

ORACLE®

Koje novosti mi nudi Oracle podrška

Slavko Rožič
Support Director
14. 10. 2015

ORACLE®

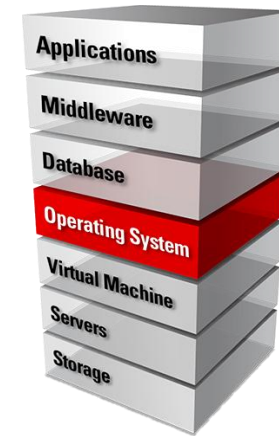
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ed. hroug
godišnja konferencija

Biće informacija o ...

- 1 ➤ Oracle podrška danas
- 2 ➤ Kontaktiranje, povezivanje
- 3 ➤ Budimo i dalje proaktivni
- 4 ➤ Da li poznajemo MOS?
- 5 ➤ Podrška za HW in ES

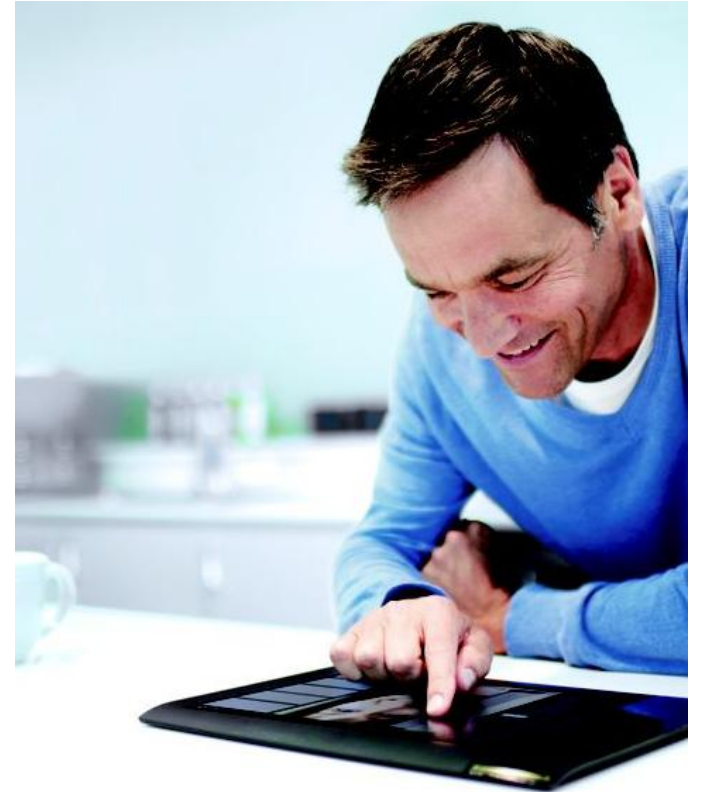
Oracle Product Stack



Business and IT Objectives

Shared Success Criteria

- Maintain information security and run highly available global business systems
- Control costs and maximize productivity
- Innovate to keep pace with competitors, grow revenue, and improve customer experience



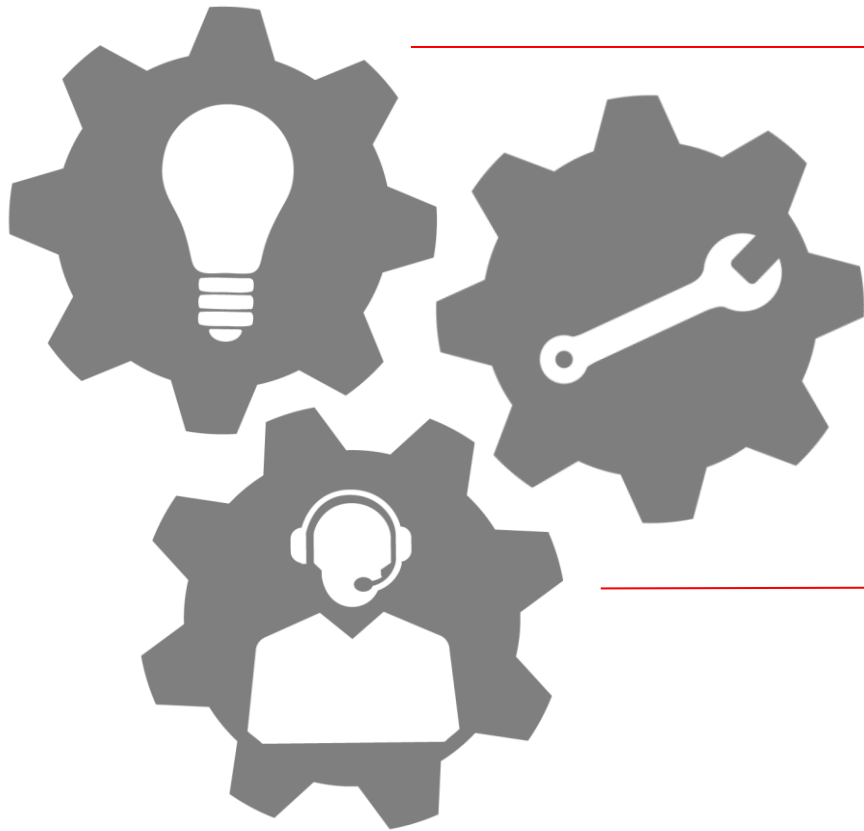
The Oracle Support Advantage

Delivering Higher Value and a Superior Ownership Experience

- Hardware and software designed with support in mind
- Integrated support with a single point of accountability
- Powerful proactive support tools
- The industry's most award-winning customer service
- Unparalleled innovation for long-term success

Oracle Premier Support

Integrated Service for Complete Support



Software updates supported by 38,000 engineers and almost \$5B in R&D investment

- Vital patches and security updates
- Enhancements and new releases

Tools for proactive support and service automation to dramatically reduce issues and issue resolution times

- My Oracle Support and online communities
- Product diagnostics and health checks

Support Services delivered by 18,000 Oracle experts with a direct escalation path to Product Development

- 24/7 technical support
- 24/7 on-site hardware service (if applicable)

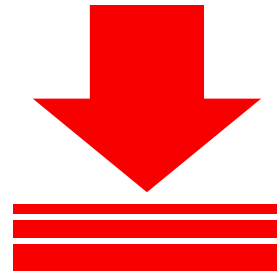
Oracle Premier Support

Complete Support for Strategic Value



Mitigate Risk

- Maintain a strong security posture
- Prevent system and application downtime



Reduce Cost

- Efficient use of internal IT resources
- Productivity gains driven by technology



