

Workflow SIG

#13093

Sunday April 7

3:45 pm - 4:45 pm

Room 702

John Peters

JRPJR, Inc



Introduction



- **John Peters**, Independent Consultant
Workflow SIG Coordinator
JRPJR, Inc
john.peters@jrpjr.com
- **Karen Brownfield**, Oracle Practice Director
Infosemantics, Inc.

We don't work for Oracle but we both have extensive experience with the Oracle Workflow product



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- **OAUG Connection Point® — AppsTech**

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between now and April 26 on the topics:

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<http://oaug.org/>

- **Oracle OpenWorld**

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between now and April 12

<http://www.oracle.com/openworld/call-for-papers/information/index.html>



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OAUG Updates



OAUG Membership Orientation Contest

Attend the Membership Orientation during COLLABORATE on Monday at 1:15 (session # 13109) **OR**
Attend an online OAUG Orientation webinar by June 30
(www.oaug.org/membership/orientation)

All Orientation attendees will be entered for a chance to win a \$500 AmEx gift card!

Games & Prizes at the RadiOAUG Membership Booth (Booth #1529)

Complete a Geo/SIG survey for a chance to win one of **TWO \$100 AmEx gift cards.**

Play a round of **Name That Tune** for a chance to win a **FREE** conference pass to COLLABORATE 14 in Las Vegas!

Stop by and take advantage of a **special incentive** to join the OAUG while at COLLABORATE



Agenda



- Future of Workflow
- Current Workflow Functionality
- Future Workflow Enhancements
- Other resources for Workflow Information
- Questions and Answers



This Presentation is Posted



- I will reference many My Oracle Support Notes, but don't worry about writing them all down. Just get one of these two URL's.
- This presentation is on the OAUG Workflow SIG web site:
<http://workflowsig.oaug.org/>
As well as my web site:
<http://jrpjr.com>
In fact that is what I am using here for this presentation



Future of Workflow



Future of Workflow



- De-supported as an Oracle product for **standalone** use.
<http://www.oracle.com/technetwork/middleware/ias/workflow-sod-089843.html>
- No longer part of the 11G DB install. Will be installed as a patch as part of the Apps Tech Stack.
- Still heavily used in R12 and will be supported by Applications Technology Group.
- R12 SubLedger Accounting use is on the rise replacing the Account Generators.
- Will not be used in Fusion.
- It is still being enhanced as a product and in R12 functional usage is being expanded (example PO Approvals now using AME)



Primary Replacement



- BPEL (Business Process Execution Language) Process Manager is the primary replacement for Workflow Technology.
- You can use BPEL Process Manager today with your 11i and R12 Applications.
- This is part of the Oracle SOA Suite, licensing might be required.
- Attend some of the BPEL sessions at Collaborate 13 to get some exposure to this powerful tool.



Workflow to BPEL Migration



- There will be no automated conversion/migration available.
- The technology while similar is too different to support an automated conversion
- A good reference on migrating to BPEL is:

Migrating to BPEL from Oracle Work Flow

An Oracle White Paper

March 2008

<http://www.oracle.com/technetwork/middleware/ias/owf2bpel-132189.pdf>



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Collaborate 13 BPEL Sessions



- **A Developers Journey From Oracle EBS Forms to Oracle EBS ADF Pages**
Thomas Korbecki
Room 601, Suny, Apr 7, 1:15 pm - 2:15 pm
- **Data Relationship Management Workflow - Go With The Flow!**
Ash Jain, Greg Briscoe, Todd Rebner
Room 708, Thu, Apr 7, 9:45 am - 10:45 am



OAUG BPEL References



- BPEL Process Manager: Tips and Techniques
Hilal Khan, COLLABORATE 07
- BPEL for Workflow Developers
Jerry Ireland, COLLABORATE 08
- From Workflow to BPEL, Prepare for the Future
Arian Stijf, COLLABORATE 12
- Oracle BPEL 11g Training
Basheer Khan, COLLABORATE 10



