SLM Handling for the Oracle On Demand Business

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What is Oracle On Demand?

- Software as a Service which means
  - hosted Oracle applications
  - we manage the IT
  - you manage the app business config
  - location agnostic (your/our/their place)
  - simple billing model

Where does the money go?

- you buy our software just like you normally would in the "off demand" world

- we charge a hosting fee per month as a percentage of the deal size (usually)

- you get a set amount of disk space and enough servers to run all the users you've licensed

- you pay for more storage as you need it

What don't you pay for?

- CPU
- RAM
- OS
- networking (ours)
- firewalls, intrusion detection, routers, switches, blah blah
- pretty much an ASP-like list but you don't pay for any of this directly

What do you need to do?

- Get a wire to our datacenter
- Manage your own PCs/Browsers, Printers etc.

- You can get direct links to your data at our site via SQL if needed

That's it?

- we take care of all the "stuff" needed to run Oracle apps
  - hardware, software, storage, networking, backup/recovery, tuning, patching (proactive and reactive), some parts of security (some are yours), most of the relationship w/Oracle support, upgrades, growth
- you get production and 2 non-production instances

Why is this better?

- Application suites are large and complex and we're the experts
- IT infrastructure is an ever changing landscape and we're the experts
- The change rate (due to non-technical reasons) is high for applications and we take care of "watching out" for important changes for you
- Predictable costs
- Your staff can do more strategic things

Ok.. how about service?

- Configuration management
  - mainly IT related vs. app but we do a lot of app level health checking
- Lifecycle management
  - initialization, implementation, transition, production, miscellaneous, decommission
- Performance management
  - agreements of key business flows for end user response time

What about service levels?

- What are the elements worth tracking?
  - how are they determined (by us, by client?)
- What thresholds are "interesting?"
- How is the business impact of failure to meet an objective defined? By whom?
- Are all failures equal?
- What is uptime?

What does the contract say?

- We will monitor and maintain the system using tools
- We will monitor license compliance
- We will agree on user admin model
  - a lot of our apps make that the customers responsibility (user addition etc./self service)
- see www.oracle.com/policies/compandadminpolicy (public document)

And the things that are up/down…

- Oracle On Demand considers the system to be unavailable if any one of the following key components is down or non-functional:

  Concurrent Manager, ConText Server, Database, HTTP Server, Network equipment under Oracle On Demand direct control (e.g. VPN and routers), Server hardware, Server software, Web listener

How do you know how we're doing?

- OOCP (Oracle On Demand Customer Portal) will display service levels

- EM (Oracle Enterprise Manager) will alert operations staff to problems

- SDM (Service Delivery Managers) will update you in person

Components of SLM

- Availability
- Measurement
- Performance
- Reporting
- Security
- Service Support
- Service Level Agreements

We deal with all those things

- We measure and watch and care about a zillion things that are IT related
- We specify our policies in a reference guide (freely available on the Web)
- We correct issues that go against our best practices/policies/thresholds

And if we fail?

- What's failure?
  - very few hard failure conditions are specified in the contract
  - deciding who's to blame takes time+money
  - the real goal is to get you going again and correct the problem for you and all others

- Rebates are the way we handle grievances.

Rebates?

- If for any reason you don't like the service you've received in a given month
  - 20% of that months fee will be returned

- Yearly or multi-year are normal On Demand contracting periods and you pay monthly

No specific performance spec - Good or bad?

- Both actually
- Good
  - short/easy contract negotiation for the service
  - best efforts sounds reasonable
  - a sweeping 2 second response time clause/claim would be crazy given what the suite functions are
    - major functions will be monitored though
    - batch has, potentially, even wilder diversity
    - ad hoc tools (our Discoverer product) is out of our control (user can ask pretty much anything!)

Good or bad?

- Bad
  - we really do measure everything anyhow
  - it's hard to optimize a backend against an unknown front end
    - when a customer complains he gets a rebate and we do try to fix things
    - Discoverer can eat CPU and I/O capacity cause it's doing hard stuff
    - batch can be the same way
  - we really get economies of scale when we share and not knowing the "container" size makes sharing hard

Bad?

- and… we may not be able to sell you more of something next year ;-)

Questions?

What's up and down?

- An unplanned outage is defined as the period of time when Oracle programs in the production environment are unavailable due to an emergency maintenance requirement such as reactive patches or infrastructure repair, or to force majeure events beyond Oracle's reasonable control. Unplanned Outages are not planned by Oracle or the customer. Any customer-initiated or mutually agreed upon outage do not constitute an unplanned outage. Any outage caused by hardware components, systems, network equipment and services, which are not under Oracle On Demand direct control and management, would not be considered an unplanned outage.