

Attachment 3-9: Data Taxonomy Objects

AESG 2.0 Data Component								
Sr No	Area	Sub Area	Data Elements	AESG Category	Best Practice (SAP Recommendation)	AESG Adopt Standard	Proposed Rules	Customer Response
1	Enterprise	Global	Client	Core	Clients are essentially self-contained business entities or units within each SAP system. SAP Recommend to have separate clients if the organisation is logically discrete or have separate business entities.	Establish each Shared Service as a client in AESG system which will allow following:- - Single platform to have comprehensive business processes across cluster; - Centralised Data Sets to allow integrated information / cluster reporting; and - Reduced administrative and operations costs <i>Recommendations:-</i> 301: Shared services for XXX 302: Shared services for police and emergency services	Client is represented by 3 digit numeric fields, which will starts with 3XX	NSW Government preference is for a single instance, single client and single controlling area in all circumstances, Note: Police may require separate instance due to security separation requirement.
2	Enterprise	Global	Company	Core	A company is an organisational unit in SAP which represents a business organisation for which individual financial statements can be drawn according to the relevant commercial law.	Establish each 'super agency' or cluster as a company in AESG system which will allow following:- - Consolidated Cluster financial statements <i>Recommendations:-</i> NSW001: XXX NSW002: XXX In addition to that, for Consolidation individual ledger will be assigned as per the Group Reporting solution provided by SAP.	Company is represented by 6 digit alphanumeric fields, which will start with NSWXXX.	Further design required for the concept of a cluster. SAP advice required. Company code naming convention will be consistent for all agencies on AESG 2.0. Note: We cannot confirm the use of a prefix "NSW" at this stage.
3	Enterprise	Global	Company Code	Core	Smallest organisational unit of external accounting for which a complete, self-contained set of accounts can be created. This includes the entry of all transactions that must be posted and the creation of all items for legal individual financial statements, such as the balance sheet and the profit and loss statement. The definition of the company code organisational unit is obligatory.	Establish each 'Executive agency' and or 'Separate agency' and or 'Statutory State-owned corporation' and 'Other agency' (irrespective of independent ABN) as a company code in AESG system which will be linked to Company <i>Recommendations:-</i> 1002: Community Services NSW 1043: Land & Housing Corporation	Company code is represented by 4 digit alphanumeric fields, which will start with 1XXX. This will allow a common structure to be kept in place which make the system as MoG Proof. In addition, employee can be transferred to each company code as a transfer process.	Company Code will follow a consistent format for all agencies on AESG 2.0 and flexibility to enable multiple company codes to one ABN. Accenture to confirm intercompany employee transfers will be possible without being a New Hire and includes transfer of leave
4	Enterprise	Financial Accounting	Credit Control Area	Core	A credit control area is an organisational unit for specifying and controlling customer credit limits. The credit control area is used for credit management in the application components Accounts Receivable (FI-AR) and Sales and Distribution (SD).	A credit control area can include one or more company codes. It is not possible to divide a company code into several credit control areas. Hence, establish one Credit control area across each all agencies which will have AUD as a credit check currency. <i>Recommendations:-</i> CR01: XXX	Credit Control area is represented by 4 digit alphanumeric field, which will start with CRXX.	Credit Control Area identifier will follow a standard format for all agencies on AESG 2.0, to be determined during Detailed Design phase.
5	Enterprise	Financial Accounting	Chart of Depreciation	Core	The chart of depreciation is a list of depreciation areas arranged according to business and legal requirements. The chart of depreciation enables the management of all rules for the valuation of assets in a particular country.	Chart of depreciation is a combined rule which contains different areas of depreciations like Book depreciation, Tax depreciation, Consolidated depreciation, etc. Hence, establish a single chart of depreciation across each company to allow common rule across all Asset Accounting, <i>Recommendations:-</i> CD01: XXX	Chart of depreciation is represented by 4 digit alphanumeric field, which will start with CDXX.	Chart of depreciation identifier will follow a standard format across all agencies on AESG 2.0, to be determined during Detailed Design phase.
6	Enterprise	Financial Accounting	Chart of Accounts	Core	The chart of accounts is a listing of all accounts used in the general ledger of an organisation. The chart is used for accounting to aggregate information into an entity's financial statements.	An important purpose of a COA is to segregate expenditures, revenue, assets and liabilities so that viewers can quickly get a sense of a company's financial health. A well-designed COA not only meets the information needs of management, it also helps a business to comply with financial reporting standards. Establish a single Chart of Account to be used across the Company to allow performing a consolidated reporting at any given time. The main chart of accounts will be broadly categorised into 5 main category:- Assets, Liabilities, Equity, Revenue/Income, and Expenses The required number of accounts can be extended to individual company code as desired (part of the GL account). <i>Recommendations:-</i> COA1: XXX	Chart of Account is represented by 4 digit alphanumeric field, which will start with COAX. Additionally, the 5 account groups will be categorised as: Assets, - 1XXXXX to 1XXXXX Liabilities, - 2XXXXX to 2XXXXX Equity, - 3XXXXX to 3XXXXX Revenue/Income, and - 4XXXXX to 4XXXXX Expenses - 5XXXXX to 6XXXXX Account number will be a 6 Digit number which is broken into 3 parts:- - First digit (1 Char) is of major classification (Fixed as Core) - Second digit (1 Char) for minor classification such as Current Assets etc, (Guided) Last Four digits is general category such as funds or serial number (Discretionary) Each CoA will be linked to the Prime account number.	NSW Government will have one single chart of accounts. We cannot agree to the suggested naming convention at this stage. This will be confirmed and provided before Detailed Design Phase commences.

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7	Enterprise	Management Account	Controlling Area	Core	The controlling area is the highest organisational level within Cost Accounting. Best practice to have one controlling area per company code if there is no cross company code accounting. In order to facilitate cross-company code accounting, more than one company code is usually assigned to one controlling area for which CO area must use the same operational charts of accounts.	Establish the settings for the controlling area to show the structure of organisation from the management accounting aspect using single currency setting and utilising the same CoA settings. Establish a single Controlling Area to be used across the Company Codes to allow cost accounting relevant data to be collected in one controlling area which can be used for allocations and evaluations. Recommendations:- CA01: XXX 1:n ratio of controlling are and assign multiple company codes which will allow following:- - Cross-company code transactions allowed using the same accounts in financial and management view. - Cross-company code CO postings that can be displayed in the reconciliation ledger (such as cross company code timesheet)	Controlling Area is represented by 4 digit alphanumeric field, which will start with CAOX.	NSW Government will have a single Controlling Area as agreed by the ERP 2.0 Steering Committee,
8	Enterprise	Public Sector Account	Financial Mgmt. Area	Core	The Fund Management area is an organisational unit within accounting which structures the business organisation from the perspective of Cash Budget Management and Funds Management, SAP recommend to have one FM area for each company.	The purpose of Funds Management in AESG is mainly to Drive the PRIME Programs and to budget all revenues and expenditures for individual programs. Additionally, to control future funds transactions in accordance with the distributed budget, and to stop the budget being exceeded. Establish a single Fund Management area across the company. Recommendations:- FM01: XXX	FM area is represented by 4 digit alphanumeric fields, which will start with FMXX.	NSW Government will support a single Fund Management area across AESG 2.0. Details to be determined during Detailed Design Phase.
9	Enterprise	Sales	Sales Organisation	Core	Sales organisation represents an organisational unit used to control distribution and sale of goods and or services in the organisation. This is the highest node and SAP recommend to create multiple sales organisations if sales of goods and or services are in different regions or countries or Domestic vs Export.	Establish Sales Organisation at the highest level unit in SAP SD, which is responsible for all the activities of Sales & Services that occur at the Company Code Level. Recommendations:- 1002: Community Services NSW 1043: Land & Housing Corporation	Sales Organisation is represented by 4 digit alphanumeric fields, which will start with 1XXX. This will allow a common structure to be kept in line with the company code structure.	NSW Gov will use a common standard for Sales Organisation but use of Sales Org needs to be reviewed. The structure of this standard will be determined during the Detailed Design Phase.
10	Enterprise	Sales	Distribution Channel	Common	A distribution channel identifies from where the products or services are sold to the customer. It represents the channel through which saleable materials or services reach customers. A distribution channel can be assigned to a single or many Sales Organisations.	Establish Distribution Channel at level of Region from where the sales is taking place (if at all), if all the sales are represented from one region then align it with Primary. Recommendations:- 01: Primary 02: Central West 03: North West	Sales Organisation is represented by 2 digit numeric fields, which will start with XX. This will allow a common structure to be kept in in line with the Sales organisation structure.	NSW Government would like to further understand the difference in Sales Offices to Sales Organisation.
11	Enterprise	Procurement	Purchasing Organisation	Core	A purchasing organisation is an organisational unit within logistics that subdivides an enterprise according to the requirements of purchasing. A purchasing organisation procures materials or services, negotiates conditions of purchase with vendors, and assumes responsibility for such business. SAP recommended to have the Purchasing Organisation at Group or Enterprise level i.e. Group-related: One purchasing organisation is responsible for procurement for all company codes. Enterprise-related: One purchasing organisation is responsible for procurement for one company code	Establish Purchasing Organisation at level of 'super agencies' or cluster. This will help maintain the common master data against the cluster allowing the aggregation. Additional bifurcation of agency can be obtained at Plant Level. Recommendations:- PO01: XXX	Purchasing Organisation is represented by 4 digit alphanumeric fields, which will start with POXX. This will allow a common structure to be kept in in line with the organisation structure.	NSW Government agrees in principle to a standard Purchasing Organisation identifier, details of which will be determined during Detailed Design Phase. Note: example is not enough digits if current standard maintained. Principle of MoG resilience based on company codes being the basic entity.
12	Enterprise	Procurement	Plant	Core	The Plant in SAP is an organisational unit serving to subdivide an enterprise according to production, procurement, maintenance, and materials planning aspects. It is a place where either material is produced or goods and services provided. Plant is a mandatory level and will need to be identified in each purchase requisition that is created. Users will only be able to select those plants that are assigned to the company code.	Establish Plant at 'agencies' level this will help in managing the procurement in more appropriate way with appropriate authorisations in place. Recommendations:- 1002: Community Services NSW 1043: Land & Housing Corporation (Refer Company Code Taxonomy sheet for Details)	Plant is represented by 4 digit numeric fields, which will follow the company codes number as is. This will allow a common structure to be kept in in line with the organisation structure.	NSW Government will use a standard plant code which will be determined during the Detailed Design Phase. We cannot confirm if it will be at agency level at this time.
13	Enterprise	Procurement	Storage Location	Divergent	The storage location in SAP is an organisational unit in which stocks are physically kept or goods and services are delivered. Storage locations are assigned to a Plant in the Enterprise Structure. SAP recommend to use the storage location where the physical good will be stored.	Establish each physical location where goods are stored and or from where services are delivered. These must be created as a storage location. Each storage location will be assigned to the plant.	Storage locations will be set up with a 4-digit sequential numeric value – the list will be synced with the location codes used in other areas such as Assets Locations.	NSW Government will adopt a standard approach across AESG 2.0.

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14	Enterprise	Procurement	Purchasing Group	Core	Purchasing organisation consists of various buyers or groups of buyers dealing with materials that are being purchased in the company. The purchasing group is internally responsible for the procurement of a material or a class of materials, and externally it usually supplies the contact person for vendors. However, a purchasing group is assigned neither to a purchasing organisation nor a plant. A purchasing group can thus be active for all purchasing organisations and all plants. SAP recommend to use purchasing group based on grouping of the buyer.	Establish Purchase Group for defining procurement category to Procuring certain articles or merchandise categories and to perform in day to day purchasing activities. <i>Recommendations:-</i> <i>GEN: General</i> <i>SER: Service</i>	Purchasing group is of 3 char alpha field and must be maintained in line with the groups of procurement. Purchasing Group is also linked to drive the Delegation matrix to support PR/PO Workflow.	NSW Government will adopt a standard approach across AESG 2.0 for purchasing group, details of which will be determined during Detailed Design Phase.
15	Enterprise	Procurement	Material / Service Groups	Core + Common	A material group comprises several materials and services having the same attributes.	Establish Material group as defined as per NSW Government Goods and Services Taxonomy. Material group will be defined as a core set for as per NSW Government Goods and Services Taxonomy. A common pattern will also be available for agency specific taxonomy values which may not be listed in NSW Government Goods and Services Taxonomy.	Material Groups will be created as per the NSW Gov taxonomy, however any agency specific group will be added with 9 th series with the limitation of 6 char as numeric.	NSW Government will adopt a standard approach across AESG 2.0 for material group and need to determine UX impact to CoA. Decision required to use Material Group or Purchasing Group as the delegation category.
16	Master	Management Account	Profit Centre	Common	A profit centre is a management-oriented organisational unit used for internal controlling purposes. PCA divides the company into profit centres and enables the analysis on accounts to be performed. In addition, Profit Centre Accounting not only allows the determination of profits and losses by profit centre but at the same time allows users to obtain the financial statement using one or multiple profit centres. SAP Recommend to have profit centres at high level where cost and revenue can be managed, tracked and reviewed in an appropriate way.	Establish Profit centre in alignment with the cost centre i.e. keeping the Profit centre with 1:1 relation with cost centre. The Profit Centre in AESG system will not be the user input field explicitly. Instead, data is derived from cost objects such as Cost Centres, WBS, Internal Orders, Material Masters etc.	<ul style="list-style-type: none"> - In all the accounting posting, profit centre will act as a mandatory field. - Mandatory restriction will be placed in the system to allow one profit centre to be used against one company code only, and no cross-company code posting will be made available using the same profit centre. - Mandatory setting will be in place to allow P&L entry (including revenue) to have it on cost objects which drive the profit centre automatically. - Trail Balance (Full, P&L and BL) against Profit centre or group of Profit centre will be made available for reporting purpose. - No additional attributes to be added in the numbering convention. - All Profit Centres will follow numeric digit code with 8 char length. 	NSW Government cannot confirmed a 1:1 relationship of Profit Centres to Cost Centres at this stage. To be agreed with CFO's during Detailed Design Phase.
17	Master	Management Account	Cost Centre	Common	A Cost Centre is the smallest area of responsibility within a company's overall organisational structure. Cost Centres collect direct and indirect charges from financial postings or internal allocations. Only costs are collected in Cost Centres. Revenues will also be allowed to post on the cost centres, however, revenue is only managed statistically in Cost Centre Accounting, and as such is not used for assignment. SAP Recommend to have cost Centre as the lowest organisational unit in enterprise structure where cost can be planned, budgeted, analysed and the variance analysis prepared.	Establish Cost centre at lowest level i.e. department within the Company Code. Keeping the Profit centre with 1:1 relation with cost centre. Cost centre will act as a cost object clearly specifying the clear origin of the costs and indirectly adds to the Profit Centre. This will allow one to plan, budget, manage actuals and prepare the variance analysis at the cost centre level.	<ul style="list-style-type: none"> - In all the accounting posting for P&L, one of the cost objects will be mandatory. - Mandatory setting will be in place to revenue posting on the cost centre. - Trail Balance (P&L) against cost centre or group of cost centre will be made available for reporting purpose. - Additional field like LGA and Location to allow additional. - No additional attributes to be added in the numbering convention. - All Cost Centre will follow numeric digit code with 8 char length. 	NSW Government cannot confirmed a 1:1 relationship of Profit Centres to Cost Centres at this stage. To be agreed with CFO's during Detailed Design Phase. Also need to review the 8 char length recommendation and agree appropriate length.
18	Master	Public Sector Account	Commitment Items	Core	Commitment items represent the functional grouping of an organisation within a financial management area. Commitment items classify budget transactions and business transactions affecting liquidity into revenue, expenditure and cash balance items.	Establish commitment items from P&L CoA with 1:1 ratio of each P&L master data. Item category in commitment items will be determined based on revenue, expenditure, or cash balance item. In the posting transaction, the system derives the commitment item from the G/L account.	Commitment items will follow exact length of GL account with same account category, Commitment items will be created automatically via CoA.	Agreed.

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19	Master	Public Sector Account	Fund Code	Divergent	Funds are used to represent funds from specific sources. They represent funds that are limited as to time available or function, which have been made available to cover specific expenditures. Servial fund can be assigned to financial transaction to report on budget vs variance and availability control.	Establish fund code based on the actual fund source available in cluster programs. The core program will drive the PRIME reporting out of the system. Budget and Actuals will be tracked against the Fund Code. Examples would include Operating Funds, Development Funds, Capital Funds, Grants and Sponsorships.	Fund code must be of 4 Char and a %age allocation rule will be in place to redirect indirect fund balance to direct fund balances.	The use of Fund Codes needs to be explored further and PRIME reporting solution also needs to be reviewed. To be defined during the Detailed Design Phase. If Fund codes are used, NSW Government is comfortable to agree to a standard identifier.
20	Master	Public Sector Account	Fund Centres	Core	Organisational unit within an FM area which represents the structure of an organisation where budget can managed and tracked.	Establish Fund Centre from Cost Centre master data with 1:1 ratio. As the CAPEX and OPEX budgets are maintained on Cost centre and WBS respectively, fund centre will drive the relationship accordingly.	Fund Centre from Cost Centre master data with 1:1 ratio.	Agreed.
21	Master	Financial Accounting	Tax Codes	Core	Tax code is used to define the tax percentage and the account where the tax amount will get posted, While entering an invoice in the system, we need to enter tax code so that tax is calculated and posted accordingly, SAP Recommend to have common tax codes across the company situated in the same country.	Establish common tax codes and procedures at the cluster level (i.e. Company) which determine following:- - The tax code determines the tax rate. - Taxes are calculated on a base amount with the tax rate from the tax code. Recommendations:- P1/S1: Purchase/Sale GST (10%) P2/S2: Purchase/Sale GST Free (0%) P3/S3: Purchase/Sales Export Supplies (0%) P4/S4: Purchase/Sale GST Exempt (Input Taxed) (0%) P5/S5: Purchase/Sales Out of Scope (0%) C1: Capital Purchase GST (10%) C2: Capital Purchase Imported (0%) W1: Withholding tax	Follow the same tax code rule across the Company and align with ATO guidelines for BAS reporting.	Agreed.
22	Enterprise	Financial Accounting	Fiscal posting Period	Core	According to SAP, financial accounting year is referred to as "Fiscal Year". SAP Fiscal Year contains a total of 16 posting periods, out of these 12 are normal posting periods and 4 are special posting periods, FY is used to record business transactions in a set of books and you have to close the books in a certain period.	Establish a common FY and posting periods at the cluster level (i.e. Company). Normal posting periods will be used to post day to day company transactions and special periods will be used for the purpose of adjustments and auditors rectification entries. Recommendations:- "V6" - Posting Period - fiscal year based i.e. the posting periods match the months of the calendar year.	Real Posting Period remains as 12 and Special posting period as 4. 1st Period will start from July and 12th will be ending with June. Same posting period will be followed to Open Finance and Procurement.	NSW Government will adopt a standard approach across AESG 2.0 for posting periods which will be FY based. Details to be determined during Detailed Design Phase.
23	Master	Financial Accounting	Document Type	Core + Common	Document types in SAP are defined to distinguish different business transactions. For example, transactions like customer payment and vendor credit memos are distinguished with two different document types in SAP to identify it in future. Document types in SAP are defined at the client level so it is always recommended to align with business operations across the company codes.	Establish a common doc type pattern at the company level which will allow to identify common business transactions in similar way and aligned with overall reporting rule. <i>However, unique transaction can be assigned for each agency by allocating doc type starts with X, Y and Z with "1 Alphanumeric" Char using a common pattern. Where in:</i> A*X*: For Asset Posting D*X*: For Customer K*X*: For Vendor Examples:- A*X*: For Asset Posting D*X*: For Customer K*X*: For Vendor X*1*: AP Field Glass Interface Y*1*: Fishery Customer Invoice (as customer can query from external portal and see the history/progress in real time) Y*2*: Fishery Customer Refund Interface Z*1*: GLIP Interface	All business process will follow standard document type setup at the company level. However, unique transactions can be assigned for each agency by allocating doc type starting with X, Y and Z with "1 Alphanumeric" Char. Where in: X - Account Payable Y - Account Receivable Z - General Ledger.	NSW Government will adopt a list of document types across AESG 2.0 including payroll postings. Details and naming convention to be determined during the Detailed Design Phase.

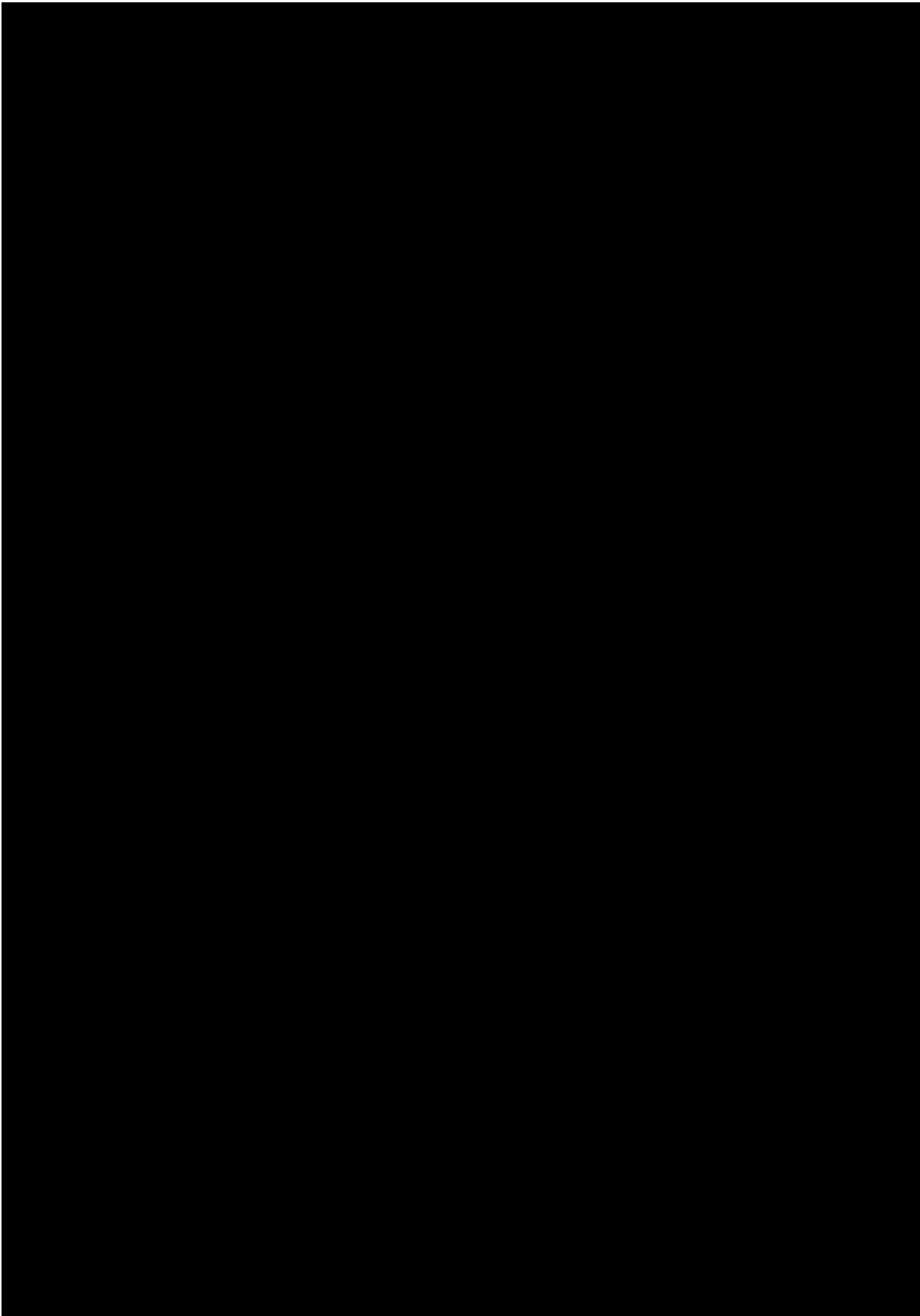
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24	Master	Financial Accounting	Payment Terms	Core + Common	Terms of payment is used in SAP to determine the due date and discount calculation. Terms of payment is maintained in vendor master and customer master to default at invoice level however this can be changed at invoice level as well. SAP recommend to have common payment terms at the company code level.	<p>Establish commonly used payment terms at the Company Level (not specific for agencies). These must use common pattern across all processes (AP and AR).</p> <p>Recommendations:- Y000: Due immediately Y007: Within 7 days Due net Y014: Within 14 days Due net Y021: Within 21 days Due net Y028: Within 28 days Due net Y030: Within 30 days Due net Y042: Within 42 days Due net Y045: Within 45 days Due net Y056: Within 56 days Due net Y060: Within 60 days Due net Y090: Within 90 days Due net Y120: Within 120 days Due net Y130: Within 130 days Due net Y999: <i>Instalment Payments – as per schedule.</i> Y3P: <i>Every 14 days 3 Equal Instalments</i> Y5P: <i>Every 14 days 5 Equal Instalments</i></p> <p><i>As the payment terms can vary in many cases specifically the instalment based payments and grants based. It may subject to use the common pattern where applicable. E.g. certain types of loans may have specific payment terms for that loan type and another example is rate invoices for each region may have different payment terms. A common pattern will be used for agency specific payment terms.</i></p>	Payment term is four characters alphanumeric identifier key, which will start with YXXX. However, terms can be assigned for each agency Z "1 Alphanumeric" Char.	NSW Government will adopt a standard list of payment terms across AESG 2.0. Details to be determined during Detailed Design phase and also identify others that are required (eg., Y005, Y016 for SOPA)
25	Master	Financial Accounting	Payment Method	Core	A payment method is a set of parameters and other details that determine how invoices are cleared when the payment engine is used. It is possible to create as many payment methods as required, SAP recommend to use the payment methods based on the Country specification and align Country payment methods to all company codes.	<p>Establish commonly used payment methods across the company (i.e. Cluster) which will become applicable to all the agencies.</p> <p>Recommendations:- Incoming Payment Method W: PBS Direct Debit G: Customer Direct Debit Outgoing Payment Method C: Cheque D: Direct Debit E: EFT F: Foreign Currency M: Manual Cheque B: BPAY V: Virtual Credit Cards T: Direct Entry EFT (Payroll)</p>		<p>NSW Government will adopt a list standard set of payment methods across AESG 2.0. Details to be determined during Detailed Design Phase.</p> <p>Note: Payment method for NPP to be added at a minimum.</p>
26	Master	Financial Accounting	Asset Classes	Core + Common	Asset classes are used to classify the fixed assets in the asset accounting according to the asset types. Each asset master data must be allocated to one asset class, for e.g. Building, Vehicles, Furniture, Machines, etc. Asset classes are defined at client level and contain key control parameters such as number assignment for asset, account determination and screen layout rules.	<p>Establish a commonly used Asset Class to allow common rule against the Asset Accounting principle to manage and monitor fixed assets across agencies.</p> <p>Recommendations:- Z001: Land Z002: Buildings Z012: Intangibles Z013: Leasehold Improvement</p> <p><i>Provision for specialized asset classes will be via a common pattern starting as Z*.</i></p>	All Asset class will start with Z*. Account determination can be managed at the company code level to allow financial posting to process on individual agency level.	<p>NSW Government will agree on a standard Asset Class code across AESG 2.0. Details of which will be determined during Detailed Design Phase.</p> <p>Note: We cannot confirm the use of a prefix "Z" at this stage.</p>

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27	Enterprise	HCM	Personal Area/Sub Area	Core	<p>The term Enterprise Structure in HCM is used to describe the subdivision of personnel into groups, subgroups, and subgroup groupings to accomplish several purposes including:</p> <ul style="list-style-type: none"> - Identifying the employing company - To provide a mechanism by which to group similar employee entitlements and conditions for application and functional purposes. This means placing controls around such areas as employee industrial instruments, geographic locations, wage types, absence/attendance types, work schedules, pay scales, etc. - For data reporting purposes. 	<p>In HCM the Enterprise Structure consists of the following entities:</p> <ul style="list-style-type: none"> Company Code <ul style="list-style-type: none"> - Represents a unique ABN - Enables agencies to meet financial reporting requirements Personnel Area <ul style="list-style-type: none"> - Links employees to the overall Enterprise Structure - Is assigned to a Company Code and inherits default values from the company (e.g. country modifier and currency) - Used to select employees for decision points in time management and payroll, validations and authorisations, and reports. - Can only belong to one Company Code (but a Company Code can have multiple Personnel Areas). Personnel Subarea <ul style="list-style-type: none"> - Definition of the holiday calendar - Award interpretation, e.g., Additional Rec Leave - Restriction of permitted wage types - May also be used with the Personnel Area to select employees for reports and for authorisations 	<p>Design Principles to be standardised:</p> <ul style="list-style-type: none"> - Personnel Areas used to identify agency - Personnel Subarea used to identify different leave entitlements 	<p>NSW Government agree to the design principles recommended however further analysis during Detailed Design phase needs to be undertaken to ensure Enterprise Structure meets business needs.</p> <p>For example Personnel Subarea needs to minimise maintenance overhead and review with agencies who are currently using this to record individual locations.</p>
28	Enterprise	HCM	Organisation Management	Core	<p>Organisational Management mainly supports below processes:</p> <ul style="list-style-type: none"> - Organisational Planning - Establishment and Management of Organisational Structure Changes - Managing Restructures - ESS/ MSS processes 	<p>The key values drivers for an accurate Organisational structure are:</p> <ul style="list-style-type: none"> - Correctly reflects the Operational Reporting Structure of the agency, allowing users to identify the Organisational Levels, Jobs, Positions and Persons. - Correctly assign Public Sector Delegated Authorities to be taken into account during workflow - Correctly defining the structural authorisations i.e. "which employee's data can I see?" - Correctly displaying employee records in MSS i.e. "which employees are included on my MSS view?" - Correctly selecting approvers within a Workflow process i.e. "which person / position has the authority and should approve my leave?" - Enabling Organisational Structure based Reporting selection criteria - Including Organisational elements such as team, divisions, agency, position and job categorisations in report output fields. 	<p>Design Principles to be standardised:</p> <ul style="list-style-type: none"> - Vacancy Management - Reporting Structure - Organisational Structure Views - Cost Distribution 	<p>NSW Government agree to the design principles recommended however further analysis during Detailed Design phase needs to be undertaken to ensure security and permissions are considered and do not impact payroll processing.</p>
29	Enterprise	HCM	Personnel Administration	Core	<p>The Personnel Administration (PA) component of the HCM solution provides functionality for managing the employees of an organisation.</p>	<p>Each employee in the system will be assigned a unique 8-digit employee number. The employee's relevant employment records will be captured and stored in Infotypes. Infotypes are logical groupings of related employee data.</p> <p>Key component of the PA is the Employee Structure consisting of:</p> <ul style="list-style-type: none"> - Employee Group; used to identify the general employment type of employees i.e. the relationship between the person and the organisation, Highest level of the employee breakdown in the personnel structure and used to generate default values, for award interpretation, authorisations and to select employees for reporting. - Employee Sub-group; assigned to one or more Employee Groups, used to group employees to reflect similar award conditions and entitlements, used to define different broad groupings of employee terms and conditions and used to select employees for reporting, to generate default values for employees, validation, award interpretation and authorisations. 	<p>Design Principles to be standardised:</p> <ul style="list-style-type: none"> - Standard personnel structure - Standard Infotypes and field usage - Actions and action reasons 	<p>Agreed.</p>
30	Enterprise	HCM	Payroll	Core	<p>Payroll brings together all the elements that contribute to the generation of an employee's payment, This includes the following:</p> <p>Payroll inputs</p> <ul style="list-style-type: none"> - All payroll and time calculations - Generation of payment advices - Deposits to bank accounts - Distribution of payments and deductions to third party providers - Generation of reports and advice to the ATO - Costing data is passed to Finance to enable accurate budgeting and recording of salary expenses. 	<p>The key component in Payroll are:</p> <ul style="list-style-type: none"> - Accurate processing of pay related data that is entered manually or flows from other processes like time evaluation, such as Attendances, Absences, Temporary Assignment, Allowances, Leave accruals and provisions etc. - Compliance with statutory and non-statutory deductions, such as Tax, Superannuation, Garnishments, Child Support, Pre and Post Tax Deductions etc. - Generation of pay advice for employees - Creation of net pay for all employees in Bulk Electronic Clearing System (BECS) format - Posting payroll results to the SAP Financial / Controlling system - Ability to report tax payments according to ATO specifications - Ability to meet reporting requirements 	<p>Design Principles to be standardised:</p> <ul style="list-style-type: none"> - Payscale structure alignment - Standard Payroll Schema and Rules - Standard Wage type Catalogue - Standard termination calculations and payments - Standard Payslip & Reporting - Standard oncost, accruals and provision calculations 	<p>NSW Government agree in principle with the design principles suggested however further details around more than one standard payslip and payroll calendar impacts will need to be determined during Detailed Design phase.</p>

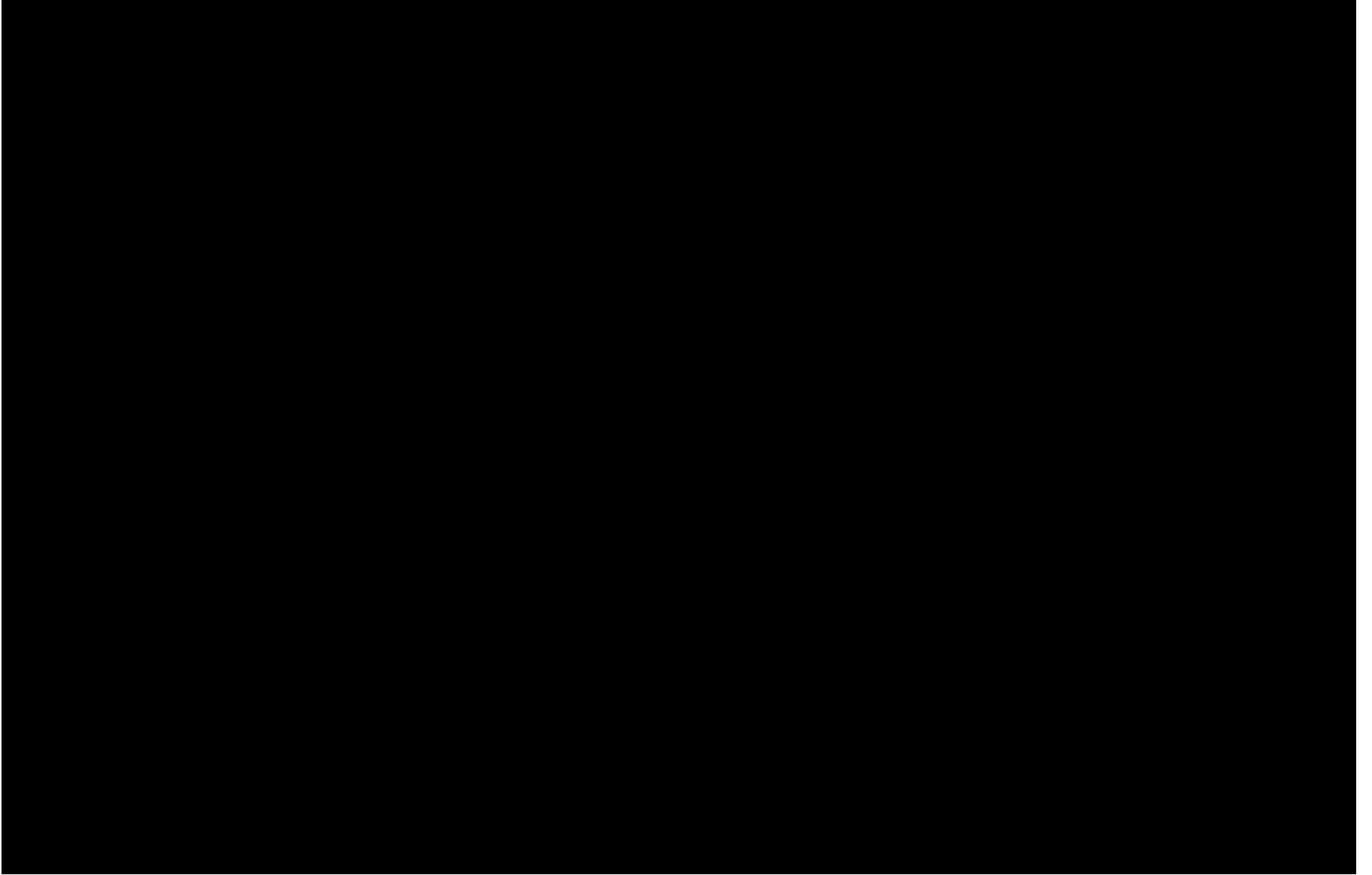
AESG 2.0 Data Component

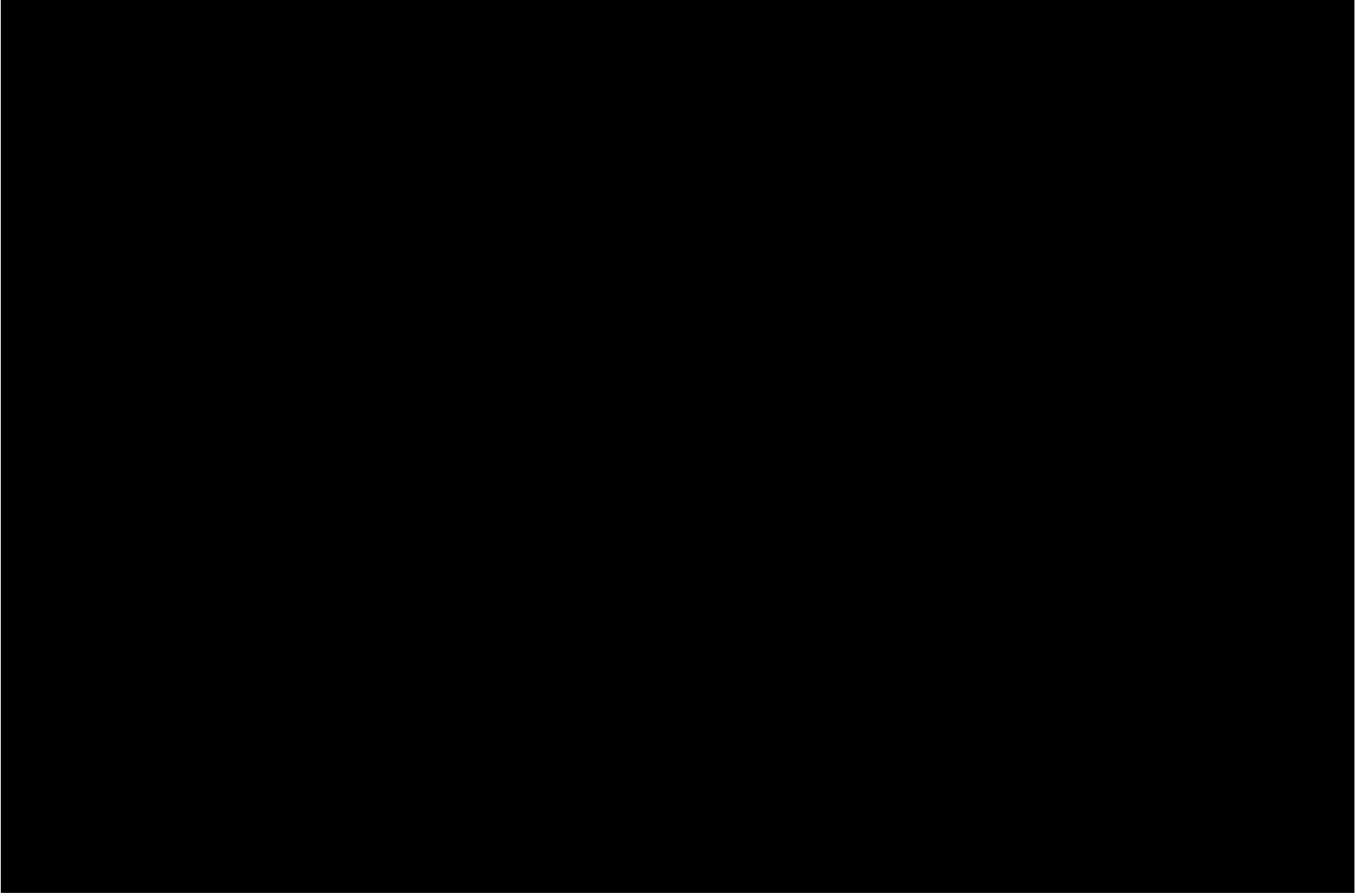
Sr No	Area	Sub Area	Data Elements	AESG Category	Best Practice (SAP Recommendation)	AESG Adopt Standard	Proposed Rules	Customer Response
31	Enterprise	HCM	Time Administrator	Core	Time and Leave Management encompasses the Time Evaluation and Leave Management modules within the SAP HR/Payroll system.	Time Evaluation performs Award Agreement interpretation, where required, and calculates entitlements to payments or leave based on the conditions of employment, i.e. the day type e.g. weekday, Saturday, Sunday, Public Holiday; and the attendance type e.g. Overtime, Additional Hours, Call back Overtime, Number of hours worked (for claims-based employees). Time Evaluation is typically run daily and prior to the payroll run to ensure that all calculated entitlements are captured,	<p>Design Principles to standardise:</p> <ul style="list-style-type: none"> - Standard Time Schema and Rules - Standard naming convention across all Work Schedules - Standard numbering for: <ul style="list-style-type: none"> - Absences - Absence Quotas - Attendances - Substitutions - Time Management award interpretation (OT/ Shift Penalties/ PH Payments etc.) based on awards only - Standard Time Management integration format for 3rd party systems to adhere to - Local Agreements with less than 50 employees will be manually managed by each agency 	<p>NSW Government agrees to standardisation and design principles, however further analysis will be required during Detailed Design phase.</p> <p>Dynamic work schedule tool to be provided to allow creation of work schedules in production</p> <p>Also, measurement for which local agreements or specific conditions are manually managed is better assessed against cost of developing / maintaining a solution vs manual effort cost, rather than number of employees.</p> <p>Note: Further discussion on Time Evaluation required.</p>
32	Enterprise	HCM	ESS	Core	ESS includes a number of easy to use web applications, which allow employees to view and maintain their HR related data online. ESS provides the platform for more streamlined personnel and payroll related processes, removing paper and manual processes and enabling adherence to corporate policies,	<p>The following are the ESS key value drivers:</p> <ul style="list-style-type: none"> - Empower employees to manage their own personnel data with the ability to view and update their data in real-time - Standardise data maintenance processes to eliminate data quality issues from manual and fragmented processes and improve transactional efficiency and employee productivity - Lighten administrative load on Operational Payroll Teams (Personnel Services team within Corporate Operations and the strategic HR function delivered by People, Learning & Culture) to allow them to concentrate on value-add activities 	<p>Design principles:</p> <ul style="list-style-type: none"> - Standard Forms and Services for all Agencies - Standard Time and Flex sheet solutions - Same Infotypes / subtypes available on ESS for maintenance for all agencies - Statement logos based on Personnel Area and Company Code - Standard workflows for all Agencies including escalations and delegations 	<p>NSW Government agrees with the design principles recommended however all design decisions will need to be carefully assessed through IR and change management impacts which will be determined during Detailed Design phase.</p>
33	Enterprise	HCM	MSS	Core	Functionality provided through MSS should enable a manager to carry out the following activities: View and manage personnel and payroll information pertaining to their team View and action workflow related tasks initiated by their team View and manage Organisational information pertaining to the Organisational Unit they manage Monitor and track budget consumption on projects, and check critical variances	<p>The following are the MSS key value drivers:</p> <ul style="list-style-type: none"> - Delivery of data from disparate sources which empower a manager to make informed decisions which align with strategic business objectives - Decentralised, best-practice work processes that can be used to support the manager's role - Simplified and standardised processes to improve efficiency and productivity 	<p>Design Principles:</p> <ul style="list-style-type: none"> - Standard Forms and Services for all Agencies - Standard Management Reporting - Standard On-Behalf Services for all Agencies - Standard team viewer for all Agencies 	<p>NSW Government agrees in principle to standard forms, services and management reporting across AESG 2.0.</p> <p>Further analysis required to consider elements such as reporting, "managers toolkit", workplace administrator and define what is 'standard'.</p>

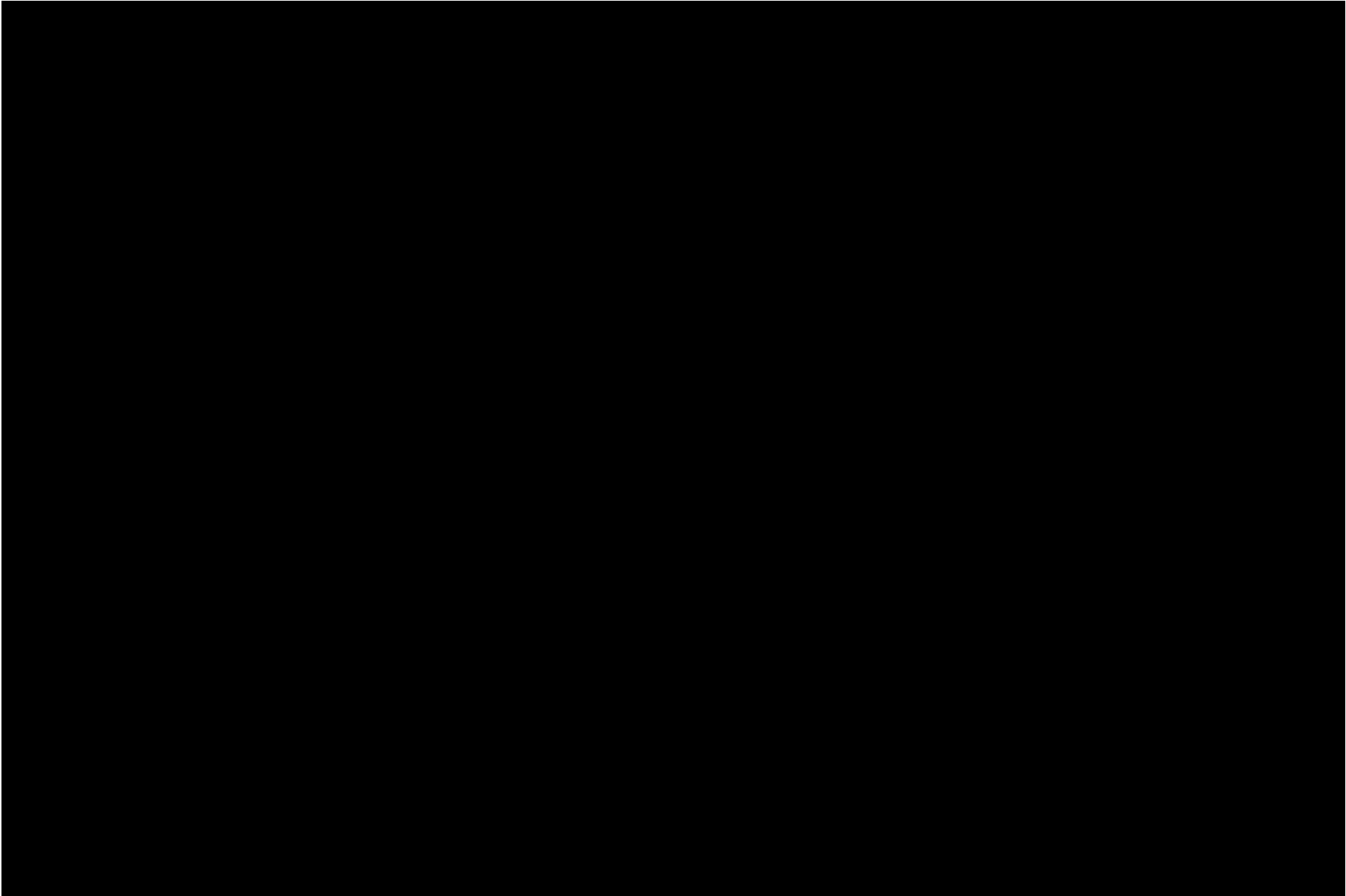
**Attachment 3-10 – Pricing Information including AESG
Service Catalogue – for all Products and Services**

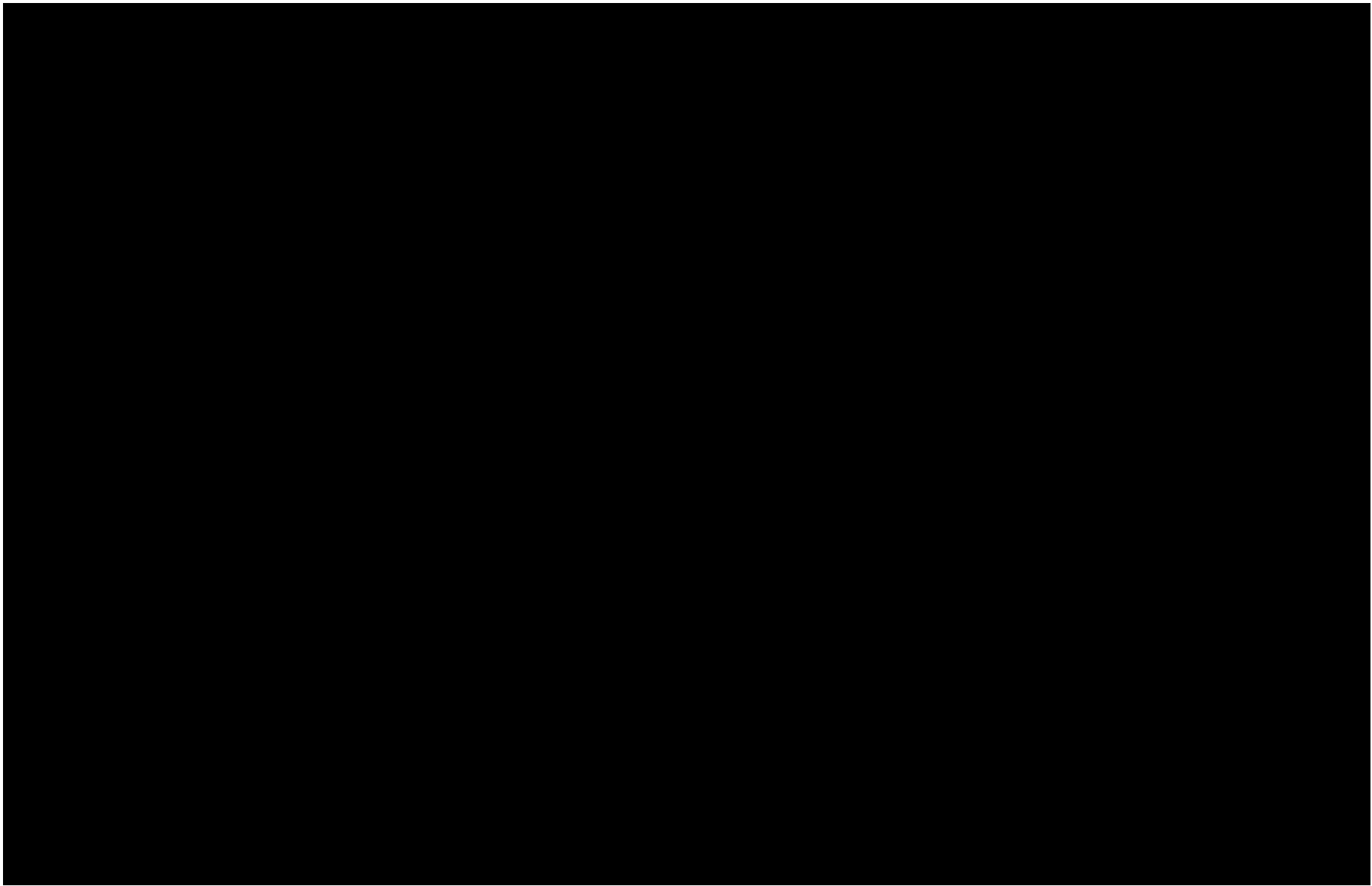


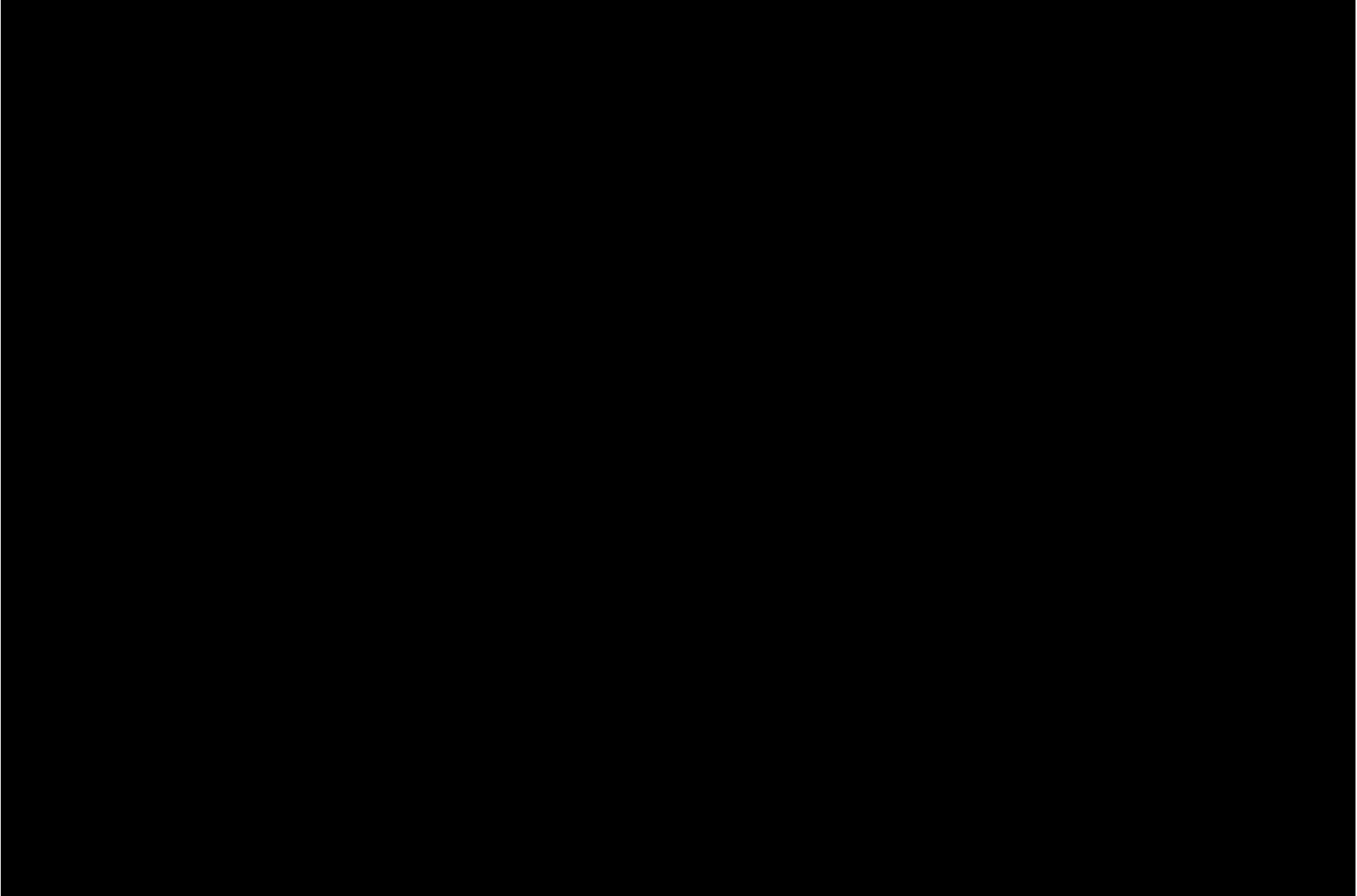


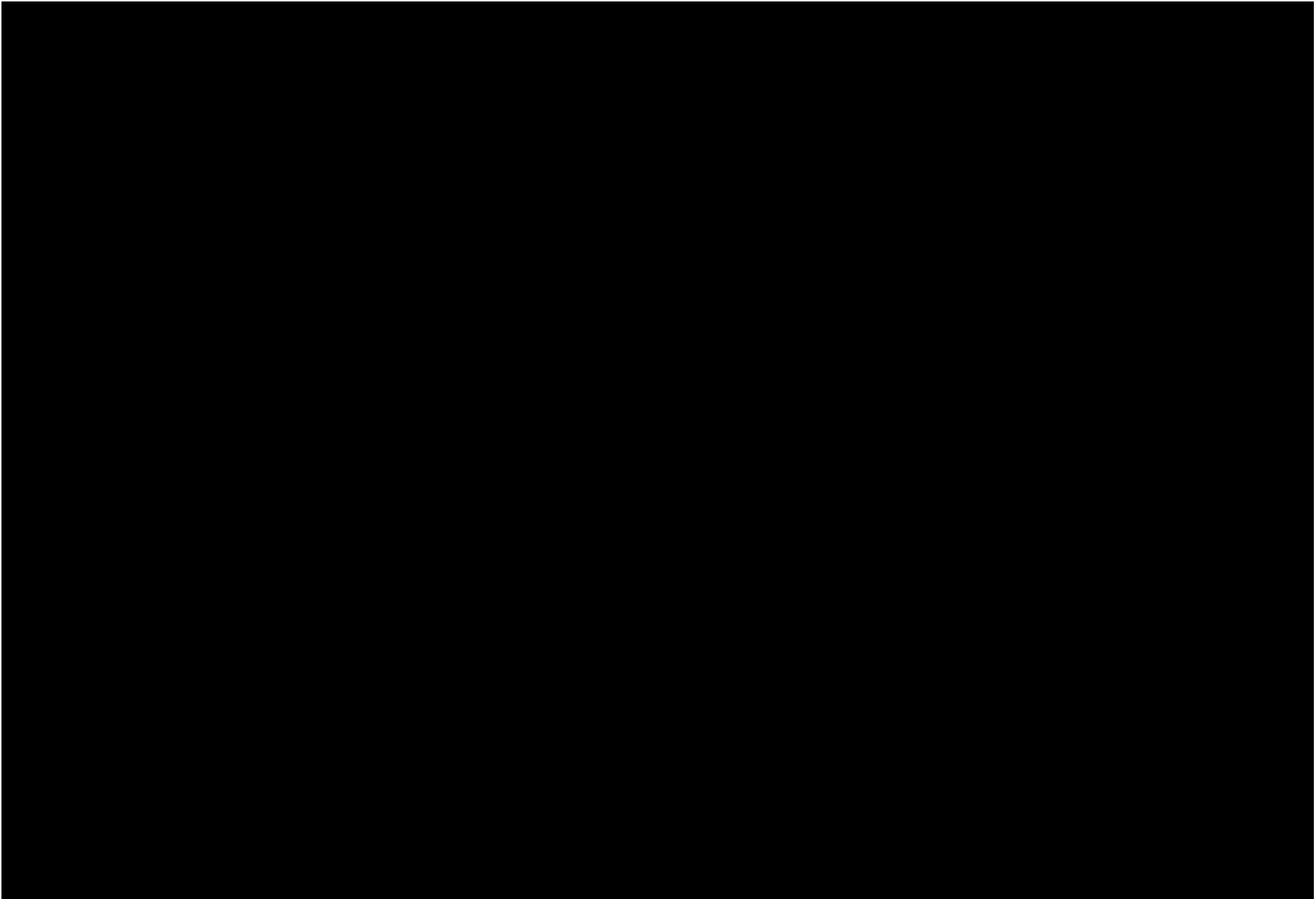


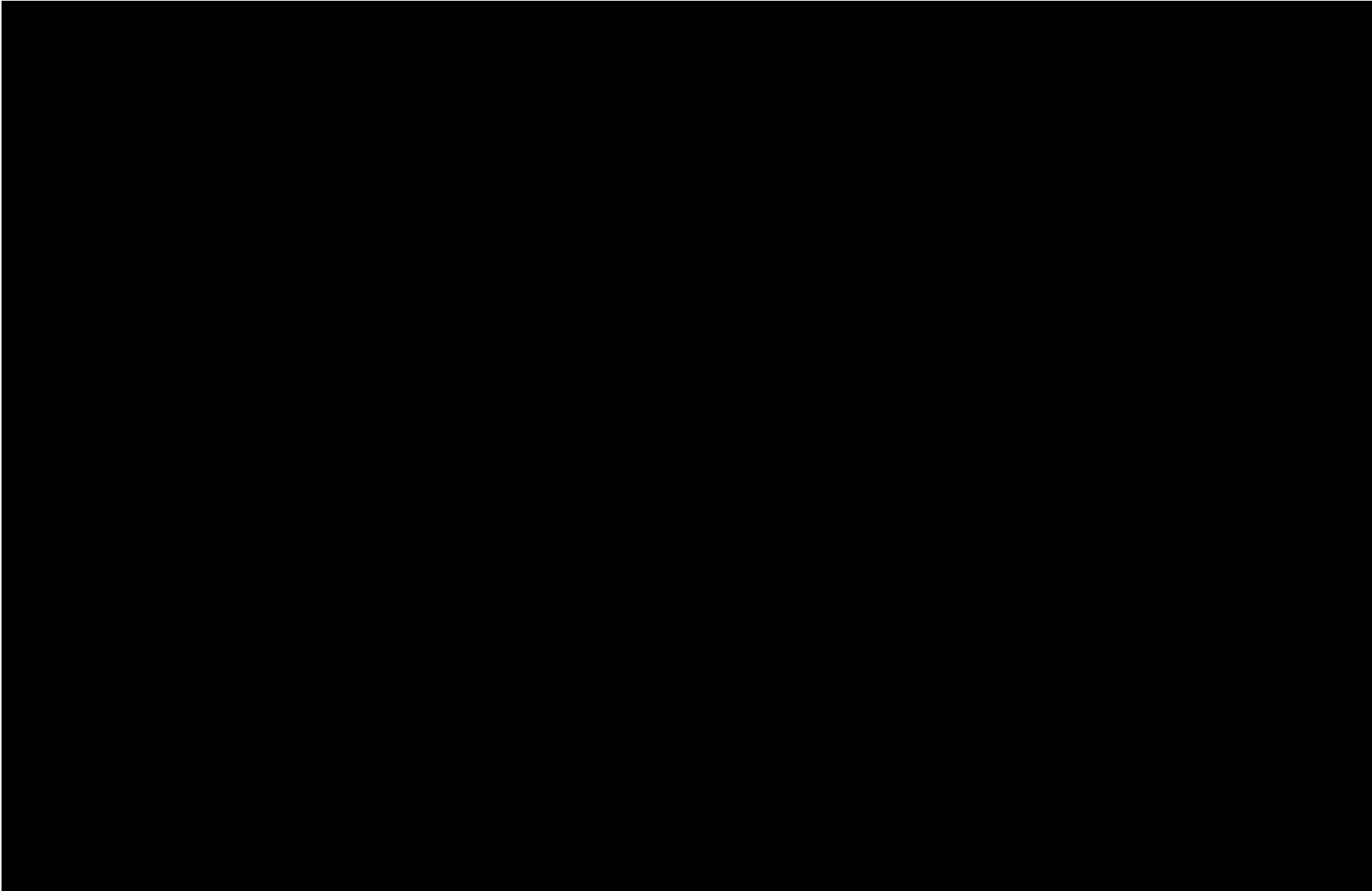


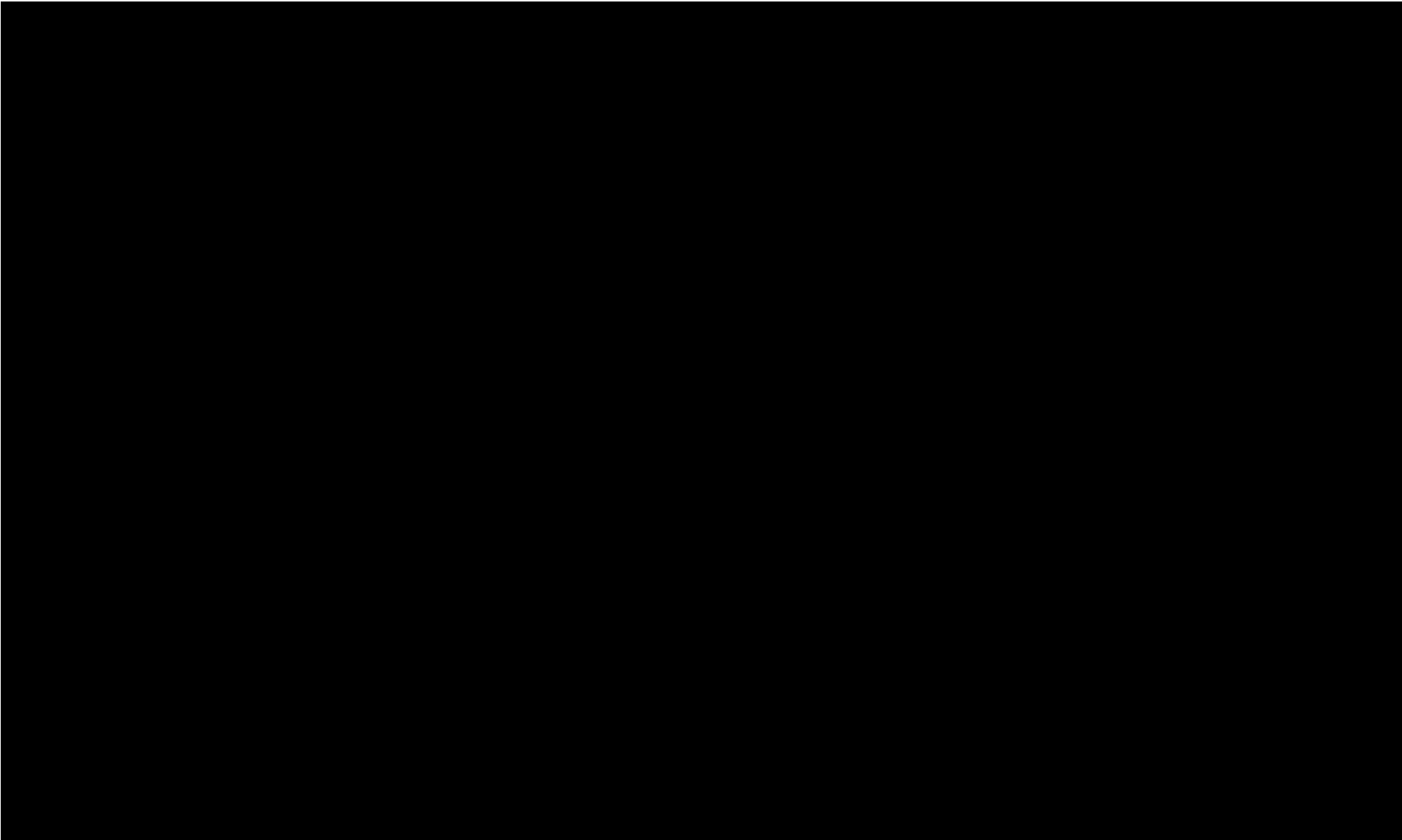


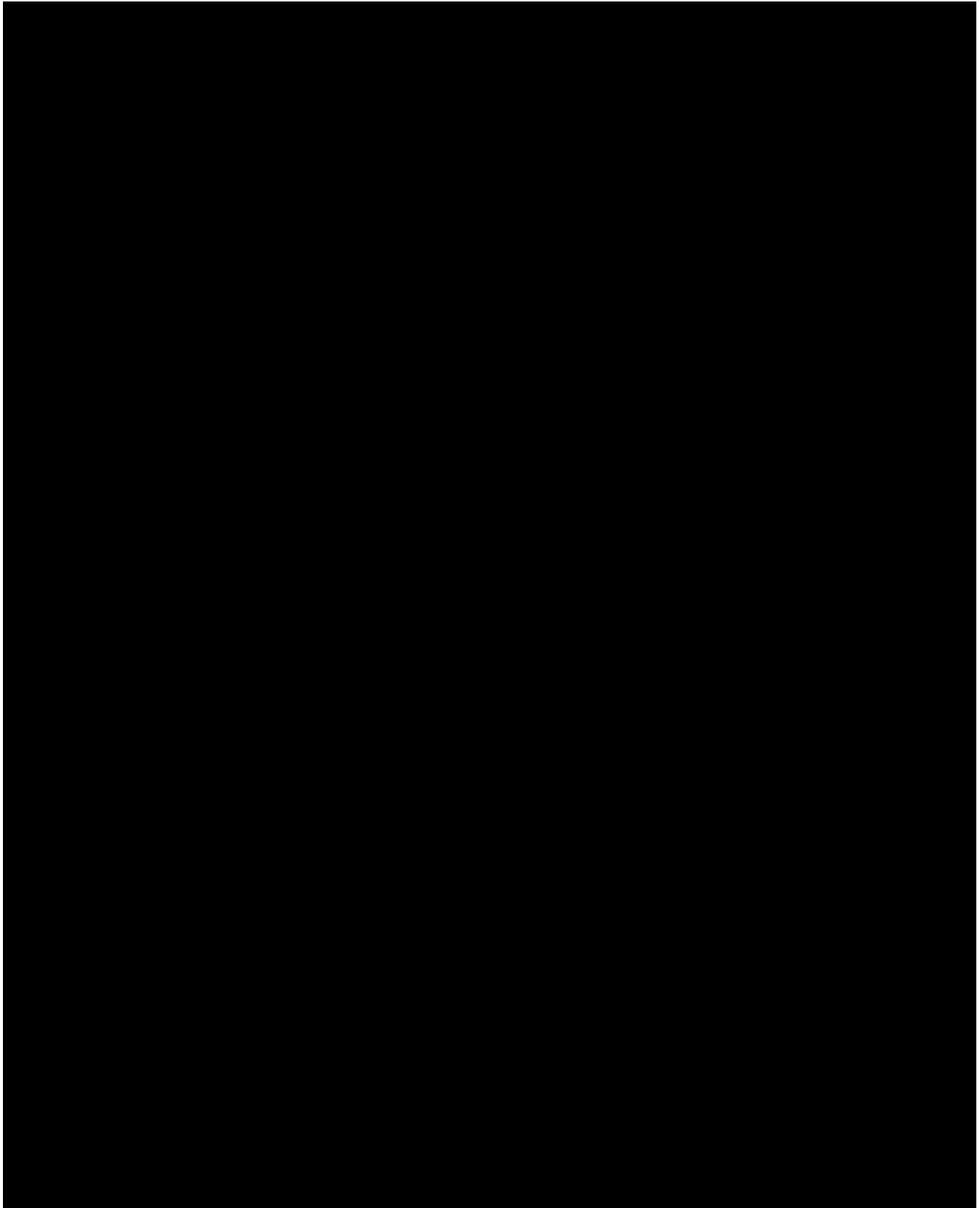












2. Pricing Terms

- 2.1.** The pricing for the Customer is set out in section 1 above and comprises:
- (a)** Fixed price Onboarding with scope set out in Schedule 12
 - (b)** Fixed price Run Services with scope set out in Schedule 3 and pricing set out in the AESG Service Catalogue (see section 8 below).
- 2.2.** The Run Services price is derived using the AESG Service Catalogue (Attachment 3.10.4 Service Catalogue). The AESG Service Catalogue contains:
- (a)** Charges for Base Services. Charged per FTE per month for services consistent across all agencies. The basis for the charge is the FTE Count defined in section 3 below and the Price Tiers indicated in the AESG Service Catalogue. Functional scope for Base Services is set out in Attachment 3-14 with service definition, support services and security services detailed in Schedule 3 and Attachments 3-3, 3-4 and 3-5
 - (b)** Currency Fund. The Currency Fund is contributed to by the agencies and accrued on a monthly basis per FTE onboarded onto the AESG 2.0 platform.
 - (c)** Charges for Additional Services – Incremental Processes, Enhancements, Forms, Workflows, End User Training, Legacy Data as a Service, additional Incident/Service Request Bundles added to the scope of Base Services. Items within scope for each Agency are included in Attachment 3-16.
 - (d)** Charges for Supplementary Services. Items of scope that may apply to one or multiple agencies. The Supplementary Services for each Agency are defined in Attachment 3-15.
- 2.3.** The upper and lower FTE volume range limits specified in the Price Tiers in the AESG Service Catalogue are fixed for the Contract Period unless agreed otherwise.
- 2.4.** Regarding Additional Services (AESG Service Catalogue sections 3, 6, 7, 10, 11)
- (a)** Unless alternate provisions apply in respect of an Additional Service as set out in Attachment 3-16, any Additional Services agreed to be provided under the Customer Contract will continue to be provided monthly until the end of the contract term.
 - (b)** Any Additional Services must be pre-agreed in writing in advance by the Customer with Customer providing Contractor with a minimum of 30 days written notice. Any changes to adjust the Additional Services will be managed in accordance with Schedule 4 (Variation Procedures).

3. FTE Count

3.1 Definitions:

“Service Year” means each period from 1 July to 30 June.

“Annual Report” means a report available which will be adapted for the contract by the NSW Department of Customer Services based on the NSW Public Sector Commission Workforce Profile report or similar report on the NSW public sector provided annually by the NSW Public Sector Commission. A sample of the Annual Report is contained in Attachment 3-10.1.

“AESG FTE Report” means a report that is derived using the Annual Report and presents, at a particular point in time, the FTE count across NSW Government agencies onboarded onto the AESG service. A sample AESG FTE Report is contained in Attachment 3-10.2.

“FTE Count” means the FTE across all Agencies within NSW Government that are onboarded onto the AESG service within the scope of this Customer Contract. FTE Count will be used to calculate the monthly Service Fees for Base Services and is sourced from the AESG FTE Report.

ANNUAL PROCESS

- 3.2** Commencing 30 April 2021, the FTE Count for the Customer will be defined annually in advance and fixed for each Service Year based on the AESG FTE Report. Any partial years at the beginning and end of the Contract Period will be prorated.
- 3.3** Material changes to the FTE count of the Customer during the Service Year will be managed through Schedule 4 (Variation Procedures) and service governance processes. In the event of a machinery of government change, the FTE Count will be adjusted through the Schedule 4 (Variation Procedures).
- 3.4** There will be no retrospective adjustment to Service Fees should the forecasted FTE Count and actual FTE Count vary, either up or down for the Service Year completed.
- 3.5** The FTE Count will be adjusted automatically during Transition In to reflect the Project Management Plan, coinciding with the go-live dates for each Wave. The adjustments will be based on the last FTE Count from the Annual Report, using the best estimates of the FTE Count in the relevant service group.
- 3.6** In the event of a machinery of government change whereby a function of an Agency who the Customer has onboarded as part of its AESG Service is removed from the Agency and transferred to a different Agency, the Contractor agrees to continue providing the same AESG Service on the same terms and pricing should that Agency elect to contract directly with the Contractor for continuation of its AESG Service.
- 3.7** The relevant Service Year FTEs would be calculated and shown in the Annual Report by either:
 - (a)** Using the number of FTEs reported for the relevant Agencies in the Annual Report for the Service Year; or
 - (b)** where
 - i.** the Annual Report is not available for the Service Year; or

- ii. the Annual Report is not clear on the number of FTEs for the relevant Agencies (e.g. if only part of an Agency is using the AESG Service) or is otherwise ambiguous or unclear and is not able to be calculated from the Annual Report; or
- iii. there is an error in the Annual Report; or
- iv. the Agency believes on reasonable grounds that it has fewer FTEs than are reported in the Annual Report,

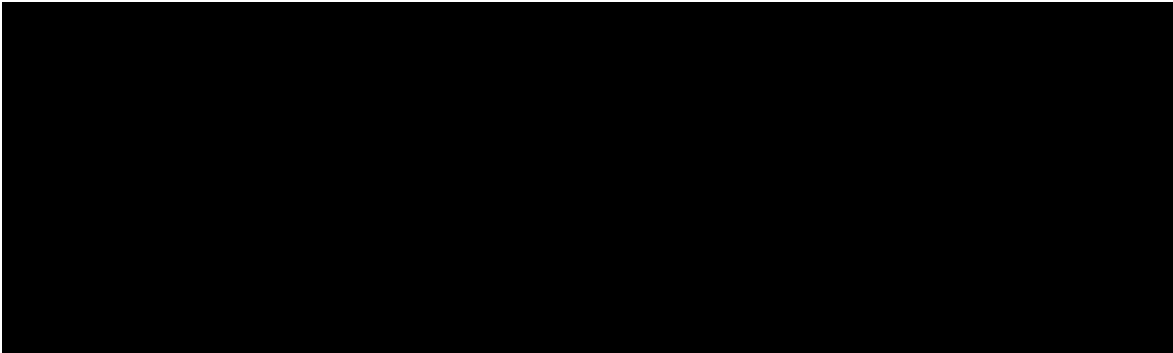
using the number of FTEs as evidenced by a statutory declaration provided by a senior officer of the relevant Agency.

