

Oracle Enterprise Resource Planning Cloud Service Implementation Leading Practice

RELEASE 13

WHITE PAPER / MAY 22, 2019

PURPOSE STATEMENT

The purpose of this white paper is to provide 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.

DISCLAIMER

This document in any form, software or printed matter, contains proprietary information that is the exclusive property of Oracle. Your access to and use of this confidential material is subject to the terms and conditions of your Oracle software license and service agreement, which has been executed and with which you agree to comply. This document and information contained herein may not be disclosed, copied, reproduced or distributed to anyone outside Oracle without prior written consent of Oracle. This document is not part of your license agreement nor can it be incorporated into any contractual agreement with Oracle or its subsidiaries or affiliates.

This document is for informational purposes only and is intended solely to assist you in planning for the implementation and upgrade of the product features described. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described in this document remains at the sole discretion of Oracle.

Due to the nature of the product architecture, it may not be possible to safely include all features described in this document without risking significant destabilization of the code.

TABLE OF CONTENTS

Purpose Statement.....	2
Introduction	5
Project Planning Framework.....	5
Environment management.....	6
Accessing environments	7
How to stay informed and How to Request Support	9
Project and Environment Usage Planning	10
Production Environment	10
Non-production Environment	11
Additional Environments	11
Instance Management.....	12
Manage and Monitor Your Own Services	13
Cloud Updates	13
Concurrent Updates	14
Exception Cloud Updates.....	15
Upgrades	15
Key Implementation Considerations	16
Overall key considerations for any Oracle ERP Cloud Service.....	16
Key considerations specific to Oracle Revenue Management Cloud Service	24

Key considerations specific to Oracle Procurement Cloud Service	27
Data migration, integration and extensibility.....	28
Inbound Integration	28
Outbound Integration	30
Content Migration.....	31
Extensibility	33
Usability.....	33
Conclusion	34

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.
- Proposes post implementation leading practices to consider for successful continuous operations.

The information in this white paper is current for Oracle ERP Cloud Service on Release 13. 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 leading practices inherent in the application products as a foundational element of the approach.

It is currently available on the Oracle Partner Network (OPN) 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 OUM Program](#) blog.

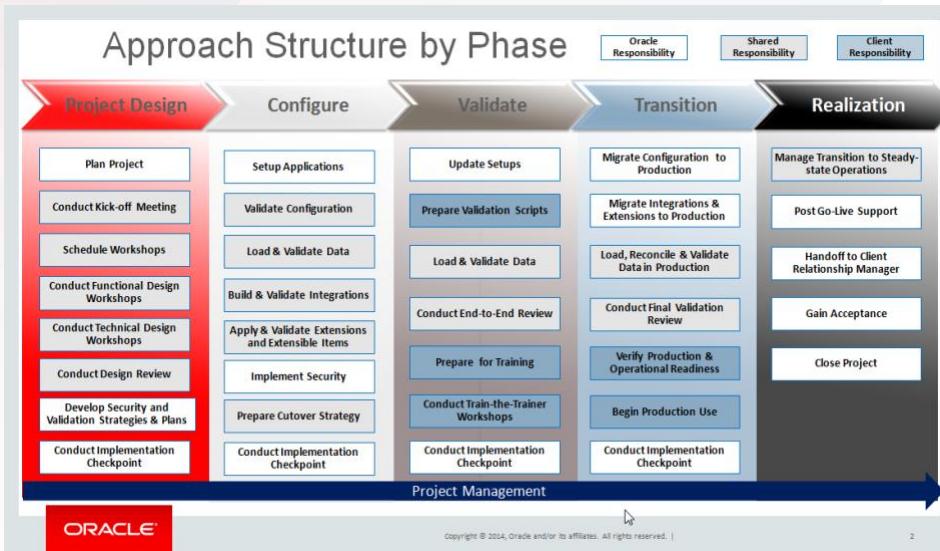


Figure 1. Overview: Key Implementation Activities

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.

ENVIRONMENT MANAGEMENT

The Oracle ERP Cloud Service subscription provides two environments:

- Non-production
- Production

These two environments are identical in size when provisioned. During the implementation, the size of each environment can be increased for optimal performance. Both 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. Please note that additional languages will incur a small additional downtime and cost.

In some cases, you might want to request special-purpose environments in addition to the single non-production environment 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 you must raise a service request for the appropriate language packs to be installed on the additional environments. Please note that additional language packs are ONLY available for customers who subscribed to an Enterprise Operational Policy.

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 and transaction volume. 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 Support when you raise a Service Request to have the environment(s) resized. This will help minimize delays in your implementation. For planning purposes, allow a three (3) week lead-time for resizing requests.

Accessing environments

Designated Service Administrators will receive automated welcome 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. For planning purposes, allow up to 20 days to receive this email notification.

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

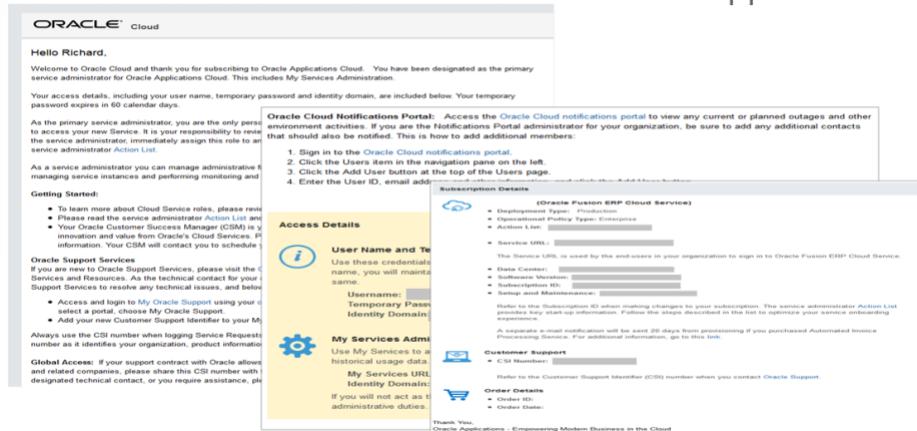


Figure 2. Example of service activation email sent by Oracle Cloud Operations to the service administrator

A service administrator can:

- View the services assigned and resend service activation emails.

- 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.

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



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 leading 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 services. 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, Procurement and Revenue Management. 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.

