

A light gray world map is centered in the background. A red location pin icon is placed over the eastern coast of Australia, indicating the event's location.

Oracle Guided Learning – Customer Panel

HEUG Australia & New Zealand - Brisbane

October 30 – November 1, 2023

Brisbane Convention & Exhibition Centre

Your Presenter



ORACLE®
Certified Specialist

Cameron McClurg

Vice President

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(206) 819-7851

Certifications: PeopleSoft, Oracle Guided Learning, Oracle Cloud Infrastructure, Hyperion Planning

Agenda

- Introductions
- Panel Questions
- About OGL

Products and Services

HEALTHCARE | HIGHER ED | FINANCIAL SERVICES | PUBLIC SECTOR

Managed Services

- Application Support
- Testing as a Service
- System Administration
- Decustomization

Consulting Services

- Financials and Grants Mgmt
- Supply Chain Mgmt
- Human Capital Management
- Campus Solutions

PeopleSoft Training

- All Access Learning Pass
- Live Private Training
- Oracle Guided Learning
- Oracle University Reseller

Oracle Cloud Platform

- OCI Migration
- Infrastructure Hosting
- Disaster Recovery

Emerging Technology

- Kibana Data Analytics
- Chatbots and Digital Assistants
- Cloud Assessments

Proprietary Products

- PTF Testing Grounds
- Grants: LCD/Effort Reporting
- Supplier Contracts: Authoring
- Lease Admin: GASB 87

Recognition and Specializations

Oracle Specialized

SOC 2 Type II Certified

<p>ORACLE Partner</p> <p>Since joining Oracle's Partner Program in 2006, SpearMC was elevated to Platinum Partner level in 2017 and to Oracle Applications Managed Partner in 2018.</p>	<p>ORACLE Expertise in PeopleSoft in North America</p> <p>SpearMC is an authorized PeopleSoft Resale Partner, allowing us to resell, host and finance PeopleSoft at steep discounts.</p>	<p>ORACLE Expertise in Oracle EPM Cloud in North America</p> <p>SpearMC is an authorized Oracle EPM Cloud, Analytics and Hyperion Resale and Implementation Partner.</p>
<p>ORACLE Expertise in Oracle Cloud Platform in North America</p> <p>SpearMC is an authorized Oracle Cloud Infrastructure (OCI) Resale Partner and North America's only PeopleSoft Partner recognized by Gartner for OCI Professional and Managed Services.</p>	<p>ORACLE Education Reseller</p> <p>SpearMC is an authorized Oracle University Education Reseller and PeopleSoft Training Provider. We are the sole PeopleSoft Partner authorized to resell and implement Oracle Guided Learning.</p>	<p>ORACLE Public Sector Addendum</p> <p>Reflecting our deep domain expertise in state and local government, SpearMC has a Public Sector Addendum in place allowing us to resell Oracle applications and technology to public sector organizations.</p>



Reduce risk with a partner you can trust. This certification demonstrates our deep commitment to protecting data.

Gartner-Recognized Vendor



SpearMC is the sole featured PeopleSoft vendor in the latest 2023 Gartner Market Guide for Oracle Professional Services.

Recognition and Specializations

Simplify Procurement of PeopleSoft ERP Services and Training



Key Benefits

- SpearMC Consulting is the exclusive PeopleSoft partner available on the E&I contract
- Avoid costly and lengthy RFP cycles. The E&I contract was *competitively bid* and complies with your jurisdiction's procurement rules
- Membership for educational institutions to join the E&I Cooperative is at no cost to the institution
- Find out if your institution is already an E&I member: [click here](#)



PeopleSoft Public Training **Learn from an Oracle University Partner**

20 Public PeopleSoft Training Classes! Scheduled this coming Nov, Dec and Jan.

Includes new and popular classes for Tools, FSCM, HCM and Campus Solutions:

- OpenSearch Dashboards (formerly Kibana)
- Campus Solutions: Advisement, Admissions, Registration, Communications
- PeopleSoft Systems Administration: Maintenance and Troubleshooting
- PeopleTools Bootcamp, PeopleCode and Object-Oriented Programming
- PeopleTools: Fluid Development, and Integration Broker & REST Web Services
- Basic & Advanced Query for FSCM, HCM and Campus Solutions
- PeopleSoft Test Framework for FSCM, HCM and Campus Solutions



Visit our [website](#) for a full listing of available public courses and free webinars.

