

Exhibit 1 to Order Form for SAP Services No. 50139297

Scope Document 1 for Enablement Service for SAP SuccessFactors Integration Center This Scope Document is part of the Order Form.

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1 SCOPE OF SERVICES

Customer is undertaking a project to implement or deploy a SAP Cloud Service. Customer is the owner of the Customer's project and has overall responsibility for the project and the process, scope, costs, resources and targeted solutions.

SAP will provide the following services to assist Customer with the implementation of the Customer's SAP Cloud Service as specified herein: SAP SuccessFactors Integration Center Enablement ("Service(s)").

1.1 Scope

The following items form the functional scope of the Service to be provided by SAP.

Scope Item	Scope Details
Integration Center Enablement	Setup of Integration Center as per best practices. Enablement session on how to create a basic integration scenario and hands-on experience by creating a basic integration scenario. Walkthrough Data Model Navigator, schedule and monitor integration sections of the tool.

1.2 Integration Scope

Creation of a basic integration export scenario to demonstrate capability and functionality of the tool as part of the enablement session.

1.3 Scope and Software Prerequisites

- SuccessFactors module configuration is assumed to be complete
- Integration functional specification, a document that details the format of extracted data and mapping of fields to SuccessFactors portlets is available
- SFTP credentials are available if the extracted data needs to be written to an SFTP server

2 APPROACH AND RACI

The main project activities are detailed below with the assumed lead and support responsibility indicated. Customer acknowledges and agrees that failure on the part of Customer to meet or fulfil any of the specified Customer.

2.1 RACI

SAP and Customer agree the following responsibility matrix of activities.

- **Responsible (R):** Charged with performing the activities. A mutually agreed project plan may define further details at the work unit level.
- **Accountable (A):** The Customer has overall accountability for its implementation and all the activities identified below. Hence, Accountable (A) does not appear for the activities below.
- **Consulted (C):** Provides input on how to perform the activity and supports the execution of the activity.
- **Informed (I):** Provided with information.

Activity	SAP	Customer
Provide business requirements document for the sample integration. This document should detail what the integration is going to accomplish. It should contain business rules, file and server information, references to source and destination systems.	C	R
Provide mapping documentation. This should include details of exactly what the destination file will look like as well as where the corresponding data resides in the source system. Data filters and transformations should be included in the mapping.	C	R
Provide login information to a user with the required system access to data and Integration Center tool	C	R
Provide the Customer with the Integration Center documentation	R	I
Work with the Customer to enable Integration Center and grant appropriate permissions	R	C
Show the Customer the Data Model Navigator and the OData Data Dictionary. Provide a brief explanation of OData and how it's used in IC. Show the Customer how some of the data in their mapping document appears in the navigator.	R	I
Create the actual integration. This will include field selection, data filtering, data transformation, SFTP settings and encryption key setup.	R	C/I
Save the job and explain the various options on the save menu	R	C/I
Show Customer how to monitor the job while running and how to review completed jobs	R	I
Provide SFTP credentials to write the output file	I	R
Show Customer that file is on the SFTP server and retrieve it for them	R	I
Show Customer how to re-open the job and make modifications as needed if output is incorrect	R	I
Make modifications to integration center integration to fix issues or add additional functionality	C	R/A

3 SCHEDULE

Within 48 hours after placing the order for the SAP SuccessFactors Integration Center Enablement Service the Customer will be contacted by SAP to schedule the start of the Service. The total duration of the Service would be setup based on Customer need but will be delivered within 3 months of the order being placed.

4 ORGANIZATION

4.1 SAP Team

The key SAP roles are as follows:

SAP Team	Level of Involvement
Project Manager	Single resource. Part-time. Offsite.
Business Process Consultant	Single resource. Part-time. Offsite.

4.2 Customer Team

The Customer team will include the following roles. Customer team is assumed to be available to complete Customer activities.

Customer Team	Description	Level of Involvement
Product Owner	Approve specification changes, supply refresh/development data, and approve migration to production site.	Single resource. Part-time. Offsite.
Functional Data Team/Admins	Supply guidance on what data is in the system and how to map it to the desired format. Should have admin access to the instance. May be the team responsible for learning about the Integration Center Tool.	As needed
Technical Team	Supply guidance about file destination, passwords, keys etc. May be the team responsible for learning about the Integration Center Tool.	As needed.

