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1. Introduction

The Customer COE guideline describes the conditions and the content of the SAP Customer COE Primary Certification and Recertification. For further information, please refer to the SAP Support Portal [http://support.sap.com/ccoe](http://support.sap.com/ccoe).

2. Understanding the certification

The SAP Customer COE Primary Certification, as described in the SAP Enterprise Support (ES), Product Support for Large Enterprises (PSLE) and Standard Support (StS) contracts, represents the fundamental elements of building a solid foundation for interaction with SAP.

With this guideline SAP wants to give additional information on how to use the SAP Primary Customer COE Certification process and template available.

3. Scope of the certification

The scope of the Customer COE certification is the customer’s installation base. The certification does not translate to a certification of either an outsourcing partner’s (own licensed) installation base.

Nevertheless, the customer might decide to outsource parts of the responsibility of the Customer COE to partners or might incorporate external resources into the areas of responsibility. This is not prohibiting the customer’s right to apply for the Customer COE Certification.

Is it possible to include an outsourcing partner in the certification of a Customer COE?

Yes. Much like different operational units within an IT department, an outsourcing partner performing a function within the Customer COE is included in scope:

The key capabilities of SAP-Standards for Solution Operations within a Customer COE, regardless of outsourcing or in-sourcing, help the customer understand that SAP methodologies and best practices are adopted universally. Further details to SAP’s Support Standards please refer to the “Media Library” within Customer COE Portal (SAP Support Portal [http://support.sap.com/ccoe](http://support.sap.com/ccoe)).

There are two separate programs for Customers and Partners:

- **Customers** - The SAP Customer COE program will certify a Customer Center of Expertise. A customer is considered to be a license holder who typically is the software recipient and is responsible to the business units for operating the SAP solution.

4. How to set-up a Customer COE within Customer Organization

SAP has many consulting services around Customer COE. The Customer COE family of services provide appropriate consulting packages among Assessments (Certification Support), Customer COE Strategy & Design and Customer COE Coaching. The results of those services are not only for a set up a Customer COE but also to build continuous improvement plans for an existing Customer COE. On top of this SAP Support also offers services to set up an Advanced Customer COE. Please refer to the SAP Support Portal [http://support.sap.com/ccoe](http://support.sap.com/ccoe) for more information or contact your Account Manager/your Support Contact to help you identify the services that best fit your specific situation.

5. Customer COE Primary Certification

The primary certification of a Customer COE organization indicates that it possesses the basic service and support infrastructure necessary for interaction with SAP. Such an infrastructure enables the Customer COE team to collaborate internally – within its own company – as well as externally with SAP. However, certain basic functions of the service and support infrastructure are a key prerequisite for the efficient collaboration. Primary certification requires that a Customer COE team demonstrate proficiency in four core areas:

- Information Management
- Contract and License Management
- Innovation/Influence SAP Development
- Support Operation

To receive this certification, a remote audit is performed based on globally standardized certification criteria. In preparation for the audit, the head of the Customer COE organization will be required to fill in an online questionnaire and return it to SAP. Please refer to the SAP Support Portal [http://support.sap.com/ccoe](http://support.sap.com/ccoe).

The audit process is a lean process and involves a discussion and verification of answers to the questions in the online-questionnaire. Any evidence required to validate that functions exist should be provided during the audit process. During the audit, points are accumulated, which count toward the threshold requirement for certification.

If you then send the online questionnaire to SAP, an SAP incident is created automatically. The Customer COE online questionnaire is then on the work list of the regional SAP auditors and will be picked up accordingly to the sending date.

5.1 Core Areas in Detail

The four core areas, the so-called Customer COE basic functions, will be described in detail regarding the requirements and the questions being raised for the certification. Each criterion is relevant to pass the certification. Overall 200 points can be scored.

1. Information Management (max. 40 points)
2. Contract and License Management (max. 40 points)
3. Innovation/Influence SAP Development (max. 40 points)
4. Support Operation (max. 80 points)

5.1.1 Information Management

Information Management, as strategic main task of an SAP Customer COE, entails the acquisition, collection and management of all company related information with modern information and communication systems from one or more sources and the distribution to one or more audiences.

In SAPs view the Customer COE:

Acts as interface between SAP and customer organization, and overall knowledge source especially for SAP-relevant information secures present investments and avoids double investments based on improved market overview and ensures customer-oriented information flow to all levels (e.g., internal SAP in-house information sessions and exclusive CIO Info sessions).

