Planning Your Oracle E-Business Suite Upgrade from Release 11i to 12.1 and Beyond

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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.
Planning Your Upgrade Agenda

• Business Value of the Upgrade
• Best Practices for Your Upgrade Project
  – Starting Your Upgrade Project
  – Planning Your Upgrade Approach
  – Preparing for Your Upgrade Execution
• EBS Support Timelines
• Additional Resources
Business Value of Upgrading from E-Business Suite 11i to 12.1
Oracle E-Business Suite
Focused on Financials and Technology
Oracle E-Business Suite – R12
Global Financial Architecture

Major Initiatives:

1. Ledger and Ledger Sets
2. Multi-Org Access Control
3. Subledger Accounting
4. Tax Engine
5. Intercompany
6. Bank Model
Oracle E-Business Suite
Substantial Value in Every Area
### Oracle E-Business Suite – R12.1

#### Enhanced Product Areas

<table>
<thead>
<tr>
<th>Category</th>
<th>Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procurement</td>
<td>• Buyers Workbench, Sourcing, Contracts, Electronic Invoicing, iSupplier Portal</td>
</tr>
<tr>
<td>HCM</td>
<td>• Learning Management, Recruiting, Performance Management, Talent Profile, Incentive Compensation</td>
</tr>
<tr>
<td>Financials</td>
<td>• Shared Service Centers, Advanced Collections, Internet Expenses, Channel Revenue Mgmt</td>
</tr>
<tr>
<td>SCM</td>
<td>• Enterprise Asset Management, Warehouse Management</td>
</tr>
<tr>
<td>Projects</td>
<td>• Project Management for Asset Based Industries (Util, E&amp;C, O&amp;G etc.)</td>
</tr>
<tr>
<td>CRM</td>
<td>• Service &amp; Field Service</td>
</tr>
<tr>
<td>MDM</td>
<td>• Core Product Hub</td>
</tr>
<tr>
<td>Industries</td>
<td>• Wholesale Distribution, Public Sector, High Technology, Engineering &amp; Construction, Life Sciences, Retail, Professional Services, Communications, Consumer Goods, Utilities</td>
</tr>
</tbody>
</table>

#### New Products in 12/12.1

<table>
<thead>
<tr>
<th>Features</th>
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<tbody>
<tr>
<td>• Spend Analysis, Classification &amp; Supplier Lifecycle Management</td>
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<tr>
<td>• Succession Planning, Incentive Comp Analytics/ HR Analytics</td>
</tr>
<tr>
<td>• Financials Accounting Hub, Federal Financial Analytics</td>
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<tr>
<td>• Value Chain Planning, Landed Cost Management, Manufacturing Execution</td>
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<tr>
<td>• Projects Analytics, Primavera Integration</td>
</tr>
<tr>
<td>• Price Protection, Supplier Ship &amp; Debit</td>
</tr>
<tr>
<td>• PIM for Telco, PIM for Retail, Site Hub, Supplier Hub</td>
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</tbody>
</table>
Finding Additional Information
Accelerate your evaluation and planning

Contains
- Presentations
- RCDs
- RVPs
- Videos
- Customer Stories
- White Papers
- etc

http://launch.oracle.com/?EBSUpgrade
Building the Business Case for Upgrading

• Evaluate the new 12.1 features in the products you are currently running
  – Opportunities to eliminate customizations
  – Greater flexibility to match the needs of your business
  – Opportunities for additional automation and process improvement

• Look for adjacent products that might add value
  – Many products are much stronger at the 12.1 level than they were in 11i
  – Adding modules is low cost since you are leveraging the implementation work you have already done
  – Some customers have justified the upgrade primarily by the need to get to the 12.1 level so they could implement additional products
EBS Product Update: Continued Releases and Innovation
Ongoing Consumable Low Upgrade Cost Point Releases
Best Practices for Your Upgrade Project
Starting Your Upgrade Project
Best Practices

1. Assemble the right project team
2. Allocate enough time and resources
3. Establish the target release
1. Assemble the Right Project Team
Include All of the Relevant Stakeholders

- Dedicated Project Manager
- Executive Steering Committee
- Technical Team
  - DBA
  - Apps (mid-tier) Specialist
  - Performance Specialist
  - Customization Developer
- Business Process Owners
- Functional Specialists
- Tax Specialist
2. Allocate Enough Time and Resources

