



The “Chasm”

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eCapital Advisors Overview



- Founded in 2001 – Headquartered in Minneapolis
- Performance Management & Business Analytics consulting firm
- Over 250 customers
- eCapital Advisors employees
 - Dedicated to Enterprise Performance Management and Business Analytics, enabling clients to make better business decisions
 - Proven customer satisfaction and experience across a variety of industries
 - Advisory services, strategic assessments, implementations, upgrades, training, customer enablement and managed services





- Strategic Assessments
 - AgriBank, Children's Hospital
- Implementations
 - Ecolab, General Mills, Medtronic, Thomson Reuters
- Upgrades
 - Ameriprise, Hormel Foods, Merrill Corporation
- Managed Services
 - Prime Therapeutics, HB Fuller
- System Architecture and Infrastructure
 - Every client
- Training
 - Hyperion
 - Oracle BI
 - Oracle University Reseller



eCapital Oracle BI & Hyperion Client Sampling





What's the definition of an IT professional?

Someone who solves a problem you didn't know you had in a way you don't understand.

When does a person decide to become an IT professional?

When he realizes he doesn't have the charisma to succeed as an undertaker.

Why did the IT auditor cross the road?

Because he looked in the file and that's what they did last year

Accounting Comedy



It's accrual world.

What do you call an accountant with an opinion?

An auditor.

Why did the accountant cross the road?

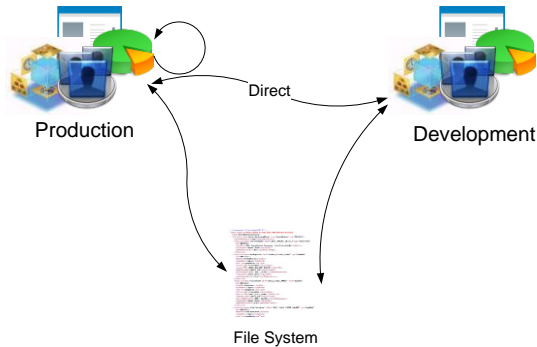
Because she looked in the files and did what they did last year.

What is the “Chasm”



- The gap or “chasm” between Finance and IT ownership for Oracle EPM (Hyperion) implementations
 - Finance owns the building of business models, consolidations, reporting, etc.
 - IT owns the servers, DBs, mail, AD, Operating System
 - Who owns and manages the chasm between the two?

What's in the Chasm?

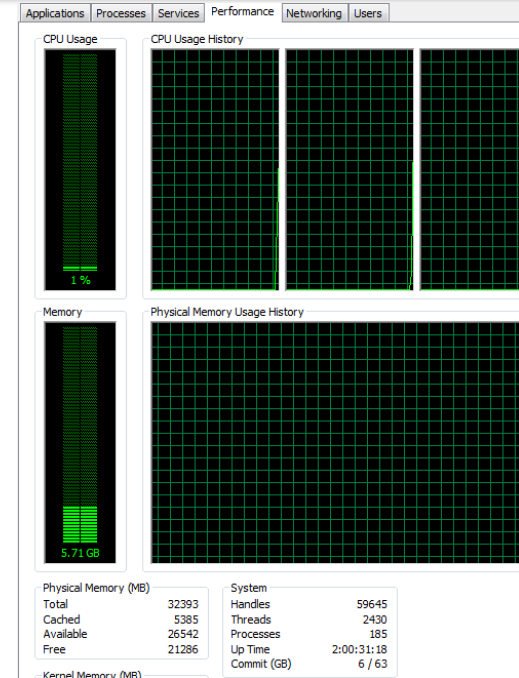


Information	3/17/2014 9:17:10 AM	Service Control Manager
Information	3/17/2014 9:17:10 AM	Service Control Manager
Information	3/17/2014 9:17:17 AM	Kernel-Power
Information	3/17/2014 9:17:17 AM	Service Control Manager
Information	3/17/2014 9:17:17 AM	User320

Event 109, Kernel-Power

General Details

The kernel power manager has initiated a shutdown transition.



