



GCS Strategic Initiatives

Igor Stipetić, Director GCA operations





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



Support Innovations – My Oracle Support

Next Generation Support Platform

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

Configuration

Management

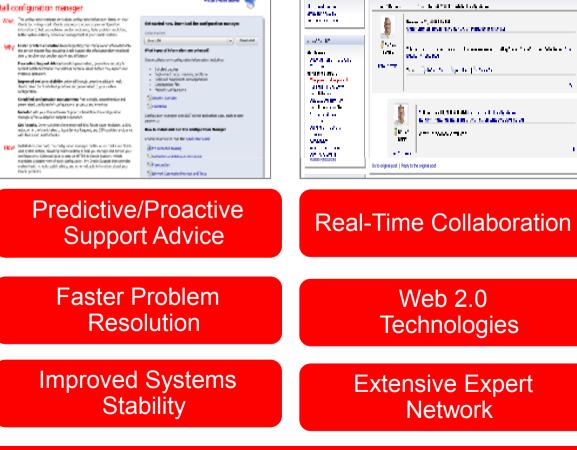
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Easy to Navigate	Faster Problem Resolution
Faster and More Efficient	Improved Systems Stability

Support Communities

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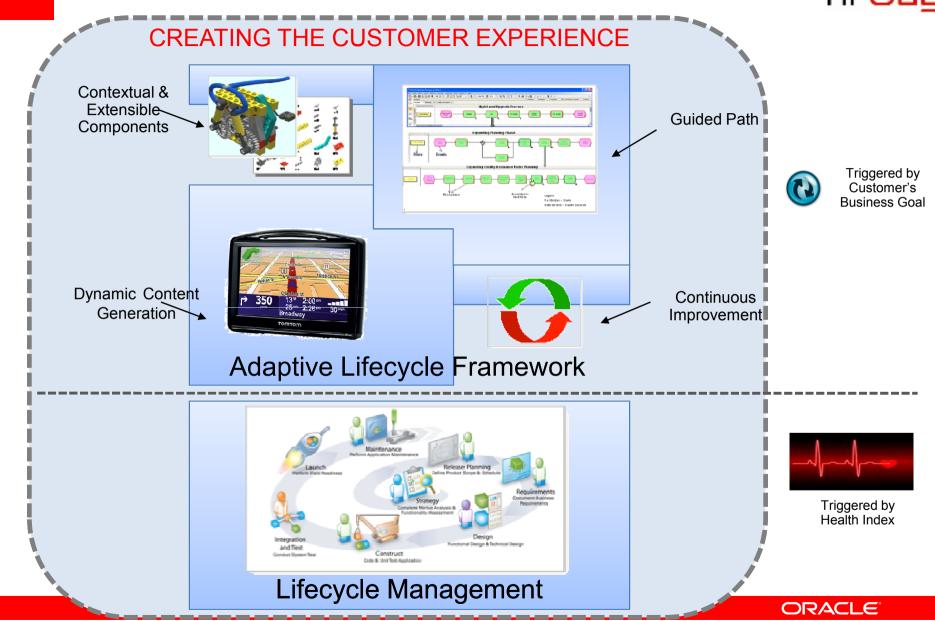
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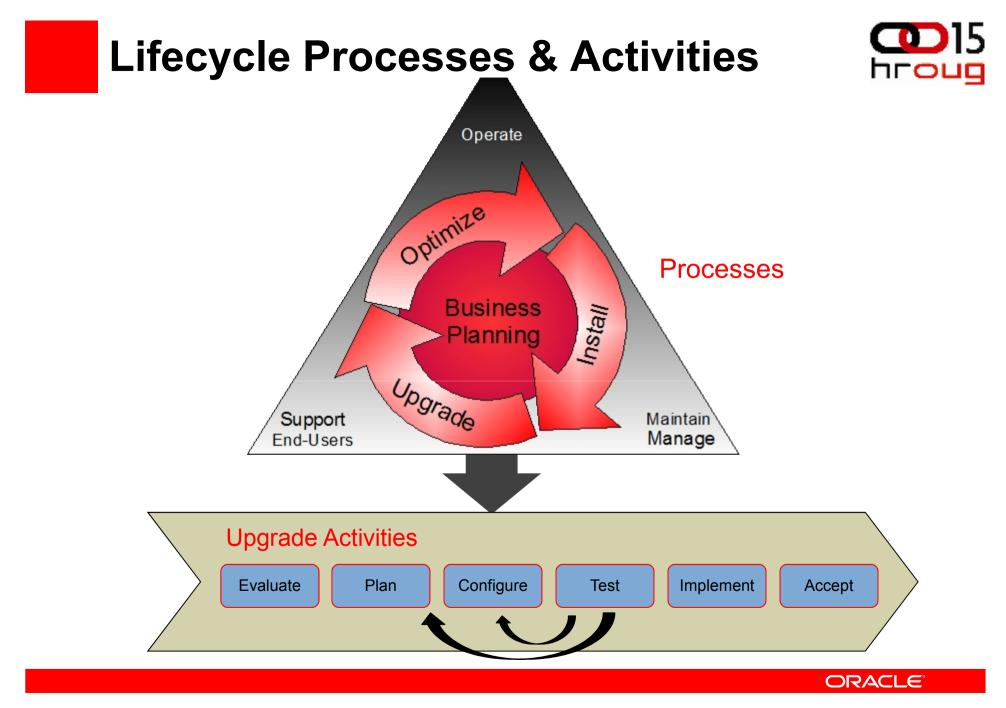
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ALCA Vision







