Strategy and Technical Design for SAP HANA Background

Contract Overview

Contract Type	Time and Materials
Estimated Cost	
Estimated Effort	
Estimated Duration	
SAP Resources	• Principal HANA Platform Architect • Senior Basis Consultant
Notes	• Expenses not included in estimated cost

Project Definition (Exhibit 1)

This Exhibit 1 to the Statement of Work ("SOW") addresses the Implementation Consulting Services required of the Project. It is mutually understood that business requirements, resources and dates may change subject to the applicable terms of this SOW and that any such material change requested by Customer or as a result of Customer's or System Integrator's inability to provide agreed upon resources and to perform their other responsibilities set forth herein or the result of Customer or System Integrator errors or omissions may result in a Change Order in accordance with the Change Order procedure described in Exhibit 2.

Customer is responsible for requesting changes to the requirements for Services. The SAP Project Manager will assist in planning the Project, selecting resources, and quality checking the activities and progress. It is understood by SAP and GRU that any material changes to scope of this SOW will be addressed through a formal change order process. Material changes are those which specifically will impact either budget, scope, timeline or resources.

1. Scope

The SAP team will conduct workshops to cover the following areas:

- Technical Architecture
- Replication Scenarios
- Data Center Readiness
- Security

Specific focus will be on:

1. Assessing the validity of assumptions above in light of current and upcoming SAP technology.
2. Outlining the requirements for a Disaster Recovery solution for ECC 6.0 on HANA that provides basic failover/failback between a primary and secondary data center. Assume NetWeaver 7.x AS ABAP and Java hosted on Windows virtual machines running on VMware clusters with Virtual Center HA/DR.
3. Outlining the requirements for reimplementation of a single-instance Solution Manager system hosted on Windows VMs/HANA IMDB (Solution Delivery, Central System Administration and Early Watch only). Current Solution Manager 7.0 system was not configured correctly and is outdated.
4. Providing recommendations, guidance and alternatives for leveraging MCOD on HANA, e.g., hosting ECC and CRM and Solution Manager all on a single HANA instance, if and where practical.
5. Providing recommendations for how best to leverage our two existing HANA Medium+ appliances from HP for future migration from Oracle to HANA IMBD for all SAP systems.
6. Providing architectural guidance for how best to deploy ABAP and Java NetWeaver AS instances so as to avoid double-stack implementations.
7. Providing recommendations for implementation of the SAP Gateway technology for migration from RFC communications to OData for commercial external endpoints (such as RightFax) and in-house applications (.NET/C#).

The SAP team will present the results of the conducted workshops.

1.1. Out-of-Scope Areas

1. Licensee specific authorizations
2. Enhancements, developments (including custom and software developments) or extensions except for those items identified
3. Interfaces to other systems
4. Any changes required because of pre-existing Licensee specific enhancements or developments
5. Any changes that are required because of industry specific functionality or requirements for country specific localization
6. Any formal SAP education classes or other offerings from SAP Education
7. Changes to infrastructure and solution configuration.

8. No change or technical or functional implementation to the licensee's environment. Not data volume optimization or any other implementation activities to prepare for the use of SAP HANA.
9. Review of organizational data or configuration settings.
10. Review of business data or configuration settings.
11. Review business data or configuration settings for business processes.
12. No custom development programs will be created during this Project.
13. Technical Implementation is out of scope for this project.
14. No additional Quality Assurance tasks or services such as SAP MaxAttention or SAP Safeguarding are included within this Project

Inclusion of out-of-scope items would require additional consulting services through a change order or separate statement of work.

2. Project Approach

2.1 Project Timelines - TBD

Project Phases	Estimated Duration
Project Preparation and Kick-off	1
Assessment	5 – 7 days
Project Closure	1

Therefore, the total duration of the Project is estimated to be 6 days from the beginning of the Project to the completion of the Project.

These proposed Project Timelines are based on complete system availability during regular business days as well as Licensee timely fulfilling their prerequisites and responsibilities.

2.3. Quality and Risk Management

No additional Quality and Risk Management activities are included in scope of this Project except as described in Section 2.4.2 Testing.

