



ORACLE[®]

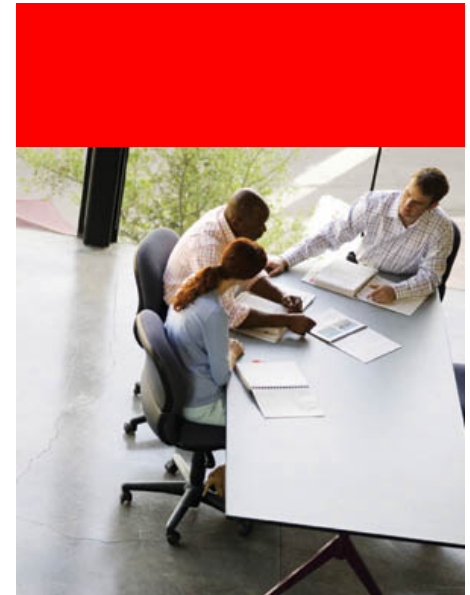
Software Configuration Manager

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Rovinj 2009

Da bismo korisnicima Oracle Supporta pružili više za njihov novac, neophodno je prikupljati i koristiti informacije o upotrebi Oracle produkata na korisničkim sistemima

Zašto?

Dok radi, ne diraj!

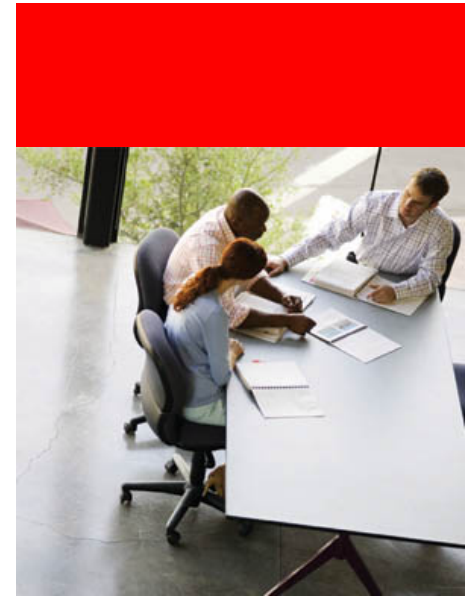




Razlozi za promjenu

- Korisničko (ne)zadovoljstvo rješavanjem tehničkih problema
- Prilagođavanje usluge potrebama korisnika
 - Izbjeći interakciju sa Supportom ako je moguće
 - Smanjiti potrebu za instalacijom popravaka i novih verzija
 - Ako je već nužno kontaktirati Support, onda na raspolaganju imati nekoga tko vas poznaje i razumije
- Efikasnost u pružanju usluge
- Pomoć korisnicima u bržem i potpunijem iskorištavanju kupljene tehnologije

