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GCS Strategic Initiatives

Igor Stipetić, Director GCA operations

Agenda

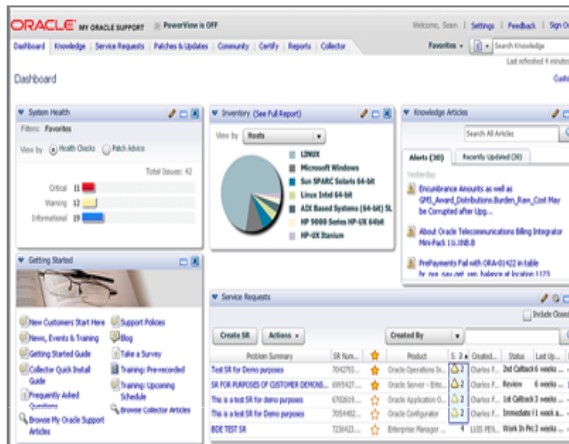- Support Overview
- Adaptive Lifecycle Architecture (ALCA)
- Configuration Manager
- Support Communities

Support Innovations – My Oracle Support
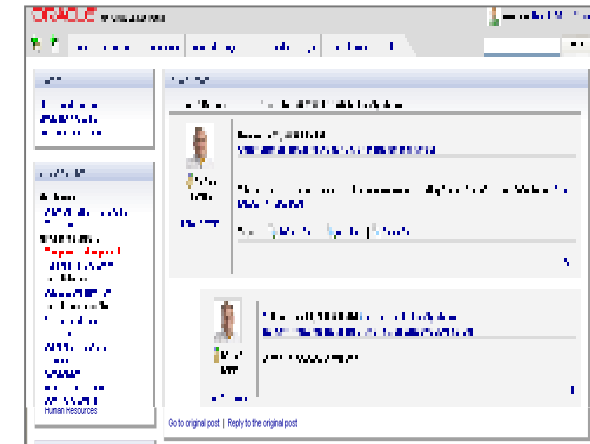## Providing *A Simplified Support Experience*

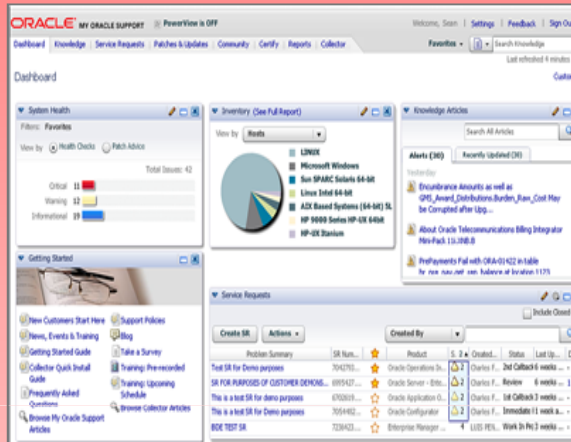| Next Generation Support Platform	Configuration Management	Support Communities
Personalized Knowledge	Predictive/Proactive Support Advice	Real-Time Collaboration
Easy to Navigate	Faster Problem Resolution	Web 2.0 Technologies
Faster and More Efficient	Improved Systems Stability	Extensive Expert Network

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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
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ALCA Vision

CREATING THE CUSTOMER EXPERIENCE

Contextual & Extensible Components

Guided Path

Triggered by Customer's Business Goal
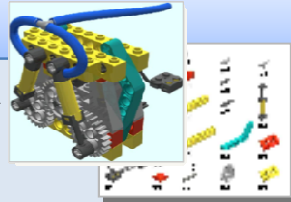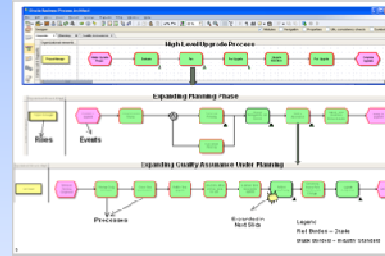
Dynamic Content Generation

