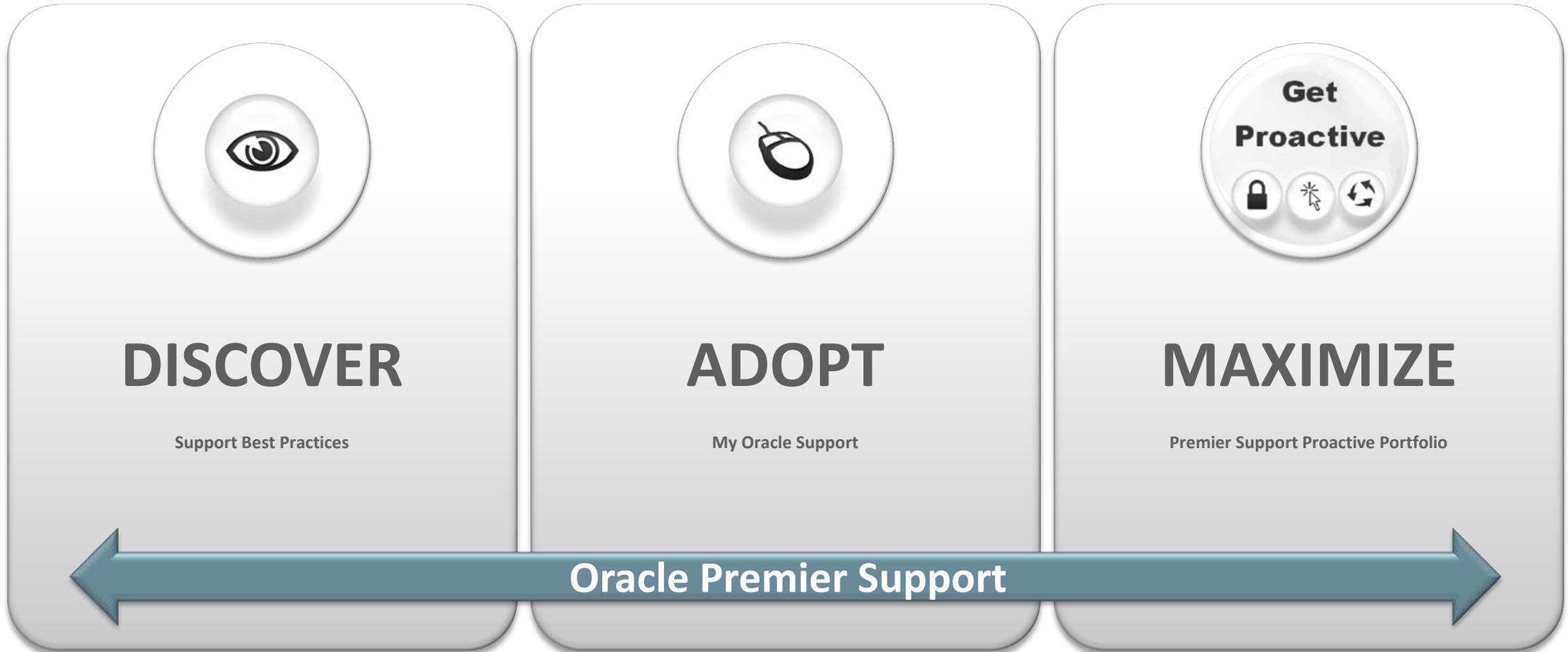


# Oracle Premier Support

## Get Ahead. Stay Ahead.

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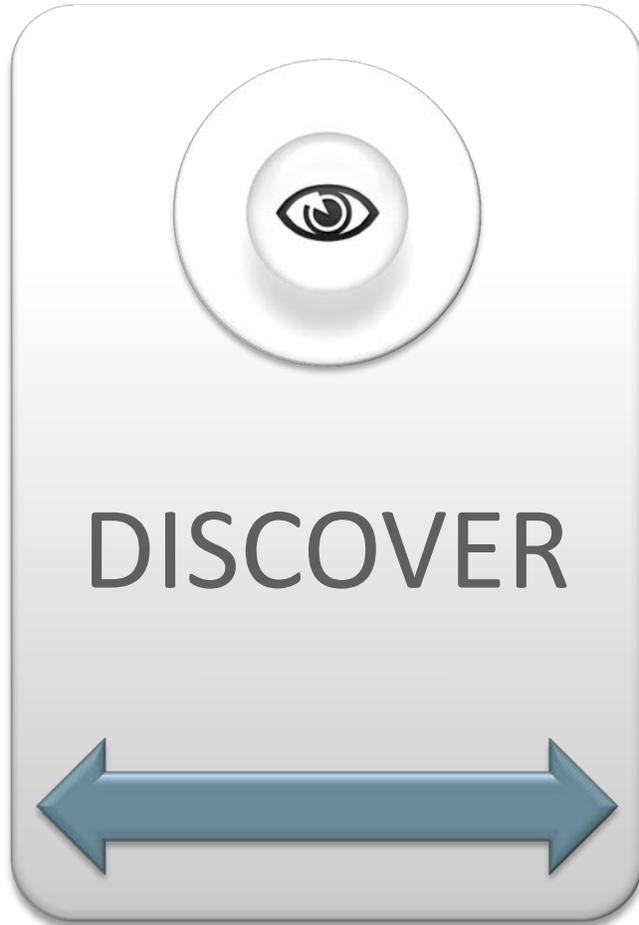
# Support Best Practices—Maximize Business Value





