Integra Apps 5.1
PeopleSoft Enterprise
Implementation and Best Practices Workbook

ORACLE

Oracle Configuration Controls Governor: Integra Apps Installation Guide

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Preface

Introduction

This guide has been designed as a workbook to guide you through your implementation and rollout of Integra Apps at your organization. It is intended to be a hands-on, working session to initiate the planning process for your implementation. Many of the questions and planning activities posed in this workbook will not be answered or completed in this training session as they may require the input of management or other team members.

The workbook is organized in two sections: Implementation and Best Practices. The Implementation section begins by examining your business application environment in detail and then outlines the necessary steps for planning and implementing Integra Apps at your site. Section two contains a detailed discussion of "Best Practices" for Integra Apps and offers ways you may use each of the key functional areas.

The Change Tracking Worksheets at the end of this document are for most current support of PeopleSoft Enterprise. For more information about PeopleSoft Enterprise, please download *Managing PeopleSoft Enterprise* from the Product Download Center.

Implementing Integra Apps

This section will guide you through the implementation of Integra Apps at your site. With careful planning, the implementation should be relatively simple. The implementation consists of three key stages:

1. Scope
2. Plan
3. Execute

Scope

In order to properly plan for your use of Integra Apps, it is important to have a general understanding of your organization, your business application environment (or project plan) and your goals for using Integra Apps.

Organizational Overview

Understanding your overall organizational structure is fundamental to planning how to utilize Integra Apps and helping define your documentation objectives later.

Questions for Discussion

- Is your organization single org or multi-org?
- If multi-org:
    - Number of operating units?
    - Number of sets of books?
    - Number of inventory organizations?
    - Number of HR business groups?

Systems/Project Overview

Understanding your current systems and your business applications project is important. The answers to these questions will influence many of the decisions you make later regarding the use of Integra Apps at your site. This section will examine your legacy systems (if applicable), your business application environment, other systems you may be using in your organization, and finally your reasons for purchasing Integra Apps.

Business Application System/Project

Questions for Discussion

- What is the current lifecycle stage of your business application project (e.g., Implementing, Live/Maintaining, Upgrading, etc.)?
- What are the key milestones of your project plan (e.g. go-live dates, rollout dates, etc.)?

Other Systems

Questions for Discussion

- Are there other business units in your organization using other systems or other applications?
- Do any of these other systems interface with your business applications?

Integra Apps

Questions for Discussion

- What are the main reasons your organization purchased Integra Apps?
- What do you hope to accomplish with Integra Apps?

Plan

Once you have an understanding of your business application environment/project, you can begin to plan how to integrate Integra Apps at your organization. This section will cover some of the key areas you need to address prior to your implementation.

In this section each key area contains a template to assist you and your organization with planning. The information gathered here will be used in the next part of your implementation when you are ready to execute your action plan.

Overview

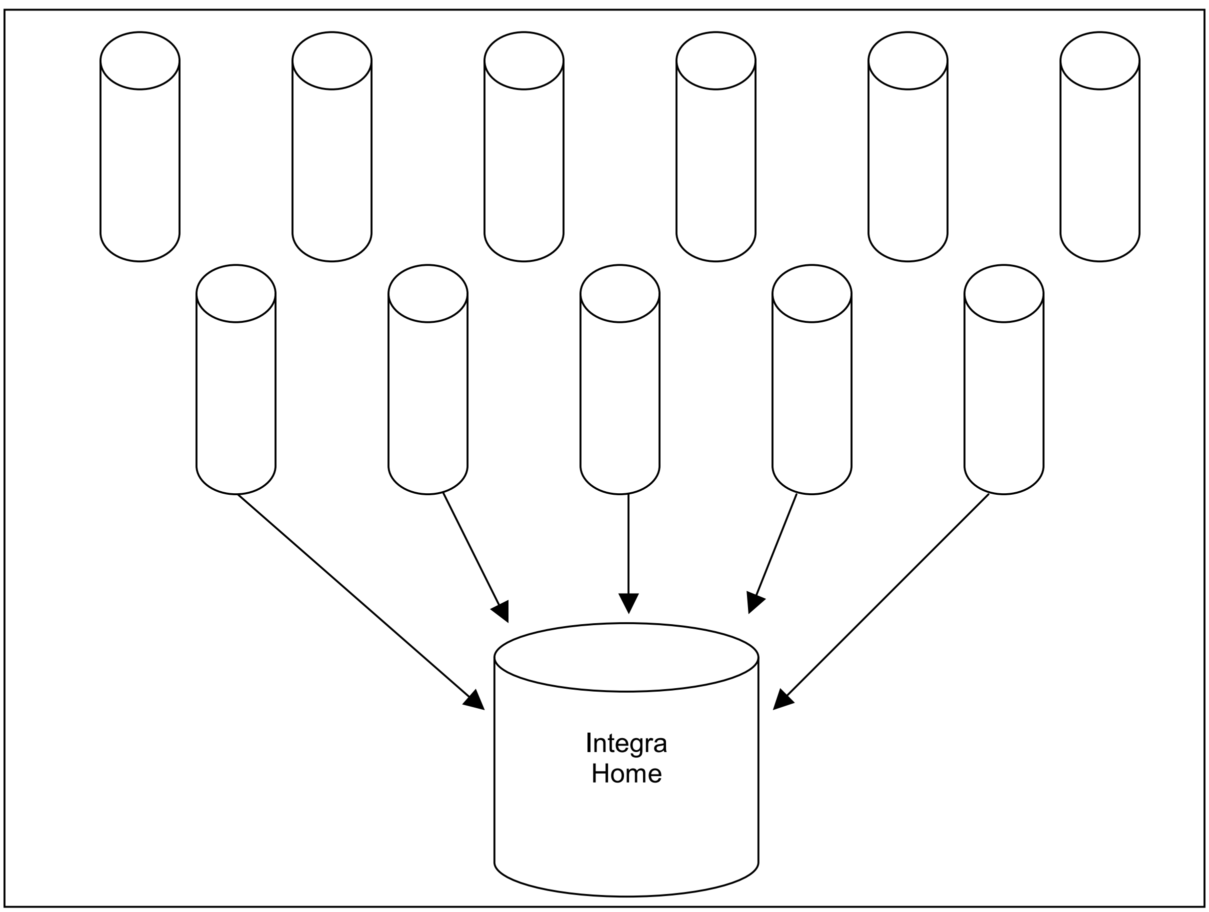
The first step in the planning process is to identify the database instances that need to be configured as ERP instances in Integra Apps. An “ERP instance” is any instance you wish to snapshot, compare and/or track changes on.

