



Support Type	Support Task	Description	Service Level		
			Silver	Gold	Platinum
Maintain	Patches & Fixes	Update identified non-critical patches that are affecting current functions on a scheduled basis.	✓	✓	✓
	Patches & Fixes	Critical patches identified by Oracle or GoLiveSystems are triaged and scheduled based on risk.	✓	✓	✓
	Configuration	Update EPM configuration on an as needed basis. This typically include resource or performance settings.	✓	✓	✓
	Configuration Management	Maintain and update Oracle Support EPM systems inventory all systems.	✓	✓	✓
	Change Management	Manage all technical changes regarding the EPM system using GoLiveSystems CM process.	-	✓	✓
	Growth	Maintain and manage logs and audit table growth.	-	✓	✓
Monitor & Alert	Availability	Monitor availability of EPM Service tiers using automatted polling and alerting processes. Proactively interrogate components of the EPM system and report availability issues automatically.	✓	✓	✓
	EPM Performance	Monitor performance of EPM system tiers and components as related to response time. 3 levels of based on Web, middle, and database tiers.	-	✓	✓
	Application Performance (1 app)	Monitor Business Rules, Calcs, Essbase performance	-	-	✓
Support	On Call	Support Engineer Business Hours (8am-6pm EST) x 5 days x 52 weeks* (see response time SLA matrix)	✓	✓	✓
	On Call	Support Engineer - Customized Hours			
	Resolve	Remote Diagnostics (VPN/WebEx/GoToMeeting)	✓	✓	✓
	Resolve	Problem Resolution & Investigation* (See Resolution SLA)	✓	✓	✓
	Escalate	Escalate and manage issues that require Oracle to support.	-	✓	✓
	Escalate	Escalate and manage issues that require Corporate IS to support.	-	✓	✓
	OnGoing Value	Vouchers for training			
	OnGoing Value	Remote Health Checks performed prior to annual business cycles.	-	1	2
	OnGoing Value	Annual Capabilities Assessment	✓	✓	✓
Report	Audit Reporting	Establish weekly audit reporting based on EPM collected data	-	-	✓
	Usage Reporting	Establish usage tracking based on EPM foundation collected data	-	-	✓