

ORACLE

Beyond the Service Request

A View from the Other Side of the Screen

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Speakers



Laurentiu Cotesu

Director of European Sovereign Cloud
Exadata and Database Support



Paolo Kreth

Master Principal Account Cloud
Engineer - Database Platform

Laurentiu

Leading Cloud Exadata Support Team in both Public and European Sovereign Cloud

Telecom experience

Engineering and Management of Technological Systems graduate.

Ten years in telecom, including support leadership at Orange for mobile payments and electronic recharge across EMEA and Middle East.

Experience in 24/7 escalations, enterprise payment solutions, identity management, and Oracle DBA team leadership.

Oracle leadership

Joined Oracle as a Snr. Manager in January 2015 to build the EMEA High Availability team in Romania.

Developed engineers and maintained business continuity during European support consolidation.

Also served as an EMEA support leadership contact and interim Database Security Manager.

Today

Director of EU Sovereign Cloud Support, managing a multi-nations team with engineers in Romania and Spain.

Covering both EU realm (OC19), as well as Public Cloud (OC1)

Develops team capability and 24/7 support readiness with OCI and global Exadata & Cloud teams.

Management contact for key EMEA and Middle East customers.

The TEAM

Romania



Andrei



Bogdan



Catalin



Claudiu



Diana



George



Iulian



Florin

Spain



Bernie



David



Jorge



Miguel



Rares



Vlad

A few words about EU Sovereign Cloud

EU Sovereign Cloud is an Isolated Realm with Independent EU operations

REALM is an identity and access management root, controlling a physical and logical boundary across network, systems, tools, operations, support and security.



Physically and logically separated

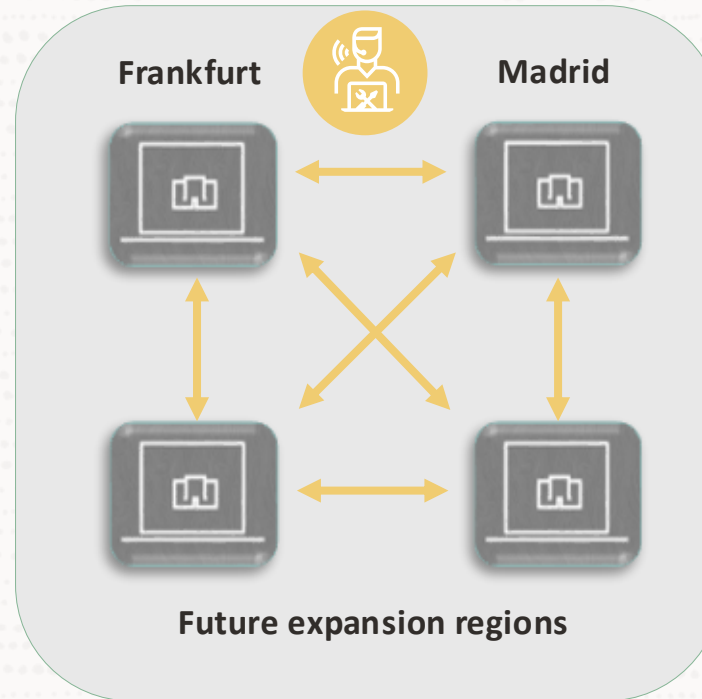
Oracle EU Sovereign Cloud is housed in physically isolated data center space in the EU, with its full Control Plane and no backbone network connection to other Oracle Clouds



