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E-Business Upgrade Resources in My Oracle Support

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Sr. Regional Support Advocate

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions.
The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.

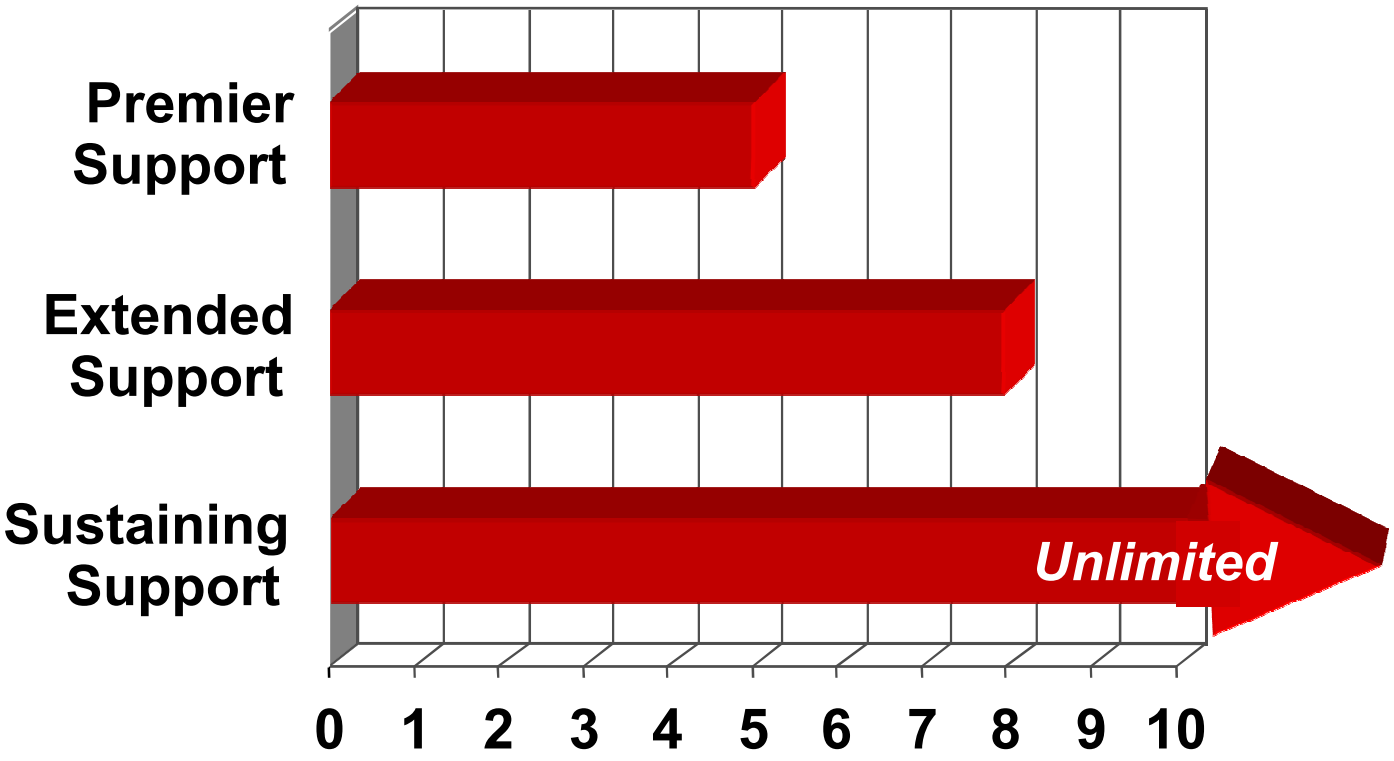
Agenda

- Preparing for Upgrade – helpful resources
  - Lifetime Support
  - Product Welcome Centers
  - Product Roadmaps and Maintenance Schedules
  - Product Information Centers
  - Upgrade Advisors
  - Transfer of Information (TOI's)
  - Advisor Webcasts
- My Oracle Support Configuration Manager
- My Oracle Support Community

Preparing for Upgrade

Oracle's Lifetime Support Policy

Your Investment Protected For Life



FROM 5 YEARS TO FOREVER

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http://www.oracle.com/support/lifetime-support-policy.html > Oracle Applications

Lifetime Support Policy Deliverables

Feature	Premier Support	Extended Support	Sustaining Support
Major Product and Technology Releases	✓	✓	✓
Technical Support	✓	✓	✓
Access to Knowledge Base	✓	✓	✓
Updates, Fixes, Security Alerts and Critical Patch Updates	✓	✓	Pre-existing Only
Tax, Legal and Regulatory Updates	✓	✓	No
Upgrade Scripts	✓	✓	No
Certification with existing Third Party Products/Versions	✓	✓	No
Certification with New Third Party Products/Versions	✓	No	No
Certification with new Oracle Products	✓	✓	No

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http://www.oracle.com/support/lifetime-support-policy.html > Oracle Applications

Lifetime Support Website

Information regarding Oracle's Lifetime Support Policy is available on the Expect Lifetime Support portal

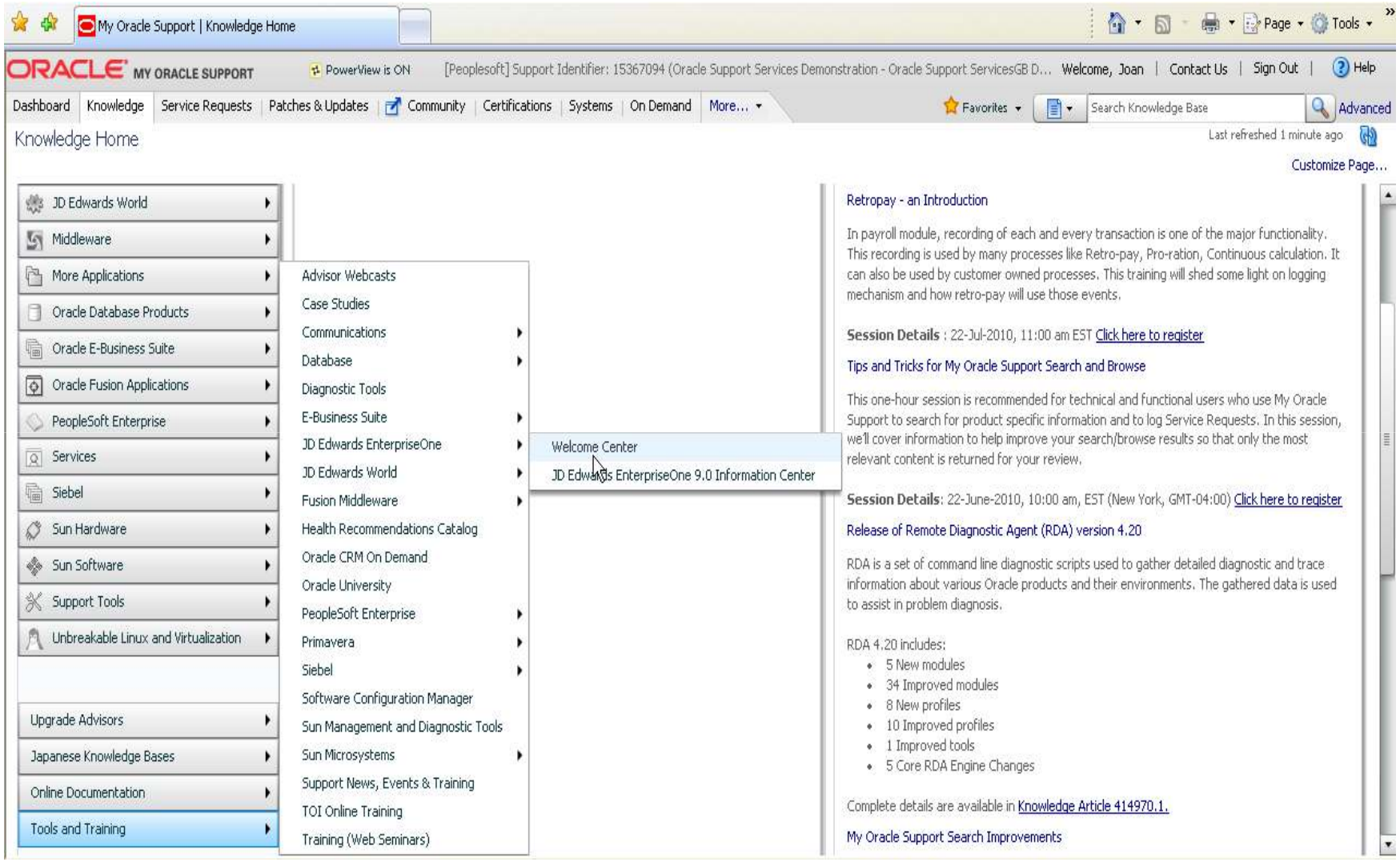
http://www.oracle.com/support/lifetime-support-policy.html

Review:

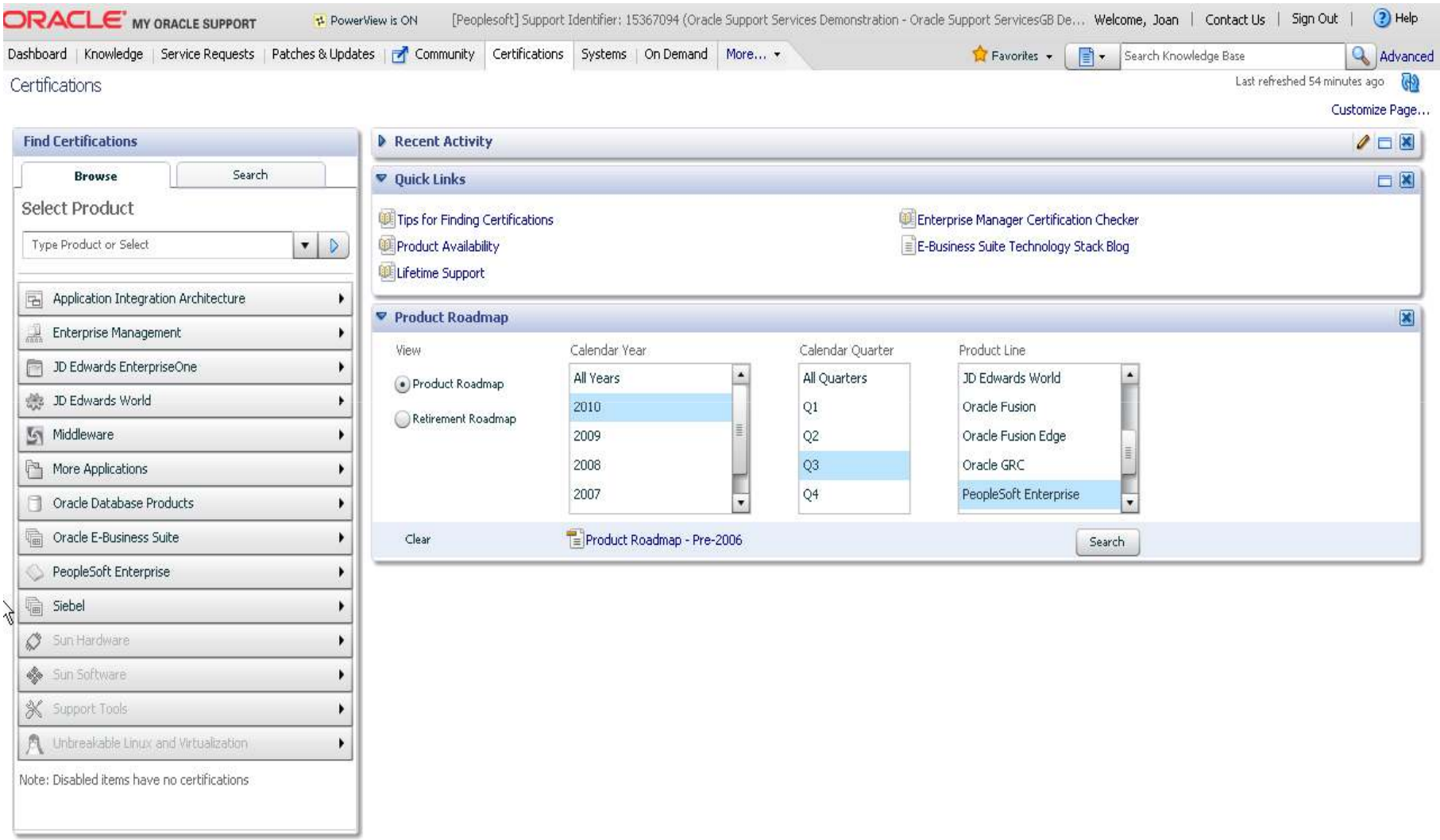
- Lifetime Support Brochures
  - Reference tables with Lifetime Support lifecycle timeline for various Oracle products (by release)
- Lifetime Support phases and benefits