2.4. Project Methodology

Phase	Deliverables	Tasks	Licensee Resources
Project Preparation	Prepare Project	▪ SAP and Licensee carry out the preparatory steps required to ensure the efficient execution of the Project. ▪ Licensee to assign a Project Manager (PM) prior to Kickoff. ▪ SAP will assign a Project Manager prior to Kickoff. ▪ SAP and Licensee Project Managers jointly: 1. Agree on roles and responsibilities 2. Prepare the kick off presentation and agree on the Kickoff and Assessment schedule, location and participants.	▪ Project Sponsor ▪ Project Manager
	Execute Kick off	▪ Ensure alignment of the work to	▪ Project Sponsor

Phase	Deliverables	Tasks	Licensee Resources
		be performed during the Project. • SAP and Licensee to confirm Project Schedule • Licensee to confirm Workshop participants • Duration: 8 h	• Project Manager

Assessment	Execute Assessment Fact Finding	• Execute Assessment Workshops
		  o Technical Architecture (8 h)
		  o Replication Scenarios (8 h)
		  o Data Center Readiness/ Security (4 h)
			• Project Sponsor
			• Project Manager
			• <mark>Key Resources</mark>
			• Interviewees

	Prepare Report	• Create Assessment Report	• Project Manager • <mark>Key Resources</mark>
	Present Report	• Present Assessment Report	• Project Sponsor • Project Manager • <mark>Key Resources</mark>
Project Closure	Hand over	• The SAP Project Manager reviews the Deliverables with Licensee Project Manager.	• Project Manager

2.4.1 Project Toolset

All supporting documentation and work products will be developed using industry standard personal computers/laptops using Microsoft Office applications (Word, Excel, MS Project, Visio and PowerPoint) or other mutually agreeable documentation tools.

2.4.2 Testing Approach

Testing is out of scope for this Project.

2.4.3 Data Migration Approach

Data Migration is out of scope for this Project.

2.4.4 Development Approach

Development Approach is out of scope for this Project.

2.4.5 Technical Management Approach

Technical Implementation is out of scope for this project.

Licensee is fully responsible for the technology infrastructure environment required for SAP implementation, including but not limited to SAP Basis, Transport System, Database Administration, Network Administration, server and storage hardware and software architecture. Reasonable full access to these systems during normal business hours will be provided to SAP. If Licensee contracts a hosting vendor for these services it will be considered outside the scope of this SOW.

Where applicable, Licensee will have a SAP Logon GUI Front End connection which stays up and reasonably connected to the appropriate SAP project infrastructure throughout the Project.

Offsite resource will need remote access to all necessary Licensee systems to perform their tasks and support the Licensee.

Licensee will ensure the SAP landscape is accessible via the SAP Service Connection (SAP OSS) network.

Licensee is responsible to provide periodic full system backup as needed during the Project and restore such backup as needed.

Licensee will provide subject matter expertise to support the project for areas including but not limited to PC's, printers, fax servers, imaging, network, software add-on's, third party packages, and legacy software support.

2.4.6   Education Approach

SAP may provide on-site and offsite classes related to the solution being implemented. These classes are not included in this Project.

Licensee Project Team members should be knowledgeable about the implementation of the solution. Licensee will be responsible for investigating the appropriateness of classes, scheduling these classes and ensuring Project Team readiness.

2.4.7   Change Management Approach

Change Management includes, but is not limited to the following: business readiness, and day-to-day backfill for Licensee project team members, SAP system management, coordination with remote sites, and project communication to the company.

Licensee is responsible for all change management activities.

2.4.8   Key User Training / Knowledge Transfer

Key User Training and Knowledge Transfer are out of scope for this Project.

2.5 Go Live Support

Go Live Support is out of scope for this Project.

3.   Project Organization

3.1. Logistics

The tasks and activities of this Project will be delivered on and off site.

3.2 Project Governance

To ensure effective communication between SAP and the Licensee, an SAP and Licensee status meeting to clarify open issues and questions will occur weekly unless a different periodic interval is mutually agreed to.

Licensee must set up a Project Steering Committee. The SAP Project Manager must be invited to the Project Steering Committee meetings. The SAP Project Manager will usually attend remotely.

3.3 Project Team Organization

Each party, SAP and Licensee, shall designate a Project Manager. The Project Managers shall work together toward a timely implementation. The SAP Project Manager and the Licensee Project Manager, jointly, will plan the project; select resources and monitor progress.

The Project will have sponsorship from Licensee's senior management, who will be available on a timely and regular basis to monitor the Project progress and to act as a decision maker for policy decisions.

Licensee will assign all necessary IT and business resources as needed to ensure a quick and efficient Project.