HEUG Australia & New Zealand

HEUG Sponsors Since 2014



Panelist



Trecia Leung
Executive Director, Kaiser Foundation
Research Institute

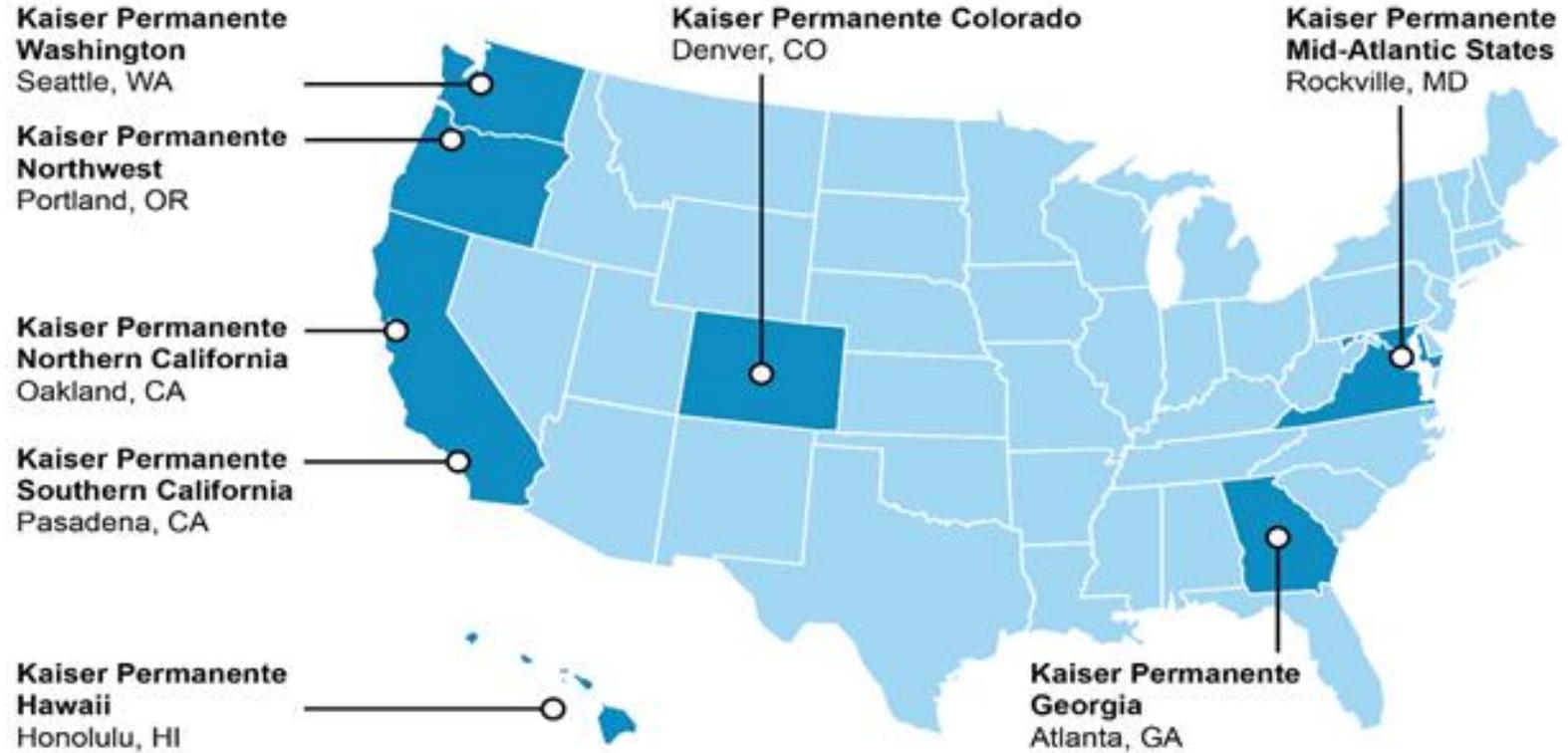
trecia.j.leung@kp.org

Peoplesoft FSCM = OneLink

Procure to Pay (Buy 2 Pay) eProcurement Purchasing Inventory & Cost Mgt eSupplier Portal Services Procurement Accounts Payable eSettlements Travel and Expenses Sourcing Supplier Contract Mgt	Record to Report Treasury General Ledger Grants Accounts Receivable Billing Contracts Time Reporting
Fin. Data Warehouse (FDW) Reporting / Analytics Cognos	Acquire to Retire Asset Management Lease Management Project Costing Commitment Control

PeopleSoft FSCM 9.2
with a Finance Data Warehouse (FDW) and “Edge” apps
PeopleTools 8.58.17,
Image 43, Oracle 19c Database

248,000 Users
900,000 Jobs Processed/Month
40,700 Support Tickets/Month



One of the U.S.'s Largest Integrated Health Systems



OGL at Kaiser Permanente

Feature	Description	Usage
Process Guides	Visually walk users through a process, providing step- by-step guidance, to help through a task. For example, guide users through the process of submitting an expense report and enforce correct fields are completed. They can consist of the primary guide and guides that branch off from it.	339
Smart Tips	Provide context-sensitive help, hover text, or supplemental information to form fields, buttons, labels, and other UI elements	56
Message Guides (Splash Tips)	Broadcast message announcing new features and functions, welcome new users and inform them of upcoming events. Message Guides can appear automatically to specific users, and for a given duration. For example, telling users about a new application and provide a video users can watch to learn more	53
Display Groups	Organize and present content in the OGL information icon by using the display group contact by module/process area or any other suitable category	190
Task Lists	Group process guides together into clear task list informing users in what order they need to complete processes.	5
Miscellaneous	Supports the creation of product tours, rich media guides, beacons , invisible Smart Tips and links to additional content	✓
Analytics	Allows clients to filter and report on OGL metric information. For example, to report on usage of the OGL content and other linked content	✓
Launchers	Automatically launch OGL items based on where the users is in the application and what screen element they interact with. For example, launch a process guide or message whenever a user creates a requisition. This informs the user of policy changes or compliance actions	13

OGL at Kaiser Permanente

How do we Measure Success?

- Monthly tracking and trending of:
 - Guides used
 - Guides viewed
 - Unique Users (Employee and Supplier)
 - Top Trending Guides (Employee and Supplier)
 - Unique Flash Tips and Smart Tips viewed
 - Support and Training Links selected
 - Task List Usage

OGI at Kaiser Permanente - Dashboard

Report for Kaiser Development Account

Preview

Report Type: User (select User(s) and select Guide(s)) [User Level 3]
 Date Range: 1/1/2022 - 12/31/2022, Application(s): 1 selected / (2), Guide Type: 1 selected / (9), Guide(s): ALL, User(s): ALL, Module: 2 selected / (24), Environment: Production, Export Format: XLSX

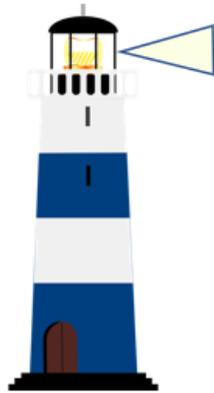
USER ID	GUIDE NAME	# OF RUNS ↓	COMPLETED
G4	Create/maintain grants prepaid contract lines	30	0
G4	Finalize grants payment worksheets	21	0
LE	Certify effort - PAT	4	2
LC	Finalize grants payment worksheets	4	0
W	Create and submit PAT for approval	4	0
X	Copy grants proposal	4	1
Y	Approve or deny PAT	4	0
K2	Create and submit PAT for approval	3	0
B263199	Copy grants proposal	2	1

Row Count: 53

Filters

- Archive: Include archived guides
- Date Range: From: 2022-01-01 To: 2022-12-31 Use Date Range
- Export Format: CSV JSON XLSX
- Environment: **Production**
- Platform: **Select Platform(s)**
- Guide Type: **Process**
- Guide Status

OGL at Kaiser Permanente - Dashboard



i

Guides (339)

Guides Used		Guide Views	
Sept	244	Sept	2,335
Oct	219	Oct	1,379
Nov	227	Nov	1,138

Unique User Count		Active Users	
Sept	888	33,264	
Oct	782		
Nov	606		

YTD Total Guide Runs
21,051

Top Trending Guides (November)

Employee Guides

- Create Expense Report (owner/preparer)
- Create FDA Delegation
- Assign alternate approver while out of office
- Create a return to vendor (RTV)
- Modify FDA delegation

Supplier Guides

- Create/review/cancel early pymt request
- Create Invoice
- Create/view saved/delete invoice
- Change password
- View purchase orders**

🔍

Features Viewed (November)

Support Link		Training Link	
How To Question	38	Expenses Videos	46
OneLink Website	20	Purchasing	21
Request Access	14	Intro to ePro	15
Service Now	8	Guided Learning	12
		New User	7
		Delegate Authority	5
		New Manager	4
		Match Exception	4

