

Oracle On-Demand – An Implementer's Perspective

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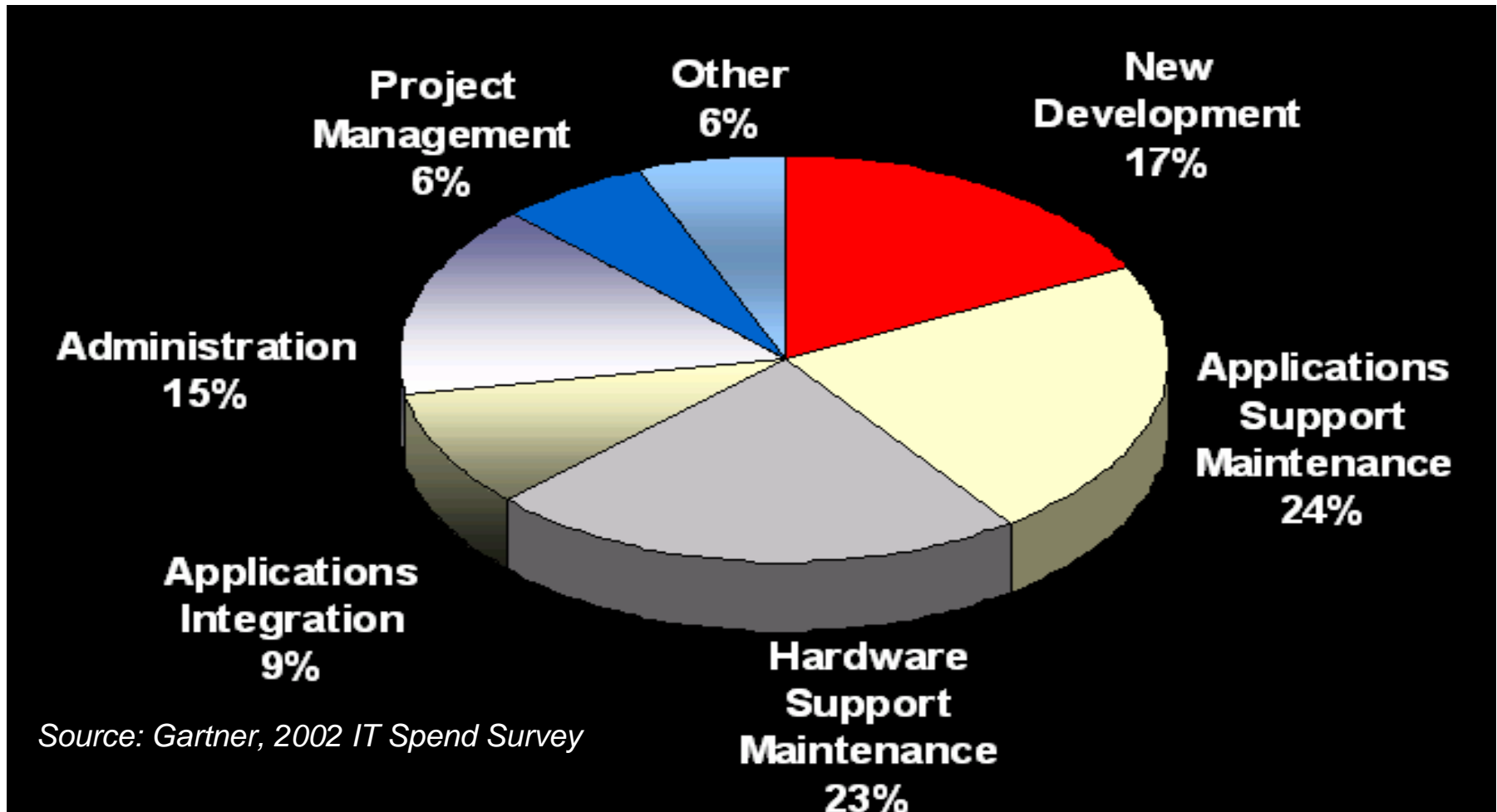
BroadPoint Technologies

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BroadPoint Technologies

Current State of IT

83% spent managing existing systems, 17% “innovating”



Source: Gartner, 2002 IT Spend Survey

Oracle On-Demand – What is it?

