

- 1) MetaLink & Software Configuration Manager – Advanced Personalization & Preventive Support Capabilities**
Speaker: Sean Fitzpatrick, Oracle, Tom Grimes, GE
Track: Database
Session ID: S299724
Date: Monday, Sept 22
Time: 1:00pm-2:00pm
Location: Moscone West Room 3022
Description:
Learn how the latest release of Software Configuration Manager, a unique online tool from Oracle, incorporates knowledge of your Oracle systems with Oracle best practices and IP to deliver a superior ownership experience. With personalized knowledge of your systems, Software Configuration Manager has helped organizations reduce operating cost, streamline service request workflows, and improve productivity. Oracle experts together with customers will demonstrate how configuration based support delivers measurable customer value.
- 2) Web 2.0 - Transforming Your Oracle Support Community Experience**
Speaker: TBD Oracle
Track: Applications
Session ID: S299726
Date: Thursday, Sept 25
Time: 3:00pm-4:00pm
Location: Moscone West Room 3022
Description:
Learn how Oracle Support is using Web 2.0 technology to transform your support experience to get you the information you need faster and more efficiently. Expanding our collaborative support model to include communities provides you with direct access to the robust network of resources - whether it's your peers, Oracle experts, knowledge, or tools. Oracle Customer Support leaders will review the powerful features such as discussion forums, and technical document exchange that are available to you. Come for the learning. Stay for the mix.
- 3) Personalized Support - Your Next Generation Metalink has Arrived!**
Speaker: Sean Fitzpatrick & Dave Muirhead, Oracle
Track: Applications
Session ID: S299727
Date: Monday, Sept 22
Time: 11:30am-12:30pm
Location: Moscone West Room 3022
Description:
Oracle MetaLink has a complete new look. This exclusive Web portal offers you secure, real-time access to Oracle Support, putting critical patch updates, health checks and security alerts at your finger tips. Join this session to see demonstrations of how you can leverage new personalization features to dramatically improve service request management flows, access Oracle Support Communities, and experience more refined guided search capabilities.
- 4) Simplified Support for Oracle Database 11g and Fusion Middleware 11g**
Speaker: Sameer Patkar, Oracle

Track: Middleware (secondary Database)

Session ID: S299728

Date: Monday, Sept 22

Time: 5:30pm-6:30pm

Location: Moscone West Room 3018

Description:

Are you considering an upgrade to Oracle Database 11g or Fusion Middleware 11g? Discover how Oracle is setting the industry standard for technology support through embedded supportability within the Oracle Database and Oracle Fusion Middleware 11g releases. This session will provide you the details on deeper diagnostic capabilities along with information on how to quickly manage the resolution of incidents. Join us. Reduce Maintenance. Simplify Support.

5) Harness the Power of Oracle Diagnostics with E-Business Suite Support Tools

Speaker: Dave Warhoe & Hiran Patel, Oracle

Track: Oracle E-Business Suite

Session ID: S299729

Date: Monday, Sept 22

Time: 11:30am-12:30pm

Location: Intercontinental Room Telegraph Hill

Description:

Take your skills to the next level! Join us as we reveal how Oracle's E-Business Suite support diagnostic tools simplify the process of error detection and upgrade management. These proactive, automated tools quickly identify and diagnose problems before they become mission-critical. Oracle Customer Support Managers will demonstrate the value of proactively identifying existing and potential problems that can help shorten resolution time and improve the quality and supportability of your systems. New Technology. New Tools. Right Now.

6) Best Practice Tips for Your Upgrade to Oracle E-Business Suite R12

Speaker: Chris Warticki & Caroline Crothers, Oracle

Track: Oracle E-Business Suite

Session ID: S299730

Date: Thursday, Sept 25

Time: 9:00am-10:00am

Location: Moscone West Room 3018

Description:

Join us as we provide you with the tips and tricks that you can utilize to upgrade to the Oracle E-Business R12 release. We'll demo how to more effectively utilize Maintenance Wizard, Diagnostics, and Upgrade Notes – available thru MetaLink - to assist with your upgrade. You will also learn about additional services from Oracle Support that can help guide you as you upgrade to the industry leading Oracle E-Business Suite of products. Connect, Collaborate, and Learn.