

Oracle Utilities Cloud Services

Cloud Operations Guide

For 2021-2022 Releases

F49021-03

December 2021
(Updated February 2022)

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Chapter 1

Cloud Services Cloud Operations Guide

This document provides details regarding service requests (SR) provided by the Oracle Utilities Cloud Operations team for customers during implementation and operation of the following Oracle Utilities Cloud Services:

- Oracle Utilities Billing Cloud Service
- Oracle Utilities Customer Care and Billing Service
- Oracle Utilities Customer Cloud Service
- Oracle Utilities Meter Solution Cloud Service
- Oracle Utilities Rate Cloud Service
- Oracle Utilities Work and Asset Cloud Service
- Oracle Utilities Operational Device Cloud Service

Chapter 2

Cloud Operations Service Requests

This chapter provides details regarding service requests (SR) provided by the Oracle Utilities Cloud Operations team for customers during implementation and operation of the following Oracle Utilities Cloud Services, including:

- [Backup and Restore Policy Overview](#)
- [Restoring from a Backup](#)
- [Requesting a Database Copy](#)
- [Request for DNS Address to be Added to Allow List](#)
- [Request for Cluster of Public Customer Interfaces](#)
- [Request to Execute Data Correction Scripts](#)
- [Request to Export Cloud Environment Schema for On-Premises Use](#)
- [Refreshing Data \(Cloning\)](#)
- [Request for Loading Demo Data](#)
- [Request to Factory Reset an Environment](#)
- [Request for New Identity Cloud Service Registration for Existing Environments](#)
- [Request for Automatic Workload Repository Report from Database](#)
- [Request for Access Logs from Applications](#)

Service request descriptions in this document include the following information:

- A brief description of the service to be performed
- **Service Level Objective (SLO):**
 - **Advanced Notice:** The amount of advanced notice (in business days) the Cloud Operations team needs to perform the service request, starting from the first full business day after the service request was created.

NOTE:

- Service requests will not be executed on weekend days since weekends are reserved for scheduled planned maintenance activities like upgrades.
- If for any reason, the customer / project implementation team wish to reschedule the original service request after the Cloud Operations team have scheduled the activity, the Cloud Operations team would reschedule this in the next available slot.

- **Acknowledge/Schedule:** The amount of time the Cloud Operations team would take to acknowledge and schedule the request.
- **Execution Time:** The amount of time (in business days) it will take to perform the service request

Note: Times provided in this document are based on the data center where the cloud service is deployed. For example, a reference to "8:00 AM" means 8:00 AM in the time zone of the data center, not necessarily the time zone of the customer.

Backup and Restore Policy Overview

Introduction

Oracle Cloud Infrastructure (OCI) team is responsible for configuring and managing the backup and restore for all Oracle Databases. The OCI team has adopted by default the regime known as the Oracle Suggested Backup Strategy.

Scheduling

The backups for the Oracle-Recommended Backup Strategy are scheduled to run by default as follows:

Note: The schedule times below are based on the Local Data Center Time.

- Weekly **full database** backup on Sunday at 2AM
- Daily **incremental backups** on every other day at 2AM.
- Daily **archive log backups** are taken three times per day at 6AM, 2PM, and 10PM

Encryption

All backups are encrypted at two levels:

- OCI Storage
- RMAN (Oracle Recovery Manager)

Monitoring and Alerting

Monitoring of the backup activity is done through Oracle Enterprise Manager. Alerts are sent to the Oracle Cloud Infrastructure database administration team if backup jobs fail so that remedial action can be taken.

Backup Retention

The retention period for backups defaults to **60 days**.

Restoring from a Backup

The restore is solely for the purpose of recovering from a data loss or corruption issue in production environments. It is not for the purpose of functional or testing needs. The customer or system integrator will request the point in time recovery operation by opening a Service Request with Oracle Support.

Request Specifications

- The backup being requested to be restored, must be of same environment.
- The backup must be from the same patch version of code as the target environment to be used for a restore.
- The restore impacts the database, not object storage files or application code.

Customer Obligations

- Backups are only retained for 60 days, so any request to restore should be within this period.
- When creating the Severity 1 (SEV1) service request, the customer needs to specify details related to the source environment, the backup Date/Time, the target environment, and the date and time (including time zone) by which the restoration has to be performed.
- The customer should note the patch version of code in the backup, as it will only be able to be restored to a target environment on the same patch version.

