

Oracle® Certified Professional Program Candidate Guide

Oracle8i™ Certified Database Administrator Track

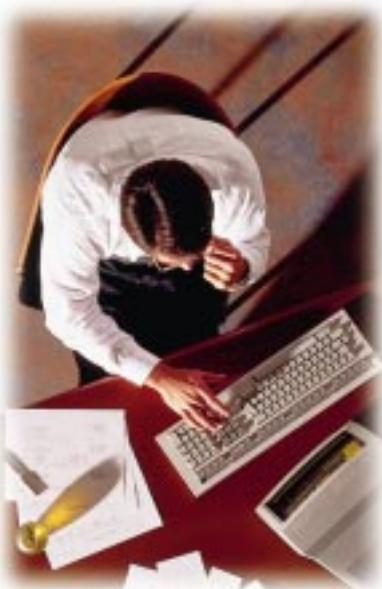
Oracle® Candidate Certification Guide

September 1999

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Oracle Candidate Certification Guide

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Visit the OCP Web site at <http://education.oracle.com/certification>

1

The Benefits of Oracle Certification

The demand for professionals in information technology (IT) is high, and the competition for jobs is intense. Individuals, experienced or new to the profession, need to know what skills make them attractive to employers. Employers look for ways to distinguish employees and prospective employees who have the solid foundation of skills needed for effective performance.

The Oracle Certified Professional (OCP) Program helps the IT industry make these distinctions by establishing a standard of competence in specific job roles. An Oracle Certification is a valuable, industry-recognized credential that signifies a proven level of knowledge and ability.

Benefits to the Technical Professional
The Oracle Certified Professional Program can give you a distinct advantage. An OCP Certification demonstrates that you have a solid understanding of a job role and the Oracle products used in that role. Being an Oracle Certified Professional can help raise your visibility and increase your access to the industry's most challenging opportunities.

OCPs have testified to the value of Oracle Certification¹:

- 97% said they have benefited from certification
- 89% said they gained more confidence in their Oracle expertise after becoming certified
- 96% would recommend the program to a professional colleague

Benefits to the IT Employer

The Oracle Certified Professional Program is also valuable to hiring managers who want to distinguish among candidates for critical IT positions. For companies that send employees through annual IT training, certification ensures a return on the training investment by validating the knowledge and understanding gained in training sessions. Companies can also combine certification with an employee development program to enhance employee loyalty and performance on the job.

Hiring certified professionals has a direct impact on a company's bottom line, as these conclusions from a research study by International Data Corporation² suggest:

- Certified professionals handled 40% more support calls per person, per day, than uncertified staff.
- Companies that advocated certification reported 49% less downtime than those that did not.
- For the majority of companies surveyed, the savings from increased effectiveness paid the costs of certification in fewer than nine months.

¹ Source: "Highlights From The 1999 Oracle Certified Professional Benefit Survey," *Market Analysis and Research Strategies*, 1999.

² Source: "Benefits and Productivity Gains Realized Through IT Certification," *International Data Corporation*, 1997.

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Oracle8i Certified Database Administrator Track

The expertise of Oracle database administrators (DBAs) is integral to the success of today's increasingly complex system environments. The best DBAs operate primarily behind the scenes. They are on watch for ways to fine-tune day-to-day performance and to prevent unscheduled crises, such as a crashed database or hours of expensive downtime. This critical work requires a broad understanding of the architecture and processes of the Oracle database, as well as plenty of hands-on experience solving problems. The best DBAs know they stand between optimal performance and an event that could bring their company to a standstill.

The Oracle8i Certified Database Administrator Track is a certification path that results in the award of a credential to proven performers in the role of database administrator. The track consists of five tests designed so you can translate your knowledge and skills into a tangible, well-recognized professional certification.

