

Oracle® Daily Business Intelligence

Implementation Guide

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Preface

Intended Audience

Welcome to Release 11i 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

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See Related Documents on page xix 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**

Daily Business Intelligence for Customer Support lets customer support managers monitor their organization's responsiveness to service requests.

This chapter describes how to implement Daily Business Intelligence for Customer Support.

Note: See Appendix B: Additional Documentation for important information regarding implementation documentation.

- 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**

This chapter describes the technical content associated to the implementation, maintenance, and administration of DBI for Interaction Center.

- 12 Daily Business Intelligence for iStore**
- 13 Daily Business Intelligence for Maintenance**
- 14 Daily Business Intelligence for Marketing**
- 15 Daily Business Intelligence for Projects**

This chapter describes the technical content of Daily Business Intelligence for Projects.

- 16 Daily Business Intelligence for Procurement**

Oracle Daily Business Intelligence (DBI) for Procurement is designed for procurement and commodity managers, and other procurement professionals.

- 17 Daily Business Intelligence for Product Lifecycle Management**
- 18 Daily Business Intelligence for Quoting**
- 19 Daily Business Intelligence for Sales**
- 20 Daily Business Intelligence for Service Contracts**

This chapter describes implementation of Oracle Daily Business Intelligence (DBI) for Service Contracts.

Note: See Appendix B: Additional Documentation for important information regarding implementation documentation.

- 21 Daily Business Intelligence for Supply Chain**

Oracle Daily Business Intelligence (DBI) for Supply Chain is designed for the supply chain manager.

This chapter describes the implementation of DBI for Supply Chain.

Note: See Appendix B: Additional Documentation for important information regarding implementation documentation.

- A Responsibility and Dashboard Matrix**
- B Additional Documentation**
- C Setup and Dashboard Matrix**
- D Operations Management Dashboard**

Related Documents

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 11*i* versions of those guides.

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Related Guides

- **Oracle Daily Business Intelligence User Guide**

This guide explains how to use Oracle Daily Business Intelligence. It describes common product functionality as well as detailed descriptions of the dashboards, reports, and KPIs provided by each intelligence area.

- **Oracle Applications User's Guide**

This guide explains how to enter data, query, run reports, and navigate using the graphical user interface (GUI) available with this release of Oracle Financials for Argentina (and any other Oracle Applications products). This guide also includes information on setting user profiles, as well as running and reviewing reports and concurrent processes. You can access this user guide online by choosing "Getting Started with Oracle Applications" from any Oracle Applications help file.

- **Oracle General Ledger User Guide**

Use this user guide when you plan and define your chart of accounts, accounting period types and accounting calendar, functional currency, and set of books. The user guide also describes how to define journal entry sources and categories so that you can create journal entries for your general ledger. If you use multiple currencies, use this user guide when you define additional rate types and enter daily rates. This user guide also includes complete information on implementing budgetary control.

- **Oracle Payables User Guide**

This user guide describes how accounts payable transactions are created and entered into Oracle Payables. This user guide also contains detailed setup information for Oracle Payables. Use this user guide to learn how to implement flexible address formats for different countries. You can use flexible address formats in the suppliers, customers, banks, invoices, and payments windows in both Oracle Payables and Oracle Receivables.

- **Using Oracle HRMS – The Fundamentals**

This guide explains how to set up and use enterprise modeling, organization management, and cost analysis. It also includes information about defining payrolls, entering employees and expense reports, and setting up site locations.

- **Oracle Projects Implementation Guide**

Use this manual as a guide for implementing Oracle Projects. This manual also includes appendixes covering function security, menus and responsibilities, and profile options.

- **Oracle Projects Fundamentals**

Oracle Projects Fundamentals provides the common foundation shared across the Oracle Projects products. Use this guide to learn fundamental information about the Oracle Projects solution. This guide includes a Navigation Paths appendix. Use this appendix to find out how to access each window in the Oracle Projects solution.

- **Oracle Applications Concepts**

This guide provides an introduction to the concepts, features, technology stack, architecture, and terminology for Oracle Applications Release 11*i*. It provides a useful first book to read before installing Oracle Applications. This guide also introduces the concepts behind Applications-wide features such as Business Intelligence (BIS), languages and character sets, and Self-Service Web Applications.

- **Installing Oracle Applications**

This guide provides instructions for managing the installation of Oracle Applications products. In Release 11*i*, much of the installation process is handled using Oracle Rapid Install, which minimizes the time to install Oracle Applications and the technology stack by automating many of the required steps. This guide contains instructions for using Oracle Rapid Install and lists the tasks you need to perform to finish your installation. You should use this guide in conjunction with individual product user guides and implementation guides.

- **Upgrading Oracle Applications**

Refer to this guide if you are upgrading your Oracle Applications Release 10.7 or Release 11.0 products to Release 11*i*. This guide describes the upgrade process and lists database and product-specific upgrade tasks. You must be either at Release 10.7 (NCA, SmartClient, or character mode) or Release 11.0, to upgrade to Release 11*i*. You cannot upgrade to Release 11*i* directly from releases prior to 10.7.

- **Oracle Applications System Administrator's Guide**

This guide provides planning and reference information for the Oracle Applications System Administrator. It contains information on how to define security, customize menus and online help, and manage concurrent processing.

- **Oracle Alert User's Guide**

This guide explains how to define periodic and event alerts to monitor the status of your Oracle Applications data.

- **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 6i forms so that they integrate with Oracle Applications.

- **Maintaining Oracle Applications**

Use this guide to help you run the various AD utilities, such as AutoUpgrade, AutoPatch, AD Administration, AD Controller, AD Relink, License Manager, and others. It contains how-to steps, screenshots, and other information that you need to run the AD utilities. This guide also provides information on maintaining the Oracle Applications file system and database.

- **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 tells you how to apply this UI to the design of an application built by using Oracle Forms.

- **Oracle Applications Product Update Notes**

Use this guide as a reference for upgrading an installation of Oracle Applications. It provides a history of the changes to individual Oracle Applications products between Release 11.0 and Release 11i. It includes new features, enhancements, and changes made to database objects, profile options, and seed data for this interval.

- **Oracle Workflow Administrator's Guide**

This guide explains how to complete the setup steps necessary for any Oracle Applications product that includes workflow-enabled processes, as well as how to monitor the progress of runtime workflow processes.

- **Oracle Workflow Developer's Guide**

This guide explains how to define new workflow business processes and customize existing Oracle Applications-embedded workflow processes. It also describes how to define and customize business events and event subscriptions.

- **Oracle Workflow User's Guide**

This guide describes how Oracle Applications users can view and respond to workflow notifications and monitor the progress of their workflow processes.

- **Oracle Workflow API Reference**

This guide describes the APIs provided for developers and administrators to access Oracle Workflow.

- **Multiple Reporting Currencies in Oracle Applications**

If you use the Multiple Reporting Currencies (MRC) feature to account and report your transactions in more than one currency, consult this manual before you implement Oracle Financials for Argentina. The manual details additional steps and setup considerations for using MRC with Oracle Financials for Argentina.

- **Multiple Organizations in Oracle Applications**

If you use the Oracle Applications Multiple Organization Support feature to use multiple sets of books for one Oracle Financials installation, use this guide to learn about setting up and using Oracle Financials with this feature.

There are special considerations for using Multiple Organizations in Europe with document sequences, legal entity reporting, and drill-down from General Ledger. Consult the Multiple Organizations in Oracle Applications guide for more information about using Multiple Organizations in Europe.

- **Oracle Applications Flexfields Guide**

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

- **Oracle eTechnical Reference Manuals**

Each eTechnical Reference Manual (eTRM) contains database diagrams and a detailed description of database tables, forms, reports, and programs for a specific Oracle Applications product. This information helps you convert data from your existing applications and integrate Oracle Applications data with non-Oracle applications, and write custom reports for Oracle Applications products. Oracle eTRM is available on *OracleMetaLink*.

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.

Introduction

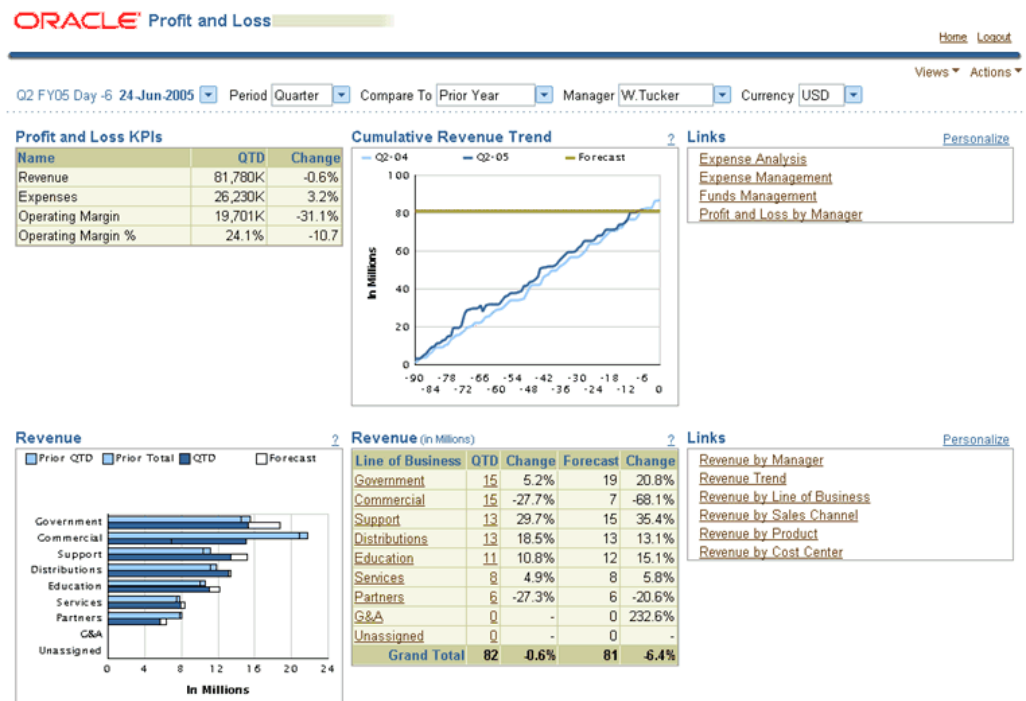
This chapter covers the following topics:

- Overview of Daily Business Intelligence
- Intelligence Areas
- Understanding Daily Business Intelligence
- Summarizing Data
- Securing Data

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 9i 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
- iStore
- Maintenance
- Marketing
- 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.

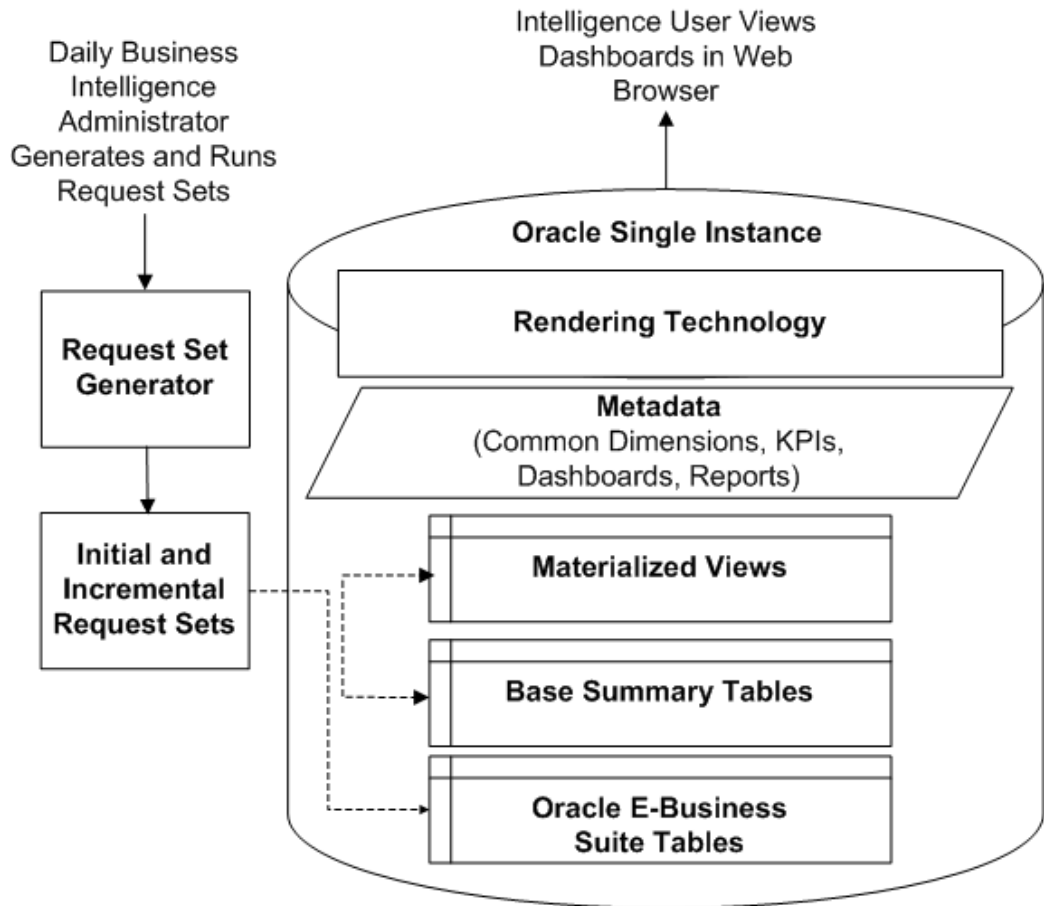
Understanding Daily Business Intelligence

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 9i 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

ORACLE Daily Business Intelligence Administration [Home](#) [Logout](#) [Preferences](#) [Contact Admin](#) [Diagnostics](#)

[Request Sets](#) | [Dependencies](#)

[Request Sets](#) | [Request Sets](#) >

Generate Request Set

* Indicates required field

* Request Set Name

* Internal Name

☒ Load Summaries

☒ Initial Load

☐ Incremental Load

☐ Clear and Load All Summaries

☒ Gather Table Statistics

[Cancel](#) [Apply](#)

Content

[Add Content](#)

Name	Internal Name	Type	Remove
Profit and Loss	FII_GL_PROFIT_AND_LOSS_PAGE	Dashboard	
Payables Status	FII_AP_PAY_STATUS_OA_PAGE	Dashboard	
Expense Management	FII_EXP_MGMT_PAGE_P	Dashboard	

[Cancel](#) [Apply](#)

[Parameters](#) | [Content](#) | [Key Performance Indicators](#) | [Reports](#) | [Geography](#) | [Request Sets](#) | [Home](#) | [Logout](#) | [Preferences](#) | [Contact Admin](#) | [Diagnostics](#)

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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 1-7

Responsibilities, page 1-11

Summarizing Data, page 1-12

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 it 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 1-8
- Customer Classification Dimension, page 1-8
- Inventory Organization Dimension, page 1-8
- Item Dimension, page 1-8
- Operating Unit Dimension, page 1-8
- Organization Dimension, page 1-9
- Person Dimension, page 1-9
- Sales Group Dimension, page 1-9
- Time Dimension, page 1-10

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 2-16.

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.

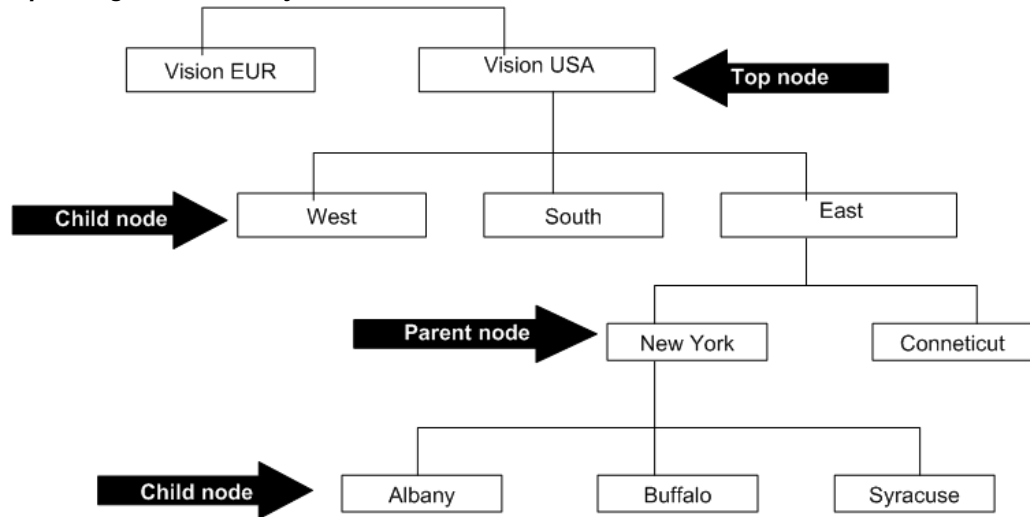
See: Item Dimension Reporting, page 6-1.

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, page 2-34.

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 20-17 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 20-17 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 20-17 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 20-17, 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 20-17 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", page A-1.

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", page A-1

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 *OracleMetaLink* (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 4-5

Securing Data

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 1-13
 - Operating Unit, page 1-13
 - Sales Group, page 1-14
- Dashboard-specific Parameters
 - Commodity, page 1-14
 - District, page 1-14
 - Manager (Company Cost Center), page 1-15

- Manager (Supervisor), page 1-15
- Project Organization, page 1-15
- Request Type, page 1-15
- Store (Web Store), page 1-16

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:

- Procurement Management
- Payables Management
- Payables Status
- Store Management
- Store Top Activity
- Commodity Spend Management
- Commodity Supplier Management

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 2-34

"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, *Oracle Daily Business Intelligence Implementation Guide*

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 2-50.

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 15-14

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*

Store (Web Store)

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

- Store 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 *iStore*.

Related Topics

Oracle iStore Implementation and Administration Guide

Set Up Daily Business Intelligence

This chapter covers the following topics:

- Implementation Considerations
- Setup Checklist for Daily Business Intelligence
- Set Up Daily Business Intelligence Framework
- Verify Hardware and Software Prerequisites
- Create an Implementation Plan
- Assign Responsibilities to Implementers
- Set Up Multiple Organization Architecture
- Set Up Global Parameters
- Administer Dashboards and Reports
- Enable Dashboards and Reports
- Configure Dashboards
- Email Dashboards
- Administer KPIs
- Customize Bucket Sets
- Set Up Geography Dimension
- Enable Delegation
- Delegate Roles, Privileges, Companies, and Cost Centers
- Set Up Operating Unit Security
- Enable Really Simple Syndication (RSS) Feed Regions
- Define Custom Logo
- Set Up Notifications for My Approvals Report
- Enable Email
- Enable Web Conferencing
- Enable Real-Time Chat
- Enable Drill to Transaction
- Set Up Daily Business Intelligence Features and Dashboards

- Post-Setup Steps
- Update Sales Group and District Hierarchies
- Create Initial and Incremental Request Sets
- Run Initial Request Sets
- Set Up Users
- Schedule Incremental Request Sets
- Implementation Complete

Implementation Considerations

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

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.

Related Topics

Time Dimension, page 1-10

Set Up Global Parameters, page 2-16

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.

Related Topics

Currency Dimension, page 1-8

"Defining Currencies", *Oracle General Ledger User Guide*

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.

Related Topics

Securing Data, page 1-12

Setup Checklist for Daily Business Intelligence

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
Verify Hardware and Software Prerequisites	N/A	<ul style="list-style-type: none"> All
About Daily Business Intelligence on OracleMetalink	N/A	<ul style="list-style-type: none"> All
Create Implementation Plan	N/A	<ul style="list-style-type: none"> All
Assign Responsibilities to Implementers	System Administrator	<ul style="list-style-type: none"> All
Set Up Multi-Org Architecture	System Administrator	<ul style="list-style-type: none"> Store Management Store Top Activity Payables Management Payables Status Procurement Management Procure-to-Pay Management Commodity Spend Management Commodity Supplier Management Procurement Status Procurement Performance Management Projects Profitability Management Projects Operations Management Capital Projects Cost Management Contract Projects Cost Management
Set Up Daily Business Intelligence Framework		

Step	Responsibility	Dashboard
Set Up Global Parameters, page 2-16	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> • All
Administer Dashboards and Reports, page 2-20	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> • All
Administer KPIs, page 2-23	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> • All
Customize Buckets, page 2-24	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> • 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 2-30	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> • Marketing Dashboards • HR Dashboards
Enable Delegation, page 2-31	System Administrator	<ul style="list-style-type: none"> • Expense Management • Profit and Loss

Step	Responsibility	Dashboard
Set Up Operating Unit Security, page 2-34	System Administrator	<ul style="list-style-type: none"> Commodity Spend Management Commodity Supplier Management Procure-to-Pay Management Procurement Management Procurement Status Procurement Performance Management Payables Management Payables Status Store Management Store Top Activity
Enable Really Simple Syndication (RSS) Feed, page 2-40	System Administrator	<ul style="list-style-type: none"> All
Define Custom Logo (optional), page 2-40	System Administrator	<ul style="list-style-type: none"> All
Set up Notifications for My Approvals Report (optional), page 2-40	System Administrator	<ul style="list-style-type: none"> Dashboards having My Open Approvals Region
Enable Email (optional), page 2-41	System Administrator	<ul style="list-style-type: none"> All
Enable Web Conferencing (optional), page 2-41	System Administrator	<ul style="list-style-type: none"> All
Enable Real Time Chat (RTC) (optional), page 2-42	System Administrator	<ul style="list-style-type: none"> Dashboards using Manager parameter
Enable Drill to Transaction (optional), page 2-43	System Administrator	<ul style="list-style-type: none"> Dashboards using Manager parameter
Set Up Features and Dashboards		
Set Up HR Profile Options, page 5-4	System Administrator	<ul style="list-style-type: none"> Expense Management Profit and Loss
Create Placeholder Organizations for Companies, page 5-6	HRMS Manager	<ul style="list-style-type: none"> Expense Management Profit and Loss
Create Organizations for Company Cost Center Combinations, page 5-8	HRMS Manager	<ul style="list-style-type: none"> Expense Management Profit and Loss
Run the Synchronize GL company cost centers with HR Request Set, page 5-9	HRMS Manager	<ul style="list-style-type: none"> Expense Management Profit and Loss

Step	Responsibility	Dashboard
Validate that the Company Cost Center Organization Classification is Enabled, page 5-9	HRMS Manager	<ul style="list-style-type: none"> Expense Management Profit and Loss
Assign Managers to the Organization, page 5-9	HRMS Manager	<ul style="list-style-type: none"> Expense Management Profit and Loss
Run HRI Load All Cost Center Managers, page 5-11	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> Expense Management Profit and Loss
Upgrade Item Dimension, page 6-10	Item Manager	<ul style="list-style-type: none"> Upgrade only
Set Up the Product Catalog Hierarchy, page 6-10	Item Manager	<ul style="list-style-type: none"> 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 Store Management Store Top Activity

Step	Responsibility	Dashboard
Run DBI Item Dimension Setup Request Set, page 6-13	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> 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 Backlog Product Management Profit and Loss Quote Management Sales Forecast Management Sales Management Service Contracts Management Service Renewals Management Shipping Management Store Management Store Top Activity Warehouse Management

Step	Responsibility	Dashboard
Define Source Ledger Group, page 10-8	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> • Profit and Loss • Expense Management • Expense Analysis • Funds Management • Commodity Spend Management • Procurement Management • Procure-to-Pay Management
Define Financial Dimensions, page 10-17	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> • Profit and Loss • Expense Management • Expense Analysis • Funds Management
Manage Dimension Values and Hierarchies, page 10-21	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> • Profit and Loss • Expense Management • Expense Analysis • Funds Management
Set Up Budgets and Forecasts, page 10-31	Desktop Integrator	<ul style="list-style-type: none"> • Profit and Loss • Expense Management • Expense Analysis • Funds Management
Set Up Security for General Ledger and Expense Reporting Data, page 10-38	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> • Expense Analysis • Funds Management
Set Up General Ledger Profile Options, page 10-42	System Administrator	<ul style="list-style-type: none"> • Profit and Loss • Expense Management • Expense Analysis • Funds Management
Set Up Payables Profile Options	System Administrator	<ul style="list-style-type: none"> • Payables Management • Payables Status • Commodity Spend Management • Procurement Management • Procure-to-Pay Management
Set up the BIX profile options for Email Center, <i>Oracle Daily Business Intelligence Implementation Guide</i>	System Administrator	<ul style="list-style-type: none"> • Email Center Management

Step	Responsibility	Dashboard
Set up the BIX profile options for Inbound Telephony, <i>Oracle Daily Business Intelligence Implementation Guide</i>	System Administrator	<ul style="list-style-type: none"> • Inbound Telephony Management
Set OM: DBI Installation Profile Option for DBI for <i>iStore</i> , page 12-4	System Administrator	<ul style="list-style-type: none"> • Store Management • Store Top Activity
Set Oracle <i>iStore</i> Profile Options, page 12-4	System Administrator	<ul style="list-style-type: none"> • Store Management • Store Top Activity
Run Minisite Migration Program, page 12-4	System Administrator	<ul style="list-style-type: none"> • Store Management • Store Top Activity
Set Up Lead Rank, page 14-11	Oracle Marketing Administrator	<ul style="list-style-type: none"> • Marketing Management • Lead Management
Set Up Region, page 14-12	Business Intelligence Systems	<ul style="list-style-type: none"> • Marketing Management • Lead Management
Define DBI for Marketing Profile Options, page 14-12	System Administrator	<ul style="list-style-type: none"> • Marketing Management • Lead Management
Set Up Security Profiles for DBI for Projects, page 15-14	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> • Project Profitability Management • Project Operations Management • Capital Projects Cost Management • Contract Projects Cost Management
Set Up Daily Business Intelligence for Projects Reporting, page 15-14	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> • Project Profitability Management • Project Operations Management • Capital Projects Cost Management • Contract Projects Cost Management
Set Up Users as Employees, page 16-31	Purchasing HR System Administrator	<ul style="list-style-type: none"> • Procurement Management • Procure-to-Pay Management • Commodity Supplier Management • Commodity Spend Management • Procurement Performance Management • Procurement Status

Step	Responsibility	Dashboard
Review POA: DBI Implementation Profile Option, page 16-32	Purchasing Purchasing	<ul style="list-style-type: none"> • Procurement Management • Procure-to-Pay Management • Commodity Supplier Management • Commodity Spend Management
Set Up Document Views, page 16-33	Purchasing System Administrator	<ul style="list-style-type: none"> • Procurement Management • Procure-to-Pay Management • Commodity Supplier Management • Commodity Spend Management • Procurement Performance Management • Procurement Status
Set Up Commodities, page 16-37	iProcurement Super User, Purchasing Super User, Public Sector Purchasing Super User	<ul style="list-style-type: none"> • Commodity Spend Management • Commodity Supplier Management
Set Up DBI for Financials Profile Options and Source Ledger Group Assignment, page 16-45	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> • Procurement Management • Procure-to-Pay Management • Commodity Supplier Management • Commodity Spend Management • Procurement Performance Management • Procurement Status
Set DBI for Sales Profile Options	System Administrator	<ul style="list-style-type: none"> • Sales Management • Sales Forecast Management • Opportunity Management
Run Initial Load of Opportunity Log Tables Concurrent Program	Oracle Sales Administrator	<ul style="list-style-type: none"> • Sales Management • Sales Forecast Management • Opportunity Management
Determine Collection Start Date, page 20-19	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> • Service Contracts Management • Service Renewals Management

Step	Responsibility	Dashboard
Set Up Oracle Process Manufacturing Resource Warehouses, page 21-48	OPM System Administration	<ul style="list-style-type: none"> • Inventory Management • Manufacturing Management • Product Cost Management
Run Plans in Oracle Advanced Supply Chain Planning, page 21-48	Advanced Supply Chain Planner	<ul style="list-style-type: none"> • Manufacturing Management • Plan Management
Set Up Inventory Organization Security, page 21-48	Oracle Inventory	<ul style="list-style-type: none"> • Customer Fulfillment Management • Inventory Management • Manufacturing Management • Plan Management • Product Cost Management • Shipping Management • Product Revenue Bookings and Backlog • Warehouse Management
Set Up Sales Group Hierarchy, page 21-48	CRM Administrator	<ul style="list-style-type: none"> • Product Revenue Bookings and Backlog • Service Contracts Management • Service Renewals Management
Set OM: DBI Installation Profile Option, page 21-52	System Administrator	<ul style="list-style-type: none"> • Customer Fulfillment Management • Shipping Management • Product Cost Management • Product Revenue Bookings and Backlog • Transportation Management
Set ISC: Shipping/Transportation Execution Profile Option, page 21-52	System Administrator	<ul style="list-style-type: none"> • Transportation Management
Set FTE: Carrier On-Time Arrival Window Profile Option, page 21-53	System Administrator	<ul style="list-style-type: none"> • Transportation Management
Identify the UOM Representing Hours, page 21-53	System Administrator	<ul style="list-style-type: none"> • Manufacturing Management • Product Cost Management • Transportation Management • Warehouse Management
Set Baseline Plan, page 21-53	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> • Manufacturing Management

Step	Responsibility	Dashboard
Set Plan Collection Schedule, page 21-58	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> Plan Management
Set Reporting Units of Measure, page 21-61	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> Customer Fulfillment Management Inventory Management Manufacturing Management Plan Management Product Cost Management Product Revenue Bookings and Backlog Shipping Management Transportation Management Warehouse Management
Post Setup Steps		
Update Sales Group and District Hierarchies, page 2-50	CRM Administrator	<ul style="list-style-type: none"> 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 2-51	Daily Business Intelligence Administrator	All
Run Initial Request Set, page 2-54	Daily Business Intelligence Administrator	All
Set Up Users, page 2-55	System Administrator	All
Schedule Incremental Request Sets, page 2-55	Daily Business Intelligence Administrator	All
Implementation Complete		

Set Up Daily Business Intelligence Framework

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

1. Verify Hardware and Software Prerequisites, page 2-14

2. Create an Implementation Plan, page 2-14
3. Assign Responsibilities to Implementers, page 2-15
4. Set up Multiple Organization Architecture, page 2-15
5. Set up Global Parameters, page 2-16
6. Administer Dashboards and Reports, page 2-20
7. Administer KPIs, page 2-23
8. Customize Buckets, page 2-24
9. Set up Geography Dimension, page 2-30
10. Enable Delegation, page 2-31
11. Set Up Operating Unit Security, page 2-34
12. Enable Really Simple Syndication (RSS) Feed Regions, page 2-40
13. Define Custom Logo, page 2-40
14. Set up Notifications for My Approvals Report, page 2-40
15. Enable Email, page 2-41
16. Enable Web Conferencing, page 2-41
17. Enable Real-Time Chat (RTC), page 2-42
18. Enable Drill to Transaction, page 2-43

Verify Hardware and Software Prerequisites

Review *About Oracle Daily Business Intelligence*, which is available on [OracleMetalink](#), and ensure that all hardware and software prerequisites are completed.

Each release of daily Business Intelligence has a different version of the About document. Ensure that you review the correct version for the release you are implementing.

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 5-3

Responsibility and Dashboard Matrix, page A-1

Setup and Dashboard Matrix, page C-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 5-3

Responsibility and Dashboard Matrix, page A-1

Setup and Dashboard Matrix, page C-1

Set Up Multiple Organization Architecture

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

- Store Management
- Store Top Activity
- Payables Management
- Payables Status
- Procurement Management
- Procure-to-Pay Management
- Commodity Spend Management
- Commodity Supplier Management
- Procurement Status
- Procurement Performance Management
- Projects Profitability Management
- Projects Operations Management
- Capital Projects Cost Management
- Contracts Projects Cost Management

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

Related Topics

Set Up Operating Unit Security, page 2-34

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.

To Set Up the Global Parameters

Parameter Name	Required	Description
Primary Currency	Required	Sets the first currency displayed in the Currency parameter of dashboards. This is also known as the <i>global currency</i> . 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 <i>Oracle General Ledger User Guide</i> . 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 <i>Oracle General Ledger User Guide</i> . If you modify this parameter after implementation is complete, rerun the initial request set for all dashboards.
Primary Currency Display Name	Optional	Sets the display name for the primary currency.

Parameter Name	Required	Description
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: <ul style="list-style-type: none"> Service Contracts Management 	<p>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.</p> <p>If you modify this parameter after implementation is complete, then rerun the initial request set for the Service Contracts Management dashboard.</p>
Annualized Currency Display Name	Optional for: <ul style="list-style-type: none"> Service Contracts Management 	Sets the display name for the annualized currency.
Treasury Rate Type	Required for: <ul style="list-style-type: none"> Store Management Store Top Activity Quoting Management Optional for: <ul style="list-style-type: none"> Service Contracts Management Service Renewals Management 	<p>Sets the treasury rate used to convert treasury transactions to the functional currency.</p> <p>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.</p>

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: <i>Oracle Daily Business Intelligence User Guide</i> . If you modify this parameter after implementation is complete, rerun the initial request set for all dashboards.
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.
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. See: <i>Oracle General Ledger User Guide</i> . If you modify this parameter after implementation is complete, rerun the initial request set for all dashboards.

Parameter Name	Required	Description
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 <i>Oracle General Ledger User Guide</i> . If you modify this parameter after implementation is complete, rerun the initial request set for all dashboards.
Customer Hierarchy Type	Required for: <ul style="list-style-type: none"> • Receivables Management • Receivables Status 	<p>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.</p> <p>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.</p> <p>.</p>
Party Market Classification Type	Optional for: <ul style="list-style-type: none"> • Service Contracts Management 	<p>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.</p> <p>Note: The classification must be flat, or non-hierarchical.</p> <p>If you modify this parameter after implementation is complete, then rerun the initial request set for the Service Contracts Management dashboard.</p>

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 "---".
Number of Rows Committed	Required	1000
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.

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

ORACLE Daily Business Intelligence Administration

Home Logout Preferences Contact Admin Diagnostics

Parameters Content Key Performance Indicators Reports Geography Request Sets

Administer Content >

Configure Dashboard: Profit and Loss by Manager

Cancel Preview Finish

ORACLE Profit and Loss by Manager

Diagnostics Home Logout

Hide

Q1 FY06 Day -53 06/Feb/2006 Period: Quarter Compare To: Prior Year Manager: W.Tucker Currency: US dollar@Corporate

View Log

New Hide Edit Hide

Profit and Loss KPIs

Name	YTD Change
Revenue	-
Expenses	-
Operating Margin	-
Operating Margin %	-

View Log

Cumulative Revenue Trend

Q1-05 Q1-06 Forecast

1.0
0.8
0.6
0.4
0.2
0.0

89 79 69 59 49 39 29 19 9
84 74 64 54 44 34 24 14 4

View Log

Hide Links

Information
Please select Personalize to add links.

Configure a dashboard if you want to change the appearance or content of a preseeded dashboard, but you do not want to create an entirely new dashboard.

When you configure a dashboard, you can hide regions or rearrange regions. You can also add preseeded or custom regions and KPIs to the dashboard.

Any changes that you make to the dashboard are at site level. As a result, it is recommended that you:

- Make a configuration plan and review it with the concerned parties.
- Configure dashboards once, during initial implementation.
- If you are going to add custom content to the dashboard, ensure that it has been defined before you begin configuration.

To configure a dashboard:

1. Using the Daily Business Intelligence Administrator responsibility, navigate to Setup : Global > Administer Content.
2. Query the dashboard that you want to configure.
3. Click Configure.

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 preseeded or custom KPIs to the KPI region.
 - **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.

If you added KPIs to the KPI region, or added new preseeded or custom regions to the dashboard, then recreate the initial and incremental request sets for the dashboard, then run the initial request set to view the changes in the dashboard.

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 the sending of an email with an implemented dashboard with default parameters to users, provided the user have access privileges to that dashboard.

To email dashboards:

1. Using the Daily Business Intelligence Administrator responsibility, navigate to Setup : Global > Administer Content.
2. Query the dashboard you want to send by email.
3. Click Email.
4. Click User and search for the user.

The User Name should be as defined in Oracle Applications.

5. 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 2-55 .

6. Select the responsibility.

All responsibilities that contain the selected dashboard and are assigned to the user will be available for selection.

7. Set the Frequency as Daily, Weekly, or Monthly.

If the frequency chosen is Do Not Repeat, then the email will be sent once.

8. 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 that you want to disable.
3. Disable the Select check box next to the KPIs that you want to disable.
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:

1. **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.
2. **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%.
3. **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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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
Customer Support Management - Closure Cycle Time	Aging	<ul style="list-style-type: none"> Customer Support Management dashboard Service Request Closer Distribution Service Request Closer Distribution Trend Service Request Closer Trend Service Request Closer Detail Service Request Closer Summary
Depot Repair Management - Days Until Promised	Aging	<ul style="list-style-type: none"> Depot Repair Management dashboard Repair Order Days Until Promised

Bucket Set Name	Type	Dashboards or Reports
Depot Repair Management - Mean Time To Repair	Aging	<ul style="list-style-type: none"> • Depot Repair Management dashboard • Mean Time To Repair Distribution • Mean Time To Repair Distribution Trend • Mean Time To Repair Trend • Mean Time To Repair
Depot Repair Management - Repair Order Backlog and Completion	Aging	<ul style="list-style-type: none"> • Depot Repair Management dashboard • Repair Order Late Completion Aging • Repair Order Past Due Aging
Field Service Management – Travel Time	Aging	<ul style="list-style-type: none"> • Field Service Management dashboard • Travel Time Distribution • Task Travel Detail
Field Service Management – Travel Distance	Aging	<ul style="list-style-type: none"> • Field Service Management dashboard • Travel Distance Distribution • Task Travel Detail
Field Service Management – Travel Time Variance	Aging	<ul style="list-style-type: none"> • Field Service Management dashboard • Travel Time Variance • Travel Time Variance Distribution • Task Travel Detail
Field Service Management – Travel Distance Variance	Aging	<ul style="list-style-type: none"> • Field Service Management dashboard • Travel Distance Variance • Travel Distance Variance Distribution • Task Travel Detail

Bucket Set Name	Type	Dashboards or Reports
Field Service Management – Task Backlog Aging	Aging	<ul style="list-style-type: none"> Field Service Management dashboard Task Backlog and Aging Task Backlog and Aging Detail
Field Service Management – Mean Time to Resolve	Aging	<ul style="list-style-type: none"> Field Service Management dashboard Mean Time to Resolve Mean Time to Resolve Request and Task Detail
Human Resources Intelligence - Length of Work Banding	Aging	<ul style="list-style-type: none"> Human Resources Management - Overview Human Resources Management - Headcount Human Resources Management - Turnover
Human Resources Intelligence - Performance Banding	Name	<ul style="list-style-type: none"> Human Resources Management - Overview Human Resources Management - Headcount Human Resources Management - Turnover
Maintenance Management - Late Completion Aging	Aging	<ul style="list-style-type: none"> Maintenance Management dashboard Late Completion Detail Late Completion Aging
Maintenance Management - Past Due Aging	Aging	<ul style="list-style-type: none"> Maintenance Management dashboard Past Due Work Order Detail Past Due Work Order Aging
Maintenance Management - Request to Complete Distribution	Aging	<ul style="list-style-type: none"> Maintenance Management dashboard Request to Completion Distribution Request to Completion Detail
Opportunity Win Probability Bucket Set	Name	<ul style="list-style-type: none"> Sales Management

Bucket Set Name	Type	Dashboards or Reports
Procurement Performance Management - Fulfilled Requisitions by Age	Aging	<ul style="list-style-type: none"> Procurement Performance Management Fulfilled Requisitions Amount Fulfilled Requisitions Aging
Procurement Status - Unfulfilled Requisitions by Age	Aging	<ul style="list-style-type: none"> Procurement Status Unfulfilled Requisitions Amount Unfulfilled Requisitions Aging
Procurement Status - Unprocessed Requisitions by Age	Aging	<ul style="list-style-type: none"> Procurement Status Unprocessed Requisitions Amount Unprocessed Requisitions Aging
Procurement Performance Management - Processed Requisitions by Age	Aging	<ul style="list-style-type: none"> Procurement Performance Management Processed Requisitions Amount Processed Requisitions Aging
Quoting Discount Bucket	Discount	<ul style="list-style-type: none"> Quote Summary by Discount
Service Contracts - Late Renewals Booking Aging	Aging	<ul style="list-style-type: none"> Late Renewal Bookings Aging
Service Request – Resolution Performance	Aging	<ul style="list-style-type: none"> 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

Bucket Set Name	Type	Dashboards or Reports
Shipping Management - Book to Ship Aging	Aging	<ul style="list-style-type: none"> Shipping Management dashboard Book To Ship Aging
Shipping Management - Past Due Schedule Line Aging	Aging	<ul style="list-style-type: none"> 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 that you want to customize.
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

The screenshot shows the Oracle Daily Business Intelligence Administration interface. The top navigation bar includes links for Home, Logout, Preferences, Contact Admin, and Diagnostics. Below this is a tabbed interface with tabs for Parameters, Content, Key Performance Indicators, Reports, Geography (selected), and Request Sets. The main content area is titled 'Area' and 'Geography Area >'. It features a 'Create Area' section with a 'Name' field containing 'Europe', an 'Internal Name' field containing 'europe', and a 'Description' field. Below this is a table with the heading 'Add Countries' and a 'Remove' button. The table lists three countries: France, Germany, and United Kingdom, each with a checkbox and a 'Remove' button. At the bottom of the form are 'Cancel' and 'Apply' buttons. The footer contains copyright information and links for About this Page and Privacy Statement.

Country	Remove
France	<input type="checkbox"/>
Germany	<input type="checkbox"/>
United Kingdom	<input type="checkbox"/>

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:

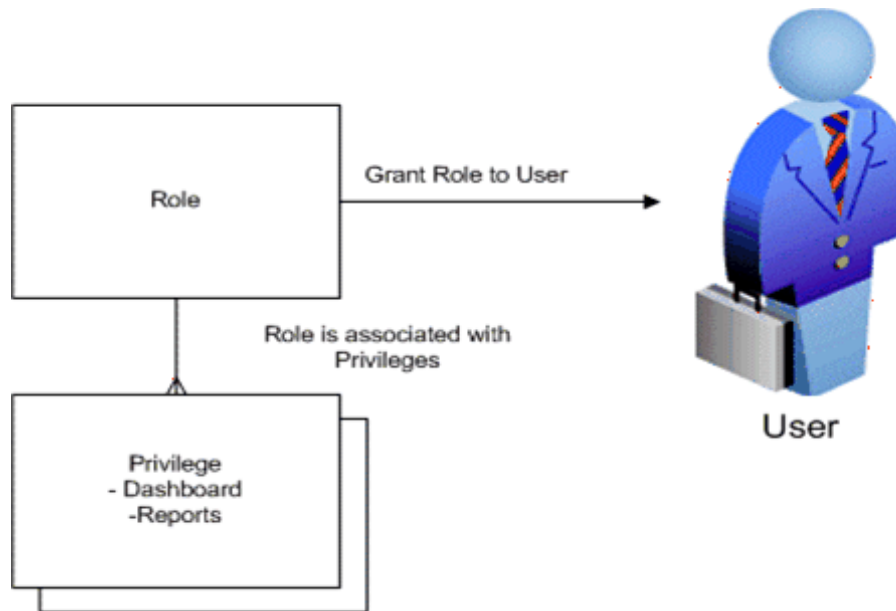
Profile Option	Value
BIS: Enable Delegate Link	Yes

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.

[Cancel](#) [Grant Roles](#)

List Of Grants

Search

* Grant For [Go](#)

Previous 1-10 Next 10					
Grant For	Grant To	Role	Start Date	End Date	Update Revoke
W.Tucker	P.Knapp	Sales Reports	18/DEC/2005		
P.Shannessy	P.Poley	IRC Advanced Manager Other Functions	01/JAN/2066		
B.Natarajan	W.Tucker_ko	Financial Analyst	09/JAN/2006		
M.Mollica	W.Tucker_ar	HZ Delete Access_G	01/JAN/2009		
P.Shannessy	W.Tucker_ar	HZ Delete Access_G	01/JAN/2007	01/JAN/2008	
S.Sah	W.Tucker_ar	IRC External Site Visitor Other Functions	31/AUG/2006	29/AUG/2009	
W.Tucker_ar	W.Tucker_ar	HZ Delete Access_G	15/SEP/2006		
B.Natarajan	B.Natarajan	Profit_and_Loss_Role	27/DEC/2005		
W.Tucker	B.Erickson	HR Line Manager Role	03/JAN/2006		
W.Tucker	A.Johnson	Financial Analyst	31/JAN/2006	28/FEB/2006	
Previous 1-10 Next 10					

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 currently having 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
- Procurement Management
- Procure to Pay Management
- Procurement Performance Management
- Procurement Status

- Payables Management
- Payables Status
- Projects Profitability Management
- Projects Performance Management
- Store Management
- Store Top 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.

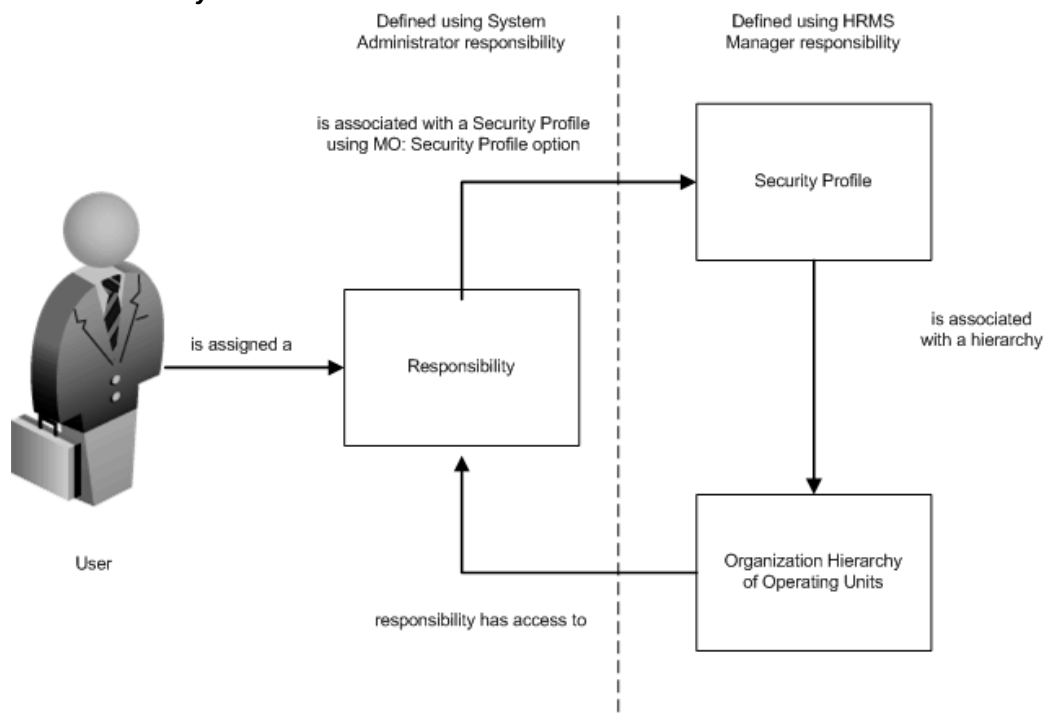
In Oracle Applications, Operating Units are defined as part of an organization hierarchy. An organization hierarchy can define:

- 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



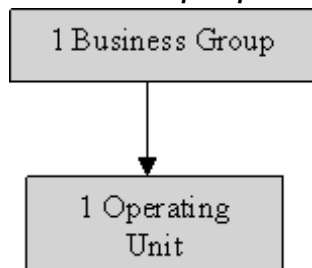
To enable a maximum level of control over user access to operating units, it is recommended that you set up multiple, operating unit-based responsibilities, for example Daily Payables Intelligence - US, and Daily Payables Intelligence - Europe and set the MO: Security Profile option for those responsibilities.

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:



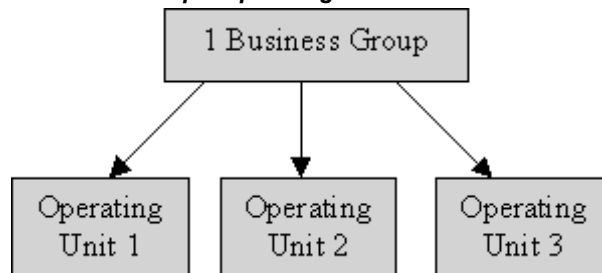
1. Define Security Profile for the Business Group, by securing an organization list:
 - Define Security Profile Name
 - Select the Business Group

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

Security Profile

Name Business Group

View Employees: All View Contingent Workers: All View Applicants: All View Contacts: All

Reporting User

☐ View All Records ☐ Allow Granted Users

Organization Security Position Security Payroll Security User-Based Security Custom Security

Security Type: Secure organizations by organization hierarchy and/or organization list

Organization Hierarchy

☐ Include Top Organization Top Organization

☐ Exclude Business Groups

Classification	Organization Name	Include	Exclude
<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="checkbox"/>

Open

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

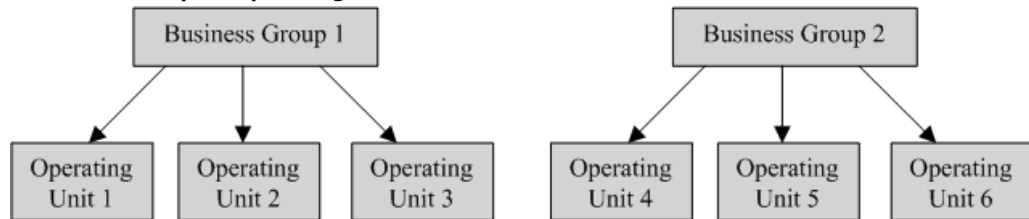
1. Define Security Profile for the Business Group:
 - Define Security Profile Name
 - Select the Business Group
2. Select the Security Type: Secure organizations by organization Hierarchy and/or organization list.
3. In the Security Profile Setup window, include all of the Operating Units, for each Operating 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 org hierarchy for multiple business groups, define a global org 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

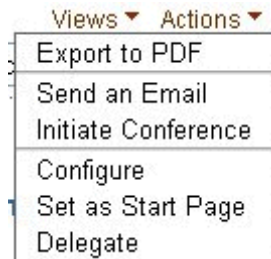
The My Approvals report is only available by drilling from My Open Approvals region on a dashboard. The My Open Approvals region, which is associated with generic functional areas, displays open notifications for users logged into Self-Service Applications.

