

Technical Concierge for RISE with SAP

Technical Concierge for SAP RISE

Note: This is a STANDALONE service for use with SAP systems being provided by RISE with SAP. The complete service is defined by the combination of the following items:

- **Managed Services Operations** –service delivery operations that are common to all NTT Managed Services. See *Client Service Description*, latest version. Note, that SAP Security is **NOT** included.
- **Technical Concierge Service** – service delivery operations that are specific to augmented management of SAP systems in the RISE with SAP offering (the following section of this document).
- **Optional Add-on Services** – service delivery operations that are specific to add on services - see sections that follow. These operations are additive to the *Client Service Description* and *Managed SAP Core Solutions for SAP RISE* and must be added as per Client contracted services.

1 Overview of the Service




NTT's Technical Concierge for RISE with SAP service is designed to complement SAP's RISE with SAP solution. NTT will provide the technical management services for Client applications hosted on RISE with SAP described below. NTT will share actions, issues and information pertaining to any requests and overall health status of any SAP systems that are in scope in this SOW.




2 Client Responsibilities

- Client will maintain an active RISE with SAP subscription that is available and supported by SAP and provide all access, rights, use, and licenses as required by NTT to provide this Service.
- Client will establish an IPSEC VPN tunnel between NTT and the location where Client systems reside, to allow for reliable systems monitoring and rapid response to automated alerts and Client requests.
- Client will submit all service and change requests through NTT Services Portal with enough detail to perform the request. Unless otherwise stated, all service requests submitted by the client are considered approved.
- Client will define any review or change approvers needed by NTT to perform changes.
- Client will review, approve or decline any proposed changes by NTT.
- Client will request any SAP Notes or Corrections to SAP Software (functional notes).
- Client will provide formatting and other troubleshooting related to Printer Management.
- Client will restart non-standard SAP background jobs or perform any other reasonable request from NTT.
- Client will provide NTT access via NTT standard methodology.

3 Service Specific Operations

NTT offers three Service Tiers for Technical Concierge for SAP RISE. The Service Tier must be selected as In Scope in the SOW, otherwise all are out of scope.

- Tasks marked as  are included in the service for the specified Service Tier.
- Tasks marked as  are not included in the service for the specified Service Tier.
- Tasks marked as  are available at Client Request. Assistance will be debited from Client's available block of Technical Concierge for SAP RISE hours. The total number of will be specified in the SOW. All activities will be billed in minimum of one-hour increments. Any activities, request, or tasks, beyond the specified number of hours in the SOW, will be billed at NTT's current rates.

| Services | | Responsible Party | | | Client or Client 3rd Party Responsibility |
|------------------------------|--|---|---|---|---|
| | | Silver Service Tier | Gold Service Tier | Platinum Service Tier | |
| Infrastructure | | | | | Client Responsible |
| Connectivity IPSEC Set Up | Network configuration in public cloud target account | | | | Client Responsible |
| | NTT DC |  |  |  | |
| Operating System (OS) | OS implementation and support (SAP) | | | | Client Responsible |

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| Data Backup and Recovery | Execution | | | | Client Responsible |
| Database Implementation and Operation | Database support | | | | Client Responsible |
| Monitoring and Administration Database Backup and Recovery | Execution | | | | Client Responsible |
| SAP Basis Implementation and Operation Implementation | Client 000 support | | | | Client Responsible |
| | Client setup | ★ | ✔ | ✔ | |
| | Transport Management setup | ★ | ✔ | ✔ | |
| User Administration | Technical User account management (DDIC, SAP*) | | | | Client Responsible |
| | Lock, Unlock, Create and Delete Users | ★ | ✔ | ✔ | |
| | Change, Deletion, assignment, de-assignment of Profiles, Authorizations | ★ | ✔ | ✔ | |
| | Creation/Modification of Profiles, Authorizations | | | | Client Responsible |
| | Single Sign-on Implementation, Configuration and Maintenance | ✘ | ✘ | ✘ | Client Responsible |
| Certification Handling | Certification Authority (CA) Certificates procurement | | | | Client Responsible |
| | Managing Certificate Authority | ★ | ✔ | ✔ | |
| SAP Job Management | System Jobs (SAP Basis) - Planning | | | | Client Responsible |
| | System Jobs (SAP Basis) - Creation | | | | Client Responsible |
| | System Jobs (SAP Basis) - Error Analysis and Recommendation | ★ | ✔ | ✔ | |
| | Application Jobs- Planning | | | | Client Responsible |
| | Application Jobs - Creation (using NTT template) | ★ | ✔ | ✔ | |
| | Application Jobs - Error Analysis and Correction | | | | Client Responsible |
| Interface Management | RFC Status | ★ | ✔ | ✔ | |
| | EDI Setup, Configuration and ongoing Maintenance | | | | Client Responsible |
| | Third Party Interfaces in SAP, up to the limit specified in the SOW. | ✘ | ✘ | ✔ | Client Responsible if Silver or Gold tier selected as in scope in the SOW |
| | File Transfers - up to 10 processes - Monitoring, Troubleshooting within SAP | ★ | ✔ | ✔ | |

