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OpenWorld 2015 Maintenance rEvolution

Spending Less Time Maintaining and More Time with Your Family! [CON4940]

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Revenue Product Engineering, Systems
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https://blogs.oracle.com/Solaris11Life
https://blogs.oracle.com/patch

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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, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.

How would you like…

To reduce the number of issues you encounter by over 70% ?

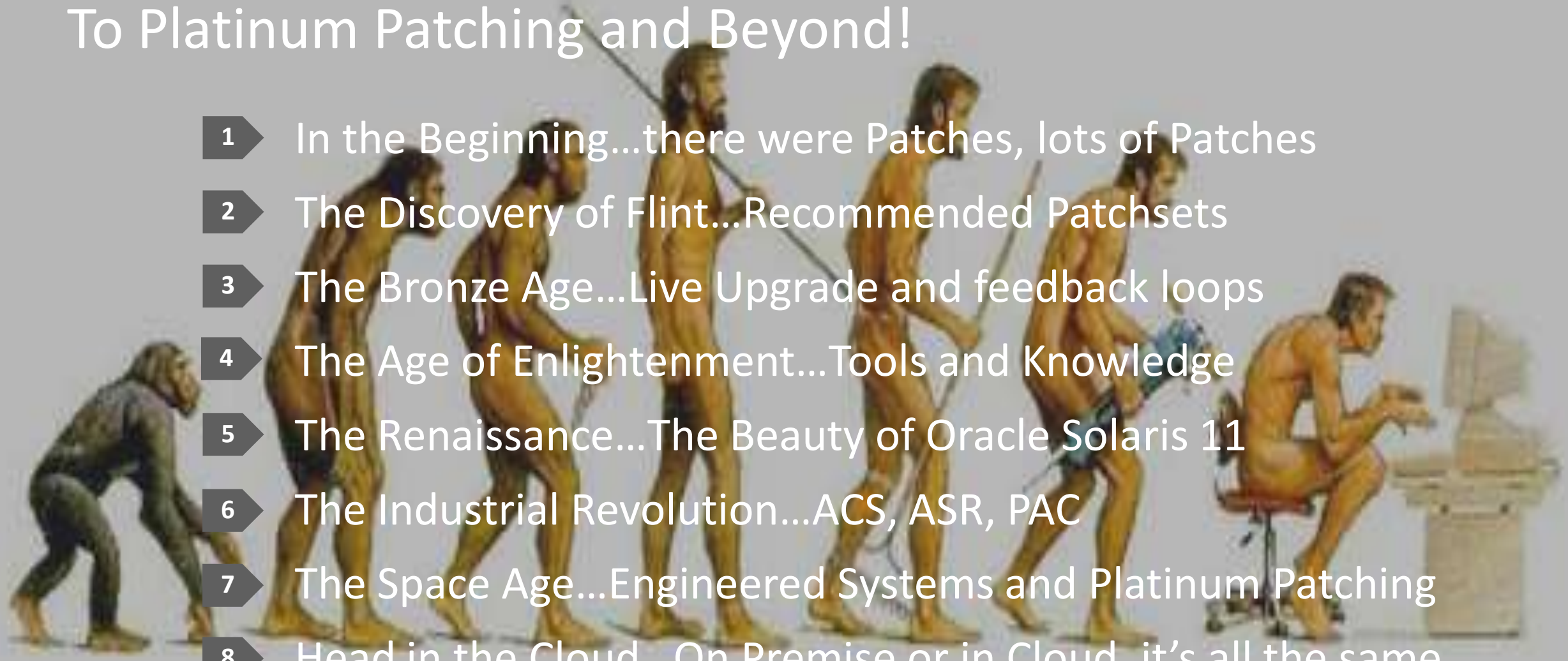
To leverage automatic analysis of your systems to address risk before it turns into issues ? At **no** additional cost.

If Oracle patched your systems, so you don't have to ? At **no** additional cost.

To experience 7x fewer issues with Engineered Systems

To spend less time maintaining and more time with your family ?

Program Agenda – Maintenance rEvolution To Platinum Patching and Beyond!



1. In the Beginning…there were Patches, lots of Patches
2. The Discovery of Flint…Recommended Patchsets
3. The Bronze Age…Live Upgrade and feedback loops
4. The Age of Enlightenment…Tools and Knowledge
5. The Renaissance…The Beauty of Oracle Solaris 11
6. The Industrial Revolution…ACS, ASR, PAC
7. The Space Age…Engineered Systems and Platinum Patching
8. Head in the Cloud…On Premise or in Cloud, it's all the same

4,000+

Oracle Solaris patches per year

In the Beginning…
There were Patches.
Lots of Patches.
And people were confused.
“Tell me which patches I need for *my* systems!”

In the beginning…

There were patches. Lots of Patches.

- "Tell me which patches I need for *my* systems!"
  - Lots of choice. Lot of time spend determining which patches to apply => $cost
  - Each customer system ended up with unique patch combinations => $risk (small)
  - Patches were time consuming to apply => $cost
    - Applying to live boot environment resulted in long maintenance windows => $cost

The Discovery of Flint…Recommended Patchsets

Created Recommended Patchsets containing the most critical fixes needed by all customers

Customers still needed to figure out which additional patches they may need for their specific environment => $cost

Still end up with each customer system having unique patch combinations => $risk (small)

Still costly to apply => $cost

The Bronze Age…

Feedback to Developers

Feedback loop to developers on issues arising help improve features in subsequent releases

Live Upgrade

Reduces maintenance windows and risk by modifying an inactive copy of the boot environment => $cost saving, $risk saving

The Age of Enlightenment…Tools and Knowledge

Technical Debt: How well a system is initially installed and configured is the key factor determining the quality of the customer's lifecycle experience

Regular patch cadence helps customers plan maintenance windows

Enable customers to be as self sufficient as possible – better tools, more knowledge

"Performance, Performance, Performance" is now "Security, Performance, Cloud" (and Cost, Reliability, and Standards)

The Renaissance…The Beauty of Oracle Solaris 11

Oracle Solaris 11 IPS simplifies the customer experience => $cost savings

SRUs applied as a unit. No need to choose patches => $cost savings

Safety-in-numbers with many customers running same SRU => $risk savings

Oracle Solaris 11 is feature rich:

- solaris-minimal-install
- compliance framework in 11.2
- solaris-11-cpu CVE metadata package

Security IDRs, Silicon Secured Memory, OSM

Zero Downtime maintenance (Ksplice++)

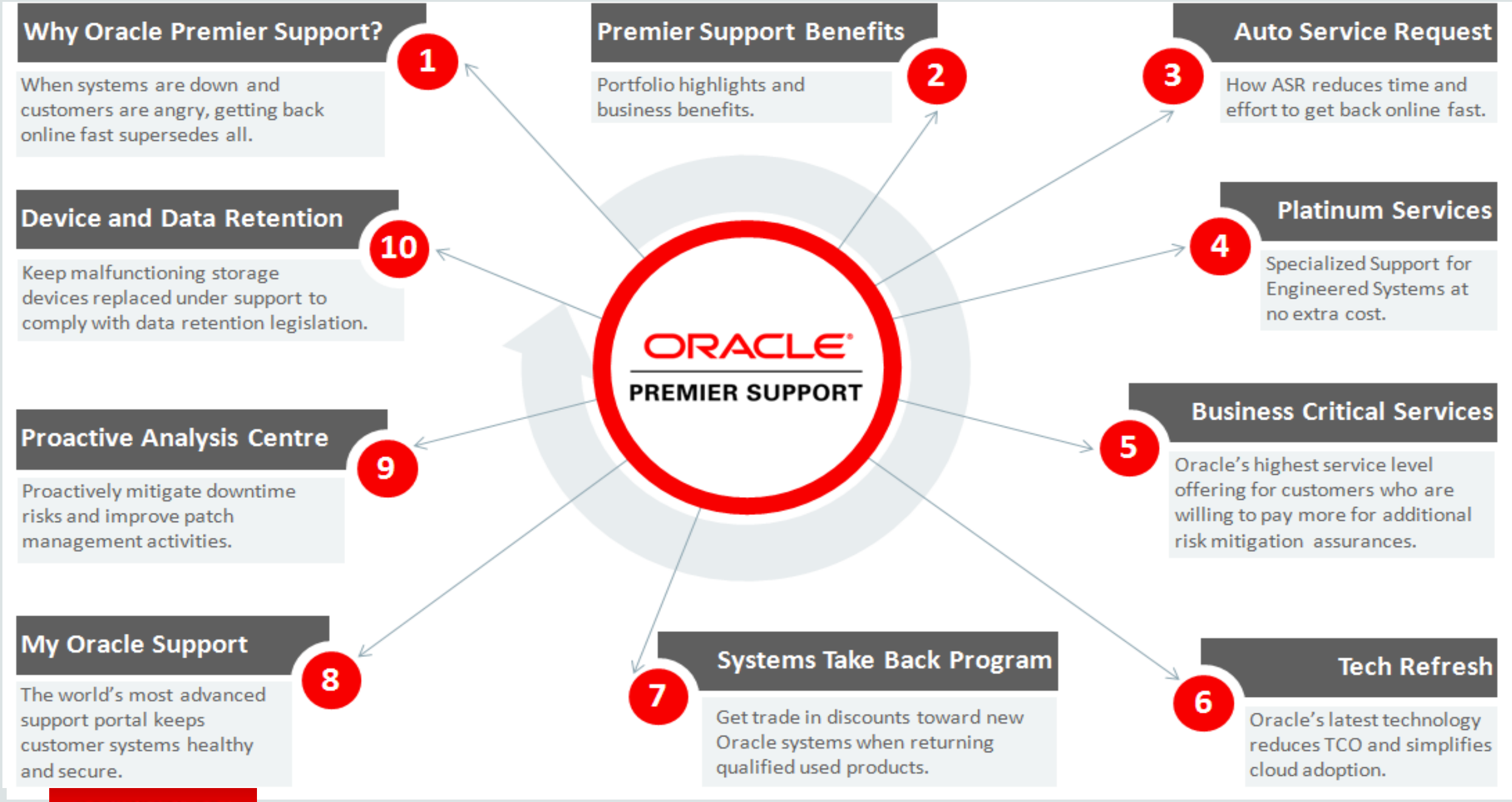
The Industrial Revolution…ASR, ACS, PAC

ASR can report issues before they've even happened - $risk savings

ACS Installation Services ensure best practice installation and configuration, reducing subsequent SR rate by over 70%! - $cost savings

Proactive Analysis Centre enumerates your Operational Risk and guides you proactively to mitigate risks before they become issues - $risk savings

EM 12c does exactly what it says. Enterprise class Management.



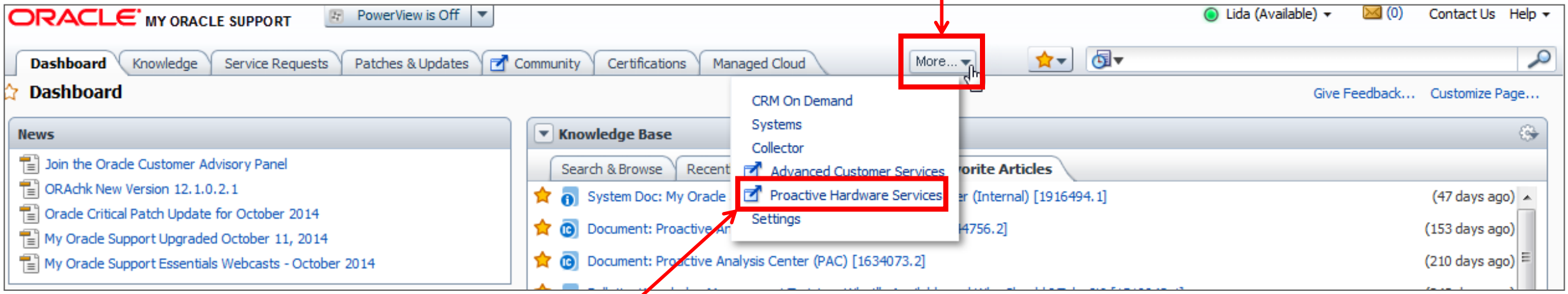
ACS Installation Services
Reduce Customer Production Issues By Over 70%!

	Percentage of Total	Number of Software SRs per KSSD*	Number of Bugged SRs per KSSD*
No ACS Installation Service	22%	9.9	3.3
ACS Hardware Installation Service	66%	6.5	2.9
ACS Hardware & Software Installation Service	12%	2.6	1.3

*SRs per KSSD is Service Requests per Kilo System Service Days, that is SRs normalized per 1,000 days of operation. Bugged SRs refers to Service Requests which were associated to a bug. Data refers to all M6 installations worldwide.

My Oracle Support – Proactive Analysis Center (PAC) Access

1 - Click the “More” tab

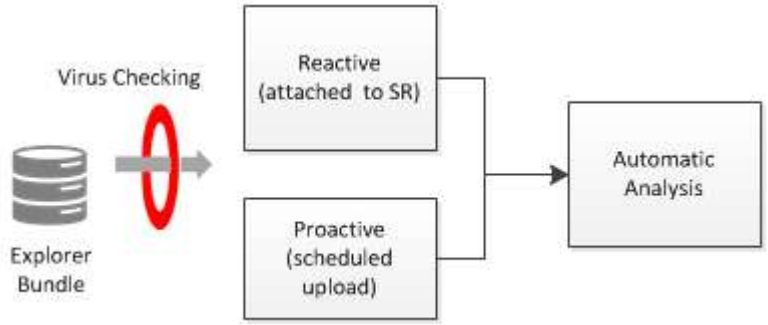


2 - Click Proactive Hardware Services

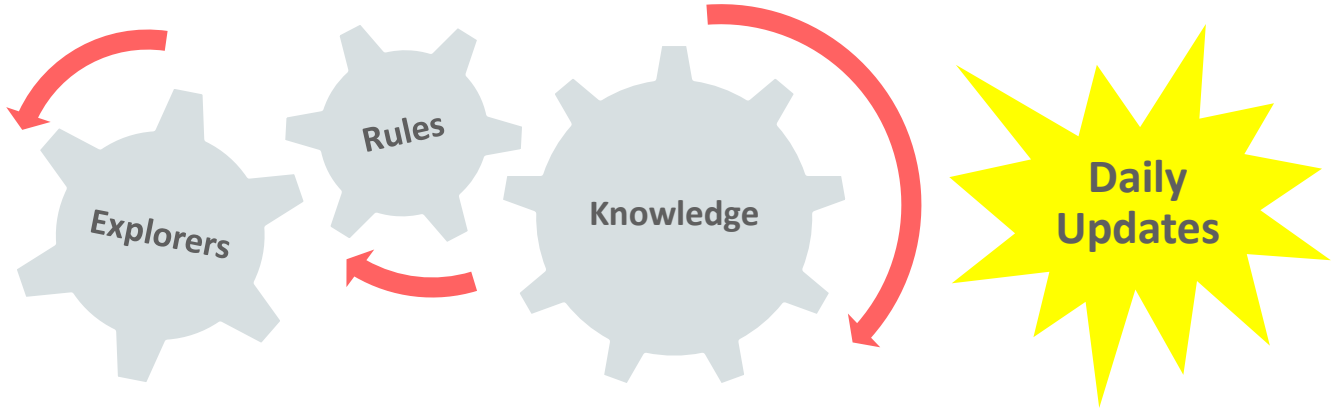
- ✓ User must be associated to an active, hardware SI; otherwise, Proactive Hardware Services option will not be available
- ✓ User will only have access to assets associated with their SI

