

## **Service Description**

### **Education Consulting**

Customer is undertaking a project (“Customer’s Project” or “Project”). Customer is the owner of the Customer’s Project and is responsible for the process, scope, costs, resources and outcomes of Customer’s Project.

SAP will provide Services to assist with the Customer’s Project as requested and further defined in the Order Form and the Scope Document.

#### **1. Education Consulting**

The following Services can be requested:

##### **1.1 Education and Training Strategy**

- 1.1.1 Education and Training Strategy provides a customized best practice methodology for effective engagement of the Customer team(s). The Education and Training Strategy includes advice for training stakeholder management and education governance, user training content development and delivery methodology, high level milestone and resource planning, education applications, the approach to translation and the identification of risks and issues in relation to the Education and Training Strategy. Existing Customer education strategies can also be reviewed for Customers requesting assessment of their current plans.

##### **1.2 Learning or Training Needs Analysis**

- 1.2.1 Provides the detailed training build and delivery approach for effective user engagement, establishing the baseline course catalogue (training curriculum tailored to specific learning needs), the learning paths per user group, the content development plan, and resource requirements to build and, where relevant, strategy for deployment of content. The Learning Needs Analysis defines, in detail, the learning path(s) that users need to undertake. By analyzing the planned components, business processes and roles the Learning Needs Analysis addresses questions on the learning events to be delivered to determine future education design, development and delivery activities.

##### **1.3 Training Plan**

- 1.3.1 The training plan includes a detailed training schedule and delivery plan. It will include the step-by-step breakdown of the training content to be developed (e.g. transaction simulations, materials, job aids, and work instructions) and required activities for training delivery per release and/or wave of a project.

##### **1.4 Case Study**

- 1.4.1 A Case Study will assist Customer to learn how to work as part of an SAP implementation project team. It includes a training exercise during which the Customer is taken through a simulated project to better understand the approach and techniques to deliver a typical SAP implementation project.

##### **1.5 Training Services Development and Delivery**

- 1.5.1 Training Services Development and Delivery will assist the Customer with one or more of the following activities:
  - 1. Content Design- designing education materials
  - 2. Content Development- building training materials (classroom based training, virtual classroom training, learnings, micro learning, tests and quizzes, exercise scripts, quick reference guides, etc.)
  - 3. Training Delivery Environment- planning for and staging the training environment for instructor-led delivery or e-learning self-paced exercise activities
  - 4. Content Delivery- deploying the training (classroom, virtually, e-learning, etc.)
  - 5. Train the Trainer (TtT)- teaching those responsible for training
  - 6. Translation- translating education content into other languages
  - 7. Additional ad hoc content creation or content delivery activities that are necessary to accomplish the Customer’s goal.

## 1.6 Super/Key User Strategy and Program Design

1.6.1 SAP will collaborate with the Customer to establish the structure for designing and building the Customer's super/key user program. The purpose of a super/key user program is to design a customer Tier 1 support network of expert end users who will support other Customer users. Activities may include some or all of the following:

1. Build a super/key user strategy
2. Identify selection criteria based on desired traits of a super/key user
3. Define super/key user role responsibilities
4. Define selection process
5. Define onboarding and up skilling plan
6. Define incentives for participation

## 1.7 Education Sustainability Assessment:

1.7.1 SAP will explore the Customer's current training support structure and roles within the team to identify knowledge gaps and make recommendations for improvement. The analysis of individual knowledge strengths and weaknesses will be done through expert-led assessments and tailored interviews. Continuous learning will be recommended for existing teams such as center of excellence (COE), a learning academy, or the super/key user community, etc.

## 1.8 Education Best Practice Center (BPC):

1.8.1 SAP will provide knowledge transfer related to the SAP Software/Cloud Service to named Customer subject matter experts (SMEs). BPC services may include:

1. Coaching and best practice sessions highlighting configuration, adoption, usage, and reporting using demonstrations
2. Guidance on bridging multiple SAP Cloud Services
3. Assist the Customer's reviews of new feature and functionality releases that might be relevant to an organization's specific initiatives in order to improve the value of the Customer's SAP Software/Cloud Services.

## 1.9 Training Management

1.9.1 SAP will assist the Customer with the following:

1. Supporting the Customer's program/project for creating and deploying training materials
2. Assisting the Customer during the execution of the training program/project.

## 1.10 Training Technical Support:

1.10.1 SAP will assist the Customer with the following:

1. Supporting the Customer's training program/project software for creating and deploying training materials
2. Supporting the Customer's training environment through creation of data to support training sessions

## 1.11 Organizational Change Management (OCM) and User Adoption

1.11.1 SAP will assist Customer with the following:

1. Identification and engagement of stakeholder groups
2. Creation of a change impact analysis
3. Facilitation of role mapping activities to document the changes to the organization and job roles
4. Creation of an OCM roadmap for the Customer
5. Definition, management and execution of change management deliverables such as an OCM charter and governance; OCM risk mitigation strategy; OCM readiness assessment; and OCM performance management
6. Establishment of communication plan and related activities to promote awareness and acceptance of SAP software changes.

