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Support Model for Oracle Cloud

HrOUG 2014

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Cloud Applications Service Excellence
October 17, 2014

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

Some Cloud Concepts



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

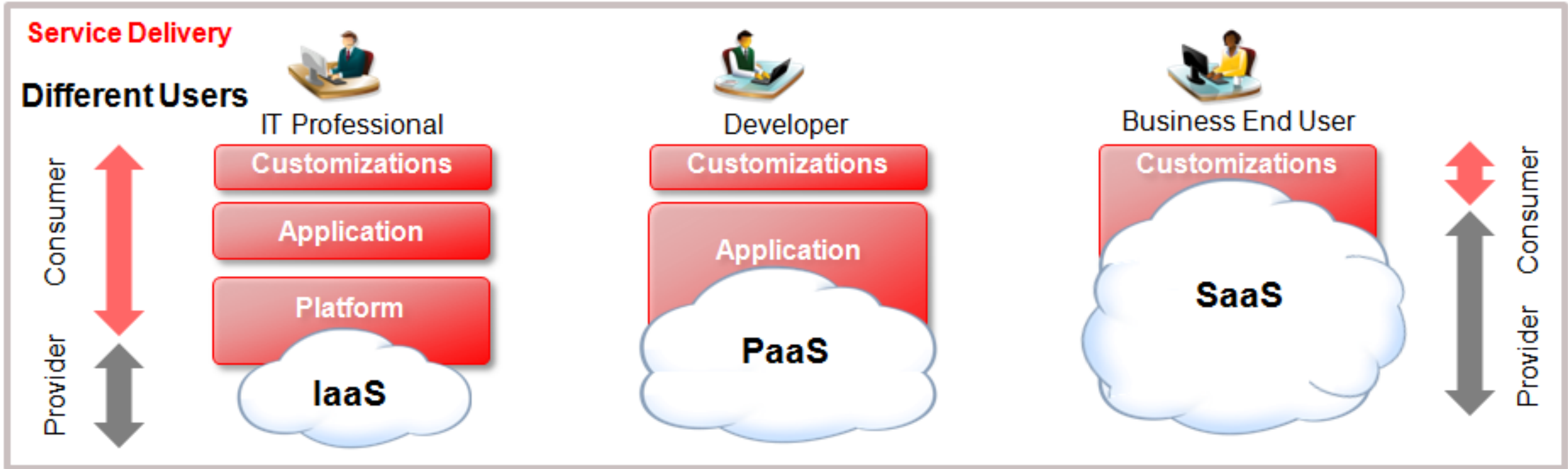
- SaaS
- PaaS
- IaaS

4 Deployment Models

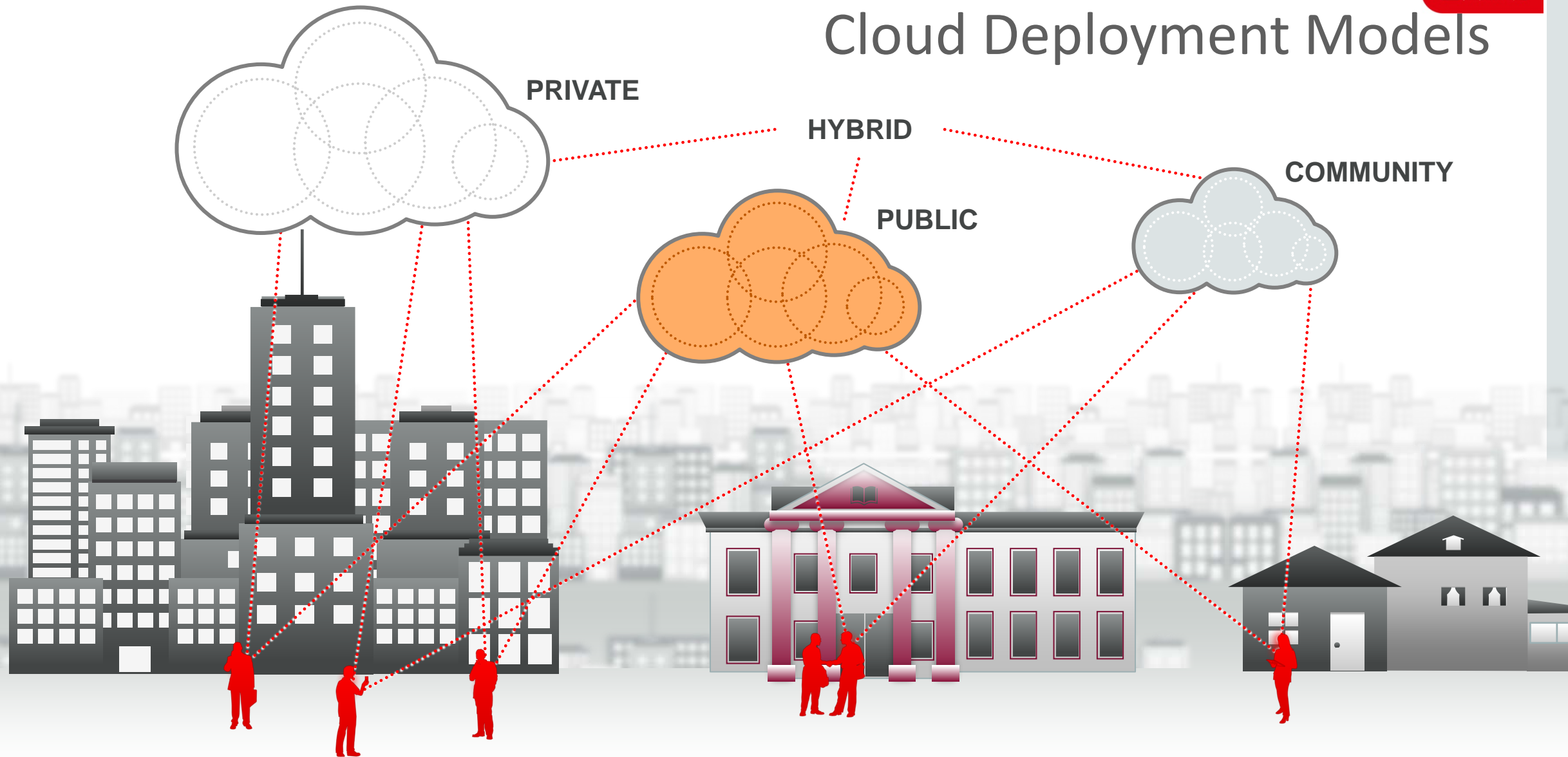
- Public Cloud
- Private Cloud
- Community Cloud
- Hybrid Cloud

Source: [NIST Definition of Cloud Computing v15](#)

Cloud Service Models



Cloud Deployment Models



A woman with long brown hair and glasses, wearing a brown leather jacket and a blue patterned scarf, is sitting at a wooden table in a cafe. She is talking on a black smartphone while looking at an open newspaper. In the background, another person is sitting at a table, and there are large windows. The scene is dimly lit, suggesting an indoor setting.

Why Should You Move To Cloud?

Top Cloud Benefits: Surveyed OAUG Members*

53%

COST SAVINGS

44%

FASTER TIME TO MARKET

35%

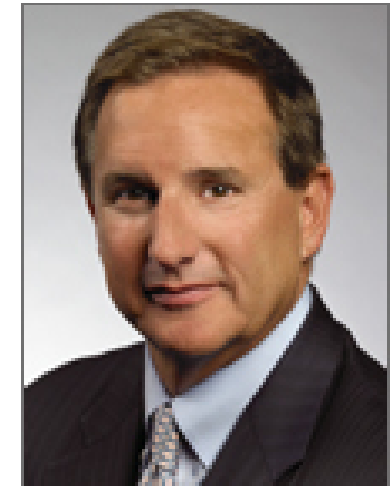
MORE BUSINESS FLEXIBILITY



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

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

A woman with long brown hair and glasses, wearing a brown leather jacket and a blue patterned scarf, is sitting at a wooden table. She is talking on a black mobile phone held to her ear with her left hand. On the table in front of her are several papers and a laptop. The background is a bright, modern office or cafe setting with large windows and other people sitting at tables.

