



# Oracle Technical Cloud Consulting Services Descriptions

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Effective Date: 14-OCT-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.

# ORACLE TECHNICAL CLOUD CONSULTING SERVICES DESCRIPTIONS

## **B83899 - Oracle Consulting Architecture Blueprint and Roadmap for Oracle Cloud**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Architecture Blueprint and Roadmap for Oracle Cloud (“Services”):

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 forty (40) hours of workshop(s), which may be attended by up to ten (10) participants, to review Your current environment and Your planned Oracle Cloud Services environment. These workshops may include the following:
  - a. Review Your overall business and information technology (“IT”) drivers, strategies, goals, objectives, and requirements;
  - b. Review the current state of Your database(s) and application(s) portfolio targeted for migration to Oracle Cloud Services focusing on:
    - i. Business criticality;
    - ii. Service level agreement and service level objectives; and
    - iii. Organization roles and responsibilities for Oracle Cloud Services administration.
  - c. Review Your existing operational processes.
4. Create an Engagement Summary Report Document that includes the following (“Engagement Summary Report”):
  - a. A technology architecture for the purpose of onboarding to Oracle Cloud Services including:
    - i. Oracle Cloud Services capabilities model;
    - ii. Oracle Cloud Services characteristics and up to three (3) use cases; and
    - iii. Oracle Cloud Services architecture principles and conceptual architecture.
  - b. A future state Oracle Cloud Services architecture that outlines a recommended strategy for Your adoption of Oracle Cloud Services, which includes:
    - i. A strategy for establishing integration between Your Oracle Cloud Services environment and Your on-premise environments; and
    - ii. Managing and monitoring Your Oracle Cloud Services environment.
  - c. A roadmap with actionable recommendations to deploy and migrate to Your Oracle Cloud Service(s).
5. Conduct one (1) workshop which may be attended by up to ten (10) participants, for up to two (2) hours in length to review an Engagement Summary Report Document with Your key stakeholders.

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

- A. Your Cooperation.** Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
1. Provide Oracle with relevant and accurate business, application, information, integration, and technology architecture artifacts describing Your current state architecture.
  2. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of the Services.
  3. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.

4. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. The Services will be scheduled at a date and time mutually agreed to by the project managers.
5. 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.

## **B. 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 done in English unless mutually agreed otherwise.
3. Documented task outputs will be in a format determined by Oracle.
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. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
6. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
7. Oracle Enterprise Architecture Framework ("OEAF"), Oracle Architecture Development Process ("OADP") and Oracle Unified Methodology ("OUM") will be the methodologies used to deliver the Services.
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.
9. The Services will be performed onsite at your facility located at the address as specified in your order.
10. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

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 travel and out-of-pocket expenses. 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.

## **B85635 - Oracle Consulting Rapid Start for Oracle Integration Cloud Service (EMEA/APAC/Japan only)**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Integration Cloud Service (“Services”):

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;
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 current integration environment and planned Oracle Cloud Integration Service environment. These workshops may include the following:
  - a. Review of the Oracle Cloud Integration Service capabilities and Oracle leading practices for creating enterprise integration services for connecting business applications;
  - b. Provide an overview presentation of the Oracle Cloud Integration Service application adapters and supported integration patterns;
  - c. Review the lifecycle management process of Your Oracle Integration Cloud Service environment. These processes include management and monitoring, scheduled backups, restore and patching;
  - d. Assist You in the selection of (i) one (1) or more integration use cases from a provided Oracle Consulting Platform as a Service (“PaaS”) Use Case Catalog to be deployed in Your Oracle Integration Cloud Service non-production environment or (ii) one (1) “qualifying customer integration use case” that Oracle estimates can be deployed within the sixteen (16) hour period set forth in section 4 of the Description of Services;
  - e. Review the processes to configure user accounts and roles in Your Oracle Integration Cloud Service environment.
4. Provide up to sixteen (16) hours of services to deploy one (1) or more integration service selected from the Oracle Consulting PaaS Use Case Catalog or from Your qualifying integrations;
5. Participate in integration testing of the sample integration service endpoints for up to two (2) hours; and
6. Conduct a two (2) hour workshop to demonstrate Your sample integration service deployed on your Oracle Integration Cloud Service environment and provide observations and integration recommendations in an Engagement Summary Report Document.

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

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

1. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Integration Cloud Service.
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 the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
5. Provide database, system, and network administration required by Oracle to support the performance of Services.

6. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
7. 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.
8. Expose an internal Simple Object Access Protocol (SOAP) endpoint over the public internet for the one (1) sample integration.
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. .

## **B. 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. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. The sections and contents of the Engagement Summary Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. The Oracle Consulting PaaS Use Case Catalog will be provided upon commencement of the Services.
9. Your qualifying customer integration use case will meet the requirements of a non-production integration where source and target applications are supported by Oracle Integration Cloud Service adapters (Oracle Sales Cloud, Oracle HCM Cloud, Oracle RightNow, Salesforce) or have Simple Object Access Protocol enabled endpoints. The implementation will be limited to the security mechanisms (such as OAuth (Open Authorization)) supported by Oracle Integration Cloud Service.
10. The selected integration service will be deployed in a non-production Oracle Integration Cloud Service environment.
11. 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: customization of sample integration, integration with unsupported security mechanisms, configuration of application messaging, migration of application data, activities related to deployment of Oracle Integration Cloud Service gateway on the private cloud, functional and performance testing.
12. The Services will be performed onsite at your facility located at the address as specified in your order.
13. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.



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 travel and out-of-pocket expenses. 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.

## **B89397 - Oracle Consulting Application Development Prototyping in Oracle Cloud**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following services ("Services") related to Your Oracle Consulting Application Development Prototyping in Oracle Cloud ("Services"):

1. Provide a pre-defined, Project Workplan and Project Management Plan;
2. 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) for up to ten (10) participants consisting of an overview of Your cloud platform, Development Operations ("DevOps") concepts, Agile development methodologies, cloud native application development, and microservices architecture concepts;
4. Provide up to sixteen (16) hours to review Your requirements for prototyping and work with You to mutually agree on the following:
  - a. Architecture and approach;
  - b. Cloud services to be used;
  - c. Application prototype scope and high-level design;
5. Provision Your Oracle Cloud Services accounts ("provisioned Cloud Services");
6. Provide up to forty (40) hours to configure a DevOps environment and build processes using Oracle Developer Cloud Service ("DevOp processes");
7. Provide up to one hundred sixty (160) hours to create the mutually agreed application prototype using the provisioned Cloud Services and DevOps processes structured in two (2) application prototyping iterations, or sprints, with the one hundred sixty (160) hours to be utilized by You within a period not exceeding two (2) weeks commencing as of the start of the first sprint;
8. Conduct up to sixteen (16) hours of workshop(s) for up to ten (10) participants consisting of an overview of the results of the Services provided, discussing next steps for developing the application prototype as Your cloud native application and recording observations and recommendations in an Engagement Summary Report document.

## **Your Cooperation and Project Assumptions**

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

1. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and prototyping planning sessions with Your business user representatives and project team members according to the Project Workplan.
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. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan 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 Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
7. If required to provide the Services, provide source environment access and connectivity details for Your network, e.g. servers where Your source environment are located.
8. If while performing Services Oracle requires access to other vendor's cloud services, You will be responsible for acquiring all such cloud services and the appropriate license rights necessary for Oracle to access such cloud services on Your behalf.
- 9.

### **B. Project Assumptions**

1. Oracle's standard documentation formats will be used for any documentation prepared and/or delivered during the performance of Services.
2. All written documentation and communication will be done in English unless mutually agreed otherwise.
3. Documented task outputs, such as architecture diagrams, Project Workplan and Project Management Plan, will be in a format determined by Oracle.
4. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
5. The initial workshop will be delivered with a standard agenda and standard material.
6. The DevOps environment and DevOp processes will be based on functionality of Oracle Developer Cloud Service and will only support the build of the application prototype.
7. The purpose of the prototype is to demonstrate the selected architecture and development approach, and therefore the prototype created will only consist of a subset of the business functionality in a non-production environment.
8. The Services will be performed in Your non-production cloud services environment (latest version available at the time of provisioning).
9. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

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 Services above do not include travel and out-of-pocket expenses. 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.

## **B89020 - Oracle Consulting Implementation for Oracle Cloud Access Security Broker Cloud Service**

### **Description of Services**

Oracle will provide You with up to the quantity of Professional Service hours identified in Your order for Oracle Consulting Implementation for Oracle Cloud Access Security Broker Cloud Service ("CASB") with any of the following related to Onboarding, Operationalization, and Post Operationalization of the most current version of CASB in Your Oracle Cloud environment ("Services"):

1. Onboarding:
  - a. Conduct project kickoff workshop for up to four (4) hours, which may be attended by up to ten (10) participants, to review CASB requirements, prioritize project tasks, and select one (1) target CASB-supported application to be registered.
  - b. Conduct a workshop for up to four (4) hours, which may be attended by up to ten (10) participants, to demonstrate CASB capabilities.
  - c. Confirm that Your Root Administrator credentials are received.
  - d. Assist Your Root Administrator with login to Your CASB.
  - e. Assist Your Root Administrator with registration of one (1) CASB-supported application in Your CASB.
  - f. Assist Your Root Administrator with registering for a My Oracle Support account.
  - g. Assist Your Root Administrator with identification of CASB Help documentation and with providing an overview of CASB knowledge base structure and flow.
  - h. An overview of CASB console including application management and administration management functions.
  - i. Confirm Your CASB has ingested data over one (1) twenty-four (24) hour period.
  - j. Conduct one (1) remote operationalization meeting to review and monitor administration activity.
2. Operationalization:
  - a. Conduct a workshop for up to four (4) hours, which may be attended by up to ten (10) participants, to demonstrate how to:

1. Create additional users (e.g. tenant admin, security analyst, compliance manager) in the console.
  2. Enable high risk alert emails for CASB console users.
  3. Setup IP whitelist.
  4. Setup IP blacklist.
  5. Review threat feeds.
  6. Reset dedicated service account password for one (1) registered CASB-supported application.
  7. Review CASB user tab for three (3) monitored users.
  8. Generate one (1) custom report, one (1) user activity report, and one (1) CASB audit trail report.
  9. Resolve up to five (5) security control alerts within the CASB console.
  10. Create a My Oracle Support service request from CASB risk alert.
  11. Review and dismiss up to three (3) CASB risk alerts.
  12. Walk through creation of a custom CASB policy.
  13. Modify and activate CASB default tenant policies.
  14. Activate and rearrange additional CASB Key Security Indicators (“KSIs”).
  15. Review up to three (3) KSIs.
  16. Review up to three (3) application specific reports including report filters.
  17. Configure up to one (1) CASB risk event alert.
3. Post Operationalization:
    - a. Conduct a workshop for up to four (4) hours, which may be attended by up to ten (10) participants, to:
      1. Review Your high-level daily security operations processes and review process to integrate CASB actionable intelligence and features.
      2. Review Your incident management processes and review process to use CASB actionable intelligence and features.
      3. Review Your Security Operations Center (SOC) team training and awareness.
      4. Assist You with analyzing up to three (3) CASB alerts.
      5. Assist You with adjusting Your CASB configuration to reduce the number of false positive alerts.
    4. Create a Project Summary Report to provide observations and recommendations.
    5. Conduct up to two (2) hours of workshop(s) for up to ten (10) participants consisting of an overview of the results of the Services provided and recording observations and recommendations in an Engagement Summary Report document.

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

- A. **Your Cooperation.** Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
  1. Obtain the following Oracle cloud services and complete the provisioning process prior to delivery of the Services: CASB.
  2. Identify, schedule, and facilitate the necessary Onboarding, Operationalization and/or Post Operationalization sessions with Your business user representatives and project team members according to the project schedule.
  3. Provide Oracle with access to Cloud Services, data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
  4. Provide the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.

5. Provide database, system, and network administration required by Oracle to support the performance of Services.
6. Designate a CASB Root Administrator.
7. Perform Your tasks identified in and accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. 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.

9. Contact Oracle to request and schedule the performance of Services within the Professional Services Period (as defined below). 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 Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
11. Provide source environment access and connectivity details for Your network (i.e., servers where Your source environment is located).

## **B. Project Assumptions**

1. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of 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. The sections and contents of the Project Summary Report document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
6. Architecture diagrams and Project Workplan will be in a format determined by Oracle.

7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. You will create the dedicated service account for one (1) CASB-supported application.
9. You will perform all changes and configurations made to Your CASB.
10. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.
11. The Services will be performed in Your non-production cloud services environment (latest version available at the time of provisioning).

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 Services above does not include travel and out-of-pocket expenses. 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.

## **B89337 - Oracle Consulting Rapid Start for Oracle Cloud Platform and Cloud Infrastructure**

### **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 for Oracle Cloud Platform and Cloud Infrastructure:

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Participate in an up to one (1) hour meeting to review the Services with You;
3. Conduct up to seven (7) hours of workshop(s), which may be attended by up to ten (10) participants, to review Your current environment and Your planned Oracle Cloud Platform and Infrastructure environment. These workshops may include the following:
  - a. Review of the Oracle Cloud Platform and Infrastructure capabilities and Oracle's recommended practices for creating enterprise solutions;
  - b. Provide an overview of the selected Oracle Cloud Platform and Infrastructure services and their intended use within Your current architecture;
  - c. Review the lifecycle management and monitoring processes of Your Oracle Cloud Platform and Infrastructure environment;

- d. Assist You in the selection of a qualifying Oracle Cloud Service example (“Example”), which will be deployed in a non-production environment as set out below; and
  - e. Review the processes to configure user accounts and roles in Your Oracle Cloud Platform or Oracle Cloud Infrastructure environment.
4. Provide up to sixteen (16) hours to deploy and demonstrate Your selected Example in Your Oracle Cloud Platform or Oracle Cloud Infrastructure non-production environment;
  5. Provide up to four (4) hours of guidance to You in connection to Your validation of the deployed Example;
  6. Conduct up to four (4) hours of workshop(s), which may be attended by up to ten (10) participants, to review and analyze Your current and future on-premise and Oracle Cloud architecture plans;
  7. Prepare a project summary report document (“Project Summary Report”) and conduct up to two (2) hours of workshop(s), which may be attended by up to ten (10) participants, to review the contents of the Project Summary Report that will contain the results of Services performed and discuss next steps and recommendations for a more comprehensive adoption of Oracle Cloud.

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

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

1. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
2. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
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. 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.
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. 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 Oracle 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.
11. 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 exhibit, 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.

## **B. Project Assumptions**

1. Oracle's standard documentation formats will be used for any documentation prepared and/or delivered during the performance of Services.
2. All written documentation and communication will be done in English unless mutually agreed otherwise.
3. Documented task outputs, such as architecture diagrams, Project Workplan and Project Management Plan, will be in a format determined by Oracle.
4. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
5. Workshops to be conducted by Oracle consultants may be delivered by telephone conference, OWC and/or onsite at Your facility as determined by Oracle.
6. The selected Example will be deployed in a non-production Oracle Cloud environment.
7. The selected Example must meet the requirements of an application, integration use case, SaaS extension, report or other item(s) that can be deployed to the Oracle Cloud Platform and Infrastructure service(s) selected such that Oracle estimates it can be deployed within the sixteen (16) hour period as set out above.
8. 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 mutually agreed otherwise in writing.
9. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.
10. 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 is not an exhaustive list:
  - a. customization of Example integration;
  - b. integration with unsupported technologies;



- c. configuration of application messaging;
- d. migration of application data; and
- e. performance testing.

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 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.

## **B89340 - Oracle Consulting Rapid Start for Cloud Security**

### **Description of Service**

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 for Cloud Security:

1. Provide a pre-defined Project Workplan and Project Management Plan
2. Participate in an up to one (1) hour meeting to review the Services with You;
3. Conduct the following four (4) workshops (each workshop being up to four (4) hours in duration), which may be attended by up to ten (10) of Your key security personnel, to prepare and review with Your security personnel an Executive Review document consisting of recommended security capabilities, key benefits as well as a reference architecture blueprint:
  - a. Business Drivers and Pain Points workshop.
  - b. Vulnerabilities, Risk and Maturity workshop.
  - c. Key Security Features workshop.
  - d. Architecture, Blueprint and Planning workshop.
4. Perform the following implementation Services to provide You with an example Oracle Cloud Security Services ("OCSS") environment ("Example OCSS environment"), which will be deployed in a non-production Oracle Cloud environment:
  - a. Conduct up to four (4) hours of workshop(s), which may be attended by up to ten (10) participants, to present and review the following OCSS capabilities in the context of Your company:
    - i. Identity Cloud Service ("IDCS");
    - ii. Oracle Cloud Access Security Broker ("CASB");
    - iii. Oracle Identity Security Operations Center (SOC);

- iv. DBaaS Security option; and
- v. Oracle Security Monitoring and Analytics (SMACS).
- b. Review Your existing IT environment and integration points, and define the integration requirements (e.g. Cloud user synchronization for IDCS or Cloud Service onboarding for CASB).
- c. Conduct up to four (4) hours of workshop(s), which may be attended by up to (10) participants, to replicate data between one (1) on-premise environment and the Example OCSS environment.
- d. Create an Assessment document with key findings, gap analysis of critical systems and integrations against Your defined key security and compliance requirements.
- e. Create an architecture document describing how on-premise applications could integrate seamlessly and securely with the Example OCSS environment.
- f. Finalize the Example OCSS environment implementation by:
  - i. Customizing the Example OCSS environment according to integration requirements listed above and
  - ii. Installing and configuring the OCSS for data upload and
  - iii. Providing a demonstration to You of the OCSS capabilities for security in Your Example OCSS environment.
  - iv. Prepare a project summary report document (“Project Summary Report”) and conduct up to two (2) hours of workshop(s), which may be attended by up to ten (10) participants, to review the contents of the Project Summary Report that will contain the results of Services performed and discuss next steps and recommendations for a more comprehensive adoption of Oracle Cloud.

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

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

1. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
2. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge 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. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan 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 Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
7. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services
8. 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.
9. Limit Oracle’s access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.

10. 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.
11. Provide source environment access and connectivity details for Your network, e.g. servers where Your source environment is located.
12. 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 exhibit, 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.

## **B. Project Assumptions**

1. Only one (1) target Cloud application will be configured with the Oracle Cloud Service and one (1) on-premise IT system will be integrated with the Oracle Cloud Service.
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 communication 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. 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 mutually agreed otherwise in writing.
6. Workshops to be conducted by Oracle consultants may be delivered by telephone conference, OWC and/or onsite at Your facility as determined by Oracle.
7. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

8. Anything not expressly listed in the Description of Services 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**

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.

## **B89342 - Oracle Consulting Rapid Start for Analytics in Oracle Cloud**

### **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 for Analytics in Oracle Cloud:

1. Provide a pre-defined Project Workplan and Project Management Plan.
2. Participate in an up to 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 ten (10) participants, to outline analytics capabilities of Oracle Cloud and provide an overview of Oracle recommended practices in Analytics.
4. Provide You with up to eight (8) hours to assist You in the selection of a qualifying Oracle Cloud Service example dependent upon the type of Oracle Cloud subscription that You own ("Example"), which will be deployed in a non-production environment as set out below. A qualifying Example is an Example that Oracle estimates can be deployed as a prototype within no more than a sixteen (16) hour period.
5. Provide You with up to sixteen (16) hours to deploy and demonstrate Your selected, qualifying Example prototype in Your Oracle Cloud non-production environment.
6. Prepare a project summary report document ("Project Summary Report") and conduct up to two (2) hours of workshop(s), which may be attended by up to ten (10) participants, to review the contents of the Project Summary Report that will contain the results of Services performed and discuss next steps and recommendations for a more comprehensive adoption of Oracle Cloud.

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

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

1. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
2. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
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. 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.
5. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
6. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
7. Provide database, system, and network administration required by Oracle to support the performance of Services.
8. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
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 Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
11. 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 exhibit, 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.

## **B. 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 done in English unless mutually agreed otherwise.
3. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
4. Workshops to be conducted by Oracle consultants may be delivered by telephone conference, OWC and/or onsite at Your facility as determined by Oracle.
5. The qualifying Example will be mutually agreed upon with You on the day Oracle commences Services.
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 mutually agreed otherwise in writing
7. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.
8. 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:
  - a. Customization of sample integration;
  - b. Integration with unsupported security mechanisms;
  - c. Configuration of application messaging;
  - d. Migration of application data; and
  - e. Performance testing.

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 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 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.

## **B89343 - Oracle Consulting Rapid Start for Application Development Prototyping in Oracle Cloud**

### **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 for Application Development Prototyping in Oracle Cloud:

1. Provide a pre-defined Project Workplan and Project Management Plan.
2. Participate in an up to 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 ten (10) participants, consisting of an overview of the Oracle Cloud platform, the development operations (DevOps) concepts, application development prototyping methodologies, cloud native application development, and microservices architectural concepts.
4. Conduct up to eight (8) hours of workshop(s), which may be attended by up to ten (10) participants, to obtain an understanding of Your requirements for application development prototyping and agree on the following:
  - a. A suitable architecture and approach; and
  - b. The Oracle Cloud Services application prototype to be utilized (the “selected application prototype”).
5. Create the selected application prototype scope and high-level design.
6. Provision Your Oracle Cloud accounts relevant to the selected application prototype.
7. Provide You with up to eighty (80) hours to assist in the creation of the selected application prototype using the agreed upon Oracle Cloud Services structured in two (2) sprints (development iterations) with the total duration of such Services not to exceed a period of two (2) weeks;
8. Prepare a project summary report document (“Project Summary Report”) and conduct up to eight (8) hours of workshop(s), which may be attended by up to ten (10) participants, to review the contents of the Project Summary Report that will contain the results of Services performed and discuss next steps and recommendations for a more comprehensive adoption of Oracle Cloud.

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

- A. Your Cooperation.** Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
1. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
  2. Limit Oracle’s access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
  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. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and prototyping planning sessions with Your business user representatives and project team members according to the project schedule.
  5. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
  6. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) 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. 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 Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
10. 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 exhibit, 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.

## **B. Project Assumptions**

1. Oracle’s standard documentation formats will be used for any documentation prepared and/or delivered during the performance of Services.
2. All written documentation and communication will be done in English unless mutually agreed otherwise.
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 mutually agreed otherwise in writing.
5. The purpose of the selected application prototype is to demonstrate the selected architecture and development approach, and therefore only a subset of the selected application prototype business functionality will be implemented in an Oracle Cloud non-production environment.
6. The Services will be performed in Your non-production Oracle Cloud Service environment (latest version available at the time of provisioning).



7. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

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 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.

## **B89344 - Oracle Consulting Rapid Start for Oracle Backup and Disaster Recovery in Oracle Cloud**

### **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 for Oracle Backup and Recovery in Oracle Cloud:

1. Provide a pre-defined Project Workplan and Project Management Plan.
2. Conduct up to eight (8) hours of workshop(s), which may be attended by up to ten (10) participants, consisting of an overview of the Oracle Cloud platform, backup and disaster recovery features of Oracle Cloud, and typical scenarios for Oracle databases, middleware and applications.
3. Assistance in the selection of a mutually agreeable and suitable backup and disaster recovery pilot scenario for You.
4. Configure the mutually agreed upon backup and disaster recovery pilot scenario components. Configuration Services of the selected scenario and components may consist of the following:
  - a. For Oracle Database:
    - i. Prerequisites validation and source analysis;
    - ii. Source preparation;
    - iii. Oracle backup cloud service configuration or DR setup (RMAN backup, Data Guard setup);
    - iv. Target preparation; and
    - v. Transfer process and monitoring.
  - b. For Oracle WebLogic Server and/or Oracle Forms/Reports:

- i. Prerequisites validation;
  - ii. Source preparation;
  - iii. Oracle backup cloud service configuration;
  - iv. Target preparation; and
  - v. Primary copy to Oracle Cloud and application configuration on Oracle Cloud.
- c. For Oracle E-Business Suite, Oracle PeopleSoft or Oracle Siebel application:
  - i. Source preparation (for both application and database tier);
  - ii. Oracle backup cloud service configuration or DR setup (RMAN backup, Data Guard setup and Application Sync)
  - iii. Target preparation (both application and database tier) and transfer of source stage to target;
  - iv. Configure both application and database (after Restore); and
  - v. Transfer process and monitoring.
- d. Other Scenarios. For any other scenario, the selected scenario and components to be configured will be mutually agreed upon in the initial workshop such that the configuration Services for the backup and disaster recovery components may be completed within a period of no more than sixteen (16) business days.
5. Execute switch over and failover testing for three (3) days by performing a mock drill and recording the dependencies.
6. Prepare final presentation containing solution overview, test results, roadmap and suggestions for backup and disaster recovery for all Your Oracle environments
7. Prepare a project summary report document (“Project Summary Report”) and conduct up to four (4) hours of workshop(s), which may be attended by up to ten (10) participants, to review the contents of the Project Summary Report that will contain the results of Services performed and discuss next steps and recommendations for a more comprehensive adoption of Oracle Cloud.