This shall be realized customer individually by fulfillment of personal, operational and organizational company requirements from daily business. For example, by: sponsor ship of internal user forums and workshops, serving as the primary contact point for general SAP-specific questions, organizing access/route to SAP information (i.e. medium, authorization, etc.), distributing information to specific target groups (i.e. project teams, end users, management) and processing, filtering and distributing SAP-specific information throughout the group.

5.1.2 Contract and License Management

In general, this core area is focusing on defined processes and responsivities for customer´s internal contract and license management and the Customer COE´s knowledge about it.

According to customer´s organization the Customer COE is directly involved or at least informed.

Starting with the requirement of being informed about the relevant SAP pricing and conditions, Customer COE takes over the governance of the license audit process of all SAP systems within the company or is at least informed about it, including preparation, execution, reviewing of measurement results.

In detail this includes requirements like up-to-date system and user data in the SAP Support Portal, maintained user data (user classification) for each individual SAP System via user maintenance (transaction SU01) as well as measurement results being sent to SAP by using the online transfer option (transaction USMM or SLAW)

In doing so Customer COE supports carrying out system measurements and ensure a smooth collaboration with SAP Global License Auditing Services.

Furthermore, Customer COE has to be informed about SAP´s License Key Administration processes and customer internal responsibilities in this regard.
5.1.3 Innovation/Influence SAP Development

The section "Innovation / Influence on SAP Development" deals on the one hand with business requirements of the customer that are not covered by the SAP standard function scope.

On the other hand, under the topic area "Innovation" the improvement potential targets in the ERP for the business processes and for the IT are treated. For this SAP offers helpful self-service, which i.e. Provide answers to the order and timing of new technology and solutions, and the benefits for the customer, see "Value of Support" in the SAP Support Portal.

In general, SAP is convinced that running a customer´s SAP system without modifications has always been a key factor in ensuring smooth operation of its SAP solution and helping the customer take advantage of further innovations of the SAP standard functional scope.

Against this background Customer COE is at least informed about customer´s internal processes, tools and services to avoid SAP source code modification. Furthermore, a Customer COE is up-to-date with innovations of SAP standard functional scope or at least knows where this information is available. In doing so, a Customer COE is helping the business and business process owners to take advantage of further innovations of the SAP standard functional scope.

SAP will continue to create and evolve our products and solutions to help our customers run their businesses better. Direct input and feedback from our customers and user groups is essential to validate market trends and product spaces, specify and test new versions of our software, and improve the solutions in productive use. To structure input and feedback, SAP offers various programs of influence:

- The SAP Customer Engagement Initiative asks customers´ ideas during the development process.
- The SAP beta testing program lets customers weigh a new product before it is introduced.
- The SAP Early Adopter Care program helps customers to innovate ahead of the competition.
- The SAP Customer Connection Program gives customers the ability to request enhancements after go-live and search for improvements delivered in the SAP Improvement Finder.
- SAP Continuous Influence offers customers the opportunity to propose improvements to SAP products directly to SAP development teams.

Find more details at https://www.sap.com/about/customer-involvement/influence-adopt.html.

The Customer COE is aware of the current options to influence SAP Development and provide this information within their company.

A customer internal evaluation of customer´s requests to SAP Development is important. Customer COE is aware of this requirement and is at least informed about the customer internal evaluation processes and responsibilities in this regard.

For collaboration with SAP Development a signed so-called “Feedback Agreement” is needed, which describes the principles of the working relationship with all involved parties. It includes among others Intellectual Property, Non-disclosure and Customer Commitment. The Customer COE is aware of the need of a signed Feedback Agreement and shares information about its relevance accordingly.
To support transparency about customer´s interaction with SAP Development and provide customer up-to-date information regarding SAP’s Influence channels (major programs), a named customer contact person (“Influence Contact”) is needed for SAP. The Customer COE takes care that a responsible “Influence Contact” is named and his/her contact data (name, email-address and postal address) is provided to SAP. If customer´s “Influence Contact” is not part of the Customer COE organization, a communication should be in place between Customer COE and the named “Influence Contact”.

The contact person will be maintained by SAP and is used for information rollouts regarding “Influence SAP Development”. On demand the “Influence Contact” can be changed by SAP upon customer request through an incident of component XX-SER-SAPSMP-USR.

5.1.4 Support Operation

The Support Operation section is about the overall collaboration with SAP Support in all areas, as Incident Management, Problem Management, SAP Solution Manager Usage and Support Services offerings. This area is composed with criteria about efficiency in Incident and Problem Management, usage of SAP automated checks and usage of SAP Support Services.