Product Welcome Centers

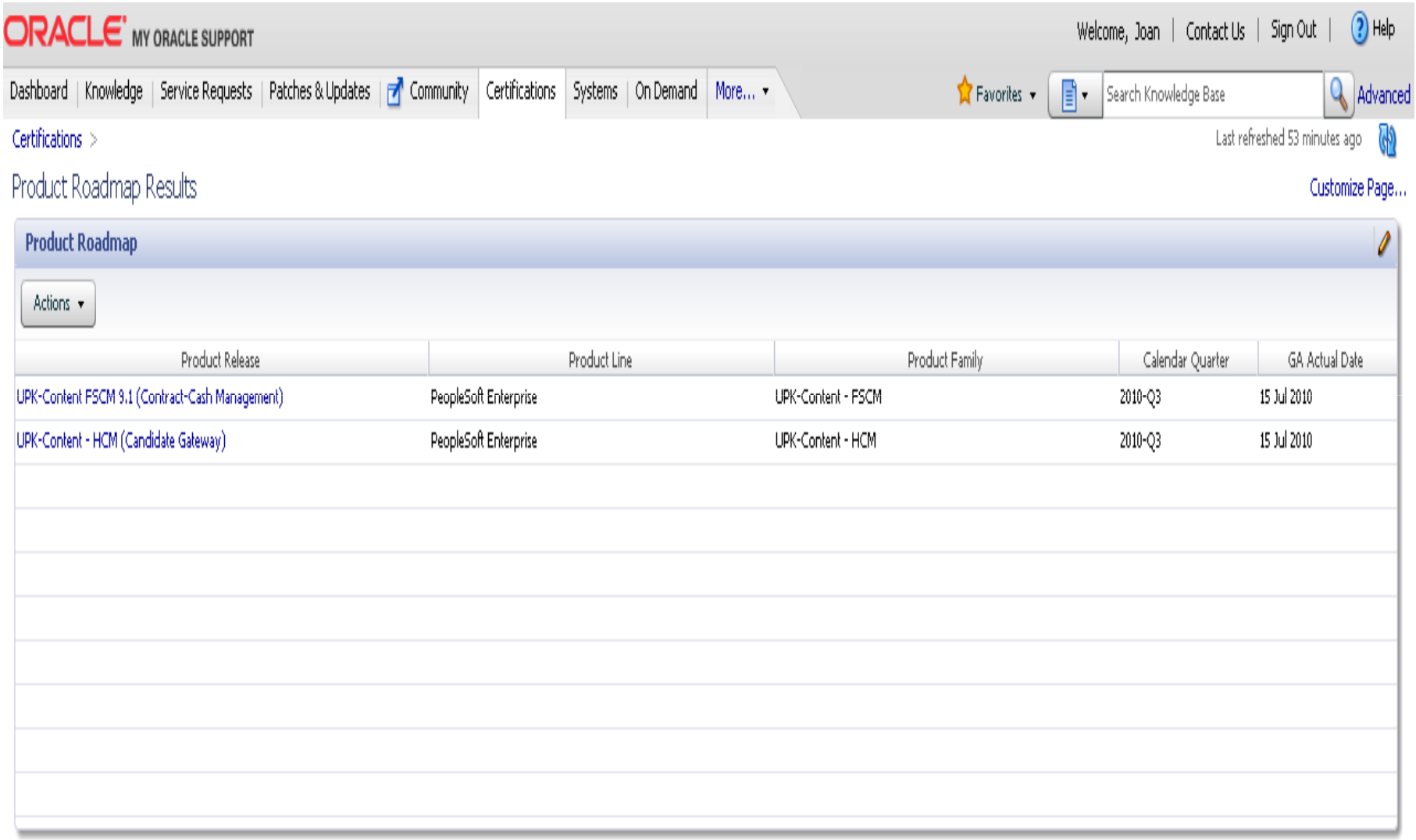
Product Welcome Centers



Product Roadmaps



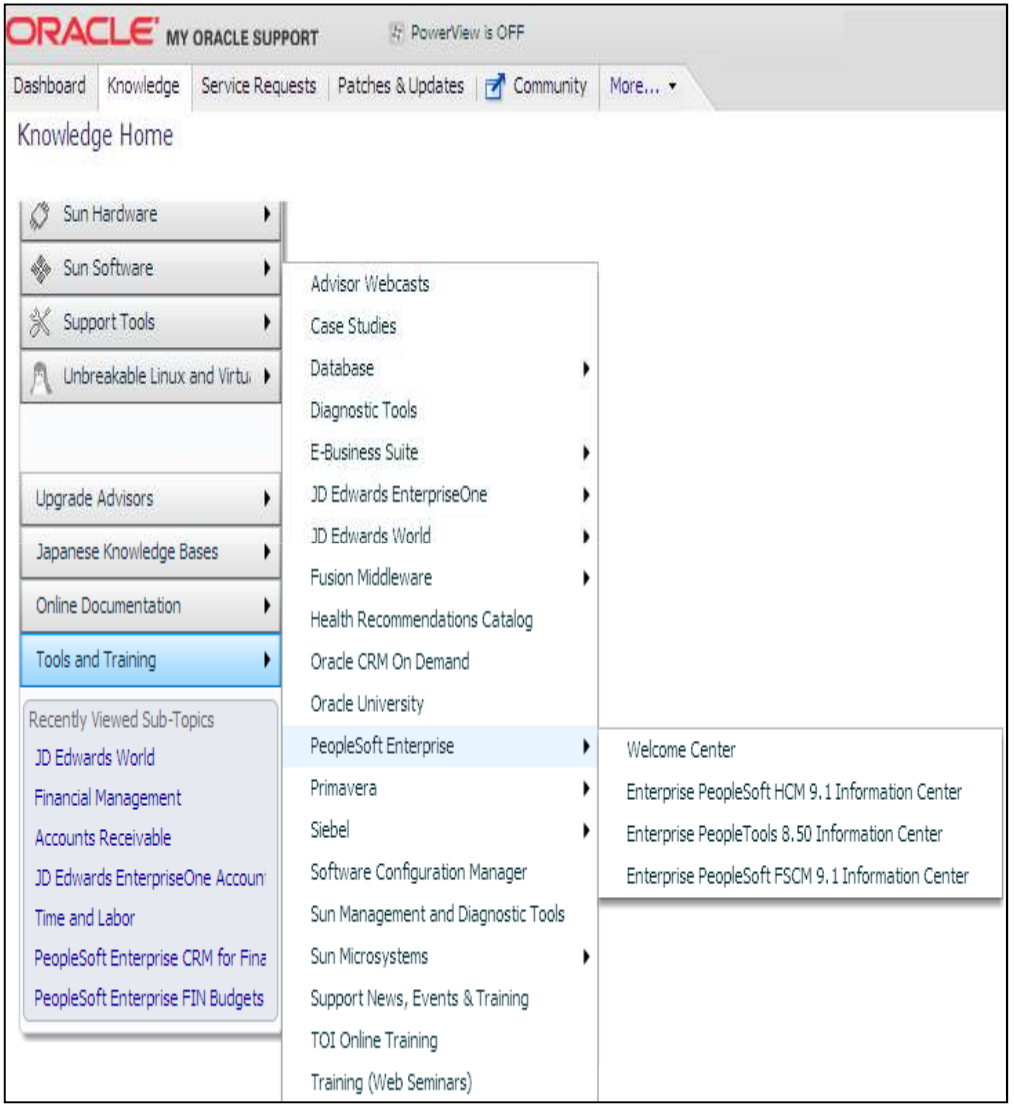
Product Roadmaps



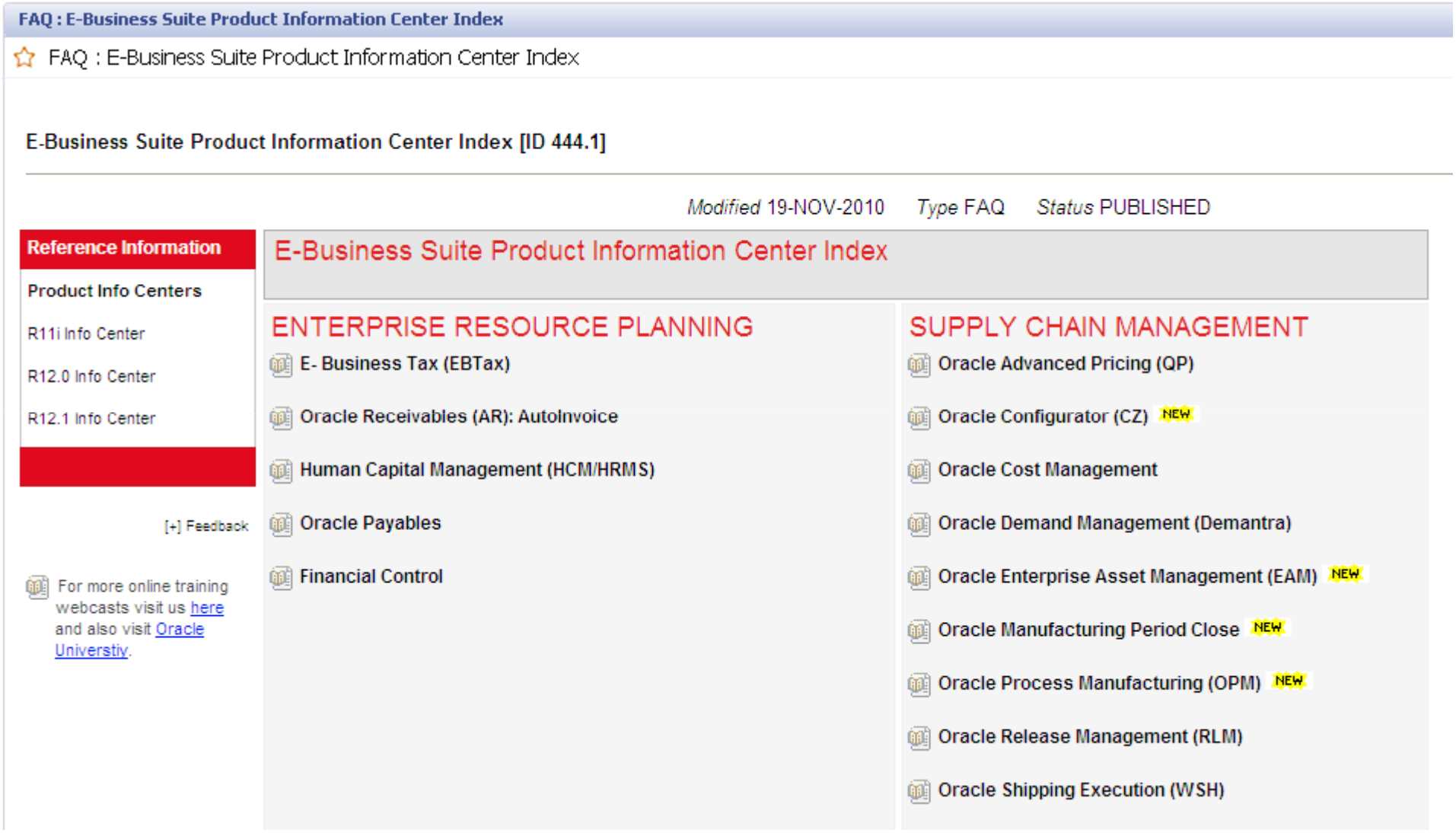
Product Information Centers

Product Information Centers

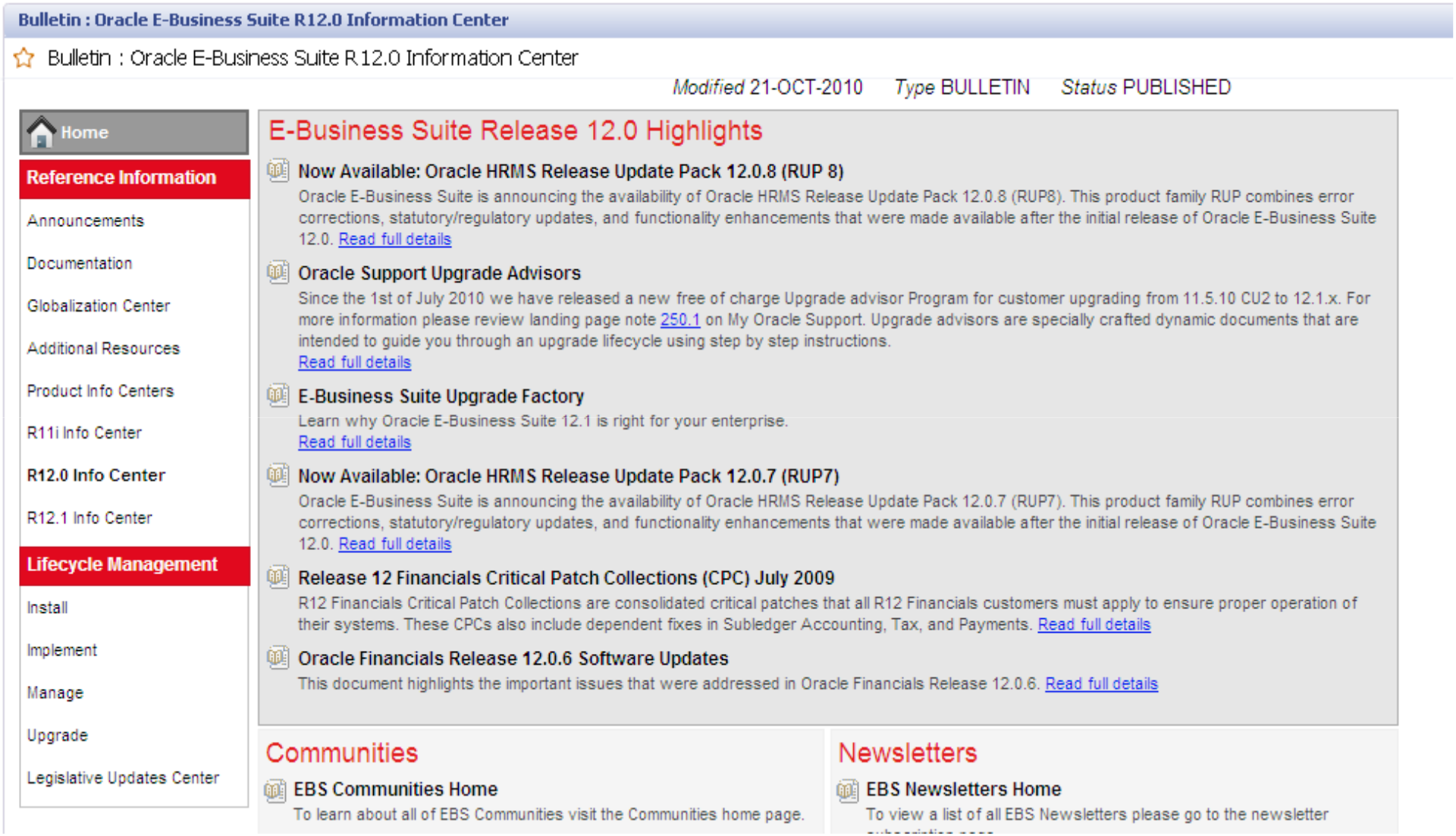
- One Stop Shop for specific Release information
  - Upgrade Tools and Tips
  - Critical Patch Updates
  - Announcements
  - Localizations
- PeopleSoft
- JD Edwards World
- JD Edwards Enterprise One
- Primavera
- Siebel
- Fusion Middleware
- Database



