



## Customers Guide to Oracle

### Latest Information on Oracle

**Oracle Newsletters:** Oracle offers various newsletters and ability to skim through the latest product news from security alerts to in-depth newsletters. [oracle.com/newsletters/index.html](http://oracle.com/newsletters/index.html)

**Oracle Podcasts:** Instead of reading about new technology developments second-hand, why not hear about them directly from the people responsible for them—on your own MP3 player via podcasting. Oracle regularly publishes podcast shows. [oracle.com/podcasts/index.html](http://oracle.com/podcasts/index.html)

**Oracle Publications:** You can request printed magazines and books and printed versions of Oracle product documentation. [oracle.com/publications](http://oracle.com/publications)

**Oracle Strategic Acquisitions:** By combining with strategic companies, Oracle strengthens its product offerings, accelerates innovation, meets customer demand more rapidly, and expands partner opportunities. [oracle.com/corporate/acquisition.html](http://oracle.com/corporate/acquisition.html)

### Resources for Our Valued Customers

**Software Downloads - Oracle eDelivery Web Site:** Download all of your licensed software electronically here. 866.322.0656 [edelivery.oracle.com](http://edelivery.oracle.com)

**Oracle Store:** To purchase Oracle Products or Support visit the [Oracle Store](http://Oracle Store). Products are available on CD/DVD in Media Packs, which can be purchased from Oracle Store. [oraclestore.oracle.com/](http://oraclestore.oracle.com/)

**License Codes:** Some products require a form of license code for installation and use. These can be found on the [Oracle License Codes](http://Oracle License Codes) Website. For related third-party products, information about license codes is contained in the "Quick Install" or "Start Here Guide" of the Media Pack you have downloaded. If you are unable to locate the License Code for a product, please email [Oracle License Code Support](mailto:Oracle License Code Support).

#### Free and Open Source Software:

[Free and Open Source Software](http://Free and Open Source Software) (FOSS) from, and for, Oracle—including Oracle's own Linux Projects, hosted here. Read the [Oracle+Open Source FAQ](http://Oracle+Open Source FAQ) for more details. [oss.oracle.com](http://oss.oracle.com)

**Evaluation Software:** All [Software](http://Software) downloads are free, and each comes with a [Development License](http://Development License) that allows you to use full versions of the products at no charge while developing and prototyping your applications (or for strictly self-educational purposes). [oracle.com/technology/software/index.html](http://oracle.com/technology/software/index.html)

**Education & Training:** Please call 800.529.0165 or visit [oracle.com/education](http://oracle.com/education)

**Oracle By Example:** The [Oracle by Example](http://Oracle by Example) (OBE) series provides hands-on, step-by-step instructions on how to implement various technology solutions to business problems. OBE solutions are built for practical real-world situations, allowing you to gain valuable hands-on experience as well as to use the presented solutions. [oracle.com/technology/obe/start/index.html](http://oracle.com/technology/obe/start/index.html)

#### Oracle Documentation:

Links to the most current documentation for Oracle Database, Application Server, Developer Suite, Collaboration Suite and Applications/E-Business Suite, Peoplesoft, Siebel, Retek, Agile, Demantra and more.

[oracle.com/technology/documentation/index.html](http://oracle.com/technology/documentation/index.html)

**Sample Code:** To illustrate how to use Oracle products and technologies, OTN provides source code and installation instructions for complete, working sample applications. Sample Code includes products like Database, Fusion Middleware, Data Warehousing & Business Intelligence. Visit the new [Public Sample Code Repository](http://Public Sample Code Repository) to upload and share your own code samples, or to participate in projects with other OTN members. [samplecode.oracle.com](http://samplecode.oracle.com)

**Technical Articles / White Papers:** OTN publishes a wide variety of [Technical Articles](http://Technical Articles) for DBAs and developers authored by OTN members. [oracle.com/technology/pub/articles/index.html](http://oracle.com/technology/pub/articles/index.html)

**Oracle Community:** Oracle offers you a range of ways to get involved and be heard. Explore Oracle's well-known global communities, including OTN, OPN, and Oracle Users Groups. [oracle.com/us/community/index.htm](http://oracle.com/us/community/index.htm)

**Oracle Technology Network:** OTN is a dynamic community through which Oracle developers, DBAs, and architects and system administrators trade tips, seek and exchange advice, and interact with Oracle experts. [otn.oracle.com](http://otn.oracle.com)

**Oracle Applications Community:** This collaborative Web site is designed to bring together Oracle applications users. You can share tips and experiences with your peers to help you implement and maintain your Oracle applications more effectively. It provides access to the largest community of Oracle applications users in the world. [oracle.com/technology/community/apps/index.html](http://oracle.com/technology/community/apps/index.html)

