

ORACLE CLOUD

Oracle SaaS Public Cloud Services

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Scope

This document applies to Oracle SaaS Public Cloud Services purchased by You, and supplements the *Oracle Cloud Hosting and Delivery Policies* incorporated into Your order.

Oracle Cloud Security Policy

Physical Security Safeguards

For Oracle Warehouse Management Cloud Service, the following applies in lieu of the text in section 1.3 of the *Oracle Cloud Hosting and Delivery Policies*:

In accordance with reasonable practices, Oracle provides secured computing facilities for both office locations and production cloud infrastructure.

Oracle Cloud Service Level Objective Policy

Target Service Availability Level

For purposes of calculating the Service Availability Level of the Oracle SaaS Public Cloud Services, “Available” or “Availability” means that You and Your Users are able to log in and access the OLTP or transactional portion of the Oracle SaaS Public Cloud Services.

The Target Service Availability Level (or Target Uptime) for Oracle SaaS Public Cloud Services are set forth in, and subject to, the Oracle Cloud Service Level Objective Policy of the *Oracle Cloud Hosting and Delivery Policies* with exceptions as follows:

Oracle works to meet a Target Service Availability Level of 99.9% for the production Oracle Responsys Automatic Failover for Transactional Messages Cloud Service, over the measurement period of one calendar month, commencing at Oracle’s activation of the production environment.

Oracle works to meet a Target Service Availability Level of 99.9% for the production Oracle Commerce Cloud Service, over the measurement period of one calendar month, commencing at Oracle’s activation of the production environment.

Oracle Cloud Service Continuity Policy

Oracle Cloud Services Backup Strategy

For the Oracle Responsys Marketing Platform Cloud Service, a backup is retained for a period of at least 21 days after the date that the backup is made.

For the Oracle Push Cloud Service, a backup is retained for a period of at least 7 days after the date that the backup is made.

For the Oracle Maxymiser Marketing Cloud Service, a backup is retained for a period of at least 30 days after the date that the backup is made.

Disaster Recovery for Oracle SaaS Public Cloud Services

Disaster Recovery (DR) services for Oracle SaaS Public Cloud Services are intended to provide service restoration capability in the event of a major disaster, as declared by Oracle. Oracle will determine whether an event constitutes a disaster requiring the execution of the DR plan for the affected Oracle SaaS Public Cloud Service.

Oracle will work to perform DR services for Oracle SaaS Public Cloud Services as described below.

Recovery Time Objective: Recovery time objective (RTO) is Oracle's objective for the maximum period of time between Oracle's decision to activate the DR recovery processes described in this document to failover the Oracle SaaS Public Cloud Service to a secondary site due to a declared disaster and the point at which You can resume production operations in the standby production environment at the secondary site. If the decision to failover is made during the period in which an upgrade is in process, the RTO extends to include the time required to complete the upgrade. The RTO for each Oracle SaaS Public Cloud Service is described in this document below or is otherwise stated in the service description for the applicable Oracle SaaS Public Cloud Service.

Recovery Point Objective: Recovery point objective (RPO) is Oracle's objective for the maximum period of data loss measured as the time from which the first transaction is lost until Oracle's declaration of the disaster. The RPO does not apply to any data loads that are underway when the disaster occurs. The RPO for each Oracle SaaS Public Cloud Service is described in this document below or is otherwise stated in the service description of the applicable Oracle SaaS Public Cloud Service.

The RTO and RPO do not apply to customizations that depend on external components or third-party software. During active failover events or recovery operations, non-critical fixes and enhancement requests are not supported. Oracle is not responsible for issues arising from third party software and customizations to Oracle programs and services.

Upon Oracle's declaration of a disaster, Oracle will commence its DR plan to recover the production environments of the affected Oracle SaaS Public Cloud Services in accordance with the following RTO and RPO. Production services may operate in a degraded state of performance for the duration of the disaster event.

For the following services (#1-9), the RTO is 12 hours. The RPO is 1 hour.

1. Oracle Fusion Customer Relationship Management Cloud Service
2. Oracle Fusion Human Capital Management Cloud Service
3. Oracle Fusion Enterprise Resource Planning Cloud Service
4. Oracle Taleo Enterprise Cloud Service
5. Oracle RightNow Cloud Service
6. Oracle Big Machines CPQ Cloud Service
7. Oracle Warehouse Management Cloud Service*
8. Oracle Fusion Engagement Cloud Service
9. Oracle Transportation Management Cloud Service/Global Trade Management Cloud Service

*For Oracle Warehouse Management Cloud Service, in the UK Data Center Region, in the event of a declared disaster, Oracle will commence its DR plan to recover the production environments of the affected Oracle SaaS Public Cloud Service in an alternative Data Center Region (Dallas, USA).

For the following services (#10), the RTO is 5 hours. The RPO is 1 hour.



10. Oracle Field Service Cloud Service


For the following service (#11), the RTO is 30 minutes. The RPO is 15 minutes.

11. Oracle Responsys Automatic Failover for Transactional Messages Cloud Service

Upon Oracle's declaration of a disaster for the following services (#12-32), Oracle will activate processes to recover the production environment of the affected Oracle SaaS Public Cloud Service from the most recent available backup made prior to the onset of the disaster. Although Oracle will work to recover the service promptly, the nature of the disaster may affect the time period within which the service can be recovered. The RTO and RPO do not apply to the following Oracle SaaS Public Cloud Services:

- 12. Oracle Commerce Cloud Service
- 13. Oracle Eloqua & Content Marketing Cloud Service
- 14. Oracle Maxymiser Cloud Service
- 15. Oracle Enterprise Performance Management Cloud Service
- 16. Oracle Transactional Business Intelligent Enterprise Cloud Service
- 17. Oracle Responsys Cloud Service
- 18. Oracle Social Relationship Management Cloud Service
- 19. Oracle Social Data & Insight Cloud Service
- 20. Oracle Taleo Business Edition Cloud Service
- 21. Oracle Taleo Learn Cloud Service
- 22. Oracle Customer Experience for Midsize Cloud Service
- 23. Oracle Human Capital Management for Midsize Cloud Service
- 24. Oracle Enterprise Resource Planning for Midsize Cloud Service
- 25. Oracle Digital Customer Service
- 26. Oracle In-Memory Cost Management Cloud Service
- 27. Oracle Adaptive Intelligence Applications Cloud Service
- 28. Oracle Infinity Cloud
- 29. Oracle Virtual Assistant Cloud Service
- 30. RightNow Video Chat Cloud Service
- 31. Oracle Field Service Video Chat Cloud Service
- 32. Adaptive Intelligent Applications for Manufacturing
- 33. Oracle Public Sector Compliance & Regulation Cloud Service
- 34. Oracle Student Financial Planning Cloud Service

For all Oracle SaaS Public Cloud Services in the **South America Data Center Region**, in the event of a declared disaster, Oracle will activate processes to recover the production environment of the affected Oracle SaaS Public Cloud Service in an alternative Data Center Region and will work to restore production data from the most recent available backup made prior to the onset of the disaster. Although Oracle will work to recover the Oracle SaaS Public Cloud Service promptly, the nature of the disaster may affect the time period within which the service can be recovered. The RTO and RPO do not apply to Oracle SaaS Public Cloud Services in the South America Data Center Region.



For Oracle Cloud at Customer Services, if You require disaster recovery services, You are encouraged to designate a secondary data center site with network connectivity of sufficient bandwidth as recommended by Oracle between Your primary and DR sites and You must purchase sufficient additional Oracle SaaS Public Cloud Services deployed at Your secondary site for DR purposes (e.g., an adequate number and type of Oracle Cloud at Customer Machines and Oracle SaaS Public Cloud Service subscriptions on that platform).

