

Samkit Infosystems Limited

G-Cloud Service definition document Configuration Risk Assessment

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The Service

Samkit's Configuration Risk Assessment is a software tool designed to help Oracle ERP Cloud users identify, assess, and monitor configuration-level risks across their Oracle Fusion environment.

The service analyses Oracle ERP Cloud configurations to detect settings that may introduce audit, compliance, or operational risks. These include configuration gaps that could enable unauthorised changes, override controls, or weaken governance across finance, procurement, projects, and related modules.

The tool provides structured reports and dashboards that support internal audits, external audits, and ongoing risk monitoring activities.

The Configuration Risk Assessment service operates using secure, read-only access to Oracle ERP Cloud and does not store customer data on any external or third-party systems.

Levels of Data Backup, Restore & Disaster Recovery

- The service does not host or retain customer data.
- All extracted configuration data is processed locally within the customer's environment.
- Backup, restore, and disaster recovery remain the responsibility of the customer's IT and Oracle Cloud infrastructure.
- Samkit does not provide separate backup or disaster recovery services for this tool.

Onboarding and Offboarding Support

Onboarding

- Initial setup to establish secure connectivity with Oracle ERP Cloud.
- Configuration of access permissions to allow read-only extraction of configuration metadata.
- Orientation session for authorised users explaining reports, dashboards, and risk categories.

Offboarding

- The tool can be removed without dependency on Samkit systems.
- No customer data is retained by Samkit after service termination.
- All access credentials and permissions are fully controlled and revoked by the customer.

Service Constraints

- Requires an active Oracle ERP Cloud environment.
- Requires appropriate user permissions to access configuration metadata.
- Dependent on Oracle Cloud system availability and performance.
- The service evaluates configuration settings based on predefined risk rules and does not modify customer data or configurations.
- Custom rule creation beyond standard checks may require separate agreement.

Service Levels (Performance, Availability, and Support Hours)

Application Availability

Configuration Risk Assessment is a client-side tool; its availability is dependent on the end user's system and Oracle Cloud service availability.

Samkit ensures availability of:

- License issuance
- Software downloads
- Latest application versions

Support Hours

Support is provided:

Monday–Friday, 9:00–17:00 UK Time
(excluding UK public holidays)

Support includes:

- Installation and configuration assistance
- Troubleshooting connection issues
- Functional guidance on using the tool
- Patch updates where required

After-Sales Support

After onboarding, Samkit provides:

- Email-based technical support
- Remote assistance where appropriate
- Access to updated releases
- Issue resolution and bug fixes
- Optional enhancement workshops (chargeable under SFIA if requested)

Support covers the application functionality only—not Oracle ERP Cloud configuration or data issues.

Technical Requirements

- Oracle ERP Cloud (Fusion) environment

- Internet connectivity for secure API access
- Windows-based workstation or server (recommended)
- User credentials with sufficient permissions to read configuration data
- Modern web browser for dashboard access

Configuration Risk Assessment operates entirely client-side; no Samkit infrastructure hosts customer data.

Outage and Maintenance Management

Configuration Risk Assessment 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. Samkit may occasionally release updates. These:

- Are shared with customers via email
- Do not force downtime
- Can be installed at a time chosen by the customer

Oracle Cloud outages or customer network outages may temporarily affect connectivity to the ERP system.

Hosting Options and Locations

- Configuration Risk Assessment is **not a hosted service**. It is a desktop application installed locally by the user.
- No customer data is processed, stored, or transferred by Samkit.
- All hosting related to the ERP data remains within the customer's own Oracle Cloud tenancy.

Access to Data (Upon Exit)

All data retrieved using Configuration Risk Assessment is stored **locally** by the customer. Upon exit:

- All configuration reports and outputs generated by the tool remain with the customer.
- Customers may export reports at any time.
- Samkit retains no copies of configuration data after service termination.

Security

- Read-only access to Oracle ERP Cloud configurations.
- No modification of customer data or system settings.
- Secure communication with Oracle APIs.
- Access is governed by customer-managed credentials and role permissions.

- The tool supports organisations in meeting internal control and audit requirements without introducing additional security risks.

Customers are responsible for:

- Managing user access within Oracle ERP Cloud
- Ensuring secure endpoint policies on their local systems

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.