

# Oracle Enterprise Resource Planning Cloud Service Implementation Leading Practice Release 11

ORACLE WHITE PAPER | AUGUST 2016





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## Introduction

This white paper provides implementation leading practices to system integrators who are about to assist customers with new Oracle Enterprise Resource Planning (ERP) Cloud Service implementations. It is a living document that will evolve as service policies and features evolve.

This document examines the primary factors to consider when planning for and managing a successful Oracle ERP Cloud Service implementation project:

- » Outlines the project planning framework available with the Oracle Unified Method (OUM) Cloud Application Services Implementation Approach.
- » Explains the provisioning of environments, cloud updates and upgrades provided with the Oracle ERP Cloud Service.
- » Highlights key implementation considerations.
- » Details the data migration, data integration, and system extensibility capabilities available with Oracle ERP Cloud Service.

The information in this white paper is current for Oracle ERP Cloud Service on Release 11. All referenced solutions exist in the Oracle ERP Cloud Service today.

## Project Planning Framework

The Oracle Unified Method (OUM) Implementation Approach for Oracle Applications Cloud is Oracle's lightweight approach for implementing applications running on a cloud infrastructure. It emphasizes an out-of-the-box approach and adoption of best practices inherent in the application products as a foundational element of the approach.

It is currently available on the Oracle Partner Network Portal to Diamond, Platinum, and Gold Partners as a benefit of the membership.

The OUM Customer Program allows customers to obtain copies of the method for their internal use – including guidelines, templates, and tailored work breakdown structure. Customers who qualify for access through the OUM Customer Program are able to download the method materials from the Oracle Consulting Supplement Option (CSO) Portal.

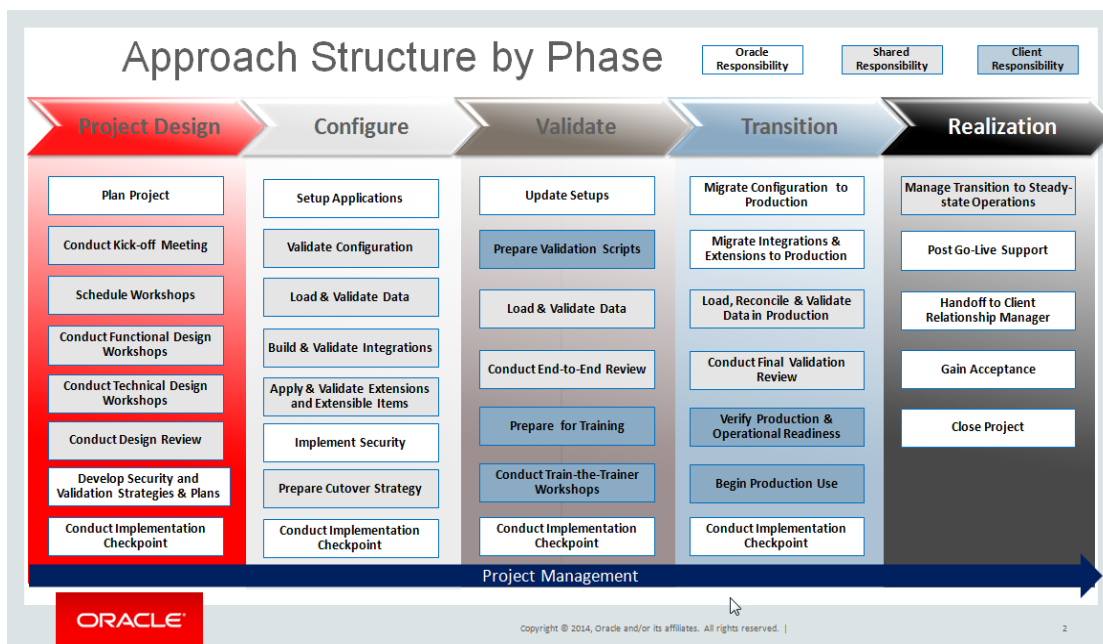


Figure 1. Overview: Key Activities

The current release of the OUM Implementation Approach for Oracle Applications Cloud consists of:

- » Method Guidance (including a Work Breakdown Structure)
- » Implementation Approach Overview Course
- » MS Office Templates

Training includes an Overview course and a Delivery Readiness course, which is accessible to Oracle partners from the OUM Knowledge Zone on the OPN Portal here:

<http://www.oracle.com/partners/en/products/applications/oracle-unified-method/training-program/secure/index.html>

## Environment Management

A standard Oracle ERP Cloud Service subscription provides two environments:

- » Non-production
- » Production

These two environments are identical in size when provisioned. During the implementation, however, the size of the production environment can be increased for optimal performance of the production environment. Environments are provisioned with English as the default language, however, if requested upon subscription of Oracle ERP Cloud Service, additional languages will also be applied to the non-production and production environments.

In some cases, you might want to request special-purpose environments in addition to the standard production and non-production environments provided with the service. These additional environments, explained later on in this white paper, behave like non-production environments. To add additional language support for additional environments (non-production 2, non-production 3, etc.) you must raise a Service Request at the start of the project for the appropriate language packs to be installed on the additional environments.

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**Implementation tip:** We recommend that you identify your sizing requirements for your environments early in the implementation and ensure that they are adjusted in advance of when you need to support that number of users. Review the white paper on My Oracle Support Document ID: 2015718.1 on 'Oracle Applications Cloud – Environment Resizing' and fill in the questionnaire and provide it to Oracle Cloud Operations when you raise a Service Request to have the environment(s) resized. This will help minimize delays in your implementation.

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### Accessing environments

Designated Service Administrators will receive automated emails when the environments are provisioned for an Oracle ERP Cloud customer:

A service activation email with details of your Oracle profile, URLs to access the Cloud Portal, subscription details for your new environments, Customer Support Identification (CSI) number and useful links to My Oracle Support websites help you get started.

- » An email with login credentials and environment URLs will be sent for each provisioned environment e.g., at minimum one email when the non-production environment is ready for use and another email when the production environment is ready for use.
- » If subscribing to the Automated Invoice Processing Service a notification email will be sent containing the email address to use for invoice images.

The identity of the designated Service Administrator is determined based on the contact information provided by the customer when the Cloud subscription contract is signed and should ideally be a person who is assigned to work full time on the implementation project. Be aware that a Service Administrator assigned to the production environment can be different from the Service Administrator assigned to the non-production environment. System integrators need to obtain the CSI number from the customer to engage with Oracle Support on service requests.

## Service Activation Email – Environment and Support Access

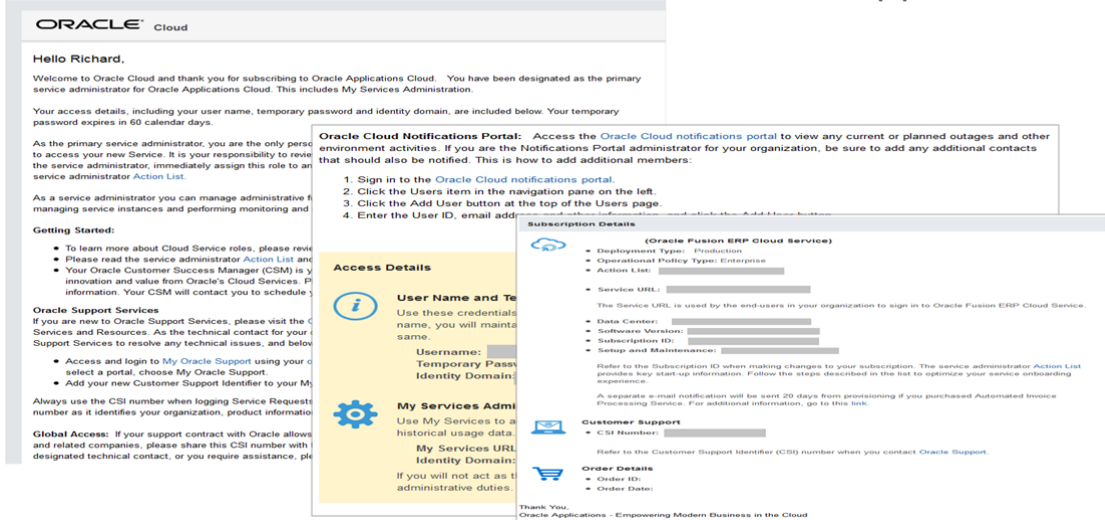


Figure 2. Example of service activation email sent by Oracle Cloud Operations to the service administrator

A service administrator can:

- » See the services assigned and resend service activation emails
- » Manage ERP Cloud Service and change the Secure File Transfer Protocol (SFTP) password
- » Receive the environment access email with the environment logins and URLs
- » Follow the instructions on Service Administrator Action List
- » Create additional users (incl. additional service administrators) and set up security profiles
- » Add other users or distribution lists that need to receive downtime notifications
- » Manage optional service entitlements through support
- » Coordinate upgrade scheduling in advance of each new upgrade

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*Implementation tip: Set up additional service administrators for each environment to ensure that if a designated service administrator leaves the company, Oracle's Cloud notifications will still be sent to other service administrators in the company.*

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Figure 3. Abstract from the Service Administrator Action List, which is accessed via link in the environment access email

A link is provided in the Service Administrator Action List to an article on My Oracle Support (Doc ID: [2046113.1](#)) called Oracle Enterprise Resource Planning Cloud: Get Started with your Implementation, which will help you progress quickly with the implementation.

