Oracle EBS Business Application Services

24x7x365 Support

Rackspace's Oracle EBS Business Application Support Service provides Customer with 24x7x365 support for the production environment. Support of the Oracle EBS application consists of resolving problems as well as answering questions on "how to" for Customer's production application environment. Some examples include:

- Forms errors
- Transactions stuck
- Workflow issues
- Questions about functionality
- Concurrent request errors

All application issues identified by the business users will be submitted to our Web based ticketing system and automatically assigned to the application support team. The Application Support team will have access to Customer application support personnel, if needed, to provide timely support for troubleshooting and resolution activities.

When a critical event and/or a "down" environment occurs, Rackspace agrees to begin the support process immediately upon notification of such event, which is defined as an "acknowledgement" by Rackspace Support Resources through a ticket update and/or "callback", either to occur within the SLA of any such event. Rackspace will adhere to a 24x7 escalation and response plan SOP as defined by Customer and Rackspace. Critical events related to unavailable services or servers down will typically be detected by Rackspace's Monitoring services which will automatically open a service ticket.

Non-critical support requiring downtime must be scheduled and approved by the Customer in writing. All support requests must come through the Rackspace ticket system and off-hours maintenance must be scheduled through Rackspace's Primary Sys/ DB Admin(s) during normal business hours, M-F 8:30am – 5:30pm ET. Tickets that are not submitted for scheduling during these times will be handled on the next business day. The Business Application Support Service includes:

- Primary point of contact
- Support team assigned to your account
- Weekly ticket report and meetings
- Web Based ticket system: can create tickets via portal or from monitoring alerts
- Management of your Oracle SR's
- Total ownership, resolution and knowledge transfer
- Proactive monitoring

Application Monitoring

Rackspace will proactively monitor all critical services necessary to keep the Oracle environments available for users and performing optimally. This is accomplished through the use of our Rackspace toolkit of monitoring scripts along with custom scripts tailored to the specific customer's needs. Customer will have access to the monitoring tools through the OEM portal. Rackspace's 24x7 Proactive Application Monitoring includes:

- SOP for all monitored events
- Oracle workflow background processes
- Oracle transactional interfaces
- Alert log errors
- Recommendations on additional monitoring needs

Service Request Management

Rackspace will do a review of the customer's open SR's that you currently have with Oracle support and transition over the SR's you would like the application support team to take ownership of. Service request management will include:

- Register under your CSI number with Oracle Support
- Create and manage all new SR's required
- Manage escalation process and duty manager requests
- Manage OWC (web) sessions with Oracle Support to review issues
- Work the action plans provided by Oracle Support
- 24x7x365 support for Sev1 issues
- Knowledge transfer of the issue status and resolution

Business Analysis

Our support team includes individuals with knowledge of the Oracle Applications and years of industry experience. Our Business Analysis Support will include:

- Web sessions with end users to review issues
- Suggestions/Recommendations on process and/or functionality
- Recommendations on alerts and/or monitoring

Customer Obligations for Oracle Administration Managed Services

- Customer will allow Rackspace to post all necessary information to Oracle support services for Oracle's "My Oracle Support".
- Provide Rackspace a list of users that need access to and what access to the environment
- Provide Rackspace a list of contacts and escalation procedures for the environment.

The Services described in this Service Order (the "**Rackspace Application Services**") are subject to the following Rackspace Application Services Product Terms found at https://www.rackspace.com/information/legal/RASTerms.