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Support Model for Oracle Cloud

HrOUG 2014

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Cloud Applications Service Excellence
October 17, 2014

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Presentation Agenda

1. Some Cloud Concepts
2. Why Should You Move To Cloud?
3. Oracle Cloud Offerings
4. Oracle Cloud Support Model
5. Oracle Cloud Support Best Practices

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Some Cloud Concepts

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Definition of Cloud Computing

Cloud computing is a model for enabling convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that **can be rapidly provisioned and released with minimal management effort or service provider interaction**.

This cloud model promotes availability and is composed of:

5 Essential Characteristics

- On-demand self-service
- Broad network access
- Resource pooling
- Rapid elasticity
- Measured service

3 Service Models

- SaaS
- PaaS
- IaaS

4 Deployment Models

- Public Cloud
- Private Cloud
- Community Cloud
- Hybrid Cloud

Source: NIST Definition of Cloud Computing v15

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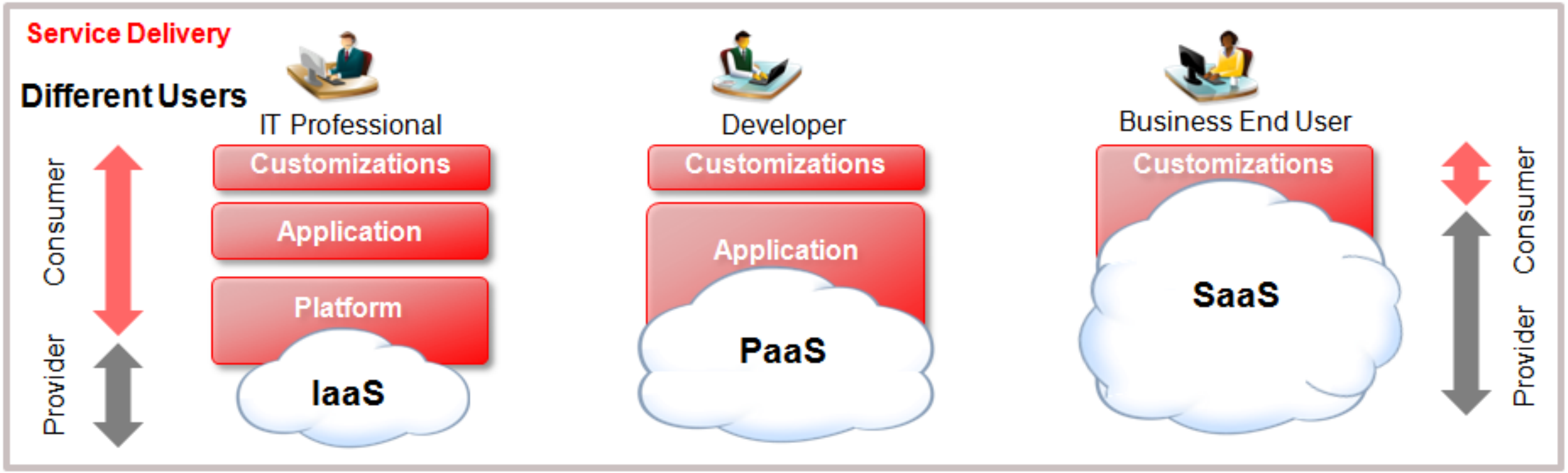
Cloud Service Models



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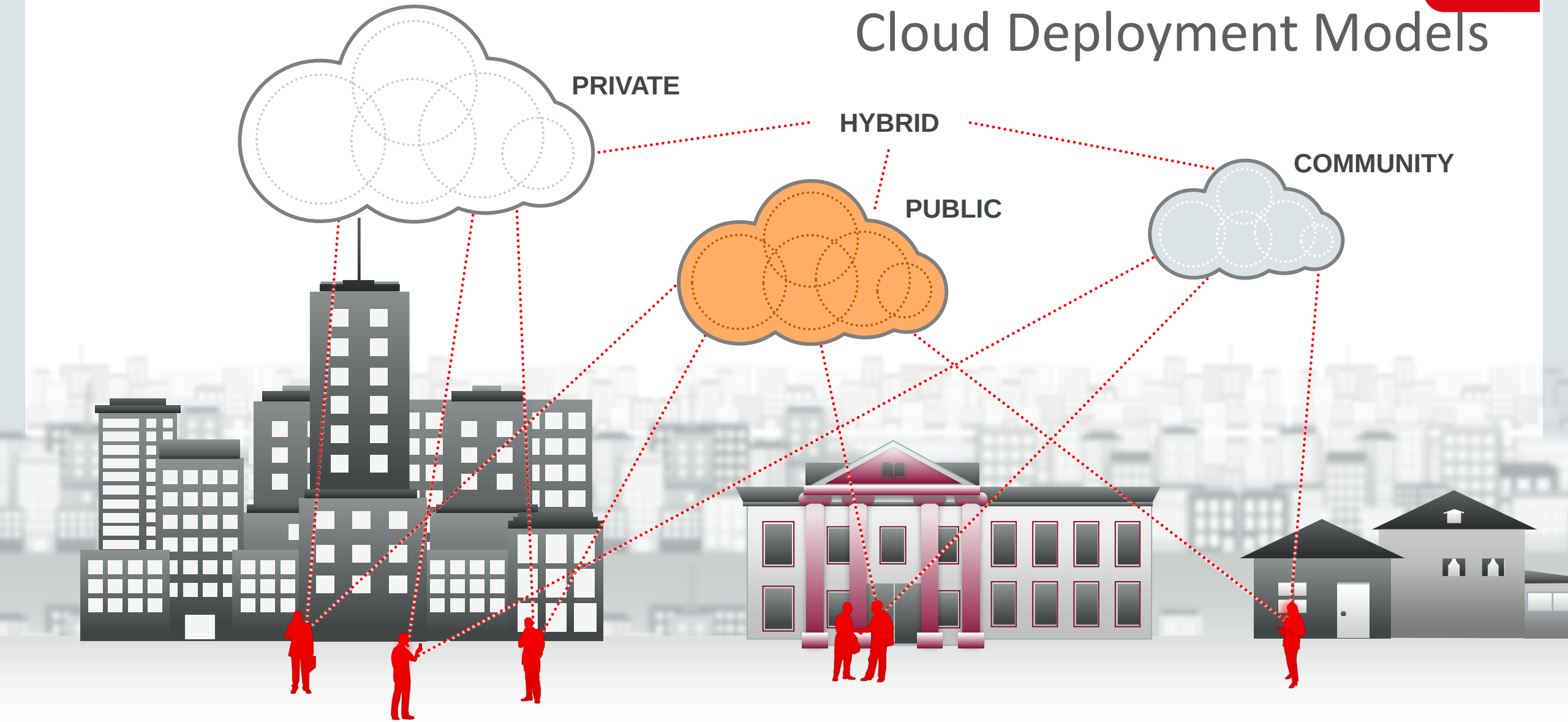
Cloud Deployment Models



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Why Should You Move To Cloud?

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Top Cloud Benefits: Surveyed OAUG Members*

53% **COST SAVINGS**

44% **FASTER TIME TO MARKET**

35% **MORE BUSINESS FLEXIBILITY**

*"***Cloud at the Crossroads: 2012 OAUG Survey on Application Delivery Strategies***"*, Unisphere Research, April 2012

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5 High-value Reasons Why CEOs Should Love the Cloud

- Simplify IT
- Re-engineer the economics of IT spending
- Accelerate and optimize your business processes
- Drive innovation
- Enjoy world-class security and compliance

Mark Hurd, Oracle CEO

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Oracle Cloud Offerings

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ORACLE
CLOUD SOLUTIONS

Applications. Platform. Infrastructure.

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The Modern Cloud is Personalized

Business Benefits

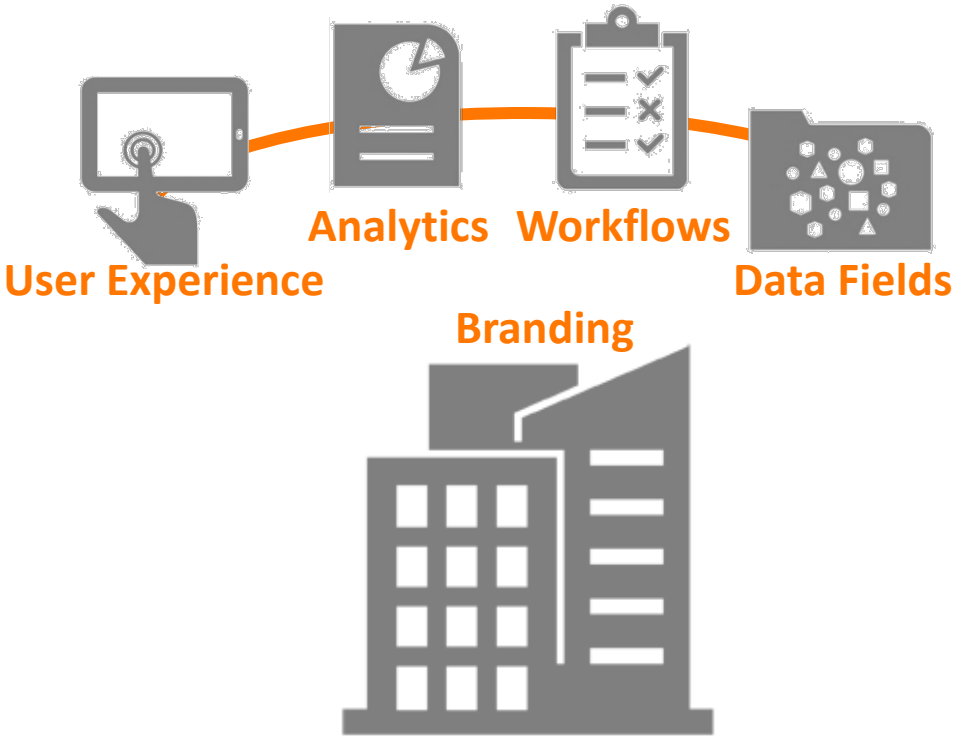
Tailor applications to fit your business – branding, corporate, and local requirements

Empower employees to configure their user experience, dashboards, reports, workflow, and data

IT Benefits

Extend functionality with standard tools for building custom applications

Update software on your terms and protect configuration changes



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The Modern Cloud is Connected

