ORACLE

Oracle Technology & Hardware Consulting Services Descriptions

Effective Date: 19-DEC-2022

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Professional Services Delivery Policies

The Oracle Professional Services Delivery Policies ("Policies") available at 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.

SERVICES

B84154 – Oracle Consulting Advisory for Oracle Engineered Systems

Description of Services

During the Professional Services Period (defined below), Oracle will make available to you the following Oracle Consulting Advisory for Oracle Engineered Systems ("Services") for your Oracle Engineered Systems hardware system(s):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in an up to one (1) hour meeting to review the Services with you.
3. Conduct up to sixty (60) hours of workshop(s), which may be attended by up to ten (10) participants, for the purpose of reviewing your current and target systems environment. These workshops may include the following:
   a. Review your business strategy for Oracle Engineered Systems deployment, including deployment under various project scenarios.
   b. Review your requirements for Oracle Engineered Systems deployment including your:
      i. Migration requirements and possible migration paths from your existing systems and environments to your Oracle Engineered Systems platform; and
      ii. High level capacity planning requirements for your existing databases and applications that are designated to run on your Oracle Engineered Systems platform.
   c. Review your current architecture principals, guidelines and standards in the areas of:
      i. Planned architecture for the Oracle Engineered Systems;
      ii. Maximum Availability Architecture ("MAA"), High Availability, Backups/Recovery and Disaster Recovery requirements;
      iii. Oracle Engineered Systems security processes and requirements;
      iv. Existing databases and applications on your current Oracle Engineered System platform; and
      v. Use of Oracle Engineered Systems core features.
   d. Review your existing technical operational practices and administrative skill sets to identify technology knowledge and process gaps as they relate to your planned use of Oracle Engineered Systems in your target enterprise architecture.
4. Create an Engineered Systems Advisory Report Document that will contain findings on current and future state technical recommendations, observations, risks and next steps.
5. Conduct one (1) workshop which is up to two (2) hours in length and which may be attended by up to ten (10) participants, to review the Engineered Systems Advisory Report Document with your key stakeholders.

Your Cooperation and Project Assumptions

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

1. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with your business user representatives and project team members according to the project schedule.
2. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
3. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle

to support the performance of Services.

4. Conduct the project with Oracle according to Oracle pre-defined and supplied project plan and project management plan.
5. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
6. Unless otherwise specified in your order (including the Service Specifications), you may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in your order.

Project Assumptions
1. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
2. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
3. All written documentation and communication will be done in English unless mutually agreed otherwise.
4. Documented task outputs will be in a format determined by Oracle.
5. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
6. The sections and contents of documents to be delivered to you will be reviewed by you and Oracle prior to the creation of the document.
7. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services.
8. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
9. The Services will be performed onsite at your facility located at the address as specified in your order.

You acknowledge that if Oracle's cost of providing Services is increased because of your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then you agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above are inclusive of travel and out-of-pocket expenses. Services must commence within three (3) months from your order's signature date, unless otherwise stated in your order. Should Services not commence in such time, Oracle's obligation to provide Services shall be terminated, with no further action required of either party, and you shall not be entitled to a refund, or any credit toward additional or other services.

Project Management

You and Oracle each agree to designate a project manager 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 project manager. Your project manager shall have the authority to approve Services on your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B85686 – Oracle Exadata Implementation Rapid Start Service (For use in the US only)

Description of Services

During the Professional Services Period (defined below), Oracle will make available to you the following Oracle Exadata Implementation Rapid Start Service ("Services") for your Oracle Exadata Database Machine:

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in an up to one (1) hour meeting to review the Services with you.
3. Conduct up to sixteen (16) hours of workshop(s), which may be attended by up to ten (10) participants, for the purpose of reviewing your Oracle Exadata Database Machine requirements.
4. Prepare your system deployment architecture for your Oracle Exadata Database Machine and assist with completing Oracle installation configuration worksheets, if any, provided to you under a separate contract.
5. Provide up to eight (8) hours of services to confirm the installation and configuration of the Oracle Exadata system by reviewing installation and Exachk reports.
6. Perform the following custom configurations of your Oracle Exadata Database Machine per system deployment architecture including:
   a. Configure up to six (6) additional networks including virtual local area networks ("VLANs") and network bonding;
   b. Configure up to six (6) cluster services and configure IORM and writeback flash cache on storage cells;
   c. Provision up to five (5) additional databases and/or Oracle Homes;
   d. Adjust the size of internal disk file systems and/or create up to five (5) new logical volumes;
   e. Configure InfiniBand database listener;
   f. Configure OS Parameters for memory, Central Processing Unit, Input/Output, and network;
   g. Configure system resource management;
   h. Configure up to eight (8) Oracle Enterprise Manager agents and Exadata plug-in;
   i. Configure full, incremental and archive-log backups for up to five (5) databases for your Oracle ZFS Storage Appliance on up to eight (8) shares;
   j. Configure Database File system or Automated Storage Management Cluster File system; and
   k. Run Exachk and apply recommendations.
7. Conduct a two (2) hour workshop which may be attended by up to ten (10) participants, to review your Oracle Exadata Database Machine and record observations and recommendations in an Engagement Summary Report.

Your Cooperation and Project Assumptions

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

Your Obligations
1. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with your business user representatives and project team members according to the project schedule.
2. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
3. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
4. Conduct the project with Oracle according to Oracle pre-defined and supplied project plan and project management plan.
5. Provide any notices, and obtain any consents, required for Oracle to perform Services.

6. Install Oracle Enterprise Manager and Oracle ZFS Storage Appliance prior to the commencement of these Services.
7. Install and configure Oracle Exadata Database Machine no later than four (4) weeks following commencement of Services.
8. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
9. Unless otherwise specified in your order (including the Service Specifications), you may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in your order.

Project Assumptions
1. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
2. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
3. All written documentation and communication will be done in English unless mutually agreed otherwise.
4. Documented task outputs will be in a format determined by Oracle.
5. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
6. The sections and contents of documents to be delivered to you will be reviewed by you and Oracle prior to the creation of the document.
7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services. Services identified as out of scope include, but is not limited to, the following: data migration.
9. Oracle will leverage the Oracle Exadata Database Machine Deployment Assistant ("OEDA") during the performance of these Services.
10. Services will be performed on one (1) Oracle Exadata Engineered System with a full, half, or quarter rack.
11. The Services will be performed onsite at your facility located at the address as specified in your order.

You acknowledge that if Oracle's cost of providing Services is increased because of your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then you agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above does not include of travel and out-of-pocket expenses. Services must commence within six (6) months from your order's signature date, unless otherwise stated in your order. Should Services not commence in such time, Oracle's obligation to provide Services shall be terminated, with no further action required of either party, and you shall not be entitled to a refund, or any credit toward additional or other services.

Project Management

You and Oracle each agree to designate a project manager 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 project manager. Your project manager shall have the authority to approve Services on your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B89688 – Oracle Consulting Rapid Start Service for Oracle Database Appliance

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following services ("Services") as related to Your order for Oracle Consulting Rapid Start Service for the Oracle Database Appliance module ("ODA"):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Provide a workshop of up to eight (8) hours in duration for up to ten (10) participants to:
    a. Review the approach for providing the Services;
    b. Perform pre-requisite checks for Your ODA environment and review Your requirements and constraints related to the adoption of ODA in Your environment;
    c. Provide for Your evaluation two (2) scenarios as set forth below, one (1) of which You shall select to be applied for the delivery of the Services:
       Scenario 1: First ODA implementation
       Scenario 2: Extension of an existing ODA implementation.
3. Provide up to eight (8) hours of assistance to install, configure and test ("implementation") Your ODA environment as mutually agreed upon in the workshop listed above, which will consist of the following:
    a. Installation and configuration of two (2) user domains;
    b. Import and configuration of one (1) virtual machine template; and
    c. Installation of one (1) test database.
4. Provide (in the event Scenario 1is selected above):
    a. Up to twelve (12) hours of guidance to assist You with implementation of a base backup and monitoring procedure, using Recovery Manager and Cloud Control; and
    b. Up to four (4) hours to share recommendations about moving workloads.
5. Provide (in the event Scenario 2 is selected above):
    a. Up to eight (8) hours to setup Data Guard for Disaster Recovery; and
    b. up to eight (8) hours to assist You in the performance of a Disaster Recovery test.
6. Provide up to eight (8) hours to assist You with validating Your new ODA environment.

Your Cooperation and Project Assumptions

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

Your Obligations

1. Provide, for all Oracle resources performing Services at Your site, a safe and healthful workspace (e.g., a workspace that is free from recognized hazards that are causing, or likely to cause, death or serious physical harm, a workspace that has proper ventilation, sound levels acceptable for resources performing Services in the workspace, and ergonomically correct work stations, etc.).
2. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.

4. Provide source data access and connectivity details for your network, e.g. servers where your data is located.
5. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
6. Provide database, system, and network administration required by Oracle to support the performance of Services.
7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. Provide, prior to the commencement of Services, the necessary precautions in Your data center to accommodate ODA.
9. Provide a machine (physical or virtual) separate from Your ODA environment to install Oracle Control Plane.
10. Participate in and assist with all Services tasks.
11. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
12. Unless otherwise specified in Your order, You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
13. If services are provided remotely, Oracle resources may provide services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network ("VPN") or Oracle Web Conference ("OWC"). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:
    i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
    ii. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
    iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.

    Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or

delivered during the performance of the Services.

3. All written documentation and project communications will be done in English unless mutually agreed otherwise.
4. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
5. At Oracle's discretion, the Services, including any workshops, may be delivered with onsite, onsite remote and/or offshore Oracle resources.
6. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services. Items identified as out of scope include, without limitation, the following; the following is not an exhaustive list:
    i.   Hardware and network components;
    ii. Software and application development; and
    iii. Integration with other software or components.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services. The Services must be used within three (3) 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 project manager who shall be responsible for coordinating its activities under this exhibit. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B92735 – Consulting Enterprise Solution Architecture Service On Premise SW

Description of Services

At Your direction, Oracle will provide You with up to forty (40) person days of the following activities related to Your separately licensed Oracle on-premise software product(s) (the "Product(s)") during the Consulting Services Period as defined below ("Services"):

1. Provide a pre-defined project work plan and project management plan for the Services (the "Project Plans").
2. Conduct up to four (4) one (1) hour meetings or interviews to review the Services with You.
3. Conduct up to forty (40) hours of workshop(s), for up to ten (10) participants, as designated by You, to review Your current state enterprise architecture and planned environment(s) for the Product(s), which includes the following, as applicable:

a. Review Your overall business and information technology ("IT") drivers, strategies, goals, objectives, and requirements.

b. Review the current state of Your existing IT architecture and workloads portfolio targeted for migration to Your planned environment for the Product(s), including:

    i. Business criticality.

    ii. Service level objectives.

    iii. Organization roles and responsibilities for the Product's administration.

c. Review Your existing processes for managing the environments and architecture for the Product(s).

d. Review Your existing, relevant documentation related to the Services performed in sections 1.A.3.a – 1.A.3.c above.

4. Create an "engagement summary" report that includes the following (the "Engagement Summary Report"):

a. A document that summarizes information gathered from the Services performed in section 1.A.3 above and describes Your existing enterprise architecture for the Product's environment (the "current state enterprise architecture document").

b. A description of a future state enterprise architecture for the Product's environment, including:

    i. A description of the capabilities of the Product(s) (i.e., a capabilities model).

    ii. A description of unique characteristics of Your project requirements for up to three (3) use cases in relation to the Product(s).

    iii. A description of principles for the design of the architecture of the Product's environment.

    iv. A framework for the architecture of the Product's environment (i.e., conceptual architecture).

c. A document outlining Your adoption of the Product(s) (the "future state enterprise architecture document"), which includes the following, if applicable:

    i. A strategy for establishing integration between Your environments for the Product(s).

    ii. A strategy for managing and monitoring Your environment for the Product(s).

d. A document describing a proposed path from Your current state enterprise architecture to a future state enterprise architecture for the Product(s).

e. A "high-level work breakdown structure" document to assist You with creating a project plan and assess estimated costs associated with an implementation of the Product(s) and integration of such Product(s) with Your current state enterprise architecture.

5. Conduct up to two (2) workshops, which may be attended by up to ten (10) of Your designated, key stakeholders, for up to two (2) hours each, to review the Engagement Summary Report.

Your Cooperation and Project Assumptions

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

Your Obligations

1. Provide, for all Oracle resources performing Services at Your site, a safe and healthful workspace (e.g., a workspace that is free from recognized hazards that are causing, or likely to cause, death or serious physical harm, a workspace that has proper ventilation, legally acceptable oxygen concentration levels, sound levels acceptable for resources performing Services in the workspace, and ergonomically correct workstations).

2. As required by U.S. Department of Labor regulations (20 CFR 655.734), You will allow Oracle to post a Notice regarding Oracle H-1B employee(s) at the work site prior to the employee's arrival on site.
3. If while performing Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
4. Perform Your designated tasks identified in, and in accordance with, the Project Plans.
5. Contact Oracle to request and schedule the commencement of Services within the Consulting Services Period.
6. Do not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those agreed upon in Your ordering document for the Services.

Project Assumptions

1. Person days is defined as one (1) resource working up to eight (8) hours.
2. Either Oracle's standard documentation format or a format determined by Oracle will be used for any documentation, including documented task outputs, prepared and/or delivered during the performance of the Services.
3. All written documentation and communication will be done in English unless mutually agreed otherwise.
4. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
5. An Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
6. The performance of Services will be scheduled at a date and time mutually agreed upon by the project managers.
7. The Oracle Unified Methodology ("OUM") will be the methodology used to deliver the Services.
8. Anything not expressly listed in the Description of Services section above is not included in the scope of, or estimated fees for, Services.
9. The Services will be performed either remotely, or onsite at your facility located at the address as specified in Your order, or both.
10. Services for an the Product(s) environment may be performed either on an Oracle on-premise software environment and/or an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine service/environment is available and the provisioned Product(s) are supported during the Consulting Services Period.