Oracle Cloud Offerings



Applications. Platform. Infrastructure.

The Modern Cloud is Personalized

Business Benefits

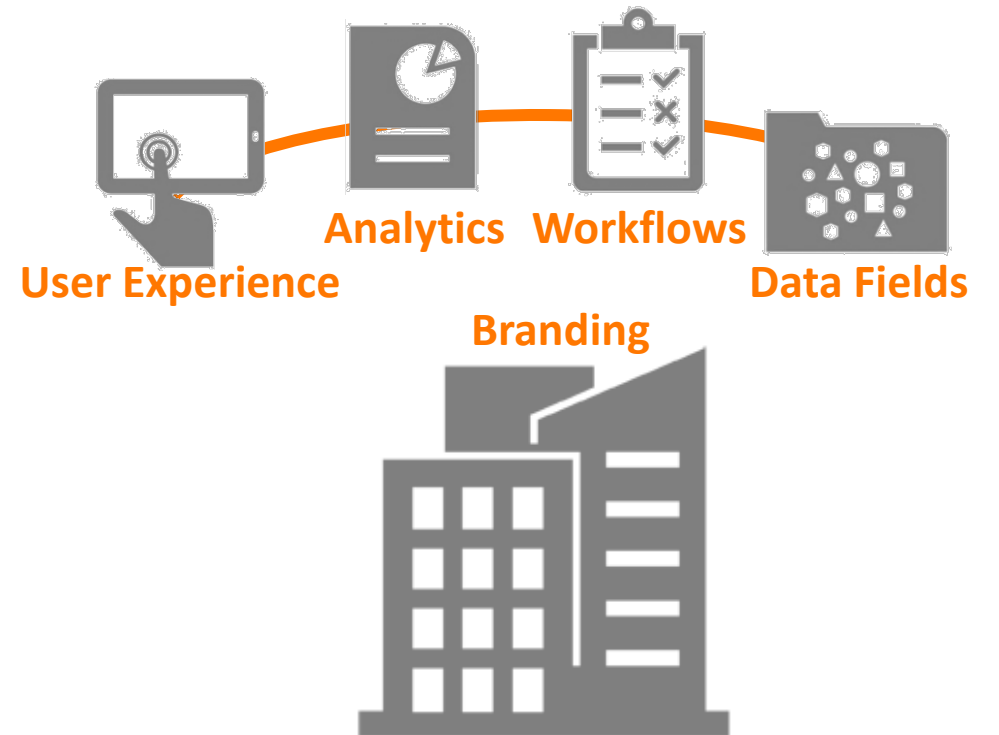
Tailor applications to fit your business – branding, corporate, and local requirements

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



The Modern Cloud is Connected

Business Benefits

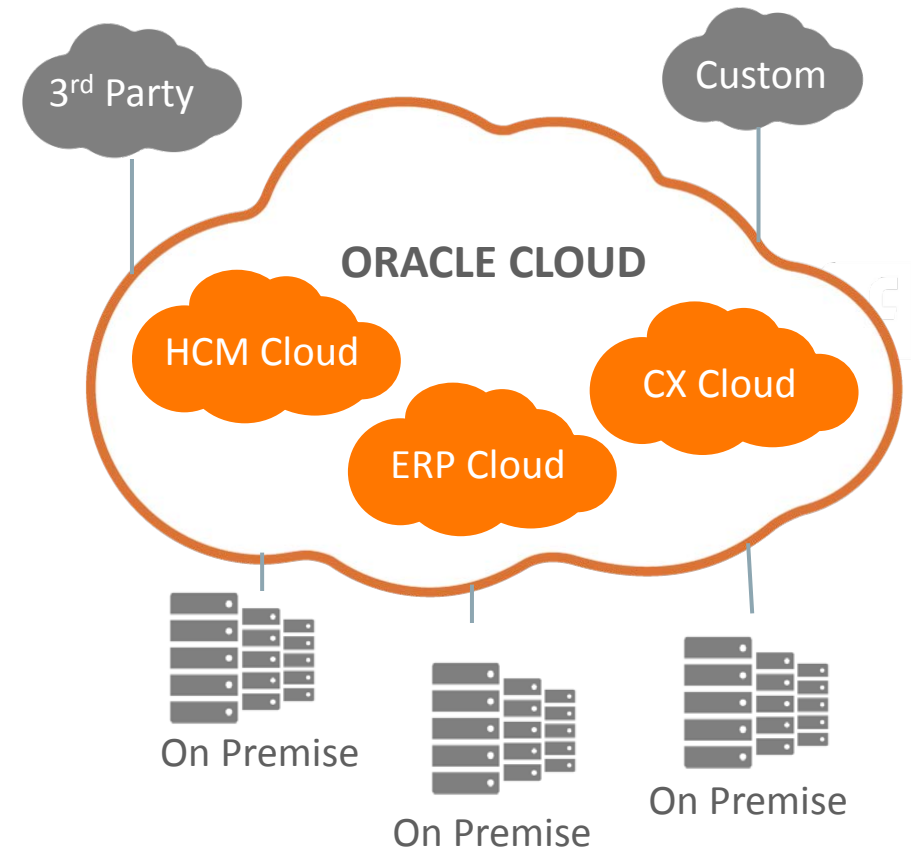
Connect your entire business – data, processes, analytics, and people

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



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



19 Data Centers
Worldwide

Identity Management



Data Isolation



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

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



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

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

Oracle Cloud Global Data Centers



9 Million Users
19 Billion Tx/Day

1000's Servers
1000's VMs
205 PB Storage

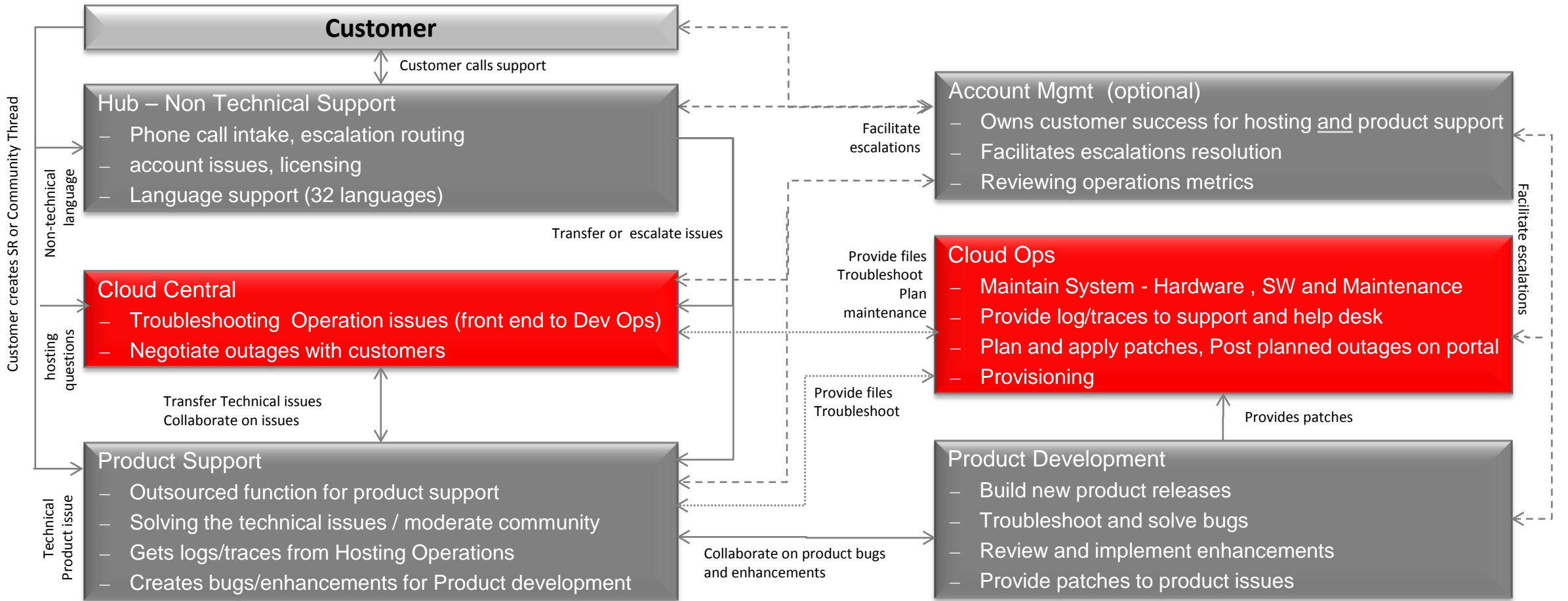
- **Unsurpassed Global & Regional Coverage**
 - **19 State of the Art Facilities**
- **Baseline 99.999% Availability of Power/Cooling**
- **24X7 Active Monitoring and Support**

