

# O2 Works

*Putting Oracle to Work*

## Oracle E-Business Specialists

How to Manage a Successful R12 Upgrade and Overcome the Challenges: Methodology and Tips that Work



August 20, 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)

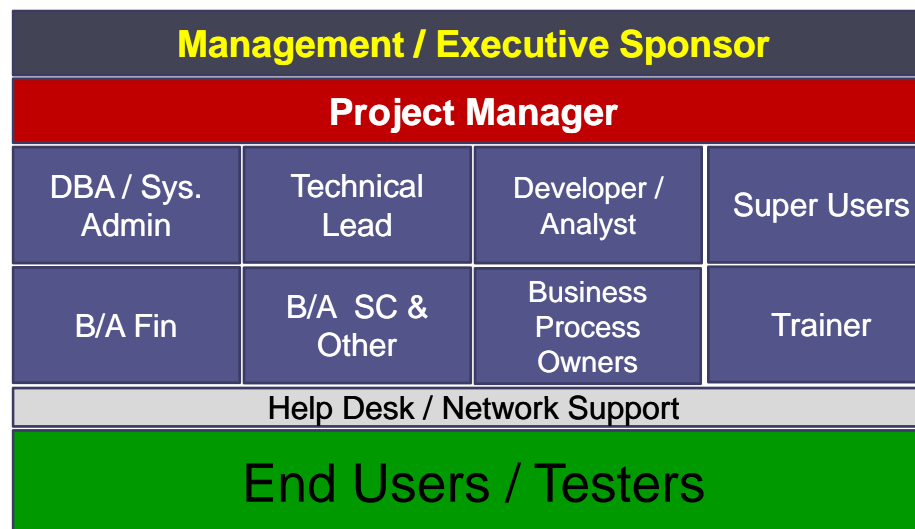
Management / Executive Sponsor			
Project Manager			
DBA / Sys. Admin	Technical Lead	Developer / Analyst	Super Users
B/A Fin	B/A SC & Other	Business Process Owners	Trainer
Help Desk / Network Support			
End Users / Testers			