DISCOVER

# Discover: Support Best Practices



- Oracle Technical Support Policies
- Oracle Lifetime Support Policies
- Support Policies - acronyms & terminology
- Working effectively with Support – Best Practices

# Discover: Technical Support Policies

## Support terms and technical support levels

<p><b>Oracle Software Technical Support Policies</b>  <a href="http://www.oracle.com/us/support/library/057419.pdf">http://www.oracle.com/us/support/library/057419.pdf</a></p>	<p><b>Oracle Financial Services Software Technical Support Policies</b>  <a href="http://www.oracle.com/us/support/library/fs-software-tech-support-policies-069179.pdf">http://www.oracle.com/us/support/library/fs-software-tech-support-policies-069179.pdf</a></p>
<p><b>Oracle Hardware and Systems Support Policies</b>  <a href="http://www.oracle.com/us/support/library/hardware-systems-support-policies-069182.pdf">http://www.oracle.com/us/support/library/hardware-systems-support-policies-069182.pdf</a></p>	<p><b>Oracle Exadata Technical Support Policies</b>  <a href="http://www.oracle.com/us/support/library/exadata-technical-support-policies-069177.pdf">http://www.oracle.com/us/support/library/exadata-technical-support-policies-069177.pdf</a></p>
<p><b>Oracle Linux and Oracle VM Support Policies</b>  <a href="http://www.oracle.com/us/support/library/enterprise-linux-support-policies-069172.pdf">http://www.oracle.com/us/support/library/enterprise-linux-support-policies-069172.pdf</a></p>	<p><b>Oracle Hardware Warranty</b>  <a href="http://www.oracle.com/us/support/library/oracle-hardware-warranty-069192.pdf">http://www.oracle.com/us/support/library/oracle-hardware-warranty-069192.pdf</a></p>
<p><b>Oracle Software as a Service Support Policies</b>  <a href="http://www.oracle.com/us/support/library/saas-support-policies-069195.pdf">http://www.oracle.com/us/support/library/saas-support-policies-069195.pdf</a></p>	<p><b>Oracle Global Customer Support Security Practices</b>  <a href="http://www.oracle.com/us/support/library/customer-support-security-practices-069170.pdf">http://www.oracle.com/us/support/library/customer-support-security-practices-069170.pdf</a></p>

<http://www.oracle.com/us/support/policies/index.html>

# Discover: Lifetime Support Policies

## Continued piece of mind

### Premier Support

Delivers full system support for your Oracle hardware, operating systems and applications software with an upfront, minimum **five-year** support commitment that helps you plan and budget.

### Extended Support

Offers an additional **three years** of support for select Oracle software and operating systems for an additional fee so you can effectively manage your upgrade strategy.

### Sustaining Support

Provides investment protection with **unlimited** support for Oracle software and operating systems. Features include access to online support tools, knowledge base, pre-existing fixes, and assistance from Oracle technical support experts.

<http://www.oracle.com/us/support/lifetime-support/index.html>

# Discover: Lifetime Support Benefits – Hardware & O/S



KEY FEATURES	PREMIER SUPPORT	EXTENDED SUPPORT FOR OPERATING SYSTEMS (available for Solaris)	SUSTAINING SUPPORT FOR OPERATING SYSTEMS
Access to new Operating Systems and Oracle VM release	•	•	•
Technical Support	•	•	•
Access to Knowledge Base	•	•	•
Updates and Fixes	•	•	Pre-existing
Security Alerts	•	•	Pre-existing
Firmware Updates and Patches	•	•	Pre-existing
Upgrade Tools/Scripts	•	•	Pre-existing
Certification with most existing Oracle Products	•	•	
Certification with most existing third-party products versions	•	•	
Certification with most new third-party products versions	•		
Certification with most new Oracle Products	•		
Onsite hardware support for Oracle/Sun server and storage systems	•		
Field Change Orders – system modification recommendations	•		
<u>Backport</u> of fixes for Oracle Linux or Oracle VM programs	•		
Right to use Oracle Management Pack for Linux	•		•
Right to use Oracle <u>Clusterware</u> for Oracle Linux	•		•

<http://www.oracle.com/us/support/lifetime-support/index.html>



# Discover: Lifetime Support Benefits – Software



KEY FEATURES	PREMIER SUPPORT	EXTENDED SUPPORT	SUSTAINING SUPPORT
Major Product and Technology Releases	•	•	•
Technical Support	•	•	•
Access to Knowledge Base	•	•	•
Updates and Fixes	•	•	Pre-existing
Security Alerts	•	•	Pre-existing
Critical Patch Updates	•	•	Pre-existing
Tax, Legal, and Regulatory Updates	•	•	Pre-existing
Upgrade Tools/Scripts	•	•	Pre-existing
Certification with most existing Oracle products	•	•	
Certification with most existing third-party products/versions	•	•	
Certification with most new Oracle Products	•		
Certification with most new third-party products/versions	•		

<http://www.oracle.com/us/support/lifetime-support/index.html>



# Discover: Support Policies

## Acronyms and terminology

### ■ What is **MOS**?

- My Oracle Support
- Personalized, proactive, collaborative Support portal

### ■ What is a **Support Identifier**? (*formerly known as CSI*)

- Verifies eligibility for Support Services
- Identifies licensed products
- Necessary to access My Oracle Support

