

Service Schedule

Rimini Street Advanced Database Security Implementation Services

(“ADS Implementation Service Schedule”)

Unless otherwise indicated herein, capitalized terms used in this ADS Implementation Service Schedule without definition shall have the respective meanings specified in the Order.

1. Services

Rimini Street shall provide implementation services set forth herein and in the List of Services in Attachment A, attached hereto, for the Rimini Street Advanced Database Security product (referred to herein as “**ADS**” or “**Licensed Products**”) that has been licensed to Client pursuant to the ADS Service Schedule, and shall provide other Deliverables as described in Section 2 below (collectively, the “**Services**”). Rimini Street shall install and configure the Licensed Products for the purpose of enhancing the security of Client’s Oracle Database software as further described herein and in the ADS Service Schedule. Rimini Street shall install and configure the Licensed Products for the number of database instances and Management Consoles for the Licensed Products set forth in the Covered Products Annexure for this Service.

A. Project Plan and ADS Overview. Rimini Street will provide Client with read-only access to the implementation project plan and an overview of ADS delivered in PDF format.

B. Status Reports. Rimini Street will deliver a weekly project status report. Status reports will summarize progress against goals and project issues during the initial non-production and production installations of the Licensed Products. Rimini Street will deliver a monthly project status report in a mutually agreed format after the initial non-production and production implementations of the Licensed Products until the completion of the implementation project.

C. Exception Handling. Rimini Street will work with Client to define and implement the mutually agreed rule exceptions. These rule exceptions will be mutually agreed during the implementation of the Licensed Products. Client will ensure that all business-as-usual activity is processed through the monitored databases listed the applicable Covered Products Annexure for the ADS Service & License during the thirty (30) day period following the sensor implementation to allow for an accurate rule exception configuration.

2. Deliverables

The following are the deliverables (“**Deliverables**”) to be provided by Rimini Street as part of the Services under this ADS Implementation Service Schedule:

Deliverable	Description
Management Console	<ul style="list-style-type: none"> • Rimini Street will configure and install the number of Management Consoles on non-production and production environment(s) set forth in the Covered Products Annexure for this Service. • Rimini Street will configure the Management Console interface and system settings.
ADS Sensor(s)	<ul style="list-style-type: none"> • Rimini Street will configure and install ADS sensors on each database server that hosts the database instances to be monitored. The number of database instances to be monitored are set forth in the applicable Covered Products Annexure for the ADS Service & License.

Deliverable	Description
ADS Configuration Documentation	<ul style="list-style-type: none"> Rimini Street will provide a one-time document in a mutually agreed format defining the deployment configuration.
SIEM Integration and Alerting	<ul style="list-style-type: none"> Rimini Street will configure an alerting interface and event output to the mutually agreed Client logging and/or SIEM solution. This alerting and event output will be mutually agreed during the implementation of the Licensed Products. Rimini Street will work with Client to define and implement the mutually agreed rule alert handling.

All Deliverables under this ADS Implementation Service Schedule are considered Rimini Street Work Product pursuant to the Terms of Service.

3. Approach and Project Timeline

A. Schedule. The start of the provision of the Services by Rimini Street is dependent on Client’s compliance with required technical requirements and responsibilities of Rimini Street and Client as set forth in Section 6 of this ADS Implementation Service Schedule. Client shall complete the requirements in the Technical Requirements for ADS document described in Section 4.K below within eight (8) weeks of the Order Effective Date. Once the technical requirements and responsibilities are met by Client, the start date for such installation and configuration will be scheduled by Rimini Street based on resource availability. Client acknowledges that the service level agreement under the ADS Service Schedule does not apply to the Services provided under this ADS Implementation Service Schedule.

B. Project Procedures. The procedure to follow in the event of a conflict involving the implementation of the Services is set forth in Annexure 1 – Project Procedures, attached hereto.

4. Technical Requirements and Responsibilities of Rimini Street and Client

Client will provide the following resources and have the following responsibilities in supporting Rimini Street's performance of the Services under this ADS Implementation Service Schedule. Client agrees that Rimini Street's ability to perform the Services and provide the Deliverables is materially dependent on Client's timely performance of its own obligations as described in this ADS Implementation Service Schedule.

A. Services or Support (Personnel Requirements):

- I. Primary Point of Contact.** Client will designate one resource as the primary point of contact for coordinating its resources and fulfilling requests, such as access to Client's system documentation, diagrams and systems as needed.
- II. Access to Key Personnel.** Client will provide access to internal system architect(s), system administrator(s), database administrators (DBA(s)), and Security personnel to participate in the project implementation efforts. Client also agrees to provide Rimini Street all required access to key personnel capable of transferring the business knowledge necessary for the delivery of the Services.
- III. Project Governance.** Client will provide management and oversight of project status, manage project issues, and progress against goals. Client will review project status reports and provide weekly updates on internal resolution status. Appropriate executive leadership will be engaged, informed or consulted regarding the importance of the project charter and progress.

- IV. Project Management; Rimini Street Personnel.** Rimini Street will provide one remote, part-time project manager to coordinate activities and access additional Rimini Street resources if necessary. Rimini Street will provide ADS subject matter experts that will perform the Services and provide the Deliverables to Client. Rimini Street will perform all Services remotely unless otherwise mutually agreed upon in a Project Change Request Form.
- B. Facilities and Equipment (Access Requirements):**
- I. User Accounts.** Client will create user accounts for Rimini Street personnel providing Services under this ADS Implementation Service Schedule, and grant Rimini Street personnel the needed access and permissions to deliver the Services.
- II. Remote Access.** Client will provide remote access and a dedicated administration machine with all necessary software for Rimini Street's use in providing Services. Client is responsible for providing the required infrastructure as defined in clause 6.D below and Client will own ultimate administration costs that will not be shared with Rimini Street. Rimini Street will work with Client's IT and Security teams to use Bombgar connections for remote support to complete the setup of the test server. To the extent Client recommends or requires a specific tool, product or service ("**Remote Access Tool**") for connection to Client's remote access endpoint, Client will notify Rimini Street in writing (such as via email or support ticket) and shall, remain fully responsible for all acts, omissions, and/or technical failures of such Remote Access Tool to the extent the Services or either Party's legal rights are impacted.
- III. Access to Software.** Client acknowledges that Rimini Street may need, and Client therefore authorizes Rimini Street, to access, install, work with, configure, test, and possibly modify the Licensed Products, Updates, and Upgrades in order to render Services pursuant to this ADS Implementation Service Schedule. Accordingly, Client shall provide Rimini Street with remote access to one or more production, non-production development and test environment(s) on servers owned, leased, or otherwise controlled by Client that include the Licensed Products, Updates, and Upgrades together with all license codes and other software required for their proper operation (each an "**Environment**"). Each Environment and remote access connectivity thereto must meet the technical requirements provided by Rimini Street to Client, which may evolve and change over time due to changes in technology, connectivity options, Client's Environment(s) or other reasons ("**Technical Requirements**"). Client understands and agrees that Rimini Street will be unable to access the Environments or provide the Services until Client confirms compliance in writing with current Technical Requirements. Client represents and warrants that any Services related to Client's databases as expressly contemplated under this ADS Implementation Service Schedule are permitted under Client's relevant software vendor license(s) for the databases.
- C. Required Software**
- I. Licenses.** Client has obtained the license for the Licensed Products from Rimini Street as set forth in the ADS Service Schedule. Client represents and warrants that Client has obtained all rights and licenses for the operating system and database instances on the servers that host the ADS components as detailed in this ADS Implementation Service Schedule and for Rimini Street to perform the Services hereunder.
- II. Required Software Loading.** Client will download required binaries to their Jump Box to be available to Rimini Street.

D. Jump Box. Client will provide Rimini Street with remote access to a “Jump Box” server that has access to the database systems that will have the Licensed Products installed. Rimini Street will remotely access this server to install and configure the Licensed Products.

I. Physical or VMWare Virtual Server. The Client must provide one (1) physical or virtual host server for the Jump Box function. This server will have Windows 2012 or higher installed with 8GB of memory or higher and 50 GB or higher of available free disk space.

II. Physical or Virtual Server Requirements. The test server will be a fully functional server and capable of accessing external websites for the purpose of downloading software as necessary.

E. Management Console; Management Console Server. The Management Console is the console used in the Licensed Products to manage the configurations of the ADS sensors and the monitoring rules that are deployed to the sensors. Client will provide at least one virtual or physical server that will be used to host the Management Console. Rimini Street will provide Client with the minimum requirements for a server running the Management Console. Client and Rimini Street will mutually agree upon the number of servers needed during the planning phase described in the Covered Products Annexure for this Service.

F. ADS Repository Database Server. Client will provide at least one virtual or physical server that will be used to host the ADS repository database. Rimini Street will provide Client with the minimum requirements for a server running the ADS repository database. Client and Rimini Street will mutually agree upon the number of servers needed during the planning phase described in the Covered Products Annexure for this Service.

G. Accounts & Connectivity.

I. Jump Box Administrator Access: Rimini Street will remotely access the Jump Box server via site-to-site tunnel between networks. Access to the Jump Box server will be from Rimini Street's secure client gateway using existing protocol for remote access.

a. Continuous Access. Client will provide continuous access to all test server systems for Rimini Street engineer personnel subject to maintenance and interruptions or downtime beyond the reasonable control of Client.

b. Administrator Access. Client agrees to provide local administrator access rights and capabilities on the Jump Box Server. Examples of required access rights include the ability to create, delete, copy, and move files or folders; and install or uninstall software.

II. Management Console Administrator Access: Rimini Street will remotely access the Management Console from the Jump Box via ssh.

a. Administrator Access. Root access will be required for initial installation and configuration. Accounts with sudo access will suffice if root is not available. Client will provide Rimini Street the ability to transfer files from the Jump box to the servers being monitored by ADS pursuant to the ADS Service Schedule.

III. Target Database Server Administrator Access: Rimini Street will remotely access these servers from the Jump Box via ssh or RDP.

a. Administrator Access. Local Administrator for Windows or Root access for Linux or Unix will be required for initial installation and configuration. Accounts with sudo access will suffice if root is not available. Client will provide Rimini Street the ability to transfer files from the Jump box to the target database servers being monitored by ADS pursuant to the ADS Service Schedule. If access to the target database server is not

allowed the client will be responsible for sensor agent installation and Rimini Street will provide installation instructions.

H. Testing. Client will provide qualified resources for testing of the Licensed Products and applications. Before and during the implementation of the Licensed Products in any production environment, Client is responsible for all regression and final system testing to assure that:

- I. the Client application and databases running on the servers that are being monitored by the ADS solution are functioning without error.
- II. the Client application and databases running on the servers that are being monitored by the ADS solution are performing in line with pre-determined baselines.
- III. the ADS solution is providing the agreed monitoring of the Client databases set forth in the applicable Covered Products Annexure for the ADS Service & License.

For the avoidance of doubt, Client shall have a pre-determined set of performance and functional baseline processes and documented results that can be used to verify the above regression and system tests.

In addition, Client will perform the application testing on applications using the ADS monitored database instances as set forth in the Post Integration Comprehensive Testing Guidance in Attachment B, attached hereto, and ensure that all features and functions of the application behave normally with no performance degradation. Client shall complete the application testing within five (5) business days per application to finalize the security profile.

I. Data Backups. Client must perform all necessary system back-ups prior to the commencement of the Services hereunder, as well as during the term of this ADS Implementation Service Schedule, as needed. Client assumes responsibility for the accuracy of all data.

J. Planned Outages; Downtime. Client is responsible for notifying its users of any planned outages or downtime of Client's production systems related to the Services during the term of this ADS Implementation Service Schedule, including any planned outages or downtime during the initial integration of the ADS sensors.

K. Technical Requirements for ADS Implementations. Client must complete the requirements described in the Technical Requirements for ADS Implementations document prior to Rimini Street beginning the implementation of the Licensed Products hereunder.

5. Disclaimer

CLIENT ACKNOWLEDGES AND AGREES THAT THE SCOPE OF THIS ADS IMPLEMENTATION SERVICE SCHEDULE IS LIMITED TO THE IMPLEMENTATION OF THE LICENSED PRODUCTS AS DESCRIBED HEREIN AND THAT CLIENT IS SOLELY RESPONSIBLE FOR MANAGING ITS SECURITY PROGRAM, ENVIRONMENT, CONTROLS AND PROCESSES AND MAINTAINING THE SECURITY OF ITS DATA, ACCOUNTS, SYSTEMS, ENVIRONMENTS, DATABASES, APPLICATIONS AND SOFTWARE AND DECIDING WHETHER TO IMPLEMENT OR HAVE RIMINI STREET IMPLEMENT, IF APPLICABLE PURSUANT TO THE TERMS OF THIS ADS IMPLEMENTATION SERVICE SCHEDULE, ANY RECOMMENDATIONS MADE BY RIMINI STREET HEREUNDER. NO PORTION OF THESE SERVICES SHALL BE CONSIDERED LEGAL OR DATA PROTECTION ADVICE. CLIENT IS SOLELY RESPONSIBLE FOR ALL SECURITY INCIDENTS AND/OR BREACHES OF ITS DATA, ACCOUNTS, SYSTEMS, ENVIRONMENTS, DATABASES, APPLICATIONS AND SOFTWARE, INCLUDING RESOLUTION OF SUCH SECURITY INCIDENTS OR BREACHES, ANY REQUIRED NOTIFICATIONS AND/OR REMEDIATION RESULTING FROM SUCH SECURITY INCIDENTS OR BREACHES, SUCH AS NOTIFICATIONS TO ANY END USERS OR THIRD PARTIES, AND ANY AND ALL LIABILITY RESULTING FROM OR RELATED TO ANY SECURITY INCIDENTS OR BREACHES. TO THE EXTENT

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6. Out-of-Scope Services

Any services requested by Client outside the Services defined in this ADS Implementation Service Schedule are expressly excluded from the scope of this ADS Implementation Service Schedule. Rimini Street will not perform out-of-scope services or provide out-of-scope software without Client's pre-approval in writing. If Client desires Rimini Street to provide out-of-scope services, Client acknowledges that an additional cost for such services may apply and a Project Change Request Form ("**PCR**") in the form attached hereto as Annexure 1-A or an amendment must be signed by both Parties prior to Rimini Street performing such services.

Attachment A

to ADS Implementation Service Schedule

List of Services

The services listed below will be provided in accordance with this ADS Implementation Service Schedule for the number of database instances or servers set forth in the applicable Covered Products Annexure for the ADS Service & License.

1. Planning

A. Production Server Architecture

- Review number of servers required
- Gather server information by geographic region from Client
- Review high availability requirements
- Review disk space requirements
- Review CPUs requirements
- Review memory requirements
- Review process to manage updates

B. Document Infrastructure

- Document the installation server (Management Console server and repository database server), environments, e.g. hostname, port numbers, and service and user account details

C. Approvals

- Review architectural and configuration recommendations with Client and obtain Client approval
- Review project plan with Client and obtain Client approval

D. Access and Service Provisioning

- Provide Client with access requirements
- Provide Client with VM / Server requirements
- Provide Client with network requirements

E. Access and Service Validation

- Verify Client Environment access
- Verify Client VM configuration
- Verify Client network configuration

2. Management Console Setup

A. System Setup

- Setup Management Console with single backend database server (per console)
- Apply license file
- Setup email server
- Configure LDAP
- Create mapping for roles and responsibilities as defined by Client
- Enable updates (setup vPatch)
- Setup server for communication (SIEM), e.g. Splunk
 - Configure server to write logs
 - Configure to forward to SIEM

B. Quick System Verification

- Confirm that the database sensor can be installed upon existing operating system of servers
- Confirm establishment of communication between management server and sensor
- Confirm that there was no need to reboot or shut down the DBMS servers during installation, configuration, update, and uninstallation of ADS
- Confirm that there was no need to stop DBMS services during installation, configuration, update, and uninstallation of ADS
- Confirm that there was no need to stop application services during installation, configuration, update, and uninstallation of ADS

3. Sensor Rollout

A. Rollout of Sensors

- Define list of servers for each grouping by location according to location/Management Console. Client and Rimini Street will mutually agree upon the servers and database instances that will have a sensor, which will be documented during the project kick-off phase. The number of sensors deployed will be limited to the number of Licensed Products set forth in the applicable Covered Products Annexure for the ADS Service & License.

4. Verification of System Function

A. Virtual Patch Functionality Verification

- Run SQL injection script on the test system.
- The database sensor will send out an alert.

B. User Rights and Roles Management Verification

- Verify user rights and roles management

C. Alert Feature Verification

- Verify standard alerts
- Verify email alerts
 - Verify other modes of logging alerts
 - Verify archiving of alerts

D. Report Verification

- Verify ADS reports can be executed in HTML and PDF
- Verify the ability to create customized reports Verify that the report scheduling feature is functioning

5. Alert and Event Management Configuration

A. Define Process to Manage Alerts (Based on the mutually agreed rule exceptions)

- Determine what alerts should be blocked (Session termination/quarantine)
- Determine who will get notified of alert
- Define procedure for alert
- L1/L2/DBA/Security (Escalation)
- Document process to manage detected threat
- Define a process to resolve alerts
- Define a process to create exceptions
- Determine who enables rules

- Determine who approves rules
- Document process to review agents
- Determine who resolves agent issues

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Attachment B to ADS Implementation Service Schedule

Post Integration Comprehensive Testing Guidance

Client will perform the application testing on applications using the ADS monitored database instances as follows:

1. Initial Testing

- A.** Successful startup without any errors
- B.** Startup timing consistent with pre-integration
- C.** No additional steps needed for Startup/Shutdown
(The database instances are taking roughly same amount of time to startup/shutdown as pre-integration without any errors and any additional steps.)

2. Basic Functionality Testing (Smoke Test)

- A.** The login process is unaffected post-integration
- B.** The navigation is normal and compatible with the supported browsers
- C.** The standard reporting methods e.g., PDF, HTML, XML, csv downloads etc., work as intended
- D.** Standard menu options, buttons or pop-ups work as intended
(Business analysts or the admins do a quick verification to test things like:
Login process, navigation through the menus and drop-downs etc.,
If SSO is enabled, make sure the authentication/authorization is unaffected
Verification of report delivery in various formats.
The application works as intended with the supported browsers and all the features)

3. Comprehensive Feature Testing

- A.** Month-end, Quarter-end processes e.g., payroll, AP/GL closing need to be tested
- B.** If third party products like APM tools (new-relic, Dynatrace, OEM) are in use, should be tested
- C.** Portal Features/functions utilized by external users
(Any external interfaces with banks/suppliers/OEMs need to be tested for real time integration
Some form of end-of-business cycle testing needs to be completed
Make sure any monitoring tools are not impacted post-integration
External portal applications work properly post-integration)

4. Infrastructure Related Testing

- A.** Post OS patch/firmware testing
- B.** Testing related to the HA setup such as Load Balancers/Traffic Directors
- C.** Web Application Firewall (WAF), SSL, IPS/IDS
- D.** Testing with other end-point security products e.g., malware or ransomware protection
(IT IS CRITICAL that at least one non-prod environment matches the setup of production and is used for complete testing prior to the production integration.)

ANNEXURE 1

PROJECT PROCEDURES

1. Escalation Procedure

The following procedure provides a detailed process to follow if a conflict is not resolved during the implementation of Services described in this ADS Implementation Service Schedule. Whenever a conflict arises between Client and Rimini Street, the project team member(s) will strive to work out the problem internally.

Level 1: If the project team cannot resolve the conflict within two (2) working days, Client and Rimini Street program managers will meet to resolve the issue.

Level 2: If the conflict is not resolved within five (5) working days after being escalated to Level 1, Client and Rimini Street executive sponsor will meet to resolve the issue.

Level 3: If the conflict is not resolved within five (5) working days after being escalated to Level 2, Client executive sponsor will meet with the Rimini Street executive sponsor to resolve the issue.

2. Subsequent Fee Impact

The success of this project is not only contingent on the resources provided by Rimini Street, but also the resources provided by Client. The dates for each milestone included in this ADS Implementation Service Schedule (if any) are dependent on receiving input from Client resources in a timely manner. As part of our program management process, Rimini Street will assign resources and dates to each critical task. If these dates are not met, it may result in changes to the schedule and fees. Changes to scope or resource requirements from Client will be managed through the Project Change Control Procedure set forth in Annexure I-A attached hereto.

3. Project Change Control Procedure

The following provides a detailed process to follow if a change to this ADS Implementation Service Schedule is required.

A Project Change Request ("PCR") will be the vehicle for communicating change with Rimini Street and shall be in the form set forth in Annexure 1-A below. The PCR must describe the change, the rationale for the change and the effect the change will have on this ADS Implementation Service Schedule. Either party may issue a PCR.

The PCR must be signed by both Parties to authorize the changes set forth therein.

ANNEXURE 1-A

PROJECT CHANGE REQUEST FORM

Project Change Request Form No.	
Subject:	
Submitted By:	Date:
<p>This Project Change Request No. ___ ("PCR") to that certain Order in respect of the ADS Implementation Service Schedule dated on or about _____ is entered into by and between Rimini Street, Inc. ("Rimini Street") and ("Client"). This PCR shall become part of and subject to the terms and conditions of the Order which sets out ADS Implementation Service Schedule, which except as modified herein, remains unchanged and in full force and effect. This Project Change Request will be effective as of the date of the last signature of the Parties below.</p> <p>Description of Change: (Add attachments if necessary)</p>	
Signatures	
<p>The undersigned represent and warrant that they are authorized, as representatives of the party on whose behalf they are signing, to sign this Project Change Request Form and to bind their respective party thereto.</p>	
<p>For Client:</p> <p>_____</p> <p>Authorized Signature</p> <p>_____</p> <p>Printed Name</p> <p>_____</p> <p>Title</p> <p>_____</p> <p>Date</p>	<p>For Rimini Street, Inc.:</p> <p>_____</p> <p>Authorized Signature</p> <p>_____</p> <p>Printed Name</p> <p>_____</p> <p>Title</p> <p>_____</p> <p>Date</p>