxes, Lines, Shading, etc. • Printing of Standard Text/Style • Printing of Logos/Graphical Logos • Business scenarios affecting the data • Call existing Methods or Function Modules in the Print program Method • Defining report in a tabular format • Designing Text nodes for all attributes • Form interfaces / exceptions handling

3.1.5.2.2 Reports

High	Medium	Low
• All the reports with complex calculations, layouts, pre-printed forms and multi-lingual reports • Tables to be accessed – maximum 8 tables • Interactive reporting – more than one reporting list • F1/F4 coding – maximum 4 • Control level processing • Simple RFC data fetch • Multilingual output • ALV with drill down • Complex call transactions involving only setting of parameters. No BDC table to be populated	• Dynamic sorting • Multiple report layouts • Sequential output • Tables to be accessed - Many to Many relationship - 5 tables max. • Interactive reporting - maximum 1 secondary list • Simple call transactions involving only setting of parameters. No BDC table to be populated • F1/F4 coding - max 4 fields • External file processing - single file type • selection screens • Control level processing • Simple RFC data fetch • Multilingual output • ALV with drill down	• Simple layout and single data • Simple line output • Simple Sorting • Sequential output • Number of tables to be accessed - Many to Many relationship - 2 tables max. Straight relationships - any number of tables • Screen fields validation - only master and check table validation • No coding for possible values on help on fields of selection screen • Only standard SAP functionality on selection screen • Maximum of one control level processing/ subtotalling • No external file processing • Simple ALV list

3.1.5.2.3 Interfaces

High	Medium	Low
• Number of transactions (more than 2) • More than 3 different flows per transaction • More than 2 step loops or table controls are present in the transactions with cursor position facility • More than 3 record types excluding file header and footer • More than two input files • Reference tables	• Maximum 2 different transactions • Maximum 3 different screen flows per transaction • Max 2 step loops or table controls are present in the transactions with cursor position facility • Max 3 record types excluding file header and footer • Maximum two input files • Audit and summary report with no drill down • No mails • Reference tables	• Single Transaction • Single screen flow (one function code per screen) • No file validation • Simple data validations involving check tables • Maximum one record type • Simple audit report with no drill down /further processing • One type of calling method • No downloading of error records, only display of error records • No mails

3.1.5.2.4 Conversions

High	Medium	Low
• More than 2 different transactions • More than 3 different screen flows per transaction • More than 2 step loops or table controls are present in the transactions with cursor position facility • More than 3 record types excluding file header and footer • More than 2 input files • More than 2 cross reference tables • LSMW with complex recording, validation, multiple upload files • Audit and summary report with no drill down	• Maximum 2 different transactions • Maximum 3 different screen flows per transaction • Max 2 step loops or table controls are present in the transactions with cursor position facility • Max 3 record types excluding file header and footer • Maximum two input files • Audit and summary report with no drill down • No mails • Max of 2 cross reference tables • LSMW with complex recording, validation, multiple upload files	• Single transaction • Single screen flow (One function code per screen) • No file validation • Simple data validations involving check tables • Maximum one record type • Maximum one input file • 1 simple audit report with no drill down /further processing • One type of calling method • No downloading of error records, only display of error records • No mails • LSMW using standard program / simple recording, single upload structure

3.1.5.2.5 Enhancements

High	Medium	Low
• Number of tables accessed (11 or more) • Creation of data dictionary items (excluding domains, data elements) (2 or more) • Complexity of BDC logic • Total number of GUI statuses (9 or more) • No. of test cases	• Number of tables accessed • Creation of data dictionary items (excluding domains, data elements) • Number of workflows generated/handled • If enhancement is a BADI, number of the exporting/importing/changing/returning table parameters • Total number of GUI statuses • No of test cases	• Number of tables accessed • If enhancement is a BADI, number of the exporting/importing/changing/returning table parameters • Number of screens to be created/called (including any custom table maintenance transaction) • Total number of GUI statuses • No of test cases

3.1.6 Major CR

The purpose of Change Management within the application landscape is to establish standardized procedures for the assessment, scheduling, coordination, documentation, and evaluation of application-related change requests. This ensures that all changes are implemented in a controlled manner, minimizing risk and disruption to business operations.

Who Can Raise a Change Request?

Change Requests related to applications can be initiated by:

1. Application Owners
2. Process Owners
3. Functional or Technical Leads from
4. Problem Management Teams (in response to root cause identification)
5. Project Teams (for enhancements or deployment activities)

Examples of Application-Related Changes

- Implementing new business logic or configurations in the application
- Applying SAP Notes or patches to fix application bugs
- Enhancing user roles and authorization settings
- Introducing new interfaces or background jobs
- Modifying master data structures or transactional workflows
- Deploying hotfixes for critical performance or usability issues

Change Request Guidelines

- All standard change requests must be submitted in advance as per agreed timelines.
- **Emergency Change Requests** will follow a separate expedited Emergency Change Process and require immediate validation and approvals.

5.3.6.1 Change Management Process Flow

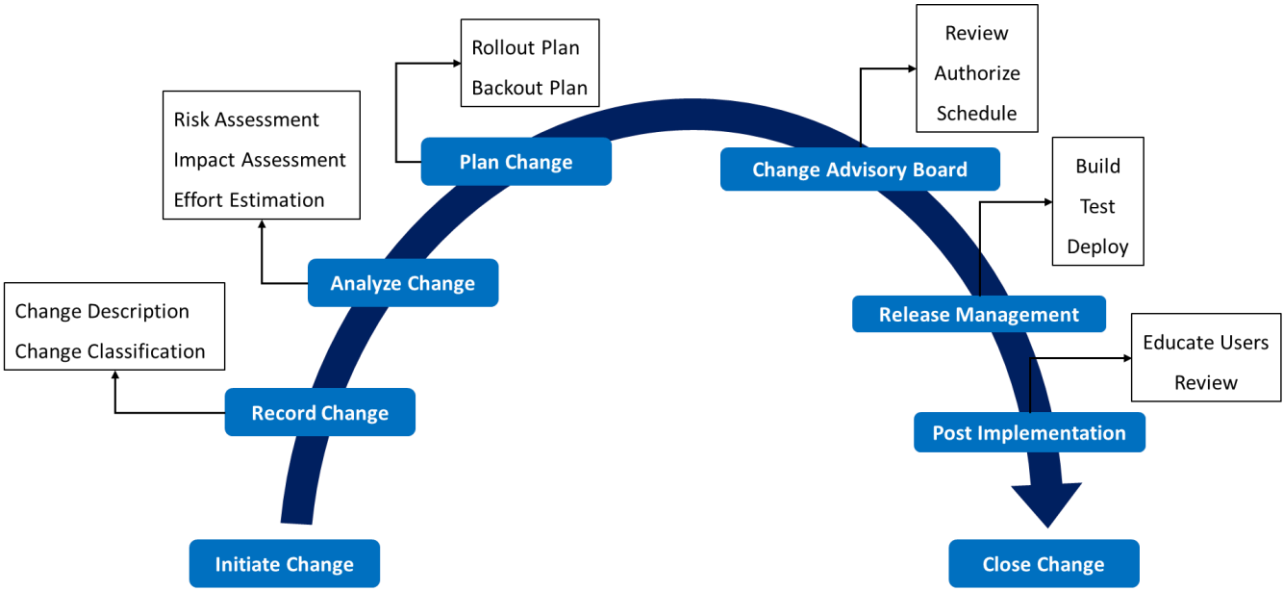
- **Change Validation**
  Each change request is reviewed by relevant stakeholders for completeness and feasibility. Validation includes reviewing change details, execution plans, rollback procedures, resource allocation, and potential impact. Upon successful validation, the request proceeds for CAB review.
- **Change Advisory Board (CAB)**
  The CAB is responsible for reviewing, prioritizing, and approving validated change requests. The board typically includes representatives from IT, business, application management, and other relevant stakeholders. CAB members are responsible for authorizing changes before execution. CAB meetings are generally held weekly, with flexibility based on business needs.
- **Change Team**
  Upon approval, the Change team assigns the request to appropriate application support personnel and creates detailed execution tasks. The team also monitors execution progress and provides coordination support.
- **Execution Team**
  Responsible for carrying out the approved change within the application environment. This includes implementing configuration changes, code deployments, or updates. The team is also responsible for logging all activities and ensuring audit compliance.
- **Post-Execution Validation**
  Once the change is implemented, it is validated by the original requester or designated approver. If the change meets expectations, the ticket is closed. If issues persist, a Problem Ticket is raised for further analysis.
- **Rollback Plan**
  A rollback plan is defined and approved during validation. It outlines the steps to revert the system to its previous state in case of failure or unexpected impact during execution.

3.1.7 Change & Release Management Process

Change management is conducted in alignment with the customer's Change Approval Board (CAB) processes. The internal Managed Service team coordinates and manages the end-to-end change management activities on behalf of the customer. This includes:

- Facilitating weekly CAB meetings in coordination with the customer
- Maintaining records of all change requests
- Ensuring all changes adhere to the approved change plan
- Registering approved changes in the official change log

All changes are implemented in accordance with the customer-approved plan, with proper documentation, tracking, and governance in place to ensure transparency and compliance.



Below mentioned are the process steps

3.1.7.1 Risk Assessment

A structured risk assessment is conducted for each change prior to approval. This assessment identifies potential risks and ensures all key stakeholders are aware of associated impacts and mitigation strategies.

Risk level is evaluated based on several factors, including:

- Criticality of the configuration item being modified
- Whether a service outage is required
- Number of vendors or technical teams involved
- Track record of previous implementation attempts

The outcome of this assessment guides stakeholder communication and risk mitigation planning.

3.1.7.2 Impact Assessment

The impact of a change is determined based on its effect on end users, core business services, and operations. The change description must be detailed, accurate, and aligned with the following criteria, as it will be reviewed by multiple teams including:

- Change Advisory Board (CAB)
- Technical teams
- Incident and Problem Management
- Service Desk
- Audit and Compliance

Change owners are required to clearly document the nature of the change, answering specific evaluation questions to ensure thorough review.

3.1.7.3 Release Schedule

Each change request must include a detailed schedule specifying start and end times.

The **planning section** must cover:

- Communication plan
- Pre-implementation testing
- Implementation steps
- Rollback strategy
- Post-implementation testing

Once submitted, the change undergoes an internal review by the Change Management team. If accepted, it is presented at the weekly CAB meeting for formal approval.

In urgent cases, an extraordinary CAB session may be convened. Approved changes are logged, and responsibilities for implementation and testing are assigned accordingly.

3.1.7.4 Managing CAB

Standard protocols are followed when presenting changes to the CAB. During and after implementation, the following aspects are assessed and documented:

Prior to Implementation

- All scope covered in the built, test and signed by customer stakeholder
- Change implementation team presenting release request with the CAB for approval
- Release request validated and approved by CAB

After Implementation

- Was the change implemented successfully, and did it meet its objectives?
- Was it completed within the scheduled time frame?
- Were all intended components delivered?
- Were any issues encountered during implementation?
- Were there any negative impacts to functionality or service levels?
- Did the change trigger incidents (P1, P2, etc.)?
- Was rollback required?
- Are any follow-up changes needed?
- Were post-release validations completed, and were they successful?

The Change Management team ensures all closure details, including outcomes, are captured and documented.

3.1.7.5 Handling Risks associated while applying changes to SAP Landscape

Managing changes in SAP environments involves handling several known risks. Risk mitigation strategies are applied at various stages of the change lifecycle, depending on the nature and impact of the change.

Typical Risk	Mitigation Plans
Change Request may not undergo complete Regression Testing with potential to introduce new defects into the system	Well documented templates to be utilized during CR Regression Testing which will ensure that all processes and steps to be followed and completion of Regression

	Capture the results in BSML excel sheet for each business process going through the Change.
Handling emergency Change Requests requires Business process owner, CIO level approval as it's a shorter route to production and involves high risk	An Emergency Change Request Management Checklist and defined approval workflows which will be strictly adhered to move CRs into production on emergency basis

4 Cloud - Scope of Services

Cloud Infrastructure Management

Cloud Infrastructure Management	
Service Type	**Scope of Work**
Cloud Infrastructure Setup & Provisioning	- Cloud infrastructure design and architecture (AWS, Azure, GCP)
	- Resource provisioning (compute, storage, networking)
	- Configuration of virtual machines, containers, and serverless environments
	- Network setup (VPC, subnets, load balancers)
Cloud Resource Monitoring	- 24/7 monitoring of cloud resources (CPU, memory, storage, network traffic)
	- Automated alerts for resource usage anomalies
	- Performance monitoring and optimization recommendations
	- Cost optimization suggestions based on resource usage patterns
Cloud Cost Management & Optimization	- Cost forecasting and budgeting
	- Cost allocation and tagging of cloud resources
	- Identifying underutilized resources and rightsizing
	- Implementation of auto-scaling policies to optimize costs
	- Cloud provider cost tool usage (e.g., AWS Cost Explorer, Azure Cost Management)
Cloud Backup & Disaster Recovery (DR)	- Automated cloud backups for critical data and systems
	- Regular disaster recovery testing and failover planning
	- Configuration of RPO (Recovery Point Objective) and RTO (Recovery Time Objective) policies
	- Implementation of multi-region backup strategies for data redundancy

Cloud Platform Management

Cloud Platform Management	
Service Type	**Scope of Work**
	- Proactive monitoring of cloud platforms and services (AWS, Azure, GCP)

Cloud Platform Management	
Service Type	**Scope of Work**
Cloud Platform Monitoring & Reporting	- Real-time health and performance metrics tracking
	- Automated reporting on system health, availability, and performance
	- Event logging and analysis for troubleshooting and future improvements
Cloud Service Management	- Cloud resource provisioning and decommissioning
	- Service upgrades, patches, and hotfixes
	- Ensuring availability and uptime of cloud services
	- Service Level Agreement (SLA) management
	- Managing cloud service configurations (e.g., storage, database, CDN)
Cloud Automation & Orchestration	- Implementing Infrastructure as Code (IaC) using tools like Terraform, AWS CloudFormation, or Ansible
	- Automating the deployment of infrastructure and applications
	- Auto-scaling of resources based on demand
	- Automating cloud configuration and management tasks

Cloud Security Management

Cloud Security Management	
Service Type	**Scope of Work**
Cloud Security & Compliance	- Cloud security assessments and audits
	- Identity and Access Management (IAM) configuration (e.g., policies, roles, multi-factor authentication)
	- Data encryption and key management
	- Regular vulnerability scanning and patching of cloud resources
	- Compliance checks (e.g., GDPR, HIPAA)
Cloud Firewall & Threat Management	- Configuration and management of cloud-based firewalls (e.g., AWS WAF, Azure Firewall)
	- Intrusion detection and prevention system (IDS/IPS) setup
	- Security monitoring and incident response
	- Setup and monitoring of DDoS protection
Cloud Identity & Access Management (IAM)	- IAM policy definition and management
	- Role-based access control (RBAC) and least privilege enforcement
	- User authentication and authorization configuration
	- Multi-factor authentication (MFA) deployment
	- Regular audits of IAM policies and access logs
Cloud Application Security	- Web Application Firewall (WAF) management
	- Secure APIs and service configurations
	- Secure code reviews and vulnerability scanning for cloud-hosted applications
	- Monitoring for anomalous traffic patterns and unauthorized access attempts

Network Managed Services

Network Managed Services	
Service Type	**Scope of Work**
Network Monitoring & Management	- 24/7 monitoring of network performance (bandwidth, latency, uptime)

Network Managed Services	
Service Type	**Scope of Work**
	- Proactive alerts for network failures or performance issues
	- Network troubleshooting and diagnostics
	- Traffic analysis and optimization
	- QoS (Quality of Service) management
Network Security	- Firewall configuration and management
	- Intrusion Detection/Prevention System (IDS/IPS) management
	- VPN setup and monitoring
	- DDoS protection
	- Encryption of data traffic
	- Secure access control and segmentation
WAN & LAN Management	- Wide Area Network (WAN) management (MPLS, SD-WAN)
	- Local Area Network (LAN) management
	- VLAN configuration
	- Network segmentation and isolation
	- Wireless network management and troubleshooting
Load Balancing & Optimization	- Traffic distribution across servers to ensure optimal performance
	- Automated load balancing for scalability
	- Network optimization for reducing latency and improving throughput
	- Redundant paths and failover management
Network Performance Optimization	- Bandwidth usage monitoring and optimization
	- Route optimization for minimizing latency
	- Quality of Service (QoS) configuration
	- Monitoring network devices (routers, switches, etc.) and optimizing configurations

Security Managed Services

Security Managed Services	
Service Type	**Scope of Work**
Network Security Monitoring	- Real-time monitoring for security threats (firewall logs, intrusion attempts)
	- Threat intelligence feeds and analysis
	- Proactive blocking of malicious activity
	- Security incident logging and reporting
	- Regular vulnerability assessments
Endpoint Security	- Anti-malware, anti-virus, and endpoint protection
	- Device security management
	- Patch management for end-user devices
	- Application whitelisting and device access control
Identity & Access Management (IAM)	- User authentication and authorization management
	- Role-based access control (RBAC)
	- Single sign-on (SSO) and multi-factor authentication (MFA)
	- Identity lifecycle management (onboarding, offboarding)
Cloud Security Management	- Cloud access security broker (CASB) management
	- Cloud service configurations to ensure secure access and data encryption
	- Continuous monitoring of cloud environments (AWS, Azure, GCP)
	- Cloud vulnerability assessments and patching
Vulnerability & Patch Management	- Regular scanning of systems for vulnerabilities
	- Applying security patches and updates for applications, OS, and network devices
	- Prioritization of patch deployment based on severity
Security Incident Response	- Incident detection, response, and recovery
	- Forensic investigation and root cause analysis
	- Security breach containment and remediation

Security Managed Services	
Service Type	**Scope of Work**
	- Reporting and compliance documentation
	- Development of incident response playbooks
Compliance & Auditing	- Continuous compliance monitoring (GDPR, HIPAA, PCI-DSS, etc.)
	- Auditing of access and data security practices
	- Reporting on security posture and vulnerabilities
	- Regular security reviews and assessments

4.1 Incident Management

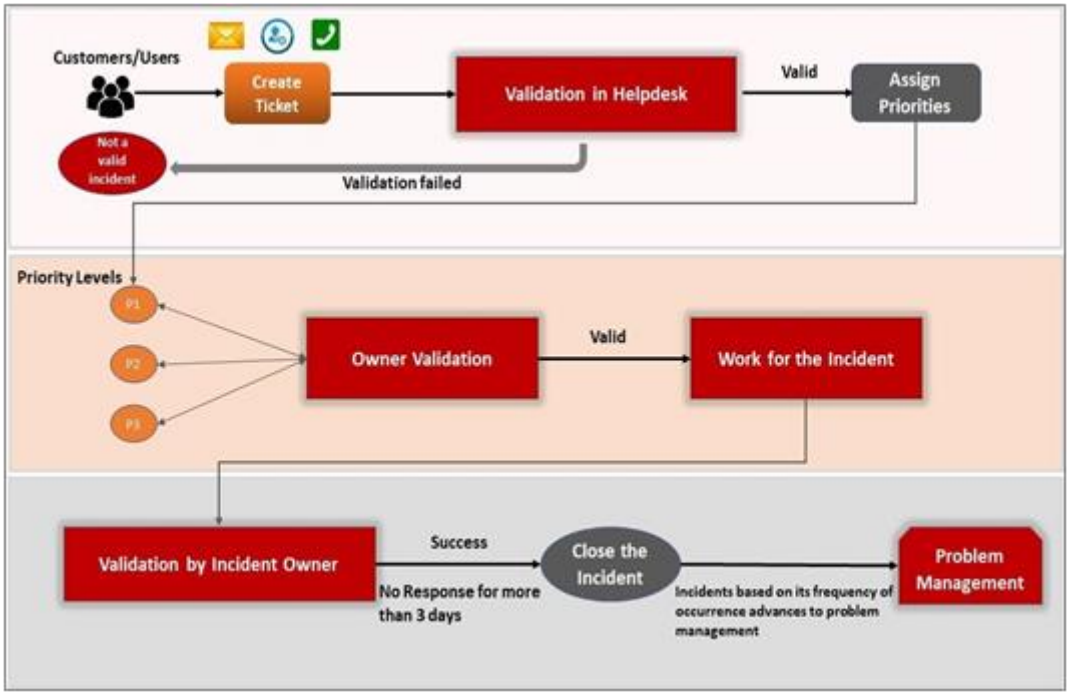
The CMS team shall:

- Own all the reported incident(s)
- Incidents are recorded
- Prioritize the incidents as High, Medium & low impact incidents
- Communicate regarding the incident to the internal stakeholders
- Communicate about the incident to the relevant external stakeholders
- Perform incident resolution
- Communicate the incident closure to the business
- Communicate the incident closure to the relevant stakeholders
- Prepare post incident reports.

