

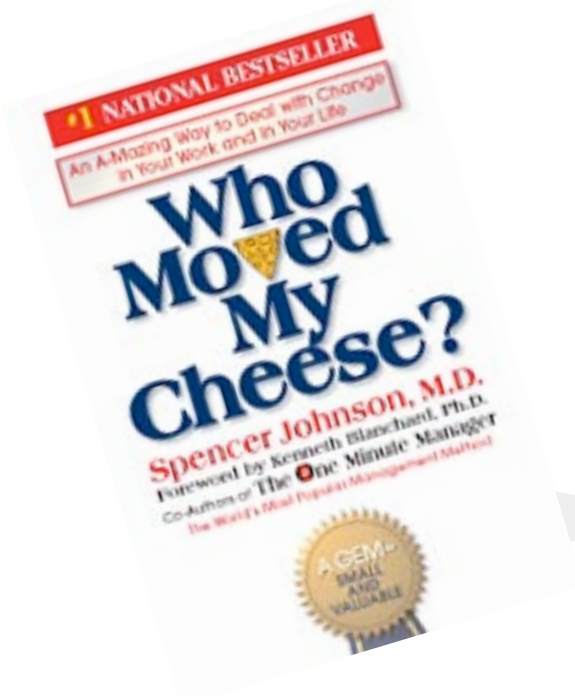
Who Moved My Cheese? Making Change Management An Integral Part of Automating Patching, Cloning and Backup/Restore

Shawn Lucero

RingMaster Software

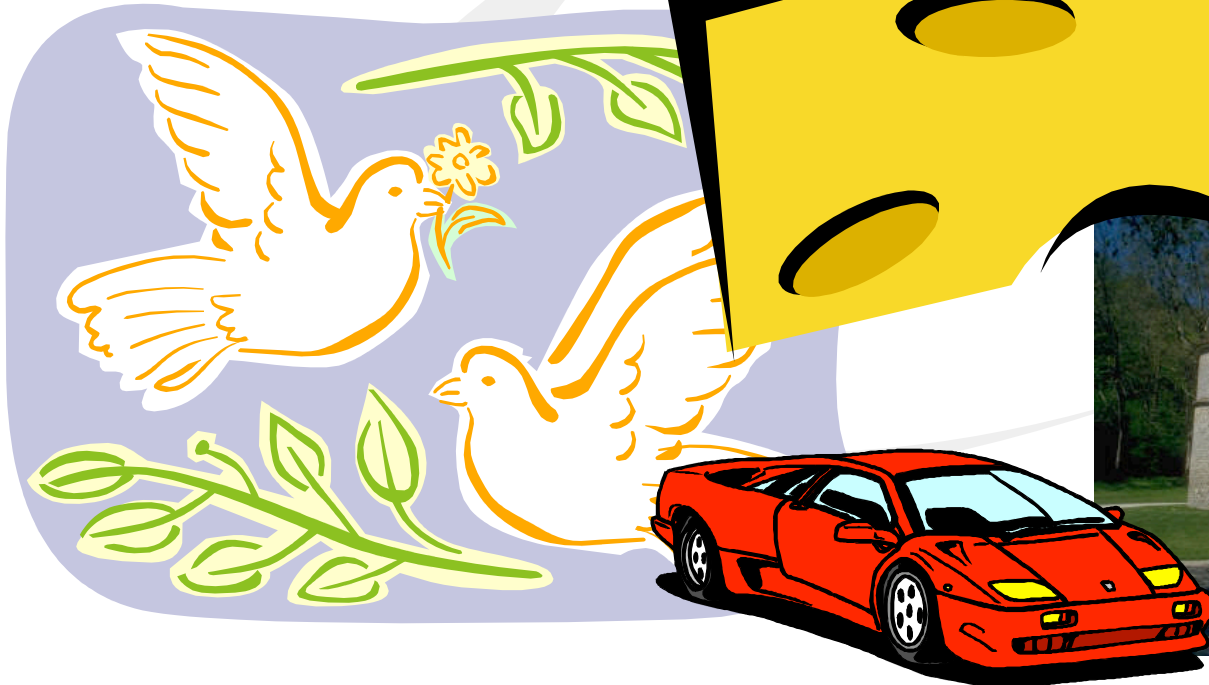
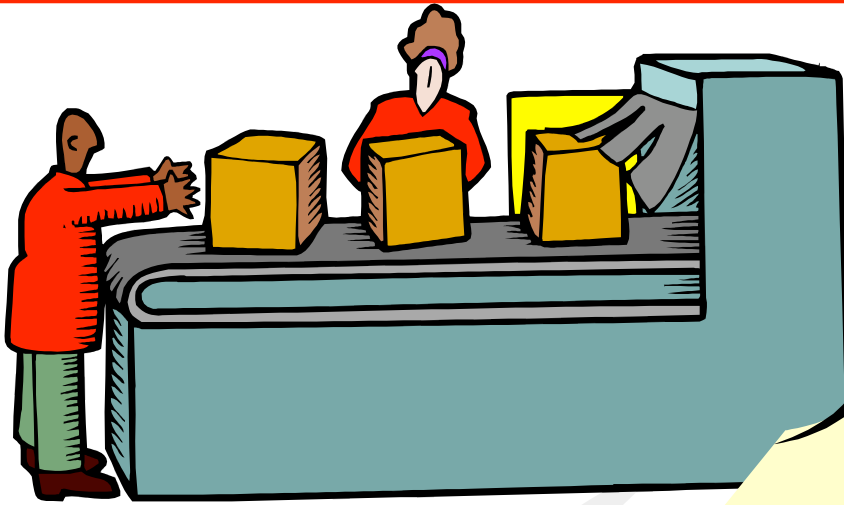
Who Moved My Cheese? An A-Mazing Way To Deal With Change In Your Work and In Your Life

By Spencer Johnson, M.D.



