

# Best Practices for Upgrading JD Edwards World

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**ORACLE**  
**JD EDWARDS WORLD**

# Best Practices for Upgrading JD Edwards World

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# Best Practices for Upgrading JD Edwards World

**This document contains recommendations for your upgrade based on experiences from other customers, our partners, and Oracle consultants and support staff from around the globe.**

## INTRODUCTION

Oracle's JD Edwards World applications have evolved over time, and Oracle's commitment to customers, this suite, and creating best-in-class products remains steadfast.

The JD Edwards World product line has expanded significantly in functionality, scalability, usability, and reduced cost of ownership over the past few releases, including significant leaps planned for the JD Edwards World A9.1 release. JD Edwards World has been a reliable partner in businesses all over the world for more than twenty years. Over the last several years, the JD Edwards World product upgrades have focused on quality, localizations, regulatory requirements, and overall user experience.

This white paper will guide you through the major areas to be considered in determining when an upgrade is appropriate for your organization. Based on your current release of JD Edwards World software, it reviews the most common upgrade paths and aims to provide you with a framework for determining the best possible upgrade decision for your organization. It also includes information about future upgrade options to the next generation of application software currently branded as Oracle Fusion Applications. Combined, Applications Unlimited and Oracle Fusion Applications give you the flexibility that you need to create an upgrade plan that maximizes the value of your JD Edwards World investment.

There are many reasons to consider upgrading your current JD Edwards World version. For example:

- Upgrading may provide access to new functionality and software applications that can help keep your organization well positioned to meet your business objectives through leveraging the latest technology
- In an increasingly rigorous regulatory compliance environment, upgrading may facilitate compliance at a lower cost through retiring customizations and deploying standard processes across your organization
- Upgrading will allow you to leverage the latest performance and usability enhancements, enabling you to increase the efficiency of your applications and your business

- You may need to upgrade to remain eligible for the highest levels of product support
- Most importantly, the JD Edwards World A9.1 release is planned to provide functional enhancements to key areas such as Manufacturing, Distribution, and compliance to help you reach your business goals

In evaluating any upgrade, there are many factors to consider, such as support timeframes, functional capabilities, technical infrastructure, and underlying business needs. These factors are often complex and interrelated—all of which adds to the importance of determining the most appropriate upgrade strategy.

To help you make an informed decision, this paper outlines our plans for supporting and advancing JD Edwards World as well as its successor, Oracle Fusion Applications.

## **UPGRADE OVERVIEW**

Before pursuing an upgrade, it is imperative that you fully understand the upgrade process, potential upgrade paths, and most importantly what your criteria are for considering an upgrade of your JD Edwards World solution.

As part of Oracle's commitment to Applications Unlimited, JD Edwards World applications continue to evolve, offering greater value and providing new advantages for your business. Upgrading JD Edwards World is key to realizing the maximum return on your Oracle investment.

### **The Upgrade Process**

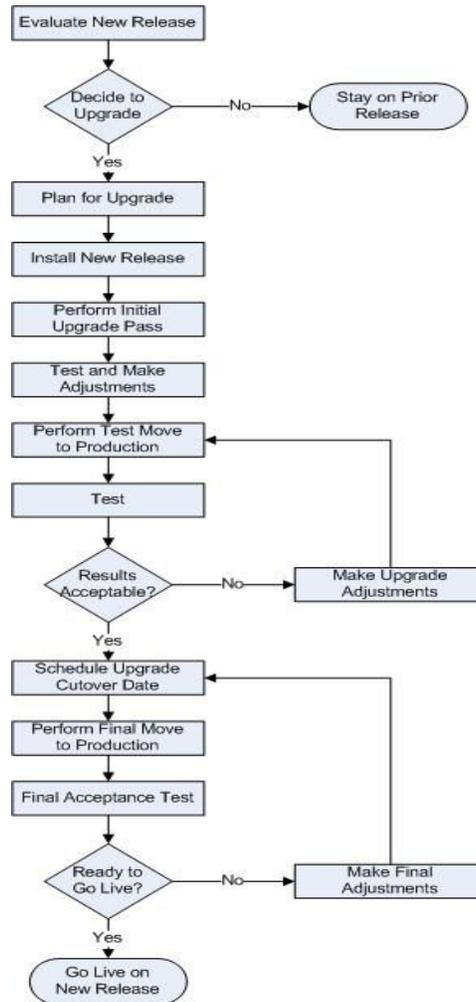
An upgrade project is similar to an implementation project; however, upgrade projects can be significantly more efficient than implementations because they leverage your previous implementation efforts and outputs. In addition, upgrades can be executed within the current change management system used by your organization.

Within the upgrade project, there are several key areas of work that begin with project definition and continue through the training of personnel on the new solution. The major phases to a standard upgrade project include:

- Strategy Phase—includes surveying the customer, determining executive strategy, and internal activities.
- Planning Phase—includes the Implementation Planning Workshop and Technology Assessment Workshop; resulting in high-level project plan and estimate.
- Structure Phase—includes detailed implementation planning, specifically defining requirements and developing a project charter, fit/gap analysis and functional specification and business process models.
- Construct Phase—includes designing, building, and initial testing of the system.
- Transition Phase—includes system testing and production readiness.
- Deploy Phase—includes go live and production support.

