

## Oracle Excellence Awards

# Proactive Support Champion

## Nomination Criteria

### What are Oracle Support executives looking for when they evaluate Proactive Support Champion nominees?

#### THE BASICS

The Proactive Support Champion awards honor Oracle customers or partners who are driving the adoption of proactive tools and resources within their company or for their client. Proactive support resources help customers decrease downtime, while also helping improve maintenance efforts and speed of service.

Winners are selected based on the breadth and depth of proactive support tools usage, the business benefits, and level of impact relative to the size of the organization.

#### ADDITIONAL CRITERIA

- Winners should be using at least one of Oracle's proactive support offerings (for example, product diagnostics/health checks, upgrade planner tools, product advisor webcasts, Oracle Support Accreditation learning paths, etc). Visit the [Get Proactive Portfolio](#) (My Oracle Support Doc ID 432.1) for details.
- Any proactive support tools mentioned should be used in a production or active development environment.

#### SUBMITTING A NOMINATION

Visit the [online nomination form](#) between **May 17 and June 21, 2019**. The form first asks for information about the individual submitting the nomination. Fill out the appropriate fields.

Next, complete the nominee (customer or partner) information. Consider how your nominee has demonstrated a role as a Proactive Support Champion.

- How have the nominee's results positively impacted their team, organization, or company? What improvements have been seen as a result of the nominee's actions and influence?
- What role did the nominee play in achieving the results?
- How have proactive initiatives led to cost savings, increased efficiencies, improved uptime, expedited response time, or other benefits for the nominee's team, organization, or company?

We request that the nominee, or another designated company representative, be available to accept the award from our Oracle Support executive team during Oracle OpenWorld San Francisco (September 16-19, 2019).

#### RESOURCES

- The 2019 [nomination form](#)
- Oracle.com [Proactive Support Champion page](#)
- Oracle.com [nomination criteria page](#)
- For questions, email [Get-Proactive\\_ww@oracle.com](mailto:Get-Proactive_ww@oracle.com)

**NOMINATIONS OPEN MAY 17  
THROUGH JUNE 21, 2019**

#### ADDITIONAL NOTES ABOUT NOMINATIONS

- In evaluations, judges generally compare nominees across two distinct candidate pools:
  - Executive/C-level nominees: executive leaders who have made a significant impact on their company's adoption and use of proactive support tools and best practices (e.g., CTO, COO, VP of data and systems, VP of software development, etc.).
  - Individual nominees: front-line managers and individual contributors who have made an impact in their area of responsibility and have influenced others to adopt proactive tools and best practices (e.g., DB admin, IT operations manager, development or QA manager, or other individual contributors within those teams, etc.).
- We welcome nominations across all job titles and roles in both candidate pools!