

**[INSTRUCTIONS: IF A PARTICULAR SECTION IS NOT APPLICABLE FOR YOUR OPPORTUNITY, PLEASE REMOVE THAT SECTION. FOR EXAMPLE, DEDICATED ORACLE HYPERVISOR, OBIEE OR OEM MAY NOT BE APPLICABLE FOR ALL CLIENTS. REMOVE THESE SECTIONS BEFORE ATTACHING THIS DOCUMENT TO THE CONTRACT.**

**[SIMILARLY, IF THE CONTRACT IS TO PROVIDE SERVICES FOR 'OS ENVIRONMENT' EXCLUDING DATABASE, MIDDLEWARE AND APPLICATIONS, THEN REMOVE ALL CATEGORIES ASSOCIATED WITH THEM.]**

### Applications Management for Oracle on Any Cloud - RACI

Key:	
R = Responsible	The indicated Party is responsible for this task/activity and the task/activity.
A = Accountable/Approve	The indicated Party has the right, but not the obligation, to approve the manner in which the task/activity is performed, or the deliverable produced by the task/activity.
C = Consult	The indicated Party will be informed of, and consulted with, regarding this task/activity, but is not responsible for performing the task/activity.
I = Inform	The indicated Party will be informed of the status of the task/activity but is not responsible for performing the task/activity.

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Product-ion	Non-Product-ion
Architecture Services	Provide architecture and design services for server instances, security services, and monitoring services per standard operating procedures	R	C, A	Included	Included
Project Management for Onboarding and implementation/migration	Provide a project manager to track and serve as a single point of contact during the build and migration	R	R	Included	Included
Project Management for Onboarding and implementation/migration	Provide project leadership, team building, and project guidance	R	R	Included	Included
Project Management for Onboarding and implementation/migration	Provide project team-member details	R	R	Included	Included
Project Management for Onboarding and implementation/migration	Review strategies, methodologies, and approaches for the completion of all implementation/migration deliverables	R		Included	Included
Project Management for Onboarding and implementation/migration	Develop overall project schedule to deliver service as per contract	R	R	Included	Included
Project Management for Onboarding and implementation/migration	Provide completed onboarding and network questionnaire (within 5 days of the Effective Date)		R		
Project Management for Onboarding and implementation/migration	Provide completed VPN questionnaire (within 5 days of the Effective Date)		R		
Project Management for Onboarding and implementation/migration	Provide completed DNS questionnaire (within 5 days of the Effective Date)		R		

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Project Management for Onboarding and implementation/migration	Implement operational infrastructure as per project plan and milestones	R		Included	Included
Project Management for Onboarding and implementation/migration	Manage project scope and expectations, and participate in meetings as required	R	C	Included	Included
Project Management for Onboarding and implementation/migration	Oversee project and Client communication	R		Included	Included
Project Management for Onboarding and implementation/migration	Review and obtain acknowledgement of all implementation/migration deliverables produced by the project team	R		Included	Included
Project Management for Onboarding and implementation/migration	Monitor and manage change orders as directed by the Client project manager	R	C	Included	Included
Project Management for Onboarding and implementation/migration	Identify changes or issues that could impact the cost or schedule of the delivery	R	R	Included	Included
Cloud Infrastructure and Portal	Provide a separate Public Cloud/Hyperscaler sub-account/Compartment and administration access to that account to Kyndryl named user	C	R		
Cloud Infrastructure and Portal	Provision cloud infrastructure based on Client requirements for the managed application	R	A, C	Included	Included
Cloud Infrastructure and Portal	Escalate for support from cloud provider	C	R		
Cloud Infrastructure and Portal	Provide notice of scheduled maintenance and outages of cloud infrastructure	I	R		
Cloud Infrastructure and Portal (if IaaS resell is included)	Provide a separate Public Cloud/Hyperscaler sub-account/Compartment and administration access to that account to Kyndryl named user	R			
Cloud Infrastructure and Portal (if Public Cloud IaaS resell is included)	Provision cloud infrastructure based on Client requirements for the managed application	R, A	C	Included	Included
Cloud Infrastructure and Portal (if Public Cloud IaaS resell is included)	Escalate for support from cloud provider	R	I		
Cloud Infrastructure and Portal (if Public Cloud IaaS resell is included)	Provide notice of scheduled maintenance and outages of cloud infrastructure	R	I		
Security Planning – Security for Kyndryl Managed VCN/VPC	Determine security requirements	R	A, C	Included	Included
Security Planning – Security for Kyndryl Managed VCN/VPC	Create and maintain security policies	R	A, C	Included	Included
Security Planning – Security for Kyndryl Managed VCN/VPC	Determine security strategy and implementation plans	R		Included	Included
Security Planning – Security for Kyndryl Managed VCN/VPC	Monitor and assess security strategies	R		Included	Included
Security Planning – Security for Kyndryl Managed VCN/VPC	Provision VCN/VPC, managed subnet(s) and managed servers	R		Included	Included

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Security Planning – Security for Kyndryl Managed VCN/VPC	Configure VCN/VPC Peering between managed VCN/VPC and Kyndryl Management VCN/VPC	R		Included	Included
Security Planning – Security for Kyndryl Managed VCN/VPC	Configure VPN for Kyndryl Management connectivity	R		Included	Included
Security Planning – Security for Kyndryl Managed VCN/VPC	Provide IP addressing for components within managed VCN/VPC	R		Included	Included
Security Planning – Security for Kyndryl Managed VCN/VPC	Configure VLANs and assign IP addresses for server instances	R		Included	Included
Security Planning – Security for Kyndryl Managed VCN/VPC	Configure access control rules per rules provided by Client	R	A, C	Included	Included
Security Planning – Security for Kyndryl Managed VCN/VPC	Configure Internet Gateway	R	A, C	Included	Included
Security Planning – Security for Kyndryl Managed VCN/VPC	Configure Public and Private Load balancers	R	A, C	Included	Included
Infrastructure Integration – Kyndryl Domain Used for Active Directory	Provide operating system support for the domain controller	R		Included	Included
Infrastructure Integration – Kyndryl Domain Used for Active Directory	Provide backup service for the domain controllers	R		Included	Included
Infrastructure Integration – Kyndryl Domain Used for Active Directory	Manage client accounts in the Active Directory	R		Included	Included
Infrastructure Integration – Kyndryl Domain Used for Active Directory	Manage Kyndryl accounts in the Active Directory	R		Included	Included
Infrastructure Integration – Kyndryl Domain Used for Active Directory	Setup Active Directory OUs and GPOs system per Kyndryl standards	R		Included	Included
Infrastructure Integration – Kyndryl Domain Used for Active Directory	Register client system IPs for Kyndryl facing interfaces in domain	R		Included	Included
Infrastructure Integration – Kyndryl Domain Used for Active Directory	Setup DNS forwarders for client domain	R		Included	Included
Infrastructure Integration – Kyndryl Domain Used for Active Directory	Register client system IPs for Client facing interface in client domain	C	R		
VM/BM and Operating System/Exadata	Provision server on IaaS including selected operating system licenses as ordered by client	R	A, C	Included	Included
VM/BM and Operating System/Exadata	Installation of operating system patches and security upgrades	R	A, C	Included	Included
VM/BM and Operating System/Exadata	Perform operating system upgrades to maintain compatibility with Oracle software maintenance	R	A, C	Included	Included
VM/BM and Operating System/Exadata	Create and maintain operating system users	R		Included	Included

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
VM/BM and Operating System/Exadata	Maintain groups of users	R		Included	Included
VM/BM and Operating System/Exadata	Provide non-privileged access to OS for Client to install, configure and troubleshoot non-Oracle software on a separate infrastructure to that provisioned for the managed systems. Note: OS access will not be provided on systems that hold an Oracle application managed by Kyndryl	R		Included	Included
VM/BM and Operating System/Exadata	Perform scheduled startup / shutdown of operating system	R		Included	Included
VM/BM and Operating System/Exadata	Configure operating system parameters to Kyndryl standards	R		Included	Included
VM/BM and Operating System/Exadata	Troubleshoot operating system problems, monitor system log and file systems	R		Included	Included
VM/BM and Operating System/Exadata	Work with vendor to resolve operating system issues	R		Included	Included
VM/BM and Operating System/Exadata	Monitor VM/BM availability	R		Included	Included
VM/BM and Operating System/Exadata	Monitor CPU and disk capacity, network utilization per Kyndryl standards	R		Included	Included
VM/BM and Operating System/Exadata	Monitor swap and page areas	R		Included	Included
VM/BM and Operating System/Exadata	Monitor memory load	R		Included	Included
VM/BM and Operating System/Exadata	Provide antivirus software license for managed operating systems	R		Included	Included
VM/BM and Operating System/Exadata	Installation of antivirus software and regular updates	R		Included	Included
Dedicated Oracle Hypervisor	Provisioning of physical compute node for hypervisor server (OVS)	R		Included	Included
Dedicated Oracle Hypervisor	Building hypervisor server (OVS)	R		Included	Included
Dedicated Oracle Hypervisor	Management of Oracle Hypervisor Server (Backup, monitoring, patching, security, and compliance of OVS)	R		Included	Included
Dedicated Oracle Hypervisor	Provisioning of Infrastructure VM for Hypervisor Manager	R		Included	Included
Dedicated Oracle Hypervisor	Building Oracle Hypervisor Manager	R		Included	Included
Dedicated Oracle Hypervisor	Management of Oracle Hypervisor Manager (Backup, monitoring, patching, security, and compliance of the Hypervisor Manager)	R		Included	Included
Dedicated Oracle Hypervisor	Capacity management of the hypervisor server pool	R		Included	Included
Dedicated Oracle Hypervisor	Oracle Hypervisor and Manager License procurement	R		Included	Included
Dedicated Oracle Hypervisor	Incident, Problem, and Change (IPC) management of hypervisor server and manager	R		Included	Included
Dedicated Oracle Hypervisor	Provisioning of Oracle VM on hypervisor server	R		Included	Included
Dedicated Oracle Hypervisor	Oracle Linux guest OS premier support subscription	R		Included	Included
Dedicated Oracle Hypervisor	Support escalation management	R		Included	Included

