



Unlock your full potential

## Hybrid Cloud Roles & Responsibilities

**Version 7 – 5 August 2026**

Orise reserves the right to make modifications to this document at any time. Adjustments are intended solely for the expansion of the current offerings, ensuring that any changes apply equally to existing customers.

This document is not customer-specific and is therefore applicable to all HYBRID Cloud contracts. For reasons of maximum compatibility, this document is available exclusively in English.

The current R&R can be found on this website: <https://orise.com/de/sap/r-r-hybrid-cloud/>

Only the current R&R published by Orise is applicable to any existing contracts.

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## 1 OVERVIEW

For the operation as part of any **HYBRID Cloud** contract this document describes the roles & responsibilities of each party during the runtime of this contract. These Roles & Responsibilities describe in granular details the governance of possible services that will or might occur during the contract runtime. This list also contains the information, which party (**ORISE** or **CUSTOMER**) is able to deliver the services and if the services are subject to additional service fees, as well as if there is an change of the contract required for the delivery of these services. Additionally, the list will declare services that are excluded to be delivered by **ORISE** and must therefore be delivered by the **CUSTOMER** or a third party that is instructed by the **CUSTOMER**.

## 2 SERVICE CLASSES

The Roles & Responsibilities are categorized into 5 different classes which are hereby described.

|                                                      |                                                                                                                                                                                                                                                                                                                                                             |
|------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Standard Services</b>                             | All tasks/services that are included as part of the standard Services, covered by the Service Fee and performed by ORISE, as applicable to the customer. Can only be performed by ORISE <sup>1</sup>                                                                                                                                                        |
| <b>Optional Services</b>                             | These tasks/services are not covered by the standard Services and are not and cannot be covered by the CAS / AMS. <ul style="list-style-type: none"> <li>• Are subject to additional service fees</li> <li>• Must be specifically contracted in the customer's contract via Change request</li> <li>• Can only be performed by ORISE<sup>1</sup></li> </ul> |
| <b>Additional Services</b>                           | Include one-off tasks/services which are not covered yet <ul style="list-style-type: none"> <li>• Are subject to additional service fees</li> <li>• Can only be performed by ORISE<sup>1</sup></li> </ul>                                                                                                                                                   |
| <b>ADVANCED Customer Application Services (ACAS)</b> | Can be performed by customer or service partner. Customer may elect to have ORISE to deliver. ACAS is subject to additional service fees as agreed in the contract.                                                                                                                                                                                         |
| <b>Excluded Tasks</b>                                | Those tasks/services that can only be performed by the customer and are excluded from Standard-, Optional-, Additional- and/or ACAS- Services.                                                                                                                                                                                                              |

<sup>1</sup> It is technically not possible for any other instance to deliver these services

### 3 SERVICE DESCRIPTION

| RR-ID            | Service / Task                                                                                                                                                                                    | Service Class     | Remarks | Effort |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------|--------|
| <b>SM_1.0.00</b> | <b>Service Management</b>                                                                                                                                                                         |                   |         |        |
| <b>SM_1.1.00</b> | <b>Account Management</b>                                                                                                                                                                         |                   |         |        |
| SM_1.1.01        | Contract Delivery and Operations Kick-Off<br>- Review Contract<br>- Landscape Review and Alignment<br>- Operations Review                                                                         | Standard Services |         |        |
| SM_1.1.02        | Customer Onboarding<br>- Support Structure<br>- Support Tools and Endpoints<br>- Discuss and explain Service Delivery concept<br>- Ensure required information of customer are available to Orise | Standard Services |         |        |
| SM_1.1.03        | System outage notification and escalation management                                                                                                                                              | Standard Services |         |        |
| SM_1.1.04        | Capacity Management and Planning                                                                                                                                                                  | Standard Services |         |        |
| SM_1.1.05        | Service Performance Review and Report - Periodic<br>- Provide review and suggestions if a high volume of support requests occur<br>- Service availability and KPIs                                | Standard Services |         |        |
| SM_1.1.06        | System availability reporting based on agreed SLA - monthly                                                                                                                                       | Standard Services |         |        |
| <b>SM_1.2.00</b> | <b>Service Request Management - Technical Support</b>                                                                                                                                             |                   |         |        |
| SM_1.2.01        | Service Request Management:<br>- Request a service delivery in the name of the customer<br>- Update a service request in the name of the customer, when additional information are required.      | Excluded Tasks    |         |        |

| RR-ID            | Service / Task                                                                                                                                                                                                                                                                                                                                                                                          | Service Class       | Remarks                                                                                                                                                                                                                                                                                                               | Effort |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| SM_1.2.02        | Service Request Management:<br>- Receive and acknowledge service requests via Orise Support Service Center<br>- Evaluate criticality & priority of service requests<br>- Request approvals by customer responsible if required<br>- Coordinate internal approval process<br>- Coordinate service delivery scheduling<br>- Notify requester of approval or rejection<br>- Notification of service update | Standard Services   | Orise will address the service delivery at the agreed service delivery timeframes for PRD and non-PRD systems. Orise will lead the possible timeframes to the customer. If the Service Request lead to a Change Request (CR) Orise will prepare the change and initiate the required Change Request approval process. |        |
| SM_1.2.03        | Create service plan for repetitive maintenance tasks<br>- Notify Customer about planned timeframes at the 4th quarter of each year<br>- Notify Customer about planned maintenance 4 weeks ahead delivery                                                                                                                                                                                                | Standard Services   |                                                                                                                                                                                                                                                                                                                       |        |
| SM_1.2.04        | Create and maintain service plan for managed landscape                                                                                                                                                                                                                                                                                                                                                  | Standard Services   |                                                                                                                                                                                                                                                                                                                       |        |
| <b>SM_1.3.00</b> | <b>Qualifications Services</b>                                                                                                                                                                                                                                                                                                                                                                          |                     | <b>Services to support industry regulations for specific compliance needs.</b>                                                                                                                                                                                                                                        |        |
| SM_1.3.01        | Qualification deliverables (project & lifecycle documentation)                                                                                                                                                                                                                                                                                                                                          | Optional Services   |                                                                                                                                                                                                                                                                                                                       | T & M  |
| SM_1.3.02        | Personnel qualification and training as mandatory requirement for administrator access to regulated industrie systems                                                                                                                                                                                                                                                                                   | Optional Services   |                                                                                                                                                                                                                                                                                                                       | T & M  |
| SM_1.3.03        | Delivery of SAP System compliance information from business client                                                                                                                                                                                                                                                                                                                                      | CAS                 |                                                                                                                                                                                                                                                                                                                       | T & M  |
| SM_1.3.04        | Delivery of SAP System compliance information from Client 000                                                                                                                                                                                                                                                                                                                                           | Additional Services |                                                                                                                                                                                                                                                                                                                       | T & M  |
| <b>SM_1.4.00</b> | <b>Process Services</b>                                                                                                                                                                                                                                                                                                                                                                                 |                     |                                                                                                                                                                                                                                                                                                                       |        |
| SM_1.4.01        | Documents and records management for regulated industries                                                                                                                                                                                                                                                                                                                                               | Optional Services   |                                                                                                                                                                                                                                                                                                                       | T & M  |

| RR-ID            | Service / Task                                                                                                                             | Service Class       | Remarks                                      | Effort            |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------------------------------------|-------------------|
| SM_1.4.02        | Change and configuration management for regulated industries                                                                               | Optional Services   |                                              | T & M             |
| SM_1.4.03        | Problem management for regulated industries                                                                                                | Optional Services   |                                              | T & M             |
| SM_1.4.04        | Audits and periodic review                                                                                                                 | Optional Services   |                                              | T & M             |
| SM_1.4.05        | System decommission for regulated industries                                                                                               | Optional Services   |                                              | T & M             |
| <b>MI_1.0.00</b> | <b>Managed Infrastructure</b>                                                                                                              |                     |                                              |                   |
| <b>MI_1.1.00</b> | <b>Data Center Management</b>                                                                                                              |                     |                                              |                   |
| MI_1.1.01        | Manage Hybrid Cloud Data Center                                                                                                            | Standard Services   | Physical Hardware Management of Data centers |                   |
| <b>MI_1.2.00</b> | <b>Network Management</b>                                                                                                                  |                     |                                              |                   |
| MI_1.2.01        | Manage remote connection between the managed system landscape and service provider's support infrastructure                                | Standard Services   |                                              |                   |
| MI_1.2.02        | Move an existing system in a customer landscape to new subnet for the purpose of network segregation - initial landscape build             | Additional Services |                                              | 12 hours / System |
| MI_1.2.03        | Provision additional subnets as part of initial landscape build or after network build to segregate tiers (e.g. PROD, DEV, QA) or move VMs | Additional Services |                                              | 8 hours / System  |
| MI_1.2.04        | Configure communication restrictions between production and non-production tiers                                                           | Additional Services |                                              | 6 hours           |
| MI_1.2.05        | Modify existing customer connectivity (VPN, MPLS, Cloud Peering etc.)                                                                      | Standard Services   |                                              |                   |
| MI_1.2.06        | IP address migration - Change IP addressing of existing network segment to new IP addressing                                               | Additional Services |                                              | 4 hours / System  |
| MI_1.2.07        | Enable DNS integration of on-premise customer domains into customer DNS servers to resolve on-premise host names                           | Standard Services   |                                              |                   |
| MI_1.2.08        | Migrate Orise domain (*.aa.customer.tld) to customer domain or customer domain migration                                                   | Additional Services |                                              | 4 hours / System  |

| RR-ID            | Service / Task                                                                                                                | Service Class       | Remarks                                       | Effort          |
|------------------|-------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------|-----------------|
| MI_1.2.09        | Connect additional customer plant to access managed system landscape via additional Orise Managed VPN Hardware                | Optional Services   |                                               | 12 hours        |
| MI_1.2.10        | Adapt Firewall and Routing settings for VPN or Customer                                                                       | Additional Services |                                               |                 |
| <b>MI_1.3.00</b> | <b>Hardware Operations</b>                                                                                                    |                     | <b>Applies to equipment managed by Orise.</b> |                 |
| MI_1.3.01        | Plan and conduct managed service infrastructure maintenance                                                                   | Standard Services   |                                               |                 |
| MI_1.3.02        | Monitor critical operations parameters of computing environment                                                               | Standard Services   |                                               |                 |
| MI_1.3.03        | Monitor disk capacity                                                                                                         | Standard Services   |                                               |                 |
| MI_1.3.04        | Monitor server capacity                                                                                                       | Standard Services   |                                               |                 |
| MI_1.3.05        | Monitor network utilization                                                                                                   | Standard Services   |                                               |                 |
| MI_1.3.06        | Infrastructure/hardware/system requests; Process commercial change requests as required for hardware upgrades, additions etc. | Standard Services   |                                               |                 |
| MI_1.3.07        | Scale compute capacity (memory and CPU)                                                                                       | Optional Services   |                                               | 1 hour / System |
| <b>MI_1.4.00</b> | <b>Storage Management</b>                                                                                                     |                     |                                               |                 |
| MI_1.4.01        | Manage storages and file systems according to Orise reference architecture                                                    | Standard Services   |                                               |                 |
| MI_1.4.02        | Scale storage capacity                                                                                                        | Optional Services   |                                               | T & M           |
| MI_1.4.03        | Deploy Archive Service                                                                                                        | Optional Services   | To archive data audit-proof                   | T & M           |
| MI_1.4.04        | Review and analyze the impact of data volume / load on data environment performance                                           | CAS                 |                                               | T & M           |
| MI_1.4.05        | Determine if existing capacity and hardware can meet planned growth                                                           | CAS                 |                                               | T & M           |

| RR-ID            | Service / Task                                                          | Service Class     | Remarks                                                                  | Effort |
|------------------|-------------------------------------------------------------------------|-------------------|--------------------------------------------------------------------------|--------|
| MI_1.4.06        | Develop alternative plans (e.g. archiving, consolidation, H/W upgrades) | CAS               |                                                                          | T & M  |
| MI_1.4.07        | Monitor Storage Systems                                                 | Standard Services |                                                                          |        |
| <b>MI_1.5.00</b> | <b>Operation System</b>                                                 |                   |                                                                          |        |
| MI_1.5.01        | Access to operation system by customer                                  | Excluded Tasks    |                                                                          |        |
| MI_1.5.02        | Create and maintain OS users and groups                                 | Standard Services | Orise access only, no privileged access to operating system by customer. |        |
| MI_1.5.03        | Inform customer regarding security incidents                            | Standard Services |                                                                          |        |
| MI_1.5.04        | Configure OS parameters                                                 | Standard Services |                                                                          |        |
| MI_1.5.05        | Troubleshoot operation system problems                                  | Standard Services |                                                                          |        |
| MI_1.5.06        | Monitor system log and file systems                                     | Standard Services |                                                                          |        |
| MI_1.5.07        | Monitoring swap space                                                   | Standard Services |                                                                          |        |
| MI_1.5.08        | Monitoring of memory load                                               | Standard Services |                                                                          |        |
| MI_1.5.09        | Software Lifecycle management of OS                                     | Standard Services |                                                                          |        |
| <b>MI_1.6.00</b> | <b>System Startup / Shutdown</b>                                        |                   |                                                                          |        |
| MI_1.6.01        | Perform scheduled startup / shutdown / restart of application           | Standard Services |                                                                          |        |
| MI_1.6.02        | Perform scheduled startup / shutdown / restart of database              | Standard Services |                                                                          |        |
| MI_1.6.03        | Perform scheduled startup / shutdown / restart of operation system      | Standard Services |                                                                          |        |
| MI_1.6.04        | Perform scheduled startup / shutdown / restart of computing environment | Standard Services |                                                                          |        |
| MI_1.6.05        | Restart application after failure                                       | Standard Services |                                                                          |        |
| MI_1.6.06        | Restart database after failure                                          | Standard Services |                                                                          |        |
| MI_1.6.07        | Restart operation system after failure                                  | Standard Services |                                                                          |        |
| MI_1.6.08        | Restart computing environment after failure                             | Standard Services |                                                                          |        |
| <b>MI_1.7.00</b> | <b>Backup / Restore</b>                                                 |                   |                                                                          |        |

| RR-ID            | Service / Task                                                                                                           | Service Class       | Remarks                                                                                                                                                                               | Effort             |
|------------------|--------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| MI_1.7.01        | Perform standard file system and database backups                                                                        | Standard Services   |                                                                                                                                                                                       |                    |
| MI_1.7.02        | Perform exceptional ad-hoc backup upon request                                                                           | Additional Services |                                                                                                                                                                                       | 0,5 hours / System |
| MI_1.7.03        | Provide non-standard backup                                                                                              | Optional Services   | e.g. extended retention periode for long term backup                                                                                                                                  | 1 hours / System   |
| MI_1.7.04        | Perform exceptional ad-hoc backup upon request with extended retention periode                                           | Additional Services | retention periode must be approved by Orise                                                                                                                                           | 1 hours / System   |
| MI_1.7.05        | Monitoring backup processes                                                                                              | Standard Services   |                                                                                                                                                                                       |                    |
| MI_1.7.06        | Test backup / restore procedures periodically                                                                            | Standard Services   | Procedures are tested with randomly selected systems in Orise system management. Test will not affect the customers system availability or performance.                               |                    |
| MI_1.7.07        | Test backup / restore procedures explicitly with customer system upon request                                            | Additional Services | Customer can request to have a backup / restore procedure test done with a selected customer system. This might affect the availability of the selected system during that timeframe. | 6 hours / System   |
| MI_1.7.08        | Perform data restore and recovery as required after system failures                                                      | Standard Services   |                                                                                                                                                                                       |                    |
| MI_1.7.09        | Perform data restore and recovery as required on customer request (other reasons than as a response to a system failure) | Standard Services   | One restore per SID and per contract year included, otherwise Additional Services                                                                                                     |                    |
| MI_1.7.10        | Validate technical integrity and consistency of restored information                                                     | Standard Services   |                                                                                                                                                                                       |                    |
| MI_1.7.11        | Validate logical integrity and consistency of restored information                                                       | Excluded Tasks      |                                                                                                                                                                                       |                    |
| <b>MI_1.8.00</b> | <b>Infrastructure Integration</b>                                                                                        |                     |                                                                                                                                                                                       |                    |
| MI_1.8.01        | Integrate customer IdP Solution (Active Directory or other identity management solution)                                 | Excluded Tasks      |                                                                                                                                                                                       |                    |

| RR-ID            | Service / Task                                                                                  | Service Class     | Remarks                                                                                                                                                                                                                        | Effort |
|------------------|-------------------------------------------------------------------------------------------------|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| MI_1.8.02        | Provide access to systems/resources within customer infrastructure                              | Excluded Tasks    |                                                                                                                                                                                                                                |        |
| <b>MI_1.9.00</b> | <b>File transfer capabilities (CIFS / NFS shares)</b>                                           |                   |                                                                                                                                                                                                                                |        |
| MI_1.9.01        | Mount remote customer SMB share locally on managed landscape Linux clients (aka CIFS)           | Standard Services |                                                                                                                                                                                                                                |        |
| MI_1.9.02        | Provide Samba Server Share on managed landscape LINUX server for remote SMB clients             | Standard Services | Approval of Orise required. Delivery of Request via MI_1.9.01 is preferred                                                                                                                                                     |        |
| MI_1.9.03        | Mount remote customer NFS share locally on managed landscape Linux clients                      | Standard Services |                                                                                                                                                                                                                                |        |
| MI_1.9.04        | Provide NFS Server Share on managed landscape LINUX server for remote clients                   | Standard Services | Approval of Orise required. Delivery of Request via MI_1.9.03 is preferred                                                                                                                                                     |        |
| MI_1.9.05        | User and access management                                                                      | Standard Services | Once - initially when share is created.                                                                                                                                                                                        |        |
| MI_1.9.06        | Ensure up-to-date anti-virus protection on end user equipment connecting to the provided shares | Excluded Tasks    |                                                                                                                                                                                                                                |        |
| MI_1.9.07        | Implement virus protection on managed landscape linux server                                    | Standard Services |                                                                                                                                                                                                                                |        |
| MI_1.9.08        | Backup of data uploaded to shares to ensure data integrity                                      | Excluded Tasks    | Customer must ensure that data which get uploaded to the CIFS shares are kept properly secured at customer end; the shares themselves are only backed up via standard file system backups not allowing point-in-time recovery. |        |
| <b>MI_2.1.00</b> | <b>Management of Wide Area Network</b>                                                          |                   |                                                                                                                                                                                                                                |        |
| MI_2.1.01        | Provide network infrastructure at customer data center / site                                   | Optional Services | limited to on Orise Managed Router cluster at a single customer site, in case the Customer does not want to manage the VPN Connection to the Cloud itself.                                                                     | T & M  |
| MI_2.1.02        | Provide network switching and ports at Orise data center to customer to connect                 | Standard Services | As per Orise guideline, the customer must ensure compatible network infrastructure at own site. Does include rackspace for MPLS or other device                                                                                |        |

| RR-ID            | Service / Task                                                                                                             | Service Class       | Remarks                                                                                                                                 | Effort          |
|------------------|----------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| MI_2.1.03        | Determine appropriate size for network connection between customer and managed system sites                                | Standard Services   | For initial discovery included, for scale out this is a defined as an additional service                                                |                 |
| MI_2.1.04        | Cloud Peering: establish a virtual connection to an Orise hyperscaler datacenter via a customer's interconnection provider | Standard Services   | Monthly subscription fee with your hyperscaler may occur. Only possible when running at the same hyperscaler and location as your cage. |                 |
| MI_2.1.05        | Manage MPLS Connection for customer to connect to Orise data center                                                        | Excluded Tasks      |                                                                                                                                         |                 |
| MI_2.1.06        | Manage VPN Connection for customer to connect to Orise data center                                                         | Standard Services   | Only applicable, when the hardware is and VPN connection is in the responsibility of Orise - see R&R MI_2.1.01                          |                 |
| <b>MI_2.2.00</b> | <b>Manage SFTP &amp; FTPS Server</b>                                                                                       |                     |                                                                                                                                         |                 |
| MI_2.2.01        | Configure sftp or ftps daemon                                                                                              | Standard Services   | Only when technical possible                                                                                                            |                 |
| MI_2.2.02        | Create and maintain sftp / ftps user accounts and groups                                                                   | Standard Services   | up to 10 users                                                                                                                          |                 |
| MI_2.2.03        | Create and maintain sftp / ftps user accounts and groups - additional requests                                             | Additional Services | requests for additional users beyond those provided in MI_2.2.02                                                                        | 1 hour / System |
| MI_2.2.04        | Manage file systems                                                                                                        | Standard Services   | With contractually agreed infrastructure capacity                                                                                       |                 |
| MI_2.2.05        | Provide user list                                                                                                          | Excluded Tasks      |                                                                                                                                         |                 |
| MI_2.2.06        | create and delete files                                                                                                    | Excluded Tasks      |                                                                                                                                         |                 |
| <b>DB_1.0.00</b> | <b>Database Management</b>                                                                                                 |                     |                                                                                                                                         |                 |
| <b>DB_1.1.00</b> | <b>General Database Management</b>                                                                                         |                     |                                                                                                                                         |                 |
| DB_1.1.01        | Provide recommendations on database and release management                                                                 | Standard Services   |                                                                                                                                         |                 |
| DB_1.1.02        | Plan and perform system extensions when required                                                                           | Standard Services   | Additional Hardware consumption requires and CR and is therefore an optional service                                                    |                 |
| DB_1.1.03        | Monitor Database resource consumption to detect issues in technical operations                                             | Standard Services   |                                                                                                                                         |                 |

| RR-ID     | Service / Task                                                                                                                        | Service Class       | Remarks                                                                                                           | Effort            |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------|---------------------|-------------------------------------------------------------------------------------------------------------------|-------------------|
| DB_1.1.04 | Monitoring Table growth to proactively prevent operational issues and to ensure that the system stays in the agreed sizing boundaries | Standard Services   |                                                                                                                   |                   |
| DB_1.1.05 | Design table partitioning strategy / architecture                                                                                     | CAS                 |                                                                                                                   | 12 hours / System |
| DB_1.1.06 | Partition tables (technical execution)                                                                                                | Standard Services   | if required as a consequence of extensive table growth - one per SID per year included. Any further see DB_1.1.07 |                   |
| DB_1.1.07 | Partition tables (technical execution) - Additional request                                                                           | Additional Services |                                                                                                                   | 6 hours / System  |
| DB_1.1.08 | Database table redistribution based on the table placement rules (technical execution)                                                | Standard Services   |                                                                                                                   |                   |
| DB_1.1.09 | Database defragmentation                                                                                                              | Additional Services | Data or Log volume reclamation on request                                                                         | 8 hours / System  |
| DB_1.1.10 | Monitor database for technical issues; analyze and resolve technical database failures                                                | Standard Services   |                                                                                                                   |                   |
| DB_1.1.11 | Start / Stop Database                                                                                                                 | Standard Services   |                                                                                                                   |                   |
| DB_1.1.12 | Maintain technical configuration parameters on Database level based on standards and recommendations                                  | Standard Services   |                                                                                                                   |                   |
| DB_1.1.13 | Add/remove Database Node to adjust capacity                                                                                           | Optional Services   | Not applicable for all database types                                                                             | 12 hours / System |
| DB_1.1.14 | Create additional schema                                                                                                              | Standard Services   |                                                                                                                   |                   |
| DB_1.1.15 | Create Customer Database user without admin privileges                                                                                | Standard Services   | limited to 10 Users - otherwise see DB_1.1.16                                                                     |                   |
| DB_1.1.16 | Create Customer Database user without admin privileges - additional request                                                           | Additional Services |                                                                                                                   | 1 hour / System   |
| DB_1.1.17 | Create Customer Database user with admin privileges                                                                                   | Excluded Tasks      | Service excluded due to responsibility boundaries                                                                 |                   |
| DB_1.1.18 | Change of Database ID and instance number                                                                                             | Additional Services | Not applicable for all database types                                                                             | 12 hours / System |

| RR-ID            | Service / Task                                                                                               | Service Class       | Remarks                                                                                                                                                            | Effort            |
|------------------|--------------------------------------------------------------------------------------------------------------|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| DB_1.1.19        | Update Database software                                                                                     | Standard Services   | Additional downtime for maintenance required, the term "update" denotes the change to a new minor release of the hosted software.                                  |                   |
| DB_1.1.20        | Manage standby databases for disaster recovery                                                               | Standard Services   | only applicable when quick disaster recovery option is booked                                                                                                      |                   |
| DB_1.1.21        | Upgrade Database software                                                                                    | Standard Services   | One per SID and year included - Additional downtime for maintenance required, the term "upgrade" denotes the change to a new mayor release of the hosted software. |                   |
| DB_1.1.22        | Upgrade Database software - additional request                                                               | Additional Services | See DB_1.1.21                                                                                                                                                      | 8 hours / System  |
| DB_1.1.23        | Install or Update SAP HANA client                                                                            | Standard Services   | Only applicable to Orise managed SAP systems                                                                                                                       |                   |
| DB_1.1.24        | Install or Update SAP HANA client - on non SAP systems                                                       | Additional Services | applicable to Orise managed non SAP Systems                                                                                                                        | 2 hours / System  |
| DB_1.1.25        | Setup HANA Database Transport Management                                                                     | Standard Services   | limited to the setup of the TMS, does not include ongoing operation of the TMS                                                                                     |                   |
| DB_1.1.26        | Implement / maintain additional SAP tools on database level                                                  | Additional Services | Eg. Installation of SAP Addons (AFL, Analytics browser)                                                                                                            | 2 hours / System  |
| DB_1.1.27        | Identify, analyze and optimize expensive SQL-Statements to improve application performance                   | CAS                 |                                                                                                                                                                    | 12 hours / System |
| DB_1.1.28        | System troubleshooting, e.g. blocked transations, to overcome issues and bring database back to normal state | Standard Services   |                                                                                                                                                                    |                   |
| DB_1.1.29        | Users, roles, and permission management for technical administration users                                   | Standard Services   | Users and credentials will not be published to the customer due to the agreed responsibility boundaries.                                                           |                   |
| <b>DB_1.2.00</b> | <b>Database Backup &amp; Restore</b>                                                                         |                     |                                                                                                                                                                    |                   |
| DB_1.2.01        | Perform database backup on regular basis                                                                     | Standard Services   |                                                                                                                                                                    |                   |
| DB_1.2.02        | Restore and recover database after technical issues                                                          | Standard Services   |                                                                                                                                                                    |                   |