***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

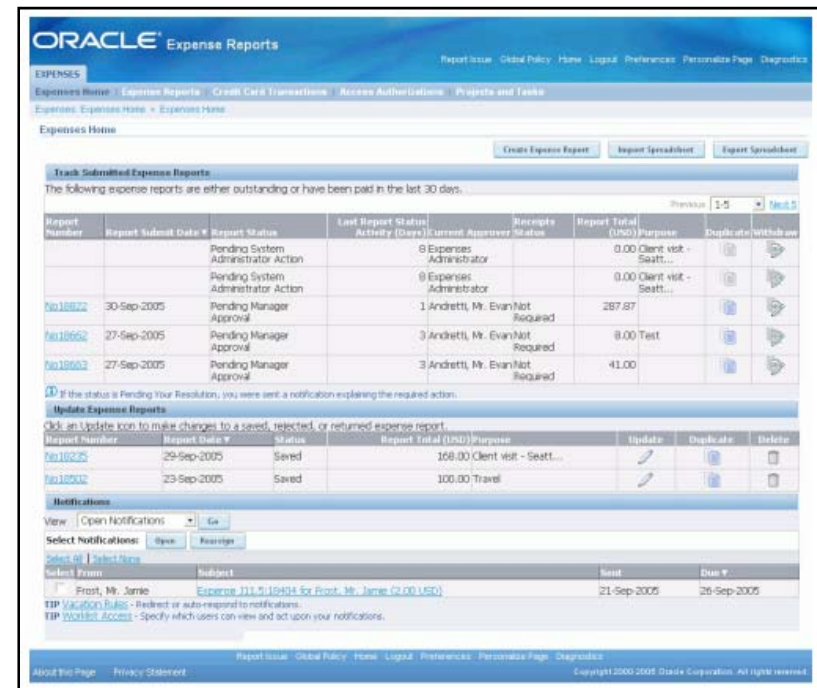


- Application changes must be addressed; there is no option

# 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



# 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**

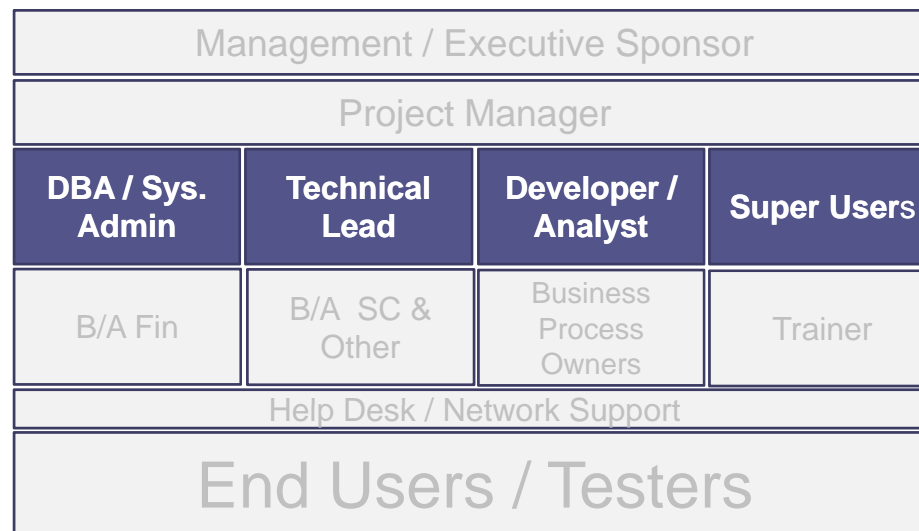
- **Invoice workbench and Invoice Processing.** New look and feel for the workbench.