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Dedicated Oracle Hypervisor	Cross hypervisor VM cold migration	R	I	Included	Included
Dedicated Oracle Hypervisor	Physical Infrastructure failures	C	R	Included	Included
Dedicated Oracle Hypervisor (if Public Cloud IaaS resell is included)	Physical Infrastructure failures	R	C	Included	Included
Storage Management	Manage data files, file systems and disks per Kyndryl standards	R	A, C	Included	Included
Storage Management	Dynamically scale storage capacity	R		Included	Included
System Startup/Shutdown	Perform scheduled startup/shutdown of server and operating system	R		Included	Included
System Startup/Shutdown	Restart the server and operating system after failure	R		Included	Included
DevOps Setup	Recommend and finalize DevOps toolset	R	C	Optional	Optional
DevOps Setup	Set up DevOps toolset (Terraform, Ansible, Packer) And establish CICD tool chain automation	R	C	Optional	Optional
Database Installation Services	Install supported database	R		Included	Included
Database Installation Services	Implement initial RDBMS parameter settings in accordance with vendor's recommendations and available hardware resources	R		Included	Included
Database Installation Services	Install latest database patch sets for the installed RDBMS release	R	A, C	Included	Included
Database Installation Services	Provide file system layout for database management system (DBMS)	R		Included	Included
Database Installation Services	Configure database management system (DBMS)	R		Included	Included
Database Installation Services	Configure Container Databases (CDB) and Pluggable Databases (PDB), if included in the contract	R		Optional	Optional
Database Installation Services	Configure DBMS monitoring agents	R		Included	Optional
Database Installation Services	Schedule database administration tasks using Oracle DBA standard operating procedures	R		Included	Included
Oracle Application Installation Services	Adjust operating system memory and cache settings in accordance with Oracle requirements	R		Included	Included
Oracle Application Installation Services	Register and configure operating system users in accordance with Oracle requirements	R		Included	Included
Oracle Application Installation Services	Set operating system environment variables in accordance with Oracle requirements	R		Included	Included
Oracle Application Installation Services	Provide software media, license/key, and maintenance support details		R		
Oracle Application Installation Services	Install Application, and Database Instances	R		Included	Included
Oracle Application Installation Services	Install latest Application, updates, and patches	R	A, C	Included	Included
Oracle Application Installation Services	Install and activate default English Language	R		Included	Included
Oracle Application Installation Services	Install permanent Oracle software licenses (dependent on Client providing license keys or proper authorization)	R		Included	Included

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Oracle Application Installation Services	Perform Oracle Application, and database post installation checks	R		Included	Included
Oracle Application Installation Services	Test Oracle database connectivity	R		Included	Included
Oracle Application Installation Services	Ensure database logging is enabled	R		Included	Included
Oracle Application Installation Services	Perform initial backup of Oracle system and database	R		Included	Included
Oracle Application Installation Services	Provide Client with required Oracle system connectivity information (SID, Hostname, IP Information, TNS entries)	R		Included	Included
Oracle Application Installation Services	Secure standard Oracle application and database accounts according to Oracle recommendations and tech spec document	R		Included	Included
Oracle Application Installation Services	Schedule standard Oracle Housekeeping Jobs	R		Included	Included
Oracle Application Installation Services	Create required Oracle Clients in accordance with the Client's specific Oracle Client strategy	R		1 Client included; others optional	1 Client included; others optional
Database Migration	Source instance backup/export	C	R		
Database Migration	Ship or Transfer backup/export	C	R		
Database Migration	Archive logs backup and shipping	C	R		
Database Migration	Restore database or Import	R	C	Included	Optional
Application Migration	Source Application file system and binaries backup	C	R		
Application Migration	Ship or Transfer file system and binaries backup	C	R		
Application Migration	Restore or cloning application file system	R	C	Included	Optional
Application Migration	Configuration of Application	R	C	Included	Optional
Configuration Services	Provide SSL certificates when applicable	C	R		
Configuration Services	Configure operating system and associated system tool software per standard operating procedures	R		Included	Included
Configuration Services	Install SSL certificates when applicable	R		Included	Included
Configuration Services	Configure and test backup services for system files and Client specified files per standard operating procedures	R		Included	Included
Configuration Services	Create Client application administrative service accounts	R		Included	Included
Configuration Services	Configure monitoring for infrastructure monitoring agents	R		Included	Included
Configuration Services	Configure monitoring for Oracle Application and DBMS monitoring agents	R		Included	Optional
Configuration Services – Oracle	Configure connection to Oracle Online Support Services, if applicable	R		Included	Included
Configuration Services – Oracle	Secure Oracle clients with appropriate Client settings	R		Included	Included
Configuration Services – Oracle	Initial configuration of Oracle memory management components in accordance with available server hardware resources	R		Included	Included

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Configuration Services – Oracle	Configure initial sizes for internal Oracle buffers	R		Included	Included
Configuration Services – Oracle	Set up and maintain ACL (access control lists) for single sign on between Oracle servers managed by Kyndryl in IaaS Infrastructure	R		Included	Included
Configuration Services – Oracle	Set up all required communication between various Oracle systems managed by Kyndryl	R		Included	Included
Configuration Services – Oracle	Configure data privacy settings for vendors and suppliers when required (may be required if vendors and supplies will access Client's Oracle systems over the Internet)		R		
Backup / Restore	Perform operating system backups per contract	R		Included	Included
Backup / Restore	Perform file system backups per contract	R		Included	Included
Backup / Restore	Restore operating system image files from backup (not as a result of failures, if caused by the Client)	R		Optional	Optional
Backup / Restore	Perform database backups (regular full backups and log backups) per contract	R		Included	Included
Backup / Restore	Roll forward from the archive logs after a restore	R		Included	Included
Backup / Restore	Restore and recover database after technical issues	R		Included	Included
Backup / Restore	Restore complete file system or incremental file system backup as needed after system failures	R		Included	Included
Backup / Restore	Notify requestor that restoration has been completed	R		Included	Included
Backup / Restore	Notify users that restoration has been completed	C	R		
Backup / Restore	Validate logical integrity and consistency of restored information	C	R		
Backup / Restore	Test backup / restore procedures periodically	R		Included	included
Database Management – All Databases	Stop and start Databases	R		Included	Included
Database Management – All Databases	Open and close pluggable Databases, if included in the contract	R		Optional	Optional
Database Administration for Oracle	Physical design and storage layout of database data files and logs	R		Included	Included
Database Management – All Databases	Always maintain an appropriately sized staging area for database archive log files, to accommodate a minimum of 24 hours' worth of archive logs on the client file system for normal business transaction volume. This requirement is for every database present on the client system.	R	A	Included	Included
Database Administration for Oracle	Perform storage structure database extensions as necessary	R		Included	Included
Database Administration for Oracle	Maintain database storage structures and corresponding extension parameters (table spaces, tables, indexes)	R		Included	Included
Database Administration for Oracle	Manage table space usage	R		Included	Included
Database Administration for Oracle	Change database parameter settings as required	R		Included	Optional
Database Administration for Oracle	Perform database profile modifications as required	R		Included	Included

