

Samkit Infosystems Limited

G-Cloud Service definition document Governance Risk Compliance

Contents

The Service.....	2
Levels of Data Backup, Restore & Disaster Recovery	2
Onboarding and Offboarding Support.....	3
Onboarding	3
Offboarding	3
Service Constraints	3
Service Levels (Performance, Availability, and Support Hours)	3
After-Sales Support	3
Technical Requirements	3
Outage and Maintenance Management	3
Hosting Options and Locations.....	3
Access to Data (Upon Exit).....	4
Security	4
Contact	4

The Service

Samkit's Governance Risk Compliance (GRC) module is an add-on tool designed to support Oracle ERP Cloud users in managing Segregation of Duties (SoD) conflicts, privileged access risks, and overall governance requirements.

The service provides:

- Automated detection of SoD violations across Oracle ERP Cloud modules
- Identification and monitoring of users with elevated or sensitive privileges
- Visual dashboards and detailed reports for audit and compliance activities
- Continuous monitoring of risk indicators to support internal control frameworks

The GRC module operates using secure API-based access to Oracle Cloud environments and does **not store any organisational data** on external servers. All extracted data remains within the customer's local environment.

Levels of Data Backup, Restore & Disaster Recovery

- Samkit's GRC module does not store customer data in cloud or external systems.
- All extracted data resides on the customer's local infrastructure.
- Backup and restore processes remain fully under the customer's control.
- Any disaster recovery procedures applicable are governed by the customer's hosting and infrastructure policies.

Onboarding and Offboarding Support

Onboarding

- A short technical setup session to establish API-based connectivity with Oracle ERP Cloud.
- Configuration of access controls and user roles for authorised personnel.
- Knowledge-transfer session to end users covering dashboards, reports, and core functionalities.

Offboarding

- Users can uninstall the GRC module without dependency on Samkit systems.
- No customer data is retained by Samkit after service termination.
- Access credentials and API tokens are fully revoked by the customer.

Service Constraints

- Internet connectivity is required to access Oracle Cloud APIs.
- The service depends on the availability and performance of Oracle ERP Cloud.
- Maintenance windows may be required for updates, which will be communicated in advance.
- Customisation beyond the standard feature set is not included but may be requested separately.

Service Levels (Performance, Availability, and Support Hours)

- Standard support hours: **09:00–17:00 UK time, Monday–Friday**, excluding public holidays.
- Response times follow priority-based SLAs:
 - Critical issues: acknowledgment within 4 hours
 - High priority: same business day
 - Medium/low issues: 1–2 business days
- Software updates and patches are included as part of the service subscription.

After-Sales Support

- Email and remote support for technical queries, configuration assistance, and troubleshooting.
- Access to user documentation, FAQs, and release notes.
- Optional training sessions upon request (may incur additional cost depending on scope).

Technical Requirements

- Active Oracle ERP Cloud environment with appropriate access permissions
- Workstation or server with Windows (recommended)
- Internet connection to access Oracle APIs
- Valid user credentials with sufficient privileges to extract audit and role data

Outage and Maintenance Management

Governance Risk Compliance (GRC) does rely on Microsoft Azure hosted servers; therefore, if any platform outage occurs, Samkit will make sure to inform all clients about the same by using email. Samkit will ensure to follow up with hosting server support team for a quick resolution.

- Planned maintenance or software updates will be communicated at least 48 hours in advance.
- Emergency patches may be deployed in the event of critical vulnerabilities.
- The service does not directly impact Oracle Cloud uptime. Oracle-managed outages may affect data synchronisation temporarily.

Hosting Options and Locations

- The GRC module is installed locally on the customers' systems.
- No hosting is performed by Samkit, and no customer data is stored on Samkit servers.
- All infrastructure and data storage remain under customer control.

Access to Data (Upon Exit)

- All data extracted or generated by the GRC module remains with the customer.
- Samkit retains **zero data** after installation or usage.
- Customers may export reports and logs at any time before or during service termination.

Security

- No customer data is transferred or stored outside the customer's environment.
- Samkit tools follow secure communication methods for Oracle API interaction.

- Access is controlled through customer-managed credentials and roles.
- Samkit adheres to industry security practices throughout the software lifecycle.

Contact

Please contact us if you would like to know more about this service or any of our listings on G-Cloud.

Email: info@samkit.co.uk

As all of our G-Cloud enquiries initially come into a single contact, please remember to tell us: -

- Your name, your organisation name and contact details
- Which service you are enquiring about
- A synopsis of your requirements or the problems you need to address.