Appendix 3.3.8
Oracle CSS Service Management

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Oracle Customer Success Services (Oracle CSS) Global Overview

With over 20+ years' experience focusing on Oracle products and services and running production environments for Oracle programs, Oracle CSS has exceptional depth and knowledge.

In addition, Oracle CSS trains and collaborates with implementers across Oracle's ecosystem sharing proprietary assets, methodologies, and automation to support the successful setup of OCI, Oracle Cloud Applications, Oracle Autonomous Database technologies, and open-source technologies.

Oracle CSS offers a dual-pronged approach—Managed Services for seamless Oracle system management, on-premises or in the cloud, and Advanced Support with a single point of contact. Our technical account managers help ensure a superior, personalized experience, covering on-premises, cloud, and SaaS support.

As you continue to grow and evolve, we provide ongoing support, access to specialized tools, and best practices to reinforce smooth operations across Oracle Cloud. With Oracle CSS, you have a designated specialized team you can rely on to accelerate your success with Oracle.

Oracle CSS Suite of Services

We accelerate your success across the Oracle Cloud by providing support throughout the entire lifecycle education, innovation, implementation, and operation. Oracle CSS evolved to be a long-term value-based service, focused on your business outcomes, driving your adoption of Oracle's products and services, driving your return on investment, and focused on your business success.

Educate

We provide training, certification, and in-application guidance to help your organization quickly adopt new technologies and boost your employees' productivity through a variety of learning options (e.g., introductory training, on-demand digital courses, and hands-on labs). Our educate approach enable our customers to see the Oracle Cloud possibilities, capabilities, and approach.

Innovate

We help our customers maximize their digital ecosystem and growth potential through the adoption of best practices and modernized business processes. This includes developing an innovation roadmap to enable continuous improvement, leveraging Oracle innovations aligning to your roadmap, and creating defined outcomes to measure goals and achievements. For our OCI customers, we offer intelligent operations for proactive management of hybrid cloud environments, self-service capabilities to increase business agility and productivity, and OCI feature adoption for regular additions of OCI features to optimize platforms and workloads. Our innovate approach delivers demonstrable business outcomes, business rollout roadmaps, and Cloud Service adoption plans.

Implement

We drive an implementation approach that helps our customers experience on-time and efficient go-lives. We supply access to a network of experts who can help you manage your implementation projects. We accelerate your move to the cloud with deep expertise and proven experience, and leverage best practices, accelerators, and automated tools to minimize costs. Our implementation approach delivers a smooth launch, a simple and efficient solution, and provides a support and operations model.

Operate

We deliver the expertise to run and operate customer's systems and cloud solutions. Choose the level of service that best fits your needs—we can manage every aspect of your cloud transformation, co-manage it with your teams, or provide targeted services to assist your team. Our operate approach delivers an accelerated value realization, help ensure secured, resilient operations, and ongoing innovations.

Benefits You Receive by Working with Oracle CSS

You can achieve the following benefits by working with Oracle CSS.

- Identify new opportunities – Oracle experts help you define the best path to optimize your end-to-end operations and achieve your business goals.

- Improve productivity and efficiency – Minimize the time and resources spent on administration and maintenance activities by leveraging a complete suite of services and automated tools.

- Adapt to evolving needs – Continuously innovate, stay ahead of change, and improve competitiveness by taking advantage of new capabilities and best practices.

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- Maximize the value of your technology investments – Make sure you have the best technology, backed by a strategic partner that will support you with your need to succeed throughout your cloud journey.

Oracle CSS Approach

Oracle CSS is a single organization that works to accelerate your success with Oracle using our One Oracle approach, which includes:

- Success Assurance: Prescriptive guidance for you to mobilize for successful outcomes

- Implementer Success: Certified and experienced engineers

- Lifecycle Offerings: Full lifecycle of services throughout your journey

- Unified Delivery and Support: Customer-centric delivery and supported integration with Oracle development

What Makes Oracle CSS Unique?

- We have direct access Oracle Engineering and Development, allowing us to swiftly solve complex issues, helping ensure faster resolutions for the customer.