Core Services

- Infrastructure Management
- Security Management
- Software Management
- Service Level Management
- IT Governance Services

Flavors of On-Demand

<p>@Oracle</p>	<ul style="list-style-type: none"> ➤ Oracle installs application on servers located in secure facility (Austin Data Center) ➤ Oracle provides expertise to manage applications, database, operating system and hardware
<p>@Customer</p>	<ul style="list-style-type: none"> ➤ Software resides on servers located on customer site ➤ Oracle experts remotely manage the application, database and operating system ➤ Customer or partner staff manages the hardware and custom or third party software

Oracle E-Business Suite Online - Options

@Customer

@Oracle



Application Product Support

Application Implementation

Application Management

Database Management

System Management

Hardware Management

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Customer

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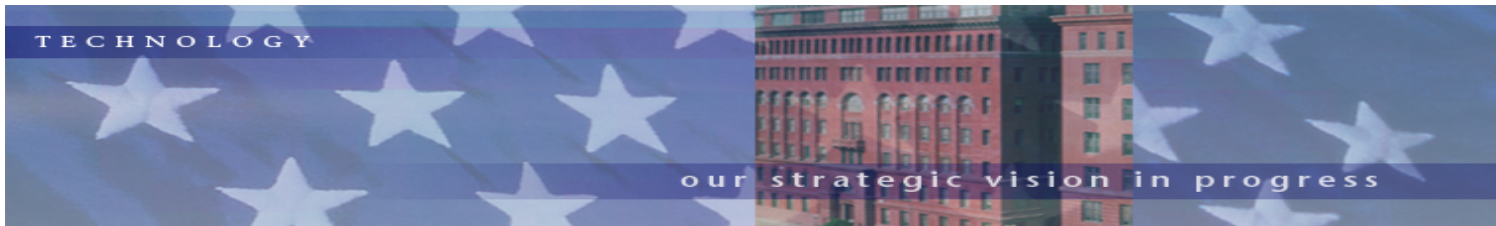
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U.S. Government Printing Office

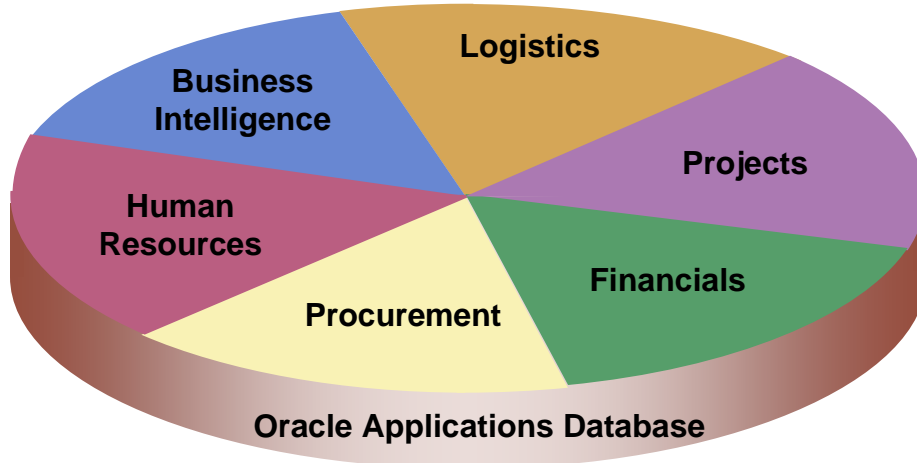


The US Government Printing (GPO) is the Federal government's primary centralized resource for gathering, cataloging, producing, providing and preserving public information in all forms. GPO is responsible for the production and distribution of information products and services for all three branches of the Federal Government: Executive, Judicial and Legislative.

GPO - Background

- 2500 Employees
- Important Documents including Congressional Record, Federal Register and Passports are Printed at GPO
- GPO Procures 600-1000 Printing Related Jobs Daily from Private Sector Vendors
- 275,000 Publications Available via the Internet
- GPO receives their budget via two sources:
 - Congressional appropriations
 - Revenue from publication sales

GPO: Applications "Footprint"



Applications In Production

- General Ledger
- Receivables
- Payables
- Purchasing
- Inventory (Equipment Sub-Store, ePassports)
- Order Management
- Federal Admin (e.g., IPAC, USSGL, Funds Control)
- PeopleSoft HRMS (NFC GPO SF-52 – Personnel Action In

GPO: Application Implementation Timeline

Year	1999	2000	2004	2005	2006	2007	2008
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Licensed Oracle Applications - Implemented GL,AR, FA

