ORACLE DATA SHEET

Oracle Advanced Support Knowledge Workshop for Oracle Engineered Systems

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Advanced Customer Services

Oracle Advanced Support Knowledge Workshop for Oracle Engineered Systems is an “Accelerator” program of advanced support and tailored technical assistance workshops. These workshop sessions assist with the creation and review of Oracle Engineered Systems deployment plans.

Oracle Advanced Customer Services has intimate knowledge of Oracle Engineered Systems technology, Oracle tools, and deployment recommended practices. We can help mitigate risk and maximize the value of your Oracle technology investment.

ACCELERATOR WORKSHOP PROGRAM

KEY FEATURES

- Technical knowledge sessions tailored to your IT environment and business needs
- Identify opportunities for improved efficiency, availability, and cost control
- Actionable and prioritized recommendations

KEY BENEFITS

- Save time and money by expediting your engineered system deployment, optimizing overall performance, and availability
- Help meet business needs by identifying configuration and implementation requirements
- Understand how the engineered systems infrastructure can meet your business needs today and in the future

Oracle Engineered Systems Accelerator Workshop Program

Oracle Advanced Support Engineers deliver technical workshop sessions that help you plan and understand the underlying technology, installation, and configuration options. The sessions are designed to help optimize and support your new Oracle Engineered Systems environment as part of your deployment plan.

During the workshops, Oracle Advanced Support Engineers share in-depth knowledge of Oracle products as well as recommended practices and advanced support tools. Advanced Customer Services will work to provide proactive and preventive support, and tailored technical assistance to help accelerate adoption and optimize performance and availability of Oracle technology. Advanced Customer Services will collaborate with your IT team to understand and support your business and unique requirements.

A broad range of workshop session topics are available. Sessions may be delivered onsite or remotely.

Sample workshop topics include:

WORKSHOP SESSIONS FOR ORACLE ENGINEERED SYSTEMS DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Workshop Sessions	
Architecture and Serviceability Overview	This workshop session will help you understand the specifics of the new engineered system products and the overall solution on a technical level. This includes the product or solution details as well as any restrictions and dependencies. In the second part of the workshop, important serviceability topics are discussed including: backup, patching, and monitoring.

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TECHNOLOGIES COVERED:

Engineered Systems

- Oracle Exadata Database Machine
- Oracle Exadata Storage Expansion Rack
- Oracle Exalogic Elastic Cloud
- Oracle SuperCluster
- Oracle Exalytics In-Memory Machine
- Oracle Database Appliance
- Oracle Big Data Appliance
- Zero Data Loss Recovery Appliance
- Private Cloud Appliance
- Oracle ZFS Storage Appliance

LEVERAGE THE ORACLE ADVANCED SUPPORT KNOWLEDGE WORKSHOP

Sample activities may include:

- Recommended practices and technology knowledge sessions
- Map and gap planning exercises for successful deployments

Hardware Overview and Recommended Practices	This session provides an introduction to the hardware architecture and network configuration. It also includes deployment recommended practices and lessons learned from successful customer engagements.
Network Principles	This session provides the network physical and logical configuration principles, which are an essential part of the preparation and setup of engineered systems. The session includes an understanding of the requested information required such as physical network interfaces, administration and client networks, integration into the network, and hostname conventions.
InfiniBand Technology	This session provides an introduction to InfiniBand technology, the hardware and software components of Oracle Engineered Systems, network topology, multi-rack cabling, and InfiniBand diagnostics. A second session option focuses on InfiniBand health check, and deployment recommended practices.
Support Technologies	This session provides an introduction into the use of key proactive and reactive support tools.
High Availability	This session provides an overview into high availability related technologies. For example with Oracle Exadata, these would include VIP, SCAN, Interconnect, and Oracle Listener configuration. Additionally, the workshop will review storage configuration and Automatic Storage Management (ASM). Other high availability topics are covered in related modules; Oracle SuperCluster and Oracle ZFS Storage Appliance.
Security and Hardening	This session provides an overview of security-related product features and options for your engineered system. All layers within your engineered system include security by default, and it should be adopted according to business requirements and standard policies.
Monitoring	This session provides a technical introduction to Oracle Enterprise Manager (OEM) Cloud Control as the recommended monitoring solution for your engineered system. Discussed are the use of OEM, agents, OEM configuration requirements, and usability options. The session will also include additional service options; Oracle Platinum Services and Automatic Service Request.
Patching	This session provides an introduction to patching as part of the lifecycle of your engineered system solution. Topics include; Oracle regular engineered system patch bundles (patch set updates); dependencies on the application architecture; and recommended practices to align with application development. Patching steps are shown to discuss typical questions regarding preparation, typical duration, and results of patching engineered systems.
Backup and Restore	This session introduces backup and restore options for your engineered system. We will look at how to implement your backup and restore requirements, as well as your long term future requirements.
Disaster Recovery	This session provides an overview of disaster recovery planning for your engineered system. Sample topics include using Data Guard as part of your Exadata or SuperCluster disaster recovery planning, and protecting your databases against logical failures.
Oracle ZFS Storage Appliance	This session provides a technical introduction to Oracle ZFS Storage Appliance, including product architecture, recommended practices, and configuration options of the internal data services. It includes an

	overview and examples for the different connection protocols: NFS, CIFS, iSCSI, FC. An additional workshop is available for ZFS Replication. This will include a live demonstration to observe configuration of the storage components with recommended practices by setting up replication features using two Oracle ZFS Storage Appliance systems.

CONTACT US

For more information about Advanced Support Knowledge Workshop for Oracle Engineered Systems, 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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