

The certification body of TÜV Informationstechnik GmbH
hereby awards this certificate to the company

SAP AG
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to confirm that the

processes supported by
SAP Solution Manager V7.0

fulfil all requirements of the criteria

TÜViT Trusted Process, Version 1.0

of TÜV Informationstechnik GmbH, refined in the document
“Criteria Catalogue Solution Manager, Version 1.0”.

The supported processes and requirements are summarized in
the appendix to this certificate.

The appendix is part of the certificate and consists of 6 pages.

The certificate is valid only in conjunction with the corresponding
evaluation report until 2010-08-31.



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Certificate Registration No.:
TUVIT-TPCS5105.08

10

Essen, 2008-08-14

Dr. Christoph Sutter
Head of Certification Body

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Certificate

Evaluation report (in German)

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- “Prüfbericht – Vom SAP Solution Manager unterstützte Prozesse als TÜViT Trusted Process”, Version 1.0 as of 2008-08-11, TÜViT GmbH.

Criteria (in German)

- “TÜViT Trusted Process (TPCS)”, Version 1.0 as of 2005-10-31, TÜViT GmbH.

The process specific requirements for the evaluated processes were derived from the Trusted Process Criteria and specified in the following criteria catalogue:

- “Kriterienkatalog TÜViT Trusted Process für Zertifizierung Prozesse SAP Solution Manager“, Version 1.0 as of 2008-04-04, TÜViT GmbH.

Evaluated Processes and Process Documentation

The following processes supported by the SAP Solution Manager V7.0 Support Package 15 (SP15) with interfaces to SAP Active Global Support (AGS) are scope of the certification and defined in the respective process documentation:

- Incident Management
This process is defined in the document
“SAP Incident Management”, Version 1.0, 2008-02-18.
- Problem Management
This process is defined in the document
“SAP Root Cause Analysis”, Version 1.0, 2008-02-18.
- Business Process and Interface Monitoring
This process is defined in the document “SAP Business Process & Interface Monitoring”, Version 1.0, 2008-02-18.

- Early Watch Alert
This process is defined in the document
“SAP Early Watch Alert”, Version 1.0, 2008-02-18.
- Change Request Management
This process is defined in the document “SAP Change
Request Management”, Version 1.0, 2008-02-18.
- Service Delivery
This process is defined in the document
“SAP Service Delivery”, Version 1.0, 2008-02-18.

The evaluated process specific requirements are detailed below.

Process specific requirements

The processes supported by SAP Solution Manager have been evaluated according to the following process specific requirements:

1. The processes supported by SAP Solution Manager are reproducible, consistent with their documentation and produce standardized output.

The evaluated processes fulfil the following individual process specific requirements:

- Incident Management
The SAP Solution Manager enables the Incident Management Process to manage the collection, prioritization, analyzing, closing and reporting of incidents by providing the service desk. The service desk allows the communication between End User, customer business unit, IT and SAP.
- Problem Management
The SAP Solution Manager supports the Problem Management Process by providing standardized problem analysis with the tool “Root Cause Analysis” of SAP Solution Manager.

- **Business Process and Interface Monitoring**
The SAP Solution Manager supports the pro-active process “Business Process and Interface Monitoring” allowing analyses of customer business processes. This process enables customer to identify problems before they become critical.
- **Early Watch Alert**
The SAP Solution Manager empowers the pro-active process System Monitoring (“Early Watch Alert”) of customer SAP systems and to generate reports with the goal to alert the customer by identifying problems before they become critical.
- **Change Request Management Process**
The Change Request Management Process provides transparency about changes necessary for customer SAP systems.
- **Service Delivery**
The Service Delivery Process enables pro-active remote services required by the business and supports the planning and performance of specific services for system optimization provided by Active Global Support (AGS) for SAP customers.

2. The processes supported by SAP Solution Manager are secure.

The security of the processes is realized by the following measures:

- The customer has full ownership for granting access to the Solution Manager.
- The customer has full ownership for allowing data transmission to SAP.

- The data transmitted during process execution from the SAP Solution Manager to SAP Backbone are observable for the customer (e.g. context data of incidents, Early Watch Alert data).
- The data transmitted during process execution is encrypted.
- The data transmitted during process execution will be treated confidentially.
- The data transmitted during process execution is used for follow up activities within SAP Active Global Support only and will be used to reduce operational risks of the customer.

3. The Lifecycle Management of the SAP Solution Manager is quality assured and customer controlled.

- The SAP Production Process ensures that content delivered with “Service Content Update Process” contains only content relevant for SAP Services.
- SAP runs a quality management process, named Production Innovation Lifecycle (PIL), for maintenance processes for the Solution Manager. The process ensures verified quality of delivered Support Packages or Single Services by corresponding quality assurance measures.
- On principle, updates via the Service Content Update Process do not affect content used in customer scenarios of the SAP Solution Manager (e.g. Business Process Monitoring, System Monitoring).
- The Customer owns and controls Change Management for SAP Solution Manager (Implementation of Support Packages and Service Content Updates).

Summary of TÜViT Trusted Process criteria

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1 Process Documentation

The process documentation is the basis for the process and its defined procedures. It appropriately documents the process requirements and serves as a basis for assessment and improvement. The documentation is sufficiently detailed to allow process reproducibility within certain limits.

2 Process Development and Implementation

The process has been developed and implemented based on interested parties' required objectives. The current process is consistent with its documentation.

3 Process Performance and Effectiveness

The process is developed to provide long term effectiveness. For this purpose, it is subject to continual performance measurements that may result in process or documentation improvements and the implementation of any change.

4 Consideration of Interested Parties

The objectives of the process are aligned with the parties interested in performance and success of the process, its measures and its results.

5 Quality Assurance

The process has been designed to repeatedly show both quality and success in its results. The process involves intermediate quality checks to ensure that it consistently achieves its intended goal. Quality criteria for the checks and related checklists are described in the process documentation.

6 Resources

The process consists of a series of measures and corresponding resources to achieve intended results.



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7 Risks and Dangers

A procedure exists to control risks and dangers associated with the process and this is detailed in the process documentation.

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