### ■ Who is a **Customer User Administrator (CUA)**

- Customer is responsible for maintaining Support Identifier
- Each Support Identifier must have an at least one CUA
- Multiple CUAs are encouraged and recommended for backup purposes





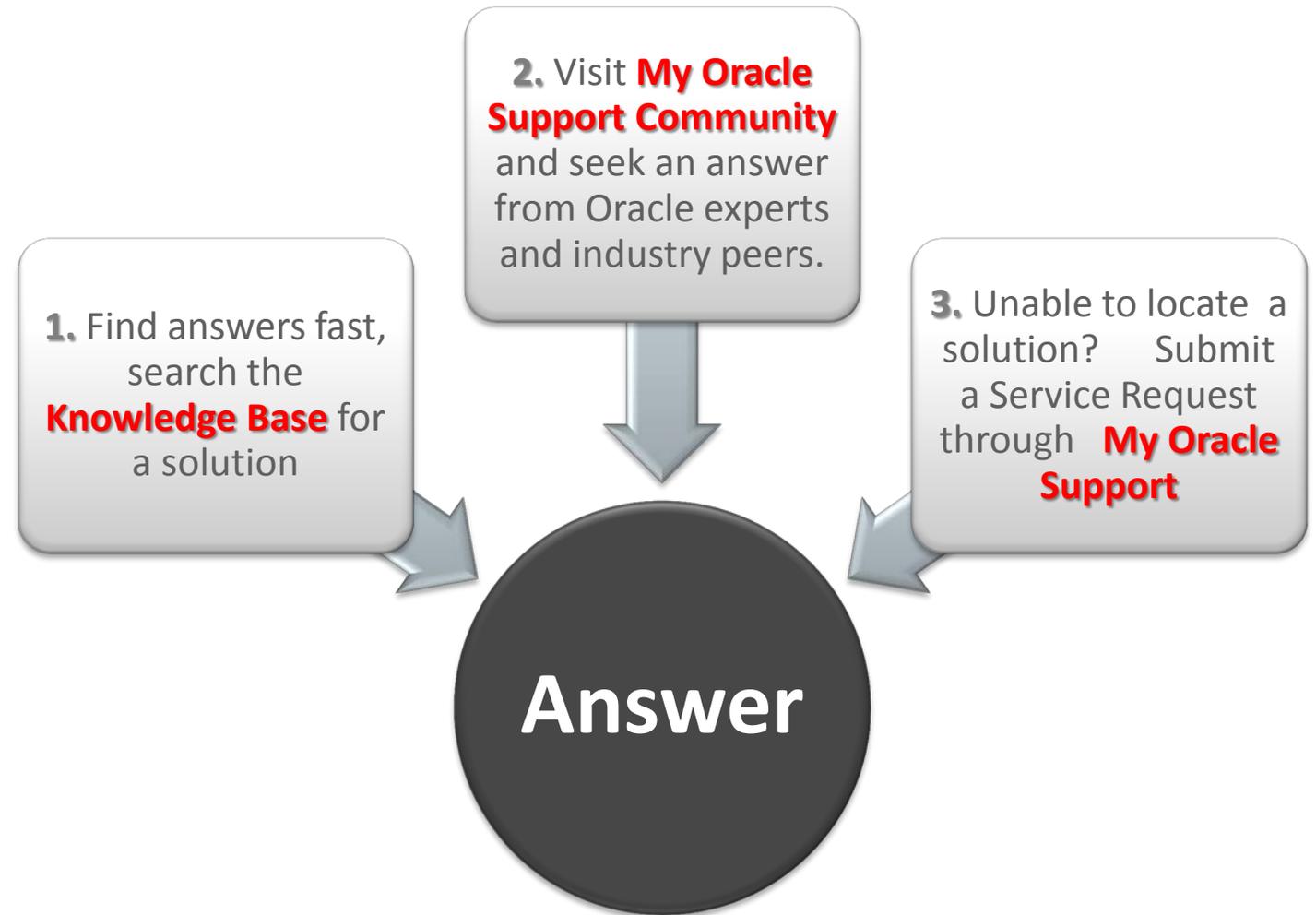
# DISCOVER

## Best Practices

# Discover: Working effectively with Support Best Practices

## When you have a question, need, or issue

- Chances are, an answer or solution already exists
- Explore the powerful Knowledge Base in My Oracle Support
- Visit My Oracle Support Community for guidance and solutions from Oracle experts and industry peers



# Discover: Working effectively with Support Best Practices

## When you are looking for an answer

**1.** Find answers fast, search the **Knowledge Base** for a solution

- My Oracle Support Knowledge Base contains all known solutions and best practices from Oracle Support
- My Oracle Support offers a unified search that searches the Knowledge Base, My Oracle Support Community, documentation, and known bugs

400,000+ active and 350,000+ archived articles in the Knowledge Base

4+ million Knowledge Base searches per month

More than 50% of Service Requests logged by all customers can be solved by searching the Knowledge Base and accessing existing articles that contain a fix

# Discover: Working Effectively with Support Best Practices

Actual user experiences and advice offer an alternate source of problem resolution



## When should I use My Oracle Support Community?

If you have a low severity question or problem, need advice, or if you are interested in discovering how to do something