Adaptive Lifecycle Framework

Continuous Improvement

Lifecycle Management
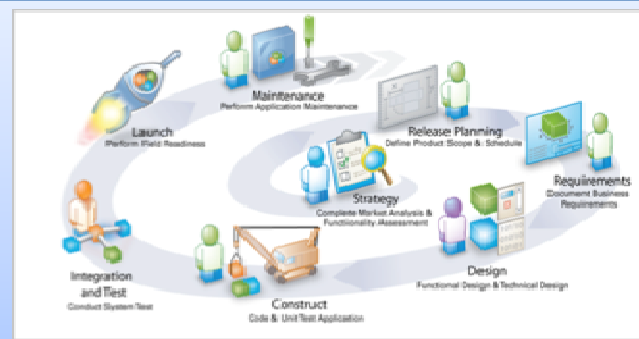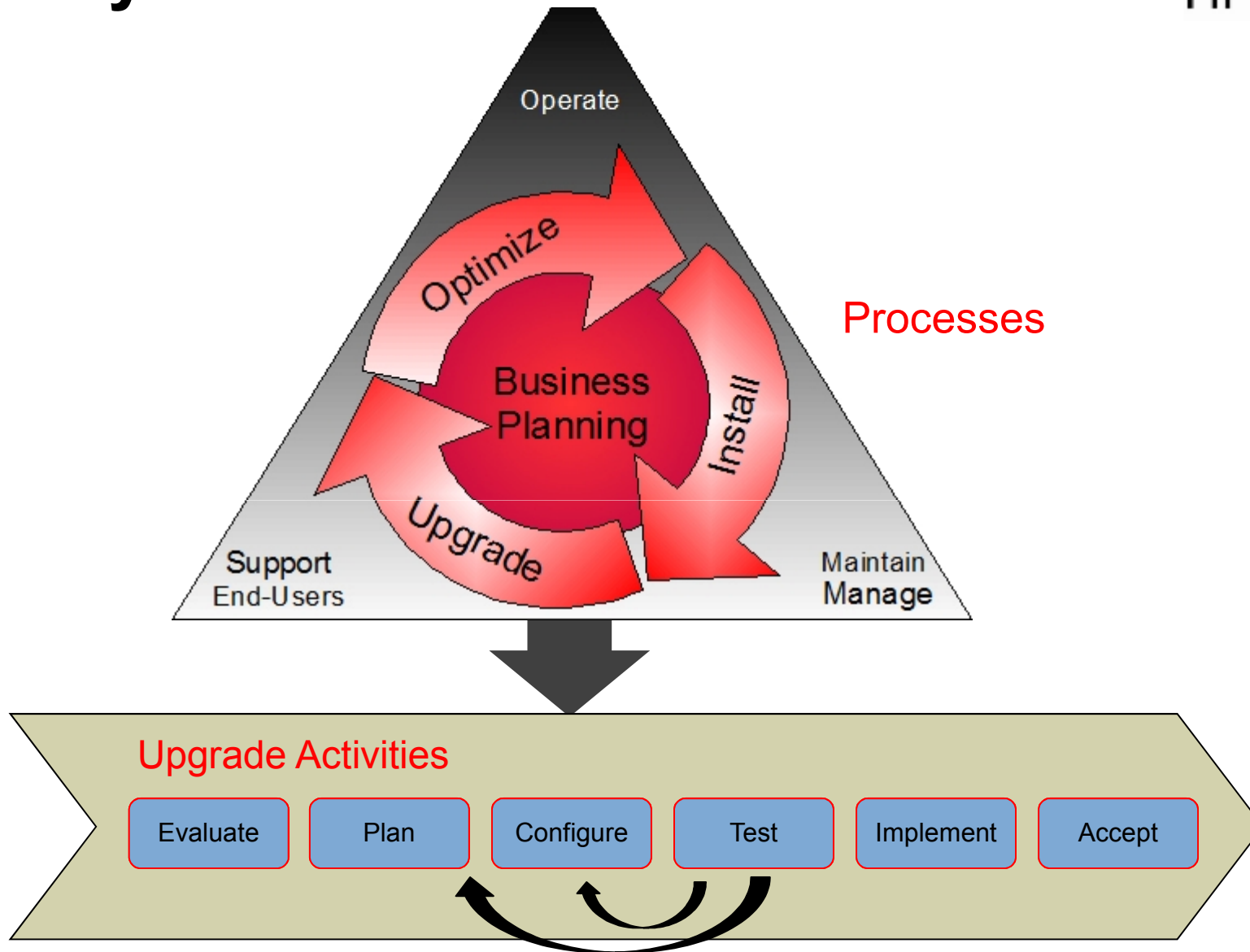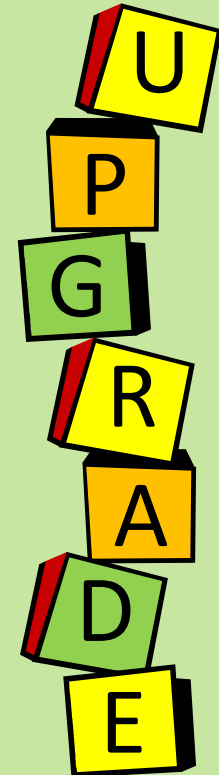
Triggered by Health Index

