Unlock your full potential



Hybrid Cloud
Roles & Responsibilities

Version 8 – 19 November 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.

Standard Services	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[1]
Optional Services	These tasks/services are not covered by the standard Services and are not and cannot be covered by the CAS / AMS. • Are subject to additional service fees • Must be specifically contracted in the customer's contract via Change request • Can only be performed by ORISE[1]
Additional Services	Include one-off tasks/services which are not covered yet • Are subject to additional service fees • Can only be performed by ORISE[1]
Customer Application Services (CAS)	Can be performed by customer or service partner. Customer may elect to have ORISE to deliver. CAS is subject to additional service fees as agreed in the contract.
Excluded Tasks	Those tasks/services that can only be performed by the customer and are excluded from Standard-, Optional-, Additional- and/or ACAS- Services.

[1] It is technically not possible for any other instance to deliver these services

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3 SERVICE DESCRIPTION

RR-ID	Service / Task	Service Class	Remarks	Effort
SM_1.0.00	**Service Management**			
SM_1.1.00	**Account Management**			
SM_1.1.01	Contract Delivery and Operations Kick-Off - Review Contract - Landscape Review and Alignment - Operations Review	Standard Services		
SM_1.1.02	Customer Onboarding - Support Structure - Support Tools and Endpoints - Discuss and explain Service Delivery concept - 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 - Provide review and suggestions if a high volume of support requests occure - Service availability and KPIs	Standard Services		
SM_1.1.06	System availability reporting based on agreed SLA - monthly	Standard Services		
SM_1.2.00	**Service Request Management - Technical Support**			
SM_1.2.01	Service Request Management: - Request a service delivery in the name of the customer - Update a service request in the name of the customer, when additional information are required.	Excluded Tasks		

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RR-ID	Service / Task	Service Class	Remarks	Effort
SM_1.2.02	Service Request Management: - Receive and acknowledge service requests via Orise Support Service Center - Evaluate criticality & priority of service requests - Request approvals by customer responsible if required - Coordinate internal approval process - Coordinate service delivery scheduling - Notify requester of approval or rejection - 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 - Notify Customer about planned timeframes at the 4th quarter of each year - 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		
SM_1.3.00	**Qualifications Services**		**Services to support industry regulations for specific compliance needs.**	
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
SM_1.4.00	**Process Services**			
SM_1.4.01	Documents and records management for regulated industries	Optional Services		T & M

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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
MI_1.0.00	**Managed Infrastructure**			
MI_1.1.00	**Data Center Management**			
MI_1.1.01	Manage Hybrid Cloud Data Center	Standard Services	Physical Hardware Management of Data centers	
MI_1.2.00	**Network Management**			
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	Migrat Orise domain (*.aa.customer.tld) to customer domain or customer domain migration	Additional Services		4 hours / System

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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		
MI_1.3.00	**Hardware Operations**		**Applies to equipment managed by Orise.**	
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
MI_1.4.00	**Storage Management**			
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

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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		
MI_1.5.00	**Operation System**			
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		
MI_1.6.00	**System Startup / Shutdown**			
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		
MI_1.7.00	**Backup / Restore**			

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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		
MI_1.8.00	**Infrastructure Integration**			
MI_1.8.01	Integrate customer IdP Solution (Active Directory or other identity management solution)	Excluded Tasks		

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RR-ID	Service / Task	Service Class	Remarks	Effort
MI_1.8.02	Provide access to systems/resources within customer infra-structure	Excluded Tasks		
MI_1.9.00	**File transfer capabilities (CIFS / NFS shares)**			
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 Re-quest via MI_1.9.01 is prefered	
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 Re-quest via MI_1.9.03 is prefered	
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 equip-ment 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.	
MI_2.1.00	**Management of Wide Area Network**			
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 Cus-tomer 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	

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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 hyperscale may occure. 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	
MI_2.2.00	**Manage SFTP & FTPS Server**			
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		
DB_1.0.00	**Database Management**			
DB_1.1.00	**General Database Management**			
DB_1.1.01	Provide recommendations on database and release management	Standard Services		
DB_1.1.02	Plan and perform system extentions 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		

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RR-ID	Service / Task	Service Class	Remarks	Effort
DB_1.1.04	Monitoring Table growth to proactively prevent operationial issues and to ensure that the system stays in the agreed sizing boundaries	Standard Services		
DB_1.1.05	Design table partitioning statregy / 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 reclaimation 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 an instance number	Additional Services	Not applicable for all database types	12 hours / System

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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.	
DB_1.2.00	**Database Backup & Restore**			
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		

