



Oracle Life Sciences

ClearTrial Cloud Service

Service Descriptions and Metrics



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METRIC DEFINITIONS

Trial

Trial is defined as each research project, study, or procedure that is created, modified, tracked and/or conducted by a sponsor using the licensed program(s) or service(s).

For the purposes of Oracle Life Sciences ClearTrial Enterprise Edition Cloud Service and Oracle Life Sciences ClearTrial Cloud Service for CROs, a Trial is defined as each research project, study, or procedure for which a study record or any plan record for a study is created or modified during each consecutive twelve month period (the first such period commencing at the Cloud Services Start Date).

Instance

Instance is defined as single deployment of the application. For details of deployment specific to the application please refer to service descriptions/entitlements.

GLOSSARY

Production Environment

Production Environment is defined as an environment provided to you as part of the Oracle Cloud Service that is designed for daily commercial use and production operations of live data. Unless otherwise specified, a single Production Environment is provided for an Oracle Cloud Service.

Plan Record

A Plan Record is defined as a single planning scenario (“Plan”) that is created, managed, and/or modified for a Trial using the Oracle Life Sciences ClearTrial Cloud Services (such as a Ballpark Plan or a Detailed Plan, as described in the Program Documentation). An original Plan and a copy of the original Plan are two separate Plan Records.

SERVICE DESCRIPTIONS

Oracle Life Sciences ClearTrial Enterprise Edition Cloud Service – Trial

Part #: B91386

Modules and Features

Users of the Cloud Service are authorized to access the following module:

- Oracle Life Sciences ClearTrial Enterprise Edition

Environments

The Cloud Service includes one (1) Production Environment, which is dedicated for production use for this Oracle Cloud Service.

Usage Limits

The Cloud Service is subject to usage limits based on:

- The quantity of Trials defined in your order
- For each consecutive 12 month term of the Services Period, You may create or modify Plan Records (as defined above) totaling up to ten (10) times the quantity of Trials you have ordered. If You require more Plan Records, you may purchase additional Trials.

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
12 hours	1 hour	99.0%

The Target Service Availability Level does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software. For the purposes of this Cloud Service, the RTO, RPO, and Target Service Availability Level above take precedence over anything to the contrary in the Oracle Cloud Policies.

Oracle Cloud Policies

The Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Retrieval of Your Content from the Cloud Service

Oracle will make Your Content available for the purpose of data retrieval by You as provided below, in accordance with Your Agreement and the Oracle Cloud Policies. You are responsible for retrieving Your Content within the stated timeframe.

- Upon termination of the Cloud Service, Oracle will keep the Cloud Service accessible for the retrieval period stated in the Oracle Cloud Policies. You may retrieve Your Content in PDF,

CSV, or XLS format by using the Reporting feature in the Cloud Service.

Oracle Life Sciences ClearTrial Cloud Service for CROs – Trial

Part #: B91388

Modules and Features

Users of the Oracle Life Sciences ClearTrial Cloud Service for CROs are authorized to access the following module:

- Oracle Life Sciences ClearTrial Enterprise Edition

Environments

The Cloud Service includes one (1) Production Environment, which is dedicated for production use for this Oracle Cloud Service.

Usage Limits

The Cloud Service is subject to usage limits based on:

- The quantity of Trials defined in your order
- For each consecutive 12 month term of the Services Period, You may create or modify Plan Records (as defined above) totaling up to forty (40) times the quantity of Trials you have ordered. If You require more Plan Records, you may purchase additional Trials.

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SYSTEM AVAILABILITY
12 hours	1 hour	99.0%

The Target Service Availability Level does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software. For the purposes of this Cloud Service, the RTO, RPO, and Target Service Availability Level above take precedence over anything to the contrary in the Oracle Cloud Policies.

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RETIRED OFFERINGS

Oracle Life Sciences ClearTrial Standard Edition Cloud Service – Trial

Part #: B91384

Modules and Features

Users of the Oracle Life Sciences ClearTrial Standard Edition Cloud Service are authorized to access the following module:

- Oracle Life Sciences ClearTrial Standard Edition

Environments

The Cloud Service includes one (1) Production Environment, which is dedicated for production use. Additional Non-Production Environments may be purchased subject to additional fees.

Usage Limits

The Cloud Service is subject to usage limits based on:

- The quantity of Trials defined in your order.
- For each consecutive 12 month term of the Services Period, You may create or modify Plan Records (as defined above) totaling up to ten (10) times the quantity of Trials you have ordered. If You require more Plan Records, you may purchase additional Trials.

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
12 hours	1 hour	99.0%

The RTO, RPO, and Target Service Availability Level do not apply to the Non Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software. For the purposes of this Cloud Service, the RTO, RPO, and Target Service Availability Level above take precedence over anything to the contrary in the Oracle Cloud Policies.

Oracle Cloud Policies

The Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Retrieval of Your Content from the Cloud Service

Oracle will make Your Content available for the purpose of data retrieval by You as provided below, in accordance with Your Agreement and the Oracle Cloud Policies. You are responsible for retrieving Your Content within the stated timeframe.

- Upon termination of the Cloud Service, Oracle will keep the Cloud Service accessible for the retrieval period stated in the Oracle Cloud Policies. You may retrieve Your Content in PDF, CSV, or XLS format by using the Reporting feature in the Cloud Service.