**Oracle Webcasts and Internet Seminars:** For a complete listing of Webcasts and online seminars visit: [oracle.com/webcasts](http://oracle.com/webcasts)

**Oracle Discussion Forums:** Millions of technical implementers share best practices and technical tips on Oracle products and industry-standard technologies like Linux, Java, and PHP in this wide range of lively forums on Oracle applications and technology. [forums.oracle.com](http://forums.oracle.com)

**Oracle Mix:** Mix it up with other customers and users. Oracle Mix gives everyone a voice. Share ideas, ask questions, challenge, share, and learn. Network and join groups—or start one. [mix.oracle.com](http://mix.oracle.com)

**Oracle Blogs:** Oracle's unique blogging community lets executives, employees, and non-employees alike exchange views about customer requirements and best practices, helping Oracle stay in touch with the needs of the overall community. [oracle.com/blogs/index.html](http://oracle.com/blogs/index.html)

## Oracle provides many Resources to help you meet the requirements of Your Customers

### Your Success is Our Success.

#### Additional Oracle Programs/Resources

**Global Customer Programs:** Oracle Global Customer Programs drives customer focus throughout Oracle. To ensure you get the most out of your Oracle investment, we regularly collect and analyze your feedback, help you foster collaborative executive relationships, and facilitate resolution to your issues. We also provide a variety of activities to help you promote and celebrate your successful business transformation with Oracle.

**Customer References:** We celebrate your successes with a variety of marketing and networking opportunities to gain positive exposure for your business success. More about [customer reference activities](http://customer reference activities)

**Customer Feedback:** We actively seek customer feedback to help us drive improvement across all Oracle lines of business. Learn more about our Customer Feedback program. [oracle.com/customers/gcp/index.html](http://oracle.com/customers/gcp/index.html)

**Go Live Celebration:** Our customer's success is very important to Oracle and we want to celebrate this occasion with our customers!. Contact your local sales representative listed on this sheet for more information on how we can help.

## Customers Quick Reference Guide to Oracle Support

## Oracle's Unified Support Platform

**My Oracle Support:** Oracle Global Customer Support is pleased to announce the launch of Oracle's new online support portal, My Oracle Support. My Oracle Support is part of our ongoing commitment to help customers increase the business value of your Oracle investment, lower your total cost of ownership, and minimize risk. Leveraging the personalized, proactive, and collaborative support capabilities of My Oracle Support helps reduce the time you spend maintaining Oracle solutions. This upgrade will not affect your current login credentials, Support Identifiers, or Service Request numbers. Learn about My Oracle Support:

[oracle.com/support/premier/myoraclesupport.html](http://oracle.com/support/premier/myoraclesupport.html)

### Key Features:

- Single, consolidated configuration dashboard
- Simplified Service Request management
- Proactive health checks and personalized patch advice
- Project tracking and key milestone information

### [My Oracle Support \(5 min Flash Demo\)](#)

## Working Effectively with Global Customer Support

Things You Need to Know

**The Customer Support Identification Number (CSI) or "support identifier,"** references your support maintenance level, its duration, and all other information relevant to the technical contract, such as installed-at location, billing address, licenses, and platform. Without a valid, supported CSI number, Oracle cannot provide support.

A service request (SR) is a request by a supported client for help with a technical or non-technical problem (formerly called TAR, technical assistance request). Each SR is assigned a unique tracking number.

Severity levels describe the level of impact an SR has on the customer's business and define the resources to be engaged by both parties, as well as the rules of engagement for the resolution of the SR.

**Sev 1:** Problem or product defect causes complete loss of service in a production environment and/or work cannot reasonably continue.

**Sev 2:** Severe loss of service; no acceptable workaround; however, operations can continue in a restricted fashion.

**Sev 3:** Minor loss of service; impact is an inconvenience that may require a workaround to restore functionality.

**Sev 4:** No loss of service; minor error that does not impede operations.

For complete definitions of severity levels, download the PDF titled [Oracle's Technical Support Policies](#) at the following URL: [oracle.com/support/policies.html](http://oracle.com/support/policies.html)

## Support Training

**Register for regularly scheduled FREE Advisor Webcasts.** Log in to My Oracle Support and navigate to Headlines > News and Notes or go to [oracle.com/support/seminars.html](http://oracle.com/support/seminars.html) and register for Advanced Support Tools, Diagnostics for Oracle E-Business Suite, Software Configuration Manager, Maintenance Wizard, Remote Diagnostic Agent, Working Effectively with Support, Introduction to My Oracle Support, or Advanced My Oracle Support.