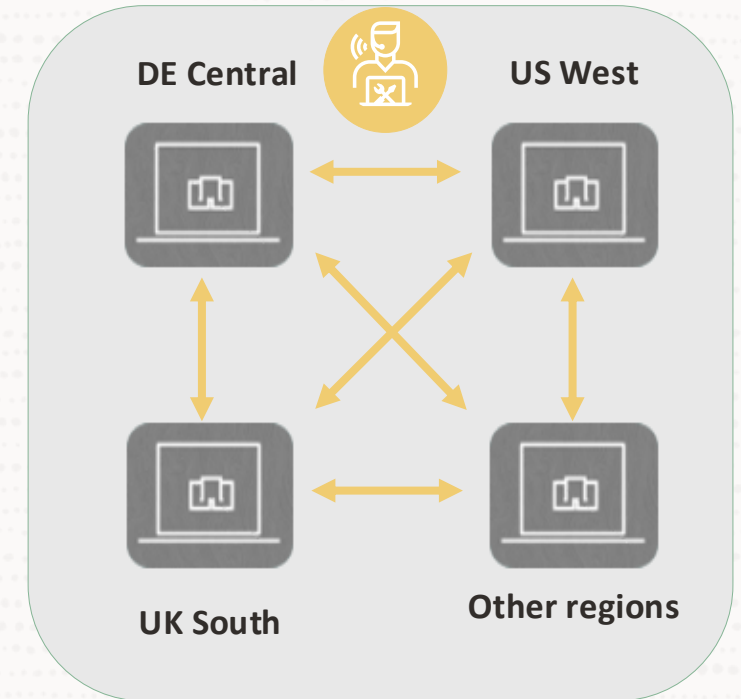
Independent operations

EU Sovereign cloud operations and customer support are carried out within the EU by dedicated teams of EU residents, and are distinct from Oracle's commercial operations

