



**ORACLE®**

## **Novi smjerovi korištenja Globalne podrške**

Davor Radić  
Customer Services Manager

# Transforming the User Experience

Simplifying Complexity

## Reactive

- System goes down
- You call Support
- You wait for Support to call back
- Support calls you back
- You download and install a patch
- System is eventually recovered



## Proactive

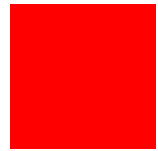
- Support notifies you of the latest patches
- You figure out which patches apply to your system
- You download the new patches
- You install the new patches
- System outage is averted some of the time



## Predictive

- Specific software defect is identified
- You are automatically notified of the potential problem & impact
- You're offered a remedy
- You implement the recommended remedy
- System outage is averted most of the time

*Which support model would you rather have?*




# Agenda

- Tips for **Proactive** support
- Tips for **Reactive** support

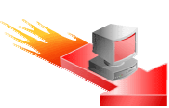



# Assumptions

- We know how to login to My Oracle Support (MOS)
- We know what is available on MOS
  - Knowledgebase, Certifications, Service requests, Forums
- We know what is CSI (now referred as SI)
- We know there is html version of MOS
  - <http://supporthtml.oracle.com>
- We know about user administration in MOS
  - Every SI has administrator
- We know how to navigate through MOS
  - Simple and intuitive
- We know there is 24/7 support phone number available
  - HR: +385 1 6323 222 or any other on the list at
  - <http://www.oracle.com/us/support/contact-068555.html#emea>

# Oracle Integrated Technology Platform

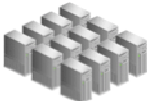



Personalized 



 Priority Handling	 Personalized Dashboard	 Service Request Management	 Knowledge Base
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

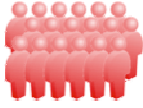

Proactive 




 Configuration Management	 Health Checks & Risk Analysis	 Patch Advice & Upgrade Advisors	 Automated Service Requests
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Collaborative 



220K+ Members  Peer Community	 Web 2.0 Capabilities	 Oracle Expert Community	 Community Knowledge
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Integrated 

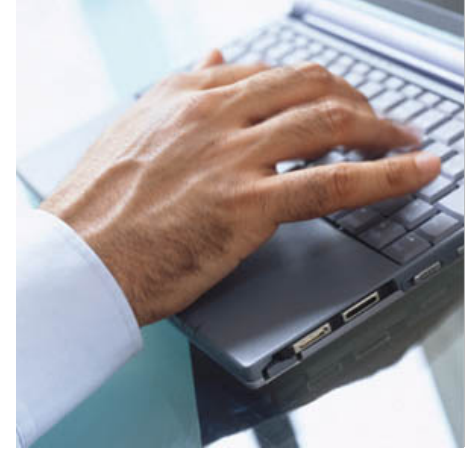


 Seamless Enterprise Manager Integration	 ORACLE <sup>®</sup> ADVANCED CUSTOMER SERVICES ORACLE <sup>®</sup> ON DEMAND
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Jan 2011