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

- A. Your Cooperation.** Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
1. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
  2. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
  3. Limit Oracle’s access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
  4. 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.
  5. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
  6. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
  7. 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.

8. 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.
9. Be responsible for on-premise network related configurations/changes.
10. 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 exhibit, 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.

## **B. Project Assumptions**

1. Oracle’s standard documentation formats will be used for any documentation prepared and/or delivered during the performance of Services.
2. All written documentation and communication will be done in English unless mutually agreed otherwise.
3. The Oracle resource performing the Services under this order may also act as Oracle’s designated project manager.
4. Workshops to be conducted by Oracle consultants may be delivered by telephone conference, OWC and/or onsite at Your facility as determined by Oracle.
5. The Services will be delivered with a mix of on-site and remote resources from Oracle Consulting
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 mutually agreed otherwise in writing.”
7. The suitable pilot for backup and disaster recovery will be selected such that the configuration of backup and disaster recovery components can be completed within a period not to exceed sixteen (16) business days. This includes potentially needed upgrades or re-platforming of Oracle products and network transfer speed.
8. The target cloud environment for Oracle Database disaster recovery can be Oracle Database Cloud Service, Oracle Exadata Cloud Service, Oracle Cloud Infrastructure or Oracle Cloud Infrastructure Classic.

9. The target cloud environment for the application layer can be Oracle Java Cloud Service (in case of WLS based application layer), Oracle Cloud Infrastructure or Oracle Cloud Infrastructure Classic.
10. The pilot backup and disaster recovery solution is not automated, i.e. file system synchronization and application switchover are manual tasks. In case a supported Oracle Database is part of the pilot, the synchronization of data in the database is automated.
11. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

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 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.

## **B89346 - Oracle Consulting Rapid Start for Migration of Non-Oracle Workloads to Oracle Cloud**

### **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 Migration for Non-Oracle Workloads to Oracle Cloud:

1. Provide a pre-defined Project Workplan and Project Management Plan.
2. Participate in an up to 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 ten (10) participants, to provide an overview of the required Oracle Cloud Service features, capabilities, benefits and recommended practices.
4. Identify a suitable workload and review the relevant source environment access and connectivity details.
5. Prepare an Oracle Cloud migration plan.
6. Assist You with the activation of Your Oracle Cloud subscriptions.
7. Provide You with up to fifty-six (56) hours assistance to migrate Your selected workload to the Oracle Cloud Infrastructure.

8. Provide You with up to twenty-four (24) hours assistance with issue resolution during Your validation workload migrated to Your Oracle Cloud environment.
9. Review with You Oracle recommended practices and other recommendations relevant to the Services being performed.
10. Prepare a project summary report document (“Project Summary Report”) and conduct up to two (2) hours of workshop(s), which may be attended by up to ten (10) participants, to review the contents of the Project Summary Report that will contain the results of Services performed and discuss next steps and recommendations for a more comprehensive adoption of Oracle Cloud.

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

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

1. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
2. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
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 the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
5. Limit Oracle’s access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
6. 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.
7. 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.
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. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
10. Provide source environment access and connectivity details for Your network, e.g. servers where Your source environment is located.
11. Complete the validation of the migrated workload in Your Oracle Cloud environment within a maximum period of two (2) consecutive business days upon completion of the migration Services. Your specialists will lead the validation effort.
12. 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 exhibit, 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.

## **B. Project Assumptions**

1. The technical migration Services will be performed remotely by Oracle offshore resources.
2. A 'suitable workload' means a non-Oracle workload related to a non-production environment, requiring up to a maximum of eighty (80) hours of work to be moved to the Oracle Cloud Infrastructure (includes both migration and validation tasks) and must be certified on the Oracle Cloud infrastructure.
3. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
4. All written documentation and project communications will be done in English unless mutually agreed otherwise.
5. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
6. The Services will be delivered with a mix of on-site and remote consulting resources from Oracle.
7. Workshops to be conducted by Oracle consultants may be delivered by telephone conference, OWC and/or onsite at Your facility as determined by Oracle.
8. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.
9. 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:
  - a. Customization of migrated Java application;
  - b. Configuration of application messaging and application data;
  - c. Functional testing/support;
  - d. Integration or performance testing;
  - e. Provisioning of databases or migration of data and schemas;
  - f. Production environment migration;
  - g. Backup / Disaster Recovery setup; and
  - h. Oracle Enterprise Manager configuration.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this exhibit, 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 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 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.

## **B89335 - Oracle Consulting Add-on Technology Guidance Pack**

### **Description of Services**

Oracle will provide You with up to forty (40) hours of assistance with any of the following add-on services ("Services") related to Your Oracle Cloud technology implementation ("Implemented Technology") in Your Oracle Cloud Services environment:

1. Providing additional workshops within the scope of the Implemented Technology.
2. Creating and performing additional training on the Implemented Technology.
3. Reviewing, designing and implementing additional configurations for the Implemented Technology.
4. Reviewing, designing and implementing additional forms or documents for the Implemented Technology.
5. Reviewing, designing and implementing additional reports or views for the Implemented Technology.
6. Reviewing, designing and implementing additional inbound integrations from other sources for the Implemented Technology.
7. Reviewing, designing and implementing additional outbound integrations to other sources for the Implemented Technology; and /or
8. Reviewing, defining and migrating or converting from other sources for the Implemented Technology.
9. Designing and setting up of Oracle Cloud Infrastructure (OCI) tenancies.
10. Designing, executing, and testing of workload migrations to the Oracle Cloud.

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

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

1. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
2. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.

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. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
5. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
6. Participate in and assist with all Services tasks.
7. 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.
8. 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.
9. 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 exhibit, 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.

## **B. 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 done in English unless mutually agreed otherwise.
3. Workshops to be conducted by Oracle consultants may be delivered by telephone conference, OWC and/or onsite at Your facility as determined by Oracle.
4. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.



5. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.
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 mutually agreed otherwise in writing.

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 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.

## **B89689 - Oracle Consulting Startup Pack for Cloud at Customer (EMEA/APAC/Japan only)**

### **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 Startup Pack for Oracle Cloud at Customer ("Cloud Service"):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Conduct up to sixteen (16) hours of workshop(s) for up to ten (10) of Your participants to:
  - a. Review general principles of Your Cloud Service and its network topology and security architecture;
  - b. Review technical architecture and components of Your Cloud Service such as Control Plane, Compute Cloud, Object Storage and Block Storage; and
  - c. Provide an overview of the functionality of Your Cloud Service.
3. Conduct up to sixty-four (64) hours for up to ten (10) of Your participants to provide four (4) workshops for the review of Your requirements and the constraints pertaining to the following architecture topics followed by one (1) conclusive workshop for up to eight (8) hours in duration to review with You the key observations produced from the four (4) workshops along with a target architecture for Your Cloud Service. The five (5) architecture topics consist of Your:
  - a. IT Landscape
  - b. Technical Architecture
  - c. Integration in Your existing environment

- d. Security
- 4. Provide up to thirty-two (32) hours both to create an architecture design document for the Cloud Service and to provide a final workshop for up to ten (10) of Your participants to review the architecture design document and its recommendations. The architecture design document will consist of the following:
  - a. Consolidation of the information gathered in workshops;
  - b. The architecture design; and
  - c. An engagement summary providing recommendations for implementation of Your Cloud Service.
- 5. Provide up to eighty (80) hours to:
  - a. Identify a suitable database (or an equivalent Oracle workload) to be migrated to Your new Cloud Service (“Candidate Workload”);
  - b. Define the migration strategy for migrating Your Candidate Workload;
  - c. Migrate a “point-in-time” copy of the Candidate Workload from Your source environment to Your provisioned Cloud Service; and
  - d. Assist You with validating the migration of the Candidate Workload and associated data.

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

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

1. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
2. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
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 the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
5. 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.).
6. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
7. Provide source data access and connectivity details for your network, e.g. servers where your data is located.
8. Participate in and assist with all Services tasks.
9. Contact Oracle to request and schedule the performance of Services within the Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
10. Limit Oracle’s access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
11. 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.
12. 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.

13. Oracle may provide the Services remotely 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 (i.e. located outside of the country where onsite Services may be provided under this order) 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.

## **B. 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 done in English unless mutually agreed otherwise.
3. At Oracle’s discretion, the Services, including any workshops, may be delivered with onsite, onsite remote and/or offshore Oracle resources.
4. The Candidate Workload identified for migration must be compliant with the following rules:
  - a. The release associated with the Candidate Workload must be certified on the Cloud Service; and
  - b. The size of the Candidate Workload must not exceed ten (10) Terabytes.
5. The migration of the Candidate Workload will not include any major release upgrade.
6. The Oracle resource performing the Services under this order may also act as Oracle’s designated project manager.
7. 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:
  - a. Oracle Fast Connect implementation / Dedicated network establishment;
  - b. Installation / setup of the Oracle Cloud Machines and Gateway platforms;
  - c. Custom Network Configuration; and
  - d. Backup and Restore.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this exhibit, 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 onsite 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.

## **B89690 - Oracle Consulting Rapid Start Service for Autonomous Data Warehouse Cloud**

### **Description of Services**

During the Professional Services Period (defined below), Oracle Consulting will make available to You the following services ("Services") as related to Your order for Oracle Consulting Rapid Start Service for Autonomous Data Warehouse Cloud ("Cloud Service"):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Participate in a one (1) hour meeting to review with You the Services as set out in this order;
3. Provide a workshop of up to four (4) hours in duration for up to ten (10) of Your participants regarding the Oracle Autonomous Data Warehouse Cloud ("ADWC") subscription to review the following:
  - a. ADWC features and capabilities;
  - b. Deployment environment; and
  - c. Use and operations.
4. Provide You with up to four (4) hours to assist with the following:
  - a. Provisioning Your ADWC service;
  - b. Reviewing Your ADWC interface; and
  - c. Reviewing Your ADWC connectivity options.
5. Provide You with up to twenty (20) hours to assist with the following:
  - a. Connecting Your ADWC to Your Cloud Service for up to ten (10) end users using Oracle certified tools for ADWC (e.g. Oracle SQL Developer), performed from the end users' desktop/laptop personal computers ("PC");
  - b. Connecting one (1) client application certified for ADWC;
  - c. Validating Your provided end users' data set as uploadable into ADWC;
  - d. Guiding Your end users in the process of loading Your end users' data set; and
  - e. Guiding Your end users in the process of using Your Cloud Service, including the built-in reporting functionality.

6. Provide You with up to four (4) hours to discuss and review the following with up to Five (5) of Your participants:
  - a. Methods of loading data into the ADWC; and
  - b. Your future state ADWC integration architecture.
7. Provide a workshop of up to eight (8) hours in duration for up to five (5) participants to conclude the Services with a question and answer (“Q&A”) session.

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

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

1. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
2. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
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 the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
5. 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.).
6. Limit Oracle’s access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
7. 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.
8. Provide an end users’ data set and associated metadata to populate the ADWC.
9. Provide source data access and connectivity details for your network, e.g. servers where your data is located.
10. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
11. Participate in and assist with all Services tasks.
12. 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.
13. Contact Oracle to request and schedule the Q&A session workshop outlined in section 7 within one week after the completion of Services set out in section 6. This service will be scheduled at a date and time mutually agreed to by the project managers.
14. 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.
15. Some activities will be conducted on the end users’ PCs, which include installing desktop applications. PC administration rights must be granted and/or a person authorized to impersonate an Administrator must be available for the duration of the Services.
16. Oracle may provide the Services remotely 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 (i.e. located outside of the country where onsite Services may be provided under this order) resources.
- d. 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.

## **B. 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 project communications will be done in English unless mutually agreed otherwise.
3. The end users’ data set provided to populate the ADWC will not exceed the size of 250GB (unless mutually agreed).
4. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.
5. At Oracle’s discretion, the Services, including any workshops, may be delivered with onsite, onsite remote and/or offshore Oracle resources.
6. The Oracle resource performing the Services under this order may also act as Oracle’s designated project manager.
7. 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:
  - a. Writing ETL processes or rewriting ETL processes in addition or substitution of the existing ones for use with ADWC;
  - b. Ensuring the usability, accuracy, suitability of any purpose of the data processed during the workshop or uploaded in ADWC;
  - c. Providing full integration with your corporate architecture of the Cloud Services and related products presented in the workshop;

- d. Migration of existing data-marts and/or porting of analysis applications / dashboards in general;
- e. Validation of the uploaded data set and post analysis result validation; and
- f. Implementation of integration with existing services/products/Cloud Services in use in Your organization.

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 onsite Services. The Services must be used within twelve (12) months from Your order's signature date ("Professional Services Period"), unless a Delayed Services Period is stated in Your order, in which case the Professional Services Period will start on the Cloud Services Start Date. 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.

## **B91892 - Oracle Consulting Rapid Start Service for Autonomous Transactional Processing Database Cloud**

### **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 Autonomous Transactional Process Database (the "Cloud Service"):

1. Provide a pre-defined project workplan and project management plan.
2. Participate in a one (1) hour meeting to review with You the Services as set out in this order.
3. Provide a workshop of up to four (4) hours in duration for up to ten (10) of Your participants regarding the Cloud Service subscription to review the following:
  - a. Cloud Service features and capabilities;
  - b. Cloud Service deployment environment; and
  - c. Cloud Service use and operations.
4. Provide up to three (3) hours to assist You with the following:
  - a. Provisioning the Cloud Service;
  - b. Reviewing the Cloud Service interface; and
  - c. Reviewing the Cloud Service connectivity options.
5. Provide up to twenty-four (24) hours to assist You with demonstrating the features of the Cloud Service as the database layer within only one (1) out of the following applications as mutually selected by the project managers:

- a. Use one (1) of Your existing business applications as follows:
    - i. Identify a suitable business application and connect it with the Cloud Service;
    - ii. Upload into the Cloud Service the provided data required to run the selected business application; and
    - iii. Assist You with both testing the Cloud Service with the selected business application and exploring the benefit of the Cloud Service for Your transactional applications;
  - b. Use a standard sample application; or
  - c. Assist Your team with building an application prototype.
6. Provide a question and answer (“Q&A”) session workshop of up to eight (8) hours in duration for up to five (5) of Your participants to answer any questions You may have related to the Services provided under this exhibit.

## **Your Cooperation and Project Assumptions**

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

1. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
2. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
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 the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
5. 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.).
6. Limit Oracle’s access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
7. 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.
8. Provide the datasets to populate the Cloud Service database.
9. Provide source data access and connectivity details for your network, e.g. servers where your data is located.
10. Perform Your tasks identified in and in accordance with the Oracle pre-defined project workplan and project management plan.
11. Participate in and assist with all Services tasks.
12. 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.
13. Contact Oracle to request and schedule the Q&A session workshop outlined in section 6 within one (1) week after the completion of Services set out in section 5. Subject to the Professional Services Period, this service will be scheduled at a date and time mutually agreed to by the project managers.
14. 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.



15. Oracle may provide the Services remotely 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 (i.e. located outside of the country where onsite Services may be provided under this order) 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.

## **B. 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 project communications will be done in English unless mutually agreed otherwise.
3. The datasets provided to populate the ATP will not exceed the size of 250GB (unless mutually agreed).
4. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.
5. At Oracle’s discretion, the Services, including any workshops, may be delivered with onsite, onsite remote and/or offshore Oracle resources.
6. The Oracle resource performing the Services under this order may also act as Oracle’s designated project manager.
7. 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:
  - a. Providing technical and functional knowledge of the selected application to be connected to the Cloud Service;

- b. Providing integration of the Cloud Service, and related products presented in the workshop, with Your corporate architecture; and
- c. Providing changes in the software and data related to the selected application.

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 onsite Services. The Services must be used within twelve (12) months from Your order's signature date ("Professional Services Period"), unless a Delayed Services Period is stated in Your order, in which case the Professional Services Period will start on the Cloud Services Start Date. 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.

## **B91893 - Oracle Consulting Cloud At Customer Foundation Service**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Cloud at Customer Foundation services ("Services") :

1. Provide a pre-defined project work plan ("Project Work Plan") and project management plan ("Project Management Plan").
2. Conduct four (4) workshops of up to four (4) hours each in duration for up to ten (10) participants each to define the Oracle Cloud at Customer architecture. The workshops will address the following:
  - a. Your existing information technology landscape;
  - b. Security;
  - c. Integration with Your existing environment; and
  - d. Integration with Your existing cloud.
3. Provide up to sixty-four (64) hours for architecture design activities to:
  - a. Collect and review Your target architecture and requirements;
  - b. Create the architecture design document ("Architecture Design"); and
  - c. Conduct a workshop of up to four (4) hours in duration for up to ten (10) participants to review the Architecture Design.
4. Conduct up to three (3) workshops of up to twelve (12) hours in total duration for up to ten (10) participants each to guide You in Oracle Cloud at Customer adoption and potential impacts on your information technology organization.

5. Conduct up to four (4) workshops of up to four (4) hours each in duration for up to ten (10) participants each to review Oracle migration methods, approaches and tools.
6. Conduct two (2) workshops of up to four (4) hours each in duration for up to ten (10) participants each to:
  - a. Identify one (1) existing non-production Oracle database or workload in your current environment (“Source”), as a candidate for migration (“Candidate”) to your new Cloud at Customer environment (“Target”). Such Candidate size will not exceed 10 terabytes;
  - b. Create a migration strategy describing the approach for migrating your Candidate from the Source to the Target; and
  - c. Create a migration plan describing the schedule and tasks associated with the migration of your Candidate from the Source to the Target.
7. Migrate the identified database or workload from the Source to the Target.
8. Conduct one (1) workshop up to four (4) hours in duration for up to ten (10) participants to share migration results and discuss potential next steps.

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

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

1. Conduct the project with Oracle according to the Oracle pre-defined and supplied Project Workplan and Project Management Plan.
2. Participate in, and assist with, all Services tasks.
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. Provide Oracle virtual private network (“VPN”)-supported third party device(s) as required.
5. Complete the validation of the network connection on Oracle Cloud at Customer within two (2) business days following Oracle’s commencement of the Services.

### **B. 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 project communications will be done in English unless mutually agreed otherwise.
3. A person day is defined as one (1) resource working for up to eight (8) hours.
4. The Services will be performed on 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.
5. The Services may be delivered with a mix of onsite and off-shore resources, as determined by Oracle.
6. The Services may be performed onsite at your facility located at the address as specified in Your order.
7. Workshops will be conducted with a combination of Oracle consultants available through Telephone/Web Conference and/or Oracle consultants present at your facilities.
8. Anything not expressly listed in the Description of Services is not included in the scope of Services. Out of scope services include, but are not limited to, the following:
  - a. Oracle Fast Connect implementation / dedicated network establishment;
  - b. Installation / setup of the Oracle Cloud machines and gateway platforms;
  - c. Custom network configuration;
  - d. Backup and restore; and

- e. Performance testing and tuning.

### **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 twelve (12) months following Your order's execution 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.

## **B92689 - Oracle Consulting Move and Improve Cloud Service**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Move & Improve services ("Services") limited to one (1) of the nine (9) exclusive options listed below:

#### **Option 1 - Move and Improve Databases ("Option #1")**

1. Provide a pre-defined Project Work Plan and Project Management Plan.
2. Provide up to forty (40) person days (up to five (5) person days of local resources and up to thirty-five (35) person days of remote resources) to:
  - a. Identify, validate and mutually agree upon the selection of a set of databases ("M&I Databases") to migrate to the Oracle Cloud Infrastructure ("OCI"), respecting a distribution of complexity being up to eighteen (18) out of twenty-five (25) rated as Low Complexity, up to five (5) out of twenty-five (25) rated as Medium Complexity and up to two (2) out of twenty-five (25) rated as High Complexity; the following definitions shall apply to this section:

"Low Complexity" M&I Databases are characterized by the fact that they are not in a production environment, not larger than 500GB in size, not multi-tenant and the associated migration downtime window is allowed to be up to 48 hours.

"Medium Complexity" M&I Databases are characterized by the fact that they are not larger than 2TB in size and the associated migration downtime window is allowed to be up to 24 hours.

"High Complexity" M&I Databases are characterized by the fact that they are not larger than 5TB in size and the associated migration downtime window is allowed to be up to 12 hours.
  - b. Gather Your existing IT and business constraints that are required to design, configure and test the target architecture including but not necessarily limited to instance shapes, networking, custom configurations and security.
  - c. Based on the pre-defined Project Work Plan, collaboratively review and finalize the migration plan for the M&I Databases.

- d. Provision and setup of a single OCI environment required to run the M&I Databases including but not necessarily limited to creation of compartments, users, networking [VCN, subnets] and VPN.
- e. Execute migration of the M&I Databases including data and database objects using Oracle practices based on the downtime window requirement defined in section 2.a above, and share the statistical results with You in a written statement.
- f. If mutually agreed as part of the task defined in section 2.a, the migration may include the adoption of database options, including but not necessarily limited to multi-tenant and RAC, or the adoption of Oracle Database Cloud Services (“DBCS”) or Oracle Autonomous Database.
- g. Provide assistance during Your testing and address issues with respect to the migrated M&I Databases.
- h. Conduct one workshop for up to two (2) hours with up to five (5) of Your participants to provide outcomes, guidelines and recommendations for further adoption of Oracle Cloud.

### Option 2 - Move and Improve Virtual Machines (“VMs”) (“Option #2”)

1. Provide a pre-defined, Project Work Plan and Project Management Plan.
2. Provide up to forty (40) person days (up to five (5) person days of local resources and up to thirty-five (35) person days of remote resources) to:
  - a. Identify, validate and mutually agree on the selection of a set of VMs to migrate to the OCI, respecting a distribution of complexity being up to thirteen (13) out of thirty (30) rated as Low Complexity, up to ten (10) out of thirty (30) rated as Medium Complexity and up to seven (7) out of thirty (30) rated as High Complexity; the following definitions shall apply to this section:
 

“Low Complexity” VMs are characterized by the fact that they are not in a production environment, not larger than 100GB in size and have a single disk configuration.

“Medium Complexity” VMs are characterized by the fact that they are not larger than 500GB in size and the associated disk configuration includes both a boot disk and One (1) data disk.

“High complexity” VMs are characterized by the fact that they are not larger than 1TB in size and the associated disk configuration includes a boot disk and multiple data disks.
  - b. Gather Your existing IT and business constraints to design, configure and test the target architecture including but not necessarily limited to instance shapes, networking, custom configurations and security.
  - c. Based on the pre-defined Project Work Plan, collaboratively review and finalize the migration plan for the VMs, including the tasks to adopt the suitable VM options in Oracle Public Cloud such as Bare Metal and Virtualizations options.
  - d. Provision and setup of a single OCI environment required to run the VMs workloads including but not necessarily limited to creation of compartments, users, networking [VCN, subnets] and VPN.
  - e. Execute the migration of the VMs using Oracle standard practices identified based on properties defined in section 2.a above and share the statistical results to You in a written statement.
  - f. Provide assistance during Your testing and address issues for the migrated VMs.
  - g. Conduct one (1) workshop for up to two (2) hours with up to five (5) of Your participants to provide outcomes, guidelines and recommendations for further adoption of Oracle Cloud.

### Option 3 - Move and Improve Forms and Reports (“Option #3”)

1. Provide a pre-defined, Project Work Plan and Project Management Plan.
2. Provide up to forty (40) person days (up to five (5) person days of local resources and up to thirty-five (35) person days of remote resources) to:
  - a. Identify, validate and mutually agree upon a selected set of Oracle Forms, Reports and supporting objects (“Forms and Reports”) respecting a distribution of categories of objects (i.e. up to thirty (30) Forms, up to ten (10) Reports and up to twenty (20) supporting objects), and respecting a distribution of complexity related to both Forms as well as Reports as 40% Low Complexity, 35% Medium Complexity and 25% High Complexity; the following definitions shall apply to this section:

“Low Complexity,” as pertaining to Forms (version 10.x or later), are characterized by a maximum of three (3) form blocks, a maximum of three (3) tabs, up to three (3) program units and no sub-form-calls, and, as pertaining to Reports, are characterized by a Tabular layout and a Single data query setup.

