

PeopleSoft Enterprise Change Assistant

Intelligent searching for updates and fixes tailored to your system.

Multi-environment aware for use across all your PeopleSoft Enterprise applications .

Automated download of complete packages.

Save Time and Increase the Accuracy of Your Updates

PeopleSoft Change Assistant is a single tool for administrators, designed to automate the process of installing software patches, updates, and upgrades; slashing the time required for application updates .

Moving Software Updates Into the 21st Century

Software updates follow a fairly standard process. Every administrator is familiar with the following steps:

Discover and Analyze

The first step of the process, the user finds out what updates are available from the vendor, which of those are appropriate for their environment, and which of them have already been updated. Typically, this is a manual operation with people searching through web sites, reading documentation, and talking to customer support personnel.

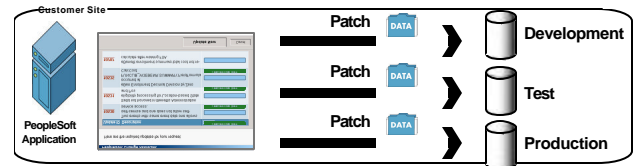
Select and Download

After identification of the set of appropriate updates, the next step is to select and download the specific updates desired. Again this has traditionally been a manual process where system administrators delve into system and update documentation to determine any dependencies and/or prerequisites for the selected update, and then manually download each update.

Apply, Test, and Deploy

After downloading all appropriate updates, the next step is to apply the fixes and manage the change management process. This has also typically been a manual process.

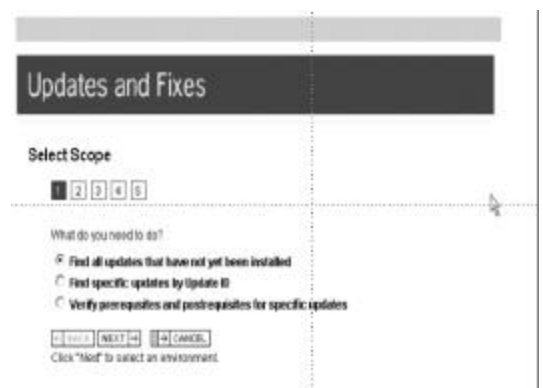
Change Assistant helps automate the software update process. With this one tool, administrators can manage changes to their PeopleSoft Enterprise applications – from the smallest patch to a major update – with the ease of a desktop operating system. Change Assistant uses web services to retrieve only those patches that are needed for a specific PeopleSoft Enterprise application environment, thereby improving administrator productivity. Change Assistant uses the Environment Management Hub in PeopleTools 8.44 to store, retrieve and distribute system configurations across PeopleSoft implementations.



PeopleSoft Enterprise Change Assistant

Change Assistant helps automate the software update process for PeopleSoft Enterprise applications.

PeopleSoft Change Assistant automates the process of accessing PeopleSoft Customer Connection and presents an administrator with a list of patch recommendations for a specific PeopleSoft Enterprise installation. These patch recommendations are dynamically tailored to the customer's installation, taking into account application version, PeopleTools version, operating system and database. Change Assistant ensures that appropriate patch dependencies are resolved so that a patch is never applied if required pre-requisites are not present. Change Assistant changes the patch recommendation list dynamically should the administrator deselect or add a patch to the list, which ensures consistency in the upgrade process.



PeopleSoft Customer Connection Interface

PeopleSoft Enterprise Change Assistant communicates directly with the PeopleSoft Customer Connection website to select and download the appropriate updates.