Lifecycle Processes & Activities

Why Upgrade

- Product Effectiveness - <u>lowest rating</u> is for Ease of Upgrading Product

- Upgrades are consistently in <u>top three</u> areas of product improvement based on Customer feedback.

- Upgrading Applications and Upgrading Databases are <u>2 of the top 3</u> 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

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Upgrade Advisor

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
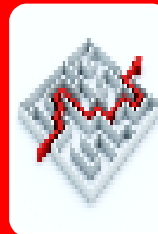
- OneWorld Xe to 9.0
- 8.11SP1 to 9.0

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Support Innovations – My Oracle Support
Providing *A Simplified Support Experience*

Next Generation Support Platform
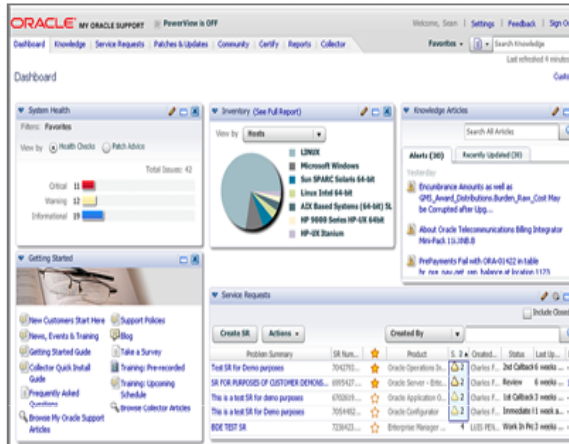
Personalized Knowledge

Easy to Navigate

Faster and More Efficient

Configuration Management

Predictive/Proactive Support Advice

Faster Problem Resolution

Improved Systems Stability

Support Communities
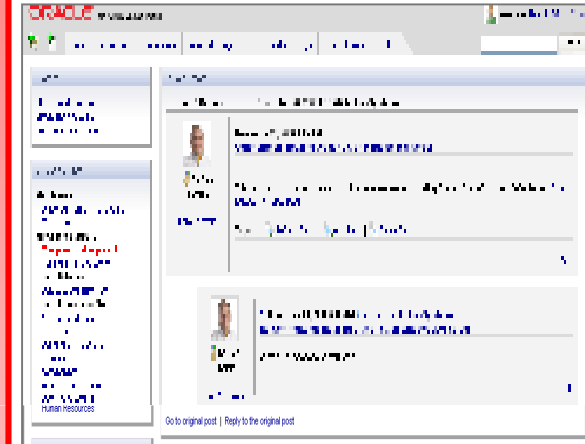
Real-Time Collaboration

Web 2.0 Technologies

Extensive Expert Network

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My Oracle Support Configuration Manager

