



Oracle Higher Education Update

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25th March 2020



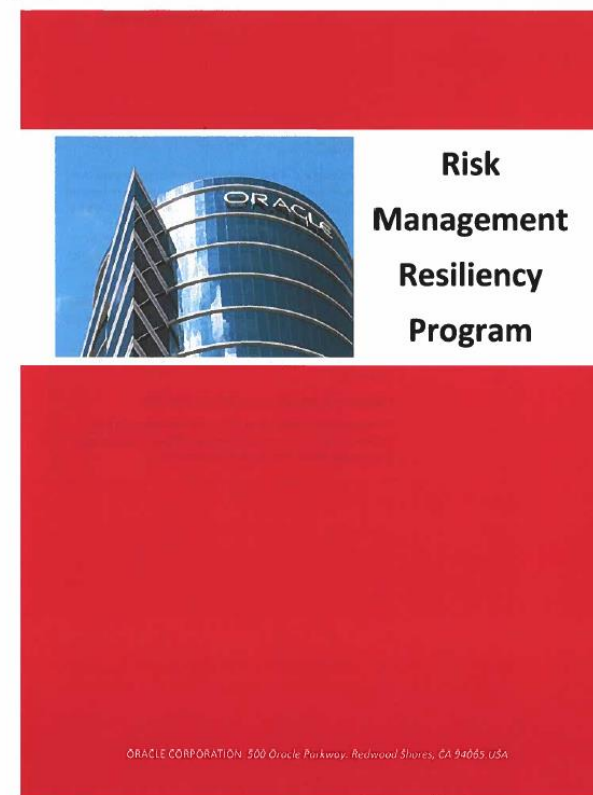
Oracle's Coronavirus Statement

Oracle has Infectious Disease Guidelines and Business Continuity processes that are followed in pandemic situations and are designed to help ensure business continuity and employee safety. We continue to actively monitor the situation globally and update our guidance as needed.

To the extent Oracle becomes aware of situations where the pandemic will impact the support, products or services available to Oracle customers, we will notify impacted customers as soon as practicable.

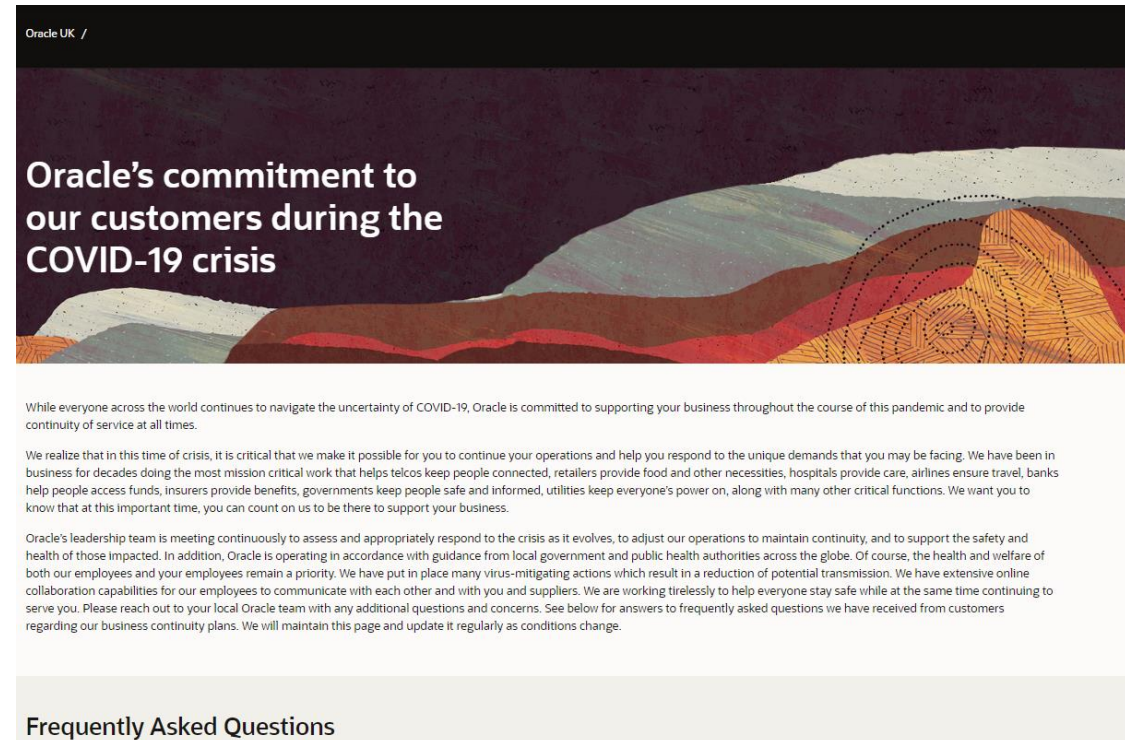
Risk Management Resiliency Program (RMRP)

- Review and update of a Risk Assessment.
- Performance of a Business Impact Analysis that includes identification of interdependent resources and customers, and the determination of a Recovery Time Objective and Recovery Point Objective.
- Determination of a LoB business continuity strategy.
- Review and update of a business continuity plan.
- Employee training in plan execution.
- A functional exercise testing the efficacy of the plan.
- Participation in a cross functional annual exercise assessing the capability of multiple organizations to collaborate effectively in resolving a wider reaching event.
- Implementation of exercise lessons learned for improvement of the plans.
- Change management review and update following significant business process changes within the function at any time.



