Learn. Connect. Explore with Oracle Support.

More than 500 experts from across Services will be on hand September 22-26, 2013 at Oracle OpenWorld San Francisco to share best practices for adopting and optimizing Oracle technology.

Oracle Support Services will be there in full force with 16 sessions, support experts at the Support Stars Bar, networking at the My Oracle Support Community Meet up, and demos of powerful support tools.

Learn about best practices for supporting and upgrading Oracle products and hear how others are getting the most out of their hardware and software by tapping into all the features and entitlements of Oracle Premier Support.

We cover the complete Oracle information technology stack:

- Oracle Applications
- Oracle Middleware
- Oracle Databases
- Oracle Systems

Find out more about sessions, demos and networking opportunities below or login to start scheduling your agenda.

LEARN	Time	Session Title	Session	Location	Abstract
Mon, Sept 23:	10:45 AM	Best Practices for Maintaining and Upgrading Oracle Solaris	CON8255	Westin San Francisco – City	Unleash Oracle Solaris power, and leverage technical resources and proactive support tools for maximum value. This session covers best practices for upgrading and patching and how to take advantage of unique technologies in Oracle Solaris. Learn how to get maximum value from My Oracle Support for all your reactive and proactive requirements, with technology-specific templates and the online My Oracle Support Community, staffed by support experts and industry peers. Understand the benefits of secure remote access and how Oracle Support experts use collaborative shared sessions combined with Oracle Solaris technologies such as the DTrace feature. **[Add session to your conference agenda]**
Oracle Support Sessions	1:45 PM	Best Practices: SQL Tuning Made Easier with SQLTXPLAIN (SQLT)	CON8257	Moscone South - 305	SQL tuning is a daunting task. Too many things affect the cost-based optimizer (CBO) when you're deciding on an execution plan. CBO statistics, parameters, bind variables, their peeked values, histograms, and a few more are common contributors. The list of areas to analyze keeps growing. Oracle has been using SQLTXPLAIN (SQLT) as part of a systematic way to collect the information pertinent to a poorly performing SQL statement and its environment. With a consistent view of this environment, an expert on SQL tuning can perform more diligently, focusing on the analysis and less on the information-gathering. This tool can also be used by experienced DBAs to make their life easier when it comes to SQL tuning. Learn more in this session. **[Add session to your conference agenda]**
	1:45 PM	Best Practices for Supporting Oracle Business Analytics	CON8293	Inter Continental - Ballroom B	You chose Oracle Business Analytics to help your organization deliver superior results. Learn how to take advantage of your software with the great tools, resources, and product updates you're entitled to through Oracle Support. In this session, Oracle product experts provide proven best practices to help you work more efficiently, plan and prepare for upgrades more effectively, and manage risk. Topics include My Oracle Support best practices, remote diagnostic tools, the My Oracle Support Community, and Lifecycle Advisors. New users and experts alike will leave with fresh ideas and practical, easy-to-implement next steps for successfully supporting Oracle Hyperion enterprise performance management and business intelligence solutions. **[Add session to your conference agenda]**
	3:15 PM	Best Practices for Supporting Oracle Exadata	CON8253	Westin San Francisco - Franciscan I	This session offers tools and tips from experts on Oracle Exadata products for maximizing the value of your systems across the data center lifecycle. Learn about Oracle Platinum Services: remote fault monitoring, accelerate response times and patching services at no additional cost. Identify critical risks to database and storage servers and InfiniBand networks, and solve issues before they cause business disruptions. Gain efficiencies and increase system availability with powerful, proactive support tools. Get configuration-specific recommendations and advanced knowledgebase search techniques to consistently meet your commitments. Connect with My Oracle Support Community to get fast answers from industry peers and systems experts. **[Add session to your conference agenda]**
	3:15 PM	Best Practices for Troubleshooting System and Performance Issues with PeopleSoft	CON8256	Moscone West - 2005	Oracle experts share tips and techniques for preventing and troubleshooting systems and performance issues within PeopleSoft applications and tools. You will learn best practices for optimizing performance, identifying problems, applying diagnostic techniques and recommended steps for resolving issues. Get an in-depth review and demonstration of new tools available to guide you through suggested problem identification and resolution techniques. New users and experts alike will walk away with fresh ideas to prevent outages and downtime, and resolve issues quickly. **[Add session to your conference agenda]**
	3:15 PM	Best Practices for Supporting and Maintaining Oracle Database	CON8282	Moscone South - 305	Bring your laptop. This hands-on power session presented by Oracle Support expert Chris Warticki showcases eight habits of highly successful Oracle Database customers. The session includes recommendations that help you get the most out of Oracle Database by taking full advantage of the Oracle tools and resources available through Oracle Support. **[Add session to your conference agenda]**

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Mon, Sept 23:	5:30 PM	[Best Practices for Maintaining Oracle Communications Solutions](#)	CON8909	St. Francis - California West	You chose Communications solutions from Oracle to help your organization deliver superior business results. Learn how to take full advantage of your Communications solution with all the great tools and resources you're entitled to through Oracle Support. In this session, Oracle product experts provide proven best practices to help you work more efficiently and operate effectively. Topics include system health checks and diagnostics, the My Oracle Support Community, My Oracle Support hints and tips, and important information around network grade service level agreements. Oracle Communications customers are guaranteed to leave with fresh ideas and practical, easy-to-implement next steps. **[Add session to your conference agenda]**

	Time	**Session Title**	**Session**	**Location**	**Abstract**
Tues, Sept 24:	5:15 PM	[Best Practices for a Faster, Smoother Oracle E-Business Suite Period Close](#)	CON8294	Moscone West - 3016	Learn to close your Oracle E-Business Suite Release 12.x books faster with period close tools, guidance and recommendations available with Oracle Premier Support. Oracle experts will provide step-by-step best practices, with tips and troubleshooting references for each phase of the close, including subledger application tabs listed in the recommended order for closing. **[Add session to your conference agenda]**

	Time	**Session Title**	**Session**	**Location**	**Abstract**
Wed, Sept 25: **Oracle Support Sessions**	11:45 AM	[Best Practices for Maintaining Siebel CRM](#)	CON8291	Moscone West - 3014	Oracle's Siebel Customer Relationship Management (Siebel CRM) is at the center of your business. In this session, hear from Oracle experts about how to take full advantage of all the great Siebel support tools, resources, and product updates you're entitled to through Oracle Support. You will learn how to work more efficiently, upgrade more easily, and effectively manage risk. Topics include health checks, configuration management tools, maintenance advisors, and the My Oracle Support Community. Come hear about upgrading: the why and how, including automation of the upgrade process. New users and experts alike will walk away with fresh ideas and easy-to-implement next steps. **[Add session to your conference agenda]**
	3:30 PM	[Best Practices for Supporting Oracle's Sun Server and Storage Systems](#)	CON8254	Westin San Francisco - Olympic	This session offers tools and tips from experts on Oracle's Sun products for maximizing the value of your systems throughout the data center lifecycle. Identify critical risks to server and storage environments, and solve issues before they mean business disruptions. Gain efficiencies and increase system availability with powerful, proactive support tools. Get configuration-specific recommendations and advanced knowledgebase search techniques for consistently meeting business commitments. Learn about Oracle Platinum Services for Oracle Exadata, Oracle Exalogic, and Oracle SuperCluster products. Connect with the My Oracle Support Community to swap information, ask questions, and get answers from industry peers and systems experts. **[Add session to your conference agenda]**
	3:30 PM	[Oracle's Upgrade Advisor Helps Customers Move to Oracle E-Business Suite 12](#)	CON8281	Moscone West - 3018	Considering upgrading your Oracle E-Business Suite? Don't miss this opportunity to hear from the Oracle E-Business Suite Proactive Support lead, who reviews processes used to upgrade to Oracle E-Business Suite 12, including key insights into what has worked well and what hasn't during customer projects. In this session, Oracle product support experts share information, tools, and best practices to help you evaluate and successfully implement an Oracle E-Business Suite upgrade so you can put the latest functionality to work in your organization. **[Add session to your conference agenda]**

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Time	Session Title	Session	Location	Abstract
Thurs, Sept 26: **Oracle Support Sessions** 11:00 AM	Best Practices and Tools for Maintaining JD Edwards EnterpriseOne Solutions	CON8290	Inter Continental - Grand Ballroom B	What's new in support for JD Edwards? Oracle is continually improving the tools and support capabilities to help you more effectively run and maintain your JD Edwards products and quickly solve problems. Join this session to learn more about best practice approaches to get the most out of your support investment. Oracle experts will demonstrate valuable tools and share tips to assist in solving issues and enhancing your support experience. **[Add session to your conference agenda]**
12:30 PM	Best Practices for Maintaining Oracle Fusion Middleware	CON8252	Moscone West - 2014	You chose Oracle Fusion Middleware products to help your organization deliver superior business results. Now learn how to take full advantage of your software with all the great tools, resources, and product updates you're entitled to through Oracle Support. In this session, Oracle product experts provide proven best practices to help you work more efficiently, plan and prepare for upgrades and patching more effectively, and manage risk. Topics include configuration management tools, remote diagnostics, My Oracle Support Community, and My Oracle Support Lifecycle Advisors. New users and Oracle Fusion Middleware experts alike are guaranteed to leave with fresh ideas and practical, easy-to-implement next steps. **[Add session to your conference agenda]**
12:30 PM	Best Practices for Maintaining Oracle E-Business Suite 12	CON8289	Moscone West - 3016	Interested in saving time? Make the most of your software and support investment as you learn about the tools and resources available to you. Attend this session to learn tips and tricks for upgrading, patching, and maintaining Oracle E-Business Suite applications. The session discusses best practices for upgrading, patching, and troubleshooting your Oracle E-Business Suite applications and also covers Oracle Support Lifecycle Advisors and period close. **[Add session to your conference agenda]**
3:30 PM	Best Practices for Maintaining your Oracle RAC Cluster	CON8288	Moscone South - 305	You chose Oracle Real Application Clusters (RAC) to help your organization deliver superior business results. Now learn how to further enhance the Availability, Scalability and Performance of RAC by staying on top of the latest success factors and best practices developed by RAC experts. In this session, Oracle experts will discuss proven best practices to help you work more efficiently, upgrade more easily and avoid unforeseen incidents. Topics include Keeping RAC in Check and Diagnostic Collection Simplified. **[Add session to your conference agenda]**
3:30 PM	Case Study: Migrating from Oracle E-Business Suite to Fusion Applications	CON8295	Moscone West - 3001	If you are moving from Oracle E-Business Suite to Oracle Fusion Applications, or are considering it, join this session to hear first-hand from BMI about their experience with this process. Learn more about BMI's roadmap for the "Path to Fusion" and best practice recommendations for how and when to engage Oracle Support to help streamline the transitions. You will also hear from Oracle experts about proactive support capabilities, tools and resources available as a standard entitlement of your Oracle Premier Support coverage that can help you make the most of your investment in Oracle applications, including powerful features of Oracle Enterprise Manager specifically extended for Oracle Fusion Applications. **[Add session to your conference agenda]**

Create your personalized Oracle OpenWorld agenda with Schedule Builder and take advantage of reserved space in sessions, automatic schedule updates and content recommendations. **[Login to Schedule Builder]**

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	Hours	SUPPORT STARS BAR

Support Stars Bar

Hours

Sunday
12:00pm - 4:00pm

Monday
10:00am - 6:00pm

Tuesday
10:00am - 6:00pm

Wednesday
9:00am - 5:00pm

Thursday
9:00am - 1:00pm

SUPPORT STARS BAR

Moscone West, Level 2 Lobby

Ask our experts your toughest questions about Oracle Engineered Systems, hardware, and software. Learn best practices for problem prevention, rapid resolution, and product upgrades. Explore the latest Oracle Support innovations including Oracle Platinum Services, My Oracle Support Mobile, and Oracle Enterprise Manager Ops Center Everywhere.

NEW! Don't miss the all-new Stars Bar mini-briefings. Delivered from the center of the Oracle Support Stars Bar, these short, high-impact briefings will highlight valuable tips and tricks to get the most from Oracle Support and the Oracle products in your environment. Schedule of topics below:

Mon, 9/23
10:30   Oracle Platinum Services: Extreme Support for Engineered Systems
11:50   Oracle Database: Top Tips from Oracle Support
1:20   Introducing PeopleSoft Update Manager
2:50   Siebel Innovation Pack 2013: How to Take Full Advantage
4:20   Oracle Business Critical Service

Tues, 9/24
10:15   Oracle Advanced Monitoring and Resolution
11:35   Oracle Database 12c: Upgrade Tips from Oracle Support
1:05   Oracle E-Business Suite: Preventing Problems at Period Close
3:30   My Oracle Support: How to Get the Most from It
4:50   8 Habits of Highly Successful Support Users

Wed, 9/25
10:00   Siebel Incremental Repository Merge: What It Is and How to Use It
11:20   JD Edwards EnterpriseOne HCM: Available Support Resources
12:50   My Oracle Support: How to Get the Most from It
2:20   Oracle E-Business Suite: Upgrade Tips from Oracle Support
3:15   Fusion Talent Management: A Good Fit? Tips from Oracle Support
4:45   Getting Value from the Oracle Community

[Find out more about Support Stars Bar here]

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My Oracle Support Community Meet Up

Monday, Sept 23 6:30-9:30

MY ORACLE SUPPORT COMMUNITY MEET UP EVENT

Join us for fun, networking, beverages, and appetizers at the fourth annual **My Oracle Support Community Meet Up Event on Monday, September 23, from 6:30 – 9:30pm**.

- Are you attending Oracle OpenWorld in San Francisco?
- Do you play an active role in supporting and managing Oracle products within your company?
- Do you interact directly with Oracle Support?

If so, this event is for you! After a long day at Oracle OpenWorld, you deserve a chance to share a relaxing evening with others like you, who work with the Oracle products their companies rely on. Unwind with good conversation and snacks. Take the brewery tour or sample a flight of beer. This event gives you an opportunity to meet fellow members and Oracle moderators in person. Admission to this event is easy and free. **[Register here]**

EXPLORE

Demos

DEMOS

Want to see cutting-edge Oracle services in action? Check out our Demo Pods, featuring the latest support innovations.

Moscone West: Applications Exhibition Hall [Link to floor plan]
Explore upgrade services and tools for:
- Oracle E-Business Suite
- JD Edwards
- Peoplesoft/HCM
- Siebel/CRM

Moscone North, Lower Lobby: Oracle Engineered Systems Showcase
Explore Oracle Platinum Services for:
- Oracle Exadata Database Machine
- Oracle Exalogic Elastic Cloud
- Oracle SuperCluster

Visit the Customer Support Services Oracle OpenWorld website to discover how you can take advantage of all Oracle OpenWorld has to offer.