Total Number Smart Tips Viewed	Total No. Unique Flash Tips Displayed
38	35

Guides: Available guides in production (includes branches)

Guides Used: Users completed all the steps within a guide from start to finish

Guide Views: Users started a guide but did not complete all the steps

Unique User Count: Grand total of each unique user count per guide who started a guide

Active Users: Year to Date totals of unique users who accessed guides and viewed features

Total Guide Runs: Year to Date totals of Guides runs (excluding Flash and Smart Tips)

Top Trending: Most frequently used guides for the time period

Employee Guides: Guides only available to Kaiser employees and contractors

Supplier Guides: Guides specifically available and tailored to KP suppliers who have access to the eSettlements module

Features Viewed: Totals for each feature (Display Group links, Smart Tips, Flash Tips) for the given time period

Panelist



Lisa Berg
Sr. Business Analyst, Information Technology
State of North Dakota
llberg@nd.gov

Lisa Berg – Sr. Business Analyst

State of North Dakota
8500 Employees
63 Agencies

PeopleSoft Versions:
Tools 8.59.19
HCM 9.2.46
FIN 9.2.43
ELM 9.2.22
Portal 9.2.05

Key Implementations:
Fluid
Onboarding
Guided Self Service
Annual Acknowledgements
Remote Worker
Kibana – Insights



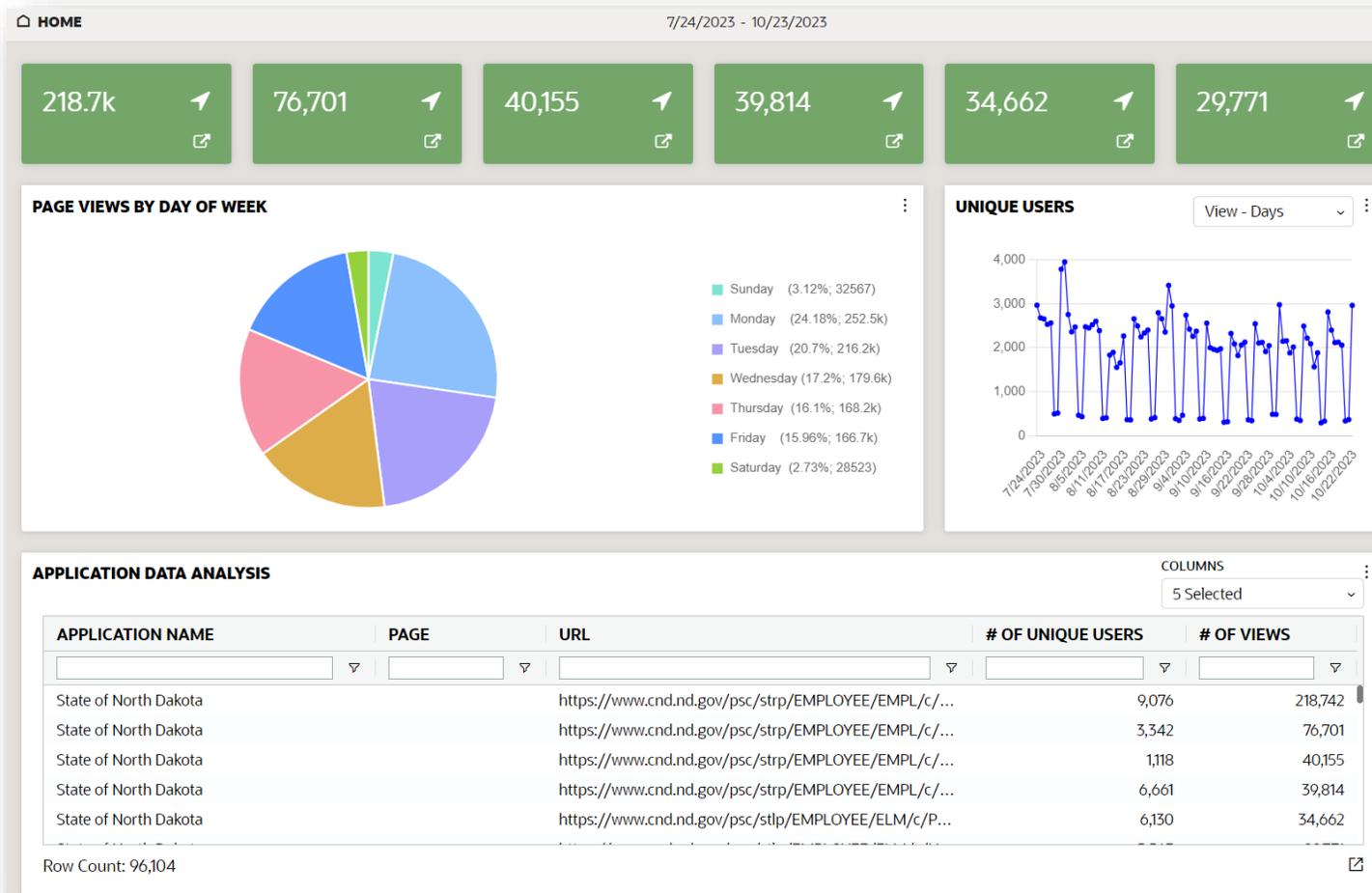
OGL and the State of ND

Explanation of our usage

- Looked at OGL as a replacement for UPK
 - Needed OGL in all pillars (Portal, HCM, FSCM, ELM)
- Worked with SpearMC to create guides
 - Starter Kit (100 guides)
 - Additional Guides
- Soft OGL Implementation in April 2023 with PT upgrade
 - Beacons, Messages and Smart Tips (no Process guides)
- Role Base access of Guides was key
- Published OGL guides in September, updates and additional guides in October
- Develop cadence of publishing OGL guides monthly

