Oracle PeopleSoft Technical Managed Services

24x7x365 Production Support

Rackspace's PeopleSoft Technical Managed Support Service provides Customer with 24x7x365 support for the supported Customer environment. All events initiated by the monitoring environment will be handled by the Rackspace database administrator ("DBA"). The DBA will have access to Customer application support personnel, if needed, to support timely troubleshooting and resolution activities.

When an occurrence of a critical event and/or a "down" database or app server occurs, Rackspace will begin the support process immediately upon notification of such event, which is defined as an "acknowledgement" by a Rackspace DBA 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.

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 Primary DBA(s) during normal business hours, M-F 8:30am – 5:30pm EST. Tickets that are not scheduled during these times will be handled on the next business day.

Monitoring

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

- SOP for all monitored events
- Monitoring Application Server services
- Monitoring Process Scheduler services
- Monitoring JVM services
- Monitoring HTTP Server
- Monitoring Network Services
- Monitoring space allocation and usage

Database Maintenance

Rackspace will perform all tasks necessary to keep the database up and running for end users/application access and use. Rackspace will perform all updates and changes to the database as per an agreed upon change control process. Rackspace will create and follow SOPs for all routine tasks. Rackspace's database maintenance includes:

- SOP for startup/shutdown of all databases
- SOP for change management of database configuration
- Startup/shutdown of all databases as needed or requested
- Management of all database initialization and configuration parameters
- Troubleshooting of database issues

Database Tuning

Rackspace will perform a tuning assessment of the Customer's production database and will provide tuning recommendations. The tuning assessment will include all aspects of:

- Database memory management
- File I/O statistics
- Process wait statistics
- Database initialization and configuration parameters
- Identification of IO/CPU/Memory intensive SQL statements
- Identification and recommendations for change of data file, transaction log files, server configuration changes and potential performance improvements

Additionally, ongoing database monitoring will provide metrics and feedback alerting the support team to potential or realized database performance issues in which case the team will respond to accordingly. Recommendations will be acted upon by the support team upon customer request and approval.

Patching

Rackspace will apply, upon Customer request, any Oracle PeopleSoft patches along with their associated prerequisite patches. This includes point release patches in addition to "one-off" patches. Rackspace will provide to Customer either upon request or quarterly a listing of available patch set updates if applicable, critical patch updates (security), tax updates, bundles, etc. and a report showing corresponding current patch levels in the Customer's environment. Rackspace's Oracle PeopleSoft patching includes:

- SOP for Patching Protocol
- Minor (point release) fixes and patches (includes all PeopleSoft system components (Minor PeopleTools releases, WebLogic, Tuxedo, etc.)
- Prerequisite patches
- Database Patch set updates if applicable (Oracle DB, MSSQL, DB2)
- Notification of critical patch updates (security), tax updates, bundles, etc., as identified by Oracle
- Apply PUM patching according to customer schedule. Either full PUM adoption or selective adoption at customers request.

Major or Minor Upgrade Releases

Major Upgrade Releases will be performed via a separate SOW. Minor Upgrade Releases will be included in current PeopleSoft Technical Managed Services support. See matrix below for examples.

Software	Major Upgrade Release	Minor Upgrade Release
Apply PUM	Either full PUM adoption or selective adoption. Any development work requires a separate SOW	
PeopleTools	8.4X to 8.5X 8.5X to 8.5X	8.4X.xx to 8.4X.xx 8.5X.xx to 8.5X.xx
Oracle Database	11.1.X to 11.2.X 11.X to 12.X 11.X to 19.X 12.1.X to 12.2.X 12.X to 19.X	11.1.X to 11.1.X 11.2.X to 11.2.X 12.1.X to 12.1.X 12.2.X to 12.2.X 19.1.X to 19.1.X

Cloning/Refreshes
Rackspace will perform full clones (Database, Software) of Oracle PeopleSoft application instances or Database-Only refreshes upon Customer request. Oracle best-practice methodologies will be used for all clones and refreshes. Rackspace cloning service includes a SOP for Cloning and Refresh process

Space Management
Rackspace will manage utilization of storage resources within the database and at the file system level for all managed products. Rackspace will be responsible for:

- Determining and implementing optimal data file model
- Setting database growth parameters
- Determining ideal layout for data files on the file system
- Monitoring free space
- Managing objects including tables, indexes, and temporary database files

Change Control / Code Migration
Changes recommended by Rackspace will be submitted to Customer, via the Rackspace ticket system, for Customer specific change control requirements and approvals. Approved changes will be scheduled at a mutual agreed upon time. All requests submitted by Customer users of the Rackspace ticket system are presumed to have completed Customer change control processes and have all the necessary approvals.

Rackspace will manage the migration of specified code into the Customer's Production environment. Rackspace will work with Customer to develop a code migration SOP and Rackspace will deploy code as defined in the SOP. Customer is responsible for providing detailed installation documents/instructions for code deployment, validating the deployment, and for all changes to the code and data as a result of a code deployment request.

Database Schema Management
Rackspace will work with Customer to define and integrate the following database schema elements on an "as needed" basis:

- Creation and maintenance of new schema objects (tables, indexes, sequences, etc.)
- Creation and maintenance of database links, user privileges, roles, synonyms, grants, etc.
- Object storage clause definition for space management
- Database object reorganization

Database Backup Management
Rackspace will work with Customer to define and implement a database backup strategy that meets the business requirements for recovery. Rackspace will develop, test, deploy and maintain database backup scripts using best-practice methodologies. Rackspace's backup management includes:

- Creating, testing, deploying and maintaining all database backup scripts
- Monitoring database backup jobs to ensure successful completion
- Testing database backups to ensure successful recovery with minimal data loss
- Documenting the backup and recovery strategy and process in the Backup and Recovery SOP

Web, Application and Batch Server Management
Rackspace will provide maintenance and tuning for the Oracle PeopleSoft Web, Application and Batch (Process Scheduler) servers. These services include:

- Startup/shutdown of servers
- Troubleshooting
- Tuning
- Purge operations including table and file system maintenance for the PeopleSoft Process Scheduler

Application Maintenance
Rackspace will perform all tasks necessary to keep Oracle PeopleSoft Applications up and running for end

users/application access and use. Rackspace will perform updates and changes to the application as per an agreed upon change control process. Rackspace will create and follow SOPs for all routine tasks. Rackspace's Oracle PeopleSoft maintenance includes:

- SOP for startup/shutdown of all application services
- SOP for change management

- Startup/Shutdown of all application services
- Management of all initialization and configuration parameters
- Troubleshooting applications technology stack components
- Tuning JVM and application components

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.
- Customer to provide hardware for Oracle Enterprise Manager and/or other Rackspace monitoring tools when remotely managed and not hosted in a Rackspace data center.
- If remotely managed, customer is responsible for all system level backups, including all software and administration of the backup tools, their successful completion, storage of media, and recoverability to the target host when remotely managed and not hosted in a Rackspace data center.

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.