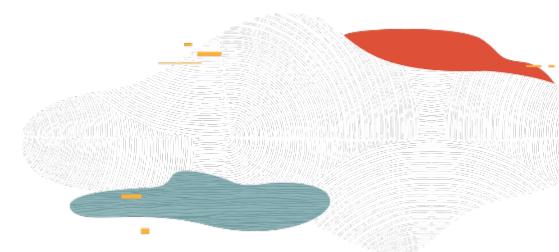




Level 100

KD Singh Oracle Cloud Infrastructure September, 2019





Safe harbor statement

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions.

The development, release, timing, and pricing of any features or functionality described for Oracle's products may change and remains at the sole discretion of Oracle Corporation.



Topics

Getting help with OCI issues

My Oracle Support portal

Registering Your Account with Oracle Support

OCI SLAs

Creating and checking Support ticket status

Checking limits, quotas and usage of OCI resources

Requesting service limit increase

Support severity levels

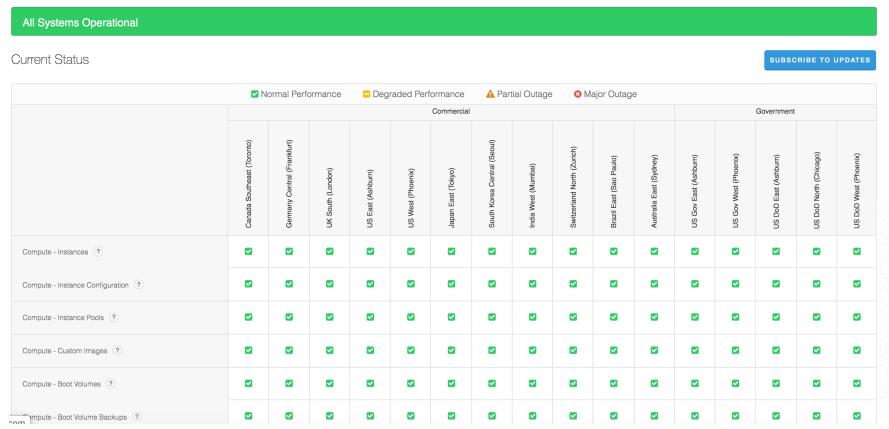


Getting Help

OCI Service Health Dashboard

https://ocistatus.oraclecloud.com/



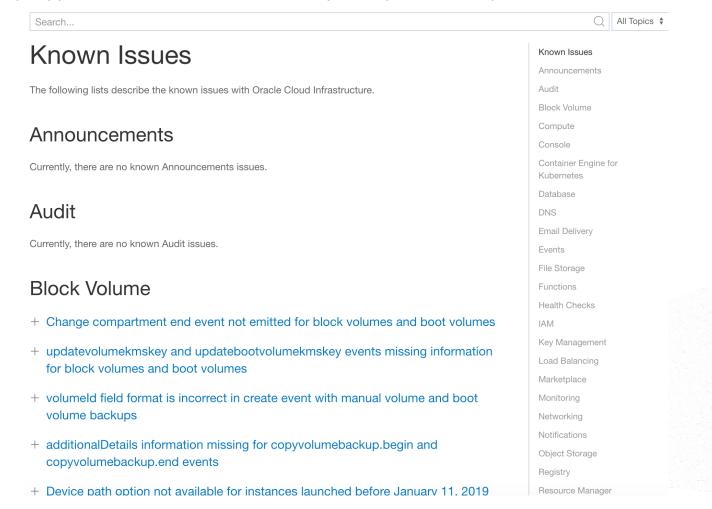




Getting Help

Check the known issues and workarounds page

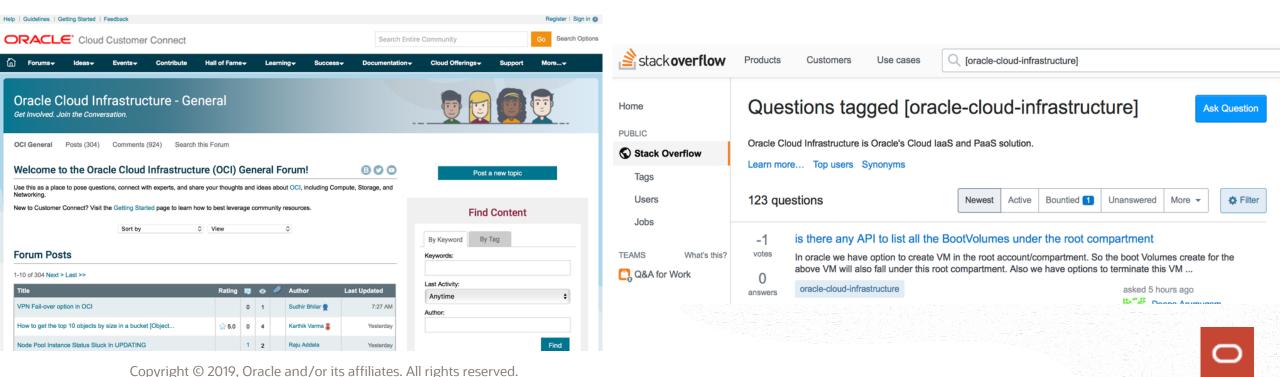
https://docs.cloud.oracle.com/iaas/Content/knownissues.htm



Getting Help

Search and post new questions in <u>Oracle Cloud Customer Connect</u> portal Search and post new questions in Stack Overflow forums

