

# Oracle Financial Services Consulting Technology Deployment and Management Services

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# TABLE OF CONTENTS

<b>Professional Services Delivery Policies</b>	<b>5</b>
<b>GLOSSARY</b>	<b>6</b>
<b>Financial Services Consulting Service Offerings</b>	<b>8</b>
Oracle Financial Services Consulting Design, Build and Deploy On-Premise	8
Oracle Financial Services Consulting Design, Build and Deploy one additional FSGLU application On-Premise	11
Oracle Financial Services Consulting Design, Build and Deploy for One additional Non-Production environment On-Premise	13
Oracle Financial Services Consulting Technology Support During Implementation with 8x5 support coverage	15
Oracle Financial Services Consulting Technology Support During Implementation for 1 additional month with 8x5 support coverage	18
Oracle Financial Services Consulting Technology Support During Implementation with 16x5 support coverage	19
Oracle Financial Services Consulting Technology Support During Implementation for 1 additional month with 16x5 support coverage	22
Oracle Financial Services Consulting Technology Support During Implementation with 24x7 support coverage	23
Oracle Financial Services Consulting Technology Support During Implementation for 1 additional month with 24x7 support coverage	26
Oracle Financial Services Consulting Infrastructure Management Services with 8x5 support coverage	27
Oracle Financial Services Consulting Infrastructure Management Services for One additional FSGLU Technology environment with 16x5 support coverage	34
Oracle Financial Services Consulting Infrastructure Management Services with 16x5 support coverage	35
Oracle Financial Services Consulting Infrastructure Management Services for One additional FSGLU Technology environment with 16x5 support coverage	42
Oracle Financial Services Consulting Infrastructure Management Services with 24x7 support coverage	43
Oracle Financial Services Consulting Infrastructure Management Services for One additional FSGLU Technology environment with 24x7 support coverage	51
Oracle Financial Services Consulting Technology Support Post Go-live with 8x5 support coverage	52
Oracle Financial Services Consulting Technology Support Post Go-live for One additional FSGLU Technology environment with 8x5 support coverage	58
Oracle Financial Services Consulting Technology Support Post Go-live with 16x5 support coverage	59
Oracle Financial Services Consulting Technology Support Post Go-live for One additional FSGLU Technology environment with 16x5 support coverage	65
Oracle Financial Services Consulting Technology Support During Implementation with 8x5 support coverage for 6 months	66
Oracle Financial Services Consulting Technology Support During Implementation with 16x5 support coverage for 6 months	69
Oracle Financial Services Consulting Technology Support During Implementation with 24x7 support coverage for 6 months	72
Oracle Financial Services Consulting Run and Operate Services for OFSAA application with 8x5 support coverage	75
Oracle Financial Services Consulting Run and Operate Services for One additional non-production environment for OFSAA Application with 8x5 support coverage	82
Oracle Financial Services Consulting Run and Operate Services for OFSAA Application with 16x5 support coverage	83
Oracle Financial Services Consulting Run and Operate Services for One additional non-production environment for OFSAA Application with 16x5 support coverage	90
Oracle Financial Services Consulting Run and Operate Services for OFSAA Application with 24x7 support coverage	91
Oracle Financial Services Consulting Run and Operate Services for One additional non-production environment for OFSAA Application with 24x7 support coverage	98
Oracle Financial Services Consulting Run and Operate Services for ORMB application with 8x5 support coverage	99
Oracle Financial Services Consulting Run and Operate Services for One additional non-production environment for ORMB Application with 8x5 support coverage	106
Oracle Financial Services Consulting Run and Operate Services for ORMB Application with 16x5 support coverage	107
Oracle Financial Services Consulting Run and Operate Services for One additional non-production environment for ORMB Application with 16x5 support coverage	113
Oracle Financial Services Consulting Run and Operate Services for ORMB Application with 24x7 support coverage	114
Oracle Financial Services Consulting Run and Operate Services for One additional non-production environment for ORMB Application with 24x7 support coverage	120



<b>Table 1 – In Scope EnvirOnments</b>	<b>121</b>
<b>Table 2 – In Scope Technology</b>	<b>121</b>
<b>Table 3 – In Scope Applications</b>	<b>122</b>
<b>Appendix 1</b>	<b>123</b>
<b>Appendix 2</b>	<b>125</b>

## PROFESSIONAL SERVICES DELIVERY POLICIES

THE ORACLE PROFESSIONAL SERVICES DELIVERY POLICIES (“POLICIES”) AVAILABLE AT [HTTP://WWW.ORACLE.COM/CONTRACTS](http://www.oracle.com/contracts) APPLY TO ALL PROFESSIONAL SERVICES IN YOUR ORDER. ORACLE’S PROFESSIONAL SERVICES DELIVERY POLICIES ARE SUBJECT TO CHANGE, BUT SUCH CHANGES WILL NOT MATERIALLY REDUCE THE LEVEL OF PERFORMANCE, FUNCTIONALITY, SECURITY OR AVAILABILITY FOR THE SERVICES FOR THE DURATION OF YOUR ORDER.

## GLOSSARY

**BUILT ENVIRONMENTS:** Environments that have installed the technology components from In Scope Technology and the In Scope Applications that you have selected. These environments may be the environments from In Scope Environments.

**BUG FIX:** A patch bundle designed to fix errors in functionality or functional enhancement in the software/application.

**CHANGE(S):** Deployment of a specific addition, modification, or removal, of a component, item, feature, or function, to an environment, initiated by Oracle or You. Examples of Change(s) are the deployment of a Release into the environment and a modification to the environment configuration.

**CRITICAL PATCH UPDATES (“CPUs”):** Collections of security and technology updates for Oracle products that are available to customers with valid technical support contracts.

**DISASTER:** An unplanned outage that causes a complete loss of access to and use of the In Scope Applications in the Production Environment at a primary data center location, as declared by Customer or Oracle.

**DISASTER RECOVERY (“DR”) ENVIRONMENT:** An instance specifically setup to recover Production Environment at a secondary data centre location in the event of a Disaster.

**DR TESTING:** Testing of services on the DR site without impact to production availability.

**DR SWITCHOVER:** The movement of production workload to the DR environment.

**EMERGENCY CHANGE:** A Change to the system or the data required immediately to fix a severity 1 or severity 2 issue.

**END USER:** A user authorized by You to use certain In Scope Applications and components of the Environment.

**END OF CYCLE (“EOC”):** The process of counting and consolidating data at the end of the business processing cycle.

**END OF MONTH (“EOM”):** The process of counting and consolidating data at the end of the month.

**END OF THE DAY (“EOD”):** The process of counting and consolidating data at the end of the day.

**END OF YEAR (“EOY”):** The process of counting and consolidating data at the end of the year.

**IN SCOPE APPLICATION(S):** The selected application(s) you have ordered that are described in Table 3 In Scope Applications which will be deployed in In Scope Environments.

**IN SCOPE ENVIRONMENTS:** The environments (described in Table 1 In Scope Environments) where the selected In Scope Applications are deployed.

**INCIDENT:** An event experienced by You in the use of the In Scope Environment for which a Service Request has been submitted, that is not consistent with the standard, documented operation of the In Scope Environment, and which causes, or may cause, a service interruption.

**My ORACLE SUPPORT (“MOS”):** The portal located at <https://support.oracle.com> is your initial point of contact for all Your Oracle products.

**NON-PRODUCTION ENVIRONMENT:** An environment that may be either a Test, User Acceptance Test (“UAT”) or Training Environment. The Non-Production Environment(s) are designed for testing and training purposes and may not be used for production purposes or for performance or stress testing.

**OUTAGE:** A complete loss of access to and use of the Production and Non-Production Environment. An Outage may be a Planned Outage or an Unplanned Outage.

**PLANNED OUTAGE:** An Outage scheduled by Oracle during which Oracle performs system maintenance and other activities for the environment managed by Oracle.

**PRODUCTION ENVIRONMENT:** An environment that is designed for daily commercial use and production operations of live data.

**PROBLEM:** Either (i) the collection of multiple recurring Incidents that exhibit common symptoms and that originate from a single, common cause, or (ii) a single Incident that results from a single error, and that has an on-going significant impact on the Services (such as an Unplanned Outage), in each case for which the cause is unknown.

**REFRESH:** The process of copying database files, application files, and/or the application metadata and artifacts from a source environment to a target environment and updating related configurations within the In Scope Environment.

**RELEASE:** A software change or set of software changes, to Oracle software/application, that is provided to You by Oracle's Support Services. Technical support for Oracle software and hardware is offered by Oracle Support Services under a separate contract that governs the terms and fees for such technical support. For the avoidance of doubt, technical support for Oracle, or any other third party, software and hardware is not included in the Services ordered under this Service Description.

**ROOT CAUSE ANALYSIS ("RCA"):** Process by which Oracle seeks to determine the root cause of a Problem and/or an Incident, identify details of any work-around, including reasons for the work-around, as applicable, and the history of the Problem or Incident.

**SANITY TESTING:** Sanity Testing is a type of testing which is performed on the previously deployed build of the software. These are a set of verification tests to ensure that the code changes made will functions in accordance to the Service Description.

**SERVICE MANAGEMENT TOOL:** A Service Management Tool enables IT operations organizations, specifically infrastructure and operations managers, to better support the production environment. The Service Management Tool facilitates the tasks and workflows associated with the management and delivery of IT services including Incident management, Change management, and Problem management functions. You and Oracle must mutually agree to use the Service Management Tool.

**SECURITY POSTURE:** Security posture refers to the overall defense against attacks, including the overall management and strategy of protecting software, hardware, networks, services, and information.

**SERVICE DELIVERY REVIEWS:** Meetings conducted with You to review service reports, discuss findings, risks and provide recommendations to address issues, review delivery of the Services, identify any changes in Your business or environment(s) that may impact the Services, and evaluate additional services that may be required to address new issues.

**SERVICE REQUEST ("SR"):** A request for assistance with the environment or any component there of submitted to My Oracle Support or the mutually agreed to Service Management Tool.

**SEVERITY LEVEL:** The level of criticality assigned to a Service Request based on the defined criteria.

**SERVICE LANGUAGE:** English language will be used to perform these Services.

**TECHNOLOGY PLATFORM:** The hardware, operating system, database, web browser, application server or other software with which the In Scope Application is intended for use.

**THIRD PARTY SOFTWARE:** Software from a third-party software vendor, which is not provided by Oracle as part of the Services, and any software developed or provided by You.

**UNPLANNED OUTAGE:** A complete loss of access to and use of a Production Environment that was not scheduled by Oracle or You and is caused by an Incident or Problem.

**WORKAROUNDS:** A workaround is a bypass of a recognized Problem. A workaround is typically a temporary fix.

# FINANCIAL SERVICES CONSULTING SERVICE OFFERINGS

## Oracle Financial Services Consulting Design, Build and Deploy On-Premise

Part Number: B97325

### Description of Services.

During the Professional Services Period (defined below), Oracle will set up the technology platform and its resources, create up to five (5) [Table 1.a - In Scope Environments](#) ("In Scope Environment"), and install the technology components from the [Table 2.a - In Scope Technology](#) ("In Scope Technology") and co-deploy up to two (2) [Table 3.a - In Scope Applications](#) ("In Scope Application") in the up to five (5) [Table 1.a - In Scope Environments](#) ("In Scope Environment") in the below phases:

#### 1. Design phase

Oracle will:

- a. Design and document architecture to deploy up to two (2) of the In Scope Applications in up to five (5) In Scope Environments ("Architecture Design Document").
- b. Design and document the infrastructure for the deployment of up to two (2) of the In Scope Applications ("Application Deployment Design Document").

#### 2. Build phase

Oracle will:

- a. Build the technology platform pursuant to the Architecture Design Document described in Section 1.a above.
- b. Create a Build Environment document that describes the set-up, installation parameters, and low-level design of the Built Environment.
- c. Deploy, setup and configure technology components described in [Table 2.a - In Scope Technology](#) ("In Scope Technology") pursuant to the Application Deployment Design Document described in Section 1.b above.
- d. Install up to two (2) In Scope Applications that are selected by You in the up to five (5) Built Environments.
- e. Apply critical patch updates ("CPUs") quarterly for the In Scope Technology.
- f. Harden the In Scope Technology components based on application security guidelines as described in the Product Documentation.

#### 3. Deployment phase

Oracle will:

- a. Assist in addressing setup issues or incidents raised in My Oracle Support ("MOS") during the Build Phase described in Section 2.
- b. Configure the up to two (2) In Scope Applications to launch login screen for further set up and parameterization.
- c. Release the Built Environment(s) and Build Environment Document.

#### 4. Governance

During the Phases described above, Oracle will:

- a. Designate a Service Delivery Manager ("SDM") as Your primary contact who will perform the following services:

##### 1. Service Initiation:

- a. Conduct an orientation / initiation call with You to introduce the SDM and any Oracle resources who will assist with service set up and configuration, review with you the Description of Services, Your obligations, and applicable environment build processes for the Services.
- b. Assist you to identify and document Your specific configuration priorities, schedules, and transition plans for the Services.



- c. Identify and document the key Oracle contacts and Your technical contacts (“Customer contacts”).
  - d. Create a Project Management Plan (“PMP”) that will identify, confirm, and document Your In Scope Applications, the up to five (5) In Scope Environments, and Your technical administration, operational, and monitoring framework, including any tools.
  - e. Collaborate with Your Service Delivery Manager (“SDM”) to create the operating framework that will foster the exchange of business and technical information relevant Oracle’s provision of Services.
2. Service Management and Operational Governance
- a. Maintain the PMP.
  - b. Perform weekly service delivery reviews.
  - c. Coordinate communication between Oracle delivery team and Your contacts.
  - d. Assist with any escalations related to the Services raised in the My Oracle Support (“MOS”) portal and / or any incident management tool that You and Oracle mutually agree to use.
  - e. Assist in confirming that the non-production environments are accessible to You for Your testing.

### **Your Cooperation and Project Assumptions.**

#### **1. Your Cooperation.**

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

You will:

- a. Procure, provision and configure servers, network, storage that is required to host the [Table 1.a – In Scope Environments](#) prior to the commencement of Services.
- b. Manage data centre operations that includes installation, configuration, virtualization and patching of Your hardware.
- c. Provision Your VPN access to the Oracle consultants to connect from offshore to Your environments/network
- d. Review and provide inputs within one (1) week of Oracle’s creation of the Architecture Design Document described in Section 1.a above.
- e. Provide confirmation that you have reviewed the Architecture Design Document and Application Deployment Design Document described in Section 1 above before Oracle can commence the Services described in the Build Phase.
- f. Provide Secure Sockets Layers (“SSL”) certificates to be deployed in the In Scope Environments.
- g. Confirm each built environment is in accordance with the Build Environment Document, described in Section 2.c, within one (1) week of Oracle notification that the Built Environment is ready for your review.
- h. Manage all process and related data for the Technology Platform.
- i. Be responsible for and manage the overall security for Your Technology Platform.
- j. Set up and configure Your own security products.
- k. Manage the policies and tools for the use of authentication information to access Your Technology Platform and its resources (e.g. password, tokens, etc.).
- l. Designate a SDM to act on Your behalf regarding delivery of the services, who shall work together with Oracle to facilitate an efficient delivery of the Services, and who will work with Oracle’s SDM to create the operating framework that will foster the exchange of business and technical information relevant to Oracle’s provision of Services.
- m. Maintain and share with Oracle a contact list for all persons performing the governance functions related to the services.

## 2. Project Assumptions

- a. The Services will be provided during “Standard Business Hours” which are between 9:00 am and 5:00 pm Monday through Friday, Indian Standard Time (IST), excluding local India holidays.
- b. All communication (i.e. oral, written, and electronic) will be in English.
- c. All Services will be delivered remotely from India.
- d. The In Scope Technology versions will follow the recommendation provided in release notes of the In Scope Applications.
- e. Anything not expressly listed in the above Description of Services section is not included in the scope of, or estimated fees for, Services, including the following:
  - i. Installation and maintenance of any software that is not part of the product specific technology stack;
  - ii. Any support to third party software and coordination with third party vendor;
  - iii. Installation of major releases, updates, upgrades, and patches which change the intended functionality of the In Scope Applications subscribed by You and In Scope Technology that are designated by Oracle as major release or version updates. You may separately purchase services for such installations for additional fees on a separate Ordering Document;
  - iv. System performance tuning services, vulnerability assessment and penetration testing; and
  - v. End user Training.

### **Expenses and Unused Services.**

The Services must be used within twelve (12) months from Your order’s signature date, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

### **Project Management.**

You and Oracle each agree to designate a Service Delivery Manager (“SDM”) who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's Service Delivery Manager (“SDM”). Your SDM shall have the authority to approve Services on Your behalf. Oracle’s SDM shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

# Oracle Financial Services Consulting Design, Build and Deploy one additional FSGIU application On-Premise

**Part Number: B97326**

## Pre-Requisite Service

Part Number	Service Description
B97325	Oracle Financial Services Consulting Design, Build and Deploy On-Premise

Part# B97325 (“Pre-Requisite Service”) is a pre-requisite you must have previously ordered to order this Service.

## **Description of Services.**

During the Professional Services Period (defined below), Oracle will deploy one (1) additional In Scope Application (in addition to the up to two (2) [Table 3.a - In Scope Applications](#) (“In Scope Application”) you ordered in the Pre-Requisite Service) within Your existing On-Premises technology platform, in the below phases.

### 1. Design phase

Oracle will:

- a. Update the Architecture Design Document (“Updated Architecture Design Document”) and Application Deployment Design Document (“Updated Application Deployment Design Document”) (both described in Section 1 under “Description of Services” in the Service Description for Part# B97325) to reflect the deployment of the one (1) additional In Scope Application in up to five (5) of the In Scope Environments and provide such updated design documents.

### 2. Build phase

Oracle will:

- a. Update the Build Environment Document (described in Section 2 under “Description of Services” in the Service Description for Part# B97325) to reflect the one (1) additional In Scope Application deployed in the up to five (5) In Scope Environments (“Updated Build Environment Document”).
- b. Deploy, set up and configure the technology components described in [Table 2.a - In Scope Technology](#) (“In Scope Technology”) pursuant to the Updated Build Environment Document described in Section 2.a above.
- c. Install the one (1) additional In Scope Application in the up to five (5) Built Environments.
- d. Apply critical patch updates (“CPUs”) quarterly for the In Scope Technology.
- e. Harden the In Scope Technology components based on application security guidelines as described in the Product Documentation.

### 3. Deployment phase

Oracle will:

- a. Assist in addressing set up issues or incidents raised in My Oracle Support (“MOS”) during the Build Phase described in Section 2.
- b. Configure the one (1) additional In Scope Application to launch login screen for further set up and parameterization.
- c. Release the one (1) additional In Scope Application in the Built Environment and Updated Build Environment Document.

## **Your Cooperation and Project Assumptions.**

### 1. Your Cooperation.

Subject to the terms in the Policies and obligations described in the Pre-requisite Service, the following obligations apply in addition to those in the Policies and the obligations described in the Pre-requisite Service:

- a. You will already have ordered the Pre-requisite Service.
- b. You will ensure that You have procured the licenses for [Table 3.a - In Scope Applications](#) and [Table 2.a - In Scope Technology](#) for the one (1) additional In Scope Application.
- c. You will review and ensure that the existing infrastructure has adequate capacity (e.g. CPU, memory, storage) to accommodate the one (1) additional In Scope Application as per the Updated Application Deployment Design Document.
- d. You will review and provide inputs relating to the one (1) additional In Scope Application and whether it is deployed in accordance with the Updated Architecture Design Document, Updated Application Deployment Design Document and Updated Build Environment Document within 1 week of Oracle notification.
- e. Set up and configure Your own security products.

### 2. Project Assumptions

- a. These services are subject to the Project Assumptions described in the Pre-requisite Service.

## **Expenses and Unused Services.**

The Services must be used within the same twelve (12) months period as the Pre-Requisite Service, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

## **Project Management.**

These services are subject to the Project Management section described in the Pre-requisite Service.

# Oracle Financial Services Consulting Design, Build and Deploy for One additional Non-Production environment On-Premise

**Part Number: B97327**

## Pre-Requisite Service

Part Number	Service Description
B97325	Oracle Financial Services Consulting Design, Build and Deploy On-Premise

Part# B97325 (“Pre-Requisite Service”) is a pre-requisite you must have previously ordered to order this Service.

## Description of Services.

During the Professional Services Period (defined below), Oracle will create one (1) additional Non-Production environment within Your existing on-premise technology platform and install the technology components from the [Table 2.a - In Scope Technology](#) (“In Scope Technology”) and co-deploy the up to two (2) [Table 3.a - In Scope Applications](#) (“In Scope Application”) that you had selected in the Pre-Requisite Service in the below phases:

### 1. Design phase

Oracle will:

- a. Update the Architecture Design Document (“Updated Architecture Design Document”) and Application Deployment Design Document (“Updated Application Deployment Design Document”) (both described in Section 1 under “Description of Services” in the Service Description for Part# B97325) to reflect the build of one (1) additional Non-Production environment within Your existing technology platform and install the technology components from the - In Scope Technology and co-deploy the up to two (2) In Scope Applications that You had selected in the Pre-requisite Service and provide such updated design documents.

### 2. Build phase

Oracle will:

- a. Modify the Architecture Design Document pursuant to the Updated Architecture Design Document described in Section 1.a above.
- b. Update the Build Environment Document (described in Section 2 under “Description of Services” in the Service Description for Part# B97325) to reflect the update of the setup, installation parameters, and low-level design for the one (1) additional Non-Production environment (“Updated Build Environment Document”).
- c. Deploy, set up and configure the In Scope Technology pursuant to the Updated Architecture Design Document and Updated Application Deployment Design Document described in Section 1.a above.
- d. Install the up to two (2) In Scope Applications that were selected by You in “Pre-Requisite service” in the one (1) additional Non-Production Environment.
- e. Apply critical patch updates (“CPUs”) quarterly for the In Scope Technology.
- f. Harden the In Scope Technology components based on application security guidelines as described in the Product Documentation.

### 3. Deployment phase

Oracle will:

- a. Assist in addressing setup issues or incidents raised in My Oracle Support (“MOS”) during the Build Phase described in Section 2.
- b. Configure up to two (2) In Scope Applications that you had selected in the Pre-Requisite Service to launch login screen for further setup and parameterization for one (1) additional Non-Production environment.
- c. Release the Built Environment and Updated Build Environment Document.

## **Your Cooperation, Project Assumptions and Exclusions.**

### 1. Your Cooperation.

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

- a. You have procured the licenses for [Table 3.a - In Scope Applications](#) and [Table 2.a - In Scope Technology](#) for this additional Non-Production environment.
- b. Review and ensure that the existing infrastructure has adequate capacity (e.g. CPU, memory, storage) to accommodate the one (1) additional Non-Production Environment as per the Updated Application Deployment Design Document.
- c. Review and confirm whether the one (1) additional Non-Production environment is deployed in accordance with the Updated Architecture Design Document, Updated Application Deployment Design Document and Updated Build Environment Document within 1 week of Oracle notification.
- d. Set up and configure Your own security products.

### 2. Project Assumptions

These services are subject to the Project Assumptions described in the Pre-requisite Service.

## **Expenses and Unused Services.**

The Services must be used within the same twelve (12) months period as the Pre-Requisite Service, unless otherwise stated in Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

## **Project Management.**

These services are subject to the Project Management section described in the Pre-requisite Service.

# Oracle Financial Services Consulting Technology Support During Implementation with 8x5 support coverage

Part Number: B97328

## **Description of Services.**

During the Professional Services Period (defined below), Oracle will provide Services for up to five (5) [Table 1.a - In Scope Environments](#) (“In Scope Environment”) that support the technology components described in [Table 2.a - In Scope Technology](#) (“In Scope Technology”) during implementation of [Table 3.a - In Scope Applications](#) (“In Scope Application”) as follows:

Oracle will:

1. Setup a communication and governance model with You as follows:  
Designate a Service Delivery Manager (“SDM”) as Your primary contact who will perform the following services:
  - a. Service Initiation:
    1. Conduct an orientation / initiation call with You to introduce the SDM and any Oracle resources who will assist with service set up and configuration, review with you the Description of Services, Your obligations, and applicable environment build processes for the Services.
    2. Assist you to identify and document Your specific configuration priorities, schedules, and transition plans for the Services.
    3. Identify and document the key Oracle contacts and Your technical contacts (“Customer contacts”).
    4. Create a Project Management Plan (“PMP”) that will identify, confirm, and document Your In Scope Applications, the up to five (5) In Scope Environments, and Your technical administration, operational, and monitoring framework, including any tools.
    5. Collaborate with Your Service Delivery Manager (“SDM”) to create the operating framework that will foster the exchange of business and technical information relevant Oracle’s provision of Services.
  - b. Service Management and Operational Governance
    1. Maintain the PMP
    2. Perform weekly service delivery reviews.
    3. Coordinate communication between Oracle delivery team and Your contacts.
    4. Assist with any escalations related to the Services raised in the My Oracle Support (“MOS”) portal and / or any incident management tool that You and Oracle mutually agree to use.
    5. Assist in confirming that the non-production environments are accessible to You for Your testing.
2. Analyze and address technology issues related to the [In Scope Technology](#).
3. Monitor the In Scope Technology and provide recommendations to address issues.
4. Provide infrastructure and technology housekeeping activities as follows:
  - cleanup of temporary space;
  - scheduled start up and shut down of [In Scope Technology](#);
  - modification of storage;
  - backups.
5. Analyze and deploy applicable Oracle Database and Oracle WebLogic patches as per patch release notes.
6. Engage with Oracle support for the [In Scope Technology](#) through My OracleSupport (“MOS”) for any technology base product bug and fixes
7. Refresh test environment as requested using masked data provided by You.
8. Monitor weekly backup and upon written request, provide a weekly restore.

## Your Cooperation and Project Assumptions.

### 1. Your Cooperation.

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:  
You will:

- a. Review and ensure that You have procured the licenses for [In Scope Technology](#).
- b. Procure, provision and configure servers, network, storage that is required to host In Scope Environments prior to commencement of Services.
- c. Manage data centre operations including installation, configuration, virtualization and patching of the hardware.
- d. Ensure Your technology platform is accessible to Oracle and privileged access is granted to Oracle prior to the commencement of Service.
- e. Provision Your VPN access to Oracle to connect from offshore to Your environments/network.
- f. Be responsible for and manage the overall security for Your Technology Platform.
- g. Manage the policies and tools for the use of authentication information to access Your Technology Platform and its resources (e.g. password, tokens, etc.).
- h. Be responsible for Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of this Service.
- i. Provide end user training & support for end users.
- j. Provide masked data for Non-Production environments.
- k. Troubleshoot application issues and performance.
- l. Designate a SDM to act on Your behalf regarding delivery of the services, who shall work together with Oracle to facilitate an efficient delivery of the Services, and who will work with Oracle's SDM to create the operating framework that will foster the exchange of business and technical information relevant to Oracle's provision of Services.
- m. You and Oracle shall maintain a contact list for all persons performing the governance functions related to the services.

### 2. Project Assumptions

- a. Oracle will deliver this Service during "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Local India Holidays.
- b. You have separately ordered implementation Services.
- c. All communication (oral, written, and electronic) will be in English.
- d. All Services will be delivered remotely from India.
- e. The In Scope Technology versions will follow the recommendation provided in release notes of the In Scope Applications.
- f. Anything not expressly listed in the above Description of Services section is not included in the scope of, or estimated fees for, Services, including the following:
  - i. Design changes of underlying infrastructure;
  - ii. Addition / installation of any new technology or application environments;
  - iii. Installation and maintenance of any software that is not part of the product specific technology stack;
  - iv. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment;
  - v. Any support to third party software;
  - vi. Installation of any new products in the [Table 1.a – In Scope Environment](#);
  - vii. Installation of major releases, updates, upgrades, and patches which change the intended functionality of the supported application(s) subscribed by You from [Table 3.a - In scope Applications](#) and [Table 2.a - In Scope Technology](#) are designated by Oracle as major release



- or version upgrades. You may separately purchase services for such installations for additional fees on a separate Ordering Document;
- viii. Installation, configuration, administration and maintenance of Hardware, Operating system, Server Virtualization, storage, networking, and other data center equipment that is necessary to support the environments;
  - ix. Interface development, enhancement, and customization including the testing of the new components;
  - x. Planning and execution of performance and other product related testing;
  - xi. System performance tuning services, Vulnerability assessment and penetration testing; and
  - xii. End user Training.

### **Expenses and Unused Services.**

The Services must be used within twelve (12) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

### **Project Management.**

You and Oracle each agree to designate a Service Delivery Manager ("SDM") who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's Service Delivery Manager ("SDM"). Your SDM shall have the authority to approve Services on Your behalf. Oracle's SDM shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

# Oracle Financial Services Consulting Technology Support During Implementation for 1 additional month with 8x5 support coverage

**Part Number: B97331**

## Pre-Requisite Service

Part Number	Service Description
B97328	Oracle Financial Services Consulting Technology Support During Implementation with 8x5 support coverage
B98952	Oracle Financial Services Consulting Technology Support During Implementation with 8x5 support coverage for 6 months

[Part# B97328](#) or [Part# B98952](#) (“Pre-Requisite Service”) is a pre-requisite you must have previously ordered to order this Service.

## Description of Services.

During the Professional Services Period (defined below), Oracle will provide the Services described in the Description of Services in the Pre-Requisite Service for one (1) additional month.

## **Your Cooperation and Project Assumptions**

1. Your Cooperation.

Subject to the terms in the Policies and obligations described in the Pre-requisite Service, the following obligations apply in addition to those in the Policies and the obligations described in the Pre-requisite Service:

- a. You will already have ordered the Pre-requisite Service.
- b. You need to check and ensure that You have procured the licenses for [Table 2.a - In Scope Technology](#)

2. Project Assumptions

These services are subject to the Project Assumptions described in the Pre-requisite Service.

## **Expenses and Unused Services.**

The Services must be used within one (1) month from Your order’s signature date, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

## **Project Management.**

These services are subject to the Project Management section described in the Pre-requisite Service.