| RR-ID            | Service / Task                                                                       | Service Class       | Remarks                                                                                            | Effort            |
|------------------|--------------------------------------------------------------------------------------|---------------------|----------------------------------------------------------------------------------------------------|-------------------|
| DB_1.2.03        | Restore and recover database after customer request                                  | Additional Services | When no technical issue persists and is therefore requested in responsibility of the customer      | 6 hours / System  |
| DB_1.2.04        | Perform database consistency check                                                   | Standard Services   |                                                                                                    |                   |
| DB_1.2.05        | Export / Import database schema                                                      | Excluded Tasks      |                                                                                                    |                   |
| <b>DB_1.3.00</b> | <b>Database Security</b>                                                             |                     |                                                                                                    |                   |
| DB_1.3.01        | Implement database encryption on already installed data-based during operation       | Additional Services | Not applicable for all database types                                                              | 12 hours / System |
| DB_1.3.02        | Implement database encryption on already installed data-based during build           | Standard Services   | Not applicable for all database types                                                              |                   |
| DB_1.3.03        | Configure Secure communication on database interfaces                                | Standard Services   | Not applicable for all database types                                                              |                   |
| DB_1.3.04        | Implementation of Hot news due to vulnerability scanning                             | Additional Services |                                                                                                    | T & M             |
| DB_1.3.05        | Activate and frequently export of database security audit trace                      | Standard Services   | When additional audit log space is required see MI_1.4.02                                          |                   |
| DB_1.3.06        | Configuration of database security audit trace                                       | Additional Services |                                                                                                    | 6 hours / System  |
| <b>BC_1.0.00</b> | <b>Basis Core technical Operation</b>                                                |                     |                                                                                                    |                   |
| <b>BC_1.1.00</b> | <b>System Installation</b>                                                           |                     |                                                                                                    |                   |
| BC_1.1.01        | SAP System reinstallation after system handover                                      | Additional Services |                                                                                                    | 24 hours / System |
| BC_1.1.02        | Basic technical configuration of SAP System                                          | Standard Services   |                                                                                                    |                   |
| BC_1.1.03        | Installation of SAP System landscape as specified in the Cloud contract              | Standard Services   |                                                                                                    |                   |
| BC_1.1.04        | Installation of additional services and SAP Systems                                  | Optional Services   | Required Services and systems must be discussed, sized and then requested as a change of contract. | T & M             |
| BC_1.1.05        | Installation of an SAP Best Practice Skeleton System with an Orise template solution | Optional Services   |                                                                                                    | 24 hours / System |

| RR-ID            | Service / Task                                                                                                                                                                                               | Service Class       | Remarks                                                                                                                                                                                        | Effort           |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| BC_1.1.06        | Customize and configure application, maintain application, application support and application troubleshooting                                                                                               | Excluded Tasks      | This task / service can be covered by the Advisory and Development Service                                                                                                                     |                  |
| BC_1.1.07        | Enable System Monitoring                                                                                                                                                                                     | Standard Services   |                                                                                                                                                                                                |                  |
| BC_1.1.08        | Provide Project Storage to migrate Systems                                                                                                                                                                   | Optional Services   |                                                                                                                                                                                                | 1 hours / System |
| BC_1.1.09        | Provide hypercare support during go live or onboarding                                                                                                                                                       | Additional Services |                                                                                                                                                                                                | T & M            |
| BC_1.1.10        | Integrate system with other systems and applications                                                                                                                                                         | CAS                 | e.g RFC connection to satellite systems                                                                                                                                                        | 4 hours / System |
| BC_1.1.11        | Installation of ODBC Drivers to connect to external data-bases                                                                                                                                               | Standard Services   |                                                                                                                                                                                                |                  |
| BC_1.1.12        | Increase system capacity by adding additional components (nodes, application servers etc.) or moving existing system to larger infrastructure (e.g. larger database server) - requires infrastructure change | Optional Services   |                                                                                                                                                                                                | T & M            |
| BC_1.1.13        | Data handover from Orise to customer or successor service provider - one time                                                                                                                                | Standard Services   | To support a customers migration to a successor service provider, Orise Supports this migration by handing over all the customer data to the selected target. Only once per contract included. |                  |
| BC_1.1.14        | Data handover from Orise to customer or successor service provider - additional requests                                                                                                                     | Additional Services | In the case the customer requires multiple runs to hand over data to the target. See BC_1.1.13                                                                                                 | T & M            |
| <b>BC_1.2.00</b> | <b>Incident Management</b>                                                                                                                                                                                   |                     |                                                                                                                                                                                                |                  |
| BC_1.2.01        | Operate Call Center receiving incidents 10x5 during Orise business working hours                                                                                                                             | Standard Services   |                                                                                                                                                                                                |                  |
| BC_1.2.02        | Operate On Call Service for Priority 1 - Very High Incidents 24x7x365                                                                                                                                        | Standard Services   | For productive systems, non productive systems are covered by BC_1.2.01                                                                                                                        |                  |

| RR-ID            | Service / Task                                                                                                                                                                                                                                                                                                                                                                                       | Service Class     | Remarks                                                                                                                                                                                         | Effort |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| BC_1.2.03        | Incident Processing<br>- Qualification and prioritization of the incidents<br>- Initiate incident resolution<br>- Track incident resolution progress<br>- Customer notification at status changes and progress<br>- Determine resolution or workaround<br>- Check if related change is required<br>- Implement resolution or workaround<br>- Verify resolution<br>- Inform customer about resolution | Standard Services |                                                                                                                                                                                                 |        |
| BC_1.2.04        | Sign-off / Approve solution and confirm incident resolution                                                                                                                                                                                                                                                                                                                                          | Excluded Tasks    |                                                                                                                                                                                                 |        |
| <b>BC_1.3.00</b> | <b>Event detection and notification - monitoring</b>                                                                                                                                                                                                                                                                                                                                                 |                   |                                                                                                                                                                                                 |        |
| BC_1.3.01        | Monitoring and event detection of SAP System availability and critical system states                                                                                                                                                                                                                                                                                                                 | Standard Services | Activated monitoring metrics and used thresholds are subject to constant change and tuning                                                                                                      |        |
| BC_1.3.02        | Monitor critical business transactions                                                                                                                                                                                                                                                                                                                                                               | CAS               | Limited to the Orise technical solutions                                                                                                                                                        | T & M  |
| BC_1.3.03        | Customer notification in case of an critical event detection                                                                                                                                                                                                                                                                                                                                         | Standard Services | Notification recipients must be handed over to Orise during onboarding process as a Customer managed distribution list. Orise will not maintain individual contacts in the notification system. |        |
| <b>BC_1.4.00</b> | <b>General Operations</b>                                                                                                                                                                                                                                                                                                                                                                            |                   |                                                                                                                                                                                                 |        |
| BC_1.4.01        | Start / Stop Managed System                                                                                                                                                                                                                                                                                                                                                                          | Standard Services | Reboot options: restarting application only, with Database, with Operation System                                                                                                               |        |
| BC_1.4.02        | Troubleshoot technical issues in managed systems                                                                                                                                                                                                                                                                                                                                                     | Standard Services | For technical issues only; application related problems must be resolved by the customer.                                                                                                       |        |
| BC_1.4.03        | Assist customers with tasks in their area of responsibility if OS access is required                                                                                                                                                                                                                                                                                                                 | Standard Services |                                                                                                                                                                                                 |        |