3.8 The Annual Report indicating the FTE Count and including relevant Statutory Declarations will be completed and provided to the Contractor by 30 April each year of the Contract Period.

3.9 The AESG FTE Report is subject to agreement by the parties.

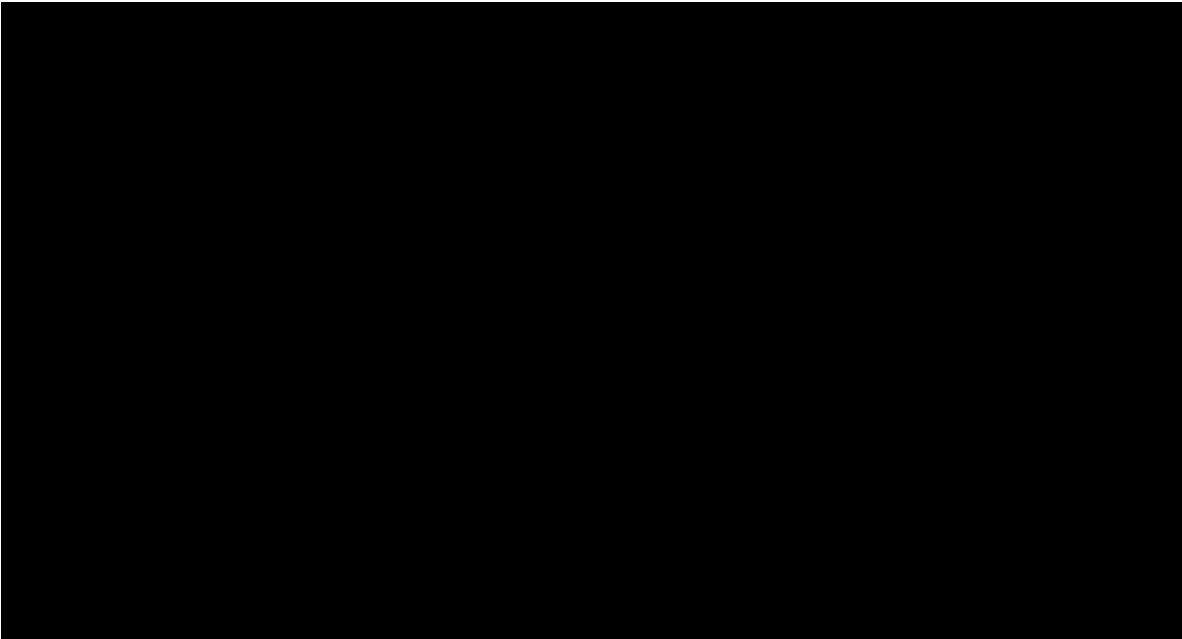
3.10 The FTE Count determines the applicable AESG Service Catalogue Pricing Tier derived from section 2 of the AESG Service Catalogue. The AESG Service Catalogue Pricing Tier determines the Tier Price (per FTE per month).

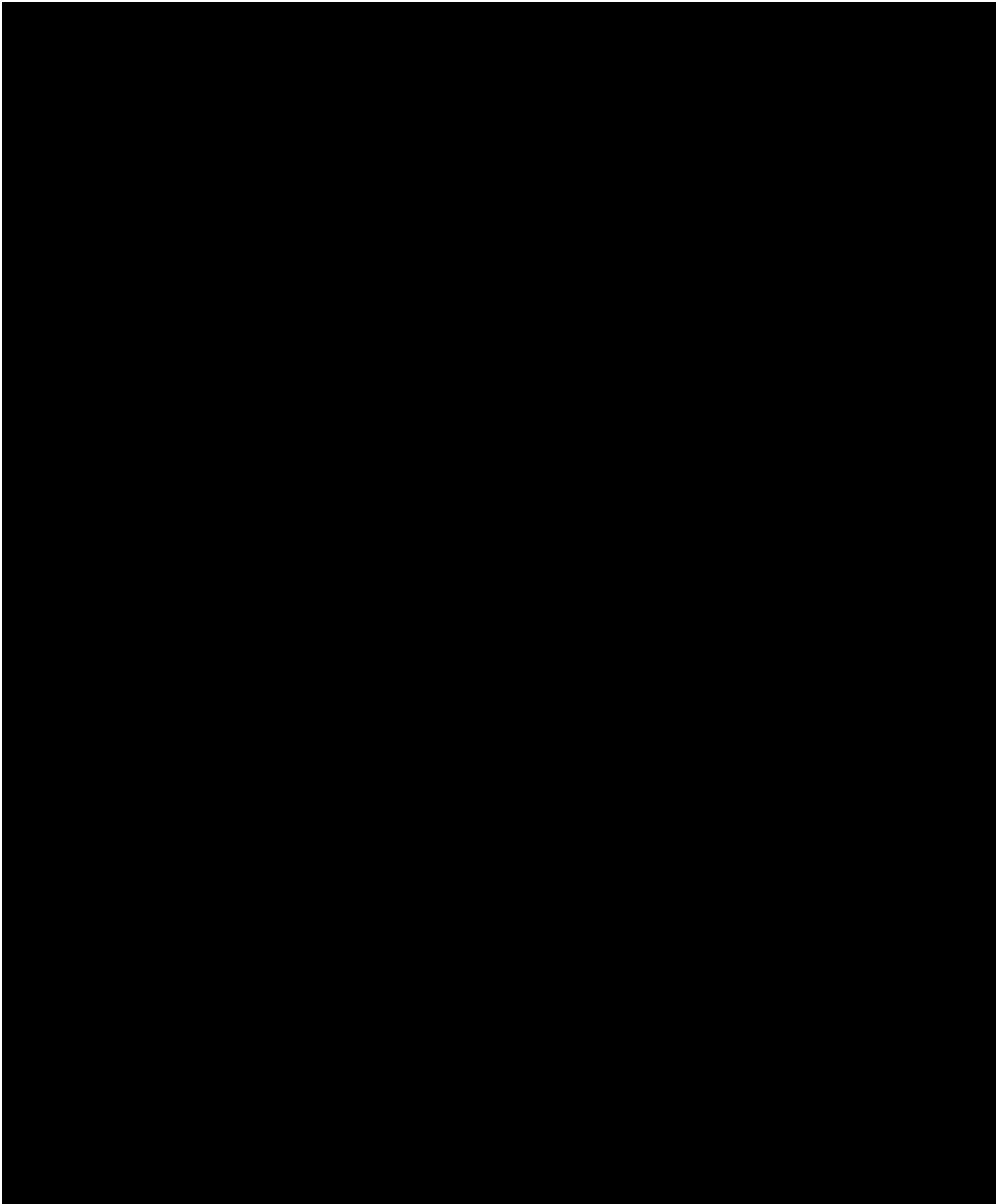




- 4.3.** The worked example above is for information purposes only and does not represent a firm price or commitment from the Contractor to deliver the scope above.

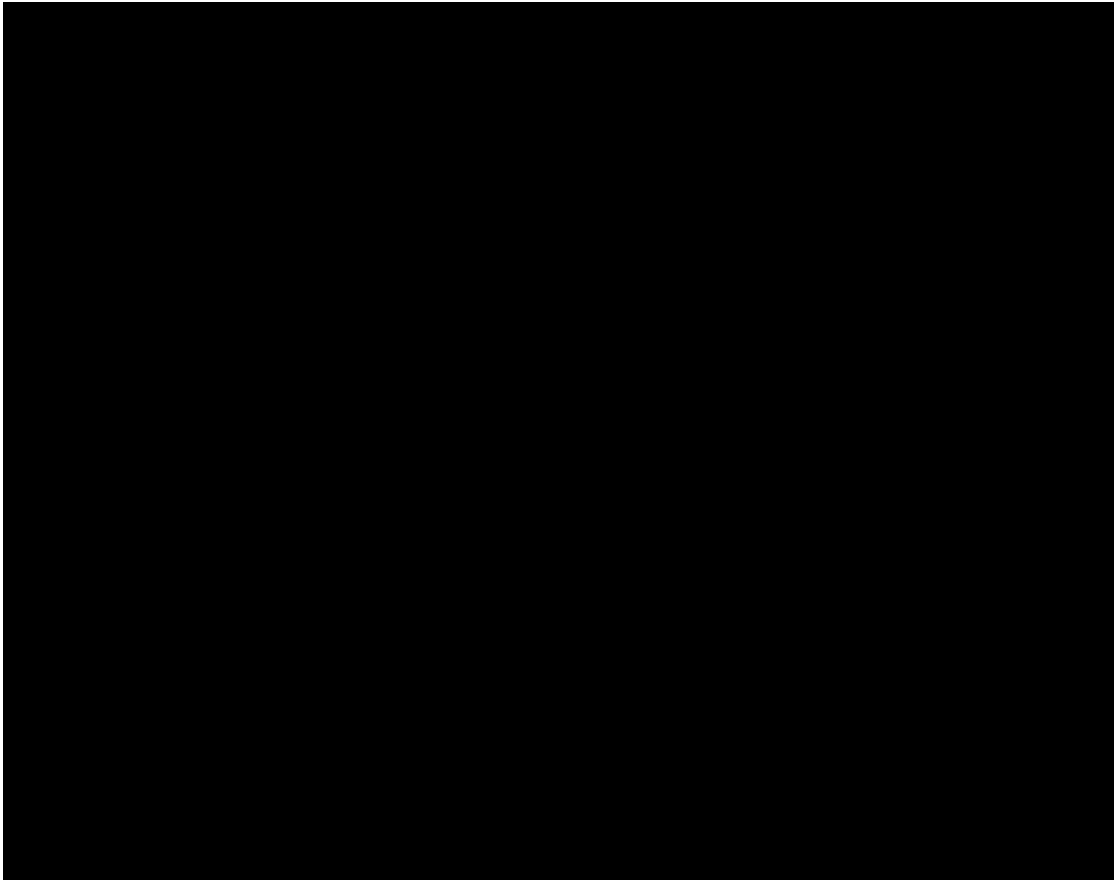
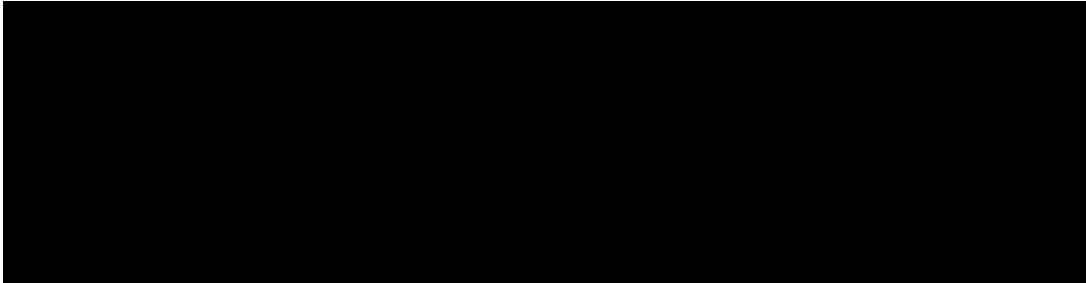
- 4.4.** Transition Out costs will require detailed scoping, estimating and costing of the required transition out services based on the documented Transition Out Plan.



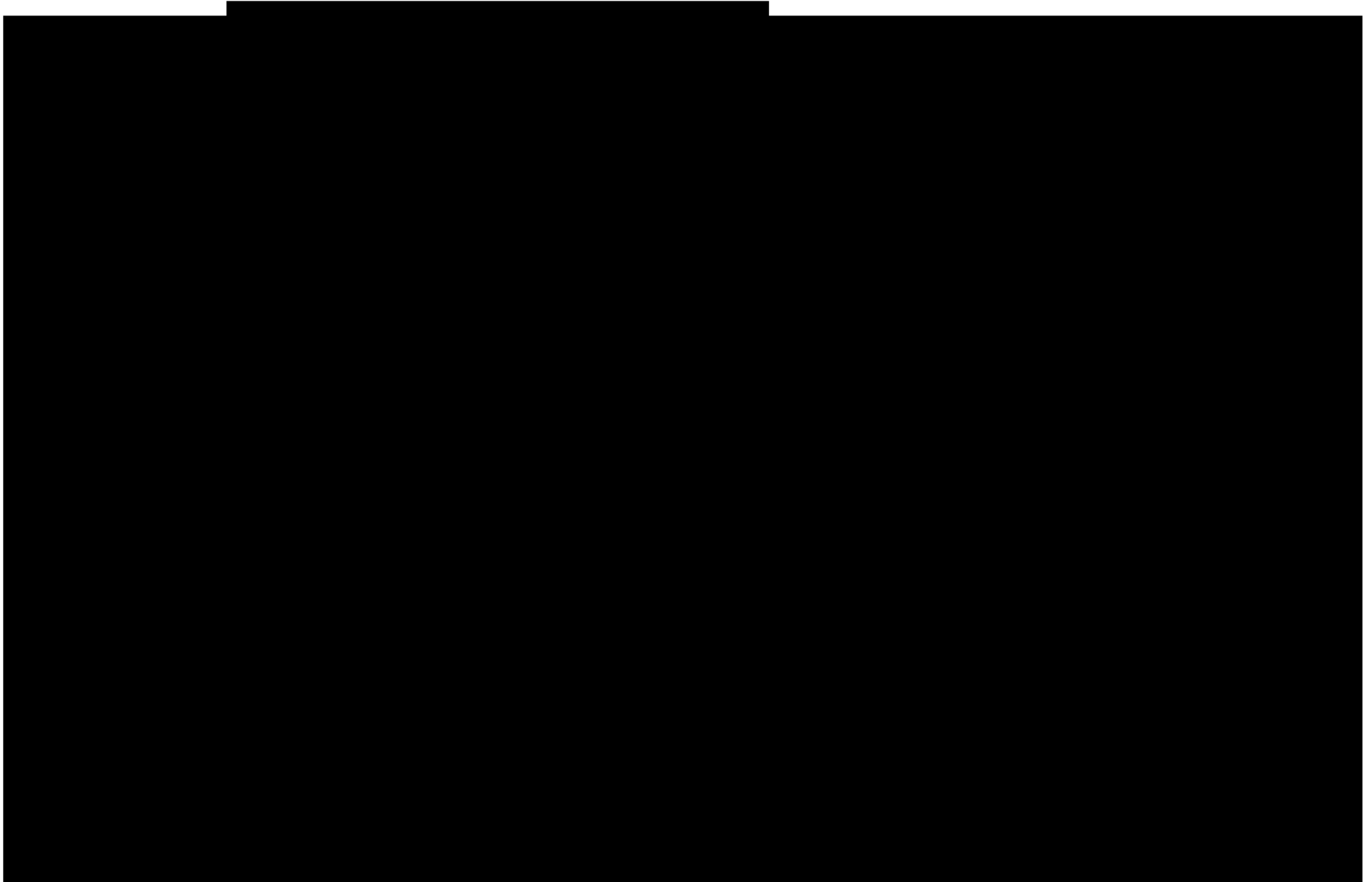


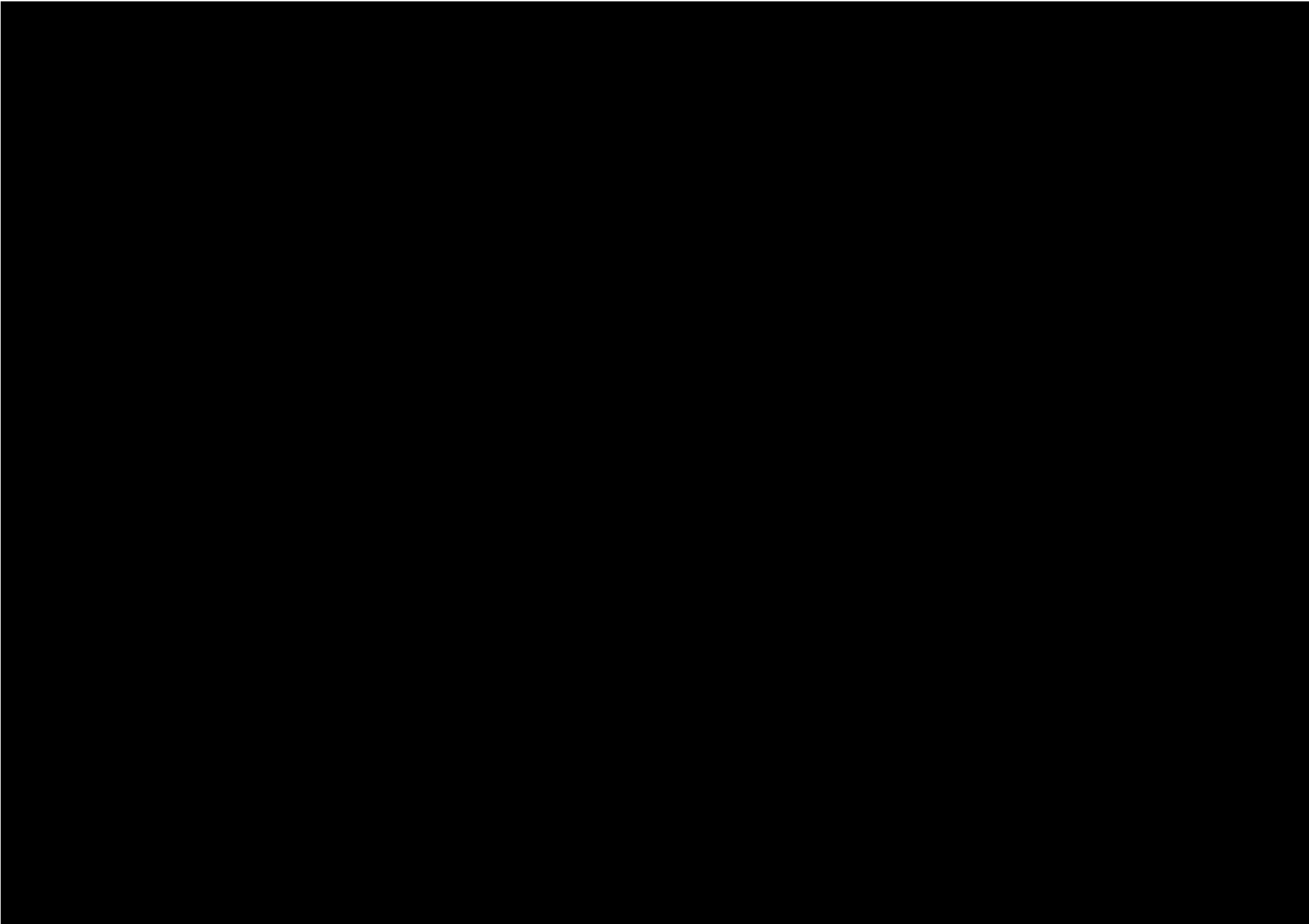
6.2. Extension of Contract Period

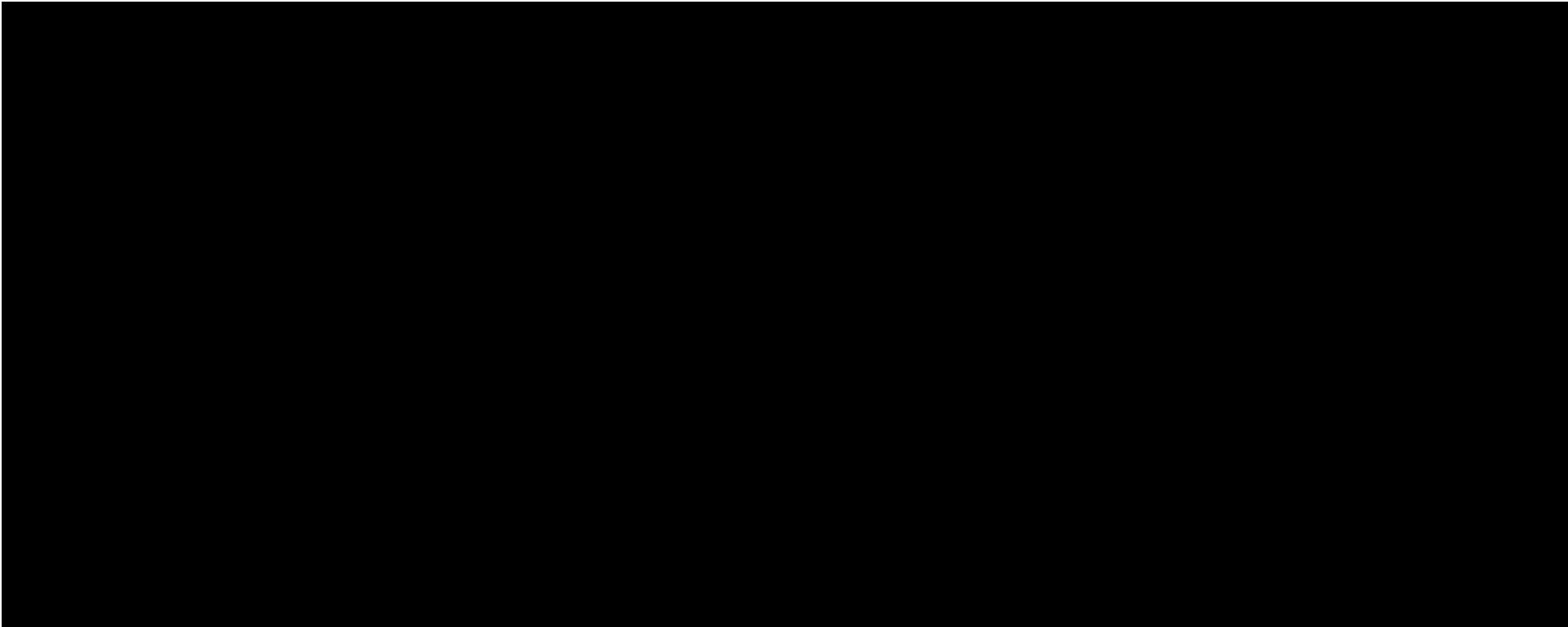
- (a) The Contractor must give Customer at least 12 months' written notice (**Adjustment Notice**) if it intends to conduct a price review of the prices set out in the AESG Service Catalogue, with the aim of agreeing adjustments to the pricing set out in the AESG Service Catalogue for the next extension of the Contract Period.
- (b) The parties will work to achieve an agreement for the pricing for the extension period by that date which is 6 months prior to the commencement of the Extension Period, including by escalating the issue through all Management Committees as appropriate.

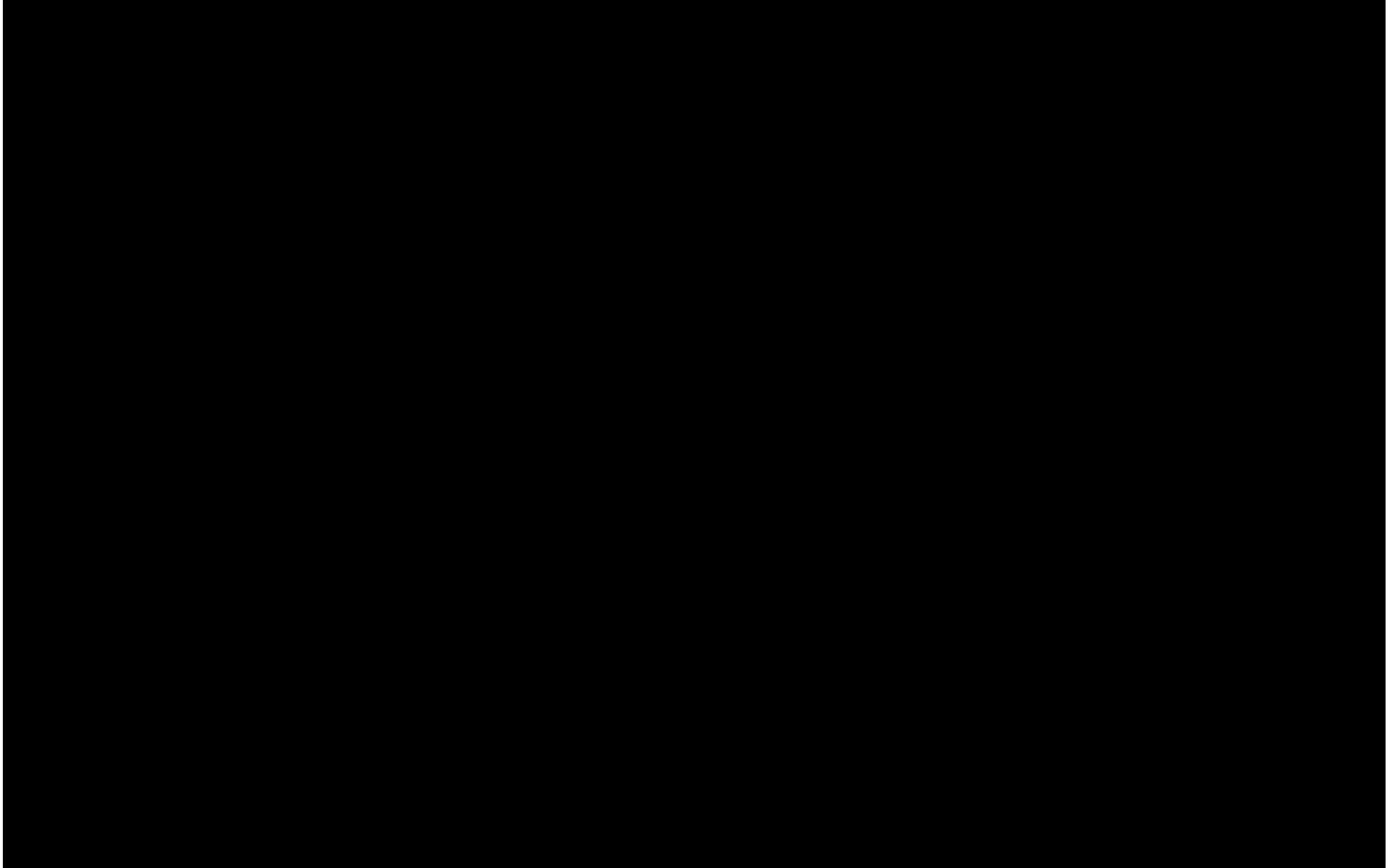


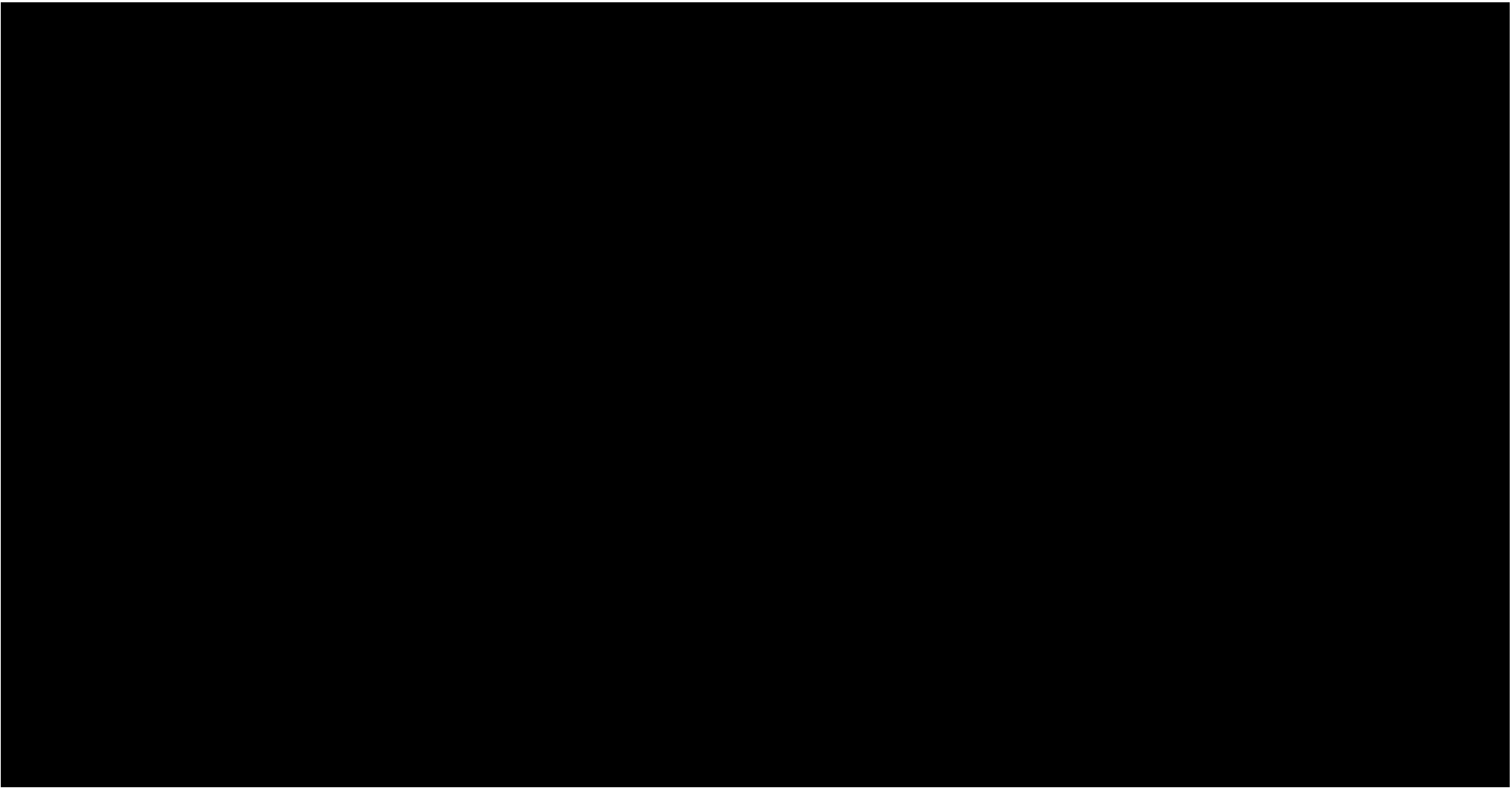
Attachment 3-10.1: Sample of the Annual Report