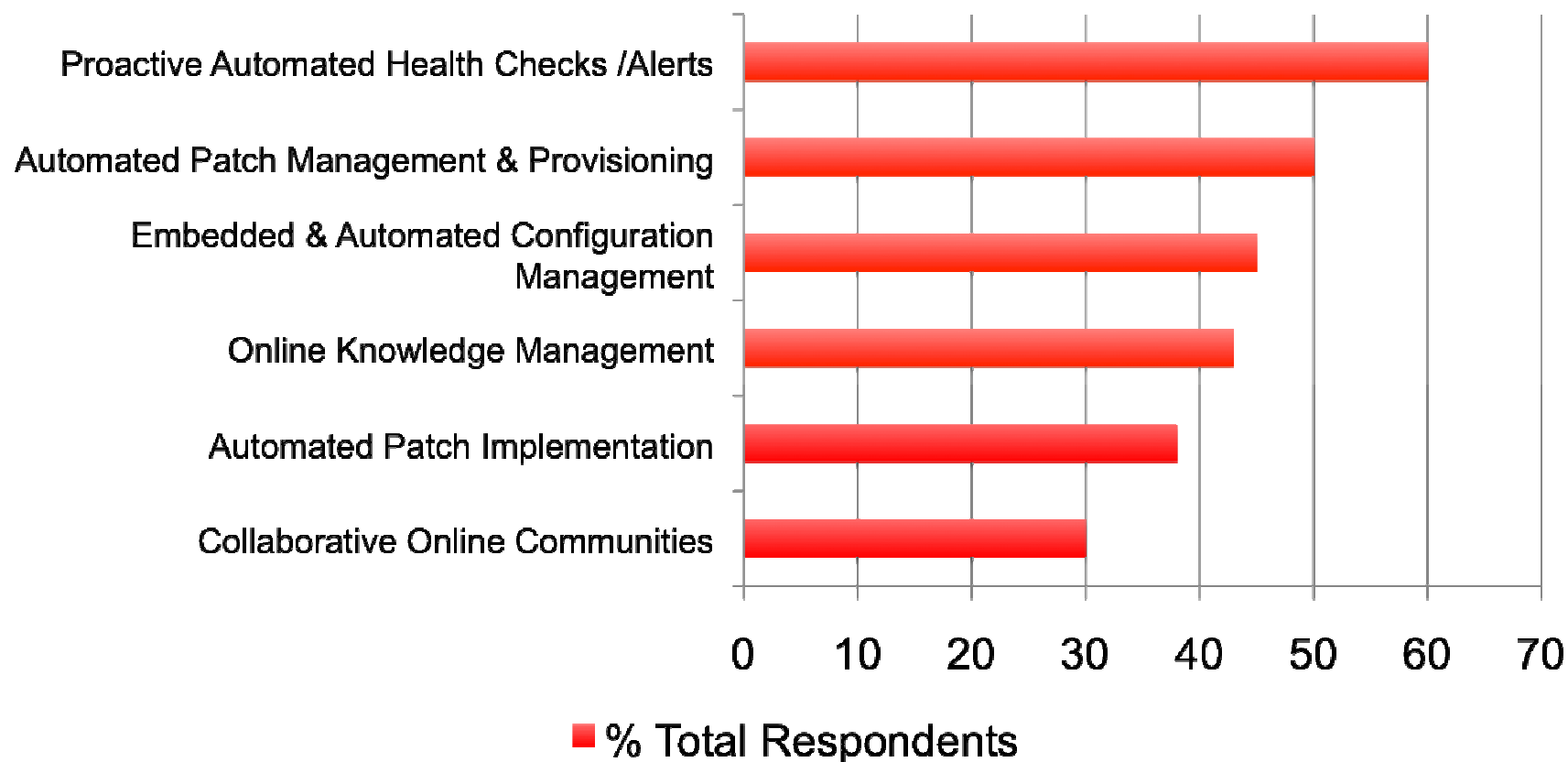
**Proactive**



# Perceived Value of Proactive Services

ORACLE  
HROUG 16

What are the top three proactive service innovations you would find valuable from your support vendor?



Nine out of ten (93%) respondents worldwide agree it is important for IT providers to invest in product and service Innovation.



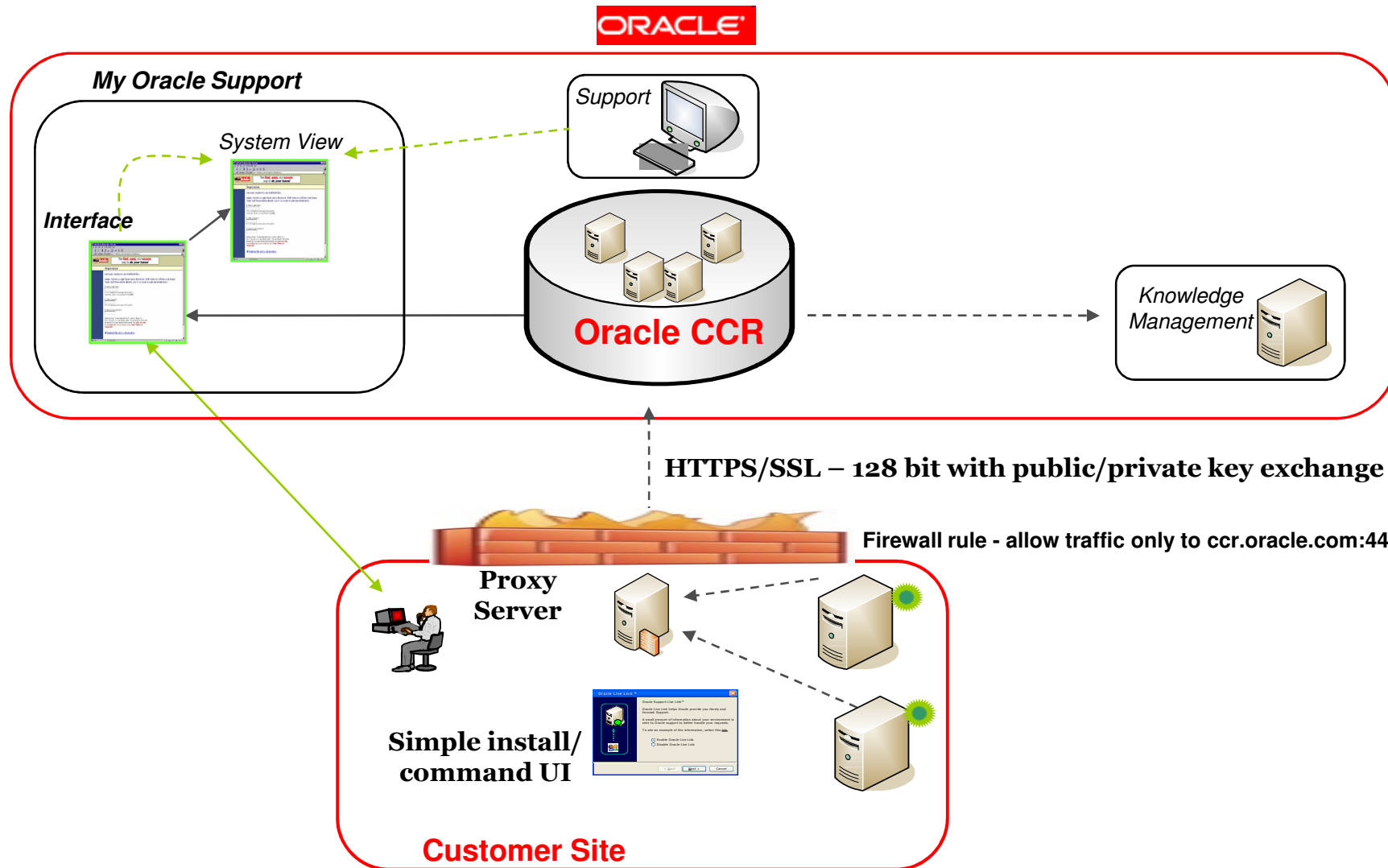
# Oracle Proactive Support

*Delivering the capabilities required by CIOs*

Area	ORACLE® (Software)	Sun ORACLE
Knowledge Share	<ul style="list-style-type: none"> <li>• Communities (185+)</li> <li>• Knowledge Management</li> <li>• Improved Search Capabilities</li> <li>• Improved Interface</li> </ul>	<ul style="list-style-type: none"> <li>• Communities (25+ Sun-specific)</li> <li>• Knowledge Management</li> <li>• Improved Search Capabilities</li> <li>• Improved Interface</li> </ul>
Guided Lifecycle Advisor	<ul style="list-style-type: none"> <li>• Updates and Patches, available for download from My Oracle Support</li> <li>• Upgrade Advisors</li> <li>• Upgrade Planners</li> <li>• Integrated with Oracle Configuration Manager (OCM)</li> </ul>	<ul style="list-style-type: none"> <li>• Sun Updates and Patches available for download from My Oracle Support</li> </ul>
Problem Prevention	<ul style="list-style-type: none"> <li>• Security &amp; Product Alerts</li> <li>• Patch Advice &amp; Recommendations</li> <li>• Patch Planning</li> <li>• Configuration History</li> <li>• New Health Check capabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Proactive analysis of Hardware Systems</li> <li>• Automated Alerts &amp; Patch Recommendations</li> </ul>
Problem Resolution	<ul style="list-style-type: none"> <li>• Embedded, automated Configuration Management</li> <li>• Online Service Request Creation &amp; Tracking</li> <li>• Enables Prioritized Service Requests (SRs)</li> </ul>	<ul style="list-style-type: none"> <li>• Automated Service Requests, Integrated My Oracle Support</li> <li>• Warm Transfer of Service Requests</li> </ul>