If you have been unable to locate an answer in the Knowledge Base

When you have knowledge or experiences to share with your peers

- My Oracle Support Community a multi-channel interactive community where you can post questions and find answers fast

- 190+ communities; 400,000+ community members and experts; 16,000+ new threads per month

- All communities are fully moderated by Oracle Support experts

**2. Visit My Oracle Support Community** and seek an answer from Oracle experts and industry peers.



## My Oracle Support Community (MOSC)

GO DIRECTLY TO | CREATE | Search

All Places > My Oracle Support Community

# My Oracle Support Community

FOLLOWING IN 2 STREAMS

Overview Content People Subspaces

Actions About

### SPACES YOU FOLLOW

#### Spaces

- Engineered Systems (MOSC)
- Enterprise Manager (MOSC)
- My Oracle Support Community
- My Oracle Support Platform (MOSC)

Find Space

### SELECT A SUB-SPACE TO PARTICIPATE OR START A DISCUSSION

- Getting Started (MOSC) View 1 sub-space
- My Oracle Support Platform (MOSC) View 7 sub-spaces
- Agile and AutoVue (MOSC) View 2 sub-spaces
- Application Integration Architecture (MOSC) View 4 sub-spaces
- Business Intelligence (MOSC) View 5 sub-spaces
- Cloud (MOSC) View 2 sub-spaces
- Communications Industry (MOSC) View 8 sub-spaces
- CRM On Demand (MOSC) View 4 sub-spaces
- Engineered Systems (MOSC) View 4 sub-spaces
- Enterprise Manager (MOSC) View 8 sub-spaces
- Fusion Applications (MOSC) View 7 sub-spaces
- Insurance Services (MOSC) View 1 sub-space
- JDEdwards EnterpriseOne (MOSC) View 11 sub-spaces
- JDEdwards World (MOSC) View 4 sub-spaces
- Linux OS and Oracle VM (MOSC) View 4 sub-spaces
- Middleware (MOSC) View 19 sub-spaces
- Oracle Commerce (MOSC) View 3 sub-spaces

### GETTING STARTED

New to My Oracle Support Community? Need a refresher on various topics such as FAQ's, Rules Of Conduct or Training?

Come to **Getting Started** to learn all about it!

### TWEETS BY @MYORACLESUPPORT

**Tweets** Follow

**My Oracle Support** 2 Oct  
@myoraclesupport

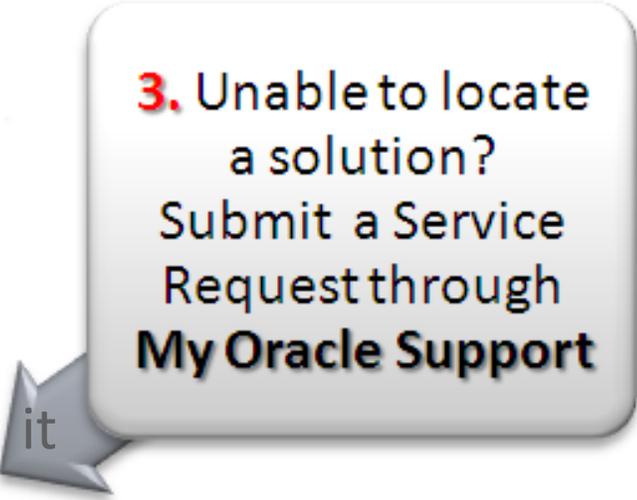
Learn how to maximize the value of your Oracle investments with #Oracle #Consulting

### TOP PARTICIPANTS

# Discover: Working effectively with Support Best Practices

## Submitting a well formed Service Request

- Provide a comprehensive description of the issue
- Ensure that the business impact is described in detail
- Diagnostic data is a vital element of your Service Request as it will help expedite analysis and diagnosis of critical errors
- Verify that the severity level is set appropriately and accurately represents the business impact



