EXHIBIT A
SCOPE OF SERVICES AGREEMENT 2025-07
Circular Edge, LLC

THIS SCOPE OF SERVICES AGREEMENT ("SOSA") is made and entered into is made and entered into this _____ day of _____ 2025, by and between the **BOARD OF COUNTY COMMISSIONERS OF THE COUNTY OF DOUGLAS, STATE OF COLORADO** (the "County"), and **CIRCULAR EDGE, LLC**, authorized to do business in Colorado (the "Consultant"). The County and the Consultant are sometimes collectively referred to herein as the "Parties".

RECITALS

WHEREAS, the Parties entered into an active Master Services Agreement dated November 15, 2022, (the "MSA") for the Consultant to perform services for the County governed and executed through Scope of Services Agreements (SOSA); and

WHEREAS, the County would like a JDE developer resource added to the support team; and

WHEREAS, the County has budgeted and appropriated the necessary funds to satisfy the financial obligations set forth in this SOSA.

NOW, THEREFORE, for and in consideration of the premises and other good and valuable consideration, the parties agree as follows:

1. **MASTER SERVICES AGREEMENT:** This SOSA is subject and subordinate to the terms and conditions specified in the MSA, executed between the County and the Consultant.

2. **SCOPE OF WORK:** All services described in Exhibit 1, attached hereto and incorporated herein, shall be performed by the Consultant.

3. **MAXIMUM CONTRACT LIABILITY:** Any other provisions of this SOSA notwithstanding, in no event shall the County be liable for payment under this for any amount in excess of **ONE HUNDRED TWENTY SIX THOUSAND AND ZERO CENTS ($126,000.00)** for fiscal year 2025. The County is not under obligation to make any future apportionment or allocation to this SOSA. Any potential expenditure for this SOSA outside the current fiscal year is subject to future annual appropriation of funds for any such proposed expenditure.

4. **TERM:** It is mutually agreed by the parties that the term of this SOSA shall commence as of 12:01 a.m. on **April 1, 2025**, and terminate at 11:59 a.m. on **March 31, 2026**. This SOSA and/or any extension of its original term shall be contingent upon annual funding being appropriated, budgeted and otherwise made available for such purposes and subject to the County's satisfaction with all products and services received during the preceding term.

5. **COUNTY EXECUTION OF AGREEMENT**: This SOSA is expressly subject to and shall not be or become effective or binding on the County, until execution by all signatories of the County.

EXHIBIT 1

Circular Edge, LLC

JDE E1 CNC & Oracle DBA Managed Services Support SOW#7

Monday, March 17, 2025

Prepared by:

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Confidential

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1. Executive Summary

This **Statement of Work #7** (SOW#7) has been developed by Circular Edge, LLC ("Circular Edge" or "CE") for **Douglas County** ("COUNTY") to receive **Smart Help E1 CNC & Oracle DBA Managed Services Support** for its Enterprise Applications environment. The goal of this engagement is to establish a valuable support relationship and partnership in which Circular Edge provides ongoing E1 CNC & Oracle DBA support and guidance while continuously looking out for the COUNTY's best interests.

2. About Circular Edge

Started in 2003, CE is a **3x award winning JDE consulting company** having been **recognized by the Oracle JD Edwards Product Team** for continuously **Delivering & Showcasing Customer Success** in 2017, 2019 & 2020/2021. We understand that change is constant and the best way to support our customers' success is to care for their present needs. Through **Smart Help Managed Services** our customers have the flexibility to utilize hours freely across multiple areas and to tap into a direct staff of 200+ technical & functional resources.