# Configuration Manager: The Big Picture





# Configuration Manager:

## What and Why?

- Objective:
  - Using configuration information to present “**What do I need to know, and what do I need to do?**”
- Provides:
  - **User** Personalization
    - Based on preferences, behavior, history, interests, and role
    - Enables customized recommendations
  - **Configuration** Personalization
    - Based on the environment, configuration and change history
    - Ability to convey what is used
    - Enables problem prevention and knowledge matching
  - **Problem** Personalization
    - Based on product, problem signature and context
    - Enables precise and/or guided knowledge retrieval

# Configuration Manager

## What Data is Collected?

- Captures information about:
  - Host
  - Oracle Software and Patches
    - Application Patches
    - Database and iAS Patches
  - Third party software inventory
- Access to this data is limited by:
  - Hardware
  - System Software
  - Oracle Product Information
- Collected data does not include:
  - Business Transactions
  - Passwords
  - Control Sensitive Information

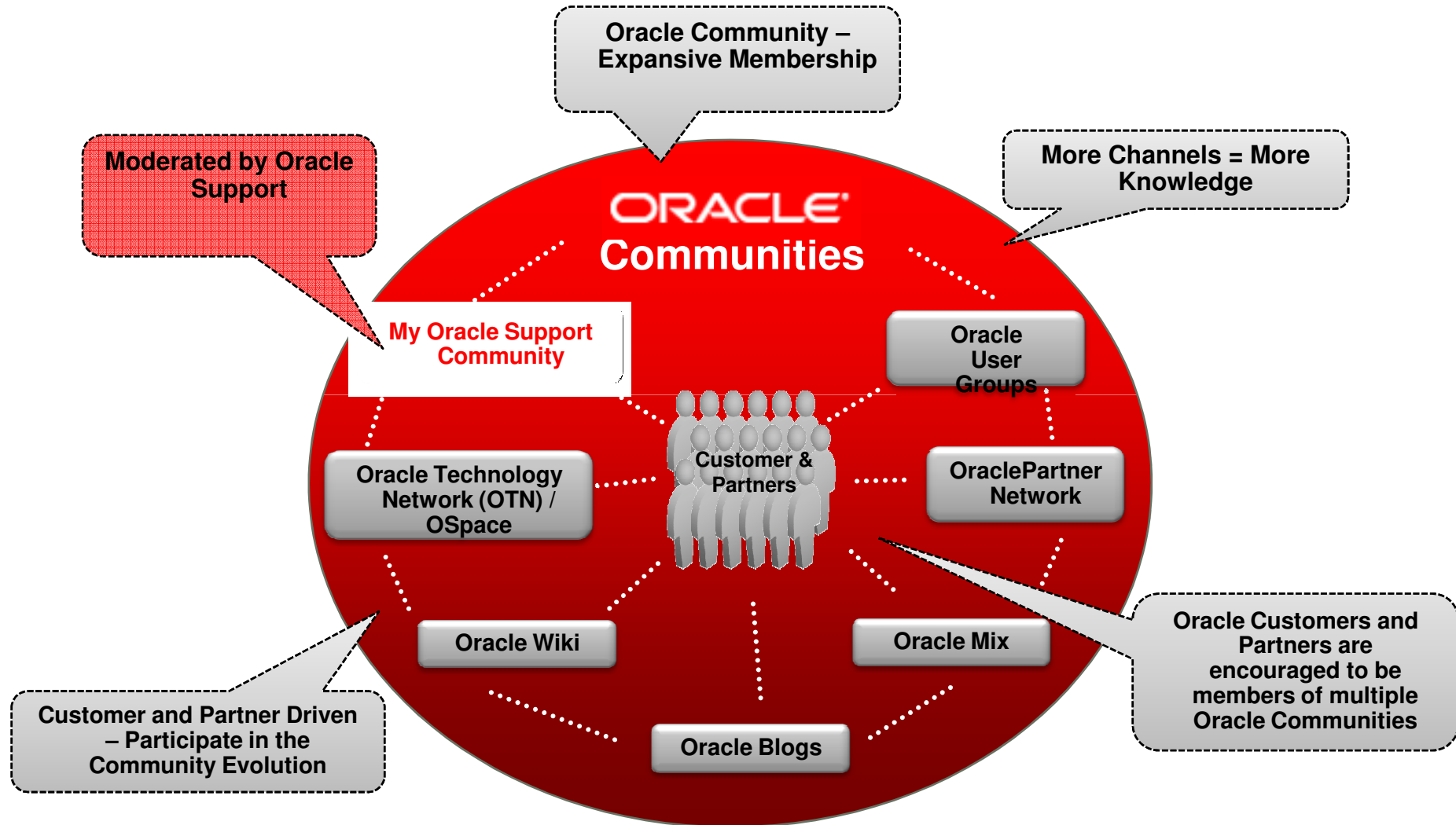
## Few details about OCM (1/2)

- You can disable the collection of the Host IP Address, the Network Interface MAC Address, and the Broadcast Address
- You can disable the collection of certain database columns by using data masking. Masking data means replacing certain fields with a mask character, such as an X.
- Configuration data collected can be viewed both locally and at Oracle.
  - Locally: In set of files
  - Oracle: Log into My Oracle Support and find your system in the list in the Systems region; you can then drill into the system's components and view the uploaded configurations.

