

# Living in the cloud - with the UKOUG

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# Objectives

- ▶ Understand quarterly patching
- ▶ Understand where to get more information
- ▶ Find out what you (cloud customers) want from the UKOUG

# How can UKOUG Help you?

- ▶ What have you heard over the past three days that has scared you?
- ▶ What have you heard that has worried you?
- ▶ What has excited you?
- ▶ What inputs would you like?
- ▶ What forums would you like?



# Agenda

- ▶ Who am I
- ▶ Cloud updates - the story so far
- ▶ Cloud updates – what's next
  
- ▶ Find out what you (cloud customers) want from the OUG

# Who am I

- ▶ 20 years implementing Oracle HCM
- ▶ From 11.5.10 to Cloud
- ▶ Worked for
- ▶ Performed a number of roles:
- ▶ Implementation consultant
- ▶ Solution Architect
- ▶ Project Manager
- ▶ UK OUG Committee member



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# Who I have worked with

## Retail



## Financial Services



## Energy



## Construction



## Public Sector



## Health



## Media



# Cloud updates the story so far

- ▶ Since 2011 there have been 12 upgrades!
- ▶ No set time scale
  - ▶ For release, or
  - ▶ Application
  - ▶ Time scales would and could slip
- ▶ But no more...
- ▶ From this year no point release from Release 13
- ▶ 2018 saw the introduction of regular patches
  - ▶ 18 A, B, C
  - ▶ More consistent and should be better to plan for.

# Cloud updates – what's next? (now)

- ▶ Updates are now quarterly
  - ▶ Denoted by the year and release
    - ▶ 19a, 19b, 19c, 19d
- ▶ 3 waves
  - ▶ Feb, Mar, Aug, Nov
  - ▶ Mar, June, Sep, Dec
  - ▶ Apr, Jul, Oct, Jan
- ▶ Released into non-prod pods first Friday in the month
- ▶ Released into Prod on the 3rd Friday in the month
  - ▶ 10 days to test





# What does this mean to you?

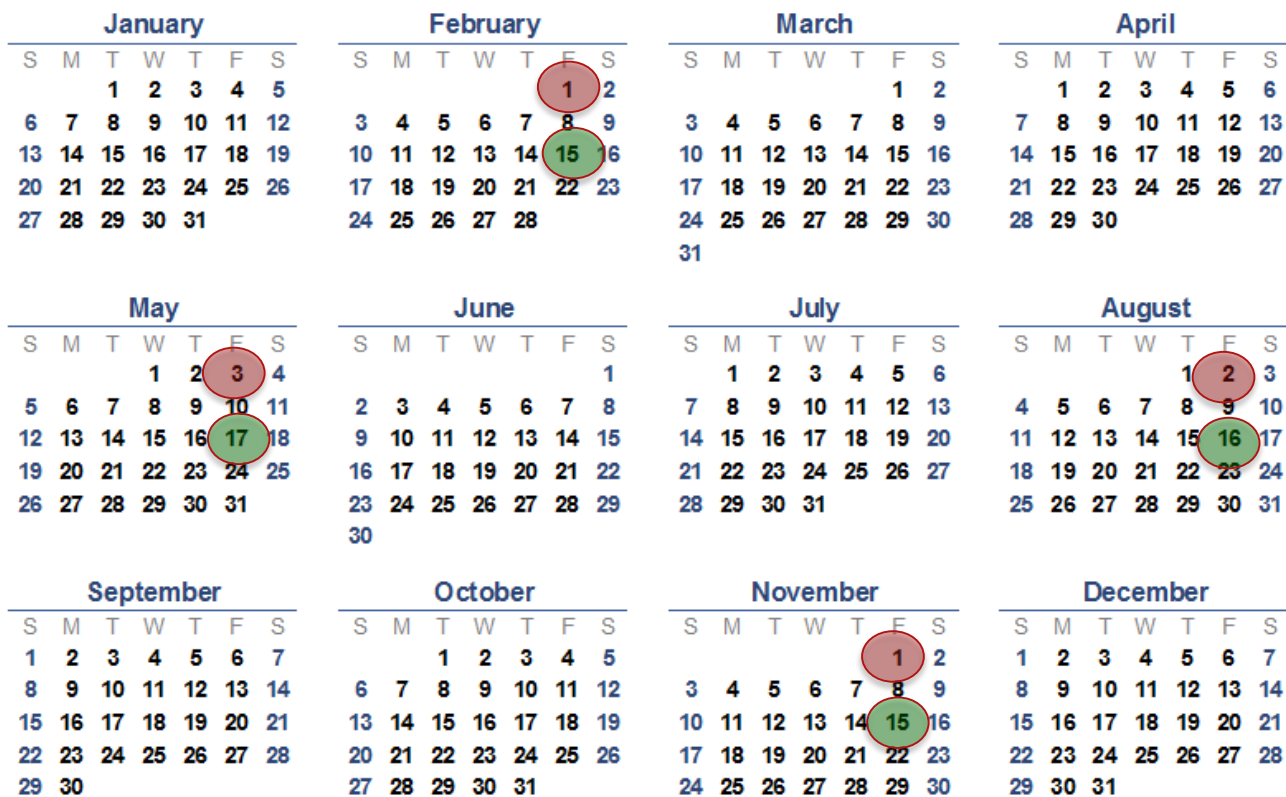
- ▶ Build a release calendar, aligned with other key business activities
- ▶ Create end to end test scripts key processes and integrations
  - ▶ Regression tests
- ▶ Ensure you have the right team in place
  - ▶ In house
  - ▶ Out sourced
- ▶ New functionality
  - ▶ Review
  - ▶ Release plan