Expenses and Unused Services

The fee for the onsite Services above does not include travel and out-of-pocket expenses. The Services must be used within six (6) months from Your order's signature date, unless otherwise stated in Your order ("Consulting Services Period"). Any Services not used within the Consulting 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 project manager 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 project manager. Your project manager shall have the authority to approve Services

on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B96549 – Oracle Consulting Assessment and Action Plan for Upgrade or Migration to Oracle Identity Governance 12c

Description of Services

During the Professional Services Period (defined below), Oracle will perform the following activities to prepare You for Your version upgrade or migration from the Oracle Identity Governance ("OIG"), version 11g R2 PS3 (or earlier) application ("OIG 11g") to the OIG, version 12c application ("OIG 12c"):

1. Review Your existing documentation, as provided by You, for Your current OIG 11g environment.
2. Meet with Your relevant IT and business stakeholders, as identified by You, for up to eight (8) hours, to assess Your current OIG 11g environment, including by (a) collecting the necessary quantity structures and (b) understanding Your concerns, if any.
3. Meet with Your relevant IT and business stakeholders, as identified by You, for up to eight (8) hours, to collect, review, select, and prioritize: (a) Your requirements for the upgrade or migration to OIG 12c and (b) Your expectations for Your OIG 12c environment, including, integrations, customizations, and future milestones.
4. Perform a technical assessment of Your current OIG 11g environment by reviewing the necessary quantity structures, the features currently in use, the integrations, and customizations and assess available upgrade or migration options in relation to the updated or different features in OIG 12c.
5. Meet with Your relevant IT and business stakeholders, as identified by You, for up to four (4) hours, to explain the updated features in OIG 12c.
6. Install and run the Oracle Pre-Upgrade utility tool to assess Your current OIG 11g environment.
7. Evaluate the information gathered during the Services and share, with You, Oracle's determination for either an upgrade or migration of OIG 11g.
8. Following the evaluation identified in Section 7 above, formulate an action plan with You for either an upgrade or migration of OIG 11g and create an assessment report (the "assessment report") describing the agreed upon architecture of OIG 12c, identified custom artifacts, analysis of an upgrade versus migration, and any additional, relevant information as determined by Oracle.
9. Meet with Your relevant IT and business stakeholders, as identified by You, for up to eight (8) hours, to discuss the findings of the assessment report.
10. Pursuant to the findings on the assessment report, create an "action plan" document summarizing the actions to be performed for the upgrade or migration and the approximate timelines associated with such upgrade or migration.

Your Cooperation and Project Assumptions

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

1. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
2. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.

3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services
4. Identify, schedule, and facilitate workshops and the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
5. Identity Your relevant IT and business stakeholders ("Required Stakeholders") that are to attend the meetings described in the Description of Services above (the "Meetings") prior to the commencement of the Meetings.
6. Ensure the Required Stakeholders attend the Meetings.
7. Provide source environment access and connectivity details for Your network, e.g., servers where Your source environment is located.

Project Assumptions

1. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
2. All written documentation and communication will be in English unless otherwise agreed upon.
3. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
4. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless otherwise agreed upon by the parties in writing.
5. Project activities performed and workshops conducted by Oracle may be delivered by telephone conference and/or onsite at Your facility as determined by Oracle.
6. The Meetings shall be scheduled at a mutually agreed upon time, date, and frequency (if necessary). Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B96550 – Oracle Consulting Oracle Identity Governance 11g R2 PS3 to 12c Upgrade

Description of Services

During the Professional Services Period (defined below), Oracle will perform the following activities to upgrade Oracle Identity Governance ("OIG"), version 11g R2 PS3 (or earlier) application ("OIG 11g") to

OIG, version 12c application ("OIG 12c") in up to two (2) of Your OIG environment(s) (the "OIG environments"):

1. Review Your documentation and information relevant to the upgrade of OIG 11g to OIG 12c, including any applicable assessment reports and action plans or similar documentation.
2. Upgrade OIG 11g to OIG 12c in one (1) mutually agreed upon OIG 12c environment (the "first OIG environment"), which shall be limited to the following (the "environment requirements"):
    a. A high-availability environment with up to two (2) nodes (i.e., Oracle WebLogic Admin Server containing two (2) Oracle Identity Manager nodes).
    b. Up to fifty thousand (50,000) users (active and inactive).
    c. Up to two thousand (2,000) roles.
    d. Up to ten (10) applications configured.
3. Configure up to ten (10) existing Connector Installer ("CI") connectors in the first OIG environment.
4. Perform configuration, integration, customization, extension, modification, and/or localization activities, as mutually agreed upon, in the first OIG environment.
5. Following the conclusion of Services in Section 4 above, perform functional integration testing on the first OIG environment using test scripts determined by Oracle.
6. Perform the actions described in Sections 2 through 5 above in a second mutually agreed upon OIG environment (the "second OIG environment"), which shall be limited to the environment requirements.
7. Create a document describing the Services performed in Sections 2 through 6 above.
8. Meet with Your relevant IT and business stakeholders, as identified by You, for up to four (4) hours, to demonstrate the features of OIG 12c following the upgrade.
9. Meet with Your relevant IT and business stakeholders, as identified by You, for up to four (4) hours, to review the Services.

Your Cooperation and Project Assumptions

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

1. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
2. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services
4. Identify, schedule, and facilitate workshops and the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
5. Provide source environment access and connectivity details for Your network, e.g., servers where Your source environment is located.
6. Agree upon the OIG environments with Oracle prior to the commencement of Services.
7. Prior to the commencement of Services, provide an assessment report and action plan or other similar documentation or information relating to the upgrade of OIG 11g to OIG 12c to support the performance of Services. If You are unable to provide the documentation or information required for Oracle to perform the Services, as determined by Oracle, You shall purchase the requisite Oracle services needed for Oracle to obtain such documentation or information.

8. Identity Your relevant IT and business stakeholders ("Required Stakeholders") that are to attend the meetings described in the Description of Services above (the "Meetings") prior to the commencement of the Meetings.
9. Ensure the Required Stakeholders attend the Meetings.

Project Assumptions

1. "Person day" is defined as (1) resource working up to eight (8) hours.
2. The Services described in Section 3 of the Description of Services above may not exceed ten (10) person days in total for both the first OIG environment and the second OIG environment.
3. The Services described in Section 4 of the Description of Services above may not exceed five (5) person days in total for both the first OIG environment and the second OIG environment.
4. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
5. All written documentation and communication will be in English unless otherwise agreed upon.
6. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
7. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless otherwise agreed upon by the parties in writing.
8. The Meetings shall be scheduled at a mutually agreed upon time, date, and frequency (if necessary).
9. Project activities performed and workshops conducted by Oracle may be delivered by telephone conference and/or onsite at Your facility as determined by Oracle.
10. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B96551 – Oracle Consulting Oracle Identity Governance prior to 11g R2 PS3 to 12c Migration

Description of Services

During the Professional Services Period (defined below), Oracle will perform the following activities to migrate the Oracle Identity Governance ("OIG"), version 11g R3 PS3 (or earlier) application ("OIG 11g") to the OIG, version 12c application ("OIG 12c") in up to two (2) of Your OIG environments (the "OIG environments"):

1. Review Your documentation and information relevant to the migration of OIG 11g to OIG 12c, including any applicable assessment reports and action plans or similar documentation.
2. Install one (1) high-availability (2-node) environment for OIG 12c, including the Oracle Service-Oriented Architecture ("SOA") Suite integration tool, in one (1) mutually agreed upon OIG 12c environment (the "first OIG environment").
3. Prepare and bulk-load Your existing OIG 11g data, excluding historic audit data, into the first environment, which shall be limited to the following (the "environment limitations"):
   a. Up to fifty thousand (50,000) users (active and inactive).
   b. Up to two thousand (2,000) roles.
   c. Up to ten (10) applications configured.
4. Configure Application Onboarding connectors and to perform trusted and target reconciliation in the first OIG environment.
5. Perform configuration, integration, customization, extension, modification, and/or localization activities, as mutually agreed upon, in the first OIG environment.
6. Following the conclusion of Services in Section 5 above, perform functional integration testing on the first OIG environment using test scripts determined by Oracle.
7. Perform the actions described in Sections 2 through 6 above in a second mutually agreed upon OIG 12c environment (the "second OIG environment"), which shall be limited to the environment limitations.
8. Create a document describing the Services performed in Sections 2 through 7 above.
9. Meet with Your relevant IT and business stakeholders, as identified by You, for up to four (4) hours, to demonstrate the features of OIG 12c following the conclusion of the Services identified in Section 7 above.
10. Meet with Your relevant IT and business stakeholders, as identified by You, for up to four (4) hours, to review the Services.

Your Cooperation and Project Assumptions

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

1. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
2. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services
4. Identify, schedule, and facilitate workshops and the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
5. Provide source environment access and connectivity details for Your network, e.g., servers where Your source environment is located.
6. Agree upon the OIG environments with Oracle prior to the commencement of Services.
7. Prior to the commencement of Services, provide an assessment report and action plan or other similar documentation or information relating to the upgrade of OIG 11g to OIG 12c to support the performance of Services. If You are unable to provide the documentation or information required for Oracle to perform the Services, as determined by Oracle, You shall purchase the requisite Oracle services needed for Oracle to obtain such documentation or information.

8. Identity Your relevant IT and business stakeholders ("Required Stakeholders") that are to attend the meetings described in the Description of Services above (the "Meetings") prior to the commencement of the Meetings.
9. Ensure the Required Stakeholders attend the Meetings.

Project Assumptions

1. "Person day" is defined as (1) resource working up to eight (8) hours.
2. The Services described in Section 4 of the Description of Services above may not exceed eight (8) person days in total for both the first OIG environment and the second OIG environment.
3. The Services described in Section 5 of the Description of Services above may not exceed two (2) person days in total for both the first OIG environment and the second OIG environment.
4. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
5. All written documentation and communication will be in English unless otherwise agreed upon.
6. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
7. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless otherwise agreed upon by the parties in writing.
8. Project activities performed and workshops conducted by Oracle may be delivered by telephone conference and/or onsite at Your facility as determined by Oracle.
9. The Meetings shall be scheduled at a mutually agreed upon time, date, and frequency (if necessary).
10. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B96552 – Oracle Consulting Oracle Identity Governance prior to 11g R2 PS3 to 12c Migration Small Add-On

Description of Services

During the Professional Services Period (defined below), Oracle will perform the following "add-on" activities as part of Your migration from the Oracle Identity Governance ("OIG"), version 11g R2 PS3 (or earlier) application ("OIG 11g") to the OIG, version 12c application ("OIG 12c") in up to two (2) of Your OIG 12c environments (the "OIG environments") :

1. Perform the following activities as mutually agreed upon ("additional migration tasks"), in one (1) mutually agreed upon OIG 12c environment (the "first OIG environment"):
    a. Integrating OIG 12c with Oracle Access Management.
    b. Configuring connectors.
    c. Creating up to three (3) custom Oracle Business Intelligence Publisher or Oracle Analytics reports.
2. Document the additional migration tasks performed and provide such document to You.
3. Perform functional integration testing on OIG 12c using test scripts determined by Oracle.
4. Perform the actions described in Sections 1 through 3 above in a second mutually agreed upon OIG 12c environment (the "second OIG environment").
5. Meet with Your relevant IT and business stakeholders, as identified by You, for up to four (4) hours, to review the Services.

Your Cooperation and Project Assumptions

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

1. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
2. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services
4. Identify, schedule, and facilitate workshops and the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
5. Provide source environment access and connectivity details for Your network, e.g., servers where Your source environment is located.
6. Agree upon the OIG environments with Oracle prior to the commencement of Services.
7. Identity Your relevant IT and business stakeholders ("Required Stakeholders") that are to attend the meetings described in the Description of Services above (the "Meetings") prior to the commencement of the Meetings.
8. Ensure the Required Stakeholders attend the Meetings.

Project Assumptions

1. "Person day" is defined as (1) resource working up to eight (8) hours.
2. The Services described in Section 1 of the Description of Services above may not exceed thirty (30) person days in total for both the first OIG environment and the second OIG environment.
3. This Service is supplemental to the "Oracle Consulting Oracle Identity Governance prior to 11g R2 PS3 to 12c Migration" service and may therefore only be purchased in addition to the "Oracle Consulting Oracle Identity Governance prior to 11g R2 PS3 to 12c Migration" service.
4. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
5. All written documentation and communication will be in English unless otherwise agreed upon.
6. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.

7. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless otherwise agreed upon by the parties in writing.
8. Project activities performed and workshops conducted by Oracle may be delivered by telephone conference and/or onsite at Your facility as determined by Oracle.
9. The Meetings shall be scheduled at a mutually agreed upon time, date, and frequency (if necessary).
10. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B96553 – Oracle Consulting Oracle Identity Governance prior to 11g R2 PS3 to 12c Migration Medium Add-On

Description of Services

During the Professional Services Period (defined below), Oracle will perform the following "add-on" activities as part of Your migration from the Oracle Identity Governance ("OIG"), version 11g R2 PS3 (or earlier) application ("OIG 11g") to the OIG, version 12c application ("OIG 12c") in up to two (2) of Your OIG 12c environments (the "OIG environments"):

1. Perform the following activities as mutually agreed upon ("additional migration tasks"), in one (1) mutually agreed upon OIG 12c environment (the "first OIG environment"):
    a. Integrating OIG 12c with Oracle Access Management.
    b. Configuring connectors.
    c. Creating up to six (6) custom Oracle Business Intelligence Publisher or Oracle Analytics reports.
    d. Performing application programming interface customizations (e.g., adapters, event handlers, and scheduled tasks).
    e. Performing graphic user interface customizations without application development framework task-flows.
    f. Configuring custom Oracle Service-Oriented Architecture or business process execution language workflows.
2. Document the additional migration tasks performed and provide such document to You.

3. Perform functional integration testing on the first OIG environment using test scripts determined by Oracle.
4. Perform the actions described in Sections 1 through 3 above in a second mutually agreed upon OIG 12c environment (the "second OIG environment").
5. Meet with Your relevant IT and business stakeholders, as identified by You, for up to four (4) hours, to review the Services.

Your Cooperation and Project Assumptions

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

1. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
2. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services
4. Identify, schedule, and facilitate workshops and the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
5. Provide source environment access and connectivity details for Your network, e.g., servers where Your source environment is located.
6. Agree upon the OIG environments with Oracle prior to the commencement of Services.
7. Identity Your relevant IT and business stakeholders ("Required Stakeholders") that are to attend the meetings described in the Description of Services above (the "Meetings") prior to the commencement of the Meetings.
8. Ensure the Required Stakeholders attend the Meetings.