## Few details about OCM (2/2)

- Can work in **connected** or **disconnected** mode
  - Collects same data
  - In Automatic mode automatically uploads data into MOS
  - In Disconnected mode one has to add configuration into SR as attachment
- Advanced setup
  - Harvester
    - Integration with Enterprise manager Grid Control
    - Gathers data from EM GC Repository instead from node/database ...
  - Support Hub
    - Proxy for sending data to MOS,
    - All data sent from one node (otherwise every agent talks directly to MOS)
  - Mass Deployment
    - Simplified instalation in Enterprise environments

# Oracle Community



# Upgrade Advisors available now

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MY ORACLE SUPPORT



Oracle Database	Database Upgrade from 10.2 to 11.2
Oracle Database	Database Upgrade from 9.2 to 11.2
Fusion Middleware	OracleAS 10g Forms/Reports Services to Oracle Middleware 11g Rel 1
Fusion Middleware	OracleAS 10g Portal to Oracle Middleware 11g Rel 1
Fusion Middleware	WebLogic Server 9.2.3 to 10.3.3

# Patch Plan Wizard

ORACLE MY ORACLE SUPPORT

Welcome, Charles | Contact Us | Sign Out | Help

Dashboard | Knowledge | Service Requests | Patches & Updates | Community | More...

Patch & Updates > Search Knowledge Base

Create Plan Wizard - February patching window

Patches

The table below lists all the patches currently included in the patch plan. Add patches from Patch Recommendations or from Patch Search results.

Remove from Plan

Patch ID	Type	Description	Target	Target Type
7379081	Recommended Patch	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2008 - MIDTIER	EnterpriseManager0.emvms.ro.oracle.com	Oracle Application S...
7379081	Recommended Patch	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2008 - MIDTIER	EnterpriseManager1.linux1.rwasser.ch	Oracle Application S...
7379081	Recommended Patch	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2008 - MIDTIER	EnterpriseManager0.probu-pc.ro.oracle.com	Oracle Application S...
7379081	Recommended Patch	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2008 - MIDTIER	EnterpriseManager0.offworld.cl.oracle.com	Oracle Application S...
7379081	Recommended Patch	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2008 - MIDTIER	EnterpriseManager0.emb1.ro.oracle.com	Oracle Application S...
7379081	Recommended Patch	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2008 - MIDTIER	EnterpriseManager0.sun1.rwasser.ch	Oracle Application S...
7379081	Recommended Patch	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2008 - MIDTIER	EnterpriseManager0.emqa1-vm7.cn.oracle....	Oracle Application S...
7379081	Recommended Patch	MLR ON TOP OF PORTAL 10.1.2.3 FOR CPUOCT2008 - MIDTIER	EnterpriseManager0.ssibils-desktop	Oracle Application S...
8521281	Recommended Patch	MLR ON TOP OF LDAP 10.1.4.2 FOR CPUJUL2009	infra.infra.vm.oracle.com	Oracle Application S...
9119226	Recommended Patch	CPUJAN2010 DATABASE 10.2.0.4	ORC1024U	Database Instance
9119226	Recommended Patch	CPUJAN2010 DATABASE 10.2.0.4	emrac.nl.oracle.com_def_ll_cluster_name_e...	Database Instance
9119226	Recommended Patch	CPUJAN2010 DATABASE 10.2.0.4	thor_crs_thor2	Database Instance
9119226	Recommended Patch	CPUJAN2010 DATABASE 10.2.0.4	emrac.nl.oracle.com_def_ll_cluster_name_e...	Database Instance
9119226	Recommended Patch	CPUJAN2010 DATABASE 10.2.0.4	orclif_crs_orclf2	Database Instance

Exit Wizard

Back Next Finish

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# Patch Plan Wizard - Validation

Validation

Revalidate  
Plan last validated Today

**Conflicts Detected**

Some of the patches contained within this plan conflict with the software on your machines. Most conflicts can be resolved by requesting replacement patches (typically, it take 3-7 business days for the replacements to become available).

Request Replacement Patches

Patch ID	From	Description
✓ /u01/app/oracle/product/10.2.0/db_1 (Oracle Home with 0 Item)		
✓ /u01/app/oracle/product/10.2.0/grid/oms10g (Oracle Home with 1 Item)		
Message Set 1 (0 Item)	Validation could not be performed on this Oracle Home. <a href="#">More Details...</a>	
✓ /u01/app/oracle/oms10g (Oracle Home with 1 Item)		
✓ /u01/app/oracle/product/10.2.0/db_1 (Oracle Home with 0 Item)		
✓ /d0/product/gc/oms10g (Oracle Home with 1 Item)		
✓ /home/oracle/infra (Oracle Home with 1 Item)		
Message Set 1 (0 Item)	Validation could not be performed on this Oracle Home. <a href="#">More Details...</a>	
✓ /home/oracle/OracleHomes/oms10g (Oracle Home with 1 Item)		
✗ /u02/app/oms2/oms10g (Oracle Home with 1 Item)		
✗ Conflicting Patch Set 1 (4 Items)	<b>Request Replacement Patch</b>	
7720552	Existing Patch	OVERRIDING DEFAULT BACKUP LOCATION GIVE EXCEPTION FOR RAC
8870785	Existing Patch	JAVA.LANG.OUTOFMEMORYERROR CAUSES THE OC4J_EM COMPONENT TO RESTART
8615338	Existing Patch	CANNOT ADD RECOVERY CATALOG IN GRID CONTROL 10.2.0.5
8472279	Existing Patch	MANUAL DISCOVERY AUTOMATICALLY ADDS TARGETS TO ALL GROUPS FOR THE ADMINISTRATOR
✓ /usr/app/oracle/OracleHomes/oms10g (Oracle Home with 1 Item)		
Message Set 1 (0 Item)	Validation could not be performed on this Oracle Home. <a href="#">More Details...</a>	
✗ /u01/app/oracle/product/10.2.0/db_1 (Oracle Home with 3 Items)		
✓ /opt/oracle/product/oms10g (Oracle Home with 1 Item)		
✓ /u01/app/oracle/product/10.2.0/db_1 (Oracle Home with 0 Item)		
✓ /scratch/oracle/oms10g (Oracle Home with 1 Item)		

Exit Wizard

Back Next Finish

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Transferring data from support.oracle.com...

