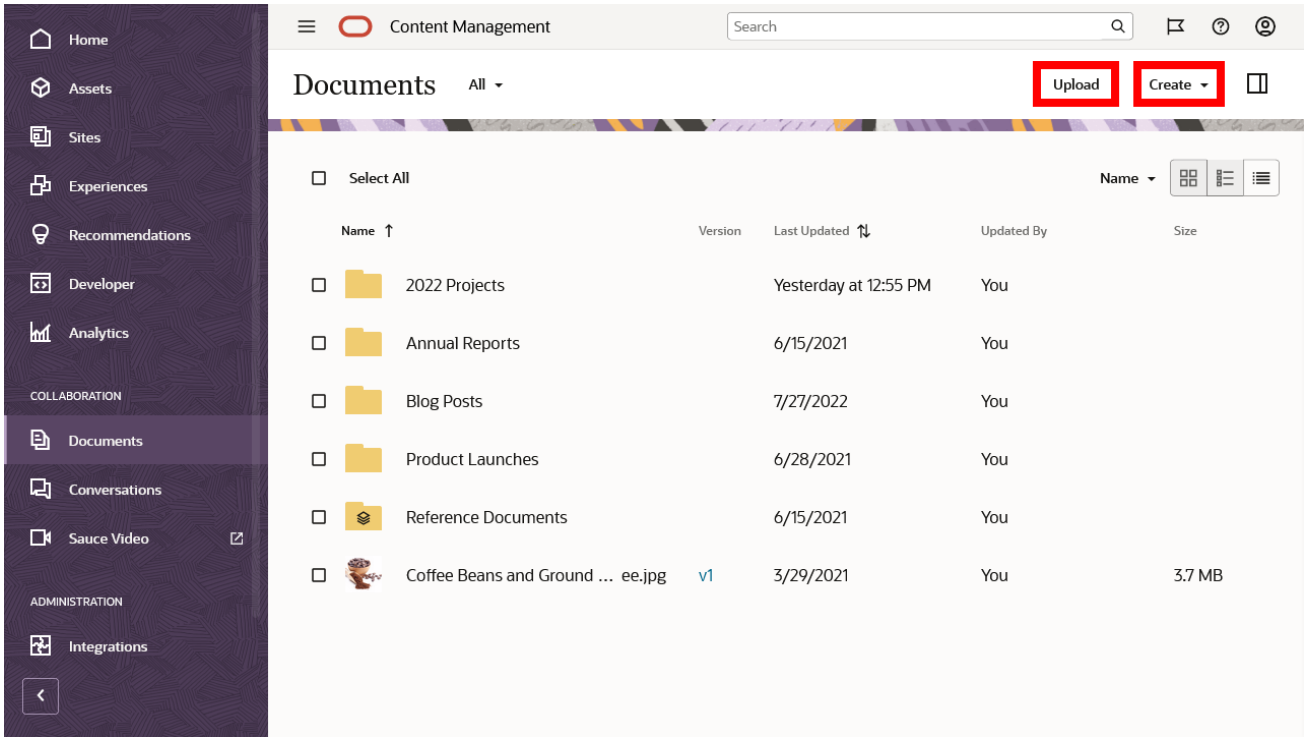
## Oracle Content Management Overview

Content is the foundation of every digital interaction. Oracle Content Management (OCM) gives content teams across marketing, commerce, sales, and service everything they need to create better content more efficiently while opening the doors of innovation for developers with complete headless capabilities for emerging channels and custom applications. With Oracle Content Management you can manage all file types, including streaming video, and quickly create content for any channel with our flexible drag and drop content modelling tools. It's everything you need to support the broad content management needs of your enterprise while providing enhanced support for video creation & streaming, digital asset management, site building, and collaborative document management.




### Key benefits of Oracle Content Management

- Consolidate content management by removing duplication and creating a unified content layer across all your application and silos
- Increase content reuse and improve content discovery with automatic, ML-based smart tagging, smart categorization, and smart search
- Streamline the content creation process with customizable content creation forms, configurable workflows, annotation, conversations, and version comparisons.
- Continue to use common applications while managing content centrally with extensions and apps for Adobe Creative Cloud, Microsoft Office, Microsoft Windows, and Mac OSX, and iOS.
- Eliminate content silos with connectors to other content management systems like Dropbox, Google Drive, Microsoft SharePoint, Microsoft OneDrive, Drupal, WordPress, Webcenter Content, and others.

Content Hub benefits– Higher ROI

- Content hub for managing all kinds of content - marketing digital assets to transactional content like invoices. Collaborate, Review & publish to channels / applications.

- Videos: Complete Video capabilities from collaborative creation of videos, editing videos, workflow to streaming videos in same platform.
- Smart Content: Auto Tagging, Visual Search, Smart Authoring available with the repository with no additional cost.
- Content Adapters & Webhooks: For leveraging existing content repositories and either import content or proxy content to unify repository and use it in newer channels. Webhooks for interfacing with external applications.

Content Managed Service benefits – Lower TCO

- Cloud Native Service: Oracle Content Management is built from the grounds up as a cloud service running on Oracle Cloud Infrastructure. This ensures consistency & predictability on SLAs.
- Single Vendor Service: From hosting to maintenance to upgrades these are all part of Oracle Content Management Managed Service making it cost-effective for customers. Also customers can focus now on innovation and functional delivery.
- Zero downtime Monthly auto-upgrades: Oracle managed monthly upgrades that customer can plan for dev instances to be upgraded first before production.
- SLA based management: Uptime, scalability, Performance and other NFR are Oracle managed. Customer to focus on their functional requirements only.
- Secure across layers. Content is secured in transit and at rest with appropriate encryption. Internally Security managed across technological layers from LBS to storage.
- Setting Up: Few clicks to provision Dev/Test/Stage/Prod environment. Best Practices embedded by design.

For more information:

Oracle Content Management website

Oracle Content Management Documentation

**Accessing Oracle Content Management**

Getting Started With Oracle OCM Guided Tour

After you've been granted access to Oracle Content Management, you receive a welcome email with details about the instance URL and your user name. You'll need this information to log in to the service, so it's a good idea to keep it for future reference.

There are different ways to interact with Oracle Content Management:

- The web interface provides easy access from your favorite web browser. You can manage your content in the cloud, share files and folders with others, start and participate in conversations, create websites (if allowed), and more.
- The desktop app lets you keep your files and folders synchronized between the cloud and your computer. You can sync your own files and those shared with you, making sure you always have access to the latest versions.
- A Microsoft Office add-on gives you access to Oracle Content Management features directly from Microsoft Word, Excel, PowerPoint, and Outlook.

- Mobile apps for Android and iOS provide easy access on your phone or other mobile devices. The mobile apps are instantly familiar, because they look and act just like the service in your web browser. You can access your cloud content, search and sort your files and folders, share content, and work with conversations.
- REST APIs and SDKs provide developers with powerful tools to programmatically incorporate Oracle Content Management functionality into web applications and mobile apps.

For more information please visit the following Guided Tours

- Desktop & Mobile Apps for Oracle Content Management
- Sharing Files and Folders in Oracle Content Management

**Document Management & Collaboration**

Oracle Content Management is a cloud-based content hub to drive omni-channel content management and accelerate experience delivery. It offers powerful collaboration and workflow management capabilities to streamline the creation and delivery of content and improve customer and employee engagement.

With Oracle Content Management, you can rapidly collaborate internally and externally on any device to approve content and create contextualized experiences. Built-in business-friendly tools make building new web experiences with stunning content a breeze. You can drive digital engagement with all your stakeholders using the same content platform and the same processes. Technical and organizational bottlenecks are gone, so you no longer have barriers to create engaging experiences.

Oracle Content Management provides a number of user-friendly tools that help you collaborate on documents with others within and outside your organization. These are some of the key concepts to understand about collaborating on documents with Oracle Content Management:

- Files and Folders
- User Roles
- Data Security
- Synchronization
- Mobile Apps
- Sharing
- Conversations
- Annotating and Reviewing
- Groups

For more information on Document Collaboration please visit the Document Collaboration in Oracle Content Management Guided Tour and the Document Collaboration section of OCM's documentation website.

Document management and Enterprise Content Management (or EDMS or Content Services Platform as it's usually called today) is inefficient when organizing, tagging, and locating documents that sit in multiple, siloed systems. Oracle Content Management is a market-leading, cloud native platform that manages all your enterprise documents. With it, you can significantly streamline the capture, routing, and discovery of business-critical documents throughout your organization.