| RR-ID            | Service / Task                                                                                                                                   | Service Class       | Remarks                                                                                     | Effort           |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------------------|------------------|
| BC_1.4.04        | Regular analysis and maintenance of system profile parameters                                                                                    | Standard Services   |                                                                                             |                  |
| <b>BC_1.5.00</b> | <b>SAP Security Management</b>                                                                                                                   |                     |                                                                                             |                  |
| BC_1.5.01        | Define and implement security concept for application                                                                                            | Excluded Tasks      |                                                                                             |                  |
| BC_1.5.02        | Define and implement security concept for infrastructure                                                                                         | Standard Services   | Basic security concept, zero trust environment                                              |                  |
| BC_1.5.03        | Configuration of SAP Application security audit trace                                                                                            | CAS                 |                                                                                             | 8 hours / System |
| BC_1.5.04        | Activate and frequently export of SAP Application security audit trace                                                                           | Standard Services   | When additional audit log space is required see MI_1.7.11                                   |                  |
| BC_1.5.05        | Customer specific Security audit log analysis                                                                                                    | CAS                 |                                                                                             | T & M            |
| BC_1.5.06        | Implement SAP Notes of any kind of applicable module or application                                                                              | Additional Services |                                                                                             | T & M            |
| BC_1.5.09        | Definition, maintenance review and audit of roles, profiles, authorizations etc.                                                                 | Excluded Tasks      | Can be book via Application Managed Support Contract                                        |                  |
| BC_1.5.10        | Administer customer users (e.g. user creation, change, deletion, maintenance of user profiles, roles, authorizations, source data and passwords) | Excluded Tasks      | Can be book via Application Managed Support Contract                                        |                  |
| BC_1.5.11        | Maintain user profiles, roles, authorizations, source data and passwords in client 000                                                           | Standard Services   |                                                                                             |                  |
| BC_1.5.12        | Provide access to client 000 for customer                                                                                                        | Standard Services   | Restricted, limited users and time provided, service provided on request only               |                  |
| BC_1.5.13        | Design / Architecture of Single Sign On (SSO) for systems                                                                                        | Additional Services |                                                                                             | T & M            |
| BC_1.5.14        | Implementation of Single Sign On (SSO) for systems                                                                                               | Additional Services | if additional Services or hardware is required, this will be handled as an optional service | T & M            |
| BC_1.5.15        | Provide audit log information to customer                                                                                                        | Standard Services   |                                                                                             |                  |
| <b>BC_1.6.00</b> | <b>Homogeneous system copy (System refresh)</b>                                                                                                  |                     |                                                                                             |                  |

| RR-ID            | Service / Task                                                                                                                                                                                           | Service Class       | Remarks                                                                                             | Effort           |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------------------------|------------------|
| BC_1.6.01        | Pre-Processing tasks to export customer defined data / tables from target system before system refresh                                                                                                   | CAS                 | Once per year and per System landscape covered in contract and therefore no additional service fee  | 2 hours / System |
| BC_1.6.02        | Homogeneous system copy - (Prepare, check, database backup, database restore, technical post processing tasks, test of technical system functionality) once per year and per Systemlandscape             | Standard Services   |                                                                                                     |                  |
| BC_1.6.03        | Homogeneous system copy - (Prepare, check, database backup, database restore, technical post processing tasks, test of technical system functionality) Additional requested                              | Additional Services |                                                                                                     | 8 hours / System |
| BC_1.6.04        | Post-Processing tasks (e.g.BDLS, Embedded Search, Import of customer exported data / tables into target system after system refresh)                                                                     | CAS                 | Once per year and per System landscape covered in contract and therefore no additional service fee  | 2 hours / System |
| <b>BC_1.7.00</b> | <b>Release Management</b>                                                                                                                                                                                |                     |                                                                                                     |                  |
| BC_1.7.01        | Installation of new content in the system after Onboarding (e.g. Addon, Language Packages)                                                                                                               | Additional Services |                                                                                                     | T & M            |
| BC_1.7.02        | Implement SAP Notes 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) | CAS                 |                                                                                                     | T & M            |
| BC_1.7.04        | Implementation of patches for system software running on OS level, e.g. SAP kernel. Once per quarter per system included.                                                                                | Standard Services   |                                                                                                     |                  |
| BC_1.7.05        | Version upgrade/update of SAP Software: planning and coordination (Support Package Stack)                                                                                                                | CAS                 |                                                                                                     | T & M            |
| BC_1.7.06        | Version update of SAP Software: Execute technical update tasks (Support Package Stack) - once per year & Landscape.                                                                                      | Standard Services   | Once per year and per System landscape covered in contract, otherwise RR-ID BC_1.7.07 is applicable |                  |

| RR-ID            | Service / Task                                                                                                                                         | Service Class       | Remarks                                                                             | Effort            |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-------------------------------------------------------------------------------------|-------------------|
| BC_1.7.07        | Version update of SAP Software: Execute technical update tasks (Support Package Stack) - Additional Request                                            | Additional Services |                                                                                     | 36 hours / System |
| BC_1.7.08        | Execute application related technical tasks as part of the continuous Release and Change Management                                                    | CAS                 | E.g. Modification Adjustment to Data Dictionary or Customizing Object (SPDD & SPAU) | T & M             |
| BC_1.7.09        | Conversion of SAP ERP and SAP BW systems to SAP S/4HANA and SAP BW4/HANA                                                                               | Excluded Tasks      | This task / service can be covered by the Advisory and Development Service          |                   |
| BC_1.7.10        | Implementation of patches for system software running on OS level, e.g. SAP kernel. When required additionally to the quarterly cycle.                 | Additional Services |                                                                                     | T & M             |
| BC_1.7.11        | Implement patches and notes with security aspect when required.                                                                                        | Additional Services |                                                                                     | T & M             |
| BC_1.7.12        | Implementation of OS Patches once per quarter                                                                                                          | Standard Services   |                                                                                     | T & M             |
| BC_1.7.13        | Version upgrade / release upgrade of SAP Software: Execute technical upgrade tasks (Release Upgrade)                                                   | Additional Services | e.g. Upgrade from S/4HANA2021 to S/4HANA2022                                        |                   |
| <b>BC_1.8.00</b> | <b>Proactive Services</b>                                                                                                                              |                     |                                                                                     |                   |
| BC_1.8.01        | Prepare SAP service sessions by maintaining RTCCTOOL                                                                                                   | Standard Services   |                                                                                     |                   |
| BC_1.8.02        | Analysis of SAP Service Session Reports (Early Watch Alert) on a regular basis and taking care of recommendations for technical operation scope only   | Standard Services   |                                                                                     |                   |
| BC_1.8.03        | Analysis of SAP Service Session Reports (Early Watch Alert) on a regular basis and taking care of recommendations outside of technical operation scope | CAS                 |                                                                                     | T & M             |
| <b>BC_1.9.00</b> | <b>System performance management</b>                                                                                                                   |                     |                                                                                     |                   |
| BC_1.9.01        | Initial assessment of system performance issues                                                                                                        | Standard Services   |                                                                                     |                   |
| BC_1.9.02        | Troubleshoot Performance issues in managed systems (technical root cause)                                                                              | Standard Services   |                                                                                     |                   |

| RR-ID            | Service / Task                                                                                                          | Service Class       | Remarks                                                                    | Effort           |
|------------------|-------------------------------------------------------------------------------------------------------------------------|---------------------|----------------------------------------------------------------------------|------------------|
| BC_1.9.03        | Perform load test execution                                                                                             | CAS                 |                                                                            | 6 hours / System |
| BC_1.9.04        | Troubleshoot Performance issues in managed systems (root cause outside technical scope)                                 | CAS                 |                                                                            | T & M            |
| BC_1.9.05        | Execute performance tuning                                                                                              | Additional Services |                                                                            | T & M            |
| BC_1.9.06        | Review and optimize customer code to improve system performance and stability                                           | Excluded Tasks      | This task / service can be covered by the Advisory and Development Service |                  |
| <b>BC_2.1.00</b> | <b>Certificate Handling</b>                                                                                             |                     |                                                                            |                  |
| BC_2.1.01        | Generate Certificate Signing Request (CSR) for SAP System                                                               | CAS                 |                                                                            | T & M            |
| BC_2.1.02        | Generate / Renew Extend Certificate Signing Request (CSR) for LoadBalancer, Reverse Proxy, Webdispatcher, Data Services | Standard Services   |                                                                            |                  |
| BC_2.1.03        | Send certificate signing request to Certificate Authority                                                               | Excluded Tasks      |                                                                            |                  |
| BC_2.1.04        | Create SSL server / client identity with key pair                                                                       | Standard Services   |                                                                            |                  |
| BC_2.1.05        | System (OS Level) configuration to enable SSL / TLS                                                                     | Standard Services   |                                                                            |                  |
| BC_2.1.06        | System (Application Level) configuration to enable SSL / TLS                                                            | Standard Services   |                                                                            |                  |
| BC_2.1.07        | Implement signed Certificate for LoadBalancer, Reverse Proxy, Webdispatcher, Data Services                              | Standard Services   |                                                                            |                  |
| BC_2.1.08        | Implement other signed certificate into managed system                                                                  | Standard Services   |                                                                            |                  |
| BC_2.1.09        | Monitor validity period of certificates                                                                                 | Standard Services   |                                                                            |                  |
| BC_2.1.10        | Renewal of expiring certificates                                                                                        | CAS                 |                                                                            | T & M            |
| <b>BC_2.2.00</b> | <b>Disaster Recovery</b>                                                                                                |                     |                                                                            |                  |
| BC_2.2.01        | Implement disaster recovery standard setup via Backup shipping into DR Datacenter                                       | Standard Services   | Covers Productive Landscape only                                           |                  |
| BC_2.2.02        | Monitor backup shipping into DR Datacenter                                                                              | Standard Services   | Covers Productive Landscape only                                           |                  |

| RR-ID            | Service / Task                                                                                                                                                  | Service Class       | Remarks                                                                     | Effort           |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------|------------------|
| BC_2.2.03        | Execute Failover due to a declared Disaster situation via Backup Restore                                                                                        | Standard Services   | Covers Productive Landscape only                                            |                  |
| BC_2.2.04        | Execute Failover due to a customer requested disaster recovery test via Backup Restore                                                                          | Additional Services | Covers Productive Landscape only                                            | 8 hours / System |
| BC_2.2.05        | Implement quick disaster recovery via System replication / container replication into DR Datacenter                                                             | Optional Services   | Covers Productive Landscape only                                            | 8 hours / System |
| BC_2.2.06        | Monitor system / container replication into DR Datacenter                                                                                                       | Standard Services   | Covers Productive Landscape only - only covered when booked - see BC_2.2.05 |                  |
| BC_2.2.07        | Execute Failover due to a declared Disaster situation via System / container replication                                                                        | Standard Services   | Covers Productive Landscape only - only covered when booked - see BC_2.2.05 |                  |
| BC_2.2.08        | Execute Failover due to a customer requested disaster recovery test via System / container replication                                                          | Additional Services | Covers Productive Landscape only - only when booked - see BC_2.2.05         | 5 hours / System |
| BC_2.2.09        | Develop and maintain disaster recovery procedures for those areas and aspects of the service which are in customer responsibility                               | Excluded Tasks      |                                                                             |                  |
| BC_2.2.10        | Execute Failover test on a yearly frequency. DR-Systems will be dropped after successful verification by customer. Includes a documentation of whole procedure. | Optional Services   | Covers Productive Landscape only - only covered when booked - see BC_2.2.05 | 3 hours / System |
| BC_2.2.11        | BC_2.2.10 but with failover back into source datacenter instead of dropping source systems.                                                                     | Optional Services   | Covers Productive Landscape only - only covered when booked - see BC_2.2.05 | 4 hours / System |
| BC_2.2.12        | Verification of application processes after failover in business context of DR system                                                                           | Excluded Tasks      |                                                                             |                  |
| <b>NW_1.0.00</b> | <b>NetWeaver Operations</b>                                                                                                                                     |                     |                                                                             |                  |
| <b>NW_1.1.00</b> | <b>NetWeaver Basic Operations</b>                                                                                                                               |                     |                                                                             |                  |
| NW_1.1.00        | Analyze SAP system log and fix technical failures included in scope of services                                                                                 | Standard Services   |                                                                             |                  |
| NW_1.1.01        | Monitor update processes within SAP software to avoid system operations issues                                                                                  | Standard Services   |                                                                             |                  |

| RR-ID      | Service / Task                                                                                                       | Service Class     | Remarks                                                                    | Effort          |
|------------|----------------------------------------------------------------------------------------------------------------------|-------------------|----------------------------------------------------------------------------|-----------------|
| NW_ 1.1.02 | Analyze update terminations, determine business impact and appropriate action                                        | CAS               |                                                                            | T & M           |
| NW_ 1.1.03 | Clean up terminated updates                                                                                          | CAS               |                                                                            | T & M           |
| NW_ 1.1.04 | Analyze lock entries, determine business impact and appropriate action                                               | CAS               |                                                                            | T & M           |
| NW_ 1.1.05 | Check/clear lock entries                                                                                             | CAS               |                                                                            | T & M           |
| NW_ 1.1.06 | Check for ABAP dumps to detect serious system issues                                                                 | Standard Services |                                                                            |                 |
| NW_ 1.1.07 | Regular ABAP dump check and classification                                                                           | CAS               | Only via technical tool                                                    | T & M           |
| NW_ 1.1.08 | Analyze SAP application log and provide recommendations on fixing failures                                           | CAS               |                                                                            | T & M           |
| NW_ 1.1.09 | Reorganize qRFC/tRFC queues                                                                                          | CAS               |                                                                            | T & M           |
| NW_ 1.1.10 | Regularly check fastest growing tables in the SAP system and provide recommendations for archiving or reorganization | CAS               |                                                                            | T & M           |
| NW_ 1.1.11 | Administer SAP Logon Groups                                                                                          | Standard Services |                                                                            |                 |
| NW_ 1.1.12 | Create/Update/Change the System-PSE (Personal Security Environment)                                                  | Standard Services |                                                                            |                 |
| NW_ 1.1.13 | Implement/update tools to ensure readiness for SAP support services                                                  | Standard Services |                                                                            |                 |
| NW_ 1.1.14 | Define archiving strategy                                                                                            | Excluded Tasks    | This task / service can be covered by the Advisory and Development Service |                 |
| NW_ 1.1.15 | Execution and monitoring of archiving process                                                                        | Excluded Tasks    | This task / service can be covered by the Advisory and Development Service |                 |
| NW_ 1.1.16 | Configure technical RFC connections (TA SM59) to central systems managed by Orise used for system operations         | Standard Services |                                                                            |                 |
| NW_ 1.1.17 | Temporary change of heap or extended memory allocation using RSMEMORY                                                | CAS               |                                                                            | 1 hour / System |

| RR-ID            | Service / Task                                                                                                                            | Service Class       | Remarks                                                                                                 | Effort            |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------------------------------|-------------------|
| NW_1.1.18        | Termination of User activity related to identified expensive statement                                                                    | CAS                 |                                                                                                         | T & M             |
| NW_1.1.19        | Termination of dialog work processes                                                                                                      | CAS                 |                                                                                                         | T & M             |
| NW_1.1.20        | ICM service restart on Non-responsive situation or post SSL certificate renewal                                                           | CAS                 |                                                                                                         | T & M             |
| NW_1.1.21        | Work process cancellation; Optimization of Batch Jobs load post analysis                                                                  | CAS                 |                                                                                                         | T & M             |
| NW_1.1.22        | Troubleshoot SAP J2EE in case of technical issues                                                                                         | Standard Services   |                                                                                                         |                   |
| NW_1.1.23        | SAP J2EE: adjust/configure Java applications                                                                                              | CAS                 |                                                                                                         | T & M             |
| NW_1.1.24        | Configuration of SMTP Mail Outbound connection (SCOT)                                                                                     | CAS                 |                                                                                                         | 3 hours / System  |
| NW_1.1.25        | Monitor Queue for SMTP Mail Outbound (SOST)                                                                                               | Standard Services   | Technical Monitoring                                                                                    |                   |
| <b>NW_1.2.00</b> | <b>SAP Client Operations</b>                                                                                                              |                     |                                                                                                         |                   |
| NW_1.2.01        | Copy client within one SAP System (including analysis and resolution of technical issues) - Once per Year and Landscape                   | Standard Services   | Once Per Year and Landscape covered if technical possible. One Request can only contain one client copy |                   |
| NW_1.2.02        | Copy client within one SAP System (including analysis and resolution of technical issues) - Additional Request                            | Additional Services | One Request can only contain one client copy                                                            | 8 hours / System  |
| NW_1.2.03        | Delete client within one SAP System (including analysis and resolution of technical issues)                                               | Additional Services | One Request can only contain one client                                                                 | 8 hours / System  |
| NW_1.2.04        | Copy client export / import / remote for SAP System (including analysis and resolution of technical issues) - Once per Year and Landscape | Standard Services   | Once Per Year and Landscape covered - shared with NW_1.2.01                                             |                   |
| NW_1.2.05        | Copy client export / import / remote for SAP System (including analysis and resolution of technical issues) - Additional Request          | Additional Services |                                                                                                         | 10 hours / System |
| NW_1.2.06        | Pre-Processing tasks to export customer defined data / tables from target system before system refresh                                    | CAS                 |                                                                                                         | 2 hours / System  |