The screenshot shows the Oracle Cloud Customer Connect landing page. At the top, there is a navigation bar with the Oracle logo, a 'Sign In' button, a 'Register' button, and a help icon. The main heading is 'How to Access Cloud Customer Connect'. Below the heading, there is a world map with several orange hexagonal icons representing users. A large orange hexagonal icon is highlighted in the center. To the left of the map, there is descriptive text about the community. At the bottom, there is a registration form with fields for 'Email *' and 'Re-enter Email *', and a 'Continue' button.

Figure 4. Accessing Cloud Customer Connect

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

- Events: Be the first to know about upcoming events that showcase new release functionality, and more.

- Get Questions Answered: Use discussion forums to pose questions, explore ideas, and discuss Oracle Applications.
- Learn from other customers when you subscribe to the ERP forum to view questions and answers.
- Contribute to the Roadmap: Share ideas on product enhancements, vote and comment on ideas in the [Idea Lab – Financials](#).
- **New!** Leverage and share sample Financials Cloud OTBI and BI Publisher reports at the [ERP Report Sharing Center](#).
- Signing up is easy for customers by going to the [Cloud Customer Connect](#) home page.

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

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 the production environment is to run your real day-to-day business operations and should not be used for non-production activities.

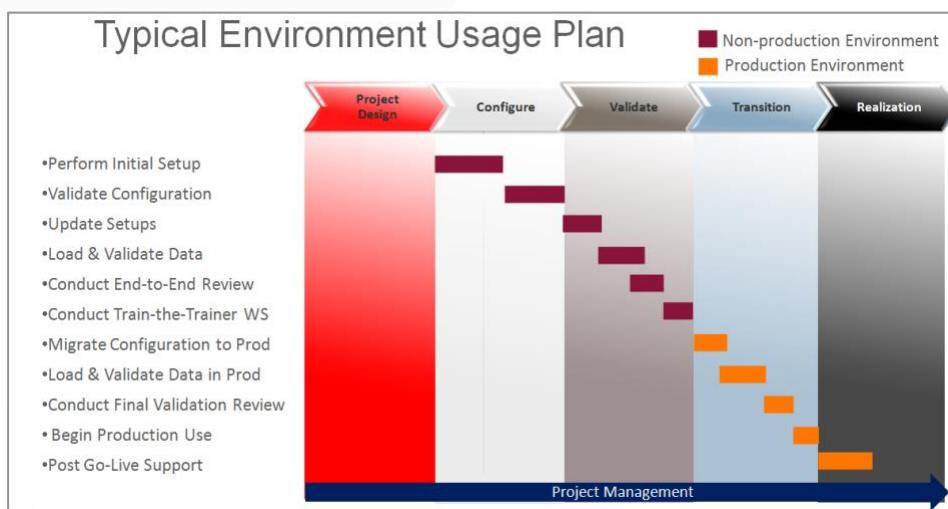


Figure 5. Typical Oracle ERP Cloud Service Environment Usage in an implementation lifecycle

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 the 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 Support will work with the customer to schedule the upgrade of the production environment, and upgrades can take place multiple times in a calendar year.

Note: After Release 13, there will be no more upgrades. Moving forward, additional releases will be deployed via quarterly updates. Refer to the chapter on Updates for additional information.

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 of extensions (reporting, pages, interfaces).
- End 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.

Implementation tip: It is very important that you take a holistic approach to enterprise configuration given that Oracle ERP Cloud service is a highly integrated solution with multiple dependencies. Even if you are implementing a single pillar (ERP, HCM, CX) it is important to design an enterprise configuration that can grow with the customer. Refer to the Multiple Pillar Oracle Cloud Implementation Best Practices whitepaper.

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 content migration 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. Test-To-Test (T2T) copy service is also available when a customer requires synchronization across their multiple non-production environments.

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 a separate non-production environment for the design, configuration, validation and transition phases of the project. This approach ensures that you have a separate non-production environment that is exactly like production for internal testing/support activities.

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.

Instance Management

Implementations should create an instance management plan early in the implementation and proactively identify services required for instance management. Best practice is to have these events noted as a line item in the project plan to identify potential impact based on schedule changes.

Lifecycle Phase	Events Milestone (Examples)			St Wk1	St Wk2	St Wk3	St Wk4	St Wk5	St Wk6	St Wk7	St Wk8	St Wk9	St Wk10
		Start	End	End Wk1	End Wk2	End Wk3	End Wk4	End Wk5	End Wk6	End Wk7	End Wk8	End Wk9	End Wk10
Implementation	Perform Initial Setup												
	Conference Room Pilot												
	Load and Validate Data in Test												
	Perform Unit Testing												
	Perform System Testing						xxxx-dev1						
	Perform Solution Testing												
	Conduct End User Training							xxxx-test					
	Perform User Acceptance Testing												
	Perform Regression Testing												
	Migrate Configuration to Production												
Go-Live	Post Production Support									xxxx-test			
Business Support	Month-End Close												
	Quarterly Close												
	Year-End Close												
	Open Enrollment												
	Budget Cycle												
	Compensation Cycle												
Upgrade	Planning								xxxx-dev1				
Update	Quarterly Update												
	Monthly Update												
	Weekly Update												

Figure 6. Sample Instance Management Plan

Additional information regarding instance management plans and templates can be found on MOS ([Doc Id: 2351681.1 Instance Management Plan for Oracle Cloud ERP services](#)).

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.

Manage and Monitor Your Own Services

As a Service Administrator, you have access to the Oracle Cloud My Services Portal, which provides a single access point 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, schedule P2Ts 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.