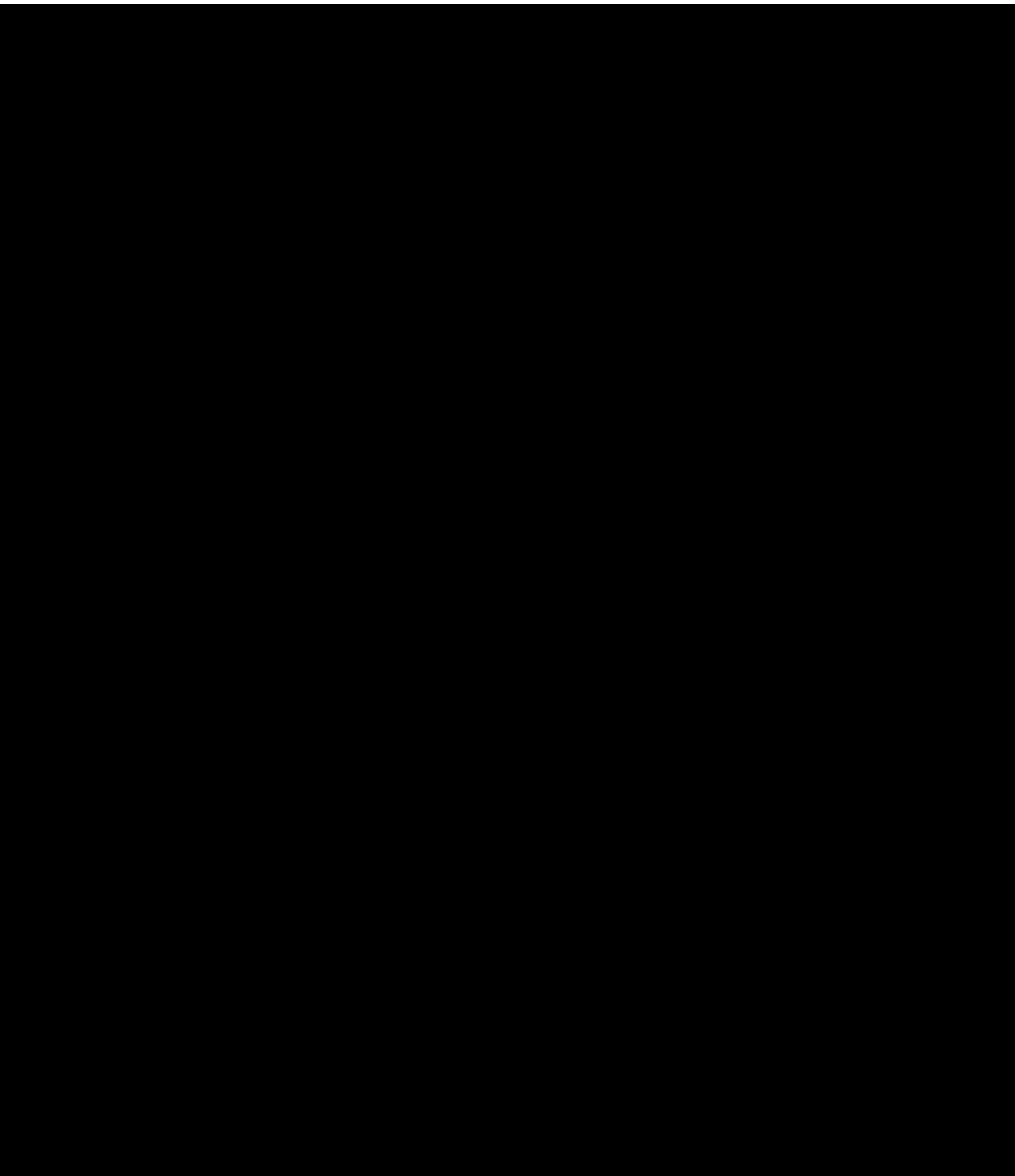


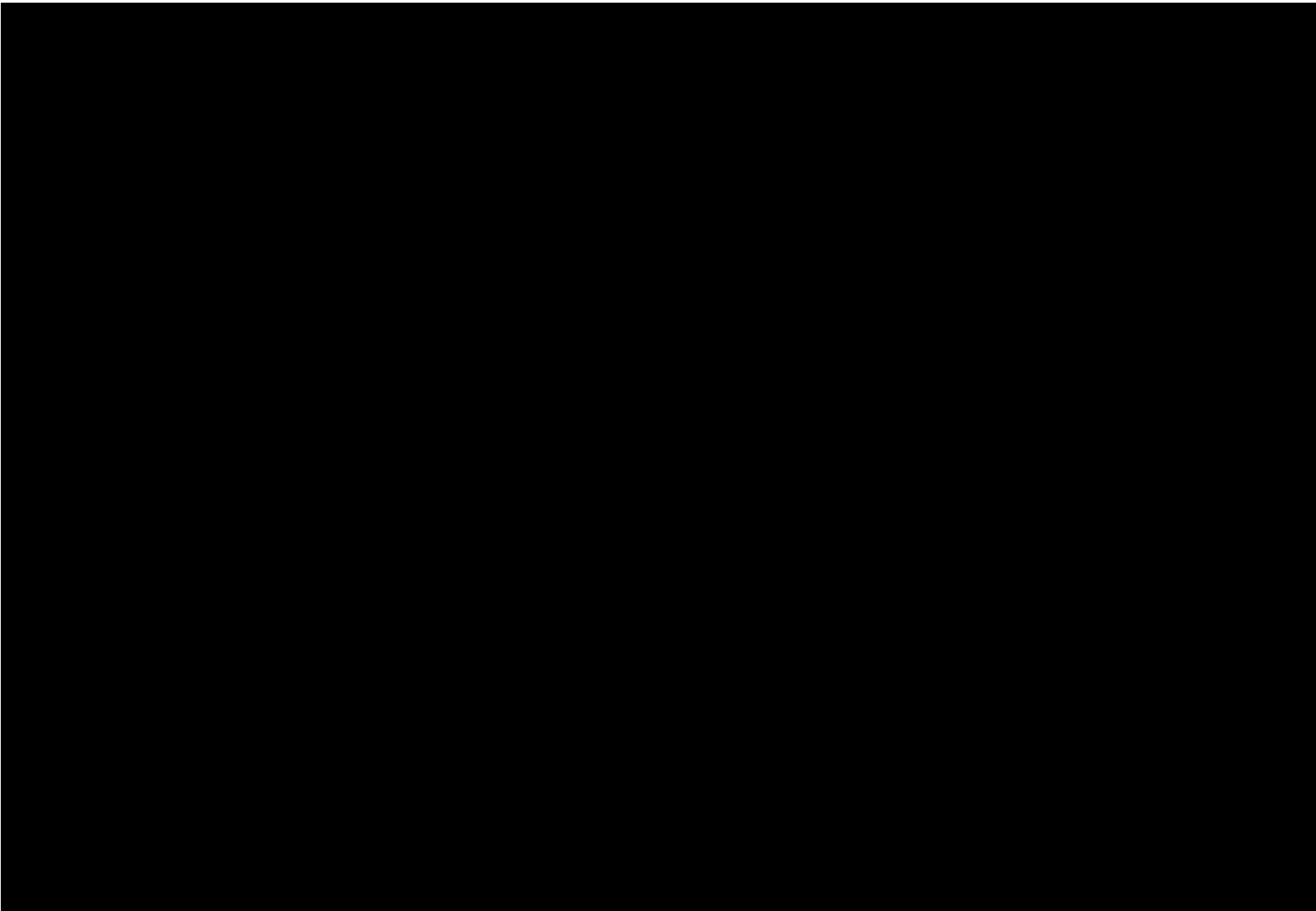


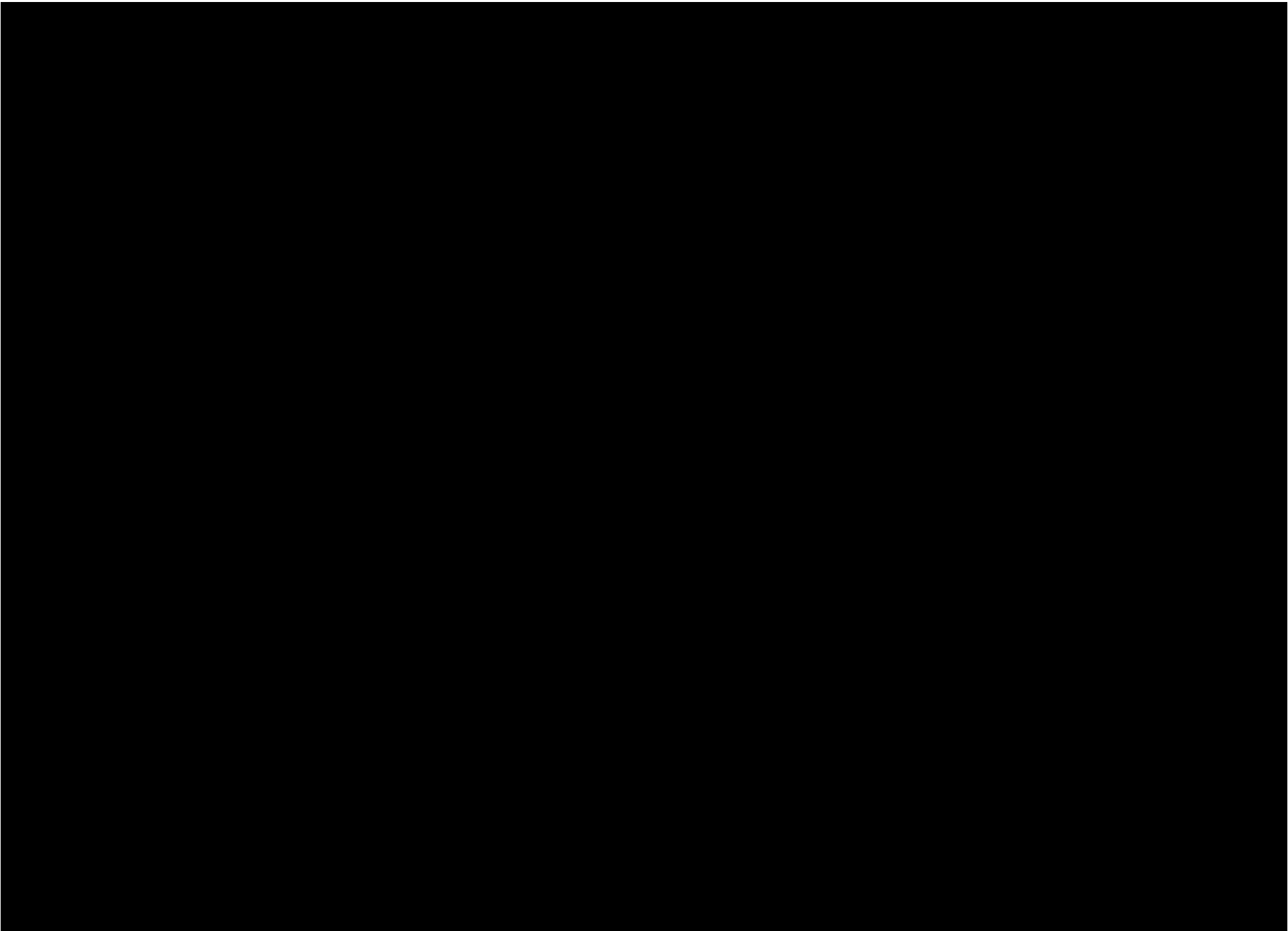


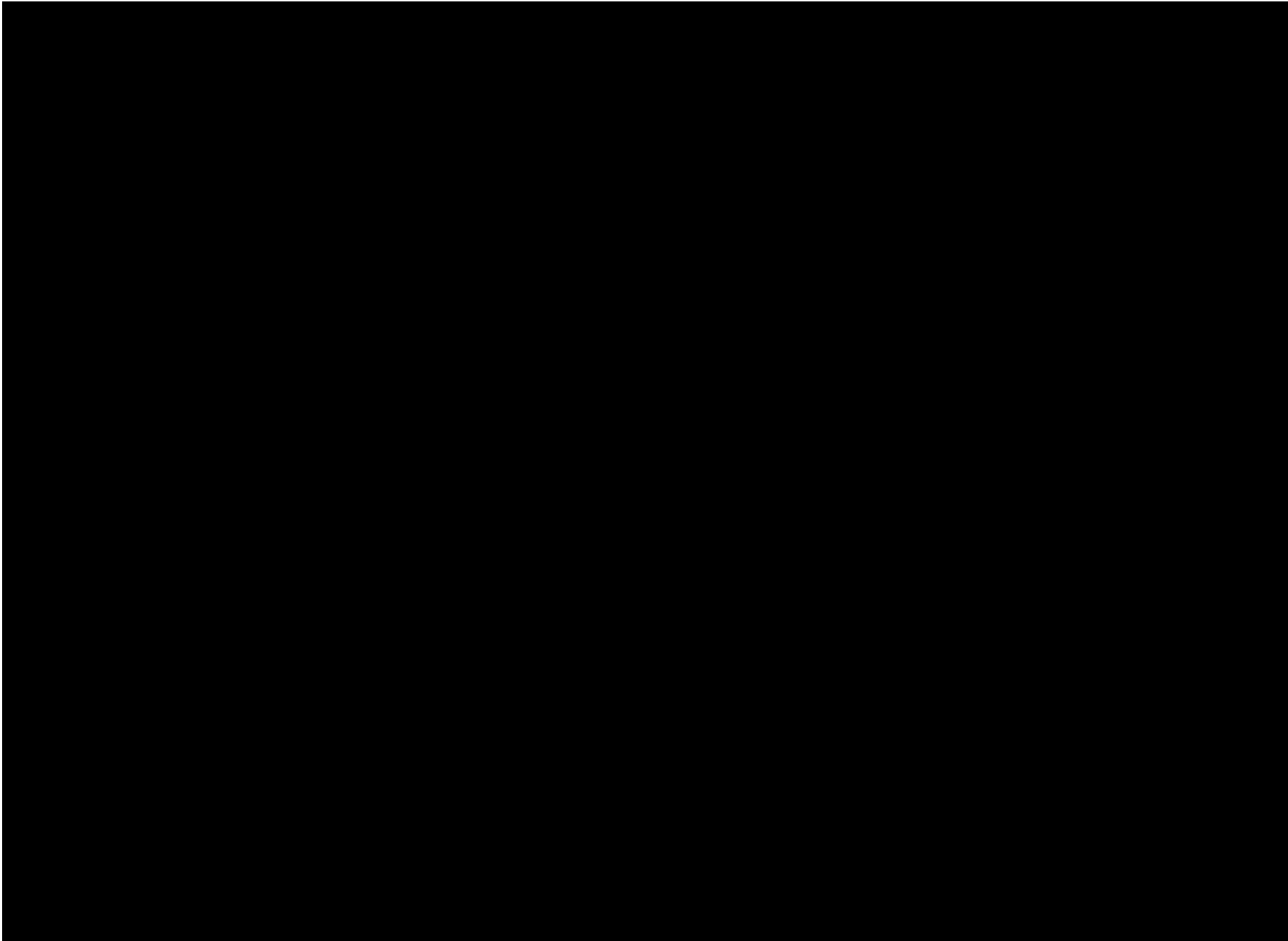


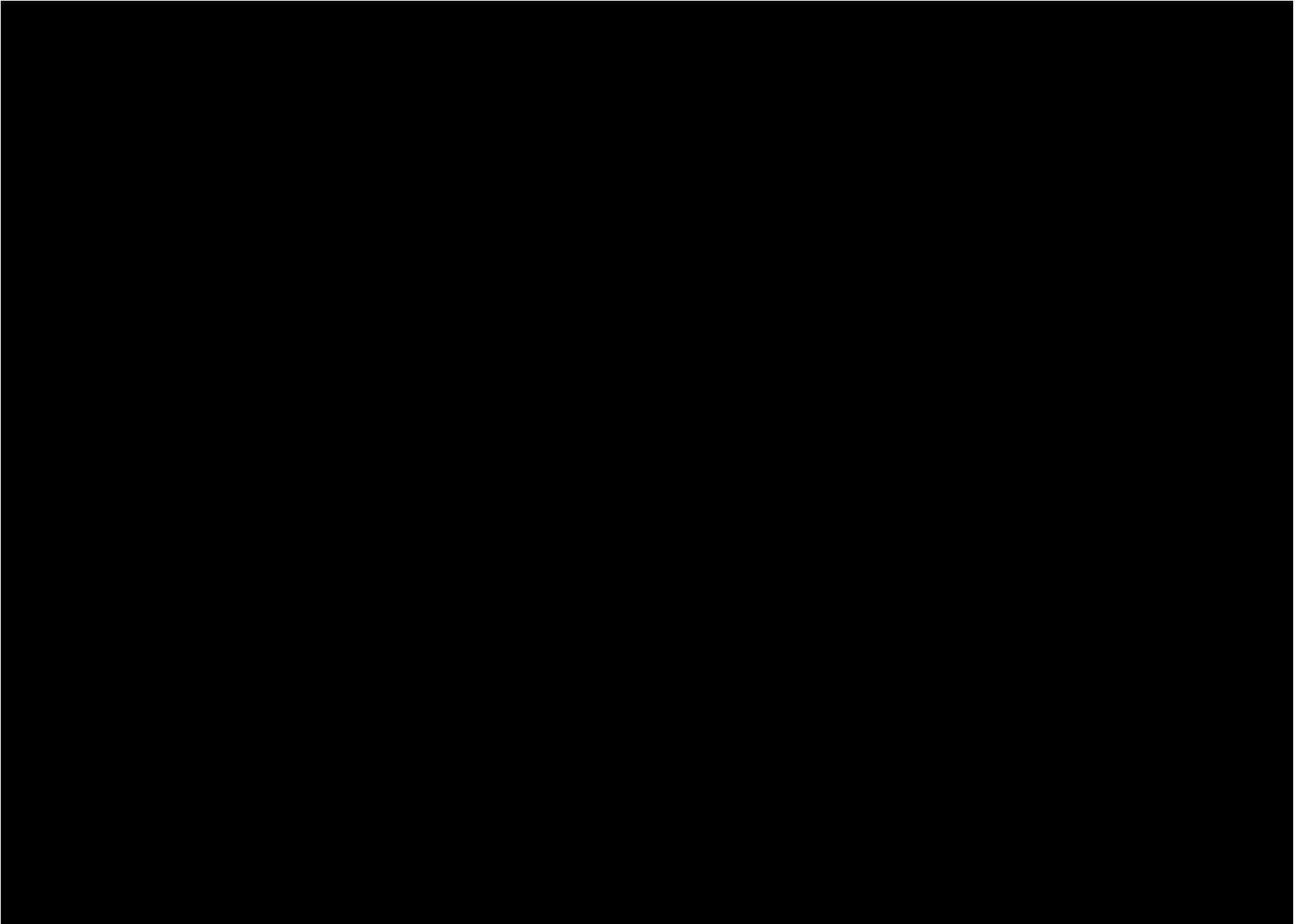


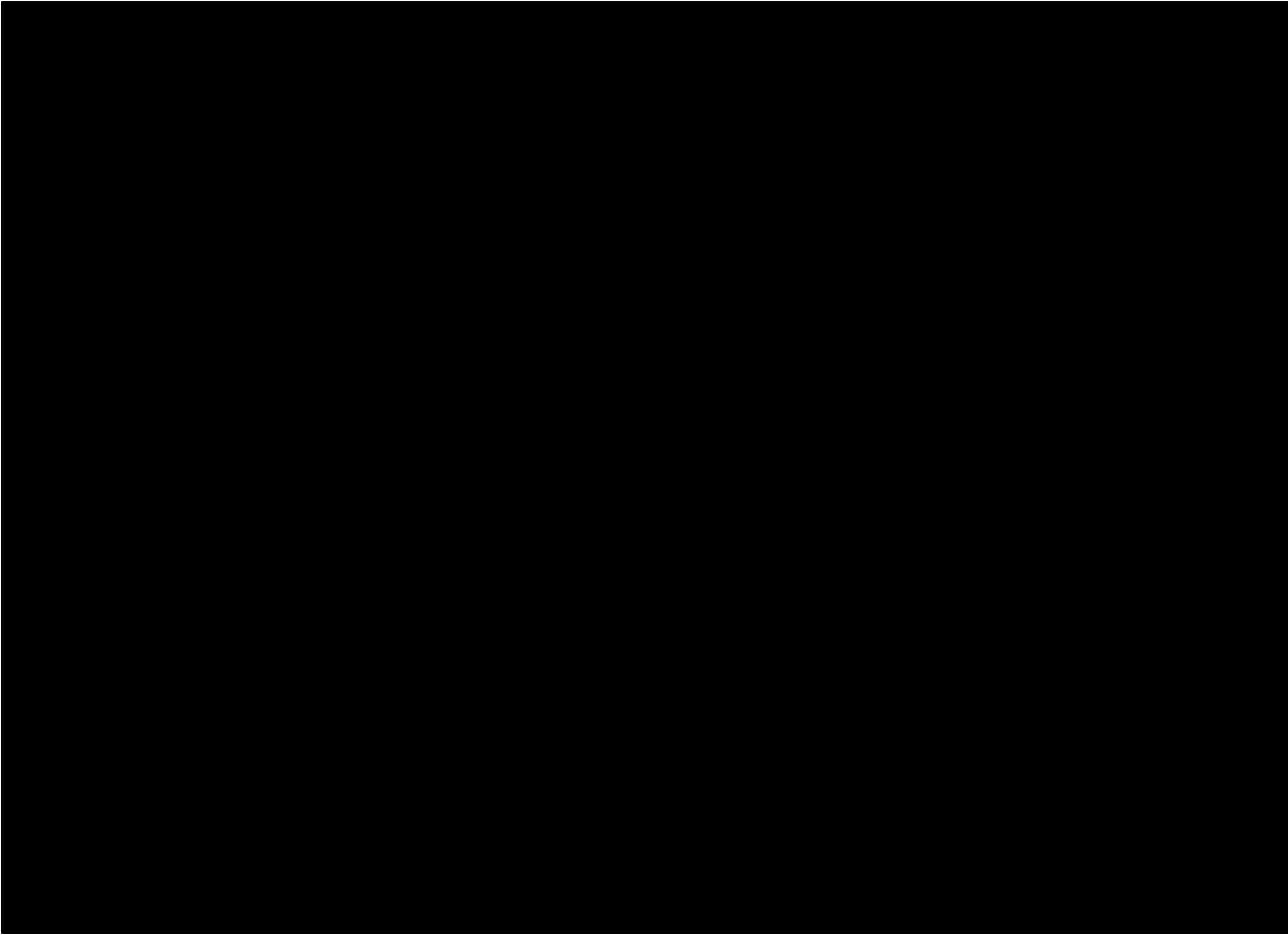




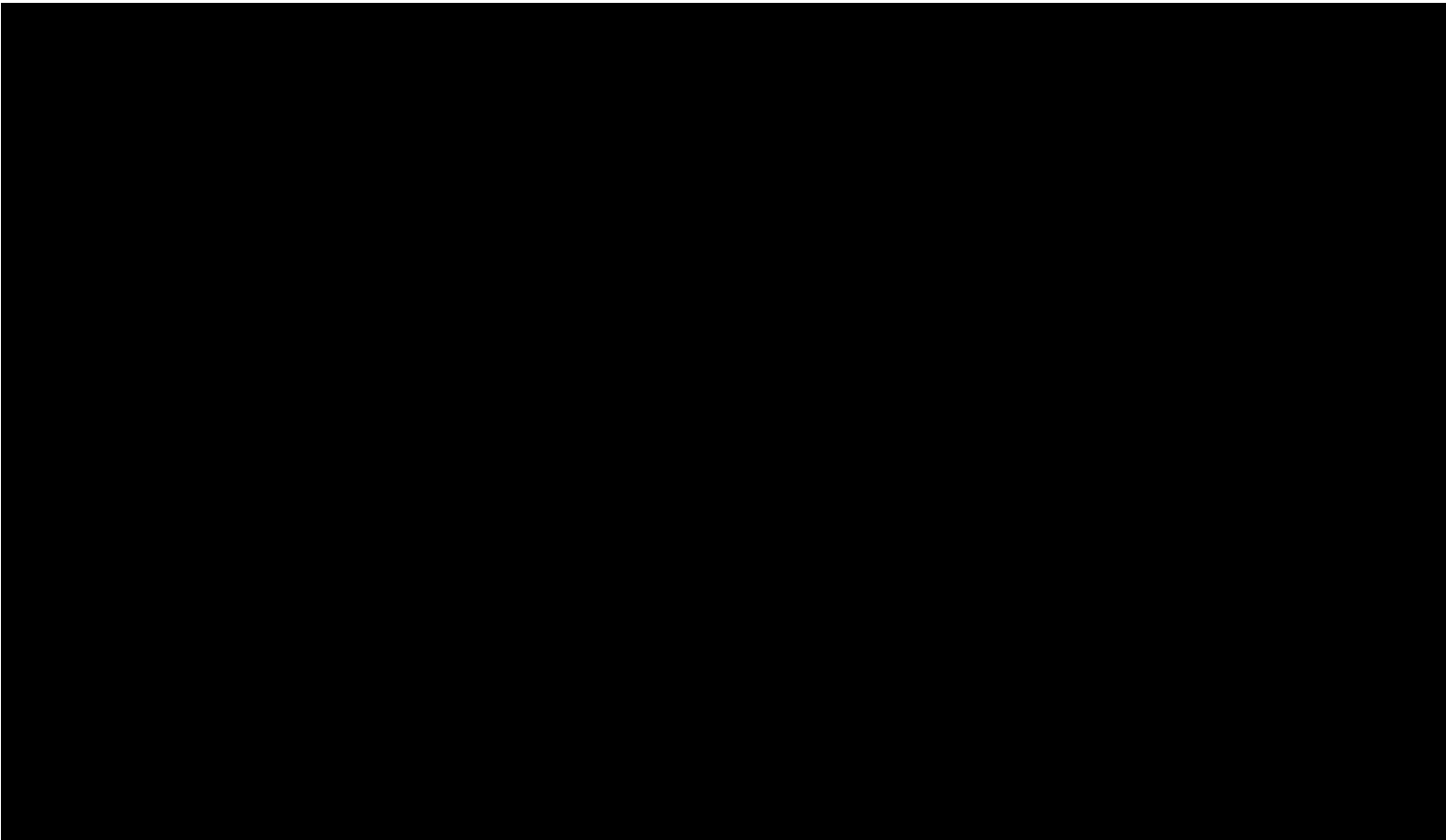


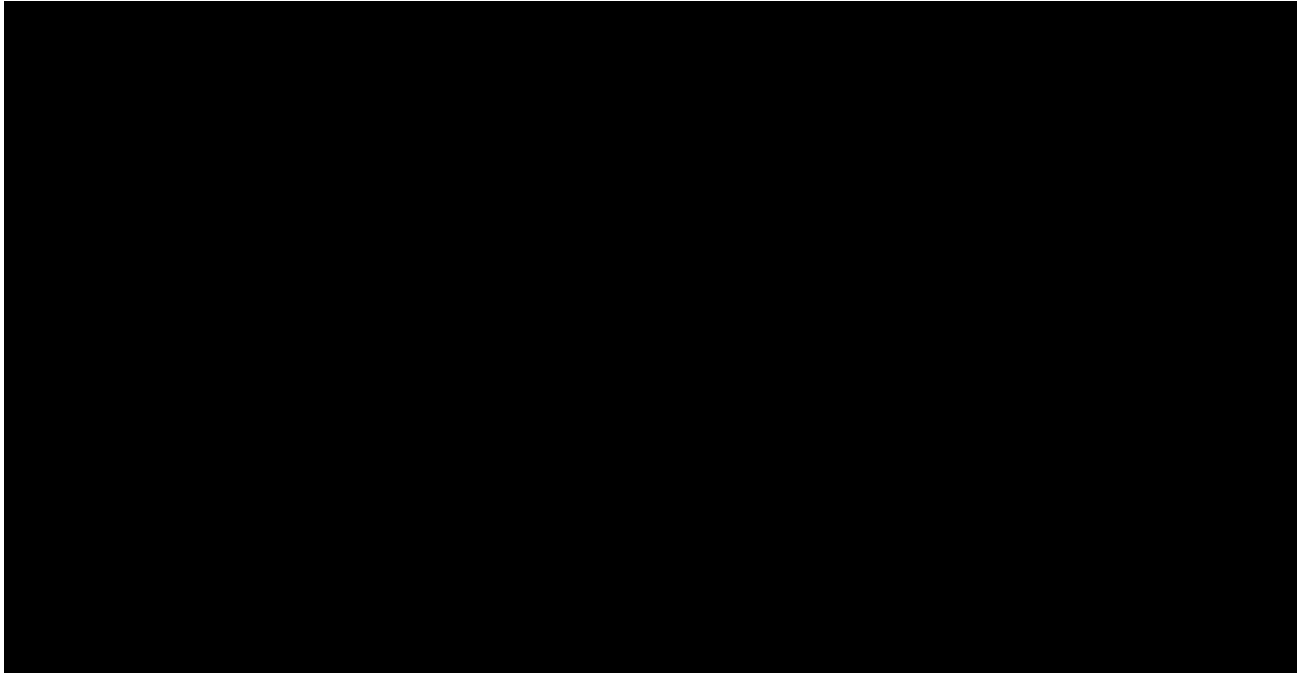


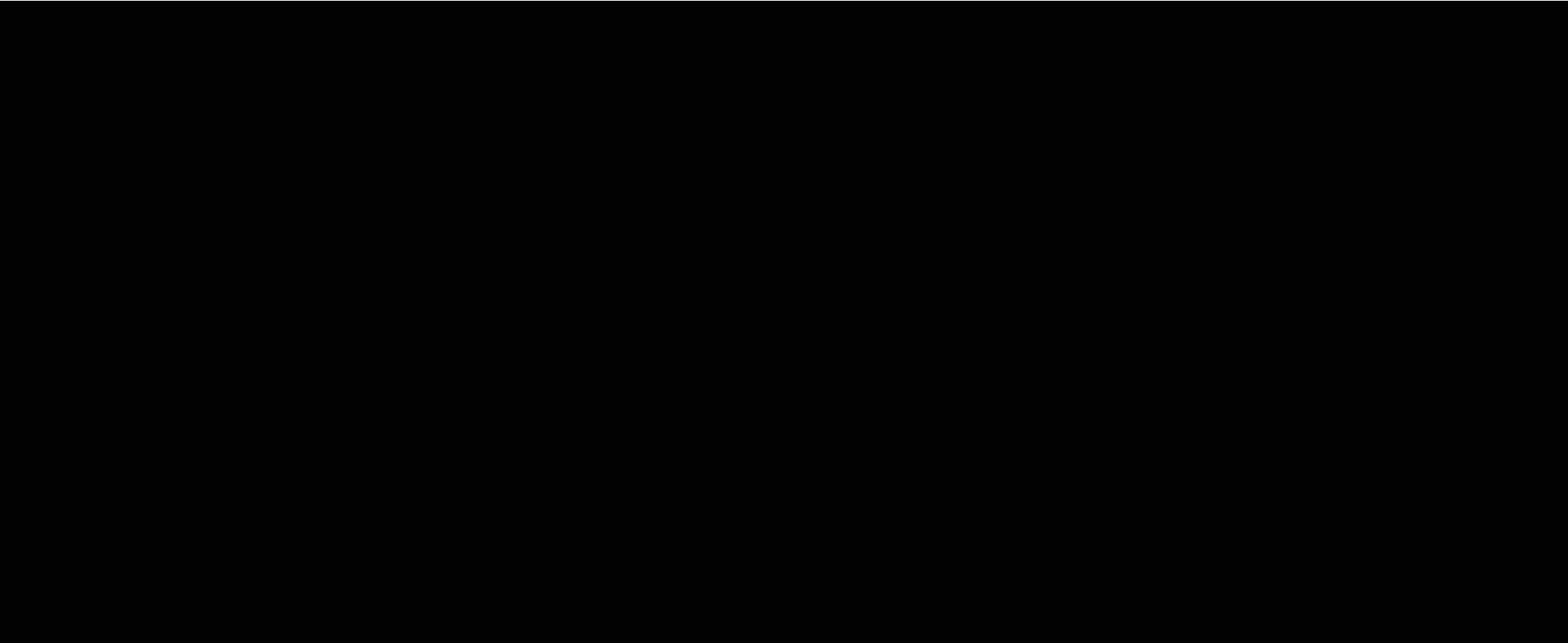




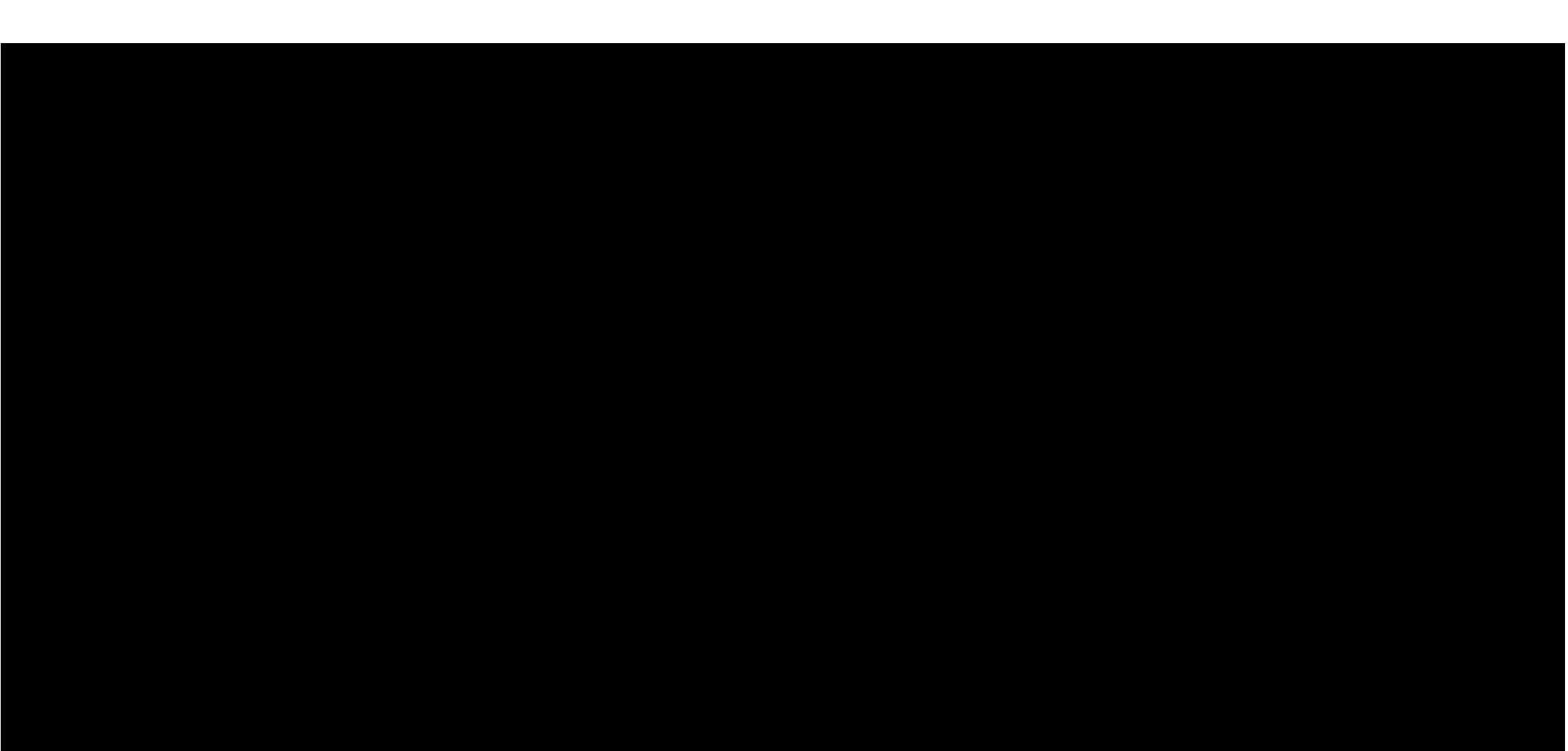










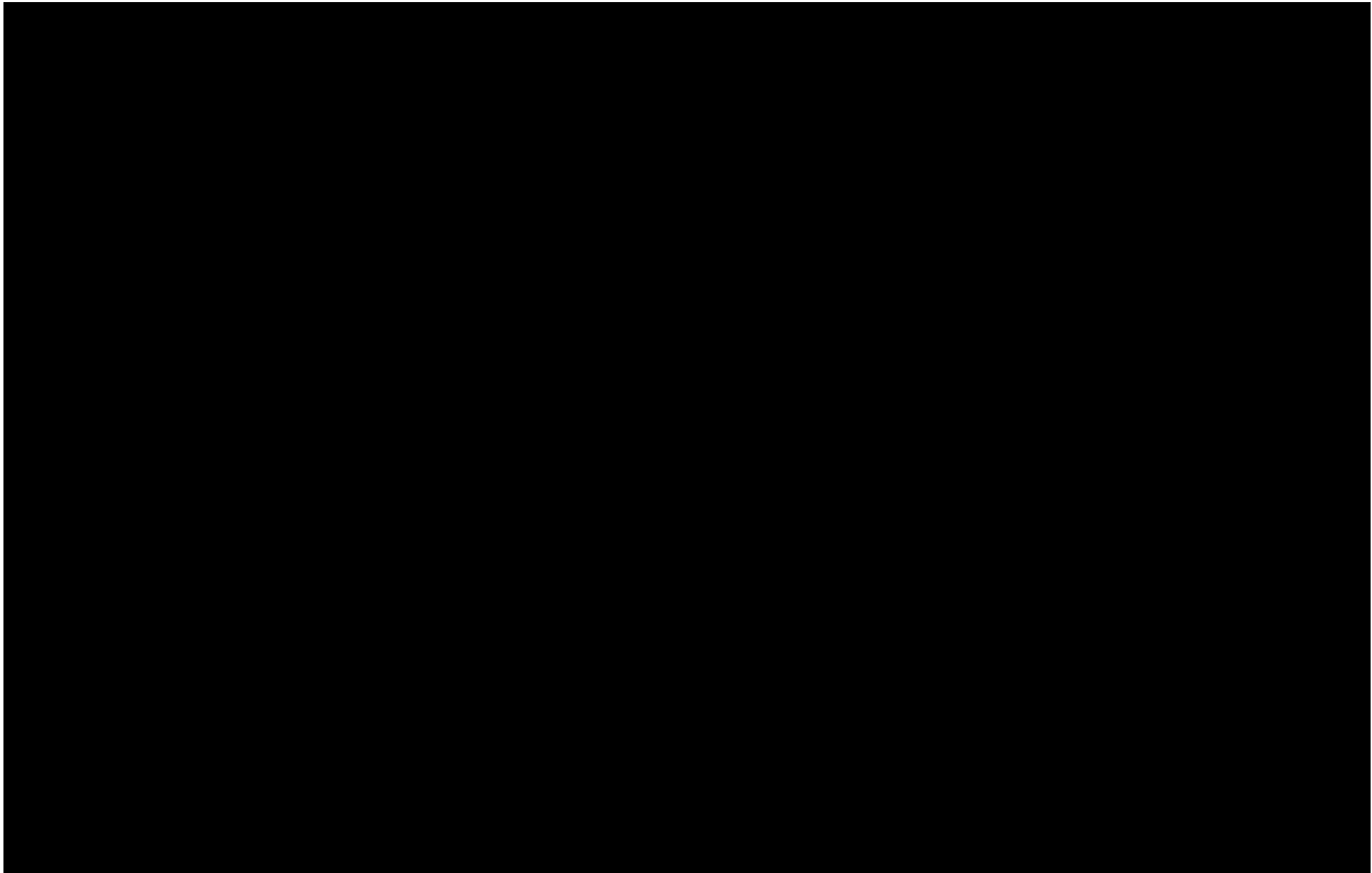


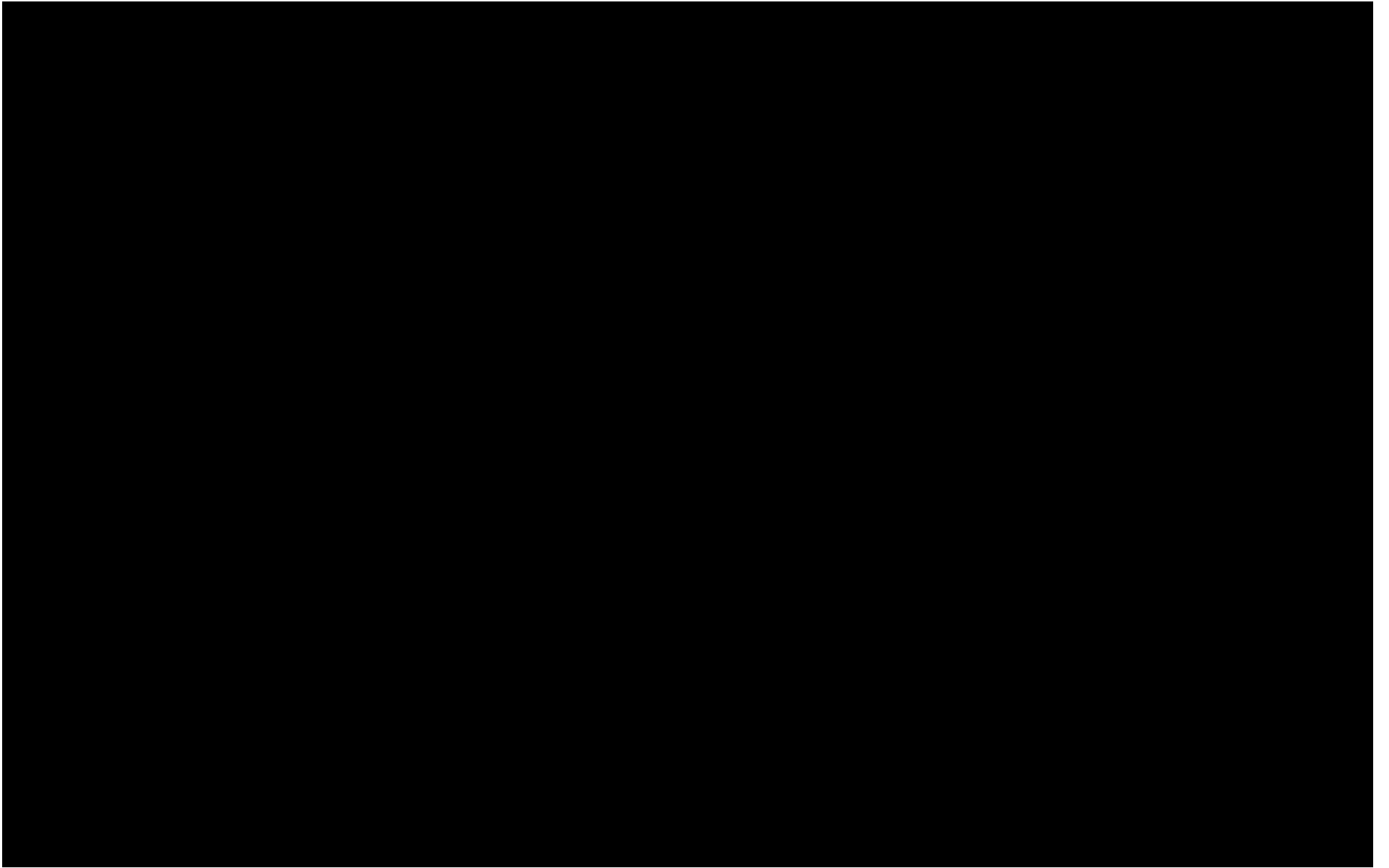


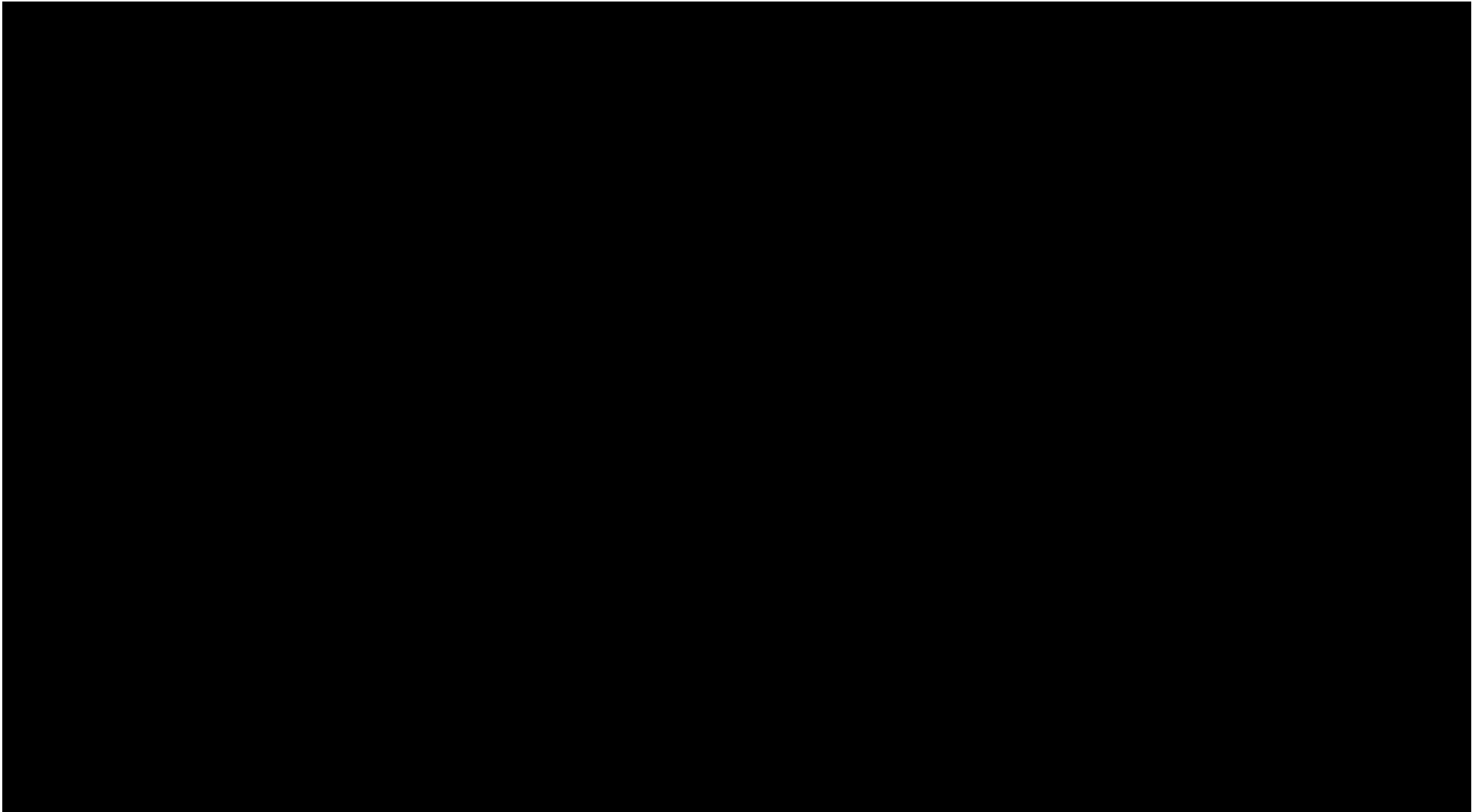


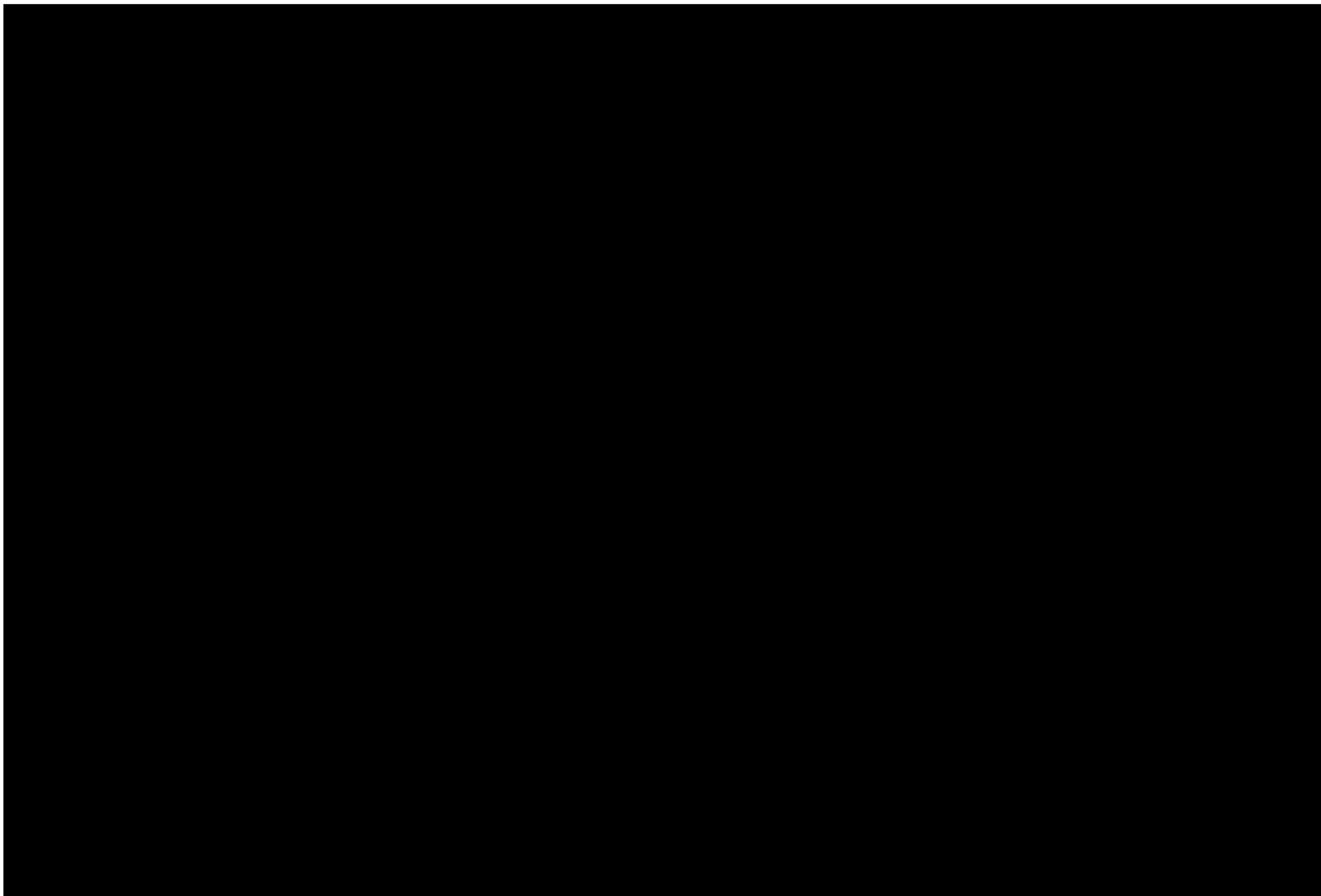


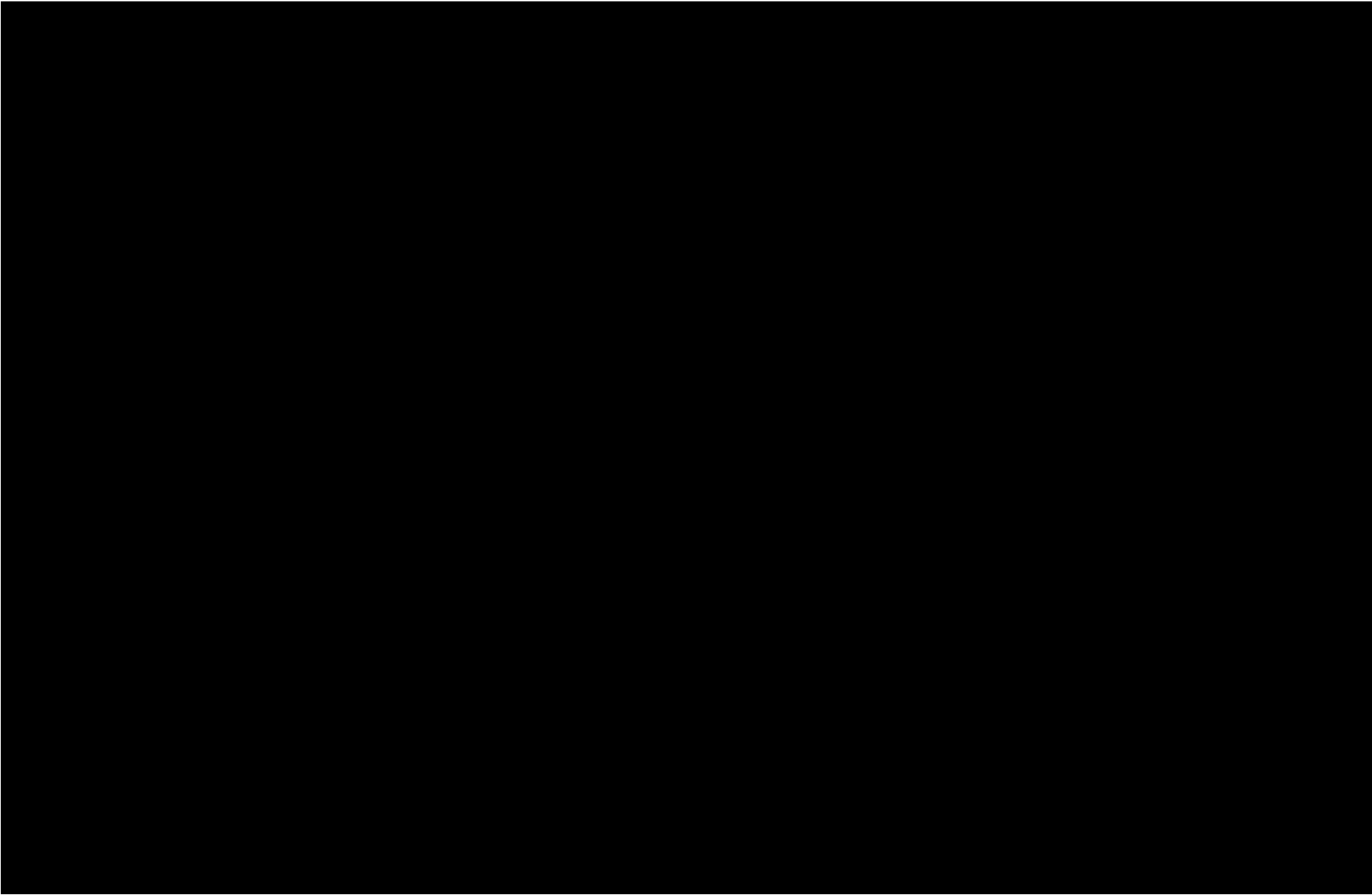


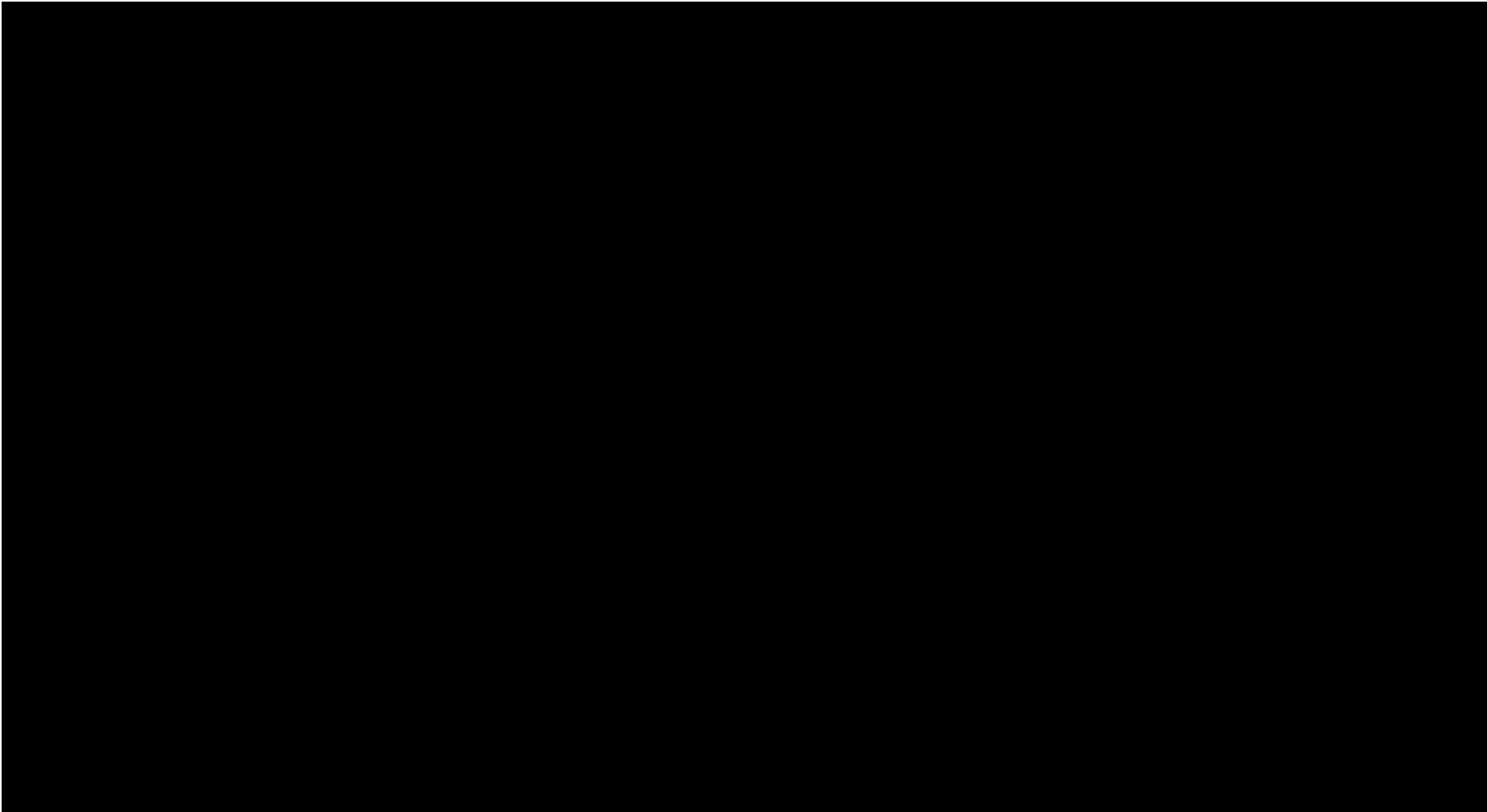


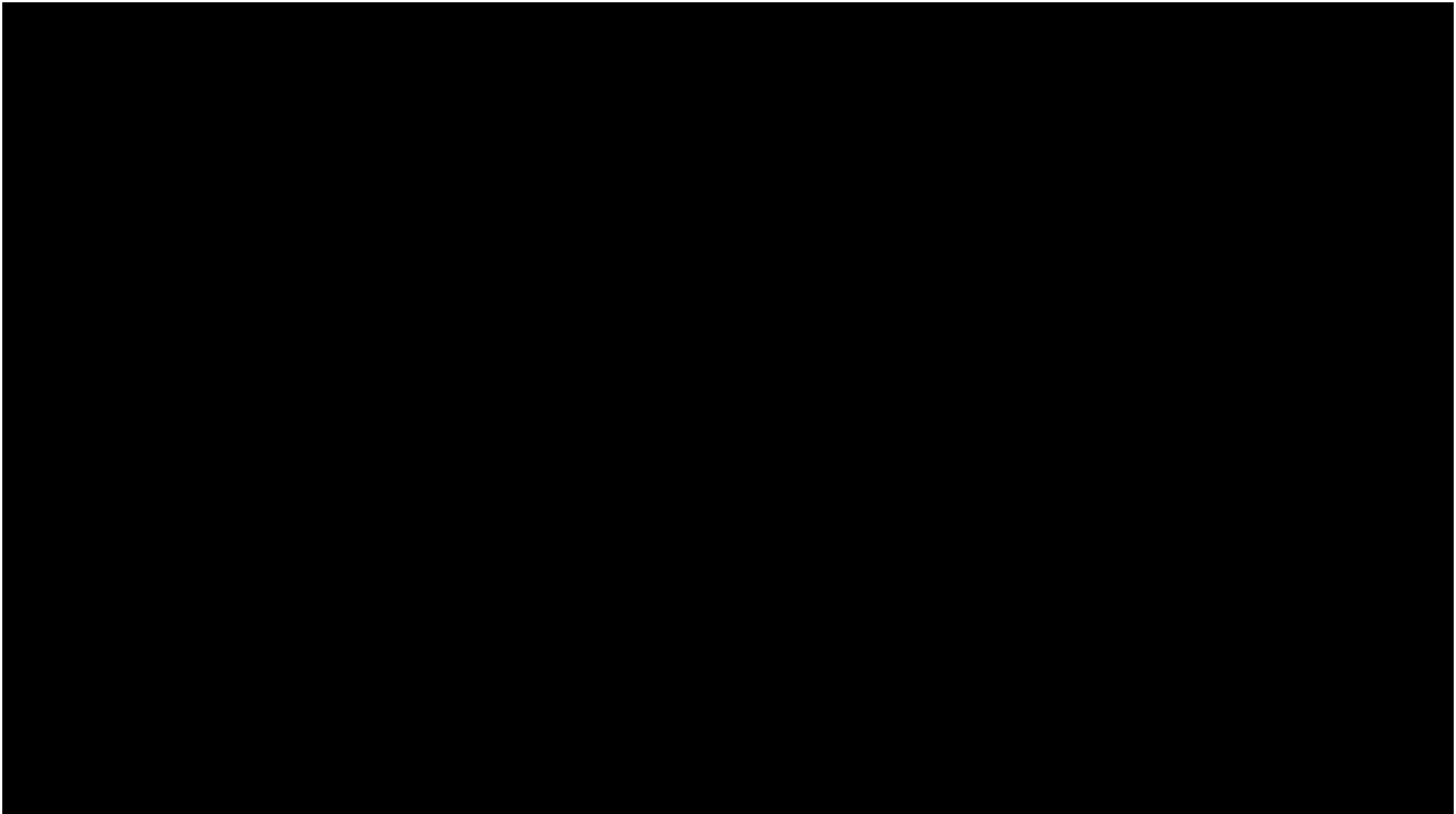


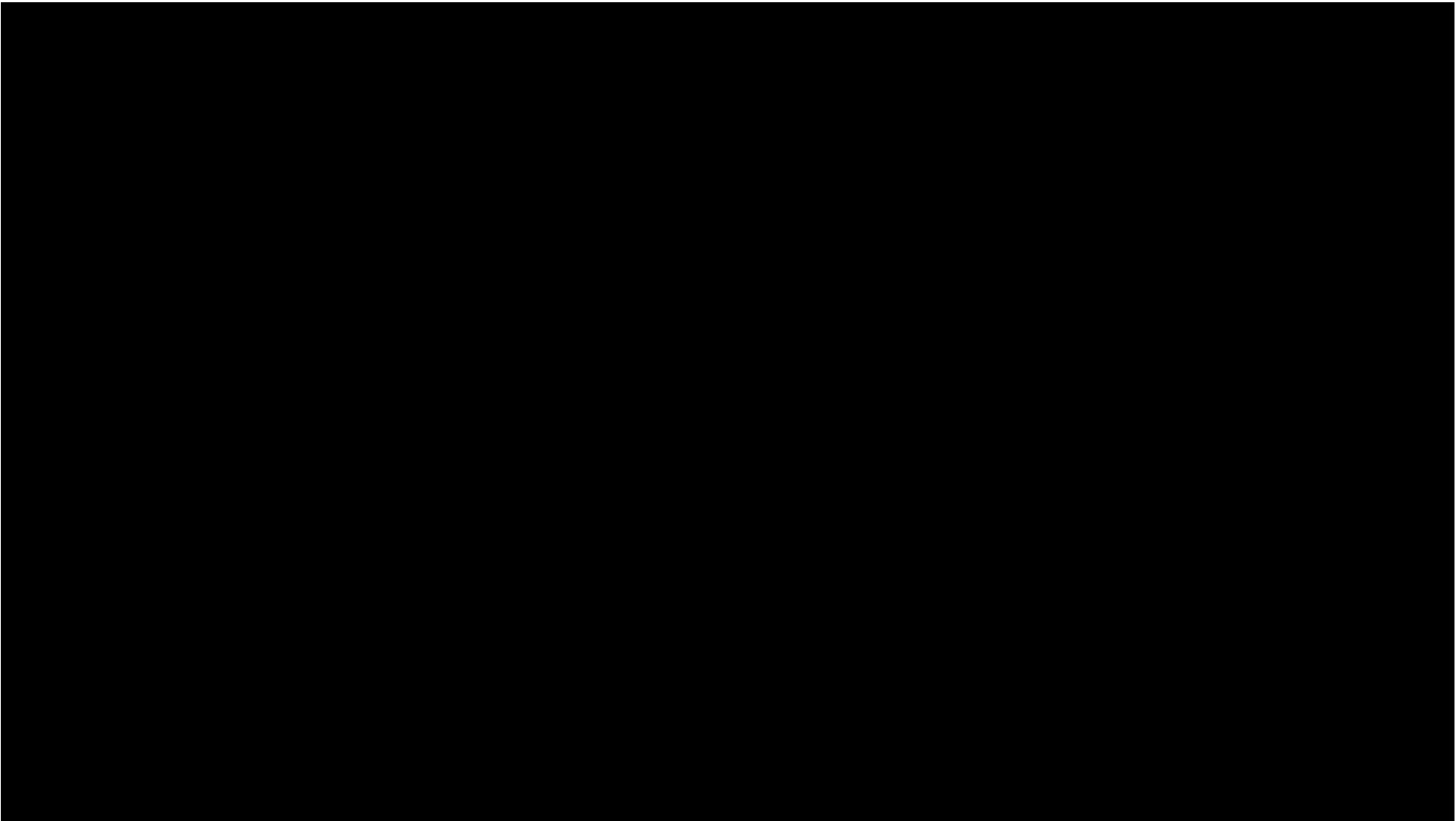


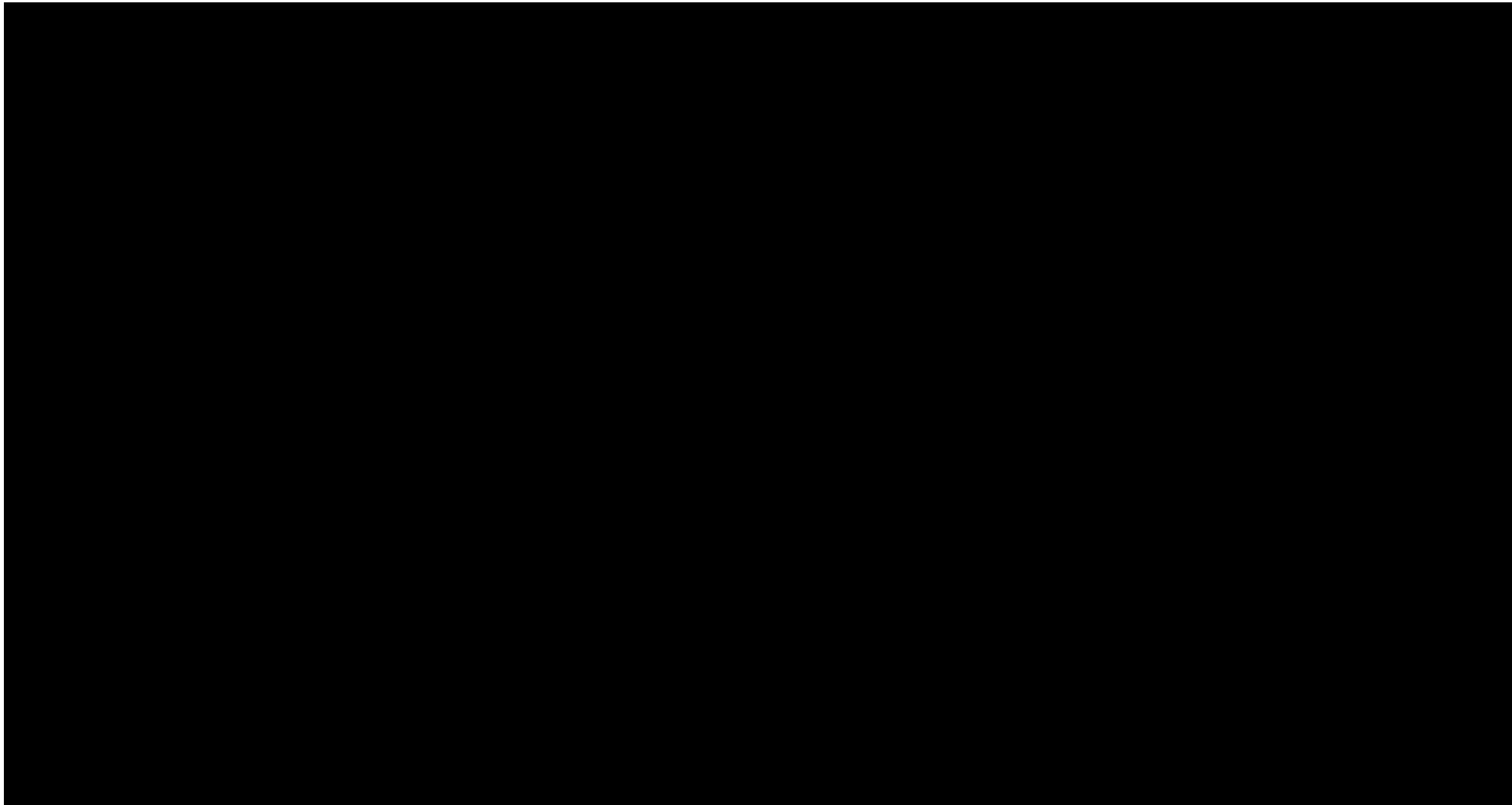


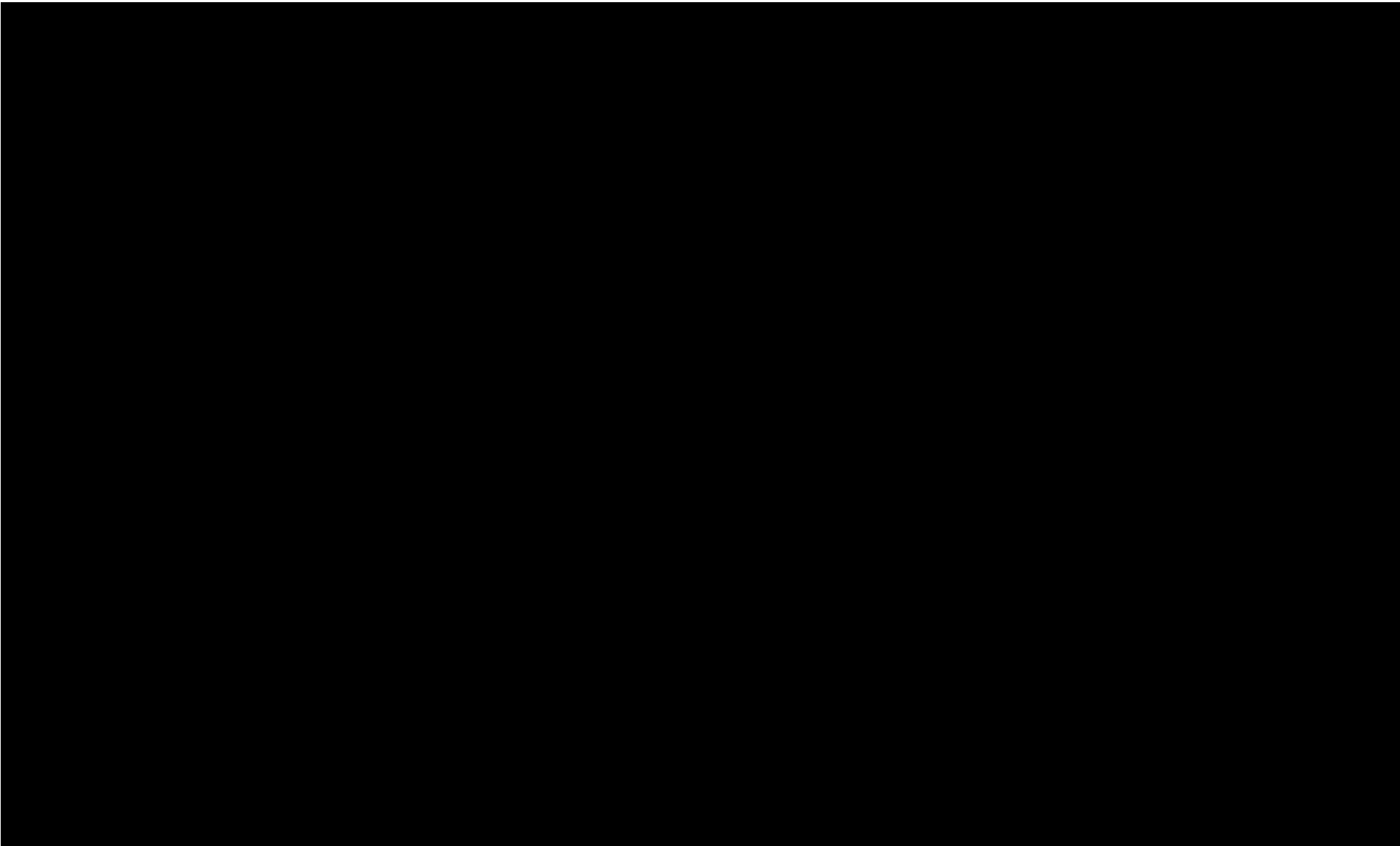


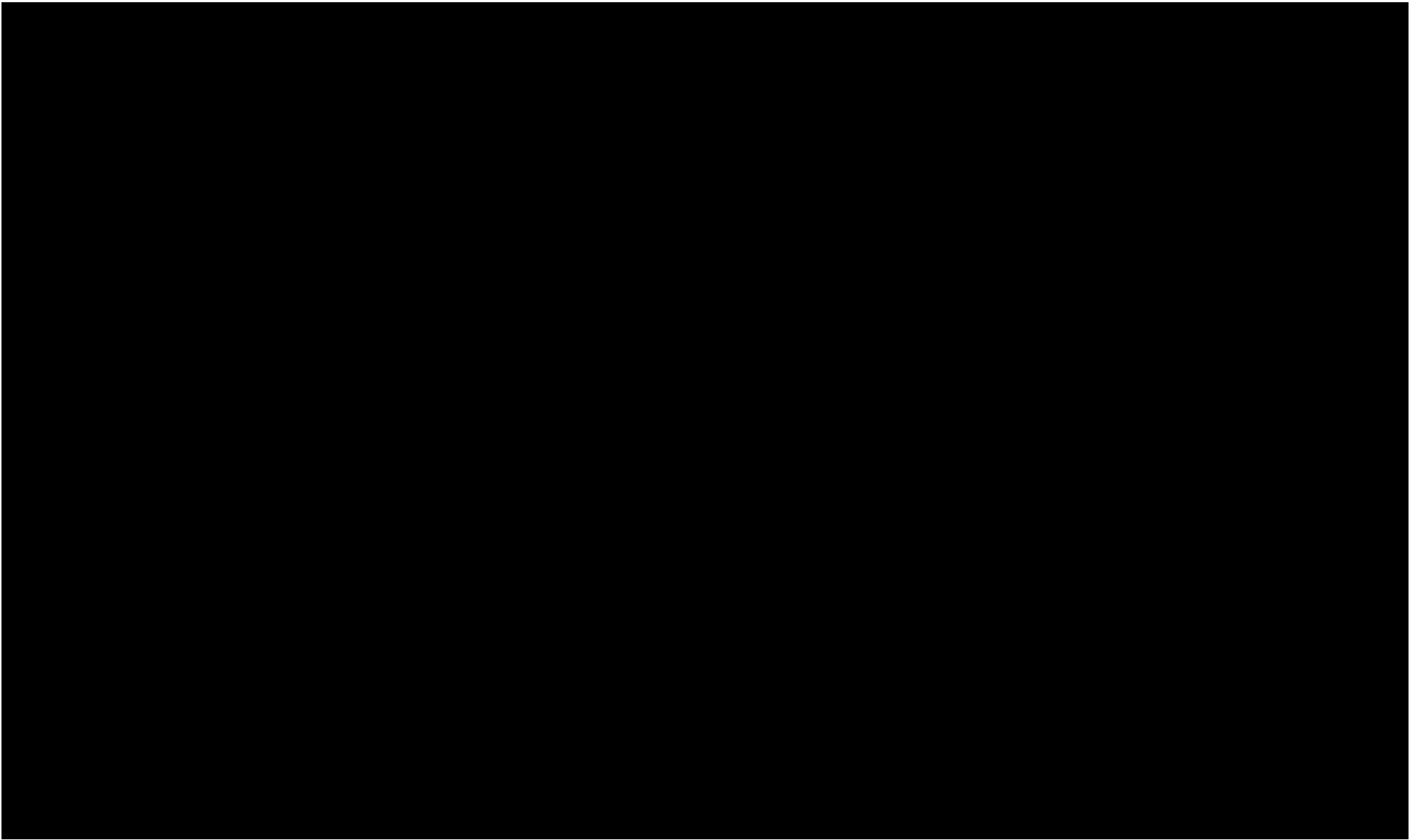


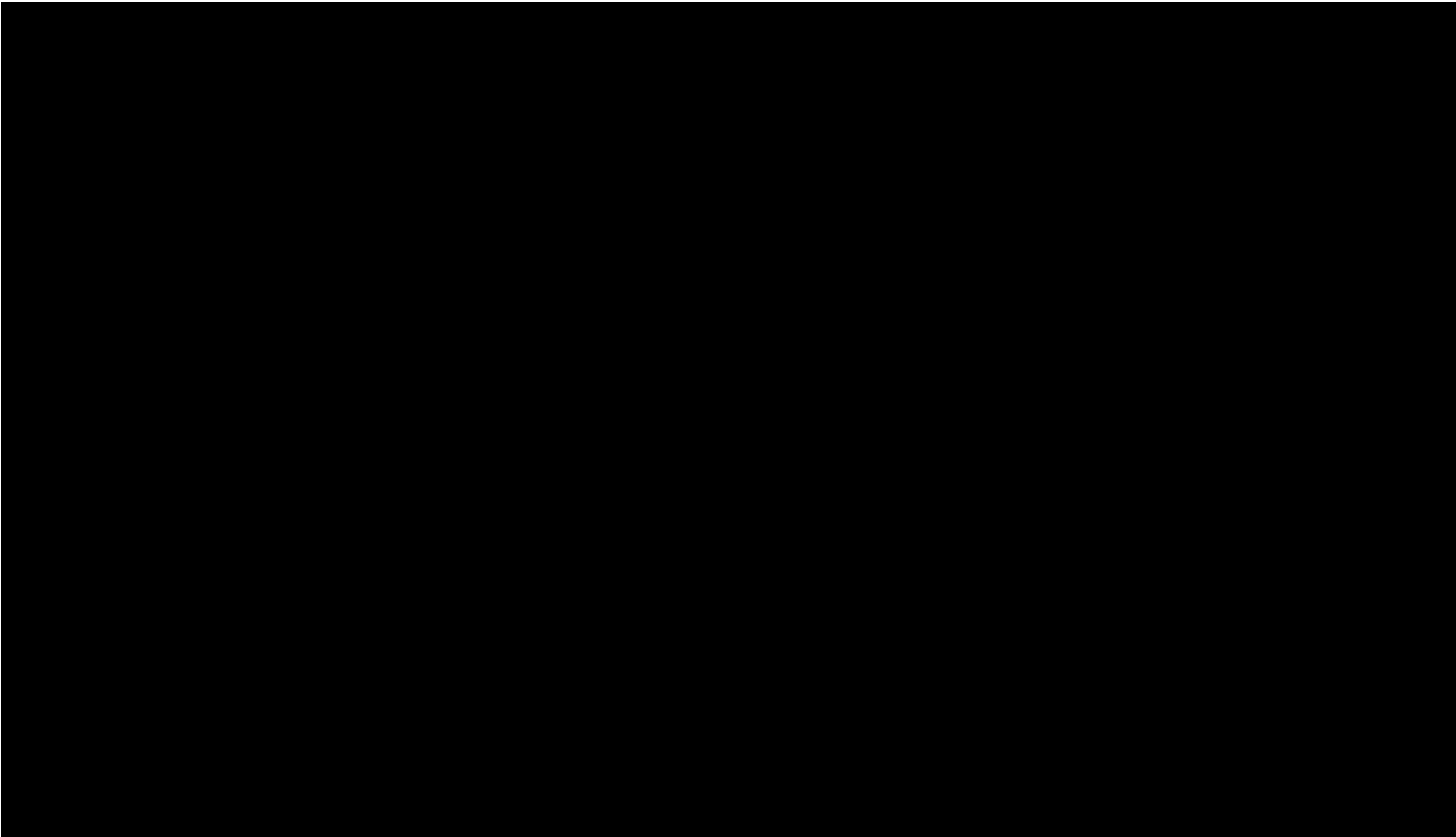


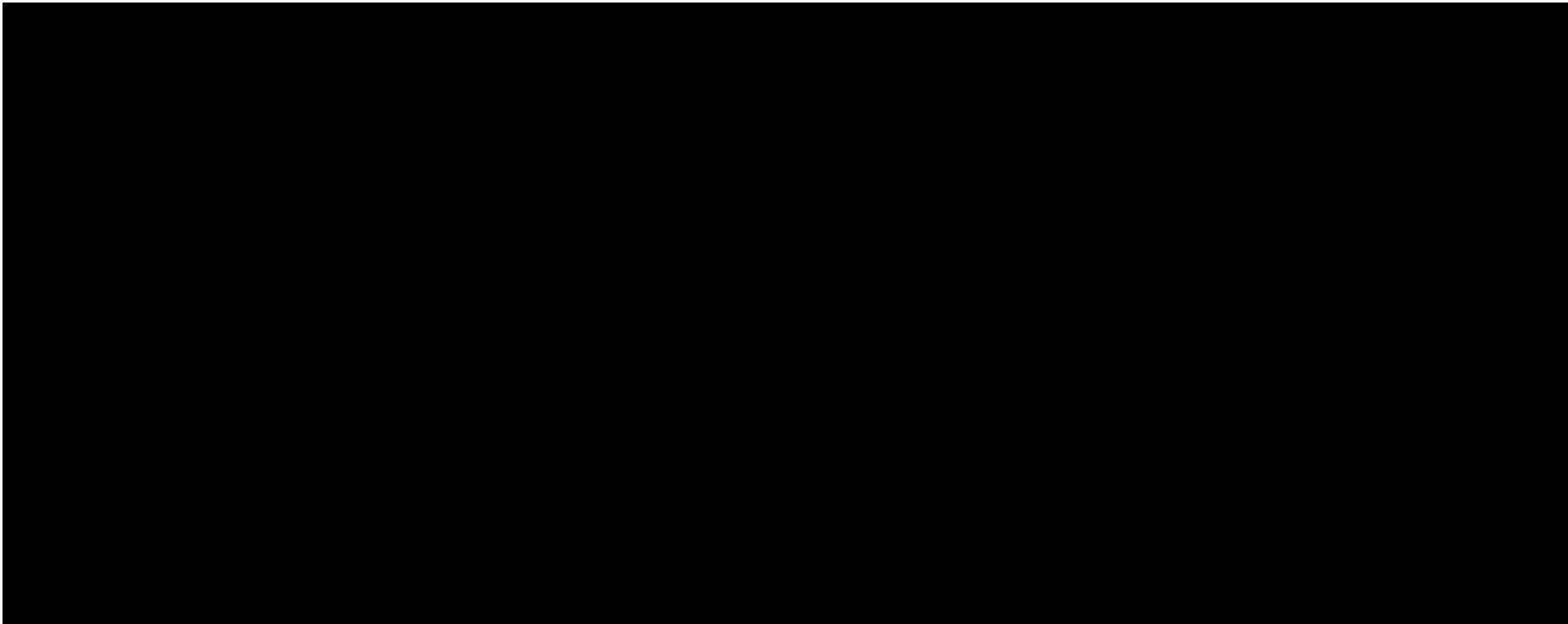


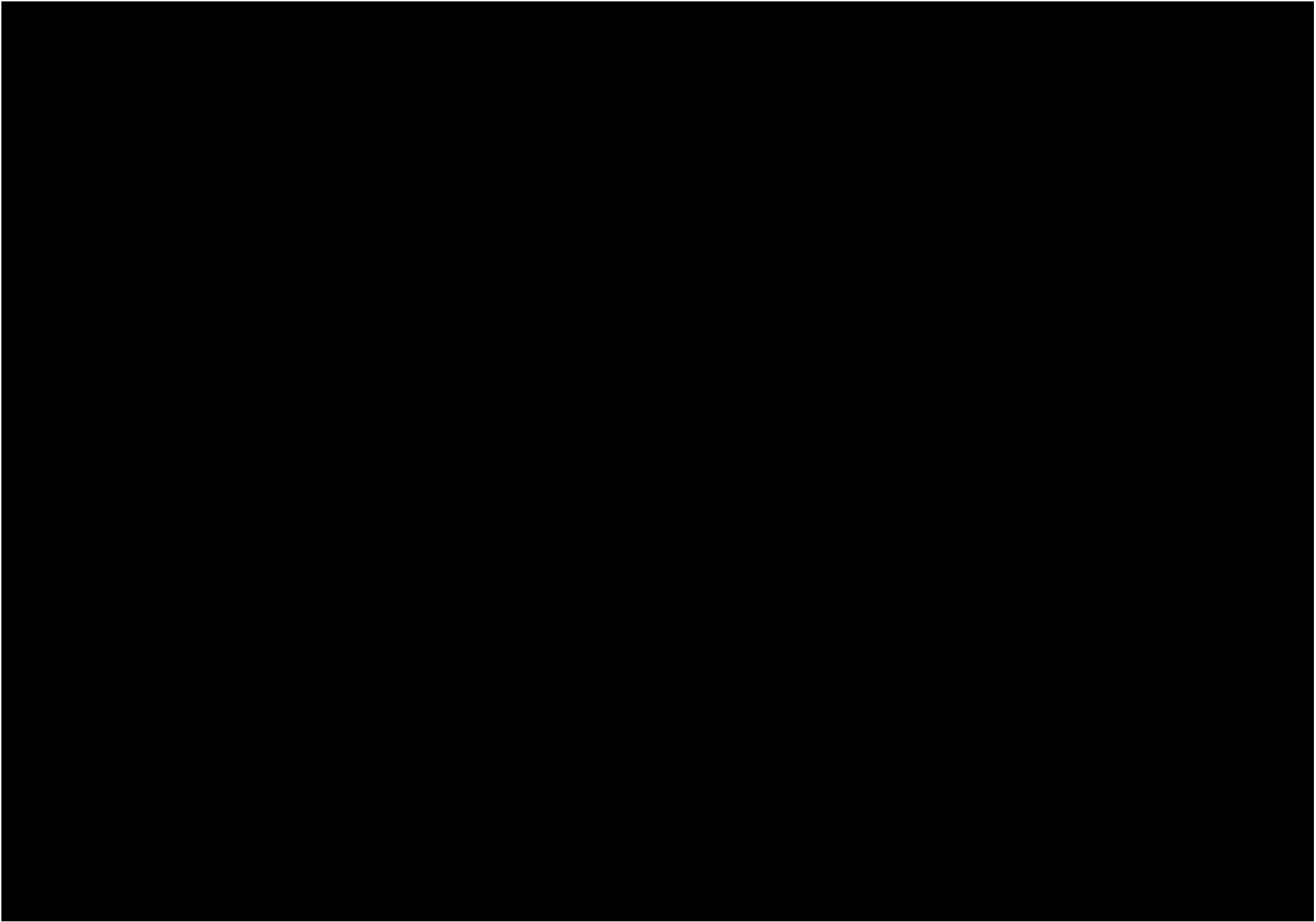


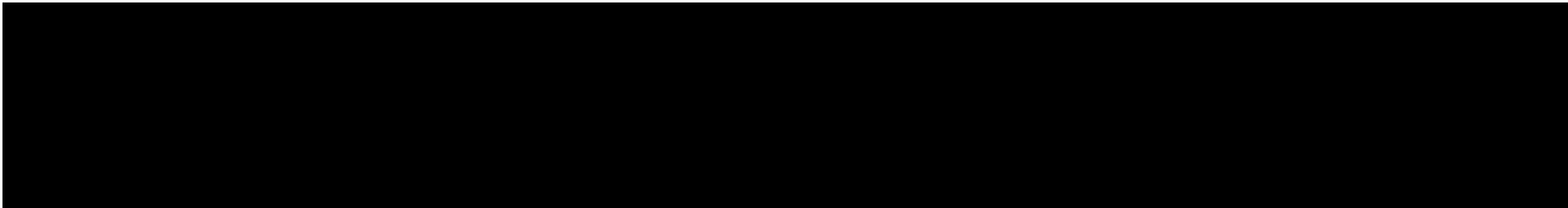




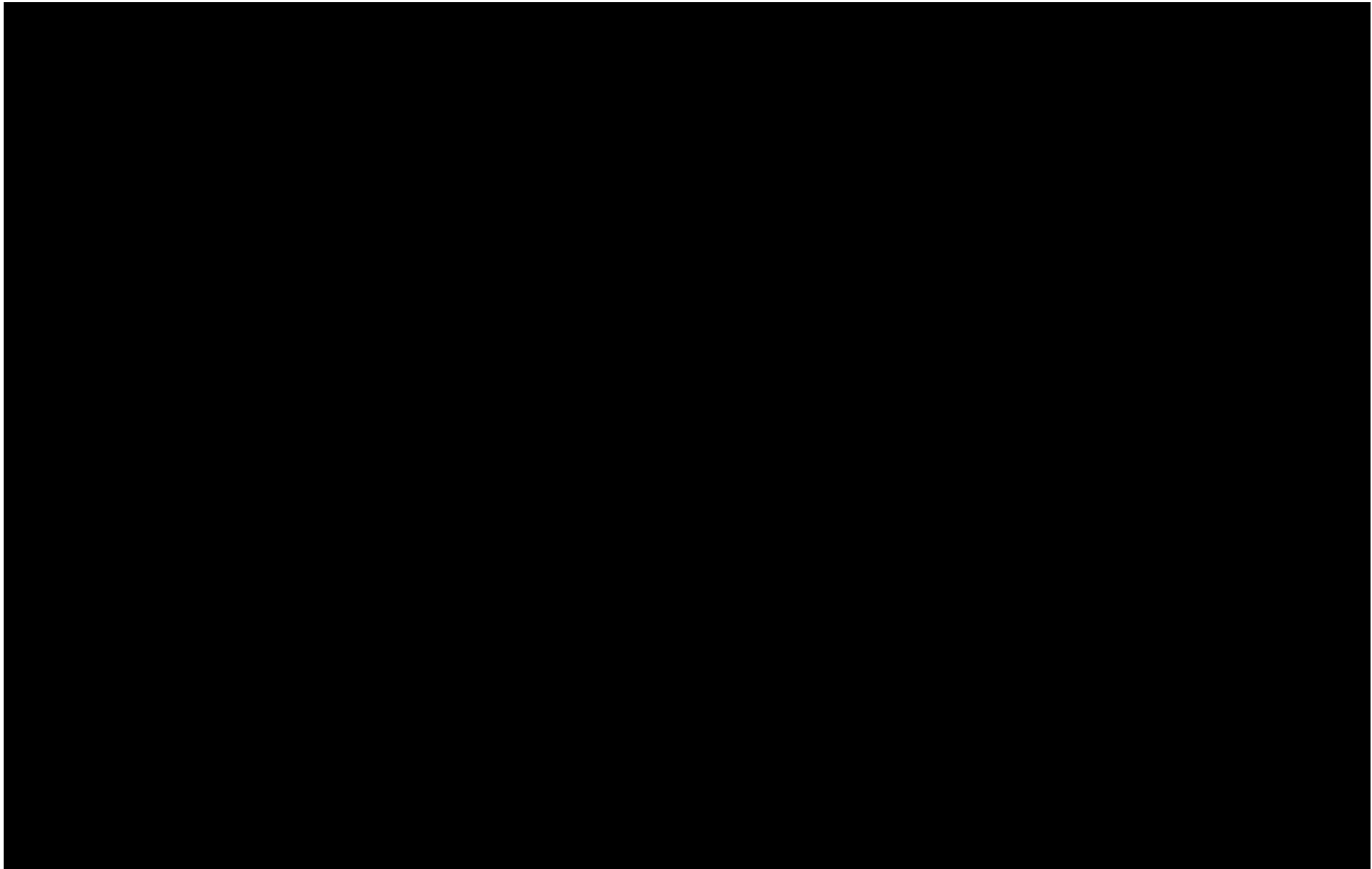




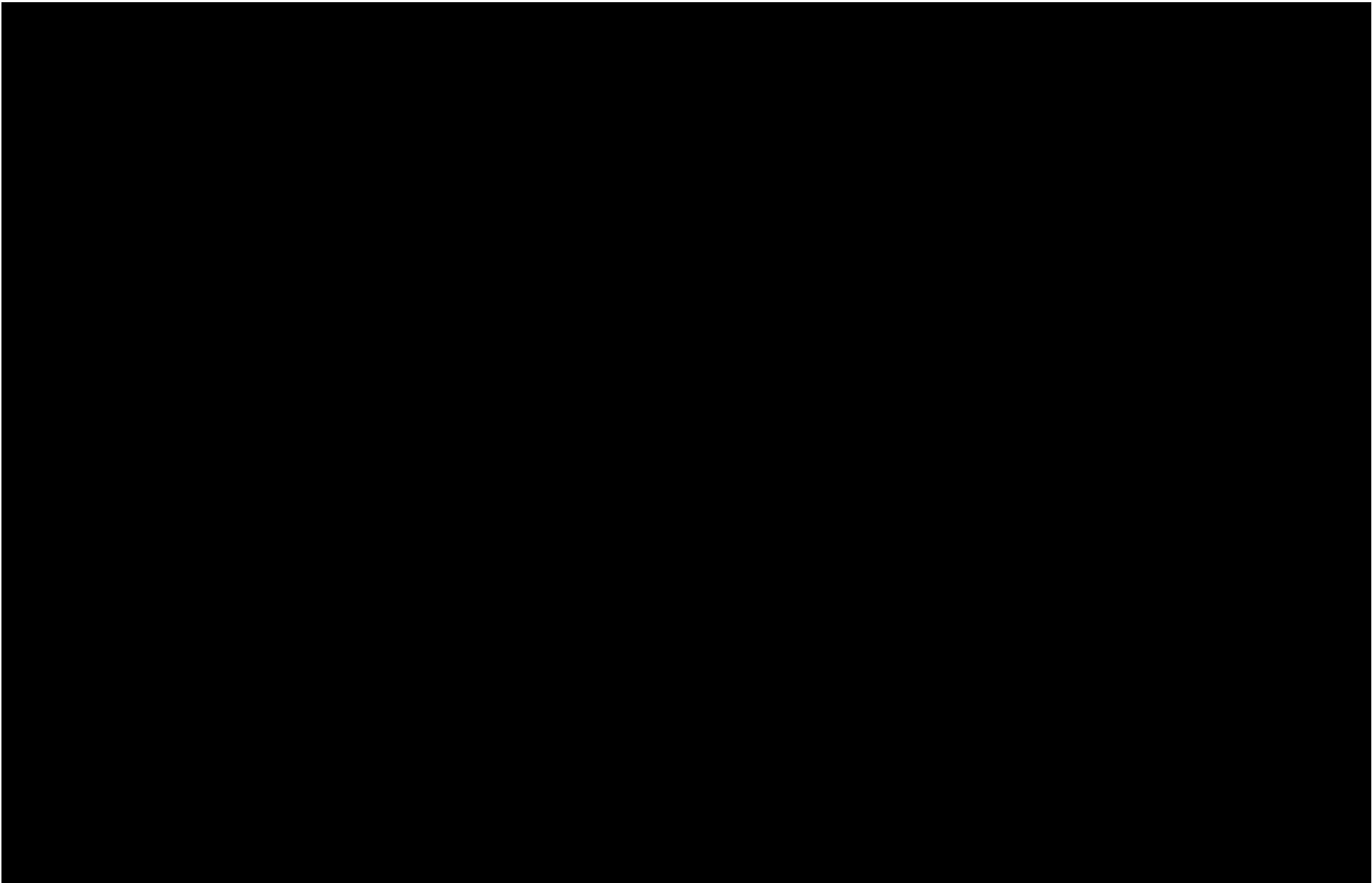


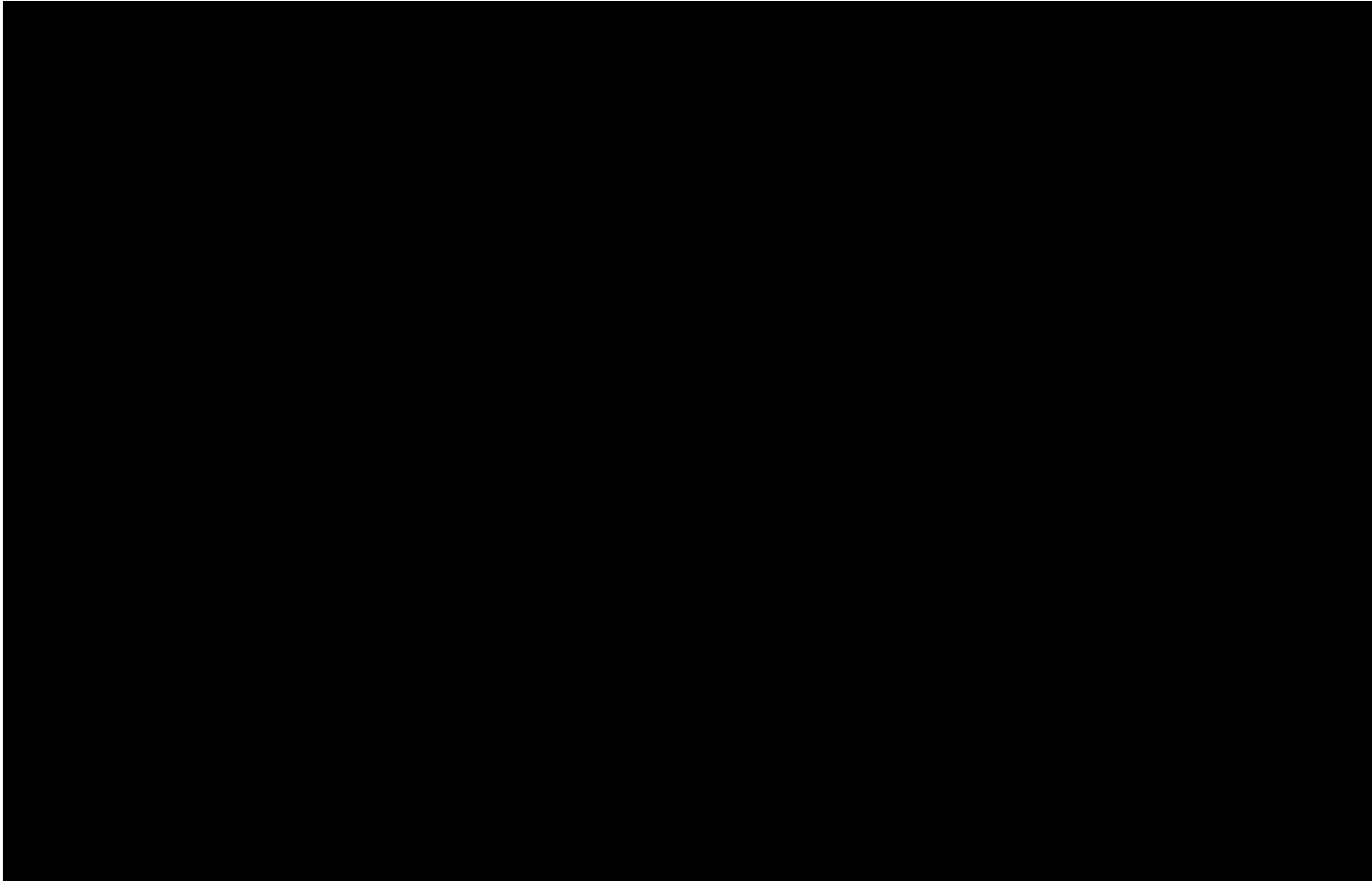




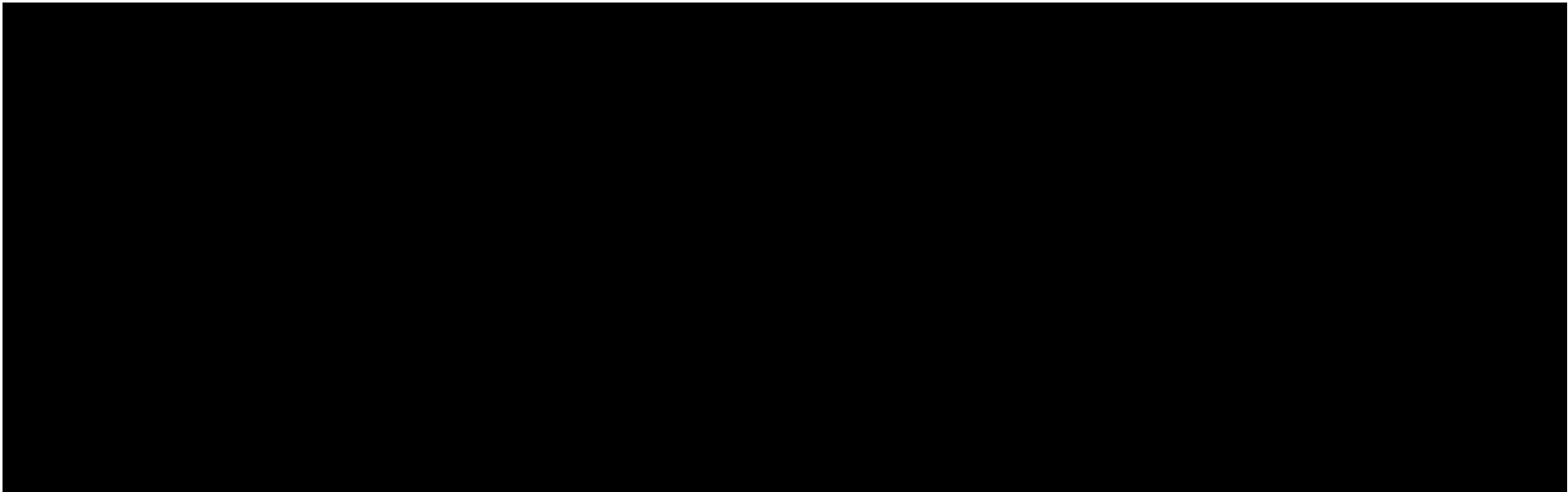


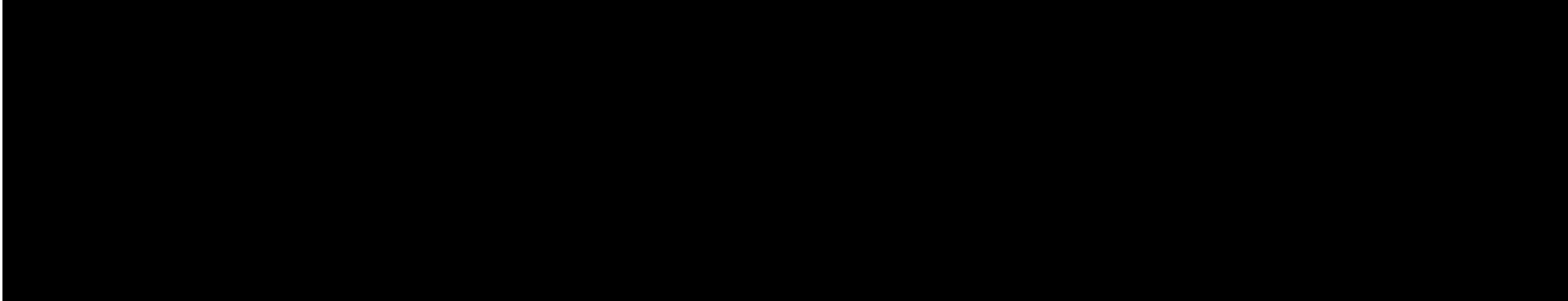


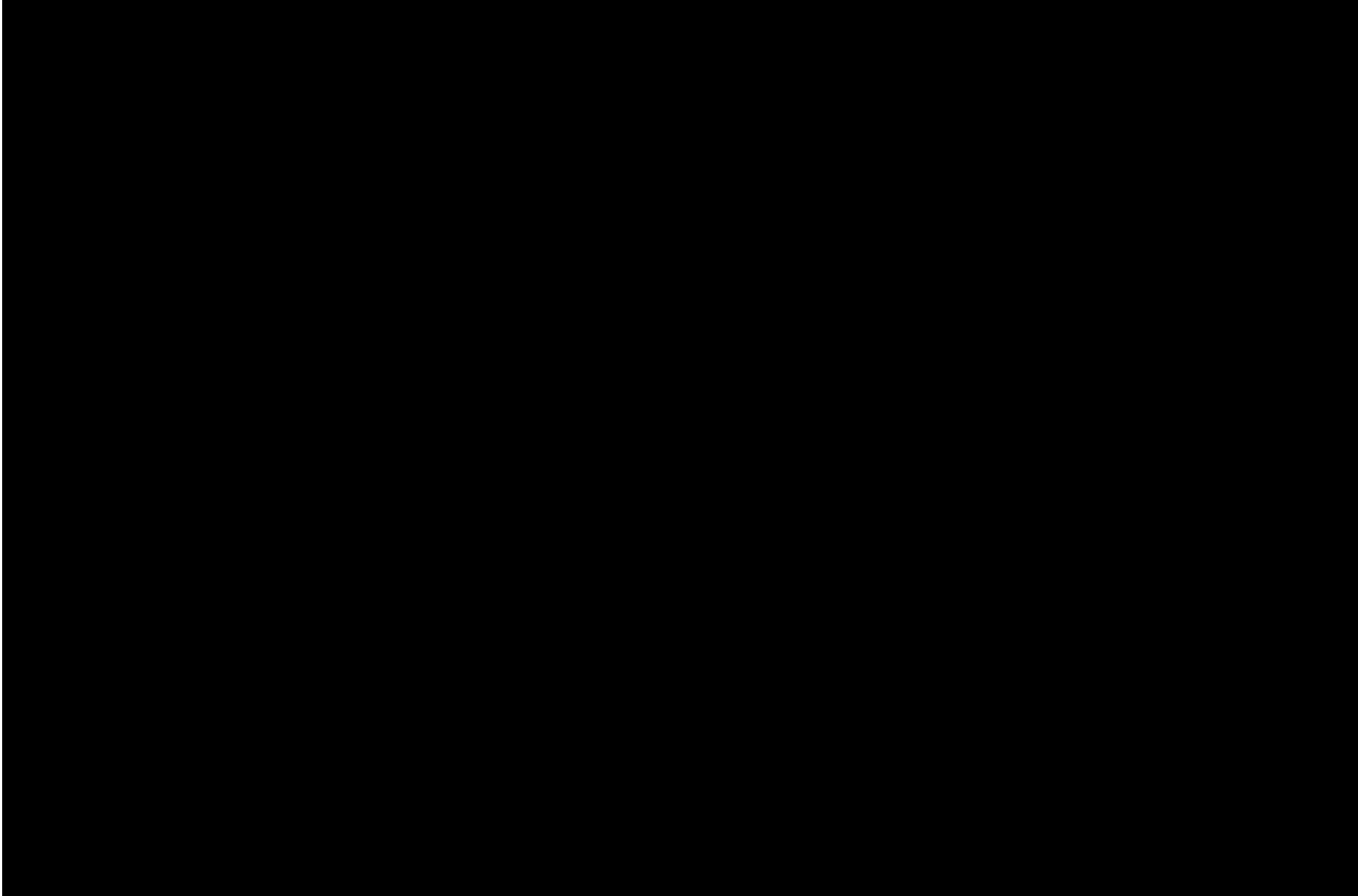


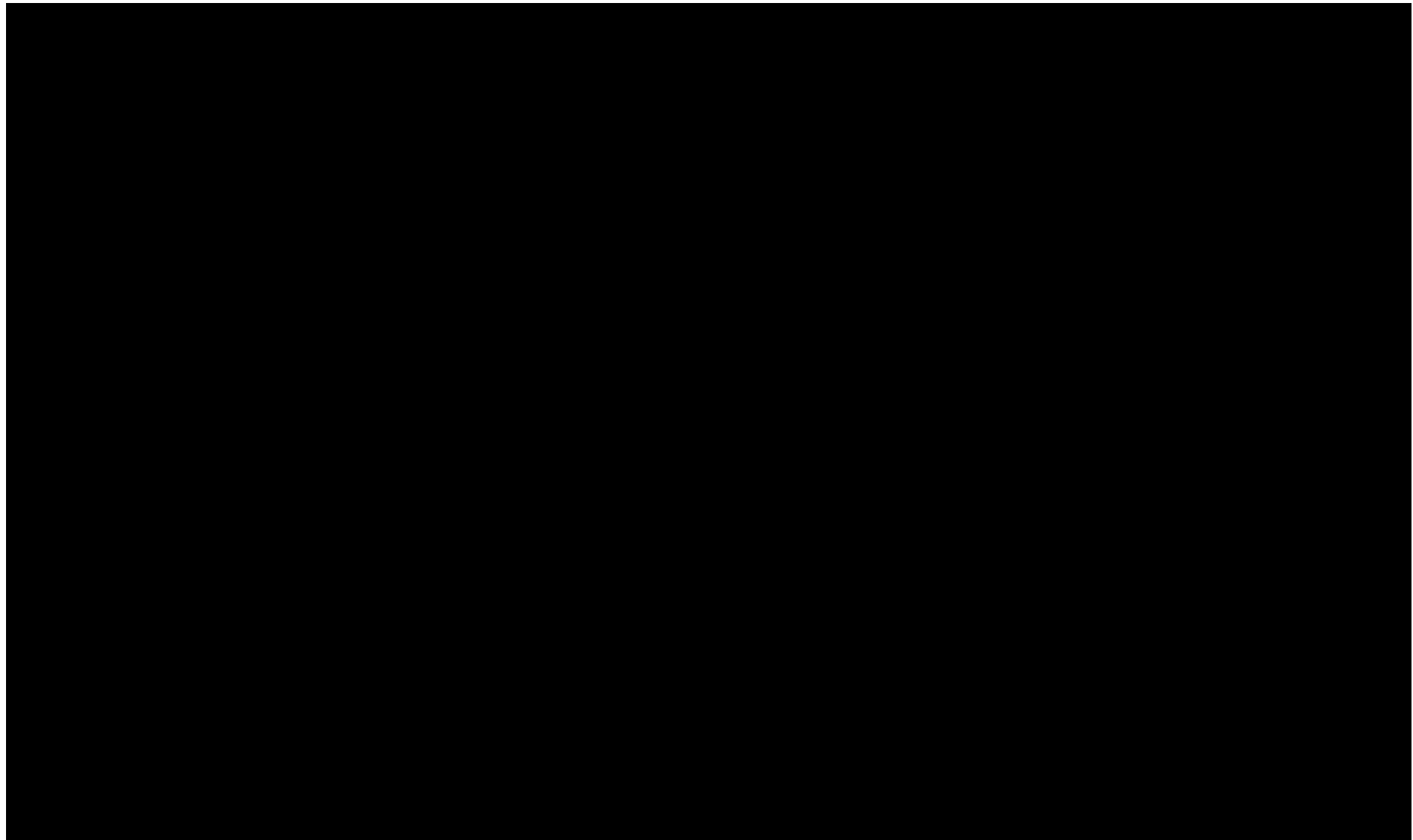


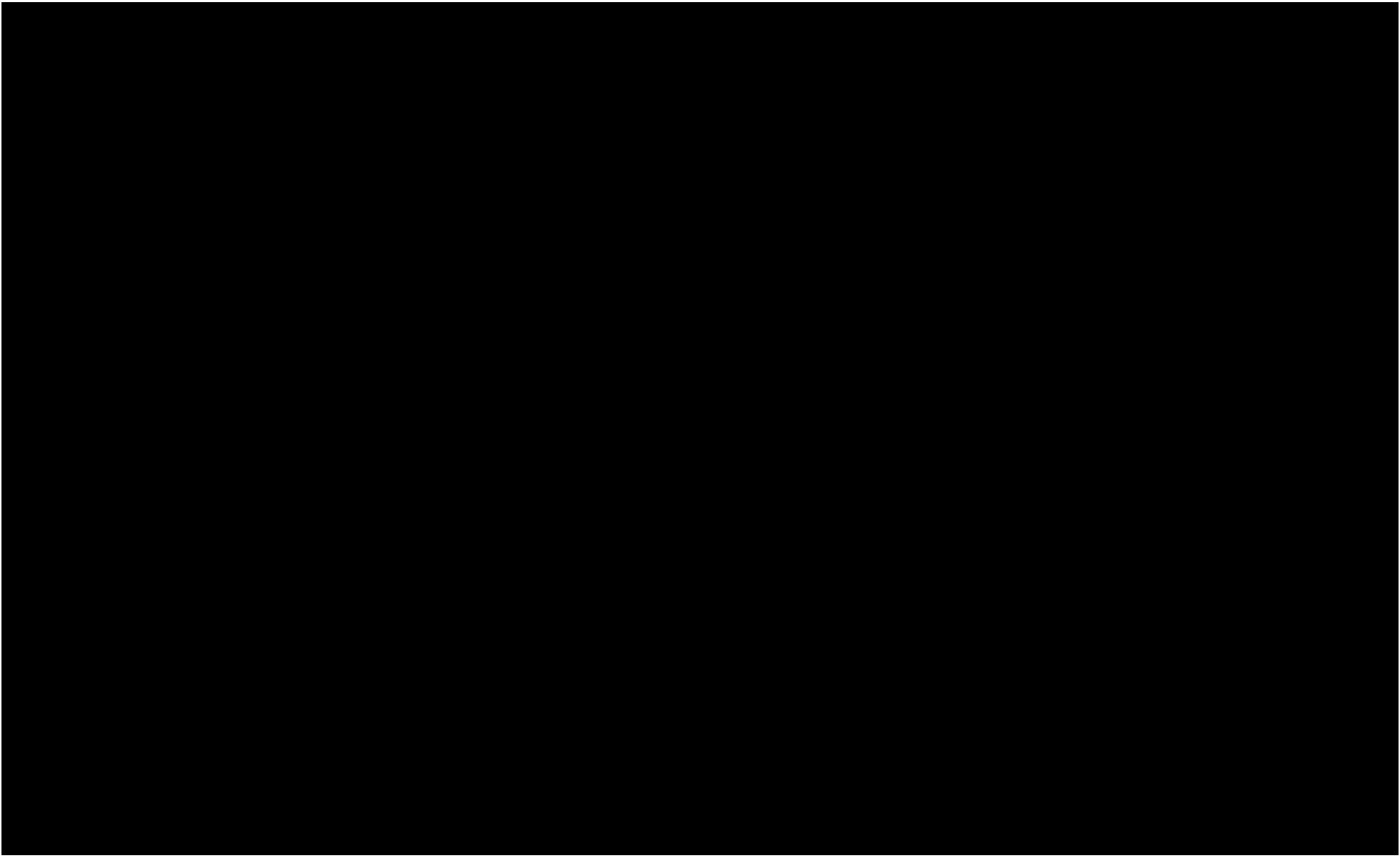


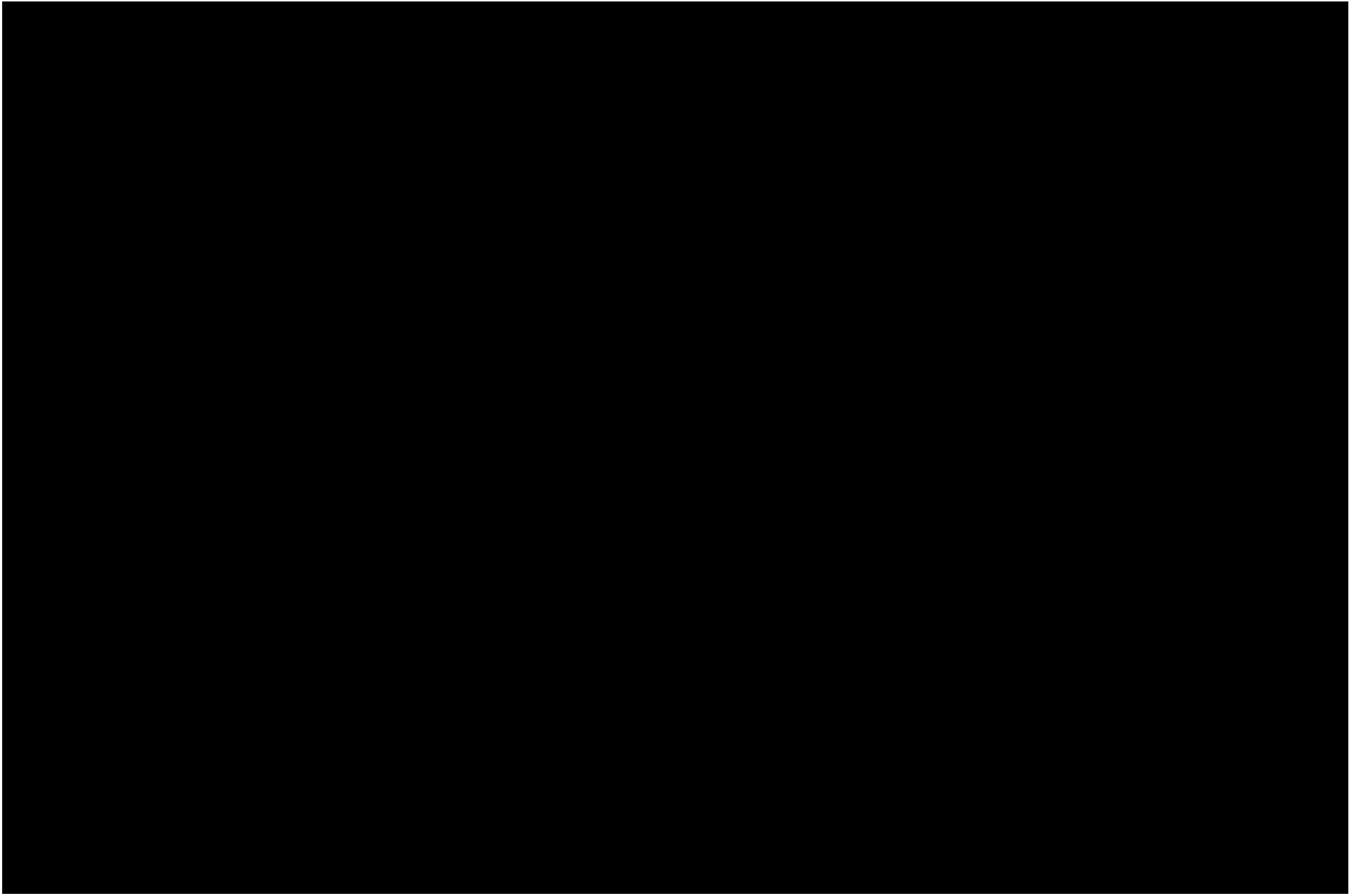


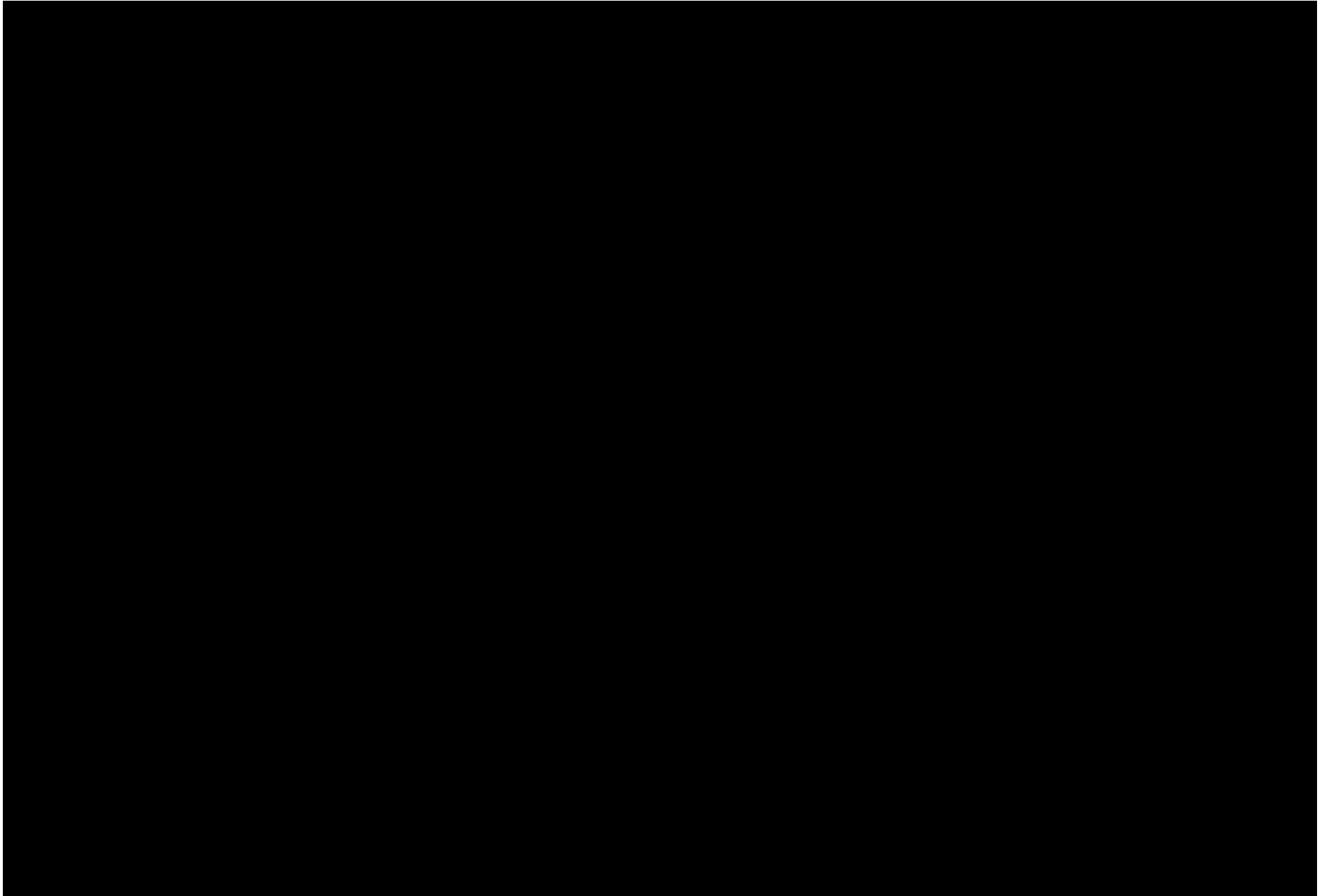


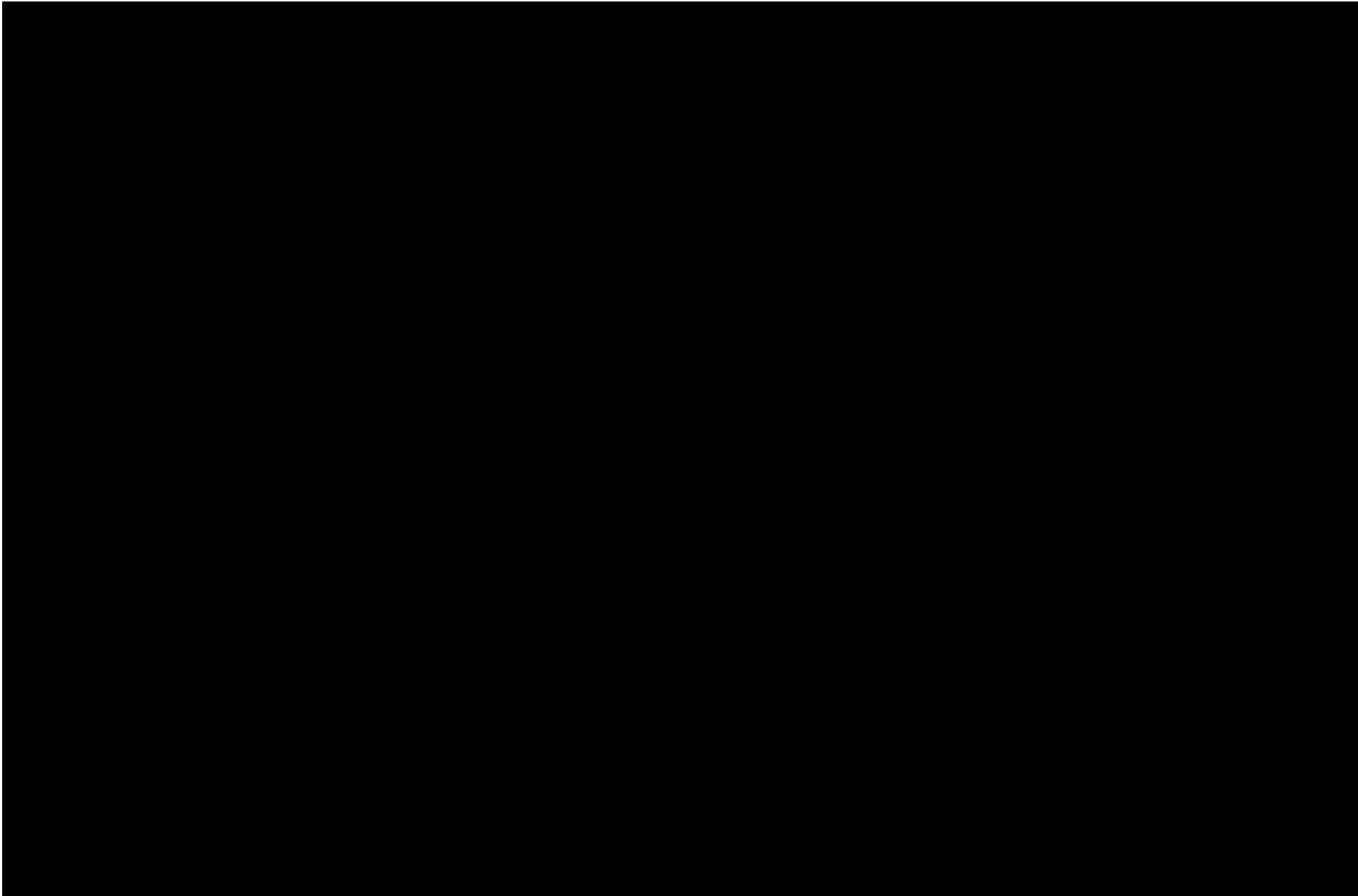


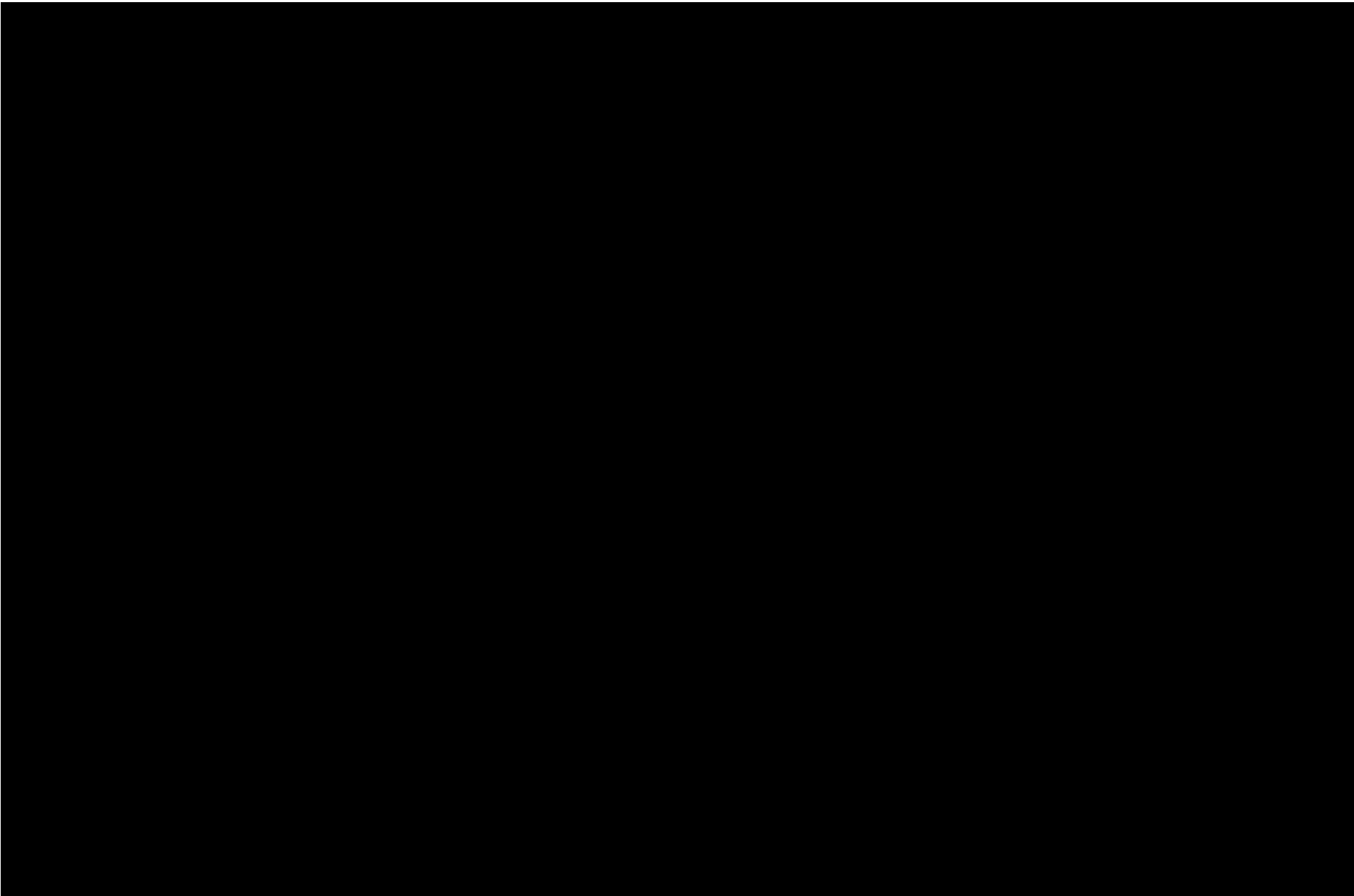


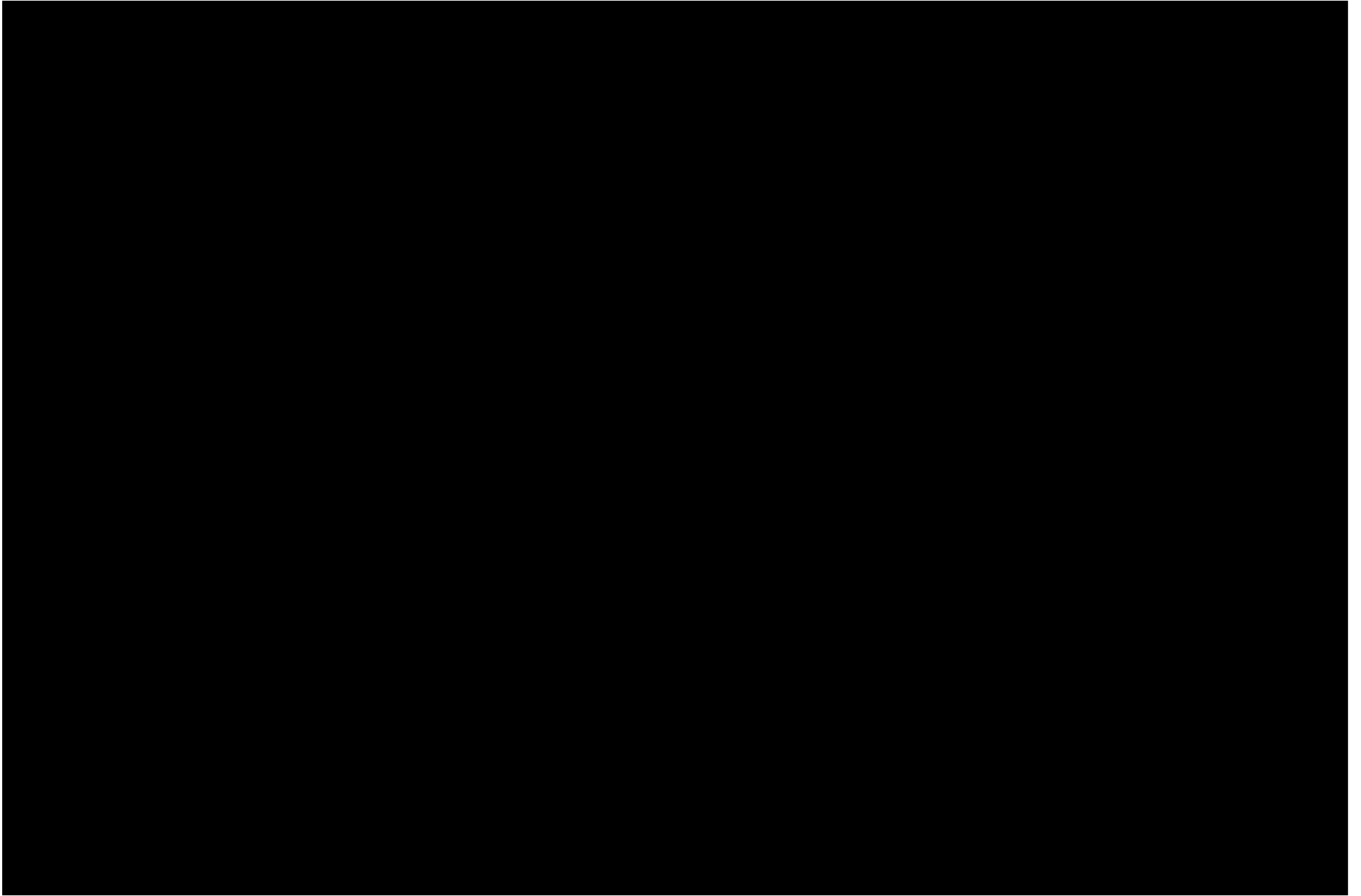


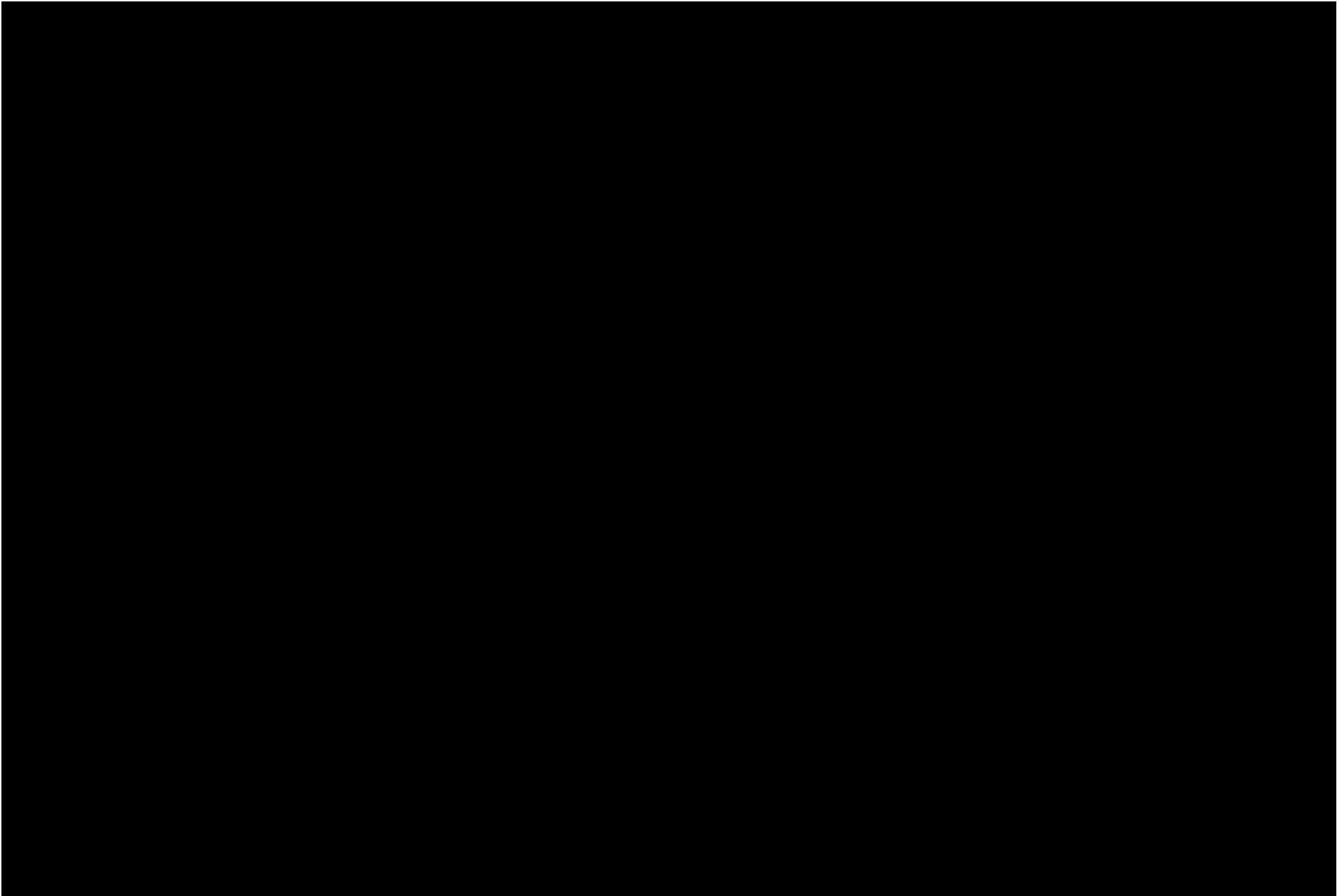


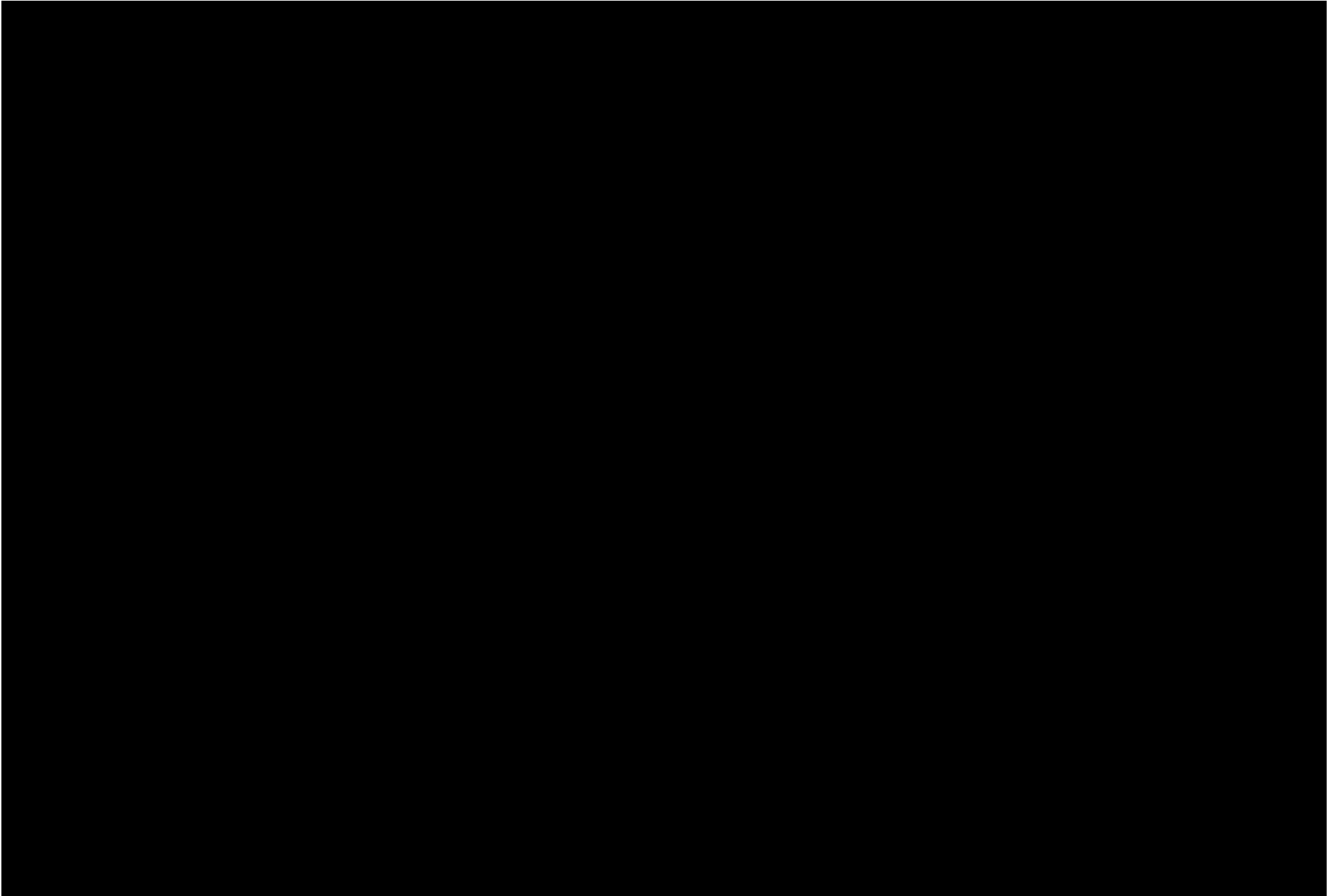


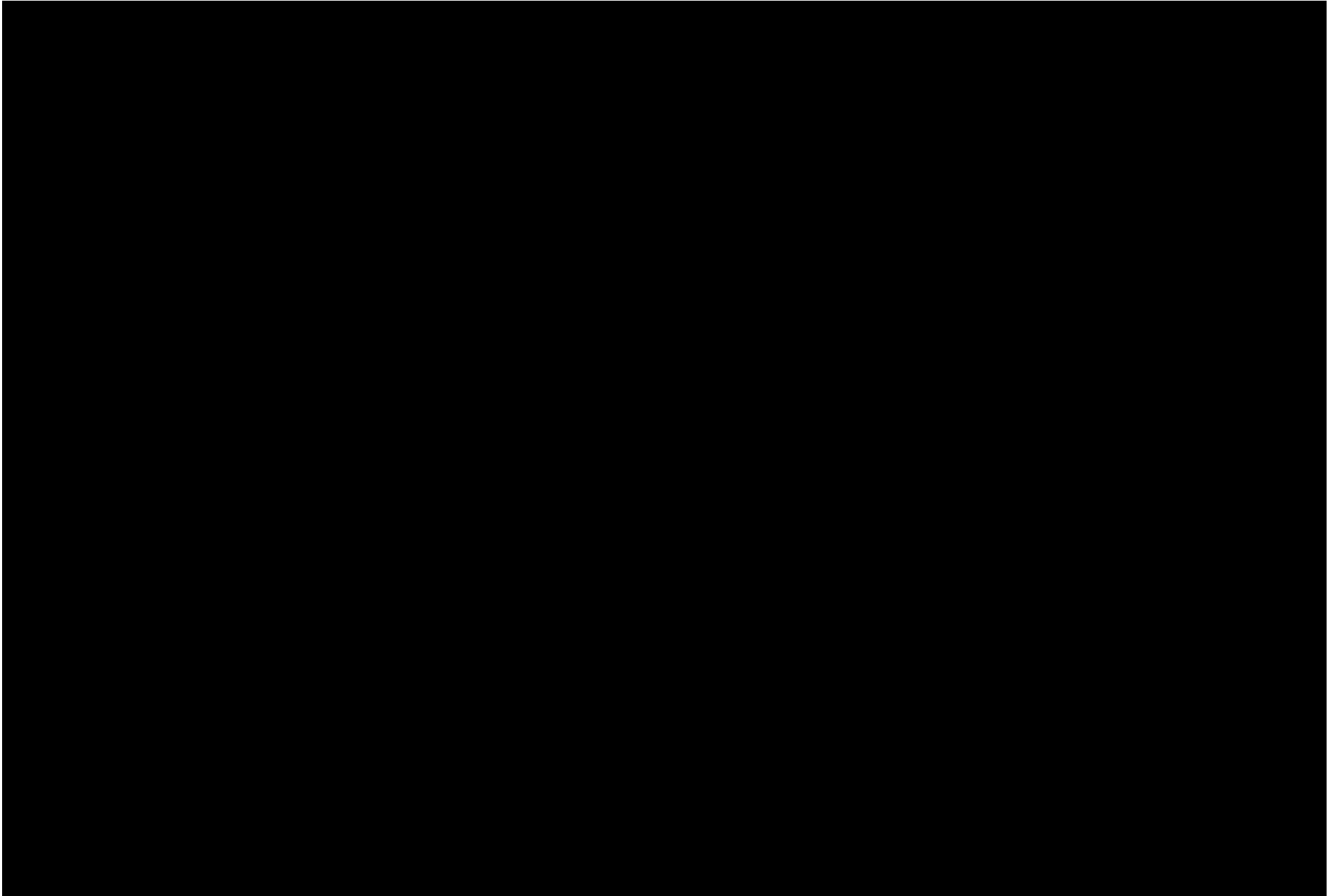


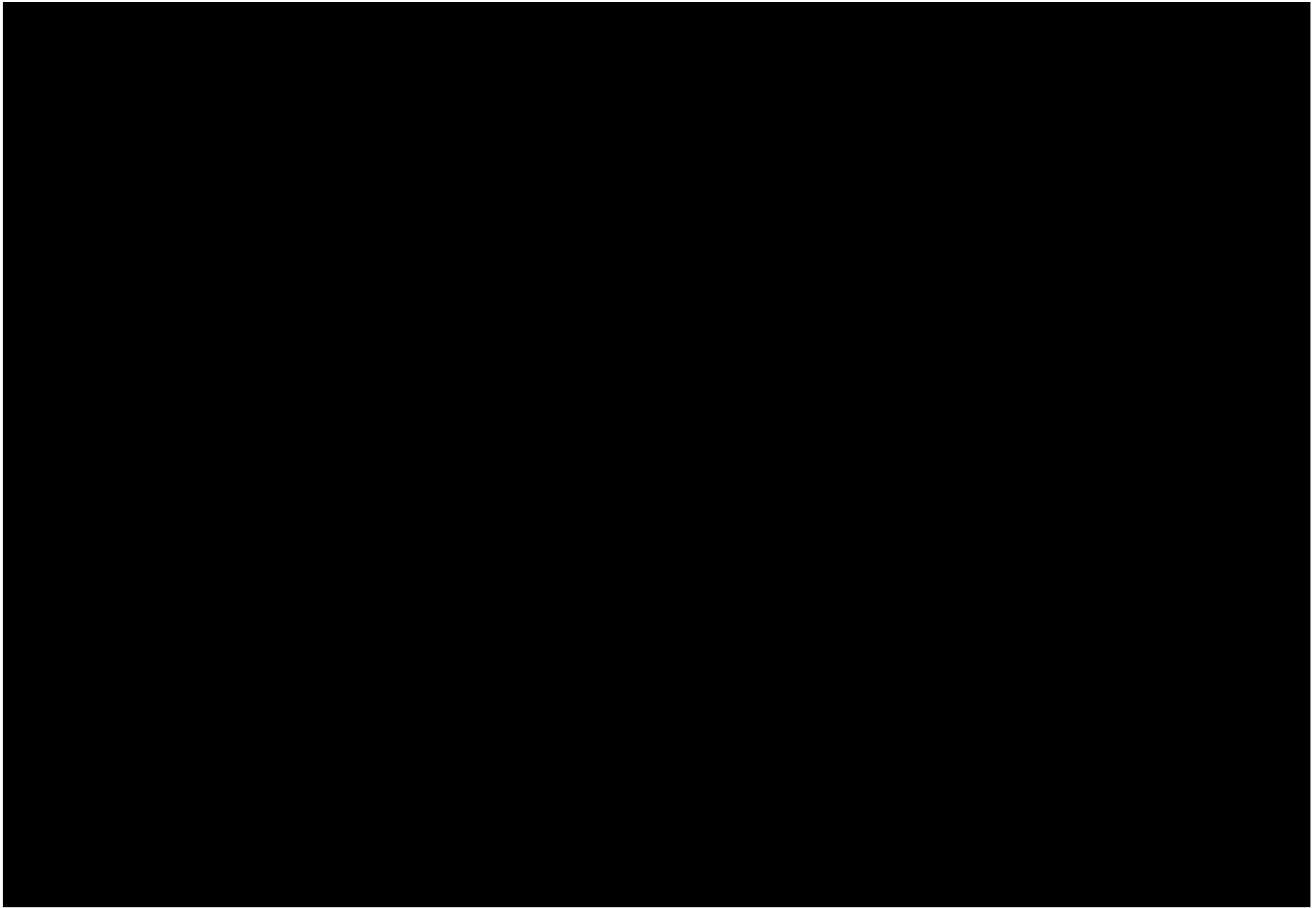












Attachment 3-12 Data Protocols

DATA PROTECTION EXECUTIVES

- 1.1 On the Commencement Date, the following executives shall be responsible for managing the objectives of this protocol, and each Party may replace an executive with another executive by notice in writing to the other Party from time to time:
- (1) Customer Data Protection Executive: To be notified by the Customer to the Contractor from time to time; and
 - (2) Contractor Data Protection Executive: Chris Hubbard.

(“Data Protection Executives”)

- 1.2 The Data Protection Executives will jointly review the access protocols at least once a year to assess whether any changes are necessary. Each Party will promptly notify the other Party of any concerns regarding any of the agreed upon access protocols.

APPROVED RESOURCES

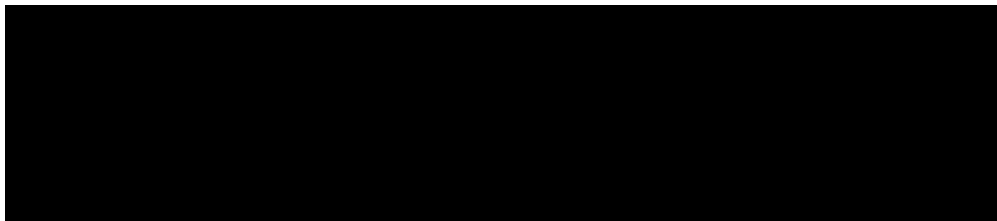
- 1.3 Pursuant to Schedule 3-SLA and Attachment 3-5 (also of Schedule 3-SLA) and Module 10, this document sets out agreed protocols for access to Customer Data for the purposes outlined in section 1.4 below through Contractor and Subcontractor resources including those located offshore approved to access Customer Data in accordance with Item 25A of the General Order Form. (“Approved Resources”)


APPROVED ACCESS

- 1.4 Subject to the Approved Access Conditions, Approved Resources may on and from the Contract Commencement Date access, use, process and retrieve Customer Data on a short term basis from the approved delivery locations in Item 25A of the General Order Form remotely to support project related activities under this Customer Contract such as:
- a) undertaking onboarding activities including:
 - (1) design, build, testing, defect management, change management and data conversion via Contractor Tools used to support the AESG Service;
 - (2) parallel payroll testing execution (in respect of Contractor Personnel and Subcontractor Personnel); and
 - (3) providing user acceptance testing support (in respect of Contractor Personnel and Subcontractor Personnel above);
 - b) undertaking support and maintenance activities including resolving incidents or services requests via Contractor Tools (in respect of Contractor Personnel, Contractor Tools and Subcontractor Personnel);
 - c) undertaking system patching and maintenance (in respect of Contractor Personnel and Subcontractor Personnel); or
 - d) undertaking software currency obligations of the AESG Service (in respect of Contractor Personnel and Subcontractor Personnel).

CONTRACTOR TOOLS

- 1.5 “Contractor Tools” used to support the AESG Service include:



- 
- 1.6 Contractor may amend the Contractor Tools used for the AESG Service subject to Customer notification.
 - 1.7 Customer acknowledges that the Contractor Tools are Existing Material of the Contractor, for the purposes of clause 13.1 of the Customer Contract. For avoidance of doubt, no licence or other intellectual property rights are granted to Customer in the Contractor Tools.
 - 1.8 Customer shall not have any direct access to the cloud infrastructure environment of the Contractor Tools, including any access to the administrative consoles or other virtualized infrastructure management tools, which may have been made available to Contractor by third party licensors.
 - 1.9 The Contractor Tools are used by Contractor to perform the AESG Service and are not made available to Customer and Cluster Government Agency for its own use, with the exception of AKN which the Customer and Cluster Government Agency will be able to access as part of the AESG Service for the Contract Period and the period of Transition Out as described in the Transition Out Plan.

With respect to AKN:


- (a) the Customer and Cluster Government Agency may register Eligible Users for AKN solely for the Customer's and Cluster Government Agency's internal business purposes for the Contract Period and the period of Transition Out as described in the Transition Out Plan. The Customer is responsible for all activities that occur under Customer's and Cluster Government Agencies' Registered User accounts;
- (b) the Customer shall not , and will ensure the Cluster Government Agencies shall not
 - (1) use a Registered User ID for more than one Registered User;
 - (2) make AKN available to anyone other than the Registered Users;
 - (3) sublicense or resell access to or use of AKN;
 - (4) reverse engineer, disassemble, decompile or derive the source code from AKN;
 - (5) access or use AKN to build a competitive product or service;
 - (6) make derivative works based upon AKN; and
 - (7) reproduce any portion of AKN;
- (c) the Customer shall, and will ensure the Cluster Government Agencies shall, maintain the security and confidentiality of all Registered User IDs and notify the Contractor immediately of any known or suspected breach of security or confidentiality relating to AKN; and