## 1.12 Education Health Check

1.12.1 Education Health Check is an assessment undertaken with the Customer across their business units, teams, projects, or programs in a post go live environment to review key education issues and provide suggestions for improvement. It can be conducted through one or more of the following approaches:

1. workshops,
2. interviews,
3. questionnaires,
4. drop in sessions.

Through either reviewing SAP User Experience Management by Knoa (UEM) outputs or further detailed conversation with users, SAP provides a business relevant report documenting the key issues and possible mitigation activities for these issues.

## 1.13 Education Software Solution Services

1.13.1 SAP will assist the Customer with their implementation of SAP Education Software. SAP can provide solution services including strategic advice, deployment, training, and adoption techniques on one or more of the following SAP Education Software:

1. SuccessFactors Learning (SFL)
2. SAP Learning Solution (LSO)
3. SAP Learning Hub
4. SAP Workforce Performance Builder (WPB)
5. SAP Productivity Pak (SPP) by Ancile
6. SAP Assessment Management by Questionmark
7. SAP Communication Centre by Ancile
8. SAP User Experience Management by Knoa (UEM)
9. SAP Knowledge Acceleration (KA).

## 2. **Approach**

2.1.1 SAP will deliver the Services as per the standard phases defined below. Further detail of the phases and activities and the responsibilities of SAP and Customer are defined in the Scope Document.

1. Prepare Phase – Activities include:
  - (a) Prepare for the delivery by identifying appropriate resources;
  - (b) Jointly define Service schedule, roles and responsibilities and work plan;
  - (c) Commence Services.
2. Explore Phase – Activities include:
  - (a) Execute workshop(s) to identify issues
3. Realize Phase – Activities include one or more of the following:
  - (a) Define a strategy or a plan for improvements in education related activities;
  - (b) Support Customer with implementing SAP's recommendations for improvements related to Education and Training;
  - (c) Advise, deploy and/or train Customer related to Education Software.
4. Deploy Phase – Complete activities as defined in the Scope Document.

## 3. **Governance**

3.1.1 SAP and Customer will define the Project governance in the Scope Document or during the Prepare phase of the Project.

#### **4. Customer Responsibilities**

- 4.1.1 The Customer responsibilities are listed below. Further Customer responsibilities may apply and, if so, these will be detailed in the Scope Document.

Customer will:

1. Be responsible for making the necessary internal arrangements to carry out the individual Services on a non-interference basis.
2. Agree that the scope of the individual Services shall be subject to change if the Customer tasks are not performed in a timely and appropriate manner and/or if the Customer resources are not provided.
3. Provide knowledgeable, decision-empowered resources that are available to work on the Customer's Project.
4. Make timely decisions and communicate them. If those decisions affect SAP's ability to perform Service, SAP will give notice to Customer.
5. Ensure it has all necessary license rights, including third party license rights, required to allow SAP to perform the Services.
6. Appoint a single point of contact for SAP.
7. Supply SAP with the names and contact information of key Customer and third party resources assigned to the Customer's Project.
8. Provide sponsorship from the Customer's senior management, who will be available on a timely and regular basis to monitor progress and to act as a decision maker for policy decisions and issue resolution.
9. Minimize the change in personnel throughout the duration of the Service.
10. Provide SAP with adequate work space as necessary for the duration of the Services including meeting rooms for work on-site. The work space should include projectors, printers, scanners, copiers, file storage and miscellaneous office supplies as needed. Sufficient temporary desks, or "hot desks", will be made available to enable each SAP resource to have a desk for each day they are on-site. No SAP employees will have an office on the Customer's premises with keys that provide exclusive use of the office to SAP. It is recommended that the SAP team is situated in a secure location. Such work space will be provided before or during the Prepare phase.
11. Provide SAP with access to Customer's facilities as necessary for the performance of the Services including all necessary identification material (badges, passes, cards, etc.) for the duration of the Services. This includes necessary access to such buildings and systems during and after normal business hours, on weekends, and on holidays. Limitation of SAP access during these times may reduce SAP's ability to maintain the proposed schedule.
12. Ensure that any appropriate hardware required to initiate the execution of the Service is secured before the start of the Project.
13. Be fully responsible for technology infrastructure that is on premise or hosted by a third party. This includes but is not limited to SAP infrastructure, network administration, security, periodic backup and restore activities as required, and server and storage hardware. These systems will be available throughout the Service according to the Project schedule.
14. Ensure that a consistent, stable, and fast SAP remote support connection/service connection is available between SAP and the Customer at the required times.
15. Allow use of SAP laptops and mobile devices on Customer site to SAP's network via SAP Virtual Private Network (VPN) protocols or support the use of the SAP team laptops on its network or provide PCs and/or laptops with the Microsoft Office Suite and e-mail capability for the SAP team. Laptops and/or PCs provided by Customer must have the latest virus protection software.
16. Provide SAP team members with access to the Customer's SAP environment. The Customer shall provide secure dial-in and/or direct access to Customer networks and systems as necessary.
17. Provide technical advice regarding any third party systems to which the team will have access.

#### **5. Assumptions and Exclusions**

- 5.1.1 Further assumptions and exclusions may apply and, if so, these will be detailed in the Scope Document.

1. Customer agrees and understands that the assigned SAP resources may perform Services activities hereunder from an SAP office or remote from Customer's or SAP's offices.