**For free training on Oracle Support tools, email [support-training\\_us@oracle.com](mailto:support-training_us@oracle.com)**

## Best Practices for Service Requests

**Search** the My Oracle Support knowledgebase to determine if a resolution to your issue already exists, or find the recommended diagnostic steps to help you troubleshoot your issue.

**Use** My Oracle Support to log, track, and update your service requests. **Complete** the fields in My Oracle Support carefully when logging a service request. Select the appropriate product, problem type, and problem clarification. Also, providing a clear and complete problem description allows efficient routing of your issue to the best technical resource, helps the support engineer isolate the issue, and speeds resolution.

**Provide** any resolution steps already taken, diagnostic data, and symptoms that could help the support engineer resolve your issue quickly. Attach any pertinent screen shots or documents to your service request.

**Document** test cases if possible so the support engineer can re-create the problem if needed.

**Determine** if anything has changed in your computing environment since the last time the affected application worked successfully.

**Search** for existing patches in the My Oracle Support Update Center by selecting Patches and Downloads.

**Always** refer to your issue by the assigned SR tracking number.

**Collaborate** with your support engineer using Oracle Collaborative Support for more-efficient information transfer and SR resolution.

**Utilize** Oracle's transactional surveys and provide your honest and constructive feedback. Our management team reviews all comments and follows up on any low scores received so that we can continually improve the level of service we offer you.

## Important Support Contact Numbers

Oracle – 800.223.1711  
Hyperion – 877.901.4975  
JD Edwards – 800.298.2999  
Peoplesoft – 800.477.5738  
Siebel – 800.214.0400

**For the latest support contact info, Visit:**

[oracle.com/support/contact.html](http://oracle.com/support/contact.html)

## Executive Escalation and Issue Resolution

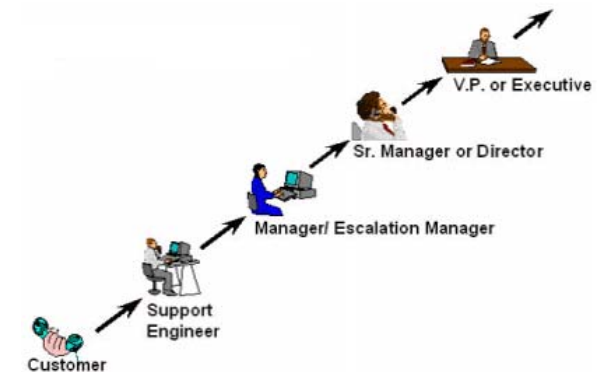
**Use the Escalation Process:**

The SR escalation process is in place for business-critical issues that require a higher level of attention from a manager in GCS. You should use this process when you

- Encounter a critical roadblock or showstopper to implementation or upgrade plans.
- Urgently need to communicate important issues to a support manager.
- Are dissatisfied with the resolution or response to an SR. (If you are dissatisfied with the progress made by the escalation manager, you can further escalate to a senior manager/director. If you are dissatisfied with the progress made by the senior manager/director, you can further escalate to an Oracle Support vice president.)

If a critical problem is encountered, consider the timing of when to escalate an issue. Waiting to escalate may leave little time to research the root cause of the problem and develop the most effective solution. Large, complex problems take time to resolve. Advise GCS of target dates and deadlines or critical issues, and document this information in the SR. State how the problem impacts your business and the risk it poses to implementation plans. This information will help Oracle management effectively and promptly assign the required resources to resolve your problem.

**Raising the Severity vs. Escalating.** Escalating an issue brings management attention to it, and when appropriate, more resources. This does not automatically mean that the severity level of the SR will be changed. If the severity level of the SR becomes inappropriate, it may be adjusted in the same manner in which it was originally established—by mutual agreement between the support engineer and the customer.



## Oracle Corporate Citizenship

Oracle is committed to using its technology and resources to advance education in innovative ways, protect the environment,

promote diversity, and enrich community life. For more information, visit [oracle.com/citizenship](http://oracle.com/citizenship)

**Oracle Education foundation:** The Oracle Education Foundation is a nonprofit organization funded by Oracle. It delivers ThinkQuest, a widely acclaimed education technology program, to K-12 schools globally. ThinkQuest is a protected, online learning platform that enables teachers to integrate learning projects into their classroom curriculum and students to develop critical 21st century skills. For more information, visit [oraclefoundation.org](http://oraclefoundation.org)

**In 2008, Oracle and the Oracle Education Foundation supported more than 1.2 million students in 95 countries through the Oracle Academy and ThinkQuest. During this same year, Oracle also granted software, curriculum, and teacher training valued at US\$2.1 billion to over 4,400 schools.**

