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

Data Warehousing with Global Bike in SAP DWC – shared, TLE Release 1.0

The following notes/information relate solely to the teaching and learning environment (*TLE*; hereinafter also referred to as the Product) "*Data Warehousing with Global Bike in SAP DWC – shared, TLE Release 1.0*". 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".

Note:

The *TLE* is based on *SAP Products* SAP Data Warehouse Cloud (SAP DWC) and SAP Analytics Cloud (SAP SAC). Both *SAP Products* are provided by SAP SE as Software-as-a-Service; The *TLE* is a Cloud Product (see Framework Agreement).

Accordingly, the SAP terms and conditions, as amended, apply exclusively in relation to the Client for the supply of *SAP Products*.

Description	URL
General Terms and Conditions for SAP Cloud Services ("Cloud GTC")	https://bit.ly/3x9wZpr
SAP Data Warehouse Cloud Supplement	http://www.sap.com/agreements-cloud-supplement
SAP Analytics Cloud Supplement	http://www.sap.com/agreements-cloud-supplement

The following clauses of the Cloud GTC do not apply to the *TLE*: 2.1, 3.2, 5.2 - 5.4, 6.1, 9.2 and 11.3.

1. Product description

The product teaches data modelling for reporting and analysis of comprehensive enterprise data using SAP DWC and leverages SAP SAC for data visualization. An overview of supported instructional materials can be found under clause 9

The *SAP products* are organized in tenants. The *TLE* requires an SAP DWC tenant and an SAP SAC tenant, each of which are also used by other educational institutions. Each institution acts independently

in its own isolated areas, the so-called "Spaces" (SAP DWC) or Folders (SAP SAC): They are technically segregated from the areas of other institutions. SAP UCC refers to this as a shared environment.

These segregated areas may each include several courses and/or projects. Available teaching materials are based on a data set with sales figures of the fictitious model company Global Bike.

2. Product limitations

The following functionalities are reserved for SAP UCC for administrative purposes and are not available to users:

- Data Access Controls
- Content Network
- Space Management (with the exception of the display of own Spaces)
- Security
- Administration

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).

3. Usage notes

At the beginning of the agreed performance period, the contact person named by Client will receive an e-mail with the URLs to the *SAP Products* as well as all necessary usage details, including the user accounts, the name of the Space, the folder, and the initial passwords.

Predefined users for lecturers and students are available for use of the *TLE* as specified in the following table:

	User	Initial password
Lecturers	[ID]_TEACH_### (5 users)	initial
Students	[ID]_LEARN_### (100 users)	initial
Demo	[ID]_DEMO_### (1 user)	initial

[ID] stands for the identification letters assigned by SAP UCC for the institution. ### represent consecutive three-digit user numbers assigned by SAP UCC.

All users are unlocked at the outset and directly accessible. LEARN users have permission to run all of the instructional materials in this *TLE*. TEACH users are intended for lecturers and have access to special functions designed to assist lecturers in using the *TLE*, for example the ability to delete objects. The DEMO user allows lecturers to access an additional Space that contains the result of the entire, successfully completed instructional materials. Accordingly, it may be used for demonstrations during the course (see clause 9, Demo exercises).

All objects of a specific institution (tables, views, ER models, data flows, stories) must be created in the assigned Space or Folder.

The Client must inform users that

- their own three-digit user number must be used as the naming convention for all objects (identified by ### in the instructional materials);

- all DWC objects in their own Space can be changed by all users of the Client; and

- self-created SAC objects can be viewed, modified, or deleted by users from other institutions, provided that they have been stored in public Folders or explicitly shared with users at other institutions.

Users who have forgotten their password can independently initiate a reset. What is required is that the user has previously saved an e-mail address in the SAP UCC Identity Management Server that may be accessed by the user. Users can find instructions on how to save their own e-mail address in the instructional materials. A user registered as a lecturer must request a reset from SAP UCC in cases in which the user has not provided a valid email address to which they have access. Expenses for this process be charged to the Client's support budget (see clause 10.).

4. TLE life cycle and SAP product availability

SAP SE provides *SAP Products* SAP DWC and SAP SAC in a Cloud in the form of software-as-a-service. SAP UCC assumes no guarantee or warranty for any properties of these *SAP Products* or that the *SAP Products* are available (in particular without interruption) and function without error.