- (d) with respect to aggregation of statistical data:
 - (1) subject to section 1.9(d)(2) below, the Contractor may aggregate statistical data regarding use of AKN by Registered Users. Such data will be the sole property of the Contractor and the Contractor may use, manage and disclose such aggregated statistical data for its own internal business purposes; and
 - (2) unless otherwise required under the Customer Contract, the Contractor must ensure such aggregated statistical data will not be managed, used or disclosed in a manner that permits the identification of the Customer, Cluster Government Agency, or respective Registered Users.

For the purposes of this section:

- (e) **'Registered User'** means an Eligible User that a Cluster Government Agency has named and registered for AKN;
- (f) **'Eligible User'** means any natural person who is a Personnel of a Cluster Government Agency and has a need to use AKN for the purposes of the Customer Contract; and
- (g) **'Registered User ID'** means the user name and password that enables a single Registered User to access AKN.

APPROVED ACCESS CONDITIONS

1.10 Approved access conditions:

- (a) Elevated access by Contractor Personnel and Subcontractor Personnel will be monitored via GRC FireFighter (a SAP application) and sudo (Operating System to enable audit logging functionality or restricted activities).
- (b) Access by those Contractor Personnel, Subcontractor Personnel will be through connectivity to each of the Data Centres for the AESG Service using site-to-site VPN tunnels or similar e.g. Gov DC RAAS with an appropriate level of encryption

- (c) Access to any Contractor Tools will:
 - (1) be limited to named resources supporting the AESG Service. Login will be via a Contractor enterprise ID and verification of the resource credentials will be through Active Directory;
 - (2) include Customer Data being encrypted while in transit via SSL (HTTPS); and
 - (3) prohibit transfer of Customer Data outside the secure Environment within the Data Centres

(**"Approved Access Conditions"**).

NOTIFICATION PROCESS

- 1.11 In the event Personal Information (other than Business Contact Information) is inputted by the Customer into Customer's Service Management Tool which flows into Contractor's Service Management Tool, the Contractor resource will as soon as reasonably practicable delete such data (where possible) and advise the Customer through updating the ticket that Personal Information was included and has been deleted from ticket .
- 1.12 The Contractor resource will also internally report to Contractor's service management team of this event. Contractor's service management team will advise the nominated Customer contact of this event and the action taken.
- 1.13 This will be raised at the monthly Operational Governance forum (see Attachment 3-2) and notification procedure will be in accordance with the escalation procedure in Attachment 3-2.
- 1.14 In order to prevent this issue from re-occurring, Customer must implement internal processes to prevent the re-occurrence of the provision of Personal Information (other than Business Contact Information) by the Customer in the Service Management Tool. Contractor would provide the Customer assistance (as discussed and agreed between the parties in writing) as may be reasonably required in implementing such processes. The Customer acknowledges it is responsible for the conduct of its own Personnel.

SEEKING CONSENT

- 1.15 As noted in Schedule 3-SLA and subject to section 1.18 below, only Business Contact Information will be stored on AKN or any other Contractor Tools.
- 1.16 In the event Contractor requires additional Personal Information to be stored in any Contractor Tool, Contractor will seek Customer's prior written consent, notifying Customer of the

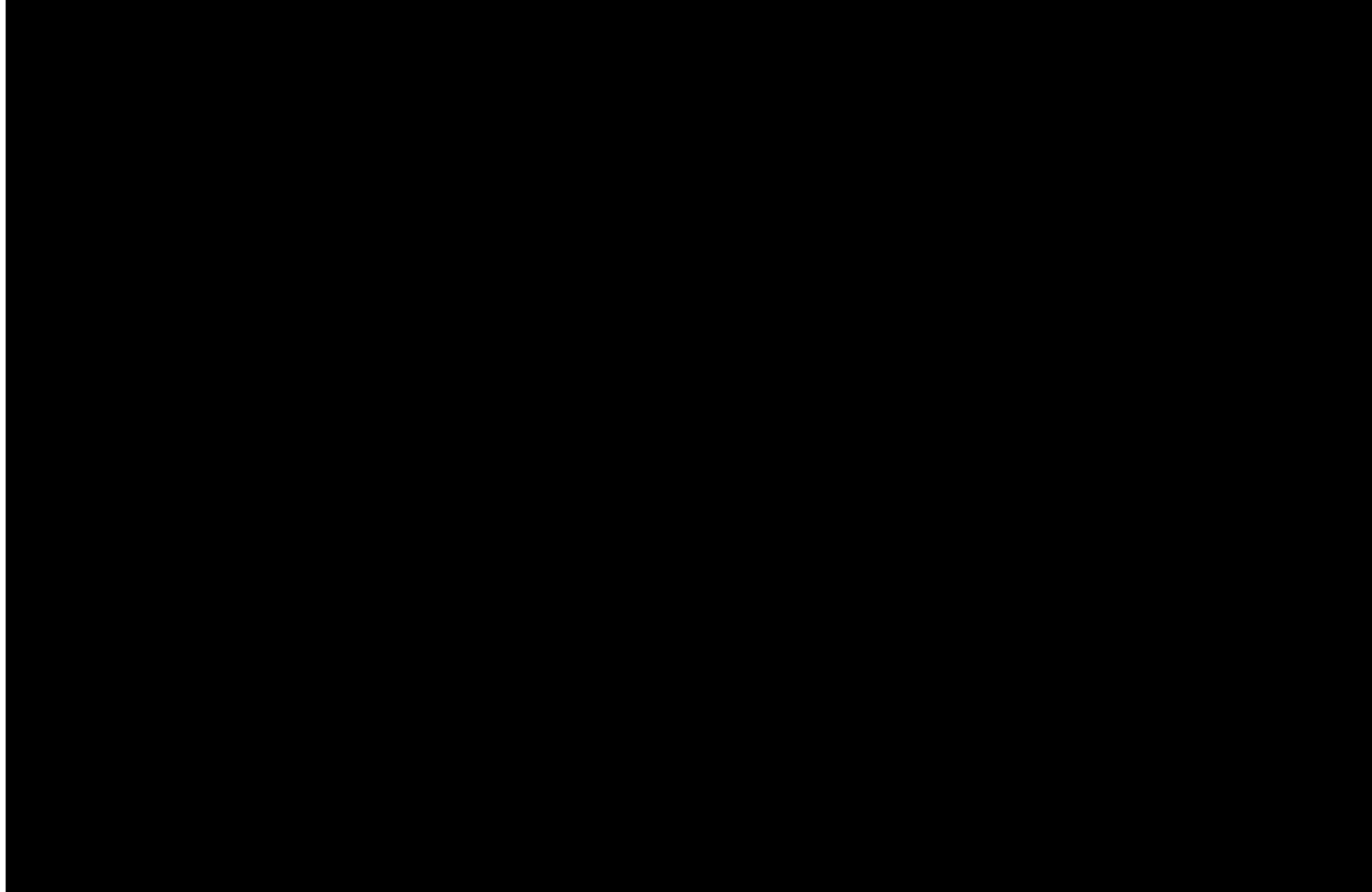
Contractor Tool, purpose of such Contractor Tool, the meta data relating to the Personal Information that the Contractor wishes to store and reason why Customer Personal Information is being contained or stored in the Contractor Tool and safe-guards or data protection/security controls to be put in place to protect Customer Data, as well as the length of time the data will be stored in the tool and when the data will be deleted.

- 1.17** The Contractor will advise Customer when the Personal Information has been deleted from the Contractor Tool.
- 1.18** In the event, Personal Information (other than Business Contact Information) is required by the Contractor to be transferred outside the jurisdiction of New South Wales, the Contractor will seek prior written consent from the Customer in accordance with Item 25A of the General Order Form including advising the Customer of the purpose such Personal Information is required to be transferred outside of NSW, period of time, type of Personal Information to be transferred, resources/tool requiring access, security and encryption measures, method of transferring data and any other information reasonably required by the Customer. For avoidance of doubt, this provision does not apply to the approved locations set out in Item 25A of the General Order Form nor disaster recovery locations in Australia.

Attachment 3-13: Security Roles

Draft Function Business Roles (as described in Schedule 12 (PIPP))				
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Stream	Sub Stream	Company restriction	Function Based	Details
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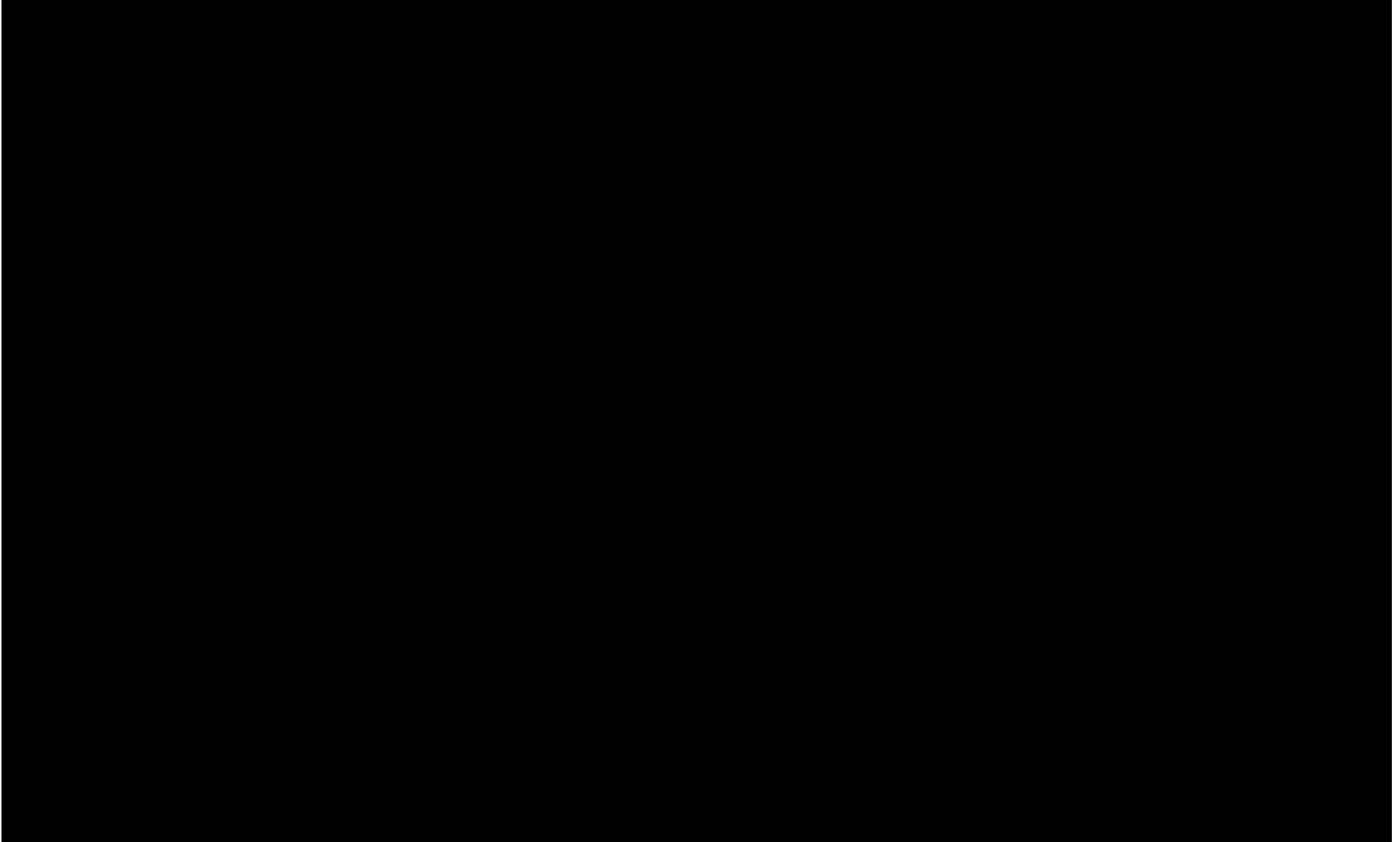
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Stream	Sub Stream	Composite role	Comp Role Description	Single Role	Single Role Description

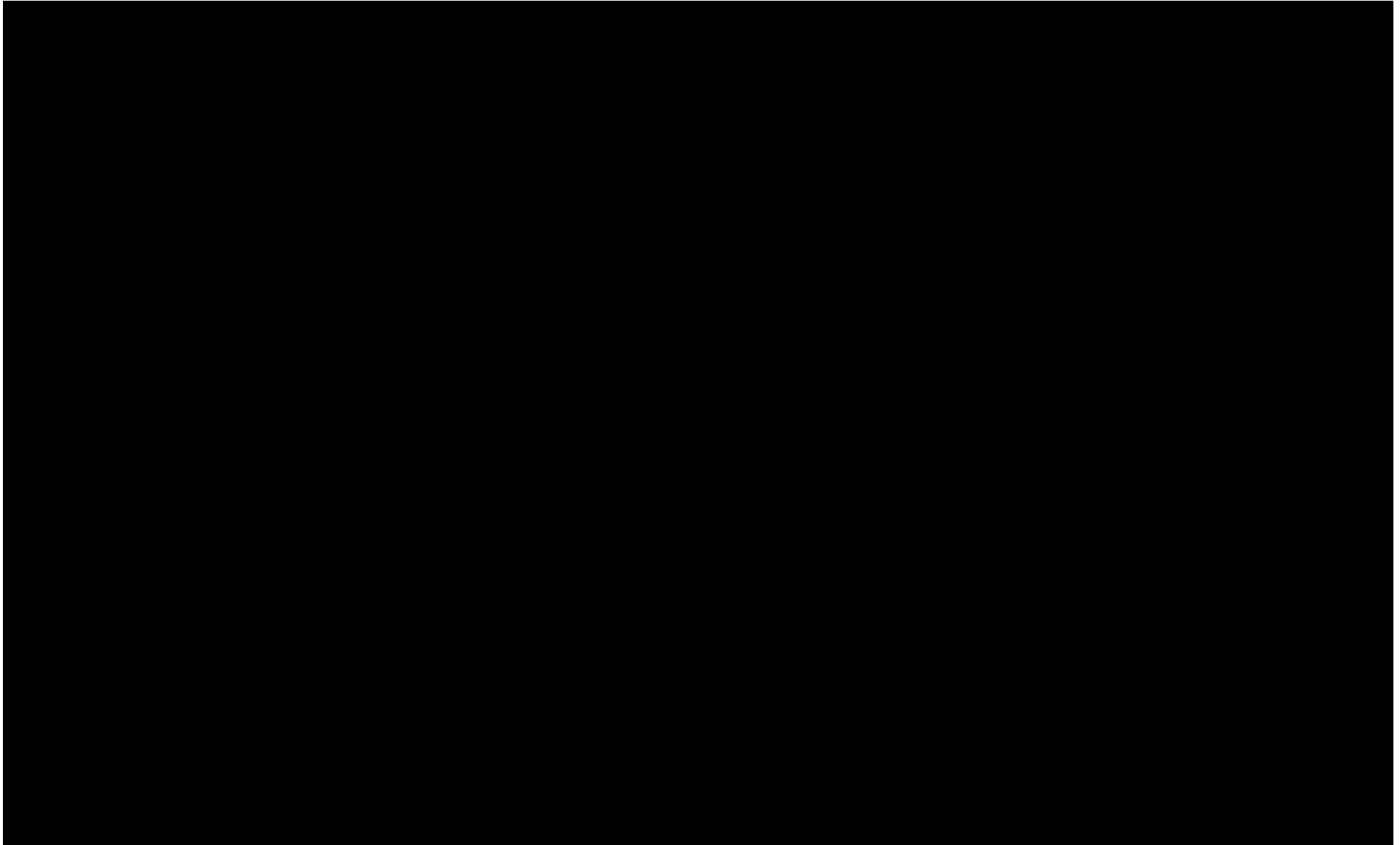
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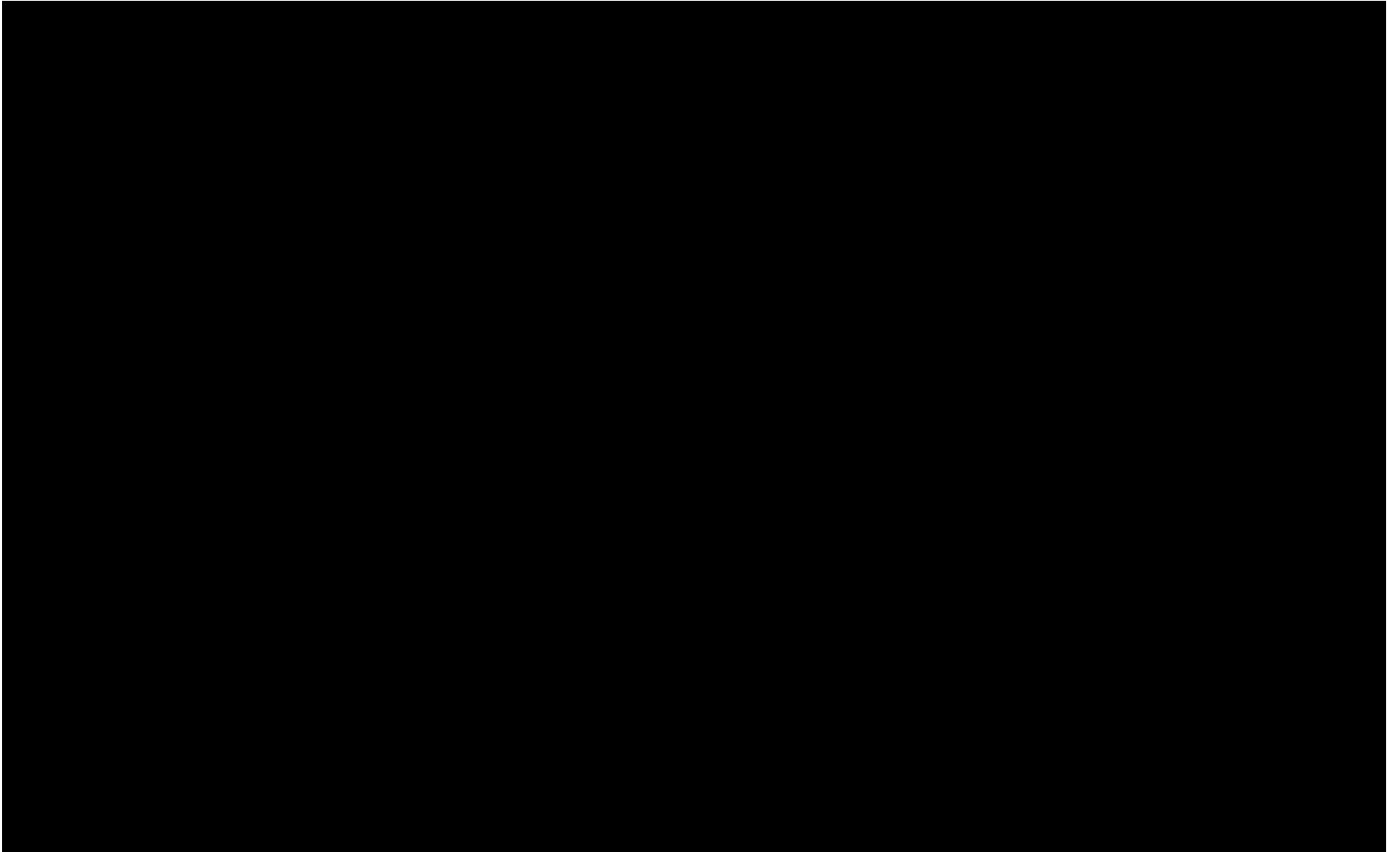
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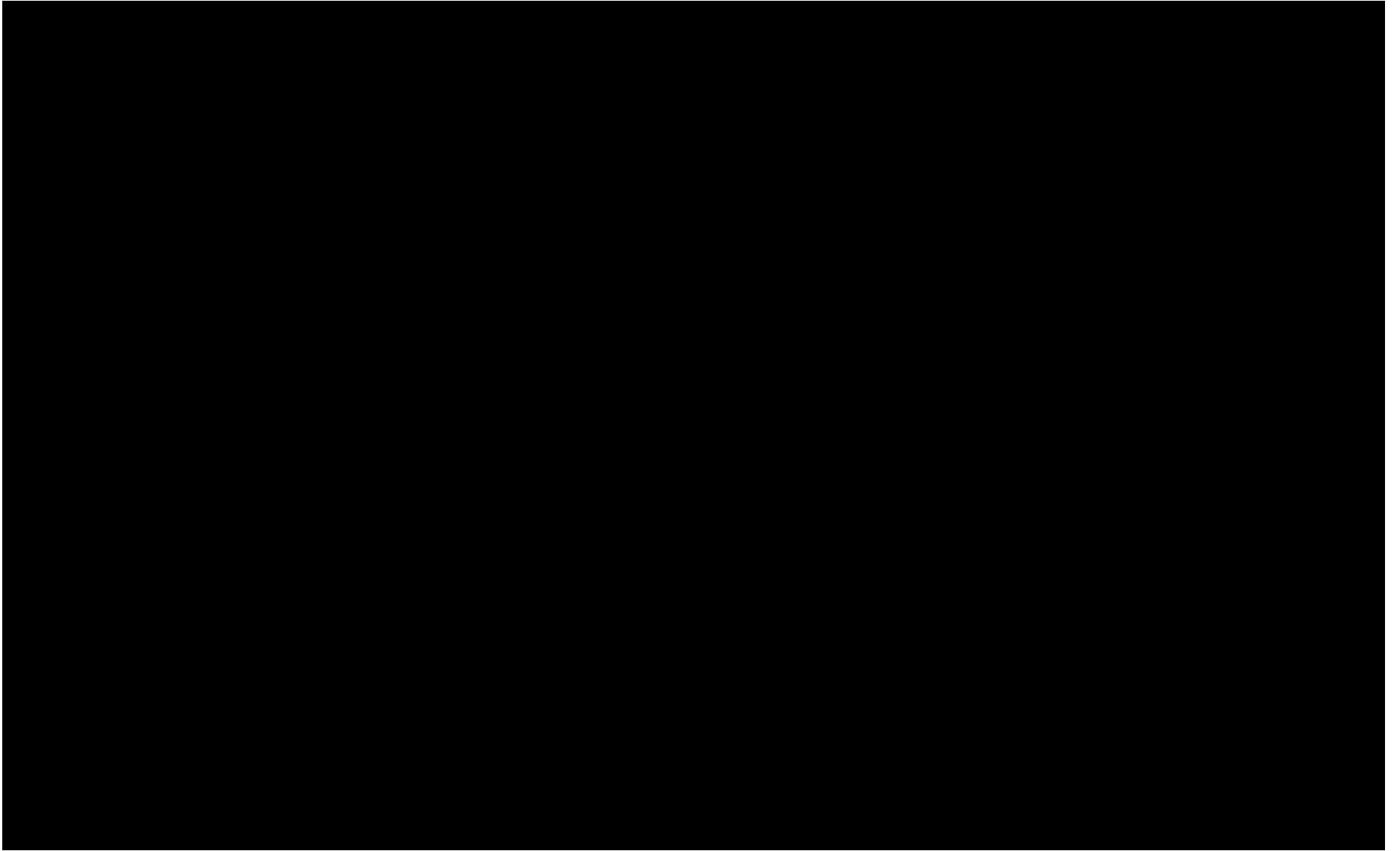
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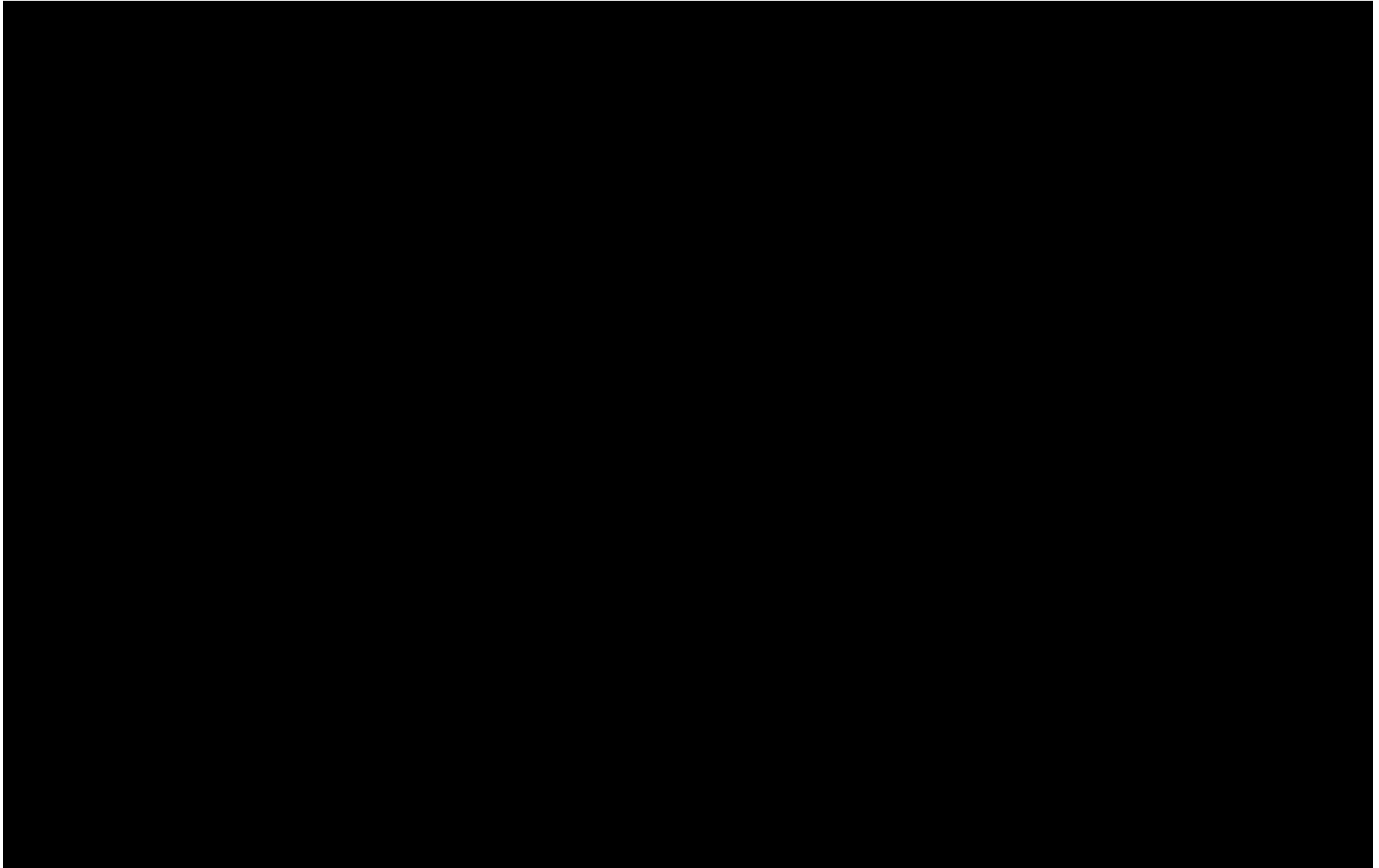
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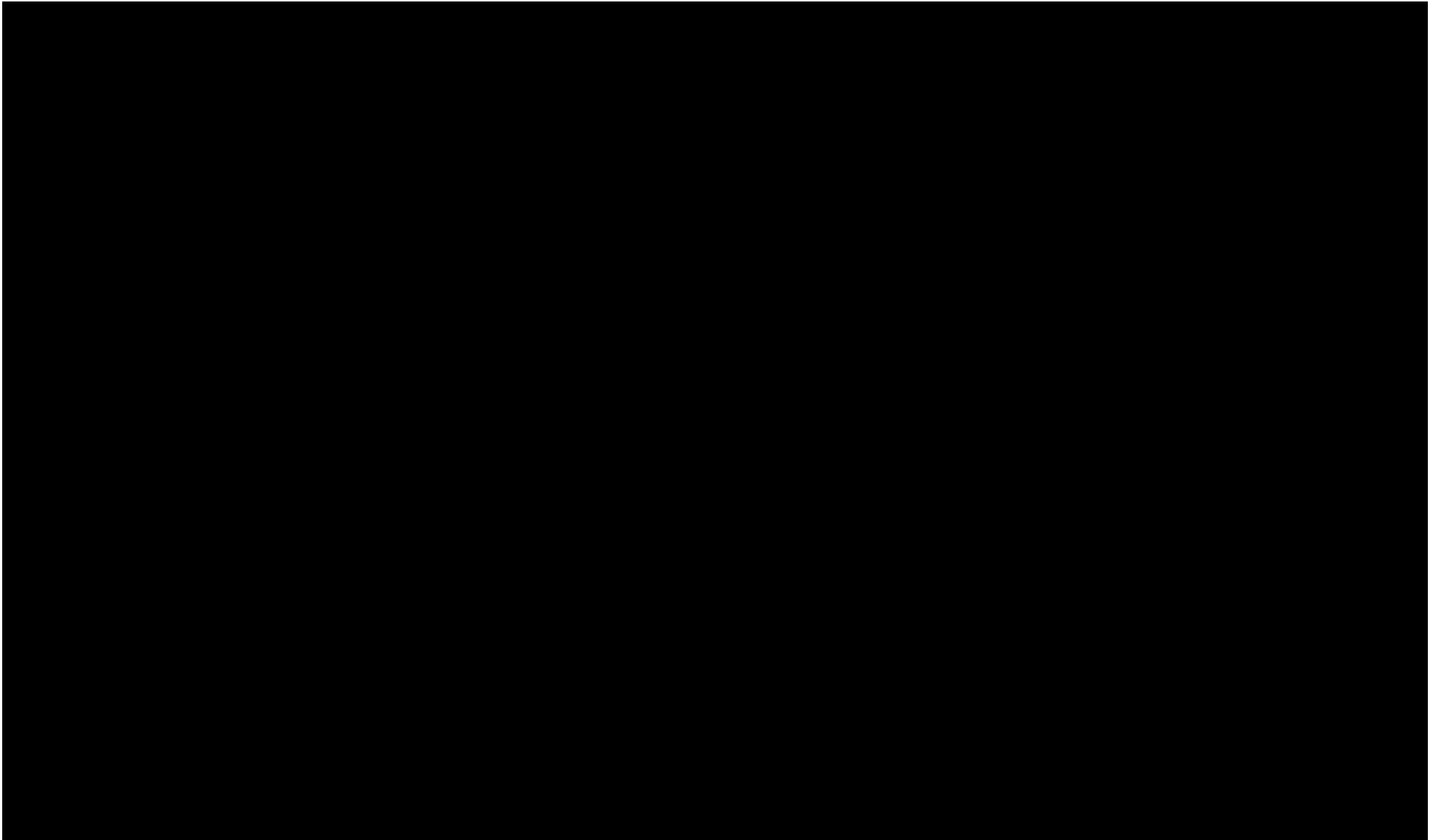
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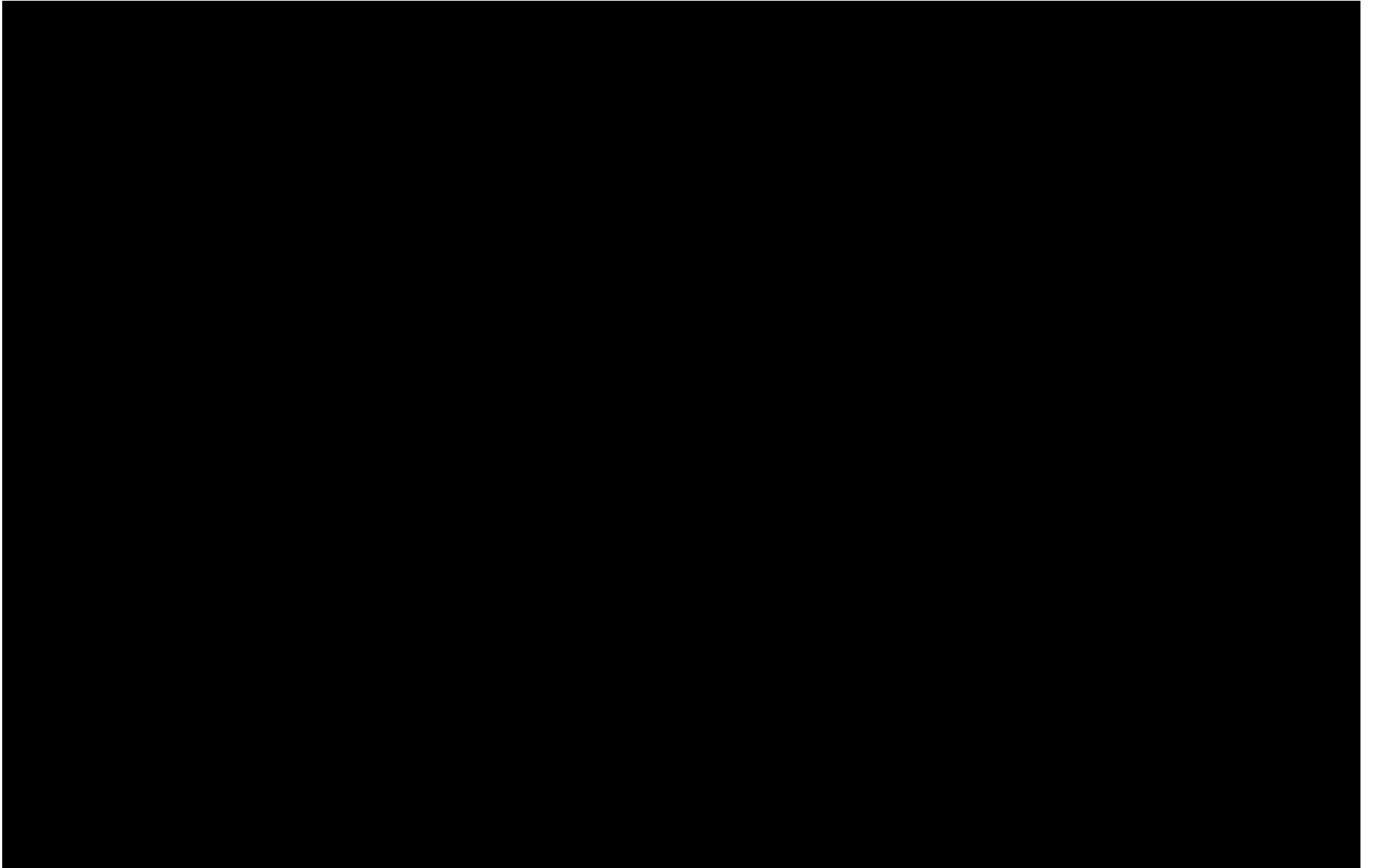
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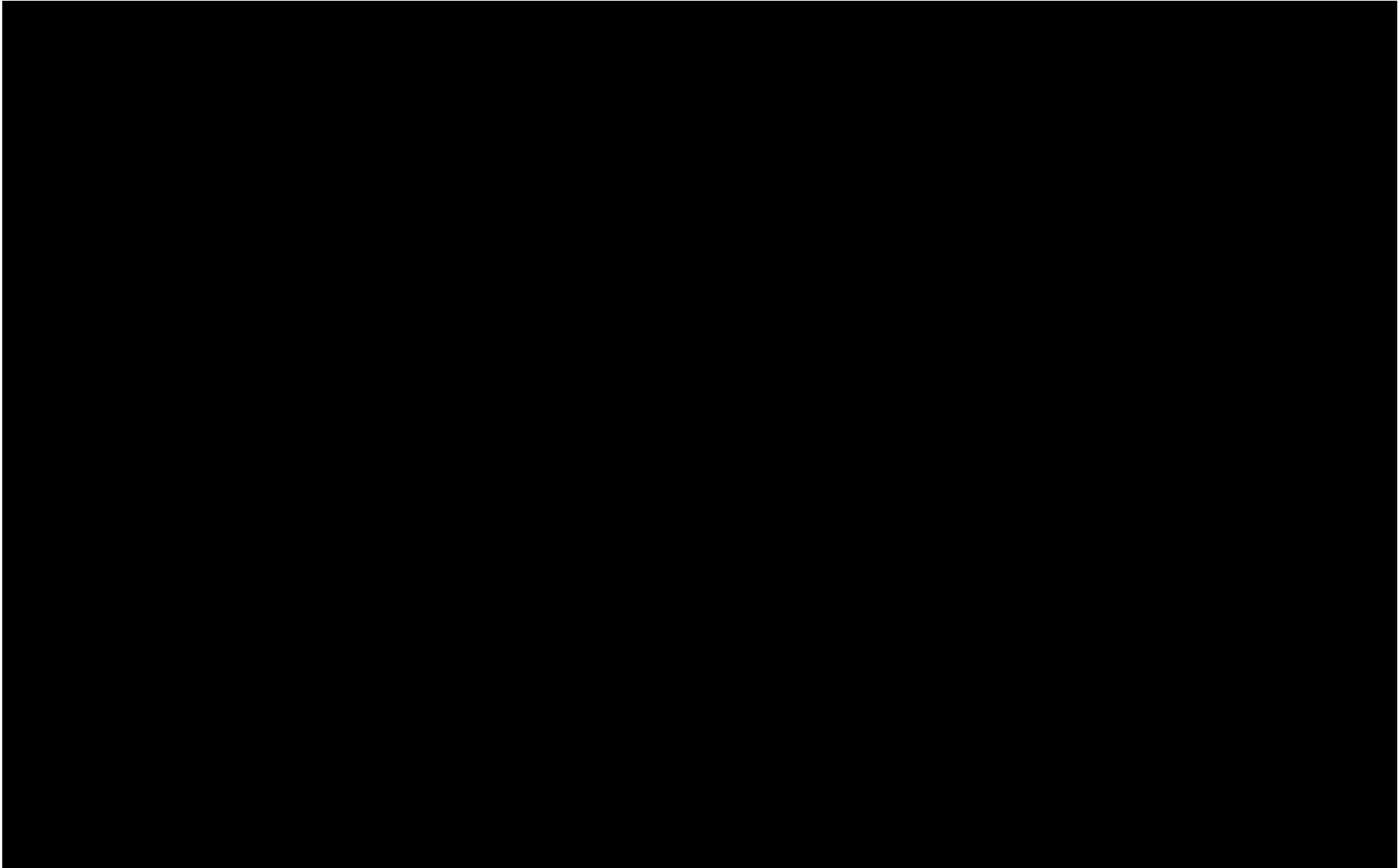
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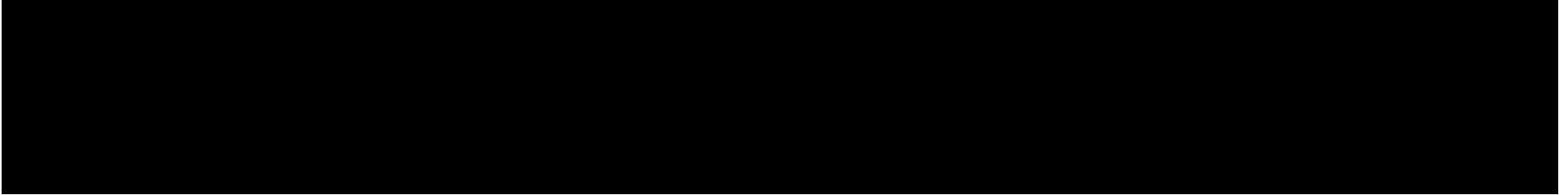
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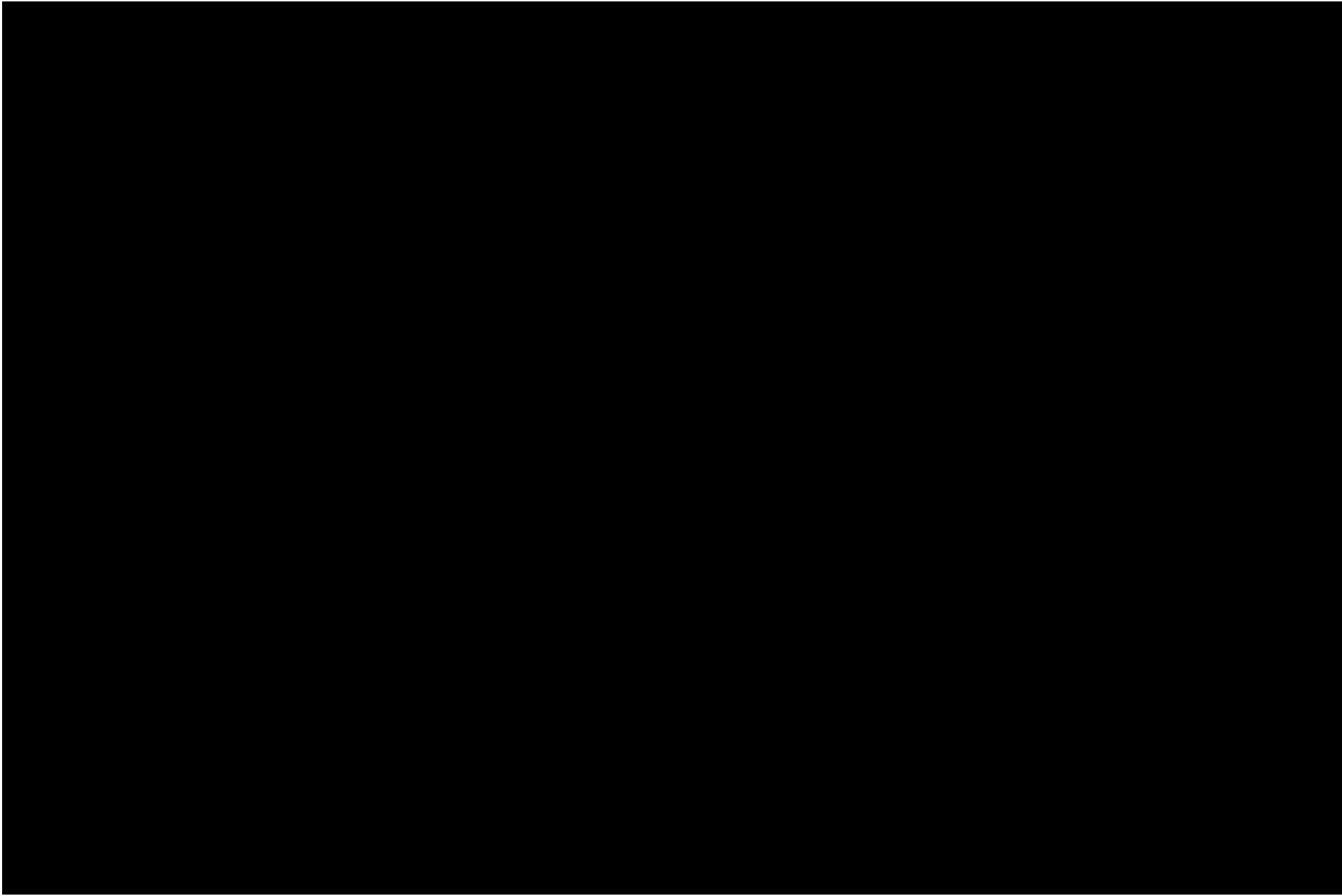
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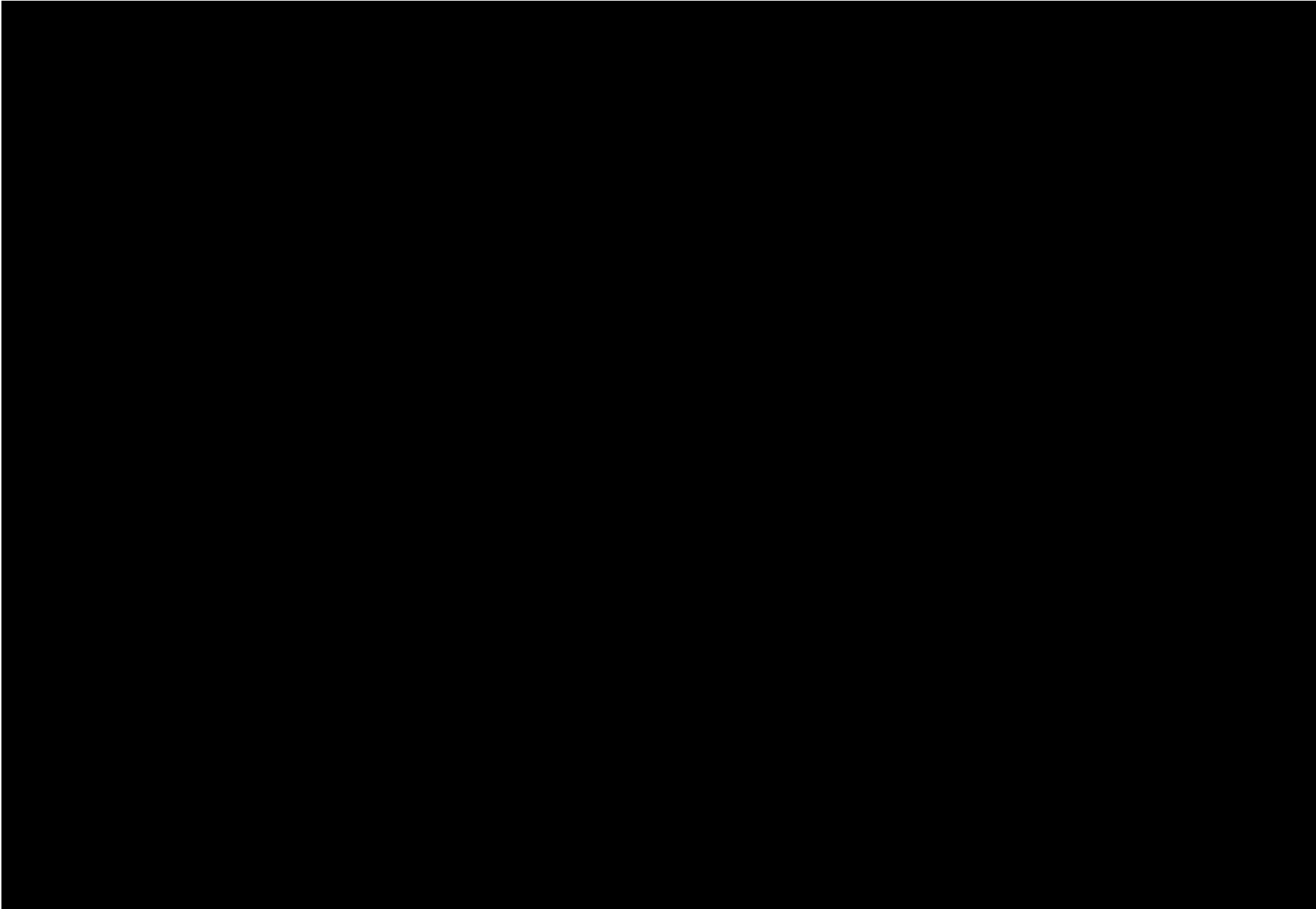


