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AI World

# Maximize Innovation, Minimize Downtime with Fusion Apps Quarterly Maintenance

[LRN3154]

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Oct 16, 2025

# Speaker Introduction

## Todd Smith ([todd.r.smith@oracle.com](mailto:todd.r.smith@oracle.com))

Director Product Management

• 9 Years SaaS Engineering

Areas of Focus

• Hosting and Delivery Policy, SLAs and Contracts

• DevSecOps Strategic Initiatives

• Service Delivery Product Management

# Agenda

# Accelerate Digital Transformation and Innovation

## 800+

New Features available 25C across Oracle Service Pillars:

- ERP
- HCM
- CX
- SCM

# Accelerate Digital Transformation and Innovation

## 400+

AI Agents Delivered via
Quarterly Maintenance
in the past 5 Quarterly
Releases

## Scale of Customer Innovation

# 29000+

Fusion Applications Updates completed each quarter across 65 global regions (Commercial, Restricted, Dedicated) and growing!

# Innovation Delivered via Quarterly Updates

## Every quarter Oracle updates your environment with fixes and new features

You pick a Cohort which determines when your POD is updated:
- Cohort A: February-May-August-November
- Cohort B: March-June-September-December
- Cohort C: April-July-October-January

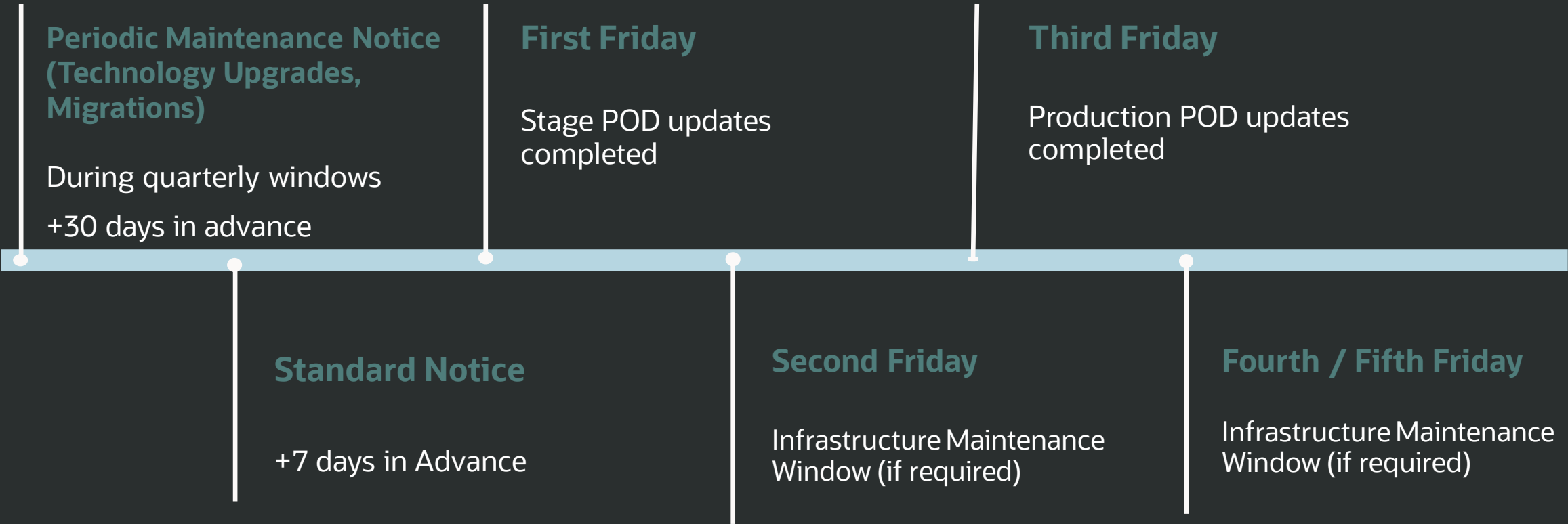| Cohort | May | Jun | July | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr |
|--------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| A | 25B | | | 25C | | | 25D | | | 26A | | |
| B | | 25B | | | 25C | | | 25D | | | 26A | |
| C | | | 25B | | | 25C | | | 25D | | | 26A |

Release naming is Year+Qtr taxonomy:
- Release for Q1 of 2025 is 25A; Q2 of 2025 is 25B; and so-on

# Fusion Applications Quarterly Update Month

## For each Quarterly Scheduled Maintenance Month

**Periodic Maintenance Notice (Technology Upgrades, Migrations)**

During quarterly windows

+30 days in advance

**First Friday**

Stage POD updates completed

**Third Friday**

Production POD updates completed

**Standard Notice**

+7 days in Advance

**Second Friday**

Infrastructure Maintenance Window (if required)

**Fourth / Fifth Friday**

Infrastructure Maintenance Window (if required)

# Poll Question - 1



❖ **How much time does your organization spend preparing for a production release? (two weeks with Test)**

1. 1-2 days
2. 1 week
3. Full 2 Weeks
4. 2 Weeks+
5. Not sure

Select one that best represents your organization

# Quarterly Updates Iterative Improvement Cycle

Making maintenance more efficient has been a key goal spanning numerous teams in our organization under Steve Miranda, EVP Applications Development

**01** New Technology Foundation

**02** Minimizing Downtime

**03** Scale Across the Fusion Apps Fleet
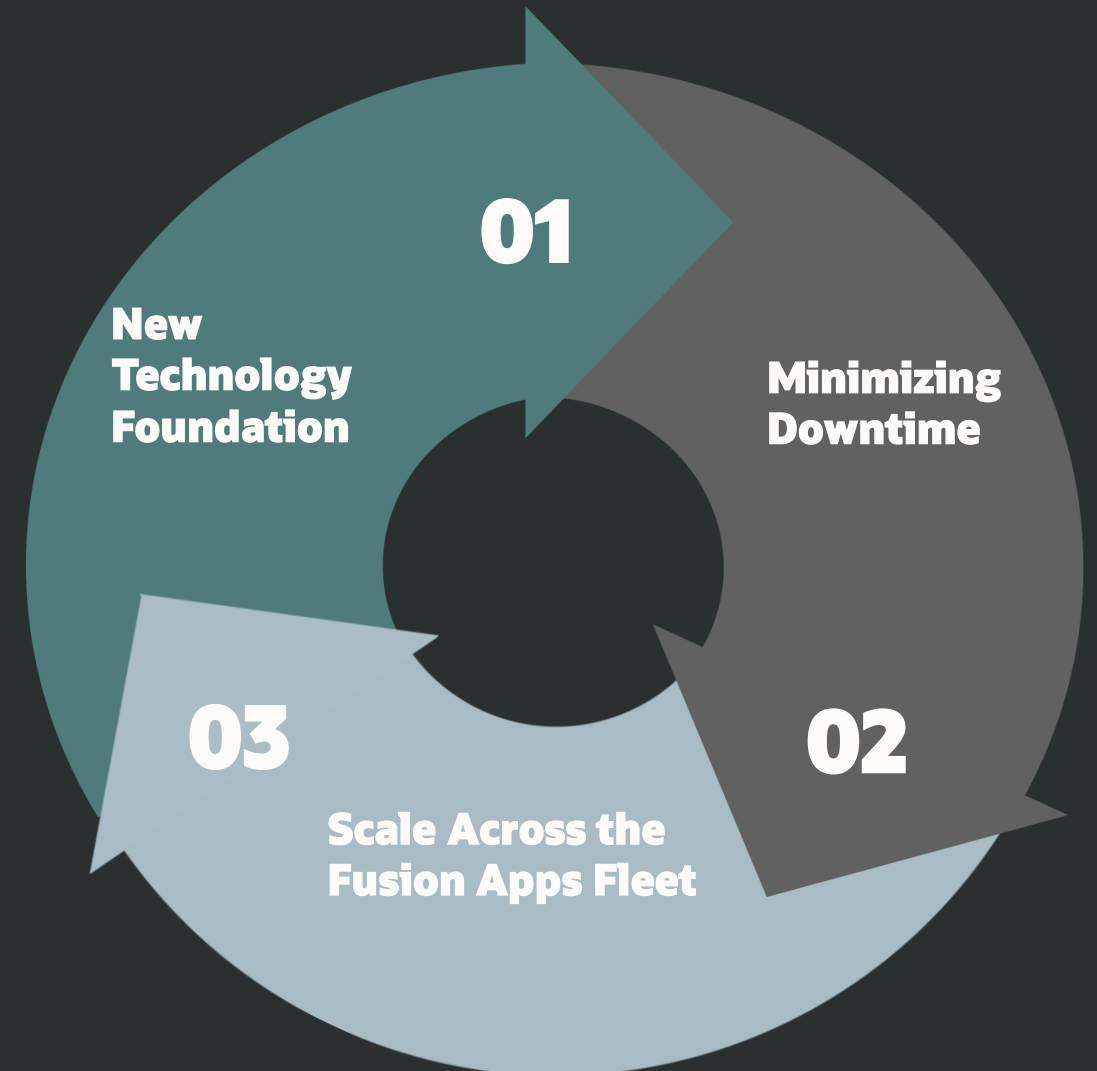
# Focus Areas for Targeted Downtime Reduction

| Maintenance Type | Frequency |
|---|---|
| Fusion Application Updates and Bug Fixes | Every Quarter |
| Fusion Application patching (stand-alone) | As Needed |
| Patching (OS, Platform, DB) | Every Quarter |
| New Technology Platform Foundations | Periodic |
| Critical Security | Rare / Occasional |

Focus of improvements to reduce downtime for Quarterly Update and Patching

# Quarterly Fusion Application Update Trend

Average Maintenance Time Duration



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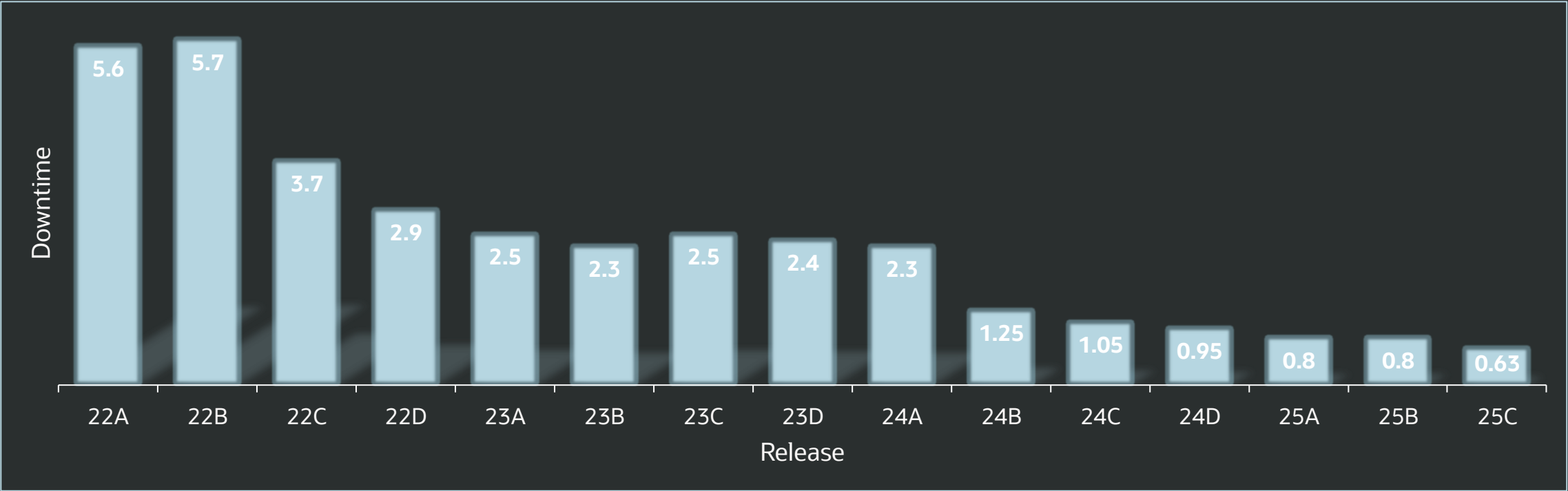
# Fusion Maintenance Start Times
## Self-Service Maintenance Feature

- Maintenance Schedule options available for all Fusion Apps Customers

- Flexibility for customers regarding their maintenance start time

**NEW** Customer may select maintenance start time via Cloud Console

| Patching Region | Maintenance Start Time |
| --- | --- |
| **Middle East** | Thu, 9 pm GST |
| **Asia Pacific** | Sat, 12 am AEST/AEDT |
| **Europe** | Fri,  9 pm BST/GMT<br>Sat, 12 am BST/GMT |
| **Americas** | Fri,  9 pm CDT/CST<br>Sat, 12 am CDT/CST<br>Sat,  3 am CDT/CST<br>Sat,  6 am CDT/CST<br>**Sat,  9 pm CDT/CST** **NEW** |

For more details see documentation –
- Maintenance start times

# Oracle Fusion Apps Quarterly Maintenance Duration Reduction Achievement

# < 2 hours

For more details see documentation -
- [MOCS Document KA288](#)

# Business Benefits of Oracle Quarterly Maintenance

**Minimal Downtime**

Oracle's continuous effort to reduce maintenance-related downtime means less business interruption

**Free up Personnel**

Oracle handles security patching, Database and Infrastructure updates, capacity planning, etc. so your personnel can focus on business value

**Speed of Innovation**

Customers benefit from latest technology plus, new product features and AI to address the everchanging business landscape
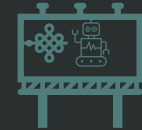
**UI Improvements**

Users benefit from updated modern user interface technology and features improving productivity

# What are the Customer Responsibilities?

## Readiness

Review release details on Oracle's Update Readiness site for your service

## Validate Processes

Identify and validate key business process that use the Cloud application

## Test Customization

Customer integrations, extensions, reports, workflows should be tested with each update

## Uptake Features

New features that may alter the end user experience are delivered disabled. You must explicitly enable them in the Opt-in UI

# Poll Question - 2

❖ **How do you prepare for a production release?**

❖ **(select all that apply)**

- Dedicated personnel/teams for the task

- Automation and tools

- 3$^{rd}$ Party, Partner, Outsourced

- Help from Oracle

- Not sure

Choose any that apply

# A "Maintenance Month" in the life of an Oracle Customer
## For each Scheduled Maintenance Month

### Week 1 : Readiness + Config baseline

- Review What's New (30 days prior)
- Map impacts to workflow, process, reports, integrations, UI, etc.
- Lock Baseline Config (e.g. Gold config)
- Plan P2T/T2T windows

### Week 3: UAT (Pre-Prod)

- Daily triage continue if necessary; fix config/integration issues; Immediately log SRs for any issues/regressions
- Business users execute priority scenarios

**Week 1 Starts 7 Days Prior to Non-Prod Update in 1st Weekend**

### Week 2: Update TEST

- Test new features critical impacts
- Perform any required post update steps
- Resume Suspended jobs
- Daily triage; fix config/integration issues; Immediately log SRs for any issues/regressions

### Week 4: Update PROD

- Post-prod "smoke test"
- Perform any required post update steps
- Resume Suspended jobs
- Several days of hyper-care

# Best Practices* for your Maintenance Transformation

## Environment Plan

A blueprint of how all environments will be structured, configured, managed, and maintained.

## Gold Configuration

An environment dedicated to tracking baseline configuration

## Utilize P2T Self-Service

Use Cloud Console to Refresh your Test environment with data from Production prior to your maintenance

## Automate Testing

Automation of testing in the two weeks between Test and Production updates yields results earlier and frees resources to analyze results

\* - See MOCS Knowledge Article KB44101

# AI Usage Scenarios
For Maintenance Planning

**Automation or Bots**

Automation of repetitive, simple tasks with defined rules

**GenAI Assistant**

Help humans create plans, documents, config., etc.

