

Proved by Dr. Chuck Suscheck - free use with attribution to the author

**Figure 1-1 High-level Process Integrations**

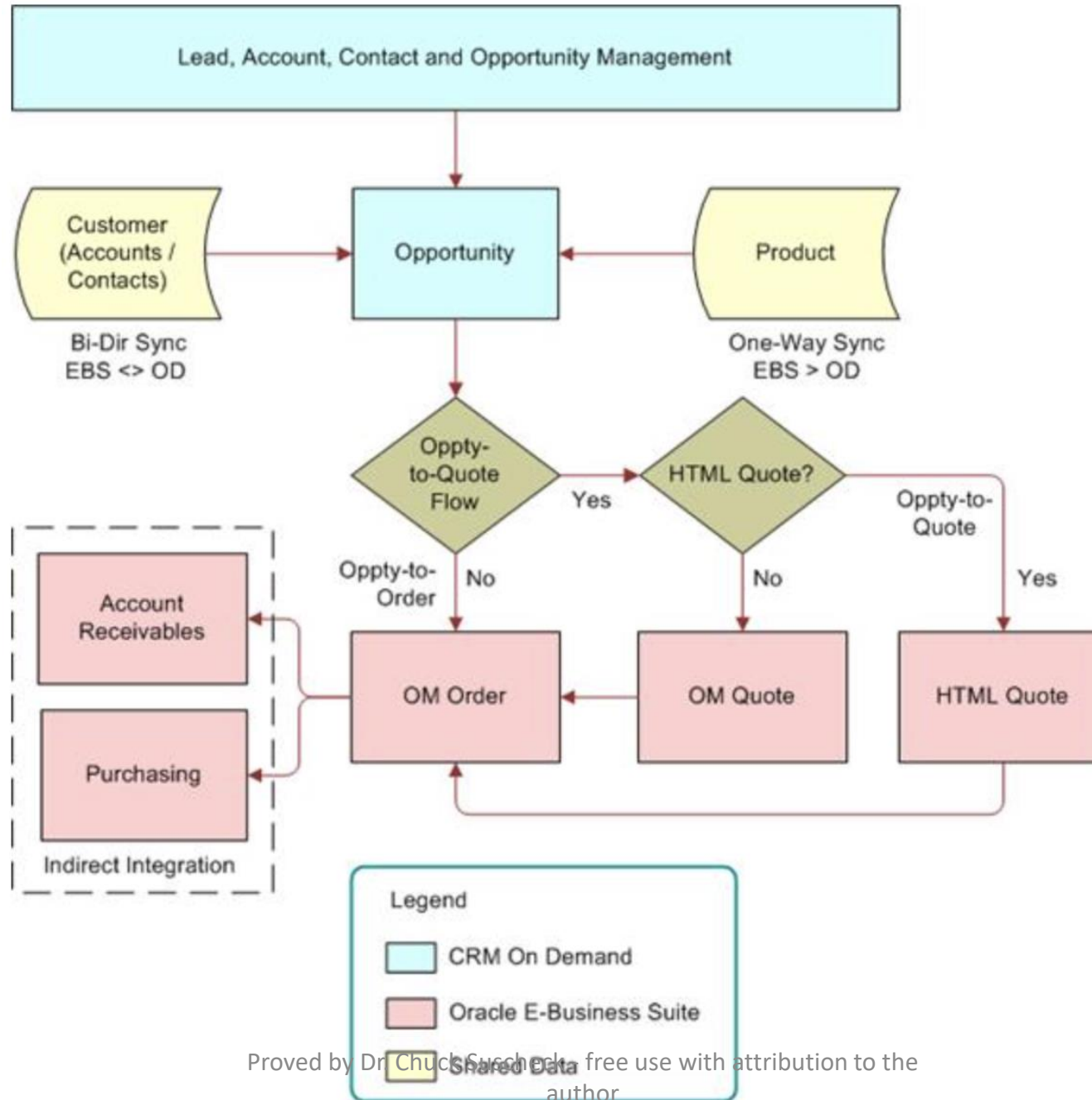
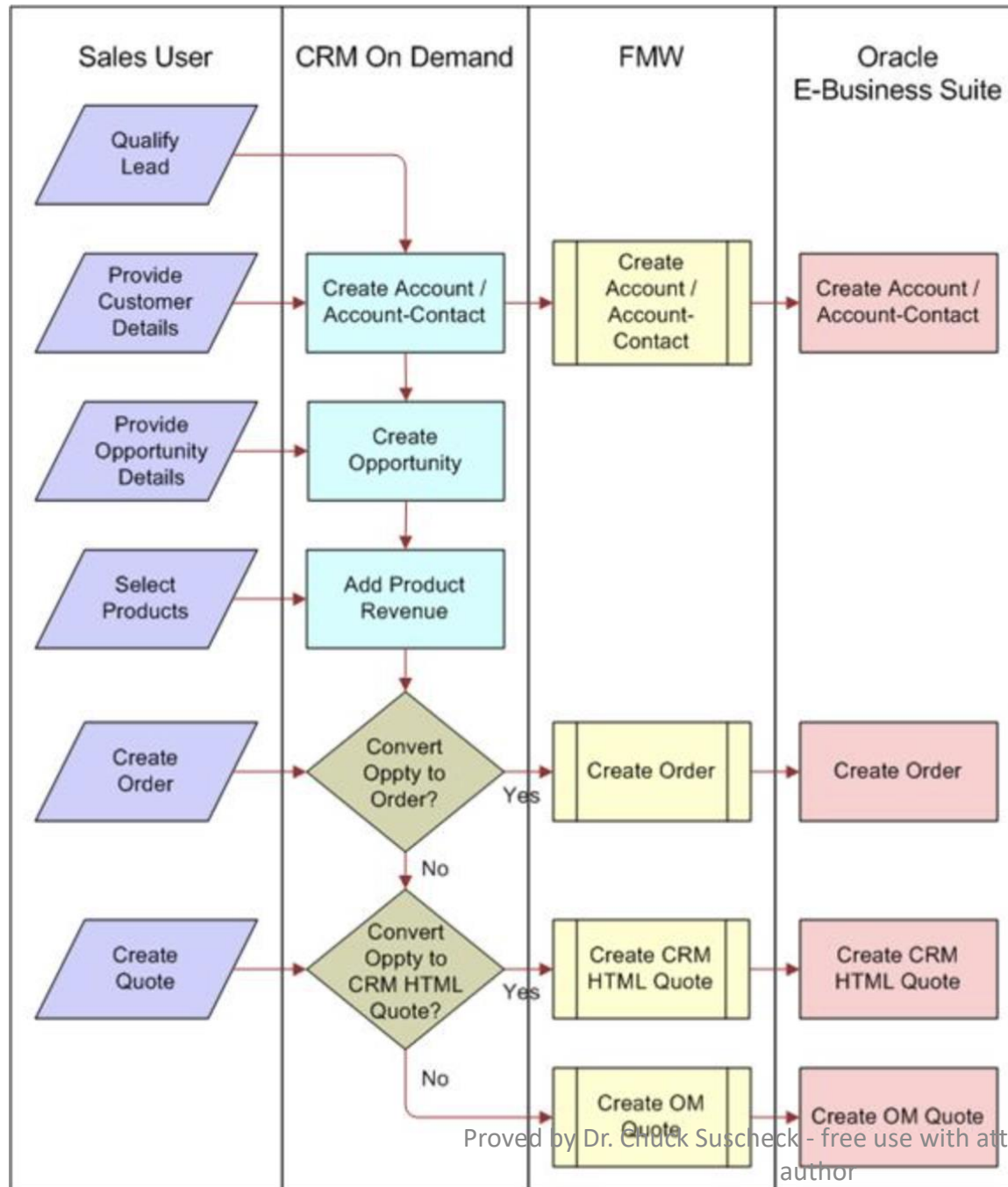