Gain Advantage

- Innovation to build differentiation
- Rapid adoption of new capabilities

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News

- Join the Oracle Customer Advisory Panel
- You're Invited! The My Oracle Support Monday Mix at Oracle OpenWorld
- Face-to-Face with Oracle Support - The Support Stars Bar at Oracle OpenWorld
- Electronic Software Distribution is Oracle's Global Standard
- Learn. Connect. Explore with Oracle Support and Services at Oracle OpenWorld
- Welcome Front Porch Customers and Partners: September 28, 2015
- How to View Field Service Task Information within a Service Request
- Power Cord Replacement Notice (Updated August 2015)

Getting Started



- New Users: How to get Started with MOS
- Existing Users: What's New
- Customer User Administrators (CUA) Start Here
- CUA Group your Users and Assets
- Quick Video Training
 - Learn My Oracle Support: How-To Series
 - Register and Attend - Live Advisor Webcasts
- All Users: Discover the Get Proactive Portfolio
- All Users: Test your My Oracle Support Knowledge - Get Accredited
- Follow Us
- Stay Informed: My Oracle Support Blog

Knowledge Base

Search & Browse | Recently Viewed | Recent Searches | Favorite Articles

Select a product or product line

Enter search terms

Search

Service Requests

Ask in Community... or Create SR

Support Identifier:

View: | Problem Summary:

Problem Summary	Level	SR Number	Product/Service Type	Severity	Contact	Status	Last
No Information Returned							

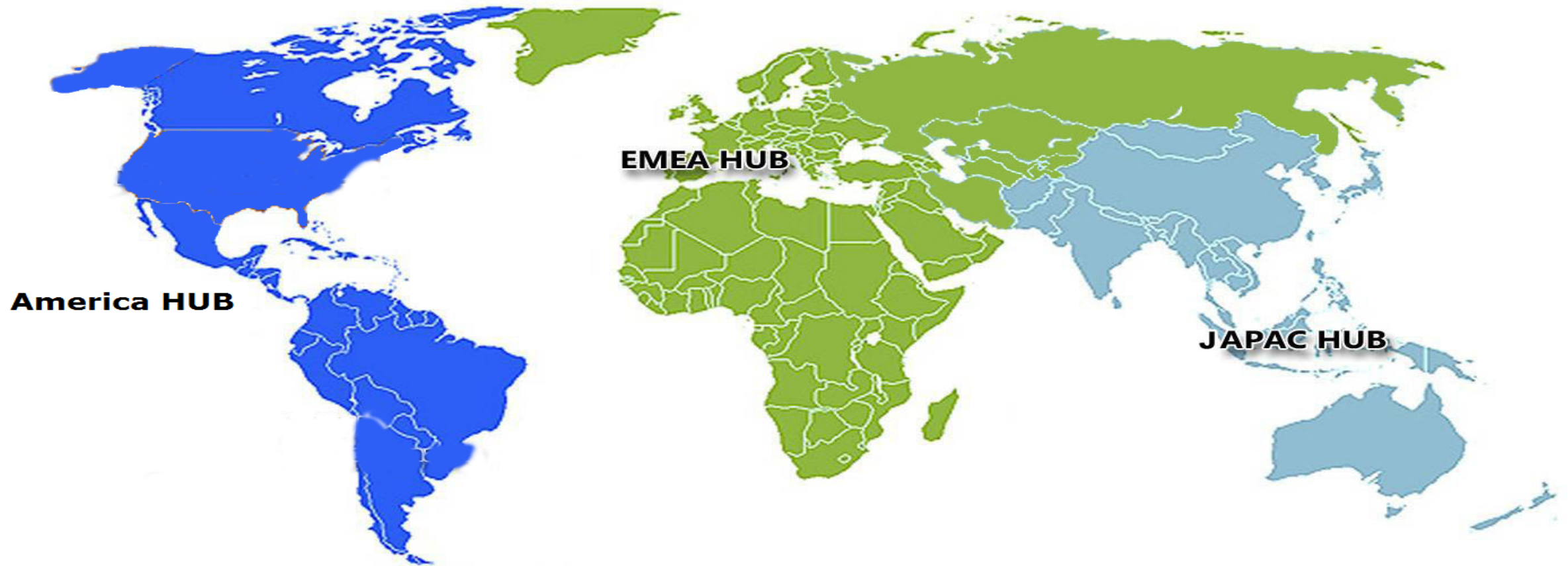
Knowledge Articles

Alerts (100) | Recently Updated (100)

Yesterday

- Third Party pop-up killer applications may cause Internet Explorer browser to hang with Siebel 7.x and Siebel 8.x [477407.1]

Global Customer HUB - Regions





Welcome Slavko

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[Products](#) [Solutions](#) [Downloads](#) [Store](#) [Support](#) [Training](#) [Partners](#) [About](#) [OTN](#)

Support > Support Contacts

Oracle Support Contacts Global Directory

Oracle provides essential support services including 24/7 technical assistance, powerful proactive support resources, and product updates. With global coverage and 50,000+ development engineers and customer support specialists, Oracle delivers complete, dependable, fully-integrated service.

Acquired Product Support

Oracle is dedicating significant resources to ensuring that you—as the customer of a predecessor company that is merging with Oracle—receive special handling and extraordinary support during our transition of people, processes, tools, and company entities. Access Support for your products:

- [Acme Packet](#)
- [BigMachines](#)
- [Bitzer Mobile](#)
- [BlueKai](#)
- [ClearTrial](#)
- [Compendium](#)
- [Corente](#)
- [DataRaker](#)
- [Eloqua](#)
- [Front Porch Digital](#)
- [GreenBytes](#)
- [Instantis](#)
- [LiveLOOK](#)
- [Maxymiser](#)
- [MICROS Systems](#)
- [Nimbula](#)
- [Oracle Financial Services Software \(OFSS\)](#)
- [Phase Forward](#)
- [Responsys](#)
- [RightNow](#)
- [SelectMinds](#)
- [Tekelec](#)
- [TOA Technologies](#)

Online Support

Need Help?
Find it at **My Oracle Support**
[LOGIN NOW >](#)

Get Proactive!
Take Advantage of Oracle Support Best Practices
[Learn More](#)



HUB Services Overview



- Phone call management



- Translations



- Non-product (Non-Technical) related support

HUB Services - Phone call management

- Technical service requests(SRs)
 - Creating new service requests for customers via the phone
 - Handling call backs on existing SRs, eg. Escalation requests, changing SR severity, etc.
- Non-Technical service requests
 - Creation, Management and Resolution of all Non-Technical issues
 - MOS Portal assistance (registration, account and access, KM, SR Profile, MOS usability, Mobile MOS questions/issues, etc)
 - License related issues
 - General support questions
 - Namely just about anything a customer could ask that is not technical and specific to an Oracle product.

