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SUMMER 2018

insight

THE OFFICIAL PUBLICATION OF THE
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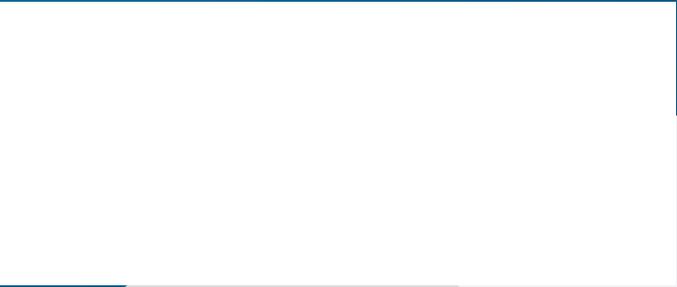
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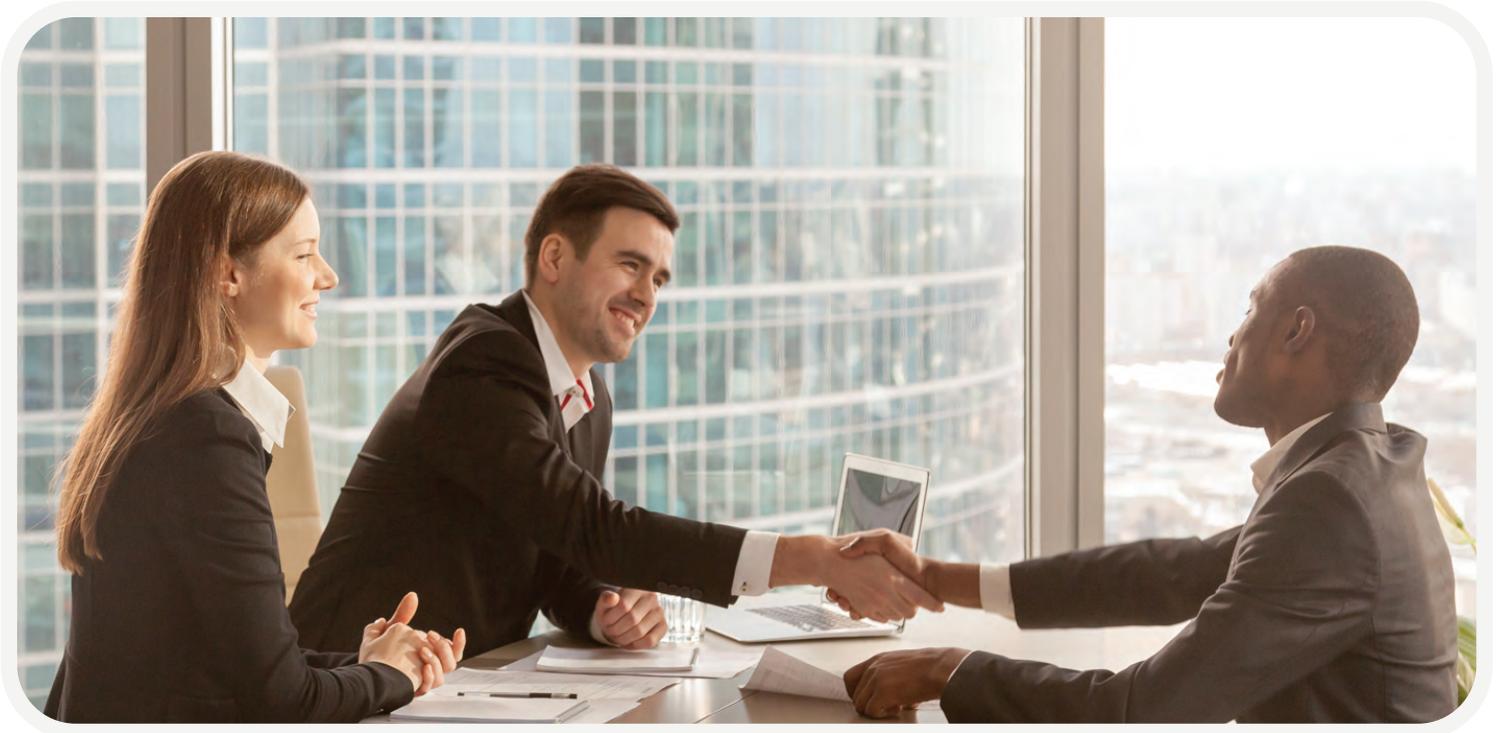
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HIGHLIGHTS FROM COLLABORATE 18!



Christine Hipp
OAUG President
chipp@oaug.org
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COLLABORATE 18, which was held in Las Vegas in April, was an incredible success, judged by the positive survey feedback received from attendees. Here are my personal top-ten highlights:

1. **Energy:** With nearly 5000 attendees, the bustling crowd was enthusiastic about learning and networking.
2. **Knowledge:** More than 1200 educational sessions covered so many topics, carefully selected for our Oracle customer communities.
3. **Access to Oracle:** Oracle road map presentations, conversations with support engineers, meet-the-experts sessions and previews of the latest solutions in the Oracle DEMOgrounds provided opportunities to engage in powerful discussions.
4. **Getting Hands-on:** Customers were able to get a first-hand look at lift and shift to Oracle Cloud Infrastructure for Oracle E-Business Suite.
5. **Giving Back:** The Geo Build-a-Bike event that opened the conference on Sunday brought people together to assemble 30 bikes, which were given to the children of local veterans through Operation Homefront.
6. **Recognizing Members:** Outstanding contributors received annual awards for the work they do on behalf of our users community. Meet our superstars, beginning on page 30 in this issue of *OAUG Insight* magazine.
7. **Professional Polish:** The OAUG membership booth featured the LinkedIn Corner, where members could have a professional portrait photo taken and receive advice on how to amp up their LinkedIn profile.
8. **Turbo Talks:** Similar to TED Talks, these compact, laser-focused sessions held in the Exhibitor Showcase were a huge hit.
9. **Networking:** The opening OAUG welcome reception; Women in Technology lunch and panel; Analytics, BI, Big Data and EPM Hyperion Reception; Emerging Leaders reception; SIG meetings throughout the week and other gatherings created environments for making connections.
10. **Fun:** The Wednesday night closing party reserved the entire Mandalay Bay pool area. The Caribbean food and beverages, with a live band that mirrored Miami Sound Machine and Selena, made it an evening to remember.

See photos and get additional highlights from COLLABORATE 18, beginning on page 27. Let's meet up at COLLABORATE 19, April 7-11, 2019, in San Antonio, Texas. **Save the date!**

Contact me at chipp@oaug.org.

A Publication of the Oracle Applications Users Group

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Second row: Beth McLaughlin, Alyssa Johnson, Felecia Alston-Green, Joseph Imbimbo, Donna Rosentrater, Mohan Dutt, Bill Dunham, Jason Watkins.

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Cybercrime is real. Oracle Support provides mission-critical security updates and protection for your Oracle software.

WONDERFUL JOURNEY to OTM Cloud!

BY RAJIV JEGANNATHAN, THE WONDERFUL COMPANY, AND JIM MOONEY, ORACLE

THE WONDERFUL COMPANY MIGRATED FROM ON-PREMISES ORACLE TRANSPORTATION MANAGEMENT (OTM) 6.4.1 TO CLOUD OTM 6.4.2 VERSION AND CONTINUES TO INTEGRATE WITH THREE DIFFERENT ON-PREMISES EBS INSTANCES.

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COLLABORATE 18
TECHNOLOGY AND APPLICATIONS FORUM
FOR THE ORACLE COMMUNITY

- 27 COLLABORATE 18 was an illuminating experience, focusing on real-world scenarios and first-hand experiences.
- 34 Outstanding contributors receive annual awards for elevating the users community experience.

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For more information on the OAUG Star Partner Program, please contact Marci Nessing at +1.404.760.8179, or via email at mnessing@oaug.org.



WONDERFUL JOURNEY

to OTM Cloud!

RAJIV JEGANNATHAN, THE WONDERFUL COMPANY
JIM MOONEY, ORACLE

At The Wonderful Company, we migrated from on-premises Oracle Transportation Management (OTM) 6.4.1 to Cloud OTM 6.4.2 version.

This was a quick, 12-week upgrade plus migration to cloud that affected three business units and four different groups of end users at different locations. We are also on a full-fledged end-to-end Oracle Cloud implementation that involves Fusion ERP and WMS (LogFire) integrating with OTM Cloud.

This article highlights the OTM 6.4.1 on-premises to OTM 6.4.2 Cloud journey and how we continued to integrate with three different on-premises E-Business Suite (EBS) instances.

OTM On Premises vs. OTM Cloud: Key Differences

Unlike Fusion, OTM Cloud and on-premises have only minor differences. In OTM Cloud:

- No direct access to DB or app/web servers.
- Uses SSO, so one login per person, no domain admin users.
- No PL/SQL or custom code/help allowed on OTM instance (use PaaS).
- Servlet is read only.
- DB.XML runs in App execution mode only.
- Cannot customize RPD or ETL in FTI/GTI.

On Premises to Cloud: Key Considerations

- Does my Integration change?
- What do we do with the customizations?
- Data – How do we move them?
- How do I control my Prod to Test cloning cycles?
- How do I transition my internal and external users to cloud?

Our approach to the above considerations are listed below:

Integration

- Oracle provided backported integration capability to integrate OTM 6.4.2 Cloud with on-premises EBS instances by applying a small patch in EBS and adjusting external systems in OTM.
- EDI integrations were using FTP for outbound and Direct XML for inbound integration. Both weren't supported in cloud. We switched to HTTPPOST as our communication method for both inbound and outbound integrations.

Customizations

- PL/SQL, Stored Procedures aren't allowed in OTM Cloud. Replace them with standard OTM automation agent SQL. If you still can't meet your requirements, go for a PaaS license to build your own extensions using OTM web services or REST APIs.
- In BI reports, no custom views are supported. Replace custom views with SQL statements.

- OTM Carrier tender email stylesheet changes had to be modified for cloud.

Moving Historic Data

- Plan and decide on what data needs to be moved to cloud. We moved all transactional data (orders/shipments/invoices/vouchers) from the last two months from on-premises to cloud.

Cloud Process

- Plan any cloning in advance. An Oracle SR must be entered three weeks in advance to schedule cloning.
- Patching will be done quarterly. Patching would be done first in non-production instances and two weeks later in production instances. Ensure non-production instances are tested after patching.
- Plan and schedule maintenance outside your business hours.

Communication with External Users

- Communication with carriers is critical. We retained the same login ID, but the carriers' login URL and login passwords were changing. It was essential to communicate these changes to the process. We also set up an auto redirect from our present on-premises login page to OTM Cloud login
- Also, passwords are set to expire in regular intervals. Carriers need to be trained to reset their passwords themselves.

Migration: Scope

We had three business units running in three sub-domains integrating with three on-premises EBS instances (two 12.2.5 and one 12.1.3 instance) integrating through on-premises SOA 12c and SOA 11g.

- Set up and verify ciphers on on-premises SOA.
- Upgrade to OTM 6.4.2 along with cloud migration.
- Migrate complete master data and configuration along with 60 days of transactional data.
- Remove any customizations (PL/SQL, custom views, FTP integrations) and migrate to OTM Cloud.

Migration to Cloud in 10 steps

- 1) Clone on-premises OTM Production to OTM Development on-premises instance.
- 2) Upgrade OTM Development on-premises instance to 6.4.2.
- 3) Migrate configuration from OTM Development on premises to OTM Production Cloud.
- 4) Clone OTM Production Cloud to OTM Development Cloud.
- 5) Point EBS Development integrations to OTM Development Cloud.
- 6) Perform Regression testing (Round1).
- 7) Clone OTM Production Cloud to OTM Test Cloud.
- 8) Perform Regression testing (Round2).
- 9) Cutover – migrate transactional data.
- 10) Go-Live and Support.

Challenges and Lessons Learned

- Transactional Data migration was a challenge. Thanks to our implementation partner Propero Consulting's Proprietary Cloud migration tool, they could move data from any OTM table from on-premises to cloud with an easy button. (properoconsulting.com)
- The same user cannot have multiple logins by domain; user access is restricted as user access is based on email address. There is a workaround with user role/domain grants setting, but this still has a few limitations.

- Only a DBA user would be enabled after cloning, so have the right user set up as DBA.ADMIN so that they can provision access to others after cloning.
- Plan quarterly patching well in advance with your operations and Oracle Support. ♦



Rajiv Jegannathan is a senior business analyst at The Wonderful Company. Rajiv manages the OTM implementation, roll outs and cloud integrations with multiple business units of Wonderful. For the last 10 years, Rajiv has been associated with a wide range of OTM implementations across different industries, including consumer goods, manufacturing (automotive, hi-tech, industrial), fleet and 3PLs.



Jim Mooney is vice president of Logistics Development for Oracle, where he is responsible for the development activities around Oracle's transportation management (OTM), global trade management (GTM) and warehouse management (WMS Cloud) products. Prior to joining Oracle in 2005, Mr. Mooney was a founder and the chief technology officer at Global Logistics Technologies (G-Log), where he was responsible for product development, support and hosting services. Prior to starting G-Log in 1999, Mr. Mooney worked twelve years at Manugistics where he launched their TMS product.



Plan to attend the 2018 OTM User Conference to learn, network and share best practices with other professionals using Oracle OTM solutions to manage transportation activities across their supply chains. The event takes place August 5-8, 2018, in Philadelphia, PA, USA.

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THE CFO'S GUIDE

to Transforming and Maintaining an Optimal Chart of Account Structure

KARTIK SUBBARAMAN, INFOSYS LTD.

Many organizations are challenged by financial reporting and management analysis.

This is primarily because:

- Organizations have rapidly grown more diverse and globalized.
- New and maturing statutory and regulatory requirements (IFRS, segment reporting, revenue recognition, etc.) have been enacted.
- Organizations are operating on a complex ERP platform accompanied by outdated foundational data elements.

The most critical foundational element (from a finance perspective) for an Oracle implementation is the accounting structure definition, the chart of accounts (COA) structure. Most enterprises struggle with this today because the accounting structure was designed decades back when organizations made the first move toward implementing an integrated software system. The design has not kept pace with the rapidly changing environment of today.

As organizations make the movement to Oracle cloud or upgrade to higher versions of EBS on premises, this becomes the perfect opportunity to rethink and redesign accounting structure definition to make it scalable for future growth and able to meet management reporting and statutory compliance requirements.

The approach to design a model COA is based on four basic principles (Figure 1):

1) Design Considerations

The key elements in a chart of accounts definition are the structure itself (list of segments, character and length of

Approach for COA Re-Design

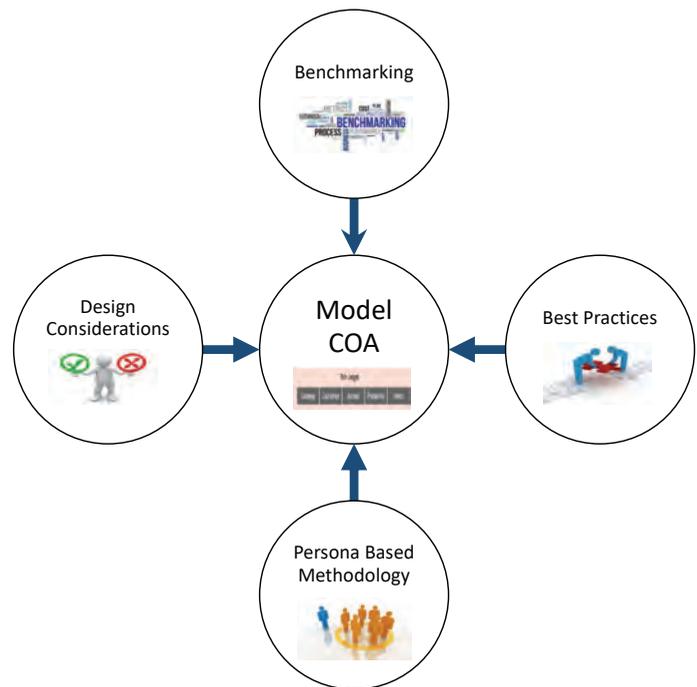


Figure 1: Four basic principles for designing a model chart of accounts.

segments), order of the segments and the specific values against each of the segments. At a minimum, two segments, “Company/Legal Entity”, (as a balancing segment) and “Account” segment, are required.

Based on particular needs, the organization can adopt:

- Thick ledger
 - The ledger acts as a central repository for all financial, operational and management data.
 - This data has detailed dimensions representing the level of granularity to be provided for all reporting needs.

