

Exhibit to Cloud Services Agreement or Rhapsody SaaS Product Agreement:

Service Level Agreement – RACI Charts

All information, including pricing, contained in this Exhibit is confidential.

This Exhibit sets forth the applicable responsibility matrices applicable to the Cloud Service or Company SaaS Product.

1 RESPONSIBILITY MATRIX(S)

1.1 Definitions:

R stands for "**Responsible**" and indicates which party is responsible for the function.

A stands for "**Accountable**", which denotes which party is approving or accountable for approving the function listed.

C stands for "**Consulted**" which specifies that a party is consulted for their opinion on the function listed.

I stands for "**Informed**" and indicates that a party will be told of progress or decisions made on the function listed.

"**IoP**" means Interoperability Platform.

"**EDP**" means edge device platform.

1.2 Envoy iPaaS

Activity	Company	Customer
Infrastructure for IoP hosting in cloud environment configured to meet regulatory requirements	R, A	I
Infrastructure for IoP provisioning (compute, networking, storage)	R, A	I
Infrastructure for IoP access controls	R, A	I
Infrastructure for IoP performance monitoring (compute, networking, storage)	R, A	I
Infrastructure for IoP performance optimization (compute, networking, storage)	R, A	I
Infrastructure for IoP patch management	R, A	I
Infrastructure for IoP monitoring for malware and intrusion	R, A	I
Infrastructure for IoP availability	R, A	I
Encryption of data at rest within the IoP	R, A	I
Encryption of data in motion	Shared	Shared
IoP provisioning	R, A	I
IoP monitoring	R, A	I
IoP configuration backup	R, A	I
IoP environment data backup (backups include all data within the environment)	R, A	C, I
Deployment of IoP Upgrades and Updates	R, A	C, I
Change control and testing of major IoP upgrades and updates	Shared	Shared
Configuration of data exchange mechanisms between IoP and Customer systems	Shared	Shared
Configuration of Customer systems to enable data exchange mechanisms with IoP	C, I	R, A
Encryption keys and renewal (for example, SSL) used to send data to IoP	R, A	C, I
Project management for implementation	R, A	C, I
Project management for new sites and connections	R, A	C, I
Internal periodic disaster recovery testing	R, A	C, I
Customer-initiated disaster recovery testing	R, A (additional fees apply)	C, I
Periodic penetration testing of cloud infrastructure and IoP	R, A	C, I
Notification of abnormal/unusual traffic and downtimes under Customer (or End User) control	C, I	R, A

1.3 Rhapsody as a Service/Corepoint as a Service

Activity	Company	Customer
Infrastructure for IoP hosting in cloud environment configured to meet regulatory requirements	R, A	I
Infrastructure for IoP provisioning (compute, networking, storage)	R, A	I
Infrastructure for IoP access controls	R, A	I

Infrastructure for IoP performance monitoring (compute, networking, storage)	R, A	I
Infrastructure for IoP performance optimization (compute, networking, storage)	R, A	I
Infrastructure for IoP patch management	R, A	I
Infrastructure for IoP monitoring for malware and intrusion	R, A	I
Infrastructure for IoP availability	R, A	I
Encryption of data at rest within the IoP	R, A	I
Encryption of data in motion	Shared	Shared
IoP provisioning	R, A	I
IoP monitoring	R, A	I
IoP configuration backup	R, A	I
IoP message data backup	C, I	R, A
Deployment of IoP Upgrades and Updates	R, A	C, I
Change control and testing of major IoP upgrades and updates	Shared	Shared
Configuration of data exchange mechanisms between IoP and Customer systems	Shared	Shared
Configuration of Customer systems to enable data exchange mechanisms with IoP	-	R, A
Interface development	-	R, A
Interface monitoring	-	R, A
Interface optimization	-	R, A
Interface troubleshooting	Shared	Shared
Interface data volume monitoring and configuration of data expiration	R, A	C, I
Encryption keys and renewal (for example, SSL) used to send data to IoP	R, A	C, I
Project management for implementation	C, I	R, A
Project management for new sites and connections	-	R, A
Periodic disaster recovery testing	C (additional fees apply)	R, A
Periodic penetration testing of cloud infrastructure and IoP	R, A	C, I
Notification of abnormal/unusual traffic and downtimes under Customer (or End User) control	C, I	R, A