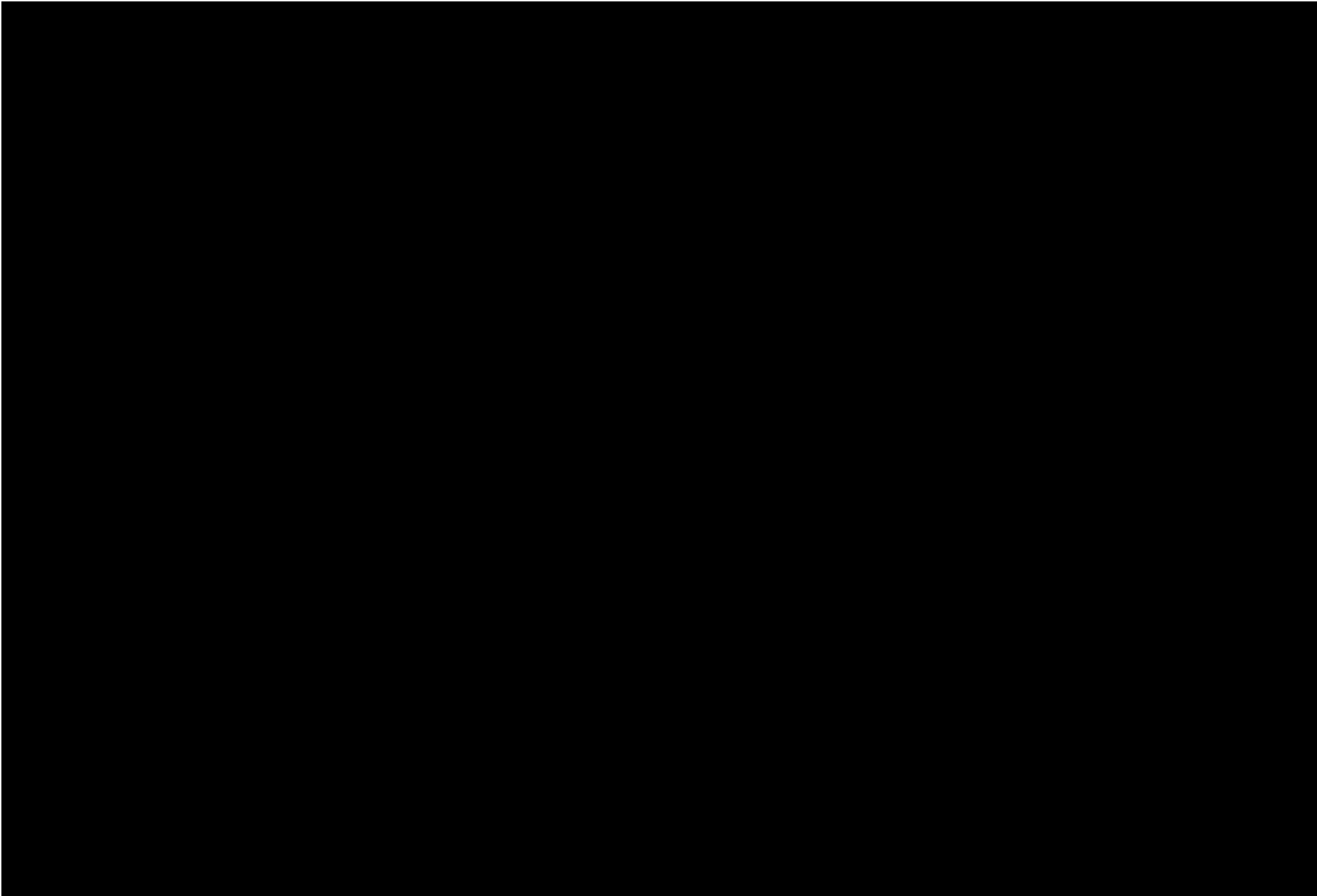
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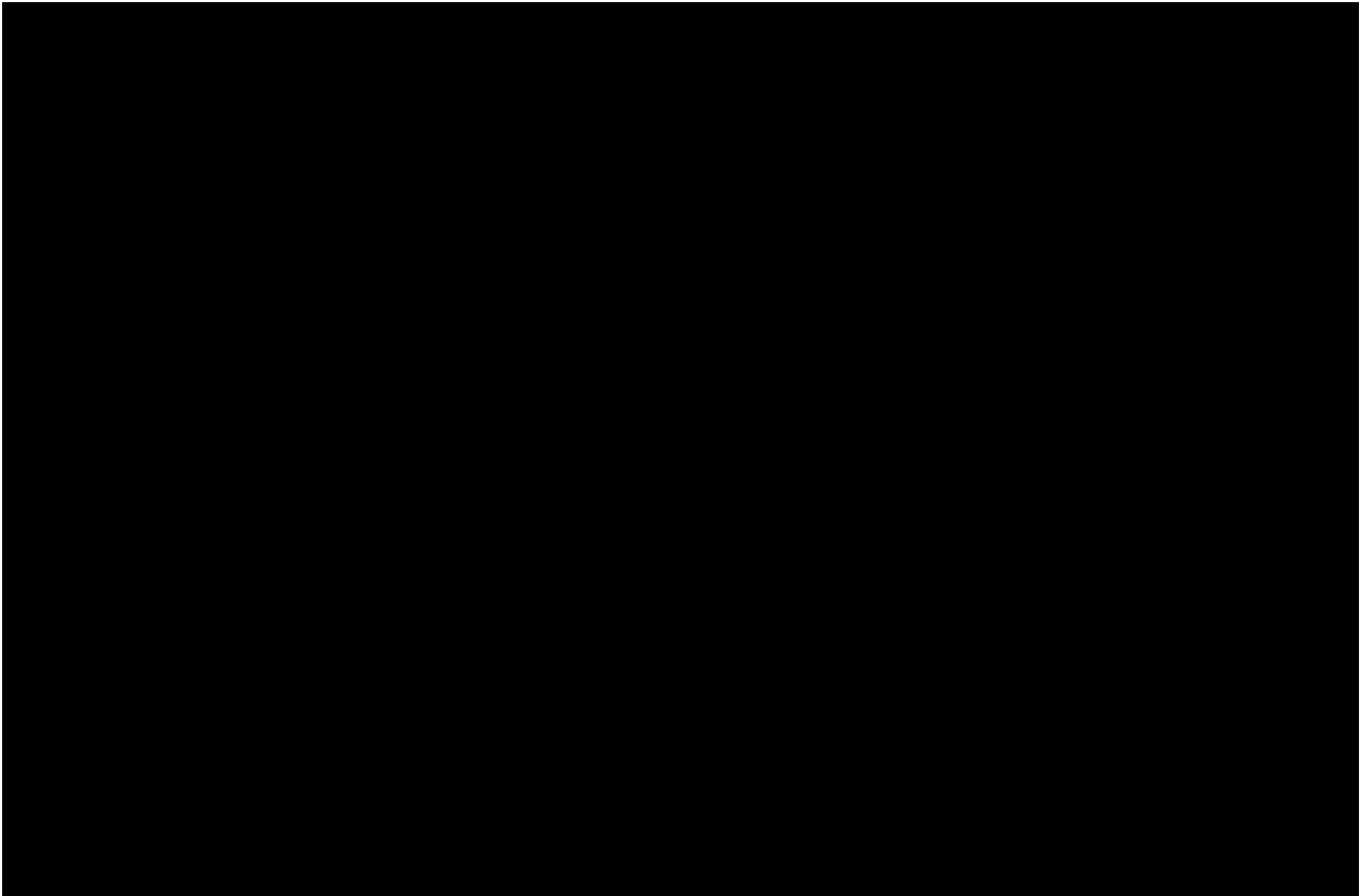


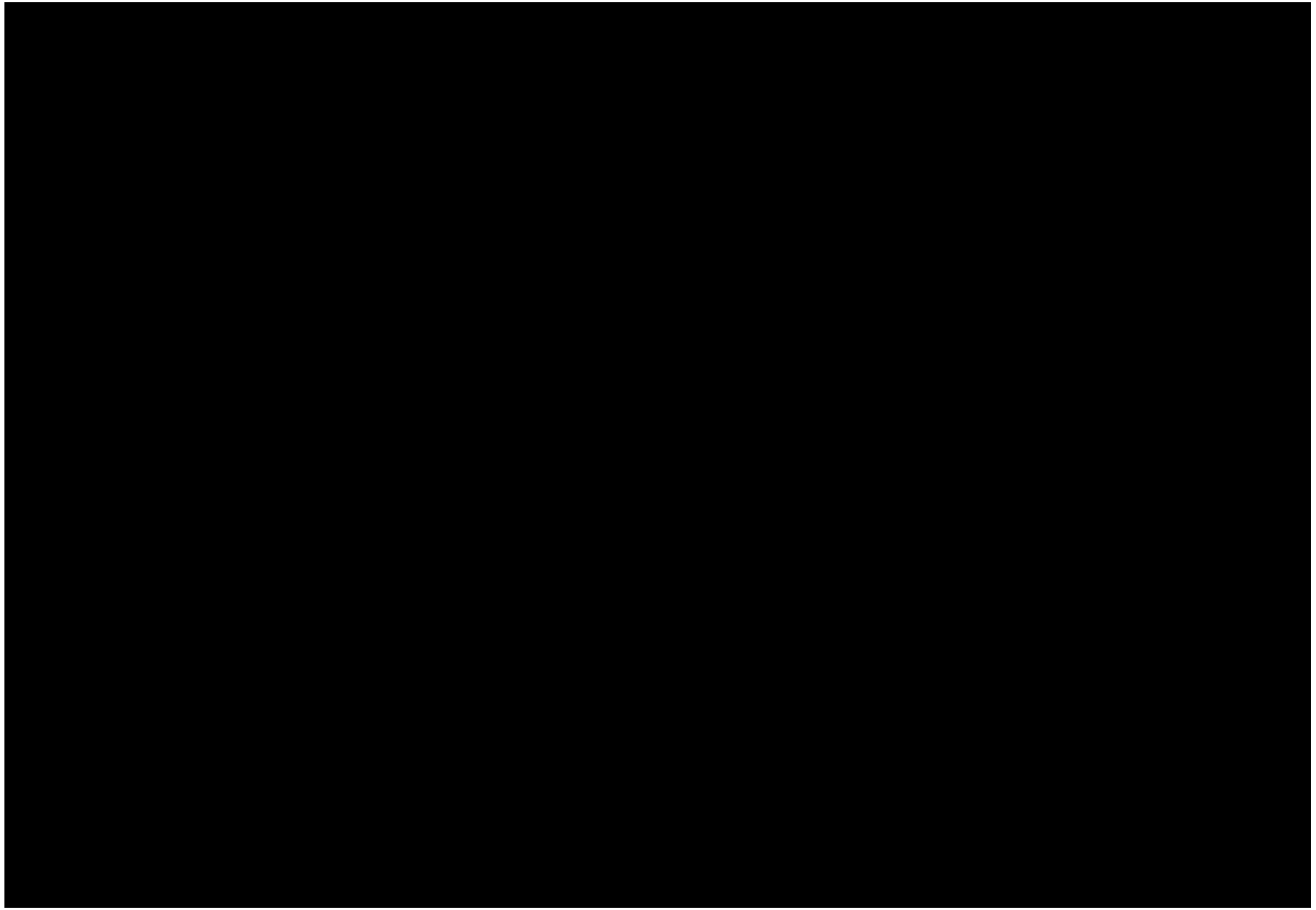
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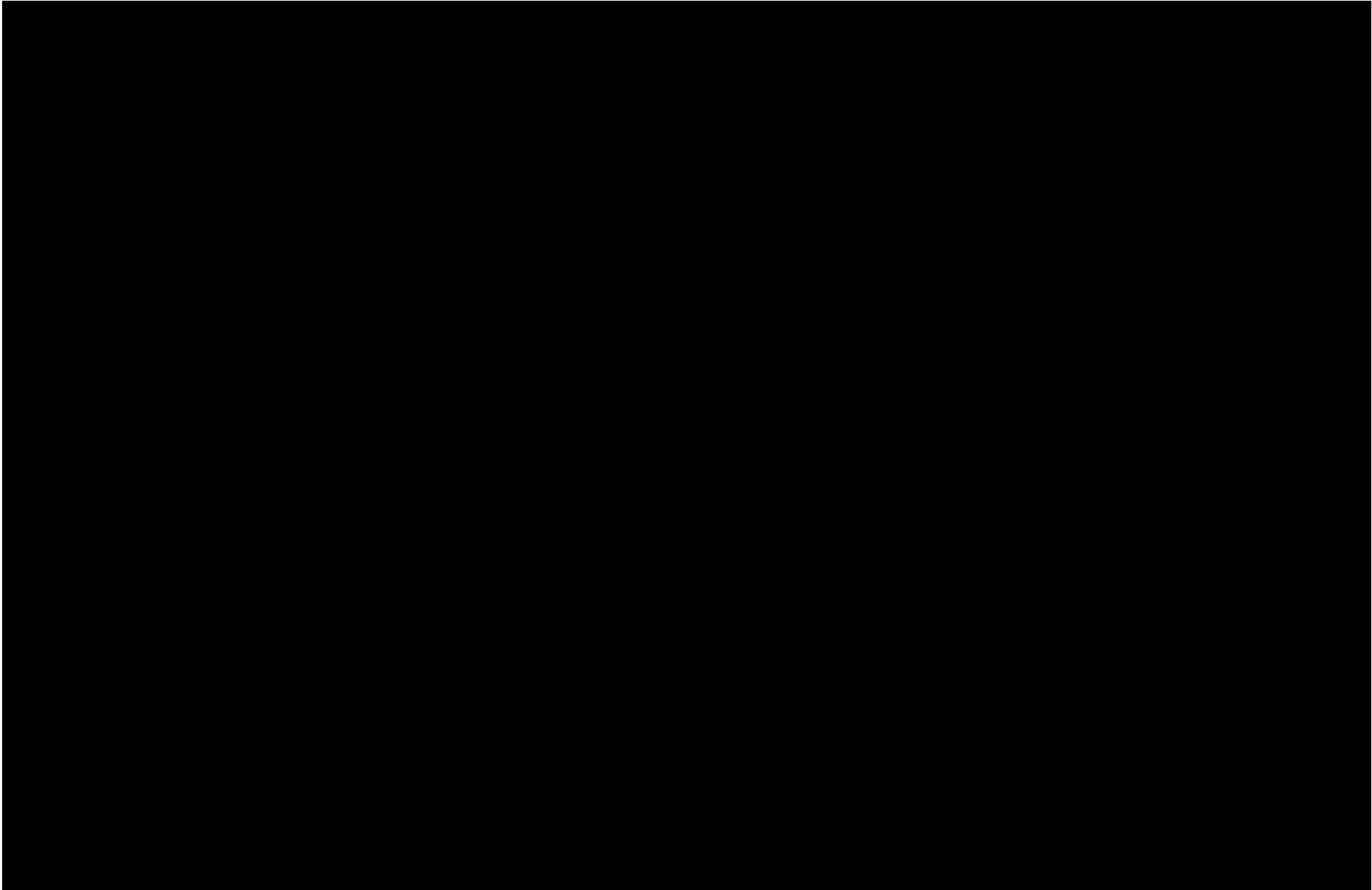