Project Assumptions

1. "Person day" is defined as (1) resource working up to eight (8) hours.
2. The Services described in Section 1 of the Description of Services above may not exceed eighty (80) person days in total for both the first OIG environment and the second OIG environment.
3. This Service is supplemental to "Oracle Consulting Oracle Identity Governance prior to 11g R2 PS3 to 12c Migration" service and may therefore only be purchased in addition to the "Oracle Consulting Oracle Identity Governance prior to 11g R2 PS3 to 12c Migration" service.
4. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
5. All written documentation and communication will be in English unless otherwise agreed upon.
6. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
7. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless otherwise agreed upon by the parties in writing.
8. Project activities performed and workshops conducted by Oracle may be delivered by telephone conference and/or onsite at Your facility as determined by Oracle.
9. The Meetings shall be scheduled at a mutually agreed upon time, date, and frequency (if necessary).

10. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B96554 – Oracle Consulting Oracle Identity Governance prior to 11g R2 PS3 to 12c Migration Large Add-On

Description of Services

During the Professional Services Period (defined below), Oracle will perform the following "add-on" activities as part of Your migration from the Oracle Identity Governance ("OIG"), version 11g R2 PS3 (or earlier) application ("OIG 11g") to the OIG, version 12c application ("OIG 12c") in up to two (2) of Your OIG 12c environments (the "OIG environments"):

1. Perform the following activities as mutually agreed upon ("additional migration tasks"), in one (1) mutually agreed upon OIG 12c environment (the "first OIG environment"):
   a. Integrating OIG 12c with Oracle Access Management.
   b. Configuring connectors
   c. Creating up to fifteen (15) custom Oracle Business Intelligence Publisher or Oracle Analytics reports.
   d. Creating application programming interface customizations (e.g., adapters, event handlers, and scheduled tasks).
   e. Creating graphic user interface customizations including application development framework task flows.
   f. Configuring custom Oracle Service-Oriented Architecture or business process execution language workflows.
   g. Setting up role lifecycle management including role mining.
2. Document the additional migration tasks performed and provide such document to You.
3. Perform functional integration testing on the first OIG environment using test scripts determined by Oracle.
4. Perform the actions described in Sections 1 through 3 above in a second mutually agreed upon OIG 12c environment (the "second OIG environment").
5. Meet with Your relevant IT and business stakeholders, as identified by You, for up to four (4) hours, to review the Services.

Your Cooperation and Project Assumptions

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

1. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
2. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services
4. Identify, schedule, and facilitate workshops and the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
5. Provide source environment access and connectivity details for Your network, e.g., servers where Your source environment is located.
6. Agree upon the OIG environments with Oracle prior to the commencement of Services.
7. Identity Your relevant IT and business stakeholders ("Required Stakeholders") that are to attend the meetings described in the Description of Services above (the "Meetings") prior to the commencement of the Meetings.
8. Ensure the Required Stakeholders attend the Meetings.

Project Assumptions

1. "Person day" is defined as (1) resource working up to eight (8) hours.
2. The Services described in Section 1 of the Description of Services above may not exceed two hundred (200) person days in total for both the first OIG environment and the second OIG environment.
3. This Service is Supplemental to "Oracle Consulting Oracle Identity Governance prior to 11g R2 PS3 to 12c Migration" service and may therefore only be purchased in addition to the "Oracle Consulting Oracle Identity Governance prior to 11g R2 PS3 to 12c Migration" service.
4. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
5. All written documentation and communication will be in English unless otherwise agreed upon.
6. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
7. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless otherwise agreed upon by the parties in writing.
8. Project activities performed and workshops conducted by Oracle may be delivered by telephone conference and/or onsite at Your facility as determined by Oracle.
9. The Meetings shall be scheduled at a mutually agreed upon time, date, and frequency (if necessary).
10. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B96555 – Oracle Consulting Assessment and Action Plan for Oracle Access Management 11g to 12c Migration

Description of Services

During the Professional Services Period (defined below), Oracle will perform the following activities to prepare You for Your migration from the Oracle Access Management ("OAM"), version 11g application ("OAM 11g") to the OAM, version 12c application ("OAM 12c"):

1. Review Your existing documentation, as provided by You, on Your current OAM 11g environment.
2. Meet with Your relevant IT and business stakeholders, as identified by You, for up to eight (8) hours to: (a) understand Your current OAM 11g environment, including Your existing OAM 11g integrations and customizations; (b) collect, review, and prioritize Your migration requirements, the necessary quantity structures, and Your expectations for Your OAM 12c environment; and (c) understand Your concerns, if any.
3. Perform a technical assessment of Your current OAM 11g environment by reviewing the necessary quantity structures, the features currently in use, the integrations, and customizations and assess available migration options in relation to the updated or different features in OAM 12c.
4. Meet with Your relevant IT and business stakeholders, as identified by You, for up to eight (8) hours, to explain the updated features in OAM 12c.
5. Create an assessment report (the "assessment report") describing the agreed-upon architecture for OAM 12c, the identified custom artifacts, the agreed-upon migration tasks, and any additional, relevant information as determined by Oracle.
6. Meet with Your relevant IT and business stakeholders, as identified by You, for up to eight (8) hours, to discuss the findings on the assessment report.
7. Pursuant to the finding on the assessment report, create an "action plan" document summarizing the actions to be performed for the migration and the approximate timelines associated with such migration.

Your Cooperation and Project Assumptions

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

1. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.

2. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services
4. Identify, schedule, and facilitate workshops and the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
5. Identity Your relevant IT and business stakeholders ("Required Stakeholders") that are to attend the meetings described in the Description of Services above (the "Meetings") prior to the commencement of the Meetings.
6. Ensure the Required Stakeholders attend the Meetings.
7. Provide source environment access and connectivity details for Your network, e.g., servers where Your source environment is located.

Project Assumptions

1. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
2. All written documentation and communication will be in English unless otherwise agreed upon.
3. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
4. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless otherwise agreed upon by the parties in writing.
5. Project activities performed and workshops conducted by Oracle may be delivered by telephone conference and/or onsite at Your facility as determined by Oracle.
6. The Meetings shall be scheduled at a mutually agreed upon time, date, and frequency (if necessary).
7. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B96556 – Oracle Consulting Oracle Access Management 11g to 12c Migration

Description of Services

During the Professional Services Period (defined below), Oracle will perform the following activities to migrate the Oracle Access Management ("OAM"), version 11g application ("OAM 11g") to the OAM version 12c application ("OAM 12c") in up to two (2) of Your OAM environments (the "OAM environments"):

1. Review Your documentation relevant to the migration of OAM 11g to OAM 12c, including any applicable assessment reports and action plans or similar documentation.
2. Install one (1) high-availability environment for OAM 12c with integration ability for up to five (5) applications in one (1) mutually agreed upon OAM 12c environments (the "first OAM environment").
3. Configure the security assessment markup language ("SAML"), open authentication 2.0 protocol ("OAuth2.0") and WebGate Agent web-server plug-in in the first OAM environment for Your existing integrations and basic authentication methods (i.e., user ID and password).
4. Following the conclusion of Services in Section 3 above, perform functional integration testing on the first OAM environment using test scripts determined by Oracle.
5. Perform the Services described in Sections 2 through 4 above in a second mutually agreed upon OAM 12c environment (the "second OAM environment").
6. Create a document describing the Services performed in Sections 2 through 5 above.
7. Meet with Your relevant IT and business stakeholders, as identified by You, for up to four (4) hours, to demonstrate the features of OAM 12c following the conclusion of Services identified in Section 5 above.
8. Meet with Your relevant IT and business stakeholders, as identified by You, for up to four (4) hours, to review the Services.

Your Cooperation and Project Assumptions

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

1. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
2. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services
4. Identify, schedule, and facilitate workshops and the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
5. Provide source environment access and connectivity details for Your network, e.g., servers where Your source environment is located.
6. Agree upon the OAM environments with Oracle prior to the commencement of Services.
7. Prior to the commencement of Services, provide an assessment report and action plan or other similar documentation or information relating to the migration of OAM 11g to OAM 12c to support the performance of Services. If You are unable to provide the documentation or information required for Oracle to perform the Services, as determined by Oracle, You shall purchase the requisite Oracle services needed for Oracle to obtain such documentation or information.
8. Identity Your relevant IT and business stakeholders ("Required Stakeholders") that are to attend the meetings described in the Description of Services above (the "Meetings") prior to the commencement of the Meetings.
9. Ensure the Required Stakeholders attend the Meetings.

Project Assumptions

1. "Person day" is defined as (1) resource working up to eight (8) hours.
2. The Services described in Section 3 of the Description of Services above may not exceed two (2) person days in total for both the first OAM environment and the second OAM environment.
3. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
4. All written documentation and communication will be in English unless otherwise agreed upon.
5. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
6. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless otherwise agreed upon by the parties in writing.
7. Project activities performed and workshops conducted by Oracle may be delivered by telephone conference and/or onsite at Your facility as determined by Oracle.
8. The Meetings shall be scheduled at a mutually agreed upon time, date, and frequency (if necessary).
9. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services, including the migration of customizations (e.g., login page and custom plugins).

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B96557 – Oracle Consulting Oracle Access Management 11g to 12c Migration Small Add-On

Description of Services

During the Professional Services Period (defined below), Oracle will perform the following "add-on" activities as part of Your migration from Oracle Access Management ("OAM"), version 11g application ("OAM 11g") to OAM, version 12c application ("OAM 12c") in up to two (2) of Your OAM 12c environments (the "OAM environments"):

1. Perform the following activities as mutually agreed upon ("additional migration tasks"), in one (1) mutually agreed upon OAM 12c environment (the "first OAM environment"):
   a. Integrating applications to OAM 12c.
   b. Creating custom web pages.

      c.   Configuring password policies.
      d.   Creating custom modules/plugins.
      e.   Creating custom Oracle Business Intelligence Publisher or Oracle Analytics reports.
      f.   Creating automation scripts for deployment.

2. Document the additional migration tasks performed and provide such document to You.
3. Perform functional integration testing on the first OAM environment using test scripts determined by Oracle.
4. Perform the actions described in Sections 1 through 3 above in a second mutually agreed upon OAM 12c environment (the "second OAM environment").
5. Meet with Your relevant IT and business stakeholders, as identified by You, for up to four (4) hours to review the Services.

Your Cooperation and Project Assumptions

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

1. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
2. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services
4. Identify, schedule, and facilitate workshops and the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
5. Provide source environment access and connectivity details for Your network, e.g., servers where Your source environment is located.
6. Agree upon the OAM environments with Oracle prior to the commencement of Services.
7. Identity Your relevant IT and business stakeholders ("Required Stakeholders") that are to attend the meetings described in the Description of Services above (the "Meetings") prior to the commencement of the Meetings.
8. Ensure the Required Stakeholders attend the Meetings.

Project Assumptions

1. "Person day" is defined as (1) resource working up to eight (8) hours.
2. The Services described in Section 1 of the Description of Services above may not exceed twenty (20) person days in total for both the first OAM environment and the second OAM environment.
3. This Service is supplemental to the "Oracle Consulting Oracle Access Management 11g to 12c Migration" service and may therefore only be purchased in addition to the "Oracle Consulting Oracle Access Management 11g to 12c Migration" service.
4. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
5. All written documentation and communication will be in English unless otherwise agreed upon.
6. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
7. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless otherwise agreed upon by the parties in writing.

8. Project activities performed and workshops conducted by Oracle may be delivered by telephone conference and/or onsite at Your facility as determined by Oracle.
9. The Meetings shall be scheduled at a mutually agreed upon time, date, and frequency (if necessary).
10. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B96558 – Oracle Consulting Oracle Access Management 11g to 12c Migration Medium Add-On

Description of Services

During the Professional Services Period (defined below), Oracle will perform the following "add-on" activities as part of the migration from Oracle Access Management ("OAM"), version 11g application ("OAM 11g") to OAM, version 12c application ("OAM 12c") in up to two (2) of Your OAM 12c environments:

1. Perform the following activities as mutually agreed upon ("additional migration tasks"), in one (1) mutually agreed upon OAM 12c environment (the "first OAM environment"):
    a. Integrating applications to OAM 12c.
    b. Creating custom webpages.
    c. Configuring password policies.
    d. Creating custom modules/plugins.
    e. Creating custom Oracle Business Intelligence Publisher or Oracle Analytics reports.
    f. Creating automation scripts for deployment.
    g. Configuring authentication method via the X.509 Certificate, Windows Native Authentication ("WNA")/Kerberos, and/or Multifactor Authentication ("MFA").
    h. Handling multi-datacenter deployment.
    i. Configuring adaptive authentication, mobile and social integration.
2. Document the additional migration tasks performed and provide such document to You.
3. Perform functional integration testing on the first OAM environment using test scripts determined by Oracle.
4. Perform the actions described in Sections 1 through 3 above in a second mutually agreed upon OAM 12c environment (the "second OAM environment").

5. Meet with Your relevant IT and business stakeholders, as identified by You, for up to four (4) hours, to review the Services.

Your Cooperation and Project Assumptions

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

1. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
2. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services
4. Identify, schedule, and facilitate workshops and the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
5. Provide source environment access and connectivity details for Your network, e.g., servers where Your source environment is located.
6. Agree upon the OAM environments with Oracle prior to the commencement of Services.
7. Identity Your relevant IT and business stakeholders ("Required Stakeholders") that are to attend the meetings described in the Description of Services above (the "Meetings") prior to the commencement of the Meetings.
8. Ensure the Required Stakeholders attend the Meetings.