OAUG SubLedger Accounting Refs



- Introduction to the Subledger Accounting Engine in Oracle R12
Thomas Simkiss, COLLABORATE 08
- Let Subledger Accounting Custom Sources Release You From Account Generator Workflows
Manoj Menon, COLLABORATE 12
- Transitioning from Account Generators to the R12 Subledger Accounting Engine
Alyssa Johnson, COLLABORATE 10
- Turbo-Charge Your Accounting With the Release 12 Subledger Accounting Engine
Alyssa Johnson, COLLABORATE 12
- Demystifying the new Release 12.1 Subledger Accounting Engine
Alyssa Johnson, OAUG Connection Point - Austin 2012



OAUG Presentations



- In order to access the OAUG Conference Presentation database you must be an OAUG Member
- One more reason to be an OAUG Member Company



Current Workflow Functionality



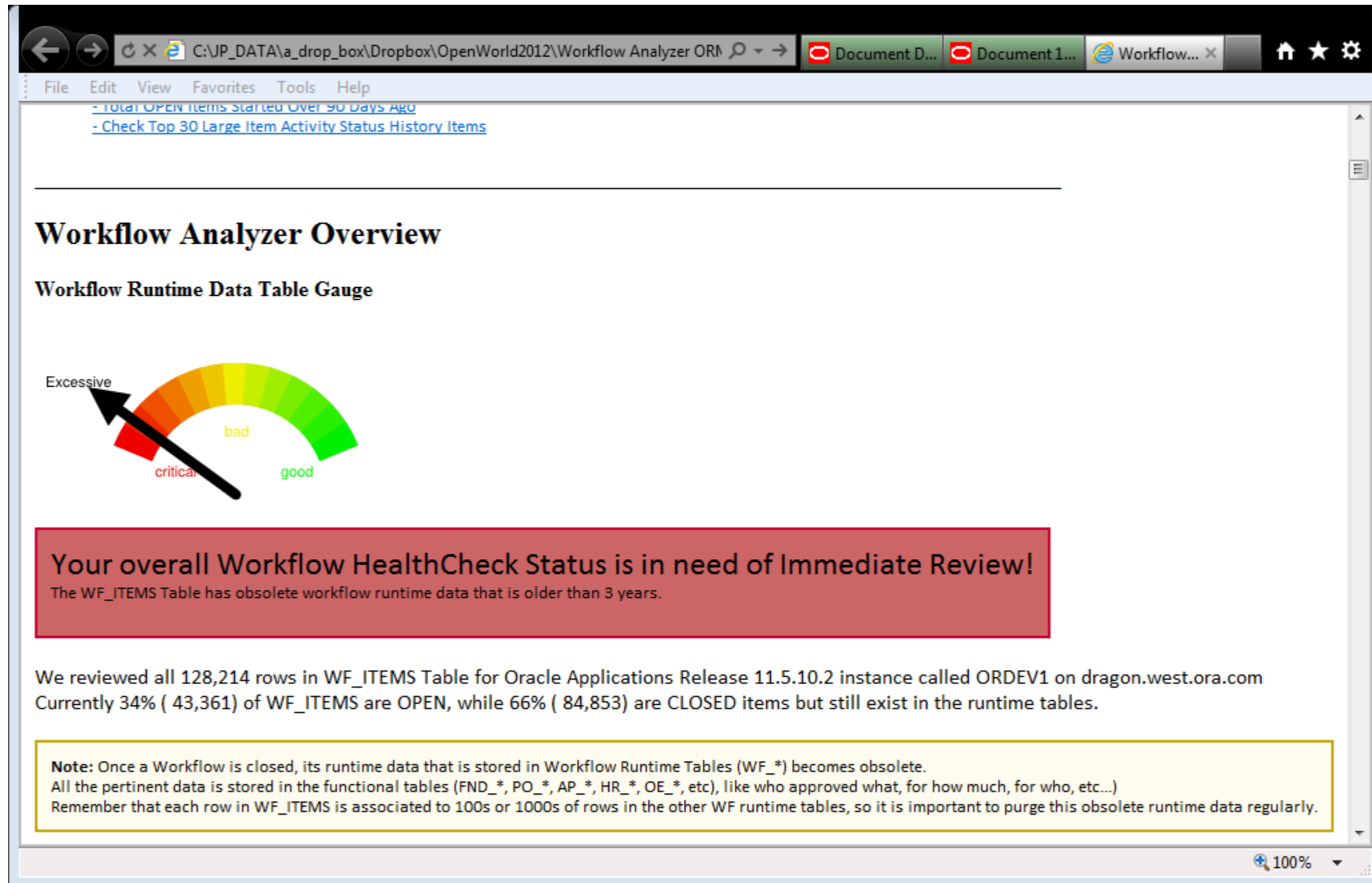
Workflow Analyzer Script



- Workflow Analyzer script for E-Business Suite Workflow Monitoring and Maintenance [ID 1369938.1]
Latest Version (v4.09)
- How to run EBS Workflow Analyzer Tool as a Concurrent Request [ID 1425053.1]
- E-Business Suite Applications Technology Group (ATG) Advisor Webcasts [ID 1186338.1]