Proactive Analysis Center (PAC)

Step 1
Data submission



Step 2
PAC Engine



Step 3
Report Access

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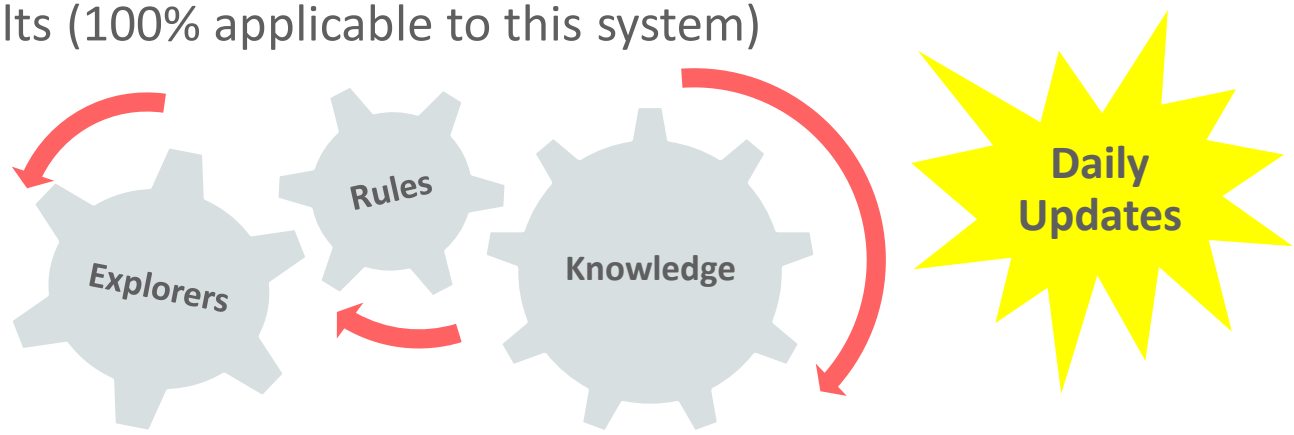
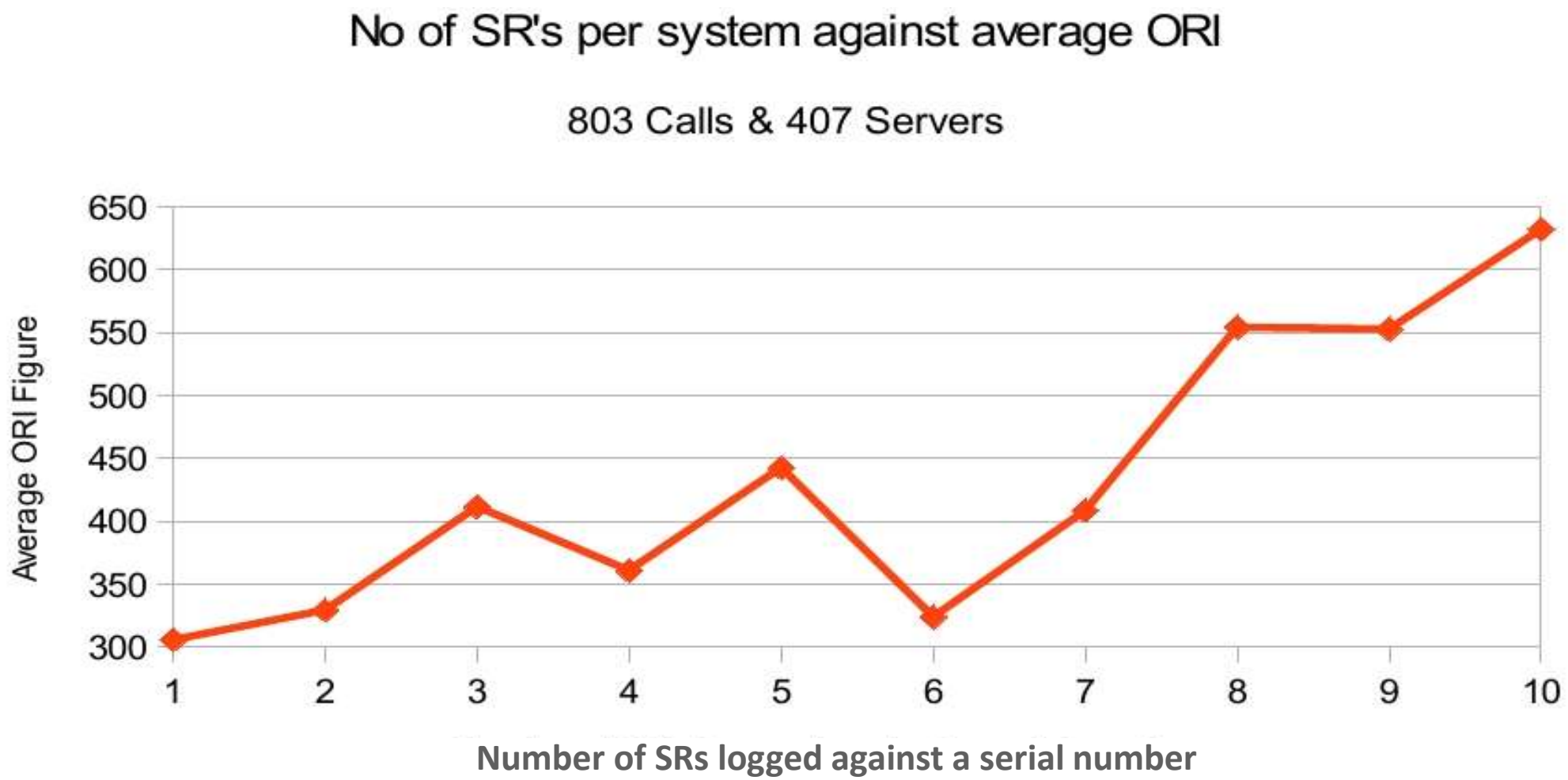
Proactive Analysis Center - Operational Risk Index (ORI)