Tag your questions with <u>oracle-cloud-infrastructure</u>

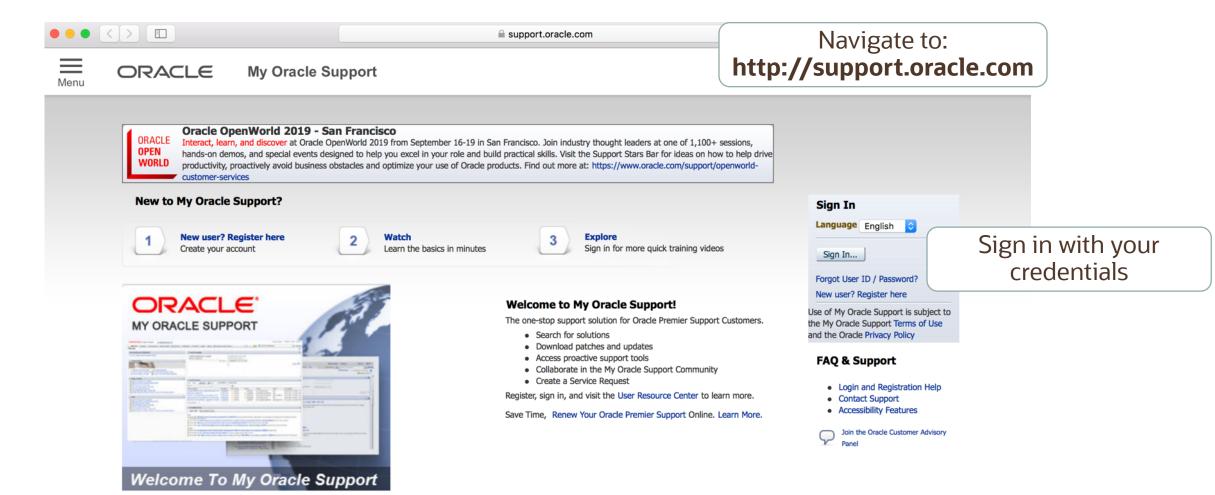


Registering Your Account with Oracle Support

- 1. Go to https://support.oracle.com.
- 2. Click **New user? Register here** to create your Oracle Single Sign On (SSO) account.
- 3. Enter your company e-mail address in the **Email address** field, complete the rest of the form, and then click **Create Account**. A verification email is generated.
- 4. Check your email account for an email from Oracle asking your to verify your email address.
- 5. Open the email and click Verify Email Address.
- 6. Sign in with the credentials you just set up.
- 7. At sign in, you are prompted to enter a **Note to the Approver** and the **Support Identifier** (your CSI).
- 8. Click Request Access.
- 9. Enter the first five characters of the name of the organization that owns the Customer Support Identifier (listed in the Welcome letter and on My Services), and then click **Validate**. Click **Next**.
- 10. Enter your contact information and click **Next**.
- 11. Accept the terms and click **Next**.



