

SERVICE SCHEDULE

DATABASE ADMINISTRATION

This is a Service Schedule as defined in the Agreement. Where the Database Administration Services set out in this Service Schedule form part of the Services to be supplied under the Agreement, this Service Schedule forms part of the Agreement. In this Service Schedule, references to Clauses are to Clauses of the Agreement, and references to paragraphs are to the paragraphs of: (i) this Service Schedule; or (ii) whichever other document is specifically referred to. Defined terms that are used in this Service Schedule which are not defined in paragraph 1 below shall have the same meanings as set out in Schedule 1 of the Agreement.

1 Additional Definitions

In this Service Schedule the following definitions have the following meanings:

Acceptable Use Levels means the acceptable use levels identified in the table set out in paragraph 4.2;

Managed Database means a database managed by the Supplier on the Company's behalf for the Company's own business needs.

Operating System or **OS** means a software system designed to run directly on physical or virtual Machine which manages the hardware state and allows running of additional application software;

Extended Working Hours means standard daytime operating hours between 7:00 am and 7:00 pm on a Business Day;

Response Times means those response times identified as such in paragraph 3.1 for the Supplier to respond to a ticket logged by the Company;

Service Hours means the hours identified in the tables set out in paragraph 3.1; and

Service Severity means the following priority levels as set out below:

Priority 1 Catastrophic business disruption, system or systems failure which is stopping the business from operating.

Priority 2 Severe business disruption or user critical issue, a critical user or group of users is unable to operate, or one or more critical system failures, or a critical system component has failed or is severely impaired but not impacting the business from operating.

Priority 3 Business disruption or multiple user issue, multiple users are experiencing an impacting issue, or a significant reduction in system performance.

Priority 4 Minor business disruption or user issue, a single user is unable to complete a task, or non-critical system is unable to operate or is degraded.

Priority 5 Job or Task, a request to undertake a defined job or task.

2 Service Scope and Description

2.1 This Database Administration Service is provided to the Company for so long as the Agreement remains in force in accordance with the terms of the Agreement and the Supplier's Acceptable Use, security and access policies and procedures.

- 2.2 The provision of the Database Administration Service is subject to payment by the Company of the Supplier's Charges for installation and support services, as set out in the Order form or as subsequently agreed between the parties from time to time.
- 2.3 The provision of the Database Administration Service is subject to the Supplier delivering an 'audit and onboarding service' which will determine any remedial actions which would need to be addressed prior to the Database Administration Services going live. Any remedial actions will be discussed with the Company, and where the Supplier is required to undertake additional works as a result of the audit and onboarding service the Supplier will be entitled (in its sole discretion) to charge the Company. The audit and onboarding is included in the Charges listed in the Order form.
- 2.4 The Order form will detail the specification of the databases to be supported, including;
- (a) the database application version(s) being supported;
 - (b) the number of instances and / or the number of databases being supported;
- 2.5 The Supplier will:
- (a) design, set up, and configure the supported database(s), including the database application software necessary services for the Company as defined in the Statement of Work, and / or in the Order form (as applicable). The Statement of Work or Order form will also detail any additional activities the Supplier will provide including any migration and additional configuration services. If the Statement of Work or Order form (as applicable) does not list such additional activities, the Supplier will not be required to undertake such activities.
 - (b) monitor the database application software and supported databases health and remediate issues, notifying the Customer where appropriate. Monitoring includes:
 - (i) database engine performance;
 - (ii) scheduled jobs and agents, including any maintenance and backup jobs;
 - (iii) Host memory usage, CPU and disk capacity, subject to access to the database application OS;
 - (c) manage the available capacity available to the database application (subject to appropriate access to the OS) and make recommendations for capacity increases as required. Where recommendations are made by the Supplier and not accepted by the Company, the Supplier will not guarantee the availability of the service, nor the redundancy of the service where applicable.
 - (d) Backup management and advice to help manage customers internal RTO and RPO
 - (e) Instance/database parameter recommendations based on current monitoring
 - (f) make configuration changes to help prevent recurring problems or improve security;
 - (g) perform logging, recording and basic diagnosis of all reported incidents;
 - (h) perform incident and request management within the agreed Response Times as detailed below in paragraph 3, subject to Acceptable Use Levels.

- (i) apply available database application software updates on a schedule selected by the Supplier, any major version upgrades as determined to be required by the Supplier to maintain the Service would be chargeable and subject to agreement by both parties, neither party unreasonably withholding such agreement;
- (j) provide regular service management reviews, reports, and recommendations, to be delivered monthly unless otherwise agreed (where 'Service Management' is specified on the Order form);
- (k) provide 6 monthly technical service review meeting for instances/databases covering:
 - (i) current status from health check
 - (ii) licensing review and validation
 - (iii) major database software upgrade review (any upgrades would be managed as a chargeable project)
 - (iv) application upgrade plans and review requirements (the application using the database may require database changes or upgrades dictated by third parties)
 - (v) current and future DR / RTO / RPO requirements
 - (vi) future data growth
 - (vii) new systems that require the introduction of additional databases to be brought under the service

2.6 The Supplier will not:

- (a) re-install client applications or data, unless backed up by the Supplier as part of a backup service;
- (b) perform major version upgrades of the database software, except at an additional cost to the Company;
- (c) support or carry out installation or configuration of third party applications;
- (d) re-install the database application software, unless required due to the failure of the Service provided by the Supplier;
- (e) provide any support of devices running operating systems that are not supported by the Supplier as specified in the Order form;
- (f) be liable for the availability and security of any Company data held on the device, except to the extent provided for by any additional backup, disaster recovery, or similar service provided to the Company by the Supplier;
- (g) implement as an inclusive part of the Service any change requested by the Company, any change will be managed through a defined and chargeable project;
- (h) provide any other activity or service that is not set out in this Services Schedule.

2.7 The Company will:

- (a) take responsibility for carrying out all deployment, configuration, and management of services not provided by the Supplier. The Supplier may take on these tasks at an additional cost to the Company (at the Supplier's sole discretion) or bespoke professional services engagements, outside the scope of this Database Administration Service;
- (b) be responsible for the security and availability of all elements of its IT infrastructure not designed, built, or supported by the Supplier;
- (c) be responsible for ensuring that any data provided by the Company and that is hosted on devices that are either supplied or supported by the Supplier will not be in breach of any Law or contractual obligation of the Company;

3 Response Times

3.1 The Supplier will use its reasonable endeavours to deliver the following Response Times as set out in the table.

Event Type	Service Hours	Response Times
Priority 1	Extended Waking Hours	Within 30 minutes
Priority 1	Outside Extended Waking Hours (where specified on the Order Form)	Within 60 minutes
Priority 2	Extended Waking Hours	Within 2 hours
Priority 3 or 4	Extended Waking Hours	Within 4 hours
Priority 5	Extended Waking Hours	Within 4 hours

- (a) Where a ticket is logged by the Company outside of the defined Service Hours the Response Time shall apply from the start of Service Hours of the next Business Day.
- (b) Where a ticket is logged during the Service Hours the clock shall not continue outside of these Service Hours, and shall resume during the Service Hours of the next Business Day.
- (c) Where the Supplier does not resolve or provide a temporary work around for a Priority 1 event within 5 Business Days the event will be classified as a Business Critical Service Failure, save where
 - (i) any part of the Service is provided by a third party and the third party is deemed by the Supplier to either wholly or partially be responsible for the Priority 1 event, or
 - (ii) the Company is deemed by the Supplier to either wholly or partially be responsible for the Priority 1 event, or
 - (iii) the Company has exceeded any Acceptable Use Levels or the Acceptable Use policy, or
 - (iv) where the Service that is affected by the event is not fit for purpose, out of support or end of life, and that the Supplier has previously informed the Company.

4 Acceptable use

4.1 The Services provided by the Supplier are subject to the Acceptable Use Levels. In the event the Company requests Services in excess of the Acceptable Use Levels the Response Times and Availability of such Services will be supplied either at an additional cost to the Company (at the Supplier's sole discretion) or with suspended Availability measures and Response Times.

4.2 The Acceptable Use Levels Service are set out in the table below.

Service	Conditions
Database Administration OS capacity	the Company deploys services across the Database instances which consumes or could consume more capacity than is available to maintain the specified service

5 Planned Maintenance

5.1 Save for a Force Majeure Event or in the case of an emergency, where the Supplier considers (in its sole discretion) that it is necessary to carry out planned maintenance activities that will affect or can reasonably be expected to affect the Company's operations, the Supplier shall notify the Company at least 48 hours in advance of the commencement of the planned maintenance detailing the nature of such maintenance to be carried out and the timetable for completion. Planned maintenance will be carried out in accordance with the Supplier's standard procedures which are available upon request by the Company. In the case of an Event of Force Majeure or an emergency, no advance notice is required.

5.2 During the period of Planned maintenance as detailed in paragraph 5.1, the Response Times will not apply.