Matching Severity Level To Business Impact

Severity Level	Business Impact Technical Impact	1 st 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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★ How To Request Management Attention to a Service Request (SR) with Oracle Support Services (Doc ID 199389.1)

APPLIES TO:

My Oracle Support - Version 3.1.0.0.0 and later
PeopleSoft Enterprise FIN Contracts - Version 9.2 to 9.2 [Release 9]
MICROS
Oracle Cloud
Information in this document applies to any platform.

PURPOSE

This document explains the Oracle Global Customer Support process to Request Management Attention to a Service Request.

DETAILS

Requesting Management Attention - The Oracle Global Customer Support Process to Request Management Attention to a Service Request
Frequently Asked Questions (FAQ)

- [1. When you need to request management attention to a Service Request](#)
- [2. How to request management attention to a Service Request](#)
- [3. What to expect after you request management attention to a Service Request](#)
- [4. The benefits of requesting management attention to the Service Request](#)

1. When you need to request management attention to a Service Request

There may be situations when your Service Request requires additional attention and an Oracle Global Customer Support Manager needs to be engaged.

Was this document helpful?

Yes
 No

Document Details

Type:	REFERENCE
Status:	PUBLISHED
Last Major Update:	Aug 10, 2015
Last Update:	Aug 10, 2015
Language:	English

Related Products

- My Oracle Support
- PeopleSoft Enterprise FIN Contracts

Information Centers

Information Center: PeopleSoft Project Accounting [1481091.2]

Document References

No References available for this document.

Recently Viewed

- ORAch - Health Checks for the Orade Stack [1268927.2]
- My Oracle Support Essentials Webcast Series - Schedule [553747.1]
- My Oracle Support Essentials Webcast Series - Support Configuration Based Services Essentials [1556595.1]
- My Oracle Support Essentials Webcast Series - New Features in My Oracle Support [1933449.1]



Document Display

Give Feedback...

Search: chat with engineer

My Oracle Support - How to Series - How to use the Service Request Oracle Support Initiated Chat Feature (Doc ID 1643038.2)


To Bottom




Overview Just the Facts Webcasts How to Video Series Latest Updates

Search This Document

Print



How to participate in Oracle Support Initiated Chat



ORACLE
MY ORACLE SUPPORT

Education and Communication,
Global Customer Support

[Attend a Webcast](#)

Didn't find what you are looking for?

[Ask in Community...](#)

WELCOME

My Oracle Support now offers a chat feature that enables Oracle Support engineers to contact you instantly online to discuss an open Service Request (SR).

Key points:

- This feature for Oracle Support to chat to the Primary Contact or Alternate contact of the Service Request.
- To enable this feature the Primary Contact or Alternate contact of an SR must validate their Chat is set to "Active".
- This functionality is optional. My Oracle Support Users can set their status to "Not Available" and they will be contacted as per their default contact method in the Service Request.
- If you like using this service tell us, when the Oracle Support Engineer initiates the Chat close you will see a Feedback option, help us improve this service by providing your feedback.

[Return to the [My Oracle Support How-To Index Page](#)]

[Back to Top](#)

HUB Services – Non-Technical Services

- All Non-Technical Service Requests
 - MOS Portal assistance (MOS registration, account and access, Knowledge Management, SR Profile, MOS usability, Mobile MOS, etc)
 - License related issues
 - Acquisition and entitlement (Entitlement entry, Welcome Letter, etc)
 - General support questions
 - Customer Situation Assistance requests
 - Service Request Handling Instructions
 - Business Continuity Process Management
- Assist with any issues that arise as a result of day-to-day “doing business with Oracle”.
 - If we don’t provide the resolution, we work with the appropriate departments/teams to resolve the issue.
 - If you don’t know who to call, call Global Customer HUB.

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- 5 ➤ Podrška za HW in ES

Oracle Premier Support: Get Proactive! (Doc ID 432.1)

Modified: 08-Oct-2015 Type: SYSTEMDOC

Language: English

GET PROACTIVE

- Get Proactive Product Page Index
- Get Proactive Event Calendar
- Customer Story - Database
- Understand Business Value
- About Get Proactive
- Questions?

Stay Informed

- Advisor Webcasts
- Proactive Best Practices
- Learn My Oracle Support
- Product Support Blogs News Updates
- Events

Get Proactive Social Media



GET PROACTIVE

Let us help you solve problems without having to log an SR – streamline and simplify your daily operations, reduce risks, maximize up-time, and lower your organizations costs through preventative maintenance. How? By Getting Proactive!



Prevent

Prevent known problems, help keep your Oracle software and systems healthy.



Resolve

Discover capabilities and tools to help you resolve issues.



Upgrade

Leverage capabilities and tools to help guide you through the upgrade process.

Select a product to get started: Choose Product Area

Don't see your product in the list? Contact the "Get Proactive Team" today.

Biće informacija o ...

- 1 ➤ Oracle podrška danas
- 2 ➤ Kontaktiranje, povezivanje
- 3 ➤ Budimo i dalje proaktivni ... a security?
- 4 ➤ Da li poznajemo MOS?
- 5 ➤ Podrška za HW in ES

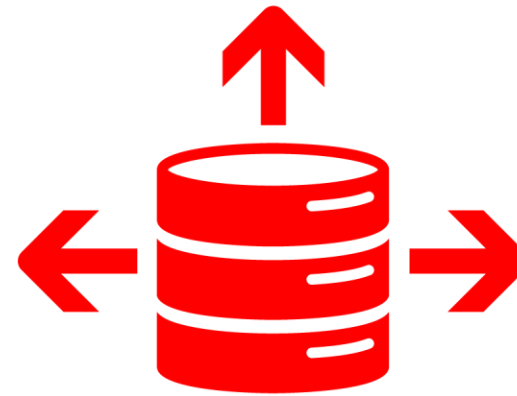
The Criticality of Software Security Controls

- Effective software security controls are required to:
 - Protect intellectual property
 - Prevent fraud
 - Discourage hackers
 - Limit access to sensitive information & enforce privacy
 - Achieve proper IT Governance and ultimately maintain compliance with regulatory requirements



Maintaining Control

- However, software security controls can become ineffective:
 - New threats and exploits
 - Security vulnerabilities
 - Improper maintenance (e.g. non-application of security patches)
 - Changes in use of software in production environment



Business Implications

- Inadequate software security controls can have serious business implications:
 - Liability and revenues loss
 - Brand damages
 - Theft , espionage, and fraud
 - Cyber racketeering and extortion
 - Denial of Service (Outages)
 - Inability to assure environmental security controls needed for governance and regulatory compliance