3. SOW Tasks

a) JDE CNC and Oracle Database Managed Services Scope

- Task / Request Based **CNC** Activities
    - User / Role Security and Administration
    - Project promotions, package build and deployment
    - Full Package Builds (All Environments), Update Packages (Production)
    - Preventive and Proactive Maintenance
    - System and Job Monitoring
    - ESU Application
    - JDE Data Refresh
    - Performance Tuning
    - L2 and L3 Troubleshooting
    - System Audits
    - ReportsNow Administration
    - Linux Cron job maintenance on JDE Servers
    - Linux shell scripts maintenance on JDE servers – small changes to existing scripts. (Creation of brand-new scripts or major rewrite of existing scripts will be out of scope of managed services and can be executed as change orders)

- Periodic **CNC** Activities

    - Monthly System Restarts
    - Weekend and Monthly Maintenance Activities
    - System Audits
    - Full Package Builds for all environments.
    - Periodic (as needed) logfile review and maintenance.
    - Review compatibility and end of life of various components of the JDE architecture including – OS, DB, WebLogic, Visual Studio, and Vertex.
    - Quarterly Oracle CPU patching for WebLogic and Java on JDE servers
    - Quarterly application of Vertex Updates using documented processes followed by the County.
- Oracle Database Managed Services Activities
    - Database Monitoring and Alerting
    - Production Issue Troubleshooting
    - Oracle CPU Patching
    - Backup management and monitoring
    - Data Export / Import
    - User Security and Administration
    - Tablespace Monitoring and Management
    - Table and Index De-fragmentation as needed.
    - Statistics Update as needed.
    - Executing SQL Statements provided by County team.
    - Preparing SQL Statements to be executed based on requirements provided by County Team. (Any DML statements will be tested in non-production first and affected data backed up prior to execution).

- Lynx Monitoring Tool Add-On (Please refer to ***Appendix B*** for detailed list of Lynx monitor types and functionality)
    - Setup and Configuration of Lynx Monitors
    - Generate Reports from Historical monitor data when needed

- Standard Operating Procedures (SOPs)
    - Creation of SOP documents for support areas and tasks agreed to by THE COUNTY
    - Implementation and execution of SOPs created above.
    - See ***Appendix C*** for Service Onboarding & Delivery Details

Servers in scope of support listed in Appendix A

b) Out of Scope

- Operating System, Networking, Storage Activities for On prem systems
- Antivirus, end point protection, OS Patch Management
- Third Party system support and issues not directly related to JDE E1 issues.
- JDE Application / Tools Upgrades (Can be executed as projects)
- Ongoing support of skills & technologies outside of those listed above

4. Service Location & Hours

- Support activities to be performed remotely (Resources based remotely and out of US & India facilities).
- THE COUNTY Support Team includes US Account Manager, US Lead and resources across US & India.
- Whenever agreed that a resource should travel onsite, travel & expenses billed on actuals.
- Support Coverage is 24x7 as per the SLAs described in the following section.

5. Service Level Agreement (SLA)

Proposed Service Response Times

Problem Severity		Response Time		Status Frequency	
	Time Slot (MT)	Weekdays	Weekends & Holidays	Weekdays	Weekends & Holidays
Severity 1	8AM to 6PM	< 15 mins	< 30 mins	< 1 hour	< 1 hour
	6PM to 8AM	< 30 mins	< 30 mins	< 1 hour	< 1 hour
Severity 2	8AM to 6PM	< 60 mins	< 90 mins	< 4 hours	< 4 hours
	6PM to 8AM	< 90 mins	< 90 mins	< 4 hours	< 4 hours
Severity 3	8AM to 6PM	< 8 Hours	Next Working Day	Next Working Day	NA
	6PM to 8AM	Next Working Day	Next Working Day	NA	NA

*All Severity 1 issues should be entered into CE ticketing system followed by a phone call to the designated support number

Any work to be performed on the system during off hours, holidays, and weekends apart from scheduled maintenance activities need to be requested at least 4 working days in advance. While we

will do our best to accommodate requests outside of this window, we cannot guarantee resource availability.