EPM Deployment Topology Report (Release 11.1.2.3)

Logical Web Addresses
 A Logical Web Address (LWA) is the address for the load balancer/web server that is used for server to server

http://FND123:80
 EPMA WebService
 Financial Dat
 Financial Mar

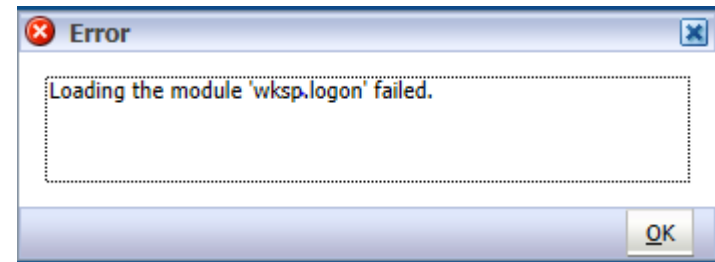
Financial Management Web Sessions Timeout Every Few Minutes (Doc ID 1205224.1)

Shared Services
 Patch 18672071: Patch Set Update - Hyperion Shared Services 11.1.2.3.501
 Patch 19447055: CONTAINER BUG FOR PS3 PSU 502

FR
 Patch 19795686: Patch Set Update: 11.1.2.3.505 for Oracle Hyperion Reporting and Analysis

EAS
 Patch 19509229: PATCH SET UPDATE: HYPERION ESSBASE ADMINISTRATION SERVICES SERVER 11.1.2.3.505

APS
 Patch 18907738: PATCH SET UPDATE: HYPERION ANALYTIC PROVIDER SERVICES 11.1.2.3.502



How did this happen?



- Finance considers the EPM System a “program”
 - Constant efforts and use
 - Improvements and alterations throughout the life of the system
- IT considers the EPM System a “project”
 - Project - install and configure
 - Program component – backups, DB efforts and OS support

How are problems resolved currently?



- Who has the greatest stake?
- Who has the greatest pain?
- Who has the greatest risk?



FINANCE!

Make EPM a program

- Require a standing meeting for Finance & IT
 - Dedicate resources
- Find the gaps
 - Define the tactical items required
 - What is done for tier 1 systems?
 - GL/ERP
- Reactive and proactive efforts
- Reduce risk while being nimble