EU SOVEREIGN CLOUD REGIONS

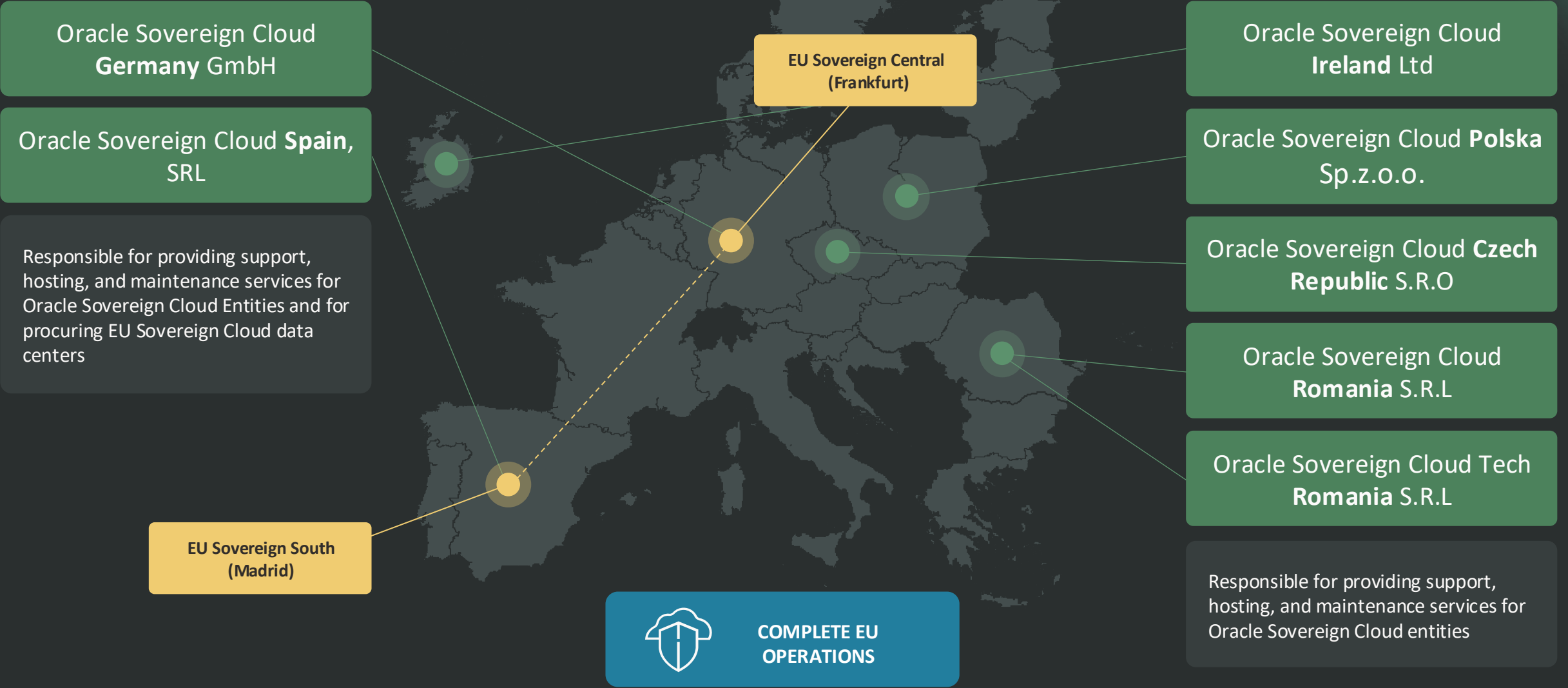


COMMERCIAL PUBLIC CLOUD REGIONS