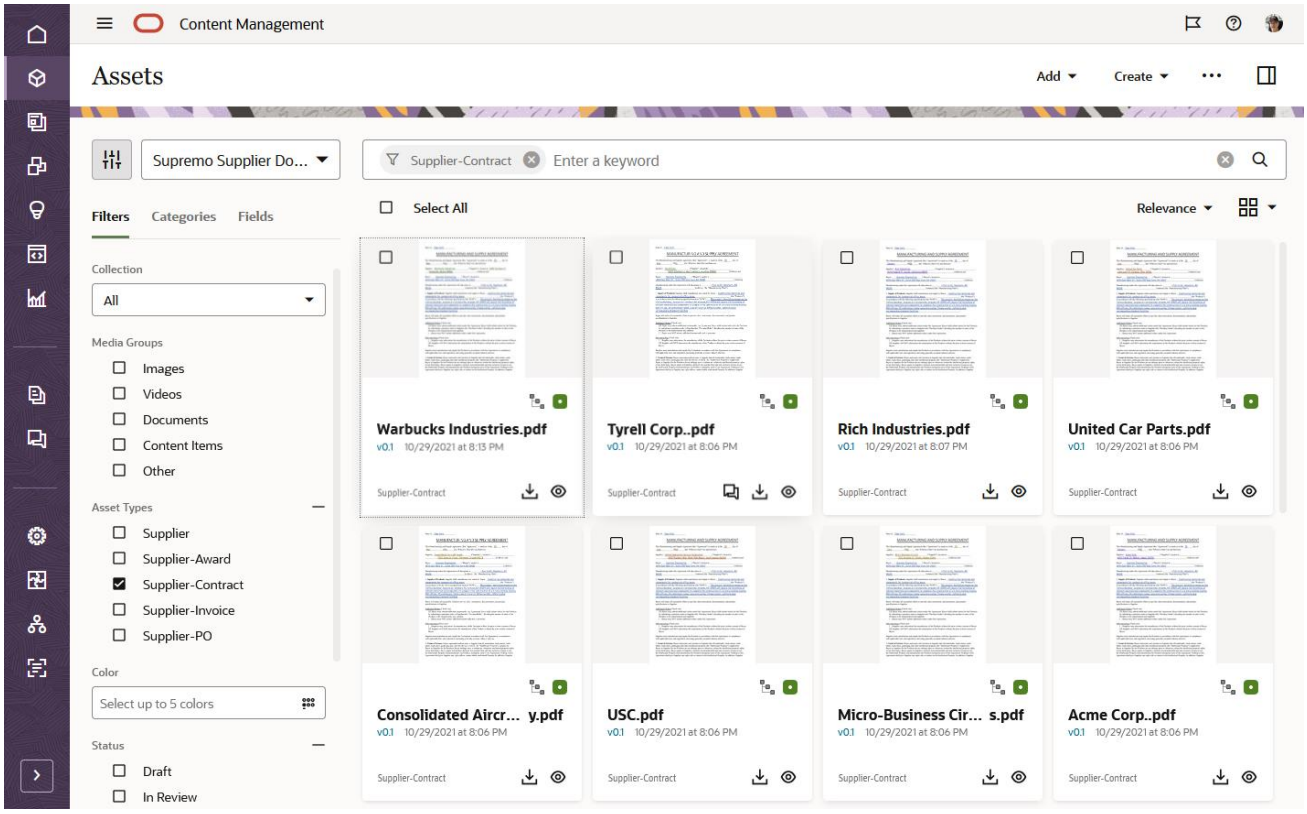
Key features:

- Capture paper and electronic documents
- Intelligent OCR and forms recognition
- Flexible document modelling
- Secure, granular access controls
- Advanced business workflow support
- Organize with enterprise or industry taxonomies
- Powerful search
- Enterprise-scaled storage

## Business Document Repositories

At its heart Oracle Content Management is a universal content hub that enables enterprises to consolidate all content into a single, highly scalable repository. It can be used to store any form of content used within your organization. Business documents like invoices, contract, drawings which often can number in the millions are best stored in a Business Document repository. Business document repositories (or Business Assets repositories) enable you to manage all the assets you need for one purpose in one place.

All the enterprise documents and assets are managed and stored in asset/business repositories.




An asset repository is basically a big "bucket" in which content is managed. It's a container of all assets that an organization or team needs to work with—a conceptual entity that helps them organize and manage content.

Consider different departments in a company, such as sales, finance, and marketing. All these departments have their own teams of people working on content. Content from the finance department may not be relevant (and sometimes not even accessible) to people in the sales department, at least during part of the content life cycle. Content used by the marketing department can be accessible to teams working in other departments, but restricted only to review and not to modify or to publish.

Asset repositories help model the content in such scenarios. An organization could create separate repositories for each department and assign their respective teams as users of that repository with specific rights. When users sign in to Oracle Content Management, they are assigned to relevant repositories, and access privileges are granted to them for repositories, to allow for contribution, review, or approval. Some users might be involved with more than one department and may need access to content in multiple repositories.

All aspects of the content life cycle—including management, workflow, publishing, and revision tracking, searching, —are available in the context of asset repositories that assets are part of.

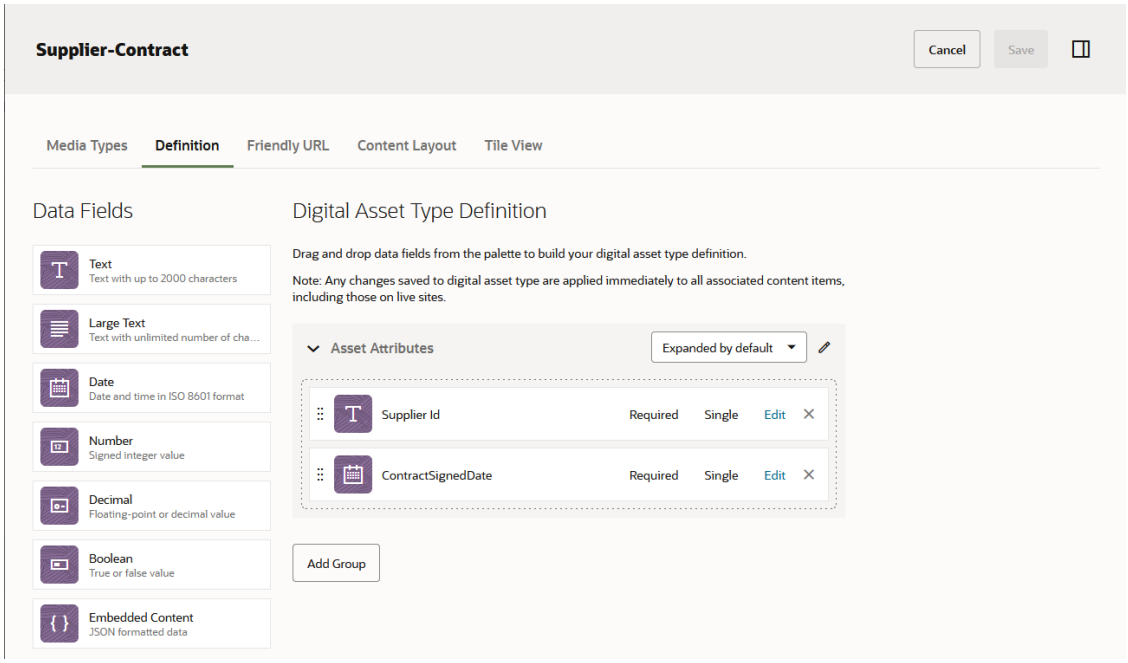
An asset repository is also a place for a number of other configuration settings:

- An asset repository controls which languages are available for content authors to create content in. Each repository also has a default language, which is the language that's assumed for all content if no language is specified.
- Configuration of content connectors, which are used to bring data into Oracle Content Management from an external system.
- On/off control of smart content discovery, which includes the ability to automatically tag content and search by them, recommend assets based on the content topic, and much more. This switch enables or disables certain background processing of content for enrichment and discovery as well as behavior of the user interface and supporting APIs to surface relevant content.

Multiple repositories can be used for multiple purposes. You can find more details on managing repositories here.