**GenAI Agents**

Autonomously and proactively perform complex, multi-step actions; learn and decide
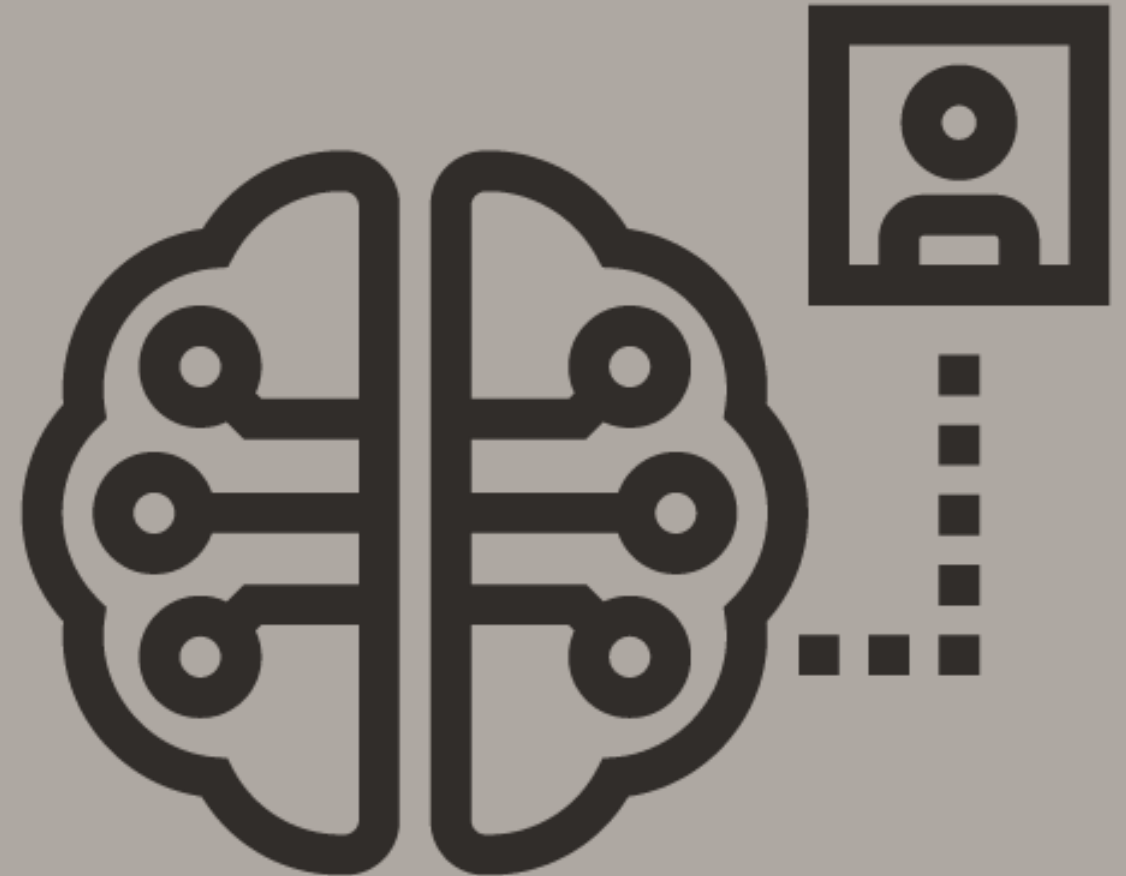
# Fusion Apps Quarterly Release Resources

## Blog Post

- Harness the Business Value of Quarterly Updates
- Oracle Fusion Quarterly Maintenance Resource Roundup

## My Oracle Cloud Support (MOCS)

- Oracle Applications Cloud – Fusion Apps Update Policy
- Oracle SaaS Change Management Information
- Oracle Fusion Apps Maintenance Pack Documentation
- Reducing Fusion Apps Quarterly Maintenance
- Reducing Fusion Apps Monthly Maintenance Downtime
- Fusion Apps Environnent Management Best Practices

## Webinar Replay

- Reduced Downtime with Fusion Apps Quarterly Maintenance
- Release Management Planning: Preparing for Quarterly Updates