- **iPayment** functionality now included and affects vendor consolidation for AP, CE, and Advanced AR
- **iSupplier portal integration** had been rough when product was first released. Has been cleaned up, but test 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

# Upgrade Type

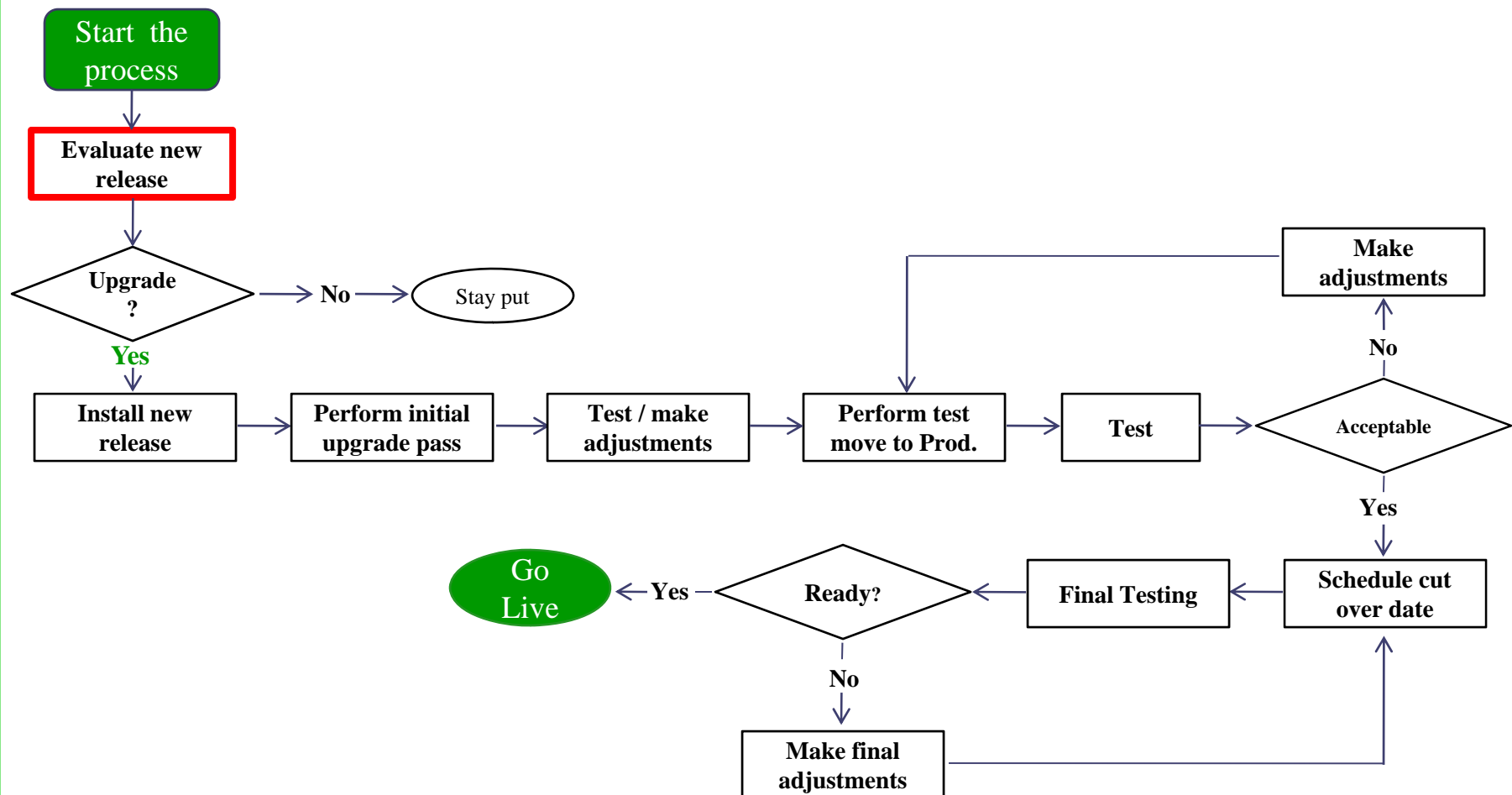
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# Upgrade Process Flow




