



Oracle Life Sciences **eTMF Cloud Service** Service Descriptions and Metrics



15-October-2024

TABLE OF CONTENTS

Metric Definitions	3
Site Units – Pooled Capacity	3
Glossary	3
Non-Production Environment	3
Production Environment	3
Site	3
Service Descriptions	4
Oracle Life Sciences eTMF Cloud Service – Site Units – Pooled Capacity	4

METRIC DEFINITIONS

Site Units – Pooled Capacity

“**Site Units – Pooled Capacity**” means the quantity of Site Units specified in Your order is made available as a pool which may be used during the Services Period. The quantity of Site Units used each month is calculated based on the total of each Site in the Cloud Service, multiplied by the applicable Site Multiplier. The quantity of Site Units used each month are deducted from the available pool.

Site Multipliers

Definition	Site Multiplier
Active: Any Site with a default status that is not “Closed” or “Dropped” (such as “In Screening”, “In Screening Country on hold”, “In Feasibility”, “In Feasibility country on hold”, “Country on hold”, “In Activation”, “Activated”, “IP Released”, or “On Hold”) at any time during a month are “Active”.	50
Archived: Any Site with a default status of “Closed” or “Dropped” for an entire month is “Archived”.	1

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 Cloud Service are not applicable to Non-Production Environments. For the purposes of the Oracle Cloud Services described herein, a Non-Production Environment may be referred to as a “sandbox instance.”

Production Environment

Production Environment is defined as an environment provided to You as part of the 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 a Cloud Service. For the purposes of the Oracle Cloud Services described herein, a Production Environment may be referred to as a “production instance” or “production system.”

Site

“**Site**” is defined as a single location from which the system will be accessed for each individual clinical trial (e.g., an investigator site or a customer location). A customer location includes (a) any location from which the system will be accessed and can also include (b) individuals or organizations that will access the system; for both (a) and (b), the customer location must have a contract with you (i.e., the customer location is a third party). A Site that is associated with two clinical trials will constitute two Sites. For the purposes of Oracle Life Sciences eTMF Cloud Service, Sites are categorized as “Active” or “Archived”, as defined below.

SERVICE DESCRIPTIONS

Oracle Life Sciences eTMF Cloud Service – Site Units – Pooled Capacity

Part #: B110549

Modules and Features

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

- Oracle Life Sciences eTMF

Environments

The Cloud Service includes one (1) Production Environment and one (1) Non-Production Environments. If You have an active subscription for Oracle Life Sciences Site Activate Advanced Cloud Service, this Cloud Service utilizes the environment(s) of Your Site Activate Advanced Cloud Service.

Usage Limits

This Cloud Service is subject to usage limits based on:

- The quantity of Sites Units - Pooled defined in Your order

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
4 hours	1 hour	99.9%

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 Industries 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.