4.1.1 Incident Process Flow

The incident resolving process consists of understanding the incident life cycle and actions that need to be taken at each stage

- Identifying the inputs of the incidents from logs.
- Discerning the configuration details.
- The likeness of the incident with the previously occurred one is assessed.
- If it is a known incident, resolve using the available SOPs.
- If the incidents have not occurred before, necessary actions and work arounds are taken to resolve the incident.
- After the incident is resolved, it is maintained in the logs.



General Incident Process flow

4.1.2 Incident Category

The CMS team monitors the infrastructure and cloud 24x7 and reports the incidents as per priority. The standard categorization of the incidents are as follows:

Severity Level	Definition
P1 - Critical	A Critical priority Incident has severity over all other Incidents & activities & requires the highest level of response. Incidents designated with this Severity Level shall require continuous effort to resolve, as well as immediate management notification. A "Critical" Severity Level is generally characterized by the following: • High Impact and High Urgency • No circumvention or Workaround available • An Emergency Change may be required • Business Transaction stoppage • Showstopper • Application breakdown / crash. • Serious implications on running the production server and has impacted all business-critical processes. • It has affected or may affect more than 50% of the user community e.g., Application is not functioning due to serious error. • Potential loss of Revenue, • Negative impact on profits and risk to Brand reputation.

Severity Level	Definition
P2 - High	High service management level indicates incidents / requests that significantly affect operations but may not demand instant resolution. These issues require prompt attention to prevent escalation and minimize impact. Including but not limited to High cyber security alert and any incident related to customer senior leadership management team
P3 - Medium	Medium service management level represents incidents / requests with noticeable but moderate effects on operations. These are addressed in a timely manner to maintain normal business functioning. Including but not limited to Medium cyber security alert.
P4 - Low	Low service management level pertains to incidents / requests with minimal impact on operations. Resolution may be less urgent, allowing for a more flexible response time without causing significant disruption.

ROOT CAUSE ANALYSIS (RCA)

In case of incidents not meeting the Service Levels, Root Cause Analysis is conducted, and a corresponding report and correction Plan is sent to address the avoidance of such incidents in the future. The report and plan are shared within 14 days of the incident.

4.2 Service Request Management

The CMS team shall:

- Own all the reported service request(s)
- Ensure all service requests are logged and tracked
- Service requests as categorized as High, Medium & Low based on business impact
- Facilitate service request fulfillment
- Ensure service request closure upon completion
- Communicate request status and progress to internal stakeholders
- Communicate request updates to relevant external stakeholders, if applicable
- Coordinate with resolver teams for timely service delivery
- Confirm completion and communicate service request closure to the business
- Notify relevant stakeholders upon closure of service requests
- Prepare periodic reports on service request trends and metrics

4.2.1 Service Request Process

The service request fulfillment process consists of understanding the service request life cycle and the actions needed at each stage:

- Identifying the inputs and details of the service request from submitted forms or logs.
- Reviewing relevant configuration details associated with the request.

- Assessing similarity of the request with previously fulfilled requests or standard procedures.
- If the request is non-standard or new, necessary actions and workarounds are applied to fulfill the request. If it demands making changes to the system or procurement of hardware and software components, it follows a CR cycle.
- Once the service request is fulfilled, it is documented and maintained in the service request logs.

4.3 Change Management

The purpose of Change Management is to establish standardized procedures for the handling of IT-related change requests and facilitates the assessment, scheduling, coordination, documentation, and evaluation of all changes.

Who can create a change request?

- Server Owner
- Storage Owner
- Network Owner
- Application Owner
- Process Owner
- Problem Management

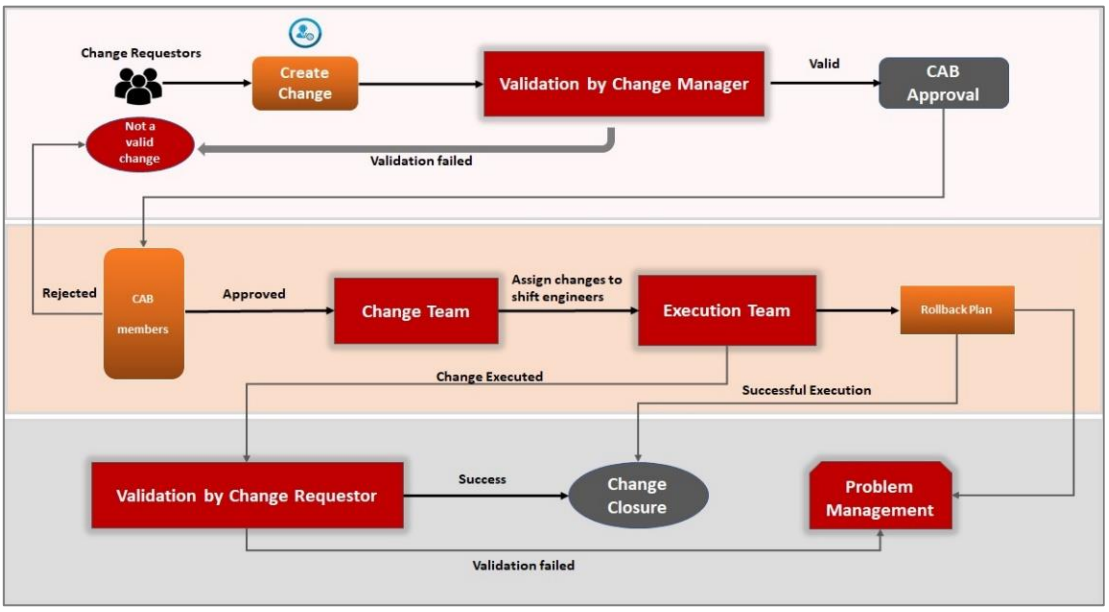
Examples of a Change

- Addition of Disk in a Server
- Increasing Disk Size in the existing Server
- Assigning / Changing IP Address in the Server
- Creating a New VPN User
- Establishing a new site-to-site tunnel

Change Request should be created 10 business days in advance. Emergency Change request will follow Emergency Change Process.

4.3.1 Change Management Flow

- **Change Validation:** Any Change which is requested will be validated by stakeholders and owners. Change Activities, Change Tasks, Rollback Plans, change execution time are some of the key factors during validation. Change will be created and sent to CAB approval upon successful validation.
- **Change Advisory Board (CAB):** Change Advisory Board (CAB) is responsible for reviewing and prioritizing requested changes, monitoring the change process and providing managerial feedback. CAB board is generally made up of IT and Business representatives that include: a change manager, user managers and groups, technical experts and possible third parties and customers (if required). CAB members only can approve the change. The members in the CAB will be decided by the customer, and also the CAB meeting will be conducted every week Monday (if required customer can change the day).
- **Change Team:** Once the change is approved by the CAB members, the Change team will assign the change to the respective shift engineers. The Change team will also create tasks with respect to the Change request. Change team is also responsible for monitoring the change execution.
- **Execution Team:** Execution team is responsible for implementing the requested change. They are also responsible for recording and documenting the activities during the change execution.
- **Validation:** The change is validated by the change requester upon successful execution. If the validation is Successful, the change will be closed or else the problem ticket is created.
- **Rollback Plan:** Rollback plan is set of actions to be carried out, in case of failure.



General change management process flow

4.4 Problem Management

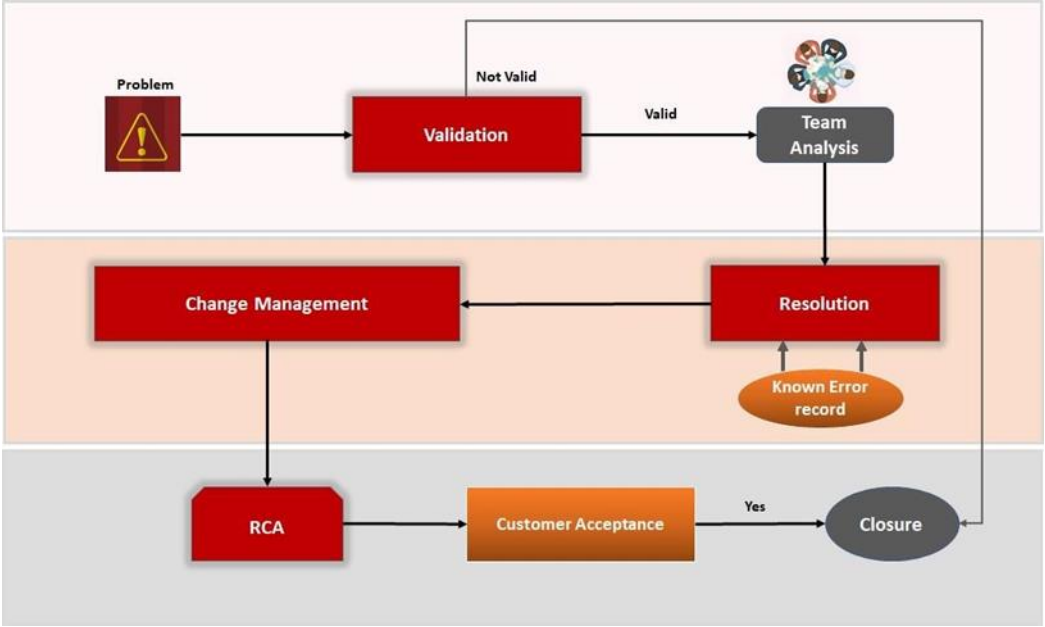
Problem Management is a critical IT service management process aimed at identifying and addressing the root causes of recurring incidents to prevent future disruptions. The primary goal is to ensure the stability and reliability of IT services by minimizing the impact of incidents and preventing them from happening again.

Some examples of a Problem:

- Frequent Server Crashes
- Network Connectivity Issues
- Application Performance Degradation
- Frequent User Authentication Failures
- System Errors Leading to Data Loss

4.4.1 Components in Problem Management

- **Team Analysis and Resolution:** Analysis is done to find the root cause of the problem. Incident management considers only the restoration of service whereas problem management reveals the exact cause of the incidents. The main function of Team Analysis is
    - To identify the root cause
    - To initiate actions to resolve the problem
    - If it is a potential problem, create known error record
- **Change Management:** The Change request is created to reflect the changes of the resolution step in problem management. Upon the closure of change request, RCA document is prepared and sent to the customer for his acceptance.



General problem management process flow

4.5 Maintenance

Below is a list of maintenance activities covered under the cloud managed services. Many of them will involve informed down-time.

Planned Patch Updates:

Schedule OS, firmware, and application patching during maintenance windows to avoid unplanned outages.

Hardware Replacement (if applicable)

Replace failing or aging hardware components like disks, memory, or power supplies, requiring system shutdowns.

Network Reconfiguration:

Perform changes to routers, firewalls, or switches that may temporarily disrupt connectivity.

Infrastructure Upgrades:

Upgrade servers, hypervisors, or storage systems that need controlled downtime for migration or rebuild.

Cloud Resource Scaling with Downtime:

Resize or reallocate cloud VMs or databases that don't support live scaling, necessitating a brief outage.

DR/Failover Testing:

Simulate failovers to test disaster recovery setups, often requiring temporary service interruptions.

Database Maintenance:

Run offline DB optimization, schema changes, or rebuild indexes that may lock access during execution.

Storage Maintenance:

Perform SAN/NAS upgrades or filesystem repairs that need services to be stopped.

Security Appliance Updates:

Upgrade or replace firewalls, WAFs, or load balancers, impacting traffic flow during the activity.

Power & Cooling Maintenance:

Planned downtime due to UPS testing, cooling system maintenance, or power distribution changes in DCs.

4.6 Monitoring

Infrastructure and cloud environments are continuously monitored by the Network Operations Center (NOC) team to ensure optimal **uptime, availability, and performance** of services. A range of monitoring tools is employed based on customer requirements and the specific technology landscape.

The following tools are commonly used across various layers of the environment:

- **Server and Network Monitoring:**
  Tools such as **Zabbix**, **Nagios**, and **PRTG** are utilized to monitor hardware health, network performance, and system availability.
- **Cloud Monitoring:**
  Services like **AWS CloudWatch** and **Azure Monitor** provide deep insights into resource usage, performance metrics, and availability of cloud-hosted infrastructure.
- **Application Performance Monitoring (APM):**
  Platforms such as **Datadog** and **Dynatrace** are used to monitor application performance, user experience, and system behaviour in real-time.
- **Security Monitoring:**
  Solutions including **Microsoft Sentinel** and **Wazuh** are leveraged to detect and respond to security events and ensure compliance with security policies.
- **SAP Application Monitoring:**
  SAP Solution Manager (SolMan) and **SAP Cloud ALM** are used for lifecycle management and monitoring of SAP landscapes, covering technical operations, job monitoring, interface management, and more.
- **URL Availability Monitoring**

  Uptime Robot and Site24*7 are used for monitoring the uptime and availability of published URLs.

Note: The selection and configuration of monitoring tools are determined based on the customer's environment, technology stack, and engagement scope.

4.7 Risk Assessment and Management

The risk assessment and management are applied to the scoped assets that could have impact to the security stature of the organization in-line with the information security management system. The following are considered during the risk assessment:

- No critical information assets are missed
- Assets with least importance (Trivial assets) are not overprotected
- Import assets are not under protected
- Introduction of controls have less or no impact on the existing controls and complement each other
- A systematic approach to identify, assess and nullify the security risks faced by the information assets

4.7.1 Risk Assessment methodology

The below mentioned outlines the risk assessment methodology

4.7.1.1 Information asset identification

Information assets that are used for carrying out the necessary functions and activities of the organization collated as “Asset Register”.

- Proprietary information of the organization

- Personal information
- Information held by the organization
- Physical assets (Such as computers, communication equipment, media, facilities, facilities equipment like HVAC, lighting, power and other associated)

4.7.1.2 Information asset valuation

Once the assets are identified, the assets are rated as based on the value of assets to the organization objectives and what might happen if there is security breach.

Each asset identified in the asset register will be assigned a value:

- High (Value of 3)
- Medium (Value of 2)
- Low (Value of 1)

For each of the information security parameters:

1. **Confidentiality**

   How much of a problem may arise if the confidentiality of the asset is compromised

2. **Integrity**

   How much of a problem it is if integrity of the asset is compromised.

3. **Availability**

   How much of a problem if the information asset is unavailable?

Highest value between the confidentiality, integrity and availability of the information asset is the resultant of the value of the asset. Asset rating will be determined depending on the asset value.

4. **Analysis of threats and vulnerabilities**

Identification of potential causes of harm to the assets i.e., threats and vulnerabilities as well as the probability of the occurrence of the threat/vulnerability to the information security asset.

5. **Risk assessment**

A comprehensive list of all the critical assets from the Asset Register which are identified during the valuation of the assets are considered.

Likelihood of the threat occurring – valued as:

High – Highly likely, common and certain (Valued 3)

Medium – Likely, probably (eg: could occur 1-2 times a year) (Valued 2)

Low – Unlikely, infrequent and rare (Valued 1)

Likelihood judged based on past experience, industry standards and statistics.

Impact

What would be the impact of the threat/vulnerability?

High – more than 80-100% of users are affected

Medium – Affects 50-80% of the users

Low – Individual's productivity is affected

6. **Risk Mitigation**

Risk rating will be given for each combination of the potential threat, probability and the relevant vulnerability. Score is the level of risk that an Inherent Risk would pose if no controls or other mitigating factors were in place.

Likelihood - Indicates the probability of the threat occurring. This is a function of the inherent vulnerabilities in the environment and the existing mitigation for the threats. Specific weaknesses which exist, in spite of the mitigating factors, have to be taken into consideration as well.

Impact - Indicates impact of the threat on the information asset. This is a function of the business operations that may be affected due to occurrence of the threat. This is directly correlated with the extent of damage caused by the specific threat.

