

Oracle Fixed Scope Services Definitions

Effective Date: September 4, 2007

"You" and "your" refers to the individual or entity that has ordered Advanced Customer Services from Oracle or an authorized distributor.

These definitions are subject to change at Oracle's discretion; however Oracle will not materially reduce the level of services provided under an ordering document during the period for which you have paid for such services.

To view changes that have been made to these definitions, please refer to the attached [Statement of Changes](#) (PDF).

DESCRIPTION OF SERVICES

The Advanced Customer Services ordered will be specified in your ordering document. As set forth in your ordering document, the Advanced Customer Services may be delivered by an Oracle Service Delivery Manager, an Oracle Service Delivery Engineer(s), an Oracle Application Expert Services Specialist(s), an Oracle Implementation Effectiveness Team, and/or an Oracle Technical Account Manager. The Advanced Customer Services listed below currently are available.

Applications Patch Management

If you order Applications Patch Management services, Oracle will manage patch activity to the Oracle application(s) identified in your Oracle software environment for a maximum of once per month during the term specified in your ordering document. In addition, Oracle will apply existing one-off patches or existing patchsets to specific Oracle applications products provided you have identified which patches you would like applied. It is your responsibility to select the appropriate Oracle application patch for your software environment and to determine whether the application of a patch was successful.

Availability

Applications Patch Management is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a report and/or briefing on the Patch Management services. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Applications System Administration

If you order Applications System Administration services, Oracle will support Oracle Applications System Administration functionality by providing the following services for a maximum of once per month during the term specified in your ordering document:

- Maintaining site-wide profile options,
- Managing menu structures, and
- Maintaining registration of your applications.

Applications System Administration does not include customization work, troubleshooting of your applications, troubleshooting of customizations implemented by parties other than Oracle, or the creation of an application requirements definition.

Availability

Applications System Administration is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a report of Oracle's findings and recommendations. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Assistance on Critical Service Requests

If you order Assistance on Critical Service Requests, an Oracle Service Delivery Manager ("SDM") will be assigned to you for the duration of the term, during the hours specified in your ordering document. The SDM will be the designated point of contact for Severity 1 and mutually agreed upon Severity 2 service requests, collectively ("critical service requests"). The role of the SDM is to provide assistance in managing critical service requests as follows:

- Defining your service request priorities,
- Coordinating a virtual team of Oracle Global Premier Support delivery contributors, including your customer contact(s), to aid in the resolution of critical service requests,
- Defining responsibilities, outstanding actions and the related action plan for resolving critical service requests,
- At your request, helping to execute specific tasks on a critical service request managed by Oracle Global Premier Support,
- Monitoring the virtual team activity and escalating critical service requests within Oracle Support and/or to your management as necessary,
- Organizing communication between team members as necessary, and
- Communicating the status of your critical service requests to your customer contact(s) and senior management.

Oracle may temporarily assign a different SDM when particular expertise is necessary for resolution of certain critical service requests, or when your SDM is not available. Oracle will not assign a temporary SDM who does not speak your local language without your prior consent.

The current definition of Oracle's Severity Levels is available in Oracle's Technical Support Policies which may be accessed at <http://www.oracle.com/support/policies.html>.

Pre-Requisite Services for Assistance on Critical Service Requests

You will be required to purchase the following pre-requisite service(s) for Assistance on Critical Service Requests:

- Environment Configuration Guide, and
- Joint Contacts and Escalation Guide.

Availability

Assistance on Critical Service Requests is available for production and non-production environments. You may order Assistance on Critical Service Requests on an eight (8) hours per day, five (5) days per week basis, or on a twenty-four (24) hours per day, seven (7) days per week basis.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the results of Oracle's assessment of your critical service requests. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Backup and Recovery Assessment

If you order Backup and Recovery Assessment services, Oracle will examine a single Oracle instance*, and will assess its capability to meet your defined requirements for backup and recovery. Additional areas to be examined may include your hardware, software and operational procedures related to backup and recovery of the single Oracle instance.

* With respect to Oracle's core technology programs, an "instance" means a single set of data files and a single system environment that accesses that set of data files. With respect to Oracle's applications programs, an "instance" means a single set of memory structures, a single application code tree, and a single set of operating system processes that collectively access a single production core technology instance.

Availability

Backup and Recovery Assessment is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a Backup and Recovery report of Oracle's findings and recommendations. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Best Practices Workshop

If you order Best Practices Workshop services, Oracle will deliver a Best Practices Workshop to your executives, key business stakeholders, and information technology team members. The Best Practices Workshop will be delivered prior to the design and build phase of an Oracle implementation project.

The objectives for the Best Practices Workshop are to:

- Identify your implementation project's strengths, potential risks, and potential areas for improvement using Oracle's best practices in the areas of strategy, governance, people, processes, and technology;
- Create a high-level understanding of Oracle's best practices and their relevance to your project;
- Review lessons learned from other Oracle projects; and
- Assess your implementation using the active participation of project team members and business stakeholders.

Representatives from your project team must identify workshop participants and areas of concern with the implementation project. These representatives must also determine the timing and other logistics for the workshop.

Availability

Best Practices Workshop is available for production and non-production environments.

Defined Deliverable(s)

The Best Practices Workshop is a two-day workshop provided during business hours using presentation slides, handouts, and the active participation of your project team.

The final product of the workshop will be an implementation scorecard developed by the workshop participants. This scorecard will list and prioritize specific actions your project team must take to help you achieve the goals of your implementation project.

Build Review

If you order Build Review services, Oracle will perform a Build Review on customizations that have been made to Oracle programs for up to six (6) application objects* or up to 200 pages of custom code. Build Review services will consist of (i) recommendations for best practices, (ii) recommendations for the improvement of the performance and the enhancement of the Oracle application program(s), and (iii) recommendations for data integrity.

You will be responsible for providing Oracle with all information necessary for the performance of Build Review services, including, but not limited to: file listings, scripts, setup files, sample data, access to data sources, etc.

* An application object means a server, screen, automation, integration, or operational process.

Availability

Build Review is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a Build Review report containing recommendations for the Oracle application program(s) and/or your system architecture. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Capacity Baseline Testing

If you order Capacity Baseline Testing services, Oracle will test the capacity of a single Oracle E-Business Suite instance* through pre-determined automated test scripts for the agreed upon modules and will:

- Determine if your Oracle system resources are being utilized to maintain system stability and availability, and
- Identify potential problems that may inhibit the Oracle E-Business Suite instance from reaching a greater capacity.

Capacity Baseline Testing is performed against Oracle E-Business Suite applications running in English only.

* An "E-Business Suite instance" means a single set of memory structures, a single application code tree, and a single set of operating system processes that collectively access a single production core technology instance. A "core technology instance" means a single set of data files and a single system environment that accesses that set of data files.

