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Oracle Public Sector Revenue Management: Frequently Asked Questions



FAQ (Frequently Asked Questions) Public Sector Revenue Management

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ORACLE PUBLIC SECTOR REVENUE MANAGEMENT OVERVIEW

1. How is Oracle Public Sector Revenue Management licensed?

- Oracle Public Sector Revenue Management (PSRM) is built around the concept of revenue management license option modules. Each module within Oracle Public Sector Revenue Management provides standard business process and business rule support for major tax administration functions. Customers can license the modules that meet their requirements and expand later, as their needs evolve.
- The metric used for licensing is revenue managed. Customers can license based on the revenue managed for an initial phase. If later on, customers transition to manage additional revenue, for example by adding more tax types to be processed in PSRM, the license amount can be increased.
- If the license metric of revenue manages does not work for a customer, an exception metric can be requested. The sales representative can assist with finding an appropriate metric and obtaining an exception.
- Required Module:
 - Foundation – Provides an infrastructure for functional modules and supports a customization toolkit. All features and functions in Foundation are generic in nature and may be extended as needed.
- Optional Modules:
 - Registration – Used for capturing taxpayer demographic and account information. This module includes all elements of the account model, including Person, Account, Tax Role, Obligation and Asset.
 - Forms – Includes all elements related to the configuration and processing of registration and tax forms, including Form Type, Form Upload, Tax Form and Registration Form.
 - Accounting – Manages taxpayer and revenue accounting business processes. This includes: maintaining adjustments, calculating penalties and interest, granting waivers, processing overpayments, managing distribution codes, financial transactions, accounting calendars, fund accounting, GL divisions and cash accounting features.
 - Payments – Responsible for processing incoming and outgoing payments. This includes: maintaining bank and bank account information, payment distribution and priorities, tender and deposit control information and managing the actual payment events and automatic payments.
 - Billing – Manages the bill generation process. The functionality includes: Bill, Bill Type
 - Collections – Includes all business processes that require a workflow. This includes: Overdue Process, Collection Case, Collection Agency Referral, Pay Plan, Bankruptcy, Suppression, Audit and Appeals.

2. Where can I find a listing of the product features included in each license module?

- The Oracle PSRM Features and Functions document provides a detailed listing of the major features that are included with each PSRM Module.

3. Can a product feature be included in multiple license modules?

- Yes. The Foundation module is required as part of every Oracle Public Sector Revenue Management implementation. Each of the remaining optional modules is defined to be independent with the features

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required to implement a robust PSRM instance that supports standard business functions for that module. In order to do this there are a number of features that are part of multiple license modules.

4. What business functions are supported by Oracle Public Sector Revenue Management?

- The Oracle Tax Reference Models (TRMs) are an initiative to accelerate the implementation of Oracle Public Sector Revenue Management (PSRM). The TRM's are a set of assets that represent the implementation of Oracle PSRM for a model tax authority, called the "Superior Department of Revenue" (SDOR). The TRM's document the business analysis, business requirements, and business process flows that represent the business activities of the Superior DOR. The TRM's also include the solution analysis to outline the implementation approach for each set of business processes.
- SDOR project documentation is available for the Sales & Use and Corporate Income Tax Types. Documentation is available for the following functional areas:
 - Taxpayer Profile
 - Taxpayer Accounting
 - Forms and Assessments
 - Payments
 - Overpaid Accounts
 - Compliance
 - Collections
 - Revenue
 - Correspondence
 - System
- TRM encapsulates standard business processes for each of these major tax and revenue functional areas. For each functional area, the documentation includes detailed requirements, requirements traceability to the detailed process flows and a gap/fit solution analysis.
- The Business Analysis assets document the business requirements and detailed process flow diagrams for all of the functional areas. The TRM starts with a Level 0 process model, and which drills into hundreds of business process flows and steps at Level 1, Level 2, and Level 3. A Requirements Traceability Matrix (RTM) is used to map thousands of typical business requirements to the applicable steps in the business process flows.
- The Solution Analysis assets document the solution implementation approach to fulfill the given business requirements, using a specific version of Oracle PSRM. This gap/fit analysis includes the identification of solution packages for implementation guidance. This includes configuration "widget counts" that can be used for budgetary estimation planning.
- OPN registered implementers can find additional material at the Oracle Partner Network (OPN) website:
 - <http://www.oracle.com/partners/en/knowledge-zone/applications/tax-apps-040065.htm>
 - Navigate to the "Implement" tab
 - Scroll down to the "Tools and Resources" section

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5. Are ETM, ETPM and PSRM the same?

- The names Enterprise Taxation Management (ETM), Enterprise Taxation and Policy Management (ETPM) and Public Sector Revenue Management (PSRM) are used interchangeably, even though they reflect different versions of the product. When the name changed from ETM to ETPM this reflected the addition of Oracle Policy Management to the product. The name PSRM was chosen to reflect the wider market for the product as it is positioned for public sector customers who manage revenue but are not tax authorities. No functionality was removed or added, other than what is included as part of the new release.

6. What is the Release History of Oracle Public Sector Revenue Management?

- The release cycle for new versions of product is 18 to 24 months.
- In 2006 SPL WorldGroup (SPL), a leading provider of revenue and operations management software for the utilities industry, had won a contract with the Dutch Tax Authority using Customer Care and billing (CCB) and saw this as an opportunity to create a product optimized for revenue management.
- On November 3, 2006, Oracle announced that it had acquired SPL.
- The first release of Oracle Enterprise Taxation Management (ETM) version 2.1.5 was released for general availability in December of 2007. The ETM v2.1.5 product built on the success of Oracle Utilities Customer Care & Billing v2.1.0. With this release, a new stand-alone product, designated for the tax industry was created. This enabled the Oracle to optimize Oracle Enterprise Taxation Management for tax authorities and the public sector.
- In March of 2009 Oracle released ETM v2.2.0. This was a major functional and technical release on version 2.2 of Oracle Utilities Application Framework. This release included functionality around Forms and Penalty and Interest calculation.
- In April of 2010 Oracle released ETPM v2.2.0 SP2. This service pack included major enhancements for Forms and Penalty and Interest. Also, with this release a limited use license of Oracle Policy Automation was added, and the product name changed from Oracle Enterprise Taxation Management to Oracle Enterprise Taxation and Policy Management. The addition of Oracle Policy Automation is a key differentiator for PSRM. It allowed customers to respond to an environment where frequent policy changes are the norm.
- In March of 2011 Oracle released ETPM v2.3.0. This was a major functional release, including enhanced functionality for Audit, Appeals and Bankruptcy.
- In January of 2012 Oracle released ETPM v2.3.1. This release included enhancements to taxpayer profile, forms, taxpayer accounting and payments functionality.
- In October of 2013 Oracle released PSRM v2.4.0. This was a major functional release, including renovated functionality for asset based taxation, billing, calculations and production controls. For this release the product name changed to better fit the target market. PSRM is relevant to tax authorities and also to other public sector authorities that manage revenue, including customs authorities or benefit management authorities.

7. What is the Win History of Oracle Public Sector Revenue Management?

- 2006: SPL wins the first contract with a federal tax authority in EMEA
- December 2007: First United States tax authority purchases ETM
- March 2008: Second United States tax authority purchases ETM

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- May 2008: Third United States tax authority purchases ETM
- November 2008: First social services authority in Latin America purchases ETM
- February 2009: First tax authority in Africa purchases ETM
- May 2009: First tax authority in Latin America purchases ETM
- February 2010: First state unemployment insurance authority in the United States purchases PSRM
- August 2010: Asia-Pacific federal agency in Australia purchases ETPM
- August 2010: Asia-Pacific inland revenue authority purchases ETPM
- March 2011: First local government in EMEA purchases ETPM
- March 2012: Ministry of Labor and social Policy authority in Europe purchases ETPM
- May 2012: First government Authority in South America purchases ETPM. With this customer, we now have a customer in each continent.
- September 2012: Second Tax authority in Africa purchases ETPM (Lesotho)
- September 2012: Tax authority in the Middle East purchases ETPM (Kuwait)
- September 2012: Middle East ministry of finance purchases ETPM (Qatar)
- November 2012: Existing customer in EMEA purchases ETPM to manage all major tax types.

8. What is the Go-Live History of Oracle Public Sector Revenue Management?

- August 2009: First state tax authority in the United States goes live on ETM v.2.1.5
- December 2009: First federal tax authority in Europe goes live
- August 2010: Second state tax authority in the United States goes live
- January 2011: First customer performs a production upgrade from ETM v2.1.5 to v.2.2.0 SP2
- June 2011: First federal agency in Australia goes live
- July 2011: Third state tax authority in the United States goes live
- July 2012: First tax authority in Africa goes live
- April 2013: Second tax authority in Africa goes live
- July 2013: : First local government in EMEA goes live
- August 2013: First Ministry of Labor and social Policy authority in Europe goes live
- October 2013: Fourth state tax authority in the United States goes live

9. What is Oracle Utilities Application Framework?

- Oracle Public Sector Revenue Management (PSRM) is developed using a common application framework called Oracle Utilities Application Framework
- The Oracle Utilities Application Framework is utilized by multiple products and is responsible for:
 - Common functions across products.
 - Technology stack to be supported by the products.

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- Platforms certified for the platform.
- Other products built using the Oracle Utilities Application Framework include:
 - Oracle Public Sector Revenue Management
 - Oracle Utilities Customer Care and Billing
 - Oracle Utilities Business Intelligence
 - Oracle Meter Data Management
 - Oracle Mobile Workforce Management
 - Oracle Insurance Revenue Management and Billing

10. What products are typically implemented with Oracle Public Sector Revenue Management?

- Oracle provides a variety of products that help fill public sector revenue management customer needs. Almost every Public Sector authority runs Oracle technology today. 25 out of 25 top governments get better results with Oracle.
- Oracle delivers a complete platform of database, middleware, applications, servers, and storage. This allows customers to take advantage of the full Oracle stack. Depending on the specific customer needs, many of the following products are often purchased by a customer:
 - Oracle Database
 - Oracle Real Application Clusters (RAC)
 - Oracle Partitioning
 - Oracle Tax Analytics
 - Oracle Business Intelligence Publisher
 - Oracle Business Intelligence Enterprise Edition
 - Oracle Data Integrator
 - Oracle Enterprise Manager
 - Oracle PSRM Self Service
 - Oracle Database Enterprise Edition
 - WebLogic Suite for Oracle Applications
 - WebCenter Portal for Oracle Applications
 - Oracle Application Integration Architecture
 - Oracle Documaker
 - Other Oracle Applications
 - Siebel for Public Sector
 - Oracle E-Business Suite
 - Oracle PeopleSoft
 - Servers and Environment
 - Oracle WebLogic
 - Oracle Enterprise Linux

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- Oracle Exadata
- Oracle Exalogic
- Middleware
 - Oracle Fusion Middleware
 - Oracle Identity Management
 - Oracle Access Manager
- Training
 - Oracle User Productivity Kit
- Test Automation
 - Oracle Automation Testing Suite

11. Do customers need a full use license to use the products mentioned above when purchasing Oracle Applications?

- Customers are able to benefit from Oracle Application Specific Technology (AST) products when they purchase Oracle Applications, including Oracle Public Sector Revenue Management (PSRM).
- Oracle Application Specific Technology products are designated by the suffix "for Oracle Applications" and are limited to use with eligible Oracle Applications, such as PSRM.
- Each Oracle Application Specific Technology product contains the same features as its full use counterpart, but is restricted for use only with the eligible Oracle Application for which it is licensed.
- Usually the AST product licensing is offered at a significant discount of the regular full use license.

12. What Micro Focus License do I Need?

- Due to Oracle Public Sector Revenue Management (PSRM)'s history, there are some features delivered in COBOL. Because of this, a run time license of Micro Focus is required and provided with the PSRM license. It is highly unlikely that customers will create custom COBOL features, but any development in COBOL requires additional licenses.
- Oracle Public Sector Revenue Management (PSRM) supports the following Microfocus licenses:
 - **Micro Focus Server (for UNIX or Windows) (Required)**. This is the runtime and licensing engine that allows the product's COBOL programs to run in a production environment. A 30-day temporary license is included with your Oracle Public Sector Revenue Management license fee.
 - **Micro Focus Server Express (for UNIX) (Optional)**. This software is used to compile COBOL programs for deployment in a UNIX environment. This license is required if you will be developing your own COBOL programs.
 - **Micro Focus Net Express (for Windows) (Optional)**. This software is used to compile COBOL programs for deployment in the Windows environment. This license is required if you will be developing your own COBOL programs.
 - Both Net Express and Server Express include a COBOL compiler and a COBOL run-time.
- Micro Focus Server licenses are included with Oracle Public Sector Revenue Management license as part of an OEM agreement.

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- Micro Focus Server Express and Micro Focus Net Express are only needed to compile COBOL programs. If necessary, these have to be licensed separately, but are relatively inexpensive.
- If you are developing using Java only, Micro Focus Server Express and Micro Focus Net Express are not required.

13. What languages does Oracle Public Sector Revenue Management support?

- Oracle Public Sector Revenue Management (PSRM) is currently available in English, Arabic, Iberian Portuguese, Serbian Latin, German and Latin American Spanish.
- PSRM supports multiple languages and can be translated implementers can perform local translations for the user interface and the user help documentation.
- Oracle is always investing in adding new languages. Contact your sales representative for more information on a new translation.
- Please contact Oracle Corporation for further details on translating the Oracle Public Sector Revenue Management solution to additional language packs.

14. Where should I go for further Licensing information?

- Oracle.com provides generally available information about all Oracle products, including sales brochures, datasheets and white papers.
- For licensed implementers, the Oracle Partner Network website provides news and information about Oracle Public Sector Revenue Management, as well as training material and opportunities, other tools and resources for implementers and information about Oracle events
 - <http://www.oracle.com/partners/en/knowledge-zone/applications/tax-apps-040065.htm>
- Existing customers can access more information on [My Oracle Support](#). This includes patch downloads, upgrade information, and more technical product documentation.
 - Additional information about Oracle Tax products can be found in the Oracle Tax Blog at <http://blogs.oracle.com/tax>
 - i. This blog is all established and maintained by the Oracle PSRM Product Management team. This blog is for Oracle PSRM customers, delivery partners, and even our Oracle professionals, and is dedicated to all things revenue management. We will focus on support and implementation tips, announcements, and FAQs (frequently asked questions) for all of our Oracle Tax products. These include Oracle Public Sector Revenue Management (PSRM), Oracle Tax Analytics, and our Oracle PSRM integration products. You will see posts from all the Oracle PSRM product managers, all in one blog.

ORACLE PUBLIC SECTOR REVENUE MANAGEMENT IMPLEMENTATION FAQ

15. What are the differences between Configuration, Development and Customization?

- **Configuration** is the process of setting up options for Oracle Public Sector Revenue Management (PSRM) features tailored to meet implementation specific business requirements using the administrative tools supplied within the application.

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Configuration consists of Business Configuration and Technical Configuration, common elements include:

- Completed through the Oracle Public Sector Revenue Management Administration Menu options without programming
- The Demonstration Data provided with Oracle Public Sector Revenue Management can be used for configuration set-up ideas, training, demos, and conference room pilots
- Routine maintenance can be accomplished utilizing Configuration.
- Oracle Public Sector Revenue Management Features and Functions utilized by Configuration are:
 - Documented within the Oracle Public Sector Revenue Management product documentation
 - Supported and covered under warranty
 - Patched under Oracle Global Customer Support processes

Business Configuration should be recognized as:

- Business Users determine the configuration values
- *Examples:*
 - *Setup Control Data, Tax Types, Adjustment Types*
 - *Defining parameters for an Algorithm*
 - *Setting up Rates*
 - *Defining Form Lines Items and Rules*

Technical Configuration should be recognized as:

- IT staff determine the configuration values
- Oracle Public Sector Revenue Management has Embedded Help features implementers can use to document what is configured
- *Examples:*
 - *Creating a new Business Object or Zone*
 - *Any algorithm type, script, zone, portal, data area, Business Object, Business Service*
 - *Specifying or removing a deferred monitor process on a base-product Business Object*
 - *Base product Business Object modified through:*
 - ♦ *Installation Options and Feature Configurations*
 - ♦ *Disabling base product algorithms plugged in on a base-product Business Object*
 - ♦ *Adding algorithms to a base-product Business Object*
 - *SQL statements in zones, or HTML for UI Maps*

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- *Creating XAI inbound and outbound messages*
- *Disabling option values*
- *Extending base-product data areas*

➤ **Development** is the use of tools and methods provided in the base product for projects to perform safe, upgradeable development that preserves the customers upgrade path to allow customers to tailor the application to their specific business requirements, without sacrificing the upgrade benefits of COTS.

- The Development Tools provided are:
 - Documented within the Oracle Public Sector Revenue Management product documentation
 - Supported and covered under warranty
 - Patched under Oracle Global Customer Support processes
 - The modules created with the Development Tools cannot be supported or fixed by a patch from Oracle Global Customer Support
 - Oracle Public Sector Revenue Management has Embedded Help features implementers can use to document what is configured

Development should be recognized as:

- *Examples:*
 - *Development using the SDK we provide with Oracle Public Sector Revenue Management (i.e. java algorithms, new java batch programs).*
 - *Development using the Oracle Public Sector Revenue Management configuration tools (XPath scripting)*
 - *Development using 3rd party development tools and then imported into Oracle Public Sector Revenue Management (XPath editors, JavaScript editors, etc....)*

➤ **Customization** is modification of the base product software and is not preserved during an upgrade. Oracle Public Sector Revenue Management Software (PSRM) is architected to prevent customizations, so that upgrade paths are preserved; making Customization a concept we do not support.

16. How do implementation configuration and development affect warranty and support?

- The Oracle Public Sector Revenue Management (PSRM) warranty ensures that all features and functions will work as described in the product documentation. For these purposes, product documentation includes:
- Server Administration Guide
 - Framework Administration Guide
 - PSRM Installation Guide

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- PSRM DBA Guide
 - PSRM Quick Install Guide
 - PSRM Release Notes
 - PSRM Business Process Guide
 - PSRM Administration Guide
 - Product Help
- Oracle's Lifetime Support Policies are outlined on oracle.com. The current release of Oracle PSRM is version 2.4.0, released for General Availability in October 2013. Per the Lifetime Support Policy, Premier Support for Oracle PSRM v2.4.0 is offered for 5 years, through September 2018. Extended Support offers up to an extra 3 years of support for select software releases, at an additional fee. Sustaining Support provides maintenance for as long as you use your Oracle software.
- Any configuration performed in PSRM will not affect the warranty and will be able to be upgraded and supported. Development performed using the Software Development Kit (SDK) will also not affect the warranty and should continue to perform after upgrades.
- The Oracle team strives to minimize upgrade impacts over time. To accomplish that, we conduct thorough regression testing.

17. Does the product contain modifications to the common baseline that are not available to all customers?

- All customers are able to download Oracle Public Sector Revenue Management (PSRM) from eDelivery. There are no differences between codelines for customers using the same version of PSRM. Customers are able to extend the base product to meet their needs through configuration and development performed by system integrators.

18. Are Oracle Revenue Management products and/ or services being manufactured or performed at sites outside the United States?

- The Oracle Public Sector Revenue Management (PSRM) development team has members in a variety of locations throughout the world. Our current development centers include
- San Francisco, CA
 - Manila, Philippines
 - Hyderabad, India
 - Raleigh, NC
 - Bridgewater, NJ

19. Where can I find the Oracle Public Sector Revenue Management documentation and data model?

- The documentation for our Oracle Tax products is available on-line, and easily accessible from oracle.com. This includes Oracle Public Sector Revenue Management (PSRM) v2.2, v2.3.0, v2.3.1 and v2.4.0, Oracle Tax Analytics v2.0, Oracle ETPM Web Service v1.0 and Oracle Tax PSRM integration products for Oracle EBS and PeopleSoft. The easily accessible documentation library includes the online Help, Release Notes, Installation Guides, and DBA, Administration, and Batch guides. All documentation is available in PDF format. In addition, the on-line help for PSRM is available in HTML format.

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- You can find them here: <http://www.oracle.com/technetwork/documentation/pubsectrevmgmt-154608.html>, or by going to <http://www.oracle.com/documentation>, and selecting Oracle Tax.
- Oracle [eDelivery](#) allows you to download a media pack containing information about Oracle Public Sector Revenue Management, including:
 - The product Release Notes provide information about new functionality for the release, as well as technical specifications and supported platforms.
 - The product Installation Guide provides detailed information regarding to the installation of Oracle Public Sector Revenue Management, including an overview of the Application Architecture, Supported platforms and hardware, and other installation details.
 - The Quick Install Guide provides a high-level overview of the installation steps for Oracle Public Sector Revenue Management
 - The Database Administrator's Guide provides instructions for installing and maintaining the database for Oracle Public Sector Revenue Management.
- Oracle Public Sector Revenue Management contains help that can be accessed from the application. This Help provides extensive product documentation describing the different features and functions. The help can be installed independently on your computer for easy access when not logged into the application.
- The data dictionary in the application viewer has the physical data model. There is also the Maintenance Object (MO) view that shows the main table and all the child tables for an MO.

20. How can I tailor the Oracle Public Sector Revenue Management UI layer to accommodate customer requests?

- The Oracle Public Sector Revenue Management (PSRM) UI can be customized by selecting user preferences for different user groups. This affects what users will see when they first access the application.
- Stylesheets can provide a specific look and feel to the application. These can help make PSRM's look consistent with other customer applications and does not affect functionality.
- Custom Portals and Zones can be created to display information to the user and new pages can be configured to map to user requirements. Business objects can be used to generate customized views of the data.
- Business Process Assistant scripts can be configured to help walk the user through a business process.

21. How can business rules be defined and maintained by users?

- The Oracle Public Sector Revenue Management (PSRM) product allows administrators to configure a variety of business rules through its base pages. Administrators are able to set up rules related to taxpayers, accounts, tax types, and many more using common features such as drop down boxes and radio buttons.
- The PSRM license provides a limited use license for Oracle Policy Management (OPA). OPA gives users the ability to create business rules using familiar tools, such as MS Word and Excel. After business users review and test these rules, they can be deployed to be used with PSRM. OPA also provides an ability to track policy changes, and trace back to source material, define test cases and compare results across policy versions.

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22. What extensions can be made to the Business Application Layer?

- Business configuration can be used to implement business specific requirements using the administrative tools supplied with the application.
- Oracle Policy Automation allows you to add business rules at different points in a business process. These business rules can be easily maintained using Microsoft Office tools, such as Word and Excel.
- Technical configuration can be used to extend existing business entities and create new Business Components that extend the application layer. In addition, implementations can add logic through custom Algorithms and Background Processes.
- Extensions to the Application Layer can be made using the Software Development Kit. The Oracle Utilities Software Development Kit is a set of utilities designed to build applications based on Oracle Utilities Application Framework, the application framework built by Oracle. It provides utilities for base product developers and implementers to extend applications without compromising upgradeability.

23. How can I extend the database layer?

- Many objects in Oracle Public Sector Revenue Management (PSRM) support characteristics. Characteristics enable implementers to store additional information about an object without a need for table modifications. Implementers define a characteristic type that will be used to store the information. This is the most common extension of the database and works best when customers need to store an additional field on a table.
- Business Object Extensions can be used to define a schema of information that will be applicable for a business object. Business Object extensions are a good choice when customers need to store groups of information or repeating groups.
- The Software Development Kit (SDK) allows implementations to add tables and columns to the data model. Implementers can add tables to an existing maintenance object (MO) or create a new MO. Implementers can add validation to the MOs using the SDK. This should be used only if the customer has a strong preference and the previous methods are not enough to meet the requirement.
- Oracle Public Sector Revenue Management provides several generic objects that can be used to accommodate customer-specific data, including Fact, Process Flow and the Business Event Log. These objects provide an alternative to modifications of the database by providing a flexible way to store information.

24. How do I prevent multiple internal users from modifying the same data at the same time?

- The Oracle Database will use optimistic locking. That means that each record is stamped with a version number. When saving a record, the database will compare the version of the record and if it is not the latest version, it will display a message to the user and not allow the update.

25. What platforms are supported for Oracle Public Sector Revenue Management?

- The documentation for our Oracle Tax products is available on-line, and easily accessible from oracle.com. This includes the Installation Guide and Quick Install Guide.
- The Oracle Public Sector Revenue Management version 2.4.0.0.0 release will support the following platform components.
- Note: Please check the Oracle.com Support web site for the latest supported platforms as this information can change periodically.

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➤ Web Browser Requirements

- The following Operating System / Web Browser software is supported:
 - Windows XP SP3 or higher with Internet Explorer 8.x / Firefox 17 ESR
 - Windows 7 (32-bit or 64-bit) with Internet Explorer 8.x or 9.x / Firefox 17 ESR
 - **Note:**
 - ◆ Internet Explorer 9.x must be in Compatibility Mode.
 - ◆ Only ESR versions of Mozilla Firefox are supported.

➤ Operating Systems and Application Servers

- The following table details the client, application server and database tier combinations on which Oracle Public Sector Revenue Management version 2.4.0.0.0 has been tested and certified. Browser and Operating System (Client) platforms are supported with all listed server side combinations.
- Note: Support for Oracle Enterprise Linux 5.8 requires Cobol server 5.1 WP8. See the MicroFocus site for the appropriate download.

Client Tier	Application Server Tier			Database Tier
	Operating Systems (64 bit only)	Chipset	Application Server	
Operating System: Windows 7 Browsers: IE 8.x IE 9.x (compatibility mode only) Firefox 17 ESR	AIX 7.1 TL1	P-Series	Oracle Weblogic 10.3.6 (Standard and Enterprise Edition) IBM Websphere 8.5.0.1 (Basic and ND)	Operating Systems: as supported by the respective DB Server Versions Database Servers:
	Oracle Enterprise Linux 5.8/6.2/6.3	X86	Oracle Weblogic 10.3.6	Oracle 11.2.0.3 (Standard and Enterprise Edition)
	Sun Solaris 10	SPARC	Oracle Weblogic 10.3.6	Oracle 12.1.0.2 (Standard and Enterprise Edition)
	Windows Server 2008 R2	X86	Oracle Weblogic 10.3.6	

➤ Oracle Database Servers

- Oracle Public Sector Revenue Management version 2.4.0.0.0 is supported with Oracle Database Server 11.2.0.3 or 12.1.0.2 on all of the operating systems listed above.
- The Oracle 11.2.0.3 or 12.1.0.2 client is required for these versions of the database server.

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- The following Oracle Database Server Editions are supported:
 - Oracle Database Server Standard Edition
 - Oracle Database Server Enterprise Edition
- Refer to Oracle Database Server documentation for the differences between these 2 editions. Some features and options are only available as part of Oracle Database Server Enterprise Edition.

➤ Oracle Policy Automation

- Oracle Public Sector Revenue Management version 2.4.0.0.0 is supported with Oracle Policy Automation release 10.4. Refer to Oracle Policy Automation documentation for the platforms supported by Oracle Policy Automation and Oracle Policy Modeling.

26. What is the difference between supported and certified platforms?

- Platforms are Certified when they have been through a full automated regression test cycle. By contrast, supported features may or may not have been tested, but are fully covered under Oracle Support and the Oracle team is confident that Oracle Public Sector Revenue Management will present no issues on those platforms.
- For example, Oracle Public Sector Revenue Management may be certified to work with Oracle Database Oracle 11.2.0.3. However, if there are new patches or service packs released for the Oracle Database, they will not be certified until sometime in the future, but they will be supported.
- The reason we have supported platforms that are not certified is that the products are constantly releasing new versions and it would be impractical to run a full automated test cycle for each new version they release. Instead, we run the full test cycle for multiple platforms when preparing for a new release of PSRM.

27. Are there any proprietary tools required to run or maintain Oracle Public Sector Revenue Management?

- Oracle Public Sector Revenue Management (PSRM) is developed using commonly available languages such as Java, XML, SQL and Oracle Policy Automation (OPA).
- No specialized, hard to find technical resources are required to maintain the system after go live.

28. What methodology is used to implement Oracle Public Sector Revenue Management?

- Oracle Public Sector Revenue Management (PSRM) has been implemented by customers using different methodologies, including Agile and Unified Process.
- It is normal for each Systems Integrator (SI) to have their proprietary delivery methodology, this is part of the differentiation and competitive edge each SI offers.
- Oracle provides a flexible/scalable, non product/technology specific methodology based on the unified process called Oracle Unified Method (OUM). Information about this methodology can be found on the Oracle Partner Network at <http://www.oracle.com/partners/en/products/applications/oracle-unified-method/get-started/oracle-unified-method-1953960.html>.

29. What skills are needed to implement Oracle Public Sector Revenue Management?

- Oracle Public Sector Revenue Management (PSRM) can be maintained by technology employees that possess common skills such as Java, XML and SQL.

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- No specialized, hard to find, technical resources are required to maintain the system after go live.

30. What are the uses and benefits of using the Oracle Public Sector Revenue Management Demonstration Database?

- The Oracle Public Sector Revenue Management (PSRM) Demonstration Database serves many purposes:
 - It is helpful to set up an environment that can demonstrate features and functions without the need to add configuration.
 - It can be used as a starting point for implementers because it serves as an example of how to configure different functionality. Implementers can copy functionality to customer environments, as appropriate.
 - It can be used as a training environment since it contains system and taxpayer data that can be restored from the original files. The Demonstration Database has been certified to work with the training exercises.

31. What are patches, roll-ups and service packs, and when do I need to apply them?

- Due to the ongoing nature of software improvement, Oracle will continually release enhancements and fixes through patches, roll-ups and services packs.
- Patches are fixes or enhancements that address a specific item. They can be released at any time.
- Roll-ups combine a number of patches to make application easier for customers. Roll-ups come out monthly so customers can plan for their application. They do not include Oracle Utilities Application Framework patches.
- Service Packs are released every 6 to 9 months. They include all fixes and enhancements included in the roll ups and any Oracle Utilities Application Framework patches that have been certified with Oracle Public Sector Revenue Management
- All service packs are mandatory once they are released. Any bug fixes will be released on top of the latest available service pack. In addition, once an Oracle Utilities Application Framework (OUAF) service pack is certified to PSRM, it becomes mandatory for all PSRM customers.
- Always contact Oracle Public Sector Revenue Management Support prior to applying vendor updates that do not guarantee backward compatibility.

32. How are Oracle Public Sector Revenue Management upgrades, enhancements and fixes/patches obtained and how do we receive notification?

- Oracle will continually release enhancements and fixes through patches, roll-ups and services packs.
 - Patches are fixes or enhancements that address a specific item. They can be released at any time.
 - Roll-ups combine a number of patches to make application easier for customers. Roll-ups come out monthly so customers can plan for their application. They do not include Oracle Utilities Application Framework patches.
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- Customers should not apply individual patches unless they have an urgent issue resolved by the patch. This would cause excessive regression testing and maintenance burden.
- To stay current with the latest fixes, customers should plan on applying roll-ups and service packs as they are released. This minimizes regression testing.
- Customers should consult the Oracle E-Delivery web site periodically for new patches and roll-ups

33. Are Service Packs mandatory?

- Yes. Service Packs enable customers to keep their environments up to date with any issue resolutions and enhancements. If a customer were to encounter an issue, he would need to ensure that all service packs are applied to the environment before requesting help from customer support. Service Packs are a pre-requisite for suture patches.

34. What installation information is available?

- The documentation for our Oracle Tax products is available on-line, and easily accessible from oracle.com. This includes Oracle Public Sector Revenue Management v2.2, v2.3.0, v2.3.1 and v2.4.0, Oracle Tax Analytics v1.1, and Oracle Tax PSRM integration products for Oracle EBS and PeopleSoft. The easily accessible documentation library includes the online Help, Release Notes, Installation Guides, and DBA, Administration, and Batch guides. All documentation is available in PDF format. In addition, the on-line help for PSRM is available in HTML format.
 - You can find them here: <http://www.oracle.com/technetwork/documentation/taxmgmt-154608.html>, or by going to <http://www.oracle.com/documentation>, and selecting Oracle Tax.
- Installation guides are available for download from the Oracle E-Delivery web site. These documents provide a roadmap for installation and use of Oracle Public Sector Revenue Management across a variety of supported platforms and configurations. As implementations will vary they may not represent detailed step by step procedures for your environment.
- Refer to the Oracle Public Sector Revenue Management Quick Install Guide Release 2.4.0 for an overview of installing Oracle Public Sector Revenue Management including Micro Focus installation information.
- Refer to Chapter 2 Database Installation of Oracle Public Sector Revenue Management Database Administrator's Guide Release 2.4.0 for the steps required to install or upgrade the Oracle Public Sector Revenue Management database including:
 - Installation Overview
 - Oracle Database Installation
- Refer to the Oracle Public Sector Revenue Management Installation Guide Release 2.4.0 for a detailed guide on how to install Oracle Public Sector Revenue Management.
- Refer to the Oracle Public Sector Revenue Management Optional Products Installation Guide Release 2.4.0 for information on the reporting features of the software that can be leveraged with Oracle BI Publisher as well as on-line document display with Oracle Documaker.

35. What quality assurance processes are followed before releasing software patches?

- The Oracle Public Sector Revenue Management (PSRM) team utilizes an industry standard testing process, including unit testing, system testing and acceptance resting. During the process, the Product Development Engineers are involved in test preparation and resolution documentation. The Quality

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Assurance team conducts acceptance tests, as well as regression testing, to ensure the fix will not have any negative effect on existing functionality.

36. Which tools should be used for data migration between environments?

- With the Oracle Utilities Application Framework based products there are a number of tools provided that can be used to transfer data from one environment to another.
- There are three main tools that implementations use:
 - **Bundling** - A configurable release management tool that allows exporting of Advanced Configuration Environment based objects (business services, business objects, UI Maps etc) from one environment to another.
 - **Blueprint** - An Oracle Utilities Software Development Kit (SDK) based tool to import metadata from the development environment to your initial testing environment. The utility is command line based and basically uses a text based configuration file to drive the utility on the source and target sides.
- **Configuration Migration Assistant** – As a companion to the other tools outlined, the Configuration Migration Assistant can be used to migrate administration and configuration data from one environment to other environments. The Configuration Management Assistant ships with predefined Migration requests and Migration Plans ready to use. This option is for configuration data only.
- Each tool has a role in an implementation but you must be careful to use the right tool for the right job within an implementation. The suggestions are as follows:
 - Only use the Blueprint tool for migrating data from your development platform to your initial test environment. The blueprint tool is not designed to move large amounts of data and certainly is risky, if not used correctly, and can potentially break the integrity of your data.
 - The SDK provides the configuration data that it is used for (mainly meta-data). This should not be extended as, while it can perform data migration on any data, it is not efficient and risky for certain types of configuration data.
- Additional information can be found in the following whitepaper: Oracle Utilities Application Framework - Release Management - Software Configuration Management on MyOracle.com

37. What steps are involved in the Oracle Public Sector Revenue Management upgrade process?

- Before upgrading your Oracle Public Sector Revenue Management (PSRM) installation you should ensure you meet all supported platforms and hardware requirements. This may require an upgrade of your database server software. A thorough upgrade assessment should be performed.
- Before beginning the upgrade make sure you have good backups of both the database and the product installation base directory including any customer modifications deployed under the product installation.
- Install prerequisite third party software as in many cases new versions or will be required. Insure you have the correct versions of the Oracle Client, Java, Hibernate, and Micro Focus Server.
- Install the supported version of the Application Server software appropriate for your environment (WebLogic, WebSphere Basic, WebSphere ND).
- Review and complete the Application Framework Installation and Configuration Worksheets found in the Installation Guide.

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- Review and complete the Public Sector Revenue Management Installation and Configuration Worksheets found in the Installation Guide.
- If using the WebSphere Application Server additional configuration is required prior to installing Oracle Utilities Application Framework.
- Install Oracle Utilities Application Framework.
- When upgrading from 2.2.0 to 2.3.0 there is an additional Framework convenience rollup patch package that needs to be applied.
- Install Oracle Public Sector Revenue Management.
- If using the WebSphere Application Server complete any required post installation tasks.
- Deploy and start Oracle Public Sector Revenue Management application as appropriate for you Application Server software.
- Any custom code will need to be redeployed. Custom java code will need to be rebuilt using Oracle Utilities Software Development Kit compatible with the installed Framework release.
- Additional information can be found under My Oracle Support Knowledge Base ID 560401.1 in the Software Configuration Management – Upgrading attachment.

38. What are the benefits of upgrading?

- There are many new and enhanced features in each new version of Oracle Public Sector Revenue Management (PSRM) as well as the Oracle Utilities Application Framework. For a complete listing and description of these features refer to Oracle Public Sector Revenue Management Release Notes Version available for download from the Oracle E-Delivery web site.
- In addition to the documented enhanced features and improvements it is important to maintain your Oracle Public Sector Revenue Management at the latest levels to minimize the risk of falling off the support end of life for Oracle Public Sector Revenue Management and Oracle Utilities Application Framework as well as the prerequisite software such as Java, WebLogic/WebSphere, Micro Focus Cobol, Oracle Database Server/Client, etc. The more current you are on your software levels (in line with Oracle Public Sector Revenue Management certified configurations) the more likely that product support will be able to assist in troubleshooting and resolving any problems you might encounter.
- Additional information can be found under My Oracle Support Knowledge Base ID 560401.1 in the Software Configuration Management – Upgrading attachment.

39. Why invest in test automation?

- Test automation lowers the customer's total cost of ownership by eliminating the need for manually regression testing every time a roll up or patch is installed or a modification made to configuration.
- Customers should plan on regression testing their key processes and custom enhancements when installing patches and upgrading. Test automation can dramatically reduce cost and time required to verify that product functions as expected
- The Oracle team thoroughly tests the base code. We do not provide regression test scripts with the product, as our internal regression tests are focused on the base code, where customers should focus on their customizations.
- Test automation should start when code is stable and tests have been executed manually and passed the test.

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- Some test automation products used by our customers include:
 - Oracle Automation Testing Suite (OATS)
 - Automates complex transactions for functional testing and load testing
 - Provides custom test cases to validate application content
 - Quick Test Professional (QTP)
 - Provides functional and regression test automation for software applications and environments
 - Supports keyword and scripting interfaces and features a graphical user interface
 - Borland SilkTest
 - tool for automated function and regression testing of enterprise applications

40. Can customers obtain a copy of Oracle's test automation and re-use it?

- The Oracle PSRM team performs test automation designed to test the base product features. Re-executing these tests would be redundant.
- Implementations need to create their own test scripts designed for their custom functionality.

41. Do all tests have to be automated and how do customers get a return on investment in test automation?

- No. Test automation should focus on tests exercising the most critical business flows and then build incrementally on top of that in the order of the impact that a test failure could have on user's ability to do their job.
- Return on investment comes from reuse of automated tests over a number of test cycles.
- Breakeven point varies based on multiple factors, but is typically at over two full test cycles

42. Which test automation tools are recommended?

- Any number of third party test suites that work with standard browser based J2EE applications can be used. We do not prescribe or require any one specific regression test suite.
 - Oracle has a product called Oracle Automated Testing Suite (OATS) that can be used with Oracle Public Sector Revenue Management
 - Oracle ATS includes modules for both application programming interface (API) and graphic user interface (GUI) testing
- API level testware requires staff with higher programming skills but typically requires less maintenance than GUI level testware (so that ROI can be achieved sooner)
- GUI level testware development requires fewer staff with solid programming skills, but GUI is more volatile if proper change insulation techniques aren't employed. Customers could end-up with a high maintenance test suite with low or no ROI
- The Oracle Development Team develops and maintains both – GUI and API level testware.
- The Oracle PSRM GUI test suite consists of many thousands of test cases and the API test suite, of many hundreds of test cases.

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43. Why should customer configuration be performance tested?

- Although both the Oracle Public Sector Revenue Management (PSRM) and the Oracle Utilities Application Framework product teams execute performance tests of the application it is crucial to incorporate a performance test phase for you customer integration. Many different factors can affect site specific performance including hardware and networking infrastructure, software and database configuration, volume of data, and structure of storage. Customer modifications (such as those that include poorly written SQL or memory leaks in java code) may introduce unanticipated performance issues that will require troubleshooting and tuning.
- During your PSRM implementation, your implementer will add a number of custom algorithms, scripts, and services. The PSRM architecture ensures these are safe and upgradeable if you follow the right processes. However, it doesn't ensure your custom algorithms and extensions will perform well.
- It is a pre-requisite during your development phase that a transaction perform well when the system is not under load. More specifically, one cannot expect a transaction that performs poorly in development and unit test phases to somehow perform well down the road in UAT, load testing, or Production. So, it's critically important that your developers implement a "Prevention" strategy to help prevent performance issues down the road in these custom algorithms and extensions. It's significantly less expensive to identify and correct these issues in development, than down the road in UAT, load testing, and production.
- For assistance in track down and ultimately address performance problems refer to My Oracle Support Knowledge Base ID 560382.1.

44. What performance test tools are recommended?

- They say an ounce of prevention is worth a pound of cure. These words ring especially true when it comes to performance testing your Oracle Public Sector Revenue Management (PSRM) implementation. Starting with Oracle Enterprise Taxation and Policy Management (ETPM) v2.3.0 and later versions our application framework has added an Advanced Debugger that can help your implementer identify and correct performance issues during development and unit testing, before you get to user acceptance test (UAT), load testing, or Production.
- ETPM v2.3 added a new feature we call the Advanced Debugger. This feature gives a developer a trace that shows every business object, business service, script, zone, and algorithm that was executed in an on-line action, along with the number of milliseconds spent in each. A developer can use this tool to get insight into which algorithms or processes are taking the most time, and make sure the processes are performing correctly in Unit test
- Other tools that help troubleshoot performance and scalability are:
 - Fiddler – OLTP - Freeware
 - This is a Web Debugging Proxy which logs all http traffic between your computer and the Internet. It debugs traffic from virtually any application that supports proxy including Internet Explorer, Mozilla Firefox, Google Chrome and more.
 - <http://fiddler2.com/fiddler2/>
 - Your Kit – Java Profiler – Licensed
 - It's a CPU and Memory profiling tool for Java applications. It can be integrated with Eclipse and used to find hot spots, memory leaks and excessive garbage allocations.
 - <http://www.yourkit.com/>

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- SQLT – Explain Plan – freeware
- TKProf & AWR and ADDM Reports – DB Statistics
 - TKProf is included in the Oracle DB license
 - AWR and ADDM are licensed through an Oracle DB option: Oracle Tuning and Diagnostics Pack

45. What standards are supported by Oracle Public Sector Revenue management in relation to security?

- The security capabilities of the Oracle Public Sector Revenue Management (PSRM) solution include the optional use of other security products to enhance the overall capabilities of an implementation. Oracle Identity Manager can be used to provision new users and user groups for use in the system. The system allows implementations to manage settings in Oracle Public Sector Revenue Management to enable use of Oracle Identity Manager and Oracle Access Manager features. In addition, an Oracle database option called Database Vault can optionally be used to restrict access to application data for system and DBA users.
- Many organizations utilize Lightweight Directory Access Protocol (LDAP) for defining user security. This integration feature allows an import of existing LDAP users and groups to the system. Once imported, all Oracle Public Sector Revenue Management user and group functions are available. This integration includes group level security and updates for new users and groups.
- For additional information, reference the following Oracle Utilities Application Framework whitepapers found at My Oracle Support
 - Advanced Security for the Oracle Utilities Application Framework - Doc Id: 1375615.1
 - LDAP Integration for Oracle Utilities Application Framework based products - Doc Id: 774783.1
 - Oracle Utilities Application Framework Security Overview - Doc Id: 773473.1

46. What standards are supported by Oracle Public Sector Revenue management in relation to accessibility?

- It is a goal for Public Sector Revenue Management (PSRM) to become ADA compliant application. To become compliant PSRM must support the applicable Oracle Global HTML Accessibility Guidelines (OGHAG) as outlined by the Oracle Accessibility Program Office. Accessibility compliance is recorded and reported through a published Voluntary Product Accessibility Template (VPAT). The VPAT is a voluntary industry response form that lists each of the accessibility standards of [Section 508](#) of the Federal Rehabilitation Act. Each Oracle product team creates its own VPAT that details the extent that the product functionality meets each of the technical and functional standards. PSRM does not have a published VPAT yet, but we are working towards this.

47. How can Oracle Public Sector Revenue Management be integrated with other applications?

- A key activity in any implementation is the interfacing or integration between the product(s) you are implementing and/or other preexisting assets in the enterprise. The application framework provides several integration points to get data in and out of the product including client interfacing, web application server interfacing, business application server interfacing, and database server interfacing. For a detailed whitepaper that outlines the details of these available techniques and in what situations they are appropriate see My Oracle Support Knowledge Base ID 789060.1.

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- Several Oracle Application Integration Architecture Direct Integrations (pre-built application to application integrations) have been released to the Oracle E-Delivery web site and many more are in the development and/or planning stages though the Oracle Public Sector Revenue Management Integration Product Roadmap.

48. How are integrations to Oracle Public Sector Revenue Management built?

- Oracle SOA Suite is a comprehensive, hot-pluggable software suite to build, deploy and manage Service-Oriented Architectures (SOA). The components of the suite benefit from common capabilities including consistent tooling, a single deployment and management model, end-to-end security and unified metadata management.
 - Oracle Application Integration Architecture (AIA) delivers Pre-built Integrations as either Direct Integrations or Process Integrations Packs.
 - Direct Integrations (DI): Pre-built Integrations that manage data flows and data synchronizations between Applications.
- Process Integration Packs (PIPs): Pre-built Integration accelerators combine one or more of the integration styles such as data-centric integration, web services, reference data query, and/or process-centric integrations. They leverage the design patterns, methodologies and common objects and services as defined within Oracle AIA Foundation Pack.
- Oracle AIA provides an open, standards-based approach for organizations to integrate end-to-end business processes across a broad range of custom, Oracle or third-party applications. Our AIA integrations are specific between two products for a certain functionality. Examples of these are integrations with Oracle eBusiness Suite for GL and Peoplesoft for GL. They are built using the SOA architecture.

49. What integrations are currently available for Oracle Public Sector Revenue Management?

- Integrations available for Oracle Public Sector Revenue Management (PSRM) include:
 - Oracle eBusiness Suite for General Ledger and Accounts Payable – Summarize financial transactions for accounts receivable and accounts payable data within the master financial books of record.
 - Peoplesoft for General Ledger – For general ledger transactions, Oracle PSRM is considered the sub-ledger and Oracle PeopleSoft Enterprise Financials for General Ledger and Accounts Payable is considered the general ledger.
 - For these integration products we support the integration for combination of all major versions of the products that are under support. While we may not have tested all possible version combinations, we will provide support for any issues encountered.