Industry Sector	COA Segment Use											
Description	LE/ BUSINESS	Location	Dept./ Cost Centre	Account	Sub Account	Project	Product	Customer	Channel	Interco.	Future 1	Future 2
Process Manufacturing	Y	Y	Y	Y	N	N	Y	N	N	Y	Y	N
Industrial Manufacturing1	Y	N	Y	Y	N	Y	N	N	N	Y	Y	N
Industrial Manufacturing2	Y	Y	Y	Y	Y	N	Y	N	N	Y	Y	Y
Industrial Manufacturing3	Y	N	Y	Y	Y	N	Y	N	N	Y	Y	N
Industrial Manufacturing4	Y	Y	Y	Y	Y	Y	N	N	N	Y	Y	Y
Automotive Manufacturing & Distribution	Y	Y	Y	Y	Y	Y	N	Y	N	Y	Y	Y
Electronics Manufacturing	Y	N	Y	Y	Y	Y	Y	N	Y	Y	Y	N

Figure 2: Sample benchmarking summary for industrial manufacturing organizations.

- Thin ledger
 - The ledger holds concise data required for financial reporting needs only.
 - Lower level reporting requirements are provided via business analytics solutions via data marts with customized reports.
 - Sub-ledgers are used to facilitate secondary data capture and additional dimensional information.

Ideally, the preference should be to keep the ledger as thin as possible with orientation toward statutory and top-level management reporting.

2) Benchmarking Data

Organizations should also benchmark their current/proposed chart of accounts structure with other organizations in similar lines of business. This will give an organization a view of how other organizations have structured and are operating with their chart of accounts definition. Such an exercise will help an organization gain an independent perspective, validate their proposed COA structure with the current industry standards and identify areas of opportunity they can adopt (Figure 2).

3) Best Practices

Organizations should try to align their COA design to some of these best practices:

- The Accounting Key Flex Field (KFF) should enable an organization to comply with all relevant legislative, fiscal and taxation requirements and commitments encountered by the business.
- COA segments should support critical accounting and management reporting aspects of the business.
- Information in the COA should not be captured in a segment if the same is available or captured in a sub-ledger, e.g., Customer Bill-To and Ship-To from Accounts Receivables.
- COA structure and subsequent segment values should provide the business with reporting opportunities related

to such critical business components in a logical and structured manner, without complex intervention or rework.

- COA segments should be designed with scalability in mind, ensuring that there is enough room for expansion within each segment to accommodate future values. For example, a two-digit Company Segment may be inadequate for scalability.
- Each COA segment should be flexible to accommodate changes within the business to ensure longevity of use without the need to reimplement.

4) Persona Based Methodology

A data entry clerk would want the ability to capture necessary details and ease of data entry.

A manager would need the ability to get reports and drill-down details quickly to review key performance indicators relating to his or her line of business.

Top management would need to slice and dice information quickly and use the information to make key business decisions.

Considering these requirements from a diverse set of stakeholders and using these personas to model and rationalize the chart of accounts definition will ensure that the COA design is organized, adaptable and compliant with all the needs and requirements of different stakeholders in the organization (Figure 3).

Key Steps in Developing a Chart of Accounts Structure

- Start with external and top management reporting requirements as a foundation.
- Have a strategy for a reporting and business analytics solution to provide focused management and operational reporting, and use sub-ledgers extensively for this purpose.
- Use standard Oracle features (secondary ledger, hierarchies, roll-up groups, etc.) extensively to streamline the COA definition.

Persona Based Approach to COA Re-Design

COA Re-Design Process								
Value Chain	Data Entry	Financial Close	Consolidate	Reporting	Analysis	Decision	Planning and Budgeting	Review Life Cycle
SEC				<ul style="list-style-type: none"> BS & P&L Cash Flow 	<ul style="list-style-type: none"> Geography Business Segment 			<ul style="list-style-type: none"> Consolidation Elimination details
Clerk	Ability to capture Segment Information			<ul style="list-style-type: none"> Operational Reporting 			Provide Actual Inputs to Managers	<ul style="list-style-type: none"> My Journals / Entries Detail Drill back
Manager / Director	Ability to perform cost Allocations	Ability to close by Legal Entity	Ability to consolidate by relationships	<ul style="list-style-type: none"> MIS BS PL Performance 	Trend and Forecasting	Review Key Performance Indicators	<ul style="list-style-type: none"> CAPEX OPEX 	<ul style="list-style-type: none"> Expense by Vendor Revenue by Business Segment Revenue by Services
CFO/ Board of Directors				Direct and Indirect Spend	Perform Analysis and Slice and Dice	Shutdown Renew decisions		<ul style="list-style-type: none"> Planning Exceptions Asset Turnover Debt Equity
External System's / Internal Processing	Ability to capture Segment Information							<ul style="list-style-type: none"> Transaction Traceability and reconciliation

Figure 3: Illustrative personas and value chain definitions.

- Develop the shortest possible list of segments and segment values that can support the financial reporting needs.
- Eliminate redundancy wherever possible.
- Develop a clear definition of usage of each segment of the chart.
- Combine usage wherever possible.
- Build for growth; include spare segments (one or two) and ensure segments are long enough to provide a wide range of values.

Ultimately, each organization has a different set of requirements and viewpoints. A comprehensive use of the features provided by Oracle combined with adoption of a well-defined methodology will enable organizations to

effectively adopt a model chart of account definition to help navigate today's ever-changing environment. ♦



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An Oracle Value Chain

Planning Certification Primer

JOSEPH IMBIMBO, PPG INDUSTRIES

For companies that manage product inventories and have large-scale manufacturing operations requiring a steady and dependable supply chain, Oracle's Value Chain Planning (VCP) Suite provides the means to ensure product availability to their customers as well as the components necessary for their manufacture.

As with any Oracle software product, it's extremely important to be aware of the certifications and support dates that are critical to ensuring technical support and software updates.

The purpose of this article is to highlight some of the important certifications and dates for two components of VCP: Advanced Supply Chain Planning (ASCP) and Demantra. ASCP is a licensed product inside of E-Business Suite (EBS). Demantra is a separately installed component that handles demand forecasting and utilizes an analytical forecast engine to generate those forecasts.

Depending on the versions of ASCP and Demantra, the VCP can be installed in the environment where the financial, order management, Oracle process manufacturing, purchasing and inventory products live or can be separated in their own Oracle EBS environment. In this case, the former is known as the source and the VCP products in the separate environment are referred to as the destination.

Supported Configurations

The split configuration previously mentioned allows a degree of flexibility for those who require additional processing power for VCP operations via running those products in a separate EBS environment. Customers utilizing EBS 12.1.3, Demantra 7.3.1.5 and VCP 12.1.3.9.1 have the option of running all of these products in the same environment as the primary operational products or can have a second environment for just the VCP products. Similarly, those utilizing EBS 12.2, Demantra 12.2 and VCP 12.2 have this same option.

Customers who want to upgrade Demantra to version 12.2 cannot do so in a EBS 12.1.3 container. This would require the split configuration. A separate EBS 12.2/VCP 12.2 environment would have to be created in order to use a higher version of Demantra than 7.3.1.5. As of this writing, Demantra 12.2.7 and VCP 12.2.7 are the latest versions. It should be noted that in a split configuration, there are requirements for keeping the product groups in sync. For example, recommended patch collections need to be applied to both in order for the correct pulling of data from the source to the destination instance.

Support Dates and Certifications

Product	Premier Support Ends
Demantra 7.3.1.5	December 2019
E-Business Suite 12.1.3	December 2021
VCP 12.1.3.9.1	December 2021
Demantra 12.2	December 2023
E-Business Suite 12.2	December 2023
VCP 12.2	December 2023

Java Applet Support

All versions of Demantra prior to 12.2.6.2 utilize Java applets. Java applets are no longer supported in Google Chrome and Microsoft Edge. Firefox extended support release 32-bit is the only version of Firefox supporting applets. Demantra 12.2.6.2 converted to a Java desktop application. Only Microsoft Internet Explorer and Apple Safari support applets. There is no guarantee that higher versions of these two browsers will continue to support applets. Browser support is an additional factor to be reviewed when deciding on VCP products and versions.

Conclusion

Oracle recommends that customers upgrade to the latest version of Demantra (12.2.7), which will have premier support through September 2023 and will not be affected by changes to applet support in the browser space. However, customers who are running EBS 12.1.3 will either have to upgrade the environment to 12.2.7 or create an entirely separate VCP 12.2.7 environment to run the ASCP components in a split configuration. ♦



Joseph Imbimbo is an Oracle Applications DBA at PPG Industries. He serves on the OAUG Board of Directors and OAUG Customer Support Council.

Building
**APEX VISUAL
WORKFORCE
DASHBOARDS**

from EBS and Non-EBS Data
with IoT on Private Cloud

JEFF MAAG, CHASE BRASS AND COPPER CO.

Using Oracle Application Express (APEX), Chase Brass quickly and accurately provided information to executives, production management and line workers in various departments.

We created a variety of dashboards that are displayed and refreshed every 30 seconds on video monitors throughout the plant. The information links our Oracle E-Business Suite (EBS) to process data from the equipment to help drive process improvements.

Using Apex allowed us to compare the actual vs. expected times of operations on the production floor as well as for management in the back office. (Figure 1 shows data from the shop floor downtimes on the lower left. The lower right merges data from EBS scheduling with the start times from the shop floor.)

After incorporating the various pieces of plant equipment into the network (Internet of Things [IoT]), we were able to collect the process data easily. Linking this data to our EBS data by batch number allowed us to track products from the beginning in casting to the end in finishing where the final product is produced.

Although having little knowledge of APEX, we were able to create dashboards in a few hours. To achieve this, we initially began with APEX 5.1, ORDS 3.0.9 and Apache Tomcat. The

dashboards were developed using mainly charts, interactive grids and classic reports in the APEX development tool.

We were charged with creating these dashboards in July and had to meet a September deadline. To meet this tight timeline, it was imperative to use as much standard APEX functionality as possible. Other than develop our own custom gauge, this was achieved. To save more time, we used the APEX parameters to launch the various pages. We were able to change the parameters depending on the piece of equipment. In that way, we were able to create one APEX page for multiple pieces of equipment. As data collection began as new equipment was added, the pages naturally worked. (Figure 2 shows how one APEX page can be used for multiple machines.)

Management requested that data be shown using stop light colors in a gauge. The APEX gauge did not provide the functionality required. After attending COLLABORATE and ODTUG conferences, we were able to develop a gauge using JavaScript to create the desired effect. Additionally, due to the amount of data we were processing, we required more space on the dashboards. To achieve more space on the dashboards we:

- 1) Removed the menu bars from the pages.
- 2) Removed the padding from each chart.
- 3) Used HTML to center text (management requirement). (Figure 3)

The final touch was to use XIBO Open Source Digital Signage to display the dashboards. We placed the various URLs in the XIBO, which then made it possible to control how often they are called and refreshed.

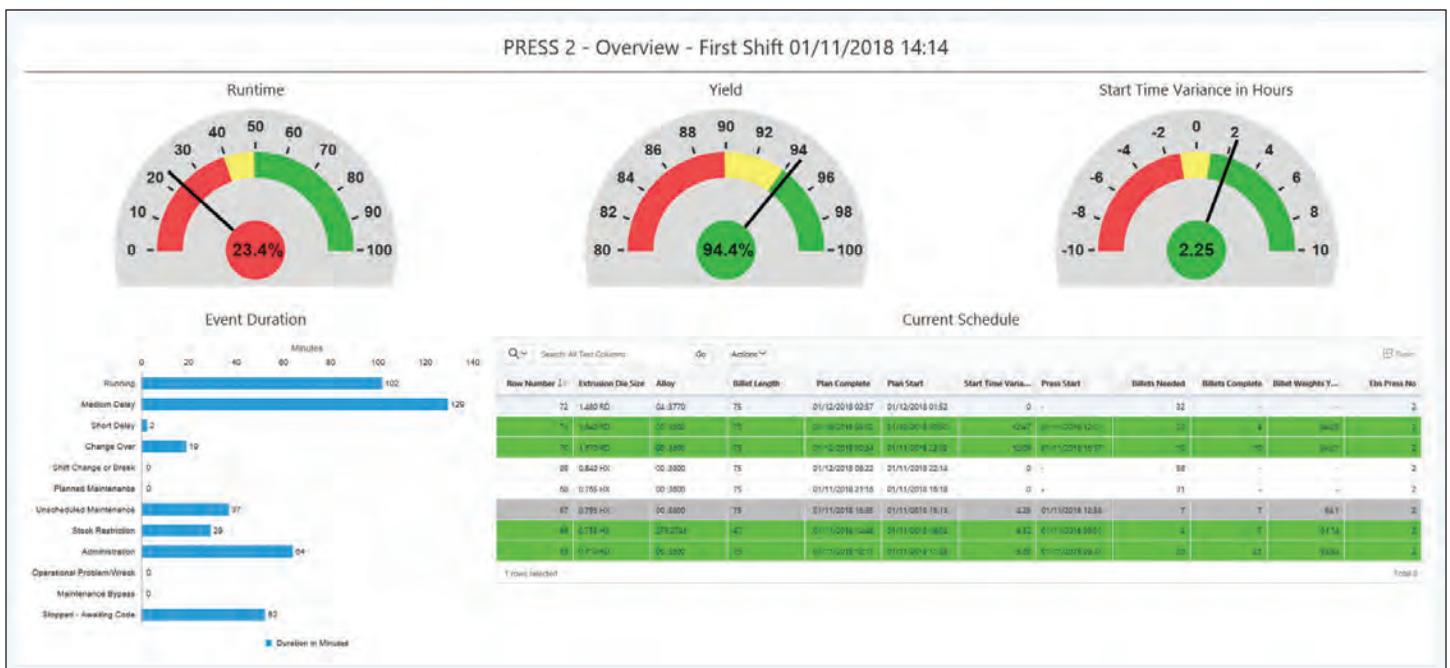


Figure 1

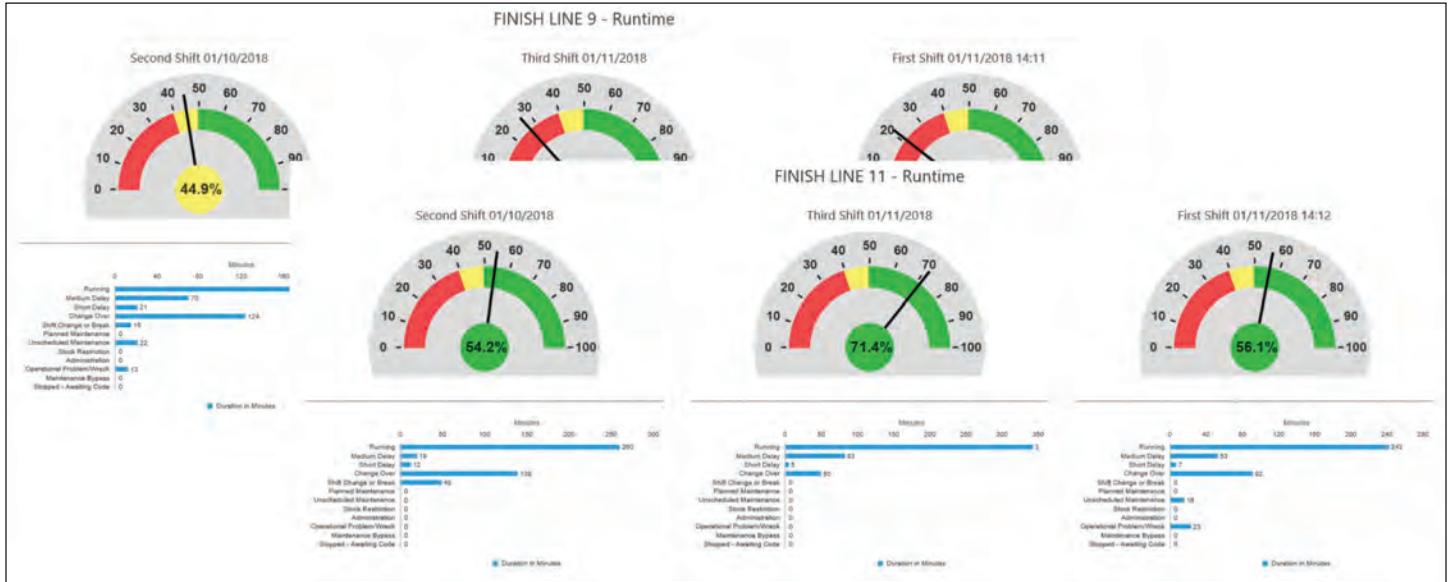


Figure 2

In the end, we saved months of time in development using Oracle APEX. It was easy to link data from EBS to the plant floor. The time spent developing in APEX was very minimal compared to the time spent creating the queries and validating data from the equipment to EBS. The most important thing though was that management was extremely excited with the outcome because they were able to see the process data and quickly determine how efficiently the production floor was operating. ♦



Jeff Maag is a database architect for Chase Brass and Copper Co. He has worked with Oracle EBS as a core database administrator since 2000 and has experience upgrading the EBS applications and databases from 11.5.5 on 8i to 12.1.3 on 11.2.0.4. In his spare time, Jeff officiates wrestling.