“Medium Complexity,” as pertaining to Forms (version 10.x or later), are characterized by a maximum of five (5) form blocks, a maximum of five (5) tabs, up to five (5) program units and up to three (3) sub-form-calls, and, as pertaining to Reports, are characterized by the combination of a Tabular and a non-Tabular layout and the exclusion of graphs, and can carry multiple data queries.

“High Complexity,” as pertaining to Forms (version 10.x or later), are characterized by a maximum of seven (7) form blocks, a maximum of seven (7) tabs, up to seven (7) program units and up to five (5) sub-form-calls, and, as pertaining to Reports, are characterized by the combination of Tabular and non-Tabular layout and the inclusion of graphs, and can carry multiple data queries.
  - b. Identify, validate and mutually agree on one (1) database or part of it used by the selected Forms and Reports (“FR Database”), to migrate and upgrade it to DBCS where the FR Database must meet the criteria of a size not exceeding 500GB and a release version of 10gR2 or higher, and the migration downtime allowed is up to twenty-four (24) hours.
  - c. Analyze and validate the Forms and Reports and FR Database to be used as a master copy of the migration to identify integration points including but not necessarily limited to use of shared area and use of FR Database links.
  - d. Gather information about Your existing IT and business constraints to design, configure and test the target architecture including instance shapes, networking, custom configurations and security.
  - e. Based on the pre-defined Project Work Plan, collaboratively review and finalize the migration plan for the Forms and Reports and the FR Database, including the tasks to upgrade the Forms and Reports and the FR Database to the latest generally available software releases.
  - f. Provision and setup a single OCI environment required to run the workloads including but not necessarily limited to creation of compartments, users, networking [VCN, subnets] and VPN, and deploy the related Oracle Fusion Middleware Forms and Reports.
  - g. Execute the migration of the Forms and Reports based on the master copy of the objects provided.
  - h. Execute the migration of the FR Database based on a point-in-time copy provided.
  - i. Assist you in configuration of printers for up to one (1) person day.
  - j. Provide assistance for up to three (3) person days with Your testing of the functional changes that may be required to run Forms and Reports in the new release.
  - k. Set up and execute database backup of the migrated FR Database.

- l. Provide the following Go live assistance for up to one (1) person day for the migrated environment:
  - i. Scratch the FR Database data used for the first migration execution as referenced in section 2.h above; and
  - ii. Upload a new point-in-time copy of the data.
- m. Provide technical assistance for up to five (5) person days for the use of the migrated Forms and Reports and FR Database that will be utilized by You within five (5) consecutive business days of a production ready state.
- n. Conduct one (1) workshop for up to two (2) hours with up to five (5) of Your participants to provide outcomes, guidelines and recommendations for further adoption of Oracle Cloud.

#### Option 4 - Move and Improve Java Application(s) (“Option #4”)

1. Provide a pre-defined Project Work Plan and Project Management Plan.
2. Provide up to forty (40) person days (up to five (5) person days of local resources and up to thirty-five (35) person days of remote resources) to:
  - a. Identify, validate and mutually agree upon the selection of a set of Java applications (“Java Application(s)”) running in Oracle Web Logic application server to migrate to the OCI, respecting a distribution of one (1) of the following:
    - i. Three (3) Low Complexity Java Applications;
    - ii. One (1) Low Complexity Java Application and one (1) Medium Complexity Java Application; or
    - iii. One (1) High Complexity Java Application.

The following definitions shall apply to this section:

“Low Complexity” Java Applications are characterized by the fact that they have the combination of up to one (1) data-source, up to two (2) JMS Queues, up to one (1) high availability node, no external dependencies, and in terms of security aspects, are based on HTML forms and do not have SSO.

“Medium Complexity” Java Applications are characterized by the fact that they have the combination of up to two (2) data-sources, up to five (5) JMS Queues, up to one (1) high availability node, up to two (2) external dependencies, and in terms of security aspects, are based on JWT or WLS-LDAP integration.

“High Complexity” Java Applications are characterized by the fact that they have the combination of up to three (3) data-sources, up to eight (8) JMS Queues, up to two (2) high availability nodes, up to four (4) external dependencies, and in terms of security aspects, are based on SAML with the inclusion of SSO integration.

- b. Identify and mutually agree upon a list of databases (“Java Application(s) Database(s)”) used by the selected Java Application(s) (limited to one (1) Java Application(s) Database(s) for each Java Application(s)), to migrate to DBCS or Oracle Autonomous Database, where the Java Application(s) Database(s) must meet the criteria of a size not exceeding 500GB, release version 10gR2 or higher, and the migration downtime allowed is up to twenty-four (24) hours.
- c. Gather Your existing IT and business constraints to design, configure and test the target architecture including instance shapes, networking, custom configurations, security and high availability.

- d. Conduct a walkthrough session with one of your representatives to analyse the selected Java Application(s) and Java Application(s) Database(s) and identify the key elements, such as:
  - i. WLS configuration;
  - ii. Overall application architecture and complexity;
  - iii. Integration points, use of shared area, use of database links, external dependencies; and
  - iv. Deployment plans and procedures.
- e. Based on the pre-defined Project Work Plan, collaboratively review and finalize the migration plan for the selected Java Application(s) and the Java Application(s) Database(s) including the tasks to upgrade to the latest software releases of Oracle WebLogic for OCI software and Oracle database software.
- f. Provision and setup a single OCI environment required to run the workloads including creation of compartments, users, networking [VCN, subnets] and VPN, and deploy the Oracle WebLogic Server on OCI and required dependencies in Oracle WebLogic Server (data-sources, JMS Queues).
- g. Assist You to migrate and deploy the Java Application(s) to Oracle WebLogic on OCI.
- h. Execute the migration of the Java Application(s) Database(s) based on a provided point-in-time copy.
- i. If required, provide technical assistance, for up to five (5) person days, with Your Java Application(s) modifications to run in the Oracle WebLogic Server latest generally available release.
- j. Provide assistance for Your testing and provide issue resolution for the migrated Java Application(s) and Java Application(s) Database(s).
- k. Provide the following Go live assistance for up to one (1) person day for the migrated Java Application(s) environments:
  - i. Scratch the Java Application(s) Database(s) data used for the first migration execution as referenced in section 2.h above; and
  - ii. Upload a new point-in-time copy of the provided data.
- l. Provide technical assistance for up to five (5) person days for the use of the migrated Java Application(s) and Java Application(s) Database(s) that will be utilized by You within five (5) consecutive business days of a production ready state.
- m. Set up the database backup of the migrated Java Application(s) Database(s).
- n. Conduct one (1) workshop for up to two (2) hours with up to five (5) of Your participants to provide outcomes, guidelines and recommendations for further adoption of Oracle Cloud.

#### Option 5 - Move and Improve Oracle Application (“Option #5”)

1. Provide a pre-defined Project Work Plan and Project Management Plan.
2. Provide up to forty (40) person days (up to five (5) person days of local resources and up to thirty-five (35) person days of remote resources) to:
  - a. Identify, validate and mutually agree upon the selection of up to two (2) non-production environments (the “source environments”) for one (1) of the following Oracle applications: O E-Business Suite, PeopleSoft, JDEdwards or Siebel including the respective database 11.2.0.4 or higher (“Oracle Application”) to migrate to the OCI built on Oracle’s reference architecture, respecting the below conditions:
    - i. The maximum database sizes of each of the source environments are up to 1 TB;
    - ii. Each source environment is a complete Oracle stack (Database – Oracle, MW/Webserver – Tuxedo/WebLogic) and supports rapid cloning;



- iii. Where Oracle E-Business Suite is the chosen Oracle Application, the source environments shall have at the Apps Tier, a maximum of 2 nodes with an application load balancer configuration and shall be version 12.1.3 or higher;
  - iv. Where PeopleSoft is the chosen Oracle Application, the source environments shall have at the Apps Tier, a maximum of 2 nodes with an application load balancer configuration and shall be version 9.2 and PeopleSoft Tools version 8.56 or later ;
  - v. Where Siebel is the chosen Oracle Application, the architectures of the source environments shall be single node architecture (i.e. all components Siebel Application Server, Web server and Gateway Server in one node) and shall be Innovation Pack 2014 or higher; and
  - vi. Where JDEdwards is the chosen Oracle Application, the source environments shall have a maximum of two (2) web tiers with an application load balancer configuration and a maximum of two (2) enterprise servers and shall be version 9.1 or higher.
- b. Prepare and validate the migration checklist based on a predefined migration questionnaire.
  - c. Conduct a Walkthrough session with one of your representatives of the Oracle Application source environments to perform a technical assessment of the instances and validate the options to adopt DBCS or Oracle Autonomous Database.
  - d. Gather information for Your existing IT and business constraints to design, configure and test the target architecture including instance shapes, networking, custom configurations and security.
  - e. Based on the pre-defined Project Work Plan, collaboratively review and finalize the migration plan for the Oracle Application source environments.
  - f. Provision and setup a single OCI environment required to run the workloads including creation of compartments, users, networking [VCN, subnets] and VPN.
  - g. Using Oracle practices, execute the migration of the Oracle Application source environments based on a point-in-time copy of the source environments and including the adoption of DBCS or Oracle Autonomous Database subject to the outcome of the walkthrough session defined in section 2.c above.
  - h. Compile and validate the customizations of the Oracle Application, provide a report of the findings and provide technical assistance for up to three (3) person days to address technical issues.
  - i. Configure printers and mailers for up to one (1) person day.
  - j. Provide technical validation assistance for up to three (3) person days during Your test execution of the Oracle Application migrated source environments.
  - k. Set up and execute the database backup of the migrated databases as part of the Oracle Application migrated source environments.
  - l. Conduct one (1) workshop for up to two (2) hours with up to five (5) of Your participants to provide outcomes, guidelines and recommendations for further adoption of Oracle Cloud.

Option 6 – Migration from OBIEE (Oracle Business Intelligence Enterprise Edition) to OAC (Oracle Analytics Cloud) (“Option#6”)

1. Provide a pre-defined Project Work plan and Project Management Plan
2. Provide up to forty (40) person days (up to five (5) person days of local resources and up to thirty-five (35) person days of remote resources) to:
  - a. Collect information of the existing OBIEE application to be migrated to OAC using the predefined discovery questionnaire.
  - b. Identify a single repository (RPD) file and Catalog related to a single instance of Your OBIEE application to migrate to OAC

- c. Collaboratively identify, select and validate:
  - i. up to 20 analysis / reports and
  - ii. up to 5 dashboards and
  - iii. up to 10 Application roles and
  - iv. up to 5 user groups and
  - v. up to 20 users
- d. Provision and configure two (2) OAC environments - one for DEV (Development) and one for PROD (Production)
- e. Migrate the selected OBIEE repository
- f. Perform the pre-UAT test of the identified reports and dashboards as per bullet c above
- g. Provide up to four (4) person days assistance for User Acceptance Testing (“UAT”) to validate the data access of the migrated application as per identified elements in bullet c above
- h. Provide up two (2) person days to assist Your users to create their own reports on OAC
- i. Deploy the migrated selected OBIEE repository on the target Production environment
- j. Migrate up to twenty (20) users, up to five (5) groups and up to ten (10) Application Roles by creating them within OAC using Identity Cloud Services (IDCS)
- k. Provide up to three (3) person days, delivered over three (3) consecutive business days, of remote post production technical assistance for the purpose of troubleshooting any technical issues or addressing questions Your users may have pertaining to use of the new OAC environment
- l. Review the experience, standard practices and lessons learned for the next steps with OAC

#### Option 7 – Data mart for one Line of Business (“Option#7”)

1. Provide a pre-defined Project Work plan and Project Management Plan
2. Provide up to forty (40) person days (up to five (5) person days of local resources and up to thirty-five (35) person days of remote resources) to:
  - a. Run a discovery workshop for up to eight (8) hours with You to understand Your business needs, collect Your user requirements and prioritize them for a single line of business
  - b. Identify the required source systems, the data and the data format to provide input data to build the new data mart
  - c. Collaboratively define and agree on data provisioning and access
  - d. Based on the pre-defined Project Work Plan, collaboratively review and finalize the workplan to build the new data mart
  - e. Provision and configure two (2) environments (Dev/Test and Prod) based on
    - i. Oracle Analytics Cloud (“OAC”)
    - ii. Oracle Data Integrator (ODI) – Marketplace or similar Oracle tool
    - iii. Oracle Autonomous Data Warehouse (ADW) or Database Cloud Service (DBCS)
  - f. Design & Implement the new data mart which includes
    - i. A dimensional star schema with one (1) fact table with up to ten (10) measures and up to five (5) Dimensions
    - ii. An Extract/Transform/Load (ETL) process with up to ten (10) data loading processes/ODI Interfaces to extract the source data and load into the data mart based on data transformation rules collaboratively defined and agreed upon
    - iii. A Front end reporting application in OAC with up to ten (10) Reports / Analysis organized in one (1) dashboard with prompts
    - iv. A Run of data loading processes in Dev/Test environment and one (1) historical data load for Production environment

- v. A Schedule Data load process within ODI Scheduler(or equivalent depending on the adopted tool in item e.ii) for Production environment
- vi. Create up to ten (10) users and up to three (3) Application Roles within OAC for managing object level security
- g. Execute System Integration Test for up to three (3) person days
- h. Assist Your users during Your User Acceptance Test for up to five (5) person days
- i. Showcase and assist Your users to create their own reports on OAC by organizing two (2) sessions of up to four (4) hours each for up to twenty (20) users in total, which will cover Reports, Data model, ETL/Batch Scheduling and Security
- j. Deploy the Dev/Test data mart artifacts to the Production environment
- k. Provide up to three (3) person days, delivered over three (3) consecutive business days, of remote post production support
- l. Review the outcomes, lessons learned and define the next steps for Analytics on Oracle Cloud.

Option 8 – Datamart for Line of Business (LOB) based on Fusion Analytics Warehouse (FAW) (“Option#8”)

1. Provide a pre-defined Project Work plan and Project Management Plan
2. Collect key information and verify the completion of prerequisites of Your SaaS application to setup one (1) FAW module;
3. Provision the Oracle Cloud Infrastructure Services including FAW, Oracle Analytics Cloud (OAC) and Autonomous Data Warehouse (ADW) for two (2) environments (Dev/Test, Prod);
4. Configure the data load pipeline & reporting parameters for FAW and activate the data load plans;
5. Run data loading processes to provide you prebuilt dashboards, reports and Key Performance Indicator (KPI) cards
6. Enable standard available security for up to five (5) users by mapping up to three (3) predefined FAW roles;
7. Configuration of Single Sign On (SSO) in two (2) environments
8. Run up to two (2) training sessions of up to four (4) hours for up to ten (10) users to introduce Reports, Data model, Custom builds, ETL/Batch Scheduling, Security;
9. Provide up to five (5) person days to implement customizations of FAW on reports, dashboards and KPI Cards;
10. Assist Your team for up to forty (40) hours with the data and FAW contents validation using a selection of up to ten (10) reports;
11. Provide UAT support for up to five (5) person days;
12. Deploy the code to Production, execute one (1) cycle of data loading process and perform sanity test for up to one (1) person day;
13. Provide three (3) consecutive working days of remote post production support to deal with potential technical issues or questions end users could have using the new FAW environment;
14. Review experience, standard practices and lessons learned for the next steps with FAW.

Option 9 – Migration of Oracle and Non-Oracle workloads from on-premise to Oracle Cloud (“Option#9”)

1. Provide a pre-defined Project Work plan and Project Management Plan
2. Provide up to forty (40) person days (up to five [5] person days of local resources and up to thirty-five [35] person days of remote resources) to:
  - a. Provide up to three (3) person days to assess Your candidate workloads to identify and map Oracle and non-Oracle components

- b. Map the non-Oracle components to Virtual Machine images (“VM”) available in Oracle Cloud Marketplace
- c. Select one (1) on premise workload for migration to Oracle Cloud and finalize the migration approach;
- d. Based on the pre-defined Project Work Plan, collaboratively review and finalize the migration plan;
- e. Design the target technical architecture using the features and capabilities of Oracle Cloud
- f. Provision and configure up to two (2) environments – one for DEV(Development) and one for PROD (Production) using Oracle Marketplace image for non-Oracle components where relevant and OCI
- g. Provide up to ten (10) person days to migrate the Oracle components (i.e. repositories, configuration & setup files) to Oracle Cloud according to the migration approach in bullet c above, including the upgrade to the latest software releases subject to Oracle’s decision based on its technical evaluation.
- h. Provide up to five (5) person days to assist You for migrating non-Oracle components (part of the selected workload as per bullet c) to Oracle Cloud
- i. Provide up to five (5) days to collaboratively perform the testing, and to address testing irregularities, of the migrated workload
- j. Deploy the Oracle components (including a refresh of the database using Your provided point-in-time copy) of the migrated workload from Cloud DEV to Cloud PROD
- k. Provide up to three (3) person days distributed over up to five (5) calendar days to assist You during the go-live and post go-live support
- l. Provide up to one (1) person day to enable OCI native backups for the VM’s provisioned
- m. Conduct one workshop for up to two (2) hours with up to five (5) of Your participants to provide outcomes, guidelines and recommendations for further adoption of Oracle Cloud.

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

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

#### **General Cooperation**

1. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
2. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
3. 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 work stations).
4. Conduct the project with Oracle according to the Oracle pre-defined and supplied Project Work Plan and Project Management Plan.
5. Participate in and assist with all Services tasks.
6. Limit Oracle’s access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
7. Implement all the required changes in Your on-premises network equipment and security configurations to allow connectivity to Oracle Cloud.
8. Complete the validation of the network connection within a maximum two (2) business days upon Oracle’s commencement of the Services under this engagement.

9. 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.
10. Provide Oracle VPN supported 3rd party device(s) as required.
11. You will work with Oracle to review and mutually agree upon the Project Work Plan prior to the end of week one (1) after the commencement of the Services as per activity 1 set out in the selected option from above, and You will cooperate with Oracle to complete the project within sixty (60) business days unless otherwise agreed upon by both parties.
12. Conduct the project with Oracle according to the Project Management Plan and the Project Work Plan.
13. Ensure that Your business events and other initiatives will not adversely affect the Project.
14. Designate application and database stakeholder(s) and system and database administrators.
15. Prior to the commencement of the Services under this order: (i) review Oracle certification matrices, which can be found on [metalink.oracle.com](http://metalink.oracle.com); (ii) verify that Your current Oracle technology stack on which the Services will be performed adheres, and will continue to adhere for the duration of the Services, to the Oracle certification matrices; and (iii) provide such verification in writing to the Oracle project manager at commencement of Services under this order.
16. Restore Your network connectivity within twenty-four (24) hours of an initial failure.
17. Maintain the appropriate security controls to prevent access to any personally identifiable information and/or any other information not required for Oracle's performance of the Services.
18. Ensure the availability of Your resources to perform Your review and test of migration results.
19. Provide mutually agreed upon outage windows for migration Services.
20. Perform all application, system, integration, performance and regression testing including, but not necessarily limited to, the following:
  - a. Creating all test/use cases for Your testing;
  - b. Outlining all necessary testing strategies, and establish the test conditions, sample test data, and the expected test results;
  - c. Executing test scripts/scenarios according to Your documented test plan(s); and
  - d. Reviewing test results.
21. Oracle may provide the Services remotely 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 labour 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.

Option #1 Additional Cooperation (applicable where Option #1 is selected)

1. You are responsible for completing Your review of the migration results for the M&I Databases migration within two (2) consecutive business days following Your receipt of migration results from Oracle.
2. Provide the point in time copies of the M&I Databases to migrate based on the timing and the format mutually agreed upon for the migration.
3. You will be responsible for any and all modifications of the applications using the migrated M&I Databases or any part of the applications embedded in the migrated M&I Databases including, but not limited to, database triggers, API and database links.

Option #2 Additional Cooperation (applicable where Option #2 is selected)

1. Provide the point in time copies of the VMs to migrate based on the timing and the format mutually agreed upon for the migration.
2. You will be responsible for any modification of the applications using the migrated VMs.

Option #3 Additional Cooperation (applicable where Option #3 is selected)

1. Provide the Forms and Reports and FR Database and correlated objects to migrate.
2. Provide the point-in-time copies (one (1) requested for migration execution, one (1) requested for production use) of the Forms and Reports to migrate based on the timing and the format mutually agreed upon for the migration.
3. Provide information and assist Oracle during the migration / upgrade and unit test of the Forms and Reports.
4. Secure the availability of the integration points required to run the migrated Forms and Reports.
5. You will be responsible for providing a master copy of the Forms and Reports to migrate as well as the correlated database objects.
6. You will be responsible for any and all functional modifications of the objects to migrate or any part of the applications linked / embedded in the migrated objects including, but not limited to, database triggers, API and database links.
7. You will be responsible for changes to any interfaces or other parts of the application that are not Forms and Reports.

Option #4 Additional Cooperation (applicable where Option #4 is selected)

1. Provide information and assist Oracle during the migration and unit test of the selected Java Application(s).
2. Secure the availability of the integration points required to run the migrated Java Application(s).
3. You will maintain a development environment for the selected Java Application(s), such that it is possible to compile, assemble and deploy a fully functional application. This environment will be used to deploy the Java Application(s) to the Oracle Cloud.
4. You will be responsible for any and all functional modifications of the objects to migrate or any part of the applications linked / embedded in the migrated objects including, but not limited to, database triggers, API and Database links.

Option #5 Additional Cooperation (applicable where Option #5 is selected)

1. Prior to the commencement of the Services under this order, verify that Your current Oracle Application patching adheres, and will continue to adhere for the duration of the Services, to the Oracle certification matrices.
2. Work with Oracle to populate the migration questionnaire document.
3. You will be responsible to provide a master copy of the Oracle Application source environments to migrate based on the timing and the format mutually agreed upon for the migration.
4. Lead and complete the validation test of the migrated source environments within a maximum five (5) consecutive business days upon Oracle's completion of the migration.

#### Option #6 Additional Cooperation (applicable where Option #6 is selected)

1. As agreed upon and based on your technical standards about security and architecture, you will either install and configure OAC Remote Data Gateway for on-premise database access, or alternatively you will:
  - a. Identify on-premise host on which Remote Data Gateway will be installed (Separate for DEV and PROD);
  - b. Provide access to Oracle to connect to on-premise host machine; and
  - c. Grant privilege to Oracle to install the Remote Data Gateway.
2. Provide information on Naming Convention and Sizing for OAC environments for DEV and PROD.
3. Complete the discovery questionnaire and share this with Oracle at start of the services.
4. Provide information during (including but not necessarily limited to Users, Groups and Role mapping), and assist Oracle with, the migration test of the OBIEE application
5. Provide a point-in-time copy of Your source environment (OBIEE and Weblogic for RPD, Web catalog and Application Roles, database ) as the primary copy of the environment to migrate to allow comparison between source and target
6. Ensure the existing OBIEE Repository is free of any Errors / Warnings and inform Oracle of any known issues in OBIEE Reports
7. Execute the UAT test for the identified reports and dashboards
8. Resolve any clarifications sought by Oracle within (two) 2 working days to minimize the impact of any delay on the project schedule
9. Be responsible for all functional modifications of the objects to migrate or any part of the applications linked / embedded in the migrated objects.

#### Option #7 Additional Cooperation (applicable where Option #7 is selected)

1. Participate in a discovery workshop for identification, listing and prioritization of requirements
2. Provide Data Dictionary / Configuration details to access the source system(s).
3. Provide availability of Your Business Analysts and Tech Consultants/DBAs for functional and technical clarifications where required by Oracle
4. Extract the data from source systems and provide them for further processing and upload in the new data mart
5. Provide rules for data mapping / transformations.
6. Resolve any clarifications sought by Oracle within two (2) working days
7. Lead data validation and user testing activities.

#### Option #8 Additional Cooperation (applicable where Option #8 is selected)

1. Perform the relevant configurations and prerequisites in the FAW application.
2. Participate in workshops for prioritization of requirements.
3. Lead data validation and user testing activities.

4. Resolve any clarifications sought by Oracle within two (2) working days to minimize the impact of any delay on the project schedule.

