Latest on Oracle Application Change Management Pack for Oracle E-Business Suite

Angelo Rosado, Oracle Senior Product Manager
Ray Payne, JHUAPL Principal Systems Architect
Program Agenda

- Application Change Management Solution
- Introduction to the new Application Management Suite
- Roadmap
- JHUAPL Case Study
- Related Sessions
- Q&A
Application Change Management Solution
“Our goal is to exploit the capabilities of Oracle Enterprise Manager to be the central orchestration point for all of the Oracle technologies we have deployed in our enterprise.

The addition of the Application Management and Application Change Management packs greatly extends the scope of our IT Process management capabilities, eliminating errors in deployment of patches, customizations, and configuration changes throughout our E-Business Suite installations, and has resulted in greater efficiency, repeatability, and security in these processes.”

Quote Attribution
Raymond Payne, Principal Systems Architect, Oracle Infrastructure, The Johns Hopkins University Applied Physics Laboratory
Business Challenges

- Still applying customizations with homegrown tools?
- Still tracking patches across instances with spreadsheets?
- Still copying functional setups between environments by hand?
- Still having challenges enforcing segregation of duties?
## Application Management Suite for Oracle E-Business Suite

<table>
<thead>
<tr>
<th>Application Management Pack</th>
<th>Application Change Management Pack</th>
</tr>
</thead>
<tbody>
<tr>
<td>for Oracle E-Business Suite</td>
<td>for Oracle E-Business Suite</td>
</tr>
</tbody>
</table>

### System Management tools
- Centralized Management
- Proactive Monitoring
- Automated Cloning

### Change Management tools
- Customization Manager
- Patch Manager
- Setup Manager
Application Change Management Solution for EBS

Application Change Management Pack for Oracle E-Business Suite

Oracle Enterprise Manager
Grid Control

Automated deployment across different environments

- Oracle EBS patches
- Your own customized patches
- Functional setups
Application System Management Solution for EBS

Application Change Management Pack
for Oracle E-Business Suite

Application Management Pack
for Oracle E-Business Suite

Oracle Enterprise Manager Grid Control

Centralized management of multiple environments

- Monitor concurrent requests, workflows, user sessions
- Report on history & trends
- Automate repetitive DBA tasks
### Customization Manager

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<thead>
<tr>
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<th>Name</th>
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<th>Release</th>
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</tr>
</tbody>
</table>

**Related Links**
- File Source Mapping
- File Metadata Repository
- E-Business Suite Mapping
- Package Report
- Custom Applications
- Custom Application Requests

### Key Features

- **Build AD compliant custom patches**
- **Deploy on all your EBS instances using Patch Manager / AD Patch**
- **Create custom patches with prerequisite**
- **Manage custom patches through release life cycle (Succeeded, Released, Obsolete)**
- **Extensive reports - Standards, Package comparison, and Instance comparison**
Oracle standard checker for each file type
Support for over 200 file types

• Each package provides complete details of the manifest, and more
## Application Change Management Solution

**Customization Manager**

### Custom Applications

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<thead>
<tr>
<th>Application Short Name</th>
<th>Application Name</th>
<th>Created By</th>
<th>Last Updated</th>
<th>Details</th>
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</table>

### Related Links

- File Source Mapping
- File Metadata Repository
- Packages
- Package Report
- E-Business Suite Mapping
- Custom Application Requests

Automated creation and validation of custom application top
Deploy EBS and custom patches in a single patch run
Order patches or merge a set of patches

Perform prerequisite patch checking
An extensible Patch Manager deployment procedure
Patch Manager is all about unattended patching.
Application Change Management Solution

Setup Manager

- Project based Setup Migration
- Enforce dependencies/hierarchies
- Multi-source, multi-target migration

Manage functional setups across varies E-Business Suite using Setup Manager
Application Change Management Solution
Setup Manager

Plan: Create Extract Task from Selection Set

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<tr>
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<th>Description</th>
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<tbody>
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<td>General Foundation</td>
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<tr>
<td>Product Foundation</td>
<td>This Selection Set is used to migrate Foundation setup needed before migrating any other setup data for other products.</td>
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<td>This Selection Set is used to migrate operating unit level setups in Oracle Payables, Oracle Receivables and Cash Management modules.</td>
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<td>This Selection Set is used to migrate the Discrete Manufacturing and Distribution setups.</td>
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<td>This Selection Set is used to migrate XML Publisher Metadata, Templates, Translations, XML Sample and Schema</td>
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</table>

Over 300 Oracle owned solutions
Supports customer-created APIs
Offline transformation of EBS functional setups using MS Excel
Application Change Management Solution
Change Approval Framework

Complete history of all **Pending Approval**, **Approved** and **Rejected changes** for Patch Manager, Customization Manager, and Setup Manager.