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| | Custom interfaces support | ✘ | ✘ | ✘ | Client Responsible |
| | Error analysis and correction - Technical Errors | ★ | ✔ | ✔ | |
| | Error analysis and correction - Application Errors | | | | Client Responsible |
| Cloud Connector Setup | Facilitate connectivity between Cloud, On-Prem and other external interfaces. | ✘ | ✔ | ✔ | Client Responsible if Silver tier selected as in scope in the SOW |
| Printer Management | Printer setup in SAP (Per SAP's compatibility list) | ★ | ✔ | ✔ | |
| | Printer queue and service setup at Operating System levels | | | | Client Responsible |
| | Creation of Device Types, Print Controls, Format Types and Page Formats | | | | Client Responsible |
| | Locking / Unlocking Printers (within SAP) | ★ | ✔ | ✔ | |
| | Restart / Redirection of Printer queues/jobs | | | | Client Responsible |
| | Temse Reorg / Consistency check | ★ | ✔ | ✔ | |
| SAP Basis Tuning | Review and recommendation of System parameters including Operation Modes, Load Balancing, Buffers, Profile Parameters, and Work Processes | ★ | ✔ | ✔ | |
| | Workload Analysis | ✘ | ✔ | ✔ | Client Responsible if Silver tier selected as in scope in the SOW |
| | Performance Optimization (Custom Code) | | | | Client Responsible |
| Correction and Transport Management System (TMS) | Technical Customization of TMS | ★ | ✔ | ✔ | |
| | Additional TMS functionality (e.g., Implementation of an Approval Process via Workflow) | ✘ | ✘ | ✘ | Client Responsible |
| | Transport imports (QA to PROD). DEV to QA is Automated | ★ | ✔ | ✔ | |
| | Technical support for issues related to Export or Import of Transports | ★ | ✔ | ✔ | |
| | Error analysis and correction of TMS settings | ★ | ✔ | ✔ | |
| System/Client Refresh | Client copies: Four (4) per contract year per landscape. Support of Local Client Copies. Five (5) business days advance notice to NTT. NTT will work with client on the method of copy to be used and coordinate with SAP to schedule and verify activity. Client is responsible for post copy functional activities (i.e., determining the transports to be re-imported) | ★ | ✔ | ✔ | |

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| | Support for Remote Client Copies or Client Export/Import: Five (5) business days advance notice to NTT. Client is responsible for post copy functional activities (i.e., determining the transports to be imported). | ✗ | ✗ | ✗ | Client Responsible |
| | SAP System copies: Two (2) per contract year per landscape. Five (5) business days of advance notice to NTT. Client is responsible for post copy functional activities (i.e., determining the transports to be reimported). | ★ | ✓ | ✓ | |
| Add-Ons, Patches, Notes | Technical Installation of SAP Add-Ons: Five (5) business days advance notice to NTT. | | | | Client Responsible |
| | Review of SAP Notes: Basis Module | ★ | ✓ | ✓ | |
| | Review of SAP Notes: Application Module | | | | Client Responsible |
| | SAP Kernel patch recommendation | ★ | ✓ | ✓ | |
| | Modification adjustment (SPDD, SPAU) | | | | Client Responsible |
| | Language Import: Five (5) business days advance notice to NTT. | | | | Client Responsible |
| | Support Pack upgrades | | | | Client Responsible |
| | Manage and support Version and Support Pack upgrades. One (1) upgrade per system landscape per year after the first year of contract. Five (5) business days advance notice to NTT. | ✗ | ✗ | ✓ | Client Responsible if Silver or Gold tier selected as in scope in the SOW |
| | Manage and support up to five (5) additional Add-Ons post-go-live over the term of the contract. | ✗ | ✗ | ✓ | Client Responsible if Silver or Gold tier selected as in scope in the SOW |
| | Manage and support up to five (5) additional Language Packs post-go-live over the term of the contract. | ✗ | ✗ | ✓ | Client Responsible if Silver or Gold tier selected as in scope in the SOW |
| Manage and support security patches, Kernel upgrades, OS upgrades and patches. | ✗ | ✗ | ✓ | Client Responsible if Silver or Gold tier selected as in scope in the SOW | |
| Account Management and Reporting | Assign Service Delivery Manager (SDM) assigned to Client as point of escalation and management for Client relationship. | ✗ | ✓ | ✓ | Client Responsible if Silver tier selected as in scope in the SOW |
| | Weekly (or every other week) status calls with Client | ✗ | ✓ | ✓ | Client Responsible if Silver tier selected as in scope in the SOW |