# Oracle Financial Services Consulting Technology Support During Implementation with 16x5 support coverage

**Part Number: B97329**

## **Description of Services.**

During the Professional Services Period (defined below), Oracle will provide Services for up to five (5) [Table 1.a - In Scope Environments](#) (“In Scope Environment”) that support the technology components described in [Table 2.a - In Scope Technology](#) (“In Scope Technology”) during implementation of [Table 3.a - In Scope Applications](#) (“In Scope Application”) as follows:

Oracle will:

1. Set up a communication and governance model with You as follows:  
Designate a Service Delivery Manager (“SDM”) as Your primary contact who will perform the following services:
  - a. Service Initiation:
    1. Conduct an orientation / initiation call with You to introduce the SDM and any Oracle resources who will assist with service set up and configuration, review with you the Description of Services, Your obligations, and applicable environment build processes for the Services.
    2. Assist you to identify and document Your specific configuration priorities, schedules, and transition plans for the Services.
    3. Identify and document the key Oracle contacts and Your technical contacts (“Your contacts”).
    4. Create a Project Management Plan (“PMP”) that will identify, confirm, and document Your In Scope Applications, the up to five (5) In Scope Environments, and Your technical administration, operational, and monitoring framework, including any tools.
    5. Collaborate with Your Service Delivery Manager (“SDM”) to create the operating framework that will foster the exchange of business and technical information relevant Oracle’s provision of Services.
  - b. Service Management and Operational Governance
    1. Maintain the PMP
    2. Perform weekly service delivery reviews.
    3. Coordinate communication between Oracle delivery team and Your contacts.
    4. Assist with any escalations related to the Services raised in the My Oracle Support (“MOS”) portal and / or any incident management tool that You and Oracle mutually agree to use.
    5. Assist in confirming that the non-production environments are accessible to You for Your testing.
2. Analyze and address issues related to the [In Scope Technology](#).
3. Monitor the In Scope Technology and provide recommendations to address issues.
4. Provide infrastructure and technology housekeeping activities as follows:
  - cleanup of temporary space;
  - scheduled start up and shut down of [In Scope Technology](#);
  - modification of storage;
  - backups.
5. Analyze and deploy applicable Oracle Database and WebLogic patches as per patch release notes.
6. Engage with Oracle support for [In Scope Technology](#) through MOS for any technology base product bug and fixes.
7. Refresh test environment as requested using masked data provided by You.
8. Monitor weekly backup and upon written request, provide a weekly restore.

## Your Cooperation and Project Assumptions.

### 1. Your Cooperation.

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

You will:

- a. Review and ensure that You have procured the licenses for [In Scope Technology](#).
- b. Procure, provision and configure servers, network, storage that is required to host the In Scope Environments prior to commencement of Services.
- c. Manage data centre operations including installation, configuration, virtualization and patching of the hardware.
- d. Ensure Your Technology Platform is accessible to Oracle and privileged access is granted to Oracle prior to the commencement of Service.
- e. Provision Your VPN access to Oracle to connect from offshore to Your environments/network.
- f. Be responsible for and manage the overall security for Your Technology Platform.
- g. Manage the policies and tools for the use of authentication information to access Your Technology Platform and its resources (e.g. password, tokens, etc.).
- h. Be responsible for Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of this Service.
- i. Provide end user training & support for end users.
- j. Provide masked data for Non-Production environments.
- k. Troubleshoot application issues and performance.
- l. Designate a SDM to act on Your behalf regarding delivery of the services, who shall work together with Oracle to facilitate an efficient delivery of the Services, and who will work with Oracle's SDM to create the operating framework that will foster the exchange of business and technical information relevant to Oracle's provision of Services.
- m. You and Oracle shall maintain a contact list for all persons performing the governance functions related to the services.

### 2. Project Assumptions

- a. Oracle will deliver this Service during the following:
  - i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Local India Holidays.
  - ii. "Extended Business Hours" between 5:01 pm and 1:00 am Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Local India Holidays.
- b. You have separately ordered implementation Services.
- c. All communication (oral, written, and electronic) will be in English.
- d. All Services will be delivered remotely from India.
- e. The In Scope Technology versions will follow the recommendation provided in release notes of the In Scope Applications.
- f. Anything not expressly listed in the above Description of Services section is not included in the scope of, or estimated fees for, Services, including the following:
  - i. Design changes of underlying infrastructure;
  - ii. Addition / installation of any new technology or application environments;
  - iii. Installation and maintenance of any software that is not part of the product specific technology stack;
  - iv. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment;
  - v. Any support to third party software;
  - vi. Installation of any new products in the [Table 1.a – In Scope Environment](#);
  - vii. Installation of major releases, updates, upgrades, and patches which change the intended functionality of the supported application(s) subscribed by You from [Table 3.a - In scope](#)

- [Applications](#) and [Table 2.a - In Scope Technology](#) are designated by Oracle as major release or version upgrades. You may separately purchase services for such installations for additional fees on a separate Ordering Document;
- viii. Installation, configuration, administration and maintenance of Hardware, Operating system, Server Virtualization, storage, networking, and other data center equipment that is necessary to support the environments;
  - ix. Interface development, enhancement, and customization including the testing of the new components;
    - x. Planning and execution of performance and other product related testing;
    - xi. System performance tuning services, vulnerability assessment and penetration testing; and
    - xii. End user Training.

### **Expenses and Unused Services.**

The Services must be used within twelve (12) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

### **Project Management.**

You and Oracle each agree to designate a Service Delivery Manager ("SDM") who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's Service Delivery Manager ("SDM"). Your SDM shall have the authority to approve Services on Your behalf. Oracle's SDM shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

# Oracle Financial Services Consulting Technology Support During Implementation for 1 additional month with 16x5 support coverage

**Part Number: B97332**

## Pre-Requisite Service

Part Number	Service Description
B97329	Oracle Financial Services Consulting Technology Support During Implementation with 16x5 support coverage
B98953	Oracle Financial Services Consulting Technology Support During Implementation with 16x5 support coverage for 6 months

[Part# B97329](#) or [Part# B98953](#) (“Pre-Requisite Service”) is a pre-requisite you must have previously ordered to order this Service.

## Description of Services.

During the Professional Services Period (defined below), Oracle will provide the Services described in the Description of Services in the Pre-Requisite Service for one (1) additional month.

## **Your Cooperation and Project Assumptions.**

1. Your Cooperation.

Subject to the terms in the Policies and obligations described in the Pre-requisite Service, the following obligations apply in addition to those in the Policies and the obligations described in the Pre-requisite Service:

- a. You will already have ordered the Pre-requisite Service.
- b. You need to check and ensure that You have procured the licenses for [Table 2.a - In Scope Technology](#)

2. Project Assumptions

These services are subject to the Project Assumptions described in the Pre-requisite Service.

## **Expenses and Unused Services.**

The Services must be used within one (1) month from Your order’s signature date, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

## **Project Management.**

These services are subject to the Project Management section described in the Pre-requisite Service.

# Oracle Financial Services Consulting Technology Support During Implementation with 24x7 support coverage

Part Number: B97330

## **Description of Services.**

During the Professional Services Period (defined below), Oracle will provide Services for up to five (5) [Table 1.a - In Scope Environments](#) (“In Scope Environment”) that support the technology components described in [Table 2.a - In Scope Technology](#) (“In Scope Technology”) during implementation of [Table 3.a - In Scope Applications](#) (“In Scope Application”) as follows:

Oracle will:

1. Set up a communication and governance model with You as follows:  
Designate a Service Delivery Manager (“SDM”) as Your primary contact who will perform the following services:
  - a. Service Initiation:
    1. Conduct an orientation / initiation call with You to introduce the SDM and any Oracle resources who will assist with service set up and configuration, review with you the Description of Services, Your obligations, and applicable environment build processes for the Services.
    2. Assist you to identify and document Your specific configuration priorities, schedules, and transition plans for the Services.
    3. Identify and document the key Oracle contacts and Your technical contacts (“Your contacts”).
    4. Create a Project Management Plan (“PMP”) that will identify, confirm, and document Your In Scope Applications, the up to five (5) In Scope Environments, and Your technical administration, operational, and monitoring framework, including any tools.
    5. Collaborate with Your Service Delivery Manager (“SDM”) to create the operating framework that will foster the exchange of business and technical information relevant Oracle’s provision of Services.
  - b. Service Management and Operational Governance
    1. Maintain the PMP
    2. Perform weekly service delivery reviews.
    3. Coordinate communication between Oracle delivery team and Your contacts.
    4. Assist with any escalations related to the Services raised in the My Oracle Support (“MOS”) portal and / or any incident management tool that You and Oracle mutually agree to use.
    5. Assist in confirming that the non-production environments are accessible to You for Your testing.
2. Analyze and address issues related to the [In Scope Technology](#)
3. Monitor the In Scope Technology and provide recommendations to address issues.
4. Provide infrastructure and technology housekeeping activities as follows:
  - cleanup of temporary space;
  - scheduled start up and shut down of [In Scope Technology](#);
  - modification of storage;
  - backups.
5. Analyze and deploy applicable Oracle Database and WebLogic patches as per patch release notes.
6. Engage with Oracle support for [In Scope Technology](#) through MOS for any technology base product bug and fixes
7. Refresh test environment as requested using masked data provided by You.
8. Monitor weekly backup and upon written request, provide a weekly restore.

## **Your Cooperation and Project Assumptions.**

### **1. Your Cooperation.**

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

You will:

- a. Review and ensure that You have procured the licenses for In Scope Technology.
- b. Procure, provision and configure servers, network, storage that is required to host the In Scope Environments prior to commencement of Services.
- c. Manage data centre operations including installation, configuration, virtualization and patching of the hardware.
- d. Ensure Your Technology Platform is accessible to Oracle and privileged access is granted to Oracle prior to the commencement of Service.
- e. Provision Your VPN access to Oracle to connect from offshore to Your environments/network.
- f. Be responsible for and manage the overall security for Your Technology Platform.
- g. Manage the policies and tools for the use of authentication information to access Your Technology Platform and its resources (e.g. password, tokens, etc.).
- h. Be responsible for Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of this Service.
- i. Provide end user training & support for end users.
- j. Provide masked data for Non-Production environments.
- k. Troubleshoot application issues and performance.
- l. Designate a SDM to act on Your behalf regarding delivery of the services, who shall work together with Oracle to facilitate an efficient delivery of the Services, and who will work with Oracle's SDM to create the operating framework that will foster the exchange of business and technical information relevant to Oracle's provision of Services.
- m. You and Oracle shall maintain a contact list for all persons performing the governance functions related to the services.

### **2. Project Assumptions**

- a. Oracle will deliver this Service during the following:
  - i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Local India Holidays.
  - ii. "Extended Business Hours" between 5:01 pm and 8:00 am Monday through Saturday in the time zone of Your site and/or location where the services are to be performed, excluding Local India Holidays.
  - iii. "Weekend Hours" beginning on Saturday 8:00 am in the time zone of Your site and/or location where the services are to be performed and ending on Monday at 7:59 am.
- b. You have separately ordered implementation Services.
- c. All communication (oral, written, and electronic) will be in English.
- d. All Services will be delivered remotely from India.
- e. The In Scope Technology versions will follow the recommendation provided in release notes of the In Scope Applications.
- f. Anything not expressly listed in the above Description of Services section is not included in the scope of, or estimated fees for, Services, including the following:
  - i. Design changes of underlying infrastructure;
  - ii. Addition / installation of any new technology or application environments;
  - iii. Installation and maintenance of any software that is not part of the product specific technology stack;
  - iv. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment;
  - v. Any support to third party software;
  - vi. Installation of any new products in the [Table 1.a – In Scope Environment](#);



- vii. Installation of major releases, updates, upgrades, and patches which change the intended functionality of the supported application(s) subscribed by You from [Table 3.a - In scope Applications](#) and [Table 2.a - In Scope Technology](#) are designated by Oracle as major release or version upgrades. You may separately purchase services for such installations for additional fees on a separate Ordering Document;
- viii. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment that is necessary to support the environments;
- ix. Interface development, enhancement, and customization including the testing of the new components ;
- x. Planning and execution of performance and other product related testing ;
- xi. System performance tuning services, vulnerability assessment and penetration testing; and
- xii. End user Training.

### **Expenses and Unused Services.**

The Services must be used within twelve (12) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

### **Project Management.**

You and Oracle each agree to designate a Service Delivery Manager ("SDM") who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's Service Delivery Manager ("SDM"). Your SDM shall have the authority to approve Services on Your behalf. Oracle's SDM shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

# Oracle Financial Services Consulting Technology Support During Implementation for 1 additional month with 24x7 support coverage

**Part Number: B97333**

## Pre-Requisite Service

Part Number	Service Description
B97330	Oracle Financial Services Consulting Technology Support During Implementation with 24x7 support coverage
B98954	Oracle Financial Services Consulting Technology Support During Implementation with 24x7 support coverage for 6 months

[Part# B97330](#) or [Part# B98954](#) (“Pre-Requisite Service”) is a pre-requisite you must have previously ordered to order this Service.

## Description of Services.

During the Professional Services Period (defined below), Oracle will provide the Services described in the Description of Services in the Pre-Requisite Service for one (1) additional month.

## **Your Cooperation and Project Assumptions**

a. Your Cooperation.

Subject to the terms in the Policies and obligations described in the Pre-requisite Service, the following obligations apply in addition to those in the Policies and the obligations described in the Pre-requisite Service:

- a. You will already have ordered the Pre-requisite Service.
- b. You need to check and ensure that You have procured the licenses for [Table 2.a - In Scope Technology](#)

b. Project Assumptions

These services are subject to the Project Assumptions described in the Pre-requisite Service.

## **Expenses and Unused Services.**

The Services must be used within one (1) month from Your order’s signature date, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

## **Project Management.**

These services are subject to the Project Management section described in the Pre-requisite Service.

# Oracle Financial Services Consulting Infrastructure Management Services with 8x5 support coverage

Part Number: B97334

## 1. Description of Services.

During the Professional Services Period (defined below), Oracle will provide Services for up to five (5) [Table 1.a - In Scope Environments](#) (“In Scope Environments”) and the technology components described in [Table 2.a - In Scope Technology](#) (“In Scope Technology”) in the below phases as follows:

### 1. Service Transition Phase:

For a period of an estimated four (4) business weeks from the commencement of Services, Oracle will:

- a. Create a transition plan checklist and perform transition activities in accordance to the checklist.
- b. Document the Service delivery processes (i.e Incident, Problem and Change Management) to be followed in the Stabilization Phase and Steady State Phase including in the event an Emergency Change is requested.
- c. Document the Service delivery reporting frequency, formats, and contents.
- d. Document the communication plan, escalation matrix and governance process with You.
- e. Document the monitoring thresholds for the In Scope Technology with You.
- f. Provide incident management and monitoring services.
- g. Conduct an orientation / initiation call with You to introduce the Service Delivery Manager (“SDM”) and any resources who will assist with service setup and configuration, review the Services scope and Your obligations and applicable environment build processes for the Services.
- h. Assist you to identify and document Your specific Service set up and configuration priorities, schedules, and transition plans.
- i. Identify and document key Oracle contacts and Your contacts (“Your Contacts”).
- j. Create and document a Service Delivery Plan that will identify and document (a) Your In Scope Technology (b) Your In Scope Environments (c) Your technical administration, operational, and monitoring framework, including any tools and (d) mutually agreed Disaster Recovery Plan and Switchover process.

### 2. Stabilization Phase:

For a period of an estimated eight (8) business weeks following the Service Transition Phase, Oracle will:

- a. Stabilize the In Scope Environments through continuous monitoring and addressing the issues as mutually agreed upon.
- b. Establish the communication plan and governance process.
- c. Prepare for the Steady State Phase by utilizing the Service delivery processes in accordance with the documents produced in the Service Transition Phase.

### 3. Steady State Phase:

For a period beginning from the estimated thirteenth (13<sup>th</sup>) week to the end of Week fifty-two (52) , Oracle will provide the following Services for the [In Scope Technology](#):

#### a. Platform Management:

Oracle will:

- i. Access management to Your Technology Platform at Your request through a service request in Your Service Management Tool.
- ii. Triage and address issues related to Your Technology Platform.

#### b. Monitoring:

Oracle will:

- i. Monitor the In Scope Technology using the pre-installed and pre-configured monitoring tool.

- ii. Detect and acknowledge outages and initiate Incident response.
  - iii. Provide You with the list of alerts generated by the monitoring tool for each In Scope Environment.
  - iv. Report on availability during Service Delivery Reviews.
- c. Incident Management:  
For the Production Environment only, Oracle will:
- i. Receive, acknowledge, validate, and classify Incidents.
  - ii. Categorize and respond to the Incident based on Oracle's Severity Level definitions and assign the appropriate Severity Level to the Incident in accordance to the [“Service Request Severity Level Assignment Definitions”](#) described in [Appendix 1](#).
  - iii. Open a Service Request (“SR”) with My Oracle Support (“MOS”), as necessary, including relevant information from the related incident(s), and route the SR to the appropriate team within Oracle.
  - iv. Monitor the progress of MOS SRs and provide status updates throughout the Incident lifecycle.
  - v. Coordinate with Your Incident management team.
- d. Problem Management:  
For the Production Environment only, Oracle will:
- i. Collect system data, such as trace files, log files, and diagnostic information, as necessary to diagnose a Problem.
  - ii. Coordinate with MOS as necessary, triage, troubleshoot, and work on the SR associated with a Problem until one of the following occurs:
    - i. The underlying incident has been addressed.
    - ii. Identify and implement the patch/fix/work-around  
; or
    - iii. The Problem is determined by Oracle to be outside the scope of the Services and transferred back to Your help desk for reassignment to the appropriate team.
  - iii. Complete, submit, and review with You a Root Cause Analysis (“RCA”) report for Severity Level 1 incidents.
  - iv. Validate closure of any Incidents and SRs associated with the Problem.
- e. Change Management:  
Oracle will:
- i. Schedule and execute Changes via Your Service Management Tool for updates, parameter changes, software changes, and adding and/or removing components for the In Scope Environment and In Scope Technology.
  - ii. Implement Change(s) requested by You via Your Service Management Tool in accordance with the mutually agreed Change Management process described above in Section 1.1.b.
  - iii. Create and provide a back out plan to reverse Changes made by Oracle.
  - iv. Validate that the Non-Production Environment is accessible to You for Your testing
  - v. Install the Change(s) in the Non-Production Environment prior to promoting any Change(s) to the Production Environment.
  - vi. Obtain approval via Your Service Management Tool from You prior to promoting any Changes to the Production Environment after You have completed Your testing.
  - vii. Apply CPU patches on a quarterly basis.
  - viii. Apply Bug Fix patch bundles once a quarter up to a maximum of four (4) times a year.
  - ix. Emergency Changes in the Production Environments will be implemented as an exception to the mutually agreed to Change Management Process and are based solely on Your approval.

- f. Security:  
Oracle will:
  - i. Monitor the Security Posture of the [In Scope Technology](#) using Your pre-installed security monitoring tools and address any vulnerability reported relating to the In Scope Technology.
  - ii. Provide you with a monthly security related report.
  - iii. Apply CPUs for the [In Scope Technology](#).
  
- g. Disaster Recovery (“DR”):  
For the In Scope Environments that are designated as Disaster Recovery Environment(s), in a Disaster, Oracle will perform the following:
  - i. Disaster Recovery Switchover:
    - a. Upon Your request, perform a failover in accordance with the pre-established and mutually agreed processes, up to twice a year.
  - ii. Disaster Recovery Testing for In Scope Technology:
    - b. Assist You with Your annual Disaster Recovery (“DR”) testing activities as follows:
      - I. Review and mutually agree on Your DR Test Plan that describes the scope and criteria for DR testing from an In Scope Technology perspective.
      - II. Coordinate operational activities identified in the DR Test Plan.
      - III. Perform the operational activities assigned to Oracle in the DR Test Plan.
      - IV. Create a report summarizing the results of the executed DR Test Plan.
  
- h. Backup and Restore Management:  
Oracle will:
  - i. Monitor, manage, and conduct backups of databases, and operating system files using Your existing backup tools.
  - ii. Verify that database backup(s) have completed. In case of failure, re-run in a timely manner once the root cause for failure has been identified.
  - iii. Address incidents related to a failed backup.
  - iv. Notify You of failed backups, utilizing backup process return codes provided by You, re-execute the backups, where appropriate, and coordinate restoration from Your existing backup.
  - v. Restore from backup as requested by You in Non-Production Environment(s) for Your In Scope Technology.
  - vi. Validate the completeness of restore.
  - vii. Refresh the Non-Production Environment(s) as requested by You in a Your Service Management Tool.
  - viii. For Production Environments, benchmark the timing of restorations once per year.
  
- i. Availability Management:
  - i. Analyze recurring Unplanned Outages for the [In Scope Environments](#) and make recommendations for improvements to the Production Environments
  - ii. Coordinate Planned Outages for the Production Environments.
  
- j. Capacity Management:  
Oracle will:
  - i. Monitor performance metrics and identify critical capacity thresholds for the Production Environments.
  - ii. Provide observations and recommendations derived from analysis of trend monitoring data.

k. Oracle Database related assistance:

Oracle will:

- i. Deploy CPUs delivered by Oracle product teams.
- ii. Monitor performance and provide recommendations.
- iii. Provide Root Cause Analysis for Oracle Database Incidents related to In Scope Technology.
- iv. Participate in Releases of Oracle Database fixes.
- v. Manage Oracle Database space and provide patch recommendations.
- vi. Monitor database replication to Disaster Recovery database.
- vii. Manage Oracle Database lifecycle (i.e. startup, shutdown).

l. Oracle Middleware related assistance:

Oracle will:

- i. Deploy CPUs delivered by Oracle product teams.
- ii. Monitor performance and provide recommendations.
- iii. Configure Oracle Middleware and OracleWeb Servers after implementing Oracle Middleware bug fixes.
- iv. Provide Root Cause Analysis for Oracle Middleware Incidents related to In Scope Technology.
- v. Participate in Releases of Oracle Middleware bug fixes.
- vi. Provide system administration of Oracle Web Server and Oracle WebLogic.
- vii. Manage Oracle Middleware lifecycle (i.e.startup, shutdown).
- viii. Provide SSL Certificate management.

m. Operating System (“OS”) related assistance:

Oracle will:

- i. Deploy CPUs for Oracle operating system.
- ii. Onboard User(s) at Your request and approval.
- iii. Provide ongoing monitoring and administration of Operating System.
- iv. Provide Problem Management Services in Your Non-Production environment as follows:
  - a. Collect system data, such as trace files, log files, and diagnostic information, as necessary to diagnose a Problem.
  - b. Coordinate with MOS as necessary, triage, troubleshoot, and work on the SR associated with a Problem until one of the following occurs:
    - i. The underlying incident has been addressed;
    - ii. A work-around has been implemented  
; or
    - iii. The Problem is determined by Oracle to be outside the scope of the Services and transferred back to Your help desk for reassignment to the appropriate team.
  - c. Complete, submit, and review with You an RCA report for Severity Level 1 incidents.
  - d. Validate closure of any Incidents and SRs associated with the Problem.
  - e. Provide Problem reproduction in Non-Production Environment and provide recommendations for a workaround.
- v. Provide re-configuration of OS as a result of Changes.
- vi. Update file system permissions, as requested by You.
- vii. Provide a RCA for OS Incidents.

n. Service Management and Operational Governance:

Oracle will:

- i. Maintain the Service Delivery Plan as described in Section 1.1.j.
- ii. Perform weekly Service Delivery Reviews.

- iii. Coordinate communication between Oracle delivery team and Your Contacts.
- iv. Assist with any escalations related to the Services raised in My Oracle Support (“MOS”) and Your Service Management Tool that You and Oracle mutually agree to use.
- v. Assist in validating that the Non-Production Environments are accessible to You for Your testing.
- vi. Assist with scheduling of events, such as DR Testing and Planned Outages.
- vii. Provide daily, weekly, and monthly reports as mutually agreed during the Service Transition Phase in Section 1.1.c.
- viii. Provide guidance and implement such guidance for improving service delivery.
- ix. Analyze and review Service Levels (described below) for the Services.

## 2. **Your Cooperation and Project Assumptions.**

### a. Your Cooperation.

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:  
You will:

- a. Review and ensure that You have procured the licenses for [Table 2.a - In Scope Technology](#).
- b. Procure, provision and configure servers, network, storage that is required to host the [Table 1.a - In Scope Environment\(s\)](#) prior to commencement of Services.
- c. Manage data centre operations including installation, configuration, virtualization and patching of the hardware.
- d. Ensure Your Technology Platform is accessible to Oracle and privileged access is granted to Oracle prior to the commencement of Service.
- e. Provision Your VPN access to Oracle to connect from offshore to Your environments/network.
- f. Be responsible for and manage the overall security for Your Technology Platform.
- n. Manage the policies and tools for the use of authentication information to access Your Technology Platform and its resources (e.g. password, tokens, etc.).
- o. Be responsible for Your Users’ and Your third parties’ use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of this Service.
- g. Notify Oracle of any Incidents and assign Severity in accordance with the defined Service Level and Availability Management (“[Table 1: Service Request Severity Level Assignment Definitions](#)”) described in [Appendix 1](#).
- h. Submit Incidents and Incident Change records with sufficient information and detailed documentation as required for delivery of the Services.
- i. Have a contact available 24 hours per day, 7 days per week, to provide information requested by Oracle, answer questions, and participate in the diagnostic process For any Severity Level 1 incidents.
- j. Provide formal approvals using the Service Management Tool and processes for the installation of Changes or fixes in the Production Environment.
- k. Provide Oracle access to Your Service Management Tool to view, modify and close incidents. All incidents are logged into Your Service Management Tool by the Your helpdesk.
- l. Provide end user training and support for end users.
- m. Provide masked data for Non-Production environments.
- n. Troubleshoot application issues and performance.
- o. Designate a SDM to act on Your behalf regarding delivery of the services, who shall work together with Oracle to facilitate an efficient delivery of the Services, and who will work with Oracle’s SDM to create the operating framework that will foster the exchange of business and technical information relevant to Oracle’s provision of Services.
- p. Maintain a contact list for all persons performing the governance functions related to the services and provide such list to Oracle.
- q. Maintain and troubleshoot network connectivity at Your end.
- r. Subscribe to database backup and archival services with the respective platform technology provider as per Your business requirements

b. Project Assumptions

- a. Oracle will deliver this Service during “Standard Business Hours” between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Local India Holidays.
- b. All communication (i.e. oral, written, and electronic) will be in English.
- c. All Services will be delivered remotely from India.
- d. The In Scope Technology versions will follow the recommendation provided in release notes of the In Scope Applications.
- e. Severity Level 1 Incident(s) will not be assigned for Non-Production Environments.
- f. Requests for Emergency Change will not be accepted for Non-Production Environments.
- g. Anything not expressly listed in the above Description of Services section is not included in the scope of, or estimated fees for, Services, including the following:
  - i. Design changes of underlying infrastructure;
  - ii. Addition / installation of any new technology or application environments;
  - iii. Installation and maintenance of any software that is not part of the product specific technology stack;
  - iv. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment;
  - v. Any support to third party software and coordination with third party vendor;
  - vi. Installation of any new products in the “Table 1.a – In Scope Environments”;
  - vii. Installation of major releases, updates, upgrades, and patches which change the intended functionality of the supported application(s) subscribed by “You” from “Table 3.a - In Scope Applications” and “Table 2.a – In Scope Technology” are designated by Oracle as major release or version upgrades. You may separately purchase services for such installations for additional fees on a separate Ordering Document;
  - viii. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment that is necessary to support the environments;
  - ix. Interface development, enhancement, and customization including the testing of the new components;
  - x. Planning and execution of performance and other product related testing;
  - xi. System performance tuning services, vulnerability assessment and penetration testing;
  - xii. Oracle software and end user Training;
  - xiii. Definition or implementation of business processes;
  - xiv. Development or implementation support;
  - xv. Any activities related to migrations of any kind (hardware, software, software versions, operating system versions, database consolidation);
  - xvi. Any outstanding infrastructure incidents prior to the start of Infrastructure Management Services in Production (i.e., Incidents emerging out of Upgrade project or any project prior to the start of the “Services”); and
  - xvii. Management or maintenance of Your internal tools.



### 3. **Expenses and Unused Services.**

The Services must be used within twelve (12) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

### 4. **Project Management.**

You and Oracle each agree to designate a Service Delivery Manager ("SDM") who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's Service Delivery Manager ("SDM"). Your SDM shall have the authority to approve Services on Your behalf. Oracle's SDM shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

### 5. **Services Levels.**

As described in [Appendix 1](#).

# Oracle Financial Services Consulting Infrastructure Management Services for One additional FSGIU Technology environment with 16x5 support coverage

**Part Number: B97337**

## Pre-Requisite Service

Part Number	Service Description
B97334	Oracle Financial Services Consulting Infrastructure Management Services with 8x5 support coverage

Part# B97334 (“Pre-Requisite Service”) is a pre-requisite you must have previously ordered to order this Service.

## Description of Services.

During the Professional Services Period (defined below), Oracle will provide the Services described in the Description of Services in the Pre-Requisite Service for one (1) additional Non-Production Environment and the technology components in [Table 2.a - In Scope Technology](#) (“In Scope Technology”)

## **Your Cooperation and Project Assumptions.**

1. Your Cooperation.  
These services are subject to the terms in the Policies and obligations described in the Pre-requisite Service
2. Project Assumptions  
These services are subject to the Project Assumptions described in the Pre-requisite Service.

## **Expenses and Unused Services.**

The Services must be used within the same twelve (12) months period as the Pre-Requisite Service, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

## **Project Management.**

These services are subject to the Project Management section described in the Pre-requisite Service.

# Oracle Financial Services Consulting Infrastructure Management Services with 16x5 support coverage

Part Number: B97335

## 1. Description of Services.

During the Professional Services Period (defined below), Oracle will provide Services for up to five (5) [Table 1.a - In Scope Environments](#) ("In Scope Environment") and the technology components in [Table 2.a - In Scope Technology](#) ("In Scope Technology") in the below phases as follows:

### 1. Service Transition Phase:

For a period of an estimated four (4) business weeks from the commencement of Services, Oracle will:

- a. Create a transition plan checklist and perform transition activities in accordance to the checklist.
- b. Document the Service delivery processes (i.e Incident, Problem and Change Management) to be followed in the Stabilization Phase and Steady State Phase including in the event an Emergency Change is requested.
- c. Document the Service delivery reporting frequency, formats, and contents.
- d. Document the communication plan, escalation matrix and governance process with You.
- e. Document the monitoring thresholds for the In Scope Technology with You.
- f. Provide incident management and monitoring services.
- g. Conduct an orientation / initiation call with You to introduce the Service Delivery Manager ("SDM") and any resources who will assist with service setup and configuration, review the Services scope and Your obligations and applicable environment build processes for the Services.
- h. Assist you to identify and document Your specific Service set up and configuration priorities, schedules, and transition plans.
- i. Identify and document key Oracle contacts and Your contacts ("Your Contacts").
- j. Create and document a Service Delivery Plan that will identify and document (a) Your In Scope Technology (b) Your In Scope Environments (c) Your technical administration, operational, and monitoring framework, including any tools and (d) mutually agreed Disaster Recovery Plan and Switchover process.