### Implementation tips:

1) *Ensure user access to essential business functions: Check if all users, other than implementation users, should be registered as employees first. It is good practice to create the relevant users as employees first and then let the application create user accounts for them to ensure critical business functions will work.*

2) *Adding users who need to receive system availability notifications: A best practice that has worked for many customers is to establish a distribution list by the internal email administrator and the customer's ERP staff and system integrators are subscribed to that distribution list. The Service Administrator can then add that distribution list as a notification user of the Oracle ERP Cloud Service. The people receiving the system availability notifications need not be service administrators.*




## How to Stay Informed and How to Request Support

Connected customers experience more value, loyalty, and satisfaction. Customer Connect is one great way customers can stay connected and get the most from their Oracle products. The more customers that join, the more value all customers experience. So, get your customers signed up today!

Customer Connect provides an [Enterprise Resource Planning page](#) which consolidates content from ERP including Financials, Project Portfolio Management, and Procurement. On this page, customers can find great resources such as 'Getting Started with ERP' videos, release documentation, and quick links to ERP-related Forums, Event calendars, and Idea Labs on the community. The page can also be accessed from the Forums menu, or by clicking the ERP icon under the Forums section on the Customer Connect homepage.

**ORACLE** Applications Customer Connect

 **Join the Conversation**

Oracle Applications Customer Connect is a community gathering place for Oracle Applications business users. Whether you are looking for the latest release information, upcoming events, or answers to use-case questions, our community is a one-stop-shop for our members.

As a member, you can visit community discussion forums to pose questions, explore ideas, and discuss Oracle Applications. You will have the opportunity to share your own expertise, or tap directly into the knowledge of a business area owner to explore product functionality and best practices. You'll be the first to know about upcoming events that showcase new release functionality, and staying abreast of other important information will be easier than ever.

You are now ready to get started!

- 1 Log onto the [community](#) using your Single Sign-On (SSO) credentials. If you do not have a SSO account, visit the Oracle.com homepage and click the Sign In/Register link to create one now. Keep in mind that your SSO login ID must match your corporate email address in order to authenticate your community membership.
- 2 Review the [Community Guidelines](#), and visit the [Help](#) center to learn about building your network, editing your profile, and more. [Subscribe](#) to content in order to stay abreast of community activity and participate more easily in ongoing conversations. We encourage you to take a few moments to [include an avatar in your profile](#).


If you are an Oracle partner, please be mindful that solicitation of any kind is unacceptable.  
Be sure to [contact us](#) with any questions or issues – we look forward to seeing you in the Community!

**Integrated Cloud Applications & Platform Services**

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This is a system generated message. Do not reply to this message. You are receiving this email as a result of your current relationship with Oracle Cloud. Click [here](#) to opt out of all Customer Connect mailings.



There are several things customers can do when joining the Oracle Customer Connect Community:

1. Events: Be the first to know about upcoming events that showcase new release functionality, and more.
2. Get Questions Answered: Use discussion forums to pose questions, explore ideas, and discuss Oracle Applications.
3. Drive the Roadmap: Share ideas on product enhancements, vote and comment on ideas.

Signing up is easy for customers by going to the [Customer Connect](#) home page.

There is a wealth of good documentation available on the [cloud.oracle.com](#), [docs.oracle.com](#), [fusionhelp.oracle.com](#) and [support.oracle.com](#) websites that will help you progress with your Oracle ERP Cloud implementation.

If you encounter product issues during the project implementation, you can request support from Oracle.

When requesting support from Oracle for Oracle ERP Cloud follow these instructions:

1. Log on to My Oracle Support (MOS).
2. Select **Create SR** from the Services Request section or tab.
3. Under the **'What is the Problem'** section, enter Problem Summary (e.g., Enable Single Sign On).
4. Under the **'Where is the Problem'** section, select the **Cloud** tab and enter the following:
  - » Service Type: **Oracle Enterprise Resource Planning Cloud Service**, or other Cloud Service.
  - » Environment: Select the environment for which you need the service applied.
  - » Problem Type: **Hosting Services**
  - » Support Identifier: Defaults to your CSI number.
5. Click **Next** and provide information requested.
  - » The system will prompt you to answer a series of questions.
    - For Question 1, select the option that most closely reflects the issue you need addressed. Each option may be followed by a question mark (?) so you can review help text and related service entitlements.
    - For Question 2, select the specific service request (SR) that you need fulfilled (e.g., Environment Refresh; Federated Single Sign-on; Language Packs).
    - Answer all subsequent questions to provide details needed to fulfill your request.
    - Click **Next** to provide your contact details.
    - Click **Submit** to complete your request

A comprehensive list of requests, which can be raised with Oracle Cloud Operations, is available on My Oracle Support in the article on Oracle Applications Cloud Service Entitlements (Doc ID [2004494.1](#)).

All Oracle Cloud Services are subject to the Oracle Cloud Enterprise Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](#).

## Project and Environment Usage Planning

A critical step in the project planning process is to develop a time phased environment usage plan that describes the implementation tasks and the environment where they will take place aligned with the overall project timeline. In general, the non-production environment supports all non-production activities. The sole purpose of production is to run your real day-to-day business operations and should not be used for non-production activities.

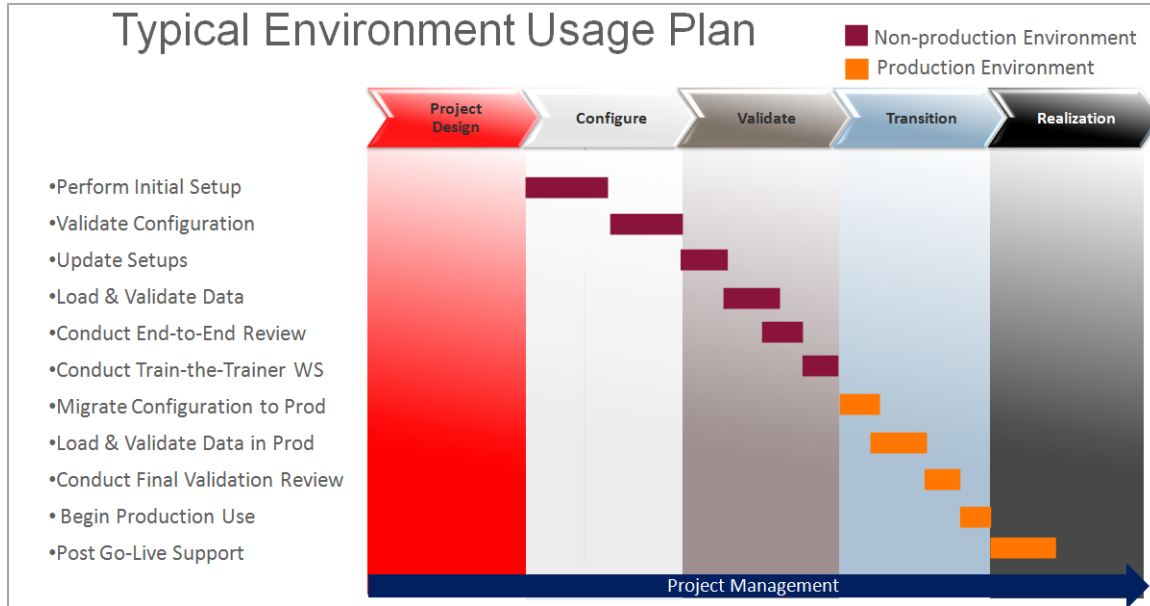


Figure 5. Typical Oracle ERP Cloud Service Environment Usage in an implementation lifecycle

### Non-production Environment

A non-production environment supports all non-production activities for managing the Oracle ERP Cloud Service implementation lifecycle. This includes:

- » Familiarization and prototyping through Functional Prototype Workshops (commonly referred to as Conference Room Pilots (CRP)).
- » Development and user acceptance testing of configurations and data loading prior to going live.
- » Pre-upgrade validation (Oracle will notify customers of upgrades and allow customers time to test upgraded data in the non-production environment prior to upgrading the production environment).