Figure 1-2 Business Process Flow for the Oracle Lead to Order Integration Pack for Oracle CRM On Demand and Oracle E-Business Suite PIP



# Time for a WBS

# Subsystems based on CMS documentation

Convert Customers

Convert Products

Convert Orders

Convert Opportunities

Integrate with Order  
System

# WBS Step 1

Convert Customers

Convert Products

Convert Orders

Convert Opportunities

Integrate with Order System

Analyze  
New  
Customer  
Needs

Create  
Customer  
Mapping

Create  
Customer  
Load

Load  
Customers

Verify  
Customers

# WBS Propagated

Convert Customers

Analyze  
New  
Customer  
Needs

Create  
Customer  
Mapping

Create  
Customer  
Load

Load  
Customers

Verify  
Customers

Convert Products

Analyze  
New  
Products  
Needs

Create  
Products  
Mapping

Create  
Products  
Load

Load  
Productss

Verify  
Productss

Convert Orders

Analyze  
New Orders  
Needs

Create  
Orders  
Mapping

Create  
Orders  
Load

Load  
Orderss

Verify  
Orderss

Convert Opportunities

Analyze New  
Opportunities  
Needs

Create  
Opportunities  
Mapping

Create  
Opportunities  
Load

Load  
Opportunities

Verify  
Opportunities

Integrate with Order  
System

# Don't forget the final phase!

Convert Customers

Analyze  
New  
Customer  
Needs

Create  
Customer  
Mapping

Create  
Customer  
Load

Load  
Customers

Verify  
Customers

Convert Products

Analyze  
New  
Products  
Needs

Create  
Products  