### 2. Stabilization Phase:

For a period of an estimated eight (8) business weeks following the Service Transition Phase, Oracle will:

- a. Stabilize the In Scope Environments through continuous monitoring and addressing the issues as mutually agreed upon.
- b. Establish the communication plan and governance process.
- c. Prepare for the Steady State Phase by utilizing the Service delivery processes in accordance with the documents produced in the Service Transition Phase.

### 3. Steady State Phase

For a period beginning from the estimated thirteenth (13<sup>th</sup>) week to the end of Week fifty-two (52) , Oracle will provide the following Services for the [In Scope Technology](#):

#### a. Platform Management:

Oracle will:

- i. Access management to Your Technology Platform at Your request through a service request in Your Service Management Tool.
- ii. Triage and address issues related to Your Technology Platform.

#### b. Monitoring:

Oracle will:

- i. Monitor the In Scope Technology using the pre-installed and pre-configured monitoring tool.
  - ii. Detect and acknowledge outages and initiate Incident response.
  - iii. Provide You with the list of alerts generated by the monitoring tool for each In Scope Environment.
  - iv. Report on availability during Service Delivery Reviews.
- c. Incident Management:  
For the Production Environment only, Oracle will:
  - i. Receive, acknowledge, validate, and classify Incidents.
  - ii. Categorize and respond to the Incident based on Oracle's Severity Level definitions and assign the appropriate Severity Level to the Incident in accordance to the [“Service Request Severity Level Assignment Definitions”](#) described in [Appendix 1](#).
  - iii. Open a Service Request (“SR”) with My Oracle Support (“MOS”), as necessary, including relevant information from the related incident(s), and route the SR to the appropriate team within Oracle.
  - iv. Monitor the progress of MOS SRs and provide status updates throughout the Incident lifecycle.
  - v. Coordinate with Your Incident management team.
- d. Problem Management:  
For the Production Environment only, Oracle will:
  - i. Collect system data, such as trace files, log files, and diagnostic information, as necessary to diagnose a Problem.
  - ii. Coordinate with MOS as necessary, triage, troubleshoot, and work on the SR associated with a Problem until one of the following occurs:
    - i. The underlying incident has been addressed.
    - ii. Identify and implement the patch/fix/work-around  
; or
    - iii. The Problem is determined by Oracle to be outside the scope of the Services and transferred back to Your help desk for reassignment to the appropriate team.
  - iii. Complete, submit, and review with You a Root Cause Analysis (“RCA”) report for Severity Level 1 incidents.
  - iv. Validate closure of any Incidents and SRs associated with the Problem.
- e. Change Management:  
Oracle will:
  - i. Schedule and execute Changes via Your Service Management Tool for updates, parameter changes, software changes, and adding and/or removing components for the In Scope Technology.
  - ii. Implement Change(s) requested by You via Your Service Management Tool in accordance with the mutually agreed Change Management process described above in Section 1.1.b.
  - iii. Create and provide a back out plan to reverse Changes made by Oracle.
  - iv. Validate that the Non-Production Environment is accessible to You for Your testing
  - v. Install the Change(s) in the non-production environment prior to promoting any Change(s) to the Production environment.
  - vi. Obtain approval via Your Service Management Tool from You prior to promoting any Changes to the Production Environment after You have completed Your testing.
  - vii. Apply CPU patches on a quarterly basis.
  - viii. Apply Bug Fix patch bundles once a quarter up to a maximum of four (4) times a year.
  - ix. Emergency Changes in the Production Environments will be implemented as an exception to the mutually agreed to Change Management Process and are based solely on Your approval.

- f. Security:  
Oracle will:
  - i. Monitor the Security Posture of the [In Scope Technology](#) using Your pre-installed security monitoring tools and address any vulnerability reported relating to the In Scope Technology.
  - ii. Provide you with a monthly security related report.
  - iii. Apply CPUs for the [In Scope Technology](#).
  
- g. Disaster Recovery (“DR”):  
For the In Scope Environments that are designated as Disaster Recovery Environment(s), in a Disaster, Oracle will perform the following:
  - i. Disaster Recovery Switchover:
    - a. Upon Your request, perform a failover in accordance with the pre-established and mutually agreed processes, up to twice a year.
  - ii. Disaster Recovery Testing for In Scope Technology:
    - b. Assist You with Your annual Disaster Recovery (“DR”) testing activities as follows:
      - I. Review and mutually agree on Your DR Test Plan that describes the scope and criteria for DR testing from an In Scope Technology perspective.
      - II. Coordinate operational activities identified in the DR Test Plan.
      - III. Perform the operational activities assigned to Oracle in the DR Test Plan.
      - IV. Create a report summarizing the results of the executed DR Test Plan.
  
- h. Backup and Restore Management:  
Oracle will:
  - i. Monitor, manage, and conduct backups of databases, and operating system files using Your existing backup tools.
  - ii. Verify that database backup(s) have completed. In case of failure, re-run in a timely manner once the root cause for failure has been identified.
  - iii. Address incidents related to a failed backup.
  - iv. Notify You of failed backups, utilizing backup process return codes provided by You, re-execute the backups, where appropriate, and coordinate restoration from Your existing backup.
  - v. Restore from backup as requested by You in Non-Production Environment(s) for Your In Scope Technology.
  - vi. Validate the completeness of restore.
  - vii. Refresh the Non-Production Environment(s) as requested by You in a Your Service Management Tool.
  - viii. For Production Environments, benchmark the timing of restorations once per year.
  
- i. Availability Management:
  - i. Analyze recurring Unplanned Outages for the [In Scope Environments](#) and make recommendations for improvements to the Production Environments
  - ii. Coordinate Planned Outages for the Production Environments.
  
- j. Capacity Management:  
Oracle will:
  - i. Monitor performance metrics and identify critical capacity thresholds for the Production Environments.
  - ii. Provide observations and recommendations derived from analysis of trend monitoring data.

k. Oracle Database related assistance:

Oracle will:

- i. Deploy CPUs delivered by Oracle product teams.
- ii. Monitor performance and provide recommendations.
- iii. Provide Root Cause Analysis for Oracle Database Incidents related to In Scope Technology.
- iv. Participate in Releases of Oracle Database fixes.
- v. Manage Oracle Database space and provide patch recommendations.
- vi. Monitor database replication to Disaster Recovery database.
- vii. Manage Oracle Database lifecycle (i.e. startup, shutdown).

l. Oracle Middleware related assistance:

Oracle will:

- i. Deploy CPUs delivered by Oracle product teams
- ii. Monitor performance and provide recommendations.
- iii. Configure Oracle Middleware and OracleWeb Servers after implementing Oracle Middleware bug fixes.
- iv. Provide Root Cause Analysis for Oracle Middleware Incidents related to In Scope Technology.
- v. Participate in Releases of Oracle Middleware bug fixes.
- vi. Provide system administration of Oracle Web Server and Oracle WebLogic.
- vii. Manage Oracle Middleware lifecycle (i.e.startup, shutdown).
- viii. Provide SSL Certificate management.

m. Operating System (“OS”) related assistance:

Oracle will:

- i. Deploy CPUs for Oracle operating system.
- ii. Onboard User(s) at Your request and approval.
- iii. Provide ongoing monitoring and administration of Operating System.
- iv. Provide Problem Management Services in Your Non-Production environment as follows:
  - a. Collect system data, such as trace files, log files, and diagnostic information, as necessary to diagnose a Problem.
  - b. Coordinate with MOS as necessary, triage, troubleshoot, and work on the SR associated with a Problem until one of the following occurs:
    - i. The underlying incident has been addressed;
    - ii. A work-around has been implemented  
; or
    - iii. The Problem is determined by Oracle to be outside the scope of the Services and transferred back to Your help desk for reassignment to the appropriate team.
  - c. Complete, submit, and review with You a RCA report for Severity Level 1 incidents.
  - d. Validate closure of any Incidents and SRs associated with the Problem.
  - e. Provide Problem reproduction in Non-Production environment and provide recommendations for a workaround.
- v. Provide re-configuration of OS as a result of Changes.
- vi. Update file system permissions, as requested by You.
- vii. Provide a RCA for OS Incidents.

n. Service Management and Operational Governance:

Oracle will:

- i. Maintain the Service Delivery Plan as described in Section 1.1.j.
- ii. Perform weekly Service Delivery Reviews.

- iii. Coordinate communication between Oracle delivery team and Your Contacts.
- iv. Assist with any escalations related to the Services raised in My Oracle Support (“MOS”) and Your Service Management Tool that You and Oracle mutually agree to use.
- v. Assist in validating that the Non-Production environments are accessible to You for Your testing.
- vi. Assist with scheduling of events, such as DR Testing and Planned Outages.
- vii. Provide daily, weekly, and monthly reports as mutually agreed during the Service Transition Phase in Section 1.1.c.
- viii. Provide guidance and implement such guidance for improving service delivery.
- ix. Analyze and review Service Levels (described below) for the Services.

## 2. Your Cooperation and Project Assumptions.

### a. Your Cooperation.

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:  
You will:

- a. Review and ensure that You have procured the licenses for [Table 2.a - In Scope Technology](#).
- b. Procure, provision and configure servers, network, storage that is required to host the [Table 1.a - In Scope Environment\(s\)](#) prior to commencement of Services.
- c. Manage data centre operations including installation, configuration, virtualization and patching of the hardware.
- d. Ensure Your Technology Platform is accessible to Oracle and privileged access is granted to Oracle prior to the commencement of Service.
- e. Provision Your VPN access to Oracle to connect from offshore to Your environments/network.
- f. Be responsible for and manage the overall security for Your Technology Platform.
- p. Manage the policies and tools for the use of authentication information to access Your Technology Platform and its resources (e.g. password, tokens, etc.).
- q. Be responsible for Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of this Service.
- g. Notify Oracle of any Incidents and assign Severity in accordance with the defined Service Level and Availability Management ("[Table 1: Service Request Severity Level Assignment Definitions](#)") described in [Appendix 1](#)
- h. Submit Incidents and Incident Change records with sufficient information and detailed documentation as required for delivery of the Services.
- i. Have a contact available 24 hours per day, 7 days per week, to provide information requested by Oracle, answer questions, and participate in the diagnostic process for any Severity Level 1 incidents.
- j. Provide formal approvals using the Service Management Tool and processes for the installation of Changes or fixes in the Production Environment.
- k. Provide Oracle access to Your Service Management Tool to view, modify and close incidents. All incidents are logged into Your Service Management Tool by the Your helpdesk.
- l. Provide end user training and support for end users.
- m. Provide masked data for Non-Production environments.
- n. Troubleshoot application issues and performance.
- o. Designate a SDM to act on Your behalf regarding delivery of the services, who shall work together with Oracle to facilitate an efficient delivery of the Services, and who will work with Oracle's SDM to create the operating framework that will foster the exchange of business and technical information relevant to Oracle's provision of Services.
- p. Maintain a contact list for all persons performing the governance functions related to the services and provide such list to Oracle.
- q. Maintain and troubleshoot network connectivity at Your end.
- r. Subscribe to database backup and archival services with the respective platform technology provider as per Your business requirements.

### b. Project Assumptions

- a. Oracle will deliver this Service during the following:
  - i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Local India Holidays.
  - ii. "Extended Business Hours" between 5:01 pm and 1:00 am Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Local India Holidays.
- b. All communication (i.e. oral, written, and electronic) will be in English.
- c. All Services will be delivered remotely from India.



- d. The In Scope Technology versions will follow the recommendation provided in release notes of the In Scope Applications.
- h. Severity Level 1 Incident(s) will not be assigned for Non-Production Environments.
- i. Requests for Emergency Change will not be accepted for Non-Production Environments.
- j. Anything not expressly listed in the above Description of Services section is not included in the scope of, or estimated fees for, Services, including the following:
  - i. Design changes of underlying infrastructure;
  - ii. Addition / installation of any new technology or application environments;
  - iii. Installation and maintenance of any software that is not part of the product specific technology stack;
  - iv. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment;
  - v. Any support to third party software and coordination with third party vendor;
  - vi. Installation of any new products in the [“Table 1 – In Scope Environments”](#);
  - vii. Installation of major releases, updates, upgrades, and patches which change the intended functionality of the supported application(s) subscribed by “You” from [“Table 3 - In Scope Applications”](#) and [“Table 2 – In Scope Technology”](#) are designated by Oracle as major release or version upgrades. You may separately purchase services for such installations for additional fees on a separate Ordering Document;
  - viii. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment that is necessary to support the environments;
  - ix. Interface development, enhancement, and customization including the testing of the new components;
  - x. Planning and execution of performance and other product related testing;
  - xi. System performance tuning services, Vulnerability assessment and penetration testing;
  - xii. Oracle software and end user Training;
  - xiii. Definition or implementation of business processes;
  - xiv. Development or implementation support;
  - xv. Any activities related to migrations of any kind (hardware, software, software versions, operating system versions, database consolidation);
  - xvi. Any outstanding infrastructure incidents prior to the start of Infrastructure Management Services in Production (i.e., Incidents emerging out of Upgrade project or any project prior to the start of the “Services”); and
  - xvii. Management or maintenance of Your internal tools

### **3. Expenses and Unused Services.**

The Services must be used within twelve (12) months from Your order’s signature date, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

### **4. Project Management.**

You and Oracle each agree to designate a Service Delivery Manager (“SDM”) who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party’s Service Delivery Manager (“SDM”). Your SDM shall have the authority to approve Services on Your behalf. Oracle’s SDM shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

### **5. Services Levels.**

As described in [Appendix 1](#).

# Oracle Financial Services Consulting Infrastructure Management Services for One additional FSGIU Technology environment with 16x5 support coverage

**Part Number: B97338**

## Pre-Requisite Service

Part Number	Service Description
B97335	Oracle Financial Services Consulting Infrastructure Management Services with 16x5 support coverage

Part# B97335 (“Pre-Requisite Service”) is a pre-requisite you must have previously ordered to order this Service.

## Description of Services.

During the Professional Services Period (defined below), Oracle will provide the Services described in the Description of Services in the Pre-Requisite Service for one (1) additional Non-Production Environment and the technology components in [Table 2.a - In Scope Technology](#) (“In Scope Technology”)

## Your Cooperation and Project Assumptions

1. Your Cooperation.  
These services are subject to the terms in the Policies and obligations described in the Pre-requisite Service
2. Project Assumptions  
These services are subject to the Project Assumptions described in the Pre-requisite Service.

## **Expenses and Unused Services.**

The Services must be used within the same twelve (12) months period as the Pre-Requisite Service, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

## **Project Management.**

These services are subject to the Project Management section described in the Pre-requisite Service.

# Oracle Financial Services Consulting Infrastructure Management Services with 24x7 support coverage

**Part Number: B97336**

## 1. **Description of Services.**

During the Professional Services Period (defined below), Oracle will provide Services for up to five (5) [Table 1.a - In Scope Environments](#) (“In Scope Environment”) and the technology components described in [Table 2.a - In Scope Technology](#) (“In Scope Technology”) in the below phases as follows:

### 1. Service Transition Phase:

For a period of an estimated four (4) business weeks from the commencement of Services, Oracle will:

- a. Create a transition plan checklist and perform transition activities in accordance to the checklist.
- b. Document the Service delivery processes (i.e Incident, Problem and Change Management) to be followed in the Stabilization Phase and Steady State Phase including in the event an Emergency Change is requested.
- c. Document the Service delivery reporting frequency, formats, and contents.
- d. Document the communication plan, escalation matrix and governance process with You.
- e. Document the monitoring thresholds for the In Scope Technology with You.
- f. Provide incident management and monitoring services.
- g. Conduct an orientation / initiation call with You to introduce the Service Delivery Manager (“SDM”) and any resources who will assist with service setup and configuration, review the Services scope and Your obligations and applicable environment build processes for the Services.
- h. Assist you to identify and document Your specific Service set up and configuration priorities, schedules, and transition plans.
- i. Identify and document key Oracle contacts and Your contacts (“Your Contacts”).
- j. Create and document a Service Delivery Plan that will identify and document (a) Your In Scope Technology (b) Your In Scope Environments (c) Your technical administration, operational, and monitoring framework, including any tools and (d) mutually agreed Disaster Recovery Plan and Switchover process.

### 2. Stabilization Phase:

For a period of an estimated eight (8) business weeks following the Service Transition Phase, Oracle will:

- a. Stabilize the In Scope Environments through continuous monitoring and addressing the issues as mutually agreed upon.
- b. Establish the communication plan and governance process.
- c. Prepare for the Steady State Phase by utilizing the Service delivery processes in accordance with the documents produced in the Service Transition Phase.

### 3. Steady State Phase

For a period beginning from the estimated thirteenth (13<sup>th</sup>) week to the end of Week fifty-two (52) , Oracle will provide the following Services for [the In Scope Technology](#):

- a. Platform Management:  
Oracle will:
  - i. Access management to Your Technology Platform at Your request through a service request in Your Service Management Tool.
  - ii. Triage and address issues related to Your Technology Platform.
- b. Monitoring:  
Oracle will:
  - i. Monitor the In Scope Technology using the pre-installed and pre-configured monitoring tool.

- ii. Detect and acknowledge outages and initiate Incident response.
  - iii. Provide You with the list of alerts generated by the monitoring tool for each In Scope Environment.
  - iv. Report on availability during Service Delivery Reviews.
- c. Incident Management:  
For the Production Environment only, Oracle will:
- i. Receive, acknowledge, validate, and classify Incidents.
  - ii. Categorize and respond to the Incident based on Oracle's Severity Level definitions and assign the appropriate Severity Level to the Incident in accordance to the [“Service Request Severity Level Assignment Definitions”](#) described in [Appendix 1](#).
  - iii. Open a Service Request (“SR”) with My Oracle Support (“MOS”), as necessary, including relevant information from the related incident(s), and route the SR to the appropriate team within Oracle.
  - iv. Monitor the progress of MOS SRs and provide status updates throughout the Incident lifecycle.
  - v. Coordinate with Your Incident management team.
- d. Problem Management:  
For the Production Environment only, Oracle will:
- i. Collect system data, such as trace files, log files, and diagnostic information, as necessary to diagnose a Problem.
  - ii. Coordinate with MOS as necessary, triage, troubleshoot, and work on the SR associated with a Problem until one of the following occurs:
    - i. The underlying incident has been addressed.
    - ii. Identify and implement the patch/fix/work-around  
; or
    - iii. The Problem is determined by Oracle to be outside the scope of the Services and transferred back to Your help desk for reassignment to the appropriate team.
  - iii. Complete, submit, and review with You a Root Cause Analysis (“RCA”) report for Severity Level 1 incidents.
  - iv. Validate closure of any Incidents and SRs associated with the Problem.
- e. Change Management:  
Oracle will:
- i. Schedule and execute Changes via Your Service Management Tool for updates, parameter changes, software changes, and adding and/or removing components for the In Scope Technology.
  - ii. Implement Change(s) requested by You via Your Service Management Tool in accordance with the mutually agreed Change Management process described above in Section 1.1.b.
  - iii. Create and provide a back out plan to reverse Changes made by Oracle.
  - iv. Validate that the Non-Production Environment is accessible to You for Your testing
  - v. Install the Change(s) in the non-production environment prior to promoting any Change(s) to the Production environment.
  - vi. Obtain approval via Your Service Management Tool from You prior to promoting any Changes to the Production Environment after You have completed Your testing.
  - vii. Apply CPU patches on a quarterly basis.
  - viii. Apply Bug Fix patch bundles once a quarter up to a maximum of four (4) times a year.
  - ix. Emergency Changes in the Production Environments will be implemented as an exception to the mutually agreed to Change Management Process and are based solely on Your approval.

- f. Security:  
Oracle will:
  - i. Monitor the Security Posture of the [In Scope Technology](#) using Your pre-installed security monitoring tools and address any vulnerability reported relating to the In Scope Technology.
  - ii. Provide you with a monthly security related report.
  - iii. Apply CPUs for the [In Scope Technology](#).
  
- g. Disaster Recovery (“DR”):  
For the In Scope Environments that are designated as Disaster Recovery Environment(s), in a Disaster, Oracle will perform the following:
  - i. Disaster Recovery Switchover:
    - a. Upon Your request, perform a failover in accordance with the pre-established and mutually agreed processes, up to twice a year.
  
  - ii. Disaster Recovery Testing for In Scope Technology:
    - a. Assist You with Your annual Disaster Recovery (“DR”) testing activities as follows:
      - I. Review and mutually agree on Your DR Test Plan that describes the scope and criteria for DR testing from an In Scope Technology perspective.
      - II. Coordinate operational activities identified in the DR Test Plan.
      - III. Perform the operational activities assigned to Oracle in the DR Test Plan.
      - IV. Create a report summarizing the results of the executed DR Test Plan.
  
- h. Backup and Restore Management:  
Oracle will:
  - i. Monitor, manage, and conduct backups of databases, and operating system files using Your existing backup tools.
  - ii. Verify that database backup(s) have completed. In case of failure, re-run in a timely manner once the root cause for failure has been identified.
  - iii. Address incidents related to a failed backup.
  - iv. Notify You of failed backups, utilizing backup process return codes provided by You, re-execute the backups, where appropriate, and coordinate restoration from Your existing backup.
  - v. Restore from backup as requested by You in Non-Production Environment(s) for Your In Scope Technology.
  - vi. Validate the completeness of restore.
  - vii. Refresh the Non-Production Environment(s) as requested by You in a Your Service Management Tool.
  - viii. For Production Environments, benchmark the timing of restorations once per year.
  
- i. Availability Management:
  - i. Analyze recurring Unplanned Outages for the [In Scope Environments](#) and make recommendations for improvements to the Production Environments
  - ii. Coordinate Planned Outages for the Production Environments.
  
- j. Capacity Management:  
Oracle will:
  - i. Monitor performance metrics and identify critical capacity thresholds for the Production Environments.
  - ii. Provide observations and recommendations derived from analysis of trend monitoring data.

k. Oracle Database related assistance:

Oracle will:

- i. Deploy CPUs delivered by Oracle product teams.
- ii. Monitor performance and provide recommendations.
- iii. Provide Root Cause Analysis for Oracle Database Incidents related to In Scope Technology.
- iv. Participate in Releases of Oracle Database fixes.
- v. Manage Oracle Database space and provide patch recommendations.
- vi. Monitor database replication to Disaster Recovery database.
- vii. Manage Oracle Database lifecycle (i.e. startup, shutdown).

l. Oracle Middleware related assistance:

Oracle will:

- i. Deploy CPUs delivered by Oracle product teams
- ii. Monitor performance and provide recommendations.
- iii. Configure Oracle Middleware and OracleWeb Servers after implementing Oracle Middleware bug fixes.
- iv. Provide Root Cause Analysis for Oracle Middleware Incidents related to In Scope Technology.
- v. Participate in Releases of Oracle Middleware bug fixes.
- vi. Provide system administration of Oracle Web Server and Oracle WebLogic.
- vii. Manage Oracle Middleware lifecycle (i.e.startup, shutdown).
- viii. Provide SSL Certificate management.

m. Operating System (“OS”) related assistance:

Oracle will:

- i. Deploy CPUs for Oracle operating system.
- ii. Onboard User(s) at Your request and approval.
- iii. Provide ongoing monitoring and administration of Operating System.
- iv. Provide Problem Management Services in Your Non-Production environment as follows:
  - a. Collect system data, such as trace files, log files, and diagnostic information, as necessary to diagnose a Problem.
  - b. Coordinate with MOS as necessary, triage, troubleshoot, and work on the SR associated with a Problem until one of the following occurs:
    - i. The underlying incident has been addressed;
    - ii. A work-around has been implemented; or
    - iii. The Problem is determined by Oracle to be outside the scope of the Services and transferred back to Your help desk for reassignment to the appropriate team.
  - c. Complete, submit, and review with You a RCA report for Severity Level 1 incidents.
  - d. Validate closure of any Incidents and SRs associated with the Problem.
  - e. Provide Problem reproduction in Non-Production environment and provide recommendations for a workaround.
- v. Provide re-configuration of OS as a result of Changes.
- vi. Update file system permissions, as requested by You.
- vii. Provide a RCA for OS Incidents.

n. Service Management and Operational Governance:

Oracle will:

- i. Maintain the Service Delivery Plan as described in Section 1.1.j.
- ii. Perform weekly Service Delivery Reviews.
- iii. Coordinate communication between Oracle delivery team and Your Contacts.

- iv. Assist with any escalations related to the Services raised in My Oracle Support (“MOS”) and Your Service Management Tool that You and Oracle mutually agree to use.
- v. Assist in validating that the Non-Production environments are accessible to You for Your testing.
- vi. Assist with scheduling of events, such as DR Testing and Planned Outages.
- vii. Provide daily, weekly, and monthly reports as mutually agreed during the Service Transition Phase in Section 1.1.c.
- viii. Provide guidance and implement such guidance for improving service delivery.
- ix. Analyze and review Service Levels (described below) for the Services.

## 2. Your Cooperation and Project Assumptions.

### a. Your Cooperation.

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:  
You will:

- a. Review and ensure that You have procured the licenses for [Table 2.a - In Scope Technology](#).
- b. Procure, provision and configure servers, network, storage that is required to host the [Table 1.a - In Scope Environment\(s\)](#) prior to commencement of Services.
- c. Manage data centre operations including installation, configuration, virtualization and patching of the hardware.
- d. Ensure Your Technology Platform is accessible to Oracle and privileged access is granted to Oracle prior to the commencement of Service.
- e. Provision Your VPN access to Oracle to connect from offshore to Your environments/network.
- f. Be responsible for and manage the overall security for Your Technology Platform.
- r. Manage the policies and tools for the use of authentication information to access Your Technology Platform and its resources (e.g. password, tokens, etc.).
- s. Be responsible for Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of this Service.
- g. Notify Oracle of any Incidents and assign Severity in accordance with the defined Service Level and Availability Management ("[Table 1: Service Request Severity Level Assignment Definitions](#)") described in [Appendix 1](#)
- h. Submit Incidents and Incident Change records with sufficient information and detailed documentation as required for delivery of the Services.
- i. Have a contact available 24 hours per day, 7 days per week, to provide information requested by Oracle, answer questions, and participate in the diagnostic process For any Severity Level 1 incidents.
- j. Provide formal approvals using the Service Management Tool and processes for the installation of Changes or fixes in the Production Environment.
- k. Provide Oracle access to Your Service Management Tool to view, modify and close incidents. All incidents are logged into Your Service Management Tool by the Your helpdesk.
- l. Provide end user training and support for end users.
- m. Provide masked data for Non-Production environments.
- n. Troubleshoot application issues and performance.
- o. Designate a SDM to act on Your behalf regarding delivery of the services, who shall work together with Oracle to facilitate an efficient delivery of the Services, and who will work with Oracle's SDM to create the operating framework that will foster the exchange of business and technical information relevant to Oracle's provision of Services.
- p. Maintain a contact list for all persons performing the governance functions related to the services and provide such list to Oracle.
- q. Maintain and troubleshoot network connectivity at Your end.
- r. Subscribe to database backup and archival services with the respective platform technology provider as per Your business requirements.

### b. Project Assumptions

#### a. Oracle will deliver this Service during the following:

- i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Local India Holidays.
- ii. "Extended Business Hours" between 5:01 pm and 8:00 am Monday through Saturday in the time zone of Your site and/or location where the services are to be performed, excluding Local India Holidays.
- iii. "Weekend Hours" beginning on Saturday 8:00 am in the time zone of Your site and/or location where the services are to be performed and ending on Monday at 7:59 am.



- b. All communication (i.e. oral, written, and electronic) will be in English.
- c. All Services will be delivered remotely from India.
- d. The In Scope Technology versions will follow the recommendation provided in release notes of the In Scope Applications.
- e. Severity Level 1 Incident(s) will not be assigned for Non-Production Environments.
- f. Requests for Emergency Change will not be accepted for Non-Production Environments.
- g. Anything not expressly listed in the above Description of Services section is not included in the scope of, or estimated fees for, Services, including the following:
  - i. Design changes of underlying infrastructure;
  - ii. Addition / installation of any new technology or application environments;
  - iii. Installation and maintenance of any software that is not part of the product specific technology stack;
  - iv. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment;
  - v. Any support to third party software and coordination with third party vendor;
  - vi. Installation of any new products in the [“Table 1.a – In Scope Environments”](#);
  - vii. Installation of major releases, updates, upgrades, and patches which change the intended functionality of the supported application(s) subscribed by “You” from [“Table 3.a - In Scope Applications”](#) and [“Table 2.a – In Scope Technology”](#) are designated by Oracle as major release or version upgardes. You may separately purchase services for such installations for additional fees on a separate Ordering Document;
  - viii. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment that is necessary to support the environmentsl
  - ix. Interface development, enhancement, and customization including the testing of the new components;
  - x. Planning and execution of performance and other product related testing;
  - xi. System performance tuning services, vulnerability assessment and penetration testing;
  - xii. Orace software and end user training;
  - xiii. Definition or implementation of business processes;
  - xiv. Development or implementation support;
  - xv. Any activities related to migrations of any kind (hardware, software, software versions, operating system versions, database consolidation);
  - xvi. Any uutstanding infrastructure incidents prior to the start of Infrastructure Management Services in Production (i.e., Incidents emerging out of Upgrade project or any project prior to the start of the “Services”); and
  - xvii. Management or maintenance of Your internal tools.

### **3. Expenses and Unused Services.**

The Services must be used within twelve (12) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

### **4. Project Management.**

You and Oracle each agree to designate a Service Delivery Manager ("SDM") who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's Service Delivery Manager ("SDM"). Your SDM shall have the authority to approve Services on Your behalf. Oracle's SDM shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

### **5. Services Levels.**

As described in [Appendix 1](#).

# Oracle Financial Services Consulting Infrastructure Management Services for One additional FSGIU Technology environment with 24x7 support coverage

**Part Number: B97339**

## Pre-Requisite Service

Part Number	Service Description
B97336	Oracle Financial Services Consulting Infrastructure Management Services with 24x7 support coverage

Part# B97336 (“Pre-Requisite Service”) is a pre-requisite you must have previously ordered to order this Service.

## Description of Services.

During the Professional Services Period (defined below), Oracle will provide the Services described in the Description of Services in the Pre-Requisite Service for one (1) additional Non-Production Environment and the technology components in [Table 2.a - In Scope Technology](#) (“In Scope Technology”)

## Your Cooperation and Project Assumptions

1. Your Cooperation.  
These services are subject to the terms in the Policies and obligations described in the Pre-requisite Service
2. Project Assumptions  
These services are subject to the Project Assumptions described in the Pre-requisite Service.