Navigating the Regulatory Landscape

REGULATION	DESCRIPTION
Sarbanes-Oxley	U.S. corporate and auditing responsibility and accountability regulations
Basel II	International banking regulation standards for capital requirements / solvency
FDA Part 11	U.S. electronic records and signatures regulation
Export Controls	Govern the shipment, transmission, or transfer of certain regulated items, information and software to foreign persons or entities
Mandatory Disclosure Laws (e.g. SB1386)	Regulate the privacy of personal information
Gramm-Leach-Bliley	U.S. financial services act. Includes requirements to protect information from foreseeable threats in security and data integrity
European Privacy Directive 95/46	Protection of individuals' personal information
HIPAA (Health Insurance Portability and Accountability Act)	Addresses security and privacy of health care data

Surviving the Regulatory Requirements

REGULATION	DESCRIPTION
Sarbanes-Oxley	U.S. corporate and auditing responsibility and accountability regulations
Basel II	International banking regulation standards for capital requirements / solvency
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Export Controls	Govern the shipment, transmission or transfer of certain regulated items, information and software to foreign persons or entities
Mandatory Disclosure Laws (e.g. SB1386)	Regulate the privacy of personal information
Gramm-Leach-Bliley	U.S. financial services and insurance requirements to protect information from foreseeable means of security and data integrity
European Privacy Directive 95/46	Protection of individuals' personal information
HIPAA (Health Insurance Portability and Accountability Act)	Addresses security and privacy of health care data

For most organizations, complying with these regulations requires effective software security controls

Oracle Software Security Assurance

- Maintaining the security posture of all Oracle customers is one of the greatest priorities of Oracle
 - Policies are greatly influenced by Security Customers Advisory Council (SCAC)
- Applies to all Oracle software products, including software in hardware products (e.g. firmware)
- Starts with secure design and best-of-breed security features
- Constantly evolving to adapt to changes and new threats



Your Software Security Assurance Benefits

The benefits of security assurance do not end at the time of the initial purchase

Initial Software Purchase

- Secure by design
- Innovative security features
- Independent security validations
- Assistance with proper configuration/deployment
- Security training courses



Oracle Premier Support

- Upgrade to next Product Releases
- Critical Patch Updates & Security Alerts
- Product Health Checks
- Patching Tools/Resources
- Assistance from Oracle experts and the My Oracle Support Community

Oracle Premier Support

Enabling essential security controls through Ongoing Assurance

FEATURE	DESCRIPTION
New Product Releases	Access to new releases with enhanced security features. Also provide fixes for security in-depth issues which can't be back-ported. Upgrade Advisors for effective upgrades.
Critical Patch Updates	Predictable patching schedule for maximum security at lowest possible cost. Consistent, centralized release process for all security patches across the stack.
Security Alerts	Emergency release of security fixes or workaround instructions to deal with particularly severe vulnerabilities and maintain your security posture.
Product Health Checks	On-demand reporting of your relative security posture by assessing your configuration versus recommended configurations.
Patching Tools/Resources	24/7 access to downloads, Patch Planner, the Oracle knowledgebase, and complete patch documentation including information regarding any patch interdependencies
Assistance from Oracle experts and the My Oracle Support Community	24/7 access to Oracle experts and user peers to find answers and resolve issues quickly and effectively

Implications of Defense in Depth

Your environment is only as secure as its weakest Link

- Need to properly manage, patch, and configure all the layers of your IT environment
- Heterogeneous environments create additional challenges:
 - Need to deal with different vendors
 - Different patching schedules
 - Extensive testing is required
 - Etc.



Security and Compliance through Oracle Premier Support



Optimized Security Posture



Reduced Business Risk



Continued IT Governance for ongoing Compliance

Oracle Software Security Assurance

- **Optimized Security**

- Innovative security features
- Secure design from the ground up
- Effective vulnerability remediation process
- Independent security validations

- **Lower Cost of Ownership**

- Unwavering commitment to maintaining our customer's security posture
- Predictable security patch process
- Effort to provide the best security posture out of the box

Oracle Software Security Assurance

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- 5 ➤ Podrška za HW in ES

Accreditation Overview



- Program launched in Sept 2013.
- My Oracle Support learning path and product-specific paths.
- Targeted to experienced Customers and Partners.
- Validates existing knowledge based on 6-9 months active use of My Oracle Support functions, including service requests.
- Best practices and recommendations enable user to fully leverage core tools and capabilities.

Why Get Accredited?

- Build your personal support toolkit through further adoption of My Oracle Support capabilities.
- Implement high-value best practices to help manage 'information overload.'
- Experience a continuous accreditation learning arc that delivers a single narrative to help you support your product.
- Achieve efficiency with Oracle tools and spend more time on primary business role.
- Enhance your reputation and skills.
- Address common questions with product use cases from subject-matter experts.



Accreditation in the Learning Cycle



Ongoing learning – Getting Started section in My Oracle Support | User Resource Center | Essentials Webcasts



Active User for 6-9 months – Use My Oracle Support regularly for primary role | Gain expertise with core features

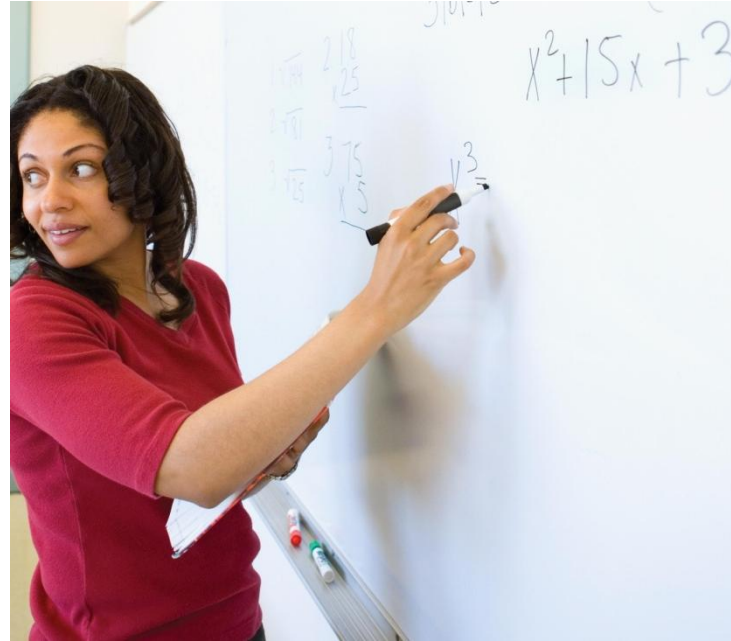


Proven Expertise – Consider accreditation | Build on existing knowledge

Program Features



Easy to find – Type ‘accreditation’ in global search | My Oracle Support Accreditation link in Getting Started | Links in [Get Proactive Portfolio](#)



Simple, clear navigation helps you move quickly through your selected learning path.