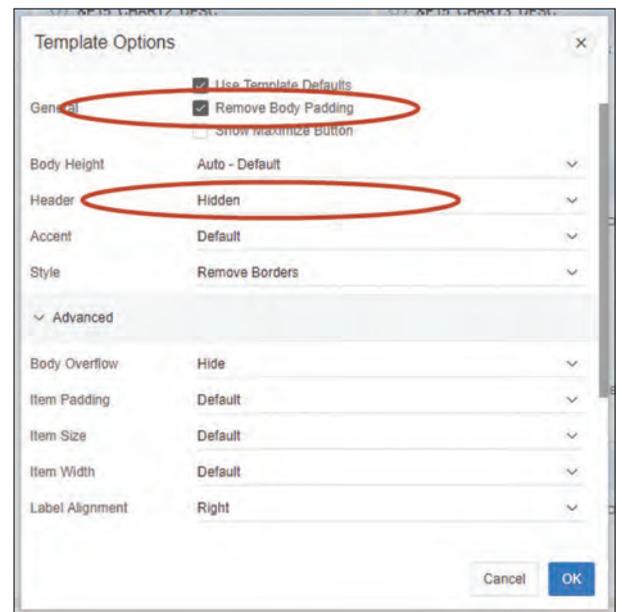
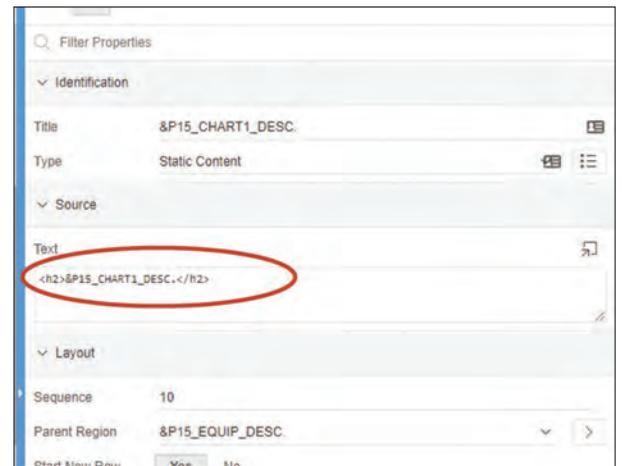


Figure 3

OAUG™

oaug.org/blog

BLOG

The OAUG Blog covers news, trends and member-developed educational material for the Oracle Applications users community.

SAMPLE POSTS

- Financial Statement Generator Tips & Tricks
- Your DBA is Always Right. Except This One Time
- The Future of Oracle E-Business Suite (EBS)
- Lessons Learned on Replacing Oracle Discoverer
- Overcoming Fear and Resistance to Embracing a Cloud Solution

OVERCOMING FEAR AND RESISTANCE TO EMBRACING A CLOUD SOLUTION

Wednesday, 21 June 2017 [Tusar Das](#) [General Education](#)
2217 Hits [0 Comments](#)

Before documenting requirements, cultivating executive sponsorship and getting to the nuts and bolts of a recent Oracle Sales Cloud solution, we had to overcome some initial concerns and misconceptions.

Three things were top of mind:

1. A previous bad experience with a cloud product.



Tusar Das, Worthington Industries

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We Will See You Through

O2Works has nearly 20 years of history in putting Oracle to work for your Organizations around the globe - on time and within budget. We have the knowledge to be your trusted consulting partner. Our team includes some of the first consultants to work with the Oracle E-Business Suite from some of the first versions of the product release in the late 1980s.

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ORACLE Gold Partner



E-Business Suite Functional Analyzers

KEEP CALM and Analyze

JEFF MCCALL, ORACLE, AND MICHAEL BARONE, OATC, INC.

Oracle Support E-Business Suite Functional Analyzers are your personal help desk when the need arises.

As they are created and maintained by Oracle Support, you can be assured that the analyzers identify the most common setup / data issues with solutions that point to official Oracle solutions. It's like having your very own Oracle Support engineer with you at all times!

Best of all, these Oracle Support E-Business Suite Functional Analyzers are free and updated often with the latest solutions for issues that may be causing anxiety. Do not worry. Keep calm and analyze!

Previously, in the winter 2017 *OAUG Insight* magazine, we discussed what the analyzers are and how to easily install them. For example, the EBS Procurement Approval Analyzer can be used to diagnose issues with a specific document or a group of documents. This analyzer provides a detailed analysis of the workflow actions that the document engaged during the approval process. The analyzer also provides many more details related to the document itself and common setup issues.

Many customers are running analyzers but may not fully understand how to use the output to self-diagnose their issues. In this article, we will go through a sample output and explain what each icon / section represents so you can better utilize the output to resolve the issues the analyzer identifies.

Your Personal Help Desk!

Once installed as a concurrent request, every user with access to the responsibility will be able to run these on demand or possibly even as a scheduled concurrent request. The output is presented as an easy-to-read html page containing tiles that group logical solutions (**Figure 1**).

1. Latest Version icon - This shows your current version and the latest version available.
2. What's New Icon - Explains what's new in the analyzer.
3. Top Navigation
 - Home - Will bring you back to the home page of the analyzer output.
 - Execution Details - Shows you information about your instance and how long the analyzer took to run.
 - Parameters - Provides the parameters that were used to run the analyzer.
 - Feedback - Allows direct feedback through Oracle Communities with Oracle on the analyzer.