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Database Administration for Oracle	Install database release patches and bug fixes with prior Client agreement	R	A, C	Included	Included
Database Administration for Oracle	Problem resolution for database technical issues	R		Included	Included
Database Administration for Oracle	Reorganize or coalesce Application Environment system tables and indexes as appropriate for performance and storage reclamation purposes (Limit of 5 reorganizations per quarter per Production Application Environment system, and limit of 5 reorganizations per quarter per Non-Production Application Environment system)	R		Included	Included
Database Administration for Oracle	Review database alert logs for errors	R		Included	Optional
Database Administration for Oracle	Maintain and check DBA Calendar as appropriate (Stats Generation, DB Checks, etc.)	R		Included	Optional
Database Administration for Oracle	Maintain database communication parameters	R		Included	Included
Database Administration for Oracle	Restore and recover database after technical issues	R		Included	Included
Database Administration for Oracle	Reorganize database logs	R		Included	Included
Database Administration for Oracle	Create secondary indexes using Dictionary functions		R		
Database Management	Perform database backups (regular full backups and log backups)	R		Included	Optional
Database Management	Restore and recover database after technical issues	R		Included	Optional
Middleware Administration	Perform restarts, startup, and shutdown	R		Included	Included
Middleware Administration	Middleware log monitoring	R		Included	Optional
Middleware Administration	Change middleware parameter settings as required	R		Included	Optional
Middleware Administration	Monitoring of application API end points		R		
Middleware Administration	Setup and configure monitoring agents	R		Included	Optional
Middleware Administration	Perform middleware software product log file rotation, pruning, and archiving	R		Included	Included
Middleware Administration	Middleware performance tuning	R		Optional	Optional
Application Administration	Perform restarts, startup, and shutdown	R		Included	Included
Application Administration	Application log monitoring	R		Included	Optional
Application Administration	Change application parameter settings as required	R		Included	Optional
Application Administration	Custom Code migration and deployment	R	R	Included	Optional
Application Administration	Application tech stack support	R		Included	Included
Application Administration	Analysis of patches on Application functionality	C	R		
Application Administration	Apply application patches	R	C	Included	Included
Application Administration	Perform application software product log file rotation, pruning, and archiving			Included	Included
Application Administration	Application performance tuning			Optional	Optional
Application Administration	Complete Client support documentation	R		Included	Included

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Application Administration	Workstation configuration and administration		R		
Application User Administration	Setup initial passwords for System User Administrator and standard Application users	R		Included	Included
Application User Administration	Manage users, groups, and roles		R		
Application User Administration	Lock and unlock end users		R		
Application User Administration	Manage end user passwords		R		
Application User Administration	Assign security profiles to roles		R		
Application User Administration	Import and / or export of users, roles, and groups		R		
Application End User Support	Troubleshoot end user desktop and browser issues associated Applications		R		
Application Functional Support	Configure functional setup within the Application		R		
Application Functional Support	Customization and interface development		R		
Application Functional Support	Report development		R		
Application Functional Testing	Validate Application availability		R		
Application Functional Testing	Analyze Application dependencies like custom hardcoding of paths, directories, etc.		R		
Application Functional Testing	Develop Business flow test cases and perform functional testing		R		
Application Functional Testing	Fix application functional issues		R		
Oracle Output Management	Configure printers in Oracle for up to 10 Printers per Application product	R		Optional	Optional
Oracle Output Management	Manage Oracle spool processes and Oracle print queues	R		Included	Optional
Oracle Output Management	Problem analysis and resolution of Oracle print issues and print queue problem resolution	R		Included	Optional
Oracle Output Management	Provide printer and print server requirements (printer lists)		R		
Oracle Output Management	Installation, management, and maintenance of all printers and print server hardware		R		
Oracle Output Management	Print support and analysis for print issues that occur after request leaves server operating system print queue		R		
Oracle Database Updates/Patches	Identify latest Oracle kernel / database patches and provide list to Client	R		Included	Included
Oracle Database Updates/Patches	Analyze potential technical impact of Oracle kernel/database patches	R		Included	Included
Oracle Database Updates/Patches	Load Oracle kernel / database patches	R		Included	Included
Oracle Database Updates/Patches	Make decision on when to apply Oracle kernel and Oracle utility patches via scheduled maintenance windows		R		
Oracle Database Updates/Patches	Apply Oracle kernel and Oracle utility patches as per Client approved schedule	R	A, C	Included	Included

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Oracle Database Updates/Patches	Test Application after applying Oracle kernel and Oracle utility patches		R		
Oracle Middleware/Application Updates/Patches	Identify latest Oracle support packages and provide list to Client	R	I	Optional	Optional
Oracle Middleware/Application Updates/Patches	Analyze potential technical impact of Oracle Support Packages	R	I	Optional	Optional
Oracle Middleware/Application Updates/Patches	Analyze potential functional impact of Oracle Support Packages		R		
Oracle Middleware/Application Updates/Patches	Load and apply Oracle Support Packages (up to four times per year per application)	R	I	Included	Optional
Oracle Middleware/Application Updates/Patches	Make decision on when to apply Oracle Support Packages via scheduled maintenance windows	I	R		
Oracle Middleware/Application Updates/Patches	Apply Oracle Support packages as per Client approved schedule	R	A.C	Included	Optional
Oracle Middleware/Application Updates/Patches	Test functionality associated with implementation of Oracle Support Packages, Plug-ins, Add-ons, etc.	I	R		
Oracle Middleware/Application Updates/Patches	Retrofit custom code components, if applicable		R		
Monitoring for Oracle	Operating system monitoring services	R		Included	Included
Monitoring for Oracle	Database monitoring services	R		Included	Optional
Monitoring for Oracle	Objects (tables and indexes) and database growth	R		Included	Optional
Monitoring for Oracle	Database extents	R		Included	Optional
Monitoring for Oracle	Memory buffers	R		Included	Optional
Monitoring for Oracle	Transaction logs	R		Included	Optional
Monitoring for Oracle	Database logs	R		Included	Optional
Monitoring for Oracle	Monitoring of table spaces and indexes	R		Included	Optional
Monitoring for Oracle	Oracle lock entries	R		Included	Optional
Monitoring for Oracle	Background jobs	R		Included	Optional
Monitoring for Oracle	System availability	R		Included	Optional
Monitoring for Oracle	System log	R		Included	Optional
Monitoring for Oracle	Housekeeping jobs	R		Included	Optional
Application Monitoring	Monitor public facing URLs identified by the Client	C	R		
Application Monitoring	Application specific process to check availability	R	C	Included	Optional
Application Monitoring	Application synthetic/functional monitoring	R		Optional	Optional
Application Monitoring	Monitoring integration between application and external systems (including 3rd party & Client)		R		
Application Monitoring	Application patch release monitoring		R		

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Batch/Interface Monitoring	Implement and support third party batch scheduler	C	R		
Batch/Interface Monitoring	Define parameters for batch jobs		R		
Batch/Interface Monitoring	Define batch job dependencies		R		
Batch/Interface Monitoring	Schedule batch jobs		R		
Batch/Interface Monitoring	Establish and manage interfaces		R		
Batch/Interface Monitoring	Troubleshoot job failures		R		
Batch/Interface Monitoring	Adjust schedule per dependencies to account for job failures and delays		R		
Batch/Interface Monitoring	Verify job results for completion and accuracy		R		
High Availability	Provision the required IaaS Infrastructure and software components	R	A, C	Optional	Optional
High Availability	Configuration of the components with standard cluster software, pre-defined cluster resource groups and Oracle Instances according to Kyndryl standard cluster design	R		Optional	Optional
High Availability	Perform initial high availability test according to standard Kyndryl availability test plan prior to the Go-Live Date	R		Optional	Optional
High Availability	Maintain the configuration and restart procedure of the Oracle shared disk cluster components	R		Optional	Optional
High Availability	Problem analysis and resolution in case of failures	R		Optional	Optional
High Availability	Install patches for the Oracle shared disk cluster components	R	A, C	Optional	Optional
High Availability	Request high availability tests of the High Availability Service		R		
High Availability	Application related (e.g., involved applications, interface) planning for the high availability testing		R		
High Availability	Development and maintenance of Application test scenarios		R		
High Availability	Maintain an availability test plan for the Application	R		Optional	Optional
High Availability	Conduct availability testing in accordance with Kyndryl's standard high availability processes	R	A, C	Optional	Optional
Disaster Recovery	Implement disaster recovery setup according to architecture blueprint and contractual specifications	R		Optional	Optional
Disaster Recovery	Develop disaster recovery procedures (data center and tech system infrastructure only)	R		Optional	Optional
Disaster Recovery	Monitor data replication to secondary site including troubleshooting	R		Optional	Optional
Disaster Recovery	Ongoing management of disaster recovery architecture	R		Optional	Optional
Disaster Recovery	Maintenance and change management for systems at secondary site to ensure system consistency	R		Optional	Optional
Disaster Recovery	Develop and maintain disaster recovery procedures for those areas and aspects of the service which are in Client responsibility (application layer, Client infrastructure,		R		

