

## Appendix A

### EXAMPLES to the Agreement for additional ARIS Cloud Services

The following table shows typical services SAG Cloud Team offers with estimated efforts based on listed assumptions and prerequisites.

Service Tickets	Service Description*	Assumptions	Prerequisites	Typical effort* [h]
Service management	ARIS Cloud Enterprise customers will be informed about their support status (incidents) of the last month. This information will be provided by a report. A monthly status call can be set up as well.	N/A	N/A	2
Enable Multi-factor authentication	A security token can be implemented in addition to the normal https login to increase your security. Token will be sent by Email.	Valid Email address provided by customer. Setting possible per tenant.	Customer has access to email account to receive token.	1
Import ARIS database	Restore existing adb files on customer tenant.	Customer used ARIS 7.2 or ARIS 9 'on-premise' before. Effort estimated for 1 database.	ACE: general import of adb files, release >= 7.2	1
Check/ Create / change user management and permissions of customer project room	Manage and administrate User permissions and give hints to best practice	Effort estimated for set up/ managing <5 usergroups and <10 user.	User was initially set up by the ARIS Cloud Operations team and was able to access your project room.	2

Service Tickets	Service Description*	Assumptions	Prerequisites	Typical effort* [h]
Manage and administrate configuration for customer tenant	Change filters and templates. Allocate filters to users or databases. Create new attributes and attribute type groups. Changes in the ARIS Method like extend method restrictions of models, add new symbols...	Has to be done in cooperation with the customer.	Number of configuration items to be changed. Configuration: Filters, Font formats, Languages, Templates, Method(Attribute symbols, Attribute type groups, Attribute types, Connection types, Model types, Object types, Symbols)	8
Merge content between databases	If you work in large projects or environments you may use different databases to protect access and separate responsibilities. The full power of ARIS can be used if these data are maintained in one database. Transferring or synchronizing content between databases can be done by the 'merge' capability. As this is an administrative function it needs some experience to perform.	Merge settings prepared with customer. Customer supports during merge procedure (merge conflict management).	Clear description of items which have to be merged.	1

Service Tickets	Service Description*	Assumptions	Prerequisites	Typical effort* [h]
Create / change standard reports for customer project room	Support to create reports with the Report Editor. Add customer's logo in standard report. Create report schedules for the customer via scheduler or scriptrunner	Has to be done in cooperation with the customer.	Customer's requirements are known & documented. Changed report tested successfully in a test environment.	4
Check custom reports & macros	Start script and check if it finishes successfully.	Script was created via script code with Java Script developer skills	Script was tested successfully in a test environment with the same ARIS release.	2
Customize & test portal views in ARIS Connect	To improve the acceptance and usage of your process repository ARIS Cloud Enterprise offers you the possibility to configure your portal in regards to your company CI or specific UI requirements. Our experts will help you in setting up your portal according to your needs.	N/A	Clear description of requirements. Implementation by using standard configuration capabilities. No customizing.	8
Synchronize content /	Synchronize content / configurations between	Filters, templates can be exported/imported as file,	The <b>customer</b> owns different	4

Service Tickets	Service Description*	Assumptions	Prerequisites	Typical effort* [h]
configurations	development, test and production infrastructures or tenants	transfer of the system database is possible.	environments and tenants.	
Establish and test the SAP connectivity incl. Configuration	New ACE instance will be configured to be accessible via SAP.	SAP Admin on customer side available and able to support. Customer configures the requirements in his SAP systems and prepares the ARIS client side. Customer provides test cases.	SAP components released by SAG. SAP properties known. Customer's SolMan version released by SAG. Customer needs access to SAP market place.	4
Establish and test Sharepoint connectivity	New ACE instance will be configured to get access to customer's Sharepoint server.	Sharepoint Admin on customer side available and able to support. Customer provides test cases.	Sharepoint version released by SAG. Sharepoint properties known. Customer's Sharepoint version released by SAG.	4
Subsequent establishment of VPN tunnel between customer and Amazon AWS	New ACE instance will be configured to get access to customer's network via VPN connection.	Customer needs VPN connection after initial installation.	CIDR range of the customer not known before the initial setup of ACE.	4
Permanent, automated health check	A permanent health check monitors the customer's ARIS environment in regards to performance and availability requirements. Operations	Customer needs health check to test availability, performance. Customer agrees that the Healthcheck behaves like a	Definition of a receiver of the Health Check E-Mails	2

Service Tickets	Service Description*	Assumptions	Prerequisites	Typical effort* [h]
	team can be informed by email if issues are identified.	dedicated ARIS Client.		

\*Service Description/typical effort: the typical effort as indicated in the schedule above is a non-binding estimation based on experiences in comparable projects. Irrespective of the estimated typical effort, SAG bears no responsibility to achieve a specific outcome of these service descriptions or any results /project objectives nor does SAG bears the responsibility to achieve these within the estimated time/effort.

This table only represents examples of service tickets.