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of the service request
- Coordinate with Infrastructure teams (if needed) for completion of the service request
- Communicate the status upon completion of the service request

Service Level Objective

- **Advanced Notice:** This is for an emergency situation, hence no advanced notice is required.
- **Acknowledge/Schedule:** 4 hours
- **Execution Time:** Based on the size of the database. Minimum 1 business day

Requesting a Database Copy

A Database Copy is a copy of the database created at a specific point in time. The customer or system integrator will request a Copy by opening a Service Request with Oracle Support. This copy should not exceed storage quota of the given domain.

This copy can only be restored back if the source copy matches the target application patch version. This copy requires down time on the source environment. The duration of outage depends on database size. A guideline is given in the Service Level Objective section below.

Request Specifications

- The database copy impacts the database, not object storage files or application code.
- The customer must specify the retention period for this copy (Max 30 days). The default retention will be 7 days.

- The database copy will consume the storage quota for the target domain. Please refer to the **Usage Limits** section in the [Oracle Utilities Cloud Global Business Unit Service Descriptions and Metrics](#) document.

Customer Obligations

- This request would require down time on the source environment. The time of the outage depends on the size of the environment being copied.
- Be aware the copy will get discarded once the target environment is refreshed.
- When creating the service request, the customer must specify details related to the source environment, the source environment copy date, the justification why copy is needed, and the date and time (including time zone) the target environment would be required to point to this copy
- Customers must ensure that the copy taken at the source is the same patch version as the target.

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of the service request
- Communicate the status upon completion of the service request

Service Level Objective

- **Advanced Notice:** 3 business days
- **Acknowledge/Schedule:** 2 business days
- **Execution Time:** 1 business day

Database Size	Duration of Outage
Up to 2 TB	4-6 hours
Between 2 TB and 4 TB	6-8 hours
Between 4 TB and 6 TB	8-12 hours
Between 6 TB and 12 TB	12-18 hours

Request for DNS Address to be Added to Allow List

The customer or system integrator can request a DNS (Domain name service) name to be added in the allow list for outbound interface communication. An allow list provides access to specified DNS addresses that the Oracle network would otherwise prevent access to. For Oracle Utilities cloud services, a customer or system integrator must request a DNS to be added to allow list for outbound communication to all external systems. This section describes the process to for customers or system integrators to request a DNS allow list.

Request Specification

- A single request to allow a named DNS or a list of named DNS will ensure allowing the same DNS in all customer environments. Customer need not to request per environment (Dev, Test, Prod).

Customer Obligations

- The customer must provide the named DNS OR URL along with the justification for its allowance.
- The SSL port 443 must be used.
- The hosts must have a valid TLS certificate signed by a trusted public certificate authority (Digicert,Symantec/VeriSign, Comodo, etc.)

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of the service request
- Submit the ticket with internal security team for approval
- Coordinate with Infrastructure teams (if needed) for completion of the service request
- Communicate the status upon completion of the service request

Service Level Objective

- **Advanced Notice:** 7 business days
- **Acknowledge/Schedule:** 2 business days
- **Execution Time:** 2 business days

Request for Cluster of Public Customer Interfaces

The customer or system integrator can request a cluster of public IP addresses to be added to their allow list and facilitate communication between Oracle Utilities cloud services and their systems. This section describes the process for customers or system integrators to request a cluster of IP Addresses.

Request Specification

- A single request to provide a list of clustered IP addresses for Oracle Utilities cloud services. Customer need not to request per environment (Dev, Test, Prod).

Customer Obligations

- The customer must provide the named DNS OR URL along with the justification for its allowance.
- The SSL port 443 must be used.
- The hosts must have a valid TLS certificate signed by a trusted public certificate authority (DigiCert, Symantec/VeriSign, Comodo, etc.)

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of the service request
- Submit the ticket with internal security team for approval
- Coordinate with Infrastructure teams (if needed) for completion of the service request
- Communicate the status upon completion of the service request

Service Level Objective

- **Advanced Notice:** 7 business days
- **Acknowledge/Schedule:** 2 business days
- **Execution Time:** 2 business days

Request to Execute Data Correction Scripts

The customer or system integrator can request execution of data correction scripts.