Business Benefits

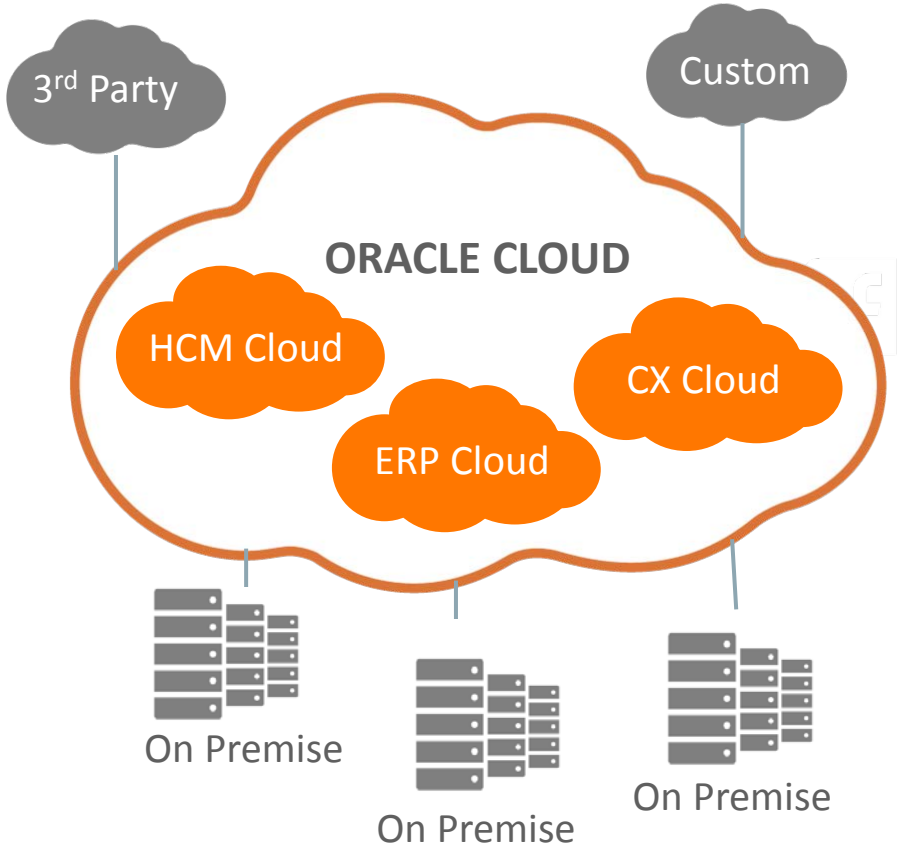
Connect your entire business – data, processes, analytics, and people

Provide employees with a unified user experience

IT Benefits

Seamlessly integrate processes and data between cloud, on premise and 3rd party applications

Easily import and export data as well as add or change service providers



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The Modern Cloud is Secure

Business Benefits

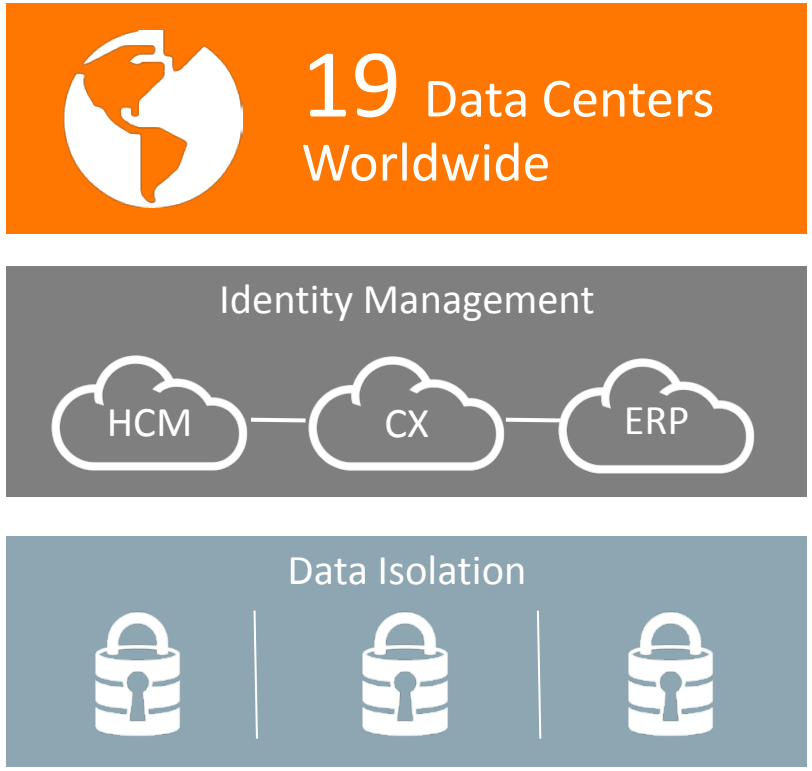
Compliance with local data and regulatory requirements

Proven cloud provider known for viability, reliability, and expertise

IT Benefits

Application security with unified single sign-on and identity management

Complete data isolation and security at multiple layers protects sensitive corporate data



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The Oracle Cloud 2014

All 3 Layers of Cloud Services: SaaS, PaaS, IaaS

- Software as a Service – Lots more enterprise SaaS applications
- Platform as a Service – Easy to move existing applications to the Cloud
- Infrastructure as a Service – Secure, reliable, lowest cost

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3 Complete Suites of SaaS Applications

More Enterprise SaaS Applications than Anyone

Customer Experience

- Marketing
- Sales
- Service
- Configure, Price & Quote
- E-Commerce
- Social Campaigns & Listening
- Data as a Service

Human Capital Management

- Global HR
- Talent Management

Enterprise Resource Planning

- Financials
- Project Portfolio Management
- Procurement
- Supply Chain Management
- Enterprise Performance Management

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Human Capital Management SaaS Applications

HCM Second Wave of Applications to the Cloud: **5,359** SaaS Customers

Enterprise Resource Planning SaaS Applications

ERP Third Wave of Applications to the Cloud: **304** SaaS Customers

Enterprise Performance Management SaaS Customers

Third Wave EPM Market Leader: **150+** Customers, **40+** Live in 6 Months

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Oracle Cloud: Mission Critical Cloud Computing

- Mission Critical Service Delivery
  - IT requirements designed in and consumable by customers
- Defense in Depth Cloud Security
  - Not dependent on a single security tactic or approach
- Full Stack Ownership
  - Full control of design, performance, and delivery
- Comprehensive Regulatory Compliance Controls
  - Highest common denominator approach to consistent delivery

