Product and Service Description (PSD) for the teaching and learning environment

Enterprise Management with Global Bike in SAP S/4HANA 2020 – shared, TLE Release 4.1 (Version 1.0)

The following notes/information relate solely to the teaching and learning environment (*TLE*; hereinafter also referred to as the Product) "*Enterprise Management with Global Bike in SAP S/4HANA 2020 - shared*", *TLE Release 4.1.* They describe specific services provided by SAP UCC in a product-specific manner.

If an educational institution (hereinafter referred to as "Client") decides to use the product described below, these PSD shall become an integral part of the contract upon conclusion of the *TLE Usage Contract.*

In the event that provisions of these PSD contradict the provisions of the Framework Agreement concluded between the SAP University Competence Center of Otto von Guericke University Magdeburg ("SAP UCC") and Client, the respective PSD provisions shall take precedence over the provisions of the Framework Agreement concerned. The definitions set out in the Framework Agreement shall apply. They may be viewed on the SAP UCC website (https://portal.ucc.ovgu.de) under "My UCC/ACC" under "My Framework Agreement".

1. Product description

The product is typically suitable for the execution of standard ERP processes and for client-specific customizing exercises. An overview of supported instructional materials can be found under clause 9 Data referenced in the instructional materials, such as material master data, is available 1,000 times each within a client and is thus available for the SAP users predefined to have the corresponding number for students. The largely modular instructional materials may be used directly after SAP users have been activated.

The *TLE* runs on an SAP S/4HANA system on which other educational institutions also work. Each institution acts independently in its own *TLE.* They are separated from other *TLEs* by the client concept (one client = one *TLE*). SAP UCC refers to this as a shared environment. The *TLE* includes the Global Bike model enterprise and associated organisational, master, and transactional data, as well as preconfigured user accounts.

2. Product limitations

The product is only intended for the use of ERP core functionalities (see the contents listed in clause 9). Advanced features, such as Advanced ATP, MRP Live, PP-DS, or use of liveCache, may severely degrade the user experience of users from other educational institutions on the shared system and are therefore excluded from activation and use.

Similarly, use as part of ABAP programming, cross-client customizing as well as SAP Fiori development is not included in the *TLE* . A *TLE* based on an S/4HANA system intended for exclusive use should be used for cross-client customizing tasks as well as for development and research projects or if the use of extended functions of the S/4HANA system is intended.

Independent creation of RFC connections is only allowed with the written consent of SAP UCC, as this has a direct impact on the functionality of the SAP Fiori Launchpad and the Fiori tiles within it.

The *TLE* may only be used for the purposes of scientific research and education; its use for the administration of an existing enterprise or educational institution is prohibited, as is its use in connection with armament technologies, weapons, missiles capable of delivering weapons, and/or the like (see the Framework Agreement).

NOTE: Limitations (e.g. in terms of data loss as well as availability) may arise due to the shared environment inherent to the product. An exclusive system (e.g. "*Enterprise Management with Global Bike in SAP S/4HANA - exclusive*") should be used where only one *TLE* is operated on one system in order to avoid such limitations.

3. Usage notes

Predefined users for lecturers and students are available for use of S/4HANA clients as specified in the following table:

	User	Initial password
Lecturers	TEACH-### (000-020)	tlestart
Students	LEARN-### (000-999)	tlestart

Users must be unlocked via transaction ZSUR or SU10 prior to first use.

LEARN users for students have authorisation to run case studies via the SAP Fiori interfaces. Only LEARN users are intended to use the official instructional materials. TEACH users are intended for the administration of the TLE by the lecturers and have access to special transactions designed to assist lecturers in using the *TLE* .

User-specific preparations have to be made for some business processes, e.g. integrating users into the organisational and personnel structure of the Global Bike model enterprise. For LEARN users, this has already been done for the business processes used in the official instructional materials. SAP UCC provides information on its website in the respective instructor notes should additional steps prove to be necessary.

User "MASTER" with the initial password "tleadmin" is intended to be used exclusively for administrative tasks, such as creating named users for other administrators or lecturers.

4. TLE life cycle and SAP product availability

SAP UCC reserves the right to issue a new *TLE* release every one to two years as a rule. With regard to the SAP UCC curricula and the technical basis, a TLE release will be supported and operated until the release of the next but one version.

The latest release is always used whenever a new release of the *TLE* is supplied.

If the Client uses a *TLE* version that has reached the end of its lifecycle, it is automatically switched off by SAP UCC and a current *TLE* will be supplied. SAP UCC will provide sufficient advance notice of the end

of the lifecycle and the associated change to the current product version; notice will be provided no later than six months in advance.

Given that the *TLE* is based on an *SAP product,* SAP UCC is tied to product lifecycles for relevant SAP solutions as well as license provisioning within the SAP University Alliances program when operating as well as deploying the SAP UCC *TLE.* SAP UCC may no longer provide the SAP Systems, and accordingly *TLE,* if SAP SE withdraws the license granted to Client in the *SAP Software Transfer Agreement* for On-Premise Products.

5. Backup and Recovery Services

The HANA database on which *TLE* is supported is backed up once a week. These backups are retained for four weeks. The database log files are backed up at the time they are written from the database and are also stored for four weeks (backup cycle). The SAP application server file systems, the HANA database, and the operating system are backed up and retained based on the same backup cycle as the database

All backups are done online, i.e. without interrupting availability. Backups are made to SAP UCC's backup system, which is physically separated from the SAP UCC data centre's computer infrastructure.

SAP UCC will perform a restore and recovery of the entire system in the event of a technical malfunction or serious user error causing irreversible damage to the SAP S/4HANA system. Restoring individual *TLEs* (clients) is not possible. Restoration of the system will take a maximum of 3 *working days* (Monday to Friday; see definition in the Framework Agreement).

NOTE: Since many institutions share the SAP S/4HANA system (see clause 1.), a restore and recovery of the entire system usually results in data loss in all *TLEs* running on the system. This is a defining characteristic of a shared environment. Use of an exclusive system (e.g. "*Enterprise Management with Global Bike in SAP S/4HANA - exclusive*") is advised if data losses resulting from the actions of other institutions is to be prevented.

6. System availability

As used herein, availability means that a user can successfully log on to SAP S/4HANA system.

As a rule, the SAP S/4HANA system for the *TLE* is intended to be operational 24 hours per day, 365 days per year. Availability of 98% over the contract year is guaranteed. Guaranteed availability does not include periods during which use is interrupted or impaired due to necessary maintenance work or on grounds for which SAP UCC is not responsible.

NOTE: Due to the shared environment inherent to the product, interruptions that are caused by users of other institutions working on the same system are not covered by guaranteed availability. Use of an exclusive system (e.g. "*Enterprise Management with Global Bike in SAP S/4HANA - exclusive*") is strongly advised these limitations are not desired.

Use of the *TLE* should be avoided during maintenance windows (Tuesdays between 06:00 and 10:00, CET or CEST; see Framework Agreement) as SAP UCC may use maintenance windows in some cases without notice or on very short notice.

Additional details on availability and maintenance can be found in the Framework Agreement.

7. Access requirements

All points of access to the respective *TLE* are secured by a prior specification of the static, routable IP addresses of the Client. Client can only use SAP applications via the IP addresses stored with SAP UCC if there is an IP address restriction. Client may notify SAP UCC of any changes at any time via the SAP UCC service desk or via the self-service options on the SAP UCC website.

Should Client wish to use the *TLE* from previously unspecified or dynamic IP addresses (e.g. in the case of mobile work from home), these can be enabled at any time using the self-service options on the SAP UCC website. Activation ends automatically after 24 hours and must be repeated again as needed.

A web browser is required to use SAP Fiori. The web browsers supported by SAP SE can be queried depending on the version of the *SAP product* at https://service.sap.com/pam. Use of a modern, up-to-date browser such as Chrome, Firefox or Edge is advisable.

The system may also be accessed by means of the SAP GUI. SAP UCC provides the latest version of the SAP GUI via download on its website; this a voluntary and free service provided by SAP UCC.

Client is responsible for installations, updates and the operation of browsers and the SAP GUI.

8. Technical system settings and limitations

In terms of its internal structure, the product is designed in such a way that the associated instructional materials (see clause 9.) may be used by a total of up to 1,000 LEARN users. Another *TLE* is needed for a larger number of SAP student users.

The SAP S/4HANA system and the associated client are technically configured in such a way that a maximum of 250 users can work in parallel in the TLE environment ("concurrent users"). Another *TLE* is needed for a larger number of concurrent users.

9. Available instructional materials for this product

The following instructional materials are officially supported by SAP UCC for the *TLE* and can be obtained through SAP UCC:

- Introduction to SAP S/4HANA with Global Bike
  - Includes instructional materials in the following areas: SAP S/4HANA Implementation, SAP Navigation, Global Bike Implementation, SD, MM, PP, FI, CO, HCM, WM, PS, EAM, QM, Bike Sharing, Global Bike Go

- o Available in English and German

- S/4HANA Customizing with Global Bike

  - o Includes instructional materials in the following areas: Basic knowledge, analysis, planning and execution of SAP S/4HANA customization in FI, MM and SD.