Što: Promjena paradigme



Ludilo: *neprestano raditi istu stvar, i očekivati različit rezultat.*

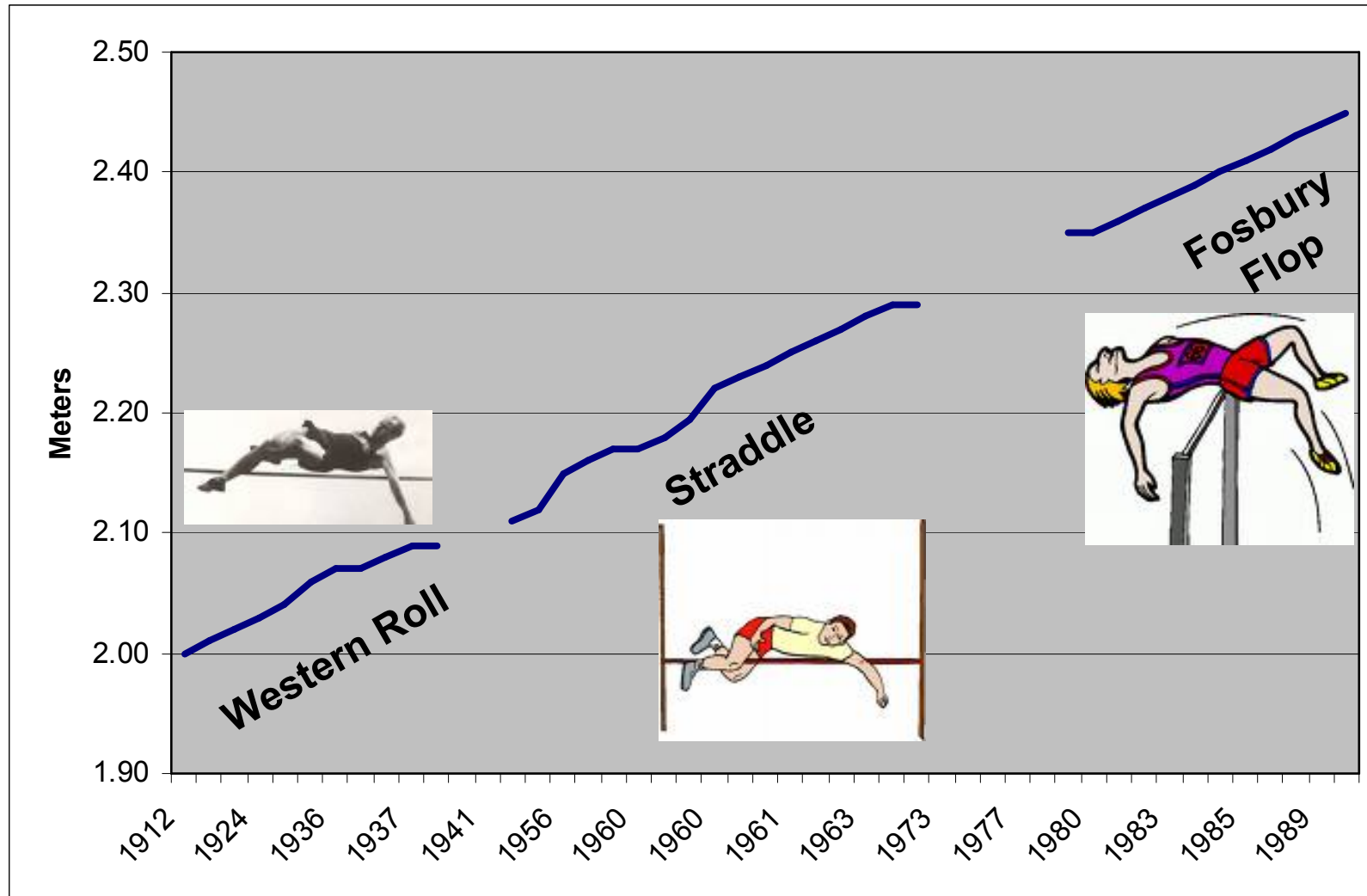
Albert Einstein

Promjena Paradigme – Primjer

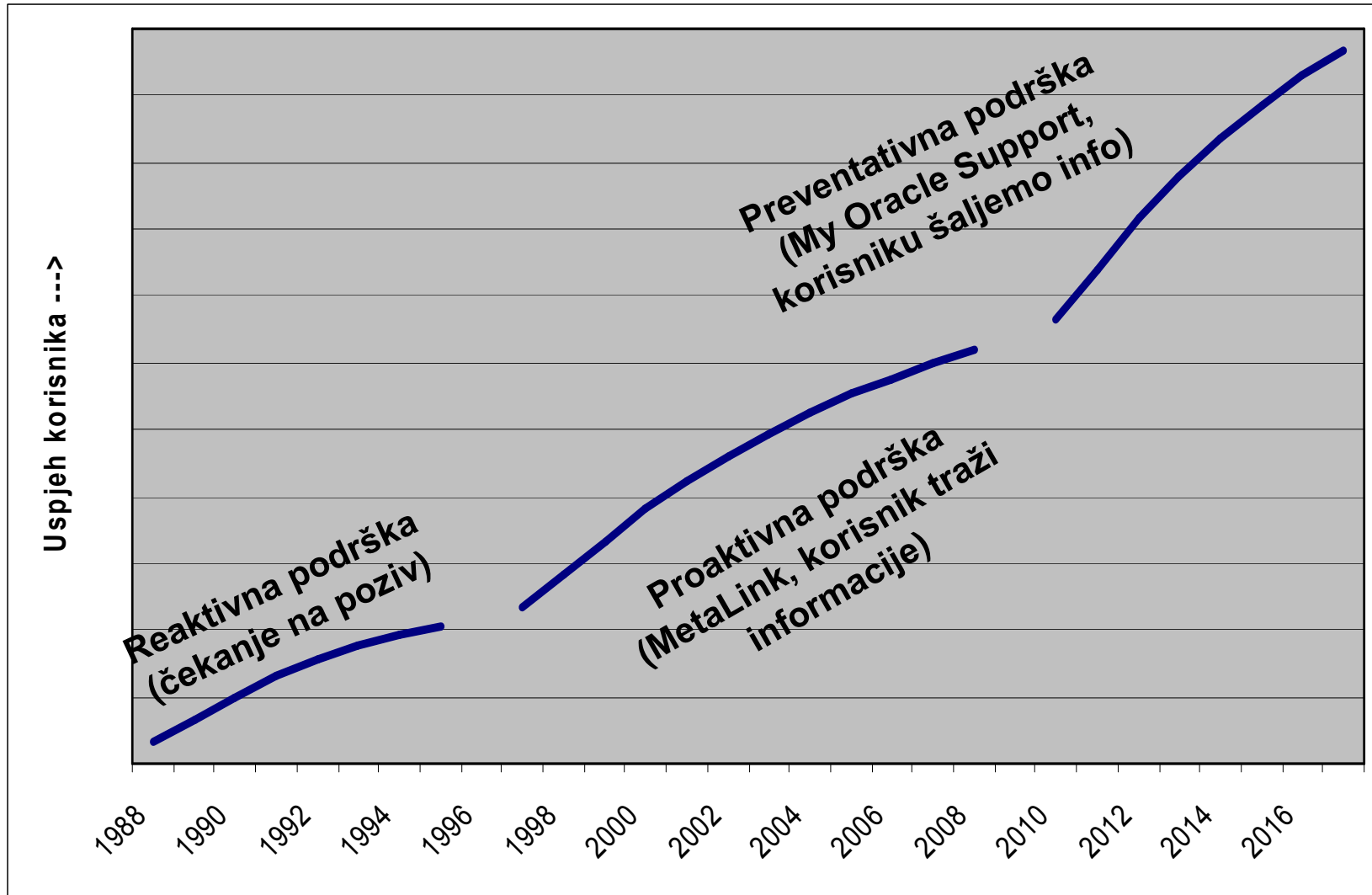


Promjena Paradigme – Primjer

Razvoj svjetskog rekorda

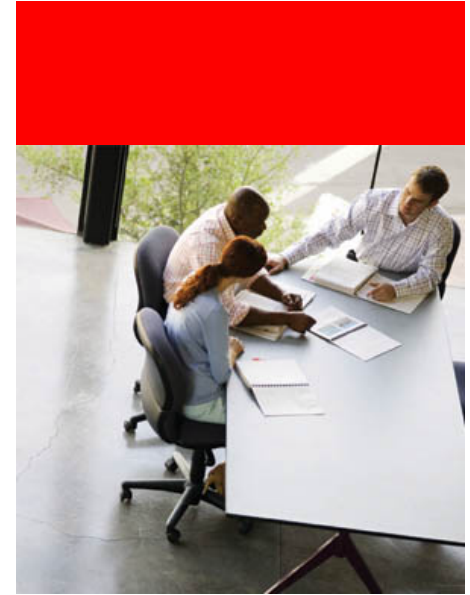


Promjena paradigme u Oracle Supportu





Kako?



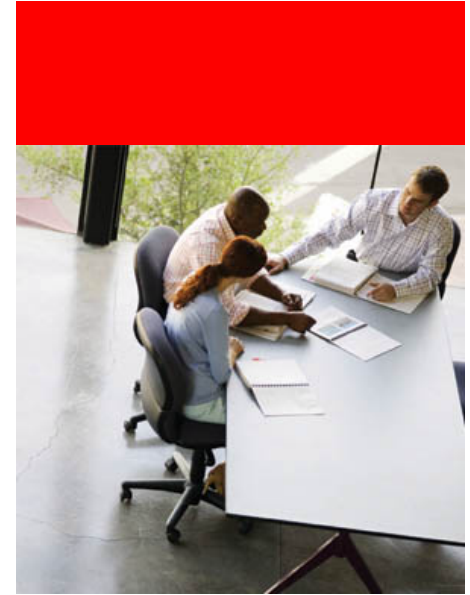
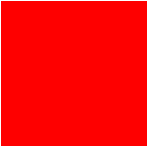
Tehničke pretpostavke



Što se promijenilo 1968?