Mapping

Create  
Products  
Load

Load  
Productss

Verify  
Productss

Convert Orders

Analyze  
New Orders  
Needs

Create  
Orders  
Mapping

Create  
Orders Load

Load  
Orderss

Verify  
Orderss

Convert Opportunities

Analyze New  
Opportunities  
Needs

Create  
Opportunities  
Mapping

Create  
Opportunities  
Load

Load  
Opportunities

Verify  
Opportunities

Integrate with Order  
System

Determine  
integration  
points

Create  
integrations

Test  
integrations



# And test/deploy

## Convert Customers

Analyze New Customer Needs

Create Customer Mapping

Create Customer Load

Load Customers

Verify Customers

## Convert Products

Analyze New Products Needs

Create Products Mapping

Create Products Load

Load Productss

Verify Productss

## Convert Orders

Analyze New Orders Needs

Create Orders Mapping

Create Orders Load

Load Orderss

Verify Orderss

## Convert Opportunities

Analyze New Opportunities Needs

Create Opportunities Mapping

Create Opportunities Load

Load Opportunities

Verify Opportunities

## Integrate with Order System

Determine integration points

Create integrations

Test integrations

System and UAT tests

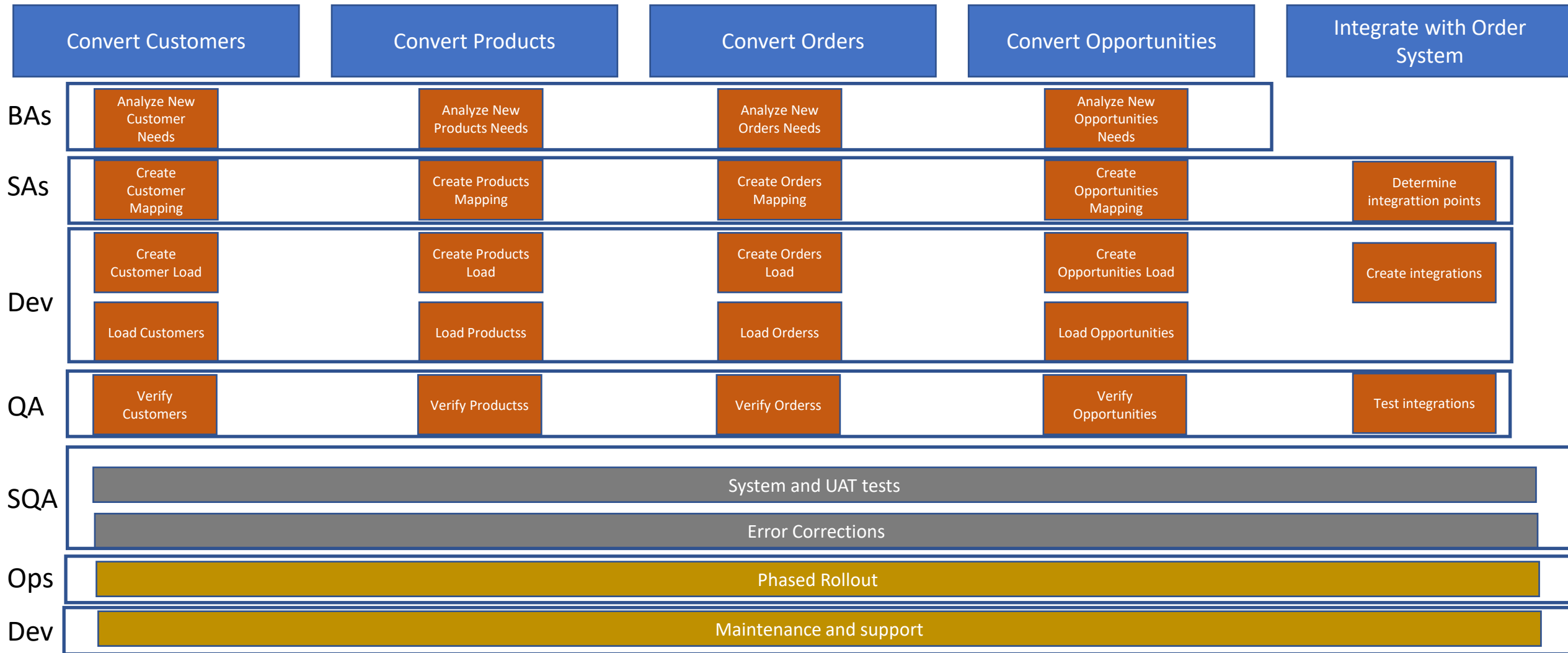
Error Corrections

Phased Rollout

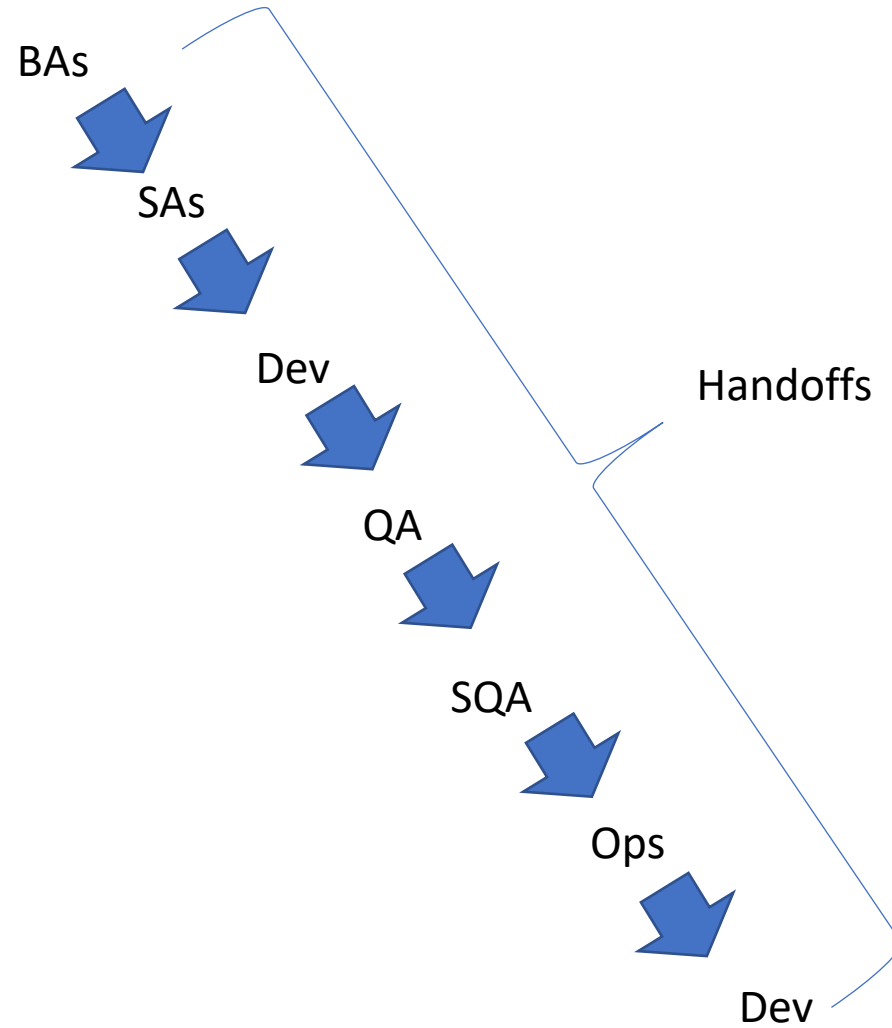
Maintenance and support

Let's add some teams

# Teams based on “pool” of skills



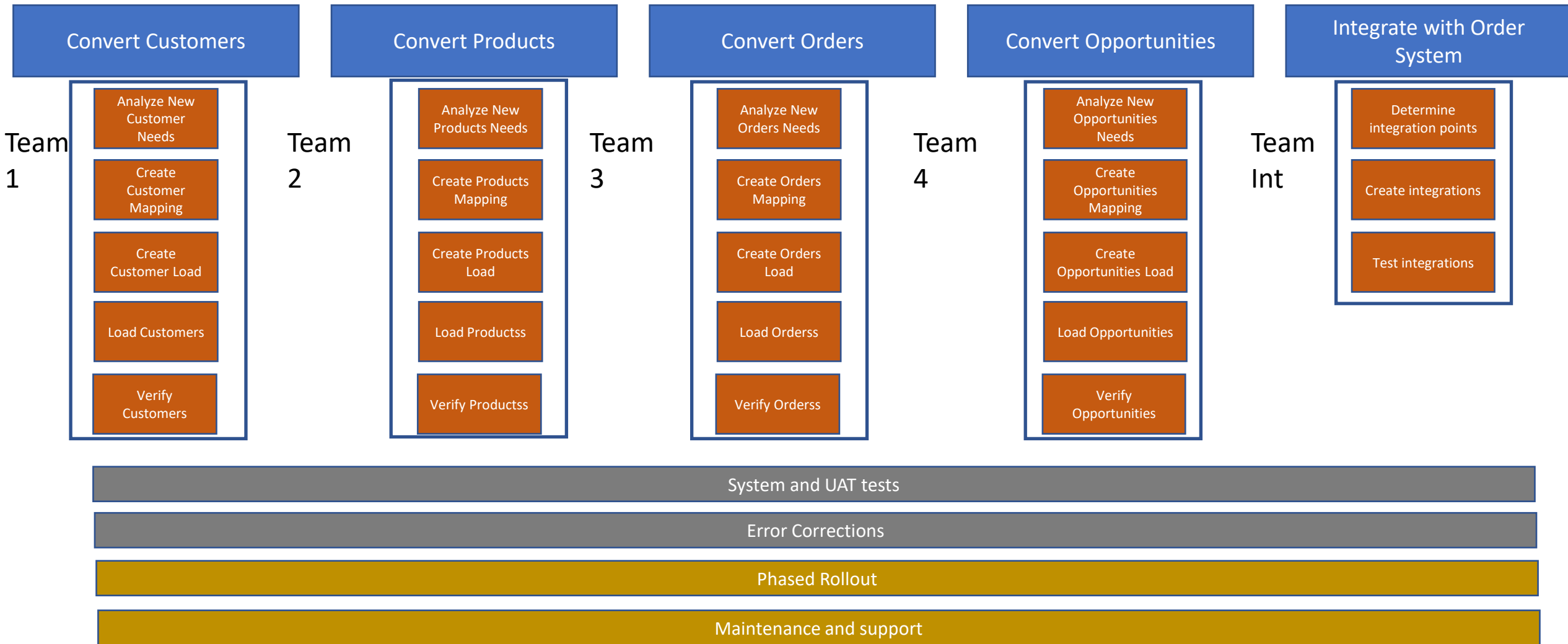
# Handoffs and cascading dependency issues