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 other types of notification:

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 option in the Action menus at the top of dashboards and reports, enables you to send an email with a PNG 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: gmlldap.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: MTAyMTE1OTQ6V0F4QGFTZmwpc- ncgITY/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/ intapp/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 complete the DBI Framework setup, set up the Daily Business Intelligence features and dashboards that you want to use, as shown in the following table:

Step	Responsibility	Feature or Dashboard
Set Up HR Profile Options, page 5-4	System Administrator	<ul style="list-style-type: none"> Expense Management Profit and Loss
Create Placeholder Organizations for Companies, page 5-6	HRMS Manager	<ul style="list-style-type: none"> Expense Management Profit and Loss

Step	Responsibility	Feature or Dashboard
Create Organizations for Company Cost Center Combinations, page 5-8	HRMS Manager	<ul style="list-style-type: none"> Expense Management Profit and Loss
Run the Synchronize GL company cost centers with HR Request Set, page 5-9	HRMS Manager	<ul style="list-style-type: none"> Expense Management Profit and Loss
Validate that the Company Cost Center Organization Classification is Enabled, page 5-9	HRMS Manager	<ul style="list-style-type: none"> Expense Management Profit and Loss
Assign Managers to the Organization, page 5-9	HRMS Manager	<ul style="list-style-type: none"> Expense Management Profit and Loss
Run HRI Load All Cost Center Managers, page 5-11	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> Expense Management Profit and Loss
Upgrade Item Dimension, page 6-10	Item Manager	<ul style="list-style-type: none"> Upgrade only
Set Up the Product Catalog Hierarchy, page 6-10	Item Manager	<ul style="list-style-type: none"> 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 Store Management Store Top Activity

Step	Responsibility	Feature or Dashboard
Run DBI Item Dimension Setup Request Set, page 6-13	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> 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 Backlog Product Management Profit and Loss Quote Management Sales Forecast Management Sales Management Service Contracts Management Service Renewals Management Shipping Management Store Management Store Top Activity Warehouse Management

Step	Responsibility	Feature or Dashboard
Define Source Ledger Group, page 10-8	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> • Profit and Loss • Expense Management • Expense Analysis • Funds Management • Commodity Spend Management • Procurement Management • Procure-to-Pay Management
Define Financial Dimensions, page 10-17	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> • Profit and Loss • Expense Management • Expense Analysis • Funds Management
Manage Dimension Values and Hierarchies, page 10-21	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> • Profit and Loss • Expense Management • Expense Analysis • Funds Management
Set Up Budgets and Forecasts, page 10-31	Desktop Integrator	<ul style="list-style-type: none"> • Profit and Loss • Expense Management • Expense Analysis • Funds Management
Set Up Security for General Ledger and Expense Reporting Data, page 10-38	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> • Expense Analysis • Funds Management
Set Up General Ledger Profile Options, page 10-42	System Administrator	<ul style="list-style-type: none"> • Profit and Loss • Expense Management • Expense Analysis • Funds Management
Set Up Payables Profile Options	System Administrator	<ul style="list-style-type: none"> • Payables Management • Payables Status • Commodity Spend Management • Procurement Management • Procure-to-Pay Management
Set up the BIX profile options for Email Center, <i>Oracle Daily Business Intelligence Implementation Guide</i>	System Administrator	<ul style="list-style-type: none"> • Email Center Management

Step	Responsibility	Feature or Dashboard
Set up the BIX profile options for Inbound Telephony, <i>Oracle Daily Business Intelligence Implementation Guide</i>	System Administrator	<ul style="list-style-type: none"> • Inbound Telephony Management
Set OM: DBI Installation Profile Option for DBI for <i>iStore</i> , page 12-4	System Administrator	<ul style="list-style-type: none"> • Store Management • Store Top Activity
Set Oracle <i>iStore</i> Profile Options, page 12-4	System Administrator	<ul style="list-style-type: none"> • Store Management • Store Top Activity
Run Minisite Migration Program, page 12-4	System Administrator	<ul style="list-style-type: none"> • Store Management • Store Top Activity
Set Up Lead Rank, page 14-11	Oracle Marketing Administrator	<ul style="list-style-type: none"> • Marketing Management • Lead Management
Set Up Region, page 14-12	Business Intelligence Systems	<ul style="list-style-type: none"> • Marketing Management • Lead Management
Define DBI for Marketing Profile Options, page 14-12	System Administrator	<ul style="list-style-type: none"> • Marketing Management • Lead Management
Set Up Security Profiles for DBI for Projects, page 15-14	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> • Project Profitability Management • Project Operations Management • Capital Projects Cost Management • Contract Projects Cost Management
Set Up Daily Business Intelligence for Projects Reporting, page 15-14	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> • Project Profitability Management • Project Operations Management • Capital Projects Cost Management • Contract Projects Cost Management
Set Up Users as Employees, page 16-31	Purchasing HR System Administrator	<ul style="list-style-type: none"> • Procurement Management • Procure-to-Pay Management • Commodity Supplier Management • Commodity Spend Management • Procurement Performance Management • Procurement Status

Step	Responsibility	Feature or Dashboard
Review POA: DBI Implementation Profile Option, page 16-32	Purchasing Purchasing	<ul style="list-style-type: none"> Procurement Management Procure-to-Pay Management Commodity Supplier Management Commodity Spend Management
Set Up Document Views, page 16-33	Purchasing System Administrator	<ul style="list-style-type: none"> Procurement Management Procure-to-Pay Management Commodity Supplier Management Commodity Spend Management Procurement Performance Management Procurement Status
Set Up Commodities, <i>Oracle Daily Business Intelligence Implementation Guide</i>	iProcurement Super User, Purchasing Super User, Public Sector Purchasing Super User	<ul style="list-style-type: none"> Commodity Spend Management Commodity Supplier Management
Set Up DBI for Financials Profile Options and Source Ledger Group Assignment, page 16-45	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> Procurement Management Procure-to-Pay Management Commodity Supplier Management Commodity Spend Management Procurement Performance Management Procurement Status
Set DBI for Sales Profile Options	System Administrator	<ul style="list-style-type: none"> Sales Management Sales Forecast Management Opportunity Management
Run Initial Load of Opportunity Log Tables Concurrent Program	Oracle Sales Administrator	<ul style="list-style-type: none"> Sales Management Sales Forecast Management Opportunity Management
Determine Collection Start Date, page 20-19	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> Service Contracts Management Service Renewals Management

Step	Responsibility	Feature or Dashboard
Set Up Oracle Process Manufacturing Resource Warehouses, page 21-48	OPM System Administration	<ul style="list-style-type: none"> • Inventory Management • Manufacturing Management • Product Cost Management
Run Plans in Oracle Advanced Supply Chain Planning, page 21-48	Advanced Supply Chain Planner	<ul style="list-style-type: none"> • Manufacturing Management • Plan Management
Set Up Inventory Organization Security, page 21-48	Oracle Inventory	<ul style="list-style-type: none"> • Customer Fulfillment Management • Inventory Management • Manufacturing Management • Plan Management • Product Cost Management • Shipping Management • Product Revenue Bookings and Backlog • Warehouse Management
Set Up Sales Group Hierarchy, page 21-48	CRM Administrator	<ul style="list-style-type: none"> • Product Revenue Bookings and Backlog • Service Contracts Management • Service Renewals Management
Set OM: DBI Installation Profile Option, page 21-52	System Administrator	<ul style="list-style-type: none"> • Customer Fulfillment Management • Shipping Management • Product Cost Management • Product Revenue Bookings and Backlog • Transportation Management
Set ISC: Shipping/Transportation Execution Profile Option, page 21-52	System Administrator	<ul style="list-style-type: none"> • Transportation Management
Set FTE: Carrier On-Time Arrival Window Profile Option, page 21-53	System Administrator	<ul style="list-style-type: none"> • Transportation Management
Identify the UOM Representing Hours, page 21-53	System Administrator	<ul style="list-style-type: none"> • Manufacturing Management • Product Cost Management • Transportation Management • Warehouse Management
Set Baseline Plan, page 21-53	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> • Manufacturing Management

Step	Responsibility	Feature or Dashboard
Set Plan Collection Schedule, page 21-58	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> Plan Management
Set Reporting Units of Measure, page 21-61	Daily Business Intelligence Administrator	<ul style="list-style-type: none"> Customer Fulfillment Management Inventory Management Manufacturing Management Plan Management Product Cost Management Product Revenue Bookings and Backlog Shipping Management Transportation Management Warehouse Management

For a list of setup steps required for each dashboard, see the individual chapters in this guide, Setup Checklist for Daily Business Intelligence, page 2-3, or Appendix C "Setup Dashboard Matrix", page C-1.

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 2-50
2. Administer Request Sets, page 2-51
3. Run Initial Request Set, page 2-54
4. Set Up Users, page 2-55
5. Schedule Incremental Request Sets, page 2-55

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 1-7

Oracle Common Applications Components Implementation Guide

Create Initial and Incremental Request Sets

ORACLE Daily Business Intelligence Administration

Home | Logout | Preferences | Contact Admin | Diagnostics

Parameters | Content | Key Performance Indicators | Reports | Geography | Request Sets

Request Sets | Dependencies

[Request Sets](#) | [Request Sets](#) >

Generate Request Set

* Indicates required field

* Request Set Name: Daily Financials Intelligence Initial R

* Internal Name: fiinitialload

☒ Load Summaries

☒ Initial Load

☐ Incremental Load

☐ Clear and Load All Summaries

☒ Gather Table Statistics

Content

[Add Content](#)

Name	Internal Name	Type	Remove
Profit and Loss	FII_GL_PROFIT_AND_LOSS_PAGE	Dashboard	Remove
Payables Status	FII_AP_PAY_STATUS_OA_PAGE	Dashboard	Remove
Expense Management	FII_EXP_MGMT_PAGE_P	Dashboard	Remove

Cancel Apply

Parameters | Content | Key Performance Indicators | Reports | Geography | Request Sets | Home | Logout | Preferences | Contact Admin | Diagnostics

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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 the 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. Click Add Content to add the dashboards or reports to the request set.
7. 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 that can be combined into a single request set:

Intelligence Area	Dashboards that Share Common Objects
DBI for Customer Support	<ul style="list-style-type: none"> • Customer Support Management
DBI for Depot Repair	<ul style="list-style-type: none"> • Depot Repair Management
DBI for Field Service	<ul style="list-style-type: none"> • Field Service Management
DBI for Financials - Payables	<ul style="list-style-type: none"> • Payables Management • Payables Status
DBI for Financials	<ul style="list-style-type: none"> • Profit and Loss • Profit and Loss by Manager • Expense Management • Expense Analysis • Funds Management
DBI for Human Resources	<ul style="list-style-type: none"> • HR Management - Overview • HR Management - Headcount • HR Management - Turnover
DBI for Interaction Center	<ul style="list-style-type: none"> • Email Center Management • Inbound Telephony Management
DBI for iStore	<ul style="list-style-type: none"> • Store Management • Store Top Activity
DBI for Marketing	<ul style="list-style-type: none"> • Marketing Management • Lead Management
DBI for Maintenance	<ul style="list-style-type: none"> • Maintenance Management
DBI for Procurement	<ul style="list-style-type: none"> • Commodity Spend Management • Commodity Supplier Management • Procurement Management • Procure to Pay Management • Procurement Performance Management • Procurement Status
DBI for Product Lifecycle Management	<ul style="list-style-type: none"> • Product Management - Engineering • Product Management

Intelligence Area	Dashboards that Share Common Objects
DBI for Projects	<ul style="list-style-type: none"> • Project Profitability Management • Project Operations Management • Capital Projects Cost Management • Contract Projects Cost Management
DBI for Sales and DBI for Quoting	<ul style="list-style-type: none"> • Quoting Management • Sales Management • Sales Forecast Management • Opportunity Management
DBI for Service Contracts	<ul style="list-style-type: none"> • Service Contracts Management • Service Renewals Management
DBI for Supply Chain - Customer, Shipping and Product Revenue	<ul style="list-style-type: none"> • Customer Fulfillment Management • Shipping Management • Product Revenue Booking and Backlog
DBI for Supply Chain - Inventory and Warehouse	<ul style="list-style-type: none"> • Inventory Management • Warehouse Management
DBI for Supply Chain - Manufacturing and Product Cost	<ul style="list-style-type: none"> • Manufacturing Management • Product Cost Management
DBI for Supply Chain - Plan	<ul style="list-style-type: none"> • Plan Management
DBI for Supply Chain - Transportation	<ul style="list-style-type: none"> • Transportation Management

8. 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 A-1

Set Up the Product Catalog Hierarchy, page 6-10.

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

Oracle Human Resources User 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.

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

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 3-6
- KPIs (measures), page 3-10
- Reports, page 3-13
- Dashboards, page 3-34

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*.

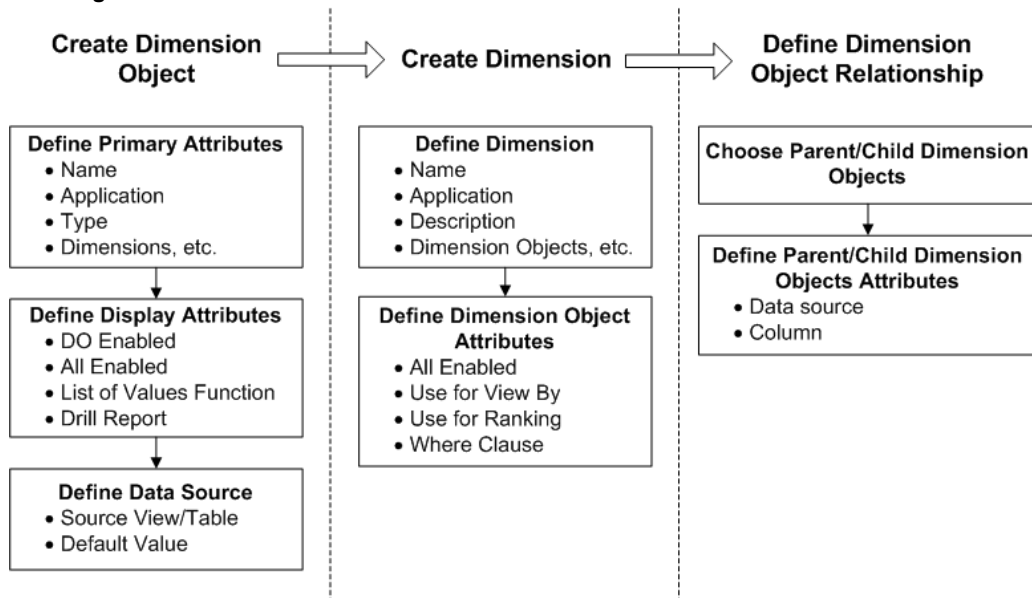
2. Create a custom responsibility.

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 4-9.

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 3-6.
5. Click Next.
 6. Define the display attributes for an Existing Source dimension object.

ORACLE Daily Business Intelligence Designer

Home Logout Preferences Diagnostics

Reporting Performance Measurement

Measures | Dimensions

Primary Attributes Dimension Objects >

Display Attributes Create Dimension Object: Display Attributes

* Indicates required field

Dimension Object Dimension Object 1

Dimension Object Enabled ☒

All Enabled ☒

'All' Label All

'View-By' Label Comparison

* Prototype Value Prefix BSC_DIM

Dimension Object Values Order Description

Comparison Order Descending

Comparison Label Source

Long List of Values ☐

List of Values Function

Report for Drilling to Details

Cancel Back Step 2 of 3 Next Finish

Reporting | Performance Measurement | Home | Logout | Preferences | Diagnostics

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- **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 3-6.
- **'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.

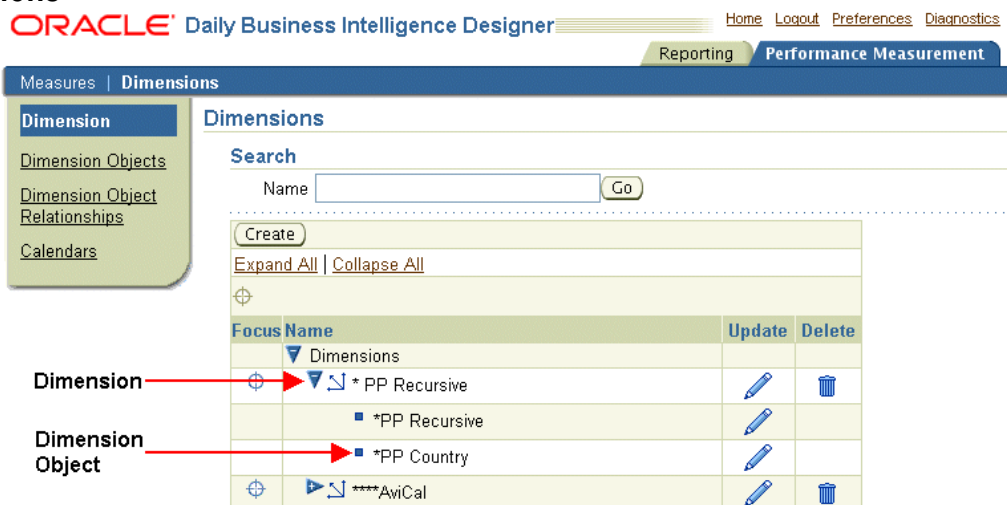
The screenshot shows the Oracle Daily Business Intelligence Designer interface. The top navigation bar includes links for Home, Logout, Preferences, and Diagnostics. The main menu on the left has 'Measures | Dimensions' selected, with sub-options for 'Primary Attributes', 'Display Attributes', and 'Data Source'. The central pane is titled 'Create Dimension Object: Data Source' and includes a note 'Indicates required field'. The form contains the following fields: 'Source View/Table', 'Source View Object Name', 'Default Value' (with radio buttons for 'Fixed Value' and 'PL/SQL Function'), and 'Master Dimension Object'. At the bottom, there are 'Cancel', 'Back', 'Step 3 of 3', and 'Finish' buttons. The footer contains copyright information and a privacy statement link.

- **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 4-9.

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.

ORACLE® Daily Business Intelligence Designer [Home](#) [Logout](#) [Preferences](#) [Diagnostics](#)

[Reporting](#) **[Performance Measurement](#)**

[Measures](#) | **[Dimensions](#)**

[Dimensions](#) >

Update Dim_Obj_01 in Dimension 1 Cancel Apply

Dimension	Dimension 1
Dimension Object	Dim_Obj_01

Use for View-By	<input checked="" type="checkbox"/>
Use for Ranking	<input type="checkbox"/>
All Enabled	<input checked="" type="checkbox"/>
Where Clause	<input type="text"/>

Cancel Apply

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6. Click Apply to save the changes.

Define Dimension Object Relationships

The screenshot shows the Oracle Daily Business Intelligence Designer interface. At the top, there is a navigation bar with links for Home, Logout, Preferences, and Diagnostics. Below this is a breadcrumb trail: Measures | Dimensions | Dimension Object Relationships >. The main title is "Update Dimension Object Relationships: Relationships". On the right, there are "Cancel" and "Continue" buttons. The interface is divided into two main sections: "Parents" and "Children". Each section has an "Available Dimension Objects" list and a "Selected Dimension Objects" list. In the "Parents" section, the "Available Dimension Objects" list contains "%profit%" and "Profitability Ranges". The "Selected Dimension Objects" list is empty. In the "Children" section, both the "Available Dimension Objects" and "Selected Dimension Objects" lists are empty. Between the lists in each section are buttons for "Move", "Move All", "Remove", and "Remove All". At the bottom right, there are "Cancel" and "Continue" buttons.

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.

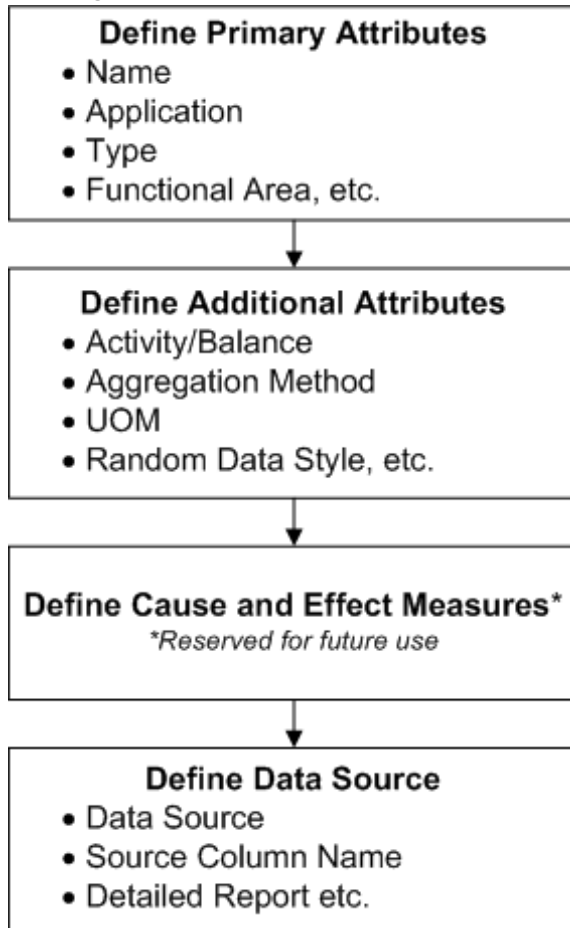
Custom Calendars

If you have implemented Oracle Balanced Scorecard, then the Daily Business Intelligence Designers also let you create custom calendars using Dimension Designer. After you create custom calendars and periods, the report designer lets you select the periods from a custom calendar in a generated or existing source report.

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.

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Reporting **Performance Measurement**

Measures | Dimensions

[Measures >](#)

Create Measure: Additional Attributes

* Indicates required field [Cancel](#) [Back](#) [Step 2 of 4](#) [Next](#) [Finish](#)

Measure Type

Activities / Balance

Aggregation Method

Unit of Measure

Measure Improvement

Prototyping

Random Data Style

Random values for Actual * From * To

Random values for Plan * From * To

[Cancel](#) [Back](#) [Step 2 of 4](#) [Next](#) [Finish](#)

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- **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.

ORACLE Daily Business Intelligence Designer

Home Logout Preferences Diagnostics

Reporting Performance Measurement

Measures Dimensions

Primary Attributes
Additional Attributes
Cause and Effect
Data Source

Measures >
Create Measure: Data Source [Cancel] [Back] Step 4 of 4 [Finish]

Map Data Source
To display data for this measure you must map it to a data source by selecting any existing Data Source and a Source Column in it.

Data Source: Product Margin Report
Source Column Name: PMD_1122421831643-PMD_11224
Compare to Source Column: PMD_1122421831643_B-PMD_112
[Map]

Default Setting for Dimensions

Dimension
No data exists.

Detailed Report
Detailed Report in Alert: Product Margin Report
☒ Enable Detailed Report in KPI Region
[Cancel] [Back] Step 4 of 4 [Finish]

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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

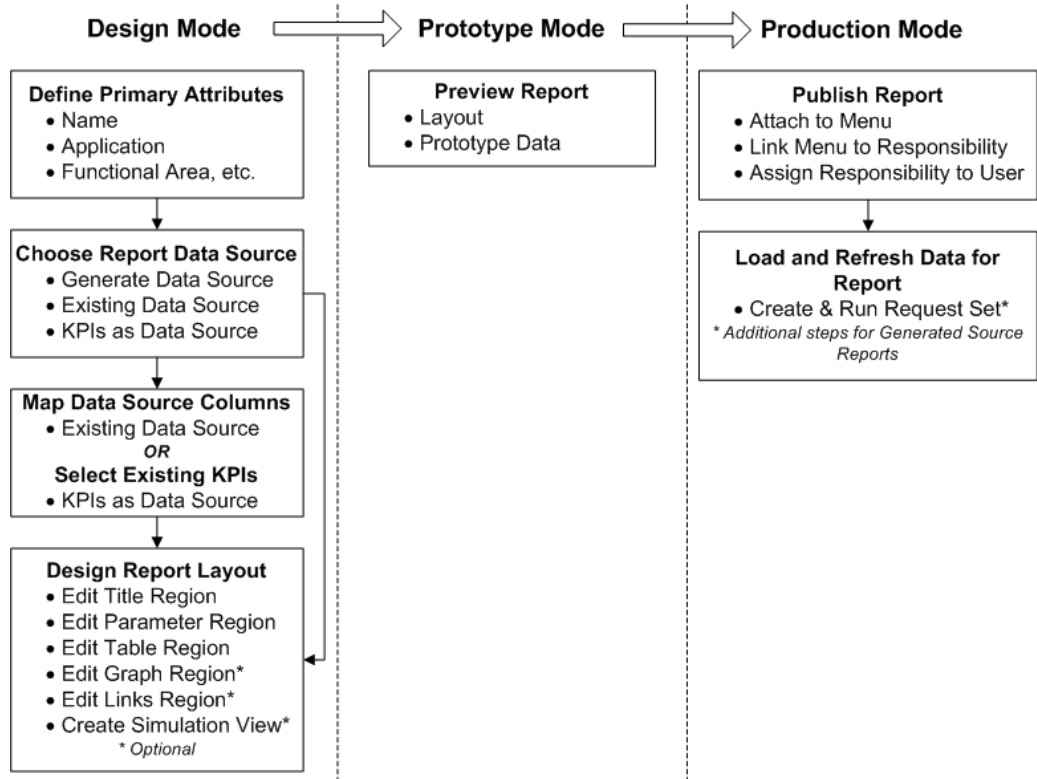
To change the default drill-down report for the measure, select a report in the Detailed Report in Alert field. The list of available reports is restricted to reports that use the same view as the measure.

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.

Note: You cannot duplicate preseeded reports.

There are three basic steps to designing a custom report:

1. Define the report data source, page 3-14
2. If the report has an existing data source, define the data source mapping for the measures, dimensions, and attributes, page 3-17
3. Design the report layout, page 3-18

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

- **Create a simulation view**

Create a simulation view 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 view your simulation.

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. See: Create Simulation Views, page 3-30.

- **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 3-45.

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 Balanced Scorecard	Requires Custom Views or Tables	Method for Loading and Refreshing Data
Generate Data Source	<p>The system automatically generates the views and tables needed to support the report based on the report prototype.</p> <p>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.</p>	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.

Report Data Source	Description	Difficulty Level	Requires Balanced Scorecard	Requires Custom Views or Tables	Method for Loading and Refreshing Data
Select Existing Data Source	<p>The designer uses a preseeded or custom table, view, or PL/SQL function to define the report.</p> <p>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.</p>	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.
Select KPIs as Data Source	<p>The designer selects preseeded or custom KPIs to build the report. Each KPI represents one column in the report table.</p> <p>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.</p> <p>You can build this type of report only using KPIs that share the same dimensionality.</p>	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 Oracle Balanced Scorecard Generate Database and Data Loader modules to load data into the input tables generated for the report. You must also use the Request Set Generator to generate a request set to refresh the materialized views or analytical workspace underlying the report.

- **Select Existing Data Source:** Select this option if you want to use an existing view, table, or PL/SQL function 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.

Note: You must create a view before you can select it as a data source.

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.

Note: The KPIs you select must share at least one common parameter or dimension other than Time and Currency. You should add KPIs from one report at a time to validate that the minimum dimension objects are available. You can repeat the process of adding KPIs as many times as necessary.

[illegible]

- **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:** This column type is reserved for future use.
- **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.

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

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Reporting **Performance Measurement**

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[Report Designer](#) >

Create Report: Report 1

[Cancel](#) [Update Primary Attributes](#) [Create Simulation View](#) [Preview](#) [Export](#) [Save](#) [Finish](#)

Title Region

Parameter Region

Q1 FY06 Day -51 08-Feb-2006 Period Compare To View By

Graph Region

Table Region

Quarter
Q1-06
Q2-06
Q3-06
Q4-06

[Cancel](#) [Update Primary Attributes](#) [Create Simulation View](#) [Preview](#) [Export](#) [Save](#) [Finish](#)

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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: <ul style="list-style-type: none">• 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

You can edit the content of the parameter and table regions as required.

When you design report prototypes, keep in mind that if you want to leverage the pass parameters or drill and pivot functionality with the custom report, you must ensure that the report contains the same dimension objects and measures as the dashboards and reports you want to use with the custom report.

Additionally, you can add to the report up to six graphs in a graph region or any number of links in a links region.

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

- Edit the title region, page 3-19
- Edit the parameter region, page 3-20
- Edit the table region, page 3-23
- Edit the graph region (optional), page 3-31
- Edit the links region (optional), page 3-33

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 page. 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 the list of available dimension objects, 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.
 - **2 Columns:** Parameters are arranged into two columns. This parameter layout is available only for Existing Source reports.
 - **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. To add a parameter, select one of the following options and click Go.

- **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

ORACLE Daily Business Intelligence Designer

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Reporting Performance Measurement

Dashboards | Reports | RSS Feed | Publish

Report Designer > Update Report AG DVB ISS >

Edit Table

Cancel Apply

Column Heading	Based On	Display	Sortable	Change	Grand Total	Update	Move Up	Move Down	Remove
Time	Time	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Profit margins	Profit margins	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				

Default number of rows displayed: Default

Default Sort Column: Time

☐ Display Subtotal

Cancel Apply

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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 3-10.
- **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 3-26.
- **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 3-27.

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 $(\text{Revenue} - \text{Expenses})$.

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 assign scores to each KPI based on a particular dimension associated with the KPIs.

For example, suppose you want to score all your suppliers using three criteria: number of rejections, on-time delivery, and supplier quality. You measure these three KPIs for your suppliers. With this feature you can create a weighted average KPI that tells you a score for each supplier based on a defined weight for these three KPIs.

The scoring flow involves two modules:

- **Report Designer:** Lets you define the weighted average KPI criteria.
- **Scoring Manager:** Lets you determine the score ranges for each particular value of your scored dimension object. In the example above, you would determine the score ranges for each supplier.

To create a weighted KPI:

1. Using the Daily Business Intelligence Designer responsibility, navigate to Report Designer.
2. Create or edit a report of the type "Select KPIs as Data Source".
3. Add your KPIs.

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

4. The system shows you a result report that contains the KPIs you selected and the common dimension objects across them.

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 scoring parameters for the KPI:

- **Define Scores On:** In this field select the dimension object for which you want to see the Weighted Average KPI column.

You can only select one dimension object. For instance, in the example above you would select "Supplier" because that is the scoring base. Consequently, when you run the report with View By equal to Supplier, the new Weighted Average KPI column appears.

- **Define Scores For:** In this field, define how you plan to define your scores.

For instance, if you are scoring 'suppliers' you can load scores for the "commodities" which filter "suppliers". If you define scores for the commodity "Hardware", all the suppliers within the hardware commodity will use the same score ranges. In the example above, you could also decide to score for "supplier", meaning that you will load scores for every single supplier.

8. Select the number of decimals to display in your weighted average KPI. For example, if you define score ranges between 1 and 5, you may want to see scores such as 2.1 or 3.2 for increased accuracy.
9. Define the following prototype data features for the KPI: Style, Trend, Minimum Value and Maximum Value.
10. Click Apply and Save to save your report.
11. After saving your report, you can optionally define your score values and weights if you have privileges to access the Scoring Manager responsibility.
 - You can access the Scoring Manager page from the Report Designer Weighted Average KPI page if you have scoring manager privileges, or you can access the Scoring Manager page directly from the Scoring Manager responsibility menu.
 - After creating a weighted average KPI in a report, you can navigate to the Scoring Manager to define your score ranges and weights.
 - The search page lists all the weighted average KPIs defined in any report. Click the KPI you want to edit.
 - Click Update the weights and scores. The system saves the weighted KPI definition.
12. 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%.
13. In the Scores tab, define the scoring parameters for each KPI:
 - Select the KPI from the list of values.
 - Determine your scoring value. For example, if you want to score between 1 and 5, enter those values in the score column.
 - Select the period for the KPI. You can define score ranges for each specific period, such as December 2005.
 - Select the value for the dimension object being scored. In the example above, the value is "supplier".
 - Enter a score for each range of values for each period and each dimension object value being scored.
14. Click Apply to save your work.

Score Mass Update

ORACLE Scoring Manager

Home Logout Preferences Diagnostics

KPIs >

Update Weights And Scores: Weighted Average KPI

Cancel Save Apply

Weights Scores

Scoring Parameters

KPI Lines Late to Promise

Periods to score

Periods

Available

Period Enterprise Period

All
Jan-96
Feb-96
Mar-96
Apr-96
May-96
Jun-96
Jul-96
Aug-96
Sep-96

Move
Move All
Remove
Remove All

Selected

Dimension Object Values to score

Dimension Object Values

Available

Search Go

All
Vision Operations
Seattle Manufacturing
Chicago Subassembly Plant
Boston Manufacturing
Miami Distribution Center
Singapore Distribution Center
Vision Services
Vision ACB
Vision Project Mfg

Move
Move All
Remove
Remove All

Selected

Scoring Value Ranges

Score	From (>=)	To (<)
10		
15		
20		

To facilitate loading score ranges for all the dimension values and periods being scored for a KPI, the main score page provides an option to perform mass updates. This feature lets scoring managers multi-select several periods or dimension object values at once and save score ranges for the selected values.

In many cases the score ranges are the same for all periods or all dimension object values being scored, with few exceptions. In a mass update the scoring manager can select all periods or a set of periods, as well as all suppliers or a set of suppliers, and save scores for all.

If there are any exceptions, the scoring manager can later choose a particular dimension object value and define a special score range for that one value. In the example above you could define a special score range for one particular supplier. The latest value saved for a particular combination of periods and dimension values being scored 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 installed 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 report of any source.
3. In the table region, define at least one calculated KPI. See: Create Calculated KPIs, page 3-26.

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 size of the graphics is at least 196 by 30 pixels so that it can accommodate the KPIs. Keep in mind that 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)

ORACLE Daily Business Intelligence Designer

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Reporting Performance Measurement

Dashboards | Reports | RSS Feed | Publish

Report Designer > Update Report: Product Margin Report >

Edit Graph

Type: Horizontal Stacked Bar 2D-0

Title: Cost

Y-Axis Title:

Cancel Apply

Contents

Label	Based On	Display Actual	Display Compare To	Move Up	Move Down
Fulfilled Value	Fulfilled Value2	<input type="checkbox"/>	<input type="checkbox"/>	⬆	⬇
Returned Value	Returned Value2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	⬆	⬇
COGS	COGS1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	⬆	⬇
Product Margin	Product Margin3	<input type="checkbox"/>	<input type="checkbox"/>	⬆	⬇

Cancel Apply

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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 3-41.

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.

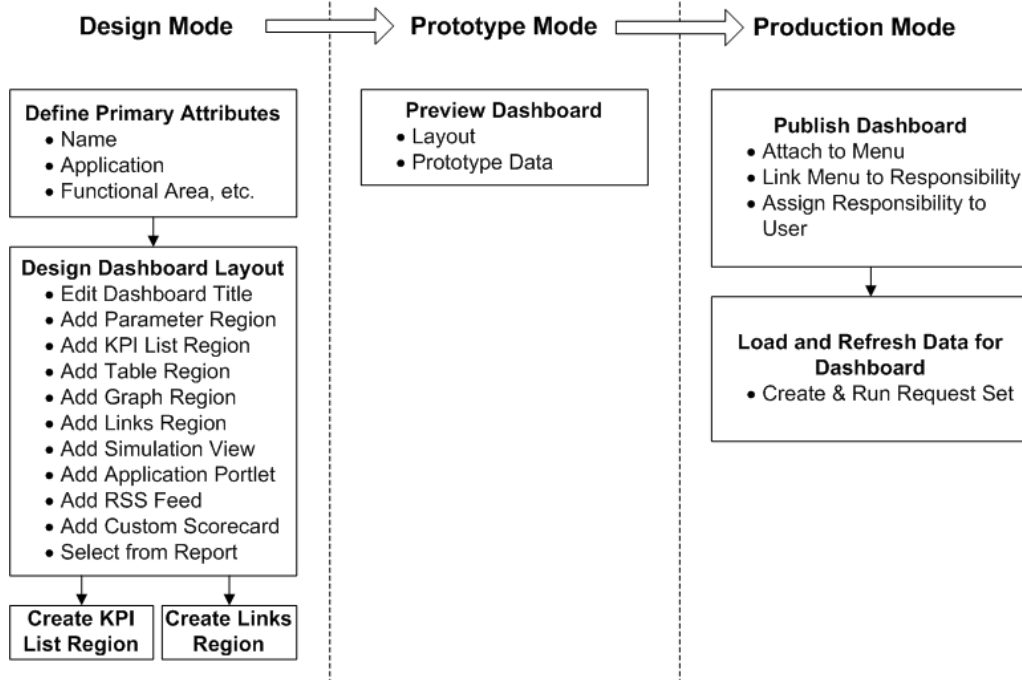
You cannot position a KPI or column immediately after another KPI that is under a column group. To change the order of such KPIs, click the Update icon for the column group or header column and add or remove the KPIs as necessary.

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 3-38.

- **Create links regions**

Create custom links regions to add to dashboards and reports. See: Create a Links Region, page 3-41.

- **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 3-45.

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 3-41.
- **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 3-42.
- **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 3-38.
 - Import a KPI region from another instance. See: Export and Import Dashboards and Reports, page 3-45.

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 Region

Cancel Step 1 of 3 Next

Search

Name

Functional Area

Type

Select	Name	Description	Functional Area
<input type="radio"/>	Product Bookings and Revenue Trend	This report displays the trend in net booked, revenue and revenue booked this period over time	Customer Defined
<input type="radio"/>	Product Fulfillment Performance	Product Fulfillment Performance Report	Customer Defined
<input type="radio"/>	Product Fulfillment Performance Trend	Product Fulfillment Performance Trend Report	Customer Defined
<input type="radio"/>	Product Gross Margin	This report will display the total cost of goods sold (COGS) for items that are shipped on sales orders, the total fulfilled value of items and the margin percent made on the items	Customer Defined
<input type="radio"/>	Product Gross Margin Trend	This report displays the trend in the Product Gross Margin over a period of time.	Customer Defined
<input type="radio"/>	Product Inventory Value	Product Inventory Value Report	Customer Defined
<input type="radio"/>	Product Inventory Value Trend	Product Inventory Value Trend Report	Customer Defined

- 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.

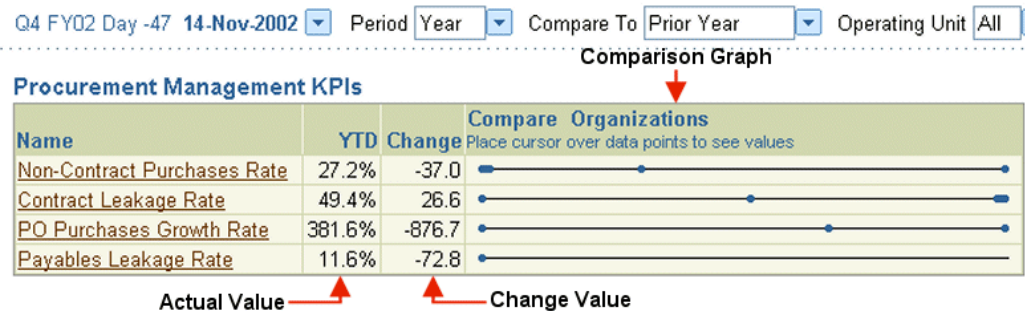
- If you selected a table region, you can hide columns or change the sort property originally defined in your report.
- If you selected a parameter region, you can enable or disable the View By parameter for the region.
- Click Finish to save the region and add it to the dashboard.

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

ORACLE Procurement Management



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 3-45.

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.

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[Dashboards](#) > [Create Dashboard: Product Margin Dashboard](#) > [Select Region](#) >

Create KPI List: Prototype Properties

* Indicates required field

Implementation Properties Preview Export Cancel Apply

* Name

Comparison Graph

Value Column Heading

Show Change Column

KPI List

|

Select KPI	Drilldown URL	Value	Change	Increase	Format	Comparative Performance	Move Up	Move Down
<input type="checkbox"/> KPI Measure 1	<input type="text" value="http://www.oracle.com"/>	<input type="text" value="12"/>	<input type="text" value="8"/>	<input type="text" value="Good"/>	<input type="text" value="Autoscaled"/>	<input type="text" value="Compare Base on Change"/>	<input type="text" value="▲"/>	<input type="text" value="▼"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Good"/>	<input type="text" value="Autoscaled"/>	<input type="text" value="Compare Base on Change"/>	<input type="text" value="▲"/>	<input type="text" value="▼"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Good"/>	<input type="text" value="Autoscaled"/>	<input type="text" value="Compare Base on Change"/>	<input type="text" value="▲"/>	<input type="text" value="▼"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Good"/>	<input type="text" value="Autoscaled"/>	<input type="text" value="Compare Base on Change"/>	<input type="text" value="▲"/>	<input type="text" value="▼"/>

Implementation Properties Preview Export Cancel Apply

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- 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 3-10.

6. Click Implementation Properties.

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Reporting Performance Measurement

[Dashboards](#) | [Reports](#) | [RSS Feed](#) | [Publish](#)

[Dashboards](#) > [Create Dashboard: Product Margin Dashboard](#) > [Select Region](#) >

Create KPI List: Implementation Properties

* Indicates required field

[Prototype Properties](#) [Export](#) [Cancel](#) [Apply](#)

Name **KPI List**

* Internal Name

* Application

Functional Area

Description

Comparison Graph

Comparison Dimension

Show Change Column

KPI List

KPI	Performance Measure	Link
KPI Measure 1	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>

[Prototype Properties](#) [Export](#) [Cancel](#) [Apply](#)

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.

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Edit Related Links: Product Margin Links [Cancel](#) [Apply](#)

[Add Menu Item](#) [Add Url](#) [Change Order](#)

Name	Description	Update	Delete
No data exists.			

[Cancel](#) [Apply](#)

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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

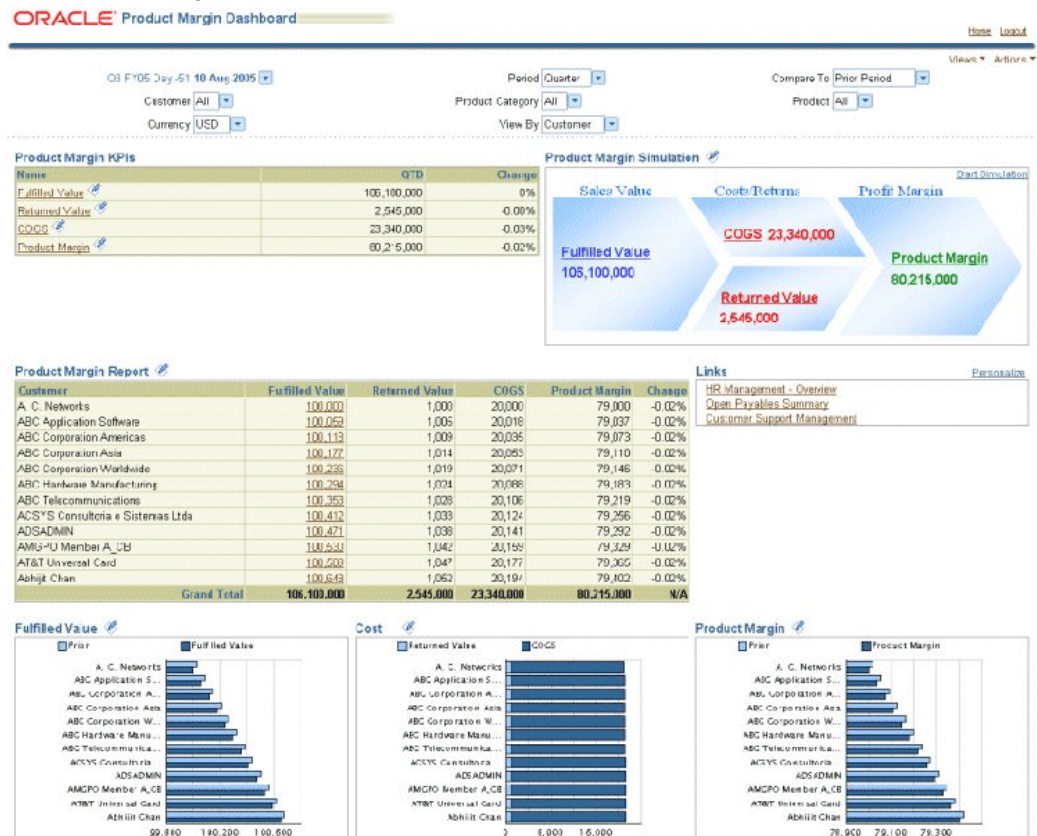
Register an RSS feed if you want to add the syndicated content as a region in a dashboard. For example, you can register an RSS feed for news headlines, stock quotes, or currency exchange rates and then add that RSS feed as a region to a dashboard.

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

To 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 Dashboards and Reports



After you complete the report or dashboard prototypes, publish the prototypes to move them into production mode. There are three basic steps to publishing a dashboard or report:

- **Add the dashboard or report to an Oracle Applications menu**

Each custom report or dashboard is an Oracle Applications function that you can assign to an Oracle Applications 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 cannot update or delete preseeded menus. You can duplicate preseeded menus and make customizations to these menus. You can update, duplicate, and delete custom menus.

You should add custom dashboards and reports to a custom menu. You can use the Publish feature to create a custom menu and add content to it.

- **Assign the 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.

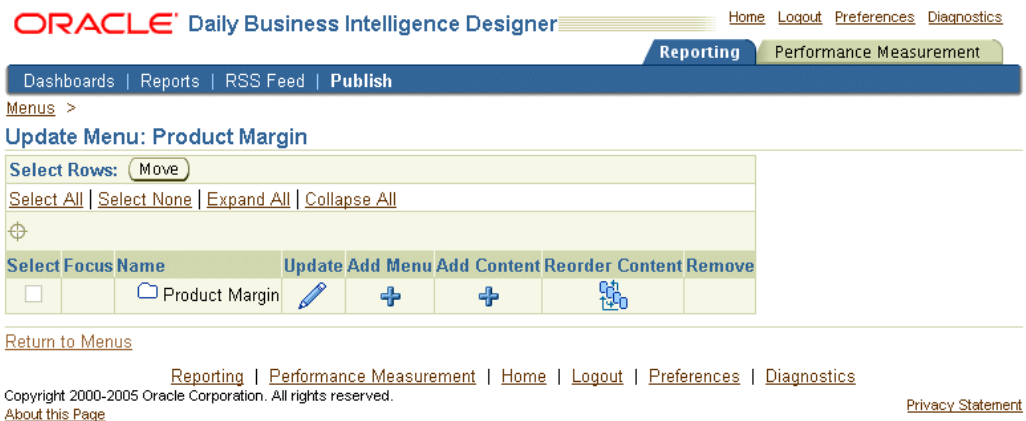
- **Assign the responsibility to an Oracle Applications user**

Any user who is assigned the responsibility can access the content.

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 Menu Window, *Oracle Applications Developer's Guide*.

To publish dashboards and reports:

1. Using the Daily Business Intelligence Designer responsibility, navigate to Reporting > Publish.
2. To create a menu:
 - In the Menus window, click Create.
 - Define the menu name, internal name, and description.
 - Click Apply to save your work.
3. To add content to a menu:
 - In the Menus window, query the menu and click Update.



- At the menu row, click Add Content.
 - Query and select the content.
 - To change the display name or description for the content, click Update.
 - To add a submenu, click Add Menu.
 - Reorder the content within a menu or move the content under a submenu using Move.
4. After you define the menu, you can preview, update, duplicate, or delete the menu as required.
 5. To assign the menu to a responsibility:
 - Ask your system administrator to create a responsibility.
 - In the Menus window, click Responsibilities.
 - Query the responsibility and click Update.
 - In the Menu field, query and select the menu.

- Click Apply to save your work.
6. Assign the responsibility to an Oracle Applications user.

Export and Import Dashboards and Reports

You can export and import custom dashboards and reports from and to different instances.

Before you begin, ensure that the source and target instances are at the same patch level.

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.
4. If you are exporting a dashboard, select the regions that you want to export and click Continue.
5. In the Export window, select the export file type and click Export.
6. Save the export file to a local drive.
7. Click Finish to return to the Report Design page.

The system creates a zipped XML file. The XML file contains a complete definition of the dashboard or report, including references to all its regions.

To import a dashboard or report to a target instance:

1. Ensure that the dashboard or report has been exported from the source instance and the export file is saved to a local drive.
2. In the target instance, using the Daily Business Intelligence Designer responsibility, navigate to Reporting > Dashboard Designer or Reporting > Report Designer.
3. Click Import.
4. In the File Name field, select the export file from the local drive.

The system validates that the form functions for any preseeded regions in the dashboard or report exist in the target instance. Otherwise, the import process fails. To ensure that the form functions exist in both instances, verify that both instances are patched to the same level.

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.

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 4-1
- View Request Set Settings, page 4-2
- View Request Set Analysis Reports, page 4-2
- View Object Dependencies, page 4-5
- Define Object Dependencies, page 4-6
- Delegate Roles, Privileges, Companies, and Cost Centers, page 2-31
- Review Dimensions, Dimension Objects, and KPIs, page 4-9
- Debug Performance and Rendering, page 4-11
- Refresh Dashboards, page 4-12
- Increase Tablespace, page 4-12
- Implementing Generated Source Reports, page 4-12

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 *OracleMetaLink*, increase the temporary tablespace as required, and rerun the request set. See: Increase Tablespace, page 4-12.

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
- Request Set Performance Details
- Request Set Run Details
- Request Object Details
- Request Set Space Usage Details
- Tablespace Details

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 not 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

The screenshot shows the Oracle Daily Business Intelligence Administration interface. The top navigation bar includes links for Home, Logout, Preferences, Contact Admin, and Diagnostics. Below this, a secondary navigation bar lists Parameters, Content, Key Performance Indicators, Reports, Geography, and Request Sets. The main content area is titled 'Request Sets | Dependencies' and includes a breadcrumb 'Request Sets: Dependencies >'. A section titled 'View Dependencies' contains a form with 'Type' set to 'Report' and 'Name' set to 'Product Margin Report'. Below the form, there are links for 'Expand All' and 'Collapse All'. A table displays the dependencies for the selected report:

Focus Name	Type	Programs	Columns
Product Margin Report	Report		
FIL_TIME_DAY	Table		

At the bottom of the interface, there is a footer with links for Parameters, Content, Key Performance Indicators, Reports, Geography, Request Sets, Home, Logout, Preferences, Contact Admin, and Diagnostics. It also includes copyright information: 'Copyright 2000-2005 Oracle Corporation. All rights reserved.' and a link to the Privacy Statement.

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 *OracleMetaLink*, note 150230.1.

Define Object Dependencies

ORACLE Daily Business Intelligence Administration

Home | Logout | Preferences | Contact Admin | Diagnostics

Parameters | Content | Key Performance Indicators | Reports | Geography | Request Sets

Request Sets | **Dependencies**

Request Sets Dependencies >

Define Dependent Objects

Business Intelligence Object

Type	Report
Name	Product Margin Report
Owner	OUR

Dependent Objects

Select Object: [Remove Dependency](#)

Select All | Select None

Select	*Type	*Name	Internal Name	*Owner	Enabled
<input type="checkbox"/>	Table	FIL_TIME_DAY	FIL_TIME_DAY	FIL	<input checked="" type="checkbox"/>

[Add Another Row](#)

[Cancel](#) [Apply](#)

Parameters | Content | Key Performance Indicators | Reports | Geography | Request Sets | Home | Logout | Preferences | Contact Admin | Diagnostics

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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
- Review Dimension Object Details
- Review Dimensions
- Review KPIs

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.

Manager Reporting

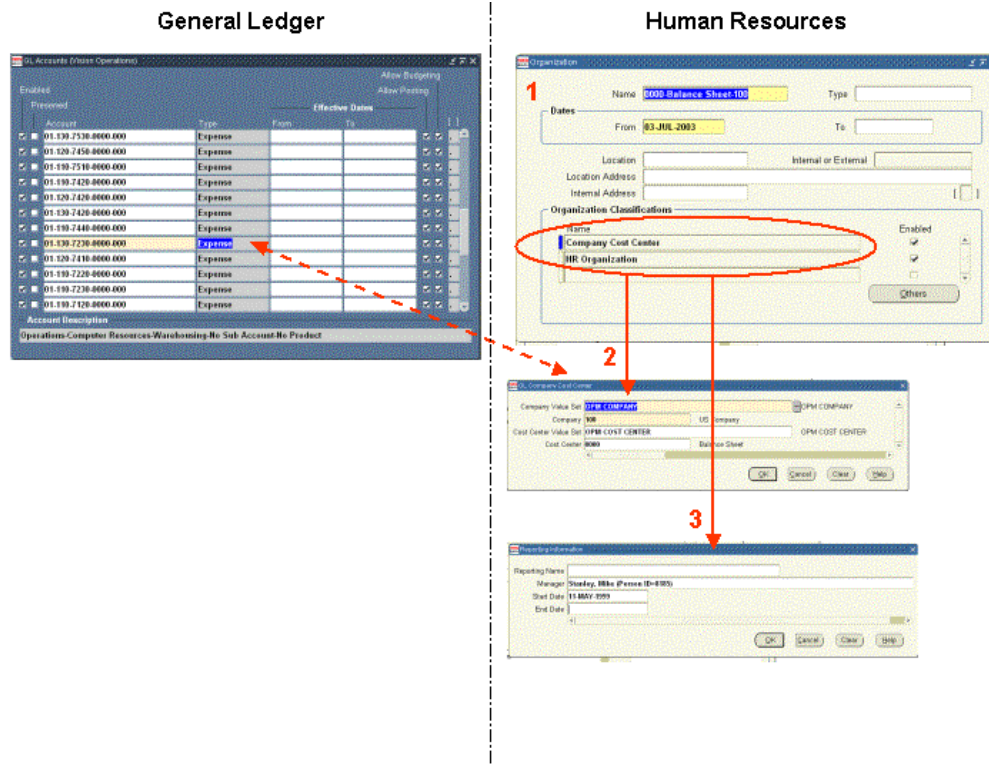
This chapter covers the following topics:

- 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 (Cruikshank)-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 5-8	HRMS Manager	Optional
Run the Synchronize GL company cost centers with HR Request Set, page 5-9	HRMS Manager	Optional, but strongly recommended
Validate that the Company Cost Center Organization Classification is Enabled, page 5-9	HRMS Manager	Optional
Assign Managers to the Organization, page 5-9	HRMS Manager	Required
Run HRI Load All Cost Center Managers, page 5-11	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	<p>Sets the name format for any automatically generated organizations. You can choose one of the following formats:</p> <ul style="list-style-type: none"> • <Company Name>-<Cost Center Name> • <Cost Center Code>-<Cost Center Name>-<Company Code> <p>To automatically generate organizations using this name format, you must also set the HR: Generate Organizations from GL profile option.</p>

Profile Option	Level	Description
HR: GL Cost Center Org Synchronization Options	Site	<p>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:</p> <ul style="list-style-type: none"> • 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	<p>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:</p> <ul style="list-style-type: none"> • 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.
HR: Automatically Synchronized Single GL Company Cost Center with HR	Site	<p>This profile option determines whether or not you want to automatically generate organizations for any new company-cost centers that are created <i>after implementation is complete</i>.</p> <p>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.</p> <p><i>It is strongly recommended that you set this profile option to Yes.</i></p>

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.