- Olimpijada 1968 bila je prvo veliko takmičenje na kojem su na borilištu za skok u vis bile debele strunjače
- Strunjače se natjecateljima omogućile korištenje novih tehnika za ostvarivanje boljih rezultata





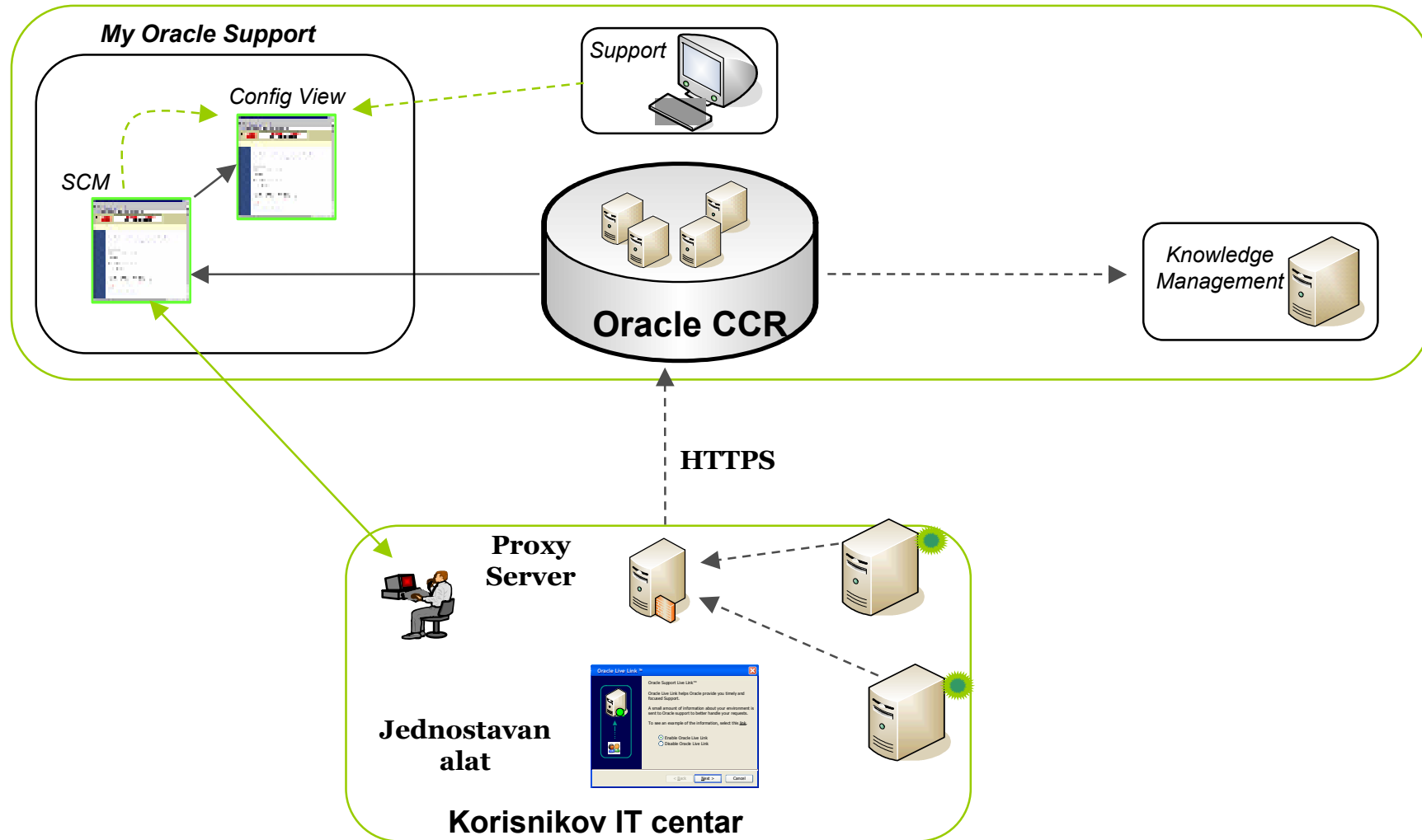
Software Configuration Manager



Software Configuration Manager - Pregled

- Dio Oracle Premier Supporta
- Alat kojim Oracle pojednostavnjuje prikupljanje i održavanje podataka o Vašim računalnim sistemima
- Rad s kompleksnim okruženjima s više komponenti
 - Test, Development i Produkcijaska okruženja
- Unutar svakog okruženja definirani su
 - Instalirani Oracle programi, kao i programi drugih proizvođača
 - Ključne kontaktne osobe, vlasnici pojedinih područja, struktura i međuzavisnost projekata
- Ključna komponenta Oracle Product Support strategije
 - Proaktivne, Preventativne i Personalizirane usluge

