

1 Public Cloud Management- Managed OCI - Core Services

This service provides the configuration and management of the core services in an Oracle Cloud Infrastructure (OCI) environment which are specified as In Scope in the SOW.

1.1 Supported Configurations

- (a) Client owned account in OCI as a parent tenancy.
- (b) The Client retains ownership of their OCI account.

1.2 Client Responsibilities

- (a) Client must maintain Enterprise Level Support and provide access and use rights to NTT
- (b) OCI tenancy with root access;
- (c) OCI tenancy with IAM user with full Administrative rights

1.3 Core Services

Managed OCI may cover the following core services:

- Governance Management
- Managed IaaS Resources
 - Managed Compute
 - Managed Storage
 - Managed Network
 - Managed Network Security
- Managed Cloud Identity

The services listed below are supported as part of this Service Description. As Public Cloud technology evolves at such a rapid pace, it is not possible to maintain a fully up-to-date list of supported features and services. This description, therefore, serves as a baseline across common categories.

The exact scope of the solution being delivered to the Client and related charges are clearly stated in the Statement of Work (SOW) otherwise it is out of scope.

Category	Managed Element	Supported Technology
Governance	Cloud Base Service	. OCI Tenancy . OCI IDCS/IAM . OCI Compartments . OCI Logging Analytics . OCI Infrastructure logging
	Cloud Region	. OCI VCN (Virtual Cloud Network) . OCI Storage Service (Object Storage & Block Storage) . OCI VPN Connect . OCI DNS . OCI Vault . OCI Custom Images
Networking	Cloud PaaS and SaaS Networking	. OCI Load Balancing . OCI DRG
	Cloud Direct Connectivity	. OCI Fast Connect
Network Security	Cloud PaaS and SaaS Network Security	. OCI Network Firewall . OCI Web Application Firewall . OCI Cloud Guard
Compute	IaaS - Scaling Group (Elastic)	. OCI Autoscaling Instance Pools
	IaaS - VM (Static)	. OCI Compute
Storage	Cloud PaaS File Storage	. OCI File Storage Services
Data Protection	Cloud Backup	. OCI Backup

Table 1 OCI Core Services Summary

1.4 Governance

(a) Base Cloud Managed Services

(i) Overview

This element of the service covers the base management configuration required for every Client. Charges are based on the number of organizations and tenancies that are deployed as specified in the SOW otherwise they are out of scope. All Supported Technology under an in scope Managed Element are covered and must be included in Charges, regardless of the number of resources deployed within the Client landscape.

- (ii) Supported Technologies
 - OCI Tenancy
 - OCI IDCS/IAM
 - OCI Compartments
 - OCI Logging Analytics
 - OCI Infrastructure Logging

OCI Tenancy	
Overview	An Oracle tenancy is a secure and isolated partition of Oracle Cloud Infrastructure (OCI) to create, organize, and administer cloud resources. It serves as the highest container hosting OCI resources and contains IAM entities, such as users, groups, compartments, and some policies
Setup Activities	<ul style="list-style-type: none"> . Setup compartment hierarchy . Create child tenancies (in master Tenancy only) . Setup base IAM resources . Setup base policies
Service Request	<ul style="list-style-type: none"> . Create new child tenancy . Manage IAM resources . Manage policies
Service Limitation	.

Table 2 OCI Tenancy

OCI IDCS/IAM	
Overview	OCI IAM provides a scalable and secure identity management service that allows organizations to control who has access to their cloud resources. It enables the creation and management of users, groups, policies, and roles within OCI Tenancy.
Setup Activities	<ul style="list-style-type: none"> . Configure authentication providers . Set up single sign-on (SSO) with IDCS . Create and configure users and groups . Define and implement access policies . Configure multi-factor authentication (MFA) settings . Integrate IDCS with third-party identity providers
Service Request	<ul style="list-style-type: none"> . User and group management . Access policy updates and management . SSO configuration and management . MFA management . Integration with other Oracle Cloud services and third-party applications
Service Limitation	.

Table 3 OCI IDCS

OCI Compartments	
Overview	OCI Compartments are a building block of Oracle Cloud Infrastructure, designed to help organize and isolate cloud resources.
Setup Activities	<ul style="list-style-type: none"> . Create compartments within the tenancy . Define policies to control access to resources within compartments
Service Request	<ul style="list-style-type: none"> . Create, modify, or delete compartments as needed . Update access policies for compartments . Monitor resource usage and enforce cost controls
Service Limitation	. Design of compartment structure aligned with client's requirements is out of scope of this service and requires additional scoping and Charges.