Moreover, there is contact information and collaboration contact checks included. Information of the criteria can be taken from SAP Support Reporting (Reports/ Dashboard SAP ONE Support Launchpad). Please contact your SAP Support contact/ Advisory for further information.

Furthermore, this section is asking the utilization of SAP free of charge services and training- or educational content already included in your support contract. For more information please see the Customer COE Portal:

Enterprise Support (ES): http://support.sap.com/enterprisesupport
Product Support for Large Enterprises (PSLE): http://support.sap.com/psle
SAP Standard Support (StS): http://support.sap.com/standardsupport

6. Questionnaire Validation

By validating the answers to the questions in the questionnaire, the audit controls in how far the minimum requirements of the necessary functions have been fulfilled. The provided answers have to reflect, that all addressed functions in the certification questionnaire are adequately covered by the Customer COE.

The audit contains:

- A discussion and verification of answers to the questions in the questionnaire – the answers to the questions are verified SAP internally with the corresponding contact persons and systems
- A verification whether the minimum requirements were achieved
<table>
<thead>
<tr>
<th>Topic</th>
<th>Overview of achievable points</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Section 1</strong></td>
<td>mind. 60/max. 120 points</td>
</tr>
<tr>
<td>Information Management</td>
<td>max. 40 points</td>
</tr>
<tr>
<td>Contract and License Management</td>
<td>max. 40 points</td>
</tr>
<tr>
<td>Innovation/Influence SAP Development</td>
<td>max. 40 points</td>
</tr>
<tr>
<td><strong>Section 2 Support Operation</strong></td>
<td>mind. 40/max. 80 points</td>
</tr>
<tr>
<td>Incident Quality</td>
<td>max. 30 points</td>
</tr>
<tr>
<td>SAP Next Gen. Support Offerings / CCOE role assigned in SAP ONE Support Launchpad</td>
<td>max. 10 points</td>
</tr>
<tr>
<td>SAP Solution Manager</td>
<td>max. 33 points</td>
</tr>
<tr>
<td>Cooperation with SAP Support</td>
<td>max. 7 points</td>
</tr>
<tr>
<td><strong>Total Score Section 1 + 2</strong></td>
<td>mind. 100/max. 200 points</td>
</tr>
</tbody>
</table>
6.1 Customer COE audit process

The primary certification is performed remote via conference call free of charge.

To receive this certification, a remote audit is performed based free of charge on globally standardized certification criteria. In preparation for the audit, the head of the Customer COE organization will be required to complete an online Questionnaire and send it to SAP. The audit process is a lean process and involves a verification of answers to the questions in the Questionnaire. Any evidence required to verify that functions exist should be provided during the audit process. During the audit, points are accumulated, which count toward the threshold requirement for certification.

Steps in detail:

- Before starting the Online Primary Certification Questionnaire, please read the present document “Customer COE Primary Certification Guideline”, especially the information regarding the evaluation of the provided answers (please see topic 6.3).
- Edit the online questionnaire and sent it to SAP
- To support given answers, we recommend creating screenshots or PDF-documents and attaching them to the online questionnaire per upload functionality.
- Please mind that in the online questionnaire for each answer field only 255 characters are given. If you need more space, please upload an attachment with your further input and ideally indicate this in the answer field.
- After you have forwarded the online questionnaire to SAP, an incident automatically appears on your behalf (component “SV-BO-REQ”). The incident is used for communication of the status of your audit request, to provide SAP further information during the audit process or to contact the CCOE auditor.

After customer successfully has passed the Customer COE Primary Certification audit, the results are documented and provided to customer via a service report.

The service report contains benchmarking information regarding customer messages priority, quality and efficiency of customer internal support desk.

Further details to the benchmarking information can be found in SAP Support Portal http://support.sap.com/ccoe.

In case customer does not achieve the defined minimum requirements, a re-audit 3-6 months after the first audit attempt will be organized by the SAP Customer COE auditor together with the customer.

6.2 Validity Customer COE Primary Certification

The initial certification is valid for two (2) years. After this period, the Customer COE must be re-certified on a regular basis.

6.3 Point Evaluation

At the end of each section there is a question about the operation of hybrid system landscapes. These questions serve to make Customer COEs aware of the challenges of hybrid operations. No points will be awarded.
6.3.1 Information Management

How to fill out the questionnaire information management part in the right way?

B.1.1
This question is verifying how the Customer COE is overall managing SAP relevant information within the customer company necessary for daily operational business and furthermore which procedures, tools and responsibilities are in place to ensure that relevant information reaches relevant target group in the right way. Intention here is to understand if the Customer COE follows for information management a planned strategic approach.