<table>
<thead>
<tr>
<th>Requests ID</th>
<th>Name</th>
<th>Module</th>
<th>Status</th>
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### Application Change Management Solution

Change Approval Framework

#### Detailed history of all changes

**View Request: ChangeTester: Register custom application XXLOK on OCM12AA**

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<td><strong>Owner</strong></td>
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<td><strong>Created Date</strong></td>
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<td>Rejected by user</td>
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| ChangeTester: |
| Rejected by user |
| Kommentare: Patch was created with Customization Manager and has been verified in the test instance |
| SYSMAN |
| Dec 23, 2009 2:37:45 PM PST |
Application Change Management Solution

Change Management Dashboard

Oracle Applications

<table>
<thead>
<tr>
<th>System Management</th>
<th>Change Management</th>
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Change Approval Requests

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Search Change Approval Requests

- Name
- Requests ID
- Module
- Status

Related Links
Home

Patch Manager

Completed: 17 ✓ (51%)  16 × (48%)  In Progress: 0  Scheduled: 0

Search Patches Applied

- Oracle E-Business Suite
- Patch Number

Related Links
Home

- Track most recent changes at-a-glance
- Complete view into all changes across your Oracle E-Business Suite instances
- Enforce segregation of duties between DBA, developers, and functional experts
Application Change Management Solution

Change Management Dashboard

Customization Manager

Packages Released: 0 (Release 11i) 0 (Release 12)

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<th>Owner</th>
<th>Status</th>
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Search Packages

Search Packages

Related Links

Home
File Source Mapping
Package Report
Custom Applications
Create Package
E-Business Suite Mapping
File Metadata Repository
Custom Application Requests

Setup Manager

Projects Summary: 0 (Release 11i) 15 (Release 12)

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<td>31 Printer</td>
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<td>Rogers Printers</td>
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<td>Test KEB1</td>
<td>12:23:05 PM Mar 05 2010 GMT-05:00</td>
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<tr>
<td>ibedela</td>
<td>07:04:20 PM Feb 25 2010 GMT-05:00</td>
</tr>
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</table>

Search Projects

Search Projects

Related Links

Home
Transform
Create Project
Interfaces

Application Change Management solution provides automation, auditing, change, alerts, notifications, and more
Application Change Management Solution
Reduce Total Cost of Ownership

- Customization Manager
  - Standardize & centralize customization development

- Patch Manager
  - Improves DBA productivity through automation

- Setup Manager
  - Simplifies Setup Migration

- Change Approvals
  - Audit control
  - Compliance
Application Management Suite for E-Business Suite
Application Management Suite for Oracle E-Business Suite

Component Monitoring
Configuration Reporting
Service Level Management
Automated Cloning & Patching
Transaction Diagnostics
Concurrent Processing Dashboard
User Monitoring
Change Management for EBS
Roadmap

- **Certification**
  - Enterprise Manager Grid Control 11gR1
- **Customization Manager**
  - Support additional customization file types
  - Extensible Standards Validation
- **Patch Manager**
  - Patch Promotion
  - Patch Advisory & Recommendations
- **Setup Manager**
  - Impact Analysis
- **Change Approval**
  - Integration with third party Change Approval tools
- **Security**
  - Sudo/Powerbroker Support
Application Change Management in the Grid

The Johns Hopkins University Applied Physics Laboratory

Raymond R. Payne, Principal Systems Architect
Agenda

- Who we are
- Business Challenges
- Why Grid Computing Architecture
- Business & Software Requirements
- Project Implementation & Notes
- Project Results
- Productivity Gains
Our Work

As a not-for-profit division of the Johns Hopkins University, APL serves as a technology resource to the Department of Defense and other Government agencies. Our work spans more than 400 programs, conducted for a wide variety of military and civilian sponsors, organized within 11 business areas.