Project Assumptions

1. "Person day" is defined as (1) resource working up to eight (8) hours.
2. The Services described in Section 1 of the Description of Services above may not exceed forty-five (45) person days in total for both the first OAM environment and the second OAM environment.
3. This Service is supplemental to "Oracle Consulting Oracle Access Management 11g to 12c Migration" service and may therefore only be purchased in addition to the "Oracle Consulting Oracle Access Management 11g to 12c Migration" service.
4. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
5. All written documentation and communication will be in English unless otherwise agreed upon.
6. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
7. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless otherwise agreed upon by the parties in writing.
8. Project activities performed and workshops conducted by Oracle may be delivered by telephone conference and/or onsite at Your facility as determined by Oracle.
9. The Meetings shall be scheduled at a mutually agreed upon time, date, and frequency (if necessary).
10. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B96559 – Oracle Consulting Assessment and Action Plan for Oracle Directory Services 11g to 12c Migration

Description of Services

During the Professional Services Period (defined below), Oracle will perform the following activities to prepare You for the migration of the Oracle Directory Server Enterprise Edition, version 11g application (ODSEE 11g), the Oracle Unified Directory ("OUD"), version 11g application ("OUD 11g"), or the Oracle Internet Directory ("OID"), version 11g application ("OID 11g") to the OUD, version 12c application ("OUD 12c") or the OID, version 12c application ("OID 12c"):

1. Review Your existing documentation, as provided by You, for Your current ODSEE 11g, OUD 11g, or OID 11g environment.
2. Meet with Your relevant IT and business stakeholders, as identified by You, for up to eight (8) hours, to assess Your current ODSEE 11g, OUD 11g, or OID 11g environment, including to: (a) understand Your existing integrations and customizations; (b) collect, review, and prioritize Your migration requirements, including the necessary quantity structures; and (c) understand Your concerns, if any.
3. Perform a technical assessment of Your existing ODSEE 11g, OUD 11g, or OID 11g environment by reviewing the necessary quantity structures, the features currently in use, the integrations and customizations and assess available migration options to the updated or different features in OUD 12c or OID 12c.
4. For a migration of ODSEE 11g to OUD 12c, install and run the Oracle ds2oud utility tool to assess and understand the migration tasks that are required for such migration.
5. Meet with Your relevant IT and business stakeholders, as identified by You, for up to four (4) hours to explain the updated features in OUD 12c or OID 12c.
6. Create an assessment report (the "assessment report") describing the agreed-upon architecture for OUD 12c or OID 12c, the identified custom artifacts, the agreed-upon migration tasks, and any additional, relevant information as determined by Oracle.
7. Meet with Your relevant IT and business stakeholders, as identified by You, for up to four (4) hours, to discuss the findings on the assessment report.
8. Pursuant to the finding on the assessment report, create an "action plan" document summarizing the actions to be performed for the migration and the approximate timelines associated with such migration.

Your Cooperation and Project Assumptions

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

1. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
2. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services
4. Identify, schedule, and facilitate workshops and the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
5. Identity Your relevant IT and business stakeholders ("Required Stakeholders") that are to attend the meetings described in the Description of Services above (the "Meetings") prior to the commencement of the Meetings.
6. Ensure the Required Stakeholders attend the Meetings.
7. Provide source environment access and connectivity details for Your network, e.g., servers where Your source environment is located.

Project Assumptions

1. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
2. All written documentation and communication will be in English unless otherwise agreed upon.
3. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
4. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless otherwise agreed upon by the parties in writing.
5. Project activities performed and workshops conducted by Oracle may be delivered by telephone conference and/or onsite at Your facility as determined by Oracle.
6. Migrations for ODSEE 11g shall be limited to OUD 12c. Applicable Services shall be performed in accordance with such limitation.
7. Migrations for OUD 11g shall be limited to OUD 12c. Applicable Services shall be performed in accordance with such limitation.
8. Migrations for OID 11g shall be limited to OID 12c. Applicable Services shall be performed in accordance with such limitation.
9. The Meetings shall be scheduled at a mutually agreed upon time, date, and frequency (if necessary).
10. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B96560 – Oracle Consulting Oracle Directory Services 11g to 12c Migration

Description of Services

During the Professional Services Period (defined below), Oracle will perform the following activities to migrate the Oracle Directory Server Enterprise Edition, version 11g application (ODSEE 11g), the Oracle Unified Directory ("OUD"), version 11g application ("OUD 11g"), or the Oracle Internet Directory ("OID"), version 11g application ("OID 11g") to the OUD, version 12c application ("OUD 12c") or the OID, version 12c application ("OID 12c") in up to two (2) of Your OUD or OID environments (the "OUD/OID environments"):

1. Review Your documentation and information relevant to the migration of ODSEE 11g, OUD 11g, or OID 11g to OUD 12c or OID 12c, including any applicable assessment reports and action plans or similar documentation.
2. Install one (1) high-availability environment in transport layer security mode for OUD 12c or OID 12c12c in one (1) mutually agreed upon OUD 12c or OID 12c environment (the "first OUD/OID environment").
3. Prepare and import schema extensions into the first OUD/OID environment.
4. Prepare and import entries for up to one hundred thousand (100,000) users, organizational units, and groups in the first OUD/OID environment.
5. Perform functional integration testing on the first OUD/OID environment using test scripts determined by Oracle.
6. Perform the actions described in Sections 2 through 5 above in a second mutually agreed upon OUD 12c or OID 12c environment.
7. Create a document describing the Services performed in Sections 2 through 6 above.
8. Meet with Your relevant IT and business stakeholders, as identified by You, for up to four (4) hours, to demonstrate the features of OUD 12c or OID 12c following the conclusion of the Services identified in Section 6 above.
9. Meet with Your relevant IT and business stakeholders, as identified by You, for up to four (4) hours, to review the Services.

Your Cooperation and Project Assumptions

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

1. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
2. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services

4. Identify, schedule, and facilitate workshops and the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
5. Provide source environment access and connectivity details for Your network, e.g., servers where Your source environment is located.
6. Agree upon the OUD/OID environments with Oracle prior to the commencement of Services.
7. Prior to the commencement of Services, provide an assessment report and action plan or other similar documentation or information relating to the migration of ODSEE 11g, OUD 11g, or OID 11g to OUD 12c or OID 12c to support the performance of Services. If You are unable to provide the documentation or information required for Oracle to perform the Services, as determined by Oracle, You shall purchase the requisite Oracle services needed for Oracle to obtain such documentation or information.
8. Identity Your relevant IT and business stakeholders ("Required Stakeholders") that are to attend the meetings described in the Description of Services above (the "Meetings") prior to the commencement of the Meetings.
9. Ensure the Required Stakeholders attend the Meetings.

Project Assumptions

1. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
2. All written documentation and communication will be in English unless otherwise agreed upon.
3. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
4. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless otherwise agreed upon by the parties in writing.
5. Project activities performed and workshops conducted by Oracle may be delivered by telephone conference and/or onsite at Your facility as determined by Oracle.
6. The Meetings shall be scheduled at a mutually agreed upon time, date, and frequency (if necessary).
7. Migrations for ODSEE 11g shall be limited to OUD 12c. Applicable Services shall be performed in accordance with such limitation.
8. Migrations for OUD 11g shall be limited to OUD 12c. Applicable Services shall be performed in accordance with such limitation.
9. Migrations for OID 11g shall be limited to OID 12c. Applicable Services shall be performed in accordance with such limitation.
10. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B96561 – Oracle Consulting Oracle Directory Services 11g to 12c Migration Small Add-On

Description of Services

During the Professional Services Period (defined below), Oracle will perform the following "add-on" activities as part of migration from the Oracle Directory Server Enterprise Edition, version 11g application (ODSEE 11g), the Oracle Unified Directory ("OUD"), version 11g application ("OUD 11g"), or the Oracle Internet Directory ("OID"), version 11g application ("OID 11g") to the OUD, version 12c application ("OUD 12c") or the OID, version 12c application ("OID 12c") in up to two (2) of Your OUD or OID environments (the "OUD/OID environments"):

1. Perform the following activities as mutually agreed upon ("additional migration tasks") in one (1) mutually agreed upon OUD 12c or OID 12c environment (the "first OUD/OID environment"):
   a. Integrating applications.
   b. Creating custom modules/plugins.
   c. Defining security management.
   d. Configuring virtualization.
   e. Configuring synchronization.
   f. Configuring high-availability deployment.
   g. Configuring replication.
   h. Integrating with the enterprise user security ("EUS") component and/or the system Security services deamon ("SSSD") service.
2. Document the additional migration tasks performed and provide such document to You.
3. Perform functional integration testing on the first OUD/OID environment using test scripts determined by Oracle.
4. Perform the actions described in Sections 1 through 3 above in a second mutually agreed upon OUD 12c or OID 12c environment (the "second OUD/OID environment").
5. Meet with Your relevant IT and business stakeholders, as identified by You, for up to four (4) hours, to review the Services.

Your Cooperation and Project Assumptions

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

1. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
2. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services

4. Identify, schedule, and facilitate workshops and the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
5. Provide source environment access and connectivity details for Your network, e.g., servers where Your source environment is located.
6. Agree upon the OUD/OID environments with Oracle prior to the commencement of Services.
7. Identity Your relevant IT and business stakeholders ("Required Stakeholders") that are to attend the meetings described in the Description of Services above (the "Meetings") prior to the commencement of the Meetings.
8. Ensure the Required Stakeholders attend the Meetings.

Project Assumptions

1. "Person day" is defined as (1) resource working up to eight (8) hours.
2. The Services described in Section 1 of the Description of Services above may not exceed twenty (20) person days in total for both the first OUD/OID environment and the second OUD/OID environment.
3. This Service is supplemental to the "Oracle Consulting Oracle Directory Services 11g to 12c Migration" service and may therefore only be purchased in addition to the "Oracle Consulting Oracle Directory Services 11g to 12c Migration" service.
4. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
5. All written documentation and communication will be in English unless otherwise agreed upon.
6. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
7. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless otherwise agreed upon by the parties in writing.
8. Project activities performed and workshops conducted by Oracle may be delivered by telephone conference and/or onsite at Your facility as determined by Oracle.
9. The Meetings shall be scheduled at a mutually agreed upon time, date, and frequency (if necessary).
10. Migrations for ODSEE 11g shall be limited to OUD 12c. Applicable Services shall be performed in accordance with such limitation.
11. Migrations for OUD 11g shall be limited to OUD 12c. Applicable Services shall be performed in accordance with such limitation.
12. Migrations for OID 11g shall be limited to OID 12c. Applicable Services shall be performed in accordance with such limitation.
13. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

RETIRED SERVICES

B85687 – Oracle SuperCluster Implementation Rapid Start Service (For use in the US only)

Description of Services

During the Professional Services Period (defined below), Oracle will make available to you the following Oracle SuperCluster Implementation Rapid Start Service ("Services") for your Oracle SuperCluster:

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in an up to one (1) hour meeting to review the Services with you.
3. Conduct up to sixteen (16) hours of workshop(s), which may be attended by up to ten (10) participants, for the purpose of reviewing your Oracle SuperCluster deployment requirements.
4. Prepare your system deployment architecture for your Oracle SuperCluster and assist with completing Oracle installation configuration worksheets, if any, provided to you under a separate contract.
5. Provide up to eight (8) hours of services to confirm the installation and configuration of the Oracle SuperCluster by reviewing installation and Exachk reports.
6. Perform the following custom configurations:
   a. Configure up to six (6) additional networks, including virtual local area networks ("VLANs") and bonding;
   b. Configure up to six (6) additional post installation cluster and storage configurations per system deployment architecture;
   c. Provision up to five (5) additional logical domains ("LDOMs"), zones, and/or Oracle Homes;
   d. Configure InfiniBand database listeners;
   e. Configure Oracle Enterprise Manager agents and Exadata plug-in;
   f. Configure backups for your ZFS Storage Appliance;
   g. Run Exachk and apply recommendations; and
   h. Perform hardware, network, operating system functionality validation,
7. Conduct a two (2) hour workshop which may be attended by up to ten (10) participants, to review your Oracle SuperCluster environment and record observations and recommendations in an Engagement Summary Report.

Your Cooperation and Project Assumptions

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

Your Obligations
1. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with your business user representatives and project team members according to the project schedule.
2. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
3. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
4. Conduct the project with Oracle according to Oracle pre-defined and supplied project plan and project management plan.
5. .

6. Install Oracle Enterprise Manager and Oracle ZFS Storage Appliance prior to the commencement of these Services.
7. Install and configure Oracle SuperCluster no later than four (4) weeks following commencement of Services.
8. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
9. Unless otherwise specified in your order (including the Service Specifications), you may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in your order.

Project Assumptions
1. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
2. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
3. All written documentation and communication will be done in English unless mutually agreed otherwise.
4. Documented task outputs will be in a format determined by Oracle.
5. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
6. The sections and contents of documents to be delivered to you will be reviewed by you and Oracle prior to the creation of the document.
7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services. Out of scope services include, but is not limited to, the following: data migration.
9. Services will be performed on one (1) Oracle SuperCluster Engineered System with a full, half, or quarter rack
10. The Services will be performed onsite at your facility located at the address as specified in your order.

You acknowledge that if Oracle's cost of providing Services is increased because of your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then you agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above does not include of travel and out-of-pocket expenses. Services must commence within six (6) months from your order's signature date, unless otherwise stated in your order. Should Services not commence in such time, Oracle's obligation to provide Services shall be terminated, with no further action required of either party, and you shall not be entitled to a refund, or any credit toward additional or other services.

Project Management

You and Oracle each agree to designate a project manager 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 project manager. Your project manager shall have the authority to approve Services on your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B86627 – Oracle Consulting Implementation for Oracle PeopleSoft Human Capital Management Data Masking

Description of Services

During the Professional Services Period (defined below), Oracle will make available to you the following Oracle Consulting for Oracle PeopleSoft Human Capital Management Data Masking ("Services"):

1. Provide a pre-defined, Project Workplan and Project Management Plan;
2. Oracle will participate in a one (1) hour meeting to review the Services with you;
3. Analysis Phase:
    a. Provide to you a predefined Oracle PeopleSoft Data Masking Documentation for Human Capital Management ("HCM") and Financials template ("Template");
    b. Install Oracle Data Masking Pack for Oracle Enterprise Manager ("OEM") in a cloned non-production environment;
    c. Conduct a workshop for up to four (4) hours, which may be attended by up to ten (10) participants, to review the entities being masked identified within the Template;
    d. Review your existing Oracle PeopleSoft HCM application to identify customizations that may require Template modification;
    e. Create a Masking Template Extension Definition Document that defines and estimates Template extensions for the customizations identified in section 3.d, directly above;
    f. Conduct a workshop for up to four (4) hours, which may be attended by up to ten (10) participants, to review and mutually agree which Template extensions will be implemented;
    g. Conduct a workshop for up to four (4) hours, which may be attended by up to ten (10) participants, to review the masking algorithms to be applied;
    h. Update the Template to implement the Template extensions described in section 3.f, above;
    i. Conduct up to two (2) technical data masking workshops for up to four (4) hours each, which may be attended by up to (10) participants per workshop; and
    j. Finalize the Masking Template Extension Definition Document.
4. Implementation Phase:
    a. Execute data masking scripts against a copy of your existing Oracle PeopleSoft HCM application data in a cloned non-production environment;
    b. Provide up to forty (40) hours to assist you with conducting a data integrity test of the masked Oracle PeopleSoft HCM application created in section 4.a; and
    c. Provide up to twenty-four (24) hours to assist you with performance tuning the data masking scripts.
5. Conduct a workshop for up to two (2) hours, which may be attended by up to ten (10) participants, to review Your Oracle PeopleSoft HCM application in the cloned non-production environment and record observations and recommendations in the Engagement Summary Report Document.