Note: In most cases, the customer or system integrator should be able to do this by creating a Plug-In Driven batch control. If a situation should occur where this cannot be done, please follow this procedure.

Request Specification

- The customer must ensure there are no commits in the scripts and provide the count of the records that are going to be updated by the given script. The Cloud Operations team will commit upon successful execution of the script.
- The customer must specify the schema name where the script to be executed, such as CISADM, STGADM and SCHADM. The scripts provided must have the correct schema prefix with the table names.
- The execution of data correction scripts may or may not require an outage depending on the nature of the scripts being executed.

Customer Obligations

- The customer must provide a justification for executing data correction scripts.
- The customer must provide the environment name where the script has to be executed.
- The customer must provide the exact SQL they request to be run.
- The customer must first request SQL be run in a non-production environment before executing in production.

Oracle Utilities Product Development Team Obligations

- The Oracle Utilities Product Development team must review and approve the script, before the Cloud Operations team can execute it against the environment
- The Oracle Utilities Product Development team will also suggest if the script would require outage on the environment

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of the service request
- Coordinate with Infrastructure teams (if needed) for completion of the service request
- Communicate the status upon completion of the service request

Service Level Objective

- **Advanced Notice:** 3 business days from the time the script is approved by Oracle Utilities Product Development
- **Acknowledge/Schedule:** 2 business days
- **Execution Time:** 1 business day

Request to Export Cloud Environment Schema for On-Premises Use

The customer or system integrator can request export of a cloud environment schema (CISADM) for on-premises use. This schema export is limited to be used for reporting purposes and is intended for initial extract only. The subsequent change is expected to be loaded via Generalized Data Extracts batch jobs.

Request Specification

- The customer must request the export of the cloud environment application schema providing details of the source environment.
- The customer should also provide details of the Object Storage Location and access details (including credentials to access object storage bucket) where the export files are to be copied

Customer Obligations

- The customer or system integrator must specify the environment from which the application schema export is to be taken, including Date, Time, and timezone of the export.
- This request requires 7 business days lead time from the time of creation of service request
- The export .dmp files provided as a result of this request can only be imported into an empty database and not to be overwritten on existing database
- Customers can request only one full export per environment, and then use the 'Generalized Data Extracts (GDE)' batch jobs to keep the data current.

Oracle Cloud Operations Team Obligations

- Acknowledge and validate access to Object Storage
- Schedule the execution of the service request
- Execute the activities to complete the service request
- Communicate the status upon completion of the service request

Service Level Objective

- **Advanced Notice:** 7 business days
- **Acknowledge/Schedule:** 2 business days

- **Execution Time:** 1-5 business days, depending on the size of the database

Database Size	Duration of Export
Up to 1TB	7-10 hours
Between 1 TB and 2 TB	10-15 hours
Between 2 TB and 3 TB	15-20 hours
Larger than 3 TB	> 24 hours

Refreshing Data (Cloning)

Cloning Process Overview

What is environment cloning?

Environment cloning is a process of cloning data from source to target environment. The most frequent use cases include:

- During implementation, to clone a 'gold' configuration to another environment.
- During implementation, to clone an environment with converted data to another environment for System Integration testing or User Acceptance Testing.
- Once live, to clone Production data to a Test environment.

Pre-requisites for requesting environment clones

- In order to clone the environment, the source and target environments must be on the same maintenance pack and patch level.
- Source environments must maintain data integrity, and also should not have unusable indexes and if found, the Cloud Operations team would notify the customer to fix it and reschedule the cloning activity.
- Customers should ensure partitions are kept up to date for eventual archive in the Source environment. Please refer to **Information Lifecycle Management / Archiving** section in the *Oracle Utilities Cloud Services Implementation Guide*.
- If conversion is enabled in the source environment or (and) target environment, the current schema needs to be switched to production.
- During the implementation phase, a customer can request:
 - A Dev-sized environment to be cloned to another Dev, Test or Prod environment.
 - A Test-sized environment can be cloned to another Dev, Test or Prod environment as long as the source environment size is within the usage limits of the target environment.
 - A Prod environment can be cloned to another Dev or Test environment as long as the source environment size is within usage limits of the target environment.
 - Once the customer is live, a non-prod environment will not be cloned to the Prod environment.