Pre-Requisite Services for Capacity Baseline Testing

You will be required to purchase the following pre-requisite service(s) for Capacity Baseline Testing:

- Connectivity Setup.

Availability

Capacity Baseline Testing is available for non-production environments only.

Defined Deliverable(s)

Oracle will provide you with a report containing Oracle's findings and/or a briefing on the test results which may include key performance metrics such as user response time, % CPU utilization and disk traffic, average paging rates, and physical reads. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Change Management Guide

If you order Change Management Guide services, Oracle will document the process used to record and control changes made to your Oracle environment.

Availability

Change Management Guide is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a Change Management Guide documenting the process used to record and control changes made to your Oracle environment.

Clones and Refreshes

If you order Clones and Refreshes services, Oracle will help to either (i) create a copy of your initial Oracle software production environment from your Oracle software development environment or (ii) create a copy of your Oracle software production environment for another server to assist in the reproduction of a problem or to prepare for patch application and testing, by performing one of the following actions:

- Create a copy (“clone”) of a single Oracle database environment, or
- Create a copy (“clone”) of a single Oracle application environment, or
- Reload an image copy (“refresh”) of Oracle database files from a single Oracle database environment to another Oracle database environment.

Availability

Clones and Refreshes services are available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the assessment. You will be responsible for evaluating and implementing Oracle’s findings and recommendations.

Configuration Support Manager Setup

If you order Configuration Support Management Setup services, Oracle will access and collect your systems data for support or proactive system analysis purposes using the Configuration Support Manager (“CSM”). Collected data may be used for other purposes as detailed in the Oracle Connection Tools Agreement. Oracle will train and assist you in installing, setting up and using the CSM for one system.

In order to setup the CSM, you will be responsible for installing the Oracle Configuration Manager and accepting the terms of the Oracle Connection Tools Agreement, a copy of which is available upon request.

Availability

Configuration Support Manager Setup is available for production and non-production environments.

Defined Deliverable(s)

The Configuration Support Manager will be established.

Connectivity Setup

If you order Connectivity Setup services, a continuous network connection will be established between you and Oracle. Oracle will organize the implementation of the Oracle Continuous Connection Network (“OCCN”). The OCCN is a secure network from which Oracle and/or

monitoring tools can access your systems. You will be provided with a VPN device for installation by your network administrator on your Internet network. If your network administrator experiences difficulty installing the VPN device or establishing a VPN connection, Oracle will assist you with identifying and resolving the issue. Oracle also will participate in a call with you to review the requirements for the OCCN implementation.

Availability

Connectivity Setup is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a VPN device and recommendations for the installation of an active OCCN. You will be responsible for the installation of the VPN device.

Customer Order Management Build Review

If you order Customer Order Management Build Review, Oracle will perform a Customer Order Management Build Review to (i) review customizations made to your Siebel Customer Order Management module, (ii) analyze current configuration, scripting, and Siebel Configurator constraints and customizable products, and (iii) identify issues that affect the current configuration and make recommendations on how to address such issues prior to production.

This service will review up to six (6) customizable products and the underlying Siebel objects that support them. The Customer Order Management Build Review will consist of one or more of the following services:

- Modification of Web Templates/JavaScript files to support UI requirements,
- Use of the Rules Template excluding Rule Assembly Language,
- Use of out-of-the-box Eligibility and Compatibility,
- Use of Configurator Event script, and
- Workflows using the configurable products.

The Customer Order Management Build Review will also consist of recommendations in one or more of the following areas:

- Best practice use of configurator constraints,
- Customizable product structure,
- Use of standard Siebel objects,
- Optimized Siebel configurations for the Siebel Customer Order Management module,
- Data integrity,
- Upgrades, and
- Scripting best practices.

You will be responsible for providing Oracle with access to all information necessary for the performance of Customer Order Management Build Review services.

Availability

Customer Order Management Build Review is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a Customer Order Management Build Review report containing recommendations for the Siebel Customer Order Management module. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Customer Orientation and Training

If you order Customer Orientation and Training, Oracle will provide a training and orientation session at the initiation of your Advanced Customer Services. This session may be provided either remotely or at your location specified in your ordering document. The agenda for the orientation is a discussion of:

- Overview of the service and deliverables,
- Responsibilities,
- Initial schedule of the deliverables for the ordered services,
- Objectives and plans to execute the ordered services,
- Joint contact information,
- If ordered, initiation of service guides (e.g., Environment Configuration Guide, Joint Contact and Escalation Guide, Service Delivery Plan),
- If ordered, your customer-specific web portal, including configuration and access,
- Usage of Oracle's web-based support delivery system(s),
- Service requests,
- Oracle's Technical Support Policies,
- Oracle product lifecycle,
- Patch management and change control recommendations,
- Electronic access and remote connectivity guidelines (if applicable), and
- Questions and answers.

Availability

Customer Orientation and Training is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a training and orientation session at the initiation of service.

Customer Portal

If you order Customer Portal services, a customer-specific web portal will be provided to your customer contact(s) and will serve as the primary electronic resource to track the status of the service and may consist of one or more of the following items:

- Orientation session materials,
- Contact information,
- Escalation procedures,
- Meeting minutes,
- Reports from service reviews, and
- Useful links (e.g., Technical Support Policies).

Availability

Customer Portal is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a single, customer-specific web portal, accessible through a password at the initiation of ordered services. Access to this web portal is subject to the Terms of Use posted on Oracle's web-based support delivery system(s). A copy of the Terms of Use is available upon request.

Customization Upgrade Review

If you order Customization Upgrade Review services, Oracle will perform a Customization Upgrade Review on customizations that have been made to standard Oracle programs for up to six (6) application objects* or up to 200 pages of custom code.

Such Customization Upgrade Review will include recommendations to you for incorporating best practices before and after your proposed upgrade, related to the following areas:

- Best practices for coding and customization,
- Utilization of the standard “out of the box” functionality in new releases of the application to reduce customizations,
- Data integrity issues,
- Performance, and
- Post-upgrade tasks.

You will be responsible for providing Oracle with all information necessary for the performance of services.

* An application object means a server, screen, automation, integration, or operational process.

Availability

Customization Upgrade Review is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a Customization Upgrade Review report containing recommendations for your pre- and post- upgrade application. You will be responsible for evaluating and implementing Oracle’s findings and recommendations.

Database Recovery

If you order Database Recovery services, Oracle will assist in the recovery of database data should your production and associated non-production environments require data recovery. Some or all of the data in the database may not be recoverable. Further, Oracle makes no guarantee for correct referential integrity of the data once it has been reloaded into a database. While Oracle may assist you with the reloading of the extracted data, assistance with the resolution of problems relating to missing data or inconsistent referential integrity is excluded, unless contracted for separately. Database Recovery services consist of one or more of the following actions:

- Providing advice regarding recovery protocols and utilities,
- Reviewing recovery scenarios for the current situation, and
- Utilizing Oracle recovery tools and procedures.