#### Option #9 Additional Cooperation (applicable where Option #9 is selected)

1. Provide information during (including but not necessarily limited to Users, Groups and Role mapping), and assist Oracle with, the migration / upgrade and test of the Oracle components of the identified workload
2. Provide:
  - a. a point-in-time copy of the on premise environment hosting the selected workload as the primary copy of the environment to migrate and to allow comparison between source and migrated workload
  - b. a point-in-time copy of the database to be used when creating the production database environmentTiming and the format of the copies will be mutually agreed upon.
3. Migrate non-Oracle components or any custom developed components based on both Oracle or non-Oracle components
4. Perform the migration of non-Oracle components required to be compliant with the release of non-Oracle components available on Oracle Cloud Marketplace
5. Execute the test of the migrated Oracle and non-Oracle components part of the overall migrated workload; Oracle will assist and support during the test execution
6. Resolve any clarifications sought by Oracle within two (2) working days to minimize the impact of any delay on the project schedule
7. Be responsible for all functional modifications of the objects to migrate or any part of the applications linked / embedded in the migrated objects
8. Be responsible for:
  - a. any non-oracle components data and metadata migration from on-premises to Oracle Cloud; Oracle will help in connectivity for application data migration
  - b. any non-Oracle application configuration and application data migrations
  - c. application configuration on non-oracle components

## **B. Project Assumptions**

### General Assumptions

1. The parties acknowledge and agree that the performance of the 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 communication will be done in English unless mutually agreed otherwise.
4. A person day is defined as one (1) resource working for up to eight (8) hours.
5. The Services may be delivered with a mix of onsite and off-shore resources from Oracle consulting resource pool at Oracle's sole discretion.
6. Oracle is not responsible for the performance and availability of Your infrastructure and network.

### Option #1 Additional Assumptions (applicable where Option #1 is selected)

1. Deviations from the default complexity distribution can be applied only if and when Oracle and You mutually agree to such deviation.



2. Database upgrade activities shall not exceed up to eight (8) non-production Databases and up to two (2) production Databases.
3. The migration of production databases includes 2 migration executions: the first as a DryRun and the second as final migration to Oracle Cloud.
4. Any re-migrations for reasons pertaining to data issues and not due to the Oracle responsibilities will be processed through a change request.
5. 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:
  - a. Preparation and upload to Oracle Object Storage of the point in time copies of the M&I Databases to migrate
  - b. Backup of migrated M&I Databases
  - c. Monitor integration with Your system
  - d. Oracle database security Products implementation
  - e. Database compression
  - f. Application performance tuning
  - g. Design, development and testing of data conversion programs
  - h. Database character set conversion
  - i. Organizational change management
  - j. Reviewing any third party software or hardware interacting with Oracle components
  - k. Network design or optimization
  - l. Data cleansing and compliance with Your data security standards
  - m. Implementing back-up and emergency recovery procedures
  - n. Upgrade and patching of components including applications, operating system, storage, and network
  - o. Configuration of Your applications to connect with Your Target M&I Databases
  - p. Remediation of Your applications to operate correctly with Your Target M&I Databases
  - q. Project team and end user training on deployed products and Cloud Services
  - r. Any migration for M&I Database(s) with releases lower than 9i.

Option #2 Additional Assumptions (applicable where Option #2 is selected)

1. 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:
  - a. Preparation and upload to Oracle Object Storage of the point in time copies of the VMs to migrate
  - b. Backup of migrated VMs
  - c. Monitor integration with Your system
  - d. Upgrade or migration of any integrations
  - e. Any database, application upgrade or other changes related to the contents of the migrated VMs.
  - f. Third party product reconfigurations
  - g. Application performance tuning
  - h. Project team and end user training on deployed products and Cloud Services
  - i. Load balancer configuration
  - j. Single Sign On or Active Directory configuration for applications in scope
  - k. Third party and commercial security tools, commercial monitoring and backup tools
2. Where mutually agreed, during the early stage of the Services delivery, Oracle's project manager and Your project manager can adjust the mix of selected VMs to migrate keeping consistent the overall effort defined in the current contract.

3. You will provide a consistent copy of contents of the VMs to migrate so all the services / components part of VMs must be stopped before providing the copy for the VM to migrate
4. Your VMs are either Linux or Windows OS based and shall respect the below details on versions supported:

<https://docs.cloud.oracle.com/iaas/Content/Compute/Tasks/importingcustomimagelinux.htm?Highlight=emulated>

<https://docs.cloud.oracle.com/iaas/Content/Compute/Tasks/importingcustomimagewindows.htm>

5. The migration will not include any OS upgrade.
6. The migration of production VM includes two (2) migration executions iterations: the first as a DryRun and the second as final migration to OCI.
7. Any re-migrations for reasons pertaining to data issues and not due to the Oracle responsibilities, will be processed through a change request.
8. 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:
  - a. Preparation and upload to Oracle Object Storage of the point in time copies of the VMs to migrate
  - b. Backup of migrated VMs
  - c. Monitor integration with Your system
  - d. Upgrade or migration of any integrations
  - e. Any database, application upgrade or other changes related to the contents of the migrated VMs.
  - f. Third party product reconfigurations
  - g. Application performance tuning
  - h. Project team and end user training on deployed products and Cloud Services
  - i. Load balancer configuration
  - j. Single Sign On or Active Directory configuration for applications in scope
  - k. Third party and commercial security tools, commercial monitoring and backup tools

Option #3 Additional Assumptions (applicable where Option #3 is selected)

1. 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:
  - a. Preparation and upload to Oracle Object Storage of the point in time copies of the Forms and Reports to migrate
  - b. Monitor integration with Your systems
  - c. High availability implementation
  - d. Single Sign-On
  - e. Oracle database security Products implementation
  - f. Database compression
  - g. Application performance tuning
  - h. Project team and end user training on deployed Oracle products and Cloud Services
  - i. Database and Forms and Reports releases not compliant with complexity definition of the objects to migrate.
2. Deviations from the default complexity distribution can be applied only if both Oracle and You mutually agree to such deviation

3. The Oracle Cloud environments used to migrate the selected Forms and Reports and the correlated database objects will be promoted to production environment by scratching and reloading a new point-in-time copy of the data provided.
4. Any re-migrations for reasons pertaining to data issues and not due to the Oracle responsibilities, will be processed through a change request.
5. 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:
  - a. Preparation and upload to Oracle Object Storage of the point in time copies of the Forms and Reports to migrate
  - b. Monitor integration with Your systems
  - c. High availability implementation
  - d. Single Sign-On
  - e. Oracle database security Products implementation
  - f. Database compression
  - g. Application performance tuning
  - h. Project team and end user training on deployed Oracle products and Cloud Services
  - i. Database and Forms and Reports releases not compliant with complexity definition of the objects to migrate.

Option #4 Additional Assumptions (applicable where Option #4 is selected)

1. 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:
  - a. Preparation and upload to Oracle Object Storage of the point in time copies of the Java Application(s) Database(s) to migrate
  - b. Monitor integration with Your systems
  - c. High availability implementation is included for complex Java Application(s) with up to two (2) nodes application cluster
  - d. Single Sign-On depending on Java Application(s) complexity classification
  - e. Oracle database security Products implementation
  - f. Database compression
  - g. Application performance tuning
  - h. Project team and end user training on deployed Oracle products and Cloud Services
  - i. Database and Oracle WebLogic releases not compliant with complexity definition of the Java Application(s) to migrate
2. Deviations from the default presented complexity distribution can be applied only if Oracle and You mutually agree to such deviation.
3. The migration downtime does not include the time required to upload the point in time copies of the Java Applications(s) Database(s) to Oracle Object Storage.
4. The Oracle Cloud environments used to migrate the selected Java Application(s) and the correlated Java Application(s) Database(s) will be promoted to production environment by scratching and reloading a new point-in-time copy of the data provided.
5. Any re-migrations for reasons pertaining to data issues and not due to the Oracle responsibilities, will be processed through a change request.
6. 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:
  - a. Preparation and upload to Oracle Object Storage of the point in time copies of the Java Application(s) Database(s) to migrate
  - b. Monitor integration with Your systems

- c. High availability implementation is included for complex Java Application(s) with up to two (2) nodes application cluster
- d. Single Sign-On depending on Java Application(s) complexity classification
- e. Oracle database security Products implementation
- f. Database compression
- g. Application performance tuning
- h. Project team and end user training on deployed Oracle products and Cloud Services
- i. Database and Oracle WebLogic releases not compliant with complexity definition of the Java Application(s) to migrate

Option #5 Additional Assumptions (applicable where Option #5 is selected)

1. Oracle will copy/compile the existing customizations in the target environment. Any issues during compilation will be reported to you. Oracle will not be responsible for resolution of any customization issues.
2. Oracle will make no changes to application code, configuration files embedded in application archives, applications not being migrated as part of Services, or any other application configurations (whether from Oracle or third parties) not explicitly listed in Services.
3. The Criteria for completion of Oracle Application migration to Oracle Cloud are:
  - a. Ability to login to the migrated Oracle Application on the OCI; and
  - b. Ability to launch standard Forms and to execute standard Reports.
4. Oracle E-Business Suite Specific Assumptions (where applicable):
  - a. All concurrent requests will be completed with status “Completed Normal”
  - b. Users will be able to navigate using Standard Self Service application and associated responsibilities
5. PeopleSoft Specific Assumptions (where applicable):
  - a. The Criteria for completion of Oracle Application migration to OCI are:
    - i. Verify report node definition and distribution node definition;
    - ii. Verify the process scheduler by running the sample reports (AEMINTTEST (application engine), XRFWIN (SQR process), PTBDBTST (Cobol process). The report status should be ‘success’ and the distribution status should be ‘posted’;
    - iii. Verify the index and search option by using the people book functionality; and
    - iv. Verify the integration broker configuration.
6. Siebel Specific Assumptions (where applicable):
  - a. Migration of customizations (SRF, web templates or physical files ) from Your existing environment to the target environment will be done with assistance from Your team.
7. The release of Oracle Application and all the technical components related to the environment to be migrated must be certified on the OCI.
8. Any re-migrations for reasons pertaining to data issues and not due to the Oracle responsibilities, will be processed through a change request.
9. 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:
  - a. Oracle Application environments that are not compliant with complexity definition of the source environments to migrate
  - b. Preparation and upload to Oracle Object Storage of the point in time copies of the Oracle Application database to migrate
  - c. Oracle Application release upgrade
  - d. Oracle Application with non-Oracle technology components (e.g. non-Oracle databases like SQL Server & DB2, non-Oracle middleware like Websphere)

- e. Integrations with any other applications or systems
- f. Customization remediation
- g. Functional testing and support
- h. Monitor integration with Your systems
- i. High availability implementation
- j. Single Sign-On configuration and setup
- k. Configuration, installation, or deployment of third party software or hardware including any virtualization technology
- l. Data conversion
- m. Organizational change management
- n. Business process re-engineering
- o. Oracle database security Products implementation
- p. Database compression
- q. Application performance testing and tuning
- r. Project team and end user training on deployed Oracle products and Cloud Services

Option #6 Additional Assumptions (applicable where Option #6 is selected)

1. Cloud Production environment will be created deploying the migrated application once validated in Cloud Dev/Test environments
2. OBIEE releases supported for the migration will be 11.1.1.9 or more recent
3. Application test will be executed comparing reports and dashboards available in the source and target environments
4. The quality of data in the Reports & Dashboards will be dependent on the quality of data in the provided environments
5. 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 exhaustively limited to, the following:
  - a. Any integration
  - b. Merge of on-going code development into the baseline frozen for migration
  - c. Product specific technical training and training documentation not specifically defined as part of the service
  - d. Creation of UAT scripts and test scenarios
  - e. Resolution of Service Requests related to OBIEE based solution
  - f. Architecture services, sizing, performance tuning / data model optimization
  - g. Report redesigning, report modifications or enhancements
  - h. Mobile App configuration
  - i. Any modification to the ETL (Extract Transform and Load) process to populate the database used by the OBIEE application
  - j. BI Publisher report migration
  - k. Implementation/migration of Usage Tracking and Writeback
  - l. Scheduling of reports for delivery
  - m. SSO implementation and integration with On-Premise IDM/IAM/AD
  - n. Backup and Disaster Recovery implementation
  - o. Migration of any features available in OBIEE not natively supported by OAC, reports in any user folder, custom plugin and html/java code based reports.
  - p. Configuration of any peripheral devices
  - q. Issues pertaining to quality of data in the Reports & Dashboards
  - r. Resolution of the pre-existing issues in the current OBIEE environment

#### Option #7 Additional Assumptions (applicable where Option #7 is selected)

1. The quality of data in the Reports & Dashboard will be dependent on the quality of data in the provided sources
2. All ETL jobs are to be scheduled within ODI Scheduler or equivalent depending on the adopted tool in bullet 2.e.ii set out above in Option #7 under the Description of Services
3. The data mart will be available for self-service through a single subject area within OAC
4. The provisioning of Identity Cloud Services (IDCS) and set up of appropriate application roles is completed prior to the start of the services
5. The size of Your provided data for Dev/Test environment is limited to 100 GB.
6. The size of Your provided data for Production environment is limited to 500 GB.
7. 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 exhaustively limited to, the following:
  - a. Object Level and Data Level Security access setup
  - b. SSO and LDAP integration
  - c. Resolution of Product Issues
  - d. UAT Test Scenario Creation
  - e. Resolution of Service Requests pertaining to quality of the provided data such as fixing data quality issues or data cleansing
  - f. Backup / DR setup
  - g. Any integration of ETL jobs with external workload scheduler
  - h. Configuration of any peripheral devices

#### Option #8 Additional Assumptions (applicable where Option #8 is selected)

1. “custom developed components” means custom development using Oracle products
2. “non-Oracle components” means any components not related to Oracle technology
3. Your Identity Cloud Services (IDCS) configuration underlying Your source SaaS environment is configured and available prior to start of the engagement and fully compliant with the requirements for FAW.
4. In each of the two (2) FAW environments, the assisted execution of the Data Loading processes will be limited to:
  - a. one (1) Full data loading execution and
  - b. one (1) Incremental data loading execution
5. 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 exhaustively limited to, the following:
  - a. Any custom configuration related to data access / security setup
  - b. Integrating external data sources with FAW or any other customization/extension to OAC metadata layer or ADW
  - c. Resolution of Service Requests pertaining to quality of the provided data such as fixing data quality issues or data cleansing
  - d. Backup and Disaster Recovery implementation
  - e. Performance Testing
  - f. Creation of UAT scripts and test scenarios
  - g. Configuration of peripheral devices
  - h. Migration of custom developed components unless otherwise agreed upon by the parties
  - i. Deploying the non-Oracle components of the migrated workload from Cloud DEV to Cloud PROD environment

## Option #9 Additional Assumptions (applicable where Option #9 is selected)

1. “custom developed components” means custom development using Oracle products
2. “non-Oracle components” means any components not related to Oracle technology
3. Target production environment will be created deploying the workload migrated and validated in DEV environment
4. The Database related to the production environment will be created based on the provided point in time copy
5. Unless mutually agreed to otherwise, the size of the point-in-time copies of the database will be:
  - a. Up to 500GB for DEV and
  - b. Up to 2TB for PROD
6. You will be responsible for the migration of the non-Oracle components including any upgrade required to adopt the releases available on Oracle Cloud Marketplace
7. Unless mutually agreed to otherwise, the migration of Oracle components will include only upgrade from minor releases of the on-premises Oracle Products
8. The quality of data in target environments will be dependent on the quality of data in the source environments (i.e. issue resolution pertaining to the quality of data will not be performed by Oracle)
9. Assistance for non-Oracle workload component migration is limited to:
10. Deployment of up to four (4) VMs from Oracle Marketplace or, if unavailable from the Oracle Marketplace, then fresh provisioning
11. Technical assistance on OCI for network, connectivity and data migration from on-premise
12. 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 exhaustively limited to, the following:
  - a. Resolution of any non-Oracle workload that fails to match with an element in the Oracle Marketplace
  - b. Resolution of the pre-existing issues in the source environment
  - c. Preparation and upload to Oracle Object Storage of the point in time copies of the repository and copies of the databases
  - d. Any integration including SSO implementation
  - e. Backup beyond the VM backup as described in section 2.1 of Option #9 set out above in the Description of Services.
  - f. Disaster Recovery implementation
  - g. Merge of on-going code development into the baseline frozen for upgrade
  - h. Product specific technical training and training documentation not specifically defined as part of the service
  - i. Creation of UAT scripts and test scenarios
  - j. Resolution of product issues or Service Requests related to Oracle components
  - k. Architecture services, sizing, performance tuning / data model optimization
  - l. Any modification of the functional and technical features of the migrated workload built with Oracle and non-Oracle components, including but not necessarily limited to:
    - i. User interface, process flows, Mobile Applications
    - ii. ETL process to populate
    - iii. Reporting & analytics.
    - iv. Migration of any non-Oracle component not supported / certified on Oracle Cloud
    - v. Configuration of peripheral devices.

## **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 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.

## **B92699 – Oracle Consulting Enterprise Solution Architecture and Roadmapping Service**

### **Description of Services**

1. 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 and/or cloud based product(s) (the "Product(s)") during the Consulting Services Period as defined below ("Services"):
2. Provide a pre-defined project work plan and project management plan for the Services (the "Project Plans").
3. Conduct up to four (4) one (1) hour meetings or interviews to review the Services with You.
  - a. 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:
  - b. Review Your overall business and information technology ("IT") drivers, strategies, goals, objectives, and requirements.
  - c. Review the current state of Your existing IT architecture and workloads portfolio targeted for migration to Your planned environment for the Product(s), including:
  - d. Business criticality.
  - e. Service level objectives.
  - f. Organization roles and responsibilities for the Product's administration.
  - g. Review Your existing processes for managing the environments and architecture for the Product(s).
  - h. 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**

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

1. If the Services are provided for on premise Products, maintain the properly configured hardware/operating system platform to support the Services.
2. If the Services are provided for on premise Products, obtain licenses under separate contract for any necessary Oracle software and hardware Programs before the commencement of Services.
3. If the Services are provided for on premise Products, maintain annual technical support for the Oracle software and hardware with access to software patches and updates made available by Oracle under separate contract throughout the term of the Services.
4. If the Services are provided in an Oracle hosted cloud environment, obtain Cloud Services under separate contract prior to the commencement of Services under this exhibit and maintain such Cloud Services for the duration of the Services provided under this exhibit.
5. Provide Oracle with full access to the relevant documentation, data (e.g. test and configuration data) and artifacts and the functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
6. 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).
7. Limit Oracle's access to any production environment or shared development environments to the extent necessary for Oracle to perform Services.
8. 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.
9. 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.

10. Perform Your designated tasks identified in, and in accordance with, the Project Plans.
11. Contact Oracle to request and schedule the commencement of Services within the Consulting Services Period.
12. 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.

## **B. 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.

## **B93319 - Oracle Consulting Rapid Start for Cloud Tenancy Readiness**

### **Description of Services**

Oracle will provide up to ten (10) person days of technical assistance to set up your initial Oracle Cloud Infrastructure ("OCI") tenancy ("OCI Tenancy") with the following tasks:

- A. Implementation planning and preparation for OCI Tenancy:
  1. Review your Cloud Services bill of materials and validate your OCI Tenancy;
  2. Review your OCI Tenancy networking, network security and compute requirements;
  3. Provide a Cloud Deployment Detailed Design document using a pre-built template described below and aligned with OCI CIS (Center for Internet Security) benchmark described in Appendix A; and
  4. If required, provision a virtual machine (“VM”) to install any Oracle tools required to facilitate rapid provisioning in your OCI Tenancy.
  
- B. Implementation of the OCI Tenancy environment:
  1. Using the Cloud Deployment Detailed Design and subject to the Services scope as outlined in Appendix A, provision the OCI Tenancy as follows:
    - i. Configure virtual cloud networks (“VCN”), compartments and subnets;
    - ii. Configure identity access management (“IAM”) policies and groups;
    - iii. Configure VCN security as specified in the network deployment design components of the Cloud Deployment Detailed Design, including:
      1. Configure public and private subnets;
      2. Configure security and firewall rules;
      3. Configure route tables;
      4. Configure dynamic host configuration protocol (“DHCP”) and domain name server (“DNS”);
    - iv. Configure gateways, including:
      1. Dynamic routing gateway;
      2. Internet gateway (“IGW”), network address translation (“NAT”) gateway and service gateway; and
    - v. Configure and validate secure IPSec virtual private network (“VPN”) connectivity between OCI Tenancy and Your data center.
  2. Validate OCI Tenancy using OCI CIS benchmark compliance checking scripts.

- A. 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. Provide Oracle with full access to the relevant documentation and the functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
  2. Maintain working customer premise equipment (“CPE”) for VPN connectivity.
  3. Provide access to internet for software install and patching or provide equivalent on-premise capability.
  4. Provide admin resources knowledgeable in relevant technical areas including, without limitation, networking and operating systems for assistance.
  5. Provide information to instantiate the Cloud Deployment Detailed Design, including, at a minimum:
    - i. Classless inter-domain routing (“CIDR”) block address – on –premise and Cloud (/20 recommended);
    - ii. Source internet protocol (“IP”) for whitelisting;
    - iii. Security rules required to reach on-premise IT assets;
    - iv. Server network access/isolation requirements;
    - v. SSH public keys for bastion server;
    - vi. Your naming standards and prefix name; and

- vii. Customer premise equipment (“CPE”) details.
7. Test connectivity between your tenancy and OCI.

## **B. Project Assumptions**

1. You have acquired the applicable Cloud Services and any other relevant cloud subscriptions prior to the commencement of Services.
2. The OCI Tenancy already exists but is not yet configured and you shall provide Oracle with access to the OCI Tenancy to enable performance of Services.
3. Security setups to meet your compliance requirements are not included in the Services.
4. All networking components will be in place for proper communications prior to the start of the Services.
5. DNS configuration is limited to DNS within OCI and doesn’t include custom DNS forwarding.
6. Cloud Deployment Detailed Design document to be used is the pre-built Minimal Viable Tenancy (“MVT”) Cloud Deployment Detailed design that is based on the OCI CIS benchmark that can be found on the URL listed in Appendix A below. The OCI CIS compliance checking script can also be find at this site.
7. A person day is defined as one (1) resource working for up to eight (8) hours.
8. Cloud Deployment Detail Design document to be used is the pre-built minimal viable tenancy (“MVT”) cloud deployment detailed design.
9. Any installed tools will be removed from Your system(s) upon completion and/or termination of the Services.
10. 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:
  - i. Discovery Sessions;
  - ii. Fast Connect;
  - iii. Application data migration;
  - iv. Database migration;
  - v. Load Balancer configuration;
  - vi. VM migration;
  - vii. Shared Storage – file system storage (“FSS”); and
  - viii. Disaster recovery (“DR”).

## **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 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 listed herein. 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.

## Appendix A

### OCI Tenancy

The Rapid Start for OCI Tenancy services are limited to the scope listed below for the identified OCI Objects. The OCI CIS Benchmark can be found at <https://github.com/oracle-quickstart/oci-cis-landingzone-quickstart/tree/1-0-3-stable>. Updates to such standards after April 15, 2021 requiring additional effort by Oracle are not included in the Services scope.

OCI OBJECT	SCOPE
Number of OCI Compartments	4 compartments
Number of OCI IAM Groups	4 IAM Groups
Number of OCI IAM Policies	Default
Number of Regions	1 region
Number of ADs/Region	1 AD/region
Number of VCNs	1
Number of Subnets	3 Public (web), Private (app), Private (DB)
DHCP/DNS	Native
Internet Gateway (IGW)	1 Gateway
Dynamic Routing Gateway (DRG)	1 DRG
Route Tables	3, one for each sub-net
Service Gateway	Configured
Load Balancer	Not configured
Network Security Groups	Default
Security Lists	Not configured
Number of Routing Rules	Default
Number of Security Rules	Default
Number of VM Instances	1 per region

## ORACLE DATABASE UPGRADE SERVICE

SERVICE OFFERING	PART #
<b>Oracle Database Upgrade Package for Cloud – Small</b>	B94230
<b>Oracle Database Upgrade Package for Cloud – Medium</b>	B94231
<b>Oracle Database Upgrade Package for Cloud – Large</b>	B94232
<b>Oracle Database Upgrade Package– Option for RAC</b>	B95168
<b>Oracle Database Upgrade Package– Option for Multitenant</b>	B95169
<b>Oracle Database Upgrade Package- Option for Additional Oracle Homes</b>	B95170
<b>Oracle Database Upgrade Package- Option for Additional Databases</b>	B95171
<b>Oracle Database Upgrade Package- Option for SQL Regression Assessment with RAT</b>	B95172

### **Description of Services**

Oracle will upgrade Your existing on-premise or Oracle Cloud Infrastructure (OCI) Oracle Database environments (“Source Environments”) to the most current, generally available release of the Oracle Database (“Upgraded Environment”) in accordance with the Service Maximums by performing the following (the “DB Upgrade Services”):

### **Upgrade Planning**

1. Provide to You the upgrade planning review questionnaire (the “Pre-Sales Questionnaire”) to be completed by You.
2. Assign an Oracle project manager as the single point of contact for the DB Upgrade Services with appropriate level of authority.
3. Conduct a preliminary meeting to review the DB Upgrade Services, applicable add-on options, Your business and technical requirements, and the Pre-Sales Questionnaire.
4. Collect Oracle Database environment data, server and database configuration data, and patching history.
5. Conduct a readiness planning workshop to review upgrade options and select the upgrade approach.