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Oracle Cloud Global Data Centers

9 Million Users

19 Billion Tx/Day

1000's Servers

1000's VMs

205 PB Storage

- **Unsurpassed Global & Regional Coverage**
- **19 State of the Art Facilities**
- **Baseline 99.999% Availability of Power/Cooling**
- **24X7 Active Monitoring and Support**

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Learn More on cloud.oracle.com (Resources)

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Oracle Cloud Support Model

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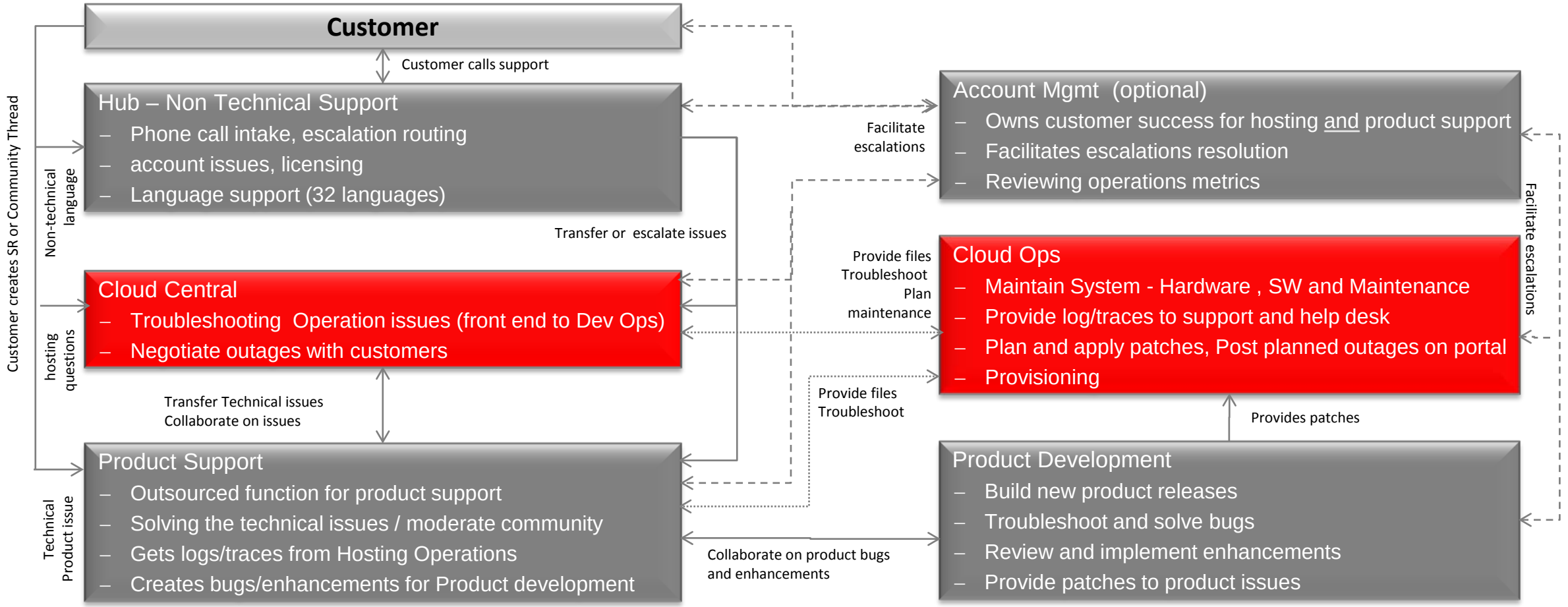
Cloud Support Model



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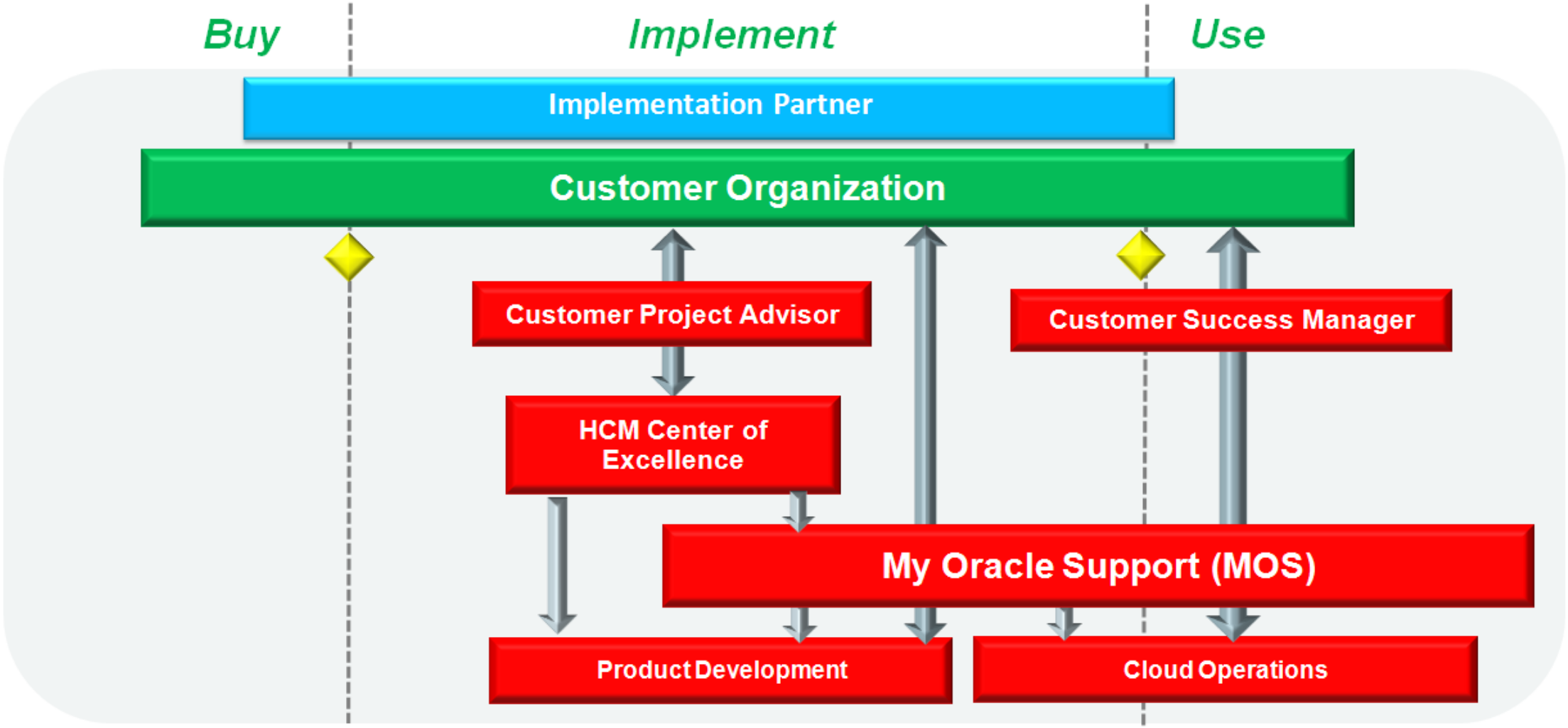
Example: Oracle Fusion HCM Cloud Service