Cheese

Ring
Mas
SOFTWARE





Sniff & Scurry

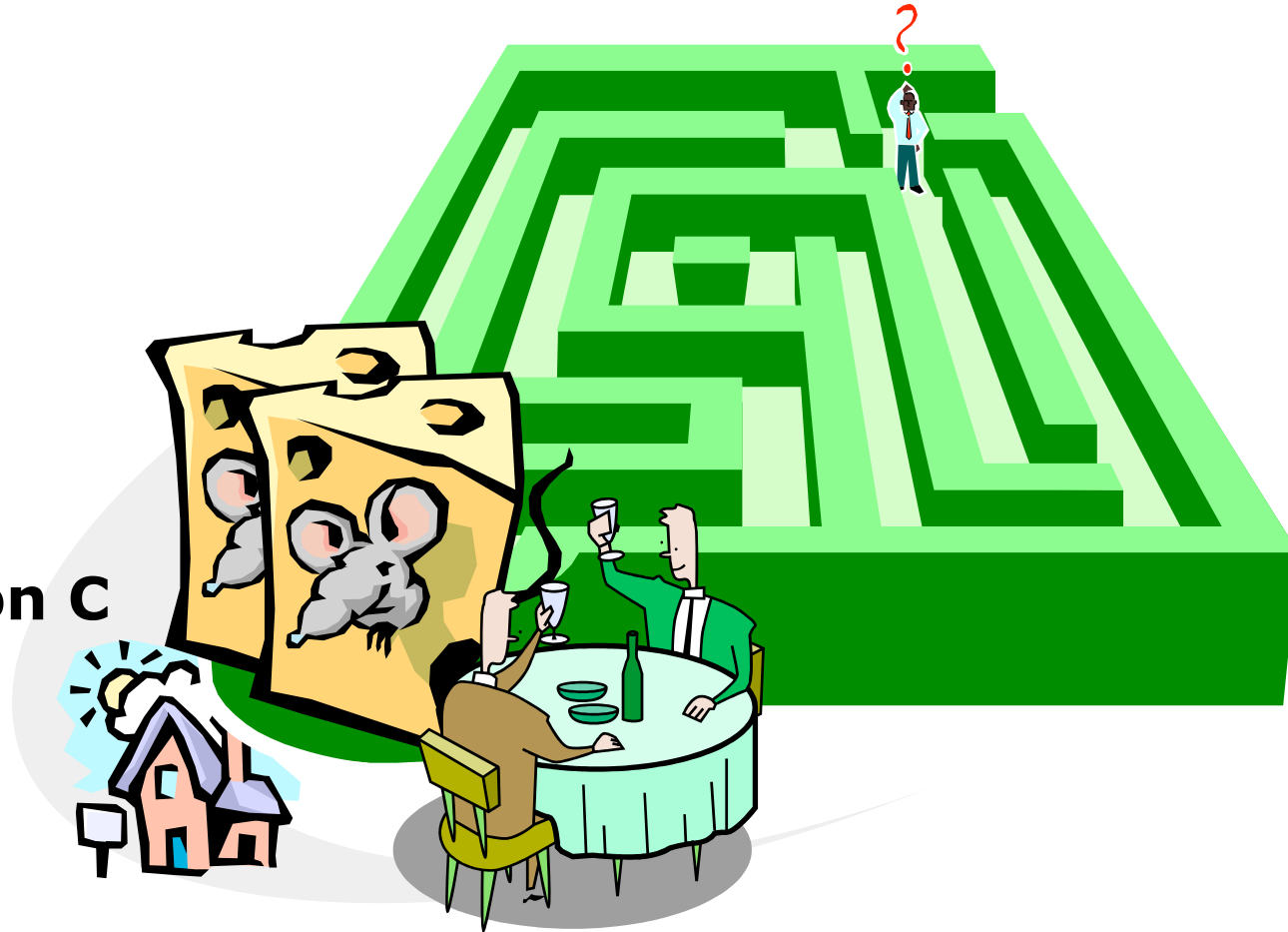


Hem & Haw

Having Cheese Make You Happy



Station C



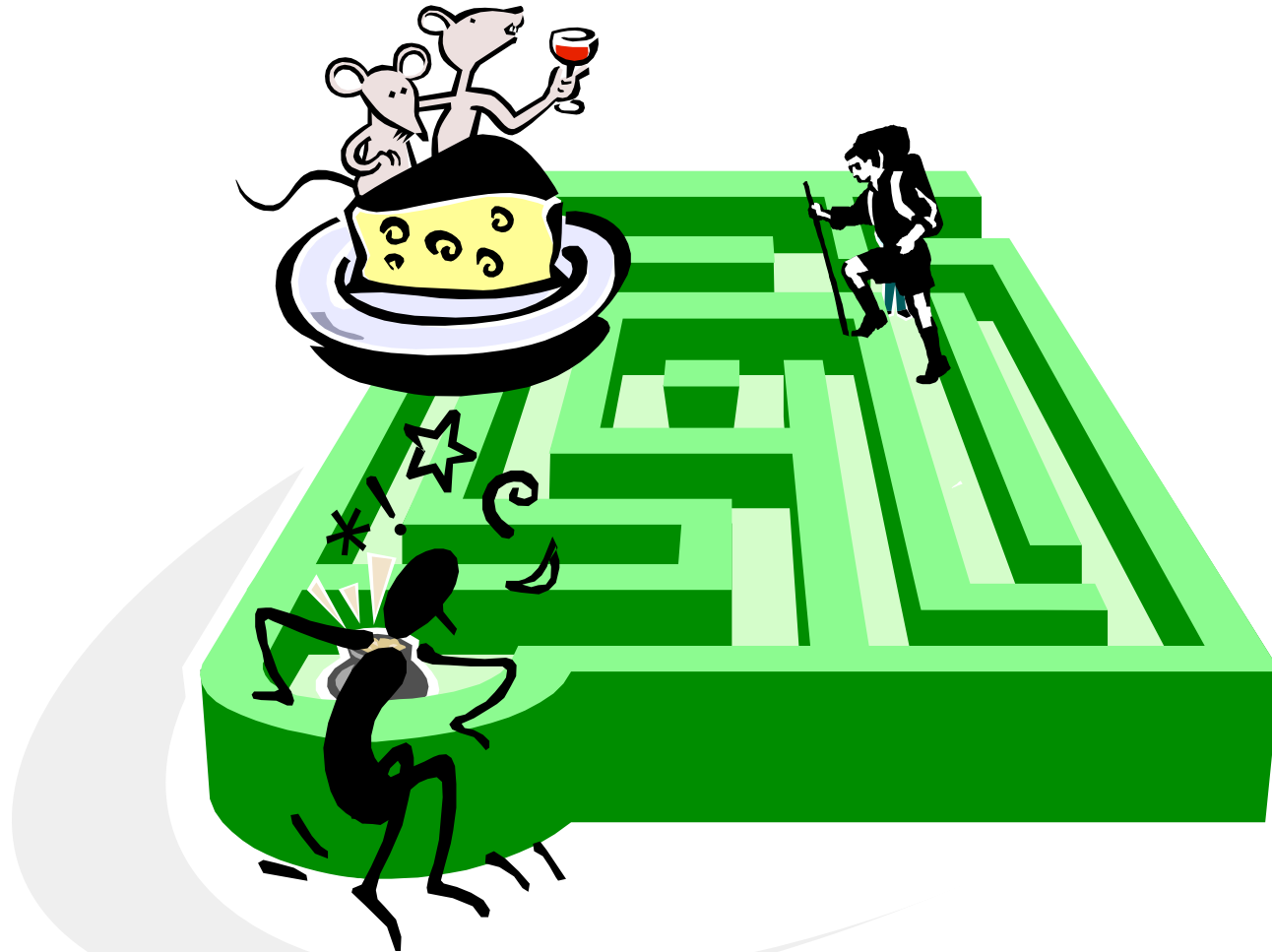
Who Moved the Cheese?



Station C



The Cheese is Gone



IT'S NOT FAIR!!!

Handwriting on the Wall

The more important your cheese is to you, the more you want to hold onto it.
If you do not change you can become extinct.

What would you do if you were not afraid?

Smell the cheese often so you know when it is getting old.

Movement in a new direction helps you find new cheese.

When you stop being afraid, you feel good.

Imagining yourself enjoying your new cheese leads you to it.

The quicker you let go of old cheese, the sooner you find new cheese.

It is safer to search in the maze than remain in the cheeseless situation.

The quicker you let go of old cheese, the sooner you find new cheese.

Old beliefs do not lead you to new cheese.

When you see that you can find and enjoy new cheese, you change course.

Noticing small changes early helps you adapt to the bigger changes that are
to come.



Summary



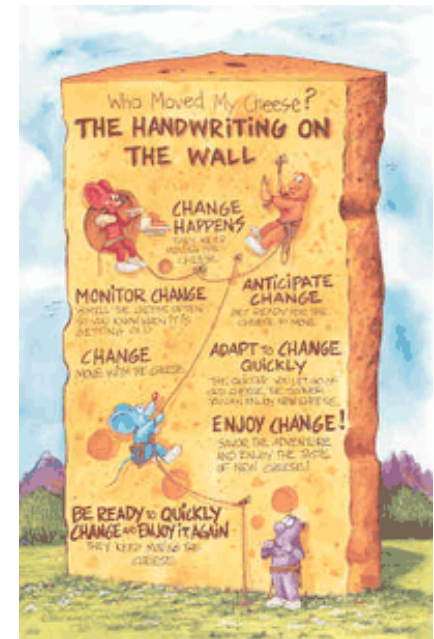
- Change Happens
- Anticipate Change
- Monitor Change
- Adapt to Change Quickly
- Change
- Enjoy Change
- Be Ready to Quickly Change Again and Again



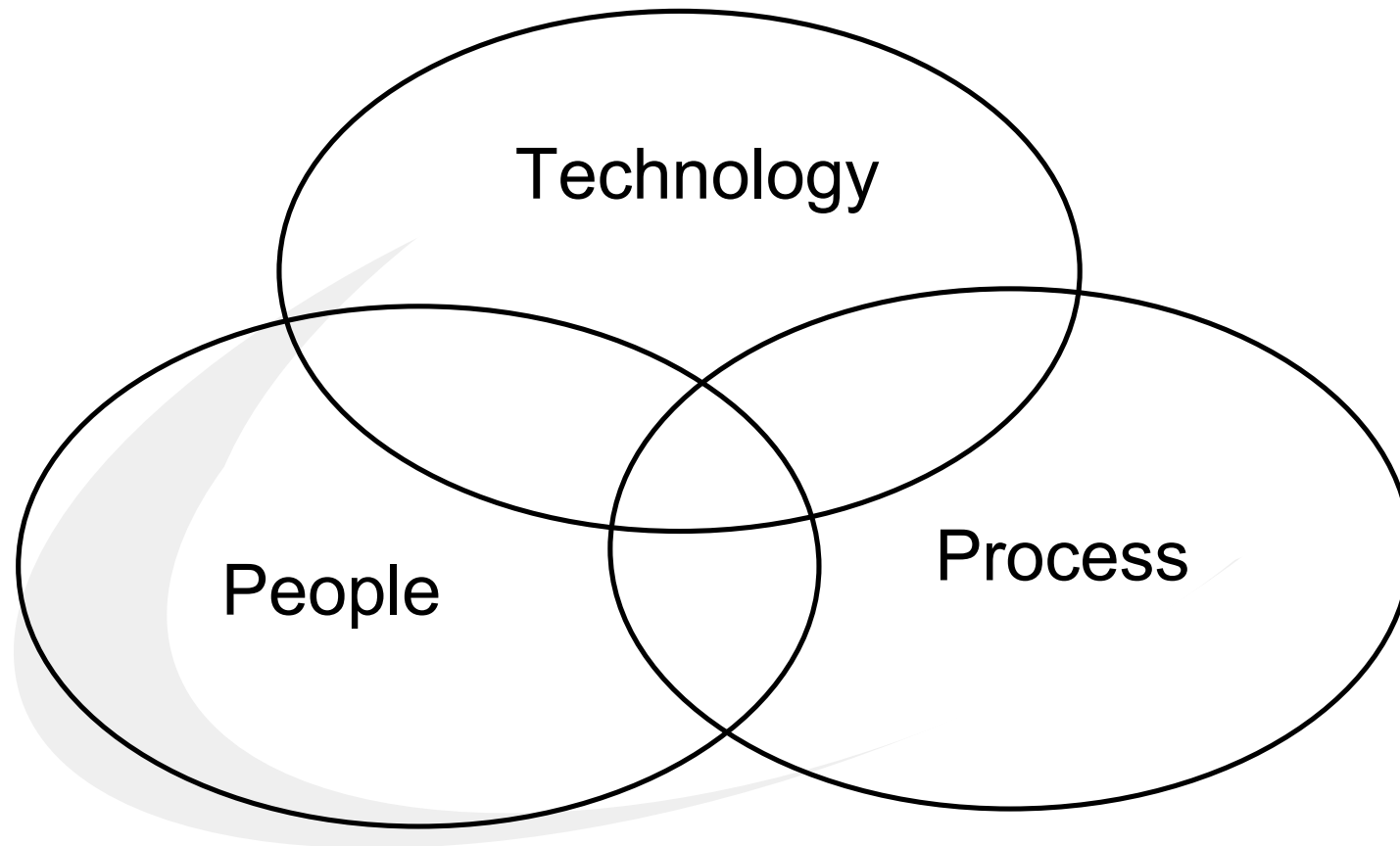
Change Happens



- Fixes
- New functionality
- Dependencies
- Unplanned downtime
- New hardware
- Updated O/S
- New/changed architecture
- New tape backup software



Change Involves



Change is Scary



- Problems
- Unknown
- Risky

It can break things....

