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Implementation Guide

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Contents

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Preface

1 Introduction

Overview of Daily Business Intelligence 1-1
Intelligence Areas 1-4
Understanding Daily Business Intelligence 1-5
Architecture 1-5
Common Dimensions 1-9
Responsibilities 1-13
Summarizing Data 1-14
Securing Daily Business Intelligence 1-15
Inventory Organization 1-16
Operating Unit 1-16
Sales Group 1-17
Commodity 1-17
District 1-18
Manager (Company Cost Center) 1-18
Manager (Supervisor) 1-18
Project Organization 1-19
Request Type 1-19
Site (Web Store) 1-19

2 Set Up Daily Business Intelligence

Implementation Considerations 2-1

Daily Business Intelligence Functionality 2-1
Time 2-2
Currency 2-2
Security 2-2
Set Up Checklist 2-3
Prerequisites 2-27
Verify Hardware and Software Prerequisites 2-27
Create an Implementation Plan 2-27
Assign Responsibilities to Implementers 2-28
Setting Up Multiple Organization Architecture 2-28
Set Up Daily Business Intelligence Framework 2-29
Set Up Global Parameters 2-30
Administer Dashboards and Reports 2-37
Enable Dashboards and Reports 2-37
Configure Dashboards 2-38
Email Dashboards 2-39
Administer KPIs 2-40
Customize Bucket Sets 2-41
Set Up Geography Dimension 2-50
Enable Delegation 2-51
Delegate Roles, Privileges, Companies, and Cost Centers 2-51
Set Up Operating Unit Security 2-55
Enable Really Simple Syndication (RSS) Feed Regions 2-61
Define Custom Logo 2-62
Set Up Notifications for My Approvals Report 2-62
Enable Email 2-63
Enable Web Conferencing 2-63
Enable Real-Time Chat 2-64
Enable Drill to Transaction 2-65
Set Up Daily Business Intelligence Features and Dashboards 2-66
Post-Setup Steps 2-66
Update Sales Group and District Hierarchies 2-66
Create Initial and Incremental Request Sets 2-68
Run Initial Request Sets 2-73
Set Up Users 2-74
Schedule Incremental Request Sets 2-75
Implementation Complete 2-75
Upgrade Checklist 2-75

3 Extend Daily Business Intelligence

Overview of Creating Dimensions, KPIs, Reports, and Dashboards 3-1
Prerequisites 3-2
Custom Dimensions 3-3
Create Dimension Objects 3-3
Create Dimensions 3-7
Define Dimension Object Relationships 3-10
Troubleshooting 3-12
Custom Calendars 3-12
Create KPIs 3-13
Custom Reports 3-17
Define the Report Data Source 3-18
Define the Data Source Mapping for Existing Data Source Reports 3-22
Design the Report Layout 3-23
Edit the Title Region 3-24
Edit the Parameter Region 3-25
Edit the Table Region 3-29
Create Simulation Views 3-38
Edit the Graph Region (Optional) 3-40
Edit the Links Region (Optional) 3-41
Troubleshooting 3-41
Custom Dashboards 3-43
Design Dashboard Prototypes 3-44
Create KPI Regions 3-47
Create a Links Region 3-51
Register RSS Feeds 3-52
Publish Content 3-53
Export and Import Dashboards and Reports 3-55
Troubleshooting 3-58

4 Maintain and Administer Daily Business Intelligence

Overview of Maintenance and Administration 4-1
View Request Sets 4-2
View Request Set Settings 4-2
View Request Set Analysis Reports 4-3
View Object Dependencies 4-7
Define Object Dependencies 4-8
Review Dimensions, Dimension Objects, and KPIs 4-11
Debug Performance and Rendering 4-14

Refresh Dashboards 4-15
Increase Tablespace 4-15
Implementing Generated Source Reports 4-16

5 Manager Reporting

Overview of Manager Reporting 5-1
Implementation Considerations 5-2
Analyze the Cost Centers and Managers You Want to Report On 5-2
Prerequisites 5-3
Implementing Manager Reporting 5-4
Setup Checklist 5-4
Set Up HR Profile Options 5-4
Create Placeholder Organizations for Companies 5-7
Create Organizations for Company Cost Center Combinations 5-10
Run the Synchronize GL company cost centers with HR Request Set 5-11
Validate that the Company Cost Center Organization Classification is Enabled 5-12
Assign Managers to the Organization 5-12
Run HRI Load All Cost Center Managers 5-14
Maintenance and Administration 5-14
Add a New Employee to an Existing Manager 5-14
Add a New Employee and Cost Center Owner to an Existing Manager 5-15
Troubleshooting 5-15

6 Item Dimension Reporting

Overview of Item Dimension 6-1
Terminology 6-4
Architecture 6-4
Open Interface Architecture 6-8
Item Control Levels 6-8
Default Catalog 6-9
Multiple Item Category Assignments 6-9
Implementation Considerations 6-10
Product Reporting Functional Area 6-10
Inventory Functional Area 6-11
Purchasing Functional Area 6-11
Prerequisites 6-11
Implementing 6-11
Upgrade Item Dimension 6-12
Set Up the Product Catalog Hierarchy 6-12
Run the DBI Item Dimension Setup Request Set 6-16

Maintenance and Administration 6-16
Set the Default Category for the Default Catalog 6-16
Creating an Orphan Category or Top Category 6-18
Adding a New Child Category to a Hierarchy 6-18
Updating or Disabling Categories in Category Windows 6-18
Changing the Category Hierarchy 6-18
Changing the Default Catalog for the Product Reporting or Inventory Functional Area 6-18
Creating, Updating, or Deleting Item Category Assignments 6-19
Concurrent Programs 6-19
Create Categories from Value Set 6-19
Upgrade Category from Value Set Hierarchy Concurrent Program 6-19
Update Value Set from Product Catalog Hierarchy Concurrent Program 6-20
DBI Item Dimension Setup Request Set 6-20

7 Daily Business Intelligence for Customer Support

Overview 7-1
Understanding Reporting 7-2
Responsibilities 7-2
Dimensions 7-3
Key Performance Indicators 7-5
Customer Support Management KPIs 7-5
Securing Data 7-8
Implementation Considerations 7-8
Setup Steps 7-9
Upgrade Service Audit Table History 7-10
Set Up the Product Dimension 7-10
Maintenance and Administration 7-11
Troubleshooting 7-11

8 Daily Business Intelligence for Depot Repair

Overview 8-1
Understanding Reporting 8-1
Reports 8-2
Responsibilities 8-4
Dimensions 8-4
Key Performance Indicators 8-6
Depot Repair Management Key Performance Indicators 8-6
Securing Data 8-7
Implementation Considerations 8-7

Setup Checklist 8-8
Maintenance and Administration 8-8

9 Daily Business Intelligence for Field Service

Overview 9-1
Understanding Reporting 9-2
Responsibilities 9-6
Dimensions 9-6
Key Performance Indicators 9-7
Securing Data 9-9
Implementation Considerations 9-9
Set Up Checklist 9-11
Set Up Field Service District Hierarchy 9-12
Assign Resources to Field Service Districts 9-13
Specify Break/Fix Task Type 9-15
Specify How to Derive Field Service District 9-16
Maintenance and Administration 9-16
Field Service District Hierarchy Changes 9-16
Troubleshooting 9-17

10 Daily Business Intelligence for Financials

Overview 10-1
Understanding Reporting 10-3
Responsibilities 10-5
Dimensions 10-6
Key Performance Indicators 10-25
Profit and Loss Key Performance Indicators (KPIs) 10-25
Profit and Loss by Manager Key Performance Indicators (KPIs) 10-25
Expense Management Key Performance Indicators (KPIs) 10-26
Expense Analysis Key Performance Indicators (KPIs) 10-26
Funds Management Key Performance Indicators (KPIs) 10-26
Payables Management Key Performance Indicators (KPIs) 10-27
Payables Status Key Performance Indicators (KPIs) 10-27
Securing Data 10-28
Implementing Security for the Profit and Loss and Expense Management Dashboards 10-29
Implementing Security for the Expense Analysis and Funds Management Dashboards 10-29
Implementation Considerations 10-34
Setup Checklist 10-38

Source Ledger Groups 10-42
Budgets and Forecasts 10-45
Maintenance and Administration 10-60
Managing Changes 10-60
Troubleshooting 10-61
Concurrent Programs 10-62
Profile Options and Profile Option Categories Overview 10-64
Profile Option Category and Profile Options Descriptions 10-65
DBI Debug Category 10-65
DBI Deployment Category 10-66
DBI Setup Category 10-66
DBI User Interface Category 10-68
Other 10-68

11 Daily Business Intelligence for Interaction Center

Overview 11-1
Understanding Reporting 11-2
Responsibilities 11-3
Dimensions 11-3
Key Performance Indicators 11-4
Email Center Management KPIs 11-4
Inbound Telephony Management KPIs 11-7
Securing Data 11-10
Implementation Considerations 11-10
Setup Checklist 11-10
Set Profile Options for Oracle Email Center 11-12
Set Profile Options for Oracle Inbound Telephony 11-12
Concurrent Processes 11-13
Maintenance and Administration 11-13

12 Daily Business Intelligence for Maintenance

Overview 12-1
Understanding Reporting 12-1
Responsibilities 12-6
Dimensions 12-6
Key Performance Indicators 12-10
Securing Data 12-10
Implementation Considerations 12-11
Setup Checklist 12-12
Set Up Inventory Organization Security 12-13

Maintenance and Administration 12-13

13 Daily Business Intelligence for Marketing

Overview 13-1
Marketing Management Dashboard 13-2
Lead Management Dashboard 13-3
Understanding Reporting 13-3
Responsibilities 13-4
Dimensions 13-5
Key Performance Indicators 13-7
Securing Data 13-10
Security - Marketing Management Dashboard 13-11
Security - Lead Management Dashboard 13-11
Implementation Consideration 13-12
Set Up Checklist 13-13
Set Up Lead Rank 13-14
Set Up Region 13-15
Define Profiles 13-15
Maintenance and Administration 13-16
Troubleshooting 13-17

14 Daily Business Intelligence for Procurement

Overview 14-2
Understanding Reporting 14-3
Procurement Status Dashboard 14-3
Procurement Performance Management Dashboard 14-3
Procurement Management Dashboard 14-4
Procure-to-Pay Management Dashboard 14-4
Commodity Spend Management Dashboard 14-5
Commodity Supplier Management Dashboard 14-5
Cost Center Spend Management Dashboard 14-6
Sourcing Management Dashboard 14-6
Supplier Management Dashboard 14-6
Average Price Reports 14-7
Responsibilities 14-8
Dimensions 14-11
Key Performance Indicators 14-17
Procurement Status KPIs 14-17
Procurement Performance Management KPIs 14-18
Procurement Management KPIs 14-20

Procure-to-Pay Management KPIs 14-20
Commodity Spend Management KPIs 14-20
Commodity Supplier Management KPIs 14-22
Cost Center Spend Management KPIs 14-23
Sourcing Management KPIs 14-23
Supplier Management KPIs 14-24
Securing Data 14-25
Operating Unit Security 14-25
Commodity Security 14-26
Company and Cost Center Security 14-27
Buyer and Supplier Security 14-27
Implementation Considerations 14-27
Setup Checklist 14-44
Convert to a Multiple Organization Architecture 14-46
Set Up Users as Employees 14-46
Review POA: DBI Implementation 14-47
Set Up Document Views 14-48
Consider Access to Human Resources and Financials Dashboards 14-50
Set Up Commodities 14-51
Set Up Company and Cost Center Dimensions 14-61
Set Up DBI for Financials Profile Options and Source Ledger Group Assignment 14-62
Set Up Scores and Weights 14-63
Maintenance and Administration 14-64
Request Set Generator 14-64
Commodities 14-64
Validation Scripts 14-65

15 Daily Business Intelligence for Product Lifecycle Management

Overview 15-1
Understanding Reporting 15-3
Responsibilities 15-4
Dimensions 15-4
Key Performance Indicators 15-5
Product Management - Engineering Key Performance Indicators 15-5
Product Management Key Performance Indicators 15-6
Securing Data 15-7
Implementation Considerations 15-8
Setup Checklist 15-10
Maintenance and Administration 15-11
Changing Unit Cost 15-12

Change Orders 15-12
Changing Part Counts in Bill of Materials 15-12
Changing Manufacturing Steps in Routing 15-12
Changing Financial Dimension Mappings 15-12

16 Daily Business Intelligence for Projects

Overview 16-1
Understanding Reporting 16-2
Responsibilities 16-3
Dimensions 16-5
Event Type 16-6
Expenditure Category 16-6
Job Level 16-6
Organization 16-7
Time 16-8
Project Classifications 16-8
Project Type 16-9
Work Type and Utilization Category 16-9
Expenditure Type 16-10
Revenue 16-10
Key Performance Indicators 16-10
Projects Profitability Management Key Performance Indicators 16-11
Projects Operations Management Key Performance Indicators 16-12
Capital Projects Cost Management Key Performance Indicators 16-14
Contract Projects Cost Management Key Performance Indicators 16-15
Securing Data 16-16
Implementation Considerations 16-16
Setup Checklist 16-17
Setting Up Security Profiles 16-18
Setting Up Daily Business Intelligence for Projects 16-19
Setting Up Profile Options 16-22
Troubleshooting 16-25
Concurrent Programs 16-27
Load Project Intelligence Data 16-35
Update Project Intelligence Data 16-35
Refresh Project Intelligence Data 16-35
Delete Project Intelligence Data 16-36
Project Intelligence Security Audit Report 16-37
Materialized View Refresh Utility 16-37

17 Daily Business Intelligence for Quoting

Overview ... 17-1
Understanding Reporting ... 17-1
Responsibilities ... 17-2
Dimensions ... 17-2
Key Performance Indicators ... 17-2
Securing Data ... 17-4
Implementation Considerations ... 17-4
Set Up Checklist ... 17-5
Summarizing Data ... 17-6
Troubleshooting ... 17-8

18 Daily Business Intelligence for Regulatory Compliance

Overview ... 18-1
Understanding Reporting ... 18-2
Responsibilities ... 18-2
Dimensions ... 18-3
Financial Statement Certification Dashboard Key Performance Indicators (KPIs) ... 18-5
Implementation Considerations ... 18-6
Set Up Checklist ... 18-7

19 Daily Business Intelligence for Sales

Overview ... 19-1
Understanding Reporting ... 19-2
Responsibilities ... 19-3
Dimensions ... 19-3
Key Performance Indicators ... 19-3
Securing Data ... 19-10
Implementation Considerations ... 19-11
Set Up Checklist ... 19-16
Set DBI for Sales Profile Options ... 19-17
Flexible Bucket Setup ... 19-19
Run Initial Load of Opportunity Log Tables Concurrent Program ... 19-20
Maintenance and Administration ... 19-20
Assumptions ... 19-20
Summarizing Data: Base Summary Tables ... 19-23
Summarizing Data: Materialized Views ... 19-23
Troubleshooting ... 19-26

20 Daily Business Intelligence for Service Contracts

Overview 20-2
Understanding Reporting 20-2
Responsibilities 20-8
Dimensions 20-10
Key Performance Indicators 20-12
Service Contracts Management Key Performance Indicators 20-12
Service Renewals Management Key Performance Indicators 20-13
Securing Data 20-14
Implementation Considerations 20-14
Setup Checklist 20-20
Review Hardware and Software Requirements 20-20
Set Up Oracle Daily Business Intelligence Framework 20-20
Set Up the Item Dimension 20-21
Set Up the Sales Group Hierarchy 20-21
Determine Collection Start Date 20-24
Set Up Oracle Discoverer Business Areas for Service Contracts Intelligence (Optional) 20-25
Maintenance and Administration 20-26
Currencies 20-26
Update Sales Group Hierarchy 20-26
Troubleshooting 20-27
Concurrent Programs 20-27

21 Daily Business Intelligence for Supply Chain

Overview 21-2
Customer Fulfillment Management 21-3
Shipping Management 21-4
Inventory Management 21-4
Manufacturing Management 21-5
Product Cost Management 21-6
Plan Management 21-7
Product Revenue Bookings and Backlog 21-8
Warehouse Management 21-9
Transportation Management 21-9
Sales Agreement Management 21-10
Understanding Reporting 21-10
Reports 21-10
Responsibilities 21-25
Dimensions 21-28

Key Performance Indicators 21-36
Customer Fulfillment Management Key Performance Indicators 21-36
Shipping Management Key Performance Indicators 21-37
Inventory Management Key Performance Indicators 21-38
Manufacturing Management Key Performance Indicators 21-39
Product Cost Management Key Performance Indicators 21-41
Planning Key Performance Indicators 21-42
Product Revenue Bookings and Backlog Key Performance Indicators 21-43
Warehouse Management Key Performance Indicators 21-44
Transportation Management Key Performance Indicators 21-45
Sales Agreement Management Key Performance Indicators 21-46
Securing Data 21-47
Implementation Considerations 21-48
Implementation Considerations for Customer Fulfillment Management and Shipping Management 21-48
Implementation Consideration for Inventory Management 21-48
Implementation Considerations for Manufacturing Management 21-48
Implementation Consideration for Product Cost Management 21-49
Implementation Considerations for Plan Management 21-49
Setup Checklists 21-51
Review Hardware and Software Requirements 21-56
Set Up Resource Groups 21-57
Associate Item with Inventory Category Set, Product Category Set 21-58
Modify Schedule Ship Dates 21-60
Set Up Firmed Date Defaulting Rule 21-61
Set Up Oracle Daily Business Intelligence Framework 21-61
Set Up Inventory Organization Security 21-63
Synchronize Enterprise Calendar 21-63
Set Up Financial Category Dimension 21-63
Synchronize Financial Data 21-64
Map Financial Accounts 21-64
Set Up Item Dimension 21-65
Enable Pegging in Advanced Supply Chain Planning 21-65
Identify Time-Based Resources 21-65
Ensure Complete Subledger Postings 21-65
Consider Access to HR and Expense Management Dashboards 21-66
Set Up the Planning Instance 21-67
Set Plan Collection Schedule 21-67
Set the OM: DBI Installation Profile Option 21-71
Set the ISC: Shipping/Transportation Execution Profile Option for Transportation Management 21-71

Set the FTE: Carrier On-Time Arrival Window Profile Option for Transportation Management 21-72
Set the Unit of Measure That Represents Hours 21-72
Set Baseline Plan 21-72
Set Reporting Units of Measure (Optional) 21-79
Post-Setup Steps 21-81
Set Up Sales Group Hierarchy 21-82
Maintenance and Administration 21-86
Run Plans in Oracle Advanced Supply Chain Planning 21-86
Run Incremental Requests Daily 21-86
Update Plan Collection Schedule 21-89
Update Baseline Plan Collection Schedule 21-89
Troubleshooting 21-89

A Additional Documentation

Daily Business Intelligence for HRMS A-1
Daily Business Intelligence for iStore/Web Analytics A-1

B Responsibility and Dashboard Matrix

Responsibility and Dashboard Matrix B-1

C Oracle Discoverer Business Areas for Service Contracts Intelligence

Service Contracts Intelligence: Administrator Business Area C-1

Index

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Oracle Daily Business Intelligence Implementation Guide, Release 12

Part No. B25162-01

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Preface

Intended Audience

Welcome to Release 12 of the *Oracle Daily Business Intelligence Implementation Guide.*

This guide assumes you have a working knowledge of the following:

- The principles and customary practices of your business area.
- Computer desktop application usage and terminology

If you have never used Oracle Applications, we suggest you attend one or more of the Oracle Applications training classes available through Oracle University.

See Related Information Sources on page xx for more Oracle Applications product information.

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Structure

1 Introduction
2 Set Up Daily Business Intelligence
3 Extend Daily Business Intelligence
4 Maintain and Administer Daily Business Intelligence
5 Manager Reporting
6 Item Dimension Reporting
7 Daily Business Intelligence for Customer Support
8 Daily Business Intelligence for Depot Repair
9 Daily Business Intelligence for Field Service
10 Daily Business Intelligence for Financials
11 Daily Business Intelligence for Interaction Center
12 Daily Business Intelligence for Maintenance
13 Daily Business Intelligence for Marketing
14 Daily Business Intelligence for Procurement
15 Daily Business Intelligence for Product Lifecycle Management
16 Daily Business Intelligence for Projects
17 Daily Business Intelligence for Quoting
18 Daily Business Intelligence for Regulatory Compliance
19 Daily Business Intelligence for Sales
20 Daily Business Intelligence for Service Contracts
21 Daily Business Intelligence for Supply Chain
A Additional Documentation
B Responsibility and Dashboard Matrix
C Oracle Discoverer Business Areas for Service Contracts Intelligence

Related Information Sources

You can choose from many sources of information, including online documentation, training, and support services, to increase your knowledge and understanding of Oracle Applications.

If this guide refers you to other Oracle Applications documentation, use only the Release 12 versions of those guides.

Online Documentation

All Oracle Applications documentation is available online (HTML or PDF).

- **PDF Documentation**– See the Online Documentation CD for current PDF documentation for your product with each release. This documentation CD is also available on Oracle*MetaLink* and is updated frequently.

- **Online Help** – You can refer to Oracle Applications Help for current HTML online help for your product. Oracle provides patchable online help, which you can apply to your system for updated implementation and end user documentation. No system downtime is required to apply online help.

- **Release Content Document** – See the Release Content Document for descriptions of new features available by release. The Release Content Document is available on Oracle*MetaLink*.

Related Guides

Oracle Applications Concepts

This book is intended for all those planning to deploy Oracle E-Business Suite Release 12, or contemplating significant changes to a configuration. After describing the Oracle Applications architecture and technology stack, it focuses on strategic topics, giving a broad outline of the actions needed to achieve a particular goal, plus the installation and configuration choices that may be available.

Oracle Applications CRM System Administrator's Guide

This manual describes how to implement the CRM Technology Foundation (JTT) and use its System Administrator Console.

Oracle Applications Developer's Guide

This guide contains the coding standards followed by the Oracle Applications development staff. It describes the Oracle Application Object Library components needed to implement the Oracle Applications user interface described in the *Oracle Applications User Interface Standards for Forms-Based Products*. It also provides information to help you build your custom Oracle Forms Developer forms so that they integrate with Oracle Applications.

Oracle Applications Flexfields Guide

This guide provides flexfields planning, setup, and reference information for the Oracle Applications implementation team, as well as for users responsible for the ongoing maintenance of Oracle Applications product data. This guide also provides information on creating custom reports on flexfields data.

Oracle Application Framework Developer's Guide

This guide contains the coding standards followed by the Oracle Applications

development staff to produce applications built with Oracle Application Framework. This guide is available in PDF format on Oracle*MetaLink* and as online documentation in JDeveloper 10*g* with Oracle Application Extension.

Oracle Application Framework Personalization Guide

This guide covers the design-time and run-time aspects of personalizing applications built with Oracle Application Framework.

Oracle Applications Installation Guide: Using Rapid Install

This book is intended for use by anyone who is responsible for installing or upgrading Oracle Applications. It provides instructions for running Rapid Install either to carry out a fresh installation of Oracle Applications Release 12, or as part of an upgrade from Release 11*i* to Release 12. The book also describes the steps needed to install the technology stack components only, for the special situations where this is applicable.

Oracle Application Server Adapter for Oracle Applications User's Guide

This guide covers the use of OracleAS Adapter in developing integrations between Oracle applications and trading partners.

Please note that this guide is in the Oracle Application Server 10*g* (10.1.3.1) Documentation Library.

Oracle Applications Supportability Guide

This manual contains information on Oracle Diagnostics and the Logging Framework for system administrators and custom developers.

Oracle Applications System Administrator's Guide Documentation Set

This documentation set provides planning and reference information for the Oracle Applications System Administrator. *Oracle Applications System Administrator's Guide - Configuration* contains information on system configuration steps, including defining concurrent programs and managers, enabling Oracle Applications Manager features, and setting up printers and online help. *Oracle Applications System Administrator's Guide - Maintenance* provides information for frequent tasks such as monitoring your system with Oracle Applications Manager, managing concurrent managers and reports, using diagnostic utilities, managing profile options, and using alerts. *Oracle Applications System Administrator's Guide - Security* describes User Management, data security, function security, auditing, and security configurations.

Oracle Applications User's Guide

This guide explains how to navigate, enter data, query, and run reports using the user interface (UI) of Oracle Applications. This guide also includes information on setting user profiles, as well as running and reviewing concurrent requests.

Oracle Applications User Interface Standards for Forms-Based Products

This guide contains the user interface (UI) standards followed by the Oracle Applications development staff. It describes the UI for the Oracle Applications products and how to apply this UI to the design of an application built by using Oracle Forms.

Oracle Applications Installation Guide: Using Rapid Install:

This book is intended for use by anyone who is responsible for installing or upgrading Oracle Applications. It provides instructions for running Rapid Install either to carry out a fresh installation of Oracle Applications Release 12, or as part of an upgrade from Release 11i to Release 12. The book also describes the steps needed to install the technology stack components only, for the special situations where this is applicable.

Oracle Applications Upgrade Guide: Release 11i to Release 12:

This guide provides information for DBAs and Applications Specialists who are responsible for upgrading a Release 11i Oracle Applications system (techstack and products) to Release 12. In addition to information about applying the upgrade driver, it outlines pre-upgrade steps and post-upgrade steps, and provides descriptions of product-specific functional changes and suggestions for verifying the upgrade and reducing downtime.

Oracle Applications Patching Procedures:

This guide describes how to patch the Oracle Applications file system and database using AutoPatch, and how to use other patching-related tools like AD Merge Patch, OAM Patch Wizard, and OAM Registered Flagged Files. Describes patch types and structure, and outlines some of the most commonly used patching procedures. Part of Maintaining Oracle Applications, a 3-book set that also includes Oracle Applications Maintenance Utilities and Oracle Applications Maintenance Procedures.

Oracle Applications Maintenance Utilities:

This guide describes how to run utilities, such as AD Administration and AD Controller, used to maintain the Oracle Applications file system and database. Outlines the actions performed by these utilities, such as monitoring parallel processes, generating Applications files, and maintaining Applications database entities. Part of Maintaining Oracle Applications, a 3-book set that also includes Oracle Applications Patching Procedures and Oracle Applications Maintenance Procedures.

Oracle Applications Maintenance Procedures:

This guide describes how to use AD maintenance utilities to complete tasks such as compiling invalid objects, managing parallel processing jobs, and maintaining snapshot information. Part of Maintaining Oracle Applications, a 3-book set that also includes Oracle Applications Patching Procedures and Oracle Applications Maintenance Utilities.

Oracle Applications Multiple Organizations Implementation Guide:

This guide describes the multiple organizations concepts in Oracle Applications. It describes in detail on setting up and working effectively with multiple organizations in Oracle Applications.

Oracle Balanced Scorecard User Guide:

This guide describes how to use Oracle Balanced Scorecard to manage performance. It contains information on how to use scorecard views and objective reports.

Oracle Balanced Scorecard Administrator Guide:

This guide describes how to set up and administer Oracle Balanced Scorecard and scorecard systems. For scorecard designers, this guide explains how to design and prototype scorecards and measures. It also explains how to move scorecards into production. For administrators, this guide explains how to generate the database schema; load data; manage user and scorecard security; and migrate scorecards to other instances.

Oracle Balanced Scorecard Install Guide:

This guide describes how to how to install the Balanced Scorecard Architect components.

Oracle Daily Business Intelligence User Guide:

This guide describes how to use the preseeded Daily Business Intelligence dashboards, reports, and key performance indicators.

Oracle Web Applications Desktop Integrator Implementation and Administration Guide

Oracle Web ADI brings Oracle E-Business Suite functionality to a spreadsheet where familiar data entry and modeling techniques can be used to complete Oracle E-Business Suite tasks. You can create formatted spreadsheets on your desktop that allow you to download, view, edit, and create Oracle E-Business Suite data that you can then upload. Use this guide to implement Oracle Web ADI and for information on defining mappings, layouts, style sheets, and other setup options.

Integration Repository

The Oracle Integration Repository is a compilation of information about the service endpoints exposed by the Oracle E-Business Suite of applications. It provides a complete catalog of Oracle E-Business Suite's business service interfaces. The tool lets users easily discover and deploy the appropriate business service interface for integration with any system, application, or business partner.

The Oracle Integration Repository is shipped as part of the E-Business Suite. As your instance is patched, the repository is automatically updated with content appropriate for the precise revisions of interfaces in your environment.

Do Not Use Database Tools to Modify Oracle Applications Data

Oracle STRONGLY RECOMMENDS that you never use SQL*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle Applications data unless otherwise instructed.

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as SQL*Plus to modify Oracle Applications data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle Applications tables are interrelated, any change you make using an Oracle Applications form can update many tables at once. But when you modify Oracle Applications data using anything other than Oracle Applications, you may change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle Applications.

When you use Oracle Applications to modify your data, Oracle Applications automatically checks that your changes are valid. Oracle Applications also keeps track of who changes information. If you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL*Plus and other database tools do not keep a record of changes.

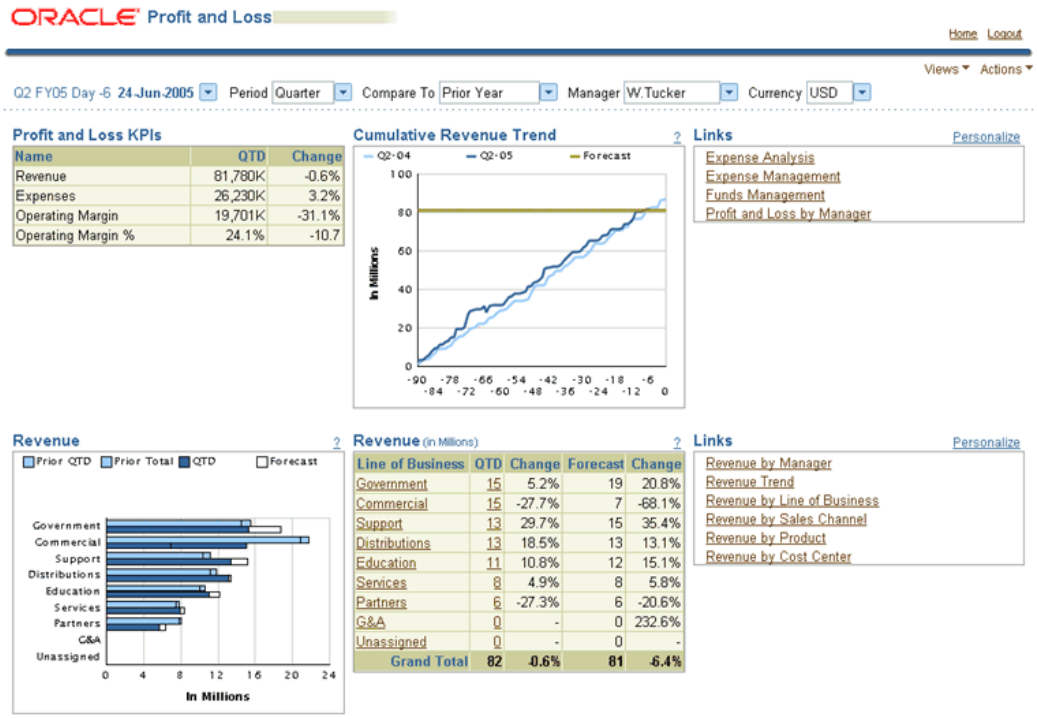
1

Introduction

Overview of Daily Business Intelligence

Daily Business Intelligence is an integrated out-of-the-box reporting and analysis application that enables senior managers and executives to see relevant, accurate, and timely information using self-service dashboards.

Profit and Loss Dashboard



Each Daily Business Intelligence dashboard is designed for a particular functional, management responsibility. Managers can drill from the summarized information on each dashboard to detailed reports or to specific transactions in underlying applications.

For example, the Profit and Loss dashboard is designed for a profit center manager. This dashboard summarizes profit and loss information using the Revenue, Expenses, and Operating Margin key performance indicators (KPIs). Within the dashboard, managers can drill from the summarized information in the Revenue region down to detailed reports, such as the Revenue report, or down to specific transactions in Oracle Receivables.

When a user logs into Daily Business Intelligence, the information that is displayed on a dashboard changes depending on the responsibilities that are assigned to that user and on the user's Oracle Applications security level. That way, each manager only views the dashboards and the information that is relevant to his or her management area. For example, commodity managers can only view the commodities that they have access to in Oracle Purchasing; inventory managers, can only view the warehouses that they have access to in Oracle Inventory; and managers can only view the employees that report to them according to the supervisor hierarchy in Oracle Human Resources.

Daily Business Intelligence's unique, unified architecture simplifies the reporting process and ensures that managers are looking at the most accurate and up-to-date data. Because Daily Business Intelligence is part of Oracle E-Business Suite and runs in a

single database, reporting data does not need to be replicated from a transaction instance into a separate reporting instance. If you book an invoice in Oracle Receivables, that invoice is reflected in the Profit and Loss dashboard the next time you run the initial or incremental request set for the dashboard. You do not need to do any additional processing to update your data.

Another part of Daily Business Intelligence's unified architecture is dimensions. Common dimensions, such as Time, Manager, and Sales Group, are used across several dashboards or product areas and enable you to view transaction data along a organized hierarchy. For example, the Time dimension enables you to view data along different time periods: week, month, fiscal period, year. (The available periods are based on your Daily Business Intelligence enterprise calendar.) In addition, there are intelligence product specific dimensions that enable you to view transaction data along other, more specific hierarchies such as Financial Categories or Project Type. Because these hierarchies are automatically updated whenever the dashboard is refreshed, the dashboards are always synchronized with the current structure in the E-Business Suite.

Daily Business Intelligence's unified architecture also optimizes performance using Oracle 9*i* R2 and higher versions' materialized views and incremental refresh capabilities. This enables Daily Business Intelligence to summarize a large amount of data efficiently. Using the incremental refresh capabilities, Daily Business Intelligence only updates the data that has changed since the last refresh. Furthermore, because Daily Business Intelligence enables you to summarize data daily, managers can perform true day-to-day comparisons. For example, previously managers could only compare mid-period results for December 12, 2002 to period-end results for December 2001; however, with Daily Business Intelligence, managers can compare month-to-date results for *December 12, 2002* to month-to-date results for *December 12, 2001*.

To use Daily Business Intelligence effectively you should familiarize yourself with the following terms:

- **Dashboard:** In Daily Business Intelligence, a *dashboard*, is a portal that contains summarized data designed to meet the needs of a particular responsibility.

- **Dimension:** A *dimension* defines the summarization levels available for your data in a dashboard or report. Dimensions can be *flat*, a simple list of objects such as a list of cities, or *hierarchical*, a list of objects with parent-child relationships such as global and regional sales groups.

- **Functional Area:***Functional areas* are used to organize dashboards, reports and KPIs into logical categories. Each functional area maps to an intelligence area, such as Financials, Supply Chain, or Sales. Each functional area is the "owner" of a subset of content. For example, the Daily Business Intelligence for Financials content, such as the Profit and Loss and Expense Management dashboards and their associated reports and KPIs, are owned by the Financials functional area. If you create custom dashboards and reports, you can assign your custom content to a customer defined functional area, so it is easy to distinguish the preseeded content from the custom content.

- **Parameter:***Parameters* appear at the top of each dashboard. Parameters enable you to control the data displayed on the dashboard. A parameter is also known as a dimension, but a parameter is a dimension within the context of a dashboard or report. Each parameter can contain different dimension objects, depending on the context of the dashboard or report.

- **Report:** A *report* is a summarized or transactional view of data in graph and table format.

- **Responsibility:** An Oracle Applications *responsibility* designed for a particular business function or user such as an Expense Manager. Responsibilities are provided by the intelligence areas and provide access to dashboards. Responsibilities can be multi-functional, spanning several dashboards.

- **Region:** A *region* is a unique set of information on a dashboard. There are eight types of region: table, graph, parameter, KPI, simulation view, RSS feed, custom scorecard, and links. You can drill down to more detailed reports or to transaction details in Oracle Applications from all regions with the exception of the parameter region.

  Note: Custom scorecard views are only available if you have installed Oracle Balanced Scorecard.

- **KPI:** A *KPI* is a key performance indicator or strategic business metric used for reporting such as Revenue or Operating Margin. Managers can use KPIs to compare and judge their performance.

This guide describes the various components of Daily Business Intelligence. It describes the Oracle Applications prerequisites for Daily Business Intelligence reporting, and describes how to setup the Daily Business Intelligence features and dashboards. This guide is intended for functional and technical users who are responsible for planning the Daily Business Intelligence implementation and who need a more in depth understanding of Daily Business Intelligence reporting. It is strongly recommended that you read through this entire guide before you begin your implementation.

The *Oracle Daily Business Intelligence User Guide* contains a complete description of the dashboards and reports provided.

Intelligence Areas

The following intelligence areas leverage the Daily Business Intelligence reporting and analysis framework:

- Customer Support

- Depot Repair

- Field Service
- Financials
- Human Resources
- Interaction Center
- *i*Store/Web Analytics
- Maintenance
- Marketing and Leads
- Payables
- Product Lifecycle Management
- Projects
- Procurement
- Quoting
- Regulatory Compliance
- Sales
- Service Contracts
- Supply Chain

Each intelligence area maps to a functional area in Daily Business Intelligence.

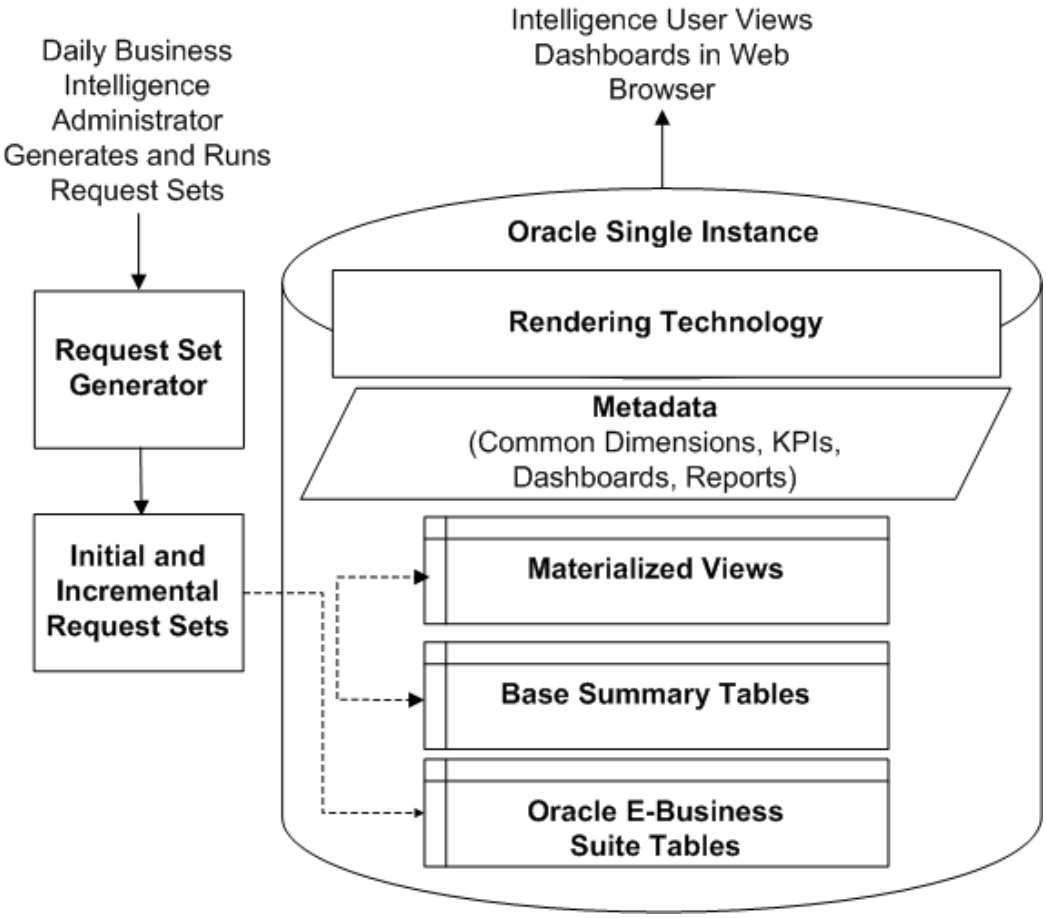
Understanding Daily Business Intelligence

Daily Business Intelligence's unique, unified architecture makes it possible to perform enterprise-wide daily reporting and analysis. The following sections provide more details on how this architecture supports Daily Business Intelligence.

Architecture

Daily Business Intelligence leverages the Oracle single instance and Oracle E-Business Suite architectures. The following diagram illustrates the various technical components of Daily Business Intelligence and how they work together.

Architecture Overview



This diagram is explained in detail in the following sections.

Single Oracle Instance

The most prominent feature of the Daily Business Intelligence architecture is that it resides in a single instance, which is the same instance as the transactional system. This single instance architecture reduces the need for a separate maintenance and administration team and optimizes reporting performance.

The materialized views and incremental refresh capabilities in Oracle 9*i* R2, and higher version instances, enable Daily Business Intelligence to summarize a large amount of data efficiently. With the incremental refresh functionality, after initial load is complete, Daily Business Intelligence only updates the data that has changed since the last refresh. The incremental request sets can be set to run daily, hourly, or at any required frequency.

The ability to frequently refresh data enables Daily Business Intelligence to summarize data daily, so you can perform true day-to-day comparisons. In previous releases, intelligence products could only compare to-date results for the current period against

period-end results for the previous period. For example, in previous releases, if you wanted to compare your profit and loss data on December 12, 2003, against profit and loss data on the same date in the previous year, you would not be able to. Instead you would have to compare the results from December 12, 2003 against the period-end results for December 2002. In this release, you can now compare accurate month-to-date results for the current period, December 12, 2003, against month-to-date results for the previous period, December 12, 2002.

E-Business Suite Tables

Changes in the E-Business Suite tables are reflected in Daily Business Intelligence when you run the incremental request set.

By leveraging the E-Business Suite architecture, Daily Business Intelligence provides cross-enterprise functionality that is not available as part of standard Oracle reports. For example, manager reporting in Daily Business Intelligence enables you to associate your supervisor hierarchy, which is defined in Oracle Human Resources, with your cost center hierarchy, which is defined in Oracle General Ledger, and view your financial data by manager instead of cost center.

Base Summary Tables and Materialized Views

The base summary tables and materialized views sit on top of the E-Business Suite tables and are used to store summarized Daily Business Intelligence data. Each intelligence product delivers a unique set of base summary tables and materialized views that serve as the source of the data on each dashboard.

Metadata

The metadata layer sits on top of the base summaries and materialized views and is used to define the complex relationship between the dimensions, responsibilities, menus, request sets, KPIs, dashboards, and reports. The metadata is predefined by Oracle and cannot be modified. You can view the relationship between the metadata and the underlying tables and views using the View KPI and Dimension Object Dependencies reports.

Rendering Technology

The rendering technologies sit on top of the metadata layer and are used to render the dashboards and reports based on the data that is defined in the base summaries, materialized views, and the metadata layer. Information on the common features of dashboards and reports is available in the *Oracle Daily Business Intelligence User Guide*.

Request Set Generator

The request set generator is a tool that generates initial and incremental request sets dashboards or reports. The request sets include all of the concurrent programs needed to load or refresh the dashboard or report, so that you do not encounter any data load

or refresh issues, such as dangling records.

Request Set Generator

Initial and Incremental Request Sets

The initial and incremental request sets are generated by the Request Set Generator and are used to load or refresh dashboards and reports.

Related Topics

Common Dimensions, page 1-9

Responsibilities, page 1-13

Summarizing Data, page 1-14

Common Dimensions

A *dimension* defines a hierarchical relationship between data. For example, the Time dimension defines the hierarchical relationship between different time periods in a calendar.

Each dimension contains one or more dimension objects. Each dimension object represents a list of values for the summarized data. For example, the Time dimension contains several calendars, each of which is a separate dimension object. One calendar may summarize data by year, quarter, period, month, week, or day, whereas another calendar may summarize data by Rolling periods.

Dimensions are either flat or recursive:

- **Flat dimension:** Can be hierarchical, but is does not display the hierarchy between items.
- **Recursive dimension:** Displays a hierarchy between items.

In dashboards or reports, dimensions appear in the parameter region and are known as *parameters*. Each dashboard and report contains a set of common dimensions such as Time and Currency. They also contain a *primary dimension*. The primary dimension is the dimension that determines which values are compared in the KPI region. The primary dimension is displayed as a dashboard parameter. The primary dimension is different in each dashboard.

The following dimensions are common across Daily Business Intelligence:

- Currency Dimension, page 1-10
- Customer Classification Dimension, page 1-10
- Inventory Organization Dimension, page 1-10
- Item Dimension, page 1-10
- Operating Unit Dimension, page 1-10
- Organization Dimension, page 1-11
- Person Dimension, page 1-11
- Sales Group Dimension, page 1-11
- Time Dimension, page 1-12

Some dashboards may also use other dimensions. This guide contains information on which dimensions are used by which dashboard.

Currency Dimension

The currency dimension is a flat dimension that allows you to see financial data across all organizational units in a common currency. The dimension is populated based on the currencies and daily exchange rates that are defined in Oracle General Ledger and the primary or secondary currencies set up for Daily Business Intelligence.

See: Set Up Global Parameters, page 2-30.

Customer Classification Dimension

The customer classification dimension is a flat dimension that is used to classify customers or other parties. It is populated based on the classification you select when you define the Party Market Classification Type global parameter. Party Market Classifications are defined in Oracle Trading Community Architecture.

Inventory Organization Dimension

The inventory organization dimension is a flat dimension that defines a hierarchical relationship between warehouses or other inventory organizations.

Inventory Organizations can be setup at the responsibility-level and are secured in the Organization Access window in Oracle Inventory.

Item Dimension

The item dimension is a recursive dimension that defines the hierarchical relationship between items. The item dimension contains the following dimension objects: Item, Catalog, Procurement Catalog, or Product Catalog.

The item dimension is used by dashboards such as the Product Management - Engineering dashboard.

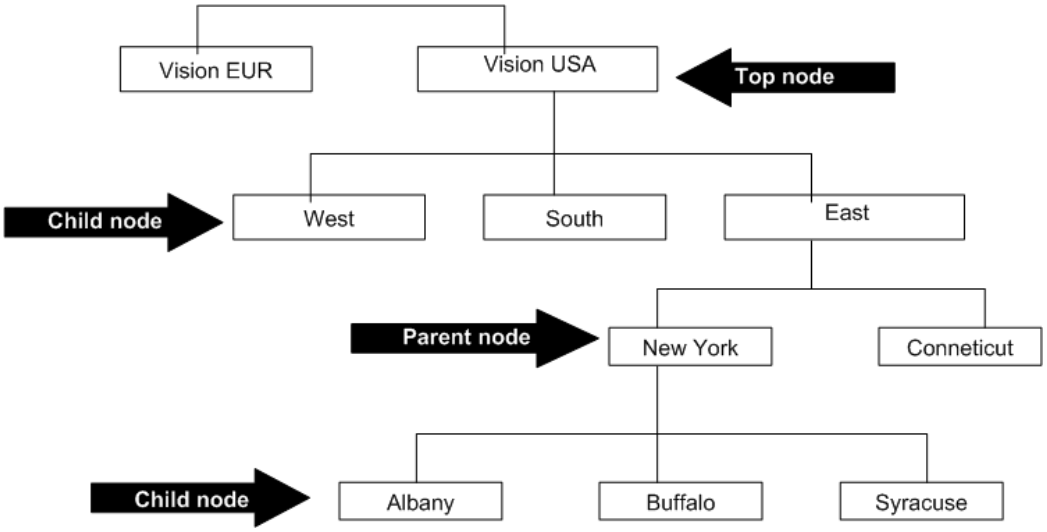
See: Item Dimension Reporting, page 6-1.

Operating Unit Dimension

The operating unit dimension is a recursive dimension that defines the hierarchical relationship between operating units in your enterprise.

See: Set Up Operating Unit Security, *Oracle Daily Business Intelligence Implementation Guide*.

Operating Unit Hierarchy



Organization Dimension

The organization dimension is a flat dimension that defines the hierarchical relationship between organizations in your enterprise. For example, the relationship between a company, its subsidiaries, and the plants or locations associated with each subsidiary. This dimension is used to construct the content for multiple dashboards, but it never appears as a primary dimension on a dashboard.

Person Dimension

The person dimension is a recursive dimension that defines the hierarchical relationship between managers in your enterprise. This dimension is based on your supervisor hierarchy, which is defined in Oracle Human Resources. Managers can only see data for subordinates in the supervisor hierarchy.

Sales Group Dimension

The sales group dimension defines the hierarchical relationship between sales groups in your enterprise. This dimension is based on how you set up your resource groups in Oracle Sales Online.

Additional Information

When a sales representative belongs to more than one sales group, the system selects a sales group for that person using the following rules:

- If the sales representative is a member of two or more sales groups, which are at different levels in the hierarchy:
    - Assuming all groups are still effective and have the same Usage, the

representative is associated with the higher group in the hierarchy. In the diagram available in Set Up Sales Group Hierarchy, page 20-21 Apt, Peter M. belongs to both the USA Sales and Industry Accounts sales groups; however, he is displayed in the USA Sales group in the reports because that is the higher group.

- Groups that are not within their effective date range are excluded from the hierarchy. For example, if USA Sales in Set Up Sales Group Hierarchy, page 20-21 expired, Apt, Peter M. would display in the Industry Accounts sales group in the reports.

- Groups whose Usage is not Sales and Telesales are excluded from the hierarchy. For example, Africa Sales in Set Up Sales Group Hierarchy, page 20-21 has a Usage of Sales Compensation, and USA Sales has a Usage of Sales and Telesales. Therefore, Sprague, Helena displays in the USA Sales group in the reports.

- If the sales representative is a member of two or more sales groups, which are at the same level in the hierarchy:
  - Assuming all groups are still effective and have the same Usage, the group in which the sales representative is assigned the *Sales* role type is chosen over groups in which the sales representative is not assigned the *Sales* role type.

  - If the sales representative uses the *Sales* role type in multiple groups, the system checks the Group Member Roles section in the Groups tabbed region in the Resource window. For example, if the sales representative is assigned a role of Sales Manager in one group and Service Manager in another, the group in which the sales representative is assigned the Sales Manager role is used.

  - Groups that are not within their effective date range are excluded from the hierarchy. Assume that the Europe Sales group has expired in Set Up Sales Group Hierarchy, page 20-21, but the Middle East Sales group has not. Mubarak, Mr. Taqi is therefore displayed in the Middle East Sales group in the reports.

  - Groups whose Usage is not Sales and Telesales are excluded from the hierarchy. For example, Africa Sales in Set Up Sales Group Hierarchy, page 20-21 has a Usage of Sales Compensation, and USA Sales has a Usage of Sales and Telesales. Therefore, Sprague, Helena displays in the USA Sales group in the reports.

Time Dimension

The time dimension defines a hierarchical relationship between units of time based on your enterprise calendar and on the global start date. The enterprise calendar and

global start date are defined when you set up the global parameters for Daily Business Intelligence.

The following calendars are supported by the time dimension.

- **Gregorian Calendar Hierarchy:** Use this calendar to analyze your data based on a standard daily calendar. In the Gregorian calendar, a year is composed of 12 months, 4 quarters, 52 weeks, and 365 days. (The number of days in the Gregorian calendar differs depending on whether the year is a leap year or not.) One record is created for every year. A quarter is defined as 3 months. For instance, the first quarter includes January, February and March. The other quarters are defined likewise. You cannot drill down to the week or day levels if you are using this calendar. If you want to analyze data by week, you must use the period 445 or financial calendar.

- **Period 445 Hierarchy:** Use this calendar to analyze your data by week or by 4-4-5 period.

- **Enterprise Calendar Hierarchy:** Use this calendar to analyze data across different applications. It uses the same basic structure as the Gregorian calendar

- **Financial Calendar Hierarchy:** Use this calendar to analyze data by different financial calendars. This calendar cannot analyze data by day. You can only analyze data to the week level if you are using the financial calendar.

Responsibilities

Daily Business Intelligence uses responsibilities to regulate user access to content and functionality.

A *responsibility* is a level of authority in Oracle Applications that lets you access the functions and data that are appropriate to your role in an organization.

The responsibilities delivered with Daily Business Intelligence and its intelligence products provide access to:

- A specific dashboard or set of dashboards. For example, users who are assigned the Daily Financials Intelligence responsibility can access the Profit and Loss dashboards and the Expense Manager dashboard.

- A menu that provides easy navigation to the commands or actions that the responsibility can perform.

The system administrator assigns the appropriate responsibilities to each user. Each responsibility can be assigned to one or more users, and conversely, each user can be assigned to one or more responsibilities.

Daily Business Intelligence provides the following responsibilities:

- **Daily Business Intelligence Administrator responsibility:** This responsibility

provides access to all of the Daily Business Intelligence setup windows. It also provides access to other Daily Business Intelligence tools, such as the Request Set Generator.

- **Daily Business Intelligence Designer responsibility:** This responsibility provides access to all of the tools for creating custom dashboards, KPIs, dimensions, and reports.

- **Scoring Manager responsibility:** This responsibility provides access to the weight and scoring features for weighted KPIs.

Each intelligence area provides an additional set of responsibilities that provide access to dashboards and reports. For a complete list of responsibilities provided with Daily Business Intelligence, see: Appendix A, "Responsibility and Dashboard Matrix", *Oracle Daily Business Intelligence Implementation Guide*.

You can also define new responsibilities that provide access to a selected set of dashboards and reports as required.

> **Note:** If you define a responsibility, set the "Available From" attribute to Oracle Self-Service Web Applications.

Related Topics

"Defining Responsibilities", *Oracle Applications System Administrator's Guide - Security*

Appendix A, "Responsibility and Dashboard Matrix", *Oracle Daily Business Intelligence Implementation Guide*

Summarizing Data

The summarized information in dashboards, regions, and reports, is built on base summary tables and materialized views., which are relational in nature.

A *base summary* table is a term used in Daily Business Intelligence. It is a database table that stores aggregated data derived from OLTP transaction tables.

A *materialized view* is a database object that contains the results of a query. It enables users to manage aggregated data in a more efficient way.

> **Note:** Materialized views are for internal Oracle use only and can change without notice.

For detailed information on the base summary tables and materialized views used in Daily Business Intelligence, see the Oracle Electronic Technical Reference Manual (eTRM) available on Oracle*MetaLink* (Note: 150230.1). The eTRM also contains Entity Relationship Diagrams that illustrate the summarization flow used to load and refresh

these objects.

To see which base summary tables and materialized views are used by a particular dashboard or report, use the View Object Dependencies utility.

In the case of Generated Source reports Analytical Workspaces, that are multidimensional structures, can also be used to store aggregate data, instead of Materialized Views.

For more information on data summarization in Generated Data Source reports, see: *Oracle Balanced Scorecard Administrator Guide*.

Related Topics

eTRM on Oracle *MetaLink* (Note: 150230.1)

View Object Dependencies, page 4-7

Securing Daily Business Intelligence

Daily Business Intelligence functions are secured using standard Oracle Applications function security. When you assign a responsibility to a user, the user has access to all of the functions on the responsibility's menu.

In addition, Daily Business Intelligence data is secured using a combination of user-based and responsibility-based data and function security. This additional layer of security restricts access to the following parameters:

- Common Parameters
  - Inventory Organization, page 1-16
  - Operating Unit, page 1-16
  - Sales Group, page 1-17
- Dashboard-specific Parameters
  - Commodity, page 1-17
  - District, page 1-18
  - Manager (Company Cost Center), page 1-18
  - Manager (Supervisor), page 1-18
  - Project Organization, page 1-19
  - Request Type, page 1-19

- Store (Web Store), page 1-19

Inventory Organization

The following dashboards are secured by Inventory Organization.

- Customer Fulfillment Management
- Inventory Management
- Manufacturing Management
- Plan Management
- Shipping Management
- Warehouse Management

The Inventory Organizations (warehouses), can be set up at the responsibility-level and are secured in the Organization Access window in Oracle Inventory.

Although granted by responsibility, a given user's dashboards always display the same list of inventory organizations based on ALL authorized organizations across all of the user's responsibilities. The inventory organization security setup is specific to all the responsibilities the user can access. For example, if you have three responsibilities and each has access to three different inventory organizations, then the dashboard displays all nine inventory organizations. It finds all inventory organizations from all responsibilities for a particular user.

> **Note:** Daily Business Intelligence does not use the Oracle Process Manufacturing organization security. Access to operating units and inventory organizations depends on the standard operating unit and inventory organization security setup in Oracle Applications.

Related Topics

"Defining Organization Access", *Oracle Inventory User Guide*

Operating Unit

The following dashboards are secured by Operating Unit:

- Commodity Spend Management
- Commodity Supplier Management
- Payables Management

- Payables Status
- Procurement Management
- Site Management
- Site Top Activity
- Site Top Sales Activity

Operating Units are secured by attaching a security profile to a user ID or responsibility. In turn, a security profile is associated with an organization hierarchy.

Related Topics

Set up Operating Unit Security, page 2-55

"Security Profiles", *Configuring, Reporting and System Administration in Oracle HRMS*

Sales Group

The following dashboards are secured by sales group:

- Sales Management
- Service Contracts Management
- Service Renewals Management

Sales groups are secured based on the logged in user's sales group responsibility: Manager or Administrator. The logged in user has access to their assigned sales groups and any subordinate sales groups.

Related Topics

Oracle Sales Implementation Guide

Commodity

The following dashboards are secured by a combination of commodity and operating unit:

- Commodity Supplier Management
- Commodity Spend Management

Commodities are set up for Oracle Purchasing and are visible to the commodity managers who have been assigned to them, across all organizations and item masters. Any number of commodity managers can be assigned to allow other managers to access

these dashboards for a given commodity.

Related Topics

Set Up Commodities, page 14-51

District

The following dashboard is secured by District.

- Field Service Management

Districts are secured based on the logged in user's district responsibility: Manager or Administrator. The logged in user has access to their assigned district and any subordinate districts.

Related Topics

For information on setting up districts, see: Update Sales Group and District Hierarchies, page 2-66.

Manager (Company Cost Center)

The following dashboards are secured by the Manager parameter:

- Profit and Loss
- Profit and Loss by Manager
- Expense Management

The Manager (Cost Center) parameter is set up when you implement Manager reporting for Daily Business Intelligence. This parameter restricts access to the logged in manager and the manager's direct reports, if those managers are responsible for managing cost centers.

Related Topics

Manager Reporting, page 5-1

Manager (Supervisor)

The following dashboards are secured by manager:

- Contingent Worker Management
- HR Management - Overview
- HR Management - Turnover

- HR Management - Headcount
- Workforce Budget Management

In these dashboards, the Manager parameter restricts access to the logged in manager and the manager's direct reports. The manager can select any employee that reports to him. The hierarchy of managers is defined when you set up the supervisor hierarchy in Oracle Human Resources.

Related Topics

Configuring, Reporting and System Administration in Oracle HRMS

Project Organization

The following dashboard is secured by project organization:

- Project Summary

The Project Organization dimension is secured when you define the PJI: Organization Security Profile. This parameter restricts access to the Project Organizations the logged in user can access and can be set at either the user or responsibility level.

Related Topics

Set Up Security Profiles, page 16-18

Request Type

The following dashboard is secured by request type:

- Customer Support Management

This parameter restricts access to the request types that are granted to the logged in user's responsibilities.

Related Topics

"Granting Access to Service Request Types by Responsibility" in the *Oracle TeleService Implementation Guide*

Site (Web Store)

The following dashboard is secured by a combination of site and operating unit:

- Site Management

A user has access to a specific store only if the user has access to all of the operating units that are associated with the store, as defined in Oracle *i*Store/Web Analytics.

Related Topics

Oracle Web Analytics Implementation and Administration Guide

2

Set Up Daily Business Intelligence

Implementation Considerations

Before implementing Daily Business Intelligence, consider the following items that are common to all intelligence products:

- Daily Business Intelligence Functionality, page 2-1
- Time, page 2-2
- Currency, page 2-2
- Security, page 2-2

Daily Business Intelligence Functionality

Determine the functionality that you want to implement.

Review the *Oracle Daily Business Intelligence User Guide* to create a list of the dashboards, KPIs, and reports that you want to implement; the users that should have access to each dashboard or report; the KPIs that you want to use; and the functionality that you want to customize or disable.

Some typical questions to ask before beginning a Daily Business Intelligence implementation are:

- Which dashboards and reports do you want to implement?
- Which KPIs do you want to hide from your users?
- What are the geographic areas that need to be set up?
- Which responsibilities do you require, and which users will you assign the responsibilities to?

- Do you need to customize the bucket sets in the dashboards and reports you are going to implement?
- Do you want to configure any of the dashboards or reports? If so, do you want to hide any of the regions on the dashboard?

Time

Determine the time period that you want to report on. Daily Business Intelligence summarizes data for all the periods that are defined in the Enterprise Calendar; from the Global Start Date up to the last date the initial or incremental load was run. You set the Global Start Date and the Enterprise Calendar when you set up Daily Business Intelligence.

To use dashboards effectively, you must ensure that the Enterprise Calendar has periods defined from the Global Start Date to any future dated transactions that you will report on. For example, if you are reporting on future dated transactions such as budgets and forecasts, periods must be defined for all possible future and back dated transactions.

To ensure that your data is timely, it is recommended that you run the incremental request sets as frequently as possible. For the most up-to-date data, run the request sets daily, if possible.

Currency

Determine the currencies you want to report on. Daily Business Intelligence populates the currency dimension based on the functional and global currencies and the daily exchange rates defined in Oracle General Ledger. To use Daily Business Intelligence, ensure that a daily exchange rate is defined for every transactional, functional, and global currency, and for every financial period defined in the Enterprise Calendar.

If you are reporting on future or back dated transactions such as budgets and forecasts or service contracts, ensure that daily exchange rates are defined for all of the possible future and back dated transactions.

If a daily exchange rate does not exist for a currency on a particular date, then Daily Business Intelligence will search for a rate on the closest possible date. If no rate is found, a missing rate error is returned when you run the initial or incremental request sets.

Security

Review the security requirements for the dashboards and reports that you are going to implement and modify the users' access rights accordingly.

Daily Business Intelligence summarizes data from across Oracle Applications and from across your enterprise. Ensure that users do not have access to inappropriate or

confidential data, such as employee salaries or revenue information by setting up security according to the requirements provided in this guide.

Set Up Checklist

The following table lists the setup steps required to set up Daily Business Intelligence, including Daily Business Intelligence framework, common features, and intelligence dashboards. Each step lists the responsibility required as well as the dashboards that leverage the step.

> **Note:** Several dashboards share common setup steps. Unless otherwise noted, *common setup steps only have to be performed once for all dashboards*. For example, the Profit and Loss, Expense Management, and HR Management dashboards all require you to run the HR Load All Cost Center Managers concurrent program; however, you only need to run this program once for all dashboards.

Unless otherwise noted, you can perform these set up steps, *concurrently* and *at any time before you run the initial request set*. For example, you can set up global parameters and the HR Profile Options at the same time.

In the case of the Profit and Loss dashboards, unless otherwise noted, the step listed applies to both Profit and Loss and the Profit and Loss by Manager dashboards.

Some steps are optional, depending on how you choose to set up each dashboard. See the detailed step description for more information, as shown in the following table:

Step	Responsibility	Dashboard
Prerequisites		
Verify Hardware and Software Prerequisites, page 2-27	N/A	• All
Create an Implementation Plan, page 2-27	N/A	• All
Assign Responsibilities to Implementers, page 2-28	System Administrator	• All

Step	Responsibility	Dashboard
Set Up Multiple Organization Architecture, page 2-28	System Administrator	• Capital Projects Cost Management • Cost Center Spend Management • Commodity Spend Management • Commodity Supplier Management • Contract Projects Cost Management • Payables Management • Payables Status • Procurement Management • Procurement Performance Management • Procurement Status • Procure-to-Pay Management • Projects Operations Management • Projects Profitability Management • Site Management • Site Top Activity • Site Top Sales Activity • Sourcing Management • Supplier Management

Step	Responsibility	Dashboard
Set Up Daily Business Intelligence Framework		
Set Up Global Parameters, page 2-30	Daily Business Intelligence Administrator	• All
Administer Dashboards and Reports, page 2-37	Daily Business Intelligence Administrator	• All
Administer KPIs, page 2-40	Daily Business Intelligence Administrator	• All

Step	Responsibility	Dashboard
Customize Buckets, page 2-41	Daily Business Intelligence Administrator	• Customer Fulfillment Management • Customer Support Management • Depot Repair Management • Field Service Management • HR Management dashboards • Maintenance Management • Opportunity Management • Procurement Performance Management • Procurement Status • Quote Management • Sales Management • Sales Forecast Management • Service Renewals Management • Shipping Management
Set Up Geography Dimension, page 2-50	Daily Business Intelligence Administrator	• Marketing Dashboards • HR Dashboards
Enable Delegation, page 2-51	System Administrator	• Expense Management • Profit and Loss

Step	Responsibility	Dashboard
Set Up Operating Unit Security, page 2-55	System Administrator	• Commodity Spend Management • Commodity Supplier Management • Procure-to-Pay Management • Procurement Management • Procurement Status • Procurement Performance Management • Payables Management • Payables Status • Site Management • Site Top Activity • Site Top Sales Activity
Enable Really Simple Syndication (RSS) Feed, page 2-61	System Administrator	• All
Define Custom Logo (optional), page 2-62	System Administrator	• All
Set up Notifications for My Approvals Report (optional), page 2-62	System Administrator	• Dashboards having My Open Approvals Region
Enable Email (optional), page 2-63	System Administrator	• All
Enable Web Conferencing (optional), page 2-63	System Administrator	• All

Step	Responsibility	Dashboard
Enable Real Time Chat (RTC) (optional), page 2-64	System Administrator	• Dashboards using Manager parameter
Enable Drill to Transaction (optional), page 2-65	System Administrator	• Dashboards using Manager parameter
Set Up Features and Dashboards		
Set Up HR Profile Options, page 5-4	System Administrator	• Expense Management • Profit and Loss
Create Placeholder Organizations for Companies, page 5-7	HRMS Manager	• Expense Management • Profit and Loss
Create Organizations for Company Cost Center Combinations, page 5-10	HRMS Manager	• Expense Management • Profit and Loss
Run the Synchronize GL company cost centers with HR Request Set, page 5-11	HRMS Manager	• Expense Management • Profit and Loss
Validate that the Company Cost Center Organization Classification is Enabled, page 5-12	HRMS Manager	• Expense Management • Profit and Loss
Assign Managers to the Organization, page 5-12	HRMS Manager	• Expense Management • Profit and Loss
Run HRI Load All Cost Center Managers, page 5-14	Daily Business Intelligence Administrator	• Expense Management • Profit and Loss
Upgrade Item Dimension, page 6-12	Item Manager	• Upgrade only

Step	Responsibility	Dashboard
Set Up the Product Catalog Hierarchy, page 6-12	Item Manager	• Customer Fulfillment Management • Customer Support Management • Depot Repair Management • Field Service Management • Opportunity Management • Product Cost Management • Product Revenue Bookings and Backlog • Product Management • Profit and Loss • Quote Management • Sales Forecast Management • Sales Management • Service Contracts Management • Service Renewals Management • Site Management • Site Top Activity • Site Top Sales Activity

Step	Responsibility	Dashboard
Run DBI Item Dimension Setup Request Set, page 6-16	Daily Business Intelligence Administrator	• Commodity Spend Management • Commodity Supplier Management • Customer Fulfillment Management • Customer and Product Management • Customer Support Management • Depot Repair Management • Inventory Management • Field Service Management • Manufacturing Management • Opportunity Management • Plan Management • Procurement Management • Procure-to-Pay Management • Procurement Performance Management • Procurement Status • Product Management • Product Management - Engineering • Product Cost Management • Product Revenue Bookings and

Step	Responsibility	Dashboard
		Backlog • Product Management • Profit and Loss • Quote Management • Sales Forecast Management • Sales Management • Service Contracts Management • Service Renewals Management • Shipping Management • Site Management • Site Top Activity • Site Top Sales Activity • Warehouse Management
Set Up Field Service District Hierarchy, page 9-12	Field Service Administrator	• Field Service Management
Assign Resources to Field Service Districts, page 9-13	Field Service Administrator	• Field Service Management
Specify Break/Fix Task Type, page 9-15	Daily Business Intelligence Administrator	• Field Service Management
Specify How to Derive Field Service District, page 9-16	System Administrator	• Field Service Management

Step	Responsibility	Dashboard
Define Source Ledger Group, page 10-43	Daily Business Intelligence Administrator	• Profit and Loss • Expense Management • Expense Analysis • Funds Management • Commodity Spend Management • Procurement Management • Procure-to-Pay Management
Define Financial Dimensions, page 10-12	Daily Business Intelligence Administrator	• Profit and Loss • Expense Management • Expense Analysis • Funds Management
Manage Dimension Values and Hierarchies, page 10-16	Daily Business Intelligence Administrator	• Profit and Loss • Expense Management • Expense Analysis • Funds Management
Set Up Budgets and Forecasts, page 10-45	Desktop Integrator	• Profit and Loss • Expense Management • Expense Analysis • Funds Management

Step	Responsibility	Dashboard
Set Up Security for General Ledger and Expense Reporting Data, page 10-28	Daily Business Intelligence Administrator	• Expense Analysis • Funds Management
Set Up General Ledger Profile Options, page 10-64	System Administrator	• Profit and Loss • Expense Management • Expense Analysis • Funds Management
Set Up Payables Profile Options, *Oracle Daily Business Intelligence Implementation Guide*	System Administrator	• Payables Management • Payables Status • Commodity Spend Management • Procurement Management • Procure-to-Pay Management
Set Up Profile Options for Email Center, page 11-10	System Administrator	• Email Center Management
Set Up Profile Options for Inbound Telephony, page 11-10	System Administrator	• Inbound Telephony Management
Set Up Inventory Organization Security, page 12-13	Oracle Inventory	• Maintenance Management
Set Up Lead Rank, page 13-14	Oracle Marketing Administrator	• Marketing Management • Lead Management
Set Up Region, page 13-15	Business Intelligence Systems	• Marketing Management • Lead Management

Step	Responsibility	Dashboard
Define DBI for Marketing Profile Options, page 13-15	System Administrator	• Marketing Management • Lead Management
Set Up DBI for Projects Security Profiles, page 16-18	Daily Business Intelligence Administrator	• Project Profitability Management • Project Operations Management • Capital Projects Cost Management • Contract Projects Cost Management
Set Up DBI for Projects, page 16-19	Daily Business Intelligence Administrator	• Project Profitability Management • Project Operations Management • Capital Projects Cost Management • Contract Projects Cost Management

Step	Responsibility	Dashboard
Set Up Users as Employees, page 14-46	Purchasing HR System Administrator	• Procurement Status • Procurement Performance Management • Procurement Management • Procure-to-Pay Management • Commodity Spend Management • Commodity Supplier Management • Cost Center Spend Management • Sourcing Management • Supplier Management

Step	Responsibility	Dashboard
Review POA: DBI Implementation Profile Option, page 14-47	Purchasing Purchasing	• Procurement Status • Procurement Performance Management • Procurement Management • Procure-to-Pay Management • Commodity Spend Management • Commodity Supplier Management • Cost Center Spend Management • Sourcing Management • Supplier Management

Step	Responsibility	Dashboard
Set Up Document Views, page 14-48	Purchasing System Administrator	• Procurement Status • Procurement Performance Management • Procurement Management • Procure-to-Pay Management • Commodity Spend Management • Commodity Supplier Management • Cost Center Spend Management • Sourcing Management • Supplier Management

Step	Responsibility	Dashboard
Set Up Commodities, page 14-51	*i*Procurement Super User, Purchasing Super User, Public Sector Purchasing Super User	• Procurement Status • Procurement Performance Management • Procurement Management • Procure-to-Pay Management • Commodity Spend Management • Commodity Supplier Management • Cost Center Spend Management • Sourcing Management • Supplier Management

Step	Responsibility	Dashboard
Set Up Company and Cost Center Dimensions	Daily Business Intelligence Administrator	• Procurement Status • Procurement Performance Management • Procurement Management • Procure-to-Pay Management • Commodity Spend Management • Commodity Supplier Management • Cost Center Spend Management • Sourcing Management • Supplier Management

Step	Responsibility	Dashboard
Set Up DBI for Financials Profile Options and Source Ledger Group Assignment, page 14-62	Daily Business Intelligence Administrator	• Procurement Status • Procurement Performance Management • Procurement Management • Procure-to-Pay Management • Commodity Spend Management • Commodity Supplier Management • Cost Center Spend Management • Sourcing Management • Supplier Management
Set DBI for Sales Profile Options, page 19-17	System Administrator	• Sales Management • Sales Forecast Management • Opportunity Management
Run Initial Load of Opportunity Log Tables Concurrent Program, page 19-20	Oracle Sales Administrator	• Sales Management • Sales Forecast Management • Opportunity Management
Set Up Sales Group Hiearchy for DBI for Service Contracts, page 20-21	Daily Business Intelligence Administrator	• Service Contracts Management • Service Renewals Management

Step	Responsibility	Dashboard
Determine Collection Start Date, page 20-24	Daily Business Intelligence Administrator	• Service Contracts Management • Service Renewals Management
Set Up Oracle Discoverer Business Areas for Service Contracts Intelligence, page 20-25	System Administrator	• Service Contracts Management • Service Renewals Management
Set Up Inventory Organization Security, page 21-63	Oracle Inventory	• Customer Fulfillment Management • Inventory Management • Manufacturing Management • Plan Management • Product Cost Management • Product Revenue Bookings and Backlog • Sales Agreement Management • Shipping Management • Transportation Management • Warehouse Management

Step	Responsibility	Dashboard
Synchronize Enterprise Calendar, page 21-63	• Daily Business Administrator • Oracle General Ledger Super User	• Customer Fulfillment Management • Inventory Management • Manufacturing Management • Plan Management • Product Cost Management • Product Revenue Bookings and Backlog • Sales Agreement Management • Shipping Management • Transportation Management • Warehouse Management
Set Up Firmed Date Defaulting Rule, page 21-61	• Oracle Management Super User • Oracle General Ledger Super User	• Customer Fulfillment Management • Manufacturing Management • Product Cost Management • Product Revenue Bookings and Backlog • Sales Agreement Management • Shipping Management

Step	Responsibility	Dashboard
Set Up Financial Category Dimension, page 21-63	• Daily Business Administrator	• Customer Fulfillment Management • Manufacturing Management • Product Cost Management • Product Revenue Bookings and Backlog • Sales Agreement Management • Shipping Management
Synchronize Financial Data, page 21-64	• Oracle Management Super User, Receivables	• Product Revenue Bookings and Backlog
Map Financial Accounts, page 21-64	• Oracle General Ledger (application)	• Customer Fulfillment Management • Manufacturing Management • Product Cost Management • Product Revenue Bookings and Backlog • Sales Agreement Management • Shipping Management

Step	Responsibility	Dashboard
Set Up Item Dimension, page 21-65	• Item Manager (application)	• Customer Fulfillment Management • Inventory Management • Manufacturing Management • Plan Management • Product Cost Management • Product Revenue Bookings and Backlog • Sales Agreement Management • Shipping Management • Transportation Management • Warehouse Management
Set OM: DBI Installation Profile Option, page 21-71	System Administrator	• Customer Fulfillment Management • Manufacturing Management • Product Cost Management • Product Revenue Bookings and Backlog • Sales Agreement • Shipping Management • Transportation Management

Step	Responsibility	Dashboard
Associate Item with Inventory Category Set, Product Category Set, page 21-58	• Item Manager (application)	• Inventory Management • Manufacturing Management • Product Cost Management • Warehouse Management
Ensure Complete Subledger Postings, page 21-65	• OPM Financial (application)	• Inventory Management • Manufacturing Management • Product Cost Management • Warehouse Management
Set Reporting Units of Measure, page 21-79	Daily Business Intelligence Administrator	• Inventory Management • Transportation Management • Warehouse Management
Set Up Resource Groups, page 21-57	Oracle Engineering (application)	• Manufacturing Management • Product Cost Management
Identify Time Based Resources, page 21-65	System Administrator	• Manufacturing Management • Product Cost Management
Enable Pegging in Advanced Supply Chain Planning, page 21-65	Advanced Supply Chain Planner	• Plan Management
Set Up the Planning Instance, page 21-67	System Administrator	• Plan Management
Set Plan Collection Schedule, page 21-67	Daily Business Intelligence Administrator	• Plan Management

Step	Responsibility	Dashboard
Identify the Unit of Measure Representing Hours, page 21-72	System Administrator	• Manufacturing Management • Product Cost Management • Transportation Management • Warehouse Management
Set Baseline Plan, page 21-72	Daily Business Intelligence Administrator	• Manufacturing Management • Product Cost Management
Set ISC: Shipping/Transportation Execution Profile Option, page 21-71	System Administrator	• Transportation Management
Set FTE: Carrier On-Time Arrival Window Profile Option, page 21-72	System Administrator	• Transportation Management
Post Setup Steps		
Update Sales Group and District Hierarchies, page 2-66	CRM Administrator	• Field Service Management • Opportunity Management • Product Revenue Bookings and Backlog • Sales Management • Service Contracts Management • Service Renewals Management
Create Initial and Incremental Request Sets, page 2-68	Daily Business Intelligence Administrator	All
Run Initial Request Set, page 2-73	Daily Business Intelligence Administrator	All

Step	Responsibility	Dashboard
Set Up Users, page 2-74	System Administrator	All
Schedule Incremental Request Sets, page 2-75	Daily Business Intelligence Administrator	All
Implementation Complete		

Prerequisites

Before you set up Daily Business Intelligence Framework, ensure that you complete the following prerequisites:

- Verify Hardware and Software Prerequisites, page 2-27
- Create an Implementation Plan, page 2-27
- Assign Responsibilities to Implementers, page 2-28
- Set Up Multiple Organization Architecture, page 2-28

Verify Hardware and Software Prerequisites

Review *Oracle Applications Installation Guide: Using Rapid Install* or *Oracle Applications Upgrade Guide: Release 11i to Release 12*, which is available on the Oracle E-Business Suite Documentation CD, and ensure that all hardware and software prerequisites are completed.

Create an Implementation Plan

Each dashboard has different functional requirements. You must review the *Oracle Daily Business Intelligence Implementation Guide* before implementation and create an implementation plan. Questions you should address in your plan include:

- Which responsibilities do I need to have?
- Which dashboards and reports do I want to implement?
- What is the list of setup steps that I have to perform to implement those dashboards and reports?

- Do I have the dependencies specified for custom content?
- Are there any Generated Source Reports to be implemented?
- Which geographic areas should be setup?
- Do I want to configure any of the preseeded dashboards and reports?
- Do I need to disable any KPIs?
- Do I want to customize any bucket sets?
- How do I configure collaboration features like chat and email within DBI?

Related Topics

Setup Checklist, page 5-4

Responsibility and Dashboard Matrix, page B-1

Assign Responsibilities to Implementers

Depending on which dashboards you are implementing, you must assign one or more responsibilities to your implementers.

For information on how to assign responsibilities to users, see: *Oracle Applications System Administrator's Guide - Security*

Related Topics

Setup Checklist, page 5-4

Responsibility and Dashboard Matrix, page B-1

Setting Up Multiple Organization Architecture

The following dashboards are secured by the Operating Unit parameter, and require that you implement Multiple Organization Architecture:

- Capital Projects Cost Management
- Cost Center Spend Management
- Commodity Spend Management
- Commodity Supplier Management

- Contract Projects Cost Management
- Payables Management
- Payables Status
- Procurement Management
- Procurement Performance Management
- Procurement Status
- Procure-to-Pay Management
- Projects Operations Management
- Projects Profitability Management
- Site Management
- Site Top Activity
- Site Top Sales Activity
- Sourcing Management
- Supplier Management

For information on how to set up Multiple Organization Architecture, see: *Oracle Applications Multiple Organizations Implementation Guide*

Related Topics

Set Up Operating Unit Security, page 2-55

Set Up Daily Business Intelligence Framework

Complete the following DBI Framework setup steps before you begin implementing additional DBI features or dashboards.

1. Set up Global Parameters, page 2-30
2. Administer Dashboards and Reports, page 2-37
3. Administer KPIs, page 2-40
4. Customize Buckets, page 2-41

5. Set up Geography Dimension, page 2-50
6. Enable Delegation, page 2-51
7. Set Up Operating Unit Security, page 2-55
8. Enable Really Simple Syndication (RSS) Feed Regions, page 2-61
9. Define Custom Logo, page 2-62
10. Set up Notifications for My Approvals Report, page 2-62
11. Enable Email, page 2-63
12. Enable Web Conferencing, page 2-63
13. Enable Real-Time Chat (RTC), page 2-64
14. Enable Drill to Transaction, page 2-65

Set Up Global Parameters

Global parameters define the default values for dashboards such as global currency, enterprise calendar, and start day of the week. Use the Daily Business Intelligence Administrator responsibility to set up global parameters.

You can change the values for these parameters after implementation is complete. However, you must then run the initial or incremental load to resummarize or refresh your data.

If you change any of the bolded parameters listed in the following table , then rerun the initial request set for the dashboards indicated. You do not need to rerun the initial request set if you change any of the *non-bolded* parameters.

Parameter Name	Required	Description
Global Start Date (mm/dd/yyyy)	Required	Sets the absolute start date for the Time dimension used by Daily Business Intelligence. All data loaded into the Daily Business Intelligence summary tables is collected as of this date. Historical data is maintained from this date forward. Note that in the event that there is no data available as of the Global Start Date, then the closest start date will be used. If there is no data available at all, a null value will appear. For more information on how null values are displayed in Daily Business Intelligence, see: *Oracle Daily Business Intelligence User Guide*. If you modify this parameter after implementation is complete, rerun the initial request set for all dashboards.
Custom Logo	Optional	Enables you to add a custom logo to the top of *preseeded* dashboards and reports. The logo must be .GIF with a recommended maximum size of 124 x 16 pixels.
Start Day of the Week	Required	Sets the starting day for a week (for example, Sunday or Monday) for the Time dimension used by Daily Business Intelligence. If you modify this parameter after implementation is complete, rerun the initial request set for all dashboards.

Parameter Name	Required	Description
Enterprise Calendar	Required	Sets the calendar (dimension object) used for the Time dimension used by Daily Business Intelligence. The calendar type determines the year and the periods within the year that are available for cross-functional analysis. For example, if you choose Fiscal Calendar, you could do an analysis by Quarter or Fiscal Period. You can select any calendar that is defined in General Ledger. However, Daily Business Intelligence requires that a fiscal year to be defined with 50 to 54 weeks. See: *Oracle General Ledger User Guide*. If you modify this parameter after implementation is complete, rerun the initial request set for all dashboards.
Period	Required	Sets the default period type for the time dimension used by Daily Business Intelligence. You can choose any period type in General Ledger, for example, Fiscal Year, Month or Quarter. See: Period Types in *Oracle General Ledger User Guide*. If you modify this parameter after implementation is complete, rerun the initial request set for all dashboards.

Parameter Name	Required	Description
Customer Hierarchy Type	Optional	Sets the Trading Community Architecture (TCA) relationship type for hierarchical customer dimension in order to display aggregated data for related customers and enable users to navigate through receivables measures and data based on the customer hierarchy relationships. The values for the Customer Hierarchy Type profile are Relationship Types defined in TCA/Oracle Customers Online with attributes: Hierarchical: Yes and Circular Allowed: No. .
Party Market Classification Type	Optional for: • Service Contracts Management	Sets the structure that you want to use as the company-wide view of market segments of customers. You can select any General Classification that is defined in Oracle Trading Community Architecture. **Note:** The classification must be flat, or non-hierarchical. If you modify this parameter after implementation is complete, then rerun the initial request set for the affected dashboards.

Parameter Name	Required	Description
Auto Factoring	Required	Sets whether or not you want values in the table regions of dashboards and reports to be automatically factored based on the lowest common denominator. Autofactoring is useful if you are reporting on large numbers. For example, if you are reporting on revenue by business area and the lowest common denominator for a value is 1,000,000, then the value displayed in the table region will be 1, with a factor of a million. The factor is displayed in the column heading. If you do not enable autofactoring, then the complete value will appear in each row.
High % Range	Required	Sets the highest percent value displayed. If a percent value is greater than the high range, then it appears as "---".
Low % Range	Required	Sets the lowest percent value displayed. If a percent value is lower than the low range, then it appears as "---".
Collect Commit Size	Required	1000

Parameter Name	Required	Description
Debug Mode	Optional for all dashboards	Turning this profile to Yes will add a column to the KPI region that displays debug information, such as parameters, processing information and returned values. It will also add a View Log link at the base of the KPI region that displays performance information on how much time is spent on displaying the KPI region.
Primary Currency	Required	Sets the first currency displayed in the Currency parameter of dashboards. This is also known as the *global currency*. You can choose any currency that is defined in General Ledger. Transactions are converted into the primary currency using the primary rate type. For more information on currencies, see: Currencies in *Oracle General Ledger User Guide*. If you modify this parameter after implementation is complete, rerun the initial request set for all dashboards.
Primary Rate Type	Required	Sets the rate type used to convert transactions into the Primary Currency. You can choose any rate type that is defined in General Ledger, such as Corporate or Spot. For more information about setting up rate types, see: Rates in *Oracle General Ledger User Guide*. If you modify this parameter after implementation is complete, rerun the initial request set for all dashboards.

Parameter Name	Required	Description
Primary Currency Display Name	Optional	Sets the display name for the primary currency.
Secondary Currency	Optional	Sets the second currency in the Currency parameter. Transactions are converted into the Secondary Currency using the secondary rate type. If you modify this parameter after implementation is complete, rerun the initial request set for all dashboards.
Secondary Rate Type	Optional	Sets the rate type used to convert transactions into the secondary currency. You can choose any rate type that is defined in General Ledger, such as Budget. If you modify this parameter after implementation is complete, rerun the initial request set for all dashboards.
Secondary Currency Display Name	Optional	Sets the display name for the secondary currency.
Annualized Currency	Optional for: • Service Contracts Management	Sets the currency that you want to view as an annualized currency. You can choose either primary or secondary currency. If no currency is selected, then the Currency parameter will only display the Primary, Secondary and Functional currencies. If you modify this parameter after implementation is complete, then rerun the initial request set for the Service Contracts Management dashboard.

Parameter Name	Required	Description
Annualized Currency Display Name	Optional for: • Service Contracts Management	Sets the display name for the annualized currency.
Treasury Rate Type	Required for: • Site Management • Site Top Activity • Site Top Sales Activity • Quoting Management Optional for: • Service Contracts Management • Service Renewals Management	Sets the treasury rate used to convert treasury transactions to the functional currency. If you modify this parameter after implementation is complete, then rerun the initial request set for the Profit and Loss, Expense Management, Expense Analysis and Funds Management dashboards.

Administer Dashboards and Reports

Each intelligence area provides a set of preseeded dashboards, reports, and KPIs that you can use for out-of-the-box reporting and analysis. The *Oracle Daily Business Intelligence User Guide* contains a complete description of this preseeded content.

Once you determine which dashboards and reports, preseeded or custom, that you want to implement, you can use the Daily Business Intelligence Administrator responsibility to administer the dashboards and reports, where applicable:

1. Enable Dashboards and Reports
2. Configure Dashboards
3. Email Dashboards

Enable Dashboards and Reports

You must enable the dashboards and reports that you want to implement so that the Request Set Generator can generate optimized initial and incremental request sets.

It is strongly recommended that you enable dashboards and reports once, during initial implementation.

If you enable or disable preseeded dashboards and reports, especially those that are preseeded, after implementation is complete, then you must complete any required setups for those dashboards and reports, including recreating and rerunning the request sets.

Dashboards and reports for which no dependent object or refresh program have been defined, cannot be enabled or disabled.

To enable dashboards and reports:

1. Using the Daily Business Intelligence Administrator responsibility, navigate to Setup : Global > Administer Content.
2. Query the dashboard or report that you want to implement.
3. Enable the Implement check box next to the dashboard or report. You can enable several dashboards and reports at the same time.

   Note: When a dashboard is disabled, all the reports that are linked to it and are not part of any enabled dashboard are also disabled. When a dashboard is enabled, all the reports linked to it are enabled. However, enabling or disabling a report has no effect on the implementation of the dashboard of which the report is a part.

4. Click Apply to save your work.

Configure Dashboards

To configure a dashboard:

1.
2.
3. Configure the dashboard by doing the following:
   - **Hide Regions:** Hide a region if you want to prevent it from being displayed on the dashboard.

     Important: If you hide the parameter region, then the dashboard will only display data for the default parameters. It is strongly recommended that you do not hide the parameter region.

- **Edit the KPI region:** Edit the KPI region if you want to change the title of the region, change the display names of the KPIs, or hide KPIs from users.

  You can also add existing KPIs (preseeded or custom) to the KPI region by doing the following:

  1. Click Add Existing KPI
  2. Query the list of existing KPIs by functional area.
  3. If you want to restrict the query so that it displays only the KPIs that respond to the parameters on the selected dashboard, select Match parameters check box.

     For example, if you are configuring the Payables Management dashboard, you can restrict the query to only KPIs that respond to the Operating Unit parameter.
  4. Select the KPI, and click Apply.

- **Rearrange regions:** Move regions in the dashboard.
- **Add regions:** You can add preseeded parameter, table, or graph regions. For KPI or Links regions, you can add either preseeded or custom regions.

4. Click Finish to save your work.
5. If you added KPIs to the KPI region, or added new preseeded or custom regions to the dashboard:
   - Recreate the initial and incremental request sets for the dashboard.
   - Run the initial request set to view the changes in the dashboard.
6. If you did not add any KPIs or regions to the dashboard, then refresh your browser window to view the changed dashboard.

Email Dashboards

The Daily Business Intelligence Administrator can schedule an email to be sent to users with a PDF of a dashboard and its default parameters, provided the user is assigned a responsibility with access to that dashboard.

To email dashboards:

1. Using the Daily Business Intelligence Administrator responsibility, navigate to Setup : Global > Administer Content.

2. Query the dashboard.

3. Click Email.

4. Query and select the user.

   The To field will be automatically populated with the email address of the selected user.

   > **Note:** Ensure that the email ID is set up for all Oracle Applications users. See: Set Up Users, page 2-74 .

5. Select the responsibility.

   Select a responsibility that provides access to the selected dashboard and that is assigned to the user.

6. Select the email frequency: Daily, Weekly, Monthly, or Do Not Repeat. Choose Do Not Repeat, if you want the email to be sent once.

7. Click Send.

Administer KPIs

You can enable or disable a KPI at anytime after implementation is complete. If you disable or enable after implementation is complete, then refresh the dashboard or report to view the results. It is recommended that you disable KPIs during initial implementation.

You can disable KPIs if you want to hide the KPI from users. Hiding KPIs prevents users from seeing sensitive data (such as salaries) or from seeing KPIs that do not apply to your business. Hiding KPIs *does not* remove the KPI from the system or prevent data from being loaded or refreshed for the KPI.

KPIs are disabled at site level; therefore, if the KPI is used in multiple dashboards, such as the Revenue KPI which appears on the Profit and Loss and Expense Management dashboards, then it is hidden from all the dashboards that contain the KPI.

> **Important:** Always check with your functional implementation experts before you disable a KPI.

To disable a KPI:

1. Using the Daily Business Intelligence Administrator responsibility, navigate to Setup : Global > Administer Key Performance Indicators.

2. Query the KPI.

3. Disable the Select check box next to the KPI.

4. Click Apply to save your work.

Customize Bucket Sets

Bucket sets are used to group like items into buckets for reporting purposes. Daily Business Intelligence uses three types of bucket sets:

- **Aging:** Aging bucket sets group data into buckets of time. For example, the Invoice Summary report groups Open Invoices into the following aging buckets: Less than 1 day, 1 - 3 days, 4 - 7 days, More than 7 days.

- **Discount:** Discount bucket sets group data into buckets of discounts. For example, the Quote Management dashboard groups quotes by discounts: Less than 10%, 10-20%, and More than 20%.

- **Name:** Name bucket sets are used to divide data into any other reporting group. For example, you could group items by color: Red, Orange, Yellow, Green, and Blue.

You can use the Daily Business Intelligence responsibility to customize some, but not all, of the bucket sets used in dashboards and reports. Buckets are customized at site level; therefore any changes you make are visible to all users on any dashboard or report that uses the customized bucket.

> **Important:** It is strongly recommended that you customize bucket sets once, during initial implementation. Setting up bucket sets after implementation is complete is a significant, time consuming, task.

The following table lists the bucket sets that *can* be customized and the dashboards or reports that use the bucket sets:

Bucket Set Name	Type	Dashboards or Reports
Customer Fulfillment Management - Past Due Value Aging	Aging	• Customer Fulfillment Management dashboard • Past Due Promise Value Aging • Past Due Schedule Value Aging • Past Due Schedule Value Aging
Customer Support Management - Backlog Aging	Aging	• Customer Support Management dashboard • Service Request Backlog Aging Distribution Trend • Service Request Backlog Aging • Service Request Backlog Detail • Service Request Backlog Aging Trend • Service Request Backlog Aging Distribution

Bucket Set Name	Type	Dashboards or Reports
Customer Support Management - Closure Cycle Time	Aging	• Customer Support Management dashboard • Service Request Closure Distribution • Service Request Closure Distribution Trend • Service Request Closure Trend • Service Request Closure Detail • Service Request Closure Summary
Depot Repair Management - Days Until Promised	Aging	• Depot Repair Management dashboard • Repair Order Days Until Promised
Depot Repair Management - Mean Time To Repair	Aging	• Depot Repair Management dashboard • Mean Time To Repair Distribution • Mean Time To Repair Distribution Trend • Mean Time To Repair Trend • Mean Time To Repair

Bucket Set Name	Type	Dashboards or Reports
Depot Repair Management - Repair Order Backlog and Completion	Aging	• Depot Repair Management dashboard • Repair Order Late Completion Aging • Repair Order Past Due Aging
Field Service Management – Travel Time	Aging	• Field Service Management dashboard • Travel Time Distribution • Task Travel Detail
Field Service Management – Travel Distance	Aging	• Field Service Management dashboard • Travel Distance Distribution • Task Travel Detail
Field Service Management – Travel Time Variance	Aging	• Field Service Management dashboard • Travel Time Variance • Travel Time Variance Distribution • Task Travel Detail

Bucket Set Name	Type	Dashboards or Reports
Field Service Management – Travel Distance Variance	Aging	• Field Service Management dashboard • Travel Distance Variance • Travel Distance Variance Distribution • Task Travel Detail
Field Service Management – Task Backlog Aging	Aging	• Field Service Management dashboard • Task Backlog and Aging • Task Backlog and Aging Detail
Field Service Management – Mean Time to Resolve	Aging	• Field Service Management dashboard • Mean Time to Resolve • Mean Time to Resolve Request and Task Detail
Human Resources Intelligence - Length of Work Banding	Aging	• Human Resources Management - Overview • Human Resources Management - Headcount • Human Resources Management - Turnover

Bucket Set Name	Type	Dashboards or Reports
Human Resources Intelligence - Performance Banding	Name	• Human Resources Management - Overview • Human Resources Management - Headcount • Human Resources Management - Turnover
Maintenance Management - Late Completion Aging	Aging	• Maintenance Management dashboard • Late Completion Detail • Late Completion Aging
Maintenance Management - Past Due Aging	Aging	• Maintenance Management dashboard • Past Due Work Order Detail • Past Due Work Order Aging
Maintenance Management - Request to Completion Distribution	Aging	• Maintenance Management dashboard • Request to Completion Distribution • Request to Completion Detail
Opportunity Win Probability Bucket Set	Name	• Sales Management

Bucket Set Name	Type	Dashboards or Reports
Procurement Performance Management - Fulfilled Requisitions by Age	Aging	• Procurement Performance Management • Fulfilled Requisitions Amount • Fulfilled Requisitions Aging
Procurement Status - Unfulfilled Requisitions by Age	Aging	• Procurement Status • Unfulfilled Requisitions Amount • Unfulfilled Requisitions Aging
Procurement Status - Unprocessed Requisitions by Age	Aging	• Procurement Status • Unprocessed Requisitions Amount • Unprocessed Requisitions Aging
Procurement Performance Management - Processed Requisitions by Age	Aging	• Procurement Performance Management • Processed Requisitions Amount • Processed Requisitions Aging
Quoting Discount Bucket	Discount	• Quote Summary by Discount

Bucket Set Name	Type	Dashboards or Reports
Service Contracts - Late Renewals Booking Aging	Aging	• Late Renewal Bookings Aging
Service Request – Resolution Performance	Aging	• Customer Support Management dashboard • Service Request Resolution Distribution • Service Request Resolution Distribution Trend • Service Request Resolution Trend • Service Request Resolution Detail • Service Request Resolution Summary
Shipping Management - Book to Ship Aging	Aging	• Shipping Management dashboard • Book To Ship Aging
Shipping Management - Past Due Schedule Line Aging	Aging	• Shipping Management dashboard • Past Due Schedule Line Aging • Past Due Schedule Line Aging

For each bucket set, you can customize the following:

- **Bucket Name:** The display name used for the bucket set, such as "More than 50%".
- **Number of Buckets:** The number of buckets in the bucket set. Each bucket set allows a maximum of 10 buckets.

- **Range of Buckets:** The range of values in each bucket. Depending on the dashboard or report, the bucket set either must be continuous or they can overlap. For the most effective results, it is best to create continuous buckets sets.

Example

The buckets in the following table are not continuous, therefore, sets of records of data will be omitted from the report:

Incorrect Bucket Set

Bucket 1	Bucket 2	Bucket 3
0-1	2-3	4-5

The following buckets are continuous and, therefore, contain all of the data in this range of values:

Correct Bucket Set

Bucket 1	Bucket 2	Bucket 3	Bucket 4	Bucket 5
0-1	1-2	2-3	3-4	4-5

To create a continuous set of buckets, always use the highest value in the previous bucket as the lowest value in the following bucket.

If you modify bucket sets after implementation is complete, then you can run either the initial or incremental request sets to resummarize your data.

> **Note:** Because data has to be resummarized into the new buckets, it is strongly recommended that you run the initial request set for faster performance.

To modify bucket sets:

1. Using the Daily Business Intelligence Administrator responsibility, navigate to Setup : Global > Define Bucket Sets.
2. Query the Bucket Set.
3. Click Update.
4. Insert, delete, or modify buckets, as required.

5. Click Apply to save your work.

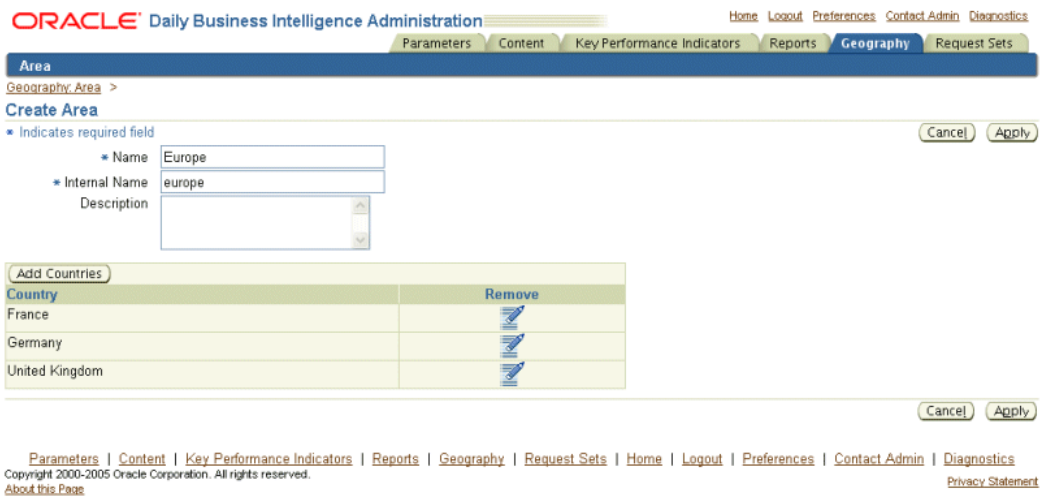
If you perform this step after implementation is complete, rerun the initial or incremental request set to view the changes in the affected dashboards.

Set Up Geography Dimension

Use the Daily Business Intelligence Administrator responsibility to define the geographic areas that you want to use for reporting and analysis. Each geographic area contains one or more countries. For example, North America is a geographic area that is comprised of the USA, Canada, and Mexico. A country can belong to only one geographic area at a time.

Only perform this step if you are implementing the following dashboards:

- HR Management – Overview



To set up the Geography Dimension:

1. Using the Daily Business Intelligence Administrator responsibility, navigate to Setup : Global > Define Geography Dimension.

2. Click Create Area.

3. Enter a name and internal name for the area. The internal name must be unique. You can optionally enter a description.

4. Click Add Countries.

5. Query the country that you want to add to the area

6. Enable the check box next to the country and click Select.

A country can only belong to one geographic area.

7. Click Apply to save your work.

Enable Delegation

The Delegate item that appears in the Action menu at the top of selected dashboards, allows a manager to delegate roles to subordinates for a limited amount of time

> **Note:** Currently, this feature is only available in the Expense Management, Profit and Loss, and HR Management dashboards.

Delegation is based on the concept of role-based security for Oracle Applications.

When a manager delegates a role, the subordinate can view the same data and is granted the same level of security access as the manager, for a selected set of dashboards and reports. The set of dashboards and reports is determined by the role. In addition, the manager can specify a limited time period for the delegation, for example, if the subordinate was delegated responsibility for the reports while the manager is on vacation.

The ability to delegate roles is useful for high-level managers who have responsibility for several areas and who want to delegate specific reporting responsibilities across those areas to their subordinates. For example, a Chief Financial Officer could delegate the Expense role to a Payables manager.

A manager can assign the Financial Analyst role to any of his subordinates.

To enable this feature, set the following profile option at the site-level, using the System Administrator responsibility:

Profile Option	Value
BIS: Enable Delegate Link	Yes

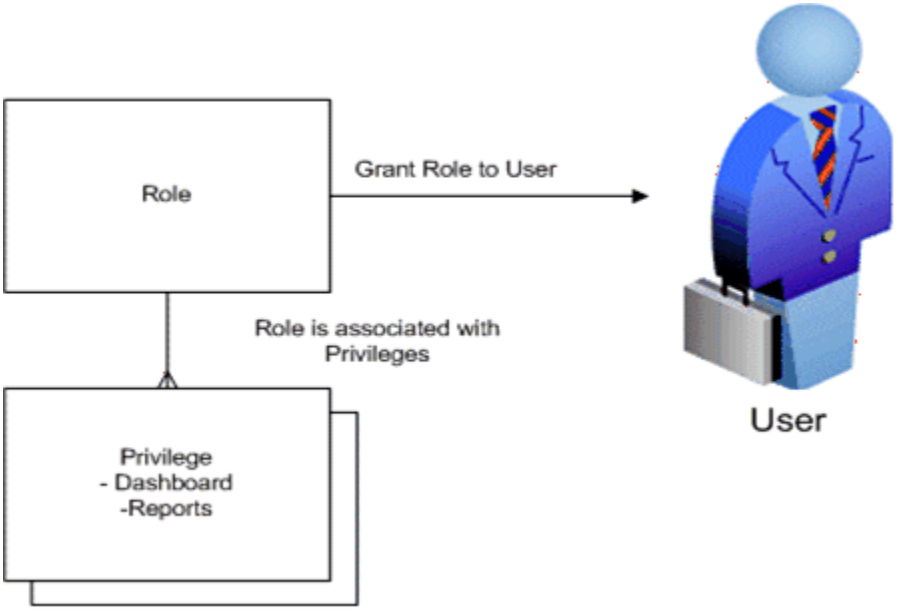
Delegate Roles, Privileges, Companies, and Cost Centers

Use the Daily Business Intelligence Administrator responsibility to delegate roles and privileges from one user to another. You can also delegate the responsibilities for companies and cost centers from one user to another.

Each *role* provides a user with access to a set of privileges. Each *privilege* provides access to a particular feature or set of data, such as the ability to run concurrent programs or to access a particular report or dashboard.

When a user is granted a role, that user is granted access to the privileges associated

with the role. Because roles are granted from one user to another, the user who is granted the role also inherits the data security privileges for the granting user for the specified date range. For example, if the granting user has access to a cost center, the user who is granted the role has access to the data for the cost center for the privileges associated with the role until the specified end date. Use this feature to temporarily grant authority for certain tasks to other users. For example, delegate roles from one user to another when a user is going on vacation or if the user is delegating a particular job function, such as expense reporting to another user.



Administrators can:

- Delegate preseeded and custom roles from one user to another
- Delegate access to companies and cost centers from one user to another
- Create roles
- Create privileges

Administrators can also manage the list of grants by revoking grants or changing the start and end dates for existing grants.

> **Important:** The ability to grant roles is not strictly limited to administrators.

A manager can delegate roles to subordinate managers from the following dashboards:

- Profit and Loss

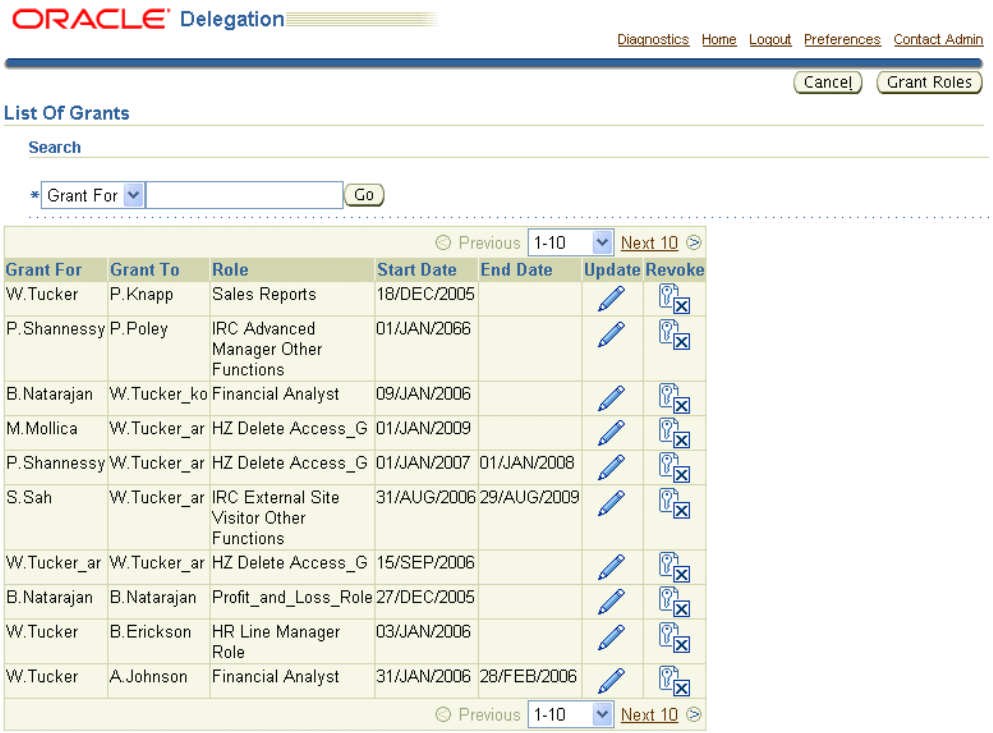
- Expense Management
- HR Management

For more information, see: *Oracle Daily Business Intelligence User Guide*.

Detailed information on roles and privileges is available in "Role Based Security", *Oracle Applications System Administrator's Guide - Security*.

To delegate a role:

1. Using the Daily Business Intelligence Administrator responsibility, navigate to Data Security : Delegation > Administer Roles. The List of Grants window lists all of the currently granted roles.



2. Click Grant Roles.
3. In the Grant For field, select the manager that you want to delegate the role from.
4. In the Grant To field, select the subordinate manager that you want to grant the role to.
5. Enter a Start and End Date for the delegation.
6. Select the role that you want to delegate. To view the list of reports delegated with the role, click Associated Reports.

7. Click Apply to save your work.

To grant access to companies and cost centers:

1. Using the Daily Business Intelligence Administrator responsibility, navigate to Data Security : Delegation > Administer Company and Cost Center. The List of Grants window lists all the individuals who currently have company and cost center access.
2. Click Grant Access.
3. In the Grant For field, select the subordinate manager to whom you want to grant the access.
4. Enter a Start and End Date for the delegation.
5. Assign a role to the individual.
6. Assign the Companies to the individual.
7. Assign the Cost Centers to the individual.
8. Click Apply to save your work.

To create a role:

1. Using the Daily Business Intelligence Administrator responsibility, navigate to Data Security : Delegation > Administer Roles. The List of Grants window lists all of the currently granted roles.
2. Click Grant Roles.
3. Click Create Role.
4. Enter a name, internal name, and description for the role.
5. Query the privileges that you want to add to the role and move the privileges into the Selected Privileges region.
6. Click Apply to save your work.

To create a privilege:

1. Using the Daily Business Intelligence Administrator responsibility, navigate to Data Security : Delegation > Administer Privileges.
2. Click Create Privilege.

3. Enter a name, internal name, and description for the privilege.

4. Query the reports that you want to add to the privilege and move the reports into the Selected Reports region.

5. Click Apply to save your work.

   You can update custom privileges as required.

To associate a privilege with a role:

1. Using the Daily Business Intelligence Administrator responsibility, navigate to Data Security : Delegation > Administer Privileges.

2. Click Associate Roles.

3. Query the role that you want to add to the privilege and move the role into the Selected Role region.

4. Click Apply to save your work.

Set Up Operating Unit Security

The following dashboards use the Operating Unit parameter:

- Capital Projects Cost Management
- Contract Projects Cost Management
- Commodity Spend Management
- Commodity Supplier Management
- Payables Management
- Payables Status
- Procurement Management
- Procure to Pay Management
- Procurement Performance Management
- Procurement Status
- Projects Profitability Management
- Projects Performance Management

- Site Management
- Site Top Activity
- Site Top Sales Activity

The Operating Unit parameter restricts data to the operating units that are assigned to the logged in user or responsibility. To secure the Operating Unit parameter, assign the MO: Security profile at a user or responsibility level.

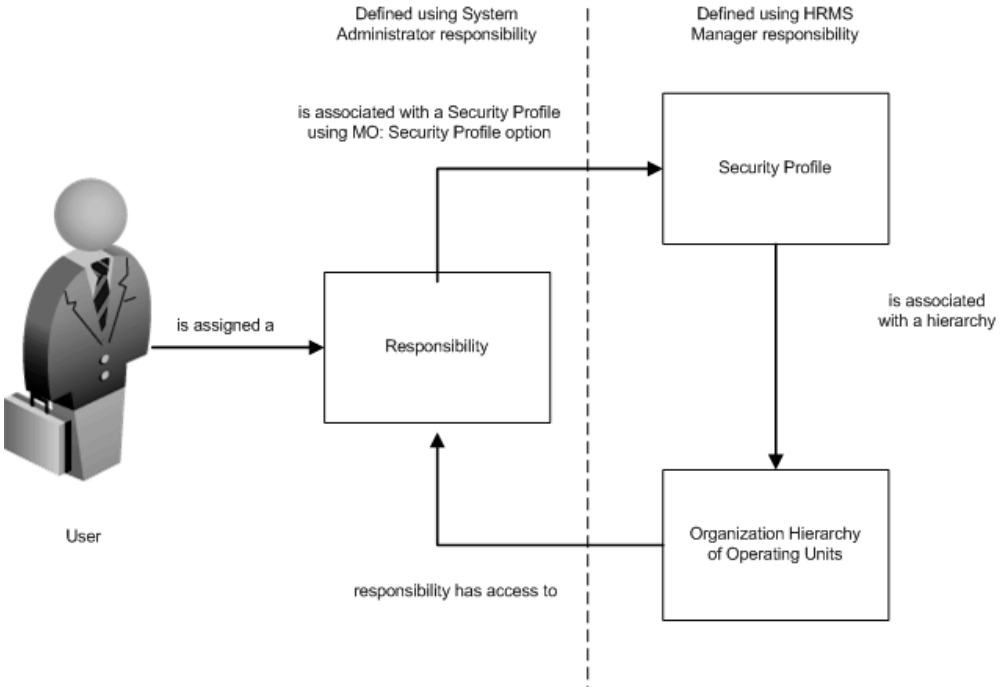
In Oracle Applications, Operating Units are defined as part of an organization hierarchy. An organization hierarchy can define:

- An explicit list of organizations (operating units)
- A list derived as all nodes under a specified organization in a hierarchy
- A single operating unit specified in the MO: Operating Unit profile option for the responsibility

To attach a security profile to a user or responsibility, set the MO: Security Profile option at either the user or responsibility level.

- If you set the MO: Security Profile option at the user level, then the list of organizations will not change by responsibility but will always remain the same for that user.
- If you set the MO: Security Profile option at the responsibility level, then the list of organizations will change by responsibility. If a user has three responsibilities, each of which are assigned to a different operating unit, then the user can only see data for the operating unit that is assigned to the logged-in responsibility.

MO: Security Profile Overview



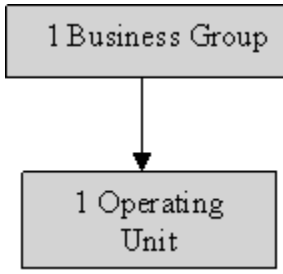
To enable a maximum level of control over user access to operating units, it is recommended that you set up multiple, operating unit-based responsibilities, for example Daily Payables Intelligence - US, and Daily Payables Intelligence - Europe and set the MO: Security Profile option for those responsibilities.

To understand how to apply set up Operating Units for your enterprise, the following sections provide examples on how to set up security for different business models.

Example 1: Single Business Group and Operating Unit Security Profile

If you have a single business group and operating unit:

Business Group - Operating Unit:



1. Define Security Profile for the Business Group, by securing an organization list:

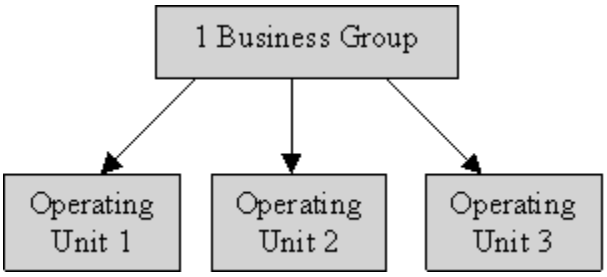
- Define Security Profile Name
- Select the Business Group

2. Select the Security Type: Secure organizations by organization hierarchy and/or organization list.
3. In the Security Profile Setup window, include the single Operating Unit, selecting the Operating Unit classification and the Operating Unit Name. Confirm that the Include button is selected.
4. Run the Single Request: Security List Maintenance. In the Parameters window, select to run the Request for One Named Security Profile and select the Security Profile Name that you created.

Example 2: Multiple Operating Unit with a Single Business Group Security Profile

If you have multiple operating units and those operating units are tied to a single Business Group.

Business Group - Operating Units

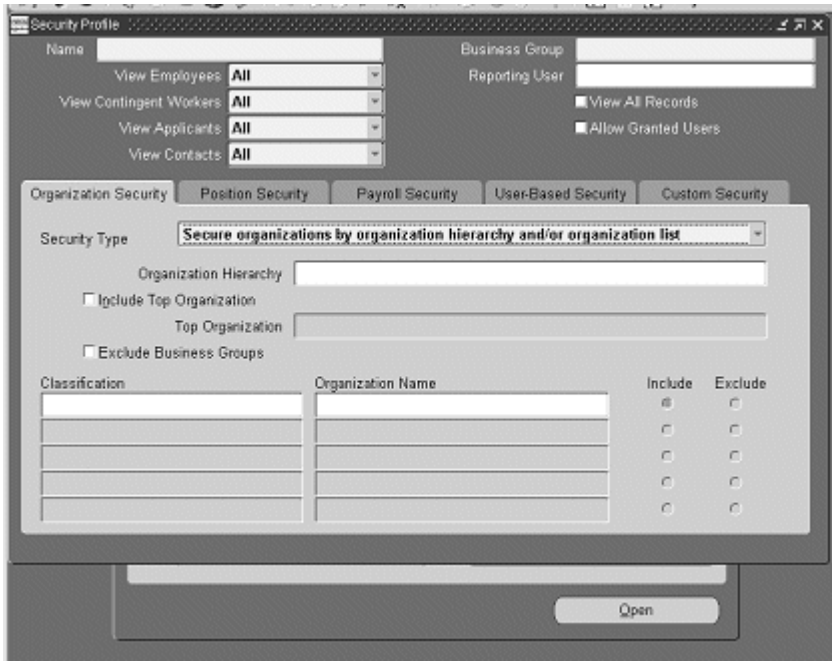


This setup can be achieved using two methods:

Method 1: Reuse an Existing Organization Hierarchy and define a new Security Profile leveraging the existing Organization Hierarchy

1. Define Security Profile for the Business Group:
   - Define Security Profile Name
   - Select the Business Group

HR Security Profile



2. Select the Security Type: Secure organizations by organization hierarchy and/or organization list

3. Define the Organization Hierarchy that has been previously defined in the Organization Hierarchy field.

4. Enable the Include Top Organization check box, if the Top Organization in the Organization Hierarchy is an Operating Unit that should be included in Daily Business Intelligence.

5. Enable the Exclude Business Group check box, if the Business Group Name is in the Organization Hierarchy, in order for the Business Group name to *not* be displayed in the Daily Business Intelligence Operating Unit List of Values.

6. Run the Single Request: Security List Maintenance. In the Parameters window, select to run the Request for One Named Security Profile and select the Security Profile Name that you created.

Method 2: Define a Security Profile with an Organization List

1. Define Security Profile for the Business Group:
   - Define Security Profile Name

- Select the Business Group

2. Select the Security Type: Secure organizations by organization Hierarchy and/or organization list.

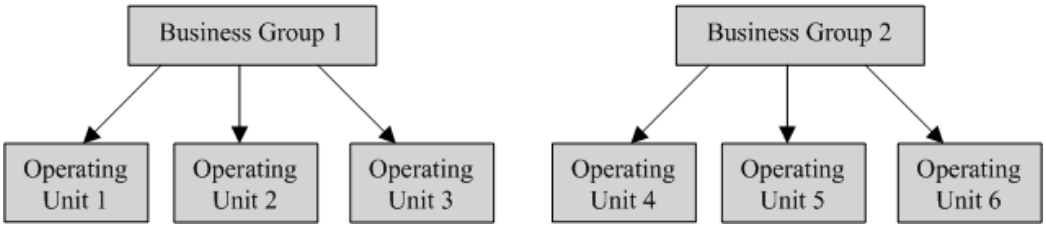
3. In the Security Profile Setup window, include all of the Operating Units, for each Operating Unit, selecting the Operating Unit classification and the Operating Unit Name. Confirm that the "Include" button is selected for each.

4. Run the Single Request: Security List Maintenance. In the Parameters window, select to run the Request for One Named Security Profile and select the Security Profile Name that you created.

Example 3: Multiple Operating Units and Multiple Business Groups Security Profile

If you have a multiple Operating Units and those Operating Units are tied to more than one Business Group.

Business Groups - Operating Units



This setup can be achieved using the same methods used in Example 2, but when you define the security profile *do not select a business group*.

To complete this setup, use the Global Security profile window, which is available from the HR Foundation responsibility.

To set up an organization hierarchy for multiple business groups, define a global organization hierarchy using the Global Org Hierarchy window, which is also available from the HR Foundation responsibility.

Prerequisites

Depending on which features of Oracle E-Business Suite you are using, you may have already performed the prerequisites.

- **Define an Organization Hierarchy:** Set up an organization hierarchy that defines the operating units in your enterprise.

  See: "Creating Organization Hierarchies", *Using Oracle HRMS - The Fundamentals* .

- **Define a Security Profile:** Set up a security profile to control access to records at or above a certain level in an organization.

  See: "Chapter 3: Security" in *Configuring, Reporting and System Administration in Oracle HRMS*.

- **Run the Security List Maintenance program:** Run this program as a single request to populate the hierarchy with the most up-to-date information in your transactional system.

  Use the Human Resources responsibility to run this program. Ensure that the request completed successfully before proceeding.

To set up operating unit security:

1. Using the System Administrator responsibility, navigate to Profile > System.
2. Select the User or Responsibility you want to set the profile for.
3. Select the MO: Security Profile option.
4. Choose Find.
5. For this profile option, assign the security profile in the User or Responsibility column.

Enable Really Simple Syndication (RSS) Feed Regions

Register an RSS feed if you want to add the syndicated content as a region in a dashboard. For example, you can register an RSS feed for news headlines, stock quotes, or currency exchange rates and then add that RSS feed as a region to a dashboard.

After you register a feed you can update or delete the feed as required.

To enable this feature, set the following profile options at the site level using the System Administrator responsibility as shown in the following table:

Profile Option	Value
POR: Proxy Server Name	Sets the name of the proxy server. For example: www-proxy.us.oracle.com
POR: Proxy Server Port	Sets the port of the proxy server. For example: 80

Define Custom Logo

You can add your company logo to the title bar of dashboards and reports. You set the logo at the site level, so the logo will appear on all dashboards and reports in the instance where this profile option is set.

> **Note:** The image file should be located in the directory specified in the OA_MEDIA parameter.

Set the following profile options at the site level using the System Administrator responsibility as shown in the following table:

Profile Option	Value
BIS: Logo on DBI Pages and Reports	Sets the location of logo file. For example: My_Company_Logo.gif

Use only GIF files of a maximum size of 124 by 16 pixels for your custom logo.

Set Up Notifications for My Approvals Report

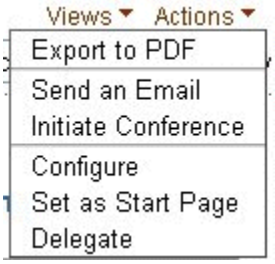
The My Approvals report is only available by drilling from My Open Approvals region on a dashboard. The My Open Approvals region, which is associated with generic functional areas, displays open notifications for users logged into Self-Service Applications.

My Approvals report displays all notifications, with the option to filter by status and by type of notification. By default, the PO Requisitions and Expense Account Approvals notifications are displayed.

To enable notifications:

1. Using the Application Developer responsibility, navigate to Application : Lookups > Application Object Library.
2. Search for BIS_PMV_APPROVAL_TYPES in the Meaning field.
3. Enter the Meaning and Description for new notification type. Ensure that the Meaning is a valid value. This can be determined by looking at MESSAGE_TYPE column in WF_NOTIFICATIONS table.
4. Save the changes and proceed.

Enable Email



The Send an Email feature in the Action menus at the top of dashboards and reports, enables you to send an email with a PDF file of the dashboard or report to anyone with a valid email address.

To enable the Email functionality, you must have Oracle Collaboration Suite Email implemented. See: *Oracle Email Server Documentation*.

You must also set up profile options at the site level using the System Administrator responsibility as shown in the following table:

Profile Option	Description
BIS: Base Domain Name Value	Sets the DNS for the email feature. For example: dc=oracle,dc=com
BIS: Mailing LDAP Server	Sets the LDAP server for the email feature. For example: gmldap.oraclecorp.com
BIS: Mailing SMTP Server	Sets the SMTP server for the email feature. For example: gmamersmtp.oraclecorp.com

The values for these profile options should match the values you set for the profile options for Oracle Email.

Enable Web Conferencing

The Initiate Conference option in the Action menu at the top of each dashboard enables you to enter a Web Conference with other Collaboration Suite users.

Use web conferences to discuss the contents of a dashboard or report.

To enable the Conference functionality, you must have implemented Oracle Collaboration Suite Web Conferencing. See: *Oracle Collaboration Suite Documentation*

Library.

You must also set up the profile options at the site level using the System Administrator responsibility as shown in the following table:

Profile Option	Description
BIS: Conference Authentication Token	Sets the authentication token for the web conference. For example: MTAyMTE1OTQ6V0F4QGFTZmwpcncgITY/Vw==
BIS: Conference Domain	Sets the domain name for the web conference. For example: .oracle.com
BIS: Conference Site ID	Sets the site ID for the web conference. For example: 10211594
BIS: Conference URL	Sets the URL used for web conferencing. For example: https://conference.oracle.com/imtapp/OracleRTCService

The values for these profile options should match the values you set for the Authentication Token, Domain, SiteID, and URL profile options for Web Conferencing.

Enable Real-Time Chat

The Real-Time Chat icon, which appears in the Manager parameter of selected dashboards, automatically launches Oracle Collaboration Suite and enables you to enter into a real-time chat with other Collaboration Suite chat users. Use the chat feature to discuss the content of a dashboard with any other manager in the supervisor hierarchy.

Note: Currently this feature is only available in the following dashboards:

- Profit and Loss
- Expense Manager
- HR Management - Overview

To enable real-time chat functionality in Daily Business Intelligence, you must implement Oracle Real-Time Collaboration.

See: *Oracle Collaboration Suite Documentation Library*.

You must also set up profile options at the site level using the System Administrator responsibility shown in the following table:

Profile Option	Value
BIS: RTC Site ID	Sets the Real-Time Chat site used for messaging. For example: 104000896
BIS: RTC Site URL	Sets the Real-Time Chat URL used for messaging. For example: https://rtc.server.com
BIS: RTC Authorization Token	Sets the Real-Time Chat authorization token used for messaging. For example: MTA0MDA4OTY6eGF1L3JCaVdxQ09LQCZwSA==

The values for these profile options should match the values you set for the Authorization Token, SiteID, and URL profile options for Real-Time Collaboration.

The Real-Time Chat feature requires Oracle Collaboration Suite versions 10.1.1.0.2 or 10.1.2.

Enable Drill to Transaction

The Drill icon in the Manager parameter of selected dashboards, allows you to navigate to the HR Employee Directory and view HR related information like the full name, phone number, and so on, of the employee.

To enable this feature, set the Report for Drilling to Detail attribute of the Dimension Object. See: Create Dimension Objects, page 3-3.

The Non-DBI parameter on the transaction page should be mapped to the DBI Dimension Object. You must also set up the profile options at the site level using the System Administrator responsibility, as shown in the following table:

Profile Option	Value
BIS: Default Drill URL Enabled	Select Yes to enable the Drill to Transaction for any dimension object. The default value is No.

Set Up Daily Business Intelligence Features and Dashboards

Once you set up DBI Framework, set up the various Daily Business Intelligence features and dashboards that you want to use.

For a list of setup steps required for each feature or dashboard, see:Setup Checklist for Daily Business Intelligence, page 2-3.

Post-Setup Steps

Complete the following post setup steps after you have finished implementing DBI features and dashboards. These steps must be completed for all intelligence areas and dashboards.

1. Update Sales Group and District Hierarchies, page 2-66
2. Create Initial and Incremental Request Sets, page 2-68
3. Run Initial Request Set, page 2-73
4. Set Up Users, page 2-74
5. Schedule Incremental Request Sets, page 2-75

Update Sales Group and District Hierarchies

The Sales Group hierarchy is used to determine the organization of your sales force. It populates the list of values in the Sales Group parameter, which is used by the following dashboards:

- Sales Management
- Sales Management Comparative Performance
- Opportunity Management
- Service Contracts Management
- Service Renewals Management

The District hierarchy is used to determine the organization of your service representative. It populates the list of values in the District parameter, which is used by the following dashboard:

- Field Service Management

Before you run the initial request sets for these dashboards, update the Sales Group and the District parameters by running the programs shown in the following table using the CRM Administrator responsibility:

Concurrent Program	Responsibility
Flatten Group Hierarchy	CRM Administrator
Build Reporting Manager	CRM Administrator

Run the programs in the order listed. This step only needs to be performed once for both hierarchies.

Once these programs are run, any subsequent changes that you make to the hierarchies will be automatically reflected when you run the initial or incremental request sets for the affected dashboards.

Related Topics

Common Dimensions, page 1-9

Oracle Common Applications Components Implementation Guide

Create Initial and Incremental Request Sets

Use the Daily Business Intelligence Administrator responsibility to access the Request Set Generator and to create the initial and incremental request sets that are used to load and refresh preseeded and custom dashboards as well as custom reports.

The Request Set Generator is a tool that generates the initial and incremental request sets for dashboards or reports. The request sets include all of the concurrent programs needed to load or refresh the dashboard or report, so that you do not encounter any data load or refresh issues, such as dangling records.

For each dashboard or custom report, create one of each of the following request sets:

- **Initial request set:** Loads information to populate data for the dashboard or report. Run the initial request set once after implementation is complete and, unless otherwise noted, after you change any setups after implementation is complete.

- **Incremental request set:** Refreshes or updates information that has changed since the last load or refresh. Run thin incremental request set as frequently as you want to refresh data in the dashboards or reports. It is recommended that you run this request set daily.

  In addition to creating the request sets, you can also:

  - Update request sets to add new dashboards or reports or change request set options.

  - Duplicate request sets if you want to copy an existing request set.

To create an initial or incremental request set:

1. Using the Daily Business Intelligence Administrator responsibility, navigate to Data Summarization : Request Sets > Administer Request Sets.

2. Click Generate Request Set.

3. Enter a Request Set Name and Internal Name. The internal name must be unique.

4. Enable the Load Summaries check box and choose one of the following options:

   - **Initial Load:** Creates an initial request set that performs initial loads for empty summaries and an incremental refresh for any summaries that are not empty.

   - **Incremental Load:** Creates an incremental request set that performs incremental refreshes for all summaries.

   - **Clear and Load All Summaries:** Creates an initial request set that clears all populated summaries and reloads data.

5. You can optionally enable the Gather Table Statistics check box if you want to collect data on how long it takes the request set to load or refresh the base summaries and materialized views.

6. You can disable the Enable Auditing option if you do not want to keep historical record of request set runs like duration of run, completion status, objects refreshed, and so on. Request Set Performance reports will show data for only those request sets that have this option enabled.

7. Click Add Content to add the dashboards or reports to the request set.

8. Query and select the dashboards or reports you want to add to the request set. If you add a dashboard to a request set, all of the reports that are associated with the dashboard are automatically included in the request set.

   If you are creating a request set for custom dashboards or custom reports you must

ensure that the dependent objects and refresh programs for dashboards or reports are adequately defined.

> **Note:** It is recommended to have a request set per dashboard or report. If a set of preseeded dashboards or reports share common objects, then you can create one initial and one incremental request set for the set.

The following table lists the dashboards and EULs (end-user layers) that can be combined into a single request set:

Intelligence Area	Dashboards and EULs that Share Common Objects
DBI for Customer Support	• Customer Support Management
DBI for Depot Repair	• Depot Repair Management
DBI for Field Service	• Field Service Management
DBI for Financials - Payables	• Payables Management • Payables Status
DBI for Financials	• Profit and Loss • Profit and Loss by Manager • Expense Management • Expense Analysis • Funds Management
DBI for Human Resources	• HR Management - Overview • HR Management - Headcount • HR Management - Turnover

Intelligence Area	Dashboards and EULs that Share Common Objects
DBI for Interaction Center	• Email Center Management • Inbound Telephony Management
DBI for *i*Store/Web Analytics	• Site Management • Site Top Activity • Site Top Sales Activity
DBI for Marketing	• Marketing Management • Lead Management
DBI for Maintenance	• Maintenance Management
DBI for Procurement	• Commodity Spend Management • Commodity Supplier Management • Procurement Management • Procure to Pay Management • Procurement Performance Management • Procurement Status
DBI for Product Lifecycle Management	• Product Management - Engineering • Product Management

Intelligence Area	Dashboards and EULs that Share Common Objects
DBI for Projects	• Project Profitability Management • Project Operations Management • Capital Projects Cost Management • Contract Projects Cost Management
DBI for Sales and DBI for Quoting	• Quoting Management • Sales Management • Sales Forecast Management • Opportunity Management
DBI for Service Contracts	• Service Contracts Management • Service Renewals Management • Oracle Discoverer Business Area for Service Contracts Intelligence **Note:** You can create a single request set for the DBI for Service Contracts dashboards and Oracle Discoverer Business Area for Service Contracts Intelligence. Alternatively, you can create a request set for the dashboards and a separate request set for the Oracle Discoverer Business Area for Service Contracts Intelligence. This applies to initial and incremental request sets.
DBI for Supply Chain - Customer, Shipping and Product Revenue	• Customer Fulfillment Management • Shipping Management • Product Revenue Booking and Backlog

Intelligence Area	Dashboards and EULs that Share Common Objects
DBI for Supply Chain - Inventory and Warehouse	• Inventory Management • Warehouse Management
DBI for Supply Chain - Manufacturing and Product Cost	• Manufacturing Management • Product Cost Management
DBI for Supply Chain - Plan	• Plan Management
DBI for Supply Chain - Transportation	• Transportation Management

9. Click Apply to save your work.

Run Initial Request Sets

Use the Daily Business Intelligence Administrator responsibility to run the initial the initial request sets to load data for or reports. *Run the initial request set* once, after implementation is complete. You can also run the initial request set if you change a set up after implementation is complete.