6. Review and analyze Your upgrade planning information (i.e., configurations, patching, technical design specifications, upgrade plan), and Your completed Pre-Sales Questionnaire.
7. Provide an upgrade planning report that identifies upgrade test plans (i.e., functional, performance, unit) and issues, details the various upgrade options, and provides upgrade and downgrade recommendations.
8. Conduct a meeting to review the upgrade planning report with You.

### **Impact Analysis**

1. Provide a review and analysis of potential effects of the upgrade on Your existing Oracle Database environment which may include the following:
  - a. Collect and review current data regarding Your Source Environments, including database performance and configuration data.
  - b. Collect, review, and evaluate relevant Oracle Database patching data for the target Oracle Database release, including critical patch updates (“CPU”).
  - c. Identify potential issues that may impact the upgrade and any required changes to Your upgrade plan to address the identified issues.
2. Prepare a report detailing the identified issues and any recommendations.
3. Conduct a meeting to review the report with You.

### **Test Database Upgrade**

1. Conduct an upgrade in a non-production Oracle Database environment created by You, which mirrors Your existing Source Environment set forth in the Pre-Sales Questionnaire and may include the following:
  - a. Create a single tenant Container Database (“CDB”).
  - b. Capture Structured Query Language (“SQL”) execution plans and statistics from Your current production database.
  - c. Upgrade Your non-production Oracle Database to the most current, generally available Oracle Database release.
  - d. Assist You with post upgrade testing using the test plans provided by You.
  - e. Conduct database performance tuning on Your non-production Oracle Database environment.
  - f. Preserve the results of database performance tuning (i.e. export SQL baselines, profiles, and statistics) for the duration defined in the Service Maximums table (the “Tuning Result Retention Period”).
2. Provide a report of issues identified during the test upgrade and provide recommendations to address such issues (the “Report of Findings”).
3. Conduct a meeting with You to review the Report of Findings.

### **Production Database Upgrade**

1. Create a single tenant CDB.



2. Upgrade Your existing production Source Environment(s), documented in the Pre-Sales Questionnaire, to the most current generally available Oracle Database release.
3. Assist You to test, tune, and address issues in Your Upgraded Oracle Database Environment using test plans provided by You.
4. Provide a Report of Findings for any issues identified during the Production Database Upgrade.
5. Conduct a final meeting with You to review the Report of Findings.

### **Go-Live Assistance**

1. Provide the following in support of Your Go-Live (“Go-Live Assistance”):
  - a. One (1) week prior to Go-Live, establish a Go-Live assistance plan.
  - b. Provide up to three (3) continuous eight (8) hour days of assistance consisting of two (2) days prior to Go-Live and one (1) day post Go-Live.
  - c. Document progress and status during Go-Live Assistance.
  - d. Conduct a final meeting to review the final status of Go-Live.

### **Oracle Database Upgrade Package - Option for RAC – B95168**

If included in Your order, Oracle will provide DB Upgrade Services for databases supporting Oracle Real Application Clusters (“RAC”), each with up to four (4) nodes, for one (1) non-production RAC cluster and one (1) production RAC cluster, including Oracle Grid Infrastructure (“GI”), in accordance with the Service Maximums:

1. Collect and review relevant Oracle GI patching data for the target release.
2. Run the RAC upgrade readiness assessment tool.
3. Run the cluster verification readiness assessment utility.
4. Upgrade Your existing Oracle GI Source Environments to the most current, generally available Oracle GI release.
5. Apply required Oracle GI patches following the Oracle GI upgrade.

### **Oracle Database Upgrade Package – Option for Multitenant – B95169**

If included in Your order, Oracle will configure up to ten (10) pluggable databases (“PDBs”) for in place consolidation in accordance with the Service Maximums:

1. Work with You to identify the Oracle Databases to be converted to PDBs.
2. Work with You to define a plan detailing the structure of the CDBs and PDBs.
3. Upon completion of the DB Upgrade:
  - a. Create the CDBs.
  - b. Create the PDBs using metadata from the appropriate source databases.
  - c. Plug the newly created PDBs into the CDB.
  - d. Execute scripts to remove unnecessary metadata from the multitenant environment.

### Oracle Database Upgrade Package – Option for Additional Oracle Homes – B95170

If you have purchased B94232 - Oracle Database Upgrade Package for Cloud – Large, You may purchase DB Upgrade Services for one (1) additional Oracle Home.

### Oracle Database Upgrade Package –Option for Additional Databases – B95171

If you have purchased B94232 - Oracle Database Upgrade Package for Cloud – Large, You may purchase DB Upgrade Services for one (1) additional Oracle Database.

### Oracle Database Upgrade Package – Option for SQL Regression Assessment with RAT– B95172

If included in Your order, Oracle will provide a SQL regression assessment using Oracle Real Application Testing (“RAT”) for one (1) of Your production Oracle Databases:

1. Work with You to identify the SQL statements that require assessment.
2. Reset Automatic Workload Repository (AWR) retention in the production database, as required.
3. Capture SQL tuning sets (“STS”) in the production database.
4. Export STS from the source production database.
5. Import STS to the upgraded non-production database.
6. Execute SQL performance analyzer to measure the impact of the system change on the performance of the identified SQL statements.
7. Produce and analyze SQL compare reports.
8. Provide a report documenting recommendations for the top ten (10) SQL statements impacted by the system change.
9. Review the report and recommendations with You.

### Service Maximums

The DB Upgrade Services are subject to the following constraints (“Service Maximums”):

Type	Quantity/Frequency		
	Upgrade Service for Oracle Database, Small B94230	Upgrade Service for Oracle Database, Medium B94231	Upgrade Service for Oracle Database, Large B94232
Number of Oracle Databases	Up to 10	Up to 25	Up to 50
Oracle Homes	Up to 2	5	10

Type	Quantity/Frequency		
	Upgrade Service for Oracle Database, Small B94230	Upgrade Service for Oracle Database, Medium B94231	Upgrade Service for Oracle Database, Large B94232
Number of test upgrades	One (1) for each Oracle Database	One (1) for each Oracle Database	One (1) for each Oracle Database
Delivery methodology	Remote	Remote	Remote
Duration of test upgrade testing assistance	Up to 3 days	Up to 5 days	Up to 7 days
Duration of test upgrade performance tuning assistance	Up to 3 days	Up to 5 days	Up to 7 days
Tuning Results Retention Period	Up to 1 day	Up to 3 days	Up to 6 days
Duration of production upgrade testing and tuning assistance	Up to 3 days	Up to 5 days	Up to 7 days
Duration of Go-Live Assistance	Up to 4 days	Up to 5 day	Up to 7 days
RAC Cluster Option – number of RAC Clusters	Up to 5	Up to 12	Up to 25
Multitenant Configuration Option – sets of up to 10 PDBs	Up to 1	Up to 3	Up to 5

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

### **Your Cooperation**

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

#### 1. Upgrade Planning

- a. Restrict Oracle's access to any content or information that imposes privacy, security, or regulatory obligations greater than those specified in the order.
- b. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the DB Upgrade Services

- c. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the DB Upgrade Services.
  - d. Prior to the commencement of the DB Upgrade Services, inform Oracle of any storage, server, system, application, equipment, or environment modifications that may affect Oracle's performance of the DB Upgrade Services.
  - e. Promptly return the completed Pre-Sales Questionnaire. Any delays in the prompt return of the Pre-Sales Questionnaire may delay delivery of the DB Upgrade Services.
  - f. Assist Oracle with collecting Oracle Database environment data, server and database configuration data, and patching history.
  - g. Provide an outline of Your existing infrastructure and/or provide Oracle with access to Your current Source Environment(s) for Oracle Configuration Manager to collect data.
  - h. Provide existing internal functional, performance, and unit test plans.
  - i. Provide copies of Your existing upgrade planning information, including configurations, patching, technical design documents, and upgrade plan, if available.
2. Impact Analysis
    - a. Provide access to a non-production Oracle Database environment that is configured identically to Your current production Source Environment.
    - b. Provide Oracle with access and logistics to Your non-production Oracle Database environment, as required.
    - c. Participate in a meeting to review the results of the impact analysis with Oracle.
3. Test Database Upgrade
    - a. Provide Oracle with access and logistics to production Source Environments, as required.
    - b. Create a copy of Your current production Source Environments for the test upgrade.
    - c. Provide Oracle with access to the non-production Oracle Database environment that is configured identically to Your current Source Environment
    - d. Backup the pre-upgrade non-production Oracle Database.
    - e. Test the new Oracle Database release according to Your test plans.
    - f. Backup the non-production Upgraded Environment.
4. Production Database Upgrade
    - a. Backup Your production Source Environment before and after the upgrade.
    - b. Assist Oracle to conduct post upgrade testing utilizing Your test plans.
    - c. Prepare and release the production Upgraded Environment to Your users.
5. Go-Live Assistance
    - a. Work with Oracle to create the Go-Live assistance plan.
    - b. Participate in a final meeting to review the final status of Go-Live.

## **Assumptions**

1. All communication (oral, written, and electronic) associated with the delivery of the DB Upgrade Services is provided in the English language.
1. The DB Upgrade Services are only available for Oracle Database versions 11.2.0.4 and above.
2. The DB Upgrade Services consist of an in-place database upgrade on the same hardware.
3. The DB Upgrade Services are available for Oracle Database source versions that support a direct path upgrade to the current generally available Oracle Database release. For Oracle 19c (current long-term support release), the following Oracle Database source versions support a direct path upgrade to Oracle Database 19c:
  - a. Oracle Database 11.2.0.4
  - b. Oracle Database 12.1.0.2
  - c. Oracle Database 12.2.0.1
  - d. Oracle Database 18.1
4. A near-zero downtime upgrade can only be achieved with the use of Oracle Data Guard separately licensed by You, in which case the DB Upgrade Services will apply to Your production database(s) and the associated standby databases. Each production and standby database pair will count as two databases.
5. Oracle will provide the DB Upgrade Services using Oracle tools and systems including tools for collecting, managing, updating, and presenting information.

## **Exclusions**

1. Review and analysis of any third-party products
2. Operating system configuration
3. Analysis, installation, and/or configurations of any new and changed features made available as a result of the Upgrade.
4. Review and analysis of change(s), enhancement(s), modification(s), localization(s), and integration(s) (“CEMLI”).
5. Upgrade and/or configuration of Oracle Real Application Clusters (“RAC”), Oracle Grid Infrastructure, and/or operating systems, unless Oracle RAC Cluster Option is included in Your order.
6. Implementation of Oracle multitenant architecture, unless Oracle Multitenant Configuration Option is included in Your order.
7. Out-of-place upgrades
8. Database workload testing with RAT
9. Oracle Databases supporting Oracle Applications Unlimited
10. Any modifications of existing application code
11. Backup of the upgraded database
12. Deployment of any Oracle Database security features and/or products
13. Application performance tuning
14. Any activities not explicitly documented in this Service Description.

## ARCHIVED SERVICE DESCRIPTIONS

### **B83897 - Oracle Consulting Rapid Start for Oracle Java Cloud Service**

#### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Java Cloud Service (“Services”):

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;
3. Conduct up to eight (8) hours of workshop(s), which may be attended by up to ten (10) participants, for the purpose of reviewing Your current Oracle Java environment and Your planned Oracle Java Cloud Service environments. These workshops may include the following:
  - a. Review the provisioning approach and a technical verification plan for Your Oracle Java Cloud Service environment;
  - b. Review the lifecycle management strategy that includes management and monitoring, scheduled backups, restore and patching tools for Your Oracle Java Cloud Service environment;
  - c. Review the processes to establish network connectivity to Your Java applications running in Your Oracle Java Cloud Service environment;
  - d. Review features offered in other Oracle Cloud Services including Oracle Database Cloud Service, Oracle Documents Cloud Service, Oracle Messaging Cloud Service and Oracle Storage Cloud Service;
  - e. Review of Your on-premise Java applications and identify candidates for deployment to Oracle Java Cloud Service environment; and
  - f. Assist You in the selection of (i) one (1) example Java application from the Oracle Consulting Platform as a Service (“PaaS”) Use Case Catalog to be deployed in Your Oracle Java Cloud Service non-production environment or (ii) one (1) “qualifying customer Java application” that meets the criteria defined and can be deployed within the sixteen (16) hour period set forth in section 4 of the Description of Services.
4. Provide up to sixteen (16) hours of services to migrate and verify one (1) example or qualifying customer Java Application from Your non-production (non-clustered) Oracle WebLogic Server instance to an instance in Your Oracle Java Cloud Service environment with Oracle WebLogic version 11g (PS6) or 12c (12.1.2) (or latest version available at the time of migration).” (“Migrated Application”);
5. Establish connectivity from Your Oracle Java Cloud Service environment to one (1) of Your pre-existing Oracle Database instance on the Oracle Database Cloud Service environment to support the Migrated Application; and
6. Conduct a two (2) hour workshop which may be attended by up to ten (10) participants, to demonstrate the deployed Java Application in Your Oracle Java Cloud Service environment and related lifecycle management options and record observations and recommendations in an Engagement Summary Report Document.

#### **Your Obligations and Project Assumptions**

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

##### **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Database Cloud Service and Oracle Java Cloud Service.
3. 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.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
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 appropriate database(s) environment(s) and required connectivity to those environments as required by the Migrated Application(s).
9. Provide the relevant Java application(s) and the relevant artifacts that meet the qualifying candidate application requirements.
10. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. The 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. Provide any notices, and obtain any consents, required for Oracle to perform Services.

## **B. 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. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. The sections and contents of the Engagement Summary Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. The qualifying customer Java application must meet the requirements of Java Enterprise Edition 1.7 standalone application running on a Java Virtual Machine with 4 gigabyte or less heap size, self-contained in a single Enterprise Archive file, Application Archive file, or Java Archive file with the only external dependency being on required database resources, and the Java application must be deployed on WebLogic version 11g (PS6) or 12c (12.1.2) (or latest version available at the time of deployment).
9. The Oracle Consulting Platform as a Service ("PaaS") Use Case Catalog will be provided upon commencement of the Services. Anything not expressly listed in the Description of Services 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: customization of migrated Java application, configuration of application messaging, migration or testing of application data, functionality, integration or performance testing, provisioning of databases or migration of data and schemas.

10. 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.
11. The Services will be performed onsite at your facility located at the address as specified in your order.
12. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

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 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.

## **B83898 - Oracle Consulting Rapid Start for Oracle Business Intelligence Cloud Service**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Business Intelligence Cloud Service ("Services"):

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 four (4) participants, for the purpose of reviewing Your current Oracle Business Intelligence environment and Your planned Oracle Business Intelligence Cloud Service environment. These workshops may include the following:
  - a. Review the Oracle Business Intelligence Cloud Service and Oracle Database Cloud Service used to host data;
  - b. Review data loading options and strategies for data integration from multiple sources;



- c. Review the analytics development lifecycle including data modeling, building reports and dashboards, and applying security; and
  - d. Review the various deployment scenarios and strategies depending on Your current Oracle Business Intelligence infrastructure and future goals.
4. Create one (1) Prototype Business Intelligence program in Your Oracle Business Intelligence Cloud Service environment configured with up to:
    - a. Four (4) dimension tables, e.g. time, product, customer, location, etc.;
    - b. Two (2) fact tables (e.g. products, service calls, etc.) with up to three (3) measures (e.g. units sold, sales value, etc.); and
    - c. Two (2) dashboards with up to six (6) reports.
  5. Conduct a two (2) hour workshop, which may be attended by up to four (4) participants, to demonstrate Your prototype Business Intelligence program in Your Oracle Business Intelligence Cloud Service environment and record observations and recommendations in an Engagement Summary Report Document.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Business Intelligence Cloud Service and Oracle Database Cloud Service.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of the Services.
4. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of the Services.
5. Perform a back-up of Your on-premise database environment prior to commencement of the Services.
6. Provide database, system, and network administration access required by Oracle to support the performance of the Services.
7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. Contact Oracle to request and schedule the performance of Professional Services within the Services Period. The 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. Provide any notices, and obtain any consents, required for Oracle to perform Services.

#### **B. 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. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.

4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. 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.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
7. 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.
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.
10. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

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.

## **B85636 - Oracle Consulting Rapid Start for Oracle Process Cloud Service**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Process Cloud Service ("Services"):

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;
3. Conduct up to eight (8) hours of workshop(s) which may be attended by up to ten (10) participants for the purpose of reviewing Your current process management environment and planned Oracle Process Cloud Service environment. These workshops may include the following:

- a. Review the Oracle Process Cloud Service capabilities and Oracle leading practices for provisioning Your Oracle Process Cloud Service non-production environment;
  - b. Review the lifecycle management strategy that includes management, monitoring and patching for Your Oracle Process Cloud Service environment;
  - c. Review features offered in other Oracle Cloud Services, including Oracle Integration Cloud Service and Oracle Documents Cloud Service.
  - d. Assist you in the selection of (i) one (1) or more business process use cases from a provided Oracle Consulting Platform as a Service (“PaaS”) Use Case Catalog to be deployed in Your Oracle Process Cloud Service non-production environment or (ii) one (1) “qualifying customer business process use case” that Oracle estimates can be deployed within the twenty-four (24) hour period set forth in section 4 of the Description of Services;
  - e. Review the processes for configuring user roles in Your Oracle Process Cloud Service environment.
4. Provide up to twenty-four (24) hours of services to deploy the selected business process use case(s) in Your Oracle Process Cloud Service non-production environment; and
  5. Conduct a two (2) hour workshop for which may be attended by up to ten (10) participants, to demonstrate the selected business process use case deployed in Your Oracle Process Cloud Service environment and provide observations and integration recommendations in the Engagement Summary Report Document.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Process Cloud Service.
3. 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.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
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. Contact Oracle Consulting 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. Provide any notices, and obtain any consents, required for Oracle to perform Services.

#### **B. 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. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. 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.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. The Oracle Consulting PaaS Use Case Catalog will be provided upon commencement of the Services.
9. The qualifying customer business process use case is limited to the following:
  - a. Customizing the WebForm to include customer logo and integration of one (1) customer provided RESTful service from the WebForm; and
  - b. Integration of one (1) customer provided Simple Object Access Protocol Web Service using BasicAuth or Username Token from the process.
10. The sample business process use case will be deployed to Your non-production Oracle Process Cloud Service environment (latest version available at the time of provisioning).
11. 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.
12. The Services will be performed onsite at your facility located at the address as specified in your order.
13. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

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 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.

## **B85637- Oracle Consulting Rapid Start for Oracle Mobile Cloud Service**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Mobile Cloud Service ("Services"):

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;
3. Conduct up to eight (8) hours of workshop(s), which may be attended by up to ten (10) participants, for the purpose of reviewing Your current and planned enterprise mobile initiatives. These workshops may include the following:
  - a. Review the Oracle Mobile Cloud Service including capabilities and Oracle leading practices for creating enterprise mobile applications using Oracle Mobile Cloud Services;
  - b. Review integration approaches for Application Programming Interface ("API") enablement of on-premise and Software-as-a-Service ("SaaS") applications;
  - c. Review the mobile backend services provided by Oracle Mobile Cloud Service including mobile analytics, user management, offline synchronization, notifications and security;
  - d. Review approaches for leveraging other Oracle Cloud Services, including Oracle Documents Cloud Service, Oracle Integration Cloud Service, Oracle Process Cloud Service and Oracle Stream Explorer;
  - e. Assist You in the selection of (i) one (1) or more mobile use cases from a provided Oracle Consulting Platform as a Service ("PaaS") Use Case Catalog to be deployed in Your Oracle Mobile Cloud Service non-production environment or (ii) one (1) "qualifying customer mobile use case" that Oracle estimates can be deployed within the twenty-four (24) hour period set forth in section 4 of the Description of Services.
4. Provide up to twenty (20) hours of services to demonstrate accelerated mobile application creation by deploying sample services and leveraging Oracle Mobile Cloud Services Software Development Kit / Application Programming Interface for the selected mobile use case in Your Oracle Mobile Cloud Services non-production environment;
5. Provide up to four (4) hours of services to configure the pre-defined mobile enabled enterprise application to use Your instance of Oracle Mobile Cloud Service for notifications, advanced analytics, offline persistence and security;
6. Create deployment builds of the sample mobile applications for iOS and Android; and
7. Conduct a two (2) hour workshop which may be attended by up to ten (10) participants, to demonstrate the pre-defined mobile enabled enterprise application's use of Your Oracle Mobile Cloud Service and record observations and recommendations in an Engagement Summary Report Document.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.

2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Mobile Cloud Service.
3. 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.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
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. Obtain licenses under separate contract or consent with or from any third parties which are necessary for Oracle to perform the Services related to the provisioning of the enterprise deployment profiles for mobile application distribution.
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. Provide any notices, and obtain any consents, required for Oracle to perform Services.

## **B. 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. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. 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.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. The Oracle Consulting PaaS Use Case Catalog will be provided upon commencement of the Services.
9. Your qualifying customer mobile use case must be accessible over the Internet and will be limited to one (1) Simple Object Access Protocol / Representational State Transfer service with one (1) screen created on the mobile application displaying one (1) predefined list in the mobile application.
10. The mobile application will be leveraging the services deployed to a non-production Oracle Mobile Cloud Service (latest version available at the time of deployment).
11. 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: customization of on-premise or SaaS applications, migration of application data, custom reports using the mobile analytics, custom development of mobile application.

12. The Services will be performed onsite at your facility located at the address as specified in your order.
13. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

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.

## **B85638 - Oracle Consulting Rapid Start for Oracle Documents Cloud Service**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Documents Cloud Service ("Services"):

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;
3. Conduct up to twelve (12) hours of workshop(s) which may be attended by up to ten (10) participants for the purpose of reviewing Your current document management environment and planned Oracle Documents Cloud Service environment. These workshops may include the following:
  - a. Assist You in the selection of (i) one (1) or more document management use cases from a provided Oracle Consulting Platform as a Service ("PaaS") Use Case Catalog to be deployed in Your Oracle Documents Cloud Service non-production environment or (ii) one (1) "qualifying customer document management use case" that Oracle estimates can be deployed within the twelve (12) hour period set forth in section 4 of the Description of Services;
  - b. Review document migration and synchronization options;
  - c. Review integration options;
  - d. Review leading practices for organizational rollout and enablement of cloud based document management.

4. Conduct up to twelve (12) hours of workshop(s) which may be attended by up to ten (10) participants for the purpose of deploying and demonstrating the selected document management use case in Your Oracle Document Cloud Service non-production environment including the following:
  - a. Oracle Documents service provisioning (if required);
  - b. Configure system settings;
  - c. User provisioning;
  - d. Folder and Sharing setup; and
  - e. SkySync configuration for one (1) pilot groups.
5. Conduct a two (2) hour workshop to demonstrate Your pilot document management use case in Your Oracle Documents Cloud Service environment and provide observations and integration recommendations in an Engagement Summary Report Document.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Documents Cloud Service.
3. 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.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
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. 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. Obtain licenses under separate contract or consent with or from any third parties which are necessary for Oracle to perform the Services related to document synchronization.
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. Provide any notices, and obtain any consents, required for Oracle to perform Services.

#### **B. 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. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. The sections and contents of the Engagement Summary Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. The Oracle Consulting PaaS Use Case Catalog will be provided upon commencement of the Services.
9. The qualifying customer document management use case may include provisioning up to ten (10) users, configuring up to ten (10) folders and migrating up to one hundred (100) documents.
10. The selected document management use case will be deployed to Your non-production Oracle Documents Cloud Service environment (latest version available at the time of provisioning).
11. 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: demonstrating integration of Oracle Mobile Cloud Service with on-premise applications or other cloud services.
12. The Services will be performed onsite at your facility located at the address as specified in your order.
13. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

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 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.

