

ORACLE®

GCS Strategic Initiatives

Igor Stipetić, Director GCA operations

A solid red square.

Agenda

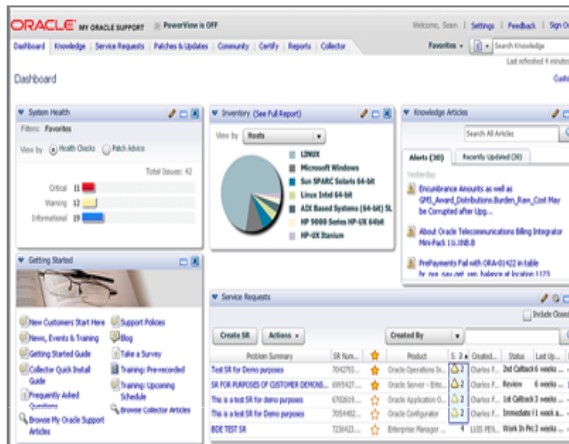
- Support Overview
- Adaptive Lifecycle Architecture (ALCA)
- Configuration Manager
- Support Communities

Support Innovations – My Oracle Support

Providing A Simplified Support Experience



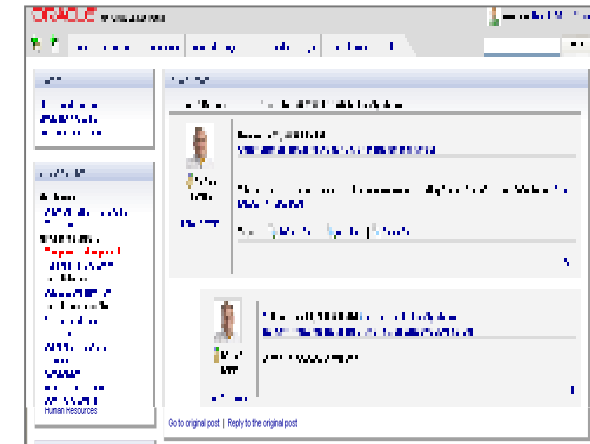
Next Generation Support Platform



Configuration Management



Support Communities



Personalized Knowledge

Predictive/Proactive Support Advice

Real-Time Collaboration

Easy to Navigate

Faster Problem Resolution

Web 2.0 Technologies

Faster and More Efficient

Improved Systems Stability

Extensive Expert Network

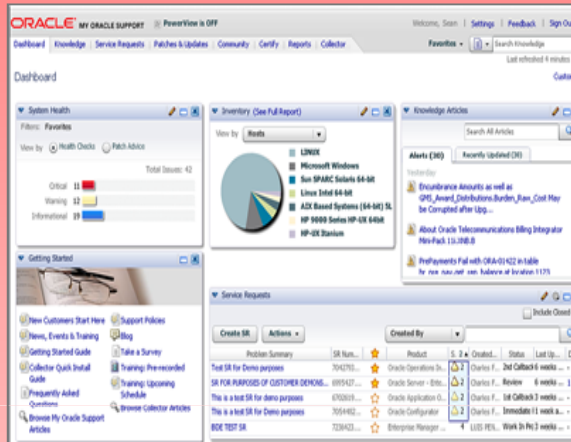
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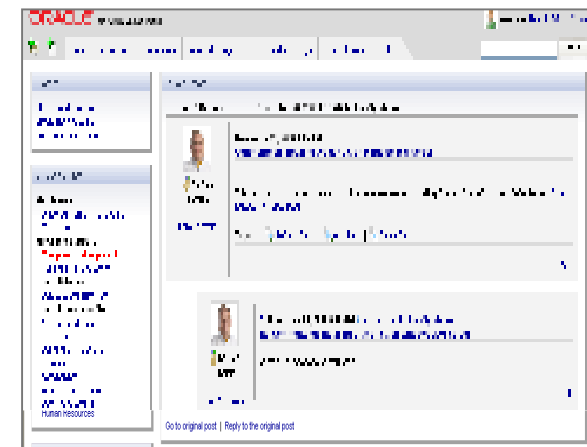


Predictive/Proactive Support Advice

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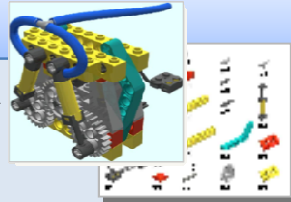
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ALCA Vision