Please provide supporting documentation about

- Customer COE internal communication strategy,
- Customer COE internal communication guidelines,
- Target group identification and maintenance,
- Used communication tools and media and
- Additional supporting documentation.

Maximum 20 points are achievable.
The auditor will rate the fulfillment based on provided documentation in relation to company size.

B.1.2
This question is verifying how, where and in which sequence the Customer COE is searching for relevant information and updates to ensure relevance of shared information for customers daily and strategic business. Intention is to understand if the Customer COE has a structured and a well-established method for regular information research in place and to eliminate so far as possible an individual event driven search.

Please provide supporting documentation about

- Customer COE internal information search guideline,
- used communication tools and medias and
- Additional supporting documentation.

Maximum 3 points are achievable.
The auditor will rate the fulfillment based on provided documentation and evidence that structured searching approach is existing.
B.1.3
This question is verifying if there is a dedicated responsible person or at least a role for information management is in place to procure and distribute Information within the customer company. Intention is to identify first the dedicated person by name for further Customer COE related communication, and second to understand if there is a solid understanding of information management requirements and related activities in the Customer COE.
Please provide supporting documentation about
- Name of dedicated person,
- Role description of responsible person,
- Customer COE internal information search guidelines,
- Used communication tools and media,
- SAP platform used to maintain information and
- Additionally, supporting documentation.

Maximum 5 points are achievable.
The auditor will rate the fulfillment based on provided documentation and if a key person is nominated, his activities are in place and respective processes are implemented.

B.1.4
This question is about Customer COE’s usage of offered SAP information events like SAP User Group Conferences, informational calls, Webinars, etc. within the last year. The intention is to ensure that Customer COE’s are using the SAP information offer to ensure relevance of own information range to Customer COE stakeholder.
Please provide supporting documentation about Customer COE internal guideline highlighting all your existing SAP info sources and processes for utilization plus an internal event calendar for SAP information offer participation and attended information events last year.
Maximum 3 points are achievable.
The auditor is not expecting a complete usage of all SAP information sources but will rate the fulfillment based on provided documentation and if advantages of SAP information activities are taken in a reasonable level.
B.1.5

This question is about the regular usage of the Customer COE Portal in SAP Support Portal Place and if yes, which areas or topics are useful. The intention is to understand first if the Customer COE Portal is visited frequently (pages are useful for your daily work), and second if there is any information you would like to see to expand usability for your Customer COE.

Please provide supporting documentation about the fact that a frequently visit of Customer COE Portal is mandatory for Customer COE team or responsible person.

If you have suggestions for improving the Customer COE Portal, feel free to send your personal feedback to the Customer COE Program Team.

Maximum 2 points are achievable.

The auditor will rate the fulfillment based on provided documentation and mainly if a frequently visit of Customer COE Portal is placed in a Customer COE internal guideline.

B.1.6

This question verifies if the Customer COE has established an active communication path to the SAP Account Executive or a comparable SAP contact person and furthermore if a discussion about the existing and/or planned customer SAP solution and future strategic plans has been initiated. The intention is to ensure that a solid and communication path has been established and meetings are taking place on a regularly basis and to support most possible strategic customer decisions.

Please provide supporting documentation about:

- name of Account Executive or comparable SAP contact person like Service & Support contact
- planned or already conducted activities and
- additionally, further process description.

Maximum 2 points are achievable.

The auditor will rate the fulfillment based on provided documentation and if Customer COE has been started a frequently contact with SAP.
B.1.7

This question is about the internal Customer COE marketing activities and which approach and/or instruments are used to make the Customer COE and its services and value more popular to all customer IT stakeholder. The intention is to verify that the information broker function as one main part of the Customer COE has been setup and is well communicated within the customer company. Ideally all communication activities are part of a planned concept.

Please provide supporting documentation about a marketing plan or communication concept if existing, a short description about planned and conducted activities and additionally further process description.

Maximum 5 points are achievable.

The auditor will rate the fulfillment based on provided documentation and in relation to company size, if only unstructured or randomly driven marketing in place.

B.1.8 Enhanced collaboration model / Information Management in hybrid landscapes

This question aims to find out if, in addition to the usual communication media such as e.g. own website in the internal portal / newsletter / CCOE brochure, you have now also invested in internal end-user communication and have built additional channels. These include e.g. Blogs, SAP JAM, Webinars, Hot News / Alert tickers on the website, and other interactive platforms (“chat-based workspaces” such as Microsoft Teams or Slack).

