

REVISION DATE: APRIL 2025



DEPLOYMENT DESCRIPTION

THIS DOCUMENT DESCRIBES THE DEPLOYMENT SERVICES FOR
THE FOLLOWING SAP Ariba CLOUD SERVICES:

SAP Ariba Buying

SAP Ariba Buying and Invoicing

SAP Ariba Buying, multi-ERP edition

SAP Ariba Buying and Invoicing, multi-ERP edition

I. DEFINITIONS

Capitalized terms used in this Deployment Description that are not defined herein are defined in the SAP Subscription Agreement, GTC, or Order Form between SAP and Customer, or represent the name of Cloud Service features or SAP internal teams.

“SAP Ariba” or “Ariba” or “SAP”	Means the SAP entity identified in the applicable Order Form.
“Cloud Service”	<p>If not otherwise defined in a governing master agreement, means any distinct, subscription-based, hosted, supported, and operated on-demand solution provided by SAP under an Order Form. Cloud Services are sometimes also referred to as “Solutions” or the “Service” in SAP contracts and Documentation. As used in this Deployment Description, “Solution” and/or “Cloud Service” refers specifically to any one of the following Cloud Services, subscribed to by Customer under an Order Form:</p> <ul style="list-style-type: none"> ○ SAP Ariba Buying ○ SAP Ariba Buying and Invoicing ○ SAP Ariba Buying, multi-ERP edition ○ SAP Ariba Buying and Invoicing, multi-ERP edition
“Deployment Services”	Means the routinized Consulting Services provided to Customer concurrently with the initial purchases of a subscription to the Cloud Service to Customer to assist with the initial set-up, configuration, and deployment of such Cloud Service. Deployment Services are delivered remotely by resources that support multiple customer engagements concurrently.
“Supplemental SAP Services”	Means any other Consulting Services for the Cloud Service separately purchased by Customer in the applicable Order Form or separate Statement of Work (“SOW”), which are designed to supplement and augment the Deployment Services for the Cloud Service described herein.
“Deployment Description”	This document, which describes the Deployment Services for the Cloud Service.
“Deployment Kick-Off”	The date on which the SAP and Customer core project teams convene to align the entire project team on the goals, scope and approach defined during the Prepare phase.
“Go Live”	The date on which live transactions are entered into one single production system.

II. INTRODUCTION

The Deployment Description provides a high-level overview of the Deployment Services included in this Cloud Service.

Deployment Services may not be provided in countries in which the Cloud Service is not compliant with all applicable local laws and/or in which support is not available. Restrictions apply to certain features described within this document regarding the ERP system and middleware in use, as well as required prerequisites, these restrictions are described in detail in the SAP Ariba Solution description guide.

The Deployment Services described in this document are the required SAP services necessary to assist Customers with the set up and initial configuration of the Cloud Service in support of a single system Go Live. Coordination of Deployment Services across multiple Cloud Services is not covered by this Deployment Description.

SAP offers a variety of Supplemental SAP Services in addition to the baseline services described in this Deployment Description, which may be purchased by Customer for an additional fee. Supplemental Consulting Services are recommended by SAP to help Customers realize the full potential of the Cloud Service.

SAP recommends a deployment scope discussion with SAP Consulting to discuss Customer’s available resources and program initiative in order to determine what, if any, Supplemental Consulting Services should be considered.

III. SCOPE OF SAP ARIBA DEPLOYMENT SERVICES

SAP will provide the Deployment Services as described below. Any change in the specific scope of Deployment Services, including Customer-requested relocation of the instance to a different Data Center, must be mutually agreed upon by the parties in writing and may be subject to additional fees.

PREPARE PHASE (also sometimes referred to as “Architect Phase”)		
The purpose of this phase is to confirm that the scope is defined, and that Customer is ready to start the project.		
Activities in this Phase	SAP Responsibilities	Customer Responsibilities
Confirm Goals, Scope and Roll Out Plan	<ul style="list-style-type: none"> • Conduct deployment overview. 	<ul style="list-style-type: none"> • Provide business goals and success metrics.