**3.** Unable to locate a solution?  
Submit a Service Request through **My Oracle Support**

# Discover: Matching Severity Level To Business Impact

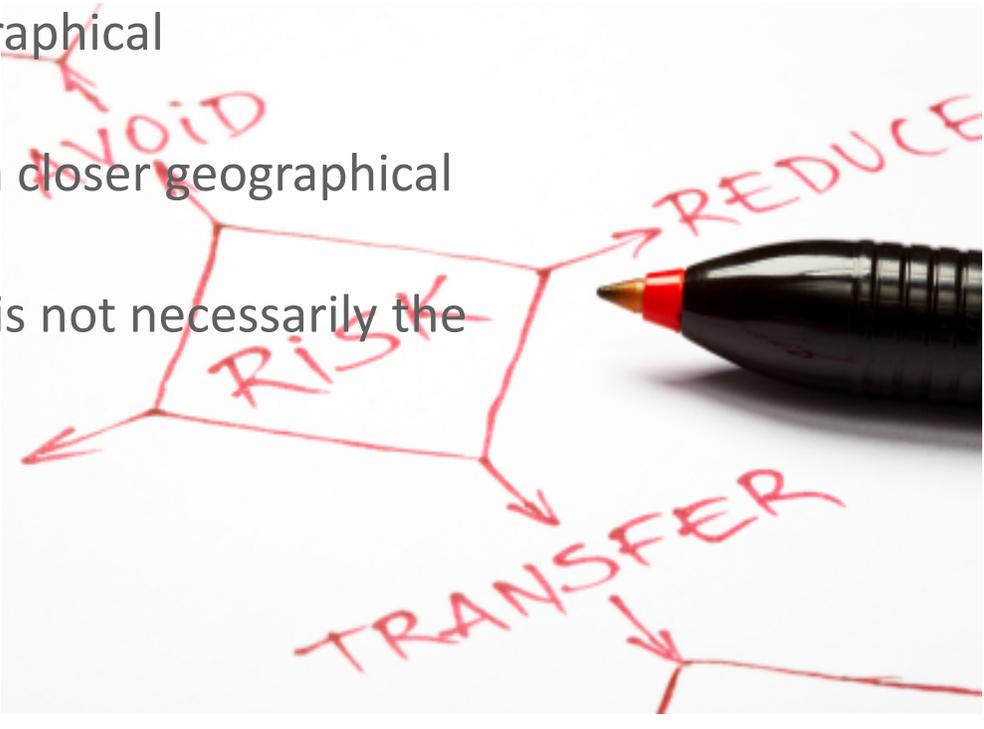
Severity Level	Business Impact Technical Impact	1 <sup>st</sup> Response	Update Frequency	Resolution Time
Severity Level 1	Mission Critical Business Impact	< 1 Hour (Telephone Preferred)	Continual Updates 24x7	Co-Owned
Severity Level 2	Serious Business Impact	Communication Preference	Multiple Updates 24-48 Hrs.	Co-Owned
Severity Level 3	Minor Business Impact	Communication Preference	Updates 2-3 Business Days	Co-Owned
Severity Level 4	No Business Impact	Communication Preference	Updates 3-5 Business Days	Co-Owned

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# Discover: Working effectively with Support Best Practices

## Service Request Routing

- Frontline/backline misconception (“how do I skip the frontline?”)
- Engineer availability match with the best level of expertise
- Timing of submission and geography for Service Request assignment
  - If you are experiencing day long turnovers due to geographical incompatibility
  - Request reassignment (via the HUB) to an engineer in a closer geographical location to the customer
  - Risk is that you may be reassigned to an engineer who is not necessarily the expert in that field



# Discover: Working a Service Request Effectively

## Improve results and expedite outcome

- Documentation is essential
  - Provide detailed and timely responses to all questions
  - Ensure there is an action plan after each update and determine who owns each action
  - Minimize Service Request ‘tag’ or ‘pinging’ by ensuring you provide information requested or an explanation of why it may not be possible to provide
- Request phone calls where appropriate
- Request Collaborative Support sessions as appropriate (web conferences)
- Test in the standard environment.
- Monitor changes in SR status and severity
- Communicate when a change in severity becomes necessary
- Escalate concerns via the escalation process



# Discover: Escalation Process

## Bringing Management Attention to a Service Request

- HR - Call +385 1 6323 222 (Oracle HUB)
- Accessibility and accountability from Support Management
- Escalation and severity are different processes
- Severity increases and Sev1s are not escalations
- Escalation is a focused, collaborative process
- Escalations yield
  - Management Contact
  - Action Plan
  - Communication Plan



# Discover: Working effectively with Support Best Practices

## Is it time to escalate?

### ■ No value-add response in 'x' days—now what?

- If you have submitted a Service Request and it does not get any attention, first make sure there is an understanding between you and the Support Engineer of not only 'what' actions come next but also what the agreed upon/expected timeline is for the next response
- If the timeline passes with no response, first try and engage with the Support Engineer.
- Still no response? This is the time to initiate an escalation

### ■ Support Engineer won't host or participate in an OWC at customers request

- Ask engineer to explain why they do not feel an OWC is necessary
- If you reach an impasse, this may be the time to initiate an escalation

### ■ Bounced from one Support Engineer/team to another

- Talk to the Support Engineer first, request a call to better understand why the Service Request is being bounced and determine how collaboration can be improved
- If you reach an impasse, this may be the time to initiate an escalation

### ■ Unable to log Severity 1 on a non-production environment prior to go-live (for a critical milestone)

- Talk to engineer to explain criticality of issue as it relates to milestone
- If you reach an impasse, this may be the time to initiate an escalation

### ■ Unable to get traction and progress your Service Request

- If you have reached a point where you feel you are simply going round in circles with the Support Engineer
- This is the time to initiate an escalation



ADOPT

# Support Best Practices—Portal Adoption

- My Oracle Support Portal
- Getting Started
- Hands-on Demonstration
- My Oracle Support Access



# Adopt: My Oracle Support Portal

## One-stop shop

ORACLE MY ORACLE SUPPORT

PowerView is Off

[Dashboard](#) [Knowledge](#) [Service Requests](#) [Patches & Updates](#) [Community](#) [Certifications](#) [On Demand](#) [Reports](#) [Advanced Customer Services](#) [Proactive Hardware Services](#) [Settings](#)

- One-stop shop for knowledge, community, proactive best practices, capabilities, tools, and much more
- Guidance, ideas, and solutions based on real-world experience from Oracle experts and industry peers
- Access to patches and updates, product certifications, and reporting
- Stay informed, configure email notifications to ensure you receive targeted alerts for Critical Patch Updates (CPUs), Security Alerts, and Third Party Bulletin updates
- Direct access to Advanced Customer Services and Proactive Hardware Services
- Create, monitor, and manage Services Requests