Furthermore, this question should be used to find out whether the Customer COE provides the departments with the latest information on new functionalities in the cloud environment / IT requirements for the use of cloud solutions / information on security-relevant tasks in hybrid deployment and simple authentication procedures (SSO / Cloud Identity Provider / ...).

In addition, the auditor would like to know whether the Customer COE proactively analyzes and informs about the SAP offerings that are offered as part of the Enterprise Cloud Edition (ESCE) for end-users / IT experts for the respective cloud solutions in use. In addition, it is to be learned whether the Customer COE analyzes the need for further in-depth, company-specific training offers or to commission them externally.

Finally, it is queried whether the Customer COE checks to what extent the new hybrid solution landscape requires advanced IT expertise in Customer COE and whether the Customer COE proactively plans a corresponding training program for the Customer COE employees (topics such as SCRUM / Dev-Ops / and tools such as e.g. Github, Cloud Foundry et.al.).

No points will be awarded for this question.
6.3.2 Contract and License Management

How to fill out the questionnaire Contract and License Management part in the right way?

B.2.1
This question is about the overall processes and responsibilities of Customer´s Contract and part of the alignment of the company’s licensing strategy, especially regarding the licensing of new SAP products? For more information, see the SAP Licensing Process Guide incl. SAP License Guide.

Please provide a short description about the processes established and responsibilities defined.

Maximum 8 points are achievable.

The auditor will rate the fulfillment based on clearly defined processes and responsibilities and how the Customer COE supports the involved stakeholders if needed.

B.2.2
This question is about the Customer COE´s knowledge about the relevant SAP pricing and conditions which is needed to support the customer´s Contract and License Management processes.

The Customer COE has to be informed or at least knows where the relevant SAP pricing and conditions are available and who is in charge at customer´s organization.

Maximum 3 points are achievable.

The auditor will rate the fulfillment based on how well informed the Customer COE is.

B.2.3
This question is about how Customer COE ensures that system and user data is constantly being updated in the SAP Support Portal, and the respective responsibilities are defined.

Details: https://support.sap.com/keys-systems-installations.html
https://support.sap.com/users-authorizations.html

Or via the corresponding SAP ONE Support Launchpad application "System Data" and "User Management".

Maximum 6 points are achievable.

The auditor will rate the fulfillment based on clearly defined processes and responsibilities and Customer COE´s governance in this regard.
B.2.4

This question is about the Customer COEs knowledge about the SAP’s License Key Administration processes and a responsible person defined for it. Customer COE has to deal with SAP’s License Key Administration processes and should know the internal contact person to react if needed.

Further information about the contacts are available at the SAP Support Portal or in SAP ONE Support Launchpad under “My Important Contacts” in the “My Profile” Section.

Maximum 3 points are achievable.

The auditor will rate the fulfillment based on how well informed the Customer COE is.

B.2.5

This question verifies if Customer COE has taken over the governance of the license audit process of all customer’s SAP systems, including preparation, execution, reviewing of measurement results. Details please find in SAP Support Portal.

A short description has to be provided including performing the license audit, interfacing with other teams submitting individual system measurement results (to provide one consolidated measurement result to SAP) and the interaction with the SAP Account Executive.

Maximum: 8 points are achievable.

The auditor will rate the fulfillment based on clearly defined processes and responsibilities and how the Customer COE supports carrying out system measurements and ensure a smooth collaboration with SAP Global License Auditing Services.

B.2.6

This question verifies if governance has been established for maintaining and updating user data (i.e. user creation, user classification, user validity etc.) for each individual SAP system via user maintenance (transaction SU01) and how the Customer COE takes care about it. More details, please find in SAP Support Portal.

A short description about the user management in accordance with Sap’s License Auditing needs has to be provided as well as who is responsible for.

Maximum 5 points are achievable.

The auditor will rate the fulfillment based on clearly defined process and responsibilities and how the Customer COE is involved or at least informed about.

B.2.7

This question is about the need that a unique identifier (e.g. employee number, e-mail address etc.) has to assign to all users to ensure proper grouping and consolidation with the License Auditing Workbench (LAW).

If it is not possible to define a unique identifier, a workaround has been defined that leads to a correct LAW result anyway and that is accepted by SAP. Customer COE has to take care of it.

Maximum 4 points are achievable.