• 11i to 12.1 upgrade is bigger than 11i Maintenance Pack upgrades (e.g., 11i9 to 11i10)
  – Significant changes in Financials functionality and data model
  – More flexible implementation options

• Time and resource estimates from 11i Maintenance Pack upgrades may not apply
2. Allocate Enough Time and Resources

• Required time and resources will depend on your circumstances
  – Number of EBS modules you’ve implemented
  – Scope and complexity of your customizations
  – Number and extent of your integrations
  – Effort you typically invest in testing major release level changes
  – Other systems changes you’re combining with the upgrade

• Many SIs and Consultants with 12.1 upgrade experience to help you estimate
3. Establish the Target Release
12.1.3 Became Available in August 2010

- Do Rapid Install to get 12.1 tech stack & product files
- Apply latest Release Update Pack (12.1.3)
  - Legislative and regulatory updates
  - Minor enhancements
  - Error corrections
- Apply critical patches for the products in your footprint
  - Recommended R12 Patches in MOS “Patches & Updates”
  - Oracle Applications Release Notes, Doc 798258.1
- Track critical fixes you’ve made to 11i and discuss with Support whether those also apply to 12.1.3
  - 11i bug fixes issued after May 2010 may not be in 12.1.3
Planning Your Upgrade Approach
Best Practices

1. Decide: upgrade vs. reimplement
2. Upgrade before expanding your footprint
3. Plan for some Financials setup
4. Plan the upgrade of customizations
5. Plan for related systems changes
6. Preview Release 12.2
Upgrade

Current 11i Instance

- Run Oracle tools on your current instance to
  - Install 12.1 file system
  - Upgrade all data to 12.1
- Go live on your upgraded instance

Upgraded 12.1 Instance
Reimplement

Current 11i Instance

New 12.1 Instance

• Use Oracle tools to install a new 12.1 instance
• Do setups on the new instance
• Migrate data from your legacy instance using Oracle’s:
  • Interface tables
  • APIs
• Go live on your reimplemented instance
Hybrid: Upgrade & Consolidate

Europe

US-HQ

- Upgrade your US-HQ instance to 12.1
- Do international setups on the upgraded instance
- Migrate data from your international instances
- Go live on your global single instance

Asia Pacific

Global Single Instance

Legacy Instances
1. Decide: Upgrade vs. Reimplement

• Do an upgrade if you:
  – Are satisfied with core Financials configurations such as:
    • Chart of Accounts definition
    • Costing Method
    • Calendar
  – Run a single instance of EBS
  – Use standard business processes with minimal customization
  – Want to carry forward historical transaction data
1. Decide: Upgrade vs. Reimplement

- Consider a reimplementation if you:
  - Are dissatisfied with core Financials configurations such as:
    - Chart of Accounts definition
    - Costing Method
    - Calendar
  - Want to combine instances into a new “gold” instance
  - Want to standardize business processes and eliminate numerous customizations
- In practice, we see many more upgrades than reimplementations
AT&T Inc. Upgraded to Oracle E-Business Suite Release 12 to Centralize Accounting Processes

COMPANY OVERVIEW
• One of the world’s largest Telecommunications companies
• Industry: Communications
• Employees: 294,600
• Revenue: US$124 billion

CHALLENGES/OPPORTUNITIES
• Upgrade the company’s existing Oracle enterprise resource planning (ERP) system to accommodate recent communications industry acquisitions and more easily incorporate international operating companies
• Support centralization of business operations to achieve greater consistency, data reliability, and global visibility

SOLUTIONS
• Oracle Financials
• Oracle Fixed Assets
• Oracle Financial Accounting Hub
• Oracle Project Costing

CUSTOMER PERSPECTIVE
“We upgraded to Oracle E-Business Suite Release 12 and Oracle Financial Accounting Hub to achieve greater efficiency and effectiveness globally in the wake of our recent acquisitions and our plan to centralize accounting for all of our worldwide operating companies. Oracle helped us to achieve that goal on time and on budget”

Roxanne Shelton, Executive Director, Financial Applications, AT&T Inc.