### Metadata Management

Oracle Content Management includes several out-of-the-box content types—Image, Video, and File. As a Content Admin you can use these base types to define custom content types. Custom content types define which file media types (MIME types) of that type can be stored and groups of metadata of various data types to describe the file, both optional and mandatory. For example, you might define what a vendor contract is, accepting only pdf file types and needing attributes for the vendor's name, address, date the contract was signed, and when it expires. More documentation on how to define content types and manage metadata is available here.

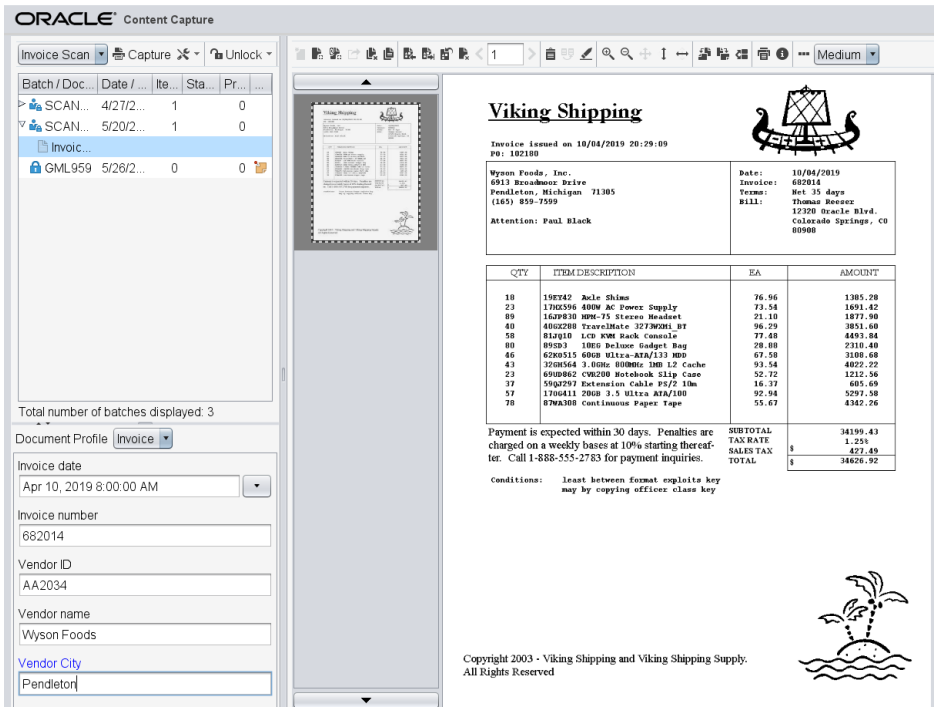



## Capture and Extraction

Content Capture is an Oracle Content Management feature that enables you to scan physical documents and import electronic documents in large batches, process, and index them, and upload them to Oracle Content Management for storage and/or further processing.

Content can be captured from various sources: Files can be manually imported or scanned, they can be automatically detected and imported from a network file folder, or it can monitor an inbox for inbound emails.

The Oracle Content Capture client is where you scan and import documents. You can also index and reorganize captured documents.



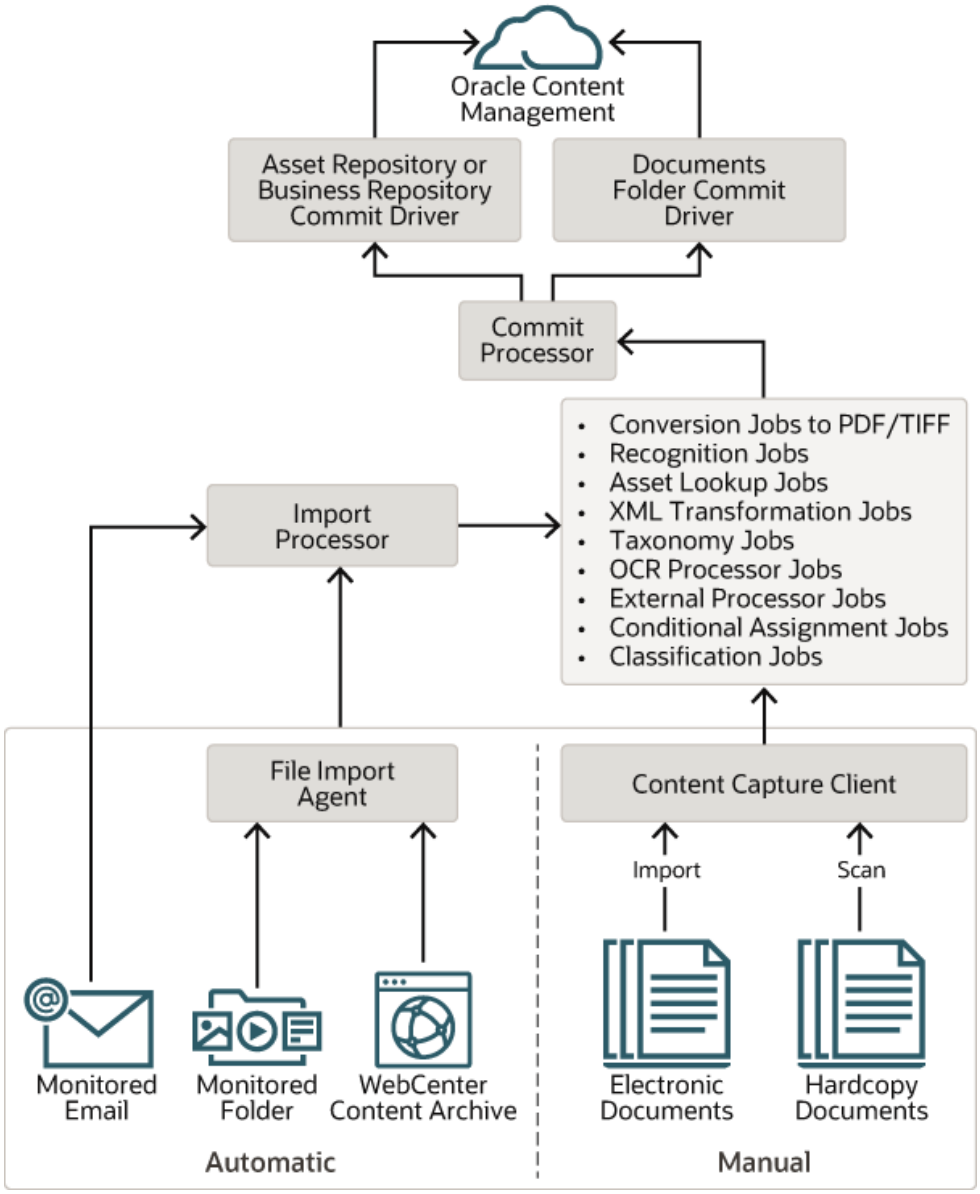
The content capture features of Oracle Content Management provide you with one system to capture, index, store, and manage your mission-critical business content. You can scan and import documents in bulk, and process them automatically before they're uploaded to Oracle Content Management. Documents consist of one or more images obtained from a scanner or imported from a file, or they can be non-image, electronic files such as Microsoft Word or PDF files. When you import non-image files, the defined capture flow determines whether they are retained in their original format, converted to an image format, or prevented from being imported.

The batches of documents that you create are scalable, allowing you to reorganize documents, automate their grouping to suit your business needs, read barcodes for billing or filing purposes, index documents to make them easily searchable, and convert them to standard formats for your organization. You create content capture workflows, or procedures, which automate the processing and routing of physical and electronic documents in bulk.

The primary drivers for capturing content are batches and documents. Documents are scanned or imported and maintained in batches. A batch consists of scanned images or electronic document files (such as PDF or Microsoft Office files) which are organized into documents and assigned metadata values (indexed). Each document shares a set of metadata values. Oracle Content Management provides a variety of content capture processors which import documents, convert them to PDF and/or TIFF, auto-recognize bar codes, automatically separate documents, populate metadata values, and deliver the final output to Oracle Content Management.

Below we can see the basic process of capturing content and uploading it to Oracle Content Management.




## Content Capture Sources

Content can be captured from various sources:

- manually, by scanning hardcopy (printed) documents using the Content Capture Client,
- manually, by importing electronic documents using the Content Capture Client,
- automatically, from a monitored file folder (through the file import agent),
- automatically, from an inbox or folder of a monitored email server account.
- from an archive of the on-premise Webcenter Content files.