Oracle assistance in the recovery of database data lost due to non-Oracle software issues (e.g., issues with the network or operating system, power outages, hardware failure) is limited to two times during the term specified in your ordering document; any assistance beyond two times a term will be charged on a time and material basis.

Availability

Database Recovery is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the assessment should your Oracle database environments require data recovery. You will be responsible for evaluating and implementing Oracle’s findings and recommendations.

Database Security

If you order Database Security services, Oracle will create and manage the following aspects of database security:

- All users will be created using standards you have defined. Your requirements will be used when implementing any of the following user properties:
 - User naming conventions,
 - Database access (privileges and roles),
 - Default tablespace,
 - Quotas on specified tablespaces, and
 - User profiles.
- All roles will be created using standards you have defined. Roles will be created and assigned system and object privileges according to your requirements.
- All profiles will be implemented using standards you have defined. Profiles (if used) will be created and assigned resource limits according to your requirements.

Availability

Database Security is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the assessment. You will be responsible for evaluating and implementing Oracle’s findings and recommendations.

Delta Sizing Review

If you order Delta Sizing Review services, Oracle will perform a Delta Sizing Review of your current hardware sizing requirements for one of the following events: upgrade, platform migration, database migration, migration to unicode, addition of more than 300 users, or use of new server components.

You are responsible for providing Oracle with a copy of your current, full design/architecture plan prior to the start of the Delta Sizing Review. You are also responsible for providing Oracle with all additional information necessary for the performance of services, including completion of a sizing questionnaire.

Pre-Requisites for Delta Sizing Review

You will be required to first complete Design Review services.

Availability

Delta Sizing Review is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a Delta Sizing Review report containing recommendations to the current capacity and server layout with focus on critical areas. Any sizing estimates contained in the report will be based upon assumptions of proper application configuration and tuning, in a manner consistent with best practices of Oracle Support Services. You will be responsible for evaluating and implementing Oracle’s findings and recommendations.

Design Review

If you order Design Review services, Oracle will perform a Design Review on your design documentation for up to six (6) application objects* or up to 200 pages of custom code.

Design Review will consist of (i) recommendations for best practices, (ii) recommendations for the improvement of the performance and the enhancement of the Oracle application program(s), and (iii) recommendations for data integrity.

You will be responsible for providing Oracle with all information necessary for the performance of services, including, but not limited to: file listings, scripts, setup files, sample data, access to data sources, etc.

* An application object means a server, screen, automation, integration, or operational process.

Availability

Design Review is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a Design Review report containing recommendations for your design. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Diagnostic Management

If you order Diagnostic Management services, Oracle will monitor the Oracle database, diagnose problems, assist in the resolution of identified problems and will notify the appropriate customer contacts for the following:

- Locks,
- Top sessions (database connections that are consuming excessive amounts of system resources), and
- Memory performance.

Availability

Diagnostic Management is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the assessment. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

End User Survey Diagnostic

If you order End User Survey Diagnostic services, Oracle will conduct a web-based survey of your end users' perceptions of the Oracle applications in the eleven performance areas below. Oracle will analyze the results of the survey and identify those areas having the greatest effect on user satisfaction and productivity.

- Your strategies and goals for the systems
- Your commitment to delivering customer service*
- Alignment of systems and processes
- Speed and availability of the systems
- Ease of using the system
- Training on and feedback about using the systems
- Knowledge and use of system capabilities
- Quality of systems support
- Management support of systems
- Managers' governance of the systems*
- Managers' perceptions of the systems' usefulness*

* Only managers and above are surveyed about these performance areas.

At least 50 of your end users must complete the survey. Sponsorship from your management is therefore necessary to encourage a high response rate.

You will be required to provide information such as participants' names, job roles, and email addresses. You may specify up to ten custom participant information fields to allow for further data segmentation by such attributes as geography, business unit, or division.

Availability

End User Survey Diagnostic is available for production and non-production environments.

Defined Deliverable(s)

Upon completion of the survey analysis, Oracle will present via conference call an End User Survey Diagnostic report to a group selected by you.

This report will include:

- An analysis of survey results;
- Summaries of user comments;
- Recommendations for your enhancement plans based on Oracle's best practices;
- User scores in the areas of overall approval, importance of the applications, and benefits received;
- Managers' perception of the applications' usefulness to the performance of their direct reports;
- Comparison of survey results to aggregate scores from other customers surveyed previously (Siebel CRM only); and
- Identification and ranking of performance areas that have the greatest effect on user approval.

You will also receive a file containing the raw data used to compile the results, as well as a formatted file of user comments. Users have the option to remain anonymous and will not be identified in either file.

You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Environment and Systems Orientation

If you order Environment and Systems Orientation services, Oracle will work with your customer contact(s) to gather data regarding your hardware, operating system, and Oracle programs. The data will be collected from a combination of Oracle supplied scripts, customer documentation, and interviews with your customer contact(s). The major areas of data collection are:

- Hardware configuration,
- Oracle program versions and patch levels, and
- Third party and proprietary customer applications.

Availability

The Environment and Systems Orientation is available for production and non-production environments, and will be provided in the first year of service only.

Defined Deliverable(s)

Oracle will schedule a meeting between Oracle and your customer contact(s) to review the collected data. This meeting may be provided either remotely or at your location specified in your ordering document.

Environment Configuration Guide

If you order Environment Configuration Guide services, Oracle will review technical aspects of your Oracle environment and provide:

- Program usage summary,
- Platform systems information,
- Database systems description,
- Applications description,
- Oracle program versions and patches installed,
- Network configuration information, and
- Backup and recovery strategy.

The Environment Configuration Guide is updated jointly and maintained by you and Oracle.

Availability

The Environment Configuration Guide is available for non-production environments only.

Defined Deliverable(s)

Oracle will provide you with an Environment Configuration Guide containing the information outlined above at the initiation of service.

Focused Assistance on Service Requests

If you order Focused Assistance on Service Requests services, an Oracle Service Delivery Manager (“SDM”) and designated Service Delivery Engineers (“SDEs”) will be assigned to you for the duration of the term, and during the hours, specified in your ordering document. The SDM and SDEs are the designated points of contact for Severity 1 and mutually agreed upon Severity 2 service requests, collectively (“critical service requests”).

The role of the SDM is:

- Helping to communicate your service request priorities to the team of SDEs,
- Coordinating a virtual team of Oracle service delivery engineers, including your designated SDEs, and your customer contact(s) to aid in the resolution of critical service requests,
- Defining responsibilities, documenting outstanding actions and facilitating the resolution of critical service requests,
- Monitoring the virtual team and escalating the critical service request when necessary within Oracle Support and/or to your management,
- Monitoring other service requests managed by Oracle Global Premier Support,
- Organizing communication between team members as necessary, and
- Communicating the status of your critical service requests to your customer contact(s) and senior management.