The auditor will rate the fulfillment if there is a unique identifier is assigned to all users. If not, an adequate workaround has to be defined.
B.2.8
This question is about sending measurement results to SAP by using the online transfer options as they are via SAP Measurement Program (transaction USMM) or via SAP License Auditing Workbench (transaction SLAW). Customer COE has to take care of it.
Maximal 3 points are achievable.
The auditor will rate the fulfillment how far the measurement results are being sent to SAP by using the online transfer option.
Remark: If customer experience transfer problems that cannot be solved or if customers have any other difficulties, customer can also send the data to SAP in a file attached to an e-mail. For more information, see SAP Note 1226944. In this case the requirement is also met.

B.2.9 Extended license/contract management in hybrid landscapes
This question verifies whether the Customer COE, in addition to the existing on-premise processes, takes over the license and contract management for cloud subscriptions and thereby checks the current usage against the contractual user-based provision of "seats”. Furthermore, the auditor would like to know whether the possible extension/adjustment of the user agreement is also carried out by the customer COE in coordination with the SAP sales department. In addition, it is learned whether the Customer COE is involved in the renewal discussion/contract design with the respective department to establish an enterprise-wide, harmonized and finally coordinated SAP Cloud contract situation.
No points will be awarded for this question.

6.3.3 Innovation/Influence SAP Development
How to fill out the questionnaire Influence SAP Development part in the right way?

B.3.1
This question is about the processes and decision-making procedures implemented to limited SAP source code modifications to a required minimum.
Please provide a short description about the process / procedures established.
Maximum 8 points are achievable.
The auditor will rate the fulfillment based on provided documentation and in relation to company size.

B.3.2
This question is about the efforts taken by Customer COE to analyze and follow up the innovation in SAP standard functional scope. See Value of Support Offerings.
Please provide a short description how the Customer COE takes care about it.
Maximum 4 points are achievable.
The auditor will rate the fulfillment how far the Customer COE keeps up-to-date with innovations of SAP standard functional scope.
B.3.3
This question deals with how the Customer COE regarding optimization and innovation of the current system landscape is in contact with the lines of business. SAP offers a variety of services to support the dialog. These contain tailor-made recommendations for relevant SAP innovations, business process improvements and IT optimization potentials for your SAP core system (SAP ERP or SAP S/4HANA).

On the one hand, it is relevant to what extent the customer COE is informed about this SAP service offer.

On the other hand, it must be described how the Customer COE can determine where there is room for improvement for your productive SAP ERP for business processes and for IT and which makes sense for your specific situation.

Finally, it has to be clarified how the Customer COE uses this information to support innovation and the exchange with the lines of business.

See in particular www.sap.com/pathfinder for your tailored report, highlighting how to receive most value out of your current SAP ERP or SAP S/4HANA installation and SAP support entitlement.

See www.s4hana.com to build your case for moving from SAP ERP to SAP S/4HANA.

Overall, you can reach up to 10 points.

B.3.4
This question is about the collaboration between Customer COE and the business / business owners to guide them and show the advantage of further innovations of the SAP standard functional scope.

Is the Customer COE involved or at least informed in customer project portfolio management activities?

Please provide a short description and/or attached documentation.

Maximum 5 points are achievable.

The auditor will rate the fulfillment how far the Customer COE is aware of business requirements and supports business in providing information/sources of innovations of SAP standard functional scope.

See Value of Support offerings.

B.3.5
The question is about the Customer COE’s knowledge about SAP’s major Influence Channels/Programs to structure customer’s input and feedback regarding SAP’s current and future products and solutions.

Another aspect of this question is how the Customer COE provides this information within their company.

Maximum 5 points are achievable.

The auditor will rate the fulfillment how far the Customer COE is informed, and the information is provided to the involved teams at customer’s organization.
B.3.6
To support transparency about customer’s interaction with SAP Development and provide customer up-to-date information regarding SAP’s Influence channels (major programs), a named customer contact person (“Influence Contact”) is needed for SAP.

The question is about Customer COE’s responsibility that an “Influence Contact” is named and his/her contact data (name, email-address and postal address) is provided to SAP.

If customer’s “Influence Contact” is not part of the Customer COE organization, a communication has to be in place between Customer COE and named “Influence Contact”.

Maximum 5 points are achievable.

The auditor will rate the fulfillment how far an “Influence Contact” is named and his/her contact data is provided, and a communication is in place between Customer COE and named “Influence Contact”.

B.3.7
The question handles the requirements having a Feedback Agreement signed to cooperate with SAP Development.

Please provide a short description how Customer COE takes care about.

Maximum 3 points are achievable.

The auditor will rate the fulfillment how far Customer COE is aware of the need of a signed feedback agreement and Customer COE shares information about its relevance.

In case no joint activities with SAP Development are planned, this requirement will be met.

B.3.8 Enhancement for innovation / influence in hybrid landscapes
This question checks whether the Customer COE is informed about the possible uses of the SAP Cloud solutions and their specific application for the respective needs of the departments for SAAS/PAAS/IAAS/Hyperscaler scenarios, and how the departments can use these solutions to expand existing on-premise solutions, or how new application options can be developed/produced/piloted in line with cloud solutions. Depending on the solution, Customer COE has a focus on integration (SAAS) or an additional IT/development focus (PAAS).

In addition, the auditor would like to know if the Customer COE works together with the relevant lines of business regarding innovation requests of the used cloud solutions. This includes e.g. to collaborate on new functionalities in the rollout/releases, to apply for innovation (new functionality), to train for new functionality and to release the use of new functionality/rollout by the end user. In addition, the support of the User Acceptance Tests (UAT) for new functionality in the E2E process can be added.

Finally it is important that the Customer COE informs the lines of business about the SAP influence channels for SAP Cloud Products (SAP Continuous Influence).

No points will be awarded for this question.
6.3.4 Support Operation

The method for calculating points to the Support Operation section is as follows:

1. Definition of the points required to certify the Support Operation function:
   The Support Operation evaluation is based on a point system with a maximum of 80 achievable points. In order to pass, a minimum of 40 points needs to be achieved.

2. To determine the points awarded the Support Operation section, calculate the point achieved in the section:
   - Quality of incidents forwarded to SAP
   - Knowledge of the Next Generation Support offerings and the assigned Customer COE role in SAP ONE Support Launchpad
   - Use of the SAP Solution Manager
   - Cooperation with SAP Support

4.1 Quality

4.1.1 Incident Quality

The factor “Incident Quality” refers to the quality of customer incidents forwarded to SAP. In order to measure this factor, SAP has implemented, in cooperation and alignment with the SAP user-groups, a methodology to rate customer incident as “fulfilled”, “not fulfilled”, or “not evaluated”. Based on the fulfillment rate, points will be awarded for the factor “Incident Quality”.

For the point assignment, please see details below:

<table>
<thead>
<tr>
<th>Incident Quality</th>
<th>Criterion</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fulfillment rate in %:</td>
<td>&lt; 40%</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>&gt;= 40%</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>&gt;= 50%</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>&gt;= 60%</td>
<td>25</td>
</tr>
<tr>
<td></td>
<td>&gt;= 65%</td>
<td>30</td>
</tr>
</tbody>
</table>

For statistical relevance, the average number of messages per month has to be greater than four (4). In case of an average of less or equal to four (4) messages per month, maximum points (30) are awarded for the factor quality. This means:

To determine the fulfillment rate in %, please go to the SAP ONE Support Launchpad and start the application "Customer COE Incident Quality Dashboard".

For more information about the Customer COE Incident Quality Assessment, refer to the Customer COE Incident Quality Evaluation Instruction document in the Media Library of the Customer COE Portal.
Important Note on Incident Quality:

The Customer COE Incident Quality Evaluation provides an overall picture of the incident quality, highlighting areas of improvement for the Customer COE’s incident management process.

Within the overall evaluation, incidents without an assigned Error Category are by default rated as “fulfilled”. The Customer COE Program uses this default positive rating as a buffer to compensate ratings which in a customer’s view is erroneous. SAP Support is continuously working on the informational value of the evaluation, i.e. ensuring that every incident has an assigned error category. This results in a drop of fulfillment rate, which does not reflect a decline in the quality of the forwarded incidents.

In this context, the SAP Customer COE Program has adjusted the number of points granted in relation to the percentage of fulfillment.

4.1.2 SAP Next Generation Support offerings / SAP ONE Support Launchpad

Customer COE knows and uses the offers from SAP Next Generation Support and has assigned the Customer COE role in the SAP ONE Support Launchpad.

Further information on the offers can be found in the SAP Support Portal.

Maximum: 10 points

4.2 Use of the SAP Solution Manager

In this section of the Questionnaire the SAP Solution Manager usage is checked.

The first questions asked about Release and Enhance package level of the productive SAP Solution Manager. SAP recommends the latest Enhancement Package and if possible the latest support package level. SAP accepts an SAP Solution Manager release in mainstream maintenance. Please check the SAP Release strategy for the SAP Solution Manager.

