

Cloud Optimization Onboarding



Onboarding marks the initial phase of our collaborative optimization journey. It provides the most straightforward avenue for your team to begin receiving support. As our work together evolves and we delve deeper into understanding your unique requirements, a comprehensive assessment may be helpful to tailor our services to your organization's specific needs. It's important to recognize that onboarding is distinct from and does not substitute for a thorough assessment or the formal contracting phase for project initiatives.

As we embark on this process of mutual discovery, here's an overview of what you can anticipate:

Determine your Service Needs

As a first step, we will jointly determine the best mix of services to assist your organization. We've described below the various optimization services provided by Sierra-Cedar:

Functional and Technical Application Support for Oracle Cloud may include Break/Fix support and workaround support for Oracle Cloud Application functionality. Sierra-Cedar has also provided clients with ongoing training (new employee enablement or cross-training related to Oracle Cloud Applications) as part of this support offering. This support can also include what we call "New Service Introduction," with Sierra-Cedar providing support for configuration, development, testing, and deployment of new Oracle Cloud Application functions and features.

Project Work for your Oracle Cloud Applications could include the new development of reports or interfaces, implementation of new functionality, system configuration changes... basically, any "work" items estimated beyond the threshold hours of design, development, and testing effort. Generally, the threshold is 10 hours, but you have the control to set this threshold to meet your organization's budgetary needs. Project work can be as small as a new interface or as large as implementing modules you may own and haven't yet deployed.

Any work under these services requires written approval from you before Sierra-Cedar begins any project effort.

Quarterly Release Update Management—Oracle updates its Cloud Applications on a quarterly basis. Sierra-Cedar has found that some of our clients appreciate an extra assist when it comes to managing these automated updates.

Quarterly Release Update Management includes Sierra-Cedar evaluating configuration enhancements released as part of the most recent update. During this evaluation, Sierra-Cedar reviews Oracle Cloud Application release readiness notes and provides a Release Readiness Report that includes the contents of each update, recommended testing levels, and how those updates may impact your applications.

Service Needs

- Functional and Technical Application Support
- Project Work
- Quarterly Release Management Update (may include testing)

Schedule the Kickoff