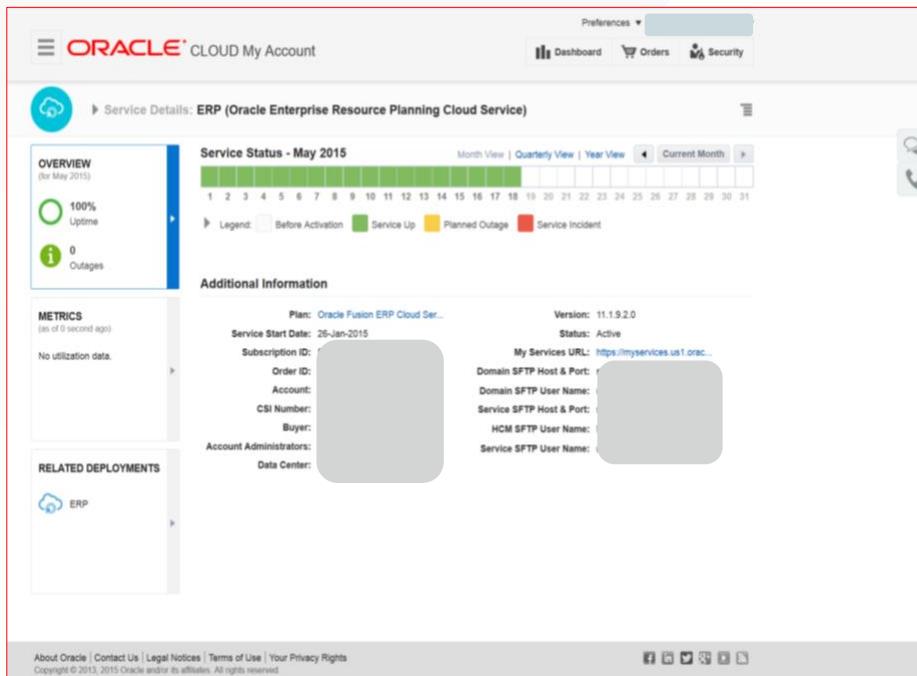


Figure 7. Oracle Cloud My Services Portal – Service Status

The Oracle Cloud My Services portal can be used to verify environment updates schedule and scheduled unavailability of your cloud service environments.

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 site:

- Doc ID: [1966109.1](#) Oracle Applications Cloud —Applications Update Policy
- Doc ID: [1597086.1](#) Oracle Financials Cloud Functional Known Issues and Update Documents
- Doc ID: [1554124.1](#) Oracle Procurement Cloud Functional Known Issues and Update Documents
- Doc ID: [1545504.1](#) Oracle Project Portfolio Management Cloud Functional Known Issues and Update Documents
- [Oracle Cloud Release Readiness](#) – Quarterly Updates (Spotlights, New Feature Summary, What's New)

By default, Oracle ERP Cloud Service customers are on a **quarterly** cloud update schedule where the quarterly 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 same 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 cloud updates via system outage notifications announced ahead of time. This allows customers time (i.e. 2 weeks) to validate transaction processes and reports on the non-production environment prior to the quarterly cloud updates being applied to the production environment.

The [Oracle Cloud Release Readiness](#) portal is your single point to get up to speed on the latest cloud release and ensure your upgrade is a success with Oracle's Release Readiness assets.

The screenshot shows the Oracle Cloud Release Readiness portal. At the top, there is a navigation bar with links for Sign In, Contact, Chat, English, Buy Now, and Try for Free. Below the navigation bar, there are dropdown menus for Applications, Platform, Infrastructure, and Resources, along with a search bar. The main header features a cloud icon and the text "Oracle Cloud Release Readiness". Below the header, there are three tabs: Applications (which is selected), Platform, and Infrastructure. A descriptive text block says: "Get up to speed on the latest cloud release and ensure your upgrade is a success with Oracle's Release Readiness assets. To access this broad range of assets, locate your service on the left, then choose a release from the service's drop-down menu." On the left side, there is a sidebar with a tree-like navigation structure under the heading "Customer Experience". The "Financials" node is expanded, showing sub-nodes: Accounting Hub, Revenue Management, Project Portfolio Mgmt, Risk Management, Procurement, and Supply Chain Management. Under "Financials", there is a "Financials Release 13 (update 18A)" dropdown menu. The main content area displays sections for "Spotlights" (with a video link), "New Feature Summary" (with links for HTML and PDF), and "What's New" (with links for HTML and PDF).

Figure 8. Oracle Cloud Release Readiness Portal

Implementation tip: Utilize the What's New section in the Oracle Cloud Release Readiness, portal and the Oracle Applications Cloud Known Issues and Update Documents (Doc ID 1603154.1) to perform an update impact assessment.

Concurrent Updates

If an Oracle ERP Cloud customer is not live and not in production, the Concurrent Update option (see also My Oracle Support Doc ID: [1646394.1](#)) provides additional flexibility in utilizing Oracle ERP

Cloud environment services and minimizing environment downtime. Utilize Concurrent Updates 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. Concurrent updates can only be requested via a SR. If the go-live date changes, then you will need to update the SR request accordingly with the new date.

This also facilitates a wider timeframe for Production-to-Test (P2T) copy to be executed.

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.

Exception Cloud Updates

As with any implementation there may arise the need to have updates that are more frequent during the implementation. **Monthly** updates are available upon request. System integrators need to be aware that a service request must be raised with Oracle Cloud Support to request how the updates should be handled for the two environments at the start of implementation project and around go-live (once go-live date is set).

Note: If a customer has been approved by Oracle to be on an exception cloud update schedule then the customer must remain on the exception cadence until the next quarterly update cadence. The System Integrator and Customer should plan for additional downtime(s) during the implementation.

Upgrades

Oracle ERP Cloud Service upgrades may take place multiple times in a calendar year. 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. Service Administrators can review available upgrade dates, schedule, confirm and reschedule their upgrade dates in My Services. No Service Request (SR) is required and customers who log SRs will be redirected to My Services.

NEW! OPT IN CAPABILITIES WITH ORACLE ERP CLOUD

Each new release of Oracle ERP Cloud software typically includes new offerings and features. New with Oracle ERP cloud service is the ability to enable or “opt in” to new functionality. This approach provides the Systems Implementer/Customer the ability to control when new functionality is deployed to users. For additional information, refer to the “Enable Offerings for Oracle Applications Cloud Release 13 Upgrade” MOS document (Doc ID [2318112.1](#))

Upgrade testing should first focus on validating existing functionality before expanding to new functionality to be deployed.

As you prepare for Release 13, review the Important Upgrade Documents and Webcasts:

- [Release Readiness](#) documentation for Release 13.
- [Oracle Cloud Applications - Release Upgrade Planning](#) (Upgrade process).
- [Oracle Cloud Applications - Performing Your Upgrade](#) (Pre/Post upgrade steps).
- Watch for additional R13 webcasts found at [Oracle Cloud Customer Connect](#).

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.

Note: Release 13 is the last major release of Oracle ERP cloud services. Moving forward, additional functionality will be deployed via quarterly updates.