SAP SE provides the *SAP Products* with new functionalities and bug fixes every two weeks by means of so-called "waves". SAP UCC reserves the right to react to changes in functions or layout made by SAP SE at any time by supplying a new release of the *TLE* and to provide application support (see clause 10.) only for the most recent TLE release.

SAP UCC is tied to the product lifecycles of the *SAP Products* both as to the operation and the supply of the *TLE*. If SAP SE terminates the *SAP software licensing agreement* with the Client, SAP UCC may no longer grant access to the *SAP Products* and thus may no longer provide the *TLE*.

5. Backup and Recovery Services

SAP UCC cannot perform backups or recoveries because *SAP Products* required for the *TLE,* SAP DWC and SAP SAC, are supplied by SAP SE as software-as-a-service. This is a defining characteristic of *SAP Cloud Products.*

SAP UCC has no control over the backup or recovery of tenants.

6. Tenant availability

In this context, availability refers to the status of tenants in the *SAP Products* in which users are successfully able to log on to the tenants. The same applies as described for the availability of the *SAP Products* in clause 4.; SAP UCC has no control on the availability of the tenants**.** This is a defining characteristic of *SAP Cloud Products*.

7. Access requirements

SAP DWC and SAP SAC can only be accessed via a web browser. Only current versions of Google Chrome are supported by SAP SE at present.

The 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 current *TLE* is designed in such a way that the associated instructional materials (see clause 9.) may be used simultaneously by a total of up to 100 LEARN users. An additional *TLE* is needed for a larger number of LEARN users.

9. Available instructional materials

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

- Introduction to SAP DWC with Global Bike

    o Includes slides, navigation course, demo exercises, case studies, and lecturer notes.

    o Available in English and German

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 tenants 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 *TLE* tenants. It exclusively comprises services which are necessary to enable the smooth and error-free use of the core functionalities of the *TLE* covered by the official instructional materials.

All technical inquiries and fault reports must be submitted via the SAP UCC ticket system except in the cases of malfunctions that impede operation. The Client may report these malfunctions using the SAP UCC hotline. Fault investigation will be performed by SAP UCC first and second level support.

All technical problem reports are forwarded to SAP SE support. SAP UCC has no influence on any resulting delays.

b. Application support

In the event of problems and questions regarding errors that do not relate to system operation or system performance of the *TLE* tenants, 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.

Application support is limited to a maximum of 4 hours per year. Application support is limited to 2 hours if the applicable period is only six months.

SAP UCC will forward the error message to SAP SE 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

SAP UCC offers the *TLE* with different contract terms (6 months or 12 months) calculated based on 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.

If the Client chooses a contract term of 6 months, the Space used in SAP DWC, as well as all SAP SAC Folders with all created objects, will be irretrievably deleted at the end of the term without the need for notice of termination. Any users in use will also be deleted.

If the Client selects a contract term of 12 months, 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. Upon expiry of the contract term, the Space used in SAP DWC, as well as all SAP SAC Folders with all created objects, will be irretrievably deleted. Any users in use will also be deleted.

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* the 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 *TLE* for Data Warehousing with Global Bike in SAP DWC - shared	Subscription period	Remuneration (net)
1	6 months	EUR 800
1	12 months	EUR 1,400

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

As a Cloud Product, the *TLE* is operated on servers operated by SAP SE; SAP UCC only provides user accounts and collects personal data listed in Annex 1 of the Framework Agreement for Contract Data Processing that relate to Cloud Products. SAP SE is responsible for personal data stored and processed during the use of a Cloud Product. SAP UCC has no control over such storage and processing.

The Client is responsible for the content of its data or data entered by its users in the *SAP Products* subject to compliance with the comments contained in a.

The Client grants SAP SE (including its affiliates and subcontractors; see in this respect also clause 4., in particular 4.1 Cloud GTC) and SAP UCC the non-exclusive right to process personal data for the sole purpose and only to the extent necessary for the provision and support of the *TLE* by SAP SE and SAP UCC.

The processor operates a local identity management server on which all user authentication is processed in order to ensure that personal data is only viewable by the user themselves or SAP UCC for purposes of commissioned data processing (e.g. password resets).