

SAP Cloud Managed Services

This document forms part of, and applies only to the extent incorporated into, an applicable Statement of Work (“SOW”). The RACI(s) herein describes the allocation of roles and responsibilities between Syntax and Customer for the activities expressly identified herein, but only to the extent such services and activities are expressly included in the Customer Specifications schedule to the applicable SOW or expressly included in a CO. Syntax may update this RACI(s) from time to time by updating the linked version of this document, and the then-current linked version will apply.

The first three tables define the abbreviations used in the RACI(s).

Responsibilities Abbreviations: Explanations for the abbreviations used in the “Syntax” and “Customer” columns in the RACIs

Responsibility	Abbr.	Description
Responsible	R	The Party performing the activity.
Accountable	A	The Party who oversees and approves the activity.
Consulted	C	The Party whose opinions should be considered when performing the activity.
Informed	I	The Party who must be made aware that the activity is being performed.
Time & Materials	T&M	Any work that is not part of the standard scope of the Service; incurs additional fees.

Frequency Abbreviations: Explanations for the abbreviations used in the “Freq.” column in the RACIs

Responsibility	Description
S	One-Time Setup: Activities that are executed once (e.g., Installation of an initial system).
O	Ongoing: Activities that occur on a recurring basis without having to be requested by users (e.g., monitoring).
R	As Requested: Activities that must be requested by a Party.
A	As Needed: Activities that are actioned as they are required (e.g., through a monitoring alert).
M	Monthly: Activities that occur on a monthly basis without having to be requested by a Party.
N	Not Applicable: The activity is something that does not have a defined frequency.

Service Item Abbreviations: Explanations for the abbreviations used in the “SI” column in the RACIs

Service Item (“SI”)	Explanation
RC	Rate Card Service: As requested, supported tasks and activities but with an additional associated cost. Some of the Rate Card Services will be included as Service Catalog Item. Some Rate Card Services may be included as entitlements in Customer’s contract and Customer will only be charged when exceeding what is included in the entitlement. An example would be one (1) production system copy per year is included, but a second system would be charged at a rate card price.
AD	Additional Service: As requested, services that require additional planning or a consulting component in order determine scope, effort, and costs. These services will be Time and Material based.
EX	Excluded from Service: Tasks and services that are the responsibility of Customer, or a Syntax offering that is not within the scope of this Service.
[empty]	Column is empty/blank: Tasks and services that are included as part of the standard Service (Customer will not be charged extra).

Note: The RACI(s) below are inclusive of the responsibilities and services that Syntax provides as part of the standard Service unless otherwise specified in the Notes column. Anything that is not specifically identified below may not be provided by Syntax and is assumed to be Customer’s responsibility.

RACIs

1. SAP Cloud Coordination Service

Item	Description	Syntax	Customer	Freq.	SI	Notes
1.0	SAP Cloud Coordination					
1.0.1	Service Request Management: - Create service requests via the service request platform - Update and resend service requests back to service provider via the service request platform when	R	A	O		

Item	Description	Syntax	Customer	Freq.	SI	Notes
	additional customer action/attention/information is required					
1.0.2	Support Case Management: - Create support cases via the service request platform - Update and resend support cases back to service provider via the service request platform when additional customer action/attention/information is required	R	A	O		
1.0.3	Change Validation: - Validation on the technical completion of Service Requests and Support Cases.	R	A	O		
2.0	Service Request Handling according to the SAP RISE Private Ed. Service Process Flow					
2.0.1	Coordinate the "Apply Latest Security Patch" Service Item	R, A	C	O		
2.0.2	Coordinate the "Copy Client Within One SAP System" Service Item	R	A	R		
2.0.3	Coordinate the "Delete Client From One SAP System" Service Item	R	A	R		
2.0.4	Coordinate the "Enable SAP user in Customer's client for SAP ABAP System"	R, A		O		
2.0.5	Coordinate the "Homogenous System Copy" Service Item	R	A	R		
2.0.6	Coordinate the "Manage SAP_HANA_USER_CUST_USER_ROLE_ADMIN" Service Item	R	A	O		
2.0.7	Coordinate the "Manage Volumes" Service Item	R, A		O		
2.0.8	Coordinate the "Update Application Software" Service Item	R, A		R		
2.0.9	Coordinate the "Update Database Software" Service Item	R, A		R		
2.0.10	Coordinate the "Update SAP Kernel" Service Item	R, A		R		
2.0.11	Coordinate the "Update Tools for SAP Support Services: ST-PI, ST-A/PI" Service Item	R, A		O		
2.0.12	Coordinate the "Add-On Installation" Service Item	R	A	R		
3.0	Service Request Handling - SAP ECS					
3.0.1	Coordinate the "Provide recommendations on database release management" Service Item	R, A	I	R		
3.0.2	Coordinate the "Maintain technical configuration parameters for SAP HANA and SAP HANA XS based on and standards and recommendations" Service Item	R, A		R		
3.0.3	Coordinate the "Partition tables (technical execution)" Service Item	R, A	I	R		
3.0.4	Coordinate the "Activate SAP HANA Fast Restart Option" Service Item	R, A	I	R		
3.0.5	Coordinate the "Deactivate SAP HANA Fast Restart Option" Service Item	R, A	I	R		
3.0.6	Coordinate the "Implement SAP HANA database encryption on SAP HANA database already installed" Service Item	R, A		R		
3.0.7	Coordinate the "User, roles and permissions management for technical and administration users" Service Item	R, A		R		
3.0.8	Coordinate the "User, roles, and permissions management for non-technical users" Service Item	R, A	C, I	R	AS	
3.0.9	Coordinate the "Create/modify users for HANA modelling in the SAP HANA Studio" Service Item	R, A	C, I	R	AS	
3.0.10	Coordinate the "Maintain SAML Providers" Service Item	R, A		R		

