

March 2016



SAP Learning Hub

Public cloud versions & Private cloud versions:

SAP Learning Hub, professional edition

SAP Learning Hub, user edition

SAP Learning Hub, student edition



Customer Technical Support, Support Channel, Technical Requirements

SAP Learning Hub Public & Private cloud versions Support & Platform Availability	
Service Description	
Target Group Eligible	All customers of SAP Learning Hub public & private cloud versions
Language	English
Customer Technical Support Availability	Business Hours for Customer Support Service are: Sunday 23:00 UTC (Universal Time Coordinated) to Friday 23:00 UTC (Universal Time Coordinated)
Support Channel	SAP Learning Hub Support Center https://training.sap.com/shop/help-center & Email: e-learning@sap.com
Initial Response Time	Priority 1 (Very High): ≤ 1 business hour Priority 2 (High): ≤ 4 business hours Priority 3 (Medium) ≤ 1 business day Priority 4 (Low): ≤ 2 business days
Target Resolution Time	SAP agrees to provide a resolution as soon as possible, considering the incident severity and all commercially reasonable efforts. For details please see next page.
Technical Support Scope	Technical access and log-in incidents, password reset, technical content issues, technical platform performance issues, security or data protection issues, loss of functionality
Subscription Expiration	Access will be removed end of business day UTC (Universal Time Coordinated) for all customers after subscription expiration
Technical Requirements	In order to use the full functionality of SAP Learning Hub, the customer's technical environment must comply with the SAP Learning Hub technical requirements list. Note: SAP Learning Hub support does not provide customer consulting on how to setup the internal environment in order to access the SAP Learning Hub. The customer is responsible to confirm with their own local IT department how to comply with the SAP Learning Hub technical requirements, considering security or network settings. Please check the online technical Readiness here .

Response & Resolution Framework

Response Service Level for SAP Learning Hub public & private cloud versions customers		
Severity Level	Definition	Response & Resolution Framework
Priority 1 (Very High)	<p>An incident will be categorized as priority P1 (Very High) if the problem has very serious consequences for normal business processes.</p> <p>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. learning hub is completely down and inaccessible for all users.</p> <p>Note: planned downtimes according to the release calendar are not considered a critical incident.</p>	<ul style="list-style-type: none"> 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 to provide for issues either a (i) resolution, or (ii) a workaround or (iii) an action plan within 4 hours. Ongoing Communication: Once every hour, unless otherwise communicated by SAP Support. Support 24*7 including weekend by SF cloud Operations
Priority 2 (High)	<p>An incident should be categorized as priority P2 (High) if normal business processes are seriously effected, resulting in the majority of the named users being effected. This is caused by incorrect or inoperable functions in the SAP Learning Hub that are required immediately. e.g. The training Webshop is inaccessible, registration & login is not possible for all users.</p> <p>Note: planned downtimes according to the release calendar are not considered a critical incident.</p>	<ul style="list-style-type: none"> 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 Ongoing Communication: Once every 6 hours unless otherwise communicated by SAP Support. Support 24*7 including weekend by SF cloud Operations

Response & Resolution Framework

Response Service Level for SAP Learning Hub public & private cloud versions customers		
Severity Level	Definition	Response & Resolution Framework
Priority 3 (Medium)	<p>An incident should be categorized as priority P3 (Medium) if normal business processes are effected. The problem is caused by incorrect or inoperable functions in the SAP service.</p> <p>The SAP Learning Hub is usable, but does not provide functionality in the most convenient or most performed manner. E.g. content issues, password issues, compatibility issues, data integrity or security issues etc.</p>	<ul style="list-style-type: none"> Initial response time is 1 business day 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.
Priority 4 (Low)	<p>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 the 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.</p>	<ul style="list-style-type: none"> Initial response time is 2 business days Ongoing Communication: Once every week unless otherwise communicated by SAP's support Team.

SAP Live Access

Customer Technical Support, Support Channel, Technical Requirements

SAP Live Access Support & Platform Availability	
Service Description	
Target Group Eligible	All customers with a valid SAP Live Access contingent
Language	English
Customer Technical Support Availability	Business Hours for Customer Support Service are: Sunday 23:00 UTC (Universal Time Coordinated) to Friday 23:00 UTC (Universal Time Coordinated)
Support Channel	SAP Learning Hub Support Center https://training.sap.com/shop/help-center & Email: e-learning@sap.com
Initial Response Time	Within 24 business hours
Resolution Framework	SAP agrees to provide a resolution as soon as possible, considering the incident severity and all commercially reasonable efforts
Technical Support Scope:	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.
Contingent Expiration	Access will be removed after consumption of the contingent time or expiration of the contingent period.
Technical Requirements	In order to use the full functionality of SAP Live Access, the customer's technical environment must comply with the SAP Live Access technical requirements list. Note: SAP Live Access support does not provide customer consulting on how to setup the internal environment in order to access SAP Live Access. The customer is responsible to confirm with their own local IT department on how to comply with SAP Live Access technical requirements, considering security or network settings.

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