- This is a non-invasive SQL Script you can run against you system it will provide some very good information to help you manage the workflow product.




Workflow Analyzer Script - Example



[- Total OPEN Items Started Over 90 Days Ago](#)
[- Check Top 30 Large Item Activity Status History Items](#)

Workflow Analyzer Overview

Workflow Runtime Data Table Gauge



Your overall Workflow HealthCheck Status is in need of Immediate Review!
The WF_ITEMS Table has obsolete workflow runtime data that is older than 3 years.

We reviewed all 128,214 rows in WF_ITEMS Table for Oracle Applications Release 11.5.10.2 instance called ORDEV1 on dragon.west.ora.com
Currently 34% (43,361) of WF_ITEMS are OPEN, while 66% (84,853) are CLOSED items but still exist in the runtime tables.

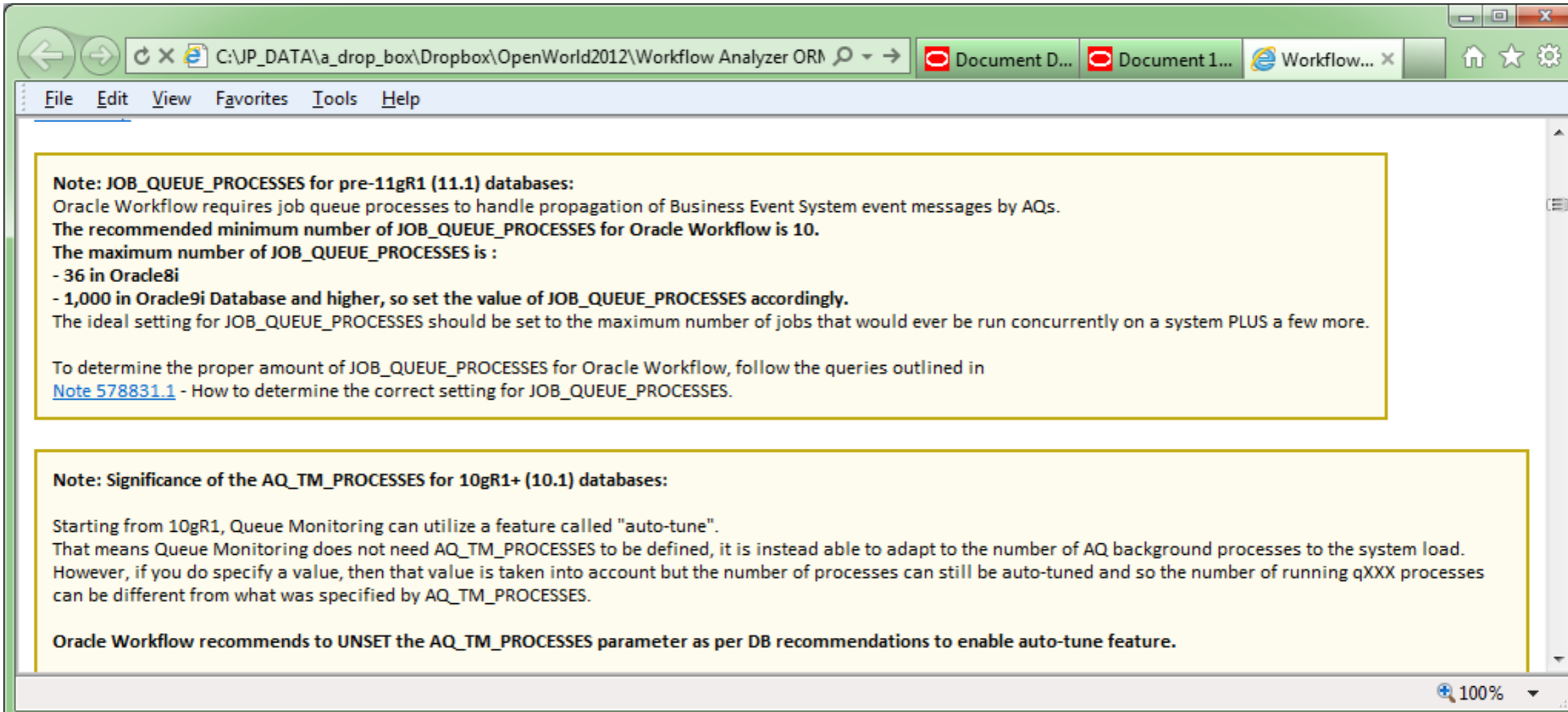
Note: Once a Workflow is closed, its runtime data that is stored in Workflow Runtime Tables (WF_*) becomes obsolete.
All the pertinent data is stored in the functional tables (FND_*, PO_*, AP_*, HR_*, OE_*, etc), like who approved what, for how much, for who, etc...)
Remember that each row in WF_ITEMS is associated to 100s or 1000s of rows in the other WF runtime tables, so it is important to purge this obsolete runtime data regularly.