“JD Edwards World Distribution Management provided us with the flexibility to communicate effectively with our customers, regardless of their access to technology. It also allowed us to manage our inventory much more easily.”  
 —Michael Caldwell,  
 Vice President Information systems,  
 LaSalle Bristol Corporation

The following graphic presents the standard upgrade process at a high level:



### Examining Your Upgrade Criteria

There are several areas to consider as you examine your upgrade options including application functionality, technological enhancements, operational considerations, and support availability. In evaluating the JD Edwards World A9.1 release, think about your environment and whether it would meet the demands of your business for the next three to five years.

A generic approval system is one of the most requested enhancements for the JD Edwards World A9.1 release. With Approvals Management, the system is expected to intercept transactions requiring approvals before updating the production database. For the initial release, the Approvals Management system would only integrate with the enhanced Address Book system. Eventually, Approvals Management, a transaction-based system is intended to integrate with many JD Edwards World systems.

### **Application Functionality**

When considering an upgrade, most organizations begin with a critical assessment of the new capabilities and enhancements to current features provided in the new release. A firm grasp of these new capabilities and enhancements is essential to evaluating the value to be gained through your organization's investment of time and resources.

In many instances, newly available capabilities can offer several productivity advantages; increased business value and lower operational costs (for example, through retirement of customizations). In evaluating any new JD Edwards World release, think about your current environment and whether the version in place meets the needs of today as well as the demands of your business for the next three to five years.

In addition to many new features, JD Edwards World A9.1 is planned to contain enhancements incremental from JD Edwards World A8.1; essentially bringing together JD Edwards World A7.3 and JD Edwards World A8.1.

#### **Financial Management:**

- Approvals Management System
- Advanced Payment Terms for Accounts Payable and Receivables
- Automatic Inter-Company Invoicing
- Currency Enablement of Contract Service Billing
- Collections and Holdovers for Property Management
- PC Import/Export for Financial Reporting
- Security/Audit Reporting—Segregation of Duties

#### **Address Book:**

- Company/business Unit Defaults
- Consolidation Code
- Multiple Mailing Addresses
- Action Code and Search Type Security
- User Definable Database
- E-Mail and URL Access
- Diversity Reporting
- PC Import/Export for Address Book

#### **Accounts Payable:**

- Multiple Vendor Defaults

- Multiple Bank Account Defaults by Address
- PC Import/Export for Accounts Payable

Accounts Receivable:

- Multiple Customer Defaults
- PC Import/Export for Accounts Receivable

Contract/Service Billing:

- Hold Codes
- PC Import/Export for Contract/Service Billing

Fixed Assets:

- PC Import/Export for Fixed Assets

Project Costing (Job Cost):

- Contacts by Job
- PC Import/Export for Project Costing

Human Capital Management:

- Spousal Life Insurance Premium Calculation
- Positive Pay Processing for Payroll
- PC Import/Export for Human Capital Management

Distribution:

- Inventory Management—item ledger inquiry by document number, bar code printing, Vendor Managed Inventory (VMI) more automated.
- Procurement—journal entry processing within receipt routing.
- Sales Order Management—advanced pricing master adjustment schedule, online commit/de-commit workbench, receipt routing initiated from Ship Confirm for Transfer Orders.
- Advanced Warehouse Management—cross docking/streamlining of current processes, serial number tracking.
- Electronic Commerce—UCC 128 compliance, multiple new EDI transactions, and support for EDI Financial Management Transactions.
- Blanket Release for Kits (Sales Order Entry).
- Multiple Physical Inventory Tags for one Item/Branch/Location/Lot.
- As-Of for Received Not Vouchered Reconciliation (RNV)
- Inventory As-Of summarization Table
- PC Import/Export for Distribution.

#### Manufacturing:

- Forecasting—additional methods, user defined “best fit” periods, negative, and zero values, true weekly forecasts.
- Product Data Management—bill of material comparison tools
- Repetitive Manufacturing—Kanban definitions and processing, shift capacity, definition of line/item relationships, line/scheduling balancing.
- Quality Management—item testing specifications.
- Manufacturing Accounting—WIP revaluation and over/under completion variance.
- Advanced Lot Control
- Super Backflush/Completions with Backflush
- PC Import/Export for Manufacturing.

#### Service and Warranty Management:

- JD Edwards World software is an acknowledged leader in manufacturing and distribution functionality. The functionality for managing service and warranty is expected to extend the value of these functions by allowing a user to record service contracts, accept returns of materials for repair, execute repair orders and bill or expense repair costs to the customer. Service on items is planned to be fully integrated with the system, which should facilitate planning, providing, and accounting for that service in a seamless process.

#### Localizations:

- Country Specific Regulatory Updates—Argentina, Brazil, Austria, Spain, Netherlands, Italy, Germany, Russia,
- PC Import/Export for Localizations

#### International:

- The Payee Control system is planned to detect and report any changes in the International Bank Account Number (IBAN) that you assign to the Supplier Bank Record (V Record) in the Bank Account File (F0030)

#### **Technological Foundation Enhancements**

Your technical infrastructure requirements are legitimate points of consideration as you evolve your application upgrade strategy. This consideration includes not only the understanding what has changed in terms of platform support but also being aware of enhancements to the tools available that may affect your upgrade decision.

#### Web Enablement:

- The JD Edwards World Web interface, using LegaSuite GUI from Seagull Software (formerly J Walk), is expected to support a Java client deployment to ease installation, improve performance, and create a crisp look and feel. You could access field specific helps from the F1 key or from three corners of the screen. New action buttons and links at the top of each panel should enable the user to link to Web sites and internal documents. A Dynamic Build feature, which is planned to be embedded in the Java software, should greatly reduce the need for a custom LegaSuite GUI panel for every RPG screen format.