Organization

Name **000-Balance Sheet-01** Type

Dates

From **20-DEC-2002** To

Location Internal or External

Location Address

Internal Address []

Organization Classifications

Name	Enabled
Company Cost Center	<input checked="" type="checkbox"/>
HR Organization	<input checked="" type="checkbox"/>
	<input type="checkbox"/>

Others

3. Highlight the Company Cost Center organization classification and click Others. The Additional Information window appears.

Organization

Name: 0000-Balance Sheet-100 Type:

Dates

From: 03-JUL-2003 To:

Location: Internal or External:

Location Address:

Internal Address:

Organization Classifications

Name

- Company Cost Center
- HR Organization

Additional Organization Information

Find: %

Additional Information

- GL Company Cost Center
- Reporting Information

Buttons: End, OK, Cancel

4. Select GL Company and Cost Center and double click on the flexfield to open the GL Company and Cost Center window.

GL Company Cost Center

Company Value Set: OPM COMPANY OPM COMPANY

Company: 100 US Company

Cost Center Value Set: OPM COST CENTER OPM COST CENTER

Cost Center: 0000 Balance Sheet

Buttons: OK, Cancel, Clear, Help

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.

The screenshot shows the 'Organization' window in Oracle HRMS Manager. The main window has the following fields and values:

- Name: 0000-Balance Sheet-100
- Type: (empty)
- Dates: From 03-JUL-2003, To (empty)
- Location: (empty)
- Internal or External: (empty)
- Location Address: (empty)
- Internal Address: (empty)
- Organization Classifications: A list with 'Company Cost Center' and 'HR Organization'. 'Company Cost Center' is highlighted.
- Status: Recruitment Letter Type, Contract Letter Type, Elections, Assignment Rate Types

An 'Additional Organization Information' window is open, showing a search for 'GL Company Cost Center' and a list of reporting information. The window has a search bar with 'Find %' and a list of results. The first result is 'GL Company Cost Center'.

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.

Related Topics

Oracle Human Resource's User Guide

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.

- Highlight Company Cost Center organization classification and click Others. The Additional Information window appears.

The screenshot shows the 'Organization' window with the following fields and sections:

- Name:** 0000-Balance Sheet-100
- Type:** (empty)
- Dates:**
 - From:** 03-JUL-2003
 - To:** (empty)
- Location:** (empty)
- Internal or External:** (empty)
- Location Address:** (empty)
- Internal Address:** (empty)
- Organization Classifications:**
 - Name:**
 - Company Cost Center (highlighted)
 - HR Organization
- Status:**
 - Recruitment Letter Type
 - Contract Letter Type
 - Elections
 - Assignment Rate Types

The 'Additional Organization Information' sub-window is open, showing:

- Find %:** (empty)
- Additional Information:**
 - QL Company Cost Center
 - Reporting Information (highlighted)

Buttons at the bottom: Find, OK, Cancel.

- Select Reporting Information. The Reporting Information window appears.
- Click in a row of the Reporting Information window to open the complete Reporting Information window.

The screenshot shows the 'Reporting Information' window with the following fields:

- Reporting Name:** (empty)
- Manager:** Stanley, Mike (Person ID=8185)
- Start Date:** 11-MAY-1999
- End Date:** (empty)

Buttons at the bottom: OK, Cancel, Clear, Help.

- In the Manager field, enter a manager name.
- 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 5-8

Assign Managers to the Organization, page 5-9

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.

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	
Customer Fulfillment Management	Yes		
Customer Support Management			Yes
Depot Repair Management			Yes
Field Service Management	Yes		Yes
Inventory Management	Yes		

Dashboard Name	Inventory Functional Area	Purchasing Functional Area	Product Functional Area
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
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		
Store Management			Yes
Store Top 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 6-6

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".

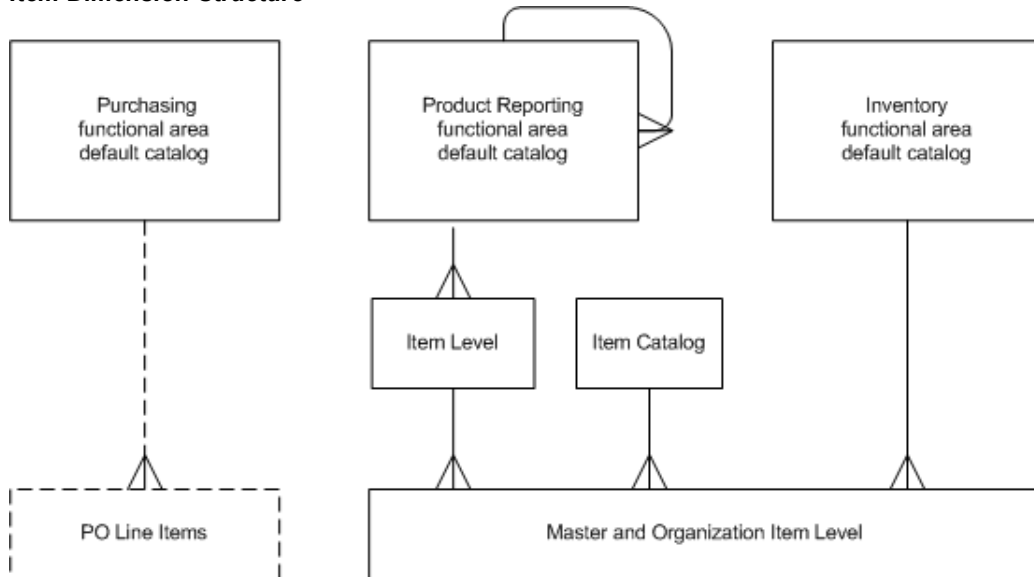
Architecture

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 6-7.

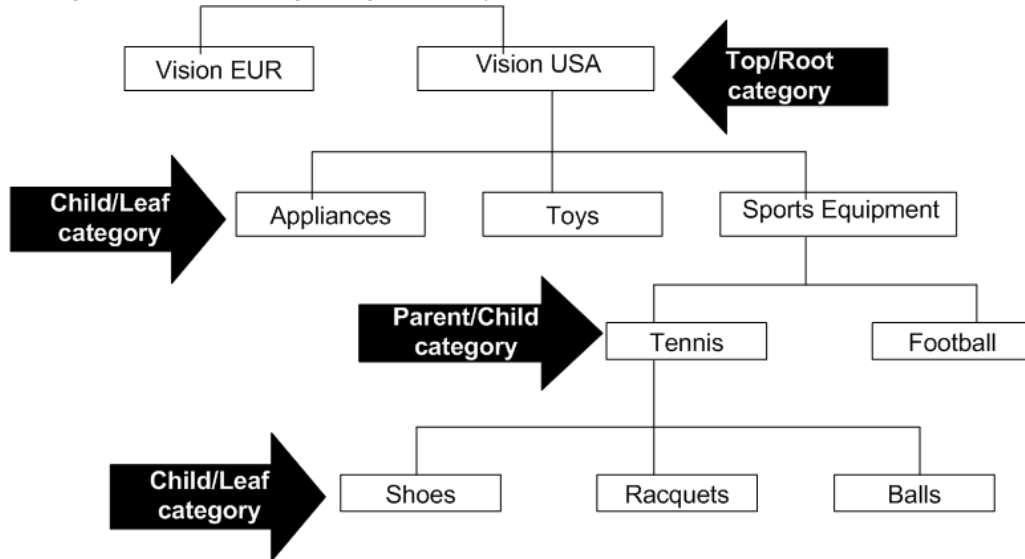
Product Reporting Functional Area

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



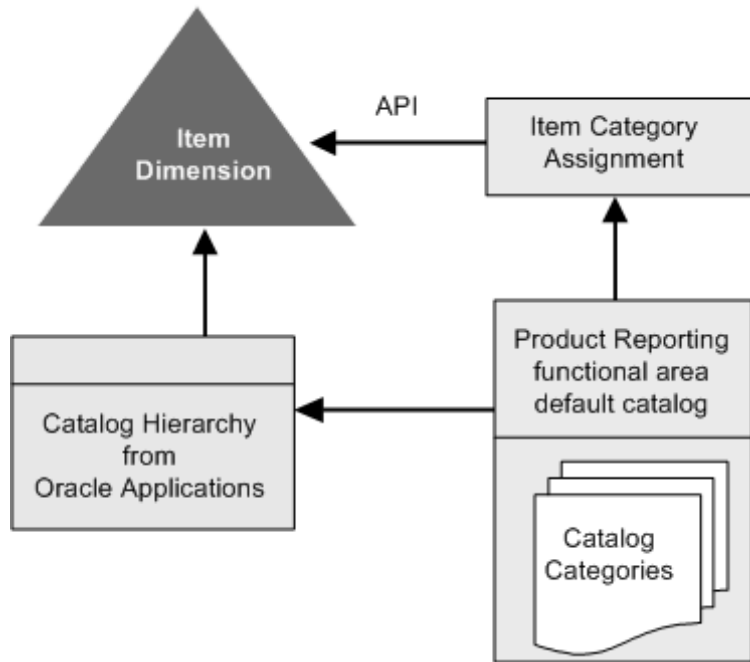
The default catalog for this functional area is the Product Catalog. The Product Catalog is controlled at the item level. See: Item Control Levels, page 6-7.

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 6-8

Purchasing Functional Area, page 6-4

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 6-4 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 6-10	Optional	Item Manager
Set Up the Product Catalog Hierarchy, page 6-10	Required if you are implementing dashboards in the Product Reporting Functional Area, page 6-8 <i>and</i> Product catalog is the default catalog of the Product Reporting functional area.	Item Manager
Run the DBI Item Dimension Setup Request Set, page 6-13	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 6-16.
2. Run the Upgrade Hierarchy from Value Set Hierarchy concurrent program. See: Upgrade Category from Value Set Hierarchy Concurrent Program, page 6-16.

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.

The screenshot shows the Oracle Applications interface for the 'Catalogs' window. The breadcrumb trail is 'Catalogs : Catalogs > Basic Information'. The 'Basic Information' tab is selected, showing 'Catalog: Product'. There is an 'Update' button. Below this is the 'Catalog Details' section with a table of settings:

	Description	Product Category	Flex Structure	Product Categories
Controlled At		Item	Default Category	
Allow Multiple Item Category Assignments		No	Enforce List of Valid Categories	Yes
Enable Hierarchy for Categories		Yes		

4. To modify the basic information for the catalog, choose Basic Information and then choose Update. The Edit Catalog window appears.

The screenshot shows the 'Edit Catalog' window. The breadcrumb trail is 'Items : Catalog Categories > Catalogs > Basic Information > Edit Catalog'. The 'Catalog' section has a 'Name' field with the value 'Product'. The 'Catalog Details' section has several fields and checkboxes:

- * Description: Product Category
- * Controlled At: Item
- * Flex Structure: Product Categories
- * Default Category: OKCT1
- ☐ Allow Multiple Item Category Assignments
- ☒ Enable Hierarchy for Categories
- ☒ Enforce List of Valid Categories

You can modify the following details for the Product catalog:

- Name
- Description
- Default Category, page 6-9

Choose Apply to save your changes.

5. Modify the hierarchy for the catalog, as required.
 1. Choose Categories from the side-bar menu.

ORACLE[®] APC Administration

Home Logout Preferences Help Diagnostics

Items Structures Change Management Security Functions Catalogs Value Sets

Catalogs Categories

Basic Information Categories People

Items : Catalog Categories > Catalogs > Basic Information > Categories

Categories

Catalog: **Product**

TIP When you are ready to publish all catalog changes for DBI reporting, please click 'Publish'.

Publish Add Category

Select Category(s) and ... Actions Add Sub-category Go

Expand All | Collapse All

Product

Select Focus	Name	Description	First Level Sub-Categories
<input type="radio"/>	Product		
<input type="radio"/>	100	Laptop	2
<input type="radio"/>	200	Desktop	2

- Add categories (top categories) to the catalog by choosing the Add Categories button.
- 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.

- 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.

ORACLE[®] APC Administration

Home Logout Preferences Help

Items Structures Change Management Security Functions Catalogs Value Sets

Catalogs Categories

Basic Information Categories People

Catalogs : Catalogs > Basic Information

Category Details

Catalog: **Product** Category: **OKCT1**

Update

Category Details

Flex Structure	Product Categories	Parent Category
Description		Inactive on
Procurement Enabled		Viewable By Supplier

- Choose Update.

ORACLE[®] APC Home Logout Preferences Help

Administration Items Structures Change Management Security Functions Catalogs Value Sets

Catalogs Categories

Catalogs : Catalogs > Basic Information > Edit Item Catalog Category

Edit Item Catalog Category

Category

Flex Structure **Product Categories**

Product OKCT1

Category Details

Description Inactive on	Parent Category <input type="text"/>
<input type="checkbox"/> Viewable By Supplier	<input type="checkbox"/> Procurement Enabled

- 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 6-17.

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 6-14
- Creating an Orphan Category or Top Category, page 6-15
- Adding a New Child Category to a Hierarchy, page 6-15
- Updating or Disabling Categories in Category Windows, page 6-15
- Changing the Category Hierarchy, page 6-15
- Changing the Default Catalog for the Product Reporting or Inventory Functional Area, page 6-16
- Creating, Updating, or Deleting Item Category Assignments, page 6-16

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.

The screenshot shows the Oracle APC Administration interface. The top navigation bar includes links for Home, Logout, Preferences, and Help. Below this is a tabbed menu with Items, Structures, Change Management, Security, Functions, Catalogs, and Value Sets. The Catalogs tab is selected, and the left sidebar shows Basic Information, Categories, and People. The main content area displays 'Catalogs: Catalogs > Basic Information' and 'Basic Information' for 'Catalog: Product'. There is an 'Update' button. Below this is a 'Catalog Details' section with a table of settings.

Description	Product Category	Flex Structure	Product Categories
Controlled At	Item	Default Category	
Allow Multiple Item Category Assignments	No	Enforce List of Valid Categories	Yes
Enable Hierarchy for Categories	Yes		

4. To modify the basic information for the catalog, choose Basic Information and then choose Update. The Edit Catalog window appears.

The screenshot shows the Oracle APC Administration interface for the 'Edit Catalog' window. The top navigation bar includes links for Home, Logout, Preferences, Help, and Diagnostics. Below this is a tabbed menu with Items, Structures, Change Management, Security, Functions, Catalogs, and Value Sets. The Catalogs tab is selected, and the left sidebar shows Items, Catalog Categories, Catalogs, Basic Information, and Edit Catalog. The main content area displays 'Items: Catalog Categories > Catalogs > Basic Information > Edit Catalog' and 'Edit Catalog'. There is a legend indicating that an asterisk (*) denotes a required field. The 'Catalog' section has a 'Name' field with the value 'Product'. The 'Catalog Details' section has a table of settings.

Description	Product Category	Flex Structure	Product Categories
Controlled At	Item	Default Category	OKCT1
<input type="checkbox"/> Allow Multiple Item Category Assignments		<input checked="" type="checkbox"/> Enforce List of Valid Categories	
<input checked="" type="checkbox"/> Enable Hierarchy for Categories			

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 6-10

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 6-13.

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 the 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_VAL ID_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 the table and then run the DBI Item Dimension Setup Request Set.

Daily Business Intelligence for Customer Support

Daily Business Intelligence for Customer Support lets customer support managers monitor their organization's responsiveness to service requests.

This chapter describes how to implement Daily Business Intelligence for Customer Support.

Note: See Appendix B: Additional Documentation for important information regarding implementation documentation.

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Securing Data
- Implementation Considerations
- Prerequisites
- Implementation Steps
- Post-Setup Steps
- Troubleshooting

Overview

Daily Business Intelligence 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 backlog metrics provide such information as backlog service requests by severity, and break down the backlog into escalated and unowned service requests. The Customer Support Management dashboard also shows the number of opened and closed service requests, and the ratio of opened-to-closed service requests. The dashboard contains information on resolution performance and shows the average cycle time to resolve service requests. It also contains information on closure performance and shows the average cycle time to close service requests. Customer support managers can view reports that compare the current period to previous periods and 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, making it easy for a manager to capture important information at a glance.

Metrics are extracted from Oracle TeleService and organized into reports that let managers easily analyze problems and trends.

Understanding Reporting

Daily Business Intelligence 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, their average age, the percentage of open service requests that are escalated or unowned, and 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 the 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 number of service requests closed, their average days to close, and the breakdown of the number and percentage closed 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 Daily Business Intelligence for Customer Support provides, see the *Oracle e-Business Intelligence 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 - Overview, and Expense Management dashboards. For information on the HR - Overview and Expense Management dashboards, see the chapters on Daily Business Intelligence for Human Resources and Daily Business Intelligence for Financials.

Dimensions

Daily Business Intelligence 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

This dimension is used by most reports to show information, using the date you select as a point of reference. The Current 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 determine how you want to compare the data. Options are Prior Year and Prior Period.

Request Type

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 hierarchical structure of product categories and products. The product category set up is defined in the Product Catalog. See the Item Dimension Reporting chapter, *Oracle Daily Business Intelligence Implementation Guide*.

Product

The item being serviced. It corresponds to the Product in the service request. It resides in the Master Organization level. If a product is not specified on the service request, then the value displays as "Product not Specified."

Customer

The customer in the service request.

Severity

The severity of the service request. These options are define in Oracle TeleService.

Assignment Group

The resource group to which the service request is assigned. If a resource group was not assigned in Oracle TeleService, this value is "Unassigned."

Status

The service request status. These options are defined in Oracle TeleService.

Resolution

The resolution of the service request. Examples are Fixed or Replaced.

Aging Distribution

The number of service requests that is grouped within each bucket based on backlog age.

Channel

The customer communication channel used to create the service request.

Backlog Type

Choose between Escalated and Unowned.

Time to Resolve Distribution

The number of service requests that is grouped within each bucket based on their time to resolve.

Time to Close Distribution

The number of service requests that is grouped within each bucket based on their time to close.

Performance Measures

Daily Business Intelligence for Customer Support offers the following performance measures/key performance indicators (KPIs):

Daily Business Intelligence for Customer Support Key Performance Indicators (KPIs)

KPI	Calculation
Service Request Backlog	The absolute number of all backlog service requests. Backlog is a relative measure based on the specified date only and represents all service requests open.
Unresolved Service Request Backlog	The absolute number of all unresolved backlog service requests on the selected date.
Unresolved Escalated Service Request Backlog %	<p>Count of Unresolved Escalated Backlog Service Requests / Count of Unresolved Backlog Service Requests * 100</p> <p>The percentage of the count of unresolved escalated backlog service requests with respect to the unresolved backlog service requests on the selected date.</p>

KPI	Calculation
Unresolved Unowned Service Request Backlog %	<p>Count of Unresolved Unowned Backlog Service Requests / Count of Unresolved Backlog Service Requests * 100</p> <p>The percentage of unresolved unowned backlog service requests with respect to the unresolved backlog service requests on the selected date.</p>
Service Request Escalated Backlog Percent	<p>Count of Escalated Backlog / Count of Backlog Service Requests * 100</p> <p>The percentage of escalated service requests with respect to the backlog service requests. Escalated backlog percentage is a relative measure based on the specified date only.</p>
Service Request Unowned Backlog Percent	<p>Count of Unowned Backlog / Count of Backlog Service Requests * 100</p> <p>The percentage of the count of unowned service requests with respect to the backlog service requests. Unowned backlog percentage is a relative measurement based on the specified date only.</p>
Service Request Opened Activity	<p>The count of all service request opened activity. It includes first opened and reopened. Opened activity is a cumulative measure based on the specified date and the period type.</p>
Service Request Closed Activity	<p>The count of all service request closed activity. Closed activity is a cumulative measure based on the specified date and the period type.</p>
Mean Time to Resolve (Days)	<p>Sum of Time to Resolve Service Requests / Count of Last Resolved Service Requests</p> <p>The average of the time it took to resolve (in days) each service request that was last resolved during the period.</p>
Service Request Close Time	<p>Sum of all numbers in the Time To Close columns / Count of last Closed Service Requests</p> <p>The average of the time to close (in days) of each service request that was last closed during the period.</p> <p>Time to close is calculated measures and is based on the specified date and the period type. If a service request is subsequently reopened, the time to close for the period in which it was closed is adjusted by removing that service request from its calculations.</p>

Securing Data

Oracle TeleService optionally provides 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, users have access to all service requests.

When you implement Oracle Daily Business Intelligence release FP D.1 and above, the Customer Support Manager and Daily Customer Support Intelligence responsibilities are added automatically. 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.

Implementation Considerations

Consider the following factors when implementing Daily Business Intelligence for Customer Support.

Set Up Product Category Hierarchy

This item hierarchy is defined in the Item Catalog. Each item must be assigned to a product category; otherwise, it displays as “Unassigned” in the reports.

See the Item Dimension Reporting chapter for information on setting up this hierarchy.

Set Up Service Request Security Types

See *Securing Data*, page 7-5 for information.

Consider Access to HR Overview and Expense Management Dashboards

Consider this step for the Customer Support Manager responsibility.

Access to HR Overview and Expense Management Dashboards

A user with the Customer Support Manager responsibility has access to the following dashboards:

- HR Overview
- Expense Management

Daily Business Intelligence for Customer Support does not have to implement these dashboards; however, since the Customer Support Manager responsibility includes links to these dashboards, note that these dashboards 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 these, assign the Daily Customer Support Intelligence responsibility to the user. This responsibility does not display links to the HR Overview or Expense Management dashboards.

See *Responsibilities*, page 7-2 for more information on Daily Business Intelligence for Customer Support responsibilities.

Prerequisites

The following table lists the prerequisites that must be met before you can implement Daily Business Intelligence for Customer Support.

Prerequisites for Implementing Daily Business Intelligence for Customer Support

Prerequisites	Responsibility
Review Hardware and Software Requirements	(not applicable)
Upgrade Service Audit Table History	Service
Set Up Oracle Daily Business Intelligence Framework	Daily Business Intelligence Administrator
Set Up the Item Dimension	Daily Business Intelligence Administrator

Review Hardware and Software Requirements

All hardware and software prerequisites are detailed in the latest version of About Oracle E-Business Intelligence, available on OracleMetaLink. Please review the document for requirements, including the correct version of Oracle TeleService.

Upgrade Service Audit Table History

If you are installing and setting up Oracle 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 complaint 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 those audit records of service requests that are updated after this cutoff date. If millions of audit records exist, you can reduce the processing time by processing the audit records in batches. For example, in one batch, you can process the audit records of service requests updated in the last six months; in the next batch, you can 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 can potentially 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 Oracle Daily Business Intelligence Framework

See the Set Up Daily Business Intelligence chapter for details. In particular, make sure you do the following:

- Enable the Customer Support Management dashboard. For instructions, see Enable Dashboards in the Set Up Daily Business Intelligence chapter.
- Set up custom buckets (optional). You can create custom bucket sets from the existing bucket sets available for DBI for Customer Support. For instructions, see Customize Buckets in the Set Up Daily Business Intelligence chapter.

The following table lists the bucket set names for reports in Daily Business Intelligence for Customer Support.

Bucket Set Name	Report Names
Customer Support Management - Backlog Aging	Current Backlog Aging, Current Backlog Aging Trend, Current Backlog Aging Distribution, Current Backlog Aging Distribution Trend, Current Backlog Detail.
Service Request - Resolution Performance	Service Request Resolution Summary, Service Request Resolution Trend, Service Request Resolution Distribution, Service Request Resolution Distribution Trend, Service Request Resolution Detail.
Customer Support Management - Closure Cycle Time	Closure Performance, Closure Performance Trend, Closure Performance Distribution, Closure Performance Distribution Trend, Closure Performance Detail.

Set Up the Item Dimension

Setting up the Item dimension means populating the Product , page 7-3 dimension in DBI for Customer Support. All items in Oracle Daily Business Intelligence for Customer Support come from the item master in Oracle Inventory. Only items that can be sold in Oracle Inventory come into DBI for Customer Support and populate the Product dimension.

Optionally, the items can also be grouped into product categories and can also be hierarchically structured. 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 the Item Dimension Reporting chapter.

Implementation Steps

There are no implementation steps specific to DBI for Customer Support. Ensure that you have completed all prerequisite and post-setup steps listed in this chapter.

Post-Setup Steps

After you have performed the prerequisites and implementation steps, you can proceed to implement other intelligence products, or if you are not implementing other intelligence products, proceed directly to the post-setup steps explained in the Set Up Daily Business Intelligence chapter. In particular, make sure you do the following:

- Create an initial request set to load all the necessary information for the Customer Support Management dashboard, and then create an incremental request set to refresh and update this information. For instructions, see *Create Initial and Incremental Request Sets* in the *Set Up Daily Business Intelligence* chapter.
- Run the initial request set. For instructions, see *Run Initial Request Set* in the *Set Up Daily Business Intelligence* chapter.
- Configure the dashboard (optional). You can configure the Customer Support Management dashboard to change its appearance and add hidden objects (tables, graphs, and KPIs) to the dashboard. For instructions on configuring dashboards, see the *Extend Daily Business Intelligence* chapter. For details about the objects that are hidden by default, see the *Customer Support Management dashboard – Additional Information* in the *Using Daily Business Intelligence for Customer Support* chapter of the *Oracle Daily Business Intelligence User Guide*.

Troubleshooting

This section provides solution to problems that you could experience when implementing Oracle 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 optionally provides 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. See *Securing Data*, page 7-5 for information.

How is the Time to Resolve calculated for a service request, which does not have a resolved date?

All closed service requests are considered to be 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.

Daily Business Intelligence for Depot Repair

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Responsibilities
- Dimensions
- Performance Measures
- Securing Data
- Prerequisites
- Implementation Steps
- Post-Setup Steps
- 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.

Understanding Reporting

The top section of the Depot Repair Management 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.

Data on the Depot Repair Management dashboard comes 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.

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 Prerequisites, page 8-6 and the Set Up Daily Business Intelligence chapter for more information on 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 Global Parameters in the Set Up Daily Business Intelligence chapter.
- **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, 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, 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 used in open and closed repair orders, from inception (from the global start date) to date.

Responsibilities

The following responsibilities are provided by DBI for Depot Repair.

- **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 product, see: Appendix A, Responsibility and Dashboard Matrix.

Dimensions

DBI 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. For more information on the Time dimension, see Common Dimensions in the Introduction chapter.

- **Compare To:** Use the Compare To dimension to determine how you want to compare your data. For a thorough explanation, see the Using Daily Business Intelligence chapter of the *Oracle Daily Business Intelligence User Guide*.
- **Currency:** See Implementation Considerations in the Set Up Daily Business Intelligence chapter.
- **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 the Time dimension explanation in the Set Up Daily Business Intelligence chapter.
- **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 required to repair the 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 earlier versions of Oracle Depot Repair, so repair orders created at that time display 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 about these common dimensions, see Common Dimensions in the Introduction chapter.

Performance Measures

The table below lists each KPI for DBI for Depot Repair and its calculation (if it is calculated).

DBI for Depot Repair KPIs

KPI	Calculation
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.
Past Due %	$(\text{Past Due} / \text{Repair Order Backlog}) * 100$ 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 greater than the promise date (calendar day) on the repair order.
Repair Order Margin	$[(\text{Charge for the repair} - \text{Cost of the repair}) / (\text{Charge for the repair})] * 100$
Completed Repair Orders	Repair orders that were closed during the selected period.
Late Completions %	The percentage of repair orders completed late to the total repair orders completed in the period. A repair order is late if the close date is greater than (after) the promise date.
Mean Time To Repair (Days)	For period-to-date closed repair orders, the average of the sum of the number of days it took 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.

Securing Data

DBI 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

"Securing Data" in the Introduction chapter.

Prerequisites

The following table lists the prerequisites that must be met before you can implement DBI for Depot Repair.

Prerequisites for Implementing DBI for Depot Repair

Prerequisites	Responsibility
Review Hardware and Software Requirements, page 8-6	NA
Set Up Oracle Daily Business Intelligence Framework, page 8-6	Daily Business Intelligence Administrator
Set Up the Item Dimension, page 8-7	

Ensure that your system meets the following prerequisites before you implement DBI for Depot Repair.

Review Hardware and Software Requirements

All hardware and software prerequisites are detailed in the latest version of *About Oracle Daily Business Intelligence*, available on [OracleMetaLink](#). Please review the document for requirements, including the correct versions of the applications below.

Recommended Applications

- Oracle Depot Repair
- Oracle TeleService
- Oracle Order Management
- Oracle Inventory
- Oracle Work in Process
- Oracle Install Base

Set Up Oracle Daily Business Intelligence Framework

- Set up the Daily Business Intelligence Framework. See the Set Up Daily Business Intelligence chapter for details. In particular, make sure you:
 - Enable the Depot Repair Management dashboard. For instructions, see Enable Dashboards in the Set Up Daily Business Intelligence chapter.
 - Set up custom buckets (optional). You can modify the existing bucket sets available for DBI for Depot Repair. For instructions, see Customize Buckets in the Set Up Daily Business Intelligence chapter.

The following table lists the bucket set names for reports in DBI for Depot Repair.

Bucket Set Name	Type	Report Names
Depot Repair Management - Repair Order Backlog and Completion	Aging	Repair Order Past Due Aging, Repair Order Late Completion Aging
Depot Repair Management - Days Until Promised	Aging	Repair Order Days Until Promised
Depot Repair Management - Mean Time to Repair	Aging	Mean Time to Repair, Mean Time to Repair Trend, Mean Time to Repair Distribution, Mean Time to Repair Distribution Trend

Set Up the Item Dimension

The Depot Repair Management dashboard uses the Item dimension. For setup information, see the Item Dimension Reporting chapter.

Note: Many of the dashboards use the Item dimension. If you have already set up the Item dimension while implementing another DBI dashboard, then you do not need to load the Item dimension again.

Implementation Steps

There are no implementation steps specific to DBI for Depot Repair. Ensure that you have completed all prerequisite and post-setup steps listed in this chapter.

Post-Setup Steps

After you have performed the prerequisites and implementation steps, you can proceed to implement other intelligence products, or if you are not implementing other intelligence products, proceed directly to the post-setup steps explained in the Daily Business Intelligence chapter. In particular, make sure you do the following:

- Create an initial request set to load all the necessary information for the Depot Repair Management dashboard, and then create an incremental request set to refresh and update this information. For instructions, see Create Initial and Incremental Request Sets in the Set Up Daily Business Intelligence chapter.
- Run the initial request set. For instructions, see Run Initial Request Set in the Daily Business Intelligence chapter.

Maintenance and Administration

Ensure that your data is accurate and up-to-date by running the incremental request set daily. The requests collect new and updated data since the last time the requests were run, and display the updated data in the reports.

Use the incremental request sets that you created using the Request Set Generator to refresh data in the DBI for Depot Repair dashboard. You can find information on the Request Set Generator in the Set Up Daily Business Intelligence chapter.

Resubmit the initial request if you need to clear out and start over with new data in the DBI for Depot Repair dashboard.

In general, any time you change your source data or your DBI for Depot Repair setup, you must rerun the incremental request set to refresh your data.

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 following dashboard.

Field Service Management Dashboard

The Field Service Management dashboard displays key performance indicators (KPIs), tables, and graphs pertaining to the following:

- Technician utilization
- 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 summarized information on the following:

- Percentage utilization of the technicians' total planned time
- Value of inventory used on field service tasks for the selected period
- On-hand inventory value 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 Travel Time Distribution, contain buckets that can be modified by a DBI Administrator. See *Customize Buckets*, page 2-24.

- **Technician Utilization:** Provides information on technician utilization and its components: labor and travel utilization.

- **Technician Utilization Trend:** Shows technician utilization 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 the 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 first 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 non 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 need to specify the task types that are to be considered break/fix. See Specify Break/Fix Task Type, page 9-12.

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 1-7.
- **Organization:** The District parameter in DBI for Field Service uses the Sales Group dimension object of the Organization dimension. The district you select controls the information displayed on the dashboard or report. For more information on this dimension, see Common Dimensions, page 1-7. For information on how DBI for Field Service uses districts, see Field Service District Setup, page 9-8. 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, as described below.
 - 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 1-7.

- **Time:** For information on this dimension, see Common Dimensions, page 1-7.
- **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 displayed 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, as described below.
 - 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 table below lists each KPI for DBI for Field Service and its calculation (if it is calculated).

DBI for Field Service KPIs

KPI	Calculation
Technician Utilization	$[(\text{Debriefed Labor Time} + \text{Debriefed Travel Time}) / \text{Planned Work Time}] * 100$ <p>Debriefed labor and travel time as a percentage of the planned work time.</p>
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)	$\text{Actual Travel Time Debriefed} / \text{Number of Field Service Task Assignments with Actual Travel Time}$ <p>Average of debriefed technician travel time in minutes.</p>
Average Travel Distance	$\text{Actual Travel Distance Debriefed} / \text{Number of Field Service Task Assignments with Actual Travel Distance}$ <p>Average of debriefed technician travel distance.</p>
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)	$\text{Sum of Time to Resolve of service requests (with at least one completed or closed field service task of type break/fix)} / \text{Total number of resolved service requests (with at least one completed or closed field service task of type break/fix)}$ <p>$\text{Time to Resolve} = (\text{Resolved on Date}) - (\text{Incident Date})$<p>The average number of hours taken to resolve service requests with at least one completed field service task of type break/fix.</p></p>
First Time Fix Rate	$[\text{Count of first time fix service requests} / (\text{Count of first time fix service requests} + \text{Count of non first time fix service requests})]$ <p>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.</p>

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 displayed on the Field Service Management dashboard and all its reports is secured by districts. You need to 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 9-10.

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 need to have security permissions to the type of service request 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 1-12.

Implementation Considerations

The following are common setup concerns that you should be aware of before you begin setting up DBI for Field Service.

Software

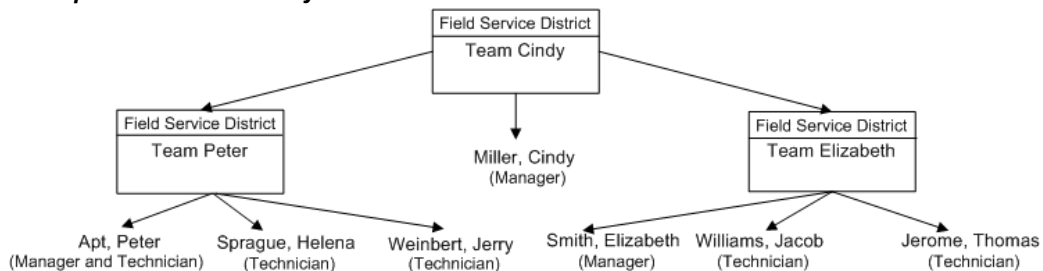
The following applications are prerequisites for DBI for Field Service.

- 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 need to set up the districts and the district hierarchy. Before you set them up, 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 the above example, Cindy Miller is the manager of 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 Sprague 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.
- In DBI for Field Service, data is secured by districts. Therefore, users need to 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 above 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 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, setups can be performed concurrently.

Step	Responsibility
Set Up Daily Business Intelligence Framework, page 2-13	<ul style="list-style-type: none">• Daily Business Intelligence Administrator• System Administrator
Set Up Item Dimension Reporting, page 6-10	<ul style="list-style-type: none">• Daily Business Intelligence Administrator• Item Manager
Set Up Field Service District Hierarchy, page 9-10	Field Service Administrator
Assign Resources to Field Service Districts, page 9-10	Field Service Administrator
Specify Break/Fix Task Type, page 9-12	Daily Business Intelligence Administrator
Specify How to Derive Field Service District, page 9-13	System Administrator
Post-Setup Steps, page 2-50	<ul style="list-style-type: none">• 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. Type the name of the district you want to create in the Name field in the Define Groups window.
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 you are creating.
6. Repeat these steps for each district 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 9-8

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 just the 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 steps below.

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 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 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 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. It 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 Field Service District are excluded.
- If the technician is active in two or more districts that have Field Service District as the Application Area, then the system determines the district as explained below.
 - 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 Dispatchers 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 need to 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, then select Supply Chain Intelligence, and then select Field Service Task Setup.
2. In the Field Service Task Setup page, all task types with rule set to Dispatch are displayed. 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 9-13

In general, any time 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.

Field Service District Hierarchy Changes

See Set Up Field Service District Hierarchy, page 9-10 for instructions on setting up or changing the district hierarchy. After you make changes to 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 9-10 and Assign Resources to Field Service Districts, page 9-10.

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 9-10.

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 need to specify the task types to be considered break/fix. See Specify Break/Fix Task Type, page 9-12.

Why am I seeing certain data grouped under the Unassigned district?

The system groups the processed data under the corresponding technician's district. It 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.

See Set Up Field Service District Hierarchy, page 9-10 and Assign Resources to Field Service Districts, page 9-10 for more information.

Daily Business Intelligence for Financials

This chapter covers the following topics:

- Implementing Daily Business Intelligence for Financials
- Overview of DBI for Financials
- DBI for Financials Dashboard Descriptions
- General Ledger Revenue and Expense Reporting Implementation
- Payables Implementation
- Additional Information

Implementing Daily Business Intelligence for Financials

This chapter describes Daily Business Intelligence (DBI) for Financials to implementers and other technical users. It describes how to implement, maintain, and administer DBI for Financials.

The two content areas displayed by DBI for Financials are:

- General Ledger Revenue and Expense Reporting
 - Profit and Loss
 - Expense Management
 - Expense Analysis
 - Funds Management
- Payables Reporting
 - Payables Management
 - Payables Status

These areas have different implementation considerations and are independently implemented.

Overview of 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 of DBI for Financials are described below.

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 Management and Payables Status

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.

DBI for Financials Dashboard Descriptions

The following dashboards are provided by DBI for Financials.

For complete descriptions of the DBI for Financials dashboards, see: *Using Daily Business Intelligence for Financials in the Oracle E-Business Intelligence Daily Business Intelligence User Guide*.

General Ledger Revenue and Expense Reporting

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.

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.

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.

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.

Funds Management Dashboard

The Funds Management dashboard lets public sector managers and analysts view available funds, encumbrances, budgets, and actual expenditures.

Payables Management and Status Reporting

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.

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.

General Ledger Revenue and Expense Reporting Implementation

The following sections describe the prerequisites, concepts, implementation considerations, setup steps, and maintenance requirements for General Ledger revenue and expense reporting.

Review this content before implementing the Profit and Loss, Expense Management, Expense Analysis, and Funds Management dashboards.

Prerequisites

Before you can implement and use the Profit and Loss, Expense Management, Expense Analysis, and Funds Management dashboards, ensure that your system meets the prerequisites described in the table below. If you do not implement an optional application, then you will not be able to drill to detail information in the reports sourced from that application.

Prerequisites and Responsibilities

Prerequisites	Responsibility	Description
Applications and Dependent Functionalities	(not applicable)	Review dependent applications and their impact on functionality
Ensure that Daily Business Intelligence is set up. See: Set Up Daily Business Intelligence, <i>Oracle Daily Business Intelligence Implementation Guide</i> .	Daily Business Intelligence Administrator	Perform global setup steps that are common to all Daily Business Intelligence dashboards

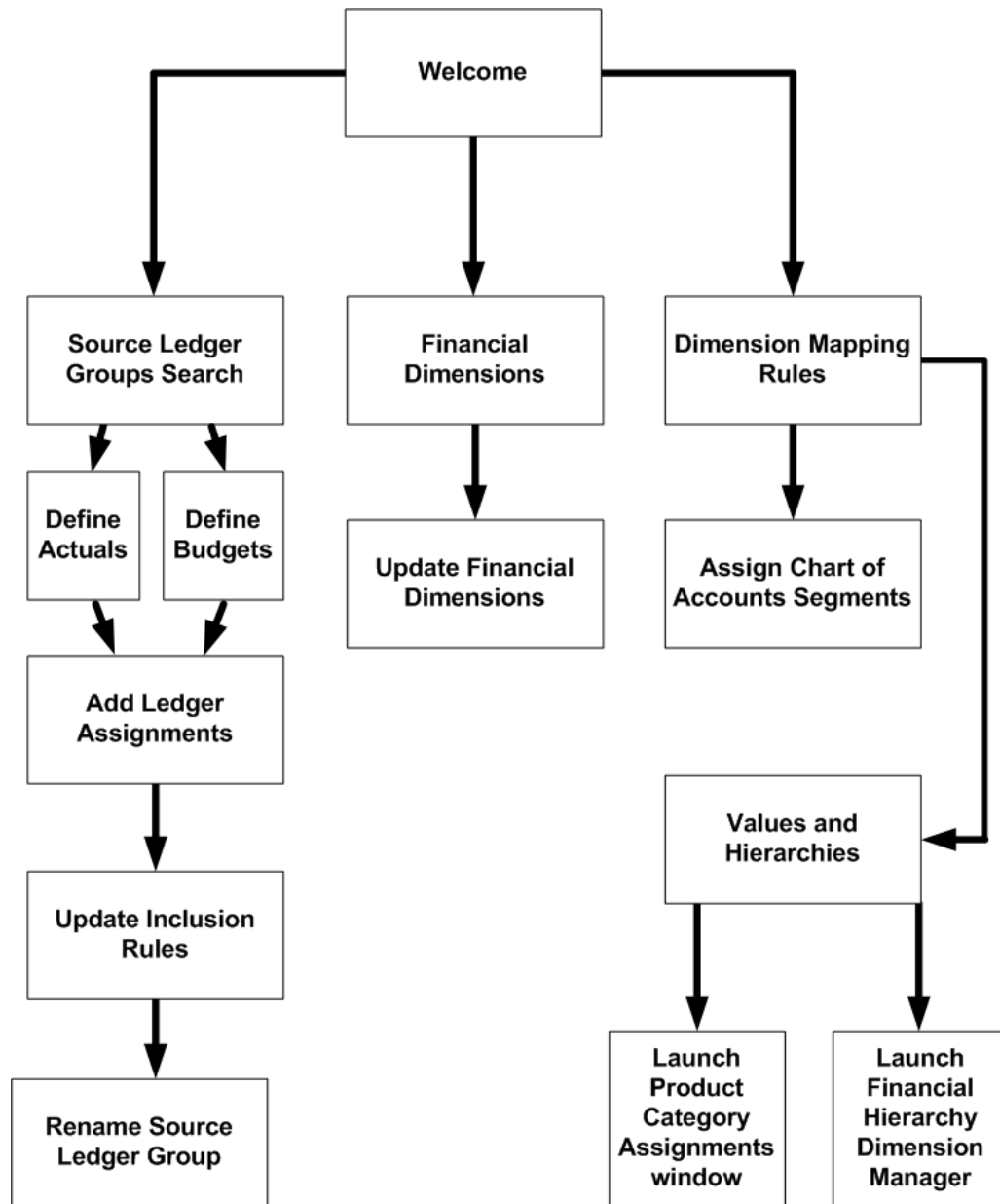
Applications and Dependent Functionalities

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

Implementing General Ledger Revenue and Expense Reporting

The following diagram illustrates the Financials Dimension setup flow.



The following table lists all of the required and optional implementation steps for DBI for Financials. These steps must be completed in the order shown in the table.

Implementation Steps for DBI for Financials

Steps	Setup Location	Description	Required
Define Source Ledger Group, page 10-8	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 10-17	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
Define Dimension Mapping Rules: Manage Values and Hierarchies, page 10-21	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 10-31	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 10-38	Daily Business Intelligence Administrator or Human Resources User	Define data security for each dashboard user.	Required
Set Up Profile Options, page 10-42	System Administrator	Set up remaining profile options to control functionality.	Required
Complete Post Setup Steps, page 10-42	Daily Business Intelligence Administrator	Perform necessary post setup steps for maintenance of DBI for Financials dashboards.	Required

Source Ledger Groups

A source ledger group is a group of ledgers (set of books), 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, page 10-8.

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 10-31.

1. In the Financial Dimensions Setup flow, navigate to Source Ledger Groups > Actual.

ORACLE Financial Intelligence [Diagnostics](#) [Home](#) [Logout](#) [Preferences](#) [Help](#)

[Home](#) [Financial Dimensions](#) [Source Ledger Groups](#) [Dimension Mappings](#)

[Actuals](#) | [Budgets](#)

[Source Ledger Groups: Actuals](#) >

Source Ledger Group

The Source Ledger Group represents the collection of ledgers and their associated data that will be used as the data source for Financials Intelligence, Daily Business Intelligence.

Source Ledger Group: **Financials Intelligence Group**

Ledger Assignments

Search:

Ledger	Description	Balancing Segment Value	Chart of Accounts	Currency	Include All Journals	Update Inclusion Rules	Remove
Vision France	Vision France	11	France Accounting Flex	EUR	Yes		

Additional Information

The Financials Intelligence Source Ledger Group should be made up of all accounting data sources that contribute to your financial consolidation results. This typically includes all journals from the operational ledgers, as well as eliminations, revaluations, and adjustments from the consolidation and other management ledgers.

[Home](#) | [Financial Dimensions](#) | [Source Ledger Groups](#) | [Dimension Mappings](#) | [Diagnostics](#) | [Home](#) | [Logout](#) | [Preferences](#) | [Help](#)

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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. See: Add Ledger Assignments to Source Ledger Groups, page 10-8.
 - 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 10-8.

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.

ORACLE Financial Intelligence [Diagnostics](#) [Home](#) [Logout](#) [Preferences](#) [Help](#)

[Home](#) [Financial Dimensions](#) [Source Ledger Groups](#) [Dimension Mappings](#)

[Actuals](#) | [Budgets](#)

[Source Ledger Groups: Actuals](#) > [Source Ledger Group](#) >

Add Ledger Assignment

* Indicates required field

* Ledger

Balancing Segment Value
Leave this field blank to include all balancing segment values in this ledger

Journal Inclusion Rules
 Please uncheck the Include All Journals option if you want to specify journal inclusion rules. By default, all journals are included.

☐ Include All Journals

*Journal Source	*Journal Category	Delete
<input type="text" value="Budget - Journal"/>	<input type="text" value="Accrual Budgets"/>	
Add Another Row		

Additional Information

The Journal Inclusion Rules allow you to select specific journals to be included in the reports.

Generally, include all journals for your operational ledgers. For the other ledgers, include adjustment, revaluation, management restatement entries, etc. by specifying the corresponding journal source and category combinations.

[Cancel](#) [Apply](#)

[Home](#) | [Financial Dimensions](#) | [Source Ledger Groups](#) | [Dimension Mappings](#) | [Diagnostics](#) | [Home](#) | [Logout](#) | [Preferences](#) | [Help](#)

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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.

Dimensions

The Profit and Loss, Expense Management, Expense Analysis, and Funds Management dashboards use the following dimensions that are common across DBI dashboards:

- Time
- Currency
- Person/Manager (Profit and Loss and Expense Management dashboards only)
- Sales Channel (Profit and Loss dashboard only)

For information about these dimensions, see: Common Dimensions, *Oracle Daily Business Intelligence Implementation Guide*.

The following dashboards also use DBI for Financials specific dimensions:

- **Profit and Loss and Expense Management:**
 - Financial Category
 - Line of Business
 - Product Category
- **Expense Analysis and Funds Management:**
 - Financial Category
 - Company/Fund (Funds Management)
 - Cost Center
 - User Defined

Setting up these 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

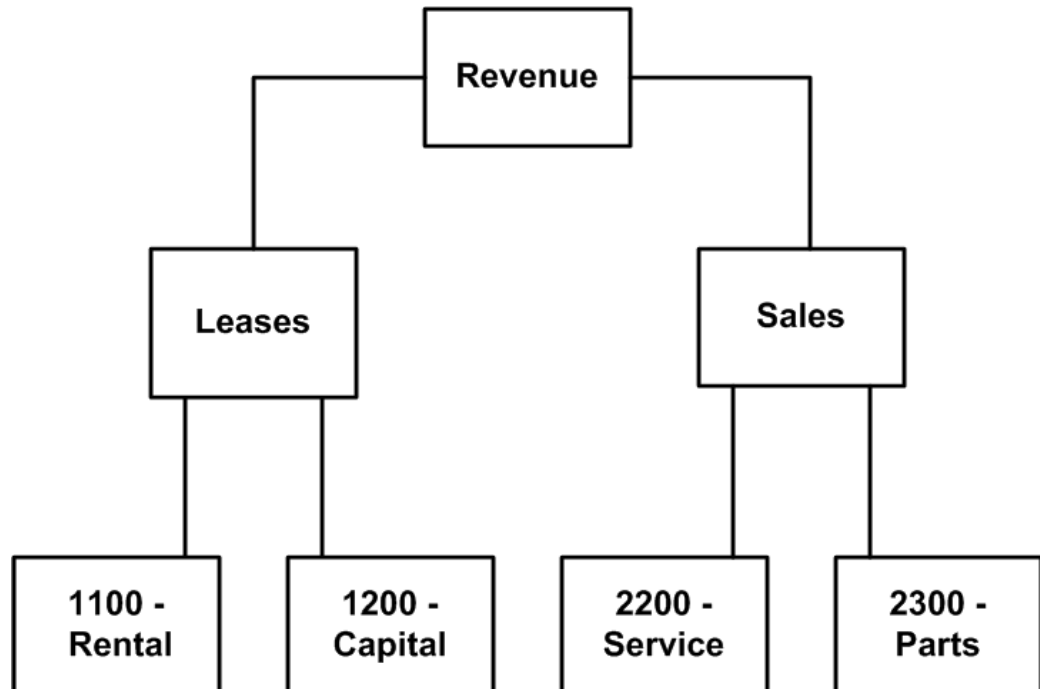
Dimensions	Profit and Loss	Expense Management	Expense Analysis	Funds Management
Company	Not applicable	Not applicable	Required	Required
Cost Center	Not applicable	Not applicable	Required	Required
Financial Category	Required	Required	Required	Required
Line of Business	Optional	Optional	Not applicable	Not applicable
Product	Optional	Optional	Not applicable	Not applicable
User Defined	Not applicable	Not applicable	Optional	Optional

Dimensions

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 10-7.