Based on the organization's risk appetite, the following approaches may be taken for dealing with the risk:

- Transfer the risk - For instance, take a cyber security insurance cover.
- Accept the risk - If it is too low, or within the risk appetite of the organization, nothing needs to be done. Management may also decide to accept the risk if the mitigation measures are too expensive or too complex.
- Reduce the risk - Reduce vulnerabilities by putting more preventive controls in place, or reduce impact of the threat with more corrective/detective controls.
- Avoid the risk - By removal of the threat

7. Residual Risk

Acknowledgement of the risks and the decision on the risk of the information assets to accept the risk is residual risk.

Risk value	Treatment
>6	Risk will be treated
>2 - <=6	Will be treated on best effort
<=2	Accept the risk

Residual Risk Calculation			
Impact Rating	**Threat Probability**	**Risk Rating**	**Category**
3	3	9	High
2	3	6	Medium
3	2	6	Medium
2	2	4	Medium
1	3	3	Medium
3	1	3	Medium
1	2	2	Low
2	1	2	Low

4.7.1.3 Risk Assessment Periodicity

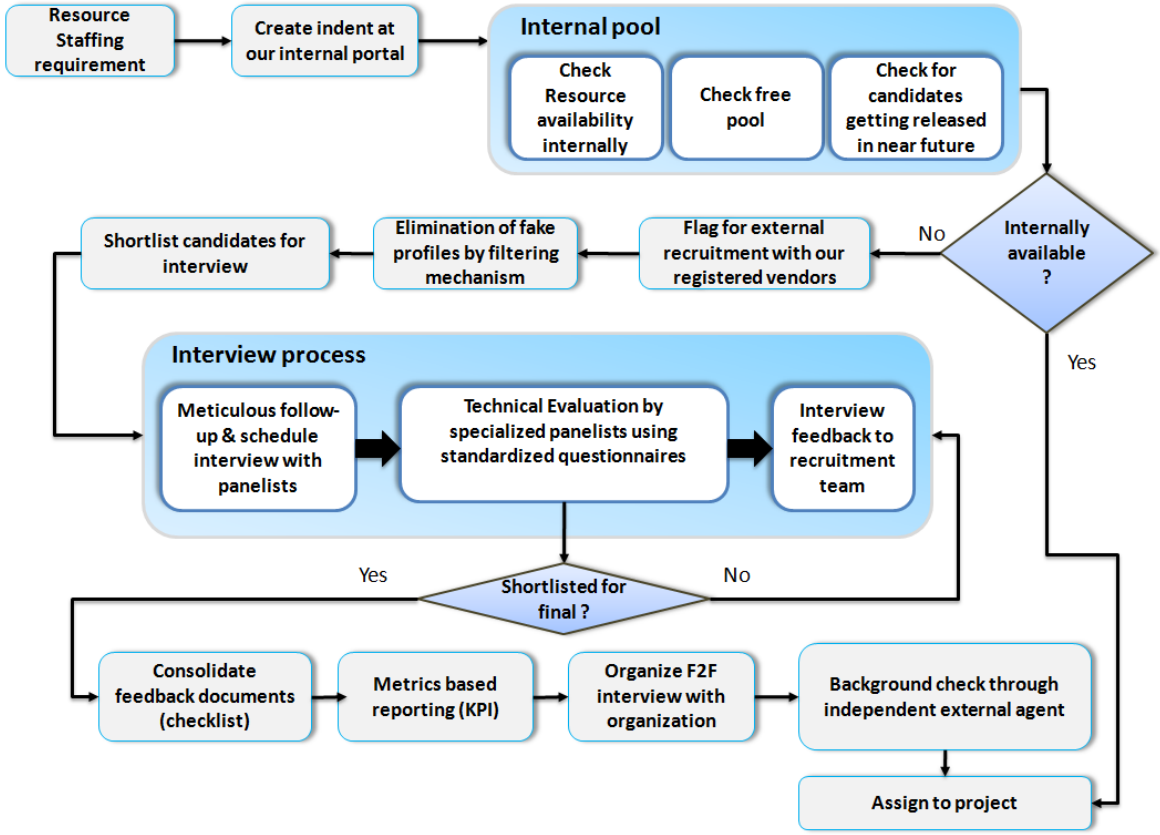
Risk assessments will be carried out annually and the following will be considered:

- Technology changes
- Organizational changes
- Business objective changes
- Threats identified
- External events such as the legal/regulatory/contractual obligations

Risk & Description	Risk Probability	Risk Impact	Mitigation Plan
Non-availability of Stakeholders, especially during the planned maintenance activities	Medium	High	Notifying at least a week in advance for the customer to ensure the availability of key stakeholders
Non-availability of Servers/ Systems/ Software/ User Licenses	Medium	High	Customer plans and organizes the availability of required hardware, software, and licenses
Non-availability of appropriate consultants for the project	Medium	Medium	Internal Project manager and program managers to ensure availability and back-ups
Inter-dependent processes affected due to member absence	Low	Medium	Internal Project manager(s) to formulate reasonable leave policies for the project

5 Resourcing Process

This section outlines the internal procedures for managing resource allocation and lifecycle within Managed Services engagements. It ensures that resource selection, onboarding, engagement, and offboarding are handled efficiently and in compliance with established standards.



5.1 Selection

The resource selection process ensures that only qualified and suitable candidates are proposed for Managed Services roles.

The steps include:

- Screening available internal resources, including bench consultants and those completing prior engagements.
- Searching the internal talent database for matching skillsets and experience.
- If internal options are unavailable, job postings are published, and sourcing is done through partner vendors and job portals.
- A structured interview process is followed:
    - **Two technical rounds** with domain/technology-specific panellists using standardized evaluation templates.
    - **One managerial round** to assess soft skills, communication, and adaptability.
    - **One HR round** for cultural fitment and organizational alignment.
- Only candidates who clear all evaluation stages are considered for deployment.

5.2 Onboarding

The onboarding process ensures a smooth and structured induction of selected consultants into the Managed Services team.

Key activities include:

- Collection and verification of required documentation (e.g., ID proof, certifications).
- Introduction to project-specific guidelines, communication protocols, and escalation paths.
- Setup of system access and workstation (if applicable).
- Assignment of onboarding mentors or coordinators.
- Orientation on internal tools, ticketing systems, and customer-specific practices.

5.3 Off-Boarding

The offboarding process ensures a controlled exit of consultants from the engagement.

This includes:

- Knowledge transition and documentation handover to peers or incoming team members.
- Completion of pending deliverables or ticket closures.
- Revocation of system and physical access.
- Collection of exit feedback and clearance forms.
- Final HR and administrative formalities.

5.4 Rostering (Shift Plan)

Resource rostering is managed based on the engagement's support window and SLA commitments.

The process includes:

- Preparation of monthly/weekly shift plans aligned with coverage requirements (24x7, 8x5, etc.).
- Assignment of primary and secondary support roles per shift.
- Tracking shift adherence and backup resource planning.
- Regular review of resource utilization and shift effectiveness.
- When creating monthly and weekly plans, planned leaves and festival holidays will be considered.

5.5 Consultant Access Management (Both Physical & System)

This process governs the provisioning and deactivation of access to customer systems and facilities.

It includes:

- Coordination with the customer to ensure timely provisioning of credentials, VPN, and required tools.
- Internal tracking of access provisioning status.
- Periodic review of active access to ensure compliance.
- Immediate deactivation of access during role change or offboarding.
- Maintenance of an access control register for audit and compliance purposes.
- Access to Data Center (DC) or similar facilities granted only based on roles and responsibilities, ensuring only authorized personnel have entry.

- Logging entry / exit / access logs
- Temporary or permanent access requests go through formal approval cycle by the internal stakeholders and authorized personnels
- Sensitive areas within the facility (e.g., core server racks, power units) require additional clearance or escorted access by authorized personnel.
- Sensitive areas within the facility (e.g., core server racks, power units) require additional clearance or escorted access by authorized personnel.

6 Governance

6.1 SLA Management

The SLAs defined for the AMS engagement are actively monitored and managed by the application Support team through the following structured activities:

- **Performance Level Monitoring**
  Continuous monitoring is conducted to ensure adherence to defined service performance levels. This includes proactive identification of potential breaches and corrective actions to maintain SLA compliance.
- **Service Performance Tracking**
  Each service is evaluated against the agreed requirements to ensure that baseline and other service levels are consistently met. This enables transparent tracking and timely resolution of any deviations.
- **Reporting**
  Periodic performance reports are prepared and shared with stakeholders. These reports serve as a key input for service reviews, performance evaluation, and governance meetings.
- **Trend Analysis**
  Incident trend analysis is carried out to identify recurring issues or patterns across geographies, business functions, or system areas. Insights gained from this analysis inform preventive actions such as targeted user training, enhancements to stabilize processes, or initiation of formal Problem Management.

6.2 SLA Types and Metrics

The standard SLA Target times for incident and service request target SLAs are given below. However, the resolution time will be based on the customer's requirements.

Incident and Request Priority

Incident and Request Priority	Severity	Response Time*
P1	Critical	30 mins
P2	High	1 Hour
P3	Medium	2 Hours
P4	Low	8 Hours
P5	Planning	16 Hours

*Sample data

Incident resolution time is not standardized as it varies based on the platform involved and the shared responsibility model with third-party providers or cloud vendors. The complexity, support agreements, and escalation paths differ, influencing how quickly incidents can be resolved.

SLA Response Time: Time taken by KaarTech to acknowledge the issue.

SLA Resolution Time: Time taken to resolve the incident in the production environment.

1 Business Day = 8 Business hours

Metrics

To enable objective evaluation of service performance, a set of quantitative metrics is proposed. These metrics are designed to assess the adherence to defined SLAs and the overall level of customer satisfaction. Regular tracking of these indicators helps ensure transparency, continuous improvement, and alignment with business expectations.

The following metrics are recommended to measure the quality of support services:

Time to First Response

Measures the average time taken to acknowledge a reported issue. This value is recorded in the ticketing system and indicates the responsiveness of the support team. Shorter response times reflect better service engagement.

Time to Resolution

Captures the average time required to resolve reported issues. This metric evaluates the efficiency and technical competency of the support team. A lower average resolution time suggests effective issue handling and problem-solving capabilities.

Time Waiting for Support

Refers to the time a ticket remains in an "open" or "waiting for support" status. Prolonged waiting periods negatively impact user experience and satisfaction. Minimizing this time is critical to maintaining high service quality.

First Contact Resolution (FCR) Rate

Indicates the number of issues resolved at the first point of contact without the need for further escalation. A high FCR rate demonstrates strong domain expertise and the ability to resolve incidents promptly.

Knowledge Management and Self-Service Enablement

A structured knowledge base is developed by capturing data from past incidents and documenting their resolutions. Over time, this evolves into a mature Known Error Database (KEDB) and digital assistant tools, enabling self-service support for end users. A higher number of issues resolved through self-service indicates service maturity and contributes to reduced ticket volumes.

6.3 Monitoring and Reporting

SLA monitoring is performed through an integrated combination of tools, processes, and governance controls. All incidents, service requests, and change activities are tracked through the ticketing system, which forms the primary data source for measuring SLA compliance.

The support team continuously monitors ticket lifecycles, service availability, and other defined KPIs using dashboards and automated alerts to ensure:

- Timely response and resolution of issues
- Identification of SLA breaches or risks
- Enforcement of escalation procedures where applicable
- Proactive trend analysis and early detection of recurring issues

Monitoring tools may include system-generated alerts, real-time dashboards, and weekly reports derived from ITSM platforms.

Reports are generated at predefined intervals to provide insights into operational performance and service quality. These reports form the basis for both internal reviews and customer-facing governance discussions.

Types of Reports:

- **Daily Monitoring Dashboards:**
  Internal view of ticket status, SLA adherence, and workload distribution.
- **Weekly Status Reports:**
  Summary of incidents, changes, and SLA metrics; shared with internal stakeholders.
- **Monthly SLA Compliance Reports:**
  Detailed report highlighting SLA performance, trends, root cause of breaches (if any), and corrective actions taken.

- **Quarterly Service Review Decks:**
  Strategic overview covering SLA compliance, improvement initiatives, risk areas, and service optimization proposals.

Please refer **Appendix B Sample reports and dashboards** in Section 10

6.4 Escalations

The escalation matrix for support services is structured across three levels. The final escalation structure will be reviewed, discussed, and mutually agreed upon prior to the commencement of the project.

Levels	Escalation Type	Customer Responsible Person	KaarTech Responsible person
Level 1	Operational	Single Point of Contact	Onsite Technical Lead
Level 2	Tactical	Application Division Head	Service Delivery Manager
Level 3	Strategic	IT Manager	AMS Head

6.4.1 Escalation Trigger Points

Level	Triggers
1st Level	• 10% variance in the SLA Agreement • Poor quality of deliverable • Non-adherence to standards, process, and policies
2nd Level	• 20% variance in the SLA Agreement • Non-availability of qualified resources
3rd Level	• Above 30% variance in the SLA agreement. • Continued failure in Quality of deliverables • Continued failure in adhering to standards, process, and policies • Continuous slips in the deliverables • Overall, the services do not meet the expectation

6.5 Rewards & Penalties

The application of penalties and service credits is subject to the specific terms and expectations defined within each customer engagement. These measures are implemented to enforce accountability and ensure adherence to agreed Service Level Agreements (SLAs).

Penalties may be imposed in the event of SLA breaches, particularly in scenarios such as:

- Failure to respond to **Priority 1 (P1)** incidents within the defined response time (e.g., no response for over one hour)
- **Unplanned outages** or non-availability of critical systems without prior maintenance notification

- **Lack of response or action** from the managed services team within agreed timelines

7 Communication and Reporting

Communication

Standard operating procedures are consistently applied across all support engagements. However, these procedures will be adapted as needed to align with the customer's internal processes and governance requirements.

The primary focus is to ensure effective collaboration with the customer's IT and business teams, maintaining alignment with their operational structure and expectations.

The following meeting structure will be implemented to monitor, govern, and continuously improve the service delivery throughout the engagement.

Meeting	Purpose	Frequency
Status Update	• Weekly status update • Review open items • Discuss risks & issues and agree on resolutions • Review open or breached incidents/ problems or configuration requests	Weekly
Service Reporting	• Provide transparency on actual service delivery and SLA performance of the last month	Monthly
Baseline Review	• To ensure the service is aligned with the needs • of customer's business • Redefine the services Baseline, Service Levels and Staffing requirements via review of financials, timelines & outputs • Review risks and issues • Resolve action items • Gather feedback	Quarterly
Major Incident Review	• A meeting that may be held during or after service is recovered to review the chronology of events concerning the incident, perform root cause analysis, identify, and assign action items to appropriate parties to prevent recurrence of the incident and produce an Incident Review Report as part of the Service Reporting. • This meeting may be initiated by either one of the involved parties.	As required or requested by either party.
Contract Review	• Review Scope Document timeline, scope, service hours, number of resources • Review SLA • Review performance deliverables	Yearly

Reporting

Standard operating procedures are applied consistently across all support engagements. These procedures may be adapted, where necessary, to align with the customer's internal processes and IT governance standards.

To evaluate the effectiveness of support services, a comprehensive set of end-to-end performance reports will be provided. These reports will include key performance indicators (KPIs) and metrics designed to track service quality, identify trends, and drive continuous improvement. Over time, these insights will support a measurable reduction in recurring issues and incidents.

Deliverable	Type	Frequency
SLA Governance	Report	Weekly
Security event log	Report	Weekly
Key health parameters	Report	Weekly
Access Control	Report	Bi-Weekly
Issue/Risk register	Report	Monthly
Asset Management	Report	Monthly
Vendor SLA Management	Report	Monthly
Patch Management	Report	Quarterly patch cycle or based on patch priority
CSAT & feedback	Report	Quarterly
DR Drill	Report	Bi-Annually
License/Subscription Audit	Report	Annually
Incident Management	Report	Monthly/On request
Change Management	Report	Monthly/On request
Problem Management	Report	Monthly/On request
Enhancements	Report	Monthly/On request
Service Requests	Report	Monthly/On request
Meetings		
Scrum / Stand-up (Internal)	Meeting/Call	Daily
IT SPOC	Meeting/Call	Bi-Weekly
IT Manager / Head connect	Meeting/Call	Monthly
Management / Leadership connect	Meeting/Call	Quarterly
Strategic Alignment		
Annual Emerging Technology Assessment	Document	Annual
Continuous Service		

Deliverable	Type	Frequency
Improvement Plan (CSI),	Document	
Annual IT Plan	Document	

8 Information Security

The purpose of this SOP is to ensure that all KaarTech personnels involved in this support engagement adhere the necessary process to be followed in case of an Information Security Incident and also to ensure that all Information Security incidents are duly reported to IT Service Desk and the same is documented and recorded.

Any information security compromise/breach attempt to compromise/breach, presence of security vulnerability/loophole, violation of security policies/guidelines, leak/unauthorized access of data/systems, shall be reported to IT Service Desk immediately upon detection.

8.1 Information security incident identification

An Information Security Incident is any event which threatens or has the potential to adversely affect the Confidentiality or Integrity or Availability, of the information systems/services. Some of the examples of an Information Security Incidents includes but not limited to the following:

- Website Defacement
- Denial of Service (DoS) or Distributed Denial of Service (DDoS)
- Unauthorized access or modification of Data or network or systems or services or programs
- Violation of KaarTech's policies, processes, guidelines
- Loss or Theft of equipment on which data is stored (Ex: Laptop, Hard Disk, Removable Media, Servers etc)
- Social Engineering (Ex: Phishing, Spam, spoofing tele-calls etc)
- Advanced Persistent Threats
- Ransomware Infection
- Malware/Virus/Trojan/Worm – Outbreak
- Data Exfiltration (Unauthorized Copying/Transferring, of data to external network/internet)
- Hacking/Intrusion
- Unauthorized Scanning (both horizontal and vertical) of KaarTech's network

8.2 Information Security Incident Reporting

- If any user detects or observes any of the (but not limited to) Information Security incidents mentioned, the same shall be reported by him/her to IT Service Desk immediately.
- Any critical alerts identified/detected by Firewall or Antivirus server; alerts will be routed directly to ServiceDesk via mail.
- Information Security incidents can be reported to IT Service Desk via the channels provided as per the SMTD.

8.3 Responsibility of Employees

- It is the duty of all the employees to report any security incident to IT Service Desk as soon as he/she comes to know of it.