Taking advantage of the Content Hub capabilities of Oracle Content Management and its Content Capture functionality it is only natural to integrate the information from the digitized documents with other applications and technology platforms within a customer's ecosystem leveraging Oracle Integration Cloud in order to transmit metadata via processes or forms which get prepopulated and sent for processing to another application/entity. Combined with state of the art Oracle Cloud Infrastructure AI Services like Document Understanding that lets developers extract text, tables, and other key data from document files through APIs and CLI tools, you can automate tedious business processing tasks with prebuilt AI models, and customize

document extraction to fit your industry-specific needs. With the aforementioned combined with the Capturing process of Oracle Content Management you can fully automate your Digitization business processes and be able to securely process documents, store them in Business Asset repositories in Oracle Content Management and integrate them via API calls or end to end Oracle Integration Cloud flows with the entire ecosystem of an organization in a Cloud Native architecture running on state of the art next generation Oracle Cloud Infrastructure.

Extensive documentation on how to configure the capture capabilities is available here and also visit the Capture Paper & Electronic Documents and Content Capture in Oracle Content Management Guided Tours.

### Taxonomies

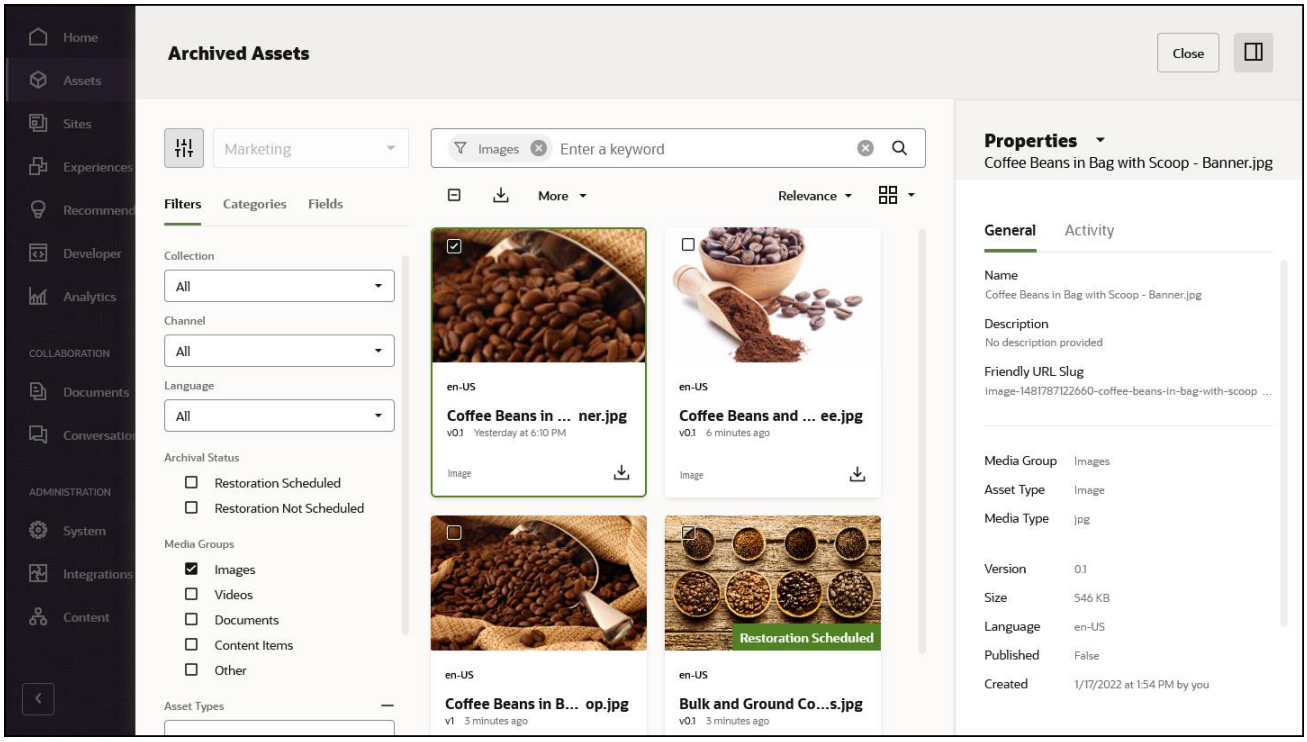
A taxonomy is a hierarchy of categories, mapped to your business structure, used to organize your content and to help users find assets by drilling down into the area they're working on. You can assign a taxonomy to more than one repository, and you can assign multiple taxonomies to a repository. For example, you could create a taxonomy for each department in your business or perhaps define a region taxonomy and then use it to organize content belonging to a particular department or region. Content Administrators can create and manage your corporate taxonomies as discussed here.

### Granular Security

Custom Document Types and Taxonomies are key concepts that allow you to control who can access content. You can grant users and groups permissions to interact with assets stored in a repository by adding them to the asset repository membership and assigning roles as to what they can do, but the true power is that you can further refine access through granular permissions applied according to asset type and taxonomy category. You can ensure only Engineers can view and interact with engineering drawings and even more specifically define that only German engineers can see drawings belonging to projects being undertaken in Germany. With this ability fine grain access to content can be defined to ensure compliance with industry regulations. Asset repository managers can control how granular the security needs to be. Details on how to set necessary access controls is available here.

### Archive Assets

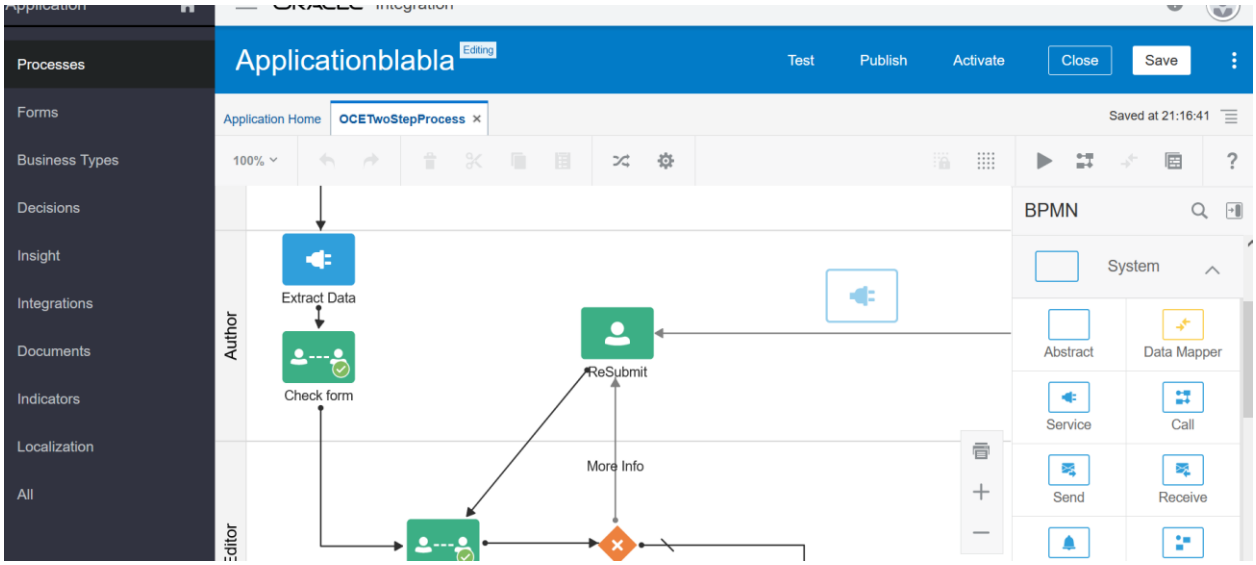
You may have assets that aren't currently being used, but you're not ready to delete them yet. You can *archive* those assets. You can view, download, restore, or permanently delete an archived asset.




## Workflow Support

Oracle Integration—Oracle Process Cloud Service automates and manages your business work flows. Through integration with Oracle Content Management, your users can access Oracle Integration functionality within Oracle Content Management, letting users manage business processes in the cloud, such as content workflows to route content for approval or review.