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

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

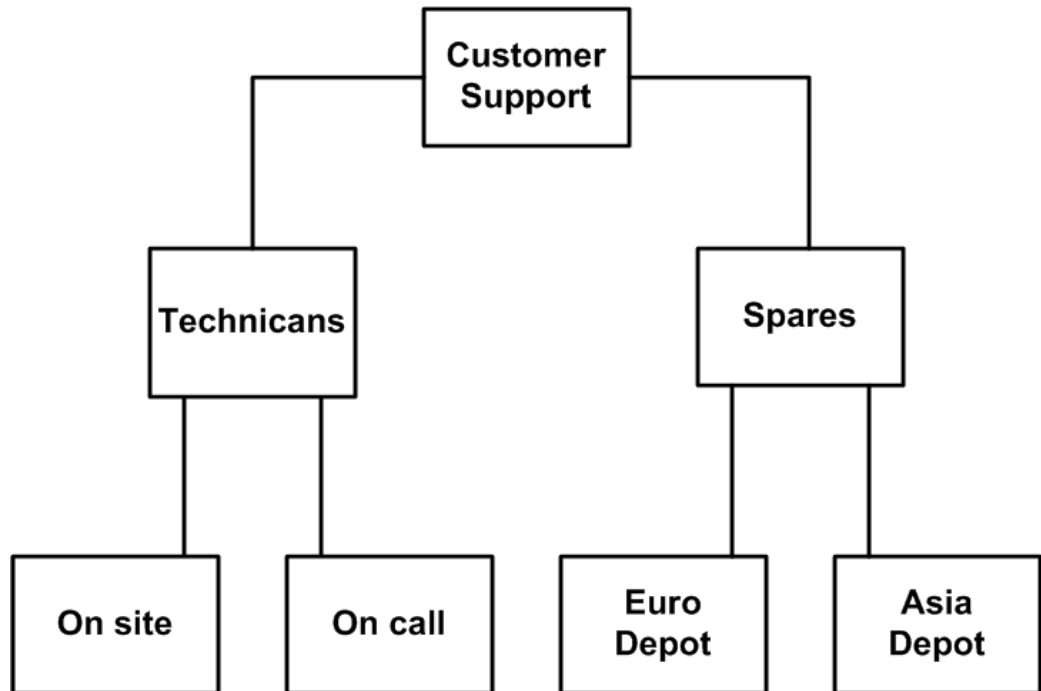
As an example of using a Financial Category type, you could group and map all of your Revenue natural accounts from the North America, Europe, and South America sets of books to the Revenue financial category type. DBI for Financials can then display your worldwide revenue aggregated across the enterprise.

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 10-17.

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 10-7.

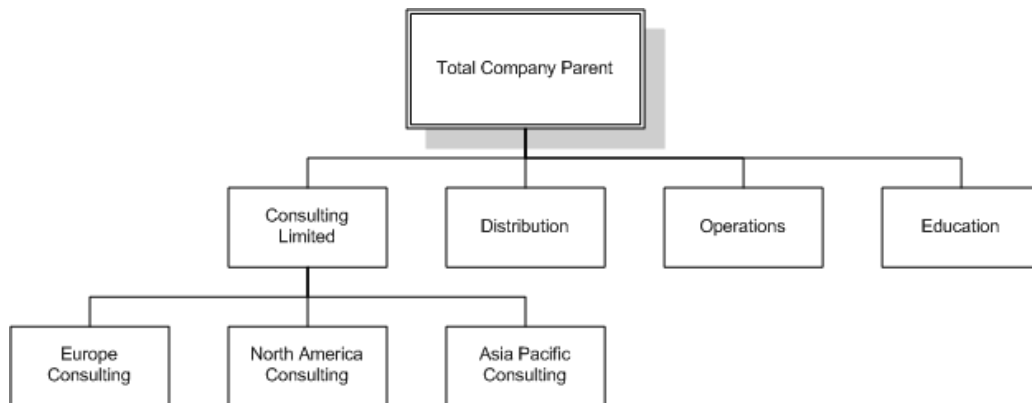
Setting up this dimension is optional; however, keep in mind that if you do not set up this dimension, the dashboards and reports that use the Line of Business parameter, such as the Profit and Loss dashboards, will not work. There are no preseeded values for this dimension. You must create the hierarchy 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 10-17.

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 10-7. 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.

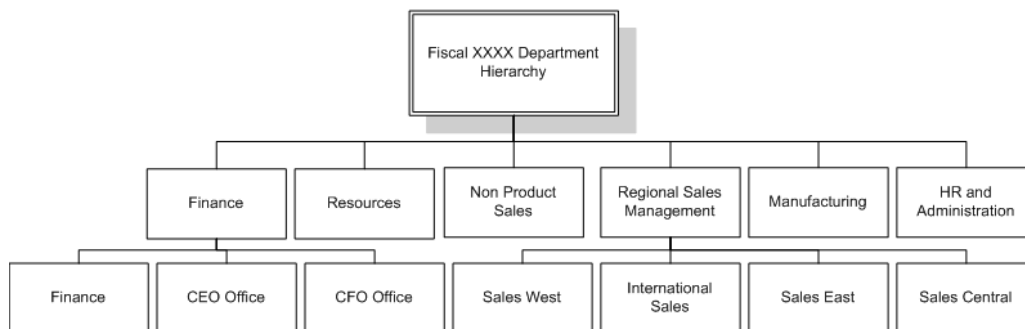
Note: For the Funds Management dashboard, this dimension is renamed to Fund.

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 10-17.

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 10-7. 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.

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 10-17.

User Defined Dimension

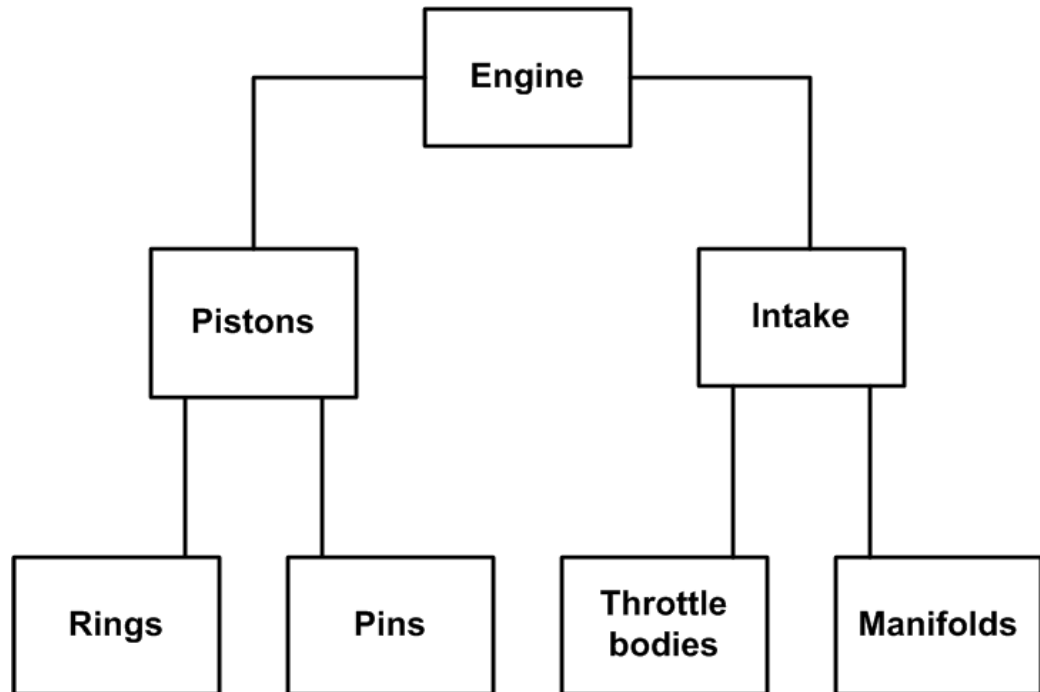
This dimension is a hierarchical dimension that can be associated with any segment in the chart of accounts. Using this dimension, companies can classify their transactional data using a segment other than the company, cost center, and financial category (natural account) segments. This facilitates better 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 10-7. 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.

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 10-17.

Product Category Dimension

The product category (also known as the product catalog) is part of the item dimension. This dimension defines the hierarchical part of the item relationship between items and their catalog assignments, as set up, maintained, and published in Oracle Inventory or Oracle Advanced Product Catalog. The following diagram displays an example of a hierarchical grouping of items used to define the Product Category dimension.



For information on setting up the Product Category, see: Item Dimension Reporting, *Oracle Daily Business Intelligence Implementation Guide*.

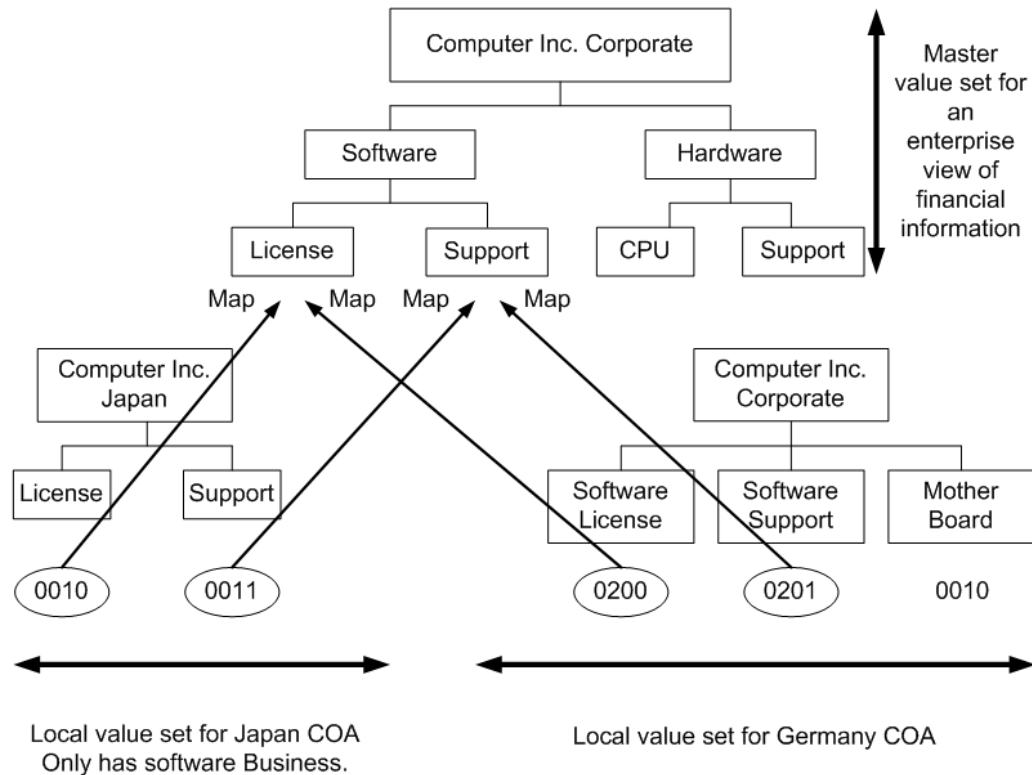
Note: The Product Category affects only the Revenue by Product report, which can be accessed from the Profit and Loss dashboards.

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 10-11.

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.
- Product Category (optional). If you do not enable the Product Category, you cannot view the Revenue by Product report, which is available from the Profit and Loss dashboard.

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).

If you do not enable the User Defined dimension, it will be dropped from the View By parameter for the Expense Analysis dashboard and all associated reports.

3. Define each dimension as follows:
 1. Click Update. The Update Financial Dimensions page appears.

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Update Financial Dimension: Line of Business

Lines of Business are cross-country and cross-legal entity functional groupings of profit/cost centers, such as General and Administrative, Licenses, and Services, etc. The dimension values are associated with the Balancing and/or Cost Center segment values in a chart of accounts. Cancel Apply

Display Name: Line of Business

Description:

☒ Enabled

Master Value Set:

Cancel Apply

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2. Select the Enabled box to enable the dimension.
 3. Select the Master Value Set.
- See: Master and Local Value Sets, page 10-16.
4. For the User Defined dimension, enter a Display Name, such as Sub-Account. You can optionally change the dimension descriptions.

Note: If the Product Category is enabled, you cannot select the master value set from this window. The master value set is defined in the Inventory responsibility under the Product Reporting area. See: *Item Dimension Reporting, Oracle Daily Business Intelligence Implementation Guide*.

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 10-7.

The general mapping rules for all enabled dimensions are:

- The Assignment Type column displays the type of segment used in the assignment: a single segment or a code combination range.

All dimensions, except the Product Category, have the Assignment Type of Single Segment.

- **Product Category dimension:** The Product Category dimension can be either a single segment or a code combination range. If the Item Dimension is set up, then the single segment assignment type will default. See: *Item Dimension Reporting, Oracle Daily Business Intelligence Implementation Guide*.

If the item dimension is not set up, then you can map ranges from the charts of accounts to the dimension, code combination range.

- **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 Product Category dimension is mapped to either a single or multi-segment category set.

If it is a multi-segment category set, then all charts of accounts will be defaulted to the code combination ranges assignment type.

If the Product Category is a single-segment category set, and a chart of accounts contains a segment that uses the same value set as the Product Category, then the assignment type for the chart of accounts is a single segment. Otherwise, the assignment type is a code combination range.

- 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.

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[Mapping Rules](#) | [Values and Hierarchies](#)

Dimension Mapping Rules

Dimension Mapping Rules are associations between financial dimensions and chart of accounts segments. Select a Source Ledger Group, then click the Update icon to specify the rules for each chart of accounts listed.

[Expand All](#) | [Collapse All](#)

Focus	Dimension/Chart of Accounts	Assignment Type	Segment	Update
	▼ Dimension Mapping Set			
+	▶ Company			
+	▶ Cost Center			
+	▶ Financial Category			
+	▶ Line of Business			

Additional Information

Dimension Mapping Rules for the Financial Category dimension are automatically created for each chart of accounts based on the Natural Account segment.

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2. Define rules for each enabled dimension.

See: Dimensions and Associated Dashboards, page 10-11.

1. Click Update, and choose either a balancing or cost center segment.

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Assign Chart of Accounts Segments: Line of Business

Choose either the Balancing or Cost Center segment to map to this dimension. This option applies to all Chart of Accounts. [Cancel](#) [Apply](#)

Mapping Option ☒ Cost Center Segment ☐ Balancing Segment

[Cancel](#) [Apply](#)

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2. For the Financial User Defined dimension, select the segment from each chart of accounts that represents this user defined dimension.
3. If the Product Category is a single segment category set, choose the segment that you want to use for product reporting. If it is a multi-value segment, the segment defaults to Code Combination Ranges.

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Assign Chart of Accounts Segments: Product Category

Select a dedicated product segment to be mapped to the Product Category dimension if the Single Segment assignment type is defaulted. [Cancel](#) [Apply](#)

Chart of Accounts	Assignment Type	Segment
Germany Accounting Flex	Code Combination Ranges	
Netherlands Accounting Flex	Code Combination Ranges	
Operations Accounting Flex	Code Combination Ranges	
OPM Accounting Flex	Code Combination Ranges	
Progress Accounting Flexfield	Code Combination Ranges	

Additional Information

If the default category set of the Product Reporting functional area contains only one segment, and the value set associated with this segment is also used to define one or more segments in a mapped chart of accounts, then the default Assignment Type for that chart of accounts will be defaulted to Single Segment. Otherwise, the Assignment Type will be defaulted to Code Combination Ranges.

[Cancel](#) [Apply](#)

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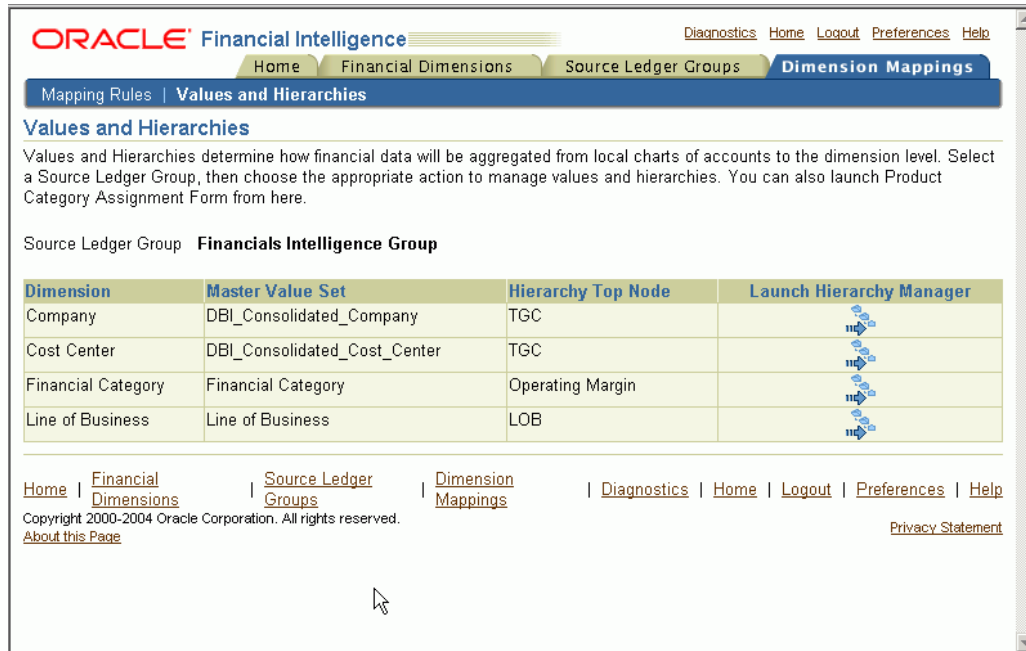
Managing Values and Hierarchies

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 10-17. 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.



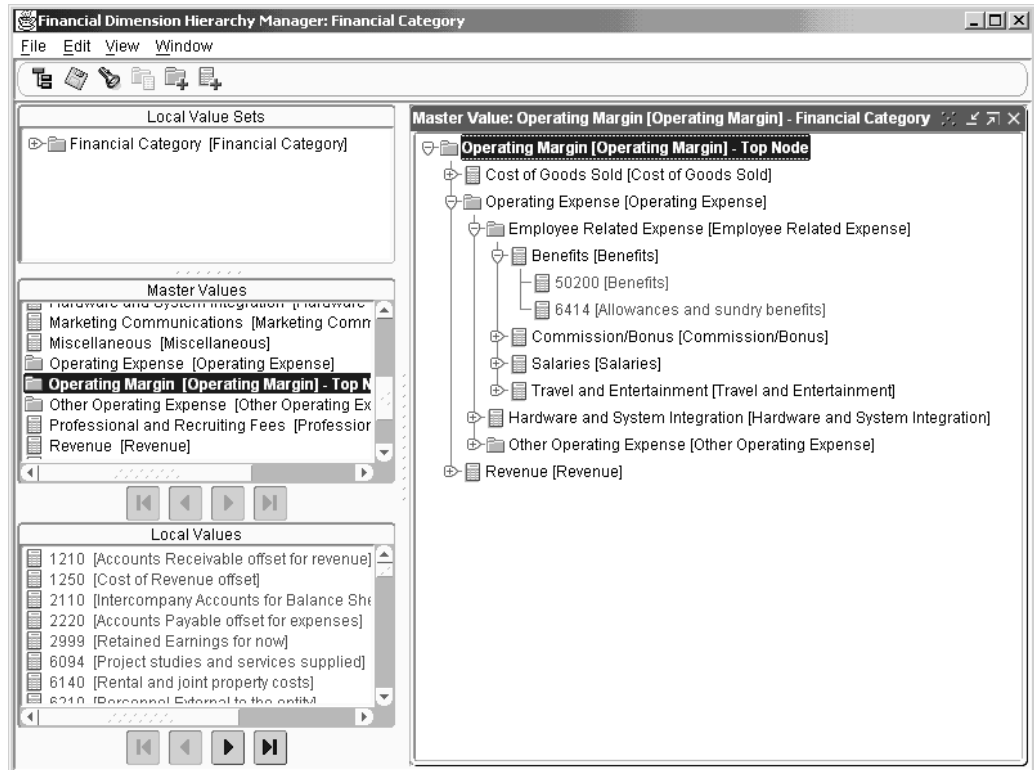
2. Click Launch Hierarchy Manager.

1. To manage the dimensions other than the Product Category dimension, click the Launch Hierarchy Manager corresponding to that dimension. See: Managing Values and Hierarchies for DBI for Financials Specific Dimensions, page 10-22.
2. To manage the Product Category values and hierarchy, use the Product Category Assignments window. See: Managing Values and Hierarchies for the Product Category Dimension, page 10-22.

Note: The Product Category cannot be managed using the Financial Dimension Hierarchy Manager to map product category values. Use the Product Category Assignments setup form to define the values for the product category.

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.

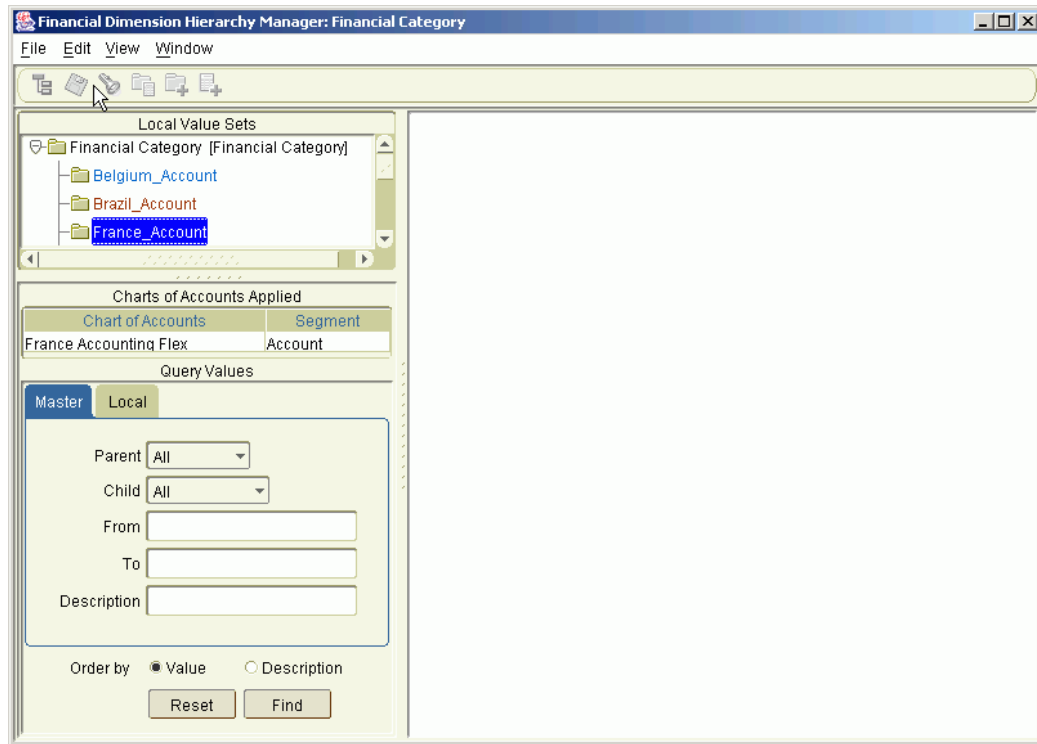
- The left-top region shows all the distinct value sets from the source ledger group for this segment. See: Source Ledger Groups, page 10-7.
- The left-middle region shows the master value set, chosen for the dimension. See: Master and Local Value Sets, page 10-16.
- The left-bottom region shows all 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.

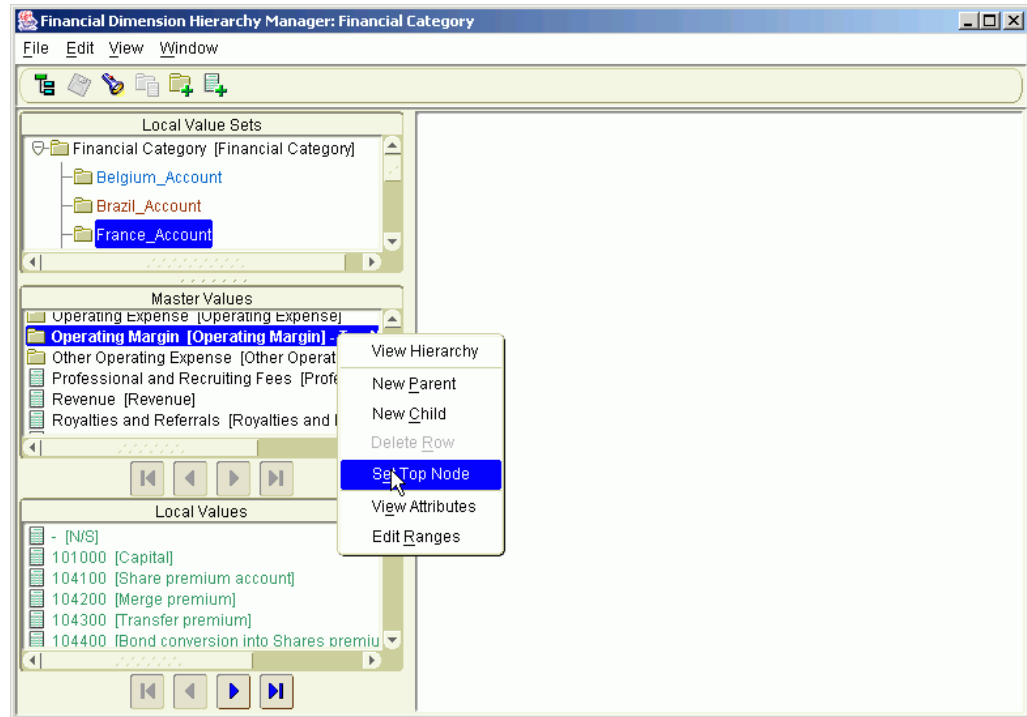
- To: End of the range.
- Description.



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.

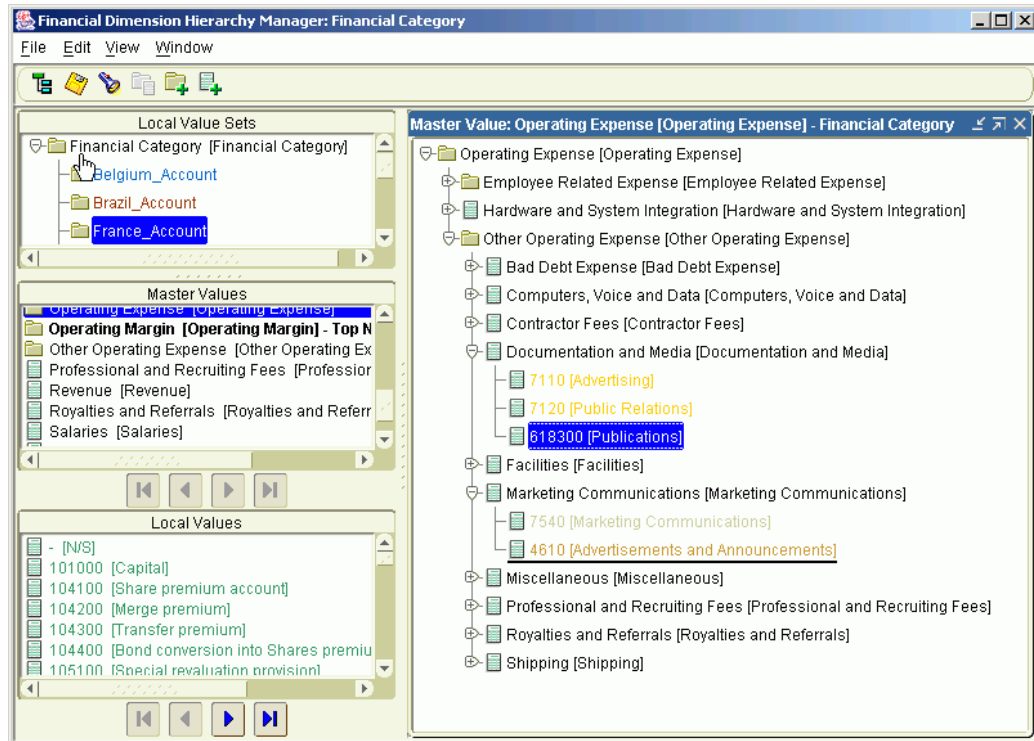
The Top Node is a parent value, and the highest point in the dimension's hierarchy. It is defined once, in the master value set only.



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.

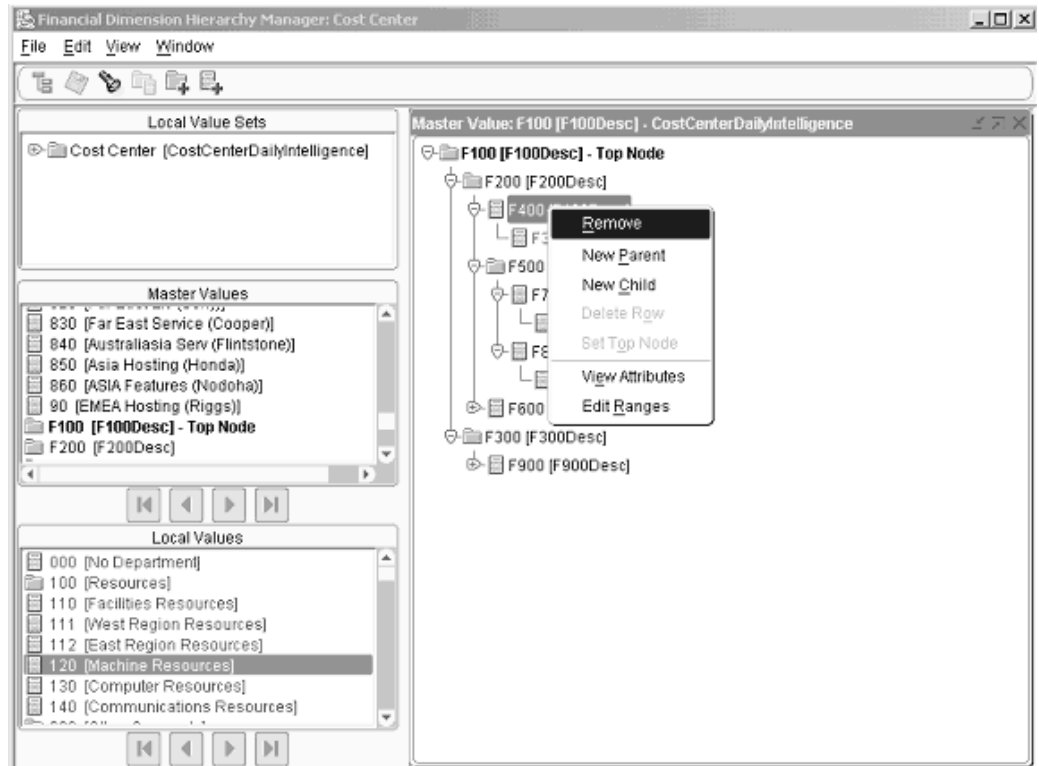
You can drag and drop segment values from the local value set hierarchy to the master value set hierarchy or within a master value set to create hierarchies.



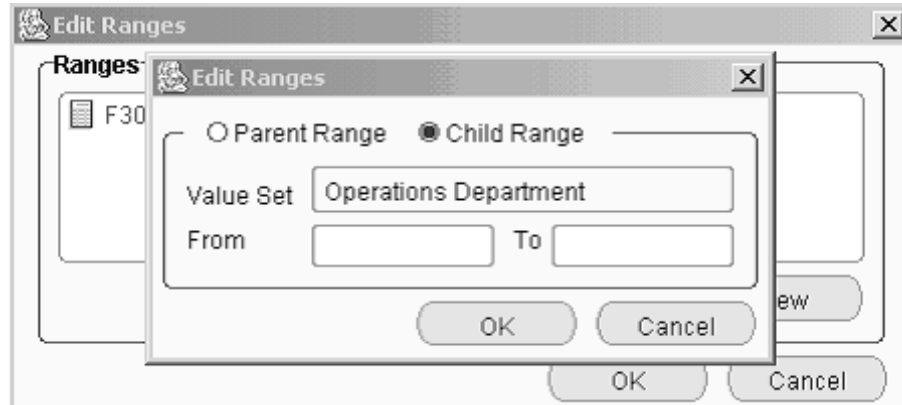
For example, Publications is a child node of Documentation and Media. You can move Publications under Marketing Communications by dragging and dropping from Documentation and Media into Marketing Communications.

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.

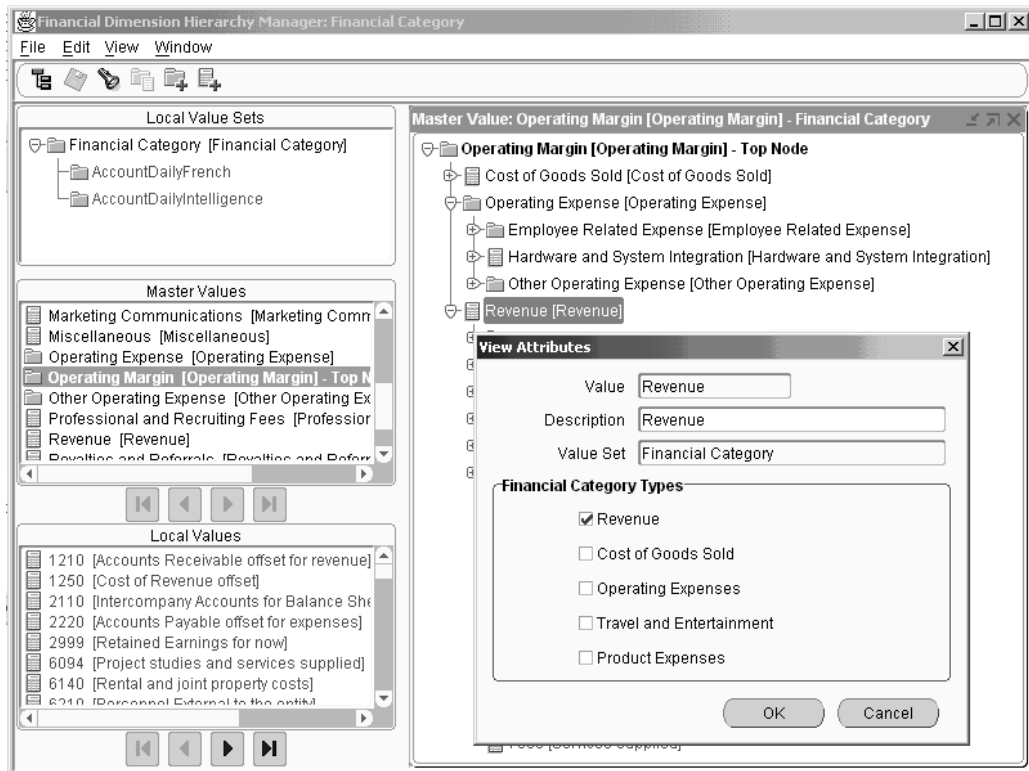


4. Select the range from the value set that you want to map.

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.

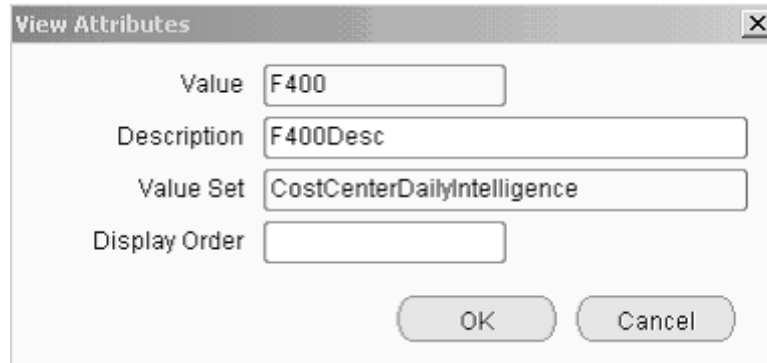
- You can edit the value descriptions directly in the window. By default, local value set values are displayed using the following format:
 - Value [description]
 - For example, 1100 [Cash].
- You can change the format to display the value set name. For example, 1100 - Account VSet [Cash] by choosing 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.



The image shows a 'View Attributes' dialog box with a title bar containing a close button. Inside the dialog, there are four labeled text input fields: 'Value' containing 'F400', 'Description' containing 'F400Desc', 'Value Set' containing 'CostCenterDailyIntelligence', and 'Display Order' which is empty. At the bottom right of the dialog are two buttons: 'OK' and 'Cancel'.

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.

Managing Values and Hierarchies for the Product Category Dimension

To assign values to the Product Category:

1. In the Values and Hierarchies window, click Launch Hierarchy Manager. The Chart of Accounts window appears.

Product Category Assignments

Product Top

Description

—Chart of Accounts Assignment—

Chart of Accounts

Assignment Type

☒ Use Ranges

☐ Use Segment

Segment Name

Assign Ranges

2. Choose a chart of accounts from the list of values.
3. In the Product Category Assignments window, the Use Ranges assignment type is selected. Click Assign Ranges to assign a range of code combination identifiers (CCID).

Note: The Product Category Assignment window is only used when the assignment is Code Combination Ranges. For Single Segment assignment, see: Define Dimension Mapping Rules, page 10-18.

The Assign Code Combination Ranges window appears.

Assign Code Combination Ranges

Product **110**

Description **Deluxe Laptop**

Range Assignments

Low	High
01-300-1245-300-000	83-330-1245-300-000

OK Apply Cancel

- Choose a product. The product must be a child value in the Product Category hierarchy. For information about setting up the Product Category hierarchy, see: *Item Dimension Reporting, Oracle Daily Business Intelligence Implementation Guide*.

- For each segment, define the range of natural accounts that you want to use.

If you chose Use Segment in the Product Categories Assignment window, then the product segment name automatically appears in the Segment Name field.

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 10-33
- Oracle Web Applications Desktop Integrator (WebADI), page 10-35
- SQL Loader

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.
- Follow the installation steps described in *About Oracle E-Business Intelligence, Daily Business Intelligence* on *OracleMetaLink*. 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 10-32.
- Review budget versioning considerations. See: Budget Versioning, page 10-32.

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

DBI for Financials supports multiple versions of a single budget or forecast based on the effective date.

If General Ledger is the budget source and the budgets are set up in the Financial Dimensions Setup, the From date is the effective date. If WebADI is the source of the budget, you can specify the effective date of the budget in the WebADI spreadsheet.

The following logic is executed depending on the budget source:

- **Oracle General Ledger Budgets:** When General Ledger Budgets is the budget source:
 - If two or more budgets with overlapping periods have the same effective date and common records, then all duplicate records are summed and itemized on a warning report. For example, you might have an original budget (January 2005 - June 2005) and an updated budget (February 2005 - June 2005).
 - If two or more budgets have different periods, then all records will be sequential with a different effective date. For example, you might have an original budget (January 2005 - February 2005) and a subsequent budget (March 2005 - June 2005).

- All records that reside in adjusting periods are added to the last period of the year.
- **WebADI:** When WebADI is the budget source:
 - 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 iteration last loaded replaces previous iterations.

Regardless of budget source, 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 iteration last loaded 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.

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Budgets

Budget Options
 Budget Source: **General Ledger Budgets** [Update](#)

Budget Selection
 Search: [Go](#)

[Add Budget](#)

Ledger	Budget	Data Type	From Period	To Period	Update	Remove
PSI TEST 1	PSI TEST	Budget	Jan-05	Dec-06	Update	Remove

Additional Information

The Budget Source: General Ledger Budgets option allows you to add budgets from General Ledger that meets the following criteria:

- * The ledger is included in the ledger assignments from the Actuals tab.
- * The ledger shares the same calendar as the Enterprise Calendar in Daily Business Intelligence Global Parameter Setup.

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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, *Oracle Daily Business Intelligence Implementation Guide*.
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.

ORACLE Financial Intelligence

Home Financial Dimensions Source Ledger Groups Dimension Mappings

Actuals | Budgets

Source Ledger Groups: Budgets >

Add Budget

* Indicates required field

* Ledger

* Budget

Data Type ☒ Budget ☐ Forecast

From Period

To Period

Cancel Apply

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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 10-32.
 - 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 10-7.

- Company/Cost Center/Account: List of values is dependent on the selected ledger.
- Product Category/User Defined: Select the values for product category and 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.

View context		View header						
Database				AP6022RT.FIITST				
Primary Currency				USD				
Plan Type				* List - Text				
Effective Date				BudgetForecast versioning date List - Text				
Upl Time Period	Ledger	Company	Cost Center	Account	Product Category	User Defined	Amount	
* List - Text	* List - Text	* List - Text	* List - Text	* List - Text	List - Text	List - Text	* Number	
Totals:								
Tip: This is not the end of the Template. Unprotect the sheet and insert as many rows as needed.								

- 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.

Viewer Integrator Layout **Content** Review

Information
Enter additional information for this content.

Viewer	Excel 2000	Reporting	No	Integrator	Financials Intelligence - Budget and Forecast	Layout	Generic	Content	Interface Table
--------	------------	-----------	----	------------	-----------------------------------------------	--------	---------	---------	-----------------

Select Content: Select Content Parameters

Mapping: **Interface Table Mapping**

Plan Type: ☒ Budget
☐ Forecast
Select budget/forecast data to be downloaded.

Status: ☒ All records
☐ Errored on specified effective date
☐ Errored records
Select status of budget/forecast data to be downloaded.

Effective date: **Null**
Select effective date of errored budget/forecast data to be downloaded. An effective date of Null denotes that the budget/forecast was loaded with no effective date or there are no errored budget/forecast data.

Cancel Back Continue

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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.

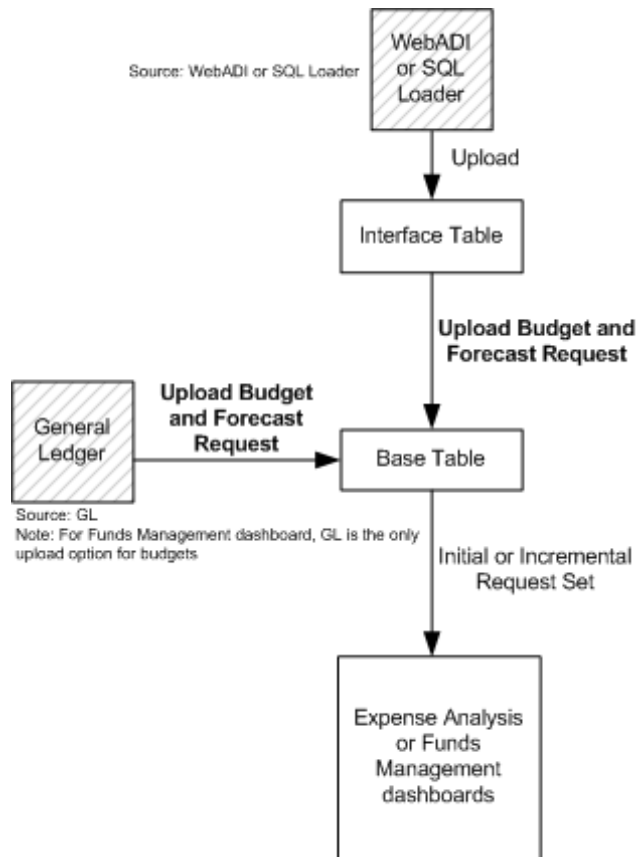
Note: WebADI does not let you delete data from the interface table. To delete records, use SQL*PLUS.

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 SQL Loader store the data 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 10-48.

Securing General Ledger Revenue and Expense Reporting Data

The General Ledger Revenue and Expense Reporting dashboards are secured 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.

See: Securing Data, *Oracle Daily Business Intelligence Implementation Guide*.

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.

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.

ORACLE Delegate [Diagnostics](#) [Home](#) [Logout](#) [Preferences](#)

List of Grants [Grant Access](#)

Search
 Search By

Grant To	Role	Start Date	End Date	Update	Revoke
T.Tucker	Financial Analyst	27-MAY-2005			
K.Walker	Financial Analyst	14-JUN-2005			
W.Tucker	Financial Analyst	01-JAN-2005			
W.Tucker	Fund Manager	01-JAN-2005			
T.Connors	Financial Analyst	14-JUN-2005			

[Grant Access](#)

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3. On the Person and Role Assignment page, update or create a grant.

ORACLE Delegate

Navigator Home Logout

Person and Role Company Cost Center

Person and Role Assignment Cancel Step 1 of 3 Next

Grant To **W.Tucker**
 Start Date **01-Jan-2005**
 End Date

Select Role	Description	Associated Reports
<input checked="" type="radio"/> Financial Analyst	Financial Analyst Role	
<input type="radio"/> Fund Manager	Fund Manager Role	

Cancel Step 1 of 3 Next

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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 10-10. 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.

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Person and Role Company **Cost Center**

Cost Center Assignment [Cancel](#) [Back](#) [Step 3 of 3](#) [Finish](#)

Grant To: **W.Tucker** Start Date: **01-Jan-2005**
 Role: **Financial Analyst** End Date:

Select Cost Center: [Remove](#) | [Add Cost Center](#) | [Add All](#)

[Select All](#) | [Select None](#)

Select Name	Description	Type
<input type="checkbox"/> All	All Values	
<input type="checkbox"/> 100	Resources	Parent

[Cancel](#) [Back](#) [Step 3 of 3](#) [Finish](#)

[Diagnostics](#) | [Home](#) | [Logout](#) | [Preferences](#)

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6. Submit the Update Company Cost Center 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.

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Warning: Request Submission Method

The updated security settings have been saved. In order for the updated security settings to take effect, the Load Company and Cost Center Security concurrent request must be run.

To run the Load Company and Cost Center Security concurrent request now, click 'Apply Now'. To run the request later, click 'OK'.

Anytime the initial or the incremental request set runs, the Load Company and Cost Center Security concurrent request will also run.

[Apply Now](#) [OK](#)

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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 for the Profit and Loss and Expense Management Dashboards

The Profit and Loss and Expense Management dashboards are secured by the Manager hierarchy.

See: Manager Reporting, *Oracle Daily Business Intelligence Implementation Guide*.

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.

Setting Up Profile Options

- **FII: Cumulative Budget/Forecast Line Type**

Enter YES or NO to determine whether to display the cumulative revenue to-date and the cumulative budget/forecast lines on the Profit and Loss dashboards. The Cumulative Revenue line feature enables you to display the cumulative budget line at the finest level of granularity possible for the data available. For example, for the Quarter period type, if monthly budget data is available, then the budget line appears as a three-step line. If only quarterly budget data is available, the budget line is horizontal.

The FII: Cumulative Budget/Forecast Line Type option is set by default to YES. If you want to use a horizontal line instead to graph the total budget or forecast for the period, then select NO.

- **FII: DBI Payables Expenses Implementation**

Enter YES to enable drilling from the Expense Management and other expense related dashboards to display payables-related information stored in Oracle Payables.

This option identifies transactions that will be loaded when you run the initial or incremental request sets.

- **GL Journal Import: Separate Journals by Accounting Date**

Enter Yes for this profile option. Journal Import provides an option to automatically group journal lines into journal entries based on effective dates. This option, available to all customers, is particularly useful for those who use Daily Business Intelligence. This option helps you to see more granularity in the Cumulative Revenue and Cumulative Expense graphs.

- **Industry**

For the Funds Management dashboard, set this profile option to Government.

See: Profile Options, page 10-49.

Post Setup Steps

Once you complete the Profit and Loss, Expense Management, Expense Analysis, and Funds Management setup steps, ensure that you complete the post setup steps for Daily Business Intelligence. See: Post-Setup Steps, *Oracle Daily Business Intelligence Implementation Guide*.

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 10-8.
- Product category mapping. See: Define Dimension Mapping Rules, page 10-18.
- Inclusion rules. See: Add Ledger Assignments to Source Ledger Groups, page 10-8.

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

For daily data refresh, run the incremental request sets. See: *Schedule Incremental Request Sets, Oracle Daily Business Intelligence Implementation Guide*.

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.

Update Dimension Mapping

For more information about the Update GL Summaries After Setup Changes request set, see Dimension Mapping Update, page 10-18.

Setup Changes

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 product category mapping.

- 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, Oracle Daily Business Intelligence Implementation Guide*.

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 reconvert future-dated transactions on the Profit and Loss, Expense Management, and Expense Analysis dashboards, see: *FII Currency Reconversion Program*, page 10-48.

For information about reporting currencies, see: *Set Up Daily Business Intelligence, Oracle Daily Business Intelligence Implementation Guide*.

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 10-8.
- 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 10-48.
- 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.

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: *Manager Reporting, Oracle Daily Business Intelligence Implementation Guide*.

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

The following section describes the prerequisites, implementation considerations, implementation steps, and post setup steps for the Payables Management and Payables Status dashboards.

Prerequisites

Before you can implement and use the Payables dashboards, ensure that your system meets the following prerequisites. The following table lists the prerequisites.

Payables Implementation Prerequisites

Prerequisites	Responsibility
Use Oracle Applications Release 11i.9 or 11i.10	(not applicable)
Set Up Daily Business Intelligence	Daily Business Intelligence Administrator

Payables

The following table lists all of the required set up steps for the Payables dashboards and reports of DBI for Financials. These steps must be completed in the order shown in the table.

Payables Implementation Steps

Steps	Required
Secure Payables Data	Yes
Set the Payables Operations Implementation Profile Option	Yes
Post Setup Steps	Yes

Secure Payables Data

Set up the MO: Security Profile option to secure data by operating unit.

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

Set the Payables Operations Implementation Profile Option

FII: DBI Payables Operations Implementation

Enter YES for this profile option to access information from Oracle Payables and to display that information in the Payables Management and Payables Status dashboards. This profile option controls the Payables base summary collection program that relies on the logging mechanism in Oracle Payables system to determine what records to collect.

This option identifies transactions included in initial data loads or when you refresh tables and summaries with incremental data. See: Profile Options, page 10-49.

Post Setup Steps

Once you complete the Payables setup steps, ensure that you complete the post setup steps for Daily Business Intelligence. See: Post-Setup Steps, *Oracle Daily Business Intelligence Implementation Guide*.

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 functional 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 functional currencies. If all operating units use the same functional currency, then the Payables dashboards can display information in that functional currency.

Additional Information

The following section provides reference material about:

- DBI for Financials Responsibilities, page 10-47
- Concurrent Programs, page 10-48
- Profile Options, page 10-49

DBI for Financials Responsibilities

The following responsibilities are provided by DBI 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

For a complete list of all responsibilities and dashboards by intelligence product, see: Responsibilities, *Oracle Daily Business Intelligence Implementation Guide*.

Related Topics

Responsibilities Window, *Oracle Applications System Administrator's Guide*

Concurrent Programs

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

The following table provides information about the optional and required profile options related to DBI for Financials.

Profile Options for DBI for Financials

Profile Option	Required	Default	User Access	System Admin Access: User Level	System Admin Access: Resp. Level	System Admin Access: Application Level	System Admin Access: Site Level
FII: Budget Period Type	Optional	NULL	No access	No access	No access	No access	Visible, Updatable
FII: Forecast Period Type	Optional	NULL	No access	No access	No access	No access	Visible, Updatable
FII: Manager Aggregation Level	Optional	NULL	View Only	View Only	View Only	View Only	Visible, Updatable
FII: Cumulative Budget / Forecast Line Type	Optional	Cumulative	Updatable	Updatable	Updatable	Updatable	Updatable
FII: DBI Payables Expenses Implementation	Optional	NULL	Visible, Updatable	Visible	Visible	Visible	Visible, Updatable
FII: DBI Payables Operations Implementation	Optional	NULL	Visible, Updatable	Visible	Visible	Visible	Visible, Updatable
Industry	Required	Government (for Funds Management dashboard only)	No access	No access	No access	No access	Visible, Updatable

Daily Business Intelligence for Interaction Center

This chapter describes the technical content associated to the implementation, maintenance, and administration of DBI for Interaction Center.

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Summarizing Data
- Securing Data
- Prerequisites
- Implementation
- Concurrent Processes

Overview

DBI for Interaction Center is a web-based performance management solution, which merges interaction data with business data. It presents a comprehensive view of interaction center performance metrics.

DBI for Interaction Center presents measures and key performance indicators for email 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 and drill down reports. The drill down reports allow the call center manager to further explore and evaluate activity within the call center. Many of the reports include a view by option, which allows the reports to be displayed with different dimensions. The drill and pivot feature allows similar navigation and direct access to other reports.

For a complete description of the DBI for Interaction Center dashboards, see: *Oracle Daily Business Intelligence User Guide*.

Understanding Reporting

For a 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 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 interaction center managers with an enterprise view of 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 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 call center managers with 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

The following responsibilities are provided by DBI for Interaction Center.

- **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.

Menus

DBI for Interaction Center provides the following menu structure.

Email Center Manager

The Email Center Manager responsibility has the following menus and submenus associated with it:

- Intelligence Overviews
 - Email Center Management
 - Expense Management
 - HR Management
- Email Center Reports
 - Email Activity
 - Email Activity by Agent
 - Email Activity by Customer
 - Email Response Performance
 - Email Backlog Aging
 - Email Resolution
 - Emails by Outcome Result, Reason

Inbound Telephony Manager

The Inbound Telephony Manager responsibility has the following menus and submenus associated with it:

- Intelligence Overviews
 - Inbound Telephony Management
 - Expense Management
 - HR Management
- Inbound Telephony Reports
 - Inbound Telephony Activity
 - Inbound Telephony Activity by Agent
 - Inbound Telephony Activity by Customer

Daily Interaction Center Intelligence Manager

The Daily Interaction Center Intelligence responsibility has the following menus and submenus associated with it:

- Intelligence Overviews
 - Email Center Management
 - Inbound Telephony Management
- Email Center Reports
 - Email Activity
 - Email Activity by Agent
 - Email Activity by Customer
 - Email Response Performance
 - Email Backlog Aging

- Email Resolution
- Emails by Outcome Result, Reason
- Inbound Telephony Reports
 - Inbound Telephony Activity
 - Inbound Telephony Activity by Agent
 - Inbound Telephony Activity by Customer

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	Email Account	Email Center Management
	Email Classification	Email 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

Performance Measures

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 email accounts defined in 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 Email Center through the Break container (located in the Agent Console home page). Email Center writes to the database the agent's logout time when agent breaks from work using any of the options available in

the Break container. Email Center does not record a logout time in the database when the agent logs out by closing the browser window.

