



**ORACLE®**

## **Što Oracle kaže a stranka stvarno i može sa Globalnom Podrškom?**

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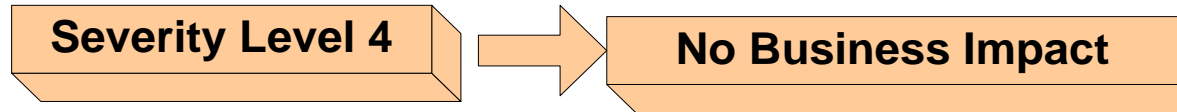
# Agenda

- Support Terminology
- My Oracle Support
- Support Tools & My Oracle Support configuration manager
- Working Effectively with Support
- Escalations
- Summary
- Q&A

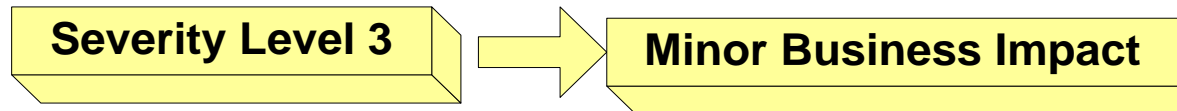
# Support Terminology & Tools

- Support Acronyms and Terminology
  - Support Identifier Number (CSI)
  - Service Request Number and Severity Definitions
  - Service Request Status Codes
  - Diagnostic Tools
  - Oracle Collaborative Support (OCS)
  - My Oracle Support with configuration manager

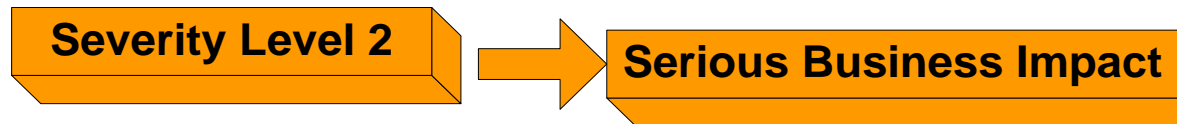
# Service Request Severity Definitions



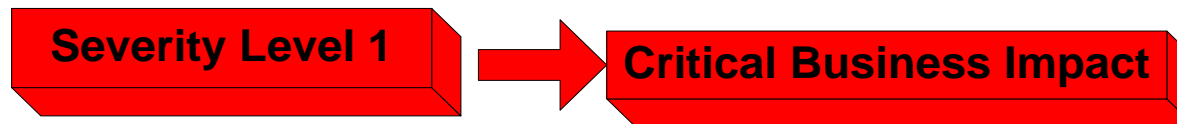
**No loss of service or resources**



**Minor loss of service or resources**



**Severe loss of service or resources w/o acceptable workaround**



**Complete loss of service or resources and work cannot reasonably continue - the work is considered "mission critical"**

# Service Request Severity (flash based)

**Product and Problem**

**Urgent: Request Severity 1** Yes Choose YES only if the problem is causing mission or business-critical loss of service continuous effort on your company's part to resolve.

\* To illustrate the severity of the problem, which of the following circumstances occur (only check one)

Data corruption

Complete loss of service

Unable to proceed with implementation and the go-live date is in less than 3 days

\* Provide a detailed problem statement. Include when the problem started, error numbers, and messages.

\* Please confirm the following: This problem occurs on a customized application, form or report

-- Not Selected --

\* The risk to your business can be categorized as (select only one):

Unable to ship product

Unable to build product

Unable to close books

Exit Wizard Save Draft Back Next Submit SR

14.) Can you easily recover from, bypass or work around the problem?

\* -- Not Selected --

15.) Does your system or application continue normally after the problem occurs?

\* -- Not Selected --

16.) Are the standard features of the system or application still available; is the loss of service minor?

\* -- Not Selected --

# SR Open Status Codes    SR Close Status Codes

- New
- Work In Progress
- Customer Working
- Review Update
- Development Working
- Awaiting Internal Response
- Solution Offered
- Close Initiated
- Close Requested
- Auto-Close
- Review Defect

- Resolved with Solution
- Resolved with Workaround
- Customer Abandoned
- No Fault Found
- Enhancement Request
- Duplicate
- Not Entitled
- Defect Pending

# How an SR gets Closed

## Customer Responds

- The Support Engineer will close the SR after receiving an active confirmation from the customer.

## Customer NOT Responding

### Day 1

- Support Engineer Initiates Auto-Close Process.
- SR Status remains “Open”
- Sub-status set to “Auto-Close”.
- Email sent to Customer requesting a response.

### Day 7

- SR Status remains “Open”
- Sub-status remains “Auto-Close”.
- Email sent to Customer requesting a response.

### Day 14

- SR Status remains “Open”
- Sub-status changes to “Close Initiated”
- Email sent to Customer alerting them that the SR will be closed.
- Support Engineer manually closes the SR.

