Database 19C Upgrade Project
Oracle EBS & Report Center

SUNY RF

Project Purpose:

The Oracle Database upgrade project is a required infrastructure update to continue to deliver our Enterprise applications on a secure and supported Database version. The previous Database version has reached the end of life. In addition to the Database upgrade, several critical security patches are applied. The scope of the project included both Oracle E-Business Suite (HCM/Financials) and Report Center.

Overview of ITS Team's Efforts:

- Several iterations of Upgrade/CPU activities in multiple environments
- Analyze the impacts of Upgrade/CPU on Customizations and Configurations
- Changes to Impacted Customizations, Configurations, and Automated Scripts
- Several iterations of Testing
- Troubleshoot and Issue Resolution
- Production Implementation efforts (all of Saturday and Sunday) by several ITS members
  - Execute Upgrade/CPU steps in Production Systems
  - Migrate impacted Customizations and Configurations
  - Test data file interfaces with Campus users
  - Monitor System Performance and remediate impacts
  - Execute a complete run of ETL (data refresh of Report Center) on Sunday to ensure no disruption to the applications on Monday

- Good Communication to keep leadership informed of progress
- Excellent planning, teamwork, coordination, and seamless execution of activities

Completed Objectives

- Successfully upgraded to the latest Database-supported version of 19C
- Maintain or improve performance and stability levels.
- Seamless upgrade from an end-user perspective.
- Identify and remediate any impacts.

Team's Efforts In Hours

- Database Administrators: **1,200**
- Business Analysts: **255**
- Developers: **285**
- Data Analysts: **150**
- Quality Assurance: **45**

Total Estimated Effort in Hours ~2,000

SUNYRF Strategic Goal: Provide Superior Service

The upgrade project was planned and executed with superior service objectives. This is evident in the pre-production testing, production implementation, and post-production monitoring and support to ensure there was no impact on business processes.

SUNYRF Strategic Goal: Maximize Effectiveness

Upgrading the database positions us to take advantage of new features introduced in 19C that improve availability, administration, and security. In addition, we meet Oracle Support requirements to remain on supported version.