Note: Email 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 email backlog yet report high **Replied within Service Level Goal** percentages.

The following table presents the Email Response Performance measures that are provided by DBI for Interaction Center for Email Center Management.

Email Response Performance Measures

KPI	Calculation
Replied within Service Level	Percentage of email replies responded to within service level goal.
Transfer Rate	Percentage of the number of emails that have been transferred at least once before resolution to the total number of emails resolved. Emails resolved refer to emails that have been either replied or deleted.
Delete Rate	Percentage of the number of emails deleted to the number of emails resolved. Emails resolved refer to emails that have been either replied to, deleted or auto-processed.
One & Done Resolution	Percent of inbound email interactions that get resolved with a single reply.
Service Level Goal	Percent of emails received that must be responded to, on or under the established customer wait time goal.
Customer Wait Time (Hours)	The time (expressed in hours) the email is received by the Email Center system to the time the email is replied.

The following table presents the Email Activity measures that are provided by DBI for Interaction Center for Email Center Management.

Email Activity Measures

KPI	Calculation
Received	Total number of emails received.
Replied	Number of email replies sent from Email Center.
Backlog	Total number of inbound emails, not responded to at the end of the reporting period, calculated as the total sum of emails in the master queue and in the agents' inbox.
Composed	Number of new outbound emails (not replies) generated from Email Center.
Service Requests Created	Total number of new service requests created in Email Center associated to inbound email interactions.
Leads	Total number of new leads created in Email Center that are associated to email interactions.
Replied per Agent Hour	Average number of email replies sent by an agent in a one-hour period of agent's work.

Inbound Telephony Management Measures

Key performance indicators for Inbound Telephony represent a consolidated view of performance, volume, productivity and outcomes.

The following table presents the measures that are provided by DBI for Interaction Center for Inbound Telephony Management.

Inbound Telephony Management Measures

KPI	Calculation
Inbound Service Level	The percentage of calls offered that are handled within a predefined wait time goal. The wait time goal is defined using the BIX: Call Service Level Goal in Seconds profile option. For example, inbound calls should be answered in 24 seconds or less. Only regular inbound calls coming through the route point and calls directly dialed to the agent's extension are considered here.
Average Speed to Answer (Seconds)	The average amount of time inbound calls spend in the queue before being picked up by the agent. Only regular inbound calls coming through the route point and calls directly dialed to the agent's extension are considered here.
Abandon Rate	Percentage of calls offered where customer hangs up before speaking with an agent. Only regular inbound calls coming through the route point and calls directly dialed to the agent's extension are considered here.

KPI	Calculation
Transfer Rate	Percentage of calls handled where an agent receives the call and then transfers it to a different agent or conferences in other agents Only regular inbound calls coming through the route point and calls directly dialed to the agent's extension are considered here.
Inbound Calls Handled	Number of incoming calls that were answered by an agent. Only regular inbound calls coming through the route point and calls directly dialed to the agent's extension are considered here.
Agent Dialed Calls	Number of manual outbound dialed calls.
Web Callbacks Handled	Total number of web callbacks -- these are calls where the customer, through a web page, requested the call center for a call back and the agent calls the customer back.
Availability Rate	The percentage of time agents are logged in and ready for calls. Same as Occupancy Rate. $\frac{(\text{Login Time} - \text{Idle Time})}{*100/\text{Login Time}}$
Utilization Rate	The percentage of time agents handle customer calls versus the time logged in. $\frac{(\text{Login Time} - \text{Idle Time}) - \text{Waiting for Calls Time}}{*100/\text{Login Time}}$
Average Talk Time per Call (Seconds)	The average amount of time an agent spends talking to a customer. It includes regular inbound calls coming through a route point, direct dialed calls, manual agent dialed calls, web callbacks and unsolicited calls.
Average Wrap Time per Call (Seconds)	The average amount of time an agent spends to perform interaction wrap-up activities after hanging up a call. It includes regular inbound calls coming through a route point, direct dialed calls, manual agent dialed calls, web callbacks and unsolicited calls.
Calls Handled per Agent Hour	The average number of calls an agent handles per hour of login time. It includes regular inbound calls coming through a route point, direct dialed calls, manual agent dialed calls, web callbacks and unsolicited calls.
Service Requests Created	Number of service requests created through telephone calls. It includes regular inbound calls coming through a route point, direct dialed calls, manual agent dialed calls, web callbacks and unsolicited calls.

KPI	Calculation
Leads Created	Number of leads created through telephone calls. It includes regular inbound calls coming through a route point, direct dialed calls, manual agent dialed calls, web callbacks and unsolicited calls.
Opportunities Created	Number of opportunities created through telephone calls. It includes regular inbound calls coming through a route point, direct dialed calls, manual agent dialed calls, web callbacks and unsolicited calls.

Summarizing Data

Use concurrent programs or request sets to load and update base summary table data and materialized views. The following section describes the base summary tables in this release.

Base Summary Tables

BIX_EMAIL_DETAILS_F

This table stores all measures with respect to email account, classification, agent, party, outcome, result and reason. It contains data at a day level, along with summarized information at higher levels of time namely week, month, quarter and year. This is used by the Email Center Management dashboard.

The Load Email Center Base Summary and Update Email Center Base Summary concurrent programs populate this table.

BIX_AGENT_SESSION_F

This summary table is used by both Email Center Management and Inbound Telephony Management dashboards. This table stores session related data with respect to an agent. This table also contains day level data as well as summarized data for the higher levels of time periods.

The Load Session Summary and Update Session Summary concurrent programs populate this table.

BIX_CALL_DETAILS_F

This table stores summarized information regarding telephone calls summarized by various dimensions which include call center, resource, classification, and dialed number. This table also contains data at a day level, along with summarized information at higher levels of time namely week, month, quarter and year.

The Load Call Summary and Update Call Summary concurrent programs populate this table.

Materialized Views

BIX_EMAIL_DETAILS_MV

This materialized view stores all email center measures summarized on email account, classification, agent, party, outcome, result, reason and time dimensions.

BIX_CALL_PRESP_MV

This materialized view is used by the Marketing Management dashboard. It contains the number of interactions with positive responses summarized by time and source code.

BIX_AI_CALL_DETAILS_MV

This materialized view stores all Inbound Telephony measures summarized on call center, call classification, agent, party, outcome, result, reason and time dimensions. Each media item type is summarized separately, for example: TELE_INB, TELE_DIRECT.

Securing Data

DBI for Interaction Center uses the basic security model.

Prerequisites

Before implementing DBI for Interaction Center, you must complete the following prerequisite implementation steps.

- Confirm the set up of OLTP.
- Confirm Global Daily Business Intelligence Setup.
You must confirm the global Daily Business Intelligence set up requirements.
- Confirm the implementation and set up of Oracle Email Center (if implementing Email Center Management DBI dashboard).
- Confirm the implementation and set up of Oracle Advanced Inbound. (if implementing Inbound Telephony Management DBI dashboard).
- Confirm the implementation and set up of Oracle Universal Work Queue.

Implementation

Once you have met all of the required prerequisites, you can begin implementing DBI for Interaction Center. The following table provides a list of all of the implementation tasks that you need to perform.

Checklist for Implementing DBI for Interaction Center

	Steps	Responsibility
Step 1	Create new users if required	System Administrator
Step 2	Assign appropriate DB I for Interaction Center responsibilities	System Administrator

	Steps	Responsibility
Step 3	<p>Set up the following profile options for Email Center:</p> <ul style="list-style-type: none"> BIX: Email Center Goal - This is the number of hours by which an email should be replied to in order to be considered as having met the Email Center's target. The time is considered from the time the email came to the queue to the time an agent replied to it. For example, if this is set to 24 hours then it means incoming emails should be replied within 24 hours of the time it first comes into the Email Center. This is a Site Level profile. BIX: Service Level Goal - This is the Email Center's target of the percentage of emails which should be replied within the time period defined by the BIX: Email Center Goal profile. For example, if this is set to 80%, the Email Center should reply to at least 80% of all incoming emails 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, the programs assume a default of 10,000. This is a Site Level profile. 	System Administrator
Step 4	<p>Set up the following profile options for Inbound Telephony:</p> <ul style="list-style-type: none"> BIX: Call Service Level Goal in Seconds - This profile determines the number of seconds by which a call has to be answered in order to be considered as having met the call center's target service goal. For example, if this value is set to 30, it means that incoming calls have to spend 30 seconds or less in the queue to satisfy the call center's desired level of service. This is a Site Level profile. 	System Administrator

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.

You will need to run an initial request set which will load data for a particular dashboard or set of dashboards. After generating the baseline data, you will use the incremental request set to refresh the data. You must have access to and use the Business Intelligence Administrator responsibility to run initial and incremental request sets.

The following concurrent programs are included in the request set for Email Center:

- Load Email Center Base Summary
- Load Session Summary
- Update 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.

Daily Business Intelligence for iStore

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Securing Data
- Implementation Considerations
- Prerequisites
- Implementing
- Post Implementation Steps

Overview

Daily Business Intelligence for Oracle iStore (DBI for iStore) gives managers important transactional data about web store activity, such as the number of new customers and total shopping cart amounts. It also allows manager to view total activity in terms of sales, products sold, and customer orders.

Understanding Reporting

Two main areas present web store data for DBI for iStore:

- Store Management Dashboard
- Store Top Activity Dashboard

Store Management Dashboard

The Store Management Dashboard lets managers monitor ecommerce productivity through several new Key Performance Indicators (KPIs), reports, and links, including:

- New customer count
- Cart and order activity reports
- Cart to order conversion ratios
- Average order value and discount
- Activity by product category report
- Total booked and campaign-related order amounts

- Related links to view other product dashboards

Graphical representation is available for booked orders, average orders, and average order discounts. In addition, comparisons are available for previous periods.

Store Top Activity Dashboard

The Store Top Activity Dashboard allows managers to gain a valuable picture of store activity by viewing:

- Top orders
- Top products sold
- Top customer orders
- Top carts by sales amount

Responsibilities

DBI for iStore Dashboards are available by selecting one of two responsibilities:

- **Web Store Manager** -- This is a role-based responsibility
- **Daily iStore Intelligence** -- This is a function-based responsibility

Note: The same menu structure is assigned to both responsibilities. With these responsibilities, users can access identical data.

Dimensions

In DBI for iStore, the following dimensions are available:

- Store
- Product
- Currency
- Time
- Product Category

Key Performance Measures

The following is a list of the report heading and calculation KPIs for DBI for iStore:

- **Name** --- Name of performance indicator
- **Change** --- The Change column represents the difference between the current period and the time period selected for comparison. For example, if the period type is Month, and the comparison is Prior Year, this represents the change between this month and the same month last year. If the comparison is Prior Period, this is the change between this month and last month.

The comparison is always against data for the period to date. This means that if the As of Date were October 30 at Month level, then sequentially, the comparison would be against data for the period ending on September 29th. The logic used reflects the number of days from the end of the current period. In this case, October 30 and September 29 are one day from the end of the month. The same holds true for Prior Year comparisons.

- **XTD** --- Period-to-date. Can be either Week-to-date (WTD), Quarter-to-date (QTD), Year-to-date (YTD), or Month-to-date (MTD).
- **Compare Stores** --- The Compare section gives a graphical representation of how stores compare to one another. By moving the mouse over the dot, you can see the KPI values for the stores represented by the dot. Each store accessible to you is symbolized by a dot. The selected store is represented as a circle. If no store is selected, then no circle will appear.

Securing Data

See Set up Security in the Post Implementation Steps section of this document for security information.

Oracle DBI data is secured using standard security group and function security in Oracle Applications.

To access Oracle iStore data, users need to have access to all operating units a particular store is associated with. Using the Oracle Human Resources profile option, MO: Security Profile, you can specify which operating units users have access to, and therefore, which store data they will be allowed to see when logged into the Store Management and Store Top Activity dashboards. See the *Oracle Daily Business Intelligence Implementation Guide* for more information.

For more information on Oracle iStore, see the *Oracle iStore Implementation and Administration Guide*.

Implementation Considerations

Before implementing DBI, you may wish to give some thought to the following:

- For optimum accuracy in product category reports, add all published store products under the product hierarchy. See the section, "Set Up the Product Catalog Hierarchy" in this guide for more information.
- Before performing the minisite migration, find a mapping of stores and operating units. See the Run Minisite Migration Program section of this chapter for details.
- Before you perform the initial data load (see Perform Initial Data Load of this chapter), you should verify that you have reviewed and met all of the implementation considerations and prerequisites for the features and intelligence products that you are implementing. See the *Oracle Daily Business Intelligence Implementation Guide* for more information.

Prerequisites

Before implementing DBI for iStore:

- Read and understand *About Oracle Daily Business Intelligence* on [OracleMetaLink](#).
- 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.

Implementing

Once you have met all of the required prerequisites, you can begin implementing DBI for iStore. See the following list for details.

- Set Up Daily Business Intelligence -- Define the global default values for the DBI dashboards and reports. Specify the global currency, the enterprise calendar, and the start day of the week. See the *Oracle Daily Business Intelligence Implementation Guide*.
- Set up Item Reporting -- This step involves setting up the product catalog hierarchy and running concurrent programs. See the *Oracle Daily Business Intelligence Implementation Guide*.
- Set OM: DBI Installation Profile Option, page 12-4
- Set Oracle iStore Profile Options, page 12-4
- Run Site Migration Program, page 12-4
- Post Implementation Steps, page 12-6

Set OM: DBI Installation Profile Option

Oracle iStore's reliance on Oracle Supply Chain Management to internally report data on Booked orders requires setting the OM: DBI Installation profile option. When the profile option is Yes, Oracle Order Management records modified lines into a log table. The Update Order Management Base Summary process then picks up the changed records from the log table. If the profile is No, incremental collection of the data will not occur properly.

The profile option is used only by Daily Business Intelligence. The profile option provides the No option so that users using only Oracle Order Management do not unnecessarily log modified lines. The Daily Business Intelligence concurrent processes used by Oracle Order Management purge the log table after every collection from it.

The system administrator can update this profile option at the user, responsibility, application, or site level; however, it should be set at the site level since incremental collection should happen at the that level. The default value of this profile option is No.

Set Oracle iStore Profile Option

The following profile option is specific to DBI for iStore:

- **IBE: DBI Top Activity Number of Rows** -- This profile specifies the number of top carts, top orders, top customers, and top products to display in the drill-down reports accessible from the Store Top Activity Dashboard. Set to an integer at site level. The default value is 25, and it is recommend to use the default value unless you have a compelling business case to change the value.

If this profile is changed, you will need to run the initial load again. See the Perform Initial Data Load topic for instructions and information.

Run Site Migration Program

DBI for iStore requires that implementers run a semi-automated migration script -- available as "iStore Minisite Migration" concurrent program -- to migrate customer data and enable the appearance in DBI of historical data. This script populates the store identifier (Minisite_ID) column at the header level in the ASO_QUOTE_HEADERS_ALL

table. The script can be run in three modes; see Running Mode, below, for more information.

Important: A user with the iStore Concurrent Programs responsibility should run the concurrent program.

iStore Minisite Migration Program: Running Mode

Values from the LOV are:

- **Evaluate** -- This is the default value and allows you to run the program in a mode which populates only the program output log. Since the data migration does not actually take place, this allows you the opportunity to view the results of the program before committing to the migration.

To view the concurrent program output: After the request is submitted, in Oracle Forms select View > Requests to retrieve the View Request screen. Input the request ID to see a specific request. On the View Request screen, select the View Output button to view the output of the concurrent request.

- **Execute** -- In this mode, the data migration actually takes place.
- **Get List of Stores and Organization Identifiers** -- Provides a list of store and operating unit identifiers. Names and numbers for both stores and operating units are displayed in the list.

Important: If you are **not** using Only Use Auto Defaulting Rules (see Use Migration Rules, below), run the program in this mode before running in either of the other two modes.

iStore Minisite Migration Program: Use Migration Rules

Values from the LOV are:

- **Only Use Auto Defaulting Rules** --- This is the default value. Three rules are used: Cart Line, Organization to Store Mapping, and Unique Price List.
- **Only Use Organization to Store Mapping** --- Only the Organization to Store Mapping input, prior to running the migration, is used.
- **Use Defaulting Rules and Organization to Store Mapping** --- Initially the three auto default rules are used, then for the remaining carts, the user defined Organization to Store Mapping rule is used.

iStore Minisite Migration Program: Organization to Store Mapping

Enter a string to map each operating unit with a default store, using the following convention: <operating unit identifier>:<store identifier>

See the following examples:

- Operating Unit 1 Identifier (204) followed by Store 1 Identifier (10000), with a colon separating the two numbers: 204:10000
- Operating Unit 2 Identifier (301) followed by Store 2 Identifier (10008) 301:10008

Note: To determine the Operating Unit and Store identifiers, run program in *Get List of Store and Organization Identifiers* mode.

- **Update Carts with Existing Store Identifier** --- This value is hidden by default, as this option should only be used if required to reduce the risk of overwriting valid minisite IDs with incorrect ones. Values are: Yes or No. No (default) --- The

concurrent program updates only carts having no store identifier at the cart header level. Yes --- The concurrent program updates all carts.

Note: If the value is No, to use this feature, you will need to change the concurrent program definition. To change the default value of a parameter, log into Oracle Forms as system administrator and navigate to Concurrent > Program > Define. Query for the program, iStore Minisite Migration Program, and then select the Parameters button. For more information, see the *Oracle Applications System Administrator's Guide*.

iStore Minisite Migration Program: Behavior After Running Program

After this program is run, the following migration rules are executed in this order:

- If the cart line level is populated, the program populates the store identifier at the header level with the same value. The first line created in the cart is used to retrieve the store identifier.
- Each shopping cart is attached to an operating unit at header level (the operating unit is defined in the MO: Operating Unit profile, set at responsibility level to a customer responsibility. A store may be associated either none or an unlimited number of customer responsibilities (each related to one operating unit). By using this information, the concurrent program retrieves the store associated with the operating unit defined at the cart header level.
- Each cart is attached to a price list that was used to price the cart for the given party and party type. If store-based pricing is used, the price list identifier is stored in the IBE_MSITE_CURRENCIES table. When using store-based pricing, three price lists are supported per currency: one for walk-in users, one for registered B2C users, and one for registered B2B users. Depending on party, party type, and price list identifier on the shopping cart, the concurrent program finds the candidate stores and price lists.

When a migration rule is executed for a cart, these things can happen:

- The migration rule retrieves one store. The cart store identifier column is updated accordingly and the rule evaluation stops for the cart.
- The migration rule retrieves no store. The next rule is evaluated for the cart.
- The migration rule retrieves multiple stores. If one unique store identifier is common to the two rules, the concurrent program stops there. If not, the next rule is evaluated.
- When the parameter Use Migration Rules is set to *Use Defaulting Rules and Organization to Store Mapping*, if no store is retrieved for the cart using the defaulting rules, the user-defined mapping rules (store-organization mapping) are used to find the store ID.

Post Implementation Steps

After you finish implementing DBI and its associated features and intelligence products, there are several post-implementation steps that you must perform. These required steps are common across all intelligence products and have to be performed once, after initial implementation is complete. See the "Post Setup Steps" section in this guide for more information.

Daily Business Intelligence for Maintenance

Overview

Daily Business Intelligence (DBI) for Maintenance enables management 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 following intelligence dashboard:

- Maintenance Management

This dashboard is available to the Maintenance Manager and the Daily Maintenance Intelligence responsibilities. The Maintenance Manager can also access the HR Management dashboard.

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

Understanding Reporting

For a detailed description of the Oracle DBI for Maintenance reports, see the *Oracle Daily Business Intelligence User's Guide*.

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 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 sort is 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 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 work order incurs
- cost break down 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 on 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, start date and end date of the asset downtime, the total Downtime (hours), work order number, and 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 the 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 work orders completed late, broken down by the late completion days. You can access this report from the Late Completion Aging Days Graph in 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, the actual completion date, and the number of days 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 sort 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 the 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 the 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, or on hold, and filtered by parameters. The report displays the work order number, type, asset, asset group details, status, and the 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 the 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 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.

Dimensions

Oracle DBI for Maintenance uses the dimensions described in the following sections.

Period Type

For a description of this dimension, see the Daily Business Intelligence chapter.

Compare To

For a description of this dimension, see the Daily Business Intelligence chapter.

Currency

For a description of this dimension, see the Daily Business Intelligence chapter.

Maintenance Activity

The maintenance activity dimension represents the type of maintenance work performed on an asset. The 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

The maintenance aging 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

The maintenance asset criticality 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

The maintenance asset dimension represents the hierarchy of asset category, asset group, and asset number.

Asset Category

The asset category is the category the asset is optionally assigned to.

Asset Group

The asset group represents the classification of assets. Asset groups exist at the item organization level.

Asset

An asset number is a serial number of an asset group.

Maintenance Cost Category

The maintenance cost category 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

The maintenance cost element dimension represents the maintenance cost element type. There are three values: material, labor, and equipment. The maintenance cost element dimension contains the following object:

- Maintenance cost element (dimension)
 - Cost element (dimension object)

Maintenance Request Type

The maintenance request type 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

The maintenance work order status dimension represents the status of a maintenance work order, for example, draft, unreleased, released, or completed. The maintenance work order status dimension contains the following object:

- Maintenance work order status (dimension)
 - Work order status (dimension object)

Maintenance Work Order Type

The maintenance work order type dimension represents the type of a 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 the Daily Business Intelligence chapter.

Resource

For a description of this dimension, see the DBI for Supply Chain chapter.

Department

For a description of this dimension, see the DBI for Supply Chain chapter.

Maintenance Key Performance Indicators

The following section gives a brief description of the DBI for Maintenance key performance indicators (KPIs). For more information, see Daily Business Intelligence for Maintenance Key Performance Indicators (KPIs), *Oracle Daily Business Intelligence User Guide*.

- **Work order cost:** The work order cost KPI represents the actual costs of completed, complete no charge, and closed work orders.

- **Asset downtime (hours):** The asset downtime KPI represents the duration when 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 to a work order.
- **Completed work orders:** The completed work orders KPI provides the count of completed work orders.
- **Late to schedule completion %:** The late to schedule completion % KPI is the percentage of work orders completed late to the total work orders actually completed within the selected period. $(\text{Late completion} / \text{completed work order}) * 100$.
- **Work order backlog:** The work order backlog KPI is the count of all work orders in status draft, released, unreleased, or on hold as of the As-Of 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 a request for maintenance is initiated, and the point it is fulfilled by the work order completion.

Securing Data

In Oracle DBI for Maintenance, access to maintenance organizations is controlled by inventory organization security, set up using the Organization Parameters window in Oracle Inventory. A list of inventory organizations to be accessed by the Maintenance Manager, and Maintenance Intelligence responsibilities should be set up in the Organization Parameters window. You can only view organizations assigned to your responsibility. For more information, see Organization Parameters, *Oracle Inventory User's Guide*.

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 established during the basic Daily Business Intelligence setup. Data in the reports and regions does not appear if it occurred before the global start date. See Set Up Global Parameters for more information. In addition, note the following:

The following work orders are candidates to be included in the DBI for maintenance reports, in relation to the global start date.

- Work orders 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 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; and 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 then the global currency displays.
- 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 the Set Up Daily Business Intelligence chapter.

Prerequisites

The following table lists the prerequisites that must be met before you can implement Oracle DBI for Maintenance:

Prerequisites for Implementing Oracle Daily Business Intelligence for Maintenance

Prerequisites	Responsibilities
Review Hardware and Software Requirements	(not applicable)
Set Up Oracle Daily Business Intelligence Framework	Daily Business Intelligence Administrator
Set Up Item Dimension	Daily Business Intelligence Administrator

Review Hardware and Software Requirements

All hardware and software prerequisites are detailed in the latest version of About Oracle Daily Business Intelligence, available on OracleMetaLink. Please review the document for requirements, including the correct version of Oracle Enterprise Asset Management.

Setup Daily Business Intelligence Framework

Set up Oracle Daily Business Intelligence. See the Set Up Daily Business Intelligence chapter for details. In particular, make sure you do the following:

- Enable the Maintenance Management dashboard. For instructions, see Enable Dashboards in the Set Up Daily Business Intelligence chapter

- Set up custom buckets (optional). You can create custom bucket sets from the existing bucket sets available for DBI for Maintenance. For instructions, see *Customize Buckets in the Set Up Daily Business Intelligence* chapter.

The following table lists the bucket set names for reports in Daily Business Intelligence for Maintenance.

Bucket Set Name	Report Name
Maintenance Management - Late Completion Aging	Late Completion Aging, Late Completion Detail
Maintenance Management - Past Due Aging	Past Due Work Order Aging, Past Due Work Order Detail
Maintenance Management - Request to Completion Distribution	Request to Completion Distribution, Request to Completion Detail

Setup Item Dimension

Perform this step if you have not yet done so for another Daily Business Intelligence functional area. For instructions, see the *Item Dimension Reporting* chapter. For DBI for Maintenance, you are not required to implement the Product Catalog Hierarchy.

Implementation

Once you have met all of the required prerequisites and have performed the required Oracle Daily Business Intelligence setup, you can begin implementing Oracle Daily Business Intelligence for Maintenance. The following table provides a list of the implementation tasks that you need to perform.

Steps	Responsibility
Set up Inventory Organization Security	Oracle Inventory

Setup Organization Security

Verify that inventory organizations are secured for the Maintenance Management dashboard. See the *Securing Data* section in this chapter. 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* in the 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.

Post-Setup Steps

After you have performed the prerequisites and implementation steps, you can proceed to implement other intelligence products, or if you are not implementing other intelligence products, proceed directly to the post-setup steps explained in the *Set Up Daily Business Intelligence* chapter. In particular, make sure you do the following:

- After you have performed the prerequisites and implementation steps, you can proceed to implement other intelligence products, or if you are not implementing other intelligence products, proceed directly to the post-setup steps explained in

the Set Up Daily Business Intelligence chapter. In particular, make sure you do the following:

- Run the initial request set. For instructions, see Run Initial Request Set in the Set Up Daily Business Intelligence chapter.

Maintenance and Administration

During implementation, you create the initial and incremental request sets. The incremental request set refreshes or updates the information that has changed since the last load or refresh. Oracle recommends you run the incremental request set at least once a day. If you have not created an incremental request set, see Post-Setup Steps in the Set Up Daily Business Intelligence chapter for information. This section also contains information on running the request set.

Daily Business Intelligence for Marketing

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Responsibilities
- Securing Data
- Prerequisites
- Implementing
- Maintenance and Administration

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 14-2 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 14-3 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 dashboard provides you with daily insight to align sales and marketing initiatives.

This release of DBI for Marketing strengthens sales and marketing alignment insight abilities and provides enhanced actionable intelligence in the areas of leads and campaigns. The key features of this release are:

- **Enhanced Actionable Intelligence - Leads:** Some of the lead reports have been enhanced, which enables users to drill into the leads transactional system (ASN). Users can sort individual leads by customer category, lead source, lead rank, customer name etc., and then click on the individual lead to drill into the lead transactional system to take appropriate action.

- **Enhanced Actionable Intelligence - Campaigns:** Some of the campaign and event reports have been enhanced, which enables users to drill into campaigns and events.
- **Enhanced Sales and Marketing Alignment:** A new report 'Lead by Campaign' has been added, which provides DBI users with aggregated information on leads simultaneously by both Sales Group and Campaign dimensions. Marketing users can measure the impact of marketing campaigns on lead conversions and lead activities for a given sales group. This insight helps marketing users make campaign start/stop decisions. Users can also identify sales groups that can benefit from increased marketing activities and use this information to align marketing initiatives to help sales meet its objectives.

Three new materialized views (MVs) have been introduced in this release for this report:

- **BIM_LD_CAMP_GH_MV:** This materialized view stores count of various types of leads aggregated by sales group hierarchy and campaign hierarchy. It is used to build higher-level sales group and campaign hierarchy based materialized views.
- **BIM_LD_CAMP_T_MV:** This materialized view stores count of various types of leads aggregated along the time dimension for lead creation date, conversion date, and sales group hierarchy and campaign hierarchy. It is used to build higher-level sales group and campaign hierarchy based materialized views.
- **BIM_LD_CAMP_SG_MV:** This materialized view stores count of various types of leads aggregated along sales group hierarchy, campaign hierarchy and time dimension. This materialized view is used for Leads by Campaign Report.

Marketing Management Dashboard

Using the Marketing Management dashboard, personnel at all levels in the organization can monitor marketing activities and continuously improve performance.

Marketing Management 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.

Marketing Management 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*.

Marketing Management and Lead Management 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 drop-down displays the default value which 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 KPIs

The following table lists KPIs for Marketing Management.

Marketing Management 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.
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 sys date.
'A' Leads %	Leads created during the specified period and with a lead rank of 'A' as of the sys date and as a % 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	<p>The sum of the sales credit amount of all opportunities with a marketing source that have the:</p> <ul style="list-style-type: none">• Close date within the selected current period• Closed flag set• Won flag set <p>For more information, see the setup on cost per lead.</p>

KPI Name	Description
Cost Per Lead	<p>The marketing budgetary cost of generating all leads.</p> <p>The Cost Per Lead displays expenses associated to 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.</p> <ul style="list-style-type: none"> • 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. <p>For more information, see the <i>Daily Business Intelligence for Marketing User Guide</i>.</p>
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 KPIs

The following table lists KPIs for Lead Management.

Lead Management 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.

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
Oracle Marketing Super User	This responsibility provides access to all required setup steps 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 single common responsibility which has access to all required setup steps. For more information, see Appendix A, "Responsibility and Page Matrix" .	N/A	N/A

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.
6. Save your work.

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.

Prerequisites

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 14-10	N/A
Set Up Daily Business Intelligence, page 14-10	Business Intelligence Administrator
Set Up the Item Dimension, page 14-10	Business Intelligence Administrator

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 14-10.

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".

Implementing

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 14-10. This section describes how to set up users and security for DBI, as well as how to perform the initial load and incremental refreshes for all DBI pages. You must perform these post implementation steps before you can use any pages or reports.

Setups

The following steps have to be performed to set up the Daily Business Intelligence for Marketing dashboard:

- Create User

- Assign user 'Daily Marketing Intelligence' responsibility
- Complete DBI global parameters
- Set up Dimensions
 - Product Category
 - Sales Group
 - Region
 - Lead Quality
- Setup Profiles
- Refresh Data

Of these steps '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. The following table explains the setup steps for Daily Business Intelligence for Marketing.

DBI for Marketing Setups

Setup	Responsibility
Set Up Lead Rank, page 14-11	Oracle Marketing Super User
Set Up Region, page 14-12	Business Intelligence System
Define Profiles, page 14-12	System Administrator

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.

Mapping Rules for Lead Rank

To create the mapping rules for lead rank:

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.
5. Save your work.

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.

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

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.

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).
5. 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.
6. 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

Before loading any of the DBI fact tables through Marketing DBI request sets, run the 'Truncate Marketing DBI Base Summary Tables' program, with the Business Intelligence Administrator responsibility. The truncate program allows you to truncate all fact tables by selecting "ALL" from the LOV or specific fact tables by choosing the specific table. Choose "Y" in the confirm parameter for the operation to be successful.

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' 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

Use the Incremental Request Set that you created using the Request Set Generator, to refresh data on 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.

Daily Business Intelligence for Projects

This chapter describes the technical content of Daily Business Intelligence for Projects.

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Securing Data
- Prerequisites
- Implementing
- Concurrent Processes

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 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

Understanding Reporting

Using Daily Business Intelligence for Projects, you can view the following pages.

- Project Profitability Management

This page 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 page also includes forecast profitability and cost reports, which enable you to understand expected performance through the end of a period.

- Project Operations Management

This page 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 page 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 page 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).

For a complete list of the pages and reports in Daily Business Intelligence for Projects, see the "Implementing Daily Business Intelligence" chapter in this guide.

Responsibilities and Menus

Daily Business Intelligence for Projects includes predefined responsibilities and menus. You can modify this menu structure: This section describes each responsibility and lists the associated menus and submenus

Project Executive

The following table lists the menu structure for this responsibility:

Menu and Reports for the Project Executive User

Menu	Submenus or Reports
Intelligence Overview	<ul style="list-style-type: none">• Projects Profitability Management• Projects Operations Management• Capital Projects Cost Management• Contract Projects Cost Management• Expense Management• HR Management
Projects Profitability Reports	<ul style="list-style-type: none">• Projects Actual Profitability• Projects Forecast Profitability• Projects Profitability Overview• Projects Profitability Trend• Projects Profitability Cumulative Trend• Projects Profitability Detail
Projects Cost Reports	<ul style="list-style-type: none">• Projects Cost Summary• Projects Cost Trend• Projects Cost Cumulative Trend• Projects Cost Detail
Capital Projects Cost Reports	<ul style="list-style-type: none">• Capital Projects Cost Summary• Capital Projects Cost Trend• Capital Projects Cost Cumulative Trend• Capital Projects Cost Detail

Menu	Submenus or Reports
Contract Projects Cost Reports	<ul style="list-style-type: none"> Contract Projects Cost Summary Contract Projects Cost Trend Contract Projects Cost Cumulative Trend Contract Projects Cost Detail
Projects Bookings and Backlog Reports	<ul style="list-style-type: none"> Projects Bookings and Backlog Summary Projects Bookings and Backlog Detail Projects Bookings and Backlog Activity Projects Bookings and Backlog Activity Detail Projects Bookings Summary Projects Bookings Trend Projects Bookings Source Trend Projects Backlog Summary Projects Backlog Trend
Projects Utilization Reports	<ul style="list-style-type: none"> Projects Resource Utilization and Availability Projects Utilization Summary Projects Utilization Trend Projects Actual Utilization Projects Scheduled Utilization Projects Expected Utilization Projects Actual Utilization Detail Projects Scheduled Utilization Detail Projects Expected Utilization Detail
Projects Resource Availability Reports	<ul style="list-style-type: none"> Projects Available Time Summary Projects Availability Trend Projects Current Available Resources Projects Available Resources Duration Projects Available Resource Detail

Daily Project Intelligence

This responsibility provides access to the same information as the Project Executive responsibility excluding the HR Management and Expense Management reports.

Project Intelligence Administrator

This responsibility provides the following administrative and maintenance tasks:

- Setting up organizations
- Structuring organizations into hierarchies and global hierarchies
- Defining security profiles and global security profiles
- Submitting concurrent processes
- Setting up profile options
- Changing organizations

The following table lists the menus structure for this responsibility:

Menu and Reports for the Project Intelligence Administrator

Menu	Submenus or Options
Setup: Organization	<ul style="list-style-type: none"> • Description • Organization Manager • Hierarchy • Global Hierarchy
Setup: Security	<ul style="list-style-type: none"> • Profile • Global Profile
Other	<ul style="list-style-type: none"> • Profile • Concurrent • Change Organization • Worklist
Other: Requests	<ul style="list-style-type: none"> • Run • Set

Project Superuser

This responsibility provides access to the same information as the Project Executive responsibility, as well as, Daily Business Intelligence for Projects setup.

For more information on setting up Daily Business Intelligence for Projects, see "Set Up Daily Business Intelligence for Projects Reporting", page 15-14.

Dimensions

This section describes the dimensions included in Daily Business Intelligence for Projects. The dimensions appear in alphabetical order.

For information on dimensions, measures, and how dimensions and measures interact to form a complete reporting solution, see the "Implementing Daily Business Intelligence" chapter in this guide.

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. For detailed information on organizations and organization hierarchies in Oracle Projects, see "Organizations" in the *Oracle Projects Fundamentals* guide.

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.

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. For more information on project classifications, see "Project Definition" in the *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). For more information on project types, see "Project Definition" in the *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*.

Performance Measures

Daily Business Intelligence for Projects provides performance measures, also called key performance indicators. These performance measures are used to provide calculated data on the reports. The measures are grouped and described by the application pages on which they appear.

Bookings and Backlog Measures

Daily Business Intelligence for Projects provides the following bookings and backlog measures.

Bookings and Backlog Measures for Project Intelligence Reports

Measure	Definition/Calculation
Bookings	Total Net Bookings = Original + Additional + Adjustments - Cancellations
Backlog	<p>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).</p> <p>See "Backlog", page 15-9 for the different types of backlog in Daily Business Intelligence for Projects reporting.</p>

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 reporting 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 15-9 for more information.
- Accrued Revenue: The amount of revenue recognized for the period.
- Lost Backlog: See "Backlog", page 15-9.
- Ending Backlog = Beginning Backlog + Total Net Bookings - Accrued Revenue - Lost Backlog (if this formula results in a positive number).

Capital Projects Cost Management Measures

The following table lists the key performance indicators for this page:

Measures for Capital Project Cost Management Reports

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 Measures

The following table lists the key performance indicators for this page:

Measures for Contract Project Cost Management Reports

Measure	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

Profitability and Cost Measures

Daily Business Intelligence for Projects provides the profitability and cost measures shown in the following table.

Profitability and Cost Measures for Project Intelligence

Measure	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: <ul style="list-style-type: none"> 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. For more information, see "Set Up Budget Type for Reporting Plan Types".

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. For more information, see "Set Up the Reporting Plan Types", page 15-15.

Utilization and Availability Measures

Daily Business Intelligence for Projects provides the following utilization and availability measures:

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. For more information, see "Set Up the Cost and Labor Units", page 15-16.

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)

For more information on utilization, see the *Oracle Projects Fundamentals* guide.

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. For more information, see "Set Up the Availability Thresholds", page 15-17.

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.

See "Set Up Security Profiles" , page 15-14.

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. For more information on defining project classifications, see Project Classifications (Class Categories and Class Codes), *Oracle Projects Implementation Guide*.

- Global Daily Business Intelligence Setup

You must complete the global Daily Business Intelligence setup options. For more information on global Daily Business Intelligence setup, see the "Implementing Daily Business Intelligence" chapter in this guide.

The following table lists the required applications in order to view the Daily Business Intelligence for Projects pages:

Oracle Project Applications Required for Project Intelligence Reports

Page	Required Application
Capital Projects Cost Management	<ul style="list-style-type: none">• Oracle Project Costing
Contract Projects Cost Management	<ul style="list-style-type: none">• Oracle Project Costing
Project Operations Management	<ul style="list-style-type: none">• Oracle Project Billing• Oracle Project Costing• Oracle Project Resource Management
Project Profitability Management	<ul style="list-style-type: none">• Oracle Project Billing• Oracle Project Costing

Implementing

Complete the following steps to implement Daily Business Intelligence for Projects:

1. Set Up Security Profiles, page 15-14
2. Set Up Daily Business Intelligence for Projects Reporting, page 15-14

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 can use any Oracle Daily Business Intelligence product.

Set Up Security Profiles

In Daily Business Intelligence for Projects, you can secure data at the organization level and at the operating unit level.

Follow the steps below to secure data at each organization level:

Create an organization hierarchy, or identify an existing hierarchy.

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.

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*.

Set Up Daily Business Intelligence for Projects Reporting

Complete the following steps to 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:

1. Log into Oracle Applications using the Project Intelligence Superuser responsibility
2. Navigate to the Project Intelligence Setup page.
3. 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*).

4. Select the desired implementation options.

These options determine the reporting content that you want updated by the summarization processes. The summarization processes are controlled by the concurrent process PRC: Update Project Intelligence Data.

5. 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 Dimension", page 1-10.

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.

6. 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" in the *Oracle Daily Business Intelligence Reference Guide*.

7. 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.

8. 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*.

9. 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.

Concurrent Processes

Use Project Intelligence Administrator to run the following concurrent processes.

Update Project Intelligence Data

This process performs initial and incremental updates of project financial data and project resource management data.

This concurrent program does not have any parameters.

Refresh Project Financial Data

This process performs a complete or partial refresh of project financial data, replacing financial data in summary table.

From/To Project. Select a project or range of projects that you want to include.

Refresh Project Resource Management Data

This process performs a complete or partial refresh of project resource management data, replacing resource management data in summary tables with new resource management data.

Daily Business Intelligence for Procurement

Oracle Daily Business Intelligence (DBI) for Procurement is designed for procurement and commodity managers, and other procurement professionals.

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Securing Data
- Implementation Considerations
- Prerequisites
- Implementing
- Maintenance and Administration
- 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. They can quickly identify savings opportunities, improve supplier relationships and supplier service, reduce operational inefficiencies, and make 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

The following dashboards are also available to the manager responsibilities in DBI for Procurement:

- Expense Management
- HR Management - Overview
- Payables Management
- Payables Status

DBI for Procurement uses information from the following application areas:

- Oracle Purchasing
- Oracle iProcurement (optional)
- Oracle Payables (optional)
- Oracle Services Procurement (optional)
- Oracle Sourcing (optional)

Understanding Reporting

For complete, detailed descriptions of the following reports that DBI for Procurement provides, such as how the reports distinguish between contract purchases, non-contract purchases, and leakage, see the *Oracle Daily Business Intelligence User Guide*.

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, 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 today (specifically, as of the Data Last Updated date that displays 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 (excluding service line types) in Oracle iProcurement and Oracle Purchasing that are not canceled, returned, or rejected, that have not yet been received or invoiced. (How the receipt or invoice qualifies for fulfillment is discussed in detail in the *Oracle Daily Business Intelligence User Guide*.) These reports show the current status of all requisitions created and approved since the Global Start Date, as of today (specifically, as of the Data Last Updated date that displays 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, that are on approved standard purchase orders, planned purchase orders, or blanket purchase agreement releases. These reports show the processed requisitions in a selected time 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 time period, including how long on average it took to process the requests, from the requisition's last approval date to the processed (purchase order approval) date.

- The Fulfilled Requisitions reports show approved requisition lines (excluding service line types) in Oracle iProcurement and Oracle Purchasing that are not canceled, returned, or rejected, that have been fulfilled by a receipt or invoice. (How the receipt or invoice qualifies for fulfillment is discussed in detail in the *Oracle Daily Business Intelligence User Guide*.) These reports show the fulfilled requisitions in a selected time period, such as 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 time period, including how long on average it took to fulfill the requests, from the requisition's last approval date to the fulfillment (receipt or invoice) date.

Procurement Management Dashboard

The reports on the Procurement Management dashboard address the following main points:

- Non Contract Purchases and related reports show how much the company spends on purchases for which there are no contracts or agreements in place (meaning pricing has not been negotiated with the supplier).
- Contract Leakage and related reports show the amount purchased by the company that resulted in contract leakage (meaning a blanket purchase agreement was in place, but not leveraged). They also show how much could have been saved if contract leakage had been prevented.
- PO Purchases and related reports show the total PO Purchases amount, including the breakdown by item category and supplier.
- Payables Leakage and related reports show what portion of your company's total invoice amount was not processed by the purchasing organization, but 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 are created manually by your company's payables department. It helps determine with which suppliers you can automate the invoicing process.

Commodity Spend Management Dashboard

The reports on the Commodity Spend Management dashboard address the following main points:

- Invoice Amount and related reports show how much your company is spending, based on the invoice amount, for each commodity. They help identify spending trends with suppliers and commodities, potential demand aggregation opportunities, and key suppliers.
- PO Price Savings and Quantity Change and related reports show how much your company is saving across all items and suppliers in a commodity because of better

prices. They also show how much more or less the company is spending because of the quantities it is buying. From the reports, you can view the purchasing documents responsible for the savings.

- Contract Utilization and related reports show the total amount of contract purchases, non-contract purchases, and contract leakage, by commodity. They 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, 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, non-contract purchases, and contract leakage.

Commodity Supplier Management Dashboard

The reports on the Commodity Supplier Management dashboard address the following main points:

- PO Price Change and related 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.
- Returns and related reports show the suppliers and commodities that have the highest return amount, return quantity, and number of return transactions, including the rate of return amounts. The reports show the return reasons so you can determine whether the same return reason is occurring repeatedly.
- Rejections on Inspection and related reports measure how suppliers for a particular commodity are performing on quality, based on rejections during inspection. Rejection reasons are also displayed.
- Receipt Date Exceptions and related reports show, for specific suppliers and commodities, the purchase order amount, quantity, and number of transactions received early, within tolerance, or late based 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.

Responsibilities

DBI for Procurement provides the following logon responsibilities:

- Procurement Manager
- Commodity Manager
- Daily Commodity Intelligence
- Daily Procurement Intelligence

The Procurement Manager responsibility provides access to the following dashboards; if you want to give people access to these dashboards, assign them the Procurement Manager responsibility:

- Procurement Status
- Procurement Performance Management

- Procurement Management
- Procure-to-Pay Management
- Payables Management
- Payables Status
- Expense Management
- HR Management - Overview

The Commodity Manager responsibility provides access to the following dashboards; if you want to give people access to these dashboards, assign them the Commodity Manager responsibility:

- Commodity Spend Management
- Commodity Supplier Management
- Payables Management
- Payables Status

The Daily Procurement Intelligence responsibility provide access to the following dashboards; if you want to give people access to these dashboards, assign them the Daily Procurement Intelligence responsibility:

- Procurement Status
- Procurement Performance Management
- Procurement Management
- Procure-to-Pay Management

The Daily Commodity Intelligence responsibility provides access to the following dashboards; if you want to give people access to these dashboards, assign them the Daily Commodity Intelligence responsibility:

- Commodity Spend Management
- Commodity Supplier Management

Access to data on the Procurement Status, Procurement Performance Management, Procurement Management, and Procure-to-Pay Management dashboards is controlled by operating unit. The user assigned the responsibilities for these dashboards sees data only for the operating units to which he is 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 and Commodity Supplier Management dashboards is controlled by operating unit and by commodity assignment. For complete information, see *Securing Data*, page 16-16.

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 the user 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.

In addition to assigning the DBI for Procurement responsibilities to users, implementers need to be assigned the Business Intelligence Administrator responsibility to perform setup tasks such as creating and submitting request sets and setting up global parameters.

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, *Oracle Daily Business Intelligence Implementation Guide*.

Currency

For a description of this dimension, see Currency Dimension, *Oracle Daily Business Intelligence Implementation Guide*. For information on how DBI for Procurement uses currencies, see also Operating Units and Currencies, page 16-17.

Operating Unit

Operating Unit is a dimension object in the Organization dimension. For a description of this dimension object, see Operating Unit Dimension, *Oracle Daily Business Intelligence Implementation Guide*. See also: Operating Units and Currencies, page 16-17.

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 16-19.

See also Item Dimension Reporting, *Oracle Daily Business Intelligence Implementation Guide*.

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 16-19.

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, it displays categories that are on purchase orders, releases, and requisitions. See Categories and Items, page 16-19.

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 by commodity (or for all commodities to which you are assigned, if you choose All). 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 16-37.

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 Org (ship-to organization) 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. It 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.

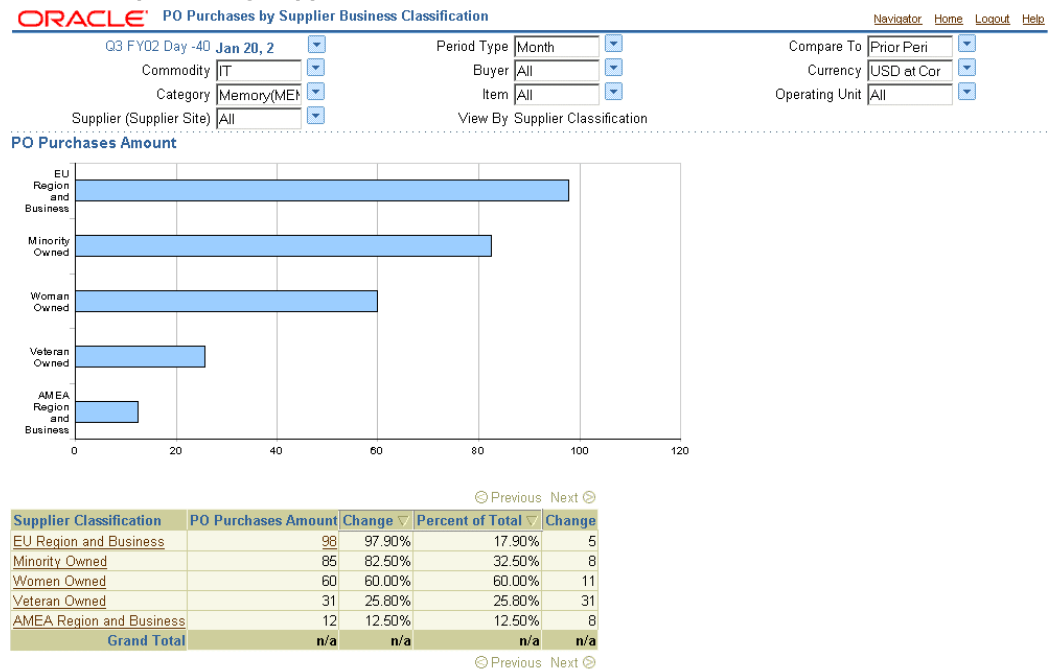
The Supplier dimension contains the following dimension objects:

- 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 is available to you to use in a custom report if needed. 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 target doing business with 40 percent of 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 illustration above shows an example custom report that shows PO Purchases by supplier business classification. For example, 17.90% 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 Chapter 4 of the *Oracle iSupplier Portal Implementation Guide, Release 11i*.
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.

3. For instructions on creating custom reports, including selecting dimension objects such as Supplier Business Classification for your custom report, see *Overview of Creating Dashboards, Reports, Dimensions, and KPIs, Oracle Daily Business Intelligence Implementation Guide*.

Person

The Person dimension is used to display the requester, buyer, and invoice creator in the DBI for Procurement reports. The requester is the requester (not necessarily the same person as the requisition creator) indicated on the requisition. The buyer is the buyer indicated on the purchase order. The invoice creator is the person who is recorded in

the system as having created or canceled the invoice distribution. Although the reports display data only for the requesters, buyers, and invoice creators indicated on the relevant documents, the Person dimension includes all defined employees in Oracle Applications. (The Buyer parameter includes 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.

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. These reasons can be selected while entering returns and inspections in Oracle Purchasing. (See Transaction Reasons, page 16-25 for more information.) The Transaction Reason dimension is owned and used exclusively by DBI for Procurement.

Key Performance Indicators

DBI for Procurement offers the following key performance indicators (KPIs). For further details on these KPIs, see the *Oracle Daily Business Intelligence User Guide*.