# Patch Plans – Replacement Patch Req.

The screenshot displays the My Oracle Support interface for Patch & Updates. The main content area is divided into several sections:

- Patching Quick Links:** Provides links for Software and Patch Search Sites, Oracle E-Business Suite, and Oracle Server/Tools.
- My Patch Recommendations:** Shows recommendations for Oracle Application Server (217), Database Instance (206), and Cluster Database (26).
- Patch Recommendations:** Shows recommendations for Security (161) and Other Recommendations (288).
- Patch Search:** A search interface for Oracle, Siebel, and Hyperion products, with a search button and a 'Search' button.
- Patch Plans:** A table showing replacement patch requests. The table has columns for Name, Status, Deploy, and Remove. The data is as follows:
 

Name	Status	Deploy	Remove
Charlie1	Ready for Download	Not Specified	⌘
Dan test	Ready for Download	Not Specified	⌘
February poatching window	Review Analysis	Not Specified	⌘
MLR Application Plan	Ready for Download	Not Specified	⌘
test0129	Ready for Download	Not Specified	⌘
- Patch Plans (Replacement Patch Requests):** A table showing replacement patch requests. The table has columns for Status, Request ID, Patch ID, Name, and Requested. The data is as follows:
 

Status	Request ID	Patch ID	Name	Requested
Pending	269399		February poatching window	Today
Pending			February poatching window	Not Specified



# Search Tips

- Search terms are **ANDed**
- Understand how the standard search criteria work
  - Searches are **case-insensitive**
- Use Advanced Searches to narrow the scope
- Use special Advanced Search options in simple search
  - Use **OR** or | Example: example: tns | listener
  - Enclose a search phrase in **quotes to find exact matches only**.  
For example: "tns listener"
  - **Exclude** words with a dash (hyphen), with no space after the dash.  
For example: tns -listener
  - **Group words** (term1 | term2) term3. Example: (adstrtal.sh | adstpall.sh) autoconfig finds documents about AutoConfig that also mention either adstrtal.sh or adstpall.sh

# Diagnosability Framework (DFW)

- 1283137.1: Master Note for 11g Diagnosability - ADR and Packaging
- A problem is a critical error in the database. An incident is a single occurrence of a problem. Incidents are timestamped and tracked in the Automatic Diagnostic Repository (ADR).
- Errors that create incidents
  - Internal
    - ORA-00600, ORA-00700, ORA-07445
  - External
    - ORA-04030, ORA-04031, ORA-29740, ORA-01578, ORA-00353
    - ORA-00355, ORA-00356

# Certification Advisor

**ORACLE** MY ORACLE SUPPORT

Welcome, Anthony | Contact Us | Sign Out | Help

Dashboard | Knowledge | Service Requests | Patches & Updates | Community | Certifications | Systems | More...

Search Knowledge Base | Advanced | Last refreshed 5 minutes ago | Customize Page...

### New Certification Search

We've improved how you can search, navigate and understand certifications. Find certifications in 3 easy steps!

- 1 Find your product**  
Use the auto suggest field to easily find your product.
- 2 Pick a product release**  
Select the release of your chosen product in the dropdown list.
- 3 Click Search!**  
Find all certified products and platforms.

**Quick Links**

- Latest updates on Certifications
- Fusion Middleware Certifications
- Product Availability
- Watch a Video Tutorial
- Tips for Finding Certifications
- Enterprise Manager Certifications
- Lifetime Support
- Classic Certify & Product Roadmap

### Certification Search

Search | Saved | Recent

Product: \* Dat | Release: \* | Platform: Any

Check certifications with another product

Clear Save Search

\* Required | Can't find your product? Use the [Classic interface](#).

### Getting Started with Certifications

Certification Search Results

Product: \* Database Vault (DB Vault) | Release: 11.2.0.1.0 | Platform: Database

Found 17 certification results

Product	Release	Platform
Database Vault (DB Vault)	11.2.0.1.0	Database
Oracle Database (RDBMS, 10G, 9i, DB, Oracle Server - Ent)	11.1.0.7.0	Database
Oracle Database (RAC) (RDBMS, Real Application Cluster)	11.1.0.6.0	Database

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# Health Check Catalog – Note 868955.1



ORACLE MY ORACLE SUPPORT PowerView is ON Support Identifier: 15292666 - Oracle Support Servi... (Oracle Support Services - ORACLE SUPPORT ... Welcome, Anthony | Contact Us | Sign Out | Help

Dashboard Knowledge Service Requests Patches & Updates Community Certifications Systems More... Favorites Search Knowledge Base Advanced Last refreshed 8 minutes ago

Knowledge Home > Knowledge Browser

**DIAGNOSTIC TOOLS : My Oracle Support Health Checks Catalog**

Filters: Using PowerView (Support Identifier)

★ DIAGNOSTIC TOOLS : My Oracle Support Health Checks Catalog Comments (0)

**My Oracle Support Health Checks Catalog [ID 868955.1]**

Modified 03-FEB-2011 Type DIAGNOSTIC TOOLS Status PUBLISHED

## Health Recommendations Catalog

**Overview**

This catalog contains the complete list of health recommendations currently available in My Oracle Support.

All new health recommendations introduced in the most recent release (i.e. 19<sup>th</sup> December 2010) are identified by the **NEW** icon displayed immediately after their article ID link.