- All employees shall not withhold or destruct or falsify - any information or evidence or data, from IT Service Desk.
- All employees shall co-operate with IT Service Desk and abide by the instructions, advisories, guidelines subjected to user security recommendation issued by IT Service Desk from time to time.
- All employees shall co-ordinate with IT Service Desk Team for security incidents and provide necessary details, logs, evidence, other assistance etc., to IT Service Desk Team as and when requested.
- Employees shall carry out necessary changes in their devices, application, database, software, websites, services etc., as per the advice of IT SERVICE DESK, to mitigate against security threats. Upon taking necessary action, the employee's, shall report back to IT Service Desk with the action taken status.
- All employees shall maintain an updated Asset Register, with details of their Assets and Risk ratings. The list shall be periodically updated and shared with IT Service Desk, as and when any changes are done on the asset.
- All employees shall patch their respective assets (hardware, software, application…. etc) regularly and ensure that the latest patches are installed successfully on all their assets.
- All users shall ensure that appropriate Anti-Virus solution (offered by KaarTech) is installed on all their system assets (like servers, PCs, laptops etc) and it shall be kept updated with the latest Antivirus definitions/signatures.

8.4 Responsibility of IT Service Desk

- IT Service Desk shall be the nodal agency for all Information Security Incidents happening in KaarTech's network or infrastructure or services.
- IT Service Desk shall act as a Single Point of Contact (SPOC), for the security incidents and shall co-ordinate between different stakeholders.
- IT Service Desk shall publish/circulate security advisories, security guidelines, security best practices…. etc., from time to time
- IT Service Desk shall maintain a knowledge base of Security Incidents, and details of their Investigation and Mitigation.
- IT Service Desk shall maintain a knowledge base of Security Advisories Upon detection/knowledge, of any security incident or vulnerability, IT Service Desk shall notify the respective user for mitigation.

8.5 Responsibility of Disciplinary Committee

- The role of the disciplinary prefect is to control the professional ethics of all support personnel involved in the engagement.
- Any employee violating the user security recommendation would be subject to disciplinary action regardless of whether their acts resulted in user security breaches.

8.6 Information Security Incident Classification

Classification Level	Description	Example
Level 1	Breach of sensitive data or information, Unauthorized Access, Compromise of systems or data	Data Exfiltration, backdoor, unauthorized modification of data, content, or configuration. Destroy or disrupt the devices, network, or services of KaarTech, compromise of e-mail of sensitive officials.

Classification Level	Description	Example
Level 2	Network Compromise, DoS/DDoS,	UDP/SYN/Http Flooding, NTP Amplification, compromise of network/security devices,
Level 3	Malicious Program	Malware, APTs, Trojans, Virus
Level 4	KaarTech's Policy Violation	Sharing of passwords, Using KaarTech's e-mail for sending spams, accessing restricted sites, unauthorized attempt to access removable media device, using KaarTech's network to launch malicious traffic against external networks.
Level 5	Reconnaissance Activity, Attempt to intrude	Unauthorized - Port scanning or scanning for vulnerabilities. Unauthorized Attempt to intrude into KaarTech's network/system/services.
Level 6	Others	This Level includes all other incidents which may not fit in the Levels 1 to 5.

9 GPMO Audit – Service Delivery Quality Assurance

Purpose:

- Ensure contractual compliance (SLAs, KPIs, deliverables)
- Assess service quality, stability, and performance
- Identify gaps, risks, or inefficiencies
- Validate security, access controls, and data handling
- Provide recommendations for improvement and optimization

The Audit team will cross check all the Reports specific to the Managed services engagement in a monthly once frequency.

Any potential Risk foreseen in SLA & KPI trends will be highlighted in Audit report. The Risk will be further tracked in Risk & issue Management of the MS Engagement.

The Audit report will be further shared with the KaarTech Leadership team and any deviations will be escalated in the All-Hands Leadership connect happening for that Business Unit weekly meeting. The audit also identifies areas for template corrections, Improvements in Tools & Technologies, Standardisation.

Key Areas of Audit:

Service Delivery & Operations

- SLA and KPI performance (incident response/resolution times, availability, uptime)
- Ticket lifecycle and categorization accuracy
- Resource utilization and staffing levels
- Change, release, and problem management practices

Governance & Compliance

- Adherence to service governance model (review cadence, escalation matrix)
- Audit trails and logs for changes, escalations, and incidents
- Policy adherence (ITIL, ISO, GDPR, HIPAA, etc.)
- Vendor and third-party compliance (if subcontracted)

Security & Access Management

- Identity and access controls (role-based access, least privilege, password policies)
- Incident handling and escalation protocols (especially for security events)
- Patch management, antivirus/malware defences, and vulnerability management
- Backup and disaster recovery readiness

Documentation & Knowledge Management

- Updated SOPs, runbooks, and process documentation
- Knowledge base articles and reuse in ticket resolutions
- Version control of documentation

Customer Experience & Satisfaction

- End-user feedback (CSAT, NPS)
- Communication and stakeholder engagement effectiveness
- Incident communication templates and history

10 Appendix

10.1 Appendix A

S. No.	Business Domain	SAP Skillset	Service Description
1	Finance		**Basic Settings**
2	Finance	FI	Define business area
3	Finance	FI	Define chart of Accounts
4	Finance	FI	Define GL Account Groups
5	Finance	FI	Define posting period variant
6	Finance	FI	Define Fiscal year variant
7	Finance	FI	Open and close posting periods
8	Finance	FI	Define Document types and number ranges
9	Finance	FI	Define Tolerance groups for G/L Accounts
10	Finance	FI	Define tolerance groups for employees
11	Finance	FI	Define tolerance groups for users
12	Finance	FI	Define Field status group
13	Finance	FI	Define Posting Key
14	Finance	FI	**GENERAL LEDGER MASTER**
15	Finance	FI	General ledger Master record
16	Finance	FI	Blocking of G/L Account
17	Finance	FI	Unblocking of G/L Accounts
18	Finance	FI	Changing of G/L Account
19	Finance	FI	Change Field Status
20	Finance	FI	Parking document
21	Finance	FI	Release the parking change amount
22	Finance	FI	Release the park document by deleting document
23	Finance	FI	Document Splitting
24	Finance	FI	Sample document
25	Finance	FI	Recurring document
26	Finance	FI	Individual Reversal
27	Finance	FI	Mass Reversal
28	Finance	FI	Reversal of Reversal
29	Finance	FI	Cleared item reversal
30	Finance	FI	**ACCOUNTS PAYABLE**
31	Finance	FI	Vendor Account Group Creation
32	Finance	FI	Number ranges for vendor Account Groups
33	Finance	FI	Tolerance group for Customers/Vendors
34	Finance	FI	Business Partners
35	Finance	FI	Vendor Master data creation
36	Finance	FI	**ACCOUNTS RECEIVABLE**
37	Finance	FI	Customer Account Group Creation
38	Finance	FI	Customer Account group number ranges

S. No.	Business Domain	SAP Skillset	Service Description
39	Finance	FI	Tolerance group for Customers
40	Finance	FI	**ASSET ACCOUNTING**
41	Finance	FI	Chart of Depreciation
42	Finance	FI	Account Determination
43	Finance	FI	Screen Layout
44	Finance	FI	Asset Master Creation
45	Finance	FI	Asset Class
46	Finance	FI	Depreciation Keys
47	Finance	FI	Depreciation methods
48	Finance	FI	**BANK ACCOUNTING**
49	Finance	FI	Create House bank Master
50	Finance	FI	Bank Account key
51	Finance	FI	**TAXATION**
52	Finance	FI	Creation of tax codes
53	Finance	FI	Assign Tax Calculation procedure
54	Finance	FI	Maintain Tax rates
55	Controlling	CO	**Basic Settings**
56	Controlling	CO	Maintain Controlling Area
57	Controlling	CO	Maintain Number Ranges for controlling documents
58	Controlling	CO	Maintain Versions
59	Controlling	CO	**Cost Element Accounting**
60	Controlling	CO	Creation of Primary Cost Elements
61	Controlling	CO	Creation of Secondary Cost Elements
62	Controlling	CO	Creation of Cost Element Group
63	Controlling	CO	**Cost Center Accounting**
64	Controlling	CO	Creation of Cost Center Standard Hierarchy
65	Controlling	CO	Creation of Cost Center Master Data
66	Controlling	CO	Creation of Cost Center Group
67	Controlling	CO	**Statistical Keyfigures**
68	Controlling	CO	Define Number Ranges for Busisness transaction RKS
69	Controlling	CO	Create Statistical Keyfigures
70	Controlling	CO	Enter Statistical Keyfigures
71	Controlling	CO	**Internal Orders**
72	Controlling	CO	Define Order types
73	Controlling	CO	Creation of Internal Order
74	Controlling	CO	Creation of Order Groups
75	Controlling	CO	Maintain Allocation Structure
76	Controlling	CO	Maintain Settlement Profile
77	Controlling	CO	Maintain Number Ranges for Settlement Documents
78	Controlling	CO	Define Controlling Number ranges
79	Controlling	CO	Maintain Number range for Budgeting

S. No.	Business Domain	SAP Skillset	Service Description
80	Controlling	CO	Define Tolerance limits for Availabilty Control
81	Controlling	CO	Specify Exempt cost elements from availablity Control
82	Controlling	CO	Maintain Budget Manager
83	Controlling	CO	**Profit Center Accounting**
84	Controlling	CO	Activate Profit Center Accounting in Controlling are
85	Controlling	CO	Maintain Controlling Area Settings
86	Controlling	CO	Creation of Dummy Profit Center
87	Controlling	CO	Set Control Parameters for Actual Data
88	Controlling	CO	Maintain Plan Version
89	Controlling	CO	Define Number range for Local Documents
90	Controlling	CO	Maintain Automatic Account Assignment
91	Controlling	CO	**Product Costing**
92	Controlling	CO	Creation of Activity Types
93	Controlling	CO	Define Overhead Keys
94	Controlling	CO	Define Overhead Groups
95	Controlling	CO	Define Calculation Bases
96	Controlling	CO	Define Percentage Overhead Rates
97	Controlling	CO	Define Credits
98	Controlling	CO	Define Costing Sheets
99	Controlling	CO	Assign Cost Sheet to Plant
100	Controlling	CO	Define Cost Component Structure
101	Controlling	CO	Assign Cost Sheet for Plan Order as well as Actual Order
102	Controlling	CO	Define Goods received Valuation for Order Delivery
103	Controlling	CO	Define Result Analysis Keys
104	Controlling	CO	Define Result Analysis Versions
105	Controlling	CO	Define Valuation Methords (Actuals)
106	Controlling	CO	Define Line IDS
107	Controlling	CO	Define Assignment
108	Controlling	CO	Define Update
109	Controlling	CO	Define Posting Rules for Settling work in Progress
110	Controlling	CO	Define Results Analysis Versions
111	Controlling	CO	Variance Calculation Customisations
112	Controlling	CO	Define Default Variance keys for Plants
113	Controlling	CO	Define Target Cost Version
114	Controlling	CO	Assign Variance Keys in Material Master
115	Controlling	CO	Settlement Customization
116	Controlling	CO	Creation of PA transfer Structure
117	Controlling	CO	Create Settlement Profile
118	Controlling	CO	Maintian Versions
119	Controlling	CO	Define Controlling Number ranges
120	Controlling	CO	**Profitability Analysis**

S. No.	Business Domain	SAP Skillset	Service Description
121	Controlling	CO	Maintain Characteristics
122	Controlling	CO	Maintain Value Fields
123	Controlling	CO	Maintain Operating Concern
124	Controlling	CO	Assign Controlling Area to Operating Concern
125	Controlling	CO	Define Number Ranges for Planning data
126	Controlling	CO	Maintain Versions
127	Controlling	CO	Assign Quantity Fields
128	Controlling	CO	Set up Planning Framework
129	Controlling	CO	Define Number Ranges for Actual Postings
130	Controlling	CO	Assign Value Fields
131	Controlling	CO	Maintian PA Transfer Structure for Direct Postings
132	Controlling	CO	Activate Profitability Analysis
133	Financial Supply Chain	FM	**Funds Management-Global Settings**
134	Financial Supply Chain	FM	Activate Global Funds Management Functions (PSM-FM)
135	Financial Supply Chain	FM	FM Area – Creation
136	Financial Supply Chain	FM	Assign Company Code to FM Area
137	Financial Supply Chain	FM	Activate Global Funds Management Functions (PSM-FM)
138	Financial Supply Chain	FM	Activate Global Functions for Budget Control System (BCS)
139	Financial Supply Chain	FM	Assign Fiscal Year Variant to FM Area
140	Financial Supply Chain	FM	**Master Data**
141	Financial Supply Chain	FM	Activate Account Assignment Elements
142	Financial Supply Chain	FM	Allow BLANK as Value for Account Assignment Elements
143	Financial Supply Chain	FM	Activate Account Assignment Elements in Budget Control System
144	Financial Supply Chain	FM	Deactivate Account Assignment Elements in Controlling
145	Financial Supply Chain	FM	Fund Center - Create/Change Hierarchy Variant
146	Financial Supply Chain	FM	Assign Hierarchy Variant to FM Area
147	Financial Supply Chain	FM	Create FM fund type
148	Financial Supply Chain	FM	Derivation of account assignment elements

S. No.	Business Domain	SAP Skillset	Service Description
149	Financial Supply Chain	FM	Budget Structure - Create
150	Financial Supply Chain	FM	Define Settings for the Budget Structure (For every year)
151	Financial Supply Chain	FM	**Budgeting**
152	Financial Supply Chain	FM	Budget Category
153	Financial Supply Chain	FM	Define Budget Types
154	Financial Supply Chain	FM	Assign Budget Types to Processes
155	Financial Supply Chain	FM	Define Budget Type for Consumption per Fund
156	Financial Supply Chain	FM	Edit Versions
157	Financial Supply Chain	FM	Define Release Scenario
158	Financial Supply Chain	FM	Define Release Scenario per Fund Type
159	Financial Supply Chain	FM	Define Release Scenario per Fund
160	Financial Supply Chain	FM	Define Budget Types for Release
161	Financial Supply Chain	FM	Assign Budget Types for Release to Processes
162	Financial Supply Chain	FM	Define Document Types
163	Financial Supply Chain	FM	Maintain Number Range Interval for Entry Documents
164	Financial Supply Chain	FM	Maintain Number Range Interval for Budget Change Documents
165	Financial Supply Chain	FM	Define Number Range Interval for Document Family
166	Financial Supply Chain	FM	Define Layout for Budgeting Workbench
167	Financial Supply Chain	FM	Define Field Status Variant
168	Financial Supply Chain	FM	Assign Field Status Variant
169	Financial Supply Chain	FM	Define Field Status Group
170	Financial Supply Chain	FM	Assign Field Status Group

S. No.	Business Domain	SAP Skillset	Service Description
171	Financial Supply Chain	FM	Maintain Field Status Definition
172	Financial Supply Chain	FM	Assign Field Status Definition
173	Financial Supply Chain	FM	Edit Status
174	Financial Supply Chain	FM	Assign Status to a Version
175	Financial Supply Chain	FM	**Availability Control**
176	Financial Supply Chain	FM	Check standard customizing for availability control (copy from 000)
177	Financial Supply Chain	FM	Edit Derivation Strategy for Activity Groups
178	Financial Supply Chain	FM	Edit Tolerance Profiles
179	Financial Supply Chain	FM	Define Derivation Strategy for Control Objects
180	Financial Supply Chain	FM	Assign Tolerance Profiles and Strategy for Control Objects
181	Financial Supply Chain	FM	Select Checking Horizon for Availability Control
182	Financial Supply Chain	FM	Define Activation of Availability Control
183	Financial Supply Chain	FM	**Funds Management-Specific Postings**
184	Financial Supply Chain	FM	Define Document Number Ranges
185	Financial Supply Chain	FM	Define Field Status Variant
186	Financial Supply Chain	FM	Assign Field Status Variant to company code
187	Financial Supply Chain	FM	Define Field Status Groups
188	Financial Supply Chain	FM	Define Field selection string
189	Financial Supply Chain	FM	Assign Field Selection String
190	Financial Supply Chain	FM	Define Document Types
191	Financial Supply Chain	FM	Define Rules for Account Assignment Transfer
192	Financial Supply Chain	FM	Define Rules for Account Assignment Transfer + assign

S. No.	Business Domain	SAP Skillset	Service Description
193	Financial Supply Chain	FM	**Actual and Commitment Update/Integration**
194	Financial Supply Chain	FM	Assign Update Profile to FM Area
195	Financial Supply Chain	FM	Override update profile
196	Financial Supply Chain	FM	Make Other Settings
197	Financial Supply Chain	FM	Define Number Ranges for Actual Transactions and Assign to FM Area
198	Financial Supply Chain	FM	Activate/Deactivate Funds Management
199	Human Resources	HCM	Creation of New Personnel Area
200	Human Resources	HCM	Creation of New Personeel Subarea
201	Human Resources	HCM	Creation of New Employee Group
202	Human Resources	HCM	Creation of New Employee Subgroup
203	Human Resources	HCM	Changes in exisiting Personnel Area
204	Human Resources	HCM	Changes in exisiting Personeel Subarea
205	Human Resources	HCM	Changes in exisiting Employee Group
206	Human Resources	HCM	Changes in exisiting Employee Subgroup
207	Human Resources	HCM	Addition of New Actions
208	Human Resources	HCM	Changes in Infogroup
209	Human Resources	HCM	Changes in Infotype Menu
210	Human Resources	HCM	Changes in Action Menu
211	Human Resources	HCM	Defaulting Payroll area
212	Human Resources	HCM	Defaulting Work schedule Rule
213	Human Resources	HCM	Creation of Work Schedule
214	Human Resources	HCM	Creation of Absence Type
215	Human Resources	HCM	Creation of Absence Quota
216	Human Resources	HCM	Creation of Attendance Type
217	Human Resources	HCM	Creation of Attendance Quota
218	Human Resources	HCM	Changes in Absence type
219	Human Resources	HCM	Changes in Absence Quota
220	Human Resources	HCM	Changes in Attendance Quota
221	Human Resources	HCM	Changes in Attendance Type
222	Human Resources	HCM	Changes in Work Schedule
223	Human Resources	HCM	Changes in Daily Work Schedule
224	Human Resources	HCM	Changes in Period Work Schedule
225	Human Resources	HCM	Creation of Holiday calendar
226	Human Resources	HCM	Addition of new public Holiday
227	Human Resources	HCM	Changes of Text in any infotype field
228	Human Resources	HCM	Creation of Payroll Area