Initial configuration of the non-production environment performed for early CRPs could be enhanced and reused for subsequent test cycle iterations during the Validate phase.

To isolate test data and ensure data integrity between various test cycles (such as proof of concept, integration, and user acceptance), you can configure additional enterprise structures on the non-production environment. You can use Rapid Implementation spreadsheets as described in the Content Migration chapter in this document to help speed up the creation of additional enterprise structures.

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**Implementation tip:** *If you configure additional enterprise structures in the non-production environment, it is important to recognize that it is not possible to filter setup data within the same tasks in Functional Setup Manager to export setup data and import setup data into another environment. This approach is feasible if the intent is to perform fresh setup in another non-production environment later and/or export setup data for selected tasks only where there are no dependencies.*

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Once a non-production configuration is signed off by the customer, it is migrated to the production environment either manually or using some of the migration content tools described in the chapter on Data Migration, Integration and Extensibility within this white paper.

The non-production environment is typically refreshed from the production environment – for simplification referred to as Production-To-Test (P2T) copy – at selected project milestones, for instance right after completing validated configuration in the production environment. It is, however, not possible to request a Test-to-Production copy.

### Additional Environments

Some customers subscribe to additional cloud environments due to the complexity of their operating environments. A couple of business cases are illustrated below where additional cloud environments may be required:

- » A large, global implementation project with a phased roll out to different countries. Let's say that the customer has gone live on Oracle ERP Cloud Service for their UK operations. A copy of the UK production environment to a non-production environment is made available for regular maintenance. Meanwhile the customer's global implementation team has an Oracle ERP Cloud Service implementation underway for its French operations, and thus an additional non-production environment for the French operations design, configuration, validation, and transition phases of the project would be needed. Once the configuration and reference data for the French operations have been transitioned to the production environment, both the UK and French Operations will operate within a single instance in the production environment.
- » A phased implementation project where the customer has gone live on Oracle ERP Cloud Service but there are plans to subsequently implement Oracle HCM Cloud Service. A copy of the Oracle ERP Cloud Service production environment to a non-production environment is made available for regular maintenance. The Oracle HCM Cloud Service project is commenced using an additional non-production environment for the design, configuration, validation and transition phases of the project.

Subscription to additional environments is subject to extra fees. You can contact your Oracle account sales representative for further information on fees for additional environments.

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*Implementation tip: If you are integrating time and labor from payroll in Oracle HCM Cloud Service to Oracle Project Portfolio Management Cloud Service, you will also need to request an additional non-production environment.*

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### Production Environment

A production environment is intended to support the ongoing management of your Oracle ERP Cloud Service applications in production for day-to-day real time business operations by authorized staff. Oracle ERP Cloud Service ensures that the production environment is maintained to most current update levels (refer to section on Cloud Updates in this document), always providing notifications to customers in advance of any maintenance downtime as a result of Cloud updates. When a new release of the Oracle ERP Cloud Service software is available, Oracle Cloud Operations will work with the customer to schedule the upgrade of the production environment, and upgrades can take place multiple times in a calendar year.

## Manage and Monitor Your Own Services

As a Service Administrator you have access to the Oracle Cloud My Services Portal, which provides a single point of entry for all your Oracle Cloud service lifecycle management needs. The portal is role-based and provides both business and operational details of your Oracle Cloud.

The Oracle Cloud My Services portal is the one place you will go to provision new services, manage existing resources in the cloud, and monitor the overall cloud instance performance. It provides information such as notifications with the ability to track service usage and important statistics. To login to the My Services Portal, use your Oracle Cloud user profile.

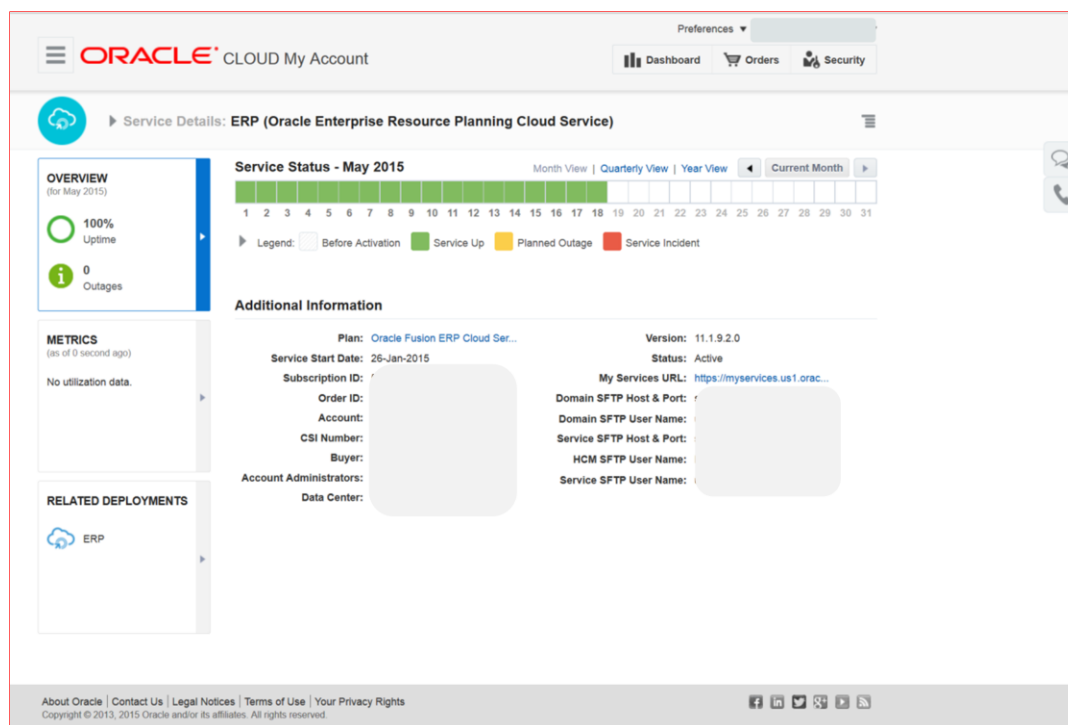


Figure 6. Oracle Cloud My Services Portal – Service Status

## Cloud Updates

While planning an Oracle ERP Cloud Service implementation, you need to carefully consider Oracle's regular cloud release updates and service lead times for Production-to-Test copies well in advance. Further details are available in the following documents on My Oracle Support website (support.oracle.com):

- » Doc ID: [1966109.1](#) Oracle Applications Cloud —Applications Update Policy
- » Doc ID: [1597086.1](#) Oracle Financials Cloud Update Documents
- » Doc ID: [1554124.1](#) Oracle Procurement Cloud Update Documents
- » Doc ID: [1545504.1](#) Oracle Project Portfolio Management Cloud Update Documents

If an Oracle ERP Cloud customer is not live and not in production, consider requesting the Concurrent Update option (see also My Oracle Support Doc ID: [1646394.1](#)) to keep production and non-production environments at the same update level.



If an Oracle ERP Cloud customer decides to go with Concurrent Updates:

- » The outage for both environments will occur simultaneously every month since your production and non-production environments are updated at the same time.
- » Both production and non-production environments remain at the same update level at all times.

You'll need to plan the Concurrent Update end date for the last day of the month prior to the go-live month.

This also facilitates a wider timeframe for Production-to-Test (P2T) copy to be executed. Once Oracle ERP Cloud customers go-live on Oracle ERP Cloud Service, customers typically move onto a monthly cloud update schedule where the monthly updates are applied to the non-production environment on the first Friday of the month and applied to the production environment on the third Friday of the month (except for the Middle East where it is the respective Thursdays instead of Fridays). Full information is provided to cloud customers on the product updates provided in these monthly cloud updates via system outage notifications announced ahead of time. It allows customers time to validate transaction processes and reports on the non-production environment prior to the monthly cloud updates being applied to the production environment. System integrators need to be aware that a service request must be raised with Oracle Cloud Operations to request how the monthly updates should be handled for the two environments at start of implementation project and around go-live (once go-live date is set).

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**Note:** Oracle has to ensure all Oracle ERP Cloud Service customers have the latest code updates and functionality and that means that the cloud updates are mandatory. There is no option for Oracle ERP Cloud Service customers to opt-out of cloud updates.

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## Upgrades

Oracle ERP Cloud Service upgrades may take place multiple times in a calendar year so system integrators need to advise cloud customers to nominate a project manager or a team leader to set aside time and resources to prepare for each upgrade, research new features, plan for upgrade validation tasks, allowing time to test business processes and reporting after the non-production environment upgrade and allowing time to validate data and reports after the production upgrade. Oracle Cloud Operations will communicate upgrade dates for the non-production and production environments respectively. Customers can request changes to those dates, if needed.

Each new release of Oracle ERP Cloud software typically includes new features, however, an upgrade is a technical upgrade with like for like features, and it's up to each customer to decide whether to configure new features as part of the upgrade testing and validation, or whether do configure new features at a later stage after the upgrade is complete.

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**Implementation tip:** Generally most Oracle ERP Cloud Service customers want a recent copy of the production environment prior to an upgrade, so ensure you advise the customer to raise a Service Request for a P2T several weeks in advance of a planned upgrade of the non-production environment.

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## Key Implementation Considerations

### Key considerations for any Oracle ERP Cloud Service

- » Security – user roles & data access
  - » A new data security model has been introduced in Release 11 for Oracle ERP Cloud.
    - In previous releases, users were assigned to specific data sets, such as business units, ledgers, warehouses, and so on via data roles that were automatically generated by data role templates.
    - In Release 11, new Oracle ERP Cloud customers will not use data role templates, instated users must be assigned directly to the job roles and to the appropriate data sets using the new Manage Data Access for Users page.
    - To access the Manage Data Access for Users page, navigate to Setup and Maintenance > Manage Data Access for Users task.
- » Data Migration, Integration and Extensibility
  - » Consider how to migrate suppliers, customers, open transactions and balances as well as historical data. For projects you will have to consider how to migrate project, plan, budget, forecast, contract, billing and revenue transactions as well as historical data. The next chapter in this white paper goes into more detail on Data Migration, Integration and Extensibility.
- » System requirements
  - » Ensure the implementation team is made aware of the system requirements for supported browser versions and optimum screen resolutions to ensure as smooth a user experience as possible
- » Prepare for go-live and subsequent on-going maintenance
  - » Review the 'ERP Cloud Service Checklist' available on My Oracle Support in Doc ID1995621.1. This checklist document has been created as guidance in preparation for go-live and for on-going Oracle ERP Cloud activities the customer must take into account subsequent to the go-live.

My Oracle Support's website provides extensive knowledge management content with the 'Oracle Applications Cloud – Your Soft Landing in the Cloud' page (Doc ID [110.2](#)) and more specifically also an Oracle ERP Cloud Landing Page (Doc ID [1982039.2](#)). You can get up to speed with what's new and changed for the latest release, including the new infolets, information tiles with actionable information, as well as specifics on how to implement these new or changed features via the Oracle ERP Release Readiness white papers available [here](#).

## Key considerations specific to Oracle Financials Cloud Service

### » Infolets

- » Infolets allow users to view information at a glance from different sources in an efficient, timely, and engaging way directly from the home page. If something needs your attention, get more detailed information by using either the arrow in the lower corner of the infolet, hovering over the infolet, or clicking the center of the infolet.
- » Pre-built infolets are available for General Ledger, Intercompany, Budgetary Control, and Cash Management.
  - You can identify the setup steps to enable the infolets for the above products via white papers available on the release readiness website referenced at the end of this chapter.

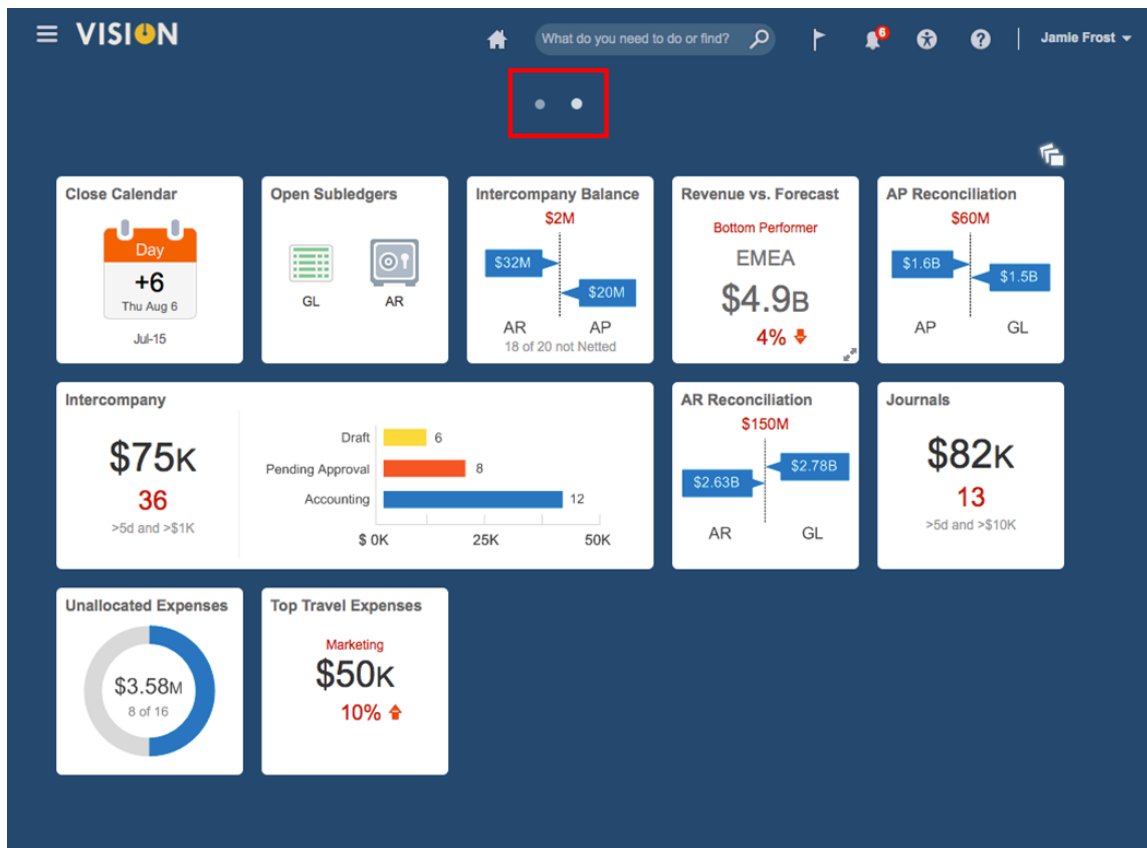


Figure 8. Oracle Financials Cloud Infolets

### » External, management, and local reporting requirements

- » Financial Reporting Center brings together report output across all Oracle Cloud applications into a single, central location for customers to access. You can easily retrieve the output for reports you access most often, add reports to your Favorites so that you can easily find them, and browse through a list of all reports to which you have access.