RESULTS
• Enabled users to get financial results more quickly and get up-to-date data in the hands of decision makers, ultimately accelerating monthly financial close by nearly 25%
• Standardized accounting rules, reducing the chart of accounts by 1/3
• Streamlined processing of more than 1.2 million invoices per month
2. Upgrade Before Expanding Your Footprint

If you want to add more EBS products to your footprint:

- a) Implement more products at the 11i level, then upgrade later
- b) Implement more products in a separate 12.1 instance
- c) Upgrade to 12.1 first, then implement more products
2. Upgrade Before Expanding Your Footprint

If you want to add more EBS products to your footprint:

- a) Implement more products at the 11i level, then upgrade later
- b) Implement more products in a separate 12.1 instance
- c) Upgrade to 12.1 first, then implement more products
2. Upgrade Before Expanding Your Footprint

• Upgrade to 12.1 first, then implement more products
  – Don’t slow progress towards 12.1 with numerous 11i projects
  – Implement and stabilize new business processes once
  – Many products are much stronger at the 12.1 level
  – Don’t implement more products in a separate 12.1 instance unless you plan to keep separate instances

Related point … don’t split to two instances to upgrade one product area ahead of another
CUSTOMER PERSPECTIVE

“We went live with Oracle E-Business Suite Release 12.1 on time and on budget. The new features in the latest version will enable us to operate more efficiently and effectively, such as managing our US$6 billion capital and grant monies.”

Prasad Nettum, Director for Enterprise Financial Systems

RESULTS

- Completed the aggressive upgrade within the original project timeline and budget despite changes half way through
- Solved problems quickly and met aggressive goals with a small IT staff
- Managed and monitored work orders more efficiently

COMPANY OVERVIEW

- The nation’s third largest school district that serves approximately 407,000 students in 666 schools
- Industry: Public Sector
- Employees: 55,000
- Revenue: US$6 billion

CHALLENGES/OPPORTUNITIES

- Upgrade the school district’s existing Oracle enterprise resource planning (ERP) system to gain new functionality and to enable the system to scale for future growth under extreme budgetary and staffing constraints due to the current economy
- Review and reduce the system’s more than 100 customizations for better management efficiency
- Implement additional modules on the latest version of Oracle E-Business Suite to save time and money

SOLUTIONS

- Oracle Financials
- Oracle Procurement
- Oracle Projects
- Oracle Enterprise Asset Management
- Oracle User Productivity Kit

September 2009
3. Plan for Some Financials Setup

- Even in the upgrade case, plan on reviewing your Financials setups
  - Some setups done separately in 11i modules are centralized in 12.1
- Validate that new centralized setups reflect consistent tax and accounting treatments that you expect
3. Plan for Some Financials Setup

- Understand Financials upgrade impacts
  - Oracle Financials & Procurement Functional Upgrade Guide
    - Architecture changes, data migration
  - “R12 Upgrade Considerations by Product” (Doc 889733.1)
    - Process changes, configuration changes, hints and tips
  - Accounting Setup Manager Pre-Update Diagnosis Report
    - Setup inconsistencies you should resolve before upgrade

- Understand additional implementation options
  - Oracle Financials Concepts Guide
  - Oracle Financials Implementation Guide
4. Plan the Upgrade of Customizations
Inventory Customizations and Prioritize for Upgrade

- Review 12.1 functionality to see what is now available in the product
  - See Release Content Documents, Doc 561580.1
  - Save money by retiring customizations
- Research country-specific localizations
  - See “Introduction to Add-On Localizations”, Doc 429042.1
- Consider engaging Oracle Consulting for a CEMLI review
  - Customization, Extension, Modification, Localization, and Integration
4. Plan the Upgrade of Customizations
Adapt Custom Code to Data Model Changes

• EBS Data Model Comparison Report (Doc1290886.1) lists database object definition changes between:
  – 11.5.10.2 and 12.1.3
  – 12.0.4 and 12.1.3
  – 12.0.6 and 12.1.3
  – 12.1.1 and 12.1.3

• Example impacts:
  – Switch custom reconciliation reports from distribution lines in separate apps to new Subledger Accounting (XLA) tables
  – Update custom Oracle Discoverer Business Areas
4. Plan the Upgrade of Customizations

Adapt Custom Code to Technology Changes

- Custom code in standard 11i development technologies is generally compatible
  - OA Framework
  - Oracle Forms
  - Oracle Reports
  - Oracle Workflow
- Certain technologies have been replaced (Doc 374398.1)
  - Mod_plsql
  - Oracle Reports Server Reports
  - Oracle Graphics integrations with Oracle Forms
  - AK mode of Oracle Application Framework
4. Plan the Upgrade of Customizations
Consider Migrating Custom Oracle Reports to BI Publisher