Submit one request set at a time.

To run initial request sets:

1. Using the Daily Business Intelligence Administrator responsibility, navigate to Data Summarization : Request Sets > Run Request Sets.
2. Select the Request Set option.
3. Query the initial requests set.
4. Click Submit.

   For information on how to run request sets, including setting up notifications and scheduling request sets to run at a predetermined time, see: *Oracle Applications User Guide*.

Related Topics

"Running Oracle Applications Reports and Programs" in the *Oracle Applications User Guide*

Set Up Users

Use the System Administrator responsibility to assign the appropriate responsibilities to each Daily Business Intelligence implementer and user.

To set up users:

1. Using the System Administrator responsibility, navigate to Security > User > Define.
2. Query the user.
3. In the Responsibilities field of the Responsibilities tabbed region, choose a responsibility, for example Daily Business Intelligence Administrator, and assign it to the user. You can assign more than one responsibility to each user.

   By default, users can access all of the dashboards, regions, and reports associated with that the responsibility.
4. If you are implementing Manager reporting, ensure that the user is associated with an employee. Employees are defined in Oracle Human Resources.
5. If you are implementing Item reporting, ensure that the following fields are completed for the user:
   - Person
   - Customer
   - E-Mail

   If these fields are not completed, then the user will not be able to access the Catalog Setup Workbench in Oracle Advanced Product Catalog.

Related Topics

Appendix A, "Responsibility and Dashboard Matrix", page B-1

"Managing Oracle Applications Security" in the *Oracle Applications System Administrator Guide*

Schedule Incremental Request Sets

To maintain dashboards, use the Daily Business Intelligence Administrator responsibility to run the incremental request sets at regular intervals. Schedule your incremental request sets as frequently as required for your users. It is recommended that you schedule the incremental request sets to run daily.

Related Topics

"Running Oracle Applications Reports and Programs" in the *Oracle Applications User Guide*

Implementation Complete

Congratulations! You have successfully implemented Daily Business Intelligence.

It is strongly recommended that you back up your system at this point.

Upgrade Checklist

If you are upgrading from a previous version of Daily Business Intelligence, perform the following upgrade steps.

Step	Responsibility	Dashboard/Feature
Review the Upgrade Considerations for Each Dashboard Review the appropriate chapter in this guide to determine if there are any specific upgrade considerations for the dashboards you have implemented. Perform any upgrade steps as directed.	Various	All

Step	Responsibility	Dashboard/Feature
Recreate Initial and Incremental Request Sets Recreate the initial and incremental request sets for all upgraded dashboards. For Initial Request Sets, select the "Initial Load (Incrementally Refreshes Previously Collected Summaries)" option. If you have implemented new dashboards, ensure that you include the new dashboards in the requests sets for the appropriate intelligence area. See: Create Initial and Incremental Request Sets, page 2-68	Daily Business Intelligence Administrator	All
Run Initial Request Sets After creating the request sets, run the initial request set for each upgraded dashboard. See: Run Initial Request Sets, page 2-73	Daily Business Intelligence Administrator	All

3

Extend Daily Business Intelligence

Overview of Creating Dimensions, KPIs, Reports, and Dashboards

Use the Daily Business Intelligence Designer responsibility to create custom dimensions, KPIs (also known as measures), reports, and dashboards. This document will refer to these objects collectively as "custom content".

The process of creating custom content is divided into two modes:

- **Prototype Mode:** Designers create the custom content. Designers can preview the prototype dashboards, reports, and dimension objects to validate the design and perform limited testing using prototype data. Prototype data is automatically generated by the system.

- **Production Mode:** Designers publish the custom dashboards and reports to a responsibility and menu. In production mode, you can load and refresh data into the dashboards, reports, and dimension objects for more thorough testing and for eventual rollout to all users.

This chapter discusses how you can create custom dimension objects, measures, reports, and dashboards in prototype mode and move those prototypes into production mode.

To expedite the process of creating custom content, you can leverage the library of preseeded content that is provided with Daily Business Intelligence. For example, you can create a custom dashboard that is entirely built using preseeded dimensions, KPIs, and reports. However, you can also create a custom dashboard using only custom dimensions, KPIs, and reports or a combination of preseeded and custom content. As you create custom content, it is added to the library. This document refers to this library of content as "existing content". If you have implemented Balanced Scorecard, you can also leverage the custom scorecard views, dimensions, and measures defined in that application.

All content is organized by *functional area*. Preseeded content is available in the functional area that corresponds to the intelligence area. For example, DBI for Financials content, such as the Profit and Loss Dashboard, Expense reports, and the Revenue KPI,

is available in the Financials functional area.

You can create custom content under any functional area. When creating custom content, select an appropriate functional area, such as Financials, Projects, or Supply Chain. If no other suitable functional area is available, select Customer Defined. The Customer Defined functional area is used to organize custom content that does not relate to any other available functional area.

Dimensions, reports, KPIs, and dashboards have various dependencies on other content types. For example, you must define a dimension object and assign it to a dimension before you can use that dimension object in a report or dashboard. Due to these content dependencies, you should create custom content in this order:

- Dimension objects, page 3-3
- Dimensions, page 3-7
- KPIs (measures), page 3-13
- Reports, page 3-17
- Dashboards, page 3-43

Prerequisites

Before you create any custom content, perform these steps:

1. **Create a custom application.**

   When you create custom dimensions, measures, reports, and dashboards, you must assign the content to an application. Oracle recommends that you create a custom application for this purpose. A custom application ensures that your custom content is preserved when you upgrade. See: Customization Standards, *Oracle Applications Developer's Guide*.

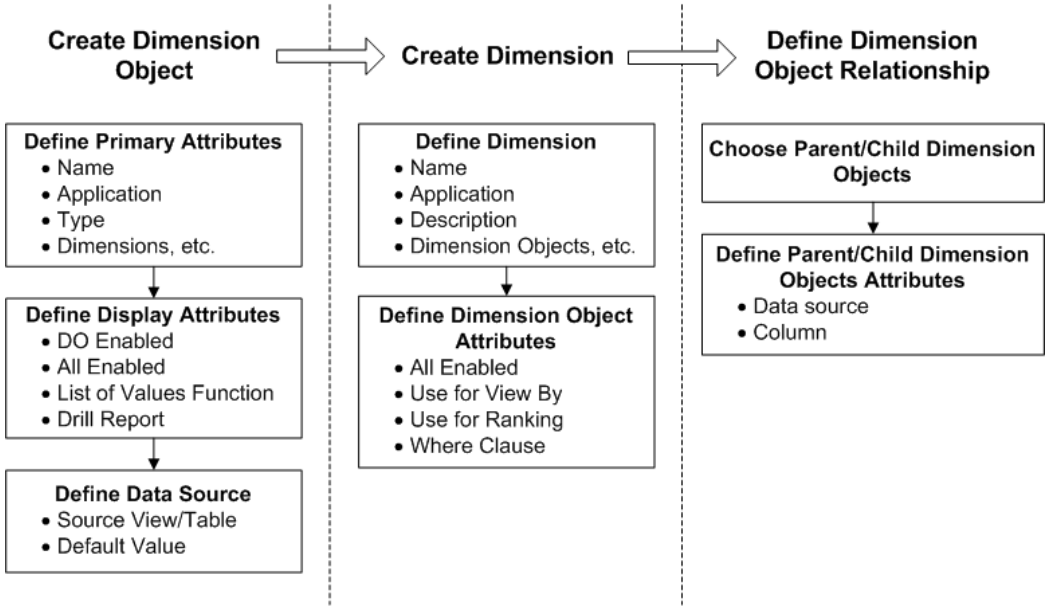
2. **Create a custom responsibility.**

   Before you can publish custom content, you must create a custom responsibility. The custom responsibility is used to separate custom dashboards and reports from the preseeded dashboards and reports.

   Ask your system administrator to create one or more custom responsibilities to which you can assign your custom content. See: Customization Standards, *Oracle Applications Developer's Guide*.

Custom Dimensions

Creating Custom Dimensions



Dimensions and dimension objects are the technical objects behind the parameters in each report. *Dimension objects* are the values by which you can aggregate and filter data in a report, such as by a particular sales group or location. *Dimensions* are logical groupings of related dimension objects. For example, the City, State, and Country dimension objects all belong to the Geography dimension.

When you create custom dimensions and dimension objects, you should:

- Create dimension objects *before* you create dimensions.
- Create both dimension objects and dimensions before you create any custom reports.

Create Dimension Objects

Create custom dimension objects if the preseeded parameters do not meet your custom reporting needs. You cannot add custom dimension objects to a preseeded report.

For information on the available dimension objects, see: Review Dimensions, Dimension Objects, and KPIs, page 4-11.

To create a dimension object:

1. Using the Daily Business Intelligence Designer responsibility, navigate to Performance Measurement > Dimension Designer.

2. Click Dimension Objects.

3. Click Create.

4. Define the primary attributes for the dimension object:

   - Define the name, internal name, and application. The internal name must be unique. You should choose a custom application. Enter a meaningful description for the dimension object to indicate its content and use

   - Specify the type of the dimension object to create.

     - Dimension objects can be based on existing views or tables available in your system. This type of dimension object is called an Existing Source dimension object. The view or table used to create this type of dimension object should have ID and VALUE columns. The ID is used as the identifier for the values in the fact view or summary levels. The VALUE is the name that appears in the list of values for the parameter.

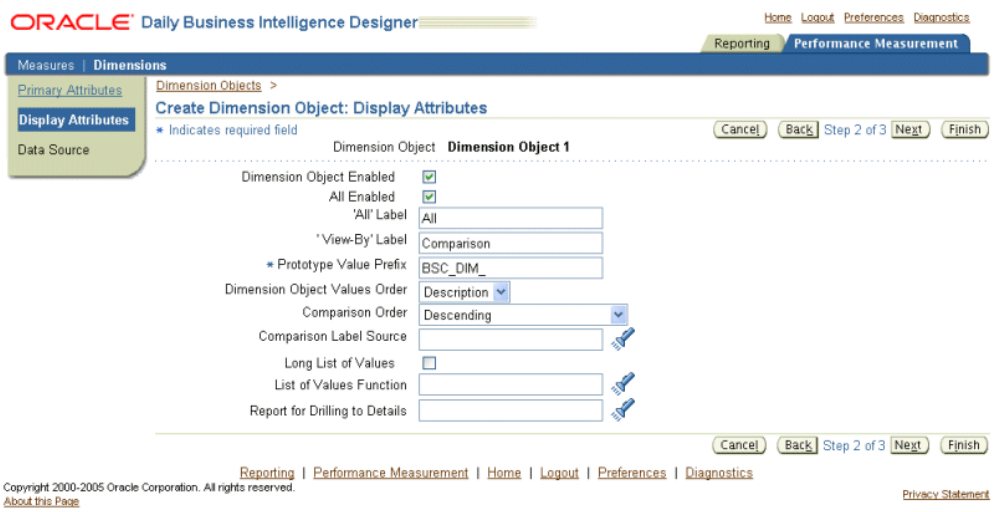
     - Dimension objects can be based on a generated source. This type of dimension object is called a Generated Source dimension object. The dimension designer automatically creates a table to support the new dimension object, so you do not need to use an existing source view.

     If you implemented Oracle Balanced Scorecard, then the default type is Generated Source. To create an Existing Source dimension object, deselect the Generated Source option.

   - Assign the dimension object to a dimension. If no preseeded dimension is appropriate, finish defining the dimension object; then create a custom dimension and assign the dimension object to it. You must assign a dimension object to a dimension before the dimension object is available for use in custom reports. See: Create Dimensions, page 3-7.

5. Click Next.

6. Define the display attributes for an Existing Source dimension object.



- **Dimension Object Enabled:** Select this option if you want users to be able to assign the dimension object to a dimension. If this option is deselected, then the dimension object is not available for use.

- **All Enabled:** Select this option if you want the dimension object to include an "All" value. If you enable this option, the system automatically aggregates all the values in the dimension object. See: Create Dimensions, page 3-7.

- '**All**' **Label:** Specify an alternate label for the "All" value if it is enabled. This attribute is reserved for future use.

- '**View By**' **Label:** Specify an alternate label for the dimension object when it is used as a View By. This attribute is reserved for future use.

- **Prototype Value Prefix:** You can enter a prefix for prototype data to distinguish real data from prototype data. Each dimension object should have a unique prototype value prefix.

- **Dimension Object Values Order:** Specify the attribute used to sort the dimension object values: Description or User Code. This attribute is reserved for future use.

  Important: Daily Business Intelligence orders values only by Description.

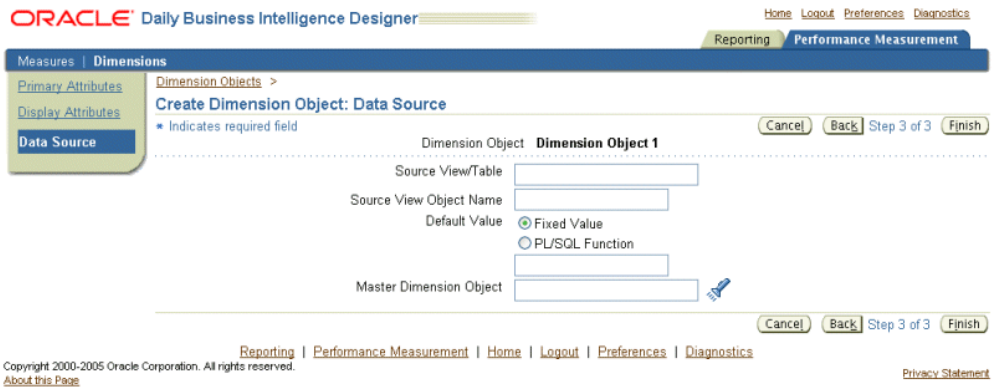
- **Comparison Order:** Specify how you want to sort the dimension object values: Ascending, Descending, or Dimension values order. This attribute is reserved for future use.

Important: Daily Business Intelligence sorts only in Ascending or Descending order.

- **Comparison Label Source:** Enter an alternate application lookup that contains customized comparison labels. If you do not specify a comparison label source, then "Compare All" and "Compare Directs" are displayed in the KPI List region.
- **Long List of Values:** Select this option if you do not want all dimension object values to appear in the parameter list of values. Oracle recommends enabling this option when you have a very large number of dimension object values.
- **List of Values Function:** Select a form function for the dimension object that displays a customized list of values.
- **Report for Drilling to Details:** Specify the default form function to which a user can drill down using the dimension object value. You can assign both DBI and non-DBI form functions to dimension objects. This attribute is used in the Dimension Object for Manager parameter.

7. Click Next.

8. Define the attributes for the data source for an Existing Source dimension object.



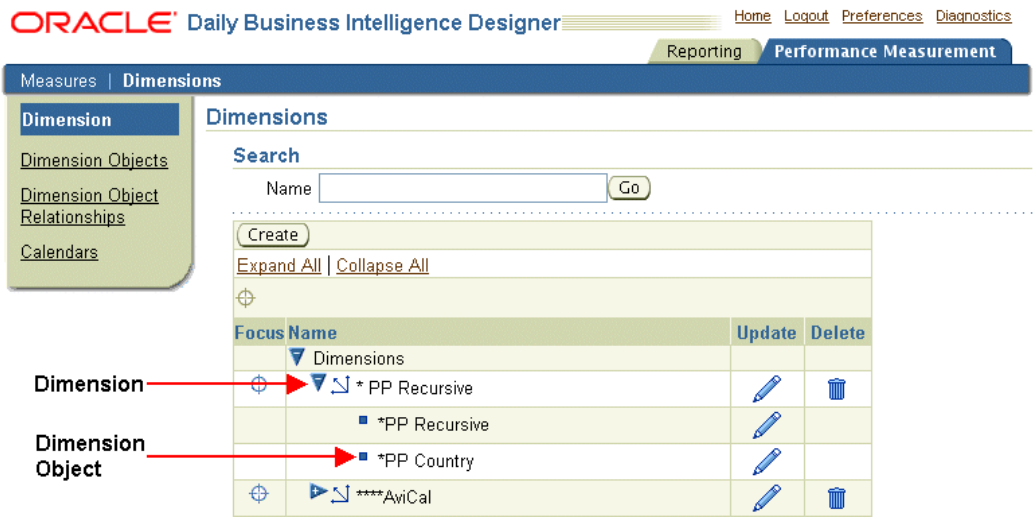
- **Source View/Table:** Enter the view or table name where the dimension object values exist. The source view or table must have ID and VALUE columns.
- **Source View Object Name:** This attribute is reserved for future use.
- **Default Value:** Specify whether the default value is a fixed value or a value returned by a PL/SQL function. Enter the value or the function name based on the selection made.
- **Master Dimension Object:** This attribute is reserved for future use.

9. Click Finish to save your work.

A warning message may appear if the source view or table for the dimension object cannot be found or if the mandatory ID and VALUE columns are not found. You should validate the source view or table for the dimension object definition before saving the definition. If a dimension object with data source issues is included in custom reports and dashboards, then error messages will appear.

For information about creating Generated Source dimension objects, see: *Oracle Balanced Scorecard Administrator Guide*.

Create Dimensions



Create custom dimensions if the preseeded dimensions do not meet your reporting needs.

For a description of the preseeded dimensions, see: Review Dimensions, Dimension Objects, and KPIs, page 4-11.

To create dimensions:

1. Using the Daily Business Intelligence Designer responsibility, navigate to Performance Measurement > Dimension Designer.

2. Click Dimension.

3. Click Create.

4. Define the name, internal name, and application for the dimension. You should choose a custom application. Enter a meaningful description for the dimension indicating its content and use.

5. Assign dimension objects to the dimension. You must assign a dimension object to a

dimension before you can use the dimension object in a report.

6. Click Apply to save your work.

To update attributes of dimension objects available under a dimension:

1. Using the Daily Business Intelligence Designer responsibility, navigate to Performance Measurement > Dimension Designer.

2. Click Dimension.

3. Search for the dimension.

4. Click View Dimension Object. If no dimension object is assigned to the dimension, then this icon is disabled.

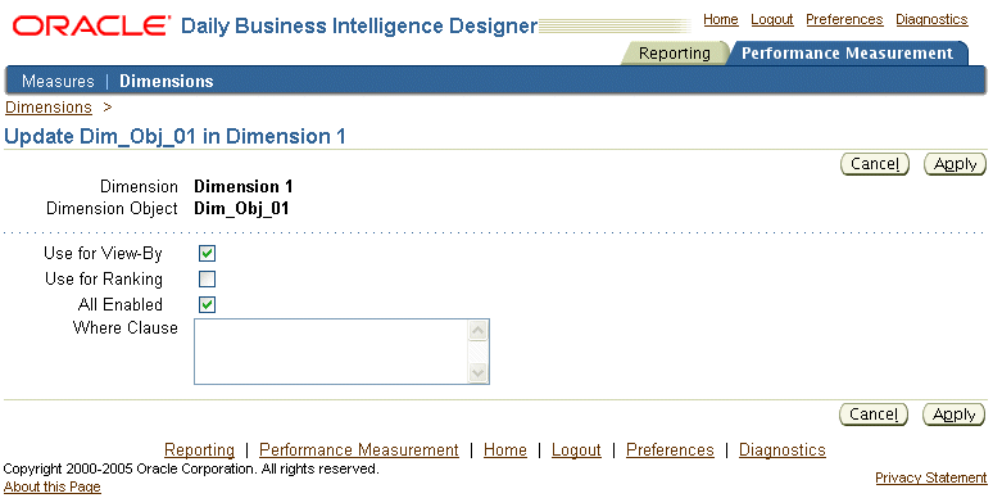
5. Click Update to change these attributes for an Existing Source dimension object:

   - **Use for View By:** Select this option if you want the dimension object to be included in the View By list.

   - **Use for Ranking:** Select this option to identify the primary dimension for the selected dimension object. A dimension object can only have one primary dimension at a time.

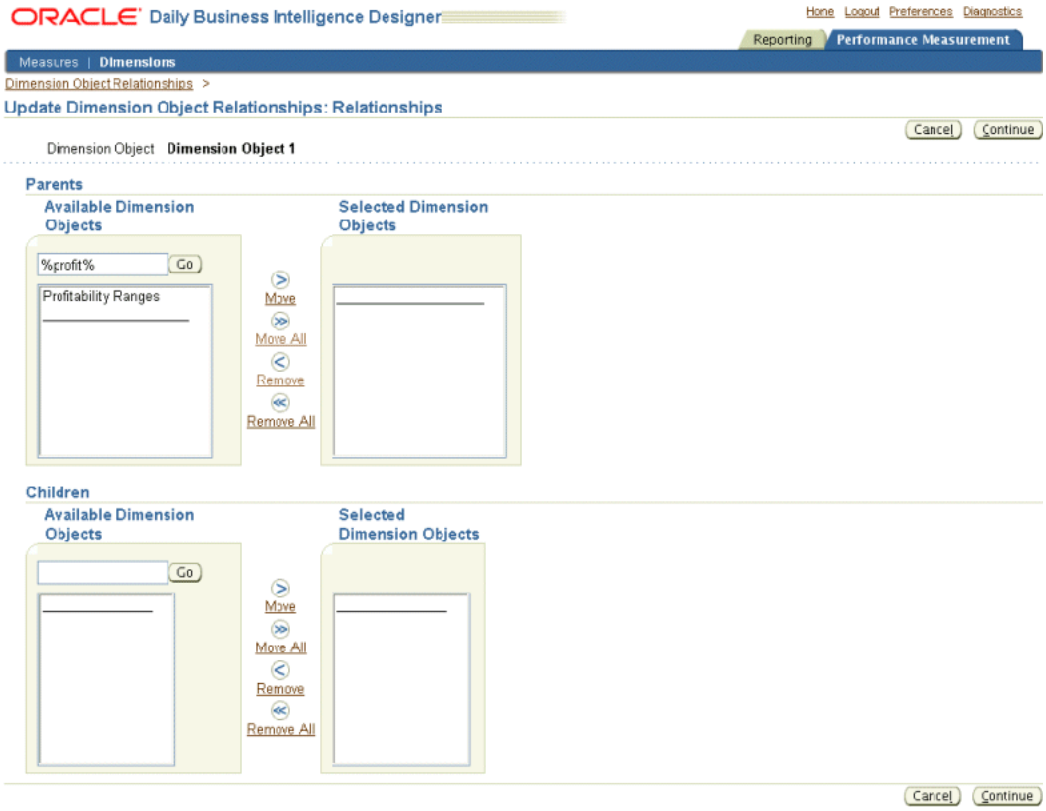
   - **All Enabled:** Select this option if you want the dimension object to include an "All" value when the dimension object is in combination with this dimension. Since a dimension object can be part of multiple dimensions, you can still disable the "All" value for the same dimension object when it is assigned to other dimensions.

   - **Where Clause:** Specify the criteria for filtering the dimension object values.



6. Click Apply to save the changes.

Define Dimension Object Relationships



Use the Daily Business Intelligence Designer responsibility to view the hierarchical relationship between dimension objects.

You can define three different type of relationships:

- One-to-many relationships, also known as parent-child relationships.

  Use this type of relationship when a child dimension object value belongs only to one parent, but the parent can have multiple child dimension object values. For example, a state and city have this type of relationship. A city belongs only to one state, but a state can include multiple cities.

- Many-to-many relationships.

  Use this type of relationship when a dimension object value can belong to multiple values in the parent dimension object or when each parent dimension object can have multiple values in the child dimension object. This type of relationship is available only for Generate Source dimension objects when you have implemented Oracle Balanced Scorecard. For example, products and distribution channels have this type of relationship. A product can be distributed through multiple different distribution channels, and a distribution channel can distribute multiple products.

- Recursive relationships.

  Use this type of relationship when a dimension object has as its parent another value in the same dimension object. For example, managers and employees have this type of relationship. An employee has as his or her manager, or hierarchical parent, another employee on the same dimension object.

Each dimension object can have multiple parents and multiple children.

The following is an example of a sales hierarchy:

- Global Sales (parent)
  - US Sales (parent and child)
    - East (child)
    - West (child)
    - North (child)
    - South (child)
  - Europe Sales (child)
  - Asia Sales (child)

To create a hierarchy between dimension objects:

1. Using the Daily Business Intelligence Designer responsibility, navigate to Performance Measurement > Dimension Designer.
2. Click Dimension Object Relationships.
3. Query a custom dimension object and click Update.
4. In the Available Parent or Child Dimension Object regions, query the dimension objects that you want to add to the dimension object hierarchy. You can select preseeded or custom dimension objects.
5. Move the dimension objects into the Selected Parent or Child Dimension Object regions.
6. Click Continue.
7. Review the mapping of dimension objects on the Attributes page. Existing Source dimension objects require an additional column that indicates the corresponding parent value. You can define this column in the same source view as the child dimension object. Specify the table or view and column where the relationship is defined for Existing Source dimension objects.

8. Click Finish to save your work.

Troubleshooting

Cannot add a custom dimension object to a report.

You must assign a dimension object to a dimension before you can add the dimension object to a report or dashboard.

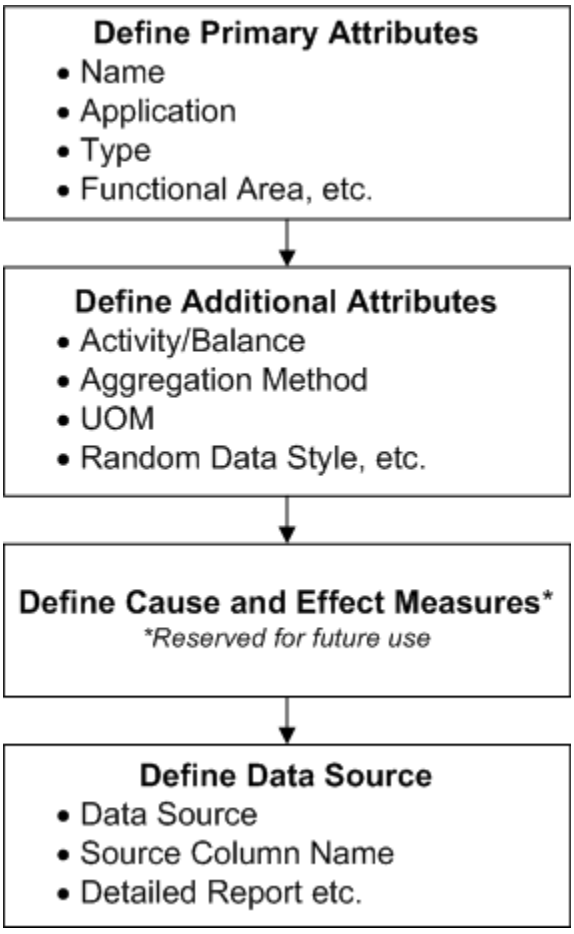
Custom Calendars

If you have implemented Oracle Balanced Scorecard, then the Daily Business Intelligence Designer responsibility lets you create custom calendars. Custom calendars enable you to report data on custom periods, such as school semesters or seasons. You can use custom calendars in Generated Source or Existing Data Source reports.

For more information about creating calendars and defining custom periods, see: *Oracle Balanced Scorecard Administrator Guide.*

Create KPIs

Creating Custom KPIs



Create KPIs if the preseeded KPIs do not meet your reporting needs.

Note that KPIs appear slightly differently in reports than in dashboards. In reports, KPIs appear as columns in the report table and are commonly referred to as measures. In dashboards, KPIs appear in the KPI region and as columns in the table region. Additionally, in dashboards you can click the KPI to drill to a report.

Each KPI is based on a primary report, but you do not need to define the report before creating the KPI.

To create a KPI:

1. Using the Daily Business Intelligence Designer responsibility, navigate to Performance Management > Measure Designer.

2. Click Create.

3. Define the primary attributes for the measure.

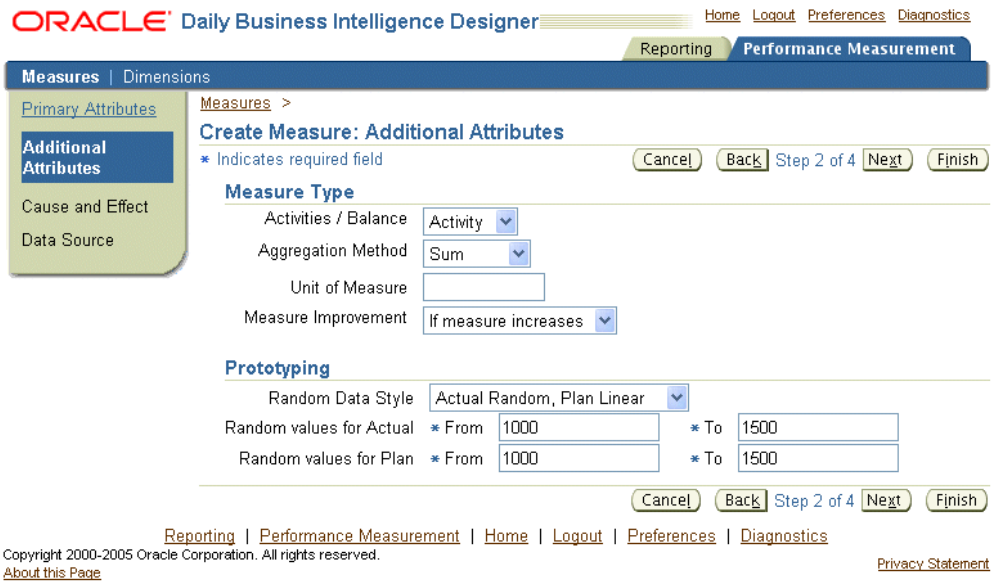
   - Define the name, internal name, and application for the measure. You should choose a custom application for the measure. Ensure that the internal name is unique. Enter a meaningful description indicating the use and content of the measure.

   - Select a functional area for the measure. If no other functional area is appropriate, select the Customer Defined functional area.

   - The Generated Source option is available if you have implemented Oracle Balanced Scorecard. For information about creating Oracle Balanced Scorecard measures, see: *Oracle Balanced Scorecard Administrator Guide*.

4. Click Next.

5. Define the following additional attributes for the measure.



   - **Activity/Balance:** Select the type of measure, either activity or balance. Activity measures consider all the data in a given period, while balance measures consider only the last data in a given period for computation purposes.

   - **Aggregation Method:** Select the method for aggregating data: SUM, AVG, MIN, or MAX.

   - **Unit of Measure:** Enter a unit of measure for the measure, such as dollars, units, or people.

   - **Measure Improvement:** Select the method for determining when the measure is

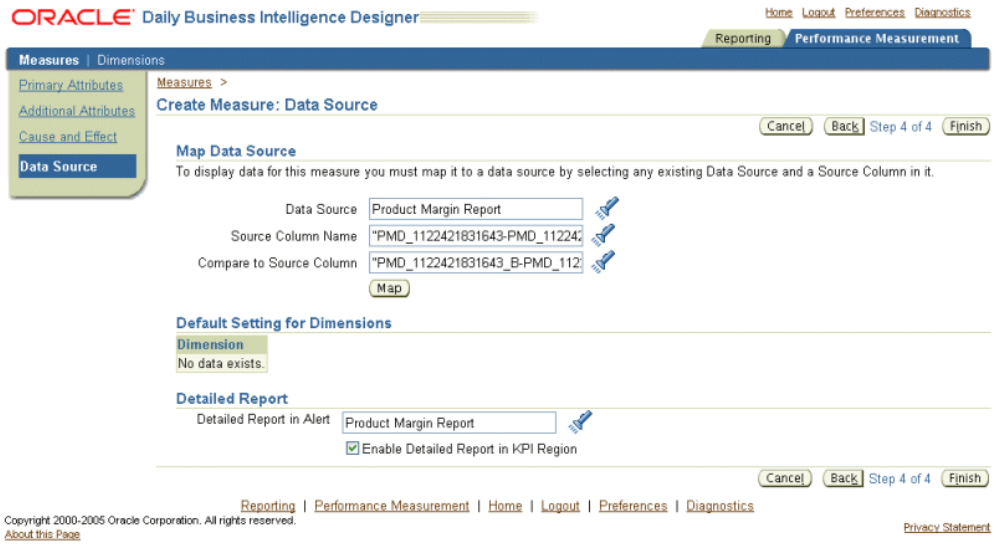
improving. You can choose to show improvement if the measure increases or if the measure decreases. For example, increased Revenue is an improvement; however, a decrease in Service Backlog is considered an improvement.

- **Prototyping:** Set the prototype method and data ranges for the measure. Prototype data enables you to test and demonstrate measures before publishing them.

6. Click Next.

7. The Cause and Effect feature is reserved for future use.

8. Define a data source for the measure.



Select a data source for an Existing Source measure. The data source is the primary report from which the data for this measure is taken. The data source can be any existing report. This report becomes the default drill-down report for the measure. You can access this drill-down report only when the measure is added to a KPI region in a dashboard

> **Note:** The report you want to use as the data source for an Existing Source measure must already exist before you can define the data source.

To define the data source, select an existing report as the data source. Select one column available in the report as the source column to gather the actual value. The list of available columns is restricted to the columns in the report's underlying view. Select another column as the compare-to source column to calculate change.

If no report exists yet for this measure, you can save the measure and return to

update the data source for the measure after the report is created. If you mapped the measure to a column when you created a report, the Source Column Name field is automatically populated

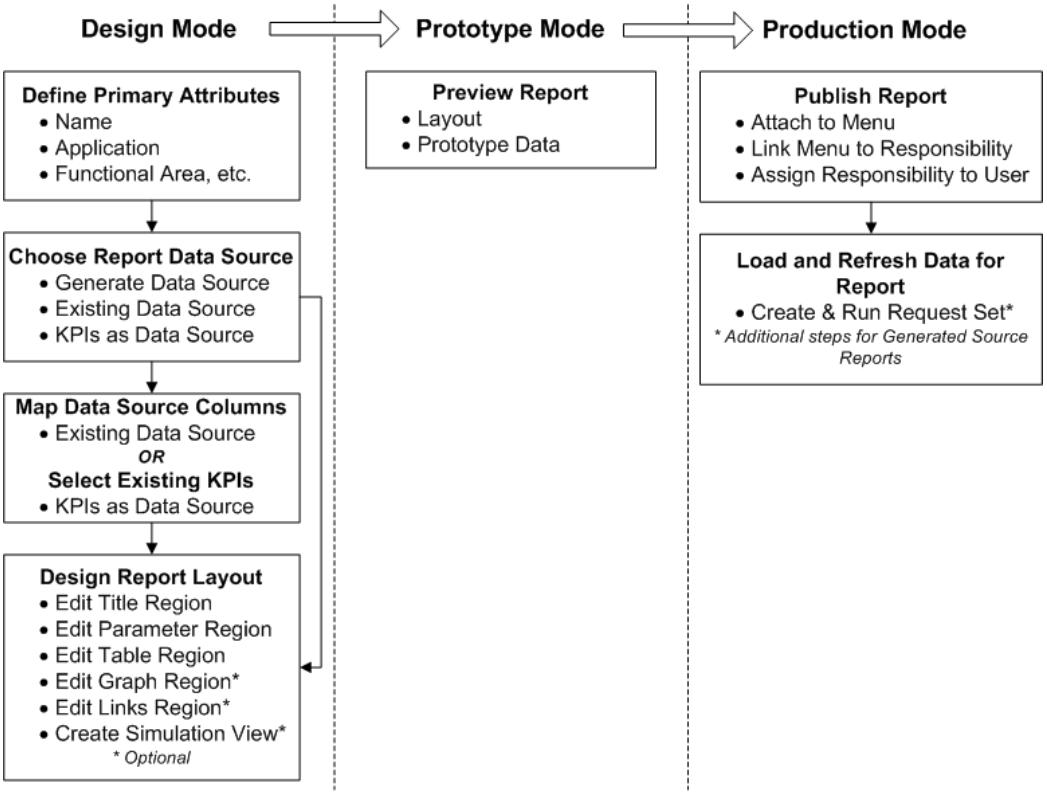
To change the default drill-down report for the measure, select a report in the Detailed Report in Alert field. The list of available reports is restricted to reports that use the same view as the measure.

To enable users to access the drill-down report for the measure when the measure is added to the KPI region of a dashboard, select the Enable Detailed Report in KPI Region check box.

You can view the dimensions that are mapped for this measure by clicking Map. This is provided for information purposes only, but is useful to understand if the measure uses the same dimensions as a particular report or dashboard.

Custom Reports

Creating Custom Reports



Design custom reports if the preseeded reports do not meet your business requirements or if you want to report on data from applications other than Oracle E-Business Suite.

Using Report Designer, you can easily create custom reports according to your specific needs that use the same style as the preseeded Oracle reports.

You can duplicate custom reports. A duplicate report has the same title and layout as the original report but a unique internal name. You cannot duplicate preseeded reports.

There are three basic steps to designing a custom report:

1. Define the report data source, page 3-18
2. If the report has an existing data source, define the data source mapping for the measures, dimensions, and attributes, page 3-22
3. Design the report layout, page 3-23

In addition, when you define a custom report, you can:

- **Create a simulation view**

  Simulation views enable you to create "what if" scenarios that demonstrate the effect of one or more KPIs on a calculated KPI. You create a simulation view within the Report Designer; this feature is enabled after you have created at least one calculated column. However, you can access simulation views only through dashboards. After you create a simulation view in a report, you can select the region from the report into a dashboard to display the simulation view.

  You can only create a simulation view if you have implemented Oracle Balanced Scorecard. You can add simulation views to any Existing Source or Generated Source report that contains at least one calculated KPI. You cannot create simulation views for weighted KPIs. See: Create Simulation Views, page 3-38.

- **Preview custom reports for testing purposes**

  Preview the report in design mode so that you can approximate what it will look like after it is moved into production mode.

- **Export and import custom reports**

  If you are using Daily Business Intelligence on multiple instances, you can export and import custom reports from one instance to another. See: Export and Import Dashboards and Reports, page 3-55.

After you design the report, move the report into production mode by publishing the report to a responsibility and menu and populate the report with data using the appropriate data load and refresh method for the report data source.

Define the Report Data Source

The first step in designing a report is defining the report data source. The following table describes the available data sources, the difficulty level of creating the report, the specific requirements for each data source, and the method used to load and refresh data for the data source.

Report Data Sources

Report Data Source	Description	Difficulty Level	Requires BSC	Requires Custom Views or Tables	Method for Loading and Refreshing Data
Generate Data Source	The system automatically generates the views and tables needed to support the report based on the report prototype. The advantages of this type of report are that you can easily create mockups, you do not need technical knowledge such as an understanding of the data model or how to create ETL programs, and you can create custom KPIs and dimension objects while creating a report.	Moderate	Yes, Oracle Balanced Scorecard Release 5.3	No	After the report is moved into production mode, data is loaded into the report using the Data Loader in Balanced Scorecard, and the summaries are refreshed by request sets.
Select Existing Data Source	The designer uses a preseeded or custom table, view, or PL/SQL function to define the report. The advantages of this type of report are that you can design tables, views, or PL/SQL functions optimally to support reporting, and you can easily handle data loading of custom content through request sets. Designers should understand the data model as well as the functional process for designing this type of report.	High	No	Yes	You can use the Request Set Generator to create a request set to load and refresh the data for the report or create custom scripts for loading and refreshing data. Oracle recommends using request sets for these reports.

Report Data Source	Description	Difficulty Level	Requires BSC	Requires Custom Views or Tables	Method for Loading and Refreshing Data
Select KPIs as Data Source	The designer selects preseeded or custom KPIs to build the report. Each KPI represents one column in the report table. The advantages of this type of report are that you can add weighted KPIs to a report and that you can easily leverage existing content that is already updated by existing request sets. You can build this type of report only using KPIs that share the same dimensionality.	Low	No	No	The data for these reports is updated by the existing request sets for the dashboards or reports to which the selected KPIs originally belong. No separate request set is required for these reports.

After you select a data source type for a report, you cannot switch the data source for the report while you are designing the report. For Generated Source reports you can switch the data source to a view only after the prototype has been saved. In all other cases, design an additional report.

To define the report data source:

1. Using the Daily Business Intelligence Designer responsibility, navigate to Reporting > Report Designer.

2. Click Create.

3. Define the name, internal name, application, functional area, and description for the report. You should choose a custom application. Then click Continue.

4. Select the data source for the report:

   - **Generate Data Source:** Select this option if you want the system to generate automatically the table and view structure required to support the report. This option is available only if you implemented Oracle Balanced Scorecard. For more information on generated data sources, see: *Oracle Balanced Scorecard Administrator Guide*.

If you select this option, you must use the Generate Database and Data Loader process in Oracle Balanced Scorecard to generate the schema and load data for the report. You must also use the Request Set Generator to generate a request set to refresh the materialized views or analytical workspaces underlying the report.

- **Select Existing Data Source:** Select this option if you want to use an existing view or table as the data source for the report. You should choose this option if you have created a custom view or table to use as the data source.

  If you select this option, you must use the Request Set Generator to generate a request set to load and refresh data for the report.

- **Select KPIs as Data Source:** Select this option if you want to build a report based on existing KPIs that are already part of another report. You should choose this option if you want to create a report based on preseeded or custom KPIs that exist in another report, or if you plan to define weighted averages for the KPIs.

  If you select this option, use the existing request sets to load and refresh data for the selected KPIs.

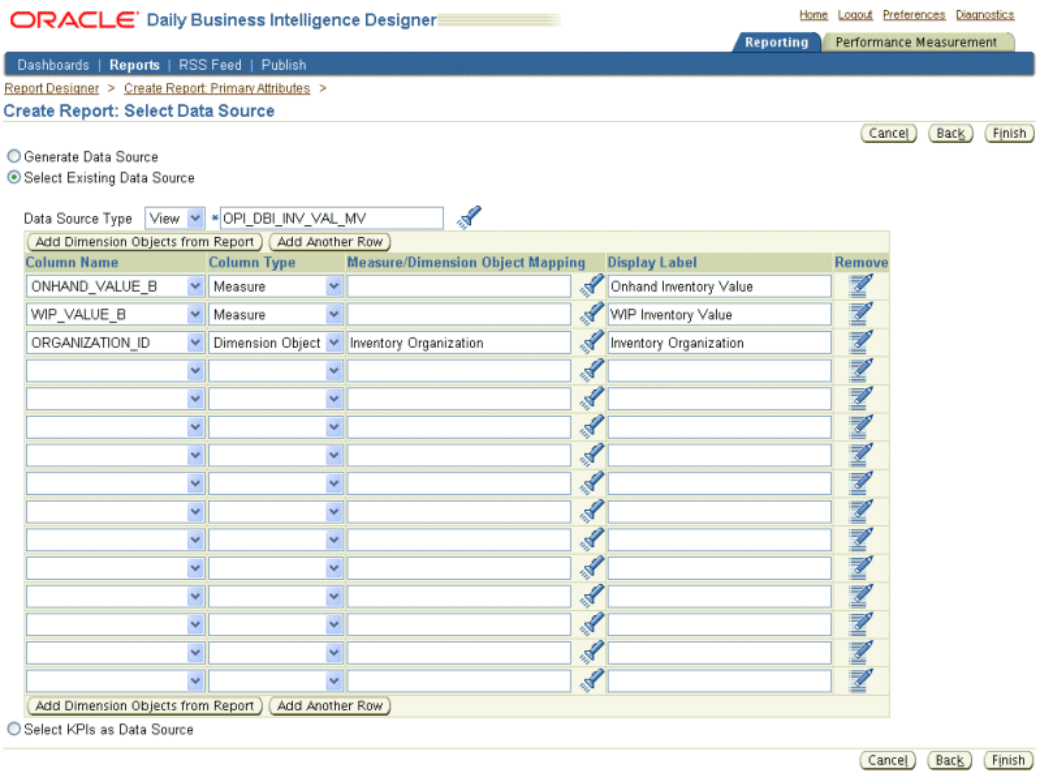
5. If you selected Generated Data Source, click Finish to begin designing the report prototype.

6. If you selected Existing Data Source, select the table or view that you want to use as the data source. Then begin mapping measures and dimension objects for the report.

7. If you selected KPIs as Data Source, select the KPIs that you want to add to the report. You can select preseeded or custom KPIs. Click Finish to begin designing the report prototype.

   The KPIs you select must share at least one period and one common dimension other than Time and Currency. When you add more than one KPI to the report, the system validates that the KPIs share at least one common dimension.

Define the Data Source Mapping for Existing Data Source Reports



If you are creating an Existing Data Source report, map the columns from the data source to the report. You can map each data source column to one of the following column types:

- **Dimension Object:** Maps the data source column to a parameter in the report.
- **Measure:** Maps the data source column to a column in the report table. Use this column type to map numeric data such as values or counts.
- **Prior:** Maps the column used as the Compare To value in the report. Use this column type to map data from a previous period. Do not use this column to map budget, plan, or forecast data.
- **Blank:** Maps the data source column to an informational column in the report table. Use this column type to map numeric or non-numeric data, such as a name, phone number, or description as an attribute or informational column.

To define the data source mapping:

1. In the Column field, select a column from the data source.
2. In the Column Type field, select the type of content you are mapping. Possible choices are Dimension Objects, Measures, Prior, or Blank.

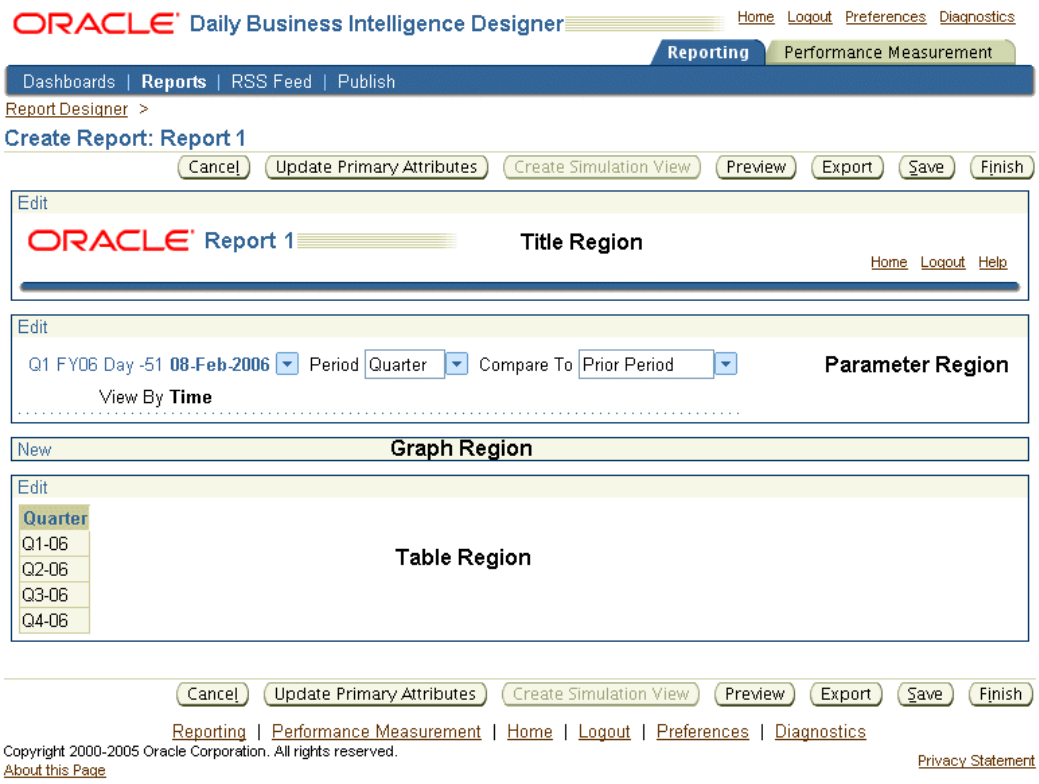
3. If the column type is Dimension Object, in the Measure/Dimension Object Mapping field, select a dimension object to which to map the column. Dimension objects must be defined and assigned to a dimension.

4. If the column type is Measure, in the Measure/Dimension Object Mapping field, if you want to map the column to an existing measure, select the measure. The system automatically populates the measure name. If you want to map the column to a new measure, leave the field blank. After you finish designing the report, you can create the new measure using the Measure Designer and specify this report as the data source.

5. Change the Display Label for each mapped column, if required.

6. Click Finish to save your work. Then design the report layout.

Design the Report Layout



When you design the report prototype, the parameter and table regions are already populated based on the data source selected. The following table lists the items that are automatically populated in each region by report type.

Automatically Populated Report Items

Report Type	Parameter Region Automatically Contains...	Table Region Automatically Contains...
Generate Data Source	The following parameters: • As of Date • Period • Compare To • View By	One column for View By Time
Existing Data Source	One parameter for each mapped dimension object	One column for each column mapped as a measure and a column for the View By parameter, if at least one dimension object was mapped
KPIs as Data Source	Parameters that are shared by all the selected KPIs. The system compares all the parameters from the base reports for the KPIs selected and builds a new parameter region based on the common parameters.	One column for each KPI and a column for the View By parameter, if the base reports contain View By

The following sections describe how to define the different regions in the report

- Edit the title region, page 3-24
- Edit the parameter region, page 3-25
- Edit the table region, page 3-29
- Edit the graph region (optional), page 3-40
- Edit the links region (optional), page 3-41

Edit the Title Region

The title region is the first region in the report. It contains the logo, report title, and

global links (Home, Logout, and Help). The report title defaults to the name defined for the report in the Primary Attribute window. You can edit this region and modify the report title to make it more descriptive.

Edit the Parameter Region

The parameter region is the second region in the report. It controls the data that is displayed on the report. After you define a parameter region for a report, that parameter region is available for use in custom dashboards as well.

The parameter region contains different parameters depending on the type of report.

- For Generated Data Source reports, the report prototype automatically contains the following parameters:
    - **As of Date:** The current system date. This parameter forces the report to bring period-to-date information. Daily information is required when as of date is enabled in a report.
    - **Period:** The available periods are based on the Enterprise Calendar selected. The default periods are Year, Quarter, and Month. You can enable additional periods from the Enterprise Calendar, or change the report calendar as required. When As of Date is selected, the Day period is mandatory, though not visible.
    - **Compare To:** The available compare to values are Prior Period and Prior Year. The default value is Prior Period.
    - **View By:** This parameter will contain a list of all the dimensions added to the report. The default View By is Time.

    You can add additional parameters to Generated Data Source reports from existing reports, existing dimension objects or existing dimensions, as required.

- For Existing Data Source reports, the report prototype automatically contains one parameter for each dimension object you mapped in the Data Source Mapping page. You can add new parameters to an Existing Data Source report by updating the data source mapping and mapping additional columns as dimension objects.

- For KPIs as Data Source reports, the system builds the parameter region based on the common parameters across all selected KPIs. Consequently, this type of report has restrictions on adding or removing parameters. You can hide or show parameters, but you cannot modify the structure of the report parameters because the structure is derived from the KPIs' base reports.

To edit the parameter region:

1. In the report prototype, select Edit in the parameter region.

2. Define the parameter layout. Possible choices are:

- **Wrap:** Parameters are arranged dynamically, wrapping along the top of the report.

- **3 Columns:** Parameters are arranged into three columns.

For all formats, every time a user changes a report parameter, the report content refreshes automatically.

3. Define the As of Date and Period parameters. Daily Business Intelligence supports different report styles related to these parameters.

   The first style is the "As of Date" style. Generated Source reports are typically defined with three base parameters that are related to how you can see the data in time and how you can compare it to prior periods. The default definition for a Generated Source report considers a combination of these three parameters.

   - As of Date

   - Period Type

   - Compare To

   The other report styles can be used for other requirements, such as when data does not need to be visualized daily or at a particular date.

   The second report style is the "From-To" style, which allows users to select a range within a period. For example, select the months January 2006 to March 2006 for the monthly period type.

   The third report style is a variation of the first style which uses the Period Type and Compare To parameters, but hides the As of Date. Use this style when you do not need the As of Date parameter.

   Generated Source reports have the "As of Date" style by default, but you can switch to the "From-To" style or hide the As of Date. To switch the report style, edit the parameter region and select a style in the Date row, either "As of Date" or "From-To". The system enforces some validations, such as for the Compare To and Period Type, depending on the style selected. For example, Compare To is not a valid option when the "From-To" style is selected.

   Reports based on views or tables typically have the "From-To" style.

   For reports based on KPIs as data source, the style is derived from the base reports.

4. In the Edit Parameter region, add parameters to the report parameter region as required. If you selected Generated Source reports, you can add dimensions using the following options:

   - **Existing Dimension Objects:** Select individual existing dimension objects.

   - **New Dimension Object:** Create a new dimension object. See: Create

Dimensions Objects, page 3-3.

The new dimension object, whose type is Generated Source, is created within the report and registered within the common dimension object repository. When a new dimension object is created from the report, you can define sample values to see while the report is in prototype mode.

> **Note:** This option is available only for Generated Source reports.

- **Existing Dimensions:** Select a group of existing dimension objects previously defined within a dimension.

  > **Note:** This option is available only for Generated Source reports.

- **Dimension Objects from Report:** Select one or more dimension objects from a preseeded or custom report and add them to the parameter region of the new report. In this process the report inherits the properties of the dimension objects. For example, the recursive ability of the manager or cost center dimension objects and the relationships between dimension objects can be inherited. These properties may not be part of the preseeded dimension object.

  Use this method as the primary way to add dimension objects to new reports so that you can easily duplicate the properties from existing reports.

  This option is available for Generated Data Source and Existing Data Source reports.

5. Define the period levels.

   Update the corresponding Period row in the Edit Parameters page to see the available options.

   Enable or disable values as required. For example, by default the Period parameter does not have the Day period enabled.

   You can enable as many periods as required from the same calendar. However, you cannot enable periods from different calendars.

6. Define "Compare to" values.

   Update the corresponding "Compare to" row in the Edit Parameters page to see the available options.

   For the "Compare to" values, the default values are Prior Period and Prior Year. You can also enable Budget as one of the values.

   The system does not validate whether data is available for all enabled values.

Consequently, check with your implementation team that:

- Data is available for the selected value.
- There are no potential performance issues associated with reporting on a particular value. For example, if Day is enabled the report performance will be slower than it will be for greater periods such as Week or Month.

7. Update the other report parameters as required by defining the label and the parameter selection style.

   You can update the parameter label, which is the name of the parameter as it appears in the report. If you change the display name in this page, it overwrites the display name specified in the Data Source Mapping page.

   You can also change the parameter selection style. These selection styles are available for a custom dimension object within the report:

   - Single Select Drop Down Value List
   - Single Select Pop Up Search Window
   - Multi Select Drop Down Value List
   - Multi Select Pop Up Search Window
   - Read Only

   The selection style options for preseeded dimension objects vary depending on the dimension object definitions.

8. Specify other parameter properties in the report context.

   - Set the default value for each parameter. Select from the available values for each parameter. If you use predefined secure dimensions, these settings may be overwritten at runtime using the secured values for the specific user.
   - If you do not want to display a parameter, then disable the Display check box for the parameter.

     Disable the display for a parameter if you want to control the content of the report using the parameter, but you do not want users to be able to change the value. For example, if you want to create a report that is always for the U.S. sales group, you could add Sales Group as a parameter, set the default value to U.S. sales, and disable the display for this parameter.
   - Update the View By parameter as required. You can add custom values for the View By parameter. For example, you can create an additional double view by, such as view by Organization and Inventory Category. A double view by is

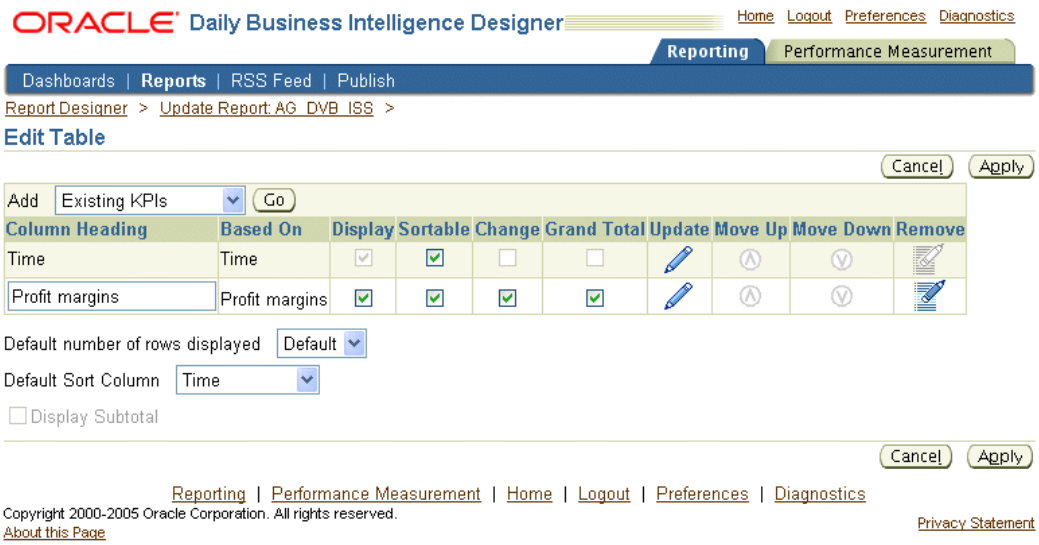
enabled based on the enabled single view by. Consequently, you cannot define a double view by using a parameter that is not enabled as a single view by.

- Rearrange the order of the parameters as required.

9. When you finish defining the report parameters in the prototype, click Apply to save changes for the report.

10. Save your work. The modifications made to a report are not saved until you click Save in the Report Layout page.

Edit the Table Region



The table region is the fourth region in the report. It displays the detailed data for the report.

For Generated Data Source reports, the report prototype automatically contains a single column for View By Time.

For Existing Data Source reports, the report prototype automatically contains these columns:

- One view by column, if you mapped at least one dimension object and view by is enabled
- One column for each column that you mapped as a measure in the Data Source Mapping page
- One column for each column that you mapped as an attribute (using the Blank column type in the Data Source Mapping page) but that is not visible by default

For KPI as Data Source reports, the report prototype automatically contains one column

for each KPI that you added to the report when you defined the report data source.

To edit the table region:

1. In the report prototype, select Edit in the table region.

2. Add KPIs to the table region.

   In the Add field select one of the following options and click Go.

   - **Existing KPI:** Select an existing KPI. In Existing Source reports you can add existing KPIs by updating the data source mapping and mapping columns as measures.

   - **New KPI:** Create a custom KPI of the Generated Source type. This option is available only for Generated Source reports. See: Create KPIs, page 3-13.

   - **New Calculated KPI:** Create a new KPI by defining a calculation between two or more KPIs added to the report. This option is available only if you have added at least one KPI to the report. See: Create Calculated KPIs, page 3-32.

   - **New Weighted KPI based on scores:** Create a new KPI by assigning weights and scores to two or more KPIs. This option is available only for KPI as Data Source reports and only if you have added at least one KPI to the report. See: Create Weighted KPIs, page 3-34.

   When you add new KPIs to the table region, they immediately become available for the graph region as well

3. Edit column labels.

   Edit the column headings as required. Editing a column heading updates the display name for the KPI. For reports based on tables or views, if you update the display name in this page, it overwrites the display name entered in the Data Source Mapping page.

4. Specify column spanning.

   To group several columns into a spanning column:

   - In the Add field, select Column Groups and click Go.

   - Enter a title for the column group. The title spans the top of the columns in the column group.

   - Select the set of measures that you want to add to the column group. Each measure can belong only to one column group.

   - Select Apply to save your work.

5. Hide or show columns in the table region.

Enable the Display check box if you want to display the column in the table. By default all measure columns are displayed. You can choose not to display a column in the table. For example, you can hide a column if you want to include the measure in a calculated KPI but do not want the measure to appear as a separate column in the report, or if you want to graph a measure but do not want the measure to appear in the table region.

6. Specify the table sorting.

   For each column, enable the Sortable check box if you want to be able to sort on the column.

   You can also define which column you want to use as the default sort column for the table. The default sort column for custom reports is Time.

7. Set up change calculation.

   Enable the Change check box if you want to display a change value for the measure based on the Compare To selected. If you chose not to display the Compare To parameter, then you cannot enable the Change check box.

8. Specify grand total, total, and subtotal options.

   Enable the Grand Total check box if you want to display the grand total for the measure. The grand total includes even the rows that are not shown in the table region.

   To enable a total or subtotals, update the column you want. You should choose to display either the total or the grand total consistently for all columns to avoid confusion.

   For reports that contain attributes, you can enable the Display Subtotal check box. For example, reports that are based on a view as of today support this feature. If you specified a double view by, then subtotals are always displayed.

9. Specify the number of table rows in the report.

   Select the number of rows you want to display for the table. The standard number of rows is 12 by default. You can change this value to meet your requirements based on the report content. Graphs show the same number of items as the number of rows in the table, except pie graphs, which can contain a maximum of 12 items.

10. Specify advanced column properties.

    If the column is a measure, click Update to modify the advanced properties.

    - **Link:** Specify the drill-down report for the column.
    - **Display Type:** Select the display type for the measure, such as Float or Integer.
    - **Display Format:** Specify a display format. You can use any valid format for

numeric values, such as 9,99,990 or 99.99%.

- **Sort Order:** Specify the sort order for the column. Possible choices are Descending or Ascending.

- **Total:** If you want to view the totals for the rows displayed in the table region for a measure, enable this option. You should enable only one of the total or the grand total options at a time.

- **Show column for Percent of Total:** Enable this check box if you want to display the Percent of Total for each row in the report table next to the measure actuals.

- **Show column for value selected in Compare To parameter:** Enable this check box if you want to display the Compare To values in the report table next to the measure actuals. If you select this option, when you run the report and select Prior Year, Prior Period, or Budget in the Compare To list of values, then that column appears next to the actual of that KPI.

11. Update the View By column in the table.

    If the column is a View By, click Update to modify the drill-down report link for each View By. You can also disable the Sortable check box if you do not want to sort the View By column, or select the default sort order for the column.

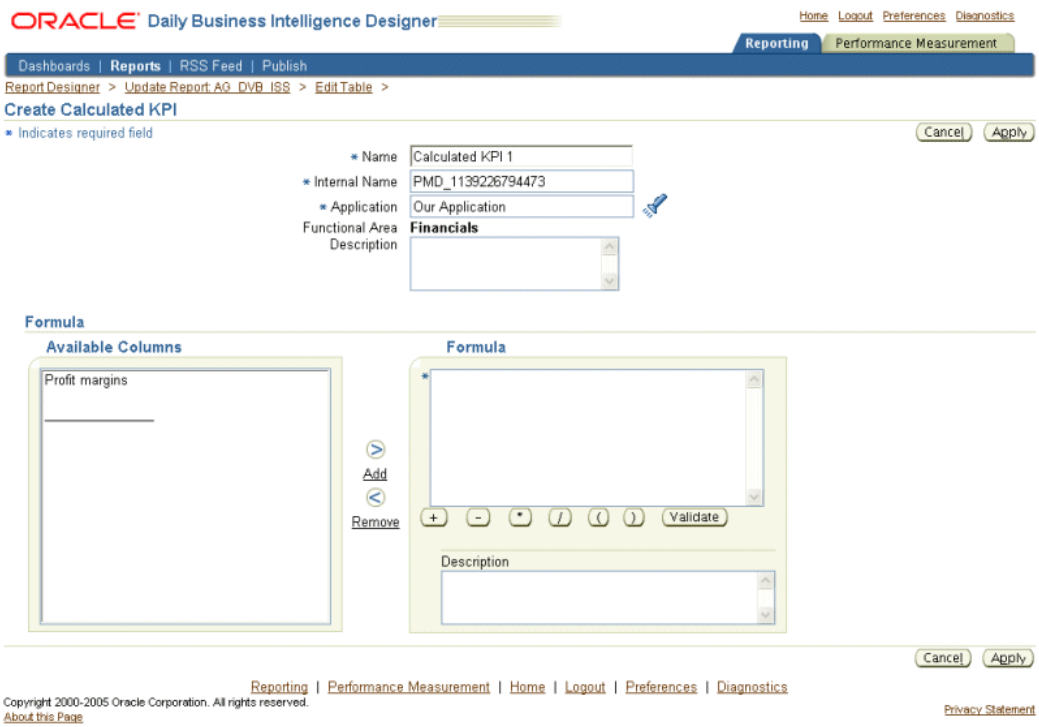
12. Reorder columns.

    You can optionally reorder the columns in the table. If you reorder columns for which you defined column spanning, the whole group of spanned columns is reordered.

13. Click Apply to continue your work.

Create Calculated KPIs

Create calculated KPIs to create formula expressions between two or more KPIs added to the table region. For example, if you want to create a KPI that shows your Revenue per Employee Number with the two columns Revenue and Employee Number, you can add a third column where you define the expression between the columns as `column 1= revenue / column 2 = number of employees`. The values calculated for the third column in this example are automatically calculated when a user runs the report based on the existing columns for Revenue and Employee Number.



As another example, to compute Net Profit you can use Revenue and Expenses KPIs to create a calculated KPI that is defined as `(Revenue - Expenses)`.

Create a calculated KPI from within a custom report. The custom report must contain all the KPIs that you want to include in the calculated KPI.

You can create calculated KPIs in any report, whether its data source type is Generated Source, Existing Source, or KPIs as Data Source.

To create a calculated KPI:

1. Using the Daily Business Intelligence Designer responsibility, navigate to Report Designer.
2. Query a report.
3. In the table region, click Edit.
4. In the Add field, select New Calculated KPI. Then click Go.
5. Enter a name and definition for the calculated KPI.
6. Define the formula by adding the KPIs from the Available Columns region to the Formula region and by selecting operands. The Definition region shows the KPI formula using the internal names.
7. Click Validate to ensure that the formula is correct.

8. Click Apply to save your work. The calculated KPI is automatically added to the table region. You can modify the properties for the calculated KPI just as for any other KPI.

Create Weighted KPIs

Weighted KPIs are a type of calculated KPI that enables you to view a weighted average of several related KPIs. You can assign weights and scores to each KPI based on a particular dimension.

For example, suppose you want to score your suppliers based on the following measures: Number of Rejections, On-time Delivery, and Supplier Quality. The following table illustrates how to weight the KPIs.

Weighted KPI	is Comprised of . . .	Weight
Supplier Score		100%
	Number of Rejections	20%
	On-time Delivery	40%
	Supplier Quality	40%

Using the Daily Business Intelligence Designer responsibility, create a KPIs as Data Source report that contains the following KPIs: Number of Rejections, On-time Delivery, and Supplier Quality. All the KPIs that you add to this type of report must share a common dimension other than Time. In this case, assume that the common dimension is Suppliers.

Next, edit the table region of the report and add a Weighted KPI. Name the new KPI "Supplier Score".

Using the Scoring Manager responsibility, assign a weight to the KPIs. For example, you might want to place greater emphasis on suppliers that score high in on-time delivery and quality, and less emphasis on the number of rejections. In that case you can assign weights of 40% to the On-time Delivery and Supplier Quality KPIs, and a weight of 20% to Number of Rejections KPI. The total weight for the weighted KPI must equal 100%.

Next, define the scores for each of the KPIs. For example, suppliers who have an On-time Delivery of 100% could be assigned a score of 1, suppliers who have an On-time Delivery between 99% and 70% could be assigned a score of 2, and so on. You can define a different score and scoring range for different periods and different dimension values. For example, you can define a different score for Hardware suppliers in December.

To create a weighted KPI:

1. Using the Daily Business Intelligence Designer responsibility, navigate to Report Designer.

2. Create or edit a "KPIs as Data Source" report.

3. Select the KPIs that you want to use in your report.

   All the KPIs you want to use in your weighted average KPI should share the same dimension object that you use for scoring.

4. Edit the table region.

5. In the Add field, select New Weighted KPI based on scores, then click Go.

6. Enter a name and description for the weighted KPI.

7. Define the following scoring parameters:

   - **Define Scores On:** Select the dimension object that must be selected to view the weighted KPI.

     For example, if you set this field to "Supplier", the weighted KPI will appear when the report View By = "Supplier".

   - **Define Scores For:** Select the dimension object that you are loading scores for.

     For instance, if you set this field to "Commodities", you would load scores for your commodity suppliers. Alternately, you can set this field to "Supplier", in which case you would load scores for every supplier, not just your commodity suppliers.

8. Define the numeric format of the score. For example, you may want to use scores with decimal places to increase the accuracy of the score.

9. Define the prototype data features for the KPI. These features are: Style, Trend, Minimum Value and Maximum Value.

10. Click Apply and Save to save your report.

To enter weights and scores:

1. Switch to the Scoring Manager responsibility.

2. Navigate to Define Weights and Scores

3. Query the weighted KPI.

4. Click Update Weights and Scores.

5. In the Weights tab, assign a percent weight to each KPI in the calculated KPI. The total of the percent values should equal 100.

   For example, you can assign one KPI a weight of 40% and another KPI a weight of 60%. Click Recalculate to ensure that the total weight is 100%.

6. Navigate to the Scores tab.

7. Select a KPI.

8. To define scores for a specific period type, select a period type.

9. Select a period for the score.

10. Select the dimension object value for the score. For example, if you selected Commodities, you could select Hardware, to define scores for your hardware suppliers.

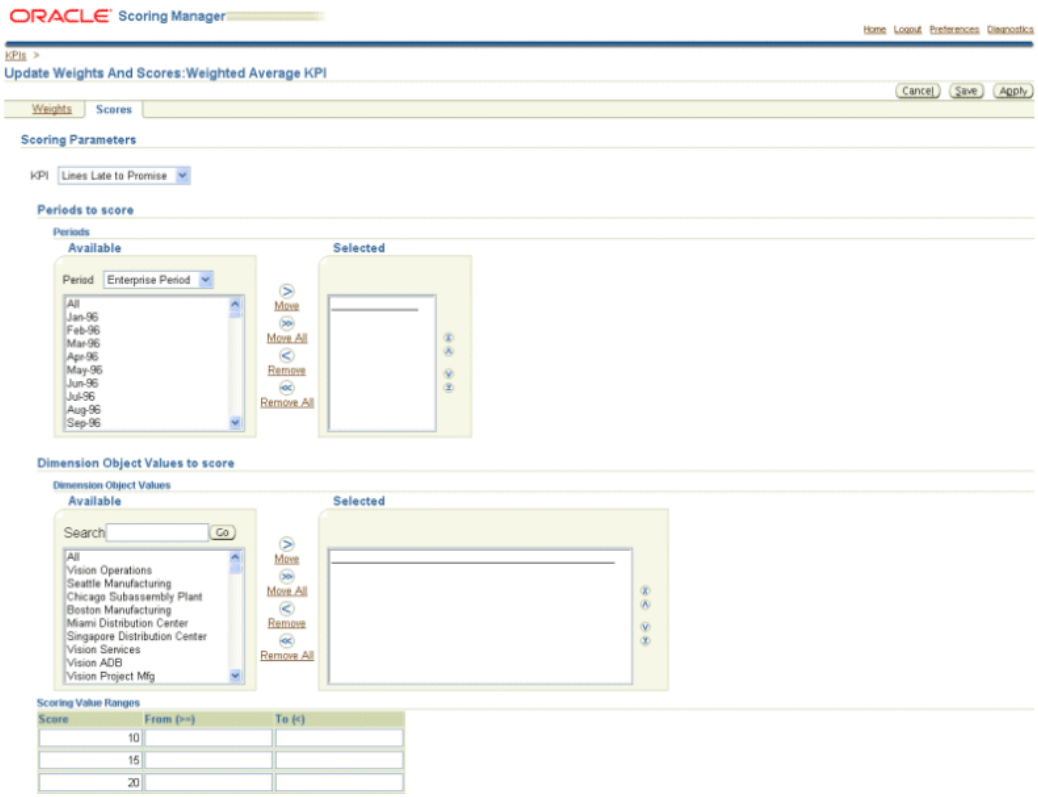
11. In the Scoring Value Ranges table, enter the following information for each score:

    - **Score:** Enter the score value. For example, if you want to define a scoring range between 1 and 5, enter a score of 1 in the first column of the first row, 2 in the second row, and so on.

    - **Range:** Enter the From and To values for the score range. For example, if you want to assign a score of 1 to suppliers who are On-Time 100%, then enter a range of From = 99%, To = 100%. When you define a range, ensure that the From value is the highest value of the following score. This will ensure that no values are omitted from the scoring ranges.

12. Click Apply to save your work.

Score Mass Update

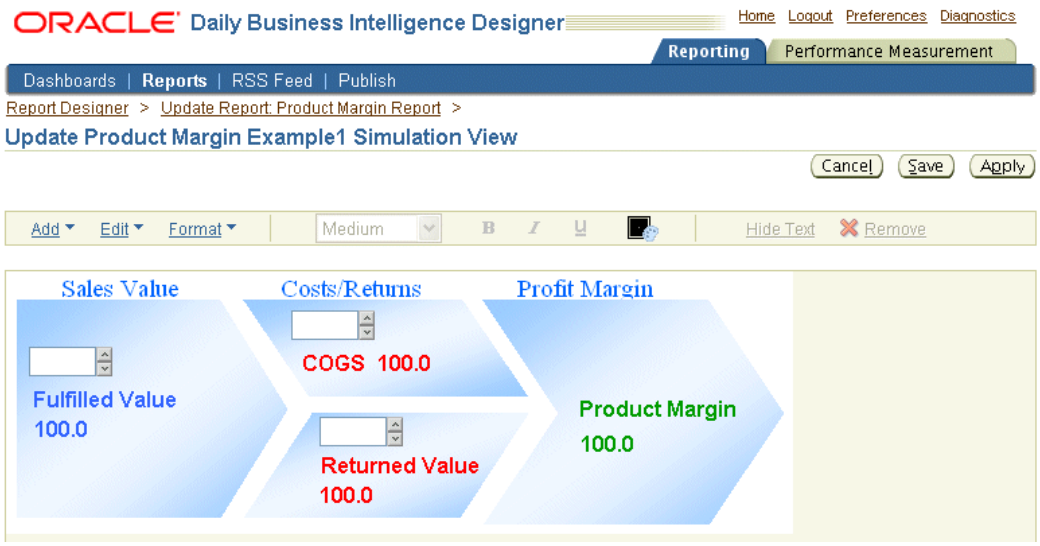


Use the Mass Update feature to load score ranges for all the dimension values and periods being scored for a KPI. Select several periods or dimension object values at once and save the defined score ranges for the selected values.

Use this feature if you want to define the same score ranges for several periods or dimension object values.

If there are any exceptions, after the mass update is complete, you can define a special score range for a particular dimension object value or period. For example, you could define a special score range for one particular supplier. The latest score range saved for a particular combination of periods and dimension values always overwrites the initial setting from the initial mass update.

Create Simulation Views



Simulation views enable you to create "what if" scenarios that demonstrate the effect of one or more KPIs on a calculated KPI.

- Simulation views are available for any type of report, including generated source reports, existing source reports, and reports based on existing KPIs, as long as you have defined at least one calculated KPI in your report.
- Simulations between weighted average KPIs are not currently supported.
- The Simulation View functionality is enabled only if you have implemented Oracle Balanced Scorecard.
- You create a simulation view in a report, but you must add the view as a region in a dashboard to use the view and the simulation features.

To create a simulation view:

1. Using the Daily Business Intelligence Designer responsibility, navigate to Report Designer.
2. Create or edit a custom report.
3. In the table region, define at least one calculated KPI. See: Create Calculated KPIs, page 3-32.

   To create a meaningful simulation, you should typically use several calculated KPIs with formulas that interrelate, so that when one KPI is simulated, the other KPIs show the impact based on the formula.
4. After adding the calculated KPIs, return to the Report Designer layout page and

save your work. The Simulation View button becomes enabled as soon as you create a calculated KPI. Click Create Simulation View.

5. Click Simulation View.

6. To begin defining the simulation view, select a background image for the view. You can select image files of the following types: *.gif, *.jpeg, *.jpg, *.swf, or *.svg.

   Ensure that the graphic is at least 196 by 30 pixels. The image should fit in your dashboard view. If your image is too big, other dashboard regions may be displaced.

   The name and value for the calculated KPI and the name, value, and editable field for the other KPIs contained in the formula are automatically added to the background image.

7. After your background image is loaded, the simulation view design page appears.

   Position the KPIs on the image by dragging and dropping the objects. Note that the name, value, and editable field are separate entities and must be positioned independently.

8. For each KPI, edit the following properties:

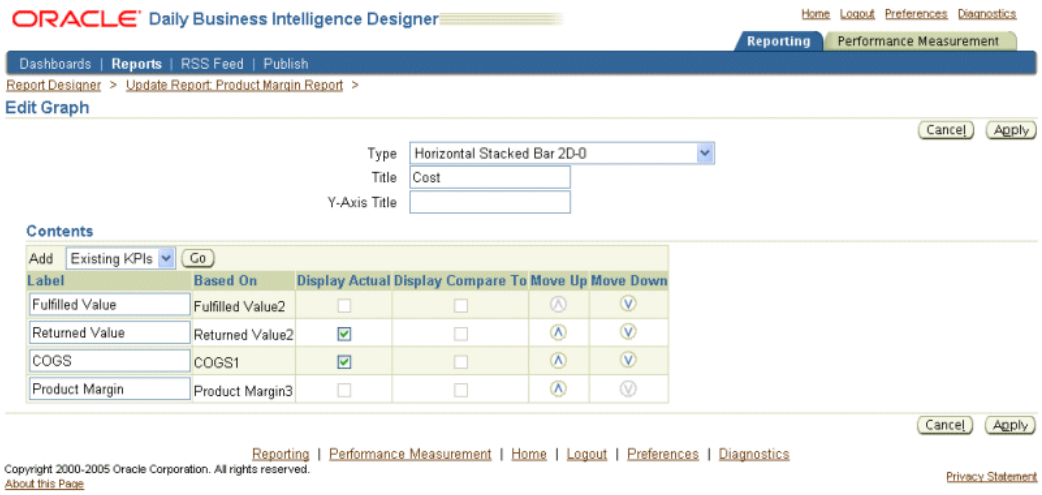
   - **General Properties:** Specify a drill-down report for the KPI.
   - **Display Properties:** Hide or show the following KPI properties.
     - **Color Alarm:** The color alarm for Balanced Scorecard KPIs.
     - **Text:** The KPI name.
     - **Hotspot:** Create a hotspot on the graphic for the KPI drill-down.
     - **Actual Value:** The value of the KPI.
     - **Change Value:** The value of the change for the KPI.

9. Format the text and add KPIs to the view as required.

10. Click Apply to save your work and complete the view. The Update Simulation View button appears.

    You must add the view to a dashboard to see the simulation view. The simulation will be available as one of the regions when you access a report within the Dashboard Designer. Consequently it is important to note which report contains a simulation view.

Edit the Graph Region (Optional)



The graph region is the third region in the report. It provides a visual representation of the measures in the table region. This region is optional. It appears before the table region in the report layout.

You can add up to six graphs to each report, three per row. Each graph is based on a measure in the report.

The graphs are automatically created based on the KPIs available in the table. For example, if you have six columns in the table, the first graph is automatically created based on the first KPI column, the second graph is based on the second KPI column, and so on. You can optionally change the selection of default KPIs or combine KPIs in one graph.

You can combine more than one measure in a graph. However, you cannot graph the same measure twice in the same report.

You can change the label of the graph series without affecting the label defined in the table region.

You can also choose to disable the "compare to" series in a graph and still show it in the table region.

The size, color, and format of the graphs is automatically controlled by the system. You can rearrange the graphs in the graph region using the arrow icons.

To add a graph to a report:

1. In the report prototype graph region, click New. The system automatically creates a graph for the first measure in the report. If the default View By for the report is Time, then the system generates a trend graph. If the default View By for the report is another dimension, then the system generates a comparison graph.

2. Click Edit to modify the graph properties:

- **Type:** Select one of the available graph types. The primary graph types, which usually provide the best means to represent data, are bar graph, line graph, area graph, pie graph, and combination graph.

  Secondary graph types are special usage or less common graphs that are associated with particular data types or ways to display unique cases of data. Do not use secondary graph types when the data can be adequately represented by a primary graph type. The secondary graph types are scatter graph, bubble graph, radar graph, polar graph, pareto graph, stock graph, and 3-D graph.

  Use the default option if you want the graph to change based on the view by selection. The horizontal bar graph type is displayed when you select the view by for a non-time dimension; a line graph is displayed when you select view by time.

- **Title:** The title for the graph.

- **Y-Axis Title:** The title for the y-axis of the graph. If you are graphing two measures in the same graph, then you can specify two y-axis titles.

3. The Actual check box is selected by default.

4. If you want to graph additional KPIs that are not in the report, add existing or new KPIs as required. Note that you cannot add a KPI that is already contained in the report. Any KPI that you add to the graph region is automatically added as a column in the table region as well.

5. Click Apply to save your work.

6. Click Save to save the report definition.

7. To add another graph, click New. The system automatically creates a graph for the next unused measure in the report. Then repeat steps 2 through 6 for this graph.

   You can add up to six graphs.

8. To rearrange the order of the graphs in the report, use the Move Up and Move Down icons on the Edit Graph page or the Move Left and Move Right icons on the Report Layout page.

Edit the Links Region (Optional)

The links region is the fifth region in the report. Defining a links region is optional.

For information on how to edit the links region, see: Create a Links Region, page 3-51.

Troubleshooting

Custom report does not pass parameters

Check that the dashboard and report from or to which you are drilling share the same parameters.

Dimension object is not available in the Data Source Mapping window

Check that the dimension object is assigned to a dimension.

Report layout updates are not displayed

Allow the Layout window to refresh completely after making a change.

Unable to find recent reports

Reports are created under a specific functional area. If you cannot locate a new custom report, try searching under ALL functional areas.

Unable to move or reorder KPIs in table as per user requirement

You can change the order of the table columns or KPIs that are at the same level in a table, using the Move Up and Move Down icons. Change and "compare to" columns are automatically associated with their KPI and cannot be separated when you are moving or reordering KPIs in the table.

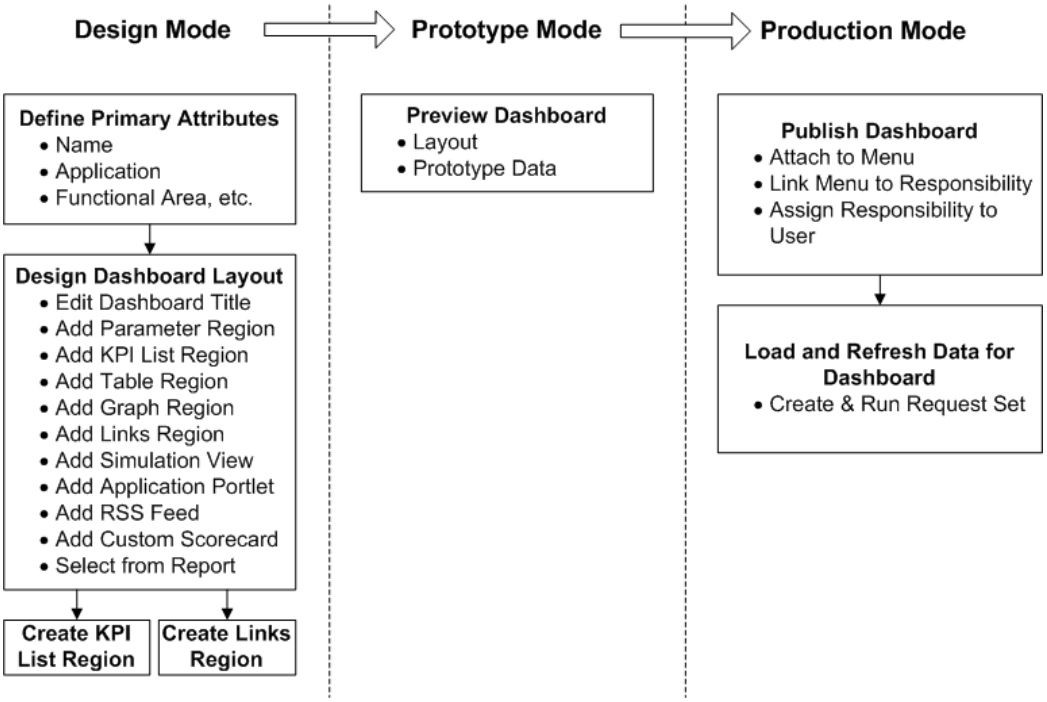
You cannot position a KPI or column immediately after another KPI that is under a column group. To change the order of such KPIs, click the Update icon for the column group or header column and add or remove the KPIs as necessary.

Unable to define calculated KPIs

You can define calculated KPIs only using columns associated with measures. For Existing Source reports, check that each column mapped as a measure is associated with a measure before you define calculated KPIs.

Custom Dashboards

Creating Custom Dashboards



Design custom dashboards if the preseeded dashboards do not meet your business requirements or if you want to significantly modify a preseeded dashboard.

To modify a preseeded dashboard, you can create a duplicate of the dashboard and work with it. A duplicate dashboard has the same title and layout as the original dashboard but a unique internal name.

In addition to designing the dashboard prototype, you can also use the Dashboard Designer to:

- **Create KPI regions**

  Create custom KPI regions if the preseeded KPI regions do not meet your requirements. See: Create KPI Regions, page 3-47.

- **Create links regions**

  Create custom links regions to add to dashboards and reports. See: Create a Links Region, page 3-51.

- **Preview dashboards for testing purposes**

  Preview the report in design mode so that you can approximate what it will look

like after it is moved into production mode.

- **Export and import dashboards**

  If you are using Daily Business Intelligence on multiple instances, you can import or export custom dashboards from or to another instance. See: Export and Import Dashboards and Reports, page 3-55.

After you design the dashboard, move the dashboard into production mode by publishing it to a responsibility and menu. To load and refresh data for a custom dashboard, use the Request Set Generator to create a request set.

Design Dashboard Prototypes

A dashboard prototype uses the same basic structure as the preseeded dashboards that are provided with Daily Business Intelligence. When you create a custom dashboard, the dashboard prototype is automatically populated with the following basic regions, which you can update as required:

- Title region
- Parameter region
- A region group that contains the following regions:
  - KPI region
  - Table region
  - Links region

You can add new region groups and regions to the dashboard prototype as required. You can add these types of regions:

- **Table:** Select an existing table region.
- **Graph:** Select an existing graph region.
- **Links:** Select an existing links region or create a custom links region. See: Create a Links Region, page 3-51.
- **Custom Scorecards:** Select an existing custom scorecard view. This option is available only if you implemented Oracle Balanced Scorecard. See: *Oracle Balanced Scorecard Administrator Guide*.
- **RSS Feeds:** Select an existing RSS feed. See: Register RSS Feeds, page 3-52.
- **Application Portlets:** Select an existing portlet in the transactional application.

- **Report:** Select a parameter, table, graph, simulation view, or links region from an existing report. If a report contains more than one graph you can select any of the graphs in the report. After you add a region from a report to a dashboard, you cannot delete the report unless the region is first removed from the dashboard.

To design a dashboard prototype:

1. Using the Daily Business Intelligence Designer responsibility, navigate to Reporting > Dashboard Designer.

2. Click Create.

3. Define the following primary attributes for the dashboard: name, internal name, and application. Select a functional area for the custom dashboard. If no other functional area is appropriate, select the Customer Defined functional area.

4. Click Continue.

5. Define the dashboard title by clicking Edit in the title region. The title region is the first region in the dashboard.

   The dashboard title is automatically populated based on the name you specified in the Primary Attributes page. You can also define the dashboard title by clicking Primary Attributes and editing the name in that page.

6. Define the dashboard parameters by clicking Select in the parameter region. The parameter region is the only region in the second region group in the dashboard.

   On the standard region search page, you can search for and select an existing parameter region or select a parameter region from a report. You can only add one parameter region to each dashboard.

7. Click Save to save the dashboard prototype.

   When you save the dashboard prototype after adding the parameter region, the system adds a Match Parameters filter to the standard region search page. This filter enables you to query only the regions that use the same parameters as the dashboard.

8. Define the dashboard KPIs, by clicking Select in the KPI region. The KPI region is the first region in the third region group in the dashboard. There are three ways to define the KPI region:

   - Select an existing KPI region.

   - Create a KPI region. See: Create KPI Regions, page 3-47.

   - Import a KPI region from another instance. See: Export and Import Dashboards and Reports, page 3-55.

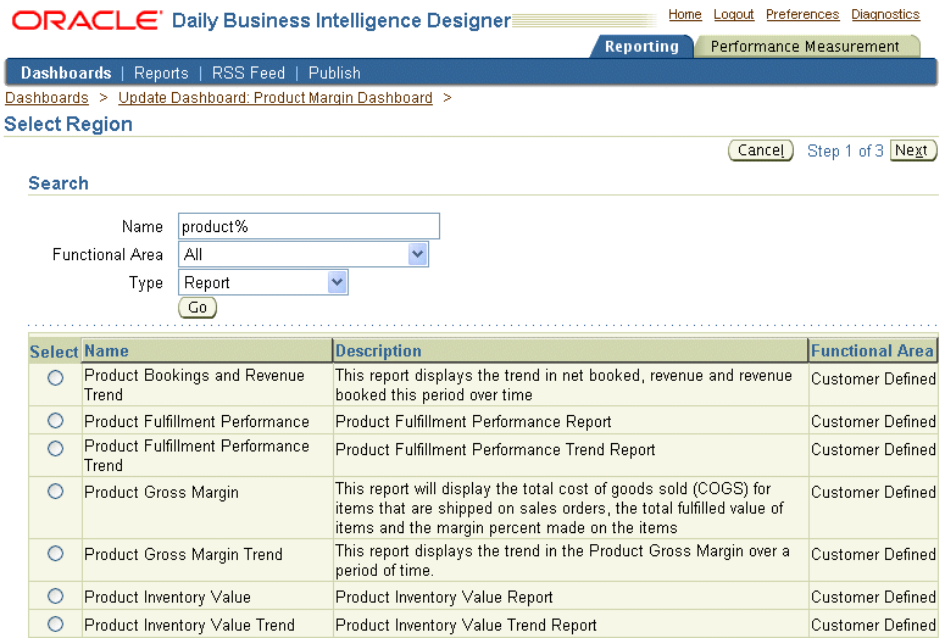
When you add a KPI region to the dashboard prototype, use the Match Parameters filter to ensure that the KPIs in the region use the same parameters as the dashboard.

9. Add other regions to the dashboard, as required.

   Selecting regions from reports lets you bring any region from any custom or preseeded report into your dashboard. You can select a parameter, table, graph, simulation view, or links region from an existing report. If a report contains more than one graph, you can select any of the graphs in the report. After you add a region from a report to a dashboard, you cannot delete the report unless the region is first removed from the dashboard.

   To select a region from an existing report:

   - Query the report on the standard region search page.



   - Select the report that contains the content you want to bring into the dashboard.
   - Click Next to preview the selected report with all the available regions.
   - Select a parameter, table, graph, simulation view, or links region from the report.

     Note: In this step your parameters are active, so you can change your view by definition if you want. For example, if the report has a graph view by business unit, but you want the

graph view by manager, you can change this view by setting during this process.

- Register the report region by modifying the primary attributes for the selected region as required.

  The system automatically defaults the region attributes based on the report settings. If the region has already been added to another dashboard, the "Re-use existing region attributes" option is selected; otherwise, the "Register as new" option is selected. You can re-register a region that has already been added to a dashboard by selecting the "Register as new" option.

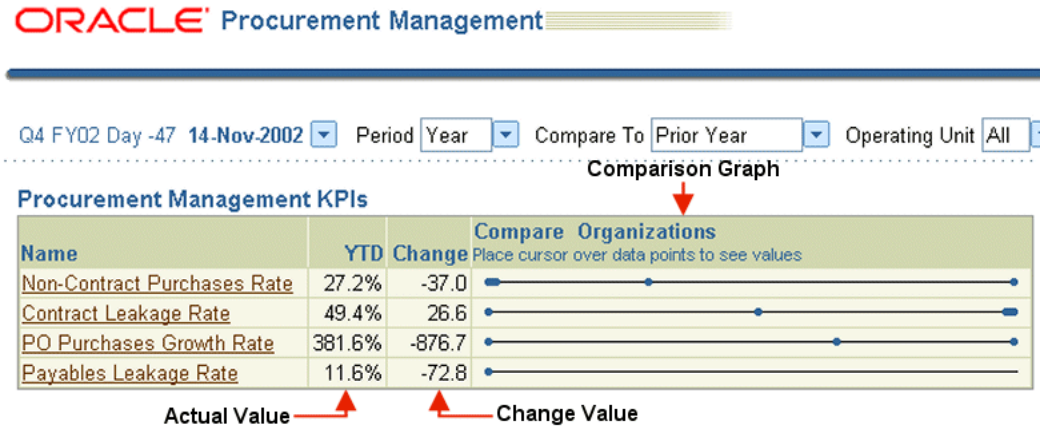
  - If you selected a table region, you can hide columns or change the sort property originally defined in your report.
  - If you selected a parameter region, you can enable or disable the View By parameter for the region.

- Click Finish to save the region and add it to the dashboard.

After adding the region, you can edit the primary attributes for the region, or you can continue selecting regions from other reports.

10. Click Finish to complete the dashboard prototype.

Create KPI Regions



The KPI region is a list of KPIs. In a preseeded dashboard, the KPI region provides a list of KPIs that summarize the content that is available in other regions of the dashboard. For example, in the Profit and Loss dashboard the Revenue KPI summarizes the data that is available in the Revenue table and graph regions in the dashboard. In addition, the KPI values change based on the dashboard parameters. For example, in the Profit

and Loss dashboard if you change the Manager parameter, the value of the Revenue KPI changes based on the selected parameter value.

If you create a custom KPI region, Oracle recommends that you create a region that behaves similarly to the preseeded KPI regions. As a result, custom KPI regions should:

- Respond to the primary dimension. KPIs can respond to more than one of the parameters that are defined for the dashboard.
- Provide a summary of or relate to the content of the dashboard.

There are two basic steps to defining a custom KPI region:

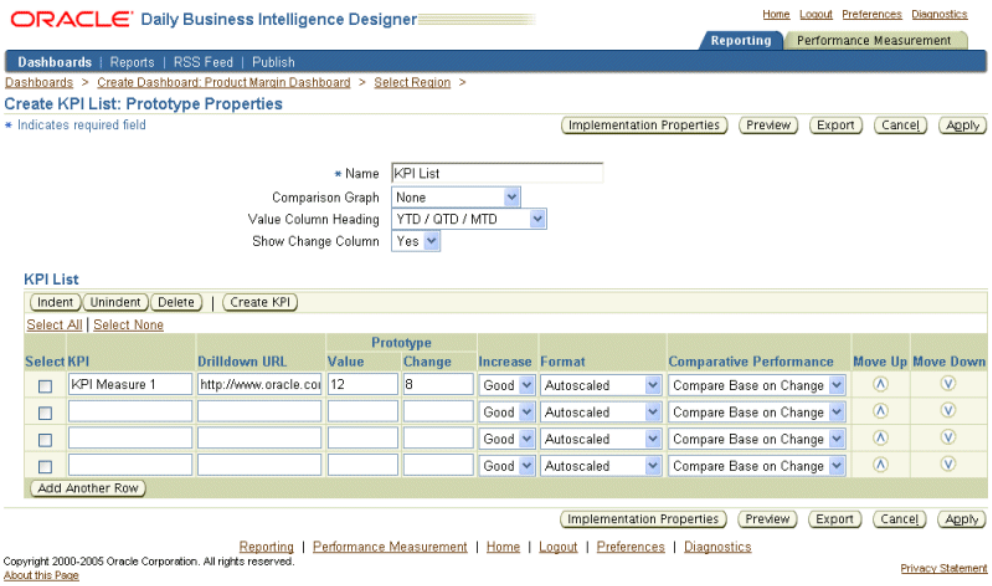
- **Define prototype properties:** Define a list of KPIs and prototype data properties for each KPI. Use the prototype properties to specify how you want the KPI region to behave in prototype mode. You can use the prototype properties to preview and perform initial testing on the KPI region and the dashboard.
- **Define implementation properties:** Define the actual list of KPIs in the KPI region. Use the implementation properties to specify how you want the KPI region to behave in production mode. You can specify the dimension object used for the comparison graph, the existing KPIs that you want to include in the KPI region, and the drill-down report for each KPI in the KPI region.

In addition to designing the KPI region, you can also use the Create KPI List page to:

- **Preview the KPI region for testing purposes:** Preview the KPI region in prototype mode so that you can approximate what it will look like after it is moved into production mode.
- **Export the KPI region to another instance:** If you are using Daily Business Intelligence on multiple instances you can export custom KPI regions from one instance to another. See: Export and Import Dashboards and Reports, page 3-55.

To create a new KPI region:

1. Using the Daily Business Intelligence responsibility, navigate to Reporting > Dashboard Designers.
2. Click Create.
3. In the KPI region, click Select.
4. In the Select region page, click Create.
5. Define the prototype properties for the KPI region. These values appear in the KPI region while the dashboard is in prototype mode and enable you to do preliminary testing for the prototype dashboard.



- Enter a name for the KPI region.
- Select a comparison graph type. Possible choices are: None, Directs Only, or Directs and Peers.
- Select the Value Column Heading to use. Possible choices are YTD/QTD/MTD or Year, Quarter/Month.
- Select whether or not to display the change column.
- Define the list of KPIs that you want to appear in the KPI region. You can add as many KPIs to the KPI region as you want. Define these attributes for each prototype KPI:
  - **KPI:** Enter a name for the KPI.
  - **Drilldown URL:** Specify a drill-down URL for the KPI. You can specify any URL, but Oracle recommends that you provide a link to a report prototype to simulate the actual KPI behavior.
  - **Prototype Value:** Enter a prototype value for the measure.
  - **Prototype Change:** Enter a prototype change value for the measure.
  - **Increase:** Indicate whether an increase is considered "good" or "bad" for the KPI. For example, an increase in Revenue is good; an increase in Customer Calls may be considered bad.
  - **Format:** Select the format to use for the prototype values. Possible choices

are: Autoscaled, Billions, Decimal, Decimal Percent, Integer, Integer Percent, Millions, or Thousands.

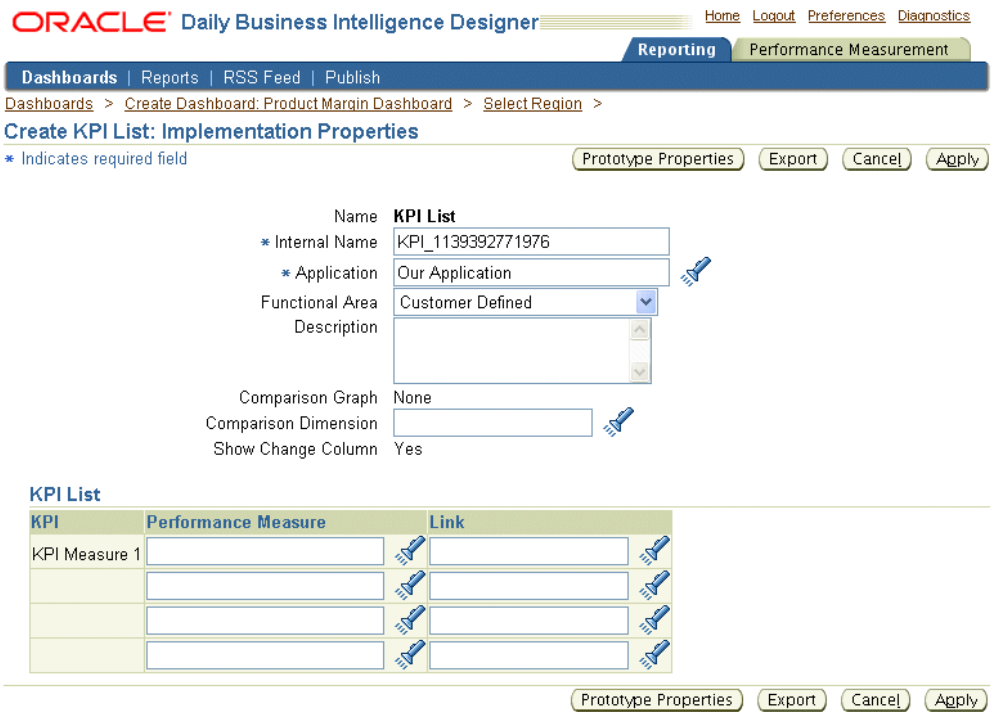
- **Comparative Performance:** Select the method you want to use to compare performance for the KPI. Possible choices are: Compare based on Change, Compare based on Value, or Hide Comparison.

- Use the Move Up and Move Down icons to rearrange the order of the KPIs as required.

- Use the Indent and Unindent buttons to create a hierarchy of KPIs in the KPI region.

- Use the Create KPI button to create a new KPI. The parameter region must be assigned to the dashboard prototype before you can create a new KPI. See: Create KPIs, page 3-13.

6. Click Implementation Properties.



7. Define the implementation properties for the KPI region. The following properties are visible only after the dashboard is published and moved into production mode.

- **Comparison Dimension:** Select the dimension object that you want to use as the basis for the comparison graph. Select Time if you want the comparison

graph to be a trend graph.

- **Performance Measure:** Map the prototype KPI to an existing KPI. When you select an existing KPI, the link field is automatically populated based on the default drill-down report for the KPI.

  If you have implemented Oracle Balanced Scorecard, you can also select any existing Balanced Scorecard measure. When you select a Balanced Scorecard measure, the KPI region displays the measure. For more information about Balanced Scorecard measures, see: *Oracle Balanced Scorecard Administrator Guide*.

- **Link:** If you want to specify a different link for the KPI, select an alternate report.

8. Click Apply to save your work.

Create a Links Region

You can add links regions to dashboards and reports. The links region contains links to the following content:

- **Report:** Link to any published report.
- **Dashboard:** Link to any published dashboard.
- **Scorecard:** This option is available only if you implemented Oracle Balanced Scorecard.
- **URL:** Link to any URL.
- **Other Menu Item:** Link to any Oracle Applications function that is assigned to a menu.

To create a links region:

1. Using the Daily Business Intelligence Designer responsibility, navigate to Reporting > Dashboard Designer.
2. Click Create.
3. In any region, click Select.
4. In the Type field, select Links. The Create button appears.
5. Click Create.
6. Define the primary attributes for the links region: name, internal name, application, functional area, and description.

7. Click Apply to save the primary attributes. The Edit Links page appears.

8. To add a link to a report, dashboard, scorecard, or Oracle Applications function:
   - Click Add Menu Item.
   - Select the responsibility to which the content is assigned.
   - Query the content.
   - Enable the Select check box for the content you want to add as a link.

     Before you can add a link to a report, dashboard, or scorecard, it must be published and in production mode.
   - Click Apply to save your work.

9. To add a link to a URL:
   - Click Add URL.
   - Enter a name for the link.
   - Enter the URL for the link.
   - Click Apply to save your work.

10. To change the order of the links, click Change Order. Use the arrow icons to rearrange the links as required. Click Apply to save your work.

11. Click Apply to save your work.

Register RSS Feeds

Register an RSS feed if you want to add syndicated content as a region in a dashboard. For example, you can register an RSS feed for news headlines, stock quotes, or currency exchange rates and then add that RSS feed as a region to a dashboard.

After you register a feed you can update or delete the feed as required.

To register an RSS feed:

1. Using the Daily Business Intelligence Designer responsibility, navigate to Reporting > Register RSS Feed.
2. Click Create.
3. Enter a name for the feed.
4. Enter an XML URL for the feed.
5. Optionally add an XSL URL and description for the feed.
6. Click Apply to save your work.

Publish Content

To make your custom content available to users, you must publish it. To publish content you must:

1. **Add content to a menu**

   You can add custom dashboards, reports, or other content such as scorecards or other Oracle Applications forms to a menu.

   Oracle strongly recommends that you create at least one menu for your custom content. You can create menus that are simple lists of functions, or you can create hierarchical menus by attaching child menus to a parent menu. You can update or delete custom menus as required.

   You cannot update or delete preseeded menus; however, you can duplicate preseeded menus and customize the duplicates.

2. **Assign the menu to a responsibility**

   Assign the modified menu to an Oracle Applications responsibility. When you assign a menu to a responsibility, the responsibility gains access to all the functions assigned to the menu.

   You cannot update preseeded responsibilities. You can only update custom responsibilities. Ask your system administrator to set up the custom responsibilities you require.

For more information about creating menus and responsibilities, see: Overview of Function Security, *Oracle Applications System Administrator's Guide*, Overview of Menus and Function Security, *Oracle Applications Developer's Guide*, and Menus Window, *Oracle Applications Developer's Guide*.

To add content to a menu:

1. Using the Daily Business Intelligence Designer responsibility, navigate to Reporting

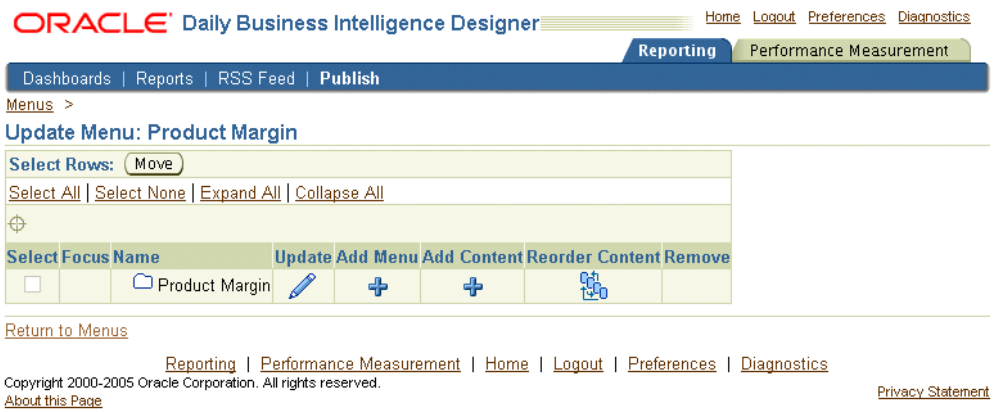
> Publish.

2. Query an existing menu or click Create to create a new menu. The Update icon is greyed out for preseeded menus. You cannot modified preseeded menus; however, you can duplicate them and customize the duplicate menu as required.

   To create a new menu:

   1. In the Menus window, click Create.
   2. Define the menu name, internal name, and description.
   3. Click Apply to save your work.

3. To add content to the menu, click Update.



4. Click Add Content. Add dashboards, reports, or other content (Oracle Applications form functions) to the menu.

   Query and select the content.

5. To add a submenu, click Add Menu. You can select any existing menu or create a new menu.

6. To change the name or description of the menu, content, or submenus, click Update.

7. To reorder the content within the menu, click Reorder Content. Use the arrow icons to move content up or down in the menu as required.

To assign the menu to a responsibility:

1. Ask your system administrator to create a responsibility.
2. In the Menus window, click Responsibilities.
3. Query the responsibility and click Update.

4. In the Menu field, query and select the menu.

5. Click Apply to save your work.

   Any user who is assigned that responsibility will have access to the menu and the content attached to the menu.

Export and Import Dashboards and Reports

You can export and import custom dashboards and reports from a source instance to one or more target instances.

You cannot export or import preseeded content. However, if a custom dashboard or report references preseeded content, the references to that content will be exported. As a result, it is important that the target instance be at the same patch level as the export system, so that any references to preseeded content are maintained when you import the dashboard or report into the target instance. For example, if you create a custom report that includes the preseeded Revenue KPI and Supplier dimension, the Revenue KPI and the Supplier dimension must exist in the target instance before starting the import process or the imported report will not work.

The export and import process differs slightly, depending on whether you are importing a dashboard or a report.

- **Dashboards**

  Only the dashboard format is exported. The actual content of the dashboard, the KPIs, reports, or scorecards, that are the basis for the regions on the dashboard are not exported. The Links regions are also not exported.

  If you are exporting a dashboard, to ensure that the dashboard will work as designed, you must also export any custom content that is associated with the dashboard. As long as the target instance is at the same patch level as the source instance, any preseeded content that is associated with the dashboard will work. You will have to redefine the Links region content after import is complete.

- **Reports**

  The entire report definition, including the KPIs and Dimension Objects associated with the report, is exported.

  When you import reports into a target instance, the system will attempt to map the KPIs, dimension objects, and calendars associated with the report to content in the target instance. The system uses the name and internal name of the content to find a suitable match. For example, if you are importing a report that contains a Custom Revenue KPI, and a Revenue KPI exists in the target system, the system will suggest that the Custom Revenue KPI you are importing maps to the existing Revenue KPI. During the import process you can review the system mappings and confirm that they are correct, manually map the imported content to other existing content, or create new objects in the target instance.

The following items are *not* exported with the report:

- Source tables or views for Existing Data Source reports
- Custom calendars
- Links region

Import the source tables or views and recreate the custom calendars in the target instance *before* you import the report.

You will have to redefine the Links region after import is complete.

If you used the Delegate functionality to grant access to the dashboard or report to users in the source instance, the delegations will not be exported. You will have to grant access to the dashboards or reports in the target instance after import is complete.

To export a dashboard or report from a source instance:

1. In the source instance, using the Daily Business Intelligence Designer responsibility, navigate to Reporting > Dashboard Designer or Reporting > Report Designer.
2. Query the dashboard or report that you want to export and click Update.
3. In the Update window, click Export.

   The system will display a message listing the preseeded objects (tables, views, calendars) that must exist in the target instance to successfully import the content.
4. If you are exporting a dashboard, you can select the regions that you want to export. Click Continue.
5. In the Export window, select the export file type, XML files *.zip, and click Export.

   The system creates a .ZIP file with an XML definition of the dashboard or report you are exporting.
6. Save the export file to a temporary local drive.

To import a dashboard to a target instance:

1. Ensure that the following prerequisites have been met:
   - The export file is saved to a local drive.
   - The target instance is at the same patch level as the source instance.
2. In the target instance, using the Daily Business Intelligence Designer responsibility, navigate to Reporting > Dashboard Designer.
3. Click Import.

4. In the File Name field, select the export file from the local drive. Click Apply to start the import process.

   The system lists the content that it will import. Note that preseeded content is not imported.

5. Click Continue.

6. Update the primary attributes as required.

7. The imported dashboard is displayed in the Update Dashboard window. Click Finish to complete the import.

To import a dashboard or report to a target instance:

1. Ensure that the following prerequisites have been met:
   - The export file is saved to a local drive.
   - The target instance is at the same patch level as the source instance.
   - Custom calendars used by the report have been created in the target instance.
   - Source tables or views have been imported into the target instance.

2. In the target instance, using the Daily Business Intelligence Designer responsibility, navigate to Reporting > Report Designer.

3. Click Import.

4. In the File Name field, select the export file from the local drive. Click Apply to start the import process.

   The system lists the content that it will import. Note that preseeded content is not imported.

5. If a report with the same internal name exists in the target instance, the system will automatically select the "Reuse existing report attributes" option. If you select this option, the report you are importing into the system will overwrite the existing report.

   Otherwise, if you the system will select the "Create a new Report" option. If you do not want to reuse the existing report attributes, you can select this option to create an entirely new report in the target instance. Modify the new report primary attributes as required.

6. Click Continue.

7. Review the mappings for the report.

   The system automatically attempts to map measures, dimension objects, and

calendars to existing content in the target instance. The system uses the name and internal name of the content to match it to content in the target instance. For example, if you have a Custom Revenue KPI in the imported report, the system would attempt to match it to another Revenue KPI in the target instance.

If the mappings are correct, click Next. Otherwise you can manually map the imported content to other existing content, or select the "Create as New" option to create a new object in the target instance.

8. The imported report is displayed in the Update Report window. Click Finish to complete the import.

Troubleshooting

Custom dashboard cannot pass parameters

Check that the dashboards and reports share the same parameters.

Import fails

Check that the environments are patched to the same level.

4

Maintain and Administer Daily Business Intelligence

Overview of Maintenance and Administration

You can perform the following maintenance and administration tasks after implementation is complete. These tasks are common to all intelligence products. Note that some intelligence products may have product-specific maintenance and administration tasks; see the appropriate chapter in this guide for more information.

- View Request Sets, page 4-2
- View Request Set Settings, page 4-2
- View Request Set Analysis Reports, page 4-2
- View Object Dependencies, page 4-7
- Define Object Dependencies, page 4-8
- Delegate Roles, Privileges, Companies, and Cost Centers, page 2-51
- Review Dimensions, Dimension Objects, and KPIs, page 4-11
- Debug Performance and Rendering, page 4-14
- Refresh Dashboards, page 4-15
- Increase Tablespace, page 4-15
- Implementing Generated Source Reports, page 4-16

View Request Sets

Use the Daily Business Intelligence Administrator responsibility to view the progress of the initial or incremental request sets. To view the request set, navigate to Data Summarization : Request Sets > View Request Sets.

If a request set completes with a Warning or Error, view the request set log for details on what caused the problem. After fixing the problem, rerun the request set.

Request sets may fail if any of the following occur:

- **Currencies do not load correctly**

  If a currency conversion error occurs during the load then the entire initial request set fails. This error is typically caused by a missing currency exchange rate. Review the request set log for more information on which currencies caused the failure, fix the currency problem in Oracle General Ledger, and rerun the request set.

- **Missing unit of measure**

  If a unit of measure error occurs during the load then the entire initial request set fails. Review the request set log for more information on which unit of measure caused the failure, fix the Unit of Measure problem in Oracle Inventory, and rerun the request set.

- **Insufficient temporary tablespace**

  Review the tablespace recommendations for the intelligence area on Oracle*MetaLink* , increase the temporary tablespace as required, and rerun the request set. See: Increase Tablespace, page 4-15.

View Request Set Settings

Use the Daily Business Intelligence Administrator responsibility to view the settings for a request set. For example, you can view the request set name, internal name, the type of request set (initial or incremental), and whether or not the Gather Table Statistics option is enabled. You can query request sets by dashboard, report, or request set name.

To view request set settings:

1. Using the Daily Business Intelligence Administrator responsibility, navigate to Data Summarization: Request Sets > Administer Request Sets.

2. Query the request set by dashboard, report, or request set name.

3. Click Details to view the settings for the request set.

View Request Set Analysis Reports

Use the Daily Business Intelligence Administrator responsibility to view the following request set analysis reports:

- Request Set Performance, page 4-4
- Request Set Performance Details, page 4-4
- Request Set Run Details, page 4-5
- Request Object Details, page 4-5
- Request Set Space Usage Details, page 4-6
- Tablespace Details, page 4-6

To view these reports, navigate to Data Summarization: Tools > View Request Set Analysis Reports.

To ensure the performance of these reports, the request set history is only maintained for a limited amount of time. Set the following site-level profile option to determine the time period for which request set history is maintained.

- **BIS BIA Request Set History:** Sets the time period for which the request set history is maintained. Possible choices are Last 7 days, Last 30 days, or Last 90 days. The default value is Last 7 days.

Ensure that all existing request sets have been regenerated so that the RSG History Collection program is included in the request set that will collect request set run details.

> **Note:** If you update a request set, then all the historical data on request set runs is lost.

Parameters:

These reports use the following parameters:

- **Request Set History:** The time period for which you want to view the request set history. Select All to view all of the unique request sets that were submitted during the maintained time period.
- **Request Set Type:** The type of request set for which you want to view details. You can choose initial, incremental, or gather statistics.
- **Request Set Name:** The name of the request set. This field lists all the unique request sets that were submitted during the specified time period.

- **Request Set ID:** The unique ID assigned to the request set when it was submitted. The Concurrent Manager assigns a separate ID to each request set run.

- **Request Set Stages:** The stages of the selected request set. Each stage contains several concurrent programs.

- **Programs:** The concurrent programs used in the request set. If you selected a request set stage, you can only select from the list of concurrent programs in the selected stage.

- **Tablespace:** The name of the tablespace used to create objects.

Request Set Performance:

Use the Request Set Performance report to review the performance of the request sets that successfully completed during the specified time period. If a request set completes with a warning or error, the report will be blank with the exception of the Number of Runs field.

- **Request Set Name:** The name of the request set. Drill on this value to view the Request Set Performance Details report.

- **Average Run Time:** The average time that it took to successfully complete the request set during the selected time period.

- **Max Run Time:** The maximum time that it took to successfully complete the request set during the selected time period.

- **Min Run Time:** The minimum time that it took to successfully complete the request set during the selected time period.

- **Current Space Occupied:** The total tablespace used by all objects updated by the request set since the last update. If the report View By is set to Request Set, then you can drill on this value to view the Request Set Space Usage Details report.

- **Number of Runs:** The number of times the request set has been submitted during the selected time period, including times when the request set completed with a warning or error.

Request Set Performance Details:

Use the Request Set Performance Details report to review the performance of a particular request set over time. This report contains details on every run of the request set, whether or nor it completed successfully.

- **Request Set ID:** The unique ID assigned to a particular run of the request set during the selected time period. Drill on this value to view the Request Set Run Details report.

- **Started:** The time the request set started.
- **Duration:** The total time it took to complete the request set.
- **Status:** The status of the request set at completion. Possible statuses are Completed, Warning, or Error. Drill on this value to view the log file for the request set. If the request set completed with a warning or error, the log file indicates why the request set did not complete successfully.

Request Set Run Details:

Use the Request Set Run Details report to view the details for each request in the selected request set run.

- **Request ID:** The unique ID assigned to the request.
- **Name:** The name of the request. If the request is a concurrent program with objects associated with it, you can click the name to view the Request Set Object Details report.
- **Started:** The time the request was started.
- **Duration:** The total time it took to complete the request.
- **Status:** The status of the request at completion. Drill on this value to view the log file for the request. If the request completed with a warning or error, the log file indicates why the request did not complete successfully. If a request did not complete successfully, do not resubmit a single request to fix the problem. Instead, review the log file, fix the problem, and then rerun the entire request set.
- **Completion Text:** The message received on completion of the request.

Request Object Details:

Use the Request Object Details report to view details on the objects updated by the request.

- **Object Name:** The name of the object updated by the request. You can drill on this value to open the View Dependencies report.
- **Object Type:** The object type, such as materialized view, view, or table.
- **Refresh Type:** The type of refresh performed by the request. Possible statuses are initial, incremental, analyzed if it was a request for gathering statistics on database objects, or considered refresh. The Considered Refresh type is used for unimplemented materialized views so that the log file of the table can be truncated and thus prevent it from growing in size, especially if implemented materialized views also exist for that table.

Request Set Space Usage Details:

Use the Request Set Space Usage Details report to view the details of the objects updated by the request set.

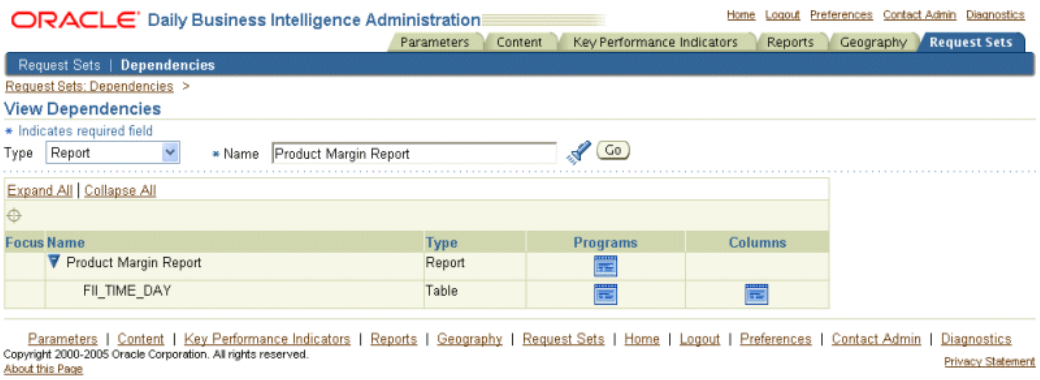
- **Object Name:** The name of the table or view. Drill on this value to open the View Dependencies report.
- **Object Type:** The object type.
- **Tablespace Name:** The name of the tablespace in which the object resides. Drill on this value to view the Tablespace Details report.
- **Row Count:** The number of rows in the object as of the last successful request set run.
- **Space Occupied by Object:** The number of megabytes occupied by the object as of the last successful request set run.
- **% Space Occupied by Object:** The percentage of space occupied by the object, relative to the tablespace size, as of the last successful request set run.

Tablespace Details:

Use the Tablespace Details report to review the tablespace details.

- **Tablespace Name:** The name of the tablespace.
- **Tablespace Size:** The size of the tablespace in megabytes.
- **Initial Extent:** The initial extent set for the tablespace in megabytes.
- **Next Extent:** The next extent set for the tablespace in megabytes.
- **Max Extents:** The maximum number of extents set for the tablespace.
- **Free Space:** The amount of free space remaining in the tablespace in megabytes.

View Object Dependencies



Use the Daily Business Intelligence Administrator responsibility to view the object dependencies for dashboards, regions, reports, tables, materialized views, and views. For the selected object you can view the dependent objects, the initial and incremental request sets used to load and refresh the database objects, and the columns of the database object being populated.

> **Note:** Database objects created by the system for Generated Source reports are not available in the View DBI Object Dependencies menu option. For more information about how tables and materialized views are generated for such reports, see: *Oracle Balanced Scorecard Administrator Guide*.

To view object dependencies:

1. Using the Daily Business Intelligence Administrator responsibility, navigate to Documentation: DBI Object Dependencies > View DBI Object Dependencies.

2. Query the object you want to view by choosing the object type and the name of the object. After you select the object name, the Owner field is automatically filled in. The Owner field indicates which application is the "owner" of the object.

3. Click Go.

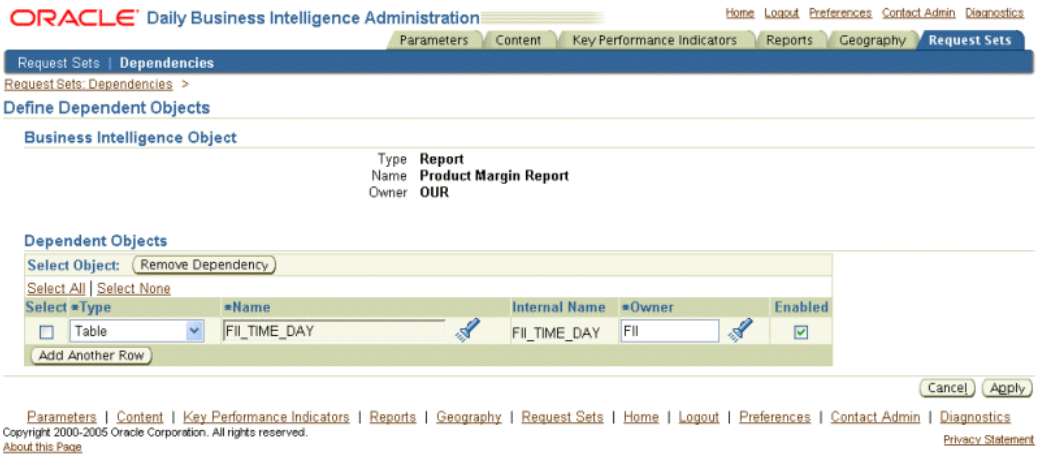
4. Click Expand All to view the complete list of dependent objects, or click the drill icon to expand one level of the dependent object hierarchy.

5. To view the list of concurrent programs used to load and refresh the objects, click Program.

6. To view the columns in the table, view, or materialized view objects, click Columns.

For more information on the tables, views, and columns used to support the objects, see the Electronic Technical Reference Manual (eTRM) on Oracle*MetaLink*, note 150230.1.

Define Object Dependencies



Use the Daily Business Intelligence Administrator responsibility to define dependent objects for custom content: dashboards, reports, regions, tables, views, and materialized views. Defining dependencies between objects indicates which objects must be loaded and refreshed to populate the parent object.

The dependencies for custom dashboards and reports are automatically defined when you create the dashboards and reports using the Dashboard or Report Designer. You can modify these dependencies after design is complete.

Define the dependencies for custom tables, views, and materialized views manually. In addition, you can define the following:

- **Programs:** Define programs that load data into the tables.
- **Properties:** Define a custom API to perform other miscellaneous tasks, such as dropping indexes while loading a table and then recreating them after the data refresh program completes.

The following table illustrates the objects that you can define as dependent or child objects for each parent object. For example, a dashboard cannot be dependent on another dashboard; however, a dashboard can be dependent on a report, region, table, view, or materialized view.

Parent Object / Child Object	Dashboard	Region	Report	Table	View	Materialized View
Dashboard	No	Yes	Yes	Yes	Yes	Yes
Region	No	No	Yes	Yes	Yes	Yes
Report	No	No	Yes	Yes	Yes	Yes
Table	No	No	No	Yes	Yes	Yes
View	No	No	No	Yes	Yes	Yes
Materialized View	No	No	No	Yes	Yes	Yes

You can view the following information for objects.

- **Type:** The object type.
- **Name:** The display name of the object. Note that many objects have generic names, so for dependent objects, use the internal name to determine exactly which object you are using.
- **Internal Name:** The unique name of the object. This information is available for dependent objects only.
- **Owner:** The application that is the "owner" of the object.

To define object dependencies:

1. Using the Daily Business Intelligence Administrator responsibility, navigate to Data Summarization: Tools >Administer DBI Object Dependencies.
2. Query the object for which you want to define dependent objects, refresh programs, and a property by choosing the object type and the name of the object. After you select the object name, the Owner field is automatically filled in. The Owner field indicates which application is the "owner" of the object.

   For tables, views and materialized views, if the objects do not yet exist then you can enter any name for the object along with a valid owner and define the dependencies. Later you can create the database objects with the name specified on the Dependencies page.
3. Click Dependent Objects.

4. In the Define Dependent Object page, select the object type and name of the dependent object. Refer to the table for valid combinations of parent and child objects. The internal name and owner are automatically populated.

   Again, for tables, views and materialized views, if the objects do not yet exist then you can enter any name for the object along with a valid owner and define the dependencies. Later you can create the database objects with the name specified on the Dependencies page.

5. To add another dependent object, click Add Another Row. To remove dependent objects, select Remove Dependency. You can add as many dependent objects for a Daily Business Intelligence object as you want.

   Note: You can enable or disable dependent objects, as required. In this way you need not add or remove objects every time there is a change in the data model.

6. Click Apply to save your work.

7. Click Programs.

8. Select a program and specify the type. Possible choices are Initial Refresh, Incremental Refresh, or Initial and Incremental.

   Generally you specify two programs for a table, one for the initial refresh and the other for the incremental refresh. When you create a request set for a dashboard or report, based on the type, the appropriate program will be included in the request set.

   Do not specify programs for materialized views or views. A standard program to perform materialized view refreshes is automatically included when you create a request set.

9. To add another program, click Add Another Row. To remove a program, select Remove Programs.

   Note: You can enable or disable programs, as required.

10. Click Apply to save your work.

11. Click Property.

12. Specify a custom API.

13. Click Apply to save your work.

14. Click View Dependencies.

15. Click Expand All to view the complete list of dependent objects defined for the selected object, or click the drill icon to expand one level of the dependent object hierarchy.

16. To view the list of concurrent programs used to load and refresh the objects, click Program.

17. To view the columns in the table, view, or materialized view objects, click Columns.

18. Click the locator link to return to the Dependencies page.

> **Note:** You can add preseeded objects as dependent objects of a custom object, but you cannot modify the dependencies of preseeded objects.

Review Dimensions, Dimension Objects, and KPIs

Use the review object reports to review information on the preseeded and custom dimensions, dimension objects, and KPIs that are available for creating custom content. The majority of the objects listed in these reports are used in the preseeded dashboards and reports; however, several additional objects are provided for use.

The following review object reports are available:

- Review Dimension Objects, page 4-12
- Review Dimension Object Details, page 4-12
- Review Dimensions, page 4-13
- Review KPIs, page 4-13

Using the Daily Business Intelligence Administrator responsibility, navigate to Documentation: DBI Objects to access these reports.

The review object reports use one or more of these parameters:

- **Application:** The Oracle application that is the "owner" of the object. For example, Supply Chain Intelligence is the owner of the Inventory Organization dimension. You can use the application field to narrow your search to the objects owned by a particular intelligence area. For example, if you are searching for the Inventory Organization dimension, which you know is used in the Supply Chain Intelligence dashboards and reports, you can search by that application.

  > **Important:** If you plan to use an object, you should complete the setup for the owning application. Some but not all objects require setup to populate and secure the data for the object.

- **Source:** The source of the object. The source can be either EDW or OLTP. Although the review object reports enable you to view all the objects available in Oracle Applications, Daily Business Intelligence uses only a subset of these objects.

  All Daily Business Intelligence objects are OLTP source; however, not all OLTP source objects can be used in DBI. Review the object definitions to determine if the object is intended for use in DBI.

- **Dimension:** The name of the dimension.

- **Dimension Object:** The name of the dimension object.

- **KPI:** The name of the key performance indicator.

Review Dimension Objects

Use the Review Dimension Objects report to view basic information about dimension objects. This report shows which dimension objects belong to which dimension.

The report shows these details:

- **Dimension:** The dimension name.

- **Dimension Object:** The dimension object name.

- **Dimension Object Description:** The description of the dimension object.

- **Source:** The source of the dimension object.

Several dimension objects may have the same name, so it is important to understand how the dimension object relates to its parent dimension.

Review Dimension Object Details

Use the Review Dimension Object Details report to view more detailed information about the dimension objects. This report shows the relationship between dimension objects and KPIs.

The report shows these details:

- **Dimension Object:** The dimension object name.

- **Internal Name:** The unique name for the dimension object.

- **Description:** The description of the dimension object.

- **Source:** Only OLTP objects can be used to create custom content for Daily Business Intelligence.

- **KPIs:** The KPIs associated with the dimension object.

The KPIs respond to changes in the dimension object on a report or dashboard. To ensure that the KPIs change on a custom dashboard or report, choose a dimension object that is associated with the KPI.

Review Dimensions

Use the Review Dimensions report to view more detailed information about dimensions. This report shows the difference between similarly named dimensions.

The report shows these details:

- **Dimension:** The dimension name.
- **Description:** The description of the dimension.
- **Internal Name:** The unique name for the dimension.

Several dimensions may have the same name or very similar names. To understand the difference between dimensions, review their descriptions and internal names.

Review Key Performance Indicators

Use the Review Key Performance Indicators report to view more detailed information about KPIs. This report shows the difference between similarly named KPIs and the relationship between KPIs and dimension objects.

The report shows these details:

- **Name:** The KPI name.
- **Description:** The description of the KPI.
- **Dimension Objects:** The dimension objects associated with the KPI.
- **Application:** The Oracle application that is the "owner" of the KPI. For example, Financials Intelligence is the owner of the Expenses KPI. You can use the Application field to narrow your search to the KPIs owned by a particular intelligence area.

The KPIs respond to changes in the dimension object on a report or dashboard. To ensure that the KPIs change on a custom dashboard or report, choose a dimension object that is associated with the KPI.

Some KPIs require additional setup to populate and secure the data for the KPI. If you plan to use an object, complete the setup associated with the owning application.

Debug Performance and Rendering

The Debug Message Log report lets you debug Daily Business Intelligence dashboard rendering issues when you enable the Detailed Debugging option or performance issues when you enable the Performance Debugging option.