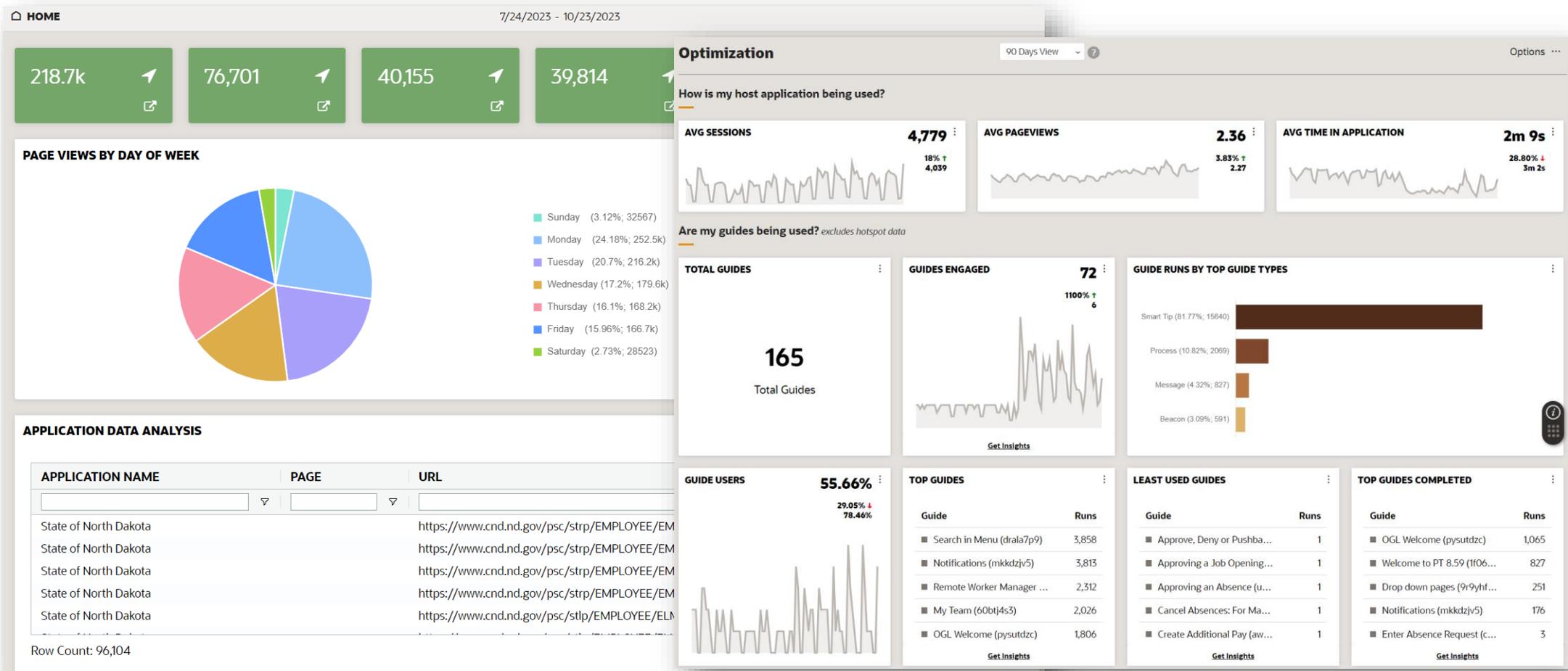
OGL and the State of ND

Explanation of our usage



OGL and the State of ND

Explanation of our usage



Panelist



Amanda Doty
Training and Facilitation Lead,
Information Technology
SAMARITANS PURSE
adoty@samaritan.org

Samaritan's Purse



- HCM Go Live – June 2023
 - 120 Domestic Guides
- Significant International Presence – 15 guides
 - Requires PeopleSoft Role based security
- Using Video Messages to role-based positions
- FSCM in Development

Panel Questions

Questions

- What do you like about OGL?
- What do you dislike about OGL?

Questions

- How has User Adoption gone?
- What feedback are you getting from your users?

Questions

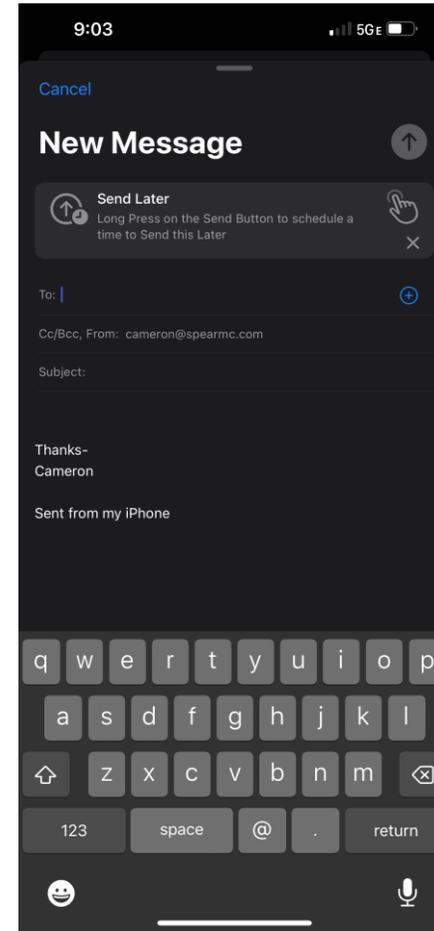
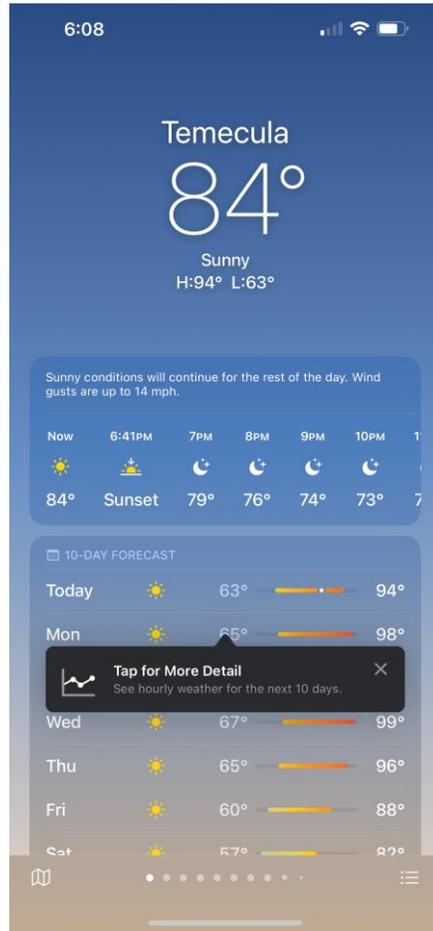
- How has the introduction of OGL affected your production support process/metrics?
- How are you using Analytics and Reports?

Questions

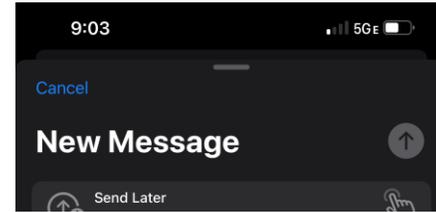
- Are you using any advanced features (hotspots, embedded video, advanced activations, etc.)