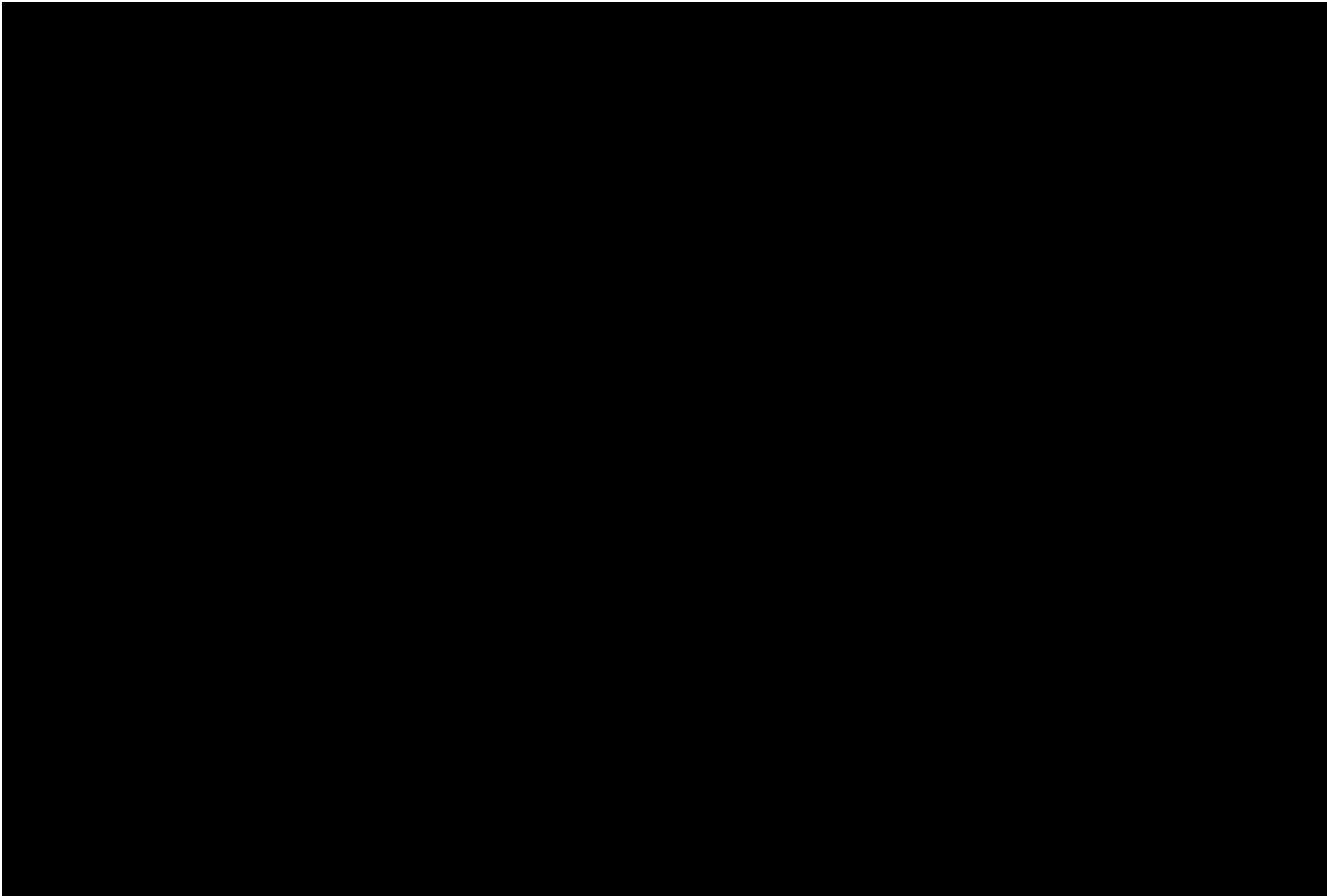




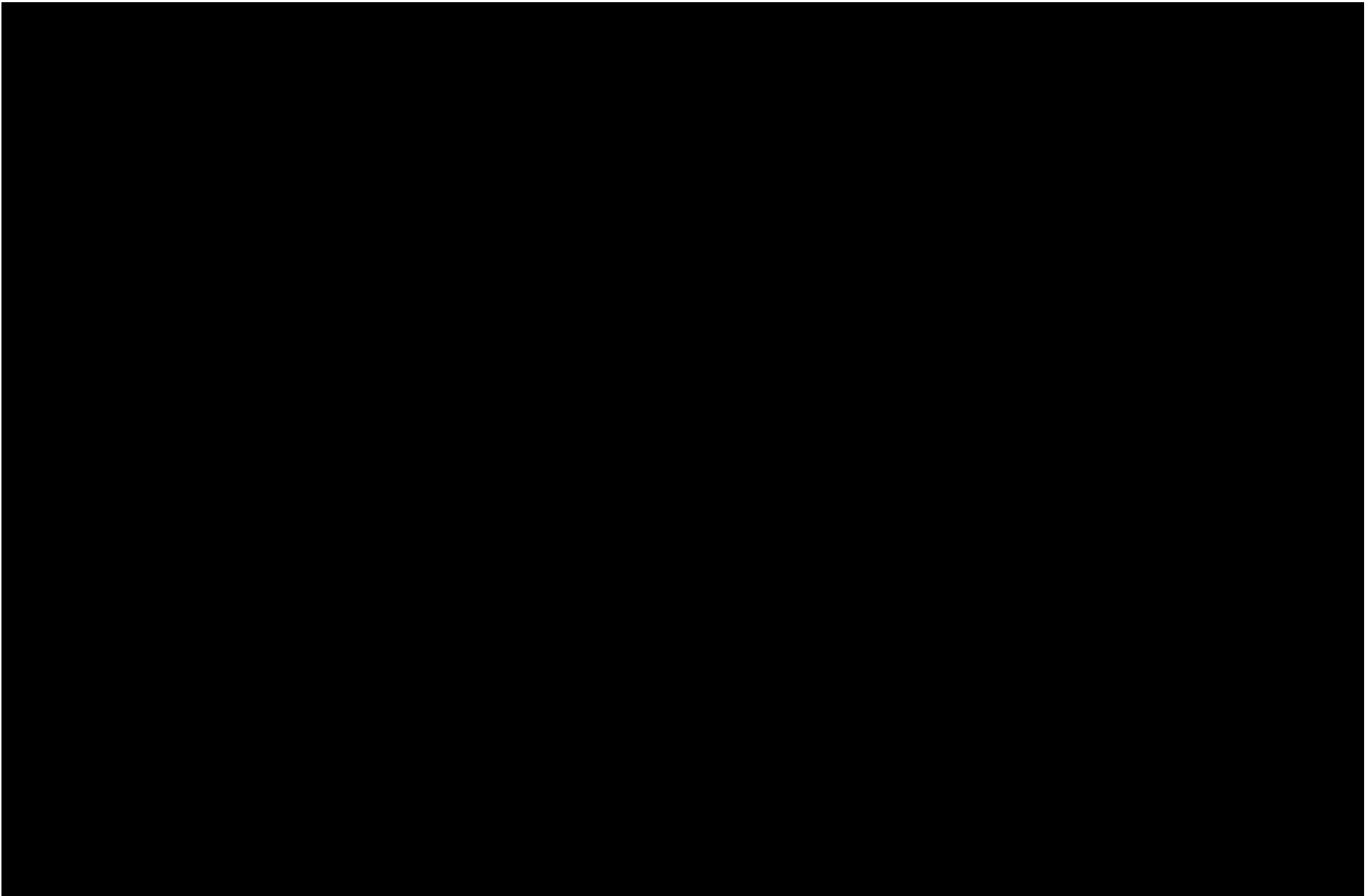


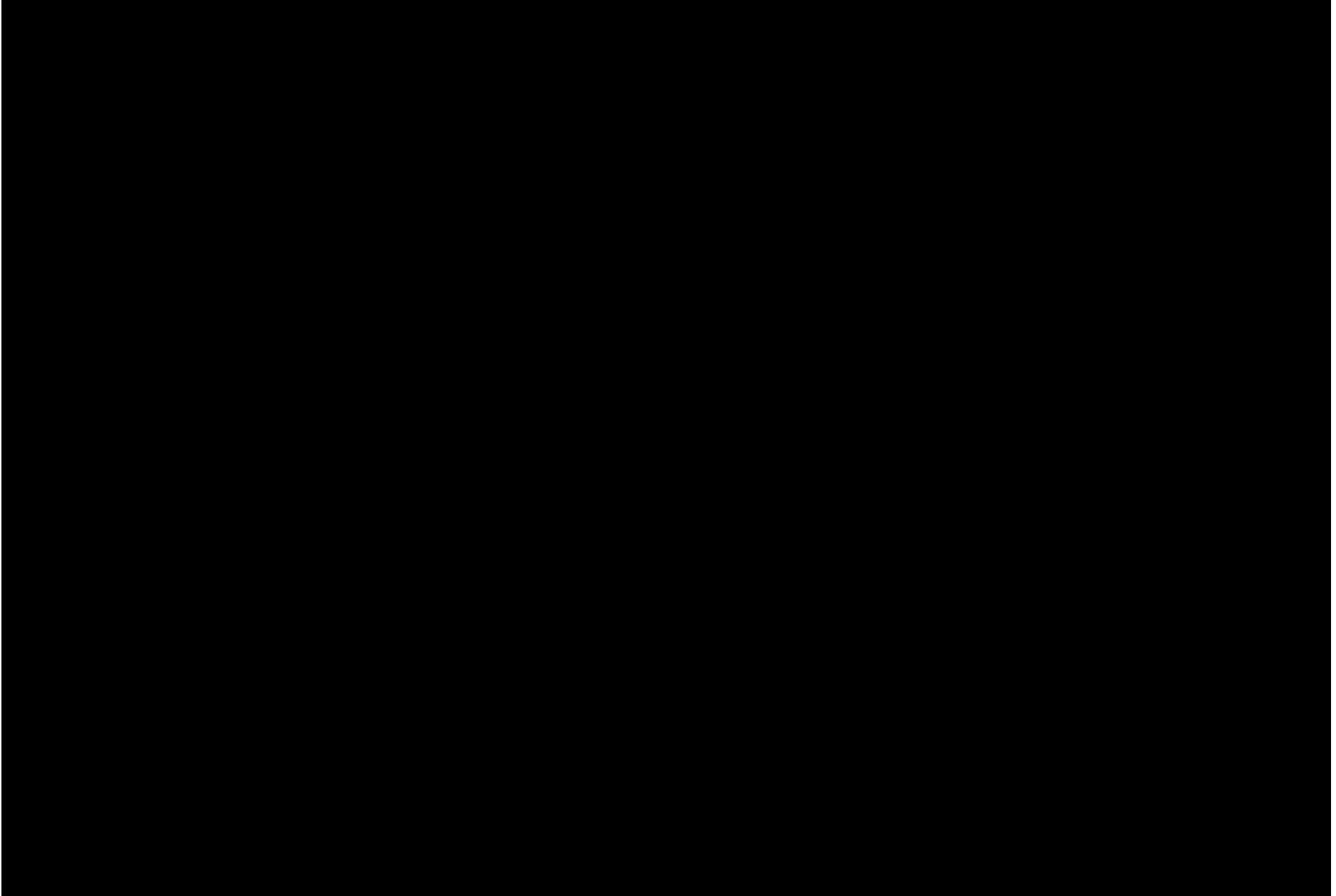


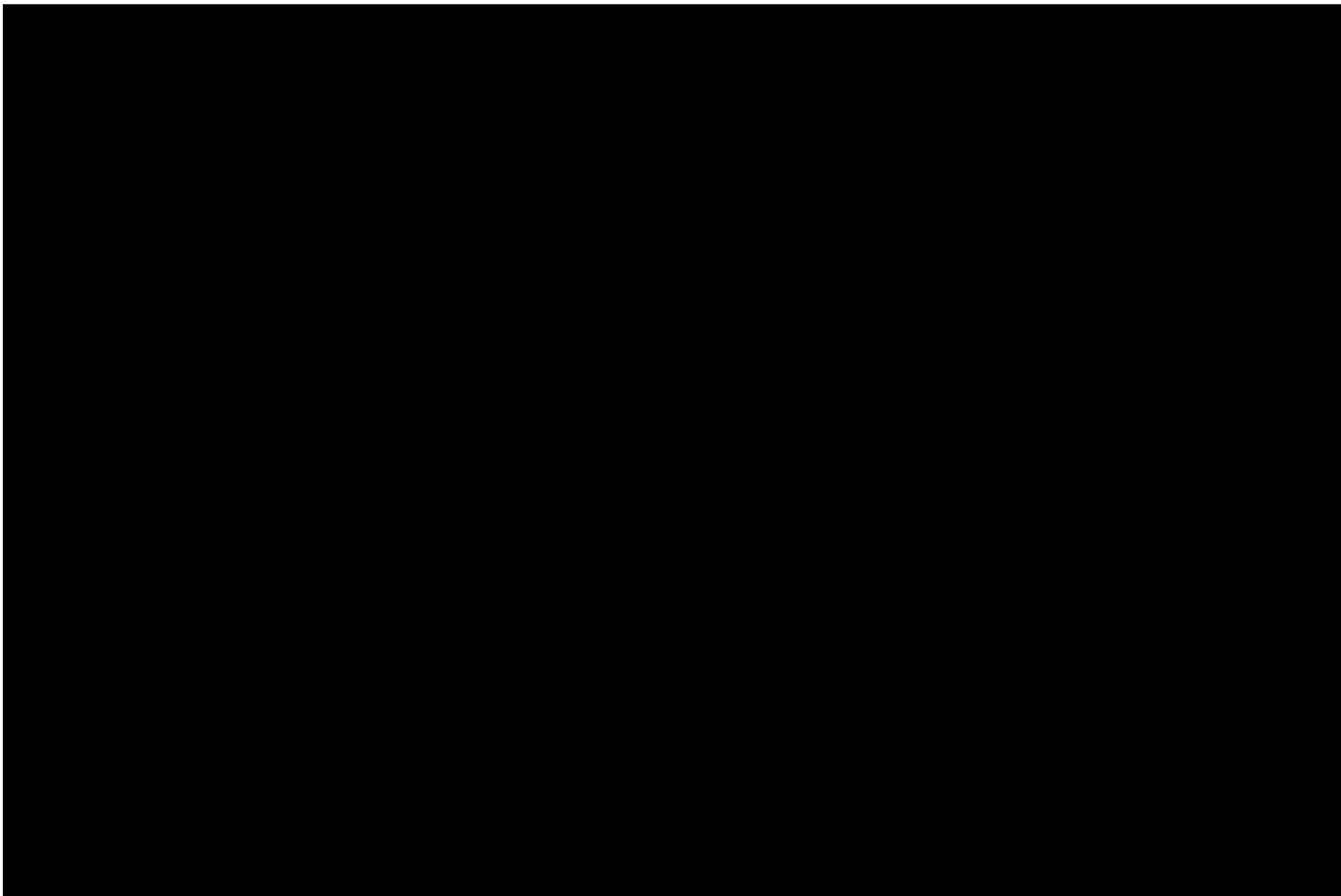


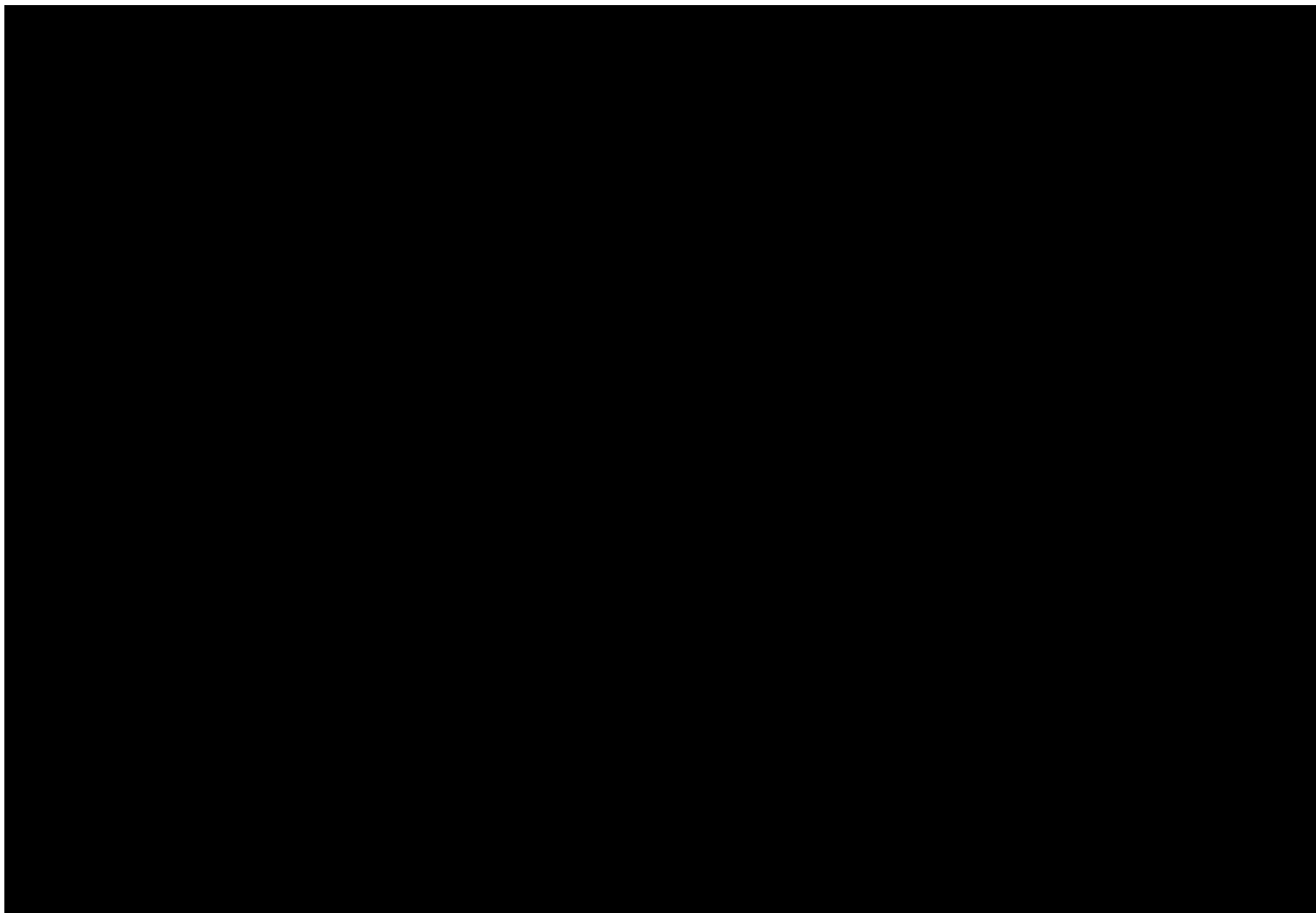


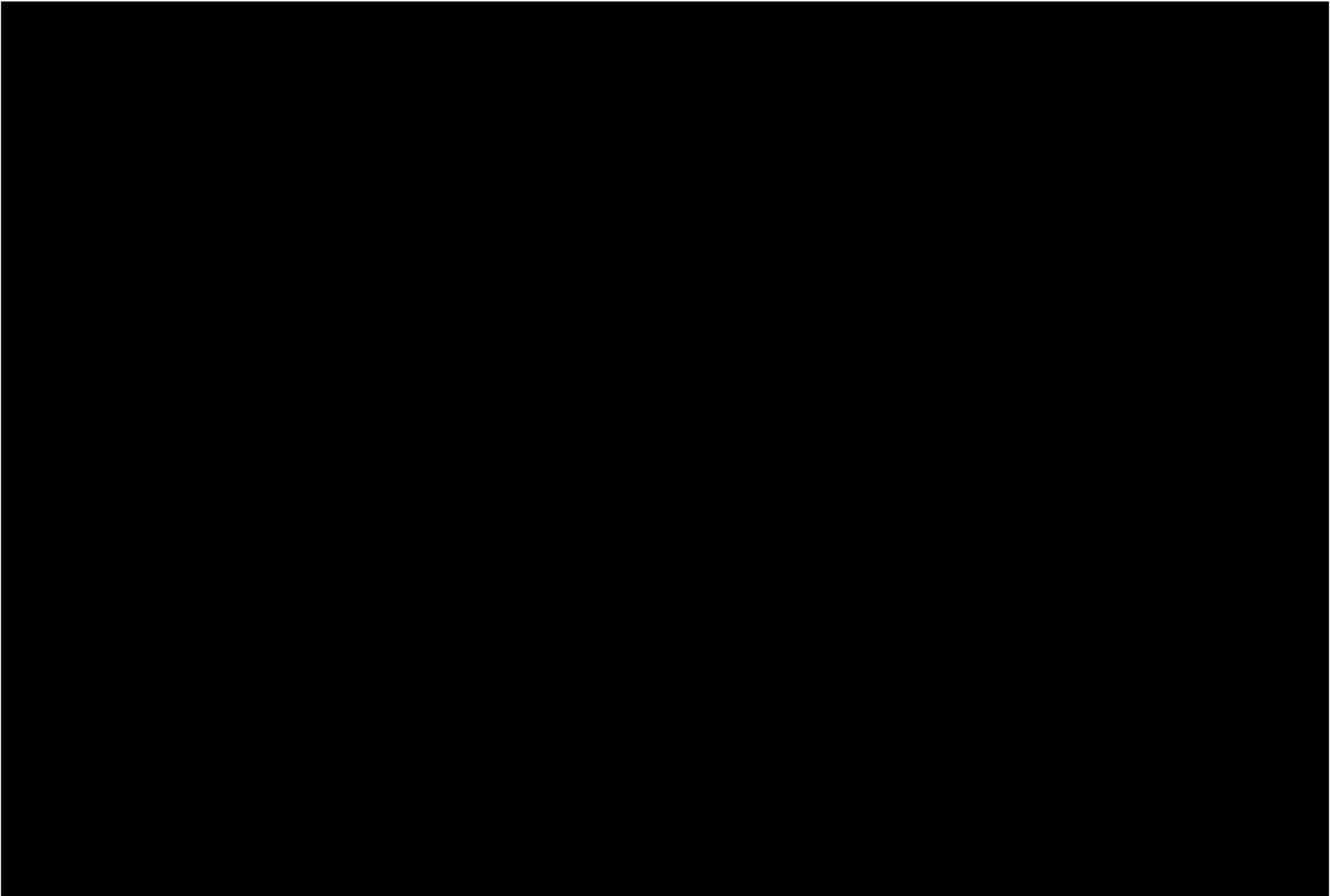


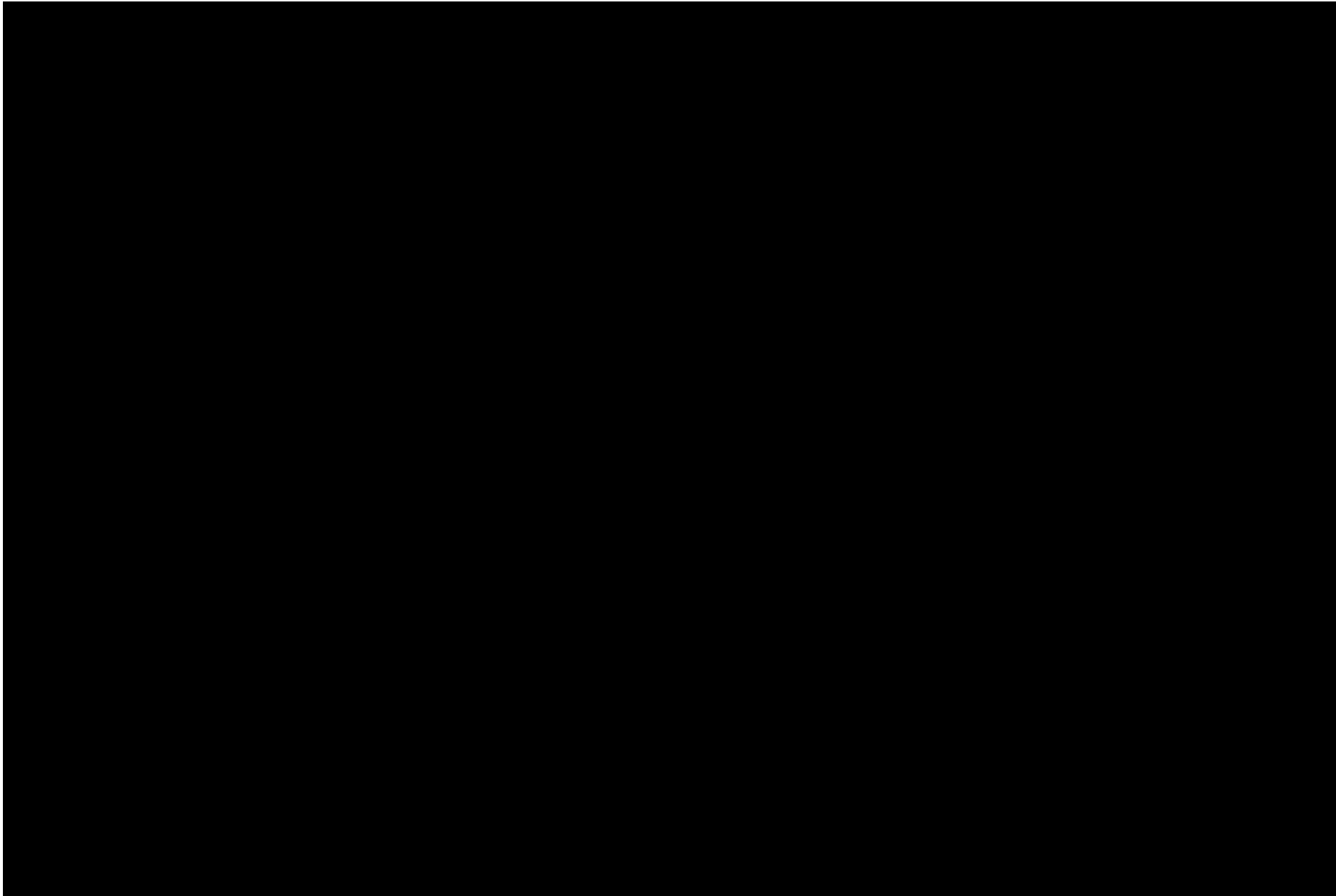


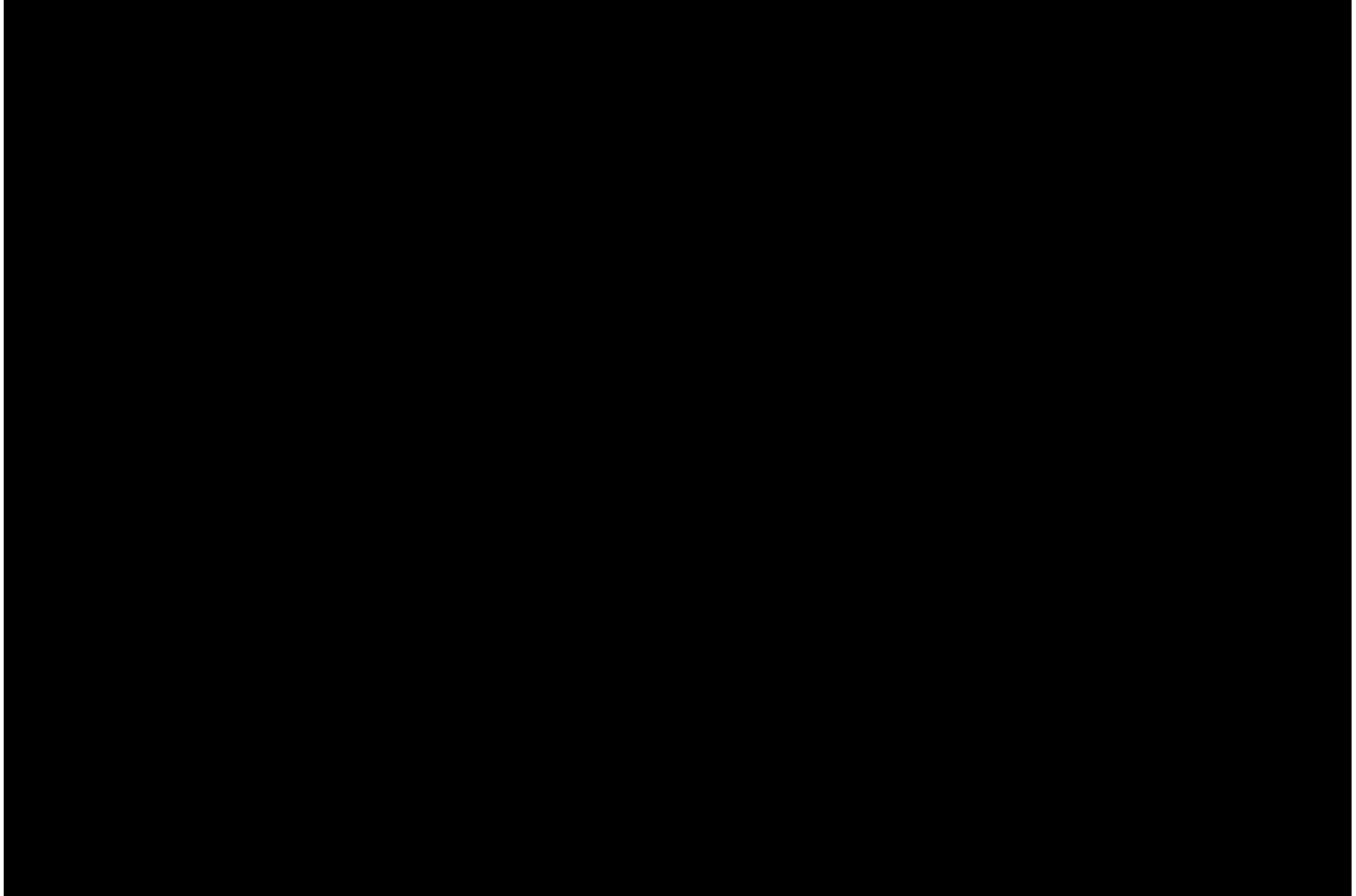


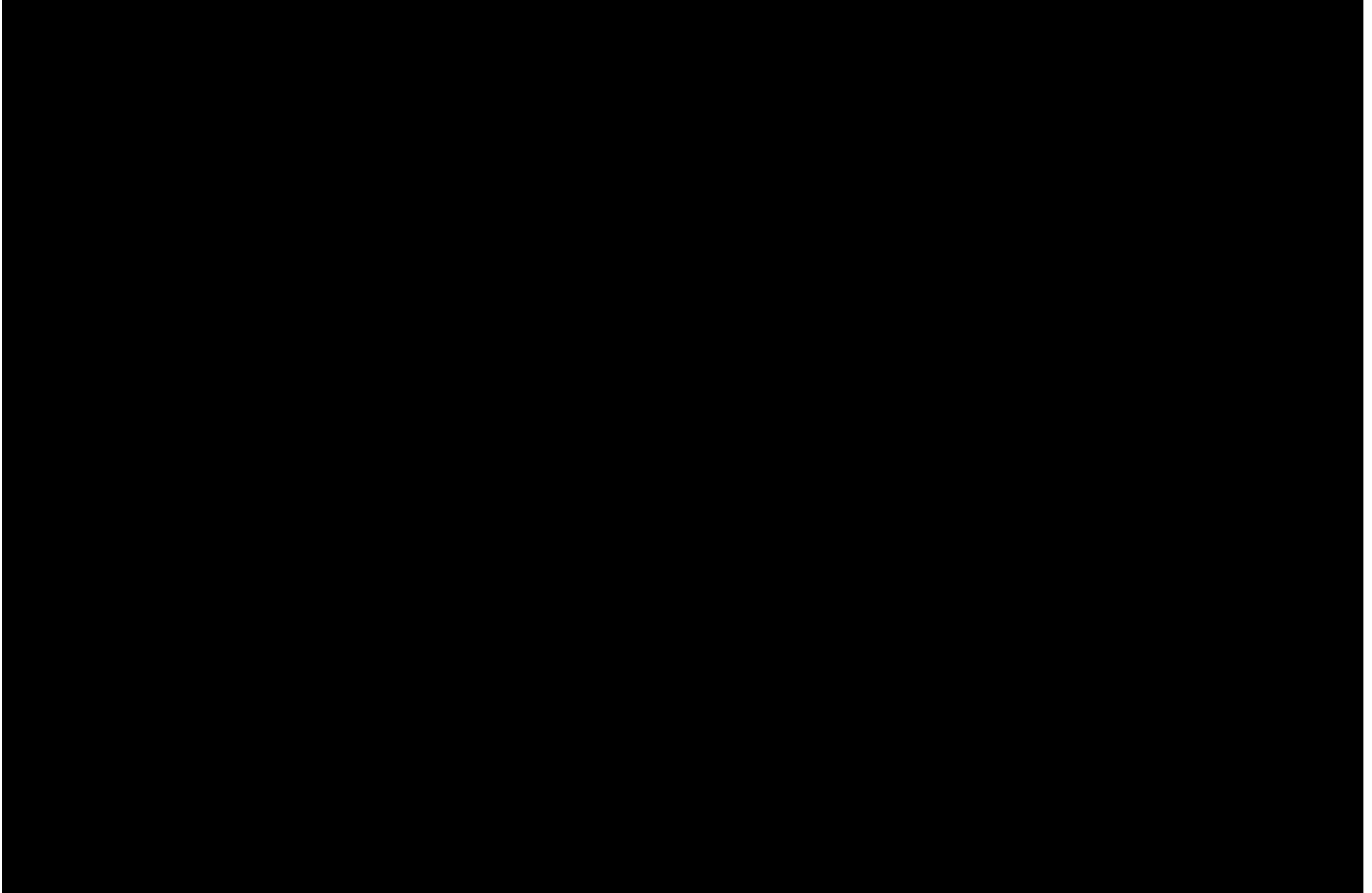


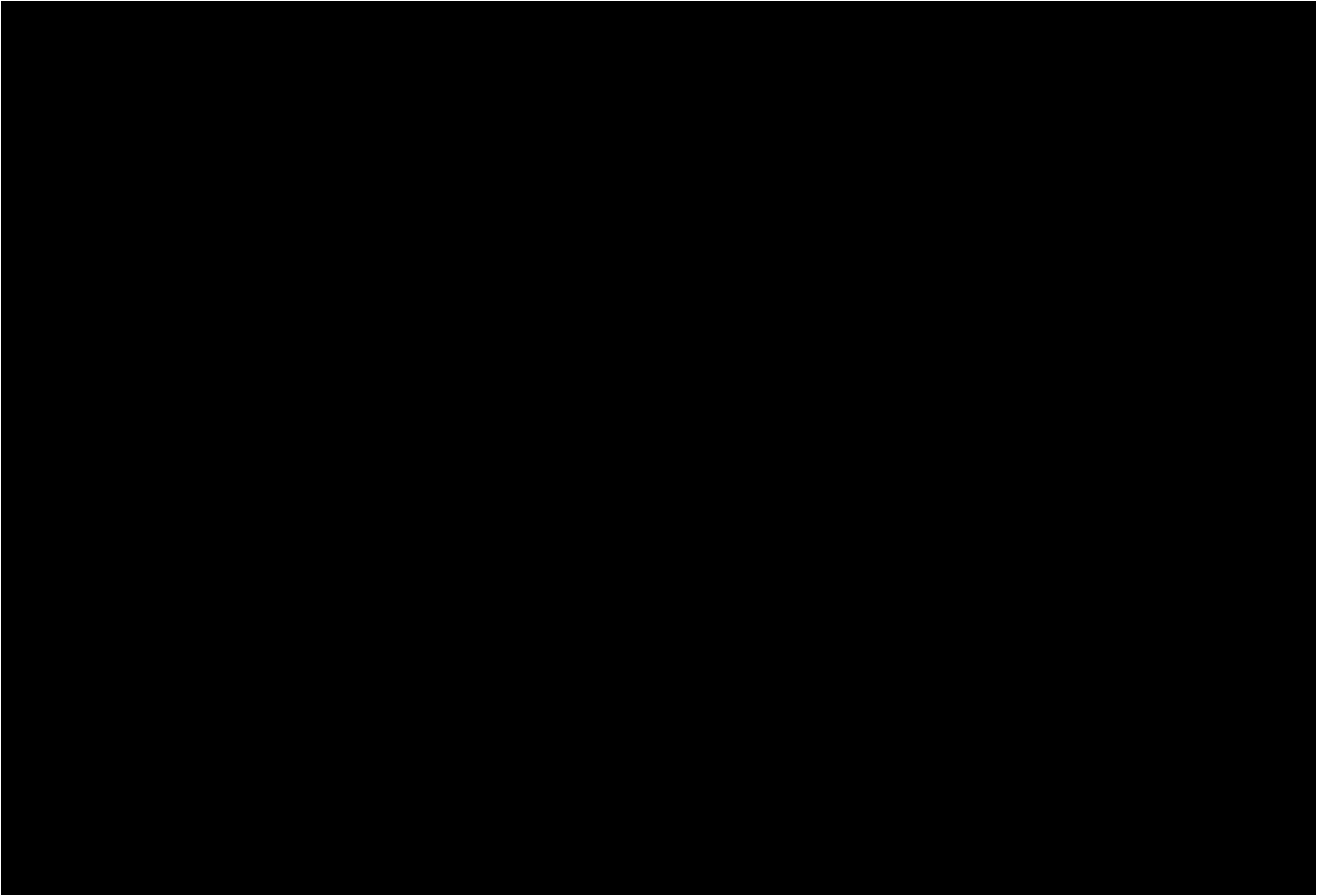


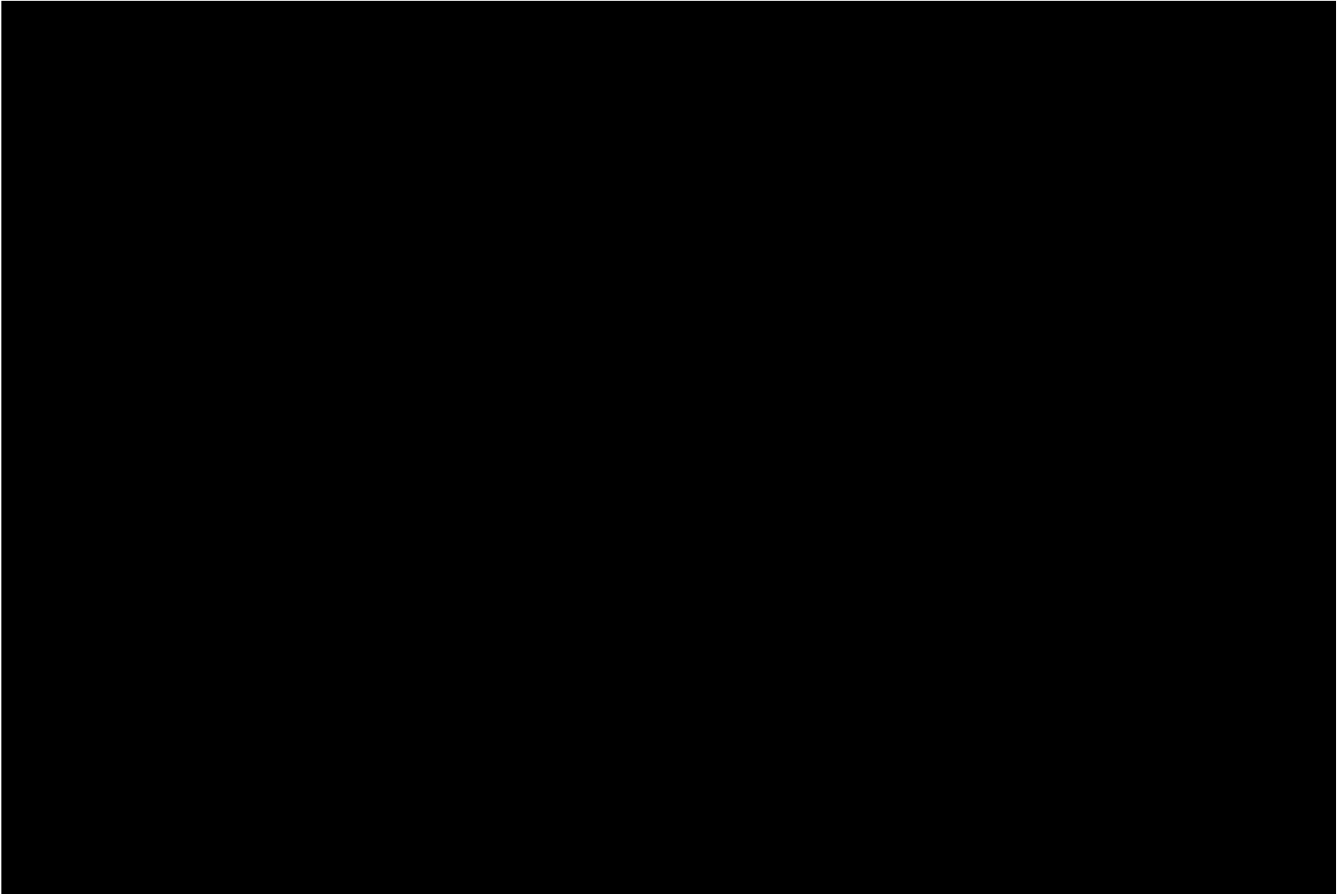


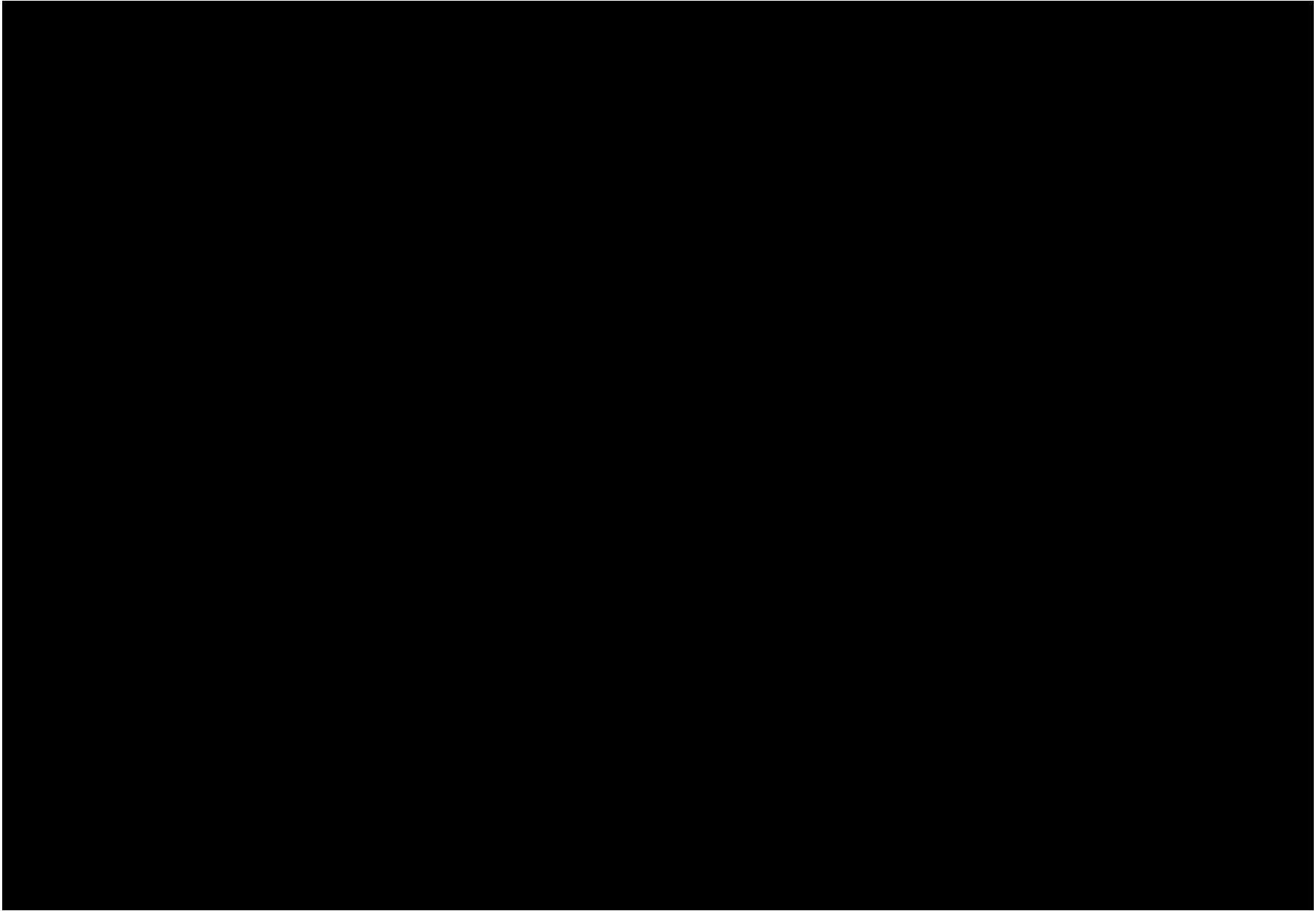


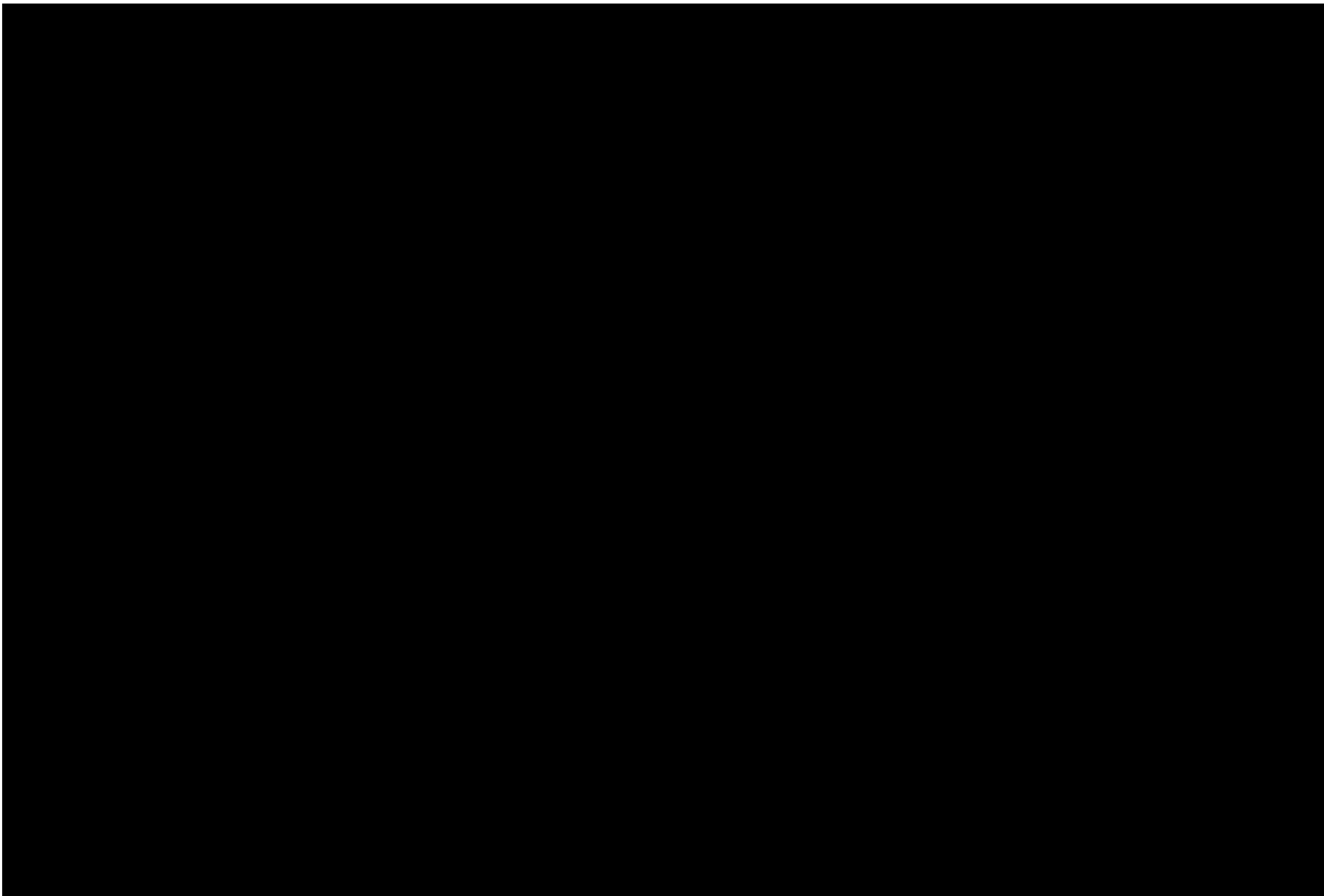


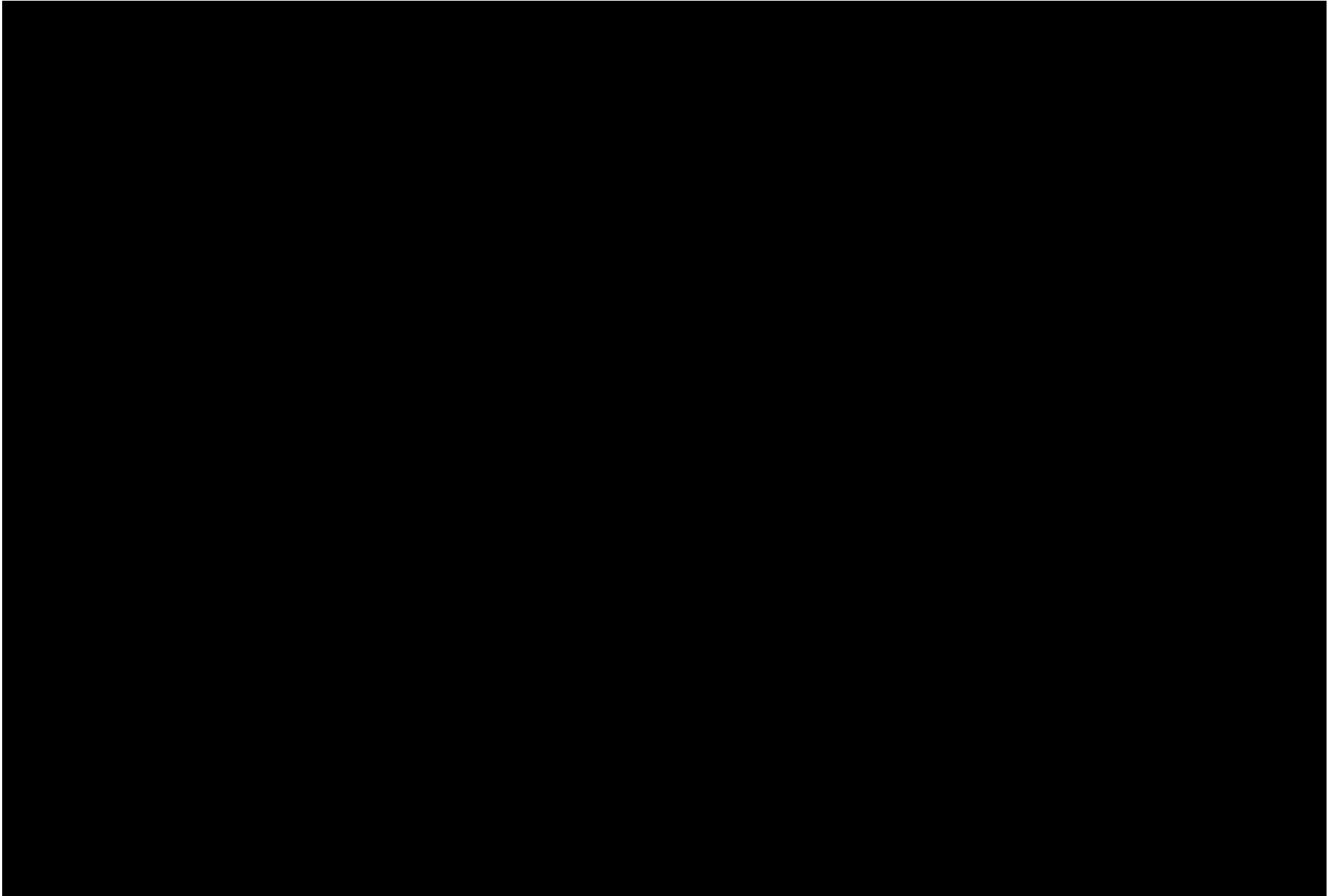


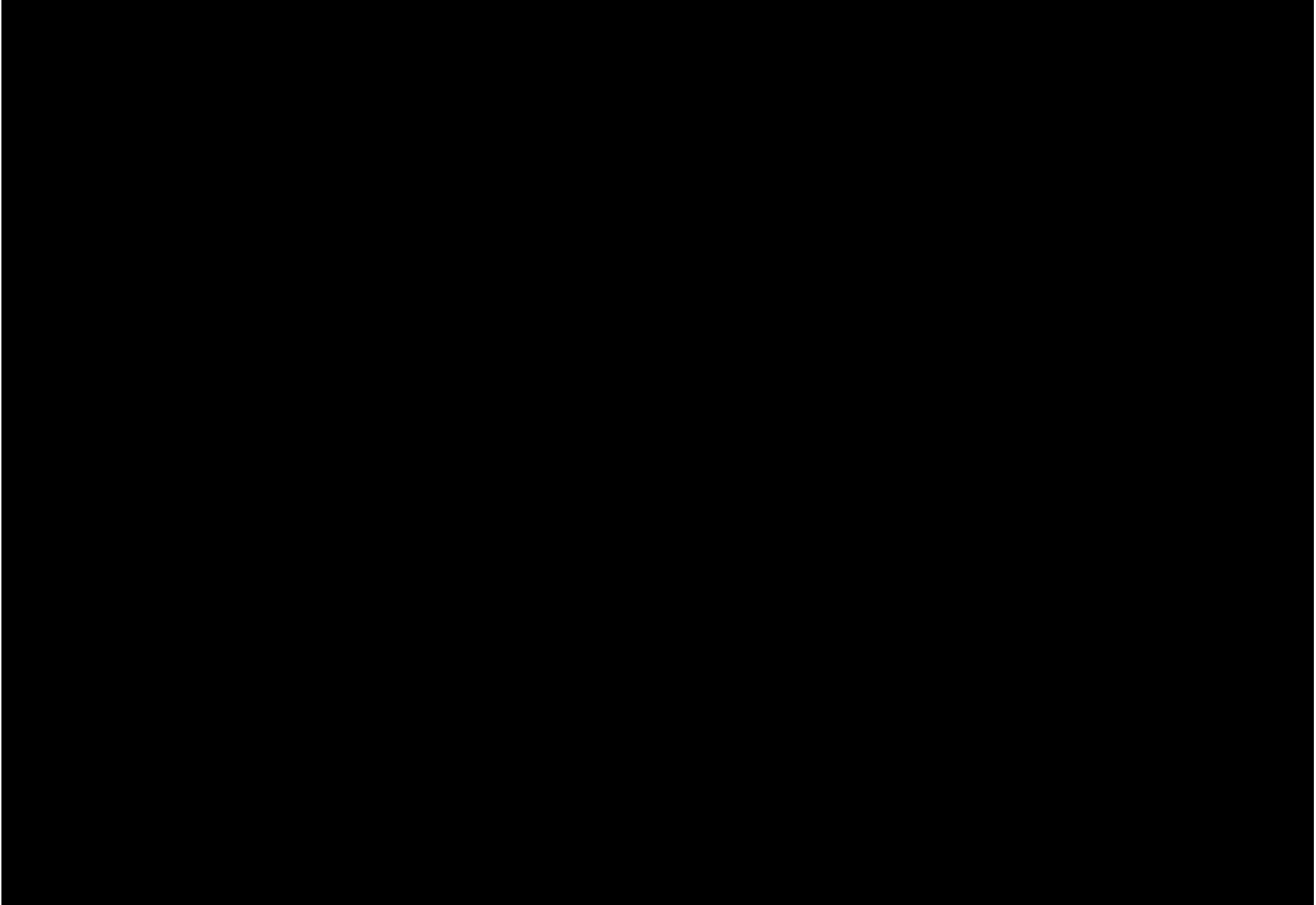


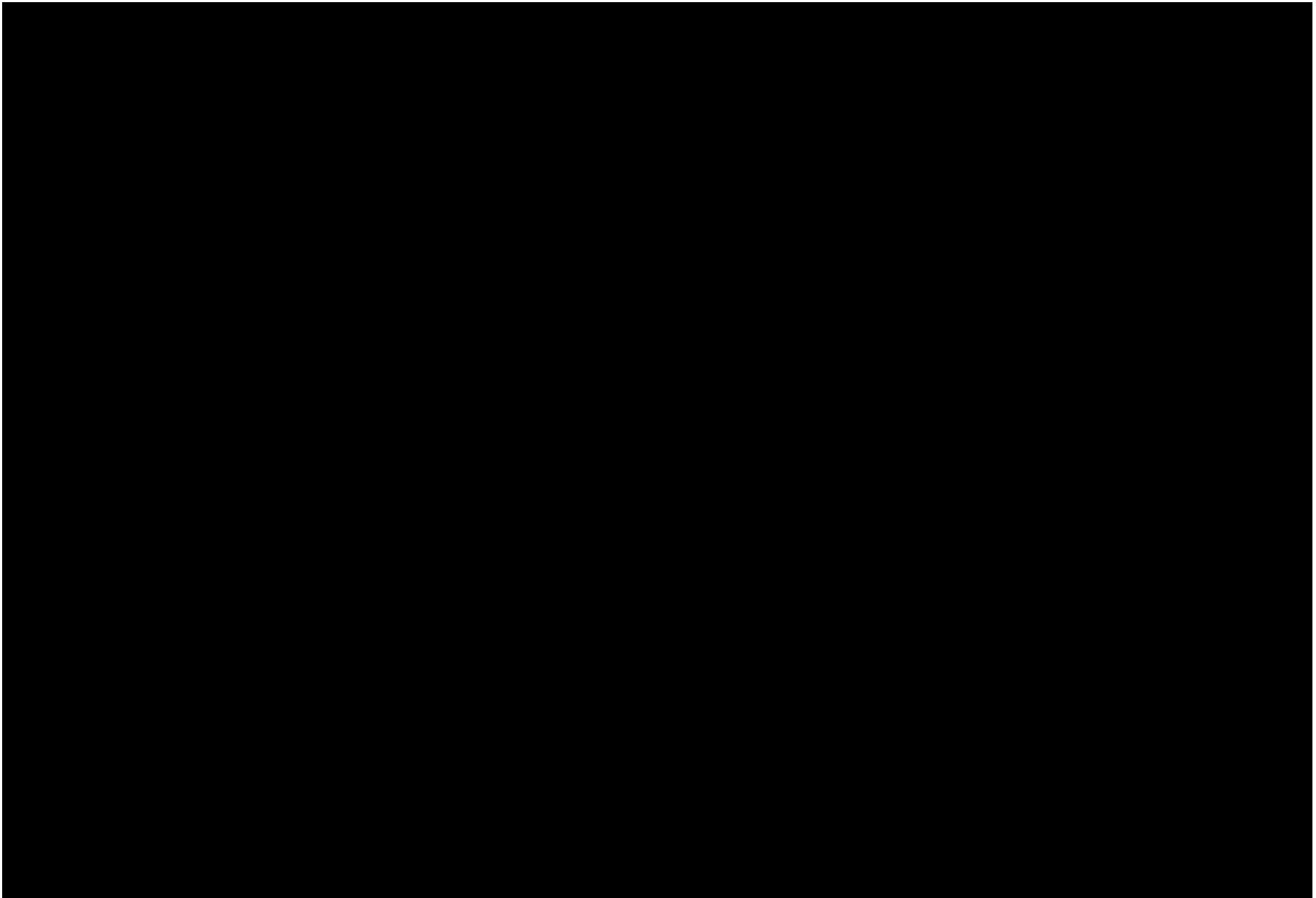


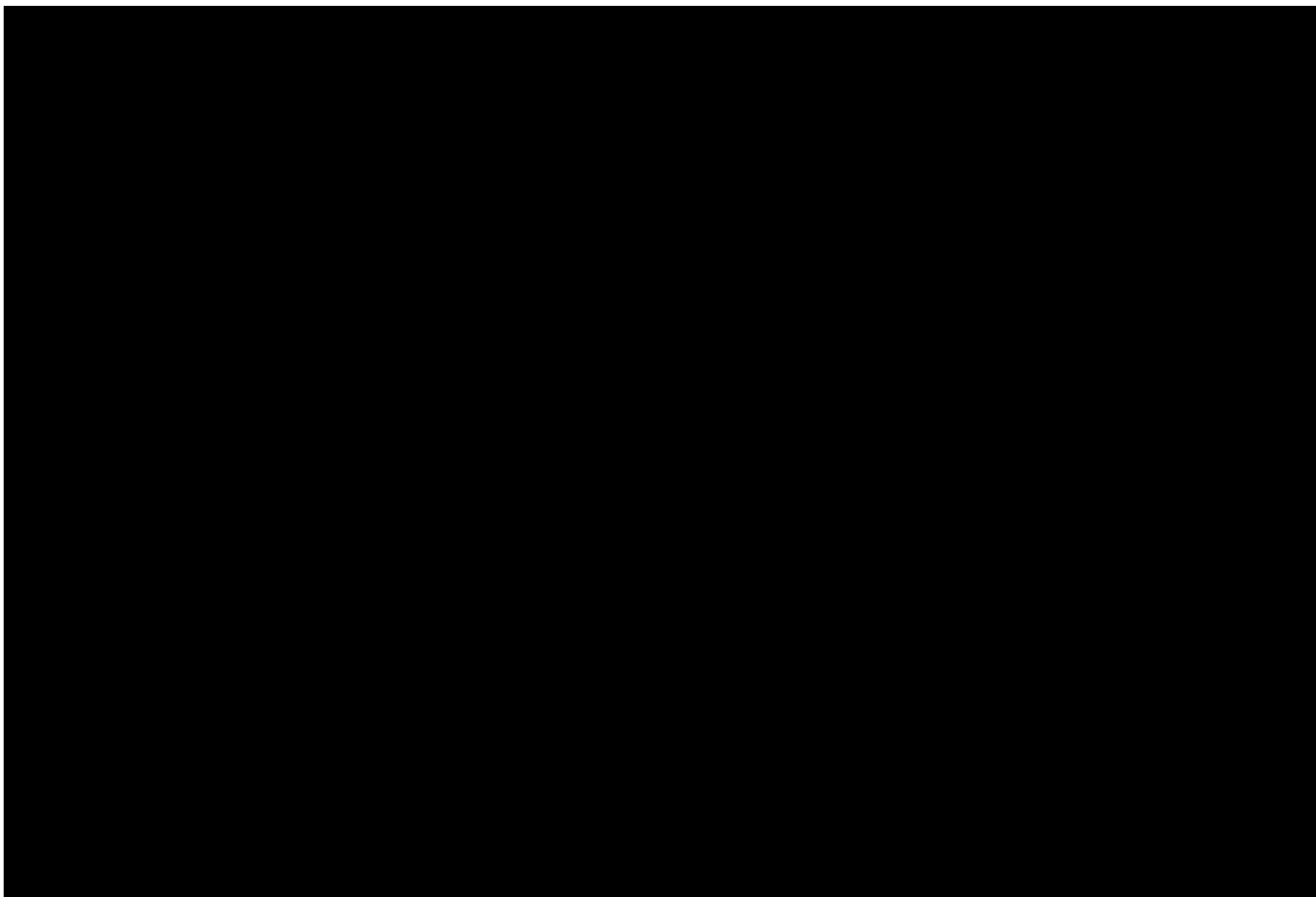


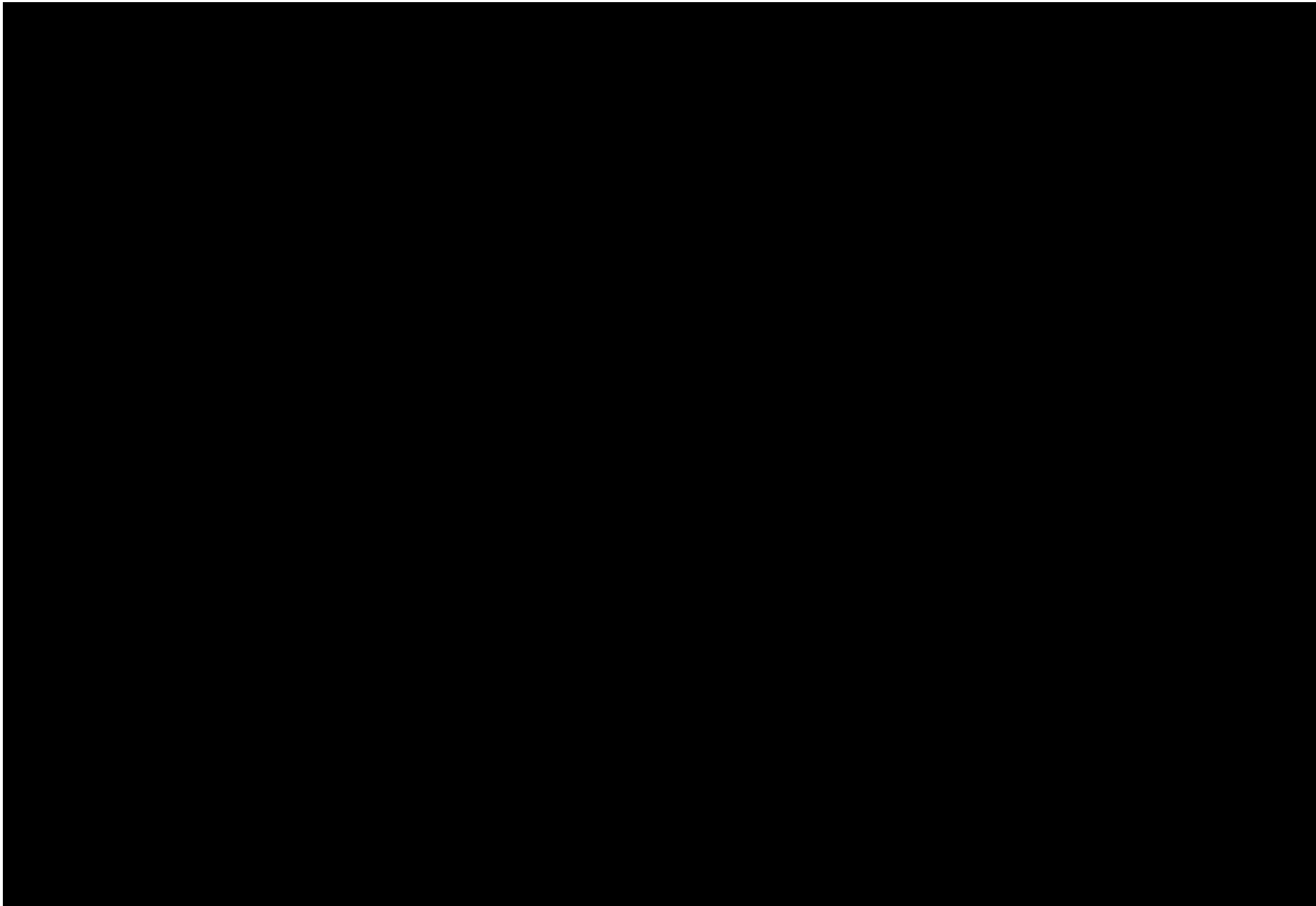


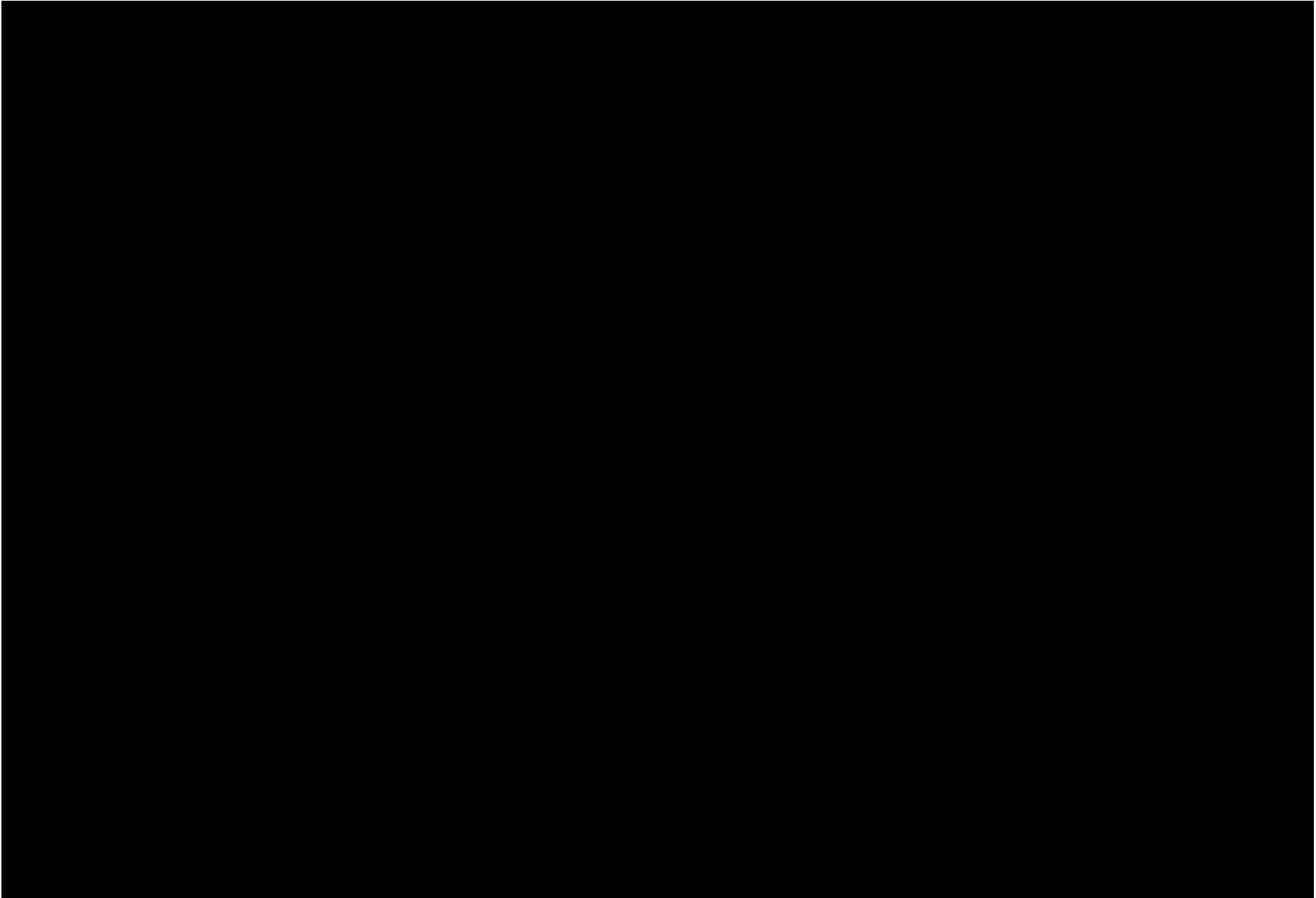


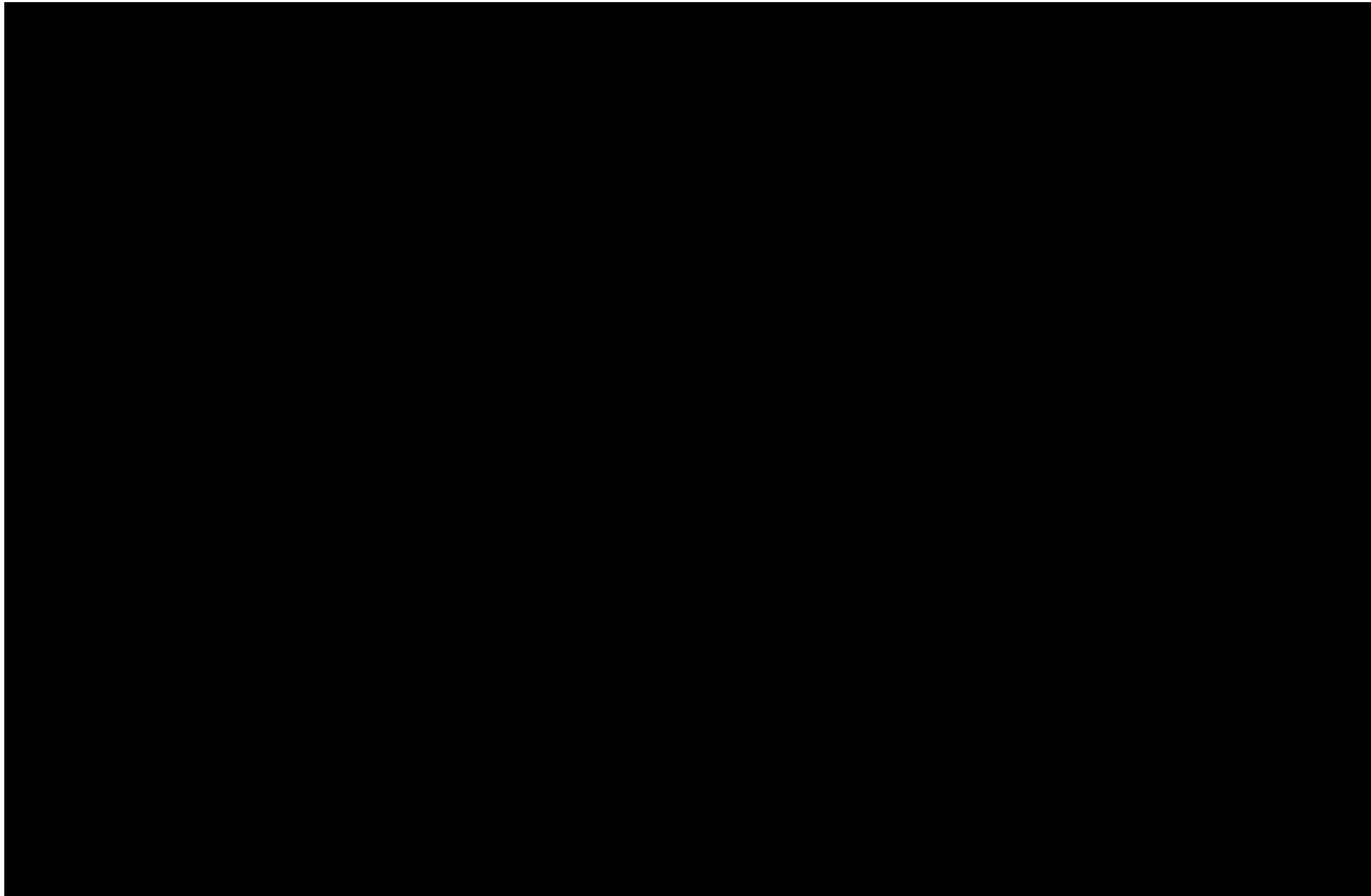


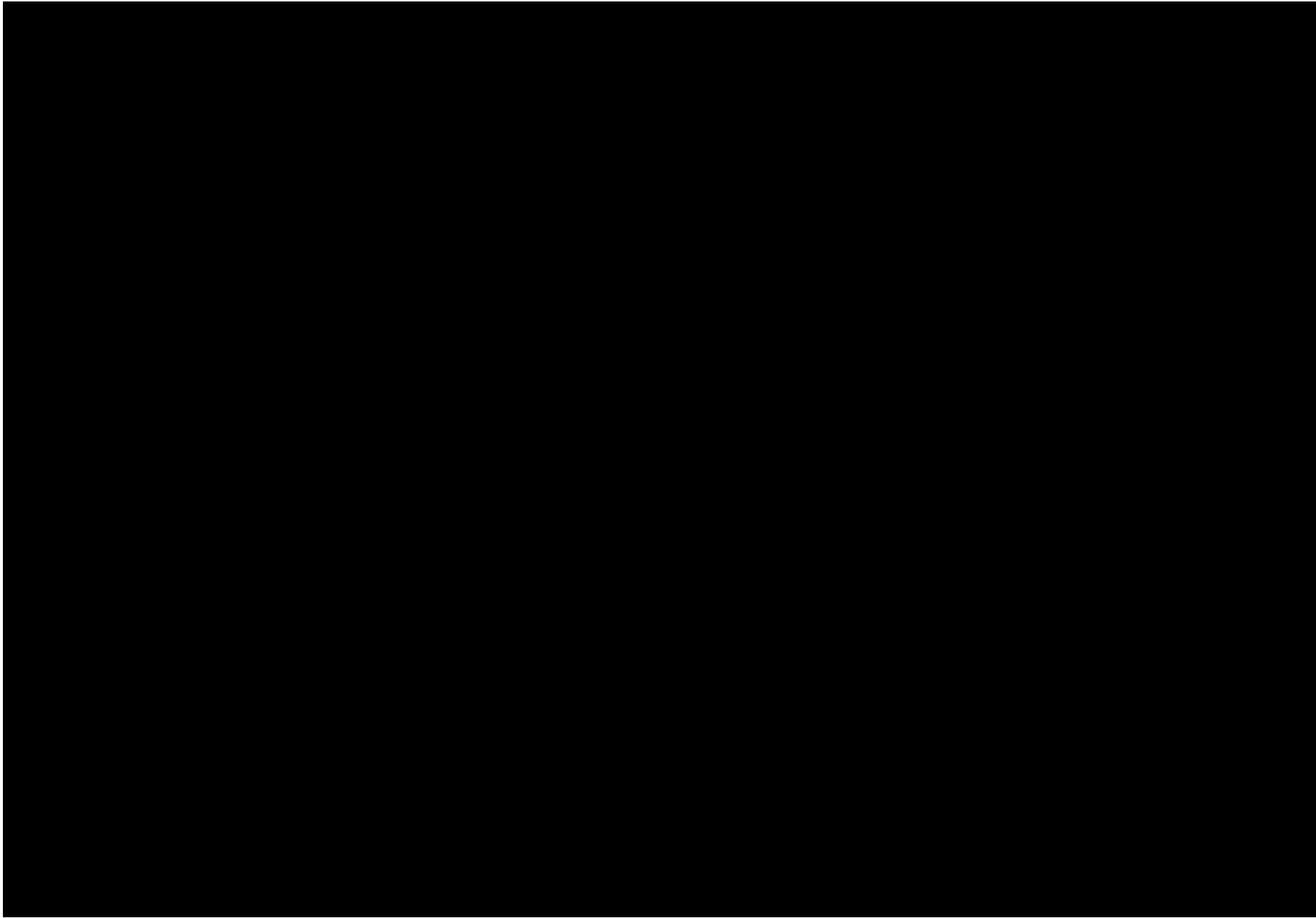


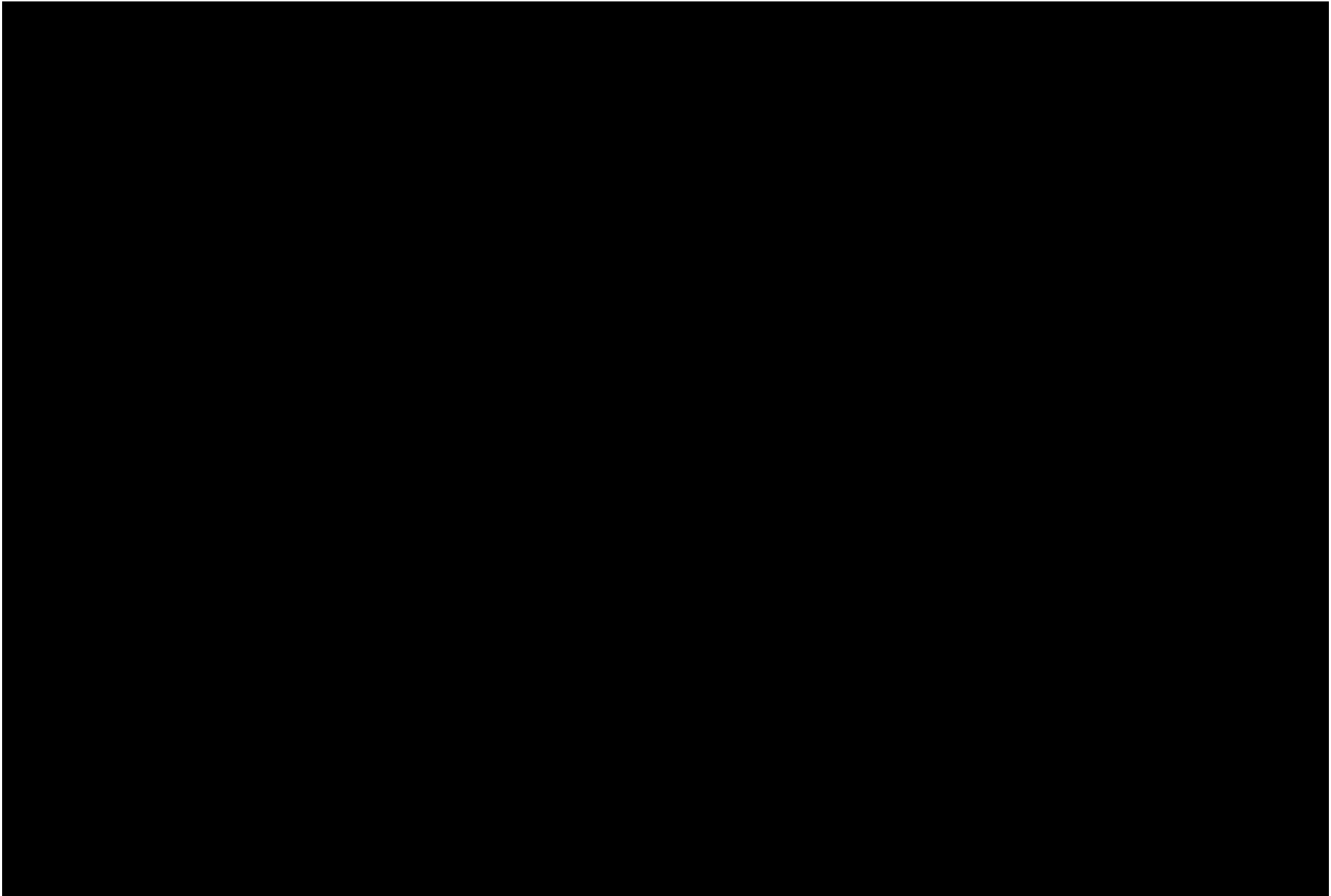


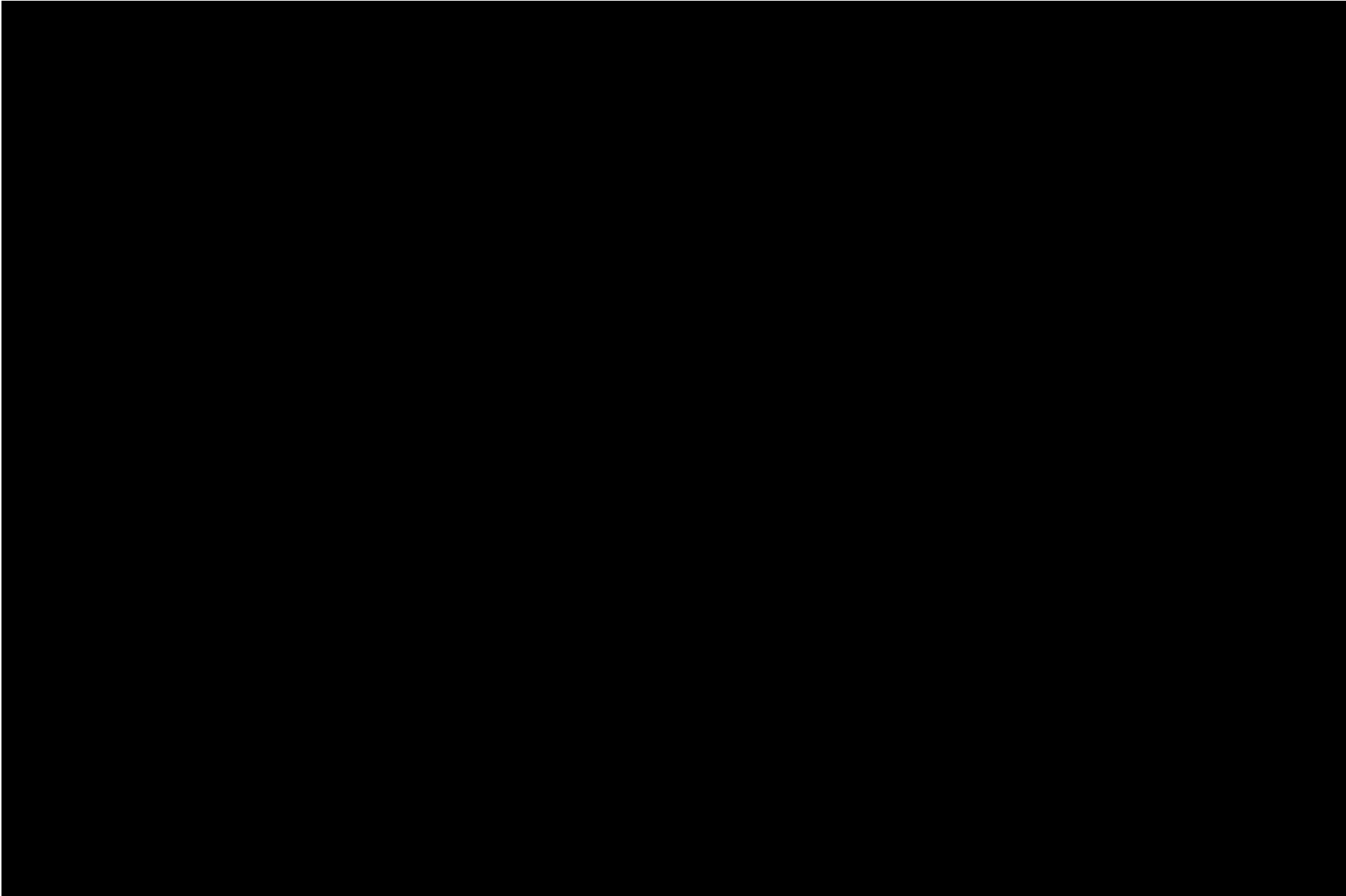


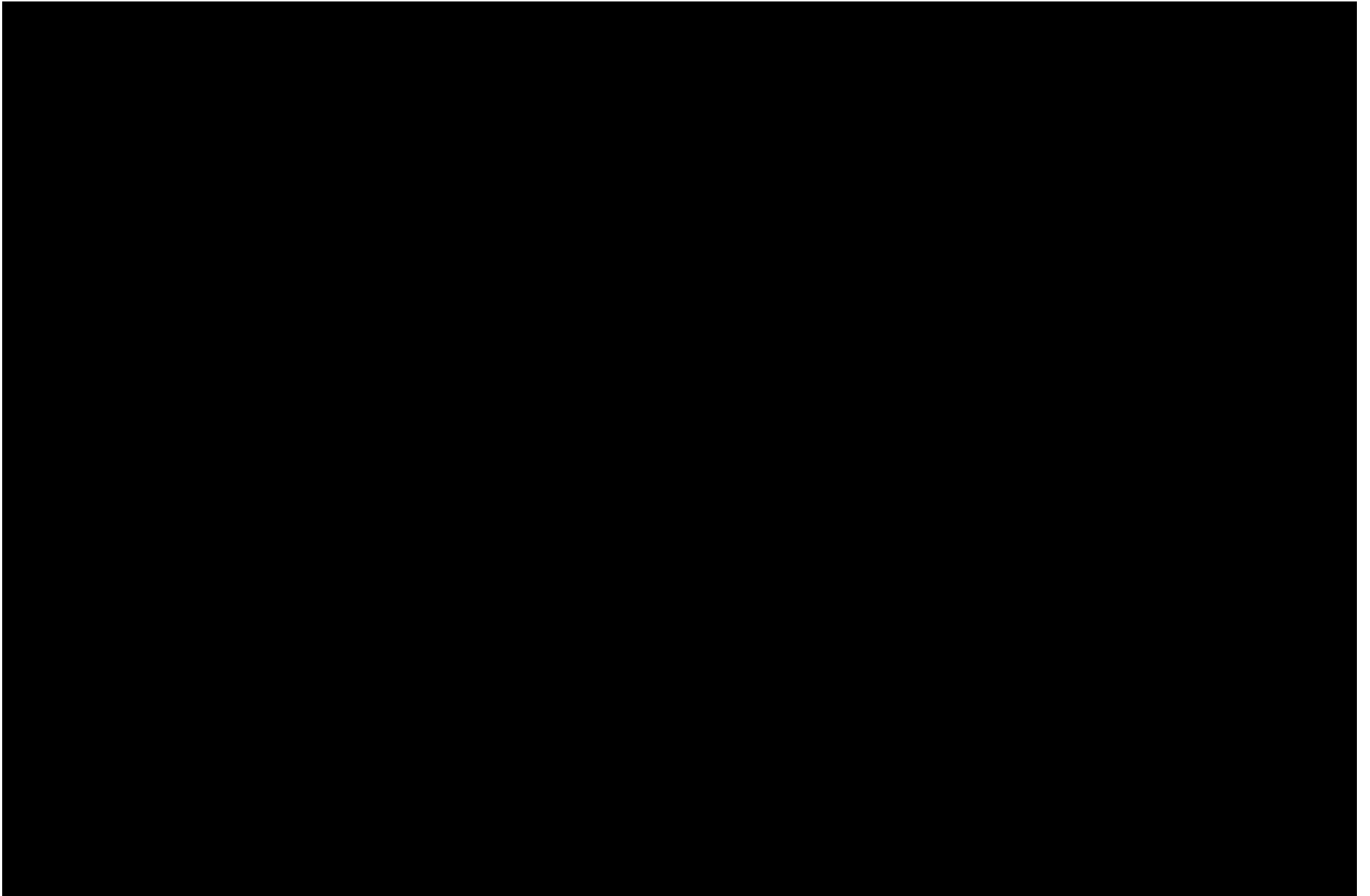


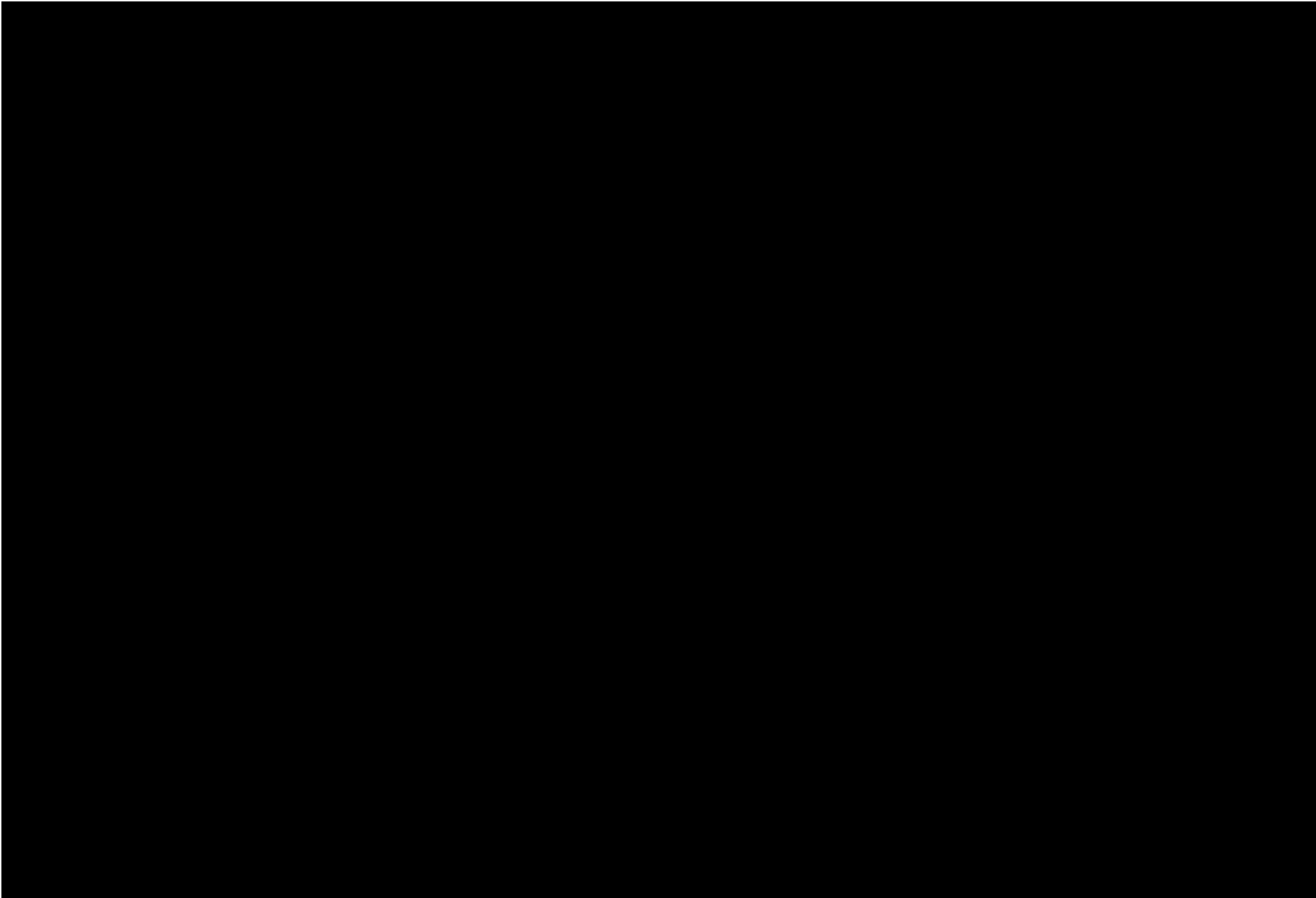


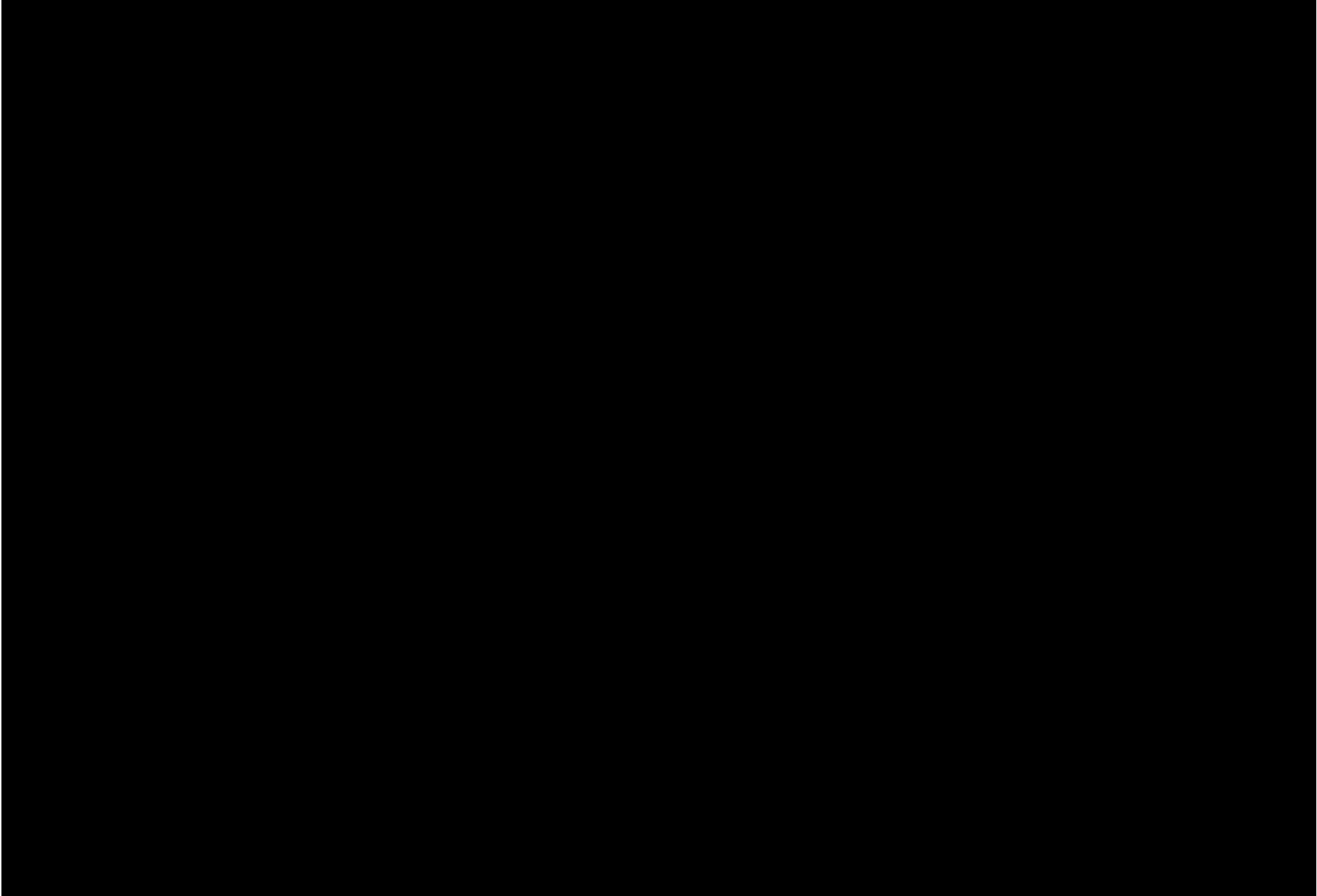


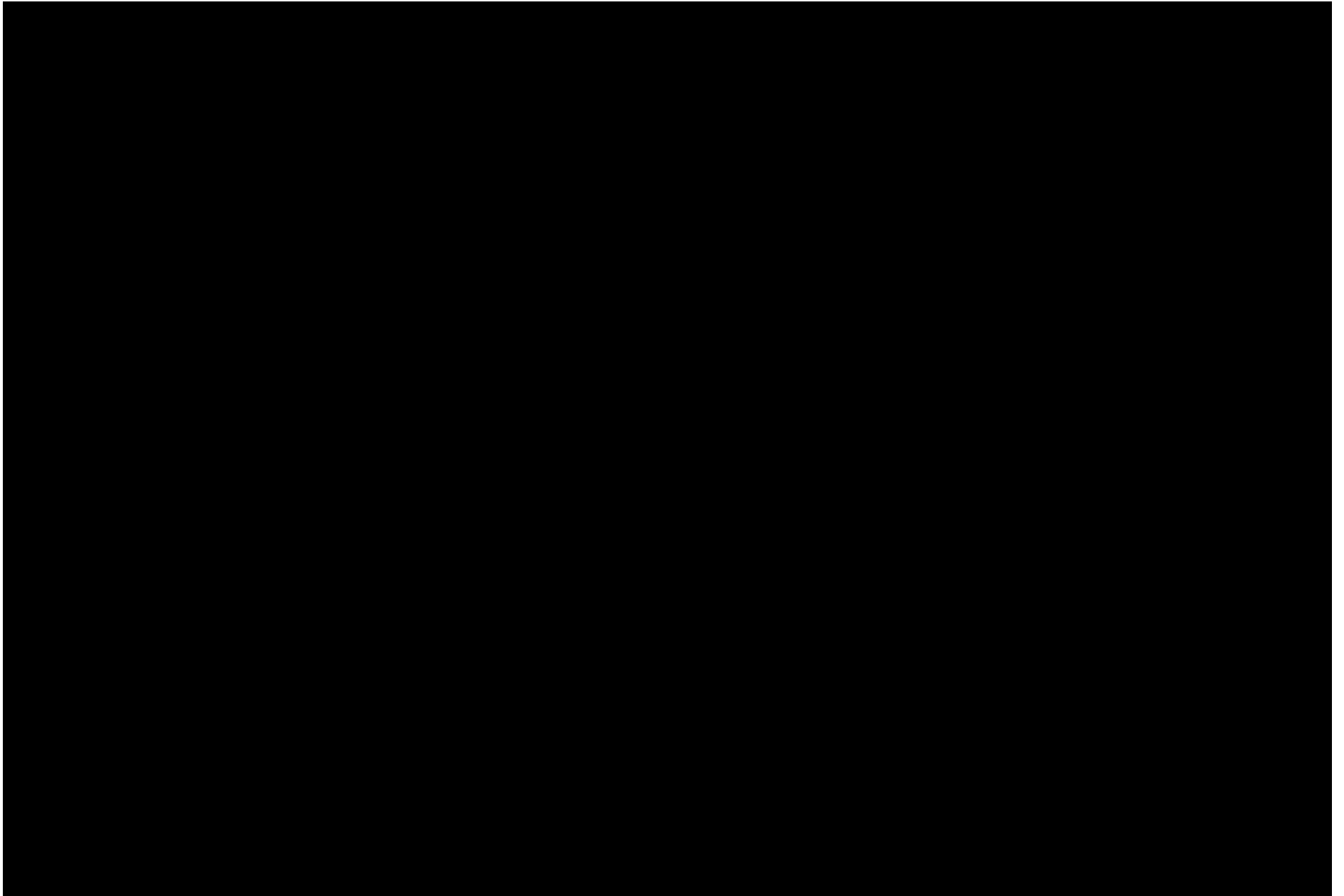


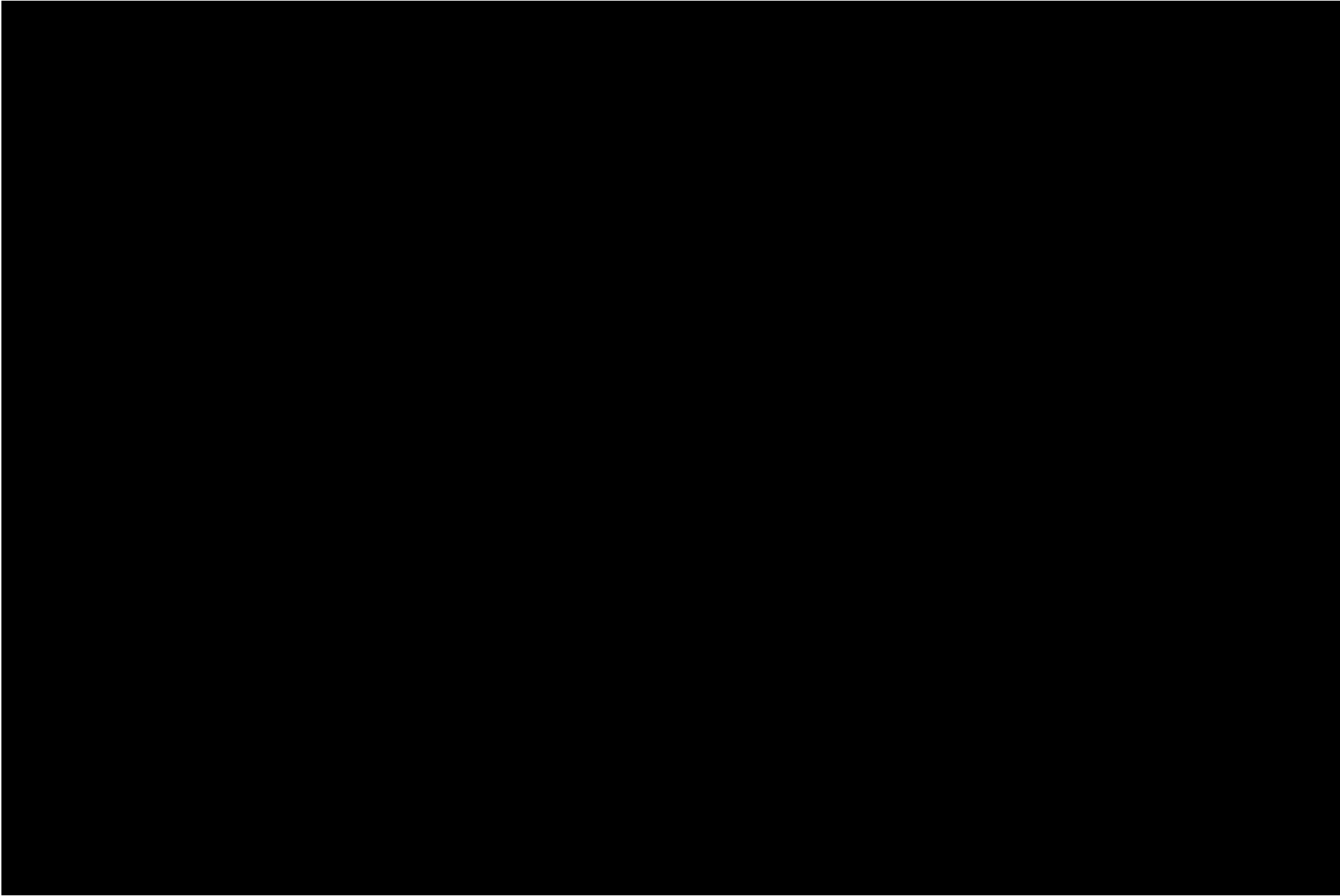


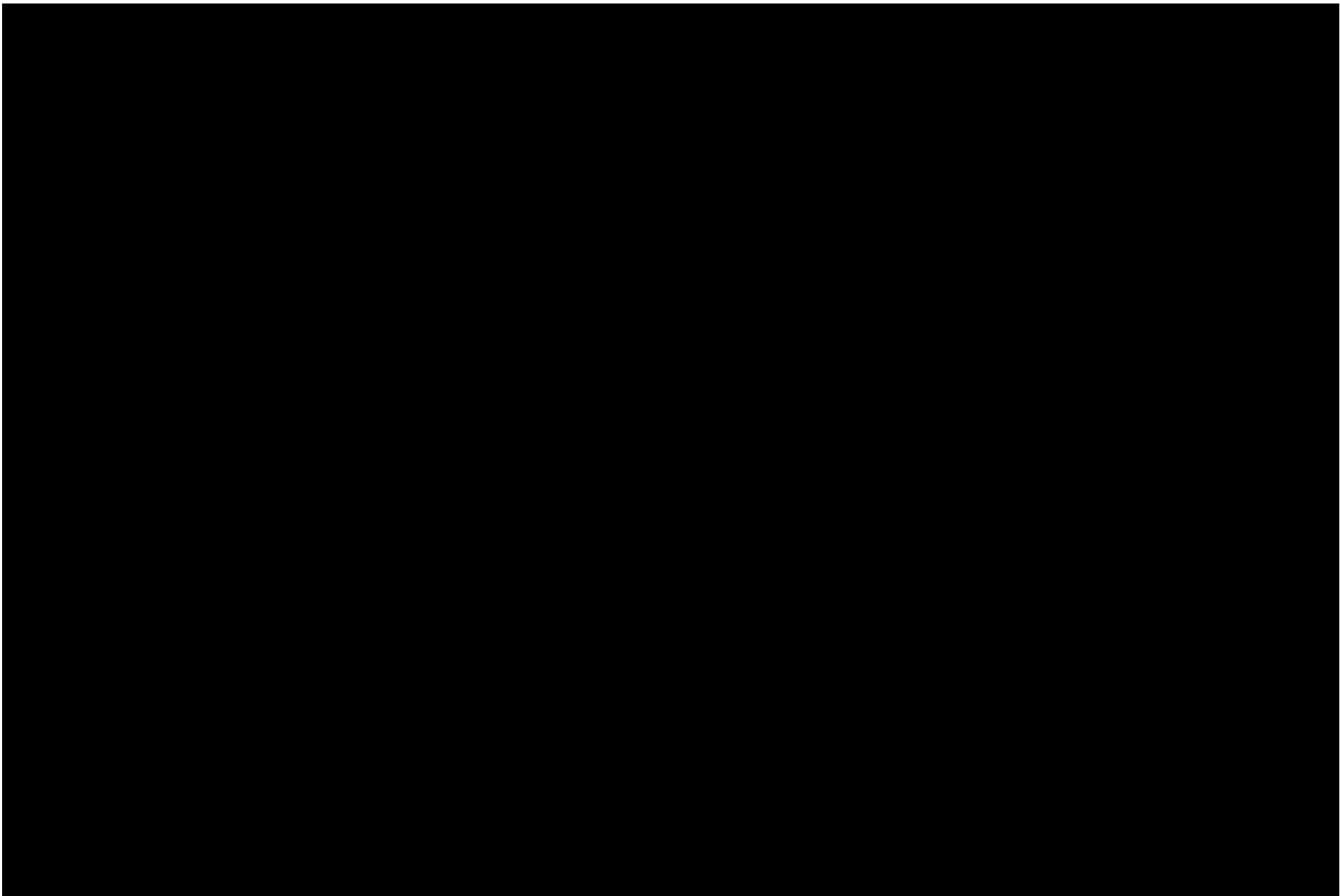


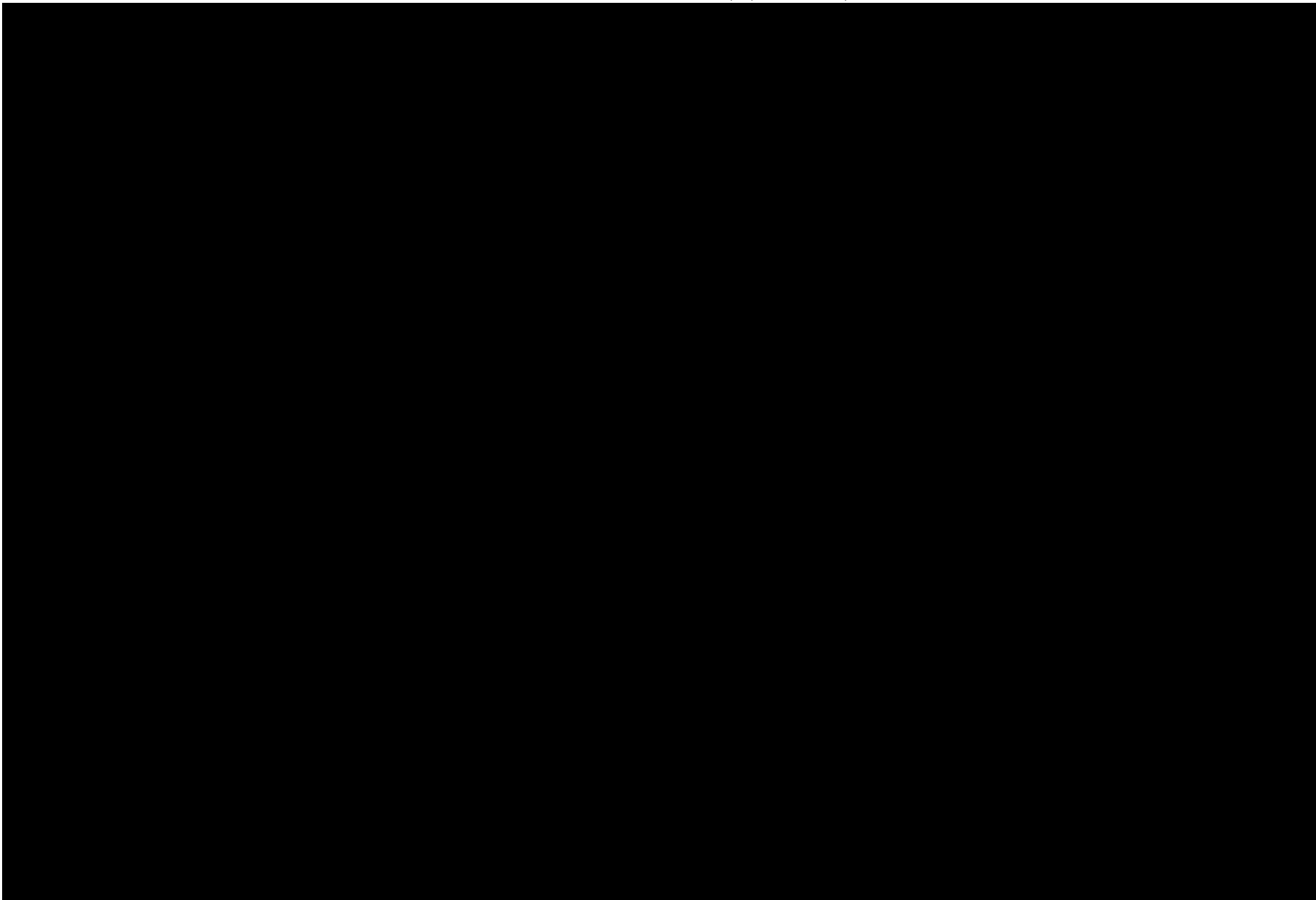


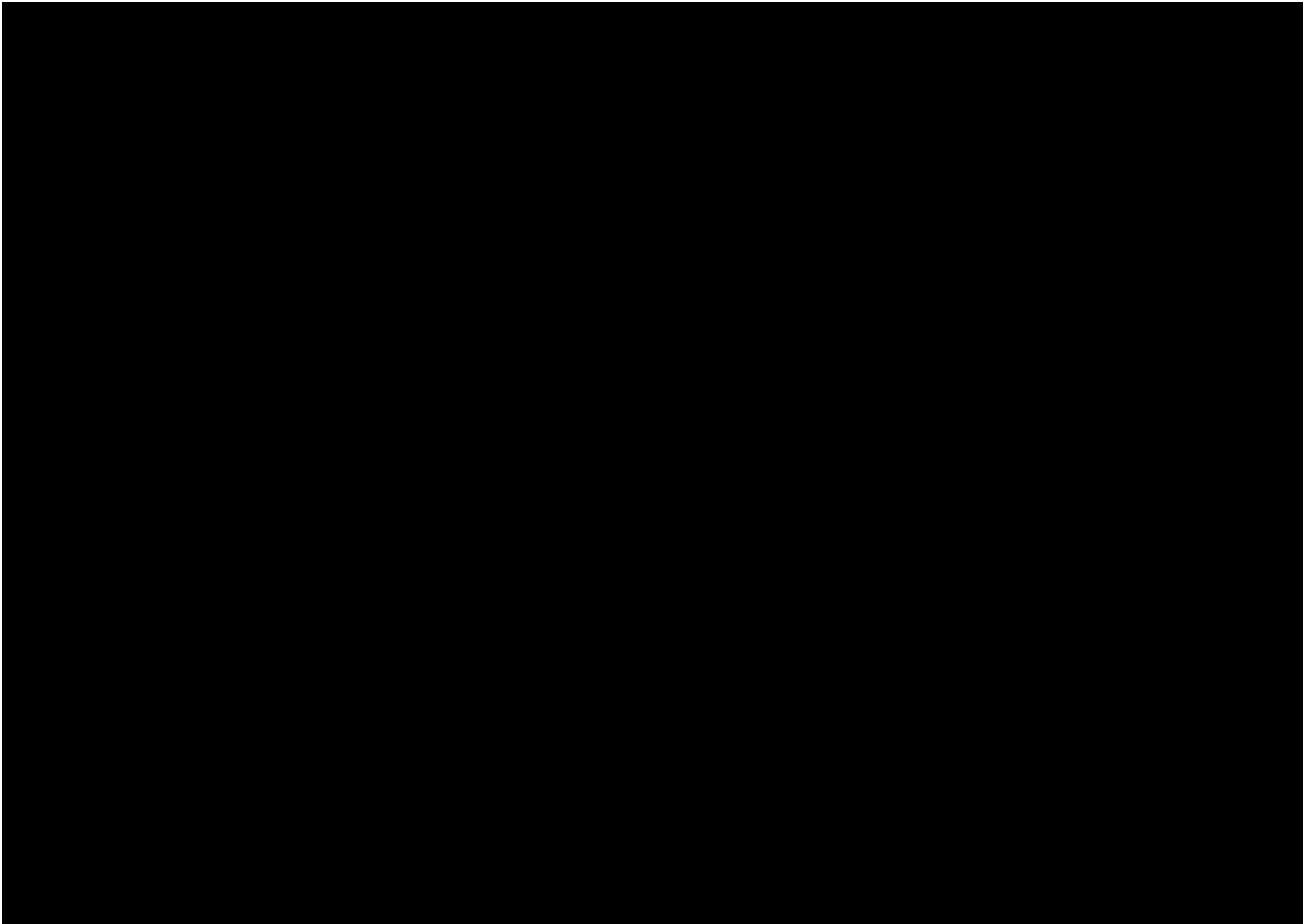


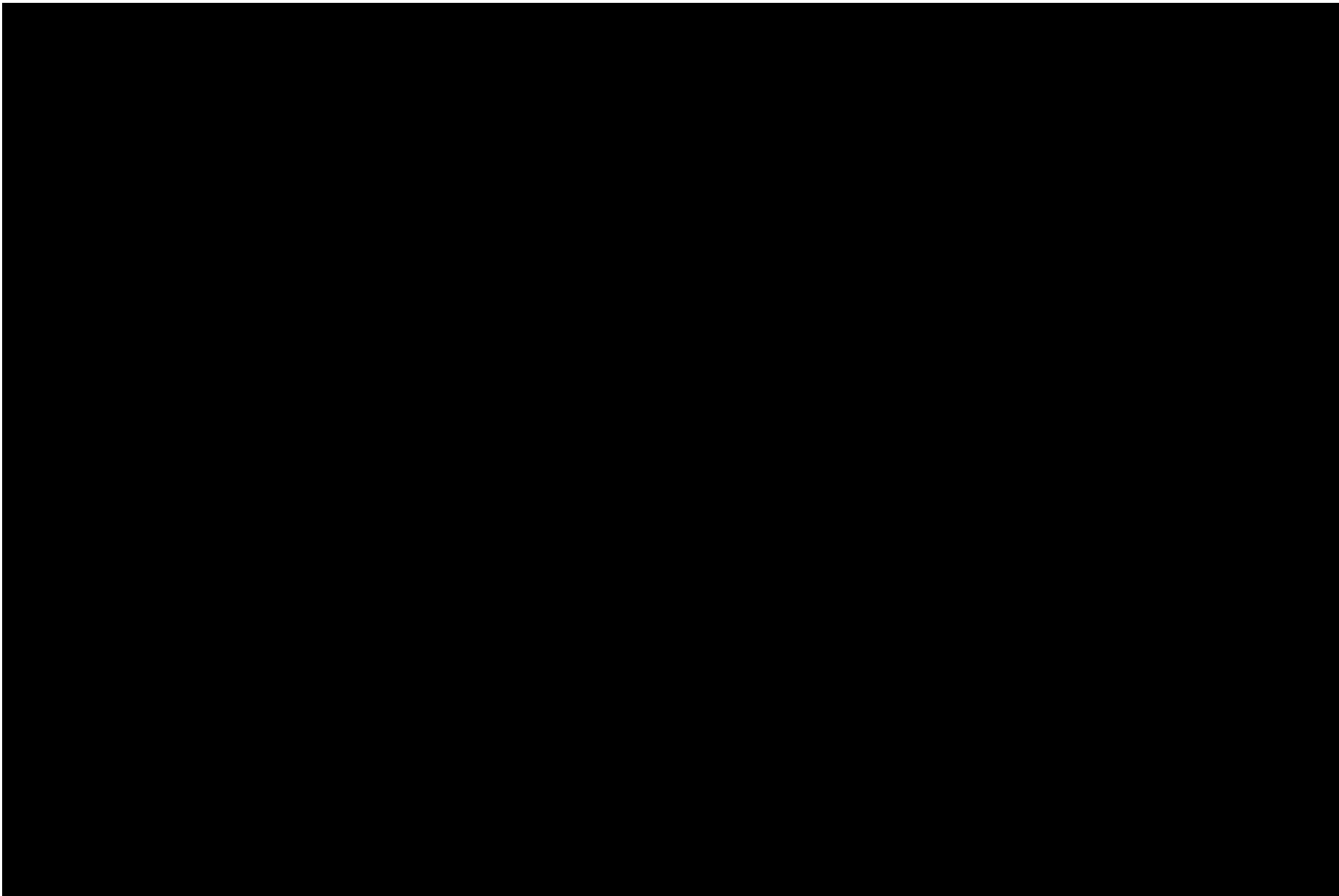


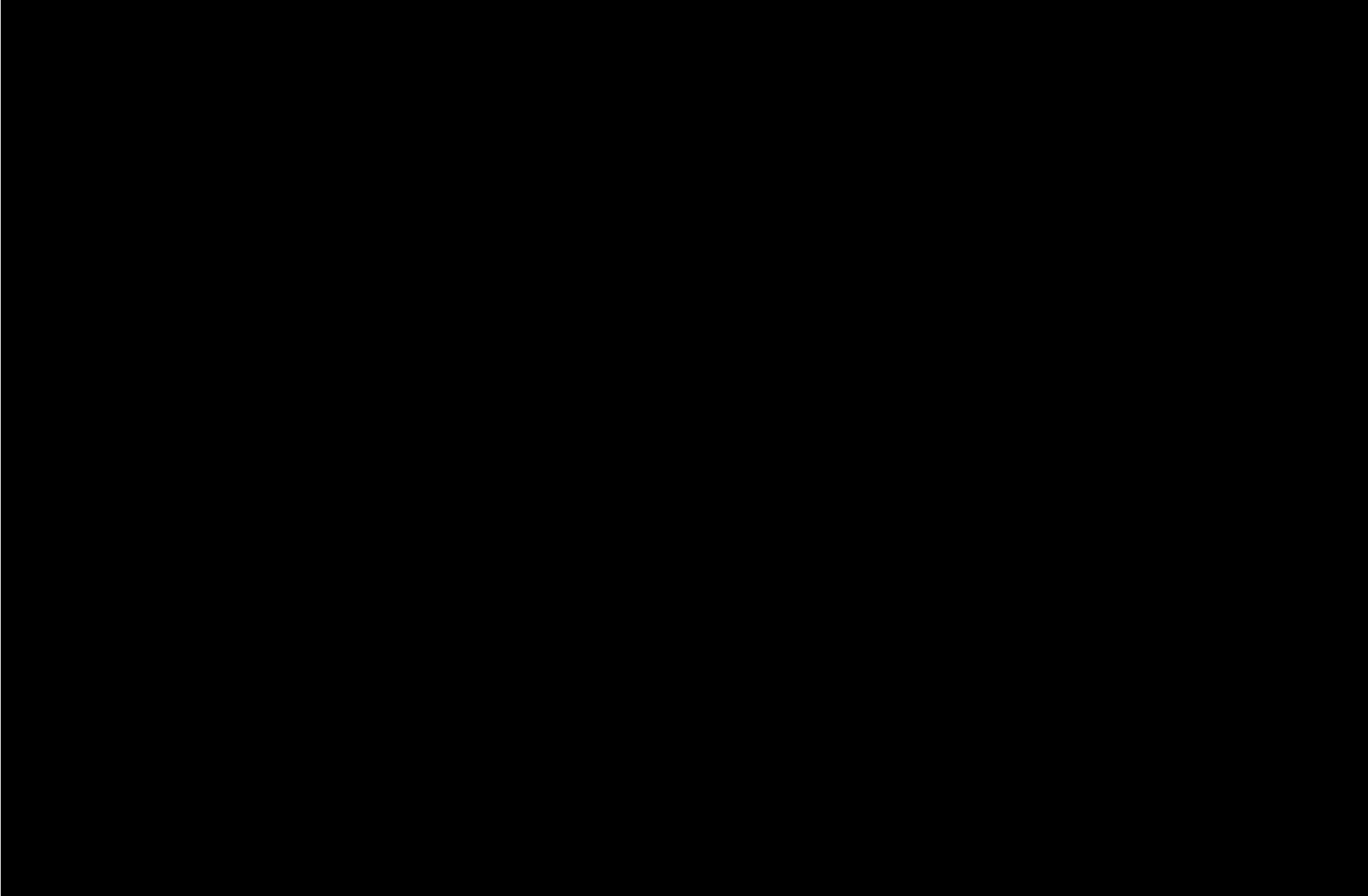


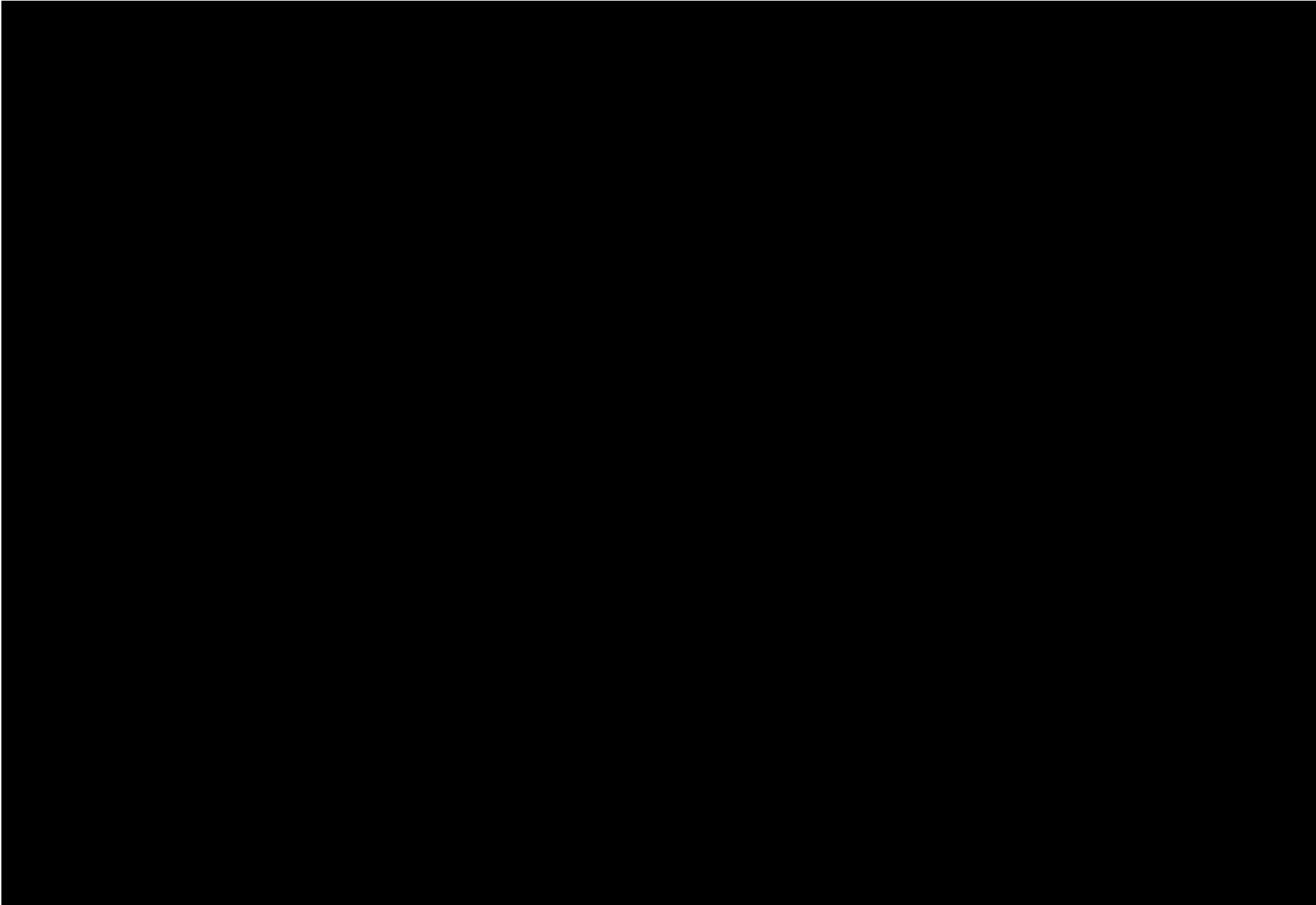


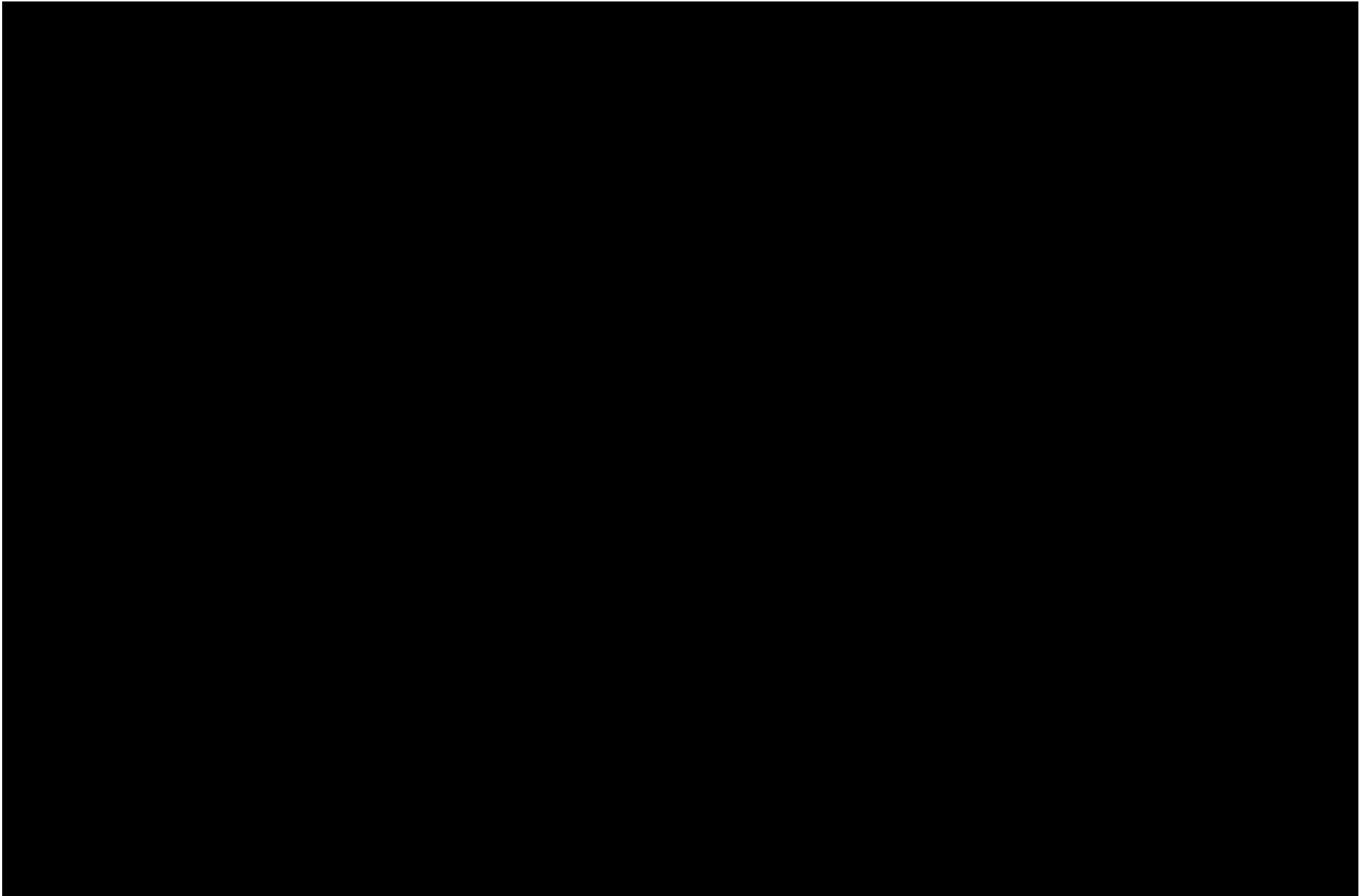


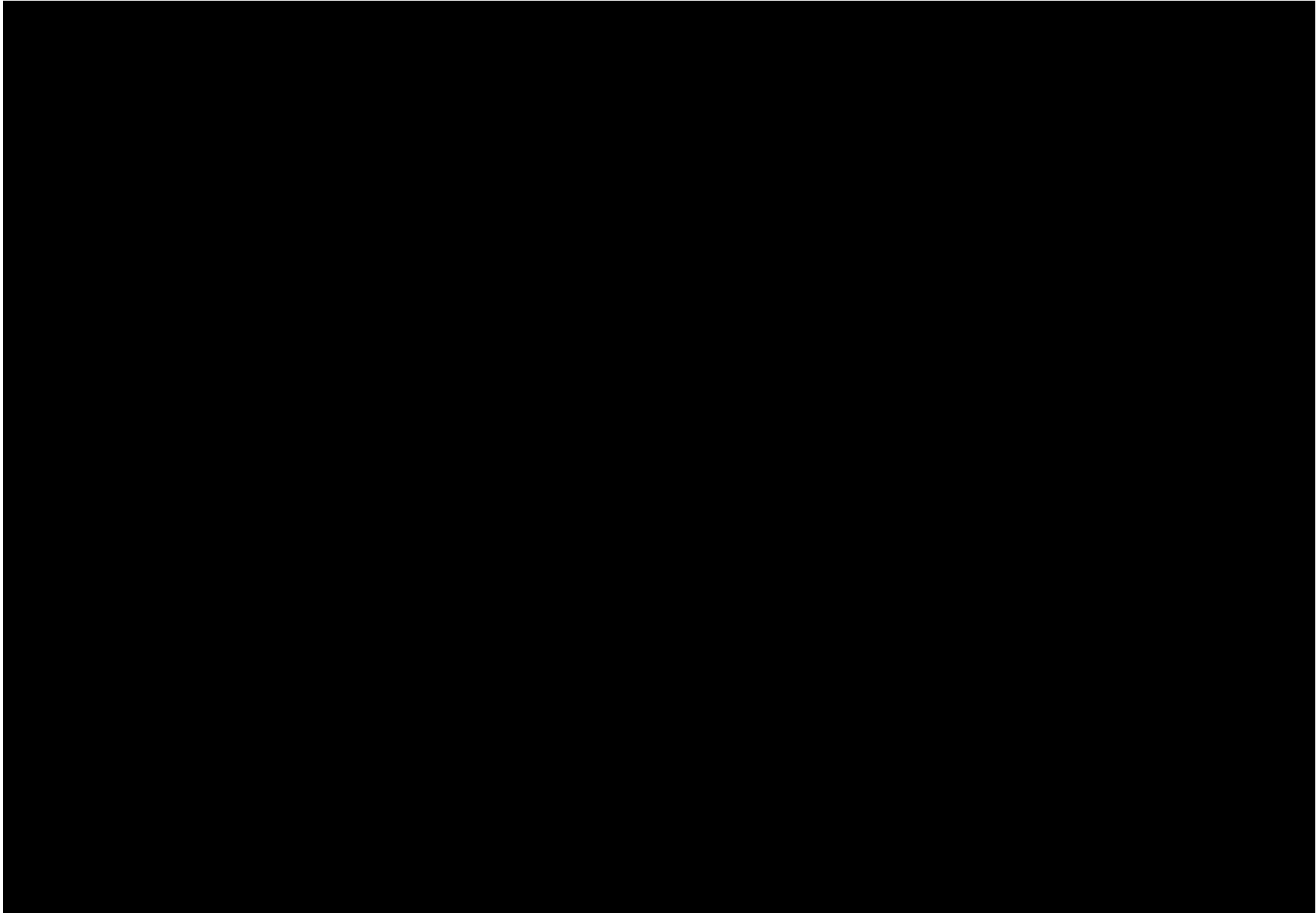


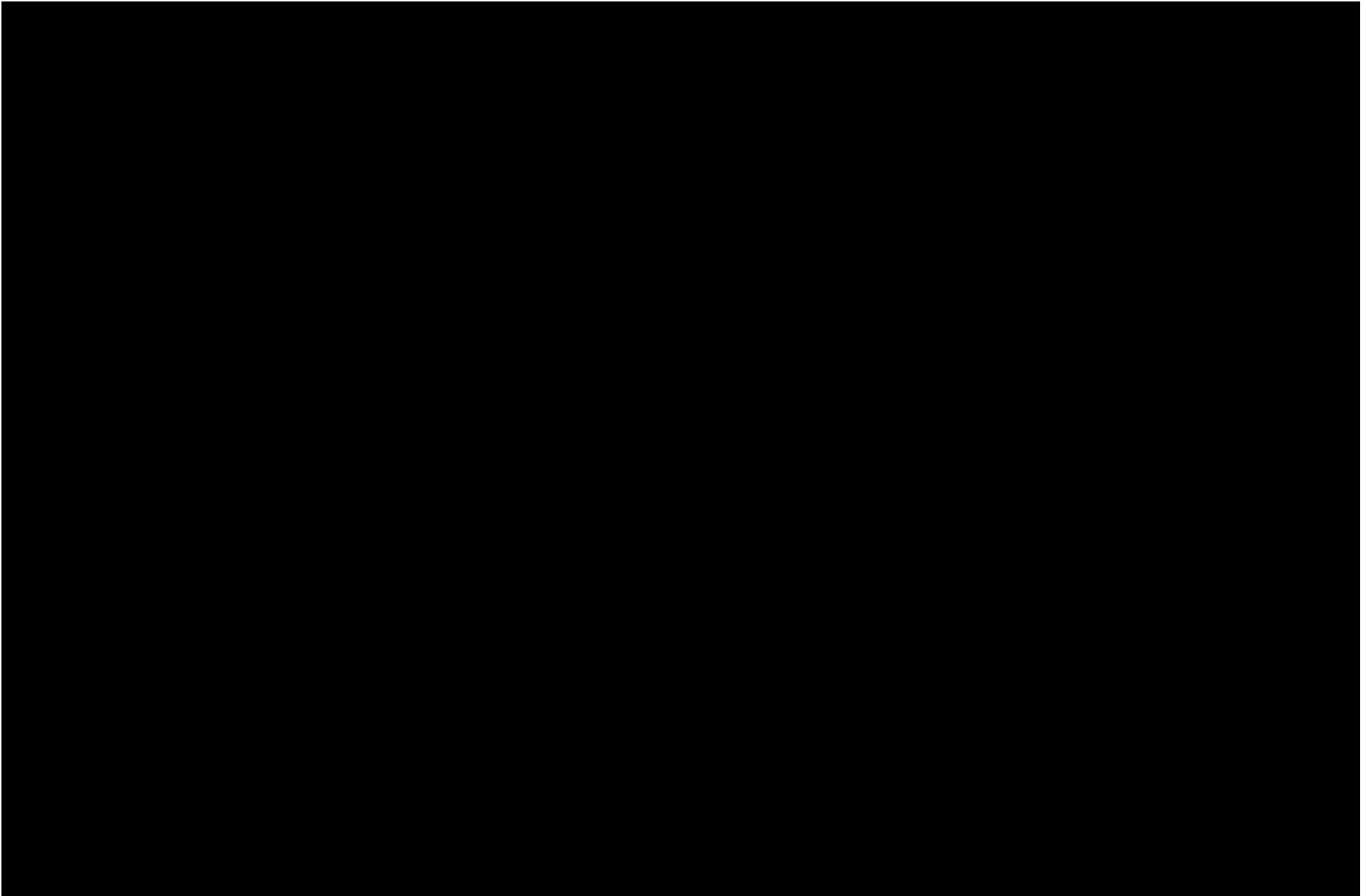


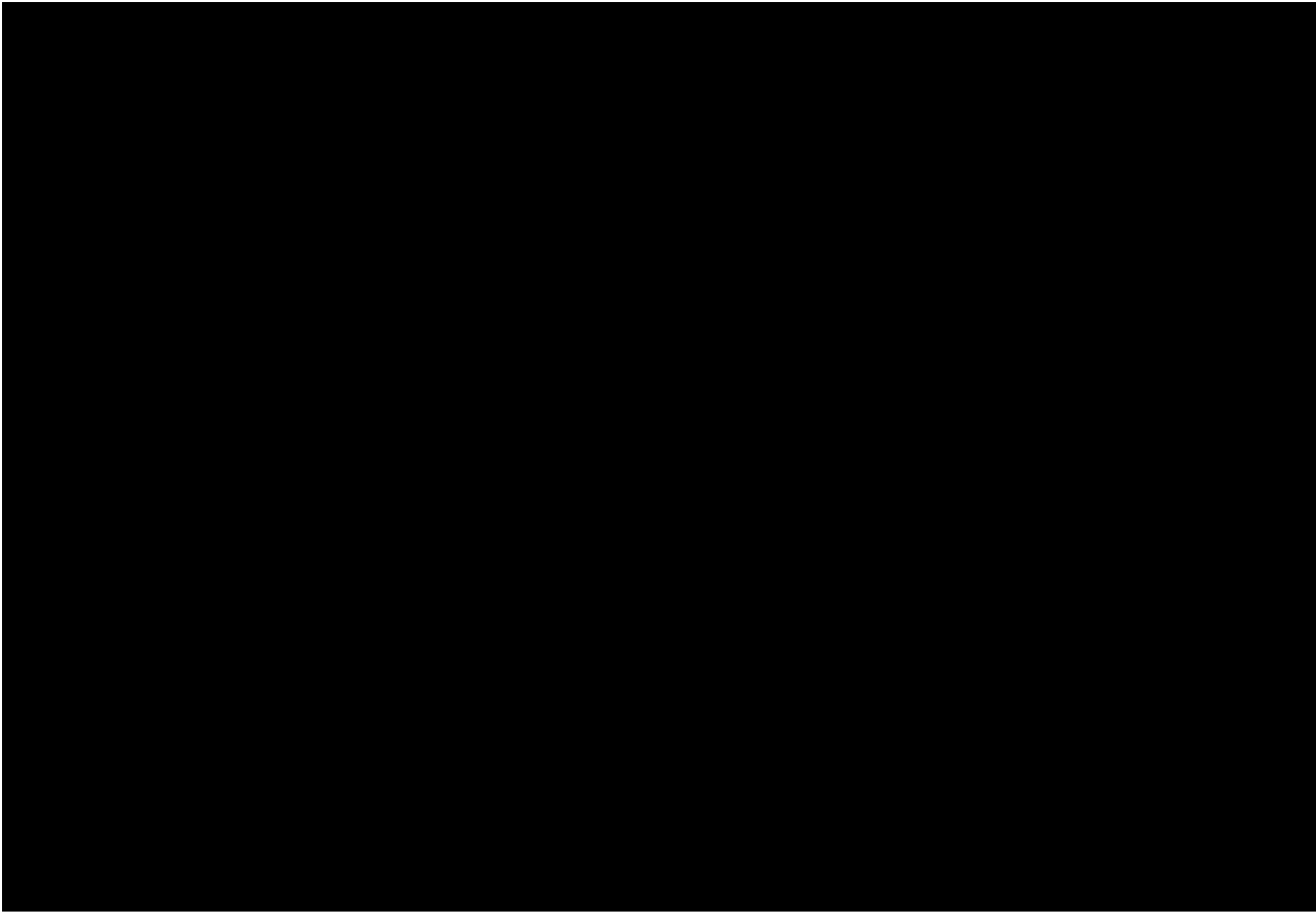


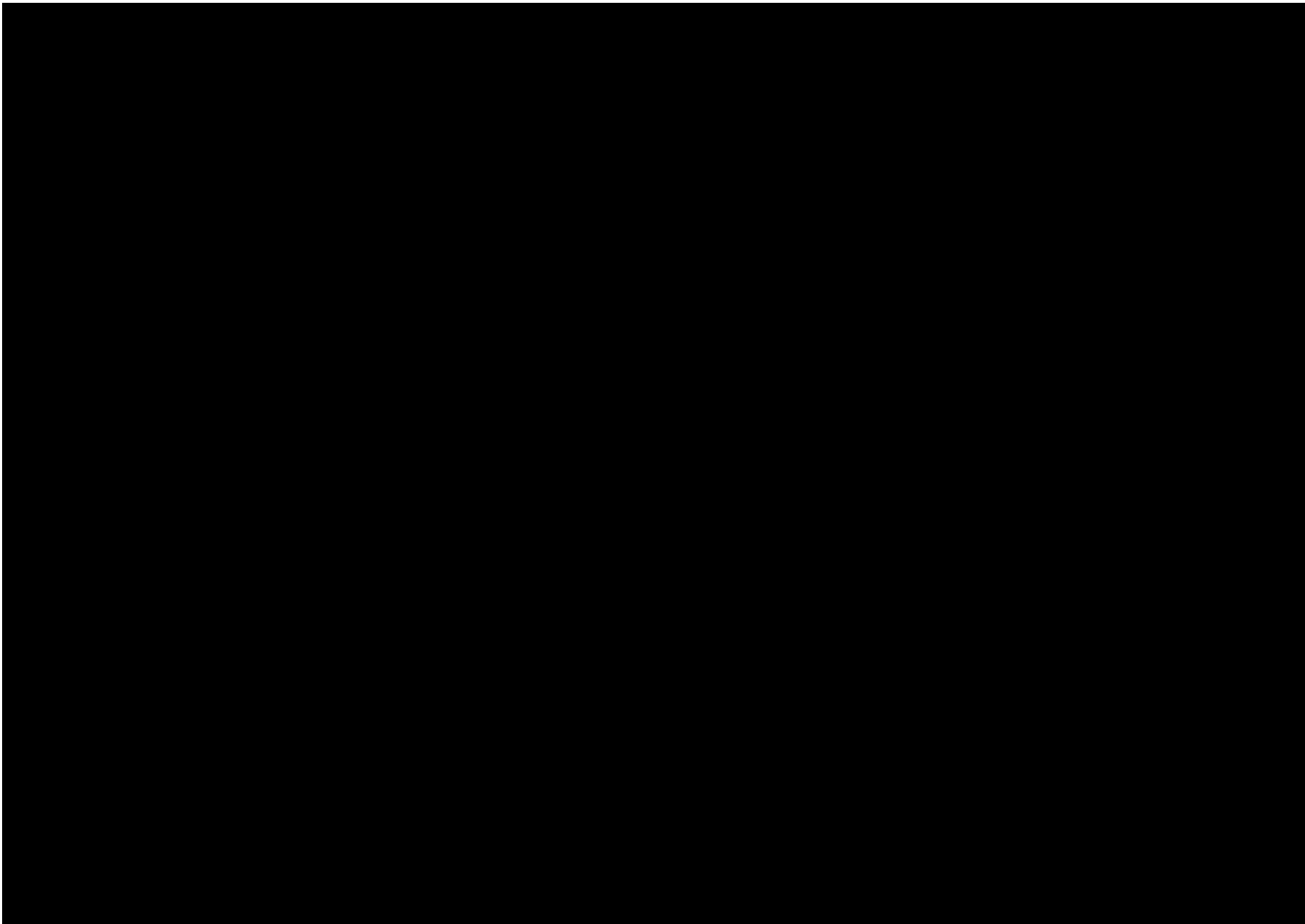


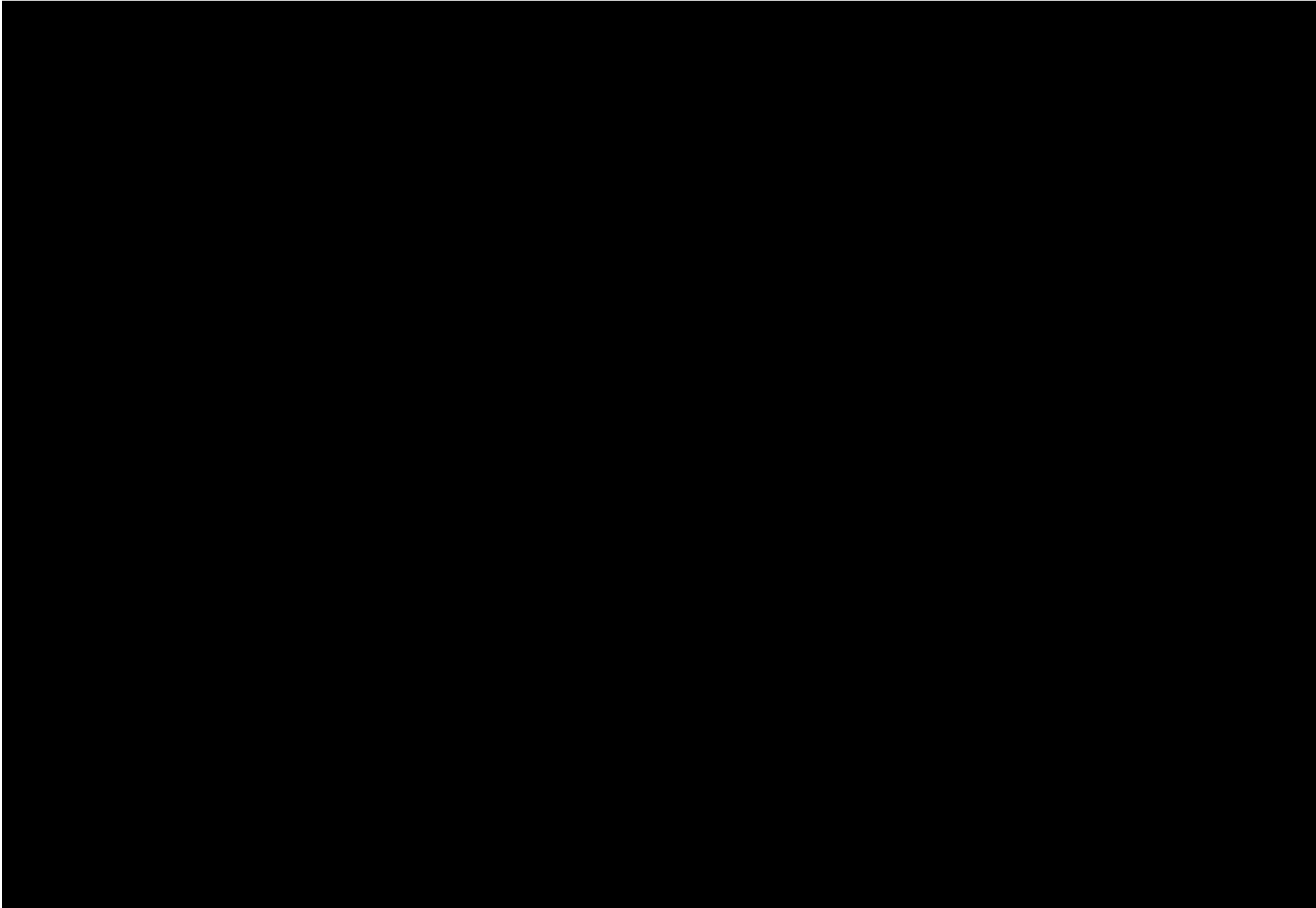




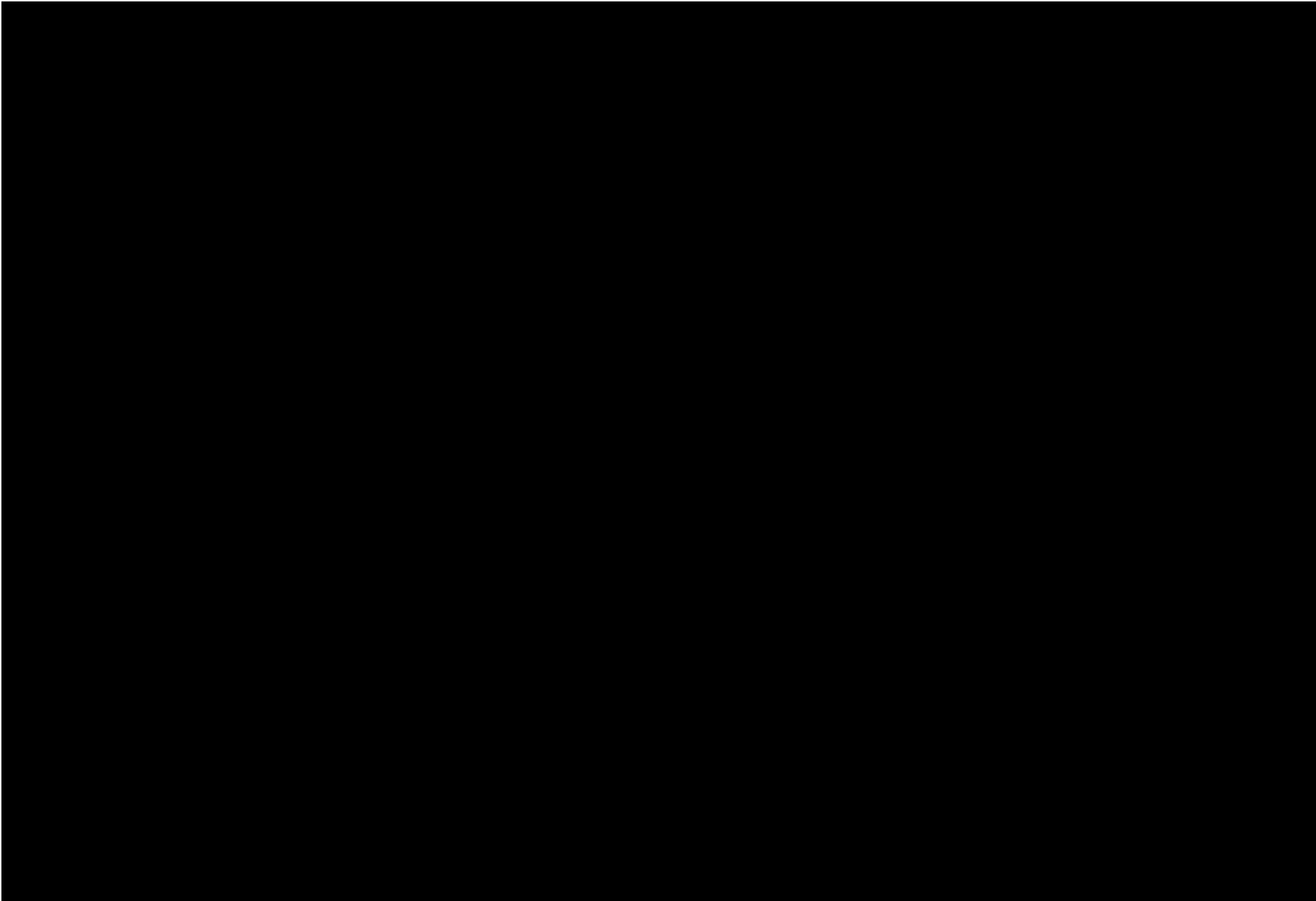


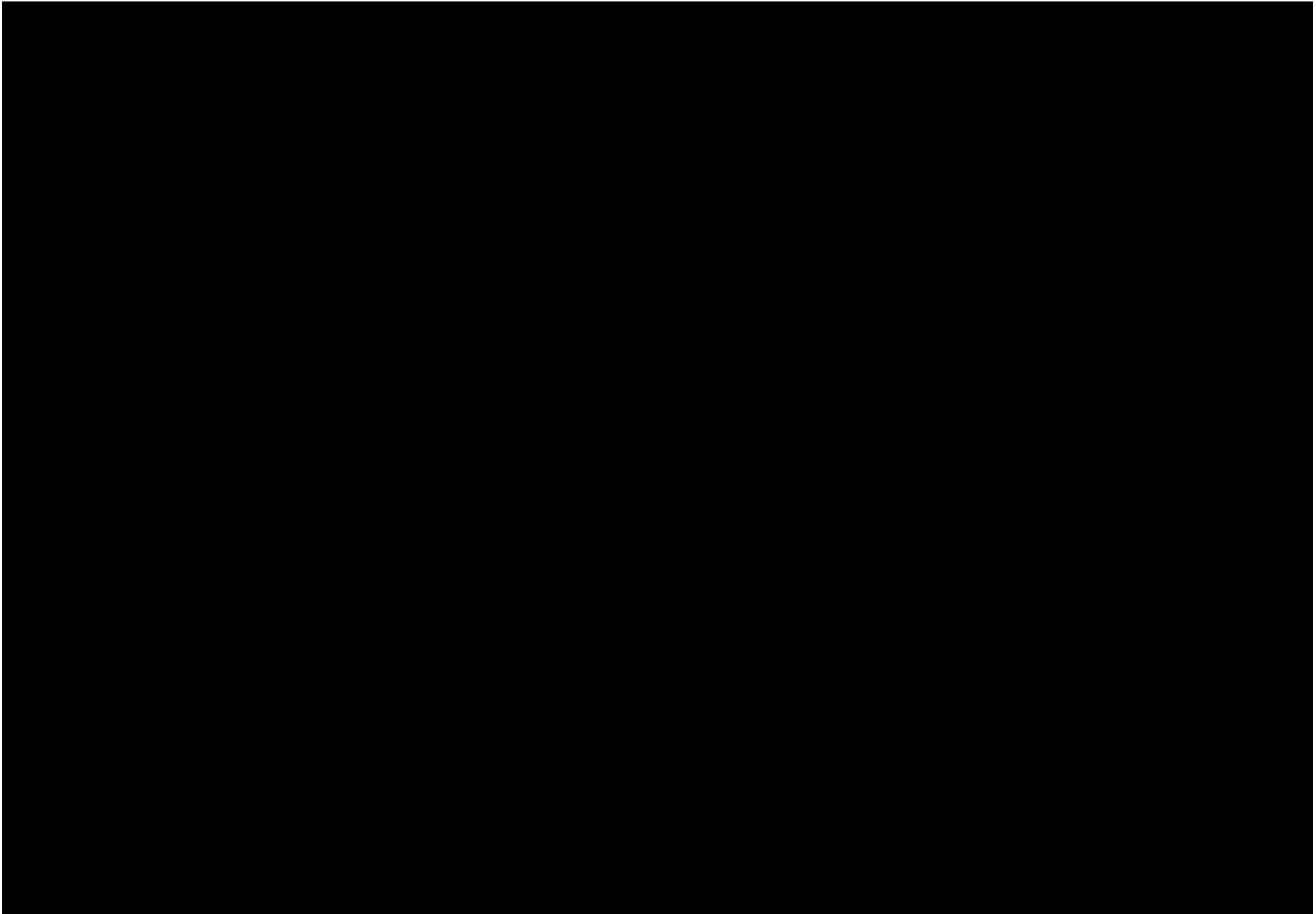


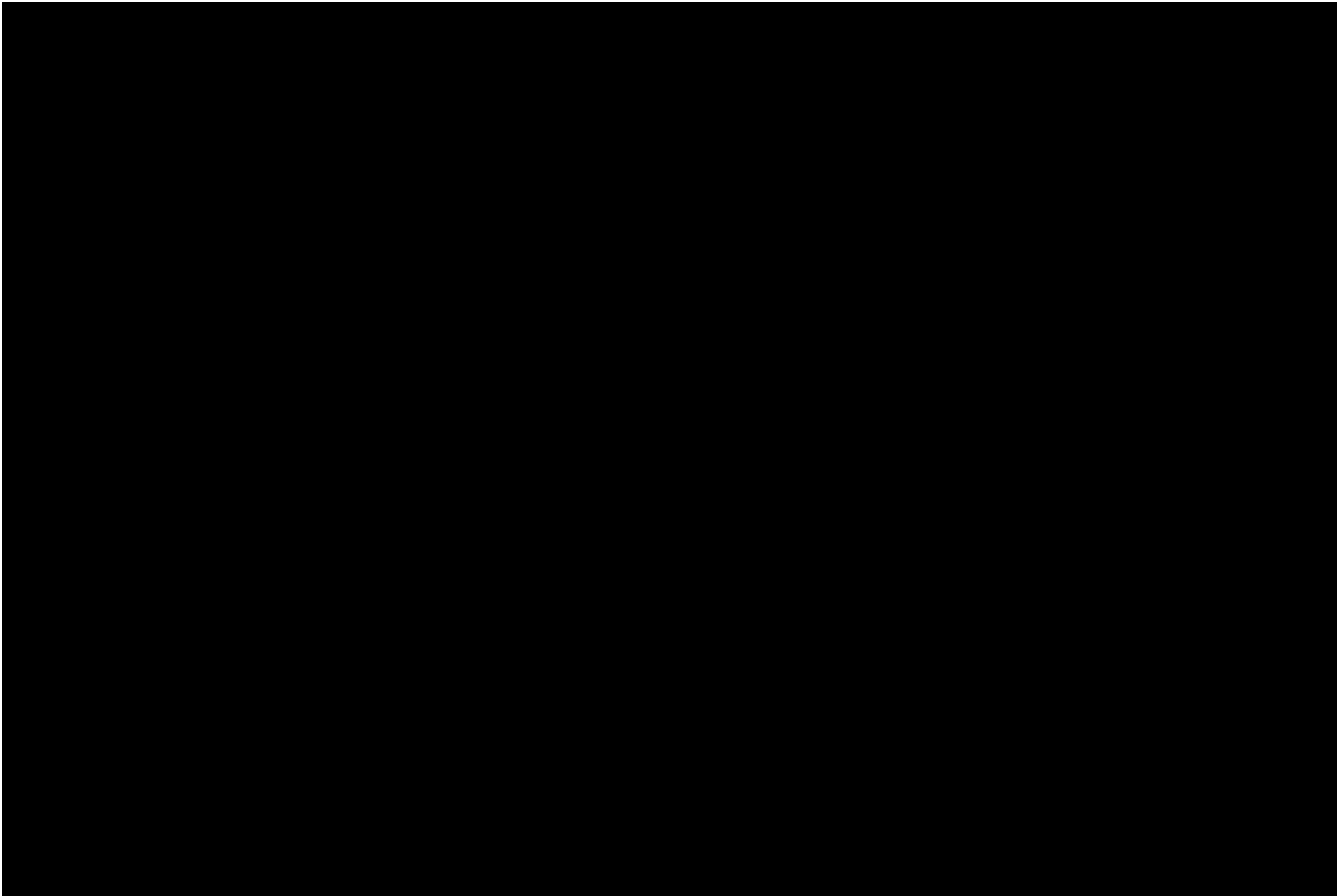


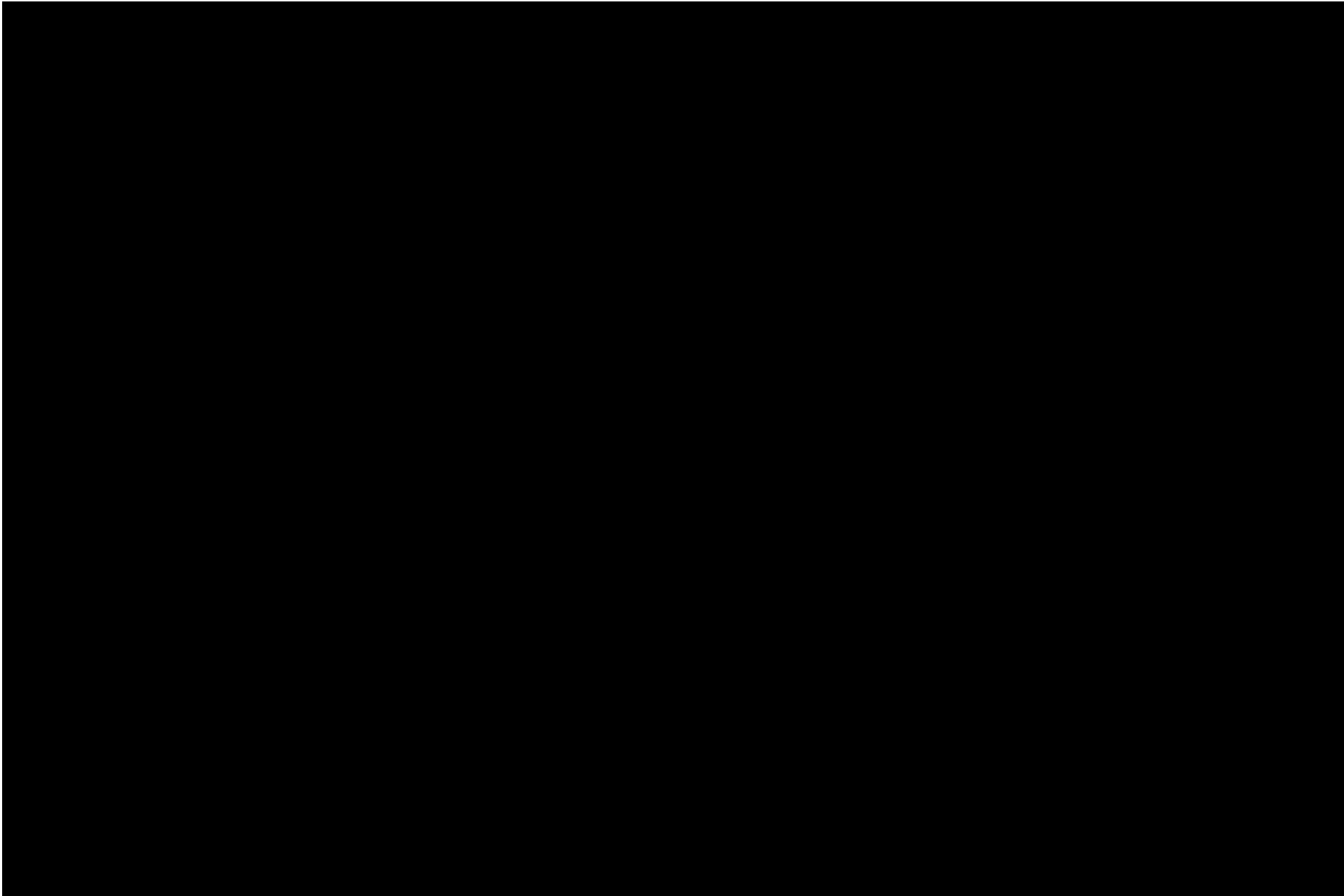


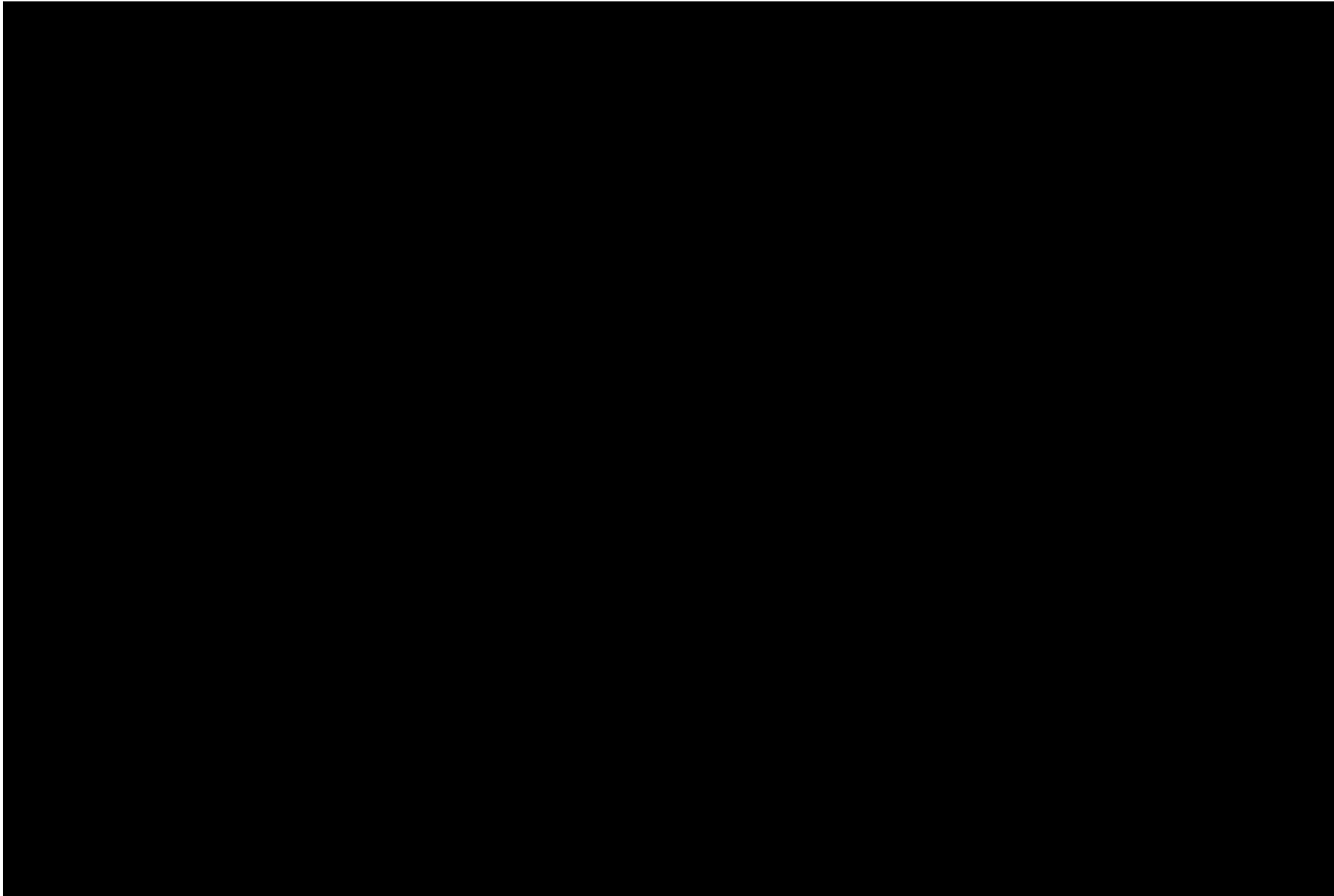


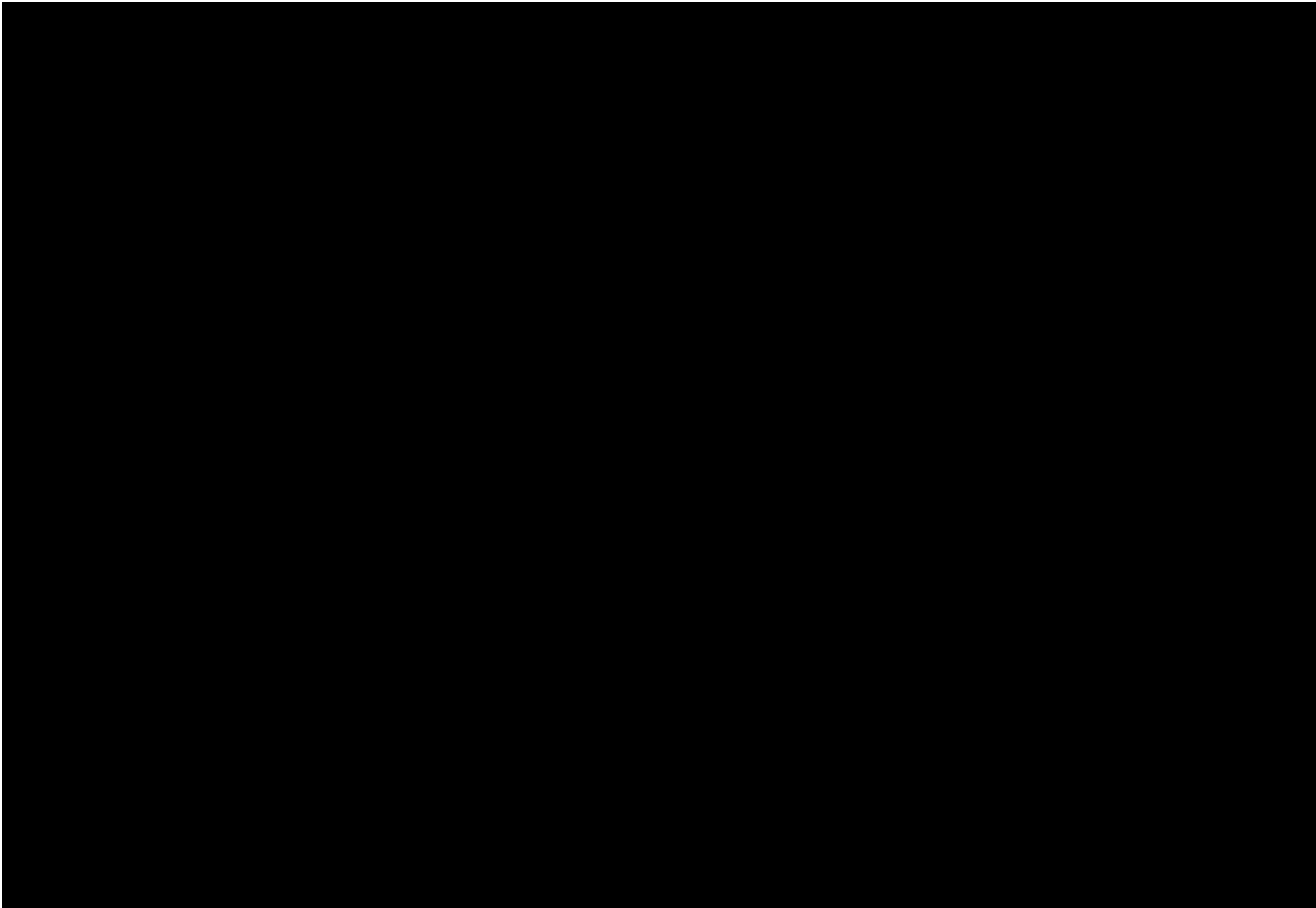


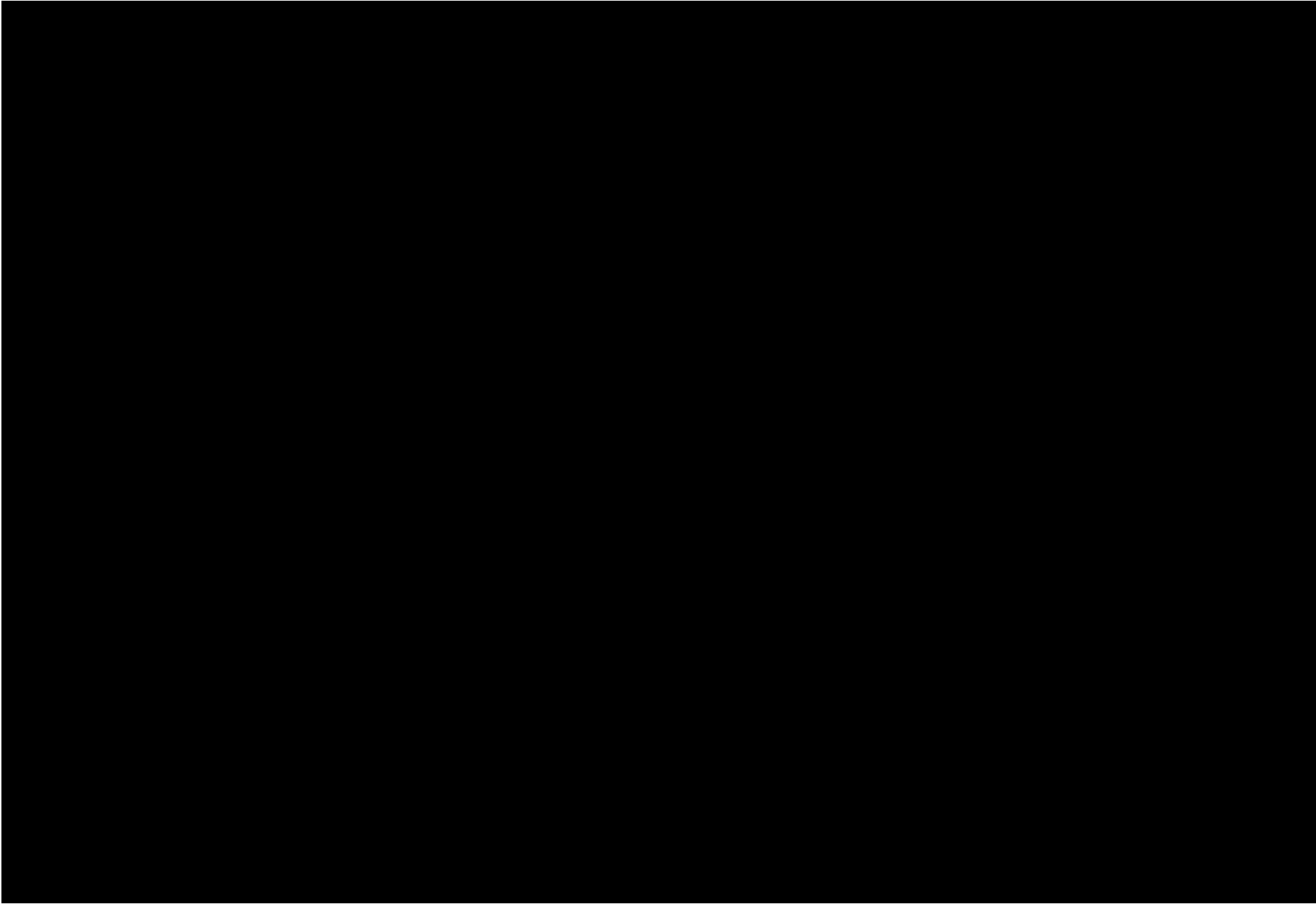




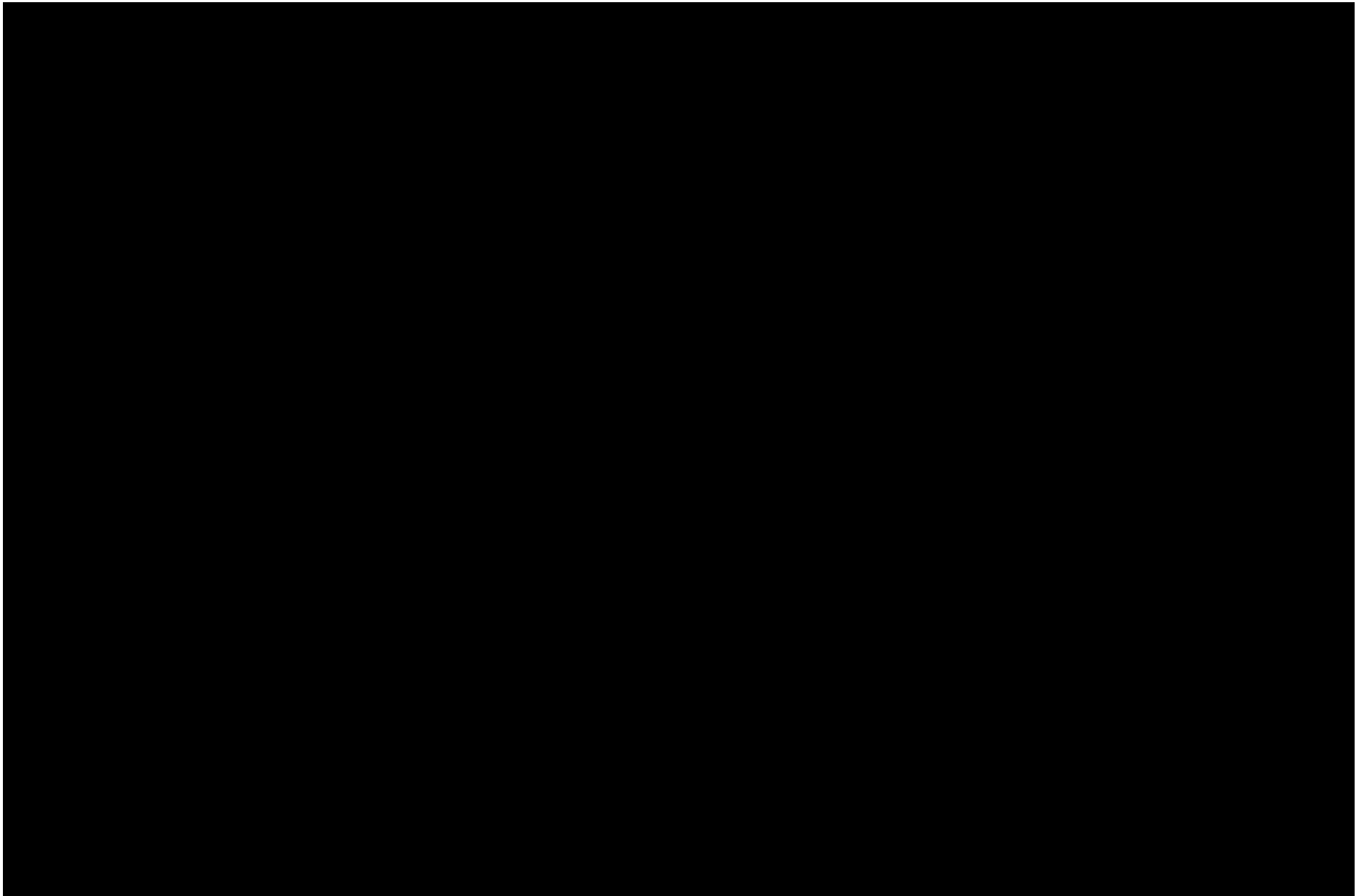


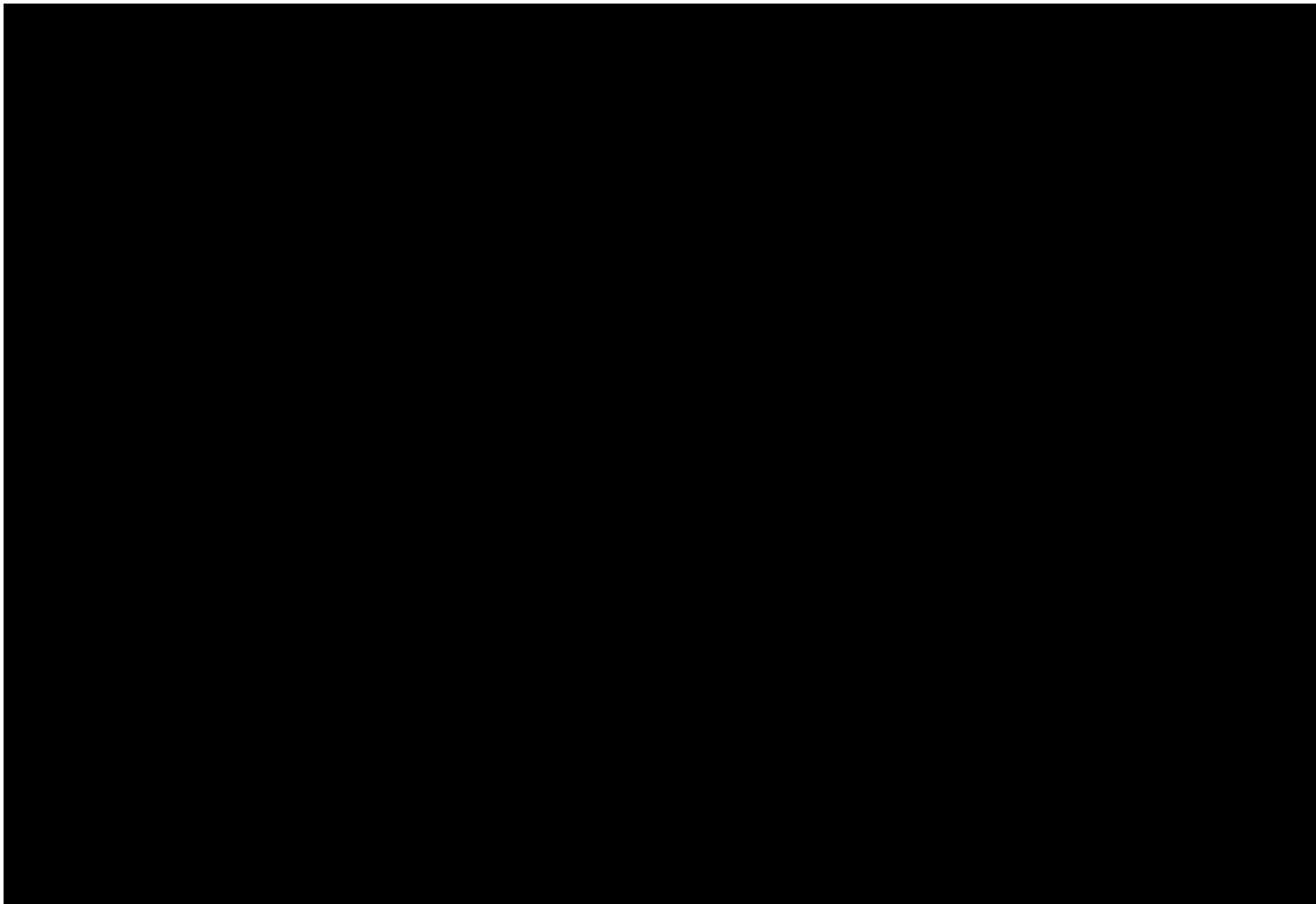


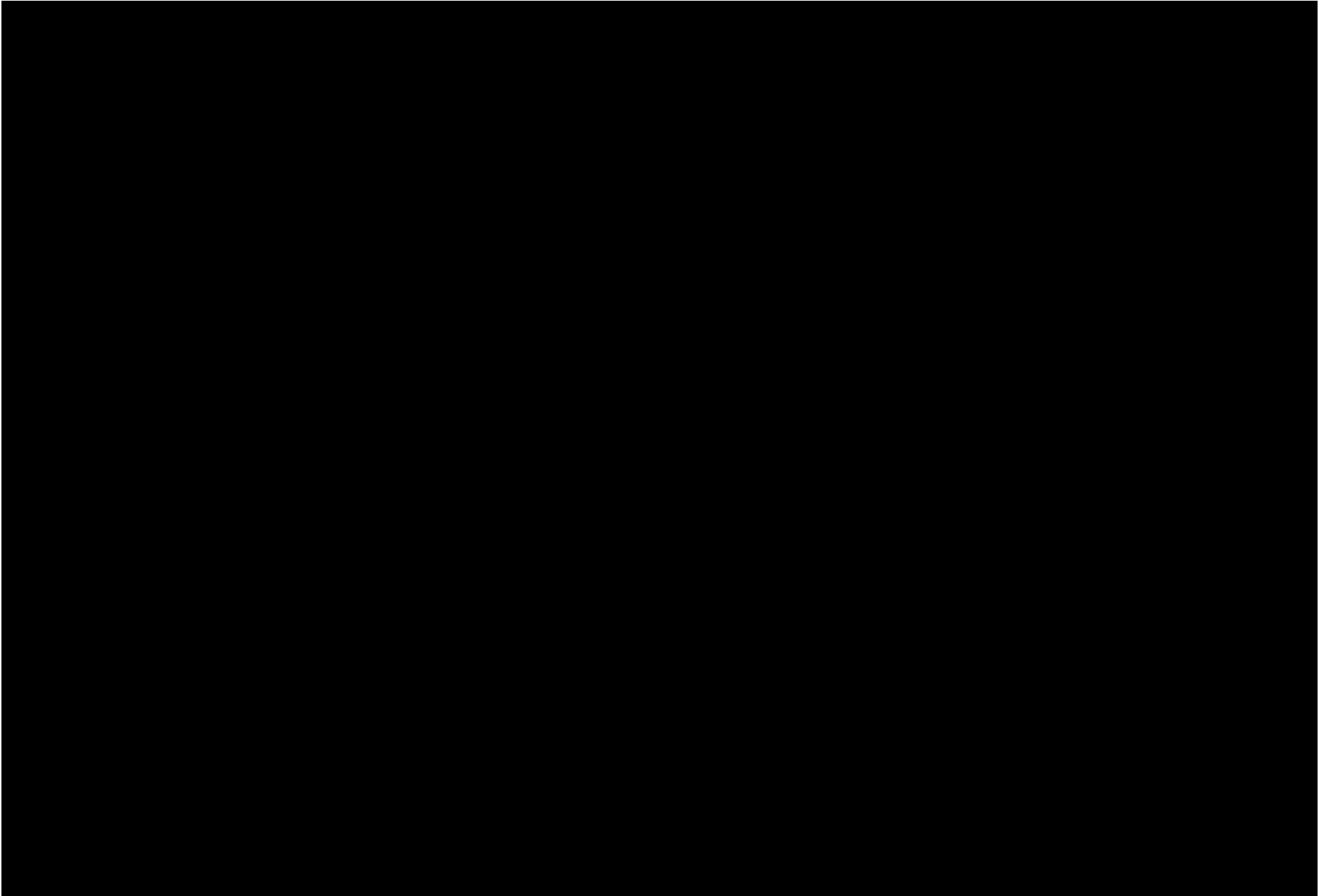


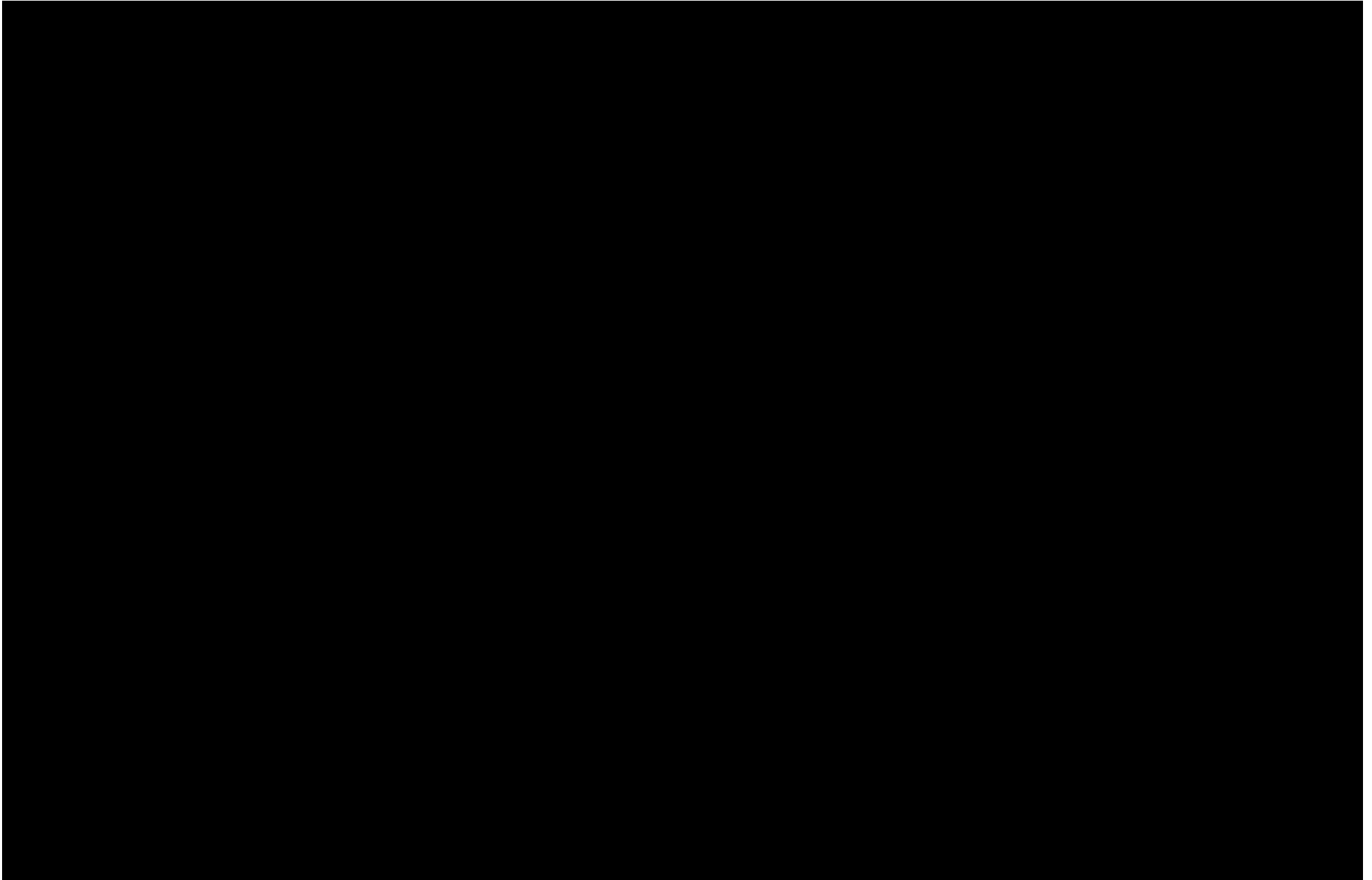


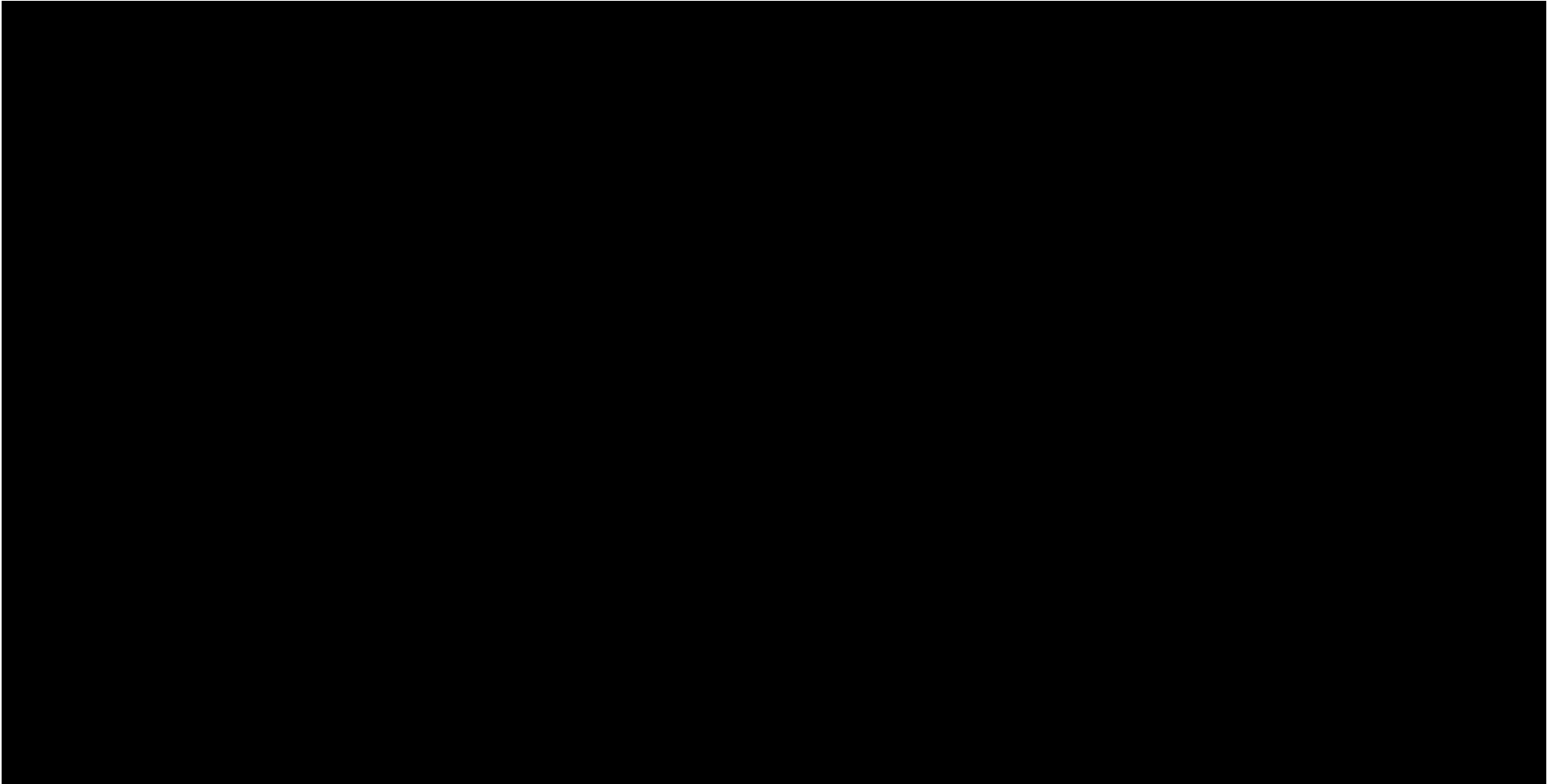












Attachment 3-14 Product Definition (Base Services)

1. AESG 2.0 Release Notes:

This section describes the new functionality and capability available with the release of AESG 2.0. A smart greenfield approach will be adopted when moving to the AESG 2.0 product. This will entail a clean install of a S/4 HANA instance to be created with selected migration of configuration and RICEFW elements to co-exist with new functionality, data and taxonomy. This section provides detail on the key areas of:

- (a) Data and Taxonomy; and
- (b) Functionality and Capability.

1.1. Data and Taxonomy

Key data and taxonomy enhancements that the Contractor will provide as part of the AESG Service are:

- (c) Client – There will be a single SAP Client in which all Cluster Government Agencies will reside;
- (d) Company Code – Company codes will be used to represent business units within each Cluster Government Agency;
- (e) Chart of Accounts – There will be a single Chart of Accounts that will be applicable for all company codes used by all Cluster Government Agencies; and
- (f) Controlling Area – There will be a single Controlling Area that will be applicable for all company codes.

1.2. Functionality and Capability

1. User Experience Updates

- (1) In AESG 2.0 the SAP Fiori User Experience is used to deliver a modern user experience enabling the leverage of apps that SAP are continuously developing. The custom theme and homepage in the Fiori Launchpad will link to both SAP and non-SAP shared services applications.
- (2) Supporting the new user experience for AESG 2.0 are the following custom enhancements, which the Contractor will provide as part of the AESG Service:
 - (a) App enhancement for Purchase Requisition Item (Version 2);
 - (b) App enhancement for Manage Cost Centers and Where-Used List Cost Centers (Create and Update General Ledger Account);
 - (c) App enhancement for Profit and Cost Centre Group Maintenance (Create and update Cost Centre/Profit Centre);
 - (d) App enhancement for Manage Purchase Requisition Professional;
 - (e) App enhancement for Manage Purchase Orders (Version 2);
 - (f) Custom app for Accounts Receivable Portal Invoice;
 - (g) Custom app for Accounts Payable Portal Invoice;

- (h) Custom app Fiori application for Time Entry;
- (i) Custom app Fiori application for Flex Time Submissions and Approval;
- (j) Custom app for Homepage for Alerts of Inbox and Service Notifications; and
- (k) Custom Launchpad enhancement for Nested Tiles

2. Reporting and Analytics Updates

- (1) The Contractor will ensure that the following reporting solution components are introduced into Reporting and Analytics solution for AESG 2.0.
 - a) SAP S/4HANA Embedded Analytics:
 - (i) 20 SAP standard Embedded Analytics Fiori tiles
 - b) SAP BW (Business Warehouse):
 - (i) 3 BW Custom extractors of moderate complexity
 - c) SAP BW Self-Service:
 - (i) 3 SAP BW custom Self-Service Multi Providers, moderate complexity
 - d) SAP BOBJ (Business Objects):
 - (i) 1 Business Objects Analysis for Office report on a BW Query
 - (ii) 9 BOBJ Analysis for Office reports
 - e) SAP SAC (SAP Analytics Cloud):
 - (i) 10 SAP standard CDS views rendered as custom SAC Reports
 - (ii) 1 SAP Analytics Cloud custom report on a BW Query