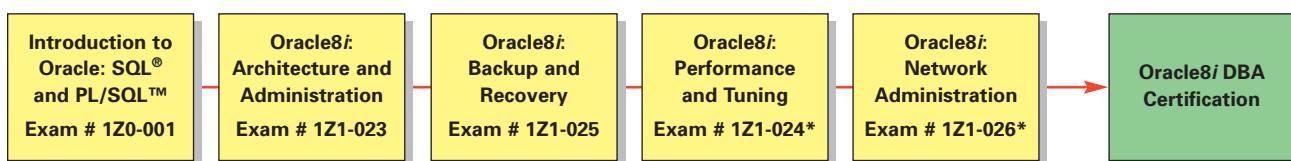
Candidate Qualifications

Most candidates for DBA certification combine up-to-date training with some level of on-the-job experience. There is no "typical" candidate.

If you are seeking certification to gain entry into the IT industry, you will need more than training to earn the credential. Many of the questions in the OCP tests are based on realistic job scenarios. In addition to the appropriate training, you will need hands-on experience with the software. Trial versions are included in most Oracle University training products.

Oracle8i Certified Database Administrator Track — Five Training Exams

In order to become an Oracle8i Certified Database Administrator, you must pass the following tests (in any order):



* Test not available at this time. Check our web site for availability at <http://education.oracle.com/certification>

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Preparing for the Oracle8i Certified DBA Tests

Oracle recommends that you prepare for the Oracle8i Certified Database Administrator exams by combining offerings from Oracle University with practice and on-the-job experience. Start by reviewing the topics covered on the exam in the Test Content Checklist in this guide. Then look over the following preparation methods for a combination that suits your background.

Oracle University Preparation Tools

Instructor-led training or technology-based training offered by Oracle University are the best way to prepare to become an Oracle Certified Professional. These courses lay the foundation of knowledge you will need to pass the OCP tests.

Refer to the curriculum map on the following page to chart your optimal preparation based on Oracle University's instructor-led training and technology-based training. Your local Oracle University representative can advise you on the best option. For more information, visit the Oracle University Web site at <http://education.oracle.com/globalsites>.

Preparing On Your Own

Experience is the best way to deepen your understanding of the topics covered in Oracle University courses. Oracle recommends that you extend your classroom learning by applying your new skills and knowledge either on the job or through practice and self-study.

Test Content Checklist

Use the Test Content Checklist to identify all the test topics for which you will have to prepare. Oracle may make modifications to the Test Content Checklist, so visit the OCP Web site at <http://education.oracle.com/certification> to download the latest version of this guide.

Additional Preparation Tools

■ Free Assessment Test

The assessment test is designed to give candidates a general sense of the exam. To download the free assessment test, visit the OCP Web site at: <http://education.oracle.com/certification>. Assessment tests are not available for beta version tests.

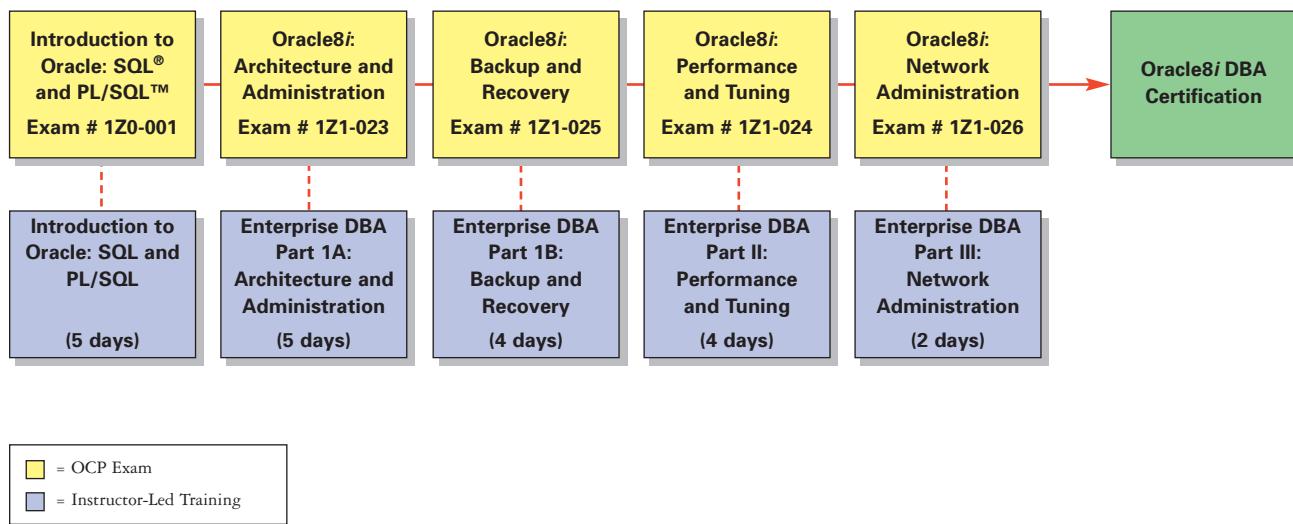
■ OCP Exam Guides

OCP Exam Guides, published by Oracle Press, are for the experienced candidate who wants to brush up on key concepts. These guides are designed to enhance your learning at Oracle University. To order your guide, visit the Oracle Store Web site at <http://oraclestore.oracle.com>.

Oracle8i Certified Database Administrator Exams and Training

Listed below each exam are the Oracle University training methods.

Choose which method you prefer to prepare for the exams.



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Registering for Your Tests

The OCP tests are offered through Sylvan Prometric, the world's largest provider of testing to the information technology industry. Sylvan Prometric features more than 800 authorized Prometric testing centers worldwide.

All tests are delivered by computer and consist of multiple choice, free response, and interactive graphical questions. A brief tutorial precedes each test to familiarize you with the test delivery system. You should attempt to answer every question in the tests because incomplete answers are scored as incorrect.

Reviewing the Program Agreement

Candidates pursuing OCP certification must accept the terms of the Oracle Certified Professional Candidate Agreement before taking the tests.

You will be presented with the agreement on-screen before the exam starts. You can also review the agreement before your appointment by visiting the OCP Web site at <http://education.oracle.com/certification>.

Scheduling Your Test

- 1.** There are two convenient ways to register for testing:
 - a.** Register online at <http://www.2test.com> (online registration is not available for beta exam registration)
 - b.** Call the Sylvan Prometric Regional Service Center (RSC) serving your country during normal business hours (a list of RSCs is located on the following page.)
- 2.** Make sure that you have both the number and title of the test that you are registering for. The Sylvan Prometric customer service representative will ask for your name and contact information, as well as your preference as to date, time, and location for testing. Schedule your appointment to take the test at any available time Monday through Saturday during normal authorized Sylvan Prometric testing center hours. Hours vary by location. Be sure to note when and where you are scheduled to take the test.
- 3.** When you register, ask the Sylvan Prometric customer service representative for a list of valid forms of identification that you will need to present when you take your test. You will not be allowed to take the test without valid identification.
- 4.** The test fee is payable to Sylvan Prometric by check or major credit card (VISA, MasterCard, or American Express) at the time of registration. If you pay by check, you cannot schedule your test until payment has been received by Sylvan Prometric.
- 5.** You must schedule a test at least 24 hours in advance.

Changing or Canceling Your Appointment

To cancel or reschedule your test appointment, you must call the Sylvan Prometric Regional Service Center. The cancellation policy by region is:

- The Americas: One business day in advance
- Asia Pac: By midday (Sydney time) the previous business day.
- EMEA: Two business days in advance.
- Tokyo/Japan: Three business days in advance

Candidates who do not appear for the test or who cancel less than one business day prior to the test will not receive a refund.

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Taking Your Tests

On Test Day...

1. Arrive at the testing center at least 15 minutes prior to your scheduled appointment.
2. Sign the test log and present two forms of identification. One must be a government-issued photo identification. Both forms of identification must contain your signature.
3. The test administrator will give you a brief orientation and escort you to a computer terminal where you will take the test. You are not allowed to bring papers, books, bags, or calculators into the room.

Obtaining Your Test Results

You will receive your score report immediately after the test. Beta exam score reports are sent to candidates following analysis and scoring of the beta exam. Candidates completing a beta version of a test can expect their score reports 10-12 weeks following the beta period. Your results are automatically forwarded to Oracle following testing. Please keep a copy of all test reports for your records.

Retaking a Test

Candidates must wait 30 days before retaking a failed exam. There are no exceptions to this policy. Oracle encourages you to make use of the diagnostic feedback supplied with the score report to review the areas that need further study.

Requests for exemption from this requirement must be made in writing to webteam@us.oracle.com. There is no discount price for retaking a test. The fee is the same as the initial test fee.

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After You Are Certified

You will receive a certificate by mail from Sylvan Prometric within 30 days after successfully completing all tests in a certification track. You can use your certificate as verification that you are an Oracle Certified Professional.

If you do not receive your certificate, write to fulfillment@prometric.com and provide your name, candidate ID, and current mailing address. You can obtain a duplicate certificate for U.S. \$10.00 by contacting Sylvan Prometric.

In addition, you will receive a logo agreement, which you must sign and return to Oracle. Upon receipt of the signed agreement, Oracle will send you the logo for use on business cards and resumes.

Candidates are directed to return the signed logo agreement to:

Dept 71
Oracle University
Oracle Corporation
P.O. Box 954
Santa Clarita, CA 91380-9988

Keeping Your Certification Current

Oracle is committed to keeping the OCP Program current with the latest technology. To ensure the value of your Oracle Certified Professional credential, we will generally require you to upgrade your certification.

Once Oracle announces recertification requirements, you will have six months to upgrade your certification by passing a single exam. If you do not upgrade your certification within six months, you will be required to complete all tests within the new track to obtain the latest credential. Consult the OCP Web site at <http://education.oracle.com/certification> or Sylvan Prometric for current testing requirements.



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Special Testing Opportunities

Special Opportunities: Beta and Tryout Tests

Oracle may offer beta or tryout versions of OCP tests as new and updated questions are developed. Beta and tryout tests are generally offered free or at a discount from the regular test price. Participating in beta and tryout tests is a good way to economize on your certification and to be among the first professionals to be certified on a new track or product release.

Beta score reports are sent to candidates following analysis and scoring of the beta test.

Visit the "What's New" section of the OCP Web site at <http://education.oracle.com/certification> to find beta and tryout opportunities. Oracle provides detailed descriptions of each beta and tryout offer to help you decide if the tests are right for you.

Visit the OCP Web site at <http://education.oracle.com/certification>



Test Content Checklists

The following test content checklists list the objectives covered in the OCP exams.



Test Content Checklist

Test 1 – Introduction to Oracle: SQL® and PL/SQL™ (Exam# 1Z0-001)

Overview of Relational Databases, SQL and PL/SQL

- Discuss the theoretical and physical aspects of a relational database
- Describe the Oracle implementation of the RDBMS and ORDBMS
- Describe how SQL and PL/SQL are used in the Oracle product set
- Describe the use and benefits of PL/SQL

Writing Basic SQL Statements

- List the capabilities of SQL SELECT statements
- Execute a basic SELECT statement
- Differentiate between SQL statements and SQL*Plus commands

Restricting and Sorting Data

- Limit the rows retrieved by a query
- Sort the rows retrieved by a query

Single Row Functions

- Describe various types of functions available in SQL
- Use character, number, and date functions in SELECT statements
- Describe the use of conversion functions

Displaying Data from Multiple Tables

- Write SELECT statements to access data from more than one table using equality and nonequality joins

- View data that generally does not meet a join condition by using outer joins

- Join a table to itself

Aggregating Data Using Group Functions

- Identify the available group functions
- Describe the use of group functions
- Group data using the GROUP BY clause
- Include or exclude grouped rows by using the HAVING clause