1.4 API Gateway

Activity	Company	Customer
Infrastructure for IoP hosting in cloud environment configured to meet regulatory requirements	R, A	C, I
Infrastructure for IoP provisioning (compute, networking, storage)	R, A	I
Infrastructure for IoP access controls	R, A	I
Infrastructure for IoP performance monitoring (compute, networking, storage)	R, A	I
Infrastructure for IoP performance optimization (compute, networking, storage)	R, A	I
Infrastructure for IoP patch management	R, A	I
Infrastructure for IoP monitoring for malware and intrusion	R, A	I
Infrastructure for IoP availability	R, A	I
Encryption of data at rest within the IoP	R, A	I
Encryption of data in motion	Shared	Shared
IoP provisioning	R, A	I
IoP monitoring	R, A	I
IoP configuration backup	R, A	I
IoP message data backup	R, A	C, I
Deployment of IoP Upgrades and Updates	R, A	C, I
Change control and testing of major IoP upgrades and updates	R, A	I
Configuration of data exchange mechanisms between IoP and Customer systems	Shared	Shared
Configuration of Customer systems to enable data exchange mechanisms with IoP	-	R, A
Gateway development	Shared	Shared
Gateway monitoring	-	R, A
Gateway troubleshooting	Shared	Shared
API call volume monitoring	C, I	R, A
Project management for gateway implementation	C, I	R, A
Project management for new API gateways	-	R, A
Periodic disaster recovery testing	R, A	C, I
Periodic penetration testing of cloud infrastructure and IoP	R, A	C, I

Notification of abnormal/unusual traffic and downtimes under Customer (or End User) control	C, I	R, A
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1.5 Envoy Edge

Company will host the Envoy Edge within a remote container (i.e., a virtual machine). Customer is responsible for maintaining its own hosted environment and must install the Company-provided virtual machine.

Activity	Company	Customer
Infrastructure for EDP hosting in a remote container configured to meet Company-provided specifications	C, I	R, A
Infrastructure for EDP provisioning (compute, networking, storage)	C, I	R, A
Infrastructure for EDP access controls	C, I	R, A
Infrastructure for EDP performance monitoring (compute, networking, storage)	C, I	R, A
Infrastructure for EDP performance optimization (compute, networking, storage)	C, I	R, A
Infrastructure for EDP patch management	C, I	R, A
Infrastructure for EDP monitoring for malware and intrusion	C, I	R, A
Infrastructure for EDP availability	C, I	R, A
Encryption of data in motion	Shared	Shared
EDP provisioning	C, I	R, A
EDP monitoring	I	C, I
RIE RLC backup	R, A	I
RIE message data backup	C, I	R, A
Deployment of EDP Upgrades and Updates	I	R, A
Change control and testing of major EDP upgrades and updates	-	R, A
Configuration of data exchange mechanisms between EDP and Customer systems	C, I, R	C, I, A
Configuration of Customer systems to enable data exchange mechanisms with EDP	C, I	R, A
Interface development	R, A	C, I
Interface monitoring	C, I, R, A	C, I
Interface optimization	R, A	C, I
Interface troubleshooting	C, I, R, A	C, I
Interface data volume monitoring	C, I	R, A
Interface configuration of data expiration	C, I, R	A
Encryption Keys and Renewal (for example, SSL) used to send data to EDP	C, I	R, A
Project management for implementation	R, A	C, I
Project management for new sites and connections	R, A	C, I
Periodic disaster recovery testing	I	R, A
Periodic penetration testing of cloud infrastructure and EDP	I	R, A
Notification of abnormal/unusual traffic and downtimes under Customer (or End User) control	I	R, A
Provide container image and instruction	R, A	I
Support container deployment (including connectivity)	R	A