KEY IMPLEMENTATION CONSIDERATIONS

Overall key considerations for any Oracle ERP Cloud Service

PARADIGM MIND SHIFT FROM ON-PREMISE MODEL TO CLOUD MODEL

- **Business Solution Expectations**: A public cloud deployment model has the potential to bring out the best of an ERP solution. However, this will require the customer to adapt their expectations of what ERP software should do and should not do. The implementation should take a solution-driven requirements management approach versus the traditional requirements-driven management approach.
- **Executives and ERP users must embrace on-going updates to the service**. The Oracle ERP Cloud service update cycle is more frequent than the typical update cycles the customer experienced in their current on-premise ERP system. The key limitation to executives not experiencing greater business value from their existing ERP investment is the inability to upgrade quickly given customizations made to the on-premise software. Oracle Cloud ERP service provides you the ability to make extensions that are “upgrade-safe”.
- **Online vs. Offline reporting/analysis**. Oracle ERP Cloud is fundamentally designed for the business user to perform analysis and make decisions online versus an offline fashion (MS Excel, emails, etc.). There are exception processing features that streamline management reviews (management by exception). This design approach also will eliminate the large volume reports that the customer may have created in the past strictly for backup purposes (eliminating costs). This will require a significant organizational change for users that are used to offline reporting and analysis. There should be a reinforcement to do everything in the ERP cloud service and minimize costly offline activities.
- **Executive support is not enough**. The customer must make a business decision regarding how much of an investment to make in end users. It will be end users that will enter source transactions and perform the transactional activities that will generate the information utilized by executives. If the end users are not enabled (educated & trained) then there will be exponential impact on the business value that executives can realize.

Implementation Tip: A general recommendation is a minimum of 30% costs associated with user enablement, training and participation throughout the implementation.

CENTRALIZED VERSUS DECENTRALIZED

- Oracle ERP Cloud has the flexibility to support a country-first or a global-first configuration. This will be one of the first business decisions that will impact your enterprise configuration. Utilize the following Oracle Cloud [whitepaper](#) that addresses both Shared Services and Enterprise Structures.

REQUIREMENTS MANAGEMENT

- Gathering business requirements can be a lengthy process. Given that Oracle ERP Cloud service is a public cloud service, utilizing a traditional requirements-driven approach is not in the best interest of Oracle, Oracle Partners and most importantly, the customer.
- Leading Practice: Utilize a solution-driven approach for gathering business requirements. A solution-driven approach will ensure that the customer is maximizing their value from the Oracle ERP cloud service. Leverage Oracle's detailed business process models to quickly (a) identify scope, (b) business requirements, and (c) how the ERP Cloud Service supports the customer's business processes.
 - Utilize the Detailed Business Models (see MOS Document ID [1542019.1](#)) to better understand how a specific business process is supported. There are five levels (L1-L5) with each level providing a greater level of explanation. The business process model moves from a conceptual level (L1) to a specific business task level (L5) with the corresponding Oracle ERP Cloud Service functionality.
 - The Detailed Business Models can be used to identify the organizational change required to support the Oracle ERP Cloud service. This is performed by comparing the existing customer's organizational roles/responsibilities to Oracle's defined business process roles/responsibilities defined in the Business Process models.

SECURITY – USER ROLES & DATA ACCESS

- Use Oracle's predefined duty roles to accelerate and streamline ERP deployment and operation - they provide access to the privileges needed for your essential activities. Use Advanced Access Controls to determine compliance with separation of duties requirements (SoD), especially if you modify roles, combine them, or assign more than one to a user.
- Use the [Security Reference for Oracle Financials Cloud](#) to review the standard predefined roles and privileges to determine how the seeded security model supports your existing security model.
- Copy Predefined Roles before Customizing. Copy Role and Compare Roles are supported in the [Security Console](#)
- Don't Grant Resources Directly to Roles. Granting resources directly to roles complicates auditing.
- In general, assigning a large number of roles to a user might impact performance, particularly when the system needs to check the authorization policies for the user.
 - Consider Segregation of Duties when creating custom roles.

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 section in this white paper goes into more detail on Data Migration, Integration and Extensibility.
- Data validation is a critical task in data migration. Given the importance, Oracle has provided the following guidance to support your implementation (Doc Id [2084189.1](#)) "How to Verify Data Conversion Results".

- Given that Oracle's ERP Cloud service is a "public" Cloud service, customers generally convert between 2-5 years of data depending on their use cases and regulatory requirements.
 - If additional space is required then speak with your Oracle Success Management partner to confirm that the appropriate sizing requirements have been communicated to Oracle. Additional costs may apply based on the cloud service sold.
 - Conversion of payment history should not be part of the data conversion scope.
- The following is guidance on the key data items to include as part of your data conversion strategy:
 - General Ledger:** Balances for current year and prior year.
 - Payables:** Open balances and the Suppliers to support converted balances. Consider including transactions with related configuration data that still require Value Added Tax (VAT) declaration.
 - Receivables:** Open balances and the Customers to support converted balances. Try to pay off as many partially paid invoices as possible. Apply for as many credits and prepayments before you initiate your data conversion to minimize data conversion complexities. Consider including transactions with related configuration data that still require Value Added Tax (VAT) declaration.
 - Purchasing:** Convert open purchase orders with current quantity remaining. Make sure all open purchase orders are waiting on receipt of merchandise (i.e. minimize closed purchase orders).
 - Order Management:** Convert open orders.
 - Fixed Assets:** Current assets as of the month of go-live. You can convert old assets that are being tracked focusing on asset owner and asset locations).
 - Employees:** Active or inactive employees for the current and prior year.
- Leading practice is to take a risk-adverse, iterative data conversion approach to ensure proactive management of potential data issues.

Implementation Best Practice: The implementation should have at least three data conversions (initial Non-production, full in Non-production environment, full in Production environment).

Implementation Tip: Although not mandatory, many customers convert 'X' periods of closed Receivables transactions (with a transaction type that is set up to not invoice or record accounting entries). This approach enables the calculation of certain KPI's such as average days paid late or for exception processing related to issuing credits for invoices that may have been paid or to deal with payments that have been misapplied.

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.

- Refer to the "[System Requirements for Oracle Applications Cloud](#)" site for additional information.

CONFIGURATION LEADING PRACTICES

- Oracle has developed a functional configuration leading practices guide for Oracle Partners and customers to utilize during their ERP cloud implementation. Refer to Oracle ERP Cloud Guided Path and Configuration Leading Practices (Doc ID [2226879.1](#)).

Implementation Tip: Execute the Enterprise Structures Setup Report before conducting the Proof of Concept to validate configuration setup.