Question for Discussion

- What business application instances need to be configured as ERP instances in Integra Apps?

Planning Activity

Use the diagram below to map the business application instances that need to be configured as ERP instances.



Security

Overview

Integra Apps provides security in all pages and reports. A user's access to information can be limited by:

- Instance
- Application
- Set ID

Your organizational structure and the sensitivity of data in your organization will determine how security needs to be implemented at your site.

Questions for Discussion

- Are there particular applications within your organization that you need to limit access to (e.g. HR, Payroll)?
- Does access to setup data for your organization need to be limited by Set ID?

Planning Activity

Use the template below to define your security requirements for Integra Apps by instance. Each of the columns in this table represents the required fields for defining a security group.

Security Group Name	Security Group Description	DB Instance	Application Access	Set ID Access

Users and User Roles

Overview

The most successful rollouts of Integra Apps are the ones where user roles and expectations are clearly defined at the beginning. In addition to the standard Integra Apps User role, several specialized roles exist that need to be assigned to someone in your organization. Depending on the size and complexity of your organization, these roles could be filled or shared by several people or just one or two. These roles might also overlap depending on how responsibilities are defined at your site.

Questions for Discussion

- Who needs to be given access to Integra Apps?
- Who will be responsible for each of the specific Integra Apps roles?

Planning Activity

Use the templates below to assign roles and to identify the users of Integra Apps.

Part 1: Assign Roles - Use this template to assign the specific roles in Integra Apps:

Role	Description	Recommended User	Assigned To
Apps User	Primary user of the product. Creates Snapshot and Change Tracking definitions, reviews and compares Snapshots, reviews changes reported by Change Tracking, sets up Change Tracking queries and alerts, troubleshoots business application problems using Integra Apps.	Superusers, project leads, business application managers, onsite consultants.	
Snapshot Scheduler	Generates Snapshots of business application environments by scheduling Snapshot definitions.	Superusers, project leads, business application managers, onsite consultants.	
Apps Developer	Creates customized views of Snapshots specific to a functional or business area.	Superusers, project leads, business application managers, onsite consultants.	
Change Tracking Scheduler	Deploys Change Tracking to business application environments.	System administrator or DBA. This role should be strictly controlled. We recommend one primary user and one backup user.	
Integra MetaBuilder User	Develops metadata for customizations or third-party software products with setup data.	Usually a developer. Requires knowledge of SQL, database tools, and underlying structure of business application database.	
Administrator	Defines Users and Security Groups, performs general system maintenance, installs and maintains Integra Home schema, configures ERP instances, manages Integra Apps upgrades and patches.	System administrator or DBA. This role should be strictly controlled. We recommend one primary user and one backup user.	

Part 2: Define Users - Use this template to identify the users of Integra Apps. Each column represents the **required** fields your Integra Administrator will need in order to create the users.

Employee Name	Username	Initial Password	Start Date	Assigned Role(s)	Assigned Security Group(s)

Change Tracking

Overview

Change Tracking is enabled by ERP instance. Part of the planning process is to determine which instances you need to enable change tracking for and specify which setup objects need to be monitored within those instances.

Since change tracking is enabled by applying triggers to the various setup tables in the business applications, it is important to give careful consideration to what Integra Apps objects you monitor. Particular attention should be given to any Integra Apps object that could be affected by a business application interface (i.e. Customers, Items), since there is potential for it to insert a large amount of new records into the setup table(s) at once.

Change tracking is ideal for monitoring key setup objects such as opening and closing periods in General Ledger, creating new values related to your Chart of Accounts, or allowing (or not allowing) suspense posting to your Sets of Book(s) as these have a direct impact on business. Enabling change tracking on some objects may be less clear and will depend on your business requirements.

Questions for Discussion

- Who is the appropriate decision maker(s) for each business application installed at your site to decide what setup objects need to be change tracked?
- Which instances need to have change tracking enabled?
- Which setup objects need to be tracked in each instance?
- Are there email alerts that need to be created for certain setup objects?

Planning Activity

Engage in at least one of the following planning options to help your organization plan the implementation of Change Tracking, and to identify what objects to track on each ERP instance. Most organizations can benefit from using both planning options.

Planning Option A: Use the worksheets in Appendix A of this workbook. The worksheets are tailored to PeopleSoft Enterprise 8.8, but are generally applicable to other versions of PeopleSoft Enterprise. For more information about PeopleSoft Enterprise, please download *Managing PeopleSoft Enterprise* from the Product Download Center.

Planning Option B: Use the following guidelines:

1. Work Backwards
Decide on what objects are NOT important to your business for change tracking first. This will narrow down the list of available objects to track so that you can make more educated decisions for your business.