- A metric that acts as a leading indicator of IT risk
- The ORI score is based on a measurement of failed rules for a system
- The higher the ORI number the greater the potential for problems, downtimes, or outages
  - ✓ Each issue (rule) is given an ORI Score
  - ✓ The possible severities include: Critical, High, Medium, and Low
  - ✓ ORI is calculated only on conclusive results (100% applicable to this system)
- As failures are remediated
  - ✓ ORI Drops
  - ✓ Customer Satisfaction Increases



Proactive Analysis Center (PAC) – Lower ORI => Fewer Issues Case Study: Large multinational Telco



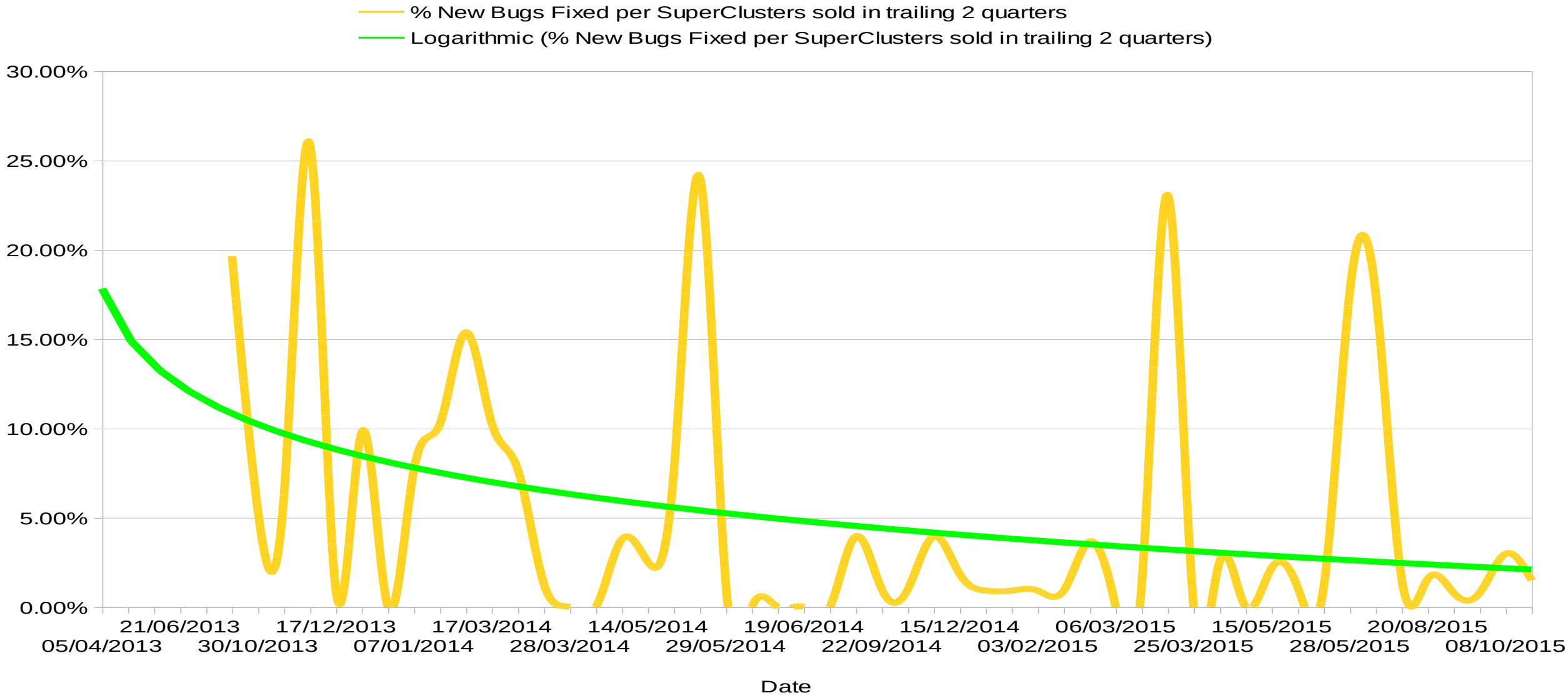
The Space Age…Engineered Systems

Engineered Systems vastly reduce risk as Engineered Together, Tested Together:

- Best practice install and configuration
- Enables rapid deployment
- Increased test effectiveness
- Much faster RCA and bug fix delivery
- Proactive roll-out, safety-in-numbers effect
- Quarterly Full Stack Download Patches (QFSDP)
- Dedicated Support

SuperCluster Solaris 11 IDR Content

Benefit of Engineered System Install, Configuration, and Maintenance Lifecycle on Bugs Fixed per SuperClusters Sold



The Space Age…Oracle Support for Engineered Systems

Helping customers more fully realize the benefits of their Engineered Systems

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PREMIER SUPPORT

Complete. Proactive.

- Specialized Engineered Systems support team for single point of ownership
- Customer Incident Managers for support introduction, critical SR monitoring
- Escalation prevention and special handling
- Automated SR creation (ASR), Oracle Configuration Management
- Proactive support via:
  - MyOracle Support publications / alerts
  - Healthchecks
  - Patch bundles / product enhancements

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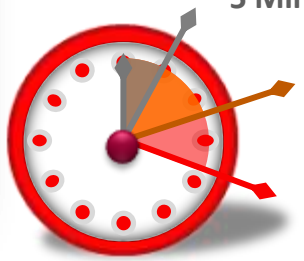
PLATINUM SERVICES

Integrated. No Additional Cost.

- Special entitlement for qualifying Exadata, Exalogic and SuperCluster configurations
- Oracle engineers perform remote patch planning and deployment up to 4x/year
- 24/7 remote fault monitoring, Software ASR
- Accelerated response and restoration



5 Minute Fault Notification

15 Minute Restoration or Escalation to Development

30 Minute Joint Debugging with Development

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Platinum Services Objectives and Results

More than 1,000 customers have adopted Platinum Services

Maximize Availability & Performance

- Proactive, integrated approach to sustaining system health
- Best practice configs and patching
- Critical issue prevention
- **37% fewer bugs encountered**
- **75% fewer Sev 1 service requests**
- **27% faster issue resolution time**

Reduces operational risk with around the clock fault monitoring and ensures continued availability for our core banking processes running on Oracle Exadata

Fibank
First Investment Bank

Reduce Support Complexity

- Single-vendor access to engineering expertise for complete Oracle stack
- Service Requests (SRs) opened automatically through monitoring
- Oracle performs patching when it's best for your business
- **86% of SRs opened by Oracle**

"It (Exadata) is being monitored 24/7 by Oracle, and we are notified before we've actually realized that we are having a problem. That type of support model allows me to sleep at night – this has been a godsend."

Sprint

Decrease IT Resource Requirements

- Oracle experts perform support and maintenance services on your behalf at no extra cost
- **70% fewer escalations**
- **Fewer IT support resources required**

thetrainline.com leveraged Oracle Platinum Services to reduce IT resource workload by 30%