## Help Center Documentation
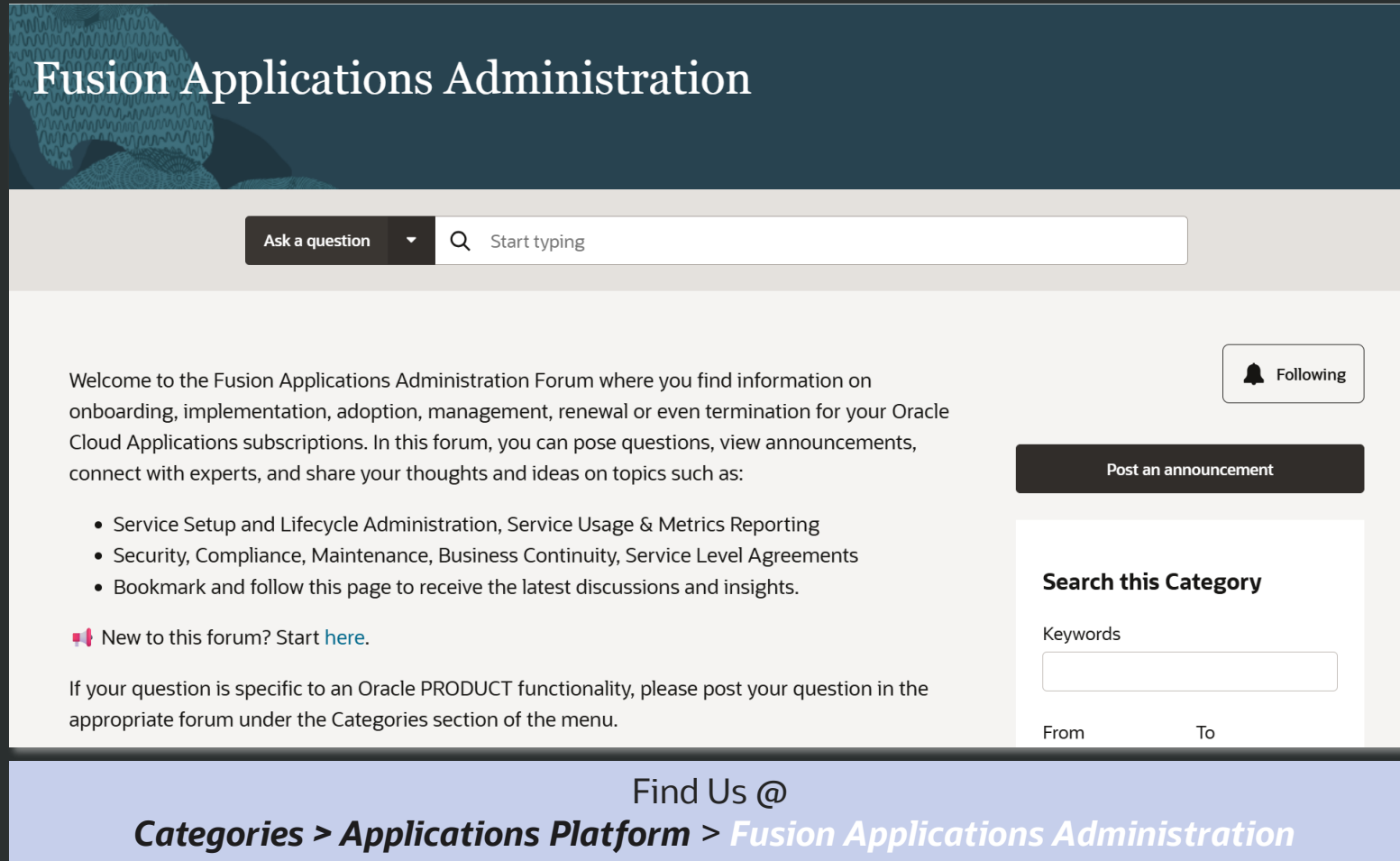
- Cloud Applications Readiness - Get Started
- Fusion Applications Environment Management
- Understanding Environment Maintenance
- Edit the Maintenance Schedule or Check for Upcoming Maintenance
- Key Concepts for Refreshing an Environment (P2T, T2T)
- Creating an Announcement Subscription

## Video Tutorial

- Manage announcement subscriptions
- Refresh Fusion environments in Oracle Cloud Console
- How to change maintenance schedule
- How to view the progress of environment updates in the Cloud Console

# Join the Community on Cloud Customer Connect
## A community to help guide your Cloud Journey with Fusion Apps

### Fusion Applications Administration

| Ask a question ▾ | 🔍 Start typing |

🔔 Following

Welcome to the Fusion Applications Administration Forum where you find information on onboarding, implementation, adoption, management, renewal or even termination for your Oracle Cloud Applications subscriptions. In this forum, you can pose questions, view announcements, connect with experts, and share your thoughts and ideas on topics such as:

- Service Setup and Lifecycle Administration, Service Usage & Metrics Reporting
- Security, Compliance, Maintenance, Business Continuity, Service Level Agreements
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If your question is specific to an Oracle PRODUCT functionality, please post your question in the appropriate forum under the Categories section of the menu.

**Post an announcement**

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Keywords

From          To

### Find Us @
**Categories > Applications Platform > *Fusion Applications Administration***

- Review FAQs
- Ask your own questions
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## Need help?
## Ask the Oracle teams!

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# Questions?

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**Thank you**