2. Group Objects by Categories

Group objects into the following categories to determine their importance for change tracking. Objects that do not fit into these categories may not need to be enabled for change tracking:

a. **Primary Application Functionality**
   Setup objects that relate to the primary functions of each business application (e.g., Invoices and Payments in AP, Receipts and Transactions in AR, etc.).
b. **System Security and Integrity**
   Setup objects that affect overall system security and integrity at your site (e.g., Profile Options, Users and Responsibilities/Roles, etc.).
c. **Financial Limits/Document Approvals**
   Setup objects related to the financial limits of users of business applications (e.g., Invoice approval, Journal approval, PO approval, etc.).
d. **Sub-ledgers Interaction with General Ledger**
   Setup objects that affect the interface of the sub-ledger information to the General Ledger (e.g., Financial Options, Auto Accounting Rules, etc.).
e. **General Ledger Specifics**
   Setup objects related to the financial integrity of business applications (e.g., Accounting Rules, Accounting Flexfield, Sets of Books, Value Set Values, etc.).
f. **Organizational Structure**
   Setup objects related to your overall organizational structure (e.g., Organization Hierarchy, etc.).

3. Examine Business Specifics

Examine the specifics of your business. After all, no one knows your business as well as you. For example, are there setup objects outside of the categories listed above that are critical to your business? If yes, you should include them in a tracking group. On the other hand, are there any setup objects that could insert a large number of records into a setup table at once and create a potential performance impact in production (custom interfaces, APIs, etc.)? If yes, you should test them thoroughly before implementing them in your production environment.

4. Plan Queries and Alerts

Determine if there are any setup objects that need to have email alerts created for them.

> Note: Caution should be used when defining queries and alerts. A query that is too broad could generate too many email messages, leading recipients to discount or ignore them. We recommend that queries always be created at the object level.

Documentation

Overview

Integra Apps automates documentation of your setup and some operational data and provides quick, up-to-date reports. You should plan how to use and maximize this functionality.

> Note: In order to receive the full benefit of Integra Apps, we recommend you create a complete baseline of your setup for every module as soon as possible. The easiest way to do this is to run all of the Snapshot definitions that are created automatically when you install Integra Apps. This activity should be centralized to one person in your organization to conserve table space and to promote data consistency. The output from the Snapshot definitions can then be shared with the appropriate users. We also recommend you schedule your definitions to run on a regular interval, either monthly or quarterly depending on your business needs.

Questions for Discussion

- What are your documentation objectives for each of the key milestones for your business application project?
- What are the documentation objectives for each of your business application instances?
- What are your archive requirements for Integra Apps by instance? How long a history do you need to maintain in the Integra Apps repository? How often will you purge the Integra Apps repository? Where will these reports be archived to?

Planning Activity

Use the template below to help define documentation requirements by instance. This template should also be used as a log for defining your archive and purging requirements later.

Application Name	Instance Name	Owner	Baseline Creation Date (mm/dd/yyyy)	Baseline Interval	Archive (Y/N)	Purge Date (mm/dd/yyyy)

Overview

Training is an essential part of any rollout of Integra Apps. It is important that all project members in your organization understand the benefits of Integra Apps and how to use each Integra Apps feature.

Questions for Discussion

- Are there additional team members who need to be trained on Integra Apps?
- Are there project members in other location(s) who need training?
- If so, what is the plan for training these team members?

Planning Activity

Contact Client Services to discuss education and training solutions. Several training options, including online and on-site classes, are available to meet your needs as your organization grows or the scope of your project changes.

Execute

Once you have defined your requirements for Integra Apps, you are ready to execute your plans. In this section we will cover the essential steps for a successful implementation of Integra Apps:

1. Configure ERP Instances
2. Define Users, Assign Roles, and Create Security Groups
3. Deploy Change Tracking, Queries and Alerts
4. Create Baseline Documentation

Step 1 – Configure ERP Instances

Role: Administrator
Navigation: Administrator > ERP Instances
Reference: Administration Guide, "Quick Start: Configure Integra for each ERP instance"

The configuration of ERP instances is the responsibility of the Administrator role. The appropriate technical person who has been assigned the Administrator role should create the targets identified during the planning stage.

Step 2 - Define Users, Assign Roles, and Create Security Groups

Role: Administrator
Navigation: Administrator > Users
Reference: Administration Guide, "Quick Start: Create users, roles and security groups"

The creation of users and the assignment of roles and security groups is the responsibility of the Administrator role. Your Integra Apps Administrator should define the security requirements defined during the planning stage.

Step 3 – Deploy Change Tracking, Queries, and Alerts

Roles: Apps User, Change Tracking Scheduler
Navigation: Workbench > Apps
Reference: User Guide, "How to…Track changes to ERP application setups"

After careful planning, implementing Change Tracking involves four steps:

1. **Create Change Tracking Definition(s)**

   The creation of Change Tracking definitions and the deployment of the Change Tracking triggers are the responsibilities of the Apps User and Change Tracking Manager roles, respectively. The Apps User should create Change Tracking definitions based on the requirements defined during the planning stage, and the Change Tracking Scheduler should review them carefully before running them.

2. **Define Queries**

   Queries must first be defined before email alerts can be created. Any Apps User may define queries.

3. Create Alerts

Before creating email alerts, you must first define a query. Email addresses may then be attached to the query.

> Note: Caution should be used when defining queries and alerts. A query that is too broad could generate too many email messages, leading recipients to discount or ignore them. We recommend that queries always be created at the object level.

4. Test

Test Change Tracking first in a test environment before implementing it in production: evaluate whether there is any performance impact, or unnecessary information being captured. You can easily modify your Change Tracking definitions to include or exclude objects, and then re-test. Keep in mind that you can track insertions, updates and/or deletions; if an object is identified as having a probable impact on performance, consider tracking only updates.

Step 4 - Create Baseline Documentation

Role: Snapshot Scheduler
Navigation: Workbench > Apps
Reference: User Guide, "How to…Create Snapshots of ERP application setups"

Once ERP instances have been configured and users have been defined, you are ready to create baseline documentation of current application configurations. Creating a baseline ensures not only that you have a complete and accurate record of your setup, but that you have a historic record that can be used for comparison when problems or changes occur in your applications.