thetrainline.com

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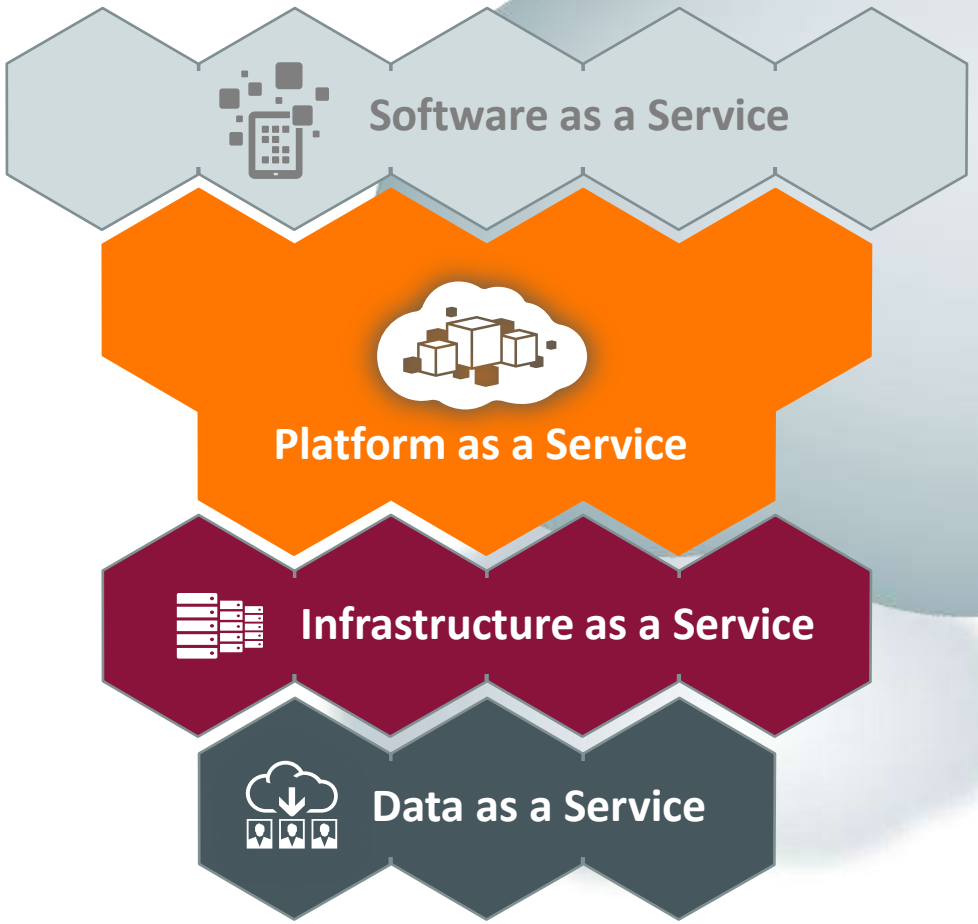
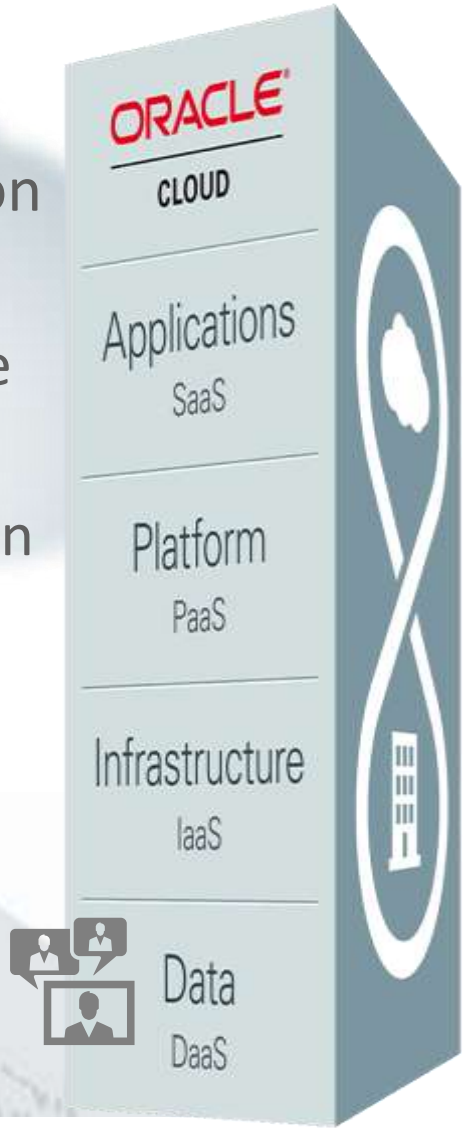
Head in the Cloud…



Oracle Converged Infrastructure - on premise and in cloud are identical

- Migrate seamlessly from one to the other
- Dev and test in cloud, production on premise
- Off-site back-ups and Disaster Recovery in the cloud
- Or go the whole hog!



A Little Extra…Engineering Robustness into SuperCluster

Don O'Malley, Senior Manager, SuperCluster Install and Configuration Utilities

SuperCluster M7:

Secure Cloud Infrastructure for Database and Applications

- Industry's Most Advanced Security
- World's Fastest Engineered System
- Extremely Cost Effective Secure Cloud Infrastructure

- Private Cloud
- Optimized for Oracle Database
- Runs Any Standard Enterprise Application
- Ready to deploy IaaS & PaaS

Solaris Talk Tracks

What	When	Topic	Location
CON8329	Mon, 4:00 p.m.	Securing Your Enterprise Cloud Data	Intercon B
CON4940	Mon, 5:15 p.m.	Spend Less Time Maintaining and More Time with Your Family	Intercon B
