



G-Cloud 15 Service Definition Document

Cloud Reporting and Analytical Services for Oracle SaaS Applications

v1.0

Lot 3: Cloud Support

1 Cloud Data Advisory Services for Oracle SaaS Applications

1.1 Service Overview

This service provides specialist cloud reporting and analytics support for public sector organisations using Oracle Fusion and Oracle Cloud SaaS. We help buyers design, configure and optimise reporting, dashboards, analytics and data structures so they can trust their information and make better decisions.

The service is advisory and configuration-led. We strengthen reporting capability without taking ownership of live systems, licences or operational support.

1.2 Service Summary

We help organisations turn Oracle SaaS data into clear, reliable management information. We set up analytics tools, improve data structures, design dashboards and reports, and enable self-service reporting. The service supports transformation, optimisation and change initiatives while working alongside internal IT and managed service providers.

1.3 Buyers Outcome

The service helps buyers to:

- Improve confidence in Oracle Cloud data and reporting
- Assure data quality, controls, and compliance
- Optimise reporting, analytics, and integrations
- Reduce operational risk during change, upgrades, and releases
- Support is advisory-led and does not replace the buyer's retained responsibilities or managed service arrangements.

1.4 Buyer Personas (Who This Service Is For)

Role in Organisation	Objectives	Typical Use Cases
CIO / IT Director	Align cloud with business strategy	• Cloud adoption strategy, multi-cloud decisions
Head of Digital / Transformation	Accelerate transformation safely	• Legacy modernisation planning
Enterprise Architect	Define target architectures	• Landing zone and reference architecture design
Cloud / Infrastructure Manager	Improve performance and reliability	• Cloud optimisation and scalability planning
Head of Security / Risk	Reduce risk and ensure compliance	• Cloud security posture and governance design
Finance / Commercial Lead	Control and forecast cloud spend	• FinOps and cost optimisation assessments

1.5 Service Capabilities (Service Categories)

Area of Delivery	Intended Outcomes
Cloud Data Architecture & Strategy	Clear, governed Oracle Cloud data structures
Data Quality & Assurance	Accurate, reconciled, audit-ready data
Reporting & Management Information	Reliable operational and statutory reporting
Analytics & Insight	Improved decision-making through trusted analytics
Integration & Data Flows	Stable, transparent data movement across systems
Advisory Cloud Support	Reduced risk during incidents, changes, and releases

1.6 Service Feature → Benefit Mapping

Service Feature	Service Benefit
Oracle Analytics Cloud setup	Stable and scalable reporting platform
Pre-built KPI dashboards	Faster visibility of performance
Self-service OTBI/BIP reporting	Reduced dependency on IT
Structured reporting datasets	Higher data accuracy
Cross-module analytics	Enterprise-wide insight
Bespoke dashboards	Role-relevant information
Governance-ready outputs	Better audit and board reporting
External data blending	Richer decision intelligence
Role-based access	Stronger compliance and security

1.7 Oracle Cloud Technologies Supported

Oracle Cloud Applications (SaaS)

- Oracle Fusion Financials
- Oracle Fusion HCM
- Oracle Fusion Procurement
- Oracle Fusion Projects
- Oracle Fusion Supply Chain Management

Oracle Cloud Platform Services

- Oracle Analytics Cloud (OAC)
- Oracle Autonomous Database
- Oracle Integration Cloud (OIC)
- BI Publisher

- OTBI (Oracle Transactional Business Intelligence)
- OCI Object Storage (advisory only)

1.8 Service Modules

1.8.1 Cloud Data Architecture & Strategy

- Review of Oracle Cloud data architecture
- Reporting and analytics strategy definition
- KPI and management information framework design
- Data ownership and stewardship model

1.8.2 Data Quality & Assurance

- Data reconciliation across Oracle modules
- Source-to-report validation
- Master data consistency checks
- Audit and assurance support

1.8.3 Reporting & Analytics Advisory

- OTBI and BI Publisher optimisation
- Oracle Analytics Cloud model design
- Performance and usability improvements
- Rationalisation of standard and custom reports

1.8.4 Integration & Data Flow Advisory

- Oracle Integration Cloud review
- Data flow and dependency mapping
- Interface error and exception analysis
- Batch and real-time integration assurance

1.8.5 Operational Cloud Support (Advisory)

- L2/L3 advisory support
- Incident root cause analysis
- Change and release impact assessment
- Patch and upgrade readiness reviews

1.8.6 Cross-Mapping to Oracle Cloud Modules

Service Capability	Oracle Cloud Technology Scope
Enterprise Data Architecture	Oracle Fusion Cloud Applications (cross-module)

Service Capability	Oracle Cloud Technology Scope
Data Quality & Reconciliation	Oracle Fusion Transactional Modules
Reporting & MI	OTBI, BI Publisher
Analytics	Oracle Analytics Cloud
Integration & Data Flows	Oracle Integration Cloud
Data Platforms (Advisory)	Autonomous Database, OCI Object Storage

1.9 What's In & What's Out

Service Capability	Oracle Cloud Technology Scope
Analytics and reporting design	Ownership of live SaaS systems
Dashboard and report configuration	Oracle licence procurement
Data modelling for reporting	24x7 operational support
KPI framework alignment	Replacement of managed service provider
Reporting security configuration	Custom development outside Oracle frameworks
Self-service reporting enablement	Business data ownership decisions
Integration of external reporting data	Core SaaS functional configuration
Advisory support during change	Hosting or infrastructure management

1.10 Delivery/ Engagement Model

Phase	Scope of Activities	Outputs
Discover	Assess reporting landscape and needs	Reporting maturity assessment
Design	Define KPIs, datasets, dashboards	Reporting design blueprint
Build	Configure dashboards and analytics	Configured reports and dashboards
Enable	Train users and handover	Self-service reporting capability
Optimise	Improve and refine reporting	Enhanced analytics and adoption

Typical Engagement Timelines

Size Band	Typical Scope	Timeline
Small	Single module dashboards	4–6 weeks
Medium	Multi-module analytics	8–12 weeks
Large	Enterprise reporting framework	12–20 weeks

1.11 Pricing Model

Pricing is based on scope, complexity, number of modules, integrations, and duration of support required. Engagements are typically delivered using fixed-price milestones or time and materials for advisory-heavy work.

1.12 What Drives Cost (Evaluator View)

Size Band	Typical Scope
Cost Driver	Impact on Price
Number of SaaS modules	More modules increase effort
Data quality issues	Requires additional cleansing work
Integration with external systems	Adds technical complexity
Volume of dashboards/reports	Directly increases build effort
Security and compliance needs	More design and validation time

1.13 Roles and Responsibilities

Supplier Responsibilities

- Deliver agreed reporting and analytics configuration
- Follow secure and governed practices
- Provide documentation and knowledge transfer
- Work alongside buyer and MSP teams
- Deliver within agreed scope and timelines

Buyer Responsibilities

- Provide access to systems and SMEs
- Validate requirements and outputs
- Maintain system ownership and licences
- Approve designs and deliverables
- Manage business adoption

1.14 Commercial Flexibility

- Fixed-price or time-and-materials
- Short advisory sprints or phased engagements
- Onshore, offshore, or blended delivery
- Scalable resourcing aligned to demand
- No minimum contract length beyond agreed scope

1.15 Delivery Constraints & Pricing Assumptions

- Buyer provides timely system and data access
- SMEs available for requirements and validation
- Oracle SaaS environments already operational
- Reporting scope agreed before build

- Change requests managed separately
- Buyer retains data ownership
- No infrastructure procurement included

1.16 Security and Data Protection

- Aligned with UK GDPR and the Data Protection Act 2018
- No transfer of data ownership
- Role-based, advisory-only access to buyer environments
- Operates in line with ISO 27001 and ISO 9001 principles
- Aligned to the Oracle Cloud shared responsibility model

1.17 Accessibility and Inclusivity

The service is delivered in a manner that supports inclusive participation. This includes:

- Provision of documentation in accessible digital formats on request
- Use of clear, plain language suitable for mixed technical and non-technical audiences
- Flexible engagement approaches to support diverse stakeholder needs

1.18 Risks, Limitations and Mitigations

As an advisory service, successful outcomes depend on the accuracy and completeness of information provided by the buyer and on subsequent implementation by the buyer or third parties.

Identified risks include:

- Changes in scope or priorities during delivery
- Dependency on third-party delivery partners

Mitigations include:

- Clear assumptions and constraints documented at the outset
- Regular validation of findings with stakeholders
- Transparent documentation of recommendations and trade-offs

1.19 Service Management and Governance

Each engagement is managed using an agreed delivery plan and governance structure. This includes:

- Defined roles and responsibilities
- Quality assurance of deliverables
- Risk and issue management
- Continuous improvement informed by buyer feedback