# Adopt: Access to My Oracle Support

## User privileges and options



- User versus administrator roles
- Users can be granted independent access to My Oracle Support Community and the Knowledge Base to facilitate reduction of internal support tickets
- Service Request access can be restricted through Service Request profiles
- Patch Download access can be restricted and/or limited to specific products by user
- Knowledge preferences and PowerViews can be defined to tailor user experience and improve search results



MAXIMIZE

# Support Best Practices—Get Proactive



- Proactive Product Portfolio
- Prevent. Resolve. Upgrade.
- Hands-on Demonstration

# Oracle Premier Support Delivering Value

Get Proactive Portfolio—an integral component of your Premier Support Contract

<b>PREVENT</b> 	<b>RESOLVE</b> 	<b>UPGRADE</b> 
<p>Prevent known problems, help keep your Oracle software and systems healthy and your resources focused on business goals.</p>	<p>If issues do occur, discover capabilities and tools to help you resolve issues and get your business back on track.</p>	<p>Oracle Premier Support's integrated methodology provides capabilities and tools to help guide you through the upgrade process.</p>

# Maintain Systems Health And Availability

- Leverage configuration-based health and risk recommendations to improve your systems health and increase systems uptime
- Review product and security alerts
- Stay informed: personalize knowledge, and sign up for hot topics