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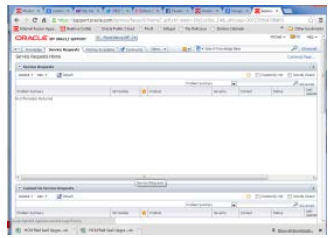
Where do I go to….?

I need an operations service (e.g. refresh my Test system with production data, change the logo on my system, etc.)



Submit **Cloud** SR

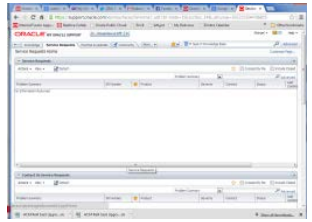
Operations

How does the product work?

Product not working as expected

I need an enhancement

My Oracle Support



Submit **Software** SR

Product Development

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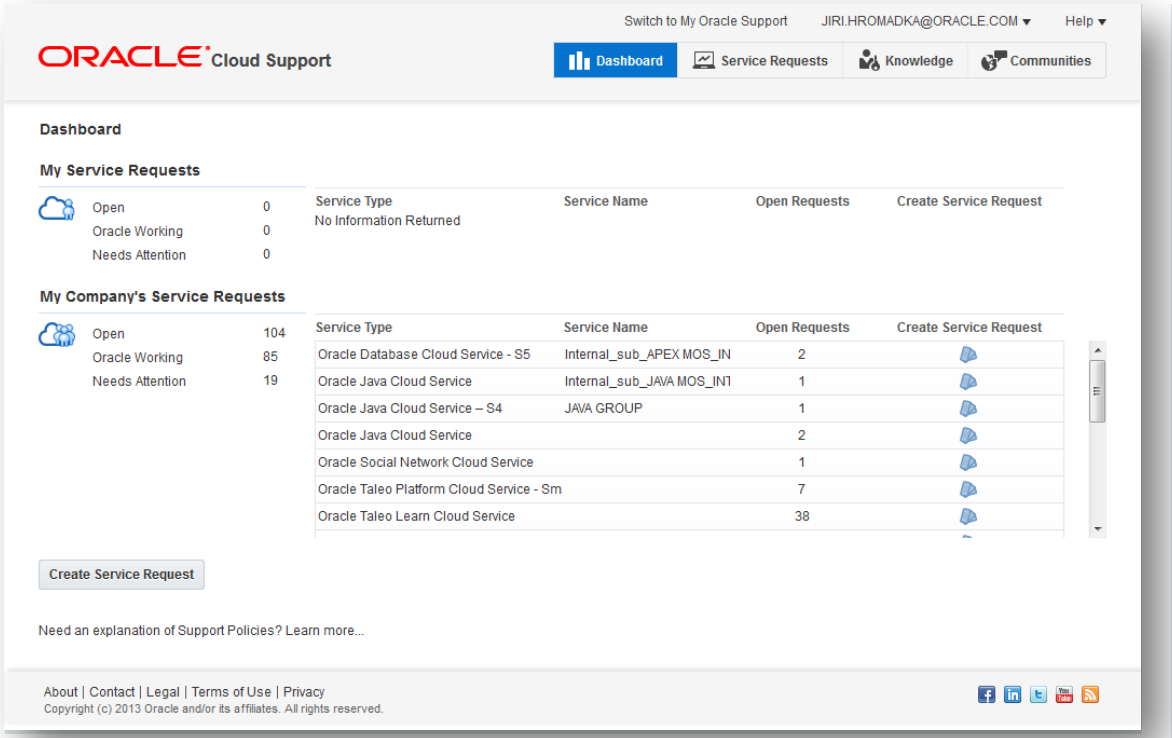
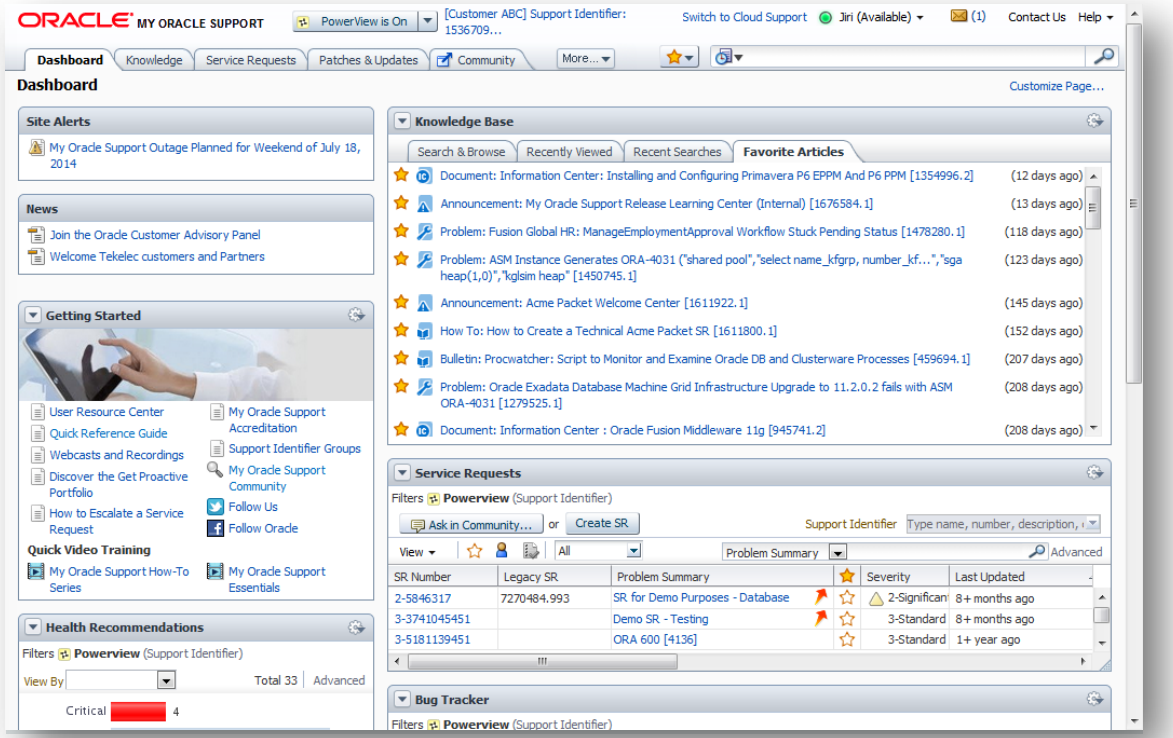
Cloud Support vs. My Oracle Support