	<ul style="list-style-type: none"> Review major scope elements. Confirm project scope with Customer. 	<ul style="list-style-type: none"> Make decisions on project scope.
Plan Deployment and Confirm Readiness	<ul style="list-style-type: none"> Assign SAP resources to project roles. 	<ul style="list-style-type: none"> Assign Customer resources to project roles.
	<ul style="list-style-type: none"> Provide sample project plan, establish recurring meetings, and propose status report format. 	<ul style="list-style-type: none"> Contribute Customer tasks and timing to the sample project plan. Define the project management and governance framework for the SAP Deployment Services, in accordance with this Deployment Description.
	<ul style="list-style-type: none"> Draft the Deployment Kick-Off presentation and agenda. 	<ul style="list-style-type: none"> Contribute to, review, and approve the Deployment Kick-Off presentation. Identify and assess project impact on other departments and proactively communicate with stakeholders to obtain their support.
	<ul style="list-style-type: none"> Provide SAP features and functions training as indicated below in this Deployment Description. 	<ul style="list-style-type: none"> Send Customer team member(s) to SAP features and functions training as necessary.
	<ul style="list-style-type: none"> Provide a requirements assessment questionnaire. 	<ul style="list-style-type: none"> Answer all questions in the requirements assessment questionnaire and identify decision makers as necessary. Provide up to date business process flows and requirements documentation.
	<ul style="list-style-type: none"> Review the requirements assessment questionnaire responses and other business process documentation and confirm Customer is ready to Kick-Off 	<ul style="list-style-type: none"> Meet all Kick-Off prerequisites. Confirm that Customer's project team will have access to all Customer system environments and tools that will be needed to conduct the project.

*EXPLORE PHASE		
The purpose of this phase is to confirm requirements and prepare Customer's technical infrastructure.		
Activities in this Phase	SAP Responsibilities	Customer Responsibilities
Technical Preparation	<ul style="list-style-type: none"> Conduct Architecture Review and load Template Baseline configuration into Customer's cloud service test realm Provide overview of SAP's technical topics and assist Customer to set up SAP integration tools for the Cloud Service. 	<ul style="list-style-type: none"> Install and configure the SAP integration tools, or other Customer middleware, to pass data between the Cloud Service and Customer's ERP and other Customer systems. Determine which integration and authentication methods will be used.
Deployment Kick-Off	<ul style="list-style-type: none"> Lead Deployment Kick-Off presentations to inform customers and SAP teams on goals, scope, timeline, workstreams and key project details. 	<ul style="list-style-type: none"> Participate in the Deployment Kick-Off.
	<ul style="list-style-type: none"> Provide instructions for logging into the test site. 	<ul style="list-style-type: none"> Core team members start learning functionality of the Cloud Service.
Requirements	<ul style="list-style-type: none"> Provide overview of product features and functionality of the Cloud Service. 	<ul style="list-style-type: none"> Attend product features and functionality overview sessions for the Cloud Service. Learn SAP Ariba product capabilities and configurability.
	<ul style="list-style-type: none"> Provide requirements framework and gather requirements. 	<ul style="list-style-type: none"> Hold internal meetings and lead activities needed to finalize requirements decisions. Provide business and technical requirements. Provide context and rationale for requirements as necessary.
Design	<ul style="list-style-type: none"> Document system configurations. 	<ul style="list-style-type: none"> Make design decisions. Verify system configuration documentation. Document all interfaces between Customer systems and Ariba interface specifications. Document all business processes affected by SAP Cloud Services.

*REALIZE PHASE CLOUD SERVICE SETUP TASK		
The purpose of this phase is to configure and test the Cloud Service.		
Activities in this Phase	SAP Responsibilities	Customer Responsibilities
Build	<ul style="list-style-type: none"> Support Customer as they implement interfaces to the Cloud Service test site. This includes: <ul style="list-style-type: none"> Master Data Interfaces Transactional Interfaces Additional support data that control business functions in the system This support is limited to providing direction to the documentation and training on the interfaces and providing guidance on the requirement for the initial installation of any SAP provided software. 	<ul style="list-style-type: none"> Implement master data and transactional interfaces to the Cloud Service test site. Make decisions on data sources and contents and create any data that will not be pulled from a source system. Develop any custom configurations or applications needed to obtain master data or automate its load. Develop and document practices for managing master data. Develop any custom configurations or applications required to interface transactions between Cloud Solution and Customer ERP or other integrated systems. Validate supplier test catalogs have been loaded, activated, reviewed, and tested in the test site.
	<ul style="list-style-type: none"> Build and unit test configurations and customizations to the Cloud Service Test site not available to the Customer. 	<ul style="list-style-type: none"> Build and unit test interfaces including error handling and notification functionality between Cloud Service, Customer ERP, and any other integrated systems.
	<ul style="list-style-type: none"> Provide generic sample test documentation. 	<ul style="list-style-type: none"> Create test plan. Document test use cases and test scripts.
Test (System and User Acceptance)	<ul style="list-style-type: none"> Validate readiness for testing. Address test defects related to SAP configurations. 	<ul style="list-style-type: none"> Validate readiness for testing. Manage and coordinate testing activities. Execute testing. Triage and investigate test defects. Address test defects with Customer systems or data. Raise test defects to SAP where appropriate. Include all information necessary to understand and recreate the test defect. Track and manage test defect resolution.