Item	Description	Syntax	Customer	Freq.	SI	Notes
4.0	Service Request Handling - Patch and Release Management for SAP NetWeaver-based Systems			R		
4.0.1	Coordinate the "Install new software entities in the system after initial customer handover during Onboarding (applies to e.g. add-ons and other sorts of additional solution packages)" Service Item	R, A	C, I	R		
4.0.2	Coordinate the "Install new content in the system after initial customer handover during Onboarding (applies to e.g. languages, content packages etc.)" Service Item	R, A		R		
4.0.3	Coordinate the "Implementation of patches for system software running on OS level, e.g. SAP kernel" Service Item	R, A		R		
4.0.4	Coordinate the "Version upgrade of SAP Software: Execute technical upgrade tasks" Service Item	R, A	C, I	R	RC	
5.0	Service Request Handling - Client Operations for SAP NetWeaver-based Systems					
5.0.1	Coordinate the "Delete client within one SAP System (including analysis and resolution of technical issues)" Service Item	R, A	C, I	R		
5.0.2	Coordinate the "Copy client within one SAP System (including analysis and resolution of technical issues)" Service Item	R, A	C, I	R		
5.0.3	Coordinate the "Perform client export/import or remote client copy between SAP systems (including analysis and resolution of technical issues)" Service Item	R, A	C, I	R		
5.0.4	Coordinate the "Pre-processing tasks, i.e. suspend jobs, lock users, export tables with 'old' configuration" Service Item	R, A	C, I	R		
5.0.5	Coordinate the "Post processing tasks, i.e. Enterprise Search, Fiori Launchpad, unlock user, release jobs)" Service Item	R, A	C, I	R		
5.0.6	Coordinate the "Investigate and resolve application related issues (e.g. with certain database tables and fields)" Service Item	R, A	C, I	R		
5.0.7	Coordinate the "Create new client" Service Item	R, A	C, I	R		
6.0	Service Request Handling - Interface Administration					
6.0.1	Coordinate the "Create, execute, monitor, and troubleshoot batch input sessions" Service Item	R, A	C, I	R	AS	
6.0.2	Coordinate the "Configure interface related functions (e.g. IDOCs, interface scripts and jobs, qRFC/tRFC/bgRFC, ALE scenarios etc.)" Service Item	R, A	C, I	R	AS	
6.0.3	Coordinate the "Monitoring of interfaces and interface related functions" Service Item	R, A	C, I	R	AS	
6.0.4	Coordinate the "Establish trust relationships between SAP NW ABAP systems" Service Item	R, A	C, I	R		
7.0	Service Request Handling - Transport Management					
7.0.1	Coordinate the "Create and maintain transport domain in client 000 and transport directory" Service Item	R, A	C, I	R		
7.0.2	Coordinate the "Initial set-up of SAP transport management system (TMS) and configure transport routes" Service Item	R, A	C, I	R		
7.0.3	Coordinate the "Copy and delete SAP Transport cofiles and data files" Service Item	R, A	C, I	R		
7.0.4	Coordinate the "Initial maintenance of SAP transport management system after system build" Service Item	R, A	C, I	R		
7.0.5	Coordinate the "Maintain SAP transport management system incl. configuration of transport routes and any further configuration (automatic import, scheduled import etc.)" Service Item	R, A	C, I	R		

