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|  | SAP F2 Financial Release Three Service Uptime/ Downtime Policies and Procedures | | Document Number: 2P-SS-07.04 |
| | Department: Information Technology | Effective Date: September 18, 2018 | Revision No 2 |

Scope

This document covers the standard up-time and downtime schedules of F2 SAP Financial Release Three (R3) services under production environment to ensure that all related charges shall be controlled and monitored.

Ownership

Finance, Project & Information Technology (IT) Managers are responsible for ensuring that this document is cascaded to all concerned personnel and that it reflects actual practice.


Definition

- SVP CFO/CRO – Senior Vice President Chief Financial Officer / Chief Resource Officer

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Policies

1. Regular date schedule, except moth-end cut-off and holidays:

Uptime: 08:00HH

Downtime: 20:00HH

Duration: Monday to Saturday

2. Month-end cut-off schedule, except holidays:

Uptime: 08:00HH

Downtime: 23:00HH


Duration: Every 1st to 9th day of the month

3. For cut-off downtime extension, Finance Manager and/or Corporate Planning Manager shall advise Information Technology (IT) Helpdesk the preferred downtime schedule. IT Technical Assistant shall prepare IT Ticket Log for the request.
4. For non-regular and non-cut-off schedule request, SAP User shall advise Finance Manager, Corporate Planning Manager, IT Manager and Database Administrator

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for the up-time and downtime schedule. Request should be at least *one (1)* day before the preferred up-time request.

5. Finance Manager and/or Corporate Planning Manager shall approve request before the up-time schedule. No approval occurred, no request shall take place.
6. In case of re-extension from any approved request, SAP User shall prepare another separate advise and subjected for approval coming from Finance Manager and/or Corporate Planning Manager.
7. If certain users are still logged on the actual downtime schedule, Database Administrator shall advise users to close all open modules in SAP then log off.

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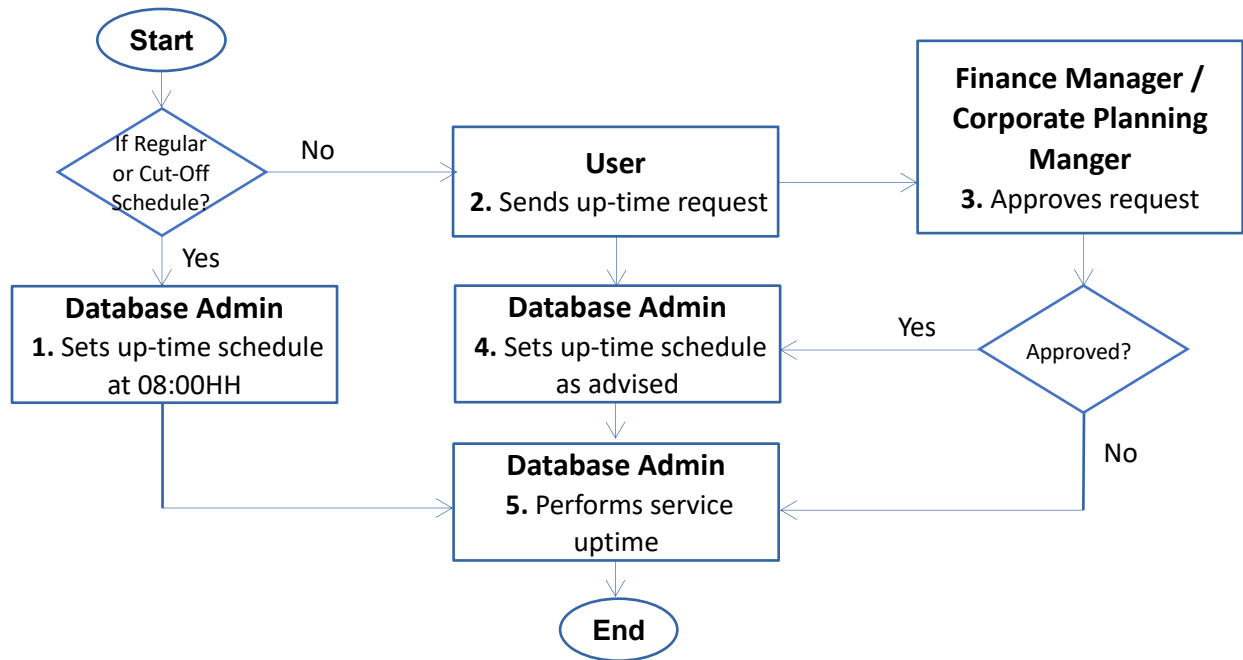
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Procedure


A. Service Up-time

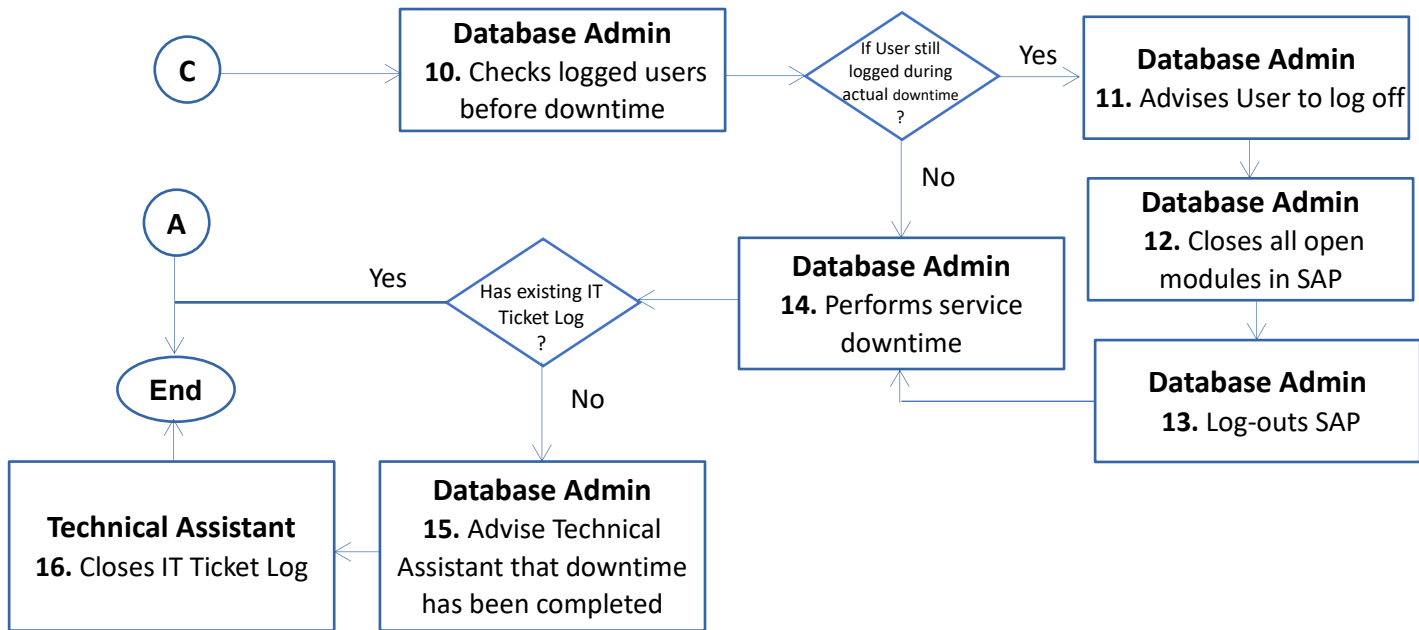


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