# What does this mean to you?

- ▶ Build a release calendar, aligned with other key business activities

- ▶  Staging Pods update
- ▶  Production Update
- ▶ Waves:
  - ▶ 1) Jan, Apr, Jul, Oct
  - ▶ 2) Feb, May, Aug, Nov
  - ▶ 3) Mar, June, Sep, Dec

## 2019



# What does this mean to you?

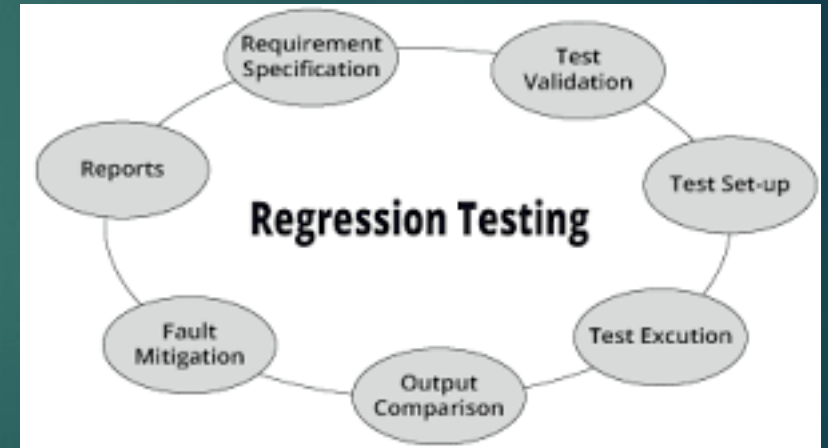
- ▶ What else is going on
  - ▶ Pay awards
  - ▶ Performance management year end
  - ▶ Financial year end/ quarter end
  - ▶ Holiday season



# What does this mean to you?

## Testing

- ▶ Create end to end test scripts key processes and integrations
  - ▶ Taken from your implementation?
  - ▶ Ensure inputs and outputs are tested
  - ▶ Reports/ Integrations
  - ▶ Prioritisation of tests
  - ▶ Automation... watch this space.



# Who's in your team

- ▶ Application manager
  - ▶ Review the changes
  - ▶ Plan the testing
  - ▶ Facilitate feedback
  - ▶ Plan the release
- ▶ Testers –could this be outsourced?
  - ▶ Execute the tests
    - ▶ Multi-function
    - ▶ Multi discipline
- ▶ Oracle
- ▶ Customer Success Manager
- ▶ Partner



# Who's in your team –what should they do?

- ▶ Administration/ Management
  - ▶ Manage day-to-day operations, annual talent cycles, special projects
  - ▶ Deep system knowledge to make process and system changes, including configuration, permissions, etc.
  - ▶ Ensure consistent processes across solution
  - ▶ Manage implementation of new products/ features, new process and requirements
  - ▶ Manage release updates and work with leadership to determine a release plan
  - ▶ Manage thorough testing of system changes in Test (if applicable) and Production environments
  - ▶ Lead organisational communication & change management efforts
  - ▶ Coordinate creation and delivery of training for end users (Documentation/Training materials)
  - ▶ Manage integrations to 3rd party vendor solutions
- ▶ Support:
  - ▶ On-going support of end users (understanding process)
  - ▶ Tickets/Support desk (system login/password issues)
  - ▶ Interaction with Oracle



# What does this mean to you?

## New functionality

- ▶ A mini project
- ▶ Business need/ Requirements
- ▶ Testing
- ▶ Training
- ▶ Release
- ▶ Build into your regression tests
- ▶ Change management
- ▶ Communication Strategy



# Summary – it's all about the continuous journey

- ▶ Implementation
  - ▶ Go live
    - ▶ Patching calendar
      - ▶ Test scripts
        - ▶ Testing resources
          - ▶ Third party communications





# How can UKOUG Help you?

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- ▶ What have you heard that has worried you?
- ▶ What has excited you?
- ▶ What inputs would you like?
- ▶ What forums would you like?
- ▶ How often?