Table 4 OCI Compartments

OCI Logging Analytics	
Overview	OCI Logging Analytics is a cloud service that enables the ingestion, indexing, and analysis of log data from any source.
Setup Activities	<ul style="list-style-type: none"> . Configure log sources and collection methods . Define log groups and log plans . Set up parsing and enrichment rules . Integrate with OCI services for log data ingestion
Service Request	<ul style="list-style-type: none"> . Manage log source configurations . Update parsing, enrichment, and analysis rules
Service Limitation	<ul style="list-style-type: none"> . Definition and creation of custom parsing and enrichment rules is out of scope of this service and requires Charges. . Creation of dashboards for insights is out scope of this service and requires additional scoping.

Table 5 OCI Logging Analytics

OCI Infrastructure Logging	
Overview	OCI Infrastructure Logging is a centralized platform for managing logs from Oracle Cloud Infrastructure services.
Setup Activities	<ul style="list-style-type: none"> . Enable logging for OCI services and resources . Configure log destinations and retention policies . Set up IAM policies for log access control
Service Request	<ul style="list-style-type: none"> . Adjust log settings and configurations . Access and analyze log data . Set up alerts based on log events . Manage log retention policies
Service Limitation	<ul style="list-style-type: none"> . Setup of ingestion of Custom Logs directly via API is out of scope of this service and required Charges. . Setup of agent based logging of Custom Logs is only in scope for resources that are under management on the corresponding Service Description.

Table 6 OCI Infrastructure Logging

(b) Cloud Region

(i) Overview

This element of the service covers the services that are deployed by Cloud Region. Charges are based on the number of Regions that are deployed as specified in the SOW. All Supported Technology under an in scope Managed Element are covered and must be included in Charges, regardless of the number of resources deployed within the Client landscape.

(ii) Supported Technologies

- OCI VCN (Virtual Cloud Network)
- OCI Object Storage
- OCI Block Storage
- OCI Custom Images
- OCI VPN
- OCI DNS Management
- OCI Vault

OCI VCN (Virtual Cloud Network)	
Overview	OCI VCN is a customizable and private network in Oracle Cloud Infrastructure that allows provisioning a logically isolated sections of the Oracle Cloud.
Setup Activities	<ul style="list-style-type: none"> . Create the VCN and specify its CIDR block . Set up subnets, both public and private, within the VCN . Configure route tables, security lists, and network gateways (Internet Gateway, NAT Gateway, etc.) . Implement Dynamic Routing Gateways (DRG) and/or attachments

	<ul style="list-style-type: none"> . Set up DNS resolution configurations . Implement network security groups and ACLs for fine-grained access control
Service Request	<ul style="list-style-type: none"> . Network configuration changes (e.g., adjusting CIDR blocks, subnets) . Addition or modification of route tables and security lists . Managing gateways and connections (e.g., internet, NAT, VPN, and DRG configurations) . Updating network security groups and ACLs
Service Limitation	<ul style="list-style-type: none"> . Custom networking solutions that require significant deviation from standard OCI networking practices or deviation from the from NTT CSD blueprint will require additional scoping.

Table 7 OCI VCN

OCI Object Storage	
Overview	OCI Object Storage is a scalable, durable, and secure cloud storage service for storing and accessing data,
Setup Activities	<ul style="list-style-type: none"> . Create storage buckets with appropriate access policies . Configure object lifecycle management to automate the archiving or deletion of objects . Implement encryption settings for data at rest . Set up access permissions and IAM policies for users and applications . Enable cross-region replication for disaster recovery . Configure event notifications for object storage activities
Service Request	<ul style="list-style-type: none"> . Bucket creation and deletion . Object upload, download, and deletion . Permissions and access management adjustments . Lifecycle policy updates . Encryption key management
Service Limitation	<ul style="list-style-type: none"> . Custom encryption beyond OCI's provided mechanisms may be out of scope . Handling of data compliance and legal retention requirements is the responsibility of the client