100%



Workflow Analyzer Script - Example

- This script not only provides data it also has comments and suggestions in the output with references to My Oracle Support.



The screenshot shows a web browser window with the following content:

Note: JOB_QUEUE_PROCESSES for pre-11gR1 (11.1) databases:
Oracle Workflow requires job queue processes to handle propagation of Business Event System event messages by AQs.
The recommended minimum number of JOB_QUEUE_PROCESSES for Oracle Workflow is 10.
The maximum number of JOB_QUEUE_PROCESSES is :
- 36 in Oracle8i
- 1,000 in Oracle9i Database and higher, so set the value of JOB_QUEUE_PROCESSES accordingly.
The ideal setting for JOB_QUEUE_PROCESSES should be set to the maximum number of jobs that would ever be run concurrently on a system PLUS a few more.

To determine the proper amount of JOB_QUEUE_PROCESSES for Oracle Workflow, follow the queries outlined in [Note 578831.1](#) - How to determine the correct setting for JOB_QUEUE_PROCESSES.

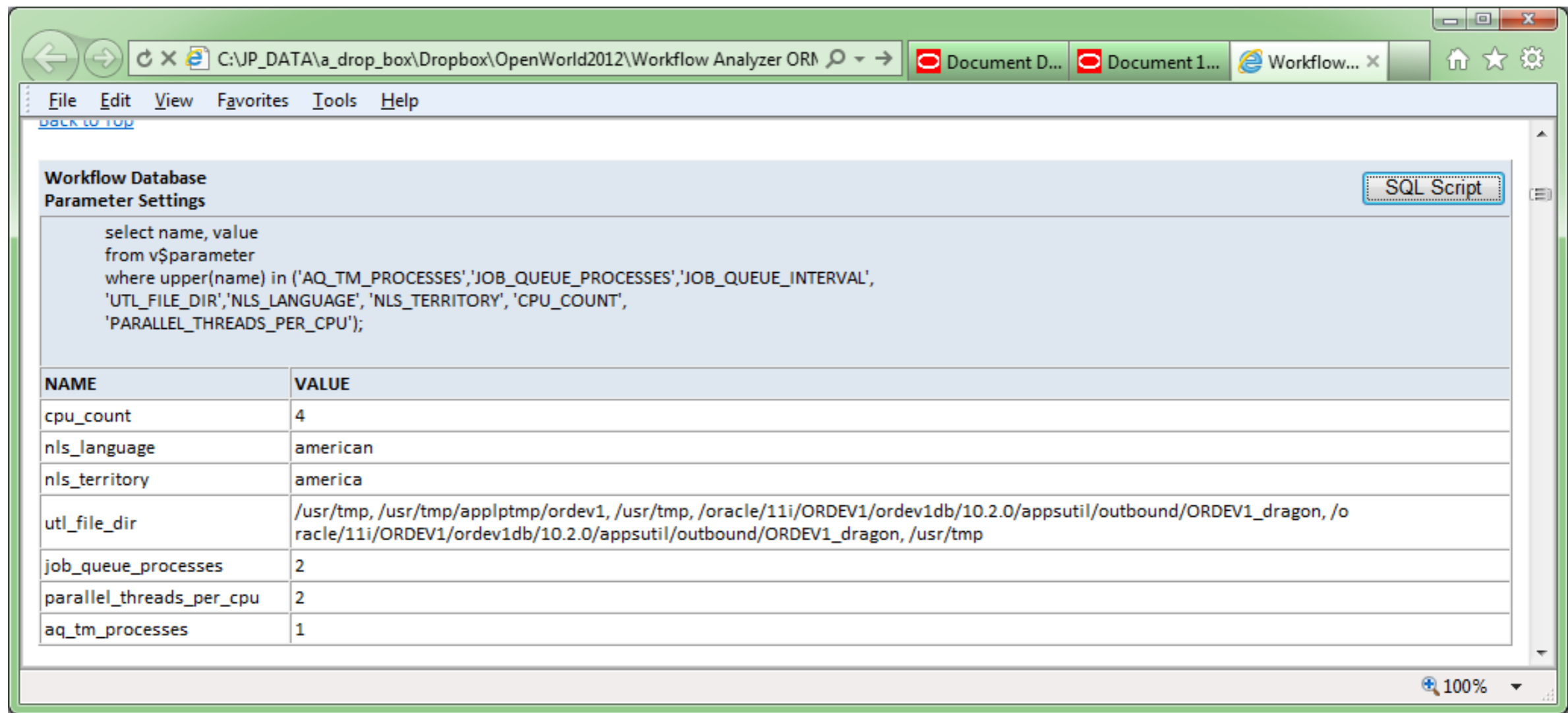
Note: Significance of the AQ_TM_PROCESSES for 10gR1+ (10.1) databases:
Starting from 10gR1, Queue Monitoring can utilize a feature called "auto-tune".
