

Advanced Services for Oracle MiniCluster S7-2

ORACLE® Advanced Customer Services

When integrating Oracle MiniCluster into your Oracle environment, Oracle Advanced Customer Services has offerings spanning the complete lifecycle from hardware installation and configuration to monitoring and support. With a dedicated support team, proactive guidance, and preventative services, we help to maximize availability, reduce risk, and optimize performance of your Oracle Engineered Systems.

KEY FEATURES

- Preproduction Readiness Services including critical patches and updates using proven methodologies and recommended practices
- Production Optimization Services including configuration reviews and performance reviews to analyze existing systems
- Monitoring and Support Services provided by a team of Advanced Support Engineers and managed by a Technical Account Manager

KEY BENEFITS

- **Rapid ROI.** Rapid deployment for faster ROI
- **High Availability.** Help ensure system uptime with mission-critical support for your complex IT environment
- **Optimized Performance.** Continuously optimize performance with regular reviews and advice
- **Reduced risk.** Support Oracle Engineered Systems technologies with confidence, achieving service levels demanded by your business

TECHNOLOGIES COVERED:

- Oracle MiniCluster Engineered System hardware
- Oracle Solaris
- Oracle Database 11gR2, 12c

Preproduction Readiness Services

PREPRODUCTION READINESS SERVICES - FOR ORACLE MINICLUSTER DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Service	Service Summary
Oracle Supportability Planning and Design	Oracle analyzes your design configuration requirements and creates your deployment specification plans for implementing enterprise solutions.
Oracle Standard System Installation	<p>Comprehensive, standard system hardware installation including: site audit; installation and configuration planning documentation; and hardware, network, and operating system functionality validation and testing. The following tool is installed:</p> <ul style="list-style-type: none"> • <i>MiniCluster Virtual Assistant</i> <p>The MiniCluster can be configured with the following supported options:</p> <ul style="list-style-type: none"> • <i>Oracle Database environment; Single Instance, RAC One Node and RAC EE</i> • <i>Oracle Database and Application environments with Solaris Zones</i> <p>Note the service does not include installing Oracle Database or Solaris applications. This can be completed with the MiniCluster Virtual Assistant.</p>
Software Installation and Configuration	<p>For MiniCluster, externally attached storage and management systems, Oracle installs new system software using Oracle recommended practices and tracks configuration changes. The services include testing, validation, and documentation.</p> <p>Sample activities may include but are not limited to:</p> <ul style="list-style-type: none"> • <i>Oracle Database</i> • <i>Oracle Database RAC Cluster</i> • <i>Oracle Enterprise Manager</i> • <i>Oracle ZFS Storage Appliance</i>
Oracle Preproduction Readiness Review	Review supportability and readiness of your deployment approach including review of your migration plan, backup plan, and test plans. Assist with setup of Oracle Configuration Manager and Oracle support tools such as Auto Service Request.
Oracle Go-Live Support	Oracle Technical Account Manager reviews go-live plan and conducts an operational readiness review. Support includes a focused review of business and project key performance indicators.

RELATED SERVICES**ACS CLOUD SERVICES**

- Oracle Consolidation Planning Service for Database
- Oracle Migration Service for Database
- Oracle Consolidation Planning Service for Systems
- Oracle Migration Service for Systems

FROM ORACLE UNIVERSITY

- Expert-led training for Oracle MiniCluster, Oracle Solaris, Oracle Database
- Learning paths and assessments for Oracle technology

FROM ORACLE PREMIER SUPPORT

- Oracle Customer Data and Device Retention
- Oracle Onsite Spares
- 24/7 Proactive Support
- My Oracle Support

Oracle Migration Service for Oracle Database	Oracle Migration Service delivers unique automated technology, interactive tools, and migration expertise to help plan, validate, and migrate all database content—quickly and effectively. With over ten years of migration experience with Oracle and non-Oracle migrations, experts from Oracle Advanced Customer Services deliver a complete solution.
Oracle Advanced Support Knowledge Workshop	Information sharing session to provide you with tailored information on an Oracle product or technology. Planning future system deployments or review recommended practices for maximizing availability of existing systems.

PRODUCTION OPTIMIZATION SERVICES - FOR MINICLUSTER DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Service	
Oracle Configuration Review and Recommendations	<p>Analyzes current environment and establishes target system configuration based on your operational objectives and relevant Oracle recommended practices. Oracle performs gap analysis and identifies risks using Oracle diagnostic tools and knowledge, and delivers a final findings report.</p> <p>Areas to be reviewed can include:</p> <ul style="list-style-type: none"> • <i>Oracle Database</i> • <i>Oracle Database RAC Cluster</i> • <i>Oracle Enterprise Manager</i> • <i>Oracle ZFS Storage Appliance</i>
Oracle Patch Review and Installation	<p>Oracle Patch Review and Installation Services is designed to help you understand if the baseline patches on your system are optimally configured to meet their performance and stability requirements. Oracle will analyze the current patch configuration for specific Oracle products used in the engineered systems running in a customer's environment. Configuration and patch data is collected from the customer. Oracle reviews the data collected and makes patch recommendations based on Oracle recommended practices.</p> <p>Areas to be reviewed can include:</p> <ul style="list-style-type: none"> • <i>Oracle Database</i> • <i>Oracle Database RAC Cluster</i> • <i>Oracle ZFS Storage Appliance</i>
Oracle Performance Review and Recommendations	<p>Oracle collects and analyzes server performance data to identify system load patterns and potential bottlenecks. Reviews key performance metrics, and documents and reviews findings and recommendations.</p> <p>Areas to be reviewed can include:</p> <ul style="list-style-type: none"> • <i>Oracle ZFS Storage Appliance</i>
Tailored Assistance from an Oracle Advanced Support Engineer	<p>Sample activities include: Perform application or data migration, reconfiguration of Solaris Cluster, Solaris servers, Solaris Hardening activities, Virtualization configuration, Advanced Security Design and Configuration, Storage device configuration.</p>

Monitoring and Support**MONITORING AND SUPPORT SERVICES - FOR ENGINEERED SYSTEMS DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES**

Service	
Oracle Advanced Monitoring and Resolution	24/7 monitoring and resolution services to help maximize uptime of mission-critical environments, drive continuous system optimization, and increase the efficiency of your IT resources.





Oracle Solution Support Center	Delivers 24/7 dedicated hotline and immediate response. Oracle Technical Account Managers maintain intimate knowledge of your business and technical environment, and delivers ongoing proactive advice, regular patch and performance reviews, as well as preventative services.
Business Critical Assistance	Advanced Support Engineers assist with production-critical service requests and provide preventative advice that includes technical alerts, patch information, and release announcements, along with proactive advice about the use of Oracle Support tools and procedural recommended practice.
Advanced Support Assistance	Technical Account Managers provide proactive guidance to ensure timely and accurate escalation of production-critical service requests.
Oracle Priority Support	Provides a Technical Account Manager who has knowledge of your IT environment, business, and timelines, and who proactively manages problem resolution and escalations. Includes priority service request handling from Oracle's support delivery teams for faster response and resolution times.

CONTACT US

For more information about Advanced Services for Oracle MiniCluster S7-2, visit oracle.com/acs, email us at acs_ww@oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.



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