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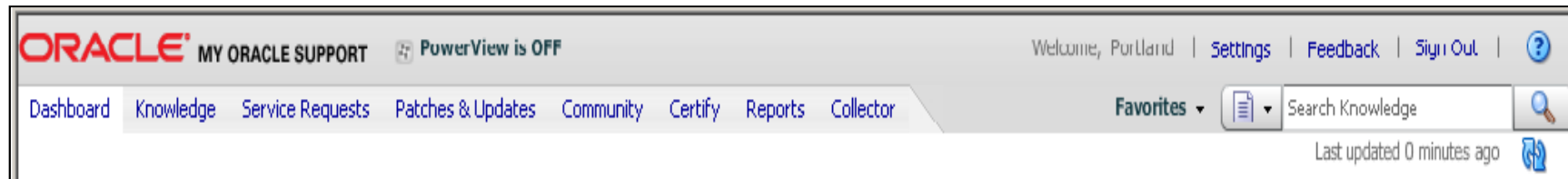
A Support capability that automates configuration information exchange between Oracle and our customers enabling faster resolution and proactive detection of issues that our customers might encounter. My Oracle Support utilizes core configuration management capabilities available from Oracle Enterprise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

My Oracle Support

System View

Interface

Support

Oracle CCR

Knowledge Management

HTTPS/SSL – 128 bit with public/private key exchange

Firewall rule - allow traffic only to ccr.oracle.com:443

Proxy Server

Simple install/ command UI

Customer Site

Features Highlights
- Disconnected mode
- Collection viewing
- Field masking
- Collection & Distribution Utilities
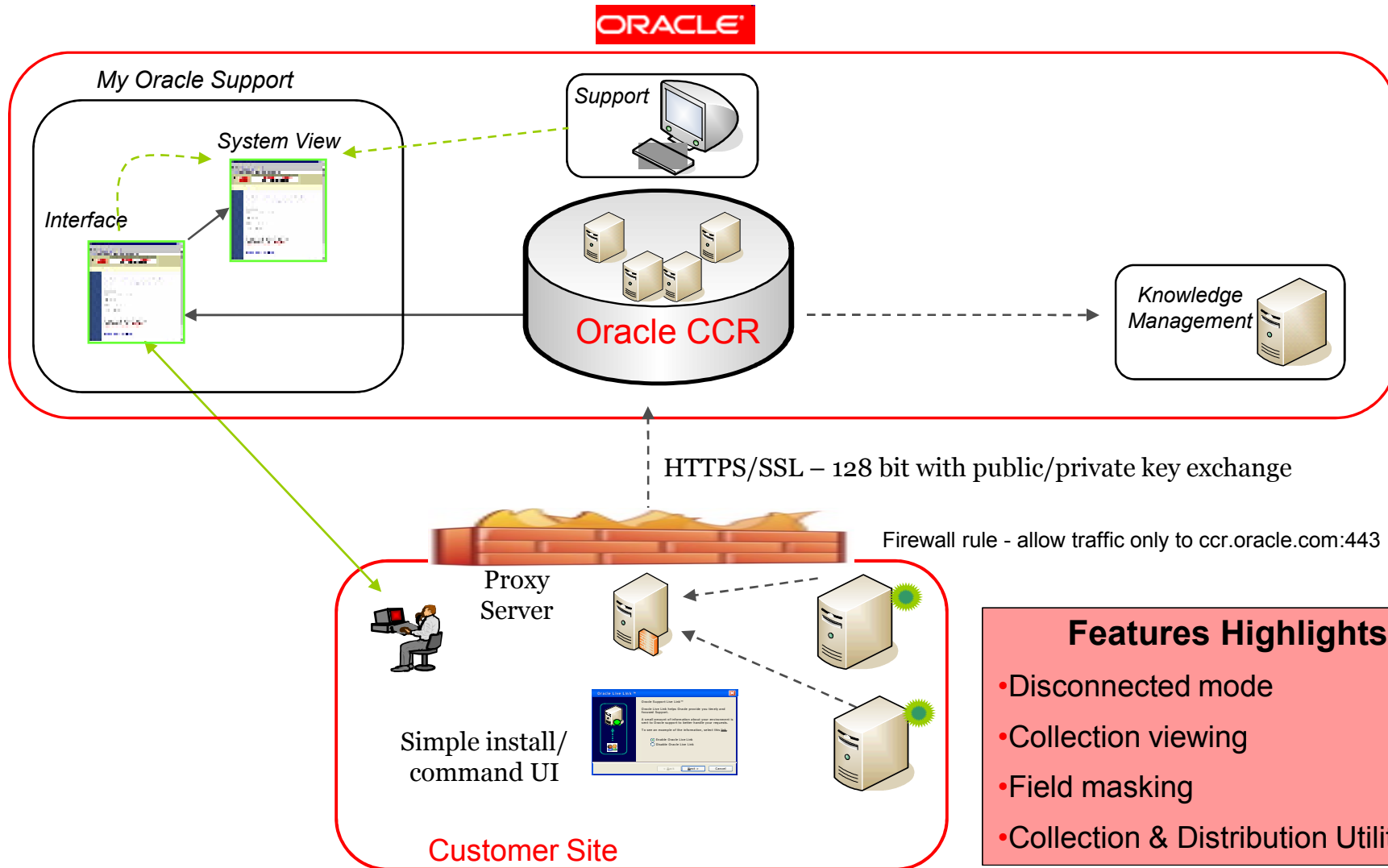
Patches and Update – Patch Recommendations