The owners who were identified during the planning stage are responsible for creating the initial baseline documentation for their respective application(s).

Best Practices for Integra Apps

Integra Apps is an invaluable tool for managing business application configurations, whether you're implementing, in production, or upgrading. This section provides general guidelines for implementing Integra Apps best practices at your organization.

Each best practice includes a template with implementation guidelines. The templates contain a column entitled "Your Organization," which lets you plan and record how each best practice will be implemented at your site.

Depending on your business application project phase, not every best practice may be applicable to your organization.

Part 1: System Maintenance

Like any application, Integra Apps requires some general system maintenance to ensure its smooth operation. The maintenance required, however, is usually minimal.

Best Practice: Define Archiving and Purging Requirements

The data associated with your snapshots, comparisons and change tracking details will remain in the Integra Apps repository until you decide to purge it. Prior to purging, your organization should define your archiving requirements. For example, will you keep only the most recent snapshot set for a particular application and purge all others? Or, will you always keep 6 months of history? Your requirements might vary from instance to instance (e.g., Test vs. Production) or be influenced by management and audit requirements. The Table Space Usage report can help you to decide when to purge, since it details used and available table space within the Integra Home instance.

> Note: Only the Administrator can purge snapshot, comparison or Change Tracking history.

Questions To Ask	Best Practice Guidelines	Your Organization
Who?	Integra Apps users, Administrator	
What?	Purge and/or archive Snapshot, Comparison and Change Tracking history	
When?	Based on organization's business requirements	
Where?	By ERP instance, in the Integra Home instance	
Why?	Part of general maintenance; to free up table space in the Integra Home instance	

Best Practice: Define Integra Apps Patching Requirements

Application patches for Integra Apps are released throughout the year. Usually these patches update existing metadata or provide new metadata and support for business applications and/or objects. You should set a patching policy, decide who will be responsible for staying informed of patch releases, and decide who will be responsible for applying patches.

Questions To Ask	Best Practice Guidelines	Your Organization
Who?	Project Lead for staying informed of patch releases DBA for applying patches	
What?	Integra Apps patches	
When?	As patches are released	
Where?	Integra Home instance	
Why?	Minimize product issues and maximize new functionality	

Part 2: General

Best Practice: Use Naming Conventions

Using naming conventions for Snapshot and Change Tracking definitions will help you organize, group, and find your definitions. The names you give definitions determine how they are listed in the workbenches and search results, so using a naming convention makes it easier to identify the right definition or occurrence. Since definitions can be shared with other users in your organization, a naming convention clearly communicates what you are documenting or tracking.

When naming Snapshot definitions, we recommend the following formula:

APPLICATION + OBJECT NAME + DB INSTANCE + FILTER INFORMATION

For example, if you are creating a Snapshot definition for Accounts Payable application's Payables Options object, in your production environment for your USA organization, your definition name should look like this:

AP Payables Options in Prod for USA

> Note: We do not recommend placing the time or date in definition names since definitions can be performed an unlimited number of times. Time and date information is captured in each run and can be easily identified at the occurrence level.

Questions To Ask	Best Practice Guidelines	Your Organization
Who?	All Integra Apps users	
What?	All Integra Apps definitions	
When?	Always	
Where?	All ERP instances	
Why?	Easier recognition of what is being documented or compared	

Part 3: Snapshots

Snapshots are an essential part of documenting your business application environment. They can be used to:

- Document setup prior to implementing customizations
- Maintain detailed information about your environment for auditors and historical reference
- Document milestones within your organization as business requirements change
- Facilitate the process when working with your business application manufacturer's Support team

Best Practice: Document Milestones

A milestone is any major event that impacts your business applications. Some common milestones are:

- An upgrade to a newer version of a business application (e.g., PeopleSoft Enterprise 8.7 to 8.8)
- Application of a significant patch or patchset to the business applications
- Major changes in your business requirements that impact setup values
- Addition of a new operating unit or organization
- An event/project that is specific to your organization

Whenever milestones in your organization occur, snapshots should be taken both before (if a baseline of your setup does not already exist) and after the event occurs.

> Note: In order to receive the full benefit of Integra Apps, we recommend you create a complete baseline of your setup for every module as soon as possible. The easiest way to do this is to run all of the Snapshot definitions that are created automatically when you install Integra Apps. This activity should be centralized to one person in your organization to conserve table space and to promote data consistency. The output from the Snapshot definitions can then be shared with the appropriate users. We also recommend you schedule your definitions to run on a regular interval, either monthly or quarterly depending on your business needs.

Questions To Ask	Best Practice Guidelines	Your Organization
Who?	Key functional users, process owners	
What?	All setup objects affected by milestone	
When?	Before (if baseline does not already exist) and after event	
Where?	Production instance, or any other instance where applicable	
Why?	Maintain historical record of all changes	

Best Practice: Snapshot Before and After Applying Business Application Patches

Many of our customers ask whether Integra Apps Change Tracking will capture unexpected changes made by business application patches. Our answer is that Change Tracking is not the best way to accomplish this; the best way is to run snapshot sets before and after applying the patch. You can then run a comparison set(s) to identify any unexpected changes caused by the patch.

In fact, we recommend that you disable Change Tracking prior to applying business application patches, and re-enable it afterwards. This ensures that Change Tracking triggers will not interfere with the application of the patch.

> Note: Disabling and re-enabling Change Tracking is the responsibility of the Change Tracking Scheduler. The procedures are quick and easy to perform.