#### Service Oriented Architecture:

- Service Oriented Architecture (SOA) is a collection of applications—exposed as services—residing on a network. These services are intended to communicate among each other in a Web-based language with a common interface. The system is planned to use and combine the data from these applications across whatever part of the IT infrastructure is service enabled.

#### Service Enablement:

- JD Edwards World Service Enablement is planned to join even technologically disparate systems and tools to offer a composite view to an end user. Basically, independent pieces of software would talk to one another in a common language over the Web without affecting each other.

#### PC Import/Export:

- Both imports (uploads) and exports are planned to be run either interactively or in batch mode. The batch imports would use JD Edwards World's Z-File processing, so you could scrutinize all of the import data and change it if necessary, prior to updating live system data.

#### Electronic Signature:

- When used in conjunction with JD Edwards World's current capability, Database Audit Manager, JD Edwards World's eSignature capability is intended to help mitigate the expense of complying with the Food and Drug Administration's 21CFR Part 11.

#### Approvals Management:

- The Approvals Management system is expected to leverage one set of programs for use across the entire system. For the initial release, the Approvals Management system would only integrate with the enhanced Address Books system. It would allow the system to intercept transactions requiring approvals before updating the production database.

Oracle's industry-leading Lifetime Support Policy of your infrastructure configuration is well documented in the document *Lifetime Support Policy: Coverage for Applications and Server Technologies*. Regardless, you should always confirm your specific infrastructure components when preparing for your upgrade.

## **Operational Considerations**

Oracle continually seeks to improve your return on investment by leveraging technology to reduce the resources required to operate and maintain your enterprise solutions. This means customers like you can install and implement software more quickly, simplify upgrades, receive real-time support and performance diagnostics, and achieve robust integration with other e-business software—delivering benefits that are highly quantifiable.

The JD Edwards World A9.1 release is expected to take these benefits to the next level. Oracle continues to deliver improvements that will further reduce implementation costs, enhance usability, and increase supportability.

### Upgrade Improvements:

- Streamlining the upgrade process saves you valuable resources while minimizing disruptions to daily work. Data analysis tools allow for better planning, estimation, and execution of the upgrade. Tools that assist in assessing customizations will simplify the process of evaluation and applying custom modifications. Net change documentation and training will facilitate the adoption of software enhancements. Proactive support sessions and remote upgrade services are available throughout the upgrade process.

### Tools to Assist:

- Customers face the challenges of retrofitting custom code, cleaning up the environment, identifying changes, testing, and training when upgrading to a new release. As part of the value of maintenance, tools are now available to address some of these challenges when preparing for an upgrade.

### Report Manager:

- You can use Report Manager to search and locate DREAM Writer, World Writer, FASTR and STAR reports by last execution date, user ID, version name and system code with a user friendly workbench. This allows for easy archiving, saving and deleting reports.

### Assessment Report Program:

- Facilities assessing and retrofitting custom code by providing a report of global and individual program statistics of the percentage of customer custom code compared to the new release code. To ease the process of retrofitting, the program provides a report identifying changes made by Oracle and by the customer in individual programs.

### Net Change Analyzer:

- Use the Net Change Analyzer tool to view changes in the new release. The tool compares the new release with your current environment. It provides a workbench and reports on changes for processing options, data dictionary items, programs, files and more.

Data Analyzer for Purge/Archive:

- The report displays the size of files on the system, record counts by year in various transaction files and summarizes the F0911 records by batch type.

### **Support Availability**

A key reason for pursuing upgrades is to ensure continued access to robust technical support that JD Edwards World application users have come to expect. As part of our Applications Unlimited commitment to our customers, Oracle provides continued enhancements to the current Oracle applications beyond the delivery of Oracle Fusion. Oracle is committed to supporting customer investments in technology platforms for these applications as well as their certified infrastructure products (hardware, operating systems, databases and middleware). Details can be accessed at the following location:

[www.oracle.com/support/library/data-sheet/oracle-lifetime-support-policy-datasheet.pdf](http://www.oracle.com/support/library/data-sheet/oracle-lifetime-support-policy-datasheet.pdf).

With the support announced through the Oracle Lifetime Support initiative, Oracle customers can remain on their JD Edwards World applications and be confident of support as long as they remain aligned with the currently supported platforms. Oracle is providing more visibility into product road maps, and helping customers derive continual success from their current applications by delivering dedicated, world-class development and support for years to come.

Oracle has created technical support options to address our client's needs:

Oracle Premier Support—Provides for maintenance and support of the release for 5 years from the general availability date.

Oracle Sustaining Support—Provides technical support, including access to our online knowledgebase and technical support experts, for as long as you license your Oracle solutions.

Oracle will enhance and support the JD Edwards World product beyond 2013 on the IBM System i5. Premier Support will be offered for specific releases as long as IBM supports the System i5 and it is a viable platform for our customers.