2-3 hour commitment fits in most busy schedules.

Are you Ready to Get Accredited?



- Get started with the [Program Index](#)
- Review program details
 - 2-3 hour time commitment
 - 80% passing score for accreditation
 - Print your certificate or OU transcript to confirm completed accreditation
- Check out the [FAQ](#)
- Ask us in [Community](#) about My Oracle Support Accreditation
- Select your path and Get Accredited

Program Stats

- Did you know more than 4,600 Customers and Partners are accredited?
- Program content is reviewed quarterly with latest My Oracle Support feature information.
- Quick Links on each path home page make it easy to find what you need.

- [Accreditation Index](#)
- [Frequently Asked Questions](#)
- [Level 1 Accreditation](#)

★ My Oracle Support Accreditation - Series Index (Doc ID 1583898.1) To Bottom
 Modified: Jan 7, 2015 Type: SYSTEMDOC

ORACLE®


MY ORACLE SUPPORT

MY ORACLE SUPPORT ACCREDITATION – SERIES INDEX

My Oracle Support Accreditation delivers a targeted learning experience to increase your expertise with My Oracle Support core functions and build skills to help you leverage solutions, tools, and knowledge.

Accreditation is designed for Oracle Customers and Partners who are active users of My Oracle Support. Course materials build on your established proficiency to refresh your knowledge prior to taking the accreditation exam.

Quick Links – [Frequently Asked Questions](#) | [Contact us](#) | [Join our Community](#)



Prerequisites	Content Focus	Why Get Accredited
<ul style="list-style-type: none"> ▶ 6-9 months active use of My Oracle Support (including service requests). ▶ Solid working knowledge of features and core functionality at product-family level (for product accreditations). 	<ul style="list-style-type: none"> ▶ Best Practices ▶ Easy-to-Apply Recommendations ▶ Core My Oracle Support Functions ▶ Use Case Examples 	<ul style="list-style-type: none"> ▶ Build your personal support toolkit with expanded adoption of My Oracle Support capabilities ▶ Implement high-value best practices to manage 'information overload' ▶ Increase efficiency with support tools – focus on your primary business role

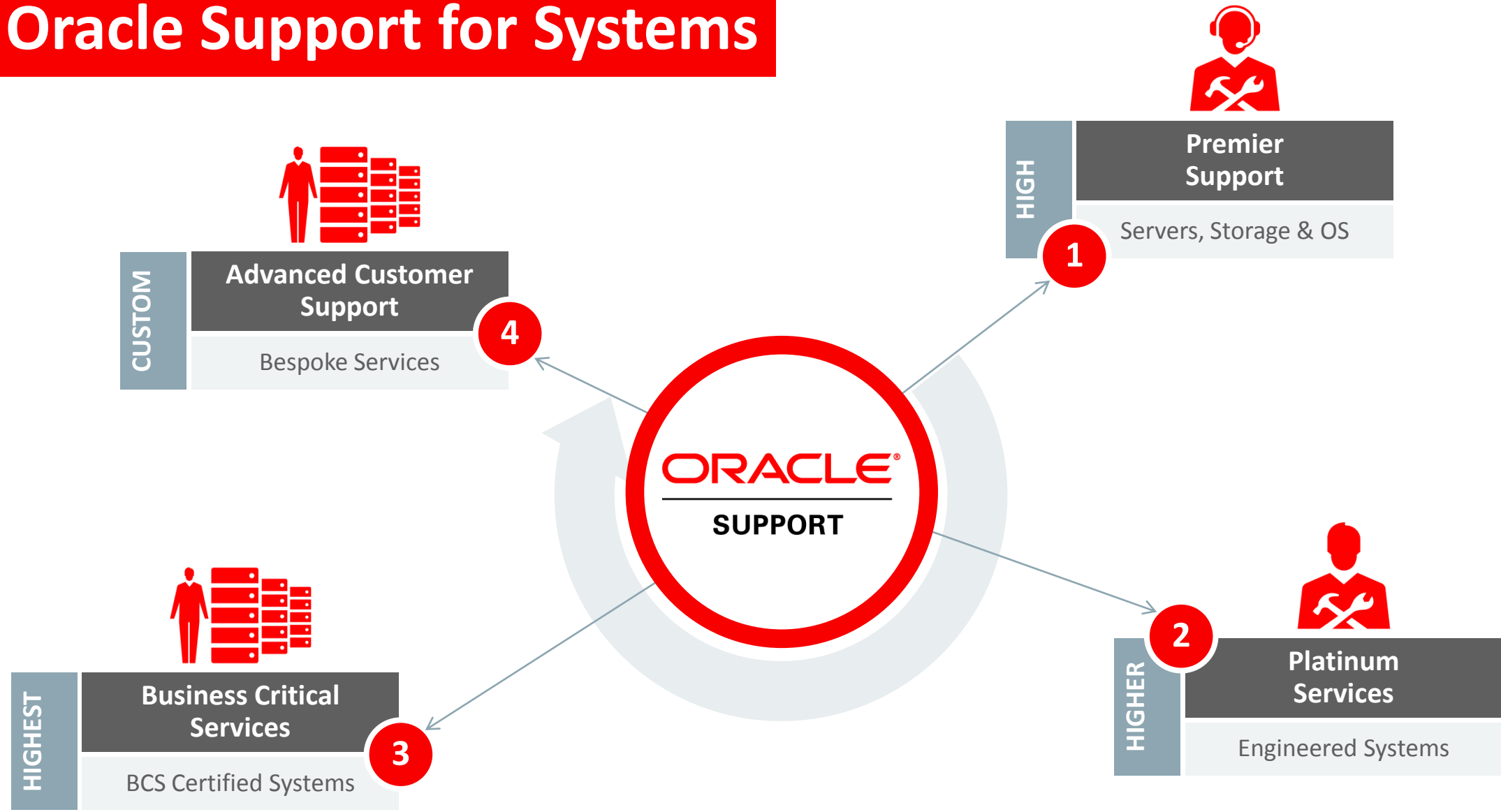
Easy to find – Type 'accreditation' in global search | Accreditation link in Getting Started section | Links in [Get Proactive Portfolio](#)



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Oracle Support for Systems



5 Top Reasons Why Oracle Support

ORACLE® PREMIER SUPPORT

1-Contract 1-Price

Many support providers offer tiered support solutions with *hidden* incremental costs.

No finger-pointing, no wasting time figuring out who owns the issue. Premier Support takes resolution ownership from *soup to nuts*.

1

Business Risk Management

When systems are down and customers are frustrated, getting mission-critical systems back online quickly supersedes all else. Oracle's IP, experts and knowhow can help get you back online as fast as possible.