S. No.	Business Domain	SAP Skillset	Service Description
229	Human Resources	HCM	Changes in Payroll Area
230	Human Resources	HCM	Generation of Payroll Period
231	Human Resources	HCM	Generation of Cumulation payroll
232	Human Resources	HCM	Creation of Payscale Area
233	Human Resources	HCM	Creation of Payscale Type
234	Human Resources	HCM	Creation of Payscale Group
235	Human Resources	HCM	Creation of Payscale Level
236	Human Resources	HCM	Creation of New wage type
237	Human Resources	HCM	Changes in Exisiting Wage type
238	Human Resources	HCM	Changes in Payroll Schema
239	Human Resources	HCM	Changes in Payroll Schema
240	Human Resources	HCM	Changes in Payroll Schema
241	Human Resources	HCM	Creation of new PCR
242	Human Resources	HCM	Creation of new PCR
243	Human Resources	HCM	Creation of new PCR
244	Human Resources	HCM	Changes in Exisiting PCR
245	Human Resources	HCM	Changes in Exisiting PCR
246	Human Resources	HCM	Changes in Exisiting PCR
247	Human Resources	HCM	Creation of New Performance appraisal Template
248	Human Resources	HCM	Creation of new PMS template by Copying exisiting template
249	Human Resources	HCM	LSMW - Data Upload
250	Human Resources	HCM	Creation of new contract type for IT0016
251	Human Resources	HCM	Creation of new Date type for IT0045
252	Human Resources	HCM	Addition of new entries for infotype fields from the dropdown or by F4
253	Human Resources	HCM	Changes in Quota compensation
254	Human Resources	HCM	Changes in ESS - Minor changes
255	Human Resources	HCM	Changes in ESS - Moderate Changes
256	Human Resources	HCM	Changes in ESS - Major Changes
257	Materials Management	MM	**Enterprise Structure**
258	Materials Management	MM	1 Plant & assigning valuation level
259	Materials Management	MM	1 Purchasing Organisation
260	Materials Management	MM	1 Storage Location
261	Materials Management	MM	1 Purchasing Group
262	Materials Management	MM	**General Logistics Settings**
263	Materials Management	MM	Field Selections & Screen Layouts

S. No.	Business Domain	SAP Skillset	Service Description
264	Materials Management	MM	Material Types & Attributes
265	Materials Management	MM	Material Groups & External Material Groups
266	Materials Management	MM	**MRP - Reorder Point**
267	Materials Management	MM	Configure and Test MRP
268	Materials Management	MM	**Purchasing**
269	Materials Management	MM	Attributes Of System Messages
270	Materials Management	MM	Purchasing Value Keys
271	Materials Management	MM	Document Types & Number Ranges
272	Materials Management	MM	Text Types for Header and Item Texts
273	Materials Management	MM	Release Strategy
274	Materials Management	MM	Set Tolerance Limits For Price Variance
275	Materials Management	MM	Screen Layout for Purchasing Document
276	Materials Management	MM	Define Copying Rules
277	Materials Management	MM	Confirmation Categories & Controls
278	Materials Management	MM	Pricing Procedures
279	Materials Management	MM	VAT Pricing MM
280	Materials Management	MM	PO Payment terms / Inco terms
281	Materials Management	MM	**External Services Management**
282	Materials Management	MM	Number Range for SES
283	Materials Management	MM	Attributes of System Messages
284	Materials Management	MM	**Inventory Mgmt. & Physical Inventory**
285	Materials Management	MM	Number Range Assignments

S. No.	Business Domain	SAP Skillset	Service Description
286	Materials Management	MM	Field Selections & Screen Layouts
287	Materials Management	MM	Tolerance Checks
288	Materials Management	MM	GR Form
289	Materials Management	MM	Goods Issue / Transfer Posting Form
290	Materials Management	MM	Reservation Forms
291	Materials Management	MM	**Valuation And Account Assignment**
292	Materials Management	MM	Split Valuation Configuration
293	Materials Management	MM	**Output configurations**
294	Materials Management	MM	Forms assignments & condition records
295	Materials Management	MM	**Master data**
296	Materials Management	MM	Business Partner Configuration
297	Materials Management	MM	**Batch Management**
298	Materials Management	MM	Medium Complexity
299	Materials Management	MM	**Screen Enhancements**
300	Materials Management	MM	Medium Complexity
301	Materials Management	MM	**Miscellaneous**
302	Materials Management	MM	LSMW (medium complexity)
303	Materials Management	MM	Forms (medium complexity)
304	Materials Management	MM	Reports (medium complexity)
305	Materials Management	MM	Mass Upload program for Master Data
306	Materials Management	MM	Mass Upload program for Transaction Data
307	Materials Management	MM	BDC for Data Upload

S. No.	Business Domain	SAP Skillset	Service Description
308	Materials Management	MM	Milestone Payment Configuration
309	Materials Management	MM	Payment Schedule Configuration
310	Materials Management	MM	Automatic GL determination in Service PO/PR based on Service Material Groups
311	Materials Management	MM	Vendor Evaluation activation
312	Materials Management	MM	External email notification for PO approval
313	Materials Management	MM	Version management activation (PO net value based)
314	Materials Management	MM	Inbound delivery activation
315	Materials Management	MM	Inter and Intra company STO activation
316	Materials Management	MM	Notification to user on receipt of material (Goods Receipt)
317	Sales and Distribution	SD	**Organization Structure**
318	Sales and Distribution	SD	Sales Organization Definition
319	Sales and Distribution	SD	Distribution Channel Definition
320	Sales and Distribution	SD	Division Definition
321	Sales and Distribution	SD	Assinging Sales Area
322	Sales and Distribution	SD	Sales Office Definition
323	Sales and Distribution	SD	Sales Group Definition
324	Sales and Distribution	SD	Assign Sales Office to Sales Area
325	Sales and Distribution	SD	Assign Sales Group to Sales Area
326	Sales and Distribution	SD	Assign Storage location to Plant
327	Sales and Distribution	SD	Assign Shipping Point to Plant
328	Sales and Distribution	SD	Assign Company Code to Sales Area
329	Sales and Distribution	SD	Assign Plant to Sales Area

S. No.	Business Domain	SAP Skillset	Service Description
330	Sales and Distribution	SD	Extension of Sales Area
331	Sales and Distribution	SD	**Customer Master Data**
332	Sales and Distribution	SD	Account Group Definition & Creation
333	Sales and Distribution	SD	Manual BP Creation
334	Sales and Distribution	SD	Business Partner Company Code Extension
335	Sales and Distribution	SD	Business Partner Sales Area Extension
336	Sales and Distribution	SD	Contact Person Creation and Extension
337	Sales and Distribution	SD	Internal Customer Assignment
338	Sales and Distribution	SD	Partner Determination
339	Sales and Distribution	SD	BP Configuration
340	Sales and Distribution	SD	BP Master data upload
341	Sales and Distribution	SD	Customer Master Creation
342	Sales and Distribution	SD	Customer Material Info Records
343	Sales and Distribution	SD	Sales Districts
344	Sales and Distribution	SD	Customer Group
345	Sales and Distribution	SD	Delivery Priority creation
346	Sales and Distribution	SD	Goods Receiving Hours determination
347	Sales and Distribution	SD	Customer Calender maintenance
348	Sales and Distribution	SD	Billing Schedule
349	Sales and Distribution	SD	**Basic Functions**
350	Sales and Distribution	SD	**Pricing**
351	Sales and Distribution	SD	Condition Tables Creation

S. No.	Business Domain	SAP Skillset	Service Description
352	Sales and Distribution	SD	Condition Types Creation
353	Sales and Distribution	SD	Access Sequence Definition
354	Sales and Distribution	SD	Pricing procedures Creation & Assignment
355	Sales and Distribution	SD	Pricing by Item Category
356	Sales and Distribution	SD	Condition Type Groups
357	Sales and Distribution	SD	**Free Goods**
358	Sales and Distribution	SD	Condition Tables Creation
359	Sales and Distribution	SD	Condition Types Creation
360	Sales and Distribution	SD	Access Sequence Definition
361	Sales and Distribution	SD	Field Catalog Definition
362	Sales and Distribution	SD	Pricing procedure assignment
363	Sales and Distribution	SD	Activate Free Goods Determination
364	Sales and Distribution	SD	Item category for Free Goods Item
365	Sales and Distribution	SD	Copy Control for Free Goods
366	Sales and Distribution	SD	**Number range definition and assignment (SNRO)**
367	Sales and Distribution	SD	**Taxes**
368	Sales and Distribution	SD	Tax Determination Rules Definition
369	Sales and Distribution	SD	Assign Delivery Plants for Tax Determination
370	Sales and Distribution	SD	Tax Relevancy for Customer Master
371	Sales and Distribution	SD	Tax Relevancy for Material Master
372	Sales and Distribution	SD	**Revenue account determination**
373	Sales and Distribution	SD	Define & Assign Account assignment Procedure

S. No.	Business Domain	SAP Skillset	Service Description
374	Sales and Distribution	SD	Define & Assign New Account Keys
375	Sales and Distribution	SD	Assign G/L Account
376	Sales and Distribution	SD	**Delivery and Transportation scheduling**
377	Sales and Distribution	SD	Scheduling by Sales Document
378	Sales and Distribution	SD	Scheduling by Shipping Point
379	Sales and Distribution	SD	Working hours Maintanance
380	Sales and Distribution	SD	Duration Maintanance
381	Sales and Distribution	SD	**S4 Hana output control**
382	Sales and Distribution	SD	**Availability Check and Transfer of Requirements**
383	Sales and Distribution	SD	Define Availability check group
384	Sales and Distribution	SD	Default values for Availability Check Groups
385	Sales and Distribution	SD	Configure Scope of Check
386	Sales and Distribution	SD	Availability Check Procudere for Schdule line category
387	Sales and Distribution	SD	Availability Check Procudere for Delivery line category
388	Sales and Distribution	SD	Back Order Processing
389	Sales and Distribution	SD	Availability Check against Product Allocation
390	Sales and Distribution	SD	Rule based Availability check
391	Sales and Distribution	SD	**Output Determination**
392	Sales and Distribution	SD	**Sales Documents**
393	Sales and Distribution	SD	Condition Tables Creation
394	Sales and Distribution	SD	Condition Types Creation
395	Sales and Distribution	SD	Access Sequence Definition

S. No.	Business Domain	SAP Skillset	Service Description
396	Sales and Distribution	SD	Assign Output types to partner Functions
397	Sales and Distribution	SD	Maintain output Determination Procedure
398	Sales and Distribution	SD	Assign output Determination Procedure
399	Sales and Distribution	SD	**Billing Documents**
400	Sales and Distribution	SD	Condition Tables Creation
401	Sales and Distribution	SD	Condition Types Creation
402	Sales and Distribution	SD	Access Sequence Definition
403	Sales and Distribution	SD	Assign Output types to partner Functions
404	Sales and Distribution	SD	Maintain output Determination Procedure
405	Sales and Distribution	SD	Assign output Determination Procedure
406	Sales and Distribution	SD	**Material Determination**
407	Sales and Distribution	SD	Condition Tables Creation
408	Sales and Distribution	SD	Condition Types Creation
409	Sales and Distribution	SD	Access Sequence Definition
410	Sales and Distribution	SD	Field Catalog Creation
411	Sales and Distribution	SD	Procedure Maintanence
412	Sales and Distribution	SD	**Dynamic Product proposal**
413	Sales and Distribution	SD	Define customer procedure for product proposal
414	Sales and Distribution	SD	Define Document procedure for product proposal
415	Sales and Distribution	SD	Assign document procedure to sales document type
416	Sales and Distribution	SD	Define Access sequence and product proposal procedure
417	Sales and Distribution	SD	**Cross selling**

S. No.	Business Domain	SAP Skillset	Service Description
418	Sales and Distribution	SD	Define determination procedure for cross selling
419	Sales and Distribution	SD	Maintain customer/document procedures for cross selling
420	Sales and Distribution	SD	Define and assign cross selling procedure
421	Sales and Distribution	SD	**Listing/Exclusion**
422	Sales and Distribution	SD	**Partner Determination**
423	Sales and Distribution	SD	**Text Control**
424	Sales and Distribution	SD	Define and assign text determination procedures
425	Sales and Distribution	SD	**Log of Incompletion**
426	Sales and Distribution	SD	Define & Assign Incompletion Procedures
427	Sales and Distribution	SD	**Serial Number Determination**
428	Sales and Distribution	SD	Maintain administration of serial numbers in sales documents
429	Sales and Distribution	SD	Serial Number Profiles configuration
430	Sales and Distribution	SD	**Routes**
431	Sales and Distribution	SD	Define Routes
432	Sales and Distribution	SD	Route Determination
433	Sales and Distribution	SD	Route schedule determination
434	Sales and Distribution	SD	**SALES**
435	Sales and Distribution	SD	**Sales Documents**
436	Sales and Distribution	SD	**Sales Document Header**
437	Sales and Distribution	SD	Define sales document types
438	Sales and Distribution	SD	Define & Assign Order Reasons to Sales Document type & Sales Org
439	Sales and Distribution	SD	Assign sales area to sales document types

S. No.	Business Domain	SAP Skillset	Service Description
440	Sales and Distribution	SD	**Sales Document Item**
441	Sales and Distribution	SD	Define and Assign Item categories
442	Sales and Distribution	SD	Define & Assign Item category usage
443	Sales and Distribution	SD	Define & Assign reason for rejection
444	Sales and Distribution	SD	**Schedule Lines**
445	Sales and Distribution	SD	Define and Assign schedule line categories
446	Sales and Distribution	SD	**Contracts**
447	Sales and Distribution	SD	**Master Contracts**
448	Sales and Distribution	SD	Activating Workflow for Master contracts
449	Sales and Distribution	SD	**Value Contract**
450	Sales and Distribution	SD	Maintain value contract and contract release type
451	Sales and Distribution	SD	Copy control for value contract
452	Sales and Distribution	SD	Creation of Status Profile Authorization Object
453	Sales and Distribution	SD	Define and assign status profiles
454	Sales and Distribution	SD	Maintain Copy control for sales documents
455	Sales and Distribution	SD	Returnable Packaging processing
456	Sales and Distribution	SD	Advanced Returns Management
457	Sales and Distribution	SD	**Billing**
458	Sales and Distribution	SD	**Billing Documents**
459	Sales and Distribution	SD	Define Billing Types
460	Sales and Distribution	SD	**Invoice List**
461	Sales and Distribution	SD	Assign Invoice list to billing type

S. No.	Business Domain	SAP Skillset	Service Description
462	Sales and Distribution	SD	Maintain Condition for Invoice list
463	Sales and Distribution	SD	Maintain Output For Invoice List
464	Sales and Distribution	SD	**Assembling Groups**
465	Sales and Distribution	SD	Assembling groups of billing documents
466	Sales and Distribution	SD	Assembling groups of invoice list
467	Sales and Distribution	SD	**Copy Control For Billing Documents**
468	Sales and Distribution	SD	Blocking reason definition
469	Sales and Distribution	SD	**Settlement Management**
470	Sales and Distribution	SD	**Pricing**
471	Sales and Distribution	SD	Define Condition Table
472	Sales and Distribution	SD	Define Access Sequence
473	Sales and Distribution	SD	Define Condition Type
474	Sales and Distribution	SD	Define Pricing Procedure
475	Sales and Distribution	SD	Define Schema Groups
476	Sales and Distribution	SD	Document Schema groups for Settlement Document Types
477	Sales and Distribution	SD	Define Customer Pricing Procedure
478	Sales and Distribution	SD	Define Pricing Procedure Determination
479	Sales and Distribution	SD	**Settlement Documents**
480	Sales and Distribution	SD	Document Types
481	Sales and Distribution	SD	Customer Settlement
482	Sales and Distribution	SD	Expence Settlement
483	Sales and Distribution	SD	**Settlement Process**

S. No.	Business Domain	SAP Skillset	Service Description
484	Sales and Distribution	SD	Define Settlement Process Types
485	Sales and Distribution	SD	**Logistics General**
486	Sales and Distribution	SD	Shipping point and receiving point determination
487	Sales and Distribution	SD	Shipping condition
488	Sales and Distribution	SD	Storage Location determination
489	Sales and Distribution	SD	**Special Process**
490	Sales and Distribution	SD	Intercompany /Intracompany Sales
491	Sales and Distribution	SD	Third party Sales
492	Sales and Distribution	SD	Consignment Sales
493	Sales and Distribution	SD	STO- Transfer between storage location with billing
494	Sales and Distribution	SD	Make to Order
495	Sales and Distribution	SD	Stock Transfer order
496	Sales and Distribution	SD	**Logistics Execution**
497	Sales and Distribution	SD	Define delivery types
498	Sales and Distribution	SD	Define & Assign Item categories for deliveries
499	Sales and Distribution	SD	Define Item category usage
500	Sales and Distribution	SD	Reasons for Blocking in Shipping
501	Sales and Distribution	SD	Proof of Delivery
502	Sales and Distribution	SD	Copy control for deliveries
503	Sales and Distribution	SD	Define copying requirements
504	Sales and Distribution	SD	**Picking**
505	Sales and Distribution	SD	Item categories relevant for picking

S. No.	Business Domain	SAP Skillset	Service Description
506	Sales and Distribution	SD	Define Picking requirements
507	Sales and Distribution	SD	Rules for Picking location determination
508	Sales and Distribution	SD	Define Storage conditions
509	Sales and Distribution	SD	Assign Picking locations
510	Sales and Distribution	SD	**Packing**
511	Sales and Distribution	SD	Define packing control by item category
512	Sales and Distribution	SD	Define requirements for packing in delivery
513	Sales and Distribution	SD	Define packaging material types
514	Sales and Distribution	SD	Define allowed packaging materials
515	Sales and Distribution	SD	**Handling**
516	Sales and Distribution	SD	Delivery Type Activation
517	Sales and Distribution	SD	Packaging Control By Item Category
518	Sales and Distribution	SD	Picking Profile for Handling Units
519	Sales and Distribution	SD	Setup Condition Techhniques for Packaging Instruction Determination
520	Sales and Distribution	SD	Access Sequence for Packaging Instruction Determination
521	Sales and Distribution	SD	Procedure for Packaging Instruction Determination
522	Sales and Distribution	SD	**Group Deliveries**
523	Sales and Distribution	SD	Define group of deliveries
524	Sales and Distribution	SD	Define groups for freight list
525	Sales and Distribution	SD	Delivery Lists
526	Sales and Distribution	SD	Barcode Integration
527	Sales and Distribution	SD	**Transportation Activation**