Oracle may temporarily assign a different SDM when particular expertise is necessary for resolution of certain critical service requests, or when your SDM is not available. Oracle will not assign a temporary SDM who does not speak your local language without your prior consent.

The SDEs serve as primary technical resources for Severity 1 and mutually agreed upon Severity 2 Oracle software issues and will assist your customer contact(s) with technical issues in the following ways:

- Performing service request analysis;
- Assisting with problem identification and problem reproduction;

- Assisting with the creation of a reproducible test case required by Oracle Product Support and/or Oracle Development to resolve a service request and helping to determine a suitable workaround for the problem;
- Transferring technical knowledge relevant to the resolution of the service request;
- Assisting with testing the proposed solution prior to production implementation;
- Extracting data from a downed database¹;
- Recovering a downed database¹, including (i) providing advice regarding recovery protocols and utilities, (ii) reviewing recovery scenarios for the current situation, and (iii) utilizing Oracle recovery tools and procedures;
- Conducting research and analysis regarding an incident in your Oracle software environment that resulted in a Severity 1 or mutually agreed upon Severity 2 service request²; and
- Performing research and/or testing regarding features or functions of your Oracle programs or service requests, as necessary in connection with individual service requests logged by your customer contact(s).

Notes:

1. Some or all of the data in the downed database may not be recoverable. Further, Oracle makes no guarantee for correct referential integrity of the data once it has been reloaded into a database. While the SDE may assist you with the reloading of the extracted data, assistance with the resolution of problems relating to missing data or inconsistent referential integrity is excluded, unless contracted for separately.
2. The research and analysis will attempt to identify the underlying cause of the incident and recommendations will be provided to help avoid repetition of the incident. If there are multiple vendors involved, the SDEs may discuss the incident with them, but is not responsible for overall coordination and/or obtaining participation from other vendors. There is no assurance that an underlying cause can be identified for any given incident. Performance of Incident Analysis may be limited by, among other things, the availability of diagnostic trace information, system test facilities, and the ability to create a reproducible test case.

Focused Assistance on Service Requests provides a dedicated toll-free telephone number providing direct access to the SDEs. The SDEs are located remotely from the location specified in your ordering document. The SDEs will answer all Severity 1 and mutually agreed upon Severity 2 service requests placed during business hours. If Focused Assistance on Service Requests is purchased on a 24x7 basis, issues that arise during non-business hours will be worked on the next business day, except for Severity 1 issues, which are immediately forwarded to your SDEs for assistance.

If Focused Assistance on Service Requests is purchased on an 8x5 basis, all issues that arise during non-business hours (including Severity 1 issues) will be worked on the next business day. Notwithstanding the availability of the SDEs as described in this section, Oracle Global Premier Support will work to resolve a Severity 1 issue as set forth in Oracle's technical support policies.

The current definition of Oracle's Severity Levels is available in Oracle's Technical Support Policies which may be accessed at <http://www.oracle.com/support/policies.html>.

Pre-Requisite Services for Focused Assistance on Service Requests

You will be required to purchase the following pre-requisite service(s) for Focused Assistance on Service Requests:

- Environment and Systems Orientation,
- Environment Configuration Guide,
- Joint Contacts and Escalation Guide, and

- Performance Tuning Advice (for the software environment defined in your ordering document).

Availability

Focused Assistance on Service Requests is available for production and non-production environments. You may order Focused Assistance on Service Requests on an eight (8) hours per day, five (5) days a week basis, or on a twenty-four (24) hours per day, seven (7) days a week basis.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the results of Oracle's assessment of your critical service requests. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Implementation Assessment

If you order Implementation Assessment services, Oracle will (i) assist you in evaluating progress during all stages of your Oracle applications implementation, (ii) provide an assessment to identify project risks and issues, and (iii) make recommendations based on Oracle's best practices. The Implementation Assessment is a SixSigma© validated approach to achieving business goals for Oracle applications.

The Implementation Assessment will assist your implementation project in the following ways:

- Provide an evaluation of your project's strengths, risks, and issues, and measure the impact of each on your business to help you prioritize all identified risks and issues.
- Measure the effectiveness of your implementation using proven best practices in the areas of strategy, governance, people, processes, and technology.
- Identify areas for improvement and recommend ways to keep the project aligned with your business goals. Progress is tracked over time to show comparisons.

To assist Oracle's information gathering, the cooperation of your project team's business and information technology members, as well as of your Governance Board and/or Steering Committee, will be required.

Availability

Implementation Assessment is available for production and non-production environments.

Defined Deliverable(s)

Oracle will present an Implementation Assessment document to a group selected by you. The Implementation Assessment document will include the following sections:

- An executive summary describing the implementation project's key strengths, issues, and risks.
- A dashboard that compares your implementation project to Oracle's best practices. The dashboard will be updated at agreed upon intervals to track progress.
- A customization calculator to measure customizations the project team has made to the base applications and to compare the level of customization to that of other customers using the same applications. Over time, this tool will help you track customizations and identify potential problems during a software upgrade.
- Tracking of reviews that have been delivered (if any) and the status of recommendations. This section enables Oracle to document variances from recommended practice and potential problems that could result from such variances.
- A summary of deployed and non-deployed licensed Oracle programs to help you fully realize the benefits of your Oracle programs.

- A set of sample metrics to assist in developing additional key performance indicators that can be tracked over time.

You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Joint Contacts and Escalation Guide

If you order the Joint Contacts and Escalation Guide services, Oracle will provide you with details of Oracle's escalation procedures, and Oracle and customer contact names and contact information. The Joint Contacts and Escalation Guide consists of the following sections:

- Site information (if applicable),
- Primary contacts, including delivery and management team members, (e.g., names, phone numbers, e-mail addresses),
- Third party vendor contact information (if applicable),
- Service request procedures, and
- Oracle's Support escalation process.

Availability

Joint Contacts and Escalation Guide is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a Joint Contacts and Escalation Guide containing the information outlined above at the initiation of service.

Jumpstart

If you order Jumpstart services, Oracle will perform Jumpstart services related to a single software module or a single implementation topic.

The Jumpstart services will address your design or implementation issues in one or more of the following areas: business processes, application customizations, integration, automation, architecture, upgrade, and/or operations.

Based on information you provide to Oracle via a Jumpstart questionnaire, you and Oracle will mutually agree on the focus areas for the Jumpstart services.

Availability

Jumpstart is available for production and non-production environments.

