

## Oracle Proactive Support Tools Change Management

**SIMPLIFY.  
STANDARDIZE.  
SYNERGIZE.**

### Oracle proactive support tools keep you ahead of constant change.

With Oracle Premier Support you get access to change management tools and best practices included at no additional charge.

Change is constant. In today's complex IT environments you're faced with technology changes and process changes that all require constant supervision. To help you with this never-ending need, Oracle Support, together with product development, has developed a set of change management tools that help you increase productivity and stay ahead of constant change.

With well defined processes and tools available to help plan, execute, and track changes for patch management and software maintenance you can take a proactive stance to managing your Oracle environment and realize the full benefit of keeping your software current. These tools can help reduce risk, minimize impact, avoid business disruption, and most importantly, increase your first-time success rate when preparing for and managing change in your infrastructure.

Resources and best practices from Oracle Support facilitate efficient and prompt handling of change to allow you to maintain the proper balance between the need and the potential impacts on your IT infrastructure. When combined with other proactive tools from Oracle Support, you have a complete set of support tools that can help you get the most from your investments.

### THREE REASONS TO USE ORACLE CHANGE MANAGEMENT SUPPORT TOOLS

#### Assess the impact of change

- Make well-informed decisions and minimize business disruption.
- Ensure that standardized methods and procedures are used.
- Monitor critical system updates.

#### Reduce the potential for errors

- Reduce system maintenance time and effort.
- Move from a reactive to a proactive position.
- Increase staff efficiency through access to knowledge and tools.

#### Automate labor intensive tasks

- Gain faster ROI with planning and configuration assessment tools.
- Automate the patch and software update process.
- Minimize patching risks with unique automated scripts and tools.

#### ADVANCED RESOURCES TO DRIVE SUCCESS

Change management resources from Oracle assists with patch management and software maintenance functions and supply the required installation, configuration, and implementation information you need so you can focus on the business success of your IT infrastructure.

Oracle is committed to delivering faster, easier, and more cost effective ways to help you manage and support the complete Oracle stack. The proactive support tools from Oracle Support offer personalized, proactive and collaborative support capabilities that can help you better manage system change, performance, and upgrades as well as diagnose issues. And these tools are included as part of your annual Oracle Premier Support subscription.

## Oracle Proactive Support Tools Change Management

Oracle Change Management Tools Overview	
Oracle Database	
<b>Oracle Configuration Manager (OCM)</b>	<p>OCM centralizes configuration information based on your Oracle technology stack. Oracle uses secure access to your configuration information to help you achieve problem avoidance, faster problem resolution, better system stability, and easier management of your Oracle systems. Oracle collects the following configuration information:</p> <ul style="list-style-type: none"> <li>• Installed patches.</li> <li>• Deployment dates, versions, and type.</li> <li>• Deployed components and applications.</li> <li>• Configuration files.</li> <li>• Network configurations.</li> </ul>
Oracle E-Business Suite	
<b>Maintenance Wizard</b>	<p>Oracle Maintenance Wizard helps to reduce patching tasks with step-by-step instructions, automatic task execution, and critical patch analysis to help reduce the possibility of errors during the upgrade process.</p> <ul style="list-style-type: none"> <li>• Consolidated, personalized set of instructions in a step-by-step format.</li> <li>• Critical patch identification to prevent accidental omission.</li> <li>• Confirmation and documentation of your successful upgrade.</li> </ul>
PeopleSoft Enterprise	
<b>PeopleSoft Change Assistant</b>	<p>The PeopleSoft Change Assistant is a standalone tool for applying application updates and performing upgrades. Change Assistant utilizes the Environment Management Framework.</p> <ul style="list-style-type: none"> <li>• Assembles and organizes the steps necessary to apply patches and fixes for your PeopleTools maintenance updates.</li> <li>• Automates the application of change packages to ensure your systems have the latest maintenance software.</li> </ul>
<b>PeopleSoft Enterprise: Change Impact Analyzer</b>	<p>PeopleSoft Change Impact Analyzer evaluates the effect of changes made on your installation and the impact of specific changes you plan to make during an application upgrade.</p> <ul style="list-style-type: none"> <li>• Interactive program where you can see the relationships of PeopleSoft definitions in a hierarchical view.</li> </ul>
Siebel	
<b>Siebel Application Deployment Manager (ADM)</b>	<p>ADM is used for migrating changes made by your development teams between development/test environments or to production environments to reduce errors as well as the time and effort needed to manage deployments.</p> <ul style="list-style-type: none"> <li>• Unified framework uses a single interface for all deployments.</li> <li>• Deploy customizations between environments.</li> <li>• Packages group changes for particular fix and deploys as a single action.</li> <li>• Built in backup/restore preserves settings before changes are applied and can restore them later.</li> </ul>
JD Edwards	
<b>JD Edwards Change Assistant</b>	<p>Change Assistant can expedite and facilitate the process of search, identification, downloading and deployment of software patches and can provide dramatic improvements compared with manual processes to increase the efficiency of maintaining your applications.</p> <ul style="list-style-type: none"> <li>• Identifies and downloads current patches when you install a new release.</li> <li>• Applies fixes according to your change management strategy.</li> <li>• Single point of entry to facilitate software updates and fixes.</li> <li>• Manage deployment processes and enhance your search capabilities.</li> </ul>

For more information: <http://www.oracle.com/support/premier/proactive-automated-support.html>

Copyright © 2009, Oracle Corporation and/or its affiliates. All rights reserved.

This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor is it intended to create any warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.