Frequency of Clone requests

There is a limit to number of data refresh (cloning) requests that a customer can make during the implementation phase and after go-live. Refer to the **Usage Limits** section in the [Utilities Global Business Unit Service Descriptions and Metrics](#) document.

How to submit request for Cloning

Please refer to the [Submitting a Request for Cloning](#) section below for instructions on how to submit an environment clone request.

Process of Cloning

Cloning in Oracle Utilities cloud environments is done using a combination of Oracle Database native cloning feature and Oracle Data Pump.

The following data will be cloned with data from the source environment

- Metadata
- Admin Data
- Master Data
- Transactional Data

In addition, the table structures/partitions will match the source environment.

The following data would be preserved in the target environment

- Process automation configuration
- Configuration related to how the target environment is identified by name is preserved in the clone. For example, if the target environment is called "DEV01"
- Configuration related to Oracle Object Storage that are environment specific are preserved during the clone and not overwritten by source data.
- Configuration related to outbound integrations with external systems are not preserved if the source environment is a production environment (including message senders, external system references). Customer must reconfigure these as post cloning steps. Please refer to *Oracle Utilities Cloud Services - Customer Instructions after a Clone Request* (Doc ID [2832335.1](#)). Customers can use Content Migration Assistant (CMA) to preserve custom message senders and apply them after the clone has been created to save time.
- Identity Cloud Service (IDCS) users are not migrated from source to target IDCS. This implies users that exist as IDCS Users with rights to access the source environment will not automatically have IDCS rights to access the target environment. Customers may need to adjust this manually as needed (please refer to **Identity and Access Management** in the *Oracle Utilities Cloud Services Administration Guide* for details). In addition if a user exists in the target environment IDCS instance, but is not defined in the original source application environment, the user will be created upon access with minimal access

Business Impact

For clone requests of live production environments, no outage is expected on the source environment.

However, for all other types of clone requests, there will be outage on the source environment for the initial stage of the cloning process. This is when data is extracted from the source environment.

The target environment would require outage for the duration of data pump import process depending on the size of the database being cloned.

Database Size	Duration of Refresh (in hours)
Up to 1 TB	15-20 hours
Between 1 TB and 2 TB	20-30 hours
Between 2 TB and 3 TB	30-40 hours
Larger than 3 TB	More than 48 hours

Note: The customer will receive daily status updates on the service request for the duration of the activity.

Post Cloning Steps

There are post-cloning steps that the customer must perform from the application user interface on the target environment before it can be released to end users. Refer to *Oracle Utilities Cloud Services - Customer Instructions after a Clone Request* (Doc ID [2832335.1](#)) for instructions.

Submitting a Request for Cloning

The customer or system integrator can request to refresh data from one environment to another environment(s). The customer or system integrator should take care to ensure its obligations are met at the time of scheduled activity. If any obligations are found to be incomplete, it will result in rescheduling of the overall cloning activity to a different date.

Request Specifications

- The customer can request a data refresh from their Production environment to Non-Production environments, or from one non-production environments to other non-production environments.
- The source environment cannot be larger than the total database storage limit of the target environment. Refer to **Usage Limits** in the [Utilities Global Business Unit Service Descriptions and Metrics](#) document.
- The source and target environments must be on the same maintenance pack and patch level.
- Non Production and Non live production environments will require an outage during the extract phase.
- Live production environments will require an outage during the extract - exceptions can be accommodated at the expense of scheduling and execution time.
- The customer needs to specify the desired date/ time of the cut of the source environment.

Customer Obligations

- The customer needs to provide a business justification for the cloning request.
- The customer needs to specify the preferred date and time including time zone (within Service Level Objectives) for the start of this cloning activity.
- The customer needs to submit one service request per cloning.