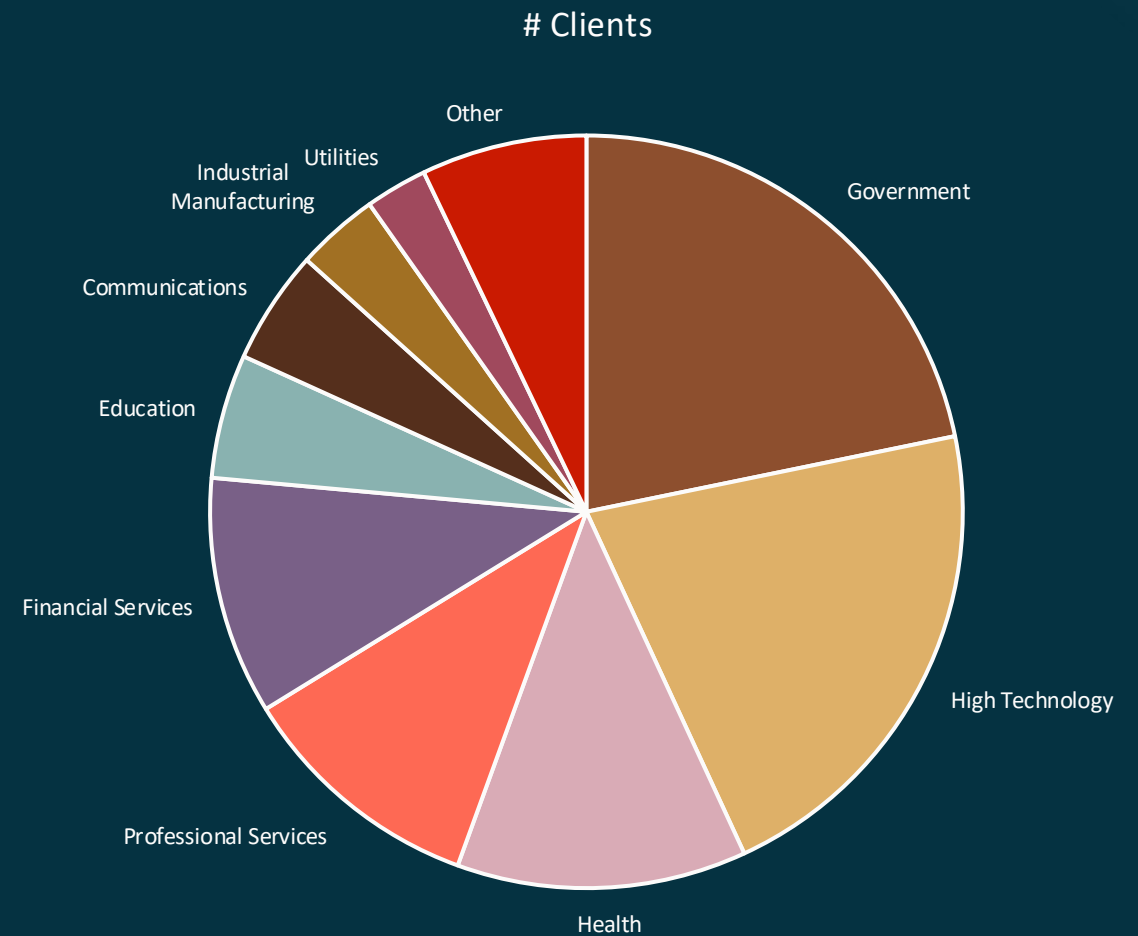


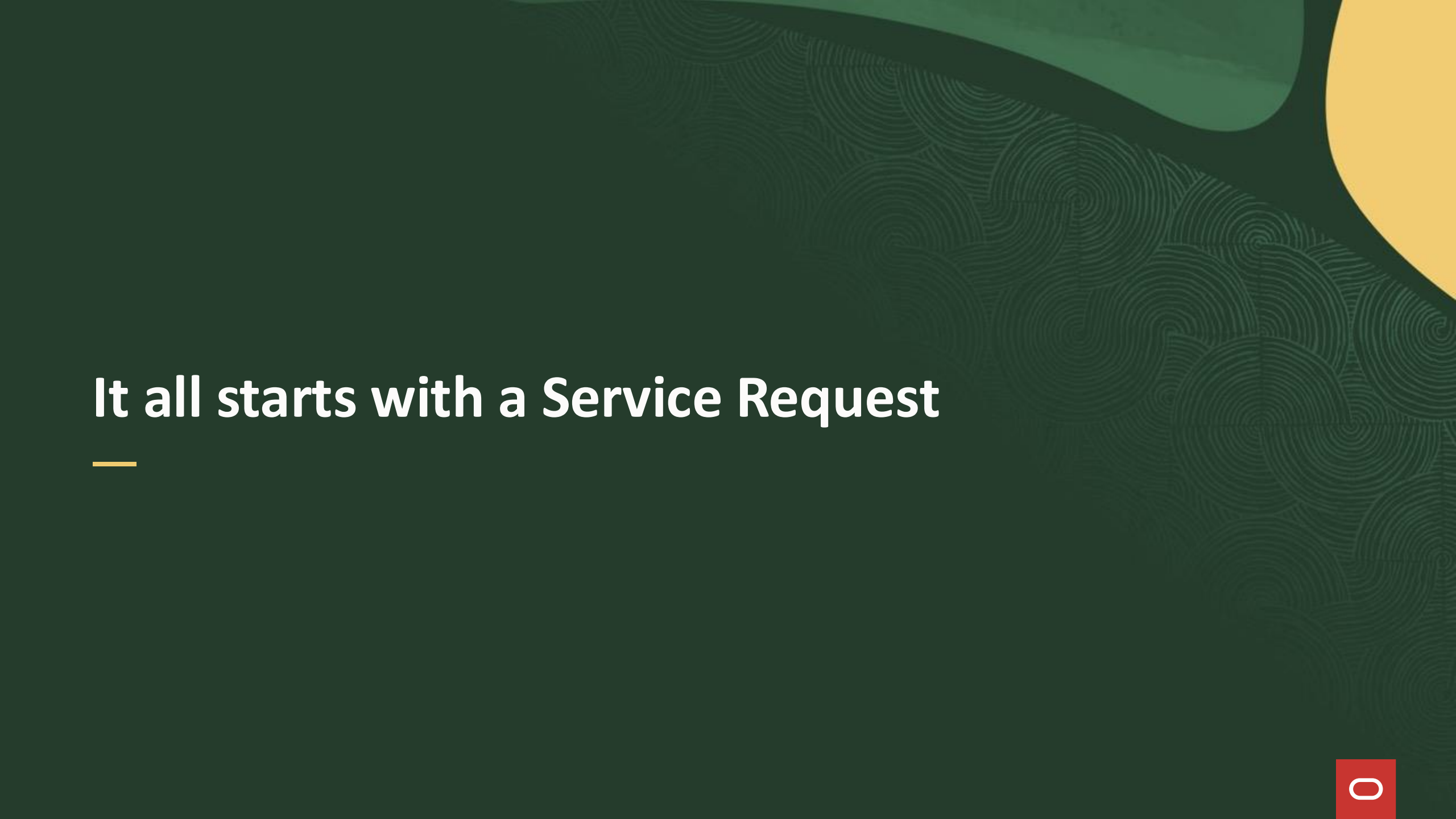
Physical and logical isolation
between realms