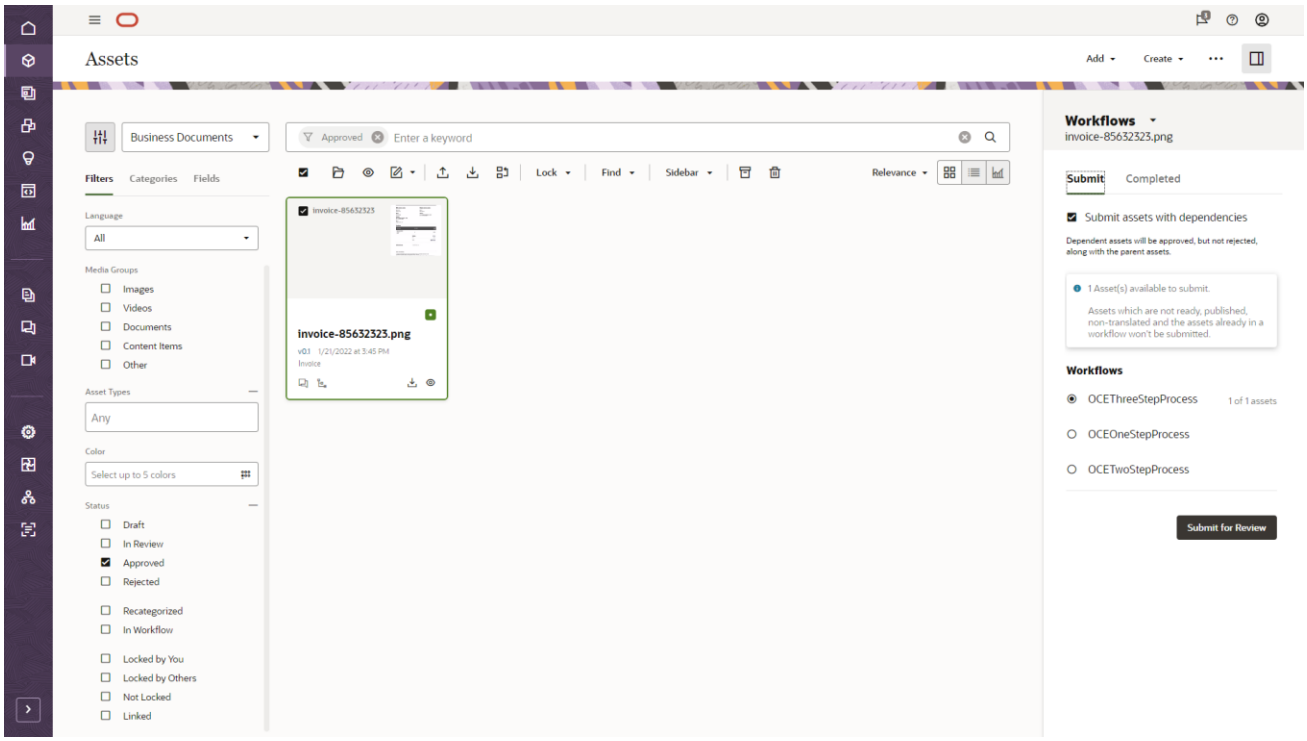
Integrating Oracle Content Management with Oracle Integration benefits document-intensive processes by organizing, managing, and restricting access to documents that must be submitted, reviewed, and approved or rejected by different roles and organizations during the business process. Conversations enable users to easily discuss things that come up during the process.



Oracle Content Management integrates assets, content workflows, documents, and conversations with your process applications.

- Assets: You can enable structured multistep workflows for review and approval of content items and digital assets that you manage in Oracle Content Management asset repositories.
- Content workflows: Oracle Content Management includes a workflow management system that supports business process-based integration. This enables modeling, automation, and continuous improvement of business processes and routing information according to user-defined business rules.
- Documents: Oracle Integration provides simple file-attachment functionality, but if you need something more robust to handle document-intensive processes, you can integrate Oracle Content Management. This service enables you to organize files into folders, manage access to each folder, and even start a process when you upload a document. For example, if you're processing a home loan, you need to manage documents such as loan applications, employment histories, and house appraisals, making sure that the right users see the documents they need to submit, review, or approve, but they don't get access to restricted information.
- Conversations: When you integrate conversations, users can easily discuss things that come up during the process. This provides a record of what happened, enabling you to quickly bring new stakeholders up to speed or refer back to things as necessary. Plus, the conversation tools work like the social media tools users regularly use, but with enterprise-wide security and controls. For example, if you're working on a contract, you might need to discuss some of the terms while still making sure your discussion is confidential.
- Document- and Folder-Initiated Processes: You can automatically start a process when someone uploads a document (or folder of documents) to a chosen document folder.




**For more information:**

Oracle Integration Cloud – Integrate with Oracle Content Management

## Content Analytics

Throughout the use of your service, you can view service usage statistics to help you analyze system needs or issues.

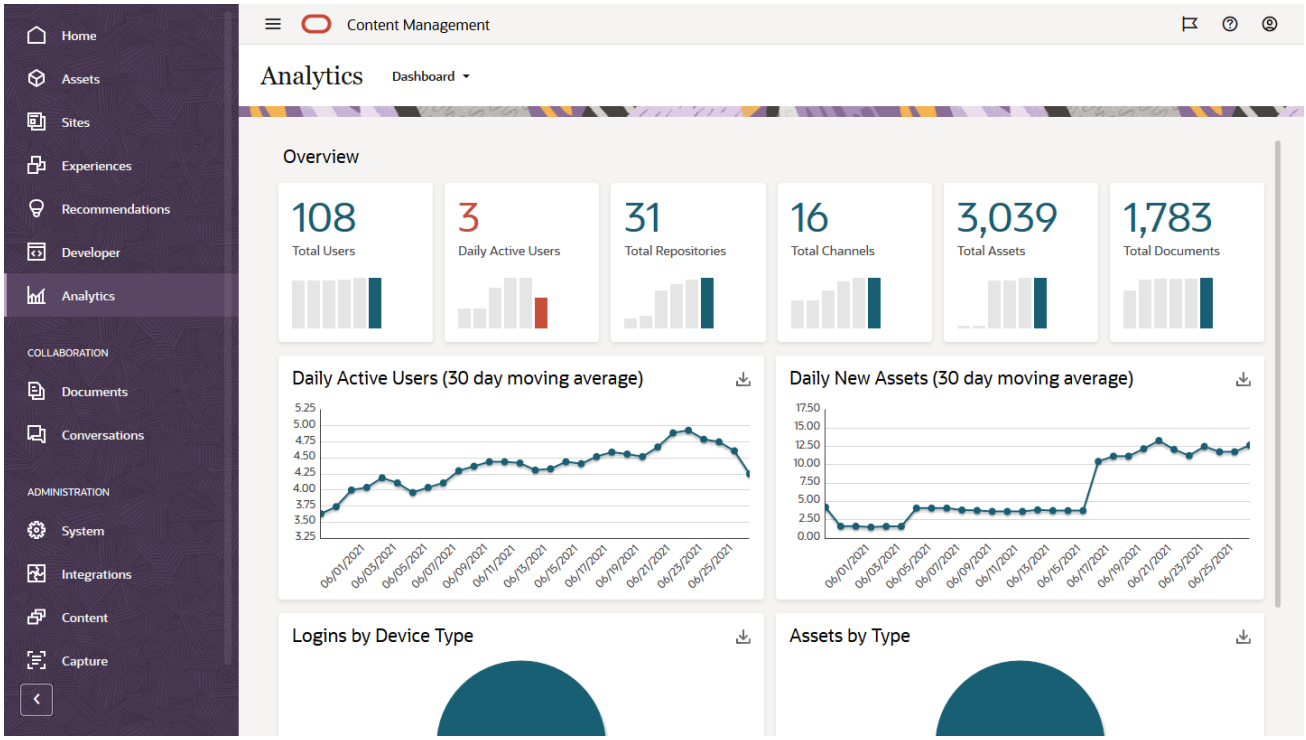
The Analytics interface displays statistics about Oracle Content Management usage and content.

To use the Oracle Content Management Analytics interface:

1. After you sign in to the Oracle Content Management web application as an administrator, click **Analytics** in the navigation menu.
2. In the **Analytics** menu, select a page:
    - Dashboard: Summarizes the most important usage statistics, including total users, daily active users, total repositories, total channels, total assets, total documents, daily new assets, sign-ins by device type (such as web client or iOS), and assets by type.
    - User Statistics: Shows totals and daily statistics for users and system usage.
    - Assets and Content: Users with a Manager role within at least one repository can view metrics for repositories, collections, and channels.
    - Sites and Channels: Shows analytics for sites and channels, including number of visits, top languages, devices, browsers, most visited, and least visited.
    - Files and Conversations: Shows data for documents, shared links, and conversations.
    - Capture: Shows composite data of individual documents and audit history. The metrics show what is being captured and how effectively Content Capture is used by the users.
    - Reports and Metrics: Use this page to view reports on your users and documents usage to better understand how your system is being used, and monitor service activity. You can search for a report to run or select the User List, User Logins by Device Type, Documents Usage Log, Asset Activities, User Activities, or Capture Activities report.