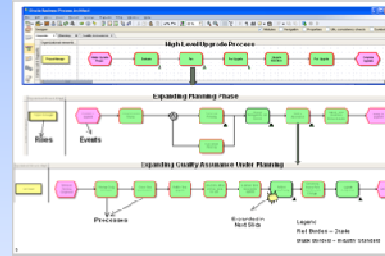


CREATING THE CUSTOMER EXPERIENCE

Contextual & Extensible Components



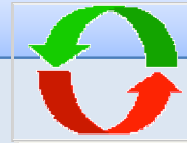
Guided Path



Dynamic Content Generation



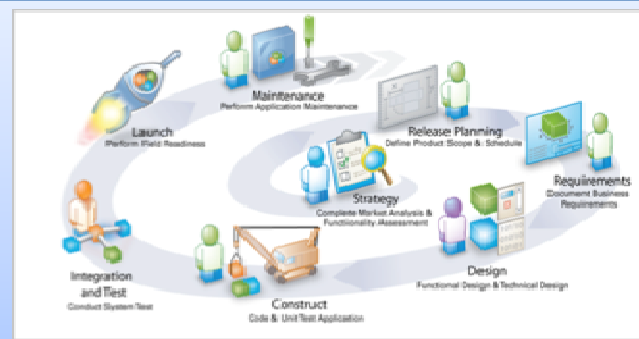
Continuous Improvement



Adaptive Lifecycle Framework



Triggered by Customer's Business Goal

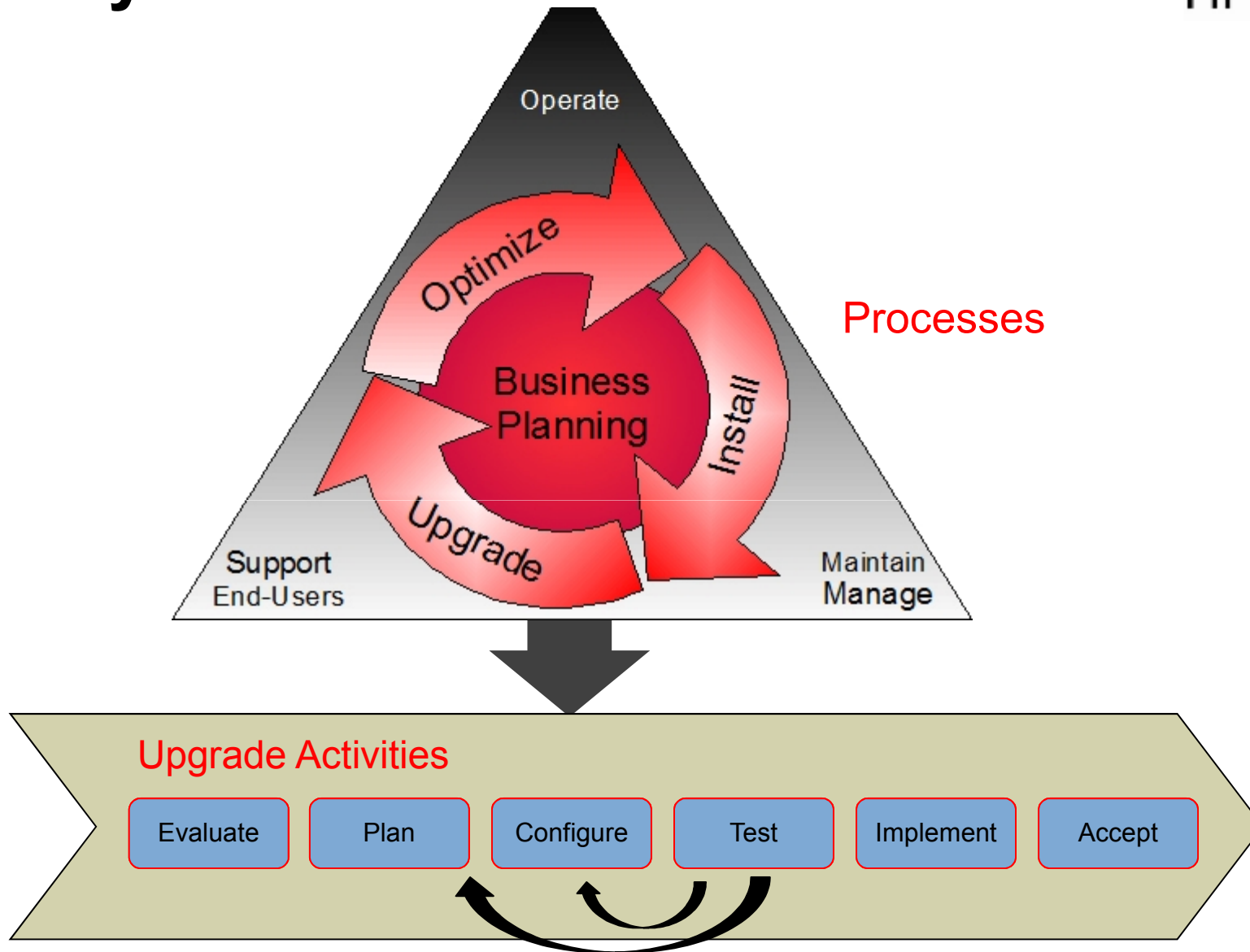


Triggered by Health Index

Lifecycle Management

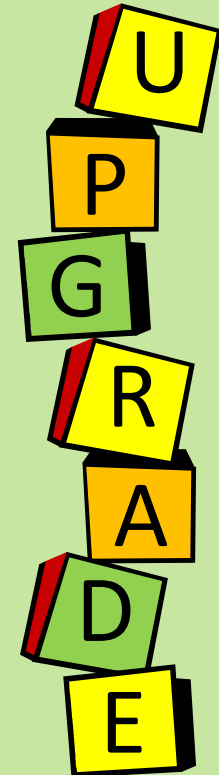
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Lifecycle Processes & Activities



Why Upgrade

- Product Effectiveness - lowest rating is for Ease of Upgrading Product
- Upgrades are consistently in top three areas of product improvement based on Customer feedback.
- Upgrading Applications and Upgrading Databases are 2 of the top 3 investment priorities for our customers' executives.
- 5000+ EBS Customers “Upgrade” to EBS R12 in 12 months. Many more in DB and Fusion
- Customers often want to manage their own upgrades
- successful upgrades improve customer ROI and lower support needs over their production life





Upgrade Advisor

Database Upgrade from 10.2 to 11.2 > Evaluate TEST MODE

Overview

The goal of the UPGRADE EVALUATE phase is to evaluate current and core business requirements and explore new possibilities for the enterprise to increase efficiency, reduce costs or improve overall performance by increasing business through upgrading existing hardware and software in the current system.