Migration to Oracle On-Demand 3 Months



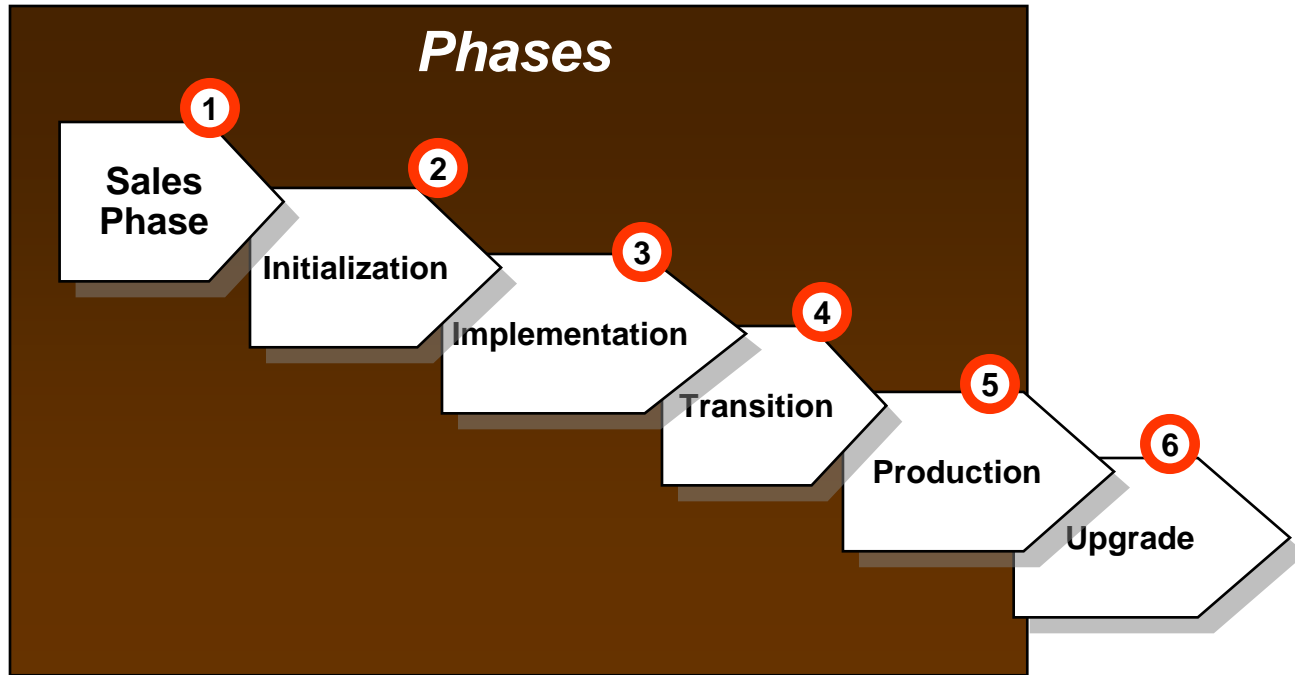
Implementing PeopleSoft HRMS for NFC Integration and Inventory for Sub-Inventories



Oracle AR Implementation for Customer Billing/Funds Control

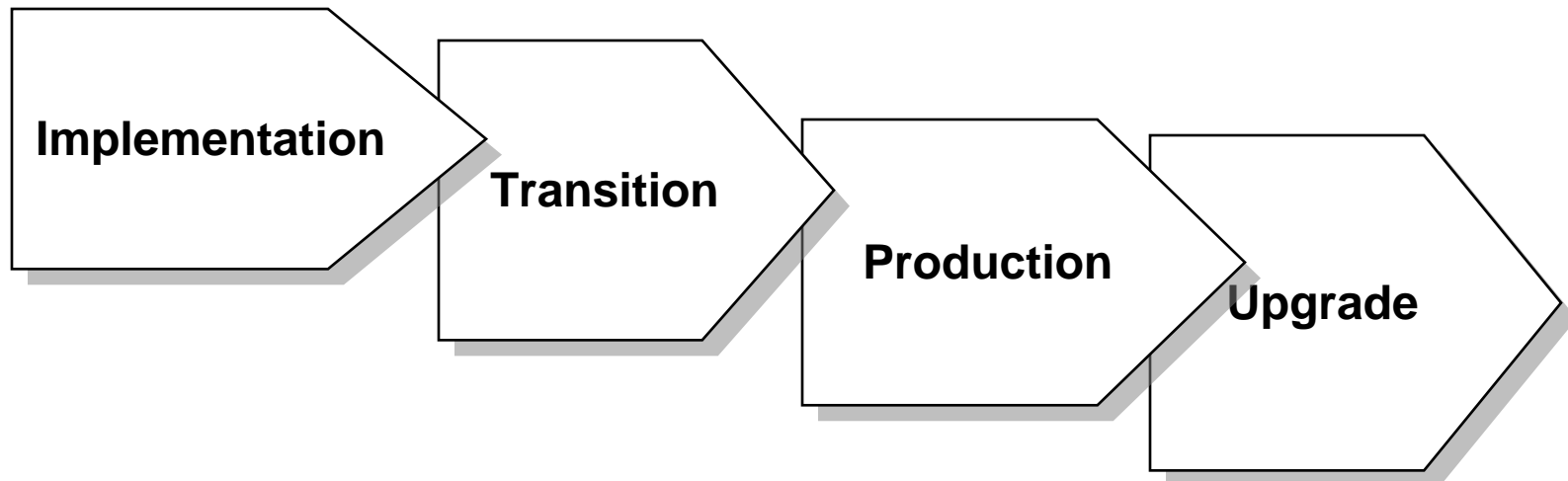
Oracle Order Management/Inventory Passport Production 11.5.10 Migration