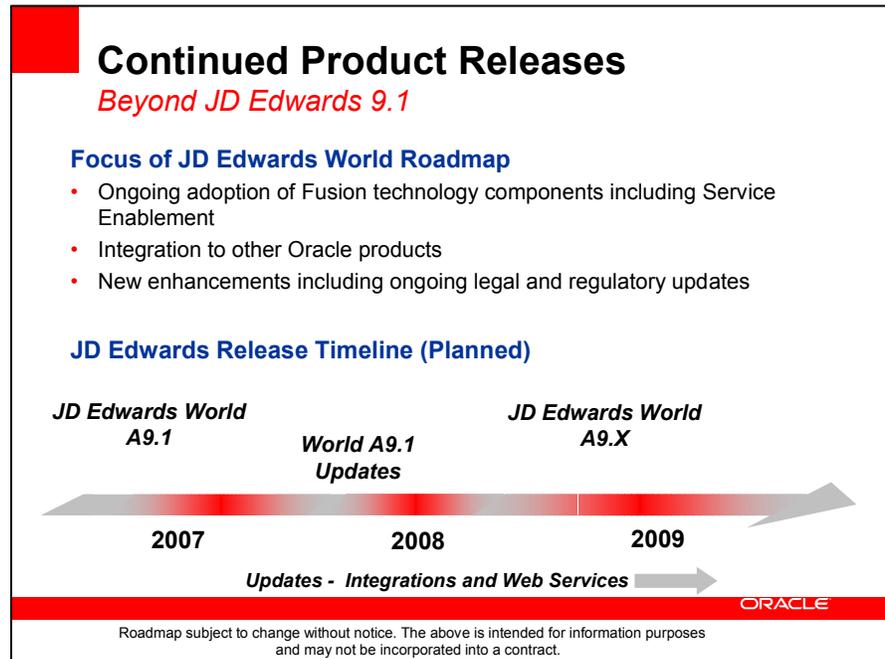
### **Identifying Your Upgrade Path**

In addition to the factors just discussed, you may also want to consider the amount of time needed to upgrade and ensure you will have the full support and coverage for your solution. The timing of the release availability should not significantly alter your upgrade plans; instead, as mentioned above, your upgrade decision should be based on the ability of your currently deployed release to support your business in the near-to-medium term.

As one of the focus areas of Oracle's Superior Ownership Experience initiative, the upgrade process is being streamlined with specific tools to help minimize your efforts. Oracle has committed to provide continued releases of the JD Edwards

World product line with associated upgrade paths through the Applications Unlimited initiative.

The following graphic shows the JD Edwards World product road map.



### ***Upgrading from JD Edwards World Release Previous to JD Edwards World A7.3 to JD Edwards World A9.1***

Customers on earlier releases previous to JD Edwards World A7.3 must first upgrade to JD Edwards World A7.3 or JD Edwards World A8.1. It is recommended that you consult the Global Support Center for assistance.

### ***Upgrading from JD Edwards World A7.3 to JD Edwards World A9.1***

Customers on JD Edwards World A7.3 on any cumulative level can upgrade directly to JD Edwards World A9.1.

### ***Upgrading from JD Edwards World A8.1 to JD Edwards World A9.1***

Customers on JD Edwards World A8.1 on any cumulative level can upgrade directly to JD Edwards World A9.1.

*“We’ve relied on JD Edwards World since 1991 to help track our daily business. We’ve experienced efficiencies in every area where we’ve applied it—and that includes financials, manufacturing, shipping, and order processing.”*

*-Shelley Terrizzi,  
Controller, Brigham’s Ice Cream*

## UPGRADE BEST PRACTICES

In preparing to successfully upgrade, there are multiple considerations to include in your upgrade planning and upgrade execution efforts. Within this publication, Oracle has gathered tips and techniques from hundreds of experienced systems managers, consultants, and partners. These recommendations are intended to help you learn from others and manage a successful upgrade project.

### General Recommendations

The following general considerations should form the backbone of your upgrade initiative.

#### **Tip #1—Determine Your Upgrade Path**

Refer to the system requirements and supported platforms on the Customer Connection Web site to determine supported upgrade paths for major releases. Verify whether you can upgrade directly to the latest release or whether you must first upgrade to a previous release before moving to this target release. In addition, evaluate the complexity of your upgrade effort based on the number of modules implemented, number of customizations, number of integration points, number of interfaces, total number of scripts, and number of user interface scripts. Finally, determine the metrics and cost associated with each aspect of the upgrade. Each consideration should be addressed through a thorough upgrade assessment.

#### **Tip #2—Treat Your Upgrade Activity as a Formal Company Project**

The single best predictor of upgrade success may well be the planning and project management rigor invested. A structured approach for managing the tasks, resolving issues, and measuring progress is absolutely critical. Equally important is a clearly defined and documented project scope. A defined scope is critical to project measurements necessary for time and cost containment. Experience has demonstrated that clear issue definition, strong project management, and executive ownership are critical success factors to a well-performing project effort.

If your organization has good project management expertise in house, you have an important asset to leverage. However, if this expertise is not readily available, it should be acquired early on in the project to ensure proper guidance and controls are in place. In either case, you will need someone with experience managing technical projects who can also help you anticipate and manage the effects of this initiative on other parts of the organization including end users, managers, and executives.

#### **Tip #3—Use Change Management Appropriate for an Upgrade**

During an upgrade, it is imperative to freeze metadata and system data in your production environment. With respect to the new release, ensure all relevant patches available are applied appropriately. Failure to effectively manage these different change management requirements can result in upgrade step failures and

unexpected user acceptance test results. Once you have addressed this consideration, you should proactively search for issues throughout your upgrade effort and schedule relevant updates until you reach a “go/no-go” milestone. At this point, you should then enforce a new release content freeze to stabilize the environment. For information on relevant patches, periodically consult the Customer Connection Web site.