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
	interfaces, organizational measures, and processes etc.)				
Disaster Recovery	Execution of productive failover in case of an officially declared disaster	R		Optional	Optional
Disaster Recovery	Execute Disaster Recovery Tests (data center and technical system infrastructure only)	R		Optional	Optional
Disaster Recovery	Execute disaster recovery tests (application layer, Client infrastructure, interfaces, organizational measures etc.)	C	R		
Oracle Add-on Support	Request for Oracle Add-on to be installed		R		
Oracle Add-on Support	Download and transfer Add-on to Kyndryl VM		R		
Oracle Add-on Support	Provide step-by-by instructions for Add-on installation and configuration		R		
Oracle Add-on Support	Project management (describes and regulates all administrative parts of the installation through final acceptance)	R	R	Optional	Optional
Oracle Add-on Support	Installation of Oracle Add-On	R		Optional	Optional
Oracle Add-on Support	Perform technical configuration	R		Optional	Optional
Oracle Add-on Support	Start and stop the software during maintenance	R		Optional	Optional
Oracle Add-on Support	Provide administration and regular maintenance	R		Optional	Optional
Oracle Add-on Support	Perform functional configuration		R		
Oracle Add-on Support	Problem resolution at the application level and Performance of the necessary modification adjustment	C	R	Optional	Optional
Oracle Add-on Support	Functional test and acceptance of the updated Oracle systems		R		
Oracle Add-on Support	Implement/change integration end points		R		
Oracle Add-on Support	Develop Business flow test cases and perform integration testing		R		
Tax Application Support (for Supported Tax Packages)	Apply monthly tax updates provided by the vendor for tax support	R	I	Included	Included
Tax Application Support (for Supported Tax Packages)	Perform tax functionality configuration		R		
Oracle Performance Tuning	Provide assistance in reviews of changes for application and system performance impact	R		Included	Optional
Oracle Performance Tuning	Consult with Client on Oracle Application related performance issues and activities	R		Included	Optional
Oracle Performance Tuning	Analysis and resolution of performance issues related to system related components	R		Included	Optional
Oracle Performance Tuning	Tune Oracle database and application based on load requirements and IaaS resource capacity	R		Included	Optional
Oracle Performance Tuning	Analyze the impact of the workload on the Oracle Application and identify needs for additional IaaS capacity	R		Included	Optional
Oracle Performance Tuning	Review production system and database related findings and recommendations with Client in the Oracle Go-Live Checks as appropriate	R		Optional	Optional
Oracle Performance Tuning	Analyze and implement production system related Oracle Go-Live Checks and database recommendations as appropriate	R		Optional	Optional

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Oracle Performance Tuning	Adjust internal Oracle buffer- sizes depending on load requirements	R		Included	Optional
Oracle Performance Tuning	Perform performance, stress, and load testing		R		
Oracle Performance Tuning	Maintain configuration of Oracle memory management components in accordance with available server resources	R		Included	Optional
Oracle Performance Tuning	Client initiated System Performance Tuning for Operating System below	R		Optional	Optional
Oracle Performance Tuning	Client initiated Database Performance Analysis	R		Optional	Optional
Oracle Performance Tuning	Client initiated Application Performance Analysis	R		Optional	Optional
Database Upgrade	Request for Database upgrade by submitting a Service Request		R		
Database Upgrade	Project management (describes and regulates all administrative parts of the upgrade)	R	A, C	Optional	Optional
Database Upgrade	Provide estimation for the Database upgrade	R	I	Optional	Optional
Database Upgrade	Review and approve upgrade estimation	I	R		
Database Upgrade	Perform upgrade in non-production environments	R	I	Optional	Optional
Database Upgrade	Test Application functionality	I	R		
Database Upgrade	Schedule and perform upgrade in production environment as per Client approved schedule	R	I	Optional	Optional
Database Upgrade	Validate Application functionality after production environment upgrade	I	R		
Middleware Upgrade	Request for Middleware upgrade by submitting a Service Request		R		
Middleware Upgrade	Project management (describes and regulates all administrative parts of the installation through planning)	R	A, C	Optional	Optional
Middleware Upgrade	Provide estimation for the Middleware upgrade	R	I	Optional	
Middleware Upgrade	Review and approve upgrade estimation	I	R		
Middleware Upgrade	Perform upgrade in non-production environments	R	I	Optional	
Middleware Upgrade	Test Application functionality	I	R		
Middleware Upgrade	Schedule an perform upgrade in production environment as per Client approved schedule	R	I	Optional	
Middleware Upgrade	Validate Application functionality after production environment upgrade	I	R		
Application Upgrade	Request for Application upgrade by submitting a Service Request		R		
Application Upgrade	Project management (describes and regulates all administrative parts of the upgrade)	R	A, C	Optional	Optional
Application Upgrade	Application upgrade technical analysis and planning	R	I	Optional	
Application Upgrade	Provide estimation for the Application upgrade	R	I	Optional	
Application Upgrade	Review and approve upgrade estimation	I	R		
Application Upgrade	Create a new environment for Application upgrade	R		Optional	
Application Upgrade	Complete technical pre-requisites for Application upgrade	R		Optional	

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Application Upgrade	Complete functional and customization related pre-requisites for Application upgrade		R		
Application Upgrade	Perform upgrade in non-production environments	R	I	Optional	
Application Upgrade	Complete mandatory technical post upgrade steps	R		Optional	
Application Upgrade	Complete mandatory functional and customization post upgrade steps		R		
Application Upgrade	Test Application functionality	I	R		
Application Upgrade	Schedule and perform upgrade in production environment as per Client approved schedule	R	I	Optional	
Application Upgrade	Retrofit custom code components to work on the target application version		R		
Application Upgrade	Validate Application functionality after production environment upgrade	I	R		
Oracle Application and Database Cloning	Define Standard Operating Procedure document (SOP) for Database cloning, Application refresh and post cloning steps	R	C	NA	
Oracle Application and Database Cloning	Request for Database Refresh along with target System and date/time of refresh; source will be production unless specifically specified		R	NA	
Oracle Application and Database Cloning	Kyndryl will provide one (1) clone per month per Application, with two to five (2-5) business days prior notice at a mutually agreeable time. Clones will be performed within the Support Hours specified in the Service Guide	R	C	NA	Included
Oracle Application and Database Cloning	Perform Database clone and Application refresh as per the standard operating procedure	R		NA	Included
Oracle Application and Database Cloning	Perform Application specific mandatory standard post cloning steps	R		NA	Included
Oracle Application and Database Cloning	Perform Client Specific post cloning steps	R	C	NA	Included
Oracle Application and Database Cloning	Functional test and acceptance of the clone		R	NA	
Installation of Additional Language	Request Installation of additional Oracle Language package	I	R		
Installation of Additional Language	Project management (describes and regulates all administrative parts of the installation through planning)	R	A, C	Optional	Optional
Installation of Additional Language	Adapting the code page, if required	R		Optional	Optional
Installation of Additional Language	Installation of the language	R		Optional	Optional
Installation of Additional Language	Technical test	R		Optional	Optional
Installation of Additional Language	Functional test and acceptance of the updated Oracle systems		R		
Customization / Report / Interface Development	Develop, maintain, and troubleshoot custom code		R		
Customization / Report / Interface Development	Request changes through established change request procedures		R		
Customization / Report / Interface Development	Provide step-by-step procedure to deploy/migrate custom code		R		

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Customization / Report / Interface Development	Move code provided by Client's development team among non-production instances	R	C	Optional	Optional
Customization / Report / Interface Development	Move code provided by Client's development team from non-production to production instances	R	C	Included	Optional
Customization / Report / Interface Development	Complete custom code related steps in the Applications		R		
Customization / Report / Interface Development	Verify successful code migration		R		
Customization / Report / Interface Development	Approve out-of-scope change requests and associated expenditures, when applicable		R		
Interfaces	Configure and administer internal and external Applications interfaces (Open interfaces and SFTPs and similar product/tool)		R		
Interfaces	Identify and implement changes needed for interface file format		R		
Interfaces	Monitor inbound/outbound directories for new interface files for transfer to FTP server	R	C	Optional	Optional
Interfaces	Monitor staging table to validate interface processes job or script completed as scheduled	R	C	Optional	Optional
Interfaces	Clear data and re-run process in the event of a failure	C	R		
Interfaces	Adhere to Kyndryl's change and configuration management processes	C	R		
Interfaces	Generate file extract from production environment		R		
Interfaces	Process import file into production environment		R		
Interfaces	Transmit file extract to third-party vendor		R		
Interfaces	Identify changes needed for interface file format		R		
Configuration Management	Maintain inventory of in-scope VMs and bare metal servers	R		Included	Included
Configuration Management	Maintain inventory of in-scope software owned by Kyndryl	R		Included	Included
Configuration Management	Maintain inventory of Client Software	I	R		
Configuration Management	Provide change management system and methodology for tracking environment changes	R		Included	Included
Configuration Management	Document environment changes	R		Included	Included
Configuration Management	Provide detailed change steps, impacts and fallback plans for Kyndryl-supported systems	R		Included	Included
Configuration Management	Maintain change management workflow for approvals	R		Included	Included
Configuration Management	Approve change requests	R	C	Included	Included
Configuration Management	Adhere to Kyndryl change management procedures for all environment changes	R	R	Included	Included
Software Licenses	Provision of sufficient number of valid Oracle Application licenses, including maintenance contracts	I	R		
Software Licenses	Provision of sufficient number of valid database licenses, including maintenance contracts	I	R		