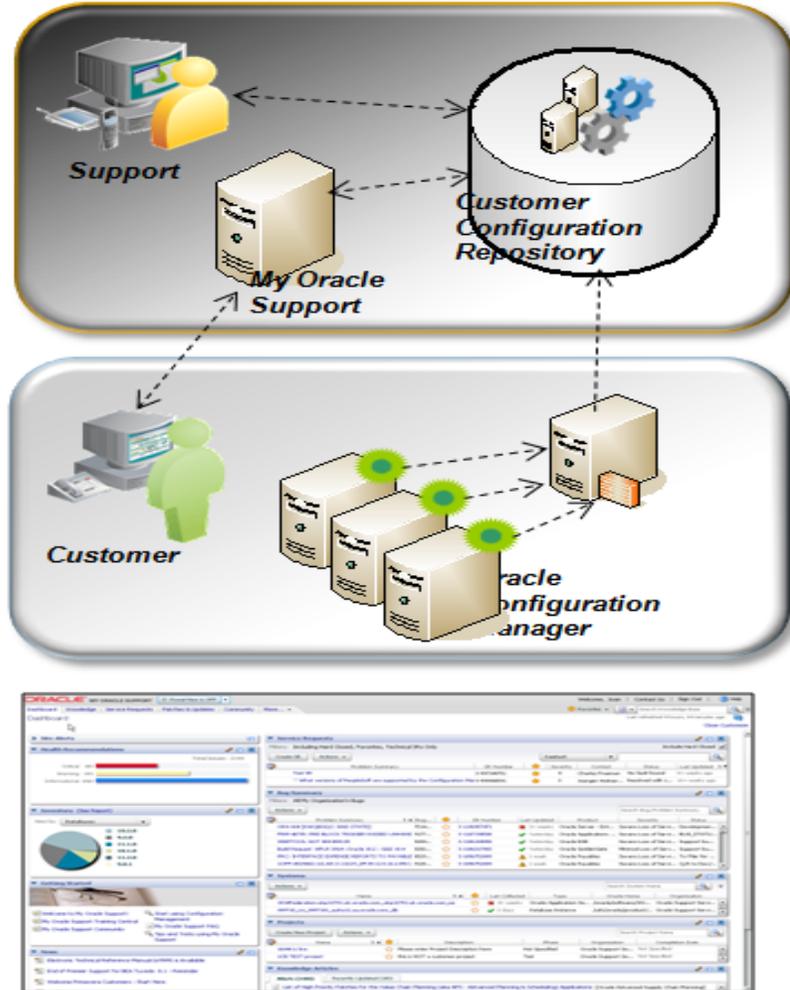


# PREVENT



# OCM Oracle Configuration Manager Support Automation Capabilities

Delivered through My Oracle Support - Next Generation Support Platform



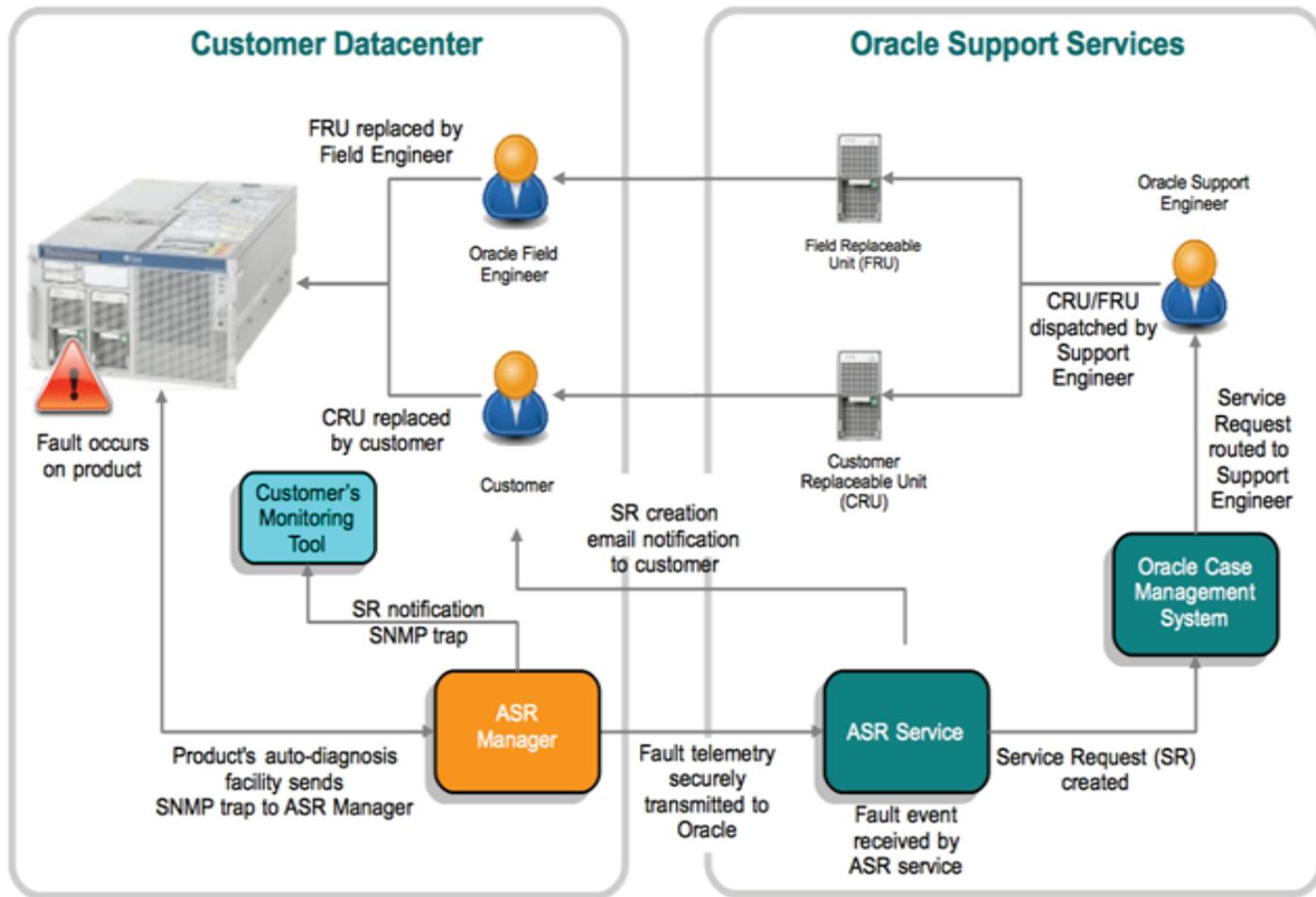
## Proactive Support Benefits

- ✓ Health Check Services
- ✓ Patch Advice & Recommendations
- ✓ Compliance – Patching, Security
- ✓ Inventory Reporting

## Reactive Support Benefits

- ✓ Product & Security Alerts
- ✓ Service Request Priority Handling
- ✓ Change History - Net Change
- ✓ Diagnostics

# What is Auto Service Request (ASR)



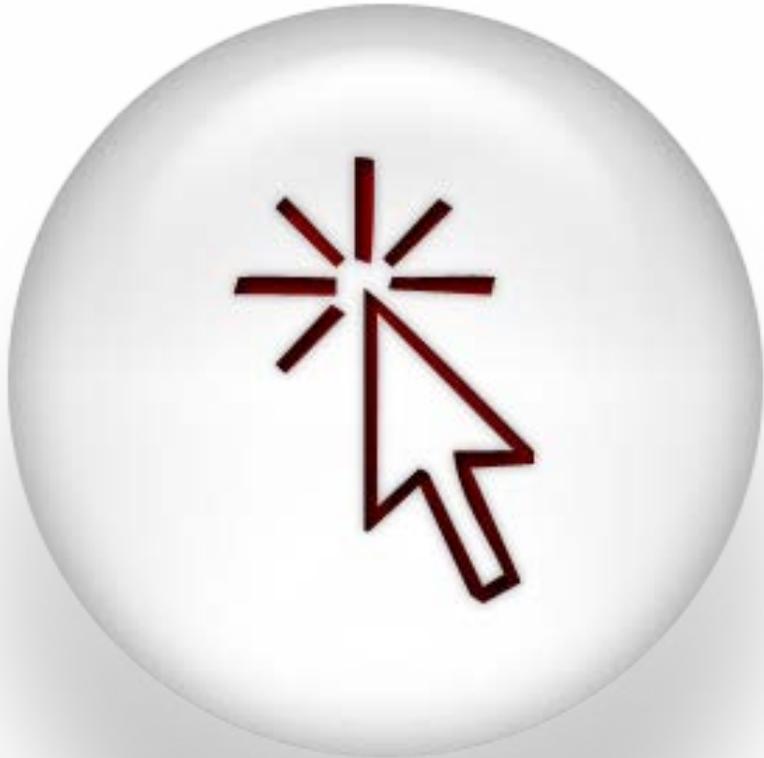
## How does it work?