1.6 Rhapsody EMPI

1.6.1 – SaaS EMPI

Activity	Company	Customer
Infrastructure for EMPI provisioning (compute, storage, networking)	R, A	I
Infrastructure for EMPI access controls	R, A	C, I
Infrastructure for EMPI monitoring (availability and security)	R, A	I
Infrastructure security patching and version updates (OS, database)	R, A	I
Encryption of EMPI data at rest and data over the wire	R, A	I
Network configuration, IP whitelisting, to support EMPI connectivity from customer network	C, I	R, A
Solution design and architecture	R, A	C, I
EMPI application installation and configuration	R, A	C, I
Configuration and monitoring of single sign on integration	C, I	R, A
Data analysis and EMPI tuning during initial implementation	R, A	C, I
Source system data file extracts to support analysis and initial load	C, I	R, A
Initial data loads prior to go-live	R, A	I
Acceptance testing of EMPI matching and integration	C, I	R, A
Implementation project management	Shared	Shared
Development of interfaces to integration engine from connected systems (HL7, batch file, etc.)	C, I	R, A
Development of interfaces to EMPI from integration engine through REST web services	C, I	R, A
Development of interfaces to receive notifications (HL7, batch file, etc.) from integration engine	C, I	R, A
Development of REST service to receive EMPI notifications in integration engine	C, I	R, A
Certificate issuance, monitoring, and renewal for EMPI infrastructure	R, A	I
Certificate issuance, monitoring, and renewal for Customer infrastructure	C, I	R, A
EMPI application monitoring (availability and security)	R, A	I
EMPI application security patches and product patches	R, A	I
EMPI product upgrades (Professional Services engagement for customer hosted)	R, A	I
Change control process	Shared	Shared
Application testing and validation for application changes	C, I	R, A
Application performance monitoring, environment sizing	R, A	I
Application product support	R, A	C, I
Annual disaster recovery testing	R, A	I
Annual security penetration testing	R, A	I
EMPI match quality and data quality monitoring	R, A	I
Regular EMPI data stewardship of potential duplicates/potential matches	I	R, A
Regular EMPI data stewardship of potential overlays	I	R, A
Annual EMPI Healthcheck (included with SaaS EMPI)	R, A	C, I

1.6.2 – SaaS EMPI with Envoy iPaaS, or Rhapsody PS implemented Integration

Activity	Company	Customer
Infrastructure for EMPI provisioning (compute, storage, networking)	R, A	I
Infrastructure for EMPI access controls	R, A	C, I
Infrastructure for EMPI monitoring (availability and security)	R, A	I
Infrastructure security patching and version updates (OS, database)	R, A	I
Encryption of EMPI data at rest and data over the wire	R, A	I
Network configuration, IP whitelisting, to support EMPI connectivity from customer network	C, I	R, A
Solution design and architecture	R, A	C, I
EMPI application installation and configuration	R, A	C, I
Configuration and monitoring of single sign on integration	C, I	R, A
Data analysis and EMPI tuning during initial implementation	R, A	C, I
Source system data file extracts to support analysis and initial load	C, I	R, A
Initial data loads prior to go-live	R, A	I
Acceptance testing of EMPI matching and integration	C, I	R, A
Implementation project management	Shared	Shared
Development of interfaces to integration engine from connected systems (HL7, batch file, etc.)	C, I	R, A
Development of interfaces to EMPI from integration engine through REST web services	R, A	C, I
Development of interfaces to receive notifications (HL7, batch file, etc.) from integration engine	C, I	R, A
Development of REST service to receive EMPI notifications in integration engine	R, A	C, I
Certificate issuance, monitoring, and renewal for EMPI infrastructure	R, A	I
Certificate issuance, monitoring, and renewal for Customer infrastructure	C, I	R, A
EMPI application monitoring (availability and security)	R, A	I
EMPI application security patches and product patches	R, A	I
EMPI product upgrades (Professional Services engagement for customer hosted)	R, A	I
Change control process	Shared	Shared
Application testing and validation for application changes	C, I	R, A
Application performance monitoring, environment sizing	R, A	I
Application product support	R, A	C, I
Annual disaster recovery testing	R, A	I
Annual security penetration testing	R, A	I
EMPI match quality and data quality monitoring	R, A	I
Regular EMPI data stewardship of potential duplicates/potential matches	I	R, A
Regular EMPI data stewardship of potential overlays	I	R, A
Annual EMPI Healthcheck (included with SaaS EMPI)	R, A	C, I

