ORACLE

Oracle Financial Services
Failover Test Cloud Service and
Oracle Insurance Failover Test Cloud Service
Service Descriptions and Metrics

Effective Date: March 2022

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SERVICE DESCRIPTIONS

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Description of Services:

The Oracle Financial Services Failover Test Cloud Service, Standard and Oracle Insurance Failover Test Cloud Service, Standard are optional Services available for purchase for the following Oracle Cloud Services ("Base Cloud Service"):

- Oracle Financial Services Lending and Leasing Cloud Service
- Oracle Financial Services Revenue Management and Billing Universal Cloud Service
- Oracle Financial Services Revenue Management and Billing Wholesale Banking Cloud Service
- Oracle Insurance Revenue Management and Billing Universal Cloud Service
- Oracle Insurance Revenue Management and Billing Healthcare Cloud Service
- Oracle Financial Services Performance Management Cloud Service
- Oracle Financial Services Price Creation and Discovery Cloud Service
- Oracle Health Insurance Claims Administration Cloud Service
- Oracle Health Insurance Policy Administration Cloud Service

The Oracle Financial Services Failover Test Cloud Service, Standard and/or Oracle Insurance Failover Test Cloud Service, Standard allow you to request a standard failover test to be performed at the Production and Disaster Recovery ("DR") site of the applicable Base Cloud Service during the Services Period stated in Your order.

Usage Limits

The Oracle Financial Services Failover Test Cloud Service, Standard & Oracle Insurance Failover Test Cloud Services, Standard are subject to the following usage limits:

- A maximum of one test may be requested for each 6 months period during the Services Period.
- This failover test is only a one way test of the DR site for the Production Environment of the applicable Base Cloud Services (i.e., from Production to DR). Oracle will not test failure from DR to Production.
- Data sync is one way only, which means data will be moved from the Production to the DR site only, not vice-versa.
- If not used within each 6-month period, unused tests do not roll over.
- These Services must co-terminate with the applicable Base Cloud Service (i.e., have the same end date).

Oracle will

- Confirm the required downtime window to perform the standard failover test and perform it at the scheduled time.
- Shut down the Services at the Production site, switch over to the DR site, and start the Services at the DR site.
- After verifying that the Services are running at the DR site, shut down the Services at the DR site, bring up the Services at the Production site and verify that the Services are running at the Production site, at which point the test will be considered to be completed.

- After the test is completed, share the Disaster Recovery Summary Report with You, which details the performance of the Services versus the standard Recovery Time Objective ("RTO") and Recovery Point Objective ("RPO") of the Base Cloud Service:

RECOVERY TIME OBJECTIVE	RECOVERY POINT OBJECTIVE
4 HOURS	1 HOUR

Your Obligations and Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon your fulfillment of the following obligations and assumptions:

Your Obligations

You will:

- Raise the My Oracle Support ("MOS") request to perform the standard failover test and communicate the preferred downtime window for the production site at least 30 days in advance of the requested test date.
- Be responsible for network related configurations and changes made by You.
- Verify Your network connectivity before initiating the failover test. You are responsible for the connectivity to the DR site from Your network (i.e. changes in VPN setup, network settings etc.).
    o Oracle is not responsible for any of Your network connection issues.
- Confirm after the test validation via MOS that the Service is running at the DR site and request that Oracle switch back to the Production site and start the Services at the Production site.
- Notify Oracle of any issue during validation at the DR site via MOS.
- Communicate any issues reported during the DR test to Oracle via a MOS Request within 1 hour of completion of the test.

Assumptions

- All network related configurations made by You will be configured properly.
- The standard failover test will have the same Target Service Availability Level ("SLA") as the Base Cloud Service.
- Oracle will share the DR summary report document with You only after the test is completed.
- You and Oracle will mutually agree on test scheduling and manage resources to assist with the standard failover test..
- Oracle's standard documentation format will be used for any documentation prepared and/or delivered as part of the Services.
- All written documentation and communication will be in English only, unless mutually agreed upon otherwise.
- Time taken to perform the activities related to the standard failover test, during the confirmed downtime window, shall be considered Scheduled Maintenance for the purposes of Service Availability

Service Delivery

You and Oracle each agree to designate a Service Manager who shall be responsible for coordinating their activities under the order.

- You and Oracle shall direct all inquiries concerning the Services to the other party's Service Manager.
- Your Service Manager shall have the authority to approve Services on Your behalf.
- Oracle's Service Manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

Oracle Cloud Policies and Pillar Documentation:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Financial Services Failover Test Cloud Service, Enhanced and Oracle Insurance Failover Test Cloud Services, Enhanced

CLOUD SERVICE	PART #
Oracle Financial Services Failover Test Cloud Service, Enhanced	B94169
Oracle Insurance Failover Test Cloud Service, Enhanced	B94171

Description of Services:

The Oracle Financial Services Failover Test Cloud Service, Enhanced and Oracle Insurance Failover Test Cloud Service, Enhanced are optional Services available for purchase for the following Oracle Cloud Services ("Base Cloud Service"):

- Oracle Financial Services Lending and Leasing Cloud Service
- Oracle Financial Services Revenue Management and Billing Universal Cloud Service
- Oracle Financial Services Revenue Management and Billing Wholesale Banking Cloud Service
- Oracle Insurance Revenue Management and Billing Universal Cloud Service
- Oracle Insurance Revenue Management and Billing Healthcare Cloud Service
- Oracle Financial Services Performance Management Cloud Service
- Oracle Financial Services Price Creation and Discovery Cloud Service
- Oracle Health Insurance Claims Administration Cloud Service
- Oracle Health Insurance Policy Administration Cloud Service

The Oracle Financial Services Failover Test Cloud Service, Enhanced & Oracle Insurance Failover Test Cloud Services, Enhanced allow you to request an enhanced failover test, to be performed at the Production site and Disaster Recovery ("DR") site of the applicable Oracle Base Cloud Service during the Services Period stated in Your order.

The enhanced failover test allows You to run a DR test of the Cloud Service, alongside other Oracle and non-Oracle components integrated with the Cloud Service, to verify system resilience.

Oracle will work with You to coordinate the end to end enhanced failover test. Oracle will only be responsible for the test of the applicable Oracle Base Cloud Service and is not responsible for any other non-Oracle Saas or non-SaaS components.

Usage Limits:

The Oracle Financial Services Failover Test Cloud Service, Enhanced & Oracle Insurance Failover Test Cloud Service, Enhanced are subject to usage limits based upon:

- A maximum of one test may be requested for each 6 months period during the Services Period.
- This failover test is only a one way test of the DR site for the Production Environment of the applicable Base Cloud Services (i.e. from Production to DR). Oracle will not test failure from DR to Production.
- If not used within each 6 month period, unused tests within each 6 month do not roll over.
- These Services must co-terminate with the applicable Base Cloud Service (i.e. have the same end date).

Oracle will:

- Confirm the required downtime window to perform the enhanced failover test and perform it at the scheduled time.
- During the enhanced failover test, shut down the Services at the Production site, switch over to the DR site and start the Services at the DR site.

- After verifying that the Services are running at the DR site, shut down the Services at the DR site, bring up the Services at the Production site and verify that the Services are running at the Production site, at which point the test will be considered to be completed.
- After the test, Oracle will share the DR Summary report with You which details the performance of the Services versus the following standard Recovery Time Objective ("RTO") and Recovery Point Objective ("RPO") of the Base Cloud Service:

RECOVERY TIME OBJECTIVE	RECOVERY POINT OBJECTIVE
4 HOURS	1 HOUR

Your Obligations and Assumptions:

In addition to the obligations and assumptions stated in your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and assumptions.

Your Obligations:

You will:

- Raise the My Oracle Support ("MOS") request to perform the enhanced failover test and communicate the preferred downtime window for the production site at least 30 days in advance of the requested test date.
- Be responsible for the length of the outage.
- Be responsible for network related configurations and changes in Your Environments.
- Verify Your network connectivity before initiating the enhanced failover test.
- Be responsible for Your connectivity to the DR site (i.e. changes in VPN setup, network settings, etc.).
    - o   Oracle is not responsible for any network connection issues at Your end.
- Provide the list of non-SaaS Components integrated with the SaaS Service
- Confirm after the enhanced failover test validation via MOS that the Service is running at the DR site and request that Oracle switch back to the Production site and start the Services at the Production site.
- Notify Oracle of any issue during validation at the DR site via MOS.
- Communicate any issues reported during the DR test to Oracle via a MOS Request within 1 hour of completion of the test.

Assumptions:

- All network related configurations made by You will be configured properly.
- The enhanced failover test will have the same Target Service Availability Level ("SLA") as the Base Cloud Service for which it is purchased.
- Oracle will share only the DR summary report document with You after the test is completed.
- You and Oracle will mutually agree on test scheduling.
- You will manage resources to do assist with the enhanced failover test.
- Oracle's standard documentation format will be used for any documentation prepared and/or delivered as part of the Service.
- All written documentation and communication will be in English only, unless mutually agreed upon otherwise.
- Time taken to perform the activities related to the enhanced failover test, during the confirmed downtime window, shall be considered Scheduled Maintenance for the purposes of Service Availability.

Service Delivery:

You and Oracle each agree to designate a Service Manager who shall be responsible for coordinating its activities under the order.
- You and Oracle each shall direct all inquiries concerning the Services to the other party's Service Manager.
- Your Service Manager shall have the authority to approve Services on Your behalf.

- Oracle's Service Manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

Oracle Cloud Policies and Pillar Documentation

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