That means Queue Monitoring does not need AQ_TM_PROCESSES to be defined, it is instead able to adapt to the number of AQ background processes to the system load.
However, if you do specify a value, then that value is taken into account but the number of processes can still be auto-tuned and so the number of running qXXX processes can be different from what was specified by AQ_TM_PROCESSES.

Oracle Workflow recommends to UNSET the AQ_TM_PROCESSES parameter as per DB recommendations to enable auto-tune feature.



Workflow Analyzer Script - Example

- You can get the SQL that was run for each result (in case you want to drill deeper or filter differently).



Workflow Database
Parameter Settings

SQL Script

```
select name, value
from v$parameter
where upper(name) in ('AQ_TM_PROCESSES','JOB_QUEUE_PROCESSES','JOB_QUEUE_INTERVAL',
'UTL_FILE_DIR','NLS_LANGUAGE','NLS_TERRITORY','CPU_COUNT',
'PARALLEL_THREADS_PER_CPU');
```

NAME	VALUE
cpu_count	4
nls_language	american
nls_territory	america
utl_file_dir	/usr/tmp, /usr/tmp/applptmp/ordev1, /usr/tmp, /oracle/11i/ORDEV1/ordev1db/10.2.0/appsutil/outbound/ORDEV1_dragon, /o racle/11i/ORDEV1/ordev1db/10.2.0/appsutil/outbound/ORDEV1_dragon, /usr/tmp
job_queue_processes	2
parallel_threads_per_cpu	2
aq_tm_processes	1