- We prioritize service requests, allowing customers to jump the support queue and receive immediate attention. This results in quicker solutions and less downtime.

- Our team has an extensive knowledge base and a delivery organization. This combination provides onsite support, backed by centers of excellence, enabling a consistent and superior service quality.

- We offer seamless support across the entire Oracle ecosystem, including all products, technologies, and cloud layers. Through a single point of contact, our customers can easily communicate and receive advocacy within Oracle for a smooth and efficient support experience.

- CSS Israel is focused on defense and intelligence organizations, with more than 75% of its business footprint in this sector. The majority of its employees hold high-level security clearances.

Technical and Lifecycle Coverage

- **Oracle Cloud Infrastructure (OCI)**: Monitoring, operational management, backup/recovery, capacity planning, and cost optimization.
- **Database Lifecycle Services**: Full support for Oracle and MySQL, including provisioning, performance optimization, and support for Oracle Autonomous Database.
- **Application and Integration Support**: Helps unify applications, analytics, and databases through configuration, tuning, and consulting.
- **On-Premises, Hybrid, Dedicated Region and Isolated Region**: Seamless lifecycle management and change enablement for hybrid and traditional deployments.

Service Delivery Models

1. **Fully Managed**
   Oracle owns and operates the customer's technology environment, providing 24/7 monitoring, proactive maintenance, and optimization.

2. **Co-Managed**
   Oracle works alongside the customer's IT team, offering flexible support for patching, tuning, and incident response while maintaining customer control.

3. **Targeted Services**
   Specialized engagements for specific needs like outage resolution, security reviews, roadmap planning, or performance tuning.

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Strategic and Operational Benefits
Strategic Enablers

- Business continuity planning
- Change management and user adoption support
- Innovation and continuous improvement
- Governance, compliance, and ROI monitoring

Operational Excellence

- Dedicated Technical Account Managers (TAMs)
- 24/7 multilingual expert support
- Prioritized issue resolution
- Proactive alerting and diagnostics
- Unified support across cloud and on-prem

Summary:
Oracle Customer Success Services offers a comprehensive framework for customers to achieve rapid deployment, seamless operations, and continuous innovation. With flexible delivery models, deep technical expertise, and a strong focus on both strategic outcomes and operational reliability, Oracle CSS empowers organizations to thrive across the Oracle ecosystem.

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Oracle CSS Managed Services for Oracle Cloud Isolated Region

Executive Summary

Oracle CSS Managed Services delivers comprehensive, enterprise-grade support for Oracle and third-party products hosted within Oracle Cloud Isolated Regions. Our engineering-led delivery model combines dedicated service levels with a customer-centric design to ensure operational resilience, high availability, security, and continuous optimization throughout the entire service lifecycle. This offering simplifies IT operations while meeting compliance and performance objectives.

The following describes Oracle CSS offering to manage the Third-Party services offered as listed in the PQ response.

Service Lifecycle Management

Governance Framework

- Designated points of contact on both sides
- Regular service delivery review meetings
- Escalation procedures
- Change management processes
- Risk management protocols
- Continuous improvement mechanisms

Implementation & Configuration

Software Registration: Software is manually downloaded and registered through Oracle Resource Manager (ORM) by the Oracle CSS designated team, following customer pre-approved security protocols to ensure secure integration and eliminate customer overhead.

Installation & Configuration: End-to-end setup using pre-built images, environments tailored to business requirements to ensure fast and secure deployment, accelerated time-to-value.

High Availability Implementation: Design and deployment of robust HA configuration to minimize downtime and seamless developer collaboration.

Disaster Recovery

- Disaster recovery planning includes implementation and validation using Oracle Full Stack DR, along with scheduled DR drills to validate readiness, strengthen operational resilience, and ensure minimal downtime during actual incidents.
- Recovery objectives—including Recovery Time Objective (RTO) and Recovery Point Objective (RPO)— are jointly defined with the customer for each applicable product, considering business priorities, technical constraints, and regulatory or compliance considerations.

Backup & Recovery: Regular backups of repositories, configurations, and databases are stored in OCI Object to ensure protection against data loss or corruption.

