Oracle Functional Services – Technical Administration Services

Every business application administrator wants 99.9 percent uptime. The question is, what’s the best way to achieve it? Putting your in-house technical staff in charge of keeping sophisticated applications running can stretch them beyond their skill sets and divert them from working on your organization’s most important strategic priorities. Outsourcing the responsibility to a low-cost provider may save you time and money in the short run, but it will leave you without access to the product experts who built your applications and know how to deploy and maintain them in ways that deliver the greatest business impact. And how can you be sure that a third-party support provider will be able to deal with patches, upgrades, backups, and disaster recovery in ways that minimize downtime for your applications and databases? Challenges such as these require in-depth knowledge of the software.

Maximize Uptime for Your Key Business Platforms

Oracle Managed Cloud Services gives you access to Oracle experts who help you implement the latest Oracle technology and get you ready to take advantage of future product enhancements. With Oracle Functional Services, these experts offer you a higher level of support by leveraging their extensive experience with managed cloud services deployments. By providing hands-on technical assistance with application migrations, service requests, customer-specific development, testing, and technical administration, they let you get the most out of your investment in cloud-based business applications.

Oracle Technical Administration Services is a key element of Oracle Functional Services that gives your organization assistance in managing and optimizing the databases behind your major business applications. These services help you maximize uptime for key business platforms such as Hyperion, Siebel, and PeopleSoft.

Oracle Technical Administration Services include incident management, problem management, change management, availability management, service continuity management, and product-specific administration services.

KEY BUSINESS BENEFITS

- Maximize uptime for your key business platforms.
- Relieve the burden for in-house technical staff.
- Get comprehensive support or peak workload assistance, based on needs.
- Reduce planned downtime during business hours.
- Reduce unplanned downtime with better-managed systems.
- Reduce DBA costs by engaging skilled resources and proven processes.
- Leverage the knowledge of the company that built your business systems.
**KEY FEATURES**

- Automated detection and repair of performance incidents.
- Root cause analysis and remediation.
- Regularly performed application patching and database upgrades.
- Coordination of scheduled database outages.
- Testing of backup and disaster recovery strategies and technology.

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**ORACLE FUNCTIONAL SERVICES**

**ORACLE TECHNICAL ADMINISTRATION SERVICES**

- Incident Management
- Problem Management
- Change Management
- Availability Management
- Service Continuity Management
- Product-Specific Administration

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**Incident Management**

Save time for your IT staff and enhance the performance of your business systems with automated detection and repair of your performance incidents. Incident Management keeps you notified of all new incidents in your business systems as they occur. By automatically creating service requests and categorizing incidents, Incident Management removes a common bottleneck for your technical staff.

With Incident Management, Oracle will:

- Coordinate with your incident management team to speed resolution.
- Collect system data as needed.
- Diagnose underlying problems and propose resolutions.
- Escalate incidents internally as required.
- Monitor progress of incident resolution.
- Provide status updates on your service requests.
- Validate closure of incidents.

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**Problem Management**

Our technical staff can eliminate a great deal of repetitive work by identifying the root causes of your technical support incidents. Problem Management provides root cause analysis and enables a “find one, fix many” approach so that your technical staff can stop firefighting and start focusing on value-added work.

With Problem Management, Oracle will:

- Perform triage and troubleshooting.
- Address resolution of each problem.
- Provide Supported Program setup and configuration.
- Help you in addressing data corruption.
- Provide recommended workarounds and problem resolutions.

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**Change Management**

Keeping up with application patches and database upgrades can eat up a significant amount of time for your technical staff. And if you fall behind, you risk exposing your business users to clashes, crashes, and downtime. Change Management takes this burden off your hands by performing regular change management activities such as application patching and technical upgrades of databases.

With Change Management, Oracle will:

- Install Supported Oracle Programs for your environments.
- Perform patching to maintain your existing functionality.
- Analyze, recommend, and install Critical Security Patch updates every quarter.
- Maintain space usage across all your environments for Supported Oracle Programs.
The following services support Oracle Technical Administration Services:

- Managed Cloud Services
- Functional Services
- Business Application Support Services
- CEMLI Services
- Release Management Testing Services

- Implement backup and purge routines for the cleanup of runtime log files and directories.
- Perform environment configuration changes.
- Administer database security for your environments.
- Administer security for other Supported Oracle Programs.
- Configure Supported Oracle Programs to support printers.
- Configure and maintain the process scheduler and maintain queue definitions.

Availability Management

Whether scheduled or unscheduled, database outages hinder the productivity of your business users. Availability Management can analyze your recurring unscheduled outages and make recommendations that increase your application availability. The service can also coordinate your scheduled outages according to a mutually agreeable process.

With Availability Management, Oracle will:

- Start up and shut down Supported Oracle Programs in your environments.
- Install Oracle monitoring tools on your servers, or use your existing monitoring toolset.
- Identify event threshold violations for proactive response.
- Detect and acknowledge outages.
- Initiate an incident management process with an eye for restoring service.
- Facilitate configuration of monitoring events.
- Provide historical data such as operating system performance graphs.
- Monitor your process scheduler software.

Service Continuity Management

To ensure you can deliver continuous service to your business users, you must have a robust backup and recovery plan in place. Service Continuity Management supports your plan by testing your backup and disaster recovery strategies and technology for their readiness to perform in a crisis.

With Service Continuity Management, Oracle will:

- Provide daily backups of each environment to a mutually agreed location, with backups to include Oracle data files.
- Help identify the file system components requiring backup for each environment, including the database code tree and configuration files.
- Restore your environments as required through the Change Management or Incident Management process, at a rate of two restores per month.

Product-Specific Administration

Get help managing your Oracle applications and technology so that you can focus on other key areas of your business. Oracle Technical Administration Services provides scalable services to meet your needs. You can choose fully managed
services in which Oracle assumes complete responsibility for your databases and applications, or peak period support to give your staff extra assistance during peak periods such as system upgrades.

With Product-Specific Administration, Oracle will:

- Provide skilled database and applications administrators who use automated tools and best practices.
- Manage your production and non-production Oracle environments.
- Provide database management and monitoring, performance maintenance, issue diagnosis, and application monitoring and administration services.
- Reduce your implementation risk by supplying remote DBA assistance during your project implementations.
- Deliver 24x7, supplemental, off-hours, or peak period support depending on your needs.

CONTACT US
For more information about Oracle Functional Services visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

Hardware and Software, Engineered to Work Together

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