The proposed Licensee Project team will be as follows:

Licensee Project Team	Duration
Project Sponsor	As needed
Project Manager	Full Time
Subject Matter Experts	Multiple (As needed)
IT Functional	As needed
Basis Staff/Security/Hosting partner	As needed
Organization change management	As needed

Proposed SAP Project team will be as follows:

SAP Team	Duration
SAP Project Manager/Technical Assessment Consultant	Full Time (Onsite and Offsite)

3.4 Project Resource Loads

Licensee will make resources available as needed. It is estimated that the following resource loads may be needed:

Licensee Project Manager	TBD
Licensee Business Lead (Decision Maker)	TBD
Licensee Business SME (Key Users, testers and end user)	TBD
Licensee IT Functional	TBD
Basis Staff/Security/Hosting partner	TBD
Organization change management	TBD

3.5. SAP and Licensee Roles and Responsibilities

SAP and Licensee will execute the key Project activities as follows:

Key Project Activities	SAP Role	Licensee Role
Prepare Project	R	A/R
Execute Kick off	R	A/R
Prepare Report	A/R	C
Present Report	R	A/R

Hand Over	R	A/R

(R) Responsible	Has responsibility, at a tactical level, for the execution of the task. This is the "Doer". Answers to the 'Accountable' person.
(A) Accountable	Has approval authority. Provides guidance and strategic direction in the execution of a task through delegation to the 'Responsible' person; may contribute, but does not necessarily execute the task.
(C) Consulted	Has the opportunity to provide input when a decision affects his/her area. Will be conferred with prior to decisions being made or approval being granted, but does not make the final decision or grant approval.
(I) Informed	Is notified after any decision has been made, yet before action has been taken.
(A/R) Accountable/Responsible	Has approval authority and tactical responsibility. Provides guidance and strategic direction in the execution of a task and executes the task. The "Doer" as well as the "Approver"

4. Project Deliverables

4.1. Licensee Deliverables

The following are the Project deliverables to be delivered by Licensee:
1. None.

4.2. SAP Deliverables

The following are the Project deliverables to be delivered by SAP:
1. Project Kick off
2. Conduct Workshops
3. Assessment Report

5. Project Assumptions

5.1. General Project Assumptions

Anything not specified as in-scope is deemed out-of-scope, is not part of this Project and would require additional consulting services through a change order or separate statement of work.

All service content will be delivered in English.

5.2. People

Licensee will provide knowledgeable, decision-empowered resources that are available to work on the Project as part of the Project team.

The Project will be carried out requiring the efforts of both SAP and Licensee. Licensee will provide knowledgeable, decision-empowered resources available to work on the Projects as part of the Project team, and will supply SAP with the names and contact information of all Licensee and Third Party resources assigned to the Project.

Licensee agrees and understands that the assigned SAP Consultant(s) may perform Services on the Project from an off-site location.

SAP reserves the right to, in its sole discretion; replace any assigned Consultant with a SAP Consultant with equivalent skills.

Licensee and SAP will promptly replace inappropriate team members or vacated team slots as deemed necessary during the Project.

Licensee will provide the core team on a full-time basis. Additional part time resources will be used to diversify the knowledge base and reduce risk. Other business and technical experts from within Licensee will participate on an as needed basis.

5.3. Development

No modifications will be made to the SAP source code and data dictionary, unless mutually agreed.

5.4. Change Management

Licensee will be responsible for all Change Management.

5.5. Testing

Testing is out of scope for this Project.

5.6. Project Infrastructure

Licensee will maintain all the servers and software for all landscapes indicated in Section 1.6.

5.7. Deployment

Deployment is out of scope for this Project.

5.8. Data Migration

Data Migration is out of scope for this Project.

5.9 GRU Landscape Specific Landscape

- HANA IMDB on SLES OS will be the database platform, migrating from Oracle as needed.
- All applications will be hosted on Windows OS running as virtual machines on VMware clusters, except where a Central Instance on SLES is advisable.
- Specific configuration details (hardware, network topologies, etc.) will be provided as needed.
- Primary data center will host production; secondary data center will host non-production.
- Classic 3-system landscape (DV/QA/PR) with isolated sandbox and training instances as needed.
- Single Sign-On using Kerberos and Active Directory.
- Design and sizing recommendations will anticipate future re-implementation of IS-U/CRM (Phase 2) onto the ERP-on-HANA platform that will be initially deployed just for financials (FMIS) and Solution Manager (Phase 1).