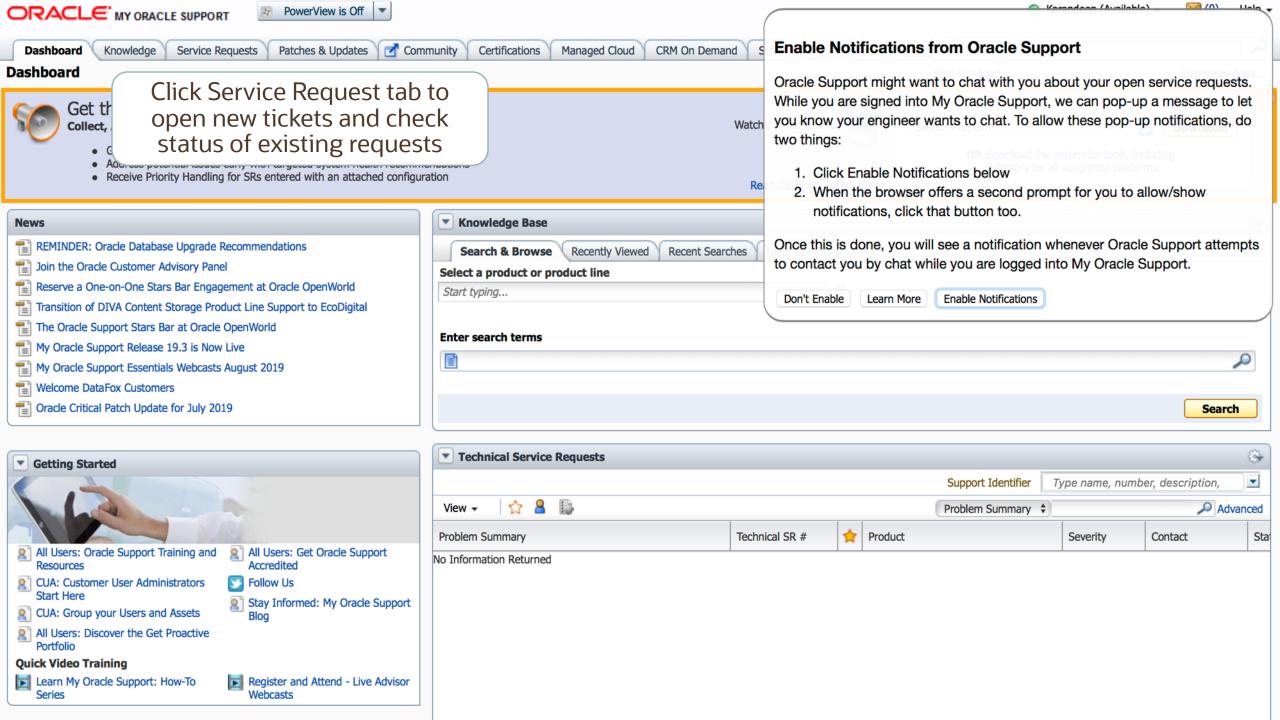
Oracle My Cloud Support Portal



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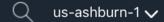
Creating an Oracle Support Service Request

- 1. Sign in to My Oracle Support
- 2. Click **Create Service Request**.
- 3. Select the following from the displayed menus:
 - Service Type: Select Oracle Cloud Infrastructure from the list.
 - **Service Name:** Select the appropriate option for your organization.
 - Problem Type: Select your problem type from the list.
- 4. Enter your contact information.
- 5. Enter a **Description**, and then enter the required fields specific to your issue.
 - For most Oracle Cloud Infrastructure issues you need to include the OCID (Oracle Cloud Identifier) for each resource you need help with.