# 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*

**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

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Dallas · Chicago · Denver

**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.

**Areas to be explored include:**

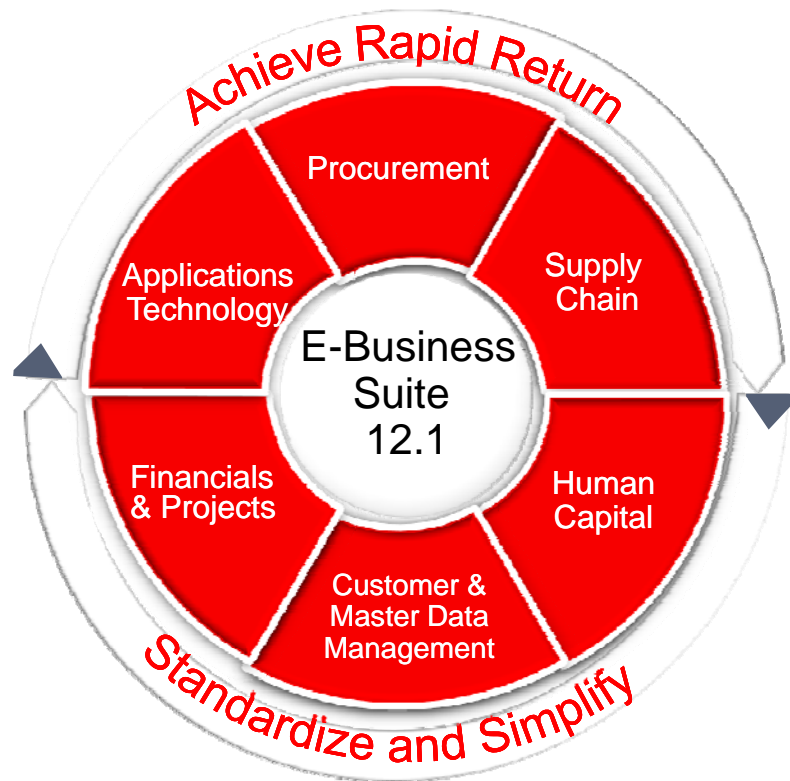
- ♦ Upgrade extent:
  - Technical and functional upgrade efforts
  - Upgrade vs. re-implementation
- ♦ Business alignment:
  - New features / functionality of potential new modules
  - Customization & extension assessment / evaluation
  - Top ten needs list
- ♦ Capacity planning:
  - Hardware and network 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

