

Oracle Advanced Database Support

Oracle Advanced Database Support helps you maximize the availability, performance, and security of your Oracle databases with 24/7 remote fault monitoring, proactive database patch advisory, 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.

TECHNICAL ACCOUNT MANAGER GUIDANCE FOR YOUR ENVIRONMENT

An Oracle Technical Account Manager 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, **Fault Management** helps protect Oracle databases 24/7 through automated database fault monitoring.

Upon fault detection, notifications are sent to your designated contacts. A Service Request is 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.

For Oracle Exadata Cloud at Customer, fault monitoring covers both Oracle Database and Oracle Virtual Machines (VMs) in the customer access layer (DomU).

PROACTIVE ADVISORY AND SECURITY COMPLIANCE INFORMATION

Proactive 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's recommended security 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), helps mitigate database risks and complications. By maintaining the database at current patch levels, you can further remove complexity from supporting your database environment.

Key Features

- 24/7 Oracle Database remote fault monitoring and automatic creation of Service Requests.
 - For Exadata Cloud at Customer: DomU fault monitoring
- 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 Business 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

Rule Name	Status	Description	DBs in Violation
Execute Privileges on UTL_FILE To PUBLIC	Critical Error	Ensure PUBLIC does not have EXECUTE privilege on the UTL_FILE package	4
Execute Privileges on DBMS_LOB to PUBLIC	Critical Error	Ensure PUBLIC group is not granted EXECUTE privileges to the DBMS_LOB package	4
Password Reuse Time	Critical Error	Ensure that all profiles have PASSWORD_REUSE_TIME set to a reasonable number of days	2
Execute privilege on SYS.DBMS_EXPORT_EXTENSION to PUBLIC	Critical Error	Ensure PUBLIC does not have execute privileges on the SYS.DBMS_EXPORT_EXTENSION package	4
Execute privilege on SYS.DBMS_RANDOM PUBLIC	Critical Error	Ensure PUBLIC does not have execute privileges on the SYS.DBMS_RANDOM package	4
Restrict Sqnet.ora Permission	Critical Error	Ensure that the sqnet.ora file is not accessible to public	2
Audit ALTER ANY TABLE Privilege	Critical Error	Ensure every use of ALTER ANY TABLE privilege is being audited for non-Administrative (SYSDBA) users.	2

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

Applicable Oracle Technology

- Oracle Database 11g or higher
- Oracle Exadata Cloud at Customer

Related Services

- Oracle Solution Support Center for PaaS and IaaS
- Oracle Solution Support Center Connected
- Oracle Database Upgrade Support
- Oracle Transition Service

PATCH MANAGEMENT (OPTIONAL SERVICE)

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

For Exadata Cloud at Customer, the optional patch management service component is available for both Oracle Database 11gR2 or higher, and Oracle VMs (DomU).

TRANSPARENCY

An intuitive service dashboard is available on the Oracle Advanced Support Portal. This user interface allows for 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 SERVICES 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 connection¹ between you and Oracle.

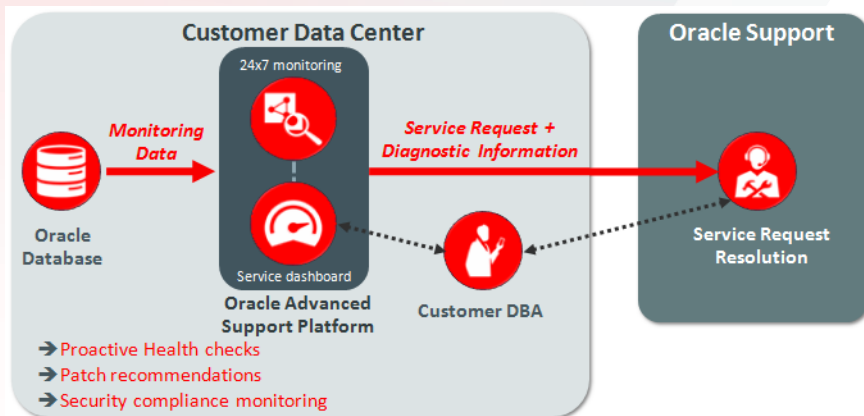


Figure 2. Advanced Database Support Service: Delivery Model

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

ADDITIONAL ORACLE ADVANCED CUSTOMER SERVICES FOR ORACLE DATABASE

Advanced Customer Services delivers a range of offerings to maximize availability and improve performance of Oracle databases.

- **Oracle Solution Support Center for PaaS and IaaS:** Advanced level of support to assist with ongoing execution, effective use, and expansion of Oracle Cloud environments through a dedicated support team with 24/7 hotline. Priority Service Request handling, and proactive assessments and guidance. Go-live support with review of deployment plans and stand-by assistance.
- **Oracle Solution Support Center Connected:** Comprehensive, personalized service offering for on-premises environments with a 24/7 dedicated hotline and specialized team of support engineers providing proactive and preventive support for customers' mission-critical environments.
- **Oracle Database Upgrade Support:** A comprehensive service offering designed to assist you in upgrading database technology.
- **Oracle Transition Service:** For fast and low-risk transition of database workloads, leveraging a unique automated technology, interactive tools, and transition expertise.

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Integrated Cloud Applications & Platform Services

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