TA 16-16: Oracle Support Options

ISSUE DATE: October 31, 2016
ATTENTION: CDT Managed Service Customers
ACTION REQUIRED: Submit a Service Request
DUE DATE: December 1, 2016

Introduction:

California Department of Technology (CDT) managed service customers, using Oracle licenses, should be aware of changes to the levels of support, as described below.

- Oracle Premier Support for release 11.2 ended in January 2015, and the Extended Support will end in December 2020. There is **no cost** for the Extended Support through May 2017; Oracle will provide the cost for the June 2017 through December 2020 timeframe at a later date.
- Oracle Extended Support for release 11.1 and earlier releases has ended. Users of these releases are now eligible for Sustaining Support only, which does not include security patches, and are therefore at greater risk for security compromises.

The following table provides additional information regarding the support available for each Oracle License release:

Release	General Availability	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
12.1	June 2013	July 2018	July 2021	Indefinite
11.2	Sept 2009	Jan 2015	Dec 2020	Indefinite
11.1	Aug 2007	Aug 2012	Aug 2015	Indefinite
10.2	July 2005	July 2010	July 2013	Indefinite
10.1	Jan 2004	Jan 2009	Jan 2012	Indefinite
9.2	July 2002	July 2007	July 2010	Indefinite
8.1.7	Sept 2000	Dec 2004	Dec 2006	Indefinite

Oracle Support Options:

CDT managed services customers must choose one of the following options for continued support:

1. **Upgrade to Oracle 12.1**
   CDT customers are strongly encouraged to upgrade to Oracle 12.1.

2. **Apply for Extended Support**
   CDT customers not upgrading to Oracle 12.1 must apply for a security exception to obtain Extended Support.

Please refer to the CDT Software Version Support Policy and Software Version Support Procedure for additional information.

Action Required:

Customers who have not yet upgraded to Oracle 12.1 **must** submit a Service Request for one of the following:

- Upgrade to 12.1
- Apply for Extended Support--submit the Extended Software Version Support Request Form, OTECH 382 for Oracle 11.2
- Apply for a security exception for Sustaining Support--submit the Extended Software Version Support Request Form, OTECH 382 and the Security Policy/Standard Exception Request, OTECH 358 for Oracle 11.1 and earlier releases.

Due Date:

The Service Request must be submitted by **December 1, 2016.**

Contact:

If you have questions or need further clarification, please contact your CDT Account Lead by using the Account Lead Directory, or call the Customer Delivery Division at (916) 431-5476.

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