Dedicated legal entities



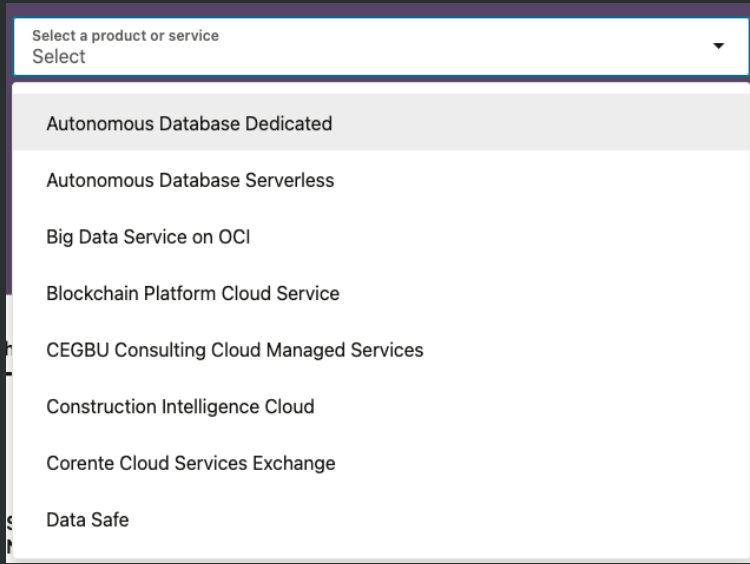
Oracle EU Sovereign Cloud today
300+ of live clients in
28 European countries and
17 distinct industries





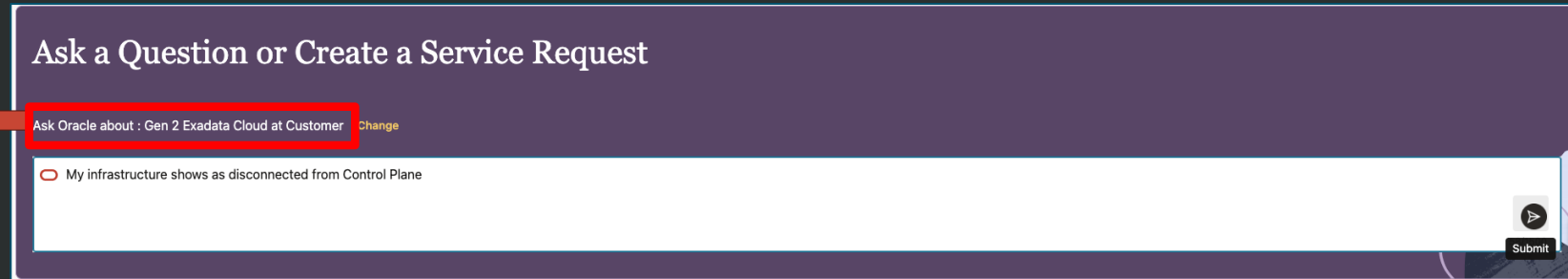
It all starts with a Service Request

The well-defined Service Request (SR)



Select a product or service
Select

- Autonomous Database Dedicated
- Autonomous Database Serverless
- Big Data Service on OCI
- Blockchain Platform Cloud Service
- CEGBU Consulting Cloud Managed Services
- Construction Intelligence Cloud
- Corente Cloud Services Exchange
- Data Safe



Ask a Question or Create a Service Request

Ask Oracle about : Gen 2 Exadata Cloud at Customer [Change](#)

My infrastructure shows as disconnected from Control Plane

Submit

- Have all your information ready before you start to create a new SR
- Review and carefully select the Product or Service

