Service Requests and SLAs

Level 100

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Oracle Cloud Infrastructure
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Safe harbor statement

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Topics

Getting help with OCI issues
My Oracle Support portal
Registering Your Account with Oracle Support
OCI SLAs
Creating and checking Support ticket status
Checking limits, quotas and usage of OCI resources
Requesting service limit increase
Support severity levels
# Getting Help

OCI Service Health Dashboard

https://ocistatus.oraclecloud.com/

## Current Status

<table>
<thead>
<tr>
<th>Service</th>
<th>Commercial</th>
<th>Government</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compute - Instances</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Compute - Instance Configuration</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Compute - Instance Tabs</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Compute - Custom Images</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Compute - Boot Volumes</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Compute - Boot Volume Backups</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>
Getting Help

Check the known issues and workarounds page
https://docs.cloud.oracle.com/iaas/Content/knownissues.htm

Known Issues

The following lists describe the known issues with Oracle Cloud Infrastructure.

Announcements

Currently, there are no known Announcements issues.

Audit

Currently, there are no known Audit issues.

Block Volume

- Change compartment end event not emitted for block volumes and boot volumes
- updatevolumekey and updatebootvolumekey events missing information for block volumes and boot volumes
- volumeld field format is incorrect in create event with manual volume and boot volume backups
- additionalDetails information missing for copyvolumebackup.begin and copyvolumebackup.end events
- Device oath option not available for instances launched before January 11, 2019

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Getting Help

Search and post new questions in Oracle Cloud Customer Connect portal
Search and post new questions in Stack Overflow forums
Tag your questions with oracle-cloud-infrastructure
Registering Your Account with Oracle Support

2. Click New user? Register here to create your Oracle Single Sign On (SSO) account.
3. Enter your company e-mail address in the Email address field, complete the rest of the form, and then click Create Account. A verification email is generated.
4. Check your email account for an email from Oracle asking you to verify your email address.
5. Open the email and click Verify Email Address.
6. Sign in with the credentials you just set up.
7. At sign in, you are prompted to enter a Note to the Approver and the Support Identifier (your CSI).
8. Click Request Access.
9. Enter the first five characters of the name of the organization that owns the Customer Support Identifier (listed in the Welcome letter and on My Services), and then click Validate. Click Next.
10. Enter your contact information and click Next.
11. Accept the terms and click Next.
Oracle My Cloud Support Portal

Navigate to:
http://support.oracle.com

Sign in with your credentials
Click Service Request tab to open new tickets and check status of existing requests

Enable Notifications from Oracle Support

Oracle Support might want to chat with you about your open service requests. While you are signed into My Oracle Support, we can pop-up a message to let you know your engineer wants to chat. To allow these pop-up notifications, do two things:

1. Click Enable Notifications below
2. When the browser offers a second prompt for you to allow/show notifications, click that button too.

Once this done, you will see a notification whenever Oracle Support attempts to contact you by chat while you are logged into My Oracle Support.
Creating an Oracle Support Service Request

1. Sign in to My Oracle Support
2. Click Create Service Request.
3. Select the following from the displayed menus:
   - Service Type: Select Oracle Cloud Infrastructure from the list.
   - Service Name: Select the appropriate option for your organization.
   - Problem Type: Select your problem type from the list.
4. Enter your contact information.
5. Enter a Description, and then enter the required fields specific to your issue.
   For most Oracle Cloud Infrastructure issues you need to include the OCID (Oracle Cloud Identifier) for each resource you need help with.
Limits, Quotas and Usage

Your tenancy has limits on the maximum number of resources you're allowed to use. You can use quotas to allocate resources to compartments. If you're an administrator in an eligible account, you can request a service limit increase.

Switch back to classic view

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>SCOPE</th>
<th>RESOURCE</th>
<th>COMPARTMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Block Volume</td>
<td>GrCh:US-ASHBURN-AD-1</td>
<td>Select...</td>
<td>ociobenablement (root)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>Limit Name</th>
<th>Service Limit</th>
<th>Usage</th>
<th>Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volume Size (GB)</td>
<td>total-storage-gb</td>
<td>102400</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Volume Count</td>
<td>volume-count</td>
<td>10000</td>
<td>31</td>
<td>9969</td>
</tr>
<tr>
<td>Volume Group max volumes allowed</td>
<td>volumes-per-group</td>
<td>32</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>
Request Service Limit Increase from OCI Console

Click on Help icon in top bar and then click 'Request service limit increase'

Provide information about your request
OCI Service Level Agreement

Only Oracle offers end-to-end SLAs covering performance, availability, and manageability

- **Availability**: services are in operation with uptime and connectivity commitments
- **Manageability**: ability to manage, monitor, and modify OCI resources
- **Performance**: services consistently perform as expected

More info: [https://cloud.oracle.com/iaas/SLA](https://cloud.oracle.com/iaas/SLA)
Severity definition and SLAs

Severity 1:
Your production use of the supported programs is stopped or severely impacted that you cannot continue work.
You experience a complete loss of service.
The operation is mission critical to the business and the situation is an emergency
A Severity 1 service request has one or more of the following characteristics:
  - Data corrupted
  - A critical documented function is not available
  - System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
  - System crashes, and crashes repeatedly after restart attempts
Reasonable efforts will be made to respond to Severity 1 service requests within 1 hour

Severity 2:
You experience a severe loss of service.
Important features of Oracle Cloud Services are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.
Severity definition and SLAs

Severity 3:
You experience a minor loss of service.
The impact is an inconvenience, which may require a workaround to restore functionality

Severity 4:
You requested information, an enhancement, or documentation clarification regarding Oracle Cloud Services but there is no impact on the operation such service.
You experience no loss of service.

Support process guide and policies:

My Oracle Support contact info: https://www.oracle.com/support/contact.html
Oracle Cloud always free tier:
oracle.com/cloud/free/

OCI training and certification:
cloud.oracle.com/en_US/iaas/training
cloud.oracle.com/en_US/iaas/training/certification
education.oracle.com/oracle-certification-path/pFamily_647

OCI hands-on labs:
ocitraining.qloudable.com/provider/oracle

Oracle learning library videos on YouTube:
youtube.com/user/OracleLearning