# Functionality to consider...R12.1



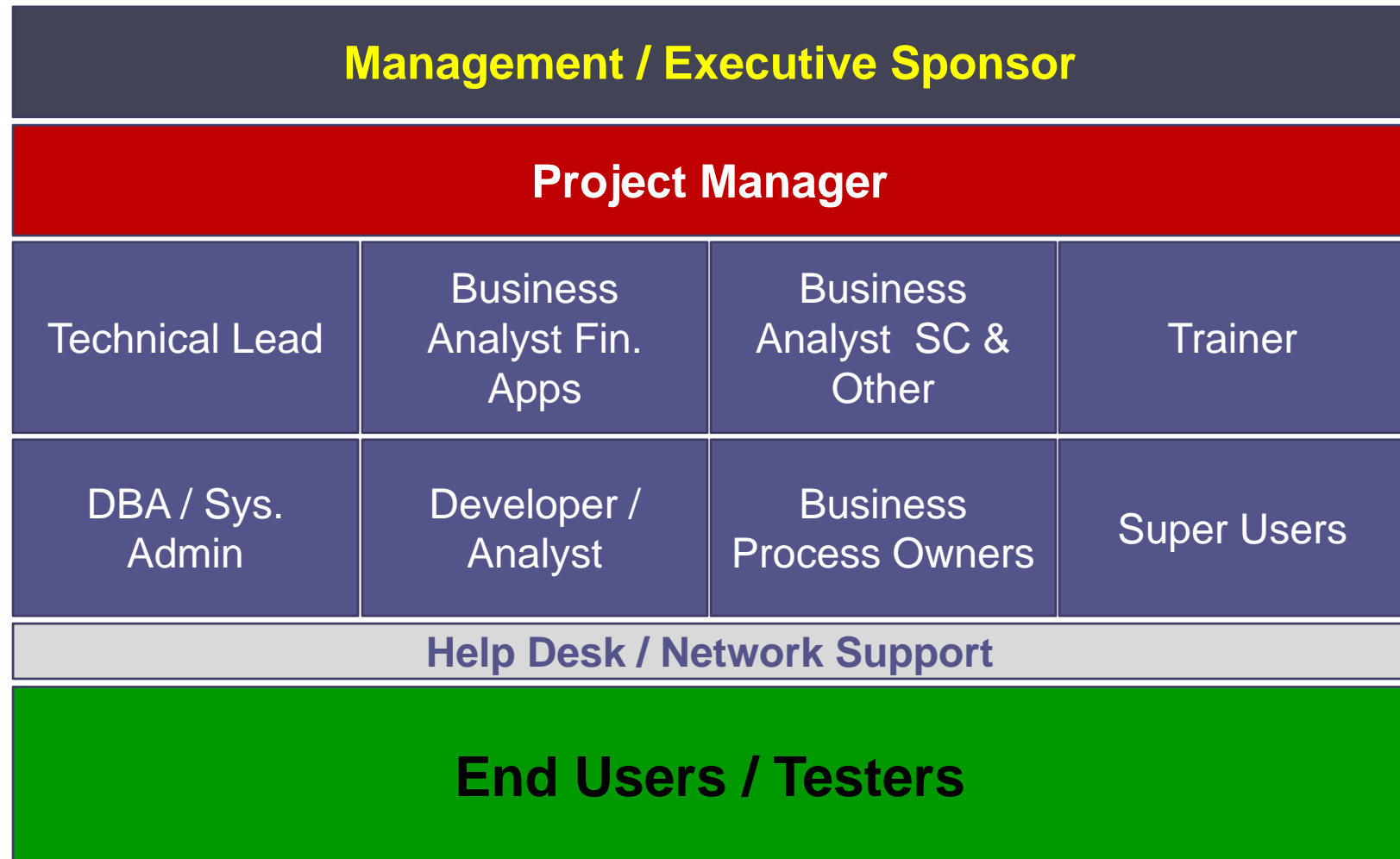
- Released May, 2009
- Significant functionality improvements to SC, PO, and HCM
- Good info in MOS:
  - 806593.1 – **R12.1 Info Center**
  - 398877.1 – **R12.1 Live Advisor Webcasts**
  - 804373.1 – **R12.1 Value Proposition documents**