Keep this structure in mind when opening a Service Request with Oracle

- ✓ Problem Summary
- ✓ Oracle Cloud Identifiers - OCID's (dbSystem, ExadataInfrastructure, VMs, DBs, OHs, Work Requests)
- ✓ Timestamp of the Issue (start, end , duration)
- ✓ Exadata Cloud versions (imageinfo, GI, DB, etc)
- ✓ Evidence (SRDC's : TFA, DbaaS diag logs, screen-shots)
- ✓ Business impact (described in detail and include milestone dates.) – use pre-defined templates whenever it is possible

The well-defined Service Request (SR) – Sovereign Cloud Specific

▼ EU Sovereign South (Madrid)

?

Support

Create support request

View support requests

Request service limit increase

Service Group ⓘ

✓ Select a value

Compute

Storage

Networking

Databases

Analytics & AI

Identity and Security

Observability & Management

Hybrid

Migration and Disaster Recovery

Billing & Cost Management

Governance & Administration

Marketplace

OCI Classic Services

Other

Developer Services

Oracle Database

Service Group ⓘ

Oracle Database

Service ⓘ

Gen 2 Exadata Cloud at Customer

Service Category ⓘ

Database Lifecycle

We're capturing your tenancy ID, instance OCID, and contact details as part of this request. You might be asked for further information to resolve the issue.

What has changed? | Has this happened before?

What have you tried already? | What is your current setup?

Can you replicate / reproduce the error / problem?

Does the error occur every time? | Are other users having the same problem?



Setting the right severity

Tell us more about your issue

Can you tell us what type of issue you are having?

☐ Critical Outage

☐ Significant Impairment

☒ Technical Issue

☐ General Guidance

A critical production system or a critical business function is unavailable or unstable. You or an alternate contact are available to work this issue 24x7 if needed.

A critical system or business function is experiencing severe loss of service. Operations can continue in a restricted manner. You are available to work during business hours.

Functionality, errors, or performance issue impacting some operations (default selection)

Product or service usage question, setup, or documentation clarification.

What is the business impact?

System Availability

System Unavailable

System Partially Available Without Workaround

System Partially Available With Workaround

System Fully Available



System lifecycle

Production Live

Production Feature Implementation

New Implementation

Non-Production



A View from the Other Side of the Screen

4-00027

Description * ⓘ
Exadata Infrastructure is not reachable. Please lodge a Service Request (SR) with Oracle Support and provide Infrastructure-id:

Account
Customer Profile
Escalation Status
Never escalated
Product
Gen 2 Exadata Cloud at Customer
Category
Exadata Cloud Infrastructure (HW, Network, Service Availability)
Sub Category
Network Issues (VCN, Infiniband, ROCE etc)
Product Version
DB-19.29
Queue
PaaS: Gen 2 EXA CC
Owner
Pan it B

During Service Request creation, the system uses the selected product or service and the problem description to determine:

- Product
- Category
- Sub-category

These classifications are key inputs for assigning the request to the appropriate Queue.

Once assigned to a Queue, the request is matched with an Owner through the internal Resource Planner—a granular assignment tool that considers engineer skills, region, availability, current assignment load, and other factors to identify the most suitable engineer for each service request.

Remember: The more accurately you describe the problem and select the correct product when opening a service request, the less likely it is that the support engineer will need additional triage information or reassign the request to another queue or owner.

Unclear problem description or incorrect product selection = more back-and-forth and longer time to resolution.



Two views of the same incident

A shared picture makes the next action easier to choose

The Customer's tech staff view

- Users are affected now.
- I know the environment and recent changes.
- I need a recovery option I can execute.
- I need to explain progress to the business.

The support engineer's view

- Which resources and operations are affected?
- What happened, and when?
- Which evidence supports each possible cause?
- What can we verify together next?

A useful first report

Illustrative scenario: intermittent connections to a VM cluster

The initial message

“Connections fail intermittently. Please check Exadata.”

