ORACLE

License Management Services (LMS) Assurance Service FAQ

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Frequently Asked Questions

Question 1: **What is the Assurance Service?**

Answer:
- Oracle LMS' Assurance Service is designed to help customers build confidence in their purchasing decisions. It is a proactive solution to answering customer license deployment questions.
- The Assurance Service is repeatable. Customers are able to use this service for every purchase decision.
- Customers set the scope and timing to work meet the needs of their business

Question 2: **Why might the Assurance Service be right for my organization?**

Answer:
- In situations when you want to assess licensing needs associated with hardware migrations
- To gain knowledge on licensing for disaster recovery, development, testing, and virtualization
- To validate software deployments
- To identify license risk and/or exposure
- To evaluate the cloud as a path to maintaining software compliance

Question 3: **In which cases can it be useful to request for the Assurance Service?**

Answer:
- Testing your software asset management (SAM) processes
- Merger, acquisition, or divestiture activity
- Support renewal requirements
- Migrating to a new hardware/architecture, including cloud
- Evaluating disaster recovery/virtualization implementations
- Inheriting an Oracle platform from a predecessor
- Informing your finance team to build your budget/forecast
- Requiring confirmation of a purchase to meet compliance requirements

Question 4: **What are the benefits of the Assurance Service?**

Answer:
- Enabling informed purchasing decisions
- Increasing knowledge to strengthen your procurement policies
- Signing your Sarbanes-Oxley attestations with confidence
- Flexibility to improve planning and resource management
- Ability to test and improve your internal SAM processes

- Achieve and / or maintain Oracle compliance

Question 5: **How long is an Assurance Service?**

Answer: Typically, between three to eight weeks subject to the size of the scope The time and scope are customer driven, so you are in control.

Question 6: **What happens when it appears our company has a license shortfall?**

Answer: You will be asked to resolve the license shortfall, either by migrating from other surplus licenses – if any and with a valid migration path – or by acquiring new licenses.

Question 7: **We went through an LMS audit 6 months ago. We're now facing some architectural changes – can we request an Assurance Service?**

Answer:
Yes, you certainly can. Just contact your LMS consultant to seek verification that your plans or decisions align with Oracle's Licensing Policy.

Question 8: **Where can I find additional information about the Assurance Service?**

Answer:
Please go to oracle.com/license-management-services to find a factsheet about the Assurance Service.

Question 9: **I might be interested to learn whether the Assurance Service could help us with our licensing queries – how can I contact LMS?**

Answer:
- Contact your Oracle account representative and request an introduction to an LMS consultant.
- Send an email to LMS-global_ww@oracle.com