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.

Prepare to Upgrade

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.

➡ 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.

Execute Upgrade

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.

➡ 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

Optimize System Health

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.

➡ 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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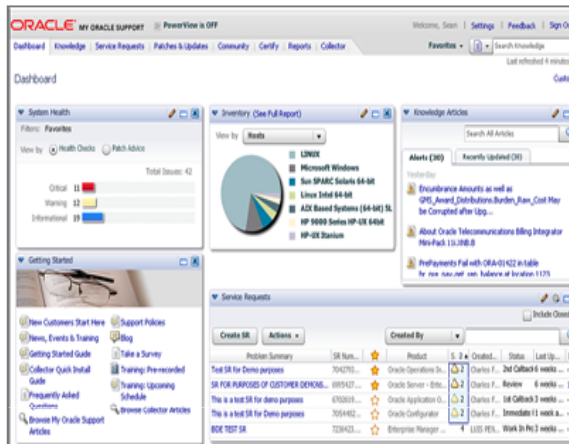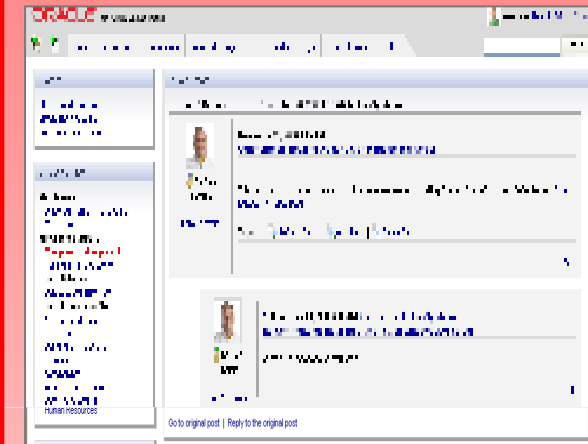
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Oracle Community

Oracle Community – Expansive Membership

Moderated by Oracle Support

More Channels = More Knowledge

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Communities

My Oracle Support Community

Oracle User Groups

Customer & Partners

Oracle Technology Network (OTN) / OSpace

OraclePartner Network

Oracle Wiki

Oracle Mix

Oracle Blogs

Oracle Customers and Partners are encouraged to be members of multiple Oracle Communities

Customer and Partner Driven – Participate in the Community Evolution

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Real-Time Collaboration & Knowledge Sharing

My Oracle Support Community

Connect

Collaborate

Communicate

Consume

Discussion Forum	Search
Best Practice Exchange	News
Rewards & Recognition	Events
User Reputation	People Finder
Tagging	Private Messaging

My Oracle Support Knowledge

Oracle Community Knowledge

3rd party Knowledge

100+ Communities and Growing

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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!

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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 Webasts 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

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