Service-now.com

Guidelines

Oracle Pre-Installation

service-now.com

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1. Overview

The following document provides guidelines for configuring Oracle to work with Service-now.com, before the installation process.

As documented in the "On-Premise Support Guidelines," customers are responsible for installing and maintaining the database. The recommendations in this document are based on our experiences maintaining Service-now.com in a hosted environment.

2. Oracle Configuration

2.1. Oracle Versions

- 10.2.0.4.0 64 Bit
- 11.1.0.6.0 64 Bit
- 11.2.0.1.0 64 Bit

2.2. Oracle Init Configuration

Memory

- SGA – 12-40 GB (Oracle recommends leaving 1/3 to 1/2 of the physical memory free.)
- sga_target = 0
- shared_pool_size = ¼ of sga_max_size
- large_pool_size & java_pool_size = 16m
- db_cache_size = remainder of available sga – sga overhead (300m free is safe)
- configure and enable hugepages at the OS level and restart the server (consult Service-Now.com or Oracle for assistance.)

Other

- open_cursors = 65535
- commit_write = 'BATCH,NOWAIT'
- _in_memory_undo = FALSE
- audit_sys_operations = true
- filesystemio_options = 'SETALL' -- (may improve i/o depending on storage)
- db_file_multiblock_read_count -- (according to Oracle documentation, should NOT be defined for optimal performance)

2.2.1. Database

- Character Set -- AL32UTF8

2.2.2. Tablespace & Datafiles

- We suggest a one – to – one relationship between the schema owner and the tablespace.
- Undo and Temp tablespace sizes are typically created with 8 GB, and to not auto-extend.

2.2.3. Redo Configuration

Our recommended default configuration for redo logs is:

- group size of 400MB
- 12 groups
- groups multiplexed across two or three isolated disks (RAID not required due to multiplexing)

2.2.4. User Creation

The username for the application is arbitrary, and but should be descriptive.

2.2.5. User Rights

The rights required by the Service-now.com application are provided in the form of a role definition. The application owner needs only this role, and 'quota unlimited' on the user's default tablespace.

Role creation:

- create role snc;
- grant create table to snc;
- grant create view to snc;
- grant create synonym to snc;
- grant create procedure to snc;
- grant create trigger to snc;
- grant create indextype to snc;
- grant create procedure to snc;
- grant create sequence to snc;
- grant alter session to snc;
- grant create session to snc;

2.2.6. Management

- Stats on production weekly
- Stats on sub-prods nightly

3. Revision History

Versions	Changes	Dates	Contributors
1.0	**1. Initial document version.**	**1-24-10**	**Gadi Yedwab** Department Approval **Matt Kilbride** Subject Matter Expert **Jim Johnsonbaugh** Subject Matter Expert **Guy Yedwab** Editor

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