



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

# SAP S/4HANA Cloud for Student Lifecycle Management, private edition

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NTT DATA Business Solutions is a Global Value-Added Reseller of SAP and provides all SAP products in the same form as if they had been purchased directly from SAP.

## 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 S/4HANA Cloud for Student Lifecycle Management, Private Edition

### Overview

- Streamline academic administration- Reduce manual work and improve efficiency across departments by automating and simplifying core academic processes like admissions, course registration, and grading.
- Enhance the student experience - Intuitive self-service tools for enrollment, schedules, and results ensure transparency, accessibility, and engagement throughout students' academic journeys.
- Gain real-time analytics and insights - Access live academic and operational data to support making better decisions on curriculum adoption, program performance, and institutional planning.
- Integrate seamlessly across campus systems - Unify finance, HR, and academic management through seamless integration with SAP Cloud ERP Private, SAP SuccessFactors HCM, and SAP Analytics Cloud.
- Ensure compliance and data integrity - Maintain accurate student records and regulatory compliance while safeguarding data consistency with integrated, audit-ready processes.

### Purpose

With increasing competition and shrinking budgets, universities see themselves forced to manage their internal processes more efficiently with fewer resources yet still provide high-quality teaching and study.

The Student Lifecycle Management component of the SAP Higher Education & Research solution enables cost-effective management of higher education by providing functions that cover the following core processes of universities:

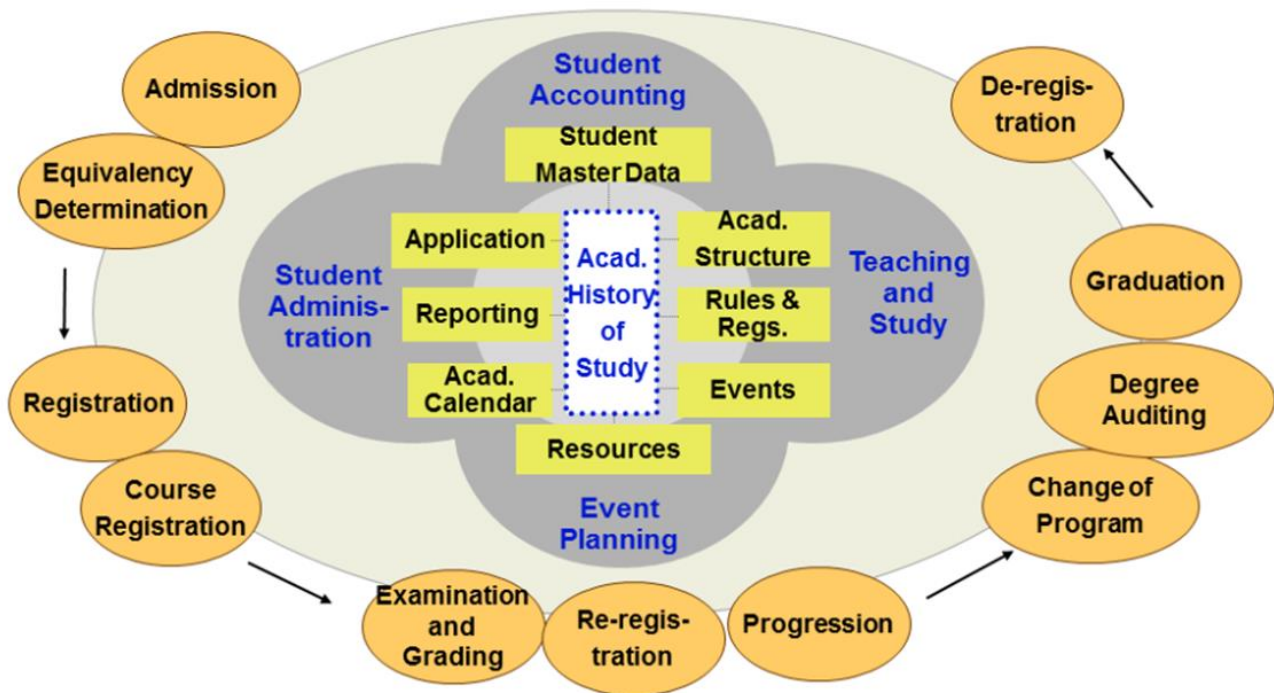
- Planning of academic offerings
- Organisation and administration of students and their study data in the Student File
- Administration of fees and grants in the student account

In the Student Administration section of Student Lifecycle Management, you can process student admission, registration, re-registration, and de-registration. In the Academic Structure (Curriculum) and Teaching and Examination sections, you plan and manage the academic offerings and business events. Student Lifecycle Management enables you to take full account of your university's resources. You can also enter the academic work that students have completed, and determine their academic progress.

