ORACLE

Oracle Life Sciences
CTMS Cloud Service
Service Descriptions and Metrics

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METRIC DEFINITIONS

Instance

Instance is defined as single deployment of the Oracle Cloud Service. For details of deployment specific to a service, please refer to service descriptions/entitlements associated with that service.

Trial

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

For the purposes of counting the number of Trials using the Oracle Life Sciences CTMS Cloud Service, a Trial is any Trial receiving new or modified data beginning from the first entry of data into the Cloud Service, excluding Trials in the planning state that have not begun investigator site feasibility or start-up activation activities, and the total is the number of Trials using the Cloud Service concurrently at any time.

GLOSSARY

Non-Production Environment

Non-Production Environment may be either a Test or Development Environment provided to You as part of the Cloud Services. The Non-Production Environment(s) are specifically sized and designed for development and training purposes and may not be used for production purposes or for performance or stress testing. Any service levels, performance targets and disaster recovery described for the applicable Oracle Cloud Service are not applicable to Non-Production Environments.

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.

SERVICE DESCRIPTIONS

Oracle Life Sciences CTMS Cloud Service – Per Trial

Part #: B82766

Modules and Features

Users of the Cloud Service are authorized to access the following modules and features:

- Siebel CRM Base for Clinical Trial Management System
- Siebel Contracts for Clinical Trial Management System
- Siebel Document Tracking for Clinical Trial Management System
- Siebel Payments for Clinical Trial Management System
- Siebel Project and Resource Management for Clinical Trial Management System [1]
- Siebel Project Cost Tracking for Clinical Trial Management System
- Siebel Protocol Builder for Clinical Trial Management System
- Siebel Trip Reports for Clinical Trial Management System

Environments

The Cloud Service includes one (1) Production Environment and one (1) Non-Production Environment (Test). Production to Non-Production refreshes will not be provided. Additional Non-Production Environments may be purchased subject to additional fees.

Usage Limits

This Cloud Service is subject to usage limits based on:

- The quantity of Trials defined in Your order.

- No more than three thousand (3,000) users may concurrently access the service at any one time. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

- The following storage limits apply for this Oracle Cloud Service (total storage for all Trials):

Production Database Storage[2] (GB)	Production File System Storage (GB)	Non-Production (Test) Database Storage[2] (GB)	Non-Production File System Storage (GB)
Up to 2,400	Up to 1,000	Up to 600	Up to 200

[1]   Support for Siebel Project and Resource Management for Clinical Trial Management System is no longer included with standard Oracle Cloud Support. Any support You require from Oracle for this module may be subject to additional fees.

[2]   Database storage is defined as the total space allocated at the operating system level for database operations for all Trials in Your order, not including database executables.

VPN Setup

For access to Cloud Service Environment data for external processing, You must work with Oracle to establish a private circuit or VPN in accordance with Oracle requirements to facilitate the transfer of such data between the Oracle servers and Your network.

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
24 Hours	4 Hours	99.5%

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.

Third Party License Requirements

You are required to obtain the necessary licenses for any of the following third party software You will use within the Cloud Service:

- Microsoft Office 2016 (32 Bit)

For any the above third party software You will use, You must purchase a license, as well as all consents, permits, and authorizations necessary for Oracle to access and use this software on Your behalf directly from such third parties as part of this offering. You must provide evidence of such licenses prior to Oracle's installation of such, as well as a copy of the licensed software if applicable, and You are responsible for supporting such software (including the purchase of support contracts from the third party vendors as applicable).

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 and Information

Oracle will make Your Content from the Cloud Service available for the purpose of data retrieval by You as provided below, in accordance with Your Agreement and the Oracle Cloud Policies.

- Upon termination of the Cloud Service, Oracle will place on Oracle's sFTP site an extract of Your data residing in Your Cloud Services Production Environment, which will be available for the retrieval period stated in the Oracle Cloud Policies.

Oracle will make the information below for the Cloud Service available for retrieval by You as provided below, in accordance with Your Agreement and the Oracle Cloud Policies.

- Support service request information is available via the Oracle Life Sciences Support Cloud. You are responsible for requesting and retrieving such information as needed to address your record retention purposes.
- Where required You may request a listing of user logon activity to the Cloud Service via a Service Request through the Oracle Life Sciences Support Cloud.

Oracle Life Sciences CTMS Cloud Service Additional Non-Production Environment – Per Instance

Part #: B82768

Modules and Features

The Additional Non-Production Environment is provided for:

- Oracle Life Sciences CTMS Cloud Service

Pre-Requisities

Base Cloud Service: Oracle Life Sciences CTMS Cloud Service (Part #: B82766)

The Base Cloud Service identified above is a prerequisite for this Cloud Service.

Environments

Oracle will provision one (1) Non-Production Environment for each Instance You have ordered. The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for Your Base Cloud Service. Production to Non-Production refreshes will not be provided.

Usage Limits

The Non-Production Environment is subject to usage limits based on:

- The quantity of Instances defined in your order.
- Limited to use for the Base Cloud Service.
- Certain programs and optional services may not be able to run in the Additional Non-Production Environment.
- Database Storage (GB): Up to 600 per Instance
- File System Storage (GB): Up to 200 per Instance
- Each Additional Non-Production Environment must be contracted for a minimum of twelve (12) months and will automatically terminate at the end of the Service Period of the Base Cloud Service.

Disaster Recovery and Service Availability

The RTO, RPO, and Target Service Availability Level applicable to Your Production Environment(s), including Target Service Availability Level, are not applicable to the Additional Non-Production Environment. Disaster Recovery is not available for the Additional Non-Production Environment.

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

After termination of the Cloud Service, no data will be available for retrieval from this Non-Production Cloud Service, and Oracle has no obligation to maintain, transfer, or otherwise provide data from the

Non-Production Cloud Service to You.