

Engineered Systems Deployment and Infrastructure Support

B108120	Oracle Engineered Systems Deployment and Infrastructure Support
B108121	Oracle Oracle Engineered Systems Deployment and Infrastructure Support - Quarterly Patch (per rack)

Description of Services.

Oracle will provide the following activities for the deployment of Engineered Systems and infrastructure support (the “Services”) in accordance with the Service Maximums table below:

1. Service Delivery Management

Oracle will assign a Technical Account Manager (“TAM”) who will serve as Your primary point of contact for, and provide and/or assist with, the following activities:

a. Service Initiation:

- i. Conduct a delivery planning session to (i) introduce the TAM and any resources who will assist with service setup and configuration, and (ii) review the Services scope, Your obligations, and applicable processes for the Services.
- ii. Document and maintain the contact details for (i) key Oracle contacts; (ii) Your technical contacts designated by You to communicate with Oracle regarding the Services (“Customer Contacts”); and (iii) Oracle’s escalation procedures.
- iii. Manage the creation of a joint plan (the “Delivery Plan”) that will identify the specific Engineered Systems, platform, and infrastructure subject to the Services (“Identified Supported Products”) and identify and provide information about the following:
 - 1) Oracle’s access requirements to deliver the Services;
 - 2) Your existing processes and procedures for service requests (“SRs”), including incident management, change management, release management, and escalation management including update cycles.

b. Service Management and Governance:

- i. Maintain the Delivery Plan.
- ii. Perform periodic service delivery reviews, including progress and status of service deliverables, and service performance (“Service Delivery Reviews”).
- iii. Review all applicable SR activity opened with Oracle Support or Oracle Cloud Support related to the Services, including Your SR activity in connection with individual SRs logged by Your Customer Contacts (“Service Request Reviews”). The Service Request Reviews may consist of SR status reports, next steps, if any, and review of Your SR priorities.
- iv. Provide monthly SR reports and SR reviews.
- v. Provide recommendations for continuous products/service improvements related to Your infrastructure.

c. Escalation Management:

- i. Serve as Your designated point of contact for escalations initiated by You for Severity 1 SRs and those Severity 2 SRs that You and Oracle agree are critical

(collectively, “Escalated Critical SRs”) and incidents affecting Your Services. The severity levels that apply to the Services are defined in the Oracle Technical Support Policies, which are available at www.oracle.com/contracts.

- ii. As required, engage technical resources to review configurations of workloads on Your platform and provide recommendations to assist with Escalated Critical SRs.

d. Service Request Prioritization

- i. Prioritize Your SRs related to Your Identified Supported Programs above SRs of the same severity level submitted by other Premier Support or Oracle Cloud Services customers that have not purchased this service.
- ii. Communicate SRs and incidents to Oracle Product Development, as appropriate.

2. Technical Architecture Design and Recommendations

Oracle will provide the following activities designed to identify and review design requirements and recommendations for the Identified Supported Product(s):

- a. Provide a questionnaire to identify configuration items (“Questionnaire”) to be completed by You.
- b. Install and run configuration information collection tools, if applicable.
- c. Review and analyze the collected configuration information and Your completed Questionnaire to identify design requirements.
- d. Conduct a meeting with You to review the results of the analysis and confirm the design requirements.
- e. Provide design documents that set forth the plan to install, configure, and test the Identified Supported Products.
- f. Conduct a final meeting with You to review the design document(s) and recommendations.

3. Software Configuration

Oracle will provide the following activities to install and setup the Identified Supported Product(s):

- a. Conduct a preliminary meeting and orientation.
- b. Review Your completed Questionnaire and provide recommendations;
- c. Install and validate the Identified Supported Products.
- d. Review and install recommended patches and perform any applicable post-installation setup modifications.
- e. Configure the Identified Supported Products based on the updated Questionnaire;
- f. Run configuration verification tests.
- g. Prepare an installation summary report.
- h. Conduct a final meeting with You to review the installation summary report and recommendations.

4. Configuration Review

Subsequent to the initial software configuration described in Section 3 above, Oracle will perform an annual review of the current configuration of the Identified Supported Product(s) to identify issues that may impact system reliability, availability, and supportability:

- a. Conduct a preliminary meeting with You.
- b. Install configuration data collection tools.
- c. Collect current data related to configuration, versions, and patching.
- d. Review and analyze the collected data.
- e. Provide a report describing the results of the data analysis and associated recommendations.
- f. Conduct a final meeting with You to review the configuration analysis report and the recommendations.

