Oracle Cloud Infrastructure Service Level Agreement (SLA) and Support

Oracle Corporation
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Safe Harbor Statement

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Agenda

Service Level Agreement (SLA)
Support
What is a Service Level Agreement (SLA)?

• Financially-backed commitment to provide a minimum level of service to customers
• Usually defined as a number of “nines” for a month and a percentage credit: Ex: <99.9% -> 10% credit.
• Usually includes: Tiers and Definition
SLA Tiers and Definitions

Example Definition (from Vault, Previously called Key Management)

• “Available” or “Availability” is defined by any valid API call that performs a cryptographic operation and returns a 2XX response

• “Monthly Uptime Percentage” is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the Key Management Service was Unavailable

• “Unavailable” means there are no valid API calls that successfully performs a cryptographic operation

• Example Tiers

<table>
<thead>
<tr>
<th>Monthly uptime percentage</th>
<th>Service credit percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 99.9% but equal to or greater than 99.0%</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 99.0% but equal to or greater than 95.0%</td>
<td>25%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Example

- OCI Vaults offers the following availability SLA:
  - <99.9% → 10% credit
  - <99.0% → 25% credit
  - <95.0% → 100% credit

- Scenario A: Customer experiences 10 minutes of unavailability during a 30-day month ((43,200-10) / 43,200 = 99.98%) → No SLA breach

- Scenario B: Customer experiences 1 hour of unavailability during a 30-day month ((43,200-60) / 43,200 = 99.86%) → If customer submits a claim, they would be eligible for 10% credit for their spend for that service
Oracle Cloud Infrastructure SLA

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

- Availability/Data Plane: services are in operation with uptime and connectivity commitments
- Manageability/Control Plane: ability to manage, monitor, and modify Oracle Cloud Infrastructure resources
- Performance: services consistently perform as expected
Oracle Cloud Infrastructure SLA

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<table>
<thead>
<tr>
<th></th>
<th>OCI</th>
<th>AWS</th>
<th>Azure</th>
<th>GCP</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVAILABILITY</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MANAGEABILITY</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>PERFORMANCE</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
Control and Data Plane

- Control Plane: Administration of resources
- Data Plane: usage of resources

<table>
<thead>
<tr>
<th>Service</th>
<th>Control Plane</th>
<th>Data Plane</th>
</tr>
</thead>
<tbody>
<tr>
<td>Object Storage</td>
<td>CreateBucket API</td>
<td>GetBucket API</td>
</tr>
<tr>
<td>Functions</td>
<td>CreateFunction API</td>
<td>InvokeFunction API</td>
</tr>
</tbody>
</table>

- Compute control plane depends on these control planes:
  - Object Storage (to retrieve the specified OS image)
  - Block Volumes (for provisioning and attaching the boot volume)
  - Networking (for provisioning and attaching VNICs)

- Core service data planes have minimal dependencies:
  - Networking and Block Volume data planes are self-contained
  - Compute data plane depends on the Block Volumes and Networking data planes
## Oracle Cloud Infrastructure services with SLA

<table>
<thead>
<tr>
<th>Services</th>
<th>Data Plane</th>
<th>Control Plane</th>
<th>Perf.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compute</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Block Volume</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>File Storage</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Database - Dense I/O</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Database Cloud Service</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Database Exadata Service</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Data Safe</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Other services</td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>API Gateway, Autonomous Data Warehouse, Autonomous Transaction Processing, Database Backup Cloud Service, Digital Assistant, DNS, Email, FastConnect, Functions, Health Checks, Integration Cloud, Key Management, Load Balancer, Monitoring, NoSQL Database Cloud, Notifications Service, Object Storage, Outbound Data Transfer, Streaming Service, Web Application Firewall</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Oracle Cloud Infrastructure Support
Notifications when Oracle Cloud Infrastructure creates or resolves an incident - Email, Text, RSS, Webhook

https://ocistatus.oraclecloud.com/#
Using Oracle Support for first time users

To submit a support request, you will need a linked Oracle Support account. Please follow the steps below to complete setup.

Before you can create support requests, please follow the setup guide.

Step 1: Sign Up for an Oracle Support Account
If you haven't done so, sign up for an Oracle Support Account and then check your email to confirm registration. Please note this account is separate from your Oracle Cloud Infrastructure account.

Sign Up For Oracle Support

Step 2: Link Your Oracle Support Account
Once you have confirmed the email address associated with your Oracle Support Account, you can sign in to link your Oracle Support account with your Oracle Cloud Infrastructure account.

After linking your Oracle Support account and getting permission from your admin, all of the support requests associated with this Oracle Cloud Infrastructure tenant will show on this page. You can see it in the help menu.

Sign In Here To Link Accounts

https://docs.cloud.oracle.com/en-us/iaas/Content/GSG/Tasks/usingsupportfirsttime.htm
Open a support service request

- Only Paid accounts can open service requests
- Customers using only Always Free resources are not eligible for Oracle Support.
- Limited support is available to Free Tier accounts with Free Trial credits.

- Paid accounts can open service request for
  - Resolving technical issues
  - Resetting the password or unlock the account for the tenancy administrator
  - Adding or changing a tenancy administrator
  - Requesting a service limit increase

To register and log support requests, you would need
- Customer Support Identifier (CSI)
- Tenancy OCID
- Resource OCID
Oracle Cloud always free tier:
oracle.com/cloud/free/

Oracle Cloud Infrastructure training and certification:
https://www.oracle.com/cloud/iaas/training/
education.oracle.com/oracle-certification-path/pFamily_647

Oracle Cloud Infrastructure hands-on labs:
ocitraining.qloudable.com/provider/oracle

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