- The scheduling of the clone activity for multiple clone requests made during same day or same week will be scheduled in available slots.
- The customer must ensure the "target schema" is set to production in the source environment. Select **Admin**, then **Conversion Support**, then **Switch Schema**. The Current schema should show as Production.
- Source environments must maintain data integrity, and also should not have unusable indexes and if found, the Cloud Operations team would notify the customer to fix it and reschedule the cloning activity. Please refer to help for using K1-RIUSP batch job to rebuild invalid indexes.
- There are pre- and post-cloning steps that the customer or system integrator must understand and follow to complete the clone. Refer to *Oracle Utilities Cloud Services - Customer Instructions after a Clone Request* (Doc ID [2832335.1](#)) for instructions.

NOTE: Once the clone activity has been performed, it will not be possible to revert the environment to a prior state before the activity.

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of the service request.
- Inform the customer about the clone activity (Source DB Export) date and time via Service Request (SR) response.
- Send Scheduled maintenance notification to the customer for this cloning activity.
- Perform the activities to complete the service request .
- Send Interim updates to maintenance notification to communicate the status upon completion of the source environment data extract and that the environment is available for customer use.
- Provide daily status update if the outage on the target environment for the clone process is more than a business day.
- Communicate the status upon completion and provide post cloning steps.

Service Level Objective

- **Advanced Notice:** 7 business days
- **Acknowledge/Schedule:** 2 business days
- **Execution Time:** Based on the size of the source environment. Please see the table in [Business Impact](#) section above.

Request for Loading Demo Data

The customer or system integrator can request to load demo data into an environment.

Request Specifications

- The customer can request to have demo data loaded into their prod or non-prod environments

- The demo data is maintained by Oracle Utilities product teams for every major release and is upgraded once as part of each major release's monthly maintenance pack.

Customer Obligations

- The customer must understand and follow the **Post Demo Data Load Steps** (see below) to complete the demo data load process. These steps would be communicated on the requested Service Request.
- The customer needs to specify date and time including time zone (within Service Level Objectives) for the start of this activity.
- The customer must submit one service request per Demo Data Load.
- The customer must ensure the target schema is set to production in target environment. Select **Admin**, then **Conversion Support**, then **Switch Schema**. The current schema should show as Production.
- The scheduling of the Demo Data Load activity for multiple requests made during same day or same week will be scheduled in next available slots.

Note: Once the clone activity has been performed, it will not be possible to revert the environment to a prior state before the activity.

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of service request.
- Execute steps to complete the service request
- Provide daily status update if the outage during clone is more than one business day.
- Verify if the table row counts match between source and target.
- Communicate the status upon completion and provide post demo data load steps for the customer and/or the system integrator to perform.

Service Level Objective

- **Advanced Notice:** 7 business days
- **Acknowledge/ Schedule:** 2 business days
- **Execution Time:** It depends on the size of the source environment. Please refer to the table in the **Business Impact** section below.

Business Impact

The target environment will undergo an outage for the duration of data pump import process depending on the size of the database being cloned.

Demo Data Dump Size	Duration of Refresh
Up to 100 GB	5-8 hours
Between 100 GB and 500 GB	8-12 hours
Between 500 GB and 1 TB	12-20 hours

Note: The customer will receive daily status updates on the service request for the duration of the activity.

Post Demo Data Load Steps

There are post demo data load steps that the customer must perform from the application user interface on the target environment before it can be released to end-users. Please refer to *Oracle Utilities Cloud Services - Customer Instructions after a Clone Request* (Doc ID [2832335.1](#)) for instructions.

Request to Factory Reset an Environment

The customer or system integrator can request to perform a factory reset on an environment. A factory reset replaces the existing cloud application database with an initial install database. No data or configuration will be retained.

Request Specifications

- The customer can request to perform factory reset in an environment.
- A factory reset replaces the cloud application database with an initial install database.
- A factory reset is created on the existing patch version of the cloud service.
- The reporting repository and Utilities Testing Acceleration (UTA) are included as part of factory reset service request.

Customer Obligations

- The customer needs to specify date and time including time zone (within Service Level Objectives) for the start of this activity.
- The customer must submit one service request per environment.
- Once the factory reset has been performed, it will not be possible to revert the environment to a prior state before the activity.