<p><b>Oracle Database</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Availability</a></li> <li>• <a href="#">Certification</a></li> <li>• <a href="#">Configure</a></li> <li>• <a href="#">Install</a></li> <li>• <a href="#">Performance</a></li> <li>• <a href="#">Security</a></li> <li>• <a href="#">Support Policy</a></li> <li>• <a href="#">Upgrade</a></li> </ul>	<p><b>Middleware</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Availability</a></li> <li>• <a href="#">Configure</a></li> <li>• <a href="#">Performance</a></li> </ul>	<p><b>Enterprise Manager</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Availability</a></li> <li>• <a href="#">Configure</a></li> <li>• <a href="#">Performance</a></li> <li>• <a href="#">Security</a></li> </ul>	<p><b>Oracle E-Business Suite</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Availability</a></li> <li>• <a href="#">Certification</a></li> <li>• <a href="#">Configure</a></li> <li>• <a href="#">Install</a></li> <li>• <a href="#">Patching</a></li> <li>• <a href="#">Performance</a></li> <li>• <a href="#">Security</a></li> <li>• <a href="#">Support Policy</a></li> <li>• <a href="#">Upgrade</a></li> </ul>
<p><b>PeopleSoft</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Availability</a></li> <li>• <a href="#">Configure</a></li> <li>• <a href="#">Performance</a></li> <li>• <a href="#">Scalability</a></li> <li>• <a href="#">Security</a></li> <li>• <a href="#">Upgrade</a></li> </ul>	<p><b>Siebel</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Availability</a></li> <li>• <a href="#">Configure</a></li> <li>• <a href="#">Install</a></li> <li>• <a href="#">Performance</a></li> </ul>	<p><b>JDEdwards EnterpriseOne</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Configure</a></li> <li>• <a href="#">Performance</a></li> </ul>	<p><b>Primavera</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Availability</a></li> <li>• <a href="#">Configure</a></li> <li>• <a href="#">Performance</a></li> </ul>
<p><b>Oracle Fusion Applications</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Availability</a></li> </ul>	<p><b>OCM</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Patching</a></li> </ul>		

# Diagnostics Tools Catalog

Knowledge Home > Knowledge Browser

Reference : Diagnostic Tools Catalog

Reference : Diagnostic Tools Catalog

Diagnostic Tools Catalog [ID 559339.1]

Modified 07-APR-2010 Type REFERENCE Status PUBLISHED

**Diagnostic Tools - Database And Fusion Middleware**

- [Getting Started With RDA 4](#)
- [Health Check/Validation Engine User Guide](#)
- [E-Business Diagnostics Tip of the Month](#)
- [Getting Started with RDA for Rdb](#)
- [ORA-600/ORA-7445 Troubleshooter](#)
- [Training - RDA 4](#)
- [Guardian Resource Center](#)
- [Scripts - Database Scripts All Releases](#)

**Diagnostic Tools - Database Performance and Tuning Scripts**

- [Core / Stack Trace Extraction Tool \(Stackx\) User Guide](#)
- [LTOM User Guide](#)
- [OSWatcher User Guide](#)
- [Trace Analyzer TRCANLZR - Interpreting Raw SQL Traces with Binds and/or Waits generated by EVENT 10046](#)
- [HANGFG User Guide](#)
- [ORA-600/ORA-7445 Troubleshooter](#)
- [Performance Tools Quick Reference](#)
- [SQLTXPLAIN.SQL - Enhanced Explain Plan and related diagnostic info for one SQL statement](#)
- [Implementing and Using the PL/SQL Profiler](#)
- [Oracle Performance Diagnostic Guide \(OPDG\)](#)

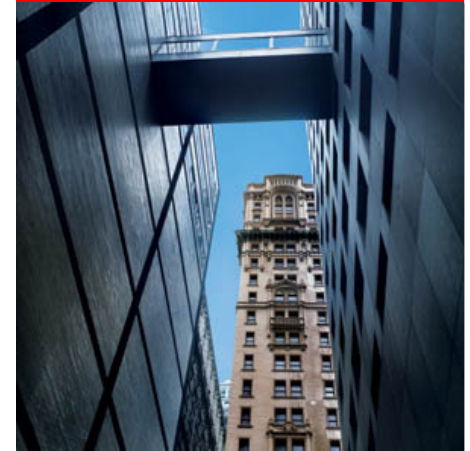
**Diagnostic Tools - E-Business Suite**

- [Diagnostic Catalog for Release 11.0 & 10.7](#)
- [Diagnostics Overview](#)
- [Training - EBS Diagnostic Tools](#)
- [Diagnostic Catalog for Release 11.5](#)
- [Installation Instructions](#)
- [Diagnostic Catalog for Release 12](#)
- [Tip of the Month](#)

Rate this document



**Reactive**







# Support Characteristics

- Works 24 x 7 x 365
- Technical support for thousands of products
- Hub and Grid model
- Support engineers work a queue of thirty issues
  - They also do meetings, training, vacations, etc.
- Work queue in severity order....then by status

# Logging Service Requests

- Log into MyOracleSupport and create a service request
- Call in to escalate, change severity or Duty Manage
- Best practice: use a single CSI (or very few CSI's)
- Clear problem statement in abstract: Object – Defect
- If at all possible, provide a clear reproducible test case
- Answer all questions as completely as possible
- Logging issue quickly versus solving issue quickly