The Analytics dashboard lets you see usage, utilization, and traffic analytics for your users, repositories, channels, assets, and documents.




For more information on Content Analytics please visit:

- Administering Oracle Content Management
  - Chapter 6 – Analyze Service Usage
- Analytics in Oracle Content Management Guided Tour

**Oracle Content Management Search capabilities**

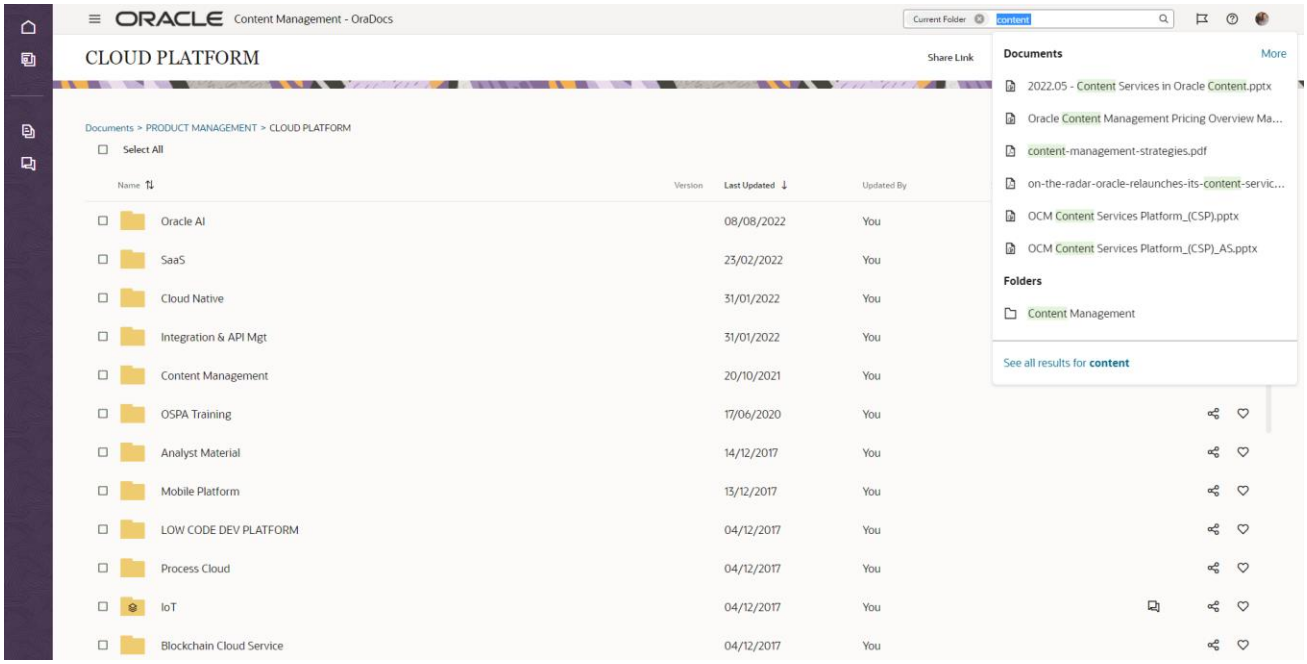
- Elastic Search Engine. Multi-language search engine that supports Custom Relevancy, Auto Suggestions, Stemming, Spelling, and Synonyms.
- Advanced Attribute Filtering. Embed capture and upload widgets into existing applications.
- Dynamic Collections. Define content of a collection using a saved search query.
- Optimize Search Results. Optimize columns based on returned business asset types.

**Search Content and Conversations**

Enter a search term, such as a file name, conversation name, digital asset tag, or hashtag, at the top of the screen and press Enter or click the Search icon. If you want to search only in a specific folder, open the folder and enter your search term. You can enter just a few characters of your search term and a list of possible matches is shown, separated by type (documents, conversations, and so on). This lets you quickly find what you need even if you don't know the entire search term.

If you don't have permission to view an item, you won't see it in your search results even if it met your search criteria. After your search results are listed, you can use the results like you would normally. You can add files to folders, add posts to conversations, upload files, download files, or share folders with others, provided you have the appropriate permissions.




## Search, Filter, and Sort Assets

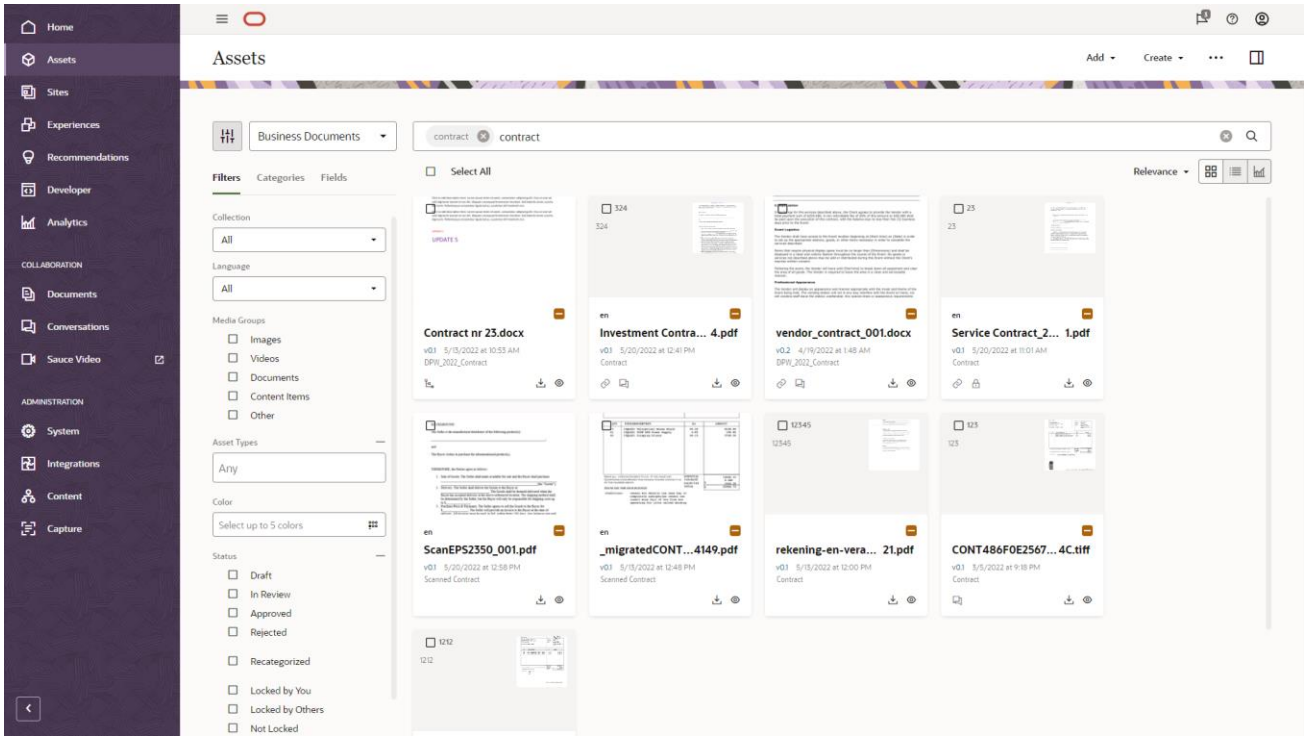
You can search for any assets the same way you search for other files or folders. You can filter assets to further focus your search, and sort them to help you find what you need.

You can search for assets in the search box in the banner, from the Assets page, from within a collection, or in the media picker when creating a content item. Search for any term, keyword, tag, or items that are visually similar to a selected asset. Oracle Content Management searches asset titles, asset content (including the full text of digital assets such as PDFs, Microsoft Word documents, and other text documents), and tags. Smart tags are searchable in English, French, Italian, German, Spanish and Japanese. Any tags added manually are searchable in the language used to add them.

Select a topic:

- Finding Visually Similar Assets (asset repositories only)
- Finding Assets of Similar Categories
- Smart Content
- Smart Content and Localization
- Filtering Assets
- Sorting Assets
- Understand Translation and Filtering (asset repositories only)




## Integrations & Extensibility

Oracle Content Management provides multiple ways to leverage its functionality, whether you want to incorporate your processes or apps into Oracle Content Management, or whether you want to use Oracle Content Management in your enterprise application. Oracle Content Management provides rich content management features, from folder and file viewing and sharing, to conversations, to websites that deliver your message and content securely. Specifically around programmatic integration capabilities:

### APIs & Webhooks

REST APIs and SDKs provide developers with powerful tools to programmatically incorporate Oracle Content Management functionality into web applications and mobile apps. Some of the available APIs and SDKs are:

Content Delivery REST API – a read-only cached REST API for fast delivery of content. All assets published in Oracle Content Management are made available through the Delivery API. Published assets include content items and digital assets, as well as their renditions.

Content Management REST API - Provides access to manage assets in Oracle Content Management. Assets include content items and digital assets and their renditions. Additionally, also provides system administration endpoint for performing bulk admin operations or system admin tasks programmatically.

Content SDK - a lightweight JavaScript wrapper that interacts with the Content Delivery REST APIs. This is a read-only SDK for retrieving structured content, digital assets and content layouts that are managed in Oracle Content Management, allowing for consuming and rendering the content in any channel.

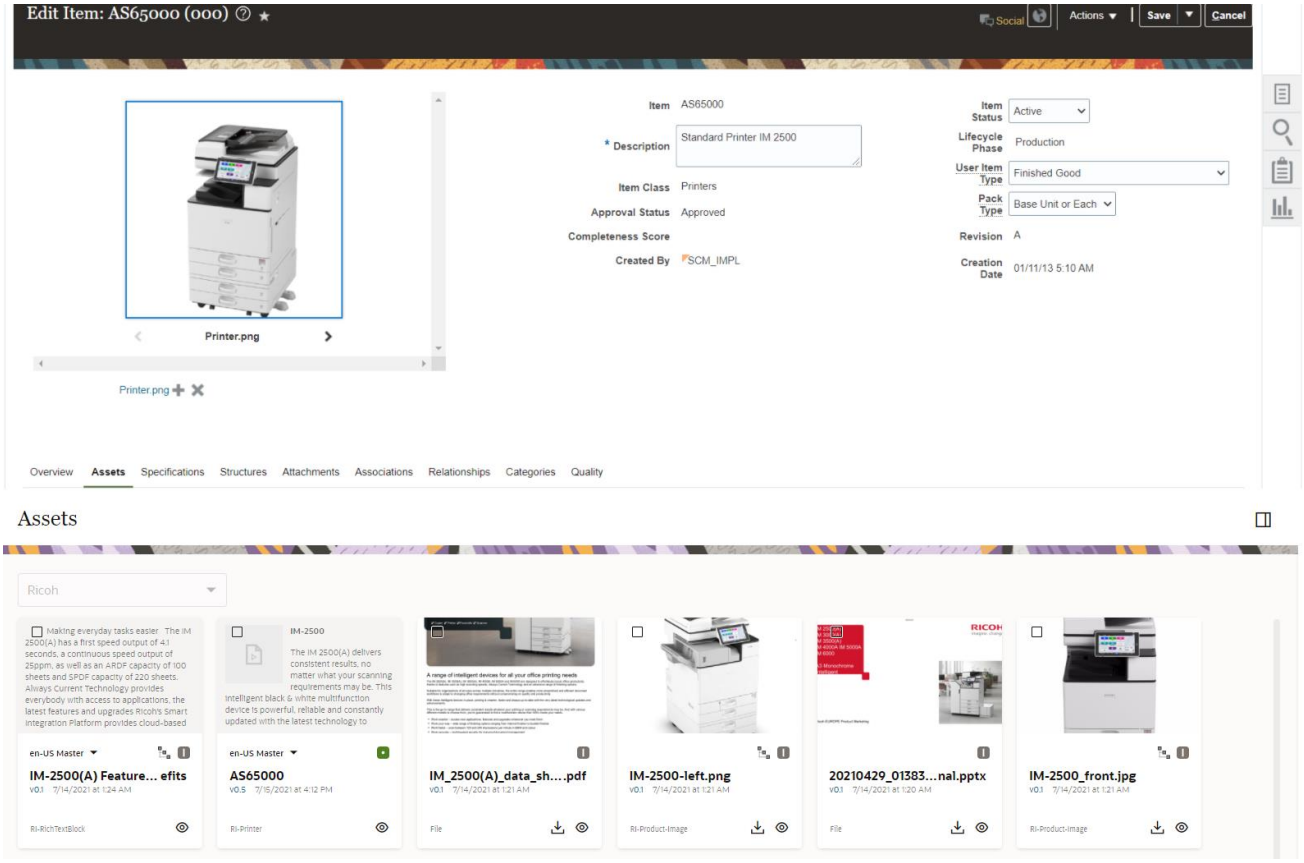
Webhooks – Oracle Content Management provides webhooks to asset lifecycle events (e.g. create / publish / update), sending notifications with asset payload for each of these events. Client applications can then consume these notifications and perform custom actions as needed.

In essence you can use OCM to develop integrations. One of the tools you can use to integrate OCM with an Oracle SaaS application for example like Fusion ERP is the Embed UI API V2 for Oracle Content Management

which essentially is a JavaScript API that enables you to embed the Oracle Content Management web user interface into your own web applications using an HTML inline frame (iframe tag). The JavaScript API simplifies the creation of the iframe element and manages communication with the code running in the frame. The embedded web interface can include asset and document lists, conversations, site content, search results, and other Oracle Content Management features.

Here's an example of what the embedded UI could look like (Assets tab below is coming from OCM in relation to a Fusion ERP record aka all the Assets related to the Item/Record from the business application):




For more information:

Oracle Content Management – Integrations & Extensibility

### Oracle Content Management Security / SSO

Oracle Content Management uses a multilayered approach to protect your system and content. For an extensive list of Security Features please visit this link.

If you use Federated Single Sign-On (SSO) for your Oracle Content Management environment, you can enable it to customize sign-in procedures. When Single Sign-On (SSO) is enabled, users can sign in to one instance using corporate security credentials and access another instance in the same domain without signing in again. For example, perhaps you are an administrator for your company which has two Oracle Cloud services and you must provision these services to your company's organization, roles, and users. Your company may also have on-premise applications and cloud services from other vendors. It's important that communication between these services and applications is done in a secure fashion. With SSO, users can

sign in to all of them using the same set of credentials that are managed by using your identity domain system.

OAuth provides secure access to all services in Oracle Cloud. It provides an access token for communication between services. The token is valid for a limited time and contains the security credentials for a sign-in session. It identifies the user and the user's groups.

For more information:

Administering Oracle Content - Manage Users, Groups, and Access in a Region with Identity Domains

**Oracle Content Management roles and permissions**

The Oracle Content Management web interface provides easy access from your favorite web browser. You can manage your content in the cloud, share files and folders with others, start and participate in conversations, create websites (if allowed), and more.

The Oracle Content Management features that you can access depend on the role you've been assigned. You'll see different options depending on your user role. Standard users can work with documents, conversations, and sites. Enterprise users can also access assets. Developers see options to build and customize website pieces such as templates, themes, components, and layouts. Administrators see options to configure the service, integrate the service with other business applications, and set up asset repositories.

There are different types of roles in Oracle Content Management:

- **Organization roles** — Your role within your organization determines what tasks you need to perform and how you use features.
- **User roles** — User roles control what features you see in Oracle Content Management.
- **Resource roles (permissions)** — What you can see and do with a resource, such as a document, content item, site, or template, depends on the role you're assigned when the resource is shared with you.

Please find more about OCM roles here

**Oracle Content Management Document Security**

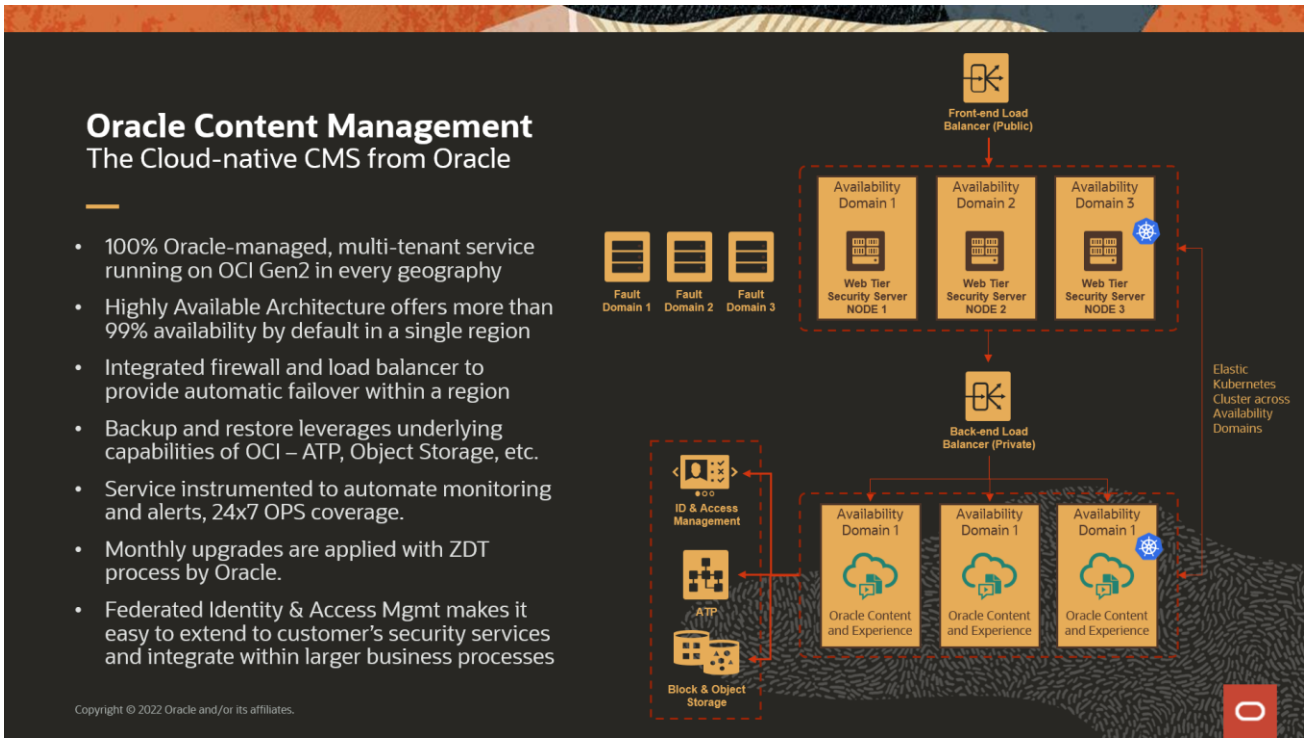
Oracle Content Management uses a multilayered approach to protect your files in the cloud:

- **User name and password**: You need a user account to access the service. Accounts are set up and managed by your service administrator, the person in charge of managing the service for your organization.
- **File encryption**: Your files are protected using Secure Sockets Layer (SSL) technology. Files are encrypted while they're uploaded (in transit) and when they're stored (at rest) in the cloud. That prevents unauthorized use of the files.
- **Access control**: You have total control over who can access your files. You can add coworkers as members of a folder, and you set the access rights for those users when they're added. In addition to sharing folders, you can also share files using links. If you send a link to a member of a folder, that person can sign in and use the file in the service. If you send the link to a nonmember, that person is restricted from seeing other files in the folder.
- **Virus scanning**: When you upload files to the cloud, they can be checked by a virus scanner if that option is set by your service administrator. Any files found to be infected are quarantined in the Trash bin and a special icon marks the file as infected.
- **Passcodes on mobile devices**: When accessing your files on a mobile device, you can set a passcode to provide additional security. The passcode is a four-digit number that is set and managed by you

on your device and it's used in addition to your user name and password. Any files that you download to your device are encrypted and you can't access those files outside of the Oracle Content and Experience app unless you specifically download the file for use on the device.

## Oracle Content Management Architecture




**Oracle Oracle Content Management** is a 100% Oracle-managed multi-tenant Cloud service. It provides zero-downtime upgrades, integrated identity and access management, as well as an integrated CDN, DNS, Firewall & Load Balancing. On top of this, Oracle Oracle Content Management is designed with high-availability and failover within the same regions, as well as configurable backup of data across regions through specialized Test2Product (T2P) tooling or complete full stack handfs off Cloud Native Disaster Recovery for Oracle Content Management.

When initially provisioned, all instances of Oracle Content Management are deployed on Oracle Cloud Infrastructure. This architecture is a high-availability topology across multiple availability domains within a single geographic region. It uses Oracle Container Engine for Kubernetes (OKE) with its elastically scalable Kubernetes clusters across these availability domains.

An availability domain in the Oracle Cloud Infrastructure is one or more data centers located within a region. Availability domains are isolated from each other, fault tolerant, and unlikely to fail simultaneously. Availability domains in a region are connected to each other by a low-latency, high-bandwidth network. This predictable, encrypted interconnection between availability domains provides the building blocks for both high availability and disaster recovery. Each availability domain is comprised of 3 fault domains. A fault domain is a grouping of hardware and infrastructure. It lets you distribute your instances so that they are not on the same physical hardware within a single availability domain. As a result, hardware failures or maintenance events that affect one fault domain do not affect instances in other fault domains. You can optionally specify the fault domain for a new instance at launch time, or you can let the system select one for you.

In a default deployment, Oracle Kubernetes Engine, which underpins the Oracle Content Management, automatically creates multiple clusters across availability domains. All sites and assets are synchronized to each availability domain. If one availability domain goes down, Oracle Kubernetes Engine automatically directs all incoming traffic to the operational availability domains. That way end users won't notice a service outage while the failed availability domain is restored.

Oracle Content Management leverages under the hood Oracle Cloud Infrastructure services such as Autonomous Transaction Processing, Block Storage & Object Storage to provide leading edge performance for across both backend and front-end tiers, while the Load Balancers improves resource utilization, facilitates scaling, and helps ensure high availability across front-end and back-end clusters.

All of these capabilities contribute to making sure you don't have to worry about downtime, failover, high-availability, security or caching and can just focus on the deployment architecture that caters to your business needs.

### Backup, Restore and Disaster Recovery Options

Oracle periodically makes backups of the customer production data in the Oracle Cloud Services for Oracle's sole use to minimize data loss in the event of an incident. Backups are stored at the primary site used to provide the Oracle Cloud Services, and may also be stored at an alternate location for retention purposes. A backup is typically retained online or offline for a period of at least 60 days after the date that the backup is made.

Specifically, to Oracle Content Management, this service keeps all the assets in Oracle Cloud Infrastructure - Object Storage. There is no need to backup data stored in Oracle Cloud Infrastructure Object Storage. Oracle Object Storage is an inherently highly durable storage platform. All objects are stored redundantly on multiple storage servers, across multiple Availability Domains, within a region. Data integrity is constantly monitored using checksums and corrupt data is self-healed. The native object storage durability characteristics virtually eliminate the need for traditional backups.

For Disaster Recovery purposes, Oracle Content Management may be provisioned at multiple data centers. The customer is the solely responsible for any such post provisioning configuration, data backups, and execution of disaster recovery activities.

### Oracle Content Management Service Availability

The service levels for Oracle Content Management are documented in detail on the Oracle Cloud Hosting and Delivery Policy (Chapter 3 - Oracle Cloud Service Level Agreement) and the Oracle PaaS/IaaS Pillar Document (Category 3 Services) available here.

To summarize, Oracle will use commercially reasonable efforts to have each Oracle Content Management Service available with a Monthly Uptime Percentage (as defined below) of at least 99.95%, during any calendar month (the "Service Commitment"). In the event Oracle Content Management Service does not meet the Service Commitment, customers will be eligible to receive Service Credits (as defined above) for the applicable Non-Compliant Service. Please refer to the above mentioned documents for the complete information, including all the definitions and exclusions.

With regards to Oracle Support SLAs, please refer to Oracle Cloud Hosting and Delivery Policy (Chapter 5 - Oracle Cloud Support Policy).

Oracle offers Assistance with technical service requests 24 hours per day, 7 days a week. In addition, Oracle will use reasonable efforts to respond to Severity 1 service requests within fifteen (15) minutes. Oracle will work 24x7 until the Severity 1 service request is resolved, a reasonable work-around is put in place, or as long as useful progress can be made

For more information:

508 Administering Oracle Content Management – Understand Your Deployment Options

509