Cloud Support

Lightweight interface designed for Oracle Cloud customers



My Oracle Support

Traditional feature rich interface used by software license and hardware customers

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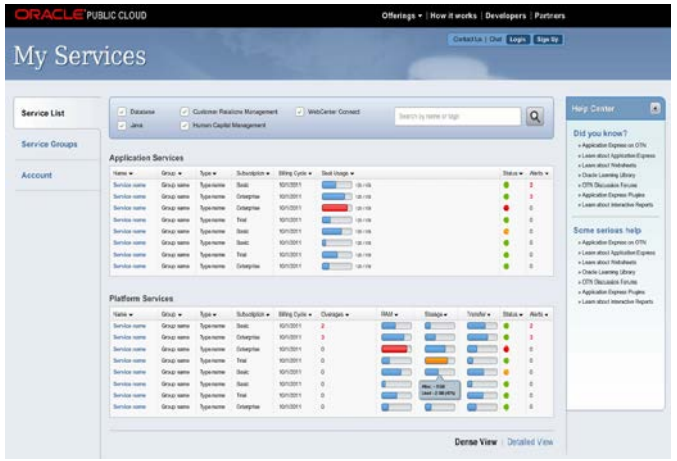
Oracle Cloud Portal

Provision your Cloud

Request Your “Virtual Environment” with a click of a button

Manage your Cloud

Upload Your Data, Deploy Your Applications, Modify Configuration



Monitor your Cloud

Monitor Your Uptime, Service Levels, and Usage Statistics

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Oracle Cloud Support Best Practices