Product Information Centers



Product Information Centers



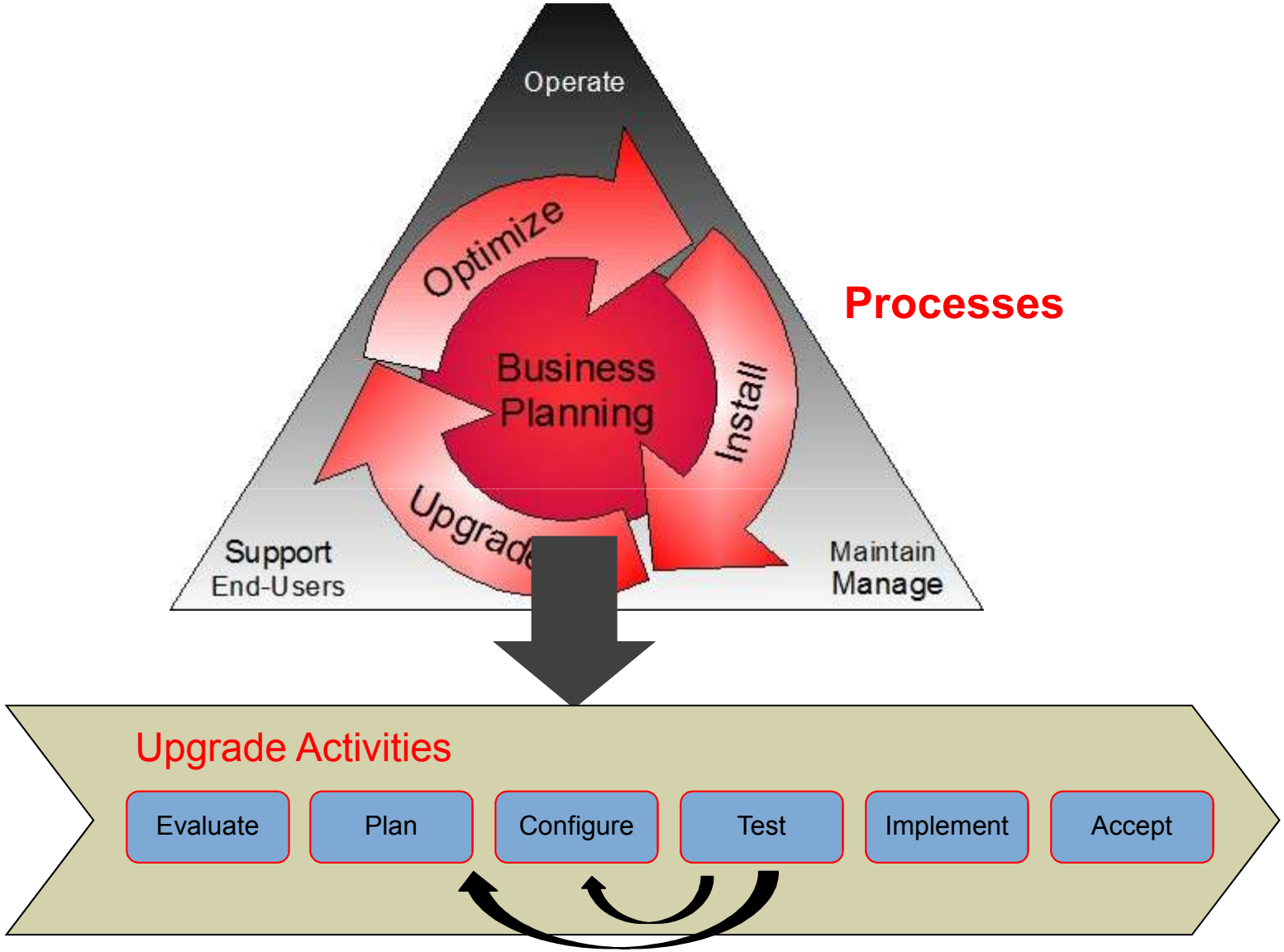
Oracle E-Business Suite R12.0 Information Center ID 401740.1

Product Information Centers

Enterprise PeopleSoft FSCM 9.1 Information Center, Doc ID 1095404.1

Upgrade Advisors

Lifecycle Processes & Activities



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What is an Upgrade Advisor?

- Specially created dynamic documents intended to guide you through an upgrade lifecycle using step-by-step instructions
- Incorporates information from various sources and best practices collected over numerous upgrades
- Each upgrade advisor is specific to a particular upgrade path of a product or suite between specific versions.
- In depth of information available presented in multimedia formats
- Organized to take maximum advantage of *what you need when you need it*
- Supported via Collaborative Support through a focused community (https://communities.oracle.com/portal/server.pt/community/upgrade_advisor/441)
- Updated regularly

Specific Guided Pathways

DB	• 10.2.0.4 to 11.2.0.1 • 9.2.0.8 to 11.2.0.1 (*Pending)

EBS	• 11.5.10 CU2 to 12.1.2
	  • Technical Upgrade path (Techstack)
	  • Financials
	  • HRMS HCM

FMW	• FMW: OAS 10.1.2 Forms/Reports Services to FMW 11g Forms/Reports Services • FMW: OAS 10.1.2 Portal to FMW 11g Portal
PeopleSoft	• HCM 8.9 to 9.1 • FSCM 8.9 – 9.1 • PeopleTools 8.48/49 to 8.50
JDE	• OneWorld Xe to EnterpriseOne 9.0 • EnterpriseOne 8.11 to 9.0
Siebel	• Siebel CRM 7.8/8.0 to 8.1.1

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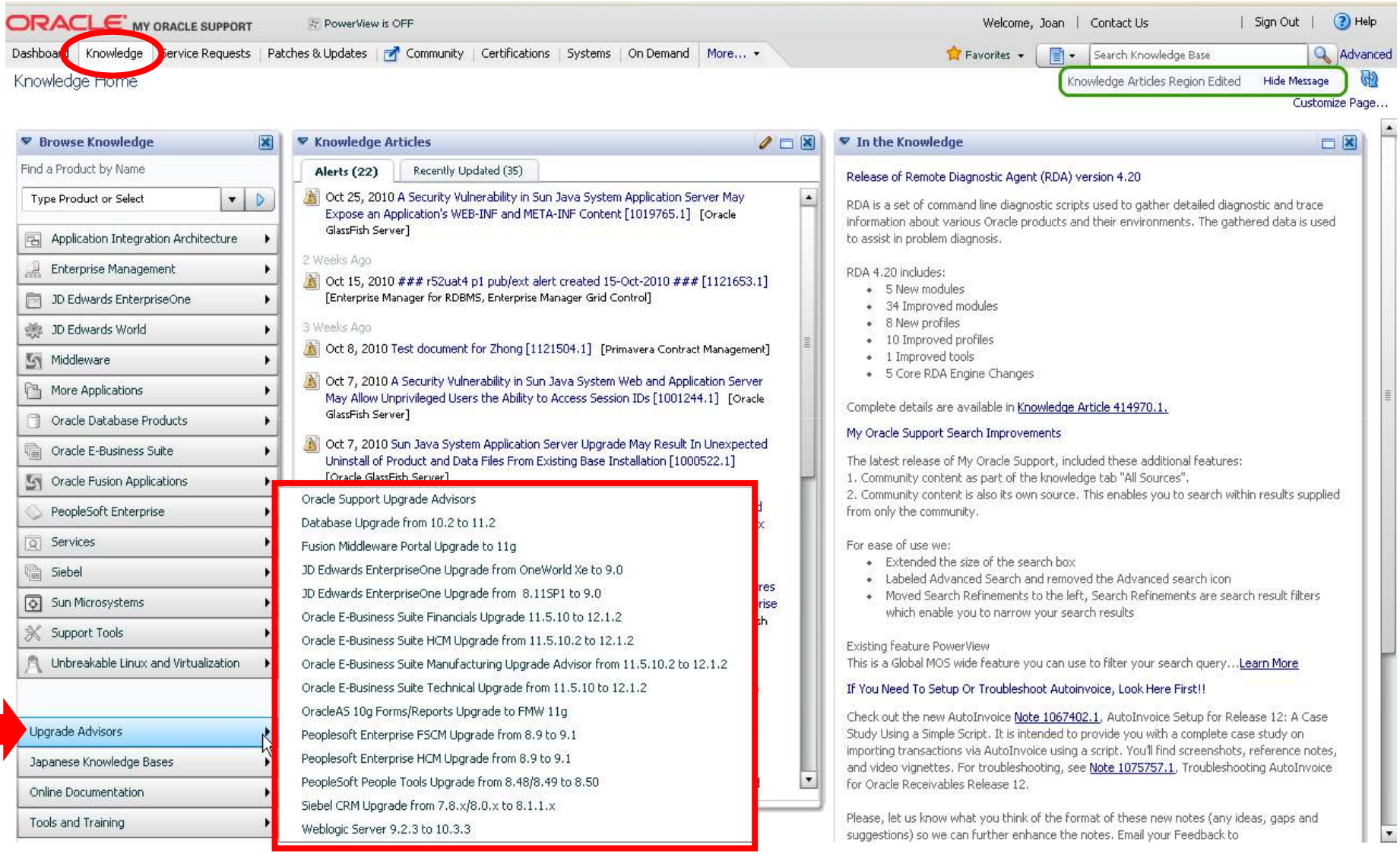
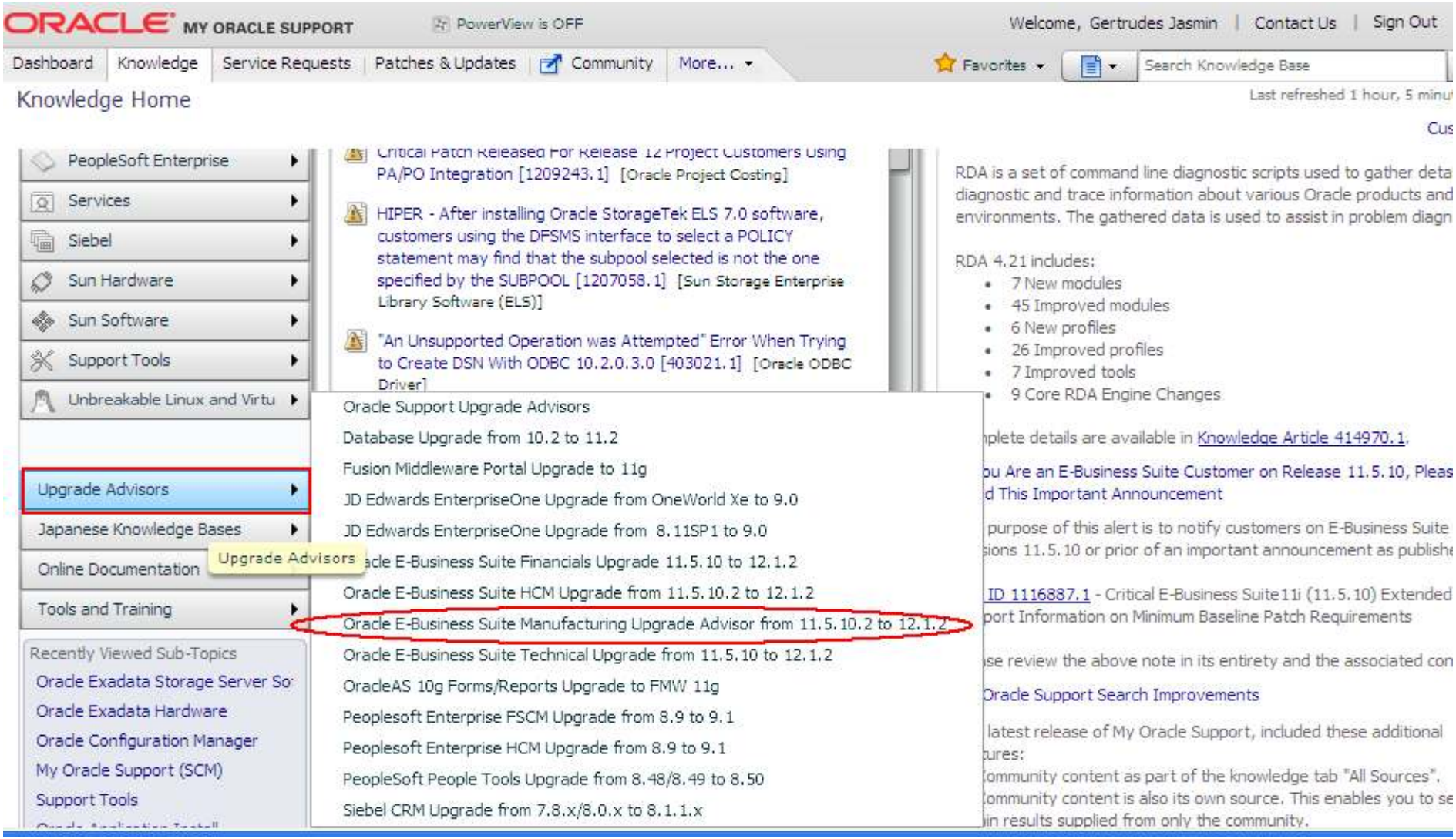
Upgrade Advisors