Checking Limits, Quotas and Usage in OCI Console













Governance

Audit

Quota Policies

Limits, Quotas and Usage

Tag Namespaces

Limits, Quotas and Usage

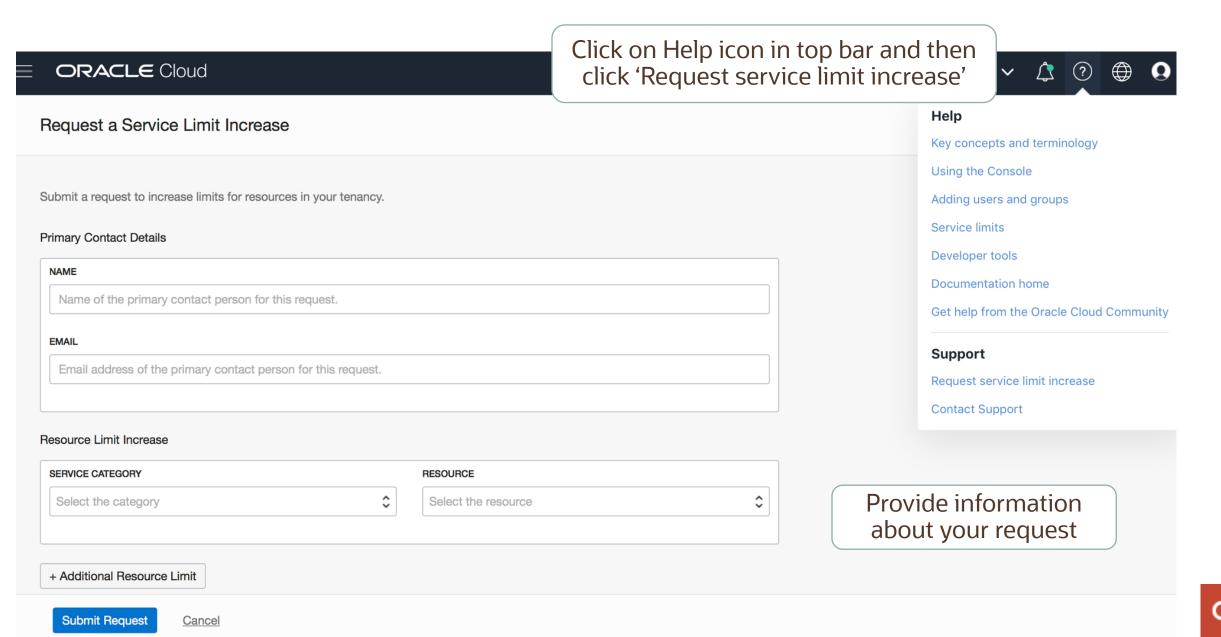
Your tenancy has <u>limits</u> on the maximum number of resources you're allowed to use. You can use <u>quotas</u> to allocate resources to compartments. If you're an administrator in an eligible account, you can <u>request a service limit increase</u>.

Switch back to classic view

SERVICE	SCOPE (i)	RESOURCE	COMPARTMENT
Block Volume	GrCh:US-ASHBURN-AD-1 \$	Select \$	ociobenablement (root)

Description	Limit Name	Service Limit	Usage	Available (i)	
Volume Size (GB)	total-storage-gb	102400	-	-	:
Volume Count	volume-count	10000	31	9969	:
Volume Group max volumes allowed	volumes-per-group	32	-	-	:
				Showing 3 Items	

Request Service Limit Increase from OCI Console



OCI Service Level Agreement

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

Availability: services are in operation with uptime and connectivity commitments

Manageability: ability to manage, monitor, and modify OCI resources

Performance: services consistently perform as expected

More info: https://cloud.oracle.com/iaas/SLA

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

	ORACLE	AWS	Azure	GCP
AVAILABILITY				
PERFORMANCE		×	×	×
MANAGEABILITY		X	X	×

Severity definition and SLAs

Severity 1:

Your production use of the supported programs is stopped or severely impacted that you cannot continue work.

You experience a complete loss of service.

The operation is mission critical to the business and the situation is an emergency A Severity 1 service request has one or more of the following characteristics:

Data corrupted

A critical documented function is not available

System hangs indefinitely, causing unacceptable or indefinite delays for resources or response System crashes, and crashes repeatedly after restart attempts

Reasonable efforts will be made to respond to Severity 1 service requests within 1 hour **Severity 2:**

You experience a severe loss of service.

Important features of Oracle Cloud Services are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.



Severity definition and SLAs

Severity 3:

You experience a minor loss of service.

The impact is an inconvenience, which may require a workaround to restore functionality

Severity 4:

You requested information, an enhancement, or documentation clarification regarding Oracle Cloud Services but there is no impact on the operation such service.

You experience no loss of service.

Support process guide and policies:

https://www.oracle.com/assets/support-process-guide-cloud-4428288.pdf http://www.oracle.com/us/corporate/contracts/ocloud-hosting-delivery-policies-3089853.pdf

My Oracle Support contact info: https://www.oracle.com/support/contact.html



ORACLE

Oracle Cloud always free tier:

oracle.com/cloud/free/

OCI training and certification:

cloud.oracle.com/en US/iaas/training cloud.oracle.com/en US/iaas/training/certification education.oracle.com/oracle-certification-path/pFamily_647

OCI hands-on labs:

ocitraining.qloudable.com/provider/oracle

Oracle learning library videos on YouTube:

youtube.com/user/OracleLearning

