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Oracle Cloud Infrastructure Service Level Agreement(SLA) and Support

Oracle Corporation

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Agenda

Service Level Agreement (SLA)

Support

What is a Service Level Agreement (SLA)?

- Financially-backed commitment to provide a minimum level of service to customers

- Usually defined as a number of "nines" for a month and a percentage credit: Ex: <99.9% -> 10% credit.

- Usually includes: Tiers and Definition

SLA Tiers and Definitions

Example Definition (from Vault, Previously called Key Management)

- "Available" or "Availability" is defined by **any valid API call** that performs a cryptographic operation and returns a 2XX response

- "Monthly Uptime Percentage" is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the Key Management Service was Unavailable

- "Unavailable" means there are no valid API calls that successfully performs a cryptographic operation

- Example Tiers

Monthly uptime percentage	Service credit percentage
Less than 99.9% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	25%
Less than 95.0%	100%

Example

- OCI Vaults offers the following availability SLA:

    - <99.9% → 10% credit

    - <99.0% → 25% credit

    - <95.0% → 100% credit

- Scenario A: Customer experiences 10 minutes of unavailability during a 30-day month ((43,200-10) / 43,200 = 99.98%) → No SLA breach

- Scenario B: Customer experiences 1 hour of unavailability during a 30-day month ((43,200-60) / 43,200 = 99.86%) → If customer submits a claim, they would be eligible for 10% credit for their spend for that service

Oracle Cloud Infrastructure SLA

Only Oracle offers end-to-end SLAs covering performance, availability, and manageability

- Availability/Data Plane: services are in operation with uptime and connectivity commitments

- Manageability/Control Plane: ability to manage, monitor, and modify Oracle Cloud Infrastructure resources

- Performance: services consistently perform as expected

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	OCI	AWS	Azure	GCP
AVAILABILITY				
MANAGEABILITY				
PERFORMANCE				

Control and Data Plane

- Control Plane: Administration of resources
- Data Plane: usage of resources

Service	Control Plane	Data Plane
Object Storage	CreateBucket API	GetBucket API
Functions	CreateFunction API	InvokeFunction API

- Compute control plane depends on these control planes:
  - Object Storage (to retrieve the specified OS image)
  - Block Volumes (for provisioning and attaching the boot volume)
  - Networking (for provisioning and attaching VNICs)

- Core service data planes have minimal dependencies:
  - Networking and Block Volume data planes are self-contained
  - Compute data plane depends on the Block Volumes and Networking data planes

Oracle Cloud Infrastructure services with SLA

Services	Data Plane	Control Plane	Perf.
Compute	Yes	Yes	Yes
Block Volume	Yes	Yes	Yes
File Storage	Yes	Yes	
Database - Dense I/O	Yes	Yes	
Database Cloud Service	Yes	Yes	
Database Exadata Service	Yes	Yes	
Data Safe	Yes	Yes	
Other services - API Gateway, Autonomous Data Warehouse, Autonomous Transaction Processing, Database Backup Cloud Service, Digital Assistant, DNS, Email, FastConnect, Functions, Health Checks, Integration Cloud, Key Management, Load Balancer, Monitoring, NoSQL Database Cloud, Notifications Service, Object Storage, Outbound Data Transfer, Streaming Service, Web Application Firewall	Yes		

https://www.oracle.com/assets/paas-iaas-pub-cld-srvs-pillar-4021422.pdf

Oracle Cloud Infrastructure Support

ORACLE®
Cloud Infrastructure

All Systems Operational

Current Status

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Get email notifications whenever OCI **creates**, **updates** or **resolves** an incident.

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☑ Normal Performance   ➖ Degraded Performance   ⚠ Partial Outage   ✖ Major Outage

Commercial

	Australia Southeast (Melbourne)	India West (Mumbai)	Japan Central (Osaka)	South Korea Central (Seoul)	Australia East (Sydney)	Japan East (Tokyo)	Canada Southeast (Montreal)	Canada Southeast (Toronto)	Netherlands Northwest (Amsterdam)	Germany Central (Frankfurt)	Switzerland North (Zurich)	Saudi Arabia West (Jeddah)	Brazil East (Sao Paulo)	UK South (London)	US East (Ashburn)	US West (Phoenix)	US Gov East (Ashburn)	US Gov West	US DoD East	US DoD Nortl	US DoD Wes
Compute - Instances ?	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
Compute - Instance Configuration ?	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
Compute - Instance Pools ?	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
Compute - Custom Images ?	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
Compute - Boot Volumes ?	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
Compute - Boot Volume Backups ?	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑

Notifications when Oracle Cloud Infrastructure creates or resolves an incident - Email, Text, RSS, Webhook

https://ocistatus.oraclecloud.com/#

Using Oracle Support for first time users

To submit a support request, You will need a linked Oracle Support account. Please follow the steps below to complete setup.

Before you can create support requests, please follow the setup guide.

Step 1: Sign Up for an Oracle Support Account

If you haven't done so, sign up for an Oracle Support Account and then check your email to confirm registration. Please note this account is separate from your Oracle Cloud Infrastructure account.

Sign Up For Oracle Support

Step 2: Link Your Oracle Support Account

Once you have confirmed the email address associated with your Oracle Support Account, you can sign in to link your Oracle Support account with your Oracle Cloud Infrastructure account

After linking your Oracle Support account and getting permission from your admin, all of the support requests associated with this Oracle Cloud Infrastructure tenant will show on this page. You can s item in the help menu.

Sign In Here To Link Accounts

≡ MENU ORACLE
Cloud Infrastructure

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ACTIVE

Edit Audit Retention Policy Edit Object Storage Settings Apply Tag(s)

Tenancy Information | Tags

Tenancy Information

OCID: ...suvx6a Show Copy

Name:

Audit Retention Period: 90 Days

If you recently updated the audit retention period, please allow several minutes for the value to take effect.
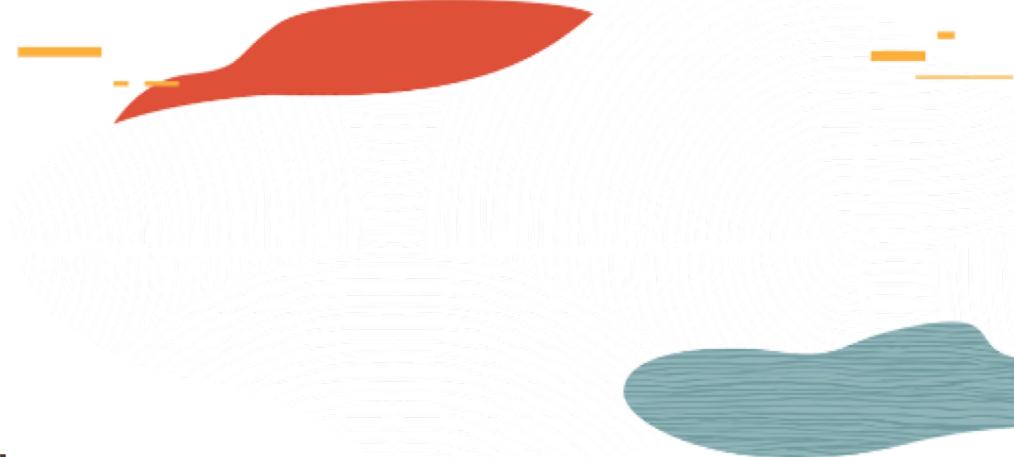
Home Region: us-ashburn-1

CSI Number: 21893728

https://docs.cloud.oracle.com/en-us/iaas/Content/GSG/Tasks/usingsupportfirsttime.htm

Open a support service request

- Only Paid accounts can open service requests
- Customers using only Always Free resources are not eligible for Oracle Support.
- Limited support is available to Free Tier accounts with Free Trial credits.

- Paid accounts can open service request for
  - Resolving technical issues
  - Resetting the password or unlock the account for the tenancy administrator
  - Adding or changing a tenancy administrator
  - Requesting a service limit increase

To register and log support requests, you would need
- Customer Support Identifier (CSI)
- Tenancy OCID
- Resource OCID

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Oracle Cloud always free tier:
oracle.com/cloud/free/

Oracle Cloud Infrastructure training and certification:
https://www.oracle.com/cloud/iaas/training/
education.oracle.com/oracle-certification-path/pFamily_647

Oracle Cloud Infrastructure hands-on labs:
ocitraining.qloudable.com/provider/oracle

Oracle learning library videos on YouTube:
youtube.com/user/OracleLearning

Thank you