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Recommended Books:

The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps by Kevin Behr et al.

- Link: <http://amzn.com/0975568612>

- ISBN-10: 0975568612

Time Management for System Administrators by Thomas Limoncelli

- Link: <http://amzn.com/0596007833>

- ISBN-10: 0596007833

Recommended Links:

PTC/USER:

<http://www.ptcuser.org>

NEW PTC Community website:

<https://www.ptcusercommunity.com>

PTC Tech Support PSM Resources:

<http://www.ptc.com/go/psm>

PTC Windchill CPS Calendar:

http://support.ptc.com/cs/product_calendar/WC_CPS.htm

PTC TS Doc CS51777: Tuning Oracle and Interpreting the Oracle Gather Info Script Output:

<https://support.ptc.com/appserver/cs/view/solution.jsp?n=CS51777>

PTC TS Doc CS54838: How to use the Windchill Profiler to diagnose performance issues in Windchill

<https://support.ptc.com/appserver/cs/view/solution.jsp?n=CS54838>

PTC TS Doc CS98135: List of recommended database indexes to improve performance in Windchill 10

<https://support.ptc.com/appserver/cs/view/solution.jsp?n=CS98135>

Windchill Deployment Planning Checklist:

https://support.ptc.com/view?im_dbkey=123333

Windchill System Validation - Technical Brief:

https://support.ptc.com/view?im_dbkey=123337

Recommended Maintenance and Monitoring Checklist Items

Revised from PTC Windchill System Maintenance and Monitoring Best Practices:

https://support.ptc.com/view?im_dbkey=123340

Daily Items

- Check PTC Windchill Queues
- Monitor Server Status Page
- Check any PTC Windchill Visualization Scheduler and Replication Jobs
- Review Worker Agent Publishing Statistics
- Review JMX and PSM Alerts
- Review PTC Tech Support Subscription email
Setup at: <https://support.ptc.com/appserver/cs/subscriptions/subscriptions.jsp>

Weekly Items

- Review storage size and utilization of each node/system
- Benchmark system response times
- Perform database maintenance
 - ADDM reports
 - PTC Gather Info Script
 - AWR reports

Monthly Items

- Apply Maintenance Patches
 - Operating System
 - Application: Windchill Critical Patch Sets
- Remove unreferenced files
- Audit “Super User” aka privileged groups
 - Site Administrator
 - Org Administrator
- Review items completed by user:
 - Number created: Projects, Change Requests, Change Notices, Change Activities, Workflow Processes, Drawings, CAD Documents, BOMs, and so on.
 - Number of workflow tasks completed
 - Number of drawings and objects released
 - Number of users logged in per a specific time frame
 - Average Problem Report completion time
 - Security access on objects by users

Quarterly Items

- Run PTC Windchill Diagnostic Utility (WinDU)
- Evaluate system settings using PTC Windchill Configuration Assistant (WCA)
- Evaluate end-user’s systems with the PTC Windchill Client Inspector (WCI)
<https://support.ptc.com/appserver/cs/view/solution.jsp?n=CS130553>