Oracle On-Demand Life Cycle



The Oracle On-Demand Life Cycle is a Standardized process that begins with the engagement of the customer during the Sales Phase and Continues to the Production Phase.

Oracle Implementer Phases

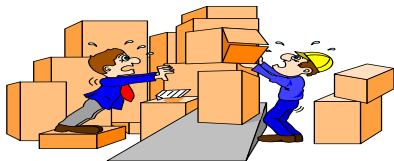


The Implementation, Transition, Production and Upgrade Phases are Key to the Designated Oracle Implementation (OI) Partner

Implementation Phase

Phase Description

The Implementation Phase starts when the Oracle On-Demand Implementer (OI) is engaged by the customer and begins to set up and configure the Oracle E-Business Suite TEST Environment using customer business requirements.



Key Activities

- **Business Requirements Mapping**
- **CEMLI Design and Build**
- **Conducting Iterative Prototyping (CRP's)**
- **Business System Testing**
- **Production Migration**
- **Production Assessment**

Responsibility Matrix – Implementation Phase

Key Tasks	Phase	Owner
Coordination & Communication Between SDM & Implementer	Implementation	Oracle On Demand/ Implementer
Implementer Understanding of Reference Guides & Service Level Standards	Implementation	Implementer
Production Assessment Status Report	Implementation	Oracle On Demand
Configured Test Environment	Implementation	Implementer
Application Admin & Patch Management	Implementation	Implementer
CEMLI Compliance	Implementation	Implementer
User Acceptance Testing	Implementation	Customer
Final Validation of completion of all Production Assessment tests	Implementation	Oracle On Demand / Customer / Implementer
Resolve Production Assessment Issues	Implementation	Customer / Implementer

