



Cloud-based Managed Services for SAP Service Catalogue

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2 INTRODUCTION

2.1 Managed Services out of the Cloud

ITPC Managed Services for SAP – a Cloud-based Operation Support Centre providing SAP Technology Management Services on a 24x7x365 basis to support and maintain our customers SAP environments, delivering high quality services with maximum flexibility, predictability and scalability of operations.

2.2 Cloud-based Flexibility, Efficiency and Scalability

Our Cloud-based operations model does not follow the traditional way of managing support on a FTE-based structure. We change the vision of Technology Support by introducing a system-based support structure, which is the most cost-effective way to manage all SAP Technology related activities. We provide AMS as a service in the true sense of the word, which is a system-driven rather than a person-driven approach, whereby the customer has more clarity as per standardized SLAs, more control with less management cost and a lower TCO. This provides the flexibility to focus more on the core business and less on system downtime and security breaches.

ITPC offers its customers a comprehensive portfolio of SAP services, which includes application support and solutions, as well as the efficient operation of the SAP environment itself. Cloud-based managed services for SAP means that ITPC provides support and operational services from its own delivery centres. The service range includes safeguarding SAP infrastructure operational support and maintenance of the SAP system technical layer, as well as the underlying RDBMS, plus preventative services such as backup, restore, high availability and disaster recovery.

2.3 Features

- ✓ Innovative concept
- ✓ Innovative pricing model
- ✓ Acts as a virtual extension of customers IT support environment
- ✓ Combined offerings for operations, maintenance and administration
- ✓ Aggressive offshoring through 7x24h service
- ✓ Fixed-cost approach to manage SAP AMS
 - Five different service packages
 - Support model 5x24h, 7x24h or customized per SAP system

- Four different Service Levels
- Differentiation between ABAP, Java, App (SAP Web Dispatcher, SAP Content Server, SAP TREX or similar products without database) and non-SAP system types
- ✓ Offers multiple level of support
- ✓ More reliable and secure
- ✓ SLA-based management and performance measurement
- ✓ Reduced TCO with greater flexibility and scalability
- ✓ Standardized support and delivery model based on ITIL best practices

3 SERVICE PACKAGES

3.1 Service Operation

	Service Packages					System Type			
	IaaS	Light	Base	Comfort	Priority	ABAP	JAVA	App ^{*)}	Non-SAP
3.1.1 Service Desk									
Single Point of Contact for errors and inquiries	✓	✓	✓	✓	✓	✓	✓	✓	✓
Review and assignment of support requests to the 2nd level of problem resolution	✓	✓	✓	✓	✓	✓	✓	✓	✓
Coordination of support requests between customer and SAP or Cloud support team(s)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Notification handling from system monitoring	✓	✓	✓	✓	✓	✓	✓	✓	✓

3.1.2 Service Management

Incident Management	✓	✓	✓	✓	✓	✓	✓	✓	✓
Root Cause Analysis	✓	✓	✓	✓	✓	✓	✓	✓	✓
Change Management	✓	✓	✓	✓	✓	✓	✓	✓	✓
Service Reporting	✓	✓	✓	✓	✓	✓	✓	✓	✓

3.1.3 Level Reporting

SAP Early Watch ^{1/5}		✓	✓	✓	✓	✓	✓	⊖	⊖
Service Level Report		✓	✓	✓	✓	✓	⊖	⊖	⊖
Service Meetings ^{2/6}	✓	✓	✓	✓	✓	✓	⊖	⊖	⊖

*) SAP Web Dispatcher, SAP Content Server, SAP TREX or similar products without database

¹ Monthly

² On a quarterly basis

⁵ On a quarterly basis for the Light Support Package

⁶ Once a year for the Light and Base Support Package

✓ Included in the package ☁ Included for Cloud deployment ⊖ Not applicable for this system type

	Service Packages					System Type			
	IaaS	Light	Base	Comfort	Priority	ABAP	JAVA	App ^{*)}	Non-SAP
3.1.4 Monitoring 7x24h									
Installation and operation of a monitoring software	✓	✓	✓	✓	✓	✓	✓	✓	✓
Parameterization of the monitoring software	✓	✓	✓	✓	✓	✓	✓	✓	✓
System monitoring using SAP Solution Manager	✓	✓	✓	✓	✓	✓	✓	✓	✓
Response to critical monitoring alerts 7x24h	✓	✓	✓	✓	✓	✓	✓	✓	✓