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

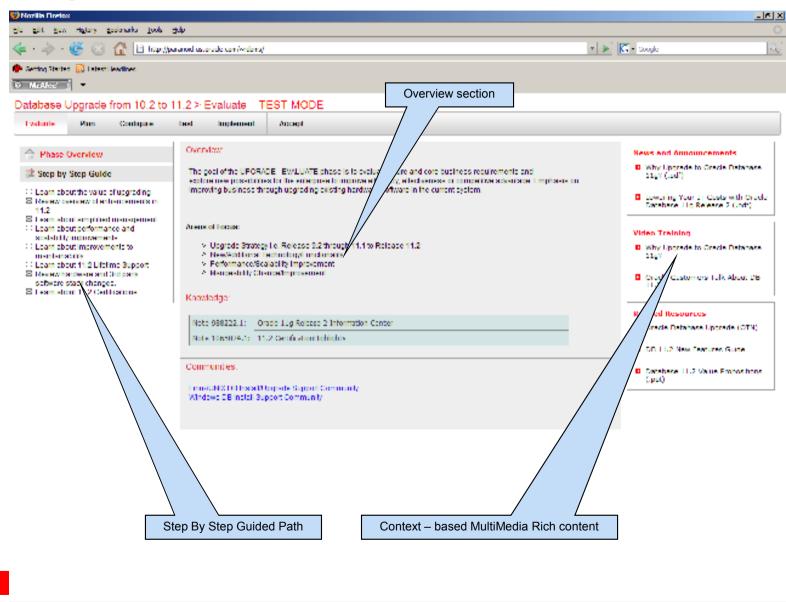




Upgrade Advisor

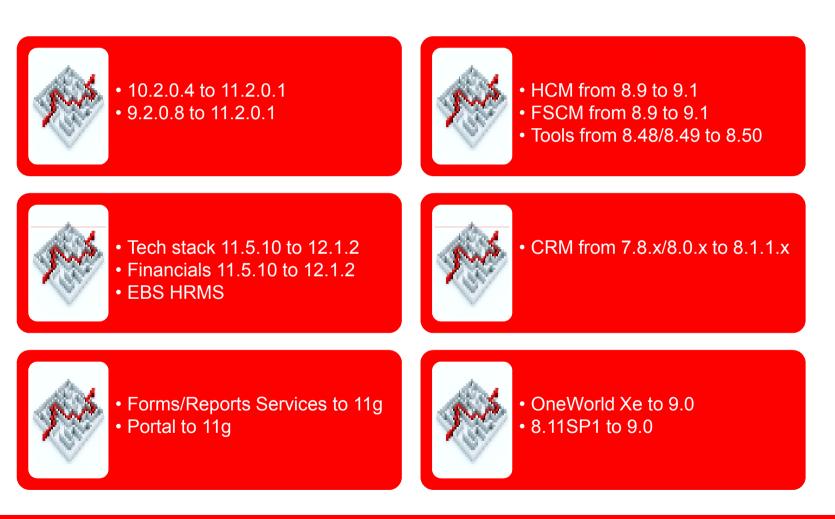
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Support Innovations – My Oracle Support hroug **Providing A Simplified Support Experience**