1.6.3 – Customer Hosted EMPI, Customer implemented Integration

Activity	Company	Customer
Infrastructure for EMPI provisioning (compute, storage, networking)	C, I	R, A
Infrastructure for EMPI access controls	C, I	R, A
Infrastructure for EMPI monitoring (availability and security)	C, I	R, A
Infrastructure security patching and version updates (OS, database)	C, I	R, A
Encryption of EMPI data at rest and data over the wire	C, I	R, A
Network configuration, IP whitelisting, to support EMPI connectivity from customer network	C, I	R, A
Solution design and architecture	R, A	C, I
EMPI application installation and configuration	R, A	C, I
Configuration and monitoring of single sign on integration	C, I	R, A
Data analysis and EMPI tuning during initial implementation	R, A	C, I
Source system data file extracts to support analysis and initial load	C, I	R, A
Initial data loads prior to go-live	R, A	I
Acceptance testing of EMPI matching and integration	C, I	R, A
Implementation project management	Shared	Shared
Development of interfaces to integration engine from connected systems (HL7, batch file, etc.)	C, I	R, A
Development of interfaces to EMPI from integration engine through REST web services	C, I	R, A
Development of interfaces to receive notifications (HL7, batch file, etc.) from integration engine	C, I	R, A
Development of REST service to receive EMPI notifications in integration engine	C, I	R, A
Certificate issuance, monitoring, and renewal for EMPI infrastructure	C, I	R, A
Certificate issuance, monitoring, and renewal for Customer infrastructure	C, I	R, A
EMPI application monitoring (availability and security)	C, I	R, A
EMPI application security patches and product patches	C, I	R, A
EMPI product upgrades (Professional Services engagement for customer hosted)	R, A	C, I
Change control process	C, I	R, A
Application testing and validation for application changes	C, I	R, A
Application performance monitoring, environment sizing	C, I	R, A
Application product support	C, I	R, A
Annual disaster recovery testing	C, I	R, A
Annual security penetration testing	C, I	R, A
EMPI match quality and data quality monitoring	C, I	R, A
Regular EMPI data stewardship of potential duplicates/potential matches	I	R, A
Regular EMPI data stewardship of potential overlays	I	R, A
Annual EMPI Healthcheck (included with SaaS EMPI)	N/A	N/A

1.6.4 – Customer Hosted EMPI, Rhapsody PS implemented Integration

Activity	Company	Customer
Infrastructure for EMPI provisioning (compute, storage, networking)	C, I	R, A
Infrastructure for EMPI access controls	C, I	R, A
Infrastructure for EMPI monitoring (availability and security)	C, I	R, A
Infrastructure security patching and version updates (OS, database)	C, I	R, A
Encryption of EMPI data at rest and data over the wire	C, I	R, A
Network configuration, IP whitelisting, to support EMPI connectivity from customer network	C, I	R, A
Solution design and architecture	R, A	C, I
EMPI application installation and configuration	R, A	C, I
Configuration and monitoring of single sign on integration	C, I	R, A
Data analysis and EMPI tuning during initial implementation	R, A	C, I
Source system data file extracts to support analysis and initial load	C, I	R, A
Initial data loads prior to go-live	R, A	I
Acceptance testing of EMPI matching and integration	C, I	R, A
Implementation project management	Shared	Shared
Development of interfaces to integration engine from connected systems (HL7, batch file, etc.)	C, I	R, A
Development of interfaces to EMPI from integration engine through REST web services	R, A	C, I
Development of interfaces to receive notifications (HL7, batch file, etc.) from integration engine	C, I	R, A
Development of REST service to receive EMPI notifications in integration engine	R, A	C, I
Certificate issuance, monitoring, and renewal for EMPI infrastructure	C, I	R, A
Certificate issuance, monitoring, and renewal for Customer infrastructure	C, I	R, A
EMPI application monitoring (availability and security)	C, I	R, A
EMPI application security patches and product patches	C, I	R, A
EMPI product upgrades (Professional Services engagement for customer hosted)	R, A	C, I
Change control process	C, I	R, A
Application testing and validation for application changes	C, I	R, A
Application performance monitoring, environment sizing	C, I	R, A
Application product support	C, I	R, A
Annual disaster recovery testing	C, I	R, A
Annual security penetration testing	C, I	R, A
EMPI match quality and data quality monitoring	C, I	R, A
Regular EMPI data stewardship of potential duplicates/potential matches	I	R, A
Regular EMPI data stewardship of potential overlays	I	R, A
Annual EMPI Healthcheck (included with SaaS EMPI)	N/A	N/A