About OGL

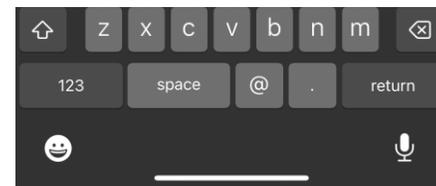
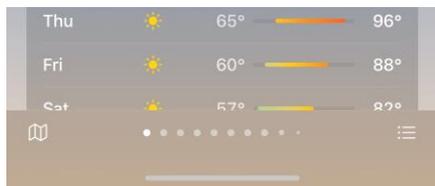
What is a Digital Adoption Platform



What is a Digital Adoption Platform



A digital adoption platform (DAP) is no-code software that integrates completely with applications in order to help the user learn the application. Digital adoption platforms use in-app guidance such as walkthroughs, task lists, smart tips, self-help menus, and more to guide the user through every aspect of an application. This empowers organizations to find true ROI of their internally-used software applications and digital transformation, onboard users and customers to their custom apps, understand how employees and users are adopting and engaging with applications, and create a more intuitive technology experience for their employees, customers, and users.



What is Oracle Guided Learning (OGL)

1 Real Time

Real time guides that show users how to enter transactions that may be complex or rarely used in the system

2 Faster time to productivity

Allows for training as you go. Learn how to do things at the time rather than learning the just in case situations

3 Analytics

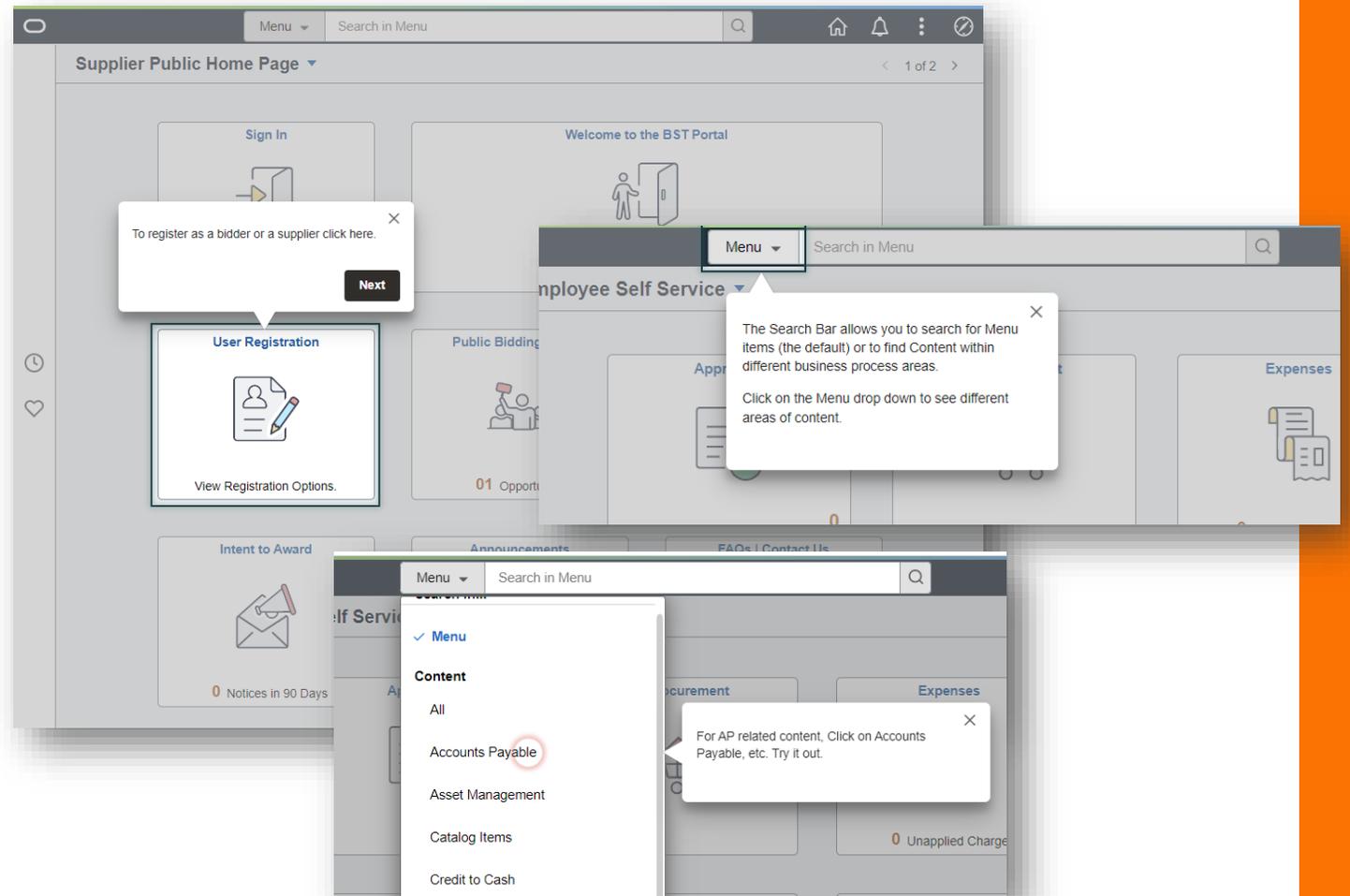
Find out what guides are being used and what transactions users are needing guides to get through

What is Oracle Guided Learning (OGL)

In-application guidance to accelerate your Oracle enablement

Oracle Guided Learning delivers immediate value throughout the entire life cycle and provides benefits that enable you to focus on your priorities

- Immediate **productivity** from day one
- Reduces adoption costs over software term
- Easily configured and **personalized**
- Easily maintained and updated
- Learning and guidance **in the flow of work** converging learning and business process docs
- **Deployment flexibility** with managed service and/or self-service options
- Initially developed to support Oracle SaaS Applications. Now supports PeopleSoft.



What is Oracle Guided Learning (OGL)



Accelerate time-to-competency during implementation, onboarding, and role changes



Ensure compliance by maintaining guided material to only display the most current processes/procedures



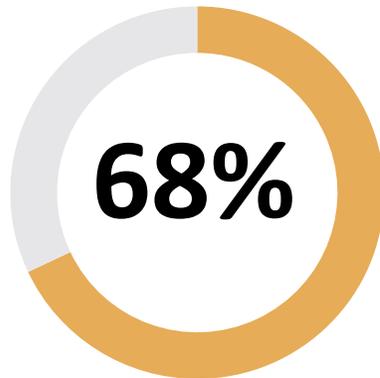
Users enabled through just-in-time, context-sensitive learning that is personalized for each role and your organization



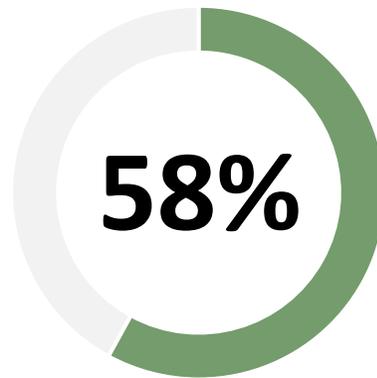
Manage Change Communications around upgrades, process, and policy changes