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of service request.
- Execute steps to complete the service request
- Notify the customer upon completion of the activity

Service Level Objective

- **Advanced Notice:** 7 business days
- **Acknowledge/ Schedule:** 2 business days
- **Execution Time:** 1 business day

Business Impact

The target environment would require outage for the duration of the process

Request for New Identity Cloud Service Registration for Existing Environments

The customer or system integrator can request registering a new Identity Cloud Service (IDCS) tenancy for one or more environments. Need for registering a new Identity Cloud Service tenancy will entirely be a business decision from the customer in case they would want to have a premium Identity Cloud Service account.

Request Specifications

- The customer can request to get a new Identity Cloud Service tenancy registered for one or more environments
- Every Identity Cloud Service tenancy registration will require a service request to be logged in My Oracle Support
- The customer can choose to register one environment to the new Identity Cloud Service while keeping other environments on an old Identity Cloud Service OR can register the new Identity Cloud Service for all environments. At no point in time can a single environment have more than one Identity Cloud Service tenancy associated to it.
- The customer must specify the environment details, including URL(s) as well as the new Identity Cloud Service details (URL(s)) which needs to be registered in the service request.

Customer Obligations

- The customer must have the new Identity Cloud Service tenancy in place before submitting the service request.
- Steps to be performed after completion of registration:
 - User configuration in the old Identity Cloud Service tenancy must be created in the new Identity Cloud Service tenancy by following instructions in the [Identity and Access Management](#) section of the *Oracle Utilities Cloud Services Administration Guide*.

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of the service request in accordance with planned maintenance pack deployment schedule as per the release schedule.
- Execute steps to complete the service request
- Communicate the status upon completion and advise the customer to perform any needed post activity steps.

Service Level Objective

- **Advanced Notice:** 7 business days
- **Acknowledge/ Schedule:** 2 business days
- **Execution Time:** Oracle will execute the request for a non-prod Identity Cloud Service change on a business day, while for Production Identity Cloud Service change, customers can specify a day during weekday or weekend.

Request for Automatic Workload Repository Report from Database

The customer or system integrator can request an Automatic Workload Repository (AWR) report from cloud environments. This request is limited to performance testing and troubleshooting.

Request Specifications

- Every Automatic Workload Repository report request requires a service request to be logged in My Oracle Support
- The customer can choose to get an Automatic Workload Repository report from one environment per service request.
- The customer must specify the environment details (including URL(s)) and the time (including time zone and hourly interval) of the Automatic Workload Repository snapshot in the service request.

Note: The Automatic Workload Repository report retention period in the database is thirty days. The customer should therefore request Automatic Workload Repository reports for the last thirty days only.

Customer Obligations

- The customer can request to get an Automatic Workload Repository report from any cloud environments with a past or future date and time interval with a specified time zone except for the DEV environment. For DEV sized environments, the Automatic Workload Repository reports are generated upon request only for a specified future date and time interval with time zone.
- The customer and/or project implementation team should analyze the Automatic Workload Repository report.

Note: Once the Automatic Workload Repository report is shared, the service request must be closed. Please submit a new service request in cases where further investigation is needed.

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of service request
- Execute steps to complete the service request
- Communicate the status upon completion and advise the customer to perform any needed post activity steps.

Service Level Objective

- **Advanced Notice:** 2 business days
- **Acknowledge/ Schedule:** 1 business day
- **Execution Time:** 1 business day

Request for Access Logs from Applications

The customer or system integrator can request access logs from cloud environments. This request is limited to support performance testing and troubleshooting.

Request Specifications

- Every Access Log request will require a service request to be logged in My Oracle Support
- The customer can choose to get Access Logs from one environment per service request.
- The customer must specify the environment details (including URL(s)) in the service request.

Note: The Access Logs retention period is thirty days. Customer should therefore request Access Logs for last thirty days only.

Customer Obligations

- The customer can request access logs from any cloud environments with a past or future date and time interval and time zone specified.
- The customer and/or project implementer team should analyze the Access Logs.

Note: Once the Access Logs are shared, the service request must be closed. Please submit a new service request in cases where further investigation is needed.

Oracle Cloud Operations Team Obligations

- Acknowledge and schedule the execution of service request
- Execute steps to complete the service request
- Communicate the status upon completion and advise the customer to perform any needed post activity steps.

Service Level Objective

- **Advanced Notice:** 2 business days
- **Acknowledge/ Schedule:** 1 business day
- **Execution Time:** 1 business day