<table>
<thead>
<tr>
<th>High-level Matrix of Roles and Responsibilities for Application Hosting Services - Banner and Partner Applications</th>
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<td>Please note that this is based on the signed agreement, which is the authoritative source.</td>
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<th><strong>Elucian</strong></th>
<th><strong>Client</strong></th>
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**OPERATING SYSTEMS**
- OS software license maintenance and support
  - Yes
- Administration, management, patch and update of OS
  - Yes
- Troubleshooting and resolving OS incidents
  - Yes

**APPLICATION SOFTWARE LICENSES**
- Application maintenance and support licenses
  - Yes
- SharePoint Licenses
  - Yes
- Database Licenses (Oracle / SQL)
  - Yes

**SECURITY**
- Data Center firewall management
  - Yes
- OS and service account administration
  - Yes
- Application user administration
  - Yes
- Patches and updates
  - Yes
- 24x7x365 Information Security Team for incident investigation and response
  - Yes
- Vulnerability scanning and remediation
  - Yes

**NETWORK**
- Data Center internet connectivity
  - Yes
- Campus internet connectivity
  - Yes
- Server Load Balancing (if required)
  - Yes

**MONITORING**
- 24x7x365 monitoring for proactive monitoring of all system components
  - Yes
- Level 2, Enterprise Operations Support Center
  - Yes
- Level 1, End-User Help Desk Support
  - Yes

**BACKUPS**
- Configure and monitor central backup systems and off-site backup data replication
  - Yes
- Manage and monitor backup jobs
  - Yes
- Maintain off-site backup rotation
  - Yes
- Monitor for successful backups and troubleshoot unsuccessful
  - Yes
- Setup, configure, and monitor database and application data store backups
  - Yes
- Maintain disaster recovery plan
  - Yes
- Maintain and test disaster recovery facility and systems
  - Yes

**DATABASE AND APPLICATION ADMINISTRATION**
- Configure, upgrade, and patch relational database management software (RDBMS)
  - Yes
- Configure, upgrade and patch application software
  - Yes
- Database and application monitoring
  - Yes
- Database and application performance tuning
  - Yes
- Database and application tier 2 troubleshooting (2nd level after support ticket)
  - Yes
- Database account administration (creating/modifying users/roles in the database)
  - Yes
- Clones of production environment to non-production environments
  - Yes
- Tier 1 application level troubleshooting (student/staff/faculty and end user issues)
  - Yes
- Application “Patch Coordinator” responsible for communicating requested upgrades and patches
  - Yes
- Functional application “Account Administrator” (creating users/classes in the application itself)
  - Yes
- Programming, customizations, modifications, interface development, data research, data manipulation
  - Yes
- Operational report writing
  - Yes
- Data cleaning, loading, moving, or other “data” related tasks
  - Yes
- Application training or documentation creation
  - Yes
- Application usage (broad task which covers the use of any application)
  - Yes
- ERP Leadership and strategic control
  - Yes