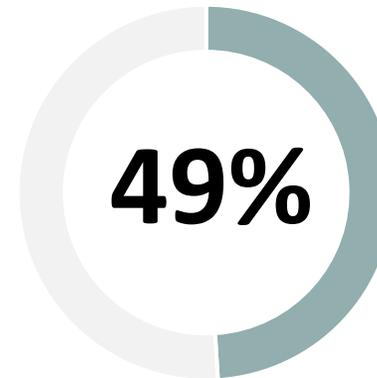
Fewer support calls and lower costs - analytics to consistently optimize usage/adoption



of employees prefer to learn at work



of employees prefer to learn at their own pace

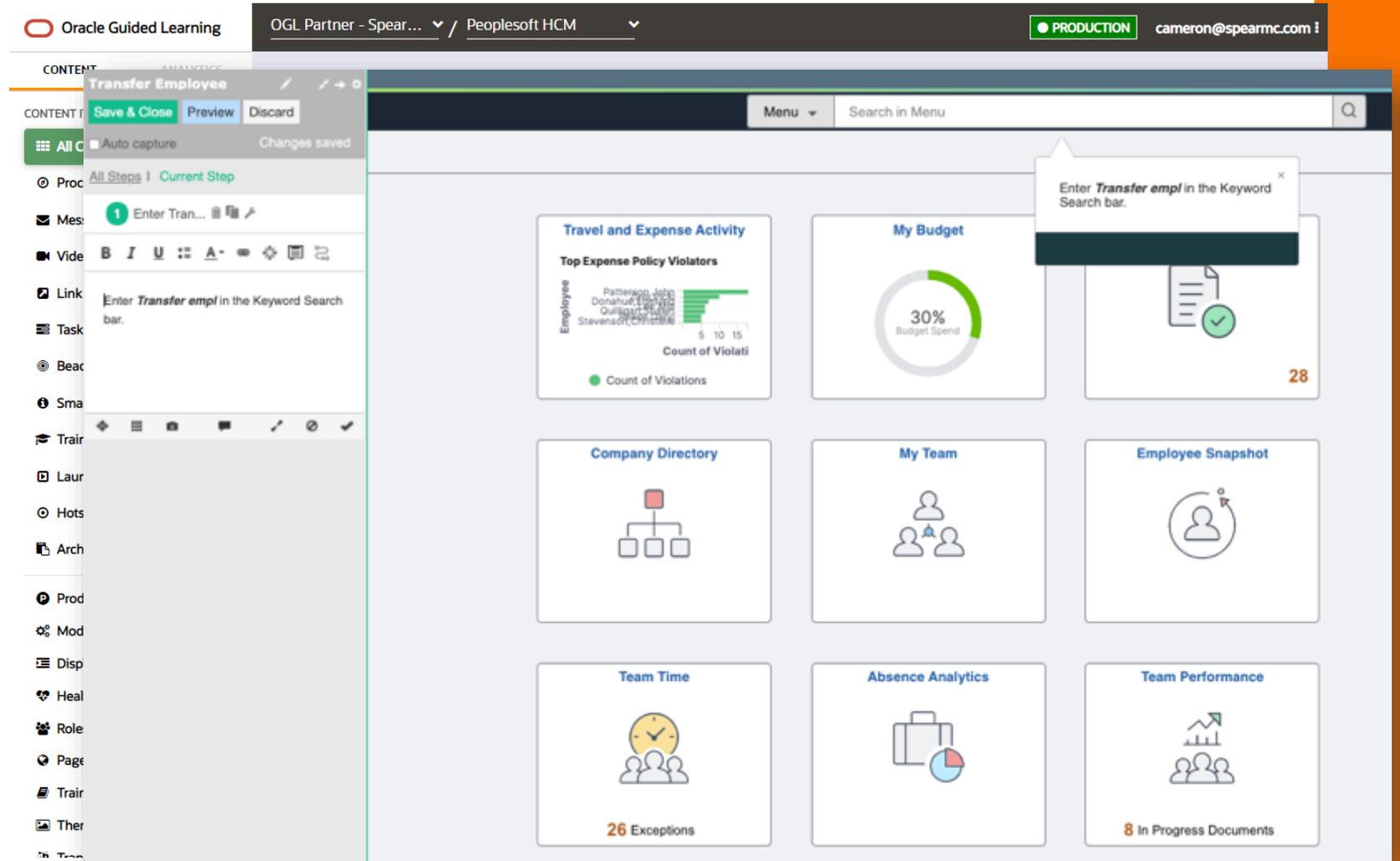


of employees prefer to learn at the point of need

What is Oracle Guided Learning (OGL)

The Oracle Guided Learning application includes a Content Editor and Analytics.

- Each Content Item is shown as Tile (e.g. One tile = One Guide in PeopleSoft)
- Content is linked to a PeopleSoft environment. One OGL application can manage all PeopleSoft environments.
- Content is Published from a development environment into a "production" environment (could be a Non-Prod Training Environment).
- Steps are captured with a number of options embedded



What is Oracle Guided Learning (OGL)

The Oracle Guided Learning application includes a Content Editor and Analytics.

- Dashboards provide real time Analytics into the use of the OGL guides
- Can be narrowed based on specific guide(s), Date Range, or User
- Provides PeopleSoft Administrators ability to link support tickets to training guides (lacking or insufficient)

The screenshot shows the Oracle Guided Learning Analytics Dashboard. The 'Analytics Dashboard' tab is active, displaying a summary of 25 Active Guides, 51,193 Guide Runs, and a 79.5% completion rate. A 'GUIDE DATA ANALYSIS' table lists various applications and guides. A report configuration overlay is shown, allowing users to filter by 'User', 'Date Range' (2021-03-01 to 2021-03-31), 'Application(s)', 'User(s)', 'Guide Type', and 'Guide Status'. The report is titled 'Report for Kaiser Development A' and includes a table with 58 rows of data.