Questions To Ask	Best Practice Guidelines	Your Organization
Who?	Key functional users, process owners, DBA	
What?	All setup objects related to the business application patch	
When?	Before and after patch application	
Where?	Production instance, or any other instance where applicable	
Why?	Maintain historical record of setup data to identify unexpected value changes caused by a patch	

Best Practice: Provide Audit and Regulatory Information

One part of the audit process is validating the integrity and security of your application environment. Using snapshots, you can maintain a historical record that can be reviewed easily by auditors. Snapshots can also be used to prove your organization's regulatory compliance (e.g., ISO 9000, HIPAA, FDA, etc.).

Questions To Ask	Best Practice Guidelines	Your Organization
Who?	Audit and accounting personnel, process owners, key functional users	
What?	All Setup Objects by application	
When?	As system setup changes	
Where?	Production instance	
Why?	Maintain system integrity and security	

Best Practice: Use Snapshots to Facilitate Support Issue Resolution

When logging a support issue with your business applications' manufacturer (e.g., a TAR with Oracle Support Services) about a bug or functional problem with a specific application, one of the first things they often request are setup details (profile option values, application setup, flexfield structures, etc.). Using snapshots, you can quickly document any setup object in detail, and send the output to the support team to expedite and facilitate resolution of your TAR. Snapshot Templates can be used to respond to specific configuration requests.

Questions To Ask	Best Practice Guidelines	Your Organization
Who?	Functional and technical users	
What?	Setup details as requested by business application manufaturer's support team	
When?	Whenever support team requests setup details about your environment	
Where?	Production instance, or the instance where the problem is occurring	
Why?	Provide complete and thorough documentation and expedite resolution of your TAR	

Best Practice: Snapshot before Refreshing or Dropping an Instance

In most organizations, databases are continually being refreshed or dropped due to limited system resources or other business requirements. After the refresh, users sometimes find that functionality in the new instance is not the same as before. Therefore we recommend that you fully document a business application instance prior to dropping or refreshing it. This information will be easier to retrieve than a backup copy, and can be compared easily to the new instance's information.

Questions To Ask	Best Practice Guidelines	Your Organization
Who?	DBAs, technical users, process owners	
What?	Document all setups prior to refreshing or dropping an instance	
When?	Prior to refreshing or dropping an instance	
Where?	Instance being refreshed or dropped	
Why?	Maintain a historical record of your setup values in case functional issues arise later; easier to retrieve than a backup copy	

Best Practice: Use Snapshots to Supplement Planning Documents

Many of our customers use templates provided by their business applications' manufacture to document their initial application setup. These documents are great for planning, and for routing your application configurations through your organization's internal approval process. The problem with these documents is that they are laborious to keep up-to-date and usually become outdated.

To meet your organization's documentation needs, we recommend using the manufacturer's documents as planning tools during your implementation, and relying on Integra Apps Snapshot reports for maintaining current and accurate records of your setup data.

Questions To Ask	Best Practice Guidelines	Your Organization
Who?	Key project team members, onsite consultants	
What?	All setup objects by application	
When?	As needed during implementation	
Where?	Production instance, or any other instance where applicable	
Why?	Save time, ensure accuracy of setup documentation	

Part 4: Comparing Snapshots

Integra Apps' Snapshot comparison functionality is a powerful tool for troubleshooting business application functionality problems related to setups, maintaining the integrity of your business applications, and standardizing or synchronizing setup and operational data.

Best Practice: Use Comparisons to Troubleshoot

Use comparisons to quickly identify differences between ERP instances. For example, when business application functionality works in one instance but not another, you can compare the instances' setups to quickly recognize differences that could cause the problem.

Questions To Ask	Best Practice Guidelines	Your Organization
Who?	Key functional users, technical users, support staff	
What?	Setup details related to a particular functional area in an application where a problem is occurring	
When?	As problems occur	
Where?	Production instance, or any other instance where applicable	
Why?	Quickly identify setup differences (between instances or entities) that could be the cause of your problem	

Best Practice: Use Comparisons to Maintain Data Consistency across Your Organization

Comparisons can be used to verify that setup records conform to organization standards, and that no unexpected differences exist.

A same-records comparison lets you verify that setup records are the same on two instances (e.g., Test and Production). Alternatively, a force comparison (one-to-many comparison) lets you compare all setup records to a "gold standard" record, to ensure conformity across your organization.

Questions To Ask	Best Practice Guidelines	Your Organization
Who?	Key functional users, process owners	
What?	All multi-org Setup options	
When?	Periodically, based on your business requirements	
Where?	Between instances, operating units, sets of books, inventory organizations, points in time, etc	
Why?	Quickly identify differences between entities	

Best Practice: Use Comparisons to Standardize Rollouts

As your business changes, Integra Apps can document the changes and help you ensure that new entities (operating units, sets of books, etc.) conform to your existing setup standards. A standard comparison (one-to-one comparison) lets you verify that entities are set up the same on two instances (e.g., Test and Production) prior to going live, helping you identify and resolve problems before rollout.

There are two types of comparisons that can help you with rollouts:

Type 1: Compare Same Records. A same-records comparison lets you compare setups between instances to ensure consistency. For example, once a new organization is set up in a test instance, you must create the same setup in your production instance. How will you know if the setup is the same in both? A same-records comparison quickly identifies any differences, so you can make corrections before you go live.

Type 2: Force Comparison/Map Values. A force comparison lets you specify one organization as your gold standard, and then compare its setup to other organization(s).

Questions To Ask	Best Practice Guidelines	Your Organization
Who?	Key functional users, process owners	
What?	Roll-outs of new entities	
When?	Whenever new entities are rolled out	
Where?	Production	
Why?	Ensure that the setup for new entities conforms to the standards your organization has established	

Part 5: Change Tracking

Change is inevitable; Integra Apps captures changes through Change Tracking, documenting them in detail to create a complete audit trail. Integra Apps Change Tracking can be used to monitor the setup of your production environment, ensure data integrity and system security for audit purposes, troubleshoot functionality problems, and capture trigger history.