TESTING

- Testing is the key validation activity that confirms service configuration, integrations, business workflows and data migration is complete and successful. Testing also confirms that the customer's organization has adapted to the new solution.
 - Leading Practice: Simulate a month end close as part of your testing activities. This will be useful when submitting the resizing request for your Production environment.
 - Keep your test scripts to reuse as needed to validate periodic ERP Cloud Service updates.

Note: At this time, Oracle ERP Cloud Service does not provide automation tools/services for test scripts.

PREPARE FOR GO-LIVE AND SUBSEQUENT ON-GOING MAINTENANCE

- Review the 'ERP Cloud Service Checklist' available on My Oracle Support in Doc ID [199562JU1.1](#). This checklist document has been created as guidance in preparation for go-live and for on-going Oracle ERP Cloud activities, the customer must consider subsequent to the go-live.

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.

- Cloud Services: Shared Support Model
 - Oracle ERP Cloud service utilizes a shared support model across Oracle Support and the customer's ERP support team.
 - Understanding and embracing Oracle's Cloud Support model is a key success metric for any implementation. It is the key communication vehicle for Cloud implementation issues that require Oracle assistance.
 - Leading practice: The project team needs to decide who will log service requests, who will manage service requests, and who will escalate service requests. Confirmation of system access to complete these tasks is also required.
 - Set up a level one helpdesk that includes the customer's business and IT analyst(s) that can provide support to the end users. The selected business and IT analyst(s) should receive Oracle training on the Cloud applications implemented and should obtain knowledge transfer from the SI on the system design and configuration options implemented.
 - 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 [110.2](#))

[1982039.2](#)). You can get up to speed with what's new and changed for the latest release.

Key considerations specific to Oracle Financials Cloud Service

ENTERPRISE STRUCTURES

- Enterprise structures provide a framework for developing and managing your Chart of Accounts, ledgers, legal entities, and business units to meet your accounting and reporting requirements. Following are the key enterprise structures to consider as part of your implementation.
 - Enterprise (Group)
 - Legal Entities (Companies)
 - Ledgers (Books)
 - Business Units
 - Cost Centers (Departments)

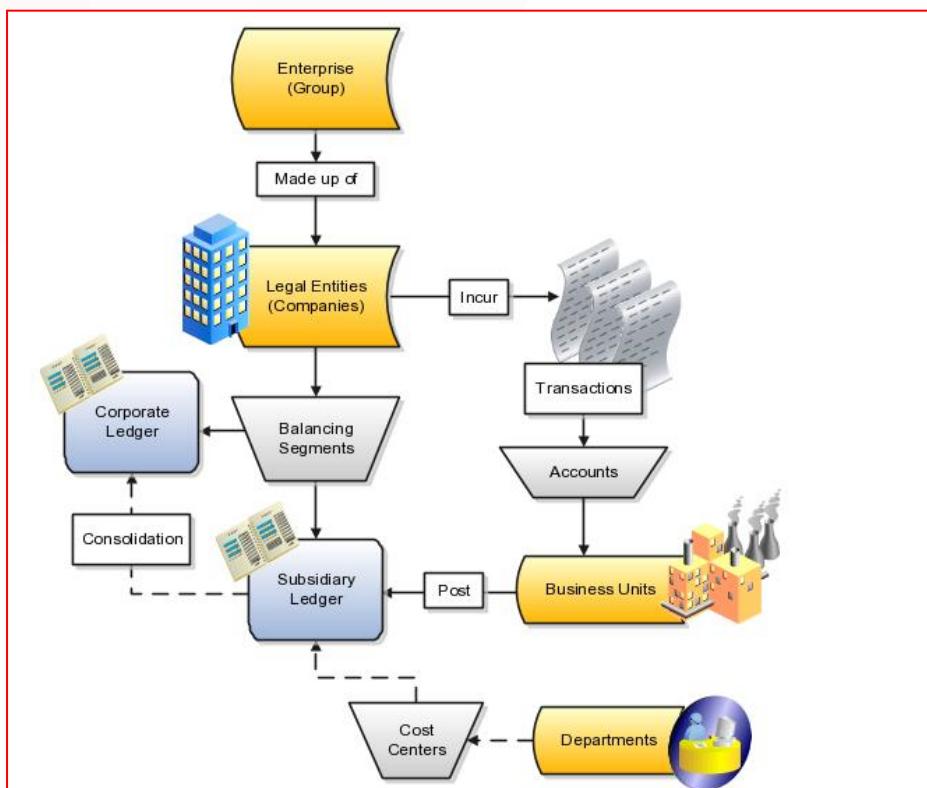


Figure 9. Enterprise Structure Overview

Implementation Tips: Utilize the seeded value of "Enterprise" for the enterprise structure. Each registered company (with its own tax ID) should be defined as a legal entity in Oracle ERP Cloud. Each legal entity is accounted for in only one ledger, but one ledger can serve multiple legal entities.

CHART OF ACCOUNTS

- 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 that 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 Leading 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.



Figure 10. Chart of Accounts Design Flow

Implementation Tips: If possible, define one Chart of Accounts for the entire enterprise. This approach will ensure report consistency and streamline consolidations. It is strongly recommended you use the Data Type of "Character" and Subtype of "Text". This allows for better flexibility in extending your chart of accounts to use both characters and numbers.

BUSINESS UNITS

- The first step in defining your Business Unit structures across Financials and HCM is to review the features associated with each type of Business Unit / business function before deciding what organization levels Business Units will represent.

EXTERNAL, MANAGEMENT, AND LOCAL REPORTING REQUIREMENTS

- Financial Reporting Center brings together report output across all Oracle Financials 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.

