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PeopleSoft Interaction Hub Statement of Direction

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Purpose.....	2
Introduction	2
PeopleSoft Interaction Hub and the PeopleSoft User Experience	3
Mobile PeopleSoft	5
Enterprise 2.0 Capabilities	6
Restricted Use License	6
What Functionality is Included with the RUL?	7
User Experience Capabilities	7
Collaborative Capabilities.....	7
Continuous Release Model	8
Why Change?.....	8
Conclusion.....	9

Purpose

This paper describes the strategic direction for Oracle's PeopleSoft Interaction Hub (formerly *PeopleSoft Applications Portal*) and how it fits in a broad portal strategy for Oracle. It can help you make informed decisions, gain insight into Oracle's strategic plans for portal technology, and understand how the PeopleSoft Interaction Hub compares with other portal offerings, particularly Oracle's WebCenter products.

Introduction

PeopleSoft Interaction Hub is especially valuable as a means to enhance the user experience of PeopleSoft applications, particularly for self-service business processes. This is an approach that has demonstrated proven value for many customers. The PeopleSoft Interaction Hub is also a functional application, providing numerous Web 2.0 features to enhance the way applications, content, and people are brought together. These functional capabilities can dramatically enhance the way enterprises operate.

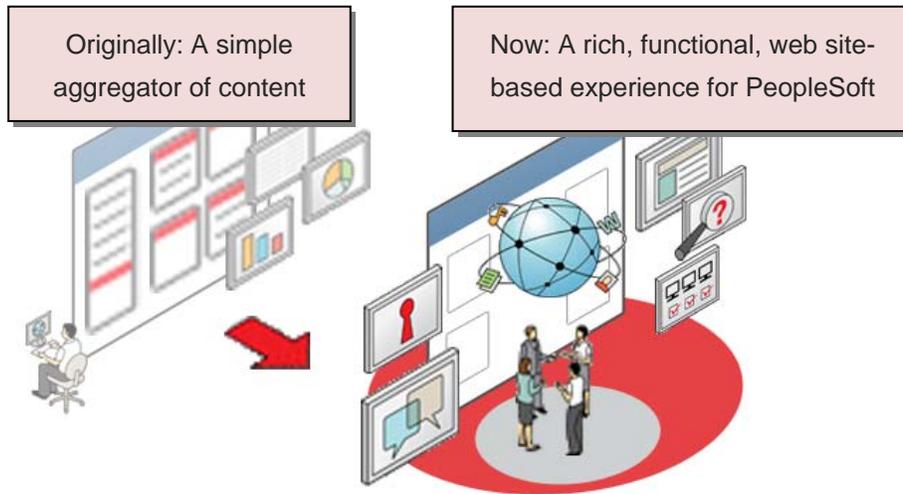
A free Restricted Use License is available to enhance the PeopleSoft user experience, enabling more customers to take advantage of PeopleSoft Interaction Hub's capabilities. To facilitate PeopleSoft Interaction Hub's role as a gateway to PeopleSoft applications, we are making it easier to install, deploy, and integrate with applications.

Oracle-PeopleSoft is emphasizing support for mobile applications, and the PeopleSoft Interaction Hub has a place in that strategy. Oracle already certifies its PeopleSoft applications, including PeopleSoft Interaction Hub to run on the Safari browser.

The release model for PeopleSoft Interaction Hub has been modified. Updates will be available in revisions that will be produced every 12-18 months, and which are aligned with PeopleTools releases. This will make new features available to you more quickly, and will enable you to take advantage of the latest PeopleTools features in your PeopleSoft Interaction Hub deployment.

PeopleSoft Interaction Hub and the PeopleSoft User Experience

PeopleSoft Interaction Hub makes unifying PeopleSoft application content easy. It provides out-of-the-box integration with PeopleSoft applications, a common security and provisioning approach, branding, and unified navigation across PeopleSoft applications.



Creating a great user experience with PeopleSoft Interaction Hub is both art and science. With some straightforward web design, branding, and configuration, organizations can create a role-based, self-service platform that can aggregate information from various sources, including both PeopleSoft and external content. This enables users and communities to accomplish day-to-day and self-service tasks and breaks down the barriers between applications. It also allows you to align your user experience with your business processes.

