

ORACLE

Be the Customer Success Manager

Run Over – Governance and Costs Tools

Marcel Lamarca

Exadata Cloud Specialist

Oracle, Alliances and Channels LAD

February, 2024



SQL> select * from person where name = 'Marcel Lamarca'



MARCEL LAMARCA

Exadata Cloud Specialist

Upgrade, Utilities, Patching, Performance & Migrations

 [marcel-lamarca](#)

 marcel.lamarca@oracle.com

About My Career

- 22 Years dedicated to study and support Oracle Databases.
- 12 Years working with Exadata (On-prem, C@C and Cloud Services) .
- 5 Year working for Oracle do Brasil
- 2 Year on Alliances LAD knowledge Team

Certifications

Oracle Cloud Specialist (OCS)

- Exadata Database Machine X9M Certified Specialist
- OCI Foundation 2020 / 2023
- Oracle Autonomous Database Administrator Professional 2019 / 2023
- Oracle Cloud Database Migration and Integration 2021
- OCI Cloud Certified Architect Associate 2022
- OCI Cloud Certified Architect Professional 2022
- OCI Multi-Cloud Architect Professional 2023
- Oracle Database Services Certified Professional 2023

Oracle Certified Professional (OCP)

- Oracle Database certified professional 10g, 11g, 12c and 19c.
- Mysql 8.0 Database Administrator Certified Professional

Oracle Certified Specialist (OCE)

- Grid/RAC Database Administrator 11g
- Oracle Golden Gate 12c Certified Implementation Specialist



Agenda

1

CXM Vs CSM roles and responsibilities

2

Cost Analysis and Budgets

3

Usage Reports & Service Limits

4

OCI License Manager

5

Resources

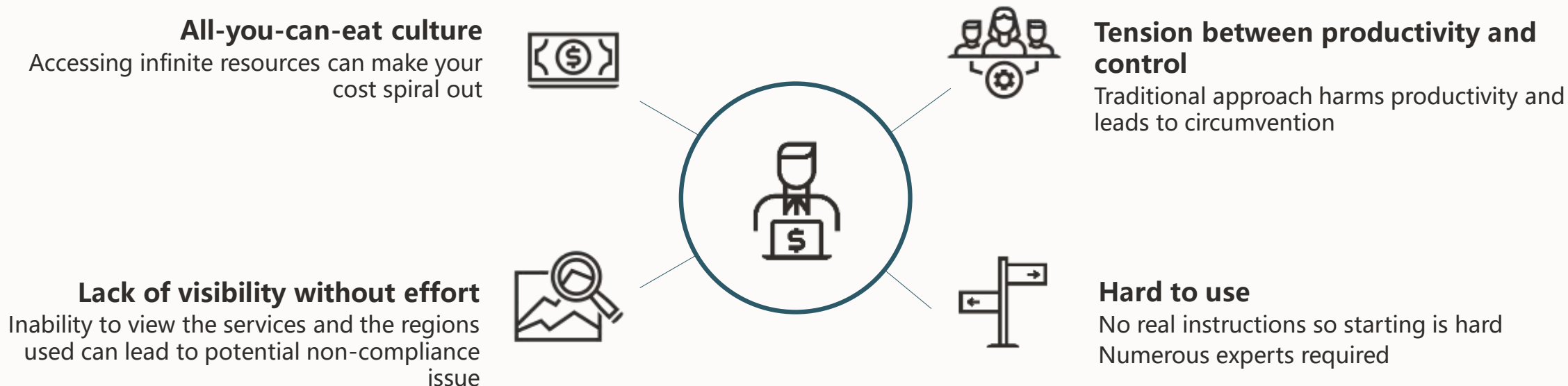




Governance Challenges

Fundamental Challenges with Cloud Governance today

Mission-critical applications face governance issues that prevent them from moving to the cloud



Oracle believes there is a better way



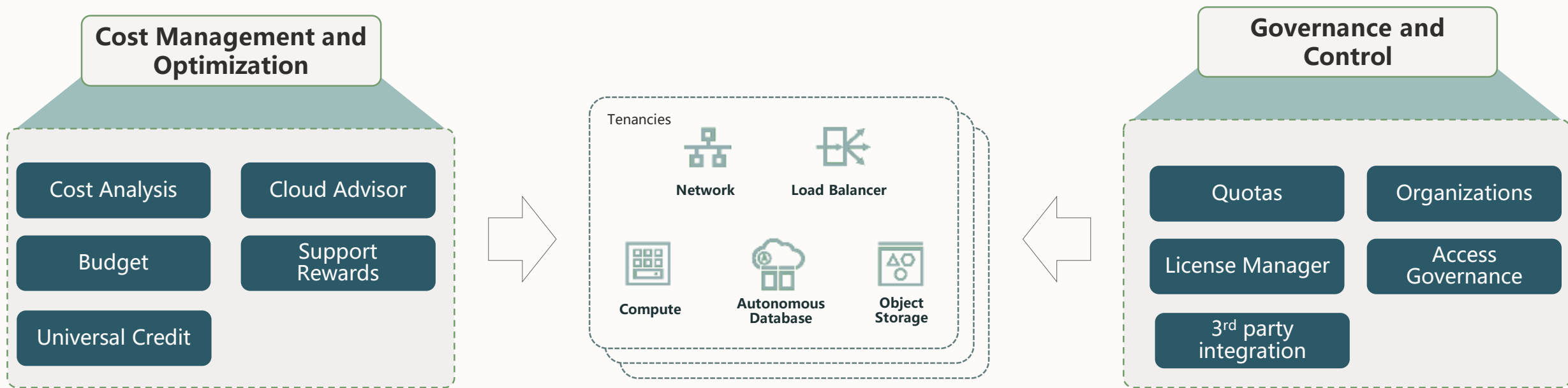


Customer Success Manager

Customer Experience Manager

Oracle's Cost Management and Governance Strategy

Core principle to guide cloud leaders into best practices



Easy-to-use

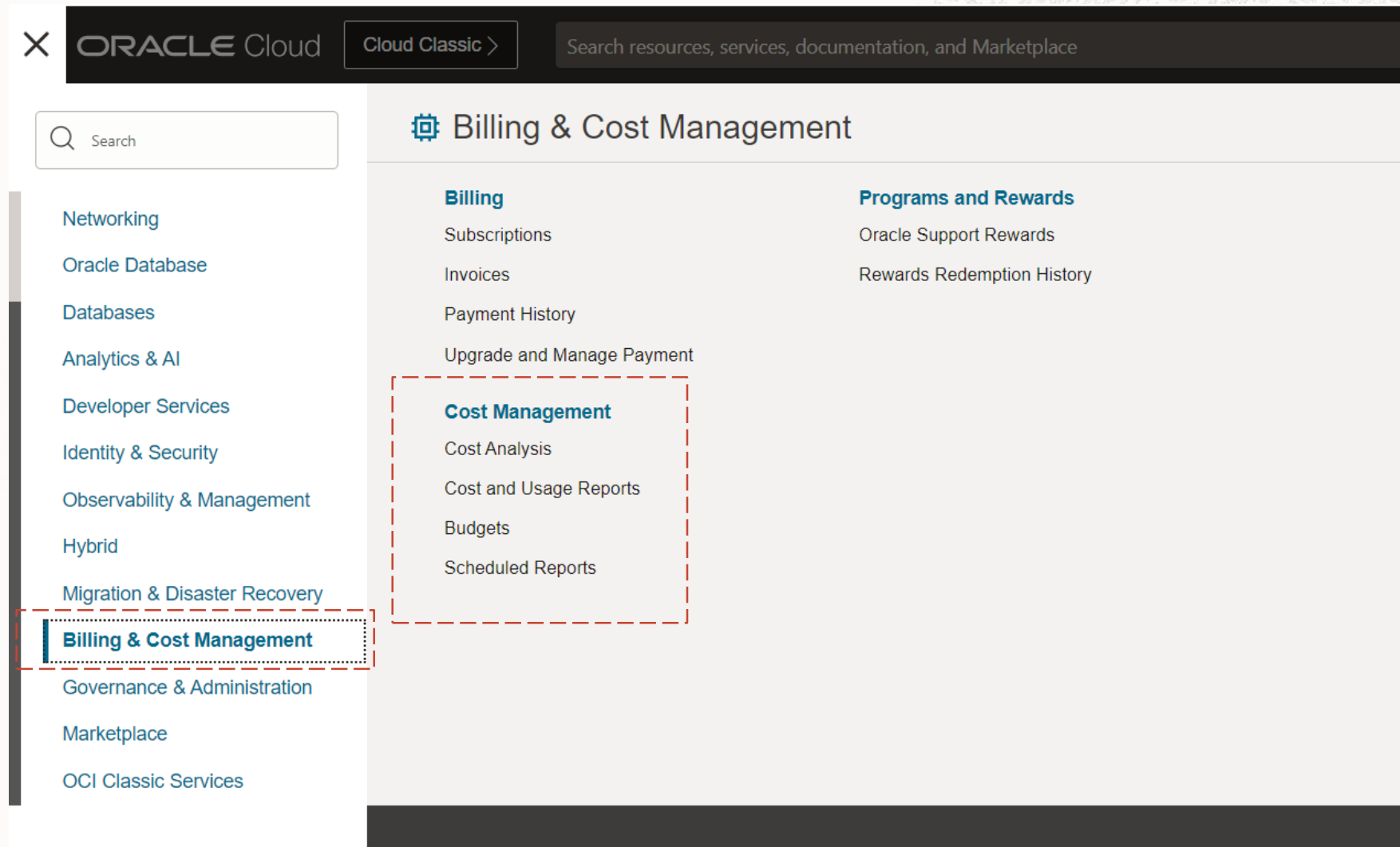
Automated

Prescriptive

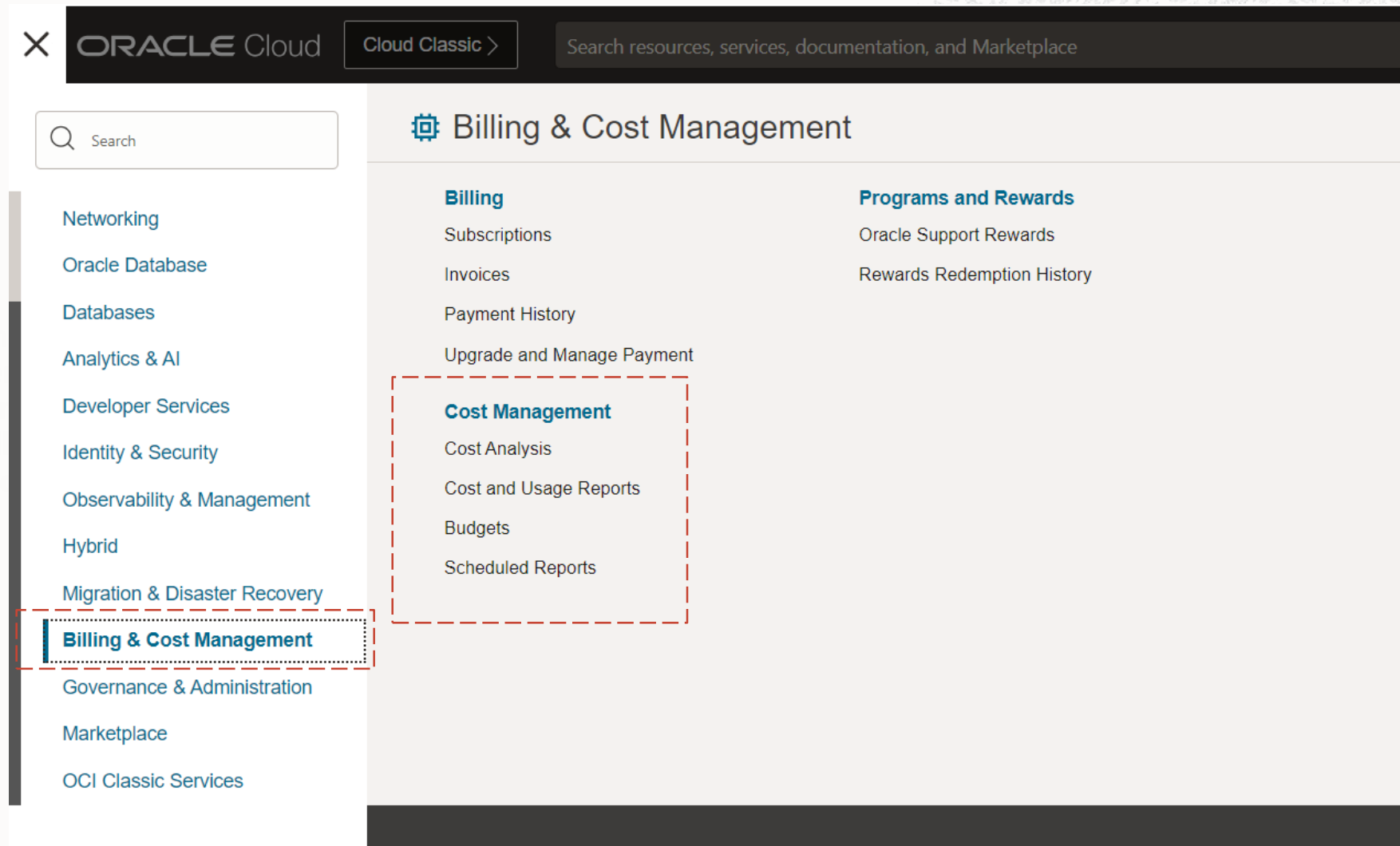


Cost Analysis Report

Oracle Cost Analysis on OCI Console



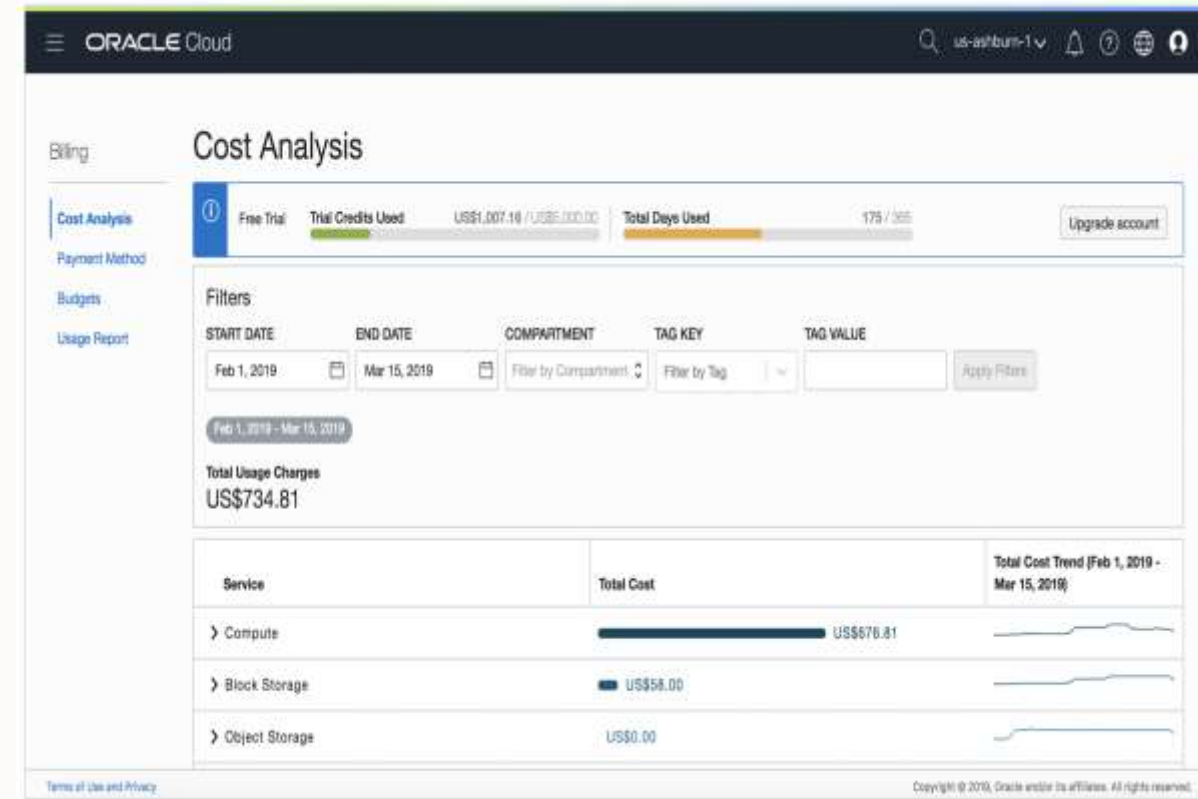
Oracle Cost Analysis on OCI Console



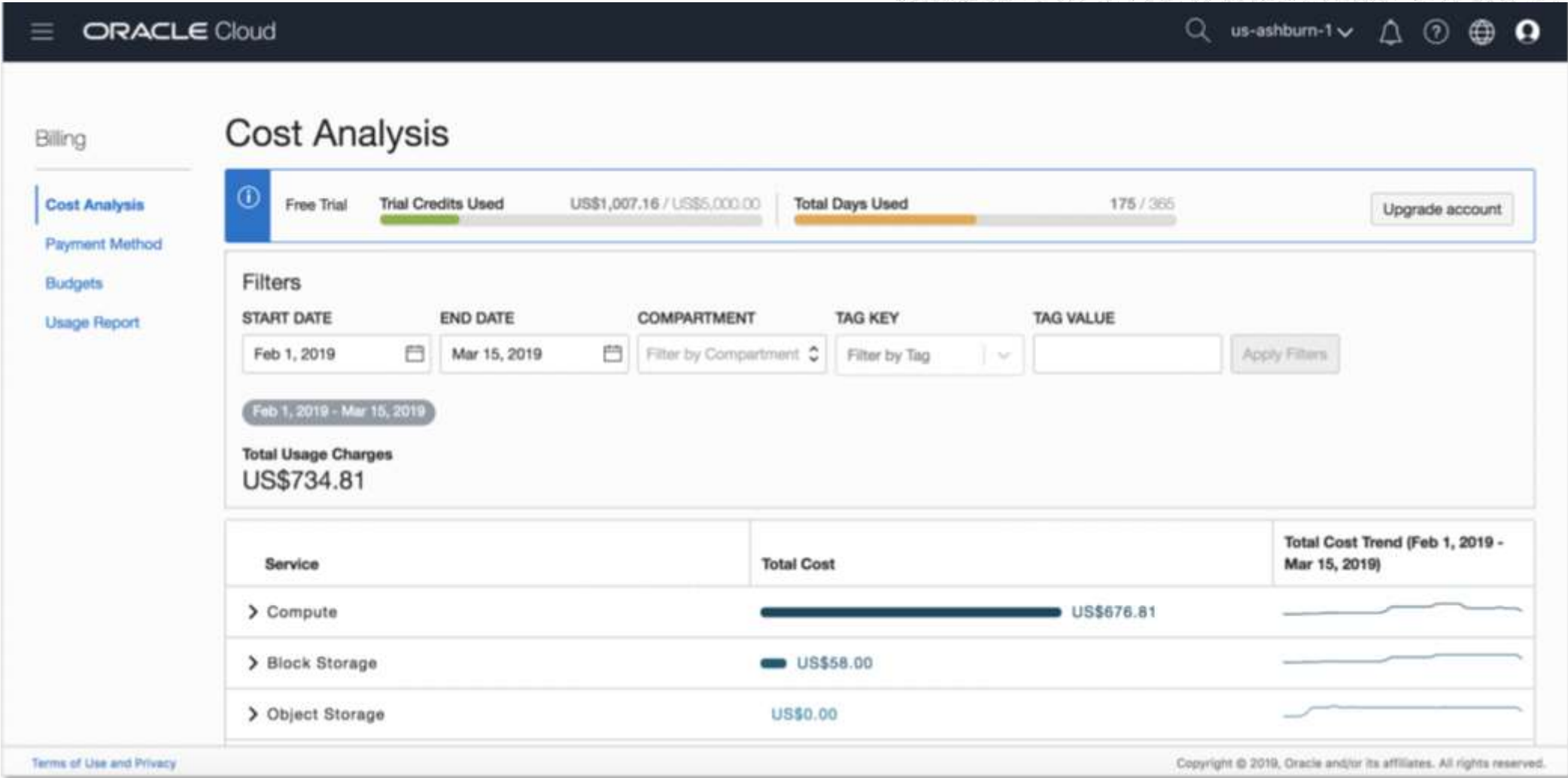
Cost Analysis



- Visualization tools Help understand spending patterns at a glance
- Filter costs by Date, Tags and Compartments
- Trend lines show how spending patterns are changing
- To use Cost Analysis you must be a member of the Administrators group



Oracle Cost Analysis Dashboard





Billing

- Cost Analysis
- Payment Method
- Budgets
- Usage Report

Cost Analysis

Days elapsed in billing cycle 23 / 31

Filters

START DATE

Feb 28, 2019

END DATE

Aug 28, 2019

COMPARTMENT

Filter by Compartment

TAG KEY

Filter by Tag

TAG VALUE

Apply Filters

Feb 28, 2019 - Aug 28, 2019

Total Usage Charges

US\$

Service	Total Cost	Total Cost Trend (Feb 28, 2019 - Aug 28, 2019)
---------	------------	--



Budgets

OCI Budget



- Track actual and forecasted spending for the entire tenancy or per compartment
- Set alerts on your budgets at predefined thresholds to get notified
- View all of your budgets and spending from one dashboard

ORACLE Cloud

us-ashburn-1

Budgets

You can use budgets to track costs in your tenancy. After creating a budget for a compartment, you can set up alerts that will notify you if a budget is forecast to be exceeded or if spending surpasses a certain amount.

[Create Budget](#)

Name	Budget Scope	Target	Amount	Spent	% Spent In Period	Forecast ⓘ
Dev-Test	Compartment	/ACME_CORP	US\$1,000.00	N/A	N/A	N/A ⋮
talentos-costs	Compartment	/talentos_compartment	US\$100.00	N/A	N/A	N/A ⋮

Showing 2 items < Page 1 >

Account Management

[Cost Analysis](#)

[Payment Method](#)

[Budgets](#)

