



Enhancements/Fusion Feature Request System Administrators Guide

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OAUG Enhancements Request System Overview

The purpose of this document is to provide additional functional assistance to administrators of the OAUG Enhancements/Fusion Feature Request System (OAUG ERS). In 2004, based on feedback from the user community, OAUG endeavored to create a system that would allow OAUG and Oracle to efficiently process enhancement requests. OAUG involved key stakeholders at Oracle to identify an acceptable process for Enhancement Requests, and jointly developed a system to:

- Allow users a voice in enhancing Oracle Applications
- Provide a solution that will serve a role in submitting, reviewing, and assessing the value of enhancements requests
- Collect high quality enhancements data
- Add value to Oracle's product development cycle by giving Oracle Product Managers direct access to user input and feedback
- Provide communications channels from end users to Enhancement Coordinators, SIG Chairs, and Oracle Product Managers
- Provide Oracle Product Development with direct access to user input and requirements

- Create a communication channel for end users to Enhancement Coordinators, Special Interest Group (SIG) Chairs, and Oracle Product Management
- Develop regular submission, review, and voting cycles in support of Oracle's product release cycle
- Create feedback loops to inform users on the status of prioritized enhancement requests

Since its initial pilot, the system has been expanded to also allow the submission, review, and evaluation of feature requests for Oracle Fusion.

Role of the SIG

OAUG recognizes each SIG to be the experts in their specific product or industry area. OAUG also understands that the value of the Enhancements Request System is only as good as the data that it contains.

The OAUG ERS has been developed to minimize duplicate submissions, and to promote qualification of submissions to ensure the highest quality data is voted on. To maximize the effectiveness of the system, OAUG would like to invite each SIG to participate in the ERS in a meaningful way. While enhancements request submission is open to any user of Oracle Applications, there are no guarantees that the submitter will take the time to ensure that the enhancement they are requesting isn't already in the system.

This is where each Special Interest Group comes in. SIG chairs (or individuals of their choosing) will have access to the enhancements requests submitted in their area of expertise to qualify them before releasing them to OAUG members for voting. Specifically, the OAUG asks that SIG representatives:

1. Solicit participation in the OAUG ERS by SIG members to submit ERs and encourage voting.
2. Review enhancements requests on a regular basis to:
 - a. Qualify them and Approve for voting
 - b. Identify and delete duplicate enhancements requests
 - c. Ask follow up questions of the submitter to obtain clarification if the enhancements request is unclear
 - d. Review comments made by other users and determine whether an enhancement request needs to be updated
3. Assign enhancements reviewers who will perform task #1.

4. Work with Oracle Product Managers to establish submission, review, and voting cycles
5. Communicate voting cycles to constituents – either SIG members or others
6. Communicate voting results to users
7. Work with Oracle Product Managers to provide official responses to top rated Enhancements Requests.

Oracle Product Management Responsibilities

In an ideal scenario, Oracle Product Management and the OAUG SIGs will work together to manage the Enhancement Request Process. The primary objective of the ERS is to ensure that high quality enhancement data is loaded into the OAUG ERS, thereby producing superior voting results for Oracle Applications enhancements.

In the OAUG ERS, each SIG has been assigned to the specific products on which their SIG is focused. Each SIG is responsible for filtering the ERs submitted against the products they have been primarily assigned. In the event that there are products not covered or not assigned to your SIG that should be, please contact OAUG at enhancements@oaug.com.

Oracle Product Management is asked to perform the following tasks using the OAUG ERS:

1. If appropriate, provide OAUG with an extract of ERs from Oracle's bug database for import into the OAUG ERS.
2. Review Enhancement Requests on a regular basis to:
 - a. Ask follow up questions of the submitter to obtain clarification if the Enhancement Request is unclear
 - b. Review comments made by other users and determine whether an Enhancement Request needs to be updated
3. Assist Special Interest Groups in filtering out Enhancements Requests that are duplicates, already slated for production, or apply to previous application versions
4. Work with SIG Coordinators to establish submission, review, and voting cycles
5. Release Enhancements Requests into the voting engine for evaluation by OAUG members
6. After voting cycles are complete, officially "Accept" or "Reject" the Enhancement Requests on behalf of Oracle
7. Provide Oracle feedback to top rated Enhancement Requests
8. Archive Enhancement Requests once Oracle feedback has been provided

Enhancement Requests can be reviewed on an ongoing basis, and/or can be comprehensively reviewed prior to the commencement of a voting cycle.