The following is an example of what can be done to create a compelling user experience with PeopleSoft Interaction Hub. Contemporary and highly functional implementations can be accomplished with configuration and style sheet manipulations—without customizations and PeopleCode changes.



An example of how PeopleSoft Interaction Hub can be used to provide contemporary self-service.

To support its role in enhancing PeopleSoft’s user experience, PeopleSoft Interaction Hub will receive continued improvements in the framework aspects to provide more value in a PeopleSoft-centric environment. This already includes the following:

- Simplified multi-application setup and unified navigation, including a WorkCenter that guides administrators through the setup process.
- Robust and integrated search on content and application transactions employing PeopleSoft’s new Global Search. This provides a more search-centric navigation approach in which end users can access content via searches executed in PeopleSoft Interaction Hub across all PeopleSoft applications.
- Easier administration of PeopleSoft Interaction Hub, including branding, constructing the user experience, and content management.
- Delivered applications tabs that enable users to access common features like WorkCenters and dashboards.

In the future, PeopleSoft Interaction Hub will include additional features that make design and deployment easier and enhance the user experience not just for PeopleSoft Interaction Hub but for all PeopleSoft applications. These features could include:

- Delivered Themes – Continue delivering new themes that are contemporary and allow you to align the design and user experience with changing demands and best practices. Enhanced branding framework capabilities to allow administrators to easily create and introduce their own themes. Themes can include not just colors, but graphical elements.
- Pagelets—Including enhancements to key pagelets like *Company News*, *Discussion Forums*, *Tagging*, *My Workspaces*, and so on. This could coincide with other improvements to the user experience supported by PeopleTools. You will be able to implement a modern appearance with easy use of jQuery and other libraries. This can include carousel images for rotating banners or links.
- Improved capabilities to setup and administer multi-app PeopleSoft systems with lower costs and better manageability. Expand the notion of unified cross-system views to include capabilities such as integrated workflows and reporting.
- More guided processes to facilitate design and administration of PeopleSoft Interaction Hub and its content.
- Tighter integration with social applications like Oracle Social Network and other popular social sites and applications.

Mobile PeopleSoft

An important aspect of Oracle’s mobile strategy for PeopleSoft applications is the deployment of home pages, operational dashboards, and WorkCenters, all of which work well on tablet devices. In addition, PeopleSoft applications, including PeopleSoft Interaction Hub, are certified for use on the Safari browser, so your users can access PeopleSoft Interaction Hub on their iPads. PeopleSoft Interaction Hub is part of a comprehensive mobile strategy.

Enterprise 2.0 Capabilities

Web 2.0 and collaborative functionality are making inroads in many organizations. This results in what is commonly called “Enterprise 2.0.” In this new enterprise, people are discovering new and more effective ways to collaborate to make business processes more efficient. PeopleSoft Interaction Hub and its collaborative features serve as tools to facilitate these practices.

Enterprise 2.0 includes thinking about new ways these tools can improve organizational effectiveness. It enables the power of collaboration to bring the right people together more effectively to complete projects and processes. Enterprise 2.0 provides better access to information—the right information—needed for the process at hand. PeopleSoft Interaction Hub and its Enterprise 2.0 functionality provide a robust set of capabilities that can be employed effectively to gain value in the modern enterprise.

Restricted Use License

Oracle would like all its PeopleSoft customers to be able to take advantage of the PeopleSoft Interaction Hub. To further that strategy, we granted a no-fee Restricted Use License (RUL) with the PeopleTools 8.50 release. That Restricted Use License has been extended in the PeopleTools 8.52 release to include additional functionality. There is no license charge for this RUL with your PeopleTools license. It gives you the ability to create a rich user experience for all your PeopleSoft applications—particularly for self-service. Whether you have one PeopleSoft application or many, you can provide your users access to all PeopleSoft content through a web site-based user interface. PeopleSoft Interaction Hub is the best means for bringing all this content together and providing the kind of contemporary experience that users have come to expect.

What Functionality is Included with the RUL?

As a licensee of PeopleTools, you are entitled to install and configure PeopleSoft Interaction Hub and use a restricted set of PeopleSoft Interaction Hub capabilities. The following chart provides a comparison of the features that can be used with the RUL and the full use license.