Oracle Support Upgrade Advisors



Upgrade Advisors

Oracle Support Upgrade Advisors [ID 250.1]

Modified 09-AUG-2010 *Type* REFERENCE *Status* PUBLISHED

Oracle Support is delighted to announce the availability of Oracle Upgrade Advisors within MyOracle Support.

What is an Upgrade Advisor?

Upgrade advisors are specially crafted dynamic documents that are intended to guide you through an upgrade lifecycle using step by step instructions. These are created by incorporating information from various sources, as well as best practices we have collected over numerous upgrades we have done ourselves.

Each upgrade advisor is specific to a particular upgrade path of a product or suite between specific versions.

Benefits of Using Upgrade Advisors

- The richness and depth of information available presented in multimedia formats
- Organized in a way that you can take maximum advantage of; per your lifecycle - what you need when you need it
- Supported via Collaborative Support through a focused community - enabling shared experience with peers and Oracle experts
- Regularly updated

Upgrade Advisors

The following upgrade advisors are currently available. Please note that for each advisor there is a specific scope defined. If your environment does not match the listed conditions, please let us know so we can work on expanding our content.

Upgrade Advisor	Description	Document
E-Business Suite Upgrade from 11.5.10.2 to 12.1.2	The first E-Business Suite Upgrade Advisors are now available with detailed information for the Tech Stack, the Financials modules, the HRMS HCM, and the Manufacturing modules. Additional EBS Upgrade Advisors will be made available shortly. These documents serve as a guide while you plan and execute an Oracle E-Business Suite upgrade from 11.5.10.2 to 12.1.2. It is highly recommended that you utilize all E-Business Suite Upgrade Advisors together when upgrading to ensure you have all the necessary information required to be successful.	Tech Stack (253.1) Financials (256.1) HRMS HCM (257.1) Manufacturing (258.1)

EBS 11.5.10.2 to 12.1.2 Upgrade Advisor

E-Business Suite Technical Guided Upgrade Path from 11.5.10.2 to 12.1.2 > Evaluate

1. Evaluate | 2. Plan | 3. Configure | 4. Test | 5. Implement | 6. Accept

Phase Overview

Step by Step Guide

- Learn About the Value of Upgrading
- Review Product Enhancements
- Consider Configuration Efficiencies
- Review Performance and Scalability Improvements
- Review Product Quality Improvements
- Review Lifetime Support Policy
- Review Potential Environmental Impact
- Review Product Certifications

Overview:

The goal of the **UPGRADE - EVALUATE** phase is to evaluate future and core business requirements and explore new possibilities for the enterprise to improve efficiency, effectiveness or competitive advantage. Emphasis on improving business through upgrading existing hardware/software in the current system.

Areas of Focus:

- Potential business improvements which can be achieved by upgrade
- Upgrade strategies
- Upgrade impact

Expected Outcome / Deliverables:

- Documented GO/NO-GO decision for upgrading to a new and specified version
- Documented understanding of the impact for the business
  - Expected benefits for the business
  - Expected costs (people, other resources, time, impact on other systems)
- Documented Risk Assessment

Knowledge:

Description	Doc ID
Planning Your Oracle E-Business Suite Upgrade from Release 11i to Release 12.1	987516.1

News and Announcements

- Lifetime Support Policy: Oracle Applications
- Critical Patch Updates and Secu Alerts
- Technology Stack Blog by Steve Chan

Multimedia Training

- Getting Ready for Oracle E Upgrades to Release 12.1 (MP3)
- Oracle E-Business Suite Release 12.1 - Delivering Value in Uncertain Times (MP3)
- Evaluate and Execute Your Oracle EBS 12.1 Upgrade
- Oracle E-Business Suite Release 12.1 Transfer of Information (TOI) Online Training (Doc ID 807319.1

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EBS 11.5.10.2 to 12.1.2 Upgrade Advisor

- Documented Risk Assessment

Knowledge:

Description	Doc ID
Planning Your Oracle E-Business Suite Upgrade from Release 11i to Release 12.1	987516.1
Oracle Applications Release 12 Upgrade Sizing and Best Practices	399362.1
Oracle E-Business Suite Readme, Release 12.1.2	949406.1
Oracle E-Business Suite Release 12.1 Release Value Propositions	804373.1
Oracle Applications Upgrade Guide Release 11i to 12.1.1	

Communities:

Join the Upgrade Advisor Community to take advantage of an extensive resource network including Oracle's Upgrade Subject Matter Experts (SMEs) to get answers to your questions, share best practices with others and give us your suggestions to improve the Upgrade Advisors.

For all other types of "technical questions" related to your products, please keep on using the existing product specific communities !

- All EBS Communities
- Upgrade Community
- OTN Install/Upgrade Discussion Forum

Evaluate and Execute Your Oracle EBS 12.1 Upgrade

Oracle E-Business Suite Release 12.1 Transfer of Information (TOI) Online Training (Doc ID 807319.1)

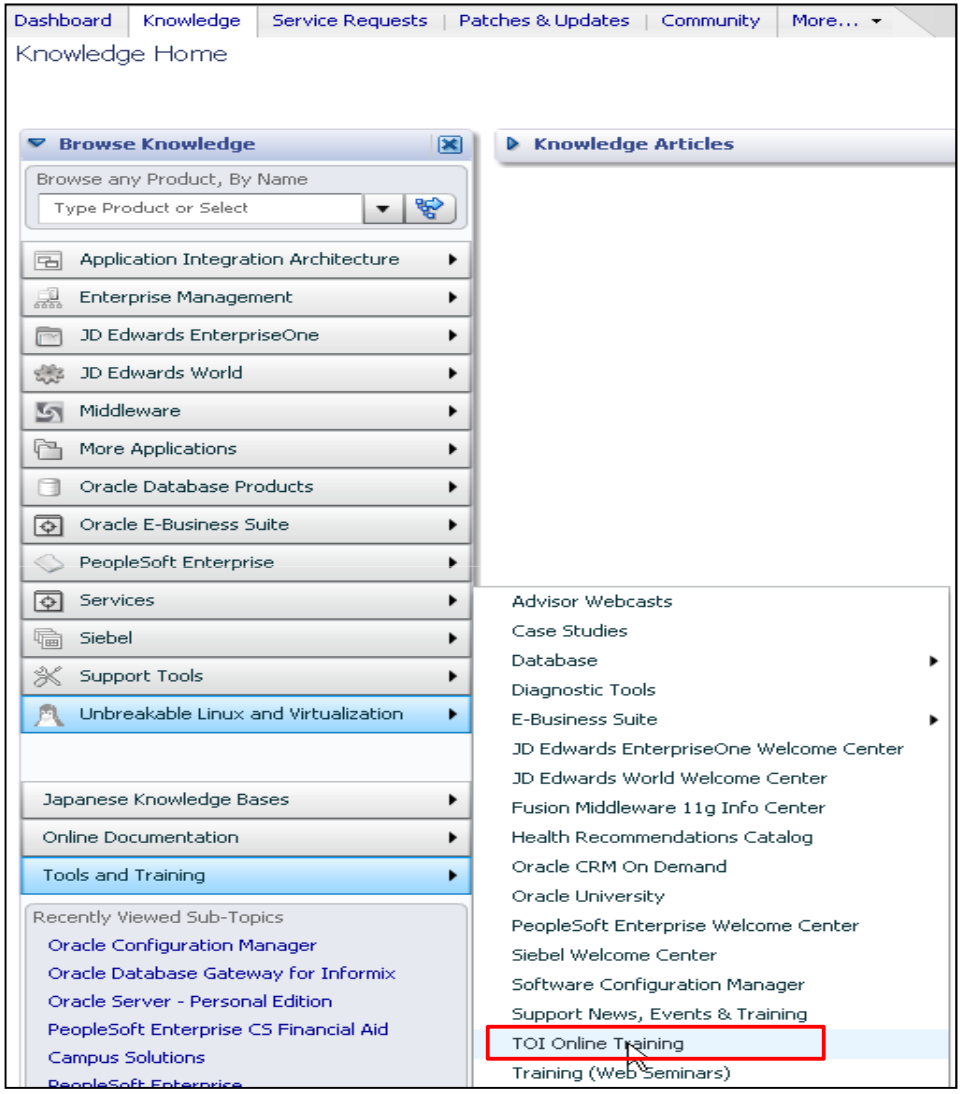
Related Resources

- Oracle E-Business Suite Release 12.1 Information Center (Doc ID 806593.1)
- Oracle eBusiness Suite Electronic Technical Reference Manual - eTRM (Doc ID 150230.1)
- Maintenance Wizard Overview (Doc ID 215527.1)
- Oracle E-Business Suite Online Documentation Library