DBI for Procurement Key Performance Indicators (KPIs)

KPI	Calculation
Unprocessed Requisition Lines	Number of approved requisition lines that are not canceled, returned, or rejected, that are not on an approved purchase order or release.
Unprocessed Requisition Lines Past Expected Date	Number of unprocessed requisition lines where the current date (specifically, the Data Last Updated date that displays at the bottom of each page) is past the Promised Date on the corresponding purchase order or release shipment. If there is no Promised Date, then the Need-by Date on the shipment is used. If the requisition line is not yet placed on a purchase order, then the Need-By Date on the requisition line is used.
Unprocessed Requisitions Amount	Sum of the amounts (Price * Quantity) on each purchase order or release shipment corresponding to each unprocessed requisition line. If the requisition line has not yet been placed on a purchase order, then the requisition line amount (Price * Quantity) is used.
Unprocessed Average Age (Days)	<p>Number of Days Pending / Unprocessed Requisition Lines</p> <p>Number of Days Pending = Sum of the number of days between the unprocessed requisition line's last approval date and the current (Data Last Updated) date; this number is divided by the number of unprocessed requisition lines. Both date and time (hours, minutes, seconds) are taken into account.</p>

KPI	Calculation
Unfulfilled Requisition Lines	Number of approved requisition lines (excluding service line types) that are not canceled, returned, or rejected, whose corresponding purchase order or release shipments have not been fully received within the receipt close tolerance percentage, if 3-Way or 4-Way matching is used (the status is Closed for Receiving); not fully invoiced within the invoice close tolerance percentage, if 2-Way matching is used (the status is Closed for Invoicing); or not closed (the status is Closed).
Unfulfilled Requisition Lines Past Expected Date	Number of unfulfilled requisition lines where the current date (specifically, the Data Last Updated date that displays at the bottom of each page) is past the Promised Date on the corresponding purchase order or release shipment. If there is no Promised Date, then the Need-by Date on the shipment is used. If the requisition line is not yet placed on a purchase order, then the Need-By Date on the requisition line is used.
Unfulfilled Requisitions Amount	Sum of the amounts (Price * Quantity) on each purchase order or release shipment referenced by each unfulfilled requisition line. If the purchase order has not yet been created, then the requisition line amount (Price * Quantity) is used.
Unfulfilled Average Age (Days)	<p>Number of Days Pending / Unfulfilled Requisition Lines</p> <p>Number of Days Pending = Sum of the number of days between the unfulfilled requisition line's last approval date and the current (Data Last Updated) date; this number is divided by the number of unfulfilled requisition lines. Both date and time (hours, minutes, seconds) are taken into account.</p>
Processed Requisition Lines	Number of approved requisition lines that are not canceled, returned, or rejected, that are on an approved purchase order or release.
Processed Requisitions Amount	Sum of the purchase order or release shipment amounts (Price * Quantity) corresponding to each processed requisition line.
Processed Average Age (Days)	<p>Number of Days to Process / Processed Requisition Lines</p> <p>Number of Days to Process = Sum of the number of days between the processed requisition line's last approval date 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.</p>

KPI	Calculation
Fulfilled Requisition Lines	Number of approved requisition lines (excluding service line types) that are not canceled, returned, or rejected, whose corresponding purchase order or release shipments have been fully received within the receipt close tolerance percentage, if 3-Way or 4-Way matching is used (the status is Closed for Receiving); fully invoiced within the invoice close tolerance percentage, if 2-Way matching is used (the status is Closed for Invoicing); or closed (the status is Closed).
Fulfilled Requisitions Amount	Sum of the amounts (Price * Quantity) on each purchase order or release shipment referenced by each fulfilled requisition line.
Fulfilled Average Age (Days)	<p>Number of Days Pending / Fulfilled Requisition Lines</p> <p>Number of Days Pending = Sum of the number of days between the fulfilled requisition line's last approval date and the receipt or invoice date (whichever activity - receipt or invoice - qualified as fulfillment); this number is divided by the number of fulfilled requisition lines. Both date and time (hours, minutes, seconds) are taken into account.</p>
Percent Past Expected Date	<p>(Fulfilled Requisition Lines Past Expected Date / Fulfilled Requisition Lines) * 100</p> <p>Percentage of fulfilled (received or invoiced) requisition lines that were fulfilled past the Promised Date on the corresponding purchase order or release shipment. If there is no Promised Date, then the Need-by Date on the shipment is used. If neither of these dates is available (they are not required for non-master items), then the Need-By Date on the requisition line is used.</p>
Contract Purchases Rate	<p>(Contract Purchases Amount / PO Purchases Amount) * 100</p> <p>Contract Purchases Amount = Price * Distribution Quantity on all approved blanket purchase agreement releases, standard purchase orders that reference a global blanket purchase agreement, or standard purchase orders for items that were purchased from the Oracle iProcurement catalog or via a punchout from the catalog (also known as Oracle iProcurement catalog item entries).</p> <p>PO Purchases Amount = Price * Distribution Quantity on approved standard purchase orders, planned purchase order releases, and blanket purchase agreement releases.</p>

KPI	Calculation
Non-Contract Purchases Rate	<p>$(\text{Non-Contract Purchases Amount} / \text{PO Purchases Amount}) * 100$</p> <p>Non-Contract Purchases Amount = Price * Distribution Quantity on all approved standard purchase orders where, for the items being purchased, no long-term contract (blanket purchase agreement or Oracle iProcurement catalog item entry) was in place.</p> <p>PO Purchases Amount = See description earlier in this table.</p>
Contract Leakage Rate	<p>$(\text{Leakage Amount} / \text{PO Purchases Amount}) * 100$</p> <p>Leakage Amount = Price * Distribution Quantity on all approved standard purchase orders where, for the item purchased, there was a blanket purchase agreement in effect that could have been used to purchase the same item, instead of the standard purchase order.</p> <p>PO Purchases Amount = See description earlier in this table.</p>
PO Purchases Growth Rate	<p>$((\text{PO Purchases Amount Current Period} - \text{PO Purchases Amount Previous Period}) / \text{PO Purchases Amount Previous Period}) * 100$</p> <p>PO Purchases Amount = See description earlier in this table.</p>
Invoice Amount Growth Rate	<p>$[(\text{Invoice Amount Current Period} - \text{Invoice Amount Previous Period}) / \text{Invoice Amount Previous Period}] * 100.$</p> <p>Invoice Amount = Total invoice distribution amount for all validated invoices that are an item line type that have been matched to an approved purchase order or to a receipt, including debit memos, credit memos, and corrections. Expense and procurement card invoices, and freight and tax line types, are excluded from the Invoice Amount.</p>

KPI	Calculation
Price Savings Amount	<p>Sum of [Quantity Ordered Current Period * (Price Current Period - Benchmark Price)] * -1</p> <p>Quantity Ordered Current Period = Total distribution quantity on approved standard purchase orders, planned purchase order releases, and blanket purchase agreement releases this period, up to the date selected.</p> <p>Price Current Period = Unit price for the item on approved standard purchase orders, planned purchase order releases, and blanket purchase agreement releases this period, up to the date selected.</p> <p>Benchmark Price = Average unit price for the same item in the previous enterprise year (based on the DBI Enterprise Calendar) for all suppliers in a commodity, in the selected operating unit. If the item was not purchased in the previous year, then the average unit price in this enterprise year is used.</p>
Quantity Change Amount at Benchmark	<p>Sum of [Benchmark Price * (Quantity Ordered To Date - Quantity Ordered Previous Period)]</p> <p>Benchmark Price = See description earlier in this table.</p> <p>Quantity Ordered To Date = Total purchase order distribution quantity ordered to date on approved standard purchase orders, planned purchase order releases, and blanket purchase agreement releases.</p> <p>Quantity Ordered Previous Period = Total distribution quantity ordered last period, up to the selected date from last period, on approved standard purchase orders, planned purchase order releases, and blanket purchase agreement releases.</p>
Price Change Amount	<p>Sum of [Quantity Ordered Current Period * (Price Current Period - Supplier Benchmark Price)]</p> <p>Quantity Ordered Current Period = See description earlier in this table.</p> <p>Price Current Period = See description earlier in this table.</p> <p>Supplier Benchmark Price = Average unit price for the same item in the previous enterprise year (based on the DBI Enterprise Calendar) for a specific supplier in a commodity, across all operating units. If the item was not purchased in the previous year, then the average unit price in this enterprise year is used.</p>
Return Amount	<p>Sum of (Price * Return Quantity)</p> <p>Price = Price on the purchase order.</p> <p>Return Quantity = Quantity on the return.</p>

KPI	Calculation
Return Transactions	Number of return transactions performed in Oracle Purchasing or Oracle iProcurement for the selected parameters. This is the actual number of return transactions made in the application, not the number of items or lines.
Receipt Date Exception Amount Rate	<p>$(\text{Sum of Exception Amount} / \text{Sum of Receipt Amount}) * 100$</p> <p>Exception Amount = Price on the purchase order * Receipt Quantity, for all receipts whose receipt dates fall outside the days early or days late Receiving Options settings in Oracle Purchasing.</p> <p>Receipt Amount = Price on the purchase order * Receipt Quantity.</p>
Receipt Date Exception Transactions Rate	<p>$(\text{Exception Transactions} / \text{Receipt Transactions}) * 100$.</p> <p>Number of receipt date exception transactions as a percentage of all receipt transactions that occurred for the selected parameters and time period. This is the actual number of exception transactions made in the application. For example, a single receipt can consist of two transactions, one in which you received part of the shipment and another in which you received the remainder. If one transaction is a receipt date exception, then one exception transaction is recorded. If both were exceptions, then two are recorded.</p>
Payables Leakage Rate	<p>$(\text{Leakage Amount} / \text{Invoice Amount}) * 100$</p> <p>Leakage Amount = Total invoice distribution amount for all validated invoices, except expense and procurement card invoices, that have not been matched to either a purchase order or a receipt.</p> <p>Invoice Amount = Total invoice distribution amount for all validated invoices, except expense and procurement card invoices.</p>
Manual Invoices Rate	<p>$\text{Manual Distributions} / \text{Distributions}$. Percent of manual invoice distributions to the total number of validated invoice distributions.</p> <p>Manual Distributions = Validated invoices created using the invoice gateway, invoice entry window, or expense report in Oracle Payables.</p>

The Non-Contract Purchases Rate and Contract Leakage Rate KPIs are accessible on two dashboards: the Procurement Management dashboard, for all purchases, and the Commodity Spend Management dashboard, for purchases in those commodities that are assigned to the commodity manager viewing the dashboard.

Securing Data

Data in all of the 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 and Commodity Supplier 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

The MO: Security Profile sets security at a particular level. (For instructions on setting a profile option at a particular level, see the *Oracle Applications System Administrator's Guide*.) For example, if you set MO: Security Profile at the responsibility level, for the Procurement Manager responsibility, then anyone assigned this responsibility has the same security access level.

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 display in the reports.

Operating unit security setup is required for all of the DBI for Procurement responsibilities. For more information on security setup, see Set Up Operating Unit Security, *Oracle Daily Business Intelligence Implementation Guide*.

Commodity Security

If you are implementing the Commodity Spend Management or Commodity Supplier Management reports, determine whether you use a centralized or a local commodity management structure. A centralized commodity manager should be assigned 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. A local commodity manager should be assigned operating unit security that gives access only to the operating units the manager is responsible for.

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 and Commodity Supplier Management reports display data only for commodities that are assigned to the person (user) viewing the dashboard or report. (The Procurement Management and Procure-to-Pay reports display data for all Purchasing categories.)

For information on setting up and assigning commodities, see Set Up Commodities, page 16-37.

Note: Commodity setup is required only for the Commodity Spend Management and Commodity Supplier Management dashboards and

reports. If you are not implementing these reports, then commodity security setup is not required.

Implementation Considerations

The following sections describe information you should consider while implementing DBI for Procurement.

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. See *Set Up Global Parameters*, *Oracle Daily Business Intelligence Implementation Guide* for more information.

- For data to appear in the Procurement Status and Procurement Performance Management reports, both the requisition's creation date and last approval date have to have occurred 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 have to have occurred 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 have to have occurred 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 has to have occurred after the Global Start Date.
- For data to appear in the Manual Invoices report, the creation date of the invoice distribution has to have occurred 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.

The operating units to which a DBI for Procurement user has access are controlled by operating unit security in Oracle Applications. Before a user can access data for specific operating units, the user 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). The user 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 the user has access.

The user sees data only in the operating units to which the user has access. In the purchase order-based reports, data is displayed in the operating unit in which the purchase order was created. In the invoice-based reports (Payables Leakage, Manual Invoices, and Invoice Amount), data is displayed in the operating unit in which the invoice was created. In the requisition-based reports (the Procurement Status and

Procurement Performance Management reports), data is displayed 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 is displayed 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 or Commodity Supplier Management reports, consider which operating units the different commodity managers need access to. See *Securing Data*, page 16-16.

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 a secondary currency was set up when implementing Daily Business Intelligence, then the reports include the option to additionally display data in the secondary currency. 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 (and, if set up, secondary) currency. 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 dashboard). 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 placed on a purchase order; otherwise, it uses the Rate Date from the purchase order. (Even in the Fulfilled Requisitions reports, the rate date from the purchase order, not the invoice or receipt, is used.) The Rate Date is used 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 time 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, and Requesters

Buyers display in the DBI for Procurement reports 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, which display in the Payables Leakage and Manual Invoices reports, are the people who entered or canceled the invoice in Oracle Payables. Unlike buyers, invoice creators are not defined; they are 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

identifier (ID). Otherwise, they display as Unassigned in the reports. Additionally, users must be set up as employees to view underlying purchase orders and releases in the reports that include those. For instructions, see *Set Up Users as Employees*, page 16-31.

Requesters display in the Procurement Status and Procurement Performance Management reports.

See also information on the Person dimension in *Dimensions*, page 16-6.

Categories and Items

The categories displayed in the DBI for Procurement reports are those that 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 display in the reports are those that were purchased in the selected time period. There is no hierarchy of categories 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 uses a different category. In the reports, the item is listed once under each category. (Additionally, 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's being reported in multiple categories; however, the best practice is to 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, called 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 on 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 displayed in the DBI for Procurement reports are those that were purchased (those that exist on purchase orders or releases) in the given time period.

- Master items are displayed as they were defined in Oracle Inventory, using the item number and master organization code—for example, item name AS54888 (V1). (Master items must be assigned to an organization before they can be used on purchase orders.) Master items are those that 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 (not defined in Oracle Inventory) has an associated supplier item number, the supplier item number displays 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, they are aggregated as one item. (They are aggregated by supplier name and supplier item number.) The item description that they display is the one 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*.

Since the supplier item numbers and suppliers are the same, the item is aggregated as *Laptop X (Supplier Corp)*, and the first-collected description is displayed. If the first-collected purchase order used the latter item description, then this item displays 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, described next.

- If the non-master item has no associated supplier item number, the item's description displays, 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, they are aggregated and displayed as one item, with the description and category code. If the descriptions or categories differ, they are displayed as separate items. (If the descriptions and categories are the same, but the suppliers differ, these are still displayed 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 non-master items, a best practice is to enter supplier item numbers where 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, 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, the description would display; if the description differed between the two purchase orders, the item would display as two different items.

The reports use the category associated with the item at the time the purchase order was created. If the item's category is updated, 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 provides the ability to analyze purchases at the item and category levels, but not 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 will be aggregated in the reports.

Units of Measure (UOM)

Nearly all of the Procurement Status, Procurement Performance Management, Commodity Spend Management, and Commodity Supplier Management reports display the unit of measure 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, 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.)

As described in the previous section, the same items are grouped to give the total amounts. UOM aggregation is additionally performed 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 (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 they 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 16-19 and on the UOM rules described above, non-master items without supplier item numbers that do not have the same UOM, category, and description, display 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; it does not display or use UOM.)

Archiving

Many DBI for Procurement reports use the approval date on the purchase order distribution to determine in which time 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 reflects 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), 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 time 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 shown in the example above, archiving on approval gives better 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 on archiving on approval and archiving on print, see the *Oracle Purchasing User's Guide*.

Minimizing Non-Contract Purchases and Leakage

To fully understand the following recommendations, read the DBI for Procurement chapter of the *Oracle Daily Business Intelligence User Guide*. This guide explains in detail how the reports determine whether a purchase is a contract purchase, non-contract purchase, or leakage. The following recommendations affect the Non-Contract Purchases, Contract Leakage, and Contract Utilization reports.

- Minimize contract leakage and non-contract purchases by using blanket purchase agreements and planned purchase orders for recurring purchases of master items. Oracle Purchasing also supports global blanket purchase agreements, which can help you realize greater savings. Global agreements are created once for use by multiple operating units. Therefore, a single best price can be used across your enterprise.
- Minimize non-contract purchases by using the Oracle iProcurement catalog for indirect and expense items that are not maintained as master items. Items that are not master items, but are obtained through the Oracle iProcurement catalog (except for non-catalog requests), are considered contract purchases. The Non-Contract Purchases report assumes that items in the Oracle iProcurement catalog have had their prices negotiated with the suppliers and considers them contract purchases.

- Effective dates on blanket purchase agreements should reflect the actual beginning and ending of the contract. To categorize a purchase as contract, non-contract, or leakage, DBI for Procurement sees if there is an effective blanket purchase agreement in place. By accurately capturing effective dates on the agreements, you accurately capture whether a purchase made outside those dates is non-contract or leakage. If the agreement has no start date, DBI for Procurement uses the creation date of the agreement line as the start date. For example, if the purchase order distribution was created before the start date or line creation date on a matching agreement, it is not considered leakage. If, however, you do not specify an end date on a blanket purchase agreement (or an expiration date on the blanket purchase agreement line), the items on the agreement are assumed to be available indefinitely. For example, if a blanket purchase agreement has no end dates, any of its items that are on standard purchase orders will display as leakage indefinitely. By specifying at least end dates, you capture the leakage only during a specific time period, and the items do not appear as leakage outside of those dates. Leave dates open only if the agreement or contract really is open ended.
- Use the automatic document creation capabilities of Oracle Purchasing. The automatic document creation process looks for existing agreements to create a release instead of a standard purchase order, where able, minimizing leakage. The automated process minimizes the chances that someone will manually create a standard purchase order instead of a release. See *Workflow for Creating Purchase Orders and Releases*, *Oracle Purchasing User's Guide*.
- Renegotiate purchasing documents (including standard purchase orders and blanket purchase agreements) when they expire rather than modifying and reusing existing ones. Creating new purchasing documents when they expire enables you to compare old documents with new ones; you can clearly identify the terms and conditions, pricing, and other information on the separate documents to see where they differ and to accurately capture purchases and leakage against those documents. You can use the Copy Document feature in Oracle Purchasing to create new purchase orders or blanket purchase agreements by copying existing ones.

Processed and Fulfilled Requisitions

Note the following implementation considerations if you will be using 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 displays in the Unprocessed Requisitions reports. To capture accurate data in the Unprocessed Requisitions reports, it may be best practice to cancel requisition lines whose corresponding purchase order or release shipments have been canceled. Canceled requisition lines do not display 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 obtain 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 be defining 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, the close tolerances come from the Purchasing Options setup.

You may want to check your closed tolerance setup to see how the reports will be defining 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 % and Invoice Close Tolerance %.
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). The Reason code is selected 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 entering the return or inspection selects from a list of reasons that are defined in the Transaction Reasons window.

Note: The reason codes used during inspection are the same set of reason codes used when creating a return. The person entering the return typically selects the same reason code as the inspection rejection, but it is not required; one can select a different reason on the

return. If so, 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 those reasons that exist on return or rejection transactions. Returns and inspections for which no Reason code is given display with a Reason 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. (You can also 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 be additionally 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, check whether the field Type is set to Employee.

Additionally make sure the employee number is selected and saved in the supplier record if you do not want the supplier employee record to display 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, check 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 whom the Purchasing option is not selected are also not counted in the Payables Leakage report.

In summary:

- Supplier sites you want to capture in the Payables Leakage report should have the Purchasing option checked.
- 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 checked. 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 your application's setup, all unmatched invoices for these suppliers will be 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, make sure 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, the recommended best practice is to perform 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 will display in the Payables Leakage report.

Matching invoices 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, it is not a receipt date exception.

Make sure your Days Early or Days Late receiving options are set up as you desire in the Receiving Options window in Oracle Purchasing.

The receiving options can be set at the receiving organization, supplier, item, or transaction level. Whatever level they are set at, the option is recorded on the purchase order. 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.

The receiving options can be set to whole or fractional numbers. For example:

- Days Early of .5 = 12 hours
- Days Late of .5 = 12 hours

Both date and time (hours, minutes, seconds) are used to determine whether the receipt is early or late. For example, the Days Late tolerance is .5, translating 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 a receiving option's Action to Reject (the choices are None, Reject, or Warning), 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 as follows:

- 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 desired:
 - 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 have already been received, 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 are received outside this limit, on day 3, and display 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 already-received items no longer display in the report. Both new and existing receipts are affected by the change.

Oracle Transportation Execution Impact

If you use Oracle Transportation Execution, 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 on 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.)

Prerequisites

Ensure that your system meets the following prerequisites before you implement DBI for Procurement.

Prerequisites for Implementing DBI for Procurement

Prerequisites	Responsibility
Review Hardware and Software Requirements, page 16-29	(not applicable)
Convert to a Multiple Organization Architecture, page 16-30	System Administrator
Set Up Daily Business Intelligence, page 16-30	Business Intelligence Administrator
Set Up Operating Unit Security, page 16-30	Oracle Human Resources Business Intelligence Administrator System Administrator
Set Up Item Dimension, page 16-30	Business Intelligence Administrator

Review Hardware and Software Requirements

All hardware and software prerequisites are detailed in the latest version of *About Oracle Daily Business Intelligence*, available on [OracleMetaLink](#). Please review the document for requirements, including the correct versions of the following applications:

- Oracle Purchasing (required)
- Oracle iProcurement (optional)
- Oracle Payables (optional)
- Oracle Sourcing (optional)

- Oracle Services Procurement (optional)

Important: Check *About Oracle Daily Business Intelligence for Procurement*, for your current release of DBI for Procurement, on [OracleMetaLink](#). This document may contain post-installation steps that are required before you can set up DBI for Procurement.

Without Oracle Payables, you cannot view data in the Payables Leakage, Manual Invoices, or Invoice Amount reports. (Also without Oracle Payables, requisition lines are not considered fulfilled by an invoice if 2-Way matching is used. Without Oracle Payables, they are fulfilled only when received, if 3-Way or 4-Way matching is used, or when closed manually.)

If you have Oracle iProcurement, both master and non-master items requisitioned using Oracle iProcurement are included in the reports.

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 the section Common Concepts for DBI for Procurement in the *Oracle Daily Business Intelligence User Guide*.

If you want to review tablespace requirements for DBI for Procurement, see *Oracle Daily Business Intelligence for Supply Chain Troubleshooting Guide* on [OracleMetaLink](#).

Convert to a Multiple Organization Architecture

Since 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 Multiple Organization Architecture, *Oracle Daily Business Intelligence Implementation Guide*.

Set Up Daily Business Intelligence

Set up Daily Business Intelligence. See the Daily Business Intelligence chapter.

Set Up Operating Unit Security

Set up operating unit security for use with Daily Business Intelligence. For instructions, see Set Up Operating Unit Security, *Oracle Daily Business Intelligence Implementation Guide*.

Set Up Item Dimension

Perform this step for all DBI for Procurement dashboards and reports. For instructions, see Item Dimension Reporting, *Oracle Daily Business Intelligence Implementation Guide*. (For DBI for Procurement, you do not need to implement the product catalog.)

Implementing

Once you have met all of the required prerequisites and have performed the required Daily Business Intelligence setup, you can begin implementing DBI for Procurement. The following table provides a list of the implementation tasks that you need to perform.

Checklist for Implementing DBI for Procurement

Steps	Responsibility
Review Implementation Considerations, page 16-31	—
Set Up Users as Employees, page 16-31	Purchasing Human Resources System Administrator
Review POA: DBI Implementation, page 16-32	System Administrator
Set Up Document Views, page 16-33	System Administrator Purchasing
Consider Access to Human Resources and Financials Dashboards, page 16-36	(Multiple responsibilities)
Set Up Commodities, page 16-37	Purchasing
Set Up DBI for Financials Profile Options and Source Ledger Group Assignment, page 16-45	Business Intelligence Administrator
Set Up Average Age Buckets, page 16-46	Business Intelligence Administrator
Complete DBI Setup, page 16-47	Business Intelligence Administrator

Once these steps are complete, you can proceed to implement other functional areas in DBI, or if you are not implementing other functional areas, proceed directly to the post-setup steps in the Daily Business Intelligence chapter. This chapter describes how to set up users for DBI, as well as how to perform the initial load and incremental refreshes for all DBI dashboards and reports.

Review Implementation Considerations

Make sure you have reviewed the implementation considerations discussed in Implementation Considerations, page 16-17.

Set Up Users as Employees

The following reports require users to also be set up as employees, if you haven't done so 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, displays under Clerk B's total payables leakage amount.) If this user is not set up as an employee, the invoice creator displays as Unassigned in the Payables Leakage and Manual Invoices reports.
- All reports that enable you to view the underlying purchase order or release require the DBI for Procurement user to be set up as an employee. 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. Navigate to the Users window.
In the System Administrator responsibility, use the following navigation: Security > Users.
4. Make sure this employee (in the Enter Person window) is tied to a user in the Users window.
Query the user you want to associate with this employee, and enter this employee (Person) for the user.

For more information on the instructions above, 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.

The profile option POA: DBI Implementation is used by Oracle Sourcing 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 be able to view these dashboards' reports, 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. Open the System Profile Values window using the following navigation: System > Profiles.

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: Maintenance*.

Set Up Document Views

Many DBI for Procurement reports display the documents underlying the data. This section describes what setup you may need to perform to successfully view those 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 them.

- The Contract Purchases by PO Number, Non-Contract Purchases by PO Number, Contract Leakage by PO Number, Price Savings by PO Number, and Price Change by PO Number reports display the underlying purchasing documents using Oracle iSupplier Portal; so do some of the Unprocessed Requisitions, Unfulfilled Requisitions, Processed Requisitions, and Fulfilled Requisitions reports.

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.

Note: Users do not need to be assigned iProcurement, iSupplier Portal, or Sourcing responsibilities to view the documents; however, the user may not be able to access certain links, tabs, or buttons on the page that displays the documents if the user is not assigned the appropriate iProcurement, iSupplier Portal, or Sourcing responsibility. Generally, users do not need to access these second-level features; simply viewing the documents from DBI for Procurement is sufficient.

FND: Branding Size

Although Oracle iProcurement, Oracle iSupplier Portal, and Oracle Sourcing are used behind the scenes to display the underlying documents, the pages that display the

documents are not labeled with these application names, if FND: Branding Size is set to Small.

Purchase Order Displayed (FND: Branding Size Set to Medium)

ORACLE

iSupplier Portal

[Diagnostics](#) [Home](#) [Logout](#) [Preferences](#) [Help](#)

Standard PO : 4748 Revision 1 (Total USD 50.00)

[Printable View](#) [Export](#)

▼ Order Information

General Information

Standard PO

4748

Total

50.00 (USD)

Supplier

Advanced Network Devices

Supplier Site

SANTA CLARA-ERS

Address

2000 Century Way
Santa Clara, CA 95613-4565

Buyer

Diwakar, Subodh

Order Date

29-Mar-2005 04:00:40

Description

Status

Cancelled

Note to Supplier

Organization

Vision Operations

Sourcing Document

Supplier Order Number

Attachments

[View](#)

Terms and Conditions

Payment Terms

Immediate

Carrier

UPS

FOB

Origin

Freight Terms

Due

Shipping Control

Bill-To Address

Bill-To Address

90 Fifth Avenue
New York, NY 10022-3422

Ship-To Address

Ship-To Address

3455 108th Avenue
Seattle, WA 98101

Related Information

PO Details

TIP

Click on the Show link to view shipment details of a line.

If the profile option FND: Branding Size is set to any value except Small, then the corresponding application name displays in large print in the upper-left corner when viewing the underlying documents. The illustration above shows the application name Oracle iSupplier Portal displaying in the upper-left corner when viewing an underlying purchase order in the reports.

Purchase Order Displayed (FND: Branding Size Set to Small)

ORACLE Procurement

[Diagnostics](#) [Home](#) [Logout](#) [Preferences](#) [Help](#)

Standard PO : 4748 Revision 1 (Total USD 50.00)

[Printable View](#) [Export](#)

▼ Order Information

General Information

Standard PO

4748

Total

50.00 (USD)

Supplier

Advanced Network Devices

Supplier Site

SANTA CLARA-ERS

Address

2000 Century Way
Santa Clara, CA 95613-4565

Buyer

Diwakar, Subodh

Order Date

29-Mar-2005 04:00:40

Description

Status

Cancelled

Note to Supplier

Organization

Vision Operations

Sourcing Document

Supplier Order Number

Attachments

[View](#)

Terms and Conditions

Payment Terms

Immediate

Carrier

UPS

FOB

Origin

Freight Terms

Due

Shipping Control

Bill-To Address

Bill-To Address

90 Fifth Avenue
New York, NY 10022-3422

Ship-To Address

Ship-To Address

3455 108th Avenue
Seattle, WA 98101

Related Information

PO Details

TIP

Click on the Show link to view shipment details of a line.

Indicates new values

Indicates cancellation request

In the illustration above, notice that *Oracle Procurement* displays in small print in the upper-left corner, but not *Oracle iSupplier Portal*, when FND: Branding Size is set to Small.

If you do not want people to see the application names displayed when viewing the underlying documents, then set FND: Branding Size to Small:

1. Log on to Oracle Applications using the System Administrator responsibility.
2. Use the following navigation to open the System Profile Values window: Profile > System.
3. In the Find System Profile Values window, search for FND: Branding Size.
4. Set FND: Branding Size to Small.

PDF Purchase Orders

In the Procurement Status and Procurement Performance Management reports, the underlying purchase order or release, if available, displays as a PDF file if the purchase order or release is in an Incomplete status. (In all other cases, the purchase order or release displays in the browser like any other document or report, as shown in the illustrations above.) Incomplete documents can be retrieved only in PDF for these reports, and only if PDF setup has been performed in Oracle Purchasing.

Note: You cannot view the purchase order or release at all 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 > 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 choose 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 choose 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 will be using 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 do use Oracle Sourcing, then users must be set up as Oracle Sourcing users if you want them to view the underlying sourcing documents. If they are not set 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 be able to view the underlying Oracle Sourcing documents, then perform these steps:

1. Make sure 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. Make sure 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 previously having accessed Oracle Sourcing, then the user receives the Sourcing user error described above.

Consider Access to Human Resources and Financials Dashboards

Consider this step for the Procurement Manager and Commodity Manager responsibilities.

Access to HR Management and Expense Management Dashboards

Each dashboard in the Procurement Manager responsibility contains links to the following dashboards:

- HR Management - Overview
- Expense Management

DBI for Procurement does not have to implement these dashboards; however, since the Procurement Manager responsibility includes links to these dashboards, note that these dashboards display data only to users who have the proper security to access the data. To activate these dashboards for access by your users, see the Daily Business Intelligence for Human Resources chapter and the Daily Business Intelligence for Financials chapter.

If you do not want links to these dashboards to be accessible at all to the user, assign the Daily Procurement Intelligence responsibility to the user. This responsibility does not display links to the HR Management or Expense Management dashboards.

See Responsibilities, page 16-4.

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 16-4.

Set Up Commodities

Creating commodities and assigning them to people is required if you want to view data in the Commodity Spend Management and Commodity Supplier Management dashboards and reports. DBI for Procurement uses only the commodities 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.

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.)

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, since these commodity names display 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 display in these reports. (To view data for all Purchasing categories, use the Procurement Management reports.)

Recommendations

Consider the following recommendations when creating 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, 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. You can also more easily disregard Miscellaneous items if they are not part of any commodity's 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. (They do not have to be defined as buyers in Oracle Purchasing.) People see in the reports the commodities to which they have been 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 16-16 for guidance based on whether you have a centralized or local commodity management structure.

Creating the Commodities

The commodities 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 see consistent purchasing data within or across operating units on the Procurement Management dashboard. See *Categories and Items*, page 16-19.)

If you do have organization-specific item category assignments, however, 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.

Prerequisite

Users who are assigned the Commodity Manager responsibility must also be fully set up as employees who are associated with their user ID. Otherwise, you cannot assign them to commodities as described below. (These commodity managers do not have 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 16-31.

Setup Steps

Creating a commodity consists of the following:

- Creating the commodity.
- Assigning people to the commodity.

Note: Make sure to perform the commodities setup before running the initial loads (described in the post-setup steps in Chapter 2). 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. Use the following navigation to access the Commodities setup page: Setup > Items > Commodities > Commodities.

Note: If you do not find the Commodities menu, then you may 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 Commodity

ORACLE Oracle Purchasing

Home Logout Preferences

Commodities | People Assignments

Commodities >

Create Commodity

Cancel Apply

* Indicates required field

* Commodity Code 12.00.00

* Name Chemicals
(Example: Office Supplies, Computers...)

Description Chemicals Including Bio and Gas

☒ Active

Category Assignments Person Assignments

Assign Categories

Select Category Code	Category Description
No categories have been assigned.	

Category Assignments Person Assignments

Cancel Apply

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4. On the **Create Commodity** page, enter the following:

- *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, such as Chemicals, that displays 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 does not display in the reports.

Note: You cannot delete commodities. Inactivating commodities does not remove them from the reports. Be sure to create only the commodities you need. You can add, update, and split commodities any time, and the changes are reflected in the reports the next time the request sets are run.

If you create a commodity you no longer need and you do not want it to display in the reports, remove its categories and don't assign it to anyone. (If you just remove its categories, it displays in the Commodity parameter in the reports, but will display no data when selected. By removing its person assignment, you additionally remove it from the parameter. Empty and unassigned commodities are still available on the **Commodities** setup page.)

5. Make sure 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 display in the reports.

6. Assign the desired categories to your commodity:

- Click Assign Categories.
- On the **Assign Categories** page, optionally enter search criteria and click Go.

Assign Categories

ORACLE Oracle Purchasing

Home Logout Preferences

Commodities | People Assignments

Commodities > Create Commodity >

Assign Categories

Cancel Apply

Search

Search for categories that are either assigned or unassigned to a commodity. You can restrict your search based on the category code, description or any of the values for each category segment code.

* Assignment Status All

Category Description %solvents

Item Category

Commodity

Go

Results

Select All | Select None

Select	Category Code	Category Description	Current Commodity Assignment
<input checked="" type="checkbox"/>	192.00	Cleaning Compositions, Detergents, Solvents	
<input checked="" type="checkbox"/>	192.10	Cleaning Solvents	
<input checked="" type="checkbox"/>	192.55	Nonflammable Solvents	
<input checked="" type="checkbox"/>	192.84	Stripping Solvents	

Cancel Apply

When searching, enter the first part of the name or code, or use a wildcard (%). For example, entering *pro* searches for categories that begin with *pro*. Entering *%pro%* searches for categories that contain *pro*. 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 to display on the **Assign Categories** page; however, a segment need only be Enabled to display 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 displays in the search results with a category code of 8845.01 and a category description of Air Filters. In the reports, the category code displays as *Air Filters (8845.451.01)*.

Note: If Enforce List of Valid Categories is checked 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 checked, then any category that uses the same flexfield structure as the Purchasing Category set is available for assignment.

- Select the categories you want to assign to this commodity.

Clicking "Select All" selects only the categories on that page. If more results are displayed on additional search results pages, you must click "Select All" and Apply on each page.

- Click Apply.

If you assign a category that is already assigned to another commodity, the category is moved from that commodity to this one. (If the category is already assigned to a commodity that you are editing, it does not appear in the search results. Once a category is unassigned from a commodity, then it appears in the category search results.)

You can assign active or inactive categories to a commodity. Inactive categories display in the reports if purchase orders still exist for items in those categories.

7. Click Apply.

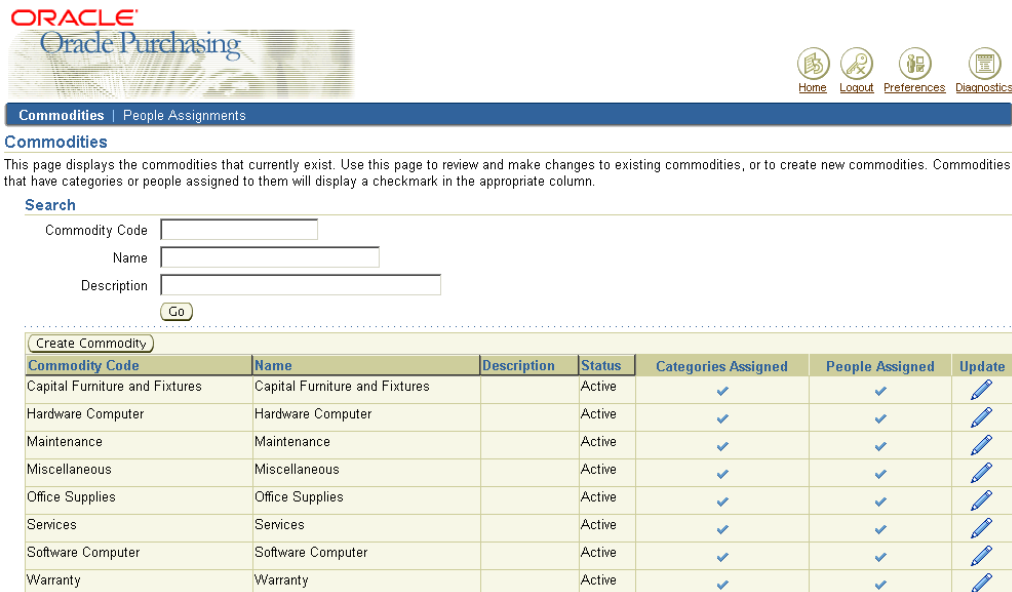
8. See the following required steps to assign the commodities to people.

Assigning Commodities to People

To assign commodities:

1. Create your commodity as described in Creating Commodities above.
2. Click "People Assignments" at the top of the page.

People Assignments



ORACLE
Oracle Purchasing

Home Logout Preferences Diagnostics

Commodities | People Assignments

Commodities

This page displays the commodities that currently exist. Use this page to review and make changes to existing commodities, or to create new commodities. Commodities that have categories or people assigned to them will display a checkmark in the appropriate column.

Search

Commodity Code

Name


Description





Commodity Code	Name	Description	Status	Categories Assigned	People Assigned	Update
Capital Furniture and Fixtures	Capital Furniture and Fixtures		Active	✓	✓	
Hardware Computer	Hardware Computer		Active	✓	✓	
Maintenance	Maintenance		Active	✓	✓	
Miscellaneous	Miscellaneous		Active	✓	✓	
Office Supplies	Office Supplies		Active	✓	✓	
Services	Services		Active	✓	✓	
Software Computer	Software Computer		Active	✓	✓	
Warranty	Warranty		Active	✓	✓	

- On the **People Assignments** page, search for the person to whom you want to assign the commodities.

When searching, enter the first part of the name, or use a wildcard (%). For example, entering *abb* searches for names that begin with *abb*. Entering *%bot%* searches for names that contain *bot*. The search is case insensitive.

Find Person



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Commodities | **People Assignments**

People Assignments










Search a person to view and update his or her commodity assignments.

Search

First Name

Last Name

☐ Show only people with commodity assignments




First Name	Last Name	Employee Number	Email Address	Assigned	Update Assignments
Catherine	Baker	40	cbaker@vision.com	✓	
Catherine	Baker	48	cbaker@vhs.com		
Charles	Baker	52	CBAKER		
David	Baker	102	dbaker@oracle.com		
Michael	Baker	8	mbaker@sun.com		
Robert	Baker	6	rbaker		
Sandy	Baker	6			
Catherine_ar	Baker_ar	1420	cbaker@vision.com		
Catherine_ko	Baker_ko	1348	cbaker@vision.com		

Only a person who exists as an employee in Oracle Applications can be assigned to a commodity. Employees from other business groups can be assigned to your commodities only if *HR: Cross Business Groups* is set to Yes.

- For the desired person, click Update Assignments.

Update Assignments









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Commodities | **People Assignments**

[People Assignments](#) >

Update Assignments: Baker, Catherine

Commodity	Roles	Remove	Update Roles
Capital Furniture and Fixtures	Commodity Manager		
Hardware Computer	Commodity Manager		
Maintenance	Commodity Manager		
Miscellaneous	Commodity Manager		
Office Supplies	Commodity Manager		
Services	Commodity Manager		
Software Computer	Commodity Manager		
Warranty	Commodity Manager		

[Return to People Search](#)

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[Privacy Statement](#)

5. On the **Update Assignments** page, click Assign More Commodities.
6. On the **Assign More Commodities** page:
 - Select the Commodity Manager role.

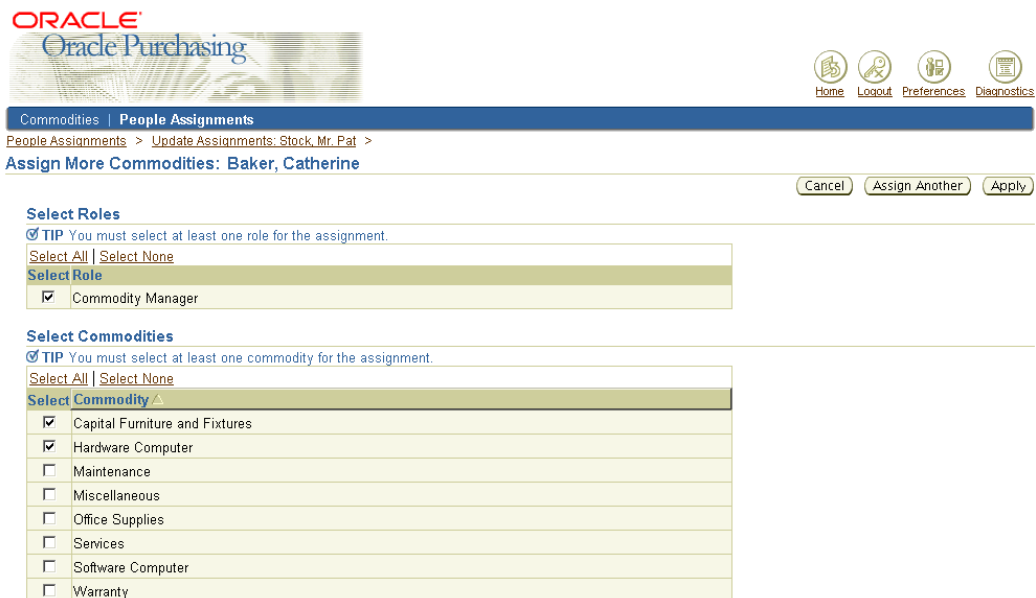
To enable the person to view the commodity in the reports, the person must be assigned the Commodity Manager role. Currently, other roles are not used by the commodity-based reports.

Note: The Commodity Manager role is not the same as the Commodity Manager responsibility. The Commodity Manager role is an additional security function that governs which commodities are visible to the user who is assigned the Commodity Manager responsibility. A user that is assigned to commodities in the context of the Commodity Manager role sees his assigned commodities when accessing the commodity-based reports. (In the future, other roles may be added to the commodities setup for use by other applications.)

- Select one or more commodities to assign to the person.

Multiple commodities can be assigned to a single 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.

Assign Role and Commodities



ORACLE
Oracle Purchasing

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Commodities | People Assignments

People Assignments > Update Assignments: Stock, Mr. Pat >

Assign More Commodities: Baker, Catherine

Cancel Assign Another Apply

Select Roles

TIP You must select at least one role for the assignment.

Select All | Select None

Select Role

<input checked="" type="checkbox"/>	Commodity Manager
-------------------------------------	-------------------

Select Commodities

TIP You must select at least one commodity for the assignment.

Select All | Select None

Select Commodity ▲

<input checked="" type="checkbox"/>	Capital Furniture and Fixtures
<input checked="" type="checkbox"/>	Hardware Computer
<input type="checkbox"/>	Maintenance
<input type="checkbox"/>	Miscellaneous
<input type="checkbox"/>	Office Supplies
<input type="checkbox"/>	Services
<input type="checkbox"/>	Software Computer
<input type="checkbox"/>	Warranty

7. Click Apply.

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 instructions above. Either method works to assign people and commodities.

Updating Commodities

To update commodities:

1. On the **Commodities** page, do either of the following:
 - To change a commodity name or description, or add or remove categories, search for the commodity that you want to update, and click the Update icon for the commodity.
 - To split an existing commodity into more granular commodities, create the new commodity and assign categories to it. (If you assign a category that is already assigned to another category, the category is moved from that commodity to the current one.)
 - To change the person assignments or roles, including removing people assignments, click "People Assignments" at the top of the page.
2. Follow the instructions above for creating commodities and assigning them to people, for more details.
3. For more details on the effects of commodity changes, see Maintenance and Administration, page 16-47.

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 make sure 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, and Invoice Amount reports, and the 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 be displayed 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 Average Age Buckets

The Procurement Status and Procurement Performance Management reports use average age buckets to show how long a requisition has been unprocessed or unfulfilled, or how long it took a requisition to be processed or fulfilled. For example, a requisition that took 2.5 days to process, from the requisition's last approval date to the corresponding purchase order's last approval date, is placed in the Processed Lines by Age 0-2 Days bucket in the Processed Requisitions Aging report. By default, these buckets are as follows:

DBI for Procurement Buckets

Bucket Set Name	Type	Reports	Default Buckets
Procurement Status - Unprocessed Requisitions by Age	Aging	Unprocessed Requisitions Amount	0-2 Days
		Unprocessed Requisitions Aging	3-13 Days
Procurement Status - Unfulfilled Requisitions by Age	Aging	Unfulfilled Requisitions Amount	14+ Days
		Unfulfilled Requisitions Aging	0-7 Days
Procurement Performance Management - Processed Requisitions by Age	Aging	Processed Requisitions Amount	8-13 Days
		Processed Requisitions Aging	14+ Days
Procurement Performance Management - Fulfilled Requisitions by Age	Aging	Fulfilled Requisitions Amount	0-7 Days
		Fulfilled Requisitions Aging	8-13 Days

If desired, you can configure different buckets than these defaults. For instructions, see *Customize Buckets, Oracle Daily Business Intelligence Implementation Guide*.

Complete DBI Setup

Now that you are finished with the DBI for Procurement setup, see the post-setup steps in the Daily Business Intelligence chapter. These steps describe how to set up users, as well as how to perform the initial load and incremental refreshes for all DBI dashboards and reports.

Note: For DBI for Procurement, it is recommended that you create one initial and one incremental request set that each contains all of the DBI for Procurement dashboards. (For example, it is not recommended that you create one request set that contains some dashboards and another request set that contains the rest.) See *Create Request Sets, Oracle Daily Business Intelligence Implementation Guide*. See *Run Initial Request Set, Oracle Daily Business Intelligence Implementation Guide*. See *Schedule Incremental Request Sets, Oracle Daily Business Intelligence Implementation Guide*.

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 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, Oracle Daily Business Intelligence Implementation Guide*.

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 16-17.

Note: Any changes you make to the operating unit security setup (see *Set Up Operating Unit Security, Oracle Daily Business Intelligence Implementation Guide*) or to person-commodity assignments do not require the incremental request set to be run before you can see the changes. All other changes require the incremental request set to be run 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

The kinds of updates you can make include the following:

- 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, 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 instructions, see *Set Up Commodities*, page 16-37.

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 its currently assigned commodity.

Note: Any time you update the commodities setup (except for person-commodity assignments, which are visible in the reports immediately), the Incremental request set for the Commodity Spend Management or Commodity Supplier Management reports must be run before the changes are visible in the reports.

Tips

If the Commodity parameter is blank on a dashboard or report, then the user has not been assigned to a commodity. If no data displays for a commodity, then categories have not been assigned to the commodity. See *Set Up Commodities*, page 16-37.

Operating unit security (and the MO: Security Profile) needs to be set up 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 16-16.

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 16-10.

Running the Scripts

To run the scripts:

1. Make sure 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 into your Daily Business Intelligence test environment using SQL*Plus or other query tool. For example:

- User = APPS_READ_ONLY
- Password = APPS
- DB = dbitst

Make sure 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 get rid of the dotted lines beneath them.
- Turn on the Filter feature to search for the benchmark price that you need.

8. Rerun the scripts when data is added, deleted, or modified.

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 are displayed, especially for non-master items, see Categories and Items, page 16-19.
- **OU.** Operating unit in which the purchase was created.
- **UOM.** Unit of measure in which the item was purchased.
- **YEAR.** Year in which the item was purchased.
- **AMT_FUNC.** PRICE_FUNC * QUANTITY. Amount, in the functional currency associated with the OU, 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. Amount, in the primary global currency set up for Daily Business Intelligence, you would have paid in the given YEAR if you had purchased the item at the benchmark price.
- **QUANTITY.** Quantity purchased of the item.
- **PRICE_FUNC.** 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.** Benchmark price per unit for the item, in the primary global currency set up for Daily Business Intelligence.

Daily Business Intelligence for Product Lifecycle Management

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Responsibilities
- Dimensions
- Performance Measures
- Securing Data
- Prerequisites
- Implementation Considerations
- Implementing
- Maintenance and Administration
- Concurrent Programs

Overview

Daily Business Intelligence for Product Lifecycle Management provides a 360-degree view of the product, across a product's lifecycle, from concept to obsolescence, through key performance indicators and detailed reports. This empowers companies to plan, monitor, and optimize a product's performance during development, manufacturing and in the marketplace.

It presents information in the following dashboards:

- Product Management
- Product Management - Engineering

The Product Management - Engineering dashboard allows intended users to view key engineering measures and thus gain valuable information on the Items they manage. In this release additional reports and features have been added to this dashboard. Users can now drill to Change Order transaction details from Change Order reports. Past Due Change Order reports are added to provide feedback on change order implementation process in the organization for an item.

This dashboard summarizes information from:

- Oracle Engineering
- Oracle Bill of Materials
- Oracle Cost Management
- Oracle Advanced Product Catalog

It provides item level details from:

- Oracle Advanced Product Catalog
- Oracle Inventory

The Product Management dashboard provides a 360-degree view of a product, allowing users to monitor a product's performance through several key performance indicators (KPIs), which include Revenue, Cost of Goods Sold, Gross Margin, and Product Margin, Sales Forecast, Booked and Backlog amounts.

This dashboard summarizes information from:

- Oracle General Ledger
- Oracle Inventory
- Oracle Order Management
- Oracle Receivables
- Oracle Sales
- Oracle Service

For a complete description of the Daily Business Intelligence for Product Lifecycle Management dashboards, see: *Oracle Daily Business Intelligence User Guide*.

Understanding Reporting

The following dashboards are provided by Daily Business Intelligence for Product Lifecycle Management.

Product Management - Engineering dashboard

The Product Management - Engineering dashboard allows you to monitor a product's engineering and manufacturing process so that you can make faster and better engineering decisions. Engineering and manufacturing performance is shown by the following indicators for each item:

- Unit Cost
- Part Count
- Bill of Material levels
- Manufacturing Steps
- Change Orders

Engineering Managers can see whether the Item being designed to gauge the item's complexity through part count and manufacturing steps and see how many change orders or past due change orders were created for the item.

Use the Daily Product Intelligence, Engineering Manager, or Product Manager responsibilities to access this dashboard.

Product Management

The Product Management dashboard allows a 360 degree view of the product management cycle. It contains several key performance indicators (KPIs), including Revenue, Product Margin, and Sales Forecast.

Use the Daily Product Intelligence, or Product Manager responsibilities to access this dashboard.

Responsibilities

The following roles and responsibilities are provided by Daily Business Intelligence for Product Lifecycle Management.

- **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.

For a complete list of all roles and dashboards by intelligence product, see: Appendix A, "Responsibility and dashboard Matrix."

Dimensions

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

For more information on these common dimensions, see: Common Dimensions.

Performance Measures

The table below lists each KPI for Daily Business Intelligence for Product Lifecycle Management and its calculation (if it is a calculated field).

Daily Business Intelligence for Product Lifecycle Management KPIs

KPI	Calculation
BOM Levels	The maximum number of levels defined in an Item's primary Bill of material, indicating the depth of an assembly.
Change Order Cycle Time (Days)	The average time it takes to implement a change order. Only distinct change order headers and line-level item association and revised items will be considered. All change order elements are taken from the header level (priority, implementation date, need by date, creation date, status).
Manufacturing Steps	The number of operation sequences required to manufacture a product, as defined by the item's primary routing. Only operation sequences that are effective on the as of date will be included in this value. The primary routing is defined in Oracle Bill of Materials.
New Change Orders	The total number of change orders generated or raised for this product in the selected period.
Open Change Orders	<p>The total number of change orders without a cancellation date or an implementation date as of a selected date.</p> <p>If you drill on this value into a detailed report (list report) or into the transactional application, then the open change orders will reflect the list of open change orders as of the current system date, not as of the selected date.</p>
Part Count	<p>Number of end-level components in an item's primary BOM. This count summarizes all of the individual components in the product's primary bill of materials without considering the quantity of each component. Only components that are effective on the as of date will be included in this value.</p> <p>Some item types are counted differently. Optional items for the following item types are included:</p> <ul style="list-style-type: none">• Standard• ATO• KITS <p>Optional items for the PTO item type are excluded.</p>
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).

Securing Data

In addition to the basic Daily Business Intelligence security model, 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 on organization security, see: Daily Business Intelligence

The Product Management dashboard uses the basic Daily Business Intelligence security model only.

