



FB180
PHASE: DISCOVERY
OWNER: SOLUTION ENGINEERING

20-30

180



DISCOVERY

FB180: PHASE 20-30 DISCOVERY

Owner: Solution Engineering

1 VERSION CONTROL

1.1 DOCUMENT HISTORY

Version	Amendment Description	Date	Author
1.0	Initial overview version	19/06/2019	Hong Trinh

2 INDEX

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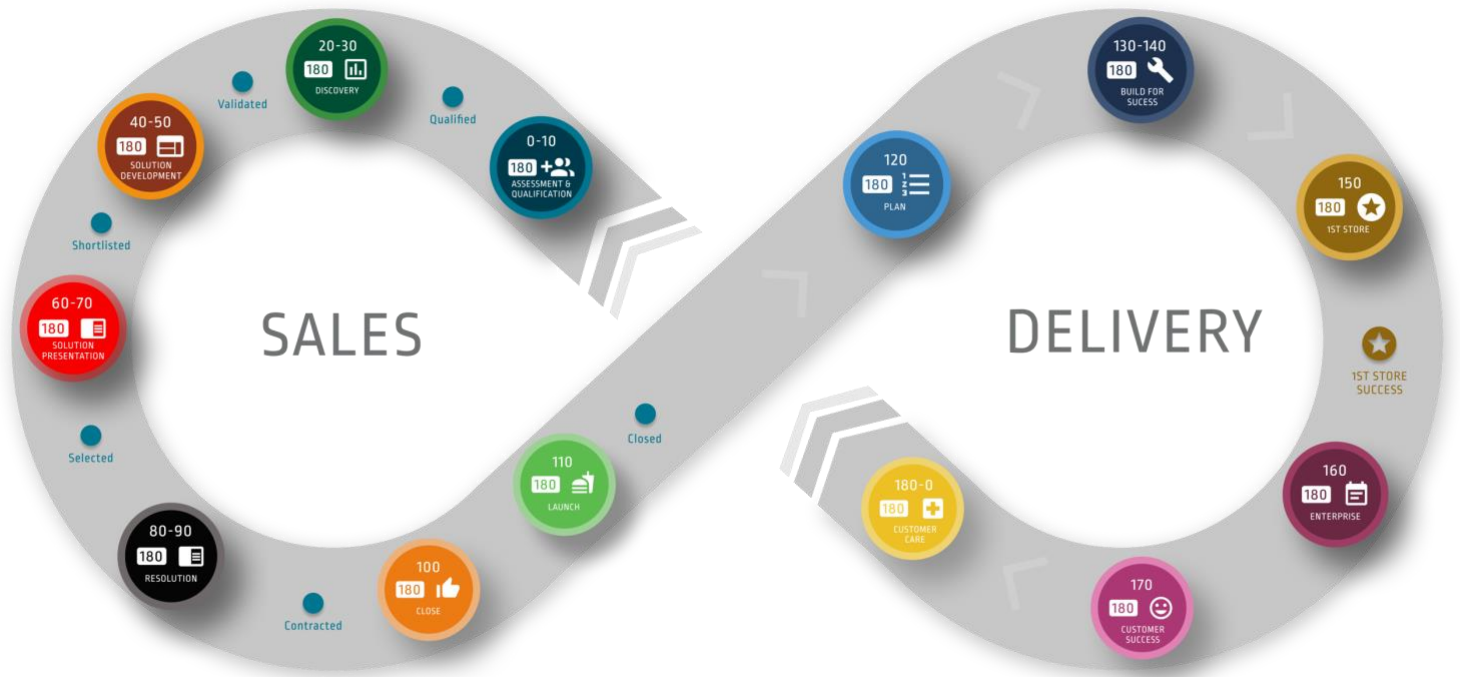
2.1 INTRODUCTION

Welcome to the Discovery Stage, which is Phase 20-30 of the Food & Beverage 180 portal. This phase concentrates on all the processes, steps and provides information to the relevant collateral required to deliver an optimal discovery session(s) within the engagement.

2.2 GLOSSARY OF TERMS

Acronym	Type	Definition
EMM	Resource	Enterprise Menu Management
RFx	Document	Request For x (Request for Information or Proposal)
ROI	Document	Return On Investment
SWOT	Framework	Strengths, Weaknesses, Opportunities, and Threats
SE	Resource	Solution Engineer
XLOB	Acronym	Cross (X) Line Of Business

2.3 FB180 INFINITY LOOP



3 PHASE 20 - DISCOVERY

3.1 APPLICABLE TIERS



3.3 ORACLE OBJECTIVES

- Engage customer to obtain details about problem, decision criteria, and time frame
- Qualification to progress

- Help Customer to evaluate and determine Oracle as the best vendor to help with their business problem

3.3 FBGBU OBJECTIVES

Add value to the sales experience by analysing and immersing themselves within customer operation and so that the we can thoroughly understand the business, the challenges, the opportunities and the drivers.

