



Enhancements/Fusion Feature Request System Users 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 as 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/resources/featurerequest.html>

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.

If you are interested in participating in Enhancements Review, please contact any Special Interest Group participating in the ERS.

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:

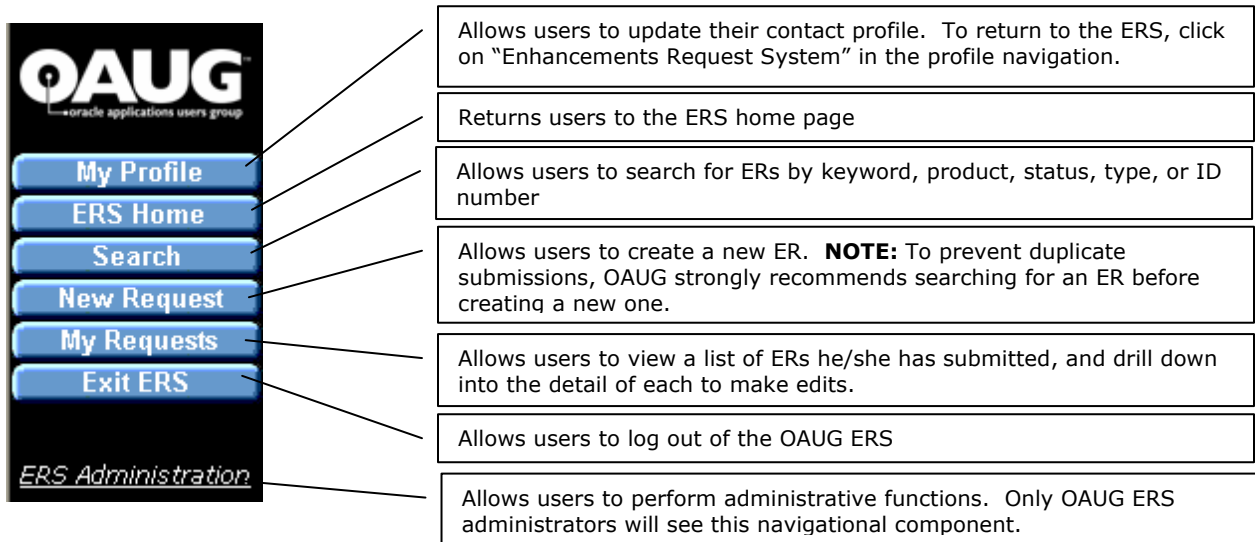
<http://oaug.org/resources/featurerequest.html>

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:



User Functions

1. **Search for an Enhancement or Feature Submission:** To prevent duplicate submissions, OAUG asks that you first search for an ER before submitting a new one. Users may search ERs by keyword, product, status, type, or ID number. The search feature also allows users to search for any announcements about a product that have been posted by SIG Coordinators, Oracle Product Managers, or Administrators. Announcements may include notifications such as the next voting cycle, important patches, or merely a list of Reviewers.
2. **New Request:** Allows a user to submit a new request.
3. **My Requests:** Allows users to view a list of ERs that he/she has submitted, and drill down into the detail of each one.
4. **View Enhancement Detail:** When a user submits an ER, they may enter the following information:
 - a. **Submitter Information** (Name and Company of Submitter), automatic
 - b. **Server/Database Version Number**, if relevant
 - c. **Application Version Number**, if relevant
 - d. **Operating System or Platform**, if relevant
 - e. **Short Description** (Required), the title of the ER

- f. **Long Description** (Required), the detail surrounding the ER
 - g. **Example**, which illustrates how the ER may manifest itself
 - h. **Justification**, the business justification of why the ER is important
 - i. **Current Workaround**, if any
 - j. **SIG/Focus Group**, if the user wishes a specific Special Interest Group (SIG) to review the request
 - k. **Request Type** (Required), whether Strategic, Tactical, or Operational
 - l. **TAR**, if one has been registered in MetaLink, to allow Oracle to cross-reference
5. **Comment on a Submission:** When a user views the detail of an ER, they have the option to add comments in a form of threaded discussion to get additional detail, offer suggested edits, or provide general feedback for the submission.
6. **Vote:** Once a voting cycle begins, all submissions that have been reviewed and approved for inclusion in the voting engine may be voted on by OAUG members. In order to vote, your Key Contact must provide you with "Enhancement Contact" status. Voting is performed according to the following scale:
- a. **Highly desirable.** My organization needs this functionality today.
 - b. **Desirable.** My organization will need this functionality in the future
 - c. **Nice to have.** My organization does not need this functionality but it would be nice to include in the product.
 - d. **Neutral.** My organization does not need this functionality today but it would not have an adverse impact on us.
 - e. **Undesirable.** This functionality would have an adverse impact on the way my organization uses the existing product.
 - f. **Highly undesirable.** This functionality would have a significant adverse impact on the way my organization uses the existing product.

OAUG members are allowed one vote per submission. While multiple Enhancement Contacts can vote on a single submission, only the final vote will be counted.

Types of Submissions

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:

1. **Operational**
A minor change for example increasing the size of a column in a table or rearranging the fields on a form
2. **Tactical**
A better way to accomplish current functionality or an extension of current functionality
3. **Strategic**
New functionality for a module
4. **Fusion Feature Request: Strategic**
Functionality desired for Fusion

Submission Statuses

The status of an ER Submission dictates where it is in its life cycle. While the original status is set by the system, Reviewers may change the status of any submission.

1. **Submitted**
The default. A new enhancement/feature request is assigned a status of "Submitted" or "Approved (OAUG)".
2. **Under Review**
The enhancement/feature request is being reviewed by OAUG SIG Coordinators and their Enhancement Coordinators.
3. **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.
4. **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.

5. **Approved for Future Release (Oracle)**
The enhancement/feature request has been accepted by Oracle and will be included in the product development cycle.
6. **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.
7. **Suggestion Rejected (Oracle)**
The enhancement/feature request has been rejected by Oracle and will NOT be included in the application.

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.