**Tip #4—Build an Upgrade Team with Broad and Complementary Skills**

Several different skill sets will be necessary to successfully upgrade your system. The following table details recommended roles that should be staffed within an upgrade project team. Note that an executive steering committee is critical to success. Creation of an active and interested steering committee is often overlooked; project failures are often traced to the lack of an effective steering committee. Executive steering committee members include an Executive Sponsor, a Chairperson, and committee members. Their responsibilities include:

- Setting project goals and objectives
- Approving project strategy
- Allocating client resources
- Approving policy changes
- Approving software modifications
- Meets at least monthly (more often towards the beginning and end of each phase)

Team Role	Status	Responsibilities
Project Manager	Leads the entire upgrade	<ul style="list-style-type: none"> <li>▪ Develops and monitors the project schedule and budget.</li> <li>▪ Monitors the progress of all issues.</li> <li>▪ Reports regularly to the executive steering committee.</li> </ul>
Team Leader	Leads a segment of the upgrade	<ul style="list-style-type: none"> <li>▪ Leads project work in his/her area of expertise.</li> <li>▪ Coordinates education and training.</li> <li>▪ Documents current procedures.</li> <li>▪ Leads process analysis and redesign.</li> </ul>
Project Team Member	Hands on set up and testing	<ul style="list-style-type: none"> <li>▪ Typically are “key” individuals within the</li> </ul>

Team Role	Status	Responsibilities
		organization. <ul style="list-style-type: none"> <li>▪ Recommends policy changes to the Project Manager.</li> <li>▪ Sets up and initially tests the system.</li> </ul>
Developer Lead	Technical	<ul style="list-style-type: none"> <li>▪ Responsible for defining current customizations.</li> <li>▪ Coordinates with Team Leads and Project Manager to determine which customizations are still required.</li> <li>▪ Recreates or migrates those customizations which are still required.</li> </ul>
IBM System i (Formerly iSeries or AS/400) Lead	Technology	<ul style="list-style-type: none"> <li>▪ Responsible for the hardware and its maintenance.</li> </ul>

**Tip #5—Utilize Peer and Oracle Resources**

Most organizations sponsor upgrade projects infrequently, so it is important to leverage the experiences of others as much as possible.

Use these links to gather information from Oracle and interact with other users of JD Edwards World.

- Visit the JD Edwards World Upgrade Web site  
[www.peoplesoft.com/corp/en/iou/upgrade/world\\_upgrd\\_resources.jsp](http://www.peoplesoft.com/corp/en/iou/upgrade/world_upgrd_resources.jsp)
- Regularly check the Customer Connection Web site  
[www.peoplesoft.com/psp/portprd/CUSTOMER/CUST/h/?tab=DEFAULT](http://www.peoplesoft.com/psp/portprd/CUSTOMER/CUST/h/?tab=DEFAULT)

**Tip #6—Decide When to Change or Add Business Processes**

In many cases, there is functionality in the release being evaluated that will help your business improve processes and automate tasks. This can be a small enhancement to business processes you are already using, or larger changes such as the adoption of a new module. One critical decision for your upgrade project is whether you will implement the new functionality as part of the upgrade, or upgrade your current processes without change, and implement new functionality as a follow-on project.

Generally, implementing your current processes in a new system can be a way to mitigate risk in the upgrade project. However, your business realities may preclude this approach, especially if the updated processes native in the software can markedly improve operations. For example, the business may be driving to take advantage of new capabilities as quickly as possible, or it may be more appropriate to modify processes and engage in a coordinated training effort to increase user adoption of the new solution.

By carefully weighing the pros and cons of these approaches, you can choose the best strategy for your organization.

***Tip #7—Get Current Product and Upgrade Information***

Make sure that you are using available Oracle resources to help you gather current information for your project, and work with Oracle Support for critical case management throughout your conversion timeframe. Oracle has increased focus on assembling assets to help customers with upgrades and leveraging these resources will increase your ability to upgrade smoothly.

Oracle maintains several resources to ensure that you obtain the most relevant information pertinent to your upgrade initiative. Several outstanding resources can be located on publicly available Oracle systems. In addition, upon product general availability, the JD Edwards World Upgrade Web site is a good starting point for all types of upgrade information.

Finally, make sure you get the most current documentation available. Oracle provides several types of documentation to help you navigate a successful upgrade project. These materials can be accessed from the JD Edwards Customer Connection Web site.

***Tip #8—Escalate and Resolve Problems as Appropriate***

Use Oracle Support if you believe application issues are being experienced. Train your first line staff to log cases early and as completely as possible, including appropriate trace files, environment information, and highlighting business and technical milestone dates helpful for determining case prioritization. The Global Support Center staff and your Account Team can help in this area.

To ensure that your project progresses as smoothly as possible, Oracle encourages you to escalate Priority 1 issues (P1) as early as possible. These issues are typically on the critical path for your go live, and getting the right focus on their resolution early will give you the best chance of staying ahead of schedule. Depending on several factors including your customization, issue complexity, and more, an escalated issue can take appreciable time to resolve with a fully tested solution, so the earlier the process is started, the better. P1 cases should always be logged via the Customer Connection Web site to ensure complete case detail, but the best practice is to follow-up with a call to our Helpdesk to ensure the most efficient follow-through.

Even when you encounter non-critical issues (non-P1s), it is recommended to log cases via the Customer Connection Web site. Cases logged in this way are often resolved faster than calls into the Support Center. This is due, in part, to the details you can provide online:

- Detailed description of the issue in your own words
- Clearly articulated priority and sense of urgency
- Trace files, screen shots, log files, and other relevant information to help the analyst move quickly on your issue

### **Project Initiation Considerations**

There are a number of things that you can do as your project begins, or even before it formally kicks off, which will ensure that the project has a proper foundation and is well positioned for success.

#### ***Tip #9—Prepare the Organization***

As you enter the initial stages of an upgrade project, engage the entire affected organization to help them prepare for the work ahead and the changes they will experience in their jobs. Obtain formal buy-in from the stakeholder organizations and kick off the project in a face-to-face meeting. Formality, visibility to upper management, and team building can be key aids to securing the cooperation and problem solving help you will need as the project progresses.

These discussions should include both the business impact of the change and the associated change schedule. For example, secure agreement on all business blackout periods necessary for system changes.

#### ***Tip #10—Ensure the Quality of Your Data***

One of the key steps in preparing for a successful upgrade is ensuring that your data is accurate and complete. You should have standard practices to handle duplicate records, verify data integrity, and ensure the overall health of your data. The time before an upgrade is an important time to review what practices are in place or need to be created to ensure that your data is relevant and reliable.

JD Edwards World provides a number of tools to help ensure the health of your data:

- Integrity reports—There are a number of integrity reports available designed to lead you to suspect data. Be sure to run these regularly and clear any issues immediately.
- Report Manager—You can use Report Manager to search and locate DREAM Writer, World Writer, FASTR and STAR reports by last executing date, user ID, version name and system code with a user friendly workbench. This allows for easy archiving, saving and deleting reports.

- Data Analyzer for Purge/Archive—The report displays the size of files on the system, record counts by year in various transaction files and summarizes the F0911 records by batch type.
- Use the archive and purge capabilities to remove any unnecessary data. This will help to speed up any conversion and reconciliation efforts.

Ensuring high quality data using these techniques will aid the effective completion of table conversions and will assist greatly in seamless operation of your JD Edwards World solution after the upgrade is complete.

***Tip #11—Inventory Your System***

Upgrading is analogous to moving; before starting, you have to make sure you know where all your belongings are and that they are being handled appropriately. Early in your project, be diligent in gathering this information through composing and completing a preliminary upgrade questionnaire. Among the key considerations to include in your inventory process should be:

- Customizations, extensions, and modifications
- Localizations
- Interfaces, APIs, and integrations
- Third-party products
- Hardware
- Software releases and patches, including operating system, database, and JD Edwards World applications

***Tip #12—Prepare a Go Live Checklist***

Once you have completed the initial planning, create a checklist of criteria to guide the ultimate deployment of the upgraded solution. The planning activities should allow you to develop a robust checklist assess appropriate “go/no-go” decision points. Creating this checklist as soon as possible is a good way to organize project goals, validate your plan, and identify your success criteria before the pressure is on to complete the project. This list should be reviewed periodically during the upgrade to ensure progress is sufficient to complete in time.

***Tip #13—Understand and Mitigate Project Risks***

Early in the project a risk analysis should be undertaken to determine project risks such as resource contention, other projects going live at the same time, and so on. For risks that have a high probability of occurring and have a large impact, specific mitigation plans should be developed. These plans describe, in advance, what actions to take if the risk becomes reality. The analysis and plans need to be reviewed on a regular basis throughout the project.

Look for key points of failure, especially in the area of resource loading for your technical and business specialists. If you lack bench strength in any particular areas, develop a plan to supplement and/or back up critical personnel.

## **Preparing Your Technical Environment**

While many of the activities required for a successful upgrade project involve end users and net change for the applications, you must also manage the changes to your technical environment carefully.

### ***Tip #14—Evaluate Your Hardware and Middleware***

There are several key technological decisions to make that will affect your project. Changing any part of the architecture increases the complexity of the upgrade project, and careful planning is required to determine when to make this change as well as account for the technical work required. If you are not planning on changing architecture (although it may be mandatory for you to change your architecture depending on the version of the applications you are on currently), it is important to clarify this throughout your organization and create consensus to minimize disruptions.

It is imperative that these assessments be made early on to remove uncertainty and allow the project team to focus on other upgrade related details.

- **Platform:** Most upgrading customers should evaluate their current hardware, and operating system prior to the upgrade to determine if you are meeting the minimum technical requirements. Upgrades a great time to evaluate if your current environment will sustain you for the next several years. If you are not planning on updating your environment, it is important to clarify this throughout your organization and create consensus to avoid disruptions in the future.
- **Middleware:** One of the key decisions is which middleware platform you will use. JD Edwards World supports both the IBM WebSphere products as well as Oracle Fusion Middleware. In choosing your middleware, be sure to understand the licensing requirements early to ensure that contractual issues will not become a barrier as the project moves forward. Reference the JD Edwards World Upgrade Resource page on the Customer Connection Web page for minimum technical requirements.
- **Additional servers:** Some of the new enhancements will require WebSphere or Oracle Application Server. You may want to consider a separate server for the new JD Edwards World A9.1 documentation or user productivity kit (UPK). See your Oracle representative to purchase UPK.