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Software Licenses	Provision of sufficient number of valid other application / middleware licenses, including maintenance contracts	I	R		
Software Licenses	Provision of sufficient number of Oracle user IDs (e.g., KYNORACLE, KYNLEVEL1, KYNINDIA, and KYNSECURE)	I	R		
Software Licenses	Obtain and maintain Real Application Cluster license for the number of cores as per the solution	I	R		
Software Licenses	Obtain and maintain required licenses to support disaster recovery systems	I	R		
Software Licenses	Obtain and maintain required licenses to support Add-on Applications	I	R		
Software Licenses	Provision of operating system licenses, including maintenance contracts	R	A, C	Included	Included
Software Licenses	Provision of system management software licenses including maintenance contracts to manage the described Kyndryl Service Scope	R		Included	Included
Service Desk	Provide Service Organization including service desk for Client's end-users to provide Level 1 to Level 3 Application Support		R		
Service Desk	Assign Client Business Manager who is responsible for assessing whether Service Requests/Incidents need to be transferred to Kyndryl (qualification)		R		
Service Desk	Provide a local country Kyndryl phone number which will direct incoming calls from Client authorized contacts to the Kyndryl service desk	R	I	Included	Included
Service Desk	Receive service desk requests from authorized contacts and record and classify these in accordance with – severity classes by English speaking personnel	R	I	Included	Included
Service Desk	Resolve the qualified Service Requests / Incidents for the in-scope services and Application Environments by the involved Kyndryl support teams and IaaS, or software vendor	R	I	Included	Included
Service Desk	Monitor problem status to facilitate problem closure within defined Service Level criteria or escalate in accordance with the escalation management process	R		Included	Included
Service Desk	Provide status as the Client's authorized contact requests	R	I	Included	Included
Service Request Management – Technical Support	Provide request tracking system	R	I	Included	Included
Service Request Management – Technical Support	Use defined tracking system to enter and update technical requests		R		
Service Request Management – Technical Support	Receive requests from request tracking system	R		Included	Included
Service Request Management – Technical Support	Use defined tracking system to enter and update technical requests	R		Included	Included

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Service Request Management – Technical Support	Assess request criticality, effort required, and approvals required	R		Included	Included
Service Request Management – Technical Support	Coordinate request approval with appropriate functions	R		Included	Included
Service Request Management – Technical Support	Notify requestor of approval or rejection	R	I	Included	Included
Service Request Management – Technical Support	Coordinate request scheduling	R	I	Included	Included
Service Request Management – Technical Support	Notify requestor of request completion	R	I	Included	Included
Service Request Management – Technical Support	Close request	R		Included	Included
Incident Management	Qualification and prioritization of the Incidents	R		Included	Included
Incident Management	Route Incidents appropriately	R		Included	Included
Incident Management	Initiate Incident resolution – prioritize, assign resources	R	R	Included	Included
Incident Management	Coordinate request approval with appropriate functions	R	R	Included	Included
Incident Management	Track Incident resolution progress	R		Included	Included
Incident Management	Escalate Incidents as required	R		Included	Included
Incident Management	Notify Client of Incident resolution	R	I	Included	Included
Incident Management	Sign off resolution		R		
Incident Management	Close Incident	R		Included	Included
Incident Management	Event detection and notification	R		Included	Included
Incident Management	Monitor console for event notification	R		Included	Included
Incident Management	Detect events per monitoring requirements	R		Included	Included
Incident Management	Log events	R		Included	Included
Incident Management	React to events according to event notification and escalation procedures	R		Included	Included
Incident Management	Monitor the success/failure of startup/shutdown processes	R		Included	Included
Incident Management	Monitor backup processes	R		Included	Included
Incident Management	Provide Coverage, respond, triage, and resolve incidents			Included	Included
Incident Management	Perform root cause analysis for Sev1 issues	R	I	Included	Optional
Oracle Service Reporting	Provide Service Level Agreement reporting	R	I	Included	Included
Oracle Service Reporting	Provide Oracle Review Report (comprehensive review of the health of an Oracle production system including recommendations and comments to improve Client Oracle system performance and reliability whenever possible)	R	I	1 / year	Optional

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Product-ion	Non-Product-ion
Oracle Online Support Services	Coordinate with Oracle Support for technical issues and activities	R		Included	Included
Oracle Online Support Services	Maintain connection to Oracle Online Support Services (OSS)	R		Included	Included
Oracle Online Support Services	Manage license keys for Oracle application		R		
Oracle Online Support Services	Check status of all database-related "open" OSS Service Marketplace problems	R		Included	Included
Oracle Online Support Services	Open/close OSS service connections	R		Included	Included
Oracle Online Support Services	Problem analysis and resolution of Oracle OSS / Oracle Support connectivity failures	R		Included	Included
Oracle Online Support Services	Maintain configured access to Oracle Online Help Documentation	R		Included	Included
Oracle Online Support Services	Establish and maintain Oracle system connectivity with Oracle Enterprise Manager for systems managed by Kyndryl	R		Included	Included
General/Account Management	Plan and run monthly service review meetings	R		Included	Included
General/Account Management	Capacity management of the systems, monitoring and reporting of resource usage	R	I	Included	Included
General/Account Management	Develop capacity plan based on changed requirements	R	I	Included	Included
General/Account Management	Escalation management for managed services	R		Included	Included
Subscription Management	Cloud services subscription management	C	R		

### Optional or Application specific Services (Oracle EBS)

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Product-ion	Non-Product-ion
Oracle e-Business Applications Monitoring	Oracle Application Availability	R		Included	Optional
Oracle e-Business Applications Monitoring	Internal Manager Availability	R		Included	Optional
Oracle e-Business Applications Monitoring	Forms Server Process	R		Included	Optional
Oracle e-Business Applications Monitoring	Metric/jserv process (if load balanced)	R		Included	Optional
Oracle e-Business Applications Monitoring	Discoverer and Report Servers, if applicable	R		Included	Optional
Oracle e-Business Applications Monitoring	Internal and External listener Status	R		Included	Optional
Oracle e-Business Applications Monitoring	Workflow mailer status	R		Included	Optional
Oracle e-Business Applications Monitoring	Other applicable base background process delivered as part of base Oracle product	R		Included	Optional
Oracle e-Business Applications Monitoring -	Oracle Listeners	R		Included	Optional

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Product-ion	Non-Product-ion
Oracle Application process/service monitoring					
Oracle e-Business Applications Monitoring - Oracle Application process/service monitoring	Oracle Concurrent Manager	R		Included	Optional
Oracle e-Business Applications Monitoring - Oracle Application process/service monitoring	Oracle Concurrent key Processes	R		Included	Optional
Oracle e-Business Applications Monitoring - Oracle Application process/service monitoring	Oracle Database Server	R		Included	Optional
Oracle e-Business Applications Monitoring - Oracle Application process/service monitoring	Oracle Forms	R		Included	Optional
Oracle e-Business Applications Monitoring - Oracle Application process/service monitoring	Oracle Reports	R		Included	Optional

### Optional or Application specific Services (PeopleSoft)

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Product-ion	Non-Product-ion
PeopleSoft Application Monitoring - Application process/service monitoring	Bulletin Board Liaison (BBL)	R		Included	Optional
PeopleSoft Application Monitoring - Application process/service monitoring	Workstation Listener (WSL)	R		Included	Optional
PeopleSoft Application Monitoring - Application process/service monitoring	Workstation Handler (WSH)	R		Included	Optional
PeopleSoft Application Monitoring - Application process/service monitoring	PeopleSoft Quick Server Manager (PSQCKSRV)	R		Included	Optional
PeopleSoft Application Monitoring - Application process/service monitoring	PeopleSoft Message Agent Server Manager (PSAPISRV)	R		Included	Optional
PeopleSoft Application Monitoring - Application process/service monitoring	PeopleSoft SQL Access (PSSAMSRV)	R		Included	Optional
PeopleSoft Application Monitoring - Application process/service monitoring	Jolt Server Listener (JSL)	R		Included	Optional

Category	Activity	RACI		Oracle Full Service Package	
PeopleSoft Application Monitoring - Application process/service monitoring	PeopleSoft Process Scheduler (PSPRCRV)	R		Included	Optional
PeopleSoft Application Monitoring - Application process/service monitoring	PeopleSoft Query Server (PSQRYSRV)	R		Included	Optional
PeopleSoft Application Monitoring - Application process/service monitoring	Distribution Server (PSDSTSRV)	R		Included	Optional
PeopleSoft Application Monitoring - Application process/service monitoring	Application Messaging Server (PSBRKDSP, PSBRKHND, PSSUBDSP, PSSUBHND, PSPUBDSP, PSPUBHND)	R		Included	Optional