3.2 Infrastructure Operation

3.2.1 Cloud Infrastructure

Support and maintenance of the cloud infrastructure according to the agreed SLAs	☁	☁	☁	☁	☁	✓	✓	✓	✓
Maintenance of the cloud infrastructure (VM, storage, backup, VNet, gateway, firewall, etc.)	☁	☁	☁	☁	☁	✓	✓	✓	✓
Regular review of the security settings	☁	☁	☁	☁	☁	✓	✓	✓	✓
Cloud infrastructure monitoring	☁	☁	☁	☁	☁	✓	✓	✓	✓

3.2.2 Storage Management

Support and maintenance of the storage configuration	☁	☁	☁	☁	☁	✓	✓	✓	✓
Definition and management of storage resources and monitoring parameters	☁	☁	☁	☁	☁	✓	✓	✓	✓
Monitoring of the storage in terms of availability, capacity usage and threshold levels	☁	☁	☁	☁	☁	✓	✓	✓	✓
Problem management and troubleshooting, including involvement of the provider, if necessary	☁	☁	☁	☁	☁	✓	✓	✓	✓
Performance management	☁	☁	☁	☁	☁	✓	✓	✓	✓

*) SAP Web Dispatcher, SAP Content Server, SAP TREX or similar products without database

✓ Included in the package ☁ Included for Cloud deployment ⊖ Not applicable for this system type

	Service Packages					System Type			
	IaaS	Light	Base	Comfort	Priority	ABAP	JAVA	App ^{*)}	Non-SAP

3.2.3 Backup and Restore Services

Development of a data protection concept for backup according to the agreed SLAs	☁	☁	☁	✓	✓	✓	✓	✓	✓
Maintenance of the data backup concepts	☁	☁	☁	✓	✓	✓	✓	✓	✓
Parameterization of the data backup software	☁	☁	☁	☁	✓	✓	✓	✓	✓
Execution of the data backup (VM, operating system, SAP system, database, archive logs etc.)	☁	☁	☁	☁	✓	✓	✓	✓	✓
Monitoring of the data backup (VM, operating system, SAP system, database, archive logs, etc.)	☁	✓	✓	✓	✓	✓	✓	✓	✓
Execution of restore- and recovery-procedures according to the agreed SLAs	☁	☁	☁	✓	✓	✓	✓	✓	✓
Problem management for backup and restore of connected servers	☁	☁	☁	✓	✓	✓	✓	✓	⊖
Ensuring data security and service availability	☁	☁	☁	☁	✓	✓	✓	✓	✓

3.2.4 Operating Systems

Management of the operating system, analysis of error logs	☁	☁	☁	☁	☁	✓	✓	✓	✓
Adjustments to the operating system due to system modifications	☁	☁	☁	☁	☁	✓	✓	✓	✓
Monitoring of the operating system (CPU, memory, disk)	☁	✓	✓	✓	✓	✓	✓	✓	✓
Performance analyses and tuning measures to meet the agreed SLAs	☁	☁	☁	☁	☁	✓	✓	✓	✓
Problem management and troubleshooting, including involvement of the provider, if necessary	☁	☁	☁	☁	☁	✓	✓	✓	✓
Installation of operating system software components	☁	☁	☁	☁	☁	✓	✓	✓	✓
Installation of OS bug fixes to maintain the service level	☁	☁	☁	☁	☁	✓	✓	✓	✓
Regular implementation of OS security patches: Windows ₁ / Linux ₂	☁	☁	☁	☁	☁	✓	✓	✓	✓
Installation of Service Packages on the OS ₄				☁	☁	✓	✓	✓	✓
Perform OS upgrade				☁		✓	✓	✓	✓

*) SAP Web Dispatcher, SAP Content Server, SAP TREX or similar products without database

₁ Monthly

₂ On a quarterly basis

₄ Once a year

✓ Included in the package ☁ Included for Cloud deployment ⊖ Not applicable for this system type

	Service Packages					System Type			
	IaaS	Light	Base	Comfort	Priority	ABAP	JAVA	App ^{*)}	Non-SAP
Database management (processes, tablespaces, logs)	✓	✓	✓	✓		✓	✓	⊖	⊖
Database administration (adjustment of profile parameters, extension of tables and tablespaces)			✓	✓	✓	✓	✓	⊖	⊖
Database monitoring for the SAP systems	✓	✓	✓	✓		✓	✓	⊖	⊖
Performance analyses and tuning measures to meet the agreed SLAs				✓	✓	✓	✓	⊖	⊖
Installation of database bug fixes to maintain the service level	✓	✓	✓	✓		✓	✓	⊖	⊖
Installation of database security patches ³	✓	✓	✓	✓		✓	✓	⊖	⊖
Installation of Service Packages on the database ⁴				✓	✓	✓	✓	⊖	⊖
Perform database upgrade				✓		✓	✓	⊖	⊖