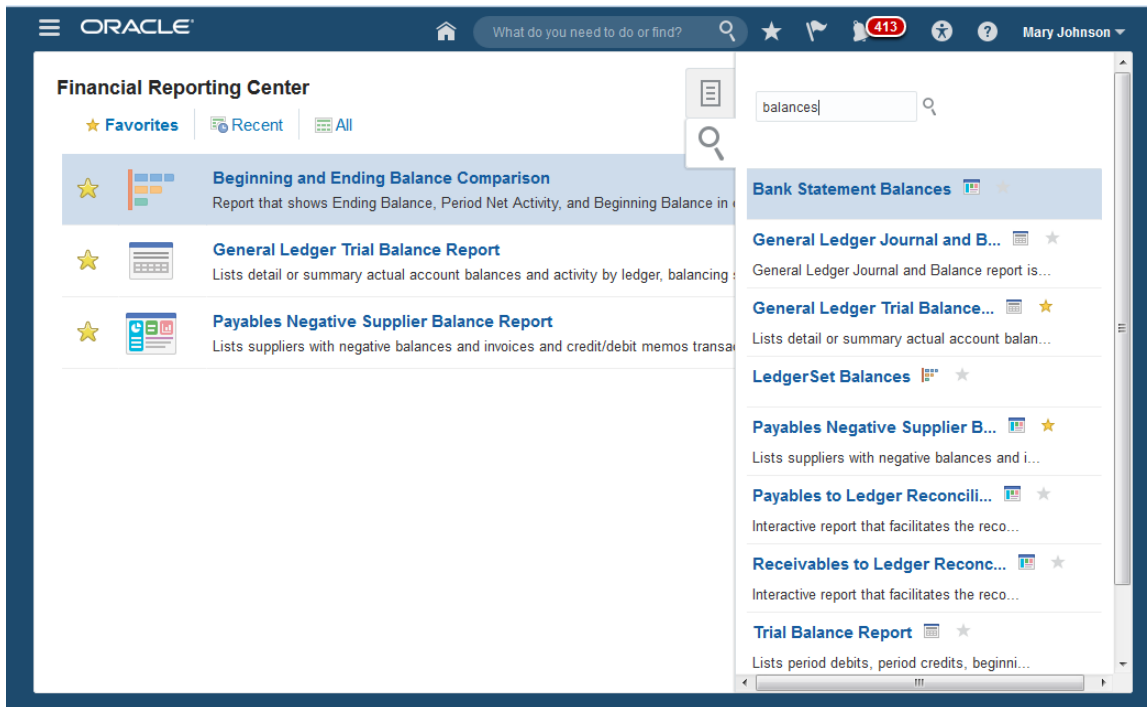


Figure 9. Financial Reporting Center Dashboard Example

- » In figure 10 below you can identify each report type through unique icons displayed in the Financial Reporting Center.

Report Type	Icon
Oracle Transactional Business Intelligence Analysis	
Oracle Transactional Business Intelligence Dashboard	
Business Intelligence Publisher	
Financial Reporting Studio Reports	
Business Intelligence Mobile App Designer	
Account Group and Sunburst	
Smart View	

Figure 10. Unique icons for each report type

- » Decide which reporting tools would be appropriate for varied reporting needs. Ensure that you identify power business users who will be responsible for each of the reporting tools, to ensure key reports are defined and reporting procedures are documented for other users who need access to the relevant reporting tools. Different reporting tools serve different purposes, as outlined below:
  - Financial Reporting Studio Reports provide board room quality financial statements and departmental reports, which can be viewed in the user's preferred format – HTML, PDF, or MS Office. CFOs can

export financial statements to MS Office products, such as PowerPoint, Excel or Word, and refresh the results within those desktop applications with a single click.

- Smart View is an Excel plug-in that allows your financial users to perform ad hoc multi-dimensional analysis on general ledger balances.
- Self-service reports enable you to analyze and investigate account balances. For instance, Sunburst enables you to pivot data for ease of analysis. Account groups are easy-to-use reporting components that save queries on account balances that require regular monitoring. The results of the account group balances inquiry are displayed in the Account Monitor in the General Accounting Dashboard. The account groups can also be displayed on Revenue, Expenses or Allocations infolets. Account Groups and Sunburst reporting are available on any device: both desktop web browser and tablet optimized reporting with the Mobile Financial Reporting Center.
- Oracle Transactional Business Intelligence (OTBI) for Financials provides the ability to build custom queries on transactional data, and the output can be downloaded to Microsoft Excel.
- BI Publisher (BI P) delivers out-of-the-box reports, which can handle high transaction volumes. BI Publisher reports can be configured to extract the data in Rich Text Format, Adobe PDF, Microsoft Excel or XML. BI Publisher gives control to power business users who can develop skills to use BI P template builder as an add-in to MS Word to create custom Payment formats such as checks to suppliers and Receivable invoices / remittances. Its bursting engine can also take a batch of data, splitting the data into individual documents and then delivering them to multiple recipients in various formats.
- You can find more information about the OTBI and BI Publisher reports available for Oracle Financials Cloud [here](#).

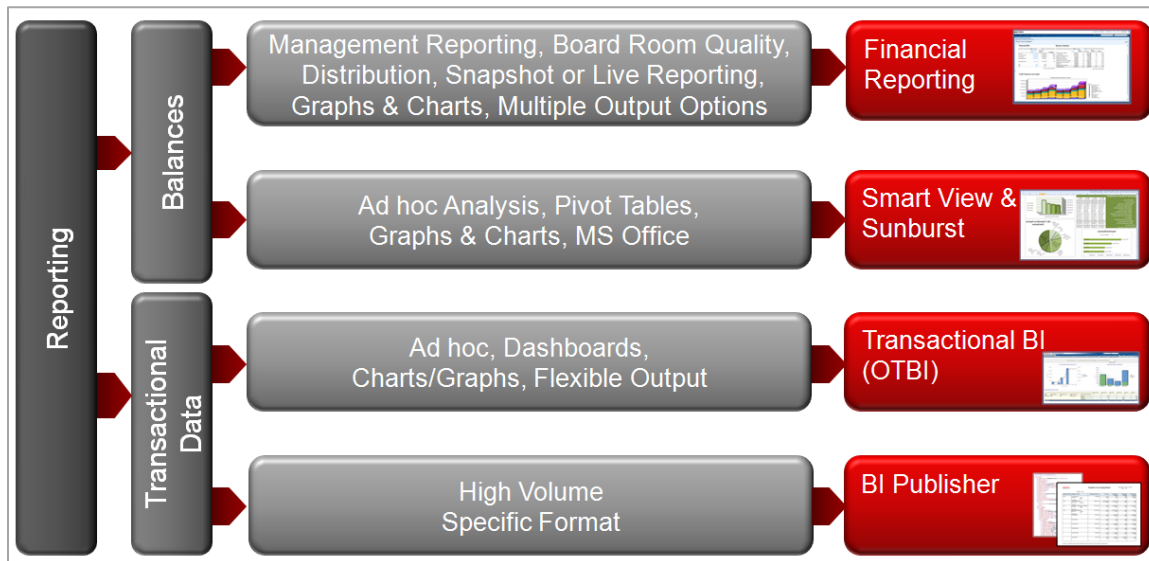


Figure 11. Oracle ERP Cloud Reporting Tools Overview

#### » Financial Roles and Data Access

- » Identify the project roles for the business and the data access required for each role. For an overview of the seeded roles and privileges, review the chapter on Data Security Administration in the '[Oracle Financials Cloud What's New in Release 11](#)' white paper.

#### » Chart of Accounts Design

- » Identify the real legal entities, management entities and business divisions/operations and map these to enterprise structures in Oracle ERP Cloud Service e.g., Ledger Sets, Ledgers, Legal Entities, Business Units and so forth.

- » Identify transaction processing, tax and reporting requirements to enable you to design the Chart of Accounts optimally for the business. Oracle has produced a white paper which discusses enterprise structures and chart of account designs and more. It is called '[Oracle ERP Cloud Service Introduction for CFOs and System Integrators](#)'.
- » Decide on how many account hierarchies will be needed for the purpose of accounting and reporting, as you can define multiple versions of account hierarchies to support varied business needs. You can benefit from reviewing the white paper on My Oracle Support, Doc ID [1520970.1](#) 'Oracle General Ledger Hierarchies: Recommendations and Best Practices' prior to commencing the implementation.
- » Consider whether Account Alias configuration will help ease journal entry and transaction processing for the data entry staff, and enable the Shorthand Alias check box in the **Manage Shorthand Aliases** within Functional Setup Manager.
- » Shared Service Center Processing
  - » Oracle ERP Cloud Service allows a single payment business unit to process payments for invoices of multiple business units. The same principle applies to customer receipt processing. In addition, for Payables invoices, you can perform cross currency payments so that you can pay invoices in any currency, irrespective of the currency on an invoice. Therefore you need to establish if such capabilities are needed.
- » Automated Invoice Processing
  - » Obtain the designated e-mail accounts for both non-production and production cloud environments before scanning or emailing the invoices to Oracle ERP Cloud Service (refer to chapter on Accessing Environments). In order to get the best recognition result, make sure the scanner is setup properly and the addresses of suppliers are setup correctly in the application. Before implementing, it is highly recommended you read the 'Oracle Integrated Invoice Imaging Guide' available on My Oracle Support in Doc ID: [1966280.1](#).
- » Expenses Imaging
  - » Customers subscribing to Oracle Expenses Cloud Service - Hosted Expense Report, who are planning to use the Expense Imaging feature will need to log a Service Request early in the project (2-4 weeks before needed) to enable this feature. Oracle support will provide customers with the Expense email addresses they will need to start using this functionality.
- » Approvals
  - » There may be approval requirements that must be addressed for General Ledger Journal Approvals and Accounts Payable Invoice Approvals in order to comply with internal or external controls, so it's important that you identify and document these requirements at the start of the project. This will enable you to map business requirements to configuration required in Oracle ERP Cloud Service. My Oracle Support provides guidance in respect of approvals configuration with Doc ID [1338489.1](#) 'Overview of Journal Approval in General Ledger' and Doc ID [1342689.1](#) 'Accounts Payables - Invoice Approval Process'.
- » Centralized configuration for speedy setup
  - » Functional Setup Manager (FSM) in Oracle ERP Cloud Service provides implementers with a self-service portal that is used to identify the setup tasks you need based on your project scope, assign tasks by business user, and collaborate on the team's progress through the use of notes and status. Included within FSM is a subset of tasks focused on 'Rapid Implementation.' The Rapid Implementation tasks include the recommended minimum setup requirement.
  - » When initiating your implementation project, you can directly add and display the list of Rapid Implementation tasks. All the tasks are ordered in their correct sequence.
    - To quickly add the Rapid Implementation task list to your implementation project, navigate to the Setup and Maintenance work area.
    - Click the Implementation Projects button.
    - Click the **Create** icon and enter the basic project information.
    - Click the **Save and Open Project** button.
    - Click the **Select and Add** icon in the Task Lists and Tasks table.

- Search for the Task List called **Define Financials Configuration for Rapid Implementation**, select it, then click the **Done** button.
- » Some tasks include spreadsheet templates that can be used to quickly upload key setup such as enterprise structure and chart of account values. Therefore assess the available rapid implementation spreadsheets to identify where you can save manual data entry effort to expedite the configuration process. You can identify the spreadsheet templates by searching on '**spreadsheet**' within the **Task** field in the Functional Setup Manager.

### Key considerations specific to Oracle Project Portfolio Management Cloud Service

- » Pre-built infolet on Project Health
  - » To ensure the Project Health Infolet can be viewed in an efficient, timely, and engaging way directly from the home page make sure the metrics in the Key Performance Indicators within Project Performance Reporting have been defined.

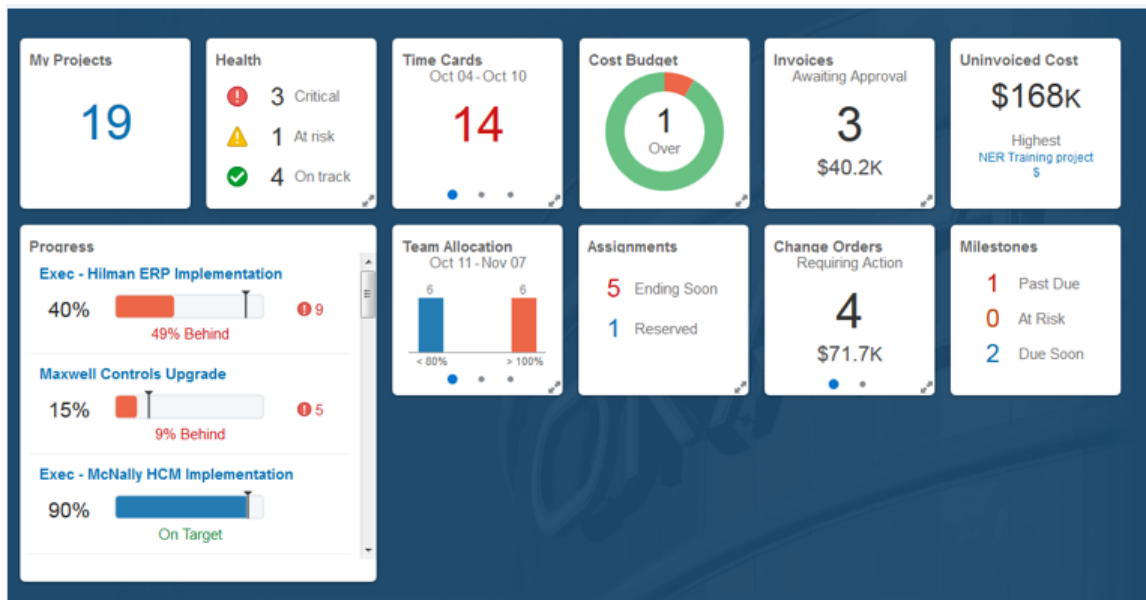


Figure 13. Oracle Project Portfolio Management Cloud Infolet on Project Health

- » Project Roles and Data Access
  - » Identify the project roles for the business and the data access required for each role. For an overview of the seeded roles and privileges, review the [Oracle® Project Portfolio Management Cloud Security Reference guide](#).
- » Organizational Design
  - » From a financial perspective identify and map the requirement for accounting, reporting, planning, cost collection and revenue generation functions to the appropriate Business Unit, Project Unit, Project Owning Organization and Expenditure Organization. This key consideration should be reviewed alongside the Financials Chart of Accounts design.
- » Project Accounting Calendars
  - » Determine the calendar periods that each business unit requires for planning and reporting. Will the General Ledger calendar meet the requirements or is a more granular (weekly) time interval required. Ensure that any calendar created can accommodate any converted data.
- » Reporting Requirements

- » Depending on how the organization wishes to track and report on project based work consideration should be given to how best to utilize Service Types, Work Types, Project Classifications and Descriptive Flexfields to manage data.
- » You can find more information about the OBIA, OTBI, and BI Publisher reports available for Oracle Project Portfolio Management Cloud [here](#).
- » Project Planning Requirements
  - » Planning Resource Breakdown Structure is a hierarchical list of resources related by function and resource type that is used to facilitate planning, controlling and reporting on project based work. Decide how resource elements, inventory items (if applicable) and resource classes are to be structured to meet the organizational project planning needs.
- » Approvals
  - » As a project moves through its lifecycle there may be approval requirements enabling stronger project management and financial management control. Determine which project statuses require approvals and if budgets and forecasts additionally require approvals.

## Key considerations specific to Oracle Procurement Cloud Service

- » Reporting requirements
  - » Ensure that you identify business users who will be responsible for reporting tools, Ensure key reports are defined and reporting procedures are documented for users who need access to the relevant reporting tools. Different reporting tools serve different purposes, as outlined below:
    - BI Publisher (BI P) delivers out-of-the-box reports, which can handle high transaction volumes. BI Publisher reports can be configured to extract the data in Rich Text Format, Adobe PDF, Microsoft Excel or XML. BI Publisher gives control to power business users who can develop skills to use BI P template builder as an add-in to MS Word to create custom Document formats such as Purchas Orders to suppliers. Its bursting engine can also take a batch of data, splitting the data into individual documents and then delivering them to multiple recipients in various formats.
    - Oracle Transactional Business Intelligence (OTBI) for Procurement provides the ability to build custom queries on transactional data, and the output can be downloaded to Microsoft Excel.
  - » Depending on how the organization wishes to track and report on purchasing spend, consideration should be given to how best to utilize Purchasing Categories and Descriptive Flexfields.
  - » You can find more information about the OBIA, OTBI, and BI Publisher reports available for Oracle Procurement Cloud [here](#).
- » Transaction Accounting
  - » Some businesses would like to automate the derivation of charge accounts on transactions based upon their corporate policies. Transaction Account Builder (TAB) provides a flexible mechanism to derive accounting for procurement transactions. TAB is the component of Subledger Accounting which is solely responsible for building or defaulting the accounts on a transaction such that appropriate accounting entries can be created against such transaction accounts. Work with your financials counterpart to manage transaction accounting and building TAB rules. My Oracle Support Doc ID 1507175.1 provides a whitepaper and online demos, which discuss TAB and describe how to best configure it for your business needs.
- » Shared Services
  - » Oracle Procurement Cloud provides new flexibility to deliver shared services for procurement. Designed around the ability to create purchasing centers of excellence, procurement activities can be executed across business units, within business units or with a hybrid approach. You will need to understand the organizational structures and desired procurement processes in order to define the right service provider relationships and assign the appropriate business function s to each Business Unit. The article in My Oracle Support Doc ID 1327247.1 called 'How Are Oracle Procurement Business Units Different To E-Business Suite Operating Units' explains the business unit structure in Oracle Procurement Cloud.
- » Self Service Procurement Catalog Considerations

- 
- » Keeping catalog management simple is a priority for cloud customers. In many cases description based agreement ordering is going to meet the requirements and setting up items may not be needed. However, a complete purchasing category structure is required to deliver a complete search and browse experience. Understanding the requirement for the catalog before defining the structure will save time and reduce the ongoing maintenance complexity for Self Service Procurement catalog management.
  - » Approvals
    - » Approvals play a critical role in the procurement processes. There can be approvals for Requisitions, Agreements, Purchase Orders, Change Orders, Contracts, and Negotiations. Each of these document types will have unique workflow requirements. Oracle Procurement Cloud Service delivers a unified, rules based work flow engine that drives approvals and notifications. For an overview of approvals in Procurement see: 'Define Approval Management for Procurement' available on [http://docs.oracle.com/cloud/latest/procurementcs\\_gs/OAPRO/F1061036AN23689.htm#F1061036AN23689](http://docs.oracle.com/cloud/latest/procurementcs_gs/OAPRO/F1061036AN23689.htm#F1061036AN23689)
  - » Centralized configuration for speedy setup
    - » Functional Setup Manager (FSM) in Oracle ERP Cloud Service includes Rapid Implementation options. You can use the 'Define Procurement Configuration for Rapid Implementation' to identify the recommended minimum setup requirement. You can learn more about Procurement Cloud Rapid Implementation via the TOI here: [http://download.oracle.com/ocomdocs/global/fusion\\_r11/prc/Procurement\\_Setup\\_Simplification/index.html](http://download.oracle.com/ocomdocs/global/fusion_r11/prc/Procurement_Setup_Simplification/index.html)

## Data Migration, Integration and Extensibility

### Inbound Integration

Oracle ERP Cloud Service provides three primary methods for inbound integration of data:

- » Application Development Framework (ADF) Desktop Integration (ADFdi)
- » ADF Services (commonly referred to as Web Services)
- » File Based Data Import (FBDI)

### ADF Desktop Integration

ADF Desktop Integration (ADFdi) provides desktop integration with Microsoft Excel spreadsheets for the purpose of importing **small to medium volumes of data** into Oracle ERP Cloud Service typically as part of day to day management (instead of initial data migration). ADFdi requires applications user login to ensure data is securely accessed and provides great interactive capabilities with list of values for many fields and online validation of data in the worksheet upon upload. Data obtained from another environment can be copied and pasted into the ADFdi template provided that the data is consistent and dependencies, if any, are met.

Table 1 below represents a sample list of supported ADFdi objects for Oracle ERP Cloud Service.

**TABLE 1: EXAMPLES OF ADF DESKTOP INTEGRATIONS FOR ORACLE ERP CLOUD SERVICES**

Financials	Project Portfolio Management	Procurement
Asset Additions	Create Asset Additions	Manage Supplier Content Map Sets: Category Mapping
Budgets	Create Project Requirements in Excel	Manage Supplier Content Map Sets: UOM Mapping
Cash Receipts and Remittance	Costed or Accounted Expenditure Transactions for Third-Party Applications	Manage Supplier Content Map Sets: Supplier Mapping
Create Subledger Adjustment Journals	Manage Budget/Forecast: Edit Version in Excel	Manage Supplier Content Map Sets: Supplier Site Mapping
Currency Conversion Rates	Uncosted Labor Transactions for Third-Party Applications	
Expense Report Entry	Uncosted Nonlabor Transactions for Third-Party Applications	
Intercompany transactions		
Journals		
Receivables Auto Invoice Error Correction		
Receivables Lockbox Error Correction		
Supplier Invoices		

A practical implementation example of when you could use ADFdi is when you need to load currency conversion rates on a regular basis to use for subsequent transaction processing.

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**Implementation tip:** Load your budgets into General Ledger with ADFdi instead of File Based Data Import because ADFdi will validate your budget accounts, periods, and more, immediately upon upload and highlight any errors for you to correct in your budget upload.

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## SOAP Web Services

Oracle ERP Cloud Service uses Oracle's ADF Business Components to create its Simple Object Access Protocol (SOAP) web services. A web service is a method of communication between two electronic devices over a network without any user intervention once fully configured.

Starting with Oracle Applications Cloud Release 11 the website '[docs.oracle.com](https://docs.oracle.com)' provides you with information about existing SOAP web Services, which you can find through the following navigation:

Go to the website: [docs.oracle.com](https://docs.oracle.com)

- » Select '**Cloud**'
- » Select the '**Applications**' tab
- » Select '**Financials**' (or Procurement, or Project Portfolio Management)
- » Select '**Books**' on the left hand side of the screen, and review results on the site and scroll down to '**Development**'
- » Select '**SOAP Web Services for Oracle Financials Cloud**' (or Oracle Procurement Cloud, or Oracle PPM Cloud)
- » Select '**Business Object Services**' to review the available SOAP web services.

Table 2 below represents a sample list of supported ADF service objects for Oracle ERP Cloud Service.

**TABLE 2: EXAMPLES OF ADF SERVICES FOR ORACLE ERP CLOUD SERVICES**

Financials	Project Portfolio Management	Procurement
Expense Item and Expense Report	Award	Purchase Agreement
Fixed Assets	Contract	Purchase Change Order
Intercompany Transaction	Project	Purchase Order
Journal	Project Billing Event Update	Purchase Request
Payables Invoice Creation	Project Enterprise Resource	Supplier Negotiation
Payables Invoice Management	Project Issue	Supplier Negotiation Award



Financials	Project Portfolio Management	Procurement
(including Invoice Image URL)		
Receivables Invoice Service	Project Pricing Service	
	Project Resource Request	

A practical implementation example of when you could use an ADF service is when you need to automatically create invoices in Oracle Receivables Cloud from an upstream order capture system.

### File Based Data Import

Oracle File Based Data Import (FBDI) is used when there is a need for **high volume data uploads** to Oracle ERP Cloud Service. It is used for both legacy data migration as well as daily or regular import of data.

Starting with Oracle Applications Cloud Release 11 the website '[docs.oracle.com](https://docs.oracle.com)' provides you with information about existing File Based Data Imports, which you can find through the following navigation:

Go to the website: [docs.oracle.com](https://docs.oracle.com)

- » Select '**Cloud**'
- » Select the '**Applications**' tab
- » Select '**Financials**' (or Procurement, or Project Portfolio Management)
- » Select '**Books**' on the left hand side of the screen, and review results on the site and scroll down to '**Development**'
- » Select '**File Based Data Import for Oracle Financials Cloud**' (or Oracle Procurement Cloud, or Oracle PPM Cloud)
- » Select '**File Based Data Imports**' to review the available file-based data imports to load data into your Oracle Financials Cloud (or Oracle Procurement Cloud, or Oracle PPM Cloud) applications from external sources.

Table 3 below represents a sample list of supported File Based Data Import objects for Oracle ERP Cloud Service.

**TABLE 3: EXAMPLES OF FILE BASED DATA IMPORT OBJECTS FOR ORACLE ERP CLOUD SERVICES**

Financials	Project Portfolio Management	Procurement
Cash Management External Transactions Import	Award Import	Blanket Purchase Agreements Import
Budget Balances	Billing Events	Contract Purchase Agreements Import
Customers	Contract	Import Supplier Site Assignments
Customer Invoices	Forecasts	Purchase Orders Import
Customer Receipts	Project Budgets Import	Requisitions Import
Intercompany	Project Enterprise Expense Type	Supplier Addresses Import (and Update)

Financials	Project Portfolio Management	Procurement
Transactions	Resources Import	
Journals	Project Enterprise Resources Import	Supplier Business Classifications Import (and Update and Delete)
Mass Fixed Asset Financial Transactions	Project Import	Supplier Contacts Import (and Update and Delete)
Mass Additions of Fixed Assets	Project Plan Import	Supplier Product and Services Categories Import
Mass Retirements of Fixed Assets	Project Resource Requests Import	Supplier Sites Import (including mass update to existing supplier sites)
Mass Transfers of Fixed Assets	Project Tasks Import	Supplier Import
Suppliers	Project Transaction Controls Import	
Supplier Bank Accounts	Project Unprocessed: » Expense Report Expenditure Item Import » Inventory Expenditure Item Import Template » Labor Expenditure Item Import » Miscellaneous Expenditure Item Import » Nonlabor Expenditure Item Import Supplier Invoice Expenditure Item Import	
Supplier Invoices	Resource Actual Hours Import	
	Resource Assignments	

Some practical examples where you would use FBDI for high volume upload on a daily or regular basis are:

- » Customers
- » Customer invoices
- » Project Contracts
- » Projects
- » Project Tasks
- » Projects Unprocessed (see above table)
- » Supplier invoices
- » Suppliers
- » Lockbox receipts

**Implementation tip:** Use Rapid Implementation Spreadsheets and File Based Data Import files to track the master configuration and master content to be loaded into your production environment, and keep the master configuration and content up-to-date as a result of your prior test cycles.