Proposed Severity Rating Guidelines

Type	Description
Severity 1	• A major service/application is unavailable, and the business is unable to operate. Examples include complete loss of service, crashed production system or degraded performance is impacting users from performing daily tasks. • A large amount of business-critical data is unavailable (Issue with the database) • The issue, if not quickly resolved or replied to, may result in a serious loss for the company or will create a service or system unavailable situation.
Severity 2	• Severe impact on day-to-day activities affecting multiple users. Examples include: Jobs ending in error, unable to access applications/menus, jobs in wait indefinitely, cannot process AP checks or 1099s • Experiencing intermittent failures
Severity 3	• No immediate or minor business impact and workaround exists • Single user impacted. • A new feature fails to work, but no one is dependent on the feature yet • All problems on non-production systems, such as test and development environments

*Guidelines above provided as recommendations. Issue severity levels determined by THE COUNTY.

6. Assumptions

THE COUNTY will provide all required connections & credentials to provide effective support defined in scope.

7. Contract Period & Dates

Period: 12 Months
Contract Start Date: April 1st, 2025
Contract End Date: March 31st , 2026
Auto-Renewal(s): This SOW#7 will continue to renew automatically for subsequent 12-month terms unless canceled with written notice no less than 90 days prior to the current term.

8. Pricing and Terms for Fixed Price Model

Area	Monthly Cost
JDE CNC Managed Services	$10,500 USD
Oracle DBA Managed Services	
Lynx JDE Monitoring Tool Subscription	
Smart Build Package Build Automation Subscription	

- The prices quoted in this SOW are valid for a 3-year term, with increases being capped at a 3% increase annually.

Fixed Cost solution for CNC and DBA Managed Services has the following limits, terms, and exclusions.

Environment Parameters	
Production Environment	1
Production Pathcode	1
Non-Production Pathcodes	Up to 4
Production Enterprise Servers	Up to 2
Non-Production Enterprise Servers	Up to 2
Production Web Servers	Up to 2
Non-Production Web Servers	Up to 2
AIS Servers	Up to 2
JDE Database servers	Up to 2
FAT Clients	No Limit
E1 Users	Up to 100 Concurrent
JDE Production Database Size	Up to 750 GB

Task Parameters	
Non-Prod Update Builds per month	*Unlimited
Prod Update Builds per month	5
Full Builds per year	12
JDE Data Refreshes	1 per month
ESUs per month	Up to 5 (per pathcode)

General CNC Support	Unlimited
Oracle DBA Support	Unlimited

*Assumes SmartBuild will be used. Manual Non-Prod builds done by the COUNTY staff.

Environment Parameter - List of Oracle Database Servers to be supported.

VM	Env	OS	DB Version	Edition	Size	Usage
dvdc-ora	DV	RHEL 8.5	19.0	Standard	40G	DC General
dve1entora	DV/UA	RHEL 7.9	19.0	Standard	700G	JDE
dvhsc-ora	DV	RHEL 8.5	19.0	Standard	40G	Human Services
dvoradmhsc	DV	CentOS 7.9	12.1.0.1	Standard	165G	Human Services
nporadc12	DV/UA	CentOS 7.9	12.1.0.2	Standard	100G	DC General
prdc-ora	PR	RHEL 8.5	19.0	Standard	40G	DC General
pre1entora	PR	RHEL 7.9	19.0	Standard	440G	JDE
prhsc-ora	PR	RHEL 8.5	19.0	Standard	40G	Human Services
proradc12	PR	CentOS 7.9	12.1.0.2	Standard	64G	DC General
proradmhsc	PR	CentOS 7.9	12.1.0.1	Standard	165G	Human Services
uadc-ora	UA	RHEL 8.8	19.0	Standard	40G	DC General
uahsc-ora	UA	RHEL 8.5	19.0	Standard	40G	Human Services

Terms

- Changes in Environment Parameters can result in an increase in monthly fee. Circular Edge will review and let The COUNTY Pacific know in advance should such a change be anticipated
- Exceeding Task Parameters can result in additional fees billed on a T&M basis as incurred using the rate of **$135/HR**. Circular Edge will review and let The COUNTY Pacific know should such a charge be anticipated.
- No additional fees or costs will be charged without written consent (email approval) from The COUNTY.