Areas of focus:

- Upgrade Strategy (i.e. Release 9.2 through 1.1 to Release 11.2)
- New/Advanced Technology and more
- Performance/Scalability Improvement
- Manageability/Cloud/Improvement

Knowledge:

- Note 988222.1: Oracle 11g Release 2 Information Center
- Note 106804.1: 11.2 Database Administration

Communities:

- Oracle HCL (Hot Patch) Support Community
- Windows CE Initial Support Community

Step by Step Guide

- Learn about the value of upgrading
- Review overview of enhancements in 11.2
- Learn about simplified management
- Learn about performance and scalability improvements
- Learn about improvements to maintenance
- Learn about 11.2 Lifetime Support
- Review how Oracle and its partners software stack changes
- Learn about 11.2 Certifications

News and Announcements

- Why Upgrade to Oracle Database 11g? (PDF)
- Counting Your IT Costs with Oracle Database 11g Release 2 (PDF)

Video Training

- Why Upgrade to Oracle Database 11g?
- Oracle Customers Talk About DB 11g

Related Resources

- Oracle Database Upgrade (OTN)
- DB 11.2 New Features Guide
- Database 11.2 Quick Reference (PDF)

Overview section

Step By Step Guided Path

Context - based MultiMedia Rich content



Pathways Published



- 10.2.0.4 to 11.2.0.1
- 9.2.0.8 to 11.2.0.1



- HCM from 8.9 to 9.1
- FSCM from 8.9 to 9.1
- Tools from 8.48/8.49 to 8.50



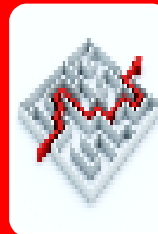
- Tech stack 11.5.10 to 12.1.2
- Financials 11.5.10 to 12.1.2
- EBS HRMS



