

ORACLE OPERATIONS MANAGEMENT FOR SYSTEMS



MAXIMIZE VALUE, MAINTAIN CONTROL, REDUCE COSTS

FEATURES

- Remote and onsite delivery options using a global shared platform
- Hardware, operating systems, databases, storage, backup, networks, and more
- Certified security embedded in delivery architecture and processes

BENEFITS

- Reduce risks and operational costs
- Accelerate results through improved operational practices such as ITIL V3
- Focus your staff members where they can be used to best effect for your business

Oracle Operations Management for Systems monitors and manages IT infrastructures based on Oracle's Sun systems. To rapidly identify real problems, we use exclusive, proven tools and methods backed by the deepest Oracle product and operations expertise. Our flexible approach means that we manage as much or as little as required—freeing you to focus on core business initiatives and optimize the value of IT operations to improve efficiency, reduce costs, and maximize business results.

Can IT Add Value to the Business Without More Resources?

Is IT operational spending supporting your business goals? In today's business climate, you need to get an edge on competitors by operating more efficiently and effectively. Be ready to take advantage of the next opportunity while maintaining reliable IT operations—without losing control of critical IT capabilities.

Flexible Approach

Unlike traditional outsourcing models, Oracle's unique delivery approach is centered on a selective sourcing model that gives you the flexibility to choose the precise service features you need, in the time frame that suits your business.

Oracle Operations Management for Systems offers a range of IT infrastructure monitoring and management capabilities. Our Information Technology Infrastructure Library (ITIL)—certified staff is dedicated to helping enhance the business value of IT investments through improved operational efficiency and service levels.

We blend scalable remote services with onsite capabilities, providing the exact mix you need, when you need it. Choose the components of the IT infrastructure to be managed by Oracle—either onsite or remotely. As business requirements change, we provide the flexibility to adapt the service to fit your business needs.

Expertise from the Source

Oracle's operations management capabilities enable you to tap into the deep expertise we've gained from supporting thousands of systems around the world, 24/7.

Highly skilled experts in technology and operations help ensure that our customers' infrastructures are running smoothly. A secure shared service supported by a common global knowledgebase, standardized ITIL-based processes, and a proven technology stack mean that our customers can focus on the quality of their own IT services. And because it is a service, they can exploit that know-how rapidly, rather than having to endure the learning and implementation cycles of a tools framework.

Focused Capabilities and Processes

We provide remote monitoring and management for any or all components of an IT infrastructure. This includes Sun systems at the operating system level, databases, networks, security, storage, and middleware—all within an ITIL framework.

Monitoring. This capability serves as the “eyes and ears” for monitoring infrastructure components 24/7 for events that could critically affect system operation and availability. Monitoring agents are configured to create alerts when specific system or application metrics exceed a predefined threshold. Proactive monitoring also involves actively testing basic internet protocols such as HTTP and HTTPS.

Management. This capability helps reduce the heavy workload on an IT operations team by out-tasking reactive and routine administration activities. Our management services are designed to expand the scope of customers’ IT management capabilities without requiring additional training, recruiting, or hiring. Any or all of the networks, servers, operating systems, applications, storage arrays, tape libraries, databases, and clusters can be covered. The scope of management tasks performed—from routine administrative tasks to code promotion and application tuning—is also customized. We manage all incidents to resolution, even if Oracle is not the party responsible.

Disk and volume services. We provide capacity management, change management, system monitoring, configuration tracking, security implementation, data protection, and account management.

Tape backup and restore services. These capabilities include tape backup and restore management, capacity and availability, system monitoring, change management, and account management and ownership.

Incident management. Based on ITIL best practices, this process provides rapid identification, isolation, and resolution of problems through the combination of a sophisticated set of monitoring, inventory, and management tools and information from our knowledge repository.

Change management. Following ITIL, our change management process helps ensure that changes to an IT infrastructure are planned and controlled to maximize the performance of the systems. Change requests can be submitted at any time via our user-friendly customer portal, and our experts review and document each change.

Configuration management. We can provide a current, comprehensive inventory of all of a customer’s systems covered by our service. Our configuration management system tracks system information (such as serial number, CPU, and memory), software installed (including version), and any configuration changes made to the infrastructure. All inventory management detail can easily be viewed through the customer portal.

Security Embedded at All Levels

The security of our customers' data and systems is of paramount concern to us. The unique design of our monitoring and management architecture ensures that only information about the status of customers' systems, not their data, reaches us. We operate within a tight set of security processes, including staff screening and training, which has achieved ISO/IEC 270001 certification.

Achieve Greater Savings and Efficiency

Whether the goal is to move IT operations staff out of firefighting mode, grow the business, or take advantage of new technologies, Oracle Operations Management for Systems can help. Our unique combination of highly skilled experts, established methodologies, and innovative technologies can help you successfully reach your business goals.

Contact Us

For more information about Oracle Operations Management for Systems, please visit oracle.com/goto/acs or call +1.800.ORACLE1 to speak to an Oracle representative.



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

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