LMS Service Request Form

This form is designed to enable SuccessFactors customers to gather information on the support you need from Professional Services and it allows our Consultants to provide a basic outline of the recommended services and estimated costs. Filling in this form doesn't obligate you in any way. When SuccessFactors and customer are able to agree upon the services to be delivered a corresponding Statement of Work (SOW) will be required and the services paid for according to the (SOW) terms.

Form Instructions

1. Fill in the form sections below – Please include your contact information and as much detail about the question, issue or requirements you are looking for assistance with.

2. Save and Email - Save the file with your company name in the file name (NSR – Your Company Name.pdf) and email it to nsr@sap.com. Note: If you are not utilizing Post Production Service Credits (PPSC), please provide your billing address.

Each Service Request will be reviewed by a Managed Services Consultant based on request category (Functional /Technical). For standard services tasks we will issue a basic work summary and related deliverables as well as associated costs to provide the service. If the work is not a standard task we may request a "Consult" with you via Webex. This is just to review your submission and allow our Consultant to ask questions and confirm your requirements. Our goal is to provide an overview of the recommended services, deliverables and related costs back to you in a timely manner (5-7 business days).

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Contact Information

Company Name: _____

Name: _____

Email: _____

Phone: _____

Current Version: _____

Check the appropriate box:　　Hosted　☐　　　SaaS　☐

Customer Support Ticket#: _____

Are you an integrated customer- *are BizX and LMS connected?* If so, please write out the Company ID's for the BizX instance(s). If not, you can skip this question. *(These are the company ids you type out to login as a user you may not know this, that is okay.)*

Company ID Test: _____

Company ID Production: _____

Company ID Other: _____

For the purposes of scoping, please acknowledge that you are allowing access to your production and test instance to the Managed Services Team by checking this box below.

NOTE: No changes/activities will be performed until a Statement of Work has been signed by both you the Customer and SuccessFactors.

I hereby Authorize SuccessFactors Managed Services Team access to my Staging and Production Environments ☐

Include Your Staging and Production environment URL(s) _____

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Service Request Category

As applicable please select what your request, question is related to. If your request doesn't match, please skip and move to the next section.

Standard Connector	☐	Database Script or other Data Issue	☐
External Authentication Integration (i.e. SSO, LDAP)	☐	Functional Consulting Assistance	☐
Custom Report	☐	User Interface Branding	☐
		Other Technical Consulting	☐

Service Request Description

Please answer as many of the follow questions as possible. Then, enter a detailed explanation in the summary of work section below.

In the following field please provide a summary of the tasks, consulting assistance or issue you are seeking SuccessFactors to assist you with. Please provide as much detail as possible and feel free to attach/ insert and/or provide screenshots of any relevant files to provide additional information or examples of your requirements when submitting this form.

Example. Standard Connector - We are seeking a way to export learning history on a daily basis so that we can pull the records into an internal reporting database. Examle Data Script – We have a large group of users that are no longer in our HR connector and we want to inactivate them using a DB script.

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Staging Environment Completion Date:
Request date to be completed? (Timeline expectations)

Due Date: [   ]

Production Environment Completion Date:
Request date to be completed? (Timeline expectations)

Due Date: [   ]

Will the changes be made in your staging environment or your production instance, or both?

Staging ☐   Production ☐   Both ☐   Other Instance ☐

LMS Custom Report Requirements

(Skip this section if the service request does not require a custom report. For both new and existing report, fill out the fields below.)

Report Name: [   ]

Report Type: [   ]

Is this a new report or are you making a change to an existing report?
(If this is an existing report, please make sure to include the current name / identifier of the report)

New ☐   Update ☐

Please complete the Custom Report Analysis Requirements workbook attached below.

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