# 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***

# Recruit Extended Team - Responsibilities



# 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

# Example of Master Impact List

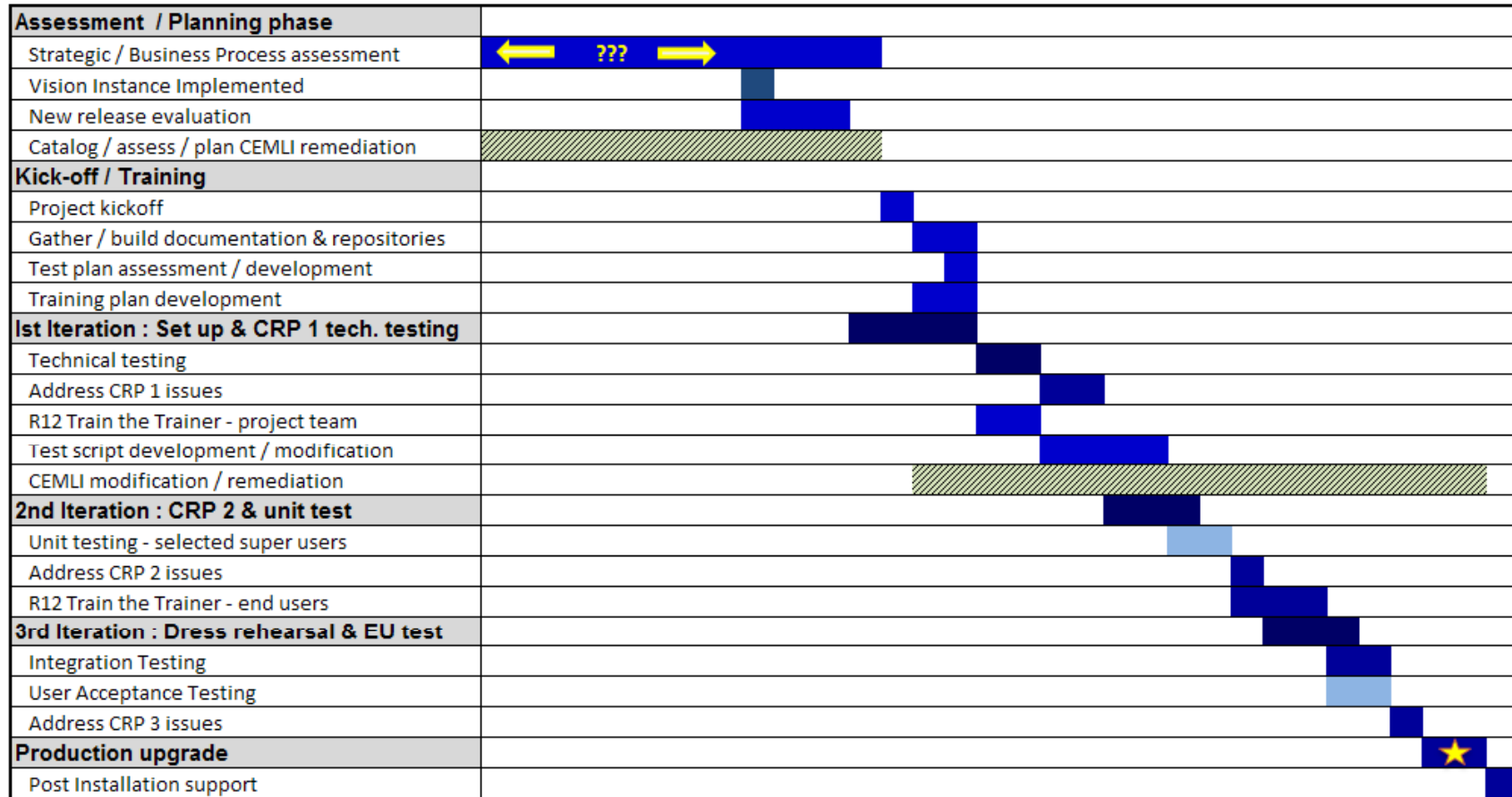
<b>Master Impact Analysis - Upgrade to 11.5.10 Initial version</b>							
<b>Item</b>	<b>Module /Impact Description</b>	<b>Classification</b>	<b>Status</b>	<b>Assigned (Who)</b>	<b>Pack?</b>	<b>Ranking (H,M,L)</b>	<b>Notes</b>
<b>PO</b>							
	Custom Pricing APIs	Optional	Open		11.5.10		Custom pricing date api; Custom requisition pricing api; Custom PO/Release pricing api;
	Purchasing Documents Open Interface Enhancements	Optional	Open		11.5.10		Add new lines and associated shipments to an existing standard PO in Approved or Incomplete status and then initiate the approval process.
	Autocreate and PO Entry Usability	Mandatory	Open		11.5.10		Increased size of autocreate window to display more requisition lines; Increased size of Enter PO window to display more order lines; Reduced pop up messages; Provided "Reassign Buyer" option in the AutoCreate window.
	Procurement Contracts - See Notes Below	Optional	Open		11.5.10		Contract Management capabilities (Oracle Procurement Contracts)
<b>Sourcing</b>							
	Negotiation Scoring	Optional	Open		11.5.10		Negotiation Level Attributes; Scoring Templates; Subjective Scoring; Analysis Scenarios;
	Award Summary	Optional	Open		11.5.10		Provides a complete view of the award recommendation for sourcing team members and designated award approvers.
	Award Approval	Optional	Open		11.5.10		List of approvers is automatically generated based on rules set up in Oracle Approvals Management
	Amendments	Optional	Open		11.5.10		Manage changes to a published sourcing event even after suppliers have begun responding.
	Document Printing	Optional	Open		11.5.10		Buyers and Suppliers can generate copies of the sourcing package in PDF format.
<b>ENG</b>							
	Increase Change Type Name Length	Mandatory	Open		11.5.10		
	Electronic Names and Electronic Signatures (ERES) Support	Optional	Open		11.5.10		Oracle Quality
	MLS Support for Change Types	Optional	Open		11.5.10		Change types can be entered in Multiple languages
<b>WIP</b>							
	Outside Processing Enhancements	Optional	Open		11.5.10		Improved communication between mfg and procurement functions when qty or date changes occur
	Component Picking Enhancements	Optional	Open		11.5.10		Link a Supply Subinventory to a Machine resource
	Electronic Records and Electronic Signature Support (ERES)	Optional	CLOSED		11.5.10		For FDA Regulations

# Master Impact List Items

- Some Examples:
  - 3rd Party Check Printing System may need to be retested or replaced with XML / BI Publisher
  - Custom Form may need to have customization reapplied to standard Oracle form
  - Account Generator changes might get overwritten, and it may be necessary to reapply changes
  - New Report available as standard functionality, we may want to review as a potential business solution
  - Standard Interface may have new parameters, may need to resubmit for recurring submission (scheduling)



# R12 Upgrade High Level Time Line



## 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

# Presentation Available

O2Works – Knowledge Base:

[www.o2works.com](http://www.o2works.com)

**Any Questions?**

**Thank you!**

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