- Validate that the qualification is correct and this is a viable opportunity
- Identify the Key Stakeholders, Coaches, Anti-Sponsors and Sponsors
- Add value and removal of obstacles – real or perceived
- Engage with the FBGBU Discovery Methodology to improve quality of process through to Customer Success
- Provide a ‘foot-in-the-door’ at Discovery for Consulting Sales and EMM to articulate proposition
- Standardised business analysis outputs at this stage so that it can add value and benefit subsequent stages

3.4 PROCESS FLOW

Below describes the typical process flows including references to documents or actions that may need to be completed to support this phase:

- Research gathered from all available forms; digital channels (online/social media), on site visits, interviews or RFx documents if applicable
- SE (Solution and Consulting) review discovery materials and the Process Mapping complete
- Engage with Consulting Sales and EMM team
- Initiate the process to engage with the ROI Tool where applicable
- Account Plan Updated identifying all Red Flags, SWOT, Barriers to Win and a Strategic Plan
- Validate the qualification of the opportunity - Go / No Go Decision

3.5 PHASE SLAs & KPIs

- N/A but a FBGBU Discovery Output Pack (see checklist below) for each Tier for all engagements that are tracked/captured and made available internally for reference for each future step of 180 assurance model.

3.6 OUTPUT CHECKLIST

Below list's the key outputs as a checklist that would be required to be completed within this phase:

<input type="checkbox"/>	Discovery Output Pack to include:
	<ul style="list-style-type: none"> • Operational Process Flows • Functional GAPS Analysis • Non Functional Requirements (Infrastructure) • Integration Requirements (Interfaces & 3rd Party Applications) • Business Benefits and Value Propositions Outputs • ROI Tool where applicable (Tier 1&2 only)
<input type="checkbox"/>	Account Plan Updated identifying all Red Flags, SWOT, Barriers to Win and a Strategic Plan

3.7 USEFUL LINKS

Below list's the links to the application portal described in this phase as well as some useful links to knowledge based collateral that may help you:

- [Discovery leader guide: a training provider guide for teaching business discovery](#)

3.8 TRAINING

Some recommended training courses/training material that are available that will help you in this phase:

- Discovery Process Maps – TBC
- Restaurant Business Analysis Training
 - Lunch & Learn URL: https://otube.oracle.com/media/Restaurant+Business+Analysis-+Lunch+%26+Learn/0_nawj4oub
 - [PPTX for above](#)
- [ROI Process](#)
- [Requirements elicitation guide](#)
- [Inset Day Speaking Up Training](#)

4 PHASE 30 – ENTERPRISE DISCOVERY

4.1 APPLICABLE TIERS



(*Not applicable as standard - dependant on the prospect/customer which needs to be qualified)

4.2 ORACLE OBJECTIVES

- Continuous engagement with new or existing customers to obtain details about problem, decision criteria, and time frame
- Qualification to progress
- Help Customer to evaluate and determine Oracle as the best vendor and trusted advisor to help with their business strategy

4.3 FBGBU OBJECTIVES

To transform relationship. Engage with senior stakeholders within business and disconnect from active selling to positioning as trusted advisor.

By placing ourselves at this enterprise level we can fully understand our customer's capability and strategy therefore position ourselves to become a long term partner where our long term goals are strategically aligned.

- Enhance Business Intelligence
- Become aware of threats and challenges
- Position high level strategic direction for customer with Oracle FBGBU and Possible Wider Oracle Product Set
- Position high level Benefits and ROI Scenarios with customer
- Revise Account Plan and provide strong direction for migration whilst highlighting any challenges.

4.4 PROCESS FLOW

Below describes the typical process flows including references to documents or actions that may need to be completed to support this phase:

- Account Identified or Qualified for Enterprise Discovery

- Pre Discovery Tasks
- On Site Discovery & Review
- Enterprise Discovery Analysis
- Enterprise Discovery Playback
- Sales Plan Updated to Act on Strategic Recommendations

4.5 PHASE SLAs & KPIs

- 21 Days for analysis and playback
- Influence customer business strategy or feed into their roadmap

4.6 OUTPUT CHECKLIST

Below list's the key outputs as a checklist that would be required to be completed within this phase:

<input type="checkbox"/>	Enterprise Discovery Pack
<input type="checkbox"/>	Architecture Documentation
<input type="checkbox"/>	Payments Landscape
<input type="checkbox"/>	Value Propositions/Business Benefits as a part of a High-Level ROI Analysis

4.7 USEFUL LINKS

Below list's the links to the application portal described in this phase as well as some useful links to knowledge based collateral that may help you:

Search for public facing published business strategy / performance documents – see [Alsea](#) examples here

Internal XLOB Slack channels for insights

- [Agenda Examples](#)
- [Enterprise Discovery Process](#)
- [Enterprise Discovery Framework Template](#)

4.8 TRAINING

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- Restaurant Business Analysis Training



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- [Inset Day Speaking Up Training](#)