## Expenses and Unused Services.

The Services must be used within the same twelve (12) months period as the Pre-Requisite Service, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

## Project Management.

These services are subject to the Project Management section described in the Pre-requisite Service.

# Oracle Financial Services Consulting Technology Support Post Go-live with 8x5 support coverage

**Part Number: B98948**

## **Description of Services.**

During the Professional Services Period (defined below), Oracle will provide Services for up to three (3) [Table 1.b - In Scope Environments](#) and the technology components described in [Table 2.b - In Scope Technology](#) (“In Scope Technology”) in the below phases as follows:

1. Service Transition Phase:

For a period of an estimated four (4) business weeks from the commencement of Services, Oracle will:

- a. Create a transition plan checklist and perform transition activities in accordance to the checklist.
- b. Document the Service delivery processes (i.e Incident, Problem and Change Management) to be followed in the Stabilization Phase and Steady State Phase including in the event an Emergency Change is requested.
- c. Document the Service delivery reporting frequency, formats, and contents.
- d. Document the communication plan, escalation matrix and governance process with You.
- e. Document the monitoring thresholds for the In Scope Technology with You.
- f. Provide incident management and monitoring services.
- g. Conduct an orientation / initiation call with You to introduce the Service Delivery Manager (“SDM”) and any resources who will assist with service setup and configuration, review the Services scope and Your obligations and applicable environment build processes for the Services.
- h. Assist you to identify and document Your specific Service set up and configuration priorities, schedules, and transition plans.
- i. Identify and document key Oracle contacts and Your contacts (“Your Contacts”).
- j. Create and document a Service Delivery Plan that will identify and document (a) Your In Scope Technology (b) Your In Scope Environments (c) Your technical administration, operational, and monitoring framework, including any tools and (d) mutually agreed Disaster Recovery Plan and Switchover process.

2. Stabilization Phase:

For a period of an estimated eight (8) business weeks following the Service Transition Phase, Oracle will:

- a. Stabilize the In Scope Environments through continuous monitoring and addressing the issues as mutually agreed upon.
- b. Establish the communication plan and governance process.
- c. Prepare for the Steady State Phase by utilizing the Service delivery processes in accordance with the documents produced in the Service Transition Phase.

3. Steady State Phase:

For a period beginning from the estimated thirteenth (13<sup>th</sup>) week to the end of Week fifty-two (52) , Oracle will provide the following Services for the [Table 2.b - In Scope Technology](#):

a. Platform Management:

Oracle will:

- i. Access management to Your Technology Platform at Your request through a service request in Your Service Management Tool.
- ii. Triage and address issues related to Your Technology Platform.

b. Monitoring:

Oracle will:

- i. Monitor the In Scope Technology using the pre-installed and pre-configured monitoring tool.
- ii. Detect and acknowledge outages and initiate Incident response.

- iii. Provide You with the list of alerts generated by the monitoring tool for each In Scope Environment.
  - iv. Report on availability during Service Delivery Reviews.
- c. Incident Management:  
For the Production Environment only, Oracle will:
- i. Receive, acknowledge, validate, and classify Incidents.
  - ii. Categorize and respond to the Incident based on Oracle's Severity Level definitions and assign the appropriate Severity Level to the Incident in accordance to [the "Service Request Severity Level Assignment Definitions" defined below](#).
  - iii. Open a Service Request ("SR") with My Oracle Support ("MOS"), as necessary, including relevant information from the related incident(s), and route the SR to the appropriate team within Oracle.
  - iv. Monitor the progress of MOS SRs and provide status updates throughout the Incident lifecycle.
  - v. Coordinate with Your Incident management team.
- d. Problem Management:  
For the Production Environment only, Oracle will:
- i. Collect system data, such as trace files, log files, and diagnostic information, as necessary to diagnose a Problem.
  - ii. Coordinate with MOS as necessary, triage, troubleshoot, and work on the SR associated with a Problem until one of the following occurs:
    - ii. The underlying incident has been addressed
    - iii. A work-around has been implemented; or
    - iv. The Problem is determined by Oracle to be outside the scope of the Services and transferred back to Your help desk for reassignment to the appropriate team.
  - iii. Complete, submit, and review with You a Root Cause Analysis ("RCA") report for Severity Level 1 incidents.
  - iv. Validate closure of any Incidents and SRs associated with the Problem.
- e. Change Management:  
Oracle will:
- i. Schedule and execute Changes via Your Service Management Tool for updates, parameter changes, software changes, and adding and/or removing components for the In Scope Technology.
  - ii. Implement Change(s) requested by You via Your Service Management Tool in accordance with the mutually agreed Change Management process described above in Section 1.b.
  - iii. Create and provide a back out plan to reverse Changes made by Oracle.
  - iv. Validate that the Non-Production Environment is accessible to You for Your testing
  - v. Install the Change(s) in the Non-Production Environment prior to promoting any Change(s) to the Production Environment.
  - vi. Obtain approval via Your Service Management Tool from You prior to promoting any Changes to the Production Environment after You have completed Your testing.
  - vii. Apply CPU patches on a quarterly basis.
  - viii. Apply Bug Fix patch bundles once a quarter up to a maximum of four (4) times a year.
  - ix. Emergency Changes in the Production Environments will be implemented as an exception to the mutually agreed to Change Management Process and are based solely on Your approval.
- f. Oracle Database related assistance:  
Oracle will:

- i. Deploy CPUs delivered by Oracle product teams.
  - ii. Monitor performance and provide recommendations.
  - iii. Provide Root Cause Analysis for Oracle Database Incidents related to In Scope Technology.
  - iv. Participate in Releases of Oracle Database fixes.
  - v. Manage Oracle Database space and provide patch recommendations.
  - vi. Monitor database replication to Disaster Recovery database.
  - vii. Manage Oracle Database lifecycle (i.e. startup, shutdown).
- g. Oracle Middleware related assistance:  
Oracle will:
- i. Deploy CPUs delivered by Oracle product teams.
  - ii. Monitor performance and provide recommendations.
  - iii. Configure Oracle Middleware and OracleWeb Servers after implementing Oracle Middleware bug fixes.
  - iv. Provide Root Cause Analysis for Oracle Middleware Incidents related to In Scope Technology.
  - v. Participate in Releases of Oracle Middleware bug fixes.
  - vi. Provide system administration of Oracle Web Server and Oracle WebLogic.
  - vii. Manage Oracle Middleware lifecycle (i.e.startup, shutdown).
  - viii. Provide SSL Certificate management.
- h. Operating System (“OS”) related assistance:  
Oracle will:
- i. Deploy CPUs for Oracle operating system.
  - ii. Onboard User(s) at Your request and approval.
  - iii. Provide ongoing monitoring and administration of Operating System.
  - iv. Provide Problem Management Services in Your Non-Production environment as follows:
    - a. Collect system data, such as trace files, log files, and diagnostic information, as necessary to diagnose a Problem.
    - b. Coordinate with MOS as necessary, triage, troubleshoot, and work on the SR associated with a Problem until one of the following occurs:
      - i. The underlying incident has been addressed;
      - ii. A work-around has been implemented; or
      - iii. The Problem is determined by Oracle to be outside the scope of the Services and transferred back to Your help desk for reassignment to the appropriate team.
    - c. Complete, submit, and review with You a RCA report for Severity Level 1 incidents.
    - d. Validate closure of any Incidents and SRs associated with the Problem.
    - e. Provide Problem reproduction in Non-Production Environment and provide recommendations for a workaround.
  - v. Provide re-configuration of OS as a result of Changes.
  - vi. Update file system permissions, as requested by You.
  - vii. Provide a RCA for OS Incidents.
- i. Service Management and Operational Governance:  
Oracle will:
- i. Maintain the Service Delivery Plan as described in Section 1.j.
  - ii. Perform weekly Service Delivery Reviews.
  - iii. Coordinate communication between Oracle delivery team and Your Contacts.

- iv. Assist with any escalations related to the Services raised in My Oracle Support (“MOS”) and Your Service Management Tool that You and Oracle mutually agree to use.
- v. Assist in validating that the Non-Production Environments are accessible to You for Your testing.
- vi. Assist with scheduling of events, such as DR Testing and Planned Outages.
- vii. Provide daily, weekly, and monthly reports as mutually agreed during the Service Transition Phase in Section 1.c.
- viii. Provide guidance and implement such guidance for improving service delivery.
- ix. Analyze and review with you the Service Request Severity Level Assignment Definitions in the following table:

Service Request Severity Level Assignment Definitions

Severity Level	Severity Level Assignment Definition
Level One (1)	<p><u>Critical Business Impact.</u> The problem causes complete loss of Services for the environment. Work cannot reasonably continue, the operation is mission critical to Your business, and the situation is an emergency. A severity Level 1 problem has one (1) or more of the following criteria:</p> <ul style="list-style-type: none"> <li>• Data Corrupted.</li> <li>• A crucial function is not available.</li> <li>• System hangs indefinitely, causing unacceptable or indefinite delays for resources or response; and/or</li> </ul> <p>System crashes, and crashes repeatedly after restart attempts.</p>
Level Two (2)	<p><u>Significant Business Impact.</u> Incidents that result in part of the environment being down causing severe loss of Service. No acceptable workaround is available. However, business operations in the environment can continue to be conducted in a restricted manner.</p>
Level Three (3)	<p><u>Some Business Impact.</u> The incident causes minor loss of service for the environment or can cause an impact, if not resolved. The impact is an inconvenience, which may require a workaround to restore functionality</p>

## **Your Cooperation and Project Assumptions.**

### a. Your Cooperation.

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:  
You will:

- a. Review and ensure that You have procured the licenses for [Table 2.b - In Scope Technology](#).
- b. Procure, provision and configure servers, network, storage that is required to host the [Table 1.b - In Scope Environment\(s\)](#) prior to commencement of Services.
- c. Manage data centre operations including installation, configuration, virtualization and patching of the hardware.
- d. Ensure Your Technology Platform is accessible to Oracle and privileged access is granted to Oracle prior to the commencement of Service.
- e. Provision Your VPN access to Oracle to connect from offshore to Your environments/network.
- f. Be responsible for and manage the overall security for Your Technology Platform.
- g. Manage the policies and tools for the use of authentication information to access Your Technology Platform and its resources (e.g. password, tokens, etc.).
- h. Be responsible for Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of this Service.
- i. Notify Oracle of any Incidents and assign Severity in accordance with the defined Service Level ("[Service Request Severity Level Assignment Definitions](#)").
- j. Submit Incidents and Incident Change records with sufficient information and detailed documentation as required for delivery of the Services.
- k. Have a contact available 24 hours per day, 7 days per week, to provide information requested by Oracle, answer questions, and participate in the diagnostic process For any Severity Level 1 incidents.
- l. Provide formal approvals using the Service Management Tool and processes for the installation of Changes or fixes in the Production Environment.
- m. Provide Oracle access to Your Service Management Tool to view, modify and close incidents. All incidents are logged into Your Service Management Tool by the Your helpdesk.
- n. Provide end user training and support for end users.
- o. Provide masked data for Non-Production environments.
- p. Troubleshoot application issues and performance.
- q. Designate a SDM to act on Your behalf regarding delivery of the services, who shall work together with Oracle to facilitate an efficient delivery of the Services, and who will work with Oracle's SDM to create the operating framework that will foster the exchange of business and technical information relevant to Oracle's provision of Services.
- r. Maintain a contact list for all persons performing the governance functions related to the services and provide such list to Oracle.
- s. Maintain and troubleshoot network connectivity at Your end.
- t. Subscribe to database backup and archival services with the respective platform technology provider as per Your business requirements

### b. Project Assumptions

- a. Oracle will deliver this Service during "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Local India Holidays.
- b. All communication (i.e. oral, written, and electronic) will be in English.
- c. All Services will be delivered remotely from India.
- d. The In Scope Technology versions will follow the recommendation provided in release notes of the In Scope Applications.
- e. Severity Level 1 Incident(s) will not be assigned for Non-Production Environments.
- f. Requests for Emergency Change will not be accepted for Non-Production Environments.



- g. Anything not expressly listed in the above Description of Services section is not included in the scope of, or estimated fees for, Services, including the following:
- i. Design changes of underlying infrastructure;
  - ii. Addition / installation of any new technology or application environments;
  - iii. Installation and maintenance of any software that is not part of the product specific technology stack;
  - iv. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment;
  - v. Any support to third party software and coordination with third party vendor;
  - vi. Installation of any new products in the [“Table 1.b – In Scope Environments”](#);
  - vii. Installation of major releases, updates, upgrades, and patches which change the intended functionality of the supported application(s) subscribed by “You” from [“Table 3.a - In Scope Applications”](#) and [“Table 2.b – In Scope Technology”](#) are designated by Oracle as major release or version upgrades. You may separately purchase services for such installations for additional fees on a separate Ordering Document;
  - viii. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment that is necessary to support the environments;
  - ix. Interface development, enhancement, and customization including the testing of the new components;
  - x. Planning and execution of performance and other product related testing;
  - xi. System performance tuning services, vulnerability assessment and penetration testing;
  - xii. Oracle software and end user Training;
  - xiii. Definition or implementation of business processes;
  - xiv. Development or implementation support;
  - xv. Any activities related to migrations of any kind (hardware, software, software versions, operating system versions, database consolidation);
  - xvi. Any outstanding infrastructure incidents prior to the start of Infrastructure Management Services in Production (i.e., Incidents emerging out of Upgrade project or any project prior to the start of the “Services”); and
  - xvii. Management or maintenance of Your internal tools.

### **Expenses and Unused Services.**

The Services must be used within twelve (12) months from Your order’s signature date, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

### **Project Management.**

You and Oracle each agree to designate a Service Delivery Manager (“SDM”) who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's Service Delivery Manager (“SDM”). Your SDM shall have the authority to approve Services on Your behalf. Oracle’s SDM shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

# Oracle Financial Services Consulting Technology Support Post Go-live for One additional FSGIU Technology environment with 8x5 support coverage

**Part Number: B98950**

## Pre-Requisite Service

Part Number	Service Description
B98948	Oracle Financial Services Consulting Technology Support Post Go-live with 8x5 support coverage

Part# B98948 (“Pre-Requisite Service”) is a pre-requisite you must have previously ordered to order this Service.

## Description of Services.

During the Professional Services Period (defined below), Oracle will provide the Services described in the Description of Services in the Pre-Requisite Service for one (1) additional Non-Production Environment and the technology components in [Table 2.b - In Scope Technology](#) (“In Scope Technology”)

## **Your Cooperation and Project Assumptions.**

1. Your Cooperation.  
These services are subject to the terms in the Policies and obligations described in the Pre-requisite Service
2. Project Assumptions  
These services are subject to the Project Assumptions described in the Pre-requisite Service.

## **Expenses and Unused Services.**

The Services must be used within the same twelve (12) months period as the Pre-Requisite Service, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

## **Project Management.**

These services are subject to the Project Management section described in the Pre-requisite Service.

# Oracle Financial Services Consulting Technology Support Post Go-live with 16x5 support coverage

**Part Number: B98949**

## **Description of Services.**

During the Professional Services Period (defined below), Oracle will provide Services for up to three (3) [Table 1.b- In Scope Environments](#) (“In Scope Environment”) and the technology components described in [Table 2.b - In Scope Technology](#) (“In Scope Technology”) in the below phases as follows:

### 1. Service Transition Phase:

For a period of an estimated four (4) business weeks from the commencement of Services, Oracle will:

- a. Create a transition plan checklist and perform transition activities in accordance to the checklist.
- b. Document the Service delivery processes (i.e Incident, Problem and Change Management) to be followed in the Stabilization Phase and Steady State Phase including in the event an Emergency Change is requested.
- c. Document the Service delivery reporting frequency, formats, and contents.
- d. Document the communication plan, escalation matrix and governance process with You.
- e. Document the monitoring thresholds for the In Scope Technology with You.
- f. Provide incident management and monitoring services.
- g. Conduct an orientation / initiation call with You to introduce the Service Delivery Manager (“SDM”) and any resources who will assist with service setup and configuration, review the Services scope and Your obligations and applicable environment build processes for the Services.
- h. Assist you to identify and document Your specific Service set up and configuration priorities, schedules, and transition plans.
- i. Identify and document key Oracle contacts and Your contacts (“Your Contacts”).
- j. Create and document a Service Delivery Plan that will identify and document (a) Your In Scope Technology (b) Your In Scope Environments (c) Your technical administration, operational, and monitoring framework, including any tools and (d) mutually agreed Disaster Recovery Plan and Switchover process.

### 2. Stabilization Phase:

For a period of an estimated eight (8) business weeks following the Service Transition Phase, Oracle will:

- a. Stabilize the In Scope Environments through continuous monitoring and addressing the issues as mutually agreed upon.
- b. Establish the communication plan and governance process.
- c. Prepare for the Steady State Phase by utilizing the Service delivery processes in accordance with the documents produced in the Service Transition Phase.

### 3. Steady State Phase:

For a period beginning from the estimated thirteenth (13<sup>th</sup>) week to the end of Week fifty-two (52) , Oracle will provide the following Services for the [Table 2.b - In Scope Technology](#):

#### a. Platform Management:

Oracle will:

- i. Access management to Your Technology Platform at Your request through a service request in Your Service Management Tool.
- ii. Triage and address issues related to Your Technology Platform.

#### b. Monitoring:

Oracle will:

- i. Monitor the In Scope Technology using the pre-installed and pre-configured monitoring tool.
- ii. Detect and acknowledge outages and initiate Incident response.

- iii. Provide You with the list of alerts generated by the monitoring tool for each In Scope Environment.
  - iv. Report on availability during Service Delivery Reviews.
- c. Incident Management:  
For the Production Environment only, Oracle will:
- i. Receive, acknowledge, validate, and classify Incidents.
  - ii. Categorize and respond to the Incident based on Oracle's Severity Level definitions and assign the appropriate Severity Level to the Incident in accordance to the [“Service Request Severity Level Assignment Definitions” defined below.](#)
  - iii. Open a Service Request (“SR”) with My Oracle Support (“MOS”), as necessary, including relevant information from the related incident(s), and route the SR to the appropriate team within Oracle.
  - iv. Monitor the progress of MOS SRs and provide status updates throughout the Incident lifecycle.
  - v. Coordinate with Your Incident management team.
- d. Problem Management:  
For the Production Environment only, Oracle will:
- i. Collect system data, such as trace files, log files, and diagnostic information, as necessary to diagnose a Problem.
  - ii. Coordinate with MOS as necessary, triage, troubleshoot, and work on the SR associated with a Problem until one of the following occurs:
    - i. The underlying incident has been addressed
    - ii. A work-around has been implemented; or
    - iii. The Problem is determined by Oracle to be outside the scope of the Services and transferred back to Your help desk for reassignment to the appropriate team.
  - iii. Complete, submit, and review with You a Root Cause Analysis (“RCA”) report for Severity Level 1 incidents.
  - iv. Validate closure of any Incidents and SRs associated with the Problem.
- e. Change Management:  
Oracle will:
- i. Schedule and execute Changes via Your Service Management Tool for updates, parameter changes, software changes, and adding and/or removing components for the In Scope Technology.
  - ii. Implement Change(s) requested by You via Your Service Management Tool in accordance with the mutually agreed Change Management process described above in Section 1.b.
  - iii. Create and provide a back out plan to reverse Changes made by Oracle.
  - iv. Validate that the Non-Production Environment is accessible to You for Your testing
  - v. Install the Change(s) in the Non-Production Environment prior to promoting any Change(s) to the Production Environment.
  - vi. Obtain approval via Your Service Management Tool from You prior to promoting any Changes to the Production Environment after You have completed Your testing.
  - vii. Apply CPU patches on a quarterly basis.
  - viii. Apply Bug Fix patch bundles once a quarter up to a maximum of four (4) times a year.
  - ix. Emergency Changes in the Production Environments will be implemented as an exception to the mutually agreed to Change Management Process and are based solely on Your approval.

f. Oracle Database related assistance:

Oracle will:

- i. Deploy CPUs delivered by Oracle product teams.
- ii. Monitor performance and provide recommendations.
- iii. Provide Root Cause Analysis for Oracle Database Incidents related to In Scope Technology.
- iv. Participate in Releases of Oracle Database fixes.
- v. Manage Oracle Database space and provide patch recommendations.
- vi. Monitor database replication to Disaster Recovery database.
- vii. Manage Oracle Database lifecycle (i.e. startup, shutdown).

g. Oracle Middleware related assistance:

Oracle will:

- i. Deploy CPUs delivered by Oracle product teams.
- ii. Monitor performance and provide recommendations.
- iii. Configure Oracle Middleware and OracleWeb Servers after implementing Oracle Middleware bug fixes.
- iv. Provide Root Cause Analysis for Oracle Middleware Incidents related to In Scope Technology.
- v. Participate in Releases of Oracle Middleware bug fixes.
- vi. Provide system administration of Oracle Web Server and Oracle WebLogic.
- vii. Manage Oracle Middleware lifecycle (i.e.startup, shutdown).
- viii. Provide SSL Certificate management.

h. Operating System (“OS”) related assistance:

Oracle will:

- i. Deploy CPUs for Oracle operating system.
- ii. Onboard User(s) at Your request and approval.
- iii. Provide ongoing monitoring and administration of Operating System.
- iv. Provide Problem Management Services in Your Non-Production environment as follows:
  - a. Collect system data, such as trace files, log files, and diagnostic information, as necessary to diagnose a Problem.
  - b. Coordinate with MOS as necessary, triage, troubleshoot, and work on the SR associated with a Problem until one of the following occurs:
    - i. The underlying incident has been addressed;
    - ii. A work-around has been implemented; or
    - iii. The Problem is determined by Oracle to be outside the scope of the Services and transferred back to Your help desk for reassignment to the appropriate team.
  - c. Complete, submit, and review with You a RCA report for Severity Level 1 incidents.
  - d. Validate closure of any Incidents and SRs associated with the Problem.
  - e. Provide Problem reproduction in Non-Production Environment and provide recommendations for a workaround.
- v. Provide re-configuration of OS as a result of Changes.
- vi. Update file system permissions, as requested by You.
- vii. Provide a RCA for OS Incidents.

i. Service Management and Operational Governance:

Oracle will:

- i. Maintain the Service Delivery Plan as described in Section 1.j.
- ii. Perform weekly Service Delivery Reviews.
- iii. Coordinate communication between Oracle delivery team and Your Contacts.

- iv. Assist with any escalations related to the Services raised in My Oracle Support (“MOS”) and Your Service Management Tool that You and Oracle mutually agree to use.
- v. Assist in validating that the Non-Production Environments are accessible to You for Your testing.
- vi. Assist with scheduling of events, such as DR Testing and Planned Outages.
- vii. Provide daily, weekly, and monthly reports as mutually agreed during the Service Transition Phase in Section 1.c.
- viii. Provide guidance and implement such guidance for improving service delivery.
- ix. Analyze and review with you the Service Request Severity Level Assignment Definitions in the following table:

Service Request Severity Level Assignment Definitions

Severity Level	Severity Level Assignment Definition
Level One (1)	<p><u>Critical Business Impact.</u> The problem causes complete loss of Services for the environment. Work cannot reasonably continue, the operation is mission critical to Your business, and the situation is an emergency. A severity Level 1 problem has one (1) or more of the following criteria:</p> <ul style="list-style-type: none"> <li>• Data Corrupted.</li> <li>• A crucial function is not available.</li> <li>• System hangs indefinitely, causing unacceptable or indefinite delays for resources or response; and/or</li> </ul> <p>System crashes, and crashes repeatedly after restart attempts.</p>
Level Two (2)	<p><u>Significant Business Impact.</u> Incidents that result in part of the environment being down causing severe loss of Service. No acceptable workaround is available. However, business operations in the environment can continue to be conducted in a restricted manner.</p>
Level Three (3)	<p><u>Some Business Impact.</u> The incident causes minor loss of service for the environment or can cause an impact, if not resolved. The impact is an inconvenience, which may require a workaround to restore functionality</p>

## **Your Cooperation and Project Assumptions.**

### a. Your Cooperation.

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:  
You will:

- a. Review and ensure that You have procured the licenses for [Table 2.b - In Scope Technology](#).
- b. Procure, provision and configure servers, network, storage that is required to host the [Table 1.b - In Scope Environment\(s\)](#) prior to commencement of Services.
- c. Manage data centre operations including installation, configuration, virtualization and patching of the hardware.
- d. Ensure Your Technology Platform is accessible to Oracle and privileged access is granted to Oracle prior to the commencement of Service.
- e. Provision Your VPN access to Oracle to connect from offshore to Your environments/network.
- f. Be responsible for and manage the overall security for Your Technology Platform.
- g. Manage the policies and tools for the use of authentication information to access Your Technology Platform and its resources (e.g. password, tokens, etc.).
- h. Be responsible for Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of this Service.
- i. Notify Oracle of any Incidents and assign Severity in accordance with the defined Service Level ("[Service Request Severity Level Assignment Definitions](#)").
- j. Submit Incidents and Incident Change records with sufficient information and detailed documentation as required for delivery of the Services.
- k. Have a contact available 24 hours per day, 7 days per week, to provide information requested by Oracle, answer questions, and participate in the diagnostic process For any Severity Level 1 incidents.
- l. Provide formal approvals using the Service Management Tool and processes for the installation of Changes or fixes in the Production Environment.
- m. Provide Oracle access to Your Service Management Tool to view, modify and close incidents. All incidents are logged into Your Service Management Tool by the Your helpdesk.
- n. Provide end user training and support for end users.
- o. Provide masked data for Non-Production environments.
- p. Troubleshoot application issues and performance.
- q. Designate a SDM to act on Your behalf regarding delivery of the services, who shall work together with Oracle to facilitate an efficient delivery of the Services, and who will work with Oracle's SDM to create the operating framework that will foster the exchange of business and technical information relevant to Oracle's provision of Services.
- r. Maintain a contact list for all persons performing the governance functions related to the services and provide such list to Oracle.
- s. Maintain and troubleshoot network connectivity at Your end.
- t. Subscribe to database backup and archival services with the respective platform technology provider as per Your business requirements

### b. Project Assumptions

- a. Oracle will deliver this Service during the following:
  - i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Local India Holidays.
  - ii. "Extended Business Hours" between 5:01 pm and 1:00 am Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Local India Holidays.
- a. All communication (i.e. oral, written, and electronic) will be in English.
- b. All Services will be delivered remotely from India.

- c. The In Scope Technology versions will follow the recommendation provided in release notes of the In Scope Applications.
- d. Severity Level 1 Incident(s) will not be assigned for Non-Production Environments.
- e. Requests for Emergency Change will not be accepted for Non-Production Environments.
- f. Anything not expressly listed in the above Description of Services section is not included in the scope of, or estimated fees for, Services, including the following:
  - i. Design changes of underlying infrastructure;
  - ii. Addition / installation of any new technology or application environments;
  - iii. Installation and maintenance of any software that is not part of the product specific technology stack;
  - iv. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment;
  - v. Any support to third party software and coordination with third party vendor;
  - vi. Installation of any new products in the [“Table 1.b – In Scope Environments”](#);
  - vii. Installation of major releases, updates, upgrades, and patches which change the intended functionality of the supported application(s) subscribed by “You” from [“Table 3.a - In Scope Applications”](#) and [“Table 2.b – In Scope Technology”](#) are designated by Oracle as major release or version upgrades. You may separately purchase services for such installations for additional fees on a separate Ordering Document;
  - viii. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment that is necessary to support the environments;
  - ix. Interface development, enhancement, and customization including the testing of the new components;
  - x. Planning and execution of performance and other product related testing;
  - xi. System performance tuning services, vulnerability assessment and penetration testing;
  - xii. Oracle software and end user Training;
  - xiii. Definition or implementation of business processes;
  - xiv. Development or implementation support;
  - xv. Any activities related to migrations of any kind (hardware, software, software versions, operating system versions, database consolidation);
  - xvi. Any outstanding infrastructure incidents prior to the start of Infrastructure Management Services in Production (i.e., Incidents emerging out of Upgrade project or any project prior to the start of the “Services”); and
  - xvii. Management or maintenance of Your internal tools.

### **Expenses and Unused Services.**

The Services must be used within twelve (12) months from Your order’s signature date, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

### **Project Management.**

You and Oracle each agree to designate a Service Delivery Manager (“SDM”) who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party’s Service Delivery Manager (“SDM”). Your SDM shall have the authority to approve Services on Your behalf. Oracle’s SDM shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.



# Oracle Financial Services Consulting Technology Support Post Go-live for One additional FSGIU Technology environment with 16x5 support coverage

**Part Number: B98951**

## Pre-Requisite Service

Part Number	Service Description
B98949	Oracle Financial Services Consulting Technology Support Post Go-live with 16x5 support coverage

Part# B98949 (“Pre-Requisite Service”) is a pre-requisite you must have previously ordered to order this Service.

## Description of Services.

During the Professional Services Period (defined below), Oracle will provide the Services described in the Description of Services in the Pre-Requisite Service for one (1) additional Non-Production Environment and the technology components in [Table 2.b - In Scope Technology](#) (“In Scope Technology”)

## **Your Cooperation and Project Assumptions.**

1. Your Cooperation.  
These services are subject to the terms in the Policies and obligations described in the Pre-requisite Service
2. Project Assumptions  
These services are subject to the Project Assumptions described in the Pre-requisite Service.

## **Expenses and Unused Services.**

The Services must be used within the same twelve (12) months period as the Pre-Requisite Service, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

## **Project Management.**

These services are subject to the Project Management section described in the Pre-requisite Service.