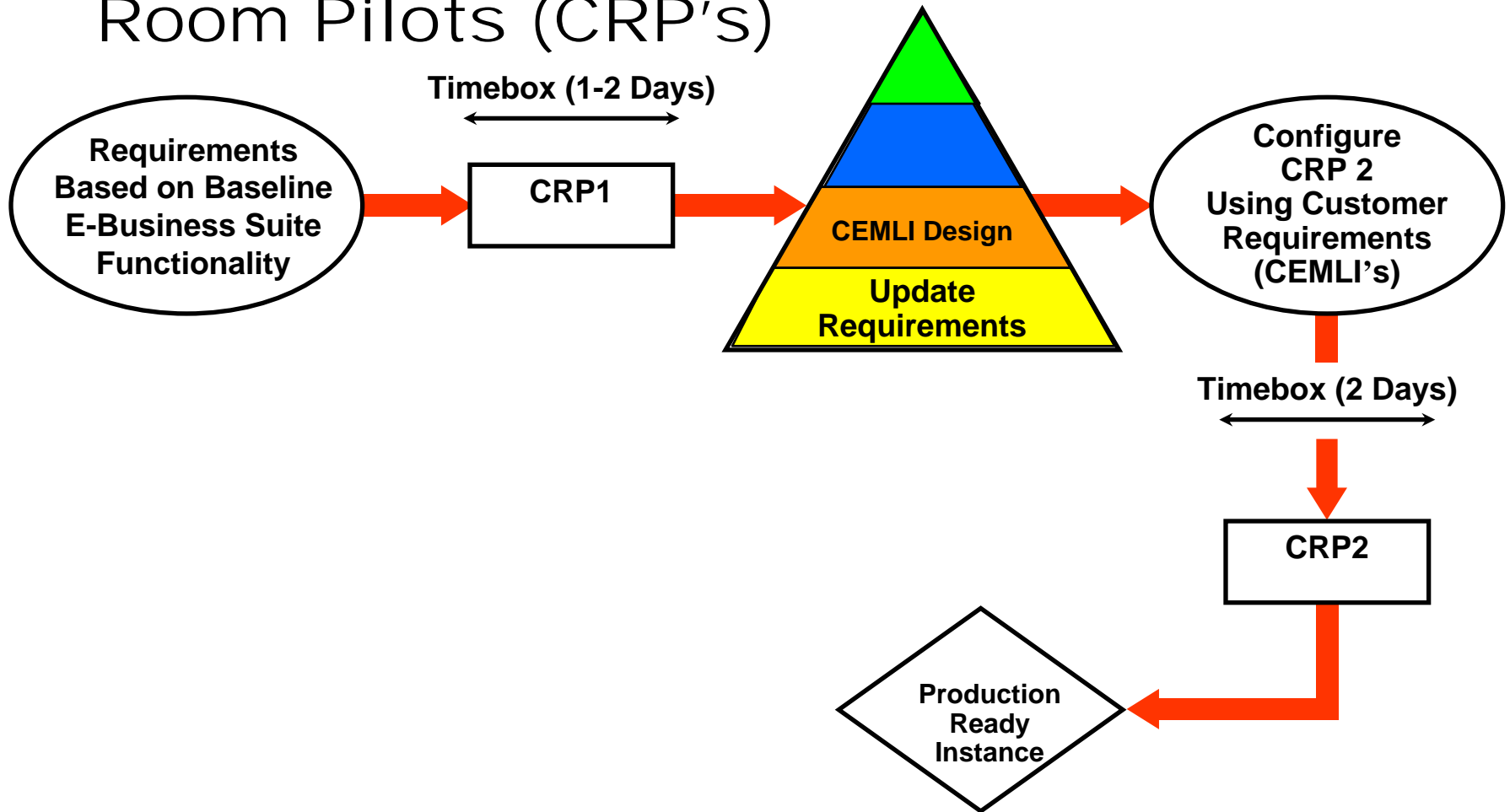
CEMLI's

CEMLI	Example
C – Configurations	Flexfields, Menus, Responsibilities, Standard Setups
E – Extensions	Alerts, Reports, Print Drivers
M – Modifications	Changes to Oracle's standard code. These require approval.
L – Localizations	Country-specific requirements
I – Integrations	Non-Oracle Software integration (integrations with legacy systems)