5. Technical Architecture Review

Subsequent to the initial technical architecture design described in Section 2 above, Oracle will perform an annual technical architecture review to identify, review, and provide ongoing requirements and recommendations for the Identified Supported Product(s):

- a. Provide technical guidance to You related to scalability, integrations, configurations, automations, performance, patch analysis, and lifecycle management processes for Your Oracle workloads.
- b. Evaluate Your readiness to move additional workloads based on the migration plan provided by You.
- c. Review Your readiness to commence production operations for Your planned business events and milestones, including upgrades and migrations, based on the migration plan provided by You.

6. Incident and Problem Management

Oracle will provide the following 24x7 ticketing and incident management activities:

- a. Monitor alerts and take action based on criticality.
- b. Identify, classify, and report on issues.
- c. Check the status of SRs and alert notifications.
- d. Respond to Your queries related to open SRs.
- e. Perform root cause analysis (RCA) for complex issues and problems.
- f. Coordinate SR activities with Oracle Support and/or Oracle Cloud Support, as needed.
- g. Create and maintain a knowledge repository documenting standard operating procedures (SOPs), troubleshooting guides, and articles for common issues encountered in Your Identified Supported Product environment.
- h. Provide You with technical guidance and recommendations on how to address issues related to capacity, performance and tuning of the Identified Supported Products.

7. Change Management:

If included in Your order, Oracle will provide the following patching and change activities:

- a. Provide quarterly patching to address security requirements.
- b. Apply one-off patches for infrastructure only.

Service Maximums

The Services are subject to the following constraints (“Service Maximums”).

Service Maximums

Service	Frequency/Quantity
Service Request Reviews	Monthly
Service Delivery Reviews	Quarterly
Engineered System	One (1) of the following Engineered Systems as identified in the Delivery Plan: <ul style="list-style-type: none">• Exadata• Exadata C@C• Zero Data Loss recovery Appliance• Private Cloud Appliance• Compute C@C• ZFS Backup Appliance
Primary Hours of Operations	<ul style="list-style-type: none">• 8x5 during Your local business hours• 24x7 for SR escalations and mission critical response

Your Cooperation and Assumptions.

1. Your Cooperation

Subject to the terms in the Oracle Professional Services Delivery Policies (“Policies”) available at <http://www.oracle.com/contracts>, the following obligations apply in addition to those in the Policies:

- a. Promptly complete and return the Questionnaire(s) provided by Oracle.
- b. Provide copies of existing architecture design documents, audit files, reports and/or assessments for the Identified Supported Products.
- c. Identify each of Your Customer Contacts by name, phone number, e-mail address and other appropriate contact methods, including a designated Customer Contact with the appropriate level of authority to set priorities, coordinate activities and resolve conflicts between Your teams.
- d. Provide Oracle with necessary user and role access required to deliver the Services.
- e. Provision any tools and associated compute and storage as requested by Oracle and as required for Oracle to deliver the Services.
- f. Setup and configure the monitoring capabilities of Your Identified Supported Products.
- g. Provide Oracle with access to Your monitoring system as needed to monitor and action alerts.
- h. Obtain and maintain Oracle Priority Support under separate contract prior to and during the Services.

2. Project Assumptions.

- a. The Services exclude the physical installation of Your hardware components, including switches and cabling. You may separately purchase hardware installation services, subject to additional fees.
- b. At Oracle's discretion, the TAM assigned to You may communicate with You in Your local language, however, the TAM will not provide translation support related to the Services on Your behalf.
- c. The Services will be provided by remote delivery resources (not on Your work premises).
- d. Any recommendations and findings provided to You by Oracle are intended only to provide technical guidance to You and You are solely responsible for the implementation of any recommended actions and the impact that such implementation may have on Your environments.
- e. Any services not expressly documented herein are considered out of scope.

Fees and Expenses.

You agree to pay Oracle the fees for the Services as identified in Your order. All Services and payments are noncancelable and nonrefundable.

Term.

The term of the Services shall be as identified in Your order ("Term").

Notwithstanding any provision or interpretation of this Service Description to the contrary, upon the expiration of the Term or the termination of this Service Description ("End Date"), Oracle's obligation to provide You with the Services under this Service Description shall terminate.