Table 8 OCI Object Storage

OCI Block Storage	
Overview	OCI Block Storage provides durable block storage services suitable for the storage of data requiring frequent access.
Setup Activities	<ul style="list-style-type: none"> . Create block volumes and define size and performance parameters . Attach block volumes to compute instances . Implement encryption for data at rest . Set up access and security policies for volume access
Service Request	<ul style="list-style-type: none"> . Volume creation, resizing, and deletion . Backup and restore operations . Volume attachment and detachment from instances . Encryption and security settings adjustments . Performance tuning. Troubleshooting and support for connectivity issues
Service Limitation	<ul style="list-style-type: none"> . Management of data within block volumes, including file system management and data content, is out of scope . Custom encryption schemes beyond OCI's built-in encryption capabilities is out of scope

Table 9 OCI Block Storage

OCI VPN	
Overview	OCI VPN provides a secure and private connection between your on-premises network and your Oracle Cloud Infrastructure virtual cloud network (VCN). It supports site-to-site VPN for connecting data centers to OCI and remote user VPN for individual connections.
Setup Activities	<ul style="list-style-type: none"> . Create a VPN gateway in OCI . Configure site-to-site VPN connections with static or dynamic routing . Set up IPsec tunnels and specify encryption and hashing algorithms

Service Request	<ul style="list-style-type: none"> . Managing VPN gateways and connections . Adjusting VPN configurations and settings . Troubleshooting connectivity issues . Updating security protocols and encryption standards
Service Limitation	<ul style="list-style-type: none"> . Management of on-premises VPN hardware or client software is out of scope . Direct intervention in third-party network issues may be limited and is out of scope . Custom encryption schemes beyond supported standards are out of scope . Client VPN are out of scope of this service

Table 10 OCI VPN

OCI DNS Management	
Overview	OCI DNS Management enables management of the Client's domain's DNS records in Oracle Cloud Infrastructure.
Setup Activities	<ul style="list-style-type: none"> . Register or transfer domain names . Configure DNS zones and records . Set up DNSSEC for enhanced security . Implement traffic management policies
Service Request	<ul style="list-style-type: none"> . Manage DNS zones . Update DNS records . Configure traffic management rules
Service Limitation	<ul style="list-style-type: none"> . Direct handling of domain registration issues outside of OCI is out of scope . Custom DNS configurations not supported by OCI DNS features are out of scope

Table 11 OCI DNS Management

OCI Vault	
Overview	OCI Vault provides secure storage for encryption keys and secrets.
Setup Activities	<ul style="list-style-type: none"> . Create vaults . Generate or import encryption keys . Create and manage secrets
Service Request	<ul style="list-style-type: none"> . Rotate, manage, and retire encryption keys . Access and update secrets
Service Limitation	<ul style="list-style-type: none"> . Management of client-side encryption keys

Table 12 OCI Vault

OCI Custom Images	
Overview	OCI Custom Images allow users to import, create, and manage custom virtual machine images in Oracle Cloud Infrastructure.
Setup Activities	<ul style="list-style-type: none"> . Import existing virtual machine images to OCI . Create new custom images from existing OCI compute instances . Set up image versioning and manage image lifecycle . Configure permissions and share images across compartments or with other OCI tenancies . Implement best practices for image security and compliance
Service Request	<ul style="list-style-type: none"> . Updating and maintaining custom images with the latest software and security patches* . Cloning and modifying images for specific application needs . Managing access and sharing settings for images
Service Limitation	<ul style="list-style-type: none"> . Patching and update management is done only as part of App Management - Managed OS service without that Service it is out of scope. . Direct management of applications or services installed within the custom images is out of scope of this service and requires adding the corresponding managed service.

Table 13 OCI Custom Images

1.5 Managed Infrastructure Services (Networking)

(a) Cloud PaaS and SaaS Networking

(i) Overview

This element of the service covers the configuration and management of Cloud PaaS and SaaS Networking services. Charges are based on the number of instances of each Supported Technology present in the environment as specified in the SOW.

(ii) Supported Technologies

- OCI Load Balancing
- OCI DRG

OCI Load Balancing	
Overview	OCI Load Balancers distribute traffic to multiple compute instances.
Setup Activities	<ul style="list-style-type: none"> . Create and configure load balancers . Define Listeners . Define backend sets and health checks . Implement SSL/TLS certificates . Configure Request Routing
Service Request	<ul style="list-style-type: none"> . Adjust load balancing rules . Update SSL/TLS certificates . Manage Request Routing . Adjust Health Checks settings
Service Limitation	.

