Oracle Cloud Managed Support Services

24x7x365 Production Support

Rackspace certified cloud specialists provide 24x7x365 run and maintain support for Oracle Cloud Infrastructure (OCI) environments. All events initiated by the Oracle Console monitoring environment will be handled by the Rackspace support staff.

Upon the occurrence of a critical event and/or a "down" environment, Rackspace will begin the support process immediately upon notification of such event, which is defined as an "acknowledgement" by a Rackspace support staff member through a ticket update and/or "callback", to occur within the SLA of any such event. Rackspace will adhere to a 24x7 escalation and response plan SOP as defined by Customer and Rackspace.

Non-critical support requiring downtime must be scheduled and approved by the Customer in writing. All support requests must come through the Rackspace ticket system, which can be facilitated via our web portal, email or phone call, and off-hours maintenance must be scheduled through the Customer's primary contact during normal business hours, M-F 8:30am – 5:30pm EST. Tickets that are not scheduled during these times will be handled on the next business day.

OCI Identity Services – Service Details

- Designated cloud administrator to facilitate IAM services.
- Setup SSO (Azure AD, Microsoft Active directory)
- Create Groups
- Create Dynamic Groups
- Create Policies
- Create Users (IDM and/or Local users - based on customer requirement)
- Create compartments
- Assign Policies to Customers and RXT Teams
- Maintain Identity in OCI

OCI Asset Resource Management

- Setup Budgets
- Configure Notifications/Alerts
- Maintain Alerts
- Routine customer/internal calls to review resource utilization

OCI Infrastructure Management – Service Details

Customer receives a ticketing platform with a web interface, where Customer may submit incidents, and monitored events will be tracked. Rackspace will provide engineering support to assist in Instance, Availability Domain, and Infrastructure management. Rackspace will perform all routine maintenance and support and follow our best practices for Incident and Change Management.



Rackspace will implement and consume mutually agreed upon monitoring events, notification policies, and remediation workflows. Rackspace and Customer agree that Rackspace will leverage OCI monitoring provided through Customer's Oracle Cloud Account.

Rackspace will monitor the OCI environment 24 x 7 x 365 to ensure that Rackspace deployed, and managed Instances are functioning as intended.

System Monitoring examples:

- Disk capacity
- Memory
- CPU usage
- Instance Status

Rackspace's Oracle Cloud Infrastructure Management offering is delivered by means of:

- Incident Management
  - Monitoring configuration
  - Policy configuration – thresholds
  - Incident handler documentation – Standard Operating Procedures (SOPs)
  - Incident classification, tracking and routing
  - Incident escalation, notification, resolution and closure

- Problem Management
  - Diagnostics
  - Remediation
  - Root cause analysis
  - Resolution coordination
  - Recommendations for problem prevention

- Change Management
  - Impact assessment
  - Change coordination

- Configuration Management
  - Move/Add/Deletes configuration items
  - Move/Add/Deletes of Monitors related to a configuration item

OCI Infrastructure Platform Management

- Create/delete Availability Domains
- Create Server Pools
- Create, delete, manage Virtual Cloud Networks (VCN)
- Manage Storage
- Manage Connections

Availability Domain Management

- Availability Domain Deletion
- Availability Domain Creation
- Availability Domain Updates

Instance Management

- Create Instances
- Edit Instances
- Delete Instances
- Upgrade Instances
- Start and Stop Instances
- Performance Management
- Backup and Restore Management
    - Create up to 2 backup policies using OCI Cloud Block Volume Backups which are encrypted and stored in OCI Object Storage for Virtual Machine and Host instances
        - Production policy and Non-Production policy will be defined as part of onboarding and Customer specific SOPs
        - Additional policies may be created in separate statements of work
    - Execute restore process on Customer request

Billing

- Rackspace will bill managed services separately from any OCI Cloud Credit infrastructure resell.

Customer Obligations for OCI Fully Managed Services

- Provide Rackspace all vendor or local contact information for support, escalation and/or break fix.
- Provide Rackspace with contacts for escalation.
- Customer will notify Rackspace within 48 hours prior to making any changes to the systems that Rackspace is responsible for supporting.
- Customer will be responsible for all Oracle licensing and OCI platform fees, including Virtual Machine instances required for Oracle Enterprise Manager monitoring.