  - o Available in English and German

- The digital transformation of Global Bike

  - o Contains various instructional materials concerning digital transformation and the establishment of a bike rental service within the Global Bike model enterprise

  - o Available in English

The instructional materials are created and maintained by SAP UCC, as well as other UCCs, in cooperation with experts from the SAP University Alliances Community. The instructional materials may also be considered user documentation and may be issued to your own students as PDF documents, subject to appropriate security measures.

10. Support

SAP UCC provides support for the *TLE* as described below. Support is provided exclusively in German and English.

Clients communicate with SAP UCC Support via
- the ticket system (https://servicedesk.ucc.ovgu.de) or using the
- hotline: +49 391 67-54871 (exclusively for malfunctions that impede operations).

SAP UCC will be available to accept Client support requests during *normal business hours* (8 a.m. to 6 p.m. CET or CEST on *business days.* See Framework Agreement).

SAP UCC and Client agree to the following response times categorised depending on the urgency:
- Malfunction that impedes operations - response time 8 hours
- Other malfunctions or requests - response time 24 hours

A malfunction that impedes operations shall mean that use of the SAP S/4HANA system for the *TLE* is impossible or severely limited. Response times commence upon receipt of the respective message during *normal business hours* and run exclusively during such hours. Messages must be sent by Client or registered lecturers of the Client.

a. Technical support

Technical support covers all questions and problems related to the operation and performance of the S/4HANA system. It exclusively comprises services which are necessary to enable the smooth and error-free use of the ERP core functionalities of the *TLE* (see clause 2.).

All technical inquiries and fault reports must be submitted via the SAP UCC ticket system except in the cases of malfunctions that impede operation. Client may report these malfunctions using the hotline.

Fault investigation/resolution will be performed by SAP UCC first and second level support. The error report may be sent to SAP SE Support if appropriate.

b. Application support

In the event of problems and questions regarding errors that do not relate to system operation or system performance of the SAP S/4HANA system, SAP UCC will provide application support that is limited to the content specified in clause 9. that is officially supported by the *TLE.* This is available to all of Client's registered lecturers.

SAP UCC will forward the error message to SAP Global Support in the case of errors that may only be resolved by SAP SE (e.g. program errors). SAP UCC has no influence on any resulting delays.

The following is excluded from application support:

- processing requests related the use and application of the respective *TLE;*
- support for groups who are not registered as lecturers of the institution;
- all inquiries that do not refer to the contents mentioned in clause 9, e.g. inquiries about own educational materials or inhouse developments.

11. Minimum contract term, notice period

The *TLE Usage Agreement* runs for one year from the date notified by SAP UCC for access activation for the relevant *TLE*; for more details on this and on the service start date, see the Framework Agreement.

The contract term is automatically extended by an additional year if the *TLE Usage Contract* is not terminated on six months' notice to the end of the term. Notice of termination must be given in text form; see the Master Agreement.

A desired activation date may be designated when *ordering*. SAP UCC will attempt to comply with any such request; see the Framework Agreement under "Commencement of Performance."

12. Remuneration

For the provision of the *TLE(s)* Client shall pay SAP UCC a fee that is dependent upon the number ordered in accordance with the following summary following receipt of a verifiable invoice. See Framework Agreement for more detailed information on remuneration, ancillary costs, and payment.

Number of *TLEs*/client(s) for *Enterprise Management with Global Bike in SAP S/4HANA 2020 - shared*	Subscription period	Remuneration (net)
1	1 year	EUR 4,000
2	1 year	EUR 6,500
3	1 year	EUR 7,500
4	1 year	EUR 8,500

13. Privacy Notice

a. General provisions

SAP UCC provides Client a privacy notice that is available at the following SAP UCC website on a voluntary and gratuitous basis as a non-binding proposal that is subject to the exclusion of any warranties:

https://portal.ucc.ovgu.de/data-privacy-tle

The Client is obliged to have privacy notice subject to legal review prior use. SAP UCC does not provide legal advice. The Client is also obliged to provide the "Privacy Notice for a Teaching and Learning Environment (*TLE*)" to users (e.g. students). Additional details concerning testing, modification and integration are set out in the Framework Agreement.

The Client is obliged to observe the basic principles of data minimization in accordance with the GDPR and shall ensure that, as far as possible, no personal data is entered in the *TLE* subject to its use.

b. Product-specific features that supplement the Contract Data Processing Framework Agreement

- None -