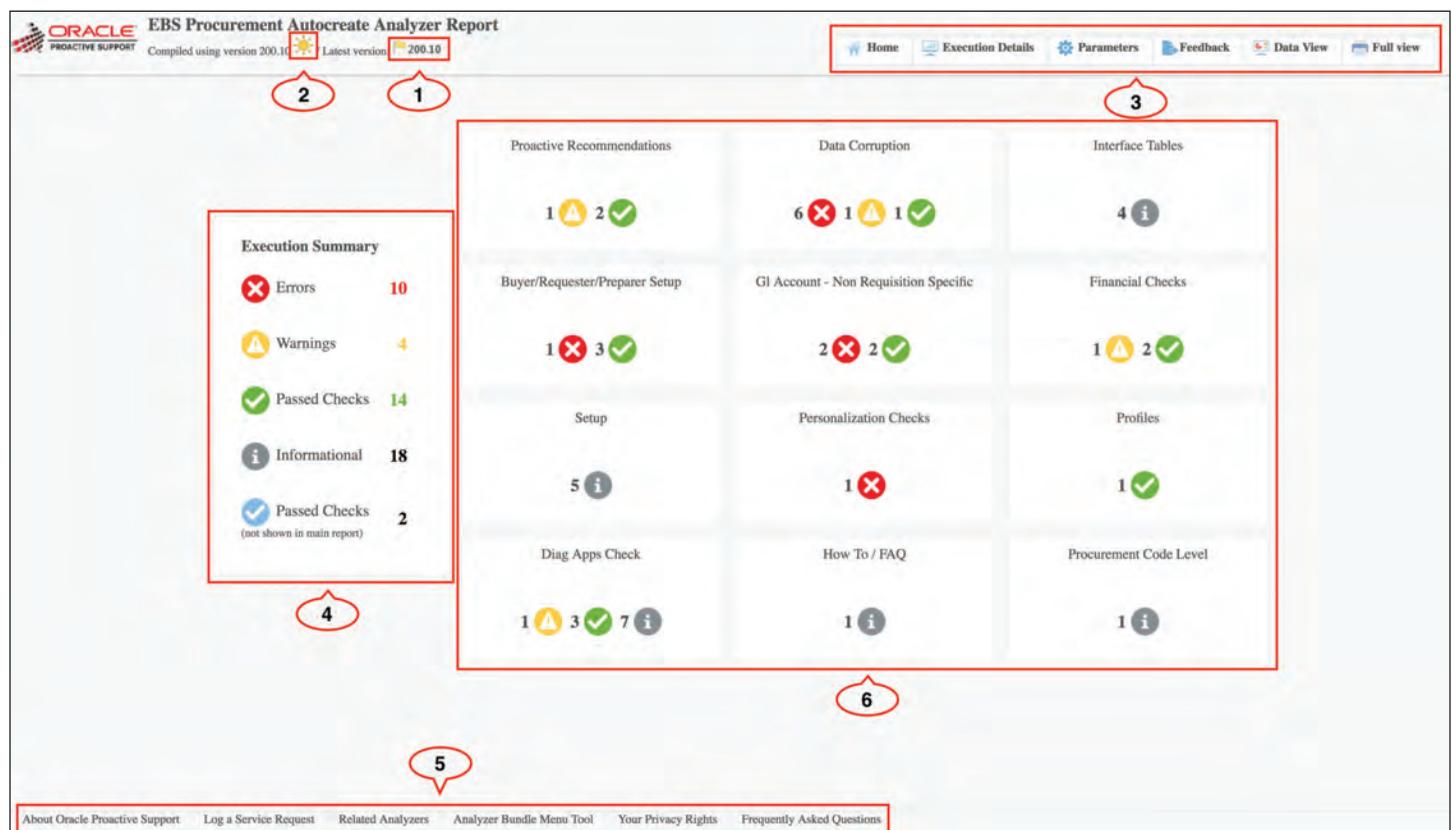


Figure 1

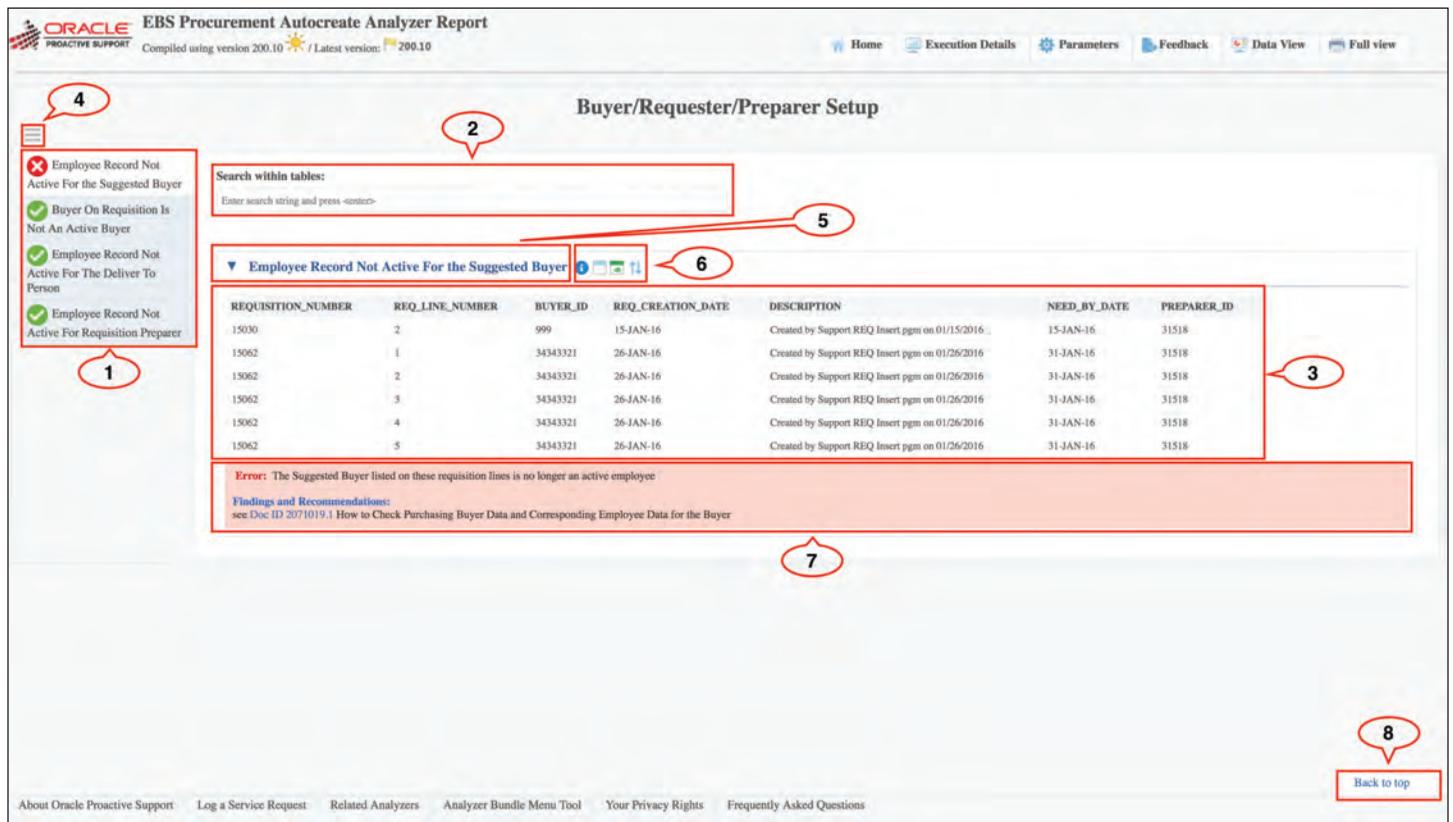


Figure 2

- Data View - Shows all the checks without solutions.
 - Full View - Shows all the checks, with solutions.
4. Execution Summary - All checks grouped by outcome.
 5. Bottom Navigation
 - About Oracle Proactive Support - Who we are.
 - Log a Service Request - Ability to log a service request directly from the analyzer output.
 - Related Analyzers - All analyzers that are related by product area.
 - Analyzer Menu Bundle Tool – Easy-to-use application to install all analyzers.
 - Your Privacy Rights - Standard privacy rights.
 - Frequently Asked Questions - Common questions and answers as well as known issues.
 6. Clicking on any tile will now show you all the checks that were run and if there was an issue found. Depending on the issue, it may be classified as a warning or an error. A warning is an issue that needs to be reviewed but not necessarily something that is wrong, whereas an error needs your attention immediately. In both cases, the analyzer provides an explanation of the issue encountered with a solution.

When to Use?

Oracle Support E-Business Suite Functional Analyzers should be used whenever there is an issue or to proactively identify unknown issues. Most analyzers provide generic checks that can identify setup / data issues without the need for providing a document number, item number, ID, etc. They also can be executed when there is an issue with a specific document, ID, etc.

Using the Output!

Understanding the output can save you time and resolve your issue(s) in a timely manner (**Figure 2**).

1. Table of Checks - Checks that were run. Clicking on each one will provide the result on the right.
2. Search - Enter search string and press enter. All occurrences of the search string will be shown, even if the check is closed.
3. Check Output - Table data / graph / etc., of actually check run.
4. Hamburger icon - Clicking this icon will expand / collapse the table of checks.
 - Expand all tables icon - Expands all checks for this tile.
 - Collapse all tables icon - Collapses all checks for this tile.

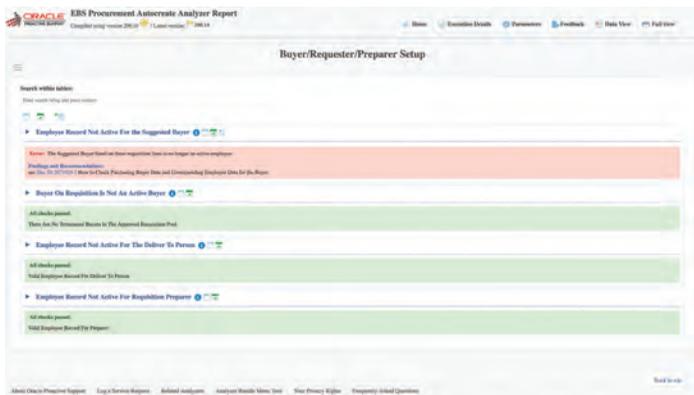


Figure 3

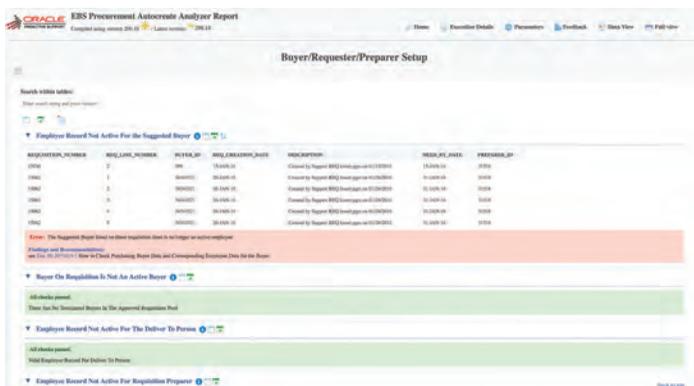


Figure 4

After clicking the Hamburger icon:

Expand All tables (Figure 3)

Collapse All Tables (Figure 4)

5. Check Name - Description of check that was run.
6. The icons next to the check name allows for:
 - Information - Actual sql that was executed on the instance.
 - Export to Text - Exports result as a text file.
 - Export to Excel - Exports result as an Excel file.
 - Sorting feature - This allows the user to sort the output table in any way they need. After clicking on the icon, the user can left click on any column to perform a sort. Clicking it again will allow a sort in the opposite direction. Shift + left click on the second column allows for a sub-sort of the first column sorted on.
7. Check Result - Classification of check that was run.
 - Error - Immediate attention is required. See solution provided.
 - Warning - Issue exists but may be ok. See if the solution applies and take action if needed.
 - Passed - No detected issue exists.