Your Cooperation and Project Assumptions

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

Your Obligations

1. Provide the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
2. Conduct the project with Oracle according to Oracle pre-defined Project Workplan and Project

Management Plan.

3. Provide application, database, system, and network administration required by Oracle to support the performance of services.
4. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and your systems is required for Oracle resources to perform Services under this order, you will provide access to Oracle as follows:
   a. You are responsible for ensuring that (i) your network and systems comply with specifications Oracle provides, (ii) all components of your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
   b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to your Oracle environment.
   c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.

   Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, you agree to pay for any increased costs resulting from your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If you do not review and approve such amendment within five (5) days after your receipt thereof, Oracle may terminate its performance of Services under this order.

5. Assign an Oracle PeopleSoft HCM Application Administrator to assist Oracle during the performance of Services.
6. Create one (1) complete production copy of your existing Oracle PeopleSoft HCM application database in a non-production environment.
7. Allow Oracle full access to your Oracle PeopleSoft HCM application production copy environment.
8. Create test scripts and conduct Oracle PeopleSoft HCM application functionality validation with masked data.
9. Ensure proper network credentials and accesses are available to Oracle resources to perform the Services.
10. Perform any and all data integrity activities, including, but not limited to, data cleansing, reconciliation, quality control, or management.
11. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
12. Unless otherwise specified in your order (including the Service Specifications), you may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in your order.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or

delivered during the performance of the Services.

3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. Oracle standard documentation formats will be used for all documentation.
5. All written documentation and communication will be done in English unless mutually agreed otherwise.
6. Documented task outputs will be in a format determined by Oracle.
7. The sections and contents of the Engagement Summary Report Document to be delivered to you will be defined by Oracle and agreed upon at commencement of Services.
8. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
9. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
10. The Services will be performed onsite at your facility located at the address as specified in your order or may be performed remotely by both local and offshore resources.
11. The following types of data masking algorithms may be utilized to mask data: Scramble, Conditional, Compound, and Deterministic.
12. The "up to forty (40) hours" described in section 4.b of the Description of Services will performed consecutively on normal business days.
13. Oracle Enterprise Manager (OEM) is installed and configured to work with the Oracle PeopleSoft HCM application database in a non-production environment.
14. The workshop(s), described in section 3.i of the Description of Services, will focus on use of the Template provided to you; gathering requirements for sensitive data elements, masking algorithm determination, review industry recommended masking practices and execution options.
15. With respect to the Template extensions described in section 3.f of the Description of Services, the Template extensions that are to be mutually agreed to are limited to those that can be implemented within forty (40) hours.
16. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services.

You acknowledge that if Oracle's cost of providing Services is increased because of your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then you agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above do not include travel and out-of-pocket expenses. The Services must be used within three (3) 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B86628 – Oracle Consulting Implementation for Oracle PeopleSoft Financial Management Data Masking

Description of Services

During the Professional Services Period (defined below), Oracle will make available to you the following Oracle Consulting Implementation for Oracle PeopleSoft Financial Management Data Masking ("Services"):

1. Provide a pre-defined, Project Workplan and Project Management Plan;
2. Oracle will participate in a one (1) hour meeting to review the Services with you;
3. Analysis phase:
   a. Provide to you a predefined Oracle PeopleSoft Data Masking Documentation for Human Capital Management and Financials Template ("Template");
   b. Install Oracle Data Masking Pack for Oracle Enterprise Manager ("OEM") in a cloned non-production environment;
   c. Conduct a workshop for up to four (4) hours which may be attended by up to ten (10) participants to review the entities being masked identified within the Template;
   d. Review your existing Oracle PeopleSoft Financial Management application to identify customizations that may require Template modification;
   e. Create a Masking Template Extension Definition Document that defines and estimates Template extensions for the customizations identified in section 3.d directly above;
   f. Conduct a workshop for up to four (4) hours which may be attended by up to ten (10) participants to review and mutually agree which Template extensions will be implemented.
   g. Conduct a workshop for up to four (4) hours which may be attended by up to ten (10) participants to review the masking algorithms to be applied;
   h. Update the Template to implement the Template extensions described in section 3.f above;
   i. Conduct up to two (2) technical data masking workshops for up to four (4) hours each which may be attended by up to (10) participants per workshop; and
   j. Finalize the Masking Template Extension Definition Document.
4. Implementation phase:
   a. Execute data masking scripts against a copy of your existing Oracle PeopleSoft Financial Management application data in a cloned non-production environment;
   b. Provide up to forty (40 hours to assist you with conducting a data integrity test of the masked Oracle PeopleSoft Financial Management application created in section 4.a; and
   c. Provide up to twenty-four (24) hours to assist you with performance tuning the data masking scripts.
5. Conduct a workshop for up to two (2) hours which may be attended by up to ten (10) participants, to review your Oracle PeopleSoft Financial Management application in the cloned non-production environment and record observations and recommendations in the Engagement Summary Report Document.

Your Cooperation and Project Assumptions

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

Your Obligations

1. Provide the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
2. Conduct the project with Oracle according to Oracle pre-defined and supplied Project Workplan and Project Management Plan.
3. Provide application, database, system, and network administration required by Oracle to support the performance of services.

4. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and your systems is required for Oracle resources to perform Services under this order, you will provide access to Oracle as follows:
    a. You are responsible for ensuring that (i) your network and systems comply with specifications Oracle provides, (ii) all components of your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
    b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to your Oracle environment.
    c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.

    Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, you agree to pay for any increased costs resulting from your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If you do not review and approve such amendment within five (5) days after your receipt thereof, Oracle may terminate its performance of Services under this order.

5. Assign an Oracle PeopleSoft Financial Management application administrator to assist Oracle during the performance of Services.
6. Create one (1) complete production copy of your existing Oracle PeopleSoft Financial Management application database in a non-production environment.
7. Allow Oracle full access to your Oracle PeopleSoft Financial Management application production copy environment.
8. Create test scripts and conduct Oracle PeopleSoft Financial Management application functionality validation with masked data.
9. Ensure proper network credentials and accesses are available to Oracle resources to perform the Services.
10. Perform any and all data integrity activities, including, but not limited to, data cleansing, reconciliation, quality control, or management.
11. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
12. Unless otherwise specified in your order (including the Service Specifications), you may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in your order.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").

4. Oracle standard documentation formats will be used for all documentation.
5. All written documentation and communication will be done in English unless mutually agreed otherwise.
6. Documented task outputs will be in a format determined by Oracle.
7. The sections and contents of the Engagement Summary Report Document to be delivered to you will be defined by Oracle and agreed upon at commencement of Services.
8. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
9. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
10. The Services will be performed onsite at your facility located at the address as specified in your order or may be performed remotely by both local and offshore resources.
11. The following types of data masking algorithms may be utilized to mask data: Scramble, Conditional, Compound, and Deterministic.
12. Oracle Enterprise Manager (OEM) is installed and configured to work with the target database.
13. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services.

You acknowledge that if Oracle's cost of providing Services is increased because of your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then you agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above do not include travel and out-of-pocket expenses. The Services must be used within three (3) 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B86629 – Oracle Consulting Rapid Start for Oracle GoldenGate

Description of Services

During the Professional Services Period (defined below), Oracle will make available to you the following Oracle Consulting Rapid Start for Oracle GoldenGate services ("Services"):

1. Provide a pre-defined, Project Workplan and Project Management Plan;
2. Oracle will participate in a one (1) hour meeting to review the Services with you;
3. Conduct up to twenty-four (24) hours of workshop(s), which may be attended by up to four (4) participants, for the purpose of creating an Oracle GoldenGate rapid start deployment plan. These workshops may include the following:
   a. Review Oracle Database and Oracle GoldenGate architecture;

b. Review of Oracle GoldenGate functionality;
c. Review supported Oracle GoldenGate operating systems and databases;
d. Review strategies for data integration and transactional replication;
e. Provide an overview of use cases for Oracle GoldenGate;
f. Review schemas and current environments;
g. Review various deployment scenarios and strategies based on your current Oracle Database infrastructure and future specifications;
h. Review Oracle GoldenGate monitoring techniques.
6. Install and configure Oracle GoldenGate in your non-production environment on one (1) source server and one (1) target server;
7. Provide up to sixteen (16) hours of assistance with configuring Oracle GoldenGate for unidirectional data replication;
8. Provide up to thirty two (32) hours of assistance with performing an initial database synchronization procedure between Oracle Databases (i.e., source and target servers) in a non-production environment; and
9. Conduct a workshop for up to two (2) hours which may be attended by up to four (4) participants, to review your Oracle GoldenGate environment and record observations and recommendations in the Engagement Summary Report Document.

Your Cooperation and Project Assumptions

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

Your Obligations

1. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with your business user representatives and project team members according to the project schedule.
2. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
3. Provide the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
4. Conduct the project with Oracle according to Oracle pre-defined and supplied Project Plan and Project Management Plan.
5. If while performing Services Oracle requires access to other vendor's products that are part of your system, you will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on your behalf.
6. Perform a backup of your on-premise database environment prior to commencement of the Services.
7. Provide application, database, system, and network administration required by Oracle to support the performance of services.
8. Ensure proper network credentials and accesses are available to Oracle resources to perform the Services.
9. Create one (1) complete production copy of your Oracle Database in a non-production environment.
10. Create a copy of the source Oracle Database tables on the target system for replication purposes.
11. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
12. Unless otherwise specified in your order (including the Service Specifications), you may not provide

us access to any content or information that imposes security or regulatory obligations greater than those specified in your order.

Project Assumptions

1. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
2. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
3. All written documentation and communication will be done in English unless mutually agreed otherwise.
4. Documented task outputs will be in a format determined by Oracle.
5. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
6. The sections and contents of the Engagement Summary Report Document to be delivered to you will be defined by Oracle and agreed upon at commencement of Services.
7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. The hours of assistance described in sections 6 and 7 of the Description of Services will performed consecutively during normal business hours.
9. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services. Out of scope services include, but are not limited to, the following: functional and performance testing.
10. Services will be performed on one (1) source Oracle Database version 11g (or latest version available at the time of Service) and data volumes will not exceed a total of one hundred (100) gigabytes.

You acknowledge that if Oracle's cost of providing Services is increased because of your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then you agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above do not include travel and out-of-pocket expenses. The Services must be used within three (3) 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B86632 – Oracle Consulting Rapid Start for Oracle Enterprise Manager

Description of Services

During the Professional Services Period (defined below), Oracle will make available to you the following Oracle Consulting Rapid Start for Oracle Enterprise Manager services ("Services") for your Oracle Enterprise Manager environment:

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in a one (1) hour meeting to review the Services with you.
3. Conduct up to eight (8) hours of workshop(s) which may be attended by up to four (4) participants for the purpose of reviewing Oracle Enterprise Manager installation, configuration, administration, and security options and assist you to identify your chosen Oracle Enterprise Manager High Availability level one (1), two (2), or three (3) for implementation.
4. Review your requirements for the Oracle Enterprise Manager High Availability configuration and organizational administration for the selected Oracle Enterprise Manager High Availability level;
5. Assist you to identify your high Oracle Enterprise Manager High Availability configuration test scenarios.
6. Provide up to forty (40) hours to prepare for and configure selected Oracle Enterprise Manager High Availability level, including the following:
    a. Verify pre-installation requirements and environment specifications;
    b. Validate software load balancer monitoring, ports, end-points and load balancer traffic;
    c. Install the Oracle Enterprise Manager components;
    d. Set up standard incidents, email notifications, alerts;
    e. Configure initial administration groups;
    f. Apply Oracle recommended software patches and updates for your Oracle Enterprise Manager installation;
    g. Validate Oracle Management Service and Oracle Management Repository database configuration;
    h. Deploy Oracle Enterprise Manager Management Agents on two (2) on-premises or Oracle Cloud target systems and discover the targets in Oracle Enterprise Manager; and
    i. Configure and adjust default target metrics.
7. Provide up to eight (8) hours to assist you with failover testing of Oracle Management Service and Oracle Management Repository.
8. Associate Oracle Enterprise Manager with your MyOracle Support account.
9. Conduct a two (2) hours workshop for up to four (4) participants to demonstrate your Oracle Enterprise Manager installation, configuration, administration, and security.
10. Provide observations and recommendations in an Engagement Summary Report Document.

Your Cooperation and Project Assumptions

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

Your Obligations
1. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with your business user representatives and project team members according to the project schedule.
2. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
3. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
4. Conduct the project with Oracle according to Oracle pre-defined and supplied Project Workplan

and Project Management Plan.

5. If while performing Services Oracle requires access to other vendor's products that are part of your system, you will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on your behalf.

6. Perform installation testing, including but not limited to:
    a. Outlining all necessary testing strategies, and establishing the test conditions, sample test data, and the expected test results;
    b. Executing test scripts/scenarios according to the documented test plan; and
    c. Reviewing test results.

7. Provision all servers required for the delivery of the Service including hardware, operating systems, operating system libraries, connectivity established between components, and internet connectivity has been established.

8. Provide database, system, and network administration required by Oracle to support the performance of Services.

9. Install and configure the Oracle Database required for the Oracle Manager Repository, and provide necessary database administration support to deliver the Services.

10. Provide required connectivity with latency of one (1) millisecond or less, firewall access and port configuration to support communication between Oracle Management Service and Oracle Management Repository.

11. Provide credentials to on-premises or Oracle Cloud target systems for Management Agent deployment.

12. Provide required network firewall access to support Oracle Enterprise Manager communicating with designated target systems.

13. Provide required local and shared storage to install and configure Oracle Enterprise Manager as defined in the product installation manual.

14. Provide My Oracle Support credentials to associate support with Oracle Enterprise Manager.

15. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.

16. Unless otherwise specified in your order (including the Service Specifications), you may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in your order.

Project Assumptions

1. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.

2. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").

3. All written documentation and communication will be done in English unless mutually agreed otherwise.

4. Documented task outputs will be in a format determined by Oracle.

5. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.

6. The sections and contents of documents to be delivered to you will be reviewed by you and Oracle prior to the creation of the document.

7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.

8. The Services will be performed onsite at your facility located at the address as specified in your order.

9. The Oracle Enterprise Manager latest version available at the time of Service will be installed

10. The Oracle Enterprise Manager high availability levels referenced in the Services in this order are defined in Oracle standard product documentation found at Oracle Metalink.
11. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services. Out of scope services include, but are not limited to, the following: customization of any screens, reports, and product functions, test scenario and test case definition, testing, go-live support, Oracle Database 12c multitenant and in-memory options, installation of any Oracle Enterprise Manager Management Packs.
12. These Services will be completed on a non-production Oracle Enterprise Manager environment.