- **Object Key:** The session ID for this report. The session ID is generated by Oracle Applications and is unique to the logged-in user and the region. Make a note of this session ID if you want to view this report again using the View Latest Log report.
- **Message:** The message type. The default value is ALL, but you can enter a message type to limit the results in this report.
- **Module:** The standard Oracle Applications modules rendered for the region.
- **Message:** The debug message generated by Oracle Applications.
- **Duration:** The total time it took to render this module.
- **Debugging Performance:** Displays performance statistics for rendering a region.

Both the Detailed Debugging and the Performance Debugging options reflect the current session for the logged-in user.

The Detailed Debugging and Performance Debugging options have a binary relationship with one another. If one option is enabled for the Debug Message Log report, the other is disabled. You cannot enable one option unless you first disable the other option.

To enable or disable the debugging report options:

1. Using the Daily Business Intelligence Administrator responsibility, navigate to Debug Utilities > Enable/Disable Debugging or Debug Utilities > Enable/Disable Performance Debugging.

   Note: Only one of these two options can be enabled at a time.

2. Confirm that you want to enable or disable the debug option by clicking the link in the navigation window.
3. If the debug option is enabled, clicking the link disables the report. If the debug option is disabled, clicking it enables the report. A confirmation message appears, indicating the status of the report.

To access the Debug Message Log report:

1. After enabling the debug option, run the report or dashboard that you want to debug from the menu where it is published.

2. Navigate to reach the point you want to debug by drilling down to the appropriate report or region.

3. Access the Debug Message Log report using the View log link at the end of the report.

Refresh Dashboards

The parameters selected on a dashboard are saved for each user. Consequently, the next time a user views the dashboard, the parameters on the dashboard default to the last saved values for that user. You can refresh a dashboard and return it to its original state by clearing the cached parameter values for a specific user.

To refresh dashboards:

1. Using the Daily Business Intelligence Administrator responsibility, navigate to Debug Utilities > Refresh Dashboard.

2. Enter a user name. To refresh the dashboard for all users, select "All".

3. Enter the page ID or page name of the dashboard to refresh. To derive the page ID, prefix the function ID with a minus sign. The page name is the same as the function name for the dashboard.

4. Click OK to refresh the dashboard.

Increase Tablespace

Daily Business Intelligence uses shared temporary tablespaces when summarizing data. If the database is not sized correctly, the initial or incremental request sets may fail due to insufficient tablespace.

To increase your tablespace:

1. Open the failed concurrent request log to see which tablespace caused the failure.

2. To view the current amount of tablespace, run the following query:

```
SELECT TABLESPACE_NAME,
  SUM(BYTES)/(1024*1024) "Size in Megas"
FROM DBA_FREE_SPACE
  WHERE TABLESPACE_NAME = '<tablespace_name>'
GROUP BY TABLESPACE_NAME
```

3. Increase the allocated free space in the tablespace using one of these commands:
   - Alter Database: Increase the size of the datafile in a tablespace.
   - Alter Tablespace: Add a data file to a tablespace.

Implementing Generated Source Reports

Daily Business Intelligence Designer allows you to create Generated Source Reports if you have implemented Oracle Balanced Scorecard Release 5.3. After you configure a Generated Source report using Report Designer and the prototype report is approved, you must implement it before you can deploy it to end users.

To implement a Generated Source report:

1. Generate summaries for a Generated Source report.

   To implement a Generated Source report, you must run the Generate Database process for the report, which generates the appropriate summaries to support the report. Use the Performance Management Administrator responsibility to access the Generate Database process. See: Implement Generated Source Reports, *Oracle Balanced Scorecard Administrator Guide*.

2. Load data for custom dimension objects if required.

   When you create a new custom dimension from a Generated Source report, you can provide some prototype values for the dimension object. These values remain in the system until they are replaced by the proper values when the report is implemented. Before loading fact data for your custom reports, you must ensure that the parameters are correct by loading data into custom dimension objects. For details on how to maintain custom dimension objects, see: Maintain Dimensions, *Oracle Balanced Scorecard Administrator Guide*.

3. Load data into the objective interface tables for the Generated Source report.

   After the dimension objects have been refreshed, load fact data into the objective interface tables generated for the report. For more information about loading options available for interface tables, see: *Oracle Balanced Scorecard Administrator Guide*.

4. Refresh summaries for custom reports.

   After the summaries are created for a custom report, you can start feeding

information for it. Ensure that your custom reports and dashboards are enabled and that fact data exists in the objective interface tables before you attempt to load data through request sets.

5

Manager Reporting

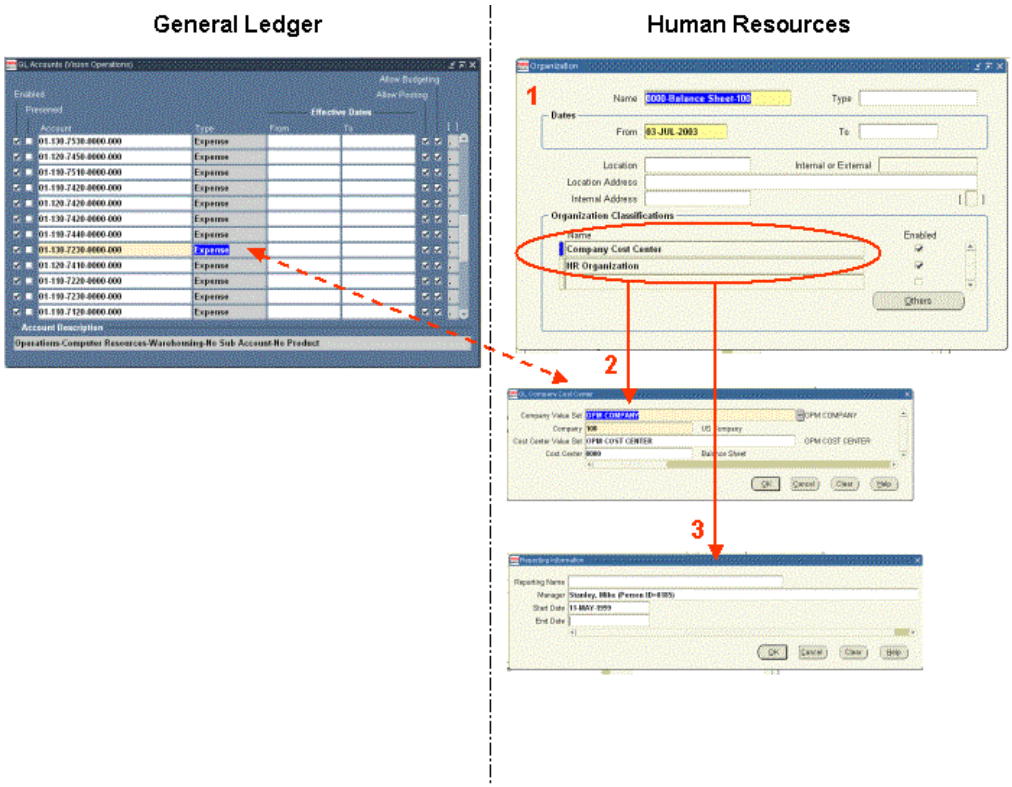
This chapter covers the following topics:

- Overview of Manager Reporting
- Implementation Considerations
- Prerequisites
- Implementing Manager Reporting
- Maintenance and Administration

Overview of Manager Reporting

When you implement manager reporting you are defining the list of values that appears in the Manager parameter of the Profit and Loss, Profit and Loss by Manager and Expense Management dashboards.

To implement this type of manager reporting you create an association between company cost centers, which are defined in Oracle General Ledger and organizations and manager hierarchies, which are defined in Oracle Human Resources. The following diagram illustrates how this association works.



For each *unique combination of company and cost center* that exists in Oracle General Ledger:

1. Create an organization in Oracle Human Resources. The Company Cost Center organization classification must be enabled for the organization.

2. Define the Company Cost Center organization classification by assigning a company and cost center, from Oracle General Ledger to the organization.

3. Enable the HR Organization organization classification and assign a manager to the organization.

The following section outlines the steps that you need to perform to create these associations and define management reporting for Daily Business Intelligence.

Implementation Considerations

When you implement Manager reporting, consider the following.

Analyze the Cost Centers and Managers You Want to Report On

Before you implement this feature you must determine which cost centers and managers you want to report on. You also need to determine how many company cost

center organizations to create to enable manager reporting.

To help determine the cost centers and managers that you want to report on, create a table, similar to the one pictured below for each set of books.)

Mapping of Companies, Organizations, and Managers

Company	Company Cost Center Organization	Manager
DBI General - 110	1000-CEO (Cruishank)-110	Cruikshank, Stanford
	1100-EVP License (Dow)-110	Dow, Martin
	1200-EVP Services (Debrovner)-110	Debrovner, Andy
	1300-EVP Hosting (Schnitzer)-110	Schnitzer, Joe
	1400-Dir Marketing (Roberts)-110	Roberts, Steve
	1500-VP IT (Trotter)-110	Trotter, Marc
	1600-IT Manager (Shapiro)-110	Shapiro, Douglas
	1700-CFO VP Fin (Lasher)-110	Lasher, Melvin
	1800-Controller (Hendrix)-110	Hendrix, Joseph
DBI Resources - 120	1900-VP HR (Richter)-120	Richter, Johnny
	2000-VP Property (Weingart)-120	Weingart, Steve

Prerequisites

Before you implement the management reporting feature in Daily Business Intelligence, ensure that your system meets the following prerequisites:

- Set up Daily Business Intelligence.

- Implement the following applications:
  - Oracle General Ledger: Define a chart of accounts with a company and cost center segment.
  - Oracle Human Resources: Define at least one manager.

Implementing Manager Reporting

This section describes how to implement manager reporting for Daily Business Intelligence dashboards.

Setup Checklist

The following table lists the steps required to implement management reporting. You must perform these steps in the order they are listed

Step	Responsibility	Required?
Set Up HR Profile Options, page 5-4	System Administrator	Required
Create Organizations for Company Cost Center Combinations, page 5-10	HRMS Manager	Optional
Run the Synchronize GL company cost centers with HR Request Set, page 5-11	HRMS Manager	Optional, but strongly recommended
Validate that the Company Cost Center Organization Classification is Enabled, page 5-12	HRMS Manager	Optional
Assign Managers to the Organization, page 5-12	HRMS Manager	Required
Run HRI Load All Cost Center Managers, page 5-14	Daily Business Intelligence Administrator	Required

Set Up HR Profile Options

Use the HR profile options to define how you want to create organizations. For

manager reporting to work, there must be one organization for each company-cost center combination that exists in General Ledger, and the organization must have a Company Cost Center organization classification enabled. Using the HR profile options you can choose whether or not you want to automatically or manually generate these organizations.

To set up the HR profile option:

1. Log into Oracle Applications using the System Administrator responsibility.
2. Navigate to the System Profile Values window.
3. Set the following profile options at the Site level.

HR: Profile Options

Profile Option	Level	Description
HR: GL organization name format	Site	Sets the name format for any automatically generated organizations. You can choose one of the following formats: • <Company Name>-<Cost Center Name> • <Cost Center Code>-<Cost Center Name>-<Company Code> To automatically generate organizations using this name format, you must also set the HR: Generate Organizations from GL profile option.

Profile Option	Level	Description
HR: GL Cost Center Org Synchronization Options	Site	Set this profile option to determine the behavior of the Synchronize GL company cost centers with HR concurrent program. Select one of the following options: • **Synchronize only:** Synchronize cost centers with existing organizations only. In this case, you may have to manually create new organizations to synchronize with new cost centers. • **Synchronize and add missing classifications:** Synchronize cost centers with existing organizations and add missing organization classifications: Company Cost Center and HR Organization. • **Synchronize and add missing classifications and organizations:** synchronize cost centers with existing organizations and add missing organizations and organization classifications.
HR: GL Cost Center Org Classifications	Site	Set this profile option to determine the behavior of the Synchronize GL company cost centers with HR concurrent program. Select one of the following options: • **None:** Do not add organization classifications to organizations. If you select this option, manually check your organizations to ensure they include the required organization classifications. • **Company Cost Centers:** Add only Company Cost Center organization classifications to organizations • **HR Organizations and Company Cost Center:** Add both HR Organization and Company Cost Center organization classifications.

Profile Option	Level	Description
HR: Automatically Synchronized Single GL Company Cost Center with HR	Site	This profile option determines whether or not you want to automatically generate organizations for any new company-cost centers that are created *after implementation is complete*. Set this profile option to Yes if you want to automatically generate an organization whenever a new company-cost center is created in General Ledger. Set this profile option to No if you do not. *It is strongly recommended that you set this profile option to Yes.*

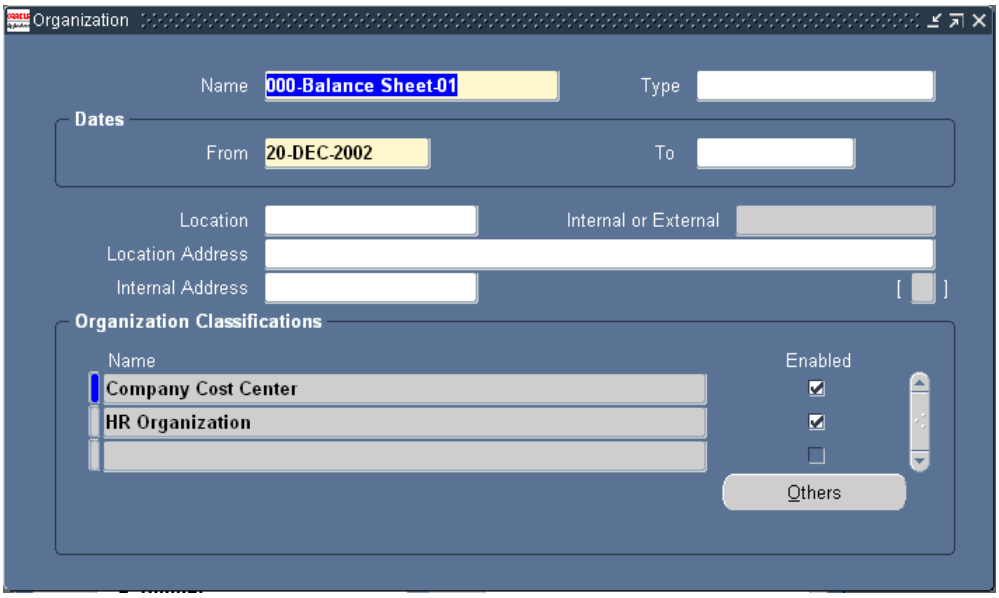
4. Save your work.

Create Placeholder Organizations for Companies

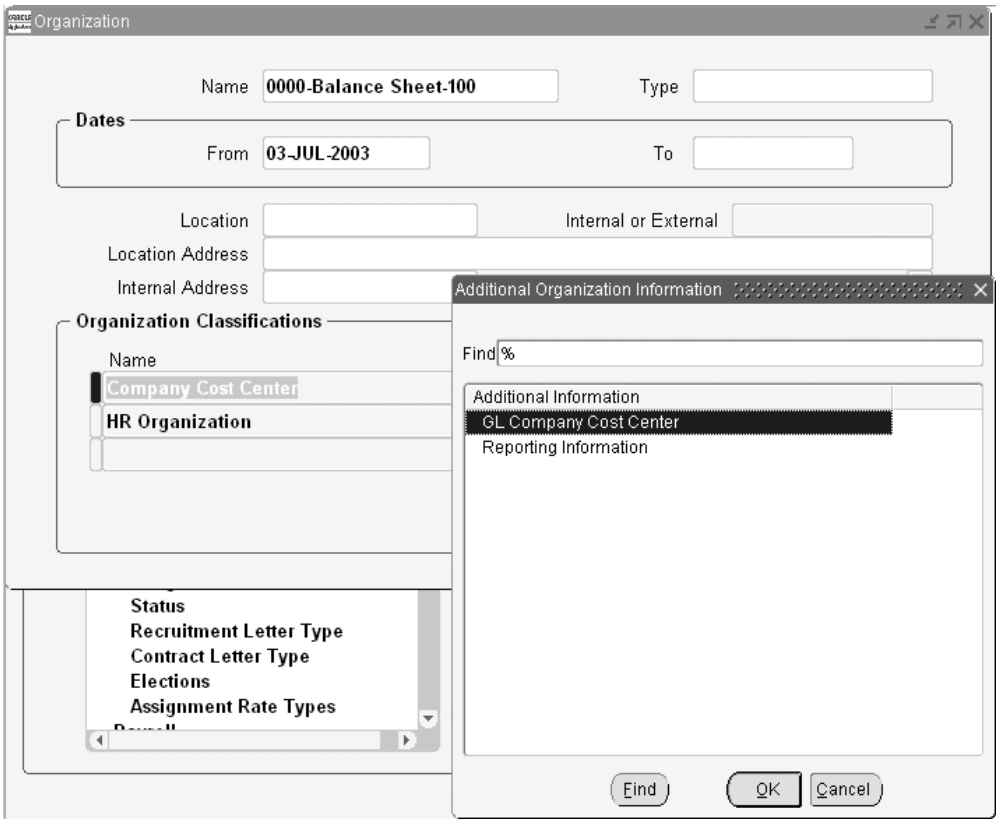
Create one placeholder organization for each company that you are going to report on. This step is required.

1. Using the HRMS Manager responsibility, navigate to Work Structures > Organization > Descriptions.

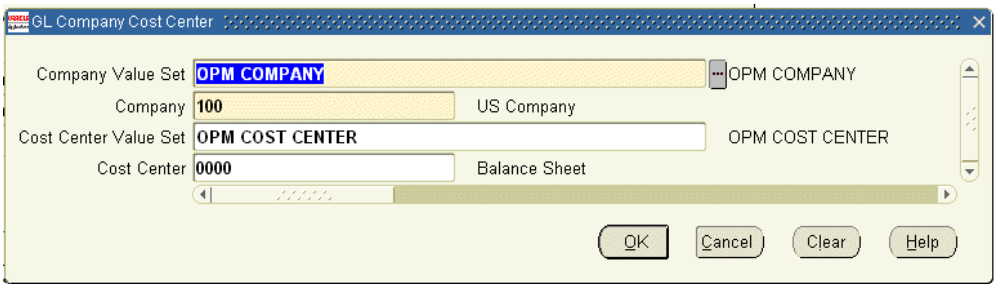
2. Create a new organization with an enabled Company Cost Center organization classification as shown in the following figure.



3. Highlight the Company Cost Center organization classification and click Others. The Additional Information window appears.



4. Select GL Company and Cost Center and double click on the flexfield to open the GL Company and Cost Center window.



5. In the Company Value Set and Company fields, enter a value. Leave the other fields blank.

   Consult with your GL users or your GL administrator to ensure that you are selecting the proper company value set and company.

6. Repeat steps 1 through 6 for each company.

7. Save your work.

Create Organizations for Company Cost Center Combinations

Complete this step if you set the HR: GL Cost Center Org Synchronization Options profile option to Synchronize Only or Synchronize and Add Missing Classifications.

The following are the high-level steps required to create or modify an organization for a company cost center combination.

1. Log into Oracle Applications using the HRMS Manager responsibility.

   Note: Each responsibility can correspond to a subsidiary. For example, you may have a US HRMS manager and a UK HRMS manager.

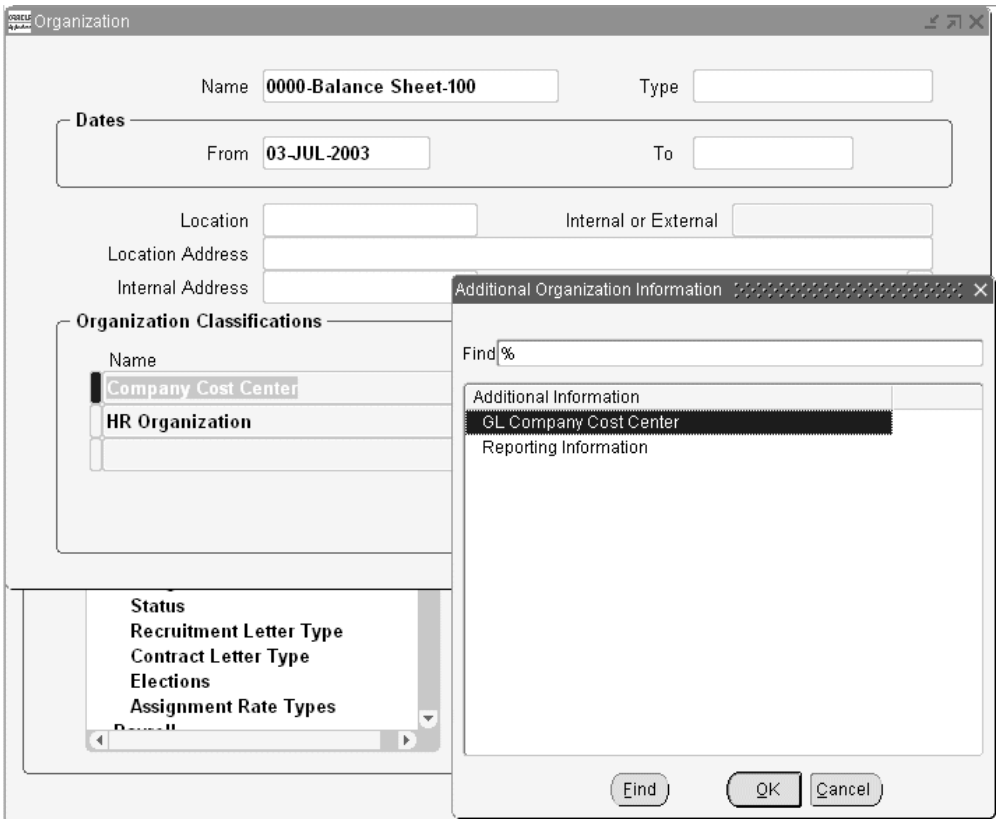
2. Navigate to Work Structures > Organization > Descriptions.

3. Create a new organization or query an existing organization that you want to modify.

4. Ensure that the organization has the following organization classifications enabled:

   - Company Cost Center
   - HR Organization

5. Highlight the Company Cost Center organization classification and click Others. The Additional Information window appears.



6. Select GL Company and Cost Center. The Additional Organization Information window appears.

7. Double click on the flexfield to open the GL Company and Cost Center window.

8. Enter a value in the Company Value Set and the Company fields, enter a value. Leave the other fields blank.

   Consult with your GL users or your GL administrator to ensure that you are selecting the proper company value set and company.

9. Repeat steps 1 through 4 for each company that is assigned to the HRMS Manager responsibility.

10. Save your work.

Run the Synchronize GL company cost centers with HR Request Set

Use the HRMS Manager responsibility to run the Synchronize GL company cost centers with HR request set.

This request set includes the following concurrent programs:

- Create and Maintain Company Cost Center Organizations
- Synchronize GL Company Cost Centers with Existing Organizations

These programs automatically synchronize and create organizations based on how you set the HR: GL Cost Center Org Synchronization Options profile option.

Validate that the Company Cost Center Organization Classification is Enabled

If you ran the Synchronize GL company cost centers with HR concurrent program, it is a good idea to verify that the program completed successfully and that the Company Cost Center organization classification is enabled for each organization.

This step is optional, but is recommended.

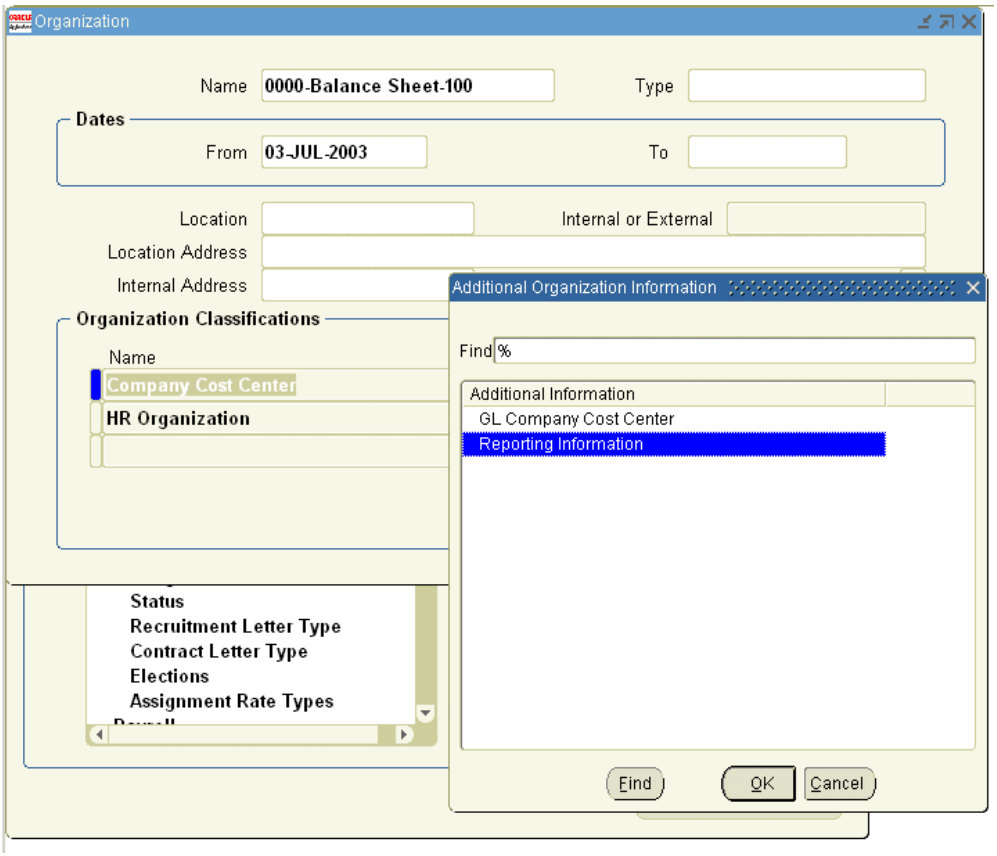
1. Using the Human Resources responsibility, navigate to Work Structures > Organization > Descriptions.
2. Find the organization.
3. Ensure that the a Company Cost Center organization classification is Enabled.
4. Save your work.

Assign Managers to the Organization

Assign a manager to each organization.

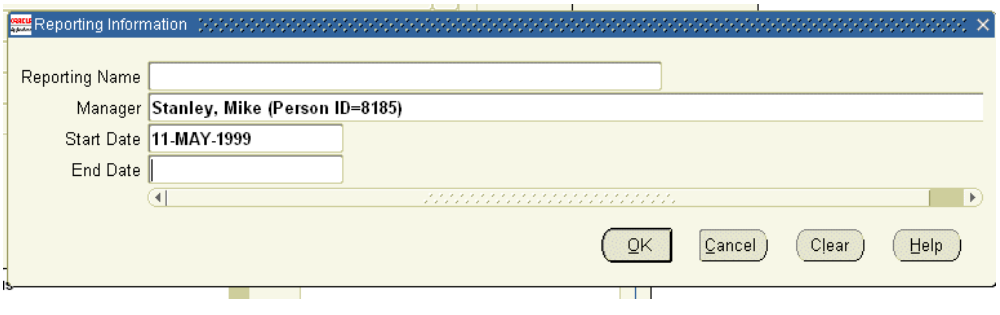
> **Note:** For more information on how to assign a manager to an organization, see: "Entering Reporting Information for an HR Organization or a Company Cost Center" in *Oracle HRMS User's Guide*.

1. Using the HRMS Manager responsibility, navigate to Work Structures > Organization > Descriptions.
2. Find the organization.
3. Highlight Company Cost Center organization classification and click Others. The Additional Information window appears.



4. Select Reporting Information. The Reporting Information window appears.

5. Click in a row of the Reporting Information window to open the complete Reporting Information window.



6. In the Manager field, enter a manager name.

7. In the Start Date field, enter the date when you want the manager to begin being responsible for the organization.

Note: The manager's start date must be *after* the organization's start date. If the manager's start date falls before the organization's start date, modify the organization start date to be the same as or earlier than the manager's start date.

8. Repeat these steps for each organization with a Company Cost Center organization classification.

9. Save your work.

Run HRI Load All Cost Center Managers

Once a manager is assigned to each organization, run the HRI Load All Cost Center Managers concurrent program using the Business Intelligence Administrator responsibility.

This program populates the company-cost center organization hierarchy. Once this program completes successfully, the manager reporting setup is complete. For more information on this concurrent program, see the Oracle HRMS documentation.

Maintenance and Administration

Once you complete the implementation, you may occasionally have to perform one or more of the following tasks to maintain or administer manager reporting.

Add a New Employee to an Existing Manager

If you add a new employee to an existing manager, the headcount values that appear in the Expense Management dashboard and reports will increase.

1. Using the HRMS Manager responsibility, add the employee.

2. Assign the existing manager as a supervisor of the employee.

3. Run HRI Load All Supervisor Hierarchy.

4. Switch to the Daily Business Intelligence Administrator responsibility, and run the incremental request set for the affected dashboards.

Related Topics

Oracle Human Resources User Guide

Add a New Employee and Cost Center Owner to an Existing Manager

If you add a new employee to an existing manager, and that employee is a cost center owner then the headcount values in the Profit and Loss, Expense Management, and HR Management dashboards and reports will increase. In addition, the employee will be available in Manager list of values.

1. Using the HRMS Manager responsibility, add the employee.
2. Assign the existing manager as a supervisor of the employee.
3. Run the HRI Load All Supervisor Hierarchy program.
4. Create a new Company Cost Center Organization and assign the employee as the manager of the company cost center organization.
5. Switch to the Daily Business Intelligence Administrator responsibility, and run the incremental request set for the affected dashboards.

Related Topics

Create Organizations for Company Cost Center Combinations, page 5-10

Assign Managers to the Organization, page 5-12

Troubleshooting

The following section describes a problem that you may experience when using manager reporting in Daily Business Intelligence.

No Values in Manager Parameter

If the Manager parameter is not displaying the correct values, verify the following:

- The Manager reporting setups are complete and accurate.
- The appropriate dashboard responsibilities are assigned to the appropriate user ID.
- The user ID points to a current employee.
- The user ID is a manager who is also a cost center owner or is a user that is designated as a cost center owner.
- The employee to supervisor relationship is correct for the user ID's manager hierarchy.
- The following tables are populated with data:

- FII_CC_MGR_SUP
- FII_GL_JE_SUMMARY_B
- HRI_CS_PER_ORGCC_CT**

  If any of these tables are empty, run the following programs:

  - Update General Ledger Base Summary
  - Update General Ledger Summary

    ** If only the HRI_CS_PER_ORGCC_CT table is empty, only run the "Update General Ledger Summary" program.

- If the self service reports display the Manager parameter correctly for the user, then consider bouncing the middle tier. Bouncing the middle tier will clear the dashboard cache and should restore the Manager list of values.

6

Item Dimension Reporting

This chapter covers the following topics:

- Overview of Item Dimension
- Implementation Considerations
- Prerequisites
- Implementing
- Maintenance and Administration
- Concurrent Programs

Overview of Item Dimension

The *item dimension* defines the hierarchical relationship between items and their category assignments, as defined in Oracle Inventory or Oracle Advanced Product Catalog. The following table lists the dashboards that use the item dimension and the functional area that is used by each dashboard:

Dashboards with Item Dimension

Dashboard Name	Inventory Functional Area	Purchasing Functional Area	Product Functional Area
Commodity Spend Management		Yes	
Commodity Supplier Management		Yes	

Dashboard Name	Inventory Functional Area	Purchasing Functional Area	Product Functional Area
Customer Fulfillment Management	Yes		
Customer Support Management			Yes
Depot Repair Management			Yes
Field Service Management	Yes		Yes
Inventory Management	Yes		
Manufacturing Management	Yes		
Opportunity Management			Yes
Plan Management	Yes		
Procurement Management		Yes	
Procure-to-Pay Management		Yes	
Procurement Performance Management		Yes	
Procurement Status		Yes	
Product Management			Yes
Product Management - Engineering			Yes

Dashboard Name	Inventory Functional Area	Purchasing Functional Area	Product Functional Area
Product Cost Management	Yes		
Product Revenue Bookings & Backlog			Yes
Profit and Loss			Yes
Profit and Loss by Manager			Yes
Quote Management			Yes
Sales Forecast Management			Yes
Sales Management			Yes
Service Contracts Management			Yes
Service Renewals Management			Yes
Shipping Management	Yes		
Site Management			Yes
Site Top Activity			Yes
Site Top Sales Activity			Yes
Transportation Management	Yes		
Warehouse Management	Yes		

Because item dimension reporting allows one schema to be the source for both current

and historical data, *you only need to load the item dimension once during set up, even if you are implementing dashboards from different intelligence products*.

Terminology

The following terms are used to describe the hierarchy of values in the Item dimension.

- **Parent category:** Any category that has child categories assigned to it.
- **Child category:** Any category that has a parent category.
- **Top category:** Any category that does not have a parent. The top category is the highest category in the hierarchy.
- **Leaf category:** Any category that doesn't have a child.

See: Figure 4–2, "Example of a Product Reporting Hierarchy", page 6-7

In general, the terms used in Oracle Daily Business Intelligence correspond to the terms used by Oracle Advanced Product Catalog (APC), which is the product used to manage the product catalog hierarchy. However, the elements used to construct the item dimension also exist in Oracle Inventory. The following table maps the terms used by Oracle Inventory to the terms used by APC and DBI.

Oracle Inventory Term	Oracle APC Term	Definition
Category Set	Catalog	A collection of similar items that can be used to populate a dimension.
Product Category Set	Product Catalog	A collection of items that are categorized for sale, such as "Tennis shoes".
Inventory Category Set	Inventory Catalog	A collection of items that are part of inventory.
Item Catalog Group	Item Catalog	A collection of items that are described by the item's attributes such as "ruler", "blue", "30 centimeters".

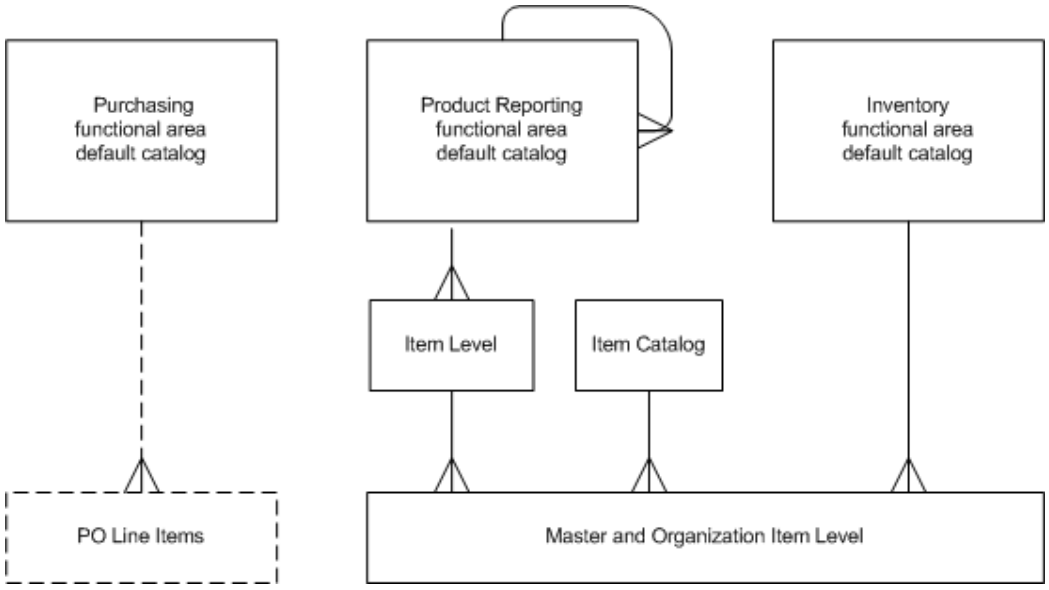
Architecture

There are three functional areas that are supported by the item dimension:

- Purchasing functional area
- Inventory functional area
- Product Reporting functional area

The following diagram illustrates the structure of these three functional areas in the item dimension. These functional areas are described in detail in the following paragraphs.

Item Dimension Structure



Purchasing Functional Area

This functional area is used by the following dashboards:

- Commodity Spend Management
- Commodity Supplier Management
- Procurement Management
- Procure-to-Pay Management
- Procurement Performance Management
- Procurement Status

The item dimension supports a default catalog for this functional area, but does not support item category assignments, one time items, or supplier items. Any purchase

order line or one time items are bucketed under "Unassigned". The list of category values for the purchasing functional area is provided by the ENI_ITEM_PO_CAT_V view.

Inventory Functional Area

The Inventory functional area is used for reporting on inventory items. It is used by the following dashboards:

- Customer Fulfillment Management
- Field Service Management
- Inventory Management
- Manufacturing Management
- Plan Management
- Product Cost Management
- Shipping Management
- Warehouse Management

The item dimension supports the default catalog and item category assignments for this functional area. The catalog can be controlled at the master or at the organization item level. Any items that are not assigned to a category in the default catalog are automatically bucketed under "Unassigned". The list of category values for the inventory functional area is provided by the ENI_ITEM_VBH_CAT_V view. Report queries are based on the ENI_ITEM_V view. See: Item Control Levels, page 6-8.

Product Reporting Functional Area

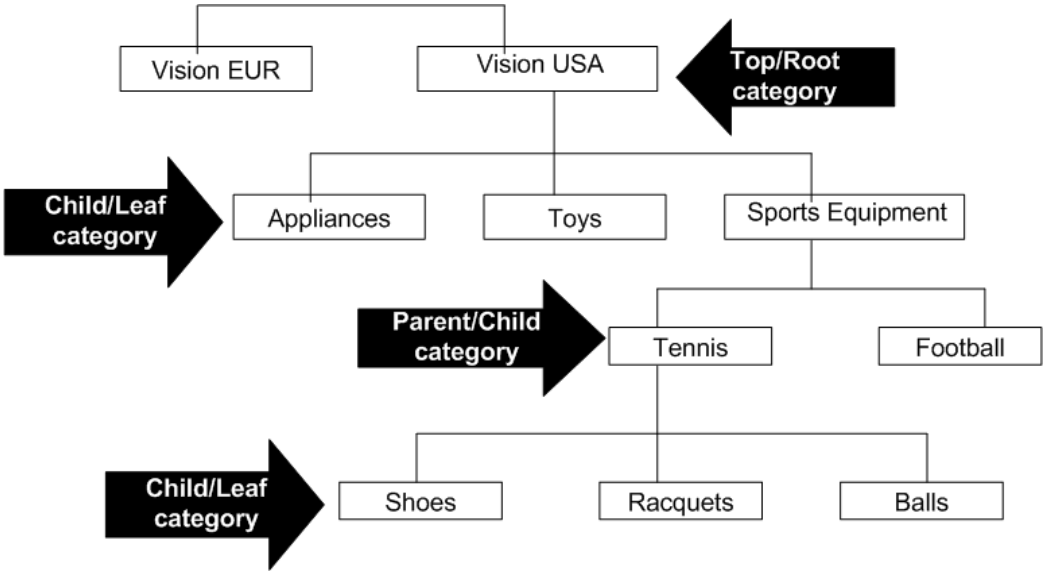
The Product Reporting functional area is used exclusively for reporting in Daily Business Intelligence and Embedded Data Warehouse and is the only functional area that supports a multiple-level hierarchy. It is used by the following dashboards:

- Customer & Product Management
- Customer Fulfillment Management
- Customer Support Management
- Depot Repair Management
- Field Service Management
- Opportunity Management

- Product Cost Management
- Product Revenue Bookings & Backlog
- Product Management
- Profit and Loss
- Profit and Loss by Manager
- Quote Management
- Sales Forecast Management
- Sales Management
- Service Contracts Management
- Service Renewals Management
- Store Management
- Store Top Activity

An example multiple-level hierarchy is shown in the following figure:

Example of a Product Reporting Hierarchy



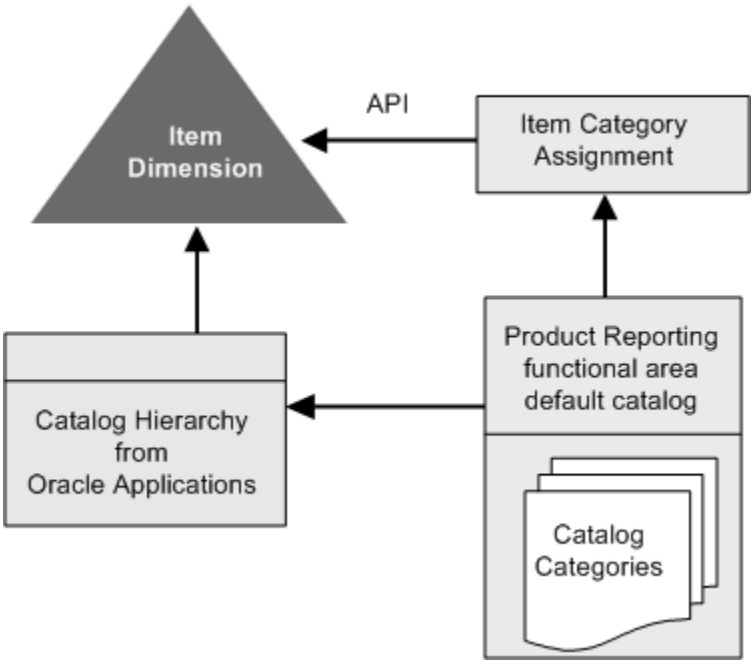
The default catalog for this functional area is the Product Catalog. The Product Catalog is controlled at the item level. See: Item Control Levels, page 6-8.

Any new item that is created that has the Customer Ordered or the Internal Ordered attributes set to Y, will be automatically assigned to the default category of the default catalog of the Product Reporting functional area. Other items can either be manually assigned to the category or you can modify the items' attributes to Customer Ordered or Internal Ordered, accordingly.

The list of category values for this functional area is provided by the ENI_ITEM_VBH_CAT_V view. Report queries are based on the ENI_ITEM_V (contains master items only) and the ENI_ITEM _ORG_V (contains master and child items) views.

The following diagram illustrates how the item dimension is populated for the Product Reporting functional area:

Populating the Product Reporting Functional Area



Open Interface Architecture

Item and item assignment data can be propagated to the item dimension using the open interface architecture.

Related Topics

Oracle Inventory User Guide

Item Control Levels

Default catalogs can be controlled at either item level or at the organization item level.

When a catalog is controlled at the item level, its attributes are shared across all organizations, giving you centralized control over the values assigned. If an attribute is maintained at the organization item level, you can have different values in each organization the item is assigned to; therefore, you can have decentralized control over that attribute.

Control levels affect the following functional areas:

- **Inventory functional area:** The default catalog of this functional area is controlled at either the master or the organization item level. It is strongly recommended that the default catalog be controlled at the organization item level.

- **Product Reporting functional area:** The default catalog of this functional area must be controlled at the item level.

  Note: The default catalog for the Product Reporting functional area must be controlled at the item level, or you will not be able to assign it to the functional area.

Related Topics

"Item Setup and Control" *Oracle Inventory User Guide*

Default Catalog

The default catalog drives the use of a functional area. When you define the default catalog for a functional area, ensure that the catalog is designed for use in intelligence reporting.

Related Topics

Oracle Inventory User Guide

Product Reporting Functional Area, page 6-10

Purchasing Functional Area, page 6-5

Multiple Item Category Assignments

Multiple item category assignments occur when the same item is assigned to different categories in the same catalog. For example a sports store might assign the item "tennis shoes" to both the "footwear" and "sportswear" categories.

From Oracle Applications 11i.8 onward, you cannot assign items in a default catalog to multiple categories, if those categories are in the same catalog (with the exception of the Asset Management default catalog). However, you *can* assign items to multiple categories in non-default catalogs.

Because the item dimension only loads item assignments from the *default catalog* for a

functional area, it does not support multiple item category assignments.

Implementation Considerations

This section describes the implementation considerations that you should review before setting up item dimension reporting in Daily Business Intelligence.

Product Reporting Functional Area

This section describes the implementation considerations for the Product Reporting functional area.

Default Catalog for Product Reporting Functional Area

The default catalog drives the features of a Product Reporting functional area. Therefore, when you choose the default catalog for this functional area, ensure that it meets the following requirements:

- Controlled at the item level
- Does not support multiple item category assignments

If the default catalog has the Enable Hierarchy for Categories check box enabled, then you cannot access the catalog using Oracle Inventory.

Default Category

The default catalog for the Product Reporting Functional area must have a default category. Only leaf categories are included in the list of values for the default category.

Multi-Level Hierarchy for Product Reporting Functional Area

If the Enable Hierarchy for Categories check box is enabled for the default catalog assigned to this functional area, then the item dimension will support the defined multiple level hierarchy.

Item Assignment Restrictions

For the default catalog of the functional area, items can only be assigned to leaf nodes. You cannot assign items to parent nodes.

Handling "Unassigned" Items

In the Inventory catalog or the Product catalog, any items that are not in the catalog, but that have transactional data, are classified as Unassigned. Even though you *will not* be able to see these items in the Browse Catalog window, you will be able to report on them in Daily Business Intelligence.

In the Item catalog, any items that are not in the catalog are classified as Unassigned. In

this case, you *will* be able to see these items in the Browse Catalog window, and you will be able to report on them in Daily Business Intelligence.

Inventory Functional Area

This section describes the implementation considerations for the Inventory functional area.

Default Catalog for Inventory Functional Area

The default catalog drives the features of a functional area. Therefore, when you choose the default catalog for the Inventory functional area, ensure that it is set up according to the guidelines in the *Oracle Inventory User Guide*.

Purchasing Functional Area

See Purchasing Functional Area, page 6-5 for more information on how to define the default catalog for the Purchasing functional area.

Prerequisites

Before you implement item dimension reporting for Daily Business Intelligence, ensure that your system meets the following software requirements.

- Set up Daily Business Intelligence
- Implement the following applications:
  - Oracle Inventory (required)
  - Oracle Advanced Product Catalog (optional)

Implementing

The following table lists all of the steps that you need to perform to set up item dimension reporting in Daily Business Intelligence.

> **Note:** Complete these steps only once for Daily Business Intelligence. You do not need to repeat these steps for each dashboard you are implementing.

Set Up the Item Dimension

Step	Required	Responsibility
Upgrade Item Dimension, page 6-12	Optional	Item Manager
Set Up the Product Catalog Hierarchy, page 6-12	Required if you are implementing dashboards in the Product Reporting Functional Area, page 6-10 *and* Product catalog is the default catalog of the Product Reporting functional area.	Item Manager
Run the DBI Item Dimension Setup Request Set, page 6-16	Required	Daily Business Intelligence Administrator

Upgrade Item Dimension

In previous versions of Daily Business Intelligence the item dimension was populated using a value set, now the item dimension is populated using the catalogs defined in Oracle Advance Product Catalog.

If you are upgrading from a previous version of Daily Business Intelligence:

1. Run the Create Categories from Value Set concurrent program. See: Create Categories from Value Set, page 6-19.

2. Run the Upgrade Hierarchy from Value Set Hierarchy concurrent program. See: Upgrade Category from Value Set Hierarchy Concurrent Program, page 6-19.

Note: This process is for upgrade purposes only.

Set Up the Product Catalog Hierarchy

The default catalog for the Product Reporting functional area is the Product catalog; however, you can change the default catalog to any defined catalog.

Note: This section describes how to set up the Product Catalog Hierarchy for a shared install of Oracle E-Business Suite. If you have

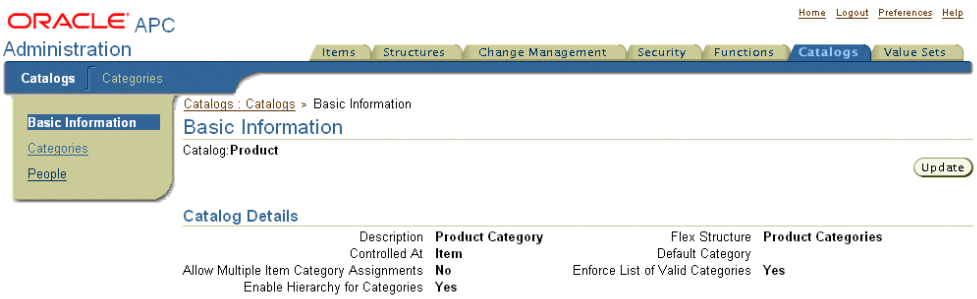
fully implemented Oracle Inventory or Oracle Advanced Product Catalog, it is recommended that you consult the product documentation for more information.

If you are implementing any of the dashboards that use the Product Reporting Functional Area ensure that you review these steps.

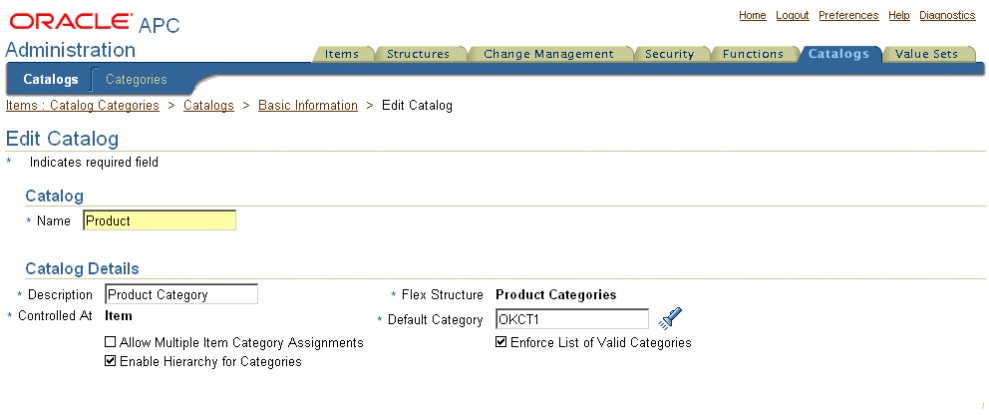
The high-level steps required to define the Product catalog and the hierarchy for the catalog are provided below.

To define the product catalog:

1. Log into Oracle Applications using the Item Manager responsibility.
2. Navigate to Advanced Product Catalog Setup > Setup Workbench > Catalogs.
3. Select the Product catalog from the list of available catalogs. The Catalogs window appears.



4. To modify the basic information for the catalog, choose Basic Information and then choose Update. The Edit Catalog window appears.



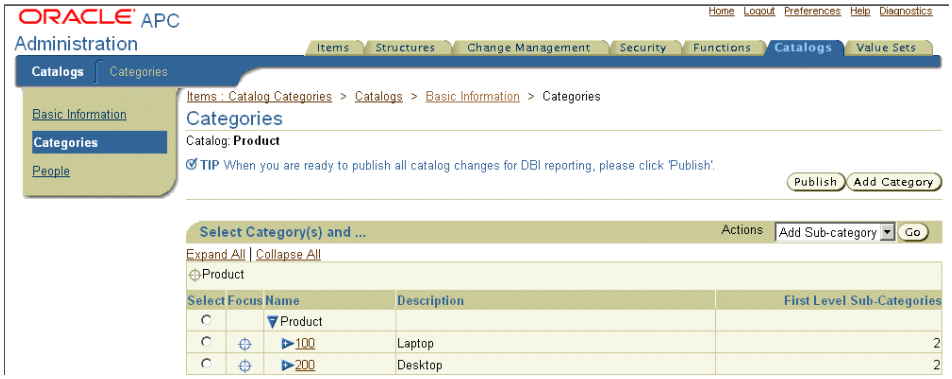
You can modify the following details for the Product catalog:

- Name
- Description
- Default Category, page 6-10

  Choose Apply to save your changes.

5. Modify the hierarchy for the catalog, as required.

   1. Choose Categories from the side-bar menu.



   2. Add categories (top categories) to the catalog by choosing the Add Categories button.

   3. Add parent and child values by choosing Add Sub-category from the drop down list, and choosing Go.

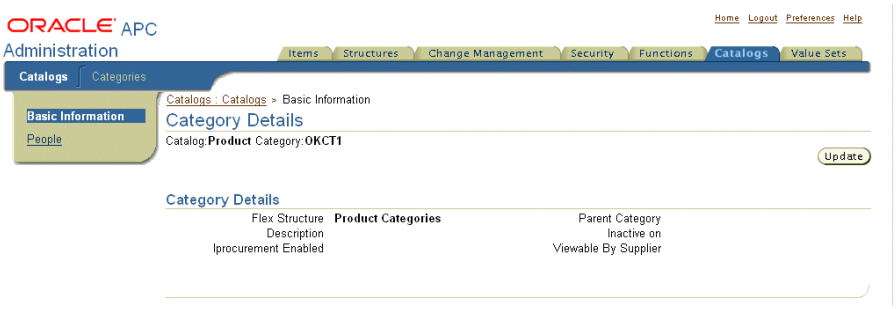
      Only the sub-categories that have the same flex structure as the default catalog for the Product Reporting functional area will appear.

      When adding sub-categories to the hierarchy, ensure that the existing nodes do

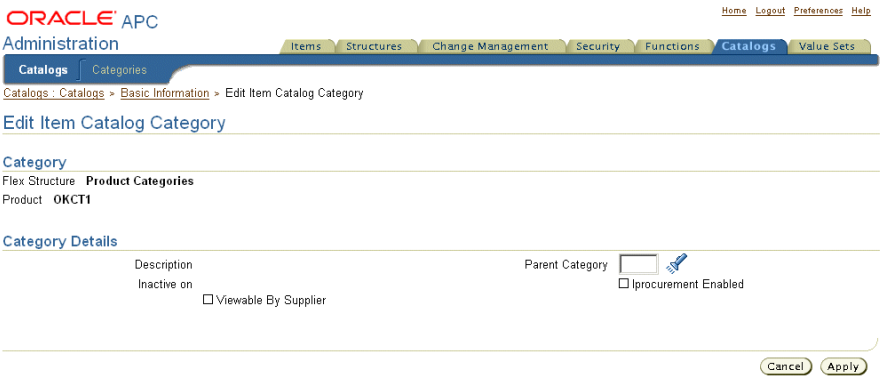
not already have items assigned to them.

4. To make a sub-category a top category, ensure that the Parent Category field for the subcategory is blank.

   - In the Edit Categories window, select the sub-category.



   - Choose Update.



   - Remove any entry in the parent category field.

6. Delete categories if required.

   When you delete a category, you delete all of its sub-categories as well. Note that categories that have item assignments cannot be deleted. You must first delete all item assignments from the category and its sub-categories and then delete it.

7. Choose Publish.

   If the Enable Hierarchy for Categories check box is enabled for the catalog, then you cannot make changes to the catalog in Oracle Inventory.

Related Topics

Product Reporting Functional Area, page 6-1

Run the DBI Item Dimension Setup Request Set

Run the DBI Item Dimension Setup request set using the Business Intelligence Administrator responsibility to populate the Item dimension.

See: DBI Item Dimension Setup Request Set, page 6-20.

This program should be run only *once* for all intelligence products you are implementing. Do not run this program for upgrade purposes.

If you update the default catalog of the Product Reporting, Purchasing, or Inventory functional area, you must rerun this program to repopulate the Item dimension.

After running this program, ensure that the initial request set is run for the affected dashboards.

After you run this program, any updates that are made to the dimension (for example, adding items or changing the hierarchy) are automatically uploaded whenever you choose to publish the hierarchy.

Maintenance and Administration

If you are using item dimension reporting in Daily Business Intelligence, there are several maintenance and administration steps that you may have to perform. This section describes how to maintain and administer the item dimension and item dimension reporting after implementation is complete. It also provides process flow diagrams to illustrate how to perform each step.

- Set the Default Category for the Default Catalog, page 6-16
- Creating an Orphan Category or Top Category, page 6-18
- Adding a New Child Category to a Hierarchy, page 6-18
- Updating or Disabling Categories in Category Windows, page 6-18
- Changing the Category Hierarchy, page 6-18
- Changing the Default Catalog for the Product Reporting or Inventory Functional Area, page 6-18
- Creating, Updating, or Deleting Item Category Assignments, page 6-19

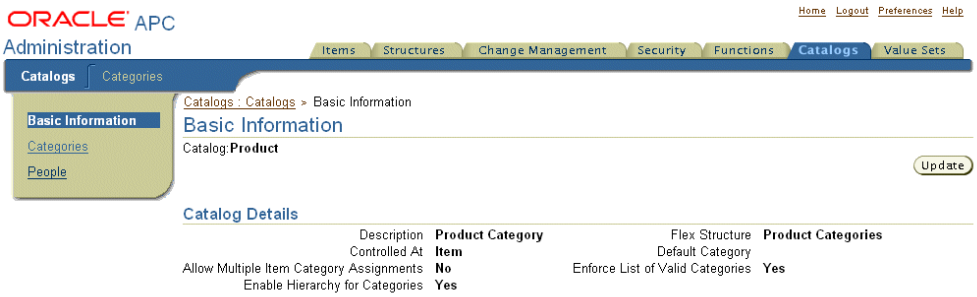
Set the Default Category for the Default Catalog

To set the default category for the default catalog:

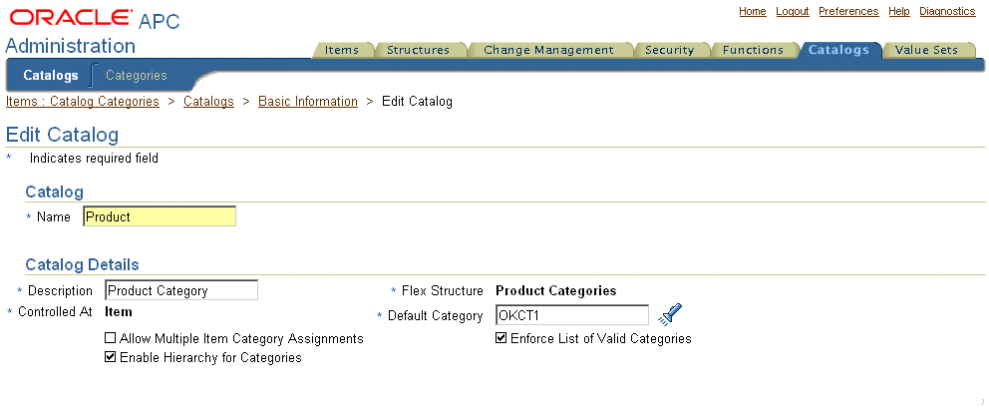
1. Log into Oracle Applications using the Item Manager responsibility.

2. Navigate to Advanced Product Catalog Setup > Setup Workbench > Catalogs.

3. Select the default catalog from the list of available catalogs. The Catalogs window appears. In the following example the Product Catalog is the default catalog.



4. To modify the basic information for the catalog, choose Basic Information and then choose Update. The Edit Catalog window appears.



You can modify the following details for the default catalog:

- Name
- Description
- Default Category

5. Choose Apply to save your changes.

> **Note:** Once the Enable Hierarchy for Categories check box is enabled, you cannot change the flex structure.

Creating an Orphan Category or Top Category

Orphan categories and top categories are automatically loaded into the item dimension whenever you choose to publish the hierarchy.

Adding a New Child Category to a Hierarchy

New child categories are automatically uploaded whenever you publish the hierarchy.

If you add a new child, ensure that you publish the hierarchy before you make any item assignments to the child.

You can run the Load Catalog Hierarchy concurrent program to publish the hierarchy changes.

Updating or Disabling Categories in Category Windows

It is strongly recommended that you update or disable categories using the Catalogs window, instead of the Category window in Oracle Inventory.

If a catalog is enforced (the Enable Hierarchy for Categories option is enabled), then you can only use the Catalogs window.

Changing the Category Hierarchy

Once the item dimension is populated, you can make the following changes:

- Add a child category
- Add a parent category
- Delete a category
- Move a category in the hierarchy
- Remove a category from the hierarchy

If you modify a hierarchy, ensure that you publish so that the changes are visible in the intelligence dashboards.

Related Topics

Set Up the Product Catalog Hierarchy, page 6-12

Changing the Default Catalog for the Product Reporting or Inventory Functional Area

If you change the default catalog for the Product Reporting functional area, run the DBI Item Dimension Setup Request Set, page 6-16.

The new default catalog for the Product Reporting functional area might not have all the items with defining attributes assigned to it.

Creating, Updating, or Deleting Item Category Assignments

If you change, update, or delete an item assignment you do not have to perform any manual process to reflect the changes in the Daily Business Intelligence dashboards or reports. Changes will automatically be reflected in the item dimension.

Related Topics

Oracle Inventory User Guide

Concurrent Programs

The following concurrent programs are mentioned in this chapter.

Create Categories from Value Set

This program creates categories in Oracle Inventory from the value set that is associated with the Product Categories flex structure.

Run this program before you upgrade the item dimension from a value set.

Upgrade Category from Value Set Hierarchy Concurrent Program

Use this program to upgrade the item dimension from a value set. This program should be submitted as a single request using the Item Manager responsibility.

The Upgrade Category from Value Set Hierarchy concurrent program populates the default catalog of the Product Reporting functional area, with the values and the hierarchy from the specified value set. The specified value set is assigned to segment 1 of the flex structure of the default catalog of the Product Reporting functional area.

You can only use this program to upgrade from a value set to the default catalog of the Product Reporting Functional Area.

There are two parameters for this program:

- **Top Node:** Choose any node in the value set as the top node of the hierarchy. Only the values below the top node will be populated into the catalog.

- **Validation:** Choose Yes if you want to validate the value set only. The program log will identify any issues. Once you correct the identified validation issues, rerun the program and set this parameter to No.

  Choose No if you want to populate the hierarchy without performing the validation. Note that any values that fail the validation points listed above will not be populated in the hierarchy.

The following validations are performed:

- Is only segment 1 enabled for the flex structure of the default catalog of the Product Reporting functional area?
- Is the value set assigned to segment 1 of the flex structure of the default catalog of the Product Reporting functional area?
- Are all values in the value set have a corresponding category?
- What are the categories that *do not* have an item assignment (as child or parent node)? Categories without an item assignment will be removed from the catalog.
- What are teh categories that *do* have an item assignment (as child or parent node)? Categories that *are not* in the value set, but that have item assignments are considered orphan categories. Categories that *are* in the value set and that have item assignments are considered part of the hierarchy.
- Are there no multiple parents for any single value in the value set.
- Are there no parent nodes that have item assignments?
- Are there no multiple item assignments?
- Are all values populated, whether they are effective or not?

Update Value Set from Product Catalog Hierarchy Concurrent Program

Use this program to populate the values and the hierarchy from the default catalog of the Product Reporting Functional Area, to the chosen value set.

Choose the value set that you want to use for the update in the Basic Information window. You can also choose the top node, if necessary. If you choose a top node, category hierarchy in the catalog will be pushed under the top node of the designated value set.

This program is for customers who still want to use their product hierarchy in an value set hierarchy structure. For example, if you have a segment in the chart of accounts. This program allows the product hierarchy to be centrally maintained, but still be available for other purposes, such as for reporting in Oracle General Ledger.

DBI Item Dimension Setup Request Set

This request set populates the item category hierarchy for the default functional area and it loads the item dimension star table. It contains the following concurrent programs:

- **Load Catalog Hierarchy:** Loads the catalog hierarchy for the Product Reporting functional area into the denorm_hierarchies table.

  Note: The denorm_hierarchies table, used in Daily Business Intelligence reporting looks at the MTL_CATEGORY_SET_VALID_CATS table if the catalog is enforced. Otherwise it looks at the MTL_CATEGORIES_B table. For non-hierarchical, single-level catalogs, ensure that you bring the required categories into the MTL_CATEGORY_SET_VALID_CATS table if the catalog is enforced.

  You can choose to run this program as an initial or incremental load.

  Important: Do not run the Load Catalog Hierarchy program for upgrade purposes.

- **Load Item Dimension:** Loads the items and their category assignments into the ENI_ITEM_STAR table.

  Note: The Load Item Dimension program may complete with a warning in the following conditions:

  - Multiple item assignments exist
  - Multiple items have the same name

  If this program completes with a warning, review the error log. The log will list all of the items that are out of compliance. Fix the out of compliance items and then rerun the program.

  The program will complete with an error in the following condition:

  - The flexfield associated with the default catalog of the Product Reporting functional area is not compiled.

  To fix this error, follow the instructions in the Oracle Inventory documentation and rerun the program. This program can be rerun as a single request outside of the DBI Item Dimension Setup request set.

Rerun this request set if you change the default catalog of either the Product Reporting, Purchasing, or the Inventory functional area.

Important: To ensure that the ENI_ITEM_STAR table is completely

reloaded, you must truncate tthe table and then run the DBI Item Dimension Setup Request Set.

7

Daily Business Intelligence for Customer Support

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Responsibilities
- Dimensions
- Key Performance Indicators
- Securing Data
- Implementation Considerations
- Setup Steps
- Upgrade Service Audit Table History
- Set Up the Product Dimension
- Maintenance and Administration
- Troubleshooting

Overview

Daily Business Intelligence (DBI) for Customer Support provides concise and comprehensive information about an organization's responsiveness to customer support requests. With the Customer Support Management dashboard, a customer support manager can see metrics on backlog, activity, resolution, and closure. The reports enable you to compare the current period to previous periods and to analyze the data by many dimensions, such as time, product, request type, assignment group, customer, and severity. Key performance indicators (KPIs) at the top of the dashboard summarize key metrics, enabling you to view important information at a glance.

Data comes from Oracle TeleService.

Related Topics

Oracle Daily Business Intelligence User Guide

Understanding Reporting

DBI for Customer Support provides reports of the following types:

Backlog: These reports provide information about open service requests. The reports give such metrics as the number of open service requests, the average age of service requests, the percentage of open service requests that are escalated or unowned, and the open service requests as a percentage of total service requests. You can also view the same information pertaining to unresolved backlog service requests by setting the Resolution Status parameter to Unresolved. A detail report shows service requests by request number. From this report, you can access additional details about the selected service request.

Activity: These reports provide information about the actions being taken on service requests. The reports provide such metrics as the number of service requests that were first opened in a time period, those that were reopened and closed, and the opened-to-closed ratio.

Resolution: These reports provide information about the resolved service requests. The reports provide such metrics as the number of service requests that are resolved and that have remained resolved, the average time taken to resolve service requests, and the breakdown of the number and percentage resolved by aging buckets. A detail report shows service requests by request number. From this report, you can access the additional details about the selected service request.

Closure: These reports provide information about closed service requests. The reports provide such metrics as the number of service requests closed, the average days required to close service requests, and the number and percentage of closed service requests grouped by aging bucket. A detail report shows service requests by request number. From this report, you can access the additional details about the selected service request.

For complete, detailed descriptions of the backlog, activity, resolution, and closure reports that DBI for Customer Support provides, see the *Oracle Daily Business Intelligence User Guide*.

Responsibilities

The Customer Support Management dashboard is designed for a user with the functional role of customer support manager. A user in this role can have either of the following responsibilities:

- **Daily Customer Support Intelligence:** Provides access to the Customer Support Management dashboard only.

- **Customer Support Manager:** Provides access to the Customer Support Management, HR Management - Overview, and Expense Management dashboards. For information about the HR Management - Overview and Expense Management dashboards, see the chapters on Daily Business Intelligence for Human Resources and Daily Business Intelligence for Financials.

Related Topics

For a complete list of all responsibilities and dashboards by intelligence area, see Appendix A: Responsibility and Dashboard Matrix, page B-1.

Dimensions

DBI for Customer Support uses the following dimensions, some of which are common across Daily Business Intelligence. All service requests refer to service requests created in Oracle TeleService.

Date

The Date dimension is used by most reports to show information, using the date you select as a point of reference. The Service Request Backlog Aging reports use the latest collection date instead of the specified date. For details, see "Implementation Considerations" in the Set Up Daily Business Intelligence chapter.

Period

The Period dimension is used by the reports to show aggregated information for a time period. Options are Day, Week, Month, Quarter, Year, and in rolling periods of 7, 30, 90, and 365 days. A rolling period is a set number of days starting from the specified date and rolling back X days. An example of a rolling 30-day period would be from January 1 to January 30, if January 30 were the specified date.

Compare To

The Compare To dimension is used to indicate how you want to compare the data. Options are Prior Year and Prior Period.

Service Request Type

This dimension appears as the Request Type parameter on the reports. It refers to the type of service request. It corresponds to the service request types defined in Oracle TeleService. It is also the dimension used for security on the dashboard and all reports.

Product Category

The Product Category dimension is a hierarchical structure of product categories and products. The product category setup is defined in the default catalog of the product reporting functional area. See Item Dimension Reporting, page 6-1.

Product

The Product dimension shows the item being serviced. It corresponds to the product on the service request. It resides in the Master Organization level. If a product is not specified on the service request, then the value for that product appears as "Product not Specified."

Customer

The customer listed on the service request.

Service Request Severity

This dimension appears as the Severity parameter in the reports. It refers to the severity of the service request. These options are defined in Oracle TeleService. The importance level is used to rank the relative importance of each severity.

Assignment Group

The resource group to which the service request is assigned. If a resource group was not assigned in Oracle TeleService, then this value is "Unassigned" for the resource group.

Service Request Status

This dimension appears as the Status parameter in the reports. It refers to the status of the service request. Statuses are defined in Oracle TeleService.

Service Request Resolution Status

This dimension appears as the Resolution Status parameter in the reports. It identifies whether a service request is resolved or unresolved.

Aging Distribution

This dimension lists backlog aging buckets, for example, 0-5 days and 6-10 days. This dimension retrieves values from the bucket set Customer Support Management - Backlog Aging. For information on bucket sets, see Customize Bucket Sets, page 2-41.

Service Request Channel

This dimension appears as the Channel parameter in the reports. It refers to the customer communication channel used to create the service request.

Service Request Backlog Type

This dimension appears as the Backlog Type parameter in the reports. It identifies the type of service requests in the backlog, for example, "Escalated" or "Unowned."

Time to Resolve Distribution

This dimension lists bucket values defined for resolution time, for example, 0-5 days and 6-10 days. Service requests are grouped in buckets according to the time required to resolve them. This dimension retrieves values from the bucket set Service Request - Resolution Performance. For information on bucket sets, see Customize Bucket Sets, page 2-41.

Time to Close Distribution

This dimension lists bucket values defined for closure time, for example, 0-5 days and 6-10 days. Service requests are grouped in buckets according to the time required to close them. This dimension retrieves values from the bucket set Customer Support Management - Closure Cycle Time. For information on buckets sets, see Customize Bucket Sets, page 2-41.

Related Topics

For more information on common dimensions, see Common Dimensions, page 1-9.

Key Performance Indicators

DBI for Customer Support provides the following KPIs:

Customer Support Management KPIs

The purpose of the Customer Support Management KPIs is to provide quick access to the latest status of the key performance indicators (KPIs) for the customer support organization. This region summarizes information about the Service Request Backlog, Service Request Activity, and Service Request Resolution and Closure Performance reports.

For additional information about the KPIs, click the line item in the table to display a full report. Alternatively, scroll down to the Service Request Backlog, Service Request Activity, or Service Request Resolution and Closure Performance reports.

KPI Columns

The KPI table contains the following columns:

Name

The name of the KPI.

X Days

The period for which data is aggregated in the table. This is based on the Period parameter.

Change

The difference between the selected period and the comparison period from the Compare To parameter. These metrics are expressed as follows:

- **Percent:** For numbers that represent a count, the change is shown as a percentage and is expressed as:

  (Current Measure - Comparison Measure) / Absolute value of Comparison Measure * 100

- **Difference:** For numbers that represent days, percent, or a ratio, the change is expressed as:

  Current Measure - Comparison Measure

Compare Request Types

These points correspond to the request types in the drop-down list at the top of the dashboard. Request types are listed from left to right with the least favorable measure to the left. You will only see the request types to which your responsibility allows access.

Report Headings and Calculations

This section explains the metrics in the KPI region and how they are calculated.

- **Service Request Backlog:** It is the number of open service requests on the selected date. This KPI links to the Service Request Backlog report.

- **Unresolved Service Request Backlog:** It is the number of unresolved open service requests on the selected date. This KPI links to the Service Request Backlog report.

- **Unresolved Escalated Backlog %:** Count of Unresolved Escalated Backlog Service Requests / Count of Unresolved Backlog Service Requests * 100

  It is the count of unresolved escalated service requests as a percentage of the unresolved backlog service requests on the selected date. This KPI links to the

Service Request Backlog Distribution report.

- **Unresolved Unowned Backlog Percent:** Count of Unresolved Unowned Backlog Service Requests / Count of Unresolved Backlog Service Requests * 100

  It is the count of unresolved unowned service requests as a percentage of the unresolved backlog service requests on the selected date. This KPI links to the Service Request Backlog Distribution report.

- **Service Requests Opened Activity:** It is the number of times service requests were opened. It includes first opened and reopened service requests. Opened activity is a cumulative measure based on the selected date and period. This KPI links to the Service Request Activity report.

- **Service Request Closed Activity:** It is the number of times service requests were closed. Closed activity is a cumulative measure based on the selected date and period. This KPI links to the Service Request Activity report.

- **Mean Time to Resolve (Days):** Sum of Time to Resolve Service Requests / Count of Last Resolved Service Requests

  It is the mean time to resolve service requests over a period of time. This KPI links to the Service Request Resolution Summary report.

The following KPIs are available, but you must add them by configuring the dashboard using the Daily Business Intelligence Designer responsibility.

- **Close Time:** Sum of Time to Close Service Requests / Count of Last Closed Service Requests

  It is the mean time to close service requests over a period of time. This KPI links to the Service Request Closure Summary report.

- **Service Request Unowned Backlog Percent:** Unowned Backlog Service Requests / Total Backlog Service Requests * 100

  It is the percentage of unowned backlog service requests with respect to the total backlog service requests. This KPI links to the Service Request Backlog Distribution report.

- **Service Request Escalated Backlog Percent:** (Escalated Backlog Service Requests / Total Backlog Service Requests) * 100

  It is the percentage of escalated backlog service requests with respect to the total backlog service requests. This KPI links to the Service Request Backlog Distribution report.

Securing Data

Oracle TeleService provides optional security that lets you control the service request types a user can view, based on the user's responsibility. The Customer Support Management dashboard and reports honor the same security by only returning data for service request types that the user has access to based on the current responsibility. If security is not enabled, then users have access to all service requests.

After implementing Oracle Daily Business Intelligence, open Oracle TeleService and enable security by mapping the service request types to the new responsibilities. See the *Oracle TeleService Implementation Guide* for information on setting up service request types.

Related Topics

For more information on security, see Securing Daily Business Intelligence, page 1-15.

Implementation Considerations

Consider the following factors when implementing DBI for Customer Support.

Software

Oracle TeleService

See Verify Hardware and Software Prerequisites, page 2-27 for more information.

Product Category Hierarchy

This product hierarchy is defined in the default catalog of the product reporting functional area. Each item must be assigned to a product category; otherwise, the item appears as "Unassigned" in the reports.

For information on setting up this hierarchy, see Item Dimension Reporting, page 6-1.

Service Request Security Types

For information, see Securing Data, page 7-8.

Consider Access to HR Management - Overview and Expense Management Dashboards

A user with the Customer Support Manager responsibility has access to the following dashboards:

- HR Management - Overview

- Expense Management

You are not required to enable these dashboards in order to implement the Customer Support Management dashboard. If you implement them, be aware that the HR Management - Overview and Expense Management dashboards will display data only to users who are managers in the management hierarchy. To activate these dashboards, see the chapters on Daily Business Intelligence for Human Resources and Daily Business Intelligence for Financials.

If you do not want the user to have links to the HR Management - Overview and Expense Management dashboards, then assign the user the Daily Customer Support Intelligence responsibility. This responsibility does not display links to these dashboards.

For more information about DBI for Customer Support responsibilities, see "Responsibilities" in this chapter.

Setup Steps

Set Up Customer Support Management Dashboard

The following table provides a list of the steps required to implement the Customer Support Management dashboard and associated reports.

If you have already completed a setup listed in this checklist, either as part of the setting up the transactional application or as part of setting up another dashboard, you do not need to repeat the setup.

Unless otherwise noted, setups can be performed concurrently.

Step	Responsibility
Upgrade Service Audit Table History, page 7-10	Service
Set Up Daily Business Intelligence Framework, page 2-29	• Daily Business Intelligence Administrator • System Administrator
Set Up Item Dimension Reporting, page 6-11. For DBI for Customer Support, this involves populating the Product Dimension, page 7-10.	• Daily Business Intelligence Administrator • Item Manager

Step	Responsibility
Post-Setup Steps, page 2-66	• Daily Business Intelligence Administrator • CRM Administrator

Upgrade Service Audit Table History

If you are installing and setting up DBI for Customer Support for the first time, and you are upgrading your Oracle TeleService data from a version older than Oracle Applications Release 11.5.10, then you must upgrade your service audit table history. You can upgrade your service audit table history by running the Service: Process to Reformat Audit Data concurrent program. The Service Request Auditing feature uses an auditing format that is different from the format of the previous releases. This concurrent program processes existing service request audit records and makes them compliant with the new format.

You can run this concurrent program on a live instance without any locking issues. The concurrent program does not attempt to re-process data that has already been processed. The concurrent program accepts two parameters:

- Process Cut-off Date: The concurrent program processes only audit records of service requests that are updated after this cutoff date. If millions of audit records exist, then you can reduce the processing time by processing the audit records in batches. For example, in one batch, you could process the audit records of service requests updated in the last six months; in the next batch, you could process audit records for the six months prior to those in the first batch.

- Number of Workers: The concurrent program is designed to run using parallel workers. The program runs as many numbers of parallel workers as the value of this parameter. It is helpful to employ parallel workers if the number of audit records in a single batch of audit records is in thousands. Note that too many parallel workers potentially could slow down application performance.

This concurrent program is available to users with the Service responsibility. For more information about this program, see *Oracle TeleService Implementation Guide*.

Set Up the Product Dimension

Setting up the Item dimension means populating the Product dimension in DBI for Customer Support. All items in DBI for Customer Support come from the item master in Oracle Inventory. Only items that can be sold in Oracle Inventory are classified as Product in DBI for Customer Support.

Optionally, you can group the items into product categories and structure them hierarchically. Ensure that all items that you want to appear in the DBI reports are associated with a product category; otherwise, they appear in the Unassigned category in the reports. For instructions on setting up the Item dimension, product category, and product hierarchy, see Item Dimension Reporting, page 6-1.

Related Topics

Product Dimension, page 7-4

Maintenance and Administration

After setup is complete, you may have to perform the following maintenance and administration task.

Update DBI Data After Purging Service Requests

If you purge service requests from Oracle Service, then you must run an initial request set to avoid data inaccuracies and inconsistencies in the reports.

The initial request set should have the Clear and Load All Summaries option selected. See Create Initial and Incremental Request Sets, page 2-68 for information about request sets.

Troubleshooting

This section provides solution to problems that you could experience when implementing DBI for Customer Support.

What should I do when I encounter the error "Unable to Extend Tablespace" when I submit the load request?

Contact your database administrator to resolve this issue.

What should I do when I do not find any data in the Customer Support Management dashboard when I load it?

Check your security level set in Oracle TeleService to view the service requests. Oracle TeleService provides optional security based on a user's responsibility. You can confirm whether you have security issues by checking the Request Type dimension. If the Request Type dimension displays only All as an option, then you are encountering a security issue. For information, see Securing Data, page 7-8.

How is the Time to Resolve calculated for a service request that lacks a resolved date?

All closed service requests are considered resolved. Hence, if a service request does not have a resolved date, then the Time to Resolve calculation takes the close date as the resolved date.

8

Daily Business Intelligence for Depot Repair

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Responsibilities
- Dimensions
- Key Performance Indicators
- Securing Data
- Implementation Considerations
- Setup Checklist
- Maintenance and Administration

Overview

Oracle Daily Business Intelligence (DBI) for Depot Repair captures key information about your depot repair organization and presents it in a dashboard and reports that you can use to understand and monitor performance.

DBI for Depot Repair provides the Depot Repair Management dashboard.

Related Topics

Oracle Daily Business Intelligence User Guide

Understanding Reporting

Daily Business Intelligence for Depot Repair provides the Depot Repair Management dashboard. The top section of this dashboard summarizes key performance indicators, such as Repair Order Backlog and Repair Order Margin. The dashboard contains tables

and graphs that pertain to backlog, repair order margin, repair order completion, and mean time to repair. From links on the dashboard, you can access related reports.

The Depot Repair Management dashboard and reports references data from the following Oracle Applications:

- Oracle Depot Repair
- Oracle TeleService
- Oracle Order Management
- Oracle Inventory
- Oracle Work in Process

Cost data comes from Oracle Work in Process, and service charges data comes from Oracle Order Management.

Use the Depot Repair Manager or Daily Depot Repair Intelligence responsibility to access this dashboard.

For complete descriptions of the reports, see the *Oracle Daily Business Intelligence User Guide*.

Reports

The Depot Repair Management dashboard offers the following reports for analyzing the performance of your depot repair organization.

> **Note:** Some of the reports contain buckets that can be modified by an administrator. See Customize Bucket Sets, page 2-41 for more information about customizing buckets.

- **Repair Order Backlog:** Lists all the repair orders that are in open status on or after the global start date. The repair orders could have been *created* anytime from inception (from the global start date) to the current date.

  For more information on the global start date, see Set Up Global Parameters, page 2-30.

- **Repair Order Backlog Trend:** Shows backlog, past due, and past due percent metrics over time.

- **Repair Order Days Until Promised:** This forward-looking report displays the number of open repair orders grouped by the number of days until the repair is promised to the customer. An administrator can modify the buckets.

- **Repair Order Backlog Detail:** Displays details about the repair orders that are in

open status.

- **Repair Order Past Due Aging:** Shows the number of past due repair orders grouped by the number of days they are overdue. An administrator can modify the buckets.
- **Repair Order Past Due Detail:** Lists all the current and past due repair orders as of the last time data was retrieved from Oracle Depot Repair.
- **Repair Order Margin:** Shows charges to the customer, repair costs, and the margin between the two.
- **Repair Order Margin Trend:** Provides information on the repair order charges, cost, and margin over time.
- **Repair Order Cost Summary:** Displays the repair order actual costs broken down by material, labor, and expense.
- **Repair Order Cost Summary Trend:** Shows repair order costs over time, broken down by materials, labor, and expenses.
- **Repair Order Charges Summary:** Displays the repair order actual charges broken down by material, labor, and expense.
- **Repair Order Charges Summary Trend:** Shows repair order charges over time broken down by materials, labor, and expenses.
- **Repair Order Margin Summary:** Displays the repair order actual margin broken down by material, labor, and expense.
- **Repair Order Margin Summary Trend:** Shows repair order margin over time broken down by materials, labor, and expenses.
- **Repair Order Margin Detail:** Displays details of the repair orders shown in the Repair Order Cost Summary, Repair Order Charges Summary, and Repair Order Margin Summary reports.
- **Repair Order Completion:** Shows the number of repair orders, with and without promise dates, that were closed in the selected period.
- **Repair Order Completion Trend:** Shows information on completed repair orders over time, including late completions and average days late.
- **Repair Order Completion Detail:** Provides details on the completed repair orders.
- **Repair Order Late Completion Aging:** Shows the number of repair orders completed late, broken down by age. An administrator can modify the buckets.

- **Repair Order Late Completion Detail:** Lists details about repair orders completed late for the selected period.

- **Mean Time to Repair:** Shows the average time required to repair the customer items for all repair orders, in the selected period to date. An administrator can modify the buckets.

- **Mean Time to Repair Detail:** Shows details about repair orders that are listed in the Mean Time to Repair report.

- **Mean Time to Repair Trend:** Shows the average time required to repair the customer items for all repair orders over time. An administrator can modify the buckets.

- **Mean Time to Repair Distribution:** Shows the mean time to repair of all repair orders in the specified inventory category. The report also shows the number of repair orders grouped by the number of days it took to complete them.

  An administrator can modify the buckets.

- **Mean Time to Repair Distribution Trend:** Shows the mean time to repair over time. An administrator can modify the buckets.

- **Repair Order Service Code Summary:** Displays the number of occurrences of service codes that were used in open and closed repair orders, from inception (from the global start date) to date.

Responsibilities

Daily Business Intelligence for Depot Repair provides the following responsibilities:

- **Depot Repair Manager:** Provides access to the Depot Repair Management dashboard and all reports. In addition, this responsibility provides access to the Expense Management and HR Management - Overview dashboards.

- **Daily Depot Repair Intelligence:** Provides access to the Depot Repair Management dashboard and all reports. It does not provide access to any other dashboards.

Related Topics

For a complete list of all responsibilities and dashboards by intelligence area, see Appendix A: Responsibility and Dashboard Matrix, page B-1.

Dimensions

Daily Business Intelligence for Depot Repair uses the following common dimensions:

- **Backlog Distribution:** The number of days until promised, based on the promise date on the repair order.

- **Date:** Most reports show data for the period to date. The backlog reports show data from inception (from the global start date) to date. For a thorough explanation of the Date parameter, see the DBI for Depot Repair chapter of the *Oracle Daily Business Intelligence User Guide*.

  The Date parameter is part of the Time dimension. See Time Dimension, page 1-12 for more information.

- **Compare To:** Use the Compare To dimension to determine how you want to compare your data.

- **Currency:** See Currency Dimension, page 1-10.

- **Customer:** The customer on the repair order. This is technically the Prospect dimension (level), which contains all customers, regardless of whether they have an account in Oracle Receivables.

- **Late Completion Days:** The number of days between the repair order promise date and the repair order closed date.

- **Past Due Days:** A distribution of the past due days. Past due days are the number of days past the promise date on the repair order.

- **Period:** This dimension determines the period of data shown on the dashboard or report. For important setup issues, see Time Dimension, page 1-12.

- **Product Category:** The product category from the repair order. Product category is set up during Oracle Inventory setup. It is common to all dashboards and reports that contain information on product category.

- **Product:** The product or item on the repair order.

- **Repair Days:** The number of days that were required to repair an item. Time to repair is calculated as Current Shipped Date minus Current Received Date.

- **Repair Organization:** The organization that owns and manages the repair order created in Oracle Depot Repair. This organization does not necessarily repair the product. All users of DBI for Depot Repair can see data for *all* repair organizations.

  This field was not present in early versions of Oracle Depot Repair, so repair orders created at that time appear as "Unassigned."

  Repair organizations are set up in Oracle Resource Manager. For more information, see *Oracle Common Application Components User's Guide*.

- **Repair Type:** A repair order classification selected in Oracle Depot Repair, such as

"Repair and Return," "Exchange," or "Replacement." These are user-defined, so actual values can vary.

- **Service Code:** The list of all service codes from Oracle Depot Repair.

Related Topics

For more information on common dimensions, see Common Dimensions, page 1-9.

Key Performance Indicators

Daily Business Intelligence for Depot Repair uses the following key performance indicators (KPIs).

Depot Repair Management Key Performance Indicators

The following section lists and defines the key performance indicators (KPIs) that appear on this dashboard.

KPI Definitions

- **Repair Order Backlog:** The number of open repair orders for the period, regardless of when they were created. Repair Order Status options are Open, Hold, or Draft.

  Selecting Depot Repair Order Backlog opens the Repair Order Backlog Report.

- **Past Due %:** (Past Due/Repair Order Backlog) * 100

  The percentage of past due repair orders to the total number of open repair orders (Repair Order Backlog). A repair order is past due if it is still open and the Date parameter is later than the promise date (calendar day) on the repair order. For more information, see Common Concepts, *Oracle Daily Business Intelligence User Guide*.

  Selecting Past Due % opens the Repair Order Backlog Report.

- **Repair Order Margin:** [(Charge for the repair - Cost of the repair) / (Charge for the repair)] * 100

  Selecting Repair Order Margin opens the Repair Order Margin Report.

- **Completed Repair Orders:** Repair orders that were closed during the selected period.

  Selecting Completed Repair Orders opens the Repair Order Completion Report.

- **Late Completions %:** The percentage of repair orders that were completed late to the total repair orders that were completed in the period. A repair order is late if the

close date is later than the promise date.

Selecting Late Completions % opens the Repair Order Completion Report.

- **Mean Time To Repair (Days):** For period-to-date closed repair orders, the average of the sum of the number of days required to close the repair orders. Time to repair is calculated as Current Shipped Date minus First Received Date. Data is given in calendar days, not hours.

  Selecting Mean Time to Repair (Days) opens the Mean Time to Repair Report.

Related Reports and Links

For information on the related reports, see Depot Repair Management Dashboard, *Oracle Daily Business Intelligence User Guide*.

For information on how the KPI graph works, see KPI Region, *Oracle Daily Business Intelligence User Guide*.

Securing Data

Daily Business Intelligence for Depot Repair does not use security other than that provided in the basic Daily Business Intelligence security model. All users of DBI for Depot Repair can see data for *all* repair organizations.

Related Topics

For more information on security, see Securing Daily Business Intelligence, page 1-15.

Implementation Considerations

The following are common setup concerns that you should be aware of before you begin setting up Daily Business Intelligence for Depot Repair.

Software

Install the necessary software.

- Oracle Depot Repair
- Oracle TeleService
- Oracle Order Management
- Oracle Inventory
- Oracle Work in Process

Setup Checklist

Set Up Depot Repair Management Dashboard

The following table provides a list of the steps required to implement the Depot Repair Management dashboard and its associated reports.

If you have already completed a setup listed in this checklist, either as part of the setting up the transactional application or as part of setting up another dashboard, you do not need to repeat the setup.

Unless otherwise noted, setups can be performed concurrently.

Step	Responsibility
Set Up Daily Business Intelligence Framework, page 2-29	• Daily Business Intelligence Administrator • System Administrator
Set Up Manager Reporting, page 5-4	• System Administrator • HRMS Manager • Daily Business Intelligence Administrator
Set Up Item Dimension Reporting, page 6-11	• Daily Business Intelligence Administrator • Item Manager
Post-Setup Steps, page 2-66	• Daily Business Intelligence Administrator • CRM Administrator

Maintenance and Administration

After setup is complete, you may have to perform the following maintenance and administration task.

Update DBI Data After Purging Service Requests

If you purge service requests from Oracle Service, then you must run an initial request set to avoid data inaccuracies and inconsistencies in the reports.

The initial request set should have the Clear and Load All Summaries option selected. See Create Initial and Incremental Request Sets, page 2-68 for information about request sets.

9

Daily Business Intelligence for Field Service

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Responsibilities
- Dimensions
- Key Performance Indicators
- Securing Data
- Implementation Considerations
- Set Up Checklist
- Set Up Field Service District Hierarchy
- Assign Resources to Field Service Districts
- Specify Break/Fix Task Type
- Specify How to Derive Field Service District
- Maintenance and Administration
- Field Service District Hierarchy Changes
- Troubleshooting

Overview

Oracle Daily Business Intelligence (DBI) for Field Service enables executives and managers to understand and monitor the performance of the field service organization. The Field Service Management dashboard and reports contain relevant, up-to-date information that can provide insight into ways of optimizing service efficiency, improving customer relationships, and maximizing profits.

Related Topics

Oracle Daily Business Intelligence User Guide

Understanding Reporting

DBI for Field Service provides the Field Service Management dashboard.

Field Service Management Dashboard

The Field Service Management dashboard displays key performance indicators (KPIs), tables, and graphs pertaining to the following:

- Technician use
- Inventory usage
- Travel time and distance
- Task activity and backlog
- Mean time to resolve
- First time fix rate

Using the Field Service Management dashboard, you can view summaries of the following types of information:

- Percentage use of the technicians' total planned time
- Value of inventory used on field service tasks for the selected period
- On-hand inventory values on a given date
- Average time technicians traveled per task assignment
- Average distance technicians traveled per task assignment
- Number of pending tasks on a given date
- Number of tasks opened and closed during the selected period
- Mean time taken by technicians to resolve service requests with break/fix tasks
- Rate at which technicians resolved service requests with break/fix tasks at the first visit

Data on the Field Service Management dashboard comes from the following Oracle

Applications:

- Oracle TeleService
- Oracle Field Service
- Oracle Inventory

Use the Field Service Manager or the Daily Field Service Intelligence responsibility to access the Field Service Management dashboard and related reports. Unless otherwise noted in the documentation, DBI for Field Service displays data for the period to date or for the rolling period. For information on period to date and rolling period, see the section on parameters in the Using Daily Business Intelligence chapter of the *Oracle Daily Business Intelligence User Guide.*

DBI for Field Service offers the following reports.

> **Note:** Some of the reports, such as the Travel Time Distribution report, contain buckets that a DBI Administrator can modify. See Customize Buckets, page 2-41.

- **Technician Utilization:** Provides information on technician use and its components: labor and travel use.
- **Technician Utilization Trend:** Shows technician use and its breakdown over time, based on the selected period.
- **Usable Inventory Days on Hand:** Provides information on inventory usage value, on-hand inventory value for usable and defective items, and days on hand for usable inventory.
- **Inventory Trends:** Provides the same measures as the Usable Inventory Days on Hand report but over time.
- **Travel Time and Distance:** Provides the actual average field service technician travel time and distance per task assignment by district.
- **Travel Time and Distance Trend:** Displays the same information as the Travel Time and Distance report but over time.
- **Total Travel Time and Distance Trend:** Provides the total actual field service technician travel time and distance over time.
- **Travel Time Distribution:** Displays the count of task assignments, the average actual travel time per task assignment, and the distribution of task assignments over travel time buckets. A DBI administrator can customize the task travel time buckets.

- **Travel Distance Distribution:** Displays the count of tasks assignments, the average actual travel distance per task assignment, and the distribution of task assignments over travel distance buckets. A DBI administrator can customize the task travel distance buckets.

- **Travel Time Variance:** Displays the scheduled and actual average travel time per task assignment, the count of task assignments, and the task assignment percentage distribution over travel time variance buckets. A DBI administrator can customize the travel time variance buckets.

- **Travel Distance Variance:** Displays the scheduled and actual average travel distance per task assignment, the count of task assignments, and the task assignment percentage distribution over travel distance variance buckets. A DBI administrator can customize the travel distance variance buckets.

- **Travel Time Variance Distribution:** Displays the count of task assignments and the task assignment distribution over travel time variance buckets. A DBI administrator can customize the travel time variance buckets.

- **Travel Distance Variance Distribution:** Displays the count of task assignments and the task assignment distribution over travel distance variance buckets. A DBI administrator can customize the travel distance variance buckets.

- **Task Travel Detail:** Provides detail information on the task, task type, task assignment owner, assignee, scheduled and actual travel time in minutes and the variance, scheduled and actual travel distance and the variance, and the customer name and address.

- **Task Activity:** Displays information on the opened, closed, and opened-to-closed ratios of the tasks. This report also provides information on the first opened (opened only once) and reopened tasks (closed and opened again), which make up the count of opened tasks.

- **Task Closed Activity Trend:** Displays the trend for closed tasks.

- **Opened and Closed Task Activity Detail:** Displays detailed information on task, event date, task type, task owner, assignee, actual start and end dates, actual effort, service request number, customer, and product.

- **Task Backlog and Aging:** Displays the number of backlog tasks as of the last updated date, the average age of these tasks in days, and the distribution based on age. A DBI administrator can customize the backlog age buckets. For information on last updated date, see the Common Concepts section in the Using Daily Business Intelligence chapter of the *Oracle Daily Business Intelligence User Guide.*

- **Task Backlog and Aging Trend:** Displays the trend of backlog tasks and task age.

- **Task Backlog and Aging Detail:** Displays aging and other details of backlog tasks.
- **Task Backlog Status Distribution:** Displays the count of backlog tasks and the distribution based on task status.
- **Task Backlog Detail:** Displays the details of the backlog tasks.
- **Task Activity and Backlog:** Provides the activity on tasks in the time period for which the report is run. It also displays the count of backlog tasks at the beginning and end of the same period.
- **Mean Time to Resolve:** Displays the mean time taken to resolve service requests with tasks of type break/fix. It also displays the percentage distribution of such service requests based on the time taken to resolve them.
- **Mean Time to Resolve Detail:** Displays the details of the service requests that the system analyzed for the Mean Time to Resolve report.
- **Mean Time to Resolve Trend:** Displays the trend for mean time to resolve.
- **First Time Fix Rate:** Displays the percentages of firs- time-fix and non-first-time-fix service requests. Service requests resolved at the first visit are first time fix service requests. A resolved service request is a first-time-fix service request if it has only one closed or completed break/fix task, or has multiple closed or completed break/fix tasks that all began on the same day (identified by the actual start date of the tasks).

  Service requests not resolved at the first visit but resolved at a subsequent visit are non first-time-fix service requests. A resolved service request is a non-first-time-fix service request if it has multiple closed or completed break/fix tasks that began on different days.
- **Non First Time Fix Request and Task Detail:** Provides the details of the no-first-time-fix service requests that the system processed for the First Time Fix Rate report.
- **First Time Fix Rate Trend:** Displays the trend for the first-time-fix rate.

> **Note:** DBI for Field Service processes only field service tasks. In Oracle Applications, field service tasks are task types with the rule set to Dispatch. However, the Mean Time to Resolve and First Time Fix Rate reports are relevant only for field service tasks of type break/fix (repair tasks). Therefore, for the system to process data for these reports, you must specify the task types that are to be considered break/fix. See Specify Break/Fix Task Type, page 9-15.

Responsibilities

DBI for Field Service provides the following responsibilities:

- **Field Service Manager:** Provides access to the Field Service Management dashboard and reports. In addition, this responsibility provides access to the Customer Support Management, Expense Management, and HR Management - Overview dashboards.

- **Daily Field Service Intelligence:** Provides access to the Field Service Management dashboard and reports.

Related Topics

For a complete list of all responsibilities and dashboards by intelligence product, see: Appendix A, "Responsibility and Dashboard Matrix."

Dimensions

Daily Business Intelligence for Field Service uses the following dimensions:

- **Currency:** For information on this dimension, see Common Dimensions, page 1-9.

- **Organization:** The District parameter in DBI for Field Service uses the Sales Group dimension object of the Organization dimension. The district that you select controls the information that appears on the dashboard or report. For more information on this dimension, see Common Dimensions, page 1-9. For information on how DBI for Field Service uses districts, see Field Service District Setup, page 9-10. Also see the section on District parameter in the Using Daily Business Intelligence for Field Service chapter of the *Oracle Daily Business Intelligence User Guide.*

- **Item:** DBI for Field Service uses Item dimension in the following ways:
  - Item parameter uses the Item Org dimension object.
  - Inventory Category parameter uses the Inventory Category dimension object.
  - Product parameter uses the Item dimension object.
  - Product Category parameter uses the Product Category dimension object.

  For information on Item dimension, see Common Dimensions, page 1-9.

- **Time:** For information on this dimension, see Common Dimensions, page 1-9.

- **Customer:** Customer parameter uses the Prospect dimension object of the Customer dimension. The Prospect dimension object takes the customer names from the service requests.

- **Event:** Event parameter uses the Event dimension object to identify the task activity event of the task that appears in the Opened and Closed Activity Detail report.

- **Field Service Distance UOM:** Distance UOM parameter uses the Field Service Travel Distance UOM dimension object that belongs to the Field Service Distance UOM dimension.

- **Field Service Task Type:** Task Type parameter uses the Field Service Task Type dimension object.

- **Field Service Distribution:** DBI for Field Service uses the Field Service Distribution dimension in the following ways:
  - Actual Travel Time parameter uses the Field Service Travel Time Distribution dimension object.
  - Actual Travel Distance parameter uses the Field Service Travel Distance Distribution dimension object.
  - Travel Time Variance parameter uses the Field Service Travel Time Variance Distribution dimension object.
  - Travel Distance Variance parameter uses the Field Service Travel Distance Variance Distribution dimension object.
  - Age (Days) parameter uses the Field Service Backlog Aging Distribution dimension object.
  - Time to Resolve (Hours) parameter uses the Field Service Time to Resolve Distribution dimension object.

- **Service Request Severity:** Severity parameter uses the Service Request Severity dimension object.

Related Topics

For more information on these common dimensions, see: Common Dimensions.

Key Performance Indicators

The following table lists each KPI for DBI for Field Service and its calculation (if it is calculated).

DBI for Field Service KPIs

KPI	Calculation
Technician Utilization	[(Debriefed Labor Time + Debriefed Travel Time) / Planned Work Time] * 100 Debriefed labor and travel time as a percentage of the planned work time.
Inventory Usage Value	The total field service inventory usage value.
On Hand Inventory Value	Total value of on-hand inventory, both defective and usable, as of the selected date.
Average Travel Time (Minutes)	Actual Travel Time Debriefed / Number of Field Service Task Assignments with Actual Travel Time Average of debriefed technician travel time in minutes.
Average Travel Distance	Actual Travel Distance Debriefed / Number of Field Service Task Assignments with Actual Travel Distance Average of debriefed technician travel distance.
Task Backlog	The count of open field service tasks as of the selected date.
Task Closed Activity	The total number of closed field service tasks.
Mean Time to Resolve (Hours)	Sum of Time to Resolve of service requests (with at least one completed or closed field service task of type break/fix) / Total number of resolved service requests (with at least one completed or closed field service task of type break/fix) Time to Resolve = (Resolved on Date) – (Incident Date) The average number of hours taken to resolve service requests with at least one completed field service task of type break/fix.

KPI	Calculation
First Time Fix Rate	[Count of first time fix service requests / (Count of first time fix service requests + Count of non first time fix service requests)] The ratio of the first time fix service requests to the total number of resolved service requests. For this measure, the system considers only service requests with at least one completed or closed field service task of type break/fix.

Securing Data

In addition to the basic Daily Business Intelligence security model, DBI for Field Service uses the following security types to determine which users have access to which data.

Field Service District Security: The information that appears on the Field Service Management dashboard and all its reports is secured by districts. You must have manager or administrator privileges in a district to access the data belonging to that district and any district or resource that reports to it. For information on how to assign resources to a district with manager or administrator privileges, see Assign Resources to Field Service Districts, page 9-13.

Service Request Type Security: From some of the detail reports such as the Task Backlog Detail report, you can access the service request details as available currently in Oracle TeleService. However, the security in Oracle TeleService is based on the service request type, and you must have security permissions to the type of service request that you are trying to access from the detail report. This security is set up in Oracle TeleService and is leveraged by DBI for Field Service. For more information, see the *Oracle TeleService Implementation Guide.*

Related Topics

Securing Data, page 1-15.

Implementation Considerations

The following are common setup concerns that you should be aware of before you begin setting up DBI for Field Service.

Software

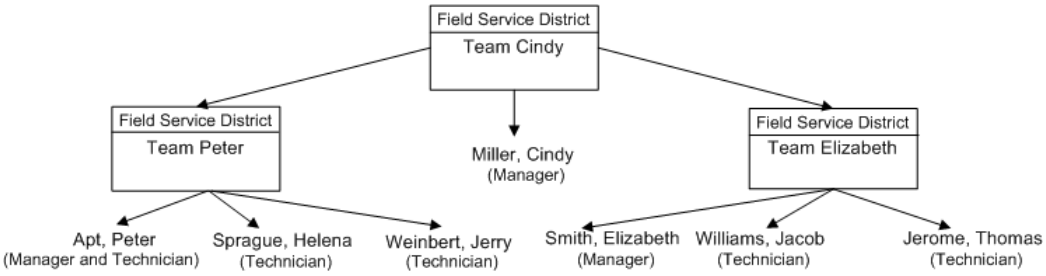
The following applications are prerequisites for DBI for Field Service:

- Oracle TeleService
- Oracle Field Service
- Oracle Inventory

Field Service District Setup

For your users to view information in the Field Service Management dashboard and reports, you must set up the districts and the district hierarchy. Beforethis setup, however, you must determine the basis for the district hierarchy. For example, you can base the districts on geographical locations, branch offices of your organization, or your service teams.

Example District Hierarchy Based on Service Teams



In this example, Cindy Miller is the manager of the Team Cindy district to which the Team Peter and Team Elizabeth districts report. Peter Apt is the manager of Team Peter as well as a technician in that district. Helena Spraque and Jerry Weinbert are the other technicians in Team Peter. Elizabeth Smith is the manager of Team Elizabeth in which Jacob Williams and Thomas Jerome are technicians.

Consider the following before setting up the districts:

- The district hierarchy should reflect the relationship between the technicians and their districts.
- The district hierarchy can extend up to any number of levels. However, the highest level should be a district and the lowest level, a technician, or District.
- In DBI for Field Service, districts secure data. Therefore, users must have manager or administrator privileges in a district to access the data belonging to that district and any district or resource that reports to it. In the previous example, Cindy Miller can access data for Team Peter and Team Elizabeth. Peter Apt can access data only for Team Peter. Similarly, Elizabeth Smith can access data only for Team Elizabeth. The technicians Helena Sprague, Jerry Weinbert, Jacob Williams, and Thomas Jerome cannot access any data in DBI for Field Service.

- The field service districts that you set up in DBI for Field Service are independent of the field service dispatch groups and territories set up using the CRM Resource Manager responsibility.

Set Up Checklist

Set Up Field Service Management Dashboard

The following table provides a list of the steps required to implement the Field Service Management dashboard and its associated reports.

If you have already completed a setup listed in this checklist, either as part of setting up the transactional application or as part of setting up another dashboard, you do not need to repeat the setup.

Unless otherwise noted, you can perform setups concurrently.

Step	Responsibility
If you have not already done so as part of Oracle Field Service setup, run the Generate Field Service Trips concurrent program (previously called the Generating Shift Tasks concurrent program). For details, see the *Oracle Field Service Implementation Guide*.	• Field Service Administrator
Set Up Daily Business Intelligence Framework, page 2-29	• Daily Business Intelligence Administrator • System Administrator
Set Up Item Dimension Reporting, page 6-11	• Daily Business Intelligence Administrator • Item Manager
Set Up Field Service District Hierarchy, page 9-12	Field Service Administrator
Assign Resources to Field Service Districts, page 9-13	Field Service Administrator
Specify Break/Fix Task Type, page 9-15	Daily Business Intelligence Administrator

Step	Responsibility
Specify How to Derive Field Service District, page 9-16	System Administrator
Post-Setup Steps, page 2-66	• Daily Business Intelligence Administrator • CRM Administrator

Set Up Field Service District Hierarchy

Setting up the field service district hierarchy involves creating the field service districts and building the district hierarchy. You create districts by defining them as resource groups in Oracle Resource Manager.

To set up the field service district hierarchy:

1. From the Navigator, select CRM Foundation, and then select Resource Manager.
2. Select Maintain Resources, and then select Groups.
3. 3. In the Define Groups window, enter the name of the district that you want to create in the Name field.
4. In the Used In tabbed region, select Field Service District as the Application Area.
5. Use the Parent Groups and Child Groups tabbed regions to set up the district hierarchy. That is, in the Parent Groups tabbed region, specify the district to which the district you are creating would report. In the Child Groups tabbed region, specify the districts that would report to the district that you are creating.
6. Repeat these steps for each district that you want to create.

> **Note:** When you assign resources to a group, a resource's start date in the group must be on or after the start date of the group. The Start field in the Active Dates section of the window displays the start date of the group. The Start Date field in the Roles tabbed region displays a resource's start date in a group.

Related Topics

Field Service District Setup, page 9-10

Assign Resources to Field Service Districts

After you create the district hierarchy, you can assign resources to the districts. A resource can have manager, administrator, lead, and member privileges in a district. Technicians are resources with only member privileges. Only resources such as district managers with manager or administrator privileges in a district can access the information in the district and any district or resource reporting to that district. You grant privileges to resources by assigning them roles with the appropriate role attributes, as explained in the following steps.

> **Important:** If you do not assign a technician to any district, then the system groups the corresponding information under the Unassigned district. DBI for Field Service considers the Unassigned district like any other field service district. Therefore, you must have manager or administrator privileges in the Unassigned district to view the data grouped under it.
>
> Another way to access the data under an Unassigned district is to assign it as a child of a district in which you have manager or administrator privileges. However, Oracle recommends that you have the Unassigned district as a top-level district and not as a child of another district.

To assign a resource to a field service district:

1. From the Navigator, select CRM Foundation, and then select Resource Manager.
2. Select Maintain Resources, and then select Resources.
3. Use the Find Resources window to query for the resource that you want to assign to a district.
4. In the Resource Search Results window, click Resource Details.
5. In the Roles tabbed region of the Resource window, add one of the following as the Role Type:
   - Field Service Representative
   - Field Service Debrief Agent

- Field Service Debrief Review Agent
- Field Service Dispatchers
- Field Service District

6. Select a role in the Role field.
7. In the Groups tabbed region, select the district (group name) to which you want to assign the resource.
8. In the Group Member Roles section, select an appropriate role for the resource in the group.

   Note: If the resource that you are assigning is a DBI for Field Service user, then select a role that has the Manager or Admin role attribute enabled.

   A resource's start date in the group must be on or after the start date of the group.

9. Save your changes. The resource is now assigned to the field service district.

   Note: A resource using DBI for Field Service will find the District parameter empty under one of the following conditions:

   - You have not set up the field service district hierarchy, and the resource does not have manager or administrator privileges in the Unassigned district.
   - The resource does not have manager or administrator privileges in any district.

Additional Information

The system groups processed data under the district (Resource Group) to which the corresponding technician (a resource with member privileges) belongs. When a technician belongs to more than one district, the system determines a district using the following rules:

- The system uses the creation date or the actual end date of the task to determine the technician's current district. The system excludes the districts in which the technician is not active on the task creation or actual end date.

  Note: If the technician is not active in any district on the task

creation or actual end date, then the system groups the corresponding data under the Unassigned district. Therefore, make sure that a technician is active in the required districts starting from the global start date to prevent data from being grouped under the Unassigned district. You can use the Start Date and End Date fields in the Groups tabbed region of the Resource window to define the active period for a technician in a district.

- Resource groups whose application area is not specified as Field Service District are excluded.
- If the technician is active in two or more districts that have Field Service District specified as the application area, then the system determines the district using these parameters:
  - If the districts are at different levels in the hierarchy, then the system uses the higher district in the hierarchy.
  - If the districts are at the same level in the hierarchy, then the system determines the district based on the technician's Role Type in the following order of priority:
    1. Field Service Representative
    2. Field Service Debrief Agent
    3. Field Service Debrief Review Agent
    4. Field Service Dispatchers
    5. Field Service District

    For example, if a technician's role type is Field Service Representative in one district and Field Service Dispatcher in another, then the system uses the district in which the role is Field Service Representative. If the role types are the same, then the system determines the district based on the alphabetical order of the districts.

Specify Break/Fix Task Type

The Mean Time to Resolve and First Time Fix Rate reports are relevant only for field service tasks of type break/fix (repair tasks). Therefore, for the system to process data for these reports, you must specify the task types that are to be considered break/fix.

To specify a task type as a break/fix task type:

1. From the Navigator, select Setup, Supply Chain Intelligence, Field Service Task Setup.

2. In the Field Service Task Setup page, all task types with rule set to Dispatch appear. Select the task types that you want the system to consider break/fix.

   Note the following:

   - If you do not specify the break/fix task types, then the Mean Time to Resolve and First Time Fix Rate reports will not display any information.

   - If you modify the break/fix task type set up after completing the DBI setup, you must run the initial request set for the changes to take effect for the existing data.

Specify How to Derive Field Service District

For the Mean Time to Resolve and First Time Fix Rate reports, you can set the system to group data under the task assignee's or the task owner's district. You can specify this using the DBI: Field Service District for Mean Time to Resolve and First Time Fix Rate reports site-level profile option. The default value of this profile option is Derive from Task Assignee.

Maintenance and Administration

After setup is complete, you might have to perform the following maintenance and administration task:

- **Field Service District Hierarchy Changes**, page 9-16

In general, any time that you change your source data or your Daily Business Intelligence for Field Service setup, you must rerun the incremental request set to refresh your data.

- **Purging of Service Requests in Oracle Tele Service**

If the service requests are purged from Oracle Tele Service, then the administrator should run the initial request set with the Clear and Load All Summaries option. This is to avoid any data inaccuracies in trend and failure of drill to current view of service requests. See: *Oracle Tele Service Implementation Guide.*

Field Service District Hierarchy Changes

See Set Up Field Service District Hierarchy, page 9-12 for instructions on setting up or

changing the district hierarchy. After you change the district hierarchy, you must run the initial or the incremental request set for the changes to take effect.

Deleting a technician from the district hierarchy will result in an error when users try to access information for the deleted technician. Instead of deleting a technician from a district, you can use the End Date field in the Roles tabbed region of the Define Groups window to terminate that technician's association with the district.

Troubleshooting

Why am I not able to see any values in the District parameter?

You will not see any values in the District parameter under one of the following conditions:

- The field service district hierarchy is not set up, and you do not have manager or administrator privileges in the Unassigned district.
- You do not have manager or administrator privileges in any district.

See Set Up Field Service District Hierarchy, page 9-12 and Assign Resources to Field Service Districts, page 9-13.

How do I view data grouped under the Unassigned district?

DBI for Field Service considers the Unassigned district like any other field service district. Therefore, you must have manager or administrator privileges in the Unassigned district to view the data grouped under it. See Assign Resources to Field Service Districts, page 9-13.

Why do I not see data in the Mean Time to Resolve and First Time Fix Rate reports?

The Mean Time to Resolve and First Time Fix Rate reports are relevant only for field service tasks of type break/fix (repair tasks). Therefore, for the system to process data for these reports, you must specify the task types to be considered break/fix. See Specify Break/Fix Task Type, page 9-15.

Why am I seeing certain data grouped under the Unassigned district?

The system groups the processed data under the corresponding technician's district. The system uses the Unassigned district when it is not able to determine a district for the technician. The following are some of the conditions under which the system uses the Unassigned district.

- The technician is not assigned to any district or does not have member privileges in any district.
- The technician is not active in any district on the task creation or the task actual end date. (The system uses the task creation or the task actual end date to determine the technician's current district.)

- The technician is assigned only to the Unassigned district with member privileges.
- The teams are grouped under the Unassigned district.

See Set Up Field Service District Hierarchy, page 9-12 and Assign Resources to Field Service Districts, page 9-13 for more information.

10

Daily Business Intelligence for Financials

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Responsibilities
- Dimensions
- Key Performance Indicators
- Securing Data
- Implementation Considerations
- Setup Checklist
- Maintenance and Administration
- Managing Changes
- Troubleshooting
- Concurrent Programs
- Profile Options and Profile Option Categories Overview

Overview

This chapter describes Oracle Daily Business Intelligence for Financials (DBI for Financials) to implementers and other technical users. It describes how to implement, maintain, and administer DBI for Financials.

DBI for Financials provides up-to-date financial information to executives, managers, and their finance departments with a collection of out-of-the-box reports and dashboards. Using DBI for Financials, you can stay informed about daily financial activities, develop insights, and take immediate actions, if necessary, to meet financial and operational targets.

The two content areas displayed by DBI for Financials are:

- General Ledger Revenue and Expense Reporting, page 10-2
- Payables Reporting, page 10-2

These areas have different implementation considerations and are independently implemented.

General Ledger Revenue and Expense Reporting

This content area provides an enterprise view of revenue, cost of goods sold, operating expense, and funds information on the following dashboards:

- Profit and Loss
- Profit and Loss by Manager
- Expense Management
- Expense Analysis
- Funds Management

Each dashboard contains a unique set of key performance indicators (KPIs), tables, graphs, and detailed reports. Executives, managers, and their finance departments can use these KPIs to benchmark and track revenue and expenses against budget, forecast, or prior period actuals. Information is aggregated along various flexible hierarchies set up during implementation. Using these hierarchies, users can view financial information by Manager, Line of Business, Company, Cost Center, Financial Category, and User Defined dimensions. Each dashboard contains links to underlying reports and to other Daily Business Intelligence dashboards, such as the HR Management dashboard.

Payables Reporting

This content area provides operational measures to help payables managers improve productivity and process efficiency, especially in a shared service environment. The following dashboards are provided:

- Payables Management
- Payables Status

Each dashboard contains a comprehensive set of KPIs and reports across four main functional areas:

- Invoicing

- Payments
- Discounts
- Holds

These dashboards provide summarized information by Operating Units and Suppliers, with extensive drilldown capability to facilitate problem identification, analysis, and resolution.

Related Topics

Oracle Daily Business Intelligence User Guide

Understanding Reporting

The following dashboards are provided by Daily Business Intelligence for Financials.

For complete descriptions of the DBI for Financials dashboards, see: Using Daily Business Intelligence for Financials in the *Oracle Daily Business Intelligence User Guide*.

Profit and Loss Dashboard

The Profit and Loss dashboard provides executives with daily, pre-close profit and loss information compared to prior periods and budgets. This dashboard displays revenue, cost of goods sold, gross margin, operating expenses, and operating margin information by line of business.

This dashboard contains data from the Oracle General Ledger, Oracle Account Payables, Oracle Account Receivables, Oracle Order Management, and Oracle Human Resources (Getting Employee Hierarchy as well as Organizational Hierarchy and Reporting details).

Profit and Loss by Manager Dashboard

The Profit and Loss by Manager dashboard includes the same information as the Profit and Loss dashboard, displayed by manager instead of by line of business.

This dashboard contains data from the Oracle General Ledger, Oracle Account Payables, Oracle Account Receivables, Oracle Order Management, and Oracle Human Resources (Getting Employee Hierarchy as well as Organizational Hierarchy and Reporting details).

Expense Management Dashboard

The Expense Management dashboard provides cost center managers with daily information about operating expenses, by comparing current expenses to forecasted or

budgeted expenses. Managers can also view other expense information such as expenses per employee, travel and entertainment expenses, and top 10 spenders.

This dashboard contains data from the Oracle General Ledger, Oracle *i*Expenses, and Oracle Human Resources (Getting Employee Hierarchy details)

Expense Analysis Dashboard

The Expense Analysis dashboard provides up-to-date information on a company's operating expenses and features a company/cost center/natural account-oriented view of a company's expense activity. The design of Expense Analysis was targeted at a company's finance departments and managers, and focuses on analyzing and managing operating expenses.

Expense Analysis provides finance departments with the ability to explore anomalies by drilling to subledger detail and viewing transactional details, such as original invoices, expense reports, and asset depreciation transactions.

This dashboard provides an alternate view of expense information without the need to set up the manager hierarchy, which the Profit and Loss and Expense Management dashboards require. In addition, complementing the Expense Analysis dashboard and reports are a set of revenue analysis reports providing similar content.

This dashboard contains data from the Oracle General Ledger, Oracle Account Payables, Oracle Purchasing, Oracle *i*Expenses, and *i*Assets.

Funds Management Dashboard

The Funds Management dashboard lets public sector managers and analysts view available funds, encumbrances, budgets, and actual expenditures.

This dashboard contains data from the Oracle General Ledger, Oracle Account Payables, Oracle Purchasing, Oracle *i*Expenses, and *i*Assets.

Payables Management Dashboard

The Payables Management dashboard enables payables managers to monitor and analyze payables operational efficiency. Using this dashboard managers can evaluate invoice volume, late payments, discounts taken, hold volume, and trend patterns across operating units to identify areas for improvement. The capability to drill down to detailed invoice and payment information aids quick problem identification. Managers can view data by operating unit, which drills to supplier.

This dashboard contains data from the Oracle General Ledger and Oracle Accounts Payables.

Payables Status Dashboard

The Payables Status dashboard provides payables managers and analysts with the latest

status on payables activities. At a glance, a payables analyst can track outstanding tasks, identify bottlenecks, and assess risks. This dashboard provides information about open payables, unpaid invoices, available discounts, and invoices on hold. Similar to the Payables Management dashboard, users can view data by suppliers or operating unit.

This dashboard contains data from the Oracle General Ledger and Oracle Accounts Payables.

Responsibilities

The following responsibilities are provided by Daily Business Intelligence for Financials.

- **Cost Center Manager:** The Cost Center Manager responsibility provides access to the Expense Management dashboard and its associated reports. This responsibility also provides access to the HR Management dashboard, but only if DBI for Human Resources is implemented.

- **Profit Center Manager:** The Profit Center Manager responsibility provides access to the Profit and Loss by Line of Business, Profit and Loss by Manager, and the Expense Management dashboards and their associated reports.

- **Daily Financials Intelligence:** The Daily Financials Intelligence responsibility provides access to the Profit and Loss by Line of Business, Profit and Loss by Manager, Expense Management, Expense Analysis, and Funds Management dashboards and their associated reports.

- **Daily Payables Intelligence:** The Daily Payables Intelligence function-based responsibility provides access to the Payables Management and Payables Status dashboards and their associated reports.

If the Industry profile option is Government and you are implementing the Funds Management dashboard, then create another responsibility and remove any links that are unrelated to the Funds Management dashboard. This table illustrates the links that you should remove for each type of object, using the Menu Exclusions tab in the Responsibilities window:

Object Type	Type	Name
KPI page links	Function	Profit and Loss
		Profit and Loss by Manager
		Expense Analysis
Expense and revenue reports	Menu	Financial Reports

Related Topics

For a complete list of all responsibilities and dashboards by intelligence area, see: Appendix A: Responsibility and Dashboard Matrix, page B-1.

Dimensions

Daily Business Intelligence for Financials uses the following unique dimensions for Profit and Loss and Expense Management dashboards:

- Financial Category, page 10-7
- Line of Business, page 10-9
- Person, page 1-11
- Sales Channel (This is applicable only for the Profit and Loss dashboard.)

Daily Business Intelligence for Financials uses the following unique dimensions for Expense Analysis and Funds Management dashboards:

- Financial Category, page 10-7
- Company/Fund, page 10-10
- Cost Center, page 10-10
- User Defined, page 10-11

You need to setup dimensions by:

- Assigning master and local value sets, page 10-11.
- Define Financial dimensions, page 10-12.
- Defining dimension mapping rules, page 10-14.
- Managing values and hierarchies, page 10-16.

Dimensions

Setting up DBI for Financials-specific dimensions enables you to map data from different chart of accounts structures to a single structure, which makes it possible to do enterprise-wide aggregation of financial data.

The following table illustrates which dimensions are used in each dashboard, and which dimensions are required:

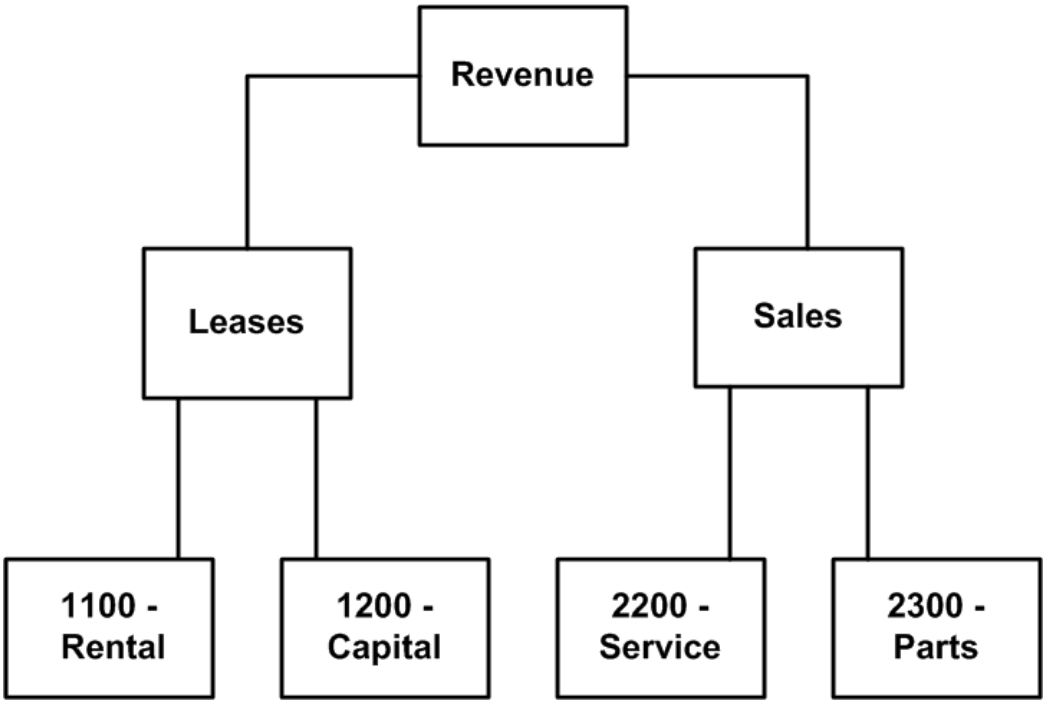
Dimensions and Associated Dashboards

Dimensions	Profit and Loss	Expense Management	Expense Analysis	Funds Management
Company, page 10-10	Not applicable	Not applicable	Required	Required
Cost Center, page 10-10	Not applicable	Not applicable	Required	Required
Financial Category, page 10-7	Required	Required	Required	Required
Line of Business, page 10-9	Optional	Optional	Not applicable	Not applicable
User Defined, page 10-11	Not applicable	Not applicable	Optional	Optional

Financial Category Dimension

This dimension is based on the natural account segment from the different charts of accounts that you have defined in the source ledger group. For more information about source ledger groups, see Source Ledger Groups, page 10-42.

The following diagram displays an example of grouping natural account segments to define the Revenue financial category.



The Financial Category dimension enables you to group and map your natural accounts into a unified structure for reporting in DBI for Financials. This dimension uses six Financial Category types to group these accounts:

- Revenue
- Cost of Goods Sold
- Operating Expenses
- Travel and Entertainment Expenses

> **Note:** The following financial category types are not used by DBI for Financials, but are used by other DBI product families:
>
> Deferred Revenue - only used by DBI for Sales and DBI for Supply Chain
>
> Product Expenses - only used by DBI for Product Lifecycle Management

As an example of using a Financial Category type, you could group and map all of your Revenue natural accounts from the North America, Europe, and South America ledgers to the Revenue financial category type. DBI for Financials can then display your worldwide revenue aggregated across the enterprise.

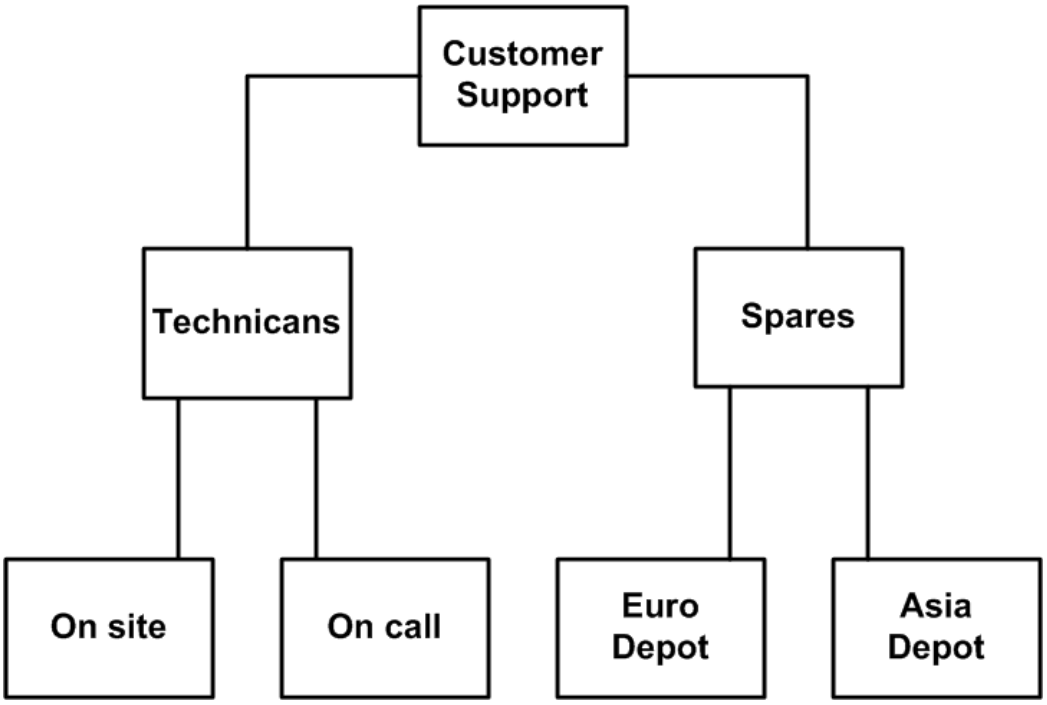
In defining the Financial Category dimension, you can select an existing natural account

value set as the common reporting hierarchy. Alternatively, you could create a new value set for the common hierarchy if you have heterogeneous charts of accounts and a non-standard natural account structure.

For information on setting up the Financials Categories dimension, see: Define Financial Dimensions, page 10-12.

Line of Business Dimension

A line of business can be a grouping of companies or cost centers that crosses country boundaries and legal entities, such as General and Administrative, Sales, Support, Manufacturing, and so on. The following diagram displays an example of grouping cost centers to define a Customer Support line of business.



In DBI for Financials you can create a line of business hierarchy based on either the cost center or the balancing segment from the chart of accounts that you have defined in the source ledger group. See: Source Ledger Groups, page 10-42.

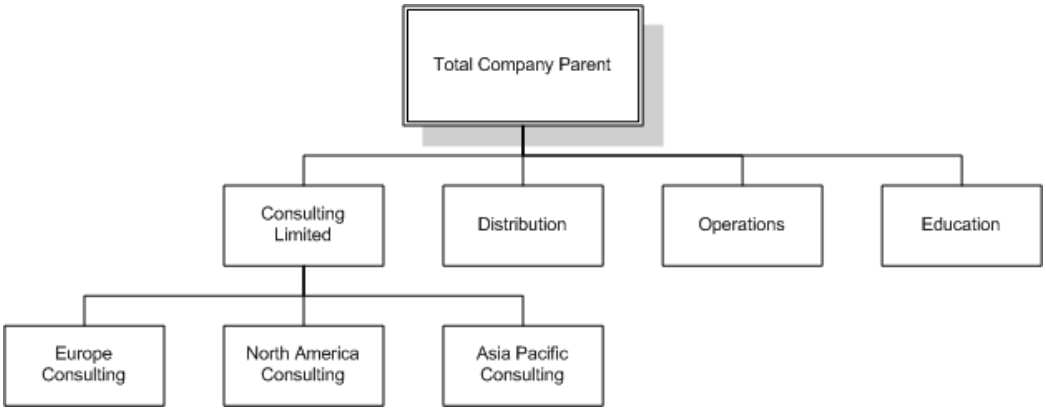
Setting up this dimension is optional; but if you do not set up this dimension, the dashboards and reports that use the Line of Business parameter, such as the Profit and Loss dashboard, will not work. There are no preseeded values for this dimension. You must create the hierarchy and value set for the dimension based on your own organization's needs. For example, if you set up General Administration as a line of business, then you could view the results for your entire General Administration division.

See: Define Financial Dimensions, page 10-12.

Company Dimension

This dimension represents a hierarchy of strategic business units or legal entities, which can be organized across geographic regions, or otherwise tailored to business needs. In the case of the Funds Management dashboard, this dimension hierarchically represents the institution's funds.

The following diagram displays an example of grouping companies to define a geographic representation:



In DBI for Financials, you can create a company hierarchy based on either balancing or cost center segment from the chart of accounts that you have defined in the source ledger group. See: Source Ledger Groups, page 10-42. This dimension is supported by the Expense Analysis and Funds Management dashboards only, and is not a supported dimension for the Profit and Loss and Expense Management dashboards.

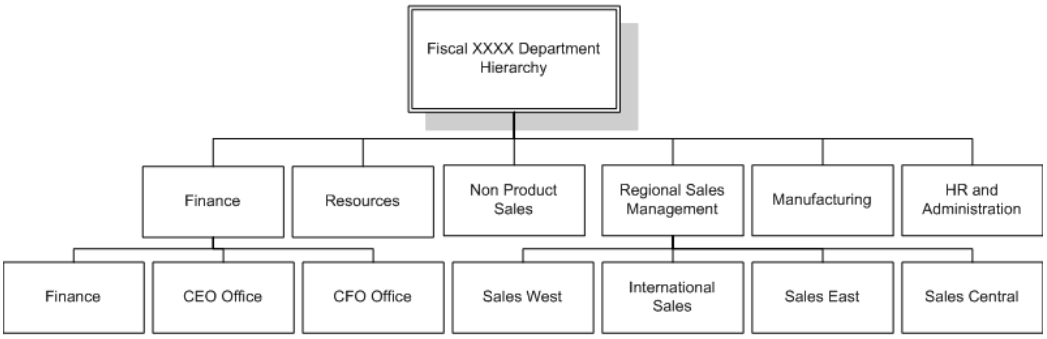
> **Note:** For the Funds Management dashboard, this dimension is renamed to Fund.