Oracle's Coronavirus FAQ Page

<https://www.oracle.com/uk/corporate/covid-19.html?source=:so:li:or:awr:ocorp:&S C=:so:li:or:awr:ocorp:&pcode=>



Oracle UK /

Oracle's commitment to our customers during the COVID-19 crisis

While everyone across the world continues to navigate the uncertainty of COVID-19, Oracle is committed to supporting your business throughout the course of this pandemic and to provide continuity of service at all times.

We realize that in this time of crisis, it is critical that we make it possible for you to continue your operations and help you respond to the unique demands that you may be facing. We have been in business for decades doing the most mission critical work that helps telcos keep people connected, retailers provide food and other necessities, hospitals provide care, airlines ensure travel, banks help people access funds, insurers provide benefits, governments keep people safe and informed, utilities keep everyone's power on, along with many other critical functions. We want you to know that at this important time, you can count on us to be there to support your business.

Oracle's leadership team is meeting continuously to assess and appropriately respond to the crisis as it evolves, to adjust our operations to maintain continuity, and to support the safety and health of those impacted. In addition, Oracle is operating in accordance with guidance from local government and public health authorities across the globe. Of course, the health and welfare of both our employees and your employees remain a priority. We have put in place many virus-mitigating actions which result in a reduction of potential transmission. We have extensive online collaboration capabilities for our employees to communicate with each other and with you and suppliers. We are working tirelessly to help everyone stay safe while at the same time continuing to serve you. Please reach out to your local Oracle team with any additional questions and concerns. See below for answers to frequently asked questions we have received from customers regarding our business continuity plans. We will maintain this page and update it regularly as conditions change.

Frequently Asked Questions



Crisis Care Kit

“Oracle is here for you.

Prioritising employees' safety is critical to business health.

Rest assure that you are not alone. As Oracle faces the same challenges, we want to share with you our knowledge, practice and technology in the hope of alleviating some of the pains that you may be facing in this climate.”

1

Technology Assistance

Health & Safety Application

- Employee safety first
- Easy to configure
- Free

2

Care and advice

HCM Cloud Expertise

- Reports
- Configurations
- Things you can do
- Communication

Oracle Advanced Customer Services (ACS)

Support for Oracle E-Business Suite 12.1 beyond December 2021

- **Market Driven Support (MDS)/Sustained**
- **Offered for 12 months from Jan 2022**
- **Pricing is banded based on current annual support cost**



Oracle Advanced Customer Services (ACS)

Overview of Sustaining Support options

- Each Release of an Oracle product follows a support lifecycle that is documented in Oracle's Lifetime Support Policies—the final support stage is “Sustaining Support”.
- Once a release fully matures and enters into Sustaining Support, Oracle no longer provides new feature updates or patches for newly discovered issues for that version.
- Oracle Advanced Customer Services (ACS) occasionally, offers limited support services for releases of certain products that have entered into Sustaining Support.
 - We refer to these offerings collectively as “Market-Driven Support” (MDS)
- All decisions regarding these MDS offerings are made entirely at Oracle's sole discretion, and have only been offered for a few products and releases.
- When offered, these MDS services are made available for a very limited time, are generally non-renewable, and can be withdrawn at Oracle's discretion. Customers should use this opportunity to upgrade their software.

ACS Statement of Direction regarding Market-Driven Support for E-Business Suite 12.1.3

- ACS has previously offered a Market-Driven Support (MDS) service for E-Business Suite (EBS) version 11.5.10.
- ACS intends to offer a similar service for EBS 12.1.3 starting when it enters Sustaining Support on 1 January 2022.
- If released, the scope is expected to be similar to the EBS 11.5.10 program, including: critical bug fixes, routine legislative updates, limited security updates.
- The goal is to provide stable operation while migrating to Oracle Cloud Applications or upgrading to EBS 12.2, which is a continuous innovation release with long term support.
- No specific duration has been established for this offering, nor is any specific pricing available at this time.
- This statement of direction is intended to outline our general service direction and is for information purposes only. Oracle makes no promises or commitments of any kind regarding future plans and offerings, and remains at Oracle's sole discretion.

Oracle Open Work London

- **Over 12,000 attendees**
- **300+ HE attendees**
- **200+ sessions**



New Cloud Customers



- Oracle ERP Cloud
- Oracle EPM Cloud
- Oracle HCM Cloud
- Oracle Cx Cloud (Helpdesk)

New Cloud Customers



- Oracle ERP Cloud
- Oracle EPM Cloud
- Oracle HCM Cloud



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of Worcester





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