Item	Description	Syntax	Customer	Freq.	SI	Notes
7.0.6	Coordinate the "Initial configuration of Transport-based correction instructions (TCI) in client 000" Service Item	R, A	C, I	R		
7.0.7	Coordinate the "Set-up of CTS+" Service Item	R, A	C, I	R		
7.0.8	Coordinate the "Transfer and release of transport orders" Service Item	R, A	C, I	R	AS	
7.0.9	Coordinate the "Execute transports to move objects between SAP systems" Service Item	R, A	C, I	R		
7.0.10	Coordinate the "Troubleshoot SAP Transport Management System" Service Item	R, A	C, I	R		
7.0.11	Coordinate the "Set-up and configuration of ChaRM in SAP Solution Manager" Service Item	R, A	C, I	R	AS	
7.0.12	Coordinate the "Testing and acceptance of object changes" Service Item		R, A		EX	
8.0	Service Request Handling - Output Management					
8.0.1	Coordinate the "Create, change and delete printers within SAP solution" Service Item	R, A	C, I	R		
8.0.2	Coordinate the "Analyze faulty output requests (transaction SP01)" Service Item	R, A	C, I	R		
8.0.3	Coordinate the "Reorganize SAP spool system to keep system clean" Service Item	R, A	C, I	R		
8.0.4	Coordinate the "Lock/unlock SAP printers" Service Item	R, A	C, I	R		
8.0.5	Coordinate the "Check spooler table consistency to prevent printing issues" Service Item	R, A	C, I	R		
8.0.6	Coordinate the "Configure virtual spool (load balancing between spool processes)" Service Item	R, A	C, I	R		
8.0.7	Coordinate the "Troubleshoot technical spool- and print-problems (within the SAP system)" Service Item	R, A	C, I	R		
9.0	SAP Cloud Architecture					
9.0.1	Review and Analysis of SAP Landscape and Infrastructure change requests	R, A		R		
9.0.2	Identify and validate required SKUs	R, A		R		
9.0.3	Review SAP Landscape and Infrastructure change requests with the customer including costs impacts	R, A		R		
9.0.4	Approve SAP Landscape and Infrastructure change requests		R, A		EX	
9.0.5	Submit SAP Landscape and Infrastructure Change Request	R, A		R		

2. SAP Cloud Operations Service

Item	Description	Syntax	Customer	SAP	Freq.	SI	Notes
1.0	SAP System Configuration, and General Tasks						
1.0.1	Connect an SAP HANA DB to an SAP Focused Run System for monitoring purposes	R, A			S		
1.0.2	Activate technical monitoring of system components in CALM	R, A			S		
1.0.3	Conduct initial creation and maintenance of technical systems in SAP Support Portal	R, A			A		
1.0.4	Conduct maintenance or testing of operating modes	R, A			R		
1.0.5	Conduct maintenance of logon groups	R	A		R		
1.0.6	Validation on the technical completion of Service Requests and Support Cases	A		R	R		
2.0	Alert-based Monitoring						
2.0.1	Application Health Monitoring - specifics defined in monitoring set description	R, A			O		

Item	Description	Syntax	Customer	SAP	Freq.	SI	Notes
2.0.2	Exception Monitoring - specifics defined in monitoring set description	R, A			O		
2.0.3	Job Monitoring - specifics defined in monitoring set description	R, A			O		
2.0.4	Interfaces and interface related functions monitoring - specifics defined in monitor set description	R, A			O		
2.0.5	Monitoring not specified in the monitoring sets	R, A				AD	
3.0	Patch and Release Management						
3.0.1	Implement SAP Notes for software component "Basis Component" (BC) without manual activities that provide corrections for technical system operation	R	A		O		
3.0.2	Implement SAP Notes for software component BC including manual activities that provide corrections for technical system operation	R	A		O		
3.0.3	Implement SAP Notes that are not of software component BC		R, A			EX	
3.0.4	Install new non-certified RISE third-party add-on on client 000	R	A		R		
3.0.5	Install new RISE certified third-party add-on on client 000	I	A	R	R	EX	
4.0	Operational Activities						
4.0.1	Analyze update errors to assess business impact and take appropriate action	R, A	C, I		O		
4.0.2	Sanitize cancelled update transactions	R, A	C, I		O		
4.0.3	Analyze lock entries of the SAP system and determine business impact and appropriate measures	R, A	C, I		O		
4.0.4	Delete lock entries in the SAP system	R, A	C, I		O		
4.0.5	Analyze the SAP system log to correct technical errors of the SAP system	R, A		C, I	O		
4.0.6	Conduct periodic analysis of SAP system ABAP shortdumps to correct technical errors of the SAP system	R, A		C, I	O		
4.0.7	Conduct periodic analysis of SAP system ABAP shortdumps to report application-side errors of the SAP system to functional support teams	R, A	C, I		O		
5.0	Performance Management						
5.0.1	Conduct initial analysis of system performance issues	R, A			O		
5.0.2	Assist functional team in identifying poorly performing SQL statements	R	A		R		
6.0	Output Management						
6.0.1	Analyze incorrect output requests in the SAP system	R, A			O		
6.0.2	Define, change, or delete an output device in the SAP system	R	A		R		
6.0.3	Lock or unlock output devices in the SAP system	R	A		R		
6.0.4	Conduct consistency check of tables relevant for spooling and output in the SAP system (Report RSPO1043)	R, A			O		
6.0.5	Reorganize the SAP Spool system to avoid error conditions in the SAP system	R, A			O		
7.0	Security Management						
7.0.1	Implement relevant SAP Security Notes on the Application Level (Software Components other than BC)	R	A		R		