Exclusions

- Training activities
- Does not include any non-CNC resource efforts such as

  - Functional and Application Resource efforts
  - Development Resource efforts
- Operating System, Storage and Networking Activities
- Major Application / ESU updates – Can be handled as T&M projects using existing rate cards
- Major Tools or Application Upgrades - Can be handled as T&M projects using existing rate cards
- Third Party System support not identified in scope.2
- Database upgrades
- Oracle DBA support for databases not listed above.

Rate Card for Projects

Resource Type	CNC Architect	Architect/ Lead/PM
Rate / Hour	$165	$175

LynX Configuration – Servers Included in Subscription Cost

- 1 Production Enterprise Server \ Database Server
- 1 Non-Production Enterprise Server \ Database Server
- 3 Web Servers
- 1 Deployment Server / Server Manager
- 1 Load balanced URL
- 2 ReportsNow Servers

9. SOW Modifications & Other Projects

Any additional projects or changes to this SOW#7 will require a separate Amendment or SOW. These may include upgrades, audits, migrations and onsite engagements, as well as adding or removing support skills, modifying scope, increasing or decreasing hours, etc.

10. Ticketing and Reporting

All ticketing for SmartHelp will be done through Circular Edge ticketing system. Circular Edge will provide a Dashboard that will indicate the utilization, availability and carryover hours every month.

11. Invoicing & Payments

THE COUNTY invoiced monthly. Payment terms are net 30 Days. Circular Edge Tax ID #20-0261745.

12. On Boarding Process

All key contact points, commutation mechanisms, ticketing system and escalation procedures will be defined with an **Engagement Operational Document** delivered at the start of the engagement.

13. Service Quality and Rate Protection

In order to ensure delivery of quality support services and SLAs, the contracted resource rates will be reviewed semi-annually and may increase up to 5% or based on Consumer Price Index.

14. Smart Help's Mutual Promise

This **Smart Help** SOW#7 is flexible and elastic by design. At the core of **Smart Help** there has always been and will continue to be the ability to expand and contract skills, resources and services as demands of business and/or industry change.

In the future should THE COUNTY need to adjust the terms defined within this SOW, Circular Edge will strive to be flexible and elastic so as to support the success of THE COUNTY. Circular Edge asks the same, should there be a time in the future when CE needs to adjust the terms, that each party might work together toward a common solution that supports the success of each other's business.

Smart Help. *#Flexible* *#Elastic* *#Freedom* *#Happiness*

JD Edwards	Oracle CX	Third Party Products	Development	CNC Basic Tasks	SQL Admin Tasks
Sales & Distribution	Sales Cloud	Smart Scheduler	C++	User Security and Administration	User & Security Admin
Manufacturing	CPQ Cloud	JDESign	Java/.NET	OMW Promotions, Package Builds & Deployments	Backup Monitoring
Finance / HCM	Marketing Cloud / Eloqua	AtomIQ	Web Services	System Monitoring	Backup & Restore
Real Estate / AREF	ATG Web Commerce	AutoXCHNG	Business Services (BSSV)	Job Monitoring	Performance Monitoring
Deal Flow Automation	Service Cloud	DSI / RFSmart	FDA/RDA	Proactive/Preventive Maintenance	Index Reorg & Maint
Warehouse Mgmt	Tailored Workflows	Insight/Hubble	Financial Report Writer	Level 1 Troubleshooting	**AS400 Admin Tasks**
Transportation Mgmt	Integrations Blueprint	ReportsNow	Retrofitting	ESU Application	User & Security Admin
Health & Safety Incident Mgmt	Reporting & Dashboards	Cognos / Business Objects	Interfaces / Integrations	**CNC Advanced Tasks**	Job / Print Queue Mgmt
Apparel Mgmt	SSO & Security	Vertex / Avalara	SOAP / REST API	Apps & Tools Upgrades	Backup Monitoring and Tape Management
Inventory Management	Upgrade Cycle Support & Much More	Essentio	Business Functions	Lift & Shifts, Migrations	System Monitoring
Cycle Counts	**Other Oracle**	Canon EIP	Workflow Modeler	Environment Creation	Capacity Planning
Lot / Serial Automation	OBIEE / BI Cloud	Create!Form / Optio / Transform	Page Composer	Data Refreshes	MIMIX Monitoring
Chart of Accounts	HCM Cloud	All Out Security/Q Soft	E1 Pages / Cafe1	Server and Database Migrations	**Oracle Admin Tasks**
Capacity Planning	EPM Cloud / Hyperion	Snap POS/Snap Pay	IoT / AIS	Performance Tuning	User & Security Admin
VCP / ASCP	BI Publisher	ERP2Web	MAF / MAX / Mobile	Level 2 & 3 Troubleshooting	Tablespace & Backup Monitoring and Management
EDI Design	OATS	TIDAL Scheduler	JET / ADF	Capacity Planning	Database Export / Import
Localizations (GST, VAT)	Fusion Middleware / ICS	Automic Scheduler (AppWorx)	BML	System Audits	DBMS Scheduler Tasks
Financial Reporting	Identity & Access Management	Everest Single Sign-On	QA / Scripts		Alert Log Monitoring
Multi-Currency	VCP, ASCP	Admin, Monitoring	ETL Tools		Dataguard Monitoring
Business Process Improvement (BPI)	& Much More	Troubleshooting	JavaScript		
QA, SOX, 1099s, & Much More		Level 1, 2, 3 Support & Much More	JSON, APEX		
			Groovy, PHP		
			SSO & More		