# Oracle Financial Services Consulting Technology Support During Implementation with 8x5 support coverage for 6 months

Part Number: B98952

## **Description of Services.**

During the Professional Services Period (defined below), Oracle will provide Services for up to five (5) [Table 1.a - In Scope Environments](#) (“In Scope Environment”) that support the technology components described in [Table 2.a - In Scope Technology](#) (“In Scope Technology”) during implementation of [Table 3.a - In Scope Applications](#) (“In Scope Application”) as follows:

Oracle will:

1. Setup a communication and governance model with You as follows:  
Designate a Service Delivery Manager (“SDM”) as Your primary contact who will perform the following services:
  - a. Service Initiation:
    1. Conduct an orientation / initiation call with You to introduce the SDM and any Oracle resources who will assist with service set up and configuration, review with you the Description of Services, Your obligations, and applicable environment build processes for the Services.
    2. Assist you to identify and document Your specific configuration priorities, schedules, and transition plans for the Services.
    3. Identify and document the key Oracle contacts and Your technical contacts (“Customer contacts”).
    4. Create a Project Management Plan (“PMP”) that will identify, confirm, and document Your In Scope Applications, the up to five (5) In Scope Environments, and Your technical administration, operational, and monitoring framework, including any tools.
    5. Collaborate with Your Service Delivery Manager (“SDM”) to create the operating framework that will foster the exchange of business and technical information relevant Oracle’s provision of Services.
  - b. Service Management and Operational Governance
    1. Maintain the PMP
    2. Perform weekly service delivery reviews.
    3. Coordinate communication between Oracle delivery team and Your contacts.
    4. Assist with any escalations related to the Services raised in the My Oracle Support (“MOS”) portal and / or any incident management tool that You and Oracle mutually agree to use.
    5. Assist in confirming that the non-production environments are accessible to You for Your testing.
2. Analyze and address technology issues related to the [In Scope Technology](#).
3. Monitor the In Scope Technology and provide recommendations to address issues.
4. Provide infrastructure and technology housekeeping activities as follows:
  - cleanup of temporary space;
  - scheduled start up and shut down of [In Scope Technology](#);
  - modification of storage;
  - backups.
5. Analyze and deploy applicable Oracle Database and Oracle WebLogic patches as per patch release notes.
6. Engage with Oracle support for the [In Scope Technology](#) through My OracleSupport (“MOS”) for any technology base product bug and fixes
7. Refresh test environment as requested using masked data provided by You.
8. Monitor weekly backup and upon written request, provide a weekly restore.

## Your Cooperation and Project Assumptions.

### 1. Your Cooperation.

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:  
You will:

- a. Review and ensure that You have procured the licenses for [In Scope Technology](#).
- b. Procure, provision and configure servers, network, storage that is required to host In Scope Environments prior to commencement of Services.
- c. Manage data centre operations including installation, configuration, virtualization and patching of the hardware.
- d. Ensure Your technology platform is accessible to Oracle and privileged access is granted to Oracle prior to the commencement of Service.
- e. Provision Your VPN access to Oracle to connect from offshore to Your environments/network.
- f. Be responsible for and manage the overall security for Your Technology Platform.
- g. Manage the policies and tools for the use of authentication information to access Your Technology Platform and its resources (e.g. password, tokens, etc.).
- h. Be responsible for Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of this Service.
- i. Provide end user training & support for end users.
- j. Provide masked data for Non-Production environments.
- k. Troubleshoot application issues and performance.
- l. Designate a SDM to act on Your behalf regarding delivery of the services, who shall work together with Oracle to facilitate an efficient delivery of the Services, and who will work with Oracle's SDM to create the operating framework that will foster the exchange of business and technical information relevant to Oracle's provision of Services.
- m. You and Oracle shall maintain a contact list for all persons performing the governance functions related to the services.

### 2. Project Assumptions

- a. Oracle will deliver this Service during "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Local India Holidays.
- b. You have separately ordered implementation Services.
- c. All communication (oral, written, and electronic) will be in English.
- d. All Services will be delivered remotely from India.
- e. The In Scope Technology versions will follow the recommendation provided in release notes of the In Scope Applications.
- f. Anything not expressly listed in the above Description of Services section is not included in the scope of, or estimated fees for, Services, including the following:
  - i. Design changes of underlying infrastructure;
  - ii. Addition / installation of any new technology or application environments;
  - iii. Installation and maintenance of any software that is not part of the product specific technology stack;
  - iv. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment;
  - v. Any support to third party software;
  - vi. Installation of any new products in the [Table 1.a – In Scope Environment](#);
  - vii. Installation of major releases, updates, upgrades, and patches which change the intended functionality of the supported application(s) subscribed by You from [Table 3.a - In scope Applications](#) and [Table 2.a - In Scope Technology](#) are designated by Oracle as major release

- or version upgrades. You may separately purchase services for such installations for additional fees on a separate Ordering Document;
- viii. Installation, configuration, administration and maintenance of Hardware, Operating system, Server Virtualization, storage, networking, and other data center equipment that is necessary to support the environments;
  - ix. Interface development, enhancement, and customization including the testing of the new components;
  - x. Planning and execution of performance and other product related testing;
  - xi. System performance tuning services, Vulnerability assessment and penetration testing; and
  - xii. End user Training.

### **Expenses and Unused Services.**

The Services must be used within six (6) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

### **Project Management.**

You and Oracle each agree to designate a Service Delivery Manager ("SDM") who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's Service Delivery Manager ("SDM"). Your SDM shall have the authority to approve Services on Your behalf. Oracle's SDM shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

# Oracle Financial Services Consulting Technology Support During Implementation with 16x5 support coverage for 6 months

**Part Number: B98953**

## **Description of Services.**

During the Professional Services Period (defined below), Oracle will provide Services for up to five (5) [Table 1.a - In Scope Environments](#) (“In Scope Environment”) that support the technology components described in [Table 2.a - In Scope Technology](#) (“In Scope Technology”) during implementation of [Table 3.a - In Scope Applications](#) (“In Scope Application”) as follows:

Oracle will:

1. Set up a communication and governance model with You as follows:  
Designate a Service Delivery Manager (“SDM”) as Your primary contact who will perform the following services:
  - a. Service Initiation:
    1. Conduct an orientation / initiation call with You to introduce the SDM and any Oracle resources who will assist with service set up and configuration, review with you the Description of Services, Your obligations, and applicable environment build processes for the Services.
    2. Assist you to identify and document Your specific configuration priorities, schedules, and transition plans for the Services.
    3. Identify and document the key Oracle contacts and Your technical contacts (“Your contacts”).
    4. Create a Project Management Plan (“PMP”) that will identify, confirm, and document Your In Scope Applications, the up to five (5) In Scope Environments, and Your technical administration, operational, and monitoring framework, including any tools.
    5. Collaborate with Your Service Delivery Manager (“SDM”) to create the operating framework that will foster the exchange of business and technical information relevant Oracle’s provision of Services.
  - b. Service Management and Operational Governance
    1. Maintain the PMP
    2. Perform weekly service delivery reviews.
    3. Coordinate communication between Oracle delivery team and Your contacts.
    4. Assist with any escalations related to the Services raised in the My Oracle Support (“MOS”) portal and / or any incident management tool that You and Oracle mutually agree to use.
    5. Assist in confirming that the non-production environments are accessible to You for Your testing.
2. Analyze and address issues related to the [In Scope Technology](#).
3. Monitor the In Scope Technology and provide recommendations to address issues.
4. Provide infrastructure and technology housekeeping activities as follows:
  - cleanup of temporary space;
  - scheduled start up and shut down of [In Scope Technology](#);
  - modification of storage;
  - backups.
5. Analyze and deploy applicable Oracle Database and WebLogic patches as per patch release notes.
6. Engage with Oracle support for [In Scope Technology](#) through MOS for any technology base product bug and fixes.
7. Refresh test environment as requested using masked data provided by You.
8. Monitor weekly backup and upon written request, provide a weekly restore.

## Your Cooperation and Project Assumptions.

### 1. Your Cooperation.

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

You will:

- a. Review and ensure that You have procured the licenses for [In Scope Technology](#).
- b. Procure, provision and configure servers, network, storage that is required to host the In Scope Environments prior to commencement of Services.
- c. Manage data centre operations including installation, configuration, virtualization and patching of the hardware.
- d. Ensure Your Technology Platform is accessible to Oracle and privileged access is granted to Oracle prior to the commencement of Service.
- e. Provision Your VPN access to Oracle to connect from offshore to Your environments/network.
- f. Be responsible for and manage the overall security for Your Technology Platform.
- g. Manage the policies and tools for the use of authentication information to access Your Technology Platform and its resources (e.g. password, tokens, etc.).
- h. Be responsible for Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of this Service.
- i. Provide end user training & support for end users.
- j. Provide masked data for Non-Production environments.
- k. Troubleshoot application issues and performance.
- l. Designate a SDM to act on Your behalf regarding delivery of the services, who shall work together with Oracle to facilitate an efficient delivery of the Services, and who will work with Oracle's SDM to create the operating framework that will foster the exchange of business and technical information relevant to Oracle's provision of Services.
- m. You and Oracle shall maintain a contact list for all persons performing the governance functions related to the services.

### 2. Project Assumptions

- a. Oracle will deliver this Service during the following:
  - i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Local India Holidays.
  - ii. "Extended Business Hours" between 5:01 pm and 1:00 am Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Local India Holidays.
- b. You have separately ordered implementation Services.
- c. All communication (oral, written, and electronic) will be in English.
- d. All Services will be delivered remotely from India.
- e. The In Scope Technology versions will follow the recommendation provided in release notes of the In Scope Applications.
- f. Anything not expressly listed in the above Description of Services section is not included in the scope of, or estimated fees for, Services, including the following:
  - i. Design changes of underlying infrastructure;
  - ii. Addition / installation of any new technology or application environments;
  - iii. Installation and maintenance of any software that is not part of the product specific technology stack;
  - iv. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment;
  - v. Any support to third party software;
  - vi. Installation of any new products in the [Table 1.a – In Scope Environment](#);
  - vii. Installation of major releases, updates, upgrades, and patches which change the intended functionality of the supported application(s) subscribed by You from [Table 3.a - In scope](#)

- [Applications](#) and [Table 2.a - In Scope Technology](#) are designated by Oracle as major release or version upgrades. You may separately purchase services for such installations for additional fees on a separate Ordering Document;
- viii. Installation, configuration, administration and maintenance of Hardware, Operating system, Server Virtualization, storage, networking, and other data center equipment that is necessary to support the environments;
  - ix. Interface development, enhancement, and customization including the testing of the new components;
    - x. Planning and execution of performance and other product related testing;
    - xi. System performance tuning services, vulnerability assessment and penetration testing; and
    - xii. End user Training.

### **Expenses and Unused Services.**

The Services must be used within six (6) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

### **Project Management.**

You and Oracle each agree to designate a Service Delivery Manager ("SDM") who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's Service Delivery Manager ("SDM"). Your SDM shall have the authority to approve Services on Your behalf. Oracle's SDM shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

# Oracle Financial Services Consulting Technology Support During Implementation with 24x7 support coverage for 6 months

Part Number: B98954

## **Description of Services.**

During the Professional Services Period (defined below), Oracle will provide Services for up to five (5) [Table 1.a - In Scope Environments](#) (“In Scope Environment”) that support the technology components described in [Table 2.a - In Scope Technology](#) (“In Scope Technology”) during implementation of [Table 3.a - In Scope Applications](#) (“In Scope Application”) as follows:

Oracle will:

1. Set up a communication and governance model with You as follows:  
Designate a Service Delivery Manager (“SDM”) as Your primary contact who will perform the following services:
  - a. Service Initiation:
    1. Conduct an orientation / initiation call with You to introduce the SDM and any Oracle resources who will assist with service set up and configuration, review with you the Description of Services, Your obligations, and applicable environment build processes for the Services.
    2. Assist you to identify and document Your specific configuration priorities, schedules, and transition plans for the Services.
    3. Identify and document the key Oracle contacts and Your technical contacts (“Your contacts”).
    4. Create a Project Management Plan (“PMP”) that will identify, confirm, and document Your In Scope Applications, the up to five (5) In Scope Environments, and Your technical administration, operational, and monitoring framework, including any tools.
    5. Collaborate with Your Service Delivery Manager (“SDM”) to create the operating framework that will foster the exchange of business and technical information relevant Oracle’s provision of Services.
  - b. Service Management and Operational Governance
    1. Maintain the PMP
    2. Perform weekly service delivery reviews.
    3. Coordinate communication between Oracle delivery team and Your contacts.
    4. Assist with any escalations related to the Services raised in the My Oracle Support (“MOS”) portal and / or any incident management tool that You and Oracle mutually agree to use.
    5. Assist in confirming that the non-production environments are accessible to You for Your testing.
2. Analyze and address issues related to the [In Scope Technology](#)
3. Monitor the In Scope Technology and provide recommendations to address issues.
4. Provide infrastructure and technology housekeeping activities as follows:
  - cleanup of temporary space;
  - scheduled start up and shut down of [In Scope Technology](#);
  - modification of storage;
  - backups.
5. Analyze and deploy applicable Oracle Database and WebLogic patches as per patch release notes.
6. Engage with Oracle support for [In Scope Technology](#) through MOS for any technology base product bug and fixes
7. Refresh test environment as requested using masked data provided by You.
8. Monitor weekly backup and upon written request, provide a weekly restore.



## **Your Cooperation and Project Assumptions.**

### **1. Your Cooperation.**

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:  
You will:

- a. Review and ensure that You have procured the licenses for In Scope Technology.
- b. Procure, provision and configure servers, network, storage that is required to host the In Scope Environments prior to commencement of Services.
- c. Manage data centre operations including installation, configuration, virtualization and patching of the hardware.
- d. Ensure Your Technology Platform is accessible to Oracle and privileged access is granted to Oracle prior to the commencement of Service.
- e. Provision Your VPN access to Oracle to connect from offshore to Your environments/network.
- f. Be responsible for and manage the overall security for Your Technology Platform.
- g. Manage the policies and tools for the use of authentication information to access Your Technology Platform and its resources (e.g. password, tokens, etc.).
- h. Be responsible for Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of this Service.
- i. Provide end user training & support for end users.
- j. Provide masked data for Non-Production environments.
- k. Troubleshoot application issues and performance.
- l. Designate a SDM to act on Your behalf regarding delivery of the services, who shall work together with Oracle to facilitate an efficient delivery of the Services, and who will work with Oracle's SDM to create the operating framework that will foster the exchange of business and technical information relevant to Oracle's provision of Services.
- m. You and Oracle shall maintain a contact list for all persons performing the governance functions related to the services.

### **2. Project Assumptions**

- a. Oracle will deliver this Service during the following:
  - i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Local India Holidays.
  - ii. "Extended Business Hours" between 5:01 pm and 8:00 am Monday through Saturday in the time zone of Your site and/or location where the services are to be performed, excluding Local India Holidays.
  - iii. "Weekend Hours" beginning on Saturday 8:00 am in the time zone of Your site and/or location where the services are to be performed and ending on Monday at 7:59 am.
- b. You have separately ordered implementation Services.
- c. All communication (oral, written, and electronic) will be in English.
- d. All Services will be delivered remotely from India.
- e. The In Scope Technology versions will follow the recommendation provided in release notes of the In Scope Applications.
- f. Anything not expressly listed in the above Description of Services section is not included in the scope of, or estimated fees for, Services, including the following:
  - i. Design changes of underlying infrastructure;
  - ii. Addition / installation of any new technology or application environments;
  - iii. Installation and maintenance of any software that is not part of the product specific technology stack;
  - iv. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment;
  - v. Any support to third party software;
  - vi. Installation of any new products in the [Table 1.a – In Scope Environment](#);

- vii. Installation of major releases, updates, upgrades, and patches which change the intended functionality of the supported application(s) subscribed by You from [Table 3.a - In scope Applications](#) and [Table 2.a - In Scope Technology](#) are designated by Oracle as major release or version upgrades. You may separately purchase services for such installations for additional fees on a separate Ordering Document;
- viii. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment that is necessary to support the environments;
- ix. Interface development, enhancement, and customization including the testing of the new components ;
- x. Planning and execution of performance and other product related testing ;
- xi. System performance tuning services, vulnerability assessment and penetration testing; and
- xii. End user Training.

### **Expenses and Unused Services.**

The Services must be used within six (6) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

### **Project Management.**

You and Oracle each agree to designate a Service Delivery Manager ("SDM") who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's Service Delivery Manager ("SDM"). Your SDM shall have the authority to approve Services on Your behalf. Oracle's SDM shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

# Oracle Financial Services Consulting Run and Operate Services for OFSAA application with 8x5 support coverage

## Part Number: B108152

### 1. Description of Services.

During the Professional Services Period (defined below), Oracle will provide the following Services for up to five (5) [Table 1.a – In Scope Environments](#) (“In Scope Environments”) and the technology components described in [Table 2.a - In Scope Technology](#) (“In Scope Technology”) for up to one (1) [Table 3.b - In Scope OFSAA Applications](#) (“In Scope Application”) in the below phases as follows:

#### 1. Service Transition Phase:

For a period of an estimated four (4) business weeks from the commencement of Services, Oracle will:

- a. Create a transition plan checklist and perform transition activities in accordance with the checklist.
- b. Document the Service delivery processes (i.e Incident, Problem, Release and Change Management) to be followed in the Stabilization Phase and Steady State Phase including in the event an Emergency Change is requested.
- c. Create and publish mutually agreed release plan.
- d. Document the Service delivery reporting frequency, formats, and contents.
- e. Document the communication plan, escalation matrix and governance process with You.
- f. Document the monitoring thresholds for the In Scope Technology and In Scope Application with You.
- g. Provide incident management and monitoring services.
- h. Conduct an orientation / initiation call with You to introduce the Service Delivery Manager (“SDM”) and any resources who will assist with service setup and configuration, review the Services scope and Your obligations and applicable environment build processes for the Services.
- i. Assist you to identify and document Your specific Service set up and configuration priorities, schedules, and transition plans.
- j. Identify and document key Oracle contacts and Your contacts (“Your Contacts”).
- k. Create and document a Service Delivery Plan that will identify and document (a) Your In Scope Technology and In Scope Application (b) Your In Scope Environments (c) Your technical administration, operational, and monitoring framework, including any tools and (d) mutually agreed Disaster Recovery Plan and Switchover process.

#### 2. Stabilization Phase:

For a period of an estimated eight (8) business weeks following the Service Transition Phase, Oracle will:

- a. Stabilize the In Scope Environments, In Scope Technology and In Scope Applications through continuous monitoring and addressing the issues as mutually agreed upon.
- b. Establish the communication plan and governance process.
- c. Prepare for the Steady State Phase by utilizing the Service delivery processes in accordance with the documents produced in the Service Transition Phase.

#### 3. Steady State Phase:

For a period beginning from the estimated thirteenth (13<sup>th</sup>) week to the end of Week fifty-two (52) , Oracle will provide the following Services.

##### a. Platform Management:

Oracle will:

- i. Access management to Your Technology Platform at Your request through a service request in Your Service Management Tool.
- ii. Triage and address incidents related to Your Technology Platform.

- b. Monitoring:  
Oracle will:
- i. Monitor the In Scope Technology and In Scope Application using the pre-installed and pre-configured monitoring tool.
  - ii. Detect and acknowledge outages and initiate Incident response.
  - iii. Provide You with the list of alerts generated by the monitoring tool for each In Scope Environment.
  - iv. Report on availability during Service Delivery Reviews.
- c. Incident Management:  
For the Production Environment only, Oracle will:
- i. Receive, acknowledge, validate, and classify Incidents.
  - ii. Categorize and respond to the Incident based on Oracle's Severity Level definitions and assign the appropriate Severity Level to the Incident in accordance with the [“Service Request Severity Level Assignment Definitions”](#) described in [Appendix 2](#).
  - iii. Open a Service Request (“SR”) with My Oracle Support (“MOS”), as necessary, including relevant information from the related incident(s), and route the SR to the appropriate team within Oracle.
  - iv. Monitor the progress of MOS SRs and provide status updates throughout the Incident lifecycle.
  - v. Coordinate with Your Incident management team.
- d. Problem Management:  
For the Production Environment only, Oracle will:
- i. Collect system data, such as trace files, log files, and diagnostic information, as necessary to diagnose a Problem.
  - ii. Coordinate with MOS as necessary, triage, troubleshoot, and work on the SR associated with a Problem until one of the following occurs:
    - i. The underlying incident has been addressed.
    - ii. Identify and implement the patch/fix/work-around  
; or
    - iii. The Problem is determined by Oracle to be outside the scope of the Services and transferred back to Your help desk for reassignment to the appropriate team.
  - iii. Create, submit, and review with You a Root Cause Analysis (“RCA”) report for Severity Level 1 incidents.
  - iv. Validate closure of any Incidents and SRs associated with the Problem.
- e. Change Management:  
Oracle will:
- i. Schedule and execute Changes via Your Service Management Tool for updates, parameter changes, software changes, and adding and/or removing components for the In Scope Environment, In Scope Applications and In Scope Technology.
  - ii. Implement Change(s) requested by You via Your Service Management Tool in accordance with the mutually agreed Change Management process described above in Section 1.1.b.
  - iii. Create and provide a back out plan to reverse Changes made by Oracle.
  - iv. Validate that the Non-Production Environment is accessible to You for Your testing.
  - v. Install the Change(s) in the Non-Production Environment prior to promoting any Change(s) to the Production Environment.
  - vi. Obtain approval via Your Service Management Tool from You prior to promoting any Changes to the Production Environment after You have completed Your testing.
  - vii. Apply CPUs patches on a quarterly basis.

- viii. Apply Bug Fix patch bundles once a quarter up to a maximum of four (4) times a year.
  - ix. Apply minor releases/ patches for In Scope Application up to maximum of two (2) times a year.
  - x. Emergency Changes in the Production Environments will be implemented as an exception to the mutually agreed to Change Management Process and are based solely on Your approval.
- f. Release Management:
- Oracle will:
- i. Perform periodic maintenance and infrastructure software changes.
  - ii. Perform application patching including configuration of database schema, WebLogic changes.
  - iii. Initiate and review the periodic maintenance schedule with Your release management team and schedule Oracle initiated releases.
  - iv. Coordinate as needed between the Problem and Change Management teams, software librarian, testing team and across technology teams to initiate the release build.
  - v. Determine the readiness of the release based on release criteria such as production environment readiness, assistance plans, rollout plans mutually agreed by You and Oracle.
  - vi. Follow the mutually agreed release plan as described in Section 1.1.c.
  - vii. Provide release notes for software versions and changes deployed in the release for In Scope technology and In Scope Application in the In Scope Environments.
  - viii. Conduct production rollout planning and communicate to all stakeholders.
  - ix. Obtain approval from You and deploy release in production environment.
- g. Security:
- Oracle will:
- i. Monitor the Security of the [In Scope Technology](#) using pre-installed security monitoring tools and address any vulnerability reported relating to the In Scope Technology.
  - ii. Provide you with a monthly security related report.
  - iii. Apply CPUs for the [In Scope Technology](#).
- h. Disaster Recovery (“DR”):
- For the In Scope Environment that is designated as Disaster Recovery Environment, in a Disaster, Oracle will perform the following:
- i. Disaster Recovery Switchover:
    - c. Upon Your request, perform a failover in accordance with the pre-established and mutually agreed processes, up to twice a year.
  - ii. Disaster Recovery Testing for In Scope Technology and In Scope Application:
    - a. Assist You with Your annual Disaster Recovery (“DR”) testing activities as follows:
      - I. Review and mutually agree on Your DR Test Plan that describes the scope and criteria for DR testing from an In Scope Technology and application perspective.
      - II. Coordinate operational activities identified in the DR Test Plan.
      - III. Perform the operational activities assigned to Oracle in the DR Test Plan.
      - IV. Create a report summarizing the results of the executed DR Test Plan.
- i. Backup and Restore Management:
- Oracle will:
- i. Monitor and conduct backups of databases, and operating system files using Your existing backup tools.

- ii. Verify that database backup(s) have completed. In case of failure, re-run in a timely manner once the root cause for failure has been identified.
  - iii. Address incidents related to a failed backup.
  - iv. Notify You of failed backups, utilizing backup process return codes provided by You, re-execute the backups, where appropriate, and coordinate restoration from Your existing backup.
  - v. Restore from backup as requested by You in Non-Production Environment(s) for Your InScope Technology.
  - vi. Validate the completeness of restore.
  - vii. Refresh the Non-Production Environment(s) as requested by You in a Your Service Management Tool.
- j. Availability Management:
- i. Analyze recurring Unplanned Outages for the [In Scope Environments](#) and make recommendations for improvements to the Production Environments.
  - ii. Coordinate Planned Outages for the Production Environments.
- k. Capacity Management:  
Oracle will:
- i. Monitor performance metrics and identify critical capacity thresholds for the Production Environments.
  - ii. Provide observations and recommendations derived from analysis of trend monitoring data.
- l. Functional and User Acceptance Testing (UAT) assistance:  
Oracle will:
- i. Pre-test any Changes recommended by Oracle prior to implementation in production.
  - ii. Perform sanity testing of the changes post deployment in non-production environment.
  - iii. Assist with any Incident reported during UAT.
- m. End of Cycles (EOD, EOM, EOY) assistance:  
Oracle will:
- i. Monitor EOD after initiation of EOD by You.
  - ii. Provide workaround to complete the EOD batch.
  - iii. Identify the root cause for any EOD, EOY, EOM batch aborts and resubmit the jobs by applying patches or workarounds in case of failures.
  - iv. Coordinate with My Oracle Support (“MOS”) team to address EOD/EOY/EOM failures.
  - v. Provide End of Cycles statistics as part of the monthly report.
- n. Service Management and Operational Governance:  
Oracle will:
- i. Maintain the Service Delivery Plan created during the transition phase as described in Section 1.1.k.
  - ii. Perform weekly Service Delivery Reviews.
  - iii. Coordinate communication between Oracle delivery team and Your Contacts.
  - iv. Assist with any escalations related to the Services raised in My Oracle Support (“MOS”) and Your Service Management Tool that You and Oracle mutually agree to use.
  - v. Assist in validating that the Non-Production Environments are accessible to You for Your testing.
  - vi. Assist with scheduling of events, such as DR Testing and Planned Outages.
  - vii. Provide daily, weekly, and monthly reports as mutually agreed during the Service Transition Phase in Section 1.1.d.

- viii. Provide guidance and implement such guidance for improving service delivery.
- ix. Analyze and review Service Levels (described in [Appendix 2](#)) for the Services.

## 2. Your Cooperation and Project Assumptions.

### a. Your Cooperation.

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

You will:

- s. Review and ensure that You have procured the licenses for [Table 2.a - In Scope Technology](#).
- t. Procure, provision and configure servers, network, storage that is required to host the Table 1.a - [In Scope Environment\(s\) prior to commencement of Services](#).
- u. Manage data centre operations including installation, configuration, virtualization and patching of the hardware.
- v. Ensure Your Technology Platform is accessible to Oracle and privileged access is granted to Oracle prior to the commencement of Services.
- w. Be responsible for and manage the overall security for Your Technology Platform.
- x. Provide Oracle access to Your Service Management Tool to view, modify and close incidents. All incidents are logged into Your Service Management Tool by the Your helpdesk.
- y. Notify Oracle of any Incidents and assign Severity in accordance with the defined Service Level ("[Service Request Severity Level Assignment Definitions](#)") described in [Appendix 2](#).
- z. Have a contact available 24 hours per day, 7 days per week, to provide information requested by Oracle, answer questions, and participate in the diagnostic process for any Severity Level 1 incidents.
- aa. Provide formal approvals using the Service Management Tool and processes for the installation of Changes or fixes in the Production Environment.
- bb. Provide masked data for non-Production environments.
- cc. Designate a SDM to act on Your behalf regarding delivery of the services, who shall work together with Oracle to facilitate an efficient delivery of the Services, and who will work with Oracle's SDM to create the operating framework that will foster the exchange of business and technical information relevant to Oracle's provision of Services.
- dd. Maintain a contact list for all persons performing the governance functions related to the services and provide such list to Oracle.
- ee. Maintain and troubleshoot Your network connectivity.
- ff. Subscribe to backup and archival services with the respective platform technology provider as per Your business requirements.
- gg. Manage the policies and tools for the use of authentication information to access Your Technology Platform and its resources (e.g. password, tokens, etc.).
- hh. Be responsible for Your Users' and Your third parties' use of and access to networks, systems, and all In Scope Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of this Service.
- ii. Submit Incidents and Incident Change records with sufficient information and detailed documentation as required for delivery of the Services.
- jj. Provide end user training and support for end users.
- kk. Provide masked data for Non-Production environments.

### b. Project Assumptions

- k. Oracle will deliver this Service during "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your location where the services are to be performed.
- l. All communication (i.e., oral, written, and electronic) will be in English.
- m. All Services will be delivered remotely from India.
- n. The In Scope Technology versions will follow the recommendation provided in release notes of the In Scope Application.
- o. Severity Level 1 Incident(s) will not be assigned for Non-Production Environments.
- p. Requests for Emergency Change will not be accepted for Non-Production Environments.
- q. Anything not expressly listed in the above Description of Services section is not included in the scope of, or estimated fees for, Services, including the following:
  - xviii. Design changes of underlying infrastructure;



- xix. Addition / installation of any new technology or application environments;
- xx. Installation and maintenance of any software that is not part of the product specific technology stack;
- xxi. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment;
- xxii. Any support to third party software and coordination with third party vendor;
- xxiii. Installation of any new products in the [“Table 1.a – In Scope Environments”](#);
- xxiv. Installation of major releases, updates, upgrades, and patches which change the intended functionality of the supported application(s) subscribed by “You” from [“Table 3.b - In Scope OFSAA Applications”](#) and [“Table 2.a – In Scope Technology”](#) are designated by Oracle as major release or version upgrades. You may separately purchase services for such installations for additional fees on a separate Ordering Document;
- xxv. Interface development, enhancement, and customization including the testing of the new components;
- xxvi. Any support for Custom extensions, Interface, Enhancement, including the testing of the new components;
- xxvii. System performance tuning services, vulnerability assessment and penetration testing except using installed Oracle cloud native tools;
- xxviii. Oracle software and end user Training;
- xxix. Definition or implementation of business processes;
- xxx. Development or implementation support;
- xxxi. Any activities related to migrations of any kind (hardware, software, software versions, operating system versions, database consolidation);
- xxxii. Any outstanding infrastructure and application incidents prior to the start of Run and Operate Services in Production (i.e., Incidents emerging out of Upgrade project or any project prior to the start of the “Services”); and
- xxxiii. Management or maintenance of Your internal tools;

### 3. **Expenses and Unused Services.**

The Services must be used within twelve (12) months from Your order’s signature date, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

### 4. **Project Management.**

You and Oracle each agree to designate a Service Delivery Manager (“SDM”) who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's Service Delivery Manager (“SDM”). Your SDM shall have the authority to approve Services on Your behalf. Oracle’s SDM shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

### 5. **Services Levels**

As described in [Appendix 1](#).

# Oracle Financial Services Consulting Run and Operate Services for One additional non-production environment for OFSAA Application with 8x5 support coverage

Part Number: B108155

### Pre-Requisite Service

Part Number	Service Description
B108152	Oracle Financial Services Consulting Run and Operate Services for OFSAA application with 8x5 support coverage

Part# B108152 (“Pre-Requisite Service”) is a pre-requisite you must have previously ordered to order this Service.

