

HealthCheck Services Performed



HealthCheck Services

- 1. Program Management Office (PMO) and Architecture Review**
 - We review the O/S, database and E-Business Suite environment to determine if there are de-supported versions and products that need to be upgraded (Forms, Discoverer, Java, specific Applications modules, the database itself, etc.), with a recommended timeline for implementation
 - We review your release management processes and procedures
 - We review your high-level project planning processes and procedures
- 2. Change Management Processes and Instance Management**
 - We review your Change Management Board charter for proper procedures and processes
 - We review your customization and enhancement strategies and processes to determine if they fit within Oracle's recommended best practices
 - We review your instance strategy for business owners and proper testing cycles
- 3. Software Development Lifecycle**
 - We review your SDLC to ensure that proper testing and migration processes and procedures are in place
 - We help to determine if there will be a significant effort required to convert customizations and/or extensions as part of an upgrade or reimplementation
- 4. Governance, Risk and Compliance**
 - We review your user account statuses and audit configuration
 - We review your preventative and predictive controls
 - We review and validate your backup strategy for the best Business Continuity results
 - We review your Disaster Recovery test plans and results
- 5. Reporting Strategy**
 - We review your current reporting tools and versions
 - We recommend alternative reporting tools for rapid report development
 - We review your current reports for timings and usage
- 6. Maintenance - Short-term Strategy**
 - We make recommendations regarding the Oracle Enterprise Manager Application and Patch Wizard to determine if it would be useful to add them to your environment to reduce your overall maintenance requirements
 - We review the most current patches and output to determine if you are patched current, and discuss your requirements to determine if patching current is advisable for your environment
 - We review the availability of high-priority patches for Application modules, components and the database
- 7. Maintenance - Long-term Strategy**
 - We review your long-term maintenance strategy that includes Oracle's Lifetime Support and Applications Unlimited policies
 - We review your long-term strategies with third party products
- 8. EBS Environment Management (OEM)**
 - We review your OEM configuration including the new features available with the EBS AMP and ACP plug-ins to OEM
 - We check to make sure that the Oracle Configuration Manager (OCM) is installed to speed up SR issue resolutions
 - Remote Diagnostic Agent (RDA) and E-Business Suite Diagnostics versions
- 9. Security Best Practices**
 - We ensure that you are following documented Oracle Security Best Practices for R11i or R12
 - We review your security status in regard to keeping CPUs and PSUs current
- 10. Performance Overview**
 - We review your concurrent manager configuration and available purge processes to recommend ways to improve batch-processing performance
 - We review your log files, including the Apache logs, concurrent program log and out files and other environment logs to look for functionality or technical issues and make recommendations to improve the overall performance of the system
 - We review the Workflow configuration of your environment including proper purging best practices and recommend approaches to improve overall system performance
 - We recommend ways to tune your upgrade including different approaches and suggestions of critical patches and other environment changes to improve your upgrade performance and reduce your downtime window

These are just some of the areas that we explore in our HealthCheck. Do you know if your company has issues in any of these areas?



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