 - (iii) 10 SAP standard CDS views rendered as custom SAC Reports
 - (iv) 9 SAP Analytics Cloud custom reports on a BW Query
 - (v) 5 SAC Custom Dashboards on BW - Custom

3. Finance, Procurement & Project Accounting Updates

- (1) With reference to the Corporate Services Customer Journeys (CSCJ) the following solution components are new in AESG 2.0:
 - (a) Acquire to Dispose
 - (i) Portfolio and Project Management (SAP S/4HANA module).
 - (ii) Plant Maintenance (SAP S/4HANA module).
 - (b) Plan to Deliver:
 - (i) Portfolio and Project Management (SAP S/4HANA module).
 - (c) Procure to Pay:
 - (i) Materials Management – Inventory Management (SAP S/4HANA module)
 - (ii) Kofax (ReadSoft) for Accounts Payable Invoice Processing Automation.

- (2) The Contractor will ensure the following RICEFW elements are introduced into the Finance, Procurement & Project Accounting area as part of AESG 2.0

Name	Type	Complexity
Risk and Issues in Portfolio and Project Accounting	Enhancement	High

4. Human Resources and Payroll Updates

- (1) EPI-USE - Work Schedule Generator
- (2) EPI-USE - OrgChart Explorer

5. New Master Data Governance Capability

- (1) SAP Master Data Governance (MDG) solution will be co-deployed by the Contractor with the S/4HANA solution with the following scope:
 - (a) customer; and
 - (b) vendor.

Note: GL account, Cost Centre and Profit Centre will be maintained through custom Fiori Apps and WBS (Work Breakdown Structure) will be maintained through SAP PPM (Portfolio and Project Management) and there is no approval workflow that has been considered for the request/creation of the WBS.

6. Security Enhancements

- (1) The Contractor will introduce the following solution components:
 - (a) SAP IDM
 - (b) SAP GRC (Business Role Management)

7. Mobility Updates

The following table summarises the number of standard Fiori apps supporting mobile devices (excluding other technologies like SAP GUI or Web Dynpro):

Stage	Mobile Compatible
Stage 4	127
Stage 5	36

8. New Real Estate Management Capability

The SAP S/4HANA Real-Estate Management (RE-FX) module will be introduced by the Contractor and the Contractor will incorporate the following processes with AESG 2.0:

- (a) Portfolio Management including Business Partner and Real Estate Master Data
- (b) Corporate Real Estate Management including Contract Management, Space Management
- (c) Technical Real Estate Management including Construction, Maintenance & Repair, Service
- (d) Lease Management (IFRS16)
- (e) Accounting (REFX) including Condition Adjustment, Cost Recovery, Service Charge Settlement
- (f) Commercial Real Estate

9. New Enterprise Asset Management (Asset Lifecycle Management) Capability

The SAP S/4HANA Enterprise Asset Management (EAM) module will be introduced by the Contractor and the Contractor will incorporate the following processes with AESG 2.0:

- (a) Breakdown Maintenance (Defect Management)
- (b) Corrective Maintenance (Defect Management)
- (c) Preventive Maintenance (Planning Management)
- (d) Condition Based Maintenance (Planning Management)
- (e) Calibration Processing (Planning Management)
- (f) Refurbishment
- (g) Work Clearance Management
- (h) Maintenance Projects
- (i) Fleet Management

2. AESG Product Definition

This attachment documents the scope of the supported AESG solution and comprises:

- (a) Core Service components. Solution components consistent across all Cluster Government Agencies on the AESG 2.0 solution.

3. Core Service Components

The Contractor will ensure the following components of the Core Service are provided to the Customer:

- (a) Finance, Procurement and Project Accounting;
- (b) Human Resources and Payroll;
- (c) Master Data Governance;
- (d) Reporting and Analytics;
- (e) Mobility;
- (f) User Experience;
- (g) Integration;
- (h) Security;
- (i) Real Estate Management, and
- (j) Enterprise Asset Management (Asset Lifecycle Management).

3.1 Finance, Procurement & Project Accounting

1. Contractor Supplied Solution Scope

With reference to the Corporate Services Customer Journeys (CSCJ) the following solution components are in scope and the Contractor will provide them to the Customer:

- (a) Acquire to Dispose (Stage 4):
 - (i) Portfolio and Project Management (SAP S/4HANA module).
 - (ii) Materials Management (SAP S/4HANA module);
 - (iii) Project Systems (SAP S/4HANA module); and
 - (iv) Asset Accounting (SAP S/4HANA module).
- (b) Acquire to Dispose (Stage 5):
 - (i) Plant Maintenance (SAP S/4HANA module).
- (c) Budget to Report (Stage 4):
 - (i) General Ledger (SAP S/4HANA module);
 - (ii) Public Sector Accounting (SAP S/4HANA module).
 - (iii) Banking (SAP S/4HANA module)
 - (iv) Controlling (SAP S/4HANA module); and
 - (v) Project Systems (SAP S/4HANA module).
- (d) Plan to Deliver (Stage 4):

- (i) Portfolio and Project Management (SAP S/4HANA module).
- (e) Procure to Pay (Stage 4):
- (i) Materials Management (SAP S/4HANA module) – note: Inventory Management which is a sub-component of Materials Management has been identified as in scope for DCJ only;
 - (ii) Accounts Payable (SAP S/4HANA module); and
 - (iii) Kofax (ReadSoft) for Accounts Payable Invoice Processing Automation. This relates to 'Process Director' component installed as an on premise add-on to AESG 2.0 S/4 HANA system.
- (f) Revenue to Bank (Stage 4):
- (i) Accounts Receivable (SAP S/4HANA module);
 - (ii) Banking (SAP S/4HANA module);
 - (iii) Sales and Distribution (SAP S/4HANA module); and
 - (iv) General Ledger (SAP S/4HANA module).

Refer to Attachment 3-6 for full list of CSCJ process scope and mapping to AESG solution components.

2. Data and Taxonomy

The Contractor will provide the following key data and taxonomy items:

- (a) Client – There will be a single SAP Client in which all Clusters will reside;
- (b) Company Code – Company codes will be used to represent Cluster Government Agencies and Business Units within the Cluster Government Agencies;
- (c) Chart of Accounts – There will be a single Chart of Accounts that will be applicable for all company codes used by all Cluster Government Agencies; and
- (d) Controlling Area – There will be a single Controlling Area that will be applicable for all company codes.

Refer to Attachment 3-9 for Data and Taxonomy covering Master Data objects relevant to Global settings, Financial Accounting, Management Accounting, Public Sector Accounting, Procurement and Sales.

3. Customer Supplied Systems

- (1) To provide a set of end-to-end capabilities, the Customer will be providing the following solution components and the Contractor will provide integration between AESG and these solution components:
 - (e) Budgeting and Planning (solution is to be confirmed by the Customer);
 - (f) BlackLine for Financial Reconciliation, Balance Sheet substantiation and Period-End Close;
 - (g) Expense Management (Cluster Government Agencies will use existing Expense Management solutions and AESG will provide a standard set of APIs for integration);
 - (h) SAP Fieldglass for Contingent Labour Management (Cluster Government Agencies will use existing SAP Fieldglass solutions and AESG will provide a standard set of APIs for integration);

- (i) Kofax (ReadSoft) OCR (Optical Character Recognition) solution component and scanning equipment for Accounts Payable Invoice Processing Automation. The Customer is supplying the Invoice Capture and Invoice Collector components of the ReadSoft solution which sit outside of SAP, as a Core/Common system; and
- (j) An Enterprise Document and Records Management System (EDRMS) for Customer records.

Note: A full list of integrations with all known Customer systems is provided in Attachment 3-7 RICEFW List.

(2) Scope Exclusions for AESG:

- (a) SAP Banking Industry Solution (SAP S/4HANA suite);
- (b) SAP Warehouse Management (SAP S/4HANA module);
- (c) SAP ARIBA Solution (SAP S/4HANA suite);
- (d) SAP Investment Management (SAP S/4HANA module);
- (e) SAP Production Planning and Material Planning (SAP S/4HANA module);
- (f) SAP Central Finance (SAP S/4HANA suite);
- (g) SAP Concur (SAP S/4HANA suite); and
- (h) SAP FI Joint Venture Accounting (SAP S/4HANA module).

3.2 HCM

1. Contractor Supplied Solution Scope

With reference to the Corporate Services Customer Journeys (CSCJ) the Contractor will provide the following solution scope (this should be read in conjunction with Attachment 3-6):

- (a) Hire to Retire (Stage 4):
 - (i) Personnel Administration (SAP S/4HANA module);
 - (ii) Specific scope items for Hire to Retire are as follows:
 - A. Termination organiser will be configured as a core solution for all Cluster Government Agencies (i.e. a single solution that will be used in the same way by all Cluster Government Agencies); and
 - (iii) ERP based process for on-boarding will be the assumed baseline (Existing AESG Hire Part 1 and Part 2) and will be reviewed with the Customer as part of the HCM delivery and any changes addressed through Change Requests.
- (b) Plan to Deliver (Stage 4):
 - (i) Organisation Management (SAP S/4HANA module); and
 - (ii) Specific scope items for Plan to Deliver are as follows:
 - A. For Organisation Design and Management processes, an organisation visualisation solution based on the Nakisa Organisational Hierarchy Visualisation solution has been utilised by some AESG tenants. As this solution utilises Adobe Flash which is no longer supported beyond the end of 2020, the EPI-USE OrgChart Explorer tool for the visualisation of the Organisational hierarchy has been included in scope as a replacement to the Nakisa solution.
- (c) Time to Pay (Stage 4):
 - (i) Personnel Administration (SAP S/4HANA module);

- (ii) Time Management (SAP S/4HANA module);
 - (iii) Workforce planning and scheduling will be done through niche peripheral applications for identified Cluster Government Agencies (integration with Kronos and Infor has been included);
 - (iv) Simple shift planning – SAP Shift Planner is limited to standard SAP functionality (excluding demand management and forecasting). This capability allows for a Manager or Shift Administrator to see a group of employees assigned a shift (according to the employees' work schedules) and make changes. The changes create a substitution (IT2003);
 - (v) Payroll (SAP S/4HANA module);
 - (vi) The SAP S/4HANA Cross Application Time Sheet (CATS) engine together with the applications below for Time Entry and Flex Leave Management:
 - A. Fiori application for Time Entry; and
 - B. Fiori application for Flex Time Submissions and Approval;
 - (vii) Specific scope items for Time to Pay are as follows:
 - A. Payroll Control Centre (PCC) – Standard PCC module configuration will be done and will be applicable to all Cluster Government Agencies. Validations will be linked to PCC and will be provided via a combination of standard SAP reports and existing AESG QM (Query Manager) reports (as Adopt RICEFWs).
 - B. Flexsheet – A single, common flexsheet solution will be co-designed with the Customer as part of the UX backlog delivered in the Hybrid Agile stream (refer Section 3.15 in Schedule 12 PIPP) and adopted by all Cluster Government Agencies. The baseline for the single, common flexsheet solution is the DPIE/DRNSW solution (with Flex Bank additions as defined for DCJ - Sport Agencies). The single, common code base of the flexsheet solution will cater for all Flexible Working Hours Agreement (FWHA) requirements. Differences in FWHA will be configurable for each agreement. Non-functional components (such as Legend Colours, Screen Layouts) will only be available in one format across all Cluster Government Agencies.
 - C. Payslip – there will be a single, common payslip solution for all Cluster Government Agencies. The payslip will have extra grid for shift employees.
- (d) The S/4HANA ESS (Employee Self Service) and MSS (Manager Self Service) is in scope to provide self-service capabilities, for example:
- (i) ESS provides employees with the ability to view and maintain their HR data online.
 - (ii) MSS provides manager with the ability to view and maintain data pertaining to their team and action workflow initiated tasks initiated by their team.
- (e) A single set of ESS/MSS services will be provided as part of AESG and all Cluster Government Agencies will adopt the same set of services.
- (f) The following HCM tools are in scope:
- (i) EPI-USE Labs - Variance Monitor (VM)
 - (ii) EPI-USE Labs – Data Sync Manager (DSM)
 - (iii) EPI-USE - Payroll Email Tool (Paymail)
 - (iv) EPI-USE – Payroll Locking Tool (Paylock)
 - (v) EPI-USE - Work Schedule Generator

(vi) EPI-USE - OrgChart Explorer

(g) EPI-USE single sign on solution for employees with multiple engagements is not in scope but may be included as a Change Request

Refer to Attachment 3-6 for full list of CSCJ process scope and mapping to AESG solution components.

2. Data and Taxonomy

The Contractor will provide the following key data and taxonomy items:

- (a) Payroll – There will be a single payroll schema;
- (b) Time – There will be a single time schema;
- (c) Awards – Awards in scope are listed in Schedule 12 PIPP and the following statements apply:
 - (i) New awards (for new AESG tenants) have been categorised as simple/medium/complex. Specific award assumptions made based on meetings conducted during contract negotiation phase (from January 2020 to April 2020) and based on Customer supplied information. This statement specifically applies to the GovConnect hosted Agencies, as well as the DPE/OEH Agencies as these tenants are not currently on AESG and thus introduce new awards to be configured in AESG;
 - (ii) Staff with individual agreements not linked to an award or Enterprise Agreement are managed by the instruments in scope. Calculations required outside of existing instruments will be applied manually by the payroll administrators.
- (d) Time recording and evaluation (interpretation of time related entitlements):
 - (i) "Simple" evaluation is standard in AESG. This is for example the interpretation of entitlements following weekend or public holiday work, or the variable calculations related to casual staff. Typically, rostered staff would not be considered under "simple" interpretation logic;
 - (ii) "Complex" evaluation is not standard in AESG. It is assumed that such staff will record time in a specialist workforce management and rostering solution (such as Infor or Kronos), and the time evaluation occurs in that solution (i.e. the feed from Infor to SAP would be evaluated time rather than non-evaluated time);
 - (iii) AESG includes a standard integration pattern for the above "complex" scenario, and pro forma configuration to process incoming evaluated time. This approach was modelled around the solution for CSNSW (Corrective Services NSW) and Infor and is expected to apply also to Youth Justice; and
 - (iv) As the DCS Kronos solution has not been configured for time evaluation, the onboarding scope includes SAP time evaluation configuration for the incoming Kronos interface to S/4HANA.

For further detail refer to Attachment 3-9 for data and taxonomy covering master data objects relevant to Personnel Area / Sub-Area, Organisation Management, Personnel Administration, Payroll and Time Management.

3. Customer Supplied Systems

To provide a set of end-to-end capabilities, the Customer will be providing the following solution components and the Contractor will provide integration between AESG and these solution components:

- (a) Integrations to and from peripheral Customer supplied systems for talent (e.g. SuccessFactors and Cornerstone) and contractor management are included as specified in the RICEFW inventory (Attachment 3-7 RICEFW List).
- (b) Kronos and Infor for Rostering and Workforce Scheduling solutions. In relation to AESG integration with Kronos the following statements apply:
 - (i) Master data will be federated from SAP S/4HANA to Kronos (stored data only; no derived data) (integration 1); time data will be interfaced from Kronos to SAP (integration 2);
 - (ii) All award related information relevant to time evaluation is known and documented by the Customer; and
 - (iii) Customer related payroll cycles will align with AESG pay schedules.
- (c) Records Management – integration from the ERP to the Records management solution for the creation of "pfiles" (personnel files) that are used within the Records Management solution as a container to hold personnel (note: the interfaces in scope are listed in Attachment 3-7 RICEFW list).
- (d) SuccessFactors – For the Cluster Government Agencies there are three SuccessFactors solutions utilised (DCJ, ODPP, and DPIE). The Contractor has assumed integrations will be required with all three SuccessFactors solutions and implemented in Stages 4 and 5 as listed below.
 - (i) Stage 4 Wave 1a – Interfaces for DPIE SuccessFactors
 - (ii) Stage 4 Wave 1b – Interfaces for DCJ
 - (iii) Stage 5 Wave 2 – Interfaces for ODPP SuccessFactors

Note: A full list of integrations with all known Cluster Government Agency systems is provided in Attachment 3-7 RICEFW List.

4. Scope Exclusions

- (a) Nakisa Organisation Modeler is out of scope.
- (b) The solution scope does not cater for concurrent employment or multiple engagements where tax and payslip are combined (neither SAP Concurrent Employment nor the "DPE pseudo CE" solution).
- (c) The customised SAP Shift Planning solution component used by Youth Justice is not in scope as this capability will be replaced by the same 3rd party application workforce management solution used by CSNSW (Corrective Services NSW).
- (d) SAP Time Manager's Workplace is not in scope.
- (e) Implementation of SAP SuccessFactors Employee Central and Employee Central Payroll is not in scope.
- (f) Implementation of SAP SuccessFactors Talent solution components is not in scope (i.e. Employee Profile, Career Planning, Performance Management, Succession Planning, Compensation, Workforce Analytics, Workforce Planning, Recruitment, Onboarding and Learning Management).

3.3 Master Data Governance

1. Contractor Supplied Solution Scope

The Contractor will implement SAP Master Data Governance (MDG) solution with the following solution scope:

- (a) MDG will be co-deployed on S/4HANA;
- (b) Data objects in scope:
 - (i) customer; and
 - (ii) vendor.

Note: GL account, Cost Centre and Profit Centre will be maintained through custom Fiori Apps and WBS (Work Breakdown Structure) will be maintained through SAP PPM (Portfolio and Project Management) and there is no approval workflow that has been considered for the request/creation of the WBS.

- (c) Configuration of MDG will include the following:
 - (i) Standard data model activation;
 - (ii) BRF+ rules for data checks;
 - (iii) Rule based workflows for governance of the creation and changes to master data, including mark for deletion / block workflow; and
 - (iv) Activation of standard MDG Fiori Apps.

2. Scope Exclusions

- (d) Customisations or Agency specific Adapt items is out of scope.
- (e) Material Master maintenance (as there is limited material master data usage across the Agencies) is not in scope.

3.4 Reporting and Analytics

1. Contractor Supplied Solution Scope

The Contractor will implement the reporting solution with the following solution scope as provided below:

- a) SAP S/4HANA Embedded Analytics:**
 - (i) 20 SAP Embedded Analytics Fiori tiles - Standard
- b) EPI-Labs QM (Query Manager):**
 - (i) 148 QM standard content reports provisioned - Standard
 - (ii) 103 QM reports migrated from AESG 1.0 to AESG 2.0
- c) Spinifex:**
 - (i) Spinifex technical system install
- d) ABAP Reports (Included in RICEFW attachment 3-7):**
 - (i) 69 ABAP reports migrated from AESG 1.0 to AESG 2.0
 - (ii) 1 New ABAP report
- e) SAP BW (Business Warehouse):**
 - (i) 3 BW Custom extractors of moderate complexity - Custom
- f) SAP BW Self-Service:**
 - (i) 3 SAP BW Self-Service Multi Providers, moderate complexity - Custom

g) SAP BOBJ (Business Objects):

- (i) 1 Business Objects Analysis for Office report on a BW Query
- (ii) 9 BOBJ Analysis for Office reports

h) SAP SAC (SAP Analytics Cloud):

- (i) 10 SAP standard CDS views rendered as SAC Reports - Custom
- (ii) 1 SAP Analytics Cloud report on a BW Query - Custom
- (iii) 10 SAP standard CDS views rendered as SAC Reports - Custom
- (iv) 9 SAP Analytics Cloud report on a BW Query - Custom
- (v) 5 SAC Dashboards on BW - Custom

2. Scope Exclusions

- (f) Customisations or Agency specific Adapt items is out of scope.
- (g) Interfaces to BW/4HANA and SAC from external systems (e.g. ReadSoft, BlackLine, SuccessFactors, Fieldglass, Expense Management systems such as Expense8, Budgeting and Planning systems such as TM1) and interfaces to BW/4HANA to import data from other operational and reporting systems is not in scope.
- (h) Interfaces from BW/4HANA to export data to other operational and reporting systems are not in scope where it is not covered by one of the BW Open Hub or external report scope items listed above.

Implementation of SAC Digital Boardroom, SAC Planning, SAP Analytics Hub, SAP SQL Data warehousing, SAP HANA Enterprise Edition, SAP Data Intelligence Hub, and SAP Business Objects Web Intelligence (BOBJ Webi) is not in scope.

3. Complexity Definition

Complexity	ABAP/Query Manager	S/4 Operational (Fiori & SAC)	BW Analytical (BOBJ & SAC)
None	No modification	No modification	N/A
Default	No modification	Minor enhancement for Taxonomy and Data Model only	N/A
Low	Minor enhancement	Minor enhancement including Taxonomy and Data Model alignment	BW extractors - standard, no changes BW cube - custom, simple design on single data flow InfoObjects and Hierarchies - standard, no modifications BW Query - custom MultiProvider and custom single BW Query BOBJ or SAC report - custom, No views or mobile layout
Medium	Custom report with design within the data flow of a typical process flow	Custom transactional report using standard CDS Views	BW extractors - standard, no changes BW cubes - custom, simple design on single domain process InfoObjects and Hierarchies - standard, no modifications BW Query - custom MultiProvider and custom single BW Query BOBJ or SAC report - custom, No views or mobile layout
High	Custom report with complex design introducing new objects for new or modified process.	Custom transactional report or simple dashboard using standard CDS View or minor enhancements	BW extractors - minor changes BW cubes - custom, integrated design on multiple domain process InfoObjects and Hierarchies - minor modifications BW Query - custom MultiProvider and custom single BW Query BOBJ or SAC report - some customised views or mobile layout
Very High	Complex bespoke development	Custom build with multiple views and custom CDS Views	BW extractors - custom build BW cubes - custom, integrated design on multiple domain process InfoObjects and Hierarchies - custom objects BW Query - custom MultiProvider and custom multiple BW Queries BOBJ or SAC report - customised views (dashboard) or mobile layout

3.5 Mobility

1. Contractor Supplied Solution Scope

- (a) SAP Fiori Mobile capabilities to leverage SAP functions via a mobile device with following details:
- (i) The standard method to access S/4HANA via a mobile device is using the native app “SAP Fiori” which is available for Android and iOS devices;
 - (ii) Only applications which are optimised for certain devices will be accessible on a mobile device. For example, a SAP GUI for HTML tile will not be available on a mobile device;
 - (iii) App availability for mobile or tablet devices is based on the SAP standard capability and capability of custom developed applications. The following Fiori apps are available on a mobile device:
 - A. Purchase Requisition Item;
 - B. Display Customer Summary;
 - C. Team Attendance;
 - D. My Leave Requests;
 - E. Approve Timesheets;
 - F. My Personal Details;
 - G. My Payslips;
 - H. My Team Calendar;
 - I. Manage Purchase Requisition;
 - J. Post Goods Receipt for Production Order;
 - K. Timesheet; and
 - L. Nested Tiles.
 - (iv) For high use items such as Flexsheet and SAP Inbox, enhancement to SAP standard capability will be reviewed and developed as part of the UX backlog delivered in the Hybrid Agile stream covered in Section 3.15 in Schedule 12 PIPP.
 - (v) Solutions which have their own native app (for example, SAP Analytics Cloud and SAP SuccessFactors) will not be accessed via the “SAP Fiori” app, but through the solution’s native app.
 - (vi) The following table summarises the number of standard Fiori apps supporting mobile devices (excluding other technologies like SAP GUI or Web Dynpro):

Stage	Mobile Compatible
Stage 4	127
Stage 5	36

- (vii) The final list of Standard Fiori apps to be implemented without any modifications will be determined during Stage 1-3
- (viii) All SAP GUI and Web Dynpro based applications are in general Desktop only capabilities

2. Scope Exclusions

- (a) Mobile Device Management (e.g. deploying of apps to the individual devices) is not part of the scope and is the Customer's responsibility.
- (b) Custom native mobile applications is not in scope.
- (c) Additional offline capabilities which are not accessible by using the "SAP Fiori" mobile application.

3.6 User Experience (UX)

Contractor Supplied Solution Scope

The Contractor will provide the following solution scope.

- (a) SAP Fiori User Experience to deliver a modern user experience and leverage apps that SAP are continuously developing.
- (b) The AESG User Experience Strategy and Design which will include:
 - (i) Define Launchpad architecture in Stage 1;
 - (ii) Define area of Launchpad customisation in Stage 1;
 - (iii) Define Theme design (scope of SAP applications / design) in Stage1;
 - (iv) Define Homepage appearances guidelines (usage of spaces, areas, tiles) in Stage 1;
 - (v) Define user groups and what to expect as a User Experience (e.g. Launchpad vs SAPGUI, desktop vs mobile) in Stage 1;
 - (vi) Define Launchpad settings in Stage 2;
 - (vii) Define Theme settings in Stage 2; and
 - (viii) Detailed design of Homepage in Stage 2
- (c) Fiori Launchpad as the central entry point to all functions and connected systems with following details:
 - (i) The individual tiles will invoke the existing services - i.e. a combination of "NetWeaver Business Client transactions," standard Fiori applications, and custom Fiori applications (where appropriate, power users may continue to use the client GUI or HTML GUI). (NWBC and Fiori apps are all adopt; no adapt is included in scope). This includes all SAP transactions, including ESS/MSS;
 - (ii) Integration to other SAP SaaS is currently limited to shallow links via Tiles only (e.g. link to SuccessFactors homepage). No surfacing of SaaS functionality (e.g. displaying data from SuccessFactors or SAC in a Card or Tile) is currently included;
 - (iii) SAP GUI / SAP Business Client access for back office functions like Payroll Final app to group / role assignment will be done as part of role design; and
 - (iv) SAP GUI transactions in the Fiori Launchpad can be accessed by using the standard functionality of Easy Access Menu.
- (d) Configuration of Fiori Launchpad based on:
 - (i) Only standard Fiori Launchpad parameters will be considered;

- (ii) Parameters are similar for all devices;
- (iii) SAP standard notification functionality will be activated;
- (iv) SAP Enterprise search for apps and business objects will be activated; and
- (v) Conversational UI features will not be enabled.

(e) Customised theme for Fiori Launchpad with following details:

- (i) Base of custom theme will be SAP Quartz light;
- (ii) All custom theme enhancements must be done within the functionality of SAP Web IDE Theme Designer with no custom CSS will be added;
- (iii) In total, there is 1 custom theme serving all Cluster Government Agencies, all environments (PRD and non-PRD) and all device types; and
- (iv) Custom themes for other applications than on premise S/4HANA are not considered (For example, no custom theme for SAP Analytics Cloud). If an application (SAP or non-SAP) can make use of the theme created by the SAP Web IDE Theme Designer, it will be used. Otherwise, the default theme will be used for such applications.

(f) Custom apps and custom enhancements for the following areas:

- (i) App enhancement for Purchase Requisition Item (Version 2);
- (ii) App enhancement for Manage Cost Centers and Where-Used List Cost Centers (Create and Update General Ledger Account);
- (iii) App enhancement for Profit and Cost Centre Group Maintenance (Create and update Cost Centre/Profit Centre);
- (iv) App enhancement for Manage Purchase Requisition Professional;
- (v) App enhancement for Manage Purchase Orders (Version 2);
- (vi) Custom app for Accounts Receivable Portal Invoice;
- (vii) Custom app for Accounts Payable Portal Invoice;
- (viii) Custom Fiori application for Time Entry (including Flex Leave Balance display)
- (ix) Custom Fiori application for Flex Leave Approval
- (x) Custom app for Homepage for Alerts of Inbox and Service Notifications (see also further information below); and
- (xi) Custom Launchpad enhancement for Nested Tiles.

(g) Custom apps and custom enhancements for the following areas in Stage 5 (non-HR related):

- (i) Custom app for Homepage for Alerts of Inbox and Service Notifications (see also further information below);

(h) The Custom Homepage with following details:

- (i) Card to display inbox for the end user;
- (ii) Card to display service notifications. It needs to be defined in design phase whether this is service now notifications or static information; and

(iii) Customisations are only done within SAP supported framework (SAPUI5).

(i) The following table provides a breakdown of the Fiori apps to be implemented in Stage 4 and Stage 5:

Stage	Standard Fiori apps (without any modifications) ¹	Custom Apps and Enhanced Standard Apps
Stage 4	350	11
Stage 5	45	0
Total	395	11

- (i) Note 1: The final list of Standard Fiori apps without any modifications will be determined during Stages 1-3
- (ii) This table excludes SAP GUI and Web Dynpro applications.

3.7 Integration

1. Contractor Supplied Solution Scope

The Contractor will provide the following solution scope.

- (a) The contractor will utilise AESG SAP PO/PI for all integrations with on premise systems and SAP Cloud Platform Integration for integration with all cloud applications/SAP SaaS products.
- (b) The integration between the core / common systems e.g. Westpac, BlackLine, Expense Management systems, and AESG SAP S4/HANA will be directly through AESG SAP PO/PI without any customer ESB in between.
- (c) Existing standard integration patterns available within AESG will be utilised for Westpac, ReadSoft, SAP Fieldglass, SAP SuccessFactors, and Expense Management systems.
- (d) AESG will provide common integration patterns to integrate with ReadSoft, BlackLine, Infor, Kronos, Fieldglass and Westpac.
- (e) AESG acknowledges that additional banking interfaces to ANZ will need to be developed and this will be under-taken via a Change Request.

2. Customer Supplied System Integration

- (a) Customer will provide the data in the AESG integration pattern format for all the adopt integrations and any transformation required will be carried out in the Customer middleware.
- (b) Customer may be required to make changes to the record layout received / sent by the retained application where it is not possible to adopt the AESG Integration pattern format/layout.
- (c) Customer will be responsible to ensure re-pointing of the interfaces or any changes on legacy/third party systems including firewall changes.
- (d) Customer will provide an SFTP server where file-based processing is required for legacy integrations.

3. Scope Exclusions

- (a) Changes to interfaces in legacy environment(s) is not in scope of the Contractor.
- (b) Changes in the Customer ESB (Enterprise Services Bus) is out of scope.
- (c) Any mapping or transformations or modifications to AESG standard integration pattern is out of scope.

3.8 Security

Contractor Supplied Solution Scope

The Contractor will provide the following solution scope.

- (a) Security scope is limited to the following AESG managed systems:
 - (i) S/4HANA (Finance, Procurement, HR Payroll) – customer facing;
 - (ii) BW/4HANA – customer facing;
 - (iii) SAP Business Objects – customer facing;
 - (iv) SAP Analytics Cloud (SAC) – customer facing; and
 - (v) The internally AESG managed systems (SAP PO/PI, SAP GRC, SAP CPI, SAP Solution Manager, SAP ADS, SAP Web Dispatcher, SAP LAMA, SAP Content Server).
- (b) The Contractor is providing the design and technical build of:
 - (i) Technical Composite and Single Roles of the Customer facing systems; and
 - (ii) Setup of the agreed provisioning processes (as per below).
- (c) Provisioning of users is as following:
 - (i) S/4HANA – Automated via SAP Identity Management (SAP IDM);
 - (ii) BW/4HANA – Automated via SAP IDM;
 - (iii) BOBJ – Automated via Rule based from BW/4HANA;
 - (iv) SAP Analytics Cloud – Manual user provisioning unless the UX Pilot is confirmed to automate the provisioning via SAP Identity Access Governance (SAP IAG) / SAP Identity Provisioning Services (SAP IPS);
 - (v) SAP SuccessFactors – User provisioning is via an automated interface and manual (same as existing AESG solution for DCJ) – should Clusters other than DCJ decide to do user provisioning via an interface from SAP S/4HANA into their SuccessFactors solutions, the Contractor will need to complete due diligence to determine if the user provisioning interface can be used as-is;
 - (vi) SAP ARIBA – User provisioning is via an automated interface and manual (same as existing AESG solution LAHC Ariba) – should other agencies decide to do user provisioning via an interface from SAP S/4HANA into their Ariba solutions, the Contractor will need to complete due diligence to determine if the user provisioning interface can be used as-is;
 - (vii) SAP GRC – User Provisioning is done by AESG internal team when required; and

- (viii) SAP Process Orchestration (SAP PO), SAP Cloud Platform Integration, SAP Solution Manager, SAP Adobe Document Service (SAP ADS), SAP Web Dispatcher and SAP Content Server – User provisioning is done AESG internal when required and AESG only (same as existing AESG solution).
- (d) Provisioning of roles (Business, Composite and Single roles) is as followed:
- (i) S/4HANA – Business Role Provisioning (BRM) via SAP IDM
 - (ii) BW/4HANA – Business Role Provisioning (BRM) via SAP IDM
 - (iii) BOBJ - Automated via Rule based from BW/4HANA;
 - (iv) SAP Analytics Cloud – Manual role provisioning unless the UX Pilot is confirmed to automate the provisioning via SAP IAG / IPS;
 - (v) SAP SuccessFactors – Role provisioning is via an automated interface and manual (same as existing AESG solution for DCJ) – should Clusters other than DCJ decide to do role provisioning via an interface from SAP S/4HANA into their SuccessFactors solutions, the Contractor will need to complete due diligence to determine if the role provisioning interface can be used as-is
 - (vi) SAP ARIBA – Role provisioning is via an automated interface and manual (same as existing AESG solution for LAHC Ariba) – should other agencies decide to do role provisioning via an interface from SAP S/4HANA into their Ariba solutions, the Contractor will need to complete due diligence to determine if the role provisioning interface can be used as-is;
 - (vii) SAP GRC – Role provisioning is done by AESG internal team when required; and
 - (viii) SAP PO/PI, SAP Cloud Platform Integration, SAP Solution Manager, SAP ADS, SAP Web Dispatcher and SAP Content Server – Role provisioning is done AESG internal when required and AESG only (same as existing AESG solution).
- (e) For SoD (Segregation of Duty) risk check standard SAP global rule sets would be used.
- (f) Workflows to be setup in Access Request Management (ARM):
- (i) Business Role Provisioning;
 - (ii) Firefighter Approval and Log Review; and
 - (iii) Business Role Approval (including Segregation of Duties (SoD) checks).
- (g) SAP IDM related processes:
- (i) SAP User and Role Provisioning to AESG On Premise SAP solution components that utilized by end-users (S4, BW/4HANA);
 - (ii) Business role provisioned to position via SAP GRC organisational assignment request through access request management;
 - (iii) Enterprise Business Role Management in conjunction with SAP GRC; and
 - (iv) Connectors to SAP systems only.

3.9 Real Estate Management

1. Contractor Supplied Solution Scope

The Contractor will provide the following solution scope.

- (a) Contractor scope for SAP S/4HANA Real-Estate Management (RE-FX) module includes the following processes:

- (i) Portfolio Management including Business Partner and Real Estate Master Data
- (ii) Corporate Real Estate Management including Contract Management, Space Management
- (iii) Technical Real Estate Management including Construction, Maintenance & Repair, Service
- (iv) Lease Management (IFRS16)
- (v) Accounting (REFX) including Condition Adjustment, Cost Recovery, Service Charge Settlement
- (vi) Commercial Real Estate

2. Scope Exclusions

- (a) Customisations or Agency specific Adapt items is out of scope.
- (b) Integration with CAD/GIS system.

3.10 Enterprise Asset Management (Asset Lifecycle Management)

1. Contractor Supplied Solution Scope

The Contractor will provide the following scope and processes for SAP Enterprise Asset Management (EAM) module:

- (a) Breakdown Maintenance (Defect Management)
- (b) Corrective Maintenance (Defect Management)
- (c) Preventive Maintenance (Planning Management)
- (d) Condition Based Maintenance (Planning Management)
- (e) Calibration Processing (Planning Management)
- (f) Refurbishment
- (g) Work Clearance Management
- (h) Maintenance Projects
- (i) Fleet Management
- (j) Linear Asset Management (Activated on Plant Maintenance – EQM application component) to capture linear data

2. Scope Exclusions

- (a) Customisations or Agency specific Adapt items is out of scope.
- (b) Mobile Asset Management.
- (c) Providing geospatial capability or integration to a system with geospatial capability.

3.11 Technology

1. Contractor Supplied Solution Scope

The Contractor will provide the following solution scope.

(a) Landscape:

- (i) 4 tier landscape for S/4HANA (single client and instance for all Cluster Government Agencies);
- (ii) 4 tier landscape for SAP PO;
- (iii) 3 tier landscape for BW/4HANA and BOBJ;
- (iv) 4 tier landscape for SAP GRC (embedded in S/4 HANA);
- (v) 2 tier landscape for SAP ADS;
- (vi) 2 tier landscape for SAP Web Dispatcher;
- (vii) 2 tier landscape for SAP Content Server;
- (viii) 2 tier landscape for SAP Cloud Connector; and
- (ix) 2 tier landscape for SAP IDM.

(b) Connectivity:

- (i) For users will be established with GovDC Cross Connect for all Cluster Government Agencies; and
- (ii) 3rd Party systems to AESG systems will only be allowed via SAP PO or SAP CPI depending on the AESG Integration Architecture pattern.

(c) Single Sign-On:

- (i) Single Sign-On for web-based access will be established by connecting to one central Identity Provider using SAML2.

(d) Email Architecture:

- (i) AESG to connect to a single SMTP host and using only a single SMTP Gateway to send emails.

(e) Archiving:

- (i) Archiving is established in combination with Content Server / File storage to store the archived objects; and
- (ii) 18 month timeframe is chosen to align with lifecycle of Financial Documents and Archiving jobs to run on a monthly basis.

2. Scope Exclusions

- (a) Single Sign-On to SAP Logon Pad will not be provided.

Attachment 3-15 Product Definition (Supplementary Services)

This attachment documents the scope of the supported AESG solution and outlines the scope for Supplementary Services. Supplementary Services is defined as items of functionality or service that are individual to one or many agencies within NSW Government and can be amended using the AESG Service Catalogue via the Change Request process.

1. Supplementary Services by cluster

The following table provides the alignment of Supplementary Services to cluster and corresponds to the monthly fees contained within Attachment 3-10 of the Service Level Agreement.

Supplementary Services	RegNSW	DPIE	DCJ	DPC
(i) Functionality				
Loans and Grants	X			
SAP Travel and Expense Management			X	X
(ii) Interfaces				
DPIE Specific Interfaces		X		
RegNSW Specific Interfaces	X			
DCJ Specific Interfaces			X	
DPC Specific Interfaces				X

2. Description of Supplementary Services

2.1. Loans and Grants

Contractor Supplied Solution Scope

Contractor will deploy the SAP Loans and Grants module with the following processes in scope:

- Customer Master Data
- Customer Application
- Application Assessment
- Contract Receipt
- Disbursement
- Account Management
- Account Closure activities

Assumptions

- It is assumed that the existing AESG Loans and Grants Management solution deployed for RegNSW will be applied across NSW agencies in scope.
- It has been assumed the existing workflow and the loans and grants status management will be applied across NSW agencies in scope

Scope Exclusions

- Customisations or Agency specific Adapt items is out of scope.
- Customer facing application lodgement and retrieval system

2.2.Travel and Expense Management

Contractor Supplied Solution Scope

AESG Travel and Expense management solution would be deployed for the following DCJ & DPC agencies:

- Department of Communities and Justice including any agencies within Justice SAP such as Legal Services, LPAB, Anzac Memorial
- Resilience NSW
- Trustee and Guardian (TAG)
- Office of the Director of Public Prosecutions (ODPP)
- Cultural Institutes
- Sport Agencies
- Corrective Services

Contractor will enable SAP Travel and Expense Management solution (SAP/S4 solution) for business users to request, obtain pre-travel approval inter or intra state travel approval, amending/ cancelling a proposed trip, create expense reports, and reconciling travel expenses after the trip. The application component will be integrated with Core SAP Payroll and Financial Accounting application.

The following processes are applicable in the AESG Travel & Expense Management component.

- Travel Master Data Maintenance
- Create and Submit Pre-Trip Approval
- Approve Pre-trip Request
- Travel Planning
- Create and Submit Reimbursement Request
- Receive Reimbursement Request
- Approve Reimbursement Request

Refer 'Attachment 3-7 RICEFW List' Section for the list of RICEFW objects included in scope.

Assumptions

- It is assumed that the existing AESG 1.0 solution and process implemented for DCJ agencies will be leveraged except for the Web Dynpro based user interface which will be replaced with Fiori applications. The Contractor will modify the standard Fiori apps to align to the DCJ business process.
- It is assumed that the SAP Travel and Expense management is an 'interim' solution for specific DCJ & DPC agencies and will be replaced in future with NSW WoG Travel and

Expense Solution. The Contractor scope does not include any effort required to deploy a future WoG Travel and Expense Solution.

3. All Agency Interfaces

The following table provides a summary of the in scope interfaces applicable across all agencies

	Complex	Medium	Simple	Grand Total
All Agencies	8	15	5	28
Total	8	15	5	28

4. Cluster/Agency Specific Interfaces

4.1.DPIE Specific Interfaces

The following table provides a summary of the in scope DPIE interfaces by agency

DPIE	Complex	Medium	Simple	Grand Total
Dept of Industry	17	17	1	35
Planning and Environment	2	37	3	42
LAHC		52	1	53
PWA		3	3	6
SOPA	12	7		19
OEH		22		22
Total	31	138	8	177

4.2.Regional NSW Specific Interfaces

The following table provides a summary of the in scope Regional NSW interfaces by agency

RegNSW	Complex	Medium	Simple	Grand Total
RAA (Loans)	1	3	2	6
Total	1	3	2	6

4.3.DCJ Specific Interfaces

The following table provides a summary of the in scope DCJ interfaces by agency

DCJ	Complex	Medium	Simple	Grand Total
Corrective Services	3	7	3	13
Ex-Justice		35	4	39
Ex-FACS		39	69	108
ODPP			17	17
OOS		6		6
Legal Aid		14		14
Total	3	101	93	197

4.4. Premier & Cabinet Specific Interfaces

The following table provides a summary of the in scope DPC interfaces by agency

Premier & Cabinet	Complex	Medium	Simple	Grand Total
DPC		2		2
Heritage		1		1
Cultural Institutes	3	1		4
Total	3	4		7

Attachment 3-16 Product Definition (Additional Services)

AESG Solution Definition

This attachment documents the Included Additional Services that are to be provided to the Cluster Government Agencies in respect of the AESG Service. The Included Additional Services for each Cluster Government Agency are described in the sections below and can be amended using the AESG Service Catalogue via a Change Request pursuant to Schedule 4 (Variation Procedures).

The following table provides the alignment of Included Additional Services to Cluster Government Agencies and corresponds to the monthly fees contained within Schedule 3 Attachment 3-10.

Additional Services	DPIE	DCJ	GovConnect
1. Legacy Data as a Service – Non HANA			
1.1. LDaaS – Industry (SAP By Design	X		
1.2. LDaaS –FACS – prior to AESG		X	
1.3. LDaaS ADHC		X	
2. Legacy Data as a Service –HANA Database	X	X	
3. C-Net Safety Suite Support			
4. Additional Service: SAP /PO as a Service (SAP POaaS		X	
5. SuccessFactors		X	
6. LAHC Ariba	X		

1. Legacy Data as a Service – Non HANA

1.1.LDaaS – Industry (SAP By Design)

(1) **Agency:** Formerly the Department of Industry (now part of DPIE)

Read-Only system of the Department of Industry Legacy System (non AESG)

(2) **Sizing**

(a) The Production LDaaS system requires the following:

- (i) CPU: 4
- (ii) RAM Memory: 32GB

- (iii) Storage: 1TB
- (iv) Back Up Storage: 1TB
- (v) Back Up: Once per month

(3) Contractor Supplied Solution Scope

- (a) Read-Only system of the legacy production system;
- (b) System backup would be executed once a month;
- (c) In case loss of server, backup would be used to restore to its status;
- (d) Any changes lost due to backup restored is not Contractor's responsibility as this service is provided as a Read-only system;
- (e) Access via SAP GUI (SAP Logon Pad) only; and
- (f) Critical Operating System and Security patches.

(4) Scope Exclusions

- (g) Disaster Recovery or High Availability capability;
- (h) SAP Application patches and version upgrades before or after the migration;
- (i) Functional Enhancements before or after the migration
- (j) Change of data hence no system growth (any log growth will be archived);
- (k) Scheduling of batch jobs or monitoring of jobs;
- (l) User Management;
- (m) Performance Improvement;
- (n) Archiving.

(5) Service Levels

- (o) All Service Levels from Schedule 3 Attachment 3-1 apply to [REDACTED] and are as set out in (b) below.
- (p) SLA-04 Application Availability for Legacy Data as a Service is:

Service Level	Minimum Service Level	Expected Service Level	Measurement Period	Critical or Key Service Level	[REDACTED]
Availability	95.00%	99.00%	Monthly	Key	N/A

1.2.LDaaS – FACS – prior to AESG

(1) Agency: Formerly FACS (now part of DCJ)

Read-Only system of the FACS Legacy System (non AESG)

(2) Sizing

- (q) The Production LDaaS system PRD for the former FACS (now part of DCJ) requires the following:
 - (i) CPU: 4

- (ii) RAM Memory: 32GB
 - (iii) Database Size: 640GB
 - (iv) Back Up: Once per month
- (r) The Production LDaaS system BRP for the former FACS (now part of DCJ) requires the following:
- (i) CPU: 4
 - (ii) RAM Memory: 32GB
 - (iii) Database Size: 690GB
 - (iv) Back Up: Once per month

(3) Contractor Supplied Solution Scope

- (s) Read-Only system of the legacy production system;
- (t) System backup would be executed once a month;
- (u) In case loss of server, backup would be used to restore to its status;
- (v) Any changes lost due to backup restored is not Contractor's responsibility as this service is provided as a Read-only system;
- (w) Access via SAP GUI (SAP Logon Pad) only; and
- (x) Critical Operating System and Security patches.

(4) Scope Exclusions

- (y) Disaster Recovery or High Availability capability;
- (z) SAP Application patches and version upgrades before or after the migration;
- (aa) Functional Enhancements before or after the migration
- (bb) Change of data hence no system growth (any log growth will be archived);
- (cc) Scheduling of batch jobs or monitoring of jobs;
- (dd) User Management;
- (ee) Performance Improvement; and
- (ff) Archiving.

(5) Service Levels

(gg) All Service Levels from Schedule 3 Attachment 3-1 apply [REDACTED] that do not apply to Legacy Data as a Service and are as set out in (b) below.

(hh) SLA-04 Application Availability for Legacy Data as a Service is:

Service Level	Minimum Service Level	Expected Service Level	Measurement Period	Critical or Key Service Level	[REDACTED]
Availability	95.00%	99.00%	Monthly	Key	N/A

1.3.LDaaS ADHC

- (1) **Agency:** Department of Communities and Justice: Ageing, Disability and Home Care (ADHC) (and part of DCJ)

Read-Only system of ADHC production (non-AESG)

(2) **Sizing**

- (ii) The system sizing is assumed as per the table below;

SAP Version	ECC 6 EHP7 SP17	SAP Portal (NW 7.01 SP08)
OS	Windows	Windows
Database	SQL Server 2017	SQL Server 2017
No of Instances	3 (DEV, QA, PRD)	2 (Non-Prod, PRD)
VM Size	PROD: <ul style="list-style-type: none"> • Compute application server based on E8s v3 • Storage up to 3.2TB QA / DEV: <ul style="list-style-type: none"> • Compute application servers based on E4s v3 • Storage up to 3.2TB (QA as a copy of production) and 850GB (DEV) 	PRD: <ul style="list-style-type: none"> • Compute application server based on E2s v3 • Storage up to 192GB Non-PROD: <ul style="list-style-type: none"> • Compute application server based on E2s v3 • Storage up to 192GB (non-Prod)

- (jj) The landscape concludes a three tier landscape for ECC (2 non-production systems and 1 production system) and a two tier landscape for SAP Portal (1 non-production and 1 production system). The non-production systems are only available on a need basis to cater for testing any critical operating system and security patches before they are applied to production.

(3) **Contractor Supplied Solution Scope**

- (kk) Read-Only system of the legacy production and non-production system;
- (ll) System backup would be executed once a month;
- (mm) In case loss of server, backup would be used to restore to its status;
- (nn) Any changes lost due to backup restored is not Contractor's responsibility as this service is provided as a Read-only system;
- (oo) Access via SAP GUI (SAP Logon Pad) and SAP Portal only;
- (pp) User has to use username and password. No Single Sign-On (SSO) will be established;
- (qq) Critical Operating System and Security patches; and
- (rr) 5 MSSQL Enterprise Server Licenses for SAP ECC (1 production and 2 non-production) and SAP Portal systems (1 production / 1 non-production).

(4) **Scope Exclusions**

- (ss) Disaster Recovery or High Availability capability;

- (tt) SAP Application patches and version upgrades before or after the migration;
- (uu) Functional Enhancements before or after the migration
- (vv) Change of data hence no system growth (any log growth will be archived);
- (ww) Scheduling of batch jobs or monitoring of jobs;
- (xx) Connectivity is out of scope for the following systems:
 - (i) Connectivity from SAP Portal to BW Portal
 - (ii) Connectivity from SAP ECC to SAP PI
 - (iii) Connectivity from SAP Portal to OKTA
 - (iv) Connectivity from SAP ECC to AESG BW System
 - (v) Connectivity from SAP ECC to cheque printer
 - (vi) Connectivity from SAP ECC to Readsoft / OpenText / Content Server
- (yy) User Management;
- (zz) No automated transport tools (for example, ActiveControl);
- (aaa) Performance Improvement; and
- (bbb) Archiving;

(5) Service Levels

- (ccc) All Service Levels from Schedule 3 Attachment 3-1 apply [REDACTED] that do not apply to Legacy Data as a Service and are as set out in (ddd) below.
- (ddd) SLA-04 Application Availability for Legacy Data as a Service is (for production system only):

Service Level	Minimum Service Level	Expected Service Level	Measurement Period	Critical or Key Service Level	[REDACTED]
Availability	95.00%	99.00%	Monthly	Key	N/A

2. Legacy Data as a Service – HANA Database

(1) Overview

Read-Only system to support access to data in legacy AESG 1.0 applications.

(2) Sizing

- (eee) The landscape concludes a three tier landscape (2 non-production systems and 1 production system). The non-production systems are only available on a need basis to cater for testing any critical operating system and security patches before they are applied to production.
- (fff) The Contractor will size the LDaaS HANA environment based on the initial size of the AESG 1.0 systems prior to migration to AESG 2.0, after appropriate housekeeping activities are performed to reduce reduction data (logs etc), and growth to conform to the Transition-In schedule.
- (ggg) Contractor will provide a HANA Database to the following specifications:

Parameter	Value
VCPU	208

RAM	2850 Gb
Storage	7 Tb

This specification is based on the Azure appliance M208s v2. It is calculated based on required memory consumption. The memory requirement has been calculated on the current memory consumptions for PE1 (FACS / JUSTICE / CI / CS), PE3 (MyHQ / OOS) and PE4 (LA) with an assumption that memory consumption can be limited to 2850GB which would result in the required Azure appliance.

(hhh) The following table represents the expected consumption by wave:

Wave	RAM	Storage	Agencies
Wave 1a	600 Gb	2 Tb	<ul style="list-style-type: none"> • MyHQ (DPIE & DRNSW) • Office of Sports (DCJ)
Wave 1b	2200 Gb	6.5 Tb	<ul style="list-style-type: none"> • MyHQ (DPIE & DRNSW) • Office of Sports (DCJ) • One SAP/JSAP (DCJ) • AHO and LAHC (DPIE) • Legal Aid (DCJ)
Wave 2	2900 Gb	9 Tb	<ul style="list-style-type: none"> • MyHQ (DPIE & DRNSW) • Office of Sports (DCJ) • One SAP/JSAP (DCJ) • AHO and LAHC (DPIE) • Legal Aid (DCJ) • Corrective Services (DCJ) • Youth Justice (DCJ) • ODPP (DCJ) • CI (DPC)

(3) Contractor Supplied Solution Scope

- (iii) Read-Only system of the legacy production system;
- (jjj) System backup would be executed once a month;
- (kkk) In case loss of server, backup would be used to restore to its status;
- (lll) Any changes lost due to backup restored is not Contractor's responsibility as this service is provided as a read-only system;
- (mmm) Access via SAP GUI (SAP Logon Pad) only; and
- (nnn) Critical operating system and security patches.

(4) Scope Exclusions

- (ooo) Disaster Recovery or High Availability capability;
- (ppp) SAP Application patches and version upgrades before or after the migration;
- (qqq) Functional Enhancements before or after the migration
- (rrr) Change of data hence no system growth (any log growth will be archived);

- (sss) Scheduling of batch jobs or monitoring of jobs;
- (ttt) User Management;
- (uuu) Performance Improvement; and
- (vvv) Archiving.

(5) Service Levels

(www) All Service Levels from Schedule 3 Attachment 3-1 apply save for the [REDACTED] at do not apply to Legacy Data as a Service and are as set out in (xxx) below.

(xxx) SLA-04 Application Availability for Legacy Data as a Service is:

Service Level	Minimum Service Level	Expected Service Level	Measurement Period	Critical or Key Service Level	[REDACTED]
Availability	95.00%	99.00%	Monthly	Key	N/A

3. C-Net Safety Suite Support

The Customer has engaged C-NET Pty Ltd ("C-NET") to install and implement SafetySuite, which is a Work Health & Safety ("WH&S") application.

(1) Contractor Supplied Solution Scope

- (a) In connection with the installation and implementation of SafetySuite, C-NET will require access to the Contractor's environment. The Contractor will allow the CNET access to the Contractor's Development environment to install and implement SafetySuite.
- (b) Movement of transports in the sequence provided by C-NET for implementation through the development, quality staging and production environments based on the Contractor's technical change management process.
- (c) Set-up new security profiles and roles as per the specifications shared by C-NET and as approved by the Customer's nominated SMEs.
- (d) Set-up new batch jobs required for C-NET Suite per the details supplied by C-NET.
- (e) Enable C-NET on Fiori through infrastructure and security role set-up.
- (f) Enable SAP content repository for documents based on the size provided by the Customer.
- (g) The Contractor will support C-NET related tasks per the RACI defined in Schedule 3 Attachment 3-3.
- (h) Schedule 3 Attachment 3-3 documents the RACI for ongoing support (including patching and upgrades).

(2) Scope Exclusions

- (a) Data migration, Data Cleaning, Data reconciliation, Data transformation and Data loading.
- (b) Testing in relation to the installation and implementation of the C-Net SafetySuite solution.
- (c) Configuration and functional testing of C-NET SafetySuite and any associated remediation.
- (d) Training and Organisation Change Management.
- (e) No Finance and HCM consultant will be engaged for this implementation.
- (f) Regression testing – this will be carried out by the Customer or C-NET and signed-off by the Customer.
- (g) No integration with other modules or systems for this implementation.

(3) Assumptions

- (a) Transports provided by and configuration performed by C-NET are sufficient to implement C-NET.
- (b) SAP content repository size will be provisioned based on the estimated size/capacity of 100GB disk storage. Sizing requirements above this size would follow the Change Request process as defined in Schedule 4.
- (c) C-NET will perform the necessary configuration and testing of their solution.
- (d) No configuration changes are required by the Contractor's teams such as but not limited to finance and HCM. During implementation, if there are any configuration changes required to be done on HCM and finance modules, a variation will need to be raised as a Change Request in accordance with Schedule 4 (Variation Procedures) and follow the solution design governance process.
- (e) Once C-NET on Fiori has been enabled, the C-NET team will configure the required Fiori tiles. The C-NET team will also provide Customer approved roles and authorizations to the Contractor for access to Fiori to be set up.
- (f) There would be no impact to the Contractor's solution and any functional remedial action required would be managed as a separate Change Request if required in accordance with Schedule 4 (Variation Procedures).
- (g) Any issues with the C-NET application access from Fiori will be managed by C-NET directly with SAP.
- (h) There is no hypercare support planned and estimated. The Contractor's operations RACI as defined in Schedule 3 Attachment 3-3 will be followed.
- (i) The delivery schedule and the pricing proposed for the changes in scope of these services assume continuous delivery with no unanticipated interruptions or pauses during implementation of these services.
- (j) If the Customer decides to cancel the scope of services during implementation, this will require a Change Request in accordance with Schedule 4 (Variation Procedures) for the costs associated with the effort consumed.

(4) Dependencies

- (a) C-NET will provide the documentation relating to transports and any standard remediation to known errors that would assist the Contractor in performing the Contractor's scope of services as noted in this Customer Contract.
- (b) C-NET will provide the transports that are to be implemented to setup the add-on in the Contractor's SAP solution.
- (c) C-NET team to perform testing after the deployment of transports.
- (d) C-NET will provide the relevant approvals and test evidence where required as part of the Contractor's change management or implementation process.
- (e) C-NET resources will be available to remediate any functional issues / conflicts arising.
- (f) CNET-patching and upgrades:
 - (i) The Customer will raise a Service Request for the deployment of transports associated with C-NET patching and upgrades. Where the Service Request definition is not met, a Change Request pursuant to Schedule 4 will be required.
 - (ii) The Customer will raise a Service Request for the Contractor to action access requests for the C-NET team.

(5) Additional Conditions

- (a) Contractor will provide C-NET with access to the Contractor's environment for the purposes defined in this Customer Contract.
- (b) Customer shall be responsible for all acts, errors and/or omissions of any C-NET to the extent that such acts, errors and/or omissions effects the Services being performed by Contractor and/or the Contractor's environment under this Customer Contract.
- (c) Customer shall ensure that such C-NET:
 - (i) cooperate with Contractor;
 - (ii) follow reasonable Contractor standards, methodologies, procedures and policies (including confidentiality and security procedures); and
 - (iii) execute, deliver and comply with any customary confidentiality or licensing agreements reasonably required by Contractor or any Subcontractor.
- (d) C-NET will only have access to the Contractor's development system upon request and for a limited period as may be determined by the Contractor.
- (e) The Contractor will be excused from delays in or failures to perform its obligations under this Customer Contract, will not be responsible for any Service Level Default and will be entitled to an extension in timeframe for providing Services to the extent that:
 - (i) Customer or any C-NET delays in or fails to perform the Customer responsibilities identified in the Customer Contract, or any C-NET failure to provide resources or fulfil an obligation under this Customer Contract including to the extent that such obligations have been delegated at an operational level; and
 - (ii) such delay, failure or other act, error or omission (together, a **customer failure**) causes Contractor's failure to perform.
- (f) C-NET will implement a standard roll on/ roll off process for its Personnel which includes an acknowledgement of the need to protect confidentiality of the Contractor's Confidential Information.
- (g) The Customer:
 - (i) must ensure that the C-NET is aware and comply with all the terms and conditions of the Customer Contract that are relevant to the Customer subcontractor's performance of its work (including clauses related to confidentiality, privacy and/or security requirements); and
 - (ii) shall be solely responsible for the acts and omissions of the C-NET as if they were the acts and omissions of Customer.
- (h) Customer hereby acknowledges, accepts and agrees that Contractor may have to suspend the C-NET right to access or use all or any portion of the AESG Services:
 - (i) where such access or use, or this Customer Supplied Item:
 - a. poses a security risk to or may otherwise adversely impact the AESG Services; or
 - b. infringes or otherwise violates the rights or other interests of a third party, entails illegal or otherwise prohibited content or activities, or otherwise subjects Contractor to a potential liability; or
 - (ii) where Contractor is required to do so under any applicable laws, or any court's or governmental body's order.

- (i) The Customer must ensure that C-NET:
 - (i) use, access, retain or disclose Personal Information obtained in connection with the Customer Contract only for the purpose for which the Personal Information was acquired;
 - (ii) not do any act or engage in any practice that would breach an information protection principle under the *Privacy and Personal Information Protection Act 1998 (NSW) (IPP)*, or which if done or engaged in by the Customer and/or Contractor, would be a breach of that IPP;
 - (iii) comply with, carry out and discharge the obligations contained in the IPPs as if it were the Customer carrying out and discharging those obligations;
 - (iv) notify the Customer immediately upon becoming aware of a breach or possible breach of any of the obligations in this clause;
 - (v) notify any individual that makes a complaint to C-NET regarding the C-NET acts or practices in relation to such individual's Personal Information, that the complaint may be investigated by the Privacy Commissioner;
 - (vi) comply with all reasonable directions of the Customer and/or Contractor in relation to the care and protection of Personal Information held in connection with the Customer Contract and take all reasonable measures to ensure that such information is protected against loss, unauthorised access or use, modification or disclosure and other misuse; and
 - (vii) ensure that any of the C-NET Personnel who are required to deal with the Personal Information for the purposes of the Customer Contract are made aware of the obligations of C-NET under this clause.

- (j) Customer hereby releases and indemnifies the Contractor against any losses, delay, damages, liabilities, claims and expenses arising out of, or in connection with the acts or omissions of C-NET, including any damage that C-NET may cause to the Contractor's environment, any damage caused to the Contractor's system and/or any other Contractor's tenants, or any other impact which may affect the Contractor's ability to provide the Contractor's service or loss of Customer Data or any claim, action, demand or proceeding taken by third party against Contractor caused or contributed to by the C-NET or its personnel.

- (k) The following clauses will not apply in connection with the C-Net service.
 - (i) Section 9.1(e), Customer Contract;
 - (ii) Section 15 (Privacy), Customer Contract;
 - (iii) Section 18 (Liability), Customer Contract;
 - (iv) Section 19 (Indemnities), Customer Contract;
 - (v) Section 5 (Security), Schedule 3-Service Level Agreement;
 - (vi) Attachment 3-5 (Security Services) of Schedule3 (Service Level Agreement);
 - (vii) Section 5 (Data Control and Audit), Module 10 (As a Service);
 - (viii) Section 8 (Liability), Module 10 (As a Service); and
 - (ix) Section 9 (Information Ownership, Integrity and Privacy), Module 10 (As a Service).

- (l) In addition, SLA-01, SLA-02, SLA-03, SLA-06, SLA-07, SLA-08, SLA-09, SLA-10, SLA-11a, SLA-11b, SLA-11c, SLA-11d and SLA-11e of the Service Level Table will not apply to these services.

- (m) Schedule 1 (General Order Form), Item 39 (Limitation of Liability) is amended as follows:

The parties understand and agree the fees associated with the above Change Request does not count towards Contract Value under clause 18 (Limitation of Liability) of the Customer Contract. In the event of a claim in respect of this Service liability shall be limited to the Contract Price of this Additional Service only.

4. Additional Service: SAP /PO as a Service (SAP POaaS)

SCOPE

- (1) The Contractor will operate a SAP PO as a Service (**SAP POaaS**) service for the DCJ. The scope of the service is described in this section.
- (2) The SAP POaaS:
 - (a) is built on “SAP NetWeaver Process Orchestration (PO)”;
 - (b) sends and receives messages in a defined format, requiring transform and enrichment to occur in the sending / receiving application, or in an intermediary enterprise service bus /middleware;
 - (c) is particular to DCJ and provides:
 - (i) the application platform, software and transformation services; and
 - (ii) monitoring and management of the application and infrastructure to enable customer-specific integrations to occur successfully
 - (d) includes the services required to establish and implement the service, monitor and manage it for the duration of the contracted period;
 - (e) enables customers such as DCJ to implement and support different integration scenarios by providing integration development tools, execution environment and integration management capabilities; and
 - (f) will facilitate both ‘real time’ and ‘batch integrations’ as required by DCJ.
- (3) The following Integration scenarios are supported by the SAP POaaS:
 - (a) AESG Service to/from DCJ;
 - (b) AESG Service to/from third parties/external business partners;
 - (c) DCJ to DCJ;
 - (d) DCJ to/from third parties/external business partners; and
 - (e) third parties/external business partners to third parties/external business partners.
- (4) SLAs
 - (a) Save for SLA-03 and SLA-04A set out in the Service Level Table, which will be measured and reported separately (in the context of SAP POaaS), all other SLAs will apply equally to the SAP POaaS (except the Tolerance Limits, in section (4)(c)).
 - (b) The At-Risk Amount for the SAP POaaS component of the AESG Services (and any corresponding Rebates) will be calculated using only the portion of Fees relating to the SAP POaaS component of the AESG Services (ie not the total Fees)).
 - (c) For SAP POaaS, the Tolerance Limits will be measured separately and any associated termination rights would apply only in respect of the SAP POaaS.
- (5) The Management Committees as outlined in Schedule 3 Attachment 3-2 (Management Committees) are applicable to the SAP POaaS except to the extent otherwise provided in this Attachment 3-16 (AESG Product Definition – Additional Services).
- (6) Prices for the SAP POaaS are set out in the AESG Service Catalogue.

- (7) The SAP POaaS does not change the ownership of any DCJ Data. DCJ will continue to own all DCJ Data and the Contractor will be seen as managing that DCJ Data on the behalf of DCJ. All terms and conditions relating to DCJ Data and DCJ Data ownership apply to the SAP POaaS.

Service Definition

PLATFORM AND APPLICATION

- (8) The Contractor must keep the SAP POaaS infrastructure and software current in line with the Solution Currency approach defined in Schedule 3 Attachment 3-3.
- (9) The SAP POaaS comprises the following key elements:
- (a) Platform/application:
 - (i) Software as a Service for the Customer specific enterprise service bus /middleware environment (application, database servers and storage); and
 - (ii) platform software licenses and maintenance (database, virtual machines, monitoring etc.).
 - (b) Recurring Services:
 - (i) interface message queue administration and error notification to Customer;
 - (ii) message routing (including message prioritisation);
 - (iii) resolution of errors where required (excluding Customer data mapping);
 - (iv) monitoring and maintenance activities associated with the SAP POaaS
 - (v) SAP POaaS performance monitoring and management to ensure system performance to the following standard:
 - a. the number of in-scope interfaces are 30-40; and
 - b. an estimate of 1500 messages of 40kb average size per message at peak, i.e. over a one hour peak period,and the Customer may purchase additional CPU capacity from the AESG Service Catalogue if the volumes increase. The volume requirement will be determined when assessing the impact of additional interfaces;
 - (vi) apply solution currency including upgrades, support patches etc. for the SAP POaaS environment as outlined in the Schedule 3 Attachment 3-3; and
 - (vii) other maintenance services such as solution monitoring, backing up, restoring and data archiving in line with the AESG Service.
 - (c) Additional Services on request (which may be provided as Service Requests)
 - (d) Service Requests for SAP POaaS may be provided based on the Service Request hours provisioned for core AESG Services or using standard items included in the Service Request Catalogue
Examples of Service Requests include:
 - (i) mapping table changes; and
 - (ii) transform table creation and maintenance.Service Requests may consume hours of Service Requests provisioned and included in the FTE price.
 - (e) The Contractor must provision sufficient compute resources for the agreed DCJ enterprise service bus requirements, including transformation activities and storage as part of the SAP POaaS.

SECURITY

- (10) The Security Requirements apply to SAP POaaS and will extend to security during transmission of data.
- (11) Security certificates for the Contractor's system will be provided by the Contractor. Security certificates for non-Contractor systems will be provided by DCJ.

SUPPORT SERVICES

- (12) The Support Services apply to the SAP POaaS. This will include rectification and notification of errors in the SAP POaaS to DCJ.

CONTRACTOR OBLIGATIONS

- (13) The Contractor must:
 - (a) replicate existing SAP ERP integration points (from existing outsourced SAP services) for DCJ as part of Transition In to the SAP POaaS to ensure continued service functionality for existing integrations to SAP systems;
 - (b) provide DCJ with access and SAP POaaS functionality where determined as a requirement (e.g. read only visibility into a table);
 - (c) provide details on any sizing or capacity limitations associated with the SAP POaaS;
 - (d) comply with the audit requirements as specified in the Service Level Agreement;
 - (e) ensure the SAP POaaS is appropriately covered and approved by DCJ in Business Contingency Plans for the AESG Services;
 - (f) provide DCJ with access to message logs;
 - (g) retain message logs in line with DCJ's requirements to the extent supported by SAP standard; and
 - (h) maintain up to date SAP POaaS documentation (e.g. detail on set up, integration points/etc).

CUSTOMER OBLIGATIONS

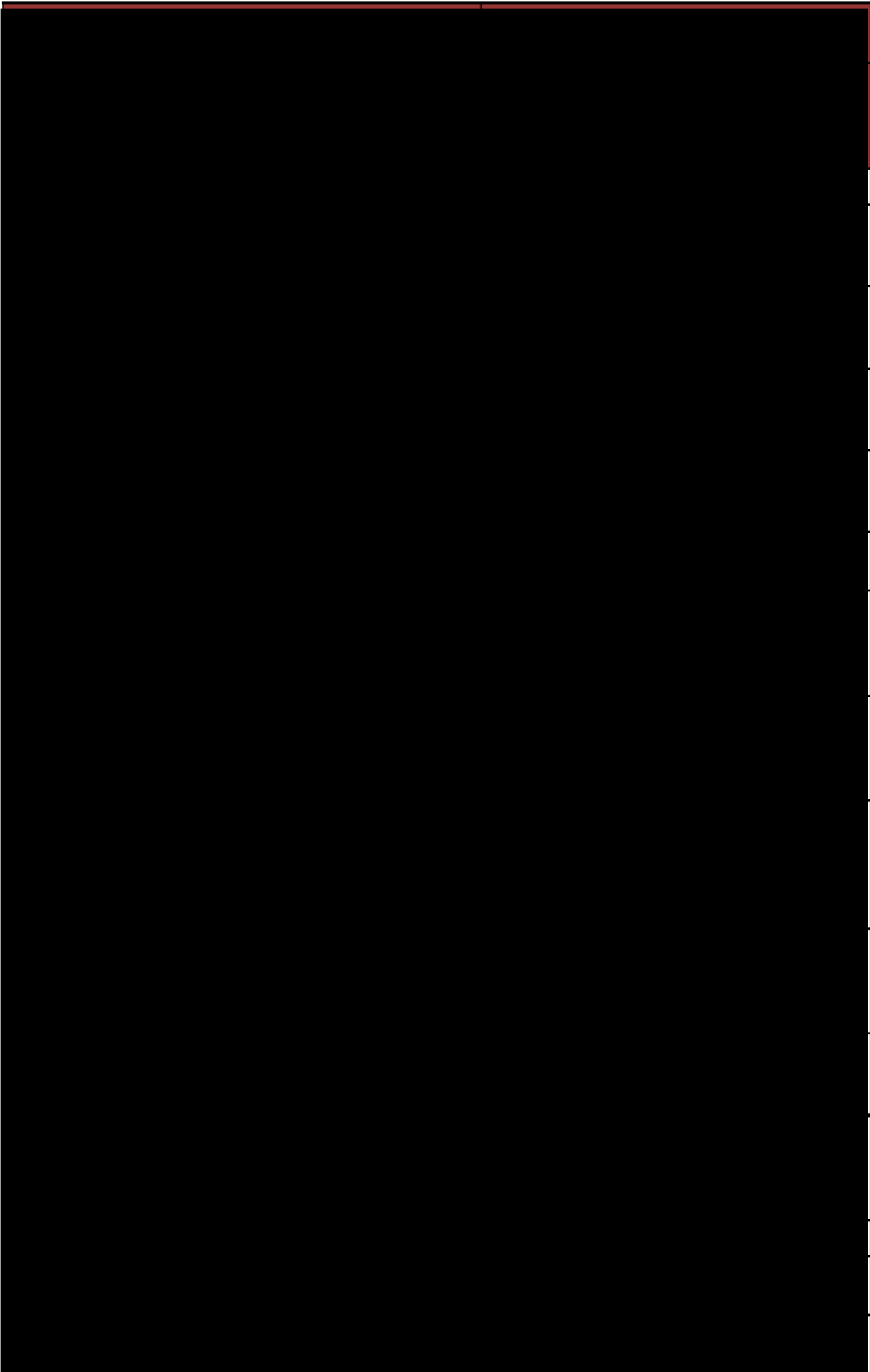
- (14) DCJ will:
 - (a) determine and define integration requirements (including source systems and environments) for the SAP POaaS;
 - (b) perform responsibilities indicated in the SAP POaaS RACI included in section (18) below;
 - (c) complete extract/transfer/load functions; and
 - (d) be responsible for resolution of integration errors that relate to DCJ Data and/or DCJ systems (and not the SAP POaaS itself).

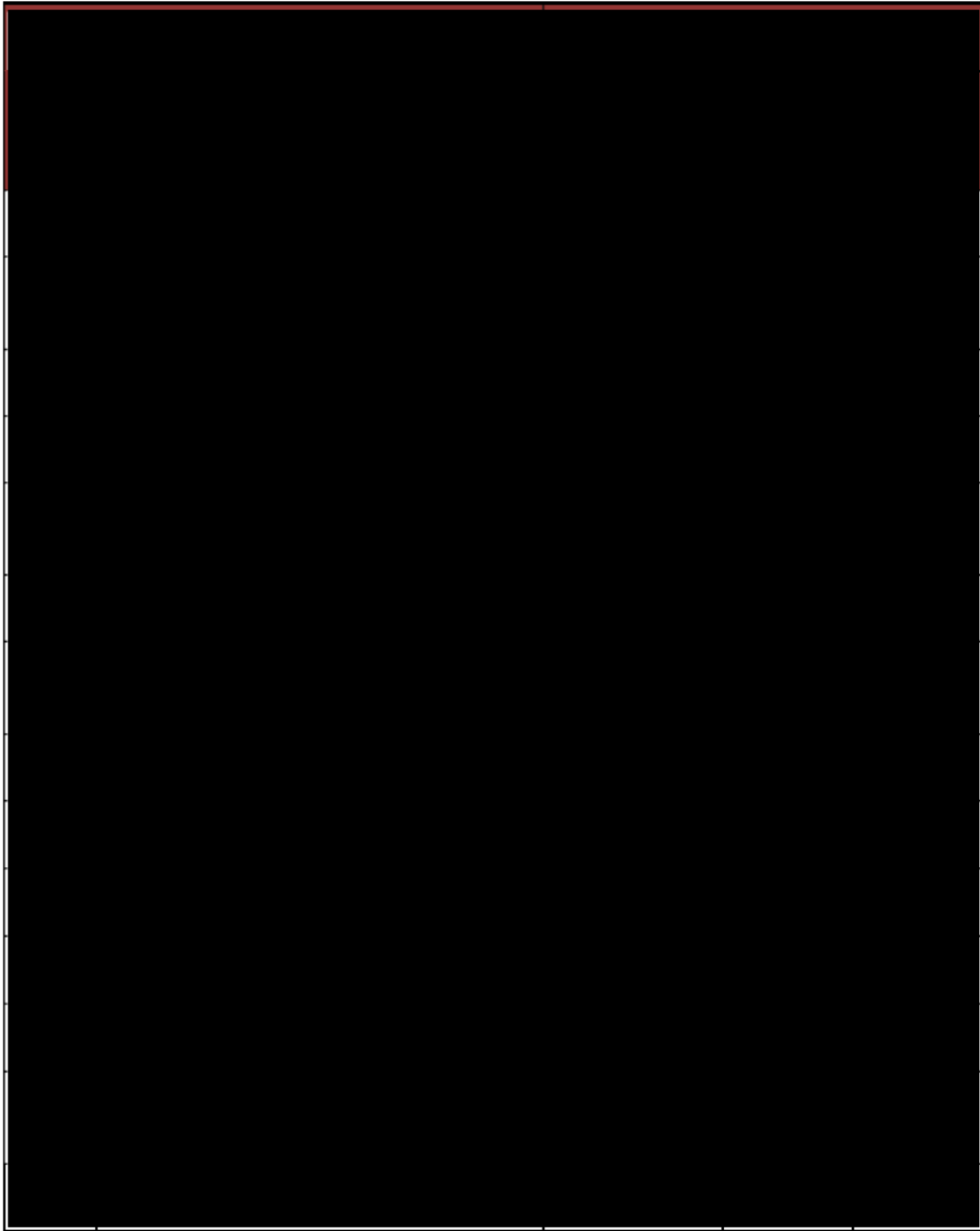
LICENCES

- (15) The Contractor will identify what licences are required for the SAP POaaS.
- (16) DCJ will provide all SAP and non-SAP (e.g. database) licences as/if identified as CSI in Schedule 3 Attachment 3-8.

SAP POaaS RACI

- (17) The RACI chart which follows is specific for the SAP POaaS, and the items listed are therefore additional to the items covered in the RACI chart supplied as part of Attachment 3-3 (Service Definition) of the SLA.





EXCLUSIONS TO ON-GOING SERVICES

- (18) The following functions are out of scope for the Contractor as part of the Recurring Services of the SAP POaaS.
- (a) interface error resolution (where the sending or receiving message formats have changed) (excluding changes to AESG); and
 - (b) development of new integrations / substantive changes. (These can be scoped and developed as Additional Services in agreed timeframes – see section 4(9)(c)above).

5. SuccessFactors

SCOPE

(1) The following table provides the current mapping of SuccessFactors modules to agency usage.

Agency	Platform	Performance and Goals	Employee Central	Jam- Advanced	Succession and Development	Compensation Planning	Workforce Analytics	Workforce Planning	Learning	Recruiting	Onboarding (Offboarding)
DCJ – Former FACS	X	X			X	X	X			X	X
DCJ – Former Justice	X	X			X	X	X		X	X	X
DCJ – Corrective Services	X	X			X		X		X	X	X

- (2) Required interfaces for SuccessFactors are covered in Attachment 3-7 Build Objects.
- (3) The Contractor's SuccessFactors ongoing support covers Service Requests up to a maximum of 20 hours per month at which unused capacity expires at the end of the same month and cannot be accrued for usage in future months unless otherwise agreed by the parties.

CONTRACTOR OBLIGATIONS

The Contractor will:

- (4) provide application support for Customer's SuccessFactors HCM instance, comprising Incident Resolution and Service Requests; and
- (5) meet Contractor's obligations for SuccessFactors as set-out in Schedule 3 Attachment 3-3 RACI.

CUSTOMER OBLIGATIONS

The Customer will:

- (6) Procure all required software licenses for the SuccessFactors solution.
- (7) Contract/liaise directly with SAP for licenses and instances for the SuccessFactors solution.
- (8) Organise and manage hosting, security, network and infrastructure for the SuccessFactors solution.
- (9) Organise and manage patching, upgrades and disaster recovery of the SuccessFactors solution.
- (10) Meet Customer's obligations for SuccessFactors as set-out in the RACI in Schedule 3 Attachment 3-3

SLA

- (11) SLA-04A, SLA-04B, SLA-05, SLA-06, SLA-07, SLA-08, SLA-09, SLA-09A, SLA-11a, SLA-11b, SLA-11c, SLA-11d, SLA-11e, SLA-12 and SLA-13 set out in the Service Level Table do not apply to these services.
- (12) [REDACTED] or SuccessFactors Ongoing Support will be measured separately and any associated termination rights would apply only in respect of the SuccessFactors solution.

- (13) The At-Risk Amount for SuccessFactors Ongoing Support (and any corresponding Rebates) will be calculated using only the portion of Fees relating to the SuccessFactors Ongoing Support service component in the relevant measurement period.
- (14) In the event an issue requires SAP to resolve, their service level agreements will supersede the Contractor's service level agreements (including classification of "Severity" definitions).
- (15) Excused performance applies for the same grounds as the main AESG Service including where the fault is due to SAP.
- (16) As SuccessFactors is cloud software, the subscription license includes the technical provisioning and hence the service specification and the technical operations is an SAP responsibility. A Severity 1 incident, being a complete service outage will therefore be the responsibility of SAP, and SAP's restoration provisions, service level agreements, and rebate conditions would apply. Service level agreement rebates percentages do not "stack": in the event of multiple penalisable breaches in a measurement period, the breach with the highest penalty rate determines the service level credit.

6. LAHC Ariba

SCOPE

- (1) The Contractor will operate SAP Ariba service for the Department of Land and Housing (**LAHC**) (and forms part of DPIE). The scope of the service is described in this section.
- (2) The SAP Ariba:
 - (a) Built on the LAHC hosted Ariba Instance (hosted on cloud by SAP Ariba).
 - (b) LAHC will retain the responsibility for hosting and any infrastructure related changes.
 - (c) Ariba support solution assumes Ariba Production and two non-production realms (DEV and QA). Additional setup of environments will be subject to Change Request.
 - (d) Functional enhancements / solution upgrades or any new changes will be handled via a Change Request.
 - (e) Ariba Modules in scope:
 - (i) Ariba Procurement (Buying);
 - (ii) Ariba Network;
 - (iii) Ariba Supplier Performance Management;
 - (iv) Ariba Invoice Automation;
 - (v) Ariba Supplier Management;
 - (vi) Ariba Custom Forms; and
 - (vii) Ariba API Reporting.
- (3) SAP Ariba integrations to SAP ERP are included in Attachment 3-7.
- (4) The RACI chart which follows is specific for the LAHC Ariba RACI, and the items listed are therefore additional to the items covered in the RACI chart supplied as part of Attachment 3-3 (Service Definition) of the SLA.
- (5) The RACI specific to the Ariba AMS (Application Management Services) is as follows:

