

Definitions

Listed below are definitions for terms that are used in Syntax Statements of Work (“SOWs”).

- *After Hours Planned.* Any prearranged services, support, or maintenance that is performed during hours that are not within Business Hours. These activities are agreed upon a minimum of 48 hours in advance by both Parties, and may involve patching, system upgrades, or other maintenance that requires attention or downtime during hours that are not within Business Hours.
- *After Hours Unplanned.* Ad hoc or emergency services, support, or maintenance tasks that are conducted without prior planning or with less than 48 hours notification during time periods that are not within Business Hours. These situations usually result from unanticipated events or urgent Customer requests.
- *Business Hours.* Time period during which customers can access Syntax operations, services, and support. Except for weekends and public holidays, these hours at Syntax are 8:00 AM to 6:00 PM local time, Monday through Friday. **Note:** Specific parameters for Business Hours (i.e., Days of Operations and Hours of Operations) are included in the *Customer Specifications* schedule in a SOW, as applicable.
- *Customer-Managed Resources.* Cloud-specific resources that are administratively managed by Customer, using the appropriate cloud-specific console, and are excluded from the Services.
- *Customer-Managed Workloads.* The Workloads that operate on cloud-specific resources that are administratively managed by Customer, using a remote access solution, and are excluded from the Services.
- *Customer Portal.* Syntax-provided software that enables Customer to monitor and manage Workloads.
- *Customer-Provided Software.* Any software that is licensed by Customer.
- *Customer Tenancy.* An isolated, logical grouping of Customer's physical and/or virtual infrastructure, platform, and/or software resources. A Customer can deploy Workloads on one or more tenancies.
- *Database Size.* The total size (in GB) of a Production database in the month preceding the date both Parties execute the SOW.
- *Disaster.* A sudden, unplanned, event that impacts Workload availability that is wide in scope and an unpredictable resolution time. Disasters can include force majeure events, data center failures, cyberattacks, and some types of human error.
- *Disaster Recovery (“DR”).* The process of recovering Workloads from a Disaster condition.
- *Effective License Position (“ELP”) Report.* A reconciliation of a Customer’s software licensing compliance position, specifically concerning Oracle products. The number of Oracle licenses that Customer owns are compared to how many licenses are in use, helping determine whether Customer is under-licensed, over-licensed, or compliant.
- *Environment Deficiencies.* The items that will need to be remediated per the architecture assessment including any aspects of Workload design or configuration that can impact Syntax's ability to successfully adhere to SLAs. Environment Deficiencies can be related to Workload patch levels, support status, versions, capacity, performance, and/or availability and disaster recovery design.
- *Exceed Contract Scope.* Customer requests for services or deliverables that are not within the scope of work defined in this SOW. These requests may incur additional fees.
- *Exceed Period Allotment.* Situation when Customer, according to this SOW, has used more service hours or resources than the pre-allocated quantity for a specific period—e.g., monthly or quarterly. Any usage in excess of the pre-allocated quantity for a specific period may result in penalties or additional fees.
- *GenAI Knowledgebase.* Syntax Generative AI Platform Knowledgebase (“GenAI Knowledgebase”) provides the framework for augmenting queries to foundational language models with Customer specific data. The GenAI Knowledgebase includes the services: Retrieval Augmented Generation (“RAG”), Vector Database, and Data Indexer.
- *Generative AI.* An abbreviation for Generative Artificial Intelligence, this is a type of artificial intelligence that can learn from and mimic large amounts of data to create content such as text, images, music, videos, code, and more, based on inputs or prompts.
- *Go-Live.* The time at which a Workload is released to users for processing transactions and/or data, including the time at which ongoing management and maintenance by Syntax begins for one or more services.
- *Incident.* An unplanned interruption or reduction in the agreed quality of an IT service or an event that affects the agreed quality of service in the future.
- *iPaaS.* Integration Platform as a Service allows businesses to connect their disparate applications, systems, and data sources into a unified system, reducing manual data entry, streamlining workflows, and eliminating data duplication.
- *IT Service Management Portal (“ITSM Portal”).* The ITSM-compliant ticket system used for all ITSM functions, including Incident, change, and Service Request management.
- *License Consumption Scripts (“LCS”).* Scripts developed and supplied by Syntax to discover in Customer’s environment the Oracle products currently installed and in active use as defined by Oracle licensing terms and conditions.
- *M-App.* Technical management of the application software layer of a software environment as specified in the applicable Scopes of Service and RACIs. M-App services include all M-PaaS and M-IaaS Scopes of Service for dependent Services. M-App Services exclude activities that impact the business functionality of the application, including development activities, which are a separate scope of services that are delivered as functional Application Managed Services (“AMS”).