3.2.6 Network and Printer Administration

Maintenance of the network infrastructure (server LAN) for communication between cloud resources	☁	☁	☁	☁	☁	✓	✓	✓	✓
IP address definition in accordance with the customer's requirements	☁	☁	☁	☁	☁	✓	✓	✓	✓
Definition and setup of printer queues and spool directories at operating system level		☁	☁	☁	☁	✓	⊖	⊖	⊖

*) SAP Web Dispatcher, SAP Content Server, SAP TREX or similar products without database

³Twice a year

⁴Once a year

✓ Included in the package ☁ Included for Cloud deployment ⊖ Not applicable for this system type

3.3 SAP Basis Operation

	Service Packages					System Type			
	laaS	Light	Base	Comfort	Priority	ABAP	JAVA	App ^{*)}	Non-SAP
Analysis of SAP system logs and repair of failures	✓	✓	✓	✓	✓	✓	✓	✓	⊖
Monitoring of SAP processes within the Basis system	✓	✓	✓	✓	✓	✓	✓	✓	⊖
Monitoring of lock entries	✓	✓	✓	✓	✓	✓	⊖	⊖	⊖
Analysis of lock entries within the Basis system			✓	✓	✓	✓	⊖	⊖	⊖
Cleaning of lock entries within the Basis system	✓	✓	✓	✓	✓	✓	⊖	⊖	⊖
Maintenance and activation of profile parameters			✓	✓	✓	✓	✓	✓	⊖
Definition and setup of printer queues and spool directories in the SAP system			✓	✓	✓	✓	⊖	⊖	⊖
Performance analyses and tuning measures				✓	✓	✓	✓	✓	⊖
Implementation of Early-Watch results				✓	✓	✓	✓	⊖	⊖
Support for SAP Basis problems and changes	✓	✓	✓	✓	✓	✓	✓	✓	⊖
Configuration and support of the SAP-Net (OSS) connection to SAP	✓	✓	✓	✓	✓	✓	✓	✓	⊖
Call handling SAP Net (OSS) in error scenarios to maintain the agreed service level	✓	✓	✓	✓	✓	✓	✓	✓	⊖
Implementation of SAP notes that relate to SAP Basis				✓	✓	✓	✓	✓	⊖
Installation of security notes ³				✓	✓	✓	⊖	⊖	⊖
Installation of SAP kernel patches ³				✓	✓	✓	✓	✓	⊖
Technical installation of Support Packages ⁴					✓	✓	✓	⊖	⊖
Technical installation of software components (Add-On)					✓	✓	✓	⊖	⊖

*) SAP Web Dispatcher, SAP Content Server, SAP TREX or similar products without database

³Twice a year

⁴ Once a year

✓ Included in the package ☁ Included for Cloud deployment ⊖ Not applicable for this system type

	Service Packages					System Type			
	laaS	Light	Base	Comfort	Priority	ABAP	JAVA	App ^{*)}	Non-SAP
3.3.2 SAP Background Processing & Interface Management									
Creation and scheduling of batch jobs			✓	✓	✓	✓	⊖	⊖	⊖
Parameterization of batch processing	✓	✓	✓	✓	✓	✓	⊖	⊖	⊖
Monitoring of batch processing	✓	✓	✓	✓	✓	✓	⊖	⊖	⊖
Rectification of technical disruptions in the event of a failure	✓	✓	✓	✓	✓	✓	✓	⊖	⊖
Monitoring of RFC interfaces to SAP systems	✓	✓	✓	✓	✓	✓	✓	⊖	⊖
Monitoring of interfaces to subsystems					✓	✓	✓	⊖	⊖

3.3.3 SAP Transports

Setup the Workbench Organizer respectively the correction and transport systems		✓	✓	✓	✓	✓	⊖	⊖	⊖
Setup and support of the transport workflow				✓	✓	✓	⊖	⊖	⊖
Technical support of the correction and transport systems		✓	✓	✓	✓	✓	✓	⊖	⊖
Execution of transports (if no transport workflow is configured)		✓	✓	✓	✓	✓	✓	⊖	⊖
Problem management and troubleshooting for technical failures		✓	✓	✓	✓	✓	✓	⊖	⊖

3.3.4 SAP Languages and Clients

Installation and configuration of languages in the SAP system			✓	✓	✓	✓	⊖	⊖	⊖
Creation of customer-specific clients			✓	✓	✓	✓	⊖	⊖	⊖
Execution of client copies (remote copies or via export/import)			✓	✓	✓	✓	⊖	⊖	⊖