2

Legal Access to Oracle IP

Only Oracle, and approved partners, can authorize access to Patches, Fixes and Updates.

5

Oracle Certified Spares

Save on high quality replacement parts customized for your specific system configurations

4

Service, Tools and Innovation

- Quickly diagnose and resolve issues
- Get the most from your systems with proactive services
- Keep pace with change and capitalize on new opportunities

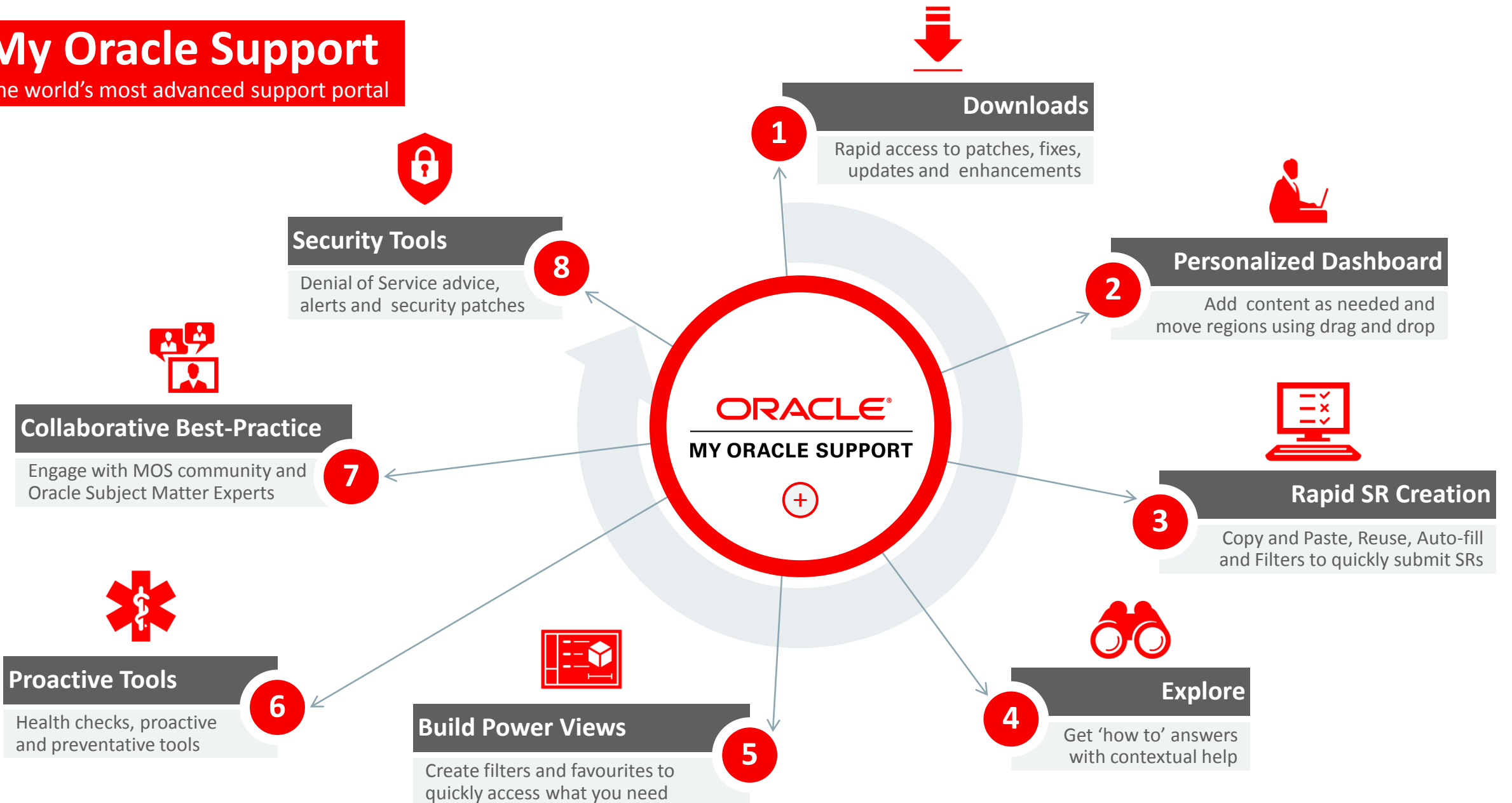
3

ORACLE®
PREMIER SUPPORT



My Oracle Support

The world's most advanced support portal



Oracle RapidSR

The Future of Automation



DISPATCH

Based on service contract: CRU / FRU

- Dispatch engineer with replacement component
- or
- Ship replacement component

4

ORACLE®
PREMIER SUPPORT

1

MINUTES NOT HOURS

- RapidSR can react in just a few minutes.
- In many cases a part is dispatched before the customer is aware of a problem.



ANALYZE

RapidSR logic automatically:

- Analyzes the issue
- Identifies the solution
- Applies business logic
- Automatically chooses the next action
- Executes selected action








3

2

DETECT



ASR built into Hardware Firmware
Preemptive and Reactive Service
Request Generation

- Applications 
- Middleware 
- Database 
- OS 
- VM 
- Servers 
- Storage 

ORAchk Health Checks for the Oracle Stack



Quickly Identify Risks

2

- Proactively scans for the most impactful known problems across the various layers of product stack.
- Simplifies and streamlines how to investigate and analyze which known issues present a risk to you.

Can send email notifications when it detects problems. Can help create Service Requests.



De-Risk Database Upgrades

3

- Upgrade Readiness Assessment**
- Generate a detailed report that provides the results specific to the upgrade version that you will be performing.
 - The HTML output will indicate whether you have passed or failed all of the pre-requisites in the Oracle upgrade documentation.



ORAchk Proactive Scans

1

A lightweight, non-intrusive and easy to use tool that runs within your environment without requiring config data to be sent to Oracle.

Runs under Windows, Unix or Linux
Middleware and VM – Not Yet



Simplified Dashboard

4

High level reports, displayed on a single dashboard, show your system health risks with the ability to drill down into specific problems and understand their resolutions.