Table 14 OCI Load Balancing

OCI DRG	
Overview	OCI Dynamic Routing Gateway (DRG) provides a way to manage traffic between a virtual cloud network (VCN) and other networks, including on-premises networks, other VCNs, or the internet.
Setup Activities	<ul style="list-style-type: none"> . Create a DRG and attach it to a VCN . Configure route tables and routing policies for traffic management . Set up IPsec VPN or FastConnect for external connections
Service Request	<ul style="list-style-type: none"> . Adjust routing policies and configurations . Manage VPN connections and settings . Monitor DRG performance and connectivity . Troubleshoot connectivity issues
Service Limitation	<ul style="list-style-type: none"> . Cloud Region management includes the management of one DRG deployment. In case the solution for the client requires additional DRG management in a single region this service will be added as required. . Management of external network configurations not part of OCI

Table 15 OCI DRG

(b) Cloud Direct Connectivity

(i) Overview

This element of the service covers the configuration and management of dedicated connectivity service. Charges are based on the number of Direct Connect connections as specified in the SOW.

(ii) Supported Technologies

- OCI Fast Connect

OCI Fast Connect	
Overview	OCI Fast Connect provides a private, high-bandwidth connection between an on-premises network and Oracle Cloud Infrastructure.
Setup Activities	<ul style="list-style-type: none"> . Establish physical connectivity through a Fast Connect provider . Configure virtual circuits for OCI connectivity . . Set up cross-connections or use an existing provider for connection . Implement redundancy for critical connections

Service Request	<ul style="list-style-type: none"> . Adjust bandwidth and connectivity settings . Troubleshoot connectivity issues . Update cross-connect configurations as necessary
Service Limitation	<ul style="list-style-type: none"> . Management of on-premises network infrastructure is out of scope of this service . Custom configurations not supported by OCI or the connectivity provider

Table 16 OCI Fast Connect

1.6 Managed Infrastructure Services (Security)

(a) Cloud PaaS and SaaS Network Security

(i) Overview

This element of the service covers the configuration and management of Cloud PaaS and SaaS Network Security services. Charges are based on the number of instances present in the environment as specified in the SOW.

(ii) Supported Technologies

- OCI Network Firewall
- OCI Web Application Firewall
- OCI Cloud Guard

OCI Network Firewall	
Overview	OCI Network Firewall is a managed firewall service that provides security features to protect OCI resources.
Setup Activities	<ul style="list-style-type: none"> . Deploy Network Firewall instances . Configure routing to direct traffic through the firewall . Set up initial security rules and policies . Integrate with OCI logging for traffic visibility
Service Request	<ul style="list-style-type: none"> . Update security rules and policies . Adjust firewall configurations based on traffic patterns . Troubleshoot connectivity and security issues
Service Limitation	. Log analysis and SIEM is out of scope of this service

Table 17 OCI Network Firewall

OCI Web Application Firewall (WAF)	
Overview	OCI Web Application Firewall (WAF) by filtering and monitoring HTTP traffic to and from a web application.
Setup Activities	<ul style="list-style-type: none"> . Create WAF policies and rules . Configure protection settings for web applications . Enable DDoS protection features . Set up access control and rate limiting
Service Request	<ul style="list-style-type: none"> . Update WAF rules and policies . Adjust WAF configurations . Manage bot management settings
Service Limitation	<ul style="list-style-type: none"> . Client must provide policies related to their application creation of policies is out of scope. . Log analysis and SIEM is out of scope of this service

Table 18 OCI WAF

OCI Cloud Guard	
Overview	OCI Cloud Guard is a security posture management service that continuously monitors OCI configurations and activities, detects security risks, and automatically responds to potential threats.
Setup Activities	<ul style="list-style-type: none"> . Set up Cloud Guard detectors and responders . Configure targets and compartments for monitoring . Setup of Oracle-managed Detector and Responder Recipes . Setup of user-managed Detector and Responder Recipes

	<ul style="list-style-type: none"> . Setup Managed Lists . Setup of Data Masking rules
Service Request	<ul style="list-style-type: none"> . Adjust security configurations . Update detector rules and response recipes . Manage Managed Lists . Manage Data Masking rules
Service Limitation	<ul style="list-style-type: none"> . Definition and creation of user-managed Detector and Responder Recipes is out of scope of this service and requires additional quotation in SoW. . Definition and creation of Data Masking rules is out of scope of this service. Client can provide their own definition or additional quotation should be added in SoW . Only reactive problem processing is included in the service. Additional SIEM capabilities are out of scope and need to be added specifically. . Review of security findings is out of scope of this service.