[SIGNATURES INTENTIONALLY CONTINUED ON NEXT PAGE]

15. Statement of Work Acceptance

This **Statement of Work #7** is issued as of March 11th 2025, for consulting services to be provided by Circular Edge to The COUNTY. The signatures below indicate acceptance and provide authorization for Circular Edge to proceed with the assignment as outlined in this Statement of Work.

This Statement of Work is governed by the terms and conditions noted in the Master Services Agreement(MSA) signed by Circular Edge and COUNTY.

	CIRCULAR EDGE, LLC		DOUGLAS COUNTY
By:		By:	
Print Name:	sAchin cHoudhari	Print Name:	
Title:	CEO	Title:	
Date:		Date:	
Address:	399 Campus Drive, #102 Somerset NJ 08873	Address:	

Appendix A – List of Servers in scope of support

Server Name	Type	Description
PRE1ENTORA.vm.douglas.co.us	JDE / DB	Enterprise Server/Database Server - PD
PRE1WEBORC22.dcgov.douglas.us	JDE	Web Server / AIS - PD
PRE1DEPLOY22.dcgov.douglas.co.us	JDE	Deployment Server - PD
DVE1ENTORA.vm.douglas.co.us	JDE / DB	Enterprise Server/Database Server - Non-Prod
DVE1WEBORC22.dcgov.douglas.us	JDE	Web Server / AIS - Non-Prod
dcw10-dvjde01	JDE	Fat Client
dcw10-dvjde02	JDE	Fat Client
dcw10-dvjde03	JDE	Fat Client
dcw10-dvjde04	JDE	Fat Client
dcw10-dvjde05	JDE	Fat Client
dcw10-Denovo1	JDE	Fat Client
dcw10-Denovo2	JDE	Fat Client
PRREPORTSSDAS	3rd party	Fat Client - ReportsNow
PRREPORTSNOW	3rd party	ReportsNow Server - Mobi

Appendix B – Lynx Monitoring Tool

MTR for Lynx Server

- Windows 2016 / Windows 2019
- SQL Server 2012 or above Database for repository (Can be on the same server or an existing SQL Server DB)
- 2 vCPU, 8 GB RAM , C:100 , D:300

Detailed requirements for Lynx Server will be provided.

Overview of the Lynx monitor functionality is listed below.