SAP Student Lifecycle Management underpins the NTT Data Business Solution it.Education solution, which provides extensive additional capability and self-service over and above the capabilities listed here. Full details of it.Education can be provided on request.

### Features

The following diagram shows the functions that Student Lifecycle Management offers.



Business Processes in Student Lifecycle Management include:

- Student Administration
- Student Accounting
- Academic Structure
- Academic Records
- Processes in Student Lifecycle Management
- Planning Academic Offerings
- Organisation and Management of Studies
- Appraisal of Modules
- Administration of Fees and Grants in the Student Account
- Graduation
- Determining Progression
- Audit
- Audit Trail

SAP Student Lifecycle Management provides support for the following roles within the university:

- Admission Coordinator
- Admission Officer
- Assessment Coordinator
- Assessment Officer
- Student Records Coordinator
- Student Records Officer
- User Interface for Academic Advisor
- User Interface for Student

SAP Student Lifecycle Management provides many country specific capabilities, including localisations for the UK Higher Education sector.

## Student Administration

The numerous functions and processes offered in Student Lifecycle Management enable you to process and manage the data of the students at your university in all stages of their studies. Student Lifecycle

Management maps all processes of student administration from admission and registration to progression, re-registration, change of program, and de-registration.

## Student Accounting

- This component enables you to:
- Calculate tuition fees, define different fee calculation periods, perform automatic calculations
- Manually correct the calculated result
- Distribute revenues to the different Controlling objects of CO account assignment
- Execute a flexible fee calculation test run at any time
- Manage and evaluate grants, exchange grant information between the SAP System and an external system Post accounting documents for students and sponsors
- Allow students to pay fees by payment card

The student account is based on the SAP Public Sector Collection and Disbursement (PSCD) application component. The Student Accounting is available in the business function set CAMPUS\_MANAGEMENT, which integrates the business function set PUBLIC\_SERVICES that contains PSCD. For more information see SAP for Higher Education & Research: Student Lifecycle Management

## Academic Structure (Curriculum)

Curriculum planning begins with the setup of programs, and the associated structures and rules. The way in which a program is organised usually depends on the program regulations that apply. The program regulations define the following attributes of a program:

- Type and number of subjects to be completed
- Associated teaching events
- Prerequisites for attendance at teaching events and examinations
- The structure of programs is usually quite diverse and bound by set validity periods.

The functions in the Academic Structure (Curriculum) section enable you to map and manage your university's academic offerings and teaching events. Student Lifecycle Management offers the following objects for curriculum mapping:

- Program
- Module group
- Module

You can maintain and manage the programs offered by your university in the program catalogue . You can manage program dates and deadlines in the academic calendars. You can map and manage the program rules using rule containers.

The Academic Structure processes cover the following areas:

- Top Organisational Unit
- Program Catalogue
- Module Catalogue
- Copying Event Offerings
- Academic Calendar
- Program of Study
- Module
- Module Group
- Module Booking
- Internships
- Event Planning
- Overview of (Internal) Academic Work
- Individual Work
- Internal Qualification
- External Academic Structures

- Creating Academic Scales
- Rules
- Extended Booking Check

## Academic Records

You can use the Academic Records application to control your university's assessment process from start to finish. With Academic Records you can:

- Edit assessments (object type CE)
- You can create assessments for a module or program (or a program stage, if required).
- Edit scheduled assessments for the assessments you have created
- Open, monitor and cancel assessment processes based on module bookings and assessment processes based on programs
- When you open an assessment process for a student, you register this student for an assessment.
- Academic Records uses the following functions:
- Academic sessions to map assessment periods, and period groups to define assessment periods (see also Scheduled Assessment )
- Functions which persons must exercise so that exams can be conducted
- Selection methods which enable you to choose students when you open assessment processes

## Processes in Student Lifecycle Management

### Planning Academic Offerings

Student Lifecycle Management enables you to plan all of your university's academic offerings.

Academic offerings are planned in two steps:

- Planning of programs, academic specialisations, and modules
- Planning of academic events per module and stage
- Planning Programs, Academic Specialisations and Modules

In Student Lifecycle Management, you plan modules in the module catalogue. In the module catalogue, you create modules, module groups, and their relationships. If you require additional rules, you create these as rule containers.

You define programs in the program catalogue. There, you can assign module groups (academic specialisations) and modules to the programs. You can also create rules as rule containers.

### Planning Academic Events per Module and Stage

In Student Lifecycle Management, you plan the academic events of modules for the given stages using an integrated enhancement of the Training and Event Management application component.

You manage your resources using the functions of Training and Event Management. However, you create event offerings for modules in the Student Lifecycle Management module catalogue.