**Learn More on
cloud.oracle.com
(Resources)**

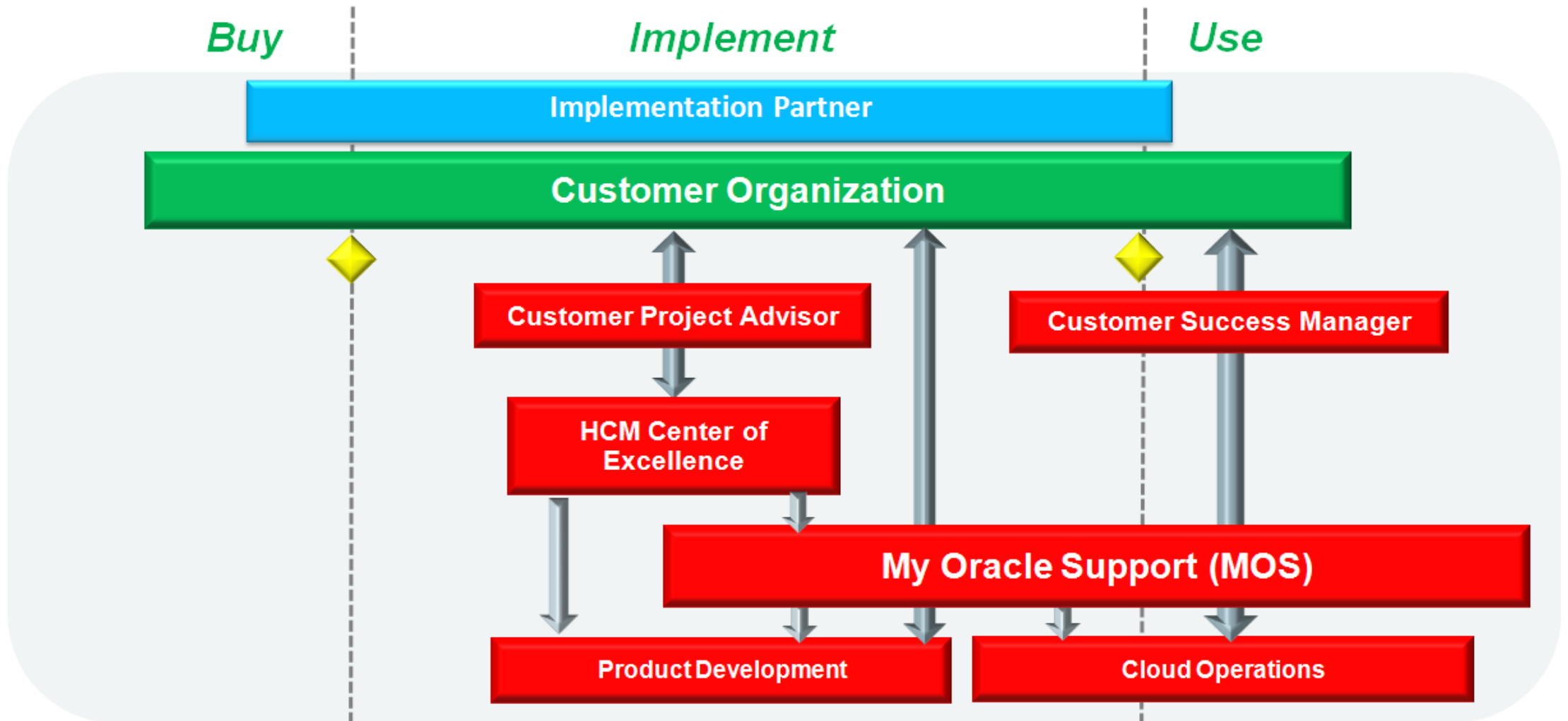
A woman with long brown hair and glasses, wearing a brown leather jacket and a blue patterned scarf, is sitting at a wooden table. She is holding a black smartphone to her ear with her left hand and looking down at a large open book or document on the table with her right hand. The background is a bright, modern office or cafe setting with large windows and other people blurred in the distance.

Oracle Cloud Support Model

Cloud Support Model

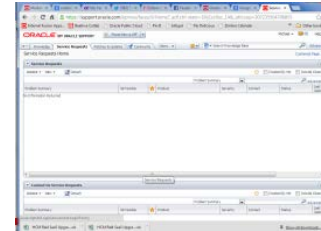


Example: Oracle Fusion HCM Cloud Service



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.)



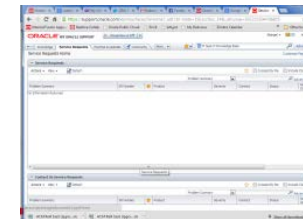
Submit **Cloud** SR

Operations

How does the product work?

Product not working as expected

I need an enhancement



My Oracle Support

Submit **Software** SR

Product Development



Cloud Support vs. My Oracle Support

The screenshot shows the Oracle Cloud Support dashboard. At the top, there are navigation tabs for Dashboard, Service Requests, Knowledge, and Communities. The main content area is divided into two sections: 'My Service Requests' and 'My Company's Service Requests'. The 'My Service Requests' section shows a summary table with columns for status (Open, Oracle Working, Needs Attention) and counts. The 'My Company's Service Requests' section shows a detailed table with columns for Service Type, Service Name, and Open Requests.

Service Type	Service Name	Open Requests	Create Service Request
Oracle Database Cloud Service - S5	Internal_sub_APEX MOS_IN	2	
Oracle Java Cloud Service	Internal_sub_JAVA MOS_INT	1	
Oracle Java Cloud Service - S4	JAVA GROUP	1	
Oracle Java Cloud Service		2	
Oracle Social Network Cloud Service		1	
Oracle Taleo Platform Cloud Service - Sm		7	
Oracle Taleo Learn Cloud Service		38	

Cloud Support

Lightweight interface designed for Oracle Cloud customers

The screenshot shows the My Oracle Support dashboard. It features a top navigation bar with tabs for Dashboard, Knowledge, Service Requests, Patches & Updates, and Community. The dashboard is filled with various widgets: 'Site Alerts' with an outage notice, 'News' with customer advisory panels, 'Getting Started' with resource links, 'Health Recommendations' showing a critical alert, 'Knowledge Base' with search and article lists, 'Service Requests' with a table of open requests, and a 'Bug Tracker'.

