

ORACLE ON DEMAND FOR U.S. FEDERAL GOVERNMENT



CORE SERVICES

- Infrastructure Management
- Security Management
- Software Management
- Service-Level Management
- IT Governance Services

EXTENDED SERVICES

- Security Management Option for U. S. Federal Government
- Enhanced Recovery Services for Disaster Recovery
- Standardization of Configuration, Extensions, Modifications, Localizations, and Integrations (CEMLI)
- Functional Service Desk

LIFECYCLE SERVICES

- Implementation
- Migration to Oracle On Demand
- Upgrade Services
- Additional Governance Services, such as Program Management Office

The U.S. federal government has begun to achieve greater productivity and become more effective by realizing the full value of its information technology (IT) investments. Today, agencies measure their IT success by how well they can meet increased governance and compliance demands, defend against internal and external security threats, and keep pace with process and technology innovation. Oracle On Demand for U. S. Federal Government is helping government organizations fulfill this mission, run business operations more effectively, and lower costs. Here's how.

How Can Oracle Improve the “Business of Government”?

Oracle On Demand for U.S. Federal Government provides hosting and application management services for a portfolio of industry-leading applications designed to help drive down your total cost of ownership (TCO), boost security, availability, scalability, and performance.

Oracle offers federal government customers a set of Core Services that support the entire Oracle technology stack as well as Extended Services and Life Cycle Services that are tailored to integrate with the Core Services over the full technology lifecycle. Using these solutions, federal government departments and agencies are making the “business of government” more efficient and economical. Equally important, by allowing Oracle experts to manage your applications, you can focus on your core competencies rather than IT management.

Three Options, One Path to Full IT Value

On Demand services are provided for Oracle Database, Oracle Fusion Middleware, PeopleSoft Enterprise, Oracle E-Business Suite, Hyperion Enterprise Performance Management, Business Intelligence Applications, and/or Siebel CRM, and others. Federal government customers can choose one of three different methods for managing their Oracle applications:

@Oracle: Oracle installs application software on servers located at Oracle’s Tier IV Austin Data Center in the Federal Zone, the segmented operation of systems for U.S. federal government customers, and provides experts who manage the application, database, operating system, and hardware.

@Customer: Alternately, the software can reside on your servers located on your premises. When you select this method, Oracle engineers remotely manage the application, middleware and database software. Your staff manages the hardware, operating system, and any custom or third-party applications.

@Partner: This option allows Oracle to manage software remotely while the servers are located in a third-party data center, including government Centers of

WHY SHOULD YOU USE ORACLE ON DEMAND?

You can reduce problems and resolution times, speed implementation, lower risk, and improve your go-live experience with Oracle On Demand.

You gain a predictable monthly cost model to easily manage ongoing expenses. With less expense and reduced complexity, you get technology updates and 24/7 Oracle engineering and operational resources.

You also get Oracle's industry leading software management and hosting services, as well as seamless access to Oracle expertise so you can measure and improve your performance today and in the future.

RELATED PRODUCTS AND SERVICES

Oracle offers a full portfolio of services designed by Oracle to get more value from your investment in Oracle software:

- Support Services
- Advanced Customer Services
- Consulting Services
- Educational Services

Excellence. With this approach, your partner manages the hardware and any custom or third-party applications at that location

One Vendor for Efficiency, Productivity, and Consistent Costs

As the developer of the full software stack—database, middleware, applications, along with Linux operating system support—Oracle is uniquely qualified to provide a higher level of service to our Oracle On Demand federal government customers.

With Oracle as your one point of contact for support and services, you get two important benefits:

- Predictable costs for all components of the software stack
- Seamless access to product support and product management expertise

With fast, easy access to the resources you need, you can resolve problems faster and often prevent them from occurring in the first place. You'll be able to keep your systems up and running, minimize disruptions to your operations, and maintain high productivity by giving employees the tools they need to work smart and fast.

Rely on Industry-Leading Security Management

The Security Management (Federal Zone) option of Oracle On Demand for U. S. Federal Government includes increased security services for all departments and agencies using an @Oracle deployment. In fact, Oracle's security services are designed to enable our customers to remain compliant with a range of federal legislative and executive mandates and directives that relate to the hosting, access, management, operations, maintenance, control, protection, and integrity of federal agency information and software technology applications.

Here are some of the more important security benefits Oracle On Demand offers to federal government customers located in the Federal Zone:

- Physical and logical isolation of operations in the secure Federal Zone of our Tier IV Austin Data Center
- An assigned U.S. citizen service delivery manager and 24/7 U.S. citizen operations
- Reliance on the certification and accreditation methodologies outlined in National Institute of Standards and Technology (NIST) 800-37 and the U.S. Department of Defense Information Assurance Certification and Accreditation Process (DIACAP)
- Ongoing security measurements using Federal Information Security Management Act (FISMA)- and Office of Management and Budget (OMB)-defined metrics
- Management of public and sensitive but unclassified (SBU) data only
- A plan of action and milestones (POAM), maintained and updated quarterly
- Federal Information Processing Standards (FIPS) 140.2-certified algorithm for passcode generation and FIPS 140.2-validated cryptography, where applicable

Summary

Following presidential mandates and OMB directives to achieve “maximum efficiency and effectiveness,” U.S. government departments and agencies have begun to embrace shared service centers to simplify the management and operation of their IT systems. Oracle On Demand for U.S. Federal Government addresses these challenges head-on. Oracle uses highly disciplined and standardized operations so you can trust Oracle On Demand with your mission-critical applications.

Contact Us

For more information on Oracle On Demand, call +1.866.264.5909 to speak to an Oracle representative, or visit oracle.com/ondemand/federal-government.html.

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