Subqueries

- Describe the types of problems that subqueries can solve
- Define subqueries
- List the types of subqueries
- Write single-row and multiple-row subqueries

Multiple-Column Subqueries

- Write multiple-column subqueries
- Describe and explain the behavior of subqueries when null values are retrieved
- Write subqueries in a FROM clause

Producing Readable Output with SQL*Plus

- Produce queries that require an input variable
- Customize the SQL*Plus environment

- Produce more readable output

- Create and execute script files

- Save customizations

Manipulating Data

- Describe each DML statement
- Insert rows into a table
- Update rows in a table
- Delete rows from a table
- Control transactions

Creating and Managing Tables

- Describe the main database objects
- Create tables
- Describe the data types that can be used when specifying column definitions
- Alter table definitions
- Drop, rename, and truncate tables

Including Constraints

- Describe constraints
- Create and maintain constraints

Creating Views

- Describe a view
- Create a view
- Retrieve data through a view
- Alter the definition of a view
- Insert, update, and delete data through a view
- Drop a view

Test 1 – Introduction to Oracle: SQL and PL/SQL, continued

Oracle Data Dictionary

- Describe the data dictionary views a user can access
- Query data from the data dictionary

Other Database Objects

- Describe database objects and their uses
- Create, maintain, and use sequences
- Create and maintain indexes
- Create private and public synonyms

Controlling User Access

- Create users
- Create roles to ease setup and maintenance of the security model
- Use the GRANT and REVOKE statements to grant and revoke object privileges

Declaring Variables

- List the benefits of PL/SQL
- Describe the basic PL/SQL block and its sections
- Describe the significance of variables in PL/SQL
- Declare PL/SQL variables
- Execute a PL/SQL block

Writing Executable Statements

- Describe the significance of the executable section
- Write statements in the executable section
- Describe the rules of nested blocks
- Execute and test a PL/SQL block
- Use coding conventions

Interacting with the Oracle Server

- Write a successful SELECT statement in PL/SQL
- Declare the datatype and size of a PL/SQL variable dynamically
- Write DML statements in PL/SQL
- Control transactions in PL/SQL
- Determine the outcome of SQL DML statements

Writing Control Structures

- Identify the uses and types of control structures
- Construct an IF statement
- Construct and identify different loop statements
- Use logic tables
- Control block flow using nested loops and labels

Working with Composite Datatypes

- Create user-defined PL/SQL records
- Create a record with the %ROWTYPE attribute

- Create a PL/SQL table

- Create a PL/SQL table of records
- Describe the difference between records, tables, and tables of records

Writing Explicit Cursors

- Distinguish between an implicit and an explicit cursor
- Use a PL/SQL record variable
- Write a cursor FOR loop

Advanced Explicit Cursor Concepts

- Write a cursor that uses parameters
- Determine when a FOR UPDATE clause in a cursor is required
- Determine when to use the WHERE CURRENT OF clause
- Write a cursor that uses a subquery

Handling Exceptions

- Define PL/SQL exceptions
- Recognize unhandled exceptions
- List and use different types of PL/SQL exception handlers
- Trap unanticipated errors
- Describe the effect of exception propagation in nested blocks
- Customize PL/SQL exception messages



Test Content Checklist

Test 2 – Oracle8i: Architecture and Administration (Exam# 1Z1-023)

Oracle Architectural Components

- Describe the Oracle server architecture and its main components
- List the structures involved in connecting a user to an Oracle instance
- List the stages in processing: queries, DML statements, COMMITS

Getting Started with the Oracle Server

- Identify the features of the Universal Installer
- Set up operating system and password file authentication
- List the main components of Oracle Enterprise Manager and their uses

Managing an Oracle Instance

- Create the parameter file
- Start up an instance and open the database
- Close a database and shut down the instance
- Get and set parameter values
- Manage sessions
- Monitor the ALERT file and the trace files