*DEPLOY PHASE		
The purpose of this phase is to go live and transition the Customer to SAP Customer Support.		
Activities in this Phase	SAP Responsibilities	Customer Responsibilities
Go-Live and Wrap Up	<ul style="list-style-type: none"> Prepare production cut over checklist for SAP activities. Validate readiness for production cut over. Execute SAP tasks of the cutover checklist. 	<ul style="list-style-type: none"> Identify and document all tasks needed to prepare Customer production systems to integrate with the Cloud Service production site. Validate readiness for production cut over. Execute Customer tasks of the cutover checklist.
	<ul style="list-style-type: none"> Facilitate transition to SAP Customer Support. Support Customer with major production issues for a maximum of two (2) weeks after Go Live. 	<ul style="list-style-type: none"> Grant Authorized Users access to the production site. Assume administrative and maintenance duties of Cloud Service site. Follow SAP Customer Support process for any issues requiring SAP attention.

(*) For clarity, the Explore, Realize, and Deploy phases are also sometimes, collectively, referred to as the “Enable” Phase.

IV. CLOUD SERVICE SCOPE ASSUMPTIONS

The key assumptions regarding features and functionality configured as part of the Deployment Services are set forth below. The selected features in scope must be defined and mutually agreed to within two (2) weeks of the commencement of the project. Thereafter, any changes to the optional features in scope must be mutually agreed upon by the parties in writing and may be subject to additional scoping, time, and fees.

- The Deployment Services include configurations of one (1) pack of five (5) custom fields for this Cloud Service. Support to configure additional custom fields will be subject to additional fees.

- Customer shall provide scope of the following optional functional items to the SAP Delivery team no later than the Deployment Kick-Off meeting to facilitate timely creation of the project plan:
 - Purchase cards (also known as “P-cards”)
 - Contract compliance
 - Requisition import
 - Asset receiving
 - Collaborative requisitioning
 - Purchasing units
 - Procurement workspace
- Below is a list of additional optional features that may be configured for Customer during the deployment timeline, subject to mutual agreement. Some of these features are dependent upon certain prerequisites, as described in the SAP Ariba cloud solutions description guide. Customer may choose to have a maximum of three (3) of the optional features set forth below to be configured by SAP as part of the Deployment Services. Additional features to be configured may be subject to additional fees and may impact the project timeline:
 - Evaluated receipt settlement (“ERS”)
 - Automatic invoicing against contract
 - Advance payment
 - Services purchase order
 - Total landed cost
 - Real time budget check
 - Demand aggregation and sourcing
 - Inventory Reservation
- Form builder is an optional feature in the Cloud Service for which the configuration is the responsibility of the Customer. Services for SAP to build the forms for the Customer are subject to additional fees. Deployment Services related to form builder are limited to information exchange on the topics below.
 - Creation of a form from a template or blank form
 - Adding fields and controls
 - Implementing an approval flow
 - Activating and assigning form access control
 - Publishing the form
- Dynamic forms are an optional feature in the Cloud Service for which the configuration is the responsibility of the Customer. Deployment Services related to dynamic forms are limited to information exchange on the following topics:
 - Creation of a dynamic form template
 - Creation of items and association of suppliers
 - Creation of contracts referencing dynamic forms
 - Creation of commodity codes specifically for dynamic forms
- Based on the region, the Spot Buy capability will be in scope.
 - US, Canada, Australia, and LAC countries
 - This feature does require a purchase card remittance process for certain regions, so the Customer must have some form of purchase card program in place.
 - For US, Canada and Australia, reconcilable documents can be a Procurement Card Charge or a Universal Charge Document.
 - Active accounts for the specific Marketplace and related Marketplace payment partner are required.
 - For example, the Marketplaces are eBay, Mercateo, Mercado Libre and the Marketplace payment partner for eBay is PayPal (Australia and Canada).
 - If the Customer requires the use of one of the reconcilable documents, the financial institution supporting the purchase card can send the charge files to the Customer. This charge file will be the standard SAP format.
 - Europe and Asia
 - The customer does not require a purchase card program, as the spot buy purchasing process will be the same or similar to the standard PO through Invoice process for other spend categories.
- Overall
 - Scope is limited to one (1) marketplace link and one (1) country. Deployment of additional marketplace links or countries a review of scope and may results in commercial discussions.
 - If the Customer requires charge reconciliation, the Customer must have a purchase card program in place wherein the financial institution supporting the purchase card can send the charge files to the Customer. This charge file will be the standard SAP Ariba format.
- Guided buying capability is an optional feature in the Cloud Service that may be configured for Customer. This feature is available to Customer sites hosted in the U.S. and E.U. Data Centers. SAP will provide the following Deployment Services to Customers that wish to configure this feature during the deployment services term. Items omitted from this list are considered self-service.
 - Enablement of the guided buying feature, including feature enablement, configuration of end points, suite integration.
 - One (1) design workshop to include a category planning session for a maximum of three (3) categories
 - The design workshop will be conducted remotely. If Customer requests on-site workshop support, Customer is responsible for all travel expenses related to the services performed on-site at Customer location that are mutually agreed upon in advance. Travel expenses (if any) will be billed as incurred.