Next Generation Support Platform

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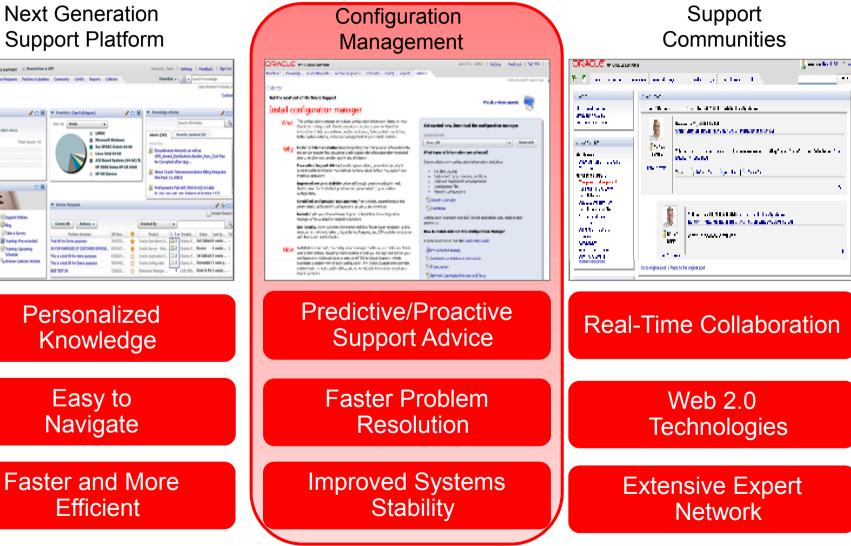
Personalized

Knowledge

Easy to

Navigate

Efficient



My Oracle Support Configuration Manager



What is it?

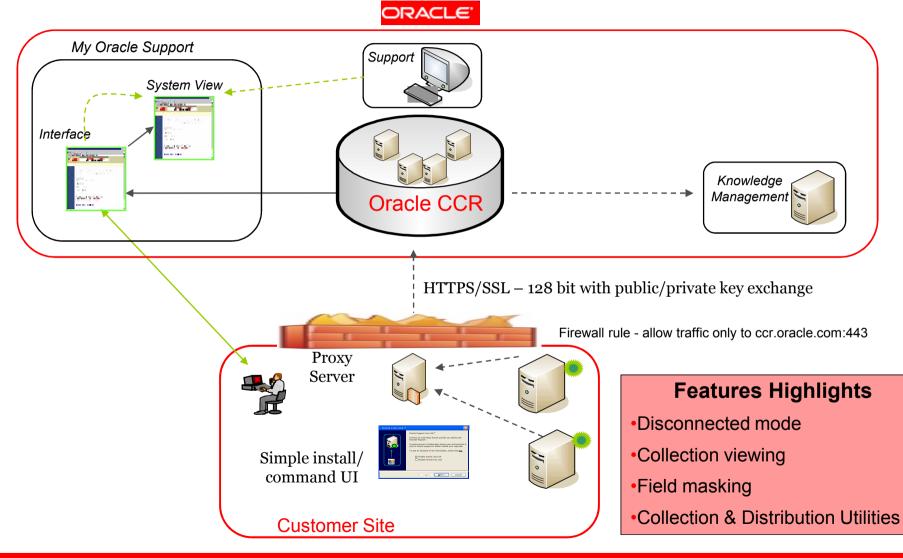
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A Support capability that automates configuration information exchange between Oracle and our customers enabling faster resolution and proactive detection of issues that our customers might encounter. My Oracle Support utilizes core configuration management 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



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My Oracle Support configuration

manager ... an essential upgrade support capability

Prepare to Upgrade Execute 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. 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.	 My Oracle Support configuration manager Use these proactive, automated configuration support capabilities to help you upgrade with confidence. 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. 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	Continue to maintain your configurations at optimum performance using My Oracle Support	Track changes daily with automated configuration uploads
System	Health Checks and Proactive Alerts to prevent problems from occurring. New Health Checks	View Proactive Security and General Alerts specific to your configuration
Health	are continuously added based on Support Best Practices.	Optimize configuration performance with Health Checks

