



## Suncoast Oracle Users Group

### Tech Day, Wednesday 6, October 2010

Welcome to the Sixth Annual Suncoast Oracle Users Group Tech Day. This year's event will host some of the premier speakers in their fields. We are offering three technical tracks for our breakout sessions. These are the:

- **DBA track**, designed for database administrators to help keep abreast of the ever changing technology.
- **Management track**, Provides insight into maximizing your company's investment in Oracle products as well as providing insight into the future direction of Oracle technologies.
- **Developer track**, designed for the software application developer to gain insight into the technologies available for application development in an Oracle environment.

The SOUG Tech day for 2010 is pleased to present pre-eminent speakers in their fields. Craig Shallahamer and Bob Stanoch will be keynoting.

This event would not be possible without the support of our generous sponsors:





# TECHNOLOGY DAY 2010

## AGENDA

	DBA Track	Management Track	Developer Track
Time	Eagle Business Solutions Room Third Floor	Oracle Room Second Floor	SOUG Room First Floor
8:00am - 8:50am	REGISTRATION		
8:50am - 9:00am	Welcome and Opening Remarks Troy Ligon Third Floor		
9:00am - 10:00am	Resolving Free Buffer Waits Craig Shallahamer	My Oracle Support Best Practices Chris Warticki	SQL Developer Syme Kutz
10:00am - 11:00am	Master Oracle 11g Results Cache Dean Richards	Oracle Business Intelligence Enterprise Edition David Graham	Apex Syme Kutz
11:00am - 12:00pm	Oracle Exadata Database Machine Bob Stanoch - Oracle Third Floor		
12:00pm - 1:00pm	LUNCH buffet from The Laughing Cat First Floor		
1:00pm - 2:00pm	ASM 11g and Storage Tuning Mike Ault	My Oracle Support Configuration Manager Chris Warticki	
2:00pm - 3:30pm	A Day in the Life of an Oracle Server Process Craig Shallahamer Third Floor		
3:30pm - 3:45pm	Closing Remarks and Door Prizes Troy Ligon		

# Keynotes

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## **11:00-12:00 Bob Stanoch** **Oracle Exadata Database Machine X2**

The latest configuration of Oracle's Exadata is a complete private cloud in one box. It consists of:

Two 8-socket database servers with a total of 128 Intel CPU cores and 2 terabytes of memory;  
14 Exadata Storage Servers with 168 Intel CPU cores and up to 336 terabytes of raw storage capacity;

Over 5 terabytes of Exadata Smart Flash Cache to cache frequently accessed 'hot' data for extremely fast transaction response times and high throughput;

Multiple compression tiers to manage more data and reduce I/O requirements of OLTP and data warehousing data

40 Gigabit InfiniBand internal connectivity

10 Gigabit Ethernet external connectivity.

**Bob Stanoch** is a Master Principal Sales Consultant for Oracle Corporation's North American Technology Organization. Bob has been with Oracle since 1996.

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## **2:00-3:30 Craig Shallahamer** **A Day in the Life of an Oracle Server Process**

Being an Oracle server process is no easy thing. While typically doing a whole lot of nothing, when asked to do something expectations are extremely high. And all this happens while its being subjected to all sorts of infuriating roadblocks. If you think teenage drama is exhausting, that's nothing compared to what an Oracle server process endures.

This technical and entertaining keynote will bring to light some of the key performance and configuration issues we face today. With the aid of audience participation, impromptu demonstrations, and even a quick buffer and library cache dump, you'll come to respect an Oracle server process and the code that breathes life into it like never before.

**Craig Shallahamer** spent nine years with Oracle Corporation in which he co-founded the Core Technologies and the System Performance Groups. In 1998 he left Oracle to start OraPub, Inc. OraPub is all about Oracle performance management; monitoring, firefighting, quantitative and predictive analysis. Craig has taught 1000's of Oracle professionals on 6 continents in 23 countries. He is the author of the "Oracle Performance Firefighting" and "Forecasting Oracle Performance" books as well as a number of technical papers.

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# DBA Track

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## **9:00 – 10:00 Craig Shallahamer: Resolving The Free Buffer Waits Event**

The free buffer wait event requires the perfect storm to manifest. This presentation focuses squarely on identifying and resolving free buffer waits. We start by developing a clear understanding of the relevant Oracle internals and then develop solutions by focusing on tweaking Oracle, the application (including the SQL), and the IO subsystem. This is a very practical yet deep internals presentation, filled with amazing discoveries about how Oracle works.

**Craig Shallahamer** spent nine years with Oracle Corporation in which he co-founded the Core Technologies and the System Performance Groups. In 1998 he left Oracle to start OraPub, Inc. OraPub is all about Oracle performance management; monitoring, firefighting, quantitative and predictive analysis. Craig has taught 1000's of Oracle professionals on 6 continents in 23 countries. He is the author of the "Oracle Performance Firefighting" and "Forecasting Oracle Performance" books as well as a number of technical papers.

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## **10:00 – 11:00 Dean Richards: Master Oracle 11g Results Cache and Improve Performance 1000%**

It's true! The new Results Cache lets DBAs re-use query results by caching them in the shared pool. Results Cache reduces I/O operations considerably if you have a query that is executed repeatedly and reads data that rarely changes. Reduced I/O = improved performance. Learn about leveraging Results Cache to improve database and application performance and get practical advice for how to determine the best data sets for Results Cache and avoiding common pitfalls.

