

Advanced Services for Oracle Database Upgrade

Oracle Database 12c includes exciting features enabling cloud transformation and a significant increase in operational efficiency. Customers wishing to take advantage of these benefits will often want to upgrade their existing databases from older versions.

In complex environments, upgrades or changes can have unforeseen implications on other components. Oracle Advanced Customer Services can help you modernize your database environments safely, efficiently, and according to your specific requirements.

WHAT MAKES ORACLE DATABASE UPGRADE SUPPORT UNIQUE

- Well-defined service offerings with a fixed service scope and fixed pricing give you the transparency you need to plan your timeline and budget
- Oracle Advanced Support Engineers utilize proven methodologies and advanced support diagnostic tools to identify database status and detect potential risk areas. Based on a wealth of experience in database management and upgrades, they will help you to plan and successfully execute your database upgrade
- Automation and cloud-based delivery, via Oracle Advanced Support Platform as appropriate, will reduce cost and increase efficiency
- Oracle Technical Account Managers coordinate service delivery end-to-end and provide governance every step of the way

Key Features

- Comprehensive services from planning to go-live by senior Oracle Advanced Support Engineers, experienced in Oracle Database and Oracle Cloud technology
- Customer specific planning, testing, and execution
- End-to-end service management by an experienced Oracle Technical Account Manager

Key Benefits

- Identification of customer specific solution scenario and approach to achieve project goals
- Minimized risk
- Accelerated time to production
- Accelerated adoption of Oracle Database 12c and Oracle Cloud

The Planning

SERVICE	DESCRIPTION
Oracle Modernization and Upgrade Roadmap	Expert planning, considering all related components, is the foundation for successful modernization projects in complex, business critical environments. Potential risk areas need to be detected and mitigated proactively to ensure business continuity during and after the upgrade process and to avoid downstream interoperability issues. Oracle Modernization and Upgrade Roadmap analyzes the current status and infrastructure of your database environment and identifies the desired future state, at your premises or in Oracle Cloud. A planning report shows the potential implications and solution scenarios, and guidance on the optimal approach.

Sample activities:

- Evaluation of existing infrastructure, desired future architecture, and modernization goals
- Determination of business issues, specific pain points, and boundaries
- Analysis of potential solution scenarios and options to achieve desired results, determination of preferred approach
- Customer specific upgrade planning report and modernization roadmap, leveraging the existing infrastructure
- Detailed suggestions of modernization options, products, and services

The Assurance

SERVICE	DESCRIPTION
Oracle Upgrade Assurance Service	<p>Focused on your most critical databases, this service provides a detailed understanding of the impact of an upgrade. An upgrade analysis report, following a rigorous workload performance testing phase, determines each database's expected post upgrade performance.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Upgrade preparation of Oracle Database 10gR2 or higher to Oracle Database 12c • Planning to deliver a recommended upgrade approach • Impact analysis • Support for pre-upgrade testing to determine expected post upgrade performance <ul style="list-style-type: none"> • Automated testing using real production workload • SQL performance unit test • Real-time status available in Oracle Advanced Customer Services Portal • Detailed Upgrade Analysis Report

The Upgrade

SERVICE	DESCRIPTION
Oracle Upgrade Support Service	<p>This service is ideal for upgrades in place, on the same hardware. It provides a complete upgrade of non-production and production environments for Oracle Databases 10.2.0.5 and upward.</p> <p>Comprehensive service packages from planning to production are available for multiple database scenarios at a fixed price and scope, without the risk of unexpected project delays and additional costs.</p> <p>This service can be delivered as per customers' preference: Onsite at the customer's data center, remotely from an Oracle Expertise Center, or a combination of both.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Upgrade planning with configuration review, readiness planning workshop, and upgrade planning report • Impact analysis through database performance review, database patch review, and impact analysis report

- Deployment of upgraded non-production environment
 - Upgrade non-production environment to Oracle Database 12c
 - Application of pertinent post-upgrade patches
 - Testing including assistance and guidance on performance, functionality, volume, stress, backup, and recovery
- Deployment of upgraded production environment
 - Upgrade production environment to Oracle Database 12c
 - Application of critical patches as identified in impact analysis
 - Testing of Oracle Database 12c production environment
- Handover of fully tested and operational Oracle Database 12c to users

The Transition

SERVICE	DESCRIPTION
Oracle Consolidation Planning Service for Oracle Database	<p>This service is ideal for transitions from one hardware platform to another or to cloud. It allows you to identify the most optimal database consolidation scenario to deliver a less complex environment.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Analysis of business and technical compatibility of critical database systems • Helping you to model the most optimal database deployment scenarios including workloads (+20 days) and configuration • Actionable recommendations and easy to interpret reports <p>Read more about Oracle Consolidation Planning Service for Oracle Database here.</p>
Oracle Transition Service	<p>This service uses automation technology, interactive tools, and transition expertise to help with the planning, validation, and transition of critical databases and systems environments.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Pre-transition analysis • High automation and tooling • Transition validation • Comprehensive reporting at all steps of the transition process <p>Read more about Oracle Transition Service here.</p>

The Ongoing Support

SERVICE	DESCRIPTION
Oracle Priority Support Connected	<p>This combines prioritized handling of service requests with proactive guidance, and efficient network delivered services.</p> <p>Sample activities:</p> <ul style="list-style-type: none"> • Priority handling of service requests • Service Level Standards for response • Oracle Technical Account Manager for service governance, escalation management, and service reviews

- Product webinars
- Personalized support portal
- Oracle Database fault monitoring
- Automated creation of service requests
- Proactive reporting of patch advisory, security compliance, and health checks

Read more about Oracle Priority Support Connected [here](#).

CONNECT WITH US

Call +1.800.ORACLE1, visit oracle.com/acs, or email us at acs_ww@oracle.com
Outside North America, find your local office at oracle.com/contact.

 blogs.oracle.com/oracle

 facebook.com/oracle

 twitter.com/oracle

Integrated Cloud Applications & Platform Services

Copyright © 2018, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group. 0618