- Provide guidance and oversight for the self-service components of guided buying, including:
 - Master data including bulk load of qualified and preferred suppliers.
 - Home page and subsequent tile design and build.
 - Policy enablement.
 - Tactical sourcing enablement, which includes a review of required sourcing templates.
 - Form definition, which may include requisition, tactical sourcing and standalone forms for guided buying.
 - Enablement of community feature to support guided buying; Deployment Lead to provide overview of community feature.
 - Assistance with production cutover.
 - Support for system testing and Go Live
- Note: The guided buying capability will be configured at the child site level for Customers with a multi-ERP edition site.
- The invoice print layout can be modified by an administrative user in the Invoice Management system via updates to the invoice print template. Deployment Services related to print templates is limited to information exchange that will allow the customer to perform changes to the print template on their own.

V. DEPLOYMENT SERVICES TIMELINE

- The duration of the Prepare phase, as defined in the deployment timeline, may vary depending on the time it takes to define and confirm the business goals and scope, and to plan and prepare for the deployment.
- For SAP Ariba Buying and SAP Ariba Buying and Invoicing: Go Live shall occur within the twenty (20) consecutive weeks following the project Kick-Off date, unless mutually agreed to otherwise in writing and may be subject to additional fees.
- For SAP Ariba Buying and SAP Ariba Buying and Invoicing, multi-ERP edition: Go Live shall occur within the twenty-four (24) consecutive weeks following the project Kick-Off date, unless mutually agreed to otherwise in writing and may be subject to additional fees.
- Post-deployment support is offered for a maximum of two (2) weeks commencing upon Go Live. Upon conclusion of two (2) weeks of post-deployment support, the SAP Delivery team will formally exit the project, and from this time, Customer will be supported by SAP Customer Support.
- For SAP Ariba Buying and SAP Ariba Buying and Invoicing: For clarity and avoidance of doubt, the maximum services term for all Deployment Services hereunder (including post-deployment support, if any) is twenty-two (22) calendar weeks from the project Kick-Off, unless otherwise mutually agreed upon in writing and may be subject to additional fees.
- For SAP Ariba Buying and SAP Ariba Buying and Invoicing, multi-ERP edition: For clarity and avoidance of doubt, the maximum services term for all Deployment Services hereunder (including post-deployment support, if any) is twenty-six (26) calendar weeks from the project Kick-Off, unless otherwise mutually agreed upon in writing and may be subject to additional fees.