### Description of Services.

During the Professional Services Period (defined below), Oracle will provide the Services described in the Description of Services in the Pre-Requisite Service for one (1) additional Non-Production Environment and the technology components in [Table 2.a - In Scope Technology](#) (“In Scope Technology”) for up to one (1) [Table 3.b – In Scope OFSAA Applications](#) (“In Scope Application”)

### Your Cooperation and Project Assumptions.

- Your Cooperation.  
These services are subject to the terms in the Policies and obligations described in the Pre-requisite Service.
- Project Assumptions  
These services are subject to the Project Assumptions described in the Pre-requisite Service.

### Expenses and Unused Services.

The Services must be used within the same twelve (12) months period as the Pre-Requisite Service, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

### Project Management.

These services are subject to the Project Management section described in the Pre-requisite Service.

# Oracle Financial Services Consulting Run and Operate Services for OFSAA Application with 16x5 support coverage

Part Number: B108153

## 1. Description of Services.

During the Professional Services Period (defined below), Oracle will provide the following Services for up to five (5) [Table 1.a – In Scope Environments](#) (“In Scope Environments”) and the technology components described in [Table 2.a - In Scope Technology](#) (“In Scope Technology”) for up to one (1) [Table 3.b -In Scope OFSAA Applications](#) (“In Scope Application”) in the below phases as follows:

### 1. Service Transition Phase:

For a period of an estimated four (4) business weeks from the commencement of Services, Oracle will:

- a. Create a transition plan checklist and perform transition activities in accordance with the checklist.
- b. Document the Service delivery processes (i.e Incident, Problem, Release and Change Management) to be followed in the Stabilization Phase and Steady State Phase including in the event an Emergency Change is requested.
- c. Create and publish mutually agreed release plan.
- d. Document the Service delivery reporting frequency, formats, and contents.
- e. Document the communication plan, escalation matrix and governance process with You.
- f. Document the monitoring thresholds for the In Scope Technology and In Scope Application with You.
- g. Provide incident management and monitoring services.
- h. Conduct an orientation / initiation call with You to introduce the Service Delivery Manager (“SDM”) and any resources who will assist with service setup and configuration, review the Services scope and Your obligations and applicable environment build processes for the Services.
- i. Assist you to identify and document Your specific Service set up and configuration priorities, schedules, and transition plans.
- j. Identify and document key Oracle contacts and Your contacts (“Your Contacts”).
- k. Create and document a Service Delivery Plan that will identify and document (a) Your In Scope Technology and In Scope Application (b) Your In Scope Environments (c) Your technical administration, operational, and monitoring framework, including any tools and (d) mutually agreed Disaster Recovery Plan and Switchover process.

### 2. Stabilization Phase:

For a period of an estimated eight (8) business weeks following the Service Transition Phase, Oracle will:

- a. Stabilize the In Scope Environments, In Scope Technology and In Scope Applications through continuous monitoring and addressing the issues as mutually agreed upon.
- b. Establish the communication plan and governance process.
- c. Prepare for the Steady State Phase by utilizing the Service delivery processes in accordance with the documents produced in the Service Transition Phase.

### 3. Steady State Phase:

For a period beginning from the estimated thirteenth (13<sup>th</sup>) week to the end of Week fifty-two (52) , Oracle will provide the following Services.

#### a. Platform Management:

Oracle will:

- i. Access management to Your Technology Platform at Your request through a service request in Your Service Management Tool.
- ii. Triage and address incidents related to Your Technology Platform.

- b. Monitoring:  
Oracle will:
- i. Monitor the In Scope Technology and In Scope Application using the pre-installed and pre-configured monitoring tool.
  - ii. Detect and acknowledge outages and initiate Incident response.
  - iii. Provide You with the list of alerts generated by the monitoring tool for each In Scope Environment.
  - iv. Report on availability during Service Delivery Reviews.
- c. Incident Management:  
For the Production Environment only, Oracle will:
- i. Receive, acknowledge, validate, and classify Incidents.
  - ii. Categorize and respond to the Incident based on Oracle's Severity Level definitions and assign the appropriate Severity Level to the Incident in accordance with the [“Service Request Severity Level Assignment Definitions”](#) described in [Appendix 2](#).
  - iii. Open a Service Request (“SR”) with My Oracle Support (“MOS”), as necessary, including relevant information from the related incident(s), and route the SR to the appropriate team within Oracle.
  - iv. Monitor the progress of MOS SRs and provide status updates throughout the Incident lifecycle.
  - v. Coordinate with Your Incident management team.
- d. Problem Management:  
For the Production Environment only, Oracle will:
- i. Collect system data, such as trace files, log files, and diagnostic information, as necessary to diagnose a Problem.
  - ii. Coordinate with MOS as necessary, triage, troubleshoot, and work on the SR associated with a Problem until one of the following occurs:
    - i. The underlying incident has been addressed.
    - ii. Identify and implement the patch/fix/work-around  
; or
    - iii. The Problem is determined by Oracle to be outside the scope of the Services and transferred back to Your help desk for reassignment to the appropriate team.
  - iii. Create, submit, and review with You a Root Cause Analysis (“RCA”) report for Severity Level 1 incidents.
  - iv. Validate closure of any Incidents and SRs associated with the Problem.
- e. Change Management:  
Oracle will:
- i. Schedule and execute Changes via Your Service Management Tool for updates, parameter changes, software changes, and adding and/or removing components for the In Scope Environment, In Scope Applications and In Scope Technology.
  - ii. Implement Change(s) requested by You via Your Service Management Tool in accordance with the mutually agreed Change Management process described above in Section 1.1.b.
  - iii. Create and provide a back out plan to reverse Changes made by Oracle.
  - iv. Validate that the Non-Production Environment is accessible to You for Your testing.
  - v. Install the Change(s) in the Non-Production Environment prior to promoting any Change(s) to the Production Environment.
  - vi. Obtain approval via Your Service Management Tool from You prior to promoting any Changes to the Production Environment after You have completed Your testing.
  - vii. Apply CPUs patches on a quarterly basis.

- viii. Apply Bug Fix patch bundles once a quarter up to a maximum of four (4) times a year.
  - ix. Apply minor releases/ patches for In Scope Application up to maximum of two (2) times a year.
  - x. Emergency Changes in the Production Environments will be implemented as an exception to the mutually agreed to Change Management Process and are based solely on Your approval.
- f. Release Management:
- Oracle will:
- i. Perform periodic maintenance and infrastructure software changes.
  - ii. Perform application patching including configuration of database schema, WebLogic changes.
  - iii. Initiate and review the periodic maintenance schedule with Your release management team and schedule Oracle initiated releases.
  - iv. Coordinate as needed between the Problem and Change Management teams, software librarian, testing team and across technology teams to initiate the release build.
  - v. Determine the readiness of the release based on release criteria such as production environment readiness, assistance plans, rollout plans mutually agreed by You and Oracle.
  - vi. Follow the mutually agreed release plan as described in Section 1.1.c.
  - vii. Provide release notes for software versions and changes deployed in the release for In Scope technology and In Scope Application in the In Scope Environments.
  - viii. Conduct production rollout planning and communicate to all stakeholders.
  - ix. Obtain approval from You and deploy release in production environment.
- g. Security:
- Oracle will:
- i. Monitor the Security of the [In Scope Technology](#) using pre-installed security monitoring tools and address any vulnerability reported relating to the In Scope Technology.
  - ii. Provide you with a monthly security related report.
  - iii. Apply CPUs for the [In Scope Technology](#).
- h. Disaster Recovery (“DR”):
- For the In Scope Environment that is designated as Disaster Recovery Environment, in a Disaster, Oracle will perform the following:
- i. Disaster Recovery Switchover:
    - a. Upon Your request, perform a failover in accordance with the pre-established and mutually agreed processes, up to twice a year.
  - ii. Disaster Recovery Testing for In Scope Technology and In Scope Application:
    - a. Assist You with Your annual Disaster Recovery (“DR”) testing activities as follows:
      - i. Review and mutually agree on Your DR Test Plan that describes the scope and criteria for DR testing from an In Scope Technology and application perspective.
      - ii. Coordinate operational activities identified in the DR Test Plan.
      - iii. Perform the operational activities assigned to Oracle in the DR Test Plan.
      - iv. Create a report summarizing the results of the executed DR Test Plan.
- i. Backup and Restore Management:
- Oracle will:
- i. Monitor and conduct backups of databases, and operating system files using Your existing backup tools.

- ii. Verify that database backup(s) have completed. In case of failure, re-run in a timely manner once the root cause for failure has been identified.
  - iii. Address incidents related to a failed backup.
  - iv. Notify You of failed backups, utilizing backup process return codes provided by You, re-execute the backups, where appropriate, and coordinate restoration from Your existing backup.
  - v. Restore from backup as requested by You in Non-Production Environment(s) for Your In Scope Technology.
  - vi. Validate the completeness of restore.
  - vii. Refresh the Non-Production Environment(s) as requested by You in a Your Service Management Tool.
- j. Availability Management:
- i. Analyze recurring Unplanned Outages for the [In Scope Environments](#) and make recommendations for improvements to the Production Environments.
  - ii. Coordinate Planned Outages for the Production Environments.
- k. Capacity Management:  
Oracle will:
- i. Monitor performance metrics and identify critical capacity thresholds for the Production Environments.
  - ii. Provide observations and recommendations derived from analysis of trend monitoring data.
- l. Functional and User Acceptance Testing (UAT) assistance:  
Oracle will:
- i. Pre-test any Changes recommended by Oracle prior to implementation in production.
  - ii. Perform sanity testing of the changes post deployment in non-production environment.
  - iii. Assist with any Incident reported during UAT.
- m. End of Cycles (EOD, EOM, EOY) assistance:  
Oracle will:
- i. Monitor EOD after initiation of EOD by You.
  - ii. Provide work-around to complete the EOD batch.
  - iii. Identify the root cause for any EOD, EOY, EOM batch aborts and resubmit the jobs by applying patches or workarounds in case of failures.
  - iv. Coordinate with My Oracle Support (“MOS”) team to address EOD/EOY/EOM failures.
  - v. Provide End of Cycles statistics as part of the monthly report.
- n. Service Management and Operational Governance:  
Oracle will:
- i. Maintain the Service Delivery Plan created during the transition phase as described in Section 1.1.k.
  - ii. Perform weekly Service Delivery Reviews.
  - iii. Coordinate communication between Oracle delivery team and Your Contacts.
  - iv. Assist with any escalations related to the Services raised in My Oracle Support (“MOS”) and Your Service Management Tool that You and Oracle mutually agree to use.
  - v. Assist in validating that the Non-Production Environments are accessible to You for Your testing.
  - vi. Assist with scheduling of events, such as DR Testing and Planned Outages.
  - vii. Provide daily, weekly, and monthly reports as mutually agreed during the Service Transition Phase in Section 1.1.d.

- viii. Provide guidance and implement such guidance for improving service delivery.
- ix. Analyze and review Service Levels (described in [Appendix 2](#)) for the Services.

## 2. **Your Cooperation and Project Assumptions.**

### a. Your Cooperation.

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

You will:

- a. Review and ensure that You have procured the licenses for [Table 2.a - In Scope Technology](#).
- b. Procure, provision and configure servers, network, storage that is required to host the [Table 1.a - In Scope Environment\(s\)](#) prior to commencement of Services.
- c. Manage data centre operations including installation, configuration, virtualization and patching of the hardware.
- d. Ensure Your Technology Platform is accessible to Oracle and privileged access is granted to Oracle prior to the commencement of Services.
- e. Be responsible for and manage the overall security for Your Technology Platform.
- f. Provide Oracle access to Your Service Management Tool to view, modify and close incidents. All incidents are logged into Your Service Management Tool by the Your helpdesk.
- g. Notify Oracle of any Incidents and assign Severity in accordance with the defined Service Level ("[Service Request Severity Level Assignment Definitions](#)") described in [Appendix 2](#).
- h. Provide formal approvals using the Service Management Tool and processes for the installation of Changes or fixes in the Production Environment.
- i. Provide masked data for non-Production environments.
- j. Designate a SDM to act on Your behalf regarding delivery of the services, who shall work together with Oracle to facilitate an efficient delivery of the Services, and who will work with Oracle's SDM to create the operating framework that will foster the exchange of business and technical information relevant to Oracle's provision of Services.
- k. Maintain a contact list for all persons performing the governance functions related to the services and provide such list to Oracle.
- l. Maintain and troubleshoot Your network connectivity.
- m. Subscribe to backup and archival services with the respective platform technology provider as per Your business requirements.
- n. Manage the policies and tools for the use of authentication information to access Your Technology Platform and its resources (e.g. password, tokens, etc.).
- o. Be responsible for Your Users' and Your third parties' use of and access to networks, systems, and all In Scope Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of this Service.
- p. Submit Incidents and Incident Change records with sufficient information and detailed documentation as required for delivery of the Services.
- q. Provide end user training and support for end users.
- r. Provide masked data for Non-Production environments.

### b. Project Assumptions

- e. Oracle will deliver this Service during the following:
  - iii. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your location where the services are to be performed.
  - iv. "Extended Business Hours" between 5:01 pm and 1:00 am Monday through Friday in the time zone of Your location where the services are to be performed.
- f. All communication (i.e., oral, written, and electronic) will be in English.
- g. All Services will be delivered remotely from India.
- h. The In Scope Technology versions will follow the recommendation provided in release notes of the In Scope Application.
- i. Severity Level 1 Incident(s) will not be assigned for Non-Production Environments.
- j. Requests for Emergency Change will not be accepted for Non-Production Environments.
- k. Anything not expressly listed in the above Description of Services section is not included in the scope of, or estimated fees for, Services, including the following:
  - i. Design changes of underlying infrastructure;



- ii. Addition / installation of any new technology or application environments;
- iii. Installation and maintenance of any software that is not part of the product specific technology stack;
- iv. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment;
- v. Any support to third party software and coordination with third party vendor;
- vi. Installation of any new products in the [“Table 1.a – In Scope Environments”](#);
- vii. Installation of major releases, updates, upgrades, and patches which change the intended functionality of the supported application(s) subscribed by “You” from [“Table 3.b - In Scope OFSAA Applications”](#) and [“Table 2.a – In Scope Technology”](#) are designated by Oracle as major release or version upgrades. You may separately purchase services for such installations for additional fees on a separate Ordering Document;
- viii. Interface development, enhancement, and customization including the testing of the new components;
- ix. Any support for Custom extensions, Interface, Enhancement, including the testing of the new components;
- x. System performance tuning services, vulnerability assessment and penetration testing except using installed Oracle cloud native tools;
- xi. Oracle software and end user Training;
- xii. Definition or implementation of business processes;
- xiii. Development or implementation support;
- xiv. Any activities related to migrations of any kind (hardware, software, software versions, operating system versions, database consolidation);
- xv. Any outstanding infrastructure and application incidents prior to the start of Run and Operate Services in Production (i.e., Incidents emerging out of Upgrade project or any project prior to the start of the “Services”); and
- xvi. Management or maintenance of Your internal tools;

### 3. **Expenses and Unused Services.**

The Services must be used within twelve (12) months from Your order’s signature date, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

### 4. **Project Management.**

You and Oracle each agree to designate a Service Delivery Manager (“SDM”) who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's Service Delivery Manager (“SDM”). Your SDM shall have the authority to approve Services on Your behalf. Oracle’s SDM shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

### 5. **Services Levels**

As described in [Appendix 2.](#)

# Oracle Financial Services Consulting Run and Operate Services for One additional non-production environment for OFSAA Application with 16x5 support coverage

Part Number: B108156

## Pre-Requisite Service

Part Number	Service Description
B108153	Oracle Financial Services Consulting Run and Operate Services for OFSAA Application with 16x5 support coverage

Part# B108153 (“Pre-Requisite Service”) is a pre-requisite you must have previously ordered to order this Service.

## Description of Services.

During the Professional Services Period (defined below), Oracle will provide the Services described in the Description of Services in the Pre-Requisite Service for one (1) additional Non-Production Environment and the technology components in [Table 2.a - In Scope Technology](#) (“In Scope Technology”) for up to one (1) [Table 3.b – In Scope OFSAA Applications](#) (“In Scope Application”)

## Your Cooperation and Project Assumptions.

1. Your Cooperation.  
These services are subject to the terms in the Policies and obligations described in the Pre-requisite Service.
2. Project Assumptions  
These services are subject to the Project Assumptions described in the Pre-requisite Service.

## Expenses and Unused Services.

The Services must be used within the same twelve (12) months period as the Pre-Requisite Service, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

## Project Management.

These services are subject to the Project Management section described in the Pre-requisite Service.

# Oracle Financial Services Consulting Run and Operate Services for OFSAA Application with 24x7 support coverage

**Part Number: B108154**

## 1. Description of Services.

During the Professional Services Period (defined below), Oracle will provide the following Services for up to five (5) [Table 1.a – In Scope Environments](#) (“In Scope Environments”) and the technology components described in [Table 2.a - In Scope Technology](#) (“In Scope Technology”) for up to one (1) [Table 3.b -In Scope OFSAA Applications](#) (“In Scope Application”) in the below phases as follows:

### 1. Service Transition Phase:

For a period of an estimated four (4) business weeks from the commencement of Services, Oracle will:

- a. Create a transition plan checklist and perform transition activities in accordance with the checklist.
- b. Document the Service delivery processes (i.e Incident, Problem, Release and Change Management) to be followed in the Stabilization Phase and Steady State Phase including in the event an Emergency Change is requested.
- c. Create and publish mutually agreed release plan.
- d. Document the Service delivery reporting frequency, formats, and contents.
- e. Document the communication plan, escalation matrix and governance process with You.
- f. Document the monitoring thresholds for the In Scope Technology and In Scope Application with You.
- g. Provide incident management and monitoring services.
- h. Conduct an orientation / initiation call with You to introduce the Service Delivery Manager (“SDM”) and any resources who will assist with service setup and configuration, review the Services scope and Your obligations and applicable environment build processes for the Services.
- i. Assist you to identify and document Your specific Service set up and configuration priorities, schedules, and transition plans.
- j. Identify and document key Oracle contacts and Your contacts (“Your Contacts”).
- k. Create and document a Service Delivery Plan that will identify and document (a) Your In Scope Technology and In Scope Application (b) Your In Scope Environments (c) Your technical administration, operational, and monitoring framework, including any tools and (d) mutually agreed Disaster Recovery Plan and Switchover process.

### 2. Stabilization Phase:

For a period of an estimated eight (8) business weeks following the Service Transition Phase, Oracle will:

- a. Stabilize the In Scope Environments, In Scope Technology and In Scope Applications through continuous monitoring and addressing the issues as mutually agreed upon.
- b. Establish the communication plan and governance process.
- c. Prepare for the Steady State Phase by utilizing the Service delivery processes in accordance with the documents produced in the Service Transition Phase.

### 3. Steady State Phase:

For a period beginning from the estimated thirteenth (13<sup>th</sup>) week to the end of Week fifty-two (52) , Oracle will provide the following Services.

#### a. Platform Management:

Oracle will:

- i. Access management to Your Technology Platform at Your request through a service request in Your Service Management Tool.
- ii. Triage and address incidents related to Your Technology Platform.

- b. Monitoring:  
Oracle will:
- i. Monitor the In Scope Technology and In Scope Application using the pre-installed and pre-configured monitoring tool.
  - ii. Detect and acknowledge outages and initiate Incident response.
  - iii. Provide You with the list of alerts generated by the monitoring tool for each In Scope Environment.
  - iv. Report on availability during Service Delivery Reviews.
- c. Incident Management:  
For the Production Environment only, Oracle will:
- i. Receive, acknowledge, validate, and classify Incidents.
  - ii. Categorize and respond to the Incident based on Oracle's Severity Level definitions and assign the appropriate Severity Level to the Incident in accordance with the [“Service Request Severity Level Assignment Definitions”](#) described in [Appendix 2](#).
  - iii. Open a Service Request (“SR”) with My Oracle Support (“MOS”), as necessary, including relevant information from the related incident(s), and route the SR to the appropriate team within Oracle.
  - iv. Monitor the progress of MOS SRs and provide status updates throughout the Incident lifecycle.
  - v. Coordinate with Your Incident management team.
- d. Problem Management:  
For the Production Environment only, Oracle will:
- i. Collect system data, such as trace files, log files, and diagnostic information, as necessary to diagnose a Problem.
  - ii. Coordinate with MOS as necessary, triage, troubleshoot, and work on the SR associated with a Problem until one of the following occurs:
    - i. The underlying incident has been addressed.
    - ii. Identify and implement the patch/fix/work-around  
; or
    - iii. The Problem is determined by Oracle to be outside the scope of the Services and transferred back to Your help desk for reassignment to the appropriate team.
  - iii. Create, submit, and review with You a Root Cause Analysis (“RCA”) report for Severity Level 1 incidents.
  - iv. Validate closure of any Incidents and SRs associated with the Problem.
- e. Change Management:  
Oracle will:
- i. Schedule and execute Changes via Your Service Management Tool for updates, parameter changes, software changes, and adding and/or removing components for the In Scope Environment, In Scope Applications and In Scope Technology.
  - ii. Implement Change(s) requested by You via Your Service Management Tool in accordance with the mutually agreed Change Management process described above in Section 1.1.b.
  - iii. Create and provide a back out plan to reverse Changes made by Oracle.
  - iv. Validate that the Non-Production Environment is accessible to You for Your testing.
  - v. Install the Change(s) in the Non-Production Environment prior to promoting any Change(s) to the Production Environment.
  - vi. Obtain approval via Your Service Management Tool from You prior to promoting any Changes to the Production Environment after You have completed Your testing.
  - vii. Apply CPUs patches on a quarterly basis.

- viii. Apply Bug Fix patch bundles once a quarter up to a maximum of four (4) times a year.
  - ix. Apply minor releases/ patches for In Scope Application up to maximum of two (2) times a year.
  - x. Emergency Changes in the Production Environments will be implemented as an exception to the mutually agreed to Change Management Process and are based solely on Your approval.
- f. Release Management:  
Oracle will:
- i. Perform periodic maintenance and infrastructure software changes.
  - ii. Perform application patching including configuration of database schema, WebLogic changes.
  - iii. Initiate and review the periodic maintenance schedule with Your release management team and schedule Oracle initiated releases.
  - iv. Coordinate as needed between the Problem and Change Management teams, software librarian, testing team and across technology teams to initiate the release build.
  - v. Determine the readiness of the release based on release criteria such as production environment readiness, assistance plans, rollout plans mutually agreed by You and Oracle.
  - vi. Follow the mutually agreed release plan as described in Section 1.1.c.
  - vii. Provide release notes for software versions and changes deployed in the release for In Scope technology and In Scope Application in the In Scope Environments.
  - viii. Conduct production rollout planning and communicate to all stakeholders.
  - ix. Obtain approval from You and deploy release in production environment.
- g. Security:  
Oracle will:
- i. Monitor the Security of the [In Scope Technology](#) using pre-installed security monitoring tools and address any vulnerability reported relating to the In Scope Technology.
  - ii. Provide you with a monthly security related report.
  - iii. Apply CPUs for the [In Scope Technology](#).
- h. Disaster Recovery (“DR”):  
For the In Scope Environment that is designated as Disaster Recovery Environment, in a Disaster, Oracle will perform the following:
- i. Disaster Recovery Switchover:
    - a. Upon Your request, perform a failover in accordance with the pre-established and mutually agreed processes, up to twice a year.
  - ii. Disaster Recovery Testing for In Scope Technology and In Scope Application:
    - b. Assist You with Your annual Disaster Recovery (“DR”) testing activities as follows:
      - I. Review and mutually agree on Your DR Test Plan that describes the scope and criteria for DR testing from an In Scope Technology and application perspective.
      - II. Coordinate operational activities identified in the DR Test Plan.
      - III. Perform the operational activities assigned to Oracle in the DR Test Plan.
      - IV. Create a report summarizing the results of the executed DR Test Plan.
- i. Backup and Restore Management:  
Oracle will:
- i. Monitor and conduct backups of databases, and operating system files using Your existing backup tools.

- ii. Verify that database backup(s) have completed. In case of failure, re-run in a timely manner once the root cause for failure has been identified.
  - iii. Address incidents related to a failed backup.
  - iv. Notify You of failed backups, utilizing backup process return codes provided by You, re-execute the backups, where appropriate, and coordinate restoration from Your existing backup.
  - v. Restore from backup as requested by You in Non-Production Environment(s) for Your In Scope Technology.
  - vi. Validate the completeness of restore.
  - vii. Refresh the Non-Production Environment(s) as requested by You in a Your Service Management Tool.
- j. Availability Management:
- i. Analyze recurring Unplanned Outages for the [In Scope Environments](#) and make recommendations for improvements to the Production Environments.
  - ii. Coordinate Planned Outages for the Production Environments.
- k. Capacity Management:  
Oracle will:
- i. Monitor performance metrics and identify critical capacity thresholds for the Production Environments.
  - ii. Provide observations and recommendations derived from analysis of trend monitoring data.
- l. Functional and User Acceptance Testing (UAT) assistance:  
Oracle will:
- i. Pre-test any Changes recommended by Oracle prior to implementation in production.
  - ii. Perform sanity testing of the changes post deployment in non-production environment.
  - iii. Assist with any Incident reported during UAT.
- m. End of Cycles (EOD, EOM, EOY) assistance:  
Oracle will:
- i. Monitor EOD after initiation of EOD by You.
  - ii. Provide work-around to complete the EOD batch.
  - iii. Identify the root cause for any EOD, EOY, EOM batch aborts and resubmit the jobs by applying patches or workarounds in case of failures.
  - iv. Coordinate with My Oracle Support (“MOS”) team to address EOD/EOY/EOM failures.
  - v. Provide End of Cycles statistics as part of the monthly report.
- n. Service Management and Operational Governance:  
Oracle will:
- i. Maintain the Service Delivery Plan created during the transition phase as described in Section 1.1.k.
  - ii. Perform weekly Service Delivery Reviews.
  - iii. Coordinate communication between Oracle delivery team and Your Contacts.
  - iv. Assist with any escalations related to the Services raised in My Oracle Support (“MOS”) and Your Service Management Tool that You and Oracle mutually agree to use.
  - v. Assist in validating that the Non-Production Environments are accessible to You for Your testing.
  - vi. Assist with scheduling of events, such as DR Testing and Planned Outages.
  - vii. Provide daily, weekly, and monthly reports as mutually agreed during the Service Transition Phase in Section 1.1.d.

- viii. Provide guidance and implement such guidance for improving service delivery.
- ix. Analyze and review Service Levels (described in [Appendix 2](#)) for the Services.

## 2. Your Cooperation and Project Assumptions.

### a. Your Cooperation.

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:  
You will:

- a. Review and ensure that You have procured the licenses for [Table 2.a - In Scope Technology](#).
- b. Procure, provision and configure servers, network, storage that is required to host the [Table 1.a - In Scope Environment\(s\)](#) prior to commencement of Services.
- c. Manage data centre operations including installation, configuration, virtualization and patching of the hardware.
- d. Ensure Your Technology Platform is accessible to Oracle and privileged access is granted to Oracle prior to the commencement of Services.
- e. Be responsible for and manage the overall security for Your Technology Platform.
- f. Provide Oracle access to Your Service Management Tool to view, modify and close incidents. All incidents are logged into Your Service Management Tool by the Your helpdesk.
- g. Notify Oracle of any Incidents and assign Severity in accordance with the defined Service Level ("[Service Request Severity Level Assignment Definitions](#)") described in [Appendix 2](#).
- h. Have a contact available 24 hours per day, 7 days per week, to provide information requested by Oracle, answer questions, and participate in the diagnostic process for any Severity Level 1 incidents.
- i. Provide formal approvals using the Service Management Tool and processes for the installation of Changes or fixes in the Production Environment.
- j. Provide masked data for non-Production environments.
- k. Designate a SDM to act on Your behalf regarding delivery of the services, who shall work together with Oracle to facilitate an efficient delivery of the Services, and who will work with Oracle's SDM to create the operating framework that will foster the exchange of business and technical information relevant to Oracle's provision of Services.
- l. Maintain a contact list for all persons performing the governance functions related to the services and provide such list to Oracle.
- m. Maintain and troubleshoot Your network connectivity.
- n. Subscribe to backup and archival services with the respective platform technology provider as per Your business requirements.
- o. Manage the policies and tools for the use of authentication information to access Your Technology Platform and its resources (e.g. password, tokens, etc.).
- p. Be responsible for Your Users' and Your third parties' use of and access to networks, systems, and all In Scope Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of this Service.
- q. Submit Incidents and Incident Change records with sufficient information and detailed documentation as required for delivery of the Services.
- r. Provide end user training and support for end users.
- s. Provide masked data for Non-Production environments.

### b. Project Assumptions

- h. Oracle will deliver this Service during the following:
  - iv. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your location where the services are to be performed.
  - v. "Extended Business Hours" between 5:01 pm and 8:00 am Monday through Saturday in the time zone of Your location where the services are to be performed.
  - vi. "Weekend Hours" beginning on Saturday 8:00 am in the time zone of Your location where the services are to be performed and ending on Monday at 7:59 am.
- i. All communication (i.e., oral, written, and electronic) will be in English.
- j. All Services will be delivered remotely from India.



- k. The In Scope Technology versions will follow the recommendation provided in release notes of the In Scope Application.
- l. Severity Level 1 Incident(s) will not be assigned for Non-Production Environments.
- m. Requests for Emergency Change will not be accepted for Non-Production Environments.
- n. Anything not expressly listed in the above Description of Services section is not included in the scope of, or estimated fees for, Services, including the following:
  - i. Design changes of underlying infrastructure;
  - ii. Addition / installation of any new technology or application environments;
  - iii. Installation and maintenance of any software that is not part of the product specific technology stack;
  - iv. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment;
  - v. Any support to third party software and coordination with third party vendor;
  - vi. Installation of any new products in the [“Table 1.a – In Scope Environments”](#);
  - vii. Installation of major releases, updates, upgrades, and patches which change the intended functionality of the supported application(s) subscribed by “You” from [“Table 3.b - In Scope OFSAA Applications”](#) and [“Table 2.a – In Scope Technology”](#) are designated by Oracle as major release or version upgrades. You may separately purchase services for such installations for additional fees on a separate Ordering Document;
  - viii. Interface development, enhancement, and customization including the testing of the new components;
  - ix. Any support for Custom extensions, Interface, Enhancement, including the testing of the new components;
  - x. System performance tuning services, vulnerability assessment and penetration testing except using installed Oracle cloud native tools;
  - xi. Oracle software and end user Training;
  - xii. Definition or implementation of business processes;
  - xiii. Development or implementation support;
  - xiv. Any activities related to migrations of any kind (hardware, software, software versions, operating system versions, database consolidation);
  - xv. Any outstanding infrastructure and application incidents prior to the start of Run and Operate Services in Production (i.e., Incidents emerging out of Upgrade project or any project prior to the start of the “Services”); and
  - xvi. Management or maintenance of Your internal tools;

### 3. **Expenses and Unused Services.**

The Services must be used within twelve (12) months from Your order’s signature date, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

### 4. **Project Management.**

You and Oracle each agree to designate a Service Delivery Manager (“SDM”) who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's Service Delivery Manager (“SDM”). Your SDM shall have the authority to approve Services on Your behalf. Oracle’s SDM shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

### 5. **Services Levels**

As described in [Appendix 2](#).

