



Service Description Document for:

SAP Signavio Process Governance

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NTT DATA Business Solutions

We Transform. SAP® Solutions into Value

We understand the business of our clients and know what it takes to transform it into the future. At NTT DATA Business Solutions, we drive innovation - from advisory and implementation, to managed services and beyond, we continuously improve SAP solutions and technology to make them work for companies - and for their people.

Aiming to transform, grow and become more successful? We provide you with more than in-depth expertise for SAP solutions: As your passionate partner, we connect your business opportunities with the latest technologies – and offer you a unique approach to get the job done as smoothly as possible. Our close ties to SAP and other partners give you access to innovative solutions and developments. Being part of the global NTT DATA group enables us to master any scope of project.

With operations in more than 30 countries, we have enabled thousands of companies become more efficient and effective during the last three decades. Our more than 14,000 experts around the world will also accompany you on your journey toward a truly intelligent enterprise – wherever you want to start! We have specialised in making SAP solutions work for companies – and for their people: We Transform. SAP® solutions into Value.

We are proud to be consistently recognised within the SAP ecosystem, having won multiple SAP accolades over the years. We are also delighted to announce our recent achievement of four SAP Pinnacle Awards in the categories of GROW with SAP, SAP Business AI Customer Adoption, Business Transformation Management, and Cross-Portfolio Success. These awards celebrate the exceptional performance of the world's foremost SAP partners, underscoring our commitment to excellence and innovation. With four wins and five finalist positions, we stood out as the leading winner in 2025. Additionally, our greatest asset and our most significant differentiator is our people. In 2025, the NTT DATA Group was named a Global Top Employer in 33 countries by the Top Employers Institute. This award highlights our dedication to creating a thriving work environment and confirms our status as a choice destination for IT professionals.

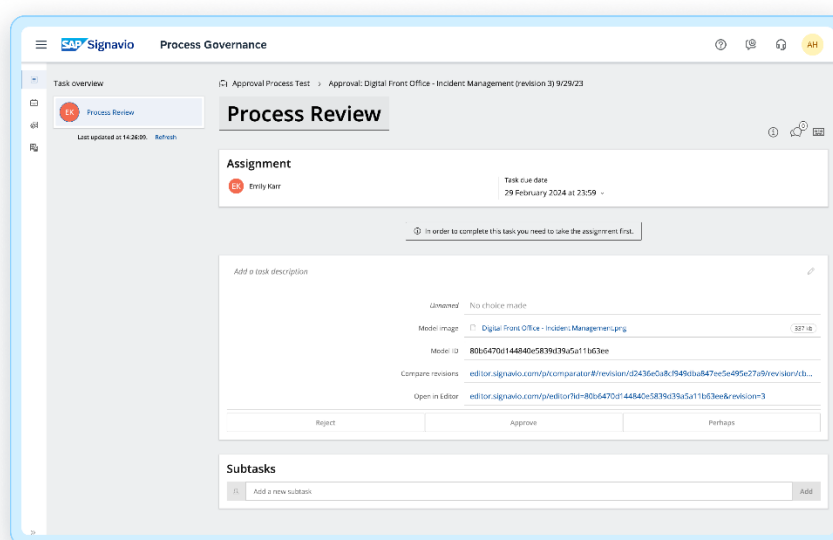
SAP Signavio Process Governance

Description

SAP Signavio Process Governance is used to govern the lifecycle of processes, risks, and controls by building governance workflows quickly and at scale. You can de-risk and streamline your change efforts by turning business process models into standardised and automated process governance workflows to increase internal and external compliance.