Setups impact how transactions are processed. Thus, it is important to maintain the integrity of your system by monitoring changes to key setup objects (i.e., those objects which impact your business or affect system security or integrity). Change Tracking can also be used to troubleshoot functional issues when problems occur.

Best Practice: Create a Complete Audit Trail

Part of the audit process is validating the integrity and security of your application environment. Using Change Tracking, you can maintain a historic record that can easily be reviewed by auditors. We recommend discussing Integra Apps Change Tracking capabilities with your auditors to find out what information they require.

Questions To Ask	Best Practice Guidelines	Your Organization
Who?	Audit and accounting personnel, key functional users, process owners	
What?	Monitor key setup objects that could impact system security and integrity	
When?	Continuously	
Where?	Production instance, or any other instance where applicable	
Why?	Ensure system security and integrity; create a complete audit trail of all changes to setup	

Best Practice: Monitor Change Tracking Object History

Monitoring your setups with Change Tracking ensures the integrity of your environment. When the integrity of your setups is called into question and there is no record of changes made, you will want to know when the setups were vulnerable to untracked changes. The Object History report gives you a complete history of when Change Tracking was enabled and disabled. This report should be reviewed on a periodic basis.

Questions To Ask	Best Practice Guidelines	Your Organization
Who?	Technical users, process owners, support staff	
What?	Run the Object History report to identify when setup objects have been enabled or disabled for change tracking	
When?	When a change is discovered but no details of the change exist within Change Tracking	
Where?	Production instance, or any other instance where applicable	
Why?	Identify when your organization has been vulnerable to untracked changes, and take appropriate action when necessary	

Best Practice: Use Alerts to Take Action on Sensitive Changes

Alerts let you send email notifications when setup changes occur. These notifications let you take action on sensitive or unauthorized changes to your setup data. Alerts are generated by queries that you create in the Change Tracker, and can be defined as broadly or specifically as your business requirements dictate.

> Note: Caution should be used when defining queries and alerts. A query that is too broad could generate too many email messages, leading recipients to discount or ignore them. We recommend that queries always be created at the object level.

Questions To Ask	Best Practice Guidelines	Your Organization
Who?	Managers and process owners	
What?	Alerts for changes to sensitive objects	
When?	Every time a change occurs to an change associated with an alert	
Where?	Production instance, or any other instance where applicable	
Why?	Take action on sensitive or unauthorized changes to your setup data	

Part 6: Templates

Snapshot Templates create custom views of Snapshot reports, letting you “slice and dice” the data as needed. Templates can be used to:

- Create custom views
- Check for setup conformity
- Create audit reports

Best Practice: Use Templates to Customize Snapshots

Some snapshot reports contain large amounts of data and may offer more detail than you need. Templates offer an excellent way to select only the key setup fields you want to review. For example, when using the Banks object, you could create a Template to view just the banks’ Payable Document details.

Questions To Ask	Best Practice Guidelines	Your Organization
Who?	Administrator and/or Integra Apps users	
What?	Templates to create custom snapshot reports	
When?	As needed, based on business requirements	
Where?	Snapshots	
Why?	Zero in on key setup fields	

Best Practice: Use Templates to Confirm Setup Conformity

Within a multi-org structure, certain fields should always be populated the same, based on your business requirements. The same is often true of primary setup records (e.g., Items, Customers or Suppliers). Templates can be used to ensure this conformity across your organizations or primary records.

Templates let you create custom views of any setup object by specifying the key fields that should be included in the snapshot. Once the Template is applied to the snapshot, it will only show the fields specified, thus allowing you to quickly check setup conformity.

Questions To Ask	**Best Practice Guidelines**	**Your Organization**
Who?	Administrator and/or Integra Apps users	
What?	Templates to check setup conformity across orgs or primary records	
When?	As needed, based on business requirements	
Where?	Snapshots	
Why?	Ensure setup conformity dictated by your business requirements	

Best Practice: Use Templates to Create Audit Reports

Auditors are concerned not only with financial numbers but with system security and integrity. Business applications provide a number of ways through various setup forms to let your organization define security. Auditors want to know what these settings are, and how system security is implemented.

Templates can be used to create reports based on audit requirements. For example, auditors do not need to know how every business application option is configured within your organization; rather, they are likely interested in key options that affect system security and transaction processing. Templates let you create a custom snapshot of options to accomplish this.

Questions To Ask	**Best Practice Guidelines**	**Your Organization**
Who?	Administrator and/or Integra Apps users	
What?	Templates to create custom snapshots based on system audit requirements	
When?	As needed, based on audit requirements and specifications	
Where?	Snapshots of Setup objects related to system security and integrity	
Why?	Faster, more efficient audits	

Appendix A: Change Tracking Worksheets for PeopleSoft 8.8 Objects

Configurations and setups let an organization alter the behavior of PeopleSoft processes without writing or changing code. This flexibility increases the risks and challenges of managing change within the applications.

Integra Apps Change Tracking creates an audit trail of setup changes occurring within the applications. The audit trail captures changes between old and new setup data values.

Changes to setups could have the following impacts:

Worksheet “Why Track” Abbreviation	Impact
A	**Affects/supports a control.** Change Tracking provides visibility into the system over a period of time.
B	**Financial statement impact.** Could potentially impact a financial statement.
C	**Operational impact.** Changes to business settings could be difficult to identify.

In the following worksheets, the “Why Track” column contains an A, B and/or C to indicate the potential impact of a setup change. Changes deemed most critical for monitoring are identified in the “SOX Recommended” column.

All environments are different, and you should assess your risk and control environment to determine the appropriate level of tracking. Anything with an “A” or “B” has the potential to impact financial statement reporting, but you might have mitigating or compensating controls or a different risk tolerance.