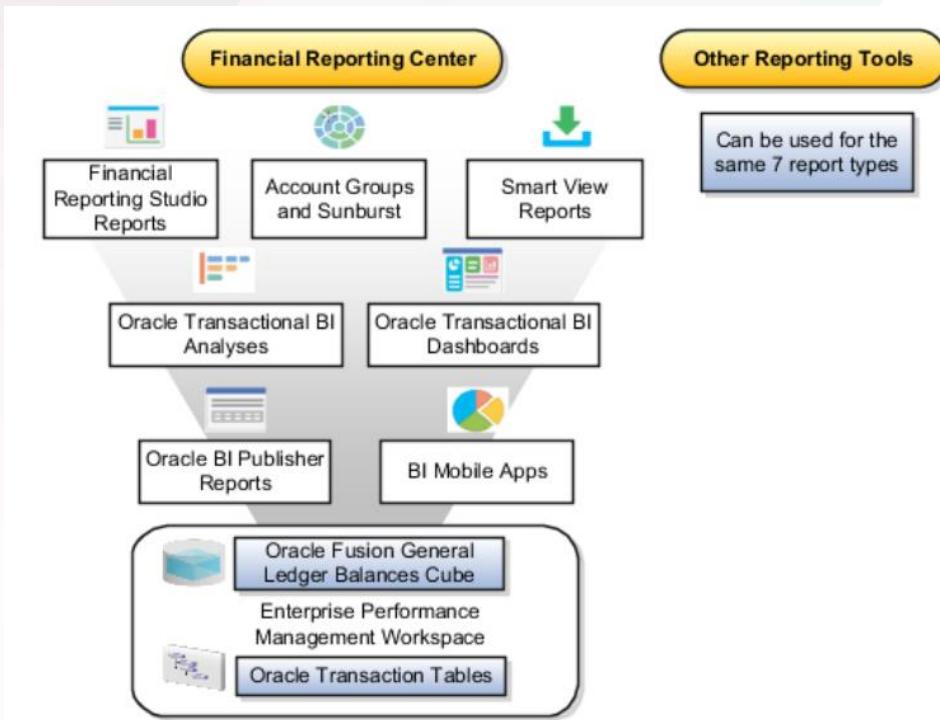


Figure 11. Illustration of report types that are available in the Financial Reporting Center.

- 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 boardroom 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 (BIP)** 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.

- 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.
- You can find more information about the OTBI and BI Publisher reports available for Oracle Financials Cloud [here](#).

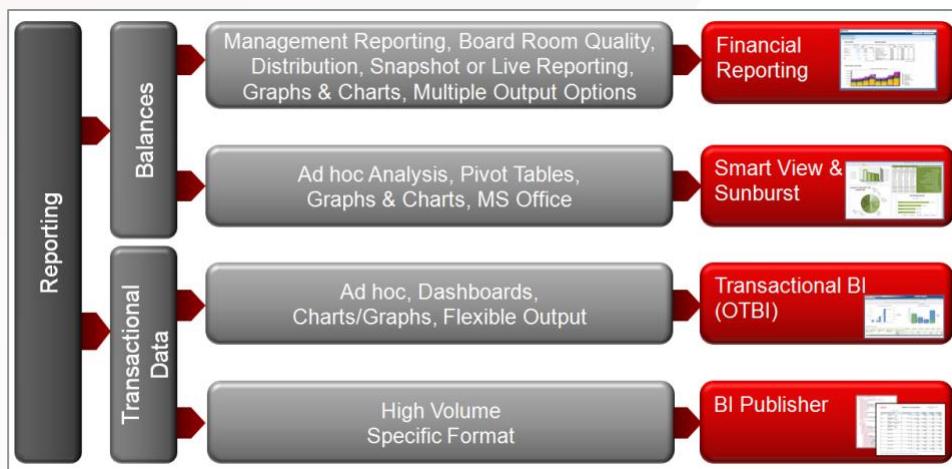


Figure 12. Oracle ERP Cloud Reporting Tools Overview

Tip: To create a report that queries balances and allows drill down to journals, use the General Ledger - Transactional Balances Real Time and the General Ledger - Journals Real Time subject areas. Other than that, it is advised that you do not create reports that cross BI subject areas. Such reports may result in less than optimal performance and are hard to maintain.

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, refer to the [Oracle Financials Cloud Security Reference](#).

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. For additional information, please refer to the following whitepaper: [Oracle Financials Cloud: Shared Service Centers \(SSC\)](#)

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](#).

Implementation Tip: Log a Service Request (SR) titled “QA Health Check at least 1 week or more before User Acceptance Testing. Log a similar SR for the production environment at least 1 weeks before go-live. This action will ensure scanner is setup properly, supports 300 DPI compression and identifies duplicate suppliers.

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 as part of your implementation 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 2315701.1](#) “Oracle Fusion Financial Approval Workflow”.

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.
- Some tasks include spreadsheet templates that can be used to quickly upload key setup such as enterprise structure and chart of account values. You can identify the spreadsheet templates by searching on ‘spreadsheet’ within the **Task** field in the Functional Setup Manager.

Implementation Tip: You should run diagnostic tests to perform a health check and data validation on the enterprise structures setup data. For additional information on available configuration validation reports, please refer to the follow MOS article (DOC ID: 1338511.1 - What Diagnostic Tests Are Available For Fusion Financials.).

Key considerations specific to Oracle Revenue Management Cloud Service

- Identify the current footprint in terms of your client's existing ledgers used for corporate reporting and national statutory reporting respectively.
- Discuss and understand your client's decision on retrospective adoption of ASC 606 / IFRS 15 e.g. restatement or disclosure. To support the retrospective adoption approaches your client can chose to:
- continue using their deferred revenue systems through cut-over day in the Corporate ledger as required by ASC 605 / IAS 18;
- execute their ASC 606 / IFRS 15 GRC validation through iterative modeling in an additional Secondary Ledger.

- assemble their ASC 606 / IFRS 15 Adoption Opening Retrospective Sub Ledger Balances in that ASC 606 /IFRS 15 Adoption additional secondary Ledger.
- Use Oracle's cutover utility to point the new ASC 606 / IFRS 15 fully populated sub ledger to the original corporate ledger, and turn off the deferred revenue systems for that ledger.
- If you need deferred revenue after the cut over date, use your existing systems and Subledger Accounting to populate a non-Corporate ledger.
- Be sure to get an ASC 606 / IFRS 15 (not an ASC 605 / IAS 18) articulation of your client's main revenue use cases that they have validated with an accounting advisor, tabulate them in "review at inception" mode (a phrase from the standard) and analyze that table in terms of the data needed to identify and process them.
 - Ensure that your client with every use case documents, inception-, billing-, and satisfaction event (revenue) triggers, standalone selling or estimated selling prices and the related pricing policies, contract revisions, and the expected accounting entries throughout the life cycle of the accounting contract.
 - When you have obtained the use case data, set the product up in a Cloud pod reflecting the client's standard business environment (customers, items, accounting, enterprise structure etc.).
 - Then create a first draft set of rules in Revenue Management to automatically identify and create accounting contracts and performance obligations and to account for contract liabilities, contract assets, and revenue.
 - Import the oldest relevant data (typically on a period-by-period basis such as January 2016, February 2016 etc.), test the rules, and review the results in an Enterprise Performance Tool (EPM) such as Oracle Planning and Budgeting Cloud, or Oracle Hyperion Essbase. If your client doesn't like the results, discard the contracts, revise the rules, and try again. Save each iteration in EPM. When the results are validated by your client as giving the appropriate outcome, save the results in EPM, and book the transaction output in the additional secondary ledger, and import more source data for subsequent periods.
- Your client can use the EPM data to plan and budget next year's revenue, to validate your Governance, Risk and Compliance around the new standard, and perhaps, in the client's external reporting.
- The data that is posting to the additional secondary ledger will support a revised "retrospective" opening balance sheet on cutover day. It will become subledger data to your regular ledger on that date. Oracle provides a cutover utility that will support your adoption journal entry, and replace the old-rules deferred revenue processes you will stop using.