Creating a Database

- Prepare the operating system
- Prepare the parameter file
- Create the database

Creating Data Dictionary Views and Standard Packages

- Construct the data dictionary views
- Query the data dictionary
- Prepare the PL/SQL environment using the administrative scripts
- Administer stored procedures and packages
- List the types of database event triggers

Maintaining the Control File

- Explain the uses of the control file
- List the contents of the control file
- Multiplex the control file
- Obtain control file information

Maintaining the Redo Log Files

- Explain the use of online redo log files
- Obtain log and archive information
- Control log switches and checkpoints
- Multiplex and maintain online redo log files
- Plan online redo log files
- Troubleshoot common redo log file problems
- Analyze online and archived redo logs

Managing Tablespaces and Data Files

- Describe the logical structure of the database (covers 9.1 as well)
- Distinguish the different types of temporary segments
- Create tablespaces
- Change the size of tablespaces
- Allocate space for temporary segments
- Change the status of tablespaces
- Change the storage settings of tablespaces
- Relocate tablespaces

Storage Structure and Relationships

- Describe the logical structure of the database
- List the segment types and their uses
- List the keywords that control block space usage
- Obtain information about storage structures from the data dictionary
- List the criteria for separating segments

Test 2 – Oracle8i: Architecture and Administration, continued

Managing Rollback Segments

- Create rollback segments using appropriate storage settings
- Maintain rollback segments
- Plan the number and size of rollback segments
- Obtain rollback segment information from the data dictionary
- Troubleshoot common rollback segment problems

Managing Tables

- Create tables using appropriate storage settings
- Control the space used by tables
- Analyze tables to check integrity and migration
- Retrieve information about tables from the data dictionary
- Convert between different formats of ROWID

Managing Indexes

- List the different types of indexes and their uses
- Create B-tree and bitmap indexes
- Reorganize indexes
- Drop indexes
- Get index information from the data dictionary

Maintaining Data Integrity

- Implement data integrity constraints
- Maintain integrity constraints
- Obtain constraint information from the data dictionary

Loading Data

- Load data using direct-load insert
- Load data into Oracle tables using SQL*Loader: Conventional Path
- Load data into Oracle tables using SQL*Loader: Direct Path

Reorganizing Data

- Reorganize data using the Export and Import utilities
- Move data using transportable tablespaces

Managing Password Security and Resources

- Manage passwords using profiles
- Administer profiles
- Control use of resources using profiles
- Obtain information about profiles, password management, and resources

Managing Users

- Create new database users
- Alter and drop existing database users
- Monitor information about existing users

Managing Privileges

- Identify system and object privileges
- Grant and revoke privileges
- Control operating system or password file authentication
- Identify auditing capabilities

Managing Roles

- Create and modify roles
- Control availability of roles
- Remove roles
- Use predefined roles
- Display role information from the data dictionary

Using National Language Support

- Choose a character set and national character set for a database
- Specify the language-dependent behavior using initialization parameters, environment variables, and the ALTER SESSION command
- Use the different types of National Language Support (NLS) parameters
- Explain the influence on language-dependent application behavior
- Obtain information about NLS usage



Test Content Checklist

Test 3 – Oracle8i: Backup and Recovery (Exam# 1Z1-025)

Backup and Recovery Considerations

- Define requirements for a backup and recovery strategy
- Articulate the importance of management concurrence for the strategy
- Identify the components of a disaster recovery plan
- List Oracle Server features in the context of high availability
- List the strengths of different database configurations for recoverability
- Discuss the importance of testing a backup and recovery plan

Oracle Recovery Structures and Processes

- List Oracle processes, memory, and file structures relating to recovery
- Identify the importance of checkpoints, redo logs, and archives
- Multiplex control files and redo logs
- List the types of failure
- Describe the structures for instance and media recovery
- Describe the deferred transaction recovery concept

