

**CLOUD APPLICATION SERVICES FOR SAP HANA ENTERPRISE CLOUD ADVANCED EDITION;  
RISE WITH SAP S/4HANA CLOUD, PRIVATE EDITION, TAILORED OPTION;  
SAP ERP, PRIVATE CLOUD EDITION, TAILORED OPTION;  
RISE WITH SAP S/4HANA, PRIVATE CLOUD EDITION; AND  
SAP ERP, PRIVATE CLOUD EDITION  
SERVICE DESCRIPTION DOCUMENTATION\***

**Application Monitoring**

**1. SCOPE OF CLOUD APPLICATION SERVICES (CAS)**

SAP will provide CAS services as described herein for the SAP cloud environment systems and related system landscape in scope subject to the usage metric volume purchased by Customer as set forth in the applicable order form.

Solution Scope

SAP will perform application-level health monitoring and respond to technical exceptions on the customer application layer as described herein.

Approach and Activities

SAP will conduct this service as follows:

- ï SAP will perform application monitoring 24/7 for production systems in scope for the following service elements:
  - o Standard/Custom ABAP Jobs and BI Process Chains
  - o Interface & Connection Monitoring (ABAP Exceptions, Web Service, BDoc, Gateway, HTTP(s), IDoc, Process Integration, RFC/ bgRFC/ qRFC/ tRFC, SAP AIF, SLT, SAP Cloud Integration - IFlows)
  - o URL Certificate and URL Availability
- ï SAP will maintain standard operating procedures for remediation of exceptions for each service element to being monitored.
- ï SAP will perform remediation per best practices for the service elements monitored, including:
  - o Batch job retriggering
  - o RFC parameters changes – Credentials & destinations only
  - o Renewal of valid certificate
  - o Cancellation and termination of work processes
  - o Clearance or reprocessing of failed updates
- ï All remediation tasks will be executed through the CAS Service Request Process with necessary approvals, pre-requisite information and access provided by customer.
- ï SAP will maintain Incident procedures for system availability critical (P1) issues.

\*For SAP HANA Enterprise Cloud Advanced Edition; RISE with SAP S/4HANA Cloud, private edition, tailored option; and SAP ERP, private cloud edition, tailored option only. For RISE with SAP S/4HANA Cloud, private edition; and SAP ERP, private cloud edition, this document is deemed a CAS Service Description Guide.

## Exclusions

The following services are not included:

- ï Scheduling of jobs is out of scope of this service.
- ï Remediation activities other than mentioned above are the responsibility of the Customer.
- ï Any other priority incident ticket creation will be the responsibility of customer.
- ï Any additional monitoring scenarios other than above mentioned service elements.
- ï Non-SAP Systems or Middleware as part of the Integration monitoring

## **2. USAGE METRIC OF CLOUD APPLICATION SERVICES (CAS)**

<u>Service Scope item</u>	<u>Usage Metric</u>
Application Monitoring	Service Element*

\*Each service element corresponds to one monitoring element (One Job, Interface, or Certificate/URL availability).

- ï A Custom Job service element is defined as a single job with a unique name in a single application.
- ï An Interface service element is defined as a unique combination of interface name, source system, target System and communication channel type.
- ï A URL availability and Certificate monitoring service element is defined as a unique identifiable URL provided for monitoring, such that it can be monitored through Diagnostic agent.

## **3. CUSTOMER'S RESPONSIBILITIES, COLLABORATIVE AND COOPERATIVE DUTIES**

- a) SAP's provision of the CAS service is subject to Customer fulfilling its responsibilities described in the applicable RACI Matrix Documentation.
- b) Customer will provide relevant system access to the customer applications in scope as requested for delivering the monitoring service, which includes definition of new roles as needed.