Koncept



Primjeri podataka koji se prikupljaju

Application Server level

- Configuration files
- Console configuration
- DCM configuration
- Deployed applications
- General
- OPMN configuration

HTTP Server level

- Cipher suites
- Configuration files
- General
- Listen addresses
- Performance related settings
- Virtual hosts

Database level

- Config version
- Control files
- Data files
- Instance information
- Feature usage
- High water mark
- Initialization parameters
- Session high water mark
- Options
- Redo logs
- Rollback segments
- SGA
- Tablespaces
- Database users
- Statspack configuration

eBusiness Suite

- # of active users
- Applied patches
- Custom forms
- Applications system summary
- Applications topology
- Comprising patches
- Component versions
- Config version
- Custom applications
- Custom database objects
- Cust. Hooks
- Custom message count
- Custom objects owned by Apps
- Custom request sets
- Responsibility count
- Custom triggers
- Custom value sets – table validated
- Custom value sets – other
- Custom workflows
- Data groups
- Database version
- End-Dated users
- Generic service components parameters
- High priority patches not applied
- JTF hooks
- Localization modules
- NSL languages
- Other customizations
- Application patch levels
- Printers & drivers
- Profile options
- Registered Oracle users
- Technology stack inventory (DB)

Infrastructure level

- Apps web configuration
- Apps web configuration files
- Context files
- Database configuration
- Database configuration files
- Custom context variables
- Environment context variables
- Global context variables
- Host context variables
- Install context variables
- Process context variables
- System context variables
- Technology stack inventory (file system)
- Workflow mailer configuration
- Workflow mailer configuration files

JServ level

- Configuration files
- Zones

Host level

- Operating system initialized services
- Operating system ULIMITs
- Hardware
- CPUs
- IO devices
- Network interfaces
- Operating system
- Component
- File system
- Modules
- OS parameters
- Registered software

Ne uključuje passworde, poslovne transakcije ili bilo kakve povjerljive podatke !!!
<http://www.oracle.com/html/services-privacy-policy.html>

Primjer

Personalizirani pregled SRova Temeljen na akcijama koje morate poduzeti

Grafički pregled Vaših sistema, njihovog statusa i potrebnih patcheva

Grafički pregled korištenih verzija

Brz pristup osnovnim dokumentima

Stranica se obnavlja u realnom vremenu

Poredak konfiguracija temelji se na njihovom statusu i prioritetu prijavljenih problema

Svi prijavljeni projekti

Izbor članak iz baze znanja relevantnih za Vaše konfiguracije

The screenshot displays the Oracle Metalink dashboard with the following components:

- System Health:** Shows 348 Total Checks, with 32 Critical, 4 Warning, and 7 Informational.
- Inventory and Usage:** A pie chart showing the distribution of Oracle E-Business Suite versions: 11.5.10.2, 11.5.10.1, 11.5.10, and 12.0.2.
- Getting Started:** A list of quick links for various topics like 'Getting Started', 'New Features', 'Integration with Other Applications', etc.
- Service Requests:** A table listing open service requests with columns for Problem Summary, SR Number, Severity, Assigned To, Status, and Last updated.
- Configurations:** A table listing configurations with columns for Name, Last Collected, Type, Critical, and Warning.
- Projects:** A table listing projects with columns for Name, Description, Phase, Organization, and Completion.
- Headlines:** A list of news articles and announcements.
- Related Knowledge:** A list of knowledge base articles relevant to the user's configuration.