Oracle Backup and Recovery Configuration

- Identify recovery implications of operating in NOARCHIVE mode
- Describe the differences between ARCHIVELOG and NOARCHIVELOG modes
- Configure a database for ARCHIVELOG mode and automatic archiving
- Use init.ora parameters to configure multiple destinations for archived log files and multiple archive processes
- Perform manual archive of logs

Physical Backup Without Oracle Recovery Manager

- Describe the recovery implications of closed and opened database backups
- Perform closed and opened database backups
- Identify the backup implications of the Logging and Nologging options
- Identify the different types of control file backups
- Discuss backup issues associated with read-only tablespaces
- List the data dictionary views useful for backup operations

Complete Recovery without Recovery Manager

- In NOARCHIVELOG and ARCHIVELOG mode: Note the implications of a media failure
- In NOARCHIVELOG and ARCHIVELOG mode: Recover a database in different situations
- In NOARCHIVELOG and ARCHIVELOG mode: Restore files to a different location if media failure occurs
- List the dictionary views required to recover a database after a media failure

Incomplete Oracle Recovery with Archiving

- Determine when to use an incomplete recovery to recover the system
- Perform an incomplete database recovery
- Recover after losing current and inactive nonarchived redo log files

Test 3 – Oracle8i: Backup and Recovery, continued

Oracle Export and Import Utilities

- Use the Export utility to create a complete logical backup of a database object
- Use the Export utility to create an incremental backup of a database object
- Invoke the direct-path method export
- Use the Import utility to recover a database object
- Perform a tablespace point-in-time recovery (TSPITR) with or without the transportable tablespace feature

Additional Recovery Issues

- List methods for minimizing downtime: perform parallel recovery, start recovering a database with missing data files, re-create lost temporary or index tablespaces
- Reconstruct lost or damaged control files
- List recovery issues associated with read-only tablespaces

Oracle Utilities for Troubleshooting

- Use log and trace files to diagnose backup and recovery problems
- Detect corruptions by using different methods
- Detect and mark corrupted blocks by using the DBMS_REPAIR package

- Use the DBVERIFY utility

- Use the LogMiner utility to analyze redo log files to recover by undoing changes

Oracle Recovery Manager Overview

- List the capabilities of Oracle Recovery Manager (RMAN)
- Describe the components of RMAN
- Connect to RMAN without a recovery catalog
- Start up and shut down a target database using RMAN

Oracle Recovery Catalog Creation and Maintenance

- Describe the considerations for using a recovery catalog
- Describe the components of a recovery catalog
- Create a recovery catalog
- Maintain the recovery catalog using RMAN commands
- Query the recovery catalog to generate reports and lists
- Create, store, and run scripts

Backups using RMAN

- Describe backup concepts using RMAN
- Describe types of RMAN backups

- Perform incremental and cumulative backups

- Tune backup operations

- View information from the data dictionary

Restoration and Recovery using RMAN

- Restore and recovery considerations using RMAN
- Restore a database in NOARCHIVELOG mode
- Restore and recover a tablespace
- Restore and recover a data file
- Incomplete recovery using RMAN

Oracle Standby Database

- Explain the use of a standby database
- Configure initialization parameters
- Create, maintain, and activate a standby database
- Describe Managed Recovery mode
- Set a standby database in Read-Only mode
- Describe the process of propagating structural changes to a standby database
- Describe the impact of nologging actions on the primary database



Test Content Checklist

Test 4 – Oracle8i: Performance and Tuning (Exam# 1Z0-024)

Test 5 – Oracle8i: Network Administration (Exam# 1Z0-026)

The test content for Test# 1Z0-024 and Test# 1Z0-026 are not available at this time.