E-Business Upgrade Advisor

Transfer of Information (TOIs)

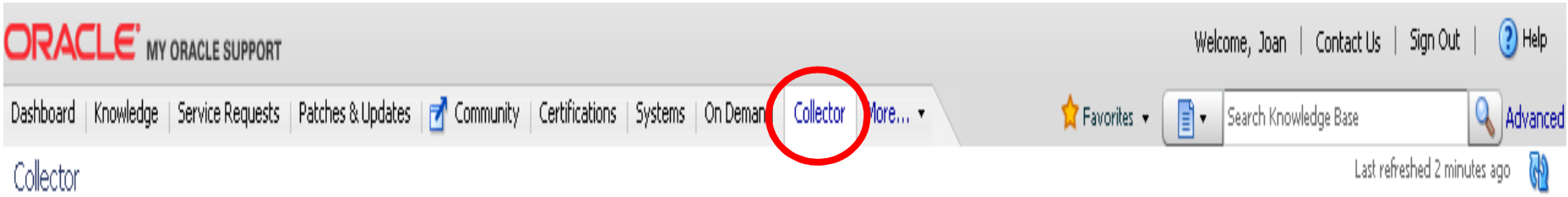
- TOI New Features online Training
- Available to Oracle Supported customers at product release.
- These online courses provide release-specific product knowledge that enables your functional and technical teams to plan, implement/upgrade and support Oracle Applications and Technology products effectively and efficiently.
- Available for:
  - PeopleSoft Enterprise
- Document id 605155.1



My Oracle Support

Configuration Manager

My Oracle Support Configuration Manager



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*

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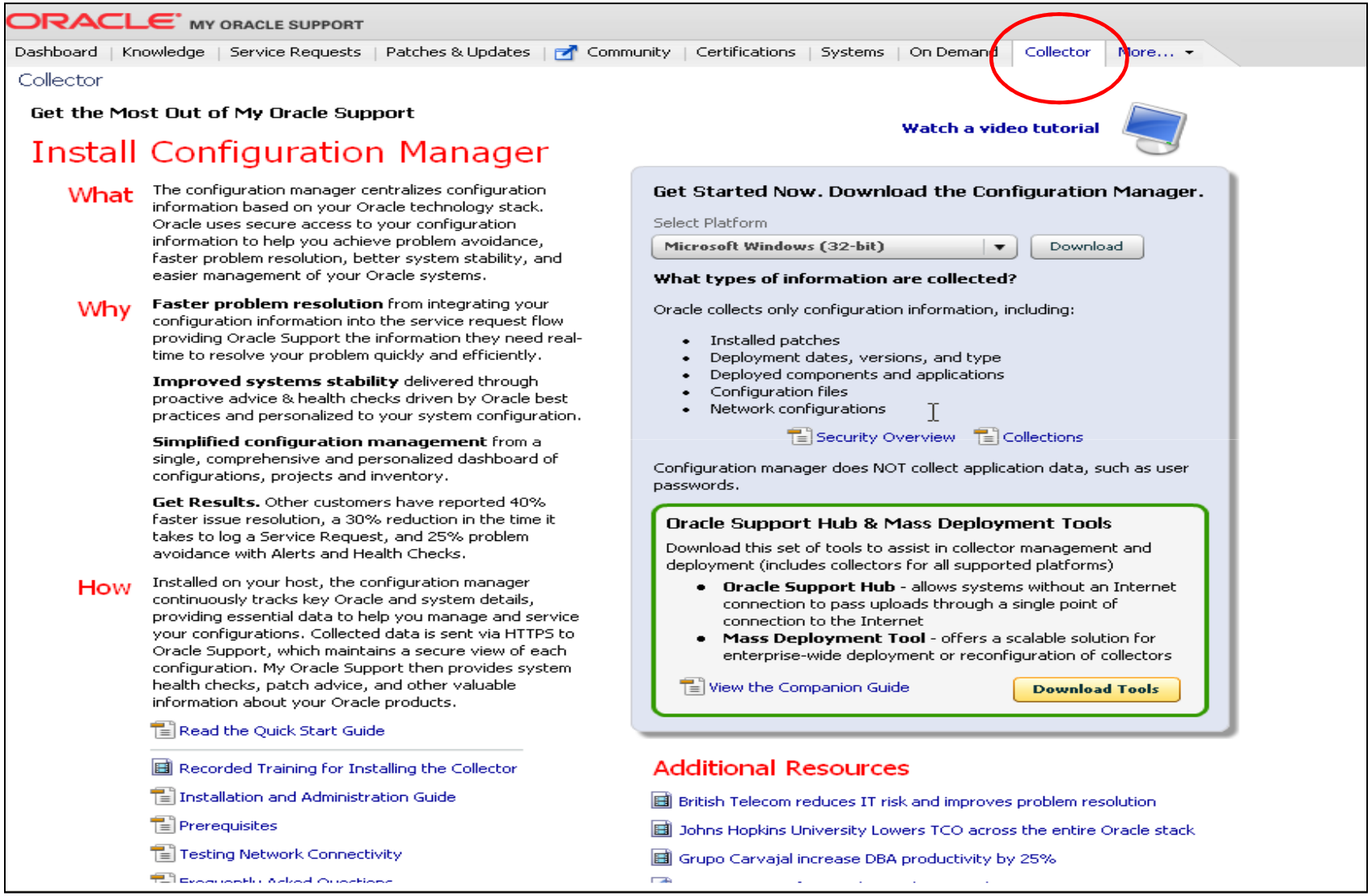
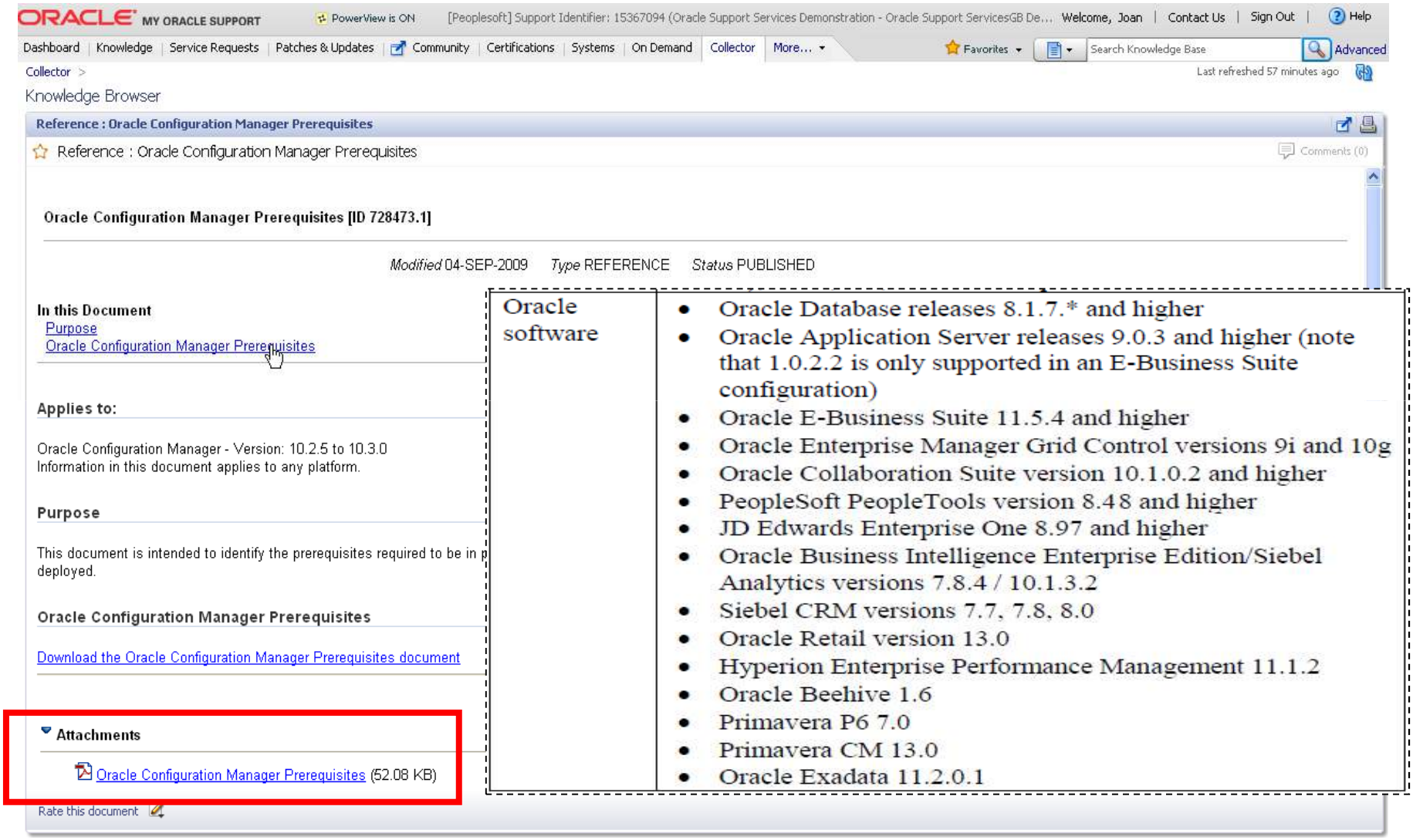
Available to Oracle Database, PeopleSoft, Siebel, Fusion Middleware, and E-Business Suite customers.