## **B85639 - Oracle Consulting Lift and Shift for Oracle Java Cloud Service**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Lift and Shift for Oracle Java Cloud Service (“Services”):

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;
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 current and planned Oracle Java environments. These workshops may include the following:
  - a. Review the Oracle Java Cloud Service capabilities when provisioning and managing the Oracle Java Cloud Service environments, including high availability, back-up and restoration, patching and rollback, and scaling out and in;
  - b. Review the provisioning approach for Your Oracle Java Cloud Service environment;
  - c. Review the technical verification plan including: Oracle Java Cloud Service and Oracle Database Cloud Service connectivity, verify application deployment on Oracle Java Cloud Service, and support functional application verification;
  - d. Review the lifecycle management strategy that includes management and monitoring, scheduled backups, restore and patching tools for Your Oracle Java Cloud Service environment;
  - e. Review of Your Oracle Java applications and identify candidates for deployment to Oracle Java Cloud Service.
4. Migrate and verify up to three (3) qualifying customer Java Enterprise Edition Application (as defined below) from Your non-production (non-clustered) Oracle WebLogic Server instance to an instance in Your Oracle Java Cloud Service environment with Oracle WebLogic version 11g (PS6) or 12c (12.1.2) (or latest version available at the time of migration).” (“Migrated Application”);
5. Configure Oracle Messaging Cloud Service for the Migrated Application(s) in accordance with agreed Use Case.
6. Establish network connectivity to the Migrated Application(s) running in Your Oracle Java Cloud Service environment;
7. Establish network connectivity from Your Oracle Java Cloud Service environment for up to three (3) of Your pre-existing Oracle Database instances on the Oracle Database Cloud Service environment to support the Migrated Application(s);
8. Configure up to five (5) user accounts and up to two (2) roles for user of Your Oracle Java Cloud Service environment;
9. Perform technical verification of Your Oracle Java Cloud Service environment and review the technical verification results; and
10. Conduct a two (2) hour workshop which may be attended by up to ten (10) participants, to demonstrate the deployed Oracle Java Application in Your Oracle Java Cloud Service and related lifecycle management options and record observations and recommendations in an Engagement Summary Report Document.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.

2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Java Cloud Service and Oracle Database Cloud Service.
3. 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.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
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 appropriate database(s) environment(s) and required connectivity to those environments as required by the Migrated Application(s).
9. Provide the relevant Java application(s) and the relevant artifacts that meet the qualifying candidate application requirements.
10. 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.
11. Contact Oracle Consulting 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. Provide any notices, and obtain any consents, required for Oracle to perform Services.

## **B. 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. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. 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.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. The qualifying candidate Java application must meet the requirements of Java Enterprise Edition 1.7 standalone application running on a Java Virtual Machine with 4 gigabytes or less heap size, self-contained in a single Enterprise Archive file, Application Archive file, or Java Archive file with the only external dependency being on required database resources, and the Java application must be deployed on Oracle WebLogic version 11g (PS6) or 12c (12.1.2) (or latest version available at the time of deployment).
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 is not limited to, the following: customization of migrated Java application, configuration of application messaging, application data, functional, integration or performance testing, provisioning of databases or migration of data and schemas.
10. At Oracle's discretion, the Services will be performed either onsite or remotely.
11. The Services may be performed on either an 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.

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.

## **B85641 - Oracle Consulting Rapid Start for Oracle Big Data Cloud Service**

### **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 Cloud Service ("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 four (4) hours of workshop(s), which may be attended by up to four (4) participants, for the purpose of developing a data storage and integration strategy for Your Oracle Big Data Cloud Service. These workshops may include the following:
  - a. Review the Oracle Big Data Cloud Service architecture and software components;
  - b. Review strategies for data loading and data integration;
  - c. Review leading practices for use of Hive and Hadoop Files System ("HDFS"); and
  - d. Review various deployment scenarios and strategies based on Your current big data infrastructure and future specifications.
4. Create one (1) Prototype Oracle Big Data Cloud program in Your Oracle Big Data Cloud Service environment and load up to three (3) of Your test data files, up to one (1) million records total.
5. Conduct a two (2) hour workshop which may be attended by up to four (4) participants, to demonstrate Your Prototype Oracle Big Data Cloud Service environment and record observations and recommendations in the Engagement Summary Report Document.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Big Data Cloud Service.
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 the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
5. Perform a backup of Your on-premise database environment prior to commencement of the Services.
6. Provide database, system, and network administration required by Oracle to support the performance of the Services.
7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. Provide to Oracle up to three (3) Excel data file extracts, containing up to one (1) million records total, of Your cleansed test data.
9. Contact Oracle 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. Provide any notices, and obtain any consents, required for Oracle to perform Services.

## **B. 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. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. 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.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
7. 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.
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.
10. 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 4 of the Description of Services will not be performed.
11. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

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 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.

## **B86371 - Oracle Consulting Rapid Start for Oracle Documents Cloud Service for Oracle Siebel Suite**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Documents Cloud Service for Oracle Siebel Suite (“Services”):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in a (1) hour meeting to review the Services;
3. Conduct up to twelve (12) hours of workshop(s) which may be attended by up to ten (10) participants for the purpose of reviewing Your current document management environment and planned Oracle Documents Cloud Service environment. Such workshops may include the following:
  - a. Assist You in the selection of a qualifying sample document management use case that is either (i) one (1) or more document management use cases from a provided Oracle Consulting Platform as a Service (“PaaS”) Use Case Catalog to be deployed in Your Oracle Documents Cloud Service non-production environment, or (ii) one (1) qualifying candidate customer document management use case that Oracle estimates can be deployed within the twelve (12) hours of workshop(s) set forth in section 4 of the Description of Services of this order;
  - b. Review document migration and synchronization options;
  - c. Review integration options;
  - d. Review leading practices for organizational rollout and enablement of cloud based document management.
4. Conduct up to twelve (12) hours of workshop(s) which may be attended by up to ten (10) participants for the purpose of deploying and demonstrating the selected document management use case in Your Oracle Document Cloud Service non-production environment including the following:
  - a. Oracle Documents service provisioning (if required);
  - b. Configure system settings;
  - c. User provisioning;
  - d. Folder and Sharing setup; and
  - e. SkySync configuration for one (1) pilot group.
5. Conduct up to ten (10) hours of workshops which may be attended by up to up to five (5) participants to review the integration between Oracle Siebel Suite and Oracle Documents Cloud Service and define the document folder structure.
6. Provide up to twenty-five (25) hours of services to create integration user accounts, define required folders, and deploy DOCS\_0007 – Oracle Siebel Suite Managed Attachments use case.
7. Conduct a two (2) hour workshop which may be attended by up to up to five (5) participants to demonstrate Your pilot document management use case in Your Oracle Documents Cloud Service environment and provide observations and integration recommendations in an Engagement Summary Report Document.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Documents Cloud Service.
3. 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.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
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. Obtain licenses under separate contract or consent with or from any third parties which are necessary for Oracle to perform the Services related to document synchronization.
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. Provide any notices, and obtain any consents, required for Oracle to perform Services.

## **B. 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. 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.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. The Oracle Consulting PaaS Use Case Catalog will be provided upon commencement of the Services.
9. Your qualifying sample document management use case may include provisioning up to ten (10) users, configuring up to ten (10) folders and migrating up to one hundred (100) documents.
10. The selected document management use case will be deployed to Your non-production Oracle Documents Cloud Service and Oracle Siebel Suite environments (latest version available at the time of provisioning).
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: demonstrating integration of Oracle Mobile Cloud Service with on-premise applications or other cloud services.



12. The Services will be performed onsite at Your facility located at the address as specified in Your order.
13. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

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 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.

## **B86372 - Oracle Consulting Rapid Start for Oracle Documents Cloud Service for Oracle E-Business Suite**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Documents Cloud Service for Oracle E-Business Suite ("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;
3. Conduct up to twelve (12) hours of workshop(s) which may be attended by up to ten (10) participants for the purpose of reviewing Your current document management environment and planned Oracle Documents Cloud Service environment. These workshops may include the following:
  - a. Assist You in the selection of a "qualifying sample document management use case" that is either (i) one (1) or more document management use cases from the provided Oracle Consulting Platform as a Service ("PaaS") Use Case Catalog to be deployed in Your Oracle Documents Cloud Service non-production environment, or (ii) one (1) qualifying candidate customer document management use case that Oracle estimates can be deployed within the twelve (12) hours of workshop(s) set forth in section 4 of the Description of Services of this order;
  - b. Review document migration and synchronization options;

- c. Review integration options;
  - d. Review leading practices for organizational rollout and enablement of cloud based document management.
4. Conduct up to twelve (12) hours of workshop(s) which may be attended by up to ten (10) participants for the purpose of deploying and demonstrating the selected document management use case in Your Oracle Document Cloud Service non-production environment including the following:
  - e. Oracle Documents service provisioning (if required);
  - f. Configure system settings;
  - g. User provisioning;
  - h. Folder and Sharing setup; and
  - i. SkySync configuration for one (1) pilot group.
5. Conduct a two (2) hour workshop for up to ten (10) participants to demonstrate Your pilot document management use case in Your Oracle Documents Cloud Service environment and provide observations and integration recommendations in an Engagement Summary Report Document.
6. Conduct up to four (4) hours of workshops which may be attended by up to up to five (5) participants to review the integration between Oracle E-Business Suite and Oracle Documents Cloud Service, define the document folder structure, and select the Oracle E-Business Suite module.
7. Provide up to twenty-eight (28) hours of services to create integration user accounts, define required folders, and deploy DOCS\_0006 – Oracle E-Business Suite Delivery and DOCS\_0005 – Oracle E-Business Suite Managed Attachments use cases.
8. Conduct a four (4) hour workshop which may be attended by up to five (5) participants to demonstrate Your pilot integration use case in Your Oracle Documents Cloud Service and Oracle E-Business Suite environments and provide observations and recommendations in an Engagement Summary Report Document.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Oracle Consulting Rapid Start for Oracle Documents Cloud Service for Oracle E-Business Suite: Oracle Documents Cloud Service.
3. 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.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
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. Obtain licenses under separate contract or consent with or from any third parties which are necessary for Oracle to perform the Services related to document synchronization.
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. Provide any notices, and obtain any consents, required for Oracle to perform Services.

## **B. 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. 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.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. The Oracle Consulting PaaS Use Case Catalog will be provided upon commencement of the Services.
9. The qualifying sample document management use case may include provisioning up to ten (10) users, configuring up to ten (10) folders and migrating up to one hundred (100) documents.
10. The selected document management use case will be deployed to Your non-production Oracle Documents Cloud Service and Oracle E-Business Suite environments (latest version available at the time of provisioning).
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: demonstrating integration of Oracle Mobile Cloud Service with on-premise applications or other cloud services.
12. The Services will be performed onsite at Your facility located at the address as specified in Your order.
13. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

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 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.

## **B86374 - Oracle Consulting Rapid Start for Oracle SOA Cloud Service**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle SOA Cloud Service 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;
3. Conduct up to fourteen (14) hours of workshop(s) which may be attended by up to five (5) participants for the purpose of reviewing Your current integration environment and planned Oracle SOA Cloud Service environment. These workshops may include the following:
  - a. Review of the Oracle SOA Cloud Service capabilities and Oracle leading practices for creating enterprise integration services for connecting business applications;
  - b. Provide an overview presentation of the Oracle SOA Cloud Service technology and application adapters and supported integration patterns;
  - c. Review the lifecycle management and monitoring processes of Your SOA Cloud Service environment.
  - d. Assist You in the selection of a "qualifying candidate integration" that is either: (i) one (1) or more integration use cases from a provided Oracle Consulting Platform as a Service ("PaaS") Use Case Catalog to be deployed in Your Oracle SOA Cloud Service non-production environment, or (ii) one (1) qualifying candidate customer integration use case that Oracle estimates can be deployed within the eight (8) hour period set forth in section 4 of the Description of Services;
  - e. Review the processes to configure user accounts and roles in Your Oracle SOA Cloud Service environment.
4. Provide up to fourteen (14) hours of services to deploy one (1) or more integration service provided by Oracle Consulting or from Your qualifying integrations;
5. Participate in integration testing of the sample integration service endpoints for up to two (2) hours; and
6. Conduct a two (2) hour workshop to demonstrate Your sample integration service deployed on Your Oracle SOA Cloud Service environment and provide observations and integration recommendations in an Engagement Summary Report Document.

### **Your Obligations and Project Assumptions**

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

## **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle SOA Cloud Service.
3. 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.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
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. Expose an internal Simple Object Access Protocol (SOAP) endpoint over the public internet for the one (1) sample integration.
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. Provide any notices, and obtain any consents, required for Oracle to perform Services.

## **B. 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. 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.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. Your qualifying candidate integration will meet the requirements of a non-production integration where source and target applications are supported by currently available adapters or have Simple Object Access Protocol (SOAP) enabled endpoints. The implementation will be limited to the security mechanisms (such as OAuth (Open Authorization)) supported by Oracle SOA Cloud Service.
9. The selected integration service will be deployed in a non-production Oracle SOA Cloud Service environment.
10. 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 sample integration, integration with unsupported security mechanisms, configuration of application messaging, migration of application data and performance testing.

11. The Services will be performed onsite at Your facility located at the address as specified in Your order.
12. The Services may be performed on either an Oracle Cloud services 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.

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.

## **B86373 - Oracle Consulting Rapid Start for Oracle Messaging Cloud Service**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Messaging Cloud Service 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;
3. Conduct up to eight (8) hours of workshop(s) which may be attended by up to ten (10) participants for the purpose of reviewing Your current messaging environment and planned Oracle Cloud Messaging Service environment. These workshops may include the following:
  - a. Review of the Oracle Cloud Messaging Service capabilities and Oracle leading practices for creating integration services for connecting enterprise applications using messaging;
  - b. Provide an overview presentation of the Oracle Cloud Messaging Service architecture, features and message delivery patterns;
  - c. Review the lifecycle management process of Your Oracle Messaging Cloud Service environment.
  - d. Assist You in the selection of a "qualifying candidate non production messaging application" that is either (i) one (1) or more messaging use cases from a provided Oracle Consulting Platform as a Service ("PaaS") Use Case Catalog to be deployed in Your Oracle Messaging Cloud Service non-production environment, or (ii) one (1) qualifying candidate customer

- messaging use case that Oracle estimates can be deployed within the twenty four (24) hour period set forth in section 4 of the Description of Services;
- e. Review the processes to configure user accounts and roles in Your Oracle Messaging Cloud Service environment.
  4. Provide up to twenty-four (24) hours of services to deploy one (1) or more messaging service selected from the Oracle Consulting PaaS Use Case Catalog or from Your qualifying integrations;
  5. Participate in integration testing of the sample messaging service endpoints for up to two (2) hours; and
  6. Conduct a two (2) hour workshop to demonstrate Your sample messaging service deployed on Your Oracle Messaging Cloud Service environment and provide observations and messaging recommendations in an Engagement Summary Report Document.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Messaging Cloud Service.
3. 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.
4. Provide Oracle with access to data structures, documentation, applications, messaging brokers, and artifacts as required by Oracle to support the performance of Services.
5. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
6. Provide existing messaging brokers, 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. 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. Provide any notices, and obtain any consents, required for Oracle to perform Services.

#### **B. 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. 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.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. The Oracle Consulting PaaS Use Case Catalog will be provided upon commencement of the Services.
9. Your qualifying candidate non-production messaging application will meet the requirements and limitations imposed by Oracle Messaging Cloud Server as defined in the product documentation on Oracle Metalink.
10. The selected messaging application will use less than three (3) messaging queues and will be deployed in a non-production on-premise environment and the messaging resources will be deployed to a non-production Oracle Messaging Cloud Service environment.
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 sample application, application with unsupported security mechanisms, configuration of application messaging, migration of application data, activities related to deployment of Oracle Messaging Cloud Service on the private cloud, functional and performance testing.
12. The Services will be performed onsite at Your facility located at the address as specified in Your order.
13. The Services may be performed on either an Oracle Cloud services 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.

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.

## **B86649 - Oracle Consulting Rapid Start for Oracle Sites Cloud Service**

### **Description of Services**



During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Sites Cloud Service services (“Services”):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Participate in a two (2) hours meeting with You to review the Services;
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 current web content management environment and planned Oracle Sites Cloud Service environment. These workshops may include the following:
  - a. Assist You in the selection of a “qualifying web content management use case” that is either (i) one (1) or more web content management use cases from a provided Oracle Consulting Platform as a Service (“PaaS”) Use Case Catalog to be deployed in Your Oracle Sites Cloud Service non-production environment or (ii) one (1) qualifying customer web content management use case that Oracle estimates can be deployed within the eighty (80) hour period set forth in section 4 of the Description of Services;
  - b. Review web content migration and synchronization options;
  - c. Review integration options;
  - d. Review leading practices for organizational rollout and enablement of cloud based web content management.
4. Provide up to eighty (80) hours of services to deploy and demonstrate the selected web content management use case in Your Oracle Sites Cloud Service non-production environment including the following:
  - a. Configure system settings;
  - b. Provision User Accounts;
  - c. Setup folders and folder sharing;
  - d. Create one (1) basic theme for one (1) micro-site for one (1) pilot group;
  - e. Create one (1) micro-site for one (1) pilot group; and
  - f. Configure SkySync for one (1) pilot group.
5. Conduct a two (2) hour workshop that may be attended by up to ten (10) participants to demonstrate Your selected web content management use case deployed in Your Oracle Sites Cloud Service environment and provide observations and integration recommendations in an Engagement Summary Report Document.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Documents Cloud Service and Oracle Sites Cloud Service.
3. 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.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
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. 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. Obtain licenses under separate contract or consent with or from any third parties which are necessary for Oracle to perform the Services related to document synchronization.
10. Provide the site architecture, design, and graphics if implement qualifying customer web content management use case.
11. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services
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. Provide any notices, and obtain any consents, required for Oracle to perform Services.

## **B. 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. The sections and contents of the Engagement Summary Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. The Oracle Consulting PaaS Use Case Catalog will be provided upon commencement of the Services.
9. Your selected web content management use case may include provisioning up to ten (10) users, configuring up to ten (10) folders, migrating up to one hundred (100) documents and creating one (1) basic theme and one (1) basic site containing up to three (3) layouts and five (5) top level pages.
10. The selected web content management use case will be deployed to Your non-production Oracle Sites Cloud Service and Oracle Documents Cloud environments (latest version available at the time of provisioning).
11. Anything not expressly listed in the Description of Services above 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: integration of Oracle Documents Cloud Service and Oracle Sites Cloud Service with on-premise applications or other cloud services.
12. The Services will be performed onsite at Your facility located at the address as specified in Your order.
13. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

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 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.

## **B86650 - Oracle Consulting Rapid Start for Oracle E-Business Suite on Oracle Compute Cloud Service**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle E-Business Suite on Oracle Compute Cloud Service 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 eight (8) hours of workshop(s), each of which may be attended by up to 4 (four) participants, for the purpose of reviewing Your current Oracle E-Business Suite environment and Your planned Oracle Compute Cloud Service environment. These workshops may include following:
  - a. Review Your Oracle E-Business Suite environments requirements and assist You in selecting the appropriate deployment approach for Your Oracle E-Business Suite environment on Oracle Compute Cloud Service; an Oracle Marketplace image for a VISION demo or an empty Oracle E-Business Suite instance;
  - b. Review storage and network requirements for Your Oracle E-Business Suite on Oracle Compute Cloud Service;
  - c. Review the lifecycle management strategy that includes management and monitoring, cloning, and patching tools for Your Oracle E-Business Suite environment on the Oracle Compute Cloud Service environment;
  - d. Review user accounts and roles configuration for use of Your Oracle Compute Cloud Service environment; and
  - e. Review the processes for establishing network connectivity to Your Oracle E-Business Suite environment running in Your Oracle Compute Cloud Service environment.

4. Provide up to twenty four (24) hours of services to provision and configure Oracle E-Business VISION demo or install Oracle E-Business Suite on Your non-production Oracle Compute Cloud Service environment.
5. Conduct a four (4) hour workshop, which may be attended by up to six (6) participants, to demonstrate Oracle E-Business Suite availability on Your Oracle Compute Cloud Service environment and record observations and recommendations in an Engagement Summary Report Document.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Compute Cloud Service.
3. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of services. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of the Services.
4. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
5. Identify and make available a sample non-prod application for demo migration.
6. Perform a back-up of Your on premise compute sample application that may be used as a candidate to migrate as a sample Application to the new compute cloud environment prior to commencement of Services.
7. Provide database, system, storage and network administration required by Oracle to support the performance of Services.
8. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
9. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. The Services will be scheduled at a date and time mutually agreed to by the project managers.
10. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
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. Provide any notices, and obtain any consents, required for Oracle to perform Services.

#### **B. 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. 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.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
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 in Your non-production Oracle Compute Cloud Service environment (latest version available at the time of provisioning).
9. Anything not expressly listed in the Description of Services 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: integration with any on-premises or cloud environments including Oracle Database Cloud Service, Oracle Storage Cloud Service, or Oracle Network Cloud Service.
10. The Services will be performed onsite at Your facility located at the address as specified in Your order.
11. The Services may be performed on either an Oracle Cloud services 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.

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 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.

## **B86651 - Oracle Consulting Rapid Start for Oracle PeopleSoft on Oracle Compute Cloud Service**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle PeopleSoft on Oracle Compute Cloud Service services ("Services"):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Participate in a one (1) hour meeting to review the Services with You;
3. Conduct up to 8 hours of workshop(s), for up to 4 (four) participants, for the purpose of reviewing Your current and planned Oracle PeopleSoft environments. These workshops may include:

- a. Review Your Oracle PeopleSoft environments requirements and assist You in selecting the appropriate deployment approach for Your Oracle PeopleSoft environment on Oracle Compute Cloud Service; an Oracle Marketplace image for a Oracle PeopleSoft 9.2 demo or an empty Oracle PeopleSoft instance.
  - b. Review storage and network requirements for Your Oracle PeopleSoft on Oracle Compute Cloud Service.
  - c. Review the lifecycle management strategy that includes management and monitoring, cloning, and patching tools for Your Oracle PeopleSoft environment on the Oracle Compute Cloud.
  - d. Review user accounts and roles configuration for use of your Oracle Compute Cloud Service environment.
  - e. Review the processes for establishing network connectivity to Your Oracle PeopleSoft environment on Oracle Compute Cloud Service.
4. Provide up to twenty-four (24) hours of services to provision and configure Oracle PeopleSoft 9.2 demo or complete an installation of Oracle PeopleSoft on Your non-production Oracle Compute Cloud Service environment.
  5. Conduct a four (4) hour workshop which may be attended by up to six (6) participants, to demonstrate Oracle PeopleSoft availability on Your Oracle Compute Cloud Service environment and record observations and recommendations in an Engagement Summary Report Document.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Compute Cloud Service.
3. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of services.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of the Services.
5. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
6. Identify and make available a sample non-prod application for demo migration.
7. Perform a back-up of Your on premise compute sample application that may be used as a candidate to migrate as a sample Application to the new compute cloud environment prior to commencement of Services.
8. Provide database, system, storage and network administration required by Oracle to support the performance of Services.
9. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
10. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. The 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. Provide any notices, and obtain any consents, required for Oracle to perform Services.

## **B. 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. 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.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
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 in Your non-production Oracle Compute Cloud Service environment (latest version available at the time of provisioning).
9. Anything not expressly listed in the Description of Services 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: integration with any on-premises or cloud environments including Oracle Database Cloud Service, Oracle Storage Cloud Service, or Oracle Network Cloud Service.
10. The Services will be performed onsite at your facility located at the address as specified in your order.
11. The Services may be performed on either an Oracle Cloud services 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.

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 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.

## **B86652 - Oracle Consulting Rapid Start for Oracle Compute Cloud Service**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Compute Cloud Service 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 ten (10) hours of workshop(s) which may be attended by up to six (6) participants for the purpose of reviewing Your current compute environment and planned Oracle Compute Cloud Service environment. Such workshops may include the following:
  - a. Review the capabilities and features of Oracle's Compute Cloud Service for creating compute environments;
  - b. Review physical-to-virtual and virtual-to-virtual migration strategies;
  - c. Assist You in the selection of (i) one (1) of Your applications for migration or (ii) a sample Oracle provided Java application for the purposes of demonstrating migration to the Oracle Compute Cloud Service (“Application”);
  - d. Review leading practices for monitoring, management, and security.
4. Provide up to eight (8) hours of services to provision Oracle Compute Cloud Service and migrate the Application.
5. Provide up to six (6) hours of services to establish a connection to a database or storage, as required by the Application.
6. Conduct a four (4) hour workshop which may be attended by up to six (6) participants, to demonstrate provisioning and application migration to Your Oracle Compute Cloud Service environment and record observations and recommendations in an Engagement Summary Report Document.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Compute Cloud Service.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of the Services.
4. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
5. Identify and make available a sample non-prod application for demo migration.
6. Perform a back-up of Your on-premise Application prior to commencement of the Services.
7. Provide database, system, storage and network administration required by Oracle to support the performance of Services.
8. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
9. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. The Services will be scheduled at a date and time mutually agreed to by the project managers.