VI. DEPLOYMENT SERVICES KEY ASSUMPTIONS

- Access is provided to the following sites: test and production. The applicable sites will remain available for the Subscription Term.
- For SAP Ariba Buying and SAP Ariba Buying and Invoicing, multi-ERP edition, the scope of work includes the enablement of one (1) parent site and one (1) child site. The deployment of additional child sites (purchased separately and specified in the applicable Order Form between SAP and Customer for multi-ERP editions will be delivered in accordance with the scope of work set forth in this Deployment Description for each additional child site, for the additional set up fee set forth in the Order Form.
- Any change in the specific scope of Deployment Services must be mutually agreed upon by the parties in writing and may be subject to additional fees.
- The Deployment Services set forth herein are designed to support one single production system Go Live in one designated data center, as mutually agreed upon by SAP and Customer, and will be performed accordingly, unless explicitly stated otherwise in the Order Form and subject to any additional terms and fees set forth therein. For clarity, support for additional production system Go Lives (for example multiple Go Lives to accommodate a phased roll-out, additional regions, multiple divisions, change in data center location, etc.) must be mutually agreed upon by the parties in writing in advance and may result in additional fees.
- For SAP Ariba Buying and SAP Ariba Buying and Invoicing, integration is limited to a single standard format for master data received by SAP and a single standard format of each transactional interface integrated to and from the Cloud Service. Customer is responsible for all data rationalization across multiple ERP instances that they may wish to integrate with Cloud Service. Customer is responsible to set up and maintain middleware to support multiple back-end ERP systems co-existing in a shared Cloud Service site. Customer may purchase Supplemental SAP Services to support data rationalization for additional fees, subject to additional terms and conditions.
- SAP will provide Customer support to configure single sign-on for the SAP Ariba platform as part of the Deployment Services. Customer is responsible for the infrastructure needed for the use and maintenance of these features in Customer's environment. SAP will provide guidance to Customer to configure Identity Authentication for their SAP Ariba Platform using SAP Cloud Identity Service
- Integration is standard and includes master data and transactions that are applicable to the Cloud Service being purchased.
- Scope of Deployment Services is limited to the activities and tasks outlined herein and will be delivered remotely with exception of a site visit for the Deployment Kick-Off. SAP Supplemental Services, including, for example, on-site Consulting Services, are available for an additional fee.
- The project activities associated with features and/or components of the Cloud Service (such as, for example, SAP Ariba Supplier Enablement Subscription Services and SAP Ariba Catalog Subscription Services) that are not covered in this Deployment Description are either covered elsewhere in other SAP Ariba Documentation or are Customer's responsibility. Customer may purchase SAP Supplemental Services for assistance with performance of any portion of the scope of work left to Customer, under a separate agreement for an additional fee.

- The Deployment Services are provided one-time only during the initial subscription term and are provided for the time period specified in the “Deployment Timeline” section above, and do not apply to any subsequent renewal term or replacement Subscription Term except to the extent such Deployment Services were not delivered during a replaced initial Subscription Term and provided such Deployment Services are a part of such replacement Subscription Term.
- Services to integrate SAP Ariba Buying editions with SAP Strategic Sourcing Cloud Services (suite integration) is supported for no additional fees if delivered during the initial Deployment Services term concurrent with SAP Ariba Buying, SAP Ariba Buying & Invoicing, and SAP Strategic Sourcing Cloud Services. The following SAP services are outside the scope of this section: consulting program management, business process consulting, functional consulting, consulting technical support, support for test and performance testing, change management services, additional SAP training services, end user documentation and training, and supplier strategy.
- Additional services beyond the scope as described in this Deployment Description and in the contract between SAP and Customer, including, for example expanded implementation to additional regions, departments or business units, a project change request must be mutually agreed upon by the parties in a signed writing and additional terms and fees may apply.
- The Deployment Services do not include any support for customizations. Support for customizations will be subject to additional fees.