Suite: HCM

Application = Benefits (HBN)

Object Name	Why Track	SOX Recommended	Include in Tracking Group	Instances to Track	Business Justification	Create Alert (Y/N)
Administrative Contacts	C					
Age-Graded Rate Table	C					
Benefit Plan Table	C					
Benefit Program Table	C					
Billing Parameters	C					
Calculation Rules Table	C					
Check Form Table	C					
Define Billing Calendar	C					
Dependents Relationships Table	C					
Disability Plan Type	C					
EDI 834 Transaction Map Table	C					
EDI Trading Partners	C					
Event Rules	C					

Object Name	Why Track	SOX Recommended	Include in Tracking Group	Instances to Track	Business Justification	Create Alert (Y/N)
FEGLI Code Table	C					
FMLA Plan Table	C					
FSA Benefit Plan	C					
FSA Run Table	C					
Flat Rate Table	C					
Health Coverage Codes	C					
Health Plan Table	C					
Leave Plan Table	C					
Life and AD/D Coverage Groups	C					
Life and AD/D Plan Table	C					
Limit Table	C					
Nondiscrimination Rules	C					
Pension Plan Table	C					
Provider Vendor Table	C					
Retirement Plan Table	C					
Salary Rate Table	C					

Object Name	Why Track	SOX Recommended	Include in Tracking Group	Instances to Track	Business Justification	Create Alert (Y/N)
Savings Plan Table	C					
Service Rate Table	C					
Service Step Table	C					
Vacation Buy/Sell Table	C					

Application = Compensation (HCP)

Object Name	Why Track	SOX Recommended	Include in Tracking Group	Instances to Track	Business Justification	Create Alert (Y/N)
Budget Default Parameters	C					
Budget Defaults	C					
Compensation ID	C					
Compensation Source	A, C	X				
Define Review JPN	C					
Define Variable Comp Plan	A, B, C	X				
Goals	C					
Group Budet Default Parameters	C					
LEO Pay Area USF						
Locality Pay Area USF	A, B, C	X				
Payout Formulas	A, B, C	X				
Percentage Proration Rules	A, B, C	X				
Prorate Periods	A, B, C	X				
Rollup Category	A, B, C	X				
Salary Grades	A, B, C	X				

Object Name	Why Track	SOX Recommended	Include in Tracking Group	Instances to Track	Business Justification	Create Alert (Y/N)
Salary Increase Amount JPN	A, B, C	X				
Salary Increase ID Table JPN	A, B, C	X				
Salary Increase Matrix JPN	A, B, C	X				
Salary Plan Table	A, B, C	X				
Step Increase Table JPN	A, B, C	X				
Total Comp Reporting Plan	A, B, C	X				
Valuations	A, B, C	X				
Workday Schedules	C					

Application = Human Resources (HHR)

Object Name	Why Track	SOX Recommended	Include in Tracking Group	Instances to Track	Business Justification	Create Alert (Y/N)
Absence Class Table	C					
Absence Type Table	C					
Accomodation Type Table	C					
Action Reason Table	C					
Assignment Type Table	C					
Automatic Action Message Table	C					
Award Action Data	A, C	X				
Car Data	C					
Car Management Location	C					
Car Model Table	C					
Company Car Plan Table	C					
Company Property	C					
Contract Type Table	C					
Credit Card Vendor	A, C	X				
Database Alias Name	C					

Object Name	Why Track	SOX Recommended	Include in Tracking Group	Instances to Track	Business Justification	Create Alert (Y/N)
Date Alias	C					
Date Conversion	C					
Date Duration Alias	C					
Date Duration Option	C					
Date Round Option	C					
Denial Reason Codes USF	A, C	X				
Disciplinary Event Table	C					
Disciplinary Step Table	C					
Disciplinary Type Table	C					
Drivers License Type	C					
EEO Job Groups	C					
Employee Categorization	C					
Employee Class Table	C					
Employee Review Template	C					
Ethnic Groups	C					
Geographic Preference	C					

Object Name	Why Track	SOX Recommended	Include in Tracking Group	Instances to Track	Business Justification	Create Alert (Y/N)
Govt Leave Class Rules	C					
Grievance Step Table	C					
Grievance Type Table	C					
Handicap Table	C					
Labor Agreement	C					
Leave Program Type Table USF	C					
Legal Authority Table	A, C	X				
NOA/Legal Authority 1 Table	C					
Nature of Action Table	C					
Non Employee Providers	C					
PAR Remarks Table	C					
Personnel Office ID Table	C					
Position Title Codes	C					
Resolution Type Table	C					
Sub-Agency Table	C					
Supervisor Levels	A, C	X				

Object Name	Why Track	SOX Recommended	Include in Tracking Group	Instances to Track	Business Justification	Create Alert (Y/N)
Temporary Duties Table	C					
Travel Type Table	C					
US County Table	A, C	X				
Vacation Plan Table	C					
Visa/Permit Table	C					
Volunteer Organizations	C					
WIP Activity	C					
WIP Table	C					
Work Template Table	C					
Workflow Parameters	C					

Application = Pension (HPA)

Object Name	Why Track	SOX Recommended	Include in Tracking Group	Instances to Track	Business Justification	Create Alert (Y/N)
401(a)(17) OBRA93 Limits	C					
401(a)(17) Parameters	C					
401(a)(17) TRA86 Limits	C					
415 Limits Parameters	C					
415(e) Limit	C					
Delayed Retirement Credit	C					
Duration	C					
Function Result	C					
Group Definition	C					
Max Taxable Wage Base	C					
PBGC Rates	C					
Plan Implementation	C					
Plan Order	C					
Self Service Calc Defaults	C					

Application = Payroll (HPY)