## Organisation and Management of Studies

Student Lifecycle Management enables you to organise and manage the studies of students attending your university. From admission to de-registration, Student Lifecycle Management covers the following steps of student administration:

- The student is admitted to the university in the chosen program (following application processing)
- The student registers for the chosen program
- The student plans his/her studies by choosing program specialisations and booking the teaching events of the modules assigned to the program
- Instructors conduct the teaching events and record the progress of students
- The student re-registers for the next academic session



- Upon program completion, the student de-registers or is de-registered by the university.
- The following rules are defined in the rules section of Student Lifecycle Management:
- Rules for time limit and deadline checks based on academic calendar
- Program admission rules

When you receive a student's application for admission and the required supporting documents, you create the student master record using the Student File application. You can enter the external achievements that students have accomplished at other educational institutions if you have configured educational background in Customising for Student Lifecycle Management accordingly.

### Registration

When you register a student, you process the student's master data using the student file application. You can also assign an advisor to the student. When you have entered the required data, you can register the student for the chosen program.

Note: You can configure Customising for Student Lifecycle Management so that students are registered or re-registered automatically when they book a module.

### Academic Study Planning

An advisor assists the student with study planning, and books the academic specialisations, modules, and business events.

### Re-registration

You re-register students using the Student File application. The re-registration procedure is identical to the registration procedure. You can also grant students a limited leave of absence.

### De-registration

You can de-register students using the Student File application.

### Appraisal of Modules

You can use the following features during module appraisal:

- Online Grading
- Attendance Tracking
- Creating Student Rankings
- Carrying out Mass Adjustment of Grades

## Administration of Fees and Grants in the Student Account

The student contract account (student account) in Student Lifecycle Management enables integrated administration of student fees and grants by offering functions for:

- Setting fees and grants
- Creating the student account
- Posting to the student account
- Invoicing and payment
- Distributing revenues

The student account is based on the Public Sector Collection and Disbursement (PSCD) application component. The Student Accounting is available in the business function set CAMPUS\_MANAGEMENT, which integrates the business function set PUBLIC\_SERVICES that contains PSCD. For more information see SAP for Higher Education & Research: Student Lifecycle Management.

### Setting fees

Student Lifecycle Management helps you to define a wide variety of fee types, and fee calculation and payment methods. You can calculate the fees for programs, modules, and event packages. You can also set application and administration fees.

### Creating the student account

When you create an applicant or a student in Student Lifecycle Management, this person automatically becomes a business partner of the university and is assigned a student account. The business partner serves as the basis for calculating and managing fees and grants.

### Posting to the student account

Based on the payment and calculation methods you have defined, the SAP system debits the fees for programs, modules and event packages, as well as other fees to the student account. Grants are credited to the student account for the intended purposes.

### Invoicing and payment

The functions in Public Sector Contract Accounts Receivable and Payable enable you to perform all activities involved in payment processing including invoicing, dunning, and so on, for students as well as for sponsors. Payments can be made by bank transfer, credit card, check, or in cash. You can display the account balance in the student file.

### Distributing revenues

In Student Lifecycle Management, you can define how fee revenues are to be distributed within the university. By doing so, you can integrate the fee revenues in your university's financial accounting system.

### Graduation

You can administer all aspects of graduation from a student's registration for graduation right up to the actual graduation ceremony. When you register a student for graduation, the system opens an assessment process which provides links to requirement profiles and audit runs.

You can edit assessment processes based on programs to monitor assessment processes, and audits in particular.

When you register a student for graduation, the system creates a link to the qualifications. You edit the qualification that is used for graduation from within the program's academic structure. Qualifications that have not been conferred are flagged as "are being pursued". This enables you to create and edit all conferment data before you actually confer the qualification.

The system creates other graduation data such as registration date, graduation status (graduation candidate, graduated, etc.), or graduation ceremony data as info-type data in the study object (object type CS). If the student is a graduation candidate, the system shows this status in the student header data.

You can create and change graduation data per program or per student.

- Edit Graduation per Program
- Edit Graduation per Student

### Determining Progression

You can use the progression application to monitor the academic progress of your students. The Student Lifecycle Management component offers two different types of progression:

#### Progression in a specific program type

In this type of progression run, the SAP System checks the progression of students registered in the specified program type and automatically sets the appropriate status indicator after successfully completing the check.

#### Progression in a specific program

In this type of progression run, the system allows you to manually set the progression status of students for each stage of their program.

In Student Lifecycle Management, you can book modules for a program or program type. You can define the module booking environment per client in Customising for Student Lifecycle Management in the section Student Lifecycle Management Processes Module Booking Define Module Booking Environment.



