

Additional Technical Proposal Questions

13.2.6. Service Request Management

1. What is your process for handling service requests and change requests, including logging, prioritization, and tracking through resolution?
2. How do you differentiate between standard service requests and customer-initiated changes that require formal approval or scoping?

13.2.7. Regulatory and Compliance Services

1. What experience do you have supporting SAP systems under industry-specific compliance requirements that protect sensitive data?

13.2.8. Limited Infrastructure Management (Basic Support)

1. Do you have any standard requirements from the RISE with SAP provisioning organization to provide and coordinate support?
2. What is your approach to supporting an SAP infrastructure from a provisioning managed private cloud (RISE with SAP)?

13.2.9. Operating System Management

3. Do you support Red Hat Linux and Windows Operating systems?
4. How do you handle operating system-level monitoring and notifications of issues. Including any automated tools?

13.2.10. Backup, Restore and Snapshots

1. What is your backup and recovery strategy for SAP environments, and how do you ensure backups complete successfully?

2. How do you test and validate to ensure recoverability?

13.2.11. Database Management

1. How do you monitor database performance and resource usage on an ongoing basis?
2. What tools or dashboards do you use for database health monitoring and alerting?

13.2.12. System Installation and Provisioning

1. What is your methodology for verifying provisioned and installed new SAP systems or landscapes in a cloud environment (in a “RISE with SAP” context)?
2. How do you validate and document a successful installation or system copy?

13.2.13. Application Configuration and Customization

1. How do you verify SAP application configuration and parameter tuning during deployment, discovery (transition) and ongoing support?
2. Have you used SAP Cloud ALM (Application Lifecycle Management) and the SAP Activate Methodology including SAP Best Practices for the support of SAP solutions?

13.2.14. Incident Management

1. What is your incident management process, and how do you classify and prioritize incidents, including internal escalations requiring higher expertise?
2. What is your process for conducting root cause analysis on recurring or high-impact incidents to prevent future occurrences?

13.2.15. Monitoring and Alerting

1. Which tools do you use for SAP systems monitoring and do you use any standard or customized dashboards?
2. What methods do you use to communicate alerts?

13.2.16. Security and Compliance

1. How do you implement and manage SAP security (user administration, roles, profiles, authorization objects). Including the workflow for provisioning user access?
2. What processes do you use for performing security audits or reviews on the SAP system such as segregation-of-duty conflicts and recertification of access?

13.2.17 Logging & Audit

1. What is your process for monitoring and organizing SAP applications, system and audit logs?
2. Have you configured and managed logging for standard, custom applications and integration components?

13.2.18 System Copy & Refresh

1. What experience do you have performing homogeneous system copies or landscape refreshes for SAP systems (including SAP HANA or ASE)?
2. What methodology do you use to plan, perform and ensure data consistency and performance after a system copy?

13.2.19 Release & Patch Management

1. What is your process for planning and executing SAP application upgrades, support pack stacks, or enhancement packages, including testing and rollback planning?
2. How do you ensure transport and code changes, including mandatory SAP notes and Patches are properly tracked and moved without impacting operations?

13.2.20 Performance & Capacity Management

1. How do you monitor SAP system performance and detect performance bottlenecks?
2. In your experience what are the most common performance improvements or optimizations in S/4HANA?

13.2.21 Proactive Services

1. What proactive monitoring or health check services do you consider important within any custom system health reports or SAP Early Watch)?
2. What is your methodology to identify system improvements or updates, and how frequently do you review system health and propose changes?

13.2.22 Certificate Management

1. Have you managed SSL certificates and trust relationships for SAP systems (e.g., web servers, SAP Fiori), including key pairs and CA integration?

13.2.23 Disaster Recovery

1. Have you performed disaster recovery of SAP systems for other customers, including documentation of DR runbooks and failover procedures?

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13.2.24 Specific SAP Modules and Systems

Please indicate whether your organization has previously provided end-user support for the following systems and software modules:

SYSTEMS/MODULES	YES	NO
1. SAP S/4HANA for Financial Services (including Fiori and Web Dispatcher)		
2. SAP S/4HANA for Financial Services (including Fiori and Web Dispatcher)		
3. SAP Treasury and Risk Management		
4. SAP S/4HANA Cloud for Cash Management		
5. SAP S/4HANA Cloud for Loans Management (CML)		
6. SAP Multi-Bank Connectivity		
7. SAP Analytics Cloud (BI and Planning)		
8. Travel Management for SAP S/4HANA Cloud		
9. SAP Extended Procurement		
10. Public Sector & Regulated Industries solutions (e.g. S/4HANA Public Sector)		
11. SAP Core Human Capital Management Cloud		
12. SAP Integration Suite		
13. SAP Enable Now		
14. SAP Signavio Process Insights		
15. LeanIX Architecture		
16. SAP Business Application Studio		

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