Prerequisites applied out of order

Prerequisites not applied

Inadequate testing

Changed user procedures

Errored patch

Backup did not occur

Restore unsuccessful

System Down

Anticipate Change



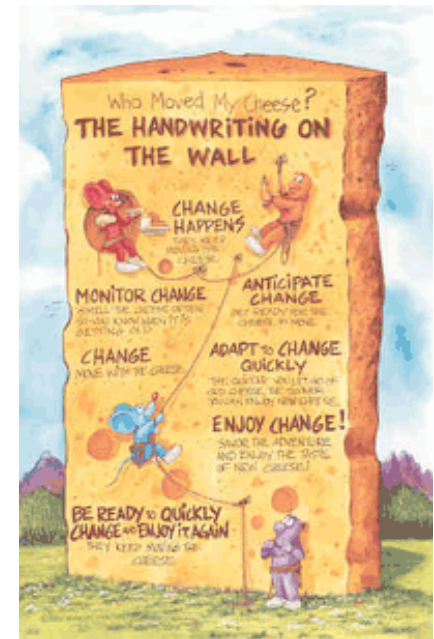
- New functionality
- Fixed functionality
- Dependent patches
- Undisciplined people
- People not communicating
- History Unknown



Monitor Change



- Audit trails
- Accountability
- Current status



Adapt to Change Quickly



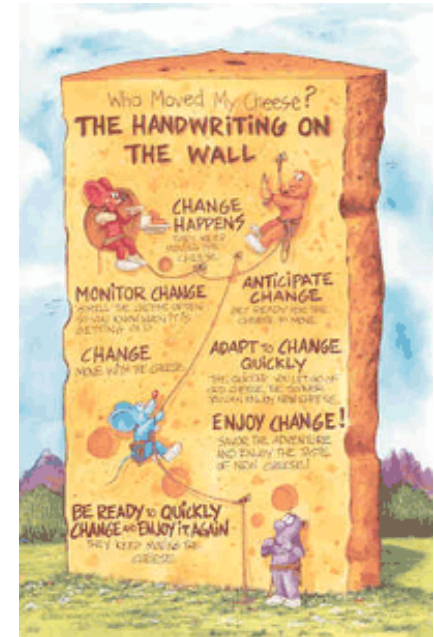
- Know the change
- Control change
- Communicate the change
- Document the change



Change



- Research
- Clone
- Implement Change
- Test
- Approve
- Document
- Migrate



Enjoy Change



Be Ready to Quickly Change Again and Again



RingMaster™ *Framework* for Oracle® Applications

RingMaster **APM** 

RingMaster **CLONE** 

RingMaster **BACKUP/RESTORE** 



RingMaster **APM**

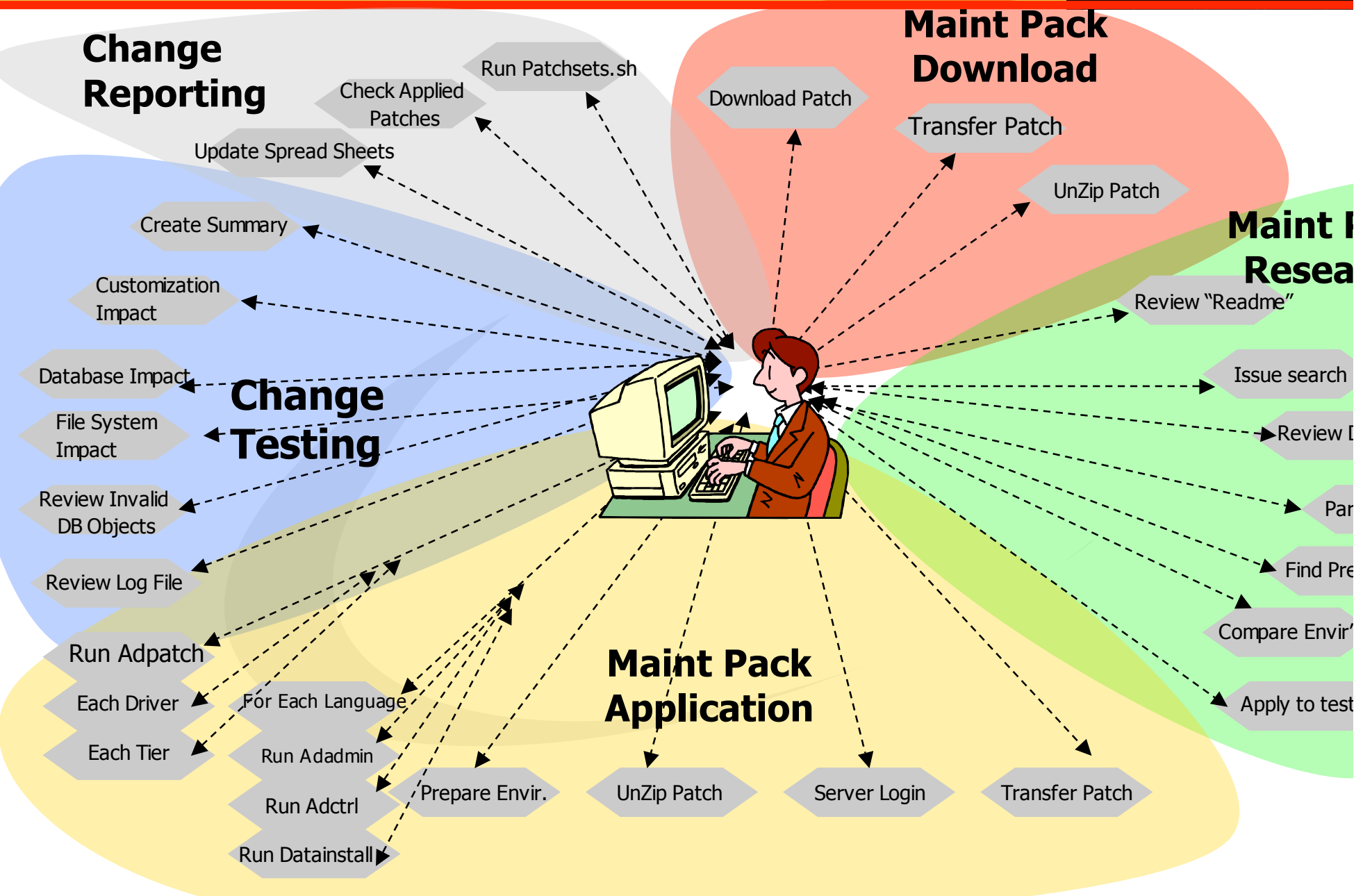
A Change Management Solution
For Patches

Benefits



- People and processes are managed
- Reduction in errors and rework
- Research is easier
- Changes and impact are known
- Save time
- Documentation is automatic

Patching Today



Patching with APM



Patch Reporting

Patch Download

Patch Research

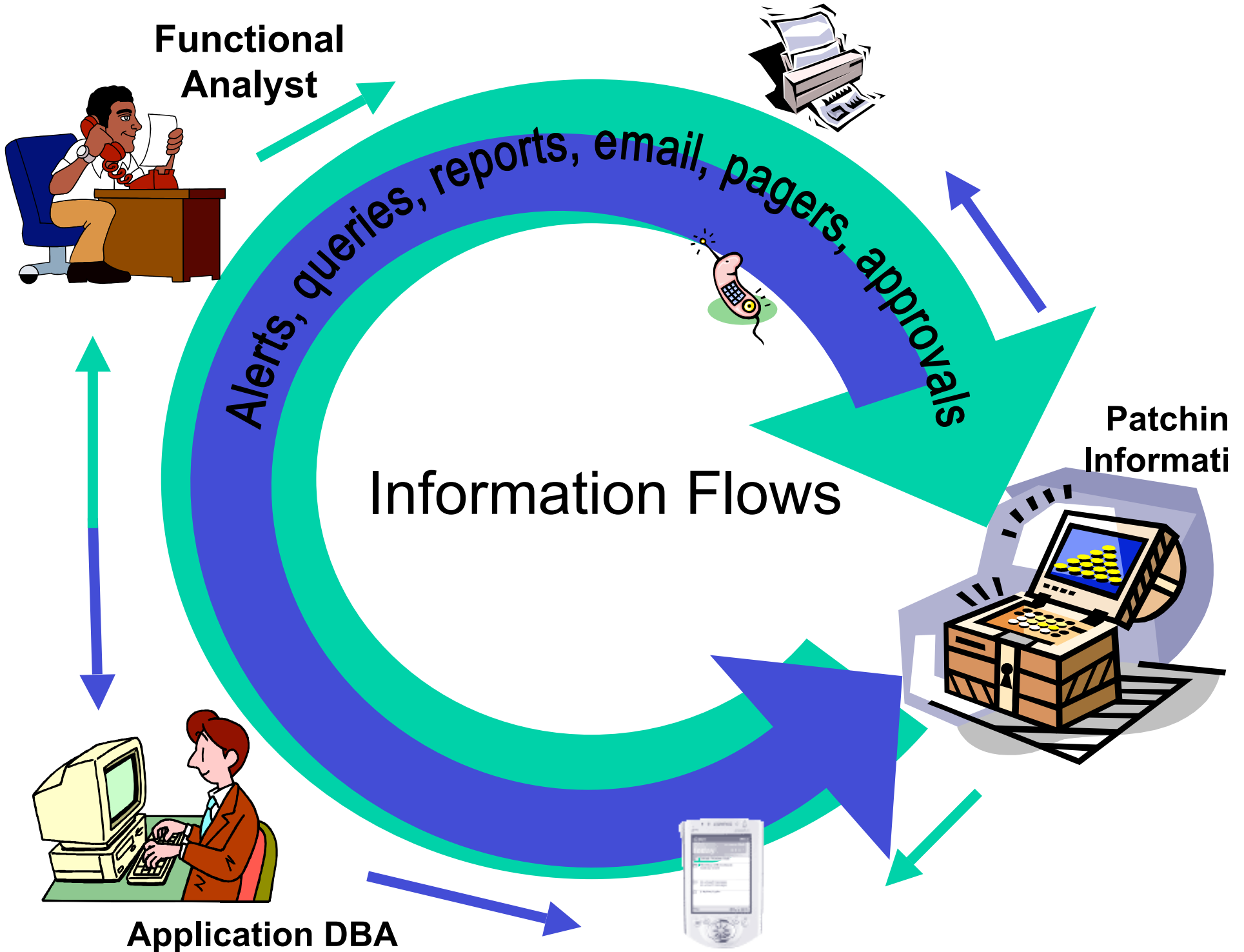
Patch Testing

Workflows, Approvals, Notifications, Audit Trails

APM



Patch Application



Know the Change



- Issue Tracker
- Patch Research
 - Pre-requisites - current, obsolete
 - Metalink - patch info, bugs
 - Patchsets released by Oracle
- Patch Prediction/Impact Analysis

Pre-Reqs with APM



APM Patch Prediction



- Identifies pre-reqs from readme.txt
- Gets pre-req info from infoBundle files
- Verifies pre-reqs before application

Anticipate & Identify Change



- file system changes
- database changes
- customizations
- prerequisite patches, obsolescence
- bug numbers
- environments where patch/bug already applied

Patch Prediction Impact



Verify Patch-PreReqs



Quick MetaLink Info from APM



Access MetaLink from



Reports with MetaLink Info



Patchset Report



Patch Sets Released by Oracle



Patch Automation



- Patch download
- Automatic obsolete/updated patch checking
- Transfer patch to multiple servers
- Schedule single patch or patch group
- Group or Merge patches
- Manual steps (ADADMIN, sqlplus/shell scripts)
- Compile / list invalid objects (delta)
- Start/stop Oracle processes
- Email/pager notification
- [And more...](#)

Implement & Control the Change



- Approval Workflows
- Technical Approval
- Functional Approvals
- Automation

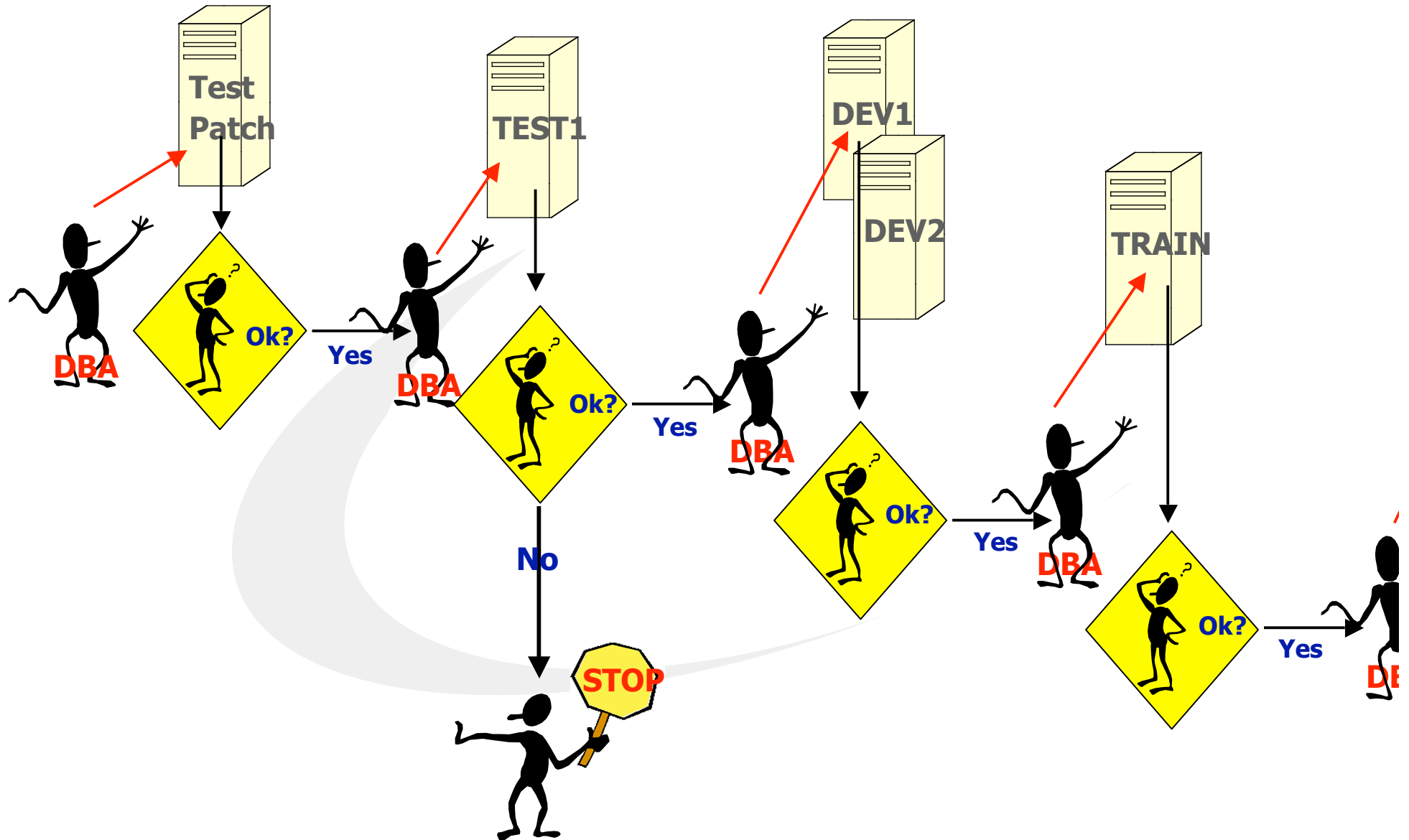
Functional Patch Approval



Patch Impact Summary



Workflow/Approval Process



Share Knowledge

- Automatic alerts and emails
 - Administrator to Analyst
 - Analyst to Administrator
- Error/Completion/Down Alerts