SAP Early Watch Alert (EWA) Coverage:
SAP recommends EWA for all productive systems (includes SolMan EWA and classical EWA from productive system). Please check your system information in SAP ONE Support Launchpad in this regard. Based on this information, please define the points achieved in this question.
<table>
<thead>
<tr>
<th>4.2 Use of the SAP Solution Manager</th>
<th>Criterion</th>
<th>Yes / No</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.2 SAP Solution Manager is installed, configured, and used productively with release version 7.2 as per the maintenance agreement.</td>
<td>Yes / No</td>
<td>&lt; Yes / No &gt;</td>
<td>&lt; 10 / 0 &gt;</td>
</tr>
</tbody>
</table>
| 4.2.1 SAP EarlyWatch Alert is activated in SAP Solution Manager* for productive systems and connection of SAP Solution Manager to SAP is established  
  - Up to 25% of all productive systems  
  - Up to 50% of all productive systems  
  - Up to 75% of all productive systems  
  - More than 75% of all productive systems  
  * also, EWA (classical) from productive systems are counted | Yes / No | < Yes / No > | < 1 / 0 > < 2 / 0 > < 5 / 0 > < 8 / 0 > |
| 4.2.2 SAP Solution Manager is enabled for service delivery | Yes / No | < Yes / No > | < 6 / 0 > |
| 4.2.3 SAP Solution Manager Monitoring & Alerting structure (SAP Solution Manager System & Application Monitoring), as well as a root cause analysis for Java components* (SAP Solution Manager Root Cause Analysis is drawn up for all productive systems.  
  * In case no Java components supported in the SAP-centric solution, this requirement will be met. Please select “Yes” | Yes / No | < Yes / No > | < 3 / 0 > |
| 4.2.4 SAP Solution Manager: Definition of Solution Landscape (at least productive and connected systems) and connection between SAP Solution Manager and those systems is established | Yes / No | < Yes / No > | < 3 / 0 > |
| 4.2.5 SAP Solution Manager: Definition of core business processes (at least core processes of productive solutions) of business-critical systems. | Yes / No | < Yes / No > | < 3 / 0 > |

Maximum: 33 points
### 4.3 Cooperation with SAP Support

<table>
<thead>
<tr>
<th>Criterion</th>
<th>Yes / No</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.3 A standardized and documented process exists to ensure all SAP systems are on a reasonable Security Level (e.g. detection of latest relevant SAP Security Notes, SAP Security Patch Days etc.) and at least two security contact persons are maintained in the SAP ONE Support Launchpad tile “User Management”. Further information about the contacts are available at the SAP Support Portal or in SAP ONE Support Launchpad under “My Important Contacts” in the “My Profile” Section.</td>
<td>Yes / No</td>
<td>&lt; Yes / No &gt; &lt; 2 / 0 &gt;</td>
</tr>
<tr>
<td>4.3.1 The customer has used the SAP Service Offerings according to the individual support contract since the last re-certification*:</td>
<td>Yes / No</td>
<td>&lt; Yes / No &gt; &lt; 3 / 0 &gt;</td>
</tr>
<tr>
<td>For further information please see: <a href="https://support.sap.com/support-programs-services/offerings.html">https://support.sap.com/support-programs-services/offerings.html</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* For the initial certification, a timeframe of 12 months applies for consideration.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.3.2 Does the Customer COE take over the governance for support cooperation issues? Is there a responsible contact person for support cooperation issues (maintenance plans, release planning, remote services, service planning)?</td>
<td>Yes / No</td>
<td>&lt; Yes / No &gt; &lt; 2 / 0 &gt;</td>
</tr>
</tbody>
</table>

Maximum: 7 points
7. Technical Prerequisite – Corporate Group Functions

If a Customer COE is responsible for more customer numbers than its own, the corporate group functions must be used, in order to go through the Customer COE primary certification audit.

In general, the corporate group functions enable:

- Authorized S-users to access the installations of the supported customer numbers, using only one single user ID.
- Central administration function: accessing all users of the released customer numbers. The super administrator can coordinate which user can carry out the functions. For more information about corporate group function please check SAP KBA 2632518

For Customer COE certification the corporate group functions is required

- To document the customer number of the Customer COE and the customer numbers it supports. Please see Questionnaire under “General Requirements”: Which customer is supported by which Customer COE?
- To execute the message quality report for the entire Customer COE including all relevant customer numbers

8. Re-Certification

Once a Customer COE has been certified for the first time, a re-certification must take place every two (2) years at the latest. The re-certification will follow the same process as the first certification. In order to do this, it is necessary that the Customer COE starts again with the online Questionnaire on the SAP Support Portal. The re-certification process is also included in your support contract fees.