

Master Project Dashboard

Status	Dell project/ initiative	Executive Sponsor	Description	Resource	Q3'11			Q4'11			High level summary of latest action:
					Jul	Aug	Sep	Oct	Nov	Dec	
2	Delta/Siebel stability issues	Anil Urs Jim McGrath	Ongoing Siebel issues in Delta environment forcing customer to restart servers in production	Patrick	ongoing until resolved						11-1-11- On site team met with Dev and Critical Accounts to determine latest findings involving memory fragmentation and need to engage Microsoft. In progress of scheduling debriefing.
2	customer vendor CSI consolidation	Jim McGrath	Consolidate and prioritize existing SI's at customer into a more manageable group of	Patrick, Lily, Paul	ongoing						11-1-11- Patrick, Lily, & Paul continue working with internal vendor team to drive this effort. customer CSI buckets have been determined.
1	Omega post upgrade issues	Terry	Help troubleshoot key SR's that impact Omega performance since upgrade to 11gr2	Rajesh	9/19			11/11			11-1-11- Rajesh continues to work with Sakthi to ensure these SR's have appropriate support. We have gone from 12 to 5 SR's.
2	EM base platform 12C overview session	Jim	In process of scheduling a half day session to try MAA team on EMGC 12c	James	10/4			ongoing			11-1-11- vendor ACS team in process of getting this scheduled.
2	Overall MAA effort	Jim	Tasks associated with customer's Maximum Availability Architecture initiative	Patrick, Rajesh, James	ongoing						11-1-11- vendor ACS team has been engaged in twice a week meetings with customer ISSA team to help with testing and to assist with setting up environments for using MAA architecture.
2	COINS issues (vendor Incentive module)	Jason	Performance issues with COINS. We would like to talk to vendor about a complete redesign and	Patrick, Lily	10/4			12/1			11-1-11- Patrick & Lily working with vendor product mgmt hosting bi-weekly calls to address performance problems in customer COINS environment.
3	DB standby first patching	Jim	James to work with Mike to certify standby first patching process	James	10/19			ongoing			11-1-11- Rajesh and James addressing standby first patching issues including o patch before proceeding.
3	WL failover testing	Jim	Rajesh working with John to get best practice info for using SCAN with WLS connections	Rajesh	10/14			ongoing			11-1-11- ACS team enaged product mgmt and provided basic docs. Awaiting specific feedback/questions from customer (John Harville & Srin) before proceeding.
3	Watch List Initiative	Jim	Ongoing Initiative to track/monitor key customer SR escalations.	Patrick	ongoing						11-1-11- this is an ongoing task and the report is sent out every week.
3	Monthly DBA users forum	Terry	Monthly DBA forum to discuss latest DB related news, customer project status, &	Patrick, Rajesh, James	7/20	8/17	9/8	9/28	10/19	11/13	11-1-11- Next meeting is November 9th.
3	Upgrade Process review meeting	Terry	vendor to share feedback regarding recent Omega upgrade	James	10/4			12/1			11-1-11- James scheduled meeting to discuss/confirm current infrastructure and processes. Then we will follow up with Terry and team.
3	Database Backup Validation	Terry	Validate database backups by restore and recovery	James, Rajesh	9/23			12/1			11-1-11- James and Patrick to discuss latest action and schedule meeting with Frank.
✓	MAA task [Dataguard maximum availability SYNC mode]	Jim	Rajesh working with Srin and John H to test network parameters for best practices	Rajesh	9/10			10/22			11-1-11- We have closed this task with the understanding that we will re-engage when assistance is needed for future MAA milestones related to this effort.
✓	MAA task [single access client name 11gr2]	Jim	Rajesh to work with Srin from DB engineering team to test SCAN in 3 cluster environment.	Rajesh	8/30			10/14			11-1-11- We have closed this task with the understanding that we will re-engage when assistance is needed for future MAA milestones related to this effort.
✓	Request for DB Parameter recommendations	Terry	customer DB Engineering wants to categorize customer database parameters as "critical"	James, Rajesh	9/18			10/5			10-4-11- Received feedback from Vinod that we can close this task.
✓	Remote Diagnostic Agent best practices initiative	Terry	Working w/ customer DB engineering team to effectively use RDA (use of profiles, limiting	Rajesh	7/8			8/31			9-19-11- Srinivas has created scripts for running RDA. He is communicating to the wider customer audience. This task can be closed.

1 critical

2 need focus

3 on target

✓ complete

→ ongoing until confirmation to close

■ progress

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✓	VLDB Backups/Recovery best practices	Terry	vendor ACS team working with Vinod Emmanuel to gather best practices on VLDB	Rajesh							10-4-11- Received feedback from Vinod we can close out this task. Implementation in progress.
✓	EM 12g Upgrade & installation	Terry	ACS to assist customer with EM Grid Control 12g Beta testing to upgrade Grid Control 10.2.0.5 to	James							9-19-11- upgrade complete 9-12-11- Working with customer product group to upgrade to 12C. Upgrade should be complete in roughly 2 weeks.
✓	Request for DB Parameter recommendations	Terry	DB Engineering wants to categorize customer database parameters as "critical"	James, Rajesh							8-25-11- Follow up meeting was held today with Vinod and Rajesh validating and identifying the critically of each health check recommendation.
✓	Omega upgrade	Terry	OMEGA DB upgrade from 11.1.0.7 to 11.2.0.2 completed successfully and went live on	James							8-15-11- James assisted with upgrade this weekend to ensure success.
✓	switchover from Delta environment 2 to 3	Jiim	This was prep work and actual go live assistance vendor ACS provided for switchover effort	James, Rajesh							10-4-11- Rajesh and James assisted with preparing the switchover effort. James assisted for the actual switchover during the weekend.

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