One Repository for All Environments

- Document and Report
 - All events
 - All results
 - All impacts
 - Audit
 - what has happened? where? by whom? when?
 - point of reference,
 - source for trouble-shooting
 - Share knowledge
- Everywhere

The Impact of APM



Organizational Effect

- Established procedures
- Decreased workload
- Communication, accountability between business groups
- Improved problem resolution
- Reduced costs
- Reduced risks

The Impact of APM



Functional Group

- Reduced, focused user testing
- Verify testing took place
- Access to information
- Faster support from Oracle
- Facilitated research

The Impact of APM



Technical Group

- Reduced workload through automation
- Reduced error through automation
- Reduced risk through impact analysis
- Complete, accessible audit trail
- Faster problem resolution

RingMaster **CLONE** 

RingMaster **BACKUP / RESTORE** 

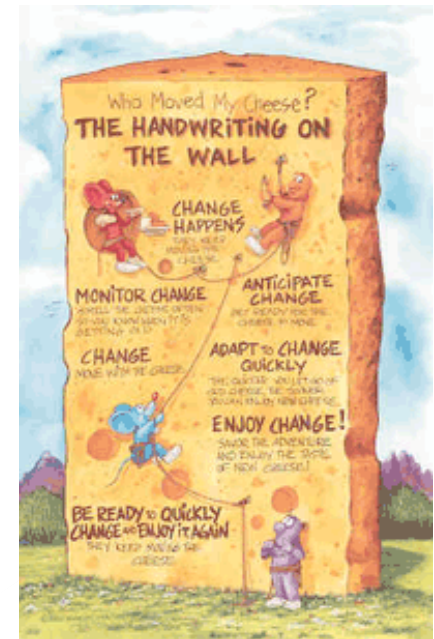
To Err is Human

- a. to really foul things up requires a computer *Farmers Almanac 1978*
- b. and to blame it on a computer is even more so *Robert Orben*

Change Happens



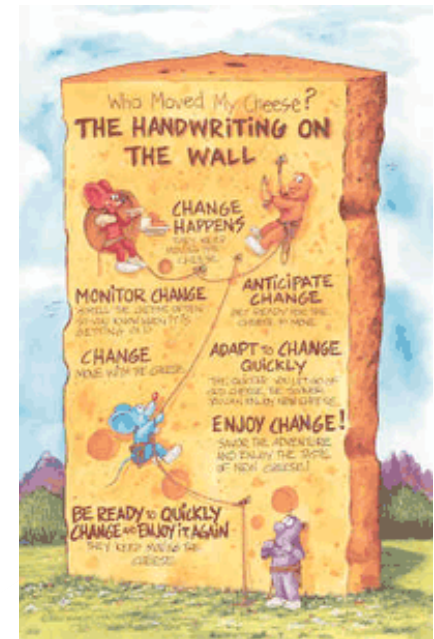
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Anticipate Change



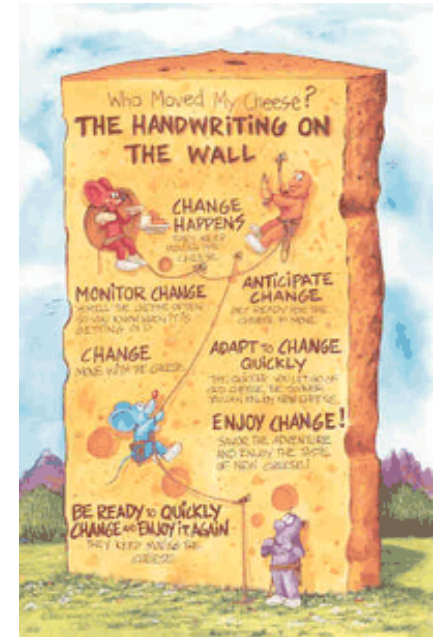
- People - Process - Technology
- Complex process
- 100% accuracy
- Clones required for good testing



Monitor Change



- Audit trails
- Accountability
- Current state
- Failure notification



Current State & History



Monitor and Administer Services



Plan Downtime



Change



- Backup
- Clone
- Document
- Plan
- Recover



Features



- Multi node to single, Single to multi
- Cloning time reduced 40 to 400%
- Integrates with SAN technology
- Pre and post clone steps
- Failure notification
- Clone live or from backup
- Integrates with RMAN
- Self documenting

Backup Status



Backup



Set up Clone 1 of 4



Set up Clone 2 of 4



Set up Clone 3 of 4



Set up Clone 4 of 4



Restore



Enjoy Change



Benefits



- Automated consistent workflow-driven process
- Single-click solution
- Ensures component complete application instances
- Automatically completes all post-cloning tasks
- Comprehensive audit trails and status reports
- Dramatic reduction in resource allocation
- Reduces risk and rework
- Increased IT staff productivity
- Reliable

Be Ready to Quickly Change Again and Again



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ESTÉE LAUDER



ITHACA



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National Institutes of Health





Thank You

RingMaster Software

Because your enterprise depends on Oracle