For additional information on Revenue Management, utilize the [Release 13 Readiness](#) portal at the Oracle Cloud website.

Key considerations specific to Oracle PPM Cloud Service

- 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.
 - A project unit defines a set of rules and options for creating and managing the nonfinancial aspects of projects, such as project definition, scheduling, and reporting. You can define one or more project units based on how granular you want to separate processing options, reference data, security, and other controls. The list of project units can be different and independent from the list of business

units that perform your enterprise financials functions, such as payables and receivables.

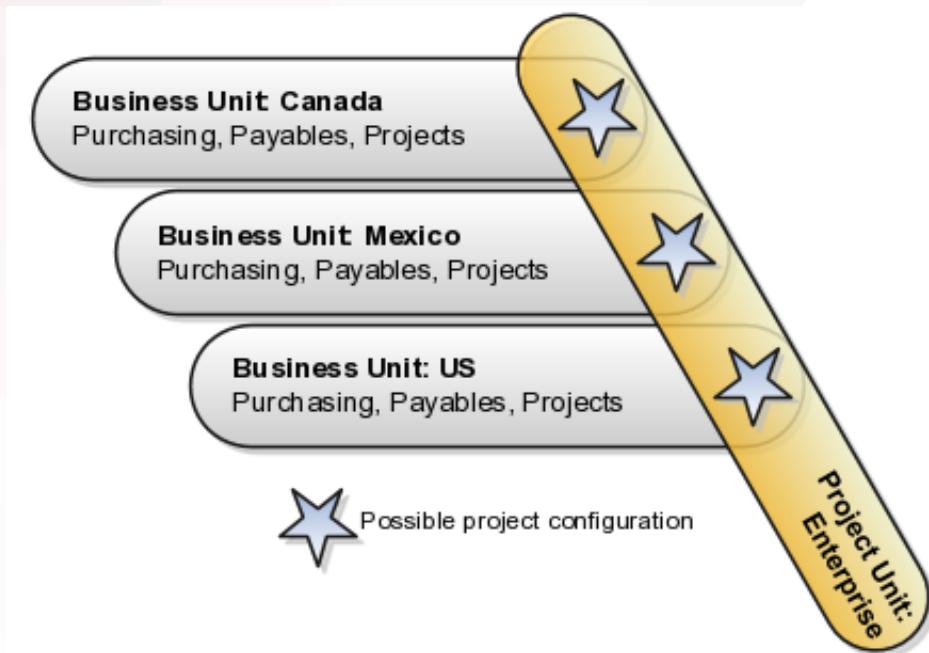


Figure 13. Diagram of Project Business Unit to Financial Business Unit alignment

Implementation Tip: If a business unit isn't associated with any project unit, then the business unit is valid for all project units.

- Centralized configuration for speedy setup
The rapid implementation feature enables you to:
 - Define the most important attributes that are required to set up the Project Financial Management offering. Use the ProjectsDataUpload.xlsxm spreadsheet that has worksheets for key business objects.
 - The worksheets contain the most important attributes you must define. Additional attributes are automatically populated during the upload process.
 - Implement the Leading practices as default setup options. Use setup values based on common Leading practices. You can disable any value that isn't applicable to your organization.
 - Set up project organizations without hierarchies for simple organization structures
 - For additional information on utilizing rapid implementation templates for Project Financial Management, navigate to the [Rapid Implementation of Project Financial Management Applications](#) in the Oracle Help Center.
- 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 section "[Secure PPM Cloud](#)" at the docs.oracle.com site.
- 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

- Shared Services or Individual Procurement organizations
 - 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 functions to each Business Unit.
- Reporting requirements
 - 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 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. Refer to the “[Define Transaction Accounting for Procurement](#)” section in the Oracle Procurement Cloud Implementing Procurement guide.
- 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 workflow engine that drives approvals and notifications. For an overview of approvals in Procurement, see: '[Define Approval Management for Procurement](#)' in the Oracle Procurement Cloud Implementation Procurement guide.
- 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 Help Center ([link](#)).

DATA MIGRATION, INTEGRATION AND EXTENSIBILITY

Inbound Integration

Oracle ERP Cloud Service provides the following methods for inbound integration of data:

- Application Development Framework (ADF) Desktop Integration (ADFDi)
- REST API
- SOAP 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.

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.

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.

REST API FOR ORACLE FINANCIALS CLOUD

The Oracle ERP Cloud service is transitioning from a traditional SOAP architecture to a more efficient REST web architecture.

Complete the following prerequisites before you start working with Oracle Applications Cloud REST APIs:

- Confirm your version of Oracle Applications Cloud to determine the URI path for your REST API requests. Contact your system administrator for assistance.
- Be familiar with JSON and cURL (the command-line tool for transferring data using URI syntax).
- Choose a version of the REST framework. See [Setting the REST Framework Version](#).
- Enable a Secure Sockets Layer (SSL) endpoint in your application server in order to access REST APIs. For more information, see [URL Paths for REST Services](#).
- Review these topics to better understand the key terms and concepts:
 - [Authentication](#)
 - [Resource Types](#)
 - [Resource Methods](#)
 - [Supported Data Types](#)
- Know which REST URL to use. Use the Request tab to understand the parameters and the Examples tab to review an example request.

For additional information regarding the available REST endpoints, utilize the following [link](#) to online Help Center.

SOAP WEB SERVICES FOR ORACLE FINANCIALS CLOUD

Use Simple Object Access Protocol (SOAP) web services to integrate with or extend Oracle Applications Cloud. To discover the public external SOAP web services in Oracle Applications Cloud, you can use the SOAP Web Services guides for the [appropriate Oracle Applications Cloud service](#), [Developer Connect](#), or the [Service Catalog](#) Service.