**Thinkquest:** ThinkQuest is a protected, online learning platform that enables teachers to integrate learning projects into their classroom curriculum and students to develop 21st century skills. It includes the following: a project environment where teachers and students engage in collaborative learning; a competition space where students participate in technology contests; the award-winning ThinkQuest Library, a learning resource visited by millions; and a professional development program for educators. ThinkQuest supports 405,000 participants in 43 countries and is free for primary and secondary schools around the world. Learn more: [thinkquest.org](http://thinkquest.org)

**Oracle Academy:** The Oracle Academy provides a complete portfolio of software, curriculum, hosted technology, faculty training, support, and certification resources to K-12, vocational, and higher education institutions for teaching use. Faculty can flexibly insert these resources into computer science and business programs, ensuring that students gain industry-relevant skills prior to entering the workforce. The Oracle Academy supports 850,000+ students in 91 countries. To learn more, please visit [academy.oracle.com](http://academy.oracle.com)

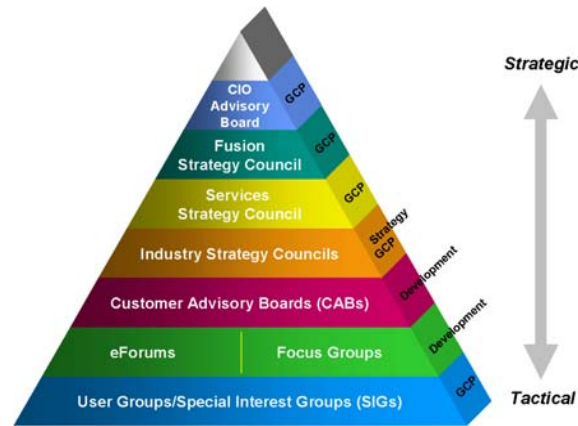


Oracle is committed to developing practices and products that help protect the environment

Oracle recognizes its environmental responsibility as a global corporation and [has implemented programs](#) that enable its facilities and employees to reduce the use of natural resources, minimize and recycle waste, and emphasize sustainable resources. At the Oracle OpenWorld conference in San Francisco, Oracle put sustainability front and center with a [Green Program](#) that included [sustainability sessions](#), a Green Fair, [Green Awards](#), and an increased focus on reducing the footprint of this massive event by implementing additional green practices at Oracle OpenWorld.

## Get Involved and Influence Oracle Product Direction

There are a number of venues, mechanisms and processes that offer customers the opportunity to bring their voice to Oracle's ongoing product strategy and development groups.



**Users Groups:** Oracle is committed to fostering strong and independent Users Groups communities around the World. Through organized Users Groups, Oracle management learns about customer concerns and recommendations. The Users Groups meet regularly to share best practices, network and learn about Oracle products and services. This vibrant community is represented to Oracle in many ways – via regional, industry, and product-specific groups interested in helping Oracle further develop its product line.

**Calendar:** [events.oracle.com](http://events.oracle.com)

**International Oracle Users Community:** There are hundreds of Users Groups around the world and they are represented to Oracle management via the International Oracle User Community (IOUC). This volunteer organization is comprised of the leaders of Oracle's largest and most influential Users Groups who represent common customer interests from the regional, industry and product-specific groups as one voice to Oracle management. The presidents, vice presidents, chairs, and vice chairs of these Users Groups meet regularly to discuss issues that are common to all Oracle customers and these groups. The IOUC represents the collective Users Groups' voice to Oracle senior managers. [iouc.org](http://iouc.org)

Users group members represent Oracle's most active and involved customers. We encourage all customers to become involved – the benefits of membership include networking, education, product influence and direct feedback to Oracle management. There are networks of groups around the world. Take time to find one today – stay involved and stay informed!

Useful links for more information about users groups:

- [Oracle Users Group Central](#)

Links to Oracle's largest users groups and regional groups

- [Oracle Applications Users Group](#)
  - E-Business Suite
  - Hyperion
- [Higher Education User Group](#) – focused on using Oracle products in higher education institutions
- [Public Sector User Group](#) – focused on using Oracle products in Public Sector entities
- [Quest International Users Group](#)
  - JD Edwards World and EnterpriseOne
  - PeopleSoft
  - Utilities Industry
- [Independent Oracle Users Group](#)
  - Database
  - Tools
  - RAC
  - Essbase
- [Oracle Development Tools User Group](#) focused on
  - Development Tools
  - Essbase
- [Oracle HCM Users Group](#) – for HR professionals using and supporting E-Business suite or Peoplesoft applications
- [Asia Pacific Oracle Users Community](#) – click here to learn about communities throughout Asia Pacific
- [Europe, Middle East and Africa Oracle Users Community](#) – click here to learn about communities throughout the region.

CONTACT US: [oracleusergroup\\_ww@oracle.com](mailto:oracleusergroup_ww@oracle.com)

Your Voice into Oracle

You Talk, We Listen ...

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