Prerequisites

Ensure that your system meets the following prerequisites before you implement Daily Business Intelligence for Product Lifecycle Management.

Software

Oracle Inventory

Set Up Steps

- Set up Daily Business Intelligence.
- Set up Item Dimension.

Implementation Considerations

The following are common setup concerns that you should be aware of before you begin setting up Daily Business Intelligence for Product Lifecycle Management.

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 Advance Product Catalog.

Change Orders

Ensure that all the change order attributes that you want to report on are defined in Oracle Advanced Product Catalog (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 Bill of Materials. Daily Business Intelligence for Product Lifecycle Management only reports on components that are still in effect. Any components that have an effective date that has passed will not be included in the calculation.

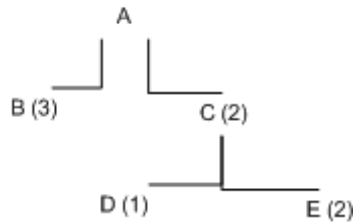
The parts counted in the summary is restricted by the BOM Explosion Level Setup parameter. This parameter is set once for each organization. Therefore, if the parameter

is set to 1, the summaries will only summarize up to one level of the BOM, it will not include lower levels in the summary. The maximum setting for this parameter is 60.

For example assuming the parameter is set to 2, and the part count is defined as shown in the following figure.

Part Count

Bill of Materials for Product A



The 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 Bill of Materials. Daily Business Intelligence for Product Lifecycle Management only reports on operations that are from the primary routing and still in effect as of the selected date. Any operations that have a effective date that has passed will not be included in the calculation.

Unit Cost

Daily Business Intelligence for Product Lifecycle Management only reports 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.

Product Management Dashboard

The following implementation considerations are for the Product Management dashboard.

Service Security

The responsibility you use should have the classification of Service Provider and access to all request types. For details on service security, see the Service Intelligence chapter in this guide.

Sales Security

The responsibility should have administrator access to the top node of the sales group hierarchy. For details on sales security, see the Sales Intelligence chapter in this guide.

Product Expenses

To enable product expense reporting, do the following:

1. Map values to the Product Expense financial category.
2. Map range of chart of accounts to a Product Category.
3. Map line of business to the cost center.

The 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 Daily Business Intelligence for Product Lifecycle Management dashboards and reports, complete the supply intelligence setup. See: Daily Business Intelligence for Supply Chain Intelligence.

Implementing

Other than the prerequisites listed in the previous section, there are no additional set up steps required for Daily Business Intelligence for Product Lifecycle Management.

Once you complete the prerequisites, you can proceed directly to: "Post Setup Steps" in Daily Business Intelligence. This section describes how to set up users and how to perform the initial load and incremental refreshes for all Daily Business Intelligence dashboards.

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 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, Daily Business Intelligence for Product Lifecycle Management will only pick up unit cost changes if they are changed at the transaction level (for example, in the Miscellaneous Transaction window).

For the Standard cost type, Daily Business Intelligence for Product Lifecycle Management will only pick up the frozen cost. Changes to frozen cost must be made in the Unit Cost window and are picked up only after the Update Cost process is run.

All changes will be reflected in the dashboards and reports after running 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 will be reflected after running 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 will look at the temporary table to determine which organizations have changed since the last refresh and will update only those organizations.

Changing Manufacturing Steps in Routing

Any change in the primary Routing will be reflected after running the incremental request set.

Changing Financial Dimension Mappings

If you change financial dimension mappings for financial categories (revenue, etc.), product, or LOB mappings you must rerun the incremental request set for the Product Management dashboard.

Concurrent Programs

The following concurrent program is provided by DBI for Product Lifecycle Management.

Load Part Count Base Summary Concurrent Program

This program collects the part count information for items. By default, this program collects part count information for items across all organizations. This program is part of the initial request set for the Product Management - Engineering dashboard, where it runs in default mode.

You can run this program as a single request, using the following parameters:

- **Organization:** Select the organization that you want to load part count data for. The default value is null and collects data for all organizations.
- **Purge Part Count Fact Table:** Set this value to YES if you want to purge the contents of the part count base summary table and reload the data. The default value is YES.

The part count information can be collected for an individual, multiple, or all organizations. In order to collect for multiple organizations, run this program multiple times by selecting the individual organizations. Make sure the Purge Part Count Fact Table parameter is set to NO in the consecutive runs. By doing so, you are adding the part count information for each organization into the fact table. Use this option if you have large volumes of items with BOMs defined across various organizations.

Daily Business Intelligence for Quoting

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Summarizing Data
- Securing Data
- Prerequisites
- Implementing
- Post Implementation Steps

Overview

DBI for Quoting allows sales executive and sales managers to analyze the quote-to-order life cycle. Information on the efficiency of the quote conversion process and approvals process is provided, 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

All of the KPIs on the dashboard and in the reports are sourced from the Oracle E-Business Suite Quoting transaction system.

See the *Oracle Daily Business Intelligence User Guide* for a complete list of the available reports and their content.

See the Daily Business Intelligence chapter within this guide for a full description of Oracle DBI.

Dimensions and Attributes

DBI for Quoting uses the following dimensions in the overview pages and reports:

- Time
- Sales Group
- Item
- Currency

For details on these common dimensions, see the Daily Business Intelligence chapter within this guide.

Performance Measures

The following list describes the performance measures/KPIs for DBI for Quoting, along with a description and calculation (if a calculated field).

DBI for Quoting Performance Measures and KPIs

Performance Measure/KPI	Description/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	<p>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.</p> <p>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.</p>
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.
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.

Summarizing Data

This section contains information about the materialized views for DBI for Quoting:

Materialized Views Related to Resource Groups

- ASO_BI_TOP_RSG_MV --- This materialized view stores information relative to the unique sales groups available. This is an intermediate level materialized view used in a higher-level materialized view and should not be used in runtime queries.
- 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. 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 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. 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 MV 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 MV will always be Complete Refreshed. 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 MV 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 MV 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 MV 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 MV 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.

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.

Prerequisites

The following application is required prior to implementing DBI for Quoting:

- Oracle Quoting

The following application provides information to DBI for Quoting, and is recommended but not necessary:

- Oracle Approvals Management

Both of the above applications are part of the Oracle E-Business Applications Suite. See the appropriate About Doc for version requirements.

Implementing

Perform the following to implement DBI for Quoting:

1. Install the prerequisites listed in Prerequisites, page 18-5.
2. Ensure that you have performed the setup steps to implement the core Oracle DBI product, as described in this guide.
3. The Quote Summary by Adjusted Price report uses the Quoting Adjusted Price Bucket customizable bucket set to define the adjusted price ranges. Set up customizable bucket sets as described in the "Implementing Daily Business Intelligence" chapter in this guide.
4. 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.
5. Assign the Daily Quoting Intelligence responsibility to all users who require access to DBI for Quoting. See the "Set up Users" section within the "Implementing Daily Business Intelligence" chapter of this guide for more information.
6. Run data collection and data refresh set programs to populate and re-populate data from the Quoting transactions system. See the topics related to creating, running, and scheduling request sets in the "Post-Setup Steps" chapter of this guide for more information.

Post Implementation Steps

Once you complete the DBI for Quoting setup steps, ensure that you complete the post setup steps for Daily Business Intelligence. See: Post-Setup Steps.

Daily Business Intelligence for Sales

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Summarizing Data: Base Summary Tables
- Summarizing Data: Materialized Views
- Securing Data
- Prerequisites
- Implementation Considerations
- Assumptions
- Implementing
- Set DBI for Sales Profile Options
- Flexible Bucket Setup (Weighted Pipeline Report)
- Run Initial Load of Opportunity Log Tables Concurrent Program
- Implement DBI for Marketing and DBI for Supply Chain

Overview

Oracle 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. 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. Oracle DBI for Sales comprises of a series of Key Performance Indicators (KPIs), trend graphs, and summarized tables. 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

All of the KPIs that form the dashboards and reports are sourced from the Oracle E-Business Suite Sales transaction system.

See the *Oracle Daily Business Intelligence User Guide* for a complete list of the available reports and their content.

See the Daily Business Intelligence chapter within this guide for a full description of Oracle DBI.

Dimensions in DBI for Sales

DBI for Sales uses the following dimensions in the dashboards and reports.

- Time
- Sales Group
- Item (Product Category Dimension Object only)
- Currency
- Campaign

For details on common dimensions, see the Daily Business Intelligence chapter within this guide.

DBI for Sales KPIs

For a list of KPIs for DBI for Sales, please refer to the Terminology and Selected Notes section of the DBI for Sales chapter in the *Oracle Daily Business Intelligence User Guide*.

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 views 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.

Securing Data

DBI for Sales uses the same Sales Group security model as implemented in Oracle Field Sales 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 Field Sales and Oracle TeleSales applications support the Administrator role.

Prerequisites

The following is prerequisite to implementing DBI for Sales.

- Oracle Sales or Oracle Field Sales (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.

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, Oracle Field Sales or Oracle TeleSales On-Line Transactional Processing (OLTP) applications. DBI for Sales will use the appropriate profiles, described later, 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 or Oracle Field Sales is implemented, respectively.

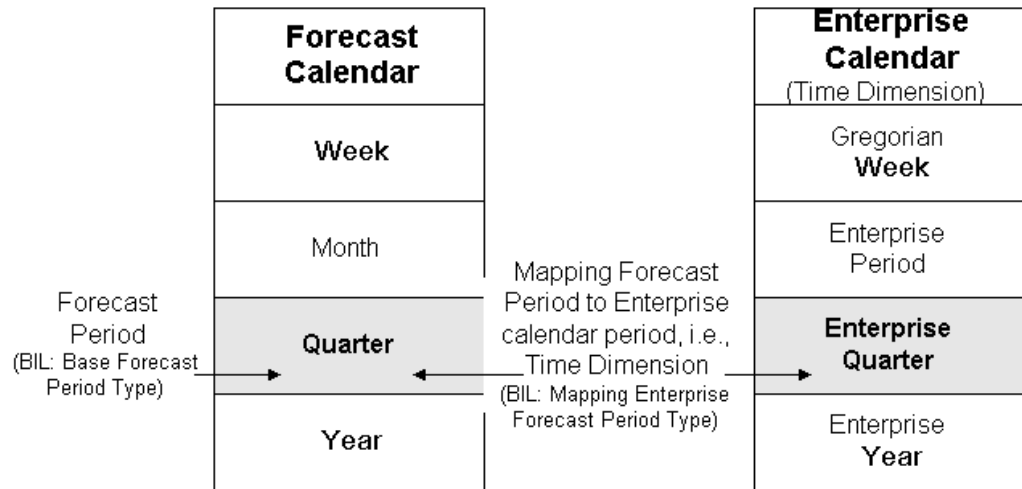
The period type for which submitted Sales forecasts are collected is defined in the BIL: Base Forecast Period Type profile. It should be a valid period within the forecast calendar. Forecast data will only be collected for forecasts submitted for the defined period, from the sales transaction system.

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 -- e.g., 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 or Oracle Field 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.

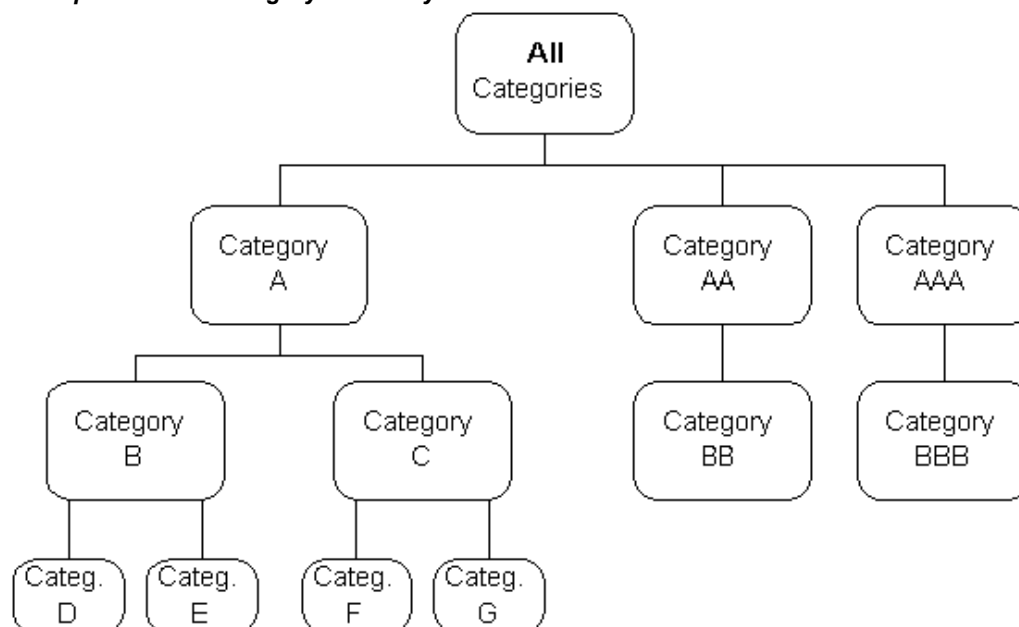
Forecast Category to Product Category Mapping (Oracle Field Sales, Oracle TeleSales)

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 Field 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. Use it for reference when reviewing the best practice sections later in this chapter.

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.

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 user to specify the opportunity status to Won for future close dates. This business process is can cause issues in DBI reporting, e.g., 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 Field Sales or Oracle TeleSales implementations, one-to-one mapping of Forecast Category to Product Category in the Sales transaction application.
- For Oracle Field 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.

Implementing

The following table lists the required and optional tasks for implementing of DBI for Sales.

DBI for Sales Implementation Tasks

Task	Responsibility	Required?
Set DBI for Sales Profile Options	System Administrator	Yes
Flexible Bucket Setup	Oracle Sales Administrator	No
Run Initial Load of Opportunity Log Tables Concurrent Program	Oracle Sales Administrator	Yes
Implement DBI for Marketing and DBI for Supply Chain	Business Intelligence Administrator	No

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 Field Sales or Oracle TeleSales is implemented, set to NULL. Note. This profile may initially contain Y or N. Set the values as described above.

Oracle Sales, Oracle Field Sales, and Oracle TeleSales Profile Options

The following Oracle Sales or Oracle Field Sales, or Oracle TeleSales profiles need to be set. Refer to the respective Oracle Sales and Oracle Field Sales 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 Field Sales or Oracle TeleSales are Implemented

If Oracle Field 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 (Weighted Pipeline Report)

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.

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. See the Daily Business Intelligence chapter within this guide for details. 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, Oracle Field Sales, and Oracle TeleSales Profile Options" section are set.

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.

Implement DBI for Marketing and DBI for Supply Chain

As DBI for Sales displays information from DBI for Marketing and DBI for Supply Chain, it is recommended that you implement these product applications.

Daily Business Intelligence for Service Contracts

This chapter describes implementation of Oracle Daily Business Intelligence (DBI) for Service Contracts.

Note: See Appendix B: Additional Documentation for important information regarding implementation documentation.

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Securing Data
- Implementation Considerations
- Prerequisites
- Implementation Steps
- Post-Setup Steps
- Maintenance and Administration

Overview

DBI for Service Contracts offers the following dashboards:

- Service Contracts Management
- Service Renewals Management

The Service Contracts Management dashboard shows contracts for both new business (new sub-lines, with no relationship to an original expired sub-line) and renewals (sub-lines renewed from an original expired sub-line). The Service Renewals Management dashboard shows information for renewals only (not for new business).

In this chapter, the contract service line is referred to as line and the covered line is referred to as sub-line.

Service Contracts Management

Service Contracts Management enables users to view service contract booking status, new and renewal business, cancellations, and terminations.

Service Contracts Management helps users accomplish the following:

- 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. Summarized contract information is complemented by reports that provide details of service contract activations, expirations and terminations activities, tables, and graphs.
- Reduce revenue leakage by early detection of problems in the renewal process. Detailed reports enable users to take actions based on recently expired or cancelled contracts and soon-to-expire contracts.
- Track performance indicators and their changes over time.
- Compare contract amounts based on annualized values.

Service Contracts Management helps users answer the following questions:

- What is the status of contract sub-lines 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 sub-lines? What is the value of the terminated contract sub-lines? When were contract sub-lines terminated?
- Where are we generating business? What is the value of the new business activations? What is the value of the renewal business?

Service Contracts Management covers the following application area:

- Oracle Service Contracts

Service Renewals Management

Using Service Renewals Management, users can manage the renewal process and view the effectiveness of the renewal process.

Service Renewals Management helps users accomplish the following:

- 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).

Service Renewals Management helps users answer the following questions:

- How effective is our renewal process? What is the status of renewal bookings to date? Using the uplift measure, 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? Which portion of this backlog is past due (not booked before the start date)?

Service Renewals Management uses information from the following application area:

- Oracle Service Contracts

Understanding Reporting

For 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*.

Service Contracts Management Reports

Service Contracts Management reports display information to the contract sub-line level. Information displayed includes, sales representatives, operating units, service items, dates, amounts, and customers.

Based on the contract sub-line status at different points in time, a contract can display in different reports. For example, if a contract was terminated in Quarter 3, it displays 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, it displays in the Activations Detail report in Quarter 1.

The Service Contracts Management dashboard uses the following dates to place contracts in the proper bucket:

- Cancelled date, derived from the header
- Signed (booked) date, derived from the header
- Start date, derived from the sub-line
- Terminated date, derived from the sub-line or header
- End date, derived from the sub-line (a contract is considered expired on the end date, plus one day)

Service Contracts Management offers the following reports for analyzing contract sub-lines:

- **Active Service Contracts.** Provides information on the contracts beginning and current active balance.
- **Current Active Service Contracts Detail.** Contains details about the contracts that are active as of the selected date.
- **Current Active Service Contracts Trend.** Provides details on the Current Active Service Contracts balance with view by time.
- **Expirations.** Provides information on the 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), Cancelled Renewal (corresponding renewal is cancelled) and No Renewal (the original contract sub-line was not meant to be renewed).

- **Expirations Detail.** Provides details about the expired contracts.
- **Expired Value Distribution.** Provides details on expired value by expired contract category (Open, Cancelled, Renewed, No Renewal).
- **Period Expiring Contracts.** Provides summarized information on the contracts expiring in the period.
- **Period Expiring Contracts Detail.** Provides details about the contracts expiring in the period.
- **Activations.** Provides information on 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 on the value activated with view by time.
- **Terminations.** Provides information on 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 on the terminations with view by time.

Service Renewals Management Reports

Service Renewals Management reports display information at the contract sub-line level. Information displayed includes sales representatives, service items, amounts, dates, and customers.

Based on contract sub-line status at different points in time, a contract can display in multiple report buckets—such as the cancelled bucket in the Renewal Cancellations Summary report—at different points in time. Consider that a renewal was entered in Quarter 1 and cancelled in Quarter 3. The renewal displays as cancelled in Quarter 3 in the Renewal Cancellations Summary report. If you are viewing past data in Quarter 1, it does not display as cancelled in the Renewal Cancellations Summary report.

The Service Renewals Management dashboard uses the following dates to place contracts in the proper bucket:

- Sub-line creation date, derived from the sub-line
- Expected close date, derived from the header
- Cancelled date, derived from the header
- Signed (booked) date, derived from the header
- Start date, derived from the sub-line
- End date, derived from the sub-line

For detailed information on the reports, see the *Oracle Daily Business Intelligence User Guide*.

Service Renewals Management offers 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.

The following reports display booking, forecast, cancellation, and uplift values for all renewals in the selected period:

- **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 displays whether the renewal is booked for a higher or lower value than the original contract (uplift).
- **Renewal Bookings Detail.** Shows details for the booked contract renewals that are in the Renewal Bookings Summary report.
- **Renewal Bookings Trend.** Displays the booked value over time, by month, quarter, or year, and expected booking for the current period.
- **Renewal Expected Bookings Detail.** Shows details of the renewal expected bookings that are in the Renewal Bookings Summary report.
- **Top Renewal Bookings.** Displays the top value contracts booked from the start of the period, to date (period-to-date).
- **Late Renewal Bookings.** Displays 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 that was specified on the original contract.
- **Late Renewal Bookings Aging.** Displays the aging distribution of the late bookings. For example, all renewal bookings that were 7 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 Custom Buckets, 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 start date of the renewal.
- **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 whose start date occurs in the selected period:

- **Period Renewals Summary.** Displays booked and cancelled values for contract renewal sub-lines that started in the selected period, regardless of when they were booked or cancelled. The report also displays 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 that are 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 sub-lines and booked renewal sub-lines 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.

Responsibilities

DBI for Service Contracts provides the following responsibilities:

- Service Contracts Manager
- Service Sales Manager
- Daily Service Contracts Intelligence

Service Contracts Manager

The Service Contracts Manager responsibility provides access to the following dashboards:

- Service Contracts Management
- Service Renewals Management
- HR Management - Overview
- Expense Management

Service Sales Manager

The Service Sales Manager responsibility provides access to the following dashboards:

- Service Renewals Management
- Service Contracts Management
- HR Management - Overview
- Expense Management

Daily Service Contracts Intelligence

The Daily Service Contracts Intelligence function-based responsibility provides access to the following dashboards:

- Service Contracts Management
- Service Renewals Management

In DBI for Service Contracts, users can view data only for the sales groups to which they have access. See *Securing Data*, page 20-11 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.

In addition to assigning the Daily Business Intelligence for Service Contracts responsibilities to users, implementers need to be assigned the Daily Business Intelligence Administrator responsibility to perform setup tasks such as creating and submitting load request sets and setting up global parameters. They should also be assigned the CRM Resource Manager responsibility to perform the sales group hierarchy setup.

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, *Oracle Daily Business Intelligence Implementation Guide*.

Period

The period dimension uses month, quarter, and year values.

Sales Group

For a description of this dimension, see Sales Group Dimension, *Oracle Daily Business Intelligence Implementation Guide*.

The Service Contracts Management and Service Renewals Management dashboards display data by sales group, using the Sales Group dimension. The sales group to which the sales representative belongs is stamped on the contract. 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 20-17. See also Sales Representatives Setup, page 20-12.

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 positions of sales representatives who have moved from one sales group to another.

Operating Unit

For a description of this dimension, see Operating Unit Dimension, *Oracle Daily Business Intelligence Implementation Guide*.

Currency

For a description of this dimension, see Currency Dimension, *Oracle Daily Business Intelligence Implementation Guide*.

In addition to listing the currencies, this dimension enables you to view 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 on how Oracle Daily Business Intelligence handles currency conversions and missing currencies, see *Currency Exchange Rates*, page 20-14.

Product Category

For a description of this dimension, see *Set Up the Product Catalog Hierarchy*, *Oracle Daily Business Intelligence Implementation Guide*.

Product

For a description of this dimension, see the *Item Dimension Reporting* chapter, *Oracle Daily Business Intelligence Implementation Guide*.

Reason (for cancellations)

The Cancellation Reason dimension pulls the cancellation status code from the contract status in Oracle Service Contracts. A cancellation status code is required when you cancel a contract. Cancellation status codes are user defined.

See *Cancellation and Termination Reasons*, page 20-13.

Reason (for terminations)

The Termination Reason dimension pulls the termination code from the sub-line termination reason in Oracle Service Contracts. A termination reason is required when you terminate a sub-line. Termination reasons are user defined.

See *Cancellation and Termination Reasons*, page 20-13.

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

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.

The categories available in the Party Market Classification Type global parameter are created in Oracle Trading Community Architecture (Oracle TCA) and are referred to as class categories. 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 on 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 TCA or the assigned class codes do not belong to the class category you specified in the Party Market Classification Type global parameter.
- You have not selected any class category in the Party Market Classification Type global parameter.

Customer

This dimension is available only in the detail reports. The customer names are specified at the contract header level in Oracle Service Contracts, by associating a name with the Customer Party Role in the Summary tabbed region of the Service Contracts Authoring window. For more information, see *Oracle Service Contracts Concepts and Procedures*.

See Customer Setup, page 20-11 for implementation considerations related to the Customer dimension.

Performance Measures

DBI for Service Contracts offers the following performance measures, also known as key performance indicators (KPIs) in Service Contracts Management and Service Renewals Management.

Service Contracts Management provides the following performance measures:

Service Contracts Management KPIs

KPI	Calculation
Beginning Active Service Contracts	Sum of all contract sub-lines active at the beginning of the selected period.
Expired Value	Sum of the value of all contract sub-lines that expired during the period to date.
Activated New Business Value	Sum of the value of all new business contract sub-lines activated (signed and have a start date within the period to date) during the current period to date.
Activated Renewals Value	Sum of the value of all renewal contract sub-lines activated (signed and have a start date within the period to date) during the current period to date.
Terminated Billed Value	Sum of the billed value of all contract sub-lines that have a termination date during the period to date. This can also be thought of as the original value of the sub-line minus the Terminated Remaining Value.
Terminated Remaining Value	Sum of remaining value after termination of all contract sub-lines terminated during the period to date. It is calculated as sum of unbilled amount, credit amount, and suppressed credit of the terminated contract sub-lines.
Current Active Service Contracts	Sum of the value of all contract sub-lines active on the selected date.

Service Renewals Management provides the following performance measures:

Service Renewals Management KPIs

KPI	Calculation
Booked Value	Sum of all renewal contract sub-lines with a signed date during the period to date.
Forecast	Sum of Booked Value and Expected Bookings.
Uplift	Sum of (Renewal Contract Line Value - Original Expired Line Value), for all sub-lines booked in the selected period, to date.
Period Renewals Value	Value of all renewal sub-lines that start in the period.
Period Booked Value	Value of renewal contract sub-lines that start in the period and that have a sign date on or before the selected date.
Period Renewal Rate	Period Renewal Bookings / Period Renewals
Period Uplift	Sum of (Renewal Contract Line Value - Original Expired Line Value) for all Period Renewal Bookings.
Booked to Renewal Ratio	Booked Value / Renewals Value Booked Value = (See above) Renewals Value = Sum of the value of all renewal contract sub-lines with a start date in the selected period, to date.
Past Due Percent	Past Due Backlog / Open Backlog Past Due Backlog = Renewal contract sub-lines with a start date on or before the selected date that have not been cancelled or booked. Open Backlog = Renewal contract sub-lines that have not been booked or cancelled and that have a creation date on or before the selected date.

Securing Data

DBI for Service Contracts uses sales group security. This means that users can only see data for sales groups to which they have been given access. Data from other sales groups does not display in the reports.

Implementation Considerations

DBI for Service Contracts obtains data from either Service contracts or Warranty and Extended Warranty contracts. Lines of type service, warranty, and extended warranty are considered.

Customer Setup

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 the contract, in the Parties tabbed region of the Summaries tab, 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. This is the customer name the system displays in the reports. (The customer name is defined in the Customers setup window, accessible in Oracle Service Contracts).

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 CRO_CODE (role) is determined 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 Yes (in Release 11.5.8) or Derive (in Release 11.5.9), the system looks at the profile option OKS: Vendor Contact Role. The Vendor Contact whose role 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 No (in Release 11.5.8) or Drop or Retain (in Release 11.5.9), 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 20-17 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 selected 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 selects to update the sales group for the sales representative within the contract, 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.

Once the sales representative ID is obtained, the sales representative name is obtained 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 20-17 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), 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 displays for a given ID. As a result, in rare cases a different name displays in the reports 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, 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

Cancellation reasons in the Oracle Service Contracts reports are obtained from the STS_CODE field in the OKC_K_LINES_B table. The system displays the cancellation reasons on both the Service Contracts Management and Service Renewals Management dashboards. A cancellation reason is required when you cancel a contract.

Termination reasons in the Oracle Service Contracts reports are obtained from the TRN_CODE field in the OKC_K_LINES_B table. The system displays the termination reasons on the Service Contracts Management dashboard. A termination reason is required when you terminate a sub-line.

Cancellation and termination reasons can be set up in Oracle Service Contracts.

To set up cancellation reasons:

1. Navigate to the Status and Operations window using the Service Contracts Manager responsibility.
2. Select the Status Type of Canceled.
3. Enter cancellation reasons in the Statuses section.

For complete details, click the Help icon in the Status and Operations window, or see the *Oracle Contracts Core Implementation Guide*.

To set up termination reasons:

1. Navigate to the Lookups window using the Service Contracts Manager responsibility.
2. Use the following lookup type to create termination reasons: OKC_TERMINATION_REASON.

For complete details on defining lookup codes, click the Help icon in the Lookups window, or see the *Oracle Applications User's Guide*.

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 sub-line, 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, 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, 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, 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, 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, the Oracle Daily Business Intelligence global primary conversion rate type is used.
- If the conversion date and rate are not defined in the GL Currency Conversion table, you receive an error stating that your request to run a load has failed. See *Missing Currencies*, page 20-15 below.

The following rules apply to conversions from the functional currency to the primary or the optional secondary currency that are set up for Oracle Daily Business Intelligence. If only a primary currency is set up, then functional currency amounts are converted only to the primary currency using the following rules. If both primary and secondary currencies are set up, then two conversions are performed using these rules: one currency amount is provided in the primary currency and another in the secondary currency.

- If the functional currency is the same as the primary or secondary currency, the currency conversion rate from the functional to the primary or secondary currency is 1.
- If the contract contains a conversion date, 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 primary rate type is used. For a conversion from the functional to the secondary currency, the secondary rate type is used.
- If the contract does not contain a conversion date, 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 primary rate type is used. For a conversion from the functional to the secondary currency, the secondary rate type is used.

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 their 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.

Missing currency rates need to be entered before running a successful load. For more information on failures, see the Set Up Daily Business Intelligence chapter, *Oracle Daily Business Intelligence Implementation Guide*. See also the *Oracle Daily Business Intelligence User Guide* for more information on currencies.

Prerequisites

The following table lists the prerequisites for implementing DBI for Service Contracts.

Prerequisites for Implementing DBI for Service Contracts

Prerequisites	Responsibility
Review Hardware and Software Requirements, page 20-16	(not applicable)
Set Up Oracle Daily Business Intelligence Framework, page 20-16	Daily Business Intelligence Administrator
Set Up the Item Dimension, page 20-16	Daily Business Intelligence Administrator

Review Hardware and Software Requirements

All hardware and software prerequisites are detailed in the latest version of *About Oracle Daily Business Intelligence*, available on [OracleMetaLink](#). Please review the document for requirements, including the correct version of Oracle Service Contracts.

Set Up Oracle Daily Business Intelligence Framework

Set up Oracle Daily Business Intelligence framework. See the Set Up Daily Business Intelligence chapter, *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. See Set Up Global Parameters, *Oracle Daily Business Intelligence Implementation Guide* for information.
- Enable the Service Contracts Management and Service Renewals Management dashboards. For instructions, see Enable Dashboards, *Oracle Daily Business Intelligence Implementation Guide* for information.
- 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, *Oracle Daily Business Intelligence Implementation Guide* for procedural information on customizing buckets.

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's 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 item dimension and product category for all DBI for Service Contracts dashboards and reports. For instructions, see the Item Dimension Reporting chapter.

Implementation Steps

After you have met all of the required prerequisites, you can begin implementing DBI for Service Contracts. The following table provides a list of the implementation tasks that you need to perform.

Checklist for Implementing DBI for Service Contracts

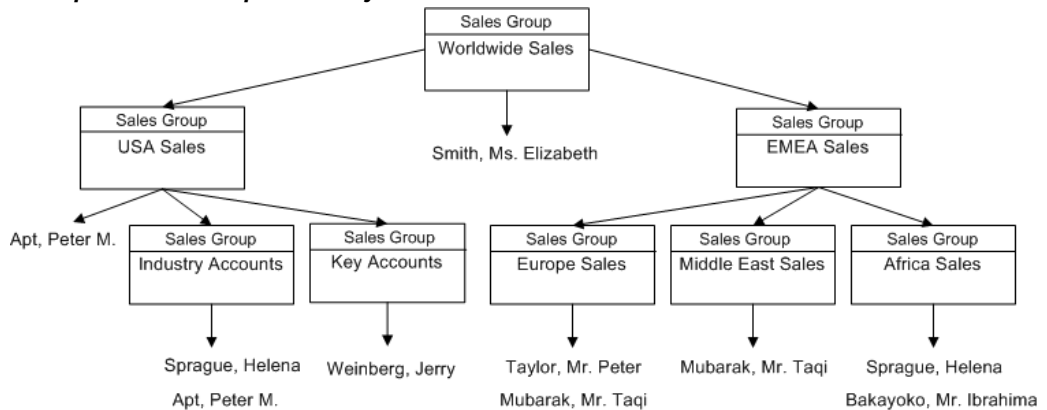
Steps	Responsibility
1. Set up sales group hierarchy, page 20-17.	<ul style="list-style-type: none"> Daily Business Intelligence Administrator System Administrator CRM Resource Manager
2. Determine Collection Start Date, page 20-19.	Daily Business Intelligence Administrator
3. Consider access to HR Management - Overview and Expense Management dashboards, page 20-20. This step is optional.	(Multiple responsibilities)

Set Up Sales Group Hierarchy

One of the primary views in the Service Contracts Management and the Service Renewals Management reports is 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, and product category.

Sales groups are groups of sales representatives. The sales representatives are obtained from the Vendor Contact field on the contract. (See Sales Representative Setup, page 20-12 for details). Without a sales group hierarchy, the reports place all sales representatives in an 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-most sales group containing other sales groups or sales representatives (a two-level hierarchy).

Anyone who is made a 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. Creating sales groups.
2. Attaching sales representatives (resources) to the sales groups.

The following steps are performed using the Oracle Resource Manager. For additional information, see the *Oracle Common Application Components User's 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, may define a different (additional) sales group hierarchy than DBI for Sales. For example, DBI for Sales reporting may use different sales representatives and groups than those that DBI for Service Contracts uses for service contracts sales.

Prerequisite

Verify the proper setup has been performed for obtaining the sales representative ID. See Sales Representative Setup, page 20-12.

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: Only the groups used in Sales and Telesales are displayed in the reports. Sales representatives that belong to non-Sales and Telesales groups display 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 Field Sales Implementation Guide*.

Attaching Sales Representatives (Resources) to Sales Groups

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.

Assign the employee to a sales group:

1. Navigate to the Select Resources to Import window using the CRM Resource Manager responsibility.
2. Search 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 Common Application Components User's 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: Anyone with these roles appears 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 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, you will go to the post-setup steps in the Set Up Daily Business Intelligence chapter. 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, the system may not include 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 least 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.

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

DBI for Service Contracts does not have to implement these dashboards; however, since the Service Contracts Manager and Service Sales Manager responsibilities include links to the HR Management - Overview and Expense Management dashboards, note that the HR Management - Overview and Expense Management dashboards display data only to users who are managers in the management hierarchy.

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 on the Expense Management dashboard, see the Daily Business Intelligence for Financials chapter, *Oracle Daily Business Intelligence Implementation Guide*.

If you do not want the links to these dashboards to be accessible to a user, assign the Oracle Daily Service Contracts Intelligence responsibility to the user. This responsibility does not display links to the HR Management - Overview and Expense Management dashboards. See Responsibilities, *Oracle Daily Business Intelligence Implementation Guide* for more information on responsibilities.

Post-Setup Steps

After you complete the prerequisites and the implementation steps for DBI for Service Contracts, 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 the Service Contracts Management and Service Renewals Management dashboards, and then create an incremental request set to refresh and update this information. For instructions, see *Create Initial and Incremental Request Sets, Oracle Daily Business Intelligence Implementation Guide*.
- Run the initial request set. For instructions, see *Run Initial Request Set, Oracle Daily Business Intelligence Implementation Guide*.

Maintenance and Administration

The following information highlights maintenance and administration for DBI for Service Contracts.

Run Incremental Requests Daily

Use the incremental request set that you created using the Request Set Generator to refresh data on the Service Contracts Management or the Service Renewals Management dashboard. Run the incremental request set daily. See the Introduction chapter for information on the Request Set Generator.

Resubmit the initial request if you need to clear out and start over with new data in the DBI for Service Contracts dashboards. An initial request does an incremental load of data in the time dimension.

Note: After implementing or upgrading to DBI for Service Contracts, Family Pack E (7.1), you need to run the initial request set with Load Party Market Classification set to INIT. Subsequently, run the incremental request set on a daily basis.

When you submit the incremental request set for either of the DBI for Service Contracts dashboards, the request prompts you for the following parameters:

- From Date (Start of date range, defaulted from the To Date when the request was last run).
- To Date (End of date range, defaulted from the system date).
- Number of Parallel Workers (The number of concurrent programs that are run simultaneously during the collection of data into the fact tables, defaulted to 1).

Note: The From Date and To Date parameters define the range that the last update date of the contract must fall within for collection.

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 20-14.

Note: Setting up secondary currency and setting up annualized currency are optional steps. If you set up these after you complete 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, only the contract amounts collected by the incremental request set are annualized. You need to run the initial request again to annualize all the contract amounts.

Sales Group Hierarchy Changes

See Set Up Sales Group Hierarchy, page 20-17 for instructions on setting up or changing the sales group hierarchy. After you make changes to the sales group hierarchy, see the Update Sales Group Hierarchy section, *Oracle Daily Business Intelligence Implementation Guide* for a list of the concurrent processes (requests) that must be run for changes in the hierarchy to take effect.

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 the Service Renewals Management dashboard, contract number 2081 is included in the renewals value for the Africa Sales group.
3. When you click any value's 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 click a value's 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).

Troubleshooting

This section provides troubleshooting tips on DBI for Service Contracts implementation and maintenance.

Users are unable to view information classified under the Unassigned sales group.

To view information classified under the Unassigned sales group, the resource needs to be assigned the Sales Manager or Sales Administrator role of the Unassigned sales group. See Attach Sales Representatives (Resources) to Sales Groups, page 20-18 for information on assigning roles to sales groups.

After the Customer Classification schema is modified, the numbers do not tally in the summary and detail reports, even after running the initial and incremental request sets.

After modifying the Customer Classification schema, you should 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.

Daily Business Intelligence for Supply Chain

Oracle Daily Business Intelligence (DBI) for Supply Chain is designed for the supply chain manager.

This chapter describes the implementation of DBI for Supply Chain.

Note: See Appendix B: Additional Documentation for important information regarding implementation documentation.

This chapter covers the following topics:

- Overview
- Understanding Reporting
- Securing Data
- Implementation Considerations
- Prerequisites
- Implementation Steps
- Post-Setup Steps
- Maintenance and Administration
- Troubleshooting

Overview

DBI for Supply Chain enables supply chain professionals to effectively measure performance and drive continuous improvement in their supply chain. They can identify savings opportunities, improve on-time delivery performance, reduce cycle times, and make strategic decisions to maximize profits.

DBI for Supply Chain offers 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

The following dashboards are also available to the Supply Chain Manager role:

- 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 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.

Customer Fulfillment Management uses information 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 represents only the date when that line's fulfillment requirements 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 this 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 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 a trend of 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.

Shipping Management uses information 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 displays.

- View inventory turns by organization, including the change in the organization's 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 adjustments rates.

Inventory Management uses information from the following Oracle Applications:

- Oracle Inventory
- Oracle Work in Process
- Oracle Cost Management
- Oracle Process Manufacturing (including Oracle Process Manufacturing Cost Management, Oracle Process Manufacturing Inventory 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.
- 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 the 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.

- Compare the total, actual material cost that is charged to completed jobs (jobs with the 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, compare these with gross production values, and see the percentage of scrap for all jobs (open or closed).

Manufacturing Management uses information 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 Inventory Management, Oracle Process Manufacturing Process Execution, and Oracle Process Manufacturing Product Development)
- Oracle Cost Management
- Oracle Bills of Material
- Oracle Engineering
- Oracle Flow Manufacturing

Product Cost Management

Use the Product Cost Management dashboard to view information about factors affecting 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 percent 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 percent by resource group, organization, department, and resource.

Product Cost Management uses information 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).

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 a trend of the 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.

Plan Management uses information 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 Management 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.

Product Revenue Bookings and Backlog uses information from the following Oracle Applications:

- Oracle Order Management
- Oracle Receivables

Warehouse Management

Use the Warehouse Management dashboard content to understand the operational efficiency and capacity utilization of your warehouse. You can perform the following tasks with the Warehouse Management dashboard:

- View data relating 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.
- Assess operation plan performance.
- Find out the amount of the warehouse storage that is in use and the weight and volume of the materials that are being stored.

Warehouse Management uses information 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.
- Check that you are recovering your freight costs.

The Transportation Management reports derive their data from the following Oracle Applications:

- Oracle Order Management
- Oracle Transportation Execution
- Oracle Payables

Understanding Reporting

For complete, detailed descriptions of each of the reports that DBI for Supply Chain provides and how measures are calculated, see the *Oracle Daily Business Intelligence User Guide*.

Reports

DBI for Supply Chain reports are provided on the following dashboards:

- Customer Fulfillment Management
- Shipping Management
- Inventory Management
- Manufacturing Management
- Product Cost Management
- Plan Management
- Product Revenue Bookings and Backlog
- Warehouse Management
- Transportation Management

Customer Fulfillment Management Reports

The Customer Fulfillment Management dashboard offers the following reports for analyzing the fulfillment performance in 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 orders incoming (booked) and outgoing (fulfilled). 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 a configuration's child items (that are not shown) are aggregated and shown by their 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:** Enables you to reconcile bookings in the Fulfillment Performance report with specific orders.

To access the Booked Order Line Detail report, select the Fulfillment Performance report link on the Customer Fulfillment Management dashboard. View the data by customer, and select the Booked Value link.

- **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 to customer requests over time, by displaying the lead times of order lines from when they are booked to the scheduled ship date and requested ship 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 scheduled shipment 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 of all order lines that are past their scheduled shipment date and their associated values, grouped by flexibly defined 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 managers can focus on fulfilling them.
- **Past Due Schedule Value Summary:** Displays the details of the past due values according to the scheduled shipment date. You can view 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 scheduled shipment 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 scheduled ship date.
- **Past Due Promise Value Summary:** Displays the same information as Past Due Schedule Value Summary, except by promise date instead of the scheduled ship date.
- **Past Due Promise Value Detail:** Displays the same information as Past Due Schedule Value Detail, except by promise date instead of the scheduled 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 of fulfilled return order lines, their associated value, and the return rate.
- **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.

Shipping Management Reports

The Shipping Management dashboard offers the following reports for monitoring shipping operations:

- **Lines Shipped Performance:** Displays the total number of sales order lines that have shipped, their quantities, and the percentage of sales order lines shipped late by both the scheduled shipment date and the promise date. From this report, you can view specific sales orders on the Order Information page in Oracle Order Management. Monitoring this report enables you to assess the timeliness of your shipping process.
- **Lines Shipped Late to Schedule Summary:** Displays what was shipped late according to the scheduled shipment date. You can view and monitor 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 scheduled shipment date. Select the order number to access 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. You can view and monitor 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. Select the order number to access the Order Information page, which displays the order details.
- **Lines Shipped Performance Trend:** Displays a trend of the number of lines shipped, percentage of lines shipped late according to the schedule shipment 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 scheduled shipment date. The trend displays by year, quarter, month, and week.
- **Book to Ship Days:** Displays information on the time it takes from booking the order to shipping the items. You can evaluate the integration and velocity of your order management, manufacturing, picking, and shipping processes. Tracking this measure enables you to detect issues such as out-of-stock items, slow transfer of information between processes, or other manufacturing problems.
- **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. You can also view 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 scheduled shipment date. You can view and monitor 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 shipment date. Select the order numbers to access 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 requested and scheduled shipment dates. Select

the order numbers to access 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 offers 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. Quantities are shown at the item level.
- **Intransit Inventory Detail:** Displays the value of inventory that is in transit between organizations. The value can be viewed by the owning organization, inventory category, or item. Quantities are shown at the item level.
- **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.
- **Cycle Count Accuracy:** Displays transactions related to completed and approved cycle count entries. Data is listed by organization, subinventory, inventory category, item, cycle count, and cycle count class.
- **Cycle Count Accuracy Trend:** Provides a single report on the trends in hit/miss accuracy, gross adjustment rates, and match rates across all organizations to which you have access.
- **Hit/Miss Summary:** Provides a summary of the hit/miss accuracy details that include 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.

The report also includes the graphs that compare the hit rates, exact match rates, and miss rates with the prior period figures.

- **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.

The report also includes two graphs that compare the gross adjustment rates and the net adjustment rates with their corresponding values in the prior period.

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 offers 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. You select a plan from Oracle Advanced Supply Chain Planning and create a baseline for it for comparison to production values.
- **Actual Production Job Detail:** Provides information about the completed quantity and the actual value for all job statuses. Because this report extracts data directly from Oracle Applications, it provides the real-time status of the job.
- **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.
- **Manufacturing Cost Variance:** Displays standard and actual costs, and the resulting variance, for 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 the 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. Because this report extracts data directly from Oracle Applications, it provides the real-time status of the job.
- **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 for all completed jobs (jobs with the status of Complete-No Charges, Cancelled, or Closed).
- **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 percentage of standard cost for 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. (Only time-based resources are considered.)
- **Resource Utilization Trend:** Displays the trend of 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 the status of Complete-No Charges, Cancelled, or Closed), and the variance between the two.
- **Resource Variance Trend:** Displays the trend of 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 for all completed jobs (jobs with the 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 the trend of 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 for all jobs. In addition, this report displays the scrap generated and gross production value and scrap as the percentage of gross production. Because this report extracts data directly from Oracle Applications, it provides the real-time status of the job.
- **Scrap Trend:** Displays the trend of scrap value as a percentage of gross production value over time, by year, quarter, month, and week.

Product Cost Management Reports

The Product Cost Management dashboard offers 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 for completed jobs (jobs with the 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 the trend of material usage variance amount and percentage over time, by year, quarter, month, and week.
- **Resource Variance:** Displays actual and standard resource costs for all completed jobs (jobs with the status of Complete-No Charges, Cancelled, or Closed), and the variance between the two. (Only time-based resources are considered.)
- **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, for 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 the 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. Because this report extracts data directly from Oracle Applications, it provides the real-time status of the job.

Plan Management Reports

The Plan Management dashboard offers 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 planned 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 may be at risk due to exceptions arising from planning constraints. Lets you compare 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 offers 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. The report provides you with the ability to view this breakdown by year, quarter, month, and week. 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 only displays value for the sale of products, but not services. It supports year, quarter, month, and week . 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. The report provides you with the ability to view this breakdown by year, quarter, month, and week. 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 value for the sale of products, but not services. It provides you with the ability to view this breakdown by sales group, product category, and customer and by year, quarter, month, and week. 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 comparison period. It compares these metrics to either the prior period or the prior year. This report is always viewed 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. You can view this breakdown by sales group, product category, and customer and by year, quarter, month, and week. 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 lines 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. You can view this breakdown by year, quarter, month, and week. 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 drill to the actual order transaction. You can view this breakdown by year, quarter, month, and week. 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. You can view this breakdown by year, quarter, month, and week. 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, the deferred revenue backlog, and the product revenue backlog.

Warehouse Management Reports

The Warehouse Management dashboard offers 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 refresh date. Most reports in Oracle Daily Business Intelligence are current as of the latest refresh of Oracle Daily Business Intelligence; the time when the incremental load gathers the latest data from Oracle Warehouse Management. This report retrieves the data directly from Oracle Warehouse Management transaction tables, so the data you see is current to the minute you run the report. 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 offers the following reports:

- **Rated Freight Cost per Unit Weight:** Shows the cost per unit of weight for transporting goods for all deliveries within trips where there is 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, where there is 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, where there is 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, where there is 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, where there is 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 for which there is 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 for which there is 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 for which there is 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 associated 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.

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 that 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 should also 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: Under 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.

Dimensions

DBI for Supply Chain uses the following dimensions, some of which are common across Oracle Daily Business Intelligence.

Refer to the Implementation Considerations, page 21-34 for more information on how DBI for Supply Chain uses dimensions such as currencies.

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 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 in the Introduction chapter.

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 reports use the Customer Classification dimension.

For an explanation of this dimension, see Common Dimensions in the Introduction chapter.

Cycle Count

This dimension is a set of cycle counting parameters, including a list of items, count schedule, and tolerances, that refer to a periodic counting of items in an organization's

inventory. This set of parameters is identified by a unique name. The Cycle Count dimension refers to the specification for a periodic counting.

In Oracle Process Manufacturing, this specification level does not exist where count specifications are defined for an ABC Rank and for some specifications, at the Warehouse Item level. Therefore, Oracle Process Manufacturing does not have an entity corresponding to the Cycle Count dimension. As with Subinventory, for Process Organizations, the drop-down list displays only Unassigned. All cycle counting facts collected should be associated with the Unassigned Cycle Count.

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. Cycle Count Class items may then be modified subsequently, independent of the ABC classification items.

In Oracle Process Manufacturing, Cycle Count Class is sourced from the Oracle Process Manufacturing ABC Rank table, `ic_rank_mst`. Oracle Process Manufacturing ABC Classes and Oracle Inventory Cycle Count Classes are both organization-specific, so there is no naming conflict in loading a Cycle Count Class 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.

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 21-39.

See also the Item Dimension Reporting chapter.

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 lifecycle and activities that can be performed on the job. For Discrete 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 using 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 to which you have access, as determined by the organization security setup in Oracle Inventory. The unsecured version of this dimension is explained below.

Inventory Organization

DBI for Supply Chain uses the Inventory Organization level in the common Organization dimension:

- Organization (dimension)
 - Inventory Organization (dimension level)
 - Subinventory (dimension level)

Note: At the Organization level, DBI for Supply Chain uses inventory organizations. It does not use sales organizations.

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 in the Set Up Daily Business Intelligence chapter.

Period Name

This dimension is used in the Plan Management reports. It contains future plan periods for all plans. It is dependent on the Period dimension. Depending on the period chosen, the parameter displays all available periods defined in the plan(s). 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 only a single plan's data.

Plan

This dimension contains the name of all plans defined in Oracle Advanced Supply Chain Planning.

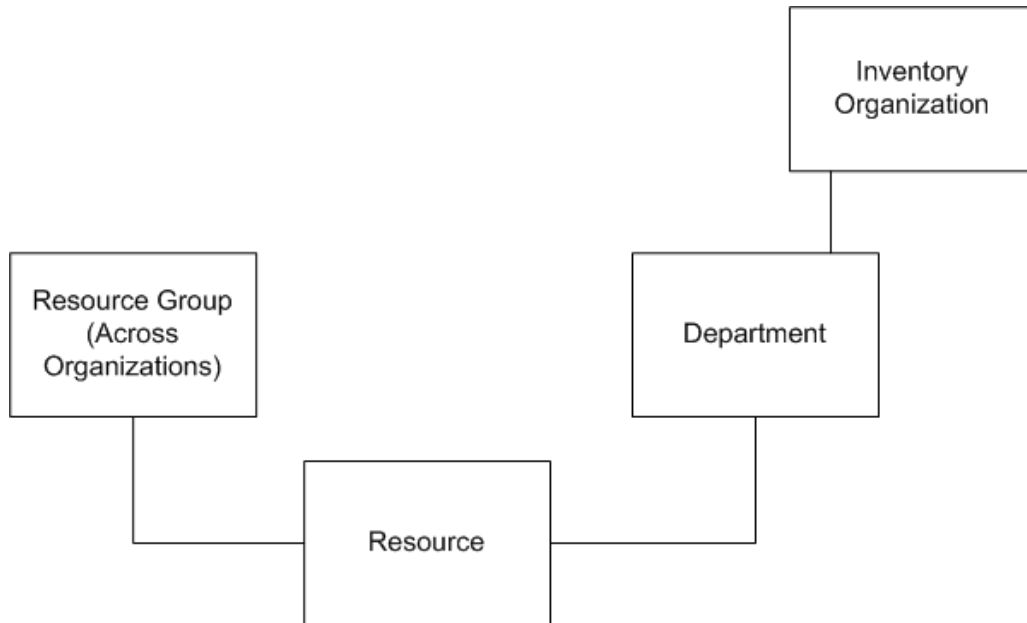
Reason

The Warehouse Management exceptions reports use the Reason dimension. This dimension enables you to see information about task exceptions with specific reason codes. Reason codes are created at the site-level and are user-defined. Reason codes are not confined to a specific inventory organization.

Resource

The resource-related reports on the Manufacturing Management dashboard and the Plan Management dashboard display the resources by *resource category* (defined across organizations) or by *department* (defined within an organization) as defined in Oracle Engineering.