SR Number	Legacy SR	Problem Summary	Severity	Last Updated
2-5846317	7270484.993	SR for Demo Purposes - Database	2-Significant	8+ months ago
3-3741045451		Demo SR - Testing	3-Standard	8+ months ago
3-5181139451		ORA 600 [4136]	3-Standard	1+ year ago

My Oracle Support

Traditional feature rich interface used by software license and hardware customers

Oracle Cloud Portal



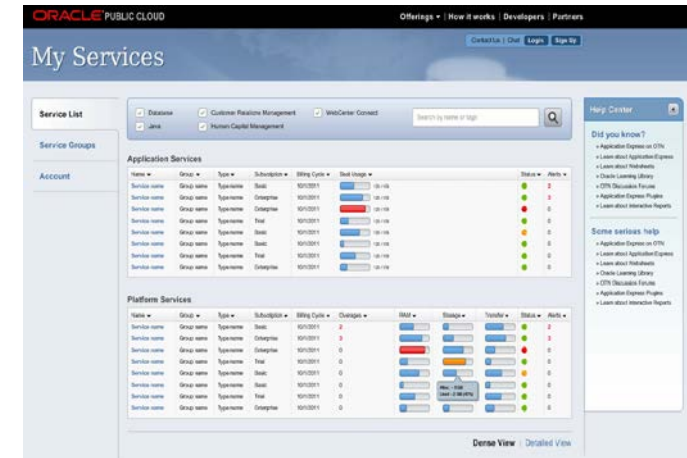
Provision your Cloud

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

A woman with long brown hair and glasses, wearing a brown leather jacket and a blue patterned scarf, is sitting at a wooden table in a cafe. She is talking on a black mobile phone held to her left ear and looking down at a document or magazine on the table. In the background, another person is sitting at a table, and there are large windows. The scene is softly lit and has a slightly blurred background.

Oracle Cloud Support Best Practices

When working a Service Request...

Manage Service Request

Severity 3 SR 3-8872623361 : Please setup a new Dscriptive flexfield - SHOESIZE

Problem Summary

Severity 3-Standard
 Status Oracle Working
 Opened 25 mins ago
 Last Updated 25 mins ago
 Escalation Status Never Escalated
 Contact Jiri Hromadka
 Service Type Oracle Fusion Global Human Resources Cloud Service

Attachments

File Name	Size	Date Uploaded	Delete
Koala		29 mins ago	✕
Peng		28 mins ago	✕

Action Buttons

Add Update Add Attachment Close Service Request

Customer Problem Description (25 mins ago)
 Customer Problem Description

Problem Summary
 Please setup a new Dscriptive flexfield - SHOESIZE

Problem Description
 Please setup a new descriptive flexfield - SHOESIZE as specified

Error Codes

Problem Category/Subcategory
 Technology Management - Application Customization/Flexfields

Uploaded Files

Template Question Responses

- 1) Customer provided URLs:
http://...
- 2) ...
What is the module and the page where issue occur?
PER - Employee
- 3) Provide what type of Flexfield this issue is about: Descriptive, Key or Extensible?
Descriptive
- 4) ...
What is the name or code of the Flexfield?
SHOESIZE
- 5) Confirm that the flexfield have been deployed successfully. What is the flexfields deployment status?
Not Deployed