### ***Tip #15—Calculate New Hardware Sizing***

Given the potential changes to your current system configuration, it is absolutely vital to get an accurate sizing for your new architecture. The combination of

enhanced JD Edwards World product functionality, technological change, anticipated changes in the way you use the applications, and possible implementation of new modules could all impact sizing requirements for the upgraded solution. Accurate sizing information will help you decide whether you can reuse current hardware, need to increase hardware resources, or should consider upgrading one or more of your servers. Performance and load testing can help determine if the hardware is adequate to support your production requirements.

Your Oracle/ IBM Competency Center in Denver is available to help with sizing as well as your IBM partner. There is a white paper on the Upgrade Resource Page on the Customer Connection Web site that will direct you to this information.

***Tip #16—Identify Custom Code and Scripting***

In addition to completing an inventory of your system, you should also ensure that all your custom code is correctly identified in the system.

Assessment Report Program:

- Facilities assessing and retrofitting custom code by providing a report of global and individual program statistics of the percentage of customer custom code compared to the new release code. To ease the process of retrofitting, the program provides a report identifying changes made by Oracle and by the customer in individual programs.

Net Change Analyzer:

- Use the Net Change Analyzer tool to view changes in the new release. The tool compares the new release with your current environment. It provides a workbench and reports on changes for processing options, data dictionary items, programs, files and more.

***Tip #17—Study and Adhere to Current Minimum Technical Requirements***

A critical step in ensuring success is adhering to the technical requirements for your system. This applies to the release currently in production as well as the release to which you are moving. Make sure that you review these requirements early in the project to ensure that you have the right components and understand any updates or changes and how they will affect your upgrade plan.

Current information on MTRs can be located on the Customer Connection Web site.

***Tip #18—Follow the Specific Platform Recommendations***

The minimum operating system requirement planned for JD Edwards World A9.1 is IBM Operating System V5R3.

## **Installing Your New Release**

Installing the new solution properly is a critical component of the upgrade process.

### ***Tip #19—Install Verification***

Upon installing the new JD Edwards World solution, an inventory check should be completed to confirm that all components were installed correctly and are behaving properly. Details on the installation process can be obtained on the Customer Connection Web site and install documentation should be explicitly followed to minimize potential issues. Once all aspects of the installation are confirmed, the process can continue.

## **Upgrading Your Data**

Once the system is installed, you should turn your attention to data considerations. This step is a critical one in your upgrade success, and often the most time-sensitive.

### ***Tip #20—Identify Data Migration Tasks***

After the upgrade, there may be data migration and repository configuration tasks that must be performed manually. These tasks frequently involve customizations made in prior releases. Identify and catalogue these needs early in the process to ensure that the upgrade effort is not compromised.

### ***Tip #21—Minimize Application Data to Upgrade***

There are several steps to take to prepare your application data for the conversion. The first step is to minimize the amount of data you need to upgrade. If you have a defined archiving and purge strategy for your data, be sure to apply it before the upgrade. If a defined data strategy does not exist in your organization, strongly consider implementing one.

Another important step is to run and review application integrity reports. These reports help you ensure that data is complete and accurate and helps to prevent issues when processing data through the conversion (see “Ensure the Quality of Your Data” above).

### ***Tip #22— Test with a Copy of the Production Database***

Converting your data accurately and efficiently depends on the quality and makeup of the data itself. Working with a current copy of your production data will give you valuable information about how the testing process should be structured as well as how long it will take to complete. Typically, your first conversion will be the longest and the most difficult.

As you progress through the upgrade project, continue to work with accurate, current data, taking a fresh copy as directed in your upgrade path documentation.

***Tip #23—Leverage Existing Test Scripts and Plans***

To prepare test scripts for use during the testing cycles, begin with the test scripts utilized during the original implementation and augment these to include testing of the new features and functionality. Also consider any modifications needed for process flow changes related to the upgrade.

If these materials do not exist from the original implementation or previous upgrade, create them and store them in a library. This material can save significant time in preparing for upgrade testing.

**Training**

While many of your team's existing skills will serve you well in your upgrade project, it is extremely important to provide training on the new features, business processes, and other changes that will help your staff become more efficient and effective with the new version.

***Tip #24—Train End Users on the New Solution***

When you first implement the system, your end users must be trained from the ground up to use the new application solution. However, during your upgrade, you will likely have experienced users who are already familiar with the basics. This fact can both assist and impede your upgrade project effort. Your end users, most importantly those who will be testing the system, must have good information about how the resulting solution will be different, whether the changes are functional, user interface, or technical in nature. These considerations will prevent issues from being reported that are the result of misunderstandings, and better position overall acceptance of the new solution.

Applicable training can be located on the Oracle University Web site; additionally, information on training offerings and available Webcasts can be found on the Customer Connection Web site.

***Tip #25—Get Specific Technical Training***

The project team and support team must be proficient in the new technologies introduced in the latest release. Team members must also understand the new architecture and performance best practices. An assessment is recommended to reconcile the skills needed to support the development and maintenance of the new release. This consideration is especially critical for a successful upgrade initiative.

Applicable training can be located on the Oracle University Web site; additionally, information on training offerings and available Webcasts can be found on the Customer Connection Web site.

**Tip #26—Optimize Training Processes**

One of the best ways to reduce the number of issues you have to track, research, and resolve is to train your users. Although many of the core functional and administrative business processes are similar between releases, training will give your users the information they need to identify true issues from intended changes. The timing of this training is important. While you may want key users to be trained early on to give input to the project and assess impact, most users prefer training proximate to going live on the new system so they don't have to remember what they have learned over a long period of time without using it.