• You can migrate to BI Publisher before you upgrade
  – May need to adjust queries, but formatting remains valid
• Use migration utility or leverage delivered templates
  – 12.1 includes over 2600 layout templates registered against more than 2000 data sources across 92 products
4. Plan the Upgrade of Customizations
Consider Replacing Custom Discoverer Reports with OBIA / OBIEE

• You can continue to use Oracle Discoverer in 12.1 for custom reports
• If you are reimplementing custom Discoverer reports, consider replacing with Oracle BI Applications (OBIA)
  – Pre-built, pre-integrated analytics for Oracle’s ERP and CRM offerings
  – Built with OBIEE, Oracle’s strategic business intelligence platform
4. Plan the Upgrade of Customizations
   Plan For New or Reimplemented Custom Screens

• Use personalization functionality where possible
  – OA Framework or Forms Personalization
  – Flexfields
  – Folders

• Extend incrementally using standard E-Business Suite technologies
  – OA Framework
  – Oracle Forms
  – Oracle Workflow

• Consider new Fusion Middleware tools such as ADF and SOA Suite for separate custom applications
5. Plan for Related Systems Changes
Database and Operating System Levels

• Before upgrading, you must be on a 12.1-certified database level: 10gR2, 11gR1, or 11gR2

• Consider getting to latest database level certified for your current EBS level
  – Both 11i10 and 12.1 are certified on 10gR2, 11gR1, 11gR2
  – See Database Preparation Guidelines for an Oracle E-Business Suite Release 12.1.1 Upgrade, Doc 761570.1

• Similar considerations apply to your operating system
  – See MOS Certifications and Oracle Applications Installation and Upgrade Notes Release 12 (12.1.1) for your platform
5. Plan for Related Systems Changes

Architecture Conversions

• These related architecture conversions can be accomplished while on 11i:
  – Oracle Applications Tablespace Model - OATM
    • Reduces number of tablespaces to 12 from 2 per product
    • Compacts database, optimizes storage settings and reduces I/O
    • See Doc 248857.1
  – Multiple Organization Architecture
    • Convert from single-organization architecture to enable Multi Org Access Control
    • Can have 1 operating unit
    • See Doc 210193.1
5. Plan for Related Systems Changes

Platform Migrations

- **Middle tier**: Use Rapid Install to install 12.1 file system on target platform, then continue with upgrade
- **Database tier**: Re-platform before 12.1 upgrade
  - Target has same endian format (byte ordering):
    - Transportable Database (Doc 729309.1)
  - Target has different endian format:
    - Export/Import (Datapump), but slow for databases > 1TB
      - 11i/10gR2 (Doc 362205.1)
      - 11i/11gR1 and 11i/11gR2 (Doc 557738.1)
    - Transportable Tablespaces is better for large databases
      - 11i/10gR2 (Doc 454574.1)
      - 11i/11gR2 (Doc 1366265.1)
5. Plan for Related Systems Changes

- Should you combine related systems changes with your 12.1 project and downtime?
  - **Single Project & Downtime**
    - Less total downtime & testing
    - More complex troubleshooting
    - More business risk
  - **Multiple Projects & Downtimes**
    - Likely more total downtime & testing
    - Simplified troubleshooting
    - Less business risk
5. Plan for Related Systems Changes

• Different enterprises will make different scope and phasing decisions based on:
  – How frequently they can take a downtime
  – How long any single downtime can be
  – How much testing their business requires

• In practice, many enterprises complete related system changes ahead of the 12.1 project and downtime
6. Preview Release 12.2

- 12.2 will contain functional and technical advances, including Online Patching
  - Adds to overall value proposition of Release 12 upgrade

- Don’t wait for 12.2 to come out before analyzing and planning your 12.1 upgrade
  - 12.1 functional upgrade analysis will apply equally to 12.2
  - Once on 12.1, the upgrade to 12.2 will be much smaller than the 11i to R12.x upgrade
WHAT’S COMING

- **Latest middleware:** Fusion Middleware 11g
  - WebLogic Server to replace OC4J
- **Latest database:** Oracle 11gR2 11.2 Database
  - Online patching via Edition-Based Redefinition
  - Improved performance via database result caching
Reducing Patching Downtime
Online Patching With Oracle 11g Release 2 Database

