

ORACLE FUSION FAQ (Last Updated 09/01/2006):

QUESTION: This is a request for your thoughts about the future of Siebel CRM Applications development from a Siebel developer.

How will future Siebel applications be configured when Fusion will be rolled out.

What skills will be required to develop CRM Applications using Fusion, and how will future customization in Siebel application will happen?

Will oracle JDeveloper be the tool to do that?

Will JAVA/J2EE skill be needed to do that?

What will be the skills of the future?

I am working in Siebel Configuration, Scripting, Workflows using Siebel Tools.

Are Siebel tools soon going to be a skill of the past?

What will happen to the packaged Siebel Application?

Are fusion applications in use anywhere now?

Will Fusion Middleware only improve the integration and customization of Siebel objects will be done through Siebel tools?

Why is there little focus on Siebel CRM in Fusion presentations, and more on PeopleSoft, JDEdwards?

ANSWER: It's difficult to answer these questions directly, as it's still very early in the Fusion Applications development lifecycle. Keep in mind that the Fusion Applications Suite is not expected to be released until late in 2008. Nevertheless, there are some ways to learn about Fusion Applications now.

First, get involved with the Oracle Applications User Group ("OAUG"). Your best means of learning more about the future direction of Siebel and Fusion apps comes from engagement with the independent user communities. Some examples for involvement include:

- OAUG has extended an open invitation to the Siebel community. You can read that open invitation at <http://www.oaug.org/usercommunities/siebel/index.html>.
- OAUG's executive director of global user programs, Gail Peterson, is actively seeking members of the Siebel committee to engage in the Oracle Community Integration Initiative. Gail can be reached by email at gpeterson@oaug.com
- OAUG sponsors the highly recommended Fusion Council (John, Mary Lou and I are all actively engaged in leading this council), a Fusion CRM SIG (representing Siebel, Peoplesoft, and Oracle CRM customers), and a Fusion Java Development SIG.

Second, be prepared to do some research. For Fusion, keep an eye on Oracle's Fusion website at <http://www.oracle.com/applications/fusion.html> and the OAUG Fusion Council website at <http://www.oaug.org/resources/fusioncouncil/index.html>. For Siebel, check Oracle's Siebel site at <http://www.oracle.com/siebel/index.html>. You may also want to learn about the future of Siebel apps by reviewing Oracle's Applications Unlimited program at <http://www.oracle.com/applications/applications-unlimited.html>. You should also keep an eye of some of the many blogs related to Fusion. Check Oracle's internal list at <http://blogs.oracle.com>. For independent blogs, try www.appszone.com and www.oracleappsblog.com.

Now, let's directly address the questions:

I want to know how will Future Siebel applications be configured when Fusion will be rolled out - I assume you're talking here about Fusion Applications rather than Fusion Middleware (the latter is already released). So far as we know, the biggest change will be the move to a Fusion Middleware tech stack and tool set. Considering that Oracle has already certified the latest

releases of Peoplesoft and JDE to Fusion Middleware, I would expect the same to happen with Siebel.

I want to know what skills will be required to develop CRM Applications using Fusion , and how will future customization in Siebel application will happen ? - You can't go wrong with Java and Oracle's BPEL ("Business Process Execution Language) tools.

Will oracle JDeveloper be the tool to do that? - Yes, although you can substitute Eclipse under Oracle's "hot pluggable" feature.

Will JAVA/J2EE skill be needed to do that? - Yes

What will be the skills of the future? - From a developer perspective, Java and BPEL. From a wider perspective, understanding business processes will also be very valuable.

I am working in Siebel Configuration, Scripting, Workflows using Siebel Tools. is Siebel tools soon going to be a skill of the past ? - Although there is no official news from Oracle on this subject, I personally would prepare as though Siebel Tools will be a thing of the past within two or three years.

What will happen to the packaged Siebel Application? - See the Applications Unlimited program

Are fusion applications in use anywhere now? - No, as they have not been released by Oracle. We're expecting release of individual apps in 2007, with release of a full Fusion Apps suite late in 2008.

Will Fusion Middleware only improve the integration and customization of Siebel objects will be done through Siebel tools? - It's more than that. It's really about an architectural shift to SOA.

Why is there little focus on Siebel CRM in Fusion presentations, and more on PeopleSoft, JDEdwards? - Because Siebel was acquired a bit later than Peoplesoft and JDE, well after the Fusion efforts were initiated. Oracle is still working the details about how Siebel apps and business processes will integrate into the Fusion mix. I expect we'll hear more about Siebel in October at Oracle OpenWorld.

The bottom line is that, in a figurative sense, the ground is shifting under our feet. Change of this magnitude is very unsettling, and I personally expect the Oracle environment to be very unsettled until sometime in 2010 - about 18 months after the initial Fusion Applications release. The best way for a developer to prepare for this change is to build your Java and BPEL skills.

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