



# Oracle Health Management System Cloud Service for Government

Service Descriptions and Metrics

---

05-AUG-2022

## TABLE OF CONTENTS

|  |          |
|--|----------|
| <b>Metric Definitions</b>                                    | <b>3</b> |
| Customer   | 3        |
| <b>Glossary</b>  | <b>3</b> |
| Non-Production Environment                                   | 3        |
| Production Environment                                       | 3        |
| <b>Service Descriptions</b>                                  | <b>4</b> |
| Oracle Health Management System Cloud Service for Government | 4        |

## METRIC DEFINITIONS

### Customer

---

Customer is defined as the customer entity specified on Your order.

## GLOSSARY

### Non-Production Environment

---

Non-Production Environment is defined as the environment, provided to You as part of the Oracle Cloud Service, that is sized and designed for test and/or training purposes. The Non-Production Environment may not be used for production purposes, for performance or stress testing, or for any other purpose not expressly specified in the preceding sentence.

### Production Environment

---

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

## SERVICE DESCRIPTIONS

### Oracle Health Management System Cloud Service for Government – Per Customer

#### Part #: B93084

The Oracle Health Management System Cloud Service for Government includes one (1) cloud service instance, which consists of one (1) Production Environment and, if mutually agreed between You and Oracle, one (1) Non-Production Environment. The instance is built upon an Oracle Database and Oracle Analytics Cloud environment running on the Oracle Cloud Infrastructure platform.

The Oracle Health Management System Cloud Service for Government application and interface(s) are built using Oracle APEX technology.

Users of Oracle Health Management System Cloud Service for Government (or “this Cloud Service”) are authorized to access the modules and features described in Oracle Health Management System Cloud Service for Government Program Documentation, which is available at <https://docs.oracle.com> → Industries → Health → Health Management.

Included application modules:

- Oracle Health Immunization Management Cloud Service
- Oracle Analytics for Immunization Management

#### Oracle Responsibilities

To assist You in implementing the Oracle Health Management System Cloud Service for Government, Oracle will:

- Set up and deploy this Cloud Service;
- Configure standard capabilities of this Cloud Service, as described in the Program Documentation referenced in this service description; and
- Make this Cloud Service available to You for the period of time specified in Your order, subject to the terms of Your order.

#### Your Responsibilities

You remain solely responsible for Your regulatory compliance in connection with Your use of the Oracle Health Management System Cloud Service for Government.

In addition to the foregoing and any other of Your responsibilities that are established in an implementation plan, You are responsible for:

- Requesting a Non-Production Environment, for consideration by Oracle, if desired by You;
- Performing user management (e.g., authorization and management of User accounts) for Your Users;
- Participating in meetings and configuration reviews with Oracle and ensuring that Your key personnel are involved in all key meetings and are meeting timelines for providing deliverables

and completing other identified key action items and tasks;

- Delivering clear and complete environment requirements, in accordance with agreed timelines, for consideration by Oracle;
- Managing and overseeing any of Your third-party vendors (e.g., lab vendors, external partners, Your subcontractors, etc.);
- Ensuring that all Users of this Cloud Service are trained by You prior to accessing this Cloud Service; and
- Providing first line support to Your Users of this Cloud Service. Your first line support contact may use standard Oracle Cloud Support as described in the *Oracle Cloud Hosting and Delivery Policies*.

### **Disaster Recovery and Target Service Availability**

Notwithstanding anything to the contrary in the Service Specifications, including but not limited to the Oracle Cloud Policies:

- Disaster Recovery and Target Service Availability are not provided for this Cloud Service, and accordingly, Recovery Time Objectives and Recovery Point Objectives do not apply.

### **Oracle Cloud Policies**

Except as otherwise provided herein, the Oracle Health Management Cloud Service for Government is 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](http://www.oracle.com/contracts).