WHAT’S COMING

- Functionality leverages native 11g R2 features that allow online application upgrade with uninterrupted availability of the application
- Patches can be applied while the production system is fully operational
- Only a short downtime is required to complete patching process
- The amount of downtime required by any patch will be more predictable
Preparing for Your Upgrade Execution

Best Practices

1. Test, Test, Test
2. Take steps to minimize downtime
3. Prepare business users for change
1. Test, Test, Test
Do Full Functional Testing at Full Data Volumes

• Test end to end with complete production data set
  – Find latent data conditions that will fail 12.1’s tighter validation
• Test all business scenarios with upgraded & new data
  – Enter an invoice in 11i, issue a credit memo against it in 12.1
• Compare key reports before and after upgrade
  – AP Trial Balance
  – AR Reconciliation reports
• Do data verification tasks described in upgrade guide
1. Test, Test, Test
Test Your Period-End Close

• During UAT, test month-end close at full data volumes
  – Resolve any exceptions
• After go-live, simulate month-end close a few days before actual close
  – Keep project team within reach through your first close
• See: “R12: Period-End Procedures for Oracle Financials E-Business Suite” (Doc 961285.1)
1. Test, Test, Test
Do Load and Volume Testing

- Batch load tests
  - Run production concurrent requests on your test system
- User Participation Tests
  - Let users go unscripted at full production processing capacity
- Automated load testing
1. Test, Test, Test
Consider Oracle’s Automated Testing Solution

Oracle Application Testing Suite (OATS)

1. **Oracle Load Testing** – scalability, performance & load testing
2. **Oracle Functional Testing** – functional and regression testing
3. **Oracle Test Manager** – test process management, test execution & defect tracking

### 12.1.1 Test Starter Kit
- Instruction guide
- Sample QA test scripts
- See Oracle Application Testing Suite Downloads > Application Testing Suite
2. Take Steps to Minimize Downtime

• Do several complete practice upgrades
  – Establish that the upgrade will fit into your downtime window

• Optimize your timing
  – Tune performance of the core upgrade driver
    • See *Oracle E-Business Suite Upgrade Guide, Release 11i to 12.1.1*
  – Minimize duration of tasks performed before & after core upgrade driver runs
    • Interim backups
    • Final acceptance testing
2. Take Steps to Minimize Downtime

Downtime Reduction Techniques

- Run “The Upgrade Manual Script” (TUMS) to identify tasks you can omit (UG Chapter 2)
- Apply Consolidated Upgrade Patch for fixes to upgrade code (Doc 798258.1)
- Reduce data volume using archive and purge (Doc 752322.1)
- Use Subledger Accounting “Upgrade by Request” (UG Appendix G and Doc 604893.1)
- Use a shared APPL_TOP (Doc 384248.1) and Distributed AD (Doc 236469.1)
- Use a staged APPL_TOP (Doc 734025.1)
- Complete functional pre-upgrade tasks in Upgrade Guide (UG Appendix E)
- Parallelize pre- and post-upgrade technical activities
- Isolate post-upgrade concurrent programs in a special queue (Doc 399362.1)
2. Take Steps to Minimize Downtime
Subledger Accounting “Upgrade by Request”

- Limit historical accounting data upgraded during critical downtime using SLA Pre-Upgrade program
  - Set range of periods to upgrade; default is current fiscal year, or minimum of 6 periods
  - Some SLA functionality relies on availability of previous accounting data
    - Example: To cancel an invoice from 2 years ago, need to upgrade at least 2 years of accounting data
- Option to run SLA Post-Upgrade program for additional historical data
3. Prepare Business Users for Changes
Consider Oracle’s End User Productivity Solutions

• Oracle Tutor
  – Capture and maintain business process documentation

• Oracle UPK
  – Capture and maintain interactive UI simulations
  – Adapt pre-built E-Business Suite content
  – Deploy as online help
Drive Greater End User Productivity
UPK Pre-Built End-User Documentation

User Modes

See It
Self-Running Demo

Try It
Interactive Simulation

Know It
Testing for Competence

Do It
Context-Sensitive Help

2,300+ Pre-delivered Topics for Release 12.1

Financials
- Payables
- Receivables
- General Ledger
- Assets
- Internet Expenses
- Advanced Global Intercompany System
- E-Business Tax
- Subledger Accounting
- Bank Account Setup/Maintenance

HRMS
- Human Resources
- Payroll
- Self-Service HR
- Performance Mgmt
- Time and Labor
- iRecruitment
- Learning Mgmt