Oracle does not provide DR services for Oracle Fusion HCM Cloud Services deployed in the Japan Data Center.

Oracle CoBrowse Cloud Service is operated from Oracle's North America Data Center region.

Oracle Cloud Service Level Objective Policy

Customer Monitoring & Testing Tools

This section does not apply to the Oracle RightNow CoBrowse Cloud Service.

Oracle Cloud Change Management Policy

The scheduled maintenance periods for the Oracle SaaS Public Cloud Services are documented on My Oracle Support in Knowledge Article 1681146.1: <https://support.oracle.com/epmos/faces/DocumentDisplay?id=1681146.1>.

This policy does not apply to the Oracle RightNow CoBrowse Cloud Service.


End of Life

If Oracle is no longer supporting or otherwise making any of the Originally Ordered Cloud Services generally available to its commercial customers "End of Life Products", Oracle will provide You with no less than twelve (12) months advance notice prior to the date when the Originally Ordered Cloud Services are no longer generally available.

Oracle Cloud Support Policy

Oracle platinum-level SaaS Support described in this section supplements the Oracle Cloud Support Policy in Section 5 of the Hosting and Delivery Policies, and is included in the support for all Oracle SaaS offerings, except for Oracle Infinity SaaS offerings. Oracle platinum-level SaaS Support consists of the following:

- Open Service Request Assistance:
 - Chat is available during hours associated with the level of severity of the service request
 - Named support engineers from product implementation through go-live
 - SRs routed to named engineers during customer business hours
 - Weekly one (1) hour meeting
- Proactive service request monitoring and escalations based on time to resolution
- Access to Oracle's online digital success planning resources to define and track key objectives, milestones, and metrics
- Oracle Support will proactively monitor general account performance, key milestones, and notify customer of trend usage, and potential feature recommendations

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- Oracle LaunchPad: On demand 24x7 digital training located at education.oracle.com/launchpad provides end users and administrators a structured learning path for the key features of Oracle Cloud, using a set of interactive online tutorials
 - Guided Learning Starter Pack: By visiting education.oracle.com/starterpack using your Oracle.com credentials you will gain access to the available Guided Learning Starter Packs
 - Cloud Quickstart Live Events: Instructor Led online classes that deliver introductory information and demonstrations. Classes will be provided through an online platform located at education.oracle.com/quickstart and accessed via the user's Oracle.com profile
 - **Severity Definitions:**
 - **Severity 2**
 - Oracle will use reasonable efforts to respond to Severity 2 service requests within two (2) hours during local business hours
 - **Severity 3**
 - Oracle will use reasonable efforts to respond to Severity 3 service requests within three (3) hours during local business hours
 - **Severity 4**
 - Oracle will use reasonable efforts to respond to Severity 4 service requests within eight (8) hours during local business hours

For Oracle Student Financial Planning Cloud Service, the following applies in lieu of the text in section 5 of the Oracle Cloud Hosting and Delivery Policies:

- To obtain assistance for Oracle Student Financial Planning Cloud Service products, please see <https://www.oracle.com/corporate/acquisitions/vocado/support.html>
- Support Availability: 6am-6pm PT, Monday to Friday, excluding holidays
- Support portal: <http://confluence.Vocado.net>
 - Provides 24x7 submission of service requests
 - Access to knowledge base
- Oracle will use reasonable efforts to respond to Severity 1 requests within 1 hour
- Community forum is not provided
- Oracle platinum-level SaaS Support terms and deliverables do not apply until further notice

Oracle Cloud Suspension and Termination Policy

Upon the end of the Services, and upon Your request, Oracle will provide a confirmation that Your Content has been deleted.

This policy does not apply to the Oracle RightNow CoBrowse Cloud Service.



Oracle Corporation, World Headquarters
500 Oracle Parkway
Redwood Shores, CA 94065, USA

Worldwide Inquiries
Phone: +1.650.506.7000
Fax: +1.650.506.7200

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Integrated Cloud Applications & Platform Services

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