S. No.	Business Domain	SAP Skillset	Service Description
528	Sales and Distribution	SD	Maintain Freight codes
529	Sales and Distribution	SD	Shipping Deadlines
530	Sales and Distribution	SD	Output Control
531	Sales and Distribution	SD	Partner Control
532	Sales and Distribution	SD	Text Control
533	Sales and Distribution	SD	**Shipments**
534	Sales and Distribution	SD	Maintenance of Transportation relevance
535	Sales and Distribution	SD	Define blocking reasons for shipments
536	Sales and Distribution	SD	Define Shipment types
537	Sales and Distribution	SD	Selection variants for shipping lists
538	Sales and Distribution	SD	Define and assign activity profiles
539	Sales and Distribution	SD	**Shipment Costs**
540	Sales and Distribution	SD	Basic Functions
541	Sales and Distribution	SD	Define date rules
542	Sales and Distribution	SD	Define and assign Tariff zones
543	Sales and Distribution	SD	Shipment cost document
544	Sales and Distribution	SD	**Inquiry**
545	Sales and Distribution	SD	Standard Screen Mandatory field assignment for (Sales Org, Distribution Channel, Division)
546	Sales and Distribution	SD	Inquiry Creation
547	Sales and Distribution	SD	Reason for Rejection Configuration
548	Sales and Distribution	SD	Text Determination Creation and Assignment
549	Sales and Distribution	SD	Extra tab Creation in Standard Screen and Assignment

S. No.	Business Domain	SAP Skillset	Service Description
550	Sales and Distribution	SD	Output determination Configuration
551	Sales and Distribution	SD	User Specific Enabling/Disabling Fields
552	Sales and Distribution	SD	Upload Open Inquiries
553	Sales and Distribution	SD	**Quotation**
554	Sales and Distribution	SD	Standard Screen Mandatory field assignment for (Sales Org, Distribution Channel, Division)
555	Sales and Distribution	SD	Quotation Creation
556	Sales and Distribution	SD	Reason for Rejection Configuration
557	Sales and Distribution	SD	Extra tab Creation in Standard Screen and Assignment
558	Sales and Distribution	SD	Text Determination Creation and Assignment
559	Sales and Distribution	SD	User Specific Enabling/Disabling Fields
560	Sales and Distribution	SD	Pricing Procedure Configuration
561	Sales and Distribution	SD	Output determination Configuration
562	Sales and Distribution	SD	Upload Open Quotations
563	Sales and Distribution	SD	**Sales Order**
564	Sales and Distribution	SD	Standard Screen Mandatory field assignment for (Sales Org, Distribution Channel, Division)
565	Sales and Distribution	SD	Sale Order Creation
566	Sales and Distribution	SD	Reason for Rejection Configuration
567	Sales and Distribution	SD	Extra tab Creation in Standard Screen and Assignment
568	Sales and Distribution	SD	Text Determination Creation and Assignment(Header and Line item level)
569	Sales and Distribution	SD	User Specific Enabling/Disabling Fields
570	Sales and Distribution	SD	Pricing Procedure Configuration
571	Sales and Distribution	SD	Billing Plan type Configuration

S. No.	Business Domain	SAP Skillset	Service Description
572	Sales and Distribution	SD	Define and Assign Data Description
573	Sales and Distribution	SD	Define and Assign Data category(SD)
574	Sales and Distribution	SD	Maintain Data Proposal for Billing Plan Type
575	Sales and Distribution	SD	Assign Billing Plan Type to Sales Document type and Item Category
576	Sales and Distribution	SD	Output determination Configuration
577	Sales and Distribution	SD	Upload Open Sales orders
578	Sales and Distribution	SD	**Delivery Order**
579	Sales and Distribution	SD	Delivery Document Creation
580	Sales and Distribution	SD	Extra tab Creation in Standard Screen and Assignment
581	Sales and Distribution	SD	User Specific Enabling/Disabling Fields
582	Sales and Distribution	SD	Delivery Batch Determination
583	Sales and Distribution	SD	Copy Control Configuration- Delivery and Billing
584	Sales and Distribution	SD	Upload Program for Delivery
585	Sales and Distribution	SD	**Billing Document**
586	Sales and Distribution	SD	Billing Document Creation
587	Sales and Distribution	SD	Extra tab Creation in Standard Screen and Assignment
588	Sales and Distribution	SD	User Specific Enabling/Disabling Fields
589	Sales and Distribution	SD	Upload Program for Billing
590	Sales and Distribution	SD	**Forms Creation**
591	Sales and Distribution	SD	Customization Level - Low
592	Sales and Distribution	SD	Customization Level - Medium
593	Sales and Distribution	SD	Customization Level - High

S. No.	Business Domain	SAP Skillset	Service Description
594	Sales and Distribution	SD	**Reports Creation**
595	Sales and Distribution	SD	Customization Level - Low
596	Sales and Distribution	SD	Customization Level - Medium
597	Sales and Distribution	SD	Customization Level - High
598	Sales and Distribution	SD	**Enhancements Implementation**
599	Sales and Distribution	SD	Customization Level - Low
600	Sales and Distribution	SD	Customization Level - Medium
601	Sales and Distribution	SD	Customization Level - High
602	Sales and Distribution	SD	**Work Flow Configuration**
603	Sales and Distribution	SD	Workflow for Approval (Email Trigger and Notification)(One level Approver- Low)
604	Sales and Distribution	SD	Workflow for Approval (Email Trigger and Notification)(One level Approver- Low)
605	Sales and Distribution	SD	Workflow for Approval (Email Trigger and Notification)(One level Approver- High)
606	Sales and Distribution	SD	Downpayment
607	Sales and Distribution	SD	Condition Based Downpayment
608	Sales and Distribution	SD	Empties Management
609	Sales and Distribution	SD	**Credit Management**
610	Sales and Distribution	SD	Credit segment extension
611	Sales and Distribution	SD	Customer credit score calculation
612	Sales and Distribution	SD	Repair Management
613	Sales and Distribution	SD	LSMW-Master Data Upload
614	Sales and Distribution	SD	LSMW-BAPI Upload
615	Sales and Distribution	SD	IDOC Integration

S. No.	Business Domain	SAP Skillset	Service Description
616	Sales and Distribution	SD	Batch Data Communication
617	Sales and Distribution	SD	Sales Deal Process
618	Sales and Distribution	SD	Bonus Buy Process
619	Sales and Distribution	SD	Kit To Order
620	Sales and Distribution	SD	Variant Configuration Related to SD
621	Production Processes	PP	**MTO/MTS - Business Process**
622	Production Processes	PP	Business process
623	Production Processes	PP	Variant configuration
624	Production Processes	PP	Batch management
625	Production Processes	PP	Capacity requirement planning and scheduling
626	Production Processes	PP	Backflush and special procurement consideration
627	Production Processes	PP	Activity based costing
628	Production Processes	PP	Functional deficits
629	Production Processes	PP	Forms/Reports considerations
630	Production Processes	PP	Data conversion consideration
631	Production Processes	PP	Authorization considerations
632	Production Processes	PP/MM/SD	**MTO - Production Planning**
633	Production Processes	PP/MM/SD	Sales order
634	Production Processes	PP/MM/SD	MRP run
635	Production Processes	PP/MM/SD	Planned rrder generation
636	Production Processes	PP/MM/SD	Purchase requisition generation
637	Production Processes	PP/MM/SD	Order processing(includes FERT HALB)

S. No.	Business Domain	SAP Skillset	Service Description
638	Production Processes	PP/MM/SD	Subcontracting
639	Production Processes	PP/MM/SD	Goods posting
640	Production Processes	PP/MM/SD	Production order Settlement
641	Production Processes	PP/MM/SD	Production order closing
642	Production Processes	PP/MM	**MTS - Production Planning**
643	Production Processes	PP/MM	PIR Creation
644	Production Processes	PP/MM	MRP run
645	Production Processes	PP/MM	Planned rrder generation
646	Production Processes	PP/MM	Purchase requisition generation
647	Production Processes	PP/MM	Order processing(includes FERT HALB)
648	Production Processes	PP/MM	Subcontracting
649	Production Processes	PP/MM	Goods posting
650	Production Processes	PP/MM	Production order Settlement
651	Production Processes	PP/MM	Production order closing
652	Production Processes	PP/MM	**Rework - Production Planning**
653	Production Processes	PP/MM	Trigger rework order w/o material
654	Production Processes	PP/MM	Conformation
655	Production Processes	PP/MM	Goods posting
656	Production Processes	PP/MM	Production order Settlement
657	Production Processes	PP/MM	Production order closing
658	Production Processes	PP	**Production Process - Configuration**
659	Production Processes	PP	Define Order Types

S. No.	Business Domain	SAP Skillset	Service Description
660	Production Processes	PP	Define order type dependent parameters
661	Production Processes	PP	Define number range for orders
662	Production Processes	PP	Difine production scheduling profile
663	Production Processes	PP	Batch determination for goods mvmt
664	Production Processes	PP	Define confirmation parameters
665	Production Processes	PP	**Master Data Template prep and Upload**
666	Production Processes	PP	BOM
667	Production Processes	PP	Workcenter/Resource
668	Production Processes	PP	Routing/Master Recipe
669	Production Processes	PP	Production Version
670	Production Processes	PP	**Documentation**
671	Production Processes	PP	BPML
672	Production Processes	PP	BBP
673	Production Processes	PP	Solution Design
674	Production Processes	PP	Configuration
675	Production Processes	PP	Workshop and Gap Analysis
676	Production Processes	PP	Master Data Templates
677	Production Processes	PP	Test Scenarios
678	Production Processes	PP	UAT Scripts
679	Production Processes	PP	Transport Register
680	Production Processes	PP	Roles and Authorization Matrix
681	Production Processes	PP	User Manuals

S. No.	Business Domain	SAP Skillset	Service Description
682	Production Processes	PM	**Planned & Unplanned Maintenance**
683	Production Processes	PM	Business process
684	Production Processes	PM	Preventive Maintenance Process
685	Production Processes	PM	Breakdown Maintenance Process
686	Production Processes	PM	Corrective Maintenance Process
687	Production Processes	PM	Refurbishment Maintenance Process
688	Production Processes	PM	Calibration Maintenance Process
689	Production Processes	PM	Forms/Reports considerations
690	Production Processes	PM	Data conversion consideration
691	Production Processes	PM	Authorization considerations
692	Production Processes	PM	**Preventive Maintenance Process**
693	Production Processes	PM	Scheduling of Maintenance plan
694	Production Processes	PM	Order Creation through Maintenance Plan
695	Production Processes	PM	Purchase requisition generation for Non Stock Material and Service
696	Production Processes	PM	Spares issue for the Maintenance activity
697	Production Processes	PM	Order processing
698	Production Processes	PM	External Service Operations
699	Production Processes	PM	Activity confirmation and Completion
700	Production Processes	PM	Maintenance order Settlement and Closure
701	Production Processes	PM	**Breakdown Maintenance Process**
702	Production Processes	PM	Notification Generation and Release
703	Production Processes	PM	Maintenance Order generation against the Notificaiton

S. No.	Business Domain	SAP Skillset	Service Description
704	Production Processes	PM	Tasks and spares assignment for the repair activity
705	Production Processes	PM	Purchase requisition generation for Non Stock Material and Service
706	Production Processes	PM	Spares issue for the Maintenance activity
707	Production Processes	PM	Order processing
708	Production Processes	PM	External Service Operations
709	Production Processes	PM	Activity confirmation and Completion
710	Production Processes	PM	Breakdown Hours recording and Efficiency analysis
711	Production Processes	PM	Maintenance order Settlement and Closure
712	Production Processes	PM	**Corrective Maintenance Process**
713	Production Processes	PM	Notification Generation and Release
714	Production Processes	PM	Maintenance Order generation against the Notificaiton
715	Production Processes	PM	Tasks and spares assignment for the repair activity
716	Production Processes	PM	Purchase requisition generation for Non Stock Material and Service
717	Production Processes	PM	Spares issue for the Maintenance activity
718	Production Processes	PM	Order processing
719	Production Processes	PM	External Service Operations
720	Production Processes	PM	Activity confirmation and Completion
721	Production Processes	PM	Maintenance order Settlement and Closure
722	Production Processes	PM	**Refurbishment Maintenance Process**
723	Production Processes	PM / MM	Refurbishment Order Creation
724	Production Processes	PM / MM	Defective Component assignment
725	Production Processes	PM / MM	Tasks and spares assignment for the repair activity

S. No.	Business Domain	SAP Skillset	Service Description
726	Production Processes	PM / MM	Purchase requisition generation for Non Stock Material and Service
727	Production Processes	PM / MM	Defective Component issue for the refurbishment
728	Production Processes	PM / MM	Order processing
729	Production Processes	PM / MM	Subcontracting (Defective Component issued to vendor for Refurbishment)
730	Production Processes	PM / MM	Activity confirmation and Completion
731	Production Processes	PM / MM	Maintenance order Settlement and Closure
732	Production Processes	PM / MM	**Calibration Maintenance Process**
733	Production Processes	PM /QM	Scheduling of Maintenance plan
734	Production Processes	PM /QM	Order Creation through Maintenance Plan
735	Production Processes	PM /QM	Inspection Lot generated
736	Production Processes	PM /QM	Result Recording
737	Production Processes	PM /QM	Usage Decision
738	Production Processes	PM /QM	External Service Operations
739	Production Processes	PM /QM	Activity confirmation and Completion
740	Production Processes	PM /QM	Maintenance order Settlement and Closure
741	Production Processes	PM /QM	**Configuration**
742	Production Processes	PM	Functional Location structure
743	Production Processes	PM	Equipment Category with its view profile
744	Production Processes	PM	Equipment Object types
745	Production Processes	PM	Define Planner Group, plant section and person responsible
746	Production Processes	PM	Number Range assignment for Equipment, Measuring Point and Maintenance plan
747	Production Processes	PM	Define Notification Types

S. No.	Business Domain	SAP Skillset	Service Description
748	Production Processes	PM	Define Screen Structure and priorities
749	Production Processes	PM	Assign Number Ranges for Notification Types
750	Production Processes	PM	Define Order Types
751	Production Processes	PM	Maintain Scheduling Types for the orders
752	Production Processes	PM	Setting to Display cost
753	Production Processes	PM	Completion Confirmation Parameters
754	Production Processes	PM	Settlement Profile for Orders
755	Production Processes	PM	**Master Data Template prep and Upload**
756	Production Processes	PM	Work Center
757	Production Processes	PM	Functional Location
758	Production Processes	PM	Equipment
759	Production Processes	PM	Bill of Material
760	Production Processes	PM	Tasklist (Equipment / General / Functional Location)
761	Production Processes	PM	Measuring Point & Measuring Document
762	Production Processes	PM	Maintenance Plan
763	Production Processes	PM	**Documentation**
764	Production Processes	PM	BPML
765	Production Processes	PM	BBP
766	Production Processes	PM	Solution Design
767	Production Processes	PM	Configuration
768	Production Processes	PM	Workshop and Gap Analysis
769	Production Processes	PM	Master Data Templates

S. No.	Business Domain	SAP Skillset	Service Description
770	Production Processes	PM	Test Scenarios
771	Production Processes	PM	UAT Scripts
772	Production Processes	PM	Transport Register
773	Production Processes	PM	Roles and Authorization Matrix
774	Production Processes	PM	User Manuals
775	Production Processes	QM	**Quality Inspections**
776	Production Processes	QM	Business process
777	Production Processes	QM	Quality in Procurement
778	Production Processes	QM	Quality in Production
779	Production Processes	QM	Quality in Sales
780	Production Processes	QM	Quality in Stock Handling
781	Production Processes	QM	Quality Notifications
782	Production Processes	QM	Forms/Reports considerations
783	Production Processes	QM	Data conversion consideration
784	Production Processes	QM	Authorization considerations
785	Production Processes	QM/MM	**Quality in Procurement**
786	Production Processes	QM/MM	Purchase Order Generation
787	Production Processes	QM/MM	Goods Receipt against Purchase Order
788	Production Processes	QM/MM	Vendor Certificate Verification
789	Production Processes	QM/MM	Inspection Lot Generation
790	Production Processes	QM/MM	Result Recording
791	Production Processes	QM/MM	Defects Recording

S. No.	Business Domain	SAP Skillset	Service Description
792	Production Processes	QM/MM	Usage Decision
793	Production Processes	QM/MM	Stock Posting
794	Production Processes	QM / PP	**Quality in Production**
795	Production Processes	QM / PP	Production Order Generation and Release
796	Production Processes	QM / PP	Inspection Lot Generation
797	Production Processes	QM / PP	Result Recording
798	Production Processes	QM / PP	Defects Recording
799	Production Processes	QM / PP	Usage Decision
800	Production Processes	QM / PP	Final Goods Receipt against the Production Order
801	Production Processes	QM / PP	Inspection Lot Generation
802	Production Processes	QM / PP	Result Recording
803	Production Processes	QM / PP	Defects Recording
804	Production Processes	QM / PP	Usage Decision
805	Production Processes	QM / PP	Stock Posting
806	Production Processes	QM / SD	**Quality in Sales**
807	Production Processes	QM / SD	Sales Order Creation
808	Production Processes	QM / SD	Outbound Delivery Creation against Sales Order
809	Production Processes	QM / SD	Inspection Lot Generation
810	Production Processes	QM / SD	Result Recording
811	Production Processes	QM / SD	Defects Recording
812	Production Processes	QM / SD	Usage Decision
813	Production Processes	QM / SD	Post Goods Issue against Delivery

S. No.	Business Domain	SAP Skillset	Service Description
814	Production Processes	QM / MM	**Quality in Stock Handling**
815	Production Processes	QM / MM	Transfer Posting Creation
816	Production Processes	QM / MM	Inspection Lot Generation
817	Production Processes	QM / MM	Result Recording
818	Production Processes	QM / MM	Defects Recording
819	Production Processes	QM / MM	Usage Decision
820	Production Processes	QM / MM	Stock Posting
821	Production Processes	QM/MM/PP/ SD	**Quality Notification**
822	Production Processes	QM/MM/PP/ SD	ManualQuality Notification / Automatic notification Creation (Through Defects Recording)
823	Production Processes	QM/MM/PP/ SD	Notification Release
824	Production Processes	QM/MM/PP/ SD	Update Notification with Corrective action
825	Production Processes	QM/MM/PP/ SD	Task Assignment and Completion
826	Production Processes	QM/MM/PP/ SD	Notification Completion
827	Production Processes	QM	**Configuration**
828	Production Processes	QM	Define Inspection Types
829	Production Processes	QM	Define catalog and code groups
830	Production Processes	QM	Define number range for Inspection types
831	Production Processes	QM	Plant level Configuration
832	Production Processes	QM	Certificates and control key configurations
833	Production Processes	QM	**Master Data Template prep and Upload**
834	Production Processes	QM	Master Inspection Characteristics
835	Production Processes	QM	Selected Set

S. No.	Business Domain	SAP Skillset	Service Description
836	Production Processes	QM	Sampling procedure
837	Production Processes	QM	Catalog and Code groups
838	Production Processes	QM	Inspection Method
839	Production Processes	QM	Inspection Plan
840	Production Processes	QM	Quality info Record
841	Production Processes	QM	**Documentation**
842	Production Processes	QM	BPML
843	Production Processes	QM	BBP
844	Production Processes	QM	Solution Design
845	Production Processes	QM	Configuration
846	Production Processes	QM	Workshop and Gap Analysis
847	Production Processes	QM	Master Data Templates
848	Production Processes	QM	Test Scenarios
849	Production Processes	QM	UAT Scripts
850	Production Processes	QM	Transport Register
851	Production Processes	QM	Roles and Authorization Matrix
852	Production Processes	QM	User Manuals
853	Supplier Relationship	Ariba	**Requisitioning**
854	Supplier Relationship	Ariba	Local catalog
855	Supplier Relationship	Ariba	Punch out catalog
856	Supplier Relationship	Ariba	Non catalog / Ad hoc
857	Supplier Relationship	Ariba	Collaborative requisitioning

S. No.	Business Domain	SAP Skillset	Service Description
858	Supplier Relationship	Ariba	Requisition import / EOE (electronic order execution)
859	Supplier Relationship	Ariba	Budget check
860	Supplier Relationship	Ariba	**Ordering**
861	Supplier Relationship	Ariba	AN order delivery
862	Supplier Relationship	Ariba	Manual order dispatch
863	Supplier Relationship	Ariba	PO quick enablement
864	Supplier Relationship	Ariba	Supplier sending order confirmation
865	Supplier Relationship	Ariba	Supplier sending ship notices
866	Supplier Relationship	Ariba	PO export to ERP
867	Supplier Relationship	Ariba	Change order
868	Supplier Relationship	Ariba	Cancel order
869	Supplier Relationship	Ariba	**Receiving**
870	Supplier Relationship	Ariba	Manual receiving - Desktop
871	Supplier Relationship	Ariba	Manual receiving - Central
872	Supplier Relationship	Ariba	Auto receiving
873	Supplier Relationship	Ariba	Asset receiving
874	Supplier Relationship	Ariba	Receipt export to ERP
875	Supplier Relationship	Ariba	Receipt import from ERP
876	Supplier Relationship	Ariba	**Invoice creation**
877	Supplier Relationship	Ariba	Invoice creation - paper/buyer keyed into P2P
878	Supplier Relationship	Ariba	Invoice creation - paper/ICS (Invoice Conversion Service)
879	Supplier Relationship	Ariba	Invoice creation - electronic/AN UI

S. No.	Business Domain	SAP Skillset	Service Description
880	Supplier Relationship	Ariba	Invoice creation - electronic/EDI-cXML
881	Supplier Relationship	Ariba	Invoice creation - electronic/collaborative
882	Supplier Relationship	Ariba	Invoice creation - electronic/CSV upload
883	Supplier Relationship	Ariba	Invoice (INV) approval
884	Supplier Relationship	Ariba	**Invoice reconciliation**
885	Supplier Relationship	Ariba	Invoice reconciliation
886	Supplier Relationship	Ariba	Invoice exception handling and validation
887	Supplier Relationship	Ariba	Invoice reconciliation (IR) approval - PO based
888	Supplier Relationship	Ariba	Invoice reconciliation (IR) approval - contract based
889	Supplier Relationship	Ariba	Invoice reconciliation (IR) approval - non-PO invoice
890	Supplier Relationship	Ariba	OK2Pay export
891	Supplier Relationship	Ariba	**Payment and remittance**
892	Supplier Relationship	Ariba	ERP payment to supplier
893	Supplier Relationship	Ariba	ERP remittance advice posted to Ariba
894	Supplier Relationship	Ariba	**Credit memo**
895	Supplier Relationship	Ariba	Header level credit memo creation
896	Supplier Relationship	Ariba	Line item credit memo creation
897	Supplier Relationship	Ariba	Credit memo approval
898	Supplier Relationship	Ariba	Ok2Pay
899	Supplier Relationship	Ariba	**Contract compliance**
900	Supplier Relationship	Ariba	Contract creation standalone P2P
901	Supplier Relationship	Ariba	Contract Term creation - release order contract (Cxxx)

S. No.	Business Domain	SAP Skillset	Service Description
902	Supplier Relationship	Ariba	Contract Term creation - no release order contract (Cxxx)
903	Supplier Relationship	Ariba	Contract Term creation - release order BPO (BPOxxx)
904	Supplier Relationship	Ariba	Contract Term creation - no release order BPO (BPOxxx)
905	Supplier Relationship	Ariba	Contract Request (CR) approval
906	Supplier Relationship	Ariba	Transaction against Release contract/BPO
907	Supplier Relationship	Ariba	Transaction against no-release contract/BPO
908	Supplier Relationship	Ariba	**PCard (Purchase Card)**
909	Supplier Relationship	Ariba	PCard ordering
910	Supplier Relationship	Ariba	Charge loading
911	Supplier Relationship	Ariba	Charge reconciliation
912	Supplier Relationship	Ariba	Charge payment request export
913	Supplier Relationship	Ariba	**Catalog approval**
914	Supplier Relationship	Ariba	Create Catalog approval
915	Supplier Relationship	Ariba	**User profile management**
916	Supplier Relationship	Ariba	User profile update
917	Supplier Relationship	Ariba	Delegation of authority
918	Supplier Relationship	Ariba	User profile approval
919	Business Planning*	BPC/BW	Opex Planning
920	Business Planning*	BPC/BW	Capex planning
921	Business Planning*	BPC/BW	Manpower Planning
922	Business Planning*	BPC/BW	Revenue planning
923	Business Planning*	BPC/BW	Financial Statements
924	Business Planning*	BPC/BW	Budgeting Support
925	Project Systems	PS	**Project Structuring**
926	Project Systems	PS	Define Special Characters for Projects
927	Project Systems	PS	Define Project Coding Mask
928	Project Systems	PS	Define Partner Determination Procedure and Roles

S. No.	Business Domain	SAP Skillset	Service Description
929	Project Systems	PS	Create Project Profile
930	Project Systems	PS	Create Project Types for WBS Elements
931	Project Systems	PS	Assign Project Types to Project Profile
932	Project Systems	PS	Create User Defined Fields for WBS Elements
933	Project Systems	PS	Specify Person Responsible for WBS Elements
934	Project Systems	PS	Define Priorities for WBS Elements
935	Project Systems	PS	Define Field Selection for Work Breakdown Structures
936	Project Systems	PS	Maintain Validations
937	Project Systems	PS	Maintain Substitutions
938	Project Systems	PS	Maintain Network Types
939	Project Systems	PS	Specify Parameter for Network Types
940	Project Systems	PS	Maintain Network Profiles
941	Project Systems	PS	Set Up Number Ranges for Network
942	Project Systems	PS	Specify MRP Controller
943	Project Systems	PS	Define Control Key
944	Project Systems	PS	Account Assignment Categories and Document Types for Purchase Requisitions
945	Project Systems	PS	Availability Check for materials
946	Project Systems	PS	Define Checking Control
947	Project Systems	PS	Define Milestone Usage
948	Project Systems	PS	**Project Planning**
949	Project Systems	PS	Create/Change Planning Profile
950	Project Systems	PS	Assign Planning Profile to Project Profile
951	Project Systems	PS	Create CO Versions
952	Project Systems	PS	Maintain Value Categories
953	Project Systems	PS	Assign Cost Element to Value Categories
954	Project Systems	PS	**Project Budgeting**
955	Project Systems	PS	Maintain Budget Profiles
956	Project Systems	PS	Stipulate Default Budget Profile for Project Definition
957	Project Systems	PS	Define Tolerance Limits
958	Project Systems	PS	Specify Exempt Cost Elements
959	Project Systems	PS	**Project Simulation**
960	Project Systems	PS	Stipilate Version Keys for the Simulation
961	Project Systems	PS	Stipulate Simulation Profiles
962	Project Systems	PS	**Project Version**
963	Project Systems	PS	Create Profile for Project Version
964	Project Systems	PS	**Project Scheduling**
965	Project Systems	PS	Specify Parameter for Network Scheduling
966	Project Systems	PS	Date Planning in WBS
967	Project Systems	PS	Define Parameter for WBS Scheduling
968	Project Systems	PS	**Confirmation**

S. No.	Business Domain	SAP Skillset	Service Description
969	Project Systems	PS	Define Confirmation Parameters
970	Project Systems	PS	**Settlement**
971	Project Systems	PS	Create Allocation Structure
972	Project Systems	PS	Create Source Structure
973	Project Systems	PS	Define PS Transfer Structure
974	Project Systems	PS	Create Settlement Profile
975	Project Systems	PS	Specify Default Settlement Profile for Project Definition
976	Project Systems	PS	Define Settlement Rule for Network
977	Project Systems	PS	Define Strategies for Determining Settlement Rules
978	Project Systems	PS	Assign Strategies and Default Rules to Network Type
979	Project Systems	PS	Specify Default Settlement Profiles for Network
980	Project Systems	PS	Settlement Rule for Work Breakdown Structure Element
981	Project Systems	PS	Determine Strategy for Settlement Rule
982	Project Systems	PS	Assign Strategies to Project Profile
983	Bank Communication	BCM	**APP configuration**
984	Bank Communication	BCM	Payment method in country
985	Bank Communication	BCM	Payment method in company code
986	Bank Communication	BCM	Activating BCM
987	Bank Communication	BCM	**Basic Settings**
988	Bank Communication	BCM	Basic Settings for approval
989	Bank Communication	BCM	Reserve identification for Cross Payment Run Payment Media
990	Bank Communication	BCM	**Payment groupings**
991	Bank Communication	BCM	Rule maintainance
992	Bank Communication	BCM	Additional criteria for payment grouping
993	Bank Communication	BCM	Maintain Payment medium workbench
994	Bank Communication	BCM	Maintain payment medium formats
995	Bank Communication	BCM	Maintain Variants for payment medium formats
996	Bank Communication	BCM	Assign payment medium format to payment method

S. No.	Business Domain	SAP Skillset	Service Description
997	Bank Communication	BCM	**Release strategy**
998	Bank Communication	BCM	Mark rules for Automatic payments
999	Bank Communication	BCM	Change and release -Assign roles to release steps
1000	Bank Communication	BCM	Additional release steps -Define release steps
1001	Bank Communication	BCM	Additional release steps -Assign roles to release steps
1002	Bank Communication	BCM	Additional release steps-Assign workflow template to release procedure
1003	Bank Communication	BCM	Specify signature method for approval using simple signature
1004	Bank Communication	BCM	**Payment Status Management**
1005	Bank Communication	BCM	Map External status to internal status
1006	Bank Communication	BCM	Time out for batch status update
1007	Bank Communication	BCM	**Bank statement monitor**
1008	Bank Communication	BCM	Settings for Bank statement monitor
1009	Treasury	TRM	Define Company Code Additional Data
1010	Treasury	TRM	Define Field Selection
1011	Treasury	TRM	Assign Calendar
1012	Treasury	TRM	Release Procedure
1013	Treasury	TRM	Business Partner Group
1014	Treasury	TRM	Assign Attributes for Business Partner Group
1015	Treasury	TRM	Define Number Ranges for CO ID
1016	Treasury	TRM	Define Internal Recipient
1017	Treasury	TRM	Define Communication Channel
1018	Treasury	TRM	Define Correspondence Recipient Types

S. No.	Business Domain	SAP Skillset	Service Description
1019	Treasury	TRM	Define Correspondence Classes
1020	Treasury	TRM	Assign Correspondence for Inbound Process
1021	Treasury	TRM	Assign Format
1022	Treasury	TRM	Define Communication Profile
1023	Treasury	TRM	Define Correspondence Activities – Money Market
1024	Treasury	TRM	Define Correspondence Activities – Securities
1025	Treasury	TRM	Define Valuation Area
1026	Treasury	TRM	Define Accounting Codes
1027	Treasury	TRM	Assign Accounting Codes to Valuation Areas
1028	Treasury	TRM	Define and Assign Valuation Classes
1029	Treasury	TRM	Assign General Valuation Classes to Groups
1030	Treasury	TRM	Define Amortization Procedure
1031	Treasury	TRM	Define Position Management Procedure
1032	Treasury	TRM	Assign Position Management Procedure
1033	Treasury	TRM	Assign Update Types to Derived Business Transactions
1034	Treasury	TRM	Control of Processing of Derived Business Transactions
1035	Treasury	TRM	Assign Update Types for Accrual/ Deferral
1036	Treasury	TRM	Define Account Assignment Reference
1037	Treasury	TRM	Define Account Assignment Reference Determination (OTC Transactions)
1038	Treasury	TRM	Define Account Assignment Reference Determination (Securities/ Listed Derivatives)
1039	Treasury	TRM	Define Account Determination
1040	Treasury	TRM	Define Product Types

S. No.	Business Domain	SAP Skillset	Service Description
1041	Treasury	TRM	Define Number Range
1042	Treasury	TRM	Define Transaction Type
1043	Treasury	TRM	Define Flow Types
1044	Treasury	TRM	Assign Flow Types to Transaction Types
1045	Treasury	TRM	Define Condition Types
1046	Treasury	TRM	Assign Condition Types to Transaction Types
1047	Treasury	TRM	Assign General Valuation Class
1048	Treasury	TRM	Define Number Range for Security Classes
1049	Treasury	TRM	Define Condition Types
1050	Treasury	TRM	Define Condition Groups
1051	Treasury	TRM	Assign Condition Types to Condition Groups
1052	Treasury	TRM	Define Product types
1053	Treasury	TRM	Assign Repayment Types to Product types
1054	Treasury	TRM	Define Classification for Bonds
1055	Treasury	TRM	Assign Classification for Bonds
1056	Treasury	TRM	Define Number Range for Security Classes
1057	Treasury	TRM	Define Transaction Types
1058	Treasury	TRM	Define Flow Types
1059	Treasury	TRM	Assign Flow Types to Transaction Types
1060	Treasury	TRM	Assign General Valuation Class to Product Types
1061	Treasury	TRM	Specify Update Types for Securities Account Management
1062	Treasury	TRM	Assign Update Types to Condition Types

S. No.	Business Domain	SAP Skillset	Service Description
1063	Treasury	TRM	Assign Update Types to the Functions of Security Account Management
1064	Customer Relations	C4C	**Organizational Structure**
1065	Customer Relations	C4C	Maintain the Organizational Structure
1066	Customer Relations	C4C	**Master Data**
1067	Customer Relations	C4C	Accounts & Contacts
1068	Customer Relations	C4C	Competitors & Competitor Products
1069	Customer Relations	C4C	Employees & User Management
1070	Customer Relations	C4C	Products & Pricing
1071	Customer Relations	C4C	Changes with respect to Master Data
1072	Customer Relations	C4C	**Visits**
1073	Customer Relations	C4C	Configuring Visits
1074	Customer Relations	C4C	Customizations
1075	Customer Relations	C4C	**Surveys**
1076	Customer Relations	C4C	Configuring Surveys
1077	Customer Relations	C4C	**Activities**
1078	Customer Relations	C4C	Configuring Activities
1079	Customer Relations	C4C	**Workflows & Notifications**
1080	Customer Relations	C4C	Workflow
1081	Customer Relations	C4C	Notification
1082	Customer Relations	C4C	Escalation Matrix
1083	Customer Relations	C4C	Routing (Lead / Ticket)
1084	Customer Relations	C4C	Approval Process (Lead/Opportunity/ Quote/Order/Ticket)