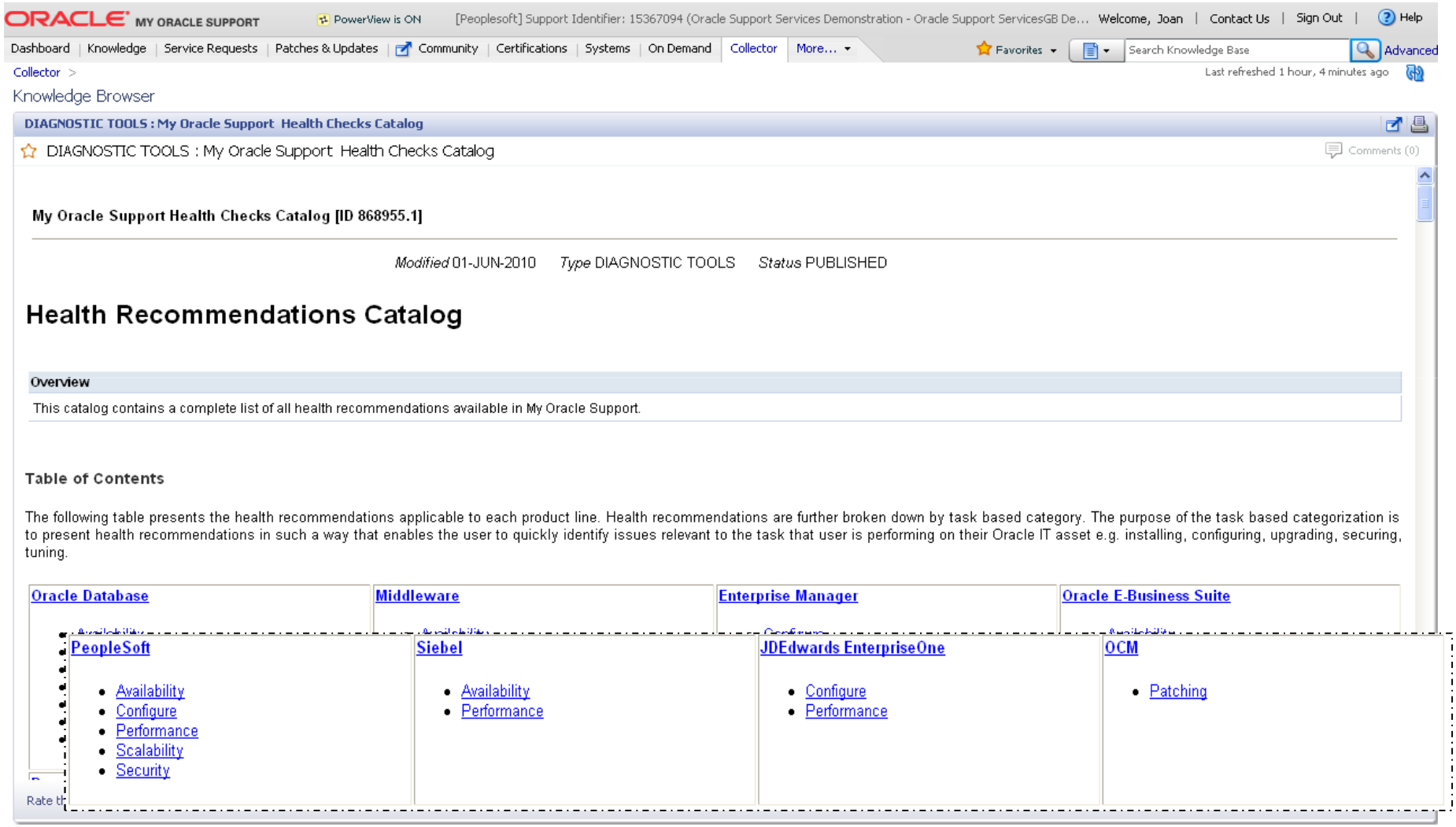
Getting the Most Out of My Oracle Support