You acknowledge that if Oracle's cost of providing Services is increased because of your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then you agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above does not include of travel and out-of-pocket expenses. Services must commence within six (6) months from your order's signature date, unless otherwise stated in your order. Should Services not commence in such time, Oracle's obligation to provide Services shall be terminated, with no further action required of either party, and you shall not be entitled to a refund, or any credit toward additional or other services.

Project Management

You and Oracle each agree to designate a project manager 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 project manager. Your project manager shall have the authority to approve Services on your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B86630 – Oracle Consulting Rapid Start for Oracle Cloud Management Pack for Oracle Database

Description of Services

During the Professional Services Period (defined below), Oracle will make available to you the following Oracle Consulting Rapid Start for Oracle Cloud Management Pack for Database services ("Services") for your on-premise Oracle Enterprise Manager environment:

1. Provide you with a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in a one (1) hour meeting to review the Services with you;
3. At a time mutually agreed to by your and Oracle's project manager, Oracle will participate in a one (1) hour meeting to review the Services with you;
4. Conduct up to sixteen (16) hours of workshop(s) which may be attended by up to four (4) participants for the purpose of reviewing the use of database zones and pools, your database reference architectures, user roles, quotas, chargeback models, fleet maintenance, consolidation design and strategy;
5. Review prerequisites and environment specifications as defined in Your Obligations below for the Services to implement a Database as a Service ("DBaaS") configuration with Oracle Enterprise Manager Cloud Framework;
6. Assist you with identifying your DBaaS test scenarios for your documented test plan;
7. Provide up to one hundred twenty (120) hours of services to configure DBaaS on a non-production

environment on up to three (3) of your pre-selected database reference architecture profiles ("database profiles") including the following:
a. Associate database pools with infrastructure zones;
b. Map user roles and quotas;
c. Create a service template from the three (3) selected database profiles:
d. Configure a basic cloud chargeback model;
e. Configure the DBaaS Self-Service Portal;
f. Provide up to eight (8) hours of assistance with defining testing configurations and workflows for the following:
   1. Provisioning;
   2. Deprovisioning;
   3. Fleet Maintenance.
8. Conduct an eight (8) hour workshop for up to four (4) participants to demonstrate your DBaaS configuration, administration, use, Fleet Maintenances, consolidation planning, capacity planning and record observations and recommendations in an Engagement Summary Report Document.

Your Cooperation and Project Assumptions

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

Your Obligations
1. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with your business user representatives and project team members according to the project schedule.
2. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
3. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
4. Conduct the project with Oracle according to Oracle pre-defined and supplied Project Plan and Project Management Plan.
5. If while performing Services Oracle requires access to other vendor's products that are part of your system, you will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on your behalf.
6. Provision all servers required for the delivery of the Service including hardware, operating systems, operating system libraries, connectivity established between components, and internet connectivity has been established.
7. Provide database, system, and network administration required by Oracle to support the performance of Services.
8. Ensure that the following prerequisite activities are completed according to the Oracle Enterprise Manager product documentation prior to the commencement of Services:
   a. The Oracle Enterprise Manager version 12c release 5 (or latest version available at the time of Service) is installed and functioning properly with latest recommended patches;
   b. User Roles for accessing and using the Self-Service Portal are defined in the Management Repository or in a corporate Lightweight Directory Access Protocol (LDAP) service used by Oracle Enterprise Manager;
   c. Named Credentials are created;

d. Platform as a Service ("PaaS") infrastructure is available with sufficient storage for the Services;

e. Reference architecture database(s) for Database as a Service, also known as "Gold Images", and which are defined in the Oracle Enterprise Manager Software Library and have the correct, supported versions.

9. Perform configuration testing, including but not limited to:
   a. Outlining all necessary testing strategies, and establishing the test conditions, sample test data, and the expected test results;
   b. Executing test scripts/scenarios according to the documented test plan created by you during this Service; and
   c. Reviewing test results.
10. Provide required network firewall access to support Oracle Enterprise Manager communicating with designated target systems.
11. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
12. Unless otherwise specified in your order (including the Service Specifications), you may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in your order.

Project Assumptions
1. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
2. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
3. All written documentation and communication will be done in English unless mutually agreed otherwise.
4. Documented task outputs will be in a format determined by Oracle.
5. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
6. The sections and contents of documents to be delivered to you will be reviewed by you and Oracle prior to the creation of the document.
7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. The Services will be performed onsite at your facility located at the address as specified in your order.
9. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services. Out of scope services include, but are not limited to, the following: customization of any screens, reports, and product functions, test scenario and test case definition, testing, go-live support, Oracle Database 12c multitenant and in-memory options, patching of Oracle Enterprise Manager components, scripting of pre- or post-processing, use of Clone or Snap-Clone technology, approval routing, charge back plans, RESTful API, Monitoring, Compliance Management, Incident Management, Configuration Comparison, and integration of Oracle Enterprise Manager to other infrastructure components.
10. The Services will be completed on a non-production environment.
11. The three (3) selected database profiles will have the following characteristics:
    a. Bronze Tier reference architecture profile defined as a single database without Real Application Clusters (RAC);
    b. Silver Tier reference architecture profile defined as a single Oracle RAC database;

c. Gold Tier reference architecture profile defined as single Oracle RAC database with DataGuard;

You acknowledge that if Oracle's cost of providing Services is increased because of your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then you agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above does not include of travel and out-of-pocket expenses. Services must commence within six (6) months from your order's signature date, unless otherwise stated in your order. Should Services not commence in such time, Oracle's obligation to provide Services shall be terminated, with no further action required of either party, and you shall not be entitled to a refund, or any credit toward additional or other services.

Project Management

You and Oracle each agree to designate a project manager 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 project manager. Your project manager shall have the authority to approve Services on your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B86631 – Oracle Consulting Rapid Start for Oracle Cloud Management Pack for Middleware

Description of Services

During the Professional Services Period (defined below), Oracle will make available to you the following Oracle Consulting Rapid Start for Oracle Cloud Management Pack for Middleware ("Services") for your on-premises Oracle Enterprise Manager environment:

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in a one (1) hour meeting to review the Services with you;
3. At a time mutually agreed to by your and Oracle's project managers, Oracle will participate in a one (1) hour meeting to review the Services with you;
4. Conduct up to sixteen (16) hours of workshop(s) which may be attended by up to four (4) participants for the purpose of reviewing the use of middleware zones and pools, your middleware reference architectures, user roles, quotas, chargeback models, middleware artifact deployment, load balancing with Oracle Traffic Director ("OTD") and the Services;
5. Confirm requirements for the Services to implement a Middleware as a Service ("MWaaS") configuration with Oracle Enterprise Manager Cloud Framework;
6. Assist you with identifying your MWaaS test scenarios for your documented test plan;
7. Provide up to one hundred sixteen (116) hours of services to configure MWaaS on a non-production environment on up to four (4) supported middleware components including the following:
   a. Associate middleware pools with infrastructure zones;
   b. Set up software load balancing with OTD;
   c. Map user roles and quotas;
   d. Create a Service Templates from the four (4) selected middleware components:
      1. WebLogic as a Service ("WLaaS");
      2. Service Oriented Architecture as a Service ("SOaaS");
      3. Service Bus as a Service ("SBaaS"); and

4. Java Application Service ("JVMaaS");
e. Define a basic cloud chargeback model;
f. Configure the MWaaS Self-Service Portal;
g. Assist you up to eight (8) hours to define testing configurations and workflows for the following:
1. Provisioning;
2. Deprovisioning;
3. Load Balancing with OTD; and
4. Verify created middleware components.
8. Conduct an eight (8) hour workshop for up to four (4) participants to demonstrate your MWaaS configuration, administration, use, and record observations and recommendations in an Engagement Summary Report Document.

Your Cooperation and Project Assumptions

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

Your Obligations
1. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with your business user representatives and project team members according to the project schedule.
2. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
3. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
4. Conduct the project with Oracle according to Oracle pre-defined and supplied Project Workplan and Project Management Plan.
5. If while performing Services Oracle requires access to other vendor's products that are part of your system, you will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on your behalf.
6. Provision all servers required for the delivery of the Service including hardware, operating systems, operating system libraries, connectivity established between components, and internet connectivity has been established.
7. Provide database, system, and network administration required by Oracle to support the performance of Services.
8. Ensure that the following prerequisite activities are completed according to the Oracle Enterprise Manager product documentation prior to the commencement of Services:
a. The Oracle Enterprise Manager version 12c release 5 (or latest version available at the time of Service) is installed and functioning properly with latest recommended patches;
b. User roles for accessing and using the Self-Service Portal are defined in the Management Repository or in a corporate Lightweight Directory Access Protocol ("LDAP") service used by Oracle Enterprise Manager;
c. Named credentials are created;
d. Platform as a Service ("PaaS") infrastructure is available with sufficient storage for the Services;
e. Reference configurations for the Middleware as a Service, also known as "Gold Images", and which are defined in the Oracle Enterprise Manager Software Library and have the

correct supported versions.

  f. A dependent database or a Database as a Service for the middleware artifacts created by the MWaaS is available.

9. Perform configuration testing, including but not limited to:

  a. Outlining all necessary testing strategies, and establishing the test conditions, sample test data, and the expected test results;

  b. Executing test scripts/scenarios according to the documented test plan created by you during this Service; and

  c. Reviewing test results.

10. Provide required network firewall access to support Oracle Enterprise Manager communicating with designated target systems.

11. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.

12. Unless otherwise specified in your order (including the Service Specifications), you may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in your order.

Project Assumptions

1. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.

2. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").

3. All written documentation and communication will be done in English unless mutually agreed otherwise.

4. Documented task outputs will be in a format determined by Oracle.

5. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.

6. The sections and contents of documents to be delivered to you will be reviewed by you and Oracle prior to the creation of the document.

7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.

8. The Services will be performed onsite at your facility located at the address as specified in your order.

9. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services. Out of scope services include, but are not limited to, the following: customization of any screens, reports, and product functions, test scenario and test case definition, testing, go-live support, configuration of Exalogic, patching of Oracle Enterprise Manager components, scripting of pre- or post-processing, approval routing, charge back plans, RESTful API, Monitoring, Compliance Management, Incident Management, Configuration Comparison, and integration of Oracle Enterprise Manager to other infrastructure components. The Services will be completed on a non-production environment.

You acknowledge that if Oracle's cost of providing Services is increased because of your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then you agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above does not include of travel and out-of-pocket expenses. Services must commence within six (6) months from your order's signature date, unless otherwise stated in your order. Should Services not commence in such time, Oracle's obligation to provide Services shall be terminated, with no further action required of either party, and you shall not be entitled to a refund, or any credit toward additional or other services.

Project Management

You and Oracle each agree to designate a project manager 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 project manager. Your project manager shall have the authority to approve Services on your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B86654 – Oracle Consulting Implementation for Oracle Siebel Data Masking

Description of Services

During the Professional Services Period (defined below), Oracle will make available to you the following Oracle Consulting Implementation for Oracle Siebel Data Masking services ("Services"):

1. Provide to you a pre-defined, Project Workplan and Project Management Plan;
2. Oracle will participate in a one (1) hour meeting to review the Services with you;
3. Analysis Phase:
   a. Provide to you a predefined Oracle Data Masking Documentation for Oracle Siebel template ("Template");
   b. Install Oracle Data Masking Pack for Oracle Enterprise Manager ("OEM") in a cloned non-production environment;
   c. Conduct a workshop that is up to four (4) hours which may be attended by up to ten (10) participants to review the entities being masked identified within the Template;
   d. Review your existing Oracle Siebel application to identify customizations that may require Template modification;
   e. Create a Masking Template Extension Definition Document that defines and estimates Template extensions for the customizations identified in section 3.d. directly above;
   f. Conduct a workshop for up that is up to four (4) hours which may be attended by up to ten (10) participants to review and mutually agree which Template extensions will be implemented;
   g. Conduct a workshop that is up to four (4) hours which may be attended by up to ten (10) participants to review the masking algorithms to be applied;
   h. Update the Template to implement the Template extensions described in section 3.f above;
   i. Conduct up to two (2) technical data masking workshops for up to four (4) hours each, which may be attended by up to (10) participants per workshop; and
   j. Finalize the Masking Template Extension Definition Document.
4. Implementation phase:
   a. Execute data masking scripts against a copy of your existing Oracle Siebel application in a cloned non-production environment;
   b. Provide up to forty (40) hours of assistance with conducting a data integrity test of the masked Oracle Seibel application created in section 4.a; and
   c. Provide up to twenty-four (24) hours of assistance with performance tuning the data masking scripts.
5. Conduct a workshop that is up to two (2) hours, which may be attended by up to ten (10) participants, to review your Oracle Siebel application in the cloned non-production environment and record observations and recommendations in the Engagement Summary Report Document.

Your Cooperation and Project Assumptions

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

Your Obligations

1. Provide the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
2. Conduct the project with Oracle according to Oracle pre-defined Project Workplan and Project Management Plan.
3. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:
    a. You are responsible for ensuring that (i) your network and systems comply with specifications Oracle provides, (ii) all components of your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
    b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to your Oracle environment.
    c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.

    Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, you agree to pay for any increased costs resulting from your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If you do not review and approve such amendment within five (5) days after your receipt thereof, Oracle may terminate its performance of Services under this order.

4. Assign an Oracle Siebel application administrator to assist Oracle during the performance of Services.
5. Create one (1) complete production copy of your existing Oracle Siebel application database in a non-production environment.
6. Allow Oracle full access to your copy of the Oracle Siebel application production environment.
7. Create test scripts and conduct Oracle Siebel application functionality validation with masked data.
8. Ensure proper network credentials and accesses are available to Oracle resources to perform the Services.
9. Perform any and all data integrity activities, including, but not limited to, data cleansing, reconciliation, quality control, or management.
10. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.

