

Medicare Siebel IP19 Upgrade Siebel CAB

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Department of Health and Human Services

- The United States government's principal agency for protecting the health of all Americans and providing essential human services, especially for those who are least able to help themselves
- Includes a number of very well known agencies such as CMS, FDA, CDC and many others
- Alex Azar is the Secretary of HHS



Centers for Medicare & Medicaid Services

- Administers the nation's major healthcare programs including Medicare and Medicaid
- Seema Verma is the Administrator for CMS
- Oversees 1T budget representing 26% of the Federal Budget



National Government Services

- Experts in Federal Health Care
- Partners with Federal Government to provide innovative healthcare solutions
- Providing solutions since 1966
- Provides support for the CMS' Siebel Fins Call Center solution



CMS Siebel Landscape

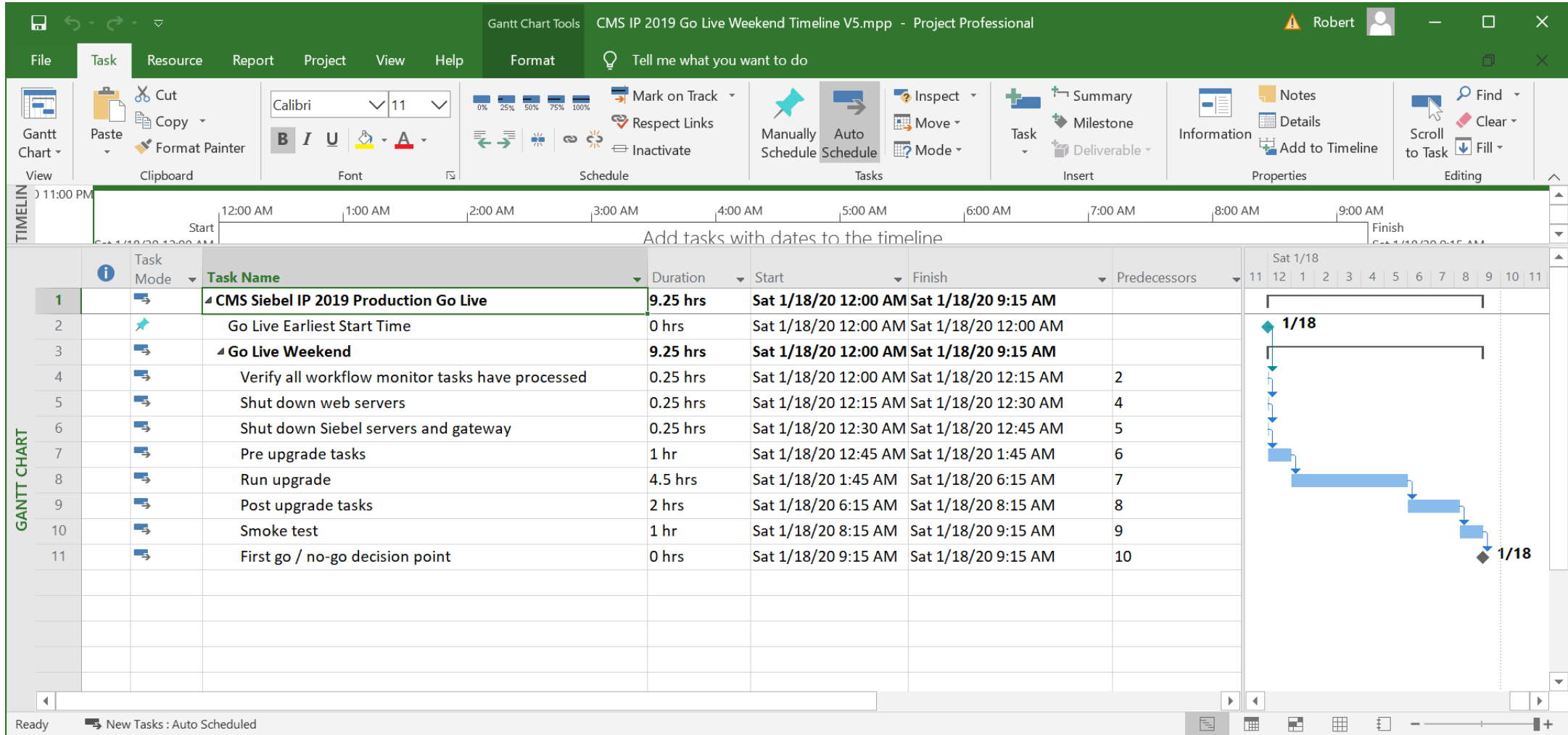
- 10k+ Call Center users
- Millions of external web users
- Over 10 call centers across various states in the US
- Nearly 40 Windows application servers
- Oracle Supercluster database server
- Fins and EAI inbound external facing custom application
- Genesys CTI
- Chat
- Interfaces with a large number of mainframe systems
- 24 x 7 uptime
- Real disaster recovery (DR)

Upgrade Details

- Expected 17 / 18 would take some time to stabilize and mature and planned project accordingly
- Development upgrades performed in PPS lab
- Extensive Siebel Administrator and Developer training provided
- Overcame large learning curve and this took time
- Also hit some defects which took time
- 4.5 months actual upgrade project
- Extensive LoadRunner testing

Go Live Weekend

- Very fast go live timeline



CMS Siebel Upgrade History

- Siebel 7.5 -> 7.7 in 2004
- Siebel 7.7 -> 8.1 in 2009
- Siebel 8.1 -> 8.1.1.11 in 2014
- Siebel 8.1.1.11 -> IP 15 in 2015
- IP 15 -> IP 19.11 Live Jan 2020
- IP 19.11 -> 20.6 Planned 2020
- Oracle Database 19c Planned 2020

How Did the Upgrade Go?