- CRM from 7.8.x/8.0.x to 8.1.1.x



- Forms/Reports Services to 11g
- Portal to 11g



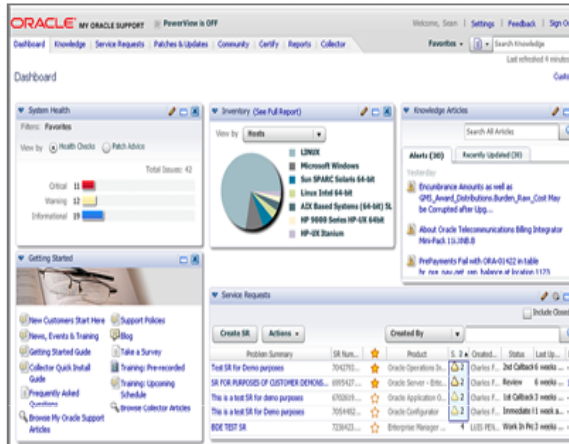
- OneWorld Xe to 9.0
- 8.11SP1 to 9.0

Support Innovations – My Oracle Support



Providing A Simplified Support Experience

Next Generation Support Platform



Personalized Knowledge

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Configuration Management

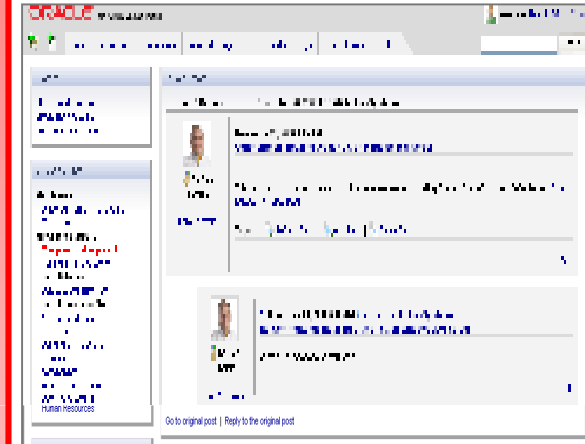


Predictive/Proactive Support Advice

Faster Problem Resolution

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Real-Time Collaboration

Web 2.0 Technologies

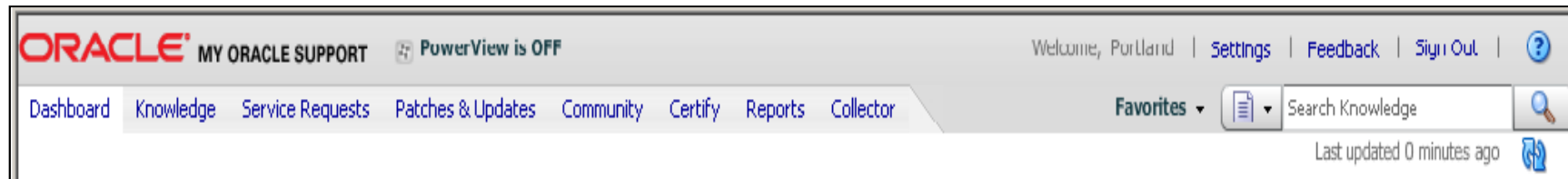
Extensive Expert Network

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My Oracle Support Configuration Manager



What is it?