Defined Deliverable(s)

The Jumpstart deliverables provide an interactive workshop/presentation which outlines the findings on the mutually agreed upon content areas, including discussion related to the suggested best practices for your proposed design and your implementation requirements. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Leveraged Assistance on Service Requests

If you order Leveraged Assistance on Service Requests services, an Oracle Service Delivery Manager ("SDM") is assigned to you for the duration of the term, during the hours, specified in your ordering document. The SDM will be the designated point of contact for Severity 1 and mutually agreed upon Severity 2 service requests, collectively ("critical service requests"). The role of the SDM is to provide assistance in managing critical service requests as follows:

- Defining your service request priorities,
- Coordinating a virtual team of Oracle Global Premier Support delivery contributors, Service Delivery Engineers, and your customer contact(s) to aid in the resolution of critical service requests,
- Defining responsibilities, documenting outstanding actions and following up on the related action plan to facilitate the resolution of critical service requests,
- Monitoring the virtual team and escalating the critical service request when necessary within Oracle Support and/or to your management,
- Organizing communication between team members as necessary, and
- Communicating the status of your critical service requests to your customer contact(s) and senior management.

Oracle may temporarily assign a different SDM when particular expertise is necessary for resolution of certain critical service requests, or when your SDM is not available. Oracle will not assign a temporary SDM who does not speak your local language without your prior consent.

The SDM may also involve the services of an Oracle Service Delivery Engineer (“SDE”) or team of SDEs, in its discretion, to assist your customer contact(s) with the following technical issues regarding your Oracle software environment as defined in your ordering document:

- Serving as secondary technical resources for Severity 1 and mutually agreed upon Severity 2 Oracle software issues, including:
 - Assisting with problem identification and problem reproduction,
 - Assisting with creating a reproducible test case required by Oracle Global Premier Support and/or Oracle Development to resolve a service request and will help determine a suitable workaround for the problem,
 - Assisting with potential workarounds,
 - Transferring technical knowledge relevant to the resolution of the service request, and
 - Assisting with testing the proposed solution prior to your production implementation.

The current definition of Oracle’s Severity Levels is available in Oracle’s Technical Support Policies which may be accessed at <http://www.oracle.com/support/policies.html>.

Pre-Requisite Services for Leveraged Assistance on Service Requests

You will be required to purchase the following pre-requisite service(s) for Leveraged Assistance on Service Requests:

- Environment and Systems Orientation,
- Environment Configuration Guide, and
- Joint Contacts and Escalation Guide.

Availability

Leveraged Assistance on Service Requests is available for production and non-production environments and may be may be ordered on an eight (8) hours per day, five (5) days a week basis, or on a twenty-four (24) hours per day, seven (7) days a week basis.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the results of Oracle’s assessment of your critical service requests. You will be responsible for evaluating and implementing Oracle’s findings and recommendations.

Manage and Configure the Concurrent Manager

If you order Manage and Configure the Concurrent Manager services, Oracle will be responsible for the following Concurrent Manager activities:

- Administration of the concurrent manager, including startup and shutdown,
- Assist in problem resolution and queue maintenance, and
- Defining the concurrent manager in accordance with your specifications.

Availability

Manage and Configure the Concurrent Manager is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the assessment. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Manage Application Object Library

If you order Manage Application Object Library services, Oracle will manage the Application Object Library to structure the user interface and navigation and application messaging logic in accordance with your requirements. In addition, Oracle will register new Forms and Reports.

Availability

Manage Application Object Library is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the assessment. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Managing and Moving Data

If you order Managing and Moving Data services, Oracle will manage one or more of the following aspects of managing and moving data:

- Import and export your Oracle database, if needed,
- Manage the movement and location of your datafiles, online redo log files and database control files when needed to optimally manage the file's size or I/O requirements, and
- Control and maintain data integrity within each database instance.

You are responsible for defining all constraints for each application schema and each constraint will be named in accordance with your naming conventions. All file relocations will be scheduled in advance to minimize downtime.

Availability

Managing and Moving Data is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the assessment. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Managing Instances and Sessions

If you order Managing Instances and Sessions services, Oracle will manage the following aspects of your Oracle database instances and sessions:

- Create new Oracle database instances in accordance with your requirements. You will be responsible for defining the maximum number of instances, name of the instances, name and size of the data files, name and size of the redo log file groups, redo log file members and specifying the character sets,
- Startup and shutdown all Oracle database instances as required by your operating procedures,
- Set the database initialization parameters in accordance with your requirements, and
- Review your current database initialization parameters and provide performance-tuning recommendations.

Availability

Managing Instances and Sessions is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the assessment. You will be responsible for evaluating and implementing Oracle’s findings and recommendations.

Managing Schema Objects

If you order Managing Schema Objects services, Oracle will manage the following aspects of the database schema objects:

- Create and maintain new schema objects based on your defined requirements,
- Grant privileges, as specified by you, on objects either to pre-defined roles, which will then be granted to database users, or directly to user accounts,
- Monitor your defined space usage within the database and monitor sizing parameters of database objects,
- Monitor the growth of the database segments and assist in resolving fragmentation issues,
- Create and maintain database links to the Oracle database instances as specified in your ordering document, and
- Perform table and/or tablespace defragmentation operations in accordance with your defined requirements.

All links will comply with pre-defined naming conventions. No custom data unload/reload programs or third party defragmentation tools will be used.

Availability

Managing Schema Objects is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the assessment. You will be responsible for evaluating and implementing Oracle’s findings and recommendations.

Migration Planning Assessment

If you order Migration Planning Assessment services, Oracle will examine your Oracle software upgrade plan and assess its ability to meet your defined business requirements using Oracle’s documented upgrade procedures. Recommendations may contain:

- Oracle certified software combinations, which may include recommended operating system patches,
- Patch requirements and strategies,
- Testing strategies,

- Fallback strategies, and
- Upgrade execution strategies.

Availability

Migration Planning Assessment is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a Migration Planning report that contains findings and recommendations for migration strategies. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

OEM Alerts Assessment

If you order OEM Alerts Assessment services, Oracle will configure the Oracle Enterprise Manager to collect alerts for a single instance* in an effort to identify and eliminate potential problems. The collection period will not exceed three (3) months.

* For Oracle's core technology programs, an "instance" means a single set of data files and a single system environment that accesses that set of data files. For Oracle's applications programs, an "instance" means a single set of memory structures, a single application code tree, and a single set of operating system processes that collectively access a single production core technology instance.

Pre-Requisite Services for OEM Alerts Assessment

You will be required to purchase the following pre-requisite service(s) for OEM Alerts Assessment:

- Connectivity Setup, and
- OEM Setup.

Availability

OEM Alerts Assessment is available for production environments only.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the results of the collected alerts. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

OEM Event Response

If you order OEM Event Response services, Oracle will monitor Oracle events and take corrective actions that are agreed upon by the parties if any Oracle event alerts are generated.