- Informational - Data collection to be analyzed if further diagnosis is needed.

8. Back to Top - Takes you back to the top of the html output.

By using the analyzers, we help identify issues and provide links to knowledge content that contains the step-by-step solutions. Understanding the output is key to resolving issues. We not only provide solutions, but we also provide raw data that can be manipulated within the output to assist with the resolution when a solution is not easily identified. Knowing the functionality behind each icon / section will empower you to fully utilize the analyzer output in your analysis. ♦

Keep calm and analyze!



Jeff McCall is a senior principal technical engineer with the Oracle Support team in Orlando, Florida. He has over 20 years of IT experience and 15 years of Oracle Applications experience. Jeff speaks regularly at Oracle OpenWorld and Oracle Applications Users Group (OAUG) conferences and regional Oracle users group conferences. Jeff received

the OAUG's 2018 Oracle Ambassador award for his outstanding contributions to the OAUG and its members.



Michael Barone is an Oracle Ace and Oracle E-Business Suite Database Administrator with 25 years of IT experience and 16 years of Oracle Applications DBA experience. Michael speaks regularly at Oracle OpenWorld and Oracle Application Users Group (OAUG) conferences and regional Oracle users group conferences. Michael is also the OAUG

E-Business Suite Security Special Interest Group (SIG) chairperson and coordinator. www.ebssecurity.oaug.org

Resources:

Note 432.1

Oracle Premier Support: Get Proactive!

Note 1545562.1

Get Proactive with Oracle E-Business Suite - Product Support Analyzer Index.

Note 1939637.1

E-Business Suite Support Analyzer Bundle Menu Tool.

Is Your Software VULNERABLE TO CYBERCRIME?



Introduction by Kaberi Nayak and Vivek Puri
OAUG Customer Support Council Chair and Co-Chair

The OAUG Customer Support Council (oaug.org/resources/csc) meets regularly with employees and leaders from the Oracle Support organization to trade information – challenges or concerns our members share as well as information and useful tools developed by Oracle Support. We're pleased to share this article, compliments of Oracle Support.

Cybercrime is real. By 2021, estimates say the annual worldwide cost for cybercrime damages will reach \$6 trillion¹.

65 percent of organizations say their in-house security capabilities are adequate – yet 80 percent have been negatively affected by a cybersecurity attack in the last year². Governments are warning of the growing threat to data security.

Oracle Support is the best way to legally receive mission-critical security updates and protection for your Oracle software. Oracle creates and owns the source code and can identify and address vulnerabilities and emerging threats in the source code. Find out more about the risks from cybercrime and the security patching and other resources Oracle provides as part of Oracle Premier Support (*continued).

[1] <https://cybersecurityventures.com/hackerpocalypse-cybercrime-report-2016>

[2] <https://business.att.com/content/productbrochures/att-cybersecurity-insights-vol-six-executive-summary-brief.pdf>

***Visit the OAUG Blog for the continuation of this two-part article:**

- Is Your Software Vulnerable to Cybercrime (Part 1) - bit.ly/2GV3YU9
- Is Your Software Vulnerable to Cybercrime (Part 2) - bit.ly/2Jg7U7i



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FOR THE ORACLE COMMUNITY

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- Evaluate a path to the cloud
- Optimize business in the cloud.

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1,200 EDUCATIONAL SESSIONS



3 KEYNOTE PRESENTERS



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TECHNOLOGY AND APPLICATIONS FORUM
FOR THE ORACLE COMMUNITY

275 PROFESSIONAL PROFILES OR PORTRAITS IN THE LINKEDIN CORNER



58 EMERGING LEADERS ATTENDING THE COCKTAIL MEET-UP



30 BICYCLES BUILT FOR CHARITY BY GEO COMMUNITY PARTICIPANTS



1 MEMORABLE MEET AT THE BEACH CLOSING CELEBRATION



3 ROUNDTABLE DISCUSSIONS FACILITATED BY THE CUSTOMER SUPPORT COUNCIL



2,000 ANIMALS CALLING SHARK REEF AQUARIUM HOME

(also the home for the evening for the Analytics, BI, Big Data and EPM/Hyperion Reception)



SAVE THE DATE



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April 7-11, 2019
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for his generous contribution to our Oracle community.

CONGRATULATIONS DOUG VOLZ



Awarded the 2018 Star Presenter of the Year
by the OAUG Education committee at the annual
OAUG COLLABORATE 2018 conference Las Vegas.

THANKS TO OUR SUPERSTARS

Each year at the Meeting of the OAUG Members during COLLABORATE, the OAUG presents awards to its superstars – individuals and groups that serve the OAUG community with their outstanding contributions throughout the year.



2018 AWARDS

GEOGRAPHIC AND SPECIAL INTEREST GROUPS*

The OAUG's Geographic (Geo) and Special Interest Groups (SIGs) partner with the OAUG to provide education and networking opportunities for specialized Oracle users communities each year. The groups receiving the Certification of Distinction award for their excellence in delivering the highest quality content and service in 2018 are:

SIGs

- Cloud ERP SIG – Coordinator, Padam Bansal
- Configurator SIG – Coordinator, Tarun Sharma
- Cost Management SIG – Coordinator, Douglas Volz
- EBS Security SIG – Coordinator, Michael Barone
- EPM/Hyperion SIG – Coordinator, Chuck Persky
- Multi-National SIG – Coordinator, Hans Kolbe
- Oracle Analytics, BI and Big Data SIG – Coordinators, Kirby Lunger and Jay Canupp



OAUG Cloud ERP SIG



OAUG Configurator SIG



OAUG Cost Management SIG



OAUG EBS Security SIG



EPM/Hyperion SIG



OAUG Multi-National SIG



Oracle Analytics, BI and Big Data SIG

GEOs

- Atlanta OAUG – Coordinator, Andrew Snyder
- Gateway OAUG – Coordinator, Victor Alarcon
- Michigan OAUG – Coordinator, Sue Maloney (Not pictured)
- North Central OAUG – Coordinator, Melissa Sider
- Ohio Valley OAUG – Coordinator, Jon Riley
- Southwest Regional OAUG – Coordinator, James Lui
- Texas-Louisiana OAUG – Coordinator, Susan Behn

Special kudos to the OAUG Geo and SIG of the Year:



Cost Management SIG, Coordinator
Douglas Volz



North Central OAUG, Coordinator
Melissa Sider



Atlanta OAUG



Gateway OAUG



North Central OAUG



Ohio Valley OAUG



Southwest Regional OAUG



Texas-Louisiana OAUG

2018 AWARDS

There are many individuals and groups that serve the OAUG community with their outstanding contributions throughout the year. During the annual OAUG Meeting of the Members at COLLABORATE 18, the OAUG recognized its 2018 winners.

2018 Oracle Ambassador

Jeff McCall, Oracle Senior Principal Technical Engineer, Oracle Proactive Services

The OAUG Oracle Ambassador Award recognizes an Oracle employee who has made an outstanding contribution to the OAUG and its members. Jeff McCall is dedicated to designing and enhancing the Oracle Support Get Proactive Functional Analyzers to help end users streamline and rapidly improve issue, problem and support request resolution time, all while improving the overall Oracle Support experience. Jeff has been a great Ambassador to the OAUG and Oracle E-Business Suite Community, and we recognize him for his support and achievements.



2018 Oracle Ambassador

STAR Presenter of the Year Awards

The STAR Presenter of the Year Award recognizes OAUG members who have made an outstanding contribution to the OAUG via speaking engagements. These engagements may include educational events such as COLLABORATE, OAUG eLearning webinars and panels, and/or Geo/SIG meetings.

- Fidel Fayad, IT Analyst at Jet Propulsion Laboratory (User Member)
- Doug Volz, Douglas Volz Consulting, Inc. (Associate Member)



Star Presenter User Member

2018 Member of the Year

The Member of the Year Award recognizes an individual within an OAUG member organization who has made an outstanding contribution to the OAUG. This Member of the Year demonstrates a high level of commitment to helping the OAUG better serve its members by supporting our initiatives of education, networking and influence.

The 2018 OAUG Member of the Year is Marty Fye, Director – Applications, Snap-On Business Solutions. Marty Fye was nominated by Maureen Bagley of Eaton Corp. for his commitment to and enthusiasm for supporting the OAUG.