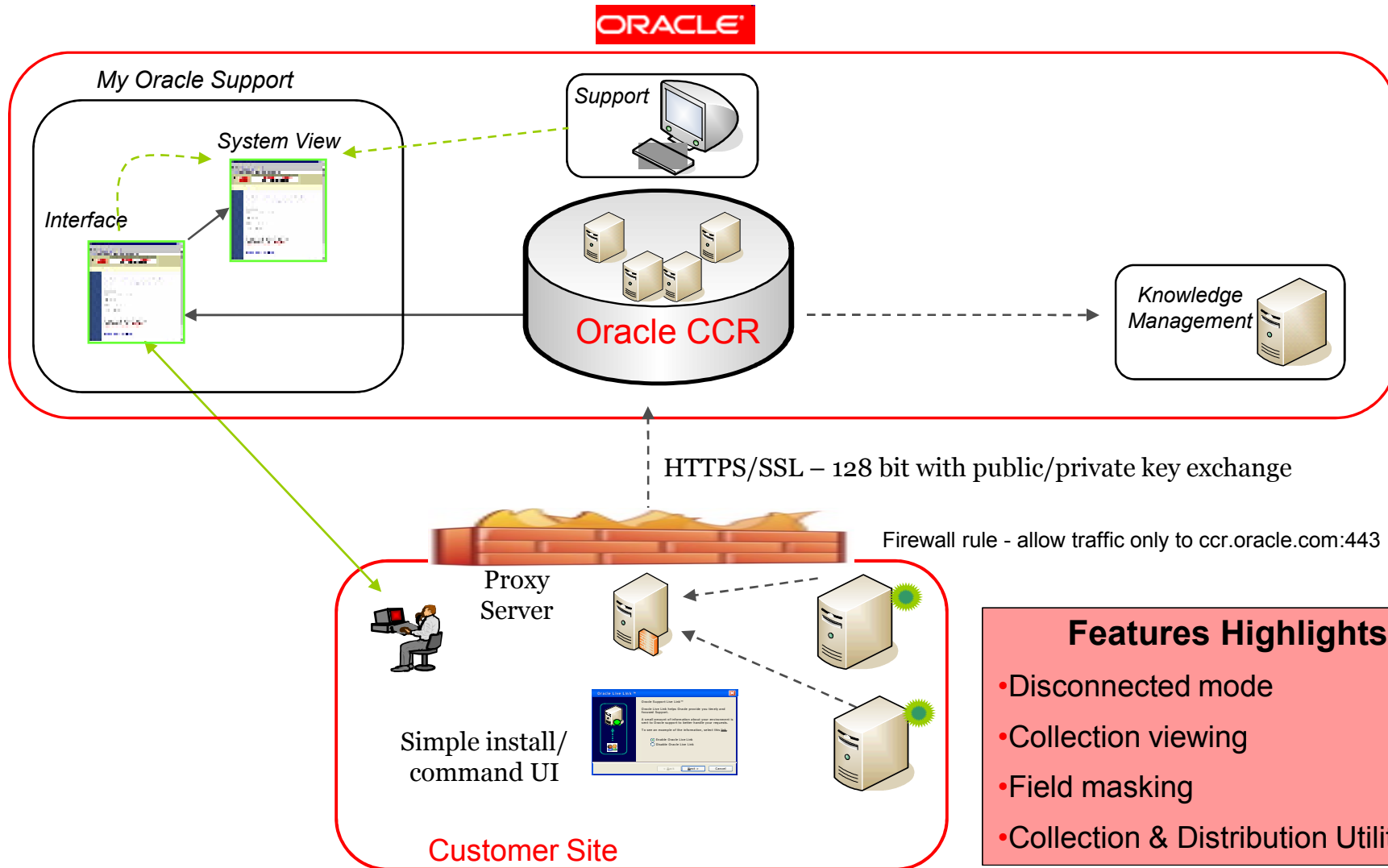


A Support capability that automates configuration information exchange between Oracle and our customers enabling faster resolution and proactive detection of issues that our customers might encounter. My Oracle Support utilizes core configuration management capabilities available from Oracle Enterprise Manager and provides:

- The ability to define configurations and organize projects
- A view of System details and changes
- Create, track, and status Service Requests
- Advanced Knowledge Management capabilities
- Proactive problem avoidance with HealthChecks
- Proactive Product and Security Alerts
- Service Request Priority Handling

(Pilot Program Database, PFST, Siebel, FMW, and EBS).

Configuration Manager: The Big Picture



Patches and Update – Patch Recommendations

ORACLE MY ORACLE SUPPORT PowerView is OFF Welcome, OOW | Contact Us | Sign Out | Help

Dashboard | Knowledge | Service Requests | **Patches & Updates** | Community | More... | Search Knowledge

Patch & Updates

Last refreshed 28 minutes ago | Customize Page...

Patching Quick Links

- Patch Recommendations**

Patch Search

Search | Saved | Recent

Patch ID or Number | Product or Family (Advanced Search)

Patch ID or Number is

Clear Save Search

For Oracle Database, Middleware, E-Business Suite, Siebel and Hyperion Products. Learn More...

Patch Recommendations

View by Classification Target Type

Security 12

Other Recommendations 15

All Recommendations View Suppressed Items

Requires collector version 10.3.2 or newer. Learn More...

Patch Related Activity

Downloaded | Viewed | Reviewed | Favorites

Tuesday

- ★ Patch E824F349B34118A13F477C0EB48E7B8 3: MERGE LABEL REQUEST ON TOP OF 11.1.0.7 FOR BUGS 6059178 6840740,.... Review this

Monday

- ★ Patch 8868555: MERGE LABEL REQUEST ON TOP OF 10.2.0.4.0 GC FOR BUGS 8625956 7534008 Review this
- ★ Patch 8875095: MERGE LABEL Review this

Patch Plans

Patch Plans | Replacement Patch Requests

Name	Status	Planned Deployment Date	Remove
EBS Prod Mpack to 11.5.10.2 Review	New	Not Specified	⌘
EN Upgrade	Needs Validation	Not Specified	⌘
My Nov Main Window	Needs Validation	Not Specified	⌘
My Nov Patch Rollout	Analysis Failed	In 4 weeks	⌘
Nov Main Window for prod DB	Ready for Download	Not Specified	⌘
Nov Main Window for Prod DBs	Ready for Download	Not Specified	⌘
Nov Prod DB Patch	New	Not Specified	⌘