Monitor Type	What does it monitor?	Server Type
PING	Check if a computer or device can be reached by pinging it. Alerts are sent when: • The server cannot be pinged • The server cannot be pinged within a specified timeout • The server is pinged after a failed attempt	All Servers
PORT	Checks if a port is reachable on a computer or device. Use this monitor to check if E1 ports on your Enterprise, HTML or Server Manager servers can be accessed. Alerts are sent out when: • The specified port cannot be opened • The specified port cannot be opened within a timeout • The specified port is opened after a failed attempt	All Servers
DATABASE CONNECTIVITY	Checks if a database connection can be opened. Alerts are sent out when: • The database is not reachable • The database cannot be opened within a specified timeout • The database connection is opened after a failed attempt • A database query does not execute within a specified timeout	All Database Servers
	Monitors the processing of reports on E1 report servers. Report thresholds can be set by report and version. Alerts are sent out when: • A report has been waiting beyond a configured threshold	E1 Enterprise Servers

Monitor Type	What does it monitor?	Server Type
REPORT	• A report has been processing beyond a configured threshold • A report ends in error	
 QUEUE	Monitors queues on E1 report servers. Queue thresholds are set by queue name. Alerts are sent out when: • The number of waiting jobs in a queue exceeds the configured threshold *consistently* over a time period The monitor can also be configured to re-prioritize jobs if one user submits too many jobs within a short time.	E1 Enterprise Servers
 KERNEL (NATIVE)	Checks if kernels are running. This is configured by kernel type. Alerts are sent out when: • A kernel type is not running • A kernel type is out of range • A kernel type is back in the configured range	E1 Enterprise Servers
 SCHEDULER SERVER	Checks if the E1 scheduler server is functioning properly. Alerts are sent out when: • The scheduler status is down • The scheduler's is behind schedule • The scheduler recovers after being down	E1 Enterprise Servers
 SCHEDULED REPORT	Checks if your critical scheduled reports are running as expected. Alerts are sent out when: • The scheduled report was not submitted by the scheduler • The scheduled report did not start by a certain time • The scheduled report did not complete by a certain time	E1 Enterprise Servers
 SUBSYSTEM	Checks if subsystem jobs are processing. Alerts are sent out when: • The subsystem report is not running • The number of unprocessed jobs exceeded the threshold	E1 Enterprise Servers

Monitor Type	What does it monitor?	Server Type
WEBAPP	Monitors any web application, including E1. The monitor can be configured to send out screenshots of the browser along with the alerts. Alerts are sent out when: • The Web URL did not launch • Login to the Web app fails • A web task did not complete • A web task did not complete within a timeout • All web tasks completed successfully (after a previous failure)	E1 HTML Servers
FILE/LOG	Monitors any folder for files and the contents of the file for keywords. Keywords may include regular expressions and wild cards. Alerts are sent out when: • A keyword was located in a file In addition, it can also perform the following tasks: • Clean up files older than a given date. This frees you from manually cleaning up folders that accumulate logs • Archive logs locally on the monitor server and optionally clean up the archive as well	All Servers
SMCONSOLE, HOME, INSTANCE	Checks if the Server Manager Console, Home and Instances are up. Alerts are sent out when: • The Server Manager entity is down • The Server Manager entity is up after a previous failure	E1 Server Manager
ENTERPRISE SERVER	Monitors Enterprise Servers defined in Server Manager. You can set thresholds on: • Network Jobs (range) • Kernel Jobs (range) • Security Users • Call Object Users • CPU with sustenance • Memory with sustenance	E1 Enterprise Servers

Monitor Type	What does it monitor?	Server Type
ENTERPRISE SERVER PROCESS	Monitors kernels of Enterprise Servers defined in Server Manager. You can set thresholds on: • JDE Log Size • Users • Memory with sustenance • CPU with sustenance	E1 Enterprise Servers
ENTERPRISE SERVERDISK	Monitors disk usage of Enterprise Servers defined in Server Manager. You can set thresholds on: • Free space (MB) • Free space (%)	E1 Enterprise Servers
ENTERPRISE SERVER KERNEL RANGE	Monitors kernel range Enterprise Servers defined in Server Manager. Alerts are created when: • # of Kernels of a type is out of range. • # of Kernels of a type is back in range.	E1 Enterprise Servers
HTMLSERVER	Monitors HTML Servers defined in Server Manager. You can set thresholds on: • Active users with sustenance • Heap, Committed and Actual Memory with sustenance • User disabled status	E1 HTML Server E1 BSSV Server E1 AIS Server
AIS SERVER	Logins to AIS Server and opens forms. You can set thresholds on: • Time taken to login and open forms, with sustenance	E1 AIS Server
CALLOBJECT	Monitors call object stats of HTML Servers defined in Server Manager. You can set thresholds on: • Application Errors • Timeout Errors • System Errors • Execution Time	E1 Enterprise Servers