11. Unless otherwise specified in your order (including the Service Specifications), you may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in your order.
12. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. Oracle standard documentation formats will be used for all documentation.
5. All written documentation and communication will be done in English unless mutually agreed otherwise.
6. Documented task outputs will be in a format determined by Oracle.
7. The sections and contents of the Engagement Summary Report Document to be delivered to you will be defined by Oracle and agreed upon at commencement of Services.
8. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
9. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
10. The Services will be performed onsite at your facility located at the address as specified in your order or may be performed remotely by both local and offshore resources.
11. The following types of data masking algorithms may be utilized to mask data: Scramble, Conditional, Compound, and Deterministic.
12. The "forty (40) hours of assistance" described in section 4.b of the Description of Services will performed consecutively on normal business days
13. OEM is installed and configured to work with the Oracle Siebel application database in a non-production environment
14. The workshop(s), described in section 3.i of the Description of Services, will focus on use of the Template provided to you; gathering requirements for sensitive data elements, masking algorithm determination, review industry recommended masking practices and execution options.
15. With respect to the Template extensions described in section 3.f of the Description of Services, the Template extensions that are to be mutually agreed to are limited to those that can be implemented within five (5) person days.
16. The Services will be performed on one (1) Oracle Siebel application instance and one (1) Oracle Database.
17. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services.
18. At Oracle's discretion the Services will be performed either onsite or remotely.

You acknowledge that if Oracle's cost of providing Services is increased because of your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then you agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above do not include travel and out-of-pocket expenses. The Services must be used within three (3) 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B87048 – Oracle Consulting Implementation for Oracle E-Business Suite Data Masking

Description of Services

During the Professional Services Period (defined below), Oracle will make available to you the following Oracle Consulting Implementation for Oracle E-Business Suite Data Masking services ("Services"):

1. Provide to you a pre-defined, Project Workplan and Project Management Plan;
2. Oracle will participate in a one (1) hour meeting to review the Services with you;
3. Analysis Phase:
    a. Provide to you a predefined Oracle Data Masking Documentation for Oracle E-Business Suite ("EBS") template ("Template");
    b. Install Oracle Data Masking Pack for Oracle Enterprise Manager ("OEM") in a cloned non-production environment;
    c. Conduct a workshop that is up to four (4) hours which may be attended by up to ten (10) participants to review the entities being masked identified within the Template;
    d. Review your existing Oracle EBS application to identify customizations that may require Template modification;
    e. Create a Masking Template Extension Definition Document that defines and estimates Template extensions for the customizations identified in section 3.d. directly above;
    f. Conduct a workshop that is up to four (4) hours which may be attended by up to ten (10) participants to review and mutually agree which Template extensions will be implemented;
    g. Conduct a workshop that is up to four (4) hours which may be attended by up to ten (10) participants to review the masking algorithms to be applied;
    h. Update the Template to implement the Template extensions described in section 3.f above;
    k. Conduct up to two (2) technical data masking workshops for up to four (4) hours each, which may be attended by up to (10) participants per workshop;
    l. Finalize the Masking Template Extension Definition Document.
4. Implementation Phase:
    a. Execute data masking scripts against a copy of your existing Oracle EBS application in a cloned non-production environment;
    b. Provide up to forty (40) hours of assistance with conducting a data integrity test of the masked Oracle EBS application created in section 4.a;
    c. Provide up to twenty-four (24) hours of assistance with performance tuning the data masking scripts.

5. Conduct a workshop that is up to two (2) hours, which may be attended by up to ten (10) participants, to review your Oracle EBS application in the cloned non-production environment and record observations and recommendations in the Engagement Summary Report Document.

Your Cooperation and Project Assumptions

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

Your Obligations

1. Provide the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
2. Conduct the project with Oracle according to Oracle pre-defined Project Workplan and Project Management Plan.
3. Provide application, database, system, and network administration required by Oracle to support the performance of services.
4. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:
   a. You are responsible for ensuring that (i) your network and systems comply with specifications Oracle provides, (ii) all components of your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
   b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to your Oracle environment.
   c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.
   Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, you agree to pay for any increased costs resulting from your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If you do not review and approve such amendment within five (5) days after your receipt thereof, Oracle may terminate its performance of Services under this order.

5. Assign an Oracle EBS application administrator to assist Oracle during the performance of Services.
6. Create one (1) complete production copy of your existing Oracle EBS application database in a non-production environment.
7. Allow Oracle full access to your copy of the Oracle EBS application production copy environment.
8. Create test scripts and conduct Oracle EBS application functionality validation with masked data.
9. Ensure proper network credentials and accesses are available to Oracle resources to perform the Services.
10. Perform any and all data integrity activities, including, but not limited to, data cleansing, reconciliation, quality control, or management.

11. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
12. Unless otherwise specified in your order (including the Service Specifications), you may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in your order.
13. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. Oracle standard documentation formats will be used for all documentation.
5. All written documentation and communication will be done in English unless mutually agreed otherwise.
6. Documented task outputs will be in a format determined by Oracle.
7. The sections and contents of the Engagement Summary Report Document to be delivered to you will be defined by Oracle and agreed upon at commencement of Services.
8. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
9. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
10. The Services will be performed onsite at your facility located at the address as specified in your order or may be performed remotely by both local and offshore resources.
11. The following types of data masking algorithms may be utilized to mask data: Scramble, Conditional, Compound, and Deterministic.
12. The "up to forty (40) hours" described in section 4.b of the Description of Services will performed consecutively on normal business days.
13. OEM is installed and configured to work with the Oracle EBS application database in a non-production environment.
14. The workshop(s), described in section 3.i of the Description of Services, will focus on use of the Template provided to you; gathering requirements for sensitive data elements, masking algorithm determination, review industry recommended masking practices and execution options.
15. With respect to the Template extensions described in section 3.f of the Description of Services, the Template extensions that are to be mutually agreed to are limited to those that can be implemented within five (5) person days.
16. The Services will be performed on one (1) Oracle E-Business Suite application instance and one (1) Oracle Database.
17. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services.

You acknowledge that if Oracle's cost of providing Services is increased because of your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then you agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above do not include travel and out-of-pocket expenses. The Services must be used within three (3) 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B87049 – Oracle Consulting Implemenation for Oracle Audit Vault

Description of Services

During the Professional Services Period (defined below), Oracle will make available to you the following Oracle Consulting Implementation for Oracle Audit Vault ("AV") services ("Services"):

1. Provide to you a pre-defined, Project Workplan and Project Management Plan;
2. Oracle will participate in a one (1) hour meeting to review the Services with you;
3. Provide you up to thirty two (32) hours of assistance with the following Analysis Phase activities:
   a. Provide to you Oracle AV Installation documentation;
   b. Document your high-level Oracle AV customer specifications to identify data items to be collected and audited;
   c. Document high-level AV use cases;
   d. Review current database traffic for one (1) non-production and one (1) production Oracle Database environments;
   e. Review AV environment rules or procedures specific to the environment;
   f. Create AV installation design based on specifications in section 3.b above;
   g. Review target audit data and event log feeds;
   h. Design auditing policies;
   i. Review reporting specifications and identify standard reports to be utilized in your environment;
   j. Review the AV environment software pre-requisites and standard software installation specifications;
   k. Conduct a workshop that is up to four (4) hours which may be attended by up to ten (10) participants to review Oracle's AV recommended practices;
   l. Finalize the AV Installation Document.
4. Implementation Phase:
   a. Install one (1) AV instance in one (1) non-production and one (1) production environment;
   b. Deploy up to twenty-five (25) event triggers and twenty-five (25) alerting policies for AV collection of audit data and event log feeds for one (1) non-production Oracle Database and one (1) production Oracle Database;
   c. Provide up to eight (8) hours of assistance with custom report design and report branding;
   d. Provide up to sixteen (16) hours of assistance with conducting a functional test of AV.
5. Conduct a workshop that is up to two (2) hours, which may be attended by up to ten (10) participants, to review the installation of AV in the non-production and production environments and record observations and recommendations in the Engagement Summary Report Document.

Your Cooperation and Project Assumptions

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

Your Obligations

1. Provide the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
2. Conduct the project with Oracle according to Oracle pre-defined Project Workplan and Project Management Plan.
3. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:
   a. You are responsible for ensuring that (i) your network and systems comply with specifications Oracle provides, (ii) all components of your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
   b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to your Oracle environment.
   c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.
   Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, you agree to pay for any increased costs resulting from your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If you do not review and approve such amendment within five (5) days after your receipt thereof, Oracle may terminate its performance of Services under this order.
4. Allow Oracle full access to your non-production and production Oracle Database environments.
5. Create AV functionality test scripts and conduct functionality testing.
6. Ensure proper network credentials and accesses are available to Oracle resources to perform the Services.
7. Configuration of firewalls and switches prior to commencement of the Services.
8. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
9. Unless otherwise specified in your order (including the Service Specifications), you may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in your order.
10. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. Oracle standard documentation formats will be used for all documentation.
5. All written documentation and communication will be done in English unless mutually agreed otherwise.
6. Documented task outputs will be in a format determined by Oracle.
7. The sections and contents of the Engagement Summary Report Document to be delivered to you will be defined by Oracle and agreed upon at commencement of Services.
8. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
9. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
10. The Services will be performed onsite at your facility located at the address as specified in your order or may be performed remotely by both local and offshore resources.
11. The "up to thirty two (32) hours" described in section 3, "up to eight (8) hours" described in section 4.c and "up to sixteen (16) hours" described in section 4.d of the Description of Services will performed consecutively on normal business days.
12. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services.

You acknowledge that if Oracle's cost of providing Services is increased because of your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then you agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above do not include travel and out-of-pocket expenses. The Services must be used within three (3) 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B87050 – Oracle Consulting Implementation for Oracle Database Firewall

Description of Services

During the Professional Services Period (defined below), Oracle will make available to you the following Oracle Consulting Implementation for Oracle Database Firewall ("DBF") services ("Services"):

1. Provide to you a pre-defined, Project Workplan and Project Management Plan;
2. Oracle will participate in a one (1) hour meeting to review the Services with you;
3. Provide you up to thirty two (32) hours of assistance with the following Analysis Phase activities:
   a. Provide to you Oracle DBF installation documentation;
   b. Document your high-level Oracle DBF specifications;
   c. Document high-level DBF use cases;
   d. Review current database traffic for one (1) non-production Oracle Database and one (1) production Oracle Database;
   e. Review DBF environment rules or procedures specific to the environment;
   f. Create DBF installation design based on specifications in section 3.b above;
   g. Design DBF projection policy;
   h. Design initial white and black list for Oracle DBF;
   i. Review reporting specifications and identify standard reports to be utilized in your environment;
   j. Review the DBF environment software pre-requisites and standard software installation specifications;
   k. Conduct a workshop that is up to four (4) hours which may be attended by up to ten (10) participants to review Oracle's DBF recommended practices;
   m. Finalize the DBF Installation Document.
4. Implementation Phase:
   a. Install one (1) DBF instance in a single node architecture, non-production, Oracle Database environment and perform the following:
      1. Configure DBF in Data Analysis Mode;
      2. Deploy DBF enforcement points.
   b. Install one (1) DBF instance in a single node architecture, production, Oracle Database environment and perform the following:
      1. Configure DBF in Data Analysis Mode;
      2. Implement DBF enforcement points.
   c. Configure up to twenty-five (25) white list and twenty-five (25) black list policies for one (1) non-production Oracle Database and one (1) production Oracle Database;
   d. Provide up to eight (8) hours of assistance with custom report design and report branding;
   e. Provide up to sixteen (16) hours of assistance with conducting a functional test of DBF.
5. Conduct a workshop that is up to two (2) hours, which may be attended by up to ten (10) participants, to review the installation of DBF in the non-production and production environments and record observations and recommendations in the Engagement Summary Report Document.

Your Cooperation and Project Assumptions

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

Your Obligations

1. Provide the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
2. Conduct the project with Oracle according to Oracle pre-defined Project Workplan and Project Management Plan.
3. Provide application, database, system, and network administration required by Oracle to support the performance of services.
4. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-

specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:

a. You are responsible for ensuring that (i) your network and systems comply with specifications Oracle provides, (ii) all components of your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.

b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to your Oracle environment.

c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, you agree to pay for any increased costs resulting from your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If you do not review and approve such amendment within five (5) days after your receipt thereof, Oracle may terminate its performance of Services under this order.

5. Assign an Oracle Database administrator to assist Oracle during the performance of Services.
6. Allow Oracle full access to your non-production and production Oracle Database environments.
7. Create DBF functionality test scripts and conduct functionality testing.
8. Ensure proper network credentials and accesses are available to Oracle resources to perform the Services.
9. Configuration of firewalls and switches prior to commencement of the Services.
10. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
11. Unless otherwise specified in your order (including the Service Specifications), you may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in your order.
12. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. A person-day is described as one (1) person working up to eight (8) hours.
3. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
4. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
5. Oracle standard documentation formats will be used for all documentation.
6. All written documentation and communication will be done in English unless mutually agreed otherwise.
7. Documented task outputs will be in a format determined by Oracle.

8. The sections and contents of the Engagement Summary Report Document to be delivered to you will be defined by Oracle and agreed upon at commencement of Services.
9. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
10. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
11. The Services will be performed onsite at your facility located at the address as specified in your order or may be performed remotely by both local and offshore resources.
12. The "up to four (4) person-days" described in section 3, "up to one (1) person-day" described in section 4.c and "up to two (2) person-days" described in section 4.d of the Description of Services will performed consecutively on normal business days.
13. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services.

You acknowledge that if Oracle's cost of providing Services is increased because of your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then you agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above do not include travel and out-of-pocket expenses. The Services must be used within three (3) 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B87387 – Oracle Consulting Rapid Start for Oracle Big Data Lab

Description of Services

During the Professional Services Period (defined below), Oracle will make available to you the following Oracle Consulting Rapid Start for Oracle Big Data Lab services ("Services"):

1. Provide to you a pre-defined, Project Work plan and Project Management Plan;
2. Participate in a one (1) hour meeting to review the Services with you;
3. Conduct up to two (2) workshops, for up to four (4) hours each, which may be attended by up to four (4) participants to:
    a. Define your target environment of either Oracle Big Data Cloud Service or Oracle Big Data Appliance running Cloudera Hadoop ("Big Data Hadoop Cluster").
    b. Review your Big Data use case requirements and select one (1) of the following use cases:
        1. Move historical data to your Big Data Hadoop Cluster;
        2. Build a prototype Data Reservoir on the Big Data Hadoop Cluster as the first stage of your Data Warehouse; and

3. Integrate new data sources and data types by leveraging Big Data Hadoop schema on read capability with your Data Warehouse.
   c. These workshops may include the following:
      1. Review your requirements to move, consolidate and load data; and
      2. Review physical implementation strategies and potential tools for:
         1) Data loading;
         2) Data viewing; and
         3) Data presentation.
      3. Review your requirements and develop a strategy for data presentation.
4. Create one (1) strategy to load, analyze and visualize data.
5. Create one (1) Prototype Oracle Big Data Lab program in your Oracle Big Data Cloud Service or your Oracle Big Data Appliance and load up to six (6) of your test data files, up to one hundred (100) gigabytes total.
6. Conduct a workshop for up to four (4) hours, which may be attended by up to four (4) participants, to review the Prototype Oracle Big Data program and record observations and recommendations in the Engagement Summary Report Document.