# My Oracle Support

The screenshot shows the My Oracle Support dashboard with the following components:

- System Health:** A bar chart showing issue counts by severity: Critical (5), Warning (16), and Informational (25). Total Issues: 46.
- Service Requests:** A table of service requests with columns for Problem Summary, SR Number, Severity, Status, and Defect. Two requests are visible: one with SR Number 6500370.994 (Severity 2, Status Work In Progress) and another with SR Number 6716096.891 (Severity 4, Status Assigned).
- Systems:** A table of systems with columns for Name, Type, and Priority. Three systems are listed: Oracle EBS - Financials, iAS system services, and DB11 Support Services Interface.
- Knowledge Articles:** A list of alerts with columns for Alert ID, Date, and Description. Three alerts are visible, all dated 07-Aug-2008.
- Projects:** A table of projects with columns for Name, Description, Phase, Organization, and Completion. Three projects are listed: Another Test Project, FEB 2008 Train, and John's Project.

Graphical View of System Health and Critical Patches Based on Your Environment

Graphical View of Inventory and Usage

Quick Access to Tips and Tricks. Many Customizable Drop In Regions

Latest Breaking News

Page and Regions Refreshed Dynamically Real-Time

Personalized View Of Your Service Requests Based On What You Need To Do Today

Systems Are Prioritized Based On Which System Configurations Have Critical Issues Needing Attention

Targeted Knowledge Based On Your Specific System Configurations

Manage Your Projects At A Glance



# Next Generation Support Platform

## Support Experience

Personalized



Proactive



Collaborative



## Benefits

- Faster problem resolution
- Simplified support experience

- Avoid known problems
- Improve system stability

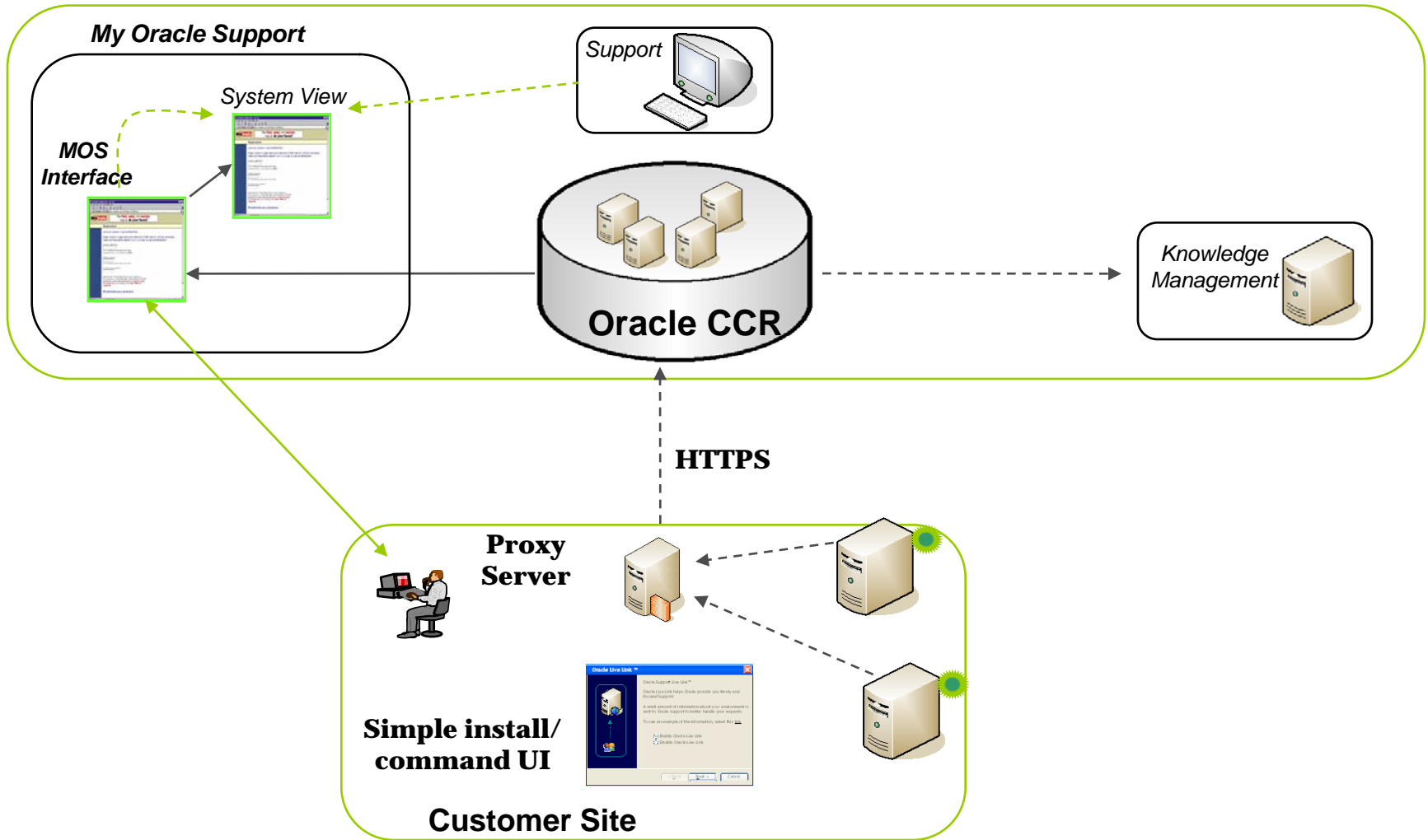
- Real-time collaboration
- Connect with Oracle experts

# Diagnostic Tools

*Gathers Detailed Information About Oracle Environment*

- Server
  - Remote Diagnostic Agent
  - Ora-600 Lookup Utility
  - 300+ DBA Scripts
  - Health Check / Validation Engine Rule Sets
- Applications
  - Diagnostics Support Pack
  - 175+ Diagnostic Tests for the E-Business Suite

# Configuration Manager: The Big Picture



# When you have an issue...

- First, search the knowledge base for a possible solution
- Log your Service Request through My Oracle Support
- Provide as much detail as possible when logging your Service Request including:
  - Product and version (e.g. V6.0.2.2 instead of V6)
  - Database and version
  - Client Operating System
  - Environment where the problem is occurring (e.g. Development, Production, Test)
  - Product Area (e.g. Assignment Manager, Installation, Configuration, etc)
  - Relevant error numbers, if any, and text exactly as it appears.

# Additionally include...

- A complete description of the issue:
  - Include as many details as possible
  - Include a detailed history of the environment and any changes
  - Is the issue reproducible
  - Detailed replication steps
  - Troubleshooting steps
  - Did you try any suggested solutions – document these as well along with their results
  - Attach any supporting documents – log files, trace files, screen shots

# Other considerations...

- Ensure that the business impact of the issue is well understood
  - How is the issue impacting your business?
  - What is the financial impact on your company?
  - Include details to back up the requested Severity.
  - The more you can quantify the impact the more leverage support has to ensure the issue is worked appropriately!
- Verify that the Severity Level is set appropriately and represents the business impact of your issue

# When Working a Service Request

- Documentation is essential
  - Answer all questions
  - Action plans after each update and define who owns each action
  - Minimize SR 'tag' or 'pinging' by ensuring you provide what is requested or an explanation of why it was not provided.
- Request phone calls where appropriate
- Request Collaborative Support sessions as appropriate (OWC).
- Test in the standard Oracle environments.
- Monitor changes in SR status and severity.
- Communicate when a change in severity becomes necessary.
- Escalate concerns via the escalation process.

# Global Customer Hub

**Call:** Global Support Hot Lines:

<http://www.oracle.com/support/contact.html>

**HR: 01/6323 222**

**Global Customer Hub is a highly available expert resource that resolves customers' business-related inquiries while capturing and sharing feedback to enhance the customer relationship.**

**Responsibilities include but are not limited to:**

- Access and navigation of Oracle Support websites (including My Oracle Support)
- Placing software orders
- Assisting with Support Identifier questions
- SR escalations
- Assisting with product or platform issues related to SR logging
- Locate and provide published information
- Create software upgrade orders



# Customer Satisfaction Surveys

- When your SR is closed, you may receive a survey from SatMetrix.
- If you receive a survey on your issue, please fill it out promptly as they do expire after two weeks.
- We very much want and value your feedback on how your issue was worked and resolved.
- All surveys are reviewed by managers and negative surveys are followed up on by Technical Support Management.
- Survey feedback drives action plans within the organization to improve support.
- If you do not receive a survey, you may email [ops-cust-sat\\_ww@oracle.com](mailto:ops-cust-sat_ww@oracle.com) to request a survey be sent to you.
- To be taken off the survey, you may email [support@Satmetrix.com](mailto:support@Satmetrix.com)
- More details refer to **Doc ID: 560782.1**

# Escalations Defined

- Asking to increase the Severity of your Service Request is NOT an escalation.
- Escalating an issue means bringing Oracle Support Management attention to your Service Request.
- Escalating your Service Request will provide a direct, 2-way dialogue with a Manager in Support.
- Severity increases can be discussed during this dialogue.

# Escalation Process

- When to escalate?
  - Encounter critical roadblocks
  - Communicate business issues to managers within Oracle Support
  - Dissatisfied with resolution or response
- Escalate issues in a timely manner
- Quality of escalation criteria is key:
  - Project deadlines?
  - Lost Revenue?
  - Government reporting?
  - Users at your door

# Quick Reference

- **My Oracle Support** - <http://support.oracle.com/>
  - [RDA Info](#) – Doc ID: 314422.1
  - [Diagnostic Tools Catalog](#) - 232116.1
  - [Escalation Process](#) – Doc ID: 199389.1
- **Oracle Technical Support Policies:**
  - <http://www.oracle.com/support/policies.html>
  - Download PDF for information regarding Support Terms, Support Levels, and Severity Definitions
- **OCS Website:** [conference.oracle.com](http://conference.oracle.com)
  - [Quick Tutorial](#) – located in the Quicklinks box on the right

# Summary

- Understand support terminology
- Know severity level definitions
- Access My Oracle Support!!
- Run Diagnostic Tests
- Use Oracle Collaborative Support
- Set up Configuration Manager
- Communicate the issue effectively
- Engage the escalation process when necessary



Q&A



*Thank You !*