Monitor Type	What does it monitor?	Server Type
COMMAND	Runs a command and monitors its exit code. Exit codes can be tied to meaningful descriptions. Use this feature to monitor just about anything! Alerts are sent out when: • The command fails • The command succeeds after a previous failure	All Servers
EVENTLOG	Monitors event logs on Windows computers. Alerts are sent out when: • An event that meets the configured criteria (level, source, event id and/or keyword) is logged	Windows Servers
DISK SPACE	Checks if disk space has exceeded the configured threshold. Alerts are sent out when: • The disk space has exceeded the threshold (% or MB), subject to a sustenance interval. • The disk space is normal after having exceeded the threshold.	Windows Servers
MEMORY	Checks if the total memory on the server has exceeded the configured threshold. Alerts are sent out when: • The memory has exceeded the threshold (% or MB), subject to a sustenance interval. • The memory is normal after having exceeded the threshold.	Windows Servers
CPU	Checks if the total CPU of the server has exceeded the configured threshold. Alerts are sent out when: • The CPU has exceeded the threshold (% or MB), subject to a sustenance interval. • The CPU is normal after having exceeded the threshold.	Windows Servers
PROCESS MEMORY	Checks if the memory consumed by a process has exceeded the configured threshold. Alerts are sent out when: • The process memory has exceeded the threshold, subject to a sustenance interval.	Windows Servers

Monitor Type	What does it monitor?	Server Type
	• The process memory is normal after having exceeded the threshold.	
PROCESS CPU	Checks if the CPU consumed by a process has exceeded the configured threshold. Alerts are sent out when: • The process CPU has exceeded the threshold, subject to a sustenance interval. • The process CPU is normal after having exceeded the threshold.	Windows Servers

Appendix C – Service Onboarding & Delivery Details

ORACLE Partner

Smart Help

Circular Edge
Redefining Impossible

ORACLE Partner

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JDE CNC Managed Services

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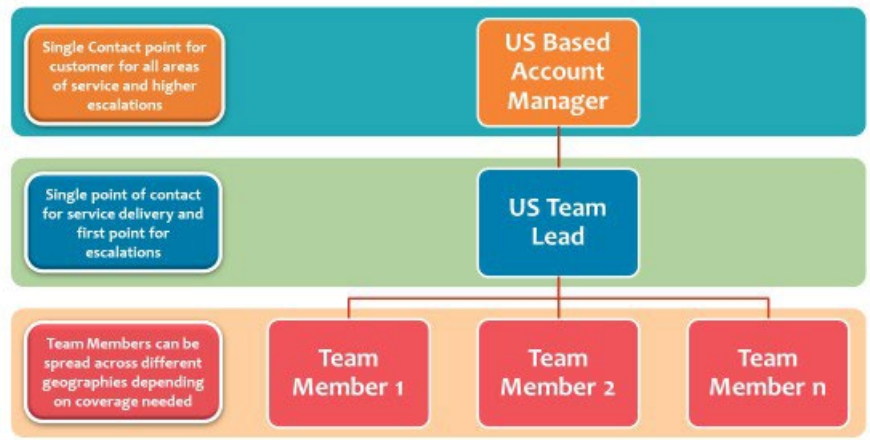
Team Structure



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Smart Help JDE CNC Managed Services

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On Boarding Process – Review and Define Phases