## Audit

You can use Student Lifecycle Management audit functions like Stage Audit and Degree Audit to set the general and special requirements students have to fulfil, and to check if the academic work they have completed meets these requirements. Key audit features include:

- Audit Overview
- Requirement Catalogues
- Requirement Profile
- Requirement Profile Templates
- Academic Work Usage by Audit Sub requirements
- Audit Run
- Process-Dependent Audit
- Process-Independent Audits
- Refresh Audit
- Online Audits
- Online Audit Requirement Profile Maintenance
- Admission Audit
- Audit Trail

## Onboarding

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

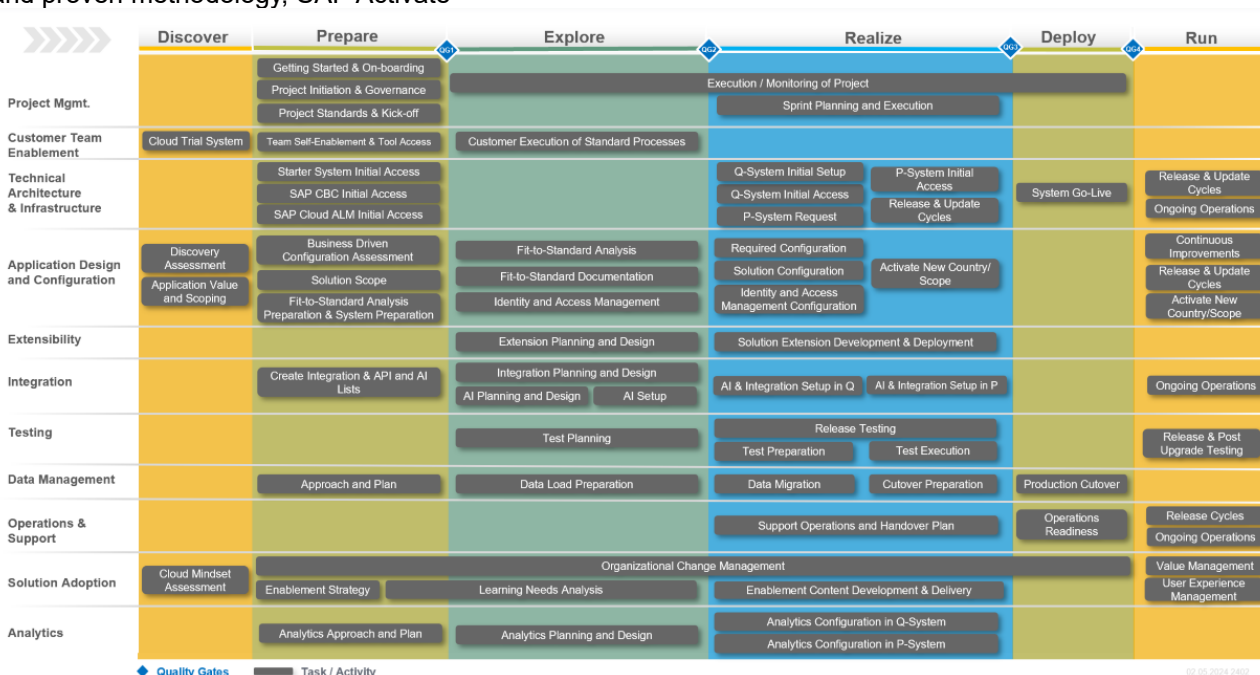
Full use of the service is enabled through an implementation project. NTT Data Business Solutions are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

## General Implementation Approach

NTT Data Business Solutions 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:

- 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
- Proceed with cutover activities including data migration
- Execute transition and cutover plans including organisational change management (OCM) plans
- Complete all scheduled end user training
- 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 & 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%.

Additional cost options are available to increase the availability to higher levels for the Private Cloud option for productive systems.

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 Public Cloud, there is a weekly maintenance window (Saturday 22:00 UTC) for 4 hours. In addition, there are up to 4 major upgrade windows per year (Saturday 04:00 UTC) for 24 hours. There are 2 upgrade releases that must be taken.

For Private Cloud – there is a major release every 2 years, with interim Feature Packs every 6 months. Upgrades are optional in Private Cloud, but the customer must be on a maintained release (hence must upgrade at least every 7 years). Subscription includes costs for the upgrade every 2 years.

## 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.

For the Private Cloud solution the customer is responsible for extracting relevant data prior to contract termination. Additional cost options can be provided enhanced support from NDBS to support the extraction of the data.

## 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.

For Private Cloud, the backups retention is agreed with the customer.

Enhanced Business Continuity coverage is available as an additional cost service.

## 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.