Object Name	Why Track	SOX Recommended	Include in Tracking Group	Instances to Track	Business Justification	Create Alert (Y/N)
Account Code Table	A, B, C	X				
Agency Local Tax Table USF	A, B, C	X				
Agency State Tax Table USF	A, B, C	X				
Allocation End Date	A, B, C	X				
BPS Activity Table	C					
BPS Business Information	C					
BPS Reporting Unit Table	A, C	X				
Balance ID Table	C					
Canada Payroll Savings Org ID	C					
Canada Payroll Savings Table	C					
Canadian Company Tax Table	A, B, C	X				
Canadian Tax Table	A, B, C	X				
Canadian Tax Type	A, B, C	X				
Canadian WCB Classifications	C					
Canadian Wage Loss Plan Table	A, B, C	X				

Object Name	Why Track	SOX Recommended	Include in Tracking Group	Instances to Track	Business Justification	Create Alert (Y/N)
Company General Deductions	A, B, C	X				
Compensation Rate Code	A, B, C	X				
Configure Online Printing	C					
Deduction Subset Table	A, B, C	X				
Deduction Table	A, B, C	X				
Define Mass Pay Adjustment USF	A, B, C	X				
Designated Agents USF	C					
Earnings Accruals USF	A, B, C	X				
Earnings Program Table	A, B, C	X				
Earnings Table	A, B, C	X				
FLSA Calendar Table	A, B, C	X				
FLSA Period Table	A, B, C	X				
Final Check Action Reason	C					
Final Check Program Table	C					
GL/HR Business Units Link	C					
Garnishment DE Definition	C					

Object Name	Why Track	SOX Recommended	Include in Tracking Group	Instances to Track	Business Justification	Create Alert (Y/N)
Garnishment Payee Table USF	A, B, C	X				
Garnishment Proration Rule Def	C					
Garnishment Rules Table	C					
General Deduction Table	A, B, C	X				
Genl Deduction DistributionUSF	A, B, C	X				
Grants Time&Effort Certificate	A, B, C	X				
HR Chartfield Distribution	C					
HR Chartfield Keys	C					
Holiday Schedule	C					
IRR Remarks Table USF	C					
Local Tax Reciprocity	A, B, C	X				
Local Tax Table	A, B, C	X				
Local Tax Types/Classes	A, B, C	X				
Local Work Tax Reciprocity	A, B, C	X				
Locality Tax Routing USF	A, B, C	X				
Military Deposit Interest USF	C					

Object Name	Why Track	SOX Recommended	Include in Tracking Group	Instances to Track	Business Justification	Create Alert (Y/N)
Organization	C					
Pay Group Table	A, B, C	X				
Pay Plan Table USF	A, B, C	X				
Pay Run Table	A, B, C	X				
Payroll Message Table	C					
Rapid Entry Paysheet Template	C					
Rate Code Classes	A, B, C	X				
Rate Code Groups	A, B, C	X				
Retro Ben/Den Mass Request	C					
Retro Pay Interest USF	A, B, C	X				
Retroactive Ben/Den Program	A, B, C	X				
Retroactive Pay Mass Request	A, B, C	X				
Retroactive Pay Program	A, B, C	X				
Review Detail Calendar	C					
Review GL Account Table	A, B, C	X				
Review GL Business Unit	A, B, C	X				

Object Name	Why Track	SOX Recommended	Include in Tracking Group	Instances to Track	Business Justification	Create Alert (Y/N)
Review Journal Generator Templ	A, B, C	X				
SWT Marital Status	C					
Savings Bond Table CAN	C					
Shift Table	C					
Special Accumulator Table	A, B, C	X				
State Proration Rule	C					
State Tax Reciprocity	C					
State Tax Table	A, B, C	X				
State Tax Type	A, B, C	X				
Tax Location	A, B, C	X				
Tax Type	A, B, C	X				
Tax Update Report	A, B, C	X				
Taxable Gross definition Table	A, B, C	X				
Tip Establishment	A, B, C	X				
Treaty NR Allien Table	C					
UI Report Code	C					

Object Name	Why Track	SOX Recommended	Include in Tracking Group	Instances to Track	Business Justification	Create Alert (Y/N)
US SOC Table	C					
US Savings Bond Table	C					
VDI Administration	C					
Vendor Control	A, B, C	X				

Application = Stock Administration (HST)

Object Name	Why Track	SOX Recommended	Include in Tracking Group	Instances to Track	Business Justification	Create Alert (Y/N)
Brokerage Table	A, B, C	X				
Brokerage/Branch Table	C					
Estimate Table	C					
Exchange Table	A, B, C	X				
FMV Method Table	A, B, C	X				
Governing Body Rules	A, B, C	X				
Grant Reason Table	C					
Hold Reason Table	A, B, C	X				
Offering/Purchase Periods	A, B, C	X				
Option Group Security	C					
Process Group	C					
Stock Action Reason Table	C					
Stock Action Rules	C					
Stock Action Table	C					
Stock Agent Table	C					

Object Name	Why Track	SOX Recommended	Include in Tracking Group	Instances to Track	Business Justification	Create Alert (Y/N)
Stock Agreement Table	C					
Stock Blackout Table	C					
Stock Branch Table	C					
Stock Class Table	C					
Stock Country Tax	A, B, C	X				
Stock Fiscal Year	A, B, C	X				
Stock Legend Table	A, B, C	X				
Stock Option Plan Rules	A, B, C	X				
Stock Plan Table	A, B, C	X				
Stock Purchase Plan Rules	A, B, C	X				
Stock State Tax	A, B, C	X				
Stock Table	C					
Stock Tax Types	A, B, C	X				
Stock Treasury Table	C					
Stock Vesting Schedule	A, B, C	X				
Transfer/Escrow Agency	A, B, C	X				

Object Name	Why Track	SOX Recommended	Include in Tracking Group	Instances to Track	Business Justification	Create Alert (Y/N)
Valuation Table	A, B, C	X				