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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		
DB_1.3.00	**Database Security**			
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 re-quired see MI_1.4.02	
DB_1.3.06	Configuration of database security audit trace	Additional Services		6 hours / System
BC_1.0.00	**Basis Core technical Operation**			
BC_1.1.00	**System Installation**			
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

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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) - re-quires 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 suc-cessor service provider, Orise Supports this migration by handing over all the cus-tomer 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
BC_1.2.00	**Incident Management**			
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	

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RR-ID	Service / Task	Service Class	Remarks	Effort
BC_1.2.03	Incident Processing - Qualification and priorization of the incidents - Initiate incident resolution - Track incident resolution progress - Customer notification at status changes and progress - Determine resolution or workaround - Check if related change is required - Implement resolution or workaround - Verify resolution - Inform customer about resolution	Standard Services		
BC_1.2.04	Sign-off / Approve solution and confirm incident resolution	Excluded Tasks		
BC_1.3.00	**Event detection and notification - monitoring**			
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.	
BC_1.4.00	**General Operations**			
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 in required	Standard Services		

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RR-ID	Service / Task	Service Class	Remarks	Effort
BC_1.4.04	Regular analysis and maintenance of system profile parameters	Standard Services		
BC_1.5.00	**SAP Security Management**			
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.	CAS	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)	CAS	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		
BC_1.6.00	**Homogeneous system copy (System refresh)**			

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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
BC_1.7.00	**Release Management**			
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	

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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	
BC_1.8.00	**Proactive Services**			
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
BC_1.9.00	**System performance management**			
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		

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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	CAS	This task / service can be covered by the Advisory and Development Service	
BC_2.1.00	**Certificate Handling**			
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
BC_2.2.00	**Disaster Recovery**			
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	

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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 situartion 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	Extecute Failover test on a yearly frequence. 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	Verfification of application processes after failover in business contect of DR system	Excluded Tasks		
NW_1.0.00	**NetWeaver Operations**			
NW_1.1.00	**NetWeaver Basic Operations**			
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		

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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

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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	
NW_1.2.00	**SAP Client Operations**			
NW_1.2.01	Copy client within one SAP System (including analysis and resolution of technical issues) - Once per Year and Land-scape	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 (includ-ing 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 (includ-ing 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 / ta-bles from target system before system refresh	CAS		2 hours / System

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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
NW_1.3.00	**Job Scheduling**			
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: - Monitor jobs - Troubleshoot according to troubleshooting handbook	CAS		T & M
NW_1.4.00	**Transport Management**			
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	
NW_1.5.00	**Output Management**			

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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		
3P_1.0.00	**3rd Party Software**			
3P_1.1.00	**Managed 3rd Party ABAP add-ons**		**3rd Party Addons provided by SAP**	
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
3P_1.2.00	**Unmanaged 3rd Party ABAP add-ons**		**3rd Party Addons provided by vendor itself, not qualified by SAP**	
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

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IS_1.0.00	**SAP Interface Systems**			
IS_1.1.00	**SAP Business Connector**			
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 inital 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 inital configuration	CAS		T & M
IS_1.1.08	Exchange authorities customer Certificate on Customer exclusive Business connector	CAS		T & M
IS_1.2.00	**SAP Cloud Connector (SCC)**			
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

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IS_1.2.06	Update SCC	Standard Services		
IS_1.2.07	Upgrade SCC	Additional Services		8 hours / System
IS_1.3.00	**SAP Business Technology Platform (BTP)**			
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
IS_1.4.00	**SAP Fiori**			
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	
IS_1.5.00	**Webdispatcher**			
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	Generel 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		
IS_1.6.00	**SAP Adobe Document Service**			
IS_1.6.01	Enable and implement ADVANDED Shared Adobe Document Service	Optional Services		6 hours

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IS_1.6.02	Initial Configuration and connection bewteen 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	
IS_1.7.00	**SAP Content Server**			
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
PS_1.0.00	**Platform Security**			
PS_1.1.00	**System Security Management (Legacy)**			
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

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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
PS_1.2.00	**Vulnerability Management**			
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	Prerequsite PS_1.2.01 is booked	
PS_1.2.03	Detect and categorize vulnerabilities on affected applications managed by Orise	Standard Services	Prerequsite 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	Prerequsite 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	Prerequsite 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	

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PS_1.3.00	**Preemptive Data Security**			
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
PS_1.4.00	**Security Technical SAP Compliance Monitoring**			
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 missmatch to security baseline.	Standard Services	When PS_1.4.01 is booked	

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