CEMLI's at Government Printing Office

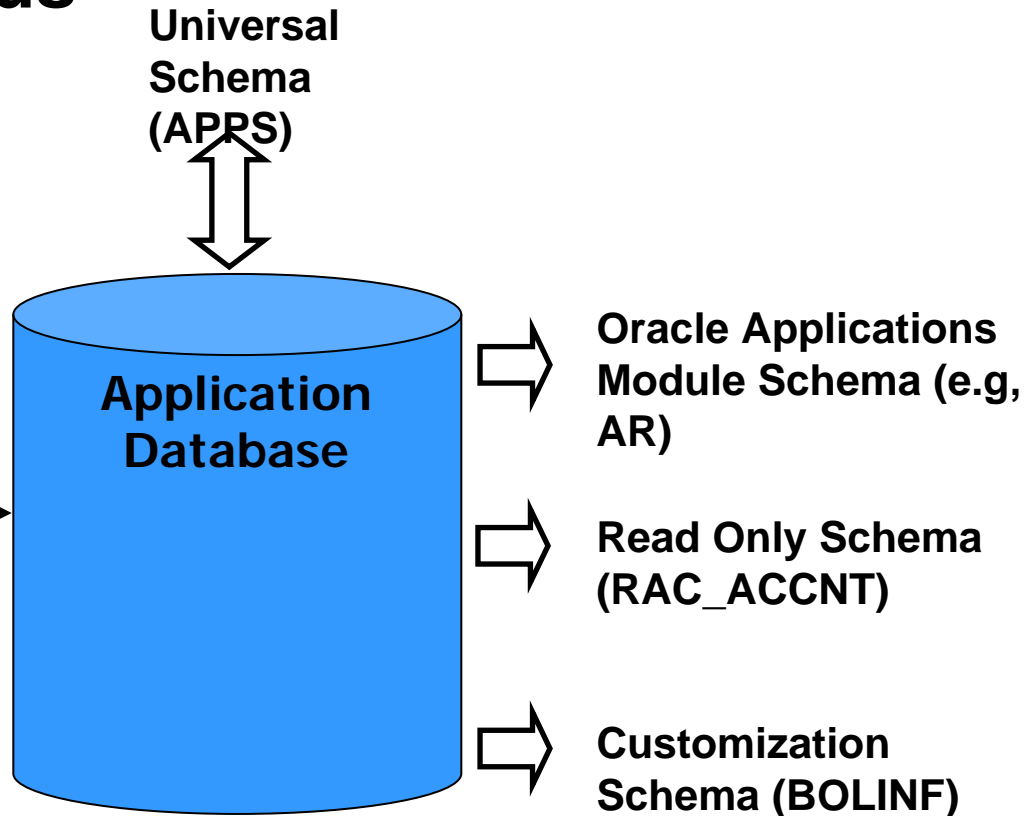
CEMLI	Example at Client Site
C – Configurations	<ul style="list-style-type: none"> ➤ Order Management Inventory – ePassports ➤ Funds Control & USSGL ➤ Descriptive Flexfields for AR Transactions
E – Extensions	<ul style="list-style-type: none"> ➤ Federal Form 400 (Invoice) ➤ Amount to Rate Extract Report ➤ Form – Adding Customer (DoD) AFF to Invoice
M – Modifications	N/A – Client Will Change Process/Not Code
L – Localizations	N/A – Public Sector Single Currency Environment
I – Integrations	<ul style="list-style-type: none"> ➤ IPAC (Intergovernmental) Transactions ➤ Mainframe Legacy System Integration (WIP, Manufacturing Systems)

Iterative Prototyping – Conference Room Pilots (CRP's)