Table 19 OCI Cloud Guard

1.7 Managed Infrastructure Services (Compute)

(a) IaaS - Scaling Group (Elastic)

(i) Overview

This element of the service covers the configuration and management of elastic scaling groups. Charges are based on the number of scaling groups as specified in the SOW, regardless of the number of VMs that may be running during a certain period of time all VM's must be included in charges.

(ii) Supported Technologies

- OCI Autoscaling Instance Pools

OCI Autoscaling Instance Pools	
Overview	OCI Autoscaling Instance Pools enable the management of multiple compute instances as a single entity.
Setup Activities	<ul style="list-style-type: none"> . Create an instance configuration . Define the instance pool size and scaling policies . Associate the instance pool with a load balancer, if applicable . Configure auto-scaling rules and policies
Service Request	<ul style="list-style-type: none"> . Scale instance pool up or down based on load . Update instance configurations . Manage auto-scaling policies . Monitor performance and health of instances in the pool
Service Limitation	. Does not include the management of the OS or services in the auto scaling group which must be added to the SOW specifically as In Scope otherwise it is out of scope.

Table 20 OCI Autoscaling Instance Pools

(b) IaaS - VM (Static)

(i) Overview

This element of the service covers the configuration and management of static VMs. Charges are based on the number of virtual machines under management as specified in the SOW.

(ii) Supported Technologies

- OCI Compute

OCI Compute	
Overview	OCI Compute offers virtual machines (VMs) and bare metal computing resources to run applications and workloads in the cloud.
Setup Activities	<ul style="list-style-type: none"> . Provision VM or bare metal instances . Configure instance shapes, images, and custom boot volumes . Set up network configurations and attach to VCN . Implement security lists and firewalls for instances
Service Request	<ul style="list-style-type: none"> . Resize instances or change shapes . Manage instance images and snapshots

	<ul style="list-style-type: none"> . Monitor instance performance and apply patches . Troubleshoot instance connectivity and performance issues
Service Limitation	<ul style="list-style-type: none"> . Does not include management of OS and any additional services running in the instance which must be added to the SOW specifically as In Scope otherwise it is out of scope

Table 21 OCI Compute

1.8 Managed Infrastructure Services (Storage)

(a) Cloud PaaS File Storage

(i) Overview

This element of the service covers the configuration and management of Cloud PaaS file storage services. Charges are based on the number of instances present in the environment.

(ii) Supported Technologies

- OCI File Storage

OCI File Storage	
Overview	OCI File Storage provides a fully managed file storage service that supports the Network File System (NFS) protocol for scalable and secure file sharing.
Setup Activities	<ul style="list-style-type: none"> . Create file systems and mount targets . Configure export options and security rules . Implement snapshots for data protection . Set up cross-region replication, if needed
Service Request	<ul style="list-style-type: none"> . Manage file system capacity and performance . Update security and access rules . Restore files from snapshots
Service Limitation	<ul style="list-style-type: none"> . Direct management of files and content within the file system is out of scope . Custom file system integrations not supported by OCI services and out of scope

Table 22 OCI File Storage

1.9 Managed Data Protection

(a) Cloud Backup

(i) Overview

This element of the service covers the configuration and management of Cloud Backup. Charges are based on the number of regions where managed resources are protected, regardless of the number of VMs protected as specified in the SOW.

(ii) Supported Technologies

- OCI Backup

OCI Backup	
Overview	OCI Backup service provides capabilities to back up and restore cloud resources and data.
Setup Activities	<ul style="list-style-type: none"> . Configure backup policies for OCI resources (e.g., block volumes, databases) . Schedule regular backups . Implement cross-region backup copies for disaster recovery . Set up backup retention policies
Service Request	<ul style="list-style-type: none"> . Initiate manual backups as required . Restore resources from backup . Monitor backup activity and status . Adjust backup schedules and retention policies
Service Limitation	<ul style="list-style-type: none"> . Backup and restoration of third-party or custom applications not directly supported by OCI is out of scope . Managing on-premises backup solutions integration with OCI

Table 23 OCI Backup