

# Oracle Managed Cloud Technical Administration

For IT managers with resource constraints and business-critical service level requirements for their cloud or on-premises based Oracle databases, middleware, and applications, Oracle Advanced Customer Services provides technical administration that ensures high performance throughout the lifecycle.

## EFFICIENCY AND EXPERTISE

Keeping sophisticated applications running at highest performance levels on cloud platforms or on your premises can be a challenge to your in-house team if resources and experience are limited. Efficient lifecycle management, and dealing with patches, upgrades, backups, and disaster recovery to minimize downtime, requires in-depth knowledge of the software.

Oracle Advanced Customer Services has unmatched experience in deploying and maintaining Oracle technology in ways that deliver the greatest business benefit.

## EXPERT LIFECYCLE MANAGEMENT MAXIMIZES PERFORMANCE

Oracle Managed Cloud Technical Administration Service can assist your organization in managing and optimizing your deployments of Oracle databases, Fusion Middleware, and applications in Oracle Cloud or in your data centers. Third-party software can be included upon request.

Oracle Advanced Customer Services will act as a second level support desk to your Level 1 incident management structure for technical administration services. Oracle Technical Administration Services provides full lifecycle management of the configurations you defined to maximize performance of your key business platforms.

## Software Lifecycle Management in Oracle Cloud or in Your Data Center

CATEGORY	DESCRIPTION	ADVANCED CUSTOMER SERVICES DELIVERABLES INCLUDE BUT ARE NOT LIMITED TO:
Incident Management	Enhances the performance of your business systems by addressing and preventing service interruptions and reductions in the service level.	<ul style="list-style-type: none"> <li>Coordination with your incident management team to speed resolution.</li> <li>Collection of system data as needed.</li> <li>Diagnosis of underlying problems and proposing resolutions or work around.</li> <li>Coordination with you, Oracle Global Customer Support, and third-party</li> </ul>

### Key Features

- Second level support desk to customer's Level 1 incident management structure for technical administration services
- Support of customer defined configurations of Oracle databases, Fusion Middleware, and Oracle applications. Third-party software upon request
- Incident, problem, change, availability, capacity, service continuity management
- Facilitation of problem resolution with other support teams

### Key Business Benefits

- Efficient lifecycle management by Oracle engineers
- Reduced resource effort
- Fast access to Oracle specialists
- High availability and performance throughout the lifecycle
- Integrates with your IT operations management processes

		<p>software vendors, as required. Internal escalations as required</p> <ul style="list-style-type: none"> <li>Monitoring and status updates throughout the incident lifecycle.</li> </ul>
Problem Management	Provides root cause analysis and enables a “find one, fix many” approach. Problem management is addressing the resolution and avoidance of problems by correcting the underlying errors in the environment.	<ul style="list-style-type: none"> <li>Triage and troubleshooting.</li> <li>Addressing resolution of each problem.</li> <li>Setup and configuration.</li> <li>Assistance in addressing data corruption.</li> <li>Recommendation of workarounds and problem resolutions.</li> </ul>
Change Management	Intends to reduce risk by ensuring that changes to the environments occur via a documented process. Regular change management activities such as application patching and technical upgrades of databases keep your environment up to date.	<ul style="list-style-type: none"> <li>Installation of supported programs in your environments.</li> <li>Patching to maintain functionality</li> <li>Analysis, recommendation, and installation of Critical Security Patch updates</li> <li>Backup and purge routines</li> <li>Configuration changes</li> <li>Administration of security for the supported programs including basic access control</li> </ul>
Availability Management	Maintains a consistent level of availability for the environments.	<ul style="list-style-type: none"> <li>Analysis of recurring unplanned outages, and recommendation for improvements</li> <li>Coordination of planned outages according to a mutually agreed process</li> <li>Startup and shutdown of supported programs.</li> <li>Monitoring of the supported programs</li> </ul>
Capacity Management	Encompasses current and future capacity and performance considerations	<ul style="list-style-type: none"> <li>For Oracle databases: Administration of schema objects, and of space usage for tablespaces; performance tuning and maintenance; Incident diagnosis and follow-up</li> <li>For other programs: Monitoring of performance metrics and identification of capacity issues; configuration changes as required</li> </ul>
Service Continuity Management	Permits recovery of the environments in the event of an unplanned outage.	<ul style="list-style-type: none"> <li>Identification of file system components which require backups</li> <li>Providing restores through the change management or incident management processes</li> </ul>

#### Supported products

- Oracle Database (standard)
- Oracle Fusion Middleware such as TopLink, WebLogic, BPEL, Service Bus, and SOA
- Oracle applications such as Oracle E-Business Suite, PeopleSoft, JD Edwards, Siebel, Hyperion
- Third-party software upon request
- Available for software deployments in Oracle Cloud or in your data center.

#### Related Services

- Oracle Managed Cloud Functional Help Desk for Oracle Applications
- Oracle Managed Cloud Regression Testing

## Service Details

Coverage	<ul style="list-style-type: none"><li>• 24 hours/7 days</li><li>• Oracle programs and third-party software as identified in the ordering document</li><li>• Governance, single point of contact</li></ul>
Entitlement	<ul style="list-style-type: none"><li>• Number of environments</li><li>• Configuration of environments:<ul style="list-style-type: none"><li>◦ Concurrent users, RAC/HA, number of nodes, etc.</li></ul></li><li>• Type of environments:<ul style="list-style-type: none"><li>◦ Production, test, development, disaster recovery, etc.</li></ul></li></ul>

Relieve your IT team from routine tasks and ensure best performance of your most critical environments with Oracle Technical Administration Service.

## CONNECT WITH US

Call +1.800.ORACLE1, visit [oracle.com/acs](http://oracle.com/acs), or email us at [acs\\_ww@oracle.com](mailto:acs_ww@oracle.com)  
Outside North America, find your local office at [oracle.com/contact](http://oracle.com/contact).

 [blogs.oracle.com/oracle](http://blogs.oracle.com/oracle)

 [facebook.com/oracle](http://facebook.com/oracle)

 [twitter.com/oracle](http://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