GEN8606	Tue, 11:00 a.m.	Security, Speed, Simplicity—Cloud Present & Future with Oracle *Solaris*	Intercon B
CON8314	Tue, 5:15 p.m.	Patch on Day Zero or Have a Zero Day: Secure and Safe Lifecycle Management	Intercon B
CON8724	Wed, 11:00 a.m.	Making DevOps Secure with Docker	Intercon B
CON8468	Wed, 12:15 p.m.	DevOps Done Right: Secure Virtualization with Oracle *Solaris*	Intercon B
CON8605	Wed, 1:45 p.m	Developing the Platform of the Future: Oracle *Solaris* Engineering	Intercon B
CON8604	Wed, 3:00 p.m.	Customer Panel: Customer Insights into Deploying Oracle *Solaris*	Intercon B
CON8337	Thu, 9:30 a.m.	Developer Cloud Made Simple: How to Build an OpenStack Developer Cloud	Intercon B
CON8726	Thu, 10:45 a.m.	Keeping your Compliance/Security Auditor Happy	Intercon B
CON9757	Thu, 12:00 p.m.	Oracle *Solaris*: Building a Secure Platform-as-a-Service Hybrid Cloud	Intercon B
CON8354	Thu, 1:15 p.m.	The DBaaS You've Been Waiting for—Oracle Database, Oracle *Solaris*, SPARC, and OpenStack	Intercon B

