EPM COE PORTAL · THE FRONT DOOR

An EPM practice independent of who is running it.

The portal puts every process, document, learning path, contact and enhancement for each EPM application in one place, each with a named owner and a review date, and scores the practice every night from what is actually there.

WHAT CHANGES FOR THE PRACTICE

The practice today	With the EPM CoE Portal
Documentation in different drives Each region keeps its own practices and documents; the twentieth application looks nothing like the first.	**One template per application** Process Library, Knowledge Base, learning paths and Community and Help in the same structure for every application. A new application is set up in days.
The cycle depends on one person When the person who runs the forecast is on leave, the cycle slows down.	**Run books with named backups** Ownership, calendar, steps with screenshots, controls, FAQ and a handover pack per process; per-cycle checklists with a log.
“Our documentation is fine” Nobody can say how complete or how current it is without auditing the drive by hand.	**A maturity score, nightly** Level 1 to 5 from six drivers: documentation completeness, review discipline, training completeness, ownership and backup cover, run-book depth, FAQ and issues. The weakest driver sets the ceiling and is named.
Stale content, silently Documents past their review date and learning paths with empty modules go unnoticed until someone needs them.	**Warnings that raise themselves** Content past review, run books never reviewed, processes with no backup, learning paths with empty modules, each with an owner.
Value that cannot be shown What the application delivers against what was promised is a slide once a year.	**Value against a dated baseline** Goals, KPIs and value delivered cycle by cycle; what moved each number and what would move it next, with an owner and a review date; the roadmap and the Oracle releases touching the application.

What each application gets

- Dashboard: maturity score, KPIs with targets and trends, open warnings, value dashboard
- Process Library: run books and per-cycle checklists with a log
- Knowledge Base: design documents, SOPs, templates, specifications, new-joiner onboarding, release refreshers, curated Oracle resources
- Community and Help: single points of contact, meeting cadence, surveys, FAQ, known issues with workarounds
- Innovation: enhancement requests, the roadmap, the Oracle releases touching the application
- Value Insights: goals, KPIs and value delivered against a dated baseline
- Administration: application registry, users and roles, content templates; processes that span applications written once and linked

1–5

maturity score per application, recalculated nightly. “Our documentation is fine” becomes a number with a named gap, and nobody has to audit the portal by hand.

HOW TO START

A walkthrough runs against one of your applications, so you see your own processes, owners and KPIs in the structure before committing to anything. Built on Oracle’s own guidance for an EPM Center of Excellence; no cost, nothing to sign to start.

A drive stores documents; the portal scores them. Coverage, freshness and ownership are measured from what is actually there. Hosted by Caresoft on Azure or in your own Azure tenant; single sign-on with the rest of the suite.

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