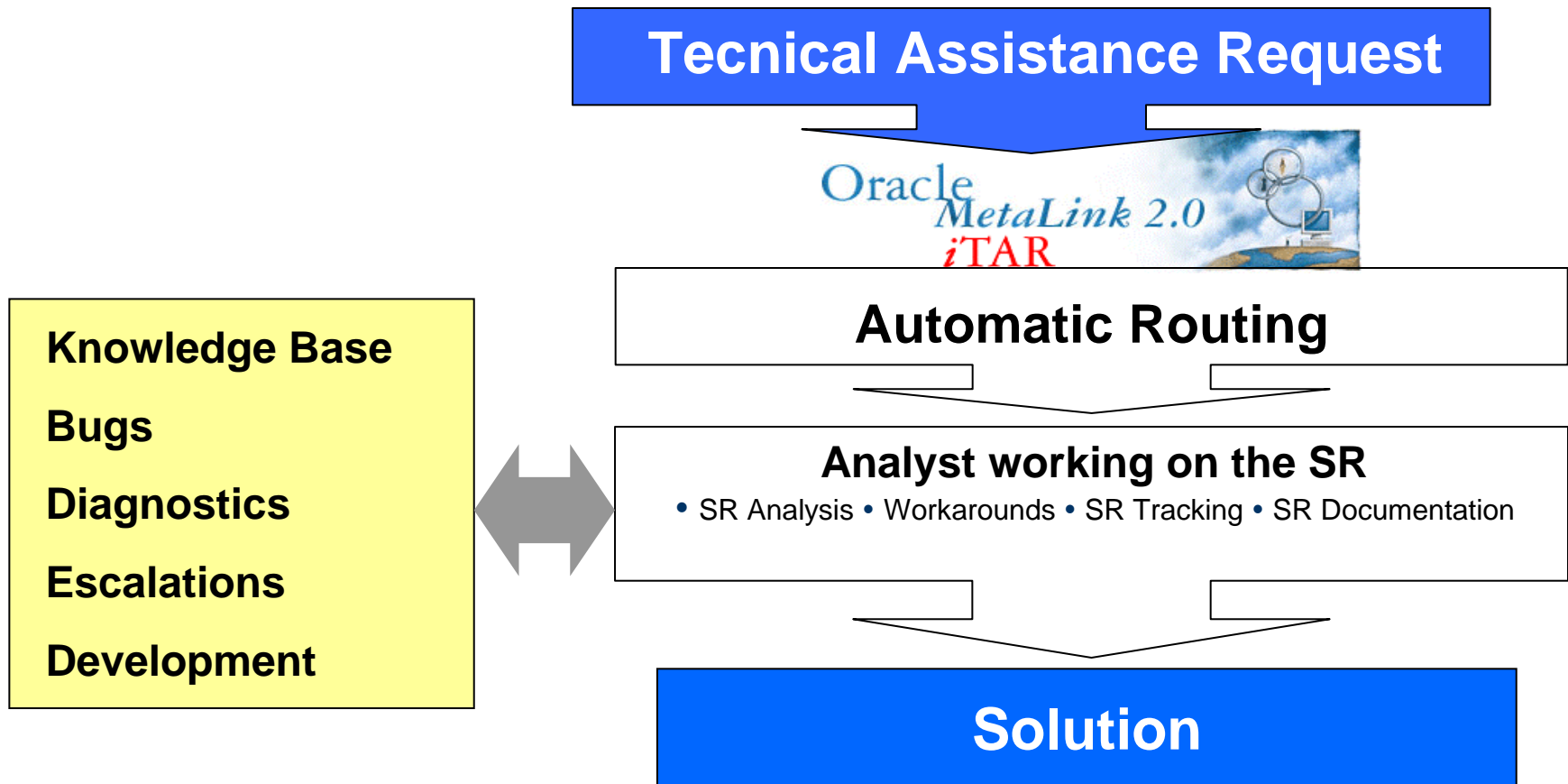


BOLINF Standards

All CEMLI's in the database should be created in the BOLINF schema. Exceptions are allowed only in cases where a package must be installed under the Apps Schema for it to be properly invoked by the Oracle E-Business Suite modules.



Service Request Process



Transition Phase

Phase Description

The Transition Phase refers to the customer's transition from the Implementation Phase to Production Status. Oracle performs Production Assessment that consists of reviewing and approving implementation documentation and pre-production environment.



Key Activities

- **Production Assessment**

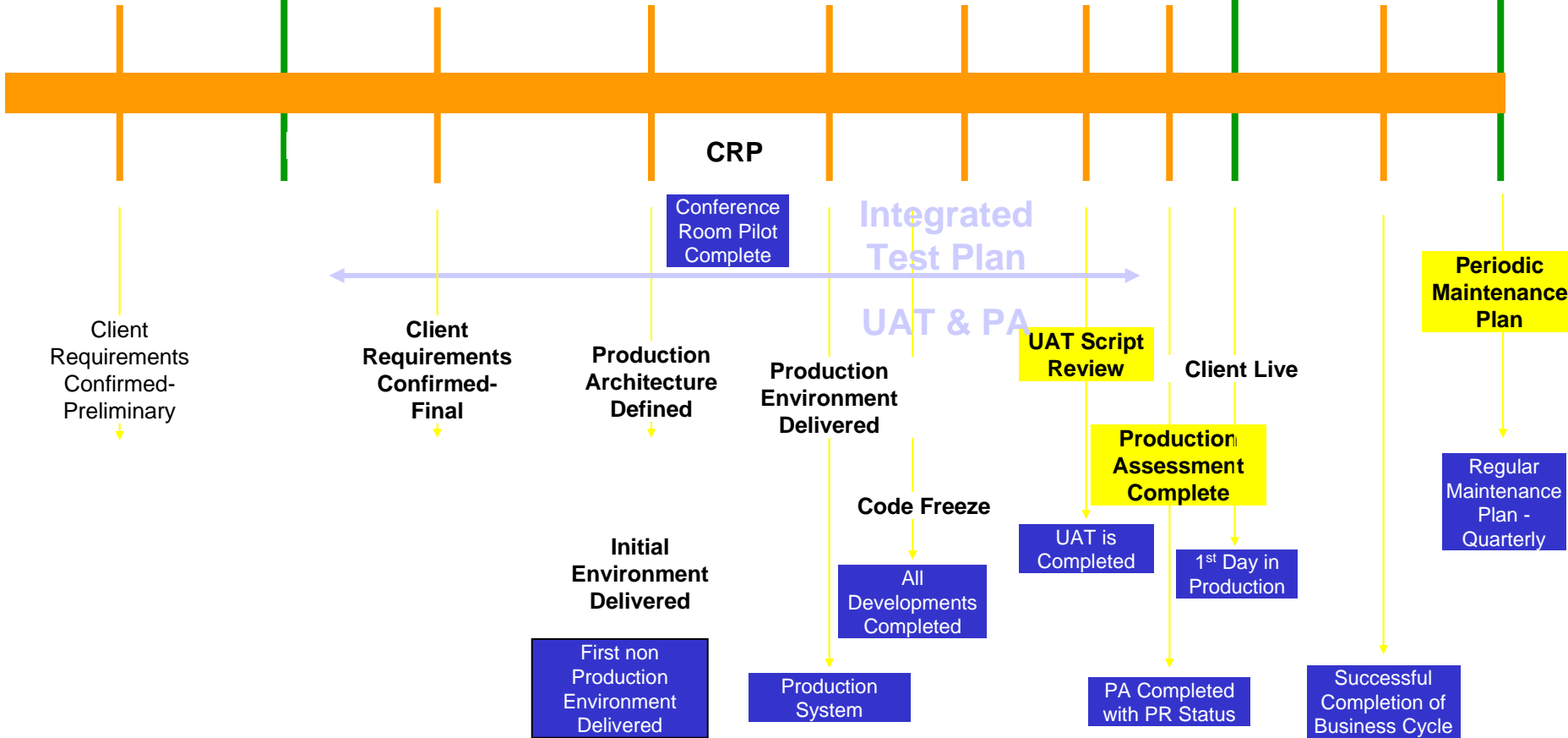
- **Configuration and Validation of Production Environment (PROD based on TEST)**