*) SAP Web Dispatcher, SAP Content Server, SAP TREX or similar products without database

✓ Included in the package ☁ Included for Cloud deployment ⊖ Not applicable for this system type

	Service Packages					System Type			
	laaS	Light	Base	Comfort	Priority	ABAP	JAVA	App ^{*)}	Non-SAP
3.3.5 SAP Authorization System ⁷									
Create, change and delete users				✓	✓	✓	✓	⊖	⊖
Assignment of permissions and profiles				✓	✓	✓	✓	⊖	⊖
User administration on operating system (create, change and delete users)	✓	☁	☁	☁	☁	✓	✓	✓	✓
Support and advising for user audits				✓	✓	✓	✓	⊖	⊖

3.4 SAP Application Lifecycle

3.4.1 SAP Lifecycle & Maintenance

Quality System refresh ⁴						✓	✓	✓	⊖	⊖
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3.4.2 SAP Application Development & Customizing

Coordination with application development and specialist departments						✓	✓	✓	✓	⊖	⊖
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3.4.3 SAP Application Enhancement

Planning and technical implementation of SAP Enhancement Packages						✓	✓	✓	⊖	⊖
Post-processing of SAP systems after Enhancement Packages and correction of errors						✓	✓	✓	⊖	⊖
Planning and implementation of technical SAP release upgrades to a completely new SAP release						✓	✓	✓	✓	⊖
Post-processing of SAP systems after upgrades and correction of errors						✓	✓	✓	✓	⊖

^{*)} SAP Web Dispatcher, SAP Content Server, SAP TREX or similar products without database

⁴ Once a year

⁷ Proper authorization concept needs to be in place / no change to existing roles and no creation of new roles

✓ Included in the package ☁ Included for Cloud deployment ⊖ Not applicable for this system type

4 SUPPORT MODELS

Our Service Desk is fundamentally available on a 7x24h basis. Critical monitoring alerts are processed and resolved around the clock, regardless of the support model selected.

4.1 5 x 12h Support

The Service Desk provides active support 12h per day during 5 weekdays (e.g. Monday to Friday).

4.2 5 x 24h Support

The Service Desk provides active support 24h per day during 5 weekdays (e.g. Monday to Friday).

4.3 7 x 24h Support

The Service Desk provides active support 24h per day during 7 weekdays.

4.4 Customized

The Support Model can also be customized to your specific needs, such as:

- 6 x 12h Support
- 6 x 24h Support
- 7 x 12h Support

5 SERVICE LEVELS

	Platinum	Gold	Silver	Bronze
For SAP systems with a [...] impact on business processes	Critical	Strong	Medium	Low
Maximum reaction time ⁸	15min	2h	4h	12h

⁸ The time for the response and reaction time is calculated from the point in time when the Support Request has reached the ITPC Service Desk.

5.1 Bronze

Service Level Bronze is the ideal fit for SAP non-production systems, such as Sandboxes or temporary systems. Select the Bronze level for SAP systems which have a low impact on the critical business processes.

5.2 Silver

Service Level Silver is the ideal fit for SAP non-production systems, such as Development and Quality systems. Select the Silver level for SAP systems which have a medium impact on the critical business processes.

5.3 Gold

Service Level Gold is the ideal fit for standard SAP production. Select the Gold level for SAP systems which have a strong impact on the critical business processes.

5.4 Platinum

Service Level Platinum is the ideal fit for critical SAP production systems. Select the Platinum level for SAP systems which run critical business processes.

6 SERVICE DESK

6.1 Introduction

The Service Desk subscription is part of all Service Packages and is available for all customers with active Cloud Managed Services for SAP subscription.

6.2 Service description

6.2.1 Responsibilities and accountabilities of ITPC

Service Desk is always the first and only contact point in case of questions, contracts or problems for the super user and it is accessible to the super user by using a central telephone number. Service Desk reverts to the required specialist department depending on the requirement and which can complete the order with the minimum time possible and with the best quality.

6.2.2 Responsibility and accountability of the customer

The customer (super user) registers errors to the ITPC Service Desk immediately after it becomes known. He/she defines the error and helps the Service Desk to understand the error.

6.2.3 Scope of Service Desk's service

Service Desk accepts all user queries or problems of the customer. It defines the severity code per query or problem with the customer. If the Service Desk cannot rectify the problem or answer the query, it forwards the problem ticket directly to the appropriate specialist department (applications consulting or SAP Support). Service Desk supporter is responsible for ensuring that all problems are processed and fulfilled according to severity code. Service Desk informs the user (user with a query) that the problem has been rectified. Support is provided in English language unless otherwise agreed in writing.

6.2.4 Problem management

ITPC shall periodically examine the reason of the problems occurred and shall put forward suggestions of improvement to the customer.

6.2.5 Severity codes

A severity code is allocated when recording errors. To ensure that the correct severity code is allocated, information about how the error affects the operation is required when registering the error. These are:

Code	Description	Max. reaction time
1	Critical problem: The customer cannot use the service or the system (e.g. system failure of a production system)	15 minutes
2	Big problem: The customer can use the service but with considerable problems	4 hours
3	Small problem: The user is confronted with an error which does not seriously interfere with his service, e.g. a printer does not function (replacement available)	12 hours
4	No direct effect on the use of the system by the user: Here, it can concern information request, suggestion or complaint on behalf of the user.	2 days

6.2.6 Second Level Support / Onsite Support

Second level support is normally over remote access to the customer system. Support begins within the framework of the reaction times according to the severity code.

Onsite support is referred to only when the problem cannot be solved either telephonically or with the help of remote access or when the customer desires an appropriate usage. The customer ensures that ITPC consultant or the consultant from the responsible partner company has access or admittance to the system.

7 SAP BASIS OPERATIONS

7.1 Introduction

Our SAP Basis Operations Support includes the operations part and the system monitoring for all the SAP components.

7.2 Delivery Management

Our Delivery Management is the single point of contact (SPOC) for the change and escalation management. In addition, the Delivery Manager is supervising the SLA and is responsible for the reporting tasks.

7.2.1 Services

Following services are executed within the Delivery Management services:

Task	Periodicity
Delivery Management	Ongoing
Change Management	Ongoing
Incident Management	Ongoing
Escalation Management	Ongoing
Supervision of SLA	At occurrence
Reporting	Ongoing
Coordination with Customer and Infrastructure Provider	Ongoing

7.3 Service Desk (Helpdesk)

Our Support Desk is the single point of contact (SPOC) for all support requests, incidents and for the alerts generated by the automated system monitoring.

7.3.1 Services

Following services are executed within the Service Desk and Helpdesk coverage:

Task	Periodicity
Single Point of Contact with guaranteed support times	Ongoing
Change Management Support	Ongoing
Incident Management (Ticket handling)	Ongoing
Escalation Management Support	At occurrence
Coordinate with customer regarding issues	Ongoing
Coordinate with customer regarding changes	Ongoing
Security Patching: Coordinate with customer	On Request
Infrastructure Maintenance: Coordination and support	On Request

7.4 Monitoring

Our SAP Basis Operations Support includes the system monitoring for all the SAP components. We use SAP Solution Manager to optimize our customer's implementation and ongoing management of end-to-end solution operations.

The following components will be monitored:

- Operating system
- Database
- SAP basis system

8 TERMS & CONDITIONS

8.1 Service Duration

Each Service Package requires a certain minimum term, which also determines the minimum term of the managed service contract.

Service Package	IaaS	Light	Base	Comfort	Priority
Minimum Term	12 months	12 months	12 months	24 months	36 months

We offer shorter contract terms for non-productive SAP systems which are part of a specific project landscape. A project landscape consists exclusively of non-productive systems. The following minimum terms apply for such project systems:

Service Package	IaaS	Light	Base	Comfort	Priority
Minimum Term	3 months	3 months	3 months	3 months	12 months

The Support Model per SAP system can be switched between 5x12, 5x24h and 7x24h after a minimum subscription term.

Support Model	5 x 12h	5 x 24h	7 x 24h
Minimum Term	3 months	3 months	3 months

The Service Level per SAP system can be switched between Bronze, Silver, Gold and Platinum after a minimum subscription term.

Service Level	Bronze	Silver	Gold	Platinum
Minimum Term	1 month	1 month	1 month	1 month

8.2 Upgrade Path

Service Packages can be upgraded or downgraded to an upper or lower level of service. The following table illustrates the possible upgrade path with their corresponding waiting period.

Service Package	Light	Base	Comfort	Priority
IaaS	1 month	1 month	1 month	1 month
Light	-	1 month	1 month	1 month
Base	12 months	-	1 month	1 month
Comfort	12 months	12 months	-	1 month
Priority	12 months	12 months	12 months	-

Irrespective of the indicated waiting period for downgrading to a lower level of service, there shall be a review of services after a period of 3 months' validity in the respective service package category between the customer and ITPC. The current level of service can be downgraded to a lower level as part of this review and after mutual consensus between the customer and ITPC.