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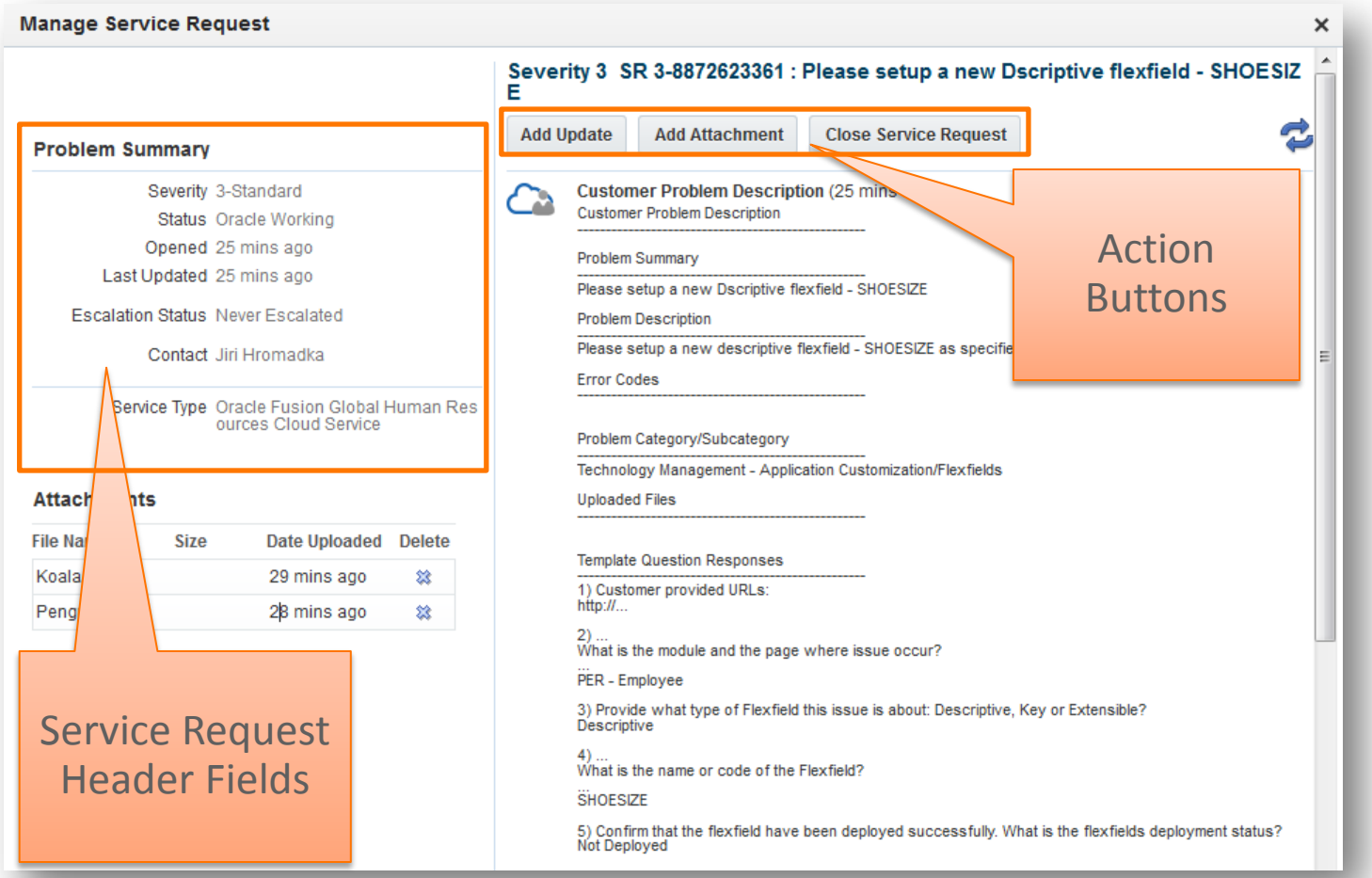
When working a Service Request…



- Documentation is essential (complete and structured)
- Monitor changes in your Service Request and reply promptly
- Request phone calls and web conferences where appropriate
- Call Support when a change in severity becomes necessary
- Escalate concerns via the escalation process

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Severity Levels and Business Impact

Severity Level	Business Impact Technical Impact	1st Response	Update Frequency	Resolution Time
1	Mission Critical Business Impact	< 1 Hour (telephone preferred)	Continual Updates 24x7	Co-Owned
2	Serious Business Impact	Communication Preference	Multiple Updates 24-48 hours	Co-Owned
3	Minor Business Impact	Communication Preference	Updates 2-3 Business Days	Co-Owned
4	No Business Impact	Communication Preference	Updates 3-5 Business Days	Co-Owned

Partnership

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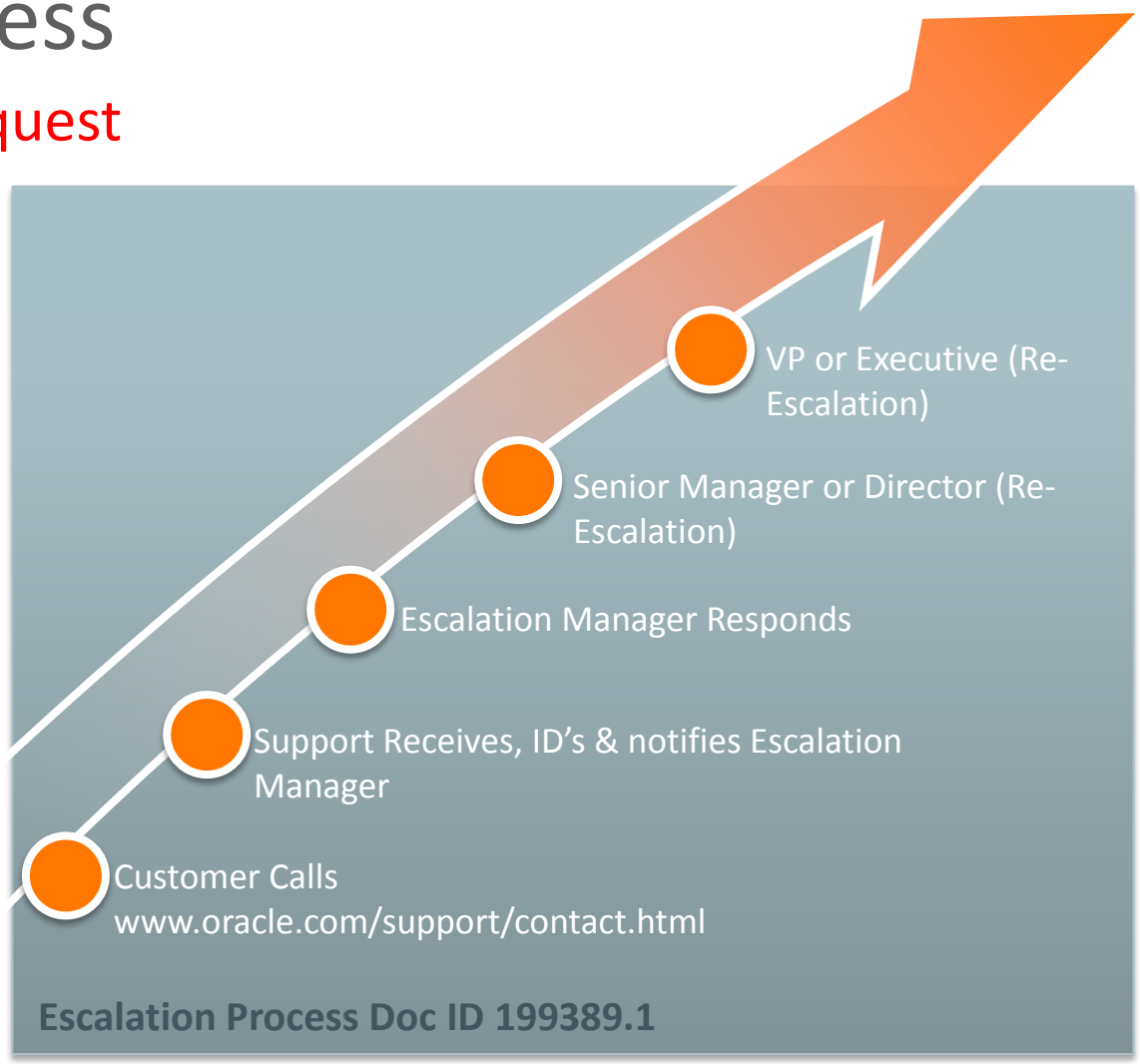
Service Request Escalation Process