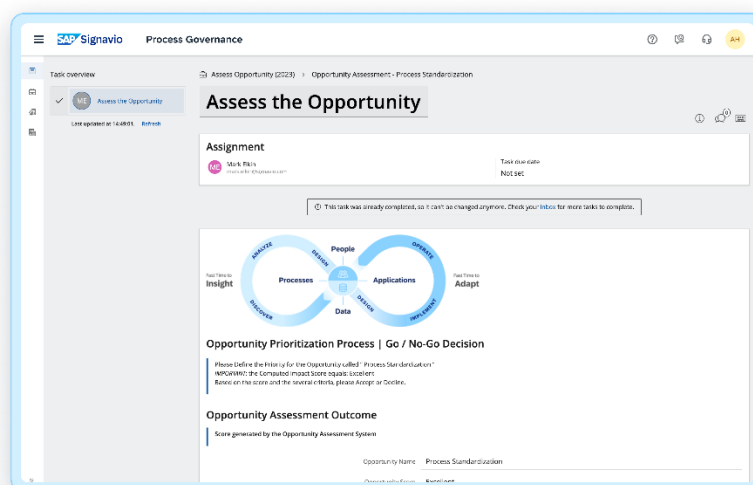
Automate process release cycle management

Start automating your process approvals and publishing processes. Set up process owners, risk owners, and quality managers with their respective tasks by selecting process attributes. Then, map and notify these users for process approval, risk assessments, and maturity assessments through these attributes.



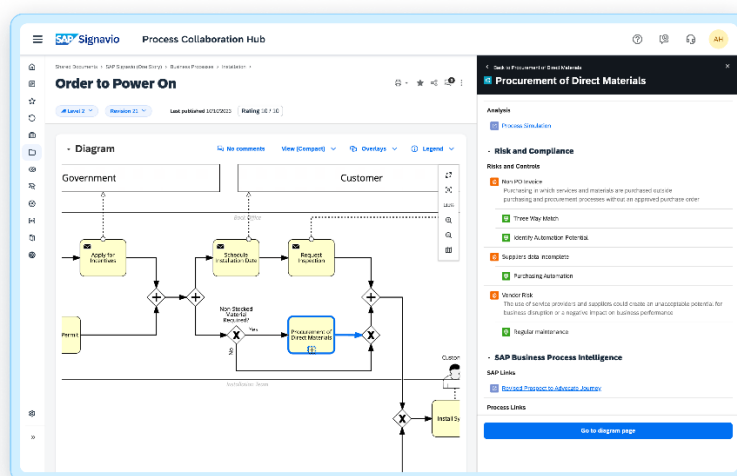
Standardise process maturity assessment

Configure process governance workflows using standard BPMN notation, eliminating the need for spreadsheets. Track your tasks directly, automate and standardise manual validations, and reduce the risk of errors while driving efficient operations.



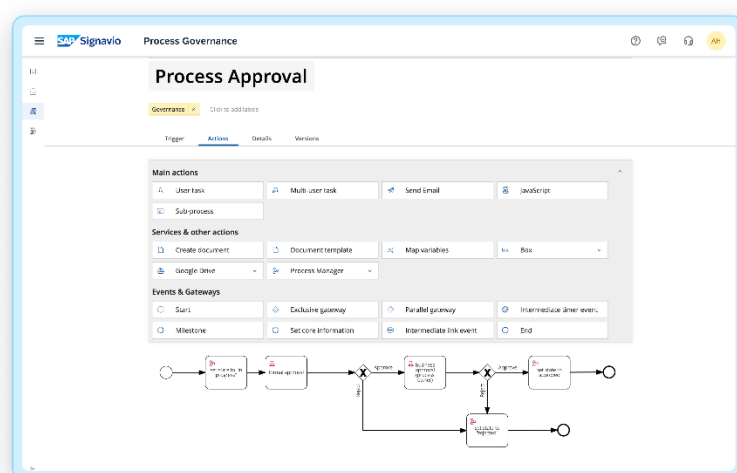
Streamline risk and control management

Centrally manage risk and controls within SAP Signavio's dictionary. Process owners can then verify where each risk or control item is used within your business processes and schedule automated checks to ensure they are up to date and relevant.



Build configurable process governance workflows

Achieve desired results with an intuitive and accessible engine. Configure approval workflows using standard Business Process Model and Notation, eliminate spreadsheets, and track approval tasks directly. Use SAP Signavio Process Governance to configure and execute workflows and analyse data in the SAP Signavio Process Intelligence solution or an external BI tool.



