



Oracle Industries Cloud Services-Pillar Document Statement of Changes

Effective Date: September-2024 Version 2.3

TABLE OF CONTENTS

Table of Contents	2
Section 1: Version 2.3, September 17, 2024	3
Section 2: Version 2.2, July 15, 2024	3
Section 3: Version 2.1, November 6, 2023	3
Section 4: Version 2.0, September 18, 2023	4
Section 5: Version 1.22, July 20, 2023	4
Section 6: Version 1.21, January 30, 2023	4
Section 7: Version 1.20, December 08, 2022	4
Section 8: Version 1.19, September 27, 2022	5
Section 9: Version 1.18, July 23, 2022	5
Section 10: Version 1.17, May 23, 2022	5
Section 11: Version 1.16, February 11, 2022	5
Section 12: Version 1.15, January 28, 2022	6
Section 13: Version 1.14, December 10, 2021	6
Section 14: version 1.13, September 10, 2021	7
Section 15: Version 1.12, August 6, 2021	7
Section 16: Version 1.11, July 15, 2021	7
Section 17: Version 1.10, June 15, 2021	7
Section 18: version 1.9, April 1, 2021	8
Section 19: Version 1.8, November 1, 2020	8
Section 20: Version 1.7, October 1, 2020	8
Section 21: Version 1.6, August 15, 2020	9
Section 22: Version 1.5, July 15, 2020	9
Section 23: Version 1.4, January 1, 2020	9
Section 24: Version 1.3, December 1, 2019	10
Section 25: Version 1.2, October 1, 2019	10
Section 26: Version 1.1, September 3, 2019	11
Section 27: Version 1.0, June 1, 2019	11

SECTION 1: VERSION 2.3, SEPTEMBER 17, 2024

This document outlines changes made to the Oracle Industries Cloud Services Pillar Document dated July 2024 and reflected in the Oracle Industries Cloud Services Pillar Document dated September 2024:

1.1 End of Life (EOL) for Oracle Industries Cloud Services

- Removed the section since it is now included in the Oracle Hosting and Delivery Policies, Section 2.5

1.2 Device Cloud Services

- Updated Cloud Services name to align with new service name, Section 6.1.5

1.3 Oracle Resultants Cloud Services

- Updated "Oracle Food and Beverage" to "Oracle Restaurants" to align with new name, in Scope and Section 10

SECTION 2: VERSION 2.2, JULY 15, 2024

This document outlines changes made to the Oracle Industries Cloud Services Pillar Document dated November 2023 and reflected in the Oracle Industries Cloud Services Pillar Document dated July 2024:

1.4 Supported Versions and End of Life (EOL) for Oracle Industries Cloud Services

- Clarified section and corrected URL, Section 2.5

1.5 Oracle Local Government Cloud Services

- Added Oracle Local Government Cloud Services (Section 12) and moved Oracle NetSuite for Government Cloud Service to be a sub section, Section 12.1
- Added new section Oracle Public Safety Cloud Services, Section 12.2

SECTION 3: VERSION 2.1, NOVEMBER 6, 2023

This document outlines changes made to the Oracle Industries Cloud Services Pillar Document dated September 2023 and reflected in the Oracle Industries Cloud Services Pillar Document dated November 2023:

1.6 Primavera Cloud Services and Construction Intelligence Cloud Services

- Added new section for Disaster Recovery, Section 7.4.2

1.7 Primavera Unifier Cloud Services with NEC4

- Added new section for Primavera Unifier Cloud Services with NEC4, Section 7.5

1.8 Oracle Newmetrix Cloud Services

Added a new section for Oracle Newmetrix Cloud Services, Section 7.6

SECTION 4: VERSION 2.0, SEPTEMBER 18, 2023

This document outlines changes made to the Oracle Industries Cloud Services Pillar Document dated July 2023 and reflected in the Oracle Industries Cloud Services Pillar Document dated September 2023:

1.9 Scope

- Renamed the policy to Oracle Industries to align with the brand name change.
- Changed Global Business Unit GBU to Industries throughout to align with the new name

1.10 ORACLE CLOUD SERVICE CONTINUITY POLICY (Section 3)

- Clarified and aligned Recovery Time Objective and Recovery Point Objective language with Oracle SaaS Cloud Services (Section 3.1) for consistency

1.11 ORACLE FOOD AND BEVERAGE CLOUD SERVICES (Section 10)

- Added Oracle CrowdTwist to list of Food and Beverage Cloud Services (Section 10.1)
- Added Oracle CrowdTwist Cloud Service Security Policy (Section 10.4)

SECTION 5: VERSION 1.22, JULY 20, 2023

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated January 2023 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated July 2023:

1.12 Changed “Health Sciences Global Business Unit (HSGBU)” to “Life Sciences Global Business Unit (LSGBU)” in Scope and Section 8

1.13 Removed Section 7.3.2 “Data Center Region” as it is no longer needed.

SECTION 6: VERSION 1.21, JANUARY 30, 2023

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated December 2022 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated January 2023:

1.14 Oracle Cloud Service Level Agreement

- » Added section Service Specific Variations (Section 1.3)

1.15 Oracle Utilities Cloud Services

- » Renamed section 6 to be Oracle Utilities Cloud Services and updated sub section numbers
- » Added Oracle Utilities Enterprise SaaS Cloud Services (Section 6.2)

SECTION 7: VERSION 1.20, DECEMBER 08, 2022

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated September 2022 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated December 2022:

1.16 Oracle Health Sciences Cloud Services

- » Added new section for Oracle Health Science Clinical One Cloud Service (section 8.5)

SECTION 8: VERSION 1.19, SEPTEMBER 27, 2022

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated July 2022 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated September 2022:

1.17 Video Generation

- » Corrected reference to section numbers.