GUIDE NAME	GUIDE ID
Add/update chartfield or budg...	33isysrr
Inquire on budget details	rkiqw6rv
View or print an expense report	s0u0u7h8
ST-Spro-Route Document for C...	6mpp4knv
ePro Requisition Minimum Ord...	gy9wgxkf
ST-Create par location	lipilyzk
Modify FDA delegation	n14hff7y
OneLink Website	mcyusz3a
ST-Create pharmacy recharge-...	tqurjnse

What is Oracle Guided Learning (OGL)

Step Guides

- A Step-by-Step guide that walks a user through a process. Built in by default
- Replicates "See It!"
- Replicates "Print It!"
- Adds "Email It" – Can be used by Support Personnel to send a guide to a user.
- URL's can be captured and presented on an internal site

The collage illustrates the OGL workflow. It shows a video player for a 'STEP VIDEO', a 'Print' settings panel with options like 'Destination: HP OfficeJet 4650 ser', 'Pages: All', 'Copies: 1', and 'Color: Color'. It also shows an email interface for sending a 'Step Guide' to 'cameron@spearmc.com' with the subject 'Step Guide'. A URL is provided for accessing the guide: https://guidedlearning.oracle.com/player/latest/api/scenario/export/FpyqTNqfRGqzQjs9zzLkMQ/m3424dk/lang/--/?draft=dev&_id=1654097265400. The background features screenshots of the Oracle HR system interface with OGL overlays.

OGL Pricing

SpearMC Consulting is the official OGL for PeopleSoft Value Add Partner

- Oracle Guided Learning pricing based on:
 - Number of Applications (All PeopleSoft Pillars count as one application), the minimum purchase allows for use of up to 3 applications.
 - Total Employee Headcount metric
 - Standard 3-year term
- SpearMC Initiation Services bundles Installation Support, 4 Guide Build and Advisory, and Training Workshop

Note: Additional Implementation and Starter Kit Sold Separately

SpearMC OGL – Starter Kit

Fast-track build of guides

- Pre-built guides that can be used out of the box or modified for customer specific branding, language or custom steps.
 - Employee Self Service
 - Manager Self Service
 - Core Functions (Accounts Payable, Benefits Administration, Admissions)



EXPEDITE THE LAUNCH OF OGL FOR PEOPLESOFT

In addition to training and implementation services, SpearMC offers a Starter Kit to help your team fast-track development of OGL guides for PeopleSoft. The Starter Kit works immediately after importing it to your PeopleSoft environment, and our team provides training on how to update guides.



Why Use SpearMC's OGL Starter Kit?

WORKS OUT OF THE BOX

The Starter Kit immediately works in your environment. Simply turn guides on or off.

WORKS FOR ALL PEOPLESOFT CUSTOMERS

Our guides will work in all PeopleSoft versions and deployment models.

ADAPTABILITY

We provide training on how to modify the guides, add or remove steps, update language, links, and logos. We will help you migrate to Search-Based guides or even to the Classic Menu.

TEMPLATES TO COPY

Quickly copy and modify templates and techniques for Process Guides, Smart Tips, Task Lists, Launchers and more.

STARTER KIT CONTENT

- Employee/Manager Self-Service
- Applicant/Student Self-Service
- Supplier/Customer Self-Service
- Core Functional – FSCM, HCM, Campus
- PeopleTools and Support Desk
- Enterprise Components

[LEARN MORE ABOUT OGL](#) →

Email info@spearmc.com or call 866-SPEARMC for more information.

SpearMC OGL – Starter Kit

Fast-track build of guides

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**OGL for PeopleSoft
Starter Kit - FSCM**

SpearMC Consulting, Inc.
5020 Franklin Drive, Suite 1000
Pleasanton, CA 94588

FSCM Module	Guide
General	Intro to OGL with Remind Me Later Feature
General	Survey Starter
AM, AP, & GL	Create Regular PO Voucher
AM, AP, & GL	Create Adjustment Voucher
AM, AP, & GL	Reversal Voucher
AM, AP, & GL	Close Vouchers
AM, AP, & GL	Request a New ChartField Value
AM, AP, & GL	Create Regular PO Voucher - Nav Collection
AM, AP, & GL	Managing Vouchers - Delete Vouchers
AM, AP, & GL	Managing Vouchers - Posting a Voucher
AM, AP, & GL	Managing Vouchers - Approving a Voucher
AM, AP, & GL	Managing Vouchers - Unposting Vouchers
AM, AP, & GL	Managing Vouchers - Marking a Voucher for Closure
AM, AP, & GL	Managing Vouchers - Correcting Vouchers
AM, AP, & GL	Maintaining Suppliers - Adding a Supplier
AM, AP, & GL	Entering Vouchers - Entering Journal Vouchers
AM, AP, & GL	Entering Vouchers - Entering Single Payment Vouchers
AM, AP, & GL	Using Control Groups - Creating Control Groups

HCM Module	Guide
General	Intro to OGL with Remind Me Later Feature
General	Survey Starter
Absence Management	Using Schedules - Defining Workdays
Absence Management	Using Schedules - Creating and Viewing Schedules
Absence Management	Using Schedules - Defining Holiday Schedules
Absence Management	Using Schedules - Assigning Work Schedules
Absence Management	Entering Absences - Entering, Updating, and Voiding Absence Events
Absence Management	Entering Absences - Viewing Current Absence Entitlement Balances
Absence Management	Extended Absences - Requesting Extended Absences and Viewing Extended Absences
Absence Management	Setting Up Self-Service Absence Transactions - Viewing Self-Service Absence Rules
Absence Management	Setting Up Self-Service Absence Transactions - Defining Self-Service Absence Rules
Absence Management	Setting Up Self-Service Absence Transactions - Viewing Forecasting Rules for Self-Service Absence
Absence Management	Manager Self-Service Scheduling - Managing Schedules, Overriding Shifts, and Selecting Shifts
Absence Management	Manager Self-Service Scheduling - Replacing, Copying, and Swapping Schedules
Absence Management	Manager Self-Service Scheduling - Assigning and Creating Schedules
Absence Management	Self-Service Absence Requests - Managing Employee Self-Service Pages
ESS	eBenefits - Benefit Details Tile
ESS	eBenefits - Benefits Summary Page
ESS	eBenefits - Dependent and Beneficiary Information Page
ESS	eBenefits - Life Events Page

Questions





Thank You

CAMERON MCCLURG

Vice President

cameron@spearmc.com

LinkedIn: [cameron-mcclurg](#)

(206) 819-7851

SpearMC Sessions

Date	Time	Session Title	Session #
30-Oct-23	10:30 AM - 12:00 PM	Oracle Guided Learning: Build a Guided Process Cameron McClurg (SpearMC)	8504
31-Oct-23	2:00 PM - 2:55 PM	Automating Billing in a Matrixed Organization Teresa Leung (Kaiser) & Jessica Mann (SpearMC)	8537
1-Nov-23	9:00 AM - 9:55 AM	De-Customize PeopleSoft By Utilizing Out Of The Box Features Cameron McClurg (SpearMC)	8577
	10:30 AM - 11:25 AM	Oracle Guided Learning: End User Training Made Easy Teresa Leung (Kaiser) & Jessica Mann (SpearMC)	8535
	11:30 AM - 12:25PM	Customer Panel: Oracle Guided Learning Cameron McClurg (SpearMC)	8505