### Optional or Application specific Services - SSO

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Single Sign-on (SSO), if applicable	Install, configure, and manage OID, OAM, Webgate, Accessgate, etc., as per the contract	R	C	Included	Included
Single Sign-on (SSO), if applicable	Active directory maintenance		R		
Single Sign-on (SSO), if applicable	Troubleshoot active directory issues		R		
Single Sign-on (SSO), if applicable	Profile maintenance on OID to synchronize the user	R		Included	Included
Single Sign-on (SSO), if applicable	Stop/start OID, OAM and Application services	R		Included	Included
Single Sign-on (SSO), if applicable	Configure and enable SSO login for Kyndryl supported applications	R	R	Included	Included
Single Sign-on (SSO), if applicable	OID, OAM, Webgate and Accessgate monitoring	R		Included	Included
Single Sign-on (SSO), if applicable	Troubleshoot issues related to SSO	R	C	Included	Included
Single Sign-on (SSO), if applicable	Patch or apply fixes as per agreed schedule	R	C	Included	Included
Single Sign-on (SSO), if applicable	Register third party applications for SSO	R	C	Included	Included

### Optional or Application specific Services - OBIEE

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
OBIEE	Install, configure, and manage OBIEE	R	C	Included	Included
OBIEE	Setup ETL definitions and Analytics installation and ETL jobs (out of box)	C	R		
OBIEE	Migrate OBIEE Repository	R		Included	Optional
OBIEE	Monitor and troubleshoot ETL's load function	C	R		

Category	Activity	RACI		Oracle Full Service Package	
OBIEE	Monitor and troubleshoot Informatica server	R		Included	Optional
OBIEE	Replicate error		R		
OBIEE	Analyze data and event trends in collaboration with the client	R	C	Included	Optional
OBIEE	Troubleshoot problem source and provide resolution options	R	C	Included	Included
OBIEE	Locate and research patches, quick fixes, and maintenance releases that may be related to the problem	R	C	Included	Included
OBIEE	Web Server process monitoring	R		Included	Optional
OBIEE	Application URL page status monitoring	R		Included	Optional
OBIEE	Web Server error log monitoring	R		Included	Optional
OBIEE	Third party web site monitoring tool for Internet-facing web server, if applicable	R		Included	Optional
OBIEE	Application URL page status monitoring	R		Included	Optional
OBIEE	Web Server error log monitoring	R		Included	Optional
OBIEE	Third party web site monitoring tool (e.g., SiteSeer) for Internet-facing web server, if applicable	R		Included	Optional
OBIEE	Start-Stop Web Server	R		Included	Included

### Optional Services – Oracle DB TDE

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Oracle Database - Transparent Data Encryption Services	Procure Advanced Security Option software licenses	I	R		
Oracle Database - Transparent Data Encryption Services	Decision to implement TDE Tablespace or TDE Column	R	R	Included	Included
Oracle Database - Transparent Data Encryption Services	Identifying sensitive columns for TDE Column	I	R		
Oracle Database - Transparent Data Encryption Services	Manage encryption keys using immutable Oracle Wallet	R		Included	Included
Oracle Database - Transparent Data Encryption Services	Configure TDE Tablespace and TDE Column	R		Included	Included
Oracle Database - Transparent Data Encryption Services	Backup of Oracle Wallet	R		Included	Included
Oracle Database - Transparent Data Encryption Services	TAR assistance in respect of technical issues	C	R		
Oracle Database - Transparent Data Encryption Services	Database backup of TDE enabled databases	R		Included	Included

Category	Activity	RACI		Oracle Full Service Package	
Oracle Database - Transparent Data Encryption Services - Out of scope activities	Impact assessment of TDE Column	NA			
Oracle Database - Transparent Data Encryption Services - Out of scope activities	Impact on CPU and storage after enabling TDE	NA			
Oracle Database - Transparent Data Encryption Services - Out of scope activities	Troubleshooting performance drop if any after enabling TDE	NA			
Oracle Database - Transparent Data Encryption Services - Out of scope activities	Applying Client specific Key Rotation Policy	NA			

### Optional Services – Oracle DB Vault

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Oracle Database Vault Services	Procure Oracle Database Vault software licenses	I	R		
Oracle Database Vault Services	Implement Oracle Database Vault for certified versions of Oracle EBS	R	I	Included	Included
Oracle Database Vault Services	Design policies for Oracle Database Vault for non-EBS databases	C	R		
Oracle Database Vault Services	Implement Oracle Database Vault policies given by the Client	R	C	Included	Included
Oracle Database Vault Services	Database Vault Administration (both DB only and EBS databases) for Separation of Duties		R		
Oracle Database Vault Services	TAR assistance in respect of technical issues	R	R	Included	Optional
Oracle Database Vault Services - Out of scope activities	SLA impact due to wrong configuration	NA			
Oracle Database Vault Services - Out of scope activities	RCA for outages caused by the Client designed policies	NA			

### Optional Services – Oracle Audit Vault

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Oracle Audit Vault Services	Procure Oracle Audit Vault (AV) and Database Firewall licence.	I	R		
Oracle Audit Vault Services	Decision to implement Oracle Audit Vault only functionality (no DB Firewall)	R	R	Included	Included
Oracle Audit Vault Services	Oracle Audit Vault appliance sizing	R	R	Included	Included

Category	Activity	RACI		Oracle Full Service Package	
Oracle Audit Vault Services	Manage the AV Application using front-end web-based tool (must for Separation of Duties)		R		
Oracle Audit Vault Services	Deploy Oracle Audit Appliance on VM	R		Included	Included
Oracle Audit Vault Services	Identify the “secured targets” as supported by Oracle which Audit Vault should monitor		R		
Oracle Audit Vault Services	Configure “secured targets” and make them Audit Vault deployment ready		R		
Oracle Audit Vault Services	Input about how to deploy the Oracle Audit Vault agent on the “secured targets”		R		
Oracle Audit Vault Services	Deploy of Audit Vault Agents to the “secured targets”	R	R	Included	Included
Oracle Audit Vault Services	Decision to implement optional “host monitor” on “secured targets”		R		
Oracle Audit Vault Services	Decision to procure and the actual procurement of SSL certificates from CA		R		
Oracle Audit Vault Services	Configure Oracle Audit Vault using Trusted CA certificates	R		Included	Included
Oracle Audit Vault Services	TAR assistance in respect of technical issues	R	R	Included	Included
Oracle Audit Vault Services	Manage access to Oracle Audit Vault web-interface including user and password management		R		
Oracle Audit Vault Services	Manage Encryption keys, key-store password, key-rotation		R		
Oracle Audit Vault Services	Define purging policies and purging obsolete data from Oracle Audit Vault appliance	R	R	Included	Included
Oracle Audit Vault Services	Oracle Audit Vault appliance backup using Oracle Support scripts	R			
Oracle Audit Vault Services	Oracle Audit Vault appliance restore in-case of loss of appliance on best-effort basis and as supported by Oracle Support scripts.	R	R	Included	Included
Oracle Audit Vault Services	Kyndryl would not guarantee restoration in case if the “Client” who is responsible for “managing encryption keys and key-store passwords” fails to provide the right keys	R			
Oracle Audit Vault Services	Management of OS and OS accounts	R		Included	Included
Oracle Audit Vault Services	Monitoring of Oracle Audit Vault appliance including the Oracle database	R		Included	Included
Oracle Audit Vault Services - Out of scope activities	Customization of Audit Reports	NA			
Oracle Audit Vault Services - Out of scope activities	Implementation of Oracle Database Firewall	NA			
Oracle Audit Vault Services - Out of scope activities	Impact assessment on size if more “secured targets” are added or when more verbose audit levels were selected or when the retention period window is increased	NA			
Oracle Audit Vault Services - Out of scope activities	No SLAs if the restoration of the Audit Vault backup fails if the right keys were not provided by the Client’s key management team during restoration of backups	NA			

### Optional Services – Oracle EUS

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Oracle EUS "Enterprise User Security"	Providing access to the working setup of MS Active Directory		R		
Oracle EUS "Enterprise User Security"	Decision to implement Oracle EUS for Kerberos Authentication against MS AD	C	R		
Oracle EUS "Enterprise User Security"	Providing KeyTab files from the MS AD Server		R		
Oracle EUS "Enterprise User Security"	Configuring the Oracle DB Server for Kerberos Authentication	R		Included	Included
Oracle EUS "Enterprise User Security"	Creation of users and service principals in MS AD		R		
Oracle EUS "Enterprise User Security"	Creation of the Oracle DB Users with External authentication	R		Included	Included
Oracle EUS "Enterprise User Security"	TAR assistance in respect of technical issues	R	C	Included	Included
Oracle EUS "Enterprise User Security"	Configuring 3rd party applications for Kerberos Authentication		R		
Oracle EUS "Enterprise User Security"	Setting up MIT Kerberos 5 compliant Servers		R		
Oracle EUS "Enterprise User Security"	MS AD related user management		R		

