

SAP Learning Hub

Technical Support Overview & Service Framework

PUBLIC



SAP LEARNING HUB PUBLIC & PRIVATE CLOUD VERSIONS SUPPORT & PLATFORM AVAILABILITY

The customer accepts the cloud services, the provided content and system, as is. SAP will not adapt content that the subscriber might consider erroneous. SAP application system support or expert knowledge in the area of the course is not part of the support.

In case of technical difficulties all customers of both public and private cloud versions of SAP Learning Hub can request customer support through the following channels. Customers can access a self-service area or get technical support via ticket creation from the SAP Learning Hub Help Center

<https://training.sap.com/shop/help-center>. Contact through email is also available via: e-learning@sap.com

Note: support requests created must be in English, submitted in the respective business hours: Sunday 23:00 UTC (Universal Time Coordinated) to Friday 23:00 UTC (Universal Time Coordinated).

Customers can request technical help with issues, such as technical access and log-in incidents, password reset, technical content issues, technical platform performance issues, security or data protection issues, loss of functionality, etc.

In order to use the full functionality of SAP Learning Hub, the customer's technical environment must comply with the requirements as described on: <https://training.sap.com/help-center/system-requirements>.

Note: support services do not provide customer consulting on how to setup the local environment in order to access SAP Learning Hub. It is the customer's responsibility to confirm with their own local IT department how to comply with the technical requirements, considering security or network settings.

In the occurrence of expiration of the subscription, access to SAP Learning Hub will be removed end of business day UTC after subscription expiration.

RESPONSE SERVICE LEVEL FOR SAP LEARNING HUB PUBLIC & PRIVATE CLOUD VERSIONS CUSTOMERS

SAP agrees to provide a resolution as soon as possible, considering the incident severity and all commercially reasonable effort. The priority level of the issue can be selected, as follows:

1. Priority 1 (Very High):

An incident will be categorized as priority P1 (**Very High**) if the problem has very serious consequences for normal business processes. A P1 issue has critical business impact for the customer, resulting in the **platform not being accessible, all users of the platform are affected**, e.g. SAP Learning Hub is completely down and inaccessible for all users.

Note: planned downtimes according to the release calendar are not considered a critical incident.

Initial response time is **1 business hour** for business working days. SAP ensures that a qualified support expert will begin to diagnose and work on a resolution of the a P1 issue **immediately** upon notification during business working days. SAP aims to provide for issues either a (i) **resolution**, or (ii) a workaround or (iii) **an action plan within 4 hours**, with **ongoing communication** once **every hour**, unless otherwise communicated by SAP Support.

The support is available 24/7, including weekend by SAP SuccessFactors Cloud Operations.

2. Priority 2 (High)

An incident should be categorized as priority P2 (**High**) if **normal business processes are seriously affected**, resulting in **the majority of the named users** being affected. This is caused by incorrect or inoperable functions in SAP Learning Hub that are required immediately, e.g. the Training Shop is inaccessible, registration and login is not possible for all users.

Note: planned downtimes according to the release calendar are not considered a critical incident.

Initial response time is **4 business hours** for business working days. SAP agrees that a qualified support expert will begin to diagnose and work on a resolution of a P2 issue within one business day of notification with **ongoing communication** once every **6 hours** unless otherwise communicated by SAP Support.

The support is available 24/7, including weekend by SAP SuccessFactors Cloud Operations.

3. Priority 3 (Medium)

An incident should be categorized as priority P3 (**Medium**) if **normal business processes are affected**. The problem is caused by incorrect or inoperable functions in the SAP service, resulting in SAP Learning Hub not providing functionality in the most convenient or most performed manner, e.g. content issues, password issues, compatibility issues, data integrity or security issues etc.

Initial response time is **1 business day**, with **ongoing communication** once **every three business days** for non-content issues and 10 business days for product defect issues unless otherwise communicated by SAP Support Team.

4. Priority 4 (Low)

An incident should be categorized as priority P4 (**Low**) if the problem **has little or no effect on normal business processes**. It is caused by incorrect or inoperable functions in SAP Learning Hub service that are not required daily or are rarely used. There may be a minor impact, if any, on the quality, performance or functionality on SAP Learning Hub. e.g. learner report not available.

Initial response time is **2 business days**, with **ongoing communication** once **every week** unless otherwise communicated by SAP's Support Team.

SAP LIVE ACCESS

SAP SAP LIVE ACCESS SUPPORT & PLATFORM AVAILABILITY

In case of technical difficulties, customers with a valid SAP Live Access contingent can request customer support through the following channels. Customers can access a self-service area or get technical support via ticket creation from the SAP Learning Hub Help Center <https://training.sap.com/shop/help-center>. Contact through email is also available: e-learning@sap.com

Note: support requests created must be in English, submitted in the respective business hours: Sunday 23:00 UTC (Universal Time Coordinated) to Friday 23:00 UTC (Universal Time Coordinated).

Customers can request help with issues such as technical access and log-in incidents, password reset, technical platform performance issues, training system performance issues, security or data protection issues, loss of functionality. The customer is accepting the training system, SAP Live Access product and all content as is. SAP will not correct any content that student or customer might find that has got spelling, grammar or any other errors. SAP application system support or expert knowledge in the area of the course is not part of the SAP Live Access support.

SAP agrees to provide a resolution as soon as possible, considering the incident severity and all commercially reasonable efforts. Initial response time is expected to occur within **24 business hours**.

In order to use the full functionality of SAP Live Access, the customer's technical environment must comply with the requirements as described on: <https://training.sap.com/help-center/system-requirements>.

Note: support services do not provide customer consulting on how to setup the local environment in order to access SAP Live Access. It is the customer's responsibility to confirm with their own local IT department how to comply with the technical requirements, considering security or network settings.

In the occurrence of expiration of the subscription, access will be removed after consumption of the consumption time or expiration of the validity period.

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