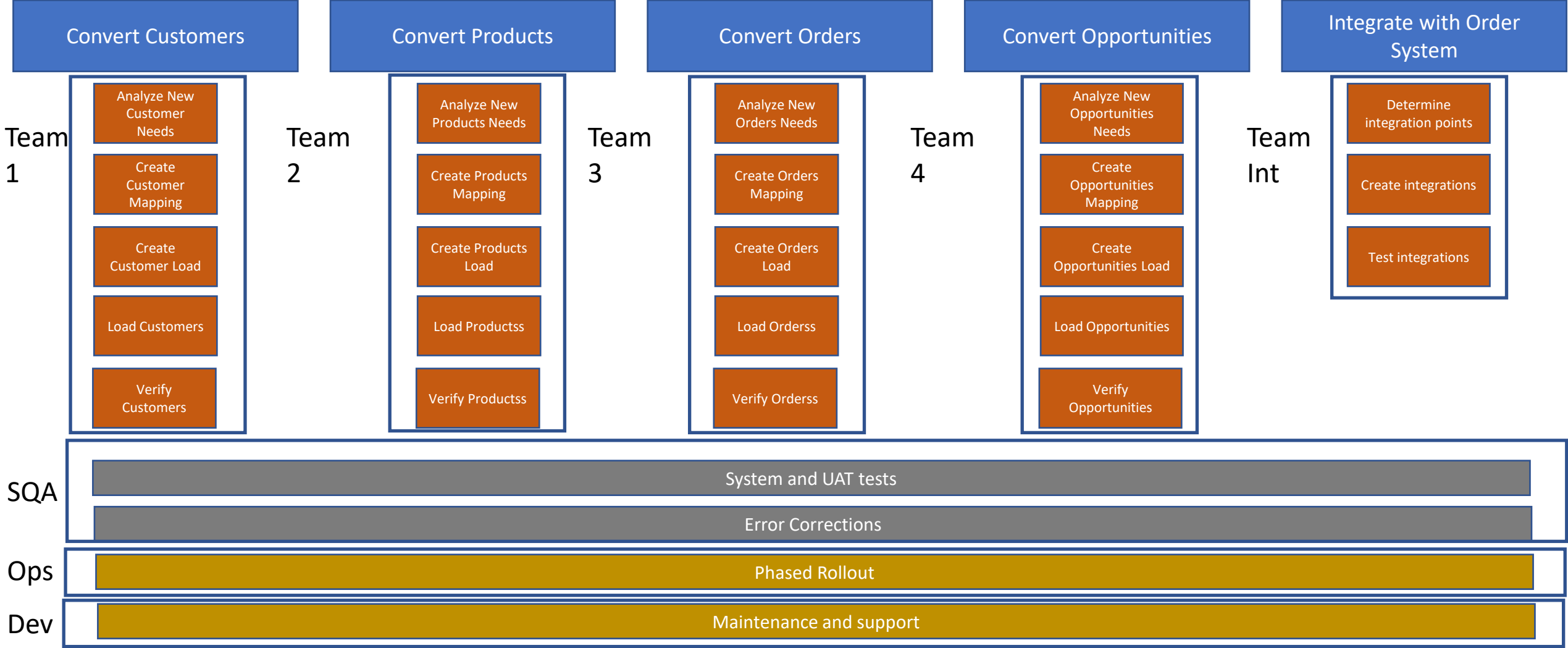
# But we're agile

Make cross functional teams

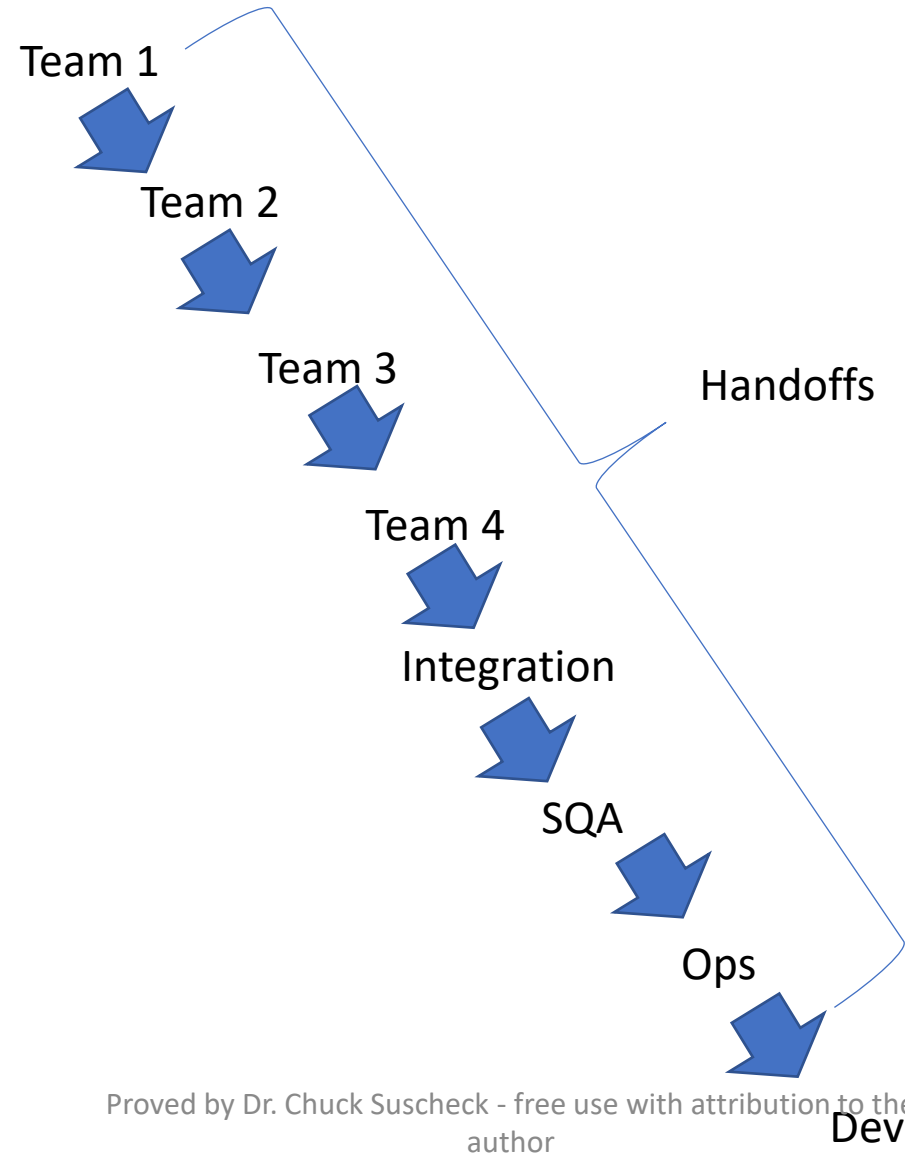
# Teams work on subsystems



# Specialized teams at the end



# Handoffs and cascading dependency issues





# It's not the teams, it's the work

Slice by business scenario, not technical aspects or subsystems

# Starting with customer conversion

Convert Customers

Analyze  
New  
Customer  
Needs

Create  
Customer  
Mapping

Create  
Customer  
Load

Load  
Customers

Verify  
Customers

Convert Customers

# Turn customer conversion sideways

Analyze  
New  
Customer  
Needs

Create  
Customer  
Mapping

Create  
Customer  
Load

Load  
Customers

Verify  
Customers

Convert Customers

# Slice conversion from simple to complex

Analyze  
New  
Customer  
Needs

Create  
Customer  
Mapping

Create  
Customer  
Load

Load  
Customers

Verify  
Customers

Load Simplest Customer

Load Less Simple Customer

Load Typical Customer

Load International Customer

Load Compound Customer

Load Complicated Customer

## Convert Customers

Each scenario has technical tasks

