



COLLABORATE 12
TECHNOLOGY AND APPLICATIONS FORUM
FOR THE ORACLE COMMUNITY

April 22-26, 2012, Las Vegas, Nevada, USA
<http://collaborate.oaug.org/>

Oracle Support Sessions at COLLABORATE 12

PeopleSoft Proactive Support and Best Practices – You run your business on PeopleSoft Enterprise applications from Oracle. Join us to hear about how to take full advantage of all the great tools, resources, and product updates available through Oracle Support. In this session, you will learn about the Proactive Support features provided with Oracle's Premier Support to help prevent problems and to assist with upgrade planning. Also, learn about the release model for PeopleSoft Applications and Tools updates.

Session number: 10746
Speaker: Mark Hirotsu

Sunday, April 22
3:20 p.m. – 4:20 p.m.

Finding Answers: An Interactive My Oracle Support Lab Session. – Finding Answers is a hands-on interactive session delivered by My Oracle Support subject matter experts. This session will provide an opportunity for customers to learn more about how they can efficiently find answers to their questions using features and functionality available within My Oracle Support. This will be an interactive hands-on learning lab designed to ensure that users of My Oracle Support have the latest and greatest best-practices information on how best to locate answers to their questions using information and functionality available on My Oracle Support. During this lab, participants will learn how to create a personalized dashboard on My Oracle Support based on their specific requirements. This will be a highly interactive session where attendees will learn about valuable features that are available and see it happen “live” to reinforce what has been discussed.

Session number: 10748
Speaker: Brian Bombard

Monday, April 23
2:30 p.m. – 3:30 p.m.

Oracle E-Business Suite: Save time and money on your upgrade from 11.5.10 to 12.1.3 – Join us as we discuss best practices using Oracle's E-Business Suite Upgrade Advisor and Patching and Maintenance Advisor. The EBS Upgrade Advisor is designed to guide you through your upgrade. The Patching and Maintenance Advisor is designed to guide you through patching and maintenance activities. The advisors are specially crafted documents that incorporate information from various sources using methods or techniques that have consistently shown results. We also provide step by step instructions and samples.

Session number: 10762
Speaker: Doreen McMahon

Monday, April 23
3:45 p.m. – 4:45 p.m.

Best Practices for Support and Upgrading Siebel CRM – 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, and Oracle Support Communities. Come hear about upgrading.

Session number: 10745
Speaker: Gurdeep Basra

Monday, April 23
5:00 p.m. – 6:00 p.m.

Oracle E-Business Suite: Save time and money on your upgrade from 11.5.10 to 12.1.3 – Join us as we discuss best practices using Oracle's E-Business Suite Upgrade Advisor and Patching and Maintenance Advisor. The EBS Upgrade Advisor is designed to guide you through your upgrade. The Patching and Maintenance Advisor is designed to guide you through patching and maintenance activities. The advisors are specially crafted documents that incorporate information from various sources using methods or techniques that have consistently shown results. We also provide step by step instructions and samples.

Session number: 10750
Speaker: Doreen McMahon

Tuesday, April 24
10:45 a.m.- 11:45 a.m.

EBS Period Close Advisor and Diagnostics – Learn to close your EBS R12.x books faster by drawing upon the best Practices and key learnings captured in the newly released "Period Close Advisor". This Period Close Advisor provides guidance on recommended period end procedures for E-Business Release 12.x. Step by step best practices with tips and troubleshooting references are provided to assist you through each phase. Subledger application tabs are provided and listed in the recommended order of closing.

Session number: 10752
Speaker: Doreen McMahon

Tuesday, April 24
2:00 p.m. – 3:00 p.m.

Oracle E-Business and Oracle Payables: Have a Smoother Accounting Period – Payables Data integrity issues (also commonly referred to as data corruption) are failures to correctly stamp calculated or derived data, often caused by simple and elusive code bugs. While they are fully recoverable, they still can cause a lot of issues during critical business processes (eg period close). This presentation will discuss the latest tools available to prevent, correct and fully eliminate a large majority of these issues.

Session number: 10749
Speaker: Pier Fiorentino and Doreen McMahon

Wednesday, April 25
8:15 a.m. – 9:15 a.m.

Oracle E-Business: Take Control of Workflow with Workflow Analyzer! Immediate Analysis and Output of your EBS Workflow environment – Attend this session and learn how to take control of your EBS Workflow via a live demo. We'll walk through the EBS Workflow Analyzer that will provide: Immediate Analysis and Output of Workflow Environment, Identified Aged Record, Identified Workflow Errors & Volumes, Identified looping Workflow items and stuck activities, Identified Workflow System Setup and configurations, Identified and Recommended Workflow Best Practices, Easy To Add Tool for regular Workflow, Maintenance, Execute Analysis.

Session number: 10751
Speaker: Bill Burbage

Wednesday, April 25
9:30 a.m. – 10:30 a.m.

Update on Fusion Applications and Best Practices for Support – Are you considering or planning a Fusion Applications Implementation or already leveraging elements of these 100% open-standards-based business Applications? This session provides you an opportunity to hear directly from Oracle Experts, on how to leverage Fusion Apps specific features and resources available to you, to maximize your software and support investment. What would have been a complex troubleshooting task and management, has been turned into a set of Application features, which not only make it a simple and centralized process flow, but also adhere to the IT service management standards. You will also learn current best practices for proactive maintenance, troubleshooting and support as well as explore powerful features of Oracle Enterprise Manager, which has been specifically extended for Oracle Fusion Applications. Topics include key diagnostic capabilities, complete-stack diagnostic frameworks & how problems can be analyzed with automated information collection. This session covers the flow from monitoring for problems, right through to finding solutions, so that when you're ready to discuss Fusion Applications you'll have an insight to its powerful management features.

Session number: 10747
Speaker: Richard Bingham

Wednesday, April 25
3:00 p.m. – 4:00 p.m.

Monitoring Your Oracle Exadata Database Machine with Cloud Control – Thinking about or just purchased an Exadata package? Learn about how to take advantage of all the great tools, resources, and product updates that are available to you through Oracle Support. In this session, Oracle Exadata experts will provide an overview of the most effective ways to work with Oracle to support your Exadata and implementations.

Session number: TBA
Speaker: Farouk Abushaban

TBA
TBA

Best Practices for Leveraging Oracle Database Diagnostic and Patching Features – You chose Oracle Database 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 diagnose issues more efficiently, proactively resolve patch conflicts and effectively manage risk. Topics include remote diagnostics and software maintenance strategies. New users and database experts alike are guaranteed to leave with fresh ideas and practical, easy-to-implement next steps.

Session number: 10766
Speaker: Roderick Manalac and Rave Handyal

Thursday, April 26
8:30 a.m. – 9:30 a.m.

Add these sessions to your COLLABORATE 12 schedule via the
“My Show Planner” — Agenda Builder at <http://collaborate.oaug.org/education/search>.