Availability

OEM Event Response is available for production environments only and will be provided should the production environment exceed the Oracle event thresholds.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the results of any corrective action taken. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

OEM Setup

If you order OEM Setup services, Oracle will configure Oracle events within the Oracle Enterprise Manager (“OEM”) at the initiation of service. Installation of the OEM server software on your desktop environment is excluded from this service. In OEM Setup, Oracle will:

- Install or upgrade, configure and test OEM server software,
- Resolve potential OEM server software problems at time of setup, and
- Establish an OEM server database repository.

Availability

OEM Setup is available for production environments only.

Defined Deliverable(s)

Oracle will provide you with a list of monitored Oracle events and setup documentation.

Oracle Application Installation Assistance

If you order Oracle Application Installation Assistance services, in the event of a disaster recovery, Oracle will assist you with installing and testing supported, non-altered Oracle application(s) in accordance with the Oracle installation manual(s) as follows:

- Load software and link binaries, if necessary,
- Configure basic Oracle parameters, and
- Test basic technology functionality.

Availability

Oracle Application Installation Assistance is available for production environments only.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the assessment. You will be responsible for evaluating and implementing Oracle’s findings and recommendations.

Oracle Database Installation Assistance

If you order Oracle Database Installation Assistance services, in the event of a disaster recovery, Oracle will assist you with installing and testing supported, non-altered Oracle database(s) in accordance with the Oracle installation manual(s) as follows:

- Load software and link binaries, if necessary,
- Configure basic Oracle parameters, and
- Test basic technology functionality.

Availability

Oracle Database Installation Assistance is available for production environments only.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the assessment. You will be responsible for evaluating and implementing Oracle’s findings and recommendations.

Oracle Database Upgrade

If you order Oracle Database Upgrade services, Oracle will upgrade your supported Oracle database software and perform the following functions:

- Review your pre-upgrade environment,
- Load software and link binaries, if necessary,

- Configure basic Oracle parameters, and
- Test basic technology functionality for the upgrade.

Oracle Database Upgrade will be provided for up to two times during the term specified in your ordering document. Post-upgrade functionality testing is excluded from this service. Upgrades are restricted to “dot level” versions only (e.g., 8.1.5 to 8.1.6).

Availability

Oracle Database Upgrade is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the assessment. You will be responsible for evaluating and implementing Oracle’s findings and recommendations.

Oracle Software Configuration Assessment

If you order Oracle Software Configuration Assessment services, Oracle will perform an Oracle Software Configuration Assessment on a single Oracle instance* selected by your customer contact(s), and provide analysis and recommendations on hardware and software configuration. The Oracle Software Configuration Assessment is based on reports generated by standard Oracle tools. The following are the major topic areas covered in the Oracle Software Configuration Assessment report:

For Oracle technology customers:

- Systems Information (e.g., disk usage and free space, cpu utilization, current OS patching levels, system log file issues, and kernel parameters),
- Oracle Database Configuration (e.g., ORACLE_HOME, ORACLE_SID, configuration parameter file and location, configuration files content and location, directory structure, data file size and location, and tablespaces, invalid objects, alert log),
- Network Information (e.g., TCP/IP configuration, network throughput, and network card configuration), and
- Oracle Listener (e.g., SQL*Net configuration).

In addition to the items listed above, Oracle application customers may receive information about the following topics:

- Oracle Applications Configuration (e.g., Apache configuration, forms server configuration, hardware tiers and configuration, JDK and Jinitiator, module familypack versions, MRC configuration, and localization version), and
- Oracle Applications Self Service Framework Configuration (e.g., X environment settings, classpath configuration, and familypack versions).

* For Oracle’s core technology programs, an “instance” means a single set of data files and a single system environment that accesses that set of data files. For Oracle’s applications programs, an “instance” means a single set of memory structures, a single application code tree, and a single set of operating system processes that collectively access a single production core technology instance.

Availability

Oracle Software Configuration Assessment is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a Configuration Assessment report that contains findings and recommendations. You will be responsible for evaluating and implementing Oracle’s findings and recommendations.

Oracle Software Knowledge Session

If you order Oracle Software Knowledge Session, Oracle will research a selected technical support topic and will create a PowerPoint presentation or white paper detailing the technical aspects of the selected topic related to your use of your Oracle programs.

Availability

Oracle Software Knowledge Session is available for production and non-production environments.

Defined Deliverable(s)

Oracle will facilitate the Oracle Software Knowledge Session over a consecutive three (3) hour period (to be delivered onsite or remotely) using presentation slides, handouts, and the active participation of your project team. Once the Oracle Software Knowledge Session is completed, Oracle will provide you with a copy of the presentation or white paper.

Oracle Software Performance Assessment

If you order Oracle Software Performance Assessment services, Oracle will perform an Oracle Software Performance Assessment on a single Oracle instance* selected by your customer contact(s). The review provides recommendations for maintaining system stability and availability. The Oracle Software Performance Assessment is based on reports generated by standard Oracle tools. The following are the major topic areas covered in the Performance Assessment report:

For a production core technology instance:

- System activity report (CPU usage, memory analysis, disk device usage),
- Oracle software response time analysis,
- Oracle instance efficiency analysis,
- Oracle shared pool analysis,
- Oracle database activity by individual disk device,
- Top five SQL statements by number of buffer reads, and
- Top five SQL statements by number of physical reads.

For a production application instance:

- Process Run Queue,
- CPU Utilization,
- Concurrent Managers,
- Concurrent Programs,
- Workflow, and
- Purge Routines.

* For Oracle's core technology programs, an "instance" means a single set of data files and a single system environment that accesses that set of data files. For Oracle's applications programs, an "instance" means a single set of memory structures, a single application code tree, and a single set of operating system processes that collectively access a single production core technology instance.

Availability

Oracle Software Performance Assessment is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a Performance Assessment report that contains findings and recommendations. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Patch Assessment

If you order Patch Assessment services, Oracle will evaluate a single Oracle instance* and identify patch sets that may provide improvement in reliability, performance, or certification compliance. Recommendations may address:

- Specific patches to apply,
- Known required patches or version levels for other vendors,
- Patch application sequence guidance,
- Review of Readme files, and
- Review of specific installation steps, if needed.

Patch impact analysis of customizations, extensions, modifications, localizations, integrations, and your business process functionality are excluded.

* For Oracle's core technology programs, an "instance" means a single set of data files and a single system environment that accesses that set of data files. For Oracle's applications programs, an "instance" means a single set of memory structures, a single application code tree, and a single set of operating system processes that collectively access a single production core technology instance.