**Dean Richards** has over 20 years of performance tuning, implementation, and strategic database architecting experience. Before joining Confio, Dean was a technical director for Oracle Corporation, managing and performing consulting work at several key accounts. Dean has focused his entire career on performance tuning of Oracle and SQL Server environments.

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## **1:00 – 2:00 Mike Ault: ASM 11g and Storage Tuning**

Years ago when storage systems were simply a bank of drives, DBAs had to give a lot of thought to how data was written to disk. But with the widespread adoption of RAID arrays—and now with automated storage management (ASM)—DBAs largely focus their attention elsewhere. However, storage can have a significant impact on database performance

- Find the optimal block size
- Match striping parameters to I/O
- Fix fragmented indexes
- Partition data to improve performance
- Understand the underlying structure of ASM

**Mike Ault** is an Oracle database specialist at Texas Memory Systems and a widely recognized Oracle expert. He has more than 16 years of experience as an Oracle DBA and consultant at several companies and in a variety of industries. A prolific author, Mike has published more than 20 Oracle-related books. He is a frequent speaker at local, regional and international Oracle conferences.

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# Management Track

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## **9:00 – 10:00 Chris Warticki: My Oracle Support Best Practices**

You have invested a significant amount in your Oracle Support Agreement. Are you getting your money's worth? Do you know the best way to get an issue resolved? Do you know how to escalate an issue's priority within the Oracle Support organization? This presentation will teach you how to get the most out of your Oracle Support dollars.

**Chris Warticki** is a Sr. Customer Support Manager with Oracle Global Customer Services. He has been working for Oracle for over 10 years helping customers maximize their Support investment and leverage the support tools and resources available. Chris was a former Support manager for the RDBMS (Admin, Parallel Sever and Replication) and Unix (Install) support teams. As a member of the CSM team, Chris represents the Support organization for all 450+ products and 40+ acquisitions, for all customers and internal lines of business. Chris has been a featured presenter at OpenWorld, Collaborate, IOUG, OAUG, OHUG, HEUG, HIUG and dozens of regional and local user groups.

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## **10:00 – 11:00 David Graham: Oracle Business Intelligence Enterprise Edition 11g**

Oracle Business Intelligence Enterprise Edition 11g is now released with improvements in every major category. This session is an overview of the OBIEE 11g new capabilities and features. It will include a presentation of the new capabilities and a demonstration of the new 11g OBIEE platform.

**David Graham** is recognized as a thought leader in the implementation of enterprise business intelligence, data warehousing, and analytics projects. He has personally been involved in over 300 implementations during his career. His experience covers the complete range of projects; from custom developed to pre-packed solutions from all the current leading vendors. He is a certified consultant in CRM, Business Intelligence, Data Warehousing and eProcurement and has been an invited speaker on Business Intelligence, Data Warehousing, and Analytics topics at major universities and conferences.

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## **1:00 – 2:00 Chris Warticki: My Oracle Support Configuration Manager**

The best support is NO Service Request! This workshop will help you learn how to use Software Configuration Manager effectively to organize, collect, and manage configurations. You will learn about HealthCheck recommendations and how to save time logging and resolving Service requests. Are you using the 11 resources other than My Oracle Support website? Are you using the dozen tools and tests within RDA? Are you using the Performance Tuning Tools and Scripts? This session will make your life easier and more efficient.

**Chris Warticki** is a Sr. Customer Support Manager with Oracle Global Customer Services. He has been working for Oracle for over 10 years helping customers maximize their Support investment and leverage the support tools and resources available. Chris was a former Support manager for the RDBMS (Admin, Parallel Sever and Replication) and Unix (Install) support teams. As a member of the CSM team, Chris represents the Support organization for all 450+ products and 40+ acquisitions, for all customers and internal lines of business. Chris has been a featured presenter at OpenWorld, Collaborate, IOUG, OAUG, OHUG, HEUG, HIUG and dozens of regional and local user groups.

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# Developer Track

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## **9:00 – 10:00 Syme Kutz: SQL Developer**

Oracle SQL Developer is a free graphical tool that enhances productivity and simplifies database development tasks. With SQL Developer, you can browse database objects, run SQL statements and SQL scripts, edit and debug PL/SQL statements, manipulate and export data, and view and create reports.

This session will present the latest iteration (2.1.1) of Oracle's SQL Developer. Should the TOAD guys be worried? Join us in Syme's session to find out.

**Syme Kutz** joined Oracle in 1995 working for Cary Millsap's Systems Performance Group. After about 8 years of tuning work in Oracle's Consulting division, Syme went to work for Max Schierson tuning internal applications at Oracle HQ. He became a key player in the evolution of the APEX project for a time and then, teamed with Kris Rice, began the SQL Developer project. Syme is currently a Senior Architect in Oracle's Database Tools Group focused on SQL Developer

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## **10:00 – 11:00 Syme Kutz: Oracle Application Express (APEX)**

APEX is a rapid web application development tool for the Oracle database. Using only a web browser and limited programming experience, you can develop and deploy professional applications that are both fast and secure. Oracle APEX is a fully supported, no cost option of the Oracle database.

This session will present an overview of the latest features of Oracle's Application Express.

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