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| | Support for Audit executed by Client's Auditors: up to two (2) days per year, subject to the Agreement terms and conditions. | ✗ | ✓ | ✓ | Client Responsible if Silver tier selected as in scope in the SOW |
| | Quarterly SAP EWA review including Capacity planning. | ★ | ✓ | ✓ | |
| | Quarterly or Semi-Annual Business review (Business updates, Metrics and SLA's) | ✗ | ✓ | ✓ | Client Responsible if Silver tier selected as in scope in the SOW |
| | Basic SAP Portal support including Dashboard review and interaction with SAP. Support hours are Monday - Friday 8 -5 local time. | ✗ | ✓ | ✗ | Client Responsible if Silver or Platinum tier selected as in scope in the SOW |
| | Advanced SAP Portal support including Dashboard review and interaction with SAP. Support hours are 24x7. | ✗ | ✗ | ✓ | Client Responsible if Silver or Gold tier selected as in scope in the SOW |
| Monitoring | Technical Application Monitoring, up to the limit of the specified in the SOW. | ✗ | ✓ | ✓ | Client Responsible if Silver tier selected as in scope in the SOW |
| DR Exercise | Participate in annual DR exercise. | ✗ | ✗ | ✓ | Client Responsible if Silver or Gold tier selected as in scope in the SOW |
| Business Technology Platform (BTP) Integration Suite | Setup one (1) Cloud Foundry environment. | ✗ | ✗ | ✓ | Client Responsible if Silver or Gold tier selected as in scope in the SOW |
| | Configure and enable SSO with SAP Identity Authentication Services (IAS). Support up to two (2). | ✗ | ✗ | ✓ | Client Responsible if Silver or Gold tier selected as in scope in the SOW |
| | Setup Technical SAP Boosters. Support up to three (3). | ✗ | ✗ | ✓ | Client Responsible if Silver or Gold tier selected as in scope in the SOW |
| | Establish up to ten (10) Destinations. | ✗ | ✗ | ✓ | Client Responsible if Silver or Gold tier selected as in scope in the SOW |
| | Configure BTP with a Cloud Connector. | ✗ | ✗ | ✓ | Client Responsible if Silver or Gold tier selected as in scope in the SOW |
| | Basic setup of a SAP Business Application Studio (BAS). | ✗ | ✗ | ✓ | Client Responsible if |

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| | | | | | Silver or Gold tier selected as in scope in the SOW |
| New Builds | Installation of additional SAP Products. | | | | Client Responsible |
| | Post installation, provide technical configuration. | ✘ | ✘ | ✔ | Client Responsible if Silver or Gold tier selected as in scope in the SOW |

4 Limitations

- (a) IPsec tunnels must exist for NTT monitoring activities.
- (b) NTT SAP PAM solution must be implemented to access the Client's Basis environment.
- (c) Client will subscribe to a set number of hours per month specified in the SOW for Silver Service Tier. These hours will expire quarterly and cannot be carried over to future quarters. Any additional hours expended during the quarter that result from Client approved Service Request shall be billed at NTT's current rate or rate card provided in the SOW and updated as allowed by the Agreement.
- (d) Any Client Responsibilities.

5 Out of Scope

- (a) Any requests, or tasks, not defined in this service description or in the SOW.
- (b) Customized monitoring configurations not listed in this service description.
- (c) SAP Functional Support, unless contracted In Scope in SOW.
- (d) SAP Licensing
- (e) Anything not expressly stated as in scope in the SOW.
- (f) Deployment of physical or cloud infrastructure
- (g) Anything requiring physical access.
- (h) Any software, license or use rights.
- (i) Any access rights.
- (j) Anything not explicitly identified as in-scope in this SOW.

6 Tasks Included in Standard Transition

As part of the Service, the following tasks are included in the setup fee:

- (a) Setup and configuration IPSEC VPN tunnel for devices and systems fully under NTT's control.
- (b) Setup NTT Services Portal
- (c) Setup and implementation of NTT SAP PAM solution

7 Tasks Not Included in the Standard Transition

The following tasks are not included in the standard transition:

- (a) Deployment of physical or cloud infrastructure
- (b) Anything requiring physical access.
- (c) Any software, license or use rights.
- (d) Any access rights.
- (e) Anything not explicitly identified as in-scope in this SOW.