## Oracle Financial Services Consulting Run and Operate Services for One additional non-production environment for OFSAA Application with 24x7 support coverage

Part Number: B108157

### Pre-Requisite Service

Part Number	Service Description
B108154	Oracle Financial Services Consulting Run and Operate Services for OFSAA Application with 24x7 support coverage

Part# B108154 (“Pre-Requisite Service”) is a pre-requisite you must have previously ordered to order this Service.

### Description of Services.

During the Professional Services Period (defined below), Oracle will provide the Services described in the Description of Services in the Pre-Requisite Service for one (1) additional Non-Production Environment and the technology components in [Table 2.a - In Scope Technology](#) (“In Scope Technology”) for up to one (1) [Table 3.b – In Scope OFSAA Applications](#) (“In Scope Application”)

### Your Cooperation and Project Assumptions.

1. Your Cooperation.  
These services are subject to the terms in the Policies and obligations described in the Pre-requisite Service.
2. Project Assumptions  
These services are subject to the Project Assumptions described in the Pre-requisite Service.

### Expenses and Unused Services.

The Services must be used within the same twelve (12) months period as the Pre-Requisite Service, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

### Project Management.

These services are subject to the Project Management section described in the Pre-requisite Service.

# Oracle Financial Services Consulting Run and Operate Services for ORMB application with 8x5 support coverage

**Part Number: B108158**

## 1. Description of Services.

During the Professional Services Period (defined below), Oracle will provide Services for up to five (5) [Table 1.a – In Scope Environments](#) (“In Scope Environments”) and the technology components described in [Table 2.a - In Scope Technology](#) (“In Scope Technology”) for [Table 3.c -In Scope ORMB Application](#) (“In Scope Application”) in the below phases as follows:

### 1. Service Transition Phase:

For a period of an estimated four (4) business weeks from the commencement of Services, Oracle will:

- a. Create a transition plan checklist and perform transition activities in accordance with the checklist.
- b. Document the Service delivery processes (i.e Incident, Problem, Release and Change Management) to be followed in the Stabilization Phase and Steady State Phase including in the event an Emergency Change is requested.
- c. Create and publish mutually agreed release plan.
- d. Document the Service delivery reporting frequency, formats, and contents.
- e. Document the communication plan, escalation matrix and governance process with You.
- f. Document the monitoring thresholds for the In Scope Technology and In Scope Application with You.
- g. Provide incident management and monitoring services.
- h. Conduct an orientation / initiation call with You to introduce the Service Delivery Manager (“SDM”) and any resources who will assist with service setup and configuration, review the Services scope and Your obligations and applicable environment build processes for the Services.
- i. Assist you to identify and document Your specific Service set up and configuration priorities, schedules, and transition plans.
- j. Identify and document key Oracle contacts and Your contacts (“Your Contacts”).
- k. Create and document a Service Delivery Plan that will identify and document (a) Your In Scope Technology and In Scope Application (b) Your In Scope Environments (c) Your technical administration, operational, and monitoring framework, including any tools and (d) mutually agreed Disaster Recovery Plan and Switchover process.

### 2. Stabilization Phase:

For a period of an estimated eight (8) business weeks following the Service Transition Phase, Oracle will:

- a. Stabilize the In Scope Environments, In Scope Technology and In Scope Applications through continuous monitoring and addressing the issues as mutually agreed upon.
- b. Establish the communication plan and governance process.
- c. Prepare for the Steady State Phase by utilizing the Service delivery processes in accordance with the documents produced in the Service Transition Phase.

### 3. Steady State Phase:

For a period beginning from the estimated thirteenth (13<sup>th</sup>) week to the end of Week fifty-two (52) , Oracle will provide the following Services.

#### a. Platform Management:

Oracle will:

- i. Access management to Your Technology Platform at Your request through a service request in Your Service Management Tool.
- ii. Triage and address incidents related to Your Technology Platform.

- b. Monitoring:  
Oracle will:
- i. Monitor the In Scope Technology and In Scope Application using the pre-installed and pre-configured monitoring tool.
  - ii. Detect and acknowledge outages and initiate Incident response.
  - iii. Provide You with the list of alerts generated by the monitoring tool for each In Scope Environment.
  - iv. Report on availability during Service Delivery Reviews.
- c. Incident Management:  
For the Production Environment only, Oracle will:
- i. Receive, acknowledge, validate, and classify Incidents.
  - ii. Categorize and respond to the Incident based on Oracle's Severity Level definitions and assign the appropriate Severity Level to the Incident in accordance with the [“Service Request Severity Level Assignment Definitions”](#) described in [Appendix 2](#).
  - iii. Open a Service Request (“SR”) with My Oracle Support (“MOS”), as necessary, including relevant information from the related incident(s), and route the SR to the appropriate team within Oracle.
  - iv. Monitor the progress of MOS SRs and provide status updates throughout the Incident lifecycle.
  - v. Coordinate with Your Incident management team.
- d. Problem Management:  
For the Production Environment only, Oracle will:
- i. Collect system data, such as trace files, log files, and diagnostic information, as necessary to diagnose a Problem.
  - ii. Coordinate with MOS as necessary, triage, troubleshoot, and work on the SR associated with a Problem until one of the following occurs:
    - i. The underlying incident has been addressed.
    - ii. Identify and implement the patch/fix/work-around  
; or
    - iii. The Problem is determined by Oracle to be outside the scope of the Services and transferred back to Your help desk for reassignment to the appropriate team.
  - iii. Create, submit, and review with You a Root Cause Analysis (“RCA”) report for Severity Level 1 incidents.
  - iv. Validate closure of any Incidents and SRs associated with the Problem.
- e. Change Management:  
Oracle will:
- i. Schedule and execute Changes via Your Service Management Tool for updates, parameter changes, software changes, and adding and/or removing components for the In Scope Environment, In Scope Applications and In Scope Technology.
  - ii. Implement Change(s) requested by You via Your Service Management Tool in accordance with the mutually agreed Change Management process described above in Section 1.1.b.
  - iii. Create and provide a back out plan to reverse Changes made by Oracle.
  - iv. Validate that the Non-Production Environment is accessible to You for Your testing.
  - v. Install the Change(s) in the Non-Production Environment prior to promoting any Change(s) to the Production Environment.
  - vi. Obtain approval via Your Service Management Tool from You prior to promoting any Changes to the Production Environment after You have completed Your testing.
  - vii. Apply CPUs patches on a quarterly basis.

- viii. Apply Bug Fix patch bundles once a quarter up to a maximum of four (4) times a year.
  - ix. Apply minor releases/ patches for In Scope Application up to maximum of two (2) times a year.
  - x. Emergency Changes in the Production Environments will be implemented as an exception to the mutually agreed to Change Management Process and are based solely on Your approval.
- f. Release Management:
- Oracle will:
- i. Perform periodic maintenance and infrastructure software changes.
  - ii. Perform application patching including configuration of database schema, WebLogic changes.
  - iii. Initiate and review the periodic maintenance schedule with Your release management team and schedule Oracle initiated releases.
  - iv. Coordinate as needed between the Problem and Change Management teams, software librarian, testing team and across technology teams to initiate the release build.
  - v. Determine the readiness of the release based on release criteria such as production environment readiness, assistance plans, rollout plans mutually agreed by You and Oracle.
  - vi. Follow the mutually agreed release plan as described in Section 1.1.c
  - vii. Provide release notes for software versions and changes deployed in the release for In Scope Technology and In Scope Application in the In Scope Environments.
  - viii. Conduct production rollout planning and communicate to all stakeholders.
  - ix. Obtain approval from You and deploy release in production environment.
- g. Security:
- Oracle will:
- i. Monitor the Security of the [In Scope Technology](#) using pre-installed security monitoring tools and address any vulnerability reported relating to the In Scope Technology.
  - ii. Provide you with a monthly security related report.
  - iii. Apply CPUs for the [In Scope Technology](#).
- h. Disaster Recovery (“DR”):
- For the In Scope Environment that is designated as Disaster Recovery Environment, in a Disaster, Oracle will perform the following:
- i. Disaster Recovery Switchover:
    - a. Upon Your request, perform a failover in accordance with the pre-established and mutually agreed processes, up to twice a year.
  - ii. Disaster Recovery Testing for In Scope Technology and In Scope Application:
    - a. Assist You with Your annual Disaster Recovery (“DR”) testing activities as follows:
      - I. Review and mutually agree on Your DR Test Plan that describes the scope and criteria for DR testing from an In Scope Technology and application perspective.
      - II. Coordinate operational activities identified in the DR Test Plan.
      - III. Perform the operational activities assigned to Oracle in the DR Test Plan.
      - IV. Create a report summarizing the results of the executed DR Test Plan.
- i. Backup and Restore Management:
- Oracle will:
- i. Monitor and conduct backups of databases, and operating system files using Your existing backup tools.

- ii. Verify that database backup(s) have completed. In case of failure, re-run in a timely manner once the root cause for failure has been identified.
  - iii. Address incidents related to a failed backup.
  - iv. Notify You of failed backups, utilizing backup process return codes provided by You, re-execute the backups, where appropriate, and coordinate restoration from Your existing backup.
  - v. Restore from backup as requested by You in Non-Production Environment(s) for Your In Scope Technology.
  - vi. Validate the completeness of restore.
  - vii. Refresh the Non-Production Environment(s) as requested by You in a Your Service Management Tool.
- j. Availability Management:
- i. Analyze recurring Unplanned Outages for the [In Scope Environments](#) and make recommendations for improvements to the Production Environments.
  - ii. Coordinate Planned Outages for the Production Environments.
- k. Capacity Management:  
Oracle will:
- i. Monitor performance metrics and identify critical capacity thresholds for the Production Environments.
  - ii. Provide observations and recommendations derived from analysis of trend monitoring data.
- l. Functional and User Acceptance Testing (UAT) assistance:  
Oracle will:
- i. Pre-test any Changes recommended by Oracle prior to implementation in production.
  - ii. Perform sanity testing of the changes post deployment in non-production environment.
  - iii. Assist with any Incident reported during UAT.
- m. End of Cycles (EOD, EOM, EOY) assistance:  
Oracle will:
- i. Monitor EOD after initiation of EOD by You.
  - ii. Provide work-around to complete the EOD batch.
  - iii. Identify the root cause for any EOD, EOY, EOM batch aborts and resubmit the jobs by applying patches or workarounds in case of failures.
  - iv. Coordinate with My Oracle Support (“MOS”) team to address EOD/EOY/EOM failures.
  - v. Provide End of Cycles statistics as part of the monthly report.
- n. Service Management and Operational Governance:  
Oracle will:
- i. Maintain the Service Delivery Plan created during the transition phase as described in Section 1.1.k.
  - ii. Perform weekly Service Delivery Reviews.
  - iii. Coordinate communication between Oracle delivery team and Your Contacts.
  - iv. Assist with any escalations related to the Services raised in My Oracle Support (“MOS”) and Your Service Management Tool that You and Oracle mutually agree to use.
  - v. Assist in validating that the Non-Production Environments are accessible to You for Your testing.
  - vi. Assist with scheduling of events, such as DR Testing and Planned Outages.
  - vii. Provide daily, weekly, and monthly reports as mutually agreed during the Service Transition Phase in Section 1.1.d.

- viii. Provide guidance and implement such guidance for improving service delivery.
- ix. Analyze and review Service Levels (described in [Appendix 2](#)) for the Services.

## 2. Your Cooperation and Project Assumptions.

### a. Your Cooperation.

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:  
You will:

- a. Review and ensure that You have procured the licenses for [Table 2.a - In Scope Technology](#).
- b. Procure, provision and configure servers, network, storage that is required to host the [Table 1.a - In Scope Environment\(s\)](#) prior to commencement of Services.
- c. Manage data centre operations including installation, configuration, virtualization and patching of the hardware.
- d. Ensure Your Technology Platform is accessible to Oracle and privileged access is granted to Oracle prior to the commencement of Services.
- e. Be responsible for and manage the overall security for Your Technology Platform.
- f. Provide Oracle access to Your Service Management Tool to view, modify and close incidents. All incidents are logged into Your Service Management Tool by the Your helpdesk.
- g. Notify Oracle of any Incidents and assign Severity in accordance with the defined Service Level ("[Service Request Severity Level Assignment Definitions](#)") described in [Appendix 2](#).
- h. Have a contact available 24 hours per day, 7 days per week, to provide information requested by Oracle, answer questions, and participate in the diagnostic process for any Severity Level 1 incidents.
- i. Provide formal approvals using the Service Management Tool and processes for the installation of Changes or fixes in the Production Environment.
- j. Provide masked data for non-Production environments.
- k. Designate a SDM to act on Your behalf regarding delivery of the services, who shall work together with Oracle to facilitate an efficient delivery of the Services, and who will work with Oracle's SDM to create the operating framework that will foster the exchange of business and technical information relevant to Oracle's provision of Services.
- l. Maintain a contact list for all persons performing the governance functions related to the services and provide such list to Oracle.
- m. Maintain and troubleshoot Your network connectivity.
- n. Subscribe to backup and archival services with the respective platform technology provider as per Your business requirements.
- o. Manage the policies and tools for the use of authentication information to access Your Technology Platform and its resources (e.g. password, tokens, etc.).
- p. Be responsible for Your Users' and Your third parties' use of and access to networks, systems, and all In Scope Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of this Service.
- q. Submit Incidents and Incident Change records with sufficient information and detailed documentation as required for delivery of the Services.
- r. Provide end user training and support for end users.
- s. Provide masked data for Non-Production environments.

### b. Project Assumptions

- a. Oracle will deliver this Service during "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your location where the services are to be performed.
- b. All communication (i.e., oral, written, and electronic) will be in English.
- c. All Services will be delivered remotely from India.
- d. The In Scope Technology versions will follow the recommendation provided in release notes of the In Scope Application.
- e. Severity Level 1 Incident(s) will not be assigned for Non-Production Environments.
- f. Requests for Emergency Change will not be accepted for Non-Production Environments.
- g. Anything not expressly listed in the above Description of Services section is not included in the scope of, or estimated fees for, Services, including the following:



- i. Design changes of underlying infrastructure;
- ii. Addition / installation of any new technology or application environments;
- iii. Installation and maintenance of any software that is not part of the product specific technology stack;
- iv. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment;
- v. Any support to third party software and coordination with third party vendor;
- vi. Installation of any new products in the [“Table 1.a – In Scope Environments”](#);
- vii. Installation of major releases, updates, upgrades, and patches which change the intended functionality of the supported application(s) subscribed by “You” from [“Table 3.c - In Scope ORMB Applications”](#) and [“Table 2.a – In Scope Technology”](#) are designated by Oracle as major release or version upgrades. You may separately purchase services for such installations for additional fees on a separate Ordering Document;
- viii. Interface development, enhancement, and customization including the testing of the new components;
- ix. Any support for Custom extensions, Interface, Enhancement, including the testing of the new components;
- x. System performance tuning services, vulnerability assessment and penetration testing except using installed Oracle cloud native tools;
- xi. Oracle software and end user Training;
- xii. Definition or implementation of business processes;
- xiii. Development or implementation support;
- xiv. Any activities related to migrations of any kind (hardware, software, software versions, operating system versions, database consolidation);
- xv. Any outstanding infrastructure and application incidents prior to the start of Run and Operate Services in Production (i.e., Incidents emerging out of Upgrade project or any project prior to the start of the “Services”); and
- xvi. Management or maintenance of Your internal tools;

### 3. **Expenses and Unused Services.**

The Services must be used within twelve (12) months from Your order’s signature date, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

### 4. **Project Management.**

You and Oracle each agree to designate a Service Delivery Manager (“SDM”) who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's Service Delivery Manager (“SDM”). Your SDM shall have the authority to approve Services on Your behalf. Oracle’s SDM shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

### 5. **Services Levels**

As described in [Appendix 2.](#)

# Oracle Financial Services Consulting Run and Operate Services for One additional non-production environment for ORMB Application with 8x5 support coverage

Part Number: B108161

## Pre-Requisite Service

Part Number	Service Description
B108158	Oracle Financial Services Consulting Run and Operate Services for ORMB application with 8x5 support coverage

Part# B108158 (“Pre-Requisite Service”) is a pre-requisite you must have previously ordered to order this Service.

## Description of Services.

During the Professional Services Period (defined below), Oracle will provide the Services described in the Description of Services in the Pre-Requisite Service for one (1) additional Non-Production Environment and the technology components in [Table 2.a - In Scope Technology](#) (“In Scope Technology”) for [Table 3.c – In Scope ORMB Application](#) (“In Scope Application”)

## Your Cooperation and Project Assumptions.

1. Your Cooperation.  
These services are subject to the terms in the Policies and obligations described in the Pre-requisite Service.
2. Project Assumptions  
These services are subject to the Project Assumptions described in the Pre-requisite Service.

## Expenses and Unused Services.

The Services must be used within the same twelve (12) months period as the Pre-Requisite Service, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

## Project Management.

These services are subject to the Project Management section described in the Pre-requisite Service.

# Oracle Financial Services Consulting Run and Operate Services for ORMB Application with 16x5 support coverage

Part Number: B108159

## 1. Description of Services.

During the Professional Services Period (defined below), Oracle will provide the following Services for up to five (5) [Table 1.a – In Scope Environments](#) (“In Scope Environments”) and the technology components described in [Table 2.a - In Scope Technology](#) (“In Scope Technology”) for [Table 3.c -In Scope ORMB Application](#) (“In Scope Application”) in the below phases as follows:

### 1. Service Transition Phase:

For a period of an estimated four (4) business weeks from the commencement of Services, Oracle will:

- a. Create a transition plan checklist and perform transition activities in accordance with the checklist.
- b. Document the Service delivery processes (i.e Incident, Problem, Release and Change Management) to be followed in the Stabilization Phase and Steady State Phase including in the event an Emergency Change is requested.
- c. Create and publish mutually agreed release plan.
- d. Document the Service delivery reporting frequency, formats, and contents.
- e. Document the communication plan, escalation matrix and governance process with You.
- f. Document the monitoring thresholds for the In Scope Technology and In Scope Application with You.
- g. Provide incident management and monitoring services.
- h. Conduct an orientation / initiation call with You to introduce the Service Delivery Manager (“SDM”) and any resources who will assist with service setup and configuration, review the Services scope and Your obligations and applicable environment build processes for the Services.
- i. Assist you to identify and document Your specific Service set up and configuration priorities, schedules, and transition plans.
- j. Identify and document key Oracle contacts and Your contacts (“Your Contacts”).
- k. Create and document a Service Delivery Plan that will identify and document (a) Your In Scope Technology and In Scope Application (b) Your In Scope Environments (c) Your technical administration, operational, and monitoring framework, including any tools and (d) mutually agreed Disaster Recovery Plan and Switchover process.

### 2. Stabilization Phase:

For a period of an estimated eight (8) business weeks following the Service Transition Phase, Oracle will:

- a. Stabilize the In Scope Environments, In Scope Technology and In Scope Applications through continuous monitoring and addressing the issues as mutually agreed upon.
- b. Establish the communication plan and governance process.
- c. Prepare for the Steady State Phase by utilizing the Service delivery processes in accordance with the documents produced in the Service Transition Phase.

### 3. Steady State Phase:

For a period beginning from the estimated thirteenth (13<sup>th</sup>) week to the end of Week fifty-two (52) , Oracle will provide the following Services.

#### a. Platform Management:

Oracle will:

- i. Access management to Your Technology Platform at Your request through a service request in Your Service Management Tool.
- ii. Triage and address incidents related to Your Technology Platform.

- b. Monitoring:  
Oracle will:
- i. Monitor the In Scope Technology and In Scope Application using the pre-installed and pre-configured monitoring tool.
  - ii. Detect and acknowledge outages and initiate Incident response.
  - iii. Provide You with the list of alerts generated by the monitoring tool for each In Scope Environment.
  - iv. Report on availability during Service Delivery Reviews.
- c. Incident Management:  
For the Production Environment only, Oracle will:
- i. Receive, acknowledge, validate, and classify Incidents.
  - ii. Categorize and respond to the Incident based on Oracle's Severity Level definitions and assign the appropriate Severity Level to the Incident in accordance with the [“Service Request Severity Level Assignment Definitions”](#) described in [Appendix 2](#).
  - iii. Open a Service Request (“SR”) with My Oracle Support (“MOS”), as necessary, including relevant information from the related incident(s), and route the SR to the appropriate team within Oracle.
  - iv. Monitor the progress of MOS SRs and provide status updates throughout the Incident lifecycle.
  - v. Coordinate with Your Incident management team.
- d. Problem Management:  
For the Production Environment only, Oracle will:
- i. Collect system data, such as trace files, log files, and diagnostic information, as necessary to diagnose a Problem.
  - ii. Coordinate with MOS as necessary, triage, troubleshoot, and work on the SR associated with a Problem until one of the following occurs:
    - i. The underlying incident has been addressed.
    - ii. Identify and implement the patch/fix/work-around  
; or
    - iii. The Problem is determined by Oracle to be outside the scope of the Services and transferred back to Your help desk for reassignment to the appropriate team.
  - iii. Create, submit, and review with You a Root Cause Analysis (“RCA”) report for Severity Level 1 incidents.
  - iv. Validate closure of any Incidents and SRs associated with the Problem.
- e. Change Management:  
Oracle will:
- i. Schedule and execute Changes via Your Service Management Tool for updates, parameter changes, software changes, and adding and/or removing components for the In Scope Environment, In Scope Applications and In Scope Technology.
  - ii. Implement Change(s) requested by You via Your Service Management Tool in accordance with the mutually agreed Change Management process described above in Section 1.1.b.
  - iii. Create and provide a back out plan to reverse Changes made by Oracle.
  - iv. Validate that the Non-Production Environment is accessible to You for Your testing.
  - v. Install the Change(s) in the Non-Production Environment prior to promoting any Change(s) to the Production Environment.
  - vi. Obtain approval via Your Service Management Tool from You prior to promoting any Changes to the Production Environment after You have completed Your testing.
  - vii. Apply CPUs patches on a quarterly basis.

- viii. Apply Bug Fix patch bundles once a quarter up to a maximum of four (4) times a year.
  - ix. Apply minor releases/ patches for In Scope Application up to maximum of two (2) times a year.
  - x. Emergency Changes in the Production Environments will be implemented as an exception to the mutually agreed to Change Management Process and are based solely on Your approval.
- f. Release Management:  
Oracle will:
- i. Perform periodic maintenance and infrastructure software changes.
  - ii. Perform application patching including configuration of database schema, WebLogic changes.
  - iii. Initiate and review the periodic maintenance schedule with Your release management team and schedule Oracle initiated releases.
  - iv. Coordinate as needed between the Problem and Change Management teams, software librarian, testing team and across technology teams to initiate the release build.
  - v. Determine the readiness of the release based on release criteria such as production environment readiness, assistance plans, rollout plans mutually agreed by You and Oracle.
  - vi. Follow the mutually agreed release plan as described in Section 1.1.c
  - vii. Provide release notes for software versions and changes deployed in the release for In Scope Technology and In Scope Application in the In Scope Environments.
  - viii. Conduct production rollout planning and communicate to all stakeholders.
  - ix. Obtain approval from You and deploy release in production environment.
- g. Security:  
Oracle will:
- i. Monitor the Security of the [In Scope Technology](#) using pre-installed security monitoring tools and address any vulnerability reported relating to the In Scope Technology.
  - ii. Provide you with a monthly security related report.
  - iii. Apply CPUs for the [In Scope Technology](#).
- h. Disaster Recovery (“DR”):  
For the In Scope Environment that is designated as Disaster Recovery Environment, in a Disaster, Oracle will perform the following:
- i. Disaster Recovery Switchover:
    - a. Upon Your request, perform a failover in accordance with the pre-established and mutually agreed processes, up to twice a year.
  - ii. Disaster Recovery Testing for In Scope Technology and In Scope Application:
    - a. Assist You with Your annual Disaster Recovery (“DR”) testing activities as follows:
      - I. Review and mutually agree on Your DR Test Plan that describes the scope and criteria for DR testing from an In Scope Technology and application perspective.
      - II. Coordinate operational activities identified in the DR Test Plan.
      - III. Perform the operational activities assigned to Oracle in the DR Test Plan.
      - IV. Create a report summarizing the results of the executed DR Test Plan.
- i. Backup and Restore Management:  
Oracle will:
- i. Monitor and conduct backups of databases, and operating system files using Your existing backup tools.
  - ii. Verify that database backup(s) have completed. In case of failure, re-run in a timely manner once the root cause for failure has been identified.

- iii. Address incidents related to a failed backup.
  - iv. Notify You of failed backups, utilizing backup process return codes provided by You, re-execute the backups, where appropriate, and coordinate restoration from Your existing backup.
  - v. Restore from backup as requested by You in Non-Production Environment(s) for Your In Scope Technology.
  - vi. Validate the completeness of restore.
  - vii. Refresh the Non-Production Environment(s) as requested by You in a Your Service Management Tool.
- j. Availability Management:
- i. Analyze recurring Unplanned Outages for the [In Scope Environments](#) and make recommendations for improvements to the Production Environments.
  - ii. Coordinate Planned Outages for the Production Environments.
- k. Capacity Management:  
Oracle will:
- i. Monitor performance metrics and identify critical capacity thresholds for the Production Environments.
  - ii. Provide observations and recommendations derived from analysis of trend monitoring data.
- l. Functional and User Acceptance Testing (UAT) assistance:  
Oracle will:
- i. Pre-test any Changes recommended by Oracle prior to implementation in production.
  - ii. Perform sanity testing of the changes post deployment in non-production environment.
  - iii. Assist with any Incident reported during UAT.
- m. End of Cycles (EOD, EOM, EOY) assistance:  
Oracle will:
- i. Monitor EOD after initiation of EOD by You.
  - ii. Provide work-around to complete the EOD batch.
  - iii. Identify the root cause for any EOD, EOY, EOM batch aborts and resubmit the jobs by applying patches or workarounds in case of failures.
  - iv. Coordinate with My Oracle Support (“MOS”) team to address EOD/EOY/EOM failures.
  - v. Provide End of Cycles statistics as part of the monthly report.
- n. Service Management and Operational Governance:  
Oracle will:
- i. Maintain the Service Delivery Plan created during the transition phase as described in Section 1.1.k.
  - ii. Perform weekly Service Delivery Reviews.
  - iii. Coordinate communication between Oracle delivery team and Your Contacts.
  - iv. Assist with any escalations related to the Services raised in My Oracle Support (“MOS”) and Your Service Management Tool that You and Oracle mutually agree to use.
  - v. Assist in validating that the Non-Production Environments are accessible to You for Your testing.
  - vi. Assist with scheduling of events, such as DR Testing and Planned Outages.
  - vii. Provide daily, weekly, and monthly reports as mutually agreed during the Service Transition Phase in Section 1.1.d.
  - viii. Provide guidance and implement such guidance for improving service delivery.
  - ix. Analyze and review Service Levels (described in [Appendix 1](#)) for the Services.

## 2. **Your Cooperation and Project Assumptions.**

### a. Your Cooperation.

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

You will:

- a. Review and ensure that You have procured the licenses for [Table 2.a - In Scope Technology](#).
- b. Procure, provision and configure servers, network, storage that is required to host the [Table 1.a - In Scope Environment\(s\)](#) prior to commencement of Services.
- c. Manage data centre operations including installation, configuration, virtualization and patching of the hardware.
- d. Ensure Your Technology Platform is accessible to Oracle and privileged access is granted to Oracle prior to the commencement of Services.
- e. Be responsible for and manage the overall security for Your Technology Platform.
- f. Provide Oracle access to Your Service Management Tool to view, modify and close incidents. All incidents are logged into Your Service Management Tool by the Your helpdesk.
- g. Notify Oracle of any Incidents and assign Severity in accordance with the defined Service Level ("[Service Request Severity Level Assignment Definitions](#)") described in [Appendix 2](#).
- h. Have a contact available 24 hours per day, 7 days per week, to provide information requested by Oracle, answer questions, and participate in the diagnostic process for any Severity Level 1 incidents.
- i. Provide formal approvals using the Service Management Tool and processes for the installation of Changes or fixes in the Production Environment.
- j. Provide masked data for non-Production environments.
- k. Designate a SDM to act on Your behalf regarding delivery of the services, who shall work together with Oracle to facilitate an efficient delivery of the Services, and who will work with Oracle's SDM to create the operating framework that will foster the exchange of business and technical information relevant to Oracle's provision of Services.
- l. Maintain a contact list for all persons performing the governance functions related to the services and provide such list to Oracle.
- m. Maintain and troubleshoot Your network connectivity.
- n. Subscribe to backup and archival services with the respective platform technology provider as per Your business requirements.
- o. Manage the policies and tools for the use of authentication information to access Your Technology Platform and its resources (e.g. password, tokens, etc.).
- p. Be responsible for Your Users' and Your third parties' use of and access to networks, systems, and all In Scope Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of this Service.
- q. Submit Incidents and Incident Change records with sufficient information and detailed documentation as required for delivery of the Services.
- r. Provide end user training and support for end users.
- s. Provide masked data for Non-Production environments.

### b. Project Assumptions

- a. Oracle will deliver this Service during the following:
  - i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your location where the services are to be performed.
  - ii. "Extended Business Hours" between 5:01 pm and 1:00 am Monday through Friday in the time zone of Your location where the services are to be performed.
- b. All communication (i.e., oral, written, and electronic) will be in English.
- c. All Services will be delivered remotely from India.
- d. The In Scope Technology versions will follow the recommendation provided in release notes of the In Scope Application.