1.7 Rhapsody Semantic

Activity	Company	Customer
Infrastructure for IoP hosting in cloud environment configured to meet regulatory requirements	R, A	C, I
Infrastructure for IoP provisioning (compute, networking, storage)	R, A	I
Infrastructure for IoP access controls	R, A	I
Infrastructure for IoP performance monitoring (compute, networking, storage)	R, A	I
Infrastructure for IoP performance optimization (compute, networking, storage)	R, A	I
Infrastructure for IoP patch management	R, A	I
Infrastructure for IoP monitoring for malware and intrusion	R, A	I
Infrastructure for IoP availability	R, A	I
Encryption of data at rest within the IoP	R, A	I
Encryption of data in motion	Shared	Shared
IoP provisioning	R, A	I
IoP monitoring	R, A	I
IoP configuration backup	R, A	I
IoP message data backup	R, A	C, I
Deployment of IoP Upgrades and Updates	R, A	C, I
Change control and testing of major IOP upgrades and updates	R, A	I
Configuration of data exchange mechanisms between IoP and Customer systems	Shared	Shared
Configuration of Customer systems to enable data exchange mechanisms with IoP	-	R, A
Periodic penetration testing of cloud infrastructure and IoP	R, A	C, I
Periodic disaster recovery testing	R, A	C, I
Setup and maintenance of certificates/configuration for Company provided URLs	R, A	C, I
Setup and maintenance of certificates/configuration for custom URLs	C, I	R, A
Ensure licensing agreements for externally licensed code systems	I	R, A
Update and maintenance of code systems	I	R, A

1.8 Rhapsody ON

Activity	Company	Customer
Infrastructure for IoP hosting in a cloud environment is configured to meet regulatory requirements.	R, A	I
Azure tenant and subscription management for Company deployments	I, C	R, A
Azure tenant access (Tenant, Subscription, service principles creation and management, Azure Bastian access, allow Rhapsody VPN IPs to Customer tenant)	I, C	R, A
Azure Marketplace agreement to allow CIS Image purchase and sharing	I, C	R, A
Azure Hub Networking for Rhapsody On (allow spoke DNS peering, network allocation, firewall management for ingress and egress traffic)	I, C	R, A
Azure Spoke Networking for Rhapsody On	R, A	I
Azure Microsoft relationship management and escalations	I, C	R, A
Infrastructure security tooling deployments and administration for Rhapsody On	R, A	I, C
Infrastructure RedHat (Operating System) subscription License	I, C	R, A
Infrastructure for IoP provisioning (compute, networking, storage)	R, A	I
Infrastructure for IoP access controls	R, A	I
Infrastructure for IoP performance monitoring (compute, networking, storage)	R, A	I
Infrastructure for IoP performance optimization (compute, networking, storage)	R, A	I
Infrastructure for IoP patch management	R, A	I
Infrastructure for IoP monitoring for malware and intrusion	R, A	I
Infrastructure for IoP availability	R, A	I
Encryption of data at rest within the IoP	R, A	I
Encryption of data in motion	Shared	Shared
IoP provisioning	R, A	I
IoP monitoring	R, A	I
IoP configuration backup	R, A	I
IoP message data backup	R, A	I, C
Deployment of IoP Upgrades and Updates	R, A	C, I
Change control and testing of major IOP upgrades and updates	Shared	Shared
Configuration of data exchange mechanisms between IoP and Customer systems	Shared	Shared
Configuration of Customer systems to enable data exchange mechanisms with IoP	-	R, A

Interface development	-	R, A
Interface monitoring	-	R, A
Interface optimization	-	R, A
Interface troubleshooting	Shared	Shared
Interface data volume monitoring and configuration of data expiration	I, C	R, A
Encryption keys and renewal (for example, SSL) used to send data to IoP	Shared	Shared
Project management for implementation	C, I	R, A
Project management for new sites and connections	-	R, A
Periodic disaster recovery testing	C (additional fees apply)	R, A
Periodic penetration testing of cloud infrastructure and IoP	I	R, A
Notification of abnormal/unusual traffic and downtimes under Customer (or End User) control	C, I	R, A