Availability

Patch Assessment is available for production environments only.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the results of Oracle's assessment. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Patch Strategy Review

If you order Patch Strategy Review services, Oracle will provide:

- Confirmation that you have defined change management and release management processes for planned maintenance and emergency changes. Our review of your processes will cover the following key areas:
 - Patch testing process;
 - Your resources for testing (including test instances);
 - Review of a CMDB (configuration management database) or an equivalent repository that should list all Oracle programs used, together with their current release and patch levels, and dependencies (changes synchronized with operating systems changes, or with third party applications);
 - Your process for archiving known errors to check the impact of changes on known issues;
 - People/roles you have identified for the change management process; and
 - Your processes and templates for presenting possible changes and impact to your Change Advisory Board,
- Confirmation that you have a process for managing Customizations, Extensions, Modifications, Localizations, and Integrations (CEMLIs); and

- A review of your annual maintenance plan to confirm it specifies when the system cannot be touched, when the system is scheduled to be reviewed or changed, and the available windows for updating the production systems.

Availability

Patch Strategy Review is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a Patch Strategy Review report containing findings and recommendations to help you define or improve your patch management practices. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Performance Review of Customized Applications

If you order Performance Review of Customized Applications services, Oracle will conduct a Performance Review of Customized Applications on customizations that have been made to Oracle programs for up to six (6) application objects* or up to 200 pages of custom code.

Such Performance Review will evaluate whether your system is performing within your defined parameters and will identify whether your system is meeting the business requirements you have defined for performance and availability. This review may be performed either remotely or at your location specified in your ordering document.

* An application object means a server, screen, automation, integration, or operational process.

Availability

Performance Review of Customized Applications is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a Performance Review report of findings and/or a briefing on the customized applications. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Performance Tuning Advice

If you order Performance Tuning Advice services, Oracle will collect and review your system performance data, and assess the potential Oracle factors that may be contributing to any degraded performance. Oracle will identify and review modifications intended to correct the immediate performance variation and return the Oracle software environment defined in your ordering document to its routine level of performance. Recommendations may cover:

- Changes in initialization parameters, memory structures, physical database layout, patch or version levels, logical database layout,
- Changes to Concurrent Manager, Applications/Forms Server, and Sqlnet Listener configuration and parameters, and
- Identification of resource intensive SQL statements for modification, process locking contention and resource intensive processes.

Any analysis of the operating system, hardware, network, and other vendor software is excluded from these services. No corrections or recommendations for correction of resource intensive SQL statements, processes, or locking conflicts are included except as specified directly above.

Performance Tuning Advice is provided for a minimum of one instance per configuration (as defined in your ordering document).

Pre-Requisite Services for Performance Tuning Advice

You will be required to purchase the following pre-requisite service(s) for Performance Tuning Advice:

- Environment and Systems Orientation,
- Environment Configuration Guide, and
- Oracle Software Performance Assessment.

Availability

Performance Tuning Advice is available for production environments only and will be provided only if your Oracle software environment drops significantly below its routine level of performance during the term for which you have ordered Performance Tuning Advice.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the results. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Printer Setup

If you order Printer Setup services, Oracle will manage the following aspects of your printer setup:

- Define the appropriate printers accessed by the Oracle applications, provided that you have supplied the printer vendor's technical specifications (initialization strings) and have properly established the printer at the operating system, and
- Activate and deactivate the auditing of user and database level activity within the applications in accordance with your specifications. The analysis and a summary of such audits are excluded from this service component.

Availability

Printer Setup is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Proactive Oracle Software Advice

If you order Proactive Oracle Software Advice services, Oracle will provide advice to your customer contact(s) regarding your Oracle software environment defined in your ordering document. Activities are:

- Notifying your customer contact(s) of Oracle notifications, alerts, releases, and patches related to your Oracle software environment, including critical patch updates,
- Offering guidance on Oracle software and software management operations,
- Assisting your technical contact(s) on Support tools (e.g., Configuration Support Manager, Configuration Support Manager HealthChecks), including new tools notifications, tool usage, and healthcheck results interpretation, and
- Providing configuration advice regarding your production environment and procedural advice regarding the administration of your Oracle software environment.

Proactive Oracle Software Advice is provided for a minimum of one instance per configuration (as defined in your ordering document).

Pre-Requisite Services for Proactive Oracle Software Advice

You will be required to purchase the following pre-requisite service(s) for Proactive Oracle Software Advice:

- Customer Portal,
- Environment and Systems Orientation,
- Environment Configuration Guide, and
- Service Delivery Plan.

Availability

Proactive Oracle Software Advice is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the assessment. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Production Assessment

If you order Production Assessment services, Oracle will work with your customer contact(s) to gather data and knowledge regarding your hardware, Oracle programs and operational procedures to verify that your current deployment configuration and processes minimize the potential for availability, integrity, or performance problems. The data is collected from a combination of Oracle supplied scripts, customer documentation, questionnaires and interviews with your customer contact(s). The major areas of data collection are:

- Hardware configuration,
- Oracle program versions and patch levels,
- Defined availability targets,
- Change control process,
- Patch management process,
- Backup and recovery procedures,
- Disaster recovery procedures,
- Clustering and failover procedures, and
- Key business processes associated with the system(s).

Availability

Production Assessment is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a Production Assessment report of Oracle's findings and recommendations. Additionally, a meeting will be scheduled between Oracle and your customer contact(s) to review the findings and recommendations written in the Production Assessment report. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Service Delivery Plan

If you order Service Delivery Plan services, an Oracle Service Delivery Manager ("SDM"), in concert with your management team, will maintain and distribute this Service Delivery Plan. The Service Delivery Plan may be revised, by mutual agreement, when required by changes in your environment or business. Revisions to the Service Delivery Plan may result in an increase in fees. Topics in the Service Delivery Plan are:

- Your support information such as customer support identification numbers and service contracts,
- Schedule of services,
- Status of services,
- Your implementation plans affecting schedule/status of service,
- Your project descriptions, including strategy, priorities, and challenges,
- Your service request history and service request details,
- Review of information contained in the report of any ordered services (e.g., Oracle Software Performance Review or Oracle Software Configuration Review), and
- Updates to any ordered guide (e.g., Joint Contacts and Escalation Guide).

Availability

Service Delivery Plan is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a Service Delivery Plan at the initiation of service.