Features

Personal Tasks Inbox

View your tasks in your personal inbox. You find tasks assigned to you and tasks where you are a candidate. It also includes tasks that you created ad-hoc or any created subtasks related to that.

Complete Workflow Tasks

Collaborators can complete tasks within individual cases.

Task Notifications

You receive notification on task or case updates.

Status Tracking

Track progress.

Collaboration Space

Invited users receive an email with a link to the registration page, where they can create an SAP Signavio Process Governance user to become a member of the organisation.

Document Upload & Routing

Collect the information input entered by users of the workflow tasks. SAP Signavio Process Governance can add these data dynamically to a document, which is then used as a basis for a later audit, for example for further decisions.

Process Definition

SAP Signavio Process Governance is easy to use and aimed at anyone who needs to describe and collaborate on routine work, regardless of their familiarity or comfort with BPM.

Triggers

Specify how your processes start. With a manual trigger, you start processes manually, by selecting a process and starting a new case. Utilise form triggers to start a process using a form with public or private form triggers. Trigger a new case using an email trigger. Use a product trigger to start an approval process.

Human Tasks & Forms

Start a process and a case with all tasks created by SAP Signavio Process Governance. Add tasks and subtasks to existing cases.

Start Workflow Cases

Collaborators can start and initiate cases.

Automatic Tasks

Carry out tasks or processes without the need for manual intervention. This can include the use of software, systems, or tools to streamline and speed up the completion of various activities.

Process Logic

SAP Signavio Process Governance allows anyone with BPMN knowledge to model a workflow. The systems allow for importing BPMN diagrams.

Access Control

Use access control in SAP Signavio Process Governance to restrict who can access a process, edit cases, or access specific tasks within a process. Processes and tasks default to public accessibility, which means that all users in the organisation have access. When you configure access controls, you restrict access to specific users or groups.

Single-Click Deployment

Use versioning to have full control of your published workflows. Users can go to previous versions, edit them and restore them if necessary.

Analytics

Create and share reports that provide aggregated overviews. Each report runs on demand and aggregates a process' cases in tabular and graphical form in the web user interface. You can also export your case data for an investigation in SAP Signavio Process Intelligence.

Standard and Custom Connectors

Connect to other SAP Signavio products (e.g., SAP Signavio Process Manager to execute approval workflows for process models and to integrate the dictionary) or third-party offerings (e.g. Google connector

to upload files, manage Calendar events and more). Build custom connectors, as required, to integrate dynamic structured data from other IT systems into your workflows.

Email Connector & Send Email

Send an email to the specified user. Specify sender name, recipients, reply to, subject, attachments, and body text tailored to your needs.

Process Model Trigger for Approvals

Model approval workflows to your own needs, such as:

- Creating complex models using gateways
- Sending emails automatically
- Using 3rd party integrations
- Alternatively, users can use the predefined two-level approval workflow.

Execute Decision Models (DMN™ 1.0) in SAP Signavio Process Governance

Execute the decision logic from a DMN diagram in SAP Signavio Process Governance. You create the DMN diagram in SAP Signavio Process Manager.

Process Rating

Consumers of processes can provide quantifiable, measurable feedback by rating a process based on a set of preselected criteria. Users can view their own and overall rating based on the access rights. Please note, this feature can only be configured and activated by an SAP Signavio Process Collaboration Hub administrator with an active SAP Signavio Process Governance license.

Management of Process Templates and their Variants

Enables process professionals to define global process templates, design or attach and detach variants from existing repository of processes, and control applicable dimensions and values that are in sync with the Dictionary (central object/taxonomy repository).

Analytics APIs

Enable effortless and direct reporting on process-related governance tasks and cases within their preferred system. A personalised API key allows seamless integration with BI tools, simplifying data retrieval and analysis. Additionally, these APIs generate comprehensive reports on approval cases in external BI tools, incorporating various case attributes for informed decision-making.

Onboarding

The SAP software is made available to the customer from the point of contract signature as a Software-as-a-Service.