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SuperCluster Talk Tracks

What	When	Topic	Location
Session CON3303	Tuesday 11:00-12:00	Expert Insights on Orchestrating Extreme High Availability on *Oracle SuperCluster*	Intercontinental—Intercontinental B (5th Floor)
Session CON7978	Wednesday 12:15-1:15	How to Implement Comprehensive Security in a Multitenant Cloud Environment	Intercontinental—Intercontinental C (5th Floor)
Session CON9709	Wednesday 3:00-4:00	Consolidating Workloads in a Private Cloud on *Oracle SuperCluster*: Case Study	Intercontinental—Intercontinental C (5th Floor)
Session CON2017	Wednesday 4:15-5:15	*Platform* as a *Service Delivering* the *Business Vision*	Intercontinental—Intercontinental C (5th Floor)
Session CON8355	Wednesday 4:15-5:15	*How* to *Deploy Practical* Platform as a Service *On Premises* and in the *Cloud*	Intercontinental—Sutter (5th Floor)
Session CON7439	Thursday 9:30-10:30	Data Center Security: Ensuring Compliance in a Dynamic Data Center Environment	Intercontinental—Intercontinental C (5th Floor)
Session CON3852	Thursday 10:45-11:45	Lessons Learned: Architecting and Implementing Security in the Modern Data Center	Intercontinental—Intercontinental C (5th Floor)
Session CON8777	Thursday 12:00-1:00	Making On-Demand Application Provisioning Simple, Reliable, and *Secure*	Moscone South—270

Session Surveys

Help us help you!!

- The organizing committee OW would like to invite you to take a moment to give us your session feedback. Your feedback will help us to improve your conference.
- Please be sure to add your feedback for your attended sessions by using the Mobile Survey or in Schedule Builder.

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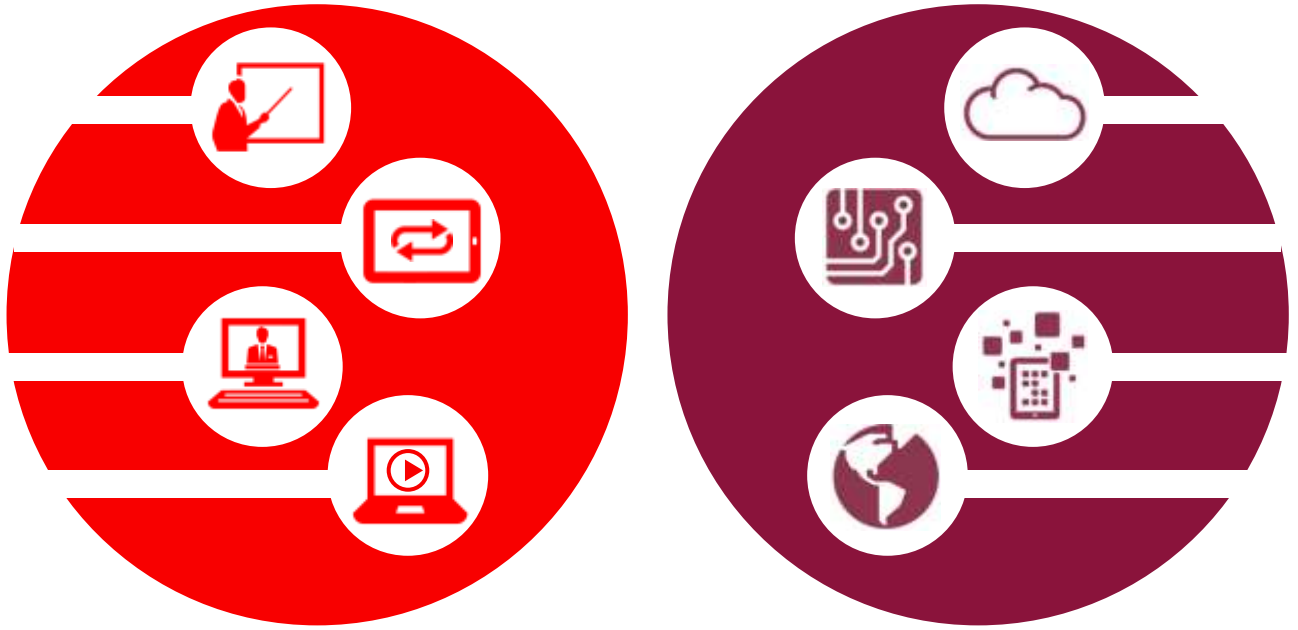

Cloud

Technology

Applications

Industries

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