Service Delivery Plan Review

For each ordered Service Delivery Plan Review, an Oracle Service Delivery Manager (“SDM”) will organize an onsite meeting to review the details contained within the Service Delivery Plan. The agenda for the meeting will be:

- Presenting your most recent Service Delivery Plan to confirm planned actions have been performed,
- Reviewing past service request activity, including statistics and analysis of your service requests logged with Oracle,
- Creating a report that identifies the patchsets, alerts, new releases, desupport notices, or new support tools applicable to your Oracle programs and that have been published since your last Service Delivery Plan Review, or since your Service Delivery Plan was created if a previous Service Delivery Plan Review has not been delivered,
- Reviewing recommendations received for ordered services delivered since your last Service Delivery Plan Review, or since your Service Delivery Plan was created if a previous Service Delivery Plan Review has not been delivered, and providing status updates for outstanding actions,
- If ordered, and if necessary, updating service delivery guides (e.g., Joint Contact and Escalation Guide, Environment Configuration Guide, Customer Portal), and
- Discussing your future service requirements and priorities, and updating your Service Delivery Plan with the collected information.

Pre-Requisite Services for Service Delivery Plan Review

You will be required to purchase the following pre-requisite service(s) for Service Delivery Plan Review:

- Service Delivery Plan.

Availability

Service Delivery Plan Review is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide a review session of your Service Delivery Plan. The review will be provided either remotely or at your location specified in your ordering document. You will be responsible for evaluating and implementing Oracle’s findings and recommendations.

Service Readiness Assessment

If you order Service Readiness Assessment services, Oracle will conduct an assessment of your Oracle software environment as defined in your ordering document, maintenance procedures and documentation of such procedures. The Service Readiness Assessment consists of:

- Collecting information about your Oracle software environment that is relevant to the delivery of the ordered services,
- Technical examination of your Oracle software environment,
- Checking customized parameters for each node,
- Testing the VPN connection,
- Reviewing the following:
 - Change management procedures,
 - Backup and recovery procedures,
 - Communication contacts and escalation protocols, and
 - User and security maintenance documentation.

Availability

Service Readiness Assessment is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the assessment. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Standby Assistance

If you order Standby Assistance services, Oracle will provide up to twenty-four (24) consecutive hours of standby technical assistance via a pager or phone for a pre-arranged circumstance (e.g., software upgrade, patch set applications, data purge). The twenty-four (24) hour time period will begin upon a mutually agreed upon time between Oracle and your customer contact(s). Resolution of any outstanding issues may not necessarily be achieved during this time period. When possible, Oracle will provide an immediate response to your outstanding issues. If an immediate response is not available, Oracle will verify that the service request includes all relevant details and has been routed to an Oracle Support analyst, and will request escalation if necessary. Status reports will be provided to a Service Delivery Manager.

Availability

Standby Assistance is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide twenty-four (24) consecutive hours of standby technical assistance.

Support Activity Review

If you order Support Activity Review services, Oracle will review with one of your customer contact(s) (via telephone) all support activity, including service request activity in connection with individual service requests logged by your customer contact(s). The review will consist of status reports, outstanding actions to complete, and an assessment of established priorities.

Availability

Support Activity Review is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with a report of activities and/or a briefing on the review. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

System Capacity Advice

If you order System Capacity Advice services, Oracle will monitor your Oracle software environment as defined in your ordering document and provide recommendations for maintaining system stability, system availability, and workload capacity requirements. Oracle's recommendations are based on system performance data, reports and system performance observations.

Availability

System Capacity Advice is available for production environments only.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the assessment. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Tuning Management

If you order Tuning Management services, Oracle will perform the following tuning management operations:

- Tune initialization parameters, and
- Provide recommendations to improve the operation of the System Global Area (SGA), data sorts, I/O and datafile storage, and Parallel Query.

Availability

Tuning Management is available for production environments only.

Defined Deliverable(s)

Oracle will provide you with a report of findings and/or a briefing on the assessment. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Upgrade Performance Tuning

If you order Upgrade Performance Tuning services, Oracle will assist you in customizing your Siebel upgrade scripts, including evaluating your current hardware and RDBMS configuration. Oracle will review areas of the upgrade that may be performing poorly.

Upgrade Performance Tuning service will identify performance enhancements for the upgrade, which consist of:

- Inactivating SQL update statements affecting irrelevant data or zero rows,
- Parallelization of Dynamic Data Library ("DDL") statements (Table Creation and Index Creation),
- Tuning SQL statements that may not be optimal in your environment,
- Tuning SQL DDL generated by ddlimp.exe,
- Identify non-dependent processes that are run in parallel,
- Custom index creation,
- Parallelization of the seed data import, pre 7.7 only,
- De-fragmenting tables and indexes, and
- Reconfiguring RDBMS and hardware settings.

You will be responsible for providing Oracle with all information necessary for the performance of Upgrade Performance Tuning, including but not limited to executing at least one Siebel upgrade with production volume of data and delivering the log files generated as part of that upgrade.

Upgrade Performance Tuning is usually started at your location specified in your ordering document and completed from a remote location.

Availability

Upgrade Performance Tuning is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide you with an Upgrade Performance Tuning report that contains recommended performance enhancements for your upgrade. Oracle will also provide updated upgrade SQL scripts. You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Usability Assessment

If you order Usability Assessment services, Oracle will review your end users' interaction with the deployed Oracle application. The goal of the Usability Assessment is to provide detailed data on this interaction and on other areas that affect the overall user experience and productivity. Oracle will then work with you to create a list of priorities that can be incorporated into your implementation roadmap.

During the Usability Assessment, Oracle will observe users performing common tasks on the applications. Oracle will also interview end users to gather information on perceived pain points, system benefits, and user suggestions for improvements. Oracle then develops recommendations to help improve user value, align the system more closely with defined business processes, and enhance system functionality and usability.

Usability Assessments use the following Oracle best practices categories:

- People – Training, Communication, User Value, and Support
- Process – Process Alignment and Data Quality
- Technology – Functionality & Usability and Performance

You will be responsible for providing Oracle with all information necessary for the performance of the Usability Assessment, including but not limited to: organization charts, training materials, business process documentation, support structure, service level agreements, and key metrics.

Availability

Usability Assessment is available for production and non-production environments.

Defined Deliverable(s)

Oracle will present to a group selected by you a Usability Assessment report that contains:

- Descriptions of the actual user experience of the application to complete common tasks,
- Short term recommendations for application or process changes,
- Longer term recommendations for simplifying the application, improving the overall application usability, and improving proficiency through additional training and support; and
- Suggestions for improving user productivity through closer alignment with key business processes.

You will be responsible for evaluating and implementing Oracle's findings and recommendations.

Web Technology Tier

If you order Web Technology Tier services, Oracle will manage your servers' processes that support the Oracle Database, Forms server, and Web server, including startup, shutdown and assistance in problem resolution.

Management of the processes that support the client layer (i.e., user terminals or PCs) is excluded.

Availability

Web Technology Tier is available for production and non-production environments.

Defined Deliverable(s)

Oracle will provide recommendations regarding your servers' configurations. Implementation of such recommendations is excluded.

CONTACT INFORMATION

Phone numbers and contact information can be found on Oracle's support web site at <http://www.oracle.com/support/contact.html>.

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