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**Monthly Service Report**

**< Month, Year>**

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# At – A – Glance

Highlights

Recommendations

Installations/Configurations

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Production | Dev | Uat | Test |
| OS Installation |  |  |  |  |
| Oracle Installation |  |  |  |  |
| Patching |  |  |  |  |
| Cloning |  |  |  |  |

Downtime Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Component Name | Database Name | Date | Duration | Remarks |
| Database |  |  |  |  |
|  |  |  |  |  |
| Application |  |  |  |  |
|  |  |  |  |  |

# Contact Details

**Clover Contacts**

|  |  |
| --- | --- |
| **Head of Professional Services** |  |
| **E-mail** |  |
| **Contact No** |  |
| **Manager** |  |
| **E-mail** |  |
| **Contact No** |  |
| **Project Lead** |  |
| **E-mail** |  |
| **Contact No** |  |
| **Primary Consultant** |  |
| **E-mail** |  |
| **Contact No** |  |

**Client Contacts**

|  |  |
| --- | --- |
| **VP-IT** |  |
| **Email** |  |
| **Local Technical Contact (LTC)** |  |
| **E-mail** |  |

# summary

Database

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Instance Type | Instance Name | Server IP | RDBMS Version | OS Version |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

Application

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Instance Type | Instance Name | Server IP | EBS Version | OS Version | Application URL |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Activity

|  |  |  |
| --- | --- | --- |
| Activity Description | No. of Calls | Remarks |
| Troubleshooting |  |  |
| Installation & Configuration |  |  |
| Activities |  |  |
| Severity 1 |  |  |

Severity 1 Details

|  |  |  |
| --- | --- | --- |
| Issue | Resolution | Remarks |
|  |  |  |
|  |  |  |
|  |  |  |

Service Details

|  |  |
| --- | --- |
| Value | Hours |
| Committed working hours |  |
| Additional Working Hours |  |
| Total Working Hours |  |

# Current State

Database

Logical Database Growth

Database Hit Ratios

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Database | INDX | BUFFER | DICT | Lib |
| Prod |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

Application

Concurrent Requests

Total Application Access

To find concurrent request  
  
select count(\*) from FND\_CONCURRENT\_REQUESTS where REQUEST\_DATE between  
to\_date('01-01-2012','dd-mm-yyyy') and to\_date('31-01-2012','dd-mm-yyyy')  
  
To find successful logins  
  
select count(\*) from fnd\_logins where start\_time between  
to\_date('01-01-2012','dd-mm-yyyy') and to\_date('31-01-2012','dd-mm-yyyy')

Network Test

Screen shot of network test.

# Activities

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Instance | Activity | Remarks |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Patching Details

|  |  |
| --- | --- |
| Instance | Patch |
|  |  |
|  |  |
|  |  |

Cloning Details

|  |  |
| --- | --- |
| Date | Instance |
|  |  |
|  |  |
|  |  |

# Backup & Data guard Status

Issues faced in Backup

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date | Instance | Backup Type | Issue | Remarks |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

Data guard Status

|  |  |  |  |
| --- | --- | --- | --- |
| Primary Instance Name | Sequence Number | Data guard Instance Name | Sequence Number |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |