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A banner for Oracle's 30th anniversary. The top half features a photograph of a modern, curved glass building by a body of water, set against a blue sky. The bottom half is white and contains the Oracle logo, the text 'Support Update', the name 'Ana Cristina Carvalho Rezende', her title 'Senior Manager, Product Support', and a circular logo celebrating 'ORACLE THIRTY YEARS' with the number '30' in the center.

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Support Update

Ana Cristina Carvalho Rezende
Senior Manager, Product Support

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Agenda

- Configuration Support Manager (CSM)
- Improved online SR process
- Customer-Support Relationship
- Update on Customer Satisfaction Survey
- Technical References
- Summary
- Quick Reference
- Q&A



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Configuration Support Manager (CSM)



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Configuration Support Manager

- CSM Formerly known as My Configurations and Projects (MC&P), is a new proactive support capability that helps you organize, collect and manage your Oracle configurations by providing the following:
 - Secure, automated configuration collection
 - Proactive configuration-specific notification of Security and General Alerts
 - HealthCheck recommendations based on Support best practices when using configuration auto-collection
 - Simplified Service Request logging, tracking and reporting
 - Project cataloging of key milestones and contacts associated with your configurations

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Configuration Support Manager

- Currently, CSM is available for:
 - Oracle Collaboration Suite 10.1.0.2 and higher,
 - Oracle E-Business Suite 11.5.1 and higher,
 - Oracle Database 8.1.7 and higher,
 - Oracle Application Server 9.0.3 and higher.
 - Oracle plans to extend CSM coverage to PeopleSoft, Siebel, and additional product lines. Oracle will announce CSM support for additional products as it becomes available.
- CSM customers report these results:
 - A 30% reduction in the time it takes to log a Service Request
 - A 20% faster response time to Service Requests
 - 40% faster issue resolution
 - 25% problem avoidance with Alerts and HealthChecks

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Configuration Support Manager

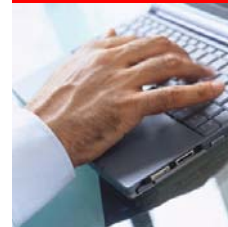
- Demonstration

http://www.oracle.com/pls/ebn/swf_viewer.load?p_s_hows_id=5073092&p_referred=0&p_width=800&p_height=600

- How to download CSM?
 - Log into Oracle *MetaLink* and select the Configuration Support Manager tab. To take advantage of the Configuration Support Manager auto configuration and upload process, you should install the CSM collector: Oracle Configuration Manager.

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Improved online SR Process

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Improved online SR process

- Submit and track SRs faster with:
 - Simplified User Interface - Fewer screens, fewer questions , easier file uploads
 - Save a Draft of Your SR - Edit and save a draft of your SR to submit later
 - New “Problem Clarification” Field - Add more detail to clarify issues with pertinent information
- Accelerate Information Technology (IT) Efficiency
 - Assist the efficiency of your IT team with Oracle’s enhanced solutions knowledge base with:
 - New “Recommended Links” - Knowledge articles and solutions specific to your issue

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Improved online SR process

- Increase System Reliability
 - Keep your systems operating at peak performance with new diagnostic test functionality:
 - Run fewer diagnostic tests specific to your issue
- Better Together: Improved SR Logging and CSM
 - Assist with accelerated information exchange between your systems and Oracle Support leading to faster problem diagnosis and reduced time to resolution.

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Customer-Support Relationship

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Customer-Support Relationship

Op	Sv	Stat	Zn	Owner	Lvl	Typ	Customer	PI	Comp	Abstract*
Y	2	SLP		SHISCOC	SPS	CUE	INV NEDERLANDSE SPOOR	89	RDBJDI	ACCESS VIOLATION DUR
Y	3	SLP		SHISCOC	SPS	CUE	WILLIAM M MERCER LTD.	89	SOLNE	OCI DISPATCHERS BECO
Y	2	DEV		SHISCOC	SPS	CUE	WILLIAM M MERCER LTD.	207	SOLNE	RFA: FOR SR 4835205.9
Y	3	INT		WKOBAR					RDBJDI	CONNECTION TO MP SEP
Y	3	INT		WKOBAR					RDBJDI	RDB-JDBC DRIVER IN MU
Y	2	SLP		WKOBAR					RDBJDI	SIGBUS 10* BUS ERRO
Y	3	SLP		WKOBAR					RDBJDI	BUGCHECKDUMP WITH J
Y	3	SLP		WKOBAR					RDB	VALIDATION ON FIELD DI
Y	2	DEV		WKOBAR					SOLNE	UNABLE TO USE SPECIAL
Y	2	DEV		WKOBAR					SOLNE	NEED TO INSTALL OCI LE
Y	3	DEV		WKOBAR	SPS	CUE	FALCK A/S	89	RDB	IT IS A FOLLOWUP ON SR
Y	3	DEV		WKOBAR	SPS	CUE	DEUTSCHE BORSE SYSTEM	89	RDBJDI	RDBTHINCONTROL FAILS

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Customer-Support Relationship

- Support has adopted a new technical documentation methodology to standardize the way we document your problems in service requests.
- This new methodology helps keep the issues clear for your benefit as well as for support's benefit when service requests need to transfer around the world, or to help others trying to assist with an issue.

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Customer-Support Relationship

- Tags you should expect to see in problem service requests:
 - ISSUE CLARIFICATION
 - ISSUE VERIFICATION
 - CAUSE DETERMINATION
 - CAUSE JUSTIFICATION
 - POTENTIAL PROBLEM SOLUTION(S)
 - POTENTIAL PROBLEM SOLUTION(S) JUSTIFICATION
 - SOLUTION/ACTION PLAN
 - KNOWLEDGE CONTENT
- Tags you should expect to see in a Q & A service request:
 - QUESTION
 - ANSWER

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Customer-Support Relationship

- Each TAG has a special meaning in support on what type of text it should include.
- These tags are being used to mine data from the service requests to populate our knowledge database for your future use.
- Clear documentation as well as avoid doubts on what is/are the next action(s) and who will execute it.
- You may have noticed the text inside these tags are very formal, for the mining and reuse process. It is not our intention to be cold, or unfriendly.

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Customer-Support Relationship

- Other TAGS will also be used periodically such as:
 - ACTION PLAN
 - UPDATE
 - FOLLOWUP
 - FEEDBACK
 - RESEARCH
 - DATA COLLECTED

Such tags will not be mined for content creation, however, they are just as important to our SR resolution process and hope they are helpful for your understanding of the problem as well.

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Customer-Support Relationship

- Please help us help you by providing us with the feedback we need to get closure on your issues.
- Feel free to question anything you find documented in the SR. We want to ensure our understanding of the problems you submit are accurate so that our new content is correct!
- Thank You!

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Update on Customer Satisfaction Survey



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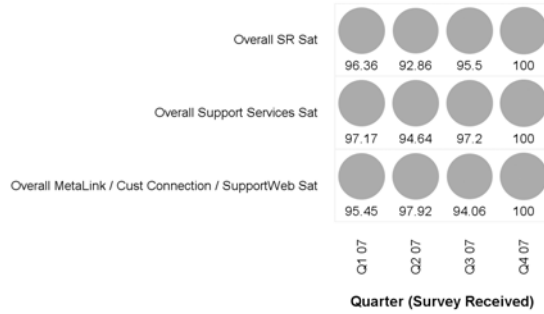
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Update - Customer Satisfaction Survey

- Global Server Technology:

Summary Satisfaction by Quarter (% Satisfied including Neutral)

Custom Sample/ST March06to07 N=530 2007-03-29 18:30



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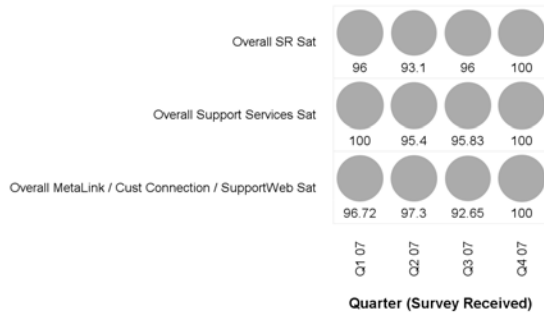
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Update - Customer Satisfaction Survey

- Global Niche Products

Summary Satisfaction by Quarter (% Satisfied including Neutral)

Custom Sample/Niche Products March06to07 N=361 2007-03-29 20:40



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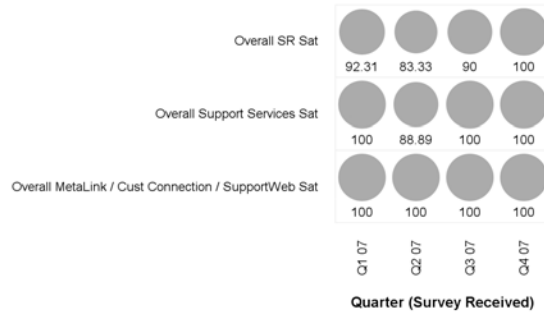
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Update - Customer Satisfaction Survey

- Global Mainframe (MIT)

Summary Satisfaction by Quarter (% Satisfied including Neutral)

Custom Sample/Global MIT Mar06to07 N=69 2007-03-29 18:29



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Update - Customer Satisfaction Survey

- Satisfaction Comments:

“Person handling the SR understood the problem and was able to help”

“The analyst and the team were able to attack the problem and quickly come to a conclusion”

“Quick and accurate response.”

“The answer to my question was provided in one day.”

“Technical/product knowledge of support staff”

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Update - Customer Satisfaction Survey

- Improvements Comments:

“A phone number where you could actually talk to someone would be great.”

“Better documentation as stated in Service Request record”

“The question I raised has become less important so I've not pursued this, but I think the original point of my question was missed.”

- Difficult to enter SR

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Technical References

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Technical References

- **Z/OS:**
 - **Note#402242.1:** Ora-39213 Using Data Pump Export On Z/OS
 - **Note#394875.1:** Accounting and auditing Sysdba and Users on Mainframe
 - **Note#417061.1:** Error IEV53 Assembling the Thread Table

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Technical References

- **Z/Linux**
 - **Note#400785.1:** Oracle Universal Installer (OUI) Fails To Start, Reporting Error `JVMDG080: CANNOT FIND CLASS COM/IBM/JVM/TRACE`
 - **Note#420382.1:** Requirements for Installing Oracle 10gR2 RDBMS on RHEL 4 on zLinux (s390x)
 - **Note#415182.1:** DB Install Requirements Quick Reference - zSeries based Linux

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Technical References

- **Generic**

- **Note#360470.1:** Security Alerts and Critical Patch Updates- Frequently Asked Questions (CPUAPR07 releases on Apr 17th)
- **Note#392222.1:** REMINDER: Premier Support for Oracle Database 9.2 ends in July 2007
 - **FYI:** SUMMARY of Lifetime Support Dates for Oracle Database Release 9.2:

Support Phase	Begins	Ends
Premier Support	1-June-2003	31-July-2007
Sustaining Support	1-August-2010	Indefinite
Extended Support	1-August-2007	31-July-2010

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Summary

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Summary

- Continue helping Support to help you by continuing to provide feedback on how we are doing (tools, processes, knowledge base, etc)
- Take advantage of CSM
- Always check Metalink for alerts, news, training and other important information as well as search for technical information
- Be sure Oracle Support is continuously working to ensure you have a superior customer experience! That is our goal!

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**Quick
Reference**

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Quick Reference

- To learn more about CSM:
https://metalink.oracle.com/metalink/plsql/f?p=130:14:2928628338626062276:::p14_database_id,p14_docid,p14_show_header,p14_show_help,p14_black_frame,p14_font:NOT,250434.1,1,0,1,Helvetica
- To read more about Improved online SR process:
https://metalink.oracle.com/metalink/plsql/f?p=125:3:4796471759710776661:::P3_ID:2548774.992
- For more information on the Lifetime Support Policy:
<http://www.oracle.com/support/premier/lifetime-support-policy.html>

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