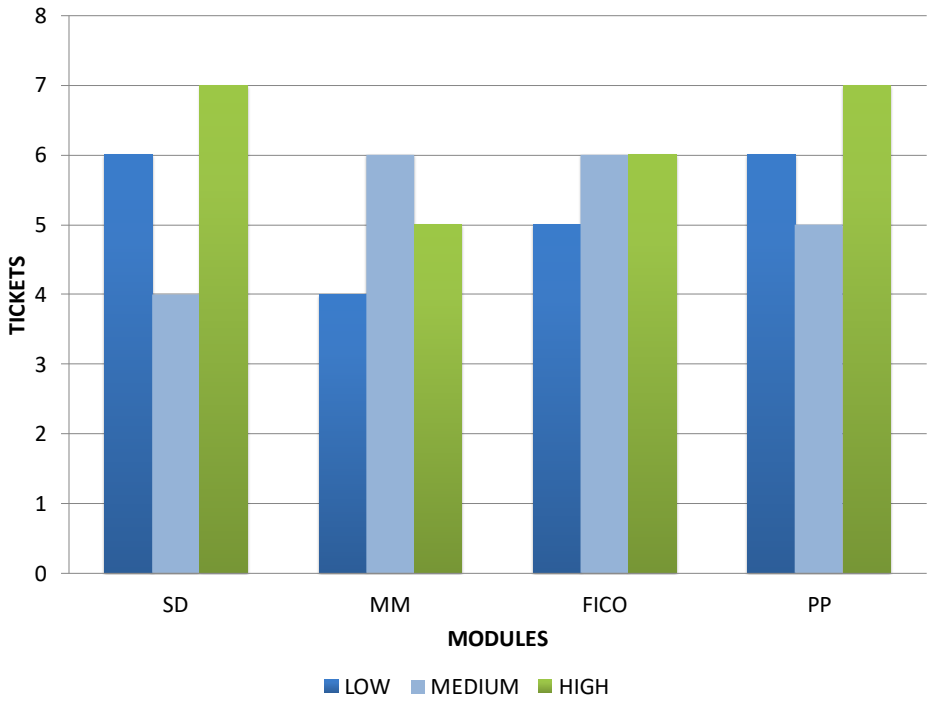
S. No.	Business Domain	SAP Skillset	Service Description
1085	Customer Relations	C4C	**Reports & Dashboards**
1086	Customer Relations	C4C	Configuring a report (Standard)
1087	Customer Relations	C4C	Configuring a report (Custom)
1088	Customer Relations	C4C	Configuring Dashboard
1089	Customer Relations	C4C	**Custom Business Object**
1090	Customer Relations	C4C	Interfaces
1091	Customer Relations	C4C	Configuing a custom BO
1092	Customer Relations	C4C	**Integration**
1093	Customer Relations	C4C	SAP S/4HANA (SD/CRM/CPM)
1094	Customer Relations	C4C	Telephony Integration (Service)
1095	Customer Relations	C4C	Built In integration (Outlook / Excel)
1096	Customer Relations	C4C	Business Card Scanner Applications
1097	Customer Relations	C4C	Social Media (Email / Facebook / LinkedIn / YouTube)
1098	Customer Relations	C4C - Sales	**Lead Management**
1099	Customer Relations	C4C - Sales	Configuring Leads
1100	Customer Relations	C4C - Sales	Customizations
1101	Customer Relations	C4C - Sales	Migrate leads using Excel Upload
1102	Customer Relations	C4C - Sales	**Opportunity Management**
1103	Customer Relations	C4C - Sales	Configuring Opportunities
1104	Customer Relations	C4C - Sales	Customizations
1105	Customer Relations	C4C - Sales	**Sales Quotation**
1106	Customer Relations	C4C - Sales	Configuring Quote

S. No.	Business Domain	SAP Skillset	Service Description
1107	Customer Relations	C4C - Sales	Customizations
1108	Customer Relations	C4C - Sales	Print Forms
1109	Customer Relations	C4C - Sales	**Sales Order**
1110	Customer Relations	C4C - Sales	Configuring Quote
1111	Customer Relations	C4C - Sales	Customizations
1112	Customer Relations	C4C - Sales	Print Forms
1113	Customer Relations	C4C - Sales	**Sales Pipeline & Forecast**
1114	Customer Relations	C4C - Sales	Configuring pipeline & Forecast
1115	Customer Relations	C4C - Sales	**Territory Management**
1116	Customer Relations	C4C - Sales	Configuring Territories
1117	Customer Relations	C4C - Sales	**Sales Campaign**
1118	Customer Relations	C4C - Sales	Configuring Campaigns
1119	Customer Relations	C4C - Sales	**Transactional Data**
1120	Customer Relations	C4C - Sales	Changes with respect to Transactional Data
1121	Customer Relations	C4C - Service	**Service Ticket**
1122	Customer Relations	C4C - Service	Configuring a Ticket
1123	Customer Relations	C4C - Service	Customizations

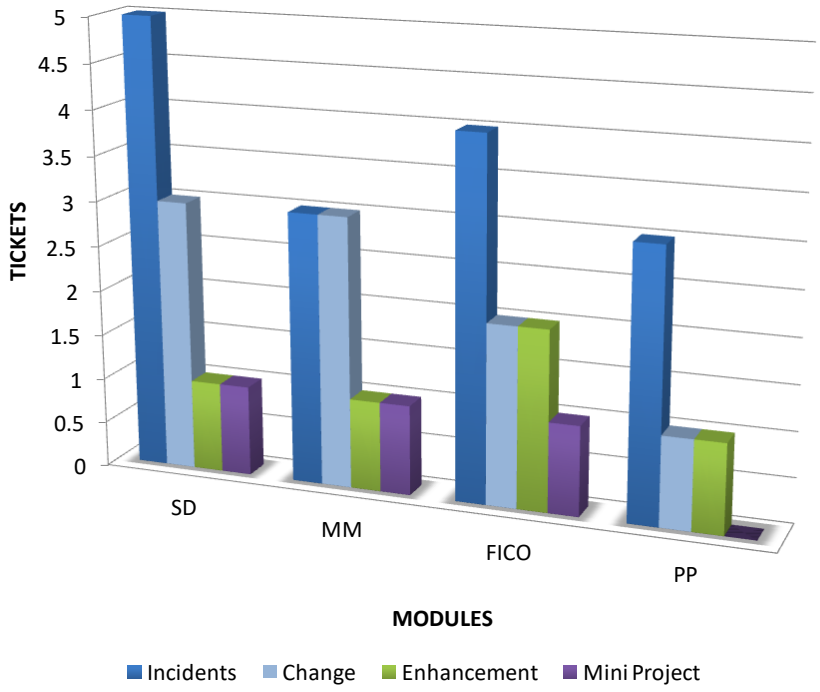
10.2 Appendix B

The following are the sample graphs that will be provided on a monthly basis for customer to analyze the system status and progress:

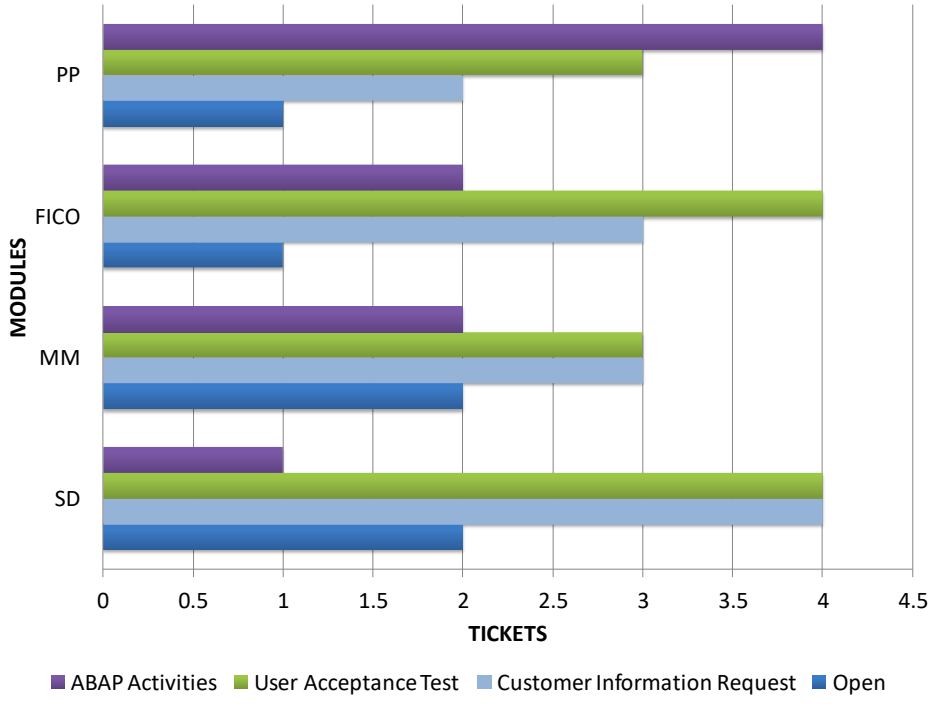
Module Wise, Priority Wise



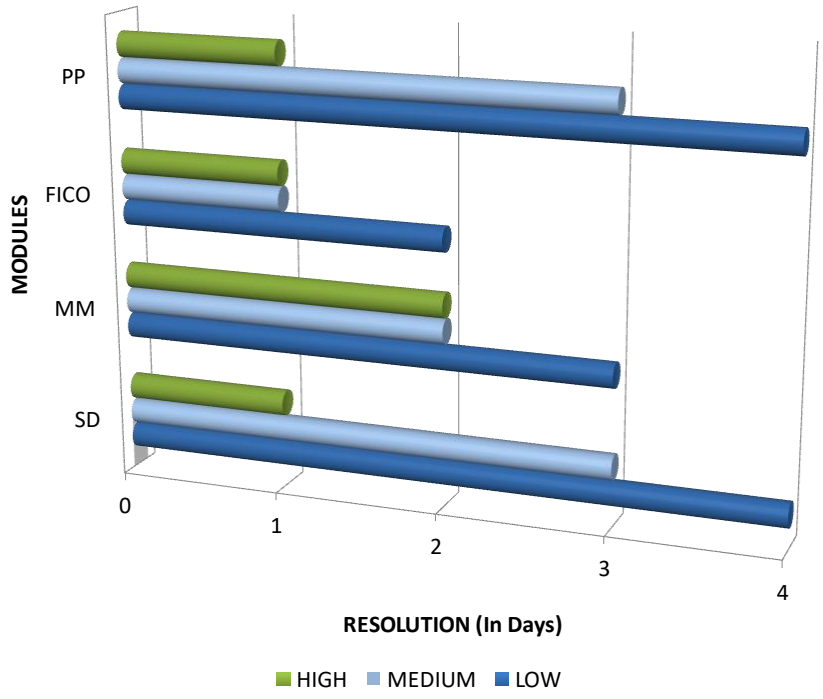
Module Wise, Issue Type Wise



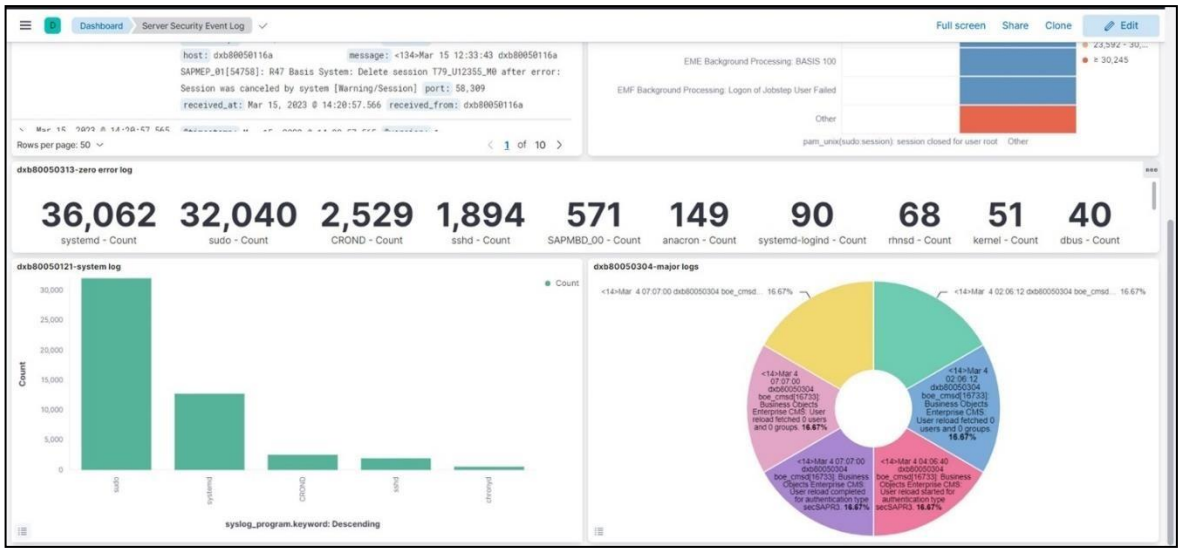
Module Wise, Status Wise



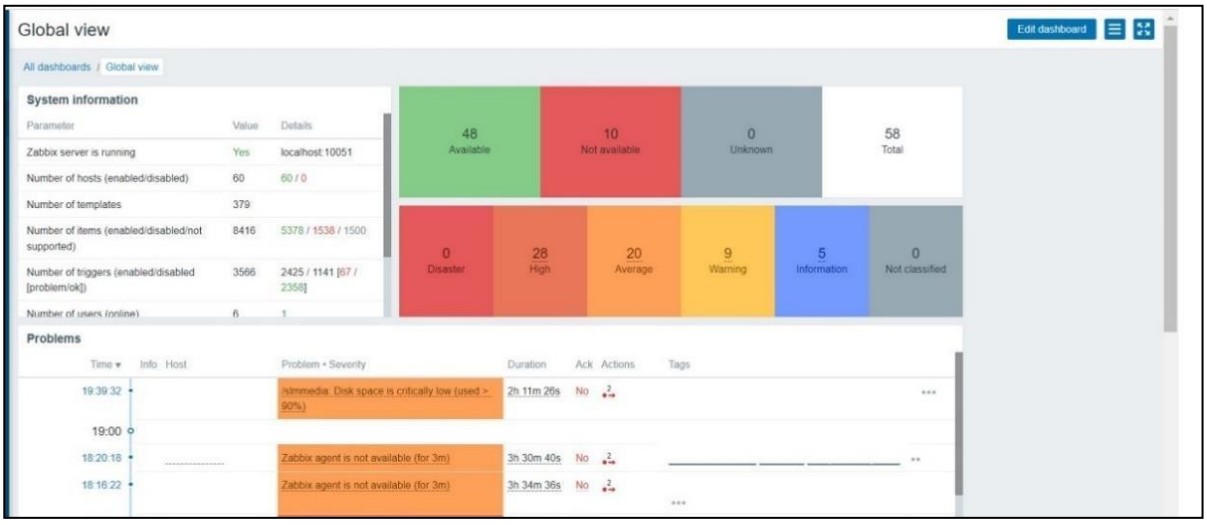
Module Wise, Priority Wise Avg Resolution Time



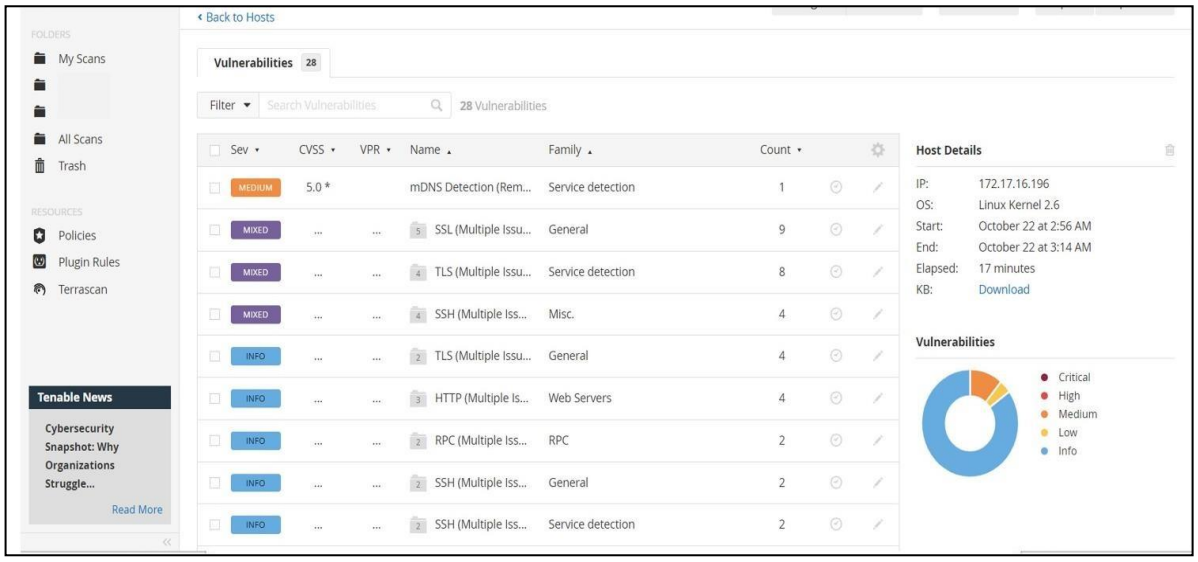
Dashboard of Data visualization and exploration tool used for log and time-seriesanalytics, application monitoring, and operational intelligence use cases



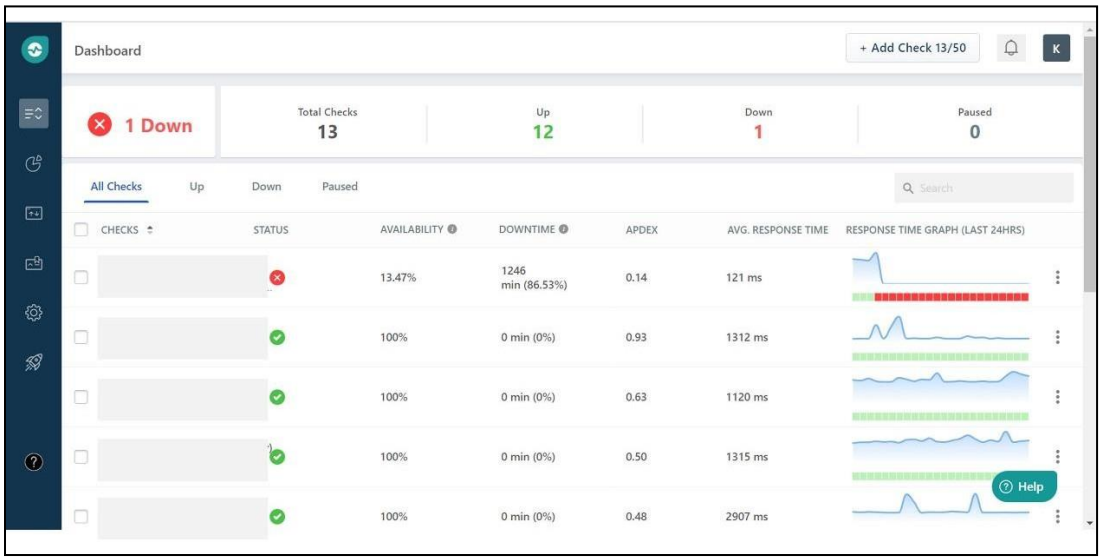
Consolidated Dashboarding: Insights on availability and performance checks, Real- time graphing, Extensive visualization graphs and slideshows, Historical data



Insights of Point-in-time assessments to identify software flaws, missing patches, malware and misconfigurations across operating systems, devices and applications.



Dashboard on detailed view of SLA of websites / services published on internet, Alerting if unavailable or high latency and create incident ticket to start with service desk



Insights on IT infrastructure to ensure systems, applications, services, and business processes are functioning properly. In the event of a failure, alert technical staff of theproblem, allowing them to begin remediation processes before outages affect business processes, end users