PO Approvals Using AME



- AME will allow add: Approvers, Reviewers, E-Signers
- AME will allow any Purchase Order to be withdrawn as long as the approval status is 'In Process'
- 12.1 AME : Approval, E-Review, E-Sign and Withdrawal Features for Purchase Orders [ID 1487661.1]
 - This note details the patches, setup steps, and functionality provided along with videos
- 12.1.3 - Required Setups For Purchase Order Approval Using Approvals Management Engine (AME) [ID 1487713.1]



New Worklist Features



Patch 13646173 for 12.1.3 introduces some new Worklist features

- See the last action and comments from the approver on top of a notification
- Submitter can reassign a request for information notification
- Actual sent date comes from the reassign action



Future Workflow Enhancements



R12.2 Changes



- **Deferring Worklist Response Processing**
You can defer user Worklist Responses to Workflow Background Process, allowing the users session to immediately return control to the user.



R12.2 Changes



- **Oracle Workflow E-mail Character Encoding Configuration**

Workflow Administrator can now specify the character encoding for each language in workflow notifications.



R12.2 Changes



- **Worklist Usability Enhancements**

- You can now use the special message attribute #RELATED_HISTORY to include the action history of another notification within response-required notifications as well as within FYI notifications.
- A user who receives a request for more information can now transfer that request to another user and include a comment to that user.
- Improvements on the Date Sent for reassigned notifications now showing the date of the reassignment, not the original notification date.
- Notification Details displays if the notification has been delegated or transferred along with any comment provided.



Workflow Lives On! in R12



- **So yes Workflow continues to live on, even though it has been desupported for **standalone** use.**
- **For more information:**
Oracle E-Business Suite Releases 12.1 and 12.2 Release Content Documents
[ID 1302189.1]



Other resources for Workflow Information



Workflow PIC



- E-Business Suite: Oracle Workflow (WF) Product Information Center (PIC)
[ID 1320509.1]



Collaborate 13 WF Presentations



- **Oracle E-Business: Take Control of Workflow with Workflow Analyzer!**
Jean Jerzak, Kyle Harris
Room 607, Sun, Apr 7, 1:15 pm - 2:15 pm
- **How and Why to Embed Oracle Application Framework Page in a Workflow Notification**
Rajeev Sinha, Vijay Ranganathan
Room 607, Mon, Apr 8, 5:00 pm - 6:00 pm
- **Workflow Performance Tuning in Release 12**
Karen Brownfield
Room 605, Wed, Apr 10, 1:00 pm - 2:00 pm
- **Clean Up That Mess! A Mother's Guide to Managing Your E-Business Suite Clutter**
Room 605, Wed, Apr 10, 12:15 pm - 1:15 pm