Bring Management Attention to the Service Request

- Escalation is a positive, collaborative process
- Should be used when you:
  - Urgently need to communicate important business issues to managers in Support
  - Encounter a critical showstopper to implementation or upgrade plans
  - Are dissatisfied with the resolution or response to a Service Request
- Severity increases and Sev1 are not Escalations



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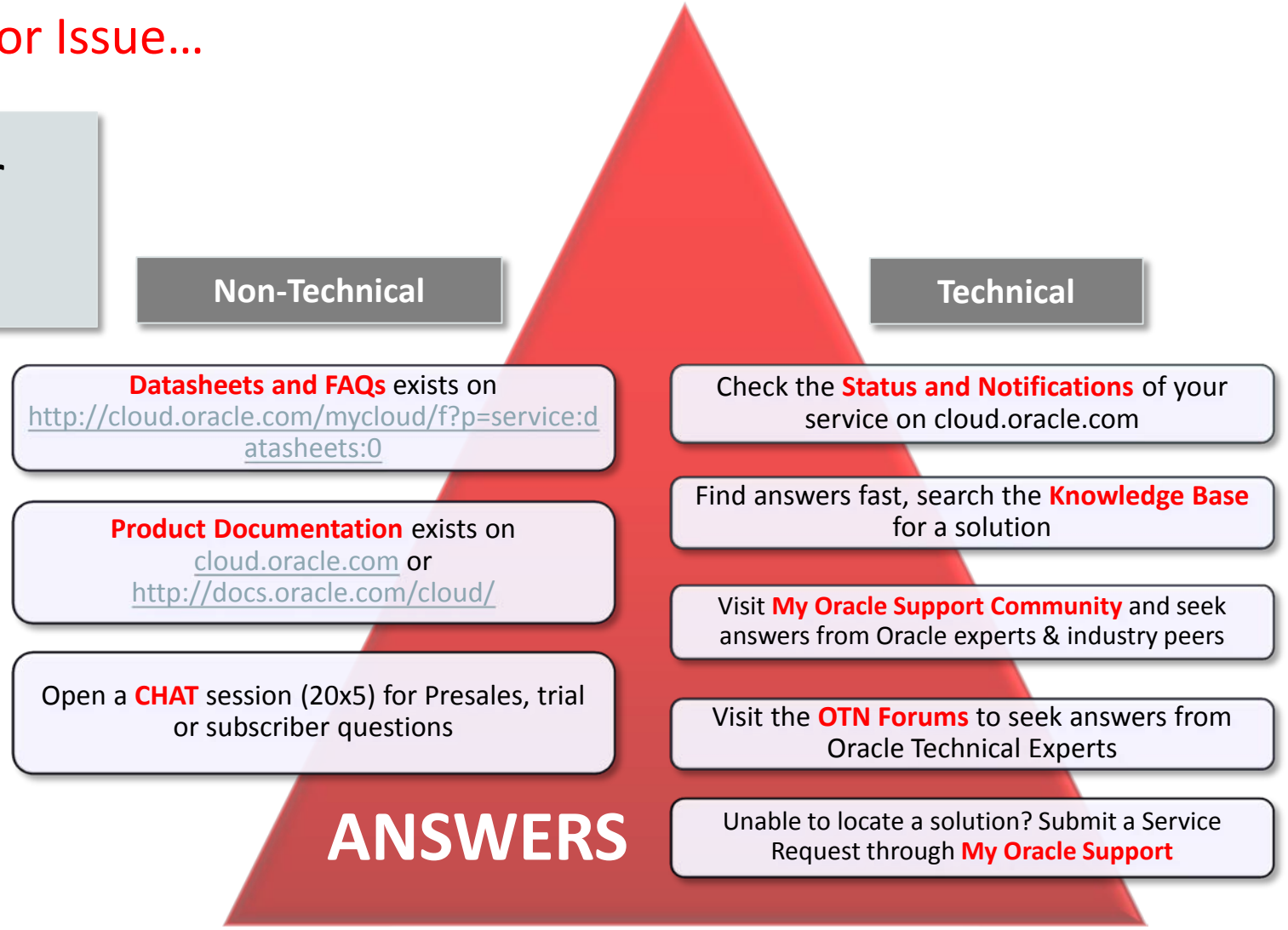
My Oracle Support Services – Best Practices

When You Have a Question, Need, or Issue…

...chances are, an answer or solution already exists



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It’s Time to Move to Cloud

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