

SAP Enhanced Basis 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 RACI

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 RACI

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 RACI

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.

RACI

Item	Description	Customer	Syntax	Freq.	SI	Notes
1	Setup (Onboarding and Transition)					
1.0.1	Connect an SAP HANA DB to an SAP Focused Run System for monitoring purposes		R, A	S		Monitoring Solution is specified in <i>Customer Specifications</i>

Item	Description	Customer	Syntax	Freq.	SI	Notes
1.0.2	Activate technical monitoring of system components in CALM		R, A	S		Monitoring Solution is specified in <i>Customer Specifications</i>
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	A	R	R		
1.0.6	Validate the technical completion of Service Requests and Support Cases		A	R		
2	Alert-based Monitoring					
2.0.1	Perform RPA-based Application Health Monitoring - specifics defined in monitoring set description			AD		
2.0.2	Provide monitoring analysis and remediation recommendations	A	R	O		
3	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	A	R	O		
3.0.2	Implement SAP Notes for software component BC including manual activities that provide corrections for technical system operation	A	R	O		
3.0.3	Implement SAP Notes that are not of software component BC	R, A			EX	
3.0.4	Install third-party add-on in client 000	A	R	R		
4	Operational Activities					
4.0.1	Analyze update errors to assess business impact and take appropriate action	C, I	R, A	O		
4.0.2	Sanitize cancelled update transactions	C, I	R, A	O		
4.0.3	Analyze lock entries of the SAP system and determine business impact and appropriate measures	C, I	R, A	O		
4.0.4	Delete lock entries in the SAP system	C, I	R, A	O		
4.0.5	Analyze the SAP system log to correct technical errors of the SAP system		R, A	O		
4.0.6	Conduct periodic analysis of SAP system ABAP shortdumps to correct technical errors of the SAP system		R, A	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	A	R	O		
5	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	A	R	R		
6	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	A	R	R		
6.0.3	Lock or unlock output devices in the SAP System	A	R	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	Security Management					
7.0.1	Implement relevant SAP Security Notes on the Application Level (Software Components other than BC)	A	R	R		

Item	Description	Customer	Syntax	Freq.	SI	Notes
7.0.2	Perform analysis of Customer's Security Audit Logs	A	R	R		
8	System Refresh					
8.0.1	Perform Standard pre-processing copy steps - ie. SOST, SPAD, Transports, LSMW	A	R	R	RC	
8.0.2	Perform customer-specific pre-processing copy steps - pre-agreement with the customer on scope	A	R	R	RC	
8.0.3	Perform customer-specific post-processing copy steps - pre-agreement with the customer on scope	A	R	R	RC	
8.0.4	Perform post-processing standard tasks – e.g. Embedded Search, BDLS - pre-existing systems, RFC and webservices (export/import)	A	R	R	RC	
8.0.5	Update system certificates (export/import from system before copy)	A	R	R	RC	
9	Client Operations					
9.0.1	Perform preparatory activities of a client copy (job planning, user blocks, saving table contents of the target system, etc.)	A	R	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.)	A	R	R	RC	
9.0.3	Analyze application-related problems during a client copy or a client export or import		R, A	R	RC	
10	Transport Management					
10.0.1	Conduct error analysis and troubleshooting regarding the technical functionality of the TMS		A	O		
10.0.2	Implement client-specific transport route or group configurations and other settings of the TMS according to Customer specifications	A	R	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)	A	R	R		
10.0.4	Implement initial configuration of CTS+	A	R	R		
10.0.5	Perform transports to move objects between SAP systems of different system landscapes	A	R	R		
10.0.6	Release Transport Requests from source systems	A	R	R		
10.0.7	Import Transport Requests into productive SAP systems	A	R	R		
10.0.8	Report technical results of imported transport requests via agreed channel	I	R, A	O		
10.0.9	Transport error handling (application related) - with functional support team	C, I	R, A	O		
11	Certificate Management					
11.0.1	Generate certificate signing requests (CSRs)	A	R	R		
11.0.2	Generate and maintain CSRs for ICM, load balancer, Web Dispatcher and Data Services		A	R		
11.0.3	Implement signed certificate on ICM, load balancer, Web Dispatcher, and Data Services		A	O		
11.0.4	Add SSL certificates	A	R	R		
11.0.5	Renew expired certificates		R, A	O		
12	Interface Administration					
12.0.1	Monitor and troubleshoot batch input sessions		R, A	O		
12.0.2	Configure interface related functions (e.g. IDOCs, interface scripts and jobs, qRFC/tRFC/bgRFC, ALE scenarios etc.)	A	R	R		
12.0.3	Monitor interfaces and interface-related functions => Monitoring Section	A	R	O		
12.0.4	Establish trust relationships between SAP NW ABAP systems	A	R	R		

Item	Description	Customer	Syntax	Freq.	SI	Notes
13	Job Management					
13.1	Perform SAP system-based Job Management					
13.1.1	Perform Job creation in SAP directly, SM36 - according to Customer specification in Job template	A	R	R		
13.1.2	Perform Job modification in SAP directly, SM36 - according to Customer specification in Job template	A	R	R		
13.1.3	Perform Job deletion in SAP directly, SM36 - according to Customer specification in Job template	A	R	R		
13.1.4	Perform Job monitoring SM37 - see services in the "Alert-based Monitoring" section of this RACI		R, A	O		
13.1.5	Perform Job error handling - when the job failed: investigate, analyse, consult Customer, restart the job manually, reschedule the job for a later one-time restart, stop the job, renew the job schedule	C, I	R, A	O		
14	SAP User Management and Application Security					
14.1	SAP User Management					
14.1.1	Perform SAP User lifecycle management (create, lock, unlock, update, and delete)	A	R	R		
14.1.2	Execute user password reset	A	R	R		
14.1.3	Assign existing SAP profile or authorization to user	A	R	R		