50. What is the approach for archiving?

- PSRM customers can address archiving requirements using an Oracle Database feature called Information Lifecycle Management (ILM). With this feature, data is managed through a lifecycle, and can remain in the database indefinitely, or can be purged, depending on your rules for different types of data. The Oracle Database Partitioning and advanced compression license options are recommended with ILM. Using data partitioning, you can configure multiple types of disk drives in your storage array(s), creating a high performance tier with the faster more expensive disks, and a high capacity tier with the slower less expensive disks. By partitioning tables based on the lifecycle of the information managed and then compressing data, IT departments can reduce their dependency on high end

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storage, reduce their incremental storage costs, keep more data online for longer periods of time and improve the performance of applications that access large databases.

51. How do I manage and optimize my entire Oracle Public Sector Revenue Management environment?

- Oracle Management Pack for Oracle Public Sector Revenue Management (PSRM) provides application life-cycle services for the Oracle Taxation suite of applications. By combining Oracle Enterprise Manager's enterprise management solution with Oracle Public Sector Revenue Management applications, IT organization can significantly reduce the cost and complexity to manage a PSRM environment.
- One Solution, One view
 - Provides a top down application management framework
 - Automates tasks of application lifecycle management
 - Provides a single view and console to manage Oracle Public Sector Revenue Management products
- Centralized Operations Management
 - A centralized framework is needed to manage and operate multiple instances of multiple products to reduce total cost of operations.
- Application Operations – Availability
 - The Application Management Pack for PSRM provides instrumentation and tracking of a products individual components and their availability. This capability can be integrated with Oracle Enterprise Manager's incident and alerting capability to provide availability target tracking.
- Application Monitoring - Group Monitoring
 - PSRM components can be managed individually or as part of a group to perform group monitoring and group management capabilities. Groups can be created by a number of dimensions matching preferred IT management strategies.
- Application Environment Management – Cloning Environments
 - The Application Management Pack for PSRM allows additional copies of the software to be quickly created using environment cloning. Simple cloning allows for environments to be created with minimal interaction and advance cloning allows new environments with new characteristics to be created.
- Application Upgrades – Patch Management
 - The Application Management Pack provides an interface to My Oracle Support to import and install patches on an environment interactively or on a schedule.
 - Patch sets can be migrated across environments.
- Enterprise Wide Management
 - The Application Management Pack for PSRM has been designed to work standalone or in conjunction with other packs available for Oracle Enterprise Manager. Customers can choose to target Oracle Public Sector Revenue Management product using Oracle Enterprise Manager or target their entire Oracle infrastructure to provide higher levels of management across the enterprise.

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52. What technical best practices and whitepapers are available for Oracle Public Sector Revenue Management?

- The Oracle Partner Network website:
 - <http://www.oracle.com/partners/en/knowledge-zone/applications/tax-apps-040065.htm>
 - Navigate to the “Implement Tab”
 - Scroll down to the “Tools and Resources” section

53. Where do I go for Oracle Public Sector Revenue Management customer support?

- **My Oracle Support –**
 - <https://support.oracle.com/CSP/ui/flash.html>

54. How do you work effectively with Oracle Global Customer Support?

- The first step is to register with at My Oracle Support. To do this, implementers will need a customer support identifier and a valid support contract. In addition, most projects will have an administrator who handles all interaction with Oracle Global Customer Support.
- You can find additional information regarding My Oracle Support in the following Knowledge Document: My Oracle Support - TUGBU Tools and Tips (Doc ID 1151721.1)

55. What training is available for Oracle Public Sector Revenue Management implementers?

- Oracle Public Sector Revenue Management (PSRM) Fundamentals for Implementers provides an overview of the core functionality of the PSRM application. Attendees will use many of the basic elements of the Oracle PSRM infrastructure to set up users, perform financial transactions, file forms, set up process flows and to understand interfaces and extending the applications. This is a 5-day classroom course.
- PSRM Configuration Tools - Foundation – PSRM Configuration Tools- Foundation introduces the new configuration tools that enable implementation to develop more upgradeable and extendable solutions using the system provided framework features. This is a 4-day classroom course.
- PSRM Configuration Tools - GUI – PSRM Configuration Tools - GUI builds on the Foundation course and specializes in the extension of GUIs using the system provided framework features. This is a 4-day classroom course.
- Technical Training – This is a series of classes intended for technical staff and technical support staff. The classes contain hands-on practice with the tools and techniques necessary to operate PSRM. This is a 13-day classroom course.
- For the most updated training available, go to the Oracle Partner Network website:
 - <http://www.oracle.com/partners/en/knowledge-zone/applications/tax-apps-040065.htm>
 - Navigate to the “Implement” Tab
 - Scroll down to the “Education” section

56. Where can partners go for further information about Oracle Public Sector Revenue Management?

- The Oracle Partner Network is the best source of information for partners. Membership in the Oracle Partner Network Program (OPN) helps foster new business opportunities for partners. In competitive

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marketplaces, partners need to quickly respond to changes and new trends, in order to open opportunities and build long-term growth.

- Oracle has a variety of next-generation services, solutions and resources delivered through the OPN program that will leverage the differentiators in the partner's offerings:
 - Developing with Oracle Solutions - Deliver solutions empowered with Oracle IT-leading platforms and applications
 - Selling Oracle Solutions - Provide Oracle-scalable, industry-specific, and best-in-class functionality solutions for any expectation
 - Implementing Oracle Solutions - Build innovation into partner's services and offerings with Oracle IT-leading solutions
 - Specialization Resources - Benefit from specially designed resources to build your competency
- Partners can reach the Oracle Partner Network website:
 - <http://www.oracle.com/partners/en/knowledge-zone/applications/tax-apps-040065.htm>
- Documentation for our Oracle Tax products is available on-line, and easily accessible from oracle.com. This includes Oracle Public Sector Revenue Management v2.2 and v2.3, Oracle Tax Analytics v1.1, and Oracle Tax PSRM integration products for Oracle EBS and PeopleSoft. The easily accessible documentation library includes the online Help, Release Notes, Installation Guides, and DBA, Administration, and Batch guides. All documentation is available in PDF format. In addition, the on-line help for PSRM is available in HTML format.
 - You can find them here: <http://www.oracle.com/technetwork/documentation/pubsectrevmgmt-154608.html>, or by going to <http://www.oracle.com/documentation>, and selecting Oracle Tax.
- Additional information about Oracle Tax products can be found in the Oracle Tax Blog at <http://blogs.oracle.com/tax>
 - This blog is all established and maintained by the Oracle Public Sector Revenue Management team. This blog is for Oracle Public Sector Revenue Management customers, delivery partners, and even our Oracle professionals, and is dedicated to all things Oracle Public Sector Revenue Management. We will focus on support and implementation tips, announcements, and FAQs (frequently asked questions) for all of our Oracle Public Sector Revenue Management products. These include Oracle Public Sector Revenue Management (PSRM), Oracle Tax Analytics, and our Oracle PSRM integration products. You will see posts from all the Oracle Public Sector Revenue Management product managers, all in one blog.