DESCRIPTION OF INFRASTRUCTURE MANAGEMENT SERVICE BUNDLES

Oracle Part Number	**Services Name**
HWIMS01007	Infrastructure Management for Allscripts Lab - Silver
HWIMS01010	Infrastructure Management for Star
HWIMS01035	Infrastructure Management Horizon Silver- Clinical Infrastructure
HWIMS01036	Infrastructure Management for Portal Silver
HWIMS01037	Infrastructure Management for Horizon Meds Manager Silver
HWIMS01038	Infrastructure Management for Pathways Contract Management Silver
HWIMS01039	Infrastructure Management for Blood Bank
HWIMS01040	Infrastructure Management for Business Insight
HWIMS01041	Infrastructure Management for Explorer
HWIMS01042	Infrastructure Management for Performance Analytics
HWIMS01043	infrastructure Management for Pathways Contract Modeling
HWIMS01044	Infrastructure Management for Human Capital Management
HWIMS01045	Infrastructure Management for Pathways Healthcare Scheduling
HWIMS01046	Infrastructure Management for Supply Chain Management
HWIMS01047	Infrastructure Management for Fiscal Management
HWIMS01048	Infrastructure Management for Surgical Manager
HWIMS01049	Infrastructure Management for Anesthesia Care
HWIMS01050	Infrastructure Management for Portal
HWIMS01051	Infrastructure Management for Pathways Compliance Advisor

1. General. Infrastructure Management Service Bundles (the "Infrastructure Management Services") are fixed-fee services that provide proactive monitoring of all servers included in the application configuration as defined above. The features of the Infrastructure Management Services vary based on the function of the server.

2. Service Features. Infrastructure Management support contracting includes a variety of services for covered server(s), offered on a graduated coverage scale of Proactive and Reactive. ALLSCRIPTS's responsibilities based on type of server are set forth below:

Service Features – All Servers

Enhanced support (24x7). All customers receive basic phone support via toll free number during normal ALLSCRIPTS business hours (8a-8p Eastern). Support hours are expanded to 24 hours a day, 7 days a week as part of this agreement. Calls that are determined to be non-critical should be placed during normal business hours but calls that the customer determines to be critical will be handled 24x7. *(Critical Calls are those that are determined to be causing end-user downtime or problems that are severely impacting mission critical systems.)*

Remote access support. Dial in or log in to systems will be performed on issues that are critical in nature or require examination of the affected area to determine the problem. Basic Support for all other issues will provide the customer with telephone consultation only. Support requires connectivity via ALLSCRIPTS's Care Bridge (formerly the VAN).

Problem ownership and escalation. ALLSCRIPTS will coordinate and escalate issues to the appropriate support group within ALLSCRIPTS if the issue is determined to be outside the area of expertise and responsibility covered by this Exhibit.

Incident Management. ALLSCRIPTS will provide the customer a named resource for ownership of each incident for service covered under contract

Service Features – All Servers

Configuration assistance. ALLSCRIPTS will assist the customer with coordination and performance   of host configuration changes with application support and vendors. Included are:
- OS Kernel parameter changes
- Disk Mirroring
- Configuring new hardware to the OS *(the OS must recognize the hardware first)*

Migration to new host hardware is not covered by Infrastructure Management Services.

Change Management
- **Participation** – ALLSCRIPTS will provide Customer with documentation detailing proposed   database changes and will be available to sponsor those changes in client change control   sessions.

Reporting.   Customers will receive reports as needed, generated by ALLSCRIPTS, that may provide system event statistics including topics such as:
- Case status
- Outstanding Issues
- Notification of error/resolutions detected by monitoring tools
- Disk space utilization
- Memory utilization
- CPU utilization
- Analysis and recommendation of trends to help forecast potential issues

System Monitoring. ALLSCRIPTS will use toolkits that provide near real-time information on customer hosts to allow for 24x7 monitoring and problem resolution to critical errors. Examples of Monitored events include:

- Database Server Status
- Oracle file system Capacity
- Oracle Tablespace Capacity
- Object Growth Capability (Extents)
- Archive Device Capacity
- Database Backup Status
- Database Communication Port Status
- Database Link Status
- Redo Log Status
- CPU Utilization statistics
- Disk Utilization statistics
- File System Capacity statistics
- System Logs errors
- Memory Utilization statistics