### Optional or Application specific Services – Dedicated OEM

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Oracle Enterprise Manager (OEM) - Dedicated	Build and configure and support OEM instances	R		Included	Optional
Oracle Enterprise Manager (OEM) - Dedicated	Integrate dedicated OEM with the event management and ticketing system	R		Included	Optional
Oracle Enterprise Manager (OEM) - Dedicated	Provide read only access to client users for dedicated OEM dashboard and performance monitoring	R	C	Included	Optional
Oracle Enterprise Manager (OEM) - Dedicated	Procure necessary OEM license for dedicated OEM deployment.	I	R		
Oracle Enterprise Manager (OEM) - Dedicated	Agree to have OEM servers in each site, if Client systems are deployed in multiple sites as High Availability (HA) or Disaster Recovery (DR)		R		
Oracle Enterprise Manager (OEM) - Dedicated	Oracle Enterprise Manager Service Packs for 'Oracle EBS Applications, Oracle Database Diagnostics and Oracle Database Tuning'	R	R	Optional	Optional
Oracle Enterprise Manager (OEM) - Dedicated	Procure Application Management Pack (AMP) software licenses per standard operating procedures		R		
Oracle Enterprise Manager (OEM) - Dedicated	Install the AMP on Client's dedicated OEM	R		Included	Optional
Oracle Enterprise Manager (OEM) - Dedicated	Deploy the AMP plugin to Application and database VMs per request	R		Included	Optional

Category	Activity	RACI		Oracle Full Service Package	
Oracle Enterprise Manager (OEM) - Dedicated	Configure the metrics to monitor the Application and database using AMP	R		Included	Optional
Oracle Enterprise Manager (OEM) - Dedicated	Configure OEM and integrate with the IPC tool to generate the incident service request	R		Included	Optional
Oracle Enterprise Manager (OEM) - Dedicated	Application patching: pack upgrade, agent upgrade	R		Included	Optional
Oracle Enterprise Manager (OEM) - Dedicated	Apply and validate technical patch installation in non-prod environments	R		Included	Optional
Oracle Enterprise Manager (OEM) - Dedicated	Apply patch in production environments with formal approval after Client testing	R		Included	Optional
Oracle Enterprise Manager (OEM) - Dedicated	Start-stop agent(s)	R		Included	Optional
Oracle Enterprise Manager (OEM) - Dedicated	Enable/disable the service packs	R		Included	Optional
Oracle Enterprise Manager (OEM) - Dedicated	Configure/reconfigure the instances to monitor, as per the contract	R		Included	Optional
Oracle Enterprise Manager (OEM) - Dedicated	Add, drop and modify metrics	R		Included	Optional
Oracle Enterprise Manager (OEM) - Dedicated	Provide ongoing maintenance of dedicated OEM	R		Included	Optional

### Optional or Application specific Services – Oracle MFT

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Oracle MFT Application	Install, configure, and manage MFT	R	C	Included	Optional
Oracle MFT Application	Setup and Scheduling Jobs for File Transfer – Dashboard Setup	C	R		
Oracle MFT Application	Network Setup between Source and Target for File Transfer	R	C	Included	Optional
Oracle MFT Application	Monitor and troubleshoot File Transfer Job	C	R		
Oracle MFT Application	Monitor and troubleshoot MFT Application Server	R		Included	Optional
Oracle MFT Application	File Transfer error	C	R		
Oracle MFT Application	Analyze data for throughput/Performance	R	C	Included	Optional
Oracle MFT Application	Troubleshoot problem for Source	C	R		
Oracle MFT Application	Locate and research patches, quick fixes, and maintenance releases that may be related to the problem	R	C	Included	Optional
Oracle MFT Application	Application process monitoring	R		Included	Optional
Oracle MFT Application	Application URL page status monitoring	R		Included	Optional
Oracle MFT Application	WebLogic/App Server error log monitoring	R		Included	Optional
Oracle MFT Application	Application URL page status monitoring	R		Included	Optional
Oracle MFT Application	File transfer log monitoring	C	R		
Oracle MFT Application	Start-Stop Application	R		Included	Optional

### Optional or Application specific Services – Functional Support

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Functional Support (in base Managed Services, Kyndryl provides only Technical Support)	Provide end user support for 'how to' type of questions and Application functional issues		R		
Functional Support (in base Managed Services, Kyndryl provides only Technical Support)	Plan and coordinate regularly scheduled change requests		R		
Functional Support (in base Managed Services, Kyndryl provides only Technical Support)	Troubleshoot and identify fix application functional issues raised by end users		R		
Functional Support (in base Managed Services, Kyndryl provides only Technical Support)	Assist Kyndryl to interpret Application functional issues to identify the contributing technical issues		R		
Functional Support (in base Managed Services, Kyndryl provides only Technical Support)	Implement data fixes and Application functional configuration to resolve issues		R		
Functional Support (in base Managed Services, Kyndryl provides only Technical Support)	Create Service and Change requests to implement patches or other technical configuration areas managed by Kyndryl	C	R		
Functional Support (in base Managed Services, Kyndryl provides only Technical Support)	Complete Service and Change requests to implement patches or other technical configurations	R	I	Included	Included
Functional Support (in base Managed Services, Kyndryl provides only Technical Support)	Maintain history of functional issues		R		
Functional Support (if included in scope)	Escalate functional issues to ISV(s) as required		R	Optional	Optional
Functional Support (if included in scope)	Plan and coordinate regularly scheduled change requests	R	A, C	Optional	Optional
Functional Support (if included in scope)	Troubleshoot and identify fix application functional issues raised by end users	R	A, C	Optional	Optional
Functional Support (if included in scope)	Assist Kyndryl to interpret Application functional issues to identify the contributing technical issues	R	A, C	Optional	Optional
Functional Support (if included in scope)	Implement data fixes and Application functional configuration to resolve issues	R	A, C	Optional	Optional
Functional Support (if included in scope)	Create Service and Change requests to implement patches or other technical configuration areas managed by Kyndryl	C	R	Optional	Optional
Functional Support (if included in scope)	Complete Service and Change requests to implement patches or other technical configurations	R	A, C	Included	Included
Functional Support (if included in scope)	Maintain history of functional issues	R	A, C	Optional	Optional
Functional Support (if included in scope)	Escalate functional issues to ISV(s) as required	R	R	Optional	Optional

## Optional or Application specific Services – Oracle EBS Functional Support

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Provide initial documentation including functional and technical specifications related to existing Reports, Interfaces, Conversions and Extensions (“RICE”) objects.	R	R	Optional	Optional
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Provide initial documentation related to setups and processes within the various Oracle applications modules	R	R	Optional	Optional
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Provide ongoing documentation updates for RICE objects	C	R		
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Provide ongoing documentation updates related to setups and processes within the various Oracle applications modules and send updates to vendor as applicable	C	R		
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Conduct a functional audit of the Client’s environment as well as the Client’s RICE objects.	R	C	Optional	Optional
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Align functional requirements with software needs	C	R		
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Provide first level of support for end users - policy/ business process questions, maintaining static data like customers, item numbers, access control, etc.		R		
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Level 2 support “How-to” questions about Oracle applications functionality that have already been implemented.	R		Optional	Optional
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	System Administration – initial creation of users and associated responsibilities only	R		Optional	Optional
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Ongoing user and responsibility administration		R		
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Collaboration of technical break/fix issues with existing Kyndryl support team	R		Optional	Optional
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Plan and coordinate regularly scheduled change requests	R	C	Optional	Optional
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Troubleshoot application and RICE objects from a functional perspective	R	C	Optional	Optional

Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Research patches and patch pre-requisites	R		Optional	Optional
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Confirm patches resolve functional issues	R		Optional	Optional
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Test issue resolution for Cases from a functional perspective	R		Optional	Optional
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Collaborate with Client on performing end-to-end testing for any changes made to address ongoing functional issues	C	R		
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Collaborate with Client on executing ongoing regression testing of functional patches	C	R		
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Escalate functional issues to vendor as required	R		Optional	Optional
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Manage Functional Service Requests with vendor as necessary	R		Optional	Optional
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Maintain history of functional issues	R	C	Optional	Optional
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Provide escalation for critical non-availability functional issues	R	C	Optional	Optional
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Functional Issue Troubleshooting and Resolution for Reports, Interfaces, Customizations and Extensions (RICE items)	R		Optional	Optional
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Provide resolution for issues related to existing RICE objects.	R	C	Optional	Optional
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Identify ongoing migration issues/problems through testing and verification	C	R		
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Correct technical and functional issues of the migration as related to data.	R		Optional	Optional
Oracle Applications Functional Support – (Kyndryl provides Technical and Functional Support)	Correct functional object migration issues as related to data	R		Optional	Optional

