

# Siebel 2020 Workshop

blacksheep IT consulting

Agenda

| Module | Title                                     | Comments                                                                                                | Live demo/hands-on | Audience |     |       |
|--------|-------------------------------------------|---------------------------------------------------------------------------------------------------------|--------------------|----------|-----|-------|
|        |                                           |                                                                                                         |                    | BA       | Dev | Admin |
| 1      | Siebel 2020 Overview                      | Overview of new features and changes since IP 17                                                        | x                  | x        | x   | x     |
| 2      | Architecture, Installation, Configuration | Details on IP 17+ Architecture, Installation and Siebel Management Console (SMC)                        | x                  | x        | x   | x     |
| 3      | Gateway Cluster                           | Details on Gateway Cluster feature                                                                      | x                  |          |     | x     |
| 4      | Web Tools and Workspaces                  | Introduction to Web Tools and Workspaces, Integration Workspaces, Release Strategy                      | x                  |          | x   |       |
| 5      | Migration                                 | Deep Dive into Migration Application and Migration Services, incl. Case Study and LOV Migration Details | x                  | x        | x   | x     |
| 6      | Test Automation                           | Introduction to integrated Test Automation, incl. Case Study                                            | x                  | x        | x   |       |
| 7      | Approval Manager                          | Overview of Siebel Approval Manager (SAM)                                                               |                    | x        | x   |       |
| 8      | REST API                                  | Details on REST API with examples                                                                       | x                  |          | x   |       |
| 9      | Siebel Enterprise Cache                   | Overview and state of non-GA (Dev Preview) feature                                                      |                    | x        | x   |       |
| 10     | DISA and SODD                             | Introduction to Desktop Integration Siebel Agent (DISA) and Siebel Outlook Drag and Drop (SODD)         | x                  | x        | x   | x     |
| 11     | Usage Pattern Tracking                    | Introduction to UPT                                                                                     | x                  | x        | x   |       |
| 12     | CalDAV                                    | Introduction to CalDAV and CardDAV integration                                                          | x                  | x        | x   |       |
| 13     | Upgrade Overview                          | Overview on the process of upgrading from pre IP 17 to Siebel 2020                                      |                    | x        | x   | x     |
| 14     | Siebel Mobile Applications                | Overview of Siebel Mobile Applications (connected and disconnected)                                     | x                  | x        | x   |       |
| 15     | Siebel Open UI                            | Overview and brief case study for Developers                                                            | x                  |          | x   |       |
| 16     | Siebel Portlets                           | Introduction to Siebel Portal Framework, specifically Portlet architecture                              | x                  |          | x   | x     |
| 17     | Docker and Cloud                          | Discussion of Siebel Cloud deployment options and Siebel on Docker                                      | x                  | x        | x   | x     |

## Demo/Lab machine details

Windows 2016 Server  
Full Siebel Enterprise 2020 installation with last available update  
Oracle Database 19c  
OpenLDAP Server and Web SSO (Siebel Sales)  
Oracle BI Publisher 12c  
Siebel2Phone Demo  
Siebel Portlet Demo