

O2 Works

Putting Oracle to Work

Oracle E-Business Specialists

Managing an R12 Upgrade — Tips and Methodology That You
Need to Know to be Successful



October 14, 2010



Overview / Agenda

- Introductions and Audience survey
- Why upgrade?
- Upgrade types
- R12 Experience / Why it is different
- Upgrade process and planning
- Keys to Success – Process Components
- Resources
- Methodology
- Other Information sources

R12 Upgrade Introduction

- Art Dowd, Consulting Director, O2Works
 - Former VP of IT for Hospitality Company
 - Extensive business background
 - Implemented / Upgraded Oracle eBus Suite
 - 10 years with Oracle Applications
 - Experience with Oracle Consulting and two well regarded Oracle Applications consulting firms

Audience survey

Role

- Technical – DBA
- Technical – Developer
- Project Manager
- Business Process Owner
- Super user
- End user

Apps Release level

- 10.7
- 11.0.3
- 11.5.1 → 11.5.7
- 11.5.8 or 11.5.9
- 11.5.10
- 12.0 / 12.1

Upgrade vs. re-implement

- Back in the dark ages (pre 11*i*) there were technical concerns about upgrading (tech. stack and apps.) and people opted to re-implement
- Due to the significant changes to the apps in going to R12 the question is surfacing again
- Recommendation = upgrade... unless there is a significant reason causing you to have to re-implement
 - Upgrade process, technology, tools, and scripts are significant improved
 - Re-implementation = much more extensive project
 - Data conversion / testing will be an issue

Re-implementation considerations

You might need to re-implement if:

- You have changed your basic business / organization structure and your application configuration does not still fit your business
- You have tons of customizations that you would like to retire in order to use current features and functionalities and streamline your operations
- Your original implementation was really screwed up and it is basically unusable
- You have tons of really, really bad data

Why Upgrade?

- Per Oracle, when there is compelling business reason to do so
 - New features and functionality to assist business
 - Change in business direction; keep IT aligned
 - Replace customizations and bolt-ons with standard features
- Take advantage of Tech. stack improvements
- Obtain better support when patched current
- Be “Fusion ready”
- Stay “in” support

Oracle Application support

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
11.0.3	May 1999	Feb 2007	Not Offered	Jan 2009
11.5.1 – 11.5.6		Jul 2006	Not Offered	Indefinite
11.5.7	May 2002	May 2007	Not Offered	Indefinite
11.5.8	Nov 2002	Nov 2007	Not Offered	Indefinite
11.5.9	Jun 2003	Jun 2008	Not Offered	Indefinite
11.5.10	Nov, 2004	Nov, 2010*	Nov, 2013	Indefinite
R 12	Jan, 2007	Jan, 2012	Jan, 2015	Indefinite
R12.1	May, 2009	May, 2014	May, 2017	Indefinite

Support retirement dates have already been announced for Releases 11.0.3 and 11i1 through 11i6.

Oracle E-Business Suite Releases 11i10 and 12 will each have a direct path to the applications built on Oracle Fusion Middleware.

For the third year of Sustaining Support for Oracle e-Business Suite 11i9 (July 1, 2010 – June 30, 2011), Oracle will continue to provide fixes for Severity 1 production bugs. No legislative updates will be provided, including U.S. Tax Form 1099 updates for the 2010 tax year.

Extended Support for Release 11i10 requires the minimum baseline patches defined in **My Oracle Support Document 883202.1**. Customers running Oracle Fusion Middleware 10gR2 and 10gR3 in the Oracle E-Business Suite version 12 internal technology stack will remain supported for the duration of the support period for Oracle E-Business Suite 12. **All Release 12.0 patches and Critical Patch Updates (CPUs) will only be provided for Release 12.0.4 and above**

Application support

Premier Support – covers five years from the general availability date

• Provides maintenance and support of your Oracle Database, Oracle Fusion Middleware, and Oracle Applications covering:

- Major product and technology releases
- Technical support
- Updates, fixes, security alerts, data fixes, and critical patch updates
- Tax, legal, and regulatory updates
- Upgrade scripts
- Certification with most new third-party products/versions
- Certification with most new Oracle products

Extended Support - an extra three years of support for specific Oracle releases for an additional fee.

Sustaining Support – With sustaining Support, you receive technical support, including access to online support tools, knowledge bases, and technical support experts. (My Oracle Support web site and phone support)

Upgrade Type

- **Technical upgrade only**
 - Focus on the tech stack / less expensive option
 - Led by DBA / Tech team with little functional support
 - Functional impact = testing and possibly training
 - Common with dot release upgrades (i.e. 11.5.9 to 11.5.10)

Management / Executive Sponsor			
Project Manager			
DBA / Sys. Admin	Technical Lead	Developer / Analyst	Super Users
B/A Fin	B/A SC & Other	Business Process Owners	Trainer
Help Desk / Network Support			
End Users / Testers			

Success – NO CHANGE on go-live Monday

Upgrade Type

- **Full Business-Aligned Upgrade**

- Aligned with Business objectives / ROI expectation
- Inclusive, wide-ranging project across IT and Business
- Requires more Executive Sponsorship
- Change Management Project; not just technical

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- Application changes must be addressed; there is no option

Why R12 is not your standard upgrade

- User Interface overhaul will change to look and feel of the applications for everyone
- Certain modules had significant modifications and enhancements to features and functionality
 - General Ledger
 - Accounts Payable / Payables
 - Accounts Receivable
 - Procurement services

... generally the modules with the most users
- Reporting tools have been impacted

The screenshot displays the Oracle Expense Reports interface. It features a navigation bar with 'EXPENSES' and various menu options. Below the navigation bar, there are buttons for 'Create Expense Report', 'Report Spreadsheet', and 'Export Spreadsheet'. The main content area is titled 'Track Submitted Expense Reports' and includes a table with the following data:

Report Number	Report Submit Date	Report Status	Last Report Status	Activity (Days)	Current Approver Status	Receipts	Report Total (USD)	Purpose	Duplicate	Withdraw
		Pending System Administrator Action			0 Expenses Administrator		0.00	Client visit - Seatt...		
Exp18962	30-Sep-2005	Pending Manager Approval			1 Andretti, Mr. Evan/Not Required		287.87			
Exp18962	27-Sep-2005	Pending Manager Approval			3 Andretti, Mr. Evan/Not Required		8.00	Test		
Exp18962	27-Sep-2005	Pending Manager Approval			3 Andretti, Mr. Evan/Not Required		41.00			

Below the table, there is a section for 'Update Expense Reports' with a table of report details:

Report Number	Report Date	Status	Report Total (USD)	Purpose	Update	Duplicate	Delete
Exp18962	29-Sep-2005	Saved	168.00	Client visit - Seatt...			
Exp18962	23-Sep-2005	Saved	100.00	Travel			

The interface also includes a 'Notifications' section with a table of notification details:

Select From	Subject	Sent	Due
Frost, Mr. Jamie	Expense 111.518414 For Frost, Mr. Jamie (2,001,150)	21-Sep-2005	29-Sep-2005

R12 Lessons learned

- **Finance / GL**

- **Sub ledger Accounting (SLA)** for Operating Unit flexibility
- **E-Business tax setups** for each financial module have been removed and are now centralized.
- **Multi-Org Access Control (MOAC)** - Provides role based access to Operating Units. It can be confusing and dangerous to set up due to access to multiple operating units
- **Check out the critical reports early** - Trial balances, sub ledger accounting, etc. are different with the XML /PDF output. Many reports no longer exist. New setups are needed in Sub Ledger Accounting (Open balance definitions) and some new templates

R12 Lessons learned

- **Accounts Payable**
 - **Invoice workbench and Invoice Processing.** New look and feel for the workbench.
 - **iPayment** functionality now included and affects vendor consolidation for AP, CE, and Advanced AR
 - **iSupplier portal integration** had been rough when product was first released. Has been cleaned up, but test thoroughly.
 - Significant patching requirements early in release
 - Information expansion (TCA arch.) led to long upgrade steps and blown table extensions

R12 Lessons learned

- **Oracle Business Intelligence Enterprise Edition**
 - **Confirm OBIEE environment technical requirements** for Web Server, Portal, Oracle Internet Directory (OID), Operating System
 - **Oracle Fusion Intelligence is not certified on Linux.** Could not implement.
 - **Confirm OBIEE hardware requirements.** Requires single installation on a high-performance server
- **Web ADI**
 - Lost functionality/issues: Desk Top ADI > WEB ADI
 - When moving from Desktop ADI to Web ADI, you lose the ability to create financial statements in ADI

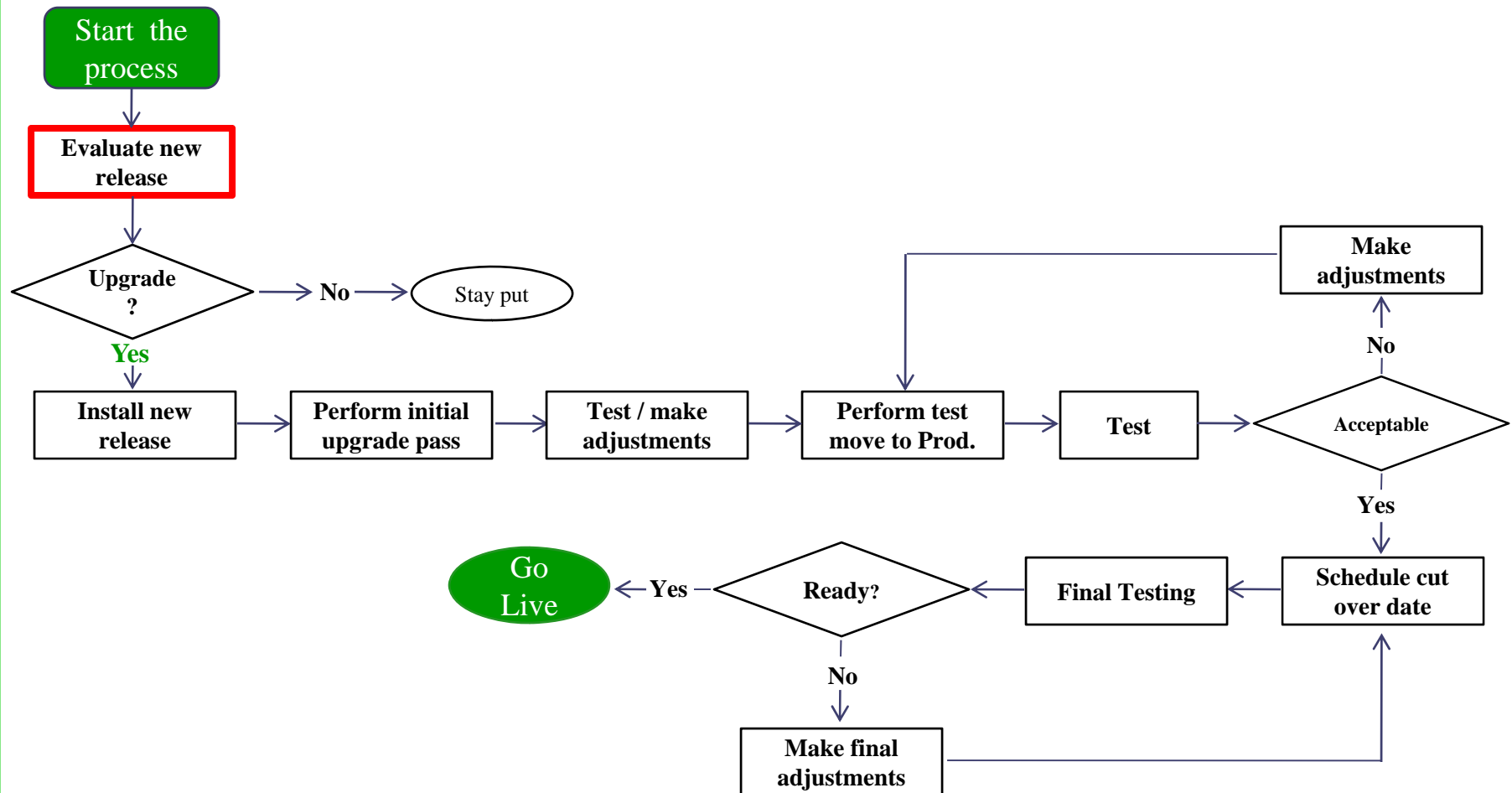
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Success – NO CHANGE on go-live Monday

Upgrade Process Flow




Upgrade Planning

Planning process needs to be comprehensive and inclusive of Business alignment and technical aspects

- Areas to evaluate include:
 - Upgrade extent
 - Business alignment
 - Hardware / platform / network capacity
 - Human resource availability – who and when
 - Training capacity and tools
 - Application support
 - Testing strategy and experience
 - Oracle product strategy
 - Project planning & management capacity

Oracle Applications Upgrade Workshop



Putting Oracle to Work

If your Organization runs the Oracle E-Business Suite, you have an upgrade in your future.

Upgrades can be intimidating, time-consuming, and challenging. Per Oracle Corporation, customers should upgrade when there is a business reason to do so. In today's IT environment, it is critical that there is a return on your upgrade investment. To do that successfully, upgrades should be approached with the same level of planning, strategy, and execution as the original implementation.

O2 Works LLC, with decades of hands-on experience, is offering a concise, packaged assessment designed to identify all of the technical and functional issues that need to be considered as part of any Oracle EBS upgrade effort.

Key Facts—O2 Works

- 100% reference-able client base
- Strict Oracle E-Bus focus
- Consultants average more than 11 yrs. experience on Oracle products
- Wide ranging customer base of more than 130 clients
- Heavily involved in Oracle Application User Groups and Oracle Communities

Services Offered:

- Upgrades
- New Implementations (full and modules)
- Remote Support (DBA / Sys. Admin. & Functional)
- Application optimization
- Training
- Client Advocate support
- Testing services

Areas to be explored include:

- ♦ Upgrade extent:
 - Technical and functional upgrade efforts
 - Upgrade vs. re-implementation
- ♦ Business alignment:
 - New features / functionality of potential new modules
 - Customization & extension assessment / evaluation
 - Top ten needs list
- ♦ Capacity planning:
 - Hardware and network scale-ability
 - Downtime requirements
 - Database instance strategy
 - Resource expectations
- ♦ Training and application support
 - Review current learning tools
 - Assess existing support effectiveness
 - Evaluate on-going training needs
- ♦ Other considerations:
 - Patching status
 - De-support timeframes
 - Testing capacity, strategy
 - Oracle product strategy / direction considerations
- ♦ Project planning capacity
 - Who needs to be on the team and when

Description of Service: Depending upon the size of your application footprint, O2 Works will deploy a team consisting of a technical lead and 1—2 functional resources to perform the assessment. It is expected that the evaluation will be completed within 1 week's time and results presentation/ report will be completed in the following week.

Deliverables: Engagement deliverables for the upgrade assessment include:

- Technical Assessment of current environment
- Strategic upgrade briefing meeting / presentation for key personnel and end-users covering:
 - Proven upgrade strategy for customizations and extensions
 - Third party tool recommendations
 - Best practice recommendations for testing and training
 - Project planning assistance for technical and functional teams
- Final report detailing pre and post-upgrade recommendations

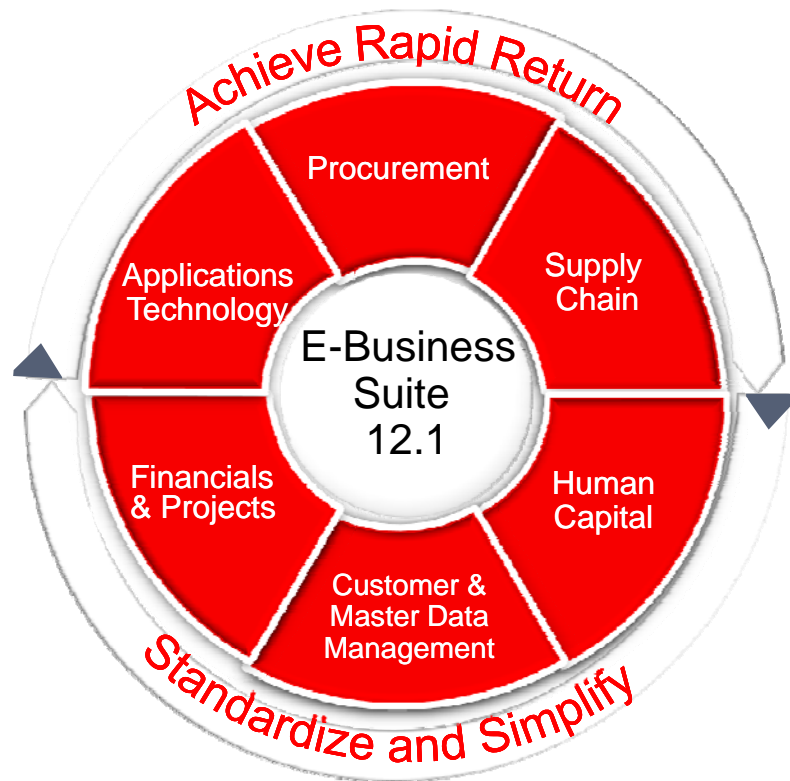
ORACLE PARTNER

STAR PARTNER LEVEL THREE

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Functionality to consider...R12.1



- Released May, 2009
- Significant functionality improvements to SC, PO, and HCM
- Good info in MOS:
 - 806593.1 – **R12.1 Info Center**
 - 398877.1 – **R12.1 Live Advisor Webcasts**
 - 804373.1 – **R12.1 Value Proposition documents**

How to Ensure Success - Build a Repeatable Process

- **Secure** - Active Executive sponsorship and support
- **Communicate** – Transparent reporting on Progress
- **Gather** - Proper Materials
- **Recruit** - The Right Team Members
- **Organize** - Create and Update Critical documents
- **Analyze and Plan** – Use Iterative Method (3 rounds)
- **Execute** -A Serious and Dedicated Testing Process
- **Experience** - Have a leader , bring back the vets

Tip - Archive work from previous iterations

Two Critical Documents

Master Checklist – Build a Master list for the upgrade and list every step.

TIP: Download Maintenance Wizard to a spreadsheet. Capture timings for pre, during, and post patching. LIST and Assign EVERYTHING.

Master Impact List – Complete full listing of all potential changes that should require investigation or retesting

- Drives new features use and all testing
- Applies to standard Oracle features and Customer-created impacts

For More Information

- My Oracle Support
- Appsnet – Good Summary on New Features
- <http://www.oracle.com/appsnet/technology/upgrade/docs/features.html>
- Online Help – (New Features Section)
- Reference Manuals
- Blogs: Steven Chan: <http://blogs.oracle.com/schan/>
- User Groups / Conferences