### Load Simplest Customer

Analyze New  
Customer  
Needs

Create  
Customer  
Mapping

Create  
Customer  
Load

Load Customers

Verify  
Customers

### Load Less Simple Customer

Analyze New  
Customer  
Needs

Create  
Customer  
Mapping

Create  
Customer  
Load

Load Customers

Verify  
Customers

### Load Typical Customer

Analyze New  
Customer  
Needs

Create  
Customer  
Mapping

Create  
Customer  
Load

Load Customers

Verify  
Customers

### Load International Customer

Analyze New  
Customer  
Needs

Create  
Customer  
Mapping

Create  
Customer  
Load

Load Customers

Verify  
Customers

### Load Compound Customer

Analyze New  
Customer  
Needs

Create  
Customer  
Mapping

Create  
Customer  
Load

Load Customers

Verify  
Customers

### Load Complicated Customer

Analyze New  
Customer  
Needs

Create  
Customer  
Mapping

Create  
Customer  
Load

Load Customers

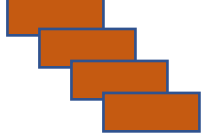
Verify  
Customers

# Propagate the ideas

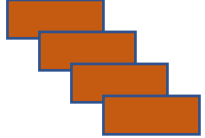
Slice by business scenario, not technical aspects or subsystems

