



**ORACLE®**

## **Oracle Software Support – Novosti i Inicijative**

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**ORACLE®**



# Strategic Direction

**“We are trying to reduce the number of times you call Support as we make it more complete, test better, and automate more. We’ll provide more and better information online. We’re now organized around functional flows so you can talk to an expert.”**

***Larry Ellison, CEO, Oracle  
OAUG Conference, Philadelphia  
~2003***

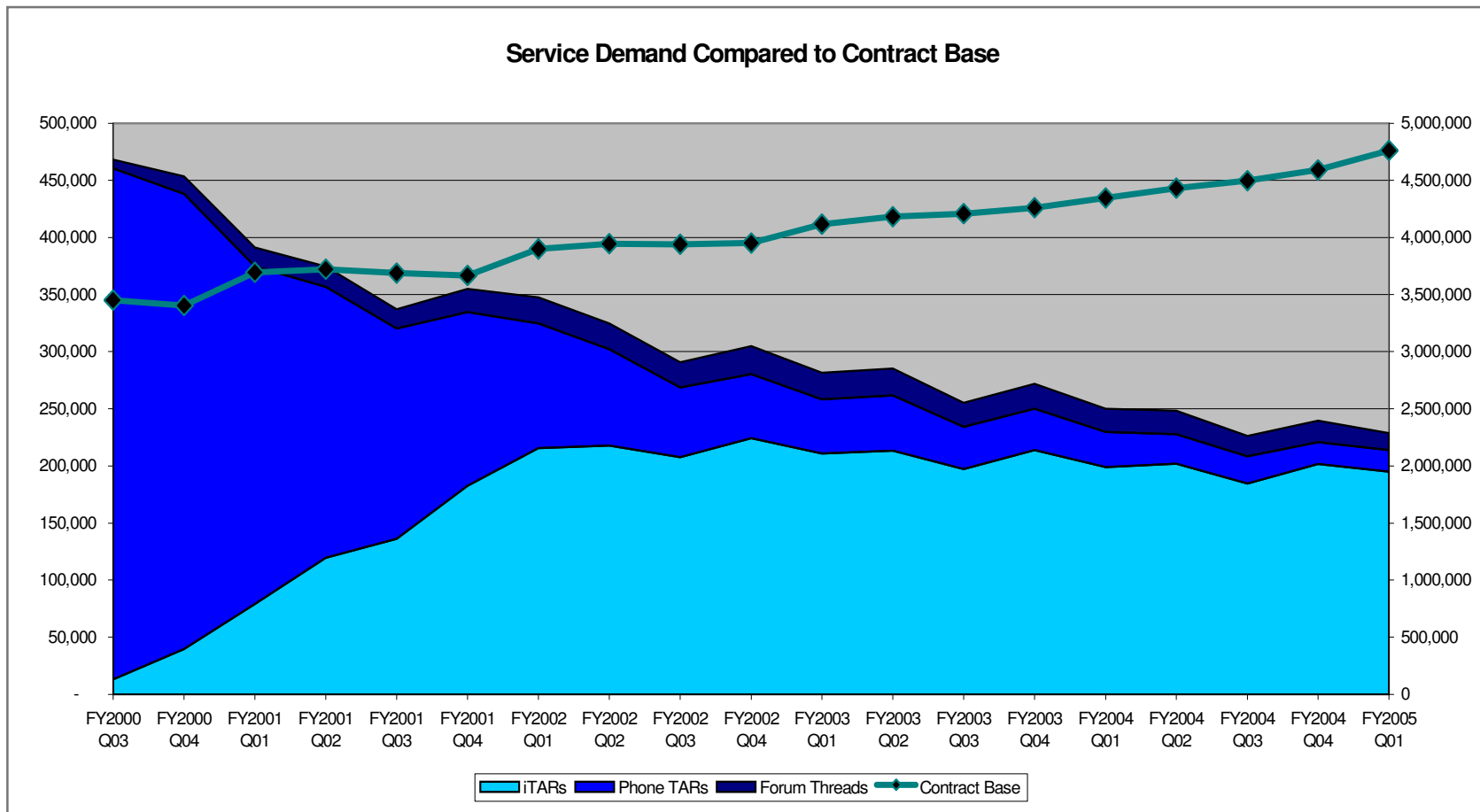


# Oracle Global Customer Support

## Kratka povijest GCS-a

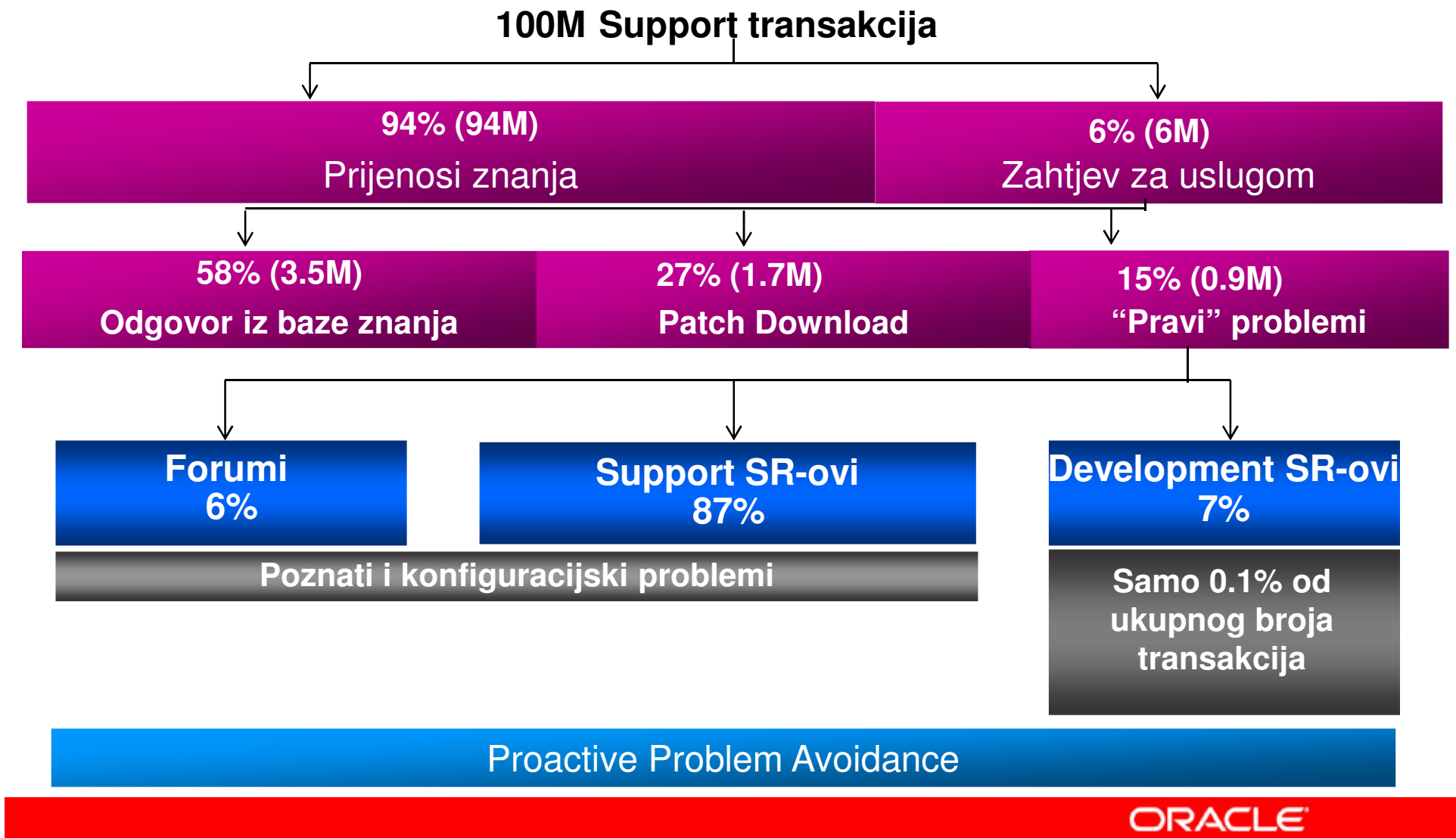
- 2000-2003 : Od lokalne do regionalne organizacije
  - Organizacija na nivou regije (EMEA)
  - Telefonski support u padu, Internetski u porastu
- 2004-2006 : Od regionalne do globalne organizacije
  - Globalno ujednačena organizacija
  - Globalni procesi
  - Self Service
  - Baza znanja
- 2007-2009 : Standardizacija sistema
  - My Oracle Support
  - Configuration Manager
  - Communities
- 2009-2012 : Support Transformation

# Smanjili smo potrebu za reaktivnom podrškom uz stalni porast korisničke baze

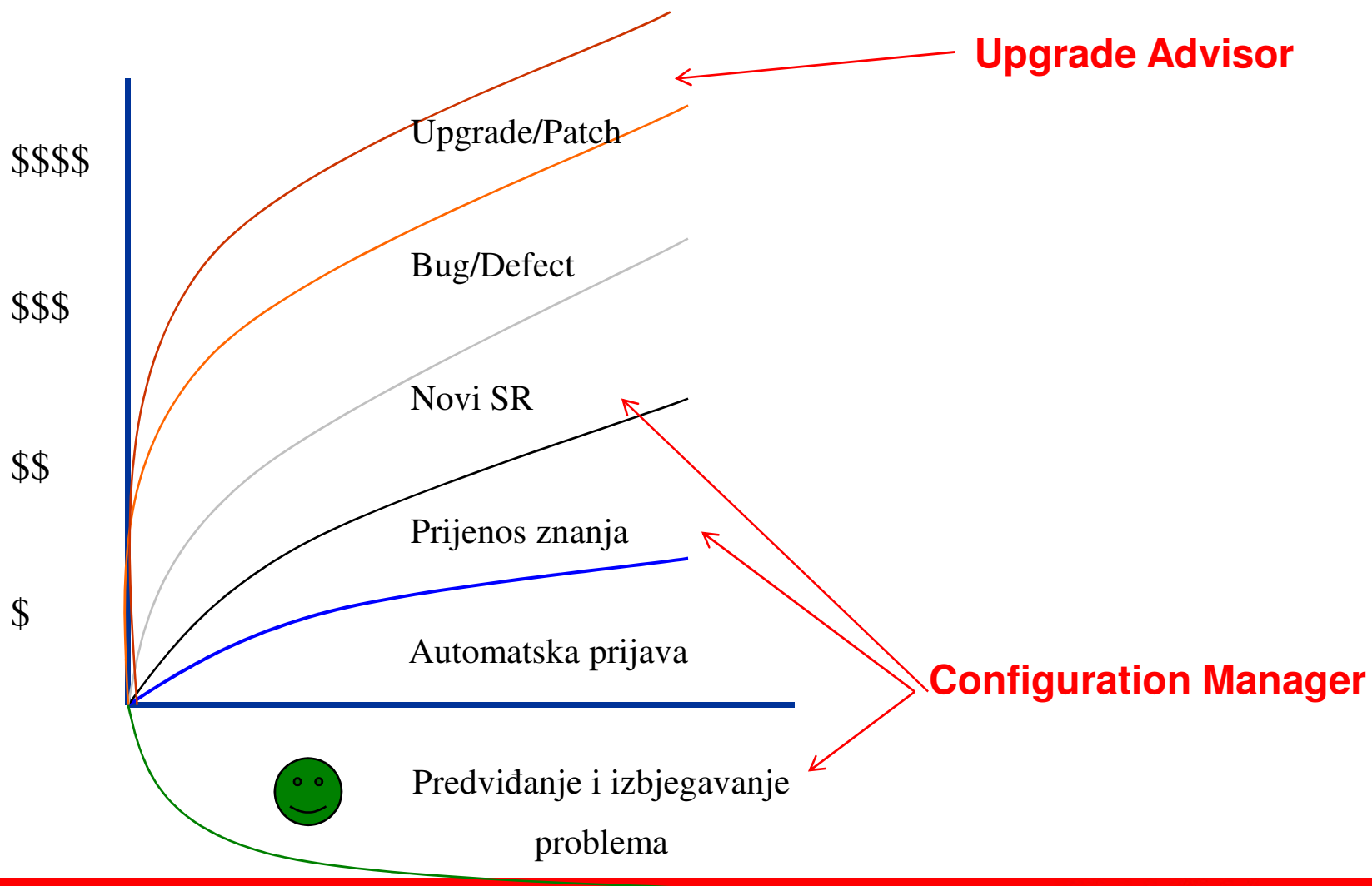


# Software Support Status

## Godišnje Support transakcije



# Troškovi korisnika prema tipu problema



# Advisors

- Lifecycle Advisors: Note 250.1
  - Upgrade
  - Patching & Maintenance

**Oracle Customer Support Lifecycle Advisors**

**LIFECYCLE ADVISORS**

**Upgrade**

- [Oracle Database](#)
- [Enterprise Performance Management](#)
- [Fusion Middleware](#)
- [JD Edwards](#)
- [E-Business Suite](#)
- [PeopleSoft](#)
- [Siebel](#)

**Patching & Maintenance**

- [Fusion Middleware](#)
- [JD Edwards](#)
- [E-Business Suite](#)
- [PeopleSoft](#)
- [Siebel](#)
- [Sun Systems](#)

**Migration**

- [JD Edwards](#)

Updated 17-May-2011

Oracle Support's strategic Transformation initiative to define and deploy a future state model for our business continues with the expansion of our Lifecycle Advisor services. The first Lifecycle Advisors, Oracle Upgrade Advisors, were introduced in July 2010 and designed to guide you through your upgrade.

On May 30th, 2011, Oracle Support expands its services to include Patching and Maintenance Advisors, designed to guide you through patching and maintenance activities. These advisors are specially crafted documents that incorporate information from various sources using best practices and where applicable, provide step by step instructions to guide you.

**What are the benefits of using an Oracle Support Lifecycle Advisor?**

- Presented in multimedia formats enhancing the richness and depth of information available
- Organized in a way that you can take maximum advantage of what you need when you need it
- Collaboration through advisor communities enabling shared experience with peers and Oracle experts
- Updated regularly

Oracle Support Lifecycle Advisors are designed for those with strong technical proficiencies who are interested in leveraging the power of self service tools.

# Primjeri Advisora



## Upgrade Database

- 10.2 na 11.2
- 9.2 na 11.2



## EBS Patching

- EBS R12 i 11i



## Upgrade EBS

- Tech stack 11.5.10.2 na 12.1.3
- Financials 11.5.10.2 na 12.1.2/3
- Manufacturing 11.5.10.2 na 12.1.2/3



## FMW Patching

- FMW 11g



## Upgrade FMW

- Oracle AS 10g Forms/Reports Services to Oracle Middleware 11g Rel1
- Oracle AS Portal to Oracle Middleware 11g Rel1



## Solaris Patching

- Sun Systems Solaris



# Oracle Configuration Manager

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

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

Patch & Updates Last refreshed 28 minutes ago [Customize Page...](#)

### Patching Quick Links

#### 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 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 Related Activity

Downloaded | Viewed | Reviewed | Favorites

Tuesday

- [Patch E824F349B34118A13F477C0EB48E7B83: 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	<a href="#">✕</a>
EN Upgrade	Needs Validation	Not Specified	<a href="#">✕</a>
My Nov Main Window	Needs Validation	Not Specified	<a href="#">✕</a>
My Nov Patch Rollout	Analysis Failed	In 4 weeks	<a href="#">✕</a>
Nov Main Window for prod DB	Ready for Download	Not Specified	<a href="#">✕</a>
Nov Main Window for Prod DBs	Ready for Download	Not Specified	<a href="#">✕</a>
Nov Prod DB Patch	New	Not Specified	<a href="#">✕</a>

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