- ✓ For qualified Exadata & Sun platforms
- ✓ ASR automatically detects specified hardware faults
- ✓ Auto notifies ASR engine & auto creates an SR
- ✓ CRU or FRU is sent by Support.
- ✓ Feature of Oracle Premier Support for Systems and Warranty plans. No extra cost

## Help for Field

- ✓ <http://oracle.com/asr>
  - ✓ Documentation, customer preso, security white paper
  - ✓ Software download
- ✓ **Questions to:**  
[asr-interest\\_ww@oracle.com](mailto:asr-interest_ww@oracle.com)

# Find Answers Fast With The Right Tools And Knowledge



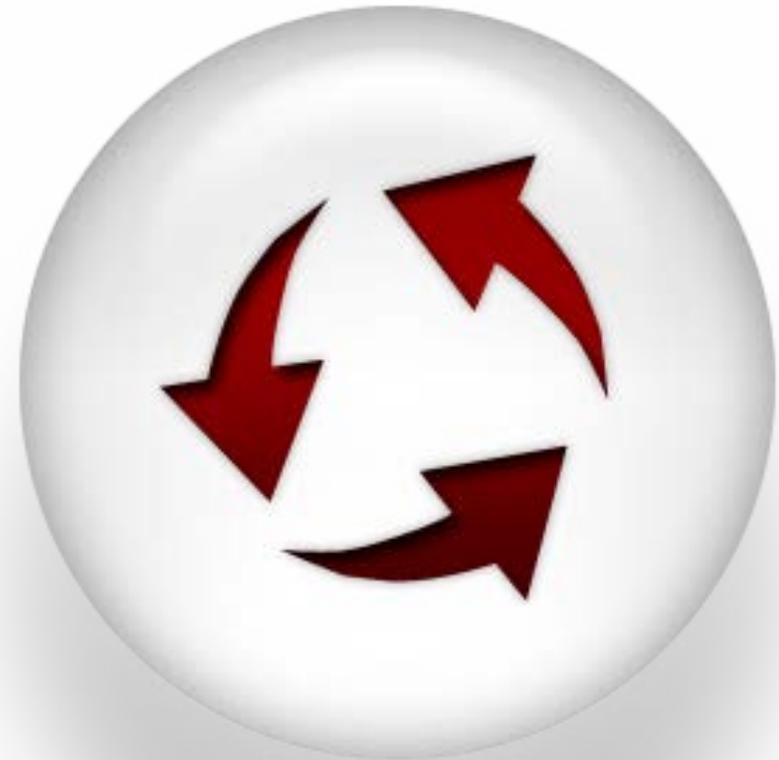
## RESOLVE

- Visit Product Information Centers, a one-stop shop for important resources
- Utilize auto-detect capabilities to dispatch assistance for known issues
- Participate in our vibrant online Support Community and find answers quickly
- Explore the powerful My Oracle Support Knowledge Base



# Create A Reliable And Repeatable Process

- Review and verify your products are certified
- Utilize Upgrade Advisors with best practices by product, business process, version and phase
- Deploy patch and upgrade plan validations



# UPGRADE



# My Oracle Support—Get Proactive Portfolio



## Upgrade

### **Patching and Maintenance Advisor** — [ACT](#)

Plan and Execute a viable patching and maintenance strategy including a complete project patch plan specific to your environment.

### **Patch Planner Wizard**— [ACT](#) | [DISCOVER](#)

Create, view, validate your patch plan for deployment in targeted environments and configurations. 

### **Upgrade Advisor** — [ACT](#) | [DISCOVER](#)

Upgrade with confidence using the Upgrade Advisors designed to provide information from various sources using best practices and, where applicable, step-by-step instructions.

### **Upgrade Planner** — [ACT](#) | [DISCOVER](#)

Use the Upgrade Planner to move from one release to another using the Configuration Manager to create a complete plan of all the software and patches required to upgrade from your current release to a new release. 

### **Guided Resolution tool for Database Upgrade/Migrate** — [ACT](#)

Let the Guided Resolution tool for DB Install/Migrate guide you through the issue analysis and present resolution recommendations.

### **RACcheck** — [ACT](#) | [DISCOVER](#)

RACcheck is a RAC Configuration Audit tool designed to audit various important configuration settings within a Real Application Clusters (RAC), Oracle Clusterware (CRS), Automatic Storage Management (ASM) and Grid Infrastructure environment.

**Oracle Premier Support: Get Proactive! [ID 432.1]**

# Discover More

## **Discover** more about *Support Best Practices*

■ <http://www.oracle.com/us/support/best-practices/overview/index.html>

## **ACT** Get Proactive

■ Access proactive capabilities available for your products by visiting the product pages at [My Oracle Support](#); **Article ID 432.1**

**Contact** the *Get Proactive team* today for help getting started

■ [get-proactive\\_ww@oracle.com](mailto:get-proactive_ww@oracle.com)

- **My Oracle Support Training Central** is your one-stop shop for access to free live Advisor Webcasts and recorded Support training.
- **Oracle Advanced Customer Support Services (ACS)** provides mission critical support services for complex IT environments to help maximize performance, achieve higher availability and reduce risk.
- **Oracle University (OU)** offers live and on demand learning for Oracle technologies and products. Choose from thousands of global courses.

<b>PREVENT</b> 	<b>RESOLVE</b> 	<b>UPGRADE</b> 
Prevent known problems, help keep your Oracle software and systems healthy and your resources focused on business goals.	If issues do occur, discover capabilities and tools to help you resolve issues and get your business back on track.	Oracle Premier Support's integrated methodology provides capabilities and tools to help guide you through the upgrade process.

# Q&A