Applications Technology
- Applications Mgmt
- Forms Personalization

Manufacturing
- Shop Floor Management
- Work In Process
- Discrete MES
- OPM Product Development
- OPM Process Execution
- OPM MES

Procurement
- Purchasing
- iSupplier Portal
- iProcurement

Projects
- Project Costing
- Project Mgmt
- Project Resource Mgmt

Distribution
- Inventory
- Order Mgmt
- Shipping Execution
EBS Support Timelines
E-Business Suite Support Timelines
5 Years of Premier and 3 Years of Extended Support

11.5.10
Nov ‘10
Premier
Extended
Sustaining

R12
GA
Premier
Extended
Sustaining
Jan ‘12
Jan ‘15

R12.1
GA
Premier
Extended
Sustaining
May ‘14
May ‘17

11i Extended Support Ends in November 2013
12.1 Extended Support fee waived through May 2015

E-Business Suite Extended Support Policies
11.5.10 Minimum Patch Level and Extended Support Information Center

- 11.5.10 Minimum Patch Level
  - Doc 883202.1
- Patch Wizard utility
  - Doc 1178133.1
- Extended Support Pricing & Policy

My Oracle Support > Doc ID 1199724.1
Additional Resources
Leverage Oracle’s Information Resources
Accelerate Your Evaluation and Planning

My Oracle Support:
E-Business Suite Release 12.1 Info Center

Links* > Tools and Training > E-Business Suite > Release 12.1 Info Center
(Doc ID: 806593.1)

* To access Links, on the Knowledge tab choose Customize Page and drag Links onto the page
Leverage Oracle’s Information Resources
Accelerate Your Evaluation and Planning

My Oracle Support:
Release Value Propositions (RVPs)

Links* > Tools and Training > E-Business Suite > Release 12.1 Info Center
(Doc ID: 804373.1)

* To access Links, on the Knowledge tab choose Customize Page and drag Links onto the page
My Oracle Support: Release Content Documents (RCDs)

Links* > Tools and Training > E-Business Suite > Release 12.1 Info Center
(Doc ID: 561580.1)

* To access Links, on the Knowledge tab choose Customize Page and drag Links onto the page
Leverage Oracle’s Information Resources
Accelerate Your Evaluation and Planning

My Oracle Support:
Transfer of Information (TOI) Online Training

Links* > Tools and Training > E-Business Suite > Release 12.1 Info Center
(Doc ID: 807319.1)

* To access Links, on the Knowledge tab choose Customize Page and drag Links onto the page
Leverage Oracle’s Information Resources
New Options for Accessing E-Business Suite 12.1 Documentation

- HTML and PDF versions of each book
- Enhanced cross-book search
- Alphabetical master book list
- [http://download.oracle.com/docs/cd/E18727_01/index.htm](http://download.oracle.com/docs/cd/E18727_01/index.htm)
Leverage Oracle’s Support Resources
E-Business Suite Upgrade Advisors

- Collection of key documents and webcasts on EBS upgrade
- Specific to a product area and upgrade path
  - Tech Stack: Doc 269.1
  - Financials & Projects: Doc 256.1
  - HCM: Doc 257.1
  - Manufacturing: Doc 258.1
Leverage Oracle’s Support Resources
Maintenance Wizard – Free Support Tool

- Steps you thru 11i to 12.1 upgrade
- Filters out steps that don’t apply
- Indicates critical patches
- Keeps log & status
- Allows custom steps & annotations

My Oracle Support > Doc ID 215527.1
Leverage Oracle’s Support Resources
My Oracle Support Upgrade Community
Leverage Oracle’s Support Resources
Oracle Technology Network – Install / Upgrade Forum

forums.oracle.com > E-Business Suite > Technology – LCM 11i: Install/Upgrade
Planning Your Upgrade Recap

• Business Value of the Upgrade
• Best Practices for Your Upgrade Project
  – Starting your upgrade project
  – Planning your upgrade approach
  – Preparing for your upgrade execution
• EBS Support Timelines
• Additional Resources
For more information …

• Related white paper:
  – "Planning Your Oracle E-Business Suite Upgrade from Release 11i to Release 12.1" (Doc 987516.1)

• Share your best practices and lessons learned:
  – Contact anne.carlson@oracle.com
Hardware and Software
Engineered to Work Together