We still need the incident window, affected path, resource details, and business impact.

A clearer starting point

Since 09:20 UTC, order-entry connections intermittently time out.

One VM cluster is affected. Existing sessions continue.

Include region, resource OCIDs, exact error, and recent changes.

Attach relevant work-request details and tests already completed.

More actors behind the Service Request

Cloud Operations

Oracle-managed duties for Exadata Database Service on Oracle Cloud Infrastructure

Infrastructure scope

Oracle manages physical database and storage servers, the storage network, base OS, and hypervisor.

Oracle monitors and maintains this infrastructure.

Customers maintain the guest VM OS, Grid Infrastructure, and database software.

Maintenance and security

Apply infrastructure software fixes and security updates.

Run preventive maintenance through automated processes.

Perform security scans on Oracle-managed components.

Fault response

Investigate infrastructure faults and arrange corrective action.

Evaluate unsuccessful maintenance and communicate next steps.

Publish maintenance notices and infrastructure health events.

Prevention and automation

Operational capabilities for Exadata Cloud Infrastructure

Before maintenance

Run checks before scheduled infrastructure maintenance.

Identify conditions that could block a successful update.

Use rolling updates where appropriate. Customers plan for possible workload impact.

During diagnosis

Collect health events and metrics according to customer settings.

Use incident logs and traces to support fault diagnosis and resolution.

Customers can enable, or disable diagnostic collection.

The setting is under **VM Cluster Details**
→ **General Information** → **Diagnostics Collection**

Flash disk failure example

An infrastructure event reports a flash disk failure.

Oracle investigates and replaces the disk if needed.

The documented event requires no customer action.

Oracle Development

Product engineering behind software improvements and fixes

Product investigation

Work with Support on product issues.

Use technical evidence and business impact to focus investigation.

Engineering and testing

Develop product capabilities and code fixes.

Apply secure coding standards and security testing.

Fix delivery

Deliver corrections through patches and software updates.

Database Release Updates include bug fixes and security fixes.

When the progress feels slow

When progress feels slow leverage on “Request management action”

What to do

Option 1 – Chat (without authentication)

Access My Oracle Support portal
support.oracle.com

1. Locate the chatbot widget in the lower right side of the page
2. Initiate the chat
3. Type ‘agent’ to connect with a Live agent
4. Once you are in contact with an agent

request management intervention

Describe the current impact

- ✓ Which business function is affected?
- ✓ Is service unavailable or degraded?
- ✓ Is a workable alternative available?
- ✓ Explain the concern and the help you need.

Option 2 within the SR

Activity

Details

Chat Transcripts

A red arrow points from the 'Details' tab to the 'Manager Actions' panel.

Manager Actions

+ Request Manager Action

A red arrow points down from the 'Request Manager Action' button to the 'Request Manager Action' form.

Request Manager Action

Please describe the reason for your request and what action you expect support to take. Manager Action requests should only be used when your SR has not been resolved through regular updates or responses within the SR. Unnecessary requests may delay resolution for both you and other customers.

How can a manager help?

Required

Who should the manager contact if a call is needed?
I am the contact

Better together

- In situations where communication through the web portal is not efficient (too many turns, nature of the problem or urgency of the problem is high and needs immediate attention):
 - you can ask the support representative to facilitate a web conference (Zoom is our corporate preferred solution, but we can accommodate upon request other conferencing solutions)
- Warn us ahead of major events – we are shifting from only reactive to proactive
 - Exadata Support Proactive Milestone SR Procedural Document - KB127520
- When you have more than one infra/more than one Service Request for a milestone:
 - A good opportunity to “Request manager action” and ask for a consolidated ownership of all the SRs opened

Takeaway - Your next Service Request

A shared investigation starts with a useful exchange

Five things to make clear

- Impact:
 - what the business cannot do
- Context:
 - resources, scope, and recent changes
- Evidence:
 - exact errors, a timeline with timestamp and time zone
- Progress:
 - actions tried and observed results
- Next step:
 - an owner, and timely updates

Q & A

Thank you

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