- e. Severity Level 1 Incident(s) will not be assigned for Non-Production Environments.
- f. Requests for Emergency Change will not be accepted for Non-Production Environments.
- g. Anything not expressly listed in the above Description of Services section is not included in the scope of, or estimated fees for, Services, including the following:
  - i. Design changes of underlying infrastructure;
  - ii. Addition / installation of any new technology or application environments;
  - iii. Installation and maintenance of any software that is not part of the product specific technology stack;
  - iv. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment;
  - v. Any support to third party software and coordination with third party vendor;
  - vi. Installation of any new products in the [“Table 1.a – In Scope Environments”](#);
  - vii. Installation of major releases, updates, upgrades, and patches which change the intended functionality of the supported application(s) subscribed by “You” from [“Table 3.c - In Scope ORMB Applications”](#) and [“Table 2.a – In Scope Technology”](#) are designated by Oracle as major release or version upgrades. You may separately purchase services for such installations for additional fees on a separate Ordering Document;
  - viii. Interface development, enhancement, and customization including the testing of the new components;
  - ix. Any support for Custom extensions, Interface, Enhancement, including the testing of the new components;
  - x. System performance tuning services, vulnerability assessment and penetration testing except using installed Oracle cloud native tools;
  - xi. Oracle software and end user Training;
  - xii. Definition or implementation of business processes;
  - xiii. Development or implementation support;
  - xiv. Any activities related to migrations of any kind (hardware, software, software versions, operating system versions, database consolidation);
  - xv. Any outstanding infrastructure and application incidents prior to the start of Run and Operate Services in Production (i.e., Incidents emerging out of Upgrade project or any project prior to the start of the “Services”); and
  - xvi. Management or maintenance of Your internal tools;

### 3. **Expenses and Unused Services.**

The Services must be used within twelve (12) months from Your order’s signature date, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

### 4. **Project Management.**

You and Oracle each agree to designate a Service Delivery Manager (“SDM”) who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party’s Service Delivery Manager (“SDM”). Your SDM shall have the authority to approve Services on Your behalf. Oracle’s SDM shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

### 5. **Services Levels**

As described in [Appendix 2](#).



## Oracle Financial Services Consulting Run and Operate Services for One additional non-production environment for ORMB Application with 16x5 support coverage

Part Number: B108162

### Pre-Requisite Service

Part Number	Service Description
B108159	Oracle Financial Services Consulting Run and Operate Services for ORMB Application with 16x5 support coverage

Part# B108159 (“Pre-Requisite Service”) is a pre-requisite you must have previously ordered to order this Service.

### Description of Services.

During the Professional Services Period (defined below), Oracle will provide the Services described in the Description of Services in the Pre-Requisite Service for one (1) additional Non-Production Environment and the technology components in [Table 2.a – In Scope Technology](#) (“In Scope Technology”) for [Table 3.c – In Scope ORMB Application](#) (“In Scope Application”)

### Your Cooperation and Project Assumptions.

1. Your Cooperation.  
These services are subject to the terms in the Policies and obligations described in the Pre-requisite Service.
2. Project Assumptions  
These services are subject to the Project Assumptions described in the Pre-requisite Service.

### Expenses and Unused Services.

The Services must be used within the same twelve (12) months period as the Pre-Requisite Service, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

### Project Management.

These services are subject to the Project Management section described in the Pre-requisite Service.

# Oracle Financial Services Consulting Run and Operate Services for ORMB Application with 24x7 support coverage

Part Number: B108160

## 1. Description of Services.

During the Professional Services Period (Fifty Two weeks), Oracle will provide the following Services for up to five (5) [Table 1.a – In Scope Environments](#) (“In Scope Environments”) and the technology components described in [Table 2.a – In Scope Technology](#) (“In Scope Technology”) for [Table 3.c -In Scope ORMB Application](#) (“In Scope Application”) in the below phases as follows:

### 1. Service Transition Phase:

For a period of an estimated four (4) business weeks from the commencement of Services, Oracle will:

- a. Create a transition plan checklist and perform transition activities in accordance with the checklist.
- b. Document the Service delivery processes (i.e Incident, Problem, Release and Change Management) to be followed in the Stabilization Phase and Steady State Phase including in the event an Emergency Change is requested.
- c. Create and publish mutually agreed release plan.
- d. Document the Service delivery reporting frequency, formats, and contents.
- e. Document the communication plan, escalation matrix and governance process with You.
- f. Document the monitoring thresholds for the In Scope Technology and In Scope Application with You.
- g. Provide incident management and monitoring services.
- h. Conduct an orientation / initiation call with You to introduce the Service Delivery Manager (“SDM”) and any resources who will assist with service setup and configuration, review the Services scope and Your obligations and applicable environment build processes for the Services.
- i. Assist you to identify and document Your specific Service set up and configuration priorities, schedules, and transition plans.
- j. Identify and document key Oracle contacts and Your contacts (“Your Contacts”).
- k. Create and document a Service Delivery Plan that will identify and document (a) Your In Scope Technology and In Scope Application (b) Your In Scope Environments (c) Your technical administration, operational, and monitoring framework, including any tools and (d) mutually agreed Disaster Recovery Plan and Switchover process.

### 2. Stabilization Phase:

For a period of an estimated eight (8) business weeks following the Service Transition Phase, Oracle will:

- a. Stabilize the In Scope Environments, In Scope Technology and In Scope Applications through continuous monitoring and addressing the issues as mutually agreed upon.
- b. Establish the communication plan and governance process.
- c. Prepare for the Steady State Phase by utilizing the Service delivery processes in accordance with the documents produced in the Service Transition Phase.

### 3. Steady State Phase:

For a period beginning from the estimated thirteenth (13<sup>th</sup>) week to the end of Week fifty-two (52) , Oracle will provide the following Services.

#### a. Platform Management:

Oracle will:

- i. Access management to Your Technology Platform at Your request through a service request in Your Service Management Tool.
- ii. Triage and address incidents related to Your Technology Platform.

- b. Monitoring:  
Oracle will:
- i. Monitor the In Scope Technology and In Scope Application using the pre-installed and pre-configured monitoring tool.
  - ii. Detect and acknowledge outages and initiate Incident response.
  - iii. Provide You with the list of alerts generated by the monitoring tool for each In Scope Environment.
  - iv. Report on availability during Service Delivery Reviews.
- c. Incident Management:  
For the Production Environment only, Oracle will:
- i. Receive, acknowledge, validate, and classify Incidents.
  - ii. Categorize and respond to the Incident based on Oracle's Severity Level definitions and assign the appropriate Severity Level to the Incident in accordance with the [“Service Request Severity Level Assignment Definitions”](#) described in [Appendix 2](#).
  - iii. Open a Service Request (“SR”) with My Oracle Support (“MOS”), as necessary, including relevant information from the related incident(s), and route the SR to the appropriate team within Oracle.
  - iv. Monitor the progress of MOS SRs and provide status updates throughout the Incident lifecycle.
  - v. Coordinate with Your Incident management team.
- d. Problem Management:  
For the Production Environment only, Oracle will:
- i. Collect system data, such as trace files, log files, and diagnostic information, as necessary to diagnose a Problem.
  - ii. Coordinate with MOS as necessary, triage, troubleshoot, and work on the SR associated with a Problem until one of the following occurs:
    - i. The underlying incident has been addressed.
    - ii. Identify and implement the patch/fix/work-around  
; or
    - iii. The Problem is determined by Oracle to be outside the scope of the Services and transferred back to Your help desk for reassignment to the appropriate team.
  - iii. Create, submit, and review with You a Root Cause Analysis (“RCA”) report for Severity Level 1 incidents.
  - iv. Validate closure of any Incidents and SRs associated with the Problem.
- e. Change Management:  
Oracle will:
- i. Schedule and execute Changes via Your Service Management Tool for updates, parameter changes, software changes, and adding and/or removing components for the In Scope Environment, In Scope Applications and In Scope Technology.
  - ii. Implement Change(s) requested by You via Your Service Management Tool in accordance with the mutually agreed Change Management process described above in Section 1.1.b.
  - iii. Create and provide a back out plan to reverse Changes made by Oracle.
  - iv. Validate that the Non-Production Environment is accessible to You for Your testing.
  - v. Install the Change(s) in the Non-Production Environment prior to promoting any Change(s) to the Production Environment.
  - vi. Obtain approval via Your Service Management Tool from You prior to promoting any Changes to the Production Environment after You have completed Your testing.
  - vii. Apply CPUs patches on a quarterly basis.

- viii. Apply Bug Fix patch bundles once a quarter up to a maximum of four (4) times a year.
  - ix. Apply minor releases/ patches for In Scope Application up to maximum of two (2) times a year.
  - x. Emergency Changes in the Production Environments will be implemented as an exception to the mutually agreed to Change Management Process and are based solely on Your approval.
- f. Release Management:  
Oracle will:
- i. Perform periodic maintenance and infrastructure software changes.
  - ii. Perform application patching including configuration of database schema, WebLogic changes.
  - iii. Initiate and review the periodic maintenance schedule with Your release management team and schedule Oracle initiated releases.
  - iv. Coordinate as needed between the Problem and Change Management teams, software librarian, testing team and across technology teams to initiate the release build.
  - v. Determine the readiness of the release based on release criteria such as production environment readiness, assistance plans, rollout plans mutually agreed by You and Oracle.
  - vi. Follow the mutually agreed release plan as described in Section 1.1.c
  - vii. Provide release notes for software versions and changes deployed in the release for In Scope Technology and In Scope Application in the In Scope Environments.
  - viii. Conduct production rollout planning and communicate to all stakeholders.
  - ix. Obtain approval from You and deploy release in production environment.
- g. Security:  
Oracle will:
- i. Monitor the Security of the [In Scope Technology](#) using pre-installed security monitoring tools and address any vulnerability reported relating to the In Scope Technology.
  - ii. Provide you with a monthly security related report.
  - iii. Apply CPUs for the [In Scope Technology](#).
- h. Disaster Recovery (“DR”):  
For the In Scope Environment that is designated as Disaster Recovery Environment, in a Disaster, Oracle will perform the following:
- i. Disaster Recovery Switchover:
    - a. Upon Your request, perform a failover in accordance with the pre-established and mutually agreed processes, up to twice a year.
  - ii. Disaster Recovery Testing for In Scope Technology and In Scope Application:
    - a. Assist You with Your annual Disaster Recovery (“DR”) testing activities as follows:
      - I. Review and mutually agree on Your DR Test Plan that describes the scope and criteria for DR testing from an In Scope Technology and application perspective.
      - II. Coordinate operational activities identified in the DR Test Plan.
      - III. Perform the operational activities assigned to Oracle in the DR Test Plan.
      - IV. Create a report summarizing the results of the executed DR Test Plan.
- i. Backup and Restore Management:  
Oracle will:
- i. Monitor and conduct backups of databases, and operating system files using Your existing backup tools.
  - ii. Verify that database backup(s) have completed. In case of failure, re-run in a timely manner once the root cause for failure has been identified.

- iii. Address incidents related to a failed backup.
  - iv. Notify You of failed backups, utilizing backup process return codes provided by You, re-execute the backups, where appropriate, and coordinate restoration from Your existing backup.
  - v. Restore from backup as requested by You in Non-Production Environment(s) for Your In Scope Technology.
  - vi. Validate the completeness of restore.
  - vii. Refresh the Non-Production Environment(s) as requested by You in a Your Service Management Tool.
- j. Availability Management:
- i. Analyze recurring Unplanned Outages for the [In Scope Environments](#) and make recommendations for improvements to the Production Environments.
  - ii. Coordinate Planned Outages for the Production Environments.
- k. Capacity Management:  
Oracle will:
- i. Monitor performance metrics and identify critical capacity thresholds for the Production Environments.
  - ii. Provide observations and recommendations derived from analysis of trend monitoring data.
- l. Functional and User Acceptance Testing (UAT) assistance:  
Oracle will:
- i. Pre-test any Changes recommended by Oracle prior to implementation in production.
  - ii. Perform sanity testing of the changes post deployment in non-production environment.
  - iii. Assist with any Incident reported during UAT.
- m. End of Cycles (EOD, EOM, EOY) assistance:  
Oracle will:
- i. Monitor EOD after initiation of EOD by You.
  - ii. Provide work-around to complete the EOD batch.
  - iii. Identify the root cause for any EOD, EOY, EOM batch aborts and resubmit the jobs by applying patches or workarounds in case of failures.
  - iv. Coordinate with My Oracle Support (“MOS”) team to address EOD/EOY/EOM failures.
  - v. Provide End of Cycles statistics as part of the monthly report.
- n. Service Management and Operational Governance:  
Oracle will:
- i. Maintain the Service Delivery Plan created during the transition phase as described in Section 1.1.k.
  - ii. Perform weekly Service Delivery Reviews.
  - iii. Coordinate communication between Oracle delivery team and Your Contacts.
  - iv. Assist with any escalations related to the Services raised in My Oracle Support (“MOS”) and Your Service Management Tool that You and Oracle mutually agree to use.
  - v. Assist in validating that the Non-Production Environments are accessible to You for Your testing.
  - vi. Assist with scheduling of events, such as DR Testing and Planned Outages.
  - vii. Provide daily, weekly, and monthly reports as mutually agreed during the Service Transition Phase in Section 1.1.d.
  - viii. Provide guidance and implement such guidance for improving service delivery.
  - ix. Analyze and review Service Levels (described in [Appendix 2](#)) for the Services.

## 2. Your Cooperation and Project Assumptions.

### a. Your Cooperation.

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:  
You will:

- a. Review and ensure that You have procured the licenses for [Table 2.a - In Scope Technology](#).
- b. Procure, provision and configure servers, network, storage that is required to host the [Table 1.a - In Scope Environment\(s\)](#) prior to commencement of Services.
- c. Manage data centre operations including installation, configuration, virtualization and patching of the hardware.
- d. Ensure Your Technology Platform is accessible to Oracle and privileged access is granted to Oracle prior to the commencement of Services.
- e. Be responsible for and manage the overall security for Your Technology Platform.
- f. Provide Oracle access to Your Service Management Tool to view, modify and close incidents. All incidents are logged into Your Service Management Tool by the Your helpdesk.
- g. Notify Oracle of any Incidents and assign Severity in accordance with the defined Service Level ("[Service Request Severity Level Assignment Definitions](#)") described in [Appendix 2](#).
- h. Have a contact available 24 hours per day, 7 days per week, to provide information requested by Oracle, answer questions, and participate in the diagnostic process for any Severity Level 1 incidents.
- i. Provide formal approvals using the Service Management Tool and processes for the installation of Changes or fixes in the Production Environment.
- j. Provide masked data for non-Production environments.
- k. Designate a SDM to act on Your behalf regarding delivery of the services, who shall work together with Oracle to facilitate an efficient delivery of the Services, and who will work with Oracle's SDM to create the operating framework that will foster the exchange of business and technical information relevant to Oracle's provision of Services.
- l. Maintain a contact list for all persons performing the governance functions related to the services and provide such list to Oracle.
- m. Maintain and troubleshoot Your network connectivity.
- n. Subscribe to backup and archival services with the respective platform technology provider as per Your business requirements.
- o. Manage the policies and tools for the use of authentication information to access Your Technology Platform and its resources (e.g. password, tokens, etc.).
- p. Be responsible for Your Users' and Your third parties' use of and access to networks, systems, and all In Scope Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of this Service.
- q. Submit Incidents and Incident Change records with sufficient information and detailed documentation as required for delivery of the Services.
- r. Provide end user training and support for end users.
- s. Provide masked data for Non-Production environments.

### b. Project Assumptions

- a. Oracle will deliver this Service during the following:
  - i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your location where the services are to be performed.
  - ii. "Extended Business Hours" between 5:01 pm and 8:00 am Monday through Saturday in the time zone of Your location where the services are to be performed.
  - iii. "Weekend Hours" beginning on Saturday 8:00 am in the time zone of Your location where the services are to be performed and ending on Monday at 7:59 am.
- b. All communication (i.e., oral, written, and electronic) will be in English.
- c. All Services will be delivered remotely from India.

- d. The In Scope Technology versions will follow the recommendation provided in release notes of the In Scope Application.
- e. Severity Level 1 Incident(s) will not be assigned for Non-Production Environments.
- f. Requests for Emergency Change will not be accepted for Non-Production Environments.
- g. Anything not expressly listed in the above Description of Services section is not included in the scope of, or estimated fees for, Services, including the following:
  - i. Design changes of underlying infrastructure;
  - ii. Addition / installation of any new technology or application environments;
  - iii. Installation and maintenance of any software that is not part of the product specific technology stack;
  - iv. Installation, configuration, administration and maintenance of hardware, operating system, server virtualization, storage, networking, and other data center equipment;
  - v. Any support to third party software and coordination with third party vendor;
  - vi. Installation of any new products in the [“Table 1.a – In Scope Environments”](#);
  - vii. Installation of major releases, updates, upgrades, and patches which change the intended functionality of the supported application(s) subscribed by “You” from [“Table 3.c - In Scope ORMB Applications”](#) and [“Table 2.a – In Scope Technology”](#) are designated by Oracle as major release or version upgrades. You may separately purchase services for such installations for additional fees on a separate Ordering Document;
  - viii. Interface development, enhancement, and customization including the testing of the new components;
  - ix. Any support for Custom extensions, Interface, Enhancement, including the testing of the new components;
  - x. System performance tuning services, vulnerability assessment and penetration testing except using installed Oracle cloud native tools;
  - xi. Oracle software and end user Training;
  - xii. Definition or implementation of business processes;
  - xiii. Development or implementation support;
  - xiv. Any activities related to migrations of any kind (hardware, software, software versions, operating system versions, database consolidation);
  - xv. Any outstanding infrastructure and application incidents prior to the start of Run and Operate Services in Production (i.e., Incidents emerging out of Upgrade project or any project prior to the start of the “Services”); and
  - xvi. Management or maintenance of Your internal tools;

### 3. **Expenses and Unused Services.**

The Services must be used within twelve (12) months from Your order’s signature date, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

### 4. **Project Management.**

You and Oracle each agree to designate a Service Delivery Manager (“SDM”) who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's Service Delivery Manager (“SDM”). Your SDM shall have the authority to approve Services on Your behalf. Oracle’s SDM shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

### 5. **Services Levels**

As described in [Appendix 2](#).

# Oracle Financial Services Consulting Run and Operate Services for One additional non-production environment for ORMB Application with 24x7 support coverage

Part Number: B108163

## Pre-Requisite Service

Part Number	Service Description
B108160	Oracle Financial Services Consulting Run and Operate Services for ORMB Application with 24x7 support coverage

Part# B108160 (“Pre-Requisite Service”) is a pre-requisite you must have previously ordered to order this Service.

## Description of Services.

During the Professional Services Period (defined below), Oracle will provide the Services described in the Description of Services in the Pre-Requisite Service for one (1) additional Non-Production Environment and the technology components in [Table 2.a - In Scope Technology](#) (“In Scope Technology”) for [Table 3.c – In Scope ORMB Application](#) (“In Scope Application”)

## Your Cooperation and Project Assumptions.

1. Your Cooperation.  
These services are subject to the terms in the Policies and obligations described in the Pre-requisite Service.
2. Project Assumptions  
These services are subject to the Project Assumptions described in the Pre-requisite Service.

## Expenses and Unused Services.

The Services must be used within the same twelve (12) months period as the Pre-Requisite Service, unless otherwise stated in Your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

## Project Management.

These services are subject to the Project Management section described in the Pre-requisite Service.



## TABLE 1 – IN SCOPE ENVIRONMENTS

**Table 1.a**

Environment Name	Purpose
Production	Production
Disaster Recovery	Production
Test / Development	Non-Production
Test / Development	Non-Production
Test / Development	Non-Production

**Table 1.b**

Environment Name	Purpose
Production	Production
Disaster Recovery	Production
Test / Development	Non-Production

## TABLE 2 – IN SCOPE TECHNOLOGY

**Table 2.a**

<p>Oracle Database</p> <p>Oracle Enterprise Linux (OEL)</p> <p>Oracle Enterprise Manager (OEM)</p> <p>Observability and management (O&amp;M)</p> <p>Middleware</p> <ul style="list-style-type: none"> <li>• Oracle Middleware</li> <li>• Oracle WebLogic</li> <li>• Oracle HTTP Server</li> <li>• Apache Tomcat*</li> <li>• Oracle Data Integrator</li> <li>• Oracle Service Bus</li> <li>• Oracle Analytics Server</li> <li>• Oracle Analytics Publisher</li> <li>• Oracle Enterprise Data Quality</li> <li>• Oracle Document Maker</li> <li>• Oracle Content and Experience</li> </ul> <p>Oracle Secure Desktop</p> <p>Oracle Integration Cloud (“OIC”)</p> <p>Secure File Transfer Protocol (“SFTP”)*</p>
--

\*Third Party Component

## Table 2.b

Oracle Database
Oracle Enterprise Linux (OEL)
Oracle Enterprise Manager (OEM)
Oberservability and management (O&M)
Middleware
• Oracle Middleware
• Oracle WebLogic
• Oracle HTTP Server
• Oracle Data Integrator
• Oracle Service Bus
• Oracle Analytics Server
• Oracle Analytics Publisher

## TABLE 3 – IN SCOPE APPLICATIONS

### Table 3.a

Oracle Insurance Policy Administration (“OIPA”) v12.X
Oracle Revenue Management and Billing (“ORMB”) v6.X
Oracle Financial Services Analytical Applications (“OFSAA”) v8.X
Oracle Financial Services Lending and Leasing (“OFSLL”) v14.X
Oracle Banking Suite of products v11.X (India and Japan Clusters only) and v 14.X
Oracle Banking Digital Experience (“OBDX”) v22.X

### Table 3.b

Oracle Financial Services Crime and Compliance Management (“FCCM” – OFSAA) v8.X
Oracle Financial Services Modern Risk and Finance for Banking (OFSAA) v8.X
Oracle Financial Services Modern Risk and Finance for Insurance (OFSAA) v8.X

### Table 3.c.

Oracle Revenue Management and Billing (“ORMB”) v6.X
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## APPENDIX 1

### Service Levels.

- a) Service Level Incident Response Time for Production Environment:

For Incidents logged by You in Your Service Management Tool, the applicable Service Level Target and Incident Response Time for each Severity Type is identified in the below table.

<b>Severity Type</b>	<b>Incident Response Time</b>	<b>Service Level Target</b>
Severity Level 1	Within sixty (60) minutes	Ninety percent (90%) of the incidents responded within incident response time
Severity Level 2	Within one twenty (120) minutes	Ninety percent (90%) of the incidents responded within incident response time

The above Service Levels are indicative only. As such, Oracle does not guarantee that these Service Levels will be met and a failure to meet Service Levels shall not constitute a breach of contract or a breach of warranty and will impose no adverse contractual implications on Oracle. Oracle and You will mutually agree to the actions required to bring Service Levels within the target and such agreed action plan will be the only recourse available for such cases.

- b) Scope of Service Level Response Time:

1. Service Levels shall be applicable for Production Environment only.
2. Service Levels are applicable only during period of time described in the Service Description Section 2.b.a. under “Project Assumptions”.
3. Service Levels are applicable only during the “Standard Business Hours” between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the Services are to be performed, excluding Holiday Hours.
4. Incident Response Time is calculated from the when the Incident is raised in the Service Management Tool by You to Oracle until it is acknowledged by the Oracle Team.
5. System of Record – Incident Response Time measurements for the Services shall be recorded using Your Service Management Tool that is mutually agreed upon.
6. Service Levels are applicable only for Incident Response Time.

- c) Service Levels – Exclusions:

Oracle shall not be responsible for Service Level Incident Response Time under any of the following circumstances:

1. Any Incident related to the In Scope Application and In Scope Technology products bugs.
2. SRs or tickets raised in MOS.
3. In a Disaster recovery scenario.
4. During failure of underlying Infrastructure or underlying technology platform.
5. Unavailability of Your Service Management Tool to Oracle team.
6. Incidents outside of the Standard Business Hours described in Section b.2 in the Service Levels section above.
7. For Incidents raised outside the “Standard Business Hours” support coverage window and if such Incidents are production severity Level One (1) incidents, then Oracle will provide on call support without Service Levels in consideration.

d) Service Request Severity Level Assignment Definitions

Severity Level	Severity Level Assignment Definition
Level One (1)	<p><u>Critical Business Impact.</u> The problem causes complete loss of Services for the environment. Work cannot reasonably continue, the operation is mission critical to Your business, and the situation is an emergency. A severity Level 1 problem has one (1) or more of the following criteria:</p> <ul style="list-style-type: none"> <li>• Data Corrupted.</li> <li>• A crucial function is not available.</li> <li>• System hangs indefinitely, causing unacceptable or indefinite delays for resources or response; and/or System crashes, and crashes repeatedly after restart attempts.</li> </ul>
Level Two (2)	<p><u>Significant Business Impact.</u> Incidents that result in part of the environment being down causing severe loss of Service. No acceptable workaround is available. However, business operations in the environment can continue to be conducted in a restricted manner.</p>
Level Three (3)	<p><u>Some Business Impact.</u> The incident causes minor loss of service for the environment or can cause an impact, if not resolved. The impact is an inconvenience, which may require a workaround to restore functionality</p>

**Usage Limits:** The Services are subject to the following Usage Limits:

Typical Usage Limits	Threshold
Number of Incidents per month assigned to Oracle (incidents reported)	< Fifty (50)
Number of Problem records per month	< Ten (10)
Planned changes excludes patching	Maximum two (2) per month
Emergency changes	Maximum three (3) per month
Non-Production Environment refresh in a year	Four (4) times/year
<a href="#">"Table 2.a – In Scope Technology"</a> patching in a year	Four (4) times/year

Oracle will review with You these Usage Limits in the event of two (2) continuous months of threshold breach and come up with mutually agreed plan identifying actions to bring these usage limits within the identified Threshold.

## APPENDIX 2

### Service Levels.

The below Service Levels are indicative only. As such, Oracle does not guarantee that these Service Levels will be met and a failure to meet Service Levels shall not constitute a breach of contract or a breach of warranty and will impose no adverse contractual implications on Oracle. Oracle and You will mutually agree to the actions required to bring service levels within the target and such agreed action plan will be the only recourse available for such cases.

- a. Service Level Incident Response Time for Production Environment:  
For Incidents logged by You in Your Service Management Tool, the applicable Service Level Target and Incident Response Time for each Severity Type is identified in the below table.

<b>Severity Type</b>	<b>Incident Response Time</b>	<b>Service Level Target</b>
Severity Level 1	Within Forty-five (45) minutes	More than Ninety percent (90%) of the incidents responded within incident response time
Severity Level 2	Within Ninety (90) minutes	More than Ninety percent (90%) of the incidents responded within incident response time

- b. Service Level Incident Restoration Time for Production Environment:  
For Incidents logged by You in Your Service Management Tool, the applicable Service Level Target and Incident Restoration Time for each Severity Type is identified in the below table.

<b>Severity Type</b>	<b>Incident Restoration Time</b>	<b>Service Level Target</b>
Severity Level 1	Within Four (4) Hours	More than Ninety percent (90%) of the incidents restored within the incident restoration time
Severity Level 2	Within Twelve (12) Hours	More than Ninety percent (90%) of the incidents restored within the incident restoration time.

c. Scope of Service Levels:

1. Service Levels shall be applicable for Production Environment only
2. Service Levels are applicable only during period of time described in the Service Description Section 2.b.a. under "Project Assumptions".
3. System of Record – Incident Response and Restoration Time measurements for the Services shall be recorded using Your Service Management Tool that is mutually agreed upon during service transition phase.
4. Service Levels are applicable only during steady phase.
5. Service Level Incident Response Time for Production Environment ("**RESPONSE TIME SLA**") described in Section a of Service Levels is the period of time calculated from when You raise a ticket in the Service Management Tool to when Oracle provides a non automated acknowledgement of an Incident logged in the Service Management Tool that shall provide confirmation that the relevant Incident is now under investigation by Oracle.
6. Service Level Incident Restoration Time for Production Environment ("**RESTORATION TIME SLA**") described in Section b of Service Levels is the the period of time calculated from the time the Incident is logged in the Service Management Tool to the time in which the Service returns to operational status.

d. Service Levels – Exclusions:

Oracle shall not be responsible for the above Service Levels under any of the following circumstances:

1. Any Incident related to the In Scope Application and In Scope Technology products bugs.
2. SRs or tickets raised in MOS.
3. During the Service Transition Phase and Stabilization Phase.
4. Third party connectivity and interfaces.
5. In a Disaster recovery scenario, the Restoration Time SLA is not applicable.
6. During failure of underlying Infrastructure or underlying technology platform.
7. Unavailability of Your Service Management Tool to notify Oracle team.
8. Incidents outside of the Standard Business Hours described in Section c.2 in the Service Levels section above.
9. For Incidents raised outside the "Standard Business Hours" support coverage window and if such Incidents are production severity Level One (1) incidents, then Oracle will provide on call support without Service Levels in consideration.
10. SRs or tickets raised in MOS.

e. Service Request Severity Level Assignment Definitions

Severity Level	Severity Level Assignment Definition
Level One (1)	<p><u>Critical Business Impact.</u> The problem causes complete loss of Services for the environment. Work cannot reasonably continue, the operation is mission critical to Your business, and the situation is an emergency. A severity Level 1 problem has one (1) or more of the following criteria:</p> <ul style="list-style-type: none"> <li>• Data Corrupted.</li> <li>• A crucial function is not available.</li> <li>• System hangs indefinitely, causing unacceptable or indefinite delays for resources or response; and/or</li> </ul> <p>System crashes, and crashes repeatedly after restart attempts.</p>
Level Two (2)	<p><u>Significant Business Impact.</u> Incidents that result in part of the environment being down causing severe loss of Service. No acceptable workaround is available. However, business operations in the environment can continue to be conducted in a restricted manner.</p>
Level Three (3)	<p><u>Some Business Impact.</u> The incident causes minor loss of service for the environment or can cause an impact, if not resolved. The impact is an inconvenience, which may require a workaround to restore functionality</p>
Level Four (4)	<p><u>No Business Impact.</u> You request information, an enhancement, or documentation clarification regarding Your software but there is no impact on the operation of the software. You experience no loss of Service. The result does not impede the operation of a system.</p>

**Usage Limits:** The Services are subject to the following Usage Limits:

Typical Usage Limits	Threshold
Number of Incidents per month assigned to Oracle (incidents reported)	< Fifty (50)
Number of Problem records per month	< Ten (10)
Planned changes excludes patching	Maximum two (2) per month
Non-Production Environment refresh in a year	Four (4) times/year

Oracle will review with You these Usage Limits in the event of two (2) continuous months of threshold breach and come up with mutually agreed plan identifying actions to bring these usage limits within the identified Threshold.