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Next Generation Support Platform



Personalized

Knowledge

Easy to

Navigate

Faster and More

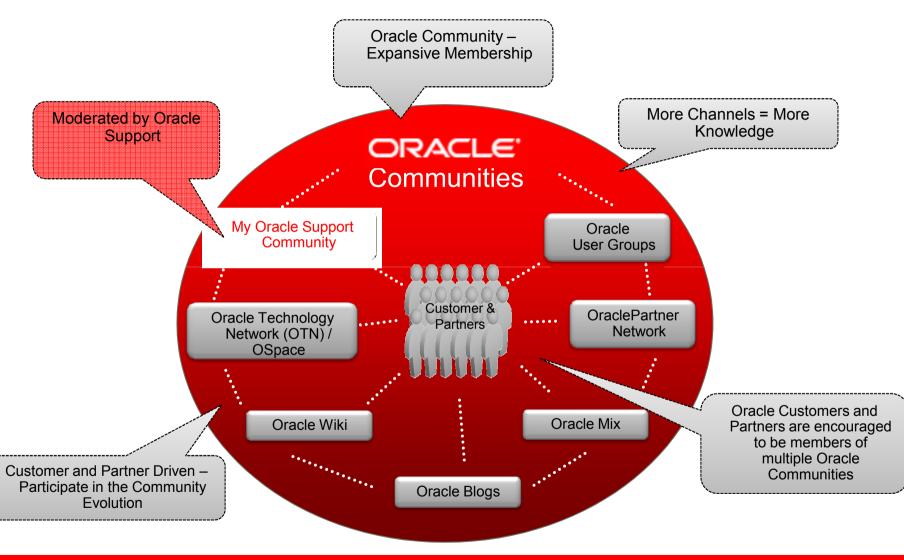
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Support

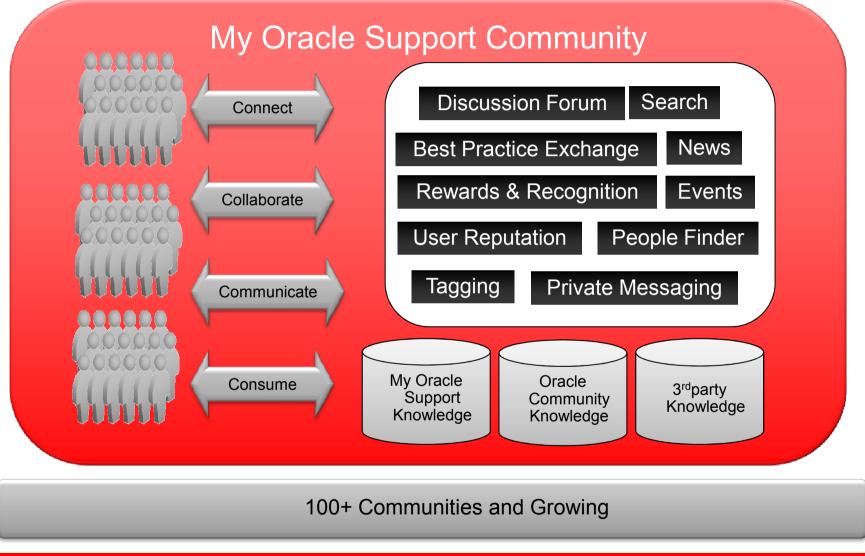
Oracle Community





Real-Time Collaboration & Knowledge Sharing





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





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Useful Links



- Upgrade Advisors <u>Note 250.1</u>
- Database Upgrade Advisor <u>Note 251.1</u>
- Fixing problems with Multimedia viewing Note 778.1
- List of current My Oracle Support Communities <u>Note</u> <u>1061898.1</u>
- Oracle Configuration Manager Quick Start Guide <u>Note</u>
 <u>728988.1</u>
- 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 <u>Note 848962.1</u>
- **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 <u>Note **791357.1**</u> (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 <u>Note **791357.1**</u> (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