Configuration Manager Prerequisites



Health Checks

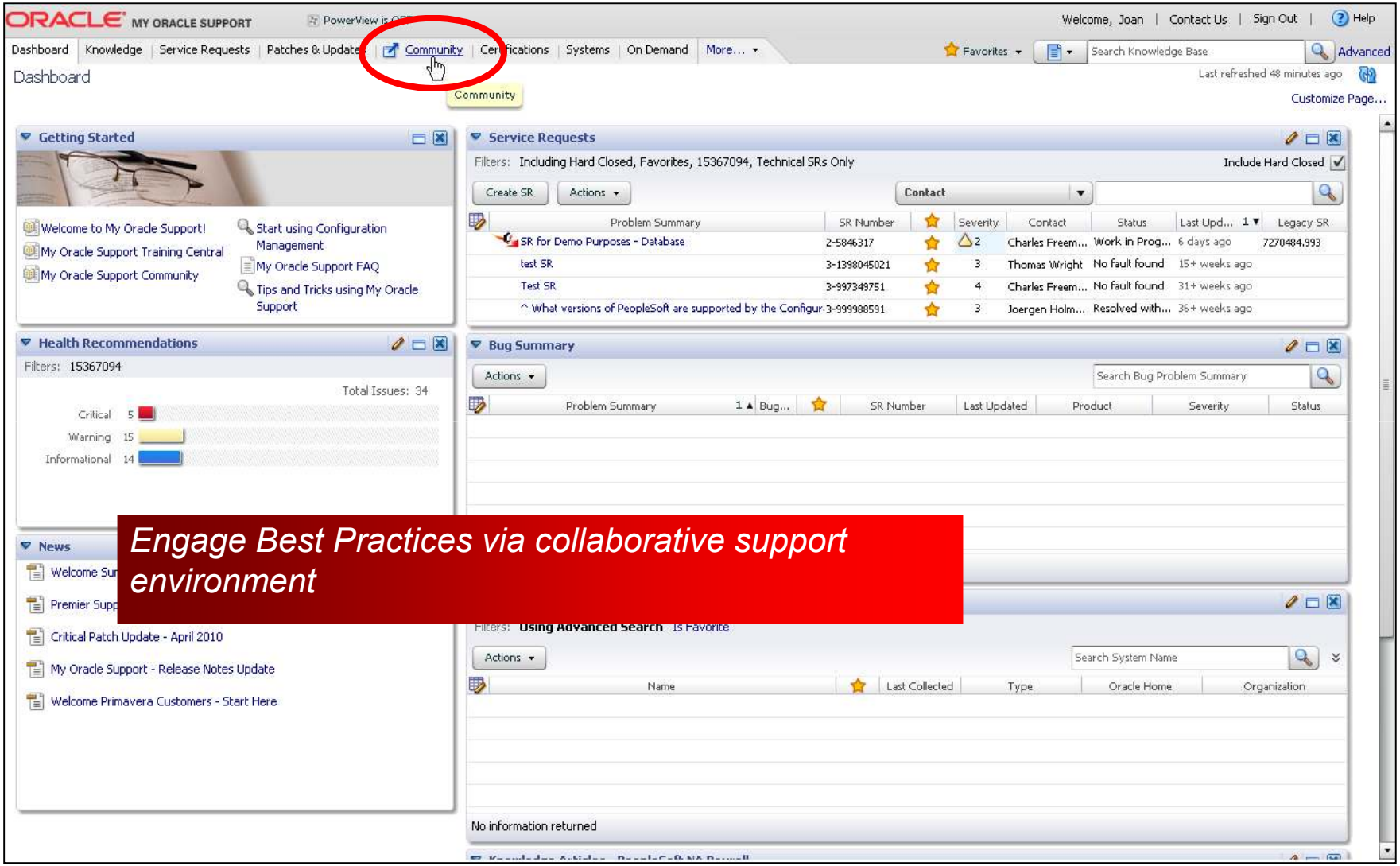


My Oracle Support Health Checks Catalog, Article ID 868955.1

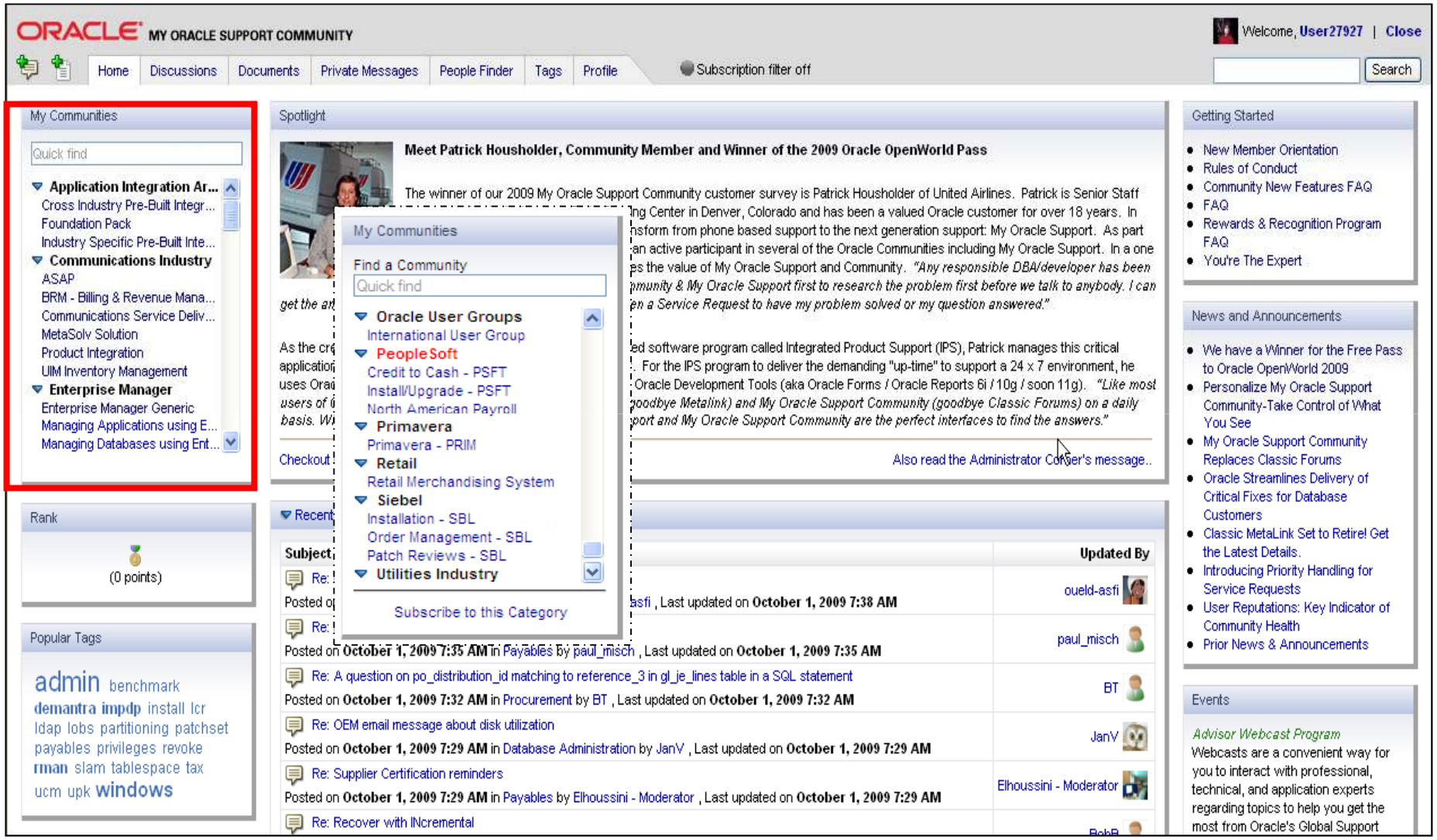
My Oracle Support

Community

My Oracle Support Community



My Oracle Support Community



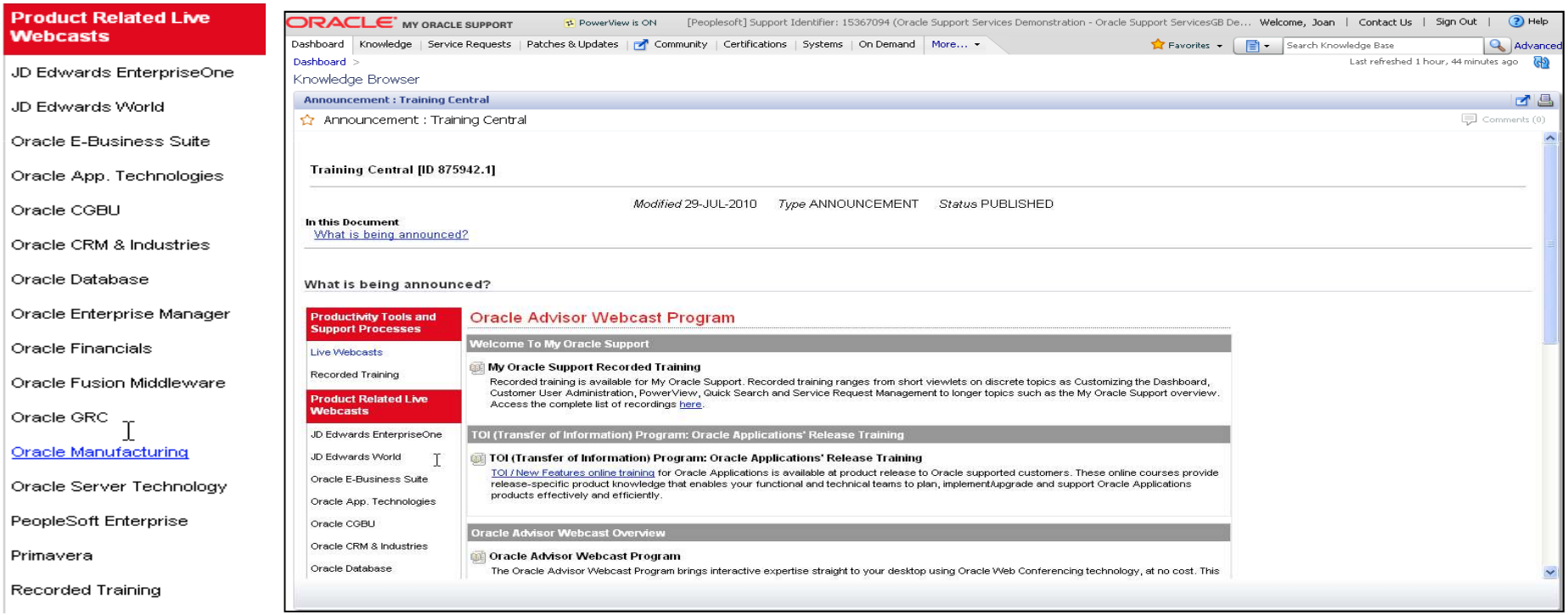
For additional information…

Advisor Webcasts – Technical Topics

- Live presentations delivered by subject matter experts who share knowledge and information about Oracle services, products, and technologies.
- All sessions are recorded and available for download.
- Instructions for registering and viewing both live and archived Webcasts can be accessed through the above Document ID.
- New sessions constantly being added so check back often!
- Refer to Document ID 875942.1

Advisor Webcasts – Technical Topics

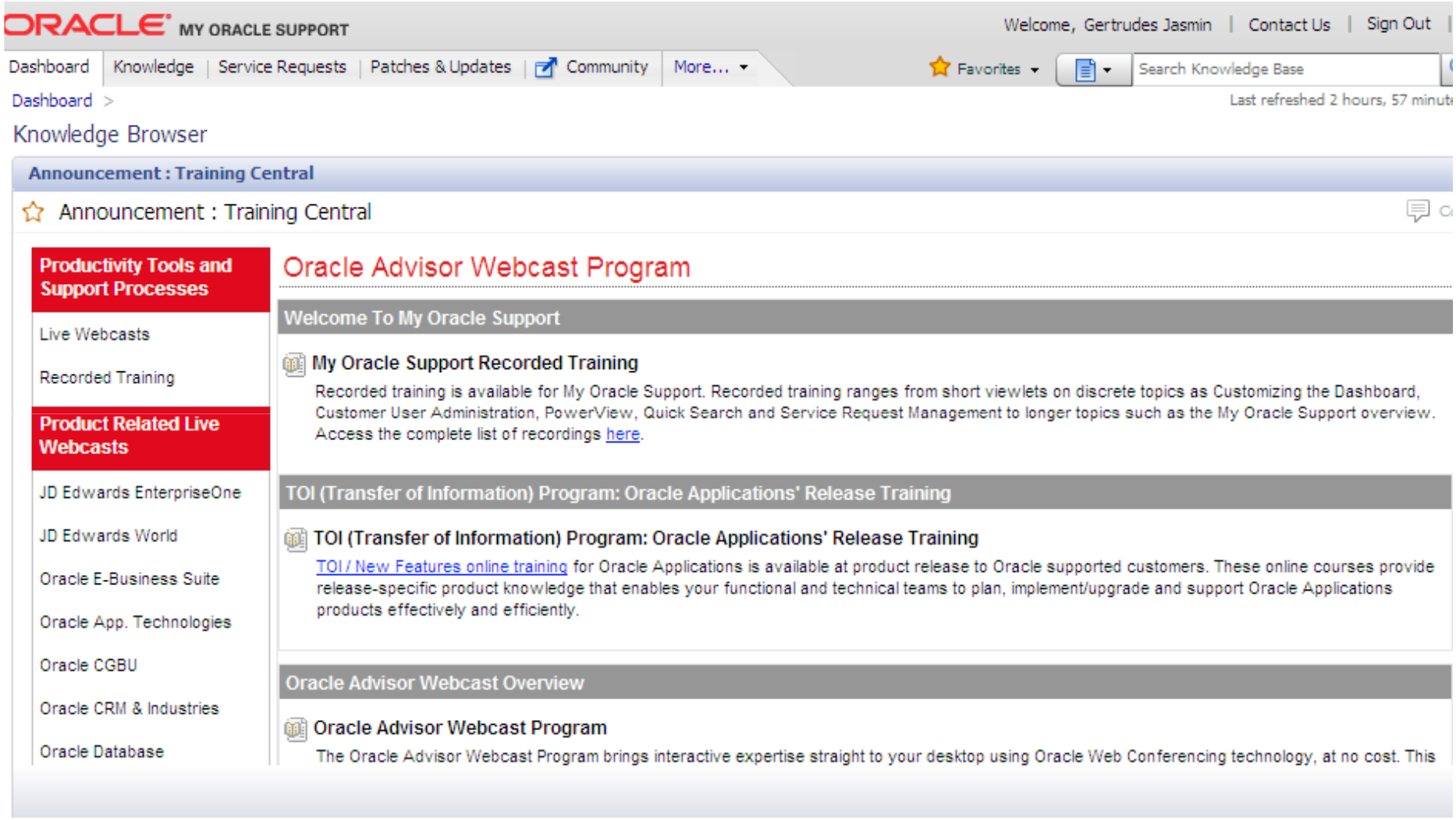
- Go to My Oracle Support Document Id 875942.1 – *Oracle Support Training Central*
  - Includes links to the Advisor Webcast pages
  - Links to all previously recorded sessions



Oracle Configuration Manager

- Video Tutorial on the Configuration Manager and the Collector *(requires sign in to iLearning via Oracle University)*
- Document 728989.5 - Oracle Configuration Manager Installation and Administration Guide
- Oracle Configuration Manager: Security Overview
- Collector Home Page on My Oracle Support
- Document 1087336.1 - Video detailing the benefits of Oracle Configuration Manager and Health Checks, specifically for EBS customers. For additional info see the Health Check Catalog (Document 868955.1)

Oracle Advisor Webcast Program!



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