Each business area comprises a set of programs grouped as a unit with common application of resources and management. Many business areas are based on capabilities and expertise supporting long-term programs, such as Air & Missile Defense or Strategic Systems. Some are relatively new or represent a more defined focus, such as National Security Space and Homeland Protection.
Our Customers
Key aspects of the APL Grid Control Installation

- Version of ACMP: 3.1
- Version of E-Business Suite: 12.1.2
- Database size: 200Gb
- E-Business Suite Environments: 30+
- Version of Enterprise Manager: 10.2.0.5.3
- Number of Targets: 1,000+
- Platforms: Sunfire 6800, HP Proliant DL365, HP Proliant DL580, EMC Clarion, BigIP F5,
Key aspects of the APL’ are

- Number of System Administrators and DB/Apps Administrators: 3/5
- Other Enterprise Manager Packs and plug-ins being used:
  - Provisioning Pack for Database, Configuration Management Pack for Database, Diagnostic & Tuning Pack
  - EMC Storage Plug-in
  - F5 Plug-in
  - Linux Management Pack
- Other Applications:
  - PeopleSoft HCM and Payroll
  - Oracle Business Intelligence
Business Challenges

Legacy Methods

• Many different individuals involved at various stages
• Relied on manual entry and re-entry of setup data
• No checks and balances in place (approve early, approve often!)
• Where automation existed, it was home grown and had many different authors … some of which were not retired!
• Methods were tedious to maintain and did not always follow best practices
• Audit trail sketchy at best
Use Case

Legacy E-Business Suite Change Management

Challenges: • Manual • Complex • Repetitive • No Reporting
Why Grid Computing Architecture

Rationale

- E-Business Suite deployed in the GRID
- Maximum scalability and agility
- Ability to orchestrate “many as one” with Enterprise Manager Grid Control
- Increased demand for uniformity, compliance, and consistency across the servers comprising the grid
Business Requirements

- New implementation project to require more than 20 non-production environments
- Large development team with multiple leads and multiple domains of control
- Production architecture to consist of multiple synchronized “APPL_TOPs”
- Multiple stages of development life cycle with multiple configuration managers involved … requirement for strict segregation and control
- Requirement for audit report and support
Software Requirements

Evaluation of Tools

- Documentation of Use Case Scenarios
- Suitability for Grid Environment
- Use of embedded Oracle extensions and services
- Extensibility
- Compatibility with other Oracle products
- Integration with Source Code Management Systems
Project Implementation
Application Change Management Pack for EBS

- Six week accelerated adoption program
- Validation of all identified use cases
- Integration and testing with development IDE tools
- Integration and testing with Source Code Management System
- Development of operational manuals and training materials
- Conducting development staff training sessions
- 3 months with 1.5 FTEs (E-Business Suite DBAs)
Application Change Management Pack for EBS
Deployment (notional)

1) Developers use IDE to check in/out of GFORGE
2) Developers use OEMGC to interact with ACP to migrate changes to development environment(s)
3) Test configuration manager uses ACP to migrate changes to test environment(s)
4) UAT configuration manager uses ACP to migrate changes to UAT environment(s)
5) ISS Data Management staff use ACP to migrate changes to PROD environment as instructed via CMS Ticket
Implementation Notes

- ALL custom artifacts promoted through environments to production via ACMP
- ALL setup information promoted through environments to production via ACMP
- ALL patches promoted through environments to production via ACMP
- Change Approval Framework and granular Role Based authorization provide segregation of duties
Project Results

- Development teams now building extensions and setups bundled for release
- Integration with Source Code Control and Approval Framework, together with extensive documentation capabilities result in improved audit visibility
- Downstream setup and configuration errors virtually eliminated
- Integration with Grid Control provides agility and flexibility for scheduling and execution of change packages
- Need for deployment “specialists” almost eliminated
Productivity Gains
Reduction in Total Cost of Ownership

- Reduced operator (i.e., DBA) time to promote E-Business Suite patches by approximately 85%. Patches that used to take hours for prep and execution now can be accomplished in a matter of minutes.
- Reduced administrator time to promote E-Business Suite Customizations by approximately 90% from 20 hours a week to 2 hours or less.
- Reduced operator (i.e., Business Analyst) time to promote E-Business Suite Functional Setups by approximately 80%, from 30 hours per week to 5 hours or less.
Related Sessions
Related Sessions

Monday (20\textsuperscript{th} September)

- S317039: Oracle@Oracle: How Oracle IT Achieves High Application Service Levels  
  Time: 11.00 – 12.00  
  Venue: Moscone West L2 (RM 2020)

  Time: 12.30 – 13.30  

Tuesday (21\textsuperscript{st} September)

- S318132: Quick Wins That Will Make You a Hero: Oracle E-Business Suite Technology  
  Time: 12.30 – 13.30  
  Venue: Moscone West L2 (RM 2024)

- S318134: Oracle E-Business Suite DBA Techniques: Minimizing Maintenance Downtimes  
  Time: 14.00 – 15.00  
  Venue: Moscone West L2 (RM 2024)
Related Sessions

Tuesday (21st September)