Implementation tip: It is recommended that you utilize REST web services. If a REST web service is not available then utilize the SOAP web service associated with the component.

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. To identify the File-Based Data Imports available for Oracle ERP Cloud service, you can use the [FBDI guides](#) located on the Oracle Help Center.

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

For more details on how to use these integration tools, refer to the Using External Data Integration Services for Oracle ERP Cloud ([Doc ID 2102800.1](#)) in My Oracle Support.

Outbound Integration

Data extraction from Oracle ERP Cloud service to a 3rd party or legacy on premise system can be performed either via a manual or automated method.

MANUAL INTEGRATION

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

AUTOMATED INTEGRATION

Automating the export of data from Oracle ERP Cloud typically consists of the following steps:

1. Create a BI Publisher report(s) using the respective Enterprise Scheduler (ESS) job or BI Publisher Dashboard.
2. Invoke the Oracle ERP Integration Service to initiate the respective export job.
3. Provide notification through asynchronous callback upon completion.
4. Deliver the status and information using callback to access extracted data file(s) from the Oracle ERP Cloud.
5. Review any errors if applicable and take appropriate action, such as process the data extracted for further downstream business operation needs.

The following diagram outlines the steps involved in the automated data export process:

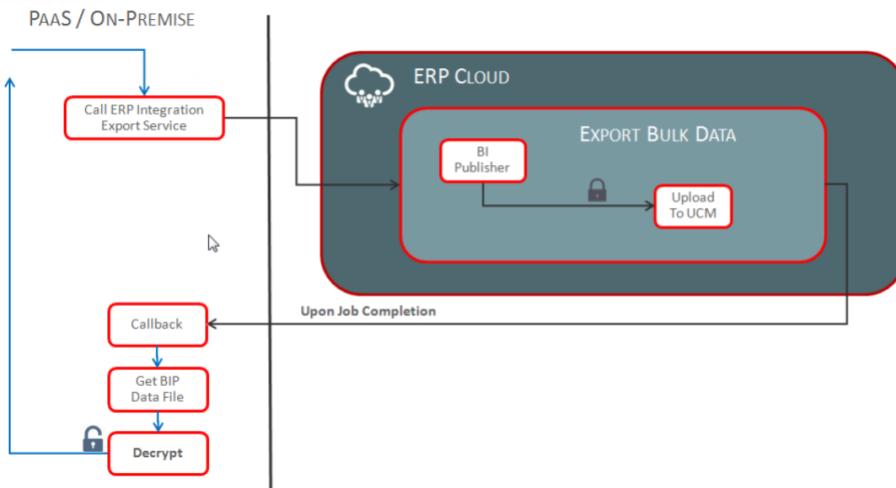


Figure 14. Diagram of Automate Data Export Process

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 that 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.

Content Migration

Oracle ERP Cloud Service provides the following methods to migrate content between cloud environments as illustrated in Table below.

TABLE 1: 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 non-production 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> <p>See My Oracle Support Doc ID: 2125389.1 - Utilize Functional Setup Manager to migrate Oracle ERP Cloud Reference Data</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>Note: Where you use a Rapid Implementation spreadsheet in the source environment to create the initial enterprise structure with chart of accounts, ledgers, et cetera it may make sense to reload the same spreadsheet in the target environment rather than export reference data from the source environment.</p>
Data Extensions	Flexfields / FSM	<p>Functional Setup Manager (FSM) Configuration Package export / import</p> <p>See My Oracle Support Doc ID: 1510288.1 - <i>Guidance for Managing Customizations in Oracle Cloud Application Services: Flexfield Migration</i></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: 1572602.1 "How to Migrate BI Catalog content From One Instance to Another Instance.</p> <p>See My Oracle Support Doc ID: 1611612.1 - <i>How To Migrate Financial Reporting Studio Reports From One Instance To Another</i></p>
Production to Test (P2T) Copy	Managed by Cloud Operations	<p>Typically, customers request no more than one P2T per quarter. The Production-to-Test content migration tool is explained in more detail below.</p>

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. Refer to the following MOS article for additional information on P2Ts (MOS Document [1632261.1](#)).

Implementation tip: You need to plan ahead when scheduling a P2T refresh to avoid delaying your implementation. Request your P2T refresh via My Services portal to schedule P2T (rather than logging an SR) because the portal shows the blackout dates and only lets you schedule a P2T at a valid time. Please ensure that you allow a three (3) week lead-time in requesting a P2T. 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:

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. Refer to the section "[Configuration and Extending Applications – Page Modification](#)" for additional guidance.

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.

Usability

Often overlooked and underutilized, Oracle ERP Cloud provides several capabilities to support unique usability requirements of our customers.

Theme Management supports change the look and feel of your application and to configure the home page layout. Use the Themes page to change the branding logo, background colors, icon styles, and so on. You can apply an existing theme to your application pages, or create your own theme and apply it. Use the Home Page Layout page to configure the look of the home page.

Infolet Management can be configured to include OTBI reports, for instance to show key performance indicators important to your 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.

User Interface Text Modification enables you to modify and replace words or phrases that appear on pages, in messages, and other areas of user interface using several tools or tasks.

Configuration of Navigation provides the ability to configure the Navigator and springboard, as well as define settings for the home page and springboard using the Structure work area.

Managing Help Content enables you to add and edit help files in Applications Help and help windows, as well as help text that appears on UI elements. You can also tailor the pages in the Getting Started work area.

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 quarterly cloud updates into account when planning the cut over date for go-live for the Production environment.

ORACLE CORPORATION

Worldwide Headquarters

500 Oracle Parkway, Redwood Shores, CA 94065 USA

Worldwide Inquiries

TELE + 1.650.506.7000 + 1.800.ORACLE1

FAX + 1.650.506.7200

oracle.com

CONNECT WITH US

Call +1.800.ORACLE1 or visit oracle.com. Outside North America, find your local office at oracle.com/contact.

 blogs.oracle.com/oracle

 facebook.com/oracle

 twitter.com/oracle

Integrated Cloud Applications & Platform Services

Copyright © 2019, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group. 0519

White Paper Oracle Enterprise Resource Planning Cloud Service Implementation Leading Practice White Paper Oracle ERP Cloud Leading Impl Practices Oracle ERP Cloud Leading Impl Practices

May 2019-May 2019

Author: Brett Beaubouef

Contributing Authors: Helle Henning, Theresa Hickman, Jeff Mols



Oracle is committed to developing practices and products that help protect the environment

ORACLE®