



Lessons Learned from Oracle E-Business Suite Upgrade to Release 12.1.3

at



University of the Witwatersrand

Presented by

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A Human / DBA's Perspective on R12 Upgrade

- Pre-Project Awareness
- Upgrade Project
- Upgrade Weekend
- Post Go-Live





Pre-Project Awareness: Who is doing it!



Own Staff

Upgrade Partner

Two Teams

Oracle Training

Current
Production
Support

Upgrade
Project





Pre-Project Awareness: Pre-Requisites Time-Savers

OATM

Oracle Database Version

Latest Family Packs

Inoperability Patches

Anything Else?





Pre-Project Awareness: Understand Timelines



Project Start

What does it all mean?

FIRST ENVIRONMENT



Prepare “**FIRST**” Upgrade Environment – **1-2 Months**



Enough Time!!!

- * Prepare First Env
- * Repeat Upgrades



Pre-Project Awareness: Project Manager

**Identify Him/Her
Who will it be?**



**Previous
Oracle
Upgrade
Experience**

Only ONE!





Upgrade Project: Resources – DBA's



Two Support Teams



Train your staff



Upgrade Partner



Extra Team Members



Upgrade Project: Resources – Hardware



Current Support Environment



ERPPROD
Production



ERPDEV **ERPDEV** **ERPDEV** **ERPDEV**

Development

Upgrade Development Environment





Upgrade Project: Change Control Process

Have a Process



Current Production Support Environment

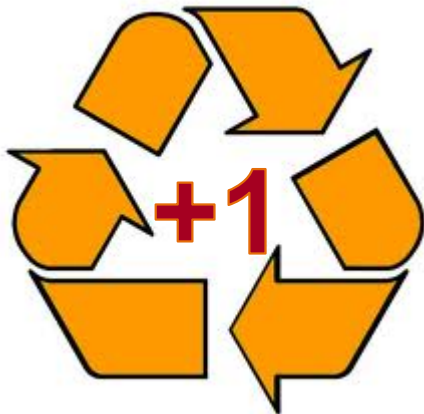


Upgrade Environment





Upgrade Project: Iterations



How Many
Upgrades?
Clones?



Gather Stats



Simulate the Upgrade
KNOW what to EXPECT



Upgrade Project: Understand your Upgrade



**How Much Time is
needed for Upgrade?**



Two Teams
Upgrade and Post Upgrade



Consider your Rollback Options



Upgrade Project: Wits Upgrade (60hrs)



Start 15 June 2011

- **Wed 12:00 – Business Close**
- **Wed 17:00 – Master Snapshot**
 - ❑ 4 Clones: **R12PROD, R12PROD, PAYSTANDBY, PRERUP (Audit)**
- **Thu – R12PROD – Upgrade to R12.1.1 (27 hrs)**
 - ❑ **Prepare 6 hrs, Upgrade 18 hrs, Post Upgrade 3 hrs**
- **Fri – R12PROD – Upgrade to R12.1.3 (16 hrs)**
 - ❑ **Prepare 1 hrs, Upgrade 12 hrs, Post Upgrade 3 hrs**
- **Sat – Clone QA (Sign-off Environment)**
 - ❑ **R12PROD/R11PROD to R12QA/R11QA**
- **Sun – Business Test and Sign-Off on QA**
- **Wed – System Live!!!**



Post Upgrade Project:

**KEEP “Sign-Off”
Environment(s)
DEV UAT
For 3 months**



Anti-Climax



Project Fatigue ***



Test your Backups



Questions and Contact

- Questions?
- Contact Details

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