- S318124: Latest on Oracle Application Change Management Pack for Oracle E-Business Suite – Customer Case Study (JHUAPL)
  Time: 15.30 – 16.30
  Venue: Moscone West L2 (RM 2024)

Wednesday (22nd September)

- S318119: Oracle E-Business Suite Technology Certification Primer and Roadmap
  Time: 10.00 – 11.00
  Venue: Moscone West L2 (RM 2024)
- S318125: Upgrading Your Customizations to Oracle E-Business Suite Release 12
  Time: 11.30 – 12.30
  Venue: Moscone West L2 (RM 2024)
  Time: 16.45 – 17.45
  Venue: Moscone West L3 (RM 3002 / 3004)
Thursday (23rd September)

- **S318123**: Reduce TCO with Oracle Application Management Pack for Oracle E-Business Suite – **Customer Case Study (FHR)**
  Time: 9.00 – 10.00
  Venue: Moscone West L2 (RM 2024)

- **S318120**: Oracle E-Business Suite Architectures: Oracle RAC, Clouds, Oracle VM, and More
  Time: 12.00 – 13.00
  Venue: Moscone West L2 (RM 2024)

- **S318133**: Oracle E-Business Suite DBA Techniques: Install and Cloning Best Practices
  Time: 13.30 – 14.30
  Venue: Moscone West L2 (RM 2024)
Related Hands on Labs

Application Management Pack

• S318765: Oracle Application Management Pack for Oracle E-Business Suite: Monitor/Clone
  Date: Monday (20th September)
  Time: 17.00 – 18.00
  Venue: Marriott Marquis Nob Hill C&D

Application Change Management Pack

• S318766: Using Oracle Application Change Management Pack for Oracle E-Business Suite
  • Date: Tuesday (21st September)
    Time: 11.00 – 12.00
  • Repeat Date: Wednesday (22nd September)
    Time: 16.45 – 17.45
  • Venue: Marriott Marquis Nob Hill C&D
## Oracle E-Business Suite Technology Demopods

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<tr>
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<th>Description</th>
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<tr>
<td>S - 089</td>
<td>Upgrading to Oracle E-Business Suite 12.1</td>
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<tr>
<td>S - 090</td>
<td>Advanced Architectures and Technology Stack Components</td>
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<td>S - 091</td>
<td>SOA-Based Integration for Oracle E-Business Suite</td>
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<td>S - 092</td>
<td>End-to-End Management of Oracle E-Business Suite</td>
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<td>S - 093</td>
<td>Oracle Applications Framework Rich UI and Enhanced Web ADI</td>
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The preceding 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.
QUESTIONS & ANSWERS
We encourage you to use the newly minted corporate tagline “Software. Hardware. Complete.” at the end of all your presentations. This message should replace any reference to our previous corporate tagline “Oracle Is the Information Company.”
Appendix
Application Change Management Solution

Summary of key features

Customization Management
- Package & Transport Custom code
- Ad compliant packaging
- Validation with Oracle Coding best practices
- Audit by generating reports on customization

Oracle E-Business Suite Patches Management
- Automatically patch Single or multiple instances
- Download from MOS
- Pre-requisite patch analysis
- Search, Compare or Audit patches

Functional Setups Management
- Migrate Functional setups
- Reusability of Projects
- Transform Setups using MS Excel
- Incremental setup Migration
- Audit Reports

Change Approvals
- Release a Custom patch or register a new Custom Application

Patch Job
- Setup Migration Project

Setup Migration Project
Additional Information

• The Application Management Pack and Application Change Management Pack is available as a single install using Oracle Universal Installer
• Release 3.1 is an upgrade from Release 3.0
• Certification
  • OS: Linux, Solaris, HP-UX, IBM AIX
  • Enterprise Manager Grid Control: 10gR5
  • Oracle E-Business Suite Release:
    • 11.5.10 CU2 + 11i.ATG_PF.H.RUP6
    • Release 12.0.4 + R12.ATG_PF.A.delta.6
    • Release 12.1
• My Oracle Support
  • Patch Details: 8333939
  • Product documentation: Note 982302.1
Product Management Contacts

✓ Angelo.Rosado@oracle.com
✓ Kenneth.Baxter@oracle.com
Additional Resources

- For more release information on MetaLink
- For more information about Oracle Applications
  - [http://www.oracle.com/applications/home.html](http://www.oracle.com/applications/home.html)
- For more information about Education
- For more information about Support
  - [http://www.oracle.com/support/](http://www.oracle.com/support/)
- For MetaLink information
  - [http://metalink.oracle.com/](http://metalink.oracle.com/)
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