**HUB: +385 1 6323 222**

**<https://support.oracle.com>**

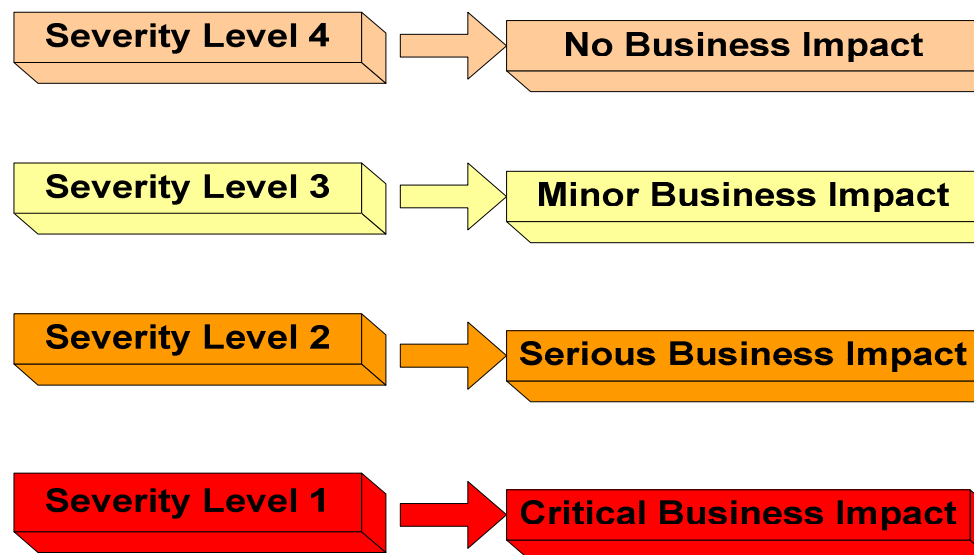
# Creating a New Service Request

- Use MyOracleSupport Configuration Manager
- Upload data collectors, diagnostics with service request
- Clearly defined business impact statement
- Ensure that any key target dates are clearly documented
- If Severity 1 then call it in immediately after opening the SR
- Make sure the preferred contact method is optimal/correct
  - Will downgrade severity 1's if unreachable
- Define product and category are as precise as possible
  - Impacts routing and assignment of service requests
  - Wrong product could cost valuable time

# Service Request

## Severity/Priority Definitions

- Severity 3's and 4's are worked last – can be slower turnaround
- Severity 3's and 4's – raise them to severity 2 if needed urgently
- Most service requests are severity 2
- On weekends only severity 1's and “special” severity 2's are worked
- Can have an “escalated” severity 2 service request and/or bug



# Working a Service Request (1/2)

- If the skills sets are a mismatch then Duty Manage the issue
- Request a second opinion (BDE, Advanced Analysis, a more senior engineer)
- Whenever transferring or repatriating a service request always ask for it to be assigned to a senior resource
- Always try to get the best resources working your issues
- Define numbered actions plans for Support and document them in the service request
- Open another service request if there is a different problem

# Working a Service Request (2/2)

- Document everything in SR or bug
  - Cut and paste emailed information into SR
  - Document any phone messages left with engineer
  - All Duty Manager escalations documented in the SR
- Escalated severity 2's - If the issue is bugged & severity 2 request an escalated severity 2 bug....this will raise the priority of the issue
- Designate a person to manage the overall backlog
- Do periodic service request reviews
  - Check for correctness, completeness, process adherence
- You can call back on an engineer's direct telephone line
  - If unavailable, voice mail message (and update SR)

# Oracle Collaborative Support

## Web Conference

- Faster Resolution Time
  - On Demand connection
  - Instant online collaboration
  - Customer access to scripts, tools and instruments
  - Join via My Oracle Support
- Expectations
  - Used for observation, validation, and problem verification
  - Engineers will not start a session to install or train on the product, nor demonstrate product functionality
  - Web Conferences typically last no longer than 20 minutes



# Demo It to Oracle

- You can demonstrate your issue for Oracle Support just like you do on an Oracle Web Conference
- You can do this offline at your convenience without having to arrange for the presence of a support engineer.
- You can make the recordings available to Oracle Support by uploading them to your SR in My Oracle Support
- CamStudio
  - will record your video in a standard AVI file which needs to be compressed either by using its built-in SWF (Streaming Flash Video) Producer or by using your own zip utility.
- My Oracle support note 11.1



# Closing a Service Request

- Document in the service request what the actual problem is and how it was resolved prior to closing the SR
- If Support asks if they can close the service request have them document the root cause and solution to the problem prior to closing
- Ensure product and category are correct at closure
  - If not, place correction in closing comments or have support engineer update the product and category
  - Ensures future employees have access to the knowledge and experience being accumulated now
- Close as appropriate...you can always open a new issue
- Perform regular operational reviews

# Escalating a Service Request

- Make sure the service request is at an appropriate severity level
  - Upgrade it if necessary or downgrade it if not able to work it
- Always call the **hot line (HR) +385 1 6323 222** and speak to a person if:
  - You need to raise the severity
  - Need to make it a severity 1
  - The issue is urgent and time critical
  - You can type an entry making the request in the SR but still need to call it in, as well, if you want a more timely response
- Always ask for an action plan for the issue you raise
  - Who, what, when action plans: get name & title of duty manager
  - Always have Support document action plan in the service request
- If you do not get a call back from a Duty Manager in the time stated, call again, immediately and Duty Manager it again and update SR.
- Always request warm hand offs if working 24x7.
  - Request a three way conf call with both engineers prior to handoff
  - Request a “senior” engineer to receive your SR

# Raising Severity versus Escalations

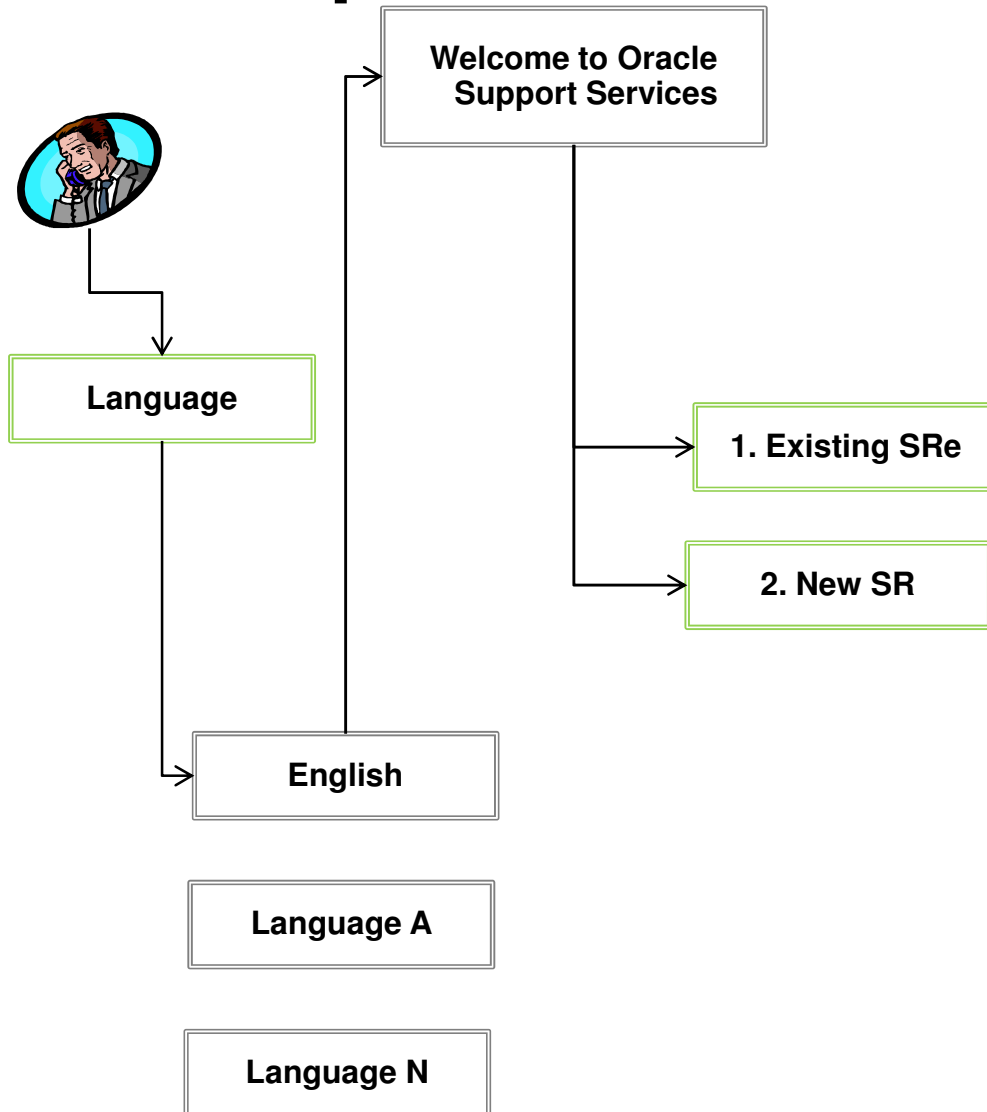
- Severity 1 issues or increases in severity are not escalations
- Escalating an issue means calling management's attention to your SR, and when appropriate, applying more resources
- This two-way dialogue with a manager in Oracle Support will determine the action plan and any increases in severity level

**If the severity level of the SR becomes inappropriate over time, it can be changed by mutual agreement between the Support engineer and the customer.**

# Severity 1 – Business Impact Statement

Impact Statement	Quantified Impact Statement
Some of our users are unable to login.	60,000 of our 80,000 employees are unable to login
Project will be held up.	A \$12M project due to go live tomorrow will be held up costing \$200,000 per day in cost overruns and \$500,000 a day in lost business opportunity.
Can't run reports.	The auditors are doing a major audit and it cannot proceed without this report. We are charged \$80,000 per day for this audit and a delay in the final report may cost \$100,000 in penalties from the FTC
Can't proceed with data migration, it's holding up our project.	We are spinning off a company that will be a separate entity tomorrow according to SEC filings and if we do not migrate their data into a separate system we will be fined a half million dollars a day.

# Telephone menu flow: Initial questions



# What's Wrong With Support?

- Nothing moves forward unless I constantly request an update.
  - Call Duty Manager/Escalate
- I answer the same questions over and over.
  - Use configurations
- I seem to know more than the support engineer does.
  - Request Senior engineer
- Duty Manager fails to call back.
  - Check your connection detail. Call Duty Manager again Process was not followed.
- Even when the Duty Manager does call, nothing gets resolved.
  - Complex problem may need time for resolution. Request next level escalation
- Whenever a service request is transferred we start all over.
  - Ask for warm handoff
- The SR gets one update a day, this is taking forever.
  - Repatriate SR to your time zone

# MOS 5.4 – Highlights



- My Oracle Support Mobile
  - support.oracle.mobi
  - Blackberry, iPhone/iPad, Android
  - HTML based (view and update)
  - **Oracle Now** (native application)
- KM enhancements
- Exadata/Exalogic improvements
- Better BUGdb integration
- ...



# Closing Remarks

- Be assertive
- Provide a clear, strong, quantifiable impact statement
- Provide clear time horizons and target dates
- Document everything in the service request
- Make your desires and wants clearly understood - Ask
- Partner with the engineer to resolve the issue
- Manage the process (measure, monitor, train, improve)





# Access more information in the My Oracle Support Community and knowledgebase



- My Oracle Support Getting Started Guide [ID 735496.5]
- My Oracle Support Help - Knowledge Search [ID 733384.5]
- My Oracle Support FAQ [ID 747242.5]
- My Oracle Support Help - Health Recommendations [ID 733249.5]
- My Oracle Support Health Check Catalog [ID 868955.1]
- Use Hot Topics Email [ID 793436.1]
- [My Oracle Support Community](#)
- Oracle Configuration Manager FAQ [ID 369619.10]
- Oracle Explorer Data Collector Product Information Center [ID 1312847.1]
- Oracle Sun System Analysis [ID 1194234.1]
- Oracle Auto Service Request for Sun Systems [ID 1185493.1]
- Sun Management and Diagnostic Tools [ID 870962.5]
- Oracle Support Lifecycle Advisors [ID 250.1]
- Introduction to Oracle Recommended Patches [ID 756388.5]
- Patches and Updates [ID 847410.5]
- Patch Wizard Utility [ID 976188.1]
- My Oracle Support Health Check Catalog [ID 868955.1]
- See the [Tips and Tricks](#), watch the [4-minute introduction](#) or an [advanced searching and features](#) demo for the new Certification Search feature
- My Oracle Support Help—Patches and Updates [ID 847410.5]
- [Patching and Maintenance Advisor Community](#)
- Product Certifications Tab [ID 743176.1]
- Oracle Support Lifecycle Advisors [ID 250.1]
- My Oracle Support Help - Patches and Updates [ID 847410.5]
- [Upgrade Community](#)

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