- Very minor changes needed for application to work correctly
- Customized web templates and manifest entries caused issues had to revert some to OOTB
 - SBL-UIF-00251: No content found in template!
- 17.x WE1252 non Unicode issues finally moved to UTF-8
- GW cluster issues dual network card (NIC)
- Many hours spent with SMC working out server configuration
- Found a few issues with Gateway cluster and Siebel server operations

Open UI Changes

- Next record / next record set instead of last / first record
- Require search object selected before search can be performed
- Handful to 10 +/- changes we make to OOTB Open UI
- Save pending changes and Find control

Upgrade Tuning

- Extensive upgrade tuning performed as part of this project
- Tuning for 19.11 upgrade took just a few hours plus a few more hours for additional improvements
- Final upgrade ran fast at around 4.5 hours considering 1B s_evt_act records
- For other smaller Oracle databases have the process running in just 45 minutes!

Pushing The Limits with IP 19/20

- Full use of migration application
- Zero down time deployment and rollback
- Parallel development with integration workspaces

Siebel IP 20 Upgrade Good to Know

- Enable Siebel crash handler sqlnet.ora
- S_DIAG
- SQL patch
- Tomcat settings
- Hardware requirements
- zkui.exe
- Siebel Developer and Admin training
- Turn off transaction logging
- Seamless repository upgrade

Siebel Upgrade Best Practices

- Don't attempt in place install or upgrade
- Upgrade practice runs
- Don't wait on load testing until near end of project
- Build new production and test there sooner instead of later
- Server manager command line only

Questions & Answers

Bonus Content Follows

IP 20 Cheat Sheet

IP 16 and Before	IP 20
Full compile	Full publish
Siebns.dat	ZK version-2 folder
Generate and edit lbconfig	ZK does automatically via service discovery
Enterprise and server configuration wizards	SMC profile create and deploy
SRF	Runtime repository
SWT files	SWT database CLOB
SWE	AI
Choice of web server	Apache Tomcat
Tools check out / check in	Workspace checkpoint, submit and deliver
Cluster GW for HA A/P using MSCS	Supported with 18.5 and is A/A and is not MSCS
Upgrade	Continuous innovation
Can configure pointing to any database	Can only configure if pointing to IP 17/18/19/20 database

IP 20 Cheat Sheet - II

IP 16 and Before	IP 20
Siebel repository	Design time and run time repositories
Multiple repositories	Only one design time repository allowed
Database ODBC / TNS	Now have JDBC SMC entry too
Configure Siebel server before upgrade	Can't configure Siebel server until after the upgrade
Server name win193 fine for installation	Server name must be fully qualified win193.pps.com
eapps.cfg	SMC, server.xml and .properties files
genbscript	full publish or genbscript
Web template SWE tags	<div> HTML elements
Old C++ applet and view graphical editors	New .js applet and view graphical editors added 17.4
Backup siebns.dat	Copy entire version-2 folder
Full compile for each language ENU and ESN	Single full publish with all languages given ENU,ESN

IP 20 Cheat Sheet - III

IP 16 and Before	IP 20
Edit LOVs	Open editable workspace then edit LOVs
Dev2Prod full development repository	Export / import runtime repository via Migration app
Start gateway and then Siebel server	Start gateway, Tomcat and then Siebel server
Create custom object manager	Same
Server manager commands	Same except backup
Siebel server performance	Same or better
SSO implemented with parameters	SSO implemented with reverse proxy server
SWE HTTP by default	AI HTTPS by default
Dev2Prod	SMC Migration
http://win187/fins_enu/	https://win186.pps.com:9021/siebel/app/fins/enu

IP 20 Cheat Sheet - IV

IP 16 and Before	IP 20
svrvmgr.exe -g WIN191 ...	svrvmgr.exe -g WIN191.pps.com:9014 ...
WE8MSWIN1252	AL32UTF8
Server install/patch server and swe	Server install/patch server both server and AI same media
Run upgrade with Server ODBC	Create own ODBC and edit siebel.cfg
Upgrep, merge, upgphys	Upgrep, merge, full publish , upgphys
C:\Siebel\SWEApp\PUBLIC\files\custom	C:\Siebel\AI\applicationcontainer\webapps\siebel\files\custom
Tools and Dedicated Client	Web Tools and Thin Client
Siebel Gateway Name Server	Siebel Gateway Registry

Great Example Vendor / Client Cooperation

- Regular weekly meetings with Oracle
- Oracle TAM engaged
- Oracle Support and service requests used extensively
- Oracle held accountable with SRs being closely monitored for progress