VII. GENERAL ASSUMPTIONS

- For clarity, any version of this or any other Deployment Description attached to the Order Form represents the version of such Deployment Description that is current as of the Order Form effective date, and for purposes of the Consulting Service warranty applicable to the Deployment Services purchased by Customer, the then-current version of the Deployment Description shall apply unless explicitly stated otherwise in the Order Form.
- Prior to commencement of the project, Customer will have prepared and installed all prerequisite database software, personal computer hardware and software, server hardware and software, communications equipment, operating systems, and intranet proxy infrastructure.
- Customer will be responsible for establishing and maintaining Customer’s telecommunications links (if deemed necessary) as well as local area networks, and the security of its network and related systems. SAP assumes the hardware and third-party software not licensed from SAP will function according to our expectations and will not present quality, capacity, timing, or performance problems that would adversely impact the project’s overall progress. SAP will not be responsible for the performance, reliability, availability or security of the Internet or any third-party system or hardware which is not within the scope of the SAP responsibilities or the control of SAP.
- No license of, or grant to the use of, SAP Confidential Information and/or Cloud Materials to create derivative works thereof is provided hereunder.
- Customer is responsible for all travel expenses related to the on-site Deployment Kick-Off meeting and any other portion of the Deployment Services performed on-site at Customer location that are mutually agreed upon in advance. Travel expenses (if any) will be billed as incurred.

VIII. PROJECT RESOURCES

RESOURCES – SAP

- SAP will provide a deployment lead (the “Deployment Lead”), a functional lead (the “Functional Lead”), and a technical lead (the “Technical Lead”) to undertake the deployment activities per the detailed scope described above and outlined below.
 - The Deployment Lead supports project planning, coordinates SAP Deployment Services activities and provides input to status updates.
 - The Functional Lead guides and advises Customer on SAP Ariba functionality.
 - The Technical Lead guides and advises Customer on SAP Ariba technology and performs technical configurations of the SAP Cloud Services.
- The Deployment Lead, Functional Lead and Technical Lead are staffed to Customer project on a part-time basis and will support all project activities remotely. Assigned resources are part of a shared service delivery organization and will be staffed to support multiple Customer projects simultaneously. Any on-site activities need to be mutually agreed to in advance between SAP and Customer. Interactions with the Deployment Services team outside the scope described above must be scheduled in advance. Ariba will use commercially reasonable efforts to respond to ad hoc requests, however Customer should not expect an immediate response.
- SAP resources are available during normal business hours Monday to Friday excluding SAP recognized holidays, unless otherwise specified.
- Customer is responsible for all travel expenses related to the on-site Deployment Kick-Off meeting and any other portion of the Deployment Services performed on-site at Customer location that are mutually agreed upon in advance. Travel expenses (if any) will be billed as incurred.
- SAP may elect to staff a single resource to serve multiple project roles at its sole discretion. For example, one resource may act as both the Deployment Lead and Functional Lead.
- All Deployment Services and documents will be delivered in English.

RESOURCES – CUSTOMER

Customer commits to provide the following resources:

- Customer is expected to staff the project roles listed in Appendix A. SAP assumes that assigned resources have the requisite skills and knowledge to complete all listed responsibilities. A detailed list of project responsibilities for each Customer role is provided in Appendix A.

- In cases where it's necessary to assign multiple resources to a single role (such as functional leads representing different departments or separate technical leads with knowledge of Customer's ERP and corporate network), Customer should clearly identify the responsibilities of each resource.
- Customer is expected to designate a single point of contact per each of the project roles as detailed in Appendix A.
- If Customer resources are not able to complete the responsibilities as detailed in Appendix A either due to skill, knowledge or time limitations, project delays may occur. Any extension to project duration due to Customer resource limitations may result in a project change request and additional fees.

IX. TRAINING SERVICES

- One (1) student may attend an open session of the following course(s) for the applicable Cloud Service(s) subscribed to by Customer at any point during the initial Subscription Term for the applicable Cloud Service(s), provided however that Customer must register for such open session prior to the expiration of the services timeline for the Deployment Services set forth herein (if Customer has not registered, or chooses not to register, for such open session then upon expiration of the Deployment Services timeline the open session(s) availability shall be deemed to have expired and be unavailable):
- For SAP Ariba Buying and Invoicing (including multi-ERP editions):
 - SAP Ariba Procurement: Buying (AR510)
 - SAP Ariba Procurement: Contract Compliance (AR520)
 - SAP Ariba Procurement: Invoicing (AR530)
 - SAP Ariba Procurement: Overview (AR500)
 - SAP Ariba Procurement: Administration (AR720)
- For SAP Ariba Buying (including multi-ERP editions):
 - SAP Ariba Procurement: Buying (AR510)
 - SAP Ariba Procurement: Overview (AR500)
 - SAP Ariba Procurement: Administration (AR720)

Training seats can only be used towards attendance in our Virtual Live Classroom (VLC) public sessions.

