

Oracle Standard System Installation

ORACLE® Advanced Customer Services

INSTALLATION AND DEPLOYMENT SERVICES

KEY FEATURES

- Site audit and documentation of environmental conditions and requirements
- System requirements review and delivery of installation plan/schedule
- Installation, including critical patches, updates, and common upgrades such as CPUs and memory, using proven methodologies and recommended practices
- Installation testing utilizing Oracle tools to confirm installation according to plan

KEY BENEFITS

- Server and storage systems are up and running quickly for rapid return on investment
- Consistent, high-quality installations that provide the foundation for system reliability and availability—right from the start
- Cost-effective system installation performed by experienced engineers reduces technology adoption risk

When integrating new systems into your environment, proper planning and installation are critical to optimizing system performance. Oracle Advanced Customer Services engineers deliver comprehensive installation, server configuration, and testing services to shorten time to deployment and enhance new server and storage stability and performance.

Streamline Installation with Oracle Knowledge and Skills

Avoid risk implementation delays that can affect your business users. Oracle Standard System Installation provides comprehensive system installation to shorten time to deployment. Oracle delivers successful system implementations with highly trained engineers and proven, standardized installation methodologies. Oracle engineers apply recommended practices, tools, and technology for all installations.

Oracle server engineers audit the installation environment, configure the system, integrate and test your new server and storage technology before final handover. Oracle Advanced Support Engineers speed the time from installation to production and ensure the execution of comprehensive confidence testing.

Key Service Activities Include:

- Site Audit - Reviews environmental requirements and installation location
- Installation Planning - Documents system requirements and deliverables
- Product Installation - Delivers system installation according to the project plan
- Testing and Handover - Performs systems tests and ensures project task closure

Build a Foundation for Enhanced IT Stability and Performance

Oracle Standard System Installation utilizes Oracle Advanced Support tools and expertise to ensure that your new systems are implemented properly for optimal performance in your mission-critical IT environment.

ORACLE STANDARD SYSTEM INSTALLATION

Sample Service Activities

Site Audit

Oracle installation engineers work collaboratively with your staff to understand and document the specific characteristics of the installation site. The review includes environmental conditions, electrical requirements, and other conditions necessary to safely and effectively begin the installation process. Oracle delivers a site audit report that includes recommendations and requirements.

Installation Configuration Planning	<p>Oracle identifies and documents your specific technical requirements for the systems to be installed. Oracle delivers plans that include installation and configuration specifications, and detailed roles and responsibilities.</p>
Product Configuration Installation	<p>Oracle installation specialists perform the installation and configuration activities in accordance to the planning documents. This phase includes physical review of systems, installation of systems and related components, cable labeling, connection of power supplies, and connection to existing systems and/or network switches.</p> <p>Installation of common hardware upgrades such as additional server CPUs, memory, network cards, storage appliance, and tape library upgrades is also available.</p> <p>Configure system software: This phase includes defining system host-names and network addresses, service processor configuration, OS software / firmware patching, and activating Auto Service Request.</p>
Testing and Handover	<p>Oracle will run system tests using Oracle installation tools to determine if the covered systems are installed according to the planning documents. Once completed, a project closure meeting occurs to review completed tasks and deliverables, review test results, transfer responsibility of system operations to your team, and deliver reference documentation.</p>

Mission-Critical Support Services for Your Complex IT Requirements

Oracle Advanced Customer Services provides tailored mission-critical support to help drive the highest levels of system performance and availability. Advanced Support Engineers provide highly proactive and preventive support for your mission-critical environment, with diagnostic and monitoring tools to anticipate, identify, and remediate issues. Our highly engineered approach to helping you achieve increased system availability helps you realize more value from your Oracle systems—with less disruption to your business. For additional information visit www.oracle.com/acs.

THE FOLLOWING SERVICES CAN COMPLEMENT YOUR INSTALLATION SERVICE:

PRODUCTION READINESS SERVICES FOR ORACLE SERVERS AND STORAGE DELIVERED BY ORACLE ADVANCED CUSTOMER SERVICES

Production Readiness Services	
Oracle Advanced Support Knowledge Workshop	<p>Technology knowledge session to provide you with tailored information on an Oracle product or technology. Planning future system deployments or review recommended practices for maximizing availability of existing systems.</p>
Oracle Standard Software Installation and Configuration	<p>Oracle installs new system software using Oracle recommended practices and tracks configuration changes. Provides complete testing, validation, and documentation. Sample activities may include, but are not limited to:</p> <ul style="list-style-type: none"> • <i>Solaris installation and configuration of remote service processor (ILOM), Extended System Controller (XSCF), dynamic domains, multi-port connections, OVM for SPARC domains, zones, internal boot, and data server disks and flash</i> • <i>Solaris Cluster installation and configuration of nodes, resource groups, and application data services</i> • <i>Storage system software configuration such as RAID protection, network file systems, LUNS, storage domains, quality of service, (QoS), replication technology, and encryption technology</i> • <i>Security Hardening activities</i> • <i>Virtualization installation and configuration</i>





Oracle Preproduction Readiness Review	Review supportability and readiness of your deployment approach, including review of your migration plan, backup plan, and test plans. Assist with setup of Oracle Configuration Manager and Oracle support tools such as Auto Service Request.
Oracle Go-Live Support	Oracle Technical Account Manager reviews go-live plan and conducts an operational readiness review. Support includes a focused review of business and project KPIs.
Oracle Business-Critical Service	24/7 fault monitoring and event detection, rapid response and hardware replacement SLAs, priority handling of IT service requests, and quarterly reviews and patch installation.
Oracle Advanced Support Engineer	Oracle Advanced Support Engineers provide customers tailored performance reviews and system optimization assistance for all server technologies. Activities may include: <ul style="list-style-type: none"> • <i>Virtualization configuration</i> • <i>Advanced security design and configuration</i> • <i>Customer replaceable unit installation</i>

CONTACT US

For more information about Oracle Standard System Installation, 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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