Web Resources



- **Workflow SIG Web Site**

<http://workflowsig.oaug.org/>

- **Workflow Blog**

<http://blogs.oracle.com/oracleworkflow>

Great information on using GMAIL SMTP and IMAP servers

- **Integration Blog**

<http://blogs.oracle.com/ebusinesssuiteintegration>



Karen Brownfield, ROLTA



- **List of Recommended Patches**

<http://www.solutionbeacon.com/Patches.pdf>

- **Workflow Performance Tuning**

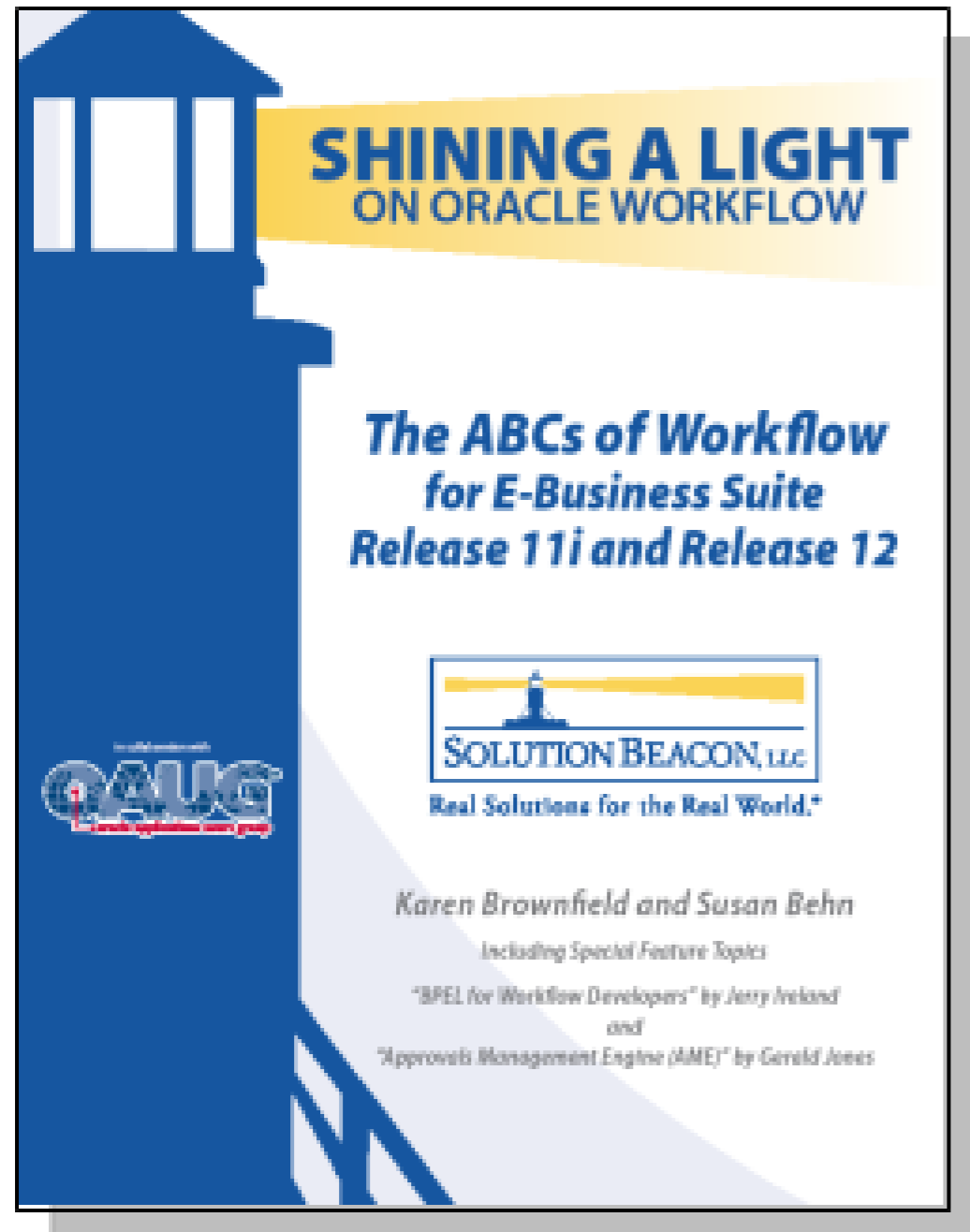
Slides: <http://www.solutionbeacon.com/WorkflowPerformanceTuning.pdf> WP:
<http://www.solutionbeacon.com/WorkflowPerformanceTuningWP.pdf>

- **Workflow Trouble Shooting**

Slides: <http://www.solutionbeacon.com/WorkflowTroubleshootingOAUG09.pdf>
WP: <http://www.solutionbeacon.com/WorkflowTroubleshootingOAUG09WP.pdf>



Karen Brownfields reference book on Workflow



To purchase either the hard copy or electronic book

<http://lulu.com>

Search for:

The ABCs of Workflow for E-Business Suite Release 11i and Release 12

\$69.99



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R12.1.3 Patches to Consider



- Karen Brownfield and Jerry Ireland have gone through Oracle Supports patches and compared to what is in a fresh R12.1.3 install and generated a list of “good candidate” patches that users might want to consider.
- This list is not a complete and confident “recommended” patch list, but something users might want to review and consider.
- This patch list is posted on the Workflow SIG web site.
<http://workflowsig.oaug.com>



Questions?
Comments?



THANK YOU

John Peters, JRPJR, Inc
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This paper is posted on my web site along with
many others I have done over the years:

<http://jrpjr.com/>

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