[Usage Report](#)

Tag Filters [add](#) | [clear](#)

no tag filters applied

BUDGET SCOPE

☒ COMPARTMENT

☒ COST-TRACKING TAG



Oracle OCI Budgets console sample

ORACLE Cloud

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Account Management

Cost Analysis

Payment Method

Budgets

Usage Report

Tag Filters

add | clear

no tag filters applied

BUDGET SCOPE

☒ COMPARTMENT

☒ COST-TRACKING TAG

Budgets

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Create Budget

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Dev-Test	Compartment	/ACME_CORP	US\$1,000.00	N/A	N/A	N/A ⋮
talernos-costs	Compartment	/talernos_compartment	US\$100.00	N/A	N/A	N/A ⋮

Showing 2 Items < Page 1 >



Accessing OCI Budgets and OCI permitios



IAM Policy	Description
Allow group accountants to inspect usage-budgets in tenancy	Accountants can inspect budgets including spend.
Allow group accountants to read usage-budgets in tenancy	Accountants can read budgets including spend (same as list).
Allow group accountants to use usage-budgets in tenancy	Accountants can create and edit budgets and alerts rules.
Allow group accountants to manage usage-budgets in tenancy	Accountants can create, edit, and delete budgets and alerts rules.



Create Budgets



Create Budget

BUDGET SCOPE

COMPARTMENT

COST TRACKING TAG

NAME

Dev-Test

Name can only contain alphanumeric characters, dashes, periods, and underscores.

DESCRIPTION

Dev and test

TARGET COMPARTMENT

ACME_CORP

workspace:prod/ACME_CORP

MONTHLY BUDGET AMOUNT (IN USD)

1000

The minimum allowed value is USD 1.00, the maximum allowed value is USD 999,999,999.00.

Budget Alert Rule (optional)

You can set up a budget alert rule now, or add it later. You can set up multiple alerts for the same budget.

THRESHOLD METRIC

ACTUAL SPEND

FORECAST SPEND

THRESHOLD TYPE

PERCENTAGE OF BUDGET

ABSOLUTE AMOUNT

THRESHOLD %

EMAIL RECIPIENTS

Enter one or more email addresses to receive the alerts. Multiple addresses can be separated using a comma, semicolon, space, tab, or new line.

EMAIL MESSAGE

Enter the body of the email message.