No preseeded values exist for this dimension. Create the hierarchy and value set for the dimension based on your own organization's needs. See: Define Financial Dimensions, page 10-12.

Cost Center Dimension

This dimension is a hierarchical grouping of balancing segment values or cost centers, which are entities that track either expenses or revenue.

The following diagram displays an example of grouping cost centers to define an organizational representation:



In DBI for Financials, you can create a cost center hierarchy based on either balancing or cost center segment from the chart of accounts that you have defined in the source ledger group. See: Source Ledger Groups, page 10-42. This dimension is supported only by the Expense Analysis and Funds Management dashboards.

No preseeded values exist for this dimension. Create the hierarchy and value set for the dimension based on your own organization's needs. See: Define Financial Dimensions, page 10-12.

User Defined Dimension

This dimension is a hierarchical dimension that can be associated with any segment in the chart of accounts. Using this dimension, companies can classify their transactional data using a segment other than the company, cost center, and financial category (natural account) segments. This facilitates better analysis and reporting of transactional data.

In DBI for Financials, you can create a hierarchy based on any segment from the chart of accounts that you have defined in the source ledger group. See: Source Ledger Groups, page 10-42. This dimension is supported only by the Expense Analysis and Funds Management dashboards.

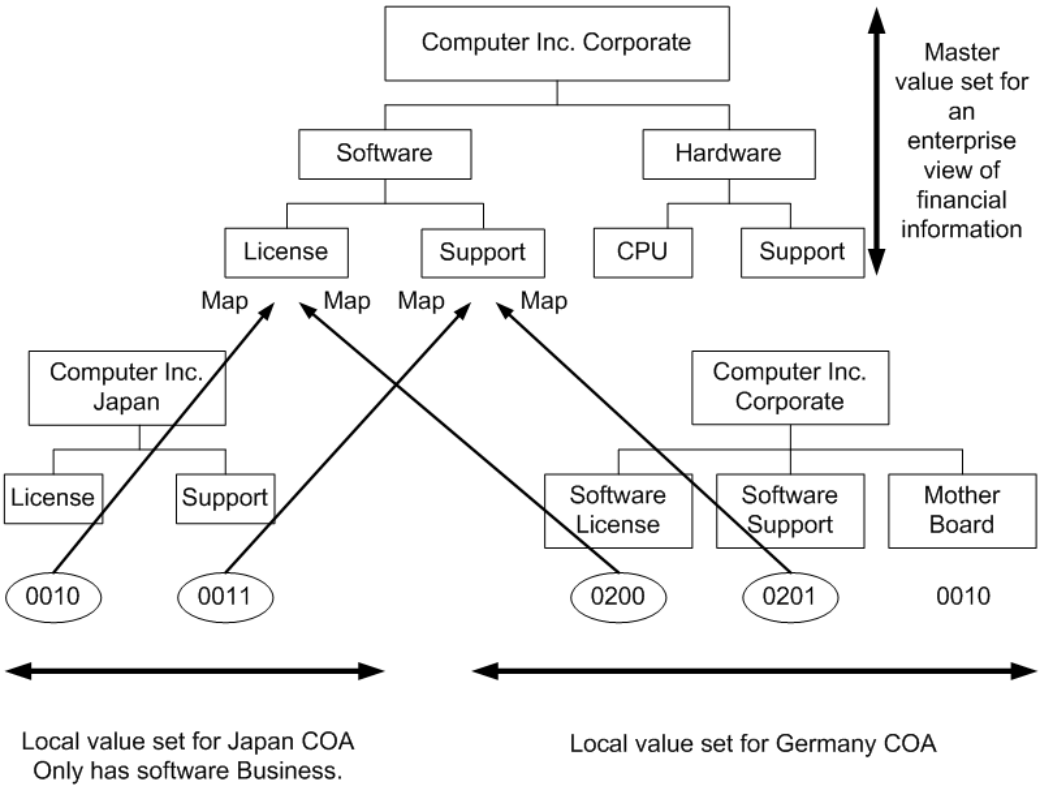
No preseeded values exist for this dimension. Create the hierarchy and value set for the dimension based on your own organization's needs. See: Define Financial Dimensions, page 10-12.

Master and Local Value Sets

The General Ledger revenue and expenses reporting content lets you aggregate data across sets of books with heterogeneous charts of accounts.

Reporting is based on the master value set, which you must designate for each dimension. Then, for each dimension, map all value sets from the other charts of accounts, known as local value sets, into the master value set.

The following diagram displays an example of how master and local value sets are related.



Master Value Set

You must assign a master value set to each DBI for Financials dimension. A master value set aggregates financial data from different charts of accounts for a given financial dimension. You can either assign an existing value set or create a new value set to serve as the master.

The value set selected as a master value set should represent how you want to do reporting.

Local Value Sets

A local value set rolls up to a master value set for a given financial dimension. The list of local value sets depends on the source ledgers that you defined. If all of your source ledgers use the same value set, then you will see only one value set. If each source ledger uses a unique value set, then you will see one value set per source ledger.

Define Financial Dimensions

Use the Financial Dimensions page to enable or disable the dimensions and provide the master value sets that you want to use for financial reporting. A master value set is required for all enabled dimensions.

1. Log into Oracle Applications using the Daily Business Intelligence Administrator responsibility and click Financial Dimensions Setup.

2. Navigate to Financial Dimensions.

   Use this window to define the dimensions used by the Profit and Loss, Expense Management, Expense Analysis, and Funds Management dashboards. See: Dimensions and Associated Dashboards, page 10-6.

   Profit and Loss and Expense Management Specific Dimensions:

   - Financial Category (required). You can use the preseeded *Financial Category* value set as the master value set for this dimension, or you can choose your own value set.

   - Line of Business (optional). If you do not enable the Line of Business dimension, the Profit and Loss by Line of Business dashboard will not work.

   Expense Analysis and Funds Management Specific Dimensions:

   - Financial Category (required).

   - Company/Fund (required).

     Note: If the Industry profile is set to Government, then the Company dimension is renamed to Fund.

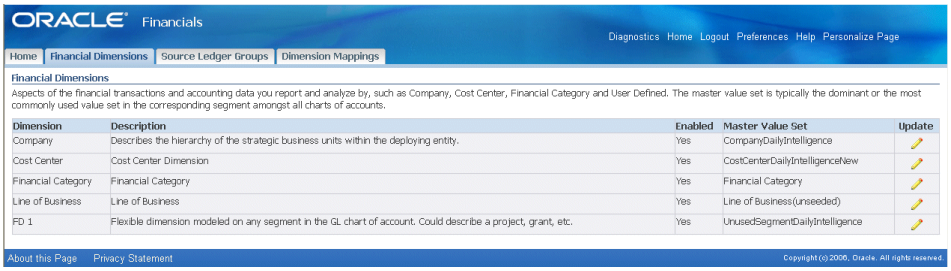
   - Cost Center (required).

   - User Defined (optional).

     Note: If you do not enable the User Defined dimension, it will be dropped from the View By parameter for all associated reports.

3. Define each dimension as follows:

   1. Click Update. The Update Financial Dimensions page appears.



   2. Select the Enabled box to enable the dimension.

3. Select the Master Value Set.

   See: Master and Local Value Sets, page 10-11.

4. For the User Defined dimension, enter a Display Name, such as Sub-Account. You can optionally change the dimension descriptions.

   Note: Only independent value sets are available for selection.

Define Dimension Mapping Rules

Dimension mapping rules specify the mapping between master and local value sets. Dimension mapping includes two steps:

- **Mapping Rules:** Defines which segment from the chart of accounts will be associated with the dimension.

- **Values and Hierarchies:** Defines the relationship between values in the master and local value sets, therefore creating a hierarchy for your dimension.

The setup performed in the Financials Intelligence Source Ledger Group tab determines the values that appear in the dimension/charts of accounts column. See: Source Ledger Groups, page 10-42.

The general mapping rules for all enabled dimensions are:

- All dimensions use a single segment in the assignment.

- **Segment**: The Segment column allows you to select the segment for the selected dimension. The following rules apply:

  - The Company/Fund dimension is mapped to either the balancing segment or cost center segment based on the qualifiers in General Ledger at the dimension level.

  - The Cost Center dimension is mapped to either the balancing segment or cost center segment based on the qualifiers in General Ledger at the dimension level.

  - The Financial Category dimension is always mapped to the natural account segment of the chart of accounts. For that reason, you cannot update the mapping to this dimension.

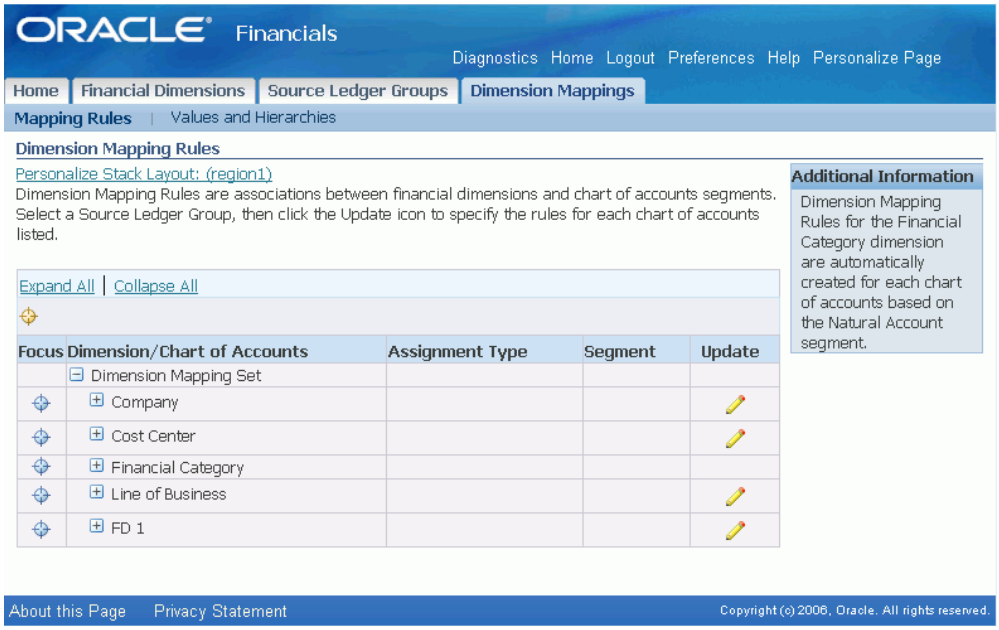
  - The Line of Business dimension is mapped to either the balancing segment or cost center segment based on the qualifiers in General Ledger at the dimension level.

- The User Defined dimension can be mapped to any segment in the chart of accounts (COA). Consequently, you can select one segment from one COA, and a completely different segment from another COA.

To define dimension mapping rules:

1. Navigate to Dimension Mappings > Mapping Rules.

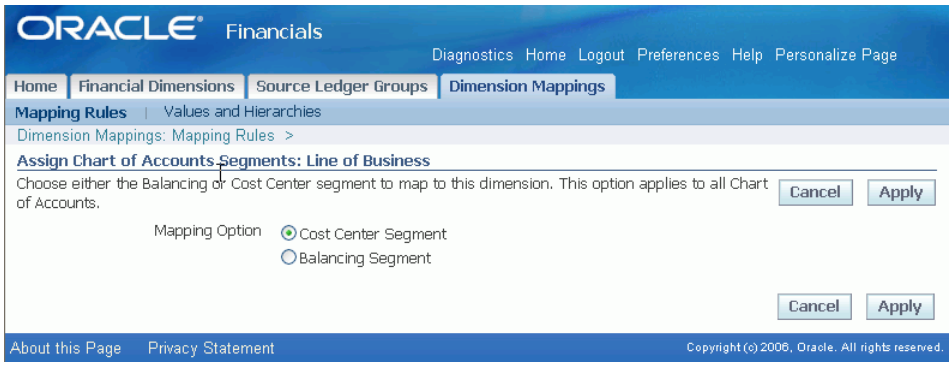
   The source ledger group determines which charts of accounts are listed in the Dimension/Chart of Accounts column on the Dimension Mapping Rules page.



2. Define rules for each enabled dimension.

   See: Dimensions and Associated Dashboards, page 10-7.

   1. Click Update, and choose either a balancing or cost center segment.



2. For the Financial User Defined dimension, select the segment from each chart of accounts that represents this user defined dimension.

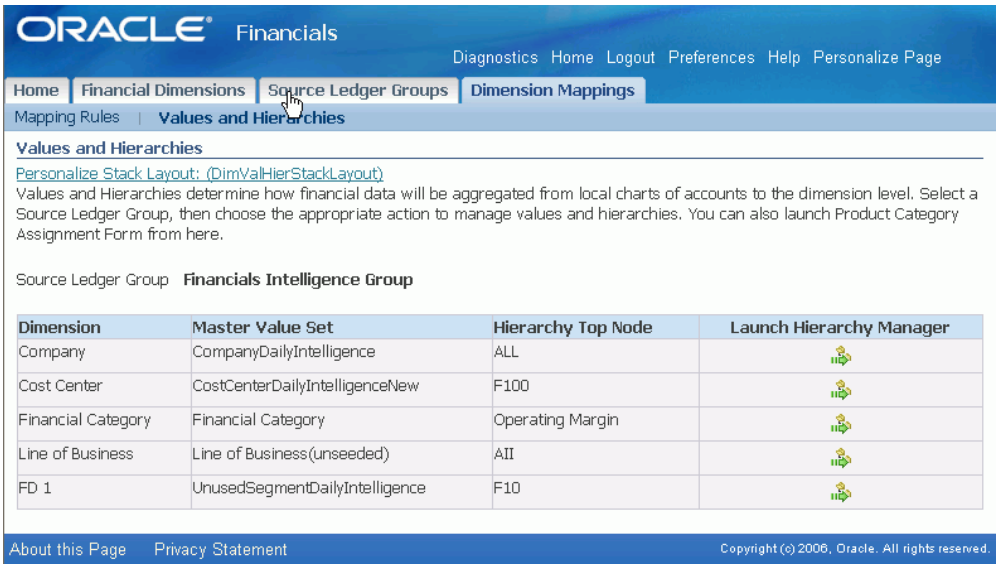
Managing Values and Hierarchies

The Financial Dimension Hierarchy Manager (FDHM) enables you to map local value sets to the master value set that you defined when you set up your Financial Dimensions. See: Define Financial Dimensions, page 10-12. This mapping determines how data is aggregated and displayed in the Profit and Loss, Expense Management, Expense Analysis, and Funds Management dashboards and reports.

Launch the Financial Dimension Hierarchy Manager

To launch the Financial Dimension Hierarchy Manager:

1. Navigate to Dimension Mappings > Values and Hierarchies.

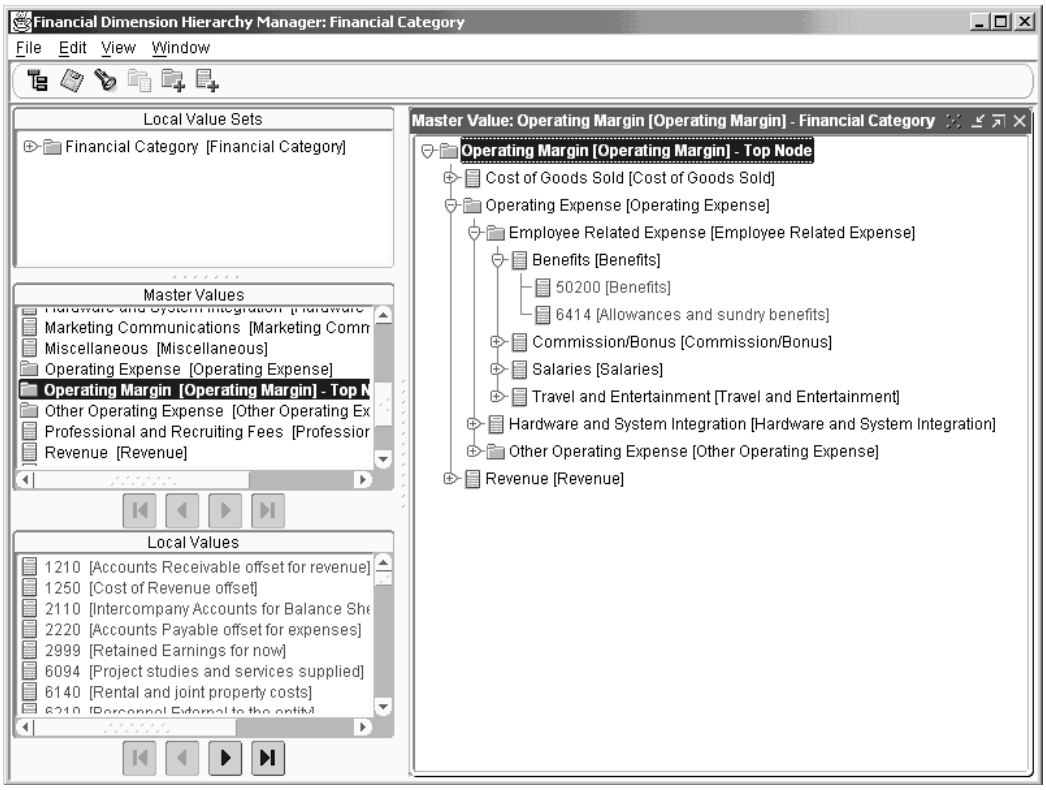


2. Click Launch Hierarchy Manager.

    1. To manage the dimensions, click the Launch Hierarchy Manager corresponding to that dimension. See: Managing Values and Hierarchies for DBI for Financials Specific Dimensions, page 10-17.

Managing Values and Hierarchies for DBI for Financials Specific Dimensions

Use the Financial Dimension Hierarchy Manager to manage values and hierarchies for the Financial Categories, Line of Business, Company, Cost Center, and Financial User Defined dimensions. The Financial Dimension Hierarchy Manager enables you to map values from local to master value sets by dragging and dropping values within a hierarchy. It also enables you to work on both the master and local value sets for a given financial dimension at the same time.



The Financial Dimension Hierarchy Manager is divided into several regions.

- The left-top region shows all the distinct value sets from the source ledger group for this segment. See: Source Ledger Groups, page 10-42.
- The left-middle region shows the master value set, chosen for the dimension. See: Master and Local Value Sets, page 10-11.
- The left-bottom region shows all the local values in your local value sets.
- The right-side displays the hierarchy for the dimension and the top node for the master value set.

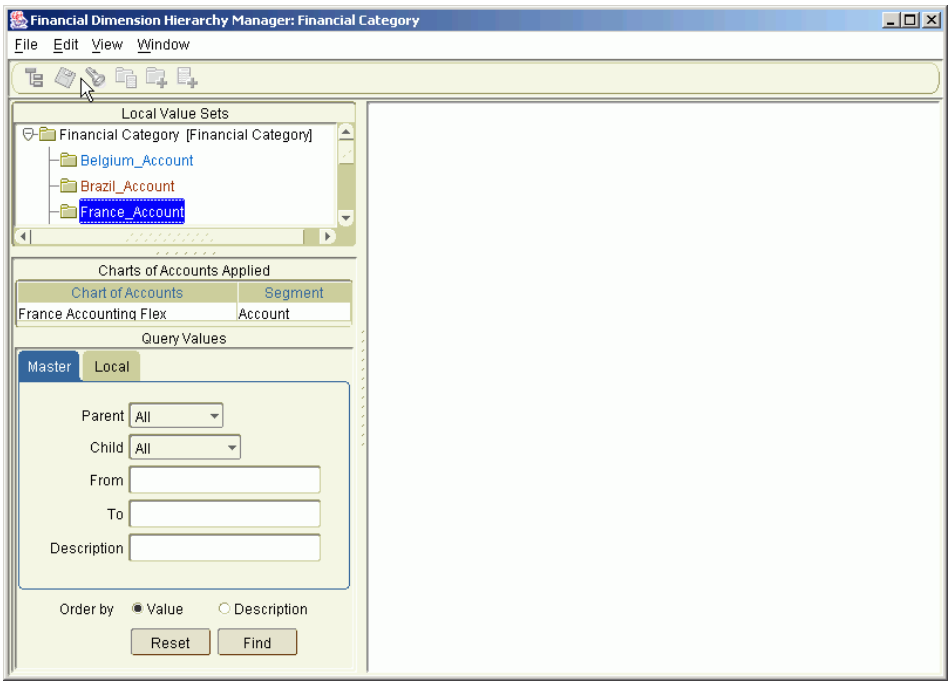
> **Caution:** At a single point in time, only one user should work on the master and local value sets for a given Financial dimension using the Financial Dimension Hierarchy Manager. This applies to the usage of the value sets from another Financial Dimension Hierarchy Manager session, from another Account Hierarchy Manager session, or in an Oracle form.

To manage values in the Financial Dimension Hierarchy Manager:

1. In the Financial Dimension Hierarchy Manager, search for the value sets that you

want to map to the dimension. You can use the following criteria to search for a value set.

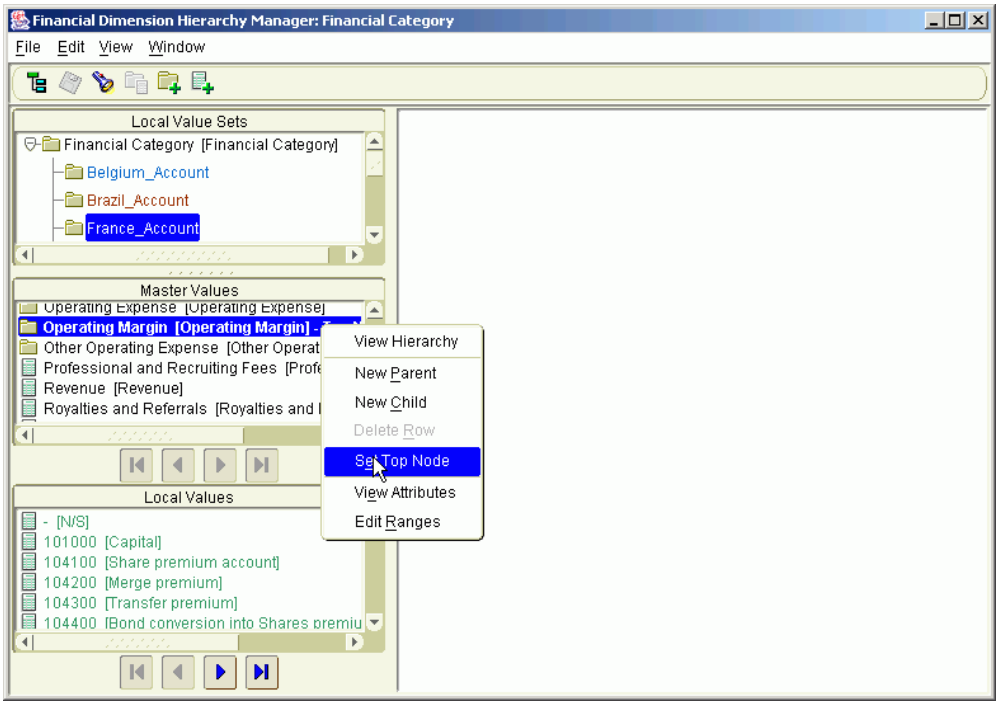
- **Parent**: Displays the top level parent values for master and local value set.
- **Child**: Displays all child values.
- **From**: Beginning of the range.
- **To**: End of the range.
- **Description**.



2. Define the top node for the hierarchy.

   Right click on an item in the master value set and choose Select Top Node from the list of values to make that item the top node of the master value set.

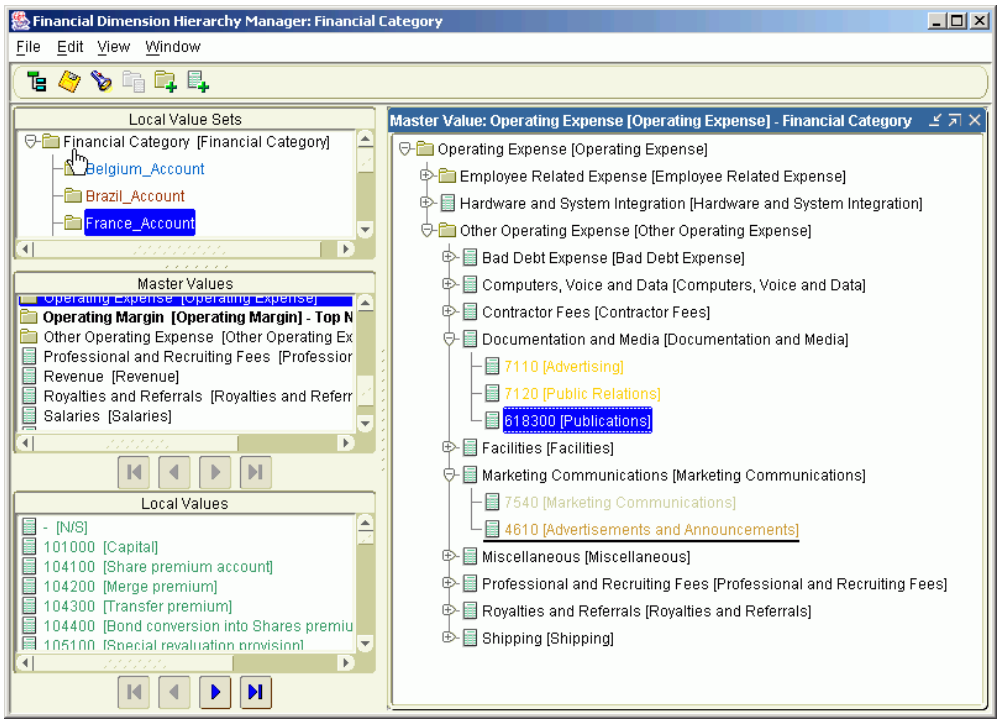
   The Top Node is a parent value, and the highest point in the dimension's hierarchy. It is defined once, in the master value set only.



3. Manage the relationships between the master and local value sets by building a cross-value set hierarchy.

   Note: You must build a dimension hierarchy if the master value set is different from the local value set.

   You can drag and drop segment values from the local value set hierarchy to the master value set hierarchy or within a master value set to create hierarchies.

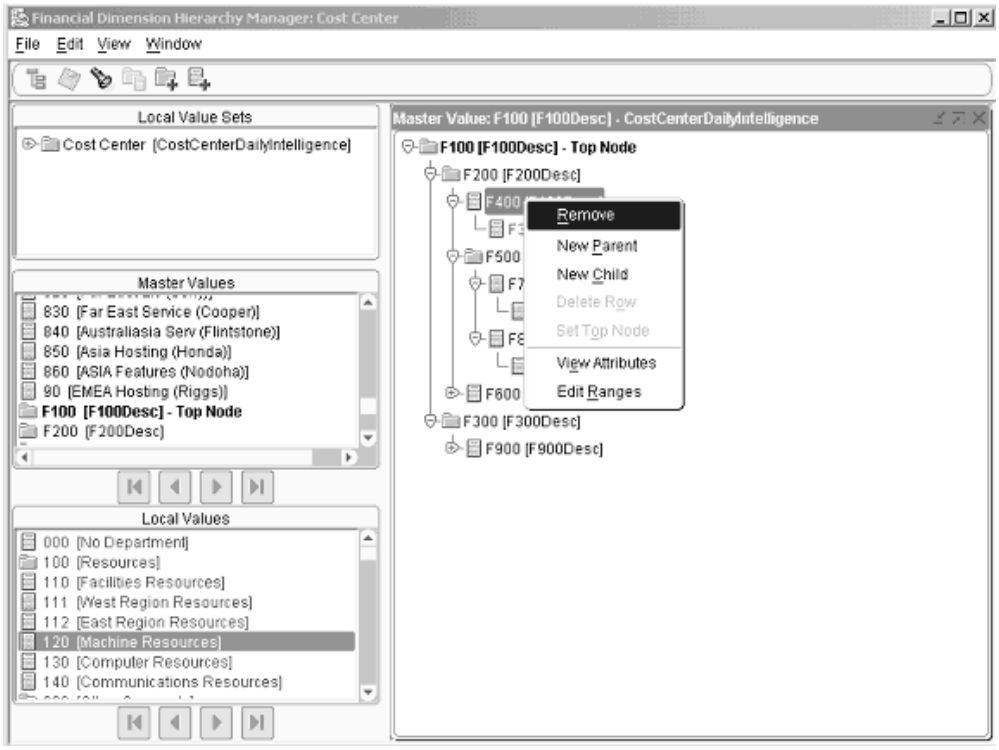


For example, Publications is a child node of Documentation and Media. You can move Publications under Marketing Communications by dragging and dropping from Documentation and Media into Marketing Communications.

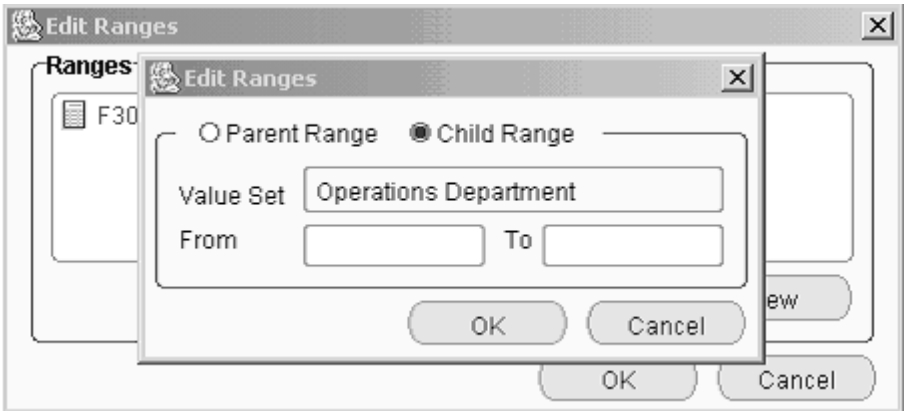
In addition, if mapping ranges of values to parents, map ranges instead of dragging and dropping one value at a time:

1. Select a parent in the master value set in the right side window.

2. Left click and select Edit Ranges



3. Click New for new range.



4. Select the range from the value set that you want to map.

Note that when you build a cross-value set hierarchy:

- If you move a parent value in the hierarchy, all of the parent's child values move with it.
- If there is no local value set, you can maintain the dimension hierarchy within the master value set.

- If you have local value sets, the dimension hierarchy crosses the master and all local values sets. You cannot move values between local value sets, you can only assign local values as detail values to a master value set.

- You can edit the value descriptions directly in the window. By default, local value set values are displayed using the following format:

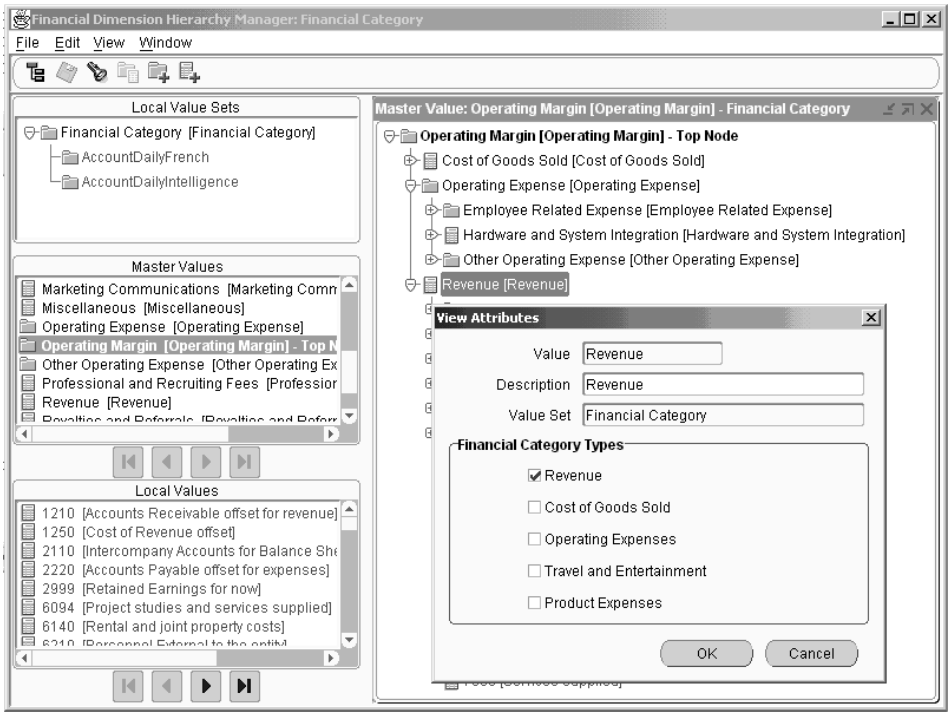
  - Value [description]

    For example, 1100 [Cash].

- You can change the format to display the value set name. For example, 1100 - Account VSet [Cash] by choosing View > Display Value Set Name.

- For the Financial Category dimension only, assign the following financial category types to the hierarchy:

  - Revenue
  - Deferred Revenue - only used by DBI for Sales and DBI for Supply Chain
  - Cost of Goods Sold
  - Operating Expenses
  - Travel and Entertainment
  - Product Expenses - only used by DBI for Product Lifecycle Management

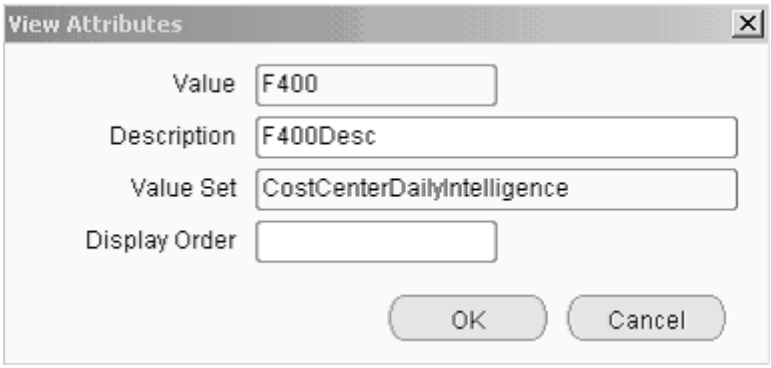


In addition, the following features are available in the FDHM:

Display Order: You can select the display order of values on the dashboards.

1. Select a parent value and left click.

2. Select View Attributes.



3. Enter the display order for this parent.

The following dimensions have the Display Order option:

- Company

- Cost Center
- Financial Category
- Line of Business
- User Defined

For example, for the Financial Category dimension, you can display Travel and Entertainment expenses before Employee expenses by assigning #1 to Travel and Entertainment, and #2 to Employee. With these assignments, all portlets and reports will display Travel and Entertainment expenses first, and then Employee expenses.

Related Topics

For more information on common dimensions, see: Common Dimensions, page 1-9.

Key Performance Indicators

Daily Business Intelligence for Financials uses the following KPIs.

Profit and Loss Key Performance Indicators (KPIs)

The following KPIs appear on this dashboard.

- **Revenue:** Based on the accounts mapped to the Revenue financial category.
- **Expenses:** Based on the accounts mapped to the Operating Expenses financial category.
- **Operating Margin:** xTD Revenue - (xTD Cost of Goods Sold + xTD Expenses)
- **Operating Margin %:** (xTD Operating Margin / xTD Revenue) * 100

Profit and Loss by Manager Key Performance Indicators (KPIs)

The following KPIs appear on this dashboard.

- **Revenue:** Based on the accounts mapped to the Revenue financial category.
- **Expenses:** Based on the accounts mapped to the Operating Expenses financial category.
- **Operating Margin:** xTD Revenue - (xTD Cost of Goods Sold + xTD Expenses)
- **Operating Margin %:** xTD Operating Margin / |xTD Revenue|

Expense Management Key Performance Indicators (KPIs)

The following KPIs appear on this dashboard.

- **Expenses:** Based on the accounts mapped to the Operating Expenses financial category in the Financial Dimension setup.
- **% of Forecast:** (Actual Expenses / Forecast Expenses) * 100
- **Forecast vs. Budget:** ((Forecast Expenses - Budget Expenses) / Budget Expenses) * 100
- **Expenses per Head:** Total Expenses / Headcount
- **T&E per Head:** Total Travel and Entertainment Expenses / Headcount
- **Headcount:** Employee headcount based on the As Of date displayed in the dashboard. The manager hierarchy used to calculate headcount is stored and maintained in Oracle Human Resources.

Expense Analysis Key Performance Indicators (KPIs)

The following KPIs appear on this dashboard.

- **Expenses:** Based on the accounts mapped to the Operating Expenses financial category.
- **Budget:** Based on the budget for the Operating Expenses financial category.
- **% of Budget:** (Actual Expenses/Budget) * 100
- **Forecast:** Based on the forecast for the Operating Expenses financial category.
- **% of Forecast:** (Actual Expenses / Forecast) * 100

Funds Management Key Performance Indicators (KPIs)

The following KPIs appear on this dashboard.

- **Available:** Funds available = Controlled (Budget - Encumbrances - Actuals)
- **% Available:** Controlled funds available as a percentage of budget.
- **Budget:** Approved organizational and project expenses.
- **Encumbrances - Commitments:** Total of all encumbrance balances due to commitments.

- **Encumbrances - Obligations:** Total of all encumbrance balances due to obligations.
- **Encumbrances - Others:** Total of all encumbrance balances, not due to commitments or obligations.
- **Actuals:** Incurred expenses that are accounted.

Payables Management Key Performance Indicators (KPIs)

The following KPIs appear on this dashboard.

- **Invoices Entered:** Number of invoices entered, either manually or automatically, into Oracle Payables.
- **Electronic Invoices:** Percent of electronic invoices relative to Invoices Entered, calculated as:

  ((Number of electronic invoices) / Invoices Entered) * 100
- **Invoices Paid:** Number of invoices paid in current period.
- **Paid Late:** Percent of invoices paid after scheduled payment date relative to the total invoices paid on time, within the designated period, calculated as:

  (Number of Invoices Paid Late / Number of Invoices) * 100
- **Invoice to Payment Days:** Average number of days it takes for an invoice to be paid, calculated as:

  ((Payment Date - Invoice Date) / Number of Payments) * 100
- **Payments:** Number of payments.
- **% Discount Offered:** Percent of discounts offered across all invoices, calculated as:

  (Total Discount Amount / Total Invoice Amount) * 100
- **% Discount Taken:** Percent of discounts taken for all invoices paid, calculated as:

  (Total Discount Amount Taken / Gross Invoice Amount) * 100

Payables Status Key Performance Indicators (KPIs)

The following KPIs appear on this dashboard.

- **Open Payables Amount:** Total amount of all unpaid invoices.
- **Invoices Due Amount:** Total amount of all unpaid invoices due on the As Of date.
- **Number Invoices Due:** Number of invoices due on the As Of date.

- **Weighted Average Days Due:** Average number of days invoices are due, weighted on invoice amounts, calculated as:

  (Number of Invoices Paid Late / Number of Invoices) * 100

- **Invoice to Payment Days:** Average number of days it takes for an invoice to be paid, calculated as:

  ((Scheduled Payment Date - System Date) * Invoices Due Amount) / Total Scheduled Payment Amount

  This is expressed as a positive number.

- **Invoices Past Due Amount:** Total amount of all invoices past due.

- **Number Invoices Past Due:** Number of invoices past due.

- **Weighted Average Days Past Due:** Average number of days invoices are past due, weighted on invoice amounts, calculated as:

  ((Scheduled Payment Date - System Date) * Invoices Past Due Amount) / Total Scheduled Payment Amount

- **Discount Remaining Amount:** Amount of the discounts that remain available on unpaid invoices on the As Of date.

- **Discount Offered Amount:** Amount of discounts offered on the gross amount on all invoices at the summary level.

- **Invoices on Hold Amount:** Total of the amounts on invoices on hold.

- **Invoices On Hold:** Percent of invoices on hold relative to unpaid invoices on the As Of date, calculated as:

  (Number of Invoices on Hold / Unpaid Invoices) * 100

Securing Data

In addition to the basic Daily Business Intelligence security model, Daily Business Intelligence for Financials uses responsibility based security to determine which users have access to DBI for Financials dashboards and reports.

The General Ledger Revenue and Expense Reporting dashboards use basic Daily Business Intelligence security as follows:

- **Profit and Loss and Expense Management:** The Profit and Loss and Expense Management dashboards are secured by manager.

- **Expense Analysis and Funds Management:** The Expense Analysis and Funds Management dashboards are secured by company and cost center.

Related Topics

For more information on security in Daily Business Intelligence, see: Securing Daily Business Intelligence, page 1-15.

Implementing Security for the Profit and Loss and Expense Management Dashboards

The Profit and Loss and Expense Management dashboards are secured by the Manager hierarchy. See: Overview of Manager Reporting, page 5-1.

Every company-cost center combination in General Ledger must have corresponding company-cost center organizations set up in Oracle Human Resources. These company-cost center organizations can be automatically or manually created using the Define Organization window.

If there is no company-cost center organization in Oracle Human Resources or if there is no manager assigned to the organization, the Profit and Loss and Expense Management dashboards may not show the correct results.

Implementing Security for the Expense Analysis and Funds Management Dashboards

The Expense Analysis and Funds Management dashboards are secured by company and cost center. Define a list of the companies and cost centers that each of your users can access. Before setting up security, run the initial request set for the Expense Analysis or Funds Management dashboard.

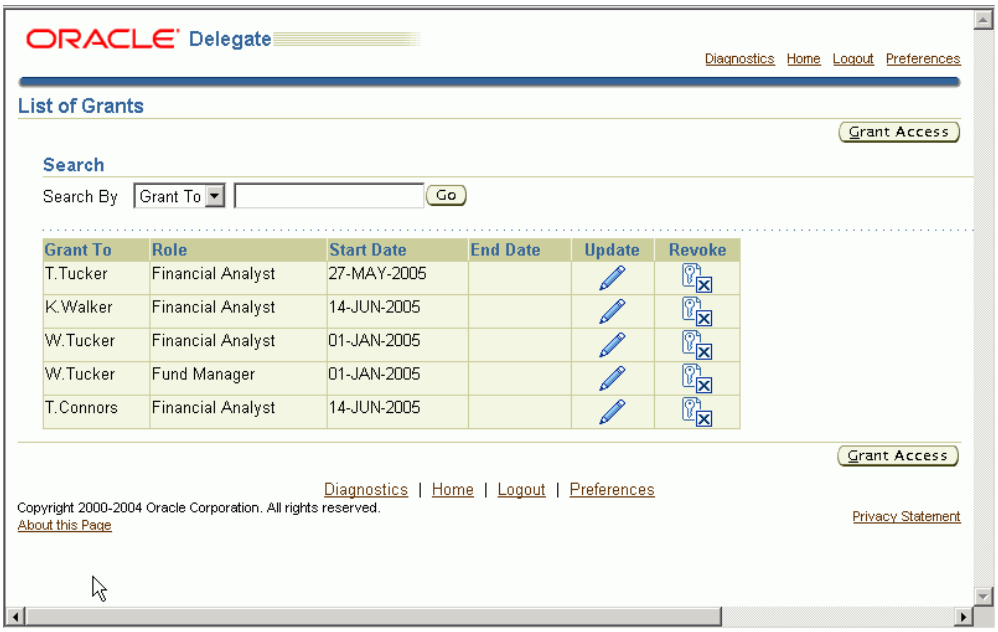
Implementing Security Using Company and Cost Center Security Page

To set up company cost center security:

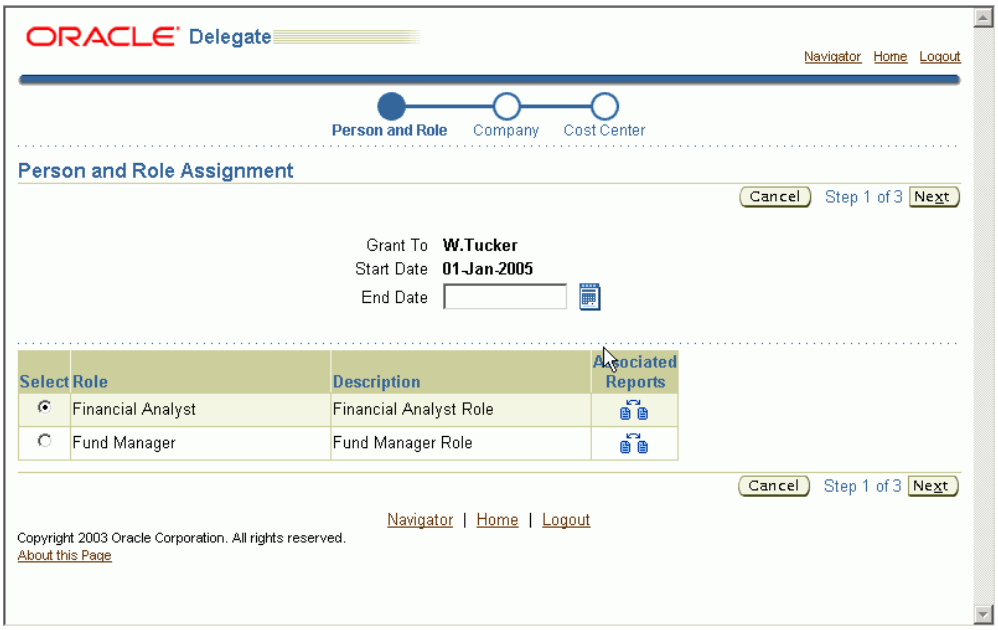
1. Log into Oracle Applications using the Daily Business Intelligence Administrator responsibility and click Company Cost Center Security.

2. On the List of Grants page, update or revoke existing grants, or create a new grant.

   To set up security for a new user, create a new grant by selecting Grant Access.



3. On the Person and Role Assignment page, update or create a grant.



1. If creating a new grant, select the user to grant pages to in the Grant To field.
2. Use the Start and End Date fields to indicate the length of security access.
3. Select the role:

- Financial Analyst for the Expense Analysis dashboard
- Fund Manager for the Funds Management dashboard

4. Use the Company Assignment page to grant access to all or specific company information for this person.

   Note: Click Add Company to search for and add a company to the list.

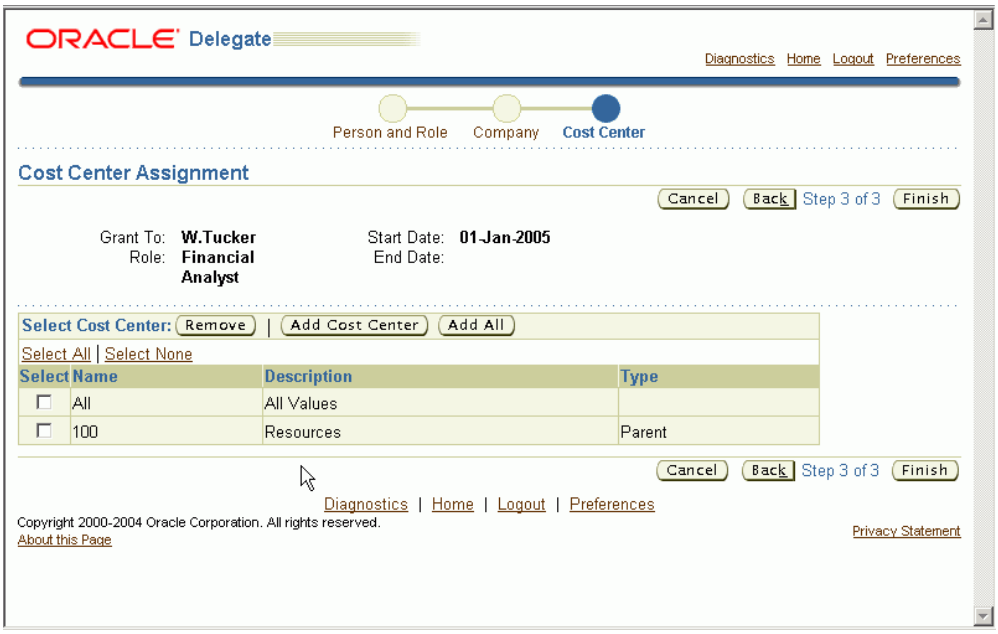
   Click Add All to add a new row, All, to the list. If All is selected, then this person/role has access to the information for all companies.

   Note: The list of values is dependent on the master value set that was set up for the Company and Cost Center dimension. See: Dimensions, page 10-6. If no values exist in the table, run the initial request set for the Expense Analysis or Funds Management dashboard, prior to this security setup.

5. Use the Cost Center Assignment page to grant access to all or specific cost center information for this person.

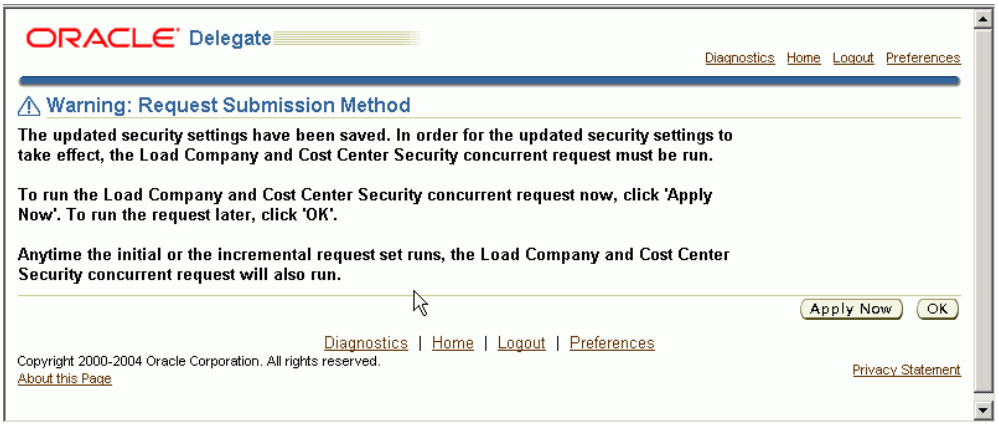
   Note: Click Add Cost Center to search for and add a cost center to the list.

   Click Add All to add a new row, All, to the list. If All is selected, then this person/role has access to the information for all cost centers.



6. Submit the Load Company and Cost Center Security concurrent request to update the security settings.

   You can submit the concurrent request now, or later. If you select Now, then security is activated after the background concurrent program completes. Otherwise, security is activated after the initial or incremental request set has run.



   Note: A user can access information, only if you have granted *both* the company and cost center for the information to that user in the above steps. If only the company is assigned to the user, but not the cost center, then the user cannot access the information. Similarly, if only the cost center is assigned, but not the company, then the user cannot access the information.

Implementing Security Using WebADI

Oracle Web Applications Desktop Integrator (WebADI) is a spreadsheet-based application that lets you create and update multiple grants at a time into the system.

> **Note:** For information on how to set up and use Oracle Web Applications Desktop Integrator, see: *Web Applications Desktop Integrator Implementation Guide* and *Web Applications Desktop Integrator User Guide*.

To set up company cost center security by creating and updating multiple grants at a time:

1. Log into Oracle Applications using the Daily Business Intelligence Administrator responsibility and click Company Cost Center Security.
2. On the List of Grants page, click Mass Add.
3. Select Create Document.
4. Select Open to work on the file online or select Save.
5. Enable macros and provide details for the following columns:
   - Grant To: The user receiving the grant.
   - Role: The role assigned to the user, described as follows:
     - Financial Analyst for Expense Analysis dashboard.
     - Fund Manager for Funds Management dashboard.
   - Start: The beginning date of the grant.
   - End: The end date of the grant.
   - Dimension: The dimension you would like to grant access to (Company or Cost Center).
   - Value: The value in that dimension, which is any value from the specified dimension, as well as the value *All*.

     > **Note:** The list of values is dependent on the master value set that was set up for the Company and Cost Center dimension. See: Dimensions, page 10-6. If no values exist in the table, run the initial request set for Expense Analysis or Funds Management dashboard prior to this security setup.

6. Click Upload on the Oracle menu of the Excel worksheet to upload data to the interface tables.

7. Submit the Upload Company and Cost Center WebADI Security concurrent request to upload the data from the interface table to the security grants table.

   Note: If there is already an existing grant for the Grant To/Role pair, the existing grants will be completely deleted and overwritten by the new grant. For example, if the following grant was entered into the system at a previous session:

Grant To	Role	Start	Dimension	Value
W. Tucker	Financial Analyst	4/01	Company	10
W. Tucker	Financial Analyst	4/01	Company	20
W. Tucker	Financial Analyst	4/01	Company	30
W. Tucker	Financial Analyst	4/01	Cost Center	All

   And the user decides to enter the following grant into WebADI:

Grant To	Role	Start	Dimension	Value
W. Tucker	Financial Analyst	4/01	Company	10
W. Tucker	Financial Analyst	4/01	Cost Center	All

   W. Tucker's new grants will be the latter, where he loses the access to Company values 20 and 30.

8. Submit the Load Company and Cost Center Security concurrent request to update the security settings.

Implementation Considerations

The following are common setup concerns that you should be aware of before you begin setting up Daily Business Intelligence for Financials.

Software

The following table lists the prerequisite applications, whether or not each is required, and what functionality is dependent on the installation of each application.

Application	Type	Dashboards
Oracle General Ledger	Required	Profit and Loss Expense Management Expense Analysis Funds Management
Oracle Payables	Optional	Expense Management Expense Analysis Funds Management
Oracle Receivables	Optional	Profit and Loss Expense Analysis
Oracle Assets	Optional	Expense Analysis Funds Management
Oracle Purchasing	Optional	Expense Analysis Funds Management
Oracle Internet Expenses	Optional	Expense Management Expense Analysis Funds Management
Oracle Order Management	Optional	Profit and Loss
Oracle Human Resources	Optional	Profit and Loss Expense Management

General Ledger Revenue and Expense Reporting Implementation Considerations

Consider the following issues before implementing General Ledger Revenue and

Expense Reporting.

Currency

The Profit and Loss, Expense Management, and Expense Analysis dashboards support both primary and secondary global reporting currencies. You must define all of the necessary currency conversion rates to the two global currencies in Oracle General Ledger. See: *Oracle General Ledger User Guide*.

Transactions can have a date in the future. In those cases DBI for Financials uses the conversion rates for the current system date.

For information about reconverting future-dated transactions on the Profit and Loss, Expense Management, and Expense Analysis dashboards, see: FII Currency Reconversion Program, page 10-62.

For information about reporting currencies, see: Set Up Daily Business Intelligence, page 13-12.

Reconciliation Consideration

The DBI for Financials dashboards and reports display interim operational and financial information. During an accounting period this information may not reconcile to General Ledger information, primarily due to any manual or period-end adjustments and the exchange rates used to convert transactions to the global reporting currency. To ensure more accurate results on these dashboards, we recommend that you consider the following:

- Include appropriate adjustments and consolidation journals from the consolidation or management ledgers using proper Journal Inclusion Rules when defining the Source Ledger Group. See: Define Source Ledger Group, page 10-43.

- DBI for Financials includes the FII Currency Reconversion program that enables you to reconvert amounts displayed on the Profit and Loss, Expense Management, and Expense Analysis dashboards using final month-end rates. Because information for the DBI for Financials dashboards is collected on a daily basis, you will not have the month-end exchange rates used for management reporting. We recommend that you run the FII Currency Reconversion program at month- or quarter-end to ensure that the information on the DBI for Financials reports more closely match the post-close information stored in your General Ledger. See: FII Currency Reconversion Program, page 10-62.

- Some companies have business processes that allow disabled cost centers to be reinstated. For example, cost center *C486 - Database License Sales* could be disabled and later reinstated as *C486 - Applications Support*. This business practice can result in incorrect or misleading revenue and expense information to be displayed. The DBI for Financials dashboards assume that cost center or balancing segment values carry the same meaning for all time periods. For this reason, we recommend that you do not recycle cost center values.

- The data for the adjusting period is merged with the data of the closing period with which the adjusting period overlaps.

- DBI reporting excludes the data for journals with *Closing Journal* as the source.

Daily Transactional Processing

To provide up-to-date revenue, cost, and expense information in the Profit and Loss, Expense Management, and Expense Analysis dashboards, we recommend that you frequently perform the following transactional processes:

- Revenue recognition process in Oracle Receivables

- Posting Oracle Receivables and Oracle Payables data to Oracle General Ledger

- Posting in Oracle General Ledger

To better support daily reporting, we recommend that you automatically group journal lines into journal entries based on the effective date, using the General Ledger journal import functionality.

> **Note:** For the Funds Management dashboard, post all encumbrance journals immediately to avoid negative encumbrance amounts on the dashboard.

Performance and Data Volume

The performance and data volume of the materialized views that support these dashboards are dependent on the following:

For Profit and Loss and Expense Management dashboards:

- Size of the Financial Category and Line of Business hierarchies, as defined in the master value set. A deeper or wider hierarchy means less aggregation and can potentially have a negative impact on the performance of the dashboards.

- Number of company-cost center managers in the Human Resources supervisor hierarchy. The FII: Manager Aggregation Level profile option controls the level at which you can report on managers. Setting this option to five, for example, will limit the dashboard access to the top five levels of managers in the company. We recommend that you set the profile such that the total number of managers is less than a few thousand. For information on setting this profile, see: Overview of Manager Reporting, page 5-1.

  > **Note:** This profile only affects the reporting on the DBI for Financials dashboards. It does not affect the reporting on the DBI

for Human Resources dashboards or reports.

For Expense Analysis and Funds Management dashboards:

- Size of the Company, Cost Center, Financial Category and User Defined hierarchies, as defined in the master value set. A deeper or wider hierarchy means less aggregation and can potentially have a negative impact on the performance of the dashboards

- In addition, failure to close past periods in Oracle Receivables, Oracle Payables, or Oracle General Ledger can result in performance issues when you run the initial or incremental request sets for all dashboards.

  Note: This is especially applicable for periods that begin after the global start date.

Payables Implementation Consideration

This section describes an implementation consideration for the Payables Management and Payables Status dashboards.

Currency

The Payables Management and Payables Status dashboards convert transactional currencies to ledger currencies. For example, this occurs because the discount available and discount remaining amounts (AP_PAYMENTS_SCHEDULES_ALL) and discount taken amount (AP_INVOICE_PAYMENT_ALL) are only stored in the transaction currency. For this reason, exchange rates must be maintained between all transactional and ledger currencies. If all operating units use the same ledger currency, then the Payables dashboards can display information in that ledger currency.

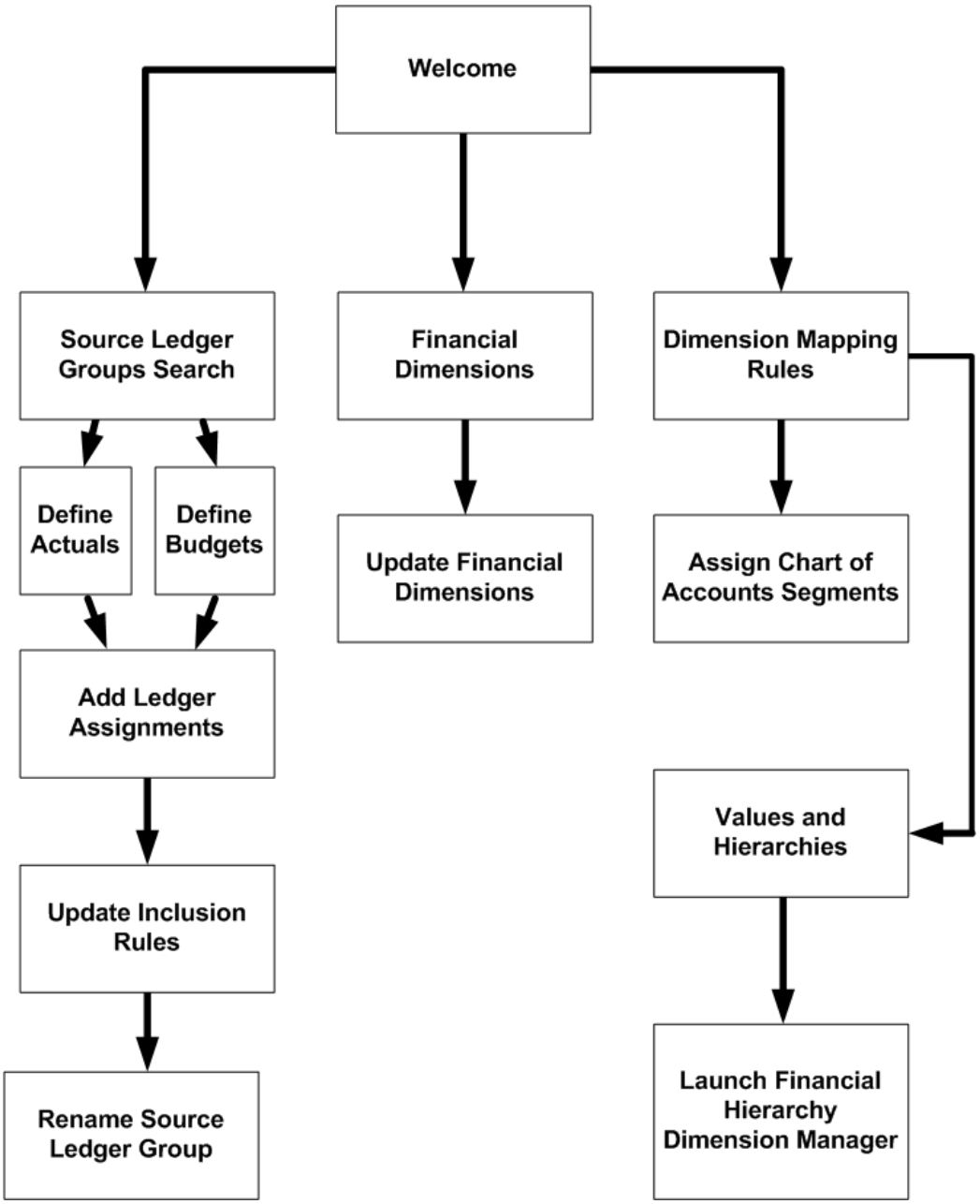
Collection Criteria

Please note that invoices in Oracle Payables is collected by the creation date, not the invoice date.

Setup Checklist

Set Up General Ledger Revenue and Expense Reporting Dashboards

The following diagram illustrates the Financials Dimension setup flow.



The following table lists all of the required and optional implementation steps for General Ledger Revenue and Expense Reporting dashboards. These steps must be completed in the order shown in the table.

Implementation Steps for DBI for Financials

Steps	Setup Location	Description	Required
Set Up Daily Business Intelligence Framework, page 2-29	• Daily Business Intelligence Administrator • System Administrator	Determine the DBI Framework procedures.	Required
Set Up Manager Reporting, page 5-4	• System Administrator • HRMS Manager • Daily Business Intelligence Administrator	Determine the Manager Reporting procedures.	Required
Set Up Item Dimension Reporting, page 6-11	• Daily Business Intelligence Administrator • Item Manager	Determine the Item Dimension Reporting procedures.	Required
Define Source Ledger Group, page 10-43	Daily Business Intelligence Administrator: Financial Dimensions Setup	Determine which sets of books to collect data from, and what rules to follow for including journals.	Required
Define Financial Dimensions, page 10-12	Daily Business Intelligence Administrator: Financial Dimensions Setup	Define the dimensions by which data will be reported, and which segments in the chart of accounts the dimensions will be based on.	Required

Steps	Setup Location	Description	Required
Define Dimension Mapping Rules, page 10-14 and Managing Values and Hierarchies, page 10-16	Daily Business Intelligence Administrator: Financial Dimensions Setup	Build hierarchical structures for financial dimensions, and map value sets from heterogeneous charts of accounts into a single view for reporting.	Required
Set Up Budgets and Forecasts, page 10-46	Financial Dimensions Setup or WebADI	Configure data source to use for loading budgets and forecast. If Oracle General Ledger is the budget source, then specify budgets to be extracted.	Optional
Set Up Security, page 10-28	Daily Business Intelligence Administrator or Human Resources User	Define data security for each dashboard user.	Required
Set Up Profile Options, page 10-64	System Administrator	Set up remaining profile options to control functionality.	Required
Post-Setup Steps, page 2-66	• Daily Business Intelligence Administrator • CRM Administrator	Perform necessary post setup steps for maintenance of DBI for Financials dashboards.	Required

If you have already completed a setup listed in this checklist, either as part of the setting up the transactional application or as part of setting up another dashboard, you do not need to repeat the setup.

Unless otherwise noted, setups can be performed concurrently.

Set Up Payables Dashboards

The following table lists all of the required and optional implementation steps for

Payables dashboards. These steps must be completed in the order shown in the table.

Implementation Steps for DBI for Financials

Steps	Setup Location	Description	Required
Secure Payables Data, page 10-42	Daily Business Intelligence Administrator	Determine the securing Payables procedures.	Required
Post-Setup Steps, page 2-66	• Daily Business Intelligence Administrator • CRM Administrator	Perform necessary post setup steps for maintenance of DBI for Financials dashboards.	Required

If you have already completed a setup listed in this checklist, either as part of the setting up the transactional application or as part of setting up another dashboard, you do not need to repeat the setup.

Unless otherwise noted, setups can be performed concurrently.

Secure Payables Data

Set up the MO: Security Profile option to secure data by operating unit.

See: Set Up Operating Unit Security, page 2-55.

Source Ledger Groups

A source ledger group is a group of ledgers, across which you report and analyze financial information. This defines the scope of the financial information used to provide a consolidated view of revenue, cost of goods sold, and expenses across the enterprise. Incorrect or incomplete setup results in the display of inaccurate revenue, cost of goods sold, and expenses.

When setting up a source ledger group, you can include the entire ledger or specific balancing segment values within the ledger. We recommend including all balancing segments for operational ledgers. For consolidation or adjustment ledgers, however, we recommend including only specific balancing segments or journals to avoid double counting. The inclusion of consolidation or adjustment ledgers enables DBI for Financials reporting to provide a more complete picture of your financial data.

See: Define Source Ledger Group: Actuals, page 10-43.

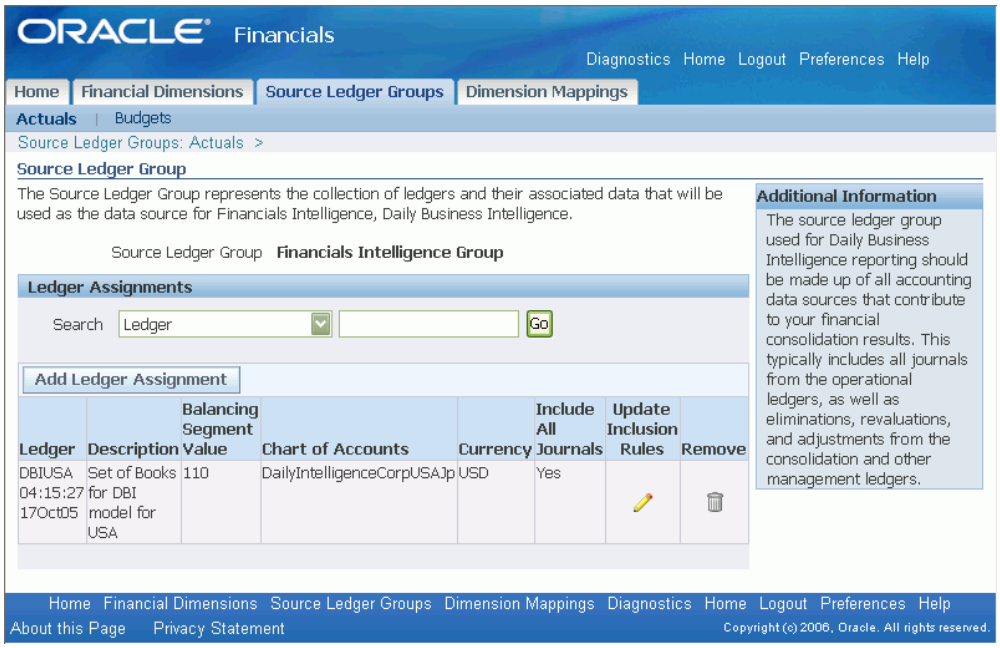
Note: The Source Ledger Group setup also supports information displayed in other intelligence applications including DBI for Purchasing and DBI for Supply Chain.

Define Source Ledger Group: Actuals

The source ledger group defines source ledgers for both the actuals and budget/forecast information used to report on Daily Business Intelligence dashboards.

This section describes how to define the ledgers that support the actuals on DBI dashboards. To define budget/forecast information, see: Setting Up Budgets and Forecasts, page 10-46.

1. In the Financial Dimensions Setup flow, navigate to Source Ledger Groups > Actual.



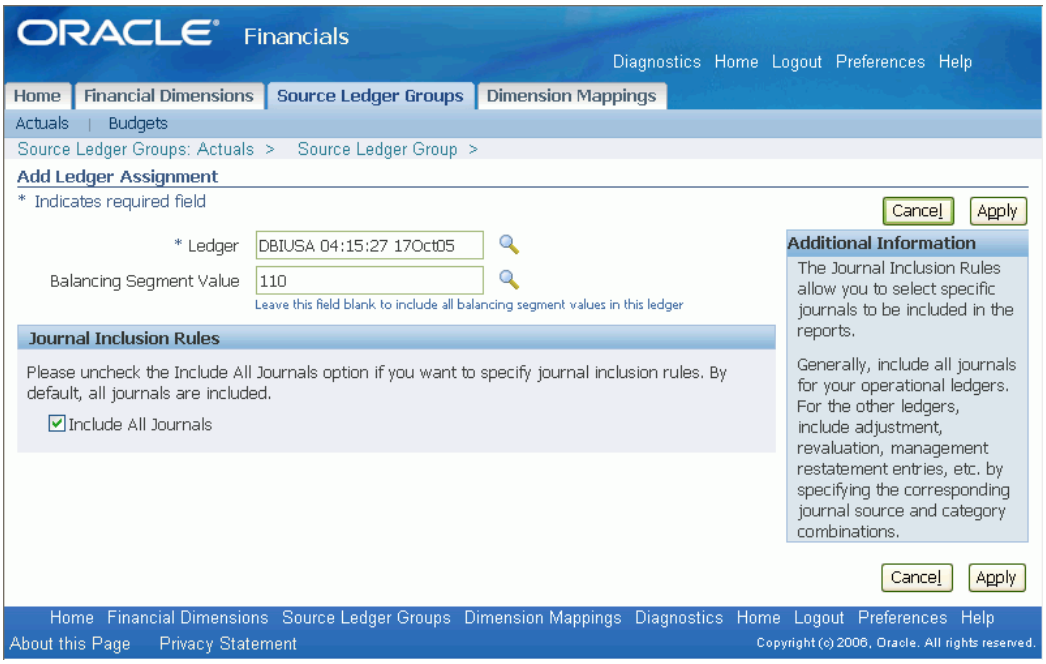
2. On the Source Ledger Groups Details page, you can:

   - Click Add Ledger Assignment to add ledgers or modify ledgers that are assigned to the source ledger group.

   - Click Update Inclusion Rules to update the inclusion rules for the journal sources and categories for each ledger in the source ledger group. See: Add Ledger Assignments to Source Ledger Groups, page 10-44.

Add Ledger Assignments to Source Ledger Groups

To populate the source ledger group, assign all of your operational ledgers and all of the ledgers that you use to consolidate your accounting information. By including the appropriate operating and consolidation ledgers, the information displayed in Daily Business Intelligence dashboards and reports will be more consistent with the information reported in Oracle General Ledger.



> **Warning:** Plan your ledger assignments carefully. If you change your ledger assignments, then you must re-run the initial request set for the affected dashboards.

On the Add Ledger Assignment page, complete these required fields:

- **Ledger:** Select the specific ledger/ledgers from which you want to report on actuals.

Optional fields include:

- **Balancing Segment:** If you want to report on a specific balancing segment for that ledger, then select that segment value. Add a separate line for each individual balancing segment. To include all balancing segments, leave the Balancing Segment Value field blank.

- **Journal Inclusion Rules:** Controls the journals that provide information for your reports by defining one or more pairs of journal sources and journal categories.

  Use the following guidelines:

- A journal inclusion rule is a General Ledger journal source and category combination. A journal inclusion rule is used to determine which journals will be extracted for reporting.

- Journal inclusion rules are only useful when you want to include consolidation adjustment journals from a consolidation ledger for reporting. For example, you can select a Consolidation source with the Adjustments category, and then add the Consolidation source with the Eliminations category.

- By default, all journals are included.

> **Note:** Be consistent in assigning a journal source and journal category combination to your manual adjustment and consolidation journals.

For example, if you define two journal inclusion rules:

- Select a *Consolidation* journal source and an *Adjustments* journal category

- Select a *Consolidation* journal source and an *Eliminations* journal category.

If your inclusion rules only include these two source and category combinations, a journal with a *Consolidation* journal source and an *HQ Adjustment* journal category would not be included in DBI for Financials dashboards and reports.

> **Note:** For information on journal sources and categories, see: Setting Up General Ledger, *Oracle General Ledger User Guide*.

Update Inclusion Rules:

You can update existing inclusion rules; however, you cannot update the balancing segment assigned to a ledger. If you need to change the rules for which balancing segments are included, you must delete the ledger from the source ledger group and re-include it.

> **Note:** If you update the journal inclusion rules, re-run the initial request sets for the affected dashboards.

Budgets and Forecasts

Budgets and forecasts can be loaded and displayed on the following DBI for Financials dashboards for comparison and tracking versus actuals:

- Profit and Loss

- Expense Management
- Expense Analysis
- Funds Management

Setting Up Budgets and Forecasts

DBI for Financials provides the ability to import budgets and forecasts into the Financials dashboards.

Import budget and forecast information for reporting, using one of three methods:

- Oracle General Ledger. See: Loading Budget and Forecast Data from Oracle General Ledger, page 10-47
- Importing Budget and Forecast Data Using WebADI, page 10-49
- Importing Budget and Forecast Data Using SQL Loader, page 10-52

Once you select a method, you cannot switch to a different method. For example, you cannot upload some budgets/forecasts for some ledgers from GL, and use WebADI for others.

If some of your budgets/forecasts are in GL while others are in other budgeting tools, you can:

- Import all budgets into GL and then upload them to DBI for Financials.
- Export all budgets and use WebADI to upload them to DBI for Financials.

Before loading budget and forecast data:

- Complete all DBI for Financials prerequisite and implementation steps.
- You must apply the appropriate Oracle Applications Desktop Integrator patch and follow the installation instructions outlined in the patch. After installing the Oracle Applications Desktop Integrator patch, confirm that you can access the Desktop Integration responsibility.
- Set up the default time level for budgeting and forecasting. See: Setting Default Time Levels for Budget and Forecast Data, page 10-46.
- Review budget versioning considerations. See: Budget Versioning, page 10-47.

Setting Default Time Levels for Budget and Forecast Data

Although it is possible to view actual data on a daily basis, you can view your budget or forecast data only by Period, Quarter, or Year. By default, the budget and forecast are viewed by period.

The granularity of your budget and forecast data is set by the following profile options, which are set at the Site level:

- FII: Budget Period Type
- FII: Forecast Period Type

Budget Versioning

WebADI as a budget source supports multiple versions of a single budget or forecast based on the effective date. You can specify the effective date of the budget in the WebADI spreadsheet. The following logic is executed for budget versioning:

- If a record is uploaded with different effective dates, then the first iteration will be version 1, while the second iteration will be version 2, and so on.
- If the user leaves the effective date blank, then existing records are overwritten during upload. The last loaded iteration replaces previous iterations.

DBI for Financials supports only one version of the budget/forecast per day. If several iterations of budget/forecast are loaded with the same effective date, then the last loaded iteration replaces previous iterations.

> **Note:** Budget versioning is applicable *only* for the Expense Analysis dashboard.

This table describes the budget import and versioning options that are available for each dashboard:

Dashboard	Import Using Oracle General Ledger	Import Using WebADI	Import Using SQL Loader	Budget Versioning Support
Profit and Loss	Yes	Yes	Yes	No
Expense Management	Yes	Yes	Yes	No
Expense Analysis	Yes	Yes	Yes	Yes (WebADI only)
Funds Management	Yes	No	No	No

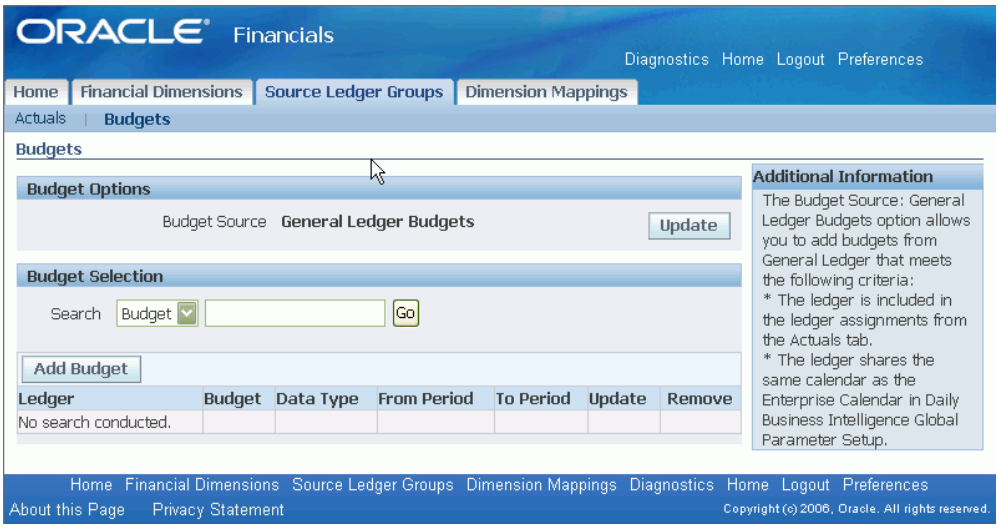
Loading Budget and Forecast Data from Oracle General Ledger

> **Note:** For the Funds Management dashboard, this is the only upload

option.

1. Navigate to the Source Ledger Groups tab in Financials Dimension Setup and select the Budgets tab.

   Under Budget Options, click Update.



2. Select General Ledger Budgets as the budget source.

   Note: Carefully consider this selection. After budget information is loaded into DBI, a subsequent change in source selection will purge all data.

   If you are implementing the Funds Management dashboard and the Industry profile is set to Government, then General Ledger is the only available budget source here.

3. Click Add Budget.

4. Before you can select a ledger and budget, ensure that the following criteria is met:

   - The ledger is included in the assignments on the Actuals tab.
   - The ledger shares the same calendar as the enterprise calendar in Daily Business Global Parameter Setup. See: Set Up Global Parameters, page 2-30.

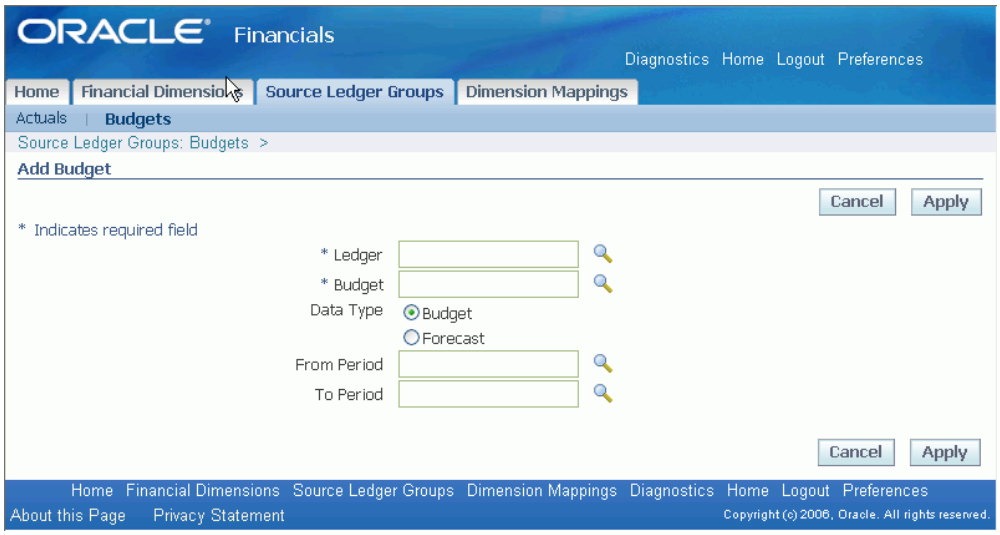
5. Select the data type: Budget or Forecast.

6. Select the date range. The date range defaults from the budget, but you can overwrite the dates provided they fall within the boundaries that are defined in

General Ledger.

7. If you are implementing the Funds Management dashboard and the Industry profile is set to Government, optionally select a baseline budget.

   Note: The Forecast data type is not available if the baseline budget is selected.



Importing Budget and Forecast Data Using WebADI

Oracle Web Applications Desktop Integrator (WebADI) is a spreadsheet-based application that lets you enter data into the DBI for Financials budget interface table (FII_BUDGET_INTERFACE) for loading into the system.

Note: For information on how to set up and use Oracle Web Applications Desktop Integrator, see: *Web Applications Desktop Integrator Implementation Guide* and *Web Applications Desktop Integrator User Guide.*

Loading Budget and Forecast Data

1. Navigate to the Source Ledger Groups tab in Financials Dimension Setup and select the Budgets tab. Under Budget Options, click Update.

2. Select Spreadsheet or Interface Table as the budget source.

3. Go back to the Daily Business Intelligence Administrator responsibility.

4. Select the Budget and Forecast Upload menu option.

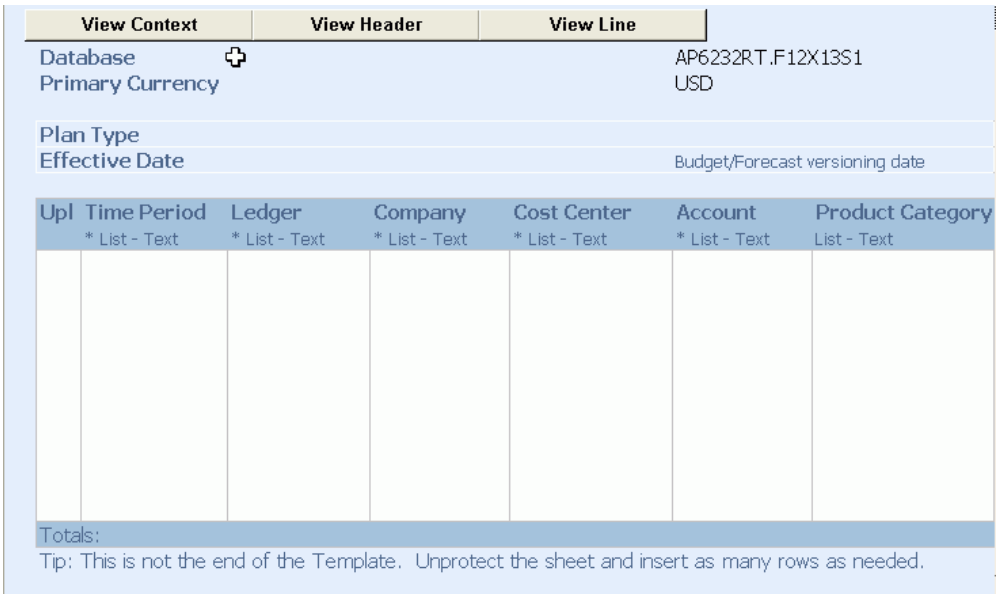
Note: You can upload budget and forecast only for a master value set.

5. Select Create Document. In the File Download dialog box, select Open to work on the file online; otherwise select Save.

   Note: Do not change the default Mapping selection.

6. Enable Macros and select List Text to specify Plan Type (Budget or Forecast) and to complete budget/forecast dimensions:

   - Effective Date: See: Budget Versioning, page 10-47.
   - Time Period: Period for which you are uploading the budget/forecast.
   - Ledger: List of values is dependent on the source ledger group. See: Source Ledger Groups, page 10-42.
   - Company/Cost Center/Account: List of values is dependent on the selected ledger.
   - User Defined: Select the values for user defined, if applicable.
   - Amount
   - Rate/Secondary Currency: Enter either rate or secondary currency amount, if applicable. If you enter only the rate, then the secondary currency amount is calculated.



7. Click Upload on the Oracle menu of the Excel worksheet to upload data to the interface tables.

Modifying Budget and Forecast Data

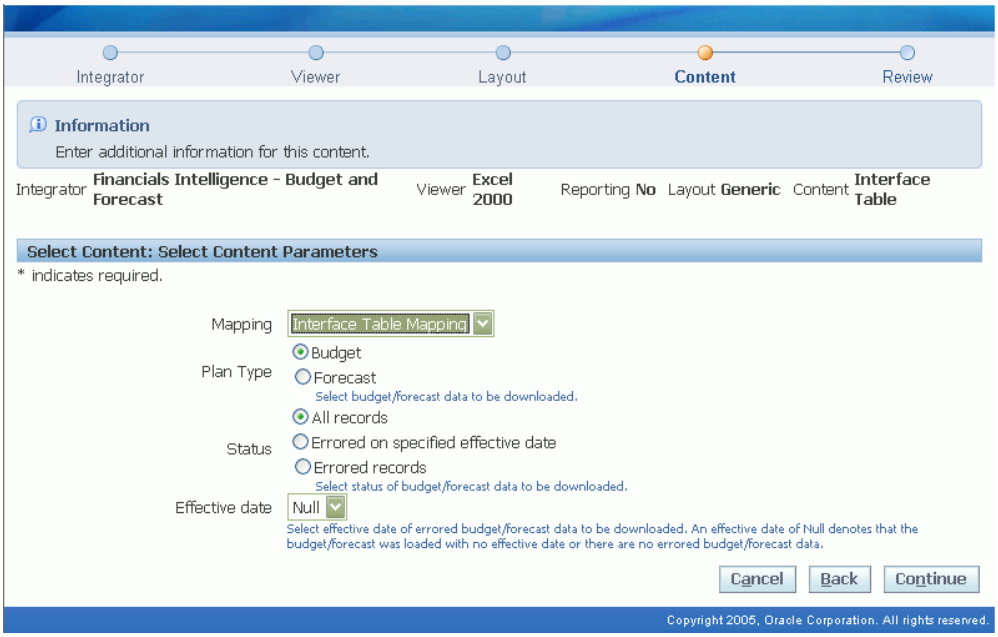
You can use WebADI to correct or change budget and forecast records stored in the interface tables:

1. Sign on to the Daily Business Intelligence Administrator responsibility.
2. Select the Budget and Forecast Download menu option. The Select Content: Select Content Parameters page appears.

   Note: If the page flow is not appropriate, click Back to go to the Create Document Shortcuts page. Select None on the Select Shortcut drop down menu to see the entire page flow. Click continue to specify again the page flow.

3. Select Interface Table Mapping on the Mapping drop down menu.
4. Select a Plan Type (Budget or Forecast).
5. Select the Status (All records, Errored on specified effective date, or Errored records) of budget/forecast data for download.
6. Select the Effective Date of errored budget/forecast data for download.

Note: An effective date of Null denotes that the budget/forecast was loaded with no effective date or no errored budget/forecast data exists.



7. Click Next to create document.

8. Select Create Document. A File Download dialog box appears. Select Open to work on the file online; otherwise select Save.

9. Enable Macros to modify the data.

10. Click Upload on the Oracle menu of the Excel worksheet to upload data to the interface tables.

    Note: WebADI does not let you delete data from the interface table. To delete records, use SQL*PLUS.

Importing Budget and Forecast Data Using SQL Loader

An alternative to using the Oracle Web Applications Desktop Integrator interface is to load in budget and forecast information using SQL Loader. You can use SQL Loader to enter budget and forecast data directly into the DBI for Financials budget interface table (FII_BUDGET_INTERFACE).

Note: For information on how to use SQL Loader, see: SQL*Loader, *Oracle Database Utilities*.

Preparing the Budget and Forecast Data

Use the following steps to load budget and forecast data into the FII_BUDGET_INTERFACE table:

1. Prepare the file containing the data you will be loading into the DBI for Financials budget interface table using SQL*Loader. You can choose to load either the budget, or the forecast data, or both. The column PLAN_TYPE_CODE in the FII_BUDGET_INTERFACE table distinguishes between budget and forecast data. The amount and dimensional columns are mandatory.

2. Populate the following columns in the FII_BUDGET_INTERFACE table:

    1. plan_type_code

    2. prim_amount_g

    3. report_time_period

    4. ledger / ledger_id

    5. company / company_id

    6. cost_center / cost_center_id

    7. fin_item / fin_category_id

        Note: If the sec_amount_g column is not populated and secondary global currency is set up, you will also need to populate the conversion_rate column. If the conversion_rate is populated, then the sec_amount_g column will be calculated. You do not need to enter them explicitly.

        Note: There are several columns in the FII_BUDGET_INTERFACE table that are used only for prior releases of DBI for Financials and are specifically indicated by *(Not used in current release)*. Prior releases of DBI for Financials is referred to as any release before DBI for Financials 7.0. The current release is defines as DBI for Financials 7.0 or greater.

The following table describes the columns of the FII_BUDGET_INTERFACE table:

FII_BUDGET_INTERFACE table

Column Name	Data Type	Column Description
PLAN_TYPE_CODE	VARCHAR2(2)	'B' for Budget, 'F' for Forecast Not Null.
PRIM_AMOUNT_G	NUMBER	Amount in primary currency Not Null.
REPORT_TIME_PERIOD	VARCHAR2(100)	Report time period (Period/Quarter/Year)
REPORT_DATE	DATE	Report date *(Not used in current release)*
COMPANY_COST_CENTER	VARCHAR2(240)	Company cost center value
LINE_OF_BUSINESS	VARCHAR2(150)	Line of business value *(Not used in current release)*
NATURAL_ACCOUNT	VARCHAR2(25)	Natural account value *(Not used in current release)*
FIN_ITEM	VARCHAR2(150)	Financial category value
CONVERSION_RATE	NUMBER	Conversion rate for converting primary to secondary currency
SEC_AMOUNT_G	NUMBER	Amount in secondary currency
FIN_CATEGORY_ID	NUMBER(15)	Financial category ID
COMPANY_COST_CENTER_ORG_ID	NUMBER(15)	Company cost center ID
STATUS_CODE	VARCHAR2(30)	Status code
LEDGER_ID	NUMBER(15)	Ledger ID

Column Name	Data Type	Column Description
LEDGER	VARCHAR2(150)	Ledger value
COMPANY_ID	NUMBER(15)	Company ID
COMPANY	VARCHAR2(150)	Company value
COST_CENTER_ID	NUMBER(15)	Cost center ID
COST_CENTER	VARCHAR2(150)	Cost center value
USER_DIM1_ID	NUMBER(15)	User dimension 1 ID
USER_DIM1	VARCHAR2(150)	User dimension 1 value
USER_DIM2_ID	NUMBER(15)	User dimension 2 ID *(Not used in current release)*
USER_DIM2	VARCHAR2(150)	User dimension 2 value *(Not used in current release)*
VERSION_DATE	DATE	Version date
UPLOAD_DATE	DATE	Upload date (Populated by the program)

Column Usage and Validations

When populating data in the FII_BUDGET_INTERFACE table, the following column considerations should be observed. The Upload Budget and Forecast concurrent program performs the following validations and is expecting the columns in the FII_BUDGET_INTERFACE table to conform to the validations:

1. **PLAN_TYPE_CODE**: The data values for this column must be either *B* or *F*. The Upload Budget and Forecast program will validate that all records are either for budgets or forecast. This column is mandatory.

2. **PRIM_AMOUNT_G**: This is the numeric amount in primary global currency. This column is mandatory.

3. **REPORT_TIME_PERIOD**: This column must be populated with the Period/Quarter/Year time period information. The Upload Budget and Forecast program will validate this time period information against the profile option *FII: Budget Period Type*. For example, if the profile option value is set to *Period*, you must insert a value in this column that is at the period level, otherwise, the Upload Budget and Forecast program will error out and request you to fix the time period information.

4. **COMPANY_COST_CENTER**: This column is not used in the current release.

5. **LINE_OF_BUSINESS**: This column is not used in the current release.

6. **NATURAL_ACCOUNT**: This column is not used in the current release.

7. **CONVERSION_RATE**: Conversion rate used to convert amount from primary global currency into the secondary global currency, if one is established.

8. **SEC_AMOUNT_G**: This is the amount in secondary global currency, if it is set up. The conversion rate from the primary currency to the secondary currency will be calculated by the Upload Budget and Forecast program if the CONVERSION_RATE column is populated.

9. **COMPANY_COST_CENTER_ORG_ID**: This is the company cost center organization ID. You may populate this value in the interface table, or leave it blank, so that the program will populate it. For each company and cost center, there should be a corresponding company cost center organization set up in Oracle HR. So, if the company_cost_center_org_id is left blank, the program will try to look for its value with the company_id and cost_center_id provided in the interface table.

10. **LEDGER/LEDGER_ID**: The ledger or ledger ID should be a valid ledger defined in Oracle General Ledger. Either column must be populated.

11. **COMPANY/COMPANY_ID**: The company dimension must be defined as leaf nodes in the value set established in FDS. Either column must be populated.

12. **COST_CENTER/COST_CENTER_ID**: The cost center dimension must be defined as leaf nodes in the value set established in FDS. Either column must be populated.

13. **FIN_ITEM/FIN_CATEGORY_ID**: The financial category dimension must be defined as leaf or parent nodes in the value set established in FDS. Either column must be populated. Please use the column *fin_item* to populate the natural account instead of the *natural_account* column. The *natural_account* column is used for prior releases.

14. **USER_DIM1/USER_DIM1_ID**: If user dimension 1 is enabled, the value provided in either column should be either the unassigned ID or a valid value in the value set established in FDS.

15. **USER_DIM2/USER_DIM2_ID**: These two columns are not used in this release.

16. **VERSION_DATE**: This column is used only if you choose to use versioning in the budget/forecast data. This column is optional.

17. **UPLOAD_DATE**: This column is used by the Upload Budget and Forecast concurrent program internally. You do not need to populate this column.

18. **STATUS_CODE**: The STATUS_CODE that are used in the Upload Budget and Forecast concurrent program are as follows:

    - VALIDATED: The record has passed the validation routine in the program.

    - NULL: The record is ready to be processed by the program.

    - ERROR: The program has encountered some error while processing the record. Users should refer to the output file for more information.

      Note: At the beginning of the Upload Budget and Forecast concurrent program, all rows that contain a status_code that is NOT NULL will be deleted from the FII_BUDGET_INTERFACE table. This column should be left NULL if you want the concurrent program to process the record in the FII_BUDGET_INTERFACE table.

Input Data and Data Files

SQL*Loader reads data from one or more files (or operating system equivalents of files) specified in the control file. From SQL*Loader's perspective, the data in the data file is organized as records. A particular data file can be in fixed record format, variable record format, or stream record format. The record format can be specified in the control file with the INFILE parameter. If no record format is specified, the default is stream record format.

Loading Budget and Forecast Data

1. Use SQL*Loader to load in the budget data, or forecast data, or both, in the data file that you have prepared and specify certain parameters to establish session characteristics. Parameters can be entered in any order, optionally separated by commas. You can specify values for parameters, or in some cases, you can accept the default without entering a value. The data file name is a mandatory parameter.

2. An example of the command line syntax for using SQL*Loader to load in the budget data, or forecast data, or both, is as follows, where the DATA parameter references the data file that you have prepared. In this example, the name of that data file is called *budget.dat*:

```
SQLLDR CONTROL=sample.ctl, LOG=sample.log, BAD=baz.bad,
DATA=budget.dat
   USERID=scott/tiger, ERRORS=999, LOAD=2000, DISCARD=toss.dsc,
   DISCARDMAX=5
```

3. The CONTROL parameter specifies the name of the control file that tells SQL*Loader where to insert the data and it contains the name of the table to load into. Within the control file, you specify the INTO TABLE clause; in this case, it is FII_BUDGET_INTERFACE. The control file also defines the relationship between records in the data file and tables in the database

4. The DATA parameter specifies the name of the data file containing the data to be loaded. If you do not specify a file extension or file type, the default is .dat. If you specify a data file on the command line and also specify data files in the control file with INFILE, the data specified on the command line is processed first. The first data file specified in the control file is ignored. All other data files specified in the control file are processed. If you specify a file processing option when loading data from the control file, a warning message will be issued.

5. If you start SQL*Loader without specifying any parameters, SQL*Loader displays a help screen that lists the available parameters and their default values.

Note: SQL*Loader does not let you delete data from the interface table. To delete records, use SQL PLUS.

Processing the Loaded Budget and Forecast Data

Once you have populated the FII_BUDGET_INTERFACE table with budget and forecast data, you need to run the Upload Budget and Forecast concurrent program. This program takes the data from the FII_BUDGET_INTERFACE table and performs validation checking to ensure the data integrity before budget and forecast data can be used in the DBI Financials pages.

To view the budget data, or forecast data, or both, on the DBI Financials pages once the Upload Budget and Forecast concurrent program has completed successfully, run the initial or incremental request set after using SQL*Loader to populate the FII_BUDGET_INTERFACE table.

Duplicate Processing

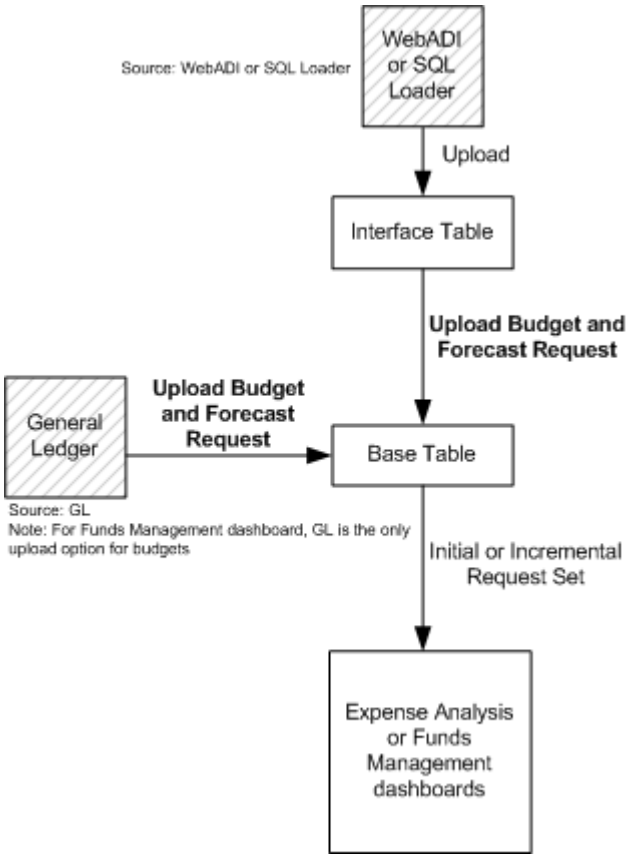
When checking for duplicate record in FII_BUDGET_INTERFACE table, the Upload Budget and Forecast concurrent program will also validate that only one record exist with the same plan_type_code, report_time_period, ledger_id, company_id, cost_center_id, fin_category_id, user_dim1_id, version_date combination in the FII_BUDGET_INTERFACE table.

Uploading and Purging Budget and Forecast Data from Base Budget Tables

The GL and WebADI options upload budget and forecast data to the FDS. WebADI and the SQL Loader store the date in the interface tables. Before DBI for Financials can use this budget and forecast data, transfer the data from the FDS and interface tables to the Budget base table (base summary table).

Use the following program to load and purge data from the Budget base tables:

- **Upload Budget and Forecast Program:** Imports data into the base summary tables from the interface table.



Note: To populate the budget and/or forecast into DBI pages, run the initial or incremental request set after running the Upload Budget and Forecast program.

Note: For the Funds Management dashboard, run the Upload Budget and Forecast program at year-end if carry forward balances exist. Once completed, run the incremental request set.

Occasionally, purge data from the Budget base table. For example, purge data when:

- Changing the value of the FII: Budget Source profile option in FDS from WebADI to General Ledger, or from General Ledger to WebADI.
- Deleting a budget or forecast that was uploaded using WebADI.

Use the following program to purge data from the Budget base tables:

- **Purge Budget and Forecast Program:** Purges data from the base summary table.

See: Budget and Forecast Programs, page 10-63.

Maintenance and Administration

After setup is complete, you may have to perform the following maintenance and administration tasks.

> **Note:** Any time you change your source data or your DBI for Financials setup, you must run an initial or incremental request set to reload your data.

You must run an initial or incremental request set whenever you change the following:

- Source ledger group assignments. See: Add Ledger Assignments to Source Ledger Groups, page 10-44.
- Inclusion rules. See: Add Ledger Assignments to Source Ledger Groups, page 10-44.
- Managing Changes, page 2-73

Managing Changes

There are three types of changes that can occur after implementation:

- Data refreshes
- Updates to dimension mapping
- Setup changes

These changes may require creating and running a request set. The initial request set may require significant processing time to process information from new ledgers or as a result of major changes to dimension structures. A seeded request set is available to refresh data after dimension mapping is updated. Transaction data can simply be refreshed daily using the incremental request set.

Data Refreshes:

1. For daily data refresh, run the incremental request sets. See: Schedule Incremental Request Sets, page 2-75.

   Before you can use the employee directory that is accessible from the Top 10 Spenders report, you must run the Refresh Employee Directory concurrent program, using its Complete Refresh mode, from the Global HRMS Manager responsibility. The Refresh Employee Directory concurrent program is not included in any seeded initial or incremental request sets.

Updates to Dimension Mapping:

1. For more information about the Update GL Summaries After Setup Changes request set, see Dimension Mapping Update, page 10-14.

Setup Changes:

1. If, after setup is complete, you change any source data or DBI for Financials setup information, including adding new source ledgers, then rerun the initial request set for the affected dashboards. The following changes require you to rerun the initial request set:

   - Changes to the global setup.
   - Updates to the source ledger assignments.
   - Updates to the Revenue or Deferred Revenue financial category mapping, only affected by the data load from Oracle Receivables.

   For example, if you update the company set assignments, then you must reload your data. See: Run Initial Request Set, page 2-73.

Troubleshooting

See Oracle*MetaLink* for up to date troubleshooting information.

Concurrent Programs

The following concurrent programs are provided by DBI for Financials.

FII Currency Reconversion Program

Use this program to reconvert, using final month-end rates, the amounts displayed in the Profit and Loss, Expense Management, Expense Analysis, and Funds Management dashboards. Because information for these dashboards is collected on a daily basis, you will not have the month-end exchange rates used for management reporting. We recommend that you run the FII Currency Reconversion program at month- or quarter-end to insure that the information on the DBI for Financials reports more closely match the information in your General Ledger.

> **Note:** You must run this program after you have closed your GL periods.

This report uses the following parameters.

- Currency Type: Choose primary or secondary currency, based on global setup for Daily Business Intelligence.
- Primary Currency Rate Type: Select the rate type that you want to use for reconversion.
- Second Currency Rate Type: Select the rate type that you want to use for reconversion.
- From Date: Choose the earliest date that you want to use for reconversion.
- To Date: Choose the latest date that you want to reconvert currency.

This program is most commonly used to reconvert post-close data.

> **Note:** Please run the incremental requests sets after running the FII

Currency Reconversion program.

Budget and Forecast Programs

- **Upload Budget and Forecast Program:** The Upload Budget and Forecast program imports data into the base summary tables from the interface table.

- **Purge Budget and Forecast Program:** The Purge Budget and Forecast program purges data from the base summary table (Budget Base Table), not from the interface table. You can purge base summary table data for a particular time period or purge all data from the base summary table. For example, if budget data is loaded at the period level, you can purge data for a specified period or for all periods. The parameters for this program are:

- **Plan Type:** Choose Budget or Forecast

- **Time Period Level:** Choose Period, Quarter, Year, or All

- **Time Period:** Name of the period, quarter, or year to purge. A name is required when the Time Period Level parameter is Period, Quarter or Year.

- **Date:** If the Time Period Level parameter is Day, enter the date that you want to purge. Leave this field blank if the period is not Day.

You must purge data at the same level it was loaded. The purge program fails if you attempt to purge data at a different level.

Dimension Mapping Update

If you update mapping in a dimension, run the Update GL Summaries After Setup Changes request set.

This seeded request set provides better performance than an incremental request set in the case of major changes to dimensions. It performs an incremental refresh on the base summary tables and a full refresh of the materialized views. See the *Oracle Applications System Administrator's Guide* for information on submitting requests.

Request Sets

Use the incremental request sets that you created using the Request Set Generator to refresh data in the DBI for Financials dashboard. Run the incremental request set daily. See: Create Request Sets, *Oracle Daily Business Intelligence Implementation Guide*.

Resubmit the initial request if you need to clear out and start over with new data in the DBI for Financials dashboards.

The requests collect new and updated data since the last time the requests were run,

and display the updated data in the reports.

If a currency conversion error occurs while a request collects data, then the entire collection fails. See: Currency Dimension, *Oracle Daily Business Intelligence Implementation Guide*.

Profile Options and Profile Option Categories Overview

During implementation, set a value for each Oracle DBI for Financials profile option to specify how DBI for Financials controls access to and processes data.

See: Setting User Profile Options, *Oracle Applications System Administrator's Guide - Maintenance*.

Profile options are grouped into one or more profile option categories enabling you to view only the profile options that pertain to your application or function.

DBI for Financials Categories

- DBI Debug, page 10-65.
- DBI Deployment, page 10-66.
- DBI Setup, page 10-66.
- DBI User Interface, page 10-68.
- Other, page 10-68.

See: Profile Categories, *Oracle Applications System Administrator's Guide - Maintenance*.

DBI for Financials Profile Options

- FII: Budget Period Type, page 10-67
- FII: Cumulative Budget / Forecast Line Type, page 10-68
- FII: Debug Mode, page 10-65
- FII: Enable Product Category, page 10-67
- FII: Forecast Period Type, page 10-67
- FII: Manager Aggregation Level, page 10-66
- FII: Manual Invoice Sources, page 10-67
- FII: Nodes to be Aggregated, page 10-66
- FII: Use Accounting Date for Currency Rate Calculation, page 10-68

- Industry, page 10-69

Profile Option Category and Profile Options Descriptions

This section describes profile options by category.

The tables in this section provide profile option information as follows:

- The Default column displays either the default profile option value in italics, or No Default if none exists.
- The User Access column indicates whether you can view or update the profile option.
- The System Administration: Site, Application, Responsibility, and User columns indicate at which levels the system administrator can update these profile options.

The key for each table is:

- Update: You can update the profile option.
- View Only: You can view the profile option but cannot change it.
- No Access: You cannot view or change the profile option.

DBI Debug Category

The table below lists the profile options that enable debugging or diagnostic features for DBI.

DBI Debug Category

Profile Option	Default	User Access	System Admin Access: Site Level	System Admin Access: Application Level	System Admin Access: Responsibility Level	System Admin Access: User Level
FII: Debug Mode, page 10-65	No Default	No access	Visible, Updatable	No access	No access	No access

FII: Debug Mode

Set the debugging mode on for DBI for Financials.

DBI Deployment Category

The table below lists the profile options that must be setup in order for the DBI to run and are usually related to technology stack.

DBI Deployment Category

Profile Option	Default	User Access	System Admin Access: Site Level	System Admin Access: Application Level	System Admin Access: Responsibility Level	System Admin Access: User Level
FII: Manager Aggregation Level, page 10-66	No Default	View Only	Visible, Updatable	View Only	View Only	View Only
FII: Nodes to be Aggregated, page 10-66	No Default	View Only	Visible, Updatable	View Only	View Only	View Only

FII: Manager Aggregation Level

Determines at what level to aggregate the manager.

FII: Nodes to be Aggregated

Determines at what level to aggregate the dimensions.

DBI Setup Category

The table below lists the profile options that affect business logic for DBI. These are things that a user with functional domain knowledge should manage.

DBI Setup Category

Profile Option	Default	User Access	System Admin Access: Site Level	System Admin Access: Application Level	System Admin Access: Responsibility Level	System Admin Access: User Level
FII: Budget Period Type, page 10-67	No Default	No access	Visible, Updatable	No access	No access	No access
FII: Enable Product Category, page 10-67	*No*	No access	Visible, Updatable	No access	No access	No access
FII: Forecast Period Type, page 10-67	No Default	No access	Visible, Updatable	No access	No access	No access
FII: Manual Invoice Sources, page 10-67	No Default	No access	Visible, Updatable	No access	No access	No access
FII: Use Accounting Date for Currency Rate Calculation, page 10-68	No Default	No access	Visible, Updatable	No access	No access	No access

FII: Budget Period Type

Sets up the period type for budget when doing the upload via WebADI.

FII: Enable Product Category

Enables the Revenue by Product report and the Product dimension.

FII: Forecast Period Type

Sets up the period type for forecast when doing the upload via WebADI.

FII: Manual Invoice Sources

Determine if an invoice is manual or electronic from the list of manual sources used in

Payables.

FII: Use Accounting Date for Currency Rate Calculation

Determine whether or not the FII Payables Fact business views will use accounting date or invoice date for exchange rate calculation

DBI User Interface Category

The table below lists the profile options that affect the user interface for DBI such as date formatting, language, or colors.

DBI User Interface Category

Profile Option	Default	User Access	System Admin Access: Site Level	System Admin Access: Application Level	System Admin Access: Responsibility Level	System Admin Access: User Level
FII: Cumulative Budget / Forecast Line Type, page 10-68	*Cumulative*	Updatable	Updatable	Updatable	Updatable	Updatable

FII: Cumulative Budget / Forecast Line Type

Determine the Cumulative Graph Line type. The options step or straight.

Other

The table below lists the profile options that are not directly related to the DBI for Financials.

Other Category

Profile Option	Default	User Access	System Admin Access: Site Level	System Admin Access: Application Level	System Admin Access: Responsibility Level	System Admin Access: User Level
Industry, page 10-69	*Government* (for Funds Management dashboard only)	No access	Visible, Updatable	No access	No access	No access

Industry

Set the industry where DBI for Financials is being implemented. Choose Commercial if it is a commercial implementation. Choose Government if it is a public sector implementation and the Funds Management dashboard is being implemented.

11

Daily Business Intelligence for Interaction Center

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Responsibilities
- Dimensions
- Key Performance Indicators
- Securing Data
- Implementation Considerations
- Setup Checklist
- Set Profile Options for Oracle Email Center
- Set Profile Options for Oracle Inbound Telephony
- Concurrent Processes
- Maintenance and Administration

Overview

DBI for Interaction Center is a Web-based performance management solution, which merges interaction data with business data. This solution presents a comprehensive view of interaction center performance metrics.

DBI for Interaction Center presents measures and key performance indicators for e-mail and inbound telephony activity on the following dashboards:

- Email Center Management Dashboard

- Inbound Telephony Management Dashboard

Each dashboard presents key performance indicators and performance trends for a comparative period. From the dashboard, you can drill down to reports to further explore and evaluate activity within the call center. Many reports include a view-by option, which lets you display the reports with different dimensions. The drill-and-pivot feature allows similar navigation and direct access to other reports.

Related Topics

Oracle Daily Business Intelligence User Guide

Understanding Reporting

For complete, detailed descriptions of the reports that DBI for Interaction Center provides, see the *Oracle e-Business Intelligence Daily Business Intelligence User Guide*.

Dashboard Descriptions

DBI for Interaction Center offers the following dashboards for Email Center and Inbound Telephony.

Each dashboard contains a specific set of key performance indicators (KPIs), tables, graphs, and detailed reports. The following dashboards are provided by DBI for Interaction Center.

Email Center Management Dashboard

The Email Center Management dashboard provides an enterprise view of Oracle Email Center activity and trends. Performance and trend measures are available for filtering by period type, account, and classification. For example, the Leads key performance indicator shows the number of leads directly created directly by Oracle Email Center agents.

Accessing and viewing the Email Center Management dashboard requires the Email Center Manager or Daily Interaction Center Intelligence responsibility.

Inbound Telephony Management Dashboard

The Inbound Telephony Management dashboard provides an overview of inbound telephony operations for a select call center or all call centers, as well as classification and dialed number metrics. KPIs provide a quick view of measures, in graph and table format, as they pertain to inbound service level trends, call volume, agent productivity, and call outcome.

Accessing and viewing the Inbound Telephony Management dashboard requires the Inbound Telephony Manager or Daily Interaction Center Intelligence responsibility.

Responsibilities

DBI for Interaction Center provides the following responsibilities:

- **Daily Interaction Center Intelligence:** The Daily Interaction Center Intelligence responsibility provides access to the Email Center Management and Inbound Telephony Management dashboards and their associated reports.
- **Email Center Manager:** The Email Center Manager responsibility allows you to view and access all regions and reports on the Email Center Management dashboard.
- **Inbound Telephony Manager:** The Inbound Telephony Manager responsibility allows you to view and access all regions and reports on the Inbound Telephony Management dashboard.

Related Topics

For a complete list of all responsibilities and dashboards by intelligence area, see Appendix A: Responsibility and Dashboard Matrix, page B-1.

Dimensions

Within Daily Business Intelligence, there are common dimensions that are used by many of the intelligence dashboards. The DBI for Interaction Center dashboards use the following common dimensions:

- Time
- Organization
  - Agent Group Level

In addition to the common dimensions, there are some dimensions, which are specific to DBI for Interaction Center. The following table presents the dimensions that are specific to DBI for Interaction Center:

DBI for Interaction Center Dimensions

Dashboard	Dimension Name	Dimension Level	Used By
Email Center Management	Email Account	E-mail Account	Email Center Management

Dashboard	Dimension Name	Dimension Level	Used By
	Email Classification	E-mail Classification	Email Center Management
Inbound Telephony Management	Inbound Telephony Call Center	Call Center	Inbound Telephony Management
	Inbound Telephony Classification	Classification	Inbound Telephony Management
	Inbound Telephony Dialed Number	Dialed Number	Inbound Telephony Management

Key Performance Indicators

The following section lists the performance measures and KPIs for DBI for Interaction Center.

- **Email Center Management Measures:** Key performance indicators represent consolidated information for all e-mail accounts defined in Oracle Email Center by the organization.

  Metrics that use agent login sessions as a part of their calculation (e.g., Replied per Agent Hour) depend on agents logging out of Oracle Email Center through the Break container (located in the Agent Console home page). Oracle Email Center writes to the database the logout time when an agent breaks from work using any of the options available in the Break container. Oracle Email Center does not record a logout time in the database when the agent logs out by closing the browser window.

  > **Note:** E-mail backlog is not considered in the calculation for the Replied within Service Level Goal KPI metric. Thus, it can be possible to accumulate large volumes of e-mail backlog yet report high **Replied within Service Level Goal** percentages.

- **Inbound Telephony Management Measures:** Key performance indicators for Inbound Telephony represent a consolidated view of performance, volume, productivity, and outcomes.

Email Center Management KPIs

The Email Center Management KPIs region provides quick access to the latest status of

the key performance indicators (KPIs) for the enterprise call centers. The KPIs region presents a snapshot of performance, agent productivity, e-mail volume, activity, and outcomes.

For more information about key performance indicators and KPI regions, see Regions, *Oracle Daily Business Intelligence User Guide*.

KPI Columns

The KPI table contains the following columns:

- **Name:** The name of the KPI.
- **XTD:** The period for which data is aggregated in the table. This is based on the Period Type parameter.
- **Change:** The difference between the selected period and the comparison period from the Compare To parameter. These metrics are expressed as follows:
  - **Percent:** For numbers that represent a count or hours, the change is shown as a percentage and is expressed as:

    (Current Measure – Comparison Measure) / Absolute value of Comparison Measure * 100
  - **Difference:** For numbers that represent percentage or a ratio, the change is expressed as:

    (Current Measure) – (Comparison Measure)

KPI Headings and Calculations

This section explains the metrics in the KPI region and how they are calculated.

- **Replied within Service Level Goal:** This KPI comes from the Email Response Performance report. It is the percentage of e-mails responded to within the service level goal. It is calculated as:

  E-mails Responded to within Service Level Goal / Total E-mails Responded to * 100
- **Transfer Rate:** This KPI comes from the Email Response Performance report. It is the percentage of e-mails that were transferred at least once before resolution to the number of e-mails resolved. Resolved e-mails are those which were either replied to or deleted. This KPI is calculated as:

  (E-mails Transferred Out of the E-mails Replied to or Deleted) / (E-mails Replied to + E-mails Deleted) *100
- **Delete Rate:** This KPI comes from the Email Response Performance report. It is the percentage of e-mails that were deleted to the number of e-mails that were resolved.

"E-mails resolved" refers to e-mails that were replied to, deleted, or auto-processed. It is calculated as:

(Deleted + Auto-Deleted)/

(Deleted + Auto-Deleted + Replied to + Auto-Replied + Auto-Updated SR + Auto-Resolved) * 100

- **One & Done Resolution:** This KPI comes from the Email Response Performance report. It is the percentage of inbound e-mail interactions that were resolved with a single reply.

  Example
  Customer A sends e-mail.

  Agent X replies to e-mail (reply contains TAG).

  Customer A replies to agent X's reply (for example, thank-you e-mail).

  One & Done Resolution is True.

  Customer A sends e-mail.

  Agent X replies to Customer A's e-mail (reply contains TAG).

  Customer A replies to agent X's reply (for example, follow-up question).

  Agent X replies to Customer A's second e-mail.

  One & Done Resolution is False.

- **Customer Wait Time (Hours):** This KPI is from the Email Response Performance report. It is the time (expressed in hours) the e-mail was received by the Oracle Email Center system to the time it was replied to. This KPI is calculated as:

  Total Customer Wait Time / E-mails Replied to

  Customer Wait Time is calculated as:

  (Time E-mail was Replied to) – (Time E-mail was Received)

- **Received:** This KPI is from the Email Activity report. It represents the total number of e-mails received from the Oracle Email Center system.

- **Replied:** This KPI is from the Email Activity report. It represents the total number of e-mail replies sent from the Oracle Email Center system.

- **Backlog:** This KPI is from the Email Activity report. It represents the total number of inbound e-mails not responded to at the end of the reporting period. It is calculated as:

  Accumulated Open E-mails in Master Queue + Accumulated Open E-mails in Agent's Inbox

- **Composed:** This KPI is from the Email Activity report. It is the number of the new

outbound e-mails (not replies) generated from Oracle Email Center.

- **Service Requests Created:** This KPI comes from the Email Activity report. It is the total number of new service requests created in Oracle Email Center associated with inbound e-mail interactions.

- **Leads:** This KPI comes from the Email Activity report. It is the total number of the new leads requested for creation in Oracle Email Center that are associated with e-mail interactions.

- **Replied per Agent Hour:** This KPI is from the Email Activity by Agent report. It is the average number of e-mail replies sent by an agent in a one-hour period of the agent's login time. It is calculated as:

  E-mails to which Agent Replied / Agent Hours

  Agent Hours is the sum of all Agent Work Times during a given time period. It is calculated as Logout Time minus Login Time.

Graphs

Service Level Trend: This KPI is from the Email Activity report. It is the number of the new outbound e-mails (not replies) generated from Oracle Email Center.

Inbound Telephony Management KPIs

The Inbound Telephony Management KPIs region provides quick access to the latest status of the key performance indicators (KPIs) for the inbound telephony activities of an enterprise call center. The KPIs region provides a snapshot of performance, volume, productivity, and outcomes for a select period.

For more information about key performance indicators and KPI regions, see Regions, *Oracle Daily Business Intelligence User Guide*.

KPI Columns

The KPI table contains the following columns:

- **Name:** The name of the KPI.

- **XTD:** The period for which data is aggregated in the table. This is based on the Period Type parameter.

- **Change:** The difference between the selected period and the comparison period from the Compare To parameter. These metrics are expressed as follows:

  - **Percent:** For numbers that represent a count, or time (for example, hours/seconds), the change is shown as a percentage and is expressed as:

(Current Measure – Comparison Measure) / Absolute Value of Comparison Measure * 100

- **Difference:** For numbers that represent percentage, or a ratio, the change is expressed as:

  (Current Measure) – (Comparison Measure)

KPI Headings and Calculations

This section explains the metrics in the KPI region and how they are calculated.

- **Inbound Service Level:** This KPI comes from the Inbound Telephony Activity report. It is the percentage of calls answered within a predefined wait time goal. The wait time goal is defined using the BIX: Call Service Level Goal in Seconds profile option. It is calculated as:

  Total Incoming Calls Handled within Customer Wait Time Goal / Total Calls Offered * 100

  Only calls of type Teleinbound are considered for this calculation.

- **Average Speed to Answer (Seconds):** This KPI comes from the Inbound Telephony Activity report. It is the average amount of time inbound calls spent in the queue before being picked up by agents. It is calculated as:

  Total Queue Time of Handled Calls / Total Handled Calls

- **Abandon Rate:** This KPI comes from the Inbound Telephony Activity report. It is the percentage of calls offered in which the customer hung up before speaking with an agent. It is calculated as:

  Total Number of Calls Ended before Being Answered by Agent / Total Number of Calls Offered * 100

- **Transfer Rate:** This KPI comes from the Inbound Telephony Activity report. It is the percentage of calls handled in which an agent receives the call and then transfers it to a different agent or conferences in other agents. The KPI calculates only the first time the call is transferred. It is calculated as:

  Total Number of Calls Transferred by Agent / Total Number of Calls Handled * 100

- **Inbound Calls Handled:** This KPI is from the Inbound Telephony Activity report. It is the number of incoming calls of media item type Inbound or Direct.

- **Agent Dialed Calls:** This KPI is from the Inbound Telephony Activity by Agent report. It is the total number of calls manually dialed by all agents.

- **Web Callbacks Handled:** This KPI comes from the Inbound Telephony Activity by Agent report. It is the total calls handled in which media item type is Web Callback.

- **Availability Rate:** This KPI comes from the Inbound Telephony Activity by Agent report. It is the percentage of time agents are logged in and ready for calls. It is calculated as:

  (Waiting for Calls Time + Talk Time + Wrap Time) / Login Time * 100

  OR

  Login Time – Idle Time / Login Time * 100

- **Utilization Rate:** This KPI comes from the Inbound Telephony Activity by Agent report. It is the percentage of time agents handle customer calls versus the time logged in.

  (Talk Time + Wrap Time) / Login Time * 100

  OR

  (Login Time – Idle Time – Waiting for Calls Time) / Login Time * 100

- **Average Talk Time per Call (Seconds):** This KPI is from the Inbound Telephony Activity report. It is the average amount of time an agent spent talking to a customer. This includes inbound, direct, manual, Web callback, and unsolicited call types. It is calculated as:

  Total Talk Time for All Handled Calls / Number of Calls Handled

- **Average Wrap Time per Call (Seconds):** This KPI is from the Inbound Telephony Activity report. It is the average amount of time an agent spent performing interaction wrap-up activities after ending a call. This includes inbound, direct, manual, Web callback, and unsolicited call types. It is calculated as:

  Total Wrap Time for All Handled Calls / Number of Calls Handled

- **Calls Handled per Agent Hour:** This KPI is from the Inbound Telephony Activity by Agent report. It is the average number of calls an agent handled per hour of login time. This includes inbound, direct, manual, Web callback, and unsolicited call types. It is calculated as:

  Calls Handled / Total Login Time of All Agents

- **Service Requests Created:** This KPI is from the Inbound Telephony Activity report. It is the number of service requests that were created through telephone calls. This includes inbound, direct, manual, Web callback, and unsolicited call types.

- **Leads Created:** This KPI is from the Inbound Telephony Activity report. It is the number of leads that were created through telephone calls. This includes inbound, direct, manual, Web callback, and unsolicited call types.

- **Opportunities Created:** This KPI is from the Inbound Telephony Activity report. It is the number of opportunities that were created through telephone calls. This includes inbound, direct, manual, Web callback, and unsolicited call types.

Graphs

This region contains the Inbound Service Level Trend graph. This graph presents a quick, at-a-glance summary of the inbound service level performance trend and inbound service level goal over the period of time. The service level goal is set in the profile option BIX: Call Service Level Goal Target Percent.

Related Topics

Regions, *Oracle Daily Business Intelligence User Guide*

Securing Data

DBI for Interaction Center uses the basic Daily Business Intelligence security model.

Implementation Considerations

Software

See Verify Hardware and Software Prerequisites, page 2-27.

Setup Checklist

Set Up Email Center Management Dashboard

The following table provides a list of the steps required to implement the Email Center Management dashboard and its associated reports.

If you have already completed a setup listed in this checklist, either as part of the setting up the transactional application or as part of setting up another dashboard, you do not need to repeat the setup.

Unless otherwise noted, setups can be performed concurrently.

Checklist for Implementing Email Center Management Dashboard

Steps	Responsibility/Application
Set Up Daily Business Intelligence Framework, page 2-29	• Daily Business Intelligence Administrator • System Administrator

Steps	Responsibility/Application
Set Up Item Dimension Reporting, page 6-11	• Daily Business Intelligence Administrator • Item Manager
Set Profile Options for Oracle Email Center, page 11-12	System Administrator
Post-Setup Steps, page 2-66	• Daily Business Intelligence Administrator • CRM Administrator

Set Up Inbound Telephony Management Dashboard

The following table provides a list of the steps required to implement the Inbound Telephony Management dashboard and its associated reports.

If you have already completed a setup listed in this checklist, either as part of the setting up the transactional application or as part of setting up another dashboard, you do not need to repeat the setup.

Unless otherwise noted, setups can be performed concurrently.

Checklist for Implementing Inbound Telephony Management Dashboard

Step	Responsibility/Application
Set Up Daily Business Intelligence Framework, page 2-29	• Daily Business Intelligence Administrator • System Administrator
Set Up Item Dimension Reporting, page 6-11	• Daily Business Intelligence Administrator • Item Manager
Set Profile Options for Oracle Inbound Telephony, page 11-12	System Administrator

Step	Responsibility/Application
Post-Setup Steps, page 2-66	• Daily Business Intelligence Administrator • CRM Administrator

Set Profile Options for Oracle Email Center

Set up the following profile options for Oracle Email Center:

- **BIX: Email Center Goal:** This is the number of hours by which an e-mail should be replied to in order to be considered as having met the Oracle Email Center target. The time is considered from the time the e-mail entered the queue to the time an agent replied to it. For example, if this profile option is set to 24 hours, then it means incoming e-mails should be replied to within 24 hours of the time it first enters Oracle Email Center. This is a site-level profile.

- **BIX: Service Level Goal:** This is the Oracle Email Center target of the percentage of e-mails which should be replied to within the time period defined by the BIX: Email Center Goal profile. For example, if this profile option is set to 80%, then the Email Center should reply to at least 80% of all incoming e-mails within the Email Center goal time period. This is a site-level profile.

- **BIX: Delete Chunk Size:** This profile determines how many rows are fetched by the back-end concurrent programs during a bulk fetch. If this value is not defined, then the programs assume a default of 10,000. This is a site-level profile.

Set Profile Options for Oracle Inbound Telephony

Set the following profile options for Oracle Inbound Telephony:

- **BIX: Call Service Level Goal in Seconds:** This profile determines the number of seconds by which an agent should answer a call in order to meet the call center target service goal. For example, if this value is set to 30, then incoming calls can spend no more than 30 seconds in the queue to satisfy the call center's desired level of service. This is a site-level profile.

- **BIX: Call Service Level Goal Target Percent:** This is the call center's target for the percentage of calls that an agent should answer within the time period defined by the BIX: Call Service Level Goal in Seconds profile. For example, if this value is set to 80%, then the call center should answer at least 80% of all incoming calls within the service level goal time period. This is a site-level profile.

Concurrent Processes

Concurrent processes or programs are run automatically when the generated concurrent request is run. They should not be run individually unless they are not included in the request set.

Run an initial request set that loads data for a particular dashboard or set of dashboards. After generating the baseline data, use the incremental request set to refresh the data. You must have access to and use the Daily Business Intelligence Administrator responsibility to run initial and incremental request sets.

The following concurrent programs are included in the request set for Oracle Email Center:

- Load Oracle Email Center Base Summary
- Load Session Summary
- Update Oracle Email Center Base Summary
- Update Session Summary

The following concurrent programs are included in the request set for Inbound Telephony Management:

- Load Call Summary
- Update Call Summary
- Load Session Summary
- Update Session Summary

Data Refreshes

For daily data refresh, run the incremental request sets. For information on running incremental request sets, see "Post-Setup Steps" in Chapter 2.

Maintenance and Administration

After setup is complete, you may have to perform the following maintenance and administration task.

Update DBI Data After Purging Service Requests

If you purge service requests from Oracle Service, then you must run an initial request set to avoid data inaccuracies and inconsistencies in the reports.

The initial request set should have the Clear and Load All Summaries option selected. See Create Initial and Incremental Request Sets, page 2-68 for information about request sets

12

Daily Business Intelligence for Maintenance

Overview

Daily Business Intelligence (DBI) for Maintenance enables you to manage reporting and analysis of your maintenance activity and performance. It helps you to understand, analyze, and address issues throughout the maintenance organization. It also reports on various maintenance activities from a maintenance manager perspective.

DBI for Maintenance contains the Maintenance Management intelligence dashboard.

The Maintenance Manager and the Daily Maintenance Intelligence responsibilities have access to this dashboard. The Maintenance Manager can also access the HR Management dashboard.

Related Topics

Oracle Daily Business Intelligence User Guide

Understanding Reporting

Daily Business Intelligence for Maintenance provides the Maintenance Management dashboard.

For a detailed description of the Oracle DBI for Maintenance reports, see the *Oracle Daily Business Intelligence User's Guide*.

Maintenance Management Dashboard

The Maintenance Management dashboard provides reports and key indicators on the following:

- Work order cost with summary and details on estimated costs, actual costs, and the variance along with their trends

- Asset downtime trending and detail analysis
- Work order completion, late completion, and aging analysis
- Work order backlog and past due with trending and aging details
- Request to completion with trending and details

The Maintenance Management dashboard and reports reference data from Oracle Enterprise Asset Management.

Reports

The following sections contain a brief description of Maintenance Management reports.

Work Order Cost Report

This report displays the work order actual and estimated cost, as well as the variance between them. You can access this report from the Work Order Cost key performance indicator (KPI). The default View By is Assigned Department, and the default sorting is Actual Cost, descending. You can also access the Work Order Cost Summary report from the Actual Cost column. The trend version of this report is the same, but viewed by time.

Work Order Cost Summary Report

This report displays the work order actual costs in maintenance by cost element (material, labor, and equipment). You can access this report from the Actual Cost measure in the Work Order Cost region or the Links region. The default View By is Assigned Department, and the default sorting is the Total Cost – Actual column, descending. You can access the Work Order Cost Detail report from the Total Cost – Actual column.

Work Order Cost Detail Report

This report lists the details of the work orders that were charged in the selected period. It displays details such as:

- Work order number
- Work order type
- Asset
- Asset group
- Activity to perform
- Work order status

- Assigned department
- Actual cost the work order incurs
- Cost breakdown by material, labor, and equipment
- Total estimated cost
- Cost variance
- Variance percent

You can access this report from the Actual Cost measure in the Work Order Cost Summary report if the View By is Asset Group, Asset, or Activity. The default sorting is Total Cost – Actual, descending. You can select the work order number to open the live work order transaction page in Oracle Enterprise Asset Management. This allows for a real-time view of the work order.

Asset Downtime Report

This report provides information about Asset Downtime in Hours. You can access this report from the Asset Downtime KPI. The default View By is Department, and the default sorting is Downtime (Hours), descending. You can select the Downtime (Hours) column to access the Asset Downtime Detail report when the View By is Asset. The trend version of this report is the same, but viewed by time.

Asset Downtime Detail Report

This report details the downtime occurrences for an asset, as entered by the user. You can access this report from the Asset Downtime report. This report displays details such as the asset number, the asset group, the start date and end date of the asset downtime, the total downtime (hours), the work order number, and the operation number. The default sorting is by downtime (hours), descending. You can select the work order number to open the work order transaction page in Oracle Enterprise Asset Management. This allows for a real-time view of the work order.

Work Order Completion Report

The report provides the number of completed work orders, both on-time and late completion, along with the average days late. You can access this report from the Completed Work Orders and Late Completion to Schedule % KPIs. The default View By is Department, and the default sorting for the report is by Late Completion Percent, descending. You can select the Completed Work Orders column to access the Work Order Completion Detail report when the View By is Asset Group, Asset, or Activity. You can also select the Late Completion column to access the Late Completion Detail report from any view. The trend version of this report is the same, but viewed by time.

Work Order Completion Detail Report

This report lists the work orders that were completed in the selected period. The report

displays details such as the work order number, type, asset, asset groups, activity, status, owning department, scheduled start and completion dates, and actual completion date. You can access this report from the Completed Work Orders column in the Work Order Completion report. The default sorting for the report is by Actual Completion Date, descending. You can select the work order number to open the work order transaction page in Oracle Enterprise Asset Management. This allows for a real-time view of the work order.

Late Completion Aging Report

This report shows the number of work orders that were completed late, broken down by the late completion days. You can access this report from the Late Completion Aging Days graph on the dashboard. Sorting is not enabled in this report. You can access the Late Completion Details report from the late completion number.

Late Completion Detail Report

This report lists the details of the work orders that are completed late. The report displays details such as the work order number, type, asset, asset groups, activity, owning department, scheduled start and completion dates, actual completion date, and number of days that it was completed late. You can access this report from the link in the Work Order Completion region, the Work Order Completion report, and the Late Completion Aging report. The default sort for the report is by days late, descending. You can select the work order number to open the work order transaction page in Oracle Enterprise Asset Management. This allows for a real-time view of the work order.

Request to Completion Report

This report displays the number of service requests and work requests and the average amount of time to initiate a work order for the requests, as well as the amount of time to complete the work. You can access this report from the Request to Completion (Days) KPI, as well as from the link in the Work Order Completion region. The default View By is asset group, and the default sorting for the report is request to completion (days), descending. You can select the Requests column to access the Request to Completion Detail report. The trend version of this report is the same, but viewed by time.

Request to Completion Detail Report

This report lists requests that have associated work orders completed in the selected period. The report displays the request number, request type, number of associated work orders, asset details, severity, request start date, response days, and request to completion days. You can access this report from the link in the Work Order Completion region. The default sorting for the report is request to completion (days), descending. You can select the Work Orders column to access the Requested Work Order Detail report.

Requested Work Order Detail Report

This report lists the details of the work orders that are associated with the request. It

displays the work order number, type, activity, status, scheduled start and completion date, and actual completion date. You can access this report from the Request to Completion Detail report. The default sorting is actual completion date, descending. You can select the work order number to open the work order transaction page in Oracle Enterprise Asset Management. This allows for a real-time view of the Work Order.

Request to Completion Distribution Report

This report displays a distribution of request count by Request to Completion days. You can access this report from the link in the Work Order Completion region. Sorting is not enabled in this report. You can select the Requests column to access the Request to Completion Detail report.

Work Order Backlog Report

This report provides a count of both backlog and past due work orders. You can access this report from the Work Order Backlog and Past Due to Schedule % KPI. The default View By is department and the default sorting is by Past Due Percent, descending. You can select the Backlog column to access the Work Order Backlog Detail report if the as-of date is equal to or greater than the last collection date. You can also select the past due column to access the Past Due Work Order Detail report (but only if the as of date is equal to the last collection date). The trend version of this report is the same, but viewed by time.

Work Order Backlog Detail Report

This report lists all the maintenance work orders with current status of draft, released, unreleased, on hold, and any other user-defined status that is mapped to these statuses, and filtered by parameters. The report displays the work order number, type, asset, asset group details, status, and scheduled start and completion dates. You can select the Backlog column in the Work Order Backlog report to access this report. The default sorting is by scheduled completion date, descending. You can select the Work Order field to open the work order transaction page in Oracle Enterprise Asset Management. This allows for a real-time view of the work order.

Past Due Work Order Detail Report

This report displays all the current open work orders with a scheduled completion date prior to the current (last collection) date. This report displays the work order details, such as the work order number, type, asset, asset group, status, scheduled start and completion date, and number of past due days. You can select the Past Due column in the Work Order Backlog report or the Past Due Work Order Aging report to access this report. The default sort is past due days, descending. You can select the work order number to open the work order transaction page in Oracle Enterprise Asset Management. This allows for a real-time view of the work order.

Past Due Work Order Aging Report

This report displays the distribution of work order count by past due days. You can

access from the link in the Work Order Backlog region. Sorting is not enabled in this report. You can select the Past Due column to access the Past Due Work Order Detail report.

Labor Backlog Report

This report displays the labor hours that are still required for the Work Order Backlog. You can access this report from the Work Order Backlog region. The default View By is assigned department and the default sorting for the report is by hours backlog, descending. The as-of date and Compare To parameters are not part of this report. You can select the Hours Backlog column to access the Labor Backlog Details report when the View By is resource.

Labor Backlog Detail Report

This report lists the entire open resource requirement for the work order backlog. It displays the resource, department, work order, operation sequence, operation start date and end dates, hours required, hours charged, and total backlog hours. You can select the Hours Backlog column in the Labor Backlog report to access this report when the View By is resource. The default sorting for the report is by hours backlog, descending. You can select the work order number to open the work order transaction page in Oracle Enterprise Asset Management. This allows for a real-time view of the work order.

Responsibilities

Oracle DBI for Maintenance provides the following responsibilities:

- **Maintenance Manager:** The Maintenance Manager is a role-based responsibility that can access the Maintenance Management and HR Management dashboards.
- **Daily Maintenance Intelligence:** The Daily Maintenance Intelligence is a function-based responsibility that can access the Maintenance Management dashboard.

Related Topics

For a complete list of all responsibilities and dashboards by intelligence area, see: Appendix A: Responsibility and Dashboard Matrix, page B-1.

Dimensions

Oracle DBI for Maintenance uses the following dimensions.

Period Type

Period type that is selected in Oracle General Ledger. For more information, see the

Oracle General Ledger User Guide.

Compare To

For a description of this dimension, see Design the Report Layout, *Oracle Daily Business Intelligence User Guide*.

Currency

For a description of this dimension, see Currency Dimension, page 1-10.

Maintenance Activity

This dimension represents the type of maintenance work that is performed on an asset. The bill of materials (BOM) and routing are usually defined for an activity, which serves as a standard template of jobs. Some examples are "oil change" and "clean filter." The Maintenance Activity dimension contains the following object:

- Maintenance activity (dimension)
  - Activity (dimension object)

Maintenance Aging

This dimension represents the aging distribution buckets. It is used as the view-by dimension for the Late Completion Aging report, Past Due Aging report, and Request to Completion Aging report. The Maintenance Aging dimension contains the following objects:

- Maintenance aging (dimension)
  - Late completion aging (dimension object)
  - Past due aging (dimension object)
  - Request to completion aging (dimension object)

Maintenance Asset Criticality

This dimension represents codes you define that are used to assign criticality to an asset. Criticality is the importance of the asset to your business. The maintenance asset criticality dimension contains the following object:

- Maintenance asset criticality (dimension)
  - Asset criticality (dimension object)

Maintenance Asset

This dimension represents the hierarchy of asset category, asset group, and asset number.

Asset Category

This dimension represents the category to which the asset is optionally assigned.

Asset Group

This dimension represents the classification of assets. Asset groups exist at the item organization level.

Asset Number

This dimension represents the asset that is specified in the work order. An asset number is a unique number that identifies an asset. An asset is always associated with an asset group. It is based on an Install Base Instance number. The Asset Number parameter in DBI for Maintenance can be searched by both asset and asset group.

The Asset (Number) parameter depends on the Asset Group parameter. When a DBI summary report is viewed by asset, the Asset Group column is also displayed to qualify the asset.

Maintenance Cost Category

This dimension represents a list of codes to classify enterprise asset management cost. The Maintenance Cost Category dimension contains the following object:

- Maintenance cost category (dimension)
    - Cost category (dimension object)

Maintenance Cost Element

This dimension represents the maintenance cost element type. The values are: material, labor, and equipment. The Maintenance Cost Element dimension contains the following object:

- Maintenance cost element (dimension)
    - Cost element (dimension object)

Maintenance Request Type

This dimension represents a list that is used to designate the request as a work request or a service request. The Maintenance Request Type dimension contains the following

object:

- Maintenance request type (dimension)
  - Request type (dimension object)

Maintenance Work Order Status

This dimension represents the status of a maintenance work order, for example, draft, unreleased, released, or completed. The statuses include user-defined work order statuses that are mapped to seeded statuses. The Maintenance Work Order Status dimension contains the following object:

- Maintenance work order status (dimension)
  - Work order status (dimension object)

Maintenance Work Order Type

This dimension represents the type of maintenance work order, for example, routine or preventive. You can extend the work order type if necessary. The Maintenance Work Order Type dimension contains the following object:

- Maintenance work order type (dimension)
  - Work order type (dimension object)

Organization

For a description of this dimension, see Organization Dimension, page 1-11.

Resource

For a description of this dimension, see "Dimensions" in the DBI for Supply Chain chapter.

Department

For a description of this dimension, see "Dimensions" in the DBI for Supply Chain chapter.

Related Topics

For more information on common dimensions, see: Common Dimensions, page 1-9.

Key Performance Indicators

DBI for Maintenance uses the following key performance indicators (KPIs).

KPIs

- **Work Order Cost:** The Work Order Cost KPI represents the actual costs of completed, complete no charge, closed work orders, and any other user-defined status that is mapped to these statuses.

- **Asset Downtime (Hours):** The Asset Downtime (Hours) KPI represents the duration during which an asset is not available for normal operations due to maintenance work. In Oracle Enterprise Asset Management, you can enter downtime for an asset when you perform a work order or operation completion transaction. You can also manually enter asset downtime if the asset is not associated with a work order.

- **Completed Work Orders:** The Completed Work Orders KPI provides the count of completed work orders.

- **Late to Schedule Completion %:** (Late completion / completed work order) * 100

  The Late to Schedule Completion % KPI is the percentage of work orders that are completed late to the total work orders that are actually completed within the selected period.

- **Work Order Backlog:** The Work Order Backlog KPI is the count of all work orders in status draft, released, unreleased, or on hold (and any other user-defined status mapped to these statuses) as of the selected date.

- **Past Due to Schedule %:** The Past Due to Schedule % KPI is the percentage of work order backlog, that has a scheduled completion date prior to the last collection date.

- **Request to Completion (Days):** The Request to Completion (Days) KPI is the duration in days between the work request creation date or service request incident date and the work order completion date. Request to completion (days) KPI represents the average number of days between the point that a request for maintenance is initiated and the point that it is fulfilled by the work order completion.

Securing Data

In addition to the basic Daily Business Intelligence security model, Daily Business Intelligence for Maintenance uses inventory organization security to determine which users have access to maintenance organizations. You set up inventory organization security using the Organization access window in Oracle Inventory. In the Organization

Parameters window, set up a list of inventory organizations to be accessed by the Maintenance Manager and Maintenance Intelligence responsibilities. You can view only organizations that are assigned to your responsibility. For more information, see Organization access, *Oracle Inventory User's Guide*.

Related Topics

For more information about security, see Securing Daily Business Intelligence, page 1-15 .

Implementation Considerations

The following information applies to all of the Oracle DBI for Maintenance reports.

Global Start Date

All DBI for Maintenance reports use the global start date that is established during the basic Daily Business Intelligence setup. Data in the reports and regions does not appear if the event occurred before the global start date. See Set Up Global Parameters, page 2-30 for more information. In addition, note that the following work orders are candidates for inclusion in the DBI for Maintenance reports, in relation to the global start date:

- Work orders that are closed on or after the global start date. You can count work orders completed before the global start date but closed after the global start date.
- Work orders that are still open (not closed) as of the current date. Request to Completion reporting is based on the Completion Date.

Currency

The currency code represents the currency for all amounts on the dashboard and reports.

- Reports: The reports display the primary global and secondary global currencies, the functional currency of the selected maintenance organization, or of all organizations if the organizations have the same functional currency and it differs from both global currencies.

When you view information for a single organization, you can display the currency amounts as either the functional currency or the global currency; however, when you display the currencies for all organizations, the following logic applies:

- If Organization is All, if all organizations have the same functional currency, and the global currency is the functional currency, then only the global currency appears.
- If Organization is All, if all organizations have the same functional currency, but the

global currency and the functional currency differ, then the system displays both the functional currency and the global currency.

- If Organization is All, if the organization currencies differ, then the system displays the global currency.

For more information, see "Implementation Considerations" in Chapter 2.

Software

All hardware and software prerequisites are detailed in Verify Hardware and Software Prerequisites, *Oracle Daily Business Intelligence Implementation Guide*. Please review the requirements, including the correct version of Oracle Enterprise Asset Management.

Setup Checklist

Set Up Maintenance Management Dashboard

The following table provides a list of the steps required to implement the Maintenance Management dashboard and its associated reports.

If you have already completed a setup listed in this checklist, either as part of the setting up the transactional application or as part of setting up another dashboard, then you do not need to repeat the setup.

Unless otherwise noted, you can perform setups concurrently.

Step	Responsibility/Application
Set Up Daily Business Intelligence Framework, page 2-29	• Daily Business Intelligence Administrator • System Administrator
Set Up Manager Reporting, page 5-4	• System Administrator • HRMS Manager • Daily Business Intelligence Administrator

Step	Responsibility/Application
Set Up Item Dimension Reporting, page 6-11 For DBI for Maintenance, you are not required to implement the Product Catalog hierarchy.	• Daily Business Intelligence Administrator • Item Manager
Set Up Inventory Organization Security, page 12-13	• Oracle Inventory
Post-Setup Steps, page 2-66	• Daily Business Intelligence Administrator • CRM Administrator

Set Up Inventory Organization Security

Verify that inventory organizations are secured for the Maintenance Management dashboard. See Securing Data, page 12-10. For instructions on using the Organization Access window to secure access to inventory organizations for use by Oracle Daily Business Intelligence for Maintenance, see Defining Organization Access, *Oracle Inventory User's Guide*. Verify the inventory security at the responsibility level within Oracle Inventory. The Maintenance Management dashboard uses the inventory organization security.

Maintenance and Administration

After setup is complete, you may have to perform the following maintenance and administration task.

Update DBI Data After Purging Service Requests

If you purge service requests from Oracle Service, then you must run an initial request set to avoid data inaccuracies and inconsistencies in the reports

The initial request set should have the Clear and Load All Summaries option selected. See Create Initial and Incremental Request Sets, page 2-68 for information about request sets.

13

Daily Business Intelligence for Marketing

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Responsibilities
- Dimensions
- Key Performance Indicators
- Securing Data
- Implementation Consideration
- Set Up Checklist
- Set Up Lead Rank
- Set Up Region
- Define Profiles
- Maintenance and Administration
- Troubleshooting

Overview

Daily Business Intelligence for Marketing enables personnel at all levels of your organization to monitor the status of marketing activities, assess performance and make continuous improvements.

DBI for Marketing provides you with two intelligence dashboards for measuring and improving marketing performance:

- Marketing Management Dashboard:, page 13-2 This dashboard provides you with daily insight into key marketing performance areas such as lead generation, lead conversion, campaign to cash, marketing budgets and marketing ROI. The

dashboard provides information on campaign to cash, campaign ROI, and budgets. It helps in analyzing trends in lead generation, lead conversion, cost per lead, and revenue per lead.

- Lead Management Dashboard:, page 13-3 This dashboard provides marketing and sales managers in the organization with daily visibility into lead activity, conversion and aging for all leads assigned to sales groups.

The key feature of this release is:

Market Segment Reports

- The reports are:
  - Segment Value
  - Segment Campaign Effectiveness

  This release provides reports which track market segment size, revenue and marketing impact trends by product and time dimensions. These reports help users identify under-performing and over-performing market segments and allow users to intelligently decide segments in which they can run marketing campaigns.

  A market segment is a set of individuals, groups or organizations with one or more characteristics that cause them to have relatively similar product needs. Companies who are able to find new ways of segmenting their markets are able to change strategies and win against their competition. Oracle Marketing enables users to define and create market segments.

  Oracle DBI provides reports that can help analyze questions such as:

  - Are the segments valuable?
  - Is marketing effective in these segments?
  - Based on answers from the above, were segments well defined?

  Answers to these questions enable marketers to understand their segments better. Based on this understanding, marketers can conduct more effective marketing activities in a segment.

Marketing Management Dashboard

Using the Marketing Management dashboard, personnel at all levels in the organization can monitor marketing activities and continuously improve performance.

The dashboard helps users accomplish the following:

- Make decisions throughout the marketing and sales cycle by providing daily visibility through various reports on key areas, such as lead generation, lead conversion, campaign to cash, campaign ROI, and budgets.

- Analyze performance trends, track campaign to cash, measure lead conversions, calculate marketing ROI and assess the success of a campaign.
- Align marketing activities with sales objectives.

The dashboard helps answer the following questions:

- What percentage of the company's revenue is driven by marketing?
- Can Marketing ROI data be used to make better marketing decisions?
- Can Cost per Lead and Revenue per Lead for various dimensions, such as marketing channel, product categories, or region be analyzed?
- Can "campaign to cash" be maximized further?
- Can performance of the marketing department be measured and tracked on a daily basis?

Lead Management Dashboard

The Lead Management dashboard provides lead conversion information by product category or by sales group. Marketing professionals use this information to align marketing activities with sales.

The Lead Management dashboard helps users accomplish the following:

- Assess the performance of a sales group. Managers can view details from the sales group level to the individual sales representatives' levels.
- View the lead status, measure the quality of leads, see conversion rates from lead to opportunity, and compare cost and revenue of lead generation.

Lead Management helps answer the following questions:

- Can Lead Quality be tracked by various important dimensions, such as lead source, marketing channel, and customer categories to provide the sales force with most worthwhile leads?
- Are the marketing activities aligned with sales?

Understanding Reporting

Daily Business Intelligence for Marketing provides intuitive and configurable reports and graphs at various stages of the marketing cycle, such as planning and budgeting, multi-channel execution, and ROI analysis. Marketers can quickly see their top and bottom performing activities and take proactive steps to increase return on investment.

For complete, detailed descriptions on each of the reports and the calculations involved, see the *Oracle Daily Business Intelligence User Guide*.

Responsibilities

Oracle Marketing DBI dashboards are available by selecting the following responsibilities:

- To log into DBI for Marketing:
  - Daily Marketing Intelligence
  - Marketing Manager
- To perform administrative tasks:
  - Business Intelligence System
  - Oracle Marketing Super User
  - Business Intelligence Administrator

The following table lists Oracle Marketing DBI responsibilities. It also provides a list of pages that a user with a specific responsibility can access

Responsibilities

Responsibility	Description	Primary Dashboards	Related Dashboard
Marketing Manager or Daily Marketing Intelligence	This responsibility corresponds to the Marketing Manager role. It is intended for use by all marketing managers in your organization.	Marketing Management Lead Management	Sales Management Sales Management Comparative Performance Opportunity Management Quotes Management
Business Intelligence System	This responsibility is required to set up regions and map countries to regions.	N/A	N/A

Responsibility	Description	Primary Dashboards	Related Dashboard
Oracle Marketing Super User	This responsibility provides access to all required setup in Oracle Marketing Online that are essential for Oracle Daily Business Intelligence for Marketing.	N/A	N/A
Business Intelligence Administrator	This responsibility is a common responsibility which has access to all required setup steps. For more information, see Appendix A, "Responsibility and Page Matrix".	N/A	N/A

Dimensions

The Dashboard level dimensions and View By dimensions for Marketing Management dashboard and Lead Management dashboard are explained below.

Marketing Management Dashboard Level Dimensions

- **Time:**Defines a hierarchical relationship between units of time (based on your Daily Business Intelligence enterprise calendar) and on the global start date. Enables you to view data along different time periods: week, month, fiscal period, year.
- **Country:** Lists the valid countries enabled in the system. All countries (by name) are displayed by default.
- **Product Category:** Enables a marketer to view marketing activities by product category. Product categories must be properly assigned to products and must be associated with the appropriate marketing object. If the proper mapping doesn't exist, the marketing object does not roll up into the proper category and is associated with an unassigned category.
- **Currency:** Displays user's functional currency. The default value is determined by the profile - BIS: Global Primary Currency.

Marketing Management View By Dimensions

- **Campaign:** When viewed by campaign, the report displays data for each campaign, event, or program.
- **Product Category:** Lists all product categories available for selection. When viewed by product category, the report displays data for each product category.
- **Country:** When viewed by country, the report displays data for each country.
- **Region:** Lists all available regions. When viewed by regions, the report displays data for the selected region.
- **Marketing Channel:** When viewed by marketing channel, the report displays data for each marketing channel, such as telemarketing, advertising, e-mail and so on.
- **Lead Source:** When viewed by lead source, the report displays data for each lead source.
- **Lead Quality:** Lists all available quality levels in terms of lead ranks. When viewed by lead quality, the report displays data for each lead rank.
- **Sales Channel:** When viewed by sales channel, the report displays data for each sales channel (direct or indirect).
- **Customer Category:** Lists all available customer categories and classifications. When viewed by customer category, the report displays data for each customer category.

Lead Management Dashboard Level Dimensions

- **Time:** Defines a hierarchical relationship between units of time (based on your Daily Business Intelligence enterprise calendar) and on the global start date. Enables you to view data along different time periods: week, month, fiscal period, year.
- **Sales Group:** Displays lead activities by sales group. When drilled down, information displayed is based on child groups. Each child group further displays information about individual sales representatives in that group.
- **Product Category:** Displays information for a particular category in the product hierarchy. Product and product category must be assigned to the lead, otherwise the lead is attributed to an unassigned bucket. A lead can have multiple lines with each line attached to a different product category. Hence the lead line count is shown in the reports while viewing information by product category.
- **Currency:** Displays user's functional currency. The drop-down displays the default

value which is determined by the profile - BIS: Global Primary Currency.

Lead Management View By Dimensions

- **Campaign:** When viewed by campaign, the report displays data for each campaign, event, or program.
- **Lead Source:** When viewed by lead source, the report displays data for each lead source.
- **Lead Quality:** Lists all available quality levels in terms of lead ranks. When viewed by lead quality, the report displays data for each lead rank.
- **Sales Channel:** When viewed by sales channel, the report displays data for each sales channel (direct or indirect).
- **Customer Category:** Lists all available customer categories / classifications. When viewed by customer category, the report displays data for each customer category.
- **Country:** When viewed by country, the report displays data for each country.

Key Performance Indicators

The following section lists the key performance indicators (KPIs) for Daily Business Intelligence for Marketing.

Marketing Management Dashboard KPIs

The following table lists KPIs for Marketing Management.

Marketing Management Dashboard KPIs

KPI Name	Description
Leads from Customers	New Leads created during the selected period from existing customers. Customer is a person or an organization with which the company has a selling relationship, regardless of whether anything has actually been purchased or serviced. A customer is a party with a customer account.

KPI Name	Description
Leads from Prospects	New Leads created during the selected period from prospects. A prospect is a person or organization, which the company, does not yet have a selling relationship.
'A' Leads	Leads created during the specified period and with a lead rank of 'A' as of the system date.
'A' Leads %	Leads created during the specified period and with a lead rank of 'A' as of the system date and as a percentage of new leads.
New Opportunities Amount	The sum of the sales credit amount of all opportunities with a marketing source created within the specified period.
Won Opportunities Amount	The sum of the sales credit amount of all opportunities with a marketing source that have the: • Close date within the selected current period • Closed flag set • Won flag set For more information, see the setup on cost per lead.

KPI Name	Description
Cost Per Lead	The marketing cost incurred, for generating all leads. The Cost Per Lead displays expenses associated with each lead during the selected period. Based on the profile settings, either PTD Cost or Total Cost is displayed. Program cost calculations are defined from either the approved budget amount or the actual cost value. This is determined by the profile - BIM:Program Cost. To use actual cost value, associate the actual cost metric with the campaign, event, or program being viewed. • If BIM: Program Cost is set to Actual cost, the actual cost associated to the marketing object is considered. • If BIM: Program Cost is set to Approved budget, the approved budget associated to the object is considered. In this case, the actual cost metric is ignored and the approved budget amount is displayed instead. For more information, see the *Daily Business Intelligence for Marketing User Guide*.
Revenue Per Lead	The booked revenue ratio resulting from all generated leads.
Lead to Opportunity Conversion	Percentage of leads converted to opportunities during the specified period irrespective of when the leads were created.
Campaign Started	Number of campaigns started during the selected period.
Events Started	Number of events started during the selected period.

Lead Management Dashboard KPIs

The following table lists KPIs for Lead Management.

Lead Management Dashboard KPIs

KPI Name	Description
Opportunities Amount - Converted from Leads	The amount of opportunities converted from leads during the specified period.
Leads Converted to Opportunities	The number of leads converted to opportunities during the specified period.
Lead to Opportunity Conversion	The percentage of leads converted to opportunities for the specified period.
New Leads	Leads created during the specified period.
Open Leads	Leads open as of the selected date
'A' Leads	Leads ranked 'A' and created during the specified period.
Average Lead Age (in Days)	The average number of days a lead is open during the rolling fiscal year. This KPI is not affected by the date parameter selected.
Average 'A' Lead Age (in Days)	The average number of days an 'A' Lead is open during the rolling fiscal year. This KPI is not affected by the date parameter selected.

Securing Data

To log into Marketing DBI, either "Marketing Manager" or "Daily Marketing Intelligence" responsibility is required. For Administration purpose, "Business Intelligence Administrator" responsibility is required.

The two types of users who can access Daily Business Intelligence for Marketing include the "admin" user and the "non-admin" user. The admin user (administrator) is part of the admin group (defined in AMS: Admin Group profile option) and has access to all objects. The non-admin users can access objects which are owned by them or assigned to them as team members (resource or group) for the objects. The non-admin user can view all objects under the highest level of object if he has access to the highest level of object.

Example: Joe has access to Program 'Y' under which he creates Campaign 'X'. User John can access Campaign 'X' only when Joe adds John as a team member. Joe can add John

as resource or John's group as member. Let's assume that Joe also has access to campaign 'Z' but this campaign is not under any program. In this case, all the objects under Program 'Y' and Campaign 'Z' are shown to Joe. If there are multiple campaigns under Program 'Y', all the campaigns will be shown to Joe on clicking the Program. If there are multiple schedules under campaign 'Z', all the schedules will be shown to Joe on clicking the Campaign.

Measures associated with programs and campaigns are rolled up for KPIs, KPI drill down reports, and Campaign to Cash and Campaign ROI reports. The information is rolled up at the highest level to which the user has access. If the user is an Admin user, all the object information will be rolled up. For a non-admin user, the highest level of object to which a user has access is determined and information is rolled up on all the objects below it. For KPIs, a single value is required. So all the rolled up values of the highest object are summed up to get the KPI measure.

Security - Marketing Management Dashboard

Security is based on owner and team access to objects (Programs, Campaigns, and Events) in Oracle Marketing.

Creating a Marketing Role

To create a marketing role:

1. Log into Oracle forms using CRM Administrator responsibility.
2. Navigate to Setup > Roles.
3. Provide values for the following fields:
   - Code (For example: MARKETING_MANAGER)
   - Name (For example: Marketing Manager)
4. From the Type drop-down list, select ''Marketing''.
5. Enable the Manager check box.

Security - Lead Management Dashboard

Security is based on 'Manager' and 'Administrator' access to Sales Groups defined in Oracle Resource Manager.

Marketing users can view data in the Lead Management dashboard if they are members of a sales group. Users can be assigned roles in sales groups such as Manager or Administrator roles, giving them access to that sales group and subordinate sales groups in pages and reports.

Example: Let's assume there are two resources - Joe and John, and both have access to

Daily Marketing Intelligence responsibility. Joe is associated to a sales group called "MySalesGroup" with a Marketing Role and John is not associated to any sales group.

When Joe accesses the Lead Management dashboard, data corresponding to "MySalesGroup" is presented and the sales group LOV is available by default to "MySalesGroup". When John accesses the Lead Management dashboard, the sales group LOV will be blank and data will not be shown in any of the reports. To allow John to view data in the reports, John must be associated to "MySalesGroup" sales group.

Implementation Consideration

Before implementing Daily Business Intelligence for Marketing, you must ensure that your system meets the following prerequisites.

Prerequisites for implementing Daily Business Intelligence for Marketing

Prerequisites	Responsibility
Use Oracle Applications Release, page 13-12	N/A
Set Up Daily Business Intelligence, page 13-12	Business Intelligence Administrator
Set Up the Item Dimension, page 13-13	Business Intelligence Administrator

Once you have met all of the implementation considerations and the required prerequisites, you can proceed to implement other intelligence products, or if you are not implementing other intelligence products, proceed directly to "Post Setup Steps in Chapter 2, "Daily Business Intelligence"., page 13-12

Use Oracle Applications Release

Use the following applications:

- Oracle Marketing
- Oracle Sales Online and/or Oracle TeleSales
- Oracle Quoting/Order Capture

Set Up Daily Business Intelligence

Set up Daily Business Intelligence. See Chapter 2, "Daily Business Intelligence", page 13-12.

Set Up the Item Dimension

All items in Daily Business Intelligence for Marketing come from the item master in Oracle Inventory, from the Product Category set (known in Daily Business Intelligence as the item or product category hierarchy). Product categories classify products that are sold. Ensure that all product items that you want to appear in the reports are associated with the Product Category set, or they appear in an Unassigned category in the reports. For instructions on setting up the product hierarchy, see Chapter 4 "Item Reporting".

Set Up Checklist

The following are the setups required for the Marketing Management and Lead Management dashboards.

Set Up Marketing Management and Lead Management Dashboards

The following table provides a list of the steps required to implement the Marketing Management and Lead Management dashboards and their associated reports.

If you have already completed a setup listed in this checklist, either as part of the setting up the transactional application or as part of setting up another dashboard, you do not need to repeat the setup.

Unless otherwise noted, setups can be performed concurrently.

Step	Responsibility
Set Up Daily Business Intelligence Framework, page 2-29	• Daily Business Intelligence Administrator • System Administrator
Create User	Daily Business Intelligence Administrator
Assign user 'Daily Marketing Intelligence' responsibility	Daily Business Intelligence Administrator
Complete DBI global parameters	Daily Business Intelligence Administrator

Step	Responsibility
Set up Dimensions • Regions • Lead Quality Ranks • Sales Group	Daily Business Intelligence Administrator
Setup Profiles	Daily Business Intelligence Administrator
Post-Setup Steps, page 2-66	• Daily Business Intelligence Administrator • CRM Administrator

'Setup Dimensions' (Regions and Lead Quality Ranks) and 'Setup Profiles' are marketing specific setup steps. The rest are generic setup steps required to implement DBI for Marketing pages.

Set Up Lead Rank

You must define lead rank code definitions before running the request sets. Lead Rank is Site level information, not every one should change this.

Setting up the lead rank serves the following purposes:

- **"A" lead ratio KPI:** Enables the user to define an 'A' Lead.
- **Lead Quality Report:** This report shows lead ranks as columns. These columns cannot be infinite - therefore, using the mapping functionality, the implementor is able to select the top four ranks.

To Create Mapping Rules for Lead Ranks:

1. Log into Oracle Marketing application using the Oracle Marketing Administrator responsibility.
2. Navigate to Administration > Marketing > Setup > Code Definition.
3. In the Object Type drop-down menu, select Rank.
4. Map the columns to the required Lead Ranks.

Set Up Region

Before running the initial load programs, you must setup regions and group countries under each region to view reports by the 'Region' View By dimension.

To create regions and map countries to regions:

1. Log into Oracle Forms with the 'Business Intelligence Systems' responsibility.
2. Navigate to Lookups: Define Areas and Regions.
3. Enter the values 'AREA' and 'AREA' in the Type and Meaning field.
4. Select 'Applications BIS' from the Application LOV.
5. In the Code and Meaning field, enter lookup codes and their meanings. For example: Code: NORA, Meaning: North America.
6. Save your work and close the window.
7. To map countries to regions, navigate to the 'Define Territory Hierarchies' window and select the region code defined in the previous step.
8. In the 'Child Territory' region, select countries from the drop-down list and save your work.

Define Profiles

Profiles are now categorized under the BIM_DBI_SETUP category.

The following information explains profile options that you should consider while implementing Daily Business Intelligence for Marketing. These profiles determine the data that is displayed in the various pages and reports.

To define profiles:

1. Log into Oracle Forms using System Administrator responsibility.
2. Navigate to Profile System Values.
3. In the profile field, enter ''BIM%''. All the applicable profiles are listed.
4. - For **BIM: Cost Per Lead,** select Period-to-Date Cost or Total Cost from Inception, as applicable. The selected option is displayed in the KPI portlet for the following KPIs:

- Cost Per Lead: Displays either (Period-to-Date Costs/Period-to-Date Leads) or (Total Costs/Total Leads).
- Revenue Per Lead: Displays either (Period-to-Date Revenue/Period-to-Date Leads) or (Total Revenue /Total Leads).
- Campaign Cost: Displays either (Period-to-Date Costs) or (Total Costs).

- For **BIM: Revenue Type**, select Booked Amount, Invoiced Amount, or Won Opportunities Amount. The selected Revenue Type is used to calculate revenue in the reports.
- For **BIM: Program Cost**, select Approved Budget or Actual Cost. The selected option is used to calculate Program Cost in the reports.

Maintenance and Administration

In the past, before loading any of the DBI fact tables through Marketing DBI request sets, you had to run the 'Truncate Marketing DBI Base Summary Tables' program, with the Business Intelligence Administrator responsibility. The truncate program allowed you to truncate all fact tables by selecting "ALL" from the LOV or specific fact tables by choosing the specific table. Now, you do not have to run the 'Truncate Marketing DBI Base Summary Tables' program. It is plugged in with the Initial Load program, which automatically truncates the necessary fact tables and also runs the 'Truncate Marketing DBI Base Summary Tables' program.

There are two types of request sets:

- Initial Load
- Incremental Load

The recommended refresh frequencies are:

- Initial Load: Once only or after setup change. Run the 'Truncate Marketing DBI Base Summaries' concurrent program with 'ALL' and 'Y' options before running this request set.
- Incremental Load: Once a day.

The default parameters are:

- Initial Load: Dates
  - From Global Start Date up to sysdate
- Incremental Load: None

- Data collected up to sysdate

There are request sets each, for Marketing reports and Lead reports. A new request set has been introduced for the Segmentation reports. On the Marketing side, customers have to run the AMS_Refresh_Party_Market_Segment program with the Oracle Administrator responsibility before running the request set for segment reports.

> **Important:** Customers can combine both the Marketing request set and the Segment request set but they will have to be careful before clubbing both. Segment refresh programs can take more time than Marketing and Lead request sets. Hence it is advisable that they run the Segment request set separately.

Use the Incremental Request Set to refresh data in the Lead Management dashboard and the Marketing Management dashboard. For information on Request Set Generator see "Post-Setup Steps".

Resubmit the Initial Request Set if you need to clear out and start over with new data in the dashboards. Before resubmitting the initial request, you need to purge the data.

When you run Initial Load, the "From Date" defaults to BIS_GLOBAL_DATE. It processes data till "to date", which is defaulted to the system date.

When the Incremental Load is run, the program automatically picks up the date from where the previous Initial or Increment load was completed.

Troubleshooting

When trying to generate the request set, Marketing Management and Lead Management dashboards are not available as content to add.

Check whether Marketing Management dashboard and Lead management dashboard are implemented. If a dashboard or report is not implemented, it will not appear as content in Request set Generation. Steps to verify:

1. Use Daily Business Intelligence Administrator responsibility.
2. Click on Administer Content function available under Setup: Global menu.
3. Search for Dashboard Marketing Management or Lead Management.
4. Select Function Area as Marketing.
5. Check if implemented check box is checked. If it is checked that indicates that particular dashboard is implemented.

Why do my Incremental/Initial Loads fail?

Search for the requests that are failing and check the log file. Follow instructions in the

log files. Listed below are some specific issues and action to resolve them:

- Trying to run the incremental load before running the Initial Load. Run the 'Truncate Marketing DBI Base Summary Tables' with Parameter as 'ALL' and 'Y' followed by Initial Load.

- Incremental load fails with missing materialized view log, run request as 'BIS RSG MV Log Restoring Program'. Global menu.

I ran the initial/incremental loads, but I do not see some/all data on the page/reports. Why?

Possible reasons could be:

- Transactions created before global start date will not be collected and will not appear in reports.

- Data security: User cannot access some/all data to be shown in page /reports. Please check the data security in the transaction system.

- Check data in the following tables, there may be cases when these tables were truncated by mistake or do not have correct data. Please check the output of queries below and do the recommended steps.
    - No data in time dimension Query.
    - Select count(*) from fii_time_rpt_struct_v where report_date=(as of date in lov)
    - No data returned. Run the Update Time Dimension program again.
    - Select count(*) from bim.bim_I_source_Codes.
    - If no rows returned, run the initial load again.
    - Select count(*) from bim.bim_I_marketing_facts.
    - If no rows returned, run the initial load again.
    - Select count(*) from bim.bim_I_lead_facts.
    - If no rows returned, run the initial load again.
    - Select count(*) from bim.bim_I_source_Denorm.
    - If no rows returned, run the initial load again.
    - Select count(*) from bim_I_obj_mets_mv.
    - If no rows returned, run the initial load again.

Some Column headings in Lead quality reports are missing.

Check the code definition mapping for Lead Rank and run the incremental load.

I have created leads with Rank as 'Hot' in the transaction system but not able to see them in reports.

Check the code definition mapping for Lead Rank. If a particular rank is not mapped those leads will be reported Under 'Unassigned' lead quality.

I have attached some Cost in metrics with marketing objects (Campaign/Event etc) but Cost in reports display different values.

This may be because the profile is not set to show the 'Actual Cost'. Check the value defined for profile 'BIM: Program Cost'. This profile value decides that value of cost in reports should be derived from 'Actual cost' or 'Approved Budget'.

Which Profile derives the value of Revenue type in reports?

BIM: Revenue Type. Possible values are Won Opportunities Amount, Booked Amount or Invoiced Amount.

I have assigned product category to marketing objects (Campaign/Event etc) but transactions attached to them are being displayed under "Unassigned" product category.

Check if the product category associated with marketing objects is primary category or not. If it is not primary then those objects will be reported under 'Unassigned ' product category.

Check the code definition mapping for Lead Rank and run the incremental load.

How can I find the values of Global Parameters?

Navigate to Business Intelligence Administrator responsibility and open the Global Parameters Page.

Why are some/all-seeded links in related region missing? Why are some columns on a report missing?

Check for Personalization for the region/report.

While clicking on a report that belongs to some other page, why do I find stale data for that report?

Check for the last refresh date for that page. If required, run the incremental load for the dashboard that the report belongs to.

Why does my actual calendar month not match the one shown on DBI page?

Check for the Enterprise calendar used in DBI from Business Intelligence Administrator Resp. Now navigate to GL Super user resp in apps and query for same calendar and check the display name for the range of days. **GL Super User > Set up > Financials > Calendars > Accounting**The display name and the actual range of days should be the same. For example, display name for the period 01-Aug-2004 to 31-Aug-2004 should be Aug-04 and not Aug-05 or any other month.

14

Daily Business Intelligence for Procurement

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Responsibilities
- Dimensions
- Key Performance Indicators
- Securing Data
- Implementation Considerations
- Setup Checklist
- Convert to a Multiple Organization Architecture
- Set Up Users as Employees
- Review POA: DBI Implementation
- Set Up Document Views
- Consider Access to Human Resources and Financials Dashboards
- Set Up Commodities
- Set Up Company and Cost Center Dimensions
- Set Up DBI for Financials Profile Options and Source Ledger Group Assignment
- Set Up Scores and Weights
- Maintenance and Administration
- Request Set Generator
- Commodities
- Validation Scripts

Overview

Using DBI for Procurement, procurement and supply chain professionals can source new items, analyze supplier performance, develop a commodity strategy, and analyze spend. DBI for Procurement provides easy access to information that is useful for identifying savings opportunities, improving supplier relationships and supplier service, reducing operational inefficiencies, and making strategic decisions to maximize profits.

DBI for Procurement helps you determine how procurement spend is changing over time. It also enables you to track whether new procedures that you've put into place are improving procurement measures.

DBI for Procurement offers the following dashboards:

- Procurement Status
- Procurement Performance Management
- Procurement Management
- Procure-to-Pay Management
- Commodity Spend Management
- Commodity Supplier Management
- Cost Center Spend Management
- Sourcing Management
- Supplier Management

The following dashboards are also available to the manager responsibilities in DBI for Procurement:

- Expense Management
- HR Management - Overview

The Procurement Manager and Commodity Manager responsibilities also have access to the Payables Management and Payables Status dashboards.

DBI for Procurement uses information from the following application areas:

- Oracle Purchasing: Mandatory for all dashboards.
- Oracle Payables: Mandatory for all dashboards except Commodity Supplier Management and Sourcing Management.

- Oracle Sourcing: Mandatory for the Sourcing Management dashboard.
- Oracle Financials: Mandatory for the Cost Center Spend Management dashboard.
- Oracle Human Resources: Mandatory for the Procurement Manager, Commodity Manager, Sourcing Manager, and Supplier Manager responsibilities.
- Oracle iProcurement: Optional.
- Oracle Services Procurement: Optional.

Related Topics

Oracle Daily Business Intelligence User Guide

Understanding Reporting

Daily Business Intelligence for Procurement provides the following dashboards.

Procurement Status Dashboard

The Procurement Status reports address the following main points:

- The Unprocessed Requisitions reports show approved requisition lines in Oracle iProcurement and Oracle Purchasing that are not canceled, rejected, or returned and that are not on approved standard purchase orders, planned purchase orders, or blanket purchase agreement releases. These reports show the current status of all requisitions created and approved since the global start date, as of the Data Last Updated date that appears at the bottom of the dashboard or report. Using these reports, procurement managers can see the volume of requisitions waiting to be processed (their purchase orders approved). If needed, managers can take the necessary steps to improve or speed processing.
- The Unfulfilled Requisitions reports show approved requisition lines in Oracle iProcurement and Oracle Purchasing that are not canceled, returned, or rejected and that have not yet been received or invoiced. Service line types are excluded. These reports show the current status of all requisitions created and approved since the global start date, as of the Data Last Updated date that appears at the bottom of the dashboard or report. If needed, managers can take the necessary steps to improve or speed fulfillment.

Procurement Performance Management Dashboard

The Procurement Performance Management reports address the following main points:

- The Processed Requisitions reports show approved requisition lines in Oracle

iProcurement and Oracle Purchasing that are not canceled, returned, or rejected and that are on approved standard purchase orders, planned purchase orders, or blanket purchase agreement releases. These reports show the processed requisitions in a selected period, such as the last rolling seven days. These reports help procurement managers manage their buyers and procurement activities by viewing the volume of requisitions processed in a given period, including the average time required to process the requests, from the last approval date of the requisition to the processed (purchase order approval) date.

- The Fulfilled Requisitions reports show approved requisition lines in Oracle iProcurement and Oracle Purchasing that are not canceled, returned, or rejected and that have been fulfilled by a receipt or invoice. Service line types are excluded. These reports show the fulfilled requisitions in a selected period, such as in the last rolling seven days. These reports help procurement managers manage their buyers and procurement activities by viewing the volume of requests fulfilled in a given period, including the average time required to fulfill the requests, from the last approval date of the requisition to the fulfillment (receipt or invoice) date.

Procurement Management Dashboard

The Procurement Management reports address the following main points:

- The Non-Contract Purchases reports show how much the company spends on purchases that were not flagged as negotiated in Oracle Purchasing.

- The Blanket Leakage reports show the amount purchased by the company that resulted in leakage, meaning a blanket purchase agreement was in place but was not leveraged. These reports also show how much could have been saved if blanket leakage had been prevented.

- The PO Purchases reports show the total PO Purchases amount, including the breakdown by item category and supplier.

- The Payables Leakage reports show the portion of your company's total invoice amount that was not processed by the purchasing organization but which should have been. That is, what percentage of the total invoice amount does not have backing purchase orders?

Procure-to-Pay Management Dashboard

The Manual Invoices report on the Procure-to-Pay Management dashboard shows the percentage of invoices that were created manually by your company's payables department. It can help you determine with which suppliers you can automate the invoicing process.

Commodity Spend Management Dashboard

The Commodity Spend Management reports address the following main points:

- The Invoice Amount reports show how much your company is spending for each commodity, based on the invoice amount. These reports help identify spending trends with suppliers and commodities, potential demand aggregation opportunities, and key suppliers.

- Spend Evaluation: This report grouping consists of these reports:
  - PO Price Savings and Quantity Change
  - Price Savings by PO Number
  - Cumulative Price Savings
  - Payables Leakage

  These reports show how much your company is saving across all items and suppliers in a commodity because of better prices. They also show approximately how much the company is spending because of the quantities it is buying. From the reports, you can view the purchasing documents responsible for the savings.

- The Contract Utilization reports show the total amount of contract purchases and non-contract purchases by commodity. These reports also show these amounts (rates) as a percentage of your total PO Purchases amount. If the total PO Purchases amount for a commodity is increasing, then you can determine whether the rate of contract utilization is increasing with it. From the reports, you can view contract purchases by document type, purchasing document numbers, and details of the purchasing documents that are responsible for the contract purchases and non-contract purchases.

Commodity Supplier Management Dashboard

The Commodity Supplier Management reports address the following main points:

- The PO Price Change reports help you judge suppliers' performance by seeing how much prices have increased or decreased for a specific supplier across all items and operating units. From the reports, you can view the purchasing documents responsible for the price change.

- The Returns reports show the suppliers and commodities that have the highest return amount, return quantity, and number of return transactions, including rate of return amounts. The reports show the return reasons so that you can determine whether the same return reason is occurring repeatedly.

- The Rejections on Inspection reports measure how suppliers for a particular commodity are performing on quality, based on rejections during inspection. The reports show the rejection reasons.

- The Receipt Date Exceptions reports show, for specific suppliers and commodities, the purchase order amount, quantity, and number of transactions received early, within tolerance, or late, based on your receiving options setup in Oracle Purchasing. The reports also show the quantity received early, within tolerance, or late, and the average days early and late. You can see which suppliers and commodities have the highest receipt date exception amount and number of exception transactions.

Cost Center Spend Management Dashboard

From the Cost Center Spend Management dashboard, you can access the following reports:

- Invoice Amount
- Spend Evaluation
- Contract Utilization

For descriptions of these reports, see Commodity Spend Management Dashboard, page 14-5.

Sourcing Management Dashboard

The Sourcing Management reports address the following main points:

- The Sourcing and Award reports enable you to view the total amount awarded to suppliers in a given period, find out the growth rate of awarded negotiated lines, and determine the organization's ratio of negotiated purchases to total purchases.

  The Sourcing Cycle Time reports enable you to determine the average time required to complete an award, figure out which phases of the sourcing process are the least efficient, and track performance over time.

- The Sourcing Savings reports enable you to find out how much the organization saved through negotiations and estimate the projected savings over a specific period.

Supplier Management Dashboard

From the Supplier Management dashboard, you can access the following reports:

- Spend Analysis: This report grouping consists of these reports:

- PO Price Savings and Quantity Change
- Cumulative Price Savings
- Payables Leakage

These reports enable you to track spending trends. Find out whether purchase order purchases (PO purchases) from a given supplier have increased or decreased. Identify the operating unit that has the greatest invoice amount entered for a selected supplier. Determine the total invoice amount matched to a purchase order for each category for a selected supplier. View the total payment amount to a selected supplier.

- PO Purchases: See Procurement Management Dashboard, page 14-4.
- PO Price Change: See Commodity Supplier Management Dashboard, page 14-5.
- Receipt Date Exceptions: See Commodity Supplier Management Dashboard, page 14-5.
- Invoice and Payables: This report grouping consists of these reports:
  - PO Match Invoice Amount: This is the same report as the Invoice Amount report on the Commodity Spend Management Dashboard, page 14-5.
  - PO Match Invoice Amount Trend: This is the same report as the Invoice Amount Trend report on the Commodity Spend Management Dashboard, page 14-5.
  - Manual Invoices: See Procure-to-Pay Management, page 14-4.
  - Manual Invoices Trend: See Procure-to-Pay Management, page 14-4.
- Returns: See Commodity Supplier Management Dashboard, page 14-5.

Average Price Reports

The Average Price reports are not associated with a particular dashboard. These reports are available to users with the Supplier Manager, Procurement Manager, Daily Procurement Intelligence, Commodity Manager, or Daily Commodity Intelligence responsibility.

With these reports, you can determine the average price of an item for a particular supplier or group of suppliers over a period of time, find out how the average price of an item has changed over time, and view the potential savings if the operating unit had placed purchase orders with the supplier with the lowest average price.

Responsibilities

DBI for Procurement provides the following logon responsibilities:

- Procurement Manager, page 14-9
- Commodity Manager, page 14-9
- Sourcing Manager, page 14-9
- Supplier Manager, page 14-10
- Daily Procurement Intelligence, page 14-10
- Daily Commodity Intelligence, page 14-10
- Daily Sourcing Intelligence, page 14-10
- Daily Procurement Spend Intelligence, page 14-10

Access to data on the Procurement Status, Procurement Performance Management, Procurement Management, Procure-to-Pay Management, and Supplier Management dashboards is controlled by operating unit. Users assigned the responsibilities for these dashboards see data only for the operating units to which they were given access using the Oracle Human Resources security profile feature and MO: Security Profile, also known as operating unit security.

Access to the data on the Commodity Spend Management, Commodity Supplier Management, and Sourcing Management dashboards is controlled by operating unit and by commodity assignment. For complete information, see Securing Data, page 14-25.

Access to data on the Cost Center Spend Management dashboard is based on user-level company and cost center security.

Access to the Payables Management, Payables Status, Expense Management, and HR Management - Overview dashboards is also based on security. (Users will not see data on these dashboards without the proper security, specific to these dashboards.) If you want users to have access to data on these dashboards, see the Daily Business Intelligence for Human Resources chapter and the Daily Business Intelligence for Financials chapter for more information about security for these functional areas.

When a user navigates from one dashboard to another, the system uses the particular security associated with the dashboard to determine the user's access.

You must assign implementers the Daily Business Intelligence Administrator responsibility if you want them to perform setup tasks, such as creating and submitting request sets and setting up global parameters.

Procurement Manager

The Procurement Manager responsibility provides access to the following dashboards:

- Procurement Status
- Procurement Performance Management
- Procurement Management
- Procure-to-Pay Management
- Payables Management
- Payables Status
- Expense Management
- HR Management - Overview

Commodity Manager

The Commodity Manager responsibility provides access to the following dashboards:

- Commodity Spend Management
- Commodity Supplier Management
- Payables Management
- Payables Status
- Expense Management
- HR Management - Overview

Sourcing Manager

The Sourcing Manager responsibility provides access to the following dashboards:

- Sourcing Management
- Expense Management
- HR Management - Overview

Supplier Manager

The Supplier Manager responsibility provides access to the following dashboards:

- Supplier Management
- Expense Management
- HR Management - Overview

Daily Procurement Intelligence

The Daily Procurement Intelligence responsibility provides access to the following dashboards:

- Procurement Status
- Procurement Performance Management
- Procurement Management
- Procure-to-Pay Management

Daily Commodity Intelligence

The Daily Commodity Intelligence responsibility provides access to the following dashboards:

- Commodity Spend Management
- Commodity Supplier Management

Daily Sourcing Intelligence

The Daily Sourcing Intelligence responsibility provides access to the Sourcing Management dashboard.

Daily Procurement Spend Intelligence

The Daily Procurement Spend Intelligence responsibility provides access to the Cost Center Spend Management dashboard.

Related Topics

For a complete list of all responsibilities and dashboards by intelligence area, see Appendix A: Responsibility and Dashboard Matrix, page B-1.

Expense Management: See the Daily Business Intelligence for Financials chapter.

HR Management - Overview: See Daily Business Intelligence for HRMS, page A-1.

Dimensions

DBI for Procurement uses the following dimensions, some of which are common across Daily Business Intelligence.

Time

For a description of this dimension, see Time Dimension, page 1-12.

Currency

For a description of this dimension, see Currency Dimension, page 1-10. For information on how DBI for Procurement uses currencies, see also Operating Units and Currencies, page 14-28.

Operating Unit

Operating Unit is a dimension object in the Organization dimension. For a description of this dimension object, see Operating Unit Dimension, page 1-10. See also Operating Units and Currencies, page 14-28.

Item

DBI for Procurement uses the common Item dimension that is used by Daily Business Intelligence. It uses the Purchasing Category set of the Item dimension. The dimension collects all categories in the Purchasing Category set, but the DBI for Procurement reports display only those categories that exist on purchase orders and releases. (In the Procurement Status reports, the category comes from the requisition if a purchase order is not yet available.) See Categories and Items, page 14-30.

See also Item Dimension Reporting, page 6-1.

Purchasing Items

DBI for Procurement uses its own item dimension object, Purchasing Items, in the Item dimension. To display items in the reports, the Purchasing Items dimension object includes master items from the common Item dimension and non-master items (items not defined in Oracle Inventory) that are on purchase orders, releases, or requisitions. Specifically, the Purchasing Items dimension object handles non-master items in the manner described in Categories and Items, page 14-30.

Purchasing Items is a dimension object in the Item dimension, as follows:

- Item

- Purchasing Items
- Purchasing Category
- Purchasing Commodity Code

Purchasing Category

The Purchasing Category dimension object consists of categories that are set up as Purchasing categories in Oracle Applications. In the reports, this dimension displays categories that are on purchase orders, releases, and requisitions. See Categories and Items, page 14-30.

Purchasing Category is a dimension object in the Item dimension, as follows:

- Item
  - Purchasing Items
  - Purchasing Category
  - Purchasing Commodity Code

Purchase Commodity Code

The Purchase Commodity Code dimension object consists of commodities defined for DBI for Procurement. A commodity is a grouping of purchasing categories. Companies use Oracle Applications to define categories in different ways. In some cases, they implement a hierarchy of categories. In other cases, they create only a single level of categories above the item level. A higher-level grouping of purchasing categories is called a commodity.

The Commodity Spend Management and Commodity Supplier Management reports display purchase information for all commodities to which you are assigned. This way, managers can compare the performance of one commodity with another.

People, usually buyers or commodity managers, are assigned to the commodities. People see only their assigned commodities in the reports.

For more information, see Set Up Commodities, page 14-51.

> **Note:** Commodities in the Purchase Commodity Code dimension object are not part of the item-category hierarchy in the Item dimension. The Purchase Commodity Code is its own dimension object for DBI for Procurement.

Purchase Commodity Code is a dimension object in the Item dimension, as follows:

- Item

- Purchasing Items
- Purchasing Category
- Purchasing Commodity Code

Organization

For DBI for Procurement, the Organization dimension displays the ship-to organization (Ship To Org) from the purchase order shipment in the reports. (In the Procurement Status and Procurement Performance Management reports, the organization is the one that owns the Deliver-To Location on the Oracle iProcurement requisition or is the destination Organization on the Oracle Purchasing requisition, if the requisition is not yet placed on a purchase order.) The Organization is a view-by parameter in some reports. When viewing information by Organization in the reports, DBI for Procurement aggregates the data for each ship-to organization that shows activity for the given measure.

DBI for Procurement uses the unsecured inventory organization object of the common Organization dimension.

- Organization (dimension)
  - Inventory Organization (object). This dimension object is secured, using the organization access feature in Oracle Inventory. DBI for Procurement does not use this dimension object.
  - Unsecured Inventory Organization (object). This dimension object ignores the organization access feature. All organizations that are ship-to organizations in Oracle Purchasing are included in this dimension object and in the DBI for Procurement reports.

Supplier

The Supplier dimension displays suppliers and supplier sites in the DBI for Procurement reports. The dimension obtains the suppliers and supplier sites from the Suppliers and Supplier Sites windows in Oracle Applications. The dimension gathers all suppliers and supplier sites, but the reports display only those suppliers and sites that exist on purchasing documents (in the Supplier and Site fields on the document header). For the invoice-based reports (Payables Leakage, Manual Invoices, and Invoice Amount), the reports display the suppliers and supplier sites from the invoices. (The supplier site that is used on invoices is the Pay Site in the Supplier Sites window.)

The Supplier dimension displays the suppliers and supplier sites exactly as they were defined in Oracle Applications and recognizes the supplier sites by operating unit just as Oracle Applications does. In the reports, the supplier site name is appended with the name of the supplier and operating unit.

When viewing information in the DBI for Procurement reports by supplier, DBI for Procurement aggregates the data for suppliers for which transactions exist in the system, across all supplier sites.

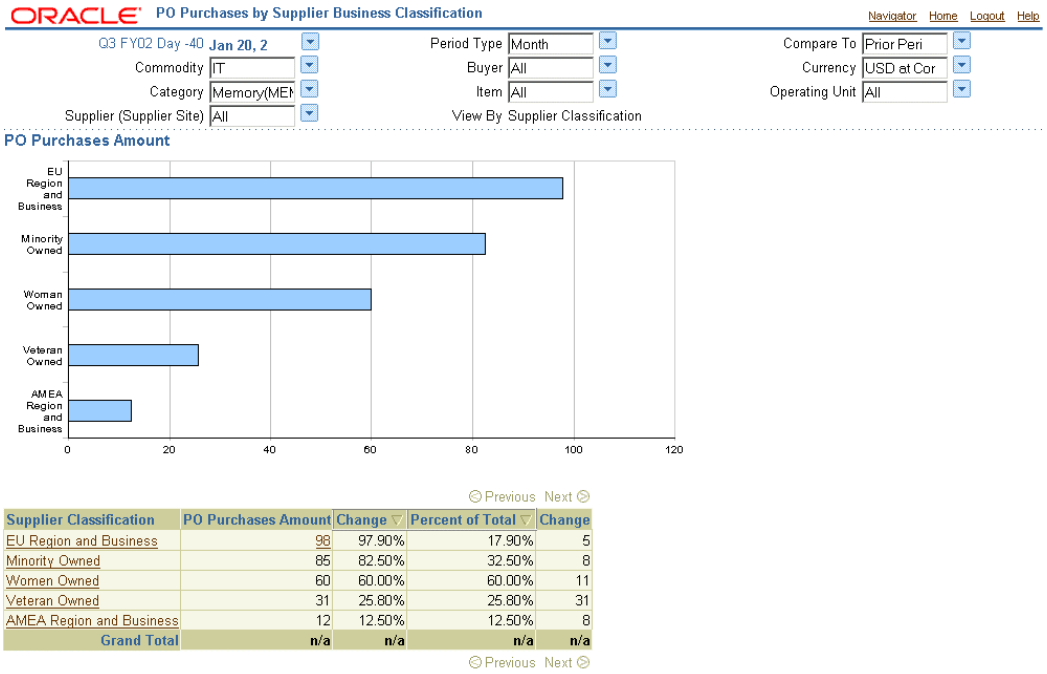
The Supplier dimension contains the following dimension objects:

- Supplier (dimension)
  - Supplier (object)
  - Supplier site (object)
  - Supplier Business Classification (object)

Supplier Business Classification

The Supplier Business Classification is an optional dimension object in the Supplier dimension. It is not used by any DBI for Procurement reports, but it is available to you to use in a custom report. This dimension level contains all of the supplier business classifications defined in Oracle iSupplier Portal. For example, Oracle iSupplier Portal provides classifications such as Minority Owned, Woman Owned, and Small Business. You can define additional classifications in Oracle iSupplier Portal. Some agencies are required to track the types of suppliers with which they do business, or to do business with certain types of suppliers. For example, an agency may have a goal of doing 40 percent of their business with small business suppliers. Supplier business classifications enable you to define these supplier types and associate them with your suppliers.

Custom Report Using Supplier Business Classification



The previous illustration shows an example custom report that shows PO purchases by supplier business classification. For example, 17.90 percent of PO purchases are with suppliers in the EU Region and Business classification.

To use the Supplier Business Classification dimension object, follow these steps:

1. To see the classifications that already come with Oracle iSupplier Portal or to define additional classifications, see Implementing Supplier Profile Management in the *Oracle iSupplier Portal Implementation Guide*.

2. To associate these classifications with suppliers, log on to Oracle iSupplier Portal using the Supplier Profile Administrator responsibility, or ask the supplier to log on using the Supplier Profile Manager responsibility. See the Oracle iSupplier Portal online Help for details.

> **Note:** DBI for Procurement does not use the supplier business classifications provided in the Classification tab in the Supplier Sites window in Oracle Purchasing. It uses only those that were implemented in Oracle iSupplier Portal.

For instructions on creating custom reports, including selecting dimension objects such as Supplier Business Classification for your custom report, see Overview of Creating Dimensions, KPIs, Reports, and Dashboards, page 3-1.

Person

The Person dimension is used to display the requester, buyer, invoice creator, and negotiation creator in the DBI for Procurement reports. Although the reports display data only for the requesters, buyers, invoice creators, and negotiation creators indicated on the relevant documents, the Person dimension contains all defined employees in Oracle Applications. By contrast, the Buyer parameter contains only buyers defined in the Buyers window in Oracle Purchasing.

DBI for Procurement uses the All Persons (No Security) dimension object of the Person dimension. It does not use a hierarchical Person dimension object.

The Person parameters are defined as follows:

- Buyer: The buyer indicated on the purchase order.
- Invoice Creator: The person who created or canceled the invoice distribution.
- Requester: The requester on the requisition. This is not necessarily the same person as the requisition creator.
- Negotiation Creator: User who created the negotiation document in Oracle Sourcing. The negotiation creator is not necessarily the buyer.

Transaction Reasons (for Rejections and Returns in Oracle Purchasing)

In DBI for Procurement, the Transaction Reasons dimension contains all of the transaction reasons that are defined in the Transaction Reasons window in Oracle Inventory. Users select these reasons while entering returns and inspections in Oracle Purchasing. (For more information, see Transaction Reasons, page 14-39.) The Transaction Reason dimension is owned and used exclusively by DBI for Procurement.

Document Type

Sourcing document type created in Oracle Sourcing. Examples include request for information (RFI), request for quotation (RFQ), and auction.

Company

Represents a hierarchy of strategic business units or legal entities that can be organized across geographic regions or otherwise tailored to business needs. This dimension is set up in Oracle Financials.

Cost Center

Hierarchical grouping of balancing segment values or cost centers that are entities that track either expenses or revenue.

This dimension is set up in Oracle Financials.

Related Topics

For more information on common dimensions, see Common Dimensions, page 1-9.

Key Performance Indicators

DBI for Procurement uses the following key performance indicators (KPIs).

Procurement Status KPIs

This section describes KPIs for the Procurement Status dashboard.

Use the unprocessed requisitions KPIs to see what volume of requisitions currently need processing into purchase orders or releases, including how many are processed late (past their expected date) and how long on average they have been in an unprocessed state. Use these KPIs to help monitor processing time in your procurement organization.

For more details on the following KPIs, see Unprocessed Requisitions Reports, *Oracle Daily Business Intelligence User Guide*:

- **Unprocessed Requisition Lines:** Number of approved requisition lines that are not canceled, returned, or rejected and that are not on an approved purchase order or release.

- **Unprocessed Requisition Lines Past Expected Date:** Number of unprocessed requisition lines for which the current date (that is, the Data Last Updated date that appears at the bottom of each page) is past the Promised Date or Need-By Date on the purchase order or release shipment, or past the Need-By Date on the requisition line, whichever is available.

- **Unprocessed Requisitions Amount:** Price * Quantity.

  Sum of the amounts on each purchase order or release shipment corresponding to each unprocessed requisition line. If the requisition line is not yet on a purchase order, then the requisition line amount (Price * Quantity) is used.

- **Unprocessed Average Age (Days):** Number of Days Pending / Unprocessed Requisition Lines.

  Number of Days Pending is the sum of the number of days between the last approval date of the unprocessed requisition line and the current date (that is, the Data Last Updated date that appears at the bottom of each page). This number is then divided by the number of unprocessed requisition lines. Both date and time (hours, minutes, and seconds) are taken into account.

Use the unfulfilled requisitions KPIs to see what volume of requisitions is currently unfulfilled, including how many are fulfilled late (past their expected date) and how

long, on average, they have been in an unfulfilled state. Use these KPIs to help monitor fulfillment time in your procurement organization, from request to receipt or invoice, including both processing time and supplier issues that may affect fulfillment.

For more details on the following KPIs, see Unfulfilled Requisitions Reports, *Oracle Daily Business Intelligence User Guide*:

- **Unfulfilled Requisition Lines:** Number of approved requisition lines that are not canceled, returned, or rejected, and that were not:
  - Fully received within the receipt close tolerance percentage if 3-Way or 4-Way matching is used.
  - Fully invoiced within the invoice close tolerance percentage if 2-Way matching is used.
  - Closed for any other reason.
- **Unfulfilled Requisition Lines Past Expected Date:** Number of unfulfilled requisition lines for which the current date (that is, the Data Last Updated date that appears at the bottom of each page) is past the Promised Date or Need-By Date on the purchase order shipment or past the Need-By Date on the requisition line, whichever is available.
- **Unfulfilled Requisitions Amount:** Price * Quantity

  Sum of the amounts on each purchase order shipment referenced by each unfulfilled requisition line. If the purchase order is not yet created, then the requisition line amount (Price * Quantity) is used.
- **Unfulfilled Average Age (Days):** Number of Days Pending / Unfulfilled Lines

  Number of Days Pending is the sum of the number of days between the last approval date of the unfulfilled requisition line and the current date (that is, the Data Last Updated date that appears at the bottom of each page). This number is divided by the number of unfulfilled requisition lines. Both date and time (hours, minutes, and seconds) are taken into account.

Procurement Performance Management KPIs

KPIs for the Procurement Performance Management dashboard are described in the following paragraphs.

The processed requisitions KPIs enable procurement managers to view how much work their organization is doing in volume and amount of processed requisitions, including how long on average it took to process the requisitions.

For more details on the following KPIs, see Processed Requisitions Reports, *Oracle Daily Business Intelligence User Guide*:

- **Processed Requisition Lines:** Number of approved requisition lines that are not canceled, returned, or rejected and that are on an approved purchase order or release.

- **Processed Requisitions Amount:** Price * Quantity.

  Sum of the purchase order or release shipment amounts corresponding to each processed requisition line.

- **Processed Average Age (Days):** Number of Days to Process / Processed Requisition Lines.

  Number of Days to Process is the sum of the number of days between the last approval date of the processed requisition line and the last approval date of the corresponding purchase order or release shipment; this number is divided by the number of processed requisition lines. Both date and time (hours, minutes, seconds) are taken into account.

The fulfilled requisitions KPIs enable you to measure the productivity of their organization by seeing the volume of fulfilled requisitions, including how long it took on average to fulfill the requisitions, from requisition approval to rendering of the goods or services.

For more details on the following KPIs, see Fulfilled Requisitions Reports, *Oracle Daily Business Intelligence User Guide*:

- **Fulfilled Requisition Lines:** Number of approved requisition lines that are not canceled, returned, or rejected and that have a corresponding purchase order or release shipments that have been received within the receipt close tolerance percentage (if 3-Way or 4-Way matching is used), invoiced within the invoice close tolerance percentage (if 2-Way matching is used), or closed. The status of a fulfilled shipment is Closed for Receiving, Closed for Invoicing, or Closed.

- **Fulfilled Requisitions Amount:** Price * Quantity.

  Sum of the amounts on each purchase order or release shipment referenced by each fulfilled requisition line.

- **Fulfilled Average Age (Days):** Number of Days Pending / Fulfilled Requisition Lines.

  Number of Days Pending is the sum of the number of days between the last approval date of the fulfilled requisition line and the receipt or invoice date. This sum is divided by the number of fulfilled requisition lines. Both date and time (hours, minutes, and seconds) are taken into account.

- **Percent Past Expected Date:** (Fulfilled Requisition Lines Past Expected Date / Fulfilled Requisition Lines) * 100.

  Percent of fulfilled (received or invoiced) requisition lines that were fulfilled past

the Promised Date or Need-By Date on the purchase order or release shipment or past the Need-By Date on the requisition line, whichever is available.

Procurement Management KPIs

KPIs for the Procurement Management dashboard are described in this section.

- **Non-Contract Purchases Rate:** (Non-Contract Purchases Amount / PO Purchases Amount) * 100. Percent of non-contract purchases to the total purchase amount. Non-contract purchases occur when, for an item purchased on a standard purchase order, there was no negotiated pricing (no blanket purchase agreement or Oracle iProcurement catalog item entry) in place. Non-contract purchases include blanket leakage. Blanket leakage occurs when there was a blanket purchase agreement in effect, but it was not referenced when the standard purchase order was created. See also Non-Contract Purchases Reports, *Oracle Daily Business Intelligence User Guide*, PO Purchases Reports, *Oracle Daily Business Intelligence User Guide*.

- **PO Purchases Growth Rate:** ((PO Purchases Amount Current Period - PO Purchases Amount Previous Period) / PO Purchases Amount Previous Period) * 100. Percent increase or decrease in the total purchase amount between the current and previous time periods. See also PO Purchases Reports, *Oracle Daily Business Intelligence User Guide*.

  Use this KPI to identify increases or decreases in the total purchase amount.

- **Payables Leakage Rate:** (Leakage Amount / Invoice Amount) * 100. Invoice amount for invoices that were not matched to a purchase order or receipt, as a percentage of the total invoice amount. See also Payables Leakage Reports, *Oracle Daily Business Intelligence User Guide*.

  Use this KPI to identify how much of your invoice amount has not gone through your procurement organization. A lower rate is desirable.

Procure-to-Pay Management KPIs

KPIs for the Procure-to-Pay Management dashboard are described in this section.

Manual Invoices Rate: Manual Distributions / Distributions. Percent of manual invoice distributions to the total number of invoice distributions. See also Manual Invoices Reports, *Oracle Daily Business Intelligence User Guide*.

Use this KPI to determine the level of automation that you are achieving in the invoicing process.

Commodity Spend Management KPIs

This section describes KPIs for the Commodity Spend Management dashboard.

- **Invoice Amount Growth Rate:** [(Invoice Amount Current Period - Invoice Amount Previous Period) / Invoice Amount Previous Period] * 100.

  This is the approximate amount that is being invoiced for the selected commodity or commodities, compared to the previous period. See Invoice Amount Reports, *Oracle Daily Business Intelligence User Guide*.

- **Price Savings Amount:** Sum of [Quantity * (Price - Benchmark Price)] * -1.

  Use this KPI to measure how much you are saving in a commodity because of better purchase order prices. The savings are measured by comparing today's prices with a benchmark price, which is the average purchase order unit price for the items in the previous enterprise year for all suppliers in a commodity, across all operating units. A negative price savings indicates a price increase.

  See also Spend Evaluation Reports, *Oracle Daily Business Intelligence User Guide*.

- **Quantity Change Amount at Benchmark:** Sum of [Benchmark Price * (Quantity Ordered Current Period - Quantity Ordered Previous Period)]

  Use this KPI to track whether an increase in spending in a commodity is the result of an increase in the purchased quantity, based on a benchmark price. The benchmark price is the average purchase order unit price for the items in the previous enterprise year for all suppliers in a commodity, across all operating units. A positive number indicates an increase in the quantity purchased as compared to the prior period.

  For example, a price savings amount of -31 indicates that your price increased compared to the benchmark price. If the quantity change at the benchmark price also indicates an increase, then the commodity manager can determine whether the increased volume indicates a need to negotiate volume-discount prices or indicates market price increases in that commodity.

  See also Spend Evaluation Reports, *Oracle Daily Business Intelligence User Guide*.

- **Contract Purchases Rate:** (Contract Purchases Amount / PO Purchases Amount) * 100.

  The Contract Purchases Amount is the amount on all standard purchase orders for items that were purchased from the Oracle iProcurement catalog or via a punch-out from the catalog (also known as Oracle iProcurement catalog item entries) that were marked with a negotiated flag. For more information, see Contract and Non-Contract Purchases, *Oracle Daily Business Intelligence User Guide*.

  Use this KPI to determine what percentage of your total purchasing amount in the commodity was purchased on contract. A higher rate is desirable.

  See also Contract Utilization Reports, *Oracle Daily Business Intelligence User Guide*.

- **Non-Contract Purchases Rate:** (Non-Contract Purchases Amount / PO Purchases Amount) * 100.

The Non-Contract Purchases Amount is the amount on all approved standard purchase orders for which the negotiated flag was not selected. This calculation also includes blanket leakage. For more information, see Contract and Non-Contract Purchases, *Oracle Daily Business Intelligence User Guide*.

Use this KPI to determine the percentage of purchases in the commodity that were made without any contract being in place. A lower rate is desirable.

See also Contract Utilization Reports, *Oracle Daily Business Intelligence User Guide*.

Commodity Supplier Management KPIs

KPIs for the Commodity Supplier Management dashboard are described in the following paragraphs.

- **Price Change Amount:** Sum of (Quantity * [Price - Supplier Benchmark Price]).

  Use this KPI to measure how much you are saving in a commodity because of better prices. The savings are measured by comparing today's prices with a supplier benchmark price, which is the average unit price for the items in the previous enterprise year for a supplier in a commodity, across all operating units. The calculation includes complex work procurement.

  A negative number indicates a price decrease.

  See also Spend Evaluation Reports, *Oracle Daily Business Intelligence User Guide*.

- **Return Amount:** Sum of (Price * Return Quantity).

  The purchase order price is the price on the purchase order. Return Quantity is the quantity on the return.

  Use this KPI to see how much has been returned to suppliers, including the change in that amount between the current and previous periods.

  See also Returns Reports, *Oracle Daily Business Intelligence User Guide*.

- **Return Transactions:** Number of return transactions performed in Oracle Purchasing or Oracle iProcurement for the selected parameters. Each receipt can have multiple return transactions.

  See also Returns Reports, *Oracle Daily Business Intelligence User Guide*.

- **Receipt Date Exception Amount Rate:** (Sum of Exception Amount / Sum of Receipt Amount) * 100.

  The Exception Amount is the price on the purchase order multiplied by the receipt quantity for all receipts whose receipt dates fall outside the days early or days late Receiving Options settings in Oracle Purchasing. The Receipt Amount is the price on the purchase order multiplied by the receipt quantity for all receipts.

  Use this KPI to monitor the supplier's performance by evaluating both early and

late receipt exceptions. A low rate is desirable.

See also Receipt Date Exceptions Reports, *Oracle Daily Business Intelligence User Guide*.

- **Receipt Date Exception Transactions Rate:** (Sum of Exception Transactions / Sum of Receipt Transactions) * 100.

  Number of receipt date exception transactions as a percentage of all receipt transactions that occurred for the selected parameters and period.

  See also Receipt Date Exceptions Reports, *Oracle Daily Business Intelligence User Guide*.

Additional Information

An administrator can add these KPIs to the dashboard:

- **Rejection on Inspection Amount Rate:** Measures the rate of rejection on inspection amount for goods and services.
- **Return Amount Rate:** Measures the rate of returned amount for goods and services.
- **Return Transactions Rate:** Measures the rate of return transactions to suppliers.

Cost Center Spend Management KPIs

The key performance indicators are the same as the Commodity Spend Management KPIs, *Oracle Daily Business Intelligence User Guide*.

Sourcing Management KPIs

This section describes KPIs for the Sourcing Management dashboard:

- **Percent Purchases Negotiated:** ([Sum of Purchase Amount from Purchase Order and Release with backing sourcing document] / [Sum of Purchase Amount]) * 100.

  This KPI shows the percentage of the PO purchases amounts that is backed by a sourcing document in the period. This calculation takes into account all standard purchase orders and releases, including those for complex work procurement.

- **PO Purchases Amount:** Sum of Purchase Amounts from Approved Purchase Orders and Releases.

  This KPI shows the total PO purchases amount. The calculation groups purchase orders by first approval date. This calculation takes into account all standard purchase orders and releases, including those for complex work procurement.

- **Awarded Amount:** Sum of Sourcing Awarded Amount.

This KPI shows the sum of all sourcing amounts awarded in the period, based on the award-completed date.

- **Average Cycle Time (Days):** Sum of the Number of Days from Creation to Completion of Sourcing Document Line / Number of Sourcing Document Lines Completed in the Period.

  For Auctions and requests for quotation (RFQs), the KPI considers the award completion date. For requests for information (RFIs), the KPI considers the complete date. For documents that undergo multiple rounds of negotiation, each round is counted as a separate document.

- **Projected Savings**
  - **Amount:** Sum of [Current Amount - Award Amount].

    The amount is calculated based on the award completion date. Current price is established by the buyer in the sourcing document at the beginning of the negotiation process.

  - **Rate:** (Sum of Projected Savings Amount / Sum of Current Amount) * 100.

  - **Per Line:** Sum of Projected Savings Amount / Sum of Number of Awarded Negotiation Lines.

- **Realized Savings Amount:** Sum of [Current Price * PO Quantity – PO Purchase Amount] + Sum of [Current Price * Released Quantity – Release Amount].

  The current price is the price cited in the first round of the auction.

Supplier Management KPIs

This section describes the KPIs for the Supplier Management dashboard:

- **PO Purchases Amount:** Sum of approved purchase amount for a selected supplier or suppliers for the specified rolling period. The calculation includes purchases of complex work.

- **Price Change Amount:** See Commodity Supplier Management KPIs, *Oracle Daily Business Intelligence User Guide*.

- **Receipt Date Exception Amount Rate:** See Commodity Supplier Management KPIs, *Oracle Daily Business Intelligence User Guide*.

- **Receipt Date Exception Transactions Rate:** See Commodity Supplier Management KPIs, *Oracle Daily Business Intelligence User Guide*.

- **PO Match Invoice Amount:** Total amount of invoices that are matched to a purchase order or receipt for the rolling period.

- **Manual Invoices Rate:** See Procure-to-Pay KPIs, *Oracle Daily Business Intelligence User Guide*.
- **Return Amount:** See Commodity Supplier Management KPIs, *Oracle Daily Business Intelligence User Guide*.
- **Return Transactions:** See Commodity Supplier Management KPIs, *Oracle Daily Business Intelligence User Guide*.

Additional Information

A user with the Daily Business Intelligence Administrator responsibility can add the following KPIs to the dashboard:

- **Rejection on Inspection Amount Rate**
- **Return Amount Rate**
- **Return Transactions Rate**

See Additional Information, *Oracle Daily Business Intelligence User Guide* in "Commodity Supplier Management KPIs" for more information.

Securing Data

Data in all DBI for Procurement reports is controlled by security setup in Oracle Applications, using the Oracle Human Resources security profile feature and the MO: Security Profile, also known as operating unit security.

In addition, data in the Commodity Spend Management, Commodity Supplier Management, and Sourcing Management reports is controlled by the users assigned to a commodity, in the context of the Commodity Manager role. In these reports, the data is an intersection of the operating units and commodities to which the person has access.

Operating Unit Security

Two types of operating unit security are available: MO: Security Profile and MO: Operating Unit. MO: Security Profile sets security at a particular level. For example, if you set MO: Security Profile at the responsibility level for the Procurement Manager responsibility, then anyone assigned the Procurement Manager responsibility has the same security access level. MO: Operating Unit allows the user access to a single operating unit. If MO: Security Profile is not set at the user or site level, then MO: Operating Unit at least allows the user to view some data. Oracle recommends using MO: Security Profile.

The Oracle Human Resources security profile feature, also known as operating unit security, allows users to see only the operating units that they need to conduct their

daily business. For example, if a company has three operating units, but a particular user needs access to information in only two of them, the Oracle Human Resources security profile prohibits the user from having access to the third operating unit. Data that is specific to operating units to which the user does not have access does not appear in the reports.

Operating unit security setup is required for all DBI for Procurement responsibilities.

Related Topics

For instructions on setting a profile option at a particular level, see the *Oracle Applications System Administrator's Guide*.

For more information about security setup, see Set Up Operating Unit Security, page 2-55.

Commodity Security

If you are implementing the Commodity Spend Management, Commodity Supplier Management, or Sourcing Management reports, determine whether you use a centralized or a local commodity management structure. You should assign a centralized commodity manager operating unit security that gives the manager access to all operating units so that the manager can see data for all commodities in the company. You should assign a local commodity manager operating unit security that gives access only to the operating units for which the manager is responsible.

For example, your company consists of three operating units: A, B, and C. One of your company's commodities is paper. A centralized commodity manager who has access to all three operating units sees purchasing data for paper across all operating units. A local commodity manager sees purchasing data for paper only in the operating unit to which the local manager is assigned using operating unit security.

In addition, the Commodity Spend Management, Commodity Supplier Management, and Sourcing Management reports display data only for commodities that are assigned to the person (user) viewing the dashboard or report. By contrast, the Procurement Management and Procure-to-Pay reports display data for all Purchasing categories.

For information about setting up and assigning commodities, see Set Up Commodities, page 14-51.

> **Note:** Commodity setup is required only for the Commodity Spend Management, Commodity Supplier Management, and Sourcing Management dashboards and reports. If you are not implementing these reports, then commodity security setup is not required.

Related Topics

For more information on security in Daily Business Intelligence, see Securing Data, page 1-15.

Company and Cost Center Security

The Cost Center Spend Management dashboard and reports use company cost center security. Users have access to the companies and cost centers assigned to them.

For more information, see the chapter on Daily Business Intelligence for Financials.

Buyer and Supplier Security

You can use either buyer or supplier security with the Supplier Management dashboard and reports. In the case of supplier security, the supplier must have access to Oracle iSupplier Portal. For more information, see *Oracle iSupplier Portal User's Guide* and *Oracle iSupplier Portal Implementation Guide*.

Implementation Considerations

The following are common setup concerns that you should be aware of before you begin setting up Daily Business Intelligence for Procurement.

Software

- Oracle Purchasing: Required for all dashboards.
- Oracle Payables: Required for all dashboards, except Commodity Supplier Management and Sourcing Management.
- Oracle Sourcing: Required for the Sourcing Management dashboard.
- Oracle Human Resources: Required.
- Oracle Financials: Required for the Cost Center Spend Management dashboard.
- Oracle iProcurement: Optional.
- Oracle Services Procurement: Optional.

For more information, see Verify Hardware and Software Prerequisites, page 2-27.

Without Oracle Payables:

- You cannot view data in the Payables Leakage, Manual Invoices, or Invoice Amount reports.
- Requisition lines are not considered fulfilled by an invoice if 2-Way matching is used.
- Requisition lines are fulfilled only when received, if 3-Way or 4-Way matching is

used, or when closed manually.

If you have Oracle iProcurement, then the reports include both master and non-master items requisitioned using Oracle iProcurement.

Rate-based and fixed-price line types are included in the applicable reports, if Oracle Services Procurement is implemented. For details on which reports include or exclude these line types, see "Common Concepts for DBI for Procurement" in the *Oracle Daily Business Intelligence User Guide*.

Global Start Date

All DBI for Procurement reports use the global start date that is established during the basic Daily Business Intelligence setup. Data in the reports does not appear if it occurred before the global start date. For more information, see Set Up Global Parameters, page 2-30.

- For data to appear in the Procurement Status and Procurement Performance Management reports, both the creation date and last approval date of the requisition must be after the global start date.
- For data to appear in the purchase order-based reports, both the creation date and first approval date of the purchase order distribution must be after the global start date.
- For data to appear in the Returns, Rejections, and Receipt Date reports, both the creation date of the return, receipt, or rejection transaction, and the creation date of the purchase order shipment must be after the global start date.
- For data to appear in the Payables Leakage and Invoice Amount reports, the general ledger (GL) date on the invoice distribution must be after the global start date.
- For data to appear in the Manual Invoices report, the creation date of the invoice distribution must be after the global start date.

Operating Units and Currencies

All DBI for Procurement reports display operating units and currencies as follows.

Operating Units

DBI for Procurement reports display data at the operating unit level. Whether a company is using centralized or decentralized purchasing, the DBI for Procurement reports classify data according to the operating unit in which the document, such as the purchase order or invoice, was created.

Operating unit security in Oracle Applications controls the operating units to which

DBI for Procurement users have access. Before users can access data for specific operating units, users must be given access to those operating units using the Oracle Human Resources security profile feature and the MO: Security Profile, also known as operating unit security. Users can then select all operating units in the Operating Unit parameter when viewing the reports to see the data aggregated across all the operating units to which users have access.

The user sees data only in the operating units to which the user has access. The purchase order-based reports display data in the operating unit in which the purchase order was created. The invoice-based reports (Payables Leakage, Manual Invoices, and Invoice Amount) display data in the operating unit in which the invoice was created. The requisition-based reports (the Procurement Status and Procurement Performance Management reports) display data in the operating unit in which the purchase order was created; if the requisition line has not yet been placed on a purchase order, then data appears in the operating unit in which the requisition was created. (Also, if the requisition references a global blanket agreement, then the purchase order may be created in a different operating unit than the requisition.)

If implementing the Commodity Spend Management, Commodity Supplier Management, or Sourcing Management reports, consider the operating units to which the different commodity managers need access to. See Securing Data, page 14-25.

Currencies

The DBI for Procurement reports display data in the functional currency associated with the selected operating unit or in the primary currency set up when implementing Daily Business Intelligence. If you set up a secondary currency when implementing Daily Business Intelligence, then the reports include the option to display data in the secondary currency, too. To display data in the functional currency, Daily Business Intelligence converts amounts from the transaction (for example, purchase order) currency to the functional currency. To display data in the primary currency, Daily Business Intelligence converts amounts from the functional currency to the primary currency, not from the transaction currency to the primary currency. If a secondary currency has also been set up, then Daily Business Intelligence converts amounts from the functional currency to the secondary currency. Daily Business Intelligence uses a three-step process to convert amounts to the primary currency and secondary currency, if a secondary currency has been set up. It converts from the transaction currency to the functional currency to the primary (or secondary) currency.

To perform the conversions, DBI for Procurement uses the rate date from the purchase order (for the purchase order-based reports) or from the invoice (for the Payables Leakage report, Invoice Amount report, and reports on the Payables Management and Sourcing Management dashboards). For the requisition-based reports (the Procurement Status and Procurement Performance Management reports), DBI for Procurement uses the rate date from the requisition if the requisition is not yet on a purchase order; otherwise, it uses the rate date from the purchase order. (Even in the Fulfilled Requisitions reports, DBI for Procurement uses the rate date from the purchase order, not the invoice or receipt.) DBI for Procurement uses the rate date for converting from the transaction to the functional currency and for converting from the functional to the

primary (or secondary) currency.

When you set up Daily Business Intelligence, make sure that currency conversion rates exist between the transaction (purchase order or invoice) currency and the primary and secondary currencies, for the period during which the transactions occurred. Otherwise, currency conversion errors will occur when running the requests that populate data in the reports. For more information, see the description of the Currency parameter in the *Oracle Daily Business Intelligence User Guide*.

Buyers, Invoice Creators, Negotiation Creators, and Requesters

In the DBI for Procurement reports, buyers appear exactly as they were selected in the Buyers setup window in Oracle Purchasing. For information on how buyers default onto purchasing documents, see the *Oracle Purchasing User's Guide*.

Invoice creators, who appear in the Payables Leakage and Manual Invoices reports, are the users who entered or canceled the invoice in Oracle Payables. Unlike buyers, invoice creators are not defined. An invoice creator is any user who is assigned the Payables responsibility. Make sure that all users who are assigned the Payables responsibility and who enter invoices have been fully set up as employees who are associated with their user identifiers (IDs). Otherwise, the users appear as Unassigned in the reports. Also, users must be set up as employees to view underlying purchase orders and releases in the reports that include them. For instructions, see Set Up Users as Employees, page 14-46.

Any person created in Oracle Human Resources can be a Requester or a Negotiation Creator.

For more information, see the Person dimension, page 14-16.

Categories and Items

The categories that appear in the DBI for Procurement reports are set up as Purchasing categories in Oracle Applications. (See the *Oracle Inventory User's Guide*.) Purchasing categories are set up as follows, using the Purchasing responsibility:

- Navigate to Setup : Items : Categories, Category Codes to define categories.
- Navigate to Setup : Items : Categories, Category Sets to add the category codes to the Purchasing category set.

The categories and items that appear in the reports were purchased in the selected period. No hierarchy of categories is available in the reports.

You should control Purchasing category sets at the master level for all organizations, rather than for a specific organization. When the Purchasing category set is controlled at the master level, the DBI for Procurement reports can aggregate data by category for all organizations.

If the Purchasing category set is controlled at the organization level, then each

organization may vary in how a given item is assigned to a category. For example, a purchase order in one organization purchases the same item as a purchase order in another organization, but one of them uses a different category. In the reports, the item is listed once under each category. Also, each operating unit has one Financial Systems Parameter (FSP) organization, which Oracle Purchasing uses to default category information based on the item on the purchase order line. The FSP organization is the Inventory Organization in the Supplier-Purchasing tabbed region of the Financials Options window. If you use the same item-category assignments for all FSP organizations, then controlling a Purchasing category set at the organization level does not result in an item being reported in multiple categories. For best results, control the Purchasing category set at the master level.

You should also use only one item master. For example, item AS54888 exists in two different item master organizations: M1 and M2. Two different operating units have purchased this item, but each uses a different master organization. In the reports, the item appears as AS54888 (M1) and AS54888 (M2). The reports cannot aggregate these items and report them as one item. DBI for Procurement treats them as separate items.

For more information about item master and master organization setup, see the sections Assigning Items to Categories and Defining Category Sets in the *Oracle Inventory User's Guide*.

The items that appear in the DBI for Procurement reports were purchased (that is, they exist on purchase orders or releases) in the given period.

- Master items appear as they were defined in Oracle Inventory, using the item number and master organization code, for example, item name *AS54888 (V1)*. You must assign master items to an organization before you can use the items on purchase orders. Master items were defined for the master inventory organization that was defined in the financials system parameters (Financials Options window) in Oracle Applications. For reports that display the item description, the item description also comes from the item master.

- If a non-master item (that is, an item not defined in Oracle Inventory) has an associated supplier item number, then the supplier item number appears appended with the supplier name, for example, *Laptop X (Supplier Corp)*. If two or more non-master items have the same supplier item number but different descriptions, then they are aggregated as one item. They are aggregated by supplier name and supplier item number. The item description they display is from the first-collected purchase order when the programs were run to populate the reports. For example, the following two items exist on purchase orders:

  - Supplier item number *Laptop X (Supplier Corp)* with the item description *Ultra-thin laptop*.

  - Supplier item number *Laptop X (Supplier Corp)* with the item description *Standard employee laptop*.

  Because the supplier item numbers and suppliers are the same, the item is

aggregated as *Laptop X (Supplier Corp)*, and the first-collected description appears. If the first-collected purchase order used the latter item description, then this item appears as a single item, *Laptop X (Supplier Corp)*, with the item description *Standard employee laptop*. For the Procurement Status reports, the supplier item number and description come from the first-collected requisition, if a first-collected purchase order is not available.

In the rare case that a purchase order does not have a supplier and supplier identifier (ID), then the item is treated as a non-master item without a supplier item number.

- If the non-master item has no associated supplier item number, then the item description appears followed by the category code, for example, *Large mouse pad (COMPUTER.PERIPHERAL)*. The description is not truncated. If two or more non-master items without a supplier item number have the same description and category, then they are aggregated and appear as one item with the description and category code. If the descriptions or categories differ, they appear as separate items. If the descriptions and categories are the same, but the suppliers differ, then they still appear as one item with the description and category code. If you view the item information by supplier, however, you see the data for that item and supplier.

  For best results, enter supplier item numbers for non-master items wherever possible. For example, if buyers enter a non-master item on two different purchase orders, and the non-master item uses the same supplier item number, then the reports aggregate the purchases across both purchase orders, as long as the same supplier was used. If a supplier item number was not entered, then the description appears. If the description differs between the two purchase orders, then the item appears as two different items.

The reports use the category associated with the item at the time the purchase order was created. If a user updates the item category, then this change is not reflected in the original purchase order and therefore is not reflected in the reports. Changes in item category assignments are reflected in purchase orders created after the change. The reports use the item category assignments reflected on the purchase orders. In the Procurement Status reports, if a requisition line is not yet placed on a purchase order or release, then the category from the requisition is used.

DBI for Procurement enables you to analyze purchases at the item and category levels but not at the item revision level. For example, item AS54888 is assigned to inventory organization D1. Item revision B is then created to change the color and a few other attributes of this item, specifically for the D1 organization. A purchase order is then generated for the D1 organization, for item AS54888, revision B. A purchase order for AS54888 is then generated for inventory organization P1. The revision selected for this purchase order is D. This revision in this organization increases the cost of the item by 10 percent. DBI for Procurement cannot report these two revisions separately. In this example, the amounts for AS54888 on each purchase order are aggregated in the reports.

Units of Measure

Except for the Procurement Management and the Procure-to-Pay Management reports, all reports display the unit of measure (UOM) when you view item-level details.

For example, the Contract Utilization report includes the total PO Purchases Amount. If you click a category in the report, then the report shows the items in that category, including their UOMs. The Invoice Amount report displays the item number and description but not the UOM.

The same items are grouped to give the total amounts. In addition, UOM is aggregated as follows:

- For master items, the UOM is converted from the UOM on the purchase order transaction to the Primary UOM set up for the item. This is the Primary UOM defined for the master organization of the FSP organization. The FSP organization is the Inventory Organization in the Supplier-Purchasing tabbed region of the Financials Options window. Every FSP organization is associated with a master organization.

  For the Procurement Status reports, if the requisition line is not yet placed on a purchase order, then the UOM is converted from the UOM on the requisition to the Primary UOM set up for the item.

- For non-master items (that is, items with or without a supplier item number), the reports use the UOM from the purchase order transaction.

  For the Procurement Status reports, if the requisition line is not yet placed on a purchase order, then the reports use the UOM on the requisition.

For examples of UOM conversions, see Common Concepts in the DBI for Procurement chapter of the *Oracle Daily Business Intelligence User Guide*.

> **Note:** Based on the item grouping rules described in Categories and Items, page 14-30 and on the UOM rules described above, non-master items without supplier item numbers that do not have the same UOM, category, and description, appear as separate items (rows) in the item-level detail reports. The Invoice Amount report groups non-master items based on their categories and descriptions only; they do not display or use UOM.

Archiving

Many DBI for Procurement reports use the approval date on the purchase order distribution to determine in which period to report the transaction. The recording of the approval date depends on whether you have set up Oracle Purchasing to archive on approval or archive on print. This setting can affect the timing of data in the reports. Therefore, timely creation and approval of purchase orders and releases reflect the

timing of the data accurately in these reports.

Archiving on approval may give better timing of purchase order and release data than archiving on print. If you use the Archive on Print setup option (defined in the Document Types window in Oracle Purchasing), then some purchases may get placed in a later time period than the commitment was actually made to the supplier. Archiving on print affects the timing of purchases in the reports, only if you change the purchase order and reapprove it before printing. For example:

- You use the Archive on Print setup option.
- You create and approve a purchase order on April 1.
- This purchase order appears in the reports in the April period.
- You have not yet printed the purchase order, and on May 1 you change the quantity on the approved purchase order line and reapprove the purchase order.
- The distributions for this updated line now appear in the May time period instead of April. If the setup was for Archive on Approval, these distributions would still appear in April. If you had printed the document immediately after approving the change, these distributions would also have appeared in April.

  When you archive on approval, Oracle Purchasing archives (stores) the change upon reapproval. When you archive on print, Oracle Purchasing does not archive the latest changes until printing; previous approved changes are overwritten by the later changes.

As the preceding example illustrates, archiving on approval reflects more accurate timing of the purchase order and release data. The PO Revisions value in the Unfulfilled Requisitions in the Unfulfilled Requisition Lines Summary and Unfulfilled Requisition Lines - PO Revisions reports may also be affected by Archive on Print. For details, see the DBI for Procurement chapter in the *Oracle Daily Business Intelligence User Guide*.

For more information about archiving on approval and archiving on print, see the *Oracle Purchasing User's Guide*.

Minimizing Non-Contract Purchases and Blanket Leakage

In Oracle Purchasing and Oracle iProcurement, users indicate that a purchase is a contract purchase by selecting a negotiated flag. DBI for Procurement uses this flag to determine where to bucket the purchase, with contract purchases or non-contract purchases.

The accuracy of reporting of contract and non-contract purchases depends on the accuracy and consistency of the use of the negotiated flag.

To minimize non-contract purchases, buyers have to negotiate the price with suppliers and select the negotiated flag in the purchase orders or releases created in Oracle Purchasing and Oracle iProcurement. To minimize blanket leakage, buyers should use a

blanket purchase agreement, if available, when making purchases.

Script Functions

These scripts are required for customers who use the negotiated flag feature and who have data that was created in release 11.5.9 or earlier. In those releases, the negotiated flag used the values X, 1, 0, and NULL. In this release, however, the negotiated flag uses only Y or N. The value Y indicates a purchase is a contract purchase. N indicates a purchase is a non-contract purchase. These scripts classify the pre-11.5.9 data accurately to make the negotiated flag either Y or N.

> **Note:** It is not mandatory to run these scripts. If you choose to run them, you may opt to run only the first script. If you run both, you must run them in order.

- Script 1: poau12pol1.sql

  Run this script to ensure that existing blanket and planned releases and standard purchase orders with backing quotations or global blanket purchase agreements are classified as contract purchases in release 12. This script converts existing transactions with the values X, 1, and 0 to contract purchases. This script sets po.po_lines_all.negotiated_by_preparer_flag to Y in the following cases:

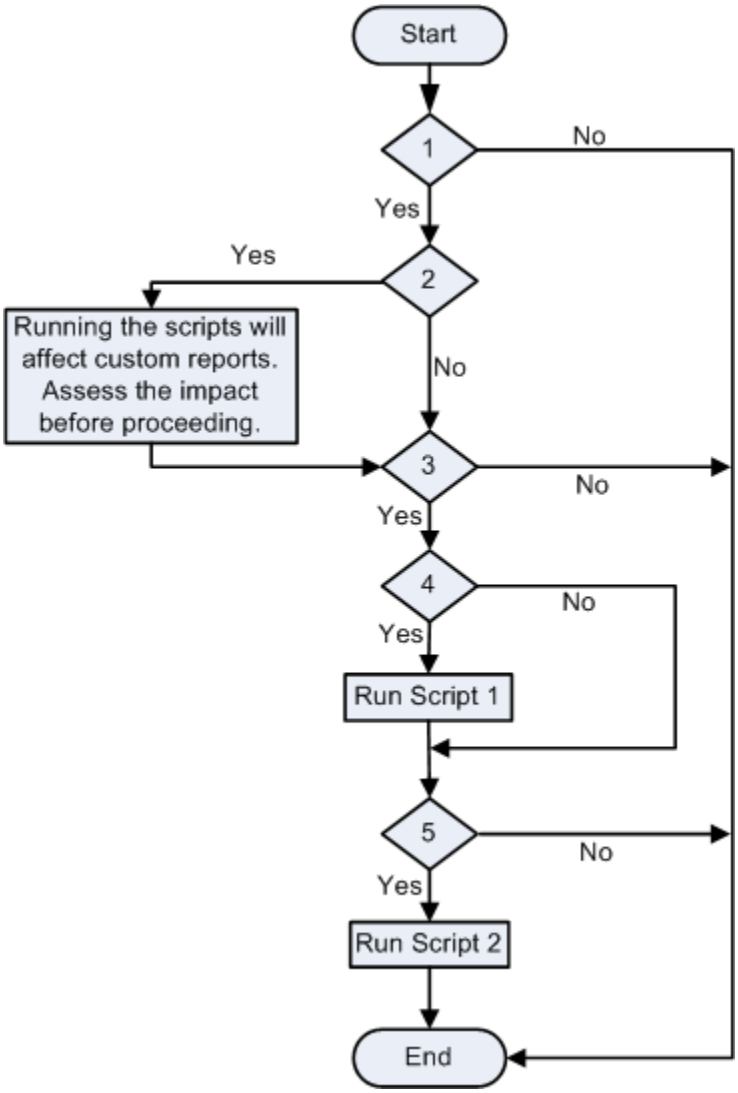
  - Lines of blanket purchase orders and global blanket purchase orders.
  - Lines of planned purchase orders.
  - Lines of standard purchase orders that have a backing quotation or global blanket purchase orders whenever they are NULL, X, 1, or 0.

  This script will not update the negotiated flag of any line to N.

- Script 2: poau12pol2.sql

  Run this script to ensure that all data is classified as either contract or non-contract purchases. This script converts all values of X and 1 to Y and all 0 values to N.

The decision process is illustrated here:



The following step numbers correspond to the numbers in the diagram:

1. Do you have data from release 11.5.9?
2. Do you have custom reports that use the negotiated flag?
3. Do you want 11.5.9 data to be bucketed into contract and non-contract purchases?
4. Do you want lines to be classified as contract purchases? Lines refer to blanket purchase orders, global blanket purchase orders, planned purchase orders, standard purchase orders with backing quotation, or global blanket purchase orders.
5. Do you want the remaining 11.5.9 data to be classified into contract and non-contract purchases?

Processed and Fulfilled Requisitions

Note the following implementation considerations if you plan to use the Procurement Status dashboard, which contains the Unprocessed Requisitions and Unfulfilled Requisitions reports, or the Procurement Performance Management dashboard, which contains the Processed Requisitions and Fulfilled Requisitions reports.

Cancellations

When an approved requisition line is on an approved purchase order or release, it is included in the Processed Requisitions reports. If the purchase order or release shipment corresponding to this requisition line is canceled, then the requisition line is no longer considered processed and appears in the Unprocessed Requisitions reports. To capture accurate data in the Unprocessed Requisitions reports, Oracle recommends canceling requisition lines that have corresponding purchase order or release shipments that have been canceled. Canceled requisition lines do not appear in the Unprocessed Requisitions reports.

Match Approval Level Setup

Whether a requisition line is considered fulfilled depends on your Match Approval Level setup. For example, if the Match Approval Level is 2-Way, then a requisition line is considered fulfilled when its corresponding purchase order or release shipment is matched to an invoice; if the Match Approval Level is 3-Way, then fulfillment occurs upon receipt. See the DBI for Procurement chapter in the *Oracle Daily Business Intelligence User Guide* for details.

The Unfulfilled Requisitions and Fulfilled Requisitions reports take the Match Approval Level from the purchase order or release shipment. The shipment, in turn, is defaulted first from your item setup (if specified there), then from your supplier setup (if not specified at the item level), and finally from your purchasing options (if not specified at the supplier level). For details, see Entering Purchase Order Shipments, *Oracle Purchasing User's Guide*, and Receiving Controls, Options, and Profiles, *Oracle Purchasing User's Guide*.

> **Note:** By default, when you first set up Oracle Applications, the Match Approval Level option is set to 2-Way matching.

You may want to check your Match Approval Level setup to see how the reports will define fulfillment. The following instructions describe how to set or view the Match Approval Level at all levels, but you can set it at any level:

1. In Oracle Purchasing, navigate to the Items menu and open the Master Items or Organization Item window, depending on how you defined your items.

2. In the Master Items or Organization Item window, query the item for which you want to set a default match approval level.

3. In the Purchasing tabbed region, set or view the Receipt Required and Inspection Required options.

   If Receipt Required is Yes, then 3-Way matching is assumed. If Inspection Required is Yes, then 4-Way matching is assumed. If both of these options are set to No, then 2-Way matching is assumed.

4. In Oracle Purchasing, navigate to the Suppliers window: Supply Base, Suppliers.

5. Query the supplier name for which you want to view the Match Approval Level.

6. In the Receiving tabbed region, set or view the Match Approval Level as 2-Way, 3-Way, or 4-Way. (If blank, the default is 2-Way, unless you specify something else in the Purchasing Options window.)

7. In Oracle Purchasing, navigate to the Purchasing Options window: Setup : Organizations, Purchasing Options.

8. In the Default tabbed region, set or view the Match Approval Level as 2-Way, 3-Way, or 4-Way.

Close Tolerance Setup

Whether a requisition line is considered fulfilled also depends on the following two options:

- Invoice Close Tolerance (%)
- Receipt Close Tolerance (%)

For example, if a 2-Way shipment is matched to an invoice within tolerance, then it is considered fulfilled; if it is matched outside the specified tolerance, then it is not considered fulfilled. (See the DBI for Procurement chapter in the *Oracle Daily Business Intelligence User Guide* for details.) The Unfulfilled Requisitions and Fulfilled Requisitions reports obtain both of these close tolerance percentages from the purchase order or release shipment. The shipment, in turn, is defaulted from your item setup. If not specified there, then the close tolerances come from the Purchasing Options setup.

You may want to check your closed tolerance setup to see how the reports will define fulfillment. The following instructions describe how to set or view the close tolerance at all levels, but you can set it at any level:

1. In Oracle Purchasing, navigate to the Items menu and open the Master Items or Organization Item window, depending on how you defined your items.

2. In the Master Items or Organization Item window, query the item for which you want to set a default invoice or receipt close tolerance.

3. In the Purchasing tabbed region, set or view the Receipt Close Tolerance percentage

and Invoice Close Tolerance percentage.

4. In Oracle Purchasing, navigate to the Purchasing Options window: Setup : Organizations, Purchasing Options.

5. In the Default tabbed region, set or view the Receipt Close % and Invoice Close %.

Automatic Document Creation

The Processed Requisitions and Fulfilled Requisitions reports include manual lines, rate, and amount measures that show how many requisition lines were manually placed on purchase orders or releases. For example, if AutoCreate in Oracle Purchasing was used to create the purchase order from the requisition line, then the requisition line is considered manually created.

By default, when you set up Oracle Purchasing, attributes in the PO Create Documents workflow are already set up to process requisition lines into purchase orders or releases automatically. You may want to check whether your company kept or changed this setup. See Choosing Workflow Options in the *Oracle Purchasing User's Guide* for details on this setup. Also, see the DBI for Procurement chapter in the *Oracle Daily Business Intelligence User Guide* for a complete description of what constitutes manual and automatic document creation to determine whether you want to institute more automatic processes now.

> **Note:** Documents created before Family Pack E of Oracle Daily Business Intelligence have a null value for the document creation method, which is interpreted as automatically created. The manual and automatic document creation methods described in the *Oracle Daily Business Intelligence User Guide* take effect after you start using Oracle Daily Business Intelligence, Family Pack E.

Transaction Reasons

The Reason column in the Returns Breakdown and Rejections by Reason reports aggregates data by the Reason code, such as Broken Upon Delivery. A user selects a reason code in the Details tabbed region in the Returns window when entering a return and in the Inspection Details window when entering inspections (rejections) for receiving transactions. The person who enters the return or inspection selects from a list of reasons, which are defined in the Transaction Reasons window.

> **Note:** The reason codes used during inspection are the same reason codes used when creating a return. The person who enters the return typically selects the same reason code as the inspection rejection, but it is not required; a user can select a different reason on the return. In this case, the reason codes will differ between the Returns by Reason and

Rejections by Reason reports.

The Reason code field is optional on the return and inspection. The Reason column in the reports displays only reasons that exist on return or rejection transactions. Returns and inspections for which no Reason code is given appear with a Reason code of Unassigned in the reports.

If you want to define reason codes or refine existing reason codes, log on to Oracle Applications using the Purchasing responsibility. Select Transaction Reasons to open the Transaction Reasons window. Alternatively, you can access this window through the Inventory responsibility, by selecting Transactions, Reasons.

Payables Leakage, Manual Invoices, and Invoice Amount

The following sections describe additional implementation considerations for the Payables Leakage, Manual Invoices, and Invoice Amount reports.

These reports display data for invoices that have been validated. The reports do not require that the invoices also be approved.

Suppliers as Employees

Companies set up suppliers as employees when they want to exclude employee-related expenses from the procurement process. Likewise, suppliers who are set up as employees are excluded from the Payables Leakage, Manual Invoices, and Invoice Amount reports.

To see whether a supplier is set up as an employee:

1. In Oracle Purchasing, navigate to the Suppliers window: Supply Base, Suppliers.
2. Query the supplier name.
3. In the Classification tabbed region, ensure that the field Type is set to Employee.

   Also, ensure that the employee number is selected and saved in the supplier record if you do not want the supplier employee record to appear in the reports.
4. Save your changes, if any.

Match Approval Level and Purchasing Site Setup

Some suppliers are paid without a matching purchase order, and you do not want to consider these payments as leakage. For example, electricity bills may be paid without a matching purchase order. To ensure that these kinds of payments are not counted as leakage in the Payables Leakage report, ensure that the Match Approval Level option in the Suppliers window is blank for the supplier. Suppliers for whom the Match Approval Level is blank are not counted in the payables leakage.

Supplier sites for which the Purchasing option is not selected are also not counted in the

Payables Leakage report.

In summary:

- Supplier sites that you want to capture in the Payables Leakage report should have the Purchasing option selected.
- Suppliers you want to capture as leakage in the Payables Leakage report should have the Match Approval Level set to 2-Way, 3-Way, or 4-Way.
- For the Invoice Amount report, the Match Approval Level can be set to any level, and the Purchasing option does not have to be selected. The Invoice Amount report requires only that the invoice be matched to a purchase order or receipt in order to include the invoice in the invoice amount.

  Note: By default, when you first set up Oracle Applications, the Match Approval Level option is set to 2-Way matching. If you did not specifically alter this option for any supplier during the application setup, then all unmatched invoices for these suppliers are counted as payables leakage.

To set the Match Approval Level and Purchasing options:

1. In Oracle Purchasing, navigate to the Suppliers window: Supply Base, Suppliers.
2. Query the supplier name.
3. In the Receiving tabbed region, set the Match Approval Level to 2-Way, 3-Way, or 4-Way to capture the supplier as leakage if matching has not occurred. Set the Match Approval Level to the blank option to exclude the supplier from leakage if matching has not occurred.
4. Save your changes, if necessary.
5. Choose Sites.
6. In the General tabbed region, ensure that the Purchasing option is selected in the Site Uses area if you want the supplier site to be included in the Payables Leakage report.
7. Save your changes, if necessary.

Invoice Amount

The Invoice Amount report displays amounts only from validated invoices that were matched to a purchase order or receipt. By using matched invoices, the report can link the invoice amount to a commodity, purchasing category, item, or buyer from the

purchase order so that you can analyze where the spending occurred. All invoice distributions with an item line type are included in the invoice amount, including standard invoices, debit memos, credit memos, mixed invoices, corrections, and so on. Invoice distributions with a line type of freight or tax are not included in the invoice amount.

Invoices that are not matched to a purchase order or receipt are not included in the invoice amount. Therefore, Oracle recommends performing invoice matching for all invoices that require it. For example, if an electricity bill is paid without a matching purchase order, then purchase order matching is not required for this invoice. Invoices that are not matched appear in the Payables Leakage report.

Invoice matching ensures that you are getting an accurate picture of your spending in the Invoice Amount report.

Receipt Date Exceptions

The Receipt Date Exceptions reports are affected by your receiving options setup in Oracle Purchasing and by Oracle Transportation Execution, if implemented.

Receiving Options Setup

The Receipt Date Exceptions report displays the purchase order amount of items received early or late, as determined by the receiving options that are set up in Oracle Purchasing. If an item is received within the Days Early or Days Late allowed in the receiving options, then it is not a receipt date exception.

Ensure that your Days Early or Days Late receiving options are set up according to your requirements in the Receiving Options window in Oracle Purchasing.

You can set the receiving options at the receiving organization, supplier, item, or transaction level. The option is recorded on the purchase order at whatever level that you set the receiving options. For example, a supplier-level tolerance defaults onto the purchase order based on the supplier specified on the purchase order. The Receipt Date Exceptions report picks up the tolerance from the purchase order.

You can set the receiving options to whole or fractional numbers. For example:

- Days Early of 0.5 = 12 hours
- Days Late of 0.5 = 12 hours

Both date and time (hours, minutes, and seconds) are used to determine whether the receipt is early or late. For example, the Days Late tolerance is 0.5, which translates to 12 hours. If the receipt is made 13 hours after the Need-by Date and time, then the receipt is considered late.

> **Note:** If you set the Action to Reject (the choices are None, Reject, or Warning) a receiving option, then items received outside the specified

option are rejected and cannot be received. These items are not included in the Receipt Date Exceptions report.

If you never specified receiving options in your Oracle Purchasing setup, the default options that Oracle Purchasing (and therefore the Receipt Date Exceptions report) assumes at all levels are:

- Days Early: 5
- Days Late: 5
- All Action fields: Warning

To check or change the receiving options setup:

1. In Oracle Purchasing, navigate to the Receiving Options window: Setup : Organizations, Receiving Options.
2. In the Receipt Date section, make sure the following options are set as needed:
   - Days Early
   - Days Late
   - Action
3. You can also set these options at the supplier level in the Suppliers window, item level in the Master Items window, or purchase order level in the Receiving Controls window for the purchase order.

For more details, see the *Oracle Purchasing User's Guide*.

> **Note:** If you change the receiving options on a purchase order after some items were already received, then the change takes effect for both new and existing receipts. For example, a purchase order has a Days Late allowed of 2 days. Some of the items were received outside this limit, on day 3, and appear in the report as late. Later, you change the Days Late on this purchase order to 3. The next time the request sets are run, the received items no longer appear in the report. Both new and existing receipts are affected by the change.

Oracle Transportation Execution Impact

If you use Oracle Transportation Execution, then you have the option of indicating whether a purchase order has its transportation arranged by the buying organization or by the supplier. If the Transportation Arranged option was set to Buying Organization in the Terms and Conditions window when entering a purchase order, then receipt of

this shipment is always considered on time. This option can also be set in the Supplier Sites window and defaulted onto purchasing documents based on the supplier site. If the buyer arranges transportation, then an early or late receipt is not a reflection of the supplier's performance. Therefore, shipments arranged by the buying organization are included in the total receipt amounts, quantities, and transactions, but never in the exceptions.

Setup Checklist

Set Up All DBI for Procurement Dashboards

The table in this section provides a list of the steps required to implement the following dashboards and associated reports:

- Procurement Status
- Procurement Performance Management
- Procurement Management
- Procure-to-Pay Management
- Commodity Spend Management
- Commodity Supplier Management
- Cost Center Spend Management
- Sourcing Management
- Supplier Management

If you have already completed a setup listed in this checklist, either as part of setting up the transactional application or as part of setting up another dashboard, you do not need to repeat this setup.

Unless otherwise noted, setups can be performed concurrently.

Step	Responsibility
Convert to a Multiple Organization Architecture, page 14-46	System Administrator

Step	Responsibility
Set Up Daily Business Intelligence Framework, page 2-29 This step includes the option to customize aging buckets. See Customize Bucket Sets, page 2-41.	• Daily Business Intelligence Administrator • System Administrator
Set Up Item Dimension Reporting, page 6-11	• Daily Business Intelligence Administrator • Item Manager
Set Up Users as Employees, page 14-46	• Purchasing • Human Resources • System Administrator
Review POA: DBI Implementation, page 14-47	System Administrator
Set Up Document Views, page 14-48	• System Administrator • Purchasing
Consider Access to Human Resources and Financials Dashboards, page 14-50	(Multiple responsibilities)
Set Up Commodities, page 14-51	Purchasing
Set Up DBI for Financials Profile Options and Source Ledger Group Assignment, page 14-62 Set Up Company and Cost Center Dimensions, page 14-61 Set Up Scores and Weights, page 14-63	Daily Business Intelligence Administrator
Post-Setup Steps, page 2-66	• Daily Business Intelligence Administrator • CRM Administrator

Convert to a Multiple Organization Architecture

Because DBI for Procurement organizes much of its data by operating unit, it requires a multiple-organization architecture, even if your business is composed of just one operating unit. For instructions on converting to a multiple-organization architecture, see Setting Up Multiple Organization Architecture, page 2-28.

Set Up Users as Employees

The following reports require users to also be set up as employees, if they are not already:

- The Payables Leakage and Manual Invoices reports display the invoice creator. The invoice creator is the Oracle Applications user who first created the invoice or who canceled the invoice in Oracle Payables. For example, a transaction that was created by Clerk A, but canceled by Clerk B, appears under Clerk B's total payables leakage amount. If this user is not set up as an employee, then the invoice creator appears as Unassigned in the Payables Leakage and Manual Invoices reports.

- The DBI for Procurement user must be set up as an employee for all reports that enable you to view the underlying purchase order or release. Otherwise, the user will receive an error that the purchase order details are not available.

To confirm that an invoice creator or DBI for Procurement user is set up as both an employee and user:

1. Navigate to the Enter Person window.

   If you use Oracle Purchasing without Oracle Human Resource Management Systems, navigate to the Enter Person window from the Purchasing responsibility.

   If you use Oracle Purchasing with Oracle Human Resource Management Systems, navigate to the Enter Person window from the Human Resources responsibility: People, Enter and Maintain.

2. Make sure a record for the user exists in this window.

3. In the System Administrator responsibility, select Define under Security : User.

4. Make sure this employee (in the Enter Person window) is tied to a user in the Users window.

   Query the user who you want to associate with this employee, and enter this employee (Person) for the user.

For more information on these instructions, see the Oracle Human Resources Management Systems documentation and the *Oracle Applications System Administrator's Guide*.

Review POA: DBI Implementation

Perform this step only if your company uses Oracle Sourcing.

Oracle Sourcing uses the profile option POA: DBI Implementation to determine whether Oracle Sourcing displays links to the following DBI for Procurement dashboards:

- Procurement Management
- Procure-to-Pay Management
- Commodity Spend Management
- Commodity Supplier Management

Set POA: DBI Implementation as follows:

- If you use both Oracle Sourcing and DBI for Procurement, and you want Oracle Sourcing users to view the reports associated with these dashboards, then set the POA: DBI Implementation profile option to Yes. (By default, it is already set to Yes.)
- If you use Oracle Sourcing but not DBI for Procurement, then set this profile option to No.
- If you use both Oracle Sourcing and DBI for Procurement, but you do not want Oracle Sourcing users to view the DBI for Procurement reports, then set this profile option to No.

To set this profile option, if you do not want to accept its default setting:

1. Log on to Oracle Applications.
2. Access the System Administrator responsibility.
3. Select Profile: System.
4. Search for the profile option POA: DBI Implementation.
5. At the site level, select Yes or No for the profile option.

   The profile option can be set only at the site level.
6. Save your work.

If you need more information on setting profile options, see the *Oracle Applications System Administrator's Guide*.

Set Up Document Views

Many DBI for Procurement reports display the documents underlying the data. This section describes the setup that you must perform to view these documents.

The following reports use Oracle iProcurement, Oracle iSupplier Portal, or Oracle Sourcing to display the underlying documents:

- Some of the Unprocessed Requisitions, Unfulfilled Requisitions, Processed Requisitions, and Fulfilled Requisitions reports display the underlying requisitions using Oracle iProcurement.

  Note: You do not have to explicitly install or implement Oracle iProcurement to view these documents. They are viewable automatically. Oracle iProcurement is used behind the scenes to display the documents.

- The Contract Purchases by PO Number, Non-Contract Purchases by PO Number, Blanket Leakage by PO Number, Price Savings by PO Number, Price Change by PO Number, and Award Amount by Sourcing Document Number reports display the underlying purchasing documents using Oracle iSupplier Portal; the Unprocessed Requisitions, Unfulfilled Requisitions, Processed Requisitions, and Fulfilled Requisitions reports also display these documents.

  Note: You do not have to explicitly install or implement Oracle iSupplier Portal to view these documents. They are viewable automatically. Oracle iSupplier Portal is used behind the scenes to display them.

- The Unprocessed Requisition Lines - Pending Sourcing report displays the underlying Oracle Sourcing documents, if you use Oracle Sourcing.

- The Award Amount by Sourcing Document and Completed Negotiations by Sourcing Document reports display the underlying Oracle Sourcing documents.

  Note: Users do not need to be assigned iProcurement, iSupplier Portal, or Sourcing responsibilities to view the documents, but certain links, tabs, or buttons on the page might not be available. Generally, users do not need to access these second-level features; simply viewing the documents from DBI for Procurement is sufficient.

PDF Purchase Orders

In the Procurement Status and Procurement Performance Management reports, the underlying purchase order or release, if available, appears as a PDF file if the purchase order or release is in an incomplete status. In all other cases, the purchase order or release appears in the browser like any other document or report. You can retrieve incomplete documents only in PDF for these reports and only if you have set up PDF setup in Oracle Purchasing.

> **Note:** You cannot view the purchase order or release if it is both Incomplete and On Hold.

To perform PDF setup in Oracle Purchasing, if you will be implementing the Procurement Status and Procurement Performance Management reports:

1. Log on to Oracle Applications and access the Purchasing responsibility.
2. Navigate to the Purchasing Options window as follows: Setup : Organizations, Organizations, Purchasing Options.
3. In the Control tabbed region, set the PO Output Format as PDF.
4. Save your changes and close the Purchasing Options window.
5. Navigate to the Document Types window as follows: Setup : Purchasing, Document Types.
6. When the Find Document Types window appears, select Purchase Order, Standard and select OK.
7. In the Document Types window, select a Document Type Layout of Standard Purchase Order Stylesheet.
8. Save your changes.
9. Close and then reopen the Document Types window.
10. When the Find Document Types window appears, select Release, Blanket, and then select OK.
11. In the Document Types window, select a Document Type Layout of Blanket Release Stylesheet.
12. Save your changes.

Oracle Sourcing Documents

If you plan to use the Unprocessed Requisitions reports on the Procurement Status dashboard, then note that the Unprocessed Requisition Lines - Pending Sourcing report displays a link to the underlying Oracle Sourcing document.

If you do not use Oracle Sourcing, then this report will not include Oracle Sourcing data, and no setup is required. If you use Oracle Sourcing, then you must set up users as Oracle Sourcing users if you want them to view the underlying sourcing documents. If you do not set them up as Oracle Sourcing users, then they will receive the following message when clicking the Sourcing Document Number in the Unprocessed Requisition Lines - Pending Sourcing report: *Error: Unfortunately, you could not be set up as a Sourcing user. Please contact the System Administrator to complete your profile.*

If you use Oracle Sourcing and want users to view the underlying Oracle Sourcing documents, then perform these steps:

1. Ensure that the user's e-mail address is entered in the People window:
   - Navigate to this window using the Human Resources responsibility: People, Enter and Maintain.
   - In the Office Details tabbed region, enter the e-mail address.
2. Ensure that this user has accessed the Sourcing home page at least once:
   - Assign the user any Sourcing responsibility, such as Sourcing Buyer.
   - Ask the user to access the Sourcing home page through the Sourcing responsibility. After selecting the responsibility, the user should click the Sourcing Home Page link.

   When the user accesses the Sourcing home page for the first time, the system automatically performs required user setup. If the user tries to access a sourcing document without having accessed Oracle Sourcing previously, then the user receives the previously described Sourcing user error.

Consider Access to Human Resources and Financials Dashboards

Consider this step for the Procurement Manager, Commodity Manager, Supplier Manager, and Sourcing Manager responsibilities.

Access to HR Management - Overview and Expense Management Dashboards

When you view a dashboard or menu while using the Procurement Manager, Commodity Manager, Supplier Manager, or Sourcing Manager responsibility, you will see links to these dashboards:

- HR Management - Overview
- Expense Management

It is not mandatory to implement these dashboards. If you implement these dashboards, be aware that they display data only to users assigned the proper security to access the data. If you do not want to make links to these dashboards available to users, assign them the Daily Procurement Intelligence responsibility. This responsibility does not display links to the HR Management - Overview or Expense Management dashboards.

To make the HR Management - Overview and Expense Management dashboards available to users, see the Daily Business Intelligence for Human Resources chapter and the Daily Business Intelligence for Financials chapter.

See also Responsibilities, page 14-8.

Payables Management and Payables Status Dashboards

Each dashboard in the Commodity Manager and Procurement Manager responsibilities contains links to the Payables Management and Payables Status dashboards. You can access and view data in the reports on the Payables Management and Payables Status dashboards, even if you implement only DBI for Procurement. No additional implementation is required.

If, however, you do not want users to access the Payables Management and Payables Status dashboards, then assign them the Daily Commodity Intelligence or Daily Procurement Intelligence responsibility. These responsibilities do not display links to these dashboards.

See Responsibilities, page 14-8.

Set Up Commodities

Commodities are groupings of categories. Use them to group categories that you have already defined in the Purchasing Category set in Oracle Applications. You can place only Purchasing categories in these commodities. When you define categories, you associate them with a category structure. The category code and the category structure must belong to the Purchasing Category set.

You must create commodities and assign them to users if you want to them to view data in the Commodity Spend Management and Commodity Supplier Management dashboards and reports. DBI for Procurement uses only the commodities that you create as described in this section. The commodities are visible to the commodity managers who have been assigned to them across all organizations and item masters.

For example, you create the commodities Filters and Brakes to group the following Purchasing categories already defined in Oracle Applications:

Example Commodities and Categories

Commodity	Purchasing Category	Category Code in Oracle Applications
Filters	Air Filters	AIR.FIL
	Oil Filters	OIL.FIL
Brakes	Brake Shoes	SHOES.BRAKES
	Brake Pads	PADS.BRAKES
	Brake Foundations	FOUND.BRAKES

The structure for the Brakes commodity might look as follows (assume that items exist in the Brake Pads and Brake Foundations categories, too):

- Brakes (commodity)
  - Brake Shoes (category)
    - Shoes GM (item)
    - Shoes GM 1986 (item)
  - Brake Pads (category)
  - Brake Foundations (category)

Note: You cannot create a hierarchy of commodities. Only one commodity level, just above the category level, is supported.

Choose accurate and concise names for your commodities because these commodity names appear in the reports.

A category cannot belong to more than one commodity.

You do not have to assign all Purchasing categories to commodities to use the Commodity Spend Management and Commodity Supplier Management reports; however, categories that are not assigned to commodities do not appear in these reports. To view data for all Purchasing categories, use the Procurement Management reports.

Recommendations

Consider the following recommendations when creating commodities.

Creating the Commodities

The commodities that you create are visible across all operating units and organizations. Your company may, however, have item-category assignments that are organization-specific. For example, one organization categorizes pens under the Pens category and another under the Desk Supplies category. (Recall that controlling your category sets at the organization level is not recommended because it is not the best way to view consistent purchasing data within or across operating units on the Procurement Management dashboard. See Categories and Items, page 14-30.)

If you do have organization-specific item category assignments, however, then you can assign the categories to different commodities or to the same commodity, depending on your business requirements. In this example, if you consider pens to belong to the same commodity, place both the Pens category and the Desk Supplies category under an Office Supplies commodity. In another example, one organization in your company categorizes batteries under the Batteries category and another under the Laptop Components category. In this example, you might assign these categories to separate commodities.

Assigning All Purchasing Categories

Although you do not have to assign every Purchasing category to a commodity, it is recommended. Assigning all categories makes it easier to correlate data in the Commodity reports to data in the Procurement Management reports. Categories that are not assigned to commodities do not appear in the Commodity reports.

Assigning Miscellaneous Categories

If you have a Miscellaneous category, then create a Miscellaneous commodity and assign the Miscellaneous category to it. Assign the Miscellaneous commodity to all commodity managers. This recommendation ensures that you account for all spending (specifically, invoice and purchase order amounts in the reports). Commodity managers can determine whether particular Miscellaneous items belong to their commodity and then reassign the appropriate category and commodity to another manager, if necessary. Also, you can more easily disregard Miscellaneous items if they are not part of any commodity spending.

Assigning People to Commodities

When you set up commodities, you also assign people (Oracle Applications employees) to them, most likely buyers, commodity managers, or other procurement professionals. The people you assign to commodities are not required to be defined as buyers in Oracle Purchasing. People see in the reports the commodities to which they were

assigned. You can assign multiple commodities to a person. You can also assign more than one person to a single commodity, but make sure that your organization's policies make it clear who is ultimately responsible for managing the commodity.

See also Securing Data, page 14-25 for guidance based on whether you have a centralized or local commodity management structure.

Prerequisite

Users who are assigned the Commodity Manager responsibility must also be fully set up as employees and associated with their user IDs. Otherwise, you cannot assign them to commodities. These commodity managers are not required to be defined as buyers in Oracle Purchasing. For instructions on verifying that users are set up as employees, see the same instructions as provided in Set Up Users as Employees, page 14-46.

Setup Steps

Creating a commodity consists of the following:

- Creating the commodity.
- Assigning categories to the commodity.
- Assigning people to the commodity.

> **Note:** Make sure to perform the commodities setup before running the initial loads. Otherwise, you will see no data in the Commodity Spend Management and Commodity Supplier Management reports.

Creating Commodities

To create commodities:

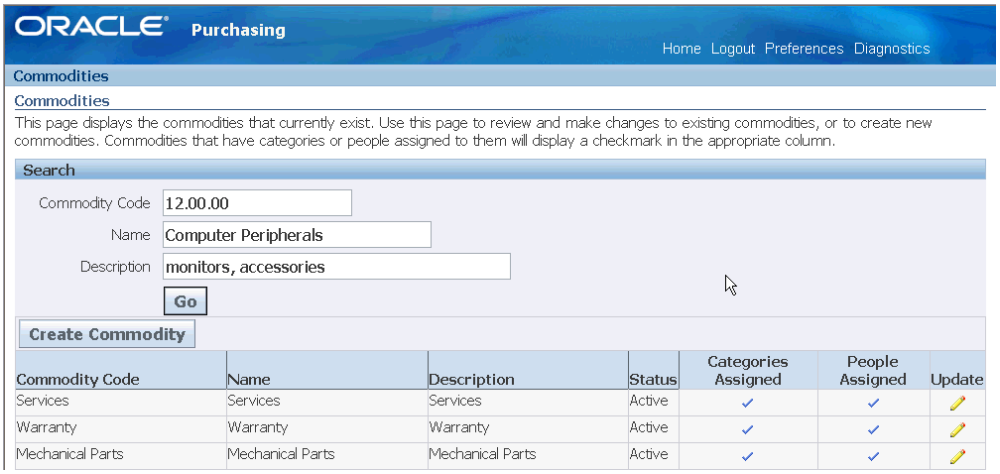
1. Log on to Oracle Applications using one of the following responsibilities:
   - iProcurement Super User
   - Purchasing Super User
   - Public Sector Purchasing Super User
2. Go to Setup : Items : Commodities, and select Commodities.

> **Note:** If you do not find the Commodities menu, then you could be logged on with a customized responsibility. The system-provided Purchasing Super User responsibility comes with the Commodities

menu built in. Use the system-provided responsibility if you cannot find the Commodities menu.

3. On the **Commodities** page, click Create Commodity.

Create a Commodity



4. On the **Create Commodity** page, enter:

- *Commodity Code*. A unique identifier for the commodity, such as IT or 01. This identifier is the same in all languages. The maximum length of this field is 120 bytes or approximately 40 English characters. You cannot use the same code for more than one commodity; each code must be unique. You can use the same code that is used for a code segment in Oracle Applications.

- *Name*. Commodity name that will appear in the reports. The maximum length of this field is 240 bytes or approximately 80 English characters. The name must be unique within a given language.

- *Description*. Optional description, for your own purposes. The description will not appear in the reports.

> **Note:** You cannot delete commodities. Inactivating commodities does not remove them from the reports. Be sure to create only the commodities that you need. You can add, update, and split commodities any time, and the changes are reflected in the reports the next time that the request sets are run.
>
> If you create a commodity you no longer need and you do not

want it to appear in the reports, remove its categories and do not assign it to anyone. If you just remove its categories, the commodity appears in the Commodity parameter in the reports, but it will display no data when selected. By removing the person assignment, you are also removing it from the parameter. Empty and unassigned commodities are still available on the **Commodities** setup page.

5. Ensure that Active is selected.

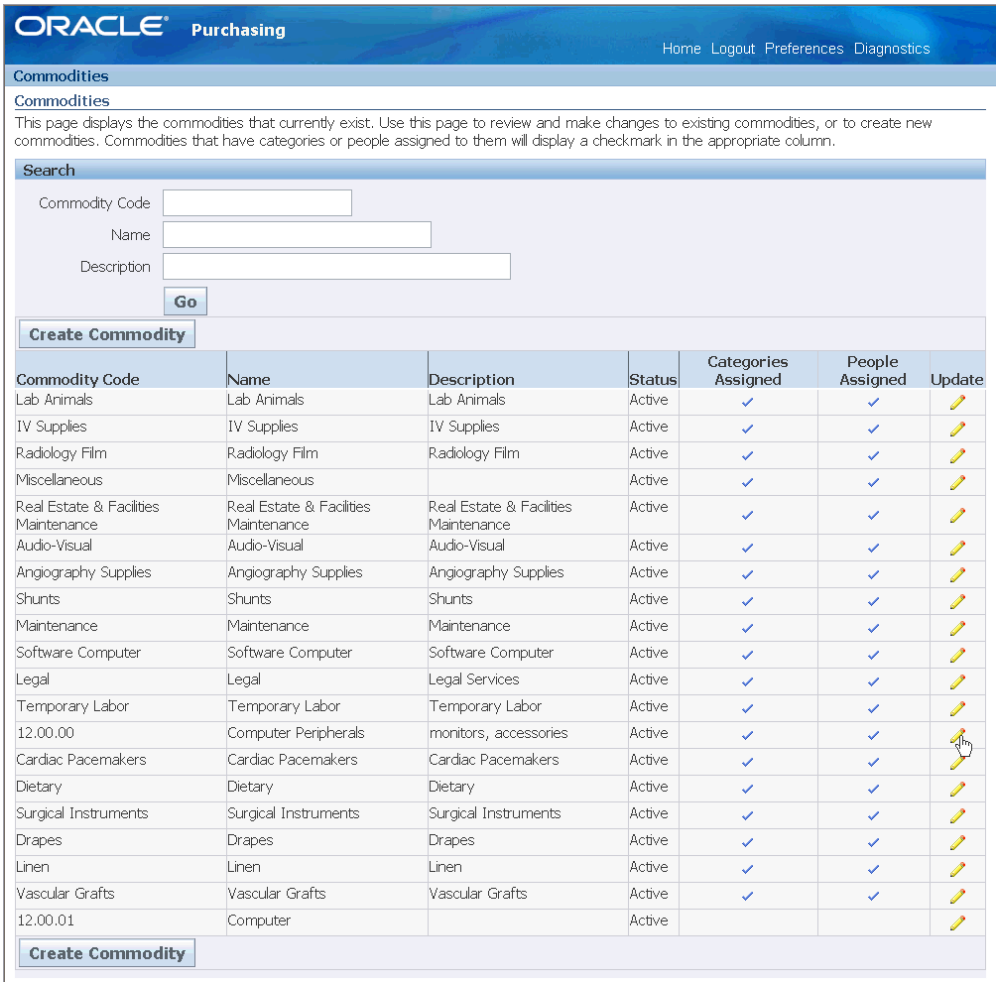
   You can assign categories only to active commodities. You can make all other changes, such as removing categories and changing person assignments, to active or inactive categories.

   Currently, the DBI for Procurement reports are not affected by the Active option. Both active and inactive commodities appear in the reports.

6. Click Apply.

Assign Categories to a Commodity

1. Click the Update icon.



2. Click Assign Categories.

3. Search for a category.

   When searching, enter the first part of the name or code. For example, entering *misc* searches for categories that begin with *misc*. The search is case insensitive.

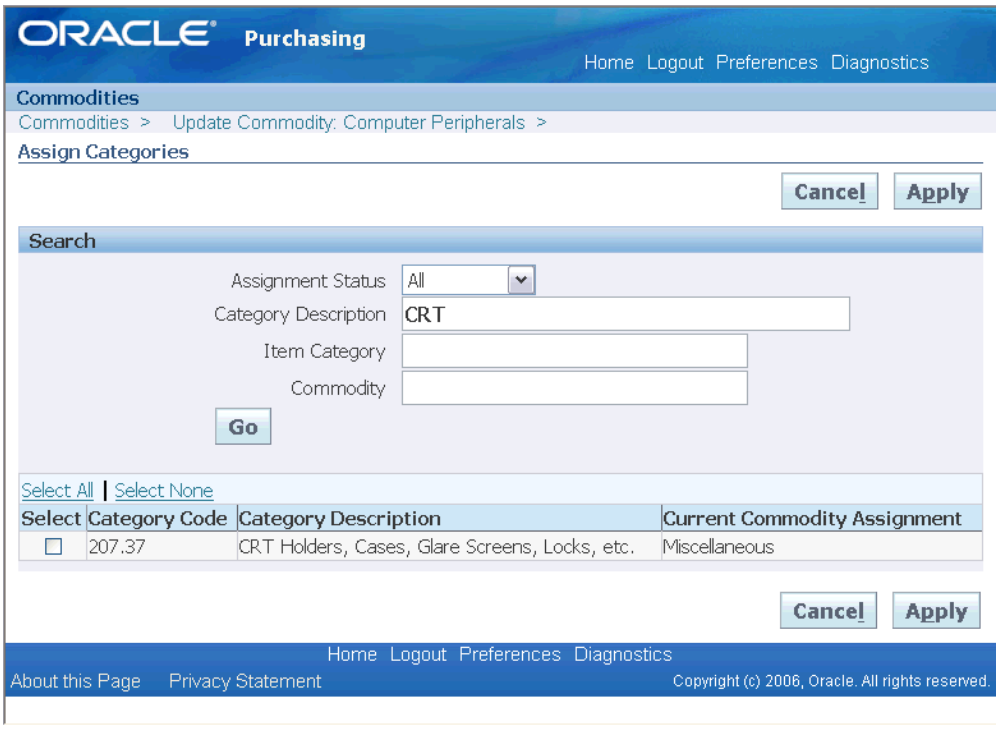
   You can search on the Category Description or any of its category code (flexfield structure) segments. For example, your company created a two-segment structure in Oracle Applications. The first segment is the Item Category, and the second is the Commodity. An example is 451.01, where 451 is the Item Category and 01 is the Commodity. In this example, the **Assign Categories** page displays the following search fields: Category Description, Item Category, and Commodity.

   In this example, assume that 01 indicates the Filters commodity. Enter 01 in the Commodity search field to return all category codes that contain 01 in their Commodity flexfield segment.

   Flexfield segments must be both Enabled and Displayed in order to appear on the

Assign Categories page; however, a segment need only be enabled to appear in the reports. For example, the category Air Filters, with the category code 8845.451.01, uses segments A (01), B (451), and C (8845). Segments A and C are Enabled and Displayed, but B is only Enabled. You cannot find the category by searching for segment B; however, you can find it by searching for segment A or C. On the **Assign Categories** page, the category appears in the search results with a category code of 8845.01 and a category description of Air Filters. In the reports, the category code appears as *Air Filters (8845.451.01)*.

> **Note:** If Enforce List of Valid Categories is selected in the Category Sets window in Oracle Applications, then only the categories listed in that window for the Purchasing Category set are available for assignment to a commodity. If Enforce List of Valid Categories is not selected, then any category that uses the same flexfield structure as the Purchasing Category set is available for assignment.



4. Select the category and click Apply.

   - Clicking Select All selects only the categories on that page. If more results appear on additional search results pages, you must click Select All and Apply on each page.

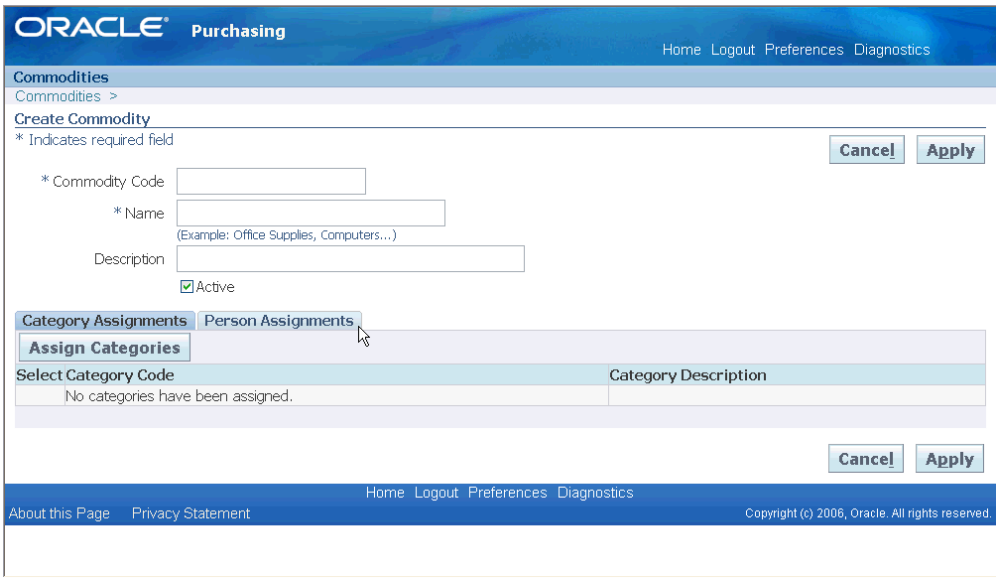
   - If you assign a category that is already assigned to another commodity, then the

category is moved from that commodity to this one. If the category is already assigned to a commodity that you are editing, then it does not appear in the search results. After a category is unassigned from a commodity it appears in the category search results.

You can assign active or inactive categories to a commodity. Inactive categories appear in the reports if purchase orders still exist for items in those categories.

Assign Commodities to People

1. Select the Person Assignments tab.



2. Click Assign Person.

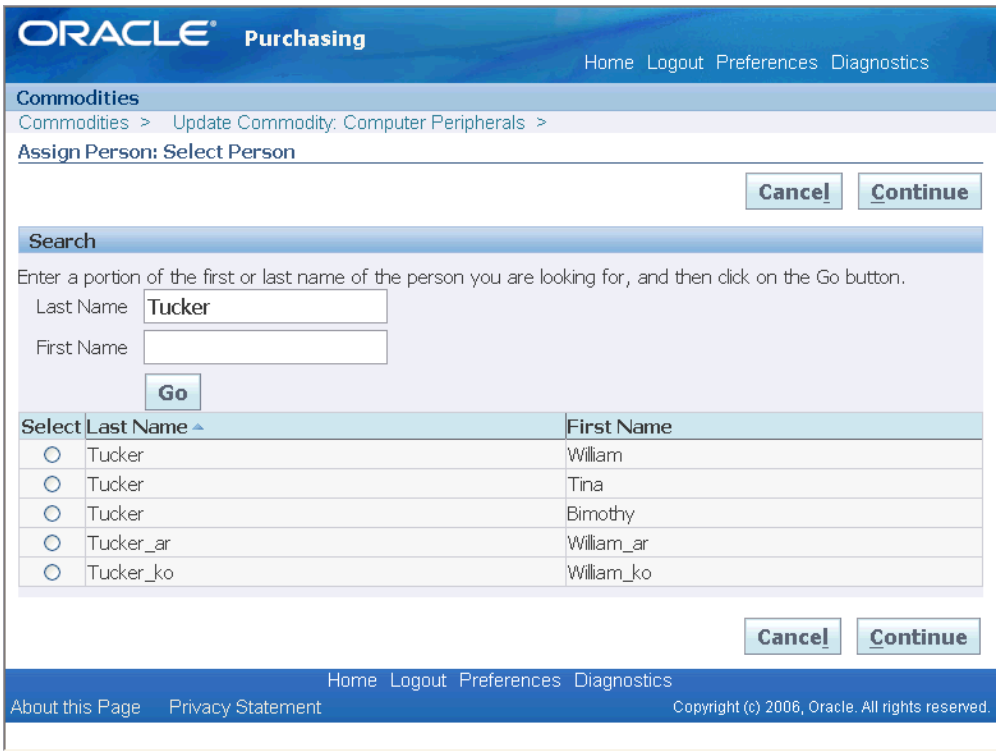
3. Search for a person to assign.

   When searching, enter the first part of the name. For example, entering *abb* searches for names that begin with *abb*. The search is case insensitive.

   You can assign to a commodity only a person who exists as an employee in Oracle Applications. You can assign employees from other business groups to your commodities only if *HR: Cross Business Groups* is set to Yes.

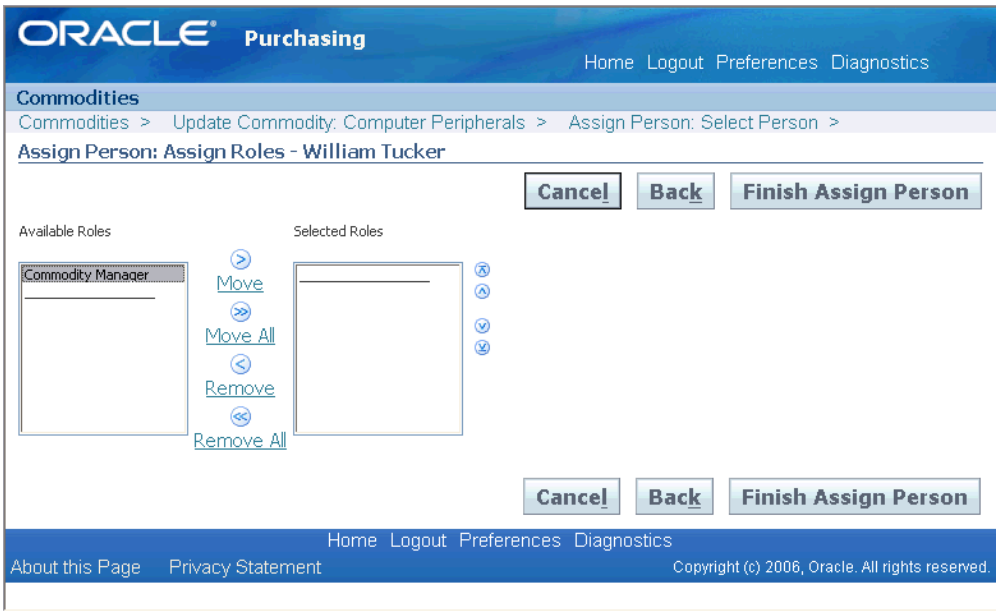
   > **Note:** You can also assign a person to a commodity by clicking Person Assignments and then Assign Person on the **Create Commodity** or **Update Commodity** page. This navigation path lets you associate one commodity with one person at a time. To more easily associate one or more commodities with a single person, follow the preceding instructions. Either method works to assign

people and commodities.



4. Select a person and click Continue.

5. In the Available Roles box, highlight the roles that you want to assign and click Move or Move All.



6. Click Finish Assign Person.

7. Click Apply.

Set Up Company and Cost Center Dimensions

Use the Daily Business Intelligence Administrator responsibility to set up the Company and Cost Center dimensions. The following steps are performed in Financial Dimension Setup under Setup : Financials in the Navigator menu.

Use the System Administrator responsibility to assign users the Company Cost Center responsibility.

To Enable the Dimensions in Financial Dimensions Setup

1. In the Financial Dimension Setup page, select the Financial Dimensions tab.

2. Select Update, and then enable the Company and Cost Center dimensions.

Designate a Master Value Set

1. In the Financial Dimension Setup page, select the Source Ledger Groups tab.

2. Click Add Ledger Assignment.

3. Add a ledger assignment for the master value set. The ledger will come under the

master value set.

Map Master Value Set and Local Value Set

1. In the Financial Dimension Setup page, select the Dimension Mappings tab.
2. Select the Values and Hierarchies tab.
3. Click Launch Hierarchy Manager for the Company dimension. The Oracle Financial Dimension Hierarchy Manager opens.
4. Define the top nodes and child nodes for the company. You can drag and drop nodes.
5. In the Navigator menu, select Administrator Roles under Data Security : Delegation.
6. On the Delegation page, grant the Company Cost Center role to the user. Only users who are granted the Company Cost Center role can view data in the report.

Grant the Company Cost Center Role to Users

Grant the Company Cost Center role to each user who must view the Cost Center Spend Management reports.

Set Up DBI for Financials Profile Options and Source Ledger Group Assignment

If you implemented DBI for Financials, you may already have completed these steps. If you are implementing only DBI for Procurement, then ensure that you complete these steps in DBI for Financials. Perform these steps if you are implementing the Payables Leakage, Manual Invoices, and Invoice Amount reports, or the Payables Management or Payables Status reports.

Set Profile Options

Set the following profile options to Yes in Oracle Payables:

- FII: DBI Payables Expenses Implementation
- FII: DBI Payables Operations Implementation

These profile options help Oracle Payables and DBI for Financials (including the Payables Leakage, Manual Invoices, Invoice Amount, Payables Management, and Payables Status reports) log data for the reports. As soon as these profile options are set to Yes, Oracle Payables logs transaction changes for reporting purposes. The Payables

Leakage, Manual Invoices, Invoice Amount, Payables Management reports, and Payables Status reports require that these profile options be set to Yes.

See the Daily Business Intelligence for Financials chapter.

Set Up Source Ledger Group Assignment

In this step, you select the sets of books (also known as ledgers) that you want the following reports to report on:

- Payables Leakage.
- Manual Invoices.
- Invoice Amount.
- DBI for Financials reports on the Payables Management dashboard. This dashboard is accessible from the Commodity Supplier Management dashboard, Procurement Manager menu, and Commodity Manager menu.
- DBI for Financials reports on the Payables Status dashboard. This dashboard is accessible from the Commodity Supplier Management dashboard, Procurement Manager menu, and Commodity Manager menu.

DBI for Procurement uses only the following source ledger group assignment setup:

1. In the Daily Business Intelligence Administrator responsibility, use the following navigation: Setup : Financials Intelligence, Financial Dimensions Setup.
2. Click the Source Ledger Groups tab.
3. Select the system-provided Financials Intelligence Group source ledger group. (It may already appear for you.)
4. Click Add Ledger Assignment.
5. For this ledger group, search for and select the ledgers that you want the above reports to report on.

   Use a wildcard (%) or other characters to search for the ledger by Chart of Accounts or other criteria.

For more information, see the Daily Business Intelligence for Financials chapter.

Set Up Scores and Weights

You can use the DBI Designer to create custom reports and KPIs that contain weighted averages based on scoring. For information, see Create Weighted KPIs, page 3-34.

Maintenance and Administration

The following information highlights maintenance and administration for DBI for Procurement.

Request Set Generator

Use the incremental request sets that you created using the Request Set Generator to refresh data in the DBI for Procurement dashboards and reports. Run the incremental request set daily.

Resubmit the initial request if you need to clear out the data and start over with new data in the reports.

The incremental request collects new and updated data since the last time the request was run and displays the updated data in the reports. See Schedule Incremental Request Sets, page 2-75.

If a currency conversion error occurs while a request collects data, then the entire collection fails. For more information, see the description of the currency dimension in Understanding Daily Business Intelligence. See also Operating Units and Currencies, page 14-28.

> **Note:** Changes that you make to the operating unit security setup (see Set Up Operating Unit Security, page 2-55) or to person-commodity assignments do not require that you run the incremental request set before you can see the changes. All other changes require that you run the incremental request set before you can see the changes.

Commodities

You can update commodities any time, and the changes are reflected in the reports the next time the request sets are run.

Updates

You can make the following kinds of updates:

- Change the commodity name or description.
- Change the categories that are assigned to the commodity.
- Split an existing commodity into more granular commodities by creating new commodities and assigning categories to them. If you assign a category that is already assigned to another commodity, then the category is moved from that

commodity to the current one.

- Create new commodities.
- Change the people who are assigned to the commodity.
- Change the roles that are assigned to the people who are assigned to the commodity.

For example, the category Computer Monitors currently belongs to the Information Technology commodity, and this categorization is visible in the reports today. Tomorrow, you change the assignment so that Computer Monitors belongs to the Computers commodity. The next time the request sets are run, the commodity managers see this change in the reports.

Changing a category name in Oracle Applications does not affect its commodity assignment. The next time the request sets are run, the new category name displays in the commodity currently assigned to it.

> **Note:** Any time that you update the commodities setup (except for person-commodity assignments, which are visible in the reports immediately), you must run the incremental request set for the Commodity Spend Management or Commodity Supplier Management reports before the changes are visible in the reports.

Tips

If a user sees only "All" in the Commodity parameter on a dashboard or report, then the user has not been assigned to a commodity. If no data appears for a commodity, then categories have not been assigned to the commodity. See Set Up Commodities, page 14-51.

You must set up operating unit security (and the MO: Security Profile) for the operating units to which the user needs access. If the user is a global commodity manager, then be sure to create an operating unit security profile that includes all operating units within the enterprise. See Securing Data, page 14-25.

Validation Scripts

You can use the following validation scripts when implementing DBI for Procurement:

- `poadbiitembpo.sql`: Used to obtain the Benchmark Price that is used in the PO Price Savings and Quantity Change report.
- `poadbiitembps.sql`: Used to obtain the Supplier Benchmark Price that is used in the PO Price Change report.

If desired, you can run these scripts to see the benchmark prices for each item in both global and functional currencies to ensure that the reports give you the numbers that you expect. Although you can view benchmark prices in the reports, the scripts provide an efficient method for validating the benchmark prices during the test phase of your implementation.

For a description of the benchmark price calculations, see Key Performance Indicators, page 14-17.

Running the Scripts

To run the scripts:

1. Ensure the initial or incremental request sets for the Commodity Supplier Management and Commodity Spend Management reports have been run.

   The scripts assume that the materialized views associated with these reports are populated with the latest data. The request sets populate the base summary tables and materialized views.

2. Log in to your Daily Business Intelligence test environment using SQL*Plus or other query tool, for example:

   - User = APPS_READ_ONLY
   - Password = APPS
   - DB = dbitst

     Ensure that the TNS entry in your TNSNAMES.ORA file is correct for your environment. For example, if using SQL*Plus, the file may be located in c:\oracle\ora81\NETWORK\ADMIN. An example TNS entry is as follows:

     ```
     dbitst = (DESCRIPTION=
     (ADDRESS=(PROTOCOL=tcp)(HOST=ap642sdb)(PORT=5002))
     (CONNECT_DATA=(SID=dbitst)))
     ```

3. Spool the output of the script that you will be running by typing `spool <filename>`.

4. Enter the desired script name at the prompt.

   ```
   $POA_TOP/patch/115/sql/poadbiitembpo.sql
   ```

   Or:

   ```
   $POA_TOP/patch/115/sql/poadbiitembps.sql
   ```

   In SQL*Plus, you can place the.sql file in the appropriate directory, such as c:\oracle\ora81\BIN, and enter the following at the prompt:

   ```
   @poadbiitembpo.sql
   ```

   Or:

```
@poadbiitembps.sql
```

5. Enter year-start (YEAR_START) and year-end (YEAR_END) dates when the script prompts you.

   For example, if you want to calculate benchmark prices for the year 2002, enter a YEAR_START of 2002 and a YEAR_END of 2002. To calculate benchmark prices for all years between 2001 and 2004, enter a YEAR_START of 2001 and a YEAR_END of 2004.

   Recall that the benchmark price is the average unit price for the same item in the previous enterprise year. If not purchased that year, this enterprise year is used. For example, if you enter 2002 as the year, the benchmark price is obtained from 2001 or, if not purchased then, in 2002.

6. Turn spooling off by typing `spool off`.

   The resulting .lst files will be stored in the output directory of your query tool. For example, for SQL*Plus the directory may be c:\oracle\ora81\BIN.

7. Open each file using Microsoft Excel:
   - Excel starts an import file wizard.
   - Set the import to Fixed Width and mark the place where each column begins and ends.
   - Complete the wizard to load the file.
   - Delete the parts at the beginning and end that are not data.
   - Keep the column headers, but delete the dotted lines beneath them.
   - Turn on the Filter feature to search for the benchmark price that you need.

8. Rerun the scripts after you add, delete, or modify data.

Interpreting the Data

The following example shows two sample rows from a poadbiitembpo.sql output file when viewed in a spreadsheet. In this example, the YEAR_START was 2002 and the YEAR_END was 2003:

ITEM	OU	UOM	YEAR	AMT_FUNC	AMT_GLOB	QUANTITY	PRICE_FUNC	PRICE_GLOB
000448 (Acme.com)	Vision Operations	Each	2002	4206.64	4206.64	2	2103.32	2103.32
004325 (Acme.com)	Vision Operations	Each	2002	321.93	321.93	1	321.93	321.93

The spreadsheet columns are as follows:

- **ITEM** (item number): For information on how item numbers appear, especially for non-master items, see Categories and Items, page 14-30.
- **OU** (operating unit): The operating unit in which the purchase was created.
- **UOM** (unit of measure): The UOM in which the item was purchased.
- **YEAR**: The year in which the item was purchased.
- **AMT_FUNC** (PRICE_FUNC * QUANTITY): The amount in the functional currency associated with the OU that you would have paid in the given YEAR, if you had purchased the item at the benchmark price. This field appears in the poadbiitembpo.sql output only.
- **AMT_GLOB** (PRICE_GLOB * QUANTITY): The amount, in the primary global currency set up for Daily Business Intelligence, that you would have paid in the given YEAR if you had purchased the item at the benchmark price.
- **QUANTITY**: The quantity purchased of the item.
- **PRICE_FUNC**: The benchmark price per unit for the item, in the functional currency associated with the OU. This field appears in the poadbiitembpo.sql output only.
- **PRICE_GLOB**: The benchmark price per unit for the item in the primary global currency set up for Daily Business Intelligence.

15

Daily Business Intelligence for Product Lifecycle Management

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Responsibilities
- Dimensions
- Key Performance Indicators
- Securing Data
- Implementation Considerations
- Setup Checklist
- Maintenance and Administration
- Changing Unit Cost
- Change Orders
- Changing Part Counts in Bill of Materials
- Changing Manufacturing Steps in Routing
- Changing Financial Dimension Mappings

Overview

Oracle Daily Business Intelligence for Product Lifecycle Management provides a 360-degree view of the product across the lifecycle of a product, from concept to obsolescence, through key performance indicators and detailed reports. This empowers companies to plan, monitor, and optimize the performance of a product during development and manufacturing and in the marketplace.

It presents information in the following dashboards:

- Product Management
- Product Management - Engineering

The Product Management dashboard provides a 360-degree view of a product, enabling you to monitor the performance of a product through several key performance indicators (KPIs).

This dashboard summarizes information from:

- Oracle General Ledger
- Oracle Inventory
- Oracle Order Management
- Oracle Receivables
- Oracle Sales
- Oracle Service

The Product Management - Engineering dashboard enables you to view key engineering measures and thus gain valuable information about the items that you manage.

This dashboard summarizes information from:

- Oracle Engineering
- Oracle Bills of Material
- Oracle Cost Management
- Oracle Product Lifecycle Management

It provides item-level details from:

- Oracle Product Lifecycle Management
- Oracle Inventory

Related Topics

Oracle Daily Business Intelligence User Guide

Understanding Reporting

Oracle Daily Business Intelligence for Product Lifecycle Management provides the following dashboards:

Product Management

The Product Management dashboard allows a 360-degree view of the product management cycle. It contains the following KPIs:

- Booked Value
- Backlog Value
- Cost of Goods Sold
- Inventory Value
- Other Expenses
- Product Margin
- Revenue
- Sales Forecast
- Open Opportunity
- Open Leads
- Active Service Contract Balance
- New Service Requests

Use the Daily Product Intelligence or Product Manager responsibility to access this dashboard.

Product Management - Engineering

The Product Management - Engineering dashboard allows you to monitor the engineering and manufacturing process of a product, so you can make faster and better engineering decisions. It contains the following key performance indicators (KPIs):

- BOM Levels
- Change Order Cycle Time (Days)

- Manufacturing Steps
- New Change Orders
- Open Change Orders
- Part Count

You can see the item being designed to gauge its complexity through part count and manufacturing steps, and you can see how many change orders were created for the item and how many of them are past due.

Use the Daily Product Intelligence, Engineering Manager, or Product Manager responsibility to access this dashboard.

Responsibilities

Oracle Daily Business Intelligence for Product Lifecycle Management provides the following roles and responsibilities:

- **Daily Product Intelligence:** Provides access to the Product Management - Engineering and Product Management dashboards.
- **Engineering Manager:** Provides access to the Product Management - Engineering dashboard. It also provides links to HR Management and Expense Management dashboards.
- **Product Manager:** Provides access to the Product Management and the Product Management - Engineering dashboard. It also provides links to HR Management and Expense Management dashboards.

Related Topics

For a complete list of all responsibilities and dashboards by intelligence area, see Appendix A: Responsibility and Dashboard Matrix, page B-1.

Dimensions

Oracle Daily Business Intelligence for Product Lifecycle Management uses the following common dimensions:

- Time
- Currency
- Item

- Organization
- Sales Group
- Customer
- Change Order Type
- Change Order Priority
- Change Order Status
- Change Order Reason
- Line of Business
- Return Reason

Related Topics

For more information about common dimensions, see Common Dimensions, page 1-9.

Key Performance Indicators

Product Management - Engineering Key Performance Indicators

The following key performance indicators (KPI) appear on this dashboard.

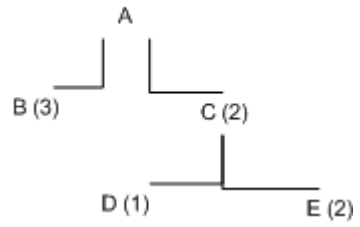
- **BOM Levels:** The maximum number of levels that are defined in the primary bill of materials of an item, indicating the depth of an assembly.
- **Change Order Cycle Time (Days):** The average time that is required to implement a change order. Only the distinct change order headers, line-level item associations, and revised items are considered in this calculation. All change order elements (priority, implementation date, need by date, creation date, status) are taken from the header level. For more information about change orders, see "Engineering Change Orders," *Oracle Engineering User's Guide*.
- **Manufacturing Steps:** The number of operation sequences that are required to manufacture a product, as defined by the primary routing of the item. Only operation sequences that are defined for the end assembly and that are effective on the as-of date are considered. For more information about primary routing, see "Routings," *Oracle Bills of Material User's Guide*.
- **New Change Orders:** The total number of change orders that were generated or raised for this product in the current period.

- **Open Change Orders:** The total number of change orders without an Implemented or Cancel date on the as-of date. This number also includes change orders that have an Implemented or Cancel date that falls after the selected date.

- **Part Count:** The number of end-level components in the primary bill of materials of an item. This count summarizes all the individual components in the primary bill of materials of the product without considering the quantity of each component. This value includes only components that are effective on the as-of date.

  For example, the following figure shows a product with three components (B, D, and E). Part C is not included in the part count because it consists of the individual components D and E. In addition, the quantity of each part is not considered (B=3, D=1, E=2).

Bill of Materials for Product A



- Some items are counted differently. This value includes optional items for the Standard, assemble-to-order (ATO), and kit item types and excludes optional items for the pick-to-order (PTO) item type.

  For more information about part counts, see *Oracle Bills of Material User's Guide*.

- **Unit Cost:** The cost of the selected item. It presents unit cost by the following cost elements: Materials, Material Overhead, Resources, Outsourcing, and Overhead. Only the valuation cost type of the organization is included in this cost (for example, standard cost).

Product Management Key Performance Indicators

This dashboard displays the following measures. All the KPIs on this dashboard are aggregated and presented at the Master Item level (sellable product) after taking all the Child Organization transactions into account.

- **Booked Value:** Total value of items from customer (external) sales order lines that are booked. These sales orders can be fulfilled or unfulfilled and are aggregated based on the book date. This value excludes internal sales orders.

  Booked Value = (Booked Quantity * Selling Price)

- **Backlog Value:** Total value of items from customer (external) sales order lines that have been booked, but not yet fulfilled. This is also synonymous with the APICS definition of Open Orders.

- **Cost of Goods Sold:** Total item costs that are associated with the shipped product. Cost of goods sold is the cost of goods shipped as booked to the COGS account in Oracle Shipping.

- **Inventory Value:** Total cost of ending inventory, including on-hand, intransit, and work in process (WIP) inventory, excluding expense items, asset items in expense subinventories, and Oracle Process Manufacturing non-inventory items.

- **Other Expenses:** All expenses that are attributable to any financial category, except Cost of Goods Sold, for a selected product category within the selected period. For example: Marketing Expenses, General Administration, usually along the Line of Business.

- **Product Margin:** Net revenue that is generated by the product after taking expenses into account for a selected product category within the selected period.

  Product Margin = (Revenue – (Cost of Goods Sold + Other Expenses) / Revenue) * 100

- **Revenue:** Revenue that is generated by a product in the period selected. Sales of all items sold and processed by Oracle Order Management. This is revenue that is attributed directly to a product, taken from the final invoice in Oracle Receivables.

- **Sales Forecast:** Last submitted forecast of the subordinate managers of the selected sales group.

- **Open Opportunity:** Sum of the sales credit amount of all open opportunities.

- **Open Leads:** Count of leads that have not been closed, converted to opportunity, or marked as dead in the period that is selected based on the as-of date.

- **Active Service Contract Balance:** Sum of the value of all service contract lines in Active status on the as-of date.

- **New Service Requests:** Count of all new service requests that were opened in the selected period.

Securing Data

The Product Management dashboard uses the basic Oracle Daily Business Intelligence security model only.

In addition to the basic Oracle Daily Business Intelligence security model, Oracle Daily

Business Intelligence for Product Lifecycle Management uses organization security to determine which users have access to which organizations on the Product Management - Engineering dashboard. For information about organization security, see Set Up Operating Unit Security, page 2-55.

Related Topics

For more information about security, see Securing Daily Business Intelligence, page 1-15 .

Implementation Considerations

You should be aware of the following common setup concerns before you begin setting up Oracle Daily Business Intelligence for Product Lifecycle Management.

Software

- Oracle Inventory (items)
- Oracle Product Lifecycle Management
- Oracle Bills of Material (BOM and routing)
- Oracle Cost Management (unit cost)
- Oracle Order Management
- Oracle Engineering

Considerations for Product Management Dashboard

The following implementation considerations are for the Product Management dashboard.

Service Security

The responsibility that you use should have the classification of Service Provider and access to all request types. For details on service security, see Daily Business Intelligence for Service.

Sales Security

The responsibility should have administrator access to the top node of the sales group hierarchy. For details on sales security, see Daily Business Intelligence for Sales.

Product Expenses

To enable product expense reporting:

1. Map accounts to appropriate financial categories using the Financial Dimension Hierarchy Manager.
2. Map the range of chart of accounts to a product category.
3. Map line of business to the cost center.

For complete instructions on how to set up product expenses, see Daily Business Intelligence for Financials.

Fulfillment, Return, and Inventory Values

To view fulfillment, return and inventory values in the Oracle Daily Business Intelligence for Product Lifecycle Management dashboards and reports, complete the supply intelligence setup. See Daily Business Intelligence for Supply Chain.

Considerations for Product Management - Engineering Dashboard

The following implementation considerations are for the Product Management - Engineering dashboard.

Items

Ensure that you set up the items that you want to report on in Oracle Inventory or Oracle Product Lifecycle Management.

Change Orders

Ensure that all the change order attributes that you want to report on are defined in Oracle Product Lifecycle Management (for example status) or Oracle Engineering.

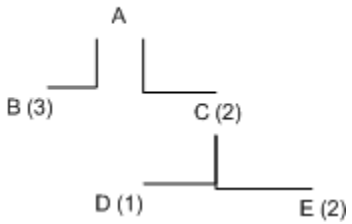
Part Count and Bill of Materials

Ensure that each item that you want to report on has a primary bill of materials defined in Oracle Bills of Material. Oracle Daily Business Intelligence for Product Lifecycle Management reports only on components that are still in effect. The calculation does not include any components that have an effective date that has passed.

The parts that are counted in the summary are restricted by the BOM Explosion Level Setup parameter. This parameter is set once for each organization. Therefore, if the parameter is set to 1, then the summaries summarize only up to one level of the BOM. The maximum setting for this parameter is 60.

Part Count

Bill of Materials for Product A



For example, assuming the parameter is set to 2, and the part count is defined as shown in the preceding figure, the Oracle Daily Business Intelligence for Product Lifecycle Management summaries would report on A, B, and C, and omit D and E from the summary. The total part count, therefore, would be 3.

Manufacturing Steps and Routing Setup

Ensure that each item that you want to report on has a routing defined in Oracle Bills of Material. Oracle Daily Business Intelligence for Product Lifecycle Management reports only on operations that are from the primary routing and are still in effect as of the selected date. The calculation excludes any operations that have an effective date that has passed.

Unit Cost

Oracle Daily Business Intelligence for Product Lifecycle Management reports only on the valuation cost type that is associated with the default cost method for the organization. Ensure that all the costs that you want to report on are defined as the valuation cost type. Cost is calculated at the end of the assembly level.

Setup Checklist

Set Up Product Management - Engineering and Product Management Dashboards

The following table provides a list of the steps required to implement the Product Management - Engineering and Product Management dashboards and their associated reports.

If you have already completed a setup listed in this checklist, either as part of the setting up the transactional application or as part of setting up another dashboard, you do not need to repeat the setup.

Unless otherwise noted, setups can be performed concurrently.

Step	Responsibility
Set Up Daily Business Intelligence Framework, page 2-29	• Daily Business Intelligence Administrator • System Administrator
Set Up Manager Reporting, page 5-4	• System Administrator • HRMS Manager • Daily Business Intelligence Administrator
Set Up Item Dimension Reporting, page 6-11	• Daily Business Intelligence Administrator • Item Manager
Post-Setup Steps, page 2-66	• Daily Business Intelligence Administrator • CRM Administrator

Maintenance and Administration

After setup is complete, you may have to perform the following maintenance and administration tasks.

- Changing Unit Cost
- Change Orders
- Changing Part Counts in Bill of Materials
- Changing Manufacturing Steps in Routing
- Changing Financial Dimension Mappings

In general, any time you change your source data or your Oracle Daily Business Intelligence for Product Lifecycle Management setup you must rerun the incremental request set to refresh your data.

Changing Unit Cost

For cost types other than Standard cost type, Oracle Daily Business Intelligence for Product Lifecycle Management reports unit cost changes only if they are changed at the transaction level (for example, in the Miscellaneous Transaction window).

For the Standard cost type, Oracle Daily Business Intelligence for Product Lifecycle Management reports only the frozen cost. You must make changes to frozen cost in the Unit Cost window. The system reports the changes only after the Update Cost process is run.

The dashboards and reports show all the changes after you run the incremental request set.

Change Orders

Run the incremental request set to reflect any changes.

Changing Part Counts in Bill of Materials

Any change in the primary Bill of Materials is reflected after you run the incremental request set.

The list of organizations is populated when you run the initial request set. When you run the incremental request set, the system looks at the temporary table to determine which organizations have changed since the last refresh and updates only those organizations.

Changing Manufacturing Steps in Routing

Any change in the primary Routing is reflected after you run the incremental request set.

Changing Financial Dimension Mappings

If you change financial dimension mappings for financial categories (revenue, and so on), product, or line of business mappings, then you must rerun the incremental request set for the Product Management dashboard.

16

Daily Business Intelligence for Projects

Overview

Daily Business Intelligence for Projects provides project executives with essential project-based financial business metrics. Through role-based pages, users gain access to information regarding the state of their business relative to past, present, and projected performance measures. This real-time view enables project executives to make better business decisions, set mid-course corrections, and strive toward achieving business goals.

Daily Business Intelligence for Projects provides the following dashboards:

- Projects Profitability Management Dashboard
- Projects Operations Management Dashboard
- Capital Projects Cost Management Dashboard
- Contract Projects Cost Management Dashboard

Daily Business Intelligence for Projects answers critical business questions, such as:

- How profitable are the projects in my organizations, and how does that compare to last year, last period, and budget?
- What is the total cost on projects, and what is the variance against planned spending?
- What is the expectation for project profits and cost through the end of this period, this quarter, and this year?
- How much new project business has been booked to date? How much add-on work has been booked?

- Are bookings keeping pace with revenue accrual and is new business acquisition trending with work delivery?
- What backlog is remaining on my projects, and what is the backlog balance trend?
- What organizations have low resource utilization?
- How many resources are currently not scheduled on projects, how long have they been available, and how much longer are they expected to remain available?

Daily Business Intelligence for Projects supplies reports for the following applications:

- Oracle Project Costing
- Oracle Project Billing
- Oracle Project Resource Management

Related Topics

Oracle Daily Business Intelligence User Guide

Understanding Reporting

Using Daily Business Intelligence for Projects, you can view the following dashboards.

- Project Profitability Management

  This dashboard contains project profitability reports. Project profitability reports enable you to analyze profitability or cost, and determine whether profitability is in line with expected performance. This dashboard also includes forecast profitability and cost reports, which enable you to understand expected performance through the end of a period.

- Project Operations Management

  This dashboard contains project opportunity management reports and project resource management reports. Use the project opportunity management reports to understand bookings and backlog, which represent the actual demand that drives project-centric industries. Project resource management reports allow you to track the utilization of your resources to meet customer requirements and company priorities.

- Capital Projects Cost Management

  This dashboard contains project-based financial business cost reports for capital projects. These reports reflect the current state of the business and provide comparisons between past, present, and projected performance measures.

- Contract Projects Cost Management

  This dashboard contains project-based financial business cost reports for contract projects. These reports reflect the current state of the business and provide comparisons between past, present, and projected performance measures.

Report types are as follows:

- **Summary**: Shows top-level information. For reports that show profitability, cost, bookings and backlog, this information is summarized from projects to project organizations, expenditure type, event type, revenue category, project types, and project classifications. For reports that show utilization and availability, the information is summarized from resources to resource organizations, utilization categories, work types, and job levels.

  This report type is also referred to as "view-by". It shows aggregated, to-date amounts and is the starting point for analysis in Daily Business Intelligence for Projects.

- **Trend**: Shows periodic information for all areas allowing you to identify patterns over time. Trend reports aggregate data by time periods, such as weekly, monthly, quarterly, or yearly. This enables you to focus on both short and long term trend analysis.

- **Detail**: Shows project or resource listing reports, providing the source information aggregated in the summary and trend reports. Detail reports provide additional attribute information about the project (such as name, type, manager and customer) or the resource (such as name, last project and next project).

Related Topics

Administer Dashboards and Reports, page 2-37

Setup and Dashboard Matrix, *Oracle Daily Business Intelligence Implementation Guide*

Responsibility and Dashboard Matrix, page B-1

Responsibilities

Daily Business Intelligence for Projects includes predefined responsibilities that provide access to various dashboards or menus. The following table lists each responsibility and the associated dashboards and menus.

Responsibility	Dashboards	Menus
Project Executive	• Projects Profitability Management • Projects Operations Management • Capital Projects Cost Management • Contract Projects Cost Management • Expense Management • HR Management	
Daily Project Intelligence	• Projects Profitability Management • Projects Operations Management • Capital Projects Cost Management • Contract Projects Cost Management	
Project Intelligence Administrator		• Setup: Organization • Setup: Security • Other: Requests

Responsibility	Dashboards	Menus
Project Superuser	• Projects Profitability Management • Projects Operations Management • Capital Projects Cost Management • Contract Projects Cost Management	• Setup: Organization • Setup: Security • Other: Requests

Related Topics

Responsibility and Dashboard Matrix, page B-1

Setting Up Daily Business Intelligence for Projects, page 16-19

Dimensions

This section describes the dimensions included in Daily Business Intelligence for Projects. Daily Business Intelligence for Projects uses the following unique dimensions:

- Event Type

  You use event types to show revenue generation that you cannot attribute to any expenditure item such as *bonuses*, *write-offs*, *customer discounts*, and *surcharge*.

- Expenditure Category

  You use expenditure categories to group expenses you incur on the project such as *labor* for labor costs, *in-house recoverables* for costs incurred on the use of corporate assets, and *supplier* for costs on supplier invoices.

- Job Level

  You use job levels or grades to display resource utilization details.

- Organization

  You use organizations and organizational hierarchies to summarize and report project data for an organization or group of organizations.

- Time

You use time periods to summarize data by period type to display trends.

- Project Classifications

  You use classifications within a project category to group projects for reporting such as *retail* or *textiles* for the project category of *industry*.

- Project Type

  You use project types within a project type class to summarize and report data by project type such as *fixed price*, *cost plus*, and *time and materials* for the project type class of *contract* projects.

- Work Type and Utilization Category

  You use work types to report scheduled and actual resource hours and you use a utilization category to report resource utilization. For example, you enter time cards for a work type of *internal support* and report utilization for this against the *internal billable* utilization category.

- Expenditure Type

  You use an expenditure type in an expenditure category to classify costs on an expenditure item such as *administrative* or *professional* for the expenditure category of *labor*.

- Revenue Category

  You use revenue categories to group expenditure types and event types when budgeting and reporting revenue and billing data.

Related Topics

Common Dimensions, page 1-9

Event Type

Event type categorizes revenue by the event types used on the project. For more information on event types, see the *Oracle Projects Implementation Guide*.

Expenditure Category

The expenditure category dimension groups cost data by the expenditure categories used on the project. For more information on expenditure categories, see the *Oracle Projects Implementation Guide*.

Job Level

Job level is a numeric indicator of skill level. It is used as a view-by dimension in Daily

Business Intelligence for Projects utilization reports.

You can view the distribution of hours and the associated utilization percentages by job level. Examples of job levels include:

- 8 (Vice President)
  - 7 (Director)
    - 6 (Senior Manager)
    - 5 (Manager)

Organization

This section provides a brief description of the Organization dimension.

Organization is the most frequently used reporting dimension in Oracle Projects, and it is the default view-by dimension in Daily Business Intelligence for Projects. Cost is taken from the projects on which expenditures are recorded. This means that cost amounts are reflected against the project organization.

Revenue from these transactions, as well as revenue from events on projects are reflected against the project organization. In addition, bookings and backlog measures are reported according to project owning organizations. Conversely, utilization and availability measures are recorded against the resource organization.

Organizations exist in hierarchies. The hierarchies determine organizational relationships for different transactional and reporting purposes. The hierarchy you specify in your Daily Business Intelligence for Projects setup determines how data that is summarized from a project to the project-owning organization is further summarized up to parent organizations.

In the reports, you can view data at the highest node in the organization hierarchy to which you have access, and then drill down the organization hierarchy to see amounts by suborganization.

The following is an example of an organization hierarchy.

Americas

- East
  - Northeast
  - Southeast
- West
- Central

- Latin America

In this example, the highest node in the hierarchy is the Americas organization. You can view data at the organization level for the Americas organization (assuming you have access to this organization). You can then drill down the hierarchy to view data for a suborganization such as East and drill further to see amounts for Northeast.

Related Topics

Organizations, *Oracle Projects Fundamentals*

Time

In Daily Business Intelligence for Projects, time is available as a view-by dimension that provides you with valuable trend information. Data is accumulated by period and is then displayed according to the period type selected. The following example shows the period types in the reports and the number of periods displayed for each.

- Enterprise Year (2 years)
- Enterprise Quarter (4 quarters)
- Enterprise Period (12)
- Enterprise Week (13)
- Fiscal Year (2 periods)
- Fiscal Quarter (4)
- Fiscal Period (12)
- Project Period (13 periods)

Project Classifications

Classification categories are used to indicate some aspect of a project that can be used in reporting. Examples of classifications within classification categories include:

- Industry
  - High Tech
  - Retail
- Service Line
  - Product Development

- Consulting

Classification code is the assigned value within a given category. If a project has a classification category of Industry, then High Tech is an example of a classification code for that category.

Daily Business Intelligence for Projects enables you to view data for a classification category.

Related Topics

Project Definition, *Oracle Projects Implementation Guide*

Project Type

Every project belongs to a project type. A project type is typically used to separate projects according to budgeting, costing, and billing methods. Accordingly, project type is a useful categorization for reporting in Daily Business Intelligence for Projects.

Every project type belongs to a project type class. Examples of project types within each project type class (Contract, Capital and Indirect) are shown below.

- Contract
  - Fixed Price
- Capital
  - Construction
- Indirect
  - Overhead
  - Fringe

Using Daily Business Intelligence for Projects, you can view data for all project types (such as Fixed Price), or all project types within a given project type class (Contract, Capital, or Indirect).

Related Topics

Project Definition, *Oracle Projects Implementation Guide*

Work Type and Utilization Category

Work types are classifications of work. A work type is recorded against each scheduled and actual labor transaction.

Utilization categories are categorizations of work types that can carry weighting factors for use in calculating utilization. Both work types and utilization categories are used in Daily Business Intelligence for Projects reporting to indicate the distribution of utilized time (hours and utilization percent) across these categories.

In the following example, work is classified using work types and utilization categories.

- Work
  - Bid & Proposal (Work Type)
    - Billable Consulting (Utilization Category)
  - Internal IT Support (Work Type)
    - Internal Billable (Utilization Category)

For more information on utilization categories and work types, see the *Oracle Projects Fundamentals* guide.

Expenditure Type

The expenditure type dimension categorizes the information for each expenditure type on the selected projects. For more information on expenditure types, see the *Oracle Projects Implementation Guide*.

Revenue

The revenue category dimension displays all expenditure and event types belonging to that category on the report. The default value is ALL. For more information on revenue categories, see the *Oracle Projects Implementation Guide*.

Key Performance Indicators

Daily Business Intelligence for Projects provides performance measures, also called key performance indicators. Key performance indicators provide calculated data on reports. This section groups and describes key performance indicators that appear on reports associated with the following dashboards.

- Projects Profitability Management Key Performance Indicators, page 16-11
- Projects Operations Management Key Performance Indicators, page 16-12
- Capital Projects Cost Management Key Performance Indicators, page 16-14
- Contract Projects Cost Management Key Performance Indicators, page 16-15

Projects Profitability Management Key Performance Indicators

Daily Business Intelligence for Projects provides the profitability and cost key performance indicators shown in the following table.

Key Performance Indicator	Calculation	Source
Revenue	Accrued revenue on projects, calculated as (Billable Expenditure Items * Bill Rate) + Revenue Event Amount. Only those draft revenues that have been accepted in Oracle General Ledger are included.	PA_CUST_REV_DIST_LINES_ALL PA_CUST_EVENT_RDL_ALL
Cost	All cost distributed expenditure items	PA_COST_DISTRIBUTION_LINES_ALL
Margin	Revenue - Cost	Derived
Budget and Forecast Amounts	A budget type is mapped to each: • Budgeted Revenue • Budgeted Cost • Forecast Revenue • Forecast Cost In Daily Business Intelligence for Projects setup, amounts entered in these budget types by project are summarized by project owning organization, project type and project classification.	PA_BUDGET_LINES

Budget and Forecast Amounts

Budgets and forecasts are the sum of the budget and forecast amounts for all projects owned by an organization. In your Daily Business Intelligence for Projects setup, you indicate the budget type used for each plan type. .

Budget and forecast amounts entered by period are reported in the same amounts by

period. Budget and forecast amounts entered in bulk are distributed pro-rata, by period, according to the start and end dates of the project. Budgets and forecasts are entered in the functional currency of the operating unit to which they belong. These amounts are converted to the global currency for comparative analysis using the conversion rate that applies during the first day of the period, or the rate that applies during the last day of the period. You specify the conversion dates in your Daily Business Intelligence for Projects setup.

Related Topics

Set Up the Reporting Plan Types, page 16-20

Projects Operations Management Key Performance Indicators

Key performance indicators for the projects operations management dashboard include key performance indicators for bookings and backlog reports and key performance indicators for resource utilization and availability reports.

Bookings and Backlog Key Performance Indicators

The table below lists the bookings and backlog key performance indicators that Daily Business Intelligence for Projects provides and describes the way in which values for each key performance indicator is calculated.

Key Performance Indicator	Definition/Calculation
Bookings	Total Net Bookings = Original + Additional + Adjustments - Cancellations
Backlog	Backlog is the difference between total funding on a project and the revenue accrued to date on the project. Therefore, backlog is always an inception to date balance (equal to inception to date funding less inception to date revenue). See "Backlog", page 16-13 for the different types of backlog in Daily Business Intelligence for Projects reporting.

Bookings

Bookings are allocations of project funds. Funding lines are classified as one of the following:

- Original

- Addition
- Cancellation
- Correction
- Transfer
- Re-evaluation

Funding lines marked as Original, Addition, or Cancellation are reported as such in Daily Business Intelligence for Projects reports. Corrections and Transfers are added together and reported as Bookings Adjustments. In Daily Business Intelligence for Projects, all funding classifications except Cancellation are treated as positive.

> **Note:** Cancellations are assumed to be negative. If a funding line is positive and marked as a cancellation, it will be added into the formula.

Backlog

The different types of backlog in Daily Business Intelligence for Projects are:

- Backlog Not Started: The backlog on projects that have no billable transactions.
- Active Backlog: The backlog on active, on-going projects.
- Dormant Backlog: The backlog on projects where no revenue has been accrued for a particular period. That period (expressed in calendar days) is specified in your Daily Business Intelligence for Projects setup. For more information, see: Backlog.
- Lost Backlog: The backlog on projects that have been closed during the period of analysis. This amount represents additional potential revenue for an organization.
- Revenue at Risk: The negative backlog that occurs when revenue accrual exceeds funding.

Backlog Flow

Since backlog is a balance figure, and changes in backlog value are a critical indicator of the financial health of an enterprise, Daily Business Intelligence for Projects includes reports that track the amount and source of changes in backlog over a given span of time. These reports are the Bookings and Backlog Activity reports and they show:

- Beginning Backlog: The backlog balance at the start of the period.
- Total Net Bookings = Original + Additional + Adjustments - Cancellations. See Bookings, page 16-12
- Accrued Revenue: The amount of revenue recognized for the period.

- Lost Backlog: See Backlog, page 16-13.

- Ending Backlog = Beginning Backlog + Total Net Bookings - Accrued Revenue - Lost Backlog (if this formula results in a positive number).

Resource Utilization and Availability Key Performance Indicators

Daily Business Intelligence for Projects provides the following utilization and availability key performance indicators:

Labor Units

Different countries (different operating units) can have different definitions of a working day. For example, a working day can be 8 hours in one country and 7.5 hours in another.

In setup, you can define whether to report scheduled and actual labor units as hours or days.

Utilization

Utilization is calculated by dividing the resource weighted hours by either the resource capacity or total worked hours (depending on the utilization calculation method) for the organization and specified time period. Utilization is further categorized as follows:

- Actual Utilization = Actual Weighted Hours / (Actual Capacity or Actual Worked Hours)

- Forecast Utilization = Forecast Weighted Hours / (Forecast Capacity or Forecast Worked Hours)

Availability

Availability is the amount of unused capacity of a resource. The threshold of availability is the percentage of available time required to classify a resource as available.

You specify the threshold for availability in your Daily Business Intelligence for Projects setup.

Related Topics

Set Up the Cost and Labor Units, page 16-21

Set Up the Availability Thresholds, page 16-21

Oracle Projects Fundamentals

Capital Projects Cost Management Key Performance Indicators

The following table lists the key performance indicators and their calculation for the capital projects cost management dashboard:

Measure	Calculation
Cost	Actual capital projects cost for the period to the as-of-date. The period is determined by the selected period type parameter.
Forecast Cost	Forecast cost on capital projects for the period
Capital Cost	Cost that can be capitalized for the period to the as-of-date
% of Cost	Capital Cost / Capital projects cost for the period to the as-of-date
Expense	Total costs that cannot be capitalized for the period to the as-of-date

Contract Projects Cost Management Key Performance Indicators

The following table lists the key performance indicators and their calculation for the contracts project cost management dashboard:

Key Performance Indicator	Calculation
Cost	Actual contract projects cost for the period to the as-of-date. The period is determined by the selected period type parameter.
Forecast Cost	Forecast cost on contract projects for the period
% of Budget	Billable Cost / Budget cost for the period to the as-of-date
Billable Cost	Total of billable cost
% of Cost	Billable Cost / Cost for the period to the as-of-date
Non Billable Cost	Non-billable cost for the period to the as-of-date

Securing Data

Daily Business Intelligence for Projects data is summarized by project, by resource and by organization. Revenue, cost, bookings, and backlog on each project are summarized up to the project owning organization.

Organization level data is then rolled up the organization hierarchy for reporting purposes. Different users are responsible for different levels in the organization hierarchy.

Daily Business Intelligence for Projects also provides security at the operating unit level. Like organizations, operating units are arranged in a hierarchy. Using security profiles, you can secure data at the different levels in the hierarchy.

For example, if an organization has three operating units, but a particular user only needs access to information for two of the three operating units, the security profile will prohibit the user from having access to the third operating unit.

Related Topics

Securing Data, page 1-15.

Setting Up Security Profiles, page 16-18

Implementation Considerations

You should be aware of the following common setup concerns before you begin setting up Daily Business Intelligence for Projects.

Software Prerequisites

Before implementing Daily Business Intelligence for Projects, you must complete the following prerequisite implementation steps.

- Enable Project Classification

  To enable project classification reporting in Daily Business Intelligence for Projects, you must enable the "Include in Project Intelligence Reporting" check box in the Class Categories and Codes window (Setup -> Projects -> Classifications) in Projects.

- Set Up Global Daily Business Intelligence

  You must complete the global Daily Business Intelligence setup options.

The following table lists the required applications to view Daily Business Intelligence for Projects dashboards:

Daily Business Intelligence for Projects Dashboard	Required Oracle Projects Application
Capital Projects Cost Management	• Oracle Project Costing
Contract Projects Cost Management	• Oracle Project Costing
Project Operations Management	• Oracle Project Billing • Oracle Project Costing • Oracle Project Resource Management
Project Profitability Management	• Oracle Project Billing • Oracle Project Costing

Related Topics

Project Classifications (Class Categories and Class Codes), *Oracle Projects Implementation Guide*

Setup Checklist for Daily Business Intelligence, page 2-3

Setup Checklist

This section describes the steps required to implement the Daily Business Intelligence for Projects dashboards and reports. If you have already completed a setup step listed in this checklist as part of setting up Oracle Daily Business Intelligence, you do not need to repeat the setup. Unless otherwise noted, you can concurrently perform the setup steps.

The following table provides a list of the setup steps required to implement Daily Business Intelligence for Projects.

Setup Step	Responsibility
Setting Up Security Profiles, page 16-18	Project Intelligence Superuser

Setup Step	Responsibility
Setting Up Daily Business Intelligence for Projects, page 16-19	Project Intelligence Superuser
Setting Up Profile Options, page 16-22	Project Intelligence Superuser

After you complete these steps, you can proceed to implement other Oracle Daily Business Intelligence products, or refer directly to "Post Setup Steps" in chapter 2 of this guide. This chapter describes how to set up users and security, as well as how to perform the initial load and incremental refreshes for all Oracle Daily Business Intelligence pages. You must perform these post implementation steps before you use any Oracle Daily Business Intelligence product.

Setting Up Security Profiles

In Daily Business Intelligence for Projects, you can secure data at the organization level and at the operating unit level. To secure data at each organization level, you must create an organization hierarchy, or identify an existing hierarchy.

To secure data at each organization level:

1. Define an Oracle Human Resources security profile. This profile indicates the starting node in the organization hierarchy for each user. The profile must point to the organization hierarchy specified in the Daily Business Intelligence for Projects setup.

2. Specify this Oracle Human Resources security profile in the system profile PJI: Organization Security Profile.

   For more information, see: Security in *Configuring, Reporting and System Administration in Oracle HRMS.*

To secure data by operating unit:

1. Define an Oracle Human Resources security profile. This profile indicates the starting node in the operating unit hierarchy for each user.

2. Specify this Oracle Human Resources security profile in the system profile MO: Security Profile.

   For more information, see: Security in *Configuring, Reporting and System Administration in Oracle HRMS.*

Setting Up Daily Business Intelligence for Projects

You must define the organization hierarchies, period types, ratio calculations, plan types, cost and labor units, and availability thresholds that you want to use for your daily reporting in Daily Business Intelligence for Projects:

Follow the steps below to set up Daily Business Intelligence for Projects.

1. Navigate to the Project Intelligence Setup page.

2. Select an Organization Hierarchy.

   In the Organization Hierarchy field, choose the organization hierarchy that you want to use in Daily Business Intelligence for Projects. The hierarchy that you select must include all project and resource owning organizations from all operating units. Note that you can choose a different version of a hierarchy, by choosing a version number as well.

   Organization hierarchies are defined in Oracle HRMS (see: *Using Oracle HRMS: The Fundamentals)*.

3. Select the desired implementation options.

   These options determine the reporting content that you want updated by the summarization programs. The summarization processes are controlled by the concurrent program PRC: Update Project Intelligence Data.

4. Set up the default period type for each Project Intelligence report group.

   For each Project Intelligence Report Group, you must set up a default Period Type. These are the default values used in each report group.

   You must consider your reporting requirements when selecting a value. Select from Year, Quarter, Month, or Week for the default Period Type. The default value is Quarter because many enterprises report on a quarterly basis.

   Additional Period Types: If you want to be able to summarize your data by other period types, such as project period types and fiscal period types, you must enable the appropriate Period Type check box. For more information on these period types, see: Time, page 2-2.

   > **Note:** When you enable additional period types, a larger volume of data is summarized, which can affect your ability to update data quickly. You should only choose these options if your enterprise requires this kind of summarization. If you are using one calendar across all sets of books and you select that calendar as the enterprise calendar, you should not select fiscal as an additional period type. Also, some users may not need the project period type for management reporting purposes.

5. Set Up the Ratio Calculation Options for Project Intelligence Reports.

   The Book to Bill ratio in Project Intelligence is calculated using a fixed duration of time, regardless of the time parameters you select on the reports on which they appear. The reason for this is that for ratio calculations that are related to flow, if one balance is being compared to another, these calculations should be viewed over a rolling period of time to ensure a smoothing effect. Otherwise, the results will appear skewed.

   Enter the fixed duration of time in calendar days in Book to Bill Ratio Days.

   Dormant Backlog Days: The Dormant Backlog Days field indicates the number of days after which backlog is considered to be dormant. This setup item is important because lack of activity on a project indicates that no revenue has been generated for a given period of time. For more information on Dormant Backlog, see: Backlog, page 16-13.

   > **Important:** The number of days you enter for dormant backlog calculation must be less than or equal to the difference between the global calendar start date and the earliest transaction date.

6. Set Up the Reporting Plan Types.

   You can define the budget type and financial plan type used for budgets and forecasts.

   1. Define the default budget type for each reporting plan type.

      The following table lists the default Budget Type for each Reporting Plan Type:

Reporting Plan Type	Default Budget Type
Cost Budget Type	Approved Cost Budget
Revenue Budget Type	Approved Revenue Budget
Cost Forecast Type	Forecast Cost Budget
Revenue Forecast Type	Forecast Revenue Budget

      If your enterprise uses different budget types for recording budget amounts, then edit the default Budget Type values. Budget and forecast amounts in Daily Business Intelligence for Projects are reported differently depending on whether they are entered by period or in bulk.

   2. Define the default financial plan type for each reporting plan type.

No default values are provided. If you are using both budgeting models, the financial plan types will take precedence over the budget types.

3. Define the conversion rate date basis for each reporting plan type.

   Budgets and forecasts are entered in the functional currency of the operating unit to which they belong. These amounts are converted to the global currency for comparative analysis using the conversion rate applicable on one of the following dates.

   First Day of Planning Period: Plan amounts are converted from their base currency to the global currency using the starting date of the planning period. This is the default value because many enterprises use this date for conversion purposes.

   Last Day of Planning Period: Plan amounts are converted from their base currency to the global currency using the ending date of the planning period.

   You must consider your corporate policy before selecting a conversion rate date basis. If your enterprise typically uses the rate applicable at the beginning of the planning period for purposes of converting currency transactions, then select the first option.

7. Set up the Cost and Labor Units.

   Set up the type of cost to be used in Daily Business Intelligence for Projects reports. You can choose from the following cost types:

   - Burdened Cost: This is the default value.
   - Raw Cost

   Set up the units of labor to be used in resource management reports. You can report labor units in either Hours or Days. The default value is Hours.

   > **Note:** Different operating units can have a different definition of a working day. For example, a working day can be 8 hours in one operating unit, and 7 hours in another one. The Full Time Equivalent (FTE) specifies how many hours are equivalent to a day of work. For more information on defining the Full Time Equivalent hours, see Staffing Implementation Options, *Oracle Projects Implementation Guide*.

8. Set up the Availability Thresholds.

   You can use the following predefined availability ranges to define availability thresholds:

   - 12.5

- 25
- 50
- 75
- 100

  You can override these default values. Ensure that you select one of the five values as the default availability threshold value used in Daily Business Intelligence for Projects reports.

  Keep in mind that different organizations can have different definitions of resource availability. In one organization, a resource is considered to be available if it is available for more than 50% of the time, while in another organization, the availability threshold may be 75%. You must consider the definition of resource availability in your organization before selecting a value.

9. Set up the Available Resource Duration Buckets.

   You can use the following predefined resource duration buckets to report resource availability:

   - 1-5 days
   - 6-10 days
   - 11-15 days
   - 16-20 days
   - Greater than 20 days

     You can override these default values and enter your own duration buckets for reporting resource availability in Daily Business Intelligence for Projects reports.

Setting Up Profile Options

The following table lists profile options for Daily Business Intelligence for Projects, their default values, and access levels. These profile options belong to the Deployment - Licensing and Implementation category. Profile options in this category control access to products based on licensing or implementation options.

Profile Option	Default	User Access	System Administration: User	System Administration: Responsibility	System Administration: Application	System Administration: Site
PJI: Debug Level	5	View Only	View Only	View Only	View Only	Update
PJI: Global Start Date Override	No Default	View Only	View Only	View Only	View Only	Update
PJI: Number of Parallel Extraction Programs	4	View Only	View Only	View Only	View Only	Update
PJI: Organization Security Profile	No Default	Update	Update	Update	Update	Update
PJI: Output Destination	No Default	View Only	View Only	View Only	View Only	Update
PJI: Truncate PJI Summary Tables	No	View Only	View Only	View Only	View Only	Update
PJI: Use DBI Request Set Generator	Yes	View Only	View Only	View Only	View Only	Update

Note: Oracle Projects also uses these profile options. For more information, see: Appendix B, Shared Profile Options, *Oracle Projects Implementation Guide*.

PJI: Debug Level

You can use this profile option to control the minimum level of details that you want for debug messages. Possible levels are one through to six. The internal name of the profile option is PJI_DEBUG_LEVEL.

You can optionally enter any value in the range of 1 to 6 to change the default level of

debug details. For more information on log levels, see FND: Debug Log Levels, *Oracle Applications System Administrator's Guide and Maintenance*.

PJI: Global Start Date Override

You can optionally use this profile option to control the date from which summarization of reporting data can begin. The profile option displays the value that you set for the BIS: Global Start Date Override profile option when implementing Daily Business Intelligence for Projects. If the value is not the same as the global start date value for Oracle Projects performance reporting, and you are licensed to use both Oracle Projects performance reporting and Daily Business Intelligence for Projects, you can use this profile option to ensure summarization begins on the same date for both applications and summary amounts correspond when you navigate from an organization-level report to project-level details. The internal name of the profile option is PJI_GLOBAL_START_DATE_OVERRIDE

1. Enter *Yes*, if the global start date values for Oracle Projects and Daily Business Intelligence for Projects are different. Then enter the common required start date value to override the BIS global start date values for Daily Business Intelligence for Projects.

2. Do the same in Oracle Projects.

PJI: Number of Parallel Extraction Programs

You can optionally use this profile option to control the number of programs that each of the following programs can launch in parallel:

- PRC: Load Project and Resource Base Summaries
- PRC: Load Project Intelligence Data
- PRC: Update Project and Resource Base Summaries
- PRC: Update Project Intelligence Data
- PRC: Refresh Project and Resource Base Summaries
- PRC: Refresh Project Intelligence Data

The above programs can in turn launch two to eight programs. You can enter a new value in the range of 2 to 8 to replace the default value. The internal name of the profile option is PJI_EXTRACTION_PARALLELISM.

PJI: Organization Security Profile

You must use this profile option to control the list of project organizations that the project executive or project superuser can access in Daily Business Intelligence for Projects reports. The internal name of the profile option is

PJI_SECURITY_PROFILE_LEVEL.

Enter *Yes* and specify a valid HR security profile to restrict access to the organizations associated with the profile. To view data for all project organizations, enter *No*.

PJI: Output Destination

You can optionally use this profile option to control the location of generated log and output messages such as table, log, or output. The internal name of the profile option is PJI_OUTPUT_DESTINATION.

Enter any of the following values:

- *Table* to view message in table format
- *Log* to view message in text format as a log file
- *Output* to view message as output

PJI: Truncate PJI Summary Tables

You can optionally use this profile option to control the deletion of project performance and Daily Business Intelligence for Projects reporting data by the following programs:

- PRC: Delete Project Intelligence and Performance Reporting Data
- PRC: Delete Project Performance Reporting Data
- PRC: Delete Project Intelligence Data

The internal name of the profile option is PJI_SUM_CLEANALL. Enter *Yes* to delete reporting data. Enter *No* to retain reporting data.

PJI: Use DBI Request Set Generator

This profile option is set to *Yes* to enable you to use the Request Set Generator to load or update data in Daily Business Intelligence for Projects dashboards and associated reports. You can optionally use this profile option and enter a value of No to manually run the following concurrent programs for the initial load and incremental updates to the data in Daily Business Intelligence for Projects reports:

- PRC: Load Project Intelligence Data
- PRC: Update Project Intelligence Data

The internal name of the profile option is PJI_USE_DBI_RSG.

Troubleshooting

This section discusses hypothetical issues that you may encounter when implementing

and using Daily Business Intelligence for Projects. You can use the solutions provided to address such issues.

- *I submitted the concurrent programs for the initial and incremental load. Why do I see incorrect data in my reports?*

  Check to see if you submitted the following programs while submitting the Daily Business Intelligence for Projects concurrent programs for the initial or incremental load of summary amounts:

  - Update Time Dimension
  - HRI Load All Organization Hierarchy Versions

- *Why do I see obsolete data in my reports?*

  Verify whether you submitted the update concurrent programs for the dashboards associated with the reports that you are viewing. Run the Request Set Generator for an incremental load to ensure that new and changed transactions are reflected in reports.

- *How often must I update the data in my reports?*

  If your organization is large and has a significant transaction volume, perform daily updates. Otherwise, update data for your organization when you do the following:

  - Create new projects
  - Enter new expenditures
  - Perform revenue accrual
  - Make revenue adjustments

- *Will my reports automatically reflect changes that I make on the Project Intelligence Setup page?*

  If you make your changes *before* running the Request Set Generator for the initial load of summarized data, then your reports will automatically reflect your changes after you perform the initial summarization. If you make your changes *after* running the Request Set Generator for the initial load, then your system administrator must remove the existing data from both the base summary and reports before you run the Request Set Generator *again* for an initial and incremental load.

  > **Note:** Do not perform an incremental load for changes that you make to Periods, Rolling Weeks, and Cost and Labor Unit Options.

- *Why do I not see values for burdened cost in my reports?*

Check to see if you selected Burdened Cost as your Reporting Cost Type on the Project Intelligence Setup page.

- *Why do I not see recent transactions such as expenditure items, revenues, and fundings on my profitability reports?*

  Verify if you did the following:

  - Ran the Request Set Generator to make incremental updates to the data in the reports associated with the Projects Profitability Management dashboard *after* you entered the new transactions

  - Set the PJI: Use DBI Request Set Generator profile option to *No* and enabled the following implementation options on the Project Intelligence Setup page:

    - Enable Profitability Reporting

    - Enable Cost Reporting

  - Cost distributed the new expenditure items, which the General Ledger date for them validates

- *Why do I not see recent transactions such as project assignments and assignment cancellations on resource management reports?*

  Confirm that you did the following:

  - Ran the Request Set Generator to incremental updates to the data in the reports associated with the Projects Operations Management dashboard *after* you entered the new transactions

  - Set the PJI: Use DBI Request Set Generator profile option to *No* and enabled the Enable Utilization and Availability Reporting implementation option on the Project Intelligence Setup page

- *Why do I not see any values for View by Classification?*

  Ensure that you specified a category value other than *All* for the Category parameter.

Concurrent Programs

Use the Project Intelligence Administrator responsibility to submit the concurrent programs that summarize project data for the organization for display in the reports associated with the dashboards of Daily Business Intelligence for Projects. Summarization is a two-step process. The first step creates a base summary of data that both Oracle Projects and Daily Business Intelligence for Projects use for reporting. Oracle Projects provides the concurrent programs involved in the first step of

summarization. For information on the two-step summarization process and the concurrent programs involved in extracting and summarizing data used for reporting, see: Understanding Reporting Data Summarization, *Oracle Projects Fundamentals*.

If you are licensed to use Daily Business Intelligence for Projects *and* Oracle Projects performance reporting, you can navigate from organizational reports in Daily Business Intelligence for Projects to project-level details in Oracle Projects performance reporting. For information on the concurrent programs you must use to ensure that the data you view on organization reports and on project performance pages is consistent, see the tables in the following section.

Using Daily Business Intelligence for Projects Programs

This section discusses the concurrent programs that Daily Business Intelligence for Projects shares with Oracle Projects to summarize and report project data.

Daily Business Intelligence for Projects uses the following concurrent programs that Oracle Projects provides to create and maintain the base summary of reporting data.

- PRC: Load Project and Resource Base Summaries
- PRC: Update Project and Resource Base Summaries
- PRC: Refresh Project and Resource Base Summaries
- PRC: Delete Project Intelligence and Performance Reporting Data

Daily Business Intelligence for Projects then uses its own concurrent programs to further summarize data from the base summary for display by organization. These programs include:

- PRC: Load Project Intelligence Data
- PRC: Update Project Intelligence Data
- PRC: Refresh Project Intelligence Data
- PRC: Delete Project Intelligence Data

Similarly, Oracle Projects uses into own concurrent programs to further summarize the base summary data for display on project performance, workplan, and financial plan pages. These programs are:

- PRC: Load Project Performance Data
- PRC: Update Project Performance Data
- PRC: Refresh Project Performance Data
- PRC: Delete Project Performance Reporting Data

For information on the concurrent programs used by Oracle Projects performance reporting, see: Performance and Exceptions Reporting Processes, *Oracle Projects Fundamentals*.

If you are licensed to use both Oracle Projects performance reporting and Daily Business Intelligence for Projects, then you can navigate from one to the other application to view project summary amounts for the organization and for a specific project of the organization. In this case, you must ensure that data is consistent when navigating from a Daily Business Intelligence for Projects report to a project performance page. The following tables describe possible business cases or circumstances for submitting one or a combination of concurrent programs, the order and recommended method of submission, and the result achieved by each of the programs.

Use the table below for information on possible business cases and the programs you need to submit when using *only* Daily Business Intelligence for Projects

Viewing Daily Business Intelligence for Projects Reports

Business Case	Order of Programs	Recommended Submission Method	Results
A new instance of Daily Business Intelligence for Projects[1].	1. PRC: Load Project and Resource Base Summaries 2. PRC: Load Project Intelligence Data	Use the request set generator for initial load of all dashboards and associated reports.	The first program summarizes data from transactions to create a base summary of reporting data. The second program further summarizes base summary data for Daily Business Intelligence for Projects reports.
New and changed transactions in Oracle Projects.	1. PRC: Update Project and Resource Base Summaries 2. PRC: Update Project Intelligence Data	Use the request set generator for incremental updates to selected dashboards and associated reports.	The first program updates the base summary data with incremental changes. The second program further summarizes the updated base summary data to ensure that the data in Daily Business Intelligence for Projects reports is current.

Business Case	Order of Programs	Recommended Submission Method	Results
Incorrect or missing data on dashboards and report for some projects.	1. PRC: Refresh Project and Resource Base Summaries[2] 2. PRC: Refresh Project Intelligence Data[2]	The system administrator creates and runs a request set of the two programs.	The first program re-summarizes data for the specified projects and overwrites the existing base summary data with the new data. The second program further summarizes the new base summary data of the same projects for Daily Business Intelligence for Projects reports.
Incorrect or missing data for all projects on dashboards and reports. Changed implementation options for Daily Business Intelligence or for Daily Business Intelligence for Projects not reflected on reports.	1. PRC: Delete Project Intelligence and Performance Reporting Data[2] 2. PRC: Delete Project Intelligence Data[2] 3. PRC: Load Project and Resource Base Summaries 4. PRC: Load Project Intelligence Data	The system administrator creates and runs a request set of the first two programs. Then, use the request set generator to perform an initial load of data for all dashboards and associated reports.	The first program deletes the base summary data. The second program clears data from Daily Business Intelligence for Projects reports. The third program recreates the base summary data. The fourth program further summarizes the new base summary data for Daily Business Intelligence for Projects reports.

[1]A new instance can be the result of a fresh install or a re-install subsequent to changes in implementation options, or errors in data for all projects. A re-install involves the removal of all existing data from the base summary and from dashboards and reports.

[2]Run the concurrent program *only* on the recommendation of an Oracle Support representative.

Use the table below for information on possible business cases and the programs you need to submit if you are licensed to use both Daily Business Intelligence for Projects and Oracle Projects performance reporting, and are navigating from one to the other.

Viewing Daily Business Intelligence for Projects Reports and Project Performance Pages

Business Case	Order of Programs	Recommended Submission Method	Results
New instance of Daily Business Intelligence for Projects. New instance of Oracle Projects Performance Reporting.	1. PRC: Load Project and Resource Base Summaries 2. PRC: Load Project Intelligence Data 3. PRC: Load Project Performance Data 4. PRC: Update Project Performance Data	Use the request set generator for initial load of all dashboards and associated reports. Run a single request for the Load Project Performance Data program.	The first program extracts and summarizes transaction amounts to create a base summary of reporting data. The second program further summarizes base summary data for Daily Business Intelligence for Projects reports. The third program further summarizes base summary data for Oracle Projects. The fourth program uses the base summary data to create the global calendar and currency for financial plans.

Business Case	Order of Programs	Recommended Submission Method	Results
New and changed transactions in Oracle Projects.	1. PRC: Update Project and Resource Base Summaries 2. PRC: Update Project Intelligence Data 3. PRC: Update Project Performance Data	Use the request set generator for initial load of all dashboards and associated reports. Submit a single request for the Update Project Performance Data program	The first program updates the base summary data. The second program further summarizes the updated base summary data to ensure that the data in Daily Business Intelligence for Projects reports is current. The third program further summarizes the updated base summary data to ensure that data at the project level is current and consistent when you navigate to this from an organization-level report.

Business Case	Order of Programs	Recommended Submission Method	Results
Navigating from Daily Business Intelligence for Projects reports to project performance pages to view planned amounts.	1. PRC: Update Project and Resource Base Summaries 2. PRC: Update Project Intelligence Data	Use the request set generator for incremental load of the required dashboard and associated reports.	The first program updates base summary plan data. The second program further summarizes updated base summary plan data for Daily Business Intelligence for Projects reports. Oracle Projects summarizes planned amounts online. This means that if base summary plan data is current, then displayed planned amounts are current.
Incorrect or missing data for some projects on Daily Business Intelligence for Projects dashboards and reports. Incorrect or missing data on project performance pages.	1. PRC: Refresh Project and Resource Base Summaries[2] 2. PRC: Refresh Project Intelligence Data[2] 3. PRC: Refresh Project Performance Data[2]	The system administrator creates and runs a request set of the two programs.	The first program re-summarizes data for the specified projects and overwrites the existing base summary data with the new data. The second program further summarizes the fresh base summary data of the same projects for Daily Business Intelligence for Projects reports. The third program further summarizes the fresh base summary data of the same projects for Oracle Projects.

Business Case	Order of Programs	Recommended Submission Method	Results
Incorrect or missing data for all projects on Daily Business Intelligence for Projects reports. Incorrect or missing data for all projects on project performance pages. Changed implementation options for Daily Business Intelligence, Daily Business Intelligence for Projects, or Oracle Projects Performance Reporting that are not reflected in reports or on project performance pages.	1. PRC: Delete Project Intelligence and Performance Reporting Data[2] 2. PRC: Delete Project Intelligence Data[2] 3. PRC: Delete Project Performance Reporting Data[2] 4. PRC: Load Project and Resource Base Summaries 5. PRC: Load Project Intelligence Data 6. PRC: Load Project Performance Data	The system administrator creates and runs a request set of the first two programs. The system administrator submits the Delete Project Performance Reporting Data program. Use the request set generator to perform an initial load of data for all dashboards and associated reports. Submit a single request for the Load Project Performance Data program.	The first program deletes the base summary data. The second program clears data from Daily Business Intelligence for Projects reports. The third program clears data from Oracle Projects performance, workplan, and financial plan pages. The fourth program recreates the base summary data. The fifth program further summarizes the new base summary data for Daily Business Intelligence for Projects reports. The sixth program further summarizes the new base summary data for Oracle Projects.

[1]A new instance can be the result of a fresh install or a re-install subsequent to changes in implementation options, or errors in data for all projects. A re-install involves the removal of all existing data from the base summary, project performance pages, and from dashboards and reports.

[2]Run the concurrent program *only* on the recommendation of an Oracle Support representative.

Using the Request Set Generator

Use the Request Set Generator daily to submit the concurrent program request set for incremental updates to Daily Business Intelligence for Projects dashboards and associated reports. When you run the Request Set Generator for an incremental load, the request collects new and updated data since the last time the request was run, and

displays the updated data in the reports. If a currency conversion error occurs while a request collects data, then the entire collection fails.

You can use the Request Set Generator to run an incremental load more than once a day. For example, if you are licensed to use Daily Business Intelligence for Projects and Oracle Projects performance reporting, and are viewing planned amounts, you must use the Request Set Generator to run an incremental load request for the dashboard before you navigate from an associated report to a project performance page.

In addition, use the Request Set Generator to resubmit the initial load request if you need to clear out existing data and start over with new data in reports.

Related Topics

Schedule Incremental Request Sets, page 2-75

Understanding Daily Business Intelligence, page 1-5.

Currency, page 2-2.

Load Project Intelligence Data

This program summarizes financial and resource- related amounts from the base summary for display on the reports of Daily Business Intelligence for Projects.

This concurrent program does not have any parameters.

Update Project Intelligence Data

This program summarizes incremental financial and resource- related amounts from the updated base summary for display on the reports of Daily Business Intelligence for Projects. You must submit the *Update Projects and Resource Base Summaries* program to update the base summary information *before* you submit this program. Submit this program periodically to ensure dashboards and reports display current data.

This concurrent program does not have any parameters.

Program Submission

Use the Submit Request window to submit the PRC: Update Project Intelligence Data program.

Refresh Project Intelligence Data

Use this program to correct data problems such as duplicate, missing, or unreconciled amounts that appear on Daily Business Intelligence for Projects dashboards and reports. This program uses the base summary information to summarize afresh and reload dashboards and reports with corrected summarized amounts.

Caution: Run this process *only* at the direction of an Oracle Support representative.

If data problems persist, submit this program *after* you run the *Refresh Project and Resource Base Summaries* concurrent program. You must submit this program and the Refresh Project and Resource Base Summaries program using the same set of parameters. If you submit the Refresh Project and Resource Base Summaries program for a specific set of projects, Daily Business Intelligence for Projects will not allow you to submit other summarization programs for these projects until you run the Refresh Project Performance Data program.

Note: You do not need to submit the Refresh Project and Resource Base Summaries program to submit this program and refresh information for dashboard and reports.

Program Submission

Use the Submit Request window to submit the PRC: Refresh Project Intelligence Data program.

Program Parameters

If you submit the Refresh Project and Resource Base Summaries program for a specific operating unit or for one or more specific projects, you must submit this program for the same operating unit or projects.

Expenditure Organization. Select an organization to limit the refresh to projects of this organization.

Include Suborganizations. Enter *Yes* to display amounts for the suborganizations. Enter *No* to display amounts only for the organization.

From/To Project. Specify a project or a range of projects to limit the refresh to specified projects of the selected organization.

Project Operating Unit. Specify an operating unit of the selected organization to limit the refresh to projects for a single operating unit.

Delete Project Intelligence Data

This program deletes all data from the reports of Daily Business Intelligence for Projects. Submit this program *after* the *Delete Project Intelligence and Performance Reporting Data* program is complete. Submit the *Load Project and Resource Base Summaries* and *Load Project Intelligence Data* programs after you submit this program to restart the process of populating Daily Business Intelligence for Projects reports.

Submitting this program is required only if you want to change the prerequisite BIS profile options or Daily Business Intelligence for Projects implementation and setup

steps after you have run summarization at least once.

> **Note:** Always run this program in conjunction with the *Delete Project Intelligence and Performance Reporting Data* program, and only *after* the completion of that program. Run this program *only* at the direction of an Oracle Support representative.

Program Submission

Use the Submit Request window to submit the PRC: Delete Project Intelligence Data program.

> **Note:** Before you submit this program, verify that the profile option PJI: Truncate PJI Summary Tables is set to *Yes* at the site level.

Program Parameters

Are you sure? Select *Yes* to submit the request and *No* to cancel the request.

Project Intelligence Security Audit Report

This report lists the operating units and organizations that a user can access on Daily Business Intelligence for Projects reports.

Program Submission

Use the Submit Request window to submit the Project Intelligence Security Audit Report program.

Program Parameters

User Name. Specify a user name.

Materialized View Refresh Utility

This utility refreshes summaries for specified or all materialized views of Daily Business Intelligence for Projects.

> **Caution:** Run this utility *only* at the direction of an Oracle Support representative.

Program Submission

Use the Submit Request window to submit the Materialized View Refresh Utility program.

Program Parameters

MV Name. The default value is *All*. To run this utility for a specific materialized view, specify the name of the view.

17

Daily Business Intelligence for Quoting

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Responsibilities
- Dimensions
- Key Performance Indicators
- Securing Data
- Implementation Considerations
- Set Up Checklist
- Summarizing Data
- Troubleshooting

Overview

DBI for Quoting allows sales executives and sales managers to analyze the quote-to-order life cycle. They can view information on the efficiency of the quote conversion process and approvals process, together with the influence of price adjustments (discounts or surcharges) on the rate of quote conversion. This information is presented through a series of Key Performance Indicators (KPIs), reports, and graphs.

Understanding Reporting

Quote Management Dashboard

The Quote Management dashboard displays information on various aspects of the quoting process through a series of KPIs, tables and graphs. The dashboard displays

information from various reports on quoting operations in a consolidated, easy-to-read format. All KPIs on the dashboard and in the reports are sourced from the Oracle E-Business Suite Quoting transaction system.

Responsibilities

The following responsibility is provided by Daily Business Intelligence for Quoting.

- **Daily Quoting Intelligence:** To access DBI for Quoting, log in to the Self Service application with this responsibility. Users must have the 'Manager' or 'Administrator' role, assigned to a sales group. Users with the 'Member' role are not permitted access.

Related Topics

For a complete list of all responsibilities and dashboards by intelligence area, see: "Responsibility and Dashboard Matrix", page B-1.

Dimensions

Daily Business Intelligence for Quoting uses the following unique dimensions:

- Time
- Sales Group
- Item
- Currency

Related Topics

For more information on common dimensions, see: Common Dimensions, page 1-9.

Key Performance Indicators

Daily Business Intelligence for Quoting uses the following KPIs.

DBI for Quoting Key Performance Indicators

KPI	Calculation
Total Quotes	All quotes (Number and Amount) that had the potential to be converted into orders during the reporting period, regardless of the current status of the quote. The value of the quotes is from the highest version of the quote.
Converted Quotes	Converted Quotes (Number and Amount) are all quotes where the highest version was converted to an order during the reporting period. Specifically, those quotes where the highest version has a status of Order Submitted and an order date in the reporting period. Note that the date ranges are inclusive. Assume that the reporting period is 1/1/03 - 1/31/03. If the highest version of a quote was converted to an order on 1/1/03 or 1/31/03, it should be included.
Open Quotes	All quotes (Number and Amount) that have not expired or converted to an order during the reporting period.
Converted Amount Percent	The value of Converted Quotes expressed as a percentage of the value of Total Quotes.
Average Days to Convert	The average number of days taken for the highest version of the quote to convert to an order, since the creation of the first version of the quote.
All Submissions	The number of all quotes, submitted for approval, which had their window of approval partly or completely within the reporting period.
Processed Submissions	The number of all approval submissions which have completed their approval process, regardless of approval status.
Approved Percent from All Submissions	Approved percent from quotes that have been submitted for their respective approval processes. Calculated as: (Number of Quotes with 'Approved' status) x 100 divided by the Number of Quotes submitted for Approval.
Approved Percent from Completed Submissions	The number of all approval submissions which have an 'Approved' approval status, expressed as a percentage of the number of all submissions that have completed the approval process.

KPI	Calculation
Average Number of Days for Approval	The average number of days taken to approve an approval submission, regardless of the approval status, from the time the quote was submitted for approval, to the final approver of the quote.
Average Number of Approvers	The average number of approvers required to approve an approval submission, regardless of the approval status.

Securing Data

DBI for Quoting uses the Sales Group security model set up in Oracle Resource Manager to access and restrict content. This role-based security model permits the user to only view specific sales group information. Rules governing access are outlined below.

Permitted Roles

Access to DBI for Quoting is restricted to users with one of the following Oracle Resource Manager roles assigned:

- Manager
- Administrator

Sales Group Access

User access is restricted to viewing information for the following sales groups/sales persons (these groups/persons display in the Sales Group parameter):

- A user's own sales group
- Those sales groups and sales persons subordinate to the user's own sales group (as defined in the current view of the sales group hierarchy)

The user is prevented from viewing peer sales group information. Users can drill down into the sales group hierarchy to its lowest level.

Implementation Considerations

The Oracle Quoting application must be set up, before implementing DBI for Quoting. The Oracle Approvals Management application provides information to DBI for Quoting, and is recommended but not necessary: Both the applications are part of the Oracle E-Business Suite.

Set Up Checklist

Set Up Quote Management Dashboard

The following table provides a list of the steps required to implement the Quote Management dashboard and its associated reports.

If you have already completed a setup listed in this checklist, either as part of the setting up the transactional application or as part of setting up another dashboard, you do not need to repeat the setup.

Quote Management Dashboard Setup Steps

Step	Responsibility
Set Up Daily Business Intelligence Framework, page 2-29	• Daily Business Intelligence Administrator • System Administrator
Install the applications listed in Implementation Considerations, page 17-4.	• Daily Business Intelligence Administrator • System Administrator
Set up customizable bucket sets as described in the "Customize Buckets" section of the Daily Business Intelligence chapter in this guide. The Quote Summary by Discount report uses the Quoting Discount Bucket customizable bucket set to define discount ranges.	Daily Business Intelligence Administrator
For functional currency conversion, set the profile option, BIS: Treasury Rate Type. See the "Implementing Daily Business Intelligence" chapter in this guide for more information on this profile option.	• Daily Business Intelligence Administrator
Post-Setup Steps, page 2-66	• Daily Business Intelligence Administrator • CRM Administrator

Summarizing Data

This section contains information about the materialized views for DBI for Quoting:

Materialized Views Related to Resource Groups

The following views are intermediate level materialized views used in a higher-level materialized view and should not be used in runtime queries

- ASO_BI_TOP_RSG_MV --- This materialized view stores information relative to the unique sales groups available.

- ASO_BI_RSG_PRNT_MV --- This materialized view stores information relative to the parents for all of the unique sales groups available. For the top level sales group, NULL is stored as the parent group ID.

Materialized Views Related to Product Category Summarization

- ASO_BI_QLIN_L1_MV --- This materialized view stores information relative to the product category summarization. This level 1 materialized view gets the product category id for the quotes lines and aggregates by day. This is an intermediate level materialized view used in a higher-level materialized view and should not be used in runtime queries.

- ASO_BI_QLIN_L2_MV --- This materialized view stores information relative to the product category summarization. This level 2 materialized view provides the measures for open, new, and converted for product category from the unions. This is an intermediate level materialized view used in a higher-level materialized view and should not be used in runtime queries.

- ASO_BI_QLIN_PC_MV --- This materialized view stores information relative to the product category summarization. This materialized view rolls up the quote line information by product category, sales group, and time. This is a top level materialized view and should be used in runtime queries.

Materialized Views Related to Sales Group Summarization

- ASO_BI_QOT_L1_MV --- This materialized view stores information relative to quote summary by sales group and product category. It is a level 1 materialized view created from the union of the ASO base materialized view, ASO_BI_QUOTE_HEADERS_ALL.

- ASO_BI_QUOTE_HEADERS_ALL --- This materialized view has the union of all parts for different measures, such as new, converted, and open. This is an intermediate level materialized view used in a higher-level materialized view and should not be used in runtime queries.

- ASO_BI_QOT_SG_MV --- This materialized view stores information relative to

quote summary by sales group. It is a level 2 materialized view, and is rolled up by time and sales group. This materialized view provides for different measures, such as total, converted, and days for conversion. This is an intermediate level materialized view used in a higher-level materialized view and should not be used in runtime queries.

Materialized Views Related to Top Quotes

- ASO_BI_TOP_QOTB_MV --- This materialized view stores the Open and converted Quotes for the current period. This MV derives its information directly from the Quote Headers and Quote Approvals transactions tables. This materialized view will always be refreshed completely. This is an intermediate materialized view used in higher-level materialized view and should not be used in front-end query.

- ASO_BI_TOP_QOT_MV --- This materialized view stores the top 25 ranked quotes rolled up by Sales Group. The materialized view is based on ASO_BI_TOP_QOTB_MV.

Materialized Views Related to Adjusted Price

- ASO_BI_DISC_BUK_MV --- This materialized view stores information relative to the quote summaries by adjusted price report. It is a level 1 materialized view, and gets the range details from the bucket_customizations table which contains both customizations and seed data. This is an intermediate level materialized view used in a higher-level materialized view and should not be used in runtime queries.

- ASO_BI_QOT_DISCB_MV --- This materialized view stores information relative to the quote summaries by adjusted price report. It is a level 2 materialized view, and qualifies the quotes with the bucket identifier. It also provides measures for open, new, and converted by union. This is an intermediate level materialized view used in a higher-level materialized view and should be used in runtime queries.

- ASO_BI_QOT_DISC_MV --- This materialized view stores information relative to the adjusted price report. This materialized view is rolled up by sales group and time, and provides measures for total and converted. This is a top level materialized view and should be used in runtime queries.

Materialized Views Related to Approvals

- ASO_BI_QOT_APRB_MV --- This materialized view stores aggregated approval information relative to quotes by Sales group and Time. This is an intermediate materialized view used in higher-level materialized view and should not be used in runtime queries.

- ASO_BI_QOT_APR_MV --- This materialized view stores rolled up information from ASO_BI_QOT_APRB_MV by Sales Group and time. This is the top-level materialized view used in the Approvals reports.

Materialized Views Related to Approval Rules

- ASO_BI_QOT_RULB_MV --- This materialized view stores aggregated information of approval rules relative to quotes by sales group and Time. This is an intermediate materialized view used in higher-level materialized view and should not be used in front-end query.

- ASO_BI_QOT_RUL_MV --- This is the top-level materialized view for approval rules. It rolls up approval rules information from ASO_BI_QOT_RULB_MV by Sales Group and Time dimensions. This is top-level materialized view used in Approval Rules report.

Troubleshooting

Why is my Sales Group LOV empty?

- Ensure that you have completed the Resource Manager setup for your sales organization.

- Verify if the Quoting DBI user has the 'Manager' role in the sales group.

- Verify if the sales groups setup have been changed after accessing the Quoting DBI reports. If yes, then the sales group data may have been cached previously. To refresh data, sign on as DBI Administrator, and navigate to Debug Utilities -> Refresh Dashboard. Enter the page name of the dashboard, as mentioned in the table below, which you would like to refresh.

Page Name	Dashboard
ASO_BI_QUOTE_MGMT_PAGE	Quote Management

Why does the Product Category LOV differ in Sales DBI and in Oracle Quoting?

This is by design. The Product Category LOV used in Sales DBI is unrestrictive and is consistent across all DBI products, whereas the Product Category LOV in Oracle Quoting is restricted to inventory organizations for the user's operating units.

18

Daily Business Intelligence for Regulatory Compliance

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Responsibilities
- Dimensions
- Financial Statement Certification Dashboard Key Performance Indicators (KPIs)
- Implementation Considerations
- Set Up Checklist

Overview

Oracle Daily Business Intelligence for Regulatory Compliance (DBI for Regulatory Compliance) provides a summary of your organization's financial and process certification metrics.

The Financial Statement Certification dashboard measures and tracks the performance of daily financial certification activities, enabling you to resolve any open issues, and take remedial actions, if necessary.

DBI for Regulatory Compliance provides the following dashboard:

- Financial Statement Certification Dashboard, page 18-2

Related Topics

Oracle Daily Business Intelligence User Guide

Understanding Reporting

Daily Business Intelligence for Regulatory Compliance provides intuitive reports and graphs that display the status of organizational and process certifications, open issues, and open remedial actions. Signing officers can quickly see open issues in their certification activities and take proactive steps to complete the certification process. For detailed descriptions on each of the reports and the calculations involved, see Daily Business Intelligence for Regulatory Compliance, *Oracle Daily Business Intelligence User Guide*.

The following dashboard is provided by Daily Business Intelligence for Regulatory Compliance.

Financial Statement Certification Dashboard

The Financial Statement Certification dashboard displays financial statement certification metrics by key performance indicators (KPIs) of organizations, processes, and significant accounts.

The KPIs are based on financial certification content from Oracle Internal Controls Manager (OICM). OICM enables the assessment process by providing certification functionality for all processes in the organization.

This dashboard contains a total of nine reports, which provide summarized and result information for process and organization certifications, significant account evaluations, open issues, and compliance environment changes.

You can also further drill down to thirteen different transaction detail reports from these summary and result reports. These detail reports directly pull and display transactional data from OICM.

Responsibilities

The following responsibilities are provided by Daily Business Intelligence for Regulatory Compliance.

- **Daily Compliance Intelligence:** The Daily Compliance Intelligence responsibility provides access to all the DBI for Regulatory Compliance functions.

  Note: The Financial Certification dashboard includes the following links to Daily Business Intelligence for Financials and Daily Business Intelligence for Human Resources dashboards on the first Links portlet:

  - Profit and Loss (Financials)
  - Expense Management (Financials)

- HR Management - Overview (Human Resources)

If you have not implemented Daily Business Intelligence for Financials and Daily Business Intelligence for Human Resource, these links would not work. In such a case , you can use the Personalize option to remove these links.

Related Topics

For a complete list of all responsibilities and dashboards by intelligence area, see: Appendix A: Responsibility and Dashboard Matrix, page B-1.

Dimensions

Daily Business Intelligence for Regulatory Compliance uses the following unique dimensions:

- **Certification Dimension**

  Provides the listing of financial statement certifications. This dimension is dependent on the Certification Type and Period dimensions.

- **Certification Issue Priority Dimension**

  Lets you set the priority for findings, remediations, and issues in a financial certification.

- **Certification Issue Reason Dimension**

  Lets you state the reason for findings, remediations, and issues in a financial certification.

- **Certification Status Dimension**

  Provides the listing of a financial certification status.

- **Certification Type Dimension**

  Provides the listing of preseeded and customer-defined certifications. Examples are SOX 302 and SOX 404.

- **Control Evaluation Result Dimension**

  Lets you group the control evaluation results.

- **Disclosure Control Dimension**

  Lets you state whether the control is of the disclosure type.

- **Finding Phase Dimension**

  Provides the listing of phases of a finding.

- **Finding Priority Dimension**

  Provides the listing of priorities of a finding.

- **Finding Reason Dimension**

  Provides the listing of reasons of a finding.

- **Impact Dimension**

  Provides the listing of impacts of a risk.

- **Issue Phase Dimension**

  Provides the listing of phases of an issue.

- **Key Control Dimension**

  Lets you state whether the risk has key control.

- **Likelihood Dimension**

  Lets you state whether the risk is likely to occur.

- **Organization Dimension**

  Provides the listing of auditable units.

- **Organization Certification Result Dimension**

  Lets you group the organization certification results.

- **Period Dimension**

  Provides the listing of preseeded periods. Examples are month, quarter, and year.

- **Period Name Dimension**

  Provides the listing of periods values. This dimension is dependent on the Period dimension.

- **Process Certification Result Dimension**

  Lets you group the process certification results.

- **Remediation Phase Dimension**

  Provides the listing of phases of a remediation.

- **Remediation Priority Dimension**

Provides the listing of priorities of a remediation.

- **Remediation Reason Dimension**

  Provides the listing of reasons of a remediation.

- **Risk Evaluation Result Dimension**

  Lets you group the risk evaluation results.

- **Significant Account Dimension**

  Provides the listing of significant accounts.

- **Significant Account Evaluation Result Dimension**

  Lets you group the significant account evaluation results.

Related Topics

For more information on common dimensions, see: Common Dimensions, page 1-9.

Financial Statement Certification Dashboard Key Performance Indicators (KPIs)

The following KPIs appear on this dashboard:

Open Remedial Actions KPIs

- **Open Remedial Actions: Remediation:** The total count of open remediations of Oracle Internal Controls Manager (OICM).

- **Open Remedial Actions: Findings:** The total count of open findings of OICM.

  Note: An open object, such as an open finding, is defined as any object without a completion date, or with a completion date that is past the selected period's last day.

You can drill to the Open Remedial Action Summary report, *Oracle Daily Business Intelligence User Guide* from these KPIs.

Significant Account Evaluation Status KPIs

- **Significant Account Evaluation Status: % Not Evaluated:** The number of significant accounts that are not evaluated divided by the total number of significant accounts, expressed as a percentage.

- **Significant Account Evaluation Status: % Evaluated as Having Ineffective Controls:** The number of significant accounts that are evaluated as anything other than effective divided by the total number of significant accounts, expressed as a

percentage.

- **Significant Account Evaluation Status: % Evaluated as Having Effective Controls:** The number of significant accounts that are evaluated as effective divided by the total number of significant accounts, expressed as a percentage.

You can drill to the Significant Account Evaluation Result report, *Oracle Daily Business Intelligence User Guide* from these KPIs.

Organization Certification Status KPIs

- **Organization Certification Status: % Not Certified:** The number of organizations that are not certified divided by the total number of organizations, expressed as a percentage.

- **Organization Certification Status: % Certified with Issues:** The number of organizations that are certified with issues divided by the total number of organizations, expressed as a percentage.

- **Organization Certification Status: % Certified:** The number of organizations that are certified divided by the total number of organizations, expressed as a percentage.

You can drill to the Organization Certification Result report, *Oracle Daily Business Intelligence User Guide* from the above listed KPIs.

Process Certification Status KPIs

- **Process Certification Status: % Not Certified:** The number of organizational processes that are not certified divided by the total number of organizational processes, expressed as a percentage.

- **Process Certification Status: % Certified with Issues:** The number of organizational processes that are certified with issues divided by the total number of organizational processes, expressed as a percentage.

- **Process Certification Status: % Certified:** The number of organizational processes that are certified divided by the total number of organizational processes, expressed as a percentage.

You can drill to the Process Certification Result report, *Oracle Daily Business Intelligence User Guide* from these KPIs.

Implementation Considerations

The following are common setup concerns that you should be aware of before you begin setting up Daily Business Intelligence for Regulatory Compliance.

Software

The Financial Statement Certification dashboard uses the financial statement information from Oracle Internal Controls Manager (OICM). The dashboard will not have any data if no financial statement certifications exist.

To ensure the most meaningful data on the Financial Statement Certification dashboard, audit engagement and business process certifications must be created first, because:

- Audit engagement evaluations supply evaluation information for risks and controls, as well as information about findings.
- Business process certifications (that are within the scope of financial statement certifications) supply information that is included on process certification reports and organization certification reports, as well as information about issues.

Consideration

Setup the *enterprise calendar* using the DBI administrator responsibility. DBI for Regulatory Compliance uses this information for the Time dimension.

> **Note:** The calendar definition for this calendar may be different from the calendar definition for AMW. The data will be mapped to the *enterprise calendar* in DBI for Regulatory Compliance.

Set Up Checklist

Set Up Financial Statement Certification Dashboard

The following table provides a list of the steps required to set up the Financial Statement Certification dashboard and its associated reports.

Step	Description
Implement the Financial Statement Certification dashboard.	Enable the Financial Statement Certification dashboard to implement it. For more information, refer to Enable Dashboards, page 2-37.

Step	Description
Set up concurrent request sets.	Create the request sets that populate the Financial Statement Certification tables with relevant data. Create two request sets for: • Initial load • Incremental load The following concurrent requests could be included in the request set: • RCI Compliance Environment Change Summary Report • RCI Open Remedial Action Summary • RCI Open Issue Summary • RCI Control Detail Report • RCI Unmitigated Risks Report • RCI Organization Certification Report • RCI Process Deficiency Report • RCI Process Detail Report • RCI Process Certification Summary • RCI Significant Account Evaluation Summary For more information, refer to Create Initial and Incremental Request Sets, page 2-68.

If you have already completed a setup listed in this checklist, either as part of the setting up the transactional application or as part of setting up another dashboard, you do not need to repeat the setup. Unless otherwise noted, setups can be performed concurrently.

For more information, refer to Set Up Daily Business Intelligence, *Oracle Daily Business Intelligence Implementation Guide*.

19

Daily Business Intelligence for Sales

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Responsibilities
- Dimensions
- Key Performance Indicators
- Securing Data
- Implementation Considerations
- Set Up Checklist
- Set DBI for Sales Profile Options
- Flexible Bucket Setup
- Run Initial Load of Opportunity Log Tables Concurrent Program
- Maintenance and Administration
- Assumptions
- Summarizing Data: Base Summary Tables
- Summarizing Data: Materialized Views
- Troubleshooting

Overview

Oracle Daily Business Intelligence (DBI) for Sales is a management reporting tool which allows sales executives and managers to gain the most comprehensive forecast analyses, revenue backlog summaries, opportunity activity reviews, and sales force comparisons for their organizations. Oracle DBI for Sales provides timely, relevant and cross-functional sales information that enables your sales organization to address all

mission-critical challenges. Oracle DBI for Sales comprises of a series of Key Performance Indicators (KPIs), trend graphs, and summarized tables. The reports and KPIs may be updated on a daily basis to provide the most recent sales trends and indicators of an enterprise's business. All together, it is a rich set of comparative features with unparalleled levels of actionable analytics across the sales organization. Areas of focus include forecast versus pipeline performance, lead and opportunity by campaign, pipeline growth trend, opportunity win/loss, and revenue backlog accumulation. It is tailored for sales executives and managers, enabling them to monitor sales performance and to formulate an optimal sales strategy for the business.

Understanding Reporting

DBI for Sales provides the following dashboards:

Sales Forecast Management Dashboard

The Sales Forecast Management dashboard offers an overview of the forecast and pipeline information related to sales groups and subordinates. From the key sales forecast data provided on this dashboard, users can view forecast-related key performance indicators and break down KPIs. Users can also access reports which allow further analysis of key forecast and sales information, and view other DBI dashboards. This dashboard is based on content from Oracle Sales.

Use the Daily Sales Intelligence responsibility to access this dashboard.

Sales Management Dashboard

The Sales Management dashboard allows sales executives and managers to view KPIs, graphs, and reports. This includes information on pipeline, weighted pipeline, sales forecasts, and won and lost opportunities. Also included are booked orders and recognized revenue information. This dashboard is based on content from Oracle Sales.

Use the Daily Sales Intelligence responsibility to access this dashboard.

Opportunity Management Dashboard

The Opportunity Management dashboard provides an overview of opportunity-specific sales information, including details about opportunities of different statuses and progress against forecasts. From the key summary sales data provided on this dashboard, users can view opportunity-related KPIs, break down KPIs, view forecast to pipeline graphs, view other DBI dashboards, and access reports which allow further analysis of key opportunity and sales information. This dashboard is based on content from Oracle Sales.

Use the Daily Sales Intelligence responsibility to access this dashboard.

Responsibilities

The following responsibilities are provided by DBI for Sales.

- **Daily Sales Intelligence:**To access DBI for Sales dashboards and reports, log in to the Self Service Web application with this responsibility. If customers have implemented Oracle Sales, they can use the 'Sales Manager' responsibility. DBI for Sales permits access to resources (users) that are assigned to the sales group with a 'Manager' or 'Administrator' role. Resources that have a 'Member' role cannot view any information on the dashboards or reports.

Related Topics

For a complete list of all responsibilities and dashboards by intelligence product, see: Appendix A, "Responsibility and Dashboard Matrix".

Dimensions

DBI for Sales uses the following dimensions in the dashboards and reports.

- Time
- Sales Group
- Item (Product Category Dimension Object only)
- Currency
- Campaign

Related Topics

For more information on common dimensions, see: Common Dimensions, page 1-9.

Key Performance Indicators

The following section lists the key performance indicators (KPIs) for DBI for Sales.

Sales Forecast Management Dashboard KPIs

The following KPIs appear on this dashboard.

Sales Forecast Management Dashboard KPIs

KPI Name	Description
Sales Group Forecast	The last submitted forecast of the manager of the selected sales group that has the: (1) Forecast submission for the selected current period. (2) Forecast period type as the current selected period type. (or rolled up to the current selected period type)
Direct Reports Forecast	The sum of the last submitted forecasts of the subordinates of the selected sales group that have the: (1) Forecast submission for the selected current period. (2) Forecast period type as the current selected period type (or rolled up to the current selected period type). Note that depending upon where it is located, the Direct Reports Forecast KPI will drill to one of the following reports: Sales Results vs Forecast or Forecast Overview. In these cases, it will be named accordingly in the UI.
Weighted Pipeline	The sum of the sales credit amount of all opportunities, weighted by the Win Probability, that have the: (1) Close date within the selected current period. (2) Forecastable flag set ('Include in Forecast' checked) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). When the Weighted Pipeline value of a prior period falls within a period for which no snapshot is available, '-' will be displayed. Therefore, the change value between the current and prior periods will be blank. Note that depending upon where it is located, the Weighted Pipeline KPI will drill to one of the following reports: Weighted Pipeline or Forecast Overview. In these cases, it will be named accordingly in the UI.

KPI Name	Description
Pipeline	The sum of the sales credit amount of all opportunities that have the: (1) Close date within the selected current period. (2) Forecastable flag set ('Include in Forecast' checked) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). When the Pipeline value of a prior period falls within a period for which no snapshot is available, '0' will be displayed. Therefore, the change value between the current and prior periods will be blank. Note that depending upon where it is located, the Pipeline KPI will drill to one of the following reports: Weighted Pipeline or Forecast Overview. In these cases, it will be named accordingly in the UI.
Won	The sum of the sales credit amount of all opportunities that have the: (1) Close date between the start of the selected current period and selected As of Date. (2) Closed flag set ('Open' unchecked) (3) Won flag set ('Win' selected for Win Loss Indicator) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). Note that depending upon where it is located, the Won KPI will drill to one of the following reports: Sales Results vs Forecast, Opportunity Win/Loss, and Forecast Overview. In these cases, it will be named accordingly in the UI.

Sales Management Dashboard KPIs

The following KPIs appear on this dashboard.

Sales Management Dashboard KPIs

KPI Name	Description
Revenue	Total value of product revenue that has gone through the revenue recognition process and has been designated as recognized revenue.
Net Booked	Total value associated with all order lines for products that have been booked, plus the negative value of returns order lines that have been booked.
Sales Group Forecast	The last submitted forecast of the manager of the selected sales group that has the: (1) Forecast submission for the selected current period. (2) Forecast period type as the current selected period type. (or rolled up to the current selected period type)
Direct Reports Forecast	The sum of the last submitted forecasts of the subordinates of the selected sales group that have the: (1) Forecast submission for the selected current period. (2) Forecast period type as the current selected period type (or rolled up to the current selected period type). Note that depending upon where it is located, the Direct Reports Forecast KPI will drill to one of the following reports: Sales Results vs Forecast or Forecast Overview. In these cases, it will be named accordingly in the UI.

KPI Name	Description
Weighted Pipeline	The sum of the sales credit amount of all opportunities, weighted by the Win Probability, that have the: (1) Close date within the selected current period. (2) Forecastable flag set ('Include in Forecast' checked) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). When the Weighted Pipeline value of a prior period falls within a period for which no snapshot is available, '-' will be displayed. Therefore, the change value between the current and prior periods will be blank. Note that depending upon where it is located, the Weighted Pipeline KPI will drill to one of the following reports: Weighted Pipeline or Forecast Overview. In these cases, it will be named accordingly in the UI.
Pipeline	The sum of the sales credit amount of all opportunities that have the: (1) Close date within the selected current period. (2) Forecastable flag set ('Include in Forecast' checked) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). When the Pipeline value of a prior period falls within a period for which no snapshot is available, '0' will be displayed. Therefore, the change value between the current and prior periods will be blank. Note that depending upon where it is located, the Pipeline KPI will drill to one of the following reports: Weighted Pipeline or Forecast Overview. In these cases, it will be named accordingly in the UI.

KPI Name	Description
Won	The sum of the sales credit amount of all opportunities that have the: (1) Close date between the start of the selected current period and selected As of Date. (2) Closed flag set ('Open' unchecked) (3) Won flag set ('Win' selected for Win Loss Indicator) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). Note that depending upon where it is located, the Won KPI will drill to one of the following reports: Sales Results vs Forecast, Opportunity Win/Loss, and Forecast Overview. In these cases, it will be named accordingly in the UI.

Opportunity Management Dashboard KPIs

The following KPIs appear on this dashboard.

Opportunity Management Dashboard KPIs

KPI Name	Description
Won	Won: The sum of the sales credit amount of all opportunities that have the: (1) Close date between the start of the selected current period and selected As of Date. (2) Closed flag set ('Open' unchecked) (3) Won flag set ('Win' selected for Win Loss Indicator) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). Note that depending upon where it is located, the Won KPI will drill to one of the following reports: Sales Results vs Forecast, Opportunity Win/Loss, and Forecast Overview. In these cases, it will be named accordingly in the UI.
Open	The currency value of open opportunities.

KPI Name	Description
Pipeline	The sum of the sales credit amount of all opportunities that have the: (1) Close date within the selected current period. (2) Forecastable flag set ('Include in Forecast' checked) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). When the Pipeline value of a prior period falls within a period for which no snapshot is available, '0' will be displayed. Therefore, the change value between the current and prior periods will be blank. Note that depending upon where it is located, the Pipeline KPI will drill to one of the following reports: Weighted Pipeline or Forecast Overview. In these cases, it will benamed accordingly in the UI.
Weighted Pipeline	The sum of the sales credit amount of all opportunities, weighted by the Win Probability, that have the: (1) Close date within the selected current period. (2) Forecastable flag set ('Include in Forecast' checked) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category (defined by the View By parameter). When the Weighted Pipeline value of a prior period falls within a period for which no snapshot is available, '-' will be displayed. Therefore, the change value between the current and prior periods will be blank. Note that depending upon where it is located, the Weighted Pipeline KPI will drill to one of the following reports: Weighted Pipeline or Forecast Overview. In these cases, it will be named accordingly in the UI.

KPI Name	Description
Lost	The sum of the sales credit amount of all opportunities that have the: (1) Close date between the start of the selected current period and selected As of Date. (2) Closed flag set ('Open' unchecked) (3) Lost flag set ('Loss' selected for Win Loss Indicator) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category. (defined by the View By parameter)
Win/Loss Ratio	Total value of opportunities that are Won, divided by total value of opportunities that are Lost. Won and Lost opportunities must have close dates between the start of the selected current period and selected As of Date. The ratio figure is displayed to one decimal place.
No Opportunity	The sum of the sales credit amount of all opportunities that have the: (1) Close date between the start of the selected current period and selected As of Date. (2) Closed flag set ('Open' unchecked) (3) No Opportunity flag set ('Neither' selected for Win Loss Indicator) for all sales groups and sales persons belonging to the selected sales group and for all product categories belonging to the selected product category. (defined by the View By parameter)

Securing Data

To access the DBI for Sales dashboards and reports, log in to the Self Service Web Application page. Select the Daily Sales Intelligence function-based responsibility. If the customer has Oracle Sales implemented, the Sales Manager role-based responsibility may be used.

DBI for Sales permits access to resources (users) that are assigned to a Sales Group with a Manager or Administrator role. Resources that have a Member role will not be able to view any information on the dashboards or reports.

DBI for Sales uses the same Sales Group security model as implemented in Oracle TeleSales or Oracle Sales. Rules governing access are outlined below.

Permitted Roles

Access to DBI for Sales is restricted to users with one of the following Oracle Resource Manager roles assigned: Manager or Administrator.

Sales Group Access

User access is restricted to viewing information for the following sales groups/sales persons (these groups/persons display in the Sales Group parameter):

- A user's own sales group
- Those sales groups and sales persons subordinate to the user's own sales group (as defined in the current view of the sales group hierarchy)

The user is prevented from viewing peer sales group information. Users can drill down into the sales group hierarchy to its lowest level.

Note: Only the Oracle Sales and Oracle TeleSales applications support the Administrator role.

Implementation Considerations

The following sections describe implementation setups and profile options you should consider while implementing DBI for Sales. These implementation setups determine the data that is displayed in the DBI for Sales dashboards and reports.

Sales OLTP Applications

DBI for Sales has been designed to work with Oracle Sales or Oracle TeleSales On-Line Transactional Processing (OLTP) applications. DBI for Sales will use the appropriate profiles, for data collection and reporting of Opportunity, Pipeline and Forecast KPIs.

Calendars

DBI for Sales uses the calendar defined in the BIS: Enterprise Calendar profile option to construct the time dimension. The Time dimension is used in all DBI for Sales dashboards and reports for reporting information by period.

The calendar used for forecasts is defined in the ASN: Forecast Calendar or OS: Forecast Calendar profiles, depending on whether Oracle Sales is implemented, respectively.

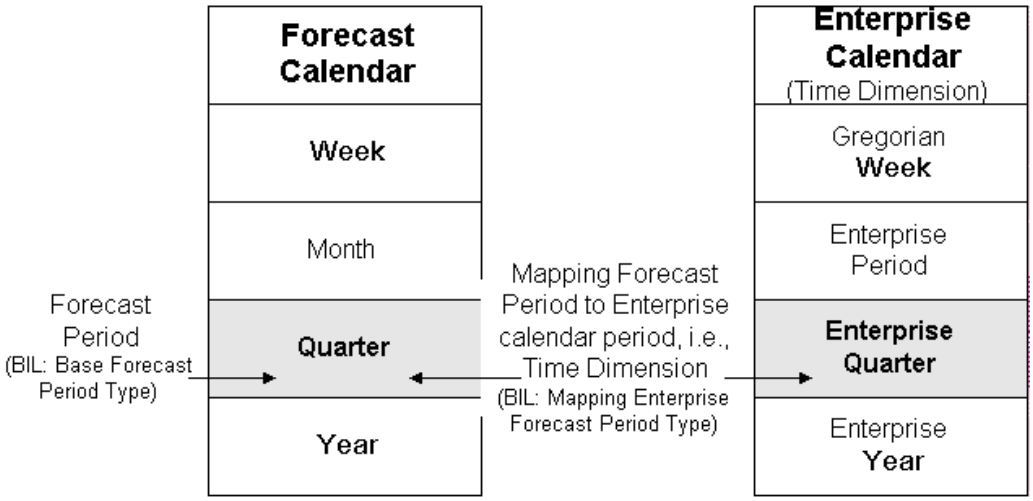
The period type for which submitted Sales forecasts are collected is defined in the BIL: Base Forecast Period Type profile. It should be a valid period within the forecast calendar. Forecast data will only be collected for forecasts submitted for the defined period, from the sales transaction system.

DBI for Sales requires a method to equate the period type for which a Sales forecast is submitted, with the equivalent period in the time dimension, i.e., the dimension object belonging to the time dimension.

The mapping between the period types is provided by the BIL: Mapping Enterprise Forecast Period Type profile. This profile should be set to define the name of the dimension object that corresponds to the period type in the forecasting calendar, for which sales forecasts are submitted.

The following figure shows an example of the mapping between forecast and enterprise calendars.

Example Mapping Between Period Types



Forecast Period Rollup

When a forecast is submitted for a certain period, the forecast information may be viewed only for the period defined in BIL: Base Forecast Period Type, or it may be rolled up to the next larger time period within the time dimension hierarchy. The site level profile, BIL: Enable Forecast Period Rollup, summarizes forecast information up the time dimension hierarchy when set to Yes, for example, a forecast submitted for period type, Month (Month is defined in BIL: Base Forecast Period Type profile), will be rolled up to the Quarter and Year period types. However, forecasts submitted for period type, Week, will not be rolled up. The default value seeded for this profile is No, which means that forecast information will not be summarized up along time dimension hierarchy.

Sales Credit Types

All Opportunity and Forecast information displayed in DBI for Sales is for the sales credit type specified in the site level profiles, ASN: Forecast Sales Credit Type or OS: Forecast Sales Credit Type, depending upon whether Oracle Sales is implemented, respectively. This holds true for all reports except the Top Opportunities report.

Currency Conversion Rates

Oracle General Ledger (GL) currency conversion rates should not be changed for the current or past days (SYSDATE or dates before SYSDATE). If a currency conversion rate is changed for the current or past days, the transaction data should be re-collected, using an Initial Request Set, from the Global Start Date, otherwise, currency values displayed in DBI for Sales will be incorrect.

Future Close Dates

The collection programs collect only opportunities with close dates of up to two years in the future (from the current date). If an opportunity is created with a close date greater than two years in the future and never subsequently updated, it will never be reported in DBI for Sales. It will only be included for reporting if it is updated, and the close date is within the 2-year date range.

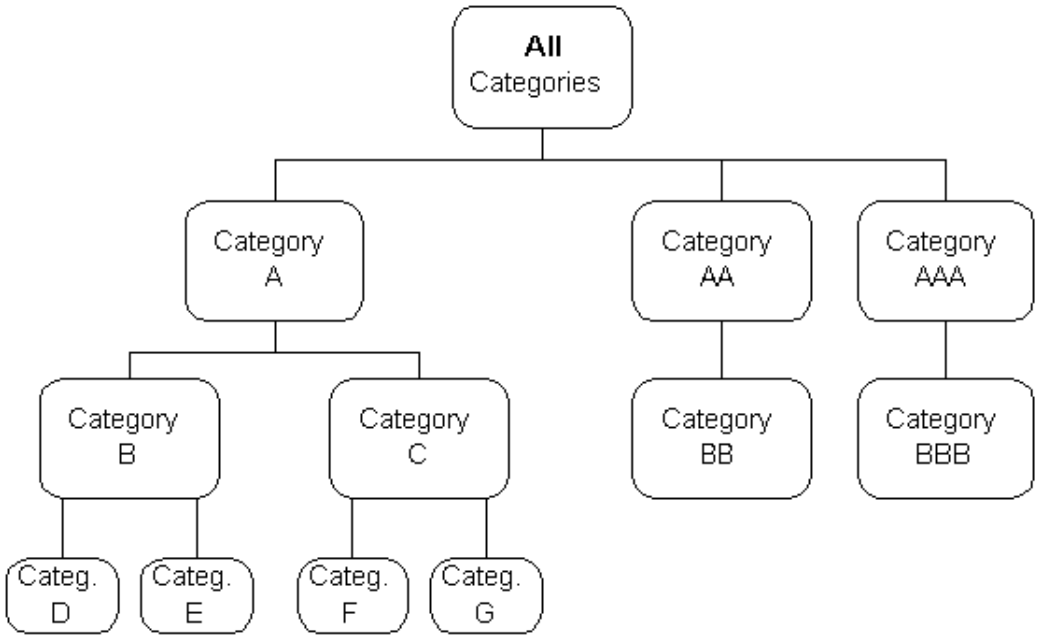
Forecast Category to Product Category Mapping (Oracle Sales, Oracle TeleSales)

A forecast category is one or more product categories selected to be included in a sales forecast. A sales forecast is submitted for a particular forecast category and by extension, for the one or more product categories that are mapped to that forecast category.

For Oracle Sales or Oracle TeleSales implementations, DBI for Sales strongly recommends that a forecast category be mapped to a single product category. Any forecasts submitted for forecast categories that have more than one product category mapped to them will be excluded from the DBI for Sales data collection programs, and therefore will not be displayed in DBI for Sales reports and dashboards.

Example: Recommended Mappings for Forecast and Product Categories

Example Product Category Hierarchy



The following table illustrates the Forecast Category to Product Category mapping.

Forecast Category to Product Mapping

Forecast Category	Product Category	Recommended Solution
FC1	B	Yes
FC2	D, E	No
FC3	C	No

Best Practice: Mapping Forecast Category to One Product Category

DBI for Sales recommends that a forecast category be mapped to a single product category, in order to show the pipeline and forecast information for a single product category. In the above example, forecast category FC1 has been mapped to a single product category. All opportunities that include opportunity lines with product category B will be considered when submitting a forecast for forecast category FC1.

Therefore, when a user logs into DBI for Sales and selects product category B, he will view the forecast and the corresponding pipeline information, for the sales group manager who submitted the forecast.

All forecast categories should be mapped to product categories at the same level, i.e.,

peer nodes, in the hierarchy. Forecast categories should not be mapped to the parent nodes, extending all the way to the top node, or the children nodes of any product category that has been mapped to a forecast category.

For example, if forecast category FC1 is mapped to product category B, there should not be another forecast category mapped to product categories A, D, or E. An additional forecast category, e.g. FC2, may be mapped to product category C.

If a forecast category is mapped to the highest node in the product category hierarchy, e.g., product category A, there should not be any additional forecast categories mapped to product categories B, C, D, E, F or G.

Alternatively, if forecast category FC1 is mapped to product category D, an additional forecast category, e.g., FC2, may be mapped to product category E. There should not be any forecast categories mapped to product categories A or B.

Forecast categories may be mapped to differing levels in the product category hierarchy, for separate branches of the hierarchy. For example, if forecast category FC1 is mapped to product category B, an additional forecast category, e.g., FC2, may be mapped to product categories F or G.

Best Practice: Do Not Map Forecast Category to Multiple Product Categories

DBI for Sales collection programs will not collect forecast data for any forecast categories that have been mapped to multiple product categories.

When a forecast category is mapped to multiple product categories, it is not possible to compare pipeline and forecast information on an equivalent basis. In the above example, forecast category FC2 has been mapped to product categories D and E. All opportunities that include opportunity lines with product categories D and E will be considered when submitting a forecast for forecast category FC2. Therefore, if a user was to log into DBI for Sales and select product category D, he would view the forecast submitted for product categories D and E, while the pipeline information would be displayed for product category D.

Note: In Oracle Sales, if a forecast category is mapped to multiple product categories, it is possible to submit forecasts for the individual product categories that comprise the forecast category.

Best Practice: Do Not Map Multiple Forecast Categories to One Product Category

It is recommended that multiple forecast categories should not be mapped to a single product category. When multiple forecast categories are mapped to a single product category, it is not possible to view correct forecast information. In the above example, forecast categories FC3 and FC4 have been mapped to product category C. All opportunities that include opportunity lines with product category C will be considered when submitting a forecast for forecast categories FC3 and/or FC4. Therefore, when a user logs into DBI for Sales and selects product category C, he will view the summed up forecast information for the sales group managers who submitted the forecasts for forecast categories FC3 and FC4.

Set Up Checklist

Prerequisites

The prerequisites are:

- Oracle Sales or Oracle TeleSales (depending upon user preference).

DBI for Sales contains KPIs and analysis from the following products:

- DBI for Marketing
- DBI for Financials
- DBI for Supply Chain

The above products are not required. However, not having these related DBI products will cause their KPIs to be missing in Sales dashboards and reports. If these related DBI products are installed, then the following transaction applications must also be installed:

- Oracle Marketing
- Oracle Financials
- Oracle Order Management

See the appropriate About Doc for version requirements.

Set Up Sales Forecast Management, Sales Management, Opportunity Management Dashboards

The following table lists the required and optional tasks for implementing of DBI for Sales.

DBI for Sales Dashboards Setup Steps

Step	Responsibility	Required?	Time to run the task
Set Up Daily Business Intelligence Framework, page 2-29	• Daily Business Intelligence Administrator • System Administrator	Yes	-
Set DBI for Sales Profile Options	System Administrator	Yes	1 Hour
Flexible Bucket Setup	Oracle Sales Administrator	No	0.5 Hour
Run Initial Load of Opportunity Log Tables Concurrent Program	Oracle Sales Administrator	Yes	0.5 Hour
Post-Setup Steps, page 2-66	• Daily Business Intelligence Administrator • CRM Administrator	Yes	-

Set DBI for Sales Profile Options

Set the profile options listed in this section to the recommended settings. The following DBI for Sales profile options should be set.

- BIL: Base Forecast Period Type --- This site level profile value must be set to the period type that is used for sales forecast submissions within the Sales organization. For example, set to period type, Quarter, if your organization submits sales forecasts for quarterly business periods. The period type selected must be a valid period type in the calendar selected in the OS: Forecast Calendar profile. Required for sales forecast data.

- BIL: Mapping Enterprise Forecast Period Type --- This site level profile represents the period type in the BIS: Enterprise Calendar profile that is equivalent to the

period type selected in the BIL: Base Forecast Period Type profile (the dimension object in the time dimension that corresponds to the period type used for sales forecasts). For example, if sales forecasts are submitted for the Quarter, this profile value should be set to the corresponding period, which is Enterprise Quarter. Set to the Dimension object in the Time dimension that is equivalent to the period type used for sales forecasts.

- BIL: Enable Forecast Period Rollup --- This site level profile value should be set to indicate whether Sales forecasts submitted for a certain period should be rolled up to larger periods in the time dimension, within DBI for Sales. For example, a Sales forecast submitted for a Quarter would be rolled up to a Year. If set to No, no sales forecasts will be rolled up. If set to Yes, sales forecasts will be rolled up.

- BIL: Oracle Sales Implementation Date (mm/dd/yyyy) --- This site level profile should be set to the date that the Oracle Sales OLTP application was implemented. If Oracle Sales or Oracle TeleSales is implemented, set to a date in the distant future, for example, 01/01/2050. This profile may initially contain Y or N. Set the values as described above.

Oracle Sales and Oracle TeleSales Profile Options

The following Oracle Sales or Oracle TeleSales profiles need to be set. Refer to the respective Oracle Sales and Oracle TeleSales implementation guides for navigation and responsibility information.

These profiles define opportunity transaction logging. The transaction logging tables are used to obtain the Pipeline, Weighted Pipeline and Open opportunity information for days when the data collection programs were not run. For example, data collection programs were run on Monday and Tuesday but not run on Wednesday and Thursday. Therefore, on Friday, there will be no Pipeline, Weighted Pipeline and Open opportunity information available for Wednesday and Thursday. If the data collection programs are run on Friday, they will consult the transaction log tables in order to determine the Pipeline, Weighted Pipeline and Open opportunity information for Wednesday and Thursday.

If the profiles below are not set to the recommended values shown below, opportunity transactions will not be logged, and therefore, the user will not have any Pipeline, Weighted Pipeline and Open opportunity information on days when there were no data collections.

- OS: Enable Tracking Opportunity History Data --- Set to Yes to allow opportunity transactions (new or updated opportunities) to be logged.

- OS: Enable Tracking Purchase Line History Data --- Set to Yes to allow opportunity line transactions (new or updated opportunity lines) to be logged.

- OS: Enable Tracking Sales Credits History Data --- Set to Yes to allow opportunity sales credit transactions (new or updated opportunity sales credits) to be logged.

- OS: Time Frame for Opportunity Logs --- This profile defines the level of transaction logging that will occur. It is recommended that the profile value be set to DAY, which indicates that day-level logging of opportunity transactions is enabled. This is also the optimal setting for best performance.

Profiles to Set if Oracle Sales or Oracle TeleSales are Implemented

If Oracle Sales or Oracle TeleSales have been implemented, the following system profiles should be set up.

- OS: Forecast Calendar --- This site level profile should be set to the calendar used for Sales Forecasts. The value must be the same as the value you set for the BIS: Enterprise Calendar profile, otherwise, forecast data cannot be reported.

- OS: Forecast Sales Credit Type --- This site level profile should be set to the Sales Credit Type used for forecast and opportunity information in DBI for Sales.

Profiles to Set if Oracle Sales is Implemented

If Oracle Sales has been implemented, the following system profiles should be set up.

- ASN: Forecast Calendar --- This site level profile should be set to the calendar used for Sales forecasts. The value must be the same as the value set for the BIS: Enterprise Calendar profile, otherwise, forecast data cannot be reported.

- ASN: Forecast Sales Credit Type --- This site level profile should be set to the Sales Credit Type used for forecast and opportunity information in DBI for Sales.

Flexible Bucket Setup

It is important for sales managers and executives to view pipeline and weighted pipeline information by win probability ranges defined to suit their business needs. Functionality is provided to customize these win probability ranges.

To Set Up Win Probability Ranges:

1. Log in to Oracle Self Service Web Application using the Daily Business Intelligence Administrator responsibility.

2. Navigate to Bucket Sets under Setup > Global > Reports.

3. Search for the bucket set, Opportunity Win Probability Bucket Set, and Update it.

4. Define the Win Probability ranges as required.

5. Save your changes.

Run Initial Load of Opportunity Log Tables Concurrent Program

Concurrent programs are run automatically when the generated concurrent request set is run. The Initial Load of Opportunity Log Tables concurrent program must be run individually. This program is not included as part of the request set. To run this program, switch responsibility to Oracle Sales Administrator and run this concurrent program to create baseline data in the Oracle Sales log tables for Opportunity history. This concurrent program should be run only once after the profiles listed in "Oracle Sales and Oracle TeleSales profile options" section are set.

To Run the Concurrent Program:

1. Login to Oracle Applications Forms using the Oracle Sales Administrator responsibility.
2. Navigate to the Submit a New Request window. The navigation path is Concurrent Requests > Run.
3. In the Submit a New Request window, select the Single Request option to take you to the Submit Request window.
4. Select the Initial Load of Opportunity Log Tables concurrent request. Leave the Debug and SQL Trace fields blank.
5. Click Submit to run this request.

Maintenance and Administration

After setup is complete, you may have to perform the following maintenance and administration tasks.

After setting up sales group hierarchies, do not remove the Sales usage of the top level sales group. Oracle E-Business Suite CRM applications may allow you to remove a top-level usage, but doing so will leave orphaned "children" sales groups, and could cause inconsistent behavior.

In general, any time you change your source data or your Daily Business Intelligence for Sales setup you must rerun the incremental request set to refresh your data.

Assumptions

This section provides the assumptions and constraints in the Sales Opportunities, Pipeline and Forecast data collection and reporting.

General Assumptions

These are general assumptions associated with data collection and reporting for DBI for

Sales:

- Monetary amounts are converted from transactional currency to BIS: Primary Currency at BIS: Primary Rate Type and BIS: Secondary Currency at BIS: Secondary Rate Type using Financial Intelligence APIs with conversion rates as-of forecast submission date for forecasts and as-of opportunity close date for opportunities. For future close dates, the current system date is used to determine the currency conversion rate.

- Latest hierarchy is used for Sales Group, Product Category, and Campaign hierarchies.

- Current mapping exists between Product Category and Product. The Item Dimension automatically assigns the products not mapped to the Unassigned product category.

- Master item's organization ID will be used for Inventory items to determine its Product Category

Assumptions for Sales Opportunities Data Collection and Reporting

These are the assumptions for sales opportunities data collection and reporting:

- Data summarization and reporting is by the sales persons and sales groups who get the sales credits, except for the Top Opportunities report.

- Opportunity sales credits without any sales group or sales person information are not reported, except for Top Opportunities.

- Opportunities with credit type as defined in the profile option value, Forecast Credit Type, are collected.

- In the Top Opportunities report:
  - Data is summarized and reported against the owner sales group and sales person.
  - Opportunities without any owner sales group or salesperson are not reported.

- All opportunity metrics (excluding Open, Pipeline, and Weighted Pipeline) are period-to-date; i.e., information is shown for opportunities with close dates from the start of the current period to the As of Date.

- The sales transaction application allows users to specify the opportunity status to Won for future close dates. This business process can cause issues in DBI reporting, for example, when an opportunity is set to Won status with a future close date, it will not be reported as Won until the As of Date is equal to the opportunity close date. A similar situation exists for opportunity conversion from leads as well. In DBI, data is collected with the following assumptions:

- When the close date is less than the creation date, creation date is considered to be the same as close date. When an opportunity is created with a close date prior to the creation date, the creation date is considered to be the same as the close date.

- When the close date is less than the conversion date, and the creation date is less than or equal to the close date, the conversion date is considered to be the same as the creation date.

- When the close date is less than the conversion date and the creation date is greater than the close date, the conversion date is considered to be the same as the close date. When an opportunity is created with a close date prior to the creation date, then linked to a lead after the close date has passed, the linked date is considered to be the same as the close date.

Assumptions for Sales Pipeline/Open Opportunities Data Collection and Reporting

These are the assumptions for sales pipeline/open opportunities data collection and reporting:

- Data summarization and reporting is by the sales person and the sales group who get the sales credits, except for Top Opportunities report.

- Opportunity sales credits without any sales group or sales person information are not reported, except for Top Opportunities.

- Opportunities with credit type same as the profile value Forecast Credit Type are collected.

- Pipeline Summaries stores a snapshot of Pipeline and Open opportunities when the data collection process is run. On days when the concurrent request set is not run, the pipeline and open opportunities do not show any data. Such gaps in data collection are filled using sales opportunity history log tables as of the end of the day for each of the days within the gap. At any time, only one gap may exist. The gap might span one or multiple days.

- During gap filling, all product-category-related data errors are reported as warnings, and the corresponding opportunity rows are ignored during the collection process.

- No gap filling is done in the initial run of the pipeline collection when the purge parameter equals Yes.

Assumptions for Sales Forecasts Data Collection and Reporting

These are the assumptions for sales forecasts data collection and reporting:

- For Oracle Sales or Oracle TeleSales implementations, one-to-one mapping of Forecast Category to Product Category in the Sales transaction application.

- For Oracle Sales or Oracle TeleSales implementations, if there is a change to the Forecast category mapping, data has to be recollected by running the Initial load request set, otherwise, historical data collected earlier is summarized based on the old mapping of Forecast Category to Product Category. This restriction is also required for an Oracle Sales implementation if the Load Sales Forecast Base Summary collection start date is set to a date earlier than the date in the profile, BIL: Oracle Sales Implementation Date (mm/dd/yyyy). If the customer is only interested in data created in Oracle Sales, then the start date parameter for this concurrent program should be set to a date on or after the date in the profile.

- Forecast Data is not rolled up when forecast period type is Week or Year.

- If the site level profile, BIL: Enable Forecast Period Rollup, value is changed, then data has to be recollected by running the Initial load request set, otherwise, the change will not be in effect for historical data that is already collected.

- Forecasts are not submitted after the end-of period. Reports show the last submitted forecast value for the period on/before the selected as-of-date.

Summarizing Data: Base Summary Tables

The following subsections describe the base summary tables for DBI for Sales.

Sales Opportunities Base Summary: BIL_BI_OPDTL_F

BIL_BI_OPDTL_F, known as the Sales Opportunities Base Summary, contains the latest opportunity information by sales credits, for each sales group, sales person, and product category. This table is used in the materialized views.

Sales Forecasts Base Summary: BIL_BI_FST_DTL_F

BIL_BI_FST_DTL_F, known as Sales Forecasts Base Summary, contains the summarized data for forecast by period for each sales group, sales person, and product category. This table is used in the materialized views.

Sales Pipeline Base Summary: BIL_BI_PIPELINE_F

BIL_BI_PIPELINE_F, known as Sales Pipeline Base Summary, contains daily snapshots of pipeline and open data for each sales group, sales person, and product category, and for each valid time period (day, week, period, quarter, year). This table is used in the materialized views.

Summarizing Data: Materialized Views

The following are the Materialized Views owned by Daily Business Intelligence for Sales.

Sales Opportunities Base MV Summary: BIL_BI_OPDTL_MV

Materialized view BIL_BI_OPDTL_MV is the base level materialized view for

opportunities. This materialized view is used to identify the product category ID from the eni item dimension star table, for a given item ID and organization ID from the Sales Opportunity Base Summary table. Also the master organization mappings and elimination of groups that do not have usage of SALES is performed in this step. This is an intermediate materialized view used in higher-level materialized views.

Sales Opportunities Intermediate MV Summary by Sales Group and Product Category: BIL_BI_OP11_PG_MV

Materialized view BIL_BI_OP11_PG_MV is obtained by the sales group rollup of BIL_BI_OPDTL_MV. This is an intermediate materialized view used in higher-level materialized view.

Sales Opportunities Intermediate MV Summary by Sales Group: BIL_BI_OP21_G_MV

Materialized view BIL_BI_OP21_G_MV is obtained by reducing BIL_BI_OP11_PG_MV to ignore the item and product category information. This is an intermediate materialized view used in higher-level materialized views.

Sales Opportunities Intermediate MV Summary by Sales Group: BIL_BI_OP22_G_MV

Materialized view BIL_BI_OP22_G_MV is obtained from BIL_BI_OP21_G_MV by separating the various time based KPIs into different UNION ALLS to have a common effective_time_id column that can be used in the time rollup. This is an intermediate materialized view used in higher-level materialized views.

Sales Opportunities Summary by Sales Group: BIL_BI_OPTY_G_MV

Materialized view BIL_BI_OPTY_G_MV contains opportunity count and amount by sales group aggregated along time dimension for period-to-date (PTD) KPIs. It is a nested materialized view created on top of BIL_BI_OP22_G_MV. This materialized view can be used in the runtime query when (1) the View By is not set to "Product Category"; and (2) Product Category parameter is not selected, or equals ALL.

Sales Opportunities Intermediate MV Summary by Sales Group and Product Category: BIL_BI_OP12_PG_MV

Materialized view BIL_BI_OP12_PG_MV is obtained from BIL_BI_OP11_PG_MV by separating the various KPIs based on time ids into separate UNION ALLS for the purpose of time rollup in the final step. This is an intermediate materialized view used in higher-level materialized views.

Sales Opportunities Summary by Sales Group and Product Category: BIL_BI_OPTY_PG_MV

Materialized view BIL_BI_OPTY_PG_MV is a top-level materialized view for Opportunity amounts by Sales Group hierarchy and Product Category for PTD KPIs. It is a nested materialized view created on BIL_BI_OP12_PG_MV. This materialized view has the time rollup of BIL_BI_OP12_PG_MV. This materialized view is used in the runtime queries when a product category is selected or when the View By is set to "Product Category".

Top Opportunities Summary by Sales Group: BIL_BI_TOPOP_G_MV

BIL_BI_TOPOP_G_MV, the materialized view for top opportunities, caters to the Top Opportunity report. This materialized view will be a COMPLETE refresh only materialized view, as it is not possible to fast refresh when Rank function is used.

Leads and Opportunities Base MV Summary by Sales Group and Campaign: BIL_BI_OPLDC_MV

Materialized view BIL_BI_OPLDC_MV is the base level materialized view for Opportunities and Leads, used only for reporting by sales group/sales person. This materialized view is used to combine the Leads and Opportunity KPIs into one materialized view. This is an intermediate materialized view used in higher-level materialized views.

Leads and Opportunities Intermediate MV Summary by Sales Group and Campaign: BIL_BI_OPLDC_G_MV

Materialized view BIL_BI_OPLDC_G_MV is the rollup of campaign on the base materialized view (BIL_BI_OPLDC_MV). This is an intermediate materialized view used in higher-level materialized views.

Leads and Opportunities Summary by Sales Group and Campaign: BIL_BI_OPLDC_GC_MV

Materialized view BIL_BI_OPLDC_GC_MV is the the time and sales group rollup on top of BIL_BI_OPLDC_G_MV. This is a top-level materialized view for Lead and Opportunity by Campaign materialized view, reporting only by sales group, and can be used in the runtime reports.

Leads and Opportunities Base MV Summary by Sales Group, Product Category, and Campaign: BIL_BI_OPLPC_MV

Materialized view BIL_BI_OPLPC_MV is the base level materialized view for Opportunities and Leads, for reporting by sales group/sales person and product category. This materialized view is used to combine the Leads and Opportunity KPIs into one materialized view. This is an intermediate materialized view used in higher-level materialized views.

Leads and Opportunities Intermediate MV Summary by Sales Group, Product Category, and Campaign: BIL_BI_OPLPC_G_MV

Materialized view BIL_BI_OPLPC_G_MV is the rollup of campaign on the base materialized view (BIL_BI_OPLPC_MV). This is an intermediate materialized view used in higher-level materialized views.

Leads and Opportunities Summary by Sales Group, Product Category, and Campaign: BIL_BI_OPLPC_GC_MV

Materialized view BIL_BI_OPLPC_GC_MV is the time and sales group rollup on top of BIL_BI_OPLPC_G_MV. This is the top level materialized view for lead and opportunity by campaign materialized views reporting by sales group and product category and can be used in the reports.

Sales Forecasts Base MV Summary by Sales Group and Product Category: BIL_BI_FST1_PG_MV

Materialized view BIL_BI_FST1_PG_MV contains forecast amounts aggregated along sales group hierarchy. This materialized view will be based on base summary table BIL_BI_FST_DTL_F. The runtime queries should not use this materialized view.

Sales Forecasts Summary by Sales Group and Product Category: BIL_BI_FST_PG_MV

Materialized view BIL_BI_FST_PG_MV contains forecast amounts aggregated along sales group and product category hierarchy. This materialized view will be based on the materialized view, BIL_BI_FST1_PG_MV. The runtime queries can use this materialized view when Product Category is not 'All'.

Sales Forecasts Summary by Sales Group: BIL_BI_FST_G_MV

Materialized view BIL_BI_FST_G_MV contains forecast amounts by sales group, aggregated along sales group hierarchy. This materialized view will be based on the materialized view, BIL_BI_FST1_PG_MV. The runtime queries can use this materialized view when Product Category is 'All'.

Sales Pipeline Summary by Sales Group with Flexible Buckets: BIL_BI_PIPE_MV

Materialized view BIL_BI_PIPE_MV contains pipeline and open opportunity KPIs by sales group rollup. This materialized view also contains product category ID and flexible bucket ID related to win probability. This materialized view is used in runtime reports containing weighted pipeline by win probability KPIs using the flexible buckets feature.

Sales Pipeline Base Summary by Sales Group: BIL_BI_PIPE_G_MV

This materialized view is obtained by reducing BIL_BI_PIPE_MV to ignore the flexible bucket ids. This materialized view is used in runtime report queries when pipeline by win probability flexible buckets information is not required.

Troubleshooting

Why is the Load Sales Pipeline Base Summary concurrent request failing?

Check if there is data in the opportunity log tables AS_LEADS_LOG, AS_LEAD_LINES_LOG, and AS_SALES_CREDITS_LOG. If there is no data, ensure that the following profiles are set up correctly:

- OS: Time Frame for Opportunity Logs should be 'Day'.
- OS: Enable Tracking Opportunity History Data should be set to 'Yes'.
- OS: Enable Tracking Purchase Line History Data should be set to 'Yes'.
- OS: Enable Tracking Sales Credits History Data should be set to 'Yes'.

Why is the Load Sales Forecast Base Summary concurrent request not collecting any data?

- If there is no data in the forecast summary table, it could be caused by multiple product categories mapped to a single forecast category. Such rows will not be collected since the concurrent program enforces a one-to-one mapping between product category and forecast category.
- To resolve this issue, use the Forecast Category Mapping UI (accessible through Sales Administrator responsibility) to verify that there is only one active mapping between a forecast category and a product category.

Why is my Sales Group LOV empty?

- Ensure that you have completed the Resource Manager setup for your sales organization.
- Verify if the Sales DBI user has manager role in the sales group.
- Verify if the sales groups setup have been changed after accessing the Sales DBI reports. If yes, then the sales group data may have been cached previously. To refresh data, sign on as DBI Administrator, and navigate to Debug Utilities > Refresh Dashboard. Enter the page name of the dashboard you would like to refresh.

Page Name	Dashboard
BIL_BI_OPPTY_MGMT_PAGE	Opportunity Management
BIL_BI_SALES_MGMT_PAGE	Sales Management
BIL_BI_SALES_FRCST_MGMT_PAGE	Sales Forecast Management
ISC_DBI_REV_BACKLOG_PAGE	Product Revenue Bookings and Backlog

Why am I not able to drill down to the opportunity from the Top Opportunity report?

You may not have the privileges for the selected opportunity. You need to have the 'Full' access. To grant the 'Full' access, the following profiles must be set to 'Full':

- ASN: Customer Access Privilege
- ASN: Lead Access Privilege
- ASN: Opportunity Access Privilege

Why is the Opportunity data not showing up in the dashboards and reports?

- Ensure the incremental load has been run to create these opportunities.
- Verify if the opportunities have close date/forecast date falling within the selected period.
- Verify if these opportunities have statuses within the Sales DBI status categories. For information on Opportunity statuses, see the Oracle Sales User Guide.
- Verify if these opportunities roll up to the selected sales group.

Why does the Product Category LOV differ in Sales DBI and in Oracle Sales?

This is by design. The Product Category LOV used in Sales DBI is unrestrictive and is consistent across all DBI products, whereas the Product Category LOV in Oracle Sales is restricted to the ones enabled for Forecasting.

20

Daily Business Intelligence for Service Contracts

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Responsibilities
- Dimensions
- Key Performance Indicators
- Securing Data
- Implementation Considerations
- Setup Checklist
- Review Hardware and Software Requirements
- Set Up Oracle Daily Business Intelligence Framework
- Set Up the Item Dimension
- Set Up the Sales Group Hierarchy
- Determine Collection Start Date
- Set Up Oracle Discoverer Business Areas for Service Contracts Intelligence (Optional)
- Maintenance and Administration
- Currencies
- Update Sales Group Hierarchy
- Troubleshooting
- Concurrent Programs

Overview

Daily Business Intelligence (DBI) for Service Contracts offers the following dashboards:

- Service Contracts Management
- Service Renewals Management

The Service Contracts Management dashboard displays contracts for both new business (new sublines with no relationship to an original expired subline) and renewals (sublines renewed from an original expired subline). The Service Renewals Management dashboard displays information about renewals only (not for new business).

Oracle enables you to extend DBI for Service Contracts by providing access to the DBI fact table and materialized views through Oracle Discoverer. Using the new Service Contracts Intelligence business areas, users can build ad-hoc workbooks to perform multi-faceted analysis of data related to service contracts.

You do not have to set up and use the Oracle Discoverer business areas. If you only implement the DBI for Service Contracts dashboards, you can ignore the Oracle Discoverer information and setup steps in this chapter.

If you plan to set up the business areas, make sure you have access to the Oracle Discoverer documentation.

Related Topics

Oracle Daily Business Intelligence User Guide

Oracle Business Intelligence Discoverer Administration Guide

Understanding Reporting

For a complete, detailed description of each of the reports that DBI for Service Contracts provides and how calculations are performed, see the *Oracle Daily Business Intelligence User Guide*.

The contract service line is called a line, and the covered line is called a subline.

Service Contracts Management

With the Service Contracts Management dashboard, you can view service contract bookings, new and renewal business, cancellations, and terminations.

Use the Service Contracts Management dashboard to:

- Review three states of service business: past, current, and future.

- Analyze service contract trends that enable long-term strategic decisions, as well as short-term corrective actions.
- View service contracts at a high level, and view their life cycle status. The dashboard summarizes contract information, while reports provide details of service contract activations, expirations and terminations activities, tables, and graphs.
- Reduce revenue leakage through early detection of problems in the renewal process. Detailed reports enable you to take actions based on recently expired or cancelled contracts, and soon-to-expire contracts.
- Track performance indicators and changes over time.
- Compare contract amounts based on annualized values.

Use the Service Contracts Management dashboard to answer the following questions:

- What is the status of contract sublines that expired during the period? Are expired contracts successfully renewed, or is business being lost? Are renewals being cancelled?
- What are the main reasons for termination of contract sublines? What is the value of the terminated contract sublines? When were contract sublines terminated?
- Where are we generating business? What is the value of new business activations? What is the value of renewal business?

Service Contracts Management uses information from Oracle Service Contracts.

Service Contracts Management Reports

Service Contracts Management reports display information to the contract subline level. Information displayed includes sales representatives, operating units, service items, dates, amounts, and customers.

Based on the contract subline status at different points in time, a contract can appear in different reports. For example, if a contract was terminated in Quarter 3, then it appears in the Terminations Detail report in Quarter 3. If its start date occurred in Quarter 1, and you are viewing past data in Quarter 1, then it appears in the Activations Detail report in Quarter 1.

The Service Contracts Management dashboard uses the following dates to place contracts in the proper bucket:

- Start date, derived from the subline
- Terminated date, derived from the subline or header
- End date, derived from the subline; a contract is considered expired on the end

date, plus one day

Service Contracts Management provides the following reports for analyzing contract sublines:

- **Active Service Contracts:** Provides information about the beginning and current active balance of contracts.
- **Current Active Service Contracts Detail:** Provides details about the contracts that are active as of the selected date.
- **Current Active Service Contracts Trend:** Provides details about the Current Active Service Contracts balance with view by time.
- **Expirations:** Provides information about period-to-date expired contracts. The report groups the status of expired contracts into the following categories: Renewed (the corresponding renewal has been booked), Open Renewal (the corresponding renewal is not booked or has not been created), Cancelled Renewal (corresponding renewal is cancelled), and No Renewal (the original contract subline was not meant to be renewed).
- **Expirations Detail:** Provides details about the expired contracts.
- **Expired Value Distribution:** Provides details about expired value by expired contract category (Open, Cancelled, Renewed, No Renewal).
- **Period Expiring Contracts:** Provides summarized information about the contracts expiring in the period.
- **Period Expiring Contracts Detail:** Provides details about the contracts expiring in the period.
- **Activations:** Provides information about the period-to-date activated contracts, regardless of the booking date.
- **Activations Detail:** Provides details about the period-to-date activated contracts.
- **Activations Trend:** Provides details about the value activated with view by time.
- **Terminations:** Provides information about the period-to-date terminated contracts, specifying the terminated remaining value and terminated billed value.
- **Terminations Detail:** Provides details about the period-to-date terminated contracts.
- **Terminations Trend:** Provides details about the terminations with view by time.

Service Renewals Management

Using Service Renewals Management, users can manage the renewal process and view its effectiveness.

Use the Service Renewals Management dashboard to:

- View renewal bookings performance for the period to date, including bookings to date and bookings forecasted in the period.
- View renewal opportunities (or quotas) in the current period. These are renewals that started, or will start, in the current period, and the portion of those renewals booked to date.
- Track renewal ratios by comparing renewals booked to date with the renewal opportunities created to date.
- Track the status of open opportunities (renewals not yet booked or cancelled) and past due opportunities (renewals with a start date on or before the selected date but not yet booked or cancelled).

Use the Service Renewals Management dashboard to answer the following questions:

- How effective is our renewal process? What is the status of renewal bookings to date? Am I booking for more or less value than the original contract? If I book all forecasted contracts, what will my bookings be at the end of the period (what are my expected bookings)?
- Am I meeting my renewals quota for renewals scheduled to start this period?
- Are my sales representatives booking renewals at the rate I expect?
- Am I booking renewals on time? What is my backlog of open renewal opportunities? What portion of backlog is past due (not booked before the start date)?

Service Renewals Management uses information from Oracle Service Contracts.

Service Renewals Management Reports

Service Renewals Management reports display information at the contract subline level. Information displayed includes sales representatives, service items, amounts, dates, and customers.

Based on contract subline status at different points in time, a contract can appear in multiple report buckets—such as the cancelled bucket in the Renewal Cancellations Summary report—at different points in time. For example, consider a renewal that was entered in Quarter 1 and cancelled in Quarter 3. The renewal appears as cancelled in Quarter 3, in the Renewal Cancellations Summary report. If you are viewing past data

in Quarter 1, then it does not appear as cancelled in the Renewal Cancellations Summary report.

The Service Renewals Management dashboard uses the following dates to place contracts in the proper bucket:

- Subline creation date, derived from the subline.
- Expected close date, derived from the header.
- Cancelled date, derived from the subline.
- Signed (booked) date, derived from the header.
- Start date, derived from the subline.

For detailed information about the reports, see the *Oracle Daily Business Intelligence User Guide*.

Service Renewals Management provides the reports listed below for analyzing renewal bookings. Notice some of the reports give the same measures but over different time periods. For example, the Renewal Bookings Summary report displays the booked value of contracts signed in the selected period to date. The Period Renewals Summary report displays the booked value for contracts that start in the selected period.

Service Renewals Management provides the following reports for analyzing renewals:

- **Renewal Bookings Summary:** Displays the value of bookings made in the selected period to date, and the expected bookings (contract renewals not yet booked but with an expected close date in the period). The report also shows whether the renewal is booked for a higher or lower value than the original contract (uplift).
- **Renewal Bookings Detail:** Displays details for the booked contract renewals in the Renewal Bookings Summary report.
- **Renewal Bookings Trend:** Displays the booked value over time, by month, quarter, or year, and forecast for the current period.
- **Renewal Expected Bookings Detail:** Displays details of the renewal expected bookings in the Renewal Bookings Summary report.
- **Top Renewal Bookings:** Displays the top value renewal contracts booked from the start of the period to date.
- **Late Renewal Bookings:** Shows whether the period-to-date booked renewal contracts were booked on time (on or before the start date) or late (after the start date). This report also displays renewal contracts booked after the grace period on the original contract.
- **Late Renewal Bookings Aging:** Displays the aging distribution of the late

bookings. For example, all renewal bookings that were seven days late are displayed in a 7-days-late bucket, those that were 8-15 days late display in an 8-to-15-days-late bucket, and so on. You can customize these buckets to suit your business needs. See Set Up Oracle Daily Business Intelligence Framework, *Oracle Daily Business Intelligence Implementation Guide* for more information.

- **Renewal Cancellations Summary:** Displays all of the cancellations that occurred from the beginning of the period to date, regardless of the renewal start date.

- **Renewal Cancellations Detail:** Displays contract detail information for all cancellations in the Renewal Cancellations Summary report.

The following reports display renewal, booking, cancellation, and uplift values for all renewals with a start date that occurs in the selected period:

- **Period Renewals Summary:** Displays booked and cancelled values and renewal rates for contract renewal sublines that start in the selected period, regardless of when they were booked or cancelled. The report also shows whether the renewals were booked at a higher or lower value than the original contract (uplift).

- **Period Renewals Trend:** Displays period renewal rates over time, by month, quarter, or year.

- **Period Renewal Bookings Detail:** Lists the contract renewals in the Period Renewal Summary report, from the highest to the lowest booking value (depending on the sorting).

The following reports display renewal and booked values for all renewals from the beginning of the period to date:

- **Booking to Renewal Activity:** Compares renewal sublines and booked renewal sublines in the current period to date.

- **Booking to Renewal Ratio Trend:** Displays booking-to-renewal ratios over time, by month, quarter, or year.

The following reports display the renewal value for all renewals that are still in entered status:

- **Backlog:** Displays the value of open opportunities (renewals neither booked nor cancelled) in the system. The report also displays the late or past due renewals not booked by the contract start date. It also displays the past due renewals as a percentage of the total open opportunities.

- **Past Due Percent Trend:** Displays the past due percentage, open value, and past due value over time, by month, quarter, or year.

- **Past Due Renewals Detail:** Lists the past due contracts that appear in the Backlog report.

Oracle Discoverer Business Areas for Service Contracts Intelligence

The Oracle Discoverer end-user layer is a layer of metadata which hides the complexity of the underlying relational database so that users can interact with the database using ordinary business terms. The end-user layer insulates Oracle Discoverer end users from the complexity usually associated with databases by providing an intuitive, business-focused view of the database using terms that Oracle Discoverer end users are familiar with and can easily understand. This enables users to focus on business issues instead of data access issues.

The end-user layer consists of business areas. A business area is a conceptual grouping of tables and/or views that apply to a user's specific data requirements. Business areas can be set up to reflect the needs of the user or group of users who access the end-user layer. Oracle Applications ships with one common OLTP end-user layer. This end-user layer contains the Oracle Discoverer business areas, which use the DBI fact table and some additional materialized views. You can extend DBI for Service Contracts by setting up the business areas. These business areas are called:

- Service Contracts Intelligence: Administrator—This business area contains folders that source the folders in the Service Contracts Intelligence: User business area. The folders here also source item classes that are used for rendering parameter lists of values in user-built workbooks. A workbook is a collection of worksheets which contain the data users want to analyze, plus Oracle Discoverer components to help analyze the data, such as parameters, totals, percentages, exceptions, and calculations.

  All the folders in this business area are hidden from the end-user. For information about this business area, see Oracle Discoverer Business Areas for Service Contracts Intelligence, page C-1.

- Service Contracts Intelligence: User—This business area contains folders that users use to build the workbooks. For information about this business area, see the *Oracle Daily Business Intelligence User Guide*.

Responsibilities

DBI for Service Contracts provides the following responsibilities:

- **Service Contracts Manager:** This responsibility provides access to the following dashboards:
  - Service Contracts Management
  - Service Renewals Management
  - HR Management - Overview

    - Expense Management

- **Service Sales Manager:** This responsibility provides access to the following dashboards:
    - Service Renewals Management
    - Service Contracts Management
    - HR Management - Overview
    - Expense Management

- **Daily Service Contracts Intelligence:** This responsibility provides access to the following dashboards:
    - Service Contracts Management
    - Service Renewals Management

- **Service Contracts Intelligence Discoverer User:** This responsibility provides access to the folders in the Service Contracts Intelligence: User business area. For a list and description of these folders, see *Oracle Daily Business Intelligence User Guide*.

- **Service Contracts Intelligence Discoverer Administrator:** This responsibility provides access to the folders in the Service Contracts Intelligence: User business area and the Service Contracts Intelligence: Administrator business area. For a list and description of the folders in the Service Contracts Intelligence: Administrator business area, see Oracle Discoverer Business Areas for Service Contracts Intelligence, page C-1.

In the DBI for Service Contracts dashboards, users can view data only for the sales groups to which they have access. See Securing Data, page 20-14 for details.

In the Oracle Discoverer business areas, the contracts are secured by the OKC_UTIL.GET_K_ACCESS_LEVEL function call. See Securing Data, page 20-14 for details.

Access to the Expense Management and HR Management - Overview dashboards is based on management security. Users can only view data relevant to their area, based on the manager hierarchy setup. Users who are not managers in the management hierarchy do not have access to data on the Expense Management or HR Management - Overview dashboards.

When users navigate from one dashboard to another, the system uses the particular security associated with the dashboard to determine a user's access.

A system administrator needs to assign the DBI implementer the Daily Business Intelligence Administrator responsibility to perform setup tasks, such as creating and

submitting load request sets and setting up global parameters. Implementers should also have the CRM Resource Manager responsibility to perform the sales group hierarchy setup.

Related Topics

For a complete list of all responsibilities and dashboards by intelligence area, see: Appendix A: Responsibility and Dashboard Matrix, page B-1.

Dimensions

DBI for Service Contracts uses the following dimensions, some of which are common across Oracle Daily Business Intelligence.

- **Time:** For a description of this dimension, see Time Dimension, page 1-12.
- **Period:** The Period dimension uses month, quarter, and year values.
- **Sales Group:** For a description of this dimension, see Sales Group Dimension, page 1-11.

  The Service Contracts Management and Service Renewals Management dashboards display data by sales group, using the Sales Group dimension. The system stamps the contract with the sales group to which the sales representative belongs. The dimension uses the sales group hierarchy defined in the CRM Resource Manager to group the sales representative into the sales group. See Set Up Sales Group Hierarchy, page 20-21. See also Sales Representatives Setup, page 20-15.

  The Sales Group dimension includes inactivated sales groups and historical sales representatives (for example, sales representatives who are no longer with the company), as well as historical data about sales representatives who have moved from one sales group to another.
- **Operating Unit:** For a description of this dimension, see Operating Unit Dimension, page 1-10.
- **Currency:** For a description of this dimension, see Currency Dimension, page 1-10.

  Besides listing the currencies, this dimension shows the annualized contract values, either in the primary or secondary currency on the Service Contracts Management dashboard and reports. For more information, see *Oracle Daily Business Intelligence User Guide*.

  For information about how Oracle Daily Business Intelligence treats currency conversions and missing currencies, see Currency Exchange Rates, page 20-17.
- **Product Category:** For a description of this dimension, see Set Up the Product Catalog Hierarchy, page 6-12.

- **Product:** For a description of this dimension, see Item Dimension Reporting, page 6-1.

- **Reason (for cancellations):** The Cancellation Reason dimension references the cancellation status code from the contract status in Oracle Service Contracts through the STS_CODE field in the OKC_K_LINES_B table. A user must enter a cancellation status code when cancelling a contract. Cancellation status codes are user defined.

  This dimension appears in some of the Service Renewals Management reports.

- **Reason (for terminations):** The Termination Reason dimension references the termination code from the subline termination reason in Oracle Service Contracts through the TRN_CODE field in the OKC_K_LINES_B table. A user must enter a termination reason when terminating a subline. Termination reasons are user defined.

  This dimension appears in some of the Service Contracts Management reports.

- **Activation Types:** The Activation Type dimension classifies the activations and pending activations, depending on whether they are new or renewal business. This dimension has two values: New Business and Renewals.

- **Expired Contracts Types:** The Expired Contracts Types dimension classifies Expired Contracts according to the status of the renewal. This dimension has four possible values: Renewed, Open Renewal, Cancelled Renewal, and No Renewal.

- **Customer Classification:** The Customer Classification dimension is used to classify customers based on logical groupings or classifications. This dimension is available in the Service Contracts Management reports. The category you select in the Party Market Classification Type global parameter determines the classifications available in the Customer Classification dimension.

  Users create the categories, called class categories, in the Party Market Classification Type global parameter in Oracle Trading Community Architecture. Each class category may have a set of class codes, which are assigned to customers. When you select a class category in the Party Market Classification Type global parameter, the corresponding classifications (class codes) are available in the Customer Classification dimension.

  The Party Market Classification Type global parameter displays general-type class categories that are nonhierarchical and do not allow multiple Class Code assignments. For more information about class categories and class codes, see *Oracle Trading Community Architecture Administration Guide.*

  DBI for Service Contracts groups service contracts under the Unassigned customer classification if:

  - Customers have not been assigned any class code in Oracle Trading

Community Architecture, or the assigned class codes do not belong to the class category specified in the Party Market Classification Type global parameter.

- Users have not selected any class category in the Party Market Classification Type global parameter.

- **Customer:** For both the Service Contracts Management and Service Renewals Management dashboards, the system collects the customer ID from the OKC_K_PARTY_ROLES_B table in the OBJECT1_ID1 field, where the RLE_CODE field is CUSTOMER, LICENSEE, or BUYER. The system collects the customer ID (from Parties tabbed region of the Summaries tab of the contract) where the customer role type is customer, licensee, or buyer. Based on this customer ID, the system fetches the customer name from the FII_CUSTOMERS_V dimension view. The system displays the customer name in the reports. (The customer name is defined in the Customers setup window in Oracle Service Contracts). For more information, see *Oracle Service Contracts Concepts and Procedures*.

  This dimension is only available in the detail reports.

Related Topics

For more information about common dimensions, see: Common Dimensions, page 1-9.

Key Performance Indicators

DBI for Service Contracts provides the following performance measures, also known as key performance indicators (KPIs), on the Service Contracts Management and Service Renewals Management dashboards.

Service Contracts Management Key Performance Indicators

KPI Definitions

The following are the Service Contracts Management KPIs:

- **Beginning Active Service Contracts:** Sum of the value of all contract sublines active at the beginning of the selected period.

- **Expired Value:** Sum of the value of all contract sublines that expire in the selected period to date.

- **Activated New Business Value:** Sum of the value of all new business contract sublines activated in the selected period to date. A new business contract subline is considered activated in this period if it is signed and has a start date in the selected period to date, regardless of the booking date.

- **Activated Renewals Value:** Sum of the value of all renewal contract sublines activated in the selected period to date. The system considers a renewal contract subline activated in the period if it is signed and has a start date in the selected period to date, regardless of the booking date.

- **Terminated Billed Value:** Sum of the billed value of all contract sublines that have a termination date in the selected period to date. This value is equivalent to the original value of the subline, minus the Terminated Remaining Value.

- **Terminated Remaining Value:** Sum of the remaining value after termination of all contract sublines terminated in the selected period to date. The system calculates it as the sum of the unbilled amount, credit amount, and suppressed credit of the terminated contract sublines.

- **Current Active Service Contracts:** Sum of the value of all contract sublines active on the selected date. The system considers a signed contract subline active if both of the following conditions are met:
  - The subline start date is on or before the selected date.
  - The subline end date is after the selected date.

Service Renewals Management Key Performance Indicators

KPI Definitions

The following are the Service Renewals Management KPIs:

- **Booked Value:** Sum of the value of all renewal contract sublines booked (signed) in the selected period to date, regardless of their start date.

- **Forecast:** Expected Bookings + Booked Value

  Expected Bookings: For renewals entered as of the selected date and that have an expected close date in the period, the sum of the value of sublines multiplied by the estimation percentage in the renewal header. The system does not consider cancelled or booked sublines in the Expected Bookings measure.

- **Uplift:** Sum of (Renewal Contract Line Value) - (Original Expired Line Value), for all renewal sublines booked in the selected period to date.

- **Period Renewals Value:** Sum of the value of all renewal contract sublines that start in the selected period.

- **Period Booked Value:** Sum of the value of renewal contract sublines that start in the period and were booked during or before the selected period.

- **Period Renewal Rate:** Period Booked Value / Period Renewals Value

- **Period Uplift:** Sum of (Renewal Contract Subline Value) - (Original Expired Subline Value) for all Period Renewal Bookings.

- **Booked to Renewal Ratio:** Booked Value / Renewals Value

  Renewals Value is the sum of the value of all renewal contract sublines with a start date in the selected period to date.

- **Past Due Percent:** Past Due Value / Open Backlog

  Past Due Value is the value of entered renewal contract sublines with a start date on or before the selected date that have not yet been cancelled or booked. Open Backlog is the value of entered renewal contract sublines that have a creation date on or before the selected date that have not yet been booked or cancelled.

Securing Data

The DBI for Service Contracts dashboards and reports use sales group security. This means users can only see data for sales groups to which they have access. Data from other sales groups does not appear in the reports.

In the Oracle Discoverer business area, the contracts are secured by the OKC_UTIL.GET_K_ACCESS_LEVEL function call, which in turn determines whether a user has access to a particular contract, based on the contract category and responsibility. See Setting Up Categories, *Oracle Service Contracts Implementation Guide* for details about how to assign access to a contract category.

Related Topics

For more information about security, see Securing Daily Business Intelligence, page 1-15 .

Implementation Considerations

DBI for Service Contracts gathers data from contracts of the following categories:

- Service Agreements

- Warranty and Extended Warranty

The system gathers data from lines of the following types:

- Service

- Extended Warranty

Software

DBI for Service Contracts requires the following prerequisite software:

- Oracle Service Contracts
- Oracle Trading Community Architecture
- Oracle Resource Manager
- Oracle Discoverer
- Oracle Customer Data Hub
- Oracle Advanced Product Catalog

Sales Representative Setup

For both the Service Contracts Management and Service Renewals Management dashboards, the system collects the sales representative ID from the OKC_CONTACTS table in the OBJECT1_ID1 field, where the system determines the CRO_CODE (role) using the following logic:

- The system looks at the Vendor Contact field on the contract. If the OKS: Enable Sales Credits profile option is set to Derive, then the system looks at the profile option OKS: Vendor Contact Role. The Vendor Contact with a role that matches the value in this profile option is chosen as the sales representative for that contract line.

  If OKS: Enable Sales Credits is set to Drop or Retain, then the system chooses the Vendor Contact associated with the role of Sales Person.

- Oracle Daily Business Intelligence obtains the sales group from the contract. The only exception is when the contract contains neither a sales representative nor a sales group. In this case, the contract in Oracle Service Contracts does not contain the sales group Unassigned and it is Oracle Daily Business Intelligence which buckets the contract in the Unassigned bucket. The following are other cases in which a contract is assigned to the Unassigned sales group in DBI for Service Contracts:

  - Sales representative is specified, but the role of the assigned sales representative was not defined during setup.
  - Sales representative is assigned to a contract and has an active role but is not related to any sales group in the setup.
  - Sales representative is assigned to a contract, has an active role, and is

associated with the Unassigned sales group in the setup.

See Set Up Sales Group Hierarchy, page 20-21 for instructions for attaching a sales representative to a sales group.

Note: To prevent too much contract data from appearing in an Unassigned line in the reports:

- Verify that the primary sales representative is assigned as the vendor contact for the contract. The vendor contact role should be Sales Person.
- Verify that a sales group other than Unassigned is attached to the vendor contact in the contract.
- When a sales representative is entered in Oracle Service Contracts, a sales group defaults for the sales person. If the user chooses to update the sales group for the sales representative within the contract, then the user should select a sales group in which the sales representative is assigned a role of Member or Manager. Sales Group reporting on Admin and Lead roles is not supported.

After the sales representative ID is obtained, the system obtains the sales representative name as follows:

- From the RESOURCE_NAME field in the JTF_RS_RESOURCE_EXTNS_VL table, for the Service Contracts Management and the Service Renewals Management dashboards. This table stores the names on the contracts.
- From the Name field in the JTF_RS_RESOURCE_EXTNS table, for the Service Contracts Management and Service Renewals Management dashboards. This table stores the names in the Resource window. See Set Up Sales Group Hierarchy, page 20-21 for more information.

  If a sales representative ID has different names (for example, ID 555 is Jane Doe in operating unit 1 and Jane M. Doe in operating unit 2), then the JTF_RS_RESOURCE_EXTNS table assigns just one name to that ID. The Service Contracts Management and Service Renewals Management dashboards aggregate data across sales groups; therefore, one name appears for a given ID. As a result, in rare cases the reports display a different name than was entered in the contract, in a particular sales group.

To ensure the ID is properly obtained, verify the following setup is complete in Oracle Service Contracts:

1. Navigate to the Define Role Sources window using the Service Contracts Manager responsibility.

2. Select the Party Role of Vendor.

3. In the Contact Sources tabbed region, ensure that the following data exists for the Salesperson contact role:

   - Contact Role: Salesperson
   - Source: Sales Person
   - Intent: Sell

   If these fields are not set to these values, then the system does not display data correctly. For example, if the Source is set to Resource, then the logic described above for obtaining the sales representative ID uses the Resource ID, instead of the Sales Person ID. In this example, the system tries to match the Resource ID with an existing sales representative ID. As a result, it either displays the wrong sales representative or a blank name for the sales representative.

Cancellation and Termination Reasons

Users select cancellation and termination reasons in Oracle Service Contracts.

For complete details, click the Help icon in the Contract Status window, or see the *Oracle Service Contracts User Guide*.

For complete details about defining lookup codes, click the Help icon in the Lookups window.

For more information about cancellation and termination reasons, see Dimensions, page 20-10.

Currency Exchange Rates

DBI for Service Contracts stores currency information in the transactional, functional, primary, and secondary currencies for all contracts. To calculate the functional value of a contract subline, the system uses the conversion rate from the transactional to the functional currency. To calculate the primary or secondary currency, the system uses the conversion rate from the functional to the corresponding currency.

Currency Conversion

To convert transactional currency to functional currency, consider the following:

- If the contract is authored in the functional currency, then the currency conversion rate from transactional to functional is 1.
- If the contract is not authored in the functional currency, and it contains a currency conversion rate, then the system uses the currency conversion rate listed in the contract to convert the transactional currency to the functional currency.

- If the contract is not authored in the functional currency and is missing a currency conversion rate, then the system uses the conversion date and the conversion type in the contract to calculate the rate. If the contract does not contain a conversion date, then the system uses the approval date (or, if the approval date is not available, the contract creation date) for finding the conversion rate. If the contract does not contain a conversion type, then the system uses the Oracle Daily Business Intelligence global primary conversion rate type.

- If the conversion date and rate are not defined in the GL Currency Conversion table, then an error appears stating that the request to run a load failed. See Missing Currencies, page 20-18 below.

The following rules apply to conversions from the functional currency to the primary or the optional secondary currency set up for Oracle Daily Business Intelligence. If only a primary currency is set up, then the system converts the functional currency amounts to the primary currency using the following rules:

- If the functional currency is the same as the primary or secondary currency, then the currency conversion rate from the functional to the primary or secondary currency is 1.

- If the contract contains a conversion date, then the system uses the conversion date and the Oracle Daily Business Intelligence global conversion rate type to retrieve the rate. For a conversion from the functional to the primary currency, the system uses the primary rate type. For a conversion from the functional to the secondary currency, the system uses the secondary rate type.

- If the contract does not contain a conversion date, then the system uses the approval date (or, if the approval date is not available, the contract creation date) and the Oracle Daily Business Intelligence global conversion rate type to retrieve the rate. For a conversion from the functional to the primary currency, the system uses the primary rate type. For a conversion from the functional to the secondary currency, the system uses the secondary rate type.

If both primary and secondary currencies are set up, then the system performs two conversions using these rules: one currency amount is provided in the primary currency and another in the secondary currency.

> **Note:** When converting to or from the euro, the system does not use the conversion date, approval date, or creation date from the contract if the date is before January 1, 1999. Instead, it uses January 1, 1999 as the conversion date.

Missing Currencies

All request sets in Oracle Daily Business Intelligence include currency conversion errors in the logs. To see the logs, choose View Log in the Requests window in Oracle

Applications. For DBI for Service Contracts, this log contains the following extra details, in the following sections:

- **Missing Currencies:** Displays the missing currency exchange rates when performing all conversions—conversions from the transactional to the functional currency, conversions from the functional to the primary currency, and conversions from the functional to the secondary currency, if a secondary currency has been set up.

- **Transactional to Functional Detail:** Displays the contracts with missing currency exchange rates when converting from the transactional to the functional currency.

- **Functional to Primary Global Detail:** Displays the contracts with missing currency exchange rates when converting from the functional to the primary currency.

- **Functional to Secondary Global Detail:** Displays the contracts with missing currency exchange rates when converting from the functional to the secondary currency, if a secondary currency has been set up.

To run a successful load, ensure you have entered all currency rates. For more information about failures, see Set Up Daily Business Intelligence, *Oracle Daily Business Intelligence Implementation Guide*. See also the *Oracle Daily Business Intelligence User Guide* for more information about currencies.

Consider Access to HR Management - Overview and Expense Management Dashboards

Consider this step for the Service Contracts Manager and Service Sales Manager responsibilities. For these responsibilities, the Service Contracts Management and Service Renewals Management dashboards provide additional links to the following dashboards:

- HR Management - Overview

- Expense Management

You are not required to enable these dashboards in order to use DBI for Service Contracts. If you do not enable these dashboards, then the links to them do not work. If you enable the dashboards, note that the HR Management - Overview and Expense Management dashboards display data only to users who are managers in the management hierarchy. If you enable the dashboards but do not want certain users to access them, then assign these users the Daily Service Contracts Intelligence responsibility. This responsibility does not display links to the HR Management - Overview and Expense Management dashboards. See "Responsibilities" in Chapter 1 for more information about responsibilities.

See the Daily Business Intelligence for Human Resources section, *Oracle Daily Business Intelligence Implementation Guide* for a list of documentation available for the HR Management - Overview dashboard. For information about the Expense Management

dashboard, see the Daily Business Intelligence for Financials chapter, *Oracle Daily Business Intelligence Implementation Guide*.

Setup Checklist

Set Up Service Contracts Management and Service Renewals Management Dashboards

The following table provides a list of the implementation tasks that you need to perform.

Checklist for Implementing DBI for Service Contracts

Steps	Responsibility
Review Hardware and Software Requirements, page 20-20	(not applicable)
Set Up Oracle Daily Business Intelligence Framework, page 20-20	Daily Business Intelligence Administrator
Set Up the Item Dimension, page 20-21	Daily Business Intelligence Administrator
Set Up Sales Group Hierarchy, page 20-21	• Daily Business Intelligence Administrator • System Administrator • CRM Resource Manager
Determine Collection Start Date, page 20-24	Daily Business Intelligence Administrator

Review Hardware and Software Requirements

All hardware and software prerequisites are detailed in Verify Hardware and Software Prerequisites, page 2-27.

Set Up Oracle Daily Business Intelligence Framework

Set up Oracle Daily Business Intelligence framework. See Set Up Daily Business Intelligence, *Oracle Daily Business Intelligence Implementation Guide*. In particular, make sure you do the following:

- Set up the global parameters relevant for DBI for Service Contracts.

- Customer Classification: Set the structure you want to use as the company-wide view of market segments of customers. Users define classifications in Oracle Customers Online.

- Secondary Currency (Optional)

- Annualized Currency (Optional). For more information about annualized currency, see the *Oracle Daily Business Intelligence User Guide*.

See Set Up Global Parameters, page 2-30 for information.

- Enable the Service Contracts Management and Service Renewals Management dashboards. For instructions, see Enable Dashboards and Reports, page 2-37.

- Set up custom bucket sets (optional). You can customize aging buckets for the Late Renewal Bookings Aging report by redefining the Service Contracts - Late Renewals Booking Aging bucket set. See Customize Buckets, page 2-41 for procedural information.

  Note: When you choose the Enterprise Calendar during the Oracle Daily Business Intelligence setup, verify that the time period encompassed by this calendar includes contracts with activity dates in the future. For example, the Backlog report displays the open opportunities (all renewals in the system that are neither booked nor cancelled). If a renewal start date occurs in the future outside the time period encompassed by the Enterprise Calendar, then the open backlog value does not include that renewal. (The renewal is loaded into DBI for Service Contracts but is not collected by the materialized views when they join with the Time dimension).

Set Up the Item Dimension

Set up the item dimension and product category for all DBI for Service Contracts dashboards and reports. For instructions, see Item Dimension Reporting, page 6-1.

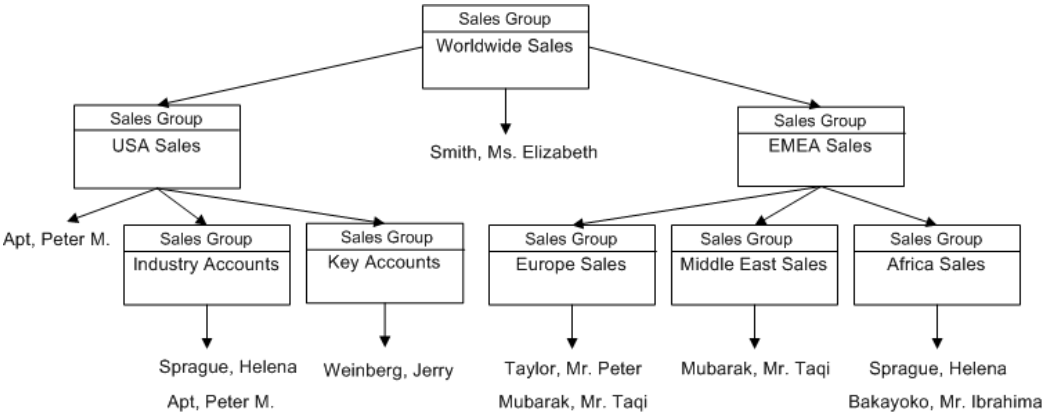
Set Up the Sales Group Hierarchy

The Service Contracts Management and the Service Renewals Management reports let you view information by sales group. When viewing the individual reports, you can display data by either sales group or by other parameters, such as operating unit, product, or product category.

Sales groups are groups of sales representatives. The system takes the sales representatives from the Vendor Contact field on the contract. (See Sales Representative Setup, page 20-15 for details). Without a sales group hierarchy, the reports place all

sales representatives in the Unassigned sales group. The following figure shows an example sales group hierarchy.

Example Sales Group Hierarchy



At a minimum, your sales group hierarchy should have a top-level sales group containing other sales groups or sales representatives (a two-level hierarchy).

Users who are the Manager or Admin of a sales group (see the instructions below) can view all data associated with that sales group and other sales groups and representatives that belong to it. In the figure above, a Manager or Admin of the USA Sales group can view all data created by Apt, Peter M., the Industry Accounts sales representatives, and the Key Accounts sales representatives.

Prerequisites

❒ Verify the proper setup has been performed for obtaining the sales representative ID. See Sales Representative Setup, page 20-15.

To create a sales group hierarchy:

Perform these steps using Oracle Resource Manager. For additional information, see the *Oracle Trading Community Architecture User Guide*.

> **Note:** The sales group hierarchy and setup steps described here are identical to the sales group hierarchy and setup steps referenced by Sales Group dimension for DBI for Sales.
>
> Any sales group hierarchy you create is processed by the same Sales Group dimension in Oracle Daily Business Intelligence, and the steps to create the hierarchies are the same.
>
> DBI for Service Contracts, however, might define a different (additional) sales group hierarchy than DBI for Sales. For example, DBI

for Sales reporting might use different sales representatives and groups than those that DBI for Service Contracts uses for service contracts sales.

1. Create sales groups.
2. Attach sales representatives (resources) to the sales groups.

Creating Sales Groups:

To create a sales group:

1. Navigate to the Define Groups window using the CRM Resource Manager responsibility.
2. Enter a Name for your group.
3. In the Used In tabbed region, select Sales and Telesales application area.

   Note: The reports only display the groups used in Sales and Telesales. Sales representatives that belong to non-Sales and Telesales groups appear as Unassigned in the reports.

4. Optionally, select parent or child groups for the group.
5. Repeat these steps for each sales group you want to create.

   See also the *Oracle Field Sales Implementation Guide*.

Attaching Sales Representatives (Resources) to Sales Groups:

1. Verify the sales representative is defined in Oracle Applications (for example, as an employee, party, partner, or supplier contact) and associated with a user name
   1. Navigate to the People window using the Human Resources responsibility.
   2. Verify a record for the employee exists in this window.
   3. Navigate to the Users window using the System Administrator responsibility.
   4. Verify this employee (in the People window) is tied to a user in the Users window.

      Query or create the user you want to associate with this employee, and enter this employee (Person) for the user.

2. Assign the employee to a sales group

1. Navigate to the Select Resources to Import window using the CRM Resource Manager responsibility.

2. Search for and select one or more desired employees, and choose Start Import.

3. In the Set Resource Attributes window that appears, create sales people, and assign a sales credit type.

   You must make the resource a Salesperson. For additional details, see the *Oracle Trading Community Architecture User Guide* and the *Oracle Field Sales Implementation Guide*.

4. Save the resource, and choose Details.

5. In the Roles tabbed region, select a Role Type of Sales and a Role of Sales Manager, Sales Administrator, or Sales Representative.

   Note: Users with these roles appear in the reports as members of the group; however, only users with a role of Sales Manager or Sales Administrator can see data for the group in the reports.

6. In the Groups tabbed region, select the group to which you want to assign the resource.

7. In the Group Member Roles section, select a role with Manager or Admin privileges.

   The Group Member Roles section indicates the roles the sales representative plays in that group. Only a Manager or Admin can see data for the group in the reports.

8. Save your changes.

   The resource (sales representative) is now assigned to a sales group.

Determine Collection Start Date

After you complete the DBI for Service Contracts implementation, go to the post-setup steps in Set Up Daily Business Intelligence, *Oracle Daily Business Intelligence Implementation Guide*. These steps include instructions on performing the initial load and incremental refreshes for all Oracle Daily Business Intelligence dashboards.

When you run the request for the initial load for the Service Contracts Management or Service Renewals Management dashboard, the request prompts you for the following parameters:

- From Date (Start of date range)

The From Date collects contracts or contract renewals that have been created or updated on or after that date.

- To Date (End of date range, defaulted from the system date)

Make sure your From Date is set correctly. If the From Date is set too late, then the system might not include some contracts in the initial load, thus making the data incorrect. For DBI for Service Contracts, typically the From Date needs to be earlier than the global start date set up for Oracle Daily Business Intelligence. (The global start date is the date, across all Oracle Daily Business Intelligence reports, after which you see data in the reports, and before which data does not display in the reports).

For example, a contract was signed (booked) several years ago on May 1, 1999. The contract started on June 1, 1999, ended on August 31, 1999, and was last updated on June 20, 1999. If you set the From Date of your initial load to August 1, 1999, the contract is not collected. The system uses the last update date of the contract to determine which contracts to gather during a load. In this example, set the From Date to at latest June 20, 1999.

> **Note:** When determining what value to use for the From Date in an initial load, use the creation date of the earliest contract you want to collect (May 1, 1999 in the example above). The earliest creation date ensures that the contracts are collected.

To simplify the data and improve performance, the request does not collect contracts terminated, cancelled, or expired before the global start date, assuming the global start date is after the From Date. It does, however, collect active contracts between these dates, to ensure calculations that show active contracts are accurate.

Set Up Oracle Discoverer Business Areas for Service Contracts Intelligence (Optional)

This setup is required only if you plan to use the Oracle Discoverer business areas.

Prerequisites

❒ Most setup of the Oracle Discoverer business areas occurs during installation of Oracle Discoverer. This section assumes you have already installed Oracle Discoverer, created the end-user layer, and imported the end-user layer export files (.eex).

Create Users and Assign Responsibilities:

Using the System Administrator responsibility, create users and assign them either the Service Contracts Intelligence Discoverer User or Service Contracts Intelligence Discoverer Administrator responsibility, so they can view and build workbooks.

Maintenance and Administration

After setup is complete, you might have to perform the following maintenance and administration tasks.

- Currencies
- Sales Group Hierarchy Changes

Currencies

If a currency conversion error occurs while a concurrent process (request) collects the data, then the entire collection fails. For more information, see Currency Exchange Rates, page 20-17.

> **Note:** Setting up secondary currency and setting up annualized currency are optional steps. If you set up these currencies after you finish implementing DBI for Service Contracts, then they are effective only for the contract amounts collected by the incremental request after the setup. To make them effective for all data, run the initial request again. For example, if you set up annualized currency after you complete the implementation, then only the contract amounts collected by the incremental request set are annualized. Run the initial request again to annualize all the contract amounts.

Update Sales Group Hierarchy

See Set Up Sales Group Hierarchy, page 20-21 for instructions on setting up or changing the sales group hierarchy. After you make changes to the sales group hierarchy, the changes will be automatically reflected when you run the initial or incremental request sets for the affected dashboards.

Deleting a sales representative from a sales group hierarchy produces an error in the reports when users try to access information for that sales representative.

Example

1. Sales representative Mr. Bakayoko Ibrihama in the Africa Sales group has renewed contract number 2081.
2. When viewing a report on the Service Renewals Management dashboard, contract number 2081 is included in the renewals value for the Africa Sales group.
3. When you click the link on any value in a report for Mr. Bakayoko Ibrihama, you can see the data specifically for him.

4. Later, you delete Mr. Bakayoko Ibrihama from the Africa Sales group.

5. When you click the link on a value in a report for Mr. Bakayoko Ibrihama, an error occurs.

   The value for contract number 2081 is still included in the renewals or related values for the Africa Sales group; however, trying to view data for Mr. Bakayoko Ibrihama produces a generic report error.

   > **Note:** Instead of deleting a sales representative from a sales group, use the end date to expire that representative's participation in the sales group. (See the *Oracle Trading Community Architecture User Guide* for details).

Troubleshooting

This section provides troubleshooting tips for DBI for Service Contracts implementation and maintenance.

Why are users unable to view information classified under the Unassigned sales group?

To view information classified under the Unassigned sales group, assign the resource the Sales Manager or Sales Administrator role of the Unassigned sales group. See Attach Sales Representatives (Resources) to Sales Groups, page 20-23 for information about assigning roles to sales groups.

After the Customer Classification schema is modified, why don't the numbers tally in the summary and detail reports, even after running the initial and incremental request sets?

After modifying the Customer Classification schema, run the initial request, setting the Load Party Market Classification request with parameter INIT. The default value for the Load Party Market Classification request is INCRE in both the initial and incremental request sets.

Concurrent Programs

Initial Load - Update Contract Territories Base Summary

This concurrent program is only for the Oracle Discoverer business areas for Service Contracts Intelligence. It is an initial load concurrent program that loads territory data into the OKI_JTF_TERRITORIES table, which in turn sources the Contract Territories folder in the Service Contracts Intelligence: User business area. Users define territories in Oracle Territory Manager. Run this concurrent program after the initial load of the end-user layer. You need to run this concurrent program only if you plan to use the

Contract Territories folder in the Oracle Discoverer business areas.

Update Contract Territories Base Summary

This concurrent program is only for the Oracle Discoverer business areas. It is an incremental load concurrent program that incrementally loads the OKI_JTF_TERRITORIES table, which is used for the Contract Territories folder in the Service Contracts Intelligence: User business area. Run this program after the incremental load of the end-user layer. You only need to run this concurrent program if you plan to use the Contract Territories folder in the Oracle Discoverer business areas.

21

Daily Business Intelligence for Supply Chain

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Responsibilities
- Dimensions
- Key Performance Indicators
- Securing Data
- Implementation Considerations
- Setup Checklists
- Review Hardware and Software Requirements
- Set Up Resource Groups
- Associate Item with Inventory Category Set, Product Category Set
- Modify Schedule Ship Dates
- Set Up Firmed Date Defaulting Rule
- Set Up Oracle Daily Business Intelligence Framework
- Set Up Inventory Organization Security
- Synchronize Enterprise Calendar
- Set Up Financial Category Dimension
- Synchronize Financial Data
- Map Financial Accounts
- Set Up Item Dimension
- Enable Pegging in Advanced Supply Chain Planning
- Identify Time-Based Resources

- Ensure Complete Subledger Postings
- Consider Access to HR and Expense Management Dashboards
- Set Up the Planning Instance
- Set Plan Collection Schedule
- Set the OM: DBI Installation Profile Option
- Set the ISC: Shipping/Transportation Execution Profile Option for Transportation Management
- Set the FTE: Carrier On-Time Arrival Window Profile Option for Transportation Management
- Set the Unit of Measure That Represents Hours
- Set Baseline Plan
- Set Reporting Units of Measure (Optional)
- Post-Setup Steps
- Set Up Sales Group Hierarchy
- Maintenance and Administration
- Run Plans in Oracle Advanced Supply Chain Planning
- Run Incremental Requests Daily
- Update Plan Collection Schedule
- Update Baseline Plan Collection Schedule
- Troubleshooting

Overview

Daily Business Intelligence (DBI) for Supply Chain enables supply chain professionals to effectively measure performance and drive continuous improvement in their supply chain. DBI for Supply Chain provides easy access to information that reveals opportunities to save money, improve on-time delivery performance, reduce cycle times, and make strategic decisions to maximize profits.

DBI for Supply Chain provides the following intelligence dashboards:

- Customer Fulfillment Management
- Shipping Management
- Inventory Management
- Manufacturing Management

- Product Cost Management
- Plan Management
- Product Revenue Bookings and Backlog
- Warehouse Management
- Transportation Management
- Sales Agreement Management

Users assigned the Supply Chain Manager role also have access to the following dashboards:

- Expense Management
- HR Management

Customer Fulfillment Management

Use the Customer Fulfillment Management dashboard to monitor your organization's fulfillment performance, including changes over time in daily, weekly, monthly, quarterly, and yearly time periods. You can perform the following tasks with the Customer Fulfillment Management dashboard:

- View the values of booked and fulfilled orders by organization, product category, item, and customer.
- View cycle time from booking to fulfillment and lead times from booking to scheduled and requested ship dates, by organization, product category, item, and customer.
- View the value of backlog and past due orders by organization, product category, item, and customer. View the past due value by aging buckets (for example, everything that is a day past due, a week past due, and so on).
- View the value of fulfilled returns, return rates, and reasons by organization, product category, item, and customer.

The Customer Fulfillment Management dashboard and reports reference data from Oracle Order Management.

> **Note:** Actual fulfillment date exists as a column in the database only. It is not visible to users. Actual fulfillment date is the date when the fulfillment requirements of the line are met. The value is derived from the actual ship date, firmed date, or order date, in that order of

preference. No additional setup is required in either Oracle Daily Business Intelligence or Oracle Order Management to take advantage of the actual fulfillment date.

Shipping Management

Use the Shipping Management dashboard to monitor your warehouse operations, including the performance of your shipping operations and changes over time in daily, weekly, monthly, quarterly, and yearly time periods. You can perform the following tasks with the Shipping Management dashboard:

- View number of lines shipped and percentage of late shipments by organization, inventory category, item, and customer.
- View book-to-ship cycle time by organization, inventory category, item, and customer.
- View the number of lines shipped by book-to-ship cycle time aging buckets, for example, lines that were shipped a day after booking, a week after booking, and so on.
- View past due shipments by organization, inventory category, item, and customer. View the number of lines that are past due by aging buckets, for example, lines that are a day past due, a week past due, and so on.
- View the number and percentage of lines shipped early, late, and on time over the selected time periods.
- Monitor key performance measures in number of lines shipped, percentage of late shipments, book-to-ship cycle time, and past due scheduled lines.

The Shipping Management dashboard and reports reference data from Oracle Order Management.

Inventory Management

Use the Inventory Management dashboard to view information about inventory value and turns, and cycle counting. You can perform the following tasks with the Inventory Management dashboard:

- View inventory value, which includes inventory on hand (for example, in the store), on the shop floor, and in transit between organizations.

  Note: Inventory value is a balance. Therefore, changing the time bucket does not change the value that appears.

- View available on-hand inventory by primary and secondary units of measure and by lot, locator, and grade.
- Monitor inventory level by viewing days of consumption.
- Track and monitor the expired inventory for lot-controlled items.
- View inventory turns by organization, including the change in inventory turns over time.
- Monitor key performance measures, such as total inventory turns and total inventory value, and compare them across inventory organizations.
- View cycle count accuracy, including hit/miss and adjustment rates.

The Inventory Management dashboard and reports reference data from the following Oracle Applications:

- Oracle Inventory
- Oracle Work in Process
- Oracle Cost Management
- Oracle Order Management
- Oracle Process Manufacturing (including Oracle Process Manufacturing Cost Management, Oracle Process Manufacturing Process Execution)

Manufacturing Management

Use the Manufacturing Management dashboard to view manufacturing performance. You can perform the following tasks with the Manufacturing Management dashboard:

- Compare current production values with planned production values.
- Find out the timeliness of production.
- View standard and actual costs, and cost variances, for all closed jobs. (Standard costs include material, resource, and overhead costs.)
- View all open jobs (jobs with a status of Released, On-Hold, Complete, Complete-No Charges, Pending Close, Failed Close, and Cancelled) for which there is an unrecognized cost variance—that is, the cost charged is greater than the standard cost for the job.
- Track jobs that are running late.

- Compare the total, actual material cost that is charged to completed jobs (jobs with a status of Complete-No Charges, Cancelled, or Closed) with the standard material cost.
- Compare the value of utilized resources and available resources, and view the percentage resource utilization.
- View actual and standard resource costs, and the resource variance, for all complete jobs (jobs with the status of Complete-No Charges, Cancelled, or Closed). View the actual and standard hours for a resource and the resource efficiency, for all completed jobs.
- View scrap values by reason, compare these with gross production values, and see the percentage of scrap for all jobs (open and closed).

  Note: The production calculation includes all production batches, even those created in a laboratory.

The Manufacturing Management dashboard and reports reference data from the following Oracle Applications:

- Oracle Advanced Supply Chain Planning
- Oracle Work in Process
- Oracle Inventory
- Oracle Process Manufacturing (including Oracle Process Manufacturing Cost Management, Oracle Process Manufacturing Process Execution, and Oracle Process Manufacturing Product Development)
- Oracle Cost Management
- Oracle Bills of Material
- Oracle Engineering
- Oracle Flow Manufacturing
- Oracle Shop Floor Management

Product Cost Management

Use the Product Cost Management dashboard to view information about factors that affect product gross margin, such as the fulfilled value of orders and product cost and manufacturing cost variances. You can perform the following tasks with the Product Cost Management dashboard:

- View product gross margin by organization, product category, item, and customer, including change in product gross margin over time.
- View material usage variance amount and percentage by organization, inventory category, and item.
- View standard and actual manufacturing costs, and the resulting variance, for all closed jobs.
- View resource variance amount and percentage by resource group, organization, department, and resource.

> **Note:** Oracle Discrete Manufacturing and Oracle Process Manufacturing support all scenarios of drop shipments. Users can drop-ship inventory across operating units, legal entities, and sets of books. Suppliers, customers, or both can be part of the same company.

The Product Cost Management dashboard and reports reference data from the following Oracle Applications:

- Oracle Order Management
- Oracle Work in Process
- Oracle Cost Management
- Oracle Bills of Material
- Oracle Flow Manufacturing
- Oracle Process Manufacturing (including Oracle Process Manufacturing Product Development, Oracle Process Manufacturing Process Execution, and Oracle Process Manufacturing Cost Management).
- Oracle Shop Floor Management

Plan Management

Use the Plan Management dashboard to compare plans with each other and see how the plans are changing over time. You can perform the following tasks with the Plan Management dashboard:

- Display planned revenue, margin, and margin percentage, including the variance in these numbers between the selected plan and the compare-to plan.
- Display planned production costs, planned carrying costs, and planned purchasing costs for the selected plan and the compare-to plan, including the variance in these

numbers between the plans.

- View trends of planned revenue, planned margin, and planned costs by month, quarter, and year.
- Display the planned inventory turns, on-time shipments, and resource utilization, including the variance in these measures between the selected plan and the compare-to plan.
- Display the planned resource utilization percentage for each resource or resource group, including the variance in this measure between the selected plan and the compare-to plan.
- View a trend of the planned inventory turns, planned on-time shipments, and planned resource utilization by month, quarter, and year.
- Monitor key performance measures in planned revenue, planned margin, planned margin percentage, planned inventory turns, planned on-time shipments, and planned resource utilization.
- Display revenue that might be at risk due to exceptions arising from planning constraints. Compare potential revenue, based on a demand schedule, with what is achievable by a supply chain plan.
- Identify the leading causes of risk to planned revenue, including item, supplier, and manufacturing resources.

The Plan Management dashboard and reports reference data from Oracle Advanced Supply Chain Planning.

Product Revenue Bookings and Backlog

Use the Product Revenue Bookings and Backlog dashboard to follow the course of potential revenue from firm orders to invoicing and all the way to the revenue recognition process. You can perform the following tasks with the Product Revenue Bookings and Backlog dashboard:

- View net product bookings.
- View revenue booked in a selected period or over time.
- View revenue resulting from new business booked in the selected period.
- View product revenue backlog in a selected period or over time.

The Product Revenue Bookings and Backlog dashboard and reports reference data from the following Oracle Applications:

- Oracle Order Management
- Oracle Receivables

Warehouse Management

Use the Warehouse Management dashboard to understand the operational efficiency and capacity utilization of your warehouse. You can perform the following tasks with the Warehouse Management dashboard:

- View data related to outbound shipments, such as number of picks.
- Monitor pick release to ship cycle time and pick exceptions.
- Track putaway cycle time for incoming material.
- Monitor operation plan exceptions and the corresponding reasons.
- Find out the amount of the warehouse storage in use and the weight and volume of the materials being stored.

The Warehouse Management dashboard and reports reference data from the following Oracle Applications:

- Oracle Warehouse Management
- Oracle Inventory
- Oracle Order Management
- Oracle Purchasing

Transportation Management

Use the Transportation Management dashboard to monitor and manage freight carriers, understand transportation performance as of any date, and track trends over time. You can perform the following tasks with the Transportation Management dashboard:

- Examine rated freight costs.
- Track arrival performance.
- Monitor carrier billing.
- Make sure you are recovering your freight costs.

The Transportation Management dashboard and reports reference data from the following Oracle Applications:

- Oracle Order Management
- Oracle Transportation Execution
- Oracle Payables

Sales Agreement Management

Use the Sales Agreement Management to monitor fulfillment of sales agreements, track sales agreements at every stage of the agreement life cycle, and anticipate revenue by viewing the value of agreements. You can perform the following tasks with the Sales Agreement Management dashboard:

- Find out how many new agreements were signed in a given period.
- View unrealized value of terminated agreements.
- View reports on agreement-based and non-agreement-based fulfillment activities.

The Sales Agreement Management dashboard and reports reference data from Oracle Order Management.

Understanding Reporting

For complete, detailed descriptions of each report that DBI for Supply Chain provides and how measures are calculated, see the *Oracle Daily Business Intelligence User Guide*.

Reports

The following dashboards provide the DBI for Supply Chain reports:

- Customer Fulfillment Management
- Shipping Management
- Inventory Management
- Manufacturing Management
- Product Cost Management
- Plan Management
- Product Revenue Bookings and Backlog
- Warehouse Management

- Transportation Management
- Sales Agreement Management

Customer Fulfillment Management Reports

The Customer Fulfillment Management dashboard provides the following reports for analyzing the fulfillment performance of your organization:

- **Fulfillment Performance:** Displays the value from customer order lines that are booked and fulfilled, and the ratio of the two. Monitoring this report enables you to view the value of incoming (booked) and outgoing (fulfilled) orders. The book-to-fulfill ratio describes the balance of supply and demand.
- **Fulfillment Performance Trend:** Displays the booked value, fulfilled value, and book-to-fulfill ratio over time, by year, quarter, month, or week.
- **Fulfillment Performance for Top Models:** Displays fulfillment performance where the value of the child items (that are not shown) of a configuration are aggregated and shown by the top model. This report is useful for businesses that have configured items.
- **Fulfillment Performance for Top Models Trend:** Displays fulfillment performance for top models over time, by year, quarter, month, or week.
- **Booked Order Line Detail:** Shows information on booked orders, such as booked date, customer, and item. The report provides a link to the sales order.
- **Book to Fulfill Days:** Displays the average cycle time of order lines from when they are booked to when they are fulfilled.
- **Book to Fulfill Days Trend:** Displays Book to Fulfill Days over time, by year, quarter, month, or week.
- **Requested Shipping Lead Time Trend:** Shows the responsiveness of the organization to customer requests over time, by displaying the lead times of order lines from when they are booked to the schedule ship date and request date.
- **Backlog and Past Due Schedule Value:** Displays the value from customer order lines not yet fulfilled (open orders) and past due values from the open order lines that are late according to the schedule ship date.
- **Backlog and Past Due Schedule Value Trend:** Displays Backlog and Past Due Schedule Value over time, by year, quarter, month, and week.
- **Past Due Schedule Value Aging:** Displays the number and value of all order lines that are past the schedule ship date, grouped by aging buckets—for example, lines

and values that are a day past due, a week past due, and so on. This report highlights the value impact of all open orders and how old they are so that organizations can focus on fulfilling them.

- **Past Due Schedule Value Summary:** Displays the details of the past due values according to the schedule ship date. The report shows the number of past due lines and values, past due quantity, changes between the current and comparison periods, and average number of days late.
- **Past Due Schedule Value Detail:** Lists the order number, line number, and value of past due orders according to the schedule ship date. Select the order number to access the Order Information page, which displays the order details.
- **Past Due Promise Value Aging:** Displays the same information as Past Due Schedule Value Aging, except by promise date instead of the schedule ship date.
- **Past Due Promise Value Summary:** Displays the same information as Past Due Schedule Value Summary, except by promise date instead of the schedule ship date.
- **Past Due Promise Value Detail:** Displays the same information as Past Due Schedule Value Detail, except by promise date instead of the schedule ship date.
- **Past Due Promise Value Trend:** Displays past due promise value over time, by year, quarter, month, and week.
- **Fulfilled Return Value:** Displays the number, value, and return rate of fulfilled return order lines.
- **Fulfilled Return Value Trend:** Displays the fulfilled return value over time, by year, quarter, month, or week.
- **Returns by Reason:** Displays the reasons and values for fulfilled return order lines and the percent of total that the reasons represent.
- **Returns Detail:** Lists the order numbers and line numbers for fulfilled return order lines. Select the order number to access the Order Information page, which displays the order details.

Note: The Order Information page is part of Oracle Order Management.

If an order is booked and the SHIP_FROM_ORG_ID (shipping organization) is missing on the order line, the system uses the validation organization set up in Oracle Order Management.

Shipping Management Reports

The Shipping Management dashboard provides the following reports for monitoring

shipping operations:

- **Lines Shipped Performance:** Displays the total number of sales order lines that have shipped, the shipped quantities, and the percentage of sales order lines shipped late by both the schedule ship date and the promise date. This report provides a link to the Order Information page in Oracle Order Management.

- **Lines Shipped Late to Schedule Summary:** Shows lines that shipped late according to the schedule ship date. It displays late order lines, quantity of late shipments, percentage of late order lines, average number of days late, and average book-to-ship days.

- **Lines Shipped Late to Schedule Detail:** Lists the order numbers and lines that were shipped late according to the schedule ship date. This report provides a link to the Order Information page, which displays the order details.

- **Lines Shipped Late to Promise Summary:** Displays what was shipped late according to the promise date. It shows the number of late order lines, quantity of late shipments, percentage of late order lines, average number of days late, and average book-to-ship days.

- **Lines Shipped Late to Promise Detail:** Lists the order numbers and lines that were shipped late according to the promise date. This report provides a link to the Order Information page, which displays the order details.

- **Lines Shipped Performance Trend:** Displays the trend of the number of lines shipped, percentage of lines shipped late according to the schedule ship date, and the percentage of lines shipped late according to the promise date, by year, quarter, month, and week.

- **Lines Shipped On-Time to Schedule Trend:** Displays the trend of the number of lines shipped compared to the number of lines scheduled to ship. It also displays the trend of the percentage of lines shipped early, late, and on-time according to the schedule ship date. Data appears by year, quarter, month, and week.

- **Book to Ship Days:** Shows the elapsed time from booking the order to shipping the items. The report also shows the change with respect to the compare-to period.

- **Book to Ship Aging:** Displays the number of order lines shipped by the book-to-ship days displayed in aging buckets, for example, lines that were shipped a day after booking, a week after booking, and so on. The report also shows each bucket as a percentage of the total lines.

- **Book to Ship Days Trend:** Displays the average book-to-ship cycle time by year, quarter, month, and week.

- **Past Due Schedule Line Aging:** Displays the past due order lines and their

percentage of the total order lines. The report also displays the difference between the current period and the prior period, and the corresponding percentage.

- **Past Due Schedule Line Summary:** Displays details of the past due shipment according to the schedule ship date. The report shows the number of past due lines, quantity of past due shipments, changes between the current and prior periods, and average number of late days.
- **Past Due Schedule Line Detail:** Lists the order and line number of past due orders according the schedule ship date. The report provides a link to the Order Information page, which displays the order details.
- **Past Due Schedule Line Trend:** Displays the number of past due lines over time, by year, quarter, month, and week.
- **Backorder Summary:** Displays the backordered order lines, items, and quantity.
- **Backorder Detail:** Lists the backordered order number, line number, number of items, customer, days late, and request date and schedule ship date. The report provides a link to the Order Information page, which displays the order details.
- **Backorder Trend:** Displays the number of backordered order lines and items over time, by year, quarter, month, and week.

Note: The Order Information page is part of Oracle Order Management.

Inventory Management Reports

The Inventory Management dashboard provides inventory and cycle count reports for analyzing the inventory status:

- **Inventory Value Summary:** Displays the total ending inventory, which consists of on-hand, work in process (WIP), and intransit inventory. This report shows the inventory levels by organization, inventory category, and item.
- **Inventory Value Trend:** Displays the total ending inventory, including on-hand, work in process (WIP) and intransit inventory, over time, by year, quarter, month, or week.
- **Inventory Value by Type:** Displays on-hand, work in process (WIP), and intransit inventory values as a pie chart to show them as percentages of total ending inventory.
- **On-hand Inventory Detail:** Displays the value of available inventory by organization, subinventory, inventory category, or item. The report shows quantities at the item level.

- **Current Inventory Status:** Shows the real-time on-hand inventory in both primary and secondary units of measure by lot, grade, and locator.

- **Intransit Inventory Detail:** Displays the value of inventory that is in transit between organizations. The report displays data by the owning organization, inventory category, or item.

- **Inventory Turns:** Displays the number of times that inventory cycles, or is consumed, for the specified time period, annualized for the entire fiscal year. The calculation is based on the cost of goods sold (COGS) relative to the inventory investment (average on-hand inventory value). This report is an operational index of the balance of consumption rate and proper inventory levels.

- **Inventory Turns Trend:** Displays inventory turns over time, by year, quarter, month, or week.

- **Current Inventory Expiration Status:** Displays current expired inventory of lot-controlled items, expired inventory, current on-hand inventory, and expired inventory as a percentage of current on-hand inventory.

- **Inventory Days On-Hand:** Shows the number of days the inventory is on hand, as well as the average daily value of inventory consumption, value of inventory issued to the shop floor, and cost of goods shipped.

- **Cycle Count Accuracy:** Displays transactions related to completed and approved cycle count entries. The report lists data by organization, subinventory, inventory category, item, cycle count, and cycle count class. Oracle Process Manufacturing data that precedes this release will appear in the Unassigned subinventory; data from this release or later will appear in the corresponding subinventory.

- **Cycle Count Accuracy Trend:** Provides information on the trends in hit/miss accuracy, gross adjustment rates, and match rates across organizations.

- **Hit/Miss Summary:** Provides a summary of the hit/miss accuracy details, which includes the total number of cycle count entries made against each item in the specific inventory category, the total number of hits and hit rate, the total number of exact matches and exact matches rate, and the total number of misses and miss rate.

- **Cycle Count Adjustment Summary:** Includes the details of the adjustments made to the system quantities and values of the items in a category during a cycle count process. This report shows the cycle count adjustment summary by organization, subinventory, inventory category, item, cycle count, and cycle count class. The table includes the total number of entries, the number of adjustment entries, the system inventory value at the time of the cycle count, gross adjustment rate, and net adjustment rate.

  Cycle Count Adjustment Detail: Provides details on the actual adjustments made

for an item during a cycle count process and includes the number of adjustments for excess and shortage.

> **Note:** The inventory values displayed in Oracle Daily Business Intelligence are based on the distributions booked in the inventory subledger. For closed periods, the inventory values reconcile with the Period Close Values Summary report (in Oracle Inventory). The inventory values might not match the inventory value in Oracle General Ledger, if adjustments were made in Oracle General Ledger using journal entries.

Manufacturing Management Reports

The Manufacturing Management dashboard provides the following reports:

- **Production to Plan:** Compares production values with baseline plan values, and displays the ratio as a percentage. Baseline plan values are firmed and planned order quantities, multiplied by the item cost. Production values are the cost at which assemblies are completed into inventory.
- **Actual Production Job Detail:** Provides information about the completed quantity and the actual value of all job statuses.
- **Production to Plan Trend:** Displays the ratio of production to plan as a percentage over time, by year, quarter, month, and week.
- **Cumulative Production to Plan:** Shows the cumulative production value compared to the cumulative planned value over a period of time.
- **On-Time Production:** Provides information about the on-time performance of completed jobs and batches. It shows late production, on-time production, and on-time production as a percentage of total production.
- **Current Production Delayed:** Shows the number and value of current jobs (including released and on-hold) that are running late.
- **Manufacturing Cost Variance:** Displays standard and actual costs, and the resulting variance, of all closed jobs.
- **Manufacturing Cost Job Detail:** Displays the start quantity, completed quantity, standard cost, actual cost, variance amount, as well as the variance amount as a percentage of standard cost for all closed jobs.
- **Manufacturing Cost Variance Trend:** Displays the trend of cost variance amount and percentage, of all closed jobs over a period of time, by year, quarter, month, and week.

- **Current Unrecognized Variance:** Displays all open jobs (jobs with a status of Released, On-Hold, Complete, Complete-No Charges, Pending Close, Failed Close, and Cancelled) as of today, for which the cost charged is greater than the standard cost, and the variance for those jobs.

- **Open Job Detail:** Shows job-level information on all open jobs where actual cost exceeds standard cost. If there is an uncosted transaction for any organization, then this report provides information for that organization up to the first uncosted transaction.

- **Material Usage Variance:** Compares the actual material cost that is charged to completed jobs with the standard material cost, and displays the resulting variance amount and percentage of all completed jobs (jobs with a status of Complete-No Charges, Cancelled, or Closed).

- **Material Usage Job Detail:** Displays the job completion date and completed quantity of all completed jobs. In addition, this report displays the standard cost and actual cost of material consumption and the variance in amount, as well as percentage of standard cost of all completed jobs.

- **Material Usage Variance Trend:** Displays the trend of material usage variance amount and percentage over time, by year, quarter, month, and week.

- **Resource Variance Job Detail:** Displays the standard resource cost and actual resource cost and variance in amount, as well as the percentage of standard resource cost for all completed jobs.

- **Resource Utilization:** Compares the total value of utilized resources and available resources, and calculates the percentage resource utilization. The report considers time-based resources only.

- **Resource Utilization Trend:** Displays the percentage of utilized hours to available hours for all resources over time, by year, quarter, month, and week.

- **Resource Variance:** Displays actual and standard resource costs for all complete jobs (jobs with a status of Complete-No Charges, Cancelled, or Closed), and the variance between the costs.

- **Resource Variance Trend:** Displays resource variance amount and the percentage over a period of time, by year, quarter, month, and week.

- **Resource Efficiency:** Displays the actual and standard hours for a resource, and calculates the resource efficiency of all completed jobs (jobs with a status of Complete-No Charges, Cancelled, or Closed).

- **Resource Efficiency Job Detail:** Displays the job completion date, completed quantity, actual hours, and standard hours, as well as resource efficiency of

resources for all completed jobs.

- **Resource Efficiency Trend:** Displays resource efficiency over time, by year, quarter, month, and week.

- **Scrap:** Displays the scrap value, compares it with the gross production value, and shows scrap as a percentage of gross production value for all jobs (open and closed). Scrap is not applicable to Oracle Process Manufacturing.

- **Scrap Job Detail:** Provides information about the completed and scrap quantity of all jobs. In addition, this report displays the amount of scrap generated, the gross production value, and scrap as a percentage of gross production.

- **Scrap Trend:** Displays scrap value as a percentage of gross production value over time, by year, quarter, month, and week.

- **Scrap by Reason:** Shows scrap value by reason for all Oracle Discrete Manufacturing jobs.

Product Cost Management Reports

The Product Cost Management dashboard provides the following reports:

- **Product Gross Margin:** Calculates the difference between the fulfilled values and cost of goods sold (COGS) for items that are shipped. The report displays the margin as both a number (fulfilled value minus COGS) and as a percentage of total fulfilled value by organization, product category, item, and customer. The report is useful for managers responsible for product profitability and gross margin percentage.

- **Material Usage Variance:** Compares the actual material cost with the standard material cost of completed jobs (jobs with a status of Complete-No Charges, Cancelled, or Closed), and displays the resulting variance amount and percentage.

- **Material Usage Job Detail:** Displays the job completion date and completed quantity for all completed jobs. In addition, this report displays the standard cost and actual cost of material consumption and the variance in amount, as well as the percentage of standard cost for all completed jobs.

- **Material Usage Variance Trend:** Displays material usage variance amount and percentage over time, by year, quarter, month, and week.

- **Resource Variance:** Displays actual and standard resource costs of all completed jobs (jobs with a status of Complete-No Charges, Cancelled, or Closed), and the variance between the costs. The report considers time-based resources only.

- **Resource Variance Job Detail:** Displays the standard resource cost and actual

resource cost and variance in amount, as well as the percentage of standard resource cost for all completed jobs.

- **Resource Variance Trend:** Displays the trend of resource variance amount and percentage over a period of time, by year, quarter, month, and week.
- **Manufacturing Cost Variance:** Displays standard and actual costs, and the resulting variance, of all closed jobs.
- **Manufacturing Cost Job Detail:** Displays the start quantity, completed quantity, standard cost, actual cost, variance amount, as well as the variance amount as a percentage of standard cost for all closed jobs.
- **Manufacturing Cost Variance Trend:** Displays the trend of cost variance amount and percentage, for all closed jobs over a period of time, by year, quarter, month, and week.
- **Current Unrecognized Variance:** Displays all open jobs (jobs with a status of Released, On-Hold, Complete, Complete-No Charges, Pending Close, Failed Close, and Cancelled) as of today, for which the cost charged is greater than the standard cost, and the variance for those jobs.
- **Open Job Detail:** Shows job-level information about all open jobs where actual cost exceeds standard cost.

Plan Management Reports

The Plan Management dashboard provides the following reports:

- **Planned Revenue and Margin:** Multiplies the total planned shipments by the standard item price, including the discount, to display planned revenue. It subtracts planned cost from the planned revenue to display planned margin. It also divides the planned margin by the planned revenue to yield the planned margin percentage. This report also displays the variance in these measures between the selected plan and the compare-to plan.
- **Planned Revenue and Margin Trend:** Displays the planned revenue, planned margin, and planned margin percentage over time, by month, quarter, and year.
- **Plan Details:** Displays the details of the Oracle Advanced Supply Chain Planning plan selected on the Plan Management dashboard, such as the plan horizon and organizations.
- **Planned Organizations:** Lists the inventory organizations that are included by the selected plan. This report is accessed from the Plan Details report.
- **Planned Cost Breakdown Summary:** Calculates planned production costs, planned

carrying costs, and planned purchasing costs for the selected plan. It also displays the variance in these costs between the selected plan and the compare-to plan.

- **Planned Cost Breakdown Summary Trend:** Displays the planned production costs, planned carrying costs, and planned purchasing costs for the selected plan over time, by month, quarter, and year.
- **Planned Purchasing Cost:** Calculates the planned purchasing cost and displays the results by supplier. It also displays the variance in this measure between the selected plan and the compare-to plan.
- **Planned Performance:** Displays the planned inventory turns, on-time shipments, and resource utilization. It also displays the variance in these measures between the selected plan and the compare-to plan.
- **Planned Inventory Turns:** Calculates the planned inventory turns for each inventory category, item, and organization. It also displays the variance in this measure between the selected plan and the compare-to plan.
- **Planned Inventory Turns Trend:** Displays the planned inventory turns by month, quarter, and year.
- **Planned On-Time Shipment:** Calculates the on-time shipment for each inventory category, item, and organization. It also displays the variance in this measure between the selected plan and the compare-to plan.
- **Planned On-Time Shipment Trend:** Displays the planned on-time shipment by month, quarter, and year.
- **Planned Resource Utilization:** Displays the planned resource utilization percentage for each resource, resource group, and organization. It also displays the variance in this measure between the selected plan and the compare-to plan.
- **Planned Resource Utilization Trend:** Displays the planned resource utilization by month, quarter, and year.
- **Potential Revenue Shortfall Trend:** Displays revenue that could be at risk due to exceptions arising from planning constraints. The report compares potential revenue, based on a demand schedule, with what is achievable by a supply chain plan.
- **Top Potential Revenue Shortfall Reasons:** Identifies the leading causes of risk to planned revenue, including item, supplier, and manufacturing resources.

Product Revenue Bookings and Backlog Reports

The Product Revenue Bookings and Backlog dashboard provides the following reports:

- **Product Bookings and Revenue Trend:** Provides a direct comparison of the trends of net product revenue bookings, and revenue resulting from bookings recognized over time for the selected period from the sale of products, but not services. It compares these metrics to either the prior period or the prior year.

- **Revenue Overview:** Provides information on the value of revenue by sales group, product category and customer. The report displays the value for the sale of products, but not services. It compares these metrics to either the prior period or the prior year.

- **Bookings, Revenue and Revenue Backlog Trend:** Displays trends over time of net product bookings, recognized revenue, and revenue backlog from the sale of products, but not services. It compares these metrics to either the prior period or the prior year.

- **Bookings Overview:** Provides information on the value of net bookings by sales group. It also shows the value of product revenue backlog and revenue recognized by sales group. The report displays the value for the sale of products, but not services. It compares these metrics to either the prior period or the prior year.

- **Cumulative Bookings and Revenue:** Shows the accumulated value of net bookings and revenue in detail over time. It provides detailed comparisons between the current period and the selected compare-to period. It compares these metrics to either the prior period or the prior year. This report always shows data by time but can be limited by sales group, customer, or product category.

- **Net Product Bookings:** Provides information on the value of order line bookings, return line bookings, and their combined value in net bookings from the sale of products, but not services. It compares these bookings metrics to either the prior period or the prior year.

    - **Backlog Line Detail:** Provides detailed information about revenue backlog sales credits from order line bookings, as well as the negative sales group credits for return line bookings from the sale of products, but not services. It provides a detailed view of order and return lines with access to the actual order transaction. This report is only accessible from the Net Product Bookings report.

    - **Booked Order Line Detail:** Provides detailed information about sales group credits for order line bookings from the sale of products, but not services. It provides a detailed view of order lines with the ability to open the actual order transaction. This report is only accessible from the Net Product Bookings report.

    - **Booked Return Line Detail:** Provides detailed information about negative sales group credits for return line bookings from the sale of products, but not services. It provides a detailed view of return lines with access to the actual order transaction. This report is only accessible from the Net Product Bookings

report.

- **Product Revenue:** Displays revenue recognized from invoices and from deferred revenue.
- **Product Revenue Backlog:** Displays the value of the net product order backlog, deferred revenue backlog, and product revenue backlog.

Warehouse Management Reports

The Warehouse Management dashboard provides the following reports:

- **Pick Release to Ship Cycle Time:** Shows the average time taken from the time of pick release to shipment confirmation.
- **Pick Release to Ship Cycle Time Trend:** Shows the trend in pick release to ship (hours), which measures the average time taken to complete ship confirm from the time of pick release.
- **Receipt to Putaway Cycle Time:** Shows the time taken for the received material to be put away into the final storage location.
- **Receipt to Putaway Cycle Time Trend:** Displays the trend in the receipt to putaway (hours), which is the average time taken from the time material is received to the time the material is put away in the final storage location.
- **Warehouse Storage Utilized:** Indicates the storage space utilization of subinventories or organizations. It includes the volume and weight utilization measures.
- **Warehouse Storage Utilized Trend:** Displays the trend in the Volume Utilized and Weight Stored measures and indicates the trend in the storage space utilization of the subinventory or organization.
- **Current Capacity Utilization:** Differs from the other Warehouse Storage Utilized reports in that it reports on the actual on-hand quantity of the item and not the quantity as of the last DBI refresh date. In addition, this report displays the capacities of the subinventories or organizations and, hence, the utilization levels in the warehouse.
- **Picks & Exceptions Analysis:** Shows picks across the organization, picks with exceptions, and the pick exceptions rate.
- **Picks & Exceptions Trend:** Displays the trend in the occurrence of pick exceptions.
- **Picks and Exceptions by Reason:** Classifies pick exceptions by the reason specified when the exception was raised.

- **Operation Plan Performance:** Provides information about cycle time, number of tasks, and number of exceptions to the execution of the operation plans that were set up in Oracle Warehouse Management. An operation plan is a sequence of operations detailing the planned movement of material within the warehouse facility for inbound activities. Subinventory in this report refers to the destination subinventory.

- **Operation Plan Exceptions by Reason:** Shows the number of exceptions that occurred during the execution of the operation plans by the reason code associated with the exceptions.

Transportation Management Reports

The Transportation Management dashboard provides the following reports:

- **Rated Freight Cost per Unit Weight:** Shows the cost per unit of weight for transporting goods for all deliveries within trips with an actual departure date on the first trip stop.

- **Rated Freight Cost per Unit Weight Trend:** Shows the rated freight costs and gross weights from deliveries associated with trips with an actual departure date on the first trip stop.

- **Rated Freight Cost per Unit Volume:** Shows the rated freight costs and associated volumes from deliveries associated with trips with an actual departure date on the first trip stop.

- **Rated Freight Cost per Unit Volume Trend:** Shows the rated freight costs and associated volumes from deliveries associated with trips with an actual departure date on the first trip stop.

- **Rated Freight Cost per Unit Distance:** Shows the rated freight costs and associated distances from deliveries associated with trips with an actual departure date on the first trip stop.

- **Rated Freight Cost per Unit Distance Trend:** Shows the rated freight costs and associated distances from deliveries associated with trips, where there is an actual departure date on the first trip stop.

- **On-Time Arrival Rate:** Shows the on-time performance for deliveries associated with trips with an actual arrival date and planned arrival date on the trip stop.

- **On-Time Arrival Rate Trend:** Shows the on-time performance for deliveries associated with trips with an actual arrival date and planned arrival date on the trip stop.

- **Trip Stop Arrival Performance Trend:** Shows the on-time performance for

deliveries associated with trips with an actual arrival date and planned arrival date on the trip stop.

- **Carrier Billing and Payment Variance:** Shows the accuracy of carrier freight bills. The freight bills are compared to the approved amounts only when bills are fully paid to highlight by how much the carrier bills are inaccurate. This report includes total payments, payments paid in full, approved bills, and the variances.

- **Carrier Billing and Payment Variance Trend:** Shows the trend in the accuracy of carrier freight bills over time. It shows the trend of carrier payments, billed-to-paid variance, and billed-to-approved variance.

- **Freight Cost Recovery Rate:** Shows whether freight charges applied to orders and order lines are covering the cost of freight. Using this report, you can assess whether your business is charging the proper amount to customers to cover its freight costs.

- **Freight Cost Recovery Rate Trend:** Shows the trend in recovering freight costs, meaning that freight charges applied to orders and order lines are covering the cost of freight over time.

Sales Agreement Management Reports

The Sales Agreement Management dashboard provides the following reports for monitoring sales agreements:

- **Active Agreements Summary:** Shows active agreements and provides the value of those that have already expired within the current period and those that will terminate or expire within the current period.

- **New Agreements:** Provides data on agreements that have an activation date within the selected period, up to and including the as-of date.

- **Expired Agreements:** Provides fulfillment information about agreements that expired within the period, up to and including the as-of date.

- **Terminated Agreements:** Provides fulfillment information about agreements that were terminated within the period, up to and including the as-of date.

- **Expiring Agreements:** Shows the number and value of agreements that will expire within the selected period.

- **Total Performance Against Agreements:** Shows total values, along with outstanding and unrealized values for active, expiring, terminated, and expired agreements.

- **Agreement Orders Analysis:** Shows the number of lines and fulfilled value of

agreement orders and non-agreement orders.

- **Agreement Order Line Detail:** Shows details about agreement orders, including fulfilled date and fulfilled value. From this report, you can view the order and agreement.
- **Non-Agreement Order Line Detail:** Contains details about non-agreement orders, including fulfilled date and fulfilled order line sales credit. From this report, you can view the order and agreement.
- **Agreements Trend:** Shows the value over time of new, expired, terminated, and total active agreements.
- **Outstanding Value Trend:** Shows the trend of total fulfilled value and total active commitment value over time.
- **Top Agreements by Fulfillment Activity:** Shows agreement orders, total fulfilled value, and agreement value of the agreements with the highest value.

Responsibilities

DBI for Supply Chain provides several responsibilities for accessing the dashboards and reports.

Access to the Expense Management or HR Management dashboard is based on management security. You can only view data that is relevant to your area based on the manager hierarchy setup. If you are not a manager in the management hierarchy, then you do not have access to data on the Expense Management or HR Management dashboard.

When you navigate from one dashboard to another, the system uses the particular security associated with the dashboard to determine your access.

Implementers need to be assigned the Daily Business Intelligence Administrator responsibility to perform setup tasks such as creating and submitting request sets (concurrent processes) and setting up global parameters. They also should be assigned the CRM Resource Manager responsibility to perform the sales group hierarchy setup.

Supply Chain Manager

The Supply Chain Manager role-based responsibility provides access to the following dashboards:

- Customer Fulfillment Management
- Shipping Management
- Inventory Management

- Manufacturing Management
- Product Cost Management
- Plan Management
- Warehouse Management
- Transportation Management
- Expense Management
- HR Management

Daily Supply Chain Intelligence

The Daily Supply Chain Intelligence function-based responsibility provides access to the following dashboards:

- Customer Fulfillment Management
- Shipping Management
- Inventory Management
- Manufacturing Management
- Product Cost Management
- Plan Management
- Warehouse Management
- Transportation Management

Daily Fulfillment Intelligence

The Daily Fulfillment Intelligence function-based responsibility provides access to the following dashboards:

- Customer Fulfillment Management
- Shipping Management

Daily Inventory Intelligence

The Daily Inventory Intelligence function-based responsibility provides access to the Inventory Management dashboard.

Daily Manufacturing Intelligence

The Daily Manufacturing Intelligence function-based responsibility provides access to the Manufacturing Management dashboard.

Daily Product Cost Intelligence

The Daily Product Cost Intelligence function-based responsibility provides access to the Product Cost Management dashboard.

Daily Planning Intelligence

The Daily Planning Intelligence function-based responsibility provides access to the Plan Management dashboard.

Sales Manager

The Sales Manager function-based responsibility provides access to the following dashboards:

- Sales Forecast Management
- Sales Management
- Opportunity Management
- Product Revenue Bookings and Backlog
- Expense Management
- HR Management

Daily Sales Intelligence

The Daily Sales Intelligence function-based responsibility provides access to the following dashboards:

- Sales Forecast Management
- Sales Management
- Opportunity Management
- Product Revenue Bookings and Backlog

Note: Of the dashboards accessible to the Sales Manager and Daily Sales Intelligence, only the Product Revenue Bookings and Backlog

dashboard is part of DBI for Supply Chain.

Daily Warehouse Intelligence

The Daily Warehouse Intelligence function-based responsibility provides access to the following dashboards:

- Inventory Management
- Warehouse Management

Daily Transportation Intelligence

The Daily Transportation Intelligence function-based responsibility provides access to the Transportation Management dashboard.

Daily Sales Agreement Intelligence

The Daily Sales Agreement Intelligence function-based responsibility provides access to the Sales Agreement Management dashboard.

Dimensions

DBI for Supply Chain uses the following dimensions, some of which are common across Oracle Daily Business Intelligence.

Refer to "Implementation Considerations" in Chapter 2 for more information on how DBI for Supply Chain uses dimensions, such as currencies.

Agreement Type

Agreement type comes from the Sales Agreement Type field of the sales agreement header in Oracle Order Management. This field enables you to classify agreements by type for reporting or control purposes.

Carrier

Many of the Transportation Management reports use the Carrier dimension. This dimension includes the defined freight carriers associated with trips from Oracle Order Management. If an order does not list a carrier, then it is included in the Unassigned category.

Currency

All DBI for Supply Chain dashboards let you see data in a primary and secondary currency.

For a description of the Currency dimension, see Common Dimensions, page 1-9.

Customer

The Customer dimension uses the sold-to customer from the sales order header in Oracle Order Management for the Customer Fulfillment Management, Product Cost Management, and Product Revenue Bookings and Backlog dashboards, and the ship-to customer from the sales order line for the Shipping Management dashboard.

The Customer dimension contains one level:

- Customer (dimension)
  - Customer (level)

Customer Classification

Many of the Product Revenue Bookings and Backlog and Sales Agreement Management reports use the Customer Classification dimension.

For an explanation of this dimension, see Common Dimensions, page 1-9.

Cycle Count

This dimension contains a set of cycle counting parameters, including a list of items, count schedule, and tolerances, that refer to a periodic counting of items in the inventory of an organization. This set of parameters is identified by a unique name. The Cycle Count dimension refers to the specification for a periodic counting.

Cycle Count Class

The Cycle Count Class dimension consists of groups of items included in a particular cycle count. In the process of defining a cycle count, an ABC classification (or ABC Class) process is used to copy the classes of an ABC Group to the cycle count specification. Once associated with a cycle count specification, an ABC classification becomes known as a Cycle Count Class. Users can modify Cycle Count Class items subsequently, independent of the ABC classification items.

Grade

Means of grouping similar items. It can be used to control the movement, pricing and storage of an item, especially if the units present in inventory need to be tracked and handled differently based on their quality.

Item (See also Inventory and Product Category)

DBI for Supply Chain uses the common Item dimension that is used by Oracle Daily Business Intelligence. It uses both inventory category and product category (product catalog) hierarchies in the Item dimension. For details on how DBI for Supply Chain

uses this dimension, see Associate Item with Inventory Category Set, Product Category Set, page 21-58.

See also Item Dimension Reporting, page 6-1.

Job Status

Many of the Manufacturing Management and Product Cost Management reports use the Job Status dimension. This dimension enables you to see information on jobs by the various stages of the life cycle and activities that can be performed on the job. For Oracle Manufacturing, the values come from Oracle Work in Process, and for Oracle Process Manufacturing, the values come from Process Execution.

Values in the Job Status dimension:

- Released
- On-hold
- Complete
- Complete– no charges
- Pending Close
- Failed Close
- Close
- Cancelled

Mode

Many of the Transportation Management reports use the Mode dimension. This dimension enables you to see data for shipments that use specific modes of transportation, for example, air, parcel, truck, and rail.

Values in the Mode dimension:

- Parcel
- LTL
- TL
- Ocean
- Rail
- Air

Operation Plan

The Operation Plan reports contain the Operation Plan dimension. This dimension enables you to see information on specific operation plans and how they are performing.

The values in this dimension are defined in Oracle Warehouse Management.

Order Item Return Reason

Many of the Customer Fulfillment Management reports use the Order Item Return Reason dimension. The Order Item Return Reason dimension pulls the return reason code (ID) and return reason name (value) from the return transactions in Oracle Order Management. A return reason is required in Oracle Order Management.

The Order Item Return Reason dimension contains one level:

- Return Reason (dimension)
  - Return Reason (level)

Organization

The Organization dimension refers to the inventory organizations (not sales organizations) to which you have access, as determined by the organization security setup in Oracle Inventory.

- Organization (dimension)
  - Inventory Organization (dimension level)
    - Subinventory (dimension level)
      - Destination Subinventory
        - Locator
      - Source Subinventory
        - Locator

Inventory Organization

DBI for Supply Chain uses the Inventory Organization level of the common Organization dimension. Only DBI for Supply Chain dashboards and reports use this dimension.

Destination Subinventory

The Destination Subinventory dimension is the final storage location where the item was put away, irrespective of the suggested subinventory or whether the item was

dropped off at another subinventory before it was finally put away.

Locator

Physical area within a subinventory where you store material, such as a row, aisle, bin, or shelf.

Source Subinventory

Source Subinventory is the actual, not suggested, storage location from which the material was picked.

Organization (unsecured)

The purpose of the unsecured version of the Organization dimension is to allow you to see information in DBI, even if you typically do not have access to particular organizations. This version displays information from all inventory organizations, regardless of access (unsecured).

Period

For more information on Period, see Set Up Global Parameters, page 2-30.

Period Name

This dimension appears in the Plan Management reports. It contains future plan periods for all plans. It is dependent on the Period dimension. Depending on the selected period, the parameter displays all available periods defined in the plans. If you choose Month from the Period parameter, and the planning horizon for the plan was for 1/1/01 to 12/31/03, then the Period Name parameter contains "Jan-01, Feb-01, Mar-01, etc." If you choose Quarter from the Period parameter, then Period Name contains " Q1-01, Q2-01, etc."

Plan Snapshot

The Plan Snapshot dimension is used by all reports on the Plan Management dashboard. The Plan Snapshot dimension lists the available plan snapshots to choose among by displaying the plan name and run date (for example, PROD001-01-JAN-03) in the Plan and Compare Plan parameters. The dimension does not provide an All option for the Plan and Compare Plan parameters. It does provide a None option for the Compare Plan parameter.

The dimension retrieves the plan name and run date from Oracle Advanced Supply Chain Planning. Specifically, it retrieves the plan code (ID), plan name, and last plan run date. The base summaries collect the information from Oracle Advanced Supply Chain Planning.

The Plan Snapshot dimension contains one level:

- Plan Snapshot (dimension)
    - Plan Snapshot (level)

Compare Plan

This dimension makes it possible to compare plans defined in Oracle Advanced Supply Chain Planning. The Compare Plan dimension contains the same plans as the Plan parameter. Choose None if you want to see the data of one plan only.

Plan

This dimension contains the name of all plans defined in Oracle Advanced Supply Chain Planning.

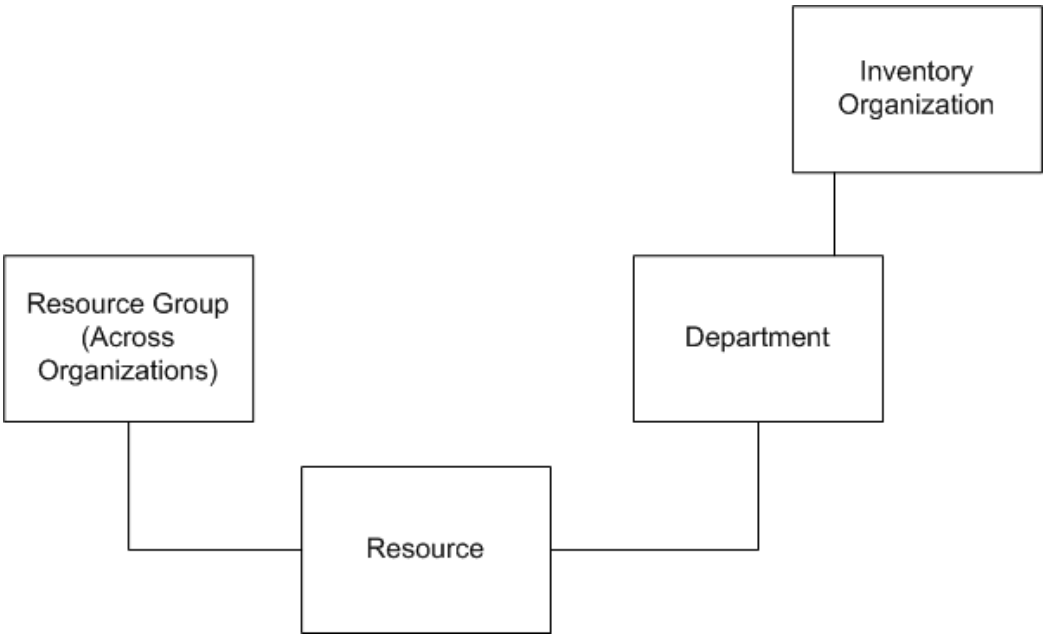
Warehouse Exception Reason

This dimension enables you to see information about tasks associated with reason codes. System administrators create reason codes at the site level. Reason codes are not confined to a specific inventory organization.

Resource

The resource-related reports on the Manufacturing Management, Product Cost Management, and Plan Management dashboard display the resources by *resource category* (defined across organizations) or by *department* (defined within an organization) as defined in Oracle Bills of Material.

The following diagram shows the relationship between the resource dimension levels (group, department, and resource) that DBI for Supply Chain uses:



Each resource belongs to one or more owning departments within an organization. The resource cannot be used in another organization, but it can be used in another department. The resource-related reports obtain utilized hours from jobs, and display the utilization by owning department and resource group.

In the reports:

- The departments that are listed in the Department parameter depend on the inventory organization selected in the Organization parameter.
- The resources that are listed in the Resource parameter depend on the selections in the Department parameter.

The Resource dimension contains three levels:

- Resource Group (dimension level)
    - Department (dimension level)
        - Resource

Sales Group

Sales Group is the primary secured dimension of the Product Revenue Bookings and Backlog dashboard and Sales Agreement Management dashboard. Your sales group selection controls all the regions on this dashboard. The Sales Group dimension lists the sales groups to which you have security access through your responsibilities. This means you can only see data for sales groups to which you have been given access. Data from other sales groups does not display in the reports.

These sales groups are the entities, a combination of a specific sales group with a specific sales representative, that have been credited for the booked order line on the order line details within Oracle Order Management. Within Oracle Order Management, it is possible to distribute credit to multiple sales representative/sales group combinations for an individual order line; the Product Revenue Bookings and Backlog dashboard represents this distribution of sales credits on order lines.

The Sales Group dimension includes inactivated sales groups and historical sales representatives (for example, those who are no longer with the company).

> **Note:** Without a sales group hierarchy, the reports place all sales representatives in an Unassigned sales group. Some report functionality is disabled for sales representatives in an unassigned sales group.
>
> The following roles can be assigned in the sales group hierarchy: Sales Manager, Sales Administrator, and Sales Representative. Users assigned these roles appear in the reports as a member of the group; however, only users who have the role of Sales Manager or Sales Administrator can see data for the group in the Product Revenue Bookings and Backlog dashboard and Sales Agreement Management dashboard and associated reports.

Service Level

Many of the Transportation Management reports use the Service Level dimension. This dimension enables you to see data about shipping transactions that are being shipped with a specific type of carrier service, for example, next day air or 2-day air. Values are defined at the site level in Oracle Order Management. Because the system administrator defines the values, they will accurately reflect shipping procedures at the site.

Shipping Direction

Many of the rated freight cost reports use the Shipping Direction dimension. This dimension enables you to see freight-related information about specific types of shipping transactions, such as outbound or drop ship, based on the shipping direction. The values come from Oracle Order Management.

Supplier

The Supplier dimension displays suppliers on the Plan Management dashboard. Oracle Daily Business Intelligence for Procurement owns this dimension. For more information on this dimension, see Dimensions, page 14-11.

The Plan Management dashboard uses the Supplier dimension level only, not the Supplier Site dimension level. The Supplier dimension level collects all suppliers defined in Oracle Applications, but the Plan Management dashboard reports only display suppliers that exist on planned orders gathered from Oracle Advanced Supply

Chain Planning.

If a supplier is not listed on the planned order, then the data for those orders displays as Unassigned in the reports.

Key Performance Indicators

DBI for Supply Chain provides the following performance measures below.

Customer Fulfillment Management Key Performance Indicators

Note: Booked metrics consider the firmed date, if it has been defined, while the Fulfilled Value metric is based on the actual fulfilled date. See Set Up Firmed Date Defaulting Rule, page 21-61 for more information on firmed date. See Customer Fulfillment Management, page 21-3 for more information on actual fulfilled date.

KPI Definitions

- **Booked Value:** This measure is the sum of (Booked Quantity * Selling Price) for all order lines, during the selected period. The Grand Total line for booked value is calculated as the sum of the booked value for all categories.

  It is the value of all sales order lines booked during the selected period to date, including fulfilled and unfulfilled order lines, but not return lines or canceled order lines. (The selling price reflects the price after discounts were applied.) See also: Fulfillment Performance, *Oracle Daily Business Intelligence User Guide*.

  Use this KPI to identify the value of what is booked for the time period to date. This KPI can be viewed as the potential revenue from sales orders. You can also view the change in bookings since the previous time period. The bookings trend indicates the fluctuation of booked orders or price over a period of time.

- **Fulfilled Value:** Fulfilled Quantity * Selling Price

  This measure is the total value of the fulfilled sales order lines in the selected period to date. See also: Fulfillment Performance, *Oracle Daily Business Intelligence User Guide*.

  Use this KPI to identify the value of what is fulfilled for the time period to date. This KPI signifies the potential revenue from sales orders that are ready for invoicing by Oracle Receivables. You can also view the change in fulfillment since the previous time period. The fulfillment trend indicates the fluctuation of order completion or price over a period of time.

- **Book to Fulfill Ratio:** (Booked Value) / (Fulfilled Value)

  This measure is the ratio of the value of orders booked in a selected period to the

value of orders fulfilled in the period. See also: Fulfillment Performance, *Oracle Daily Business Intelligence User Guide*.

The book-to-fulfill ratio (also known as the book-to-bill ratio) suggests the balance of supply and demand. A ratio of 1.00 implies that the value of incoming orders equals the value of outgoing orders. For a non-cyclical business, the book-to-fulfill ratio could be close to one. In downturns, the ratio could drop under 1.00, which means that supply is greater than demand. A ratio higher than 1.00 implies that demand is greater than supply.

- **Backlog Value:** This measure is the sum of (Booked Quantity * Selling Price) for all order lines that are booked and not yet fulfilled. Also known as open orders, this is the value of sales order lines that are booked, but not yet fulfilled. See also: Backlog and Past Due Schedule Value, *Oracle Daily Business Intelligence User Guide*.

  Use this KPI to identify the value of orders in the pipeline that still need to be fulfilled. The backlog trend can indicate fluctuations in booked orders or suggest the volume of unfinished activities required to execute orders.

- **Past Due Schedule Value:** This measure shows Booked Quantity * Selling Price, for lines where the current date is past the schedule ship date. Also known as delinquent backlog, it is the total value of unfulfilled order lines where the current date is past the schedule ship date on the sales order line. See also: Backlog and Past Due Schedule Value, *Oracle Daily Business Intelligence User Guide*.

  Use this KPI to determine the value of delinquent orders that should have been fulfilled. This KPI signifies the amount of potential revenue overdue beyond the schedule ship date. View the change in this KPI to determine a trend in past due orders since previous periods. An increasing past due trend could suggest issues such as poor performance of order execution, capacity problems, or warehouse inefficiencies.

- **Fulfilled Return Value:** Fulfilled Quantity * Selling Price, for order lines that are returns.

  Use this KPI to monitor the value and trend of returns. Returns could indicate customer dissatisfaction due to poor order execution, high pricing, incorrect items, or other reasons that appear in the underlying report. See also: Fulfilled Return Value, *Oracle Daily Business Intelligence User Guide*.

Shipping Management Key Performance Indicators

KPI Definitions

- **Lines Shipped:** This KPI shows the total number of sales order lines that have shipped.

  See also: Shipping Performance, *Oracle Daily Business Intelligence User Guide*.

Use this KPI to identify the volume of lines shipped for organizations and how they compare to the previous period. This KPI suggests whether warehouse activity is increasing or decreasing.

- **Lines Late to Schedule:** (Total number of lines shipped late after the Schedule Ship Date on the sales order line / Lines Shipped) * 100

  See also: Shipping Performance, *Oracle Daily Business Intelligence User Guide*.

  Use this KPI to determine which organizations have the best or worst shipping performance and which customer is impacted the most. This KPI shows whether the timeliness of shipments is worsening or improving.

- **Lines Late to Promise:** (Total number of lines shipped late, after the Promise Date on the sales order line / Lines Shipped) * 100

  See also: Shipping Performance, *Oracle Daily Business Intelligence User Guide*.

- **Book to Ship Days:** For all order lines, the average of (Shipped Date - Firmed Date). If a firmed date is not available, booked date is used. See Firmed Date, *Oracle Daily Business Intelligence User Guide* for more information.

  This KPI shows the average number of days between booking the sales order and shipping the items. See also: Book to Ship Days, *Oracle Daily Business Intelligence User Guide*.

  Use this KPI to determine an organization's cycle time from order booking to shipping. Select the KPI to view the report, which shows the cycle time by organization, inventory category, items, or customer to determine what is driving the cycle time or who is affected by it.

- **Past Due Schedule Lines:** This KPI shows the number of booked sales order lines that are not yet shipped and where the Schedule Ship Date is earlier than the selected date.

  See also: Past Due Schedule Performance, *Oracle Daily Business Intelligence User Guide*.

  Use this KPI to determine the current state of past due order lines. You can compare this KPI to the prior period to determine the fluctuation of volume in terms of lines and to see whether the trend is improving.

Inventory Management Key Performance Indicators

KPI Definitions

- **Inventory Value:** This KPI shows the total cost of ending inventory, which consists of on-hand, intransit, and work-in-process (WIP) inventory. Oracle Applications supports various types of inventory transfers, which DBI for Supply Chain reports. For information on costing intransit inventory, see Inventory Transfers, *Oracle Daily*

Business Intelligence User Guide.

See also: Inventory Value Summary., *Oracle Daily Business Intelligence User Guide*

- **Annualized Inventory Turns:** Annualized COGS / Average Daily Inventory

  Annualized COGS = (COGS / Number of Days in Selected Period) * 365

  For information about COGS, see Cost of Goods Sold., *Oracle Daily Business Intelligence User Guide*

  Average Daily Inventory = Sum of Daily Ending Inventory Balance / Number of Days

  See also: Inventory Turns, *Oracle Daily Business Intelligence User Guide*.

- **Hit/Miss Accuracy:** (Total Hit Entries / Total No. of Entries) * 100

  This KPI shows the percentage of the total number of cycle count entries that fall within the hit/miss tolerance as compared to the total number of cycle count entries made.

  See also: Cycle Count Accuracy, *Oracle Daily Business Intelligence User Guide*.

- **Gross Adjustments - Rate:** (Total Gross Adjustment Value / Total System Inventory Value) * 100

  This KPI shows the gross value of the adjustments made during cycle counting to the total system inventory value of the counted items at the time of completion of the cycle count entries.

  See also: Cycle Count Accuracy, *Oracle Daily Business Intelligence User Guide*.

- **Exact Matches - Rate:** (Total Match Entries / Total Number of Entries) * 100

  This KPI shows the number of exact match entries as a percentage of the total number of cycle count entries.

  An exact match entry is an entry where the counted quantity entered is the same as the system quantity.

  See also: Cycle Count Accuracy, *Oracle Daily Business Intelligence User Guide*.

Manufacturing Management Key Performance Indicators

KPI Definitions

- **Production to Plan:** (Produced Standard Value / Planned Standard Value) * 100

  The Produced Standard Value is the total quantity of assembly completions for each item in the selected time period, multiplied by the cost of the item when the baseline plan was collected. The Planned Standard Value is the total quantity of the item on firm and planned orders in the selected time period, multiplied by the cost

of the item when the baseline plan was collected.

This KPI shows how production values compare to planned values, as a percentage.

See also: Production to Plan, *Oracle Daily Business Intelligence User Guide*.

- **Production Value:** This KPI shows the net of WIP Completions value and WIP Returns value, into the Inventory Asset Account. All WIP returns in a discrete job are processed as of the return transaction date.

  See also: Production to Plan, *Oracle Daily Business Intelligence User Guide*.

- **On-Time Production:** (On-Time Production/Total Production) * 100

  This KPI shows the value of completed jobs (those with status Complete, Complete-No Charge, or Closed), which were on time. The value is computed on actual completed quantity.

  See also: On-Time Production, *Oracle Daily Business Intelligence User Guide*.

- **Manufacturing Cost Variance:** [(Actual Cost - Standard Cost) / Standard Cost] * 100

  This column shows the actual cost charged to all closed jobs, as a percentage of the standard cost for all closed jobs (standard cost of production).

  See also: Cost Variance, *Oracle Daily Business Intelligence User Guide*.

- **Material Usage Variance:** [(Actual Usage - Standard Usage) / Standard Usage] * 100

  Actual Usage is the actual quantity of components issued to a job for an assembly, multiplied by the Actual Cost. (The actual quantity issued to a job is the quantity issued from inventory to work in process.) Standard Usage is the standard quantity of components in the assembly, multiplied by the Actual Cost. (The standard quantity is obtained from the bills of material or Oracle Process Manufacturing formula.)

  This KPI shows how much material was consumed as compared to the standard material consumption.

  See also: Cost Variance, *Oracle Daily Business Intelligence User Guide*.

- **Resource Utilization:** (Resource Cost Charged / Cost of Resources Available) * 100

  Resource Cost Charged is the resource hours charged to all open and closed jobs, multiplied by the standard cost of the resource on the date of the resource transaction. Cost of Resources Available is the available hours specified on the resource calendar for a selected period, multiplied by the standard cost of the resource during that period.

  This KPI shows the extent to which available resources are utilized.

  See also: Resource Utilization, *Oracle Daily Business Intelligence User Guide*.

- **Resource Variance:** [(Actual Resource Cost - Standard Resource Cost) / Standard

Resource Cost] * 100

Actual Resource Cost is the resource hours charged to a completed job, multiplied by the actual cost of the resources based on each resource transaction. Standard Resource Cost is the standard resource hours for a job, based on the actual routing used, multiplied by the standard cost of a resource at the time of completion.

This KPI shows the resource cost charged as compared to the standard resource cost.

See also: Resource Variance and Efficiency, *Oracle Daily Business Intelligence User Guide*.

- **Scrap:** (Scrap Value / Gross Production Value) * 100

  Scrap Value is the value of scrap generated across all item categories, obtained from all scrap transactions. It is the cost that was charged to an assembly that was scrapped. Gross Production Value is the cost of work in process completions into inventory (minus returns), plus Scrap Value.

  This KPI shows the value of scrap generated, compared with the gross production value.

  The Scrap KPI does not apply to Oracle Process Manufacturing (OPM). An OPM product that does not meet the specification is either reworked within the same batch or is completed as a coproduct using another item. The rework impact is reflected in the Resource Variance report (see Resource Variance and Efficiency), and the coproduct impact is reflected in the Material Usage Variance report (see Material Usage Variance).

  See also: Scrap, *Oracle Daily Business Intelligence User Guide*.

Product Cost Management Key Performance Indicators

KPI Definitions

- **Product Gross Margin**: [(Fulfilled Value) - COGS / Fulfilled Value] * 100

  Fulfilled Value: Fulfilled Quantity * Selling Price for sales order lines.

  COGS: Total item costs associated with the products shipped.

  For information about COGS, see Cost of Goods Sold, *Oracle Daily Business Intelligence User Guide*.

- **Manufacturing Cost Variance**: [(Actual Cost - Standard Cost) / Standard Cost] * 100

  Actual Cost: Actual cost charged to all closed jobs

  Standard Cost: Standard cost for all closed jobs

- **Material Usage Variance**: [(Actual Usage - Standard Usage) / Standard Usage] * 100

Actual Usage: Actual quantity of components issued to a job for an assembly, multiplied by the Actual Cost for all completed jobs. (The actual quantity issued to a job is the quantity issued from inventory to work in process.)

Standard Usage: Standard quantity of components in the assembly, multiplied by the Actual Cost for all completed jobs. (The standard quantity is obtained from the bills of material or Oracle Process Manufacturing formula.)

- **Resource Variance**: [(Actual Resource Cost - Standard Resource Cost) / Standard Resource Cost] * 100

  Actual Resource Cost: Resource Hours charged to a completed job * Actual Cost of Resources based on each resource transaction for all completed jobs

  Standard Resource Cost: Standard Resource Hours for a job, based on the actual routing used * Standard Cost of Resource at the time of completion for all completed jobs

Planning Key Performance Indicators

KPI Definitions

The variance shows the absolute change between the selections in the Plan and Compare Plan parameters.

- **Planned Revenue:** Total Shipment Units * Standard Price * Standard Discount, from Oracle Advanced Supply Chain Planning.

  Use this KPI to determine the total revenue value of independent demand for the period, including sales orders and forecasted demand. See also: Planned Revenue and Margin, *Oracle Daily Business Intelligence User Guide*.

- **Planned Margin:** Planned Revenue - (Total Shipment Units * Standard Cost), from Oracle Advanced Supply Chain Planning.

  Use this KPI to determine the margin that is projected to result from the Planned Revenue for the period. See also: Planned Revenue and Margin, *Oracle Daily Business Intelligence User Guide*.

- **Planned Margin Percent:** (Planned Margin / Planned Revenue) * 100

  Use this KPI to determine the margin percentage for the period. See also: Planned Revenue and Margin, *Oracle Daily Business Intelligence User Guide*.

- **Planned Inventory Turns:** [Cost of Total Demand in the Period * (365 / Number of Days in Period)] / Cost of Average Inventory for the Period

  Use this KPI to determine the inventory turns that are projected to result from the execution of the plan. See also: Planned Performance, *Oracle Daily Business Intelligence User Guide*.

- **Planned On-Time Shipment:** [(Total Number of Order Lines - Number of Late Order Lines) / Total Number of Order Lines] * 100

  Use this KPI to determine the customer service level projected to result from the execution of the plan. Compare this KPI with the Planned Inventory Turns to determine the ideal trade-off between inventory levels and customer service. See also: Planned Performance, *Oracle Daily Business Intelligence User Guide*.

- **Planned Resource Utilization:** (Hours of Capacity Planned / Available Hours of Capacity) * 100, from Oracle Advanced Supply Chain Planning.

  Use this KPI to help identify resource constraints to manufacturing throughput. These would be resources with a utilization near or exceeding 100 percent. Under-utilization can also point to revenue opportunities that can result from changes in product promotion or pricing strategies. See also: Planned Performance, *Oracle Daily Business Intelligence User Guide*.

Product Revenue Bookings and Backlog Key Performance Indicators

KPI Definitions

- **Net Booked:** (Total Value of Order Lines Booked) - (Absolute Value of Total Value of Return Lines Booked)

  This KPI shows the revenue associated with all order lines for products that have been booked plus the negative value of returns order lines that have been booked.

  The net booked metrics take into consideration that some order line bookings are for a positive value while others, for return lines or RMAs, are for a negative value.

  Metrics are based on the firmed date rather than the booked date when a firmed date is available; if the firmed date value is null, then the booked value is based on the booked date. See Firmed Date, *Oracle Daily Business Intelligence User Guide* for more information.

  See also: Revenue Overview, *Oracle Daily Business Intelligence User Guide*.

- **Revenue:** This KPI shows revenue recognized from the sale of products, but not services.

  Recognized revenue is revenue that has satisfied a set of recognition criteria, enabling it to be credited to an income statement; if the revenue has not met established criteria, then it is deferred until the criteria are met. Revenue enters the Oracle Receivables system when an order has been fulfilled and an invoice is generated. Depending on the rules associated with an invoice line, the revenue is either recognized immediately or deferred according to a set of rules that results in a revenue recognition schedule. In many cases, it is possible to manually review and allocate revenue into deferred and recognized categories, because recognizing revenue can be a matter of judgment.

The revenue figures in the Product Revenue Bookings and Backlog dashboard are the net of product returns and credit memos. They are not the net of:

- Offsetting amounts usually tracked in other accrued accounts (for example, bad debt and payment discounts).
- Internal orders that are entered through Oracle Order Management and adjusted for later in Oracle General Ledger.

See also: Revenue Overview, *Oracle Daily Business Intelligence User Guide*.

- **Revenue Booked this Period:** This KPI shows the recognized revenue in a period that was also booked in the same period. For example, if the period is month, Revenue Booked This Period would be all revenue recognized in the current month that was also booked in the current month. If the revenue was booked last month and recognized this month, it should not be included in Revenue Booked This Period.

  For revenue to be considered booked and recognized in the same period, the Booked Date from the order and the General Ledger Date from the invoice must both fall within the selected period.

  See also: Revenue Overview, *Oracle Daily Business Intelligence User Guide*.

- **Revenue Booked in Prior Periods:** This KPI shows recognized revenue in a period that was booked in a previous period. For example, if period is month, Revenue Booked in Prior Periods would be all revenue recognized in the current month that was booked in a prior period. If the revenue was booked this month and recognized this month, then it is not be included in this column.

  See also: Revenue Overview, *Oracle Daily Business Intelligence User Guide*.

- **Product Revenue Backlog:** This KPI shows the total value of order lines for products that have been booked in Oracle Order Management, but for which the revenue has not been recognized by Oracle Receivables; and the negative value of return order lines that have been booked, but for which the revenue has not been recognized by Oracle Receivables.

  See also: Revenue Overview, *Oracle Daily Business Intelligence User Guide*.

Warehouse Management Key Performance Indicators

KPI Definitions

- **Pick Release To Ship (Hours):** (Total elapsed time for the shipping confirmations / Number of shipping confirmations)

  The average time from pick release to the time the delivery shipment is confirmed. The KPI shows data for delivery lines for which shipment has been confirmed in the

selected period.

See also: Pick Release to Ship Cycle Time Report, *Oracle Daily Business Intelligence User Guide*.

- **Receipt To Putaway (Hours):** (Total Elapsed Time for All the Putaways) / (Number of Putaways)

  The average elapsed time from receipt of an item to the time it is put away to its final storage location.

  See also: Receipt to Putaway Cycle Time Report, *Oracle Daily Business Intelligence User Guide*.

- **Utilized Volume:** Space occupied by the material stored in the organization or subinventory.

  See also: Warehouse Storage Utilized Report, *Oracle Daily Business Intelligence User Guide*.

- **Weight Stored:** Total weight of the material stored in the organization or subinventory.

  See also: Warehouse Storage Utilized Report, *Oracle Daily Business Intelligence User Guide*.

- **Pick Exceptions Rate:** (Picks with Exception / Picks) * 100

  The number of picks in which an exception was encountered, as a percentage of the total number of picks.

  See also: Picks & Exceptions Analysis Report, *Oracle Daily Business Intelligence User Guide*.

Transportation Management Key Performance Indicators

KPI Definitions

- **Rated Freight Cost per Unit Weight:** Rated freight cost / Freight weight

  The cost per unit of weight for transporting goods for all deliveries within trips.

  See also: Rated Freight Cost per Unit Weight Report, *Oracle Daily Business Intelligence User Guide*.

- **Freight Weight:** The sum of all gross weights for deliveries that are associated with rated freight costs.

  See also: Rated Freight Cost per Unit Weight Report, *Oracle Daily Business Intelligence User Guide*.

- **On-time Arrival Rate:** [(Number of On-Time Arrivals to Trip Stops) / (Number of

Arrivals Planned for every Trip Stop)] * 100

The amount of times deliveries arrived at trip stops on time as a percentage of total deliveries.