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My Oracle Support configuration manager ...an essential upgrade support capability

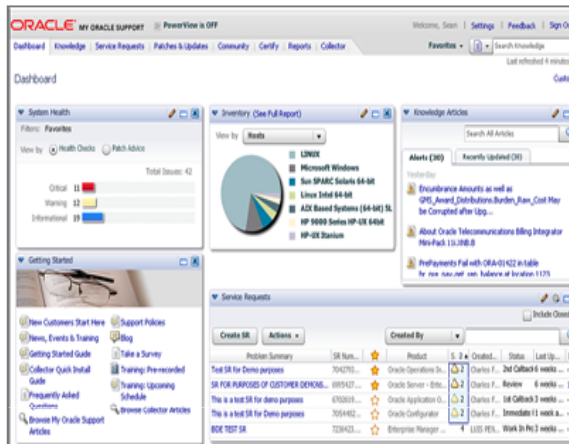
My Oracle Support configuration manager	
Use these proactive, automated configuration support capabilities to help you upgrade with confidence.	
<p>Prepare to Upgrade</p> <p>Start your upgrade knowing that your current configuration(s) are well-documented and archived. My Oracle Support tells you the exact patch levels of the key data base, middleware, and/or application software components and advises which patches should be applied to each before executing an upgrade.</p>	<ul style="list-style-type: none"> ➔ Install configuration manager collector automatic discovery, collect, upload ➔ View detailed recommendations and proactive alerts configuration(s) showing patch ➔ Create an Upgrade Project to associate configurations and related service requests to the Upgrade project.
<p>Execute Upgrade</p> <p>Use your Upgrade Project to track configuration changes and service requests created as you promote your upgrade through development, test and production phases. My Oracle Support maintains history of changes on a daily basis.</p>	<ul style="list-style-type: none"> ➔ Track SR's for each phase using your Upgrade Project ➔ View previous known stable configuration using Prior Snapshot ➔ View all changes that happened on any day in a selected timeframe using Change History
<p>Optimize System Health</p> <p>Continue to maintain your configurations at optimum performance using My Oracle Support Health Checks and Proactive Alerts to prevent problems from occurring. New Health Checks are continuously added based on Support Best Practices.</p>	<ul style="list-style-type: none"> ➔ Track changes daily with automated configuration uploads ➔ View Proactive Security and General Alerts specific to your configuration ➔ Optimize configuration performance with Health Checks

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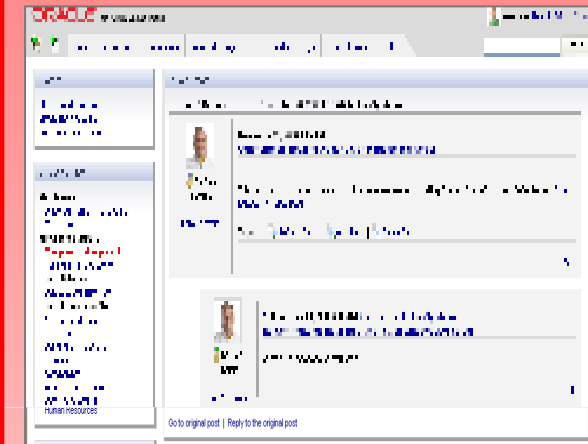