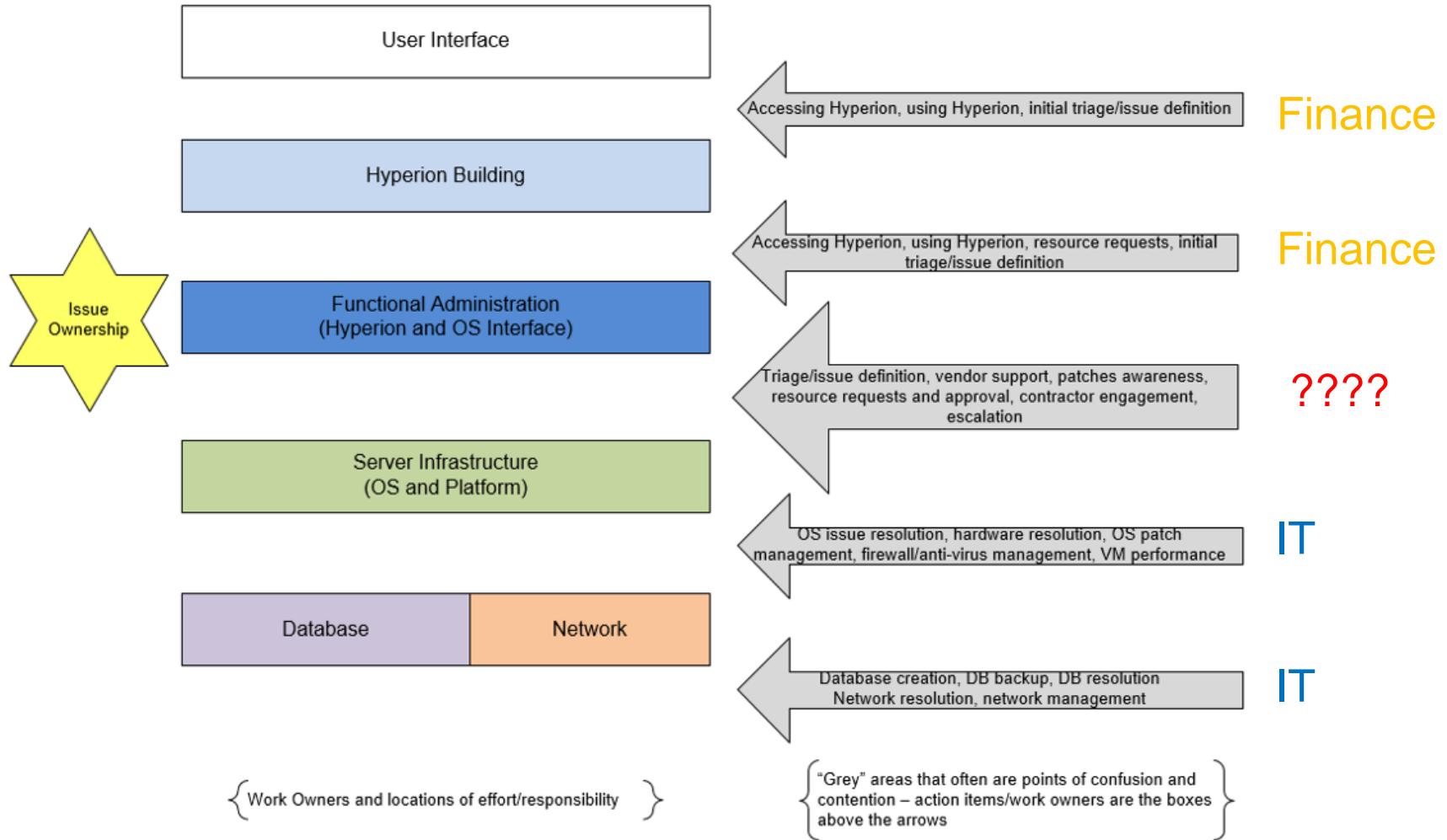
Standing program meetings



- Regular meetings and communications with dedicated resources – representatives from each area
- Change management capture
- Review of issues, roadmap, patching
- Review backups/recovery



Tactical efforts & ownership



Reactive & Proactive



- Issue capture, analysis, core failure, resolution, improve
 - Learn the technology, not just the functionality
 - Logs
 - Diagnostics
 - Community
 - Migrations/Backups/Exports
- Communicate
 - If you affect another, communicate
- Baseline
- Charter for environments
- What is your recovery process at 0 feet (not 10,000 feet)

Customer:	
Affected User (s):	
Product:	
Version (if known):	
<hr/>	
Date issue began:	
Today's date:	
Error or issue (screen shots, log entries or error codes):	
Task or action being performed at or before the issue:	
Expected result or behavior:	

Date	Cube	Calc1	Calc2	Calc3	Import	Export	User interface
	Expense	Agg All	Agg Fin	Agg IT	SAP	Full	SmartView retrieves
Jan-13		4:04	1:15	1:02	8:09	5:01	0:45
1-Jun		7:01	4:10	3:05	22:00	12:07	2:01

“The most stable environment has NO change”

- The advantage of EPM is being able to change drivers, models, etc. quickly to improve business analysis and execution
- Stability does require some rigor, control, limitations
- Find the balance
 - Create a “charter” for each environment
 - USE Dev





Q & A