Service Features – Database Servers *

Provide Database Administration functionality. ALLSCRIPTS will provide remote database administration. The following database administration duties are included as part of the support:

- Daily Tasks:
  - Review database output log files for errors
  - Check database backup log files
  - Check database maintenance log files
  - Monitor and address, if needed, database space utilization

- Other Activities (performed as needed):
  - Database software patching *(when certified by the application provider group)*
  - Database recovery assistance
  - Troubleshooting database issues
  - Initial server assessment

Provide Operating System Administration functionality. ALLSCRIPTS will provide remote system administration. The following system administration duties are included as part of the support:
- Daily activities include:
  - Review operating system error logs
  - Read and maintain administrative mail files
  - Review operating system backup log files
  - Collect and review host system performance
  - Monitor and maintain O/S file systems
  - Monitor system resources

- Other Activities include:
  - Initial assessment of host system
  - Troubleshooting Operating System issues
  - Apply operating system patches *(where directed by the application or as needed)*
  - Plan and perform operating system upgrade *(where directed by the application)*
  - Set tunable kernel parameters as required *(where directed by the application)*
  - Provide operating system recovery efforts and assistance
  - Engage operating system vendor(s) on behalf of the client

* Database Servers for Horizon BloodBank will only have the operating system monitored, not the database.

Service Features – Application/Report Servers

Provide Operating System Administration functionality. ALLSCRIPTS will provide remote system administration. The following system administration duties are included as part of the support:
• Daily activities include:
    • Review operating system error logs
    • Read and maintain administrative mail files
    • Review operating system backup log files
    • Collect and review host system performance
    • Monitor and maintain O/S file systems
    • Monitor system resources
 	
• Other Activities include:
    • Assessment of host system
    • Troubleshooting Operating System issues
    • Apply operating system patches *(where directed by the application or as needed)*
    • Set tunable kernel parameters as required *(where directed by the application)*
    • Provide operating system recovery efforts and assistance
    • Engage operating system vendor(s) on behalf of the client

3. Additional Responsibilities of ALLSCRIPTS.
   3.1.   ALLSCRIPTS will coordinate for system access across the ALLSCRIPTS CareBridge Network for the services set forth below.
   3.2.   The Infrastructure Management Services will include deployment of third party monitoring software and proprietary knowledge modules.

4. Responsibilities of Customer. The following table defines customer responsibilities according to the contracted level of support.

Customer Responsibility
Provide System Operations functionality. Customer is responsible for ensuring that level one administration tasks are performed. Examples are user adds, moves, and changes. Also, Customer must perform all system operation tasks (e.g., changing of backup tapes) and ensure that there is an environment conducive to the stability of the host system.
Provide single point of contact for escalation. Customer will provide product and platform knowledgeable resource to work with ALLSCRIPTS resources to resolve issues.

Customer Responsibility

Maintain telecommunications capability access. Support requires connectivity via ALLSCRIPTS's Care Bridge (formerly the VAN) service. UNIX systems will be accessed via telnet and Xwindows tools. Windows servers will be accessed via PCAnywhere or RDP. FTP access is required and will be used for all systems.

Allow system access to ALLSCRIPTS and Third Party support personnel. Customer will provide appropriate access to systems including hardware, database, network, and application software.

Current hardware and software licensing and maintenance not covered by this agreement. Customer is required to maintain valid maintenance agreements for equipment and software covered under this Exhibit.

Maintain current firmware. Firmware updates for all hardware is not included in this Exhibit. It is the responsibility of Customer to purchase the services from the hardware vendor for all updates.

Responsible for all data, including backup and recovery. Customer is responsible for maintaining up-to-date systems, applications and database backups

Provide suitable work environment for onsite ALLSCRIPTS employees. Customer agrees to provide an acceptable work environment for work being performed on site including desk, outside phone line, power and network access where needed.

Maintain education level and certification. Customer must maintain a basic system administrator education level among their primary support contacts.

Change Management. Customer is responsible for managing changes to the environment that affects services or products being provided. Any changes to software or hardware that could affect the performance of solutions included in this Exhibit should be communicated with ALLSCRIPTS.

5. <u>Support Procedures</u>. Customer may call the Technology Services Support Center to open a support case or enter the case via the ALLSCRIPTS web-based support application. Detailed procedures for obtaining support and fulfillment of ALLSCRIPTS obligations under the agreement will be covered during the kickoff call.