The following are just a few of his contributions:

- Marty officially has the job as programming director to coordinate speakers for relevant topics for the Northern Ohio OAUG (NOOAUG) quarterly meetings.
- He is also always eager to share the successes and trials of the implementations and upgrades at Snap-On Business Systems.
- Marty has served on the board of the NOOAUG since its inception. Maureen insists that he is the Geo's heartbeat! Fellow NOOAUG board members concur and add that he also supports other Oracle user organizations by providing his time and knowledge.
- Oracle employee Brian Lawrence interjects that Marty is the driving force behind not only the NOOAUG, but also the Northern Ohio Business Intelligence Forum, which started as a SIG of the NOOAUG. Marty is always the first to jump in, head first, to help coordinate scheduling and communications with the NOOAUG participants to plan, organize and attend each event.
- Marty is also critical to the success of the Great Lakes Oracle Conference (GLOC), lining up speakers and keeping them all informed about GLOC sessions and topics.



Star Presenter Associate Member



2018 Member of the Year

Marty has been a tireless volunteer for the OAUG, supporting the organization for many years. Please join us in congratulating Marty on his award and thanking him for his tremendous contributions to the OAUG. ♦

A complete list of Geos and SIGs, upcoming meetings, website addresses and contact information is available at oaug.org under the User Communities tab.

GEO-SIG NEWS

LETTER FROM THE CHAIRS

JON RILEY AND MICHELLE THIESSEN



Jon Riley



Michelle Thiesse

*Jon Riley and Michelle Thiesse
Geo/SIG Committee Co-Chairs
Email us at geo-sig@oaug.org.*

We were excited to be a part of COLLABORATE 18, which offered a snapshot of the OAUG User Community and its vast offerings to all attendees. Our new community event, *OAUG Geo Network Community Service Build-a-Bike* was a sold-out event! Our Geographic User Groups enjoyed an afternoon of community and creativity as we constructed 30 bicycles for under-privileged children in the Las Vegas area! We presented the bikes during our Meeting of the Members session and surprised five kids and their families from a local charity, Operation Homefront, with shiny, new bicycles! Our SIGs hosted more than 30 educational sessions that covered a variety of topics including the cloud, Hyperion and EBS and also included panel discussions, user stories and best practices.

The OAUG displayed the hard work of our user groups this year by honoring 14 Geos and SIGs with the annual Certificate of Distinction Award at the Build-a-Bike event and throughout the week during SIG sessions. This award was created to recognize affiliated Geos and SIGs for partnering with the OAUG and supporting its mission to provide a forum for the sharing of information; to foster education and to promote membership in OAUG. Congratulations to all of the Geos and SIGs that earned the 2018 OAUG Geo/SIG Certificate of Distinction (see pages 30-31).

The OAUG implemented the Geo and SIG of the Year award in 2017 for recognizing one Geo and one SIG that has made an outstanding contribution to the OAUG and its members by going above and beyond expectations throughout the given year. This year, the Geo and SIG of the year awards were presented during the OAUG Meeting of the Members on site

at COLLABORATE 18. Congratulations to the North Central OAUG for winning the second annual OAUG Geo of the Year Award and the Cost Management SIG for winning the second annual SIG of the Year Award!

The OAUG Geo/SIG Mentor Program has been revitalized with a new look and process for 2018! Looking for assistance growing your Geo or SIG? Are you a newly engaged leader of a Geo or SIG? Join the OAUG Geo/SIG Mentor Program today!

The purpose of the Geo/SIG Mentor Program is to connect seasoned Geo/SIG leaders with newly engaged leaders within the Geo/SIG community. The mentor program is meant to help foster the OAUG vision and mission and ensure they're within OAUG guidelines. Mentors will be able to assist with the following roles and activities in support of all Geo/SIG groups:

- Assisting group coordinators to establish relationships in their region.
- Assisting with regular communications and follow-up with groups to ensure compliance.

The Geo/SIG mentor program is not meant to manage the day-to-day but to help leaders in need.

Do you have what it takes to be a mentor? Be a leader and stand-out! Please email the Geo/SIG Manager at geo-sig@oaug.org to become a mentor today!

We are always looking for ways to expand the offerings of the OAUG User Community. If you are interested in starting a community, please do not hesitate to reach out to us with your inquiry. As always, we invite your feedback, questions and suggestions. Please contact us at geo-sig@oaug.org. ♦

MEMBER BENEFIT SHOWCASE: OAUG MEMBERS CONNECT, LEARN AND SHINE

Thousands of Oracle Applications users and expert consultants connect through the OAUG to share best practices and learn from each other.

CONNECT

Use the New Membership Directory to Connect with Other Members

The all-new OAUG Membership Directory (oaug.org/resources/memberdatabase) makes it easier than ever to connect with other OAUG members. OAUG members can use the OAUG Membership Directory to find information about individuals within other OAUG member organizations (by using the Individual Directory) or organizations in your industry or area (by using the Corporate Directory). You can search with the following fields:

- Company Name: Name of the company or organization.
- First or Last Name: Name of specific person associated with a member organization.
- State or Country: Location of member organizations.
- Job Function or Business Solutions or Oracle Products: Role, solution or products used by individuals associated with member organizations.
- Primary Industry: Choose from a list of industries.

Use the New Career Center to Find the Perfect Fit for Open Positions

Announced at COLLABORATE 18 in April, the OAUG Career Center (oaug.org/careers) helps OAUG member organizations find experienced people to fill open positions. The OAUG Career Center is the only online career center dedicated to the Oracle Applications community. In addition to posting jobs and finding ideal candidates, OAUG members can also use the free career center resources to enhance their skills.

LEARN

Browse over 400 New Papers and Presentations

Hundreds of papers and presentations from COLLABORATE 18 have been added to the vast OAUG Conference Paper Database (oaug.org/education-events/cpd). If you missed COLLABORATE or simply couldn't attend all the sessions you wanted to, you can catch up on the latest innovations and best practices. Everyone can search the Conference Paper

Database, but only OAUG members can download these valuable resources.

SHINE

Use the Resources and Opportunities Available Through the OAUG to Shine at Work

Debbie Morris, IT Director at Southern Company Services and Chair of the OAUG Member Engagement Committee puts it this way:

“The OAUG offers us the opportunity to become better at what we do as individuals and as a group.”

Update Your OAUG Profile and Communications Preferences to Customize Your OAUG Experience

Quickly update your OAUG profile to ensure that other members can find you in the Membership Directory and to make sure you're receiving the information you need from the OAUG.

- Click the Log in box at the top right on oaug.org.
- Select “Update your OAUG profile.”
- Follow the prompts to log in.
- Select Update User Profile.
- Check the appropriate boxes in the Communication Preferences section.

If you're not an OAUG member yet, contact the membership staff at membership@oaug.org or join online at oaug.org/membership. ♦



THE SOLUTIONS SPOT

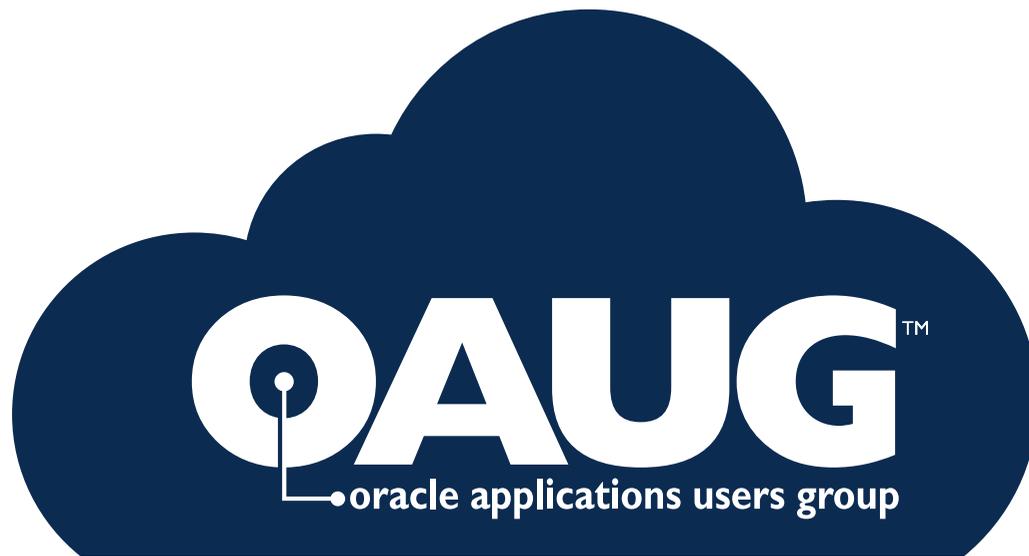
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