| RR-ID            | Service / Task                                                                                                                                           | Service Class       | Remarks                                              | Effort           |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------------------------------------------|------------------|
| NW_1.2.07        | Post-Processing tasks (e.g.BDLS, Embedded Search, Import of customer exported data / tables into target system after system refresh)                     | CAS                 |                                                      | 2 hours / System |
| <b>NW_1.3.00</b> | <b>Job Scheduling</b>                                                                                                                                    |                     |                                                      |                  |
| NW_1.3.01        | Schedule SAP Standard Jobs, check and monitor Standard SAP Jobs to facilitate housekeeping                                                               | Standard Services   |                                                      |                  |
| NW_1.3.02        | Define production Job schedule based on business requirements                                                                                            | CAS                 |                                                      | T & M            |
| NW_1.3.03        | Administer application batch jobs:<br>- Monitor jobs<br>- Troubleshoot according to troubleshooting handbook                                             | CAS                 |                                                      | T & M            |
| <b>NW_1.4.00</b> | <b>Transport Management</b>                                                                                                                              |                     |                                                      |                  |
| NW_1.4.01        | Create and maintain transport domain in client 000 and transport directory                                                                               | Standard Services   |                                                      |                  |
| NW_1.4.02        | Copy and delete SAP Transport cofiles and data files                                                                                                     | Standard Services   |                                                      |                  |
| NW_1.4.03        | Maintain SAP transport management system incl. configuration of transport routes and any further configuration (automatic import, scheduled import etc.) | Additional Services |                                                      | T & M            |
| NW_1.4.04        | Initial configuration of Transport-based correction instructions (TCI) in client 000                                                                     | Standard Services   |                                                      |                  |
| NW_1.4.05        | Implement SAP Note Transport-based correction instructions (TCI)                                                                                         | CAS                 |                                                      | T & M            |
| NW_1.4.06        | Transfer and release of transport orders                                                                                                                 | CAS                 |                                                      | T & M            |
| NW_1.4.07        | Execute transports to move objects between SAP systems                                                                                                   | CAS                 |                                                      | T & M            |
| NW_1.4.08        | Troubleshoot SAP Transport Management System                                                                                                             | Standard Services   |                                                      |                  |
| NW_1.4.09        | Testing and acceptance of object changes                                                                                                                 | Excluded Tasks      | Can be book via Application Managed Support Contract |                  |
| <b>NW_1.5.00</b> | <b>Output Management</b>                                                                                                                                 |                     |                                                      |                  |

| RR-ID            | Service / Task                                                    | Service Class       | Remarks                                                                    | Effort |
|------------------|-------------------------------------------------------------------|---------------------|----------------------------------------------------------------------------|--------|
| NW_1.5.01        | Create / Migrate Printers during Onboarding of the System         | Standard Services   |                                                                            |        |
| NW_1.5.02        | Create, change and delete printers within SAP solution            | CAS                 |                                                                            | T & M  |
| NW_1.5.03        | Analyze faulty output requests (transaction SP01)                 | CAS                 |                                                                            | T & M  |
| NW_1.5.04        | Reorganize SAP spool system to keep system clean                  | Standard Services   |                                                                            |        |
| NW_1.5.05        | Design and implementation of print forms                          | Excluded Tasks      | This task / service can be covered by the Advisory and Development Service |        |
| NW_1.5.06        | Lock / Unlock Printers                                            | CAS                 |                                                                            | T & M  |
| NW_1.5.07        | Check spool table consistency                                     | Standard Services   |                                                                            |        |
| NW_1.5.08        | Configure virtual spool (load balancing)                          | CAS                 |                                                                            | T & M  |
| NW_1.5.09        | Troubleshoot technical spool and print problems within SAP System | Standard Services   |                                                                            |        |
| <b>3P_1.0.00</b> | <b>3rd Party Software</b>                                         |                     |                                                                            |        |
| <b>3P_1.1.00</b> | <b>Managed 3rd Party ABAP add-ons</b>                             |                     | <b>3rd Party Addons provided by SAP</b>                                    |        |
| 3P_1.1.01        | Installation                                                      | Additional Services |                                                                            | T & M  |
| 3P_1.1.02        | Configuration                                                     | CAS                 |                                                                            | T & M  |
| 3P_1.1.03        | Application Monitoring                                            | Excluded Tasks      |                                                                            |        |
| 3P_1.1.04        | Apply Updates                                                     | Additional Services |                                                                            | T & M  |
| 3P_1.1.05        | Application troubleshooting                                       | Excluded Tasks      |                                                                            |        |
| 3P_1.1.06        | Uninstallation                                                    | Additional Services |                                                                            | T & M  |
| <b>3P_1.2.00</b> | <b>Unmanaged 3rd Party ABAP add-ons</b>                           |                     | <b>3rd Party Addons provided by vendor itself, not qualified by SAP</b>    |        |
| 3P_1.2.01        | Installation                                                      | Additional Services |                                                                            | T & M  |
| 3P_1.2.02        | Configuration                                                     | CAS                 |                                                                            | T & M  |
| 3P_1.2.03        | Application Monitoring                                            | Excluded Tasks      |                                                                            |        |
| 3P_1.2.04        | Apply Updates                                                     | Additional Services |                                                                            | T & M  |
| 3P_1.2.05        | Application troubleshooting                                       | Excluded Tasks      |                                                                            |        |
| 3P_1.2.06        | Uninstallation                                                    | Additional Services |                                                                            | T & M  |

| RR-ID            | Service / Task                                                                                                                                                                  | Service Class     | Remarks                                                                | Effort            |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------------------------------------------------------------|-------------------|
| <b>IS_1.0.00</b> | <b>SAP Interface Systems</b>                                                                                                                                                    |                   |                                                                        |                   |
| <b>IS_1.1.00</b> | <b>SAP Business Connector</b>                                                                                                                                                   |                   |                                                                        |                   |
| IS_1.1.01        | Provide ADVNACED Shared Business Connector as shared system for communication to authorities                                                                                    | Optional Services | Can be book as additional service to the contract                      | 2 hours / System  |
| IS_1.1.02        | Monitor Shared Business Connector operation                                                                                                                                     | Standard Services | if booked via IS_1.1.01                                                |                   |
| IS_1.1.03        | Connect Shared Business Connector to Customer Systems and perform initial configuration                                                                                         | Standard Services | if booked via IS_1.1.01                                                |                   |
| IS_1.1.04        | Exchange authorities customer Certificate on Shared Business connector                                                                                                          | Standard Services | if booked via IS_1.1.01                                                |                   |
| IS_1.1.05        | Provide Customer exclusive Business Connector for individual usage                                                                                                              | Optional Services |                                                                        | 12 hours / System |
| IS_1.1.06        | Monitor Customer exclusive Business Connector operation                                                                                                                         | Standard Services | if booked via IS_1.1.05 limited to technical monitoring and operations |                   |
| IS_1.1.07        | Connect Customer exclusive Business Connector to Customer Systems and perform initial configuration                                                                             | CAS               |                                                                        | T & M             |
| IS_1.1.08        | Exchange authorities customer Certificate on Customer exclusive Business connector                                                                                              | CAS               |                                                                        | T & M             |
| <b>IS_1.2.00</b> | <b>SAP Cloud Connector (SCC)</b>                                                                                                                                                |                   |                                                                        |                   |
| IS_1.2.01        | Provide Customer exclusive SAP Cloud Connector                                                                                                                                  | Optional Services |                                                                        | 12 hours / System |
| IS_1.2.02        | Installation and Configuration of technical Connection between Cloud Connector and Backend system                                                                               | CAS               |                                                                        | T & M             |
| IS_1.2.03        | Installation and Configuration of technical Connection between Cloud Connector and external Ressource (e.g. Business Technology Plattform, SAP Analytics Cloud, Successfactors) | CAS               |                                                                        | T & M             |
| IS_1.2.04        | Monitoring SCC service on OS Level                                                                                                                                              | Standard Services |                                                                        |                   |
| IS_1.2.05        | Provide Customer administrator for SCC                                                                                                                                          | Optional Services | This will affect the service level of the SAP Cloud Connector          | 2 hours / System  |