Usage of the OAUG ERS

To access the OAUG ERS, please visit here:

<http://oaug.org/enhancements/>

If you do not know your OAUG password, you may request it here:

<http://secure.meetingexpectations.com/oaug/requestpassword.asp>

User Types

There are two types of users supported in the system. Anyone with an OAUG profile may submit or comment on an enhancement request for any product. However, as a benefit to OAUG members, only OAUG members may vote on enhancements submissions. Each member organization receives one vote per enhancement.

Administrator Types

There are several different types of administrators within the OAUG ERS. In addition to the user features and functions included in the OAUG ERS, administrators receive additional privileges within the system. Depending on your access level, different functions will be available to you. The levels of administrative access are described below.

1. "Review" Access: To assist Special Interest Groups in qualifying submissions, one or more administrators may be added to review Enhancement Requests (ERs) to make sure they're complete and valid. "Review" Access Administrators have the ability to ask specific questions of the poster regarding their ER, or to post comments to other users and reviewers about that ER.
2. "Approve/Decline (OAUG)" Access: Once ERs have been sufficiently reviewed, they can be Approved or Declined by designated SIG contacts. Approved ERs will be automatically loaded into the voting engine once a voting cycle begins.

Declined ERs will not be loaded into the voting engine. This access level is also able to edit ER submissions directly, and archive ERs. They may also post Announcements for their assigned products, such as scheduled voting cycles, important patches or point releases, etc.

3. "Accept/Reject (Oracle)" Access: At the conclusion of a voting cycle, Oracle Product Managers with this level of access may opt to change the status of ER submissions to one of the following:
 - a. Approved for future release
 - b. Suggestion rejected
 - c. Suggestion already implemented
 - d. Scheduled for future release

Administrator access is inclusive of all roles below it. In other words, those administrators with "Approve/Decline (OAUG)" Access also have "Review Access." Administrators only have administrative rights to the product(s) to which they have been assigned.

Enhancements Submission

In order to submit enhancements through the OAUG ERS, you merely need an OAUG profile. OAUG members may vote once a voting cycle is established. To access the OAUG ERS, please visit here:

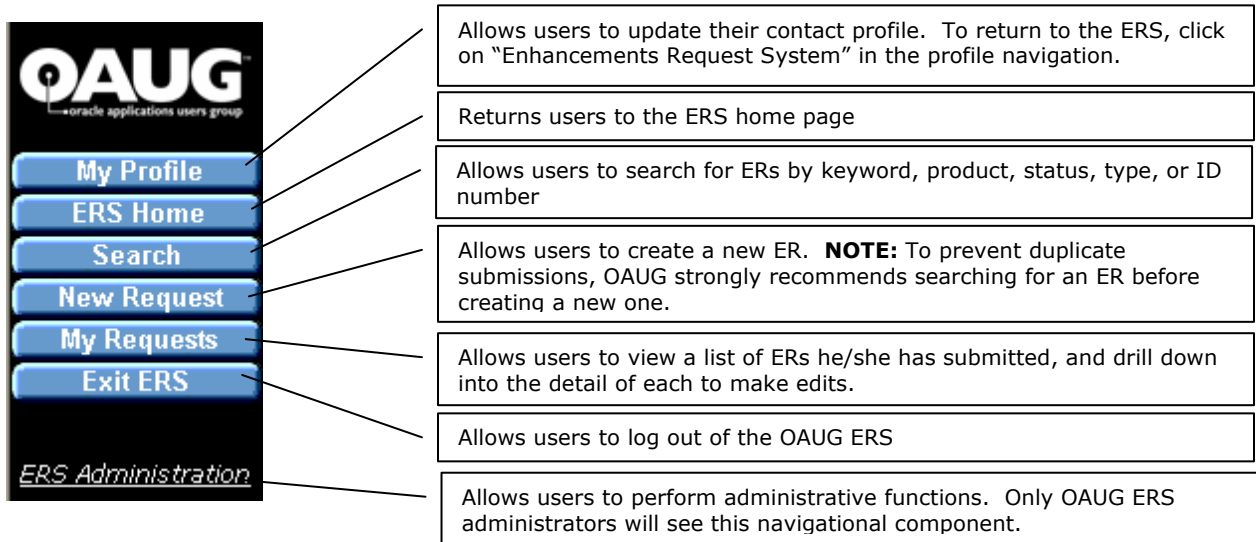
<http://oaug.org/enhancements/>

If you do not know your OAUG password, you may request it here:

<http://secure.meetingexpectations.com/oaug/requestpassword.asp>

Through this gateway, you may log into a current contact profile (if you have one), or create a new one (if you do not).