For more details on how to use these integration tools, refer to the white paper on Oracle ERP Cloud Service Integrations on My Oracle Support, Doc ID [1990910.1](#).

## Outbound Integration

### Reporting Tools

Reporting tools can be used to extract data from Oracle ERP Cloud Service for further analysis. The extracted data can be imported data into external systems via XML, Excel or other file types.

Oracle Transactional Business Intelligence (OTBI) Reporting can be used to extract data for import into your external systems. Oracle Transactional Business Intelligence provides the ability to build custom queries on transactional data, and the output can be downloaded to Excel.

BI Publisher (BI P) delivers out-of-the-box reports, which can handle high transaction volumes and can be exported as CSV files for import into external systems.

The Oracle Customer Connect Community provides a [BI Publisher Learning Center](#), which provides training on how to create a report, customize a report, and extensibility using online layout editor.

Here is a simple example on how a BI P report can be created and exported from Oracle ERP Cloud and then subsequently imported into the target instance:

In Oracle ERP Cloud:

6. Create a Data Model in BI.
7. Create a Report for the Data Model.
8. Attach an eText template to the Report.
9. Schedule the report to run at particular intervals. Have it run as CSV output. Schedule it to a folder on Fusion's SFTP Server /Universal Content Management (UCM) Server.

In Target System:

1. Write a script to connect to SFTP/UCM Server. Connect on a periodic basis.
2. Download CSV file.
3. Use SQLLOADER to import into target system database.

For detailed instructions, please refer to the article on Using External Data Integration Services for Oracle Cloud available on My Oracle Support, Doc ID [2102800.1](#).

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**Implementation tip:** BI Publisher is the recommended reporting tool for outbound integration as it can handle high transaction volumes and the report formats can be saved as .csv files. To ensure good report performance, it is advisable to use only seeded BI Publisher XML extracts which come with seeded report templates to create new report templates. Ensure you confirm performance and load balancing on the BI server on the non-production environment before migrating the reports to the production environment.

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## Content Migration

Oracle ERP Cloud Service provides a number of ways to migrate content between cloud environments as illustrated in table 1 below.

**TABLE 4: CONTENT MIGRATION OPTIONS**

Configuration Type	Tool	Content Migration Support
Functional Setup	Functional Setup Manager	<p>Functional Setup Manager (FSM) Configuration Package export/import migrates all setup for a Logical Business Object (LBO)</p> <p><i>Scope (FSM concept): allows row-level migration but is enabled only for a few Financials LBO's</i></p> <p><i>Scope enabled Financials LBOs currently include: Business Unit, Ledger, and Subledger Application</i></p> <p>It is worth noting that consideration should be given to unwanted data in Test when using FSM to migrate some setup data to Production. An option is to simply end date (1/1/1900) the setup, where feasible, to ensure it is not active in the production environment.</p>
Functional Setup	Rapid Implementation Spreadsheets	<p>Rapid Implementation</p> <p>Rapid implementation spreadsheet templates are available for download from the Financials Configuration for Rapid Implementation task list in the Oracle Functional Setup Manager. You can identify the spreadsheet templates by searching on 'spreadsheet' within 'All Task' tab in the Functional Setup Manager.</p> <p>You can use the Rapid Implementation spreadsheets to create segment values and hierarchies. You can also set up multiple ledgers and hierarchies. Rapid Implementation spreadsheets will automatically create a primary ledger for each country in which a legal entity is registered. Additionally, you can create multiple hierarchies for any chart of accounts segment, either during initial setup or at any later point in time.</p> <p>Examples of rapid implementation spreadsheets are:</p> <ul style="list-style-type: none"> <li>» Create Chart of Accounts, Ledgers, Legal Entities and Business Units</li> <li>» Create Cross-Validation Rules</li> <li>» Create Account Combinations in Bulk</li> <li>» Create Segment Value Security Rules</li> <li>» Create Sequencing Configuration</li> <li>» Create Banks, Branches and Accounts</li> <li>» Create Fixed Assets Configuration</li> </ul>
Data Extensions	Flexfields / FSM	<p>Functional Setup Manager (FSM) Configuration Package export / import</p> <p>See My Oracle Support Doc ID: <a href="#">1510288.1</a> - Guidance for Managing Customizations in Oracle Cloud Application Services: Flexfield Migration</p>
Reporting / Business Intelligence	OTBI, BIP, FR Studio	<p>Oracle Transactional Business Intelligence (OTBI) archive / unarchive facility and BI Publisher Reporting (BIP) download / upload facility.</p> <p>See My Oracle Support Doc ID: <a href="#">1510577.1</a> - Guidance for Managing Customizations in Oracle Cloud Application Services: Business Intelligence Migration</p>

Configuration Type	Tool	Content Migration Support
		Financial Reporting Studio: See My Oracle Support Doc ID: <a href="#">1611612.1</a> - How To Migrate Financial Reporting Studio Reports From One Instance To Another
Production to Test (P2T) Copy	Managed by Cloud Operations	Typically customers request no more than one P2T per quarter. The Production-to-Test content migration tool is explained in more detail below.

Oracle ERP Cloud Service maintains a Production-to-Test (P2T) content migration service which overlays your non-production environment with a copy of the configurations and data from your production environment.

The primary aim of a P2T content migration is to refresh the non-production environment with production data after you have gone into production with one or more Oracle Cloud Applications.

You can also request a P2T refresh to be executed by Oracle Cloud Operations prior to going into production to support a refresh of the non-production environment when it is being repurposed. For example, you might prepare the environment for pre-production configuration after the environment was previously used for a conference room pilot.

If your project has more than one non-production instance, the P2T migration tool may also be used to perform a non-production to non-production environment refresh.

**Implementation tip:** You need to plan ahead when scheduling a P2T refresh to avoid delaying your implementation by requesting your P2T refresh via a Service Request with Oracle Cloud Operations several weeks ahead of time. In order for a P2T content migration process to work correctly, the production and non-production environment must be at the same cloud update level. The process requires no downtime for your production environment but your non-production environment will be down for 24-48 hours. Once the P2T is complete there is one manual step you have to execute, and that is to submit the 'Create Cube' report program to rebuild the Essbase Balances Cube in the non-production environment. It is recommended that you submit the 'Create Cube' report program during non-business hours to minimize possible performance impact.


## Extensibility

The following Oracle Cloud Applications extensibility capabilities are available as part of Oracle ERP Cloud Service:

**Infolets** can be configured to include OTBI reports, for instance to show key performance indicators important to you specific business. You can drag and drop objects in an infolet to be displayed in your preferred order. Custom components such as text, images, and URL links can be added to an infolet.

**Page Composer** enables you to change selected user interfaces to suit your needs. For example, you can rearrange certain objects on a dashboard, add and remove designated content, and save queries.

**Flexfields** enable you to configure your applications to capture additional pieces of information (attributes) without having to perform custom development. The attributes that you add by configuring flexfields are available throughout the Oracle Fusion Middleware technology stack, allowing custom attributes to be used in user interface pages, incorporated into the service-oriented architecture (SOA) infrastructure, and, in the case of descriptive flexfields,



integrated with Oracle Business Intelligence. For more information about flexfields, see the Oracle® Fusion Applications Extensibility Guide, Chapter 5, Using Flexfields for Custom Attributes.

## Conclusion

Customers choose Oracle ERP Cloud Service with an expectation of achieving faster time to value through shorter implementation timelines. To successfully meet this expectation, system integrators are advised to ensure they follow through on the following steps:

- » Gain a thorough knowledge of Oracle ERP Cloud Service application tools and functionality through attending Oracle University training and/or self-paced options accessed via the Oracle Cloud Learning Center.
- » Adopt a structured implementation method such as OUM Cloud Application Services Implementation Approach that focuses on adoption of standard functionality and streamlining of business processes.
- » Evaluate environment needs prior to the start of the project and incorporate adequate service lead times in your project plan for any required maintenance such as additional languages for additional environments or P2T copies.
- » Have a solid understanding of the configuration, integration, data migration, and extensibility tools that are available to Oracle ERP Cloud Service implementations, and how to leverage them to expedite the implementation process.
- » Take monthly cloud updates and upgrade cycles into account when planning the cut over date for go-live for the Production environment.

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