Show advanced options

Create

Cancel

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Budgets Alerts



Create Budget Alert Rule

[help](#) [cancel](#)

THRESHOLD METRIC ⓘ

☒ ACTUAL SPEND ☐ FORECAST SPEND

THRESHOLD TYPE ⓘ

☒ PERCENTAGE OF BUDGET ☐ ABSOLUTE AMOUNT

THRESHOLD %

EMAIL RECIPIENTS

Enter one or more email addresses to receive the alerts. Multiple addresses can be separated using a comma, semicolon, space, tab, or new line.

EMAIL MESSAGE

Enter the body of the email message

Create

Cancel

Budgets E-mail Alerts



ORACLE Cloud

Compartment:	philpoc
Budget:	Tenancy_Commitment
Monthly budget:	\$700.00
Alert Type:	Forecast
Threshold:	100%
Spend in cycle:	\$362.49
Forecast:	\$749.14
Time in cycle:	15 / 31 days

Message from your administrator

You are getting this alert because you are forecasted to overspend your budget this month. Please take action to reduce your spending. If your increase in spending is required and you cannot find ways to save money, refer to internal guidelines at <http://myintranetsite.com/accounting/budgets>.

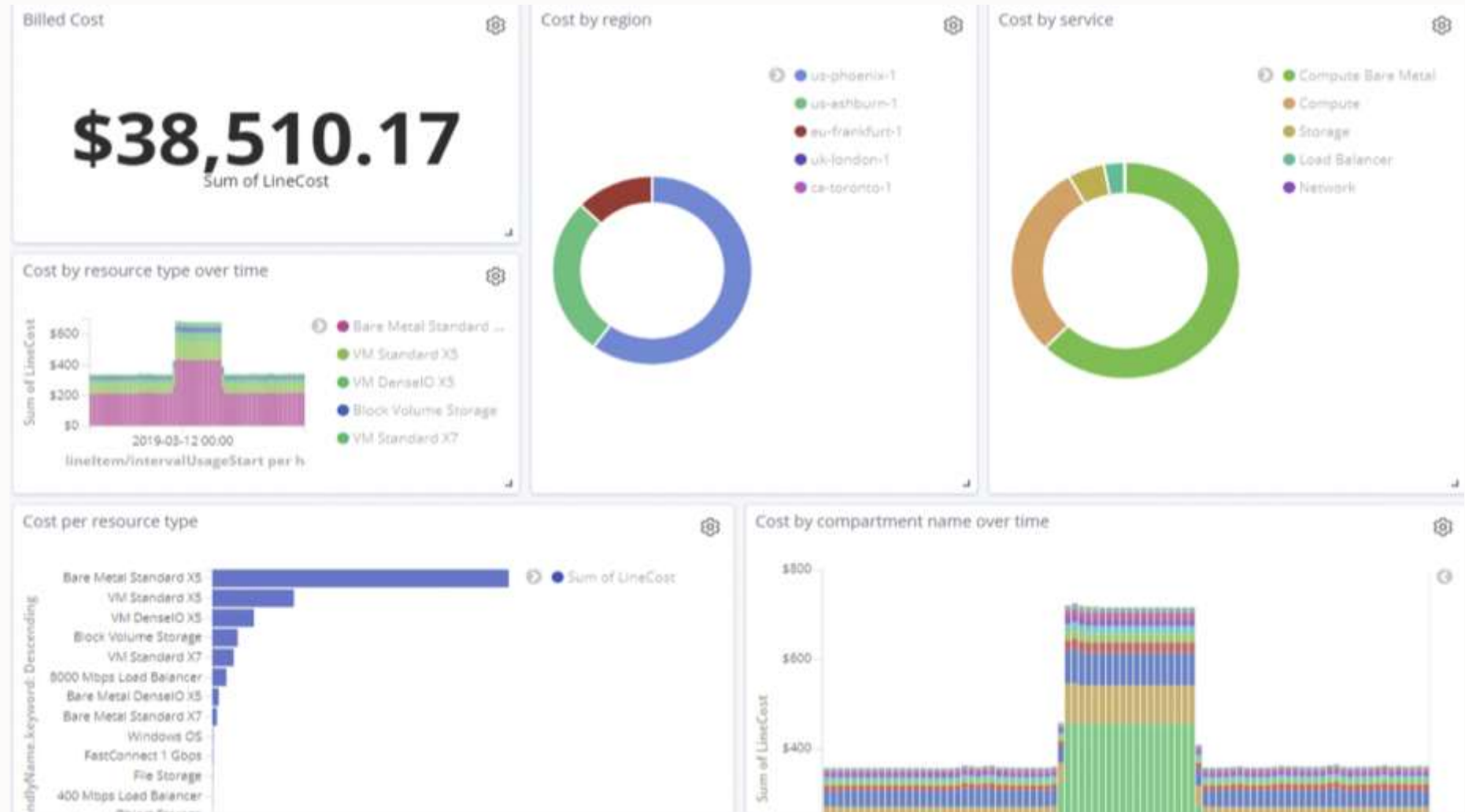
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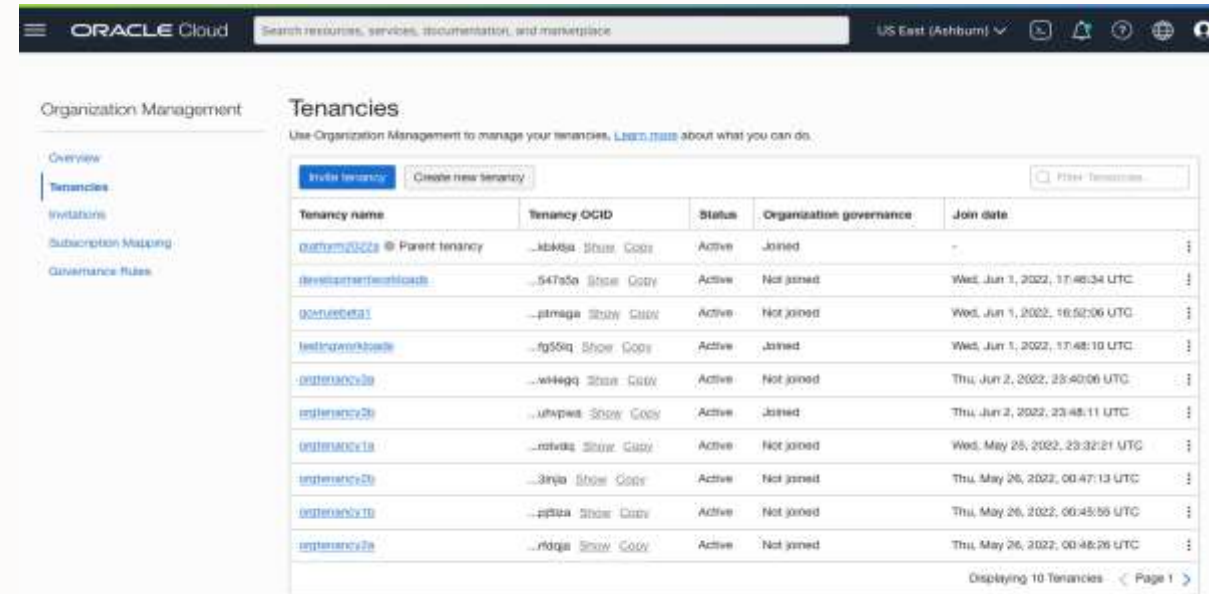
Sample dashboard from a usage report



Organizations

Organizations make it easier for customers to manage large and complex environments in OCI by providing :

- Tenancy and subscription management in console and through API.
- Ability to bill multiple tenancies against a single UCM commitment.
- Set controls such as resource quotas, region subscriptions, and tags across tenancies.



The screenshot shows the Oracle Cloud Organization Management console. The top navigation bar includes the Oracle Cloud logo, a search bar, and the region 'US East (Ashburn)'. The left sidebar lists navigation options: Overview, Tenancies (selected), Invitations, Subscription Mapping, and Governance Rules. The main content area is titled 'Tenancies' and includes a sub-header 'Use Organization Management to manage your tenancies. [Learn more](#) about what you can do.' Below this are buttons for 'Invite tenancy' and 'Create new tenancy', along with a 'Filter Tenancies' dropdown. A table lists tenancies with columns for Tenancy name, Tenancy OCID, Status, Organization governance, and Join date. The table contains 10 rows of data, including the parent tenancy and several child tenancies. At the bottom, it indicates 'Displaying 10 Tenancies' and 'Page 1'.