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. Your sales group selection controls all the regions on this dashboard. The Sales Group dimension lists the sales groups you have security access to 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 (those, for example, 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.

Three roles can be assigned in the sales group hierarchy: Sales Manager, Sales Administrator, and Sales Representative. Users who have 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 associated drill 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 they are user-defined values, they 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.

Source

The Source dimension refers to source subinventory, which is the actual, and not suggested, storage location from which the material was picked.

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 the dimensions section in the DBI for Procurement chapter.

The Plan Management dashboard uses only the Supplier dimension level, not the Supplier Site dimension level. The Supplier dimension level collects all suppliers defined in Oracle Applications, but the Plan Management dashboard reports display only those suppliers that exist on planned orders gathered from Oracle Advanced Supply Chain Planning.

If a supplier is not given on the planned order, then the data for those orders displays as Unassigned in the reports.

Performance Measures

DBI for Supply Chain offers the following performance measures below.

Customer Fulfillment Management provides the following performance measures:

Customer Fulfillment Management Key Performance Indicators (KPIs)

KPI	Calculation
Booked Value	Booked Quantity * Selling Price for sales order lines
Fulfilled Value	Fulfilled Quantity * Selling Price for sales order lines
Book to Fulfill Ratio	Booked Quantity * Selling Price for sales order lines in a selected period / Fulfilled Quantity * Selling Price for sales order lines in the same period
Backlog Value	Booked Quantity * Selling Price for sales order lines not yet fulfilled
Past Due Schedule Value	Booked Quantity * Selling Price for sales order lines not yet fulfilled, when the selected date is past the scheduled shipment date
Fulfilled Return Value	Fulfilled Quantity * Selling Price for return lines

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 21-41 for more information on firmed date. See the Customer Fulfillment Management dashboard overview for more information on actual fulfilled date.

Shipping Management provides the following performance measures:

Shipping Management Key Performance Indicators (KPIs)

KPI	Calculation
Lines Shipped	Total number of sales orders lines that have shipped, including those shipped late.
Lines Late to Schedule	(Total number of lines shipped late, after the scheduled shipment date / Total number of lines shipped) * 100
Lines Late to Promise	(Total number of lines shipped late, after the promised date / Total number of lines shipped) * 100
Book to Ship Days	For all order lines, the average of (Shipped Date - Firm Date). If a firm date is not available, booked date is used. See Set Up Firm Date Defaulting Rule, page 21-41 for more information.
Past Due Schedule Lines	The number of sales order lines which were booked and not yet shipped, where the scheduled shipment date is earlier than the selected date.

Inventory Management provides the following performance measures:

Inventory Management Key Performance Indicators (KPIs)

KPI	Calculation
Inventory Value	Total cost of ending inventory, which consists of on-hand, intransit, and work in process (WIP) inventory.
Annualized Inventory Turns	<p>Annualized COGS / Average Daily Inventory</p> <p>(Cost of goods sold is the cost of goods shipped as booked to the COGS account in Oracle Inventory. For determining cost of goods sold, or inventory cost, actual cost is used in an actual costing organization and standard cost is used in a standard costing organization.)</p> <p>Annualized COGS = (COGS / Number of Days in Selected Period) * 365</p> <p>Average Daily Inventory = Sum of Daily Ending On-hand Inventory Balance / Number of Days</p>
Hit/Miss Accuracy	<p>(Total Hit Entries / Total No. of Entries) * 100</p> <p>Hit/Miss Accuracy is the percentage of the total number of cycle count entries that fall within the tolerance limits to the total number of cycle count entries made.</p>
Gross Adjustments - Rate	<p>(Total Gross Adjustment Value / Total System Inventory Value) * 100</p> <p>Gross Adjustment Rate is the value of the Gross 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.</p>
Exact Matches Rate	<p>(Total Match Entries / Total Number of Entries) * 100</p> <p>The number of exact match entries as a percentage of the total number of cycle count entries.</p> <p>An exact match entry is an entry where the counted quantity entered is the same as the system quantity.</p>

Manufacturing Management provides the following performance measures:

Manufacturing Management Key Performance Indicators (KPIs)

KPI	Calculation
Production to Plan	<p>$(\text{Produced Standard Value} / \text{Planned Standard Value}) * 100$</p> <p>Produced Standard Value = Total quantity of assembly completions for each item, multiplied by the cost of the item when the baseline plan was collected.</p> <p>Planned Standard Value = Total quantity of the item on firmed and planned orders, multiplied by the cost of the item when the baseline plan was collected.</p>
Production Value	<p>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.</p>
Manufacturing Cost Variance	<p>$[(\text{Actual Cost} - \text{Standard Cost}) / \text{Standard Cost}] * 100$</p> <p>Actual Cost = Actual cost charged to all closed jobs</p> <p>Standard Cost = Standard cost for all closed jobs</p>
Material Usage Variance	<p>$[(\text{Actual Usage} - \text{Standard Usage}) / \text{Standard Usage}] * 100$</p> <p>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.)</p> <p>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.)</p>
Resource Utilization	<p>$(\text{Resource Cost Charged} / \text{Cost of Resources Available}) * 100$</p> <p>Resource Cost Charged = Resource Hours charged to all open and closed jobs * Standard Cost of Resource on the date of the resource transaction</p> <p>Cost of Resources Available = Available Hours specified on the resource calendar for a selected period * Standard Cost of Resource during that period</p>

Resource Variance	$\frac{[(\text{Actual Resource Cost} - \text{Standard Resource Cost}) / (\text{Standard Resource Cost})] * 100}{}$ <p>Actual Resource Cost = Resource Hours charged to a completed job * Actual Cost of Resources based on each resource transaction</p> <p>Standard Resource Cost = Standard Resource Hours for a job, based on the actual routing used * Standard Cost of Resource at the time of completion</p>
Scrap	$(\text{Scrap Value} / \text{Gross Production Value}) * 100$ <p>Scrap Value = Value of scrap generated across all item categories, obtained from all scrap transactions</p> <p>Gross Production Value = Cost of work in process completions into inventory (minus returns), plus Scrap Value</p>

Product Cost Management provides the following performance measures:

Product Cost Management Key Performance Indicators (KPIs)

KPI	Calculation
Product Gross Margin	$(\text{Fulfilled Value} - \text{COGS} / \text{Fulfilled Value}) * 100$ Fulfilled Value = Fulfilled Quantity * Selling Price for sales order lines COGS = Total item costs associated with the products shipped
Manufacturing Cost Variance	$[(\text{Actual Cost} - \text{Standard Cost}) / (\text{Standard Cost})] * 100$ Actual Cost = Actual cost charged to all closed jobs Standard Cost = Standard cost for all closed jobs
Material Usage Variance	$[(\text{Actual Usage} - \text{Standard Usage}) / (\text{Standard Usage})] * 100$ 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	$[(\text{Actual Resource Cost} - \text{Standard Resource Cost}) / (\text{Standard Resource Cost})] * 100$ 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

Plan Management provides the following performance measures:

Plan Management Key Performance Indicators (KPIs)

KPI	Calculation
Planned Revenue	$\text{Total Shipment Units} * \text{Standard Price} * \text{Standard Discount}$ $\text{Total Shipment Units} = \text{Number of units planned to be shipped (shipped quantity) in Oracle Advanced Supply Chain Planning (ASCP)}$ $\text{Standard Price} = \text{Item price in ASCP}$ $\text{Standard Discount} = \text{Standard discount for the item in ASCP}$
Planned Margin	$\text{Total Shipment Units} * \text{Standard Price} * \text{Standard Discount} - (\text{Planned Cost})$ $\text{Total Shipment Units} = (\text{see above})$ $\text{Standard Price} = (\text{see above})$ $\text{Standard Discount} = (\text{see above})$ $\text{Planned Cost} = \text{Demand Quantity (of independent demands)} * \text{Standard Cost in ASCP}$
Planned Margin Percent	$(\text{Planned Margin} / \text{Planned Revenue}) * 100$
Planned Inventory Turns	$\text{Cost of Total Demand in Period p1} / \text{Cost of Average Inventory in Period p1}$. (See the <i>Oracle Advanced Planning Implementation and User's Guide</i> for details.)
Planned On-Time Shipment	$[(\text{Total Number of Order Lines} - \text{Number of Late Order Lines}) / \text{Total Number of Order Lines}] * 100$ $\text{Total Number of Order Lines} = \text{Total number of order lines planned to be shipped}$ $\text{Number of Late Order Lines} = \text{Number of order lines where the planned delivery date is later than either the sales order scheduled ship date in Oracle Order Management or the forecast date in Oracle Demand Planning, whichever date is available in ASCP}$
Planned Resource Utilization	$(\text{Hours of Capacity Planned to be Used} / \text{Available Hours of Capacity}) * 100$ The capacity hours are obtained from ASCP.

Product Revenue Bookings and Backlog provides the following performance measures:

Product Revenue Bookings and Backlog Key Performance Indicators (KPIs)

KPI	Calculation
Net Booked	<p>(Total Value of Order Lines Booked) - (Absolute Value of Total Value of Return Lines Booked)</p> <p>Revenue associated with all order lines for products that have been booked, plus the negative value of returns order lines that have been booked.</p> <p>The net booked metrics take into consideration that some order line bookings are for positive value while others, for return lines or RMAs, are for negative value.</p> <p>Metrics are based on the firmed date rather than the booked date when a firmed date is available; if a firmed date value is null, then booked value is based on the booked date.</p>
Revenue	<p>Any value within this column links to the Product Revenue report with the context of the sales group for that row preserved as a display parameter.</p>
Revenue Booked this Period	<p>Any value within this column links to the Product Revenue report with the context of the sales group for that row preserved as a display parameter.</p>
Product Revenue Backlog	<p>The total value of order lines for products that have been booked in Oracle Order Management, but the revenue has not been recognized by Oracle Receivables;</p> <p>and</p> <p>the negative value of return order lines that have been booked, but the revenue has not been recognized by Oracle Receivables.</p>

Warehouse Management Key Performance Indicators (KPIs)

KPI	Calculation
Pick Release To Ship (Hours)	<p>(Total elapsed time for the shipping confirmations / Number of shipping confirmations)</p>
Receipt To Putaway (Hours)	<p>(Total elapsed time for all the putaways) / (Number of putaways)</p>
Utilized Volume	<p>The space occupied by the material stored in the organization or subinventory.</p>
Weight Stored	<p>The total weight of the material stored in the organization or subinventory.</p>
Pick Exceptions Rate	<p>(Number of Picks with Exceptions / Total Number of Picks) * 100</p>

Transportation Management Key Performance Indicators (KPIs)

KPI	Calculation
Rated Freight Cost per Unit Weight	Rated freight cost / Freight weight
Freight Weight	The sum of all gross weights for deliveries that are associated with rated freight costs.
On-Time Arrival Rate	$\frac{[(\text{Number of On-Time Arrivals to Trip Stops}) / (\text{Number of Arrivals Planned for every Trip Stop})] * 100}{}$
Carrier Billed to Paid Variance	$[(\text{Billed} - \text{Paid In Full}) / (\text{Absolute Value of Paid In Full for all carrier bills paid in full within the selected period})] * 100$
Carrier Payments	The sum of all payments made to the carrier for the selected period (aggregated on the paid date of the payment created)

Securing Data

All DBI for Supply Chain dashboards except the Product Revenue Bookings and Backlog and Transportation Management dashboards are secured by the Organization Access window in Oracle Inventory. A list of inventory organizations to be accessed by the Supply Chain Manager, Daily Supply Chain Intelligence, and other responsibilities (except the Daily Sales Responsibility) should be set up using the Organization Access window. The person viewing the reports, who is assigned that responsibility, 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.

Oracle Daily Business Intelligence does not use the Oracle Process Manufacturing organization security. 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 Consideration for Manufacturing Management

Baseline Plan for Production

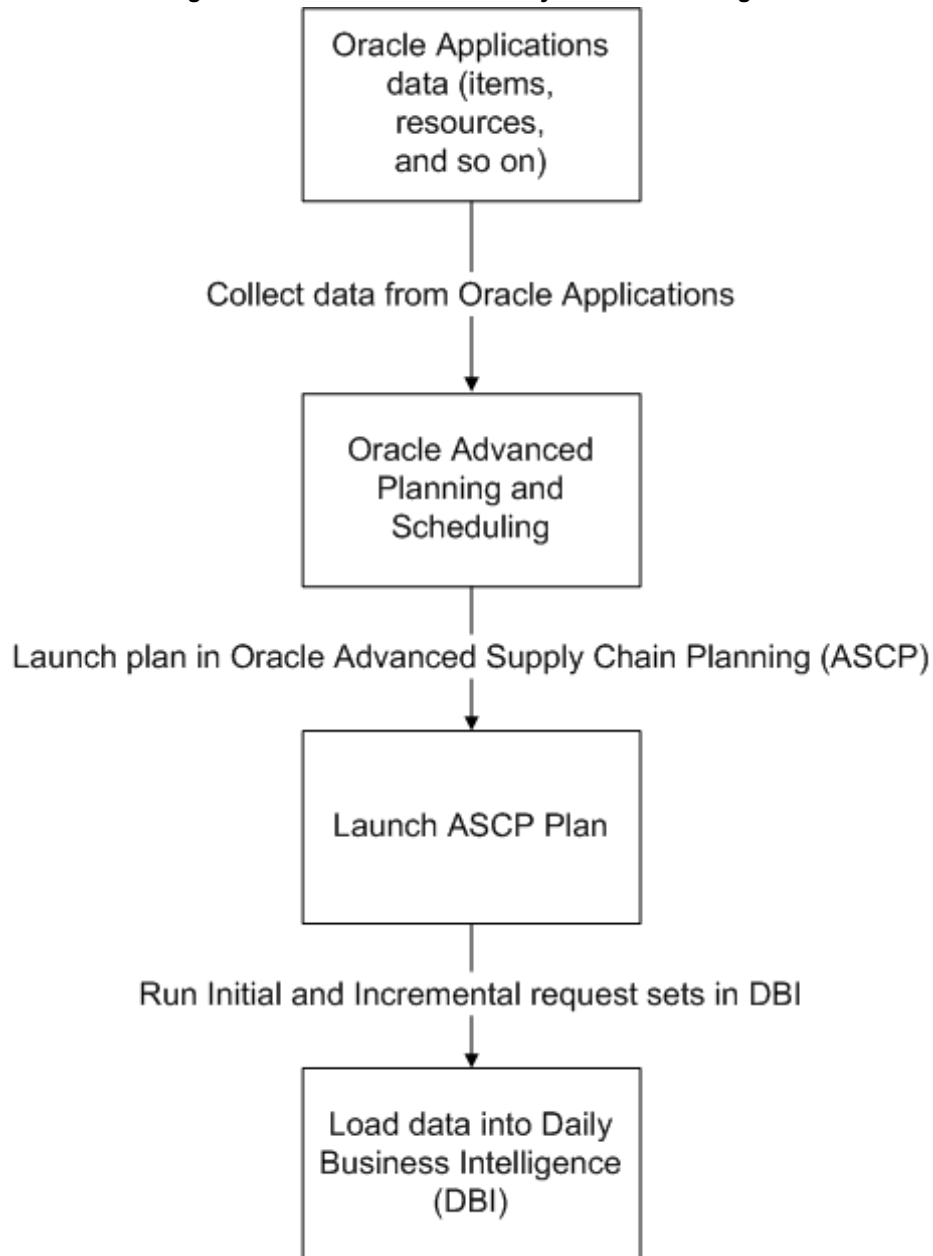
On the Manufacturing Management dashboard, the Production to Plan reports compare production values with planned values. To display planned figures, you must set up a baseline plan for comparison. (See Set Baseline Plan, *Oracle Daily Business Intelligence Implementation Guide*.) The baseline plan is pulled from Oracle Advanced Supply Chain Planning. The Manufacturing Management dashboard assumes that 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.

Implementation Considerations for Plan Management

The most important implementation consideration for the Plan Management dashboard is performance due to data volume. The number of plan snapshots taken and the frequency of snapshot collection must be considered. See Set Plan Collection Schedule, page 21-58 for a complete discussion.

The Plan Management dashboard displays data from Oracle Advanced Supply Chain Planning, which can be in a separate instance from the enterprise resource planning (ERP) system, or in the same instance. If multiple planning instances of Oracle Advanced Supply Chain Planning are set up to collect from the same source ERP instance, Oracle Daily Business Intelligence requires that only one planning instance is identified as allowed to release its planned orders to the ERP instance. This is done using 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 21-58.)

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, the value is not included in the reports.

Implementation Consideration for Product Revenue Bookings and Backlog

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 applications modules so that accurate reporting can occur, 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.

Prerequisites

The following table lists the prerequisites that must be met before you can implement DBI for Supply Chain.

Prerequisites for Implementing DBI for Supply Chain

Prerequisites	Application
Review Hardware and Software Requirements, page 21-38	Not applicable
Associate Item with Inventory Category Set, Product Category Set, page 21-39	Oracle Inventory
Check Plant to Resource Warehouse Mapping, page 21-41	Oracle Process Manufacturing
Modify Scheduled Ship Dates, page 21-41	Oracle Order Management
Set Up Firmed Date Defaulting Rule, page 21-41	Oracle Order Management
Enable Pegging in Advanced Supply Chain Planning, page 21-42	Oracle Advanced Supply Chain Planning
Set Up Prerequisites for Discrete Manufacturing, page 21-42	Oracle Engineering
Set Up Prerequisites for Oracle Process Manufacturing , page 21-42	Oracle Process Manufacturing
Set Up Prerequisites for Customer Fulfillment Management and Shipping Management, page 21-44	Oracle Order Management
Set Up Prerequisites for Manufacturing Management, page 21-44	
Set Up Prerequisites for Product Revenue Bookings and Backlog, page 21-44	Oracle Order Management and DBI for Financials
Set Up Oracle Daily Business Intelligence Framework, page 21-45	Oracle Daily Business Intelligence for setting up global parameters, Oracle General Ledger for setting up currency exchange rates
1. Set up global parameters	
2. Set up currency exchange rates	
Map Financial Accounts, page 21-46	Oracle General Ledger
Synchronize Enterprise Calendar, page 21-46	Oracle Daily Business Intelligence, Oracle General Ledger
Synchronize Oracle Process Manufacturing Items to Organizations, page 21-46	Oracle Process Manufacturing Inventory
Set Up Item Dimension, page 21-47	Oracle Daily Business Intelligence

Review Hardware and Software Requirements

All hardware and software prerequisites are detailed in the latest version of About Oracle Daily Business Intelligence, available on [OracleMetaLink](#). Please review the document for requirements, including the correct versions of the applications in the following table.

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
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	

Note: If you use Oracle Process Manufacturing (OPM), the following OPM modules are assumed: Oracle Process Manufacturing Cost Management, Oracle Process Manufacturing Inventory Management, Oracle Process Manufacturing Process Execution, and Oracle Process Manufacturing Product Development (used by Inventory Management, Manufacturing Management, and Product Cost Management).

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, or they appear in an 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
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

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. (Items on the Plan Management dashboard are also displayed by inventory category, except the Planned Revenue and Margin report.)

For more information on the Item dimension, see the Item Dimension Reporting chapter.

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 on the sale of 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's 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.

Check Plant to Resource Warehouse Mapping

All of the dashboards in DBI for Supply Chain display data by inventory organization. Inventory organizations are part of the standard Organization hierarchy in Oracle Applications.

Oracle Process Manufacturing inventory warehouses and resource warehouses are displayed in Oracle Daily Business Intelligence as organizations. Oracle Process Manufacturing plants are also displayed as organizations on the Manufacturing Management and Plan Management dashboards.

Oracle Process Manufacturing plants are mapped to Oracle Process Manufacturing resource warehouses by setting the Resource Warehouse attribute on the Oracle Process Manufacturing Organization setup window. It is recommended that not more than one plant be linked to a resource warehouse. For more details, refer to the *Using Oracle Advanced Planning and Scheduling with Oracle Process Manufacturing* guide, and *Oracle Process Manufacturing System Administration User's Guide*.

Modify Scheduled 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. This causes an error when running the Load Order Management Base Summary request.

Earlier versions of Oracle Order Management required a scheduled ship date in order to book the order. The problematic future dates could be dummy 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 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.

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 firm date is intended to capture the actual date that all of the terms and conditions creating a binding agreement between buyer and seller are agreed upon; 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 firm 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 their 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 order header date, firmed date, should default from 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, the firmed date is defaulted to the order date based on a defaulting rule that must be set up during implementation. For an order/return line to be considered booked by Oracle Daily Business Intelligence, it must have a booked date. However, the date that Oracle Daily Business Intelligence 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.

Enable Pegging in Advanced Supply Chain Planning

Potential Revenue Shortfall reports on the Plan Management dashboard leverage 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.

Set Up Prerequisite for Discrete Manufacturing

Grouping of Resources

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 Engineering. Resource departments are mandatory in Oracle Applications; resource groups are optional. If you have not set up resource groups, 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.

Set Up Prerequisites for Oracle Process Manufacturing

Impact of Oracle Process Manufacturing Subsidiary Ledger

The 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 may 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, the Test Subsidiary Ledger Update should be run 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 may now be run more frequently, more frequent maintenance of item costs may be required. If the item cost is not available, then errors are logged 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.

Grouping of Resources

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.

Set Up Prerequisites for Customer Fulfillment Management and Shipping Management

If an order is booked and the SHIP_FROM_ORG_ID (shipping organization) is missing on the order line, the validation organization that is set up in Oracle Order Management is used.

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 to indicate that it is the requested shipment date, ARRIVAL to indicate that it is the requested arrival date, or blank. Oracle Order Management intends that you use 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.

Deletions in Oracle Order Management are supported in Oracle Daily Business Intelligence. The OM: DBI Installation profile option records order line modifications and deletions, and honors them accordingly. The next time an incremental load is performed, 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, someone deletes one line. Backlog is now shown for 20 items.

See Set Up Firmed Date Defaulting Rule, page 21-41 for more information on firmed date. See the Customer Fulfillment Management dashboard overview for more information on actual fulfilled date.

Set Up Prerequisite for Manufacturing Management

Identification of Time-Based Resources

Manufacturing and Product Cost Management reports using the Resource dimension are restricted to time-based resources. Time-based resources are identified by a profile setup that identifies UOM representing Hours. The profile value that identifies the Hours UOM is BOM: Hour UOM for Discrete Manufacturing applications, and GMP:UOM for Hours for Oracle Process Manufacturing.

Set Up Prerequisites for Product Revenue Bookings and Backlog

Firmed Date Defaulting Rule

The Product Revenue Bookings and Backlog dashboard uses the firmed date for the net booked metric.

For more information, see Set Firmed Date Defaulting Rule, page 21-41 for more information.

Set Up Revenue and Deferred Revenue

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.

Set Up Oracle Daily Business Intelligence Framework

See Set Up Daily Business Intelligence Framework in the Set Up Daily Business Intelligence chapter 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 transaction 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 transaction 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 transaction 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 Setup Global Parameters in the Set Up Daily Business Intelligence chapter for more information on the secondary currency.

The Plan Management dashboard offers one currency in its 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 the Oracle Daily Business Intelligence (DBI) for Service Contracts chapter.

- 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 in the Set Up Daily Business Intelligence chapter for more information on the global start date.

- Enable all the dashboards you plan to use. For instructions, see Enable Dashboards in the Set Up Daily Business Intelligence chapter.
- 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 in the Set Up Daily Business Intelligence chapter.

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

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.

Synchronize Enterprise Calendar

To ensure that the 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 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.

Synchronize Oracle Process Manufacturing Items to Organizations

Oracle Process Manufacturing Item definitions must be synchronized with the Oracle Inventory Item Master. In order for Oracle Process Manufacturing warehouse data to be visible within Oracle Daily Business Intelligence, all Process-enabled Inventory Organizations should be included in this synchronization.

This is done using the Item Organization Setup form, which can be accessed from the Oracle Process Manufacturing Inventory responsibility. Under Inventory : OPM Inventory Control : Reports, select Run. Select Single Request and then Synchronize all Process Inventory Organizations. This runs the concurrent process that synchronizes all Process Inventory Organizations.

For more details, refer to "Synchronizing Items to Specific Organizations" in the *Oracle Process Manufacturing Inventory User's Guide*.

This dependency is shared by all reports in DBI for Supply Chain.

Set Up Item Dimension

Perform this step for all DBI for Supply Chain dashboards. For instructions, see the Item Dimension Reporting chapter.

See also Implementation Considerations, page 21-34 for information on how the reports use the item category hierarchy and product category hierarchy in the Item dimension.

Implementation Steps

Once you have met all of the required prerequisites and have performed the required Oracle Daily Business Intelligence setup, you can begin implementing DBI for Supply Chain. The following table provides a list of the implementation tasks that you need to perform.

Checklist for Implementing DBI for Supply Chain

Steps	Responsibility
Set Up Oracle Process Manufacturing Resource Warehouses, page 21-48 (for Oracle Process Manufacturing implementers only)	OPM System Administration
Run Plans in Oracle Advanced Supply Chain Planning, page 21-48	Advanced Supply Chain Planner
Set Up Inventory Organization Security, page 21-48	Oracle Inventory
Set Up Sales Group Hierarchy, page 21-48 (For Product Revenue Bookings and Backlog dashboard only)	CRM Administrator
Consider Access to HR and Expense Management Dashboards, page 21-51	(Multiple responsibilities)
Set the OM: DBI Installation Profile Option, page 21-52	System Administrator
Set the ISC: Shipping/Transportation Execution Profile Option for Transportation Management, page 21-52	System Administrator
Set the FTE: Carrier On-Time Arrival Window Profile Option for Transportation Management, page 21-53	System Administrator
Identify the UOM Representing Hours, page 21-53 (for Manufacturing Management dashboard only)	System Administrator
Set Baseline Plan, <i>Oracle Daily Business Intelligence Implementation Guide</i> (for Manufacturing Management dashboard only)	Daily Business Intelligence Administrator
Set Plan Collection Schedule, page 21-58	Daily Business Intelligence Administrator
Set Reporting Units of Measure, page 21-61(optional)	Daily Business Intelligence Administrator

Once these steps are complete, 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 Daily Business Intelligence chapter. This chapter describes how to set up users and security for Oracle Daily Business Intelligence, as well as how to perform the initial load and incremental refreshes for all Oracle Daily Business Intelligence dashboards.

Set Up Oracle Process Manufacturing Resource Warehouses

Perform this step for Oracle Process Manufacturing implementations.

Oracle Process Manufacturing plants are displayed as organizations on the Manufacturing Management and Plan Management dashboards.

This is done by mapping each Oracle Process Manufacturing plant to an Oracle Process Manufacturing resource warehouse, using the Oracle Process Manufacturing Organization setup form, which can be accessed using the Oracle Process Manufacturing System Administration responsibility. It is recommended that only one plant be linked to each resource warehouse.

For more details, refer to the Resource Warehouse discussion in *Using Oracle Advanced Planning and Scheduling with Oracle Process Manufacturing* guide, and the *Oracle Process Manufacturing System Administration User's Guide*.

Run Plans in Oracle Advanced Supply Chain Planning

If you are implementing the Manufacturing Management or Plan Management dashboards, ensure that the plans you want to include in these dashboards' reports have been run.

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.

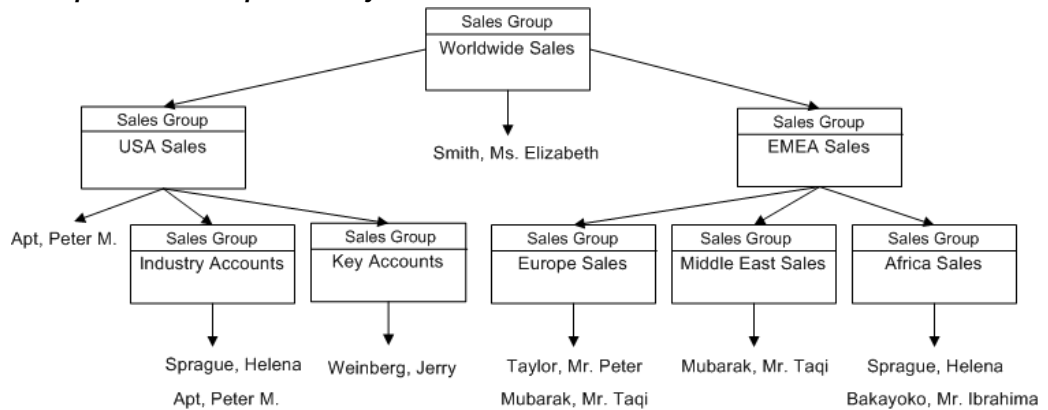
For instructions on using the Organization Access window to secure access to inventory organizations for use by the DBI for Supply Chain dashboards, see "Defining Organization Access" in the *Oracle Inventory User's Guide*.

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 an 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 containing other sales groups or sales representatives (a two-level hierarchy).

Anyone who is made a 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.

The following steps are performed using Oracle Resource Manager. 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 the DBI for Service Contracts chapter 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 are not displayed in the reports. Sales representatives who belong to non-Sales and Telesales groups display 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. The Monitor Users page displays.
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 that appears, 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: Anyone with 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 the section Update Sales Group Hierarchy in this guide 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.

Your changes to the hierarchy are not applied to the reports until you run the initial or incremental requests.

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 21-48 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 in the Set Up Daily Business Intelligence chapter 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.

Your changes to the hierarchy are not applied to the reports until you run the initial or incremental requests for the DBI for Supply Chain dashboards. 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 any value's 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 value's 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.)

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 the Oracle Daily Business Intelligence for Human Resources chapter and the DBI for Financials chapter.

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 21-18.

Set the OM: DBI Installation Profile Option

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. The System Profile Values window displays.
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, you must set the ISC: Shipping/Transportation Execution DBI Installation profile option to Yes. This is used to track 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, 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.

Identify the UOM Representing Hours

Manufacturing and Product Cost Management reports using the Resource Dimension are restricted to time-based resources. Time-based resources are identified by a profile setup that identifies the UOM representing Hours. The profile option that identifies the Hours UOM is BOM: Hour UOM for Discrete Manufacturing applications, and GMP:UOM for Hours for Oracle Process Manufacturing. These can be set 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

Organizations are already included in the plans in Oracle Advanced Supply Chain Planning. 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. Inventory Optimization plans are not included in the Manufacturing Management reports because they are not relevant to a comparison of production to plan.

Owning Organization: The owning organization for the plan displays.

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, 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, 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 falling 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, 2003 forward. In this example, actual production values display 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.

2003	2003	2004	2004	2004
July 1 (Previous Baseline Period <i>from</i> date)	December 31 (Previous Baseline Period <i>to</i> date)			
December 25 (Next Collection Date)	December 26-31	January 1 - plan start (Current Baseline Period <i>from</i> date)	June 30 (Current Baseline Period <i>to</i> date)	December 31 - plan end

In this example, you had already created a baseline plan from July 1 - December 31, 2003. You create a new 2004 plan in Oracle Advanced Supply Chain Planning that is approved on December 25, 2003, so you collect the 2004 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 previous baseline's planned numbers, all the way through December 31, 2003. That is, if you view report data any time from July 1 through December 31 in 2003, the previous baseline plan numbers are used. If you view report data any time from January 1 through June 30 in 2004, the new baseline's planned numbers 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, 2004.

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 21-58.

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 display on the Baseline setup page. They are used in the reports when viewing 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 or use a wildcard (%). For example, entering *prod* searches for any baseline name that begins with *prod*. Entering *%prod%* for the baseline name searches for any baseline with *prod* in its name. 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 previous period's baseline numbers, 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, 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 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 (ASCP):

- Plan X (run weekly)
 - Run in ASCP on August 10, 2003
 - Run in ASCP on August 17, 2003
- Plan Y (run monthly)

- Run in ASCP on September 1, 2003

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-2003
- Plan X-17-AUG-2003
- Plan Y-1-SEPT-2003

If you did not take weekly snapshots of Plan X, your snapshots might only be:

- Plan X-10-AUG-2003
- Plan Y-1-SEPT-2003

Supply chain managers will 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, plans must have been run 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 relating to your Oracle Advanced Planning System implementation.

Therefore, before setting up the plan collection, it is recommended 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) that will likely be collected by the plan snapshots. Excessive snapshots may 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, the scheduling of each snapshot should occur 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.

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 request set in Oracle Daily Business Intelligence is run that populates the Plan Management dashboard with the plan snapshots.

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 is all plans that are available in Oracle Advanced Supply Chain Planning now, except Inventory Optimization plans. Inventory Optimization plans are not included in the Plan Management reports.

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, 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 is run that populates the Plan Management dashboard with the plan snapshots. (When the request set is run daily, the snapshot occurs on the same day that 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 searching for plan snapshots to purge, enter the first part of the name or use a wildcard (%). For example, entering *prod* searches for any plan name that begins with *prod*. Entering *%prod%* for the plan name searches for any plan with *prod* in its name. 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, a plan's Run Date 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 earlier snapshot that day is overwritten with the new plan when the request set is run that populates the Plan Management dashboard with the plan snapshots.

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 UOM is the UOM 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 UOM, aggregates it, and reports it.

Note: If you are implementing the Warehouse Management dashboard, you must select a reporting UOM for volume and weight. If you are implementing the Transportation Management dashboard, you must select a reporting UOM for volume, weight, and distance.

Reporting UOM 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 UOM once during implementation.

This page can also be used to set up non-item-specific inter-class conversions. For more information, see Non-Item-Specific Inter-Class Conversions, page 21-62.

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 UOM.
3. Select the Search icon to locate and select a reporting UOM.

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, 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 UOM to another UOM in the same class, regardless of the item.
- **Intra-Class:** If you are converting from one UOM to another UOM 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 UOM 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 in the Set Up Daily Business Intelligence chapter.
- Run the initial request set. For instructions, see Run Initial Request Set in the Set Up Daily Business Intelligence chapter.

Maintenance and Administration

The following information highlights maintenance and administration for DBI for Supply Chain.

Run Plans in Oracle Advanced Supply Chain Planning

If you are implementing the Manufacturing Management or Plan Management dashboards, ensure that the plans you want to include in these dashboards' reports have been run.

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.

If a currency conversion error occurs while a request collects the data, then the entire collection fails. For more information, see the description of the Currency dimension in the Introduction chapter. See also Prerequisites, page 21-37 for additional information on currencies.

Customer Dimension

In Trading Community Architecture, customers can be merged 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 its associated trend report on the Customer Fulfillment Management dashboard.
- Past Due Schedule Value Aging report and its 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.

Past due and backorder values are captured as snapshots across time. For example, if it is currently 30-Oct-2004 and you change the date to 1-Jan-2003 on the report, the past due data is based on the latest snapshot taken as of 1-Jan-2003. The latest snapshot as of 1-Jan-2003 might have been taken 30-Dec-2002. 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, 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 Discrete Manufacturing applications, there may be transactions which have not been successfully processed by the Cost Manager. When Oracle Daily Business Intelligence encounters such transactions, no further transactions are collected.

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 whose costs 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. Resource-related content on the Manufacturing Management dashboard is not affected by uncosted material transactions.

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 21-58 for instructions on accessing the Plan Snapshot Schedule page.

Update Baseline Plan Collection Schedule

If new plans are created or changed and rerun in Oracle Advanced Supply Chain Planning, enter a new Next Collection Date for the plan, so that the new planned numbers are displayed 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.
- *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 pertaining 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 21-46.

Initial and Incremental Loads

- *Why does my initial or incremental load fail?*

Possible reasons include:

- Tablespace issues. See OracleMetaLink note 312236.1, "Oracle Daily Business Intelligence for Supply Chain: Troubleshooting and Tablespace Requirements."
- 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.

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
Commodity Manager	<ul style="list-style-type: none"> Commodity Spend Management Commodity Supplier Management Payables Status Payables Management HR Management - Overview
Cost Center Manager	<ul style="list-style-type: none"> Expense Management HR Management - Overview
Customer Support Manager	<ul style="list-style-type: none"> Customer Support Management Expense Management HR Management - Overview
Daily Business Intelligence Administrator	<ul style="list-style-type: none"> Daily Business Intelligence Setup
Daily Business Intelligence Designer	<ul style="list-style-type: none"> Dashboard, Dimension, KPI, and Report designers
Daily Commodity Intelligence	<ul style="list-style-type: none"> Commodity Spend Management Commodity Supplier Management
Daily Customer and Product Intelligence	<ul style="list-style-type: none"> Customer Support Management Customer and Product Activity New and Renewal Support Comparison
Daily Customer Support Intelligence	<ul style="list-style-type: none"> Customer Support Management
Daily Depot Repair Intelligence	<ul style="list-style-type: none"> Depot Repair Management

Responsibility	Dashboard
Daily Financials Intelligence	<ul style="list-style-type: none"> • Expense Analysis • Expense Management • Funds Management • Profit and Loss • Profit and Loss by Manager
Daily Fulfillment Intelligence	<ul style="list-style-type: none"> • Customer Fulfillment Management • Shipping Management
Daily HR Intelligence	<ul style="list-style-type: none"> • HR Management- Overview • HR Management - Headcount • HR Management - Turnover
Daily Interaction Center Intelligence	<ul style="list-style-type: none"> • Email Center Management • Inbound Telephony Management
Daily Inventory Intelligence	<ul style="list-style-type: none"> • Inventory Management
Daily iStore Intelligence	<ul style="list-style-type: none"> • Store Management • Store Top Activity
Daily Maintenance Intelligence	<ul style="list-style-type: none"> • Maintenance Management
Daily Manufacturing Intelligence	<ul style="list-style-type: none"> • Manufacturing Management
Daily Marketing Intelligence	<ul style="list-style-type: none"> • Lead Management • Marketing Management
Daily Payables Intelligence	<ul style="list-style-type: none"> • Payables Management • Payables Status
Daily Planning Intelligence	<ul style="list-style-type: none"> • Plan Management
Daily Procurement Intelligence	<ul style="list-style-type: none"> • Procurement Management • Procure-to-Pay Management • Procurement Status • Procurement Performance Management
Daily Product Cost Intelligence	<ul style="list-style-type: none"> • Product Cost Management
Daily Product Intelligence	<ul style="list-style-type: none"> • Product Management • Product Management - Engineering

Responsibility	Dashboard
Daily Project Intelligence	<ul style="list-style-type: none"> • Projects Profitability Management • Projects Operations Management • Capital Projects Cost Management • Contract Projects Cost Management
Daily Quoting Intelligence	<ul style="list-style-type: none"> • Quote Management
Daily Sales Intelligence	<ul style="list-style-type: none"> • Opportunity Management • Product Revenue Bookings and Backlog • Sales Forecast Management • Sales Management
Daily Service Intelligence	<ul style="list-style-type: none"> • Customer Support Management
Daily Service Contracts Intelligence	<ul style="list-style-type: none"> • Service Contracts Management • Service Renewals Management
Daily Supply Chain Intelligence	<ul style="list-style-type: none"> • Customer Fulfillment Management • Inventory Management • Manufacturing Management • Plan Management • Product Cost Management • Shipping Management • Transportation Management • Warehouse Management
Daily Transportation Intelligence	<ul style="list-style-type: none"> • Transportation Management
Daily Warehouse Intelligence	<ul style="list-style-type: none"> • Inventory Management • Warehouse Management
Depot Repair Manager	<ul style="list-style-type: none"> • Depot Repair Management
Email Center Manager	<ul style="list-style-type: none"> • Email Center Management • Expense Management • HR Management - Overview
Engineering Manager	<ul style="list-style-type: none"> • Product Management - • Engineering • Expense Management • HR Management - Overview
Field Service Manager	<ul style="list-style-type: none"> • Maintenance Management

Responsibility	Dashboard
Funds Manager	<ul style="list-style-type: none"> • Funds Management
HR Line Manager	<ul style="list-style-type: none"> • HR Management - Overview • HR Management - Headcount • HR Management - Turnover
Marketing Manager	<ul style="list-style-type: none"> • Expense Management • HR Management - Overview • Lead Management • Marketing Management
Procurement Manager	<ul style="list-style-type: none"> • Expense Management • HR Management - Overview • Payables Management • Payables Status • Procurement Management • Procure to Pay Management • Procurement Performance Management • Procurement Status
Profit Center Manager	<ul style="list-style-type: none"> • Profit and Loss • Profit and Loss by Manager • HR Management - Overview
Project Executive	<ul style="list-style-type: none"> • Projects Profitability Management • Projects Operations Management • Capital Projects Cost Management • Contract Projects Cost Management • Expense Management • HR Management - Overview
Quoting Intelligence Manager	<ul style="list-style-type: none"> • Quote Management
Sales Manager	<ul style="list-style-type: none"> • Opportunity Management • Product Revenue Bookings and Backlog • Sales Management • Sales Forecast Management • Expense Management • HR Management

Responsibility	Dashboard
Service Contracts Manager	<ul style="list-style-type: none"> • Service Contracts Management • Service Renewals Management • Expense Management • HR Management - Overview
Service Sales Manager	<ul style="list-style-type: none"> • Service Renewals Management • Service Contracts Management • Expense Management • HR Management - Overview
Supply Chain Manager	<ul style="list-style-type: none"> • Customer Fulfillment Management • Inventory Management • Manufacturing Management • Plan Management • Product Cost Management • Shipping Management • Transportation Management • Warehouse Management • Expense Management • HR Management - Overview
Vice President eCommerce	<ul style="list-style-type: none"> • Store Management • Store Top Activity
Web Store Manager	<ul style="list-style-type: none"> • Store Management • Store Top Activity

Additional Documentation

Daily Business Intelligence for Human Resources

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:

- About Oracle Daily Business Intelligence for HRMS (Oracle*MetaLink* Note: 300853.1)
- Oracle Daily Business Intelligence for HRMS User Guide Supplement (Oracle *MetaLink* Note: 300656.1)
- *Oracle Daily Business Intelligence for HRMS Implementation Guide Supplement* (Oracle*MetaLink* Note: 300655.1)

Setup and Dashboard Matrix

Setup and Dashboard Matrix

The following figures illustrate a matrix of the required and optional setup steps for each dashboard. Required steps are indicated by an R, Optional steps are indicated by an O. The dashboards are not listed alphabetically, instead, they are grouped into columns by intelligence area.

A Microsoft Excel spreadsheet version of this matrix is available on [Oracle MetaLink](#) (Note 313072.1).

DBI Framework, Manager Reporting, Item Dimension, DBI for Financials, and DBI for Interaction Center Part 1

Step/Dashboard	Expense Management Profit and Loss	Payables Management	Payables Status	Expense Analysis	Funds Management	HR Management - Overview	HR Management - Headcount	HR Management - Turnover	Email Center Management	Inbound Telephony Management	Store Management	Store Top Activity	Marketing Management	Lead Management	Product Management	Product Management - Engineering	Project Profitability Management	Project Operations Management	Contract Project Cost Management	Capital Projects Cost Management	Procurement Management	Procure to Pay Management	Connecting Supplier Management	Commodity Spend Management	Procurement Performance Management	Procurement Setup
Set Up Global Parameters	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Enable Dashboards	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Disable KPIs	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
Customize Buckets																										
Set Up Operating Unit Security			R								R	R					R	R			R					
Enable Email	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
Enable Web Conferencing	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
Enable Delegation	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
Set Up HR Profile Options for Manager Reporting	R	R																								
Create Placeholder Organizations for Companies	R	R																								
Create Organizations for Company Cost Center Combinations	R	R																								
Run the Synchronize GL company cost centers with HR Request Set	R	R																								
Validate Company Cost Center Organization Classification is Enabled	O	O																								
Assign Managers to the Organization	R	R																								
Run HR Load All Cost Center Managers	R	R																								
Upgrade Item Dimension	O	O									O	O			O	O					O	O	O	O	O	O
Set Up the Product Data Hierarchy	R	R									R	R			R	R					R	R	R	R	R	R
Run the DBI Item Dimension Setup Request Set	R	R									R	R			R	R					R	R	R	R	R	R
Define Source Ledger Group	R	R																								
Define Financial Dimensions	R	R																								
Map Cost Dimension Values and Hierarchies	R	R																								
Set Up Budgets and Forecasts	R	R																								
Set Up Security for General Ledger and Expense Reporting Data	R	R																								
Set Up General Ledger Profile Options	R	R																								
Set Up Payables Profile Options			R	R																						
Set Up the DBI profile options for Email Center									R																	
Set Up the DBI profile options for Inbound Telephony									R																	

DBI Framework, Manager Reporting, Item Dimension, DBI for Financials, and DBI for Interaction Center Part 2

Step/Dashboard	Quote Management	Sales Management	Opportunity Management	Sales Forecast Management	Customer Support Management	Service Contracts Management	Service Renewals Management	Depot Repair Management	Maintenance Management	Shipping Management	Plan Management	Customer Fulfillment Management	Manufacturing Management	Inventory Management	Product Cost Management	Product Release Bookings and Billings	Warehouse Management	Transportation Management
Set Up Global Parameters	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Enable Dashboards	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Disable KPIs	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
Customize Buckets	U	U			U		U	U	U	U		U						
Set Up Operating Unit Security																		
Enable Email	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
Enable Web Conferencing	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
Enable Delegation																		
Set Up HR Profile Options for Manager Reporting																		
Create Placeholder Organizations for Companies																		
Create Organizations for Company Cost Center Combinations																		
Run the Synchronize GL company cost centers with HR Request Set																		
Validate Company Cost Center Organization Classification is Enabled																		
Assign Managers to the Organization																		
Run HRI Load All Cost Center Managers																		
Upgrade Item Dimension	O	O	O	O	O	O	O	O		O	O	O	O	O	O	O	O	O
Set Up the Product Catalog Hierarchy	R	R	R	R	R	R	R	R		R	R	R	R	R	R	R	R	R
Run the DBI Item Dimension Setup Request Set	R	R	R	R	R	R	R	R		R	R	R	R	R	R	R	R	R
Define Source Ledger Group																		
Define Financial Dimensions																		
Manage Dimension Values and Hierarchies																		
Set Up Budgets and Forecasts																		
Set Up Security for General Ledger and Expense Reporting Data																		
Set Up General Ledger Profile Options																		
Set Up Payables Profile Options																		
Set Up the BLX profile options for Email Center																		
Set Up the BLX profile options for Inbound Telephony																		

DBI for iStore, DBI for Procurement, DBI for Sales, DBI for Service Contracts, and DBI for Supply Chain Part 1

Step/Dashboard	Quote Management	Sales Management	Opportunity Management	Sales Forecast Management	Customer Support Management	Service Contracts Management	Service Renewal Management	Depot Repair Management	Maintenance Management	Shipping Management	Plan Management	Customer Fulfillment Management	Manufacturing Management	Inventory Management	Product Cost Management	Product Revenue Bookings and Billings	Warehouse Management	Transportation Management
Set OM DB Installation Profile Option for DBI for iStore																		
Set Oracle iStore Profile Options																		
Run Minisite Migration Program																		
Set Up Lead Rank																		
Set Up Region																		
Define DBI for Marketing Profile Options																		
Set Up Security Profiles for DBI for Projects																		
Set Up Daily Business Intelligence for Projects Reporting																		
Set Up Users as Employees																		
Review POA/DBI Implementation Profile Option																		
Set Up Document Views																		
Set Up Commodities																		
Set Up DBI for Financials Profile Options and Source Ledger Assignment																		
Set DBI for Sales Profile Options		R	R	R														
Run Initial Load of Opportunity Log Tables Concurrent Program		R	R	R														
Set Up Sales Group Hierarchy						R	R										R	
Determine Collection Start Date						R	R											
Set Up Oracle Process Manufacturing Resource Warehouses													R	R	R			
Run Plans in Oracle Advanced Supply Chain Planning										R		R						
Set Up Inventory Organization Security								R	R	R	R	R	R	R	R	R	R	R
Set Up Sales Group Hierarchy																		
Set the OM/DBI Installation Profile Option										R	R				R	R		R
Set ISC Shipping/Transportation Execution Profile Option																		R
Set FTE Carrier On-Time Arrival Window Profile Option																		R
Identify the UOM Representing Hours												R		R				
Set Baseline Plan												R						
Set Plan Collection Schedule										R								
Set Reporting Units of Measure										O	O	O	O	O	O	O	O	O

DBI for iStore, DBI for Procurement, DBI for Sales, DBI for Service Contracts, and DBI for Supply Chain Part 2

Step/Dashboard	Expense Management	Profit and Loss	Payables Management	Payables Status	Expense Analysis	Funds Management	HR Management - Overview	HR Management - Headcount	HR Management - Turnover	Email Center Management	Inbound Telephone Management	Store Management	Store Top Activity	Marketing Management	Lead Management	Product Management	Product Management - Engineering	Projects Profitability Management	Projects Operations Management	Contract Projects Cost Management	Capital Projects Cost Management	Procurement Management	Procurement - Pay Management	Community Supplier Management	Commodity Spend Management	Procurement Performance Management	Procurement Status
Set OM DBI Installation Profile Option for DB for iStore																											
Set Oracle Store Profile Options																											
Run Initiative Migration Program																											
Set Up Lead Bank																											
Set Up Region																											
Define DBI for Marketing Profile Options																											
Set Up Security Profiles for DBI for Projects																											
Set Up Daily Business Intelligence for Projects Reporting																											
Set Up Local and Employees																											
Review POA DBI Implementation Profile Option																											
Set Up Document Views																											
Set Up Communities																											
Set Up DBI for Financials Profile Options and Source Ledger Assignment																											
Set DB for Sales Profile Options																											
Run Initial Load of Opportunity Log Tables Concurrent Program																											
Set Up Sales Group Hierarchy																											
Define Line Collection Start Date																											
Set Up Oracle Process Manufacturing Resource Warehouses																											
Run Plans in Oracle Advanced Supply Chain Planning																											
Set Up Inventory Organization Hierarchy																											
Set Up Sales Group Hierarchy																											
Set the OM DB Installation Profile Option																											
Set ISC: Shipping/Transportation Execution Profile Option																											
Set FTE: Carrier On-Time Arrival/Window Profile Option																											
Identify the LCM Representing Hours																											
Set Basic Plan																											
Set Plan Collection Schedule																											
Set Reporting Units of Measure																											

Post Setup Steps Part 1

Step/Dashboard																											
Update Sales Group Hierarchy																											
Create Request Sets																											
Run Initial Request Set																											
Set Up Users																											
Schedule Incremental Request Sets																											
Expense Management																											
Profit and Loss																											
Payables Management																											
Payables Status																											
Expense Analysis																											
Funds Management																											
HR Management - Overview																											
HR Management - Headcount																											
HR Management - Turnover																											
Email Center Management																											
Inbound Telephone Management																											
Store Management																											
Store Top Activity																											
Marketing Management																											
Lead Management																											
Product Management																											
Product Management - Engineering																											
Project Profitability Management																											
Project Operations Management																											
Contract Projects Cost Management																											
Capital Projects Cost Management																											
Procurement Management																											
Procure to Pay Management																											
Commodity Supplier Management																											
Commodity Spend Management																											
Procurement Performance Management																											
Procurement Status																											

Post Setup Steps Part 2

Step/Dashboard	Quote Management	Sales Management	Opportunity Management	Sales Forecast Management	Customer Support Management	Service Contracts Management	Service Renewals Management	Depot Repair Management	Maintenance Management	Shipping Management	Plan Management	Customer Fulfillment Management	Manufacturing Management	Inventory Management	Product Cost Management	Product Reverse Bookings and Billings	Warehouse Management	Transportation Management
Update Sales Group Hierarchy																		
Create Request Sets																		
Run Initial Request Set																		
Set Up Users																		
Schedule Incremental Request Sets																		

Operations Management Dashboard

Implementing Operations Management Dashboard

If you are implementing the Operations Management dashboard, perform the following setup steps.

1. Set Up the Financial Category Dimension, page 10-17
2. Define Source Ledger Group, page 10-8
3. Add Ledger Assignments to Source Ledger Group, page 10-8
4. Define Dimension Mapping Rules, page 10-21
5. Set Up Values and Hierarchies for Financial Dimensions, page 10-21
6. Identify Top Node of the Financial Hierarchy, page 10-21
7. Assign Financial Category Types, page 10-21

The steps listed above are available in the Daily Business Intelligence for Financials chapter in this guide. You only need to complete the steps listed above to implement the Operations Management dashboard.

Related Topics

Implementing Daily Business Intelligence for Financials, page 10-1

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