Oracle Advanced Database Support helps you maximize the availability, performance, and security of your Oracle databases (11g or higher) with 24/7 remote database fault monitoring, proactive database patch advisory, database health checks, database security compliance reporting and remote patch deployment.

**Maximize Availability, Performance, and Security**

Oracle understands that disruptions in database availability can seriously impact your business. Oracle Advanced Database Support (ADS) is a cloud-based, automated service framework that provides support for Oracle databases. With ADS, you gain enhanced support for database availability, reliability, and security compliance.

**Expert Guidance for Your Environment**

An Oracle Technical Account Manager (TAM) supports your IT team with proactive ongoing reviews, advice, and guidance. Periodic checkpoints and reviews enable your IT staff to stay ahead of potential issues and help optimize your Oracle database environments.

**Automated Fault Identification and Notification**

As part of the Advanced Database Support framework, Database Fault Management can help protect Oracle databases 24/7 through automated fault monitoring.

Upon fault detection, notifications will be sent to your designated contacts. A service request will be automatically initiated to Oracle Premier Support for resolution including proactively collected diagnostics. Automated service request creation helps reduce administrative tasks and complexity for your IT resources during critical incidents, enabling your IT resources to focus on innovation and new projects rather than fault monitoring and incident management.

**KEY FEATURES**

- 24/7 Oracle database remote fault monitoring and automatic creation of service requests
- Accelerated service request routing and response
  - 15-minute event notification
  - 20-minute response to Severity 1
- Oracle database security compliance reporting
- Proactive database health checks
- Proactive patch advisory
- Patch deployment

**KEY BENEFITS**

- **Maximize availability, reduce risk**
  Prevent critical issues and enable faster resolution
- **Increase efficiency**
  Reduce administration tasks while enabling higher business productivity
- **Increase control**
  Real-time status reporting captured in an intuitive dashboard

**RELATED SERVICES**

- Oracle Solution Support Center Connected
- Oracle Database Upgrade Support
- Oracle Migration Service
Proactive Advisory and Security Compliance Information

Proactive Database Health Checks provide automated health check reports that identify potential problems with your database configuration settings, security protections, and scalability attributes, allowing you to take timely action to prevent performance, security, and functional issues.

Oracle Database Security Compliance Reporting compares your covered databases against Oracle security recommended practices for database configuration, directory and file permissions, and user access.

Real-time status reporting of potential database issues, security compliance issues and Oracle Critical Patch Updates (CPUs) help mitigate database risks and complications. By maintaining the database at current patch levels, you can further remove complexity from supporting your database environment.

![Database Security Compliance Reporting](image)

Figure 1. Advanced Database Support Service: Database Security Compliance Reporting

Proactive Patch Advisory provides real-time Patch Set Update (PSU) recommendations based on customer set patch compliance level, and interim patch recommendations for the available PSU’s. The aggregations of interim patches are only available with ADS and can help prevent critical issues.

Patch Management (optional service)

Database Patch Management is available for Oracle database 11gR2 or higher and can be activated at customer’s discretion. With this optional ADS service component, Oracle applies patches to covered Oracle databases up to four times per year via the Oracle Advanced Support Platform. Oracle Advanced Customer Support (ACS) works collaboratively with you to assess, analyze, plan and deploy updates and patches to keep your database systems current and highly supportable. Continuous improvement enables higher system performance, availability, and security.
Transparency

An intuitive service dashboard is available on the Oracle Advanced Support Portal. This user interface allows a complete view of your Oracle database including:

- **Service request view**: Listing and status of service requests for the monitored databases. Drill-down views to view and interact with a service request.

- **Oracle database view**: Listing and status of the Oracle databases including type, host name, and version. Drill-down views for status of a particular database such as space information, CPU utilization or service request status.

- **Proactive database advisory view**: Showing a snapshot of the database security compliance rules that have been violated, a proactive database health check score, and whether a database is compliant from a PSU perspective. Drill-down views provide the full detail for each of these areas.

Advanced Support Delivery and Easy Activation

ADS is enabled via the Oracle Advanced Support Platform, a secure remote-connected platform backed by patented technology, located in your data center. It provides automated platform and service activation, as well as automatic discovery of agent and targets.

Telemetry from monitored Oracle database systems is collected, consolidated and transmitted using a secure (one-way) outbound connection\(^1\) between you and Oracle.

![Figure 2. Advanced Database Support Service: Delivery Model](image)

Additional Oracle Advanced Customer Support Services for Oracle Database

ACS delivers a range of services to maximize availability and improve performance of Oracle databases:
- **Oracle Solution Support Center Connected** - the most comprehensive, personalized service offering with a 24/7 dedicated hotline and specialized team of support experts providing proactive and preventive support for a customer's mission-critical environment.
- **Oracle Database Upgrade Support** - a comprehensive service offering designed to assist you in upgrading database technology.
- **Oracle Migration Service** - for fast and low-risk migration leveraging unique automated technology, interactive tools and migration expertise.

1 Inbound SSL VPN connection is required for the optional ADS Patch Management service component.