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## Roles & Responsibilities for Cloud Application Services

Version: 2024/08



Legend	
	The goal of the Responsibility Matrix is to define the roles and the responsibilities within the service provision.
R	<b>Responsible</b> person(s) for the provision or <u>execution</u> of the identified service / task.
R*	Responsibility has to be clarified and agreed, usually during Transition phase.
A	<b>Accountable</b> person(s) for <u>approval of tasks</u> . Signs off on work done by <i>responsible</i> and is ultimately answerable for correct and thorough completion of the service / task. There must be only one accountable specified for each service / task.
C	<b>Consulted</b> person(s). They support in the execution of the identified service and <u>advise, assist, support</u> and participate in the relevant tasks as required; typically subject matter experts (two way communication).
I	<b>Informed</b> . Information is provided for those who are kept up-to-date on progress and / or completion of the service / task (one way communication).
Note 1	Service available for an additional fee and may be requested via the Change Request procedure (Order Form Exhibit 2).

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Services			SAP	Cus- tomer	Remarks
5.1	Application Monitoring				
5.1.1	Governance and Process Alignment				
		Create service plan for monitoring the Customer production environment in scope	R	C	
5.1.2	Onboarding				
		Setup of Job and Automation Monitoring	R	I	Customer to provide the list of service elements and relevant thresholds to be monitored Monitoring setup activity will be performed post Go-Live and after the monitoring elements are available in the production environment It includes ABAP Jobs and BI Process Chains for Monitoring.
		Setup of Integration and Exception Monitoring	R	I	Customer to provide the list of service elements and relevant thresholds to be monitored Monitoring setup activity will be performed post Go-Live and after the monitoring elements are available in the production environment It includes ABAP Web Services, BDoc, Gateway, HTTP(s), IDoc, Process Integration, RFC/ bgRFC/ qRFC/ tRFC, SAP AIF, SLT, SAP Cloud Integration - Iflows.
		Setup of URL Monitoring (Certificates and Availability)	R	I	Customer to provide the list of service elements and relevant thresholds to be monitored Monitoring setup activity will be performed post Go-Live and after the monitoring elements are available in the production environment
5.1.3	Monitoring Activities				
		Coordinate with Incident Management, Problem Management and Engagement Management	R	R	
		Monitor service elements and coordinate ongoing Operations activities	R	I	The onboarding period is required before start of productive monitoring. As a part of the Monthly Report
	BASIC_1.11.06	Monitor validity period of certificates	R	I	Restricted to only certificates for URLs. Customer to provide URLs for certificate check.
		Monitor availability of URLs	R	I	
		Monitor BI Process Chains	R	I	
	TO_NWABAP_1.3.26	Monitoring of interfaces and interface related functions	R	I	
	TO_NWABAP_1.4.15	Administer application batch jobs: - Monitor jobs	R	C	Restricted to monitoring of Jobs
		Monitor SAP Cloud Integration (Iflows)	R	I	
		Monitor trends for recommended changes or threshold adjustments	R	I	As a part of the recommendation for Continuous improvement which is a part of the Monthly report
		Adjust service plan to realign for inscope service elements to be monitored and related to metrics and threshold levels	R	C	Review of service elements to make metrics or threshold adjustments limited to twice yearly
5.1.4	Event/Incident Handling & Issue Resolution				
		Perform remediation activities according to the SAP Best Practices.	R	C	Reference to documented solutions for an alert in the standard operating procedure(SOP). Customer to provide approvals for remediation post due-diligence
		Create an Incident for the alert in SAP Launchpad	R	I	Applicable for system availability critical (P1) issues only.
		Monitor and track Incident and Event resolution activities for critical (P1) issues only	R	C	
		Remediation for Alert "Batch Job Errors" : Batch job retriggering or termination; Changes of job variant or job user ids	R	C	Customer to provide approval for remediation
		Remediation for Alert "Errors for RFC Connection status": RFC parameters changes - Credentials, destinations only for RFC Connections	R	C	Customer to provide approval for remediation
		Remediation for Alert "Expiring URL certificates" : Renewal of valid certificates	R	C	Customer to provide approval for remediation. Applicable for New SAP Standard Certificates in STRUST only.
		Remediation for Alert "Not Enough Batch Resources" : Work process cancellation; Optimization of Batch Jobs load post analysis	R	C	Customer to provide approval for remediation