Feature	RUL	Full
Collaborative platform (tagging, Workspaces, discussions, blogs, wikis, and so on)	✓	✓
Common homepage across multiple applications	✓	✓
Dynamic unified navigation – Common navigation interface for multiple apps	✓	✓
Site-wide branding	✓	✓
Full distribution blogs and discussion forums (not confined to a workspace)		✓
Management of multiple sites (for example, separate sites for each campus, divisions in a company, and so on)		✓
Content management, including news publications/company news		✓
Miscellaneous additional “Portal” features		✓

User Experience Capabilities

The *Unified Navigation Framework* provides a common navigation interface for multiple PeopleSoft applications. The Unified Navigation Framework federates all PeopleSoft application nodes in one common menu so a user can access features of multiple PeopleSoft applications from a single system menu. This framework includes the Unified Navigation Workcenter, which guides administrators through the setup and streamlines the process.

The *Branding Framework* facilitates site-wide branding across the entire PeopleSoft application infrastructure. (There is a red paper available to assist with branding and interface setup.)

Collaborative Capabilities

Collaborative Workspaces are virtual team rooms that help groups of users collaborate on projects. Collaborative workspaces include the use of collaboration modules and associated pagelets: Wiki Content, Welcome, Discussions, Documents, Blogs, Links, Action Item Lists,

Calendar, Members, Related Data, Polls, Tags, Browse Workspaces, and Administration. In addition, collaborative workspace include branding, search, tags, and content as feeds.

These collaborative capabilities and services of PeopleSoft Interaction Hub can be used within collaborative workspaces or on PeopleSoft application pages through the PeopleSoft Related Content Framework or in PeopleSoft pagelets on homepages, dashboards, and WorkCenters.

Continuous Release Model

Oracle is changing the way we release updates to PeopleSoft Interaction Hub. Instead of large releases that occur every two or three years, Oracle has moved PeopleSoft Interaction Hub to a new release model based on *Revisions*. Revisions are a new delivery mechanism supplementing the existing delivery mechanisms of bundles and maintenance packs.

Revisions will consist of a roll-up of new features and updates, and in addition, at the delivery of a revision, Oracle will include the roll-up of capabilities and updates previously delivered in bundles and maintenance packs and will re-certify upgrades and integrations. There is more general information on revisions [here](#) on Oracle Support. (The model for other applications may be somewhat different than for PeopleSoft Interaction Hub.)

PeopleSoft Interaction Hub revisions will be released approximately once a year, and will be aligned with the latest version of PeopleTools. Under this plan, most changes (enhancements and P2 fixes) will be released as part of the regular revision release. This will give you time to plan your adoption and manage change. Intermediate fixes will be released when needed to address critical issues.

Why Change?

PeopleSoft Interaction Hub revisions will enable Oracle to deliver solutions to you faster. This should also make updates easier to adopt and lower the impact of change. Revision uptake should be easier for you to manage than major release upgrades. This change was driven by customers, who told us that they don't take maintenance bundles as frequently as we produce them, but that they don't want to wait long periods between the introduction of new features.

Conclusion

PeopleSoft Interaction Hub will continue to provide many benefits, particularly in a PeopleSoft-centric environment. The strategic direction for PeopleSoft Interaction Hub will proceed down that path by focusing on the following:

- Enhanced user experience for PeopleSoft applications and a framework for aggregating PeopleSoft and external content. A rich, contemporary, seamless web site-based appearance and behavior that lets you align your user experience with business processes.
- The ability to provide a consistent and appealing look and feel that is flexible and brandable.
- Role-centric view/content access across PeopleSoft applications and business processes.
- Business process facilitation (such as Benefits Enrollment, Onboarding, and so on).
- Unified navigation—context maintained, consistent menuing, cross-pillar/cross-business process.
- The ability to push content to large parts of the organization or enterprise.
- Broad dissemination of Enterprise 2.0 features fostering user participation.
- Process execution supplemented with relevant content using content management.
- Collaboration in context.
- Search-centric navigation that doesn't rely on extensive menu browsing.



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Author: Matthew Haavisto
Contributing Authors: Pramod Agrawal

Oracle Corporation
World Headquarters
500 Oracle Parkway
Redwood Shores, CA 94065
U.S.A.

Worldwide Inquiries:
Phone: +1.650.506.7000
Fax: +1.650.506.7200

oracle.com



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