**Post-Upgrade Activities**

Once the core technical upgrade has been completed, there are several additional steps to ensure success.

**Tip #27—Secure Functional User Buy-In**

Functional validation of the system is a key task. Most projects use functional users, away from their main responsibilities to accomplish this objective.

Though it may be self-evident, if you have functional users complete testing, they must see the value of the process and share the project goals to complete the task effectively. Typically, these resources are setting aside important tasks to participate in the upgrade initiative, so take the time to solicit both management and individual cooperation. Once this cooperation is achieved, ensure you are collectively allocating enough time to complete a thorough testing cycle.

**Tip #28—Testing Scope**

A comprehensive testing effort is one of the key steps to finishing the upgrade and going live on the new release. As such, it is important that you consider the testing element of the upgrade as a major software update. Typically, a full, integrated test is performed that includes user acceptance and performance testing, and exercises all the business processes the organization will use. You may choose to use automated testing tools; in most cases, this automated approach should be augmented with human testing as well. Sample test scripts will be available on the Upgrade Resource page on the Customer Connection Web site. The UPK is a valuable tool to create test scripts.

**Tip #29—Deciding to Go Live**

Ultimately, the decision to start running the business on the new solution must be made internally, and taken seriously. As you approach the milestone of a new JD Edwards World solution, make sure that the team has enough information to enable a defensible “go” or “no go” decision to be made. The go live checklist created earlier in the upgrade process should be leveraged to verify that the success criteria have been achieved during the project.

Make sure that all affected groups from both business and IT are represented in this decision. If you have a formal steering committee, this will be the appropriate decision-making body. If for some reason there is no steering committee, call a meeting for this purpose, gathering input from the stakeholders ahead of time and fostering the communication that will allow for an informed and broadly supported decision.

## **ORACLE FUSION**

Oracle Fusion will evolve as a “path” to the future, rather than a “destination” because your JD Edwards World solution will continue to evolve over time as Oracle Fusion technologies become available.

If Oracle Fusion is important to your upgrading plans, there are a few things to keep in mind. The initial application suite for Oracle Fusion is expected to be released in 2008. With Oracle Fusion Applications, our design goals are to incorporate the best capabilities from all of the Oracle independent products lines: Oracle’s PeopleSoft Enterprise, JD Edwards EnterpriseOne, JD Edwards World, and Oracle E-Business Suite.

In doing so, Oracle will provide strategies to facilitate upgrades from each product line to the common Oracle Fusion Application destination. As one of the focus areas of Oracle’s Superior Ownership Experience initiative, the upgrade process is being considered early on in Oracle Fusion to ensure a solution that will encompass critical customer needs.

Oracle has committed to provide an automated path from JD Edwards World to Oracle Fusion. Automated paths will be available from JD Edwards World A7.3, JD Edwards World A8.1, and JD Edwards World A9.1. There is no requirement to upgrade to other Oracle product families such as JD Edwards EnterpriseOne or Oracle E-Business Suite.

The transition to the next generation of applications is a worthwhile journey that you should undertake if and when your business needs warrant it. The course for this journey has been set, it can be started today, and it involves deeper delivery of the benefits in three key focus areas: better business insight, adaptive business processes, and superior ownership experience. Oracle’s investments are focused in these areas, and all future releases of our applications will raise the bar in all areas. In our discussions, the preponderance of feedback from business managers and users of enterprise software falls into these three categories.

As such, our investments in these three areas are intended to result in substantial benefits with the delivery of our next major release, JD Edwards World A9.1, expected in 2007. Beyond this major release and future JD Edwards World application releases under the Applications Unlimited commitment, the final step to a single, convergent, next-generation applications product line will embody the results of our design decisions and unwavering focus in these areas. The convergent product line will embed business intelligence closer to the heart of the

system, so that users can attain better business insight that is presented in the context of a workflow for decision-making. Oracle's investment in a service-oriented architecture, done right, with appropriate degrees of flexibility in how processes are configured, will eliminate the proverbial business/IT divide. Our holistic approach to reducing your total cost of ownership assures you that we are improving every aspect of your experience with our software—installation, patching, upgrading, maintenance, and end user productivity.

### **ADDITIONAL RESOURCES**

The following collateral resources are provided for further information on upgrading your JD Edwards World applications:

#### **Oracle's Home Page**

[www.oracle.com](http://www.oracle.com)

#### **Customer Connection**

[www.peoplesoft.com/corp/en/iou/index.jsp](http://www.peoplesoft.com/corp/en/iou/index.jsp)

### **CONCLUSION**

As part of Oracle's commitment to Applications Unlimited, JD Edwards World continues to evolve, offering greater value and providing new advantages for your business. Upgrading JD Edwards World is key to realizing the maximum return on your Oracle investment.

Oracle shares your passion for your business success. We can now offer advantages and options that are unique in the technology industry: world-class consultants with deep industry and implementation experience, functionality to address nearly any business requirement, and a commitment to stand behind our products.

With the introduction of Oracle's JD Edwards World A9.1, Oracle Applications Unlimited, and Oracle Fusion, Oracle is demonstrating its commitment to you and your business. Tight integration across Consulting, Development, Support, Education, and Global Delivery puts the entire Oracle team behind your success. To learn more, contact your local Oracle Consulting representative at +1.800.633.0615, or visit [oracle.com/consulting](http://oracle.com/consulting).



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