Oracle Platinum Services

Extraordinary Support for Extreme Performance



Available on
Certified Configurations
of Oracle Engineered Systems

Current list of Platinum Certified Configurations:
<http://www.oracle.com/us/support/library/certified-platinum-configs-1652888.pdf>

**NO
ADDITIONAL
COST**



**24/7 FAULT
MONITORING**



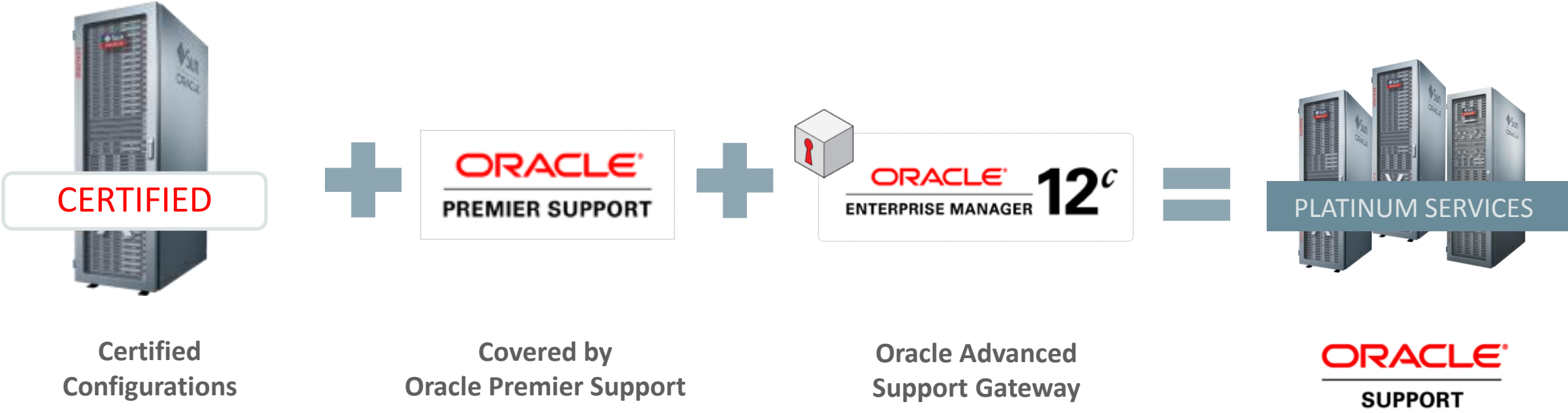
**ACCELERATED
RESPONSE AND
RESTORATION
5/15/30**



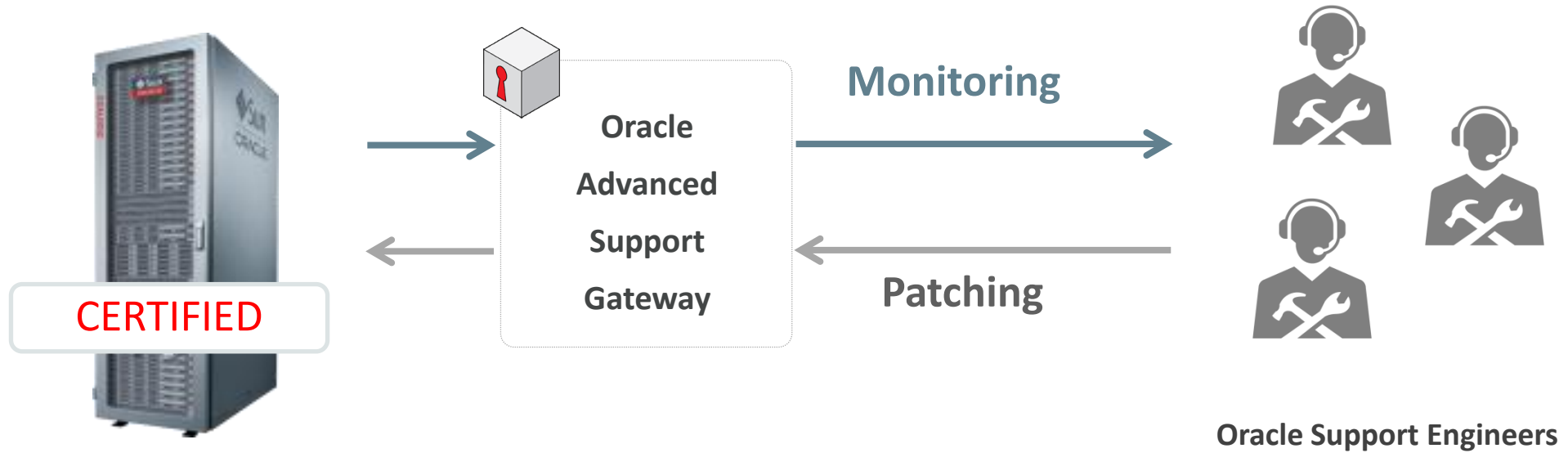
**PATCH
PLANNING AND
DEPLOYMENT
UP TO 4X/YEAR**



Requirements for Service Eligibility

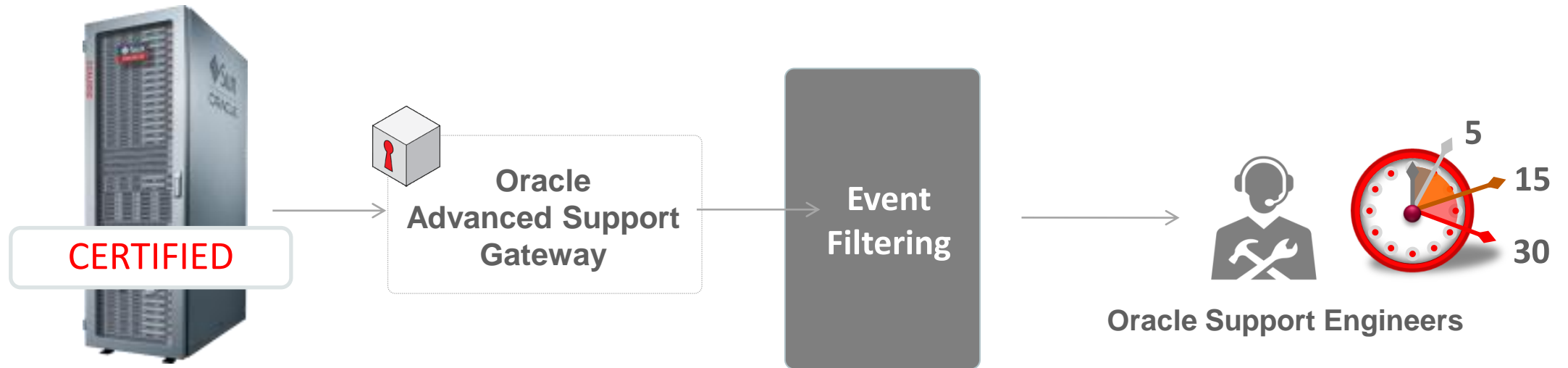


Services are enabled through the Oracle Advanced Support Gateway



24/7 Remote Fault Monitoring

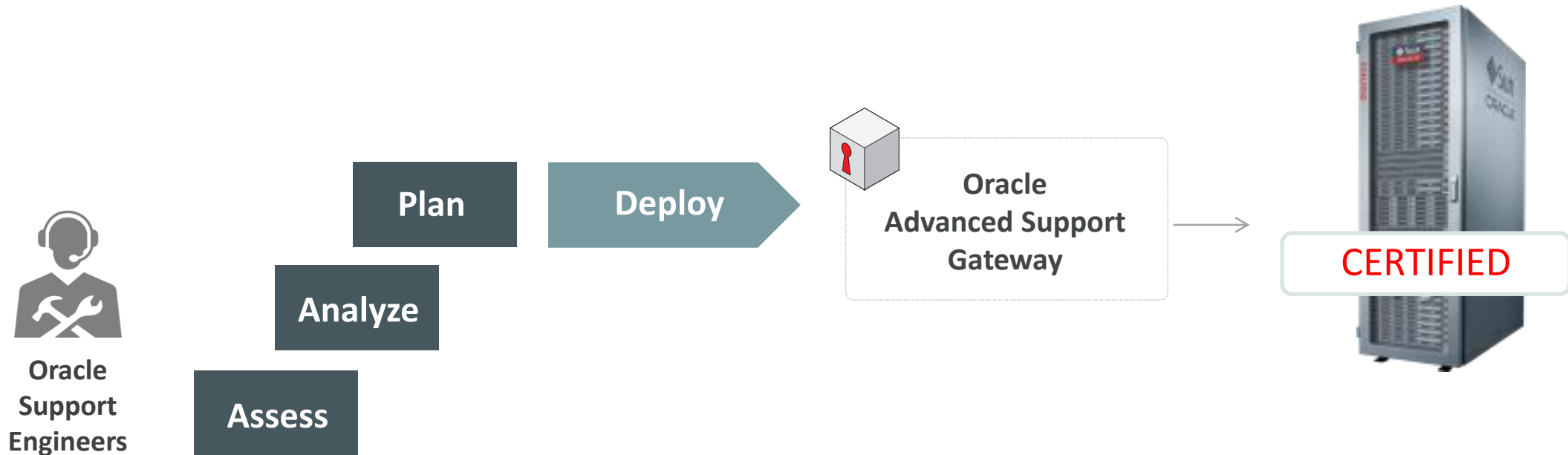
Fastest identification, notification and restoration of issues



- Monitoring for **faults in the hardware, database, operating system and networking components** of covered systems
- Focused on **identifying issues** with the ability of core system components to function properly in order to **maintain system availability**

Remote Patch Installation Up to Four Times Per Year

Mitigate risks and complications. Access continuous improvement.



Stay current to continue to realize the benefits of Oracle Platinum Services:

- Upgrade to the latest release of the patch bundle **within 6 months** of availability
- Be **no more than 2 patch bundle releases behind** the latest release

Comprehensive Approach to Security



- Fault telemetry data
- Diagnosis Data for SR
- Customer contact info
- Configuration Data

- Multiple Layers of
- Encryption
 - Authorization
 - Access Controls
 - Data Security

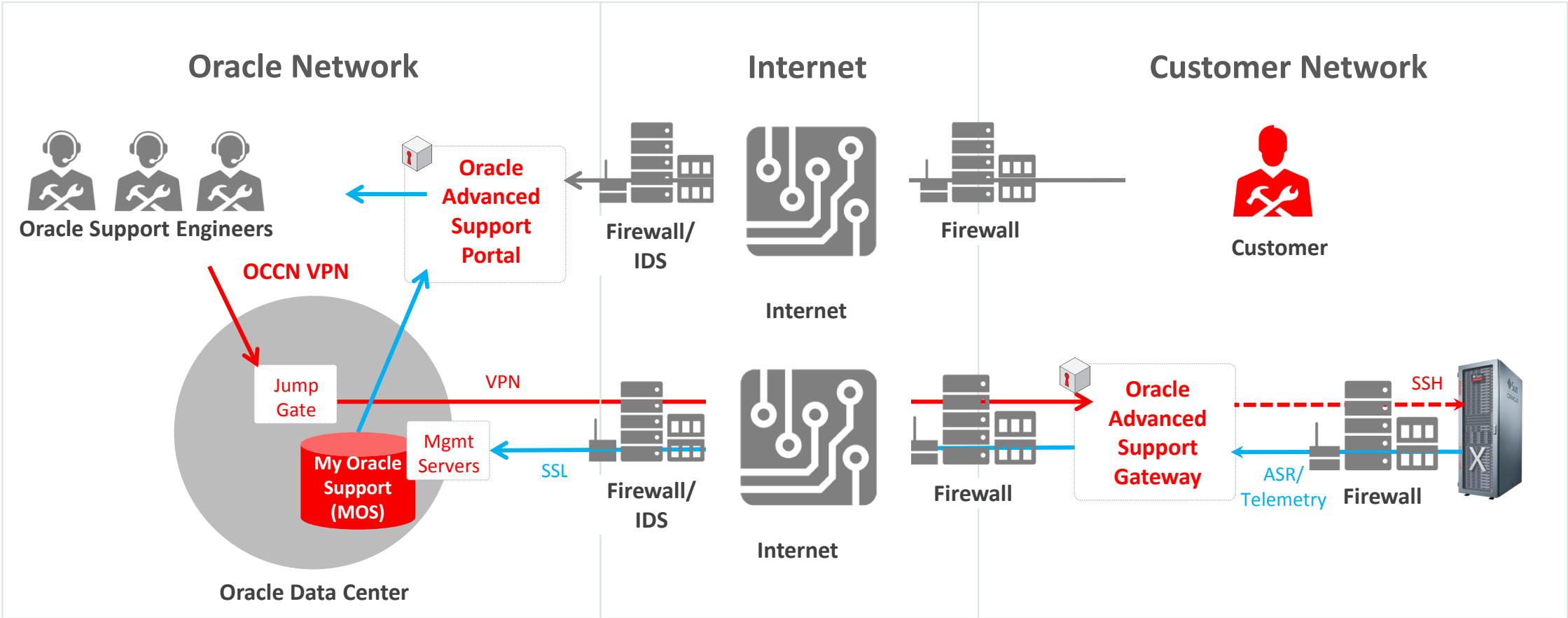
- Access limited by role
- Small pool of engineers with access
- Standard access for monitoring
- Privileged access for patching, diagnostic collection and restore

- ISO27001 Certified
- PCI in progress

Designed to ensure security of customer information and IT environments

View a security overview online at: <http://medianetwork.oracle.com/video/player/2081705303001>

Multiple Layers of Encryption, Authorization, Access Controls, and Data Security



→ OCCN VPN Remote Access: Gateway Mgmt & Patching

← Fault telemetry and Configuration

← Customer Access to Monitoring Info



Integrated Cloud

Applications & Platform Services

ORACLE®