Convert Customers

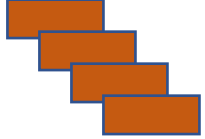
Load Simplest Customer



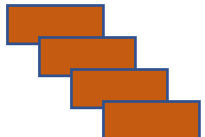
Load Less Simple Customer



Load Typical Customer



Load International Customer



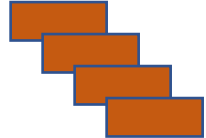
Load Compound Customer



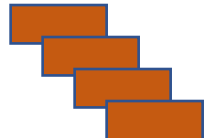
Load Complicated Customer

Convert Products

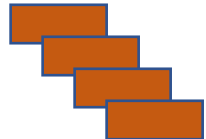
Load Simplest Product



Load Less Simple Product



Load Typical Product



Load Customized Product



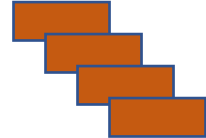
Load Compound Customer



Load Complicated Customer

Convert Orders

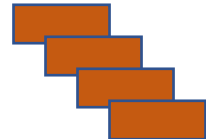
Load Simplest Order



Load Less Simple Order



Load Typical Order



Load International Order



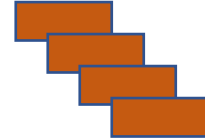
Load Compound Order



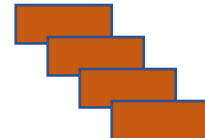
Load Complicated Order

Convert Opportunities

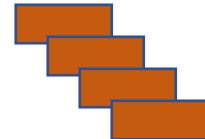
Load Simplest Opportunity



Load Less Simple Opportunity



Load Typical Opportunity



Load International Opportunity



Load Compound Opportunity



Load Complicated Opportunity

Integrate with Order System

Integrate simple system

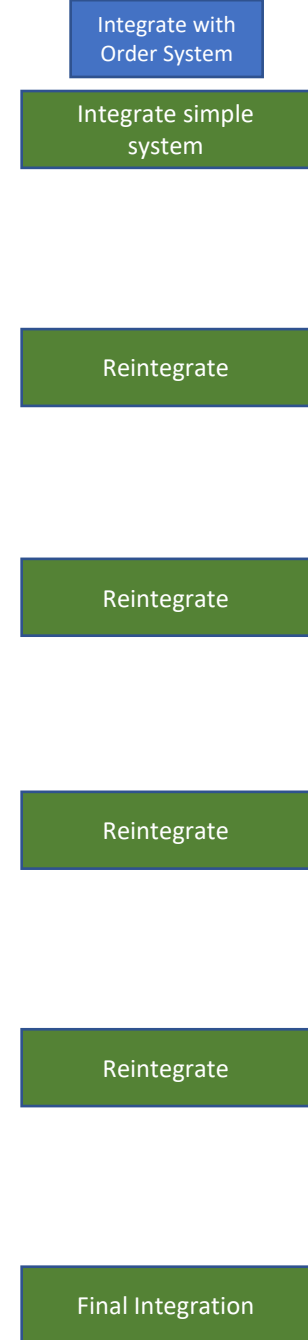
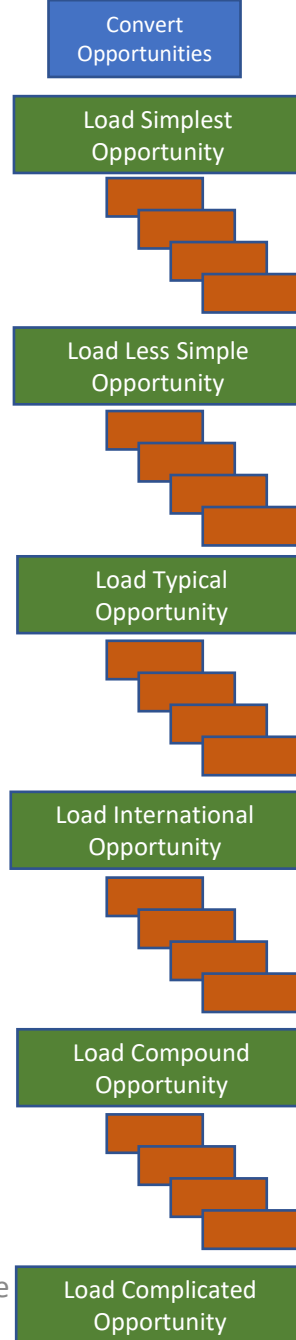
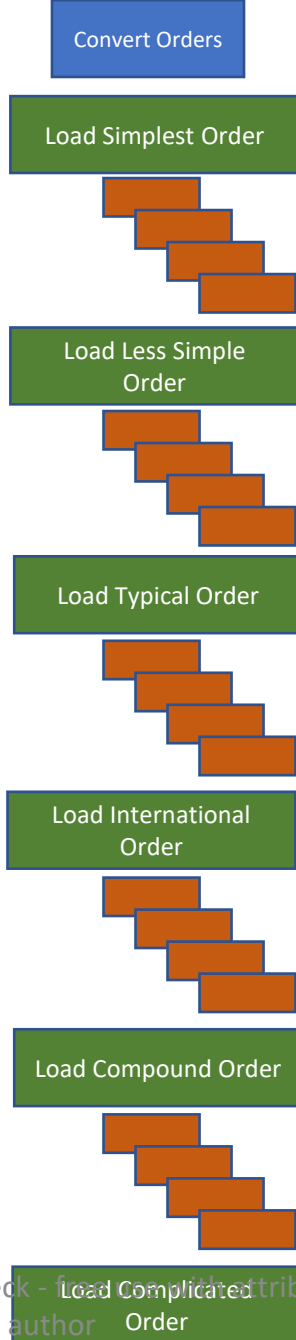
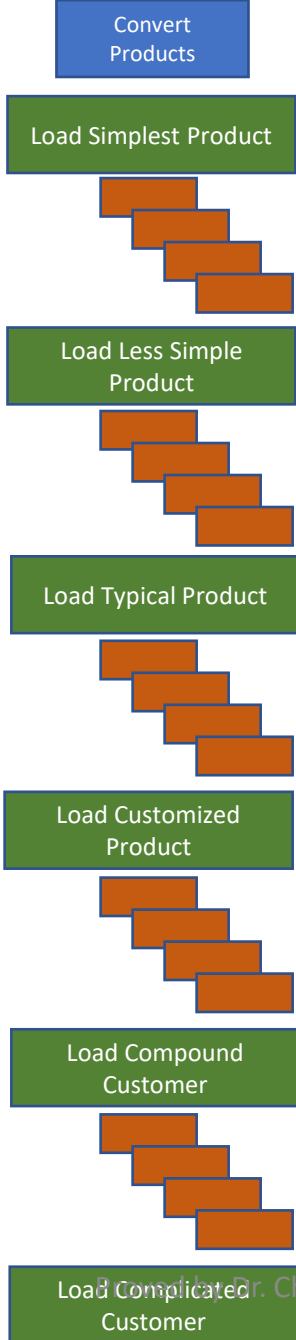
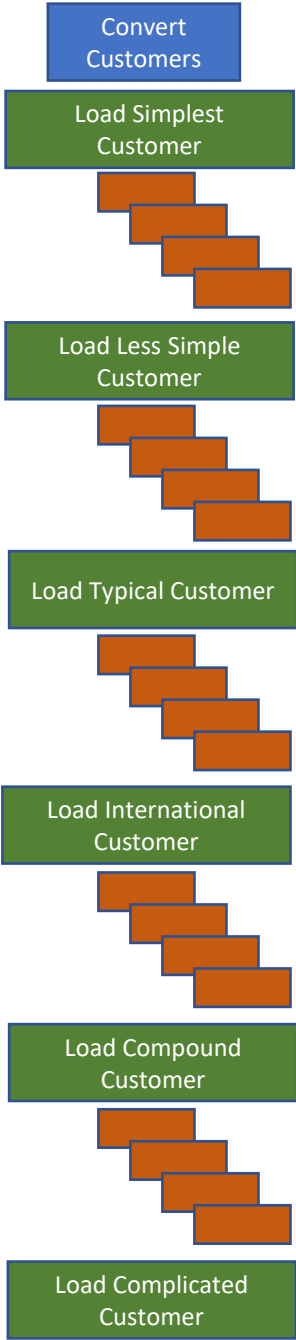
Reintegrate