Tenancy name	Tenancy OCID	Status	Organization governance	Join date
oatpm2022 @ Parent tenancy	...bbk8a Show Copy	Active	Joined	-
developmenttenancy001	...547a5a Show Copy	Active	Not joined	Wed, Jun 1, 2022, 17:48:34 UTC
oatpm001	...pmaga Show Copy	Active	Not joined	Wed, Jun 1, 2022, 16:52:06 UTC
testtenancy001	...fg50nq Show Copy	Active	Joined	Wed, Jun 1, 2022, 17:48:10 UTC
oatpm002	...eh4eqq Show Copy	Active	Not joined	Thu, Jun 2, 2022, 23:40:06 UTC
oatpm003	...uhpwa Show Copy	Active	Joined	Thu, Jun 2, 2022, 23:48:11 UTC
oatpm004	...notvda Show Copy	Active	Not joined	Wed, May 25, 2022, 23:32:21 UTC
oatpm005	...3njo Show Copy	Active	Not joined	Thu, May 26, 2022, 00:47:13 UTC
oatpm006	...p3da Show Copy	Active	Not joined	Thu, May 26, 2022, 00:45:55 UTC
oatpm007	...rldga Show Copy	Active	Not joined	Thu, May 26, 2022, 00:46:26 UTC

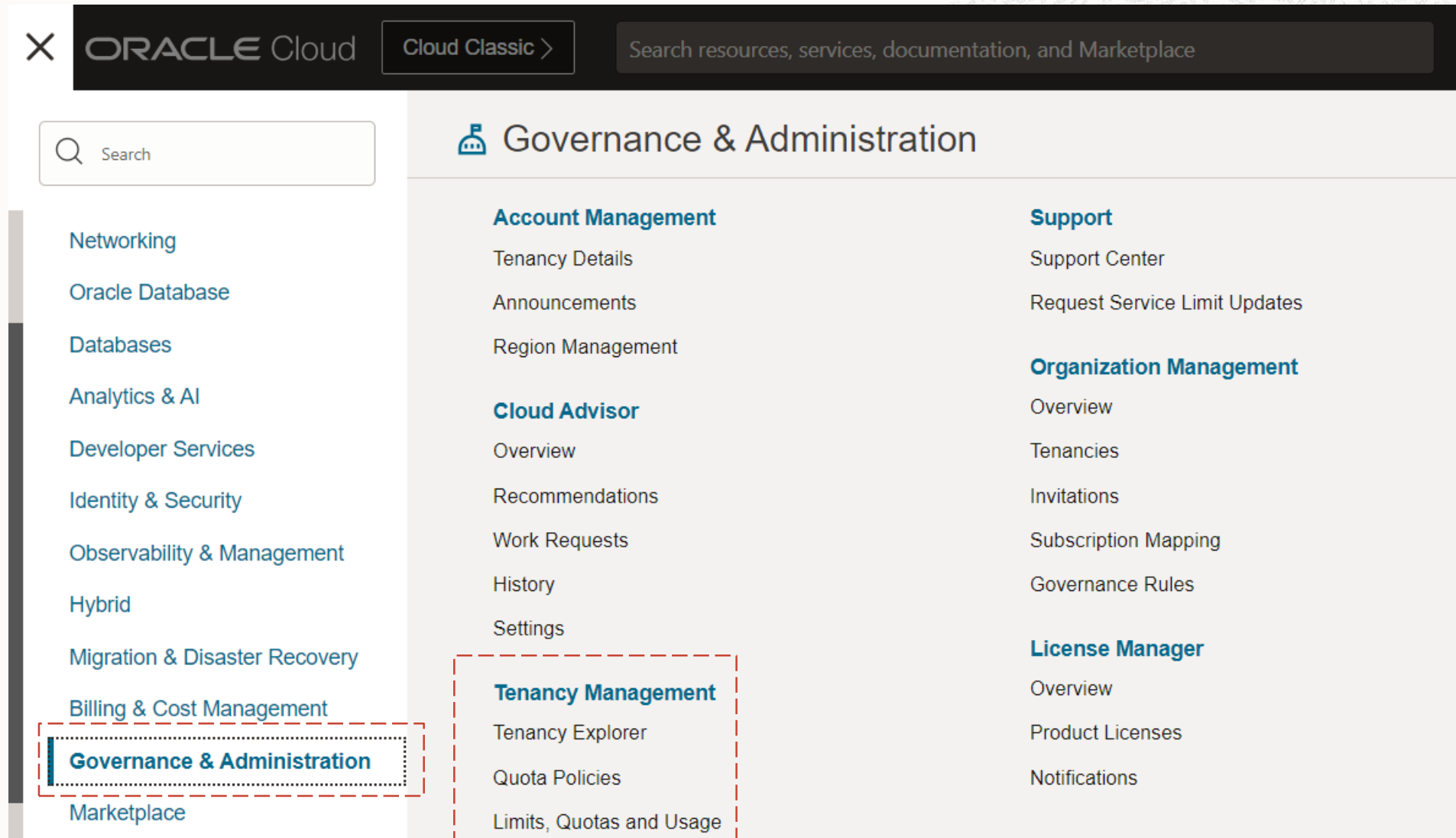


Cost Management Best Practices

- **Create a budget that matches your commitment amount and an alert at 100 percent of the forecast.**
- **Gives you an early warning if your spending increases and you're at risk of getting an overage.**
- **Use compartments for cost management along with access-control. Many customers set up one compartment per department for cost management and cross-charging.**
- **Use cost-tracking tags (like cost-center) to allocate cost in more granular ways.**
- **Enable monitoring on all resources. You can merge monitoring data with cost data to gain powerful insights on how to improve resource utilization.**
- **Use the usage report to analyze costs and drive custom solutions.**

Service Limits, Quotas and Usage

Service Limits, Quota and Usage on OCI console



The screenshot displays the Oracle Cloud console interface. At the top, the Oracle Cloud logo is visible alongside a 'Cloud Classic' button and a search bar. The left sidebar contains a list of navigation options: Networking, Oracle Database, Databases, Analytics & AI, Developer Services, Identity & Security, Observability & Management, Hybrid, Migration & Disaster Recovery, Billing & Cost Management, **Governance & Administration** (highlighted with a red dashed box), and Marketplace. The main content area is titled 'Governance & Administration' and is organized into three columns. The first column includes 'Account Management' (with sub-items: Tenancy Details, Announcements, Region Management), 'Cloud Advisor' (with sub-items: Overview, Recommendations, Work Requests, History, Settings), and 'Tenancy Management' (with sub-items: Tenancy Explorer, Quota Policies, and 'Limits, Quotas and Usage', which is highlighted with a red dashed box). The second column contains 'Support' (with sub-items: Support Center, Request Service Limit Updates) and 'Organization Management' (with sub-items: Overview, Tenancies, Invitations, Subscription Mapping, Governance Rules). The third column features the 'License Manager' section (with sub-items: Overview, Product Licenses, Notifications).



Service Limits and usage



- When you sign up for Oracle Cloud Infrastructure, a set of service limits are configured for your tenancy.
- The service limit is the quota or allowance set on a resource
- You can view your tenancy's limits, quotas, and usage in the Console.
- You can check Limits and Quotas before a deployment
- You can submit a request to increase your service limits from within the Console.

ORACLE Cloud

us-ashburn-1

Limits, Quotas and Usage

Your tenancy comes with a predefined set of [service limits](#) on the maximum number of resources you're allowed to use. You can [request a service limit increase](#). If you're an administrator, you can also set your own [quotas](#) for any compartments you manage.