| RR-ID            | Service / Task                                                                           | Service Class       | Remarks                                                                    | Effort           |
|------------------|------------------------------------------------------------------------------------------|---------------------|----------------------------------------------------------------------------|------------------|
| IS_1.2.06        | Update SCC                                                                               | Standard Services   |                                                                            |                  |
| IS_1.2.07        | Upgrade SCC                                                                              | Additional Services |                                                                            | 8 hours / System |
| <b>IS_1.3.00</b> | <b>SAP Business Technology Platform (BTP)</b>                                            |                     |                                                                            |                  |
| IS_1.3.01        | Setup SAP BTP Global Account, initial configuration                                      | Additional Services |                                                                            | 12 hours         |
| IS_1.3.02        | Configure SAP Cloud Identity Service                                                     | Additional Services |                                                                            | T & M            |
| IS_1.3.03        | Configure Single Sign On via SAP Cloud Identity Service with Corporate Identity Provider | Additional Services |                                                                            | T & M            |
| <b>IS_1.4.00</b> | <b>SAP Fiori</b>                                                                         |                     |                                                                            |                  |
| IS_1.4.01        | Initial enablement of Fiori launchpad including all required connectivity set-up         | Standard Services   |                                                                            |                  |
| IS_1.4.02        | Customer specific content activation                                                     | Additional Services |                                                                            | T & M            |
| IS_1.4.03        | Config Webdispatcher for Fiori redirects                                                 | Standard Services   |                                                                            |                  |
| IS_1.4.04        | Configuration of Fiori applications                                                      | Excluded Tasks      | This task / service can be covered by the Advisory and Development Service |                  |
| <b>IS_1.5.00</b> | <b>Webdispatcher</b>                                                                     |                     |                                                                            |                  |
| IS_1.5.01        | Register / Remove Systems in Webdispatcher and their Options                             | Standard Services   |                                                                            |                  |
| IS_1.5.02        | General Memory Management definition                                                     | Standard Services   |                                                                            |                  |
| IS_1.5.03        | General Security parameter definition                                                    | Standard Services   |                                                                            |                  |
| IS_1.5.04        | General Configuration for SSL Support                                                    | Standard Services   |                                                                            |                  |
| IS_1.5.05        | Set-up Error Handling                                                                    | Standard Services   |                                                                            |                  |
| IS_1.5.06        | Log and Trace strategy                                                                   | Standard Services   |                                                                            |                  |
| IS_1.5.07        | Changes in SAP System of the backend system related to Web Dispatcher (HTTPURLLOC)       | Standard Services   |                                                                            |                  |
| <b>IS_1.6.00</b> | <b>SAP Adobe Document Service</b>                                                        |                     |                                                                            |                  |
| IS_1.6.01        | Enable and implement ADVANCED Shared Adobe Document Service                              | Optional Services   |                                                                            | 6 hours          |

| RR-ID            | Service / Task                                                                                  | Service Class       | Remarks                                                                                                                                           | Effort            |
|------------------|-------------------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| IS_1.6.02        | Initial Configuration and connection between Shared ADS and Customer Backend System             | Standard Services   |                                                                                                                                                   |                   |
| IS_1.6.03        | Monitoring of technical Scope of Shared ADS                                                     | Standard Services   |                                                                                                                                                   |                   |
| IS_1.6.04        | Test & Troubleshoot technical Connection                                                        | Standard Services   |                                                                                                                                                   |                   |
| IS_1.6.05        | Design and configure forms in SAP System                                                        | Excluded Tasks      | This task / service can be covered by the Advisory and Development or Application Managed Service                                                 |                   |
| <b>IS_1.7.00</b> | <b>SAP Content Server</b>                                                                       |                     |                                                                                                                                                   |                   |
| IS_1.7.01        | Provide SAP Content Server as separate system                                                   | Optional Services   |                                                                                                                                                   | 12 hours / System |
| IS_1.7.02        | Initial Configuration of SAP Content Server                                                     | Standard Services   |                                                                                                                                                   |                   |
| IS_1.7.03        | initial Configuration of connection between SAP Content Server and SAP Backend Systems          | Standard Services   |                                                                                                                                                   |                   |
| IS_1.7.04        | Management and Configuration of SAP Content Server                                              | Additional Services |                                                                                                                                                   | T & M             |
| IS_1.7.05        | Management and Configuration of SAP Content Server connection to Backend Systems                | Additional Services |                                                                                                                                                   | T & M             |
| IS_1.7.06        | Configuration of Content Repositories in SAP System                                             | CAS                 |                                                                                                                                                   | T & M             |
| <b>PS_1.0.00</b> | <b>Platform Security</b>                                                                        |                     |                                                                                                                                                   |                   |
| <b>PS_1.1.00</b> | <b>System Security Management (Legacy)</b>                                                      |                     |                                                                                                                                                   |                   |
| PS_1.1.01        | Implement System Security Management solution post contract start.                              | Optional Services   | Additional Bill of Material as part of the contract required, on all new contracts mandatory. Not applicable for contract signed after 01.01.2025 |                   |
| PS_1.1.02        | Enhanced Endpoint Protection with deep dive analytical solution and alerting                    | Standard Services   | Only covered when booked - see PS_1.1.01                                                                                                          |                   |
| PS_1.1.03        | Management and processing of security alerts based on Enhanced Endpoint Protection intelligence | Standard Services   | Only covered when booked - see PS_1.1.01                                                                                                          |                   |
| PS_1.1.04        | Frequent system hardening during system deployment.                                             | Standard Services   | Only covered when booked - see PS_1.1.01                                                                                                          |                   |
| PS_1.1.05        | System hardening post system deployment, if not booked                                          | Additional Services |                                                                                                                                                   | T & M             |

| RR-ID            | Service / Task                                                                                                                    | Service Class       | Remarks                                                                                                                                                                    | Effort |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| PS_1.1.06        | Enhanced network segmentation with next gen firewall security during system deployment                                            | Standard Services   | Only covered when booked - see PS_1.1.01                                                                                                                                   |        |
| PS_1.1.07        | Enhanced network segmentation with next gen firewall security post system deployment                                              | Additional Services |                                                                                                                                                                            | T & M  |
| PS_1.1.08        | Providing Trust Center & Security officer for management and communication                                                        | Additional Services |                                                                                                                                                                            |        |
| PS_1.1.09        | Providing any System Security Management service to 3rd Party solutions or non HYBRID Cloud systems.                              | Excluded Tasks      |                                                                                                                                                                            |        |
| PS_1.1.10        | CVE Monitoring of SAP Systems and Operation System of Very High Vulnerabilities. Mitigation Action is not covered.                | Standard Services   | Not applicable for contract signed after 01.01.2025                                                                                                                        |        |
| PS_1.1.11        | Implementation of CVE Mitigation Action when ordered by client after notification based on PS_1.1.10.                             | Additional Services |                                                                                                                                                                            | T & M  |
| <b>PS_1.2.00</b> | <b>Vulnerability Management</b>                                                                                                   |                     |                                                                                                                                                                            |        |
| PS_1.2.01        | Implement Enhanced Vulnerability Management as a Service. Covers all OS Platforms and Orise managed applications in AHC.          | Optional Services   | Service levels are defined and maintained in a supplementary agreement. Actions taken based on this solution or detected issues may be subject to additional service fees. | T & M  |
| PS_1.2.02        | Detect and categorize vulnerabilities on affected Operation systems                                                               | Standard Services   | Prerequisite PS_1.2.01 is booked                                                                                                                                           |        |
| PS_1.2.03        | Detect and categorize vulnerabilities on affected applications managed by Orise                                                   | Standard Services   | Prerequisite PS_1.2.01 is booked                                                                                                                                           |        |
| PS_1.2.04        | Reporting of vulnerabilities and proposed solutions based on the Vulnerability Management Service min. once per month.            | Standard Services   | Prerequisite PS_1.2.01 is booked                                                                                                                                           |        |
| PS_1.2.05        | Implementation of vulnerability mitigations based on the findings of the vulnerability management service.                        | Additional Services | Prerequisite PS_1.2.01 is booked                                                                                                                                           | T & M  |
| PS_1.2.06        | Monthly patch window agreed for lowest category patches based on Vulnerability Management Service. Replaces BC_1.7.12 when booked | Optional Services   | RR-ID PS_1.2.01 is mandatory to offer this option                                                                                                                          |        |

| RR-ID            | Service / Task                                                                                                                                                                          | Service Class       | Remarks                                                                                                | Effort |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|--------------------------------------------------------------------------------------------------------|--------|
| <b>PS_1.3.00</b> | <b>Preemptive Data Security</b>                                                                                                                                                         |                     |                                                                                                        |        |
| PS_1.3.01        | Implement and configure enhanced endpoint protection with Preemptive Data Security Monitoring and incident management based on this solution.                                           | Optional Services   | Actions taken based on this solution or detected incidents may be subject to additional service fees.  | T & M  |
| PS_1.3.02        | Evaluate the system logs of the Preemptive Data Security Monitoring                                                                                                                     | Additional Services |                                                                                                        | T & M  |
| <b>PS_1.4.00</b> | <b>Security Technical SAP Compliance Monitoring</b>                                                                                                                                     |                     |                                                                                                        |        |
| PS_1.4.01        | Implement SAP Compliance Monitoring to ensure effect of SAP security baseline on affected SAP Systems. This ensures the monitoring on a min. daily basis. Reporting on a monthly basis. | Optional Services   | Actions taken based on this solution or detected deviations may be subject to additional service fees. | T & M  |
| PS_1.4.02        | Define SAP security baseline and implement in SAP System according to requirements of customer security policy                                                                          | Additional Services |                                                                                                        | T & M  |
| PS_1.4.03        | Monitor defined SAP Security Parameters and alert in case of an mismatch to security baseline.                                                                                          | Standard Services   | When PS_1.4.01 is booked                                                                               |        |