Visit <http://education.oracle.com/certification> for up-to-date information



Regional Service Centers

Sydney, Australia Regional Service Center (direct dial#)	+61.2.9414.3663
Lelystad, Netherlands Regional Service Center (direct dial#)	+31.320.23.9894
Tokyo, Japan Regional Service Center (direct dial#)	+ 813.3269.9620
Latin America Regional Service Center (direct dial#)	+1.410.843.4300
North America Regional Service Center (toll-free#)	+1.800.891.EXAM (3926)

Sylvan Prometric Regional Service Centers

How to Use This Table

1. Locate your country on the table.
2. Call the Sylvan Prometric Regional Service Center (RSC) listed for your country. The RSC numbers are shown in the box above. If there is a toll-free number to the Regional Service Center for your country, it will be shown in the table below. For a list of testing sites in your country, please refer to <http://www.prometric.com>, Test Center Locator.

COUNTRY	RSC	TOLL-FREE #
Algeria	Lelystad	
Argentina	Latin America	
Australia	Australia	1.800.806.944
Austria	Lelystad	0660.8582
Bahamas	Latin America	
Bangladesh	Australia	
Barbados	Latin America	
Belgium	Lelystad	0800.1.7414
Bermuda	Latin America	
Bolivia	Latin America	
Botswana	Lelystad	
Brazil	Latin America	000.817.965.5340
Brunei	Australia	
Bulgaria	Lelystad	
Cameroon	Lelystad	
Canada	North America	
Cayman Islands	Latin America	
Chile	Latin America	
China	Australia	1.0800.610.0036
Colombia	Latin America	980.13.0932
Costa Rica	Latin America	
Croatia	Lelystad	
Curacao, NA	Latin America	
Cyprus	Lelystad	
Czech Republic	Lelystad	
Denmark	Lelystad	
Dominican Republic	Latin America	
Ecuador	Latin America	
Egypt	Lelystad	
Estonia	Lelystad	
Fiji	Australia	
Finland	Lelystad	
France	Lelystad	01.428.93.122
Gabon	Lelystad	
Bahrain	Lelystad	
Georgian Republic	Lelystad	
Germany	Lelystad	0130.83.97.08
Ghana	Lelystad	
Great Britain	Lelystad	08.00.592.873
Greece	Lelystad	
Guam	Australia	1888.249.6392
Guatemala	Latin America	
Honduras	Latin America	
Hong Kong	Australia	800.96.8444
Hungary	Lelystad	
Iceland	Lelystad	
India	Australia	
Indonesia	Australia	001.803.61608
Ireland	Lelystad	1.800.626.104
Israel	Lelystad	
Italy	Lelystad	1.6787.8441
Ivory Coast	Lelystad	
Jamaica	Latin America	1.800.892.1978
Japan	Tokyo	0120.387737
Jordan	Lelystad	
Kazakhstan	Lelystad	
Kenya	Lelystad	
Kuwait	Lelystad	

COUNTRY	RSC	TOLL-FREE #
Latvia	Lelystad	
Lebanon	Lelystad	
Lithuania	Lelystad	
Luxembourg	Lelystad	
Macau	Australia	
Macedonia	Lelystad	
Malaysia	Australia	1800.80.0508
Malta	Lelystad	
Martinique	Lelystad	
Mauritius	Lelystad	
Mexico	Latin America	95.800.332.1034
Morocco	Lelystad	
Namibia	Lelystad	
Nepal	Australia	
Netherlands	Lelystad	0800.022.7584
New Caledonia	Australia	
New Zealand	Australia	0800.44.1689
Nigeria	Lelystad	
Norway	Lelystad	
Oman	Lelystad	
Pakistan	Australia	
Panama	Latin America	
Papua New Guinea	Australia	
Paraguay	Latin America	
Peru	Latin America	
Philippines	Australia	1.800.1.611.0126
Poland	Lelystad	
Portugal	Lelystad	
Puerto Rico	Latin America	
Reunion Island	Lelystad	
Romania	Lelystad	
Russia	Lelystad	
Saudi Arabia	Lelystad	
Senegal	Lelystad	
Singapore	Australia	800.616.1132
Slovakia	Lelystad	
Slovenia	Lelystad	
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