Your Cooperation and Project Assumptions

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

Your Obligations

1. Provide the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
2. Conduct the project with Oracle according to Oracle pre-defined project workplan and project management plan.
3. If demonstration of SQL connectivity to an Oracle Database desired, then installation and configuration of Oracle Big Data SQL must be concluded prior to commencement of Services.
4. If demonstration of data discovery required then installation and configuration of Oracle Big Data Discovery or configuration of Oracle Big Data Discovery Cloud Service must be concluded prior to commencement of Services.
5. If demonstration of data Extract, Transformation and Load (ETL) required, then installation and configuration of Oracle Data Integrator ("ODI") must be concluded prior to commencement Services.
6. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:
   a. You are responsible for ensuring that (i) your network and systems comply with specifications Oracle provides, (ii) all components of your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
   b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to your Oracle environment.
   c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, you agree to pay for any increased costs resulting from your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If you do not review and approve such amendment within five (5) days after your receipt thereof, Oracle may terminate its performance of Services under this order.

7. Install and configure one of the following software products to load and display data into the Big Data Hadoop Cluster such as Oracle Big Data Discovery, Oracle Business Intelligence Suite Enterprise Edition, Oracle Data Integrator, Oracle Big Data SQL or Oracle Big Data Connectors is installed, configured and tested.
8. Provide total number of records and total sizing information on data sources to be migrated to Oracle Big Data Cloud or Oracle Big Data Appliance as well as requirements for bulk batch and replication data movement.
9. Provide a Big Data Hadoop Cluster environment that is set-up, configured and consists of Cloudera or Hortonworks Apache Hadoop cluster distribution.
10. Provide to Oracle up to six (6) Excel data file extracts, containing up to one hundred (100) gigabytes total, of your structured and cleansed test data.
11. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
12. Unless otherwise specified in your order (including the Service Specifications), you may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in your order.
13. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.

<u>Project Assumptions</u>

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. Oracle standard documentation formats will be used for all documentation.
5. All written documentation and communication will be done in U.S. English unless mutually agreed otherwise.
6. Documented task outputs will be in a format determined by Oracle.
7. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of Services.
8. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
9. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
10. The Services will be performed onsite at your facility located at the address as specified in your order or may be performed remotely by both local and offshore resources.
11. You acknowledge that if your test data load cannot be performed because of errors in the Excel data file extract provided by you, the test data load set forth in section 5 of the Description of Services will not be performed.

12. The Services may be performed on either an Oracle Big Data Appliance, Oracle Cloud environment or a Oracle Public Cloud Machine environment where the Oracle Public Cloud Machine Service is available and the Oracle Cloud Service(s) required as outlined in Your Obligations are supported.
13. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above do not include travel and out-of-pocket expenses. The Services must be used within three (3) 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B87385 – Oracle Consulting Implementation for Oracle Database Vault

Description of Services

During the Professional Services Period (defined below), Oracle will make available to you the following Oracle Consulting Implementation for Oracle Database Vault ("DBV") ("Services"):

1. Provide to you a pre-defined, Project Workplan and Project Management Plan;
2. Oracle will participate in a one (1) hour meeting to review the Services with you;
3. Provide you up to thirty two (32) hours of assistance with the following Analysis Phase activities:
    a. Provide to you DBV installation documentation;
    b. Prepare high-level DBV requirements document to identify protection realms and factors;
    c. Document high-level DBV use cases;
    d. Review DBV environment rules or procedures specific to the environment;
    e. Prepare an DBV Installation Document based on requirements in sections 3.b, 3.c and 3.d above;
    f. Review current Oracle Database access to determine high level user roles and separation of duty;
    g. Review the DBV environment software pre-requisites and standard software installation specifications;
    h. Conduct a workshop for up to four (4) hours which may be attended by up to ten (10) participants to review DBV recommended Oracle leading practices; and
    i. Finalize the DBV Installation Document.
4. Implementation phase:

a. Install one (1) DBV instance in one (1) non-production Oracle Database environment and one (1) production environment Oracle Database Environment;
b. Configure up to three (3) protection realms, with maximum of two (2) factors each, for one (1) non-production Oracle Database and one (1) production Oracle Database; and
c. Provide up to sixteen (16) hours of assistance with conducting a functional test of DBV.
5. Conduct a workshop for up to two (2) hours, which may be attended by up to ten (10) participants, to review your DBV solution in the non-production and production environments and record observations and recommendations in the Engagement Summary Report Document.

Your Cooperation and Project Assumptions

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

Your Obligations

1. Provide the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
2. Provide application, database, system, and network administration required by Oracle to support the performance of services Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with your business user representatives and project team members according to the project schedule.
3. Conduct the project with Oracle according to Oracle pre-defined Project Workplan and Project Management Plan.
4. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:
   a. You are responsible for ensuring that (i) your network and systems comply with specifications Oracle provides, (ii) all components of your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
   b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to your Oracle environment.
   c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.
   Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, you agree to pay for any increased costs resulting from your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If you do not review and approve such amendment within five (5) days after your receipt thereof, Oracle may terminate its performance of Services under this order.
5. Allow Oracle full access to your non-production and production Oracle Database environments.
6. Create DBV functionality test scripts and conduct functionality testing.

7. Ensure proper network credentials and accesses are available to Oracle resources to perform the Services.
8. Configuration of firewalls and switches prior to commencement of the Services.
9. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
10. Unless otherwise specified in your order (including the Service Specifications), you may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in your order.
11. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. Oracle standard documentation formats will be used for all documentation.
5. All written documentation and communication will be done in English unless mutually agreed otherwise.
6. Documented task outputs will be in a format determined by Oracle.
7. The sections and contents of the Engagement Summary Report Document to be delivered to you will be defined by Oracle and agreed upon at commencement of Services.
8. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
9. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
10. The Services will be performed onsite at your facility located at the address as specified in your order or may be performed remotely by both local and offshore resources.
11. The "up to thirty two (32) hours" described in section 3 and "up to sixteen (16) hours" described in section 4.c will performed consecutively on normal business days.
12. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services.

You acknowledge that if Oracle's cost of providing Services is increased because of your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then you agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above do not include travel and out-of-pocket expenses. The Services must be used within three (3) 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B87384 – Oracle Consulting Implementation for Oracle Enterprise User Security and Oracle Unified Directory

Description of Services

During the Professional Services Period (defined below), Oracle will make available to you the following Oracle Consulting Implementation for Oracle Enterprise User Security ("EUS") and Oracle Unified Directory ("OUD") ("Services"):

1. Provide to you a pre-defined, Project Workplan and Project Management Plan;
2. Oracle will participate in a one (1) hour meeting to review the Services with you;
3. Provide you up to thirty two (32) hours of assistance with the following Analysis Phase activities:
    a. Provide to you EUS and OUD installation documentation;
    b. Prepare a high-level Oracle EUS and OUD requirements document to identify user identities to manage;
    c. Document high-level EUS and OUD use cases;
    d. Review EUS and OUD environment rules or procedures specific to the environment;
    e. Prepare an EUS and OUD Installation Document based on requirements in section 3.b above;
    f. Review the EUS and OUD environment software pre-requisites and standard software installation specifications;
    g. Conduct a workshop for up to four (4) hours which may be attended by up to ten (10) participants to review EUS recommended Oracle leading practices; and
    h. Finalize the EUS and OUD Installation Document.
4. Implementation phase:
    a. Install one (1) EUS instance and one (1) OUD instance in one (1) non-production Oracle Database environment;
    b. Configure EUS user management for the non-production Oracle Database;
    c. Migrate up to twenty-five (25) users from local accounts to global/external accounts for the non-production Oracle Database;
    d. Install one (1) EUS instance and one (1) OUD instance in one (1) production Oracle Database environment;
    e. Configure EUS user management for the production Oracle Database;
    f. Migrate up to twenty-five (25) users from local accounts to global/external accounts for the production Oracle Database; and
    g. Provide up to sixteen (16) hours of assistance with conducting a functional test of EUS.
5. Conduct a workshop for up to two (2) hours, which may be attended by up to ten (10) participants, to review your EUS and OUD solution in the non-production and production environments and record observations and recommendations in the Engagement Summary Report Document.

Your Cooperation and Project Assumptions

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

Your Obligations

1. Provide the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
2. Provide application, database, system, and network administration required by Oracle to support the performance of services.
3. Conduct the project with Oracle according to Oracle pre-defined Project Workplan and Project Management Plan.
4. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:
   a. You are responsible for ensuring that (i) your network and systems comply with specifications Oracle provides, (ii) all components of your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
   b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to your Oracle environment.
   c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.
   Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, you agree to pay for any increased costs resulting from your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If you do not review and approve such amendment within five (5) days after your receipt thereof, Oracle may terminate its performance of Services under this order.

5. Allow Oracle full access to your non-production and production Oracle Database environments.
6. Create EUS and OUD functionality test scripts and conduct functionality testing.
7. Ensure proper network credentials and accesses are available to Oracle resources to perform the Services.
8. Configuration of firewalls and switches prior to commencement of the Services.
9. Perform any and all data integrity activities, including, but not limited to, data cleansing, reconciliation, quality control, or management.
10. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
11. Unless otherwise specified in your order (including the Service Specifications), you may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in your order.
12. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. Oracle standard documentation formats will be used for all documentation.
5. All written documentation and communication will be done in English unless mutually agreed otherwise.
6. Documented task outputs will be in a format determined by Oracle.
7. The sections and contents of the Engagement Summary Report Document to be delivered to you will be defined by Oracle and agreed upon at commencement of Services.
8. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
9. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
10. The Services will be performed onsite at your facility located at the address as specified in your order or may be performed remotely by both local and offshore resources.
11. At Oracle's discretion the Services will be performed either onsite or remotely.
12. The high-level use cases documented in section 3.c are limited to those that can be performed within thirty-two (32) hours of Services (Analysis Phase) described in "Description of Services" above.
13. The "up to thirty two (32) hours described in section 3 and "up to sixteen (16) hours" described in section 4.g will performed consecutively on normal business days.

You acknowledge that if Oracle's cost of providing Services is increased because of your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then you agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above do not include travel and out-of-pocket expenses. The Services must be used within three (3) 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 project manager 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 project manager. Your project manager shall have the authority to approve Services on your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B87386 – Oracle Consulting Implementation for Oracle Transparent Data Encryption and Oracle Key Vault

Description of Services

During the Professional Services Period (defined below), Oracle will make available to you the following Oracle Consulting Implementation for Oracle Transparent Data Encryption ("TDE") and Oracle Key

Vault ("OKV") service ("Services"):

1. Provide to you a pre-defined, Project Workplan and Project Management Plan;
2. Oracle will participate in a one (1) hour meeting to review the Services with you;
3. Provide you up to thirty two (32) hours of assistance with the following Analysis Phase activities:
   a. Provide to you TDE and OKV installation documentation;
   b. Prepare high-level TDE and OKV requirements document;
   c. Document high-level TDE and OKV use cases;
   d. Review TDE and OKV environment rules or procedures, specific to the environment;
   e. Prepare TDE and OKV Installation Document based on requirements in section 3.b above;
   f. Review the TDE and OKV environment software pre-requisites and standard software installation specifications;
   g. Conduct a workshop for up to four (4) hours which may be attended by up to ten (10) participants to review TDE and OKV recommended Oracle leading practices;
   h. Finalize the EUS and OKV Installation Document.
4. Implementation phase:
   a. Install one (1) OKV instance in one (1) non-production Oracle Database environment in a high availability, active passive, architecture;
   b. Install one (1) OKV instance in one (1) production Oracle Database environment in a high availability, active passive, architecture;
   c. Create and configure an Oracle Wallet to store the TDE Master Key for the non-production Oracle Database;
   d. Encrypt tablespaces in section 3.b in Description of Services in the non-production environment;
   e. Configure Key Vault management for the encryption keys of the production Oracle Database;
   f. Create and configure an Oracle Wallet to store the TDE Master Key for the production Oracle Database;
   g. Encrypt sensitive tablespaces defined in section 3.b in Description of Services in the production environment;
   h. Configure Key Vault management for the encryption keys of the production Oracle Database;
   i. Provide up to sixteen (16) hours of assistance with conducting a functional test of your application that accesses the encrypted tablespaces.
5. Conduct a workshop for up to two (2) hours, which may be attended by up to ten (10) participants, to review your TDE and OKV solution in the non-production and production environments and record observations and recommendations in the Engagement Summary Report Document.

Your Cooperation and Project Assumptions

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

Your Obligations

1. Provide the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
2. Conduct the project with Oracle according to Oracle pre-defined Project Workplan and Project Management Plan.
3. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-

specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:

a. You are responsible for ensuring that (i) your network and systems comply with specifications Oracle provides, (ii) all components of your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.

b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to your Oracle environment.

c.   You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, you agree to pay for any increased costs resulting from your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If you do not review and approve such amendment within five (5) days after your receipt thereof, Oracle may terminate its performance of Services under this order.

4. Allow Oracle full access to your non-production and production application and Oracle Database environments.

5. Create TDE and OKV functionality test scripts and conduct functionality testing of your application accesses the encrypted tablespaces.

6. Ensure proper network credentials and accesses are available to Oracle resources to perform the Services.

7. Configuration of firewalls and switches prior to commencement of the Services.

8. Perform any and all data integrity activities, including, but not limited to, data cleansing, reconciliation, quality control, or management.

9. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.

10. Unless otherwise specified in your order (including the Service Specifications), you may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in your order.

11. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.

2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.

3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").

4. Oracle standard documentation formats will be used for all documentation.

5. All written documentation and communication will be done in English unless mutually agreed

otherwise.

6. Documented task outputs will be in Microsoft Word 2007 format or windows format text files.
7. The sections and contents of the Engagement Summary Report Document to be delivered to you will be defined by Oracle and agreed upon at commencement of Services.
8. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
9. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
10. The Services will be performed onsite at your facility located at the address as specified in your order or may be performed remotely by both local and offshore resources.
11. The "up to thirty two (32) hours" described in section 3 and "up to sixteen (16) hours" described in section 4.i will performed consecutively on normal business days.
12. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services.
13. Tablespace encryption will be the only encryption deployed.

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