10. Provide appropriate database and storage environment(s) on-premises or in Oracle Cloud and required connectivity to those environments as required by the Application.
11. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services
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. Provide any notices, and obtain any consents, required for Oracle to perform Services.

## **B. 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. 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.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. The qualifying candidate application must meet the requirements of being supported in a Oracle Compute Cloud Service predefined template available on Oracle Market Place and can be migrated in up to four (4) hours.
9. The Services will be performed in Your non-production Oracle Compute Cloud Service environment (latest version available at the time of provisioning).
10. Anything not expressly listed in the Description of Services 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: patching or upgrades.
11. The Services will be performed onsite at Your facility located at the address as specified in Your order.
12. The Services may be performed on either an Oracle Cloud services 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.

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 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.

## **B86653 - Oracle Consulting Rapid Start for Oracle Data Visualization Cloud Service**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Data Visualization Cloud Service 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 four (4) hours of workshop(s), which may be attended by up to four (4) participants, for the purpose of creating a use case for Your Oracle Data Visualization Cloud Service. These workshops may include the following:
  - a. Review the Oracle Data Visualization Cloud Service architecture and software components;
  - b. Review strategies for data loading;
  - c. Review leading practices for validation of loaded data and data aggregation methods;
  - d. Demonstrate how to create projects in Oracle Data Visualization Cloud Service Canvas;
  - e. Demonstrate how to sorting and analyzing loaded data
  - f. Demonstrate how to select visualization types based on automatic recommendations, using the Oracle Data Visualization Cloud Service; and
  - g. Demonstrate how to create measurements on the Oracle Data Visualization Cloud Service Canvas.
4. Create one (1) prototype design, including mash-up analysis and visual stories;
5. Create one (1) prototype Oracle Data Visualization Cloud program, based on the prototype design from section 4 above, consisting of up to six (6) visual graphics in Your Oracle Data Visualization Cloud Service environment and load up to three (3) of Your test data files, up to one million (1,000,000) records total; and
6. Conduct a two (2) hour workshop which may be attended by up to four (4) participants, to demonstrate Your Prototype Oracle Data Visualization Cloud Service environment and record observations and recommendations in the Engagement Summary Report Document.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Data Visualization Cloud Service.
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 the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.

5. Perform a backup of Your on-premise database environment prior to commencement of the Services.
6. Provide database, system, and network administration required by Oracle to support the performance of the Services.
7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. 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.

9. Provide to Oracle up to three (3) Excel data file extracts, containing up to one (1) million records total, of Your cleansed test data.
10. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. The Services will be scheduled at a date and time mutually agreed to by the project managers.
11. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
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. Provide any notices, and obtain any consents, required for Oracle to perform Services.

## **B. 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. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.

4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. 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.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. 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 4 of the Description of Services will not be performed.
9. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services.
10. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.
11. 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 does 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.

## **B86907 - Oracle Consulting Implementation for Oracle Identity Cloud Service, Integration with Microsoft Active Directory**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Implementation for Oracle Identity Cloud Service, Integration with Microsoft Active Directory ("Services"):

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 a four (4) hour workshop, which may be attended by up to ten (10) participants, for the purpose of demonstrating IDCS functionality and capabilities;
4. Conduct a four (4) hour workshop, which may be attended by up to ten (10) participants, to review Your Oracle Identity Cloud Service (“IDCS”) requirements and Microsoft Active Directory (“AD”) integration prerequisites;
5. Finalize the IDCS Definition Document outlining basic customizations to IDCS including adding Your company logo, configuration of a notification template, and configuration of system parameters;
6. Customize Your IDCS instance according to the IDCS Definition Document;
7. Install the IDCS ID Sync application in one (1) non-production or one (1) production on-premise Microsoft AD domain;
8. Configure IDCS ID Sync unidirectional synchronization for up to five thousand (5000) user IDs and up to twenty (20) group IDs to Your IDCS instance;
9. Conduct a two (2) hour workshop, which may be attended by up to ten (10) participants, to review Your IDCS instance and record observations, next steps and recommendations in an Engagement Summary Report.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Identity Cloud Service.
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 the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
5. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
6. Provide database, system, and network administration required by Oracle to support the performance of the Services.
7. 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.

8. 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.
9. Maintain the properly configured Microsoft Active Directory environment to support the Services.
10. Contact Oracle request and schedule the performance of Services within the Professional Services Period. The 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.
13. Provide any notices, and obtain any consents, required for Oracle to perform Services.

## **B. 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. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. 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.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. The on premise Microsoft AD domain contains cleansed user IDs and group IDs supported by IDCS ID Sync application.
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.

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 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.

## **B87808 - Oracle Consulting Rapid Start for Oracle Ravello Cloud Service**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Ravello for Oracle Cloud ("Services"):

1. Provide to You a pre-defined, Project Workplan and Project Management Plan;
2. Participate in an up to one (1) hour meeting to review the Services with You;
3. Conduct up to two (2) hours of workshop, which may be attended by up to six (6) participants, for the purpose of reviewing Oracle Ravello's capabilities, functionality, and technical architecture;
4. Conduct up to six (6) hours of workshop(s), which may be attended by up to six (6) participants, for the purpose of assessing Your current on-premises virtualized environment and Your planned public cloud environment. These workshops may include the following:
  - a. Review Your source virtual machine environments and select up to five (5) virtual machines to be uploaded to the cloud.
  - b. Define a high-level roadmap for uploading remaining qualifying virtual machine environments to the cloud using Oracle Ravello Cloud Service.
5. Activate Your Oracle Ravello Cloud Service account;
6. Upload the selected virtual machine environments to Your provisioned public cloud environment using Oracle Ravello;
7. Conduct up to four (4) hours of workshop which may be attended by up to six (6) participants, to demonstrate Your virtual machine environments in the public cloud environment and review roadmap for removing remaining environments and record observations and recommendations in an Engagement Summary Report Document.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Ravello Cloud Service.

3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of the Services.
4. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
5. Provide database, system, storage and network administration required by Oracle to support the performance of Services.
6. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
7. 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.
8. 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.
9. Provide any notices, and obtain any consents, required for Oracle to perform Services.

## **B. 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. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
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 the Services.
7. Architecture diagrams and Project Work Plan will be in a format determined by Oracle.
8. The maximum number of virtual machines selected for upload to Oracle Compute Cloud Service using Oracle Oracle Ravello Cloud Service is five (5).
9. The selected virtual machines must be in a format specified by Oracle.
10. The Services will be performed in Your non-production public cloud environment supported as defined by the Oracle Ravello Cloud Service product documentation.
11. The uploaded VMs will not be used for production purposes.
12. Upload of up to five (5) virtual machine environments will not exceed forty-eight (48) hours.
13. The maximum Core Processor Unit (CPU) allocation per virtual machine in the Oracle Compute Cloud Service is eight (8).
14. Validation of successful upload will be confirmed by starting the virtual machine environments in Oracle Compute Cloud Service.
15. The Services will be performed onsite at Your facility located at the address as specified in Your order
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. Out of scope services include, but is not limited to, the following: troubleshooting any deficiencies of the software inclusive in the virtual machine environments or any broken links to the on-premises software.

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 this 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.

## **B87806 - Oracle Consulting Lift and Shift for Oracle E-Business Suite to Oracle Cloud**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Lift and Shift for Oracle E-Business Suite on Oracle Cloud ("Services"):

1. Provide to You a pre-defined, Project Workplan and Project Management Plan;
2. Participate in an up to 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 six (6) participants, for the purpose of reviewing Your current and planned Oracle E-Business Suite environment. The workshop(s) may include the following:
  - a. Review the capabilities, functionality, and technical architecture of Oracle Compute Cloud Service or Oracle Bare Metal Cloud Service.
  - b. Review the current state of one (1) of Your qualifying source Oracle E-Business Suite environments targeted for migration to Your Oracle Cloud instance.
  - c. Review migration strategies and define a migration approach for moving Your Oracle E-Business Suite Application environment to the Oracle Cloud.
  - d. Review source and target connectivity requirements and prepare a connectivity plan
  - e. Define the lifecycle management strategy that includes management and monitoring, scheduled backups, restore, and patching for Your Oracle Cloud Service environment.
4. Create a migration plan describing the tasks required to migrate Your Oracle E-Business Suite environment to Oracle Compute Cloud Service or Oracle Bare Metal Cloud Service per migration strategy.
5. Provision Your Oracle Cloud infrastructure for Your database tier which may include one or more of the following:
  - a. Configure up to two (2) user accounts and up to two (2) roles for use of Your Oracle Database Cloud Service environment, Oracle Compute Cloud Service environment or Oracle Bare Metal Cloud Service Environment;
  - b. Create one (1) Oracle Database instance in Your Oracle Database Cloud Service, or
  - c. Provision an instance on Oracle Compute Cloud Service for the database running in a VM/KVM, or

- d. Install Your licensed Oracle Database software on Oracle Bare Metal Cloud Service;
6. Prepare and migrate the Oracle Database to the provisioned Oracle Cloud environment including:
  - a. Establish network connectivity to Your database running in Your Oracle Database Cloud Service, Oracle Compute Cloud Service, or Oracle Bare Metal Cloud Service environment;
  - b. Move a point-in-time copy of up to two (2) terabytes of Your data from Your source Oracle Database to Your provisioned Oracle Database in the Oracle Cloud Service;
  - c. Confirm the Oracle Database and data has been migrated to the Oracle Cloud Service.
7. Provision Your Oracle Cloud infrastructure for the application tier which may include one or more of the following:
  - a. Configure up to two (2) user accounts and up to two (2) roles for use of Your Oracle Compute Cloud Service environment or Oracle Bare Metal Cloud Service Environment;
  - b. Create up to three (3) VMs/KVMs in Your Oracle Compute Cloud Service;
  - c. Clone Your Oracle E-Business Suite application tier;
  - d. Migrate up to three (3) Oracle E-Business Suite Application virtual machines
8. Compile any existing customizations in the target environment and report any issues to You for resolution.
9. Provide up to sixteen (16) hrs. of issue remediation post migration;
10. Conduct one workshop which is up to four (4) hours in duration and which may be attended by up to eight (8) participants, to demonstrate management and monitoring, metering and charge back for managing the migrated Oracle E-Business Suite environment running on Your Oracle Cloud Service and document feedback and observations in an Engagement Summary Report Document.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Database Cloud Service and Oracle Compute Cloud Service, or Oracle Compute Cloud Service, or Oracle Bare Metal Cloud Service.
3. 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.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
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. 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.
  - d. 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.
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. Maintain the properly configured source hardware/operating system platform to support the Services.
  12. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
  13. Obtain Cloud Services under separate contract prior to the commencement of Services under this order and maintain such Cloud Services for the duration of the Services provided under this order.
  14. Provide source environment access and connectivity details for Your network, e.g. servers where Your source environment is located.
  15. Complete the validation of the migrated Dev/Test environment on Oracle Cloud within maximum 2 business days upon Oracle's completion of the migration.
  16. Assist Oracle for uploading the source Database extract to Oracle Cloud stage area.
  17. Provide a completed filled Questionnaire document on the same day as sent out by Oracle at the start of the migration activities.
  18. Provide source environment access and connectivity details for Your network, e.g. servers where Your source environment is located.
  19. Provide any notices, and obtain any consents, required for Oracle to perform Services.

## **B. Project Assumptions**

1. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of 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. 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. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
6. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
7. At Oracle's discretion, the Services will be performed either onsite or remotely.
8. Oracle offshore resources will provide the Services remotely via phone, a customer-specific web portal (if ordered), and/or electronic communication.
9. The Workshops will be delivered with combinations including Oracle Consultants available through Tele/Web Conference and/or at customer office.
10. Your qualifying source Oracle Database must meet the requirements of Oracle Cloud certified Database release 11.2.0.4 and must not exceed two (2) terabytes of data. Any dot release Oracle Database upgrade required will be performed as part of these Services.
11. Your Oracle Database will be provisioned on either a Real Application Clusters (RAC) with Oracle Database Cloud Service (DBCS) or on a Non RAC Oracle Database in Oracle Compute Cloud Service or Oracle Database Cloud Service.
12. Your qualifying Oracle E-Business Suite environment must meet the configuration requirements of Oracle Linux, Red Hat Enterprise Linux, or SUSE Linux Enterprise Server (x86-64) operating system and selected environment on Oracle Cloud will have Oracle Linux 6 (x86-64) operating system.
13. Your qualifying Oracle E-Business Suite Application R12.1.3, or R12.2.3+ has, at the application tier a maximum of two (2) nodes with an application load balancer configuration.
14. The criteria for successful Application Migration to Oracle Cloud are:
  - a. Able to login to Migrated application on Oracle Cloud
  - b. Able to launch Standard Forms
  - c. Standard concurrent request "Active Users" completion with status "Completed Normal"
  - d. Able to navigate Standard Self-Service application / responsibilities
15. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services. Services identified as out of scope include, but are not limited to, the following
  - a. Production Migration
  - b. Oracle E-Business Suite Upgrade
  - c. Resolving issues arising from compiling customization in Oracle Cloud environment
  - d. Customizations upgrade (other than Object compilation)
  - e. Functional Testing and functional support
  - f. Integrations
  - g. Implementation of data security options
  - h. Disaster Recovery
  - i. Oracle Enterprise Manager Configuration
  - j. Co-existence implementation with Oracle SaaS
16. The Services will be performed in Your non-production Oracle Cloud Service environment (latest version available at the time of provisioning).
17. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

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 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.

## **B87807 - Oracle Consulting Lift and Shift for Non-Oracle Applications to Oracle Cloud**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Lift and Shift for Non-Oracle Applications to Oracle Cloud for Your non-production environment ("Services"):

1. Provide a pre-defined Project Work Plan and Project Management Plan;
2. Participate in an up to 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 six (6) participants, for the purpose of reviewing Your current and planned non-Oracle Application environment. The workshop(s) may include the following:
  - a. Review the capabilities, functionality, and technical architecture for Your Oracle Cloud Service(s).
  - b. Review the current state of one (1) of Your qualifying source non-Oracle Application environment targeted for migration to Your Oracle Cloud instance.
  - c. Review migration strategies and define a migration approach for moving Your non-Oracle Application environment to the Oracle Cloud.
  - d. Review source and target connectivity requirements and prepare a connectivity plan.
  - e. Define the lifecycle management strategy that includes management and monitoring, scheduled backups, restore, and patching for Your Oracle Cloud Service environment.
4. Create a migration plan describing the tasks required to migrate Your non-Oracle Application environment to Oracle Cloud, including tasks required for You to migrate the application tier, per the migration approach defined in the workshop(s).
5. Provision Your Oracle Cloud infrastructure which may include one or more of the following:
  - a. Configure up to two (2) user accounts and up to two (2) roles for use of Your Oracle Database Cloud Service environment, Oracle Compute Cloud Service environment or Oracle Bare Metal Cloud Service Environment;
  - b. Create one (1) Oracle Database instance in Your Oracle Database Cloud Service, or

- c. Provision an instance on Oracle Compute Cloud Service for the database running in a VM/KVM.
- d. Install Your licensed Oracle Database software on Oracle Bare Metal Cloud Service;
- e. Configure up to two (2) user accounts and up to two (2) roles for use of Your Oracle Java Cloud Service environment, Oracle Compute Cloud Service environment or Oracle Bare Metal Cloud Service Environment;
- f. Create one (1) instance of Your Oracle Java Cloud Service, or install Oracle Weblogic and Java Virtual Machine on Oracle Compute Cloud Service.
6. Prepare and migrate the database to the provisioned Oracle Cloud environment including:
  - a. Establish network connectivity to Your database running in Your Oracle Database Cloud Service, Oracle Compute Cloud Service, or Oracle Bare Metal Cloud Service environment;
  - b. Move a point-in-time copy of up to 500 Gigabyte of Your data from Your source Oracle Database to Your provisioned Oracle Database in the Oracle Cloud Service;
  - c. Validate the database and data has been migrated to the Oracle Cloud Service.
7. Migrate and verify one (1) qualifying customer Java Enterprise Edition Application (as defined below) from Your non-production (non-clustered) Oracle WebLogic Server instance to an instance in Your Oracle Cloud environment or provide forty (40) hours to assist You with migrating the non-Oracle Application tier including assistance with configuration, file transfer, database connectivity, security features, and issue resolution.
8. Conduct one workshop which is up to four (4) hours in duration and which may be attended by up to eight (8) participants, to demonstrate management and monitoring, metering and charge back for managing the migrated non-Oracle Application environment running on Your Oracle Cloud Service and document feedback and observations in an Engagement Summary Report Document.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Network Cloud Service, Oracle Database Cloud Service and Oracle Compute Cloud Service, or Oracle Compute Cloud Service, or Oracle Bare Metal Cloud Service.
3. 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.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
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. 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.
  - d. 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.
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. Maintain the properly configured source hardware/operating system platform to support the Services.
  12. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
  13. Install any required third-party software.
  14. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
  15. Provide source environment access and connectivity details for Your network, e.g. servers where Your source environment is located.
  16. Complete the validation of the migrated Dev/Test environment on Oracle Cloud within maximum of two (2) business days upon Oracle's completion of the migration.
  17. Assist Oracle for uploading the source Database extract to Oracle Cloud stage area.
  18. Provide a completed filled Questionnaire document on the same day as sent out by Oracle at the start of the migration activities.
  19. Provide source environment access and connectivity details for Your network, e.g. servers where Your source environment is located.
  20. Provide any notices, and obtain any consents, required for Oracle to perform Services.

## **B. 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. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. 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.
6. Architecture diagrams and the Project Work Plan will be in a format determined by Oracle.
7. The Oracle resource performing the Services under this order may also act as Oracle’s designated project manager.
8. At Oracle’s discretion, the Services will be performed either onsite or remotely.
9. Oracle offshore resources will provide the Services remotely via phone, a customer-specific web portal (if ordered), and/or electronic communication.
10. The Workshops will be delivered with combinations including Oracle Consultants available through Tele/Web Conference and/or at customer office.
11. Your Oracle Database version must be supported to run in the Oracle Database Cloud Service as defined by Oracle prior to the commencement of Services.
12. Total data size migrated may vary depending on the connectivity, network bandwidth and transfer rates between Your on-premise database server environment and the Oracle Cloud Service environment but will not exceed 500 gigabytes of data or thirty-two (32) hours in duration, whichever comes first.
13. The functionality of Your source database(s) will not change due to the migration of the source database(s) from the source system(s) to the target system.
14. The Services will be performed in Your non-production Oracle Cloud Service environment (latest version available at the time of provisioning).
15. Only the migration of Java Application(s) to Oracle Cloud is supported in this Service.
16. Qualifying Java application on WebLogic version 11g (PS6) or 12c (12.1.2) (or latest version available at the time of deployment) may be deployed to Oracle Java Cloud Service, all other versions will be migrated to Oracle Compute Cloud Service or Oracle Bare Metal Cloud Service as defined in the migration plan (section 4).
17. The qualifying Java application must meet the requirements of Java Enterprise Edition 1.7 standalone application running on a Java Virtual Machine with 4 gigabytes or less heap size, self-contained in a single Enterprise Archive file, Application Archive file, or Java Archive file with the only external dependency being on required database resources.
18. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services. Services identified as out of scope include, but are not limited to, the following:
  - a. Oracle Database Upgrade
  - b. Application Upgrade
  - c. Weblogic Upgrade
  - d. Java Virtual Machine Upgrade
  - e. Migrating non-Java Applications
  - f. Integrations
  - g. Implementation of Database Security options
  - h. Disaster Recovery and Real Application Cluster RAC Setup
  - i. Functional, integration or performance testing
19. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle



Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

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 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.

## **B83896 - Oracle Consulting Rapid Start for Oracle Database Cloud Service**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Database Cloud Service ("Services"):

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 eight (8) hours of workshop(s), which may be attended by up to four (4) participants, for the purpose of reviewing Your current Oracle Database environment and Your planned Oracle Database Cloud Service environment. These workshops may include the following:
  - a. Review the current state of Your source database environment and select one (1) candidate source Oracle Database (version 11gR2 or 12cR1) to be migrated to Your Oracle Database Cloud Service environment;
  - b. Review strategies for data movement and database migration for migrating Your candidate source database to Your Oracle Database Cloud Service environment;
  - c. Review the lifecycle management strategy that includes management and monitoring, scheduled backups, restore and patching tools for Your Oracle Database Cloud Service environment;
  - d. Review how features offered in other Oracle Cloud Services including Oracle Database Backup Service and Oracle Storage Service could be leveraged as part of Your Oracle Database Cloud Service strategy.
  - e. Review the processes to configure user accounts and roles for use of Your Oracle Database Cloud Service environment; and

- f. Review the processes to establish network connectivity to Your databases running in Your Oracle Database Cloud Service environment.
4. Create one (1) Oracle Database in Your Oracle Database Cloud Service environment;
5. Migrate a point-in-time copy of up to 250 gigabytes of Your data from Your candidate source Oracle Database to Your provisioned Oracle Database in Your Oracle Database Cloud Service environment; and
6. Conduct a two (2) hour workshop which may be attended by up to four (4) participants, to demonstrate Your Oracle Database in the Oracle Database Cloud Service environment and record observations and recommendations in an Engagement Summary Report Document.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Database Cloud Service.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of the Services.
4. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
5. Perform a back-up of Your on-premise database environment prior to commencement 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. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. The 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. Provide any notices, and obtain any consents, required for Oracle to perform Services.

#### **B. 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. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. 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.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.

7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. Total data size migrated may vary depending on the connectivity, network bandwidth and transfer rates between Your on-premise Oracle Database server environment and the Oracle Database Cloud Service environment but will not exceed 250 gigabytes of data or six (6) hours in duration, whichever comes first.
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.
10. The Services will be performed in Your non-production Oracle Database Cloud Service environment (latest version available at the time of provisioning).
11. The Services will be performed onsite at your facility located at the address as specified in your order.
12. The Services may be performed on either an Oracle Cloud services 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.

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 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.

## **B85640 - Oracle Consulting Lift and Shift for Oracle Database Cloud Service (EMEA/APAC/Japan only)**

### **Description of Services**

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Lift and Shift for Oracle Database Cloud Service ("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;
3. Conduct up to sixteen (16) hours of workshop(s), which may be attended by up to eight (8) participants, for the purpose of reviewing Your current and planned Oracle Database environments. These workshops may include the following:

- a. Review the current state of up to ten (10) of Your source Oracle Database (version 11gR2 or 12cR1) environment(s) targeted for migration to Your Oracle Database Cloud Service;
  - b. Define the data movement and database migration strategy for migrating Your candidate source Oracle Database(s) to Your Oracle Database Cloud Service; and
  - c. Define the lifecycle management strategy that includes management and monitoring, scheduled backups, restore, and patching for Your Oracle Database Cloud Service environment.
4. Create an Oracle Database Cloud Service migration plan describing the task required to migrate Your Oracle Databases to the Oracle Database Cloud Service per database migration strategy;
  5. Create up to ten (10) Oracle Database(s) instances in Your Oracle Database Cloud Service;
  6. Configure up to two (2) user accounts and up to two (2) roles for use of Your Oracle Database Cloud Service environment;
  7. Establish network connectivity to Your databases running in Your Oracle Database Cloud Service environment;
  8. Migrate a point-in-time copy of up to 10 terabytes of Your data from Your source Oracle Database(s) to Your provisioned Oracle Database(s) in the Oracle Database Cloud Service;
  9. Confirm the Oracle Database(s) and data has been migrated to the Oracle Database Cloud Service; and
  10. Conduct one workshop which is up to four (4) hours in duration and which may be attended by up to eight (8) participants, to demonstrate the Oracle Database Cloud Service management and monitoring, metering and charge back, security and backup tools for managing the migrated database(s) running on Your Oracle Database Cloud Service and document feedback and observations in an Engagement Summary Report Document.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Database Cloud Service.
3. 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.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
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. 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.

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. Provide any notices, and obtain any consents, required for Oracle to perform Services.

## **B. 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. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. 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.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. Total data size migrated may vary depending on the connectivity, network bandwidth and transfer rates between Your on-premises Oracle Database server environment and the Oracle Database Cloud Service environment but will not exceed 10 terabytes of data or twenty eight (28) hours in duration, whichever comes first.
9. The functionality of Your source database(s) will not change due to the migration of the source database(s) from the source system(s) to the target system.

10. 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: application validation and performance testing.
11. At Oracle's discretion, the Services will be performed either onsite or remotely.
12. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

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 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.