5 SAP DELIVERABLES AND PROCEDURE

5.1 SAP Deliverables

The following table lists the SAP Deliverables.

Deliverable	Deliverable Description	Completion Criteria	Deliverable Procedure
Integration Center documentation	Integration Center guide that details how integration center works and description of its components. SAP would have trained the customer on the relevant topics from the document.	Customer acknowledges receipt of training and documentation	Approval upon completion
Simple Integration	Integration based on Customer provided business requirement document Integration ISD file upload into customer instance of choice and acknowledgement of the same from customer	Integration is not expected to be fully functional. As identified in section 2.1, would be initially built by SAP and transitioned over to Customer team.	Approval upon completion

6 CUSTOMER RESPONSIBILITIES

Customer has, in particular, the following responsibilities. If Customer does not fully meet or fulfil any of the specified responsibilities or requirements in this Agreement, this might result in a delay of the provision of the Services or an increase of the fees.

6.1 Services-specific Customer Responsibilities

- Identify the resources that will be included as part of this enablement Service immediately after the first meeting with SAP

- Build a business requirements document for the integration that would need to be build using Integration Center

6.2 General Customer Responsibilities

- Ensure that Customer team members are knowledgeable about the solution being implemented and define their training approach and schedule. Ensure that key users are available for all workshops and activities as needed.
- Minimize the change in personnel throughout the duration of the Service.
- If third-parties on Customer side are involved: Manage any Customer's third-party contractors and be responsibility for the acts, omissions and defects of such third-party that Customer contracts or instructs to perform Customer's duties.
- Supply SAP with the names and contact information of key Customer and third-party resources.
- Ensure that a consistent login access is available for a SAP SuccessFactors non-productive (Quality or Starter) system throughout the project duration.
- Provide SAP with the necessary authorizations for remote access to Customer's systems.
- Provide technical advice regarding any third-party systems to which the team will have access.
- Sign-off Deliverables in accordance with section 5.
- Ensure Customer compliance with any relevant governmental and regulatory requirements.

7 ASSUMPTIONS

The following assumptions apply:

- If the Project has not started within 2 months of the estimated start date as set forth in the Order Form, then SAP has the right to terminate the Scope Document without the Customer being able to claim damages.
- SAP may require up to 2 weeks to assemble a team. SAP reserves the right not to start the Service until SAP has assembled a team.
- Prior to Service closure, Customer is not permitted to change any configuration settings since this may interfere with the implementation of the Service.
- Part time resources over and above those identified in the Customer project team will be used to diversify the knowledge base and reduce risk. Other business and technical experts from Customer will participate on an as needed basis.
- Customer acknowledges that the Services performed may include the export of Customer data. The Customer is responsible that all Customer data provided to SAP does not contain any sensitive defense information for which the export of such data would violate the International Traffic in Arms Regulations or any other applicable export control laws or regulations.
- The full scope of the Service is to be deployed in between scheduled refresh cycles, where it will not interfere with business-as-usual data refreshes as per a Customer subscription agreement.
- All supporting documentation will be developed using personal computers/laptops using Microsoft Office applications (Word, Excel, MS Project, PowerPoint) or other mutually agreed documentation tools.

8 EXCLUSIONS

Any items or Services not defined as in scope for this Service are deemed out of scope, including, but not limited to the following exclusions:

- Deliverables not explicitly described in this scope document.
- An analysis of as-is business processes.
- Programs or content to migrate data.
- Data cleansing or data clean up.
- Coordination of work required from Customer's third-party vendors.
- Formalized training on the SAP Cloud Service for project team members or training for users.
- The development of new functionality, extensions or co-innovation.

- Implementation of any solution or integration scope not explicitly mentioned in this document.
- Any changes required because of pre-existing Customer specific enhancements or developments.
- Interfaces to third party or to legacy systems not defined.

9 DEFINITIONS

1. “**SAP Cloud Service**” means a subscription based, hosted, supported and operated distinct on-demand solution provided by SAP under an applicable Order Form.
2. “**Data Model Navigator**” is a tool within Integration Center that displays OData metadata in graphical form. This tool graphically shows the relationships between the APIs and can be filtered by specific functional entities.