1.18 Oracle Aconex and Conject Cloud Services

- » Removed first paragraph in Disaster Recovery section (Section 7.2.3) as it is no longer relevant.

SECTION 9: VERSION 1.18, JULY 23, 2022

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated May 2022 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated July 2022:

- 1.19 Changed Oracle Utilities Global Business Unit to Oracle Energy and Water Global Business Unit to align with GBU name change from Utilities GBU to Energy and Water GBU

- 1.20 Changed State and Local Global Business Unit to Local Government Global Business Unit

Added Construction Intelligence Cloud Services to Section 7.4 and Section 7.4.1

SECTION 10: VERSION 1.17, MAY 23, 2022

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated February 2022 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated May 2022:

1.21 Oracle Nor1 Cloud Services

- » Removed Support section (Section 9.1)

SECTION 11: VERSION 1.16, FEBRUARY 11, 2022

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated January 2022 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated February 2022:

1.22 Scope

» Added newly created SLGBU and removed reference to Micros

1.23 Oracle Hospitality Cloud Services Disaster Recovery (Section 3.2)

» Moved to newly created sections:

Oracle Food And Beverage Cloud Services (Section 10) and

Oracle Hospitality Cloud Services (Section 11)

1.24 Oracle Hospitality Cloud Support Policy (Section 4)

» Moved to newly created sections:

Oracle Food And Beverage Cloud Services (Section 10) and

Oracle Hospitality Cloud Services (Section 11)

1.25 Oracle Aconex and Conject Cloud Services (Section 7.2.1)

» Updated URL and removed Change Management table

1.26 Oracle Netsuite For Government Cloud Service

» Added new section for Oracle Netsuite For Government Cloud Service (Section 12)

SECTION 12: VERSION 1.15, JANUARY 28, 2022

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated December 2021 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated January 2022:

1.27 Oracle Nor1 Cloud Services

» Added new section for Nor1 Cloud Services (Section 10)

SECTION 13: VERSION 1.14, DECEMBER 10, 2021

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated September 2021 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated December 2021:

1.28 Oracle Utilities Opower Cloud Services

» Added new section for Video Generation (Section 7.7)

1.29 Oracle Construction and Engineering Cloud Services

» Renamed section 8 to Oracle Construction and Engineering cloud services and moved Oracle Aconex Cloud Services, Oracle Preconstruction Bid Management Cloud Services, and Oracle Textura & Primavera Submittal Exchange Cloud Services to be sub-sections

» Added a section for Oracle Primavera Cloud Services (Section 8.4) to clarify Data Center Region

1.30 Oracle Health Sciences Cloud Services

- » Renamed section 9 to Oracle Health Sciences Cloud Services and moved Oracle Health Sciences Argus Cloud Services and Oracle Health Sciences Site Select, Site Activate, and Site Analyze Cloud Services to be sub-sections
- » Added Termination of Oracle Cloud Services and Pilot (Section 9.1)
- » Added Application Upgrades or Updates and Data Center Migrations (Section 9.2)

SECTION 14: VERSION 1.13, SEPTEMBER 10, 2021

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated August 2021 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated September 2021:

1.31 ORACLE ACONEX CLOUD SERVICES

- » Clarified Data Center Region for Oracle Aconex Cloud Services (Section 11.3)

SECTION 15: VERSION 1.12, AUGUST 6, 2021

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated July 2021 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated August 2021:

1.32 ORACLE PRECONSTRUCTION BID MANAGEMENT CLOUD SERVICES

- » Added new section for Oracle Preconstruction Bid Management Cloud Services (Section 12)

SECTION 16: VERSION 1.11, JULY 15, 2021

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated June 2021 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated July 2021:

1.33 ORACLE TEXTURA & PRIMAVERA CLOUD SERVICES

- » Removed Oracle Textura Early Payment Cloud Service and Oracle Textura Early Payment Direct Cloud Service as the two services reached end of life (Sections 8.1 and 8.2)
- » Added content related to Europe's instance for Textura Payment Management in Change Management (Section 8.1)

SECTION 17: VERSION 1.10, JUNE 15, 2021

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated April 2021 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated June 2021:

1.34 ORACLE UTILITIES OPOWER CLOUD SERVICES

- » Added Termination of Oracle Utilities Opower Cloud Services (Section 7.4)

SECTION 18: VERSION 1.9, APRIL 1, 2021

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated November 2020 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated April 2021:

1.35 Scope

» Added newly created GBUs

1.36 ORACLE HEALTH SCIENCES ARGUS CLOUD SERVICES (Section 9)

» Added new section for Argus Disaster Recovery

SECTION 19: VERSION 1.8, NOVEMBER 1, 2020

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated October 2020 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated November 2020:

1.37 Oracle Aconex Cloud Services (Section 10)

» Added new content for Conject Cloud Services

- Change Management (Section 10.1)
- Support (Section 10.2)
- Disaster Recovery (Section 10.3)
- Termination Policy (Section 10.4)

SECTION 20: VERSION 1.7, OCTOBER 1, 2020

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated August 2020 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated October 2020:

1.38 Oracle Cloud Service Level (Section 1.1)

» Added language to clarify Service Level Availability calculation in the case of multiple production instances

1.39 Oracle Aconex Cloud Services (Section 10)

» Added new section for Aconex Cloud Services

- Change Management (Section 10.1)
- Support (Section 10.2)

- Disaster Recovery (Section 10.3)
- Termination Policy (Section 10.4)

SECTION 21: VERSION 1.6, AUGUST 15, 2020

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated July 2020 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated August 2020:

1.40 Oracle Cloud Change Management Policy (Section 2)

- » Added numbering to the subsections
- » Removed “and follow same notification policy” from Routine Infrastructure (Section 2.4)

1.41 Oracle Cloud Service Continuity Policy (Section 3)

- » Added numbering to the subsections
- » Clarified that Section 3.2 is an exception to Section 3.1

1.42 Oracle Hospitality Cloud Support Policy (Section 4)

- » Added the word “Hospitality” to the section title for clarity
- » Added a paragraph regarding First Line Support

1.43 Information Transfer (Section 5)

- » Added numbering to the subsections

1.44 Communication and Operations Management (Section 7.3)

- » Removed reference to Oracle SaaS Security Practice document

SECTION 22: VERSION 1.5, JULY 15, 2020

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated January 2020 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated July 2020:

1.45 Business Customer Engagement Portal Cloud Service (Section 7.5)

- » Added new section for Business Customer Engagement Portal Cloud Service
- » Added content clarifying which sections of the Oracle *Cloud Hosting & Delivery Policies* and the GBUCS Pillar do not apply

1.46 Removed content related to EU instance as that is no longer available from Textura Change Management (Section 8.1)

SECTION 23: VERSION 1.4, JANUARY 1, 2020

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated December 2019 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated January 2020:

1.47 Device Cloud Services (Section 7.4)

- » Added new section listing Device Cloud Services names
- » Added content clarifying which sections of the Oracle *Cloud Hosting & Delivery Policies* do not apply
- » Added content to clarify Customer Monitoring & Testing Tools

SECTION 24: VERSION 1.3, DECEMBER 1, 2019

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated October 2019 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated December 2019:

1.48 Scope

- » Added GBUCS abbreviation

1.49 Oracle Cloud Service Level Agreement (Section 1)

- » Added new section titled Oracle Cloud Service Level Agreement
- » Expanded the following within Service Availability (section 1.1)
 - » Definition added for Applicable Cloud Service Fees
 - » Definition added for Service Credit
 - » Definition added for Scheduled Downtime
 - » Detailed Service Credit process
- » Added Termination for Unavailability (section 1.2)

1.50 Oracle Cloud Change Management Policy (Section 2)

- » Renamed the section from Change Management to Oracle Cloud Change Management Policy

1.51 Oracle Cloud Service Continuity Policy (Section 3)

- » Added title Oracle Cloud Service Continuity Policy

SECTION 25: VERSION 1.2, OCTOBER 1, 2019

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated September 2019 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated October 2019: Oracle Textura & Primavera Cloud Services (Section 8):

- 1.52 Updated Core System Maintenance for Cloud Service to align with current management window.
- 1.53 Added a new Termination Policy for Primavera Submittal Exchange Cloud Services.
- 1.54 Clarified synchronization of files is specific to Database files in the Backup section.

SECTION 26: VERSION 1.1, SEPTEMBER 3, 2019

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated June 2019 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated September 2019: Supported Versions and End of Life (EOL) for Oracle Business Unit Cloud Services (Section 2):

- 1.55 Corrected URL for Supported Versions and EOL practices information documentation. Added language clarifying that a Cloud Service is no longer generally available when Oracle will no longer support, or make available for use, any versions of the Cloud Services.

SECTION 27: VERSION 1.0, JUNE 1, 2019

This document outlines changes made to the Oracle GBU Cloud Services Pillar Document dated May 2019 and reflected in the Oracle Global Business Unit Cloud Services Pillar Document dated June 2019: Service Availability (Section 1):

1.56 Oracle Cloud Service Agreement

- » *Changed the reference to Oracle Cloud Service Level Objective Policy: Oracle Cloud Service Level Agreement (3)*

Change Management (Section 2):

- 1.57 Changed the reference to Oracle Cloud Service Level Objective Policy:

Oracle Cloud Service Level Agreement (3)