See also: On-Time Arrival Rate Report, *Oracle Daily Business Intelligence User Guide*.

- **Carrier Billed to Paid Variance:** [(Billed – Paid In Full) / (Absolute Value of Paid In Full for all carrier bills paid in full within the selected period)] * 100

  The amount of payment made to the carrier as a percentage of the total amount billed.

  See also: Carrier Billing and Payment Variance Report, *Oracle Daily Business Intelligence User Guide*.

- **Carrier Payments:** The sum of all payments made to the carrier for the selected period (aggregated on the paid date of the payment created)

  See also: Carrier Billing and Payment Variance Report, *Oracle Daily Business Intelligence User Guide*.

Sales Agreement Management Key Performance Indicators

KPI Definitions

The following are the Sales Agreement Management KPIs:

Active Agreements Summary

- **Beginning Active Agreements:** Total minimum agreement value of all agreements active at the beginning of the selected period.

- **New Agreements:** Value of agreements that have been activated from the beginning of the period to the selected date.

- **Expired Agreements:** Value of agreements that have expired from the beginning of the period to the selected date. This measure does not include agreements that have a termination date on or before the as-of date.

- **Terminated Agreements:** Value of agreements that have been terminated from the beginning of the period to the selected date. The system creates a terminated date when a user terminates the agreement.

- **Total Active Agreements:** Total minimum agreement values of all agreements active as of the selected date. This summary includes the agreements active at the beginning of the selected period, any newly activated agreements, and excludes agreements that have expired or terminated from the beginning of the period to the selected date.

See also: Active Agreements Summary report, *Oracle Daily Business Intelligence User Guide*.

Expiring Agreements

- **Total Value:** Total of the minimum agreement value of agreements that are expiring from the selected date to the end of the selected period. See also: Active Agreements Summary report, *Oracle Daily Business Intelligence User Guide*.
    - **Outstanding Value:** (Value of Active Agreements Expiring this Period) – (Value of the Fulfilled Portion of the Same Agreements, up to and including the as-of date)

      Difference of the total minimum agreement value and the total fulfilled value referencing the active agreements that are expiring from the selected date to the end of the selected period. Negative values are rounded up to 0. See also: Total Performance Against Agreements report, *Oracle Daily Business Intelligence User Guide*.

Agreement Orders Analysis

- **Agreement Orders:** Value of all sales order lines that reference an agreement fulfilled in the selected period.
- **Non-Agreement Orders:** Value of all sales order lines that do not reference a blanket sales agreement, fulfilled in the selected period.
- **Percent Non-Agreement Orders:** (Non-Agreement Orders / Sum of All Non-Agreement Orders and Agreement Orders) * 100

  Percentage of the value of non-agreement orders compared to the sum of all orders, fulfilled in the selected period. All orders are within the same period, up to and including the as-of date.

See also: Agreement Orders Analysis report, *Oracle Daily Business Intelligence User Guide*.

Securing Data

All DBI for Supply Chain dashboards except Product Revenue Bookings and Backlog, Transportation Management, and Sales Agreement Management are secured by the Organization Access window in Oracle Inventory. Using the Organization Access window, you need to set up the list of inventory organizations to be accessed by users assigned the Supply Chain Manager, Daily Supply Chain Intelligence, and other responsibilities (except the Daily Sales Responsibility). When viewing the reports, users with these responsibilities can see the organizations associated with the responsibility. (For more information, see the *Oracle Inventory User's Guide*.) The Transportation Management dashboard is not secured.

In Oracle Daily Business Intelligence, access to Oracle Process Manufacturing inventory organizations is controlled by Inventory Organization security, set up using the

Organization Access form in Oracle Inventory. For more information, see the *Oracle Inventory User's Guide.*

Implementation Considerations

Consider the following prior to implementing DBI for Supply Chain:

Implementation Considerations for Customer Fulfillment Management and Shipping Management

All reports on the Customer Fulfillment Management and Shipping Management dashboards that use the promise date from the sales order assume that your company is using the promise date consistently with the request date, as intended by Oracle Order Management. The request date can be one of the following types: Ship Date, Arrival Date. Ship Date indicates the requested shipment date; Arrival Date indicates the requested arrival date. In Oracle Order Management, it is assumed you are using the promise date consistently with the request date type. For example, if the request date indicates the date that the shipment was requested to ship, then the promise date should be a shipment date, too.

Implementation Consideration for Inventory Management

In this release, the Oracle Discrete Manufacturing and Oracle Process Manufacturing (OPM) organizational structures have converged.

Implementation Considerations for Manufacturing Management

Baseline Plan for Production

On the Manufacturing Management dashboard, the Production to Plan reports compare production values with planned values. To display planned figures, you must set up a baseline plan for comparison. (See Set Baseline Plan, *Oracle Daily Business Intelligence Implementation Guide*.) The baseline plan is pulled from Oracle Advanced Supply Chain Planning. The Manufacturing Management dashboard assumes there is only one enterprise resource planning (ERP) instance per Oracle Advanced Supply Chain Planning instance. Oracle Advanced Supply Chain Planning can be in a separate instance from the ERP system, or in the same instance.

Open Batches

DBI for Supply Chain will not continue to report open batches from old OPM organizations. Users must either close or cancel open batches before installing this release of DBI for Supply Chain.

Implementation Consideration for Product Cost Management

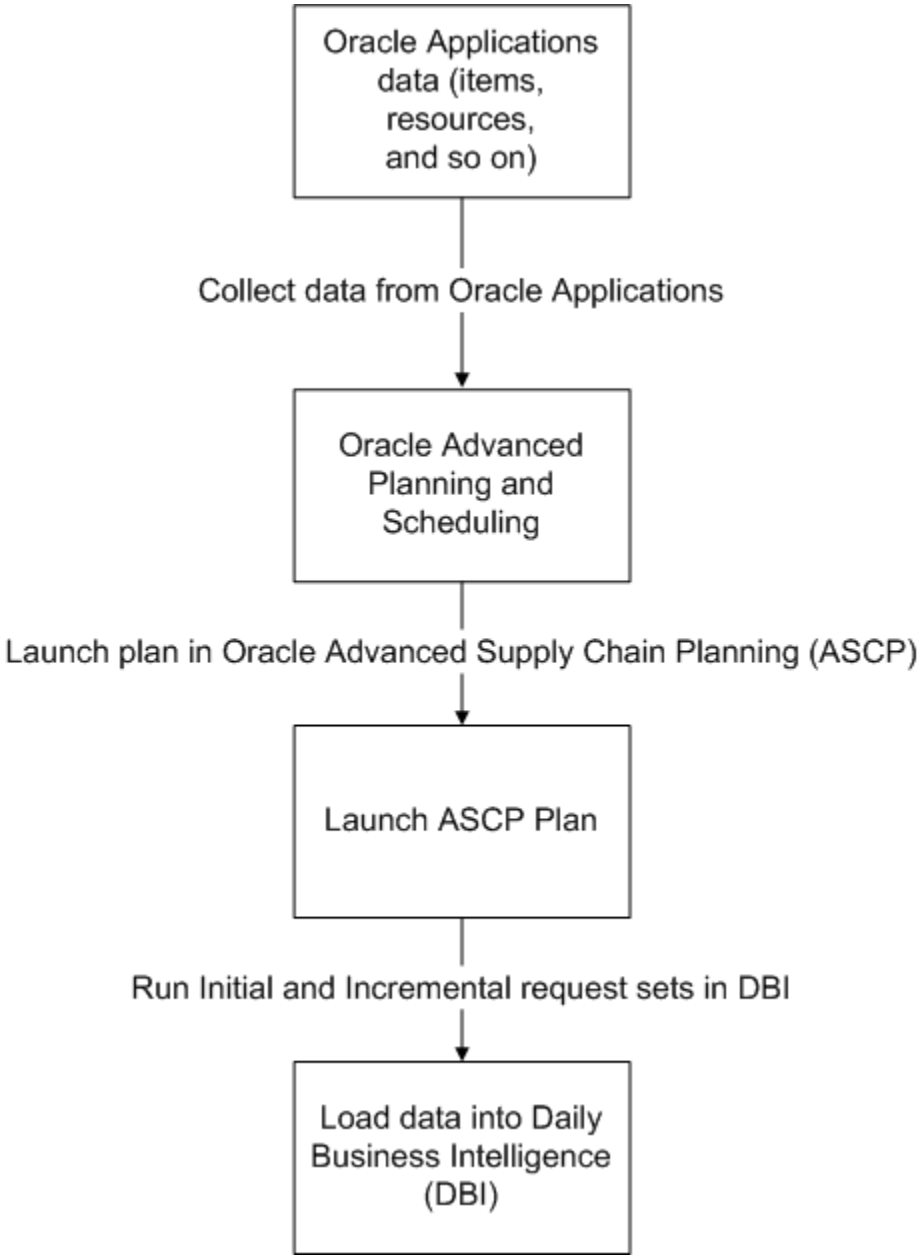
DBI will not report open batches from OPM organizations from previous releases. See Implementation Considerations for Manufacturing Management, page 21-48.

Implementation Considerations for Plan Management

The most important implementation consideration for the Plan Management dashboard is performance due to data volume. You must consider the number of plan snapshots taken and the frequency of snapshot collection. See Set Plan Collection Schedule, page 21-67 for a complete discussion.

The Plan Management dashboard displays data from Oracle Advanced Supply Chain Planning, which can be in the same instance as the enterprise resource planning (ERP) system, or in a different one. If multiple planning instances of Oracle Advanced Supply Chain Planning are set up to collect from the same source ERP instance, then you must identify only one planning instance to release its planned orders to the ERP instance. To identify the planning instance, use the Allow Release check box on the Application Instances form in Oracle Advanced Supply Chain Planning. In addition, for Oracle Daily Business Intelligence, the planning instance must be set up to collect from only one ERP instance.

Flow of Planning Data from ERP to Oracle Daily Business Intelligence



When collecting plans from Oracle Advanced Supply Chain Planning, you can collect plans of the type Manufacturing, Production, or Distribution. (See Set Plan Collection Schedule, page 21-67.)

Unlike most other Oracle Daily Business Intelligence reports, the Plan Management dashboard is future looking, and plans are not always at the day level. (They can be planned at the day, week, or month level in Oracle Advanced Supply Chain Planning.) The Plan Management dashboard uses the month as the lowest level. It rolls day and

week planning periods up to the month level, based on the Oracle Daily Business Intelligence enterprise calendar.

Like Oracle Advanced Supply Chain Planning, the Plan Management dashboard does not require items and transactions to be costed. The Plan Management dashboard assumes items and transactions are costed because it obtains some values from the associated costs. If items and transactions are not costed, then the value is not included in the reports.

Setup Checklists

The following table provides a list of the steps required to implement the DBI for Supply Chain dashboards.

If you have already completed a setup listed in this checklist, either as part of the setting up the transactional application or as part of setting up another dashboard, then you do not need to repeat the setup.

Unless otherwise noted, you can perform setups concurrently.

Set Up Customer Fulfillment Management, Shipping Management, Product Revenue Bookings and Backlog, and Sales Agreement Management Dashboards

The following table provides a list of the steps required to implement the Customer Fulfillment Management, Shipping Management, Product Revenue Bookings and Backlog, and Sales Agreement Management dashboards and reports.

Step	Application/Responsibility
Review Hardware and Software Requirements, page 21-56	Not Applicable
Set Up Daily Business Intelligence Framework, page 21-61	Daily Business Intelligence Administrator (responsibility)
Set Up Inventory Organization Security, page 21-63	Oracle Inventory (application)
Synchronize Enterprise Calendar, page 21-63	Daily Business Intelligence Administrator, Oracle General Ledger Super User (responsibilities)
Modify Schedule Ship Dates, page 21-60	Order Management Super User (responsibility)

Set Up Firmed Date Defaulting Rule, page 21-61	Order Management Super User (responsibility)
Set Up Financial Category Dimension, page 21-63	Daily Business Intelligence Administrator (responsibility)
Synchronize Financial Data, page 21-64 Product Revenue Bookings and Backlog only.	Order Management Super User, Receivables (responsibility)
Map Financial Accounts, page 21-64	Oracle General Ledger (application)
Set Up Item Dimension, page 21-65	Item Manager (application)
Consider Access to HR and Expense Management Dashboards, page 21-66	Multiple responsibilities
Set the OM: DBI Installation Profile Option, page 21-71	System Administrator (responsibility)
Post-Setup Steps, page 21-81	
Update Sales Group Hierarchy, page 2-66	CRM Administrator (responsibility)

Set Up Inventory Management and Warehouse Management Dashboards

The following table provides a list of the steps required to implement the Inventory Management and Warehouse Management dashboards and reports.

Step	**Application/Responsibility**
Review Hardware and Software Requirements, page 21-56	Not Applicable
Set Up Daily Business Intelligence Framework, page 21-61	Daily Business Intelligence Administrator (responsibility)
Set Up Inventory Organization Security, page 21-63	Oracle Inventory (application)

Synchronize Enterprise Calendar, page 21-63	Daily Business Intelligence Administrator, Oracle General Ledger Super User (responsibilities)
Set Up Item Dimension, page 21-65	Item Manager (application)
Associate Item with Inventory Category Set, Product Category Set, page 21-58	Item Manager (application)
Ensure Complete Subledger Postings, page 21-65	OPM Financial (application)
Consider Access to HR and Expense Management Dashboards, page 21-66	Multiple responsibilities
Set Reporting Units of Measure (Optional), page 21-79	Daily Business Intelligence Administrator (responsibility)
Post-Setup Steps, page 21-81	

Set Up Manufacturing Management and Product Cost Management Dashboards

The following table provides a list of the steps required to implement the Manufacturing Management and Product Cost Management dashboards and reports.

Step	**Application/Responsibility**
Review Hardware and Software Requirements, page 21-56	Not applicable
Set Up Daily Business Intelligence Framework, page 21-61	Daily Business Intelligence Administrator (responsibility)
Set Up Inventory Organization Security, page 21-63	Oracle Inventory (application)
Synchronize Enterprise Calendar, page 21-63	Daily Business Intelligence Administrator, Oracle General Ledger Super User (responsibilities)
Set Up Firmed Date Defaulting Rule, page 21-61	Order Management Super User (responsibility)

Set Up Item Dimension, page 21-65	Item Manager (application)
Associate Item with Inventory Category Set, Product Category Set, page 21-58	Item Manager (application)
Set Up Resource Groups, page 21-57	Oracle Engineering (application)
Identify Time-Based Resources, page 21-65	System Administrator (responsibility)
Ensure Complete Subledger Postings, page 21-65	OPM Financial (application)
Consider Access to HR and Expense Management Dashboards, page 21-66	Multiple responsibilities
Set the OM: DBI Installation Profile Option, page 21-71	System Administrator (responsibility)
Set the Unit of Measure Representing Hours, page 21-72	System Administrator (responsibility)
Set Baseline Plan, page 21-72	Daily Business Intelligence Administrator (responsibility)
Post-Setup Steps, page 21-81	

Set Up Plan Management Dashboard

The following table provides a list of the steps required to implement the Plan Management dashboard and reports.

Step	**Application/Responsibility**
Review Hardware and Software Requirements, page 21-56	Not Applicable
Set Up Daily Business Intelligence Framework, page 21-61	Daily Business Intelligence Administrator (responsibility)
Set Up Inventory Organization Security, page 21-63	Oracle Inventory (application)

Synchronize Enterprise Calendar, page 21-63	Daily Business Intelligence Administrator, Oracle General Ledger Super User (responsibilities)
Set Up Item Dimension, page 21-65	Item Manager (application)
Enable Pegging in Advanced Supply Chain Planning, page 21-65	Advanced Supply Chain Planner (responsibility)
Consider Access to HR and Expense Management Dashboards, page 21-66	Multiple responsibilities
Set Up the Planning Instance, page 21-67	System Administrator (responsibility)
Set Plan Collection Schedule, page 21-67	Daily Business Intelligence Administrator (responsibility)
Post-Setup Steps, page 21-81	

Set Up Transportation Management Dashboard

The following table provides a list of the steps required to implement the Transportation Management dashboard and reports.

Step	**Application/Responsibility**
Review Hardware and Software Requirements, page 21-56	Not applicable
Set Up Daily Business Intelligence Framework, page 21-61	Daily Business Intelligence Administrator (responsibility)
Set Up Inventory Organization Security, page 21-63	System Administrator (responsibility)
Synchronize Enterprise Calendar, page 21-63	Daily Business Intelligence Administrator, Oracle General Ledger Super User (responsibilities)
Set Up Item Dimension, page 21-65	Item Manager (application)

Consider Access to HR and Expense Management Dashboards, page 21-66	Multiple responsibilities
Set the OM: DBI Installation Profile Option, page 21-71	System Administrator (responsibility)
Set the ISC: Shipping/Transportation Execution Profile Option, page 21-71	System Administrator (responsibility)
Set the FTE: Carrier On-Time Arrival Window Profile Option, page 21-72	System Administrator (responsibility)
Set Reporting Units of Measure (Optional), page 21-79	Daily Business Intelligence Administrator (responsibility)
Post-Setup Steps (in this chapter)	

Review Hardware and Software Requirements

All hardware and software prerequisites are detailed in Verify Hardware and Software Prerequisites, page 2-27.

Applications Required for DBI for Supply Chain

Dashboard	Mandatory	Optional
Customer Fulfillment Management	Oracle Order Management	
Shipping Management	Oracle Order Management	
Inventory Management	Oracle Inventory and Oracle Cost Management; or Oracle Process Manufacturing	Oracle Work in Process
Manufacturing Management	Oracle Inventory, Oracle Bills of Material, Oracle Engineering, Oracle Cost Management and Oracle Work in Process; or Oracle Process Manufacturing	Oracle Advanced Supply Chain Planning

Dashboard	Mandatory	Optional
Product Cost Management	Oracle Cost Management or Oracle Process Manufacturing	Oracle Order Management, Oracle Inventory, Oracle Bills of Material, Oracle Engineering, Oracle Work in Process
Plan Management	Oracle Advanced Supply Chain Planning	
Product Revenue Bookings and Backlog	Oracle General Ledger, Oracle Receivables, Oracle Order Management	
Warehouse Management	Oracle Warehouse Management, Oracle Inventory, Oracle Order Management, Oracle Purchasing	
Transportation Management	Oracle Order Management, Oracle Transportation Execution, Oracle Payables	
Sales Agreement Management	Oracle Order Management	

Note: If you use Oracle Process Manufacturing (OPM), the following OPM modules are assumed: Oracle Process Manufacturing Cost Management, Oracle Process Manufacturing Process Execution, and Oracle Process Manufacturing Product Development (used by Inventory Management, Manufacturing Management, and Product Cost Management).

Set Up Resource Groups

The resource-related reports on the Manufacturing Management dashboard display the resources by *resource group* (defined across organizations) or by *department* (defined within an organization). Resource groups and departments are defined in Oracle Bills of Material. Resource departments are mandatory in Oracle Applications; resource groups are optional. If you have not set up resource groups, then the resource-related reports list all resources under a single unassigned resource group. When you select the

Unassigned resource group, the report displays each resource, and you can view the resources by department.

Oracle Process Manufacturing resource categories are displayed as Resource Groups in Oracle Daily Business Intelligence. Resource Category is an attribute that is set up within the Plant Resource window. Refer to the *Oracle Process Manufacturing Capacity Planning User's Guide* for details on the resource category assignment.

Oracle Process Manufacturing resource classes are displayed as departments in Oracle Daily Business Intelligence. Resource Class is an optional attribute of the resource. If the resource class is not specified, the DBI for Supply Chain reports place the resource in an unassigned department.

In Oracle Daily Business Intelligence, use resource groups to group resources of similar capabilities and resources that are managed together should be grouped using resource classes.

Associate Item with Inventory Category Set, Product Category Set

The Inventory Category set and Product Category set represent two hierarchies of the same item dimension. All items in DBI for Supply Chain are inventory items in Oracle Inventory. These items belong to the Inventory Category set, Product Category set, or both. That is, DBI for Supply Chain displays data by item, then rolls up the item-level data to the inventory category or to the product category. The category hierarchies are independent of each other.

Product categories classify products that are sold. It is necessary to ensure all items that are sold are associated with the Product Category set; otherwise, they appear in the Unassigned category in the reports.

The following table shows which category hierarchy the dashboards and reports use for the items.

> **Note:** The Product Revenue Bookings and Backlog reports and the Product Gross Margin reports display items that are defined in the Master Item window in Oracle Inventory. All other reports in DBI for Supply Chain display the items that are defined in the Organization Item window.

Hierarchy Used by Dashboard or Report

Dashboard or Reports	Hierarchy Used
Customer Fulfillment Management dashboard	Product Category

Dashboard or Reports	Hierarchy Used
Shipping Management dashboard	Inventory Category
Inventory Management dashboard	Inventory Category
Manufacturing Management dashboard	Inventory Category
Product Cost Management dashboard	Product Category for the Margin reports and Inventory Category for the Manufacturing reports
Plan Management dashboard (Planned Revenue and Margin reports)	Product Category
Plan Management dashboard (all reports except Planned Revenue and Margin)	Inventory Category
Product Revenue Bookings and Backlog dashboard	Product Category
Warehouse Management dashboard	Inventory Category
Transportation Management dashboard (Freight Cost Recovery Rate and Freight Cost Recovery Rate Trend reports)	Product Category
Sales Agreement Management	Product Category

To obtain the planned values on the Manufacturing Management dashboard, the reports use the plans you select from Oracle Advanced Supply Chain Planning. Even if the plan uses product families, the Manufacturing Management reports display the data by item and inventory category. (The Plan Management dashboard also displays items by inventory category, except the Planned Revenue and Margin report.)

For more information on the Item dimension, see Item Dimension Reporting, page 6-1.

> **Note:** All dashboards and reports that are based on order lines (such as the Customer Fulfillment Management, Shipping Management, Product Cost Management, Product Revenue Bookings and Backlog dashboards and associated reports) report on activities related to the sale of products, but not services. For example, if a sales order is created for a television, which includes a service plan on an associated line, only the line item for the television is included in the report

calculations. All order lines in Oracle Order Management have an item type code. (The item type code is stored in the database; it is not visible on the sales order). Oracle Order Management determines the item type code of a line based on how the item is set up in the item master. If the item Contract Item Type attribute is of type Service or Warranty, then Oracle Order Management assigns an item type code of SERVICE on the order line. DBI for Supply Chain excludes all order lines with an item type code of SERVICE.

The Sales Agreement Management dashboard and reports are an exception to this rule. The dashboard and reports include service items, which are fulfilled when all line items of the corresponding sales order are fulfilled and closed.

Modify Schedule Ship Dates

It is possible for a shipment to be scheduled for a future date beyond the currently opened periods set up in the Time dimension, but it causes an error when running the Load Order Management Base Summary request.

Earlier versions of Oracle Order Management required a schedule ship date in order to book the order. The problematic future dates could be artificial dates that the user selected to book the order, with the intention of changing the ship date when the actual ship date was known.

In order to run the initial load successfully, first check the orders in Oracle Order Management. Fix the dates by using one of these methods:

- Remove the dates that are out of range and use deferred scheduling.
- Update the dates so that they are within range.
- Open the periods in the calendar to cover the dates that are out of range and reload the Time dimension.
- Use the profile option ISC: DBI Load Check for Schedule Ship Date to ensure that the initial or incremental load does not fail.

The ISC: DBI Load Check for Schedule Ship Date profile option is introduced in with this release. You can set this profile option so that the loads do not fail if the dates are outside the open periods in the Time dimension. The profile option details are as follows:

- **Profile Name:** ISC: DBI Load Check for Schedule Ship Date
- **Description:** If Schedule Ship Date is not available in the Time dimension, then the load throws an error or completes with a warning based on the profile value

selected.

- **Profile Value:**
  - Error : Load aborts with error
  - Warning : Load completes with warning
- **Default Value:** None

Set Up Firmed Date Defaulting Rule

In conjunction with Oracle Order Management, DBI for Supply Chain supports off-line sales processes, meaning that an order becomes firm before entry into the Oracle Order Management system. The firmed date is intended to capture the actual date of the agreed terms and conditions that create a binding agreement between buyer and seller; this date is usually before the order is entered into the system and always before the order is actually booked in Oracle Order Management. The firmed date exists as a column in the database only. It is not visible to users. By default, the firmed date is not populated.

Many of the metrics in the Customer Fulfillment Management, Shipping Management, Product Cost Management, and Product Revenue Bookings and Backlog dashboards derive data using the firmed date and, if set up, the actual fulfillment date. In order to capture the firmed date in addition to the booked date you must set up a defaulting rule in Oracle Order Management. This defaulting rule should specify that the firmed date should default to the order date. If the firmed date is populated, all Oracle Daily Business Intelligence metrics and reports based the bookings date will use it in place of the booked date. Otherwise, Oracle Daily Business Intelligence continues to use the booked date. If the firmed date value is null, then the firmed date is defaulted to the order date based on a defaulting rule that must be set up during implementation. In order for DBI to consider an order/return line booked, it must have a booked date; however, the date that DBI considers the order/return to have been booked on is the firmed date. In other words, an order/return line is not included in any booked calculations if it only has a firmed date—it must also have a booked date. Oracle Daily Business Intelligence uses the booked date, if the firmed date is null.

Set Up Oracle Daily Business Intelligence Framework

See "Set Up Daily Business Intelligence Framework" in Chapter 2 for a list of tasks and how to accomplish them. In particular, make sure you do the following:

- Set up global parameters.
  - Currencies: Except for the Plan Management dashboard, the reports display data in either the functional currency associated with the selected operating

unit or organization, or in the primary or secondary currency that was set up when implementing Oracle Daily Business Intelligence. To display data in the functional currency, Oracle Daily Business Intelligence converts amounts from the transactional currency to the functional currency. To display data in the primary currency, Oracle Daily Business Intelligence converts amounts from the functional currency to the primary currency, not from the transactional currency to the primary currency. Oracle Daily Business Intelligence uses a three-step process to convert amounts to the primary currency. It converts from the transactional currency to the functional currency to the primary currency. To convert from the functional currency to the secondary currency, a secondary rate type is used. See Set Up Global Parameters, page 2-30 for more information on the secondary currency.

The Plan Management dashboard offers one currency in the Currency parameter—the planning currency used by Oracle Advanced Supply Chain Planning. This is the currency selected in the Application Instances setup window in Oracle Advanced Supply Chain Planning.

For a complete description of currencies and how they affect data, see the *Oracle Daily Business Intelligence User Guide*. For implementation considerations, see the description of currency exchange rates in DBI for Service Contracts, page 20-1.

- Global Start Date: Most DBI for Supply Chain reports use the global start date that is established during the basic Oracle Daily Business Intelligence setup. In these reports, data does not appear for events that occurred before the global start date.

  The Customer Fulfillment Management, Shipping Management, and Manufacturing Management dashboards consider events that began before the global start date. For example, reports can show Backlog and Past Due values/lines from orders that are booked prior to the global start date.

  See Set Up Global Parameters, page 2-30 for more information on the global start date.

- Enable all the dashboards you plan to use. For instructions, see Enable Dashboards and Reports, page 2-37.

- Set up custom buckets (optional). You can create custom buckets from the existing bucket sets available for the Shipping Management dashboard and reports. For instructions, see Customize Buckets, page 2-41.

The following table lists the bucket set names:

Bucket Set Name	Type	Report Names

Shipping Management - Book to Ship Aging	Aging	Shipping Management dashboard, Book to Ship Aging report
Shipping Management - Past Due Schedule Line Aging	Aging	Shipping Management dashboard, Past Due Schedule Line Aging report

Set Up Inventory Organization Security

Perform this step for all DBI for Supply Chain dashboards.

> **Note:** The Transportation Management dashboard and reports use an unsecured version of the Organization dimension.

For instructions on using the Organization Access window to secure access to inventory organizations for use by the DBI for Supply Chain dashboards, see Defining Organization Access, *Oracle Inventory User's Guide*.

Synchronize Enterprise Calendar

To ensure that dates display properly in DBI, verify that the enterprise calendar used in DBI matches the enterprise calendar used in Oracle General Ledger.

To check the DBI calendar, log in as the Daily Business Intelligence Administrator, then select Parameters under Setup : Global. Check the entry in the Enterprise Calendar field.

To check the Oracle General Ledger calendar, log in to Oracle Applications using the General Ledger Super User responsibility. Query for the same calendar being used in DBI by selecting Set up and then Financials. Then select Calendars.

The display name and the actual range of days should be the same. For instance, display name for the period 01-Aug-2004 to 31-Aug-2004 should be Aug-04 and not Aug-05 or any other month.

Set Up Financial Category Dimension

> **Note:** This step is required only if you plan to implement the Product Revenue Bookings and Backlog dashboard.

Product Revenue Bookings and Backlog relies on revenue collections performed by Oracle Daily Business Intelligence (DBI) for Financials programs for both revenue and deferred revenue.

To ensure that this dashboard is implemented successfully, follow the setup steps described in the DBI for Financials chapter to set up the Financial Category dimension and associate natural account values with their appropriate financial category types.

Synchronize Financial Data

Note: This step is required only if you plan to implement the Product Revenue Bookings and Backlog dashboard.

The Product Revenue Bookings and Backlog dashboard provides insight into revenue transactions as they flow from Oracle Order Management to Oracle Receivables to Oracle General Ledger. In order to ensure that all data is properly synchronized between these three application modules to enable accurate reporting, you must run a series of background processes prior to running the Daily Business Intelligence collection. Immediately prior to each time the Daily Business Intelligence collection is run, you must run all of the following processes as a single job flow without delay between steps:

- Fulfillment
- Accounts Receivable interface
- Invoice
- Revenue recognition
- Posting to General Ledger

Any of these processes can run at any other point in the day as well, as long as they are run in sequence immediately prior to running the collection for Daily Business Intelligence.

Map Financial Accounts

In Oracle General Ledger, you must define which accounts will be revenue. This is necessary for the Product Revenue Bookings and Backlog dashboard, because it reports on revenue.

For information on defining accounts, see the *Oracle General Ledger User's Guide*.

Note: This is a prerequisite for the Product Revenue Bookings and Backlog dashboard only.

Set Up Item Dimension

Perform this step for all DBI for Supply Chain dashboards. For instructions, see Item Dimension Reporting, page 6-1.

See also Implementation Considerations, page 21-48 for information on how the reports use the item category hierarchy and product category hierarchy in the Item dimension.

Enable Pegging in Advanced Supply Chain Planning

Potential Revenue Shortfall reports on how the Plan Management dashboard leverages the full pegging capabilities of Oracle Advanced Supply Chain Planning. In order to use Revenue Shortfall reports for unconstrained plans, ensure that pegging is enabled for all the unconstrained plans and all items used in the plans.

See the *Oracle Advanced Planning Implementation and User's Guide* for additional information on pegging.

Identify Time-Based Resources

Manufacturing Management and Product Cost Management reports that use the Resource dimension are restricted to time-based resources. Time-based resources are identified by a profile setup that identifies unit of measure representing hours. The profile value that identifies the hours unit of measure is BOM: Hour UOM for Oracle Discrete Manufacturing applications, and GMP:UOM for Hours for Oracle Process Manufacturing.

Ensure Complete Subledger Postings

On-hand, intransit, and work in process (WIP) values are retrieved from the Oracle Process Manufacturing subsidiary ledger. Oracle Daily Business Intelligence sources all transactions that have been posted to the final ledger. Because the Subsidiary Ledger Update is typically not run on a daily basis, there could be transactions that have not yet been posted to the final ledger. Oracle Daily Business Intelligence uses the Test Subsidiary Ledger to source additional transactions that are not present in the final ledger. Therefore, you should run the Test Subsidiary Ledger Update daily, in order to display the data on a more timely basis.

Ensure that the Oracle Daily Business Intelligence measures from the subledger postings are complete by submitting the Subsidiary Ledger Update or Test Subsidiary Ledger Update process for all Oracle Process Manufacturing companies, for a date range from the start date of the current period up to the current date, and for all source transaction types.

Subledger postings depend on item cost availability. Because the Test Subsidiary Ledger Update process can now be run more frequently, more frequent maintenance of

item costs might be required. If the item cost is not available, then the system logs errors to the subledger log file. Oracle Daily Business Intelligence does not inform you of the missing costs. To prevent items with missing costs from being reported, do not select the option Post Transactions When No Item Cost when running the Subsidiary Ledger Update processes.

Oracle Process Manufacturing enables you to purge subledger data for different date ranges for different companies. If data is purged for only one company for a given date, then the value summed across organizations would be incorrect for a period for which data is not available for all organizations. To resolve this issue, purge data for all Oracle Process Manufacturing companies up to the same date.

The Oracle Process Manufacturing subledger is a source for the following reports. That is, these reports depend on the Subsidiary Ledger Update processes having been run; they use the latest information that was obtained from these processes:

- Inventory Value (On-hand, Intransit, and WIP) on the Inventory Management dashboard
- Inventory Turns (because of its dependency on Inventory On-hand Value and COGS) on the Inventory Management dashboard
- Product Gross Margin (because of its dependency on COGS) on the Product Cost Management dashboard
- Material Usage Variance on the Manufacturing Management dashboard
- Manufacturing Cost Variance on the Manufacturing Management dashboard
- Current Unrecognized Variance on the Manufacturing Management dashboard
- Actual Production Value on the Manufacturing Management dashboard

The resource-related reports on the Manufacturing Management dashboard display the resources by *resource group* (defined across organizations) or by *department* (defined within an organization). Oracle Process Manufacturing calls these *resource categories* and *resource classes*, respectively.

Consider Access to HR and Expense Management Dashboards

Consider this step for the Supply Chain Manager responsibility. In the Supply Chain Manager responsibility, all of the DBI for Supply Chain dashboards contain links to the following dashboards:

- HR Management
- Expense Management

DBI for Supply Chain does not have to implement these dashboards; however, because

the Supply Chain Manager responsibility includes links to the HR Management and Expense Management dashboards, note that the HR Management and Expense Management dashboards display data only to users who are managers in the management hierarchy.

For information on activating the HR Management and Expense Management dashboards, see Daily Business Intelligence for Human Resources, *Oracle Daily Business Intelligence Implementation Guide* and Implementing Daily Business Intelligence for Financials, *Oracle Daily Business Intelligence Implementation Guide*.

If you do not want links to the dashboards to be accessible to users, assign them the Daily Supply Chain Intelligence responsibility. This responsibility does not display links to the HR Management and Expense Management dashboards.

See Responsibilities, page 21-25.

Set Up the Planning Instance

If you plan to use the Plan Management dashboard and reports, you must identify the planning instance you want to use for DBI data. Oracle Advanced Supply Chain Planning supports multiple planning instances, but DBI supports only one planning instance per ERP (DBI) instance. To identify the planning instance, you must set the ISC: DBI Planning Instance profile option.

Set Plan Collection Schedule

If you use the Plan Management dashboard in Oracle Daily Business Intelligence, use the DBI Plan Snapshot Schedule setup as described below. The DBI Plan Snapshot Schedule setup enables you to specify which plans in Oracle Advanced Supply Chain Planning to view on the Plan Management dashboard.

For example, you have the following plans in Oracle Advanced Supply Chain Planning:

- Plan X (run weekly)
    - Run in Oracle Advanced Supply Chain Planning on August 10, 2005
    - Run in Oracle Advanced Supply Chain Planning on August 17, 2005
- Plan Y (run monthly)
    - Run in Oracle Advanced Supply Chain Planning on September 1, 2005

To include these plans on the Plan Management dashboard, you must take snapshots of them. You can schedule the snapshots as frequently as you like. The frequency depends on data volume in each plan and the number of plans you want to collect.

In this example, you take weekly snapshots of Plan X and one snapshot of Plan Y. On the Plan Management dashboard, your snapshots are available to choose from in the

Plan and Compare Plan parameters as follows:

- Plan X-10-AUG-2005
- Plan X-17-AUG-2005
- Plan Y-1-SEPT-2005

If you did not take weekly snapshots of Plan X, then your snapshots might only be:

- Plan X-10-AUG-2005
- Plan Y-1-SEPT-2005

Supply chain managers use the plan snapshots to compare plans on the Plan Management dashboard.

Before you can perform the Oracle Daily Business Intelligence Plan Snapshot Schedule setup, you must have run plans in Oracle Advanced Supply Chain Planning.

To avoid performance issues, choose the number and frequency of plan snapshots carefully. The volume of data in the Plan Management reports depends on the volume of data associated with the plans. The impact on performance depends on the number of snapshots and the volume of data in each snapshot, the hardware being used for the Oracle Daily Business Intelligence implementation, and other performance factors related to your Oracle Advanced Planning System implementation.

Therefore, before setting up the plan collection, Oracle recommends that you run a plan in Oracle Advanced Supply Chain Planning and analyze the data. Choose a plan with data volume that is typical of the plans that you will choose to display in the reports. Analyze the data to understand the volume of data (number of database rows) the plan snapshots are likely to collect. Excessive snapshots can cause the Oracle Daily Business Intelligence request sets and reports to run slowly. Broadly speaking, tens of millions of rows may cause performance issues, but it depends on the hardware used in your implementation.

The plan snapshot collection also enables you to purge old or unwanted snapshots to keep the performance in check.

> **Note:** If possible, work with a senior planner to select the appropriate plans. Ideally, you should schedule each snapshot after the plan run is complete. For example, if a particular plan is run weekly, every Sunday, you might choose to collect the plan weekly, with an offset of 3 days. The frequency of the snapshots depends on the data volume and database performance, and should be analyzed by a senior planner, operations manager, and system administrator.

> **Note:** Oracle recommends that you do not run an initial or incremental

load unless you have a plan in the snapshot schedule. Running a load without a plan causes the Plan Management dashboard to appear without data, and the Plan parameter on the dashboard will be blank.

Accessing the DBI Plan Collection Schedule Setup

1. Log in to Oracle Applications using the Daily Business Intelligence Administrator responsibility.

2. Select Plan Snapshot Schedule under Setup : Supply Chain Intelligence.

DBI Plan Snapshot Field Descriptions

The snapshot data appears on the Plan Management dashboard after the DBI request set that populates the Plan Management dashboard with the plan snapshots runs.

1. Select Update Snapshot Schedule to create and schedule the snapshots.

   Plan Name: Name of the plan defined in Oracle Advanced Supply Chain Planning. Select the Search icon to select the desired plan. The list of available plans contains all plans that are available in Oracle Advanced Supply Chain Planning now, except Inventory Optimization plans.

   Snapshot Frequency: Frequency of Once, Weekly, Monthly, Quarterly, or Yearly. The snapshot will be taken at that frequency, on the day specified in the Snapshot Offset field. Select Once to take the snapshot once now, plus the number of days you specify in the Snapshot Offset field.

   Snapshot Offset (+/- Days): Day in the period that the snapshot will be taken. An offset of 1 takes the snapshot on the first day of the period. An offset of -1 takes the snapshot on the last day of the period. For example, assume the frequency is Monthly. The month starts on the first day of the month, and the month is April. An offset of 4 takes the snapshot on April 4. An offset of -4 takes the snapshot on April 27.

   The system lets you enter the following offsets:

   - For Once, enter any positive number. The snapshot is taken that many days after today.
   - For Weekly, enter a positive number between 1 and 7.
   - For Monthly, enter a number between 1 and 20 or between -1 and -20.
   - For Quarterly, enter a number between 1 and 60 or between -1 and -60.
   - For Yearly, enter a number between 1 and 200 or between -1 and -200.

View Organizations: Select the icon to view all inventory organizations associated with the plan. This list shows all organizations that were in the plan when the plan was last run in Oracle Advanced Supply Chain Planning.

Delete: Select the icon to delete the row. Snapshots will no longer be taken for that plan, unless you define another snapshot for it.

2. Select Manage Snapshots to purge snapshots you no longer need.

   Purging unwanted snapshots optimizes the performance of the Plan Management reports. It purges the data from Oracle Daily Business Intelligence.

   Snapshot Name: Name of the plan appended with the Run Date.

   Run Date: The last time the plan was run in Oracle Advanced Supply Chain Planning.

   The Snapshot Name and Run Date appear on the Plan Management dashboard when selecting plans to view—for example, Plan X-10-AUG-2003.

   Snapshot Date: The date the snapshot was taken. The snapshot is taken when the request set that populates the Plan Management dashboard with the plan snapshots runs. (When the request set is run daily, the snapshot occurs on the same day it is scheduled to occur.)

   Each time the request set is run, it checks the snapshot schedule to see if any snapshots should be taken. If a plan snapshot is scheduled to be taken and the Run Date of the plan is different from the last time it was taken, then a snapshot is created.

   Owning Organization: Organization that owns the plan in Oracle Advanced Supply Chain Planning.

   Pending Deletion: The snapshots are not actually purged until the next time the request set is run that populates the Plan Management dashboard with the plan snapshots. This status lets you know whether the snapshot you have purged is pending processing.

   If you are searching for plan snapshots to purge, enter the first part of the name. For example, entering *prod* searches for any plan name that begins with *prod*. The search is not case sensitive.

Additional Information

DBI for Supply Chain keeps only one plan snapshot per day for the same plan. For example, the Run Date of a plan is January 10, 2003. The snapshot is taken of the plan on that day. Later that day, you rerun the plan in Oracle Advanced Supply Chain Planning. The new plan overwrites the earlier snapshot that day when the request set that populates the Plan Management dashboard with the plan snapshots runs.

Set the OM: DBI Installation Profile Option

DBI supports deletions in Oracle Order Management. The OM: DBI Installation profile option records order line modifications and deletions, and reflects them accordingly. The next time an incremental load is performed, the reports show those changes are reflected in the reports. For example, a sales order contains two lines of 20 items each. Both lines are in backlog, for a total backlog quantity of 40. Later, a user deletes one line. Backlog now shows 20 items.

See Set Up Firmed Date Defaulting Rule, page 21-61 for more information on firmed date.

When the OM: DBI Installation profile option is set to Y, Oracle Order Management records modified and deleted lines into a log table. The Oracle Daily Business Intelligence request sets for the Customer Fulfillment Management, Shipping Management, Product Cost Management, Transportation Management, and Product Revenue Bookings and Backlog dashboards then pick up the changed records from the log table. If this profile option is set to N, incremental collection of the data does not occur properly. (The profile option provides the N option so that people using only Oracle Order Management do not continuously log modified or deleted lines. The profile option is used only by Oracle Daily Business Intelligence. The request set in Oracle Daily Business Intelligence purges the log table after every collection from it.)

The system administrator can update this profile option at the site level. Incremental collection should happen at the site level. The user cannot update this profile option. The default value of this profile option is N.

To set the OM: DBI Installation profile option:

1. Using the System Administrator responsibility, select System under Profile.
2. Find the OM: DBI Installation profile option and set it to Y at the site level.

For more information on setting profile options, see the online Help in the System Profile Values window or refer to the *Oracle Applications System Administrator's Guide*.

Set the ISC: Shipping/Transportation Execution Profile Option for Transportation Management

If you are implementing the Transportation Management dashboard and reports, then you must set the ISC: Shipping/Transportation Execution DBI Installation profile option to Yes. This profile option tracks changes to certain values, such as status and quantity, on certain transactions within Shipping Execution and Transportation Execution. Shipping Execution and Transportation Execution log the changes only when the profile option is set to Yes. The request set in Oracle Daily Business Intelligence purges the log table after every collection from it. Failure to enable this profile option results in errors during initial and incremental loads.

To set this profile option, log in to Oracle Applications using the System Administrator responsibility. Search for the ISC: Shipping/Transportation Execution DBI Installation profile option. Set it to Yes.

Set the FTE: Carrier On-Time Arrival Window Profile Option for Transportation Management

If you are implementing the Transportation Management dashboard and reports, then you must set the FTE: Carrier On-time Arrival Window profile option to define the number of days before and after the planned arrival date that a shipment can be considered on-time.

To set this profile option, log in to Oracle Applications using the System Administrator responsibility. Search for the FTE: Carrier On-time Arrival Window profile option. Set the profile option to any value greater than or equal to 0.

Set the Unit of Measure That Represents Hours

Manufacturing Management and Product Cost Management reports that use the Resource dimension are restricted to time-based resources. Time-based resources are identified by a profile setup that identifies the unit of measure that represents hours. The profile option that identifies the hours unit of measure is BOM: Hour UOM for Oracle Manufacturing applications, and GMP:UOM for Hours for Oracle Process Manufacturing. You can set them using the System Profile Value form, accessed using the System Administrator responsibility.

Set Baseline Plan

The Manufacturing Management reports in Oracle Daily Business Intelligence compare production values with planned values. Therefore, you must set up a baseline plan for comparison. A production plan changes frequently, often daily, to accommodate the changing status of orders and supplies. By capturing the baseline of that plan, you can compare actual production values with a stable snapshot of the initial plan.

You set a baseline by selecting a plan or plans from Oracle Advanced Supply Chain Planning. By setting a baseline, you freeze planning results at that point in time. Production values are then compared to a stable, baseline plan. If needed, you can change the baseline any time.

The basic structure of a baseline is as follows:

- Baseline
    - Plan 1
        - Organization A

    - Organization B

- Plan 2
    - Organization C

The plans in Oracle Advanced Supply Chain Planning already include organizations. Using the baseline setup, you add the desired plans to a baseline.

Note the following about baselines:

- Among the baselines you create, whether one or many, be careful not to include the same organization more than once. Otherwise, the plan figures for that organization will be double-counted.

- The Baseline setup page does not allow you to include the same plan on multiple baselines.

- For each plan, the reports display planned values based on item costs on the day the baseline is collected by Oracle Daily Business Intelligence, and not on the day it was created. For example, if the plan was created three months ago, the item costs on the day of baseline collection (not from three months ago) are used.

    Note: If possible, work with a senior planner to select the appropriate plans.

Accessing the Baseline Setup Page

1. Log in to Oracle Applications using the Daily Business Intelligence Administrator responsibility.

2. Select Baseline Collection Setup under Setup : Supply Chain Intelligence.

Baseline Field Descriptions

The baseline data appears on the Manufacturing Management dashboard after the request set in Oracle Daily Business Intelligence is run that populates the Manufacturing Management dashboard with the baseline data.

1. Select Create Baseline and enter the following information:

    Baseline Name: Your name for the baseline.

    Description: Optional description.

2. Select Include Plans to add plans to the baseline:

Plan Name: Search for and select a plan from Oracle Advanced Supply Chain Planning. The list of available plans includes all plans that are available in Oracle Advanced Supply Chain Planning now, except Inventory Optimization plans and plans included in previously saved baselines. Copied plans are also available. The Manufacturing Management reports do not include Inventory Optimization plans because they are not relevant to a comparison of production to plan.

Owning Organization: The owning organization for the plan appears.

As long as a plan is not already included in another baseline, you can add any plans to the baseline. Create one baseline for each logical grouping of plans. If plans are related to each other in Oracle Advanced Supply Chain Planning and you include the related plans in the baseline, then the reports do not double-count the planned numbers. For example:

- Plan 1 shows planned numbers for bike wheels.
- Plan 2 shows planned numbers for completely assembled bikes.
- Plan 3 shows planned numbers for a different product altogether.

  In this example, Plan 1 is dependent on Plan 2. Therefore, if Plan 1 and Plan 2 are included in the same baseline, then the planned numbers for bike wheels will not be counted twice. You could include Plan 3 in the same baseline, if desired; the reports would include the planned numbers for Plan 3 in the baseline and compare these with actual numbers, if any.

3. Return to the Create Baseline page, and finish entering the following information:

   Baseline Period: Period for which the plan data is to be collected. The *from* date must be equal to or later than the global start date that is set up for Oracle Daily Business Intelligence. (The fields do not allow you to enter a date prior to the global start date.) You must enter a *from* date. A *to* date is optional. If the *to* date is blank, all data after the *from* date is collected.

   > **Note:** If possible, choose a Baseline Period that enables you to compare production to plan values. For example, Oracle Daily Business Intelligence has a global start date of January 1, 1999; therefore, the reports display actual production values from 1999 forward. The baseline plan, however, covers a baseline period from January 1, 2005 forward. In this example, actual production values appear for prior years, from 1999 forward; however, the produced and planned standard values are 0 for 1999-2002, since there was no baseline plan for that period. (The produced standard value shows data only for planned items. The actual production value shows data for all items, even those that were not planned.)

   Next Collection Date: The date (today or later) you want the plan data to be

collected. Typically, this date is a few days before the Baseline Period *from* date.

To understand baseline periods and collection dates, use the following example.

2005	2005	2006	2006	2006
July 1 (Previous Baseline Period *from* date)	December 31 (Previous Baseline Period *to* date)			
December 25 (Next Collection Date)	December 26-31	January 1 to plan start (Current Baseline Period *from* date)	June 30 (Current Baseline Period *to* date)	December 31 to plan end

In this example, you had already created a baseline plan from July 1 - December 31, 2005. You create a new 2006 plan in Oracle Advanced Supply Chain Planning that is approved on December 25, 2005, so you collect the 2006 plan as the baseline on December 25. You also specify a Baseline Period as follows:

- By specifying a Baseline Period *from* date of January 1, you preserve the planned numbers of the previous baseline, all the way through December 31, 2005. That is, if you view report data any time from July 1 through December 31 in 2005, then the previous baseline plan numbers are used. If you view report data any time from January 1 through June 30 in 2006, then the planned numbers of the new baseline are used.

- By specifying a Baseline Period *to* date of June 30, you consider the plan numbers to be realistic through June 30. After that, you want to rerun the plan (in June, for example) and use the new numbers for a baseline period from July 1 through December 31, 2006.

4. Click the Update icon to make changes:
   - Change your baseline description.
   - View the organizations in the baseline plans.
   - Add more plans.
   - Remove plans.
   - View past collections. The **View Past Collections** page displays each date the

selected baseline was collected. This is the date that the request set in Oracle Daily Business Intelligence populated the Manufacturing Management dashboard with the baseline results. See Next Collection Date, page 21-79.

Update a baseline when there is a new or different plan in Oracle Advanced Supply Chain Planning. For example, you create a baseline for the following plans:

- Plan 1, for bike wheels.
- Plan 2, for completely assembled bikes.
- Plan 3, for bike seats.

  Later, your company decides to add baskets to the bikes and creates Plan 4, for baskets. You should update your baseline to add Plan 4. Your updates to a baseline affect future collections only.

  Recollect a baseline (by entering a new Next Collection Date) when a plan is rerun in Oracle Advanced Supply Chain Planning and you want to baseline the new plan.

  You cannot delete a baseline. You can, however, remove some or all plans from a baseline if you wish to use them in another baseline. Existing, or previously created, baselines still appear on the Baseline setup page. They are used in the reports when you view data for a prior period for which the old baseline was used, or they are overwritten by a new baseline you create for that period.

When you search for baselines to edit, enter the first part of the name. For example, entering *prod* searches for any baseline name that begins with *prod*. Entering both a baseline and a plan name searches for baselines that satisfy both criteria. The search is not case sensitive.

Additional Information

The following examples show how baseline collections are affected by running plans in Oracle Advanced Supply Chain Planning (ASCP):

Example 1: Baselining a Single Plan (with One or More Organizations)

In the following example, a baseline plan was created for three periods. The baseline was collected at the beginning of Period 1. Meanwhile, in Oracle Advanced Supply Chain Planning, the plan was run again. This example shows how the baseline plan numbers are preserved:

Plan	Period 1	Period 2	Period 3
Plan at beginning of Period 1	100	100	100
Baseline created at beginning of Period 1	100	100	100
Plan in ASCP after a new run (baseline not updated)	100	150	150

Example 2: Baselining a Subsequent Run of the Same Plan for the Same Period

In the following example, baselining the new run of the plan (for the same period) overwrites the previous baseline. The baseline reflects the new plan.

Plan	Period 1	Period 2	Period 3
Plan at beginning of Period 1	100	100	100
Baseline created at beginning of Period 1	100	100	100
Plan in ASCP after a new run	110	150	150
Same baseline, updated after the new run, with a new collection date in Period 1	110	150	150

Example 3: Baselining a Subsequent Run of the Same Plan for a Different Period

After the plan is newly run in Oracle Advanced Supply Chain Planning, you change the baseline collection date to occur in Period 2 to reflect the new plan numbers. The previous baseline numbers, however, are preserved in Period 1.

Plan	Period 1	Period 2	Period 3
Plan at beginning of Period 1	100	100	100
Baseline created at beginning of Period 1	100	100	100
Plan in ASCP after a new run at beginning of Period 2		150	150
Same baseline, updated after the new run, with a new collection date in Period 2	100	150	150

The examples show that creating a new baseline for the same period overwrites the previous baseline numbers with the new plan numbers. Creating a new baseline for a different period preserves the baseline numbers of the previous period, while creating new numbers for the new period.

Example 4: Copying Plans in Oracle Advanced Supply Chain Planning

In the following example, you have already included a baseline that includes Plans A, B, C, and D. In Oracle Advanced Supply Chain Planning, you want to rerun these plans, but you want to preserve the original ones, so you copy them first. You then make changes to the copied plans and rerun them.

Current Plans in Baseline	New Copies of These Plans in ASCP
Plan A	Plan A-Copy
Plan B	Plan B-Copy
Plan C	Plan C-Copy
Plan D	Plan D-Copy

In this example, you have two choices:

- Update your baseline by removing Plans A, B, C, and D and adding Plans A-Copy,

B-Copy, C-Copy, and D-Copy. Update the baseline if you are sure you do not want to use the old plans again.

- Create a new baseline with Plans A-Copy, B-Copy, C-Copy, and D-Copy. Create a new baseline if you think you may still want to refer to the old baseline.

Next Collection Date

A blank Next Collection Date in an existing baseline means that the baseline was collected successfully when the request sets in Oracle Daily Business Intelligence collected the data for the reports. You will see the baseline numbers in the reports. If you want to collect the baseline again, then enter a new Next Collection Date. If you see a Next Collection Date that is earlier than today's date, then the request set has not yet successfully collected the data for that baseline, either because they have not yet run or because of an error in the collection process. The request set will collect the data the next time it runs successfully. (If you were to update this baseline, the request set would collect the updated baseline.)

Set Reporting Units of Measure (Optional)

Use the Reporting Units of Measure page to set up a reporting unit of measure (UOM) for volume, weight, and distance. The reporting unit of measure is the unit in which all data for a measure is displayed in the reports. Oracle Daily Business Intelligence allows you to specify a reporting unit of measure for volume, weight, and distance. It converts all the data for each type of measure to the reporting unit of measure, aggregates it, and reports it.

> **Note:** If you are implementing the Warehouse Management dashboard, you must select a reporting unit of measure for volume and weight. If you are implementing the Transportation Management dashboard, you must select a reporting unit of measure for volume, weight, and distance.

Reporting units of measure are site-level settings that affect all of Oracle Daily Business Intelligence. After completing the setup, you must run an initial load in order for the settings to apply. You only need to set up the reporting units of measure once during implementation.

You can also use this page to set up non-item-specific inter-class conversions. For more information, see Non-Item-Specific Inter-Class Conversions, page 21-80.

Setting Up Reporting Units of Measure:

Follow these steps to set up the reporting units of measure and conversions:

Selecting a Reporting Unit of Measure

1. Using the Daily Business Intelligence Administrator responsibility, select Reporting Units of Measure under Setup : Supply Chain Intelligence.

2. Navigate to the measure type for which you want to set up the reporting unit of measure.

3. Select the Search icon to locate and select a reporting unit of measure.

4. Select Apply when you are finished.

5. Run an initial load to apply the settings to your site. If you are going to set up non-item specific inter-class conversions, then you must set those up, and then run the initial load.

Non-Item-Specific Inter-Class Conversions:

The Reporting Units of Measure page enables you to set up non-item-specific inter-class conversions. Unit of measure classes represent groups of units of measure with similar characteristics. They are set up in Oracle Inventory. In Oracle Inventory, you can also specify three kinds of conversion rates:

- **Standard:** If you are converting from one unit of measure to another in the same class, regardless of the item.

- **Intra-Class:** If you are converting from one unit of measure to another in the same class, but the conversion applies to a specific item.

- **Inter-Class Item-Specific:** The conversion rate from the base unit of one class to the base unit of another class if the conversion applies to a specific item.

If you have more than one class for either weight, volume, or distance, you will need to specify a conversion to convert from base unit of measure of one class, to the base unit of the Class of Reporting UOM, regardless of item. In order to do this, you should set up the conversion on this page.

> **Note:** It is not common to have more than one class for weight, volume, or distance. You do not need to set up an inter-class conversion if you have only one unit of measure class each for weight, volume, and distance.

Column Headings

- **Class:** Unit of measure class, which is a group of units of measure with similar

characteristics.

- **Quantity:** Point of reference. Generally, the value will be 1. You will be providing the formula to convert 1 unit of the unit of measure class to the reporting unit of measure.

- **Base Unit:** Base unit of measure for the unit of measure class. Each class has a single unique, base unit of measure. The base unit of measure is used to perform conversions between units of measure in the class. For this reason, the base unit of measure should be representative of the other units of measure in the class, and generally one of the smaller units. For example, you can use Cu Ft (cubic feet) as the base unit of a class called Volume.

- **Conversion:** Formula for converting a unit of the unit of measure class into the reporting UOM class.

- **Base UOM of Reporting UOM Class:** Base unit of measure for the reporting UOM class.

Setting Up a Non-Item-Specific Inter-Class Conversion

1. On the Reporting Units of Measure page, navigate to the section that relates to the measure for which you are setting up conversions.

2. Ensure that you have set up the reporting UOM for the measure by following the steps in the preceding section.

3. In the Class column, search for and select a unit of measure class for which you want to set up a non-item-specific inter-class conversion rate to the Base Unit of the Reporting UOM Class.

4. In the Conversion field, type the conversion.

5. Click Apply.

6. Run an initial request set to apply the settings to your site.

Post-Setup Steps

After you complete the prerequisites and the implementation steps for DBI for Supply Chain, you can proceed to implement other intelligence products, or if you are not implementing other intelligence products, proceed directly to the post-setup steps in the Set Up Daily Business Intelligence chapter. In particular, make sure you perform the following post-setup steps:

- Create an initial request set to load all the necessary information for all of the DBI

for Supply Chain dashboards you are implementing, and then create an incremental request set to refresh and update this information. For instructions, see Create Initial and Incremental Request Sets, page 2-68.

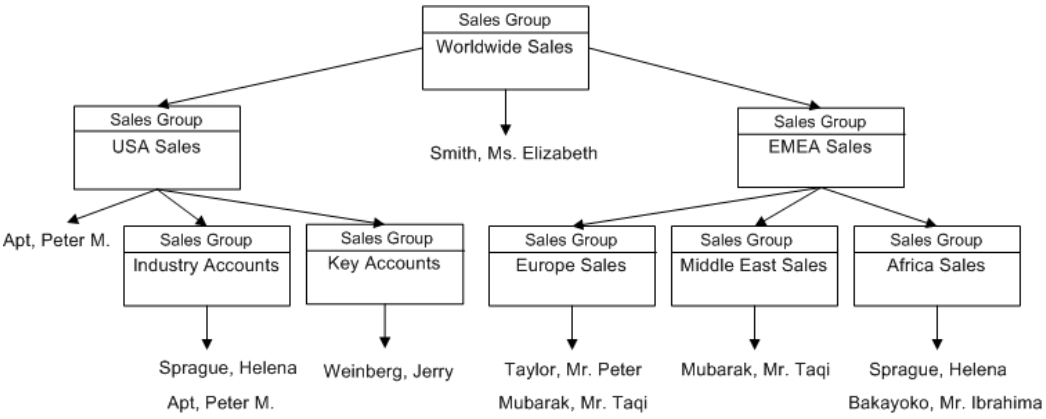
- Run the initial request set. For instructions, see Run Initial Request Set, page 2-73.

Set Up Sales Group Hierarchy

One of the views in the Product Revenue Bookings and Backlog dashboard is by sales group, and the other is product category; the primary secured dimension of the dashboard and all of its reports is sales group. When viewing the individual reports, you can display data by sales group, product category, or customer.

Sales groups are groups of sales representatives. The sales representatives and sales group information, which together comprise the sales credit, is obtained from the sales credit detail on the sales order line. Without a sales group hierarchy, the dashboard and reports place all sales representatives in the Unassigned sales group. The following figure shows an example sales group hierarchy.

Example Sales Group Hierarchy



At a minimum, your sales group hierarchy should have a sales group at the highest level that contains other sales groups or sales representatives (a two-level hierarchy).

Anyone who is the Manager or Admin of a sales group (see the instructions below) can view all data associated with that sales group, and with the sales groups and representatives that belong to that sales group. In the figure above, a Manager or Admin of the USA Sales group can view all data created by Apt, Peter M., the Industry Accounts sales representatives, and the Key Accounts sales representatives.

Creating a sales group hierarchy consists of the following steps:

1. Create sales groups.

2. Attach sales representatives (resources) to the sales groups.

Use Oracle Resource Manager to perform these steps. For additional information, see the *Oracle Common Application Components User's Guide*.

Prerequisite

Make sure the proper setup has been performed for obtaining the sales representative ID. See DBI for Service Contracts, page 20-1 for information on how to set up sales representatives.

Create Sales Groups

To create a sales group:

1. Using the CRM Resource Manager responsibility, open the Define Groups page by selecting Groups under Maintain Resources.
2. Enter a Name for your group.
3. In the Used In tabbed region, select Sales and Telesales.

   Note: Groups with a usage other than Sales and Telesales do not appear in the reports. Sales representatives who belong to non-Sales and Telesales groups appear as Unassigned in the reports.

4. Optionally, select parent or child groups for the group.
5. Repeat these steps for each sales group you want to create.

   For more details, see the *Oracle Common Application Components User's Guide*. See also the *Oracle Sales Online Implementation Guide*.

Attach Sales Representatives (Resources) to Sales Groups

Make sure the sales representative is defined in Oracle Applications (for example, as an employee, party, partner, or supplier contact) and associated with a user name:

1. Using the Sales Manager or Daily Sales Intelligence responsibility, select People and then Enter and Maintain.
2. Make sure a record for the employee exists on this page.
3. Using the System Administrator responsibility, select Monitor under Security : User.
4. Make sure this employee (in the Enter Person page) is tied to a user in the Monitor Users page.

Query or create the user you want to associate with this employee, and enter this employee (Person) for the user.

Assign the employee to a sales group:

1. Using the CRM Resource Manager responsibility, import the employee by selecting Maintain Resources and then Import Resources.

2. Search and select one or more desired employees and choose Create Resource.

3. In the Default Values window, select the Salesperson option and choose OK.

   You must make the resource a Salesperson. For additional details, see the *Oracle Common Application Components User's Guide*. See also the *Oracle Sales Online Implementation Guide*.

4. Save the resource, and choose Details.

5. In the Roles tabbed region, select a Role Type of *Sales* and a Role of *Sales Manager*, *Sales Administrator,* or *Sales Representative*.

   Note: Users assigned these roles will appear in the reports as a member of the group; however, only users with a role of *Sales Manager* or *Sales Administrator* can see data for the group in the reports.

6. In the Groups tabbed region, select the group to which you want to assign the resource.

7. In the Group Member Roles section, select any role with Manager or Admin privileges.

   The Group Member Roles section indicates the roles that the sales representative plays in that group. Only a Manager or Admin can see data for the group in the reports.

8. Save your changes.

   The resource (sales representative) is now assigned to a sales group.

   Note: See Update Sales Group Hierarchy, page 2-66 for a list of the concurrent processes (requests) that must be run in the Oracle Resource Manager for changes in the hierarchy to take effect.

   After you run the initial or incremental requests, the system applies your changes to the hierarchy.

   Initial and incremental requests for both dashboards automatically

run the following requests:

- Update Sales Group Hierarchy
- Maintain Current Groups and Roles

Sales Group Hierarchy Changes

See Set Up Sales Group Hierarchy, page 21-82 for instructions on setting up or changing the sales group hierarchy. After you make changes to the sales group hierarchy, see Update Sales Group Hierarchy, page 2-66 for a list of the concurrent processes (requests) that must be run in the Oracle Resource Manager for changes in the hierarchy to take effect.

After you run the initial or incremental requests, the system applies your changes to the hierarchy. The initial and incremental requests for the DBI for Supply Chain dashboards automatically run the following requests: *Update Sales Group Hierarchy*, *Maintain Current Groups and Roles*.

Deleting a sales representative from a sales group hierarchy produces an error in the reports when users try to access information for that sales representative. For example:

1. Sales representative Mr. Bakayoko Ibrihama in the Africa Sales group has renewed contract number 2081.
2. When viewing a report on one of the DBI for Supply Chain dashboards, contract number 2081 is included in the renewals value for the Africa Sales group.
3. When you select a link in a report specifically for Mr. Bakayoko Ibrihama, you can see the data specifically for him.
4. Later, you delete Mr. Bakayoko Ibrihama from the Africa Sales group.
5. When you select a link in a report specifically for Mr. Bakayoko Ibrihama, an error now occurs.

   The value for contract number 2081 is still included in the renewals or related values for the Africa Sales group; however, trying to view data specifically for Mr. Bakayoko Ibrihama produces a generic report error.

   Note: Instead of deleting a sales representative from a sales group, use the end date to expire that representative's participation in the sales group. (See the *Oracle Common Application Components User's Guide* for details.)

Maintenance and Administration

After setup is complete, you might have to perform the following maintenance and administration tasks.

- Run Plans in Oracle Advanced Supply Chain Planning, page 21-86
- Run Incremental Requests Daily, page 21-86
- Update Plan Collection Schedule, page 21-89
- Update Baseline Plan, page 21-89

Run Plans in Oracle Advanced Supply Chain Planning

If you are implementing the Manufacturing Management or Plan Management dashboards, ensure that you have run the plans you want to include in these reports.

Run Incremental Requests Daily

Use the incremental request sets that you created using the Request Set Generator to refresh data in the DBI for Supply Chain dashboards. Run the incremental request set daily. You can find information on the Request Set Generator in the Daily Business Intelligence chapter.

Resubmit the initial request if you need to clear out and start over with new data in the DBI for Supply Chain dashboards.

The requests collect new and updated data from the last time the requests were run, and display the updated data in the reports.

> **Note:** In the Inventory Management, Manufacturing Management, and Product Cost Management dashboards and reports, incremental loads collect data from only the merged inventory organizations. DBI ignores any changes to data of old inventory organizations. This data is in the Unassigned subinventory.
>
> In the cycle count reports, incremental loads refresh cycle count data from this release or later only.

If a currency conversion error occurs while a request collects the data, then the entire collection fails. For more information, see Currency Dimension, page 1-10. See also Set Up Oracle Daily Business Intelligence Framework, page 21-61 for additional information on currencies.

Customer Dimension

In Trading Community Architecture, users can merge customers using the party merge feature. With this feature, you can consolidate duplicate customers or parties that might have been mistakenly created. This feature is also useful for consolidating information during company mergers and acquisitions.

After executing a party merge, you must run an incremental request in order for customers and their respective data to be updated for DBI for Supply Chain. For more information on party merge, see the *Oracle Trading Community Architecture Data Quality Management User Guide* and the *Oracle Trading Community Architecture Party Merge User Guide*.

> **Note:** If a significant number of order lines are updated due to a party merge, rerun an initial request instead of an incremental request. This will result in better performance, in terms of the time it takes to load data.

Backorder and Past Due Data

It is important that you run the request set daily to refresh the data, particularly for the following reports:

- Backlog and Past Due Schedule Value report and the associated trend report on the Customer Fulfillment Management dashboard.
- Past Due Schedule Value Aging report and the associated summary and detail reports on the Customer Fulfillment Management dashboard.
- Past Due Promise Value Aging Summary, Trend, and Detail reports on the Customer Fulfillment Management dashboard.
- Past Due Schedule Line Aging, Summary, Trend, and Detail reports on the Shipping Management dashboard.
- Backorder Summary, Trend, and Detail reports on the Shipping Management dashboard.

The system captures past due and backorder values as snapshots across time. For example, if it is currently 30-Oct-2005 and you change the date to 1-Jan-2004 on the report, then the past due data is based on the latest snapshot taken as of 1-Jan-2004. The latest snapshot as of 1-Jan-2004 might have been taken 30-Dec-2003. These snapshots are captured by running the Oracle Daily Business Intelligence request sets. Therefore, the affected report shows order lines that are past due or in backorder status *as of the date the requests were last run*. Likewise, the snapshots are not cumulative over a date range; if you view a period in the past, it shows data based on the last time in that period the

requests were run. If the requests are run daily as recommended, then the comparisons are accurate, and the values (such as past due values) are accurately captured on the date for which you are viewing the data.

To update reports daily, you should run the incremental request set daily.

Uncosted Transactions

In Oracle Manufacturing applications, there could be transactions which have not been successfully processed by the Cost Manager. When Oracle Daily Business Intelligence encounters such transactions, it stops collecting transactions.

For example, consider the following transactions and costs for any item or job in the organization:

Transaction	Successfully Processed by Cost Processor	Associated Cost	Collected by DBI
Transaction 1 in Organization A	Yes	20 USD	Yes
Transaction 2 in Organization A	Yes	10 USD	Yes
Transaction 3 in Organization A	No	None	No
Transaction 4 in Organization A	Yes	20 USD	No

In this example, the request does not collect any more transactions after the first uncosted transaction, for the organization in which the transaction occurred. The request log shows the uncosted transaction so that you can identify and cost it. Once the transaction is costed, rerun the request to collect the remaining transactions. Any transaction with costs that are successfully processed by the Cost Manager in Oracle Cost Management are collected by the request.

More specifically, for reports on the Inventory Management, the requests do not collect transactions after encountering an uncosted material transaction (such as a material issue or cycle count adjustment).

For reports on the Manufacturing Management dashboard, the requests do not collect transactions after encountering an uncosted material transaction. Uncosted material transactions do not affect resource-related content on the Manufacturing Management dashboard.

For the Product Gross Margin reports on the Product Cost Management dashboard, the

requests do not collect transactions after encountering the first uncosted material transaction related to a sales order (such as shipping and return transactions).

Update Plan Collection Schedule

To maintain performance of the Plan Management dashboard, purge plan snapshots that you no longer need, using the Plan Snapshot Schedule page. See Set Plan Collection Schedule, page 21-67 for instructions on accessing the Plan Snapshot Schedule page.

Update Baseline Plan Collection Schedule

If you create a new plan or change a plan and rerun it in Oracle Advanced Supply Chain Planning, then enter a new Next Collection Date for the plan, so that the new planned numbers appear in the Manufacturing Management reports, if desired.

Troubleshooting

The following issues are known to occur in DBI for Supply Chain.

Missing or Stale Data

- *After running the initial load or incremental load, I do not see some or all the data on the dashboard or reports.*

  Possible reasons:

  - Uncosted Transactions—There is an error in the transaction. Resubmit the transaction for costing from the Costing menu in Oracle Applications. Wait for several minutes and query for the transaction before you run the incremental load.

  - Transactions not yet costed—The cost manager might not have selected this transaction for processing. Wait for several minutes and query for the transaction before you run the incremental load.

  - The check box "Clear and load all summaries" was not selected when the initial load was run. For more information, see Create Initial and Incremental Request Sets, page 2-68.

- *I do not see data from process-enabled organizations (in Oracle Process Manufacturing) on the dashboard or reports.*

  Check whether the subledger posting has been run successfully. If not, run the subledger posting and collect the transactions by running an incremental load.

- *I have closed all my jobs, but the corresponding data does not appear in the Manufacturing*

Cost Variance report.

The transaction processing for job closure might not have been completed at the time of the previous refresh, so run an incremental load once again. If that does not work, check the job status in the Oracle application in which the job was created, for example, Oracle Manufacturing (Discrete Manufacturing or Repetitive Manufacturing), Oracle Process Manufacturing, or Oracle Flow Manufacturing. The job status should not be Pending Closed or Failed Closed.

- *Why does COGS data not appear, even after I have shipped the item in the Product Gross Margin reports?*

  Check for the following:

  - Transaction has been costed at time of running collections
  - Item is not an expense item
  - Item is not shipped from expense subinventory

- *Why does fulfilled value not appear in the Product Gross Margin reports (Product Cost Management dashboard)?*

  Fulfilled value in the Product Gross Margin report is only reported on orders in which the line status is closed or fulfilled. In order for DBI to report this value, users should ensure that the Defer Fulfillment flag is not checked while ship confirming the order. If the flag was selected, then run the interface trip stop before fulfilling the orders in Oracle Order Management. The order is fulfilled after the workflow background process is run.

- *When I select and view an Inventory Management report from a Warehouse Management report, why do I see stale data or no data?*

  Check the last refresh date for the Inventory Management reports. If necessary, run an incremental load for the Inventory Management dashboard.

- *Why am I unable to see data that pertains to specific organizations?*

  Check for the following in the organization:

  - Uncosted transactions
  - Transactions not costed at the time the incremental load was run

- *After opening a report that does not belong to the dashboard in which the link appears, why do I find stale data for that report?*

  Check the last refresh date for that dashboard. If necessary, run an incremental load for the dashboard to which the report belongs.

Missing Links

- *Why are some or all seeded links in a related region missing?*

  Check the Personalization settings for the region.

- *Why are some columns missing from a report?*

  Check the Personalization settings for the report.

Missing Parameters

- *Why am I unable to see my organization on the dashboards?*

  Check the inventory organization access by logging in to Oracle Inventory and selecting Inventory, then Set up, then Organization, and then Org Access. Also, check whether the required organization is limited to a specific responsibility. If that is the case, remove the limited access and make the organization accessible to everyone.

- *Why am I unable to see my operating unit on the dashboards?*

  Check the security profile attached to your user and the organizational hierarchy assigned to the security profile.

Calendar and Date Issues

- *How can I find out what is the start day of my week?*

  Using the Daily Business Intelligence Administrator responsibility, select Parameters under Setup : Global. Check the start day of your week.

- *Why does my actual calendar month not match the one shown on the DBI dashboard?*

  For information, see Synchronize Enterprise Calendar, page 21-63.

Initial and Incremental Loads

- *Why does my initial or incremental load fail?*

  Possible reasons include:

  - Tablespace issues.

  - Currency conversion rates were not defined. You need to define the conversion rates. For information, see the *Oracle General Ledger User's Guide*.

  - The organization is present in more than one baseline. For loads related to

Manufacturing Management, ensure that the one organization does not exist in more than one baseline.

- Diamond Shape error is in the log of the incremental load. This error is reported due to the assignment of the same account numbers under two accounts, for example, Account 4110 is shared by Revenue, as well as Expenses.

  To remedy this, open the Financial Dimension Hierarchy Manager and remove or change the account number for one of the accounts and run the incremental load again.

- The revenue account is missing for the set of books. From the log of the incremental load, find the set of books for which the revenue account assignment is missing. Use the Financial Dimension Hierarchy Manager to create a revenue account for the respective set of books.

A

Additional Documentation

Daily Business Intelligence for HRMS

The Daily Business Intelligence for Human Resources (DBI for HRMS) content is contained in a separate documentation set. To find information on how to use and implement DBI for HRMS, see the following additional documentation, which is available on the Oracle E-Business Suite Documentation CD.

- *Oracle Daily Business Intelligence for HRMS User Guide*
- *Oracle Daily Business Intelligence for HRMS Implementation*

Daily Business Intelligence for iStore/Web Analytics

The Daily Business Intelligence for iStore/Web Analytics content is contained in a separate documentation set. To find information on how to use and implement DBI for iStore/Web Analytics, see the following document, which is available on the Oracle E-Business Suite Documentation CD.

- *Oracle Web Analytics Implementation and Administration Guide*.

B

Responsibility and Dashboard Matrix

Responsibility and Dashboard Matrix

The following table provides a list of the responsibilities provided with Daily Business Intelligence and the dashboards they provide access to.

Responsibility	Dashboard
Benefit Manager	• Open Enrollment Management
Chief HR Officer	• Chief HR Officer - Overview • Chief HR Officer - Headcount • Chief HR Officer - Turnover • Contingent Worker Management
Commodity Manager	• Commodity Spend Management • Commodity Supplier Management • Payables Status • Payables Management • HR Management - Overview

Responsibility	Dashboard
Cost Center Manager	• Expense Management • HR Management - Overview
Customer Support Manager	• Customer Support Management • Expense Management • HR Management - Overview
Daily Commodity Intelligence	• Commodity Spend Management • Commodity Supplier Management
Daily Customer Support Intelligence	• Customer Support Management
Daily Depot Repair Intelligence	• Depot Repair Management
Daily eCommerce Intelligence	• Site Management • Site Top Activity • Site Top Sales Activity
Daily Field Service Intelligence	• Field Service Management
Daily Financials Intelligence	• Expense Analysis • Expense Management • Funds Management • Profit and Loss • Profit and Loss by Manager

Responsibility	Dashboard
Daily Fulfillment Intelligence	• Customer Fulfillment Management • Shipping Management
Daily HR Intelligence	• Contingent Worker Management • HR Management - Overview • HR Management - Headcount • HR Management - Turnover • Open Enrollment Status • Workforce Budget Management
Daily Interaction Center Intelligence	• Email Center Management • Inbound Telephony Management
Daily Inventory Intelligence	• Inventory Management
Daily iStore Intelligence	• Store Management • Store Top Activity
Daily Maintenance Intelligence	• Maintenance Management
Daily Manufacturing Intelligence	• Manufacturing Management
Daily Marketing Intelligence	• Lead Management • Marketing Management
Daily Payables Intelligence	• Payables Management • Payables Status

Responsibility	Dashboard
Daily Planning Intelligence	• Plan Management
Daily Procurement Intelligence	• Procurement Management • Procure-to-Pay Management • Procurement Status • Procurement Performance Management
Daily Procurement Spend Intelligence	• Cost Center Spend Management
Daily Product Cost Intelligence	• Product Cost Management
Daily Product Intelligence	• Product Management • Product Management - Engineering
Daily Project Intelligence	• Projects Profitability Management • Projects Operations Management • Capital Projects Cost Management • Contract Projects Cost Management
Daily Quoting Intelligence	• Quote Management
Daily Sales Intelligence	• Opportunity Management • Product Revenue Bookings and Backlog • Sales Forecast Management • Sales Management
Daily Sales Agreement Intelligence	• Sales Agreement Management

Responsibility	Dashboard
Daily Service Contracts Intelligence	• Service Contracts Management • Service Renewals Management
Daily Sourcing Intelligence	• Sourcing Management
Daily Supply Chain Intelligence	• Customer Fulfillment Management • Inventory Management • Manufacturing Management • Plan Management • Product Cost Management • Sales Agreement Management • Shipping Management • Transportation Management • Warehouse Management
Daily Transportation Intelligence	• Transportation Management
Daily Warehouse Intelligence	• Inventory Management • Warehouse Management
Depot Repair Manager	• Depot Repair Management • Expense Management • HR Management - Overview

Responsibility	Dashboard
Email Center Manager	• Email Center Management • Expense Management • HR Management - Overview
Engineering Manager	• Product Management - • Engineering • Expense Management • HR Management - Overview
Field Service Manager	• Field Service Management • Customer Support Management • Expense Management • HR Management - Overview
Funds Manager	• Funds Management
HR Line Manager	• Contingent Worker Management • HR Management - Overview • HR Management - Headcount • HR Management - Turnover • Open Enrollment Status • Workforce Budget Management

Responsibility	Dashboard
Marketing Manager	• Expense Management • HR Management - Overview • Lead Management • Marketing Management
Procurement Manager	• Expense Management • HR Management - Overview • Payables Management • Payables Status • Procurement Management • Procure to Pay Management • Procurement Performance Management • Procurement Status
Profit Center Manager	• Profit and Loss • Profit and Loss by Manager • HR Management - Overview
Project Executive	• Projects Profitability Management • Projects Operations Management • Capital Projects Cost Management • Contract Projects Cost Management • Expense Management • HR Management - Overview

Responsibility	Dashboard
Quoting Intelligence Manager	• Quote Management
Sales Manager	• Opportunity Management • Product Revenue Bookings and Backlog • Sales Management • Sales Forecast Management • Expense Management • HR Management
Service Contracts Manager	• Service Contracts Management • Service Renewals Management • Expense Management • HR Management - Overview
Service Sales Manager	• Service Renewals Management • Service Contracts Management • Expense Management • HR Management - Overview
Sourcing Manager	• Sourcing Management
Supplier Manager	• Supplier Management

Responsibility	Dashboard
Supply Chain Manager	• Customer Fulfillment Management • Inventory Management • Manufacturing Management • Plan Management • Product Cost Management • Sales Agreement Management • Shipping Management • Transportation Management • Warehouse Management • Expense Management • HR Management - Overview
Web Site Manager	• Site Management • Site Top Activity • Site Top Sales Activity
Workforce Budget Manager	• Workforce Budget Management

C

Oracle Discoverer Business Areas for Service Contracts Intelligence

Service Contracts Intelligence: Administrator Business Area

This business area contains folders that source the complex folders in the Service Contracts Intelligence: User business area. Users with the Service Contracts Intelligence Discoverer Administrator responsibility have access to the folders in this business area.

See the *Oracle Business Intelligence Discoverer Administration Guide* for information about creating and maintaining folders.

Folders

Folder Name	Description	Source
OKI Contract Categories Lookup	Contains information about the contract categories. Sources the Service Contract Headers and Covered Lines complex folders. Also sources the Contract Category item class.	OKI_CONTCAT_OLTP_V
OKI Contract Customer Classifications	Contains information about customer classifications. Sources the Contract Customer Classification complex folder.	OKI_HCUSTCLASS_DTL_V

OKI Contract Headers	Contains information about contract headers. Sources the Service Contract Headers complex folder. Also sources the Contract Number, Contract Number Modifier, and Complete Contract Number item classes.	OKI_SRM_006_V
OKI Contract Parties	Contains information about the parties associated with a contract. Sources the Contract Parties complex folder.	OKI_HPARTY_DTL_V
OKI Contract Sales Groups	Contains information about the sales group associated with a contract. Sources the Contract Sales Groups complex folder.	OKI_RESGRP_DTL_V
OKI Contract Territories	Contains information about the winning territories of a contract. Sources the Contract Territories complex folder.	OKI_HTERR_DTL_V
OKI Covered Line Pricing Attributes	Contains information about contract pricing attributes. Sources the Covered Lines complex folder.	OKI_CPRICE_DTL_V
OKI License Lines	Sources the License Lines folder.	OKI_CLICE_DTL_V
OKI Covered Lines	Contains information about contract sublines. Sources the Covered Lines complex folder.	OKI_DBI_CLE_V
OKI Customer Classification Types Lookup	Sources the Class Category item class.	OKI_CCLASS_OLTP_V

OKI Customer Classifications Lookup	Contains information about customer classifications. Sources the Contract Customer Classifications folder. Also sources the Customer Classification item class.	OKI_CCLASS_OLTP_V
OKI Customers Lookup	Contains information about customers. Sources the Customer Name, Alternate Customer Name, Customer Number, Party Name, Party Number, and Party Role into all the folders that have these columns. Also sources the Customer Name item class.	OKI_CUST_OLTP_V
OKI Header Bill to Information	Contains billing information about the contract header. Sources the Service Contract Headers complex folder.	OKI_HBILLTO_DTL_V
OKI Header Pricing Rules	Contains pricing rule information for the contract. Sources Agreement Name, Price List, Payment Term, and Invoicing Rule in the Service Contract Headers complex folder.	OKI_HPRICE_DTL_V
OKI Header Quote Contact	Sources Quote Contact, Quote Contact Detail, Quote Contact Phone, Quote Contact Fax, and Quote Contact Address in the Service Contract Headers complex folder.	OKI_HQTCONT_DTL_V
OKI Header Sales Credits	Contains information about the sales credits at the contract header level. Sources the Header Sales Credits complex folder.	OKI_HCREDIT_DTL_V

OKI Header Ship to Information	Contains ship-to address information for the contract header. Sources the shipping information in the Service Contract Headers complex folder.	OKI_HSHIPTO_DTL_V
OKI Header Status Change	Contains information about the various statuses that the contract header goes through. Sources most of the columns in the Header Status Change History folder.	OKI_HSTATUS_DTL_V
OKI Organizations Lookup	Contains information about the operating unit. Sources the Service Contract Headers and Contract Territories complex folders. Also sources the Operating Unit item class.	OKI_ORGS_OLTP_V
OKI Party Roles Lookup	Contains the various party role codes and meanings. Sources the Contract Parties folder and sources the Party Role item class.	OKI_PROLE_OLTP_V
OKI Products Lookup	Contains information about items, such as name and description. Sources the Service Lines and Covered Lines complex folders.	OKI_PROD_OLTP_V
OKI Header Renewal Types Lookup	Contains information about the various possible types of renewal for a contract header. Sources Renewal Type in Service Contract Headers complex folder.	OKI_HRENTYPE_OLTP_V

OKI Resources Lookup	Sources Resource Name in the Service Contract Headers, Header Sales Credits, Service Line Sales Credits, and License Lines complex folders. Sources Resource Name and Manager Name in the Contract Territories complex folder. Also sources the Resource Name item class.	OKI_RES_OLTP_V
OKI Sales Groups Lookup	Contains information about all the sales groups. Sources Sales Group Name in the Service Contract Headers, Header Sales Credits, and Service Line Sales Credits folders, and Sales Group Name and Parent Group Name in the Contract Sales Groups folder. Also sources the Sales Group Name item class.	OKI_RESGRP_OLTP_V
OKI Service Line Sales Credits	Contains information about sales credits at the service line level. Sources most of the columns in the Service Line Sales Credits complex folder.	OKI_SCREDIT_DTL_V
OKI Service Lines	Contains information about the contract service lines. Sources the Service Lines complex folder.	OKI_SRM_005_V

OKI Status Types Lookup	Contains the various status type codes and the meanings. Sources Status Type and Status Type Code in the Service Contract Headers folder. Sources Status Type and Status Type Code in the Service Lines folder. Sources Status Type in the Covered Lines folder. Sources Status Type and Status Type Code in the Header Status Change History folder. Also sources the Contract Status Type item class in the Service Contract Headers folder.	OKI_STATTYPE_OLTP_V
OKI Statuses Lookup	Contains the various status codes and the meanings. Sources Status in the Service Contract Headers, Service Lines, Covered Lines and Header Status Change History complex folders. Also sources the Contract Status item class.	OKI_STATUS_OLTP_V
OKI Systems Lookup	Sources System Name in the Covered Lines and License Lines complex folders. Also sources the System Name item class.	OKI_SYSTEMS_V
OKI Terminations Lookup	Contains all the termination codes and meanings. Sources Termination Reason in the following folders: Header Status Change History, Service Contract Headers, Service Lines, and Covered Lines complex folders.	OKI_TERM_OLTP_V
OKI Territories Lookup	Contains information about territories. Sources the Contract Territories complex folder.	OKI_TERR_OLTP_V

OKI Product Category Lookup	Contains all the product categories. Sources the Service Lines complex folder.	OKI_PRODCAT_OLTP_V
OKI CSI Item Instances	Contains information about the item instance. Sources Covered Product Order Line ID and Serial Number in the Covered Lines folder.	OKI_ITMINST_OLTP_V
OKI MTL Inventory Items	Contains information about items. Sources Segment columns in the Covered Lines and Service Lines complex folders.	OKI_INVITEM_OLTP_V
OKI OKC Covered Lines	Contains flexfield information about the contract sublines. Not used by any other folders.	OKI_CLINE_OLTP_V
OKI OKC Contracts Headers	Contains flexfield information about the contract headers. Not used by any other folders.	OKI_HDRS_OLTP_V
OKI OKC Service Lines	Contains flexfield information about the contract service lines. Not used by any other folders.	OKI_SLINE_OLTP_V
OKI Currencies Lookup	Contains the various currency codes and their names and descriptions. Sources the Currency Name item class.	OKI_CURR_OLTP_V
OKI Parent Sales Groups Lookup	Similar to the OKI Sales Groups Lookup folder but it is used for parent groups. Sources the Contract Sales Groups complex folder.	OKI_RESGRP_OLTP_V

OKI Accounting Rules Lookup	Contains the various accounting rules for the contracts. Sources Accounting Rule in the Service Contract Headers complex folder.	OKI_ACCTRULE_OLTP_V

For details about the Service Contracts Intelligence: User business area, see the *Oracle Daily Business Intelligence User Guide*.

> **Note:** All folders referenced in the Description column are in the Service Contracts Intelligence: User business area.

Index

Symbols

Reports
  Late Completion Detail, 12-4

A

Activated New Business Value key performance indicator, 20-12
Activated Renewals Value key performance indicator, 20-13
Activations Detail report, 20-4
Activations report, 20-4
Activations Trend report, 20-4
Activation Types dimension, 20-11
Active Service Contracts report, 20-4
Activity reports, 7-2
Aging Distribution dimension, 7-4
annualized currency, 20-10
architecture
  Daily Business Intelligence, 1-1, 1-5
  open interface, 6-8
As-Of Date dimension, 7-3
Assignment Group dimension, 7-4
Average Travel Distance KPI, 9-8
Average Travel Time (Minutes) KPI, 9-8

B

Backlog, 7-6
  reports, 7-2
Backlog report, 20-7
backups, 2-75
base summary tables, 1-7, 1-14
Beginning Active Service Contracts key performance indicator, 20-12
Blanket Leakage reports, 14-4
Booked to Renewal Ratio key performance indicator, 20-14
Booked Value key performance indicator, 20-13
Booking to Renewal Activity report, 20-7
Booking to Renewal Ratio Trend report, 20-7
bucket sets
  correct, 2-49, 2-49
budgets, 2-2
Business Intelligence Administrator responsibility, 1-13
Buyer parameter, 14-30

C

calendars, 3-12
catalog, 6-4
  default, 6-9
category hierarchy
  change, 6-18
Category parameter, 14-30
checklist
  upgrade, 2-75
Close Time KPI, 7-7
Closure Performance reports, 7-2
commodities setup, 14-51
Commodity dimension, 14-12
Commodity Manager
  responsibility, 14-9
commodity security, 14-26
Commodity Spend Management dashboard, 14-5

, 14-5
Commodity Supplier Management dashboard, 14-5
common dimensions, 1-9
  currency, 1-10
  internal organization, 1-11
  item, 1-10
  operating unit, 1-10
  person, 1-11
  sales group, 1-11
  time, 1-12
  warehouse, 1-10
company cost center organization
  classification, 5-12
  hierarchy, 5-1
company cost center organization classification, 5-7, 5-10
Compare Request Types, 7-6
Compare To dimension, 7-3
concurrent programs
  FII Currency Reconversion, 10-34, 10-62
  project intelligence
    See project intelligence concurrent programs
  Purge Budget and Forecast, 10-60, 10-62
  Refresh Employee Directory, 10-60
  Update Budget and Forecast, 10-59
  Upload Budget and Forecast, 10-62
Contract Leakage considerations, 14-34
Contract Utilization reports, 14-5
control level
  item, 6-8
cost center, 1-7
  add new owner, 5-15
  managers, 5-2
Create Categories from Value Set program, 6-19
creating
  categories from value sets, 6-19
  orphan category, 6-18
  request sets, 1-7
  root node, 6-18
currency
  dimension, 1-10
  Financials Intelligence, 10-34
  functional, 2-2
  global, 2-2
  setup, 2-2
  transactional, 2-2
currency conversion, 20-17
currency conversion errors, 20-18
Currency dimension, 9-6, 20-10
Currency parameter, 14-29
Current Active Service Contracts Detail report, 20-4
Current Active Service Contracts key performance indicator, 20-13
Current Active Service Contracts Trend report, 20-4
custom content
  creating, 3-1
  prerequisites, 3-2
Customer Classification dimension, 20-11
Customer dimension, 7-4, 9-7, 20-12
Customer Fulfillment Management dashboard, 21-3
Customer Support Management dashboard, 7-1
Customer Support Management KPIs, 7-5
Customer Support Manager
  responsibility, 7-3
custom logo, 2-62

D

Daily Business Intelligence
  architecture, 1-1, 1-5
  overview, 1-1
Daily Business Intelligence Framework setup, 2-29
Daily Commodity Intelligence
  responsibility, 14-10
Daily Customer Support Intelligence responsibility, 7-3
Daily Field Service Intelligence responsibility, 9-6
Daily Procurement Intelligence
  responsibility, 14-10
Daily Service Contracts Intelligence responsibility, 20-9
Dashboard
  Customer Support Management, 7-1
  maintenance, 12-1
dashboards
  administer, 2-37
  Commodity Spend Management, 14-5, 14-5
  Commodity Supplier Management, 14-5

configuring, 2-38
Customer Fulfillment Management, 21-3
designing, 3-43
Email Center Management description, 11-2
emailing, 2-39
Expense Analysis, 10-4
Expense Management, 10-3
exporting and importing, 3-55
Field Service Management, 9-2
Financial Statement Certification, 18-2
Funds Management, 10-4
Inbound Telephony Management description, 11-2
Inventory Management, 21-4
links regions, 3-51
load data, 1-7
Manufacturing Management, 21-5
overview, 1-1
Payables Management, 10-4
Payables Status, 10-4
Plan Management, 21-7
Procurement Management, 14-4
Procurement Performance Management, 14-3
Procurement Status, 14-3
Procure-to-Pay Management, 14-4
Product Cost Management, 21-6
Product Revenue Bookings and Backlog, 21-8
Profit and Loss, 10-3
Profit and Loss by Manager, 10-3
prototypes, 3-44
publishing, 3-53
refreshing, 4-15
refreshing data in, 1-7
Sales Agreement Management, 21-10
Service Contracts Management, 20-2
Service Renewals Management, 20-5
Shipping Management, 21-4
Transportation Management, 21-9
troubleshooting, 3-58
Warehouse Management, 21-9
DBI for Field Service
dimensions, 9-6
KPIs, 9-7
maintenance, 9-16
reports, 9-3
DBI for iStore, A-1
DBI for Product Lifecycle Management
prerequisite applications, 15-8
DBI for Regulatory Compliance
overview, 18-1
DBI for Web Analytics, A-1
DBI Item Dimension Setup request set, 6-16
default catalog, 6-9
changing, 6-18
inventory functional area, 6-11
set default category for, 6-16
default category
product reporting functional area, 6-10
set for default catalog, 6-16
Delegate, 2-51
See also delegation
delegation, 2-51
companies, 2-51
cost centers, 2-51
privileges, 2-51
roles, 2-51
dimension
Asset Category, 12-8
Asset Group, 12-8
Asset Number, 12-8
Compare To, 12-7
Currency, 12-7
Department, 12-9
Maintenance Activity, 12-7
Maintenance Aging, 12-7
Maintenance Asset, 12-8
Maintenance Asset Criticality, 12-7
Maintenance Cost Category, 12-8
Maintenance Cost Element, 12-8
Maintenance Request Type, 12-8
Maintenance Work Order Status, 12-9
Maintenance Work Order Type, 12-9
Organization, 12-9
Period Type, 12-6
Resource, 12-9
dimension object relationships, 3-10
dimension objects, 3-3
reviewing, 4-11
troubleshooting, 3-12
dimensions, 3-3, 3-7, 11-3
Activation Types, 20-11
Aging Distribution, 7-4
As-Of Date, 7-3
Assignment Group, 7-4

Backlog Distribution, 8-5
Certification, 18-3
Certification Issue Priority, 18-3
Certification Issue Reason, 18-3
Certification Status, 18-3
Certification Type, 18-3
Commodity, 14-12
common, 1-1, 1-9
  currency, 1-10
  internal organization, 1-11
  item, 1-10
  operating unit, 1-10
  person, 1-11
  sales group, 1-11
  time, 1-12
  warehouse, 1-10
Company, 10-10
Compare To, 7-3, 8-5
Control Evaluation Result, 18-3
Cost Center, 10-10
Currency, 8-5, 9-6, 20-10
Customer, 7-4, 8-5, 9-7, 20-12
Customer Classification, 20-11
Date, 8-5
Disclosure Control, 18-3
E-mail Account, 11-3
E-mail Classification, 11-4
Event, 9-7
Expired Contracts Types, 20-11
Field Service Distance UOM, 9-7
Field Service Distribution, 9-7
Field Service Task Type, 9-7
Financial Category, 10-7
Finding Phase, 18-4
Finding Priority, 18-4
Finding Reason, 18-4
Impact, 18-4
Inbound Telephony Call Center, 11-4
Inbound Telephony Classification, 11-4
Inbound Telephony Dialed Number, 11-4
Issue Phase, 18-4
Item, 9-6, 14-11
Key Control, 18-4
Late Completion Days, 8-5
Likelihood, 18-4
Line of Business, 10-9
Operating Unit, 20-10
Organization, 9-6, 18-4
Organization (ship-to), 14-13
Organization Certification Result, 18-4
Past Due Days, 8-5
Period, 7-3, 8-5, 18-4, 20-10
Period Name, 18-4
Person, 14-16
primary, 1-9
Process Certification Result, 18-4
Product, 7-4, 8-5, 20-11
Product Category, 7-4, 8-5, 20-10
product specific, 1-1
Purchased Item, 14-11
Purchasing Category, 14-12
Reason (for cancellations), 20-11
Reason (for terminations), 20-11
Remediation Phase, 18-4
Remediation Priority, 18-4
Remediation Reason, 18-5
Repair Days, 8-5
Repair Organization, 8-5
Repair Type, 8-5
reviewing, 4-11
Risk Evaluation Result, 18-5
Sales Group, 20-10
Service Code, 8-6
Service Request Backlog Type, 7-5
Service Request Channel, 7-5
Service Request Resolution Status, 7-4
Service Request Severity, 7-4, 9-7
Service Request Status, 7-4
Service Request Type, 7-3
Significant Account, 18-5
Significant Account Evaluation Result, 18-5
Supplier, 14-13
Supplier Business Classification, 14-14
Time, 9-6, 20-10
Time to Close Distribution, 7-5
Time to Resolve Distribution, 7-5
Transaction Reasons, 14-16
User Defined, 10-11
drill to transaction
  enabling, 2-65

E

Email

enabling, 2-63
employee
add new, 5-14
enterprise calendar, 2-2
Event dimension, 9-7
exchange rates, 2-2
Expirations Detail report, 20-4
Expirations report, 20-4
Expired Contracts Types dimension, 20-11
Expired Value Distribution report, 20-4
Expired Value key performance indicator, 20-12

F

Field Service Distance UOM dimension, 9-7
Field Service Distribution dimension, 9-7
field service district hierarchy setup, 9-12
Field Service District Security, 9-9
Field Service Management dashboard, 9-2
Field Service Manager responsibility, 9-6
Field Service Task Type dimension, 9-7
FII: Budget Period Type profile option, 10-67
FII: Cumulative Budget / Forecast Line Type profile option, 10-68
FII: Debug Mode profile option, 10-65
FII: Enable Product Category profile option, 10-67
FII: Forecast Period Type profile option, 10-67
FII: Manager Aggregation Level profile option, 10-66
FII: Manual Invoice Sources profile option, 10-67
FII: Nodes to be Aggregated profile option, 10-66
FII: Use Accounting Date for Currency Rate Calculation profile option, 10-68
FII Currency Reconversion concurrent program, 10-62
First Time Fix Rate KPI, 9-9
Forecast key performance indicator, 20-13
forecasts, 2-2
From Date, 20-24
Fulfilled Requisitions reports, 14-4
functional area
inventory, 6-4, 6-11
product reporting, 6-4
default catalog, 6-10
purchasing, 6-4
functional areas, 1-1
functional currency, 2-2
future-dated transactions, 2-2

G

Generated Source reports, 4-16
geography dimension, 2-50
global currency, 2-2
global start date, 12-11

H

hardware requirements, 2-27
HR Generate Organizations in GL profile option, 5-11
HRI Load All Supervisor Hierarchy program, 5-15
HR profile options
setup, 5-4

I

implementation
completion, 2-75
implementation considerations, 2-1
implementation plan, 2-27
implementer responsibilities, 2-28
implementing
DBI for Field Service, 9-9
Oracle Daily Business Intelligence for Service Contracts, 20-20
implementing project intelligence
overview, 16-1
project intelligence reports, 16-2
responsibilities
See project intelligence responsibilities
incremental
request set, 1-7
incremental request set, 10-62
scheduling, 2-75
Industry profile option, 10-69
initial request set, 1-7
running, 2-73
internal organization dimension, 1-11
Inventory Catalog, 6-4
inventory functional area, 6-4, 6-11
default catalog, 6-11
Inventory Management dashboard, 21-4

Inventory Usage Value KPI, 9-8
Invoice Amount considerations, 14-40
Invoice Amount reports, 14-5
Invoice Creator parameter, 14-30
item
attributes, 6-5
category assignments, 6-1
change, 6-19
multiple item assignments, 6-9
restrict assignments, 6-10
Item Catalog, 6-4
item control levels, 6-8
item dimension
overview, 1-10
Item dimension, 9-6, 14-11
add new child category, 6-18
change default catalog, 6-18
changing category hierarchy, 6-18
create orphan category, 6-18
create root node, 6-18
update categories, 6-18
upgrading, 6-12
item dimension setup, 20-21
Item Level, 6-4
Item parameter, 14-30

K

key performance indicators, 1-1
% Available, 10-26
% Discount Offered, 10-27
% Discount Taken, 10-27
% of Budget, 10-26
% of Forecast, 10-26, 10-26
Abandon Rate, 11-8
Activated New Business Value, 20-12
Activated Renewals Value, 20-13
Active Agreements Summary - Beginning Active Agreements, 21-46
Active Agreements Summary - Expired Agreements, 21-46
Active Agreements Summary - New Agreements, 21-46
Active Agreements Summary - Terminated Agreements, 21-46
Active Agreements Summary - Total Active Agreements, 21-46
Actuals, 10-26
Agent Dialed Calls, 11-8
Agreement Orders Analysis - Agreement Orders, 21-47
Agreement Orders Analysis - Non-Agreement Orders, 21-47
Agreement Orders Analysis - Percent Non-Agreement Orders, 21-47
Annualized Inventory Turns, 21-39
Asset Downtime (Hours), 12-10
Availability Rate, 11-9
Available, 10-26
Average Speed to Answer (Seconds), 11-8
Average Talk Time per Call (Seconds), 11-9
Average Travel Distance, 9-8
Average Travel Time (Minutes), 9-8
Average Wrap Time per Call (Seconds), 11-9
Backlog, 11-6
Backlog Value, 21-37
Beginning Active Service Contracts, 20-12
Booked to Renewal Ratio, 20-14
Booked Value, 20-13, 21-36
Book to Fulfill Ratio, 21-36
Book to Ship Days, 21-38
Budget, 10-26, 10-26
Calls Handled per Agent Hour, 11-9
capital projects cost management, 16-14
Carrier Billed to Paid Variance, 21-46
Carrier Payments, 21-46
Completed Repair Orders, 8-6
Completed Work Orders, 12-10
Composed, 11-6
contract projects cost management, 16-15
Cost Center Spend Management, 14-23
Current Active Service Contracts, 20-13
Customer Wait Time (Hours), 11-6
DBI for Procurement, 14-17
Delete Rate, 11-5
Discount Offered Amount, 10-27
Discount Remaining Amount, 10-27
Electronic Invoices, 10-27
Email Center Management, 11-4, 11-4
Encumbrances - Commitments, 10-26
Encumbrances - Obligations, 10-26
Encumbrances - Others, 10-26
Exact Matches - Rate, 21-39
Expenses, 10-25, 10-25, 10-26, 10-26

Expenses per Head, 10-26
Expired Value, 20-12
Expiring Agreements - Total Value, 21-47
Expiring Agreements - Total Value - Outstanding Value, 21-47
First Time Fix Rate, 9-9
Forecast, 10-26, 20-13
Forecast vs. Budget, 10-26
Freight Weight, 21-45
Gross Adjustments - Rate, 21-39
Headcount, 10-26
Hit/Miss Accuracy, 21-39
Inbound Calls Handled, 11-8
Inbound Service Level, 11-8
Inbound Telephony Management, 11-4
Inventory Usage Value, 9-8
Inventory Value, 21-38
Invoices Due Amount, 10-27
Invoices Entered, 10-27
Invoices on Hold, 10-27
Invoices on Hold Amount, 10-27
Invoices Paid, 10-27
Invoices Past Due Amount, 10-27
Invoices to Payment Days, 10-27
Late Completions %, 8-6
Late to Schedule Completion %, 12-10
Leads, 11-7
Leads Created, 11-9
Lines Late to Promise, 21-38
Lines Shipped, 21-37
Manual Invoices Rate, 14-20
Manufacturing Cost Variance, 21-40, 21-41
Material Usage Variance, 21-40, 21-41
Mean Time to Repair (Days), 8-7
Mean Time to Resolve (Hours), 9-8
Net Booked, 21-43
Number Invoices Past Due, 10-27
Number of Invoices Due, 10-27
One & Done Resolution, 11-6
On Hand Inventory Value, 9-8
On-time Arrival Rate, 21-45
On-Time Production, 21-40
Open Payable Amount, 10-27
Open Remedial Actions, 18-5
Operating Margin, 10-25, 10-25
Operating Margin %, 10-25, 10-25
Opportunities Created, 11-9
Organization Certification Status, 18-5
overview, 1-1
Paid Late, 10-27
Past Due %, 8-6
Past Due Percent, 20-14
Past Due Schedule Lines, 21-38
Past Due to Schedule %, 12-10
Payments, 10-27
Period Booked Value, 20-13
Period Renewal Rate, 20-13
Period Renewals Value, 20-13
Period Uplift, 20-14
Pick Exceptions Rate, 21-45
Pick Release To Ship (Hours), 21-44
Planned Inventory Turns, 21-42
Planned Margin, 21-42
Planned Margin Percent, 21-42
Planned On-Time Shipment, 21-43
Planned Resource Utilization, 21-43
Planned Revenue, 21-42
Process Certification Status, 18-5
Product Gross Margin, 21-41
Production to Plan, 21-39
Production Value, 21-40
Product Revenue Backlog, 21-44
project intelligence, 16-10
projects operations management, 16-12
    bookings and backlog, 16-12
    resource utilization and availability, 16-14
projects profitability management, 16-11
Rated Freight Cost per Unit Weight, 21-45
Receipt To Putaway (Hours), 21-45
Received, 11-6
Repair Order Backlog, 8-6
Repair Order Margin, 8-6
Replied, 11-6
Replied per Agent Hour, 11-7
Replied within Service Level Goal, 11-5
Request to Completion (Days), 12-10
Resource Utilization, 21-40
Resource Variance, 21-40, 21-42
Revenue, 10-25, 10-25, 21-43
Revenue Booked in Prior Periods, 21-44
Revenue Booked this Period, 21-44
Scrap, 21-41
Service Requests Created, 11-7, 11-9

Significant Account Evaluation Status, 18-5
Sourcing Management, 14-23
Supplier Management, 14-24
T&E per Head, 10-26
Task Backlog, 9-8
Task Closed Activity, 9-8
Technician Utilization, 9-8
Terminated Billed Value, 20-13
Terminated Remaining Value, 20-13
Transfer Rate, 11-5, 11-8
Uplift, 20-13
Utilization Rate, 11-9
Utilized Volume, 21-45
Web Callbacks Handled, 11-8
Weighted Average Days Due, 10-27
Weighted Average Days Past Due, 10-27
Weight Stored, 21-45
Work Order Backlog, 12-10
Work Order Cost, 12-10
KPI regions
creating, 3-47
KPIs, 3-13, 7-5, 7-6
administering, 2-40
Close Time, 7-7
disabling, 2-40
Mean Time to Resolve (days), 7-7
reviewing, 4-11
Service Request Closed Activity, 7-7
Service Request Escalated Backlog Percent, 7-7
Service Requests Opened Activity, 7-7
Service Request Unowned Backlog Percent, 7-7
Unresolved Escalated Backlog %, 7-6
Unresolved Service Request Backlog, 7-6
Unresolved Unowned Backlog Percent, 7-7

L

Late Renewal Bookings Aging report, 20-6
Late Renewal Bookings report, 20-6
Leaf category, 6-4
leaf node, 6-4
links regions, 3-51
load dashboards, 1-7
logo
customizing, 2-62

M

managers
add new cost center owner, 5-15
add new employee, 5-14
cost centers, 5-2
reporting by, 1-7
troubleshooting, 5-15
Manual Invoices considerations, 14-40
Manual Invoices report, 14-4
Manufacturing Management dashboard, 21-5
materialized view, 1-14
Mean Time to Resolve (days) KPI, 7-7
Mean Time to Resolve (Hours) KPI, 9-8
measures, 3-13
metadata, 1-7
missing currency, 20-18

N

node
child, 6-4
leaf, 6-4
parent, 6-4
top, 6-4
Non-Contract Purchases considerations, 14-34
Non-Contract Purchases reports, 14-4
notifications
My Approvals report, 2-62

O

object dependencies
defining, 4-8
viewing, 4-7
On Hand Inventory Value KPI, 9-8
open interface, 6-8
Operating Unit dimension, 1-10, 20-10
Operating Unit parameter, 14-28
operating unit security, 14-25
Oracle Advanced Product Catalog, 6-1
Oracle CRM Application Foundation Users Guide, 1-17
Oracle Daily Business Intelligence User Guide, 1-1
Oracle database, 1-1, 1-6
Oracle General Ledger, 1-7, 2-2, 5-1

Oracle Human Resources, 1-7, 5-1
Oracle Inventory, 1-16, 6-1, 20-21
Oracle Inventory User Guide, 1-16
Oracle iStore, 1-19
Oracle Purchasing, 1-17
Oracle Receivables, 1-1
Oracle Sales Online, 1-11
Oracle Sales Online Implementation Guide, 1-17
Oracle Service Contracts, 20-3, 20-5
Oracle TeleService, 7-2, 7-3, 7-3, 7-4, 7-4, 7-8
Oracle Trading Community Architecture, 20-11
organization
  company cost center classification, 5-7, 5-10
Organization (ship-to) dimension, 14-13
Organization dimension, 9-6
Organization Item Level, 6-4, 6-4
overview
  Daily Business Intelligence, 1-1
  dashboard, 1-1
  key performance indicators, 1-1
  region, 1-1
  role, 1-1

P

parameters
  Buyer, 14-30
  Category, 14-30
  currency, 12-11
  Currency, 14-29
  Invoice Creator, 14-30
  Item, 14-30
  Operating Unit, 14-28
  Requester, 14-30
Parent category, 6-4
Parent node, 6-4
Past Due Percent key performance indicator, 20-14
Past Due Percent Trend report, 20-7
Past Due Renewals Detail report, 20-7
Payables Leakage considerations, 14-40
Payables Leakage reports, 14-4
performance
  debugging, 4-14
Performance Management Framework, 1-7
Performance Management Viewer, 1-7
Period Booked Value key performance indicator, 20-13
Period dimension, 7-3, 20-10
Period Expiring Contracts Detail report, 20-4
Period Expiring Contracts report, 20-4
Period Renewal Bookings Detail report, 20-7
Period Renewal Rate key performance indicator, 20-13
Period Renewals Summary report, 20-7
Period Renewals Trend report, 20-7
Period Renewals Value key performance indicator, 20-13
Period Uplift key performance indicator, 20-14
Person dimension, 1-11
Plan Management dashboard, 21-7
PO Price Change reports, 14-5
PO Purchases reports, 14-4
post-setup steps, 2-66
prerequisite
  currency, 2-2
  hardware and software, 2-27
  security, 2-2
  time, 2-2
prerequisite applications, 21-10
  Oracle Advanced Supply Chain Planning, 21-6, 21-8
  Oracle Bills of Material, 21-6, 21-7
  Oracle Cost Management, 21-5, 21-6, 21-7
  Oracle Engineering, 21-6
  Oracle Flow Manufacturing, 21-6, 21-7
  Oracle Inventory, 21-5, 21-6, 21-9
  Oracle Order Management, 21-3, 21-4, 21-7, 21-9, 21-9, 21-10
  Oracle Payables, 21-10
  Oracle Process Manufacturing, 21-5, 21-6, 21-7
  Oracle Purchasing, 21-9
  Oracle Receivables, 21-9
  Oracle Service Contracts, 20-3, 20-5
  Oracle Transportation Execution, 21-10
  Oracle Warehouse Management, 21-9
  Oracle Work in Process, 21-5, 21-6, 21-7
primary dimensions, 1-9
Processed Requisitions reports, 14-3
Procurement key performance indicators, 14-17
Procurement Management dashboard, 14-4
Procurement Manager
  responsibility, 14-9
Procurement Performance Management

dashboard, 14-3
Procurement Status dashboard, 14-3
Procure-to-Pay Management dashboard, 14-4
Product Catalog, 6-4, 6-12
Product Category dimension, 7-4, 20-10
Product Cost Management dashboard, 21-6
Product dimension, 7-4, 20-11
product reporting functional area, 6-4
  default catalog, 6-10
  default category, 6-10
  multiple level hierarchy, 6-10
Product Revenue Bookings and Backlog dashboard, 21-8
profile option categories
  DBI Debug, 10-65
  DBI Deployment, 10-66
  DBI Setup, 10-66
  DBI User Interface, 10-68
  description, 10-65
  Other, 10-68
  overview, 10-64
profile options
  descriptions, 10-65
  FII: Budget Period Type, 10-67
  FII: Cumulative Budget / Forecast Line Type, 10-68
  FII: Debug Mode, 10-65
  FII: Enable Product Category, 10-67
  FII: Forecast Period Type, 10-67
  FII: Manager Aggregation Level, 10-66
  FII: Manual Invoice Sources, 10-67
  FII: Nodes to be Aggregated, 10-66
  FII: Use Accounting Date for Currency Rate Calculation, 10-68
  Industry, 10-69
  overview, 10-64
Profit and Loss dashboard, 1-1
program
  Create Categories from Value Set, 6-19
  DBI Item Dimension Setup, 6-16
  HRI Load All Supervisor Hierarchy, 5-15
  Synchronize GL company cost centers with HR, 5-11
project intelligence
  implementing
    See implementing project intelligence
project intelligence concurrent programs, 16-27
  delete project intelligence data, 16-36
  load project intelligence data, 16-35
  materialized view refresh utility, 16-37
  project intelligence security audit report, 16-37
  refresh project intelligence data, 16-35
  request set generator, 16-34
  update project intelligence data, 16-35
  using, 16-28
project intelligence dimensions, 16-5
  event type, 16-6
  expenditure category, 16-6
  expenditure type, 16-10
  job level, 16-6
  organization, 16-7
  project classifications, 16-8
  project type, 16-9
  revenue, 16-10
  time, 16-8
  utilization category, 16-9
  work type, 16-9
project intelligence implementation, 16-17
  profile options, 16-22
  security profiles, 16-18
  steps, 16-19
project intelligence reports
  concurrent programs
    See project intelligence concurrent programs
  data security, 16-16
  dimensions
    See project intelligence dimensions
  implementation steps
    See project intelligence implementation
  key performance indicators
    See key performance indicators
  pages, 16-2
  prerequisites, 16-16
  troubleshooting
    See troubleshooting
  types, 16-2
project intelligence responsibilities
  Daily Project Intelligence User, 16-3
  Project Executive User, 16-3
  Project Intelligence Administrator, 16-3
  Project Superuser, 16-3
Purchased Item dimension, 14-11
Purchasing Category dimension, 14-12

purchasing functional area, 6-4
Purge Budget and Forecast concurrent program, 10-62

R

rates
  daily exchange, 2-2
Real-Time Chat
  enabling, 2-64
Reason (for cancellations) dimension, 20-11
Reason (for terminations) dimension, 20-11
Receipt Date Exceptions considerations, 14-42
Receipt Date Exceptions reports, 14-6
Refresh Employee Directory concurrent program, 10-60
refreshing
  dashboards, 1-7
region
  graph, 1-1
  key performance indicators, 1-1
  links, 1-1
  overview, 1-1
  parameter, 1-1
  table, 1-1
regions
  RSS feed, 2-61
Rejections on Inspection reports, 14-6
rendering
  debugging, 4-14
Renewal Bookings Detail report, 20-6
Renewal Bookings Summary report, 20-6
Renewal Bookings Trend report, 20-6
Renewal Cancellations Detail report, 20-7
Renewal Cancellations Summary report, 20-7
Renewal Expected Bookings Detail report, 20-6
reports, 7-xx
  Activations, 20-4
  Activations Detail, 20-4
  Activations Trend, 20-4
  Active Agreements Summary, 21-24
  Active Service Contracts, 20-4
  Activity, 7-2
  Actual Production Job Detail, 21-16
  administer, 2-37
  Agreement Order Line Detail, 21-25
  Agreement Orders Analysis, 21-24
  Agreements Trend, 21-25
  Backlog, 7-2, 20-7
  Backlog and Past Due Schedule Value, 21-11
  Backlog and Past Due Schedule Value Trend, 21-11
  Backlog Line Detail, 21-21
  Backorder Detail, 21-14
  Backorder Summary, 21-14
  Backorder Trend, 21-14
  Blanket Leakage, 14-4
  Booked Order Line Detail, 21-11, 21-21
  Booked Return Line Detail, 21-21
  Bookings, Revenue and Revenue Backlog Trend, 21-21
  Bookings Overview, 21-21
  Booking to Renewal Activity, 20-7
  Booking to Renewal Ratio Trend, 20-7
  Book to Fulfill Days, 21-11
  Book to Fulfill Days Trend, 21-11
  Book to Ship Aging, 21-13
  Book to Ship Days, 21-13
  Book to Ship Days Trend, 21-13
  Carrier Billing and Payment Variance, 21-24
  Carrier Billing and Payment Variance Trend, 21-24
  Closure Performance, 7-2
  Contract Utilization, 14-5
  Cumulative Bookings and Revenue, 21-21
  Cumulative Production to Plan, 21-16
  Current Active Service Contracts Detail, 20-4
  Current Active Service Contracts Trend, 20-4
  Current Capacity Utilization, 21-22
  Current Production Delayed, 21-16
  Current Unrecognized Variance, 21-17, 21-19
  Customer Fulfillment Management, 21-11
  Cycle Count Accuracy, 21-15
  Cycle Count Accuracy Trend, 21-15
  Cycle Count Adjustment Detail, 21-15
  Cycle Count Adjustment Summary, 21-15
  data source, 3-18
  data source mapping, 3-22
  designing, 3-17
  Expirations, 20-4
  Expirations Detail, 20-4
  Expired Agreements, 21-24
  Expired Value Distribution, 20-4
  Expiring Agreements, 21-24

exporting and importing, 3-55
Freight Cost Recovery Rate, 21-24
Freight Cost Recovery Rate Trend, 21-24
Fulfilled Requisitions, 14-4
Fulfilled Return Value, 21-12, 21-37
Fulfilled Return Value Trend, 21-12
Fulfilled Value, 21-36
Fulfillment Performance, 21-11
Fulfillment Performance for Top Models, 21-11
Fulfillment Performance for Top Models Trend, 21-11
Fulfillment Performance Trend, 21-11
graph region, 3-40
Hit/Miss Summary, 21-15
Intransit Inventory Detail, 21-15
Inventory Management, 21-14
Inventory Turns, 21-15
Inventory Turns Trend, 21-15
Inventory Value by Type, 21-14
Inventory Value Summary, 21-14
Inventory Value Trend, 21-14
Invoice Amount, 14-5
Late Renewal Bookings, 20-6
Late Renewal Bookings Aging, 20-6
Lines Late to Schedule, 21-38
Lines Shipped Late to Promise Detail, 21-13
Lines Shipped Late to Promise Summary, 21-13
Lines Shipped Late to Schedule Detail, 21-13
Lines Shipped Late to Schedule Summary, 21-13
Lines Shipped On-Time to Schedule Trend, 21-13
Lines Shipped Performance, 21-13
Lines Shipped Performance Trend, 21-13
links region, 3-41
links regions, 3-51
Manual Invoices, 14-4
Manufacturing Cost Job Detail, 21-16, 21-19
Manufacturing Cost Variance, 21-16, 21-19
Manufacturing Cost Variance Trend, 21-16, 21-19
Manufacturing Management, 21-16
Material Usage Job Detail, 21-17, 21-18
Material Usage Variance, 21-17, 21-18
Material Usage Variance Trend, 21-17, 21-18
Mean Time to Repair, 8-4
Mean Time to Repair Detail, 8-4
Mean Time to Repair Distribution, 8-4
Mean Time to Repair Distribution Trend, 8-4
Mean Time to Repair Trend, 8-4
My Approvals, 2-62
Net Product Bookings, 21-21
New Agreements, 21-24
Non-Agreement Order Line Detail, 21-25
Non-Contract Purchases, 14-4
On-hand Inventory Detail, 21-14
On-Time Arrival Rate, 21-23
On-Time Arrival Rate Trend, 21-23
On-Time Production, 21-16
Open Job Detail, 21-17, 21-19
Operation Plan Exceptions by Reason, 21-23
Operation Plan Performance, 21-23
Outstanding Trend, 21-25
parameter region, 3-25
Past Due Percent Trend, 20-7
Past Due Promise Value Aging, 21-12
Past Due Promise Value Detail, 21-12
Past Due Promise Value Summary, 21-12
Past Due Promise Value Trend, 21-12
Past Due Renewals Detail, 20-7
Past Due Schedule Line Aging, 21-13
Past Due Schedule Line Detail, 21-14
Past Due Schedule Line Summary, 21-14
Past Due Schedule Line Trend, 21-14
Past Due Schedule Value, 21-37
Past Due Schedule Value Aging, 21-11
Past Due Schedule Value Detail, 21-12
Past Due Schedule Value Summary, 21-12
Payables Leakage, 14-4
Period Expiring Contracts, 20-4
Period Expiring Contracts Detail, 20-4
Period Renewal Bookings Detail, 20-7
Period Renewals Summary, 20-7
Period Renewals Trend, 20-7
Pick Release to Ship Cycle Time, 21-22
Pick Release to Ship Cycle Time Trend, 21-22
Picks & Exceptions Analysis, 21-22
Picks & Exceptions Trend, 21-22
Picks and Exceptions by Reason, 21-22
Plan Details, 21-19
Plan Management, 21-19
Planned Cost Breakdown Summary, 21-19

Planned Cost Breakdown Summary Trend, 21-20
Planned Inventory Turns, 21-20
Planned Inventory Turns Trend, 21-20
Planned On-Time Shipment, 21-20
Planned On-Time Shipment Trend, 21-20
Planned Organizations, 21-19
Planned Performance, 21-20
Planned Purchasing Cost, 21-20
Planned Resource Utilization, 21-20
Planned Resource Utilization Trend, 21-20
Planned Revenue and Margin, 21-19
Planned Revenue and Margin Trend, 21-19
PO Price Change, 14-5
PO Purchases, 14-4
Potential Revenue Shortfall Trend, 21-20
Processed Requisitions, 14-3
Product Bookings and Revenue Trend, 21-21
Product Cost Management, 21-18
Product Gross Margin, 21-18
Production to Plan, 21-16
Production to Plan Trend, 21-16
Product Revenue, 21-22
Product Revenue Backlog, 21-22
Product Revenue Bookings and Backlog, 21-20
prototypes, 3-23
publishing, 3-53
Rated Freight Cost per Unit Distance, 21-23
Rated Freight Cost per Unit Distance Trend, 21-23
Rated Freight Cost per Unit Volume, 21-23
Rated Freight Cost per Unit Volume Trend, 21-23
Rated Freight Cost per Unit Weight, 21-23
Rated Freight Cost per Unit Weight Trend, 21-23
Receipt Date Exceptions, 14-6
Receipt to Putaway Cycle Time, 21-22
Receipt to Putaway Cycle Time Trend, 21-22
Rejections on Inspection, 14-6
Renewal Bookings Detail, 20-6
Renewal Bookings Summary, 20-6
Renewal Bookings Trend, 20-6
Renewal Cancellations Detail, 20-7
Renewal Cancellations Summary, 20-7
Renewal Expected Bookings Detail, 20-6
Repair Order Backlog, 8-2
Repair Order Backlog Detail, 8-2
Repair Order Backlog Trend, 8-2
Repair Order Charges Summary, 8-3
Repair Order Charges Summary Trend, 8-3
Repair Order Completion, 8-3
Repair Order Completion Detail, 8-3
Repair Order Completion Trend, 8-3
Repair Order Cost Summary, 8-3
Repair Order Cost Summary Trend, 8-3
Repair Order Days Until Promised, 8-2
Repair Order Late Completion Aging, 8-3
Repair Order Late Completion Detail, 8-4
Repair Order Margin, 8-3
Repair Order Margin Detail, 8-3
Repair Order Margin Summary, 8-3
Repair Order Margin Summary Trend, 8-3
Repair Order Margin Trend, 8-3
Repair Order Past Due Aging, 8-3
Repair Order Past Due Detail, 8-3
Repair Order Service Code Summary, 8-4
Requested Shipping Lead Time Trend, 21-11
Resolution, 7-2
Resource Efficiency, 21-17
Resource Efficiency Job Detail, 21-17
Resource Efficiency Trend, 21-18
Resource Utilization, 21-17
Resource Utilization Trend, 21-17
Resource Variance, 21-17, 21-18
Resource Variance Job Detail, 21-17, 21-18
Resource Variance Trend, 21-17, 21-19
Returns, 14-5
Returns by Reason, 21-12
Returns Detail, 21-12
Revenue Overview, 21-21
Sales Agreement Management, 21-24
Scrap, 21-18
Scrap Job Detail, 21-18
Scrap Trend, 21-18
Service Contracts Management, 20-3
Service Renewals Management, 20-5
Shipping Management, 21-12
Spend Evaluation, 14-5
table region, 3-29
Terminated Agreements, 21-24
Terminations, 20-4
Terminations Detail, 20-4
Terminations Trend, 20-4

title region, 3-24
Top Agreements by Fulfillment Activity, 21-25
Top Potential Revenue Shortfall Reasons, 21-20
Top Renewal Bookings, 20-6
Total Performance Against Agreements, 21-24
Transportation Management, 21-23
Trip Stop Arrival Performance Trend, 21-23
troubleshooting, 3-41
Unfulfilled Requisitions, 14-3
Unprocessed Requisitions, 14-3
Warehouse Management, 21-22
Warehouse Storage Utilized, 21-22
Warehouse Storage Utilized Trend, 21-22
Reports, 13-1, 14-xx
Asset Downtime Detail Report, 12-3
Asset Downtime Report, 12-3
Labor Backlog , 12-6
Labor Backlog Detail, 12-6
Late Completion Aging, 12-4
Past Due Work Order Aging, 12-6
Past Due Work Order Detail, 12-5
Requested Work Order Detail Report, 12-5
Request to Completion, 12-4
Request to Completion Detail, 12-4
Request to Completion Distribution, 12-5
Work Order Backlog, 12-5
Work Order Backlog Detail, 12-5
Work Order Completion, 12-3
Work Order Completion Detail, 12-4
Work Order Cost, 12-2
Work Order Cost Detail, 12-3
Work Order Cost Summary, 12-2
Requester parameter, 14-30
request set generator, 1-7
request sets
creating, 1-7
incremental, 1-7, 10-62
initial, 1-7
Update GL Summaries After Setup Changes, 10-62
viewing, 4-2
viewing analysis reports, 4-3
viewing settings, 4-2
request types
compare, 7-6
Resolution reports, 7-2
responsibilities, 1-13
and security, 7-8
Business Intelligence Administrator, 1-13
Commodity Manager, 14-9
Cost Center Manager, 10-5
Customer Support Manager, 7-3
Daily Commodity Intelligence, 14-10
Daily Compliance Intelligence, 18-2
Daily Customer Support Intelligence, 7-3
Daily Depot Repair Intelligence, 8-4
Daily Field Service Intelligence, 9-6
Daily Financials Intelligence, 10-5
Daily Interaction Center Intelligence, 11-3
Daily Payables Intelligence, 10-5
Daily Procurement Intelligence, 14-10
Daily Service Contracts Intelligence, 20-9
Depot Repair Manager, 8-4
Field Service Manager, 9-6
Procurement Manager, 14-9
Profit Center Manager, 10-5
Service Contracts Manager, 20-8
Service Sales Manager, 20-9
responsibility, 1-1
Responsibility
daily maintenance intelligence, 12-1
daily maintenance manager, 12-6
maintenance manager, 12-1, 12-6
Returns reports, 14-5
roles, 1-13
Email Center Manager, 11-3
Inbound Telephony Manager, 11-3
overview, 1-1
RSS feed, 2-61
RSS feeds, 3-52
RTC
See Real-Time Chat

S

Sales Agreement Management dashboard, 21-10
sales district hierarchy, 2-66
Sales Group dimension, 20-10
sales group hierarchy, 1-11, 2-66, 20-26
security, 1-17
sales group hierarchy setup, 20-21
sales representative setup considerations, 20-15
security, 1-1, 7-3, 7-8, 7-8

commodities, 1-17
commodity, 14-26
operating unit, 14-25
stores, 1-19
Service Contracts Management dashboard, 20-2
Service Contracts Management KPIs, 20-12
Service Contracts Management reports, 20-3
Service Contracts Manager responsibility, 20-8
Service Renewals Management dashboard, 20-5
Service Renewals Management KPIs, 20-13
Service Renewals Management reports, 20-5
Service Request Backlog
KPI, 7-6
Service Request Backlog Type dimension, 7-5
Service Request Channel dimension, 7-5
Service Request Closed Activity KPI, 7-7
Service Request Escalated Backlog Percent, 7-7
Service Request Resolution Status dimension, 7-4
Service Request Severity dimension, 7-4, 9-7
Service Requests Opened Activity KPI, 7-7
Service Request Status dimension, 7-4
Service Request Type dimension, 7-3
Service Request Type Security, 9-9
Service Request Unowned Backlog Percent, 7-7
Service Sales Manager responsibility, 20-9
setting up users, 2-74
setup
commodities, 14-51
currency, 2-2
field service district hierarchy, 9-12
HR profile options, 5-4
item dimension, 6-12, 20-21
sales group hierarchy, 20-21
time dimension, 2-2
Shipping Management dashboard, 21-4
simulation views, 3-38
software requirements, 2-27
Spend Evaluation reports, 14-5
store parameter
security, 1-19
Supplier Business Classification dimension, 14-14
Supplier dimension, 14-13
Synchronize GL company cost centers with HR concurrent program, 5-11

T

tables
base summary, 1-7, 1-14
tablespace
increasing, 4-15
Task Backlog KPI, 9-8
Task Closed Activity KPI, 9-8
Technician Utilization KPI, 9-8
Terminated Billed Value key performance indicator, 20-13
Terminated Remaining Value key performance indicator, 20-13
Terminations Detail report, 20-4
Terminations report, 20-4
Terminations Trend report, 20-4
Time dimension, 1-12, 2-2, 9-6, 20-10
enterprise calendar hierarchy, 1-12
financial calendar hierarchy, 1-12
gregorian hierarchy, 1-12
period 445 hierarchy, 1-12
Time to Close Distribution dimension, 7-5
Time to Resolve Distribution, 7-5
To Date, 20-24
Top category, 6-4
top node, 6-4
Top Renewal Bookings report, 20-6
Transaction Reasons dimension, 14-16
transactions
currency, 2-2
future-dated, 2-2
Transportation Management dashboard, 21-9
troubleshooting
DBI for Field Service, 9-17
managers, 5-15
Oracle Daily Business Intelligence for Service Contracts, 20-27
project intelligence, 16-25

U

unassigned customer classification, 20-11
unassigned sales group, 20-15
Unfulfilled Requisitions reports, 14-3
Unprocessed Requisitions reports, 14-3
Unresolved Escalated Backlog % KPI, 7-6
Unresolved Service Request Backlog KPI, 7-6
Unresolved Unowned Backlog % KPI, 7-7
Update GL Summaries After Setup Changes

request set, 10-62
updating
  categories, 6-18
  category assignments, 6-19
upgrade
  checklist, 2-75
upgrading
  item dimension, 6-12
Uplift key performance indicator, 20-13
Upload Budget and Forecast concurrent
program, 10-62

V

view
  materialized, 1-7, 1-14

W

warehouse dimension, 1-10
Warehouse Management dashboard, 21-9
web conferencing
  enabling, 2-63