

## Managed SAP Business Intelligence or Business Objects

### 1 Standard Model tasks for BI or BO System Administration

In addition to the tasks described in *Managed SAP Core Solutions*, only the following are included:

Category	Task	Description
System Configuration	Creating/Updating Source System Connections	<ul style="list-style-type: none"> <li>. Configure and secure BOBI using certificates</li> <li>. Install, remove and add certificates</li> <li>. Configure and manage integration with SLD, SAP Solution Manager</li> </ul>
	License management	Product License Management and Provisioning (in regions where available); See Statement of Work
	Data source connection	Provide operating system-level data source connection support
System Operations	Performance	Troubleshooting of general/specific slowness
	Manage BOBJ server parameters (NW/Tomcat/APS/Web)	Manage server parameters of BOBJ (for example, Central Management Server (CMS) and Adaptive Processing Server) Configure access from Internet using a web proxy
	Memory usage	Monitor memory usage and make adjustments as necessary to optimize performance and minimize application related memory consumption issues
	Recover deleted objects	Recover deleted objects from Recycle Bin (version 4.2 and above)
	SAP Notes	Apply recommendations to SAP Notes for resolution of technical issues
Install/updates/upgrades	Add-ons	Installation of optional add-ons and related products (Lumira, DataServices, InfoSteward, Explorer)

### 2 Custom Model Tasks

The tasks which can be included under the Custom Control Model for BI or BO Systems are listed in the following table, require additional charges, and must be selected as in scope in the SOW otherwise they are out of scope.

Category	Task	Description
Install/updates/upgrades	Patch update	NTT will jointly plan the installation of BOBJ patches to align with Client testing plans; patches applied no more than once per quarter (for example, from release 4.1 to 4.2)

### 3 Tasks Not Included

The refresh of non-production system objects is not include (SAP recommends against system copy via DB and FRS backup/restore method.) Promotion Management should be used to promote production data objects back down to lower systems, as required.