Important R12 MOS notes

- **Recommended by COE:**

Article	Plan note #
<i>Oracle E-Business Suite Upgrade Guide</i>	461709.1
<i>Oracle Payables Release 12 Known Issues</i>	405627.1
<i>R12 Proactive Intelligence Center: Oracle Payables</i>	578232.1

- **Other relevant MOS recommendations:**

<i>Oracle Applications Upgrade Guide: Release 11i to Release 12</i>	B31566-01
<i>Oracle Applications Documentation Resources, Release 12</i>	394692.1
<i>Oracle Applications Release 12 Upgrade Sizing and Best Practices</i>	399362.1

R12 ATC Oracle Summary

- Our successful Release 12 implementation for American Transmission Company of Waukesha, WI is captured in a customer snapshot published by Oracle.
- It was one of the first R12 implementations to be completed and provided a significant list of lessons learned.
 - Accelerated implementation
 - Lean project team

The image shows a screenshot of an Oracle Customer Snapshot document. The document is titled "Oracle Customer Snapshot" and features the ATC logo. It provides a detailed overview of American Transmission Co. (ATC), including its location in Waukesha, WI, its industry (Utilities), annual revenue (US\$408 million), and employee count (540). The document highlights the Oracle products and services used, such as Oracle E-Business Suite, Oracle Financials, Oracle Procurement, and Oracle Business Intelligence. It also identifies O2Works LLC as the Oracle Partner. A quote from Lora Platt, Team Leader for the Project Management Office of IT, at ATC, states: "Oracle E-Business Suite Release 12 is a great foundation that will help take us where we want to go in the next 5 to 10 years. We now have a solution that we can scale and adapt to as our business evolves." The document lists several challenges and solutions, such as providing a scalable solution to manage business processes, reducing accounts payable close process by two days, and streamlining purchasing. The document is dated September 2008 and includes the Oracle logo at the bottom.

Oracle Customer Snapshot

ATC
American Transmission Company

American Transmission Co.
Waukesha, WI
www.atcfc.com

Industry:
Utilities

Annual Revenue:
US\$408 million

Employees:
540

Oracle Products & Services:
Oracle E-Business Suite
Oracle Financials
Oracle Procurement
Oracle Business Intelligence

Oracle Partner:
O2Works LLC
www.o2works.com

"Oracle E-Business Suite Release 12 is a great foundation that will help take us where we want to go in the next 5 to 10 years. We now have a solution that we can scale and adapt to as our business evolves." – Lora Platt, Team Leader for the Project Management Office of IT, American Transmission Co.

American Transmission Co. Eliminates Paper-Based Processes with Oracle E-Business Suite Release 12

American Transmission Co. (ATC) started business in 2001 as the first multistate, transmission-only utility in the United States. Its transmission system of 9,350 miles of transmission lines and 500 substations allows energy producers to transport power from where it is generated to where it is needed in portions of Wisconsin, Michigan, Minnesota, and Illinois.

Challenges

- Provide a scalable and stable solution to manage business processes and eliminate existing paper-based processes
- Provide support for operational financial controls, audit traceability, security profiles, transaction attachments, and external document imaging capabilities
- Implement an end-to-end compliance and integration solution

Solution

- Worked with Oracle Partner O2Works LLC to implement Oracle E-Business Suite Release 12 to automate previously paper-based processes and provide a foundation for future growth
- Reduced accounts payable close process by two days
- Provided greater visibility into contract management, ensuring that staff members purchase goods and services from approved vendors
- Streamlined purchasing, ensuring that employees with the proper authority are making approvals and eliminating various administrative functions
- Improved visibility into the audit trail to streamline regulatory compliance
- Enabled outsourced engineers to submit all bills of materials in great detail into a requisition—allowing ATC to track on-time deliveries
- Improved efficiency, freeing staff to work on other priority projects
- Provided the scalability and flexibility the company needs as it continues to grow

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Presentation Available

O2Works – Knowledge Base:

www.o2works.com

Any Questions?

Thank you!

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