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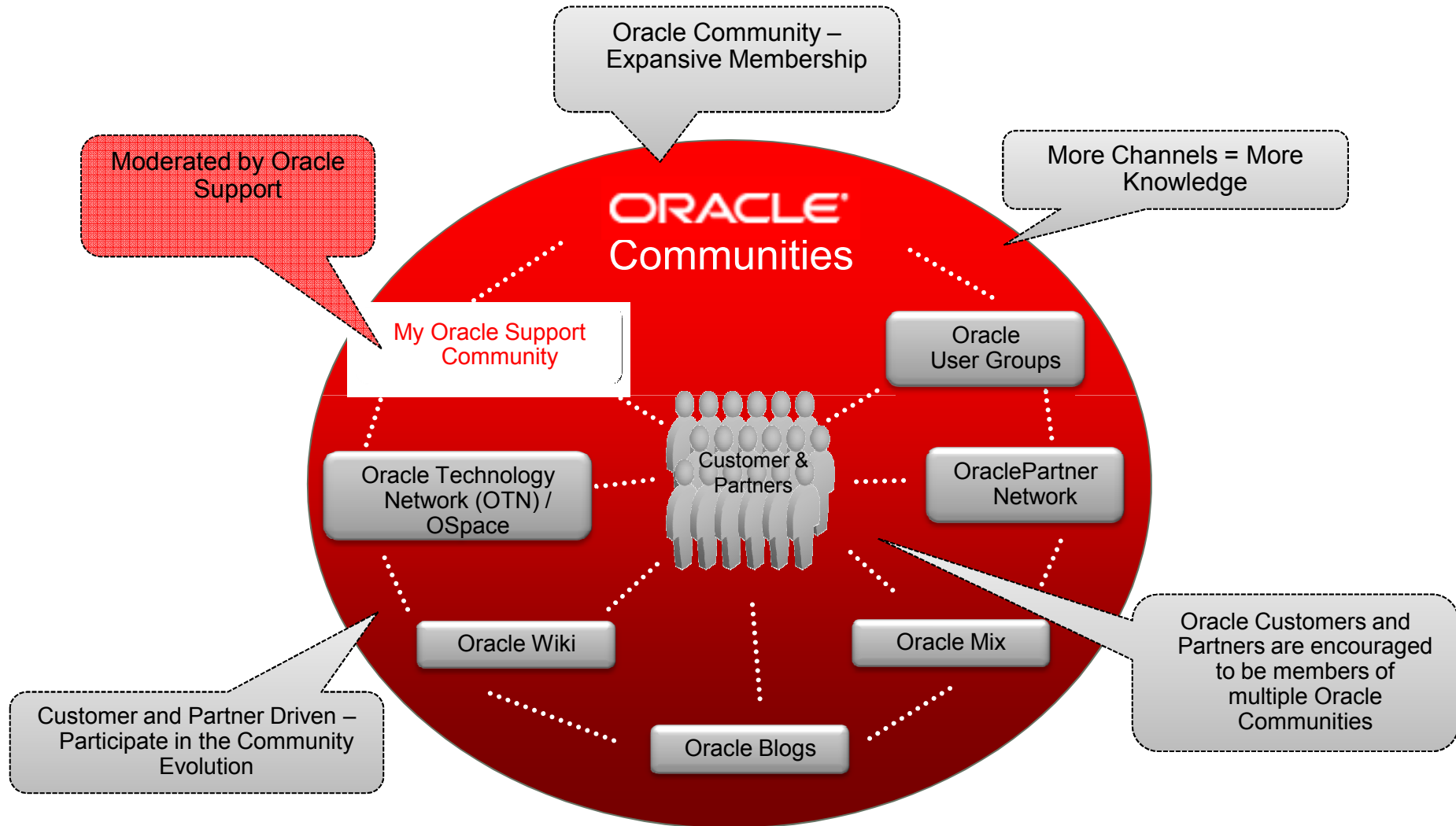
Real-Time Collaboration