- 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

Severity Levels and Business Impact

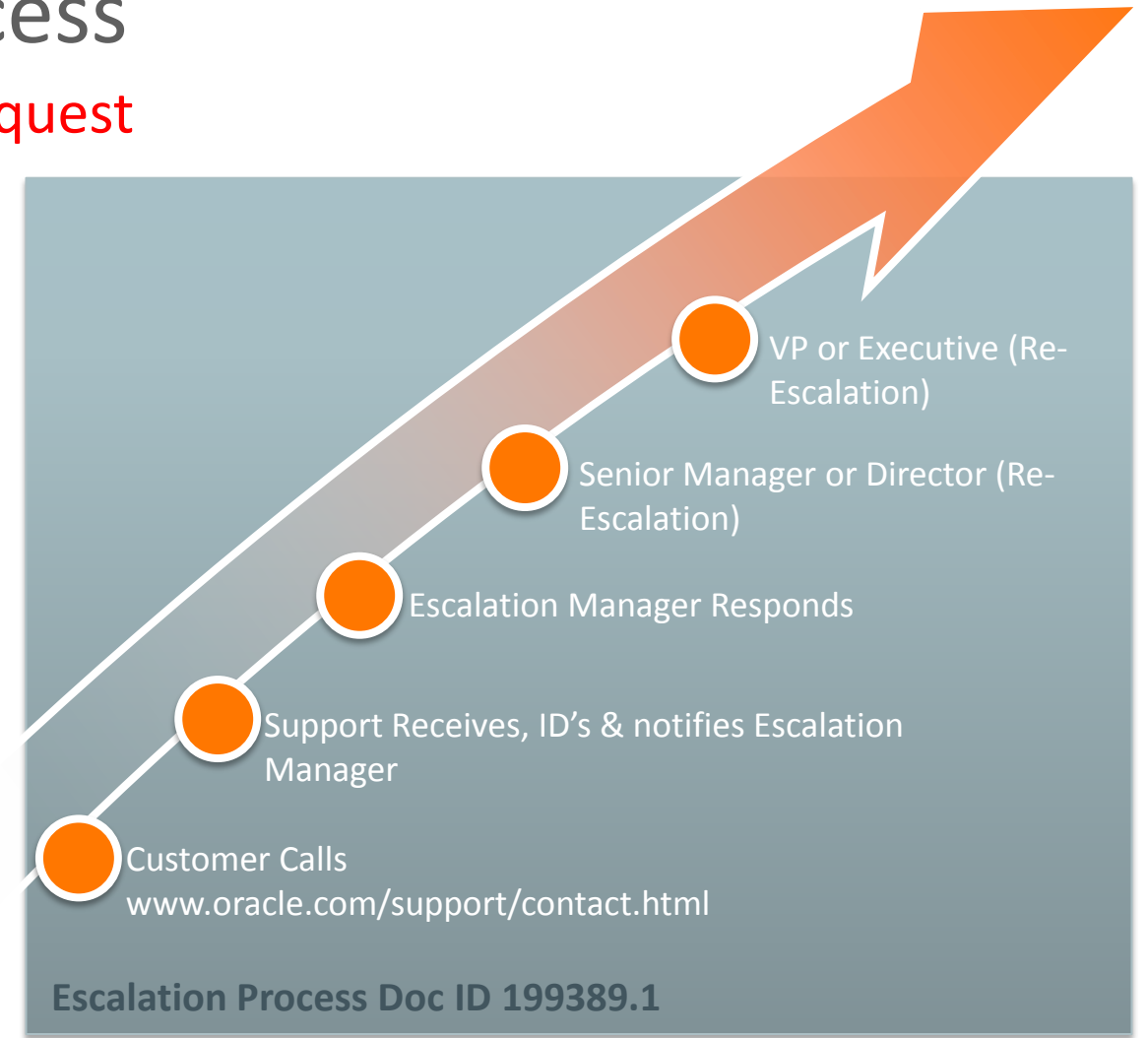
Partnership

Severity Level	Business Impact Technical Impact	1 st 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

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



My Oracle Support Services – Best Practices

When You Have a Question, Need, or Issue...

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

Non-Technical

Technical

Datasheets and FAQs exists on [http://cloud.oracle.com/mycloud/f?p=service:d
atasheets:0](http://cloud.oracle.com/mycloud/f?p=service:datasheets:0)

Product Documentation exists on cloud.oracle.com or <http://docs.oracle.com/cloud/>

Open a **CHAT** session (20x5) for Presales, trial or subscriber questions

Check the **Status and Notifications** of your service on cloud.oracle.com

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

Visit **My Oracle Support Community** and seek answers from Oracle experts & industry peers

Visit the **OTN Forums** to seek answers from Oracle Technical Experts

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

ANSWERS

It's Time to Move to Cloud



ORACLE®