2023 Training Calendar

November Class Schedule

Nov 14 & 16	PeopleTools 8.58-8.60 Bootcamp
Nov 16	PeopleSoft 9.2 Query Basic and Intermediate for FSCM
Nov 17	PeopleSoft 9.2 Query Advanced for FSCM
Nov 27	PeopleSoft 9.2 Query Basic and Intermediate for HCM
Nov 28	PeopleSoft 9.2 Query Advanced for HCM
Nov 30	PeopleTools 8.58 - 8.60 PeopleCode and Object-Oriented Programming (OOP)

Visit our [website](#) for additional details

2023 Training Calendar

December Class Schedule

Dec 5	PeopleSoft 9.2 Campus Solutions: Student Records & Registration
Dec 7	PeopleTools 8.58-8.60 Fluid User Interface
Dec 11	Automated Testing with PeopleSoft Test Framework for Campus Solutions
Dec 11	PeopleSoft 9.2 Query Basic and Intermediate for Campus Solutions
Dec 12	PeopleSoft 9.2 Campus Solutions: Academic Advisement
Dec 13	PeopleSoft 9.2 Query Advanced for Campus Solutions
Dec 14	PeopleTools 8.58-8.60 Integration Broker and REST Web Services
Dec 15	PeopleSoft 9.2 Campus Solutions: Admissions Applications

Visit our [website](#) for additional details

2024 Training Calendar

January Class Schedule

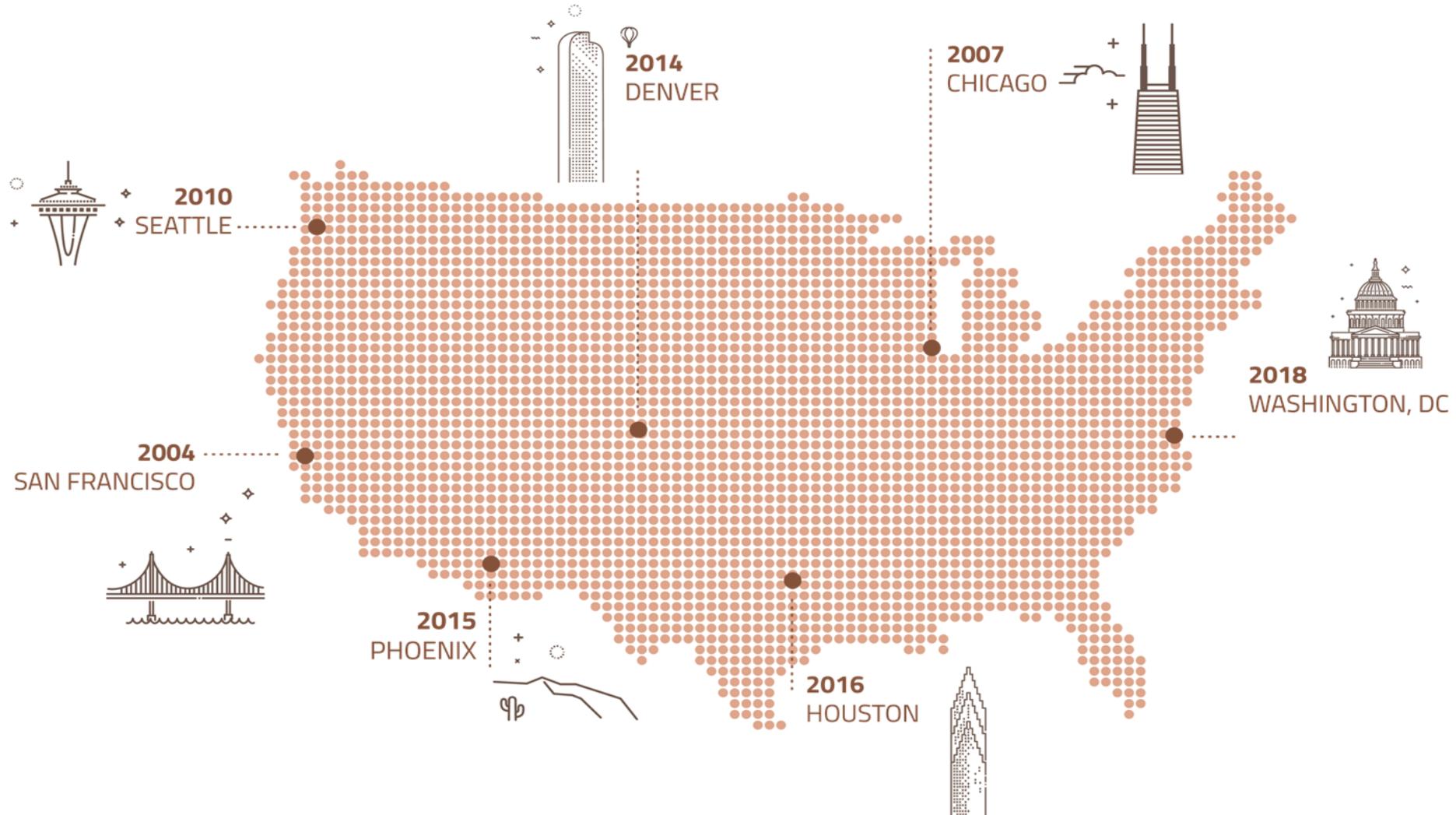
Jan 10-11, 17-18 PeopleTools 8.58-8.60 System Administration

Jan 23 PeopleTools 8.59-8.60 OpenSearch Dashboards (formerly Kibana)

Jan 26 PeopleSoft 9.2 Campus Solutions 3Cs: Communications, Checklists and Comments

Visit our [website](#) for additional details

Coast-to-Coast Coverage



Industry Experience

Trusted Domain Experts

While SpearMC serves a wide variety of organizations, we have deep knowledge in a number of specific industry verticals.



HEALTHCARE

Streamlining processes to improve outcomes and fuel innovation.



FINANCIAL SERVICES

Mitigating risk and building stronger customer relationships.



HIGHER EDUCATION

Supporting the success of students, staff, and institutions.



PUBLIC SECTOR

Meeting user, procurement, and legal requirements.

Managed Services

PeopleSoft Managed Services



Testing as a Service



Infrastructure Hosting



Technical Support



Functional Support



Staying Current



PeopleSoft Roadmap Specialist

We follow a structured approach for gathering information, analyzing issues, identifying pain points and proposing applicable solutions.

Our recommendations encompass the people, end-to-end processes and technology aspects associated with your PeopleSoft platform.