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Operations & Maintenance

24/7 Monitoring: Continuous health monitoring with proactive alerting to early issue detection and rapid response.

Incident Management: Defined escalation paths and response protocols to ensure reduced impact and preserved operational continuity. Security incidents classified as major follow a dedicated rapid-response escalation path, aligned with Oracle CNOC protocols.

Upgrade & Patch Management: Controlled upgrades and security patching through CAB (Change Advisory Board) process to ensure platform stability and compliance.

Tiered Support

- Tier 1: On-Prem team for basic user support and general troubleshooting
- Tier 2: On-Call / On-Prem Advanced technical support including root cause analysis
- Tier 3: Support and/or development provided by the third party under a BYOL (Bring Your Own Licence) agreement.

Decommissioning

Safe service termination, including repository archival and data sanitization to ensure data integrity preservation.

Service Level Agreements (SLA)

Incident Priority and Response Matrix

Priority Level	Severity Description	Response Time	Update Frequency
1 – Emergency	Major system disruption	Within 4 hours	Every 4 hours
2 – Urgent	Severe impact, partial outage	Within 4 hours	Once per business day
3 – Planned	Minor issue, no urgency	By next business day	Every two business days
4 – Advisory	Procedural or cosmetic issue	By next business day	As needed

Note: Resolution SLAs are best-effort targets with clearly defined escalation protocols.

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Patch and Upgrade Management

Patch types and release strategies are tailored to vendor's policies and customer needs. Critical patches follow an expedited emergency path, while regular updates are planned and validated in test environments before deployment to production.

Patch Type	Description	Frequency	Deployment Strategy
Critical Security	Immediate security vulnerabilities	Upon need	Test deployment within 5 days of GA
Security	Cumulative critical fixes	Quarterly	Minimum 1 per year, per vendor's availability
Bug Fix, Patch Bundles	Non-functional bug fixes only	1–2 times/year	Applied only if impacting availability
Software Upgrade	Major version release	Upon request	Test deployment within 90 days of GA

Roles and Responsibilities

Service Phase	Customer Responsibility	Oracle CSS Responsibility
Software Registration	Provide access credentials or approvals as needed.	Download software, perform registration via Marketplace/Resource Manager, and complete onboarding process
Installation & Configuration	Approve architecture, provide access	Deploy infrastructure and software
Monitoring & Alerts	Review reports and alerts	Monitor systems, initiate incidents
Patch Management	Approve patch window	Validate and apply patches
Incident Resolution	Engage in RCA and validate fixes	Investigate, resolve, escalate
Decommissioning	Confirm termination, ensure backups	Sanitize data, document handover

Service Management Framework

We will establish a dedicated support service tailored to the specific needs of the customer for a third-party product list. This service will be seamlessly integrated with both the cloud (OCIR) and the customer's existing environment, ensuring a secure, efficient, and transparent engagement model aligned with enterprise IT standards and compliance requirements.

Integrated Service Delivery Model

Our service delivery follows the ITILv4 Service Value Chain, providing a holistic approach to third-party product management integrated with customer support functions.

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The six activities with the ITIL service value chain are:

1. Plan - to ensure a shared understanding of what customer need to achieve, plus how they would like to achieve it

2. Engage - engagement with stakeholders to understand their needs and to ensure that these needs are being met

3. Design and transition - the creation of new/ changed services that meet customer's expectations across quality, cost, and time to value

4. Obtain/build - the creation of solutions and use cases, ensuring that they're available when and where they're needed and that agreed specifications are met

5. Deliver and support - to ensure that services are delivered and supported according to agreed-upon FDP specifications and expectations

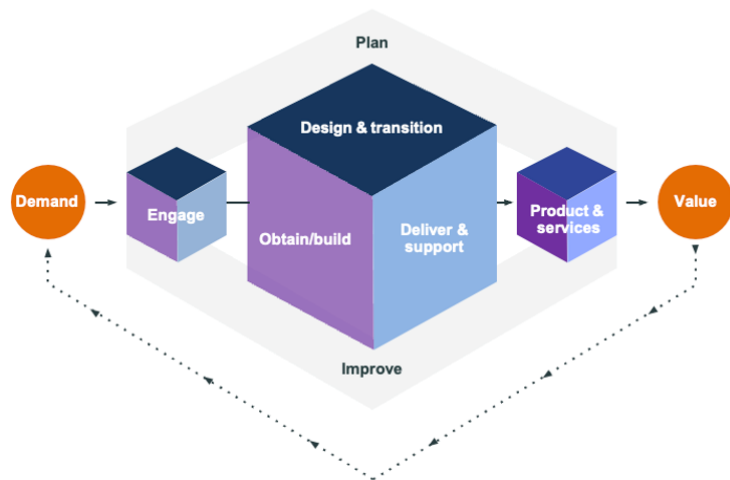**6. Improve -** to ensure the continual improvement of products, services, and practices

Figure 1. Service Value Chain for third-party product

SIAM (Service Integration and Management) Model

Oracle CSS delivers Cloud, Platform, and Development components as a single provider, reducing multiparty complexity. Our Technical Account Manager (TAM) coordinates all parties through:

- Cross-organizational service model for expedited incident resolution
- Transparent role delineation
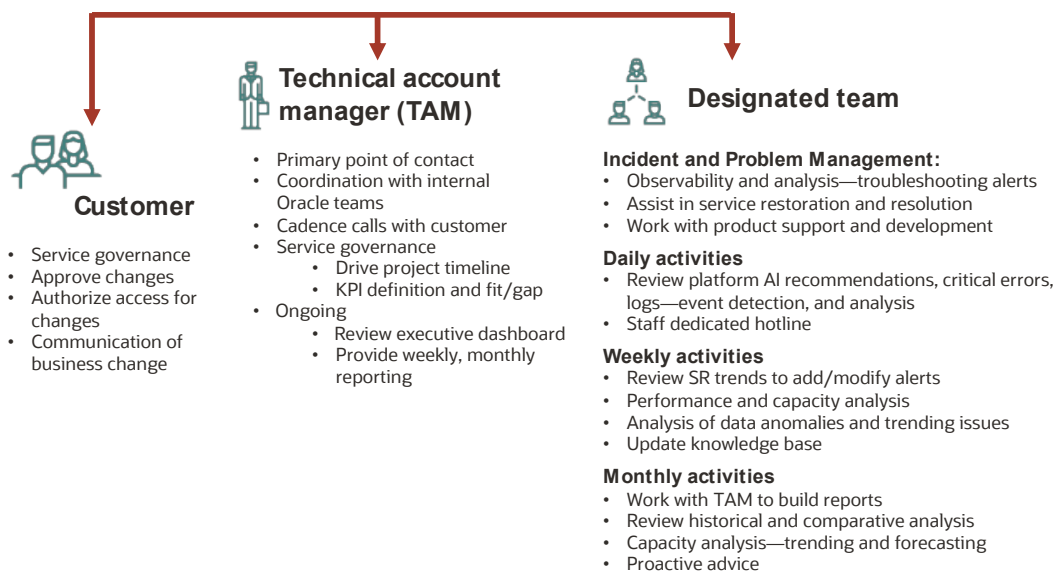- Clear responsibilities across service providers

Figure 2. Service Integration and Management Model

Collaborative Approach

- Seamless integration with OCIR CNOC team
- Shared Run Book for service desk operations
- Quarterly Service Management Summit that provides strategic alignment, roadmap visibility, and shared accountability
- Integrated governance structures
- Regular communication cadence

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Intelligent Operations Framework

- Proactive stakeholder engagement and transparent communication

- Real-time operational dashboards

- Comprehensive monthly service reports

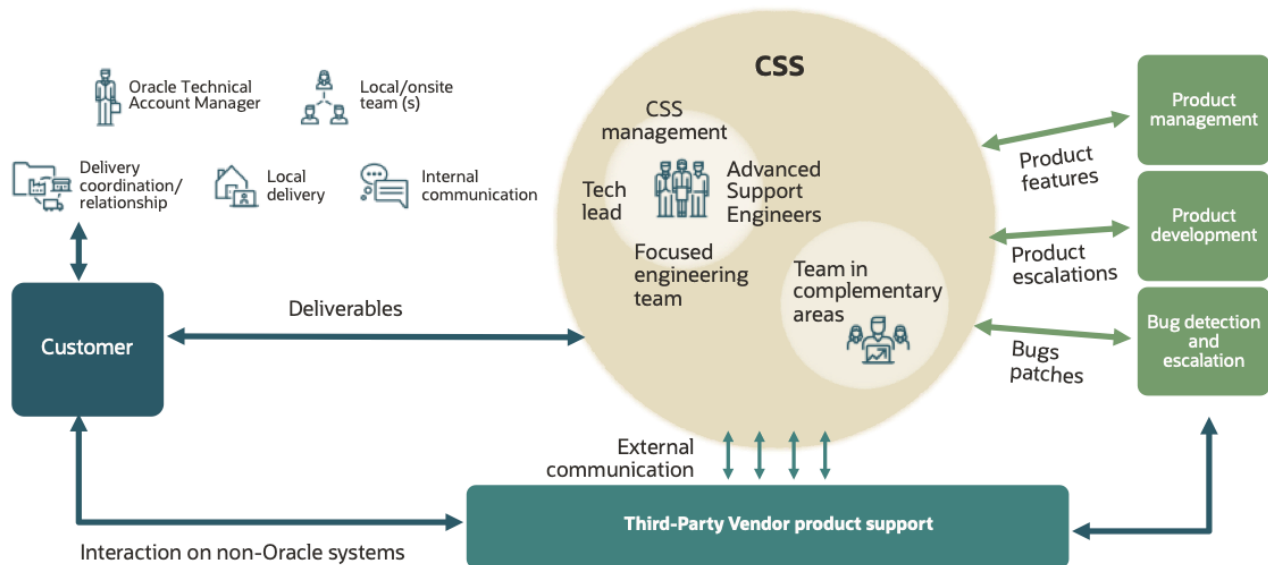- Platform Management and Optimization using cloud automation and machine learning

Figure 3. Third-Party Operations Framework

Integrated Oracle ITSM (IT Service Management) Incident Management

- Seamless integration with customer monitoring systems

- Real-time availability to individual service level

- KPIs/SLAs recorded at tenant and product levels

- Direct streamlined ITSM integration where feasible

Risk & Incident Management

- Operational Service Risk management, owned by the Technical Account Manager (TAM)

- Multitenant incident management approach

- Proactive resolution with third parties when appropriate

- Consistent core capabilities and architecture

- Machine learning and data lineage tooling for rapid root cause identification

Continuous Service Improvement

- Problem management addressing technical and process elements

- Ticket analysis to identify recurring themes

- CSAT (customer satisfaction) ticket-based surveys for direct user feedback

- Community-driven improvement initiatives, leveraging Oracle user groups and internal feedback channels to drive iterative service enhancement

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Service Exit Plan

- Self-service knowledge base

- Training and access to knowledge articles for helpdesk

- Oracle University and/or Guided Learning

- Comprehensive exit management plan
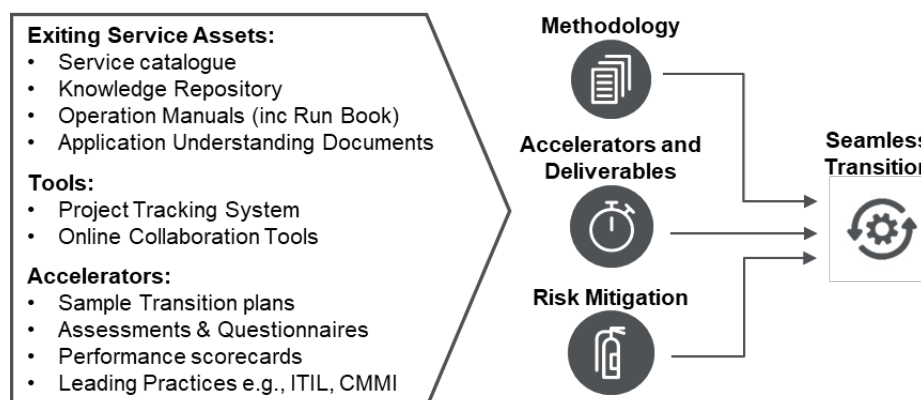
- Maintained service levels during transition

Figure 4. Approach to exit planning

Security Operations Integration

- Coordination with customer ITOC and CSOC services ensures rapid detection and mitigation of threats

- Support for major and security incidents

- Cross-tenant incident management

- Rapid signature monitoring and response

Integration with Customer-Specific Capabilities and Services

As part of our Managed service offering, we recognize that each customer operates within a unique ecosystem of systems, tools, and operational procedures. Our delivery model is designed to be collaborative and adaptive, enabling seamless integration into the customer's existing environment—whether on-premises, cloud-based, or hybrid.

Our approach includes:

- **Direct and streamlined integration** with customer systems and service teams where feasible, enabling smooth collaboration and minimizing disruption during onboarding and operational phases.

- **Close Coordination with customer technical teams** to ensure seamless integration with existing services—whether hosted on-premises or on OCIR.

- **Collaboration with customer-owned tools** including monitoring platforms (e.g., Zabbix, Prometheus, Splunk), ITSM systems (e.g., ServiceNow, Jira), backup vaults, and key management solutions.

- **Pre-Agreed custom runbooks and standard operating procedures** that align our day-to-day operations with the customer's internal standards and governance requirements.

- **Extended integration of IAM and access policies** with identity providers like Active Directory, Azure AD, or OCI Federation, ensuring secure and role-based access management.

- **On-behalf operational support**, including execution of approved changes, updates, and maintenance activities, conducted in alignment with customer workflows and approval hierarchies.
- **Seamless API and automation integration**, to support customer pipelines and tools —leveraging OCI SDKs, REST APIs, Terraform, or other automation frameworks.

This flexible model allows us to effectively extend and support the customer's unique environment while maintaining the security, performance, and reliability expected from a best-in-class managed service.

Assumptions

- Enabling Oracle CSS managed services for third-party solution may require partnering with you and the third-party vendor and pending End User Agreement in place, offering the solution within your OCIR environment
- BYOL (Bring Your Own License)
- Customer is responsible for maintaining valid vendor support agreements for all third-party software included in the service scope
- Patches and updates based on vendor availability
- Deployment of licensed features such as Backup & Recovery, HA, and DR based on customer license and vendor product capabilities
- If, due to customer or vendor policies, restrictions, or technical constraints, it is not possible to upgrade or apply patches to the database or third-party product included in the list, Oracle CSS will maintain them as-is-in the state received at the start of the engagement. No modifications, upgrades, or patching will be performed under these circumstances, and any associated risks, including potential impacts on supportability, performance, or security, will remain the responsibility of the customer.

Optional Third-party product list

Service	Supporting Vendor	Number of instances
GitLab	GitLab	2 (test & prod)
MS SQL	Microsoft	Many
Jira	Atlassian	2 (test & prod)
Confluence	Atlassian	2 (test & prod)
SonarQube	SonarSource	2 (test & prod)
Nexus	SonaType	2 (test & prod)
FileCloud	FileCloud	2 (test & prod)
Mattermost Collaboration Platform	Mattermost	2 (test & prod)
NextCloud	NextCloud	2 (test & prod)
Palo Alto Prisma Compute edition	Palo Alto Networks	2 (test & prod)
Zoom	Zoom	2 (test & prod)

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Appendix 3.4 (1) - Oracle Data Center Design and Build Specifications

(see in the attached Disk On Key)

Appendix 3.4 (2) - Oracle Data Center Liquid Cooling Design Guidelines

(see in the attached Disk On Key)

Appendix 3.4 (3) - Oracle Cloud Colocation Assessment Questionnaire

(see in the attached Disk On Key)

Appendix 9.3 – FSDR Demo

(see in the attached Disk On Key)