A current schedule of courses is available at <https://training.sap.com>.

Additional core team training for more than one (1) Customer attendee may be purchased separately.

SAP also offers change management services as part of our SAP Supplemental Services, including customized instructor led training development and delivery for end users.

APPENDIX A: DETAILED CUSTOMER ROLES AND RESPONSIBILITIES

Role	Description
Customer Project Sponsor	Provides vision, guidance, and senior leadership to the project.
Customer Project Manager	Manages the project.
Customer Functional Lead	Take responsibility for the Cloud Service satisfying the business needs.
Customer Technical Lead	Leads execution of activities that affect Customer systems and data.
Customer Change Management Lead	Develops and executes strategy for maximizing Customer adoption of the SAP Cloud Service.
Customer Subject Matter Experts / Testers / Pilot Users	Provide input from their respective departments and participate in project activities as appropriate.
Customer System Administrator of SAP Cloud Services	Administers site and configures Customer facing aspects of the site as needed.
Customer Support Lead	Plans, develops, and implements production support model for Customer.

Customer Role	Responsibilities by project phase
Customer Project Sponsor	<ul style="list-style-type: none"> • Establishes and communicates overall project vision, business goals and success metrics. • Provides senior leadership communication in support of the project. • Mandates appropriate change management across leadership of all affected departments. • Monitors status reports and timelines. • Resolves escalated issues including those which involve Customer resources, lack of participation, or compliance messaging.

Customer Project Manager	<ul style="list-style-type: none"> • Understands and uses SAP implementation methodology. Identifies and remediates discrepancies between SAP implementation methodology and customer's own implementation methodology. • Advocates buy-in of SAP's implementation methodology across all impacted departments. • Makes or facilitates timely decisions throughout the project. • Understands and manages the scope, decisions and impact on departments, systems, and content within Customer organization. • Confirms that, throughout the duration of the project, adequate resources have been assigned and have sufficient skills, bandwidth, access, and authority to complete their tasks. • Understands the project plan provided by SAP, including dependencies between different activities. • Keeps impacted Customer departments informed and supportive of the project. • Provides Customer current and future state business processes, policies, and requirements. Communicate current pain points and challenges. • Keeps all team members and stakeholders aligned on what's expected of them on the project. • Keeps entire team up to date on project status. • Identifies and tracks issues and risks. • Acts as point of contact for overall deployment.
Customer Functional Lead	<ul style="list-style-type: none"> • Attend product features and functionality overview session(s) for the Cloud Service. Learn SAP Ariba product capabilities and configurability. • Hold internal meetings and lead activities needed to finalize requirements decisions. • Provide business and technical requirements. Provide context and rationale for requirements as necessary. • Make design decisions. • Verify system configuration documentation. • Document all business processes affected by the Cloud Service. • Identify, gather, format and load content into the Cloud Service test site. • Create test plan. • Document test use cases and test scripts. • Manage the testing. • Execute the testing. • Triage and Investigate test defects. • Raise test defects to SAP where appropriate. Include all information necessary to understand and recreate the test defect. • Assume administrative and maintenance duties of Cloud Service site. • Follow SAP Customer Support process for Service Requests ("SR") and/or Enhancement Requests ("ER").
Customer Technical Lead	<ul style="list-style-type: none"> • Determine which integration and authentication methods will be used. • Install and configure the SAP integration tools, or other Customer middleware, to pass data between the Cloud Service and Customer's ERP and other Customer systems. • Gather, format, and load all master data into the SAP Ariba test site. Make decisions on data sources and contents, and create any data that will not be pulled from a source system. • Develop any queries or scripts needed to obtain master data or automate its load. • Develop and document practices for managing master data. • Build and unit test interfaces including error handling and notification functionality into Customer ERP and any other integrated systems. • Address test defects with Customer systems or data. • Identify and document all tasks needed to prepare Customer production systems to integrate with the Cloud Service production site.
Customer Catalog Manager	<ul style="list-style-type: none"> • Support deployment activities covered in the SAP Ariba Catalog Services Subscription • Provide input to configuration workshops • Support any SAP Business Network teams and supplier enablement activities (if applicable) • Coordinate business needs and pilot catalog supplier discussions • Oversee the ongoing development of catalog content strategies for Customer's business