Full use of the service is enabled through an implementation project. NTT DATA Business Solutions (NDBS) are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

An Onboarding guide is also available for Signavio Process Insights for new customers to gain an understanding of the steps and stages to get things up and running: <https://help.sap.com/docs/signavio-process-insights/administration-guide/onboarding>.

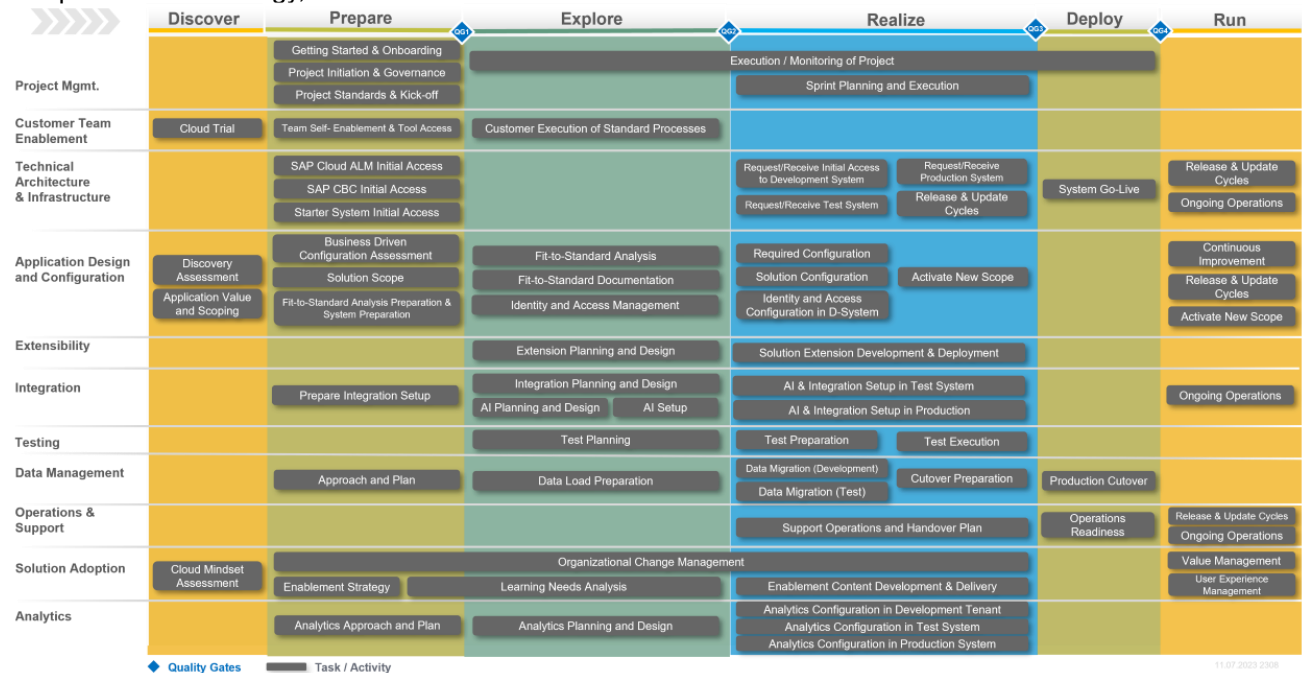
General Implementation Approach

NDBS offer implementation and advisory consulting services for the implementation and onboarding of the SAP software, available through our Lot 3 listing – NDBS Cloud Support Services (Implementation). These services cover:

- Application skills for implementation, configuration, testing support.

- Value Added services for: change management, training and training strategy, data migration.
- Technical skills for development of applications, enhancements, and integrations to the SAP platform

Customers achieve fast and cost-efficient deployment of SAP products and innovations through a consistent and proven methodology, SAP Activate.



The implementation approach encompasses the management of the key workstreams (left axis) throughout the 6 phases of implementation (top axis). Key activities during implementation include:

Discover Phase Activities:

The purpose of the Discover phase is to understand the functionality of the SAP Ariba solutions in scope and how they can bring benefits to the business. The phase ends with the software contract being signed.