- **Final Training (including JIT Training)**

- **Production Certification**

Initialization Implementation/Transition Phase Production

On Demand Lifecycle Milestones - with Production Assessment



What Is Production Assessment?

A process which...

- Facilitates a smooth transition from implementation to production
- Includes a series of tests covering:
 - **Functionality**
 - **Configuration and Supportability**
 - **Performance**
- Identifies and resolves key issues before “going live”

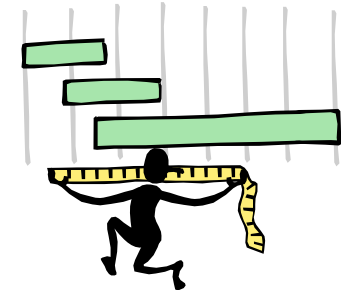
Production Phase

Phase Description

The Production Phase begins once the customer has successfully completed the Transition Phase. Oracle On Demand is responsible for managing and maintaining the Oracle Applications environment once the Customer is in Production. Any modifications to this environment are handled through the change management process.

Key Activities

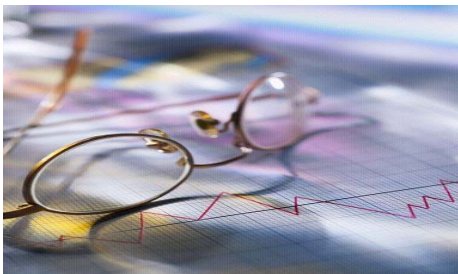
- System Monitoring
- Ongoing Patching
- Proactive Upgrade and Patching Planning
- Ongoing Communication with Oracle (Service Delivery Manager, Account Manager, METALINK).



Upgrade Phase

Phase Description

The Upgrade Phase applies when Oracle Application point release updates (e.g., 11.5.9 to 11.5.10) are required for the customer's environment.



Key Activities

- Perform Test Updates
- Migrate CEMLI's
- Test Updated Environment
- Update Production Environment
- Plan for NEXT UPGRADE

Hosting Model: Advantages to Implementer

- Eliminates Significant Applications DBA Support (scarce and expensive)
- Provides “Proactive” Maintenance and Support for Applications and Technical Infrastructure
- Ensures Continual and Uninterrupted Access
- Provides “Constructive” IV&V Support
- Serves as Key Liaison between Agency, Implementation Partner and Product Vendor
- Facilitates and Expedites Issue Resolution
- Ensures “Seamless” Upgrade Migration Path (Fusion Migration Strategy)

Read about

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On Demand Model: Key Considerations for Organization

- Drives Agency and Implementer to Follow Product Standard Business Flows and Methods Proscribed by Oracle
- Need to Factor in additional tasks into the project plan e.g., UAT Reviews, Production Assessment and Code Migration
- Forces Agency to do More “Out Year” Planning for Future Upgrade Migrations e.g., Around Major Releases
- Requires Implementer and Agency to Adhere to Stringent Development and Deployment Standards (“that’s a good thing”)

Q&A