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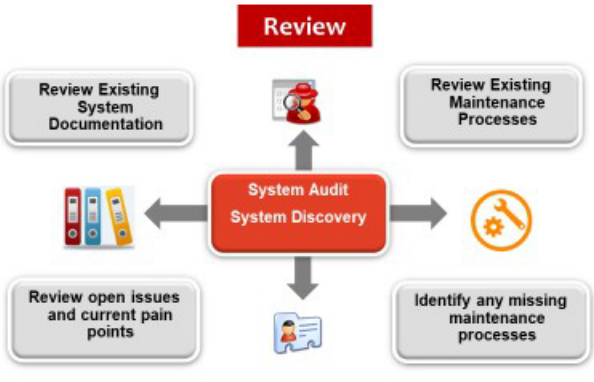

Define

- ☑ Establish Roles & Responsibilities
- ☑ User & Security Administration Process
- ☑ Change Approval Process
- ☑ Establish Maintenance Windows & Processes
- ☑ OMW Promotion & Package Build Frequencies and Promotion Approval process
- ☑ Critical Patch Update Schedule
- ☑ Build Operational Checklist & Frequencies
- ☑ Escalation Procedures with Infrastructure and 3rd Party teams

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On Boarding Process – Implement Phase

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- Implement automated alerts using Server Manager
- Implement additional alerts using Lynx where native alerts not available
- Implement customized mobile alerts
- Setup and automate scripts for maintenance processes where applicable

Build Engagement Operational document

Key contact points, communication mechanisms, ticketing system & escalation procedures will be defined. This will be delivered in the form of an **Engagement Operational Document** at the start of the engagement.

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Smart Help – happyfox

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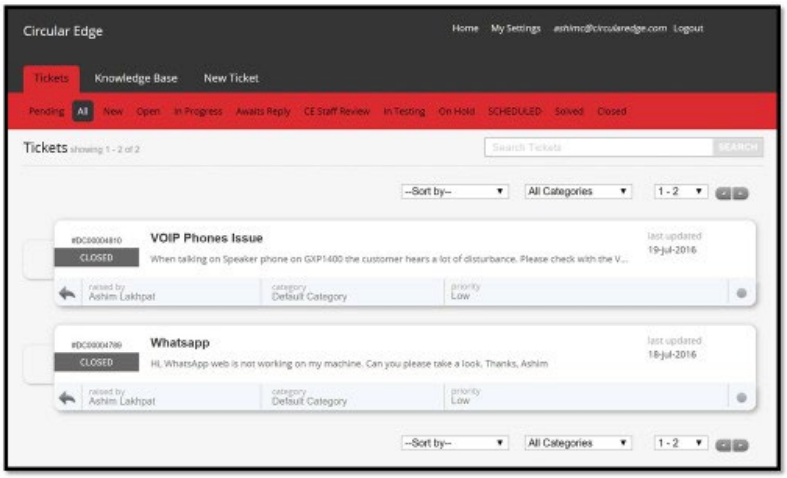
State of the Art Ticketing System – With Smart SLA's



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Smart Help JDE CNC Managed Services

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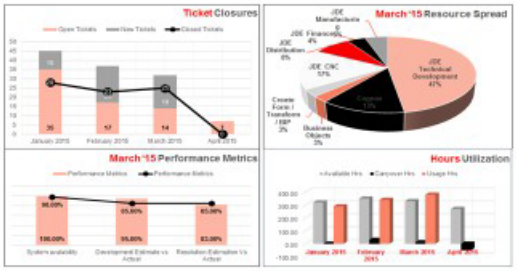
Regular Status Reporting

- Monthly Reports on Services
  - Tickets Opened / Closed
  - Hours Consumed
  - Maintenance Activities performed
- Calls
  - Weekly to Bi-Weekly Status Calls



Smart Help

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Smart Help JDE CNC Managed Services

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System Health Reports

- Monthly System Health Reporting Generated from **Lynx**
  - System Up Time Reports
  - Long Running Report
  - Reports in Error
  - Business Function Performance
  - Average User Load
  - System Capacity Reports
  - More Available based on customers requirements

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