- User enablement via the trial system.
- Solution scoping via the SAP digital discovery assessment tool.
- Value discovery.

Prepare Phase Activities:

- Define project goals, a high-level scope, and a project plan
- Identify and quantify business value objectives
- Secure executive sponsorship
- Establish project standards, organisation and governance
- Define and secure approval for the implementation/upgrade strategy
- Define roles and responsibilities for the project team
- Validate the project objectives
- Establish project management, tracking, and reporting mechanisms for value delivery
- Begin self-enablement
- Develop enablement strategy
- Receive and access the initial systems
- Kick off the project

Explore Phase Activities:

- Project management execution, monitoring and controlling
- Customer project team enablement
- Fit-to-standard analysis
- Configuration definition
- Integration prerequisites confirmation
- Solution extension preparation
- Data load preparation

Realise Phase Activities:

- Establish the solution landscape
- Implement the solution in the quality environment using incremental build in time-boxed iterations (sprints)
- Conduct overall end-to-end testing of the solution
- Set up production environment
- Prepare for data migration and data archiving
- Conduct project team and key user training
- Testing of the solution
- Finalise end user training materials and documentation
- Track and report on value delivery

Deploy Phase Activities:

- Finalise the solution and business processes for production go-live
- Production cutover
- Resolve all crucial open issues
- Conduct system tests
- Proceed with cutover activities including data migration and organisational change management (OCM).
- Track and report on value delivery.
- Develop post-go live support plan.

Run Phase Activities:

- Ongoing system operations
- Continuous change management
- Continuous learning
- Continuous improvement
- Release cycles

Our approach embeds the following principles:

- START with BEST PRACTICES - with the solution delivered through proven, re-useable knowledge assets and pre-built content, including process flows, pre-configuration, test scripts, data migration assets, and end-user documentation and help.
- VALIDATE the SOLUTION - validation to best practices and fit-gap analysis.
- MODULAR and AGILE – SAP provides the ability to deliver the solution incrementally, ensuring to value and focus on key business benefits.
- PRE-ASSEMBLY and CLOUD READY – Pre-built Best Practices enable customers to accelerate implementation whilst leveraging the flexibility and speed of the cloud.
- QUALITY BUILT-IN – A stage gate approach with embedded quality milestones delivers early identification and management of risk, with a “total quality” approach to implementation.
- A FOCUS on ADOPTION – Utilisation of Best Practices as an accelerator allows the project to focus less on the technical aspects of the solution, and more on the data and adoption aspects that are critical to success.

Implementation projects for all products and services are tailored to the customer, and delivered in line with client needs and requirements.

Service Levels and Support

For productive system the service level for availability is 99.7%. For non-productive systems (development, test) the service level for availability is 99.5%.

Software Support is provided by SAP Enterprise Support. Additional cost options are available for enhanced support from SAP and details are available on request.

NDBS can also provide additional application and technical managed service support for the application which enhances the SAP Enterprise Support with additional support for the application and the technical elements of the application. This can include 'how do I?' and 'break-fix' type support.

Maintenance Windows

For SAP Signavio, there is a weekly maintenance window (Saturday 22:00 UTC) for 2 hours. In addition, there are up to 4 major upgrade windows per year (Saturday 20:00 UTC) for 6 hours.

Offboarding, and Access to Data

When offboarding, for the Public Cloud solution SAP provides tools to download the data from the service. It is the customer responsibility to download the data prior to contract termination. Additional cost options can provide enhanced support from NDBS to support the customer in the offboard and data extraction elements up to the contract termination.

Business Continuity

For Public Cloud, the production system is backed up daily along with multiple archive logs taken daily. Non-productive systems are backed up weekly along with multiple archive logs taken daily. Backups are stored in a secure offsite location. Backup cycles for production data is 28 days; for non-production data, the cycle is 14 days.

After Sales Support

SAP provides Enterprise Support for the duration of the subscription (software support). NDBS can enhance the Enterprise Support, by providing highly flexible Application and Technical Managed Services for the buying organisation. As these can be tailored for individual customer requirements, NDBS can provide specific detail on application.