Item	Description	Syntax	Customer	SAP	Freq.	SI	Notes
7.0.2	Perform analysis of Customer's Security Audit Logs	R	A		R		
8.0	System Refresh						
8.0.1	Perform standard pre-processing copy steps – i.e., SOST, SPAD, Transports, LSMW	R	A		R	RC	
8.0.2	Perform Customer-specific pre-processing copy steps - pre-agreement with Customer on scope	R	A		R	RC	
8.0.3	Perform Customer-specific post-processing copy steps - pre-agreement with Customer on scope	R	A		R	RC	
8.0.4	Post-processing standard tasks e.g., Embedded Search, BDLS - pre-existing systems, RFC and webservices (export/import)	R	A		R	RC	
8.0.5	Update of system certificates (export/import from system before copy)	R	A		R	RC	
9.0	Client Operations						
9.0.1	Perform preparatory activities of a client copy (job planning, user blocks, saving table contents of the target system, etc.)	R	A		R	RC	
9.0.2	Perform follow-up activities of a client copy (job scheduling, user unlocks, re-importing table contents of the source system, etc.)	R	A		R	RC	
9.0.3	Analyze application-related problems during a client copy or a client export or import	R, A			R	RC	
10.0	Transport Management						
10.0.1	Conduct error analysis and troubleshooting regarding the technical functionality of the TMS	A		R	O		
10.0.2	Implement client-specific transport route or group configurations and other settings of the TMS according to Customer specifications	R	A		R		
10.0.3	Implement SAP Notes, transport-based corrections instructions (TCI), and other types of manual corrections (corrections not provided as software correction package) in managed system (notes and corrections required to fix application related issues)	R	A		R		
10.0.4	Implement initial configuration of CTS+	R	A		R		
10.0.5	Perform transports to move objects between SAP systems of different system landscapes	R	A		R		
10.0.6	Release of Transport Requests from source systems	R	A		R		
10.0.7	Import Transport Requests into productive SAP systems	R	A		R		
10.0.8	Reporting technical results of imported transport requests via agreed channel	R, A	I		O		
10.0.9	Transport error handling (application related) - with functional support team	R, A	C, I		O		
11.0	Certificate Management						
11.0.1	Generate certificate signing requests (CSRs)	R	A		R		
11.0.2	Generate and maintain CSRs for ICM, load balancer, Web Dispatcher and Data Services	A		R	R		
11.0.3	Implement signed certificate on ICM, load balancer, Web Dispatcher, and Data Services	A		R	O		
11.0.4	Add SSL certificates	R	A		R		
11.0.5	Renew expired certificates	R, A			O		
12.0	Interface Administration						
12.0.1	Monitor and troubleshoot batch input sessions	R, A			O		
12.0.2	Configure interface related functions (IDOCs, interface scripts and jobs, qRFC/tRFC/bgRFC, ALE scenarios, etc.)	R	A		R		

Item	Description	Syntax	Customer	SAP	Freq.	SI	Notes
12.0.3	Monitoring of interfaces and interfaces related functions – <i>see the “Alert-based Monitoring” section in this RACI</i>	R	A		O		
12.0.4	Establish trust relationships between SAP NW ABAP systems	R	A		R		
13.0	Job Management						
13.1	SAP System based Job Management						
13.1.1	Job creation in SAP directly, SM36 - according to Customer specification in Job template	R	A		R		
13.1.2	Job modification in SAP directly, SM36 - according to Customer specification in Job template	R	A		R		
13.1.3	Job deletion in SAP directly, SM36 - according to Customer specification in Job template	R	A		R		
13.1.4	Job monitoring SM37 - <i>see the services in the “Alert-based Monitoring” section in this RACI</i>	R, A			O		
13.1.5	Job error handling - when the job failed: investigate, analyze, consult the customer, restart the job manually, reschedule the job for a later one-time restart, stop the job, renew the job schedule	R, A	C, I		O		
14.0	SAP User Management and Application Security						
14.1	SAP User Management						
14.1.1	SAP User lifecycle management (create, lock, unlock, update, and delete)	R	A		R		
14.1.2	User Password Reset	R	A		R		
14.1.3	Assign existing SAP profile or authorization to user	R	A		R		