[Switch back to classic view](#)

GOVERNANCE

- Audit
- Quota Policies
- Limits, Quotas and Usage**
- Tag Namespaces

SERVICE Compute **SCOPE** ritx:US-ASHBURN-AD-1 **RESOURCE** VM.Standard2.1 x VM.Standard2.2 x VM.Standard2.4 x VM.Standard2.8 x **COMPARTMENT** Demo (root)

Description	Limit Name	Service Limit	Usage	Available ⓘ
VM.Standard2.1	vm-standard2-1-count	100	4	96
VM.Standard2.2	vm-standard2-2-count	80	1	79
VM.Standard2.4	vm-standard2-4-count	80	1	79
VM.Standard2.8	vm-standard2-8-count	40	2	38

Showing 4 Items < Page 1 >

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- Governance
- Audit

Quota Policies

Limits, Quotas and Usage

Tag Namespaces

Limits, Quotas and Usage

Your tenancy comes with a predefined set of [service limits](#) on the maximum number of resources you're allowed to use. You can [request a service limit increase](#). If you're an administrator, you can also set your own [quotas](#) for any compartments you manage.

[Switch back to classic view](#)

SERVICE

Compute

SCOPE ⓘ

ritx:US-ASHBURN-AD-1

RESOURCE

VM.Standard2.1 x VM.Standard2.2 x VM.Standard2.4 x VM.Standard2.8 x

COMPARTMENT

Demo (root)

Description	Limit Name	Service Limit	Usage	Available ⓘ
VM.Standard2.1	vm-standard2-1-count	100	4	96 ⋮
VM.Standard2.2	vm-standard2-2-count	80	1	79 ⋮
VM.Standard2.4	vm-standard2-4-count	80	1	79 ⋮
VM.Standard2.8	vm-standard2-8-count	40	2	38 ⋮

Showing 4 Items < Page 1 >

Compartment Quotas



- Quotas give you better control over how resources are consumed by letting you allocate resources to projects or departments
- Allocate high-value and expensive resources only to specific compartments
- Restrict a compartment's usage to a small set of resources, restrict resource counts or disable services as necessary
- Similar to Service Limits; but service limits are set by Oracle, and compartment quotas are set by administrators

The screenshot displays the Oracle Cloud console interface. At the top, the navigation bar shows 'ORACLE Cloud' and the user 'us-ashburn-1'. The breadcrumb trail indicates the path: 'Governance > Quotas > Quota Details'. The main content area features a large green circle with a white 'Q' representing the quota. To the right of the circle are buttons for 'Edit', 'Delete', and 'Add Tags'. Below the circle, the 'Quota Information' tab is active, showing the following details:

- Description:** Allocates all exadata to a compartment
- OCID:** ...pkckg7mbca (with 'Show' and 'Copy' links)
- Created:** Mon, 01 Jul 2019 14:36:11 GMT

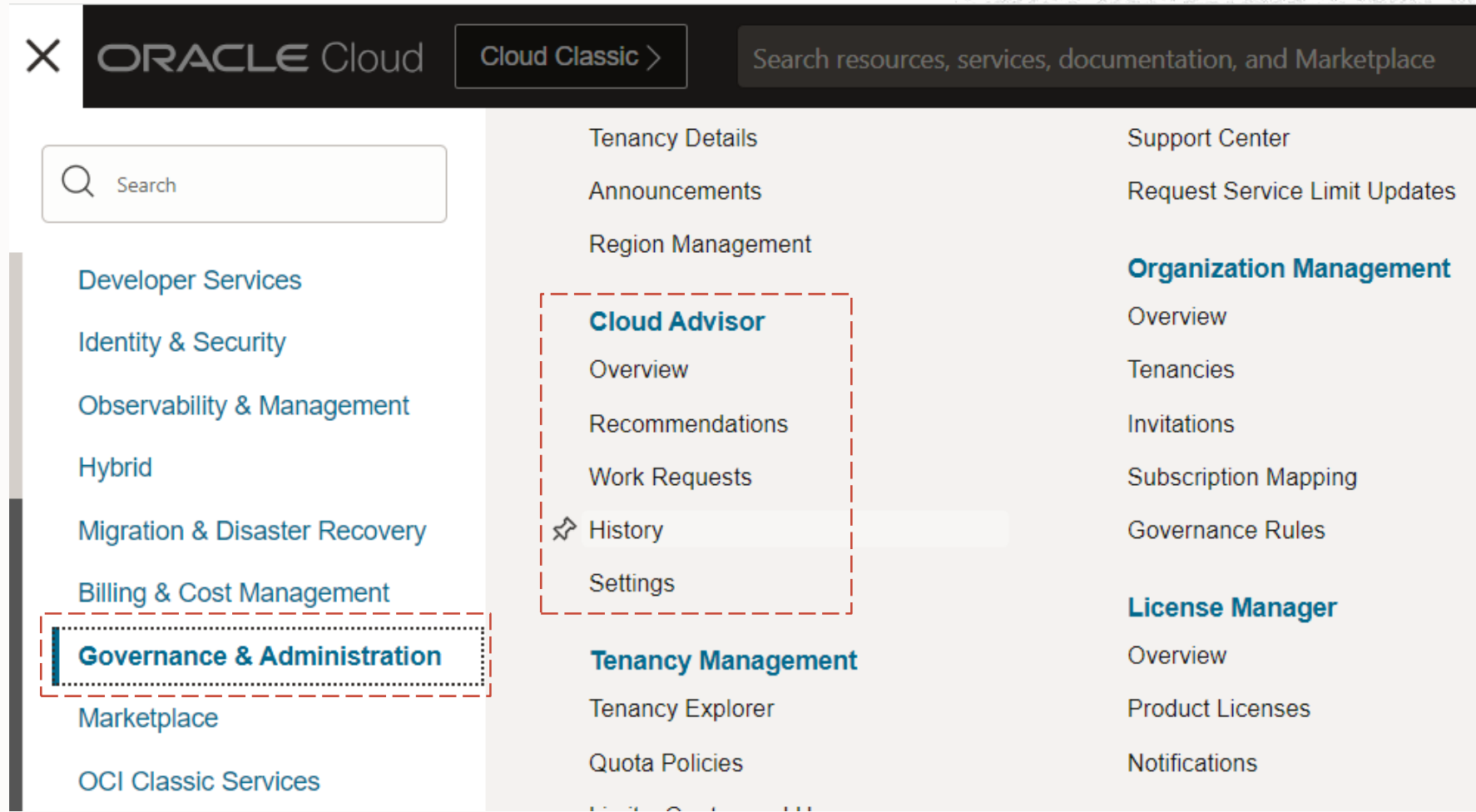
Below the quota information, there are two sections: 'Resources' and 'Statements'. The 'Statements' section is currently selected and shows a table with two entries:

Statement
Zero database quota /'exadata'/ in tenancy
Unset database quota /'exadata'/ in compartment ProductionApp

At the bottom right of the statements table, it says 'Showing 2 Items'. The footer of the console includes links for 'Terms of Use and Privacy' and 'Cookie Preferences', and a copyright notice: 'Copyright © 2019, Oracle and/or its affiliates. All rights reserved.'