Reintegrate

Reintegrate

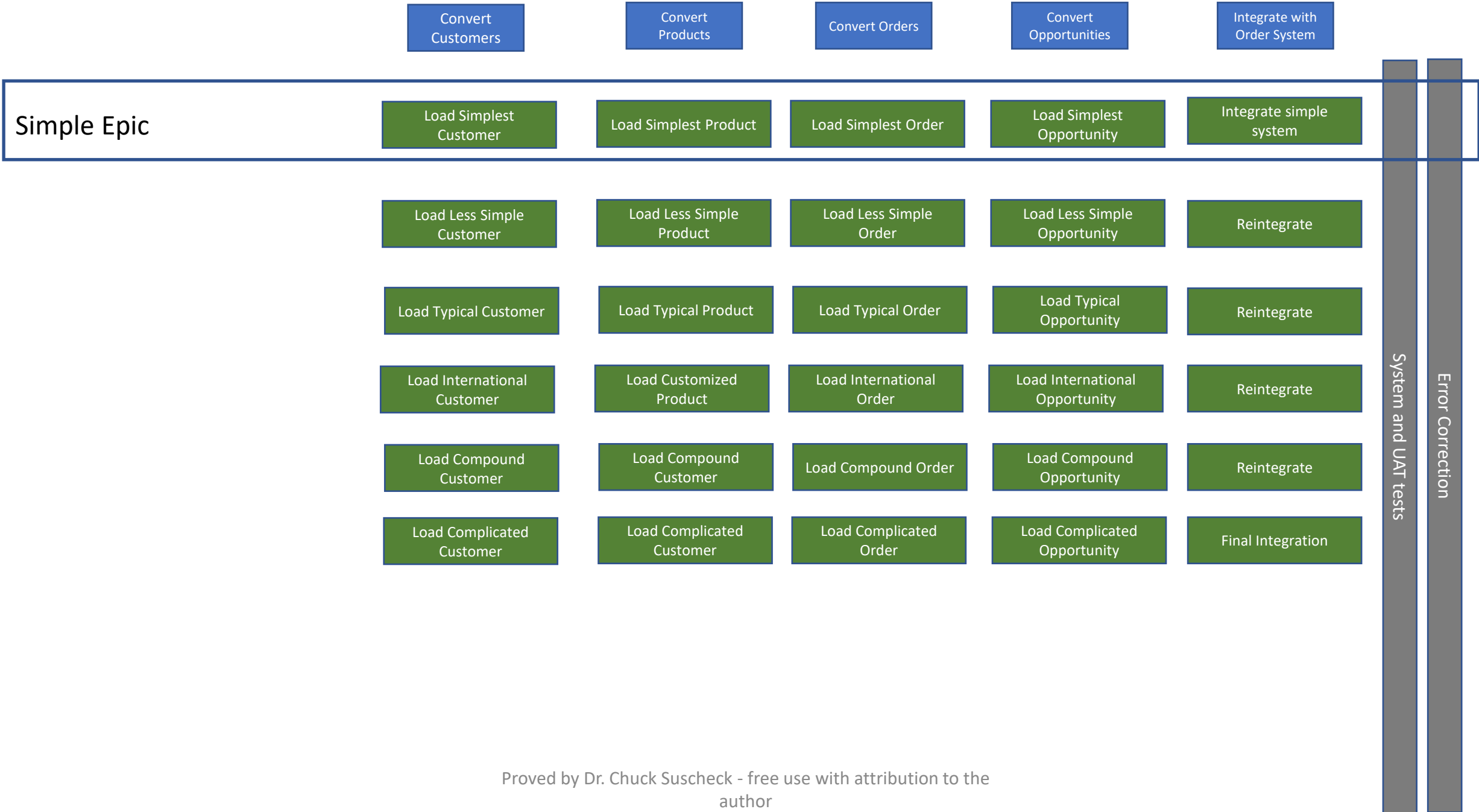
Reintegrate

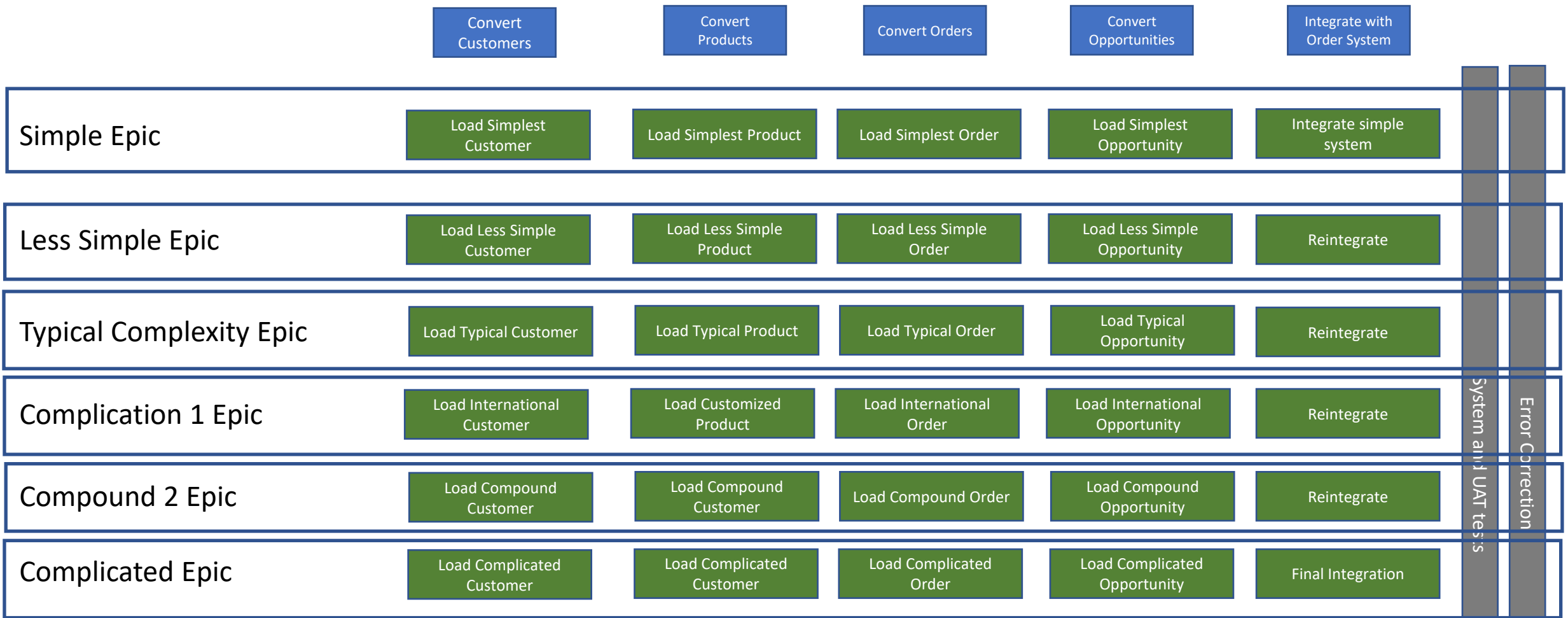
Final Integration





Let's add some grouping of work





# Simple Epic

Convert Customers

Convert Products

Convert Orders

Convert Opportunities

Integrate with Order System

Create a super simple order

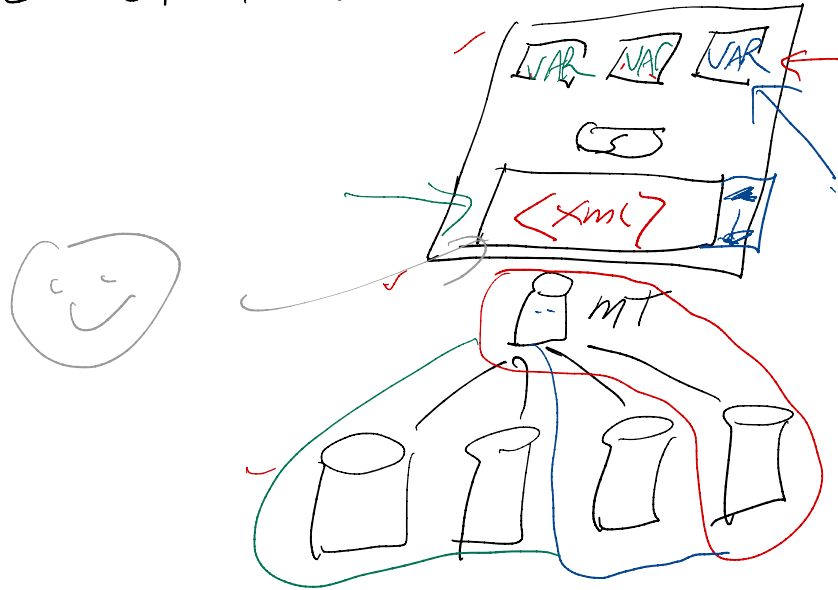
Customer has 1 address and 1 contact

Product has no variations (size, color) and can only order 1

Order is prepaid

Order is ingested by order system with no errors

Search 4 dbases 3 search boxes

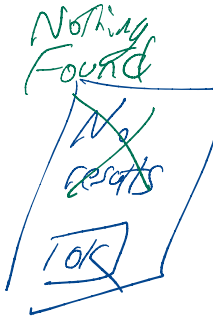


Sprint 1  
Stack Deck  
Some result

Sprint 2  
Results = 0  
Results > 1 ←

Sprint 3  
DB variables  
Tweaking

Sprint 4



Sprint 1 = DB →  
 2 = API →  
 3 = UI →  
 4 = Polish →

↑ optimize

iphone  
 Joes Pizza  
 APP iphone } cheeze  
 medium  
 pick up order

super simple APP

Joes Pizza Logo,  
 phone menu list

Sprints

↳ potent. Rel. increment

- Risk
- Joe - Adv.
  - phone - work
  - 1000
  - Tech
  - Test
  - Adv.
  - env.