Web 2.0 Technologies

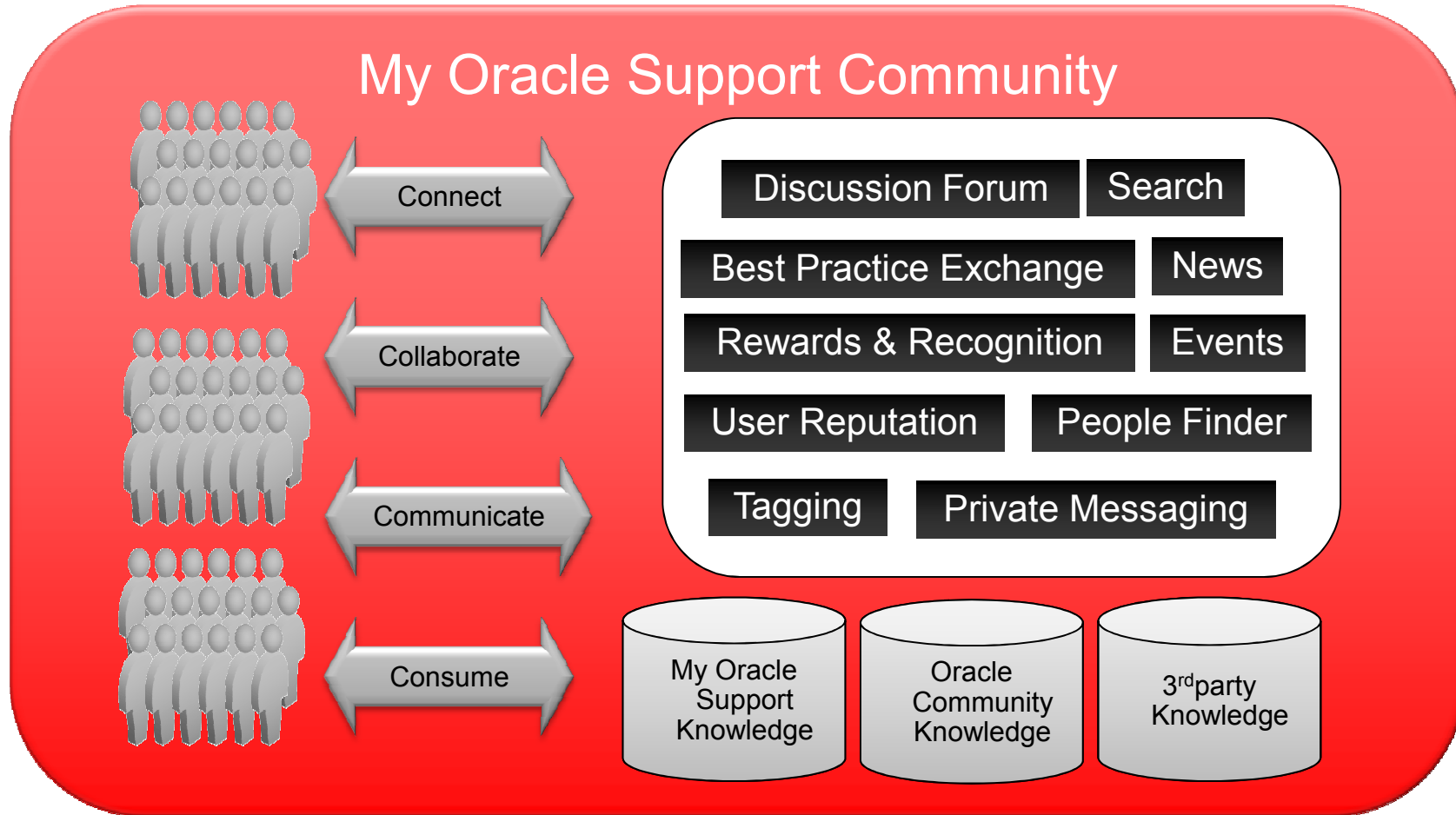
Extensive Expert Network

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Oracle Community



Real-Time Collaboration & Knowledge Sharing



100+ Communities and Growing



Why Participate?

Connect

- Connect with the experts – Your peers and Oracle combined
- Expand your network!

Collaborate

- Exchange ideas & best practice information
- Post questions and obtain answers
- Exchange knowledge



Communicate

- Share information with your network
- Hear about what is going in the industry - attend events, advisor web casts, etc. to stay ahead

Consume

- Learn from the community -> Increase your expertise
 - Personalized access to the collective intelligence of your community members
 - Rapid resolution via access to the expansive network of resources
- > More time to focus on your business!

Rewards & Recognition Program

Tiers	Tier Names	Point Value
7 	Ace Director	Nomination/Approval
6 	Ace	Nomination/Approval
5	Oracle Guru	2,500-100,0000
4	Oracle Expert	1,000-2,499
3	Oracle Pro	500-999
2	Oracle Journeyman	200-499
1	Oracle Newbie	0-199



Discussion/Feedback



Useful Links



- Upgrade Advisors [Note 250.1](#)
- Database Upgrade Advisor [Note 251.1](#)
- Fixing problems with Multimedia viewing [Note 778.1](#)
- List of current My Oracle Support Communities [Note 1061898.1](#)
- Oracle Configuration Manager Quick Start Guide [Note 728988.1](#)
- Advisor Webcast Current Schedule [Note 740996.1](#)
 - My Oracle Support Configuration Manager Advisor Webcasts [Note 418277.1](#)

Collection and Distribution Utilities



- **Harvester** – EM Grid control for Configuration Collection
 - Mechanism for collecting System Configuration Data
 - Eliminates the need to install a second collection mechanism on their Servers
 - For addition information see [Note 848962.1](#)
- **Oracle Support Hub** – Single point for uploading configuration data
 - Makes it easier for the configuration collections to be passed up to CCR
 - Allows many OCM instances to upload data via a single internal point
 - For more information view [Note 791357.1](#) (Companion Distribution Guide)
- **Mass Deployment Tool** – Single Point distribution tool
 - Allows for the installation of Configuration Manager software to multiple homes from a single point
 - For more information view [Note 791357.1](#) (Companion Distribution Guide)
- To start using the Oracle Support Hub and the Mass Deployment Tool
 - Download it from the Collectors tab in My Oracle Support