- *M-IaaS*. Ongoing provisioning, monitoring, and management of a cloud tenancy, including identity, security, and network activities, up to and including the operating system layer. For details on included services by hyperscaler, refer to the applicable Managed Infrastructure Services section of the Supported Managed Services schedule in Customer’s SOW.
- *M-PaaS*. Ongoing provisioning, monitoring, and management of databases, middleware, and/or container technology deployed on virtual compute resources, and/or cloud-native platform services. For details on included services by hyperscaler, refer to the applicable Managed Platform Services section of the Supported Managed Services schedule in Customer’s SOW.
- *Oracle Product Classifications*. The Oracle Definitions listed below will apply in delivery of the Service. For license review purposes, Oracle differentiates between products using “Measured” and “Declared.”
 - Measured: Oracle programs utilize usage measurement scripts executed on the server(s) to generate output that identifies specific features, options, and components that have been "installed and/or running" on the server(s) in question. This method is preferred for collecting data on Database, Middleware, and EBS environments. Examples include the following: Database, Options, Features, Middleware, E-Business Suite, Oracle Business Intelligence (“OBI”), WebCenter, and Tuxedo.
 - Declared: For Oracle programs that lack measurement scripts, Syntax requests Customer to declare its usage of the programs in question. Syntax will then inform Customer of its entitlements, such as owning 100 Application Users of Hyperion, and ask Customer to declare how many of these Customer is actively using. Examples include the following: Hyperion, IDM/OAM products, and B2B and C2C products.
- *Private AI*. Artificial intelligence that: (i) stores, processes, or transmits data via closed, private, or dedicated network, or a hyperscaler (such as AWS, Google Cloud Platform, or Microsoft Azure); and (ii) Syntax has exclusive, secure, and private control and custody over.
- *Production*. The system of record for a particular Workload is referred to as Production. All other environments are referred to as non-Production.
- *Recovery Point Objective (“RPO”)*. The maximum data loss that is acceptable from a catastrophic outage of a Workload.
- *Recovery Time Objective (“RTO”)*. The maximum time it takes to recover from a catastrophic outage of a Workload.
- *Resolution Time*. The time it takes to resolve Customer’s issue or answer their question. It is measured from the time an Incident is created, either by Customer or by the Service Desk, until the time Customer is informed that the problem has been resolved. The resolution of the problem can be a permanent solution, a workaround, or the information that further in-depth analysis or adjustments to the system are necessary.
- *Rings*. A collection of Windows Update for Business settings and policies (usually between three and five) targeted to a specific group of devices.
- *RISE With SAP*. SAP hosted S/4HANA in an SAP-managed private cloud. Also known as SAP S/4HANA Cloud Private Edition, and SAP Private Cloud ERP.
- *SAP Cloud Application Lifecycle Management (“ALM”)*. SAP Cloud ALM is a SaaS offering for management, operations, and monitoring of SAP Cloud ERP and other SAP Cloud-based systems.
- *Service Availability Level*. Standard Availability (“Standard”) or High Availability (“High”). A High Availability configuration is one in which the Production environment is configured to support a failure in a single availability domain, availability zone, or data center with minimal loss of data and without significant application or network configuration. A Standard configuration is one in which there is a single point of failure in the system topology.
- *Service Disaster Recovery (“DR”) Level*. Recovery configuration for the Production environment that is designed to be put in use in the case of force majeure events. See the *Disaster Recovery Tiers* schedule in the SOW for the specifications, assumptions, and testing scenarios.
- *Service Level Agreement*. A documented binding agreement between a service provider and a customer that defines service commitments and penalties or remedies for failing to meet these commitments.
- *Service Level Objective*. A measurable internal target for an acceptable level of performance and/or reliability of a service.
- *Service Request*. A request placed by Customer for Syntax to provide a service or services, e.g., information, advice, password reset, or installation of a workstation for a new user.

Note: Specific to the Software Asset Management Service, Customer may request information, advice, to schedule an ELP Assessment, or to inform the Syntax SAM team of additional Oracle License contract activities.
- *Service Response Level*. The hours that staff will work on proactive Customer requests in Production environments. Proactive support for non-Production environments will be provided on a 24x5 basis unless otherwise specified.
- *Service Responsibility Level*. Represents the level of the technology stack through which Syntax will provide Services for the specified Software Package.
 - M-PaaS Service Responsibility Levels can include database (“DB”), application server (“AS”), and/or operating system (“OS”), or specific cloud-native platform services that are specified in the M-PaaS Service Descriptions.
 - M-App services are inclusive of the related M-PaaS components that comprise the specified Software Package(s).
- *Software Upgrades*. Any software release that is specifically identified in vendor support matrices with a specific end-of-support date. Software updates that are not specifically identified in vendor support matrices with a specific end-of-support date are considered patches and not upgrades.
- *Target Response Time / TRT*. Period between the creation of an Incident ticket and the start of Incident processing. The period begins with ticket status “New” and ends with the first “In Progress” status, as described in the Incident Status table in the SOW.

- *Total Managed Environments.* An Environment is a collection of software and infrastructure that comprise a deployment of a given Workload for a specific purpose. Environments are used to segment various functions of the software development lifecycle, such as development, configuration, testing, and training. Total Managed Environments refers to the distinct number of such Environments for which Syntax will provide the Services.
- *Workload.* The third-party software and/or infrastructure for which Syntax will provide technical support. Subcomponents, modules, and/or options of the Software Package are listed in the *Customer Specifications* schedule in the SOW.
- *Workload Description.* Additional identifying information about the software and/or infrastructure – e.g., version or other relevant information.
- *User Count.* Named users in the Production environment in the month preceding the date both Parties execute the SOW.