## **B89338 - Oracle Consulting Rapid Start for Migration of Oracle Applications to Oracle Cloud (EMEA/APAC/Japan only)**

### **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 for Migration of Oracle Applications to Oracle Cloud:

1. Provide a pre-defined Project Workplan and Project Management Plan
2. Participate in an up to two (2) hours meeting to review the Services with You
3. Conduct up to four (4) hours of workshop(s), which may be attended by up to ten (10) participants to review the Oracle Cloud infrastructure features and the technical approach related to the Services provided hereunder.
4. Provide You with a questionnaire document to capture key guidance elements for the migration.
5. Assist You with the preparation of a migration plan.
6. Assist You with obtaining and understanding the source environment access and connectivity details.
7. Assist You with the activation of Your Cloud infrastructure components.
8. Migrate Your on-premise Oracle Application Development or Test ("Dev/Test") environment to the Oracle Cloud Infrastructure.

9. Provide You with up to sixteen (16) hours to assist You with the technical validation of the Dev/Test environment migrated to the Oracle Cloud Infrastructure.
10. Provide You with up to sixteen (16) hours to assist You with issue resolution during Your technical validation of the Dev/Test environment migrated to the Oracle Cloud Infrastructure.
11. Review with You Oracle recommended practices and other recommendations relevant to the Services being performed.
12. Prepare a project summary report document (“Project Summary Report”) and conduct up to eight (8) hours of workshop(s), which may be attended by up to ten (10) participants, to review the contents of the Project Summary Report that will contain the results of Services performed and discuss next steps and recommendations for a more comprehensive adoption of Oracle Cloud.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain the appropriate Oracle Cloud Services, as determined during the performance of Services, under separate contract within the Professional Services Period, and maintain such cloud services for the duration of the Services provided.
2. Maintain the properly configured source hardware/operating system platform to support the Services.
3. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
4. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
5. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
6. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
7. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
8. Provide any notices, and obtain any consent, required for Oracle to perform Services.
9. Limit Oracle’s access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
10. 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.
11. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
12. 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.
13. 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.
14. Provide within a period of five (5) days a completed questionnaire document as sent out by Oracle at the start of the migration Services.

15. Provide source environment access and connectivity details for Your network, e.g. servers where Your source environment is located.
16. Complete the validation of the migrated Dev/Test environment in Your Oracle Cloud environment within a maximum period of two (2) consecutive business days upon Oracle's completion of the migration Services. Your specialists will lead the validation effort.
17. 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 exhibit, 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.

## **B. 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 project communications will be done in English unless mutually agreed otherwise.
3. The Oracle Applications release and all the technical components (e.g. Oracle Database) related to the environment to be migrated must be certified on Oracle Cloud Infrastructure.
4. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
5. Migration to the Oracle Cloud Infrastructure will involve one (1) Oracle Applications Dev/Test environment.
6. Your database is either on Real Application Clusters ("RAC") with Database Cloud Service ("DBCS") or a Non RAC Database in Oracle Cloud Infrastructure or DBCS.
7. Oracle will copy/compile the existing customizations in the target environment. Any material issues encountered during compilation will be reported to You. Oracle will not be responsible for resolution of any customization issues.
8. The Services will be delivered with a mix of on-site and remote consulting resources from Oracle.



9. 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 mutually agreed otherwise in writing.
10. Workshops to be conducted by Oracle consultants may be delivered by telephone conference, OWC and/or onsite at Your facility as determined by Oracle.
11. The technical migration Services will be performed remotely by Oracle offshore resources.
12. Supported source and target Operating System type and version (e.g. Oracle Enterprise Linux Version 6) must be certified for the Oracle Cloud Infrastructure.
13. The criteria for completion of the Oracle Applications migration to Oracle Cloud are the ability to:
  - a. Login to the migrated Oracle Applications on the Oracle Cloud Infrastructure; and
  - b. Launch standard Forms and to execute standard Reports;
14. Oracle E-Business Suite Assumptions:
  - a. Oracle Applications has, at the Apps Tier, a maximum of two (2) nodes with an Application Load balancer configuration.
    - i. Standard concurrent request “Active Users” completion with status “Completed Normal”
    - ii. Able to navigate Standard Self-Service Application responsibilities
  - b. The maximum database size of the source environment planned for migration is up to 2 TB
15. PeopleSoft Assumptions:
  - a. The source environment is a complete Oracle stack (Oracle Database, Oracle Middleware, Oracle Application server)
  - b. Oracle Applications has, at the Apps Tier, a maximum of (two) 2 nodes with an Application Load balancer configuration
  - c. The criteria for completion of the Oracle Applications migration to the Oracle Cloud Infrastructure are the ability to:
    - i. Verify report node definition and distribution node definition;
    - ii. Verify the process scheduler by running the sample reports (AEMINTTEST (application engine), XRFWIN (SQR process) and PTBDBTST (Cobol process). The report status should be ‘success’ and the distribution status should be ‘posted;’
    - iii. Verify the index and search option by using the people book functionality; and
    - iv. Verify the integration broker configuration.
  - d. The maximum database size of the source environment planned for migration is up to 600 GB
16. Siebel Assumptions:
  - a. Siebel architecture is a single node architecture. All components (i.e. Siebel Application Server, Web server and Gateway Server) are in the one node.
  - b. Copy of Customizations (Siebel Repository file, web templates or physical files, etc.) from existing environment to Cloud will be done with Your team’s assistance.
  - c. The maximum database size of the source environment planned for migration is up to 500 GB.
17. Oracle JD Edwards (“JDE”) Assumptions:
  - a. Source environment is a complete Oracle stack (Oracle Database, Oracle Middleware, Oracle Application server)
  - b. JDE has a maximum of two (2) web tier with an Application Load balancer configuration and a maximum of two (2) enterprise servers.
  - c. The maximum database size (or path code) of the source environment planned for migration is up to 600GB.

18. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.
19. 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:
  - a. Performing Production environment migration;
  - b. Performing Oracle Applications release upgrade;
  - c. Performing Customization upgrades;
  - d. Performing functional testing and support;
  - e. Performing Data Encryption (“TDE”), Data Masking, DB Vault Setup, De-Militarized Zone (“DMZ”) and Single Sign on (SSO) configuration;
  - f. Performing Backup / Disaster Recovery setup;
  - g. Performing Oracle Enterprise Manager Configuration;
  - h. Managing Co-existence implementation with other Oracle SaaS; and
  - i. Any activity related to any Non-Oracle Technology 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 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.

## **B89339 - Oracle Consulting Rapid Start for Migration of Oracle Workloads to Oracle Cloud (EMEA/APAC/Japan only)**

### **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 for Oracle Workloads to Oracle Cloud:

#### **A. Planning Services**

Provide You with up to fifty-six (56) hours to perform any of the following:

1. Provide a pre-defined Project Management Plan and a Project Workplan;
2. Participate in an up to two (2) hour meeting to review the Services with You;
3. Conduct up to four (4) hours of workshop(s), which may be attended by up to ten (10) participants, on the required Oracle Cloud subscription, and review its features, environment deployment and migration approach.
4. Provide You with a questionnaire document to capture key guidance elements for the migration aspects.
5. Identify a suitable workload and review its relevant source environment access and connectivity details.
6. Assist You with:
  - a. The activation of Your Oracle Cloud subscriptions;
  - b. Perform a technical verification of Your Oracle Cloud environment, and
  - c. Review the technical verification results.
7. Review with You Oracle recommended practices and other recommendations relevant to the Services being performed.
8. Prepare a project summary report document (“Project Summary Report”) and conduct up to eight (8) hours of workshop(s), which may be attended by up to ten (10) participants, to review the contents of the Project Summary Report that will contain the results of Services performed and discuss next steps and recommendations for a more comprehensive adoption of Oracle Cloud.

In addition to the above Services, Oracle will perform only one (1) of the following migration Services (B, C, D.1, D.2 or D.3 below). The Services to be performed will depend on Your use-case and will be identified by Oracle and agreed with You during the performance of the Planning Services set out in section A above.

## **B. Dev/Test Environment Migration Services**

Provide You with up to eighty (80) hours to perform any of the following:

1. Migrate one (1) Development or Test (“Dev/Test”) Oracle database (“DB”) identified by You to either:
  - a. Oracle DB Cloud Services; or
  - b. Oracle Cloud Infrastructure
2. Assist You in the migration of one (1) workload related application layer identified by You to either a) Oracle Cloud Infrastructure or b) the appropriate Oracle Cloud Services (e.g. Oracle Java Cloud Services or Oracle SOA Cloud Services).
3. Provide You with up to sixteen (16) hours to assist You with issue resolution during review of the migration Services.

## **C. Database Migration Services**

Provide You with up to eighty (80) hours to perform any of the following:

1. Review with You both Your current and future state Oracle DB environments. This review may include:
  - a. Reviewing the current state of Your source Oracle DB environment(s) to identify one or more candidate source Oracle DB(s) based on a suitable workload for migration to Your Oracle Cloud environment; and
  - b. Defining the data movement and DB migration strategy for migrating Your candidate source Oracle DB(s) to Your Oracle Cloud environment.
2. Create the Oracle DB(s) instance(s) in Your Oracle Cloud.

3. Migrate a “point-in-time” copy of identified workload (up to 10 terabytes of Your data) from Your source Oracle DB(s) to Your provisioned Oracle DB(s) in Your Oracle Cloud environment.
4. Provide You with up to twenty-four (24) hours to assist You with validating the migration of the Oracle DB(s) and the associated data to Your Oracle Cloud environment.

#### **D. Middleware Layer (e.g. Java or SOA Workload Migration Services)**

Provide You with up to eighty (80) hours to perform one (1) of the following middleware layer migration Services (D.1, D.2 or D.3) below. The Services to be performed will be identified with You during performance of the Planning Services set out in section A above.

##### **D.1 Oracle Java Workload Migration Services: Oracle will perform any of the following:**

1. Provide You with up to eight (8) hours to review Your current and future state Oracle Java environments. These Services may include the following:
  - a. Review the Oracle Cloud capabilities (Oracle Java Cloud Services or Oracle Cloud Infrastructure) when provisioning and managing Your Oracle Cloud environment;
  - b. Review the provisioning approach for Your Oracle Cloud environment for Your Java application(s);
  - c. Review the connectivity towards Oracle DB environments; and
  - d. Verify application deployments on Java environments.
2. Conduct with You a review of Your Oracle Enterprise Edition Java application(s) and identify a suitable workload (“Java suitable workload”) for deployment to Your Oracle Cloud environment.
3. Provide You with up to forty (40) hours to assist You with migrating the Java suitable workload from Your non-production Oracle WebLogic Server instance to an instance in Your Oracle Cloud environment.
4. Provide You with up to twenty-four (24) hours to assist You with validating, and performing issue resolution around, the migration of the Java suitable workload to Your Oracle Cloud environment.

##### **D.2 Oracle SOA Workload Migration Services: Oracle will perform any of the following:**

1. Provide You with up to sixteen (16) hours to review Your current and future state Oracle SOA environments. These Services may include the following:
  - a. Review the Oracle Cloud capabilities (Oracle SOA Cloud Services or Oracle Cloud Infrastructure) when provisioning and managing the Oracle Cloud environment;
  - b. Review the provisioning approach for Your Oracle Cloud environment for Your SOA application(s);
  - c. Review of Your Oracle SOA integration(s) and identify a suitable workload (“SOA suitable workload”) for deployment to the Oracle Cloud;
2. Provide You with up to forty (40) hours to assist You to migrate the SOA suitable workload into Your Oracle Cloud environment.
3. Provide You with up to twenty-four (24) hours to assist You with validating, and performing issue resolution around, the migration of the SOA suitable workload to Your Oracle Cloud environment.

##### **D.3 Oracle Other Workload Migration Services: Oracle will perform any of the following:**

1. Provide You with up to sixteen (16) hours to review Your current and future state Oracle middleware environments in order to identify a suitable Oracle Other workload (“OO suitable workload”) for deployment to the Oracle Cloud.
2. Provide You with up to forty (40) hours to assist You with migrating the OO suitable workload into Your Oracle Cloud environment.

3. Provide You with up to twenty-four (24) hours to assist You with validating, and performing issue resolution around, the migration of the OO suitable workload to Your Oracle Cloud environment.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain the appropriate Oracle Cloud Services, as determined during the performance of Services, under separate contract within the Professional Services Period, and maintain such cloud services for the duration of the Services provided.
2. Maintain the properly configured source hardware/operating system platform to support the Services.
3. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
4. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
5. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
6. Provide Oracle with access to data structures, documentation, applications, DBs, and artifacts as required by Oracle to support the performance of Services.
7. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
8. Provide any notices, and obtain any consent, required for Oracle to perform Services.
9. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
10. 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.
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. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
13. 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.
14. Provide within a period of 5 days a completed filled Questionnaire document as sent out by Oracle at the start of the migration Services.
15. Provide source environment access and connectivity details for Your network, e.g. servers where Your source environment is located.
16. Complete the validation of the migrated environments in Your Oracle Cloud environment within a maximum period of two (2) consecutive business days upon Oracle's completion of the migration Services. Your specialists will lead this validation effort.
17. Provide appropriate DB environment(s) and required connectivity to those environments as required by the migrated Application(s).

18. Provide the relevant Java application(s) and the relevant artifacts that meet the application requirements of the agreed upon suitable workload.
19. Assist Oracle with uploading the source DB extract to the Oracle Cloud environment stage area.
20. 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 exhibit, 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.

## **B. Project Assumptions**

1. The technical migration Services will be performed remotely by Oracle offshore resources.
2. All written documentation and project communications will be done in English unless mutually agreed otherwise.
3. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
4. The Oracle resource performing the Services under this order may also act as Oracle’s designated project manager.
5. The Services will be delivered with a mix of on-site and remote consulting resources from Oracle.
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 mutually agreed otherwise in writing.
7. Workshops to be conducted by Oracle consultants may be delivered by telephone conference, OWC and/or onsite at Your facility as determined by Oracle.
8. A ‘suitable workload’ means a workload related to a non-production environment, requiring up to a maximum of eighty (80) hours of work to be moved to the Oracle Cloud infrastructure (includes both migration and validation tasks).
9. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

10. The migration Services for Your on-premise Oracle DB server environment and the Oracle DB Cloud Service/ Oracle Cloud Infrastructure environments are limited to the earlier to occur of the following: ten (10) terabytes of data or completion of twenty-four (24) hours of migration Services.
11. 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:
  - a. Performing Production environment migration;
  - b. Performing Customization of migrated Java applications;
  - c. Performing Configuration of application messaging and application data;
  - d. Performing Functional testing/support;
  - e. Performing Integration and performance testing;
  - f. Provisioning of DBs or migration of data and schemas.
  - g. Performing Data Encryption (TDE), Data Masking, DB Vault Setup, De-Militarized Zone (DMZ) and Single Sign on (SSO) configuration;
  - h. Performing Backup / Disaster Recovery setup;
  - i. Performing Oracle Enterprise Manager configuration; and
  - j. Performing Co-existence implementation with other Oracle SaaS.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this exhibit, 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 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 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.

## **B89341 - Oracle Consulting Rapid Start for Cloud Network Connection**

### **Description of Service**

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 for Cloud Network Connection:

1. Provide a pre-defined Project Workplan and Project Management Plan.
2. Participate in an up to 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 ten (10) participants, to provide an overview of Oracle Cloud networking capabilities and recommended practices for Oracle Cloud and rapid start planning, architecture and network template walk-throughs.
4. Co-ordinate for up to eight (8) hours with You and remote Oracle Cloud Network teams for VPN setup to assist in the establishment of connectivity between up to two (2) Oracle Cloud Infrastructure (OCI) services and Your datacenter on the same domain.
5. Assist You for up to eight (8) hours in Your design, setup, configuration and implementation of the IP networks, subnets, proxies, firewalls and network tunneling and VPN Gateways.
6. Co-ordinate and assist You for up to eight (8) hours in Your network tunnel testing and validation.
7. Prepare a project summary report document (“Project Summary Report”) and conduct up to two (2) hours of workshop(s), which may be attended by up to ten (10) participants, to review the contents of the Project Summary Report that will contain the results of Services performed and discuss next steps and recommendations for a more comprehensive adoption of Oracle Cloud.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain the appropriate Oracle Cloud Services, as determined during the performance of Services, under separate contract within the Professional Services Period, and maintain such cloud services for the duration of the Services provided.
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. Provide database, system, and network administration required by Oracle to support the performance of Services.
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 Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
7. Maintain the properly configured source hardware/operating system platform to support the Services.
8. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
9. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
10. Provide any notices, and obtain any consent, required for Oracle to perform Services.
11. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan. Limit Oracle’s access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.



12. 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.
13. Complete the validation of the network connection on Oracle Cloud within maximum two (2) business days upon Oracle's completion of the set-up activities.
14. 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 exhibit, 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.

## **B. 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 done in English unless mutually agreed otherwise.
3. Corente Machine/ VPNaaS at Oracle Cloud will be used for Network Tunneling and VPN Gateways.
4. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
5. 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 mutually agreed otherwise in writing
6. Workshops to be conducted by Oracle consultants may be delivered by telephone conference, OWC and/or onsite at Your facility as determined by Oracle.
7. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

8. 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:
  - a. Performing Oracle Fast Connect implementation and dedicated network establishment;
  - b. Performing Your network configuration;
  - c. Performing Backup and Restore; and
  - d. Installing VPN for more than one (1) domain in Oracle Cloud or for multiple customer sites.

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 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.

## **B89345 - Oracle Consulting Rapid Start for Cloud Management**

### **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 for Cloud Management:

1. Provide a pre-defined Project Work plan and Project Management Plan
2. Participate in an up to 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 ten (10) participants, to provide an overview of Oracle cloud management capabilities and recommended practices for managing the Oracle Cloud.
4. Provide You with up to eight (8) hours assistance to:
  - a. Provide an IT landscape discovery and analysis in order to select a Dev/Test candidate workload and application ("Dev/Test candidate application");
  - b. Manage and document Your cloud management requirements; and
  - c. Detail the Services required to implement the Dev/Test candidate application.
5. Provide You with up to thirty-two (32) hours assistance to implement and configure a sample Oracle cloud management environment for the Dev/Test candidate application. Such Services includes toolset setup (e.g. Oracle Management Cloud or Enterprise Manager), data selection, dashboards and reporting configuration for the Dev/Test candidate application.

6. Provide You with up to twenty-four (24) hours assistance to embed and optimize Oracle's cloud management capabilities synchronized with Your current processes.
7. Conduct up to eight (8) hours of workshop(s), which may be attended by up to ten (10) participants, to share Oracle recommended practices and recommendations relevant to the tasks performed.
8. Prepare a project summary report document ("Project Summary Report") and conduct up to two (2) hours of workshop(s), which may be attended by up to ten (10) participants, to review the contents of the Project Summary Report that will contain the results of Services performed and discuss next steps and recommendations for a more comprehensive adoption of Oracle Cloud.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain the appropriate Oracle Cloud Services, as determined during the performance of Services, under separate contract within the Professional Services Period, and maintain such cloud services for the duration of the Services provided.
2. Maintain the properly configured source hardware/operating system platform to support the Services.
3. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
4. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
5. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
6. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
7. Provide database, system, and network administration required by Oracle to support the performance of Services.
8. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of 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. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
11. 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.
12. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
13. 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.
14. 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 exhibit, 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.

## **B. 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 done in English unless mutually agreed otherwise.
3. The Oracle resource performing the Services under this order may also act as Oracle’s designated project manager.
4. Workshops to be conducted by Oracle consultants may be delivered by telephone conference, OWC and/or onsite at Your facility as determined by Oracle.
5. 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 mutually agreed otherwise in writing.
6. Oracle Enterprise Architecture Framework (“OEAF”), Oracle Architecture Development Process (“OADP”) and Oracle Unified Methodology (“OUM”) will be the methodologies used to deliver the Services.
7. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

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 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.

## **B89398 - Oracle Consulting Application Development Prototyping Add On in Oracle Cloud**

### **Description of Services**

Oracle will provide You with up to eighty (80) hours following assistance services ("Services") related to Your Application Prototype ("Prototype"):

1. Assist You in executing application prototype activities;
2. Assist You in adjusting the application architecture based on the findings from the application prototyping activities; and
3. Assist You in further developing the Development Operations ("DevOps") environment used to support the application prototyping.

### **Your Obligations and Project Assumptions**

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

#### **A. Your Obligations**

1. Obtain the appropriate cloud services (which may include other vendor's cloud services), as determined during the performance of Services, under separate contract within a timely manner and the Professional Services Period. You must maintain such cloud services for the duration of the Services provided.
2. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and prototyping planning sessions with Your business user representatives and project team members according to the Project Workplan created as part of the prior services.
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 the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
5. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan created as part of the prior services.
6. 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.
7. 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.

8. If required to provide the Services, provide source environment access and connectivity details for Your network, e.g. servers where Your source environment is located.
9. If while performing Services Oracle requires access to other vendor's cloud services, You will be responsible for acquiring all such cloud services and the appropriate license rights necessary for Oracle to access such cloud services on Your behalf.
10. Provide any notices, and obtain any consents, required for Oracle to perform Services.

## **B. Project Assumptions**

1. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
2. All written documentation and communication will be done in English unless mutually agreed otherwise.
3. Documented task outputs, such as architecture diagrams, Project Workplan and Project Management Plan, will be in a format determined by Oracle.
4. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
5. The purpose of the prototype is to demonstrate the selected architecture and development approach, and therefore the application prototype created will only consist of a subset of the business functionality in a non-production environment.
6. The Services will be performed in Your non-production cloud services environment (latest version available at the time of provisioning).
7. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the required previously provisioned Oracle Cloud Services are supported for the duration of the Services provided.

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 Services above does not include travel and out-of-pocket expenses. 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.

## **B90295 - Oracle Consulting Rapid Start for Oracle Database Appliance**

### **Description of Services**

Oracle Consulting will make available to You the following Oracle Consulting Rapid Start for Oracle Database Appliance services (“Services”):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Conduct a workshop for up to eight (8) hours which may be attended by up to ten (10) participants to:
  - a. Review the engagement approach;
  - b. Perform Pre-requisites checks for the Oracle Database Appliance (“ODA”);
  - c. Revalidate Your requirements; and
  - d. Review action plan & next steps.
3. Provide up to eight (8) hours of assistance:
  - a. Install and configure two (2) user domains (U);
  - b. Import and configure one (1) virtual machine template; and
  - c. Create or Migrate 1 Test Database (DB).
4. Provide up to eight (8) hours to assist you with validating your new ODA environment
5. Oracle will perform only one (1) of the following ODA Services (a, or b) below. The service to be performed will be jointly identified in item 2.
  - a. First Oracle Database Appliance implementation:
    - i. Provide up to twelve (12) hours of guidance to assist you with implementing a base backup and monitoring procedure, using RMAN and Cloud Control; and
    - ii. Provide up to four (4) hours to share recommendations about moving workloads.
  - b. Extension of an existing Oracle Database Appliance architecture:
    - i. Provide up to eight (8) hours to setup Data Guard for Disaster Recovery; and
    - ii. Up to eight (8) hours to assist you to perform a Disaster Recovery Test.

### **Your Obligations and Project Assumptions**

You acknowledge that your timely provision of and access to office accommodations, facilities, equipment, assistance, cooperation, complete and accurate information and data from your officers, agents, and employees (collectively, “cooperation”) are essential to the performance of any services as set forth in this exhibit. Oracle will not be responsible for any deficiency in performing services if such deficiency results from your failure to provide full cooperation.

You acknowledge that Oracle’s ability to perform the services depends upon your fulfillment of the following obligations and the following project assumptions:

#### **A. Your Obligations**

1. Provide prior to the commencement of series space allocation in your Data Center, sufficient for the Oracle Database Appliance.
2. Maintain the properly configured hardware/operating system platform to support the services.
3. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of services.
4. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the services.
5. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of services.
6. 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.).
7. Provide any notices, and obtain any consents, required for Oracle to perform services.

8. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform services.
9. 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.
10. 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.
11. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
12. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
13. Provide database, system, and network administration required by Oracle to support the performance of Services.
14. Conduct the project with Oracle according to the Oracle pre-defined and supplied Project Workplan and Project Management Plan.
15. Participate in and assist with all services tasks.
16. 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.
17. 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.
18. 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. 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.

## **B. 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. A person day is defined as one (1) resource working for up to eight (8) hours. Service description identifies both hours and days.
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. Workshops will be conducted with combinations of Oracle Consultants available through Telephone/Web Conference and/or consultants present at your facilities.
6. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services.
7. Items identified as out of scope include, without limitation, the following (which is not an exhaustive list):
  - a. Hardware and network components,
  - b. Software and application development,
  - c. 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**

The fee for the onsite Services above do not include travel and out-of-pocket expenses. 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 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.