Once you're in the OAUG ERS, you will see a series of navigation buttons, which perform the following actions:



Based on the feedback we've received from SIGs desiring to participate in the OAUG ERS, administrative profiles have been assigned. Once an administrator logs into the system, the "ERS Administration" link becomes available. Administrator functions are detailed below.

Administrator Functions

1. **Manage an Enhancement or Feature Request:** Allows reviewers to examine ERs for validity and clarity. Clicking this link opens a search dialog, to allow Reviewers to list ERs for a specific product. Clicking on the Request ID of any ER in a result set will allow a Reviewer to edit the submission. Typical editing responsibilities may include:
 - a. Posting a question to the submitter
 - b. Posting a comment against the ER
 - c. Changing the status of the ER. Depending on your administrator privileges, you will be able to change the status to one of the following:
 - i. **Submitted**
The default. A new enhancement/feature request is assigned a status of "Submitted" or "Approved (OAUG)".

- ii. **Under Review**
The enhancement/feature request is being reviewed by OAUG SIG Coordinators and their Enhancement Coordinators.
 - iii. **Approved (OAUG)**
The enhancement/feature request has been approved by the OAUG and is eligible for voting. This is REQUIRED to have the ER be listed in the voting engine. The enhancement requests receiving the highest ratings will be forwarded to Oracle for consideration.
 - iv. **Declined (OAUG)**
The enhancement/feature request has been declined by the OAUG and is not eligible for voting. The ER may be a duplicate submission, the requested functionality may already exist, or may already be scheduled for a future release. Subsequent refinement of the enhancement/feature request may allow it to be approved by the OAUG.
 - v. **Approved for Future Release (Oracle)**
The enhancement/feature request has been accepted by Oracle and will be included in the product development cycle.
 - vi. **Scheduled for Future Release (Oracle)**
The enhancement/feature request has been included in the product development cycle, and will appear in a future release of the application.
 - vii. **Suggestion Rejected (Oracle)**
The enhancement/feature request has been rejected by Oracle and will NOT be included in the application.
- d. Modify the request type: When an ER is submitted, the user sets the type of request, based on the following scale. Reviewers have the option to change the status if they feel the original type was incorrect. Request types are:
- i. **Operational**
A minor change for example increasing the size of a column in a table or rearranging the fields on a form
 - ii. **Tactical**
A better way to accomplish current functionality or an extension of current functionality
 - iii. **Strategic**
New functionality for a module

iv. **Fusion Feature Request: Strategic**
Functionality desired for Fusion

e. Edit ER text

2. Maintain Enhancement/Feature Request System

Administrators: This functionality is reserved for Enhancements Chairs, SIG Coordinators, and Global Administrators. It allows users to assign or remove administrator responsibilities to contacts in the OAUG database. The admin will be able to search for a contact profile and assign an administrator role to that contact. If a contact does not show up in the result set of a search, they are either already an OAUG ERS administrator, or they do not have a profile. Please contact enhancements@oaug.com to add new contacts.

3. View Enhancement/Feature Request Voting Results:

During or at the conclusion of a voting cycle, administrators can view the real-time results of ER voting, including basic statistical analysis and voting frequency histograms. If appropriate, the results of a voting cycle may be exported in XML format and sent to the Oracle Product Manager to import into Oracle's bug database.

4. Add Communication: General announcements about a product

can be created with this feature. Announcements may include communication about the next voting cycle, release announcements, patch availability, etc. Announcements made using this feature will be available to all users of the OAUG ERS.

Conclusion

OAUG deeply appreciates the efforts of its Special Interest Groups and Oracle Product Managers for using and maintaining quality Enhancements data.

While OAUG and Oracle have taken great pains to make a user-friendly system, we recognize that the ERS may itself require modifications over time to best support you. To that end, OAUG has included the Enhancement Request System itself as a product for which enhancements can be submitted and voted on.

If you have any questions or comments about the OAUG ERS, please contact enhancements@oaug.org.