Primjer...Power Viewer

ORACLE Metalink Welcome, Scott | [Logout](#) | [Feedback](#) | [Help](#)

Dashboard | Reports | Service Requests | Knowledge | Headlines | [Patches & Updates](#) | [Forums](#) | [Certify](#) Knowledge ▾

Metalink Home ▾ Powerview: Database, Priority-1, Mission Critical Last Updated 9 minutes ago

System Type ▾ is ▾ Database or E-Business Suite Collapse

and Product Type ▾ is one of ▾ Advanced Planning, Financials, Accounts Payables Accounting, Accounts Payables Invoices, Accounts Payable T...

and Mission Critical ▾ is true ▾ Include items not specified

[Add Powerview filter](#)

System Health (PowerView Applied)

Filters: Favorites, 3 CSIs, Production [Edit](#)

Critical Issues 12

Warnings 23

Information 11

[View All Health Checks](#)

[Health Checks](#) | [Patch Advice](#)

Service Requests (45) (PowerView Applied)

[Open a Service Request](#) SR Number ▾ [Search](#)

Name	ID	Severity	Status	Last Updated	Assigned To
⚠ "Data Related Error" or "General Error"	328747	1	Waiting for Response	Today	Rick Behop
⚠ MWA - How to create "Save" function key returning from Q...	298582	1	Waiting for Response	Today	Rick Behop
⚠ Patch 285729 fails on the apps tier trying to regenerate a li...	582822	1	Waiting for Response	Yesterday	Rick Behop
Request to provide full access privilege functionality to upt...	258281	2	In Progress	3 days ago	Rick Behop
Monitor:Automatic receipts fails when invoices have discou...	596262	2	Assigned	8 days ago	Rick Behop
Lorem ipsum dolor sit amet, consectetur adipiscing elit, se...	525166	3	In Progress	2 days ago	Rick Behop
Lorem ipsum dolor sit amet, consectetur adipiscing elit, se...	523542	3	In Progress	4 days ago	Rick Behop

Knowledge (PowerView Applied)

Filters: Favorites, 3 CSIs, Production [Edit](#)

- [Changes to Daylight Savings Time starting in March 2007 will affect the Analytics Scheduler](#)
- [Configuring Oracle AS 10g to start and stop additional OID server instances -- How to install and configure...](#)
- [How to retrieve RAD information using DBMS_LDAP API. Sample code to retrieve RAD information for a...](#)
- [Upgrading to Enterprise Manager 10.2.0.3](#)

[Most Popular](#) | [Most Recent](#) | [My Alerts](#)

[Inventory and Usage](#) ▾ +

[Headlines](#) ▾ +

Configurations (23) (PowerView Applied)

Name	Last Collection	Issues	Open SRs	Product Alerts	
11i10 - 10G		6 (6 Critical)	7	3	Open SR
marketing Online		17 (5 Critical)	4	2	Open SR
Pelia Customer Care	1 Week	6	--	1	Open SR
Peopleoft Application Server	1 Week	5	2	2	Open SR
Ias/u02/apps/oracle/prdora/i5 oaproddmz.us.pel...		--	1	1	Open SR
Ias/u02/apps/oracle/prdora/i5 oaproddmz.us.pel...		--	--	1	Open SR
PROD apps db oraproddb2.lifeway.org ebs	3 Weeks	--	4	--	Open SR
PROD apps db oraproddb3.lifeway.org ebs	2 Weeks	--	--	1	Open SR
PROD apps db oraproddb4.lifeway.org ebs		--	--	--	Open SR

Svojstva i prednosti

Zdravlje sistema

- HealthChecks i preporučene procedure
- Upravljanje patchevima
- Kritični patchevi
- Upozorenja o produktima



Rad sa zahtjevima za podrškom (SR)

- Pojednostavljeno prijavljivanje i praćenje
- Mogućnost pregleda problema po konfiguraciji i/ili projektu



Korisničko iskustvo

- Prilagođavanje postavki
- Bogato korisničko sučelje
- Prilagođavanje izvještaja



Personalizirano Znanje

- Pristup člancima relevantnim za korisničke konfiguracije
- Prilagođavanje pregleda



Što kažu korisnici?



- 40% reduction in time it takes to create and manage service requests
- 25% reduction in service requests due to Security Alerts and General Alerts
- 99% availability through HealthChecks



Southern Utah University

- 30% reduction in time to submit a SR
- 80% reduction in new hire training using Projects
- 100% Oracle instances under active control using Automatic Configuration Collection



- 40% reduction in time it takes to submit a service request for RAC instances
- 100% visibility to key project milestones and owners across IT project portfolio
- 2 hours research time saved with every HealthCheck/Product Alert run



- Up to 70% time savings in creating and managing service requests
- Up to 50% faster time to resolution of service requests
- Fewer service requests due to security and general alerts



Q&A