## Optional or Application specific Services – PeopleSoft Functional Support

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
PeopleSoft Functional Support Services - Client Management	Provide short consulting engagement on a particular Client challenge and provide recommendations for resolution	R		Optional	Optional
PeopleSoft Functional Support Services - Client Management	Meet with Client to review and prioritize enhancements and/or new development	R		Optional	Optional
PeopleSoft Functional Support Services - Client Management	Approve out-of-scope change requests and associated expenditures		R		
PeopleSoft Functional Support Services - Client Management	<p><u>Road-mapping Service</u></p> <p>Short consulting engagement where we walk through a substantial list of questions covering a wide spectrum of topics – to uncover the best plan for a successful implementation, upgrade or improvement following a technical upgrade.</p> <p>Short document that outlines Client priorities and key initiatives for the PeopleSoft application, and one-page layered project plan that outlines steps (perhaps oriented to development, business, and operational issues) to be taken over the ensuing 12 months to successfully complete the project.</p>	R		Optional	Optional
PeopleSoft Functional Support Services - Help-Desk Support	Vendor escalations for functional issues as needed	R		Optional	Optional
PeopleSoft Functional Support Services - Help-Desk Support	Work to resolution Cases for issues dealing with application functionality	R		Optional	Optional
PeopleSoft Functional Support Services - Help-Desk Support	Work to resolution Cases for issues dealing with application functionality enhancements, application administration, and "how do I" questions, to current solution	R		Optional	Optional
PeopleSoft Functional Support Services - Help-Desk Support	Reset production user passwords, adds, and deletes as requested	R		Optional	Optional
PeopleSoft Functional Support Services - Help-Desk Support	Unlock locked users in PeopleSoft	R		Optional	Optional
PeopleSoft Functional Support Services - Help-Desk Support	Monitor and escalate urgent application-based Client issues	R		Optional	Optional
PeopleSoft Functional Support Services - Help-Desk Support	Maintain the historical context of functional issues, recurring issues, etc.		R		
PeopleSoft Functional Support Services - Help-Desk Support	Troubleshoot functional issues related to respective application and/or all modules	R	C	Optional	Optional
PeopleSoft Functional Support Services - Help-Desk Support	Test issue resolution for Cases		R		

PeopleSoft Functional Support Services - Help-Desk Support	Plan and coordinate regularly scheduled change requests	C	R		
PeopleSoft Functional Support Services - Help-Desk Support	Assist Kyndryl to interpret Client-related functional issues		R		
PeopleSoft Functional Support Services - Base Support	Maintain installation tables	R		Optional	Optional
PeopleSoft Functional Support Services - Base Support	Maintain base tables	R		Optional	Optional
PeopleSoft Functional Support Services - Custom Code Migration	Review code for obvious flaws	R		Optional	Optional
PeopleSoft Functional Support Services - Custom Code Migration	Provide technical support for code promotion to production environment	R		Optional	Optional
PeopleSoft Functional Support Services - Custom Code Migration	Correct functional object migration issues that are data related.		R		
PeopleSoft Functional Support Services - Custom Code Migration	Request changes through established change request procedures		R		
PeopleSoft Functional Support Services - Production Process Scheduling	Administer production process schedule in PeopleSoft	R	C	Optional	Optional
PeopleSoft Functional Support Services - Application Support	Manage PeopleSoft Cases	R		Optional	Optional
PeopleSoft Functional Support Services - Application Support	Align functional requirements with software needs	R		Optional	Optional
PeopleSoft Functional Support Services - Application Support	Verify that all functionality works correctly	R	C	Optional	Optional
PeopleSoft Functional Support Services - Application Support	Troubleshoot application	R		Optional	Optional
PeopleSoft Functional Support Services - Application Support	Maintain Base Tables	R		Optional	Optional
PeopleSoft Functional Support Services - Application Support	Maintain Set IDs and Business Unit tables	R	C	Optional	Optional
PeopleSoft Functional Support Services - Application Support	Provide the personnel needed for install in-scope software on the Client side of the interface		R		
PeopleSoft Functional Support Services - Application Support	Troubleshoot printers		R		
PeopleSoft Functional Support Services - Application Support	Install, administer, and troubleshoot workstations		R		
PeopleSoft Functional Support Services - Application Support	Customize and administer legacy software		R		

PeopleSoft Functional Support Services - Application Security	Maintain security trees	R	C	Optional	Optional
---	-------------------------	---	---	----------	----------

### Optional or Application specific Services - ATG Web Commerce/Oracle Commerce

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
ATG Commerce and Merchandising Migration	Setting up monitoring for scheduled jobs, etc. to hosted environment (pre COA); check that the job running, etc.	R	C	Included	Included
ATG Commerce and Merchandising Migration	Provide software media, licensing, and maintenance for all Client Software	I	R	N/A	N/A
ATG Commerce and Merchandising Migration	Provide necessary license keys	I	R	N/A	N/A
ATG Commerce and Merchandising Migration	Provide ATG license maintenance renewal for ATG Commerce and Merchandising	I	R	N/A	N/A
ATG Commerce and Merchandising Migration	Name Kyndryl as an authorized entity to engage 3rd party vendor support on Client behalf	I	R	N/A	N/A
ATG Commerce and Merchandising Migration	Provide documentation on Client custom code, interfaces, batch jobs, etc.	C	R	N/A	N/A
ATG Commerce and Merchandising Migration	Freeze development of the applications prior to cutover to production in the new environment	C	R	N/A	N/A
ATG Commerce and Merchandising OS & Hardware	Implement operating system patch levels required for applications	R	I	Included	Included
ATG Commerce and Merchandising OS & Hardware	Implement initial file system layout required for applications	R	C	Included	Included
ATG Commerce and Merchandising OS & Hardware	Implement initial kernel settings required for applications	R	I	Included	Included
ATG Commerce and Merchandising OS & Hardware	Create up to 10 operating system user accounts required for applications and Client and developer access as needed	R	C	Included	Included
ATG Software	Installation of ATG Commerce and Merchandising (CM) software, WebLogic Server, Oracle, OS, Apache per certification documents	R	C	Included	Included
ATG User Accounts	Setup initial ATG application user accounts (admin account)	R	C	Included	Included
ATG Application Monitoring	Implement monitoring based on Kyndryl certification	R	I	Included	Included
ATG Application Monitoring	Deploy external URL monitors measuring availability and response times	R	C	Included	Included
ATG Application Monitoring	Identify public facing URL to be monitored	C	R	N/A	N/A
ATG Application Monitoring	Identify transaction to be monitored for application monitoring	C	R	N/A	N/A
ATG Application Monitoring	Deploy process monitors measuring availability of 3rd party application processes integrated into ATG Commerce and Merchandising	R	C	Included	Included
ATG Application Startup and Shutdown	Configure standard startup and shutdown initial scripts	R	C	Included	Included
ATG Database Problem Resolution	Assist in identifying problems that are related to the database and resolve them.	R	C	Included	Included

Category	Activity	RACI		Oracle Full Service Package	
ATG DBMS Problem Resolution	Identify and resolve any problems with the DBMS and underlying infrastructure. Apply patches as required to correct any problems.	R	I	Included	Included
ATG DBMS Storage Management	Ensure that the database does not run out of room. Extend tablespaces, tables, etc. as needed.	R	I	Included	Included
ATG Application Monitoring	Develop custom ATG application scripts to monitor critical pieces of the environment. As described in HLD. Custom scripts will leverage either log files or email reports to track and report on status.	R	C	Included	Included
ATG Application Monitoring - Search	Install and configure ATG Search per Kyndryl best practices	R	C	Included	Included
ATG Application Monitoring - Search	Configure firewalls to allow for authorized access to Search Application specific ports.	R	I	Included	Included
ATG Application Monitoring - Search	Tune operation system TCP/IP settings and patch levels to Kyndryl standards and vendor recommendations relative to the Search Application	R	I	Included	Included
ATG Application Monitoring - Search	Implement standard application monitors and file version tracking.	R	I	Included	Included
ATG Application Monitoring - Search	Incorporate and track custom changes to configuration of application to accommodate Client custom implementation	R	C	Included	Included
ATG Application Monitoring - Search	Identify additional processes or child processes custom to Client proprietary implementation and its interaction with data sources.	R	C	Included	Included
ATG Application Monitoring - Search	Develop application troubleshooting guide for corrective actions and service restoration.	R	C	Included	Included

### Optional or Application specific Services - Oracle Endeca

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Application Services - Endeca	Install Endeca MDEX, Platform and Workbench according to Kyndryl Standards.	R		Included	Included
Application Services - Endeca	Configure firewalls to allow for authorized access to Endeca specific ports.	R		Included	Included
Application Services - Endeca	Tune operation system TCP/IP settings and patch levels to Kyndryl standards and vendor recommendations relative Endeca	R		Included	Included
Application Services - Endeca	Implement standard application monitors and file version tracking.	R		Included	Included
Application Services - Endeca	Incorporate and track custom changes to configuration of application to accommodate Client custom implementation	R		Included	Included
Application Services - Endeca	Identify additional processes or child processes custom to Client proprietary implementation and its interaction with data sources.	R		Included	Included
Application Services - Endeca	Develop application troubleshooting guide for corrective actions and service Restoration.	R		Included	Included

Category	Activity	RACI		Oracle Full Service Package	
		Kyndryl	Client	Production	Non-Production
Application Services - Endeca	Perform post-installation testing of application including testing of connections between components and Client access to workbench.	R		Included	Included
Application Services - Endeca	Create and configure data source files and ETL scripts		R	N/A	N/A

-End of the document-