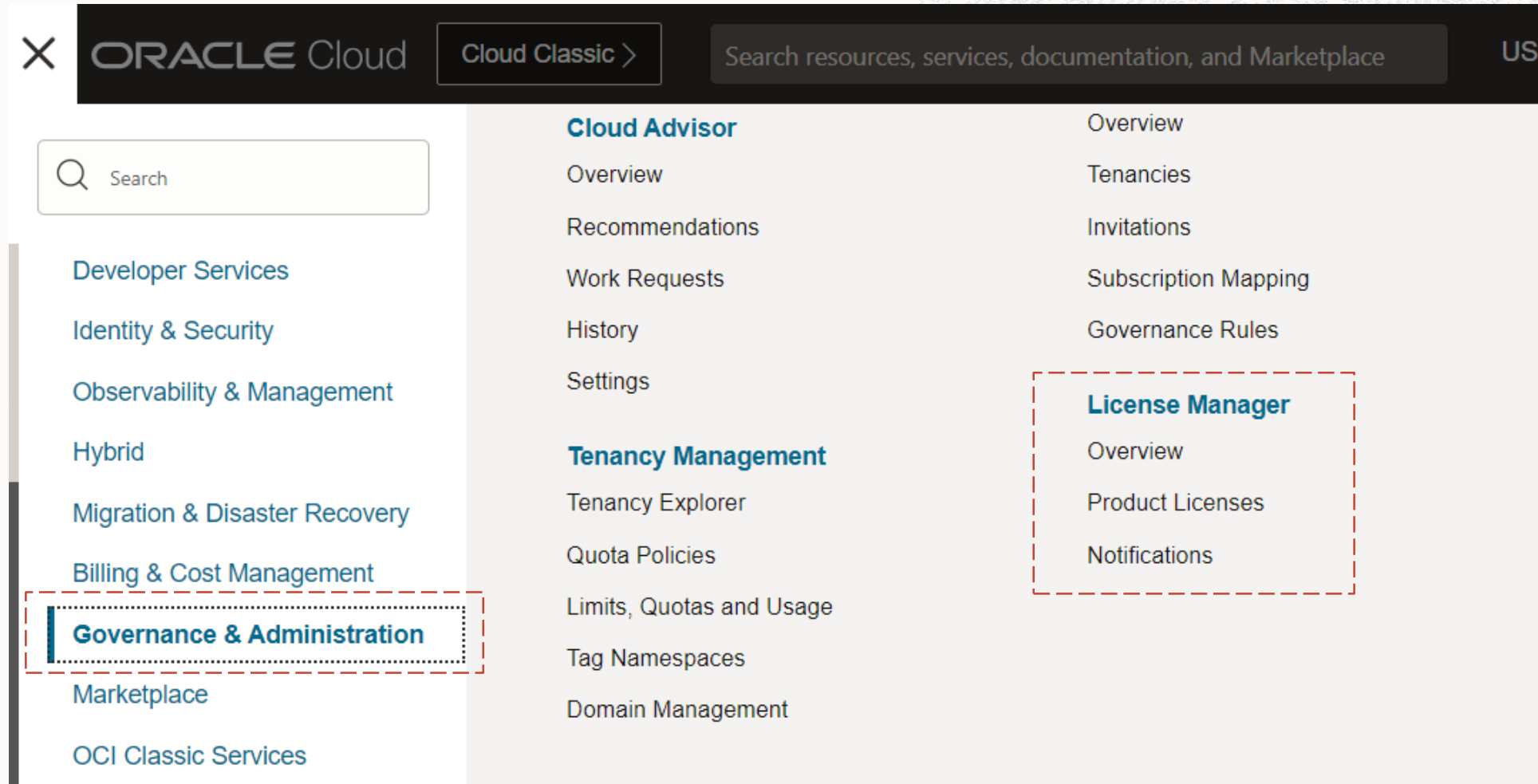
OCI Cloud Advisor

Oracle Cloud Advisor on OCI Console



OCI License Manager

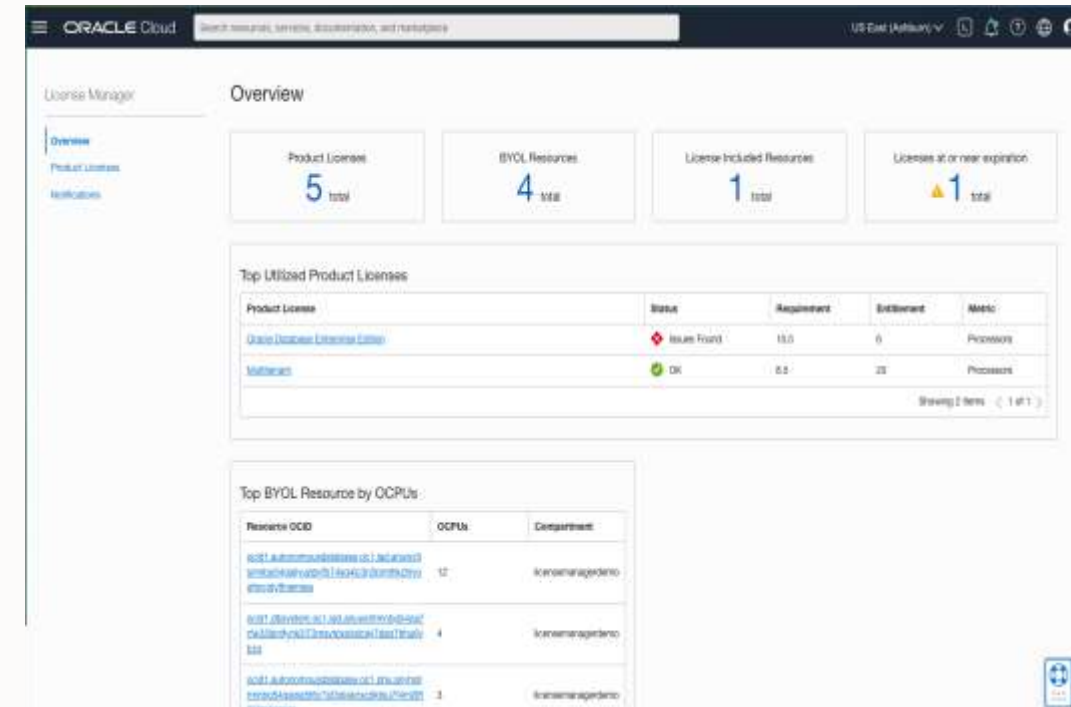
Oracle License Manager on OCI Console



License Manager

License Manager is a free, opt-in service that makes it easier for you to Bring Your Own License (BYOL) on OCI with the following capabilities:

- Automating the license portability rules for Oracle Database products to OCI Database service
- Single pane of glass to track licensing needs on both IaaS and PaaS resources. Use the same tool to track Oracle and Third-party license utilization
- Pro-active email notification on over-subscription and license expiration scenarios.



License Manager e-mail notification



Dear Customer,

Re: License Manager Summary.

The following is a summary of License Manager items that require your attention for licensemanagerdemo as of date 05/09/2022.

Sincerely,
License Manager

Product Licenses Over Subscribed

Product Name	Metric	Requirement	Entitlement	License Records
Oracle Database Enterprise Edition	Processors	9	6	2

License Records near or past expiration date for License or Support Contract

Product Name	Metric	License Record Name	License Record Product Id	License Expiration Date	Support Contract End Date
Oracle Database Enterprise Edition	Processors	323213	231231231	05/03/2122	05/04/2022 - Expired

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License communication channels

MOS Service SR Technical vs Non-Technical

The screenshot shows the MOS Service Requests Home page. At the top, there are navigation tabs: Dashboard, Knowledge, Service Requests (selected), Patches & Updates, Community, and Certifications. Below the tabs, the page title is "Service Requests Home".

Under the "Service Requests Home" section, there is a sub-section titled "Technical Service Requests". Below this title, there are two buttons: "Ask in Community..." and "Create Technical SR".

<u>SR Type</u>	<u>Problem</u>	<u>Required Privileges</u>
Technical	<ul style="list-style-type: none">• Product related	<ul style="list-style-type: none">• Restricted privilege assigned by CUA• Create – View - None
Non-Technical	<ul style="list-style-type: none">• Permissions - Login• License - Entitlement	<ul style="list-style-type: none">• All users• Create - Update – and View your own

Below the table, there is a sub-section titled "Non-Technical Service Requests". Below this title, there is a button labeled "Create Non-Technical SR".

Or send an e-mail to : infoprice@oracle.com

Oracle Software Investment Advisor



Licensing Solutions

"Can you help us understand the licensing implications of future technology decisions?"



Investment Economics

"How is our Oracle investment supporting the long-term goals of the business?"



License Knowledge Transfer

"Can you help us better understand our license and subscription terms and conditions?"



Cloud Sizing

"What do we need to consider when moving parts of our existing environment to the cloud?"



Deployment Optimization

"How do I find out if my Oracle TCO is optimized across both on-premise and the cloud?"



Entitlement Intelligence

"How do I find out the current state of our contractual agreements with Oracle?"

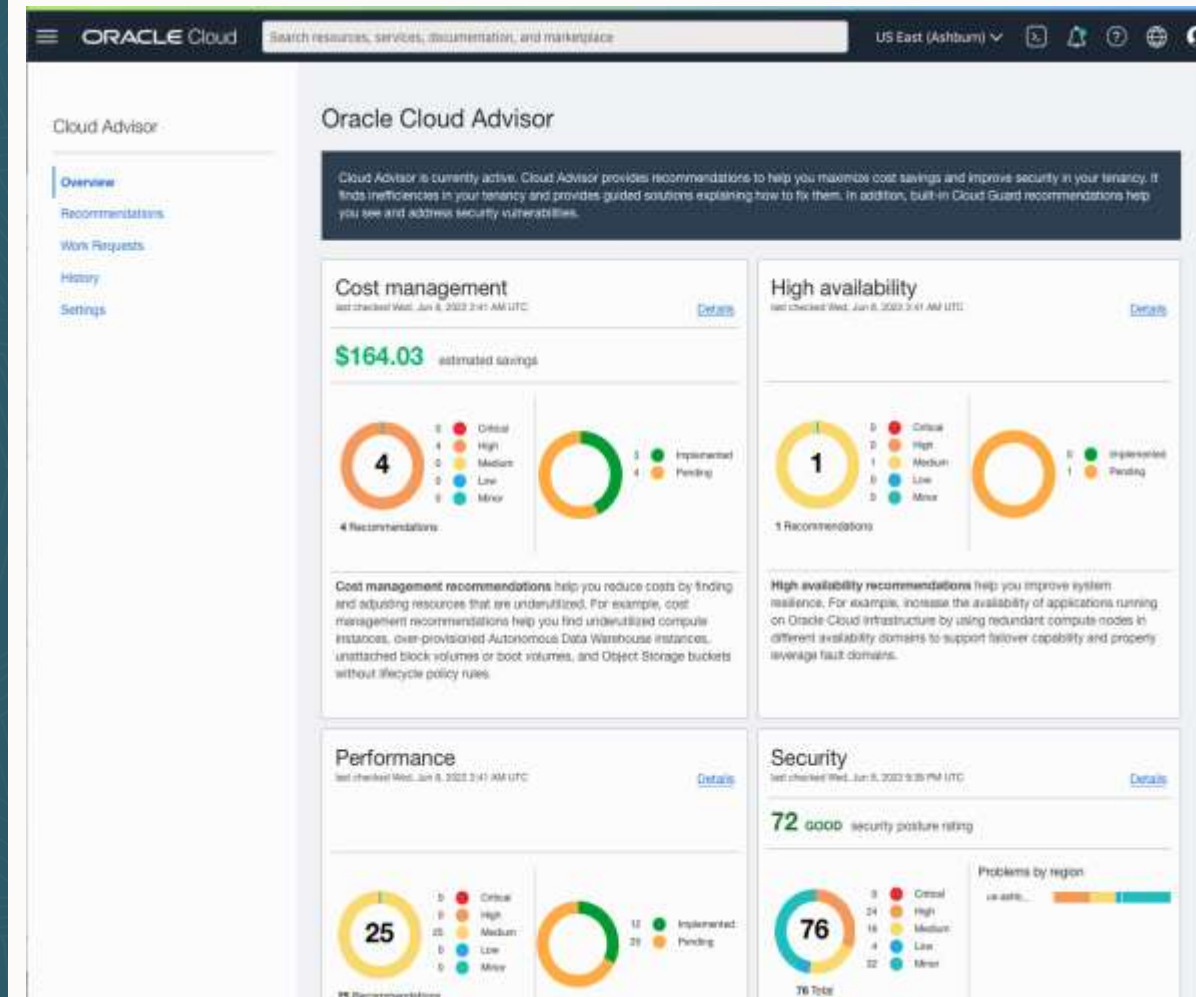
For more informatio contact sia-global_ww@oracle.com or visit www.oracle.com/goto/sia



Oracle Cloud Advisor

Advisor is a recommendation engine that will guide you to implement best practices and optimize spending in OCI

- Continuously evaluates your resources, searching for improvement opportunities
- Provides cost management, performance, high availability, and security recommendations.
- Provides guidance for how to act on recommendation. When you're ready to downsize specific compute instances, Cloud Advisor provides a UI workflow for doing so



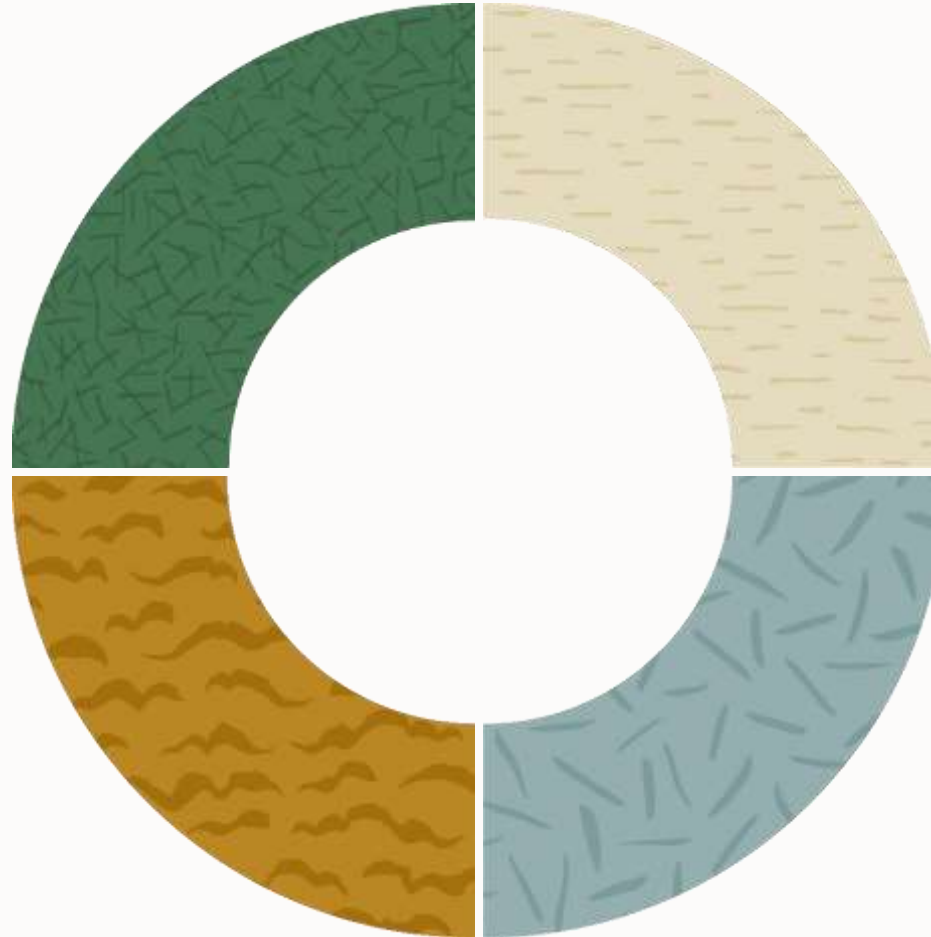
Summary of OCI Cost Management and Governance Services

Governance

A variety of cloud platform tools can help you manage your footprint on OCI more efficiently. Organizations, Compartments, Tagging will keep you in control.

Cost Optimization

Ensure that you're making the most of your cloud resources and rely on OCI to automatically identify and eliminate inefficiencies.



Cost Reporting

Visualize consumption information, dive deeper into resource-level granular reports, and create accountability against targets for your IaaS/PaaS or SaaS..

Cost Controls

OCI helps you track your budgets so that your cloud costs don't spiral out of control. With build-in extensibility, budgets can be integrated into the systems you already use to drive automated response.



Resources

- **OCI Licensing Manager Documentation**

<https://docs.oracle.com/en-us/iaas/Content/LicenseManager/Concepts/licensemanageroverview.htm>

- **OCI PaaS and IaaS Universal Credits Services Description**

<https://www.oracle.com/a/ocom/docs/paas-iaas-universal-credits-3940775.pdf>

- **OCI Cost Estimator**

<https://www.oracle.com/cloud/costestimator.html>

- **Oracle Database Licensing Information User Manual**

<https://docs.oracle.com/en/database/oracle/oracle-database/19/dblic/database-licensing-information-user-manual.pdf>

- **Oracle Support Rewards Program**

<https://www.oracle.com/br/cloud/rewards/>

- **Software Investment Advisor**

<https://www.oracle.com/br/cloud/rewards/>

- **Check your expense and usage**

<https://docs.oracle.com/en-us/iaas/Content/Billing/Concepts/costs.htm>

- **Check your expense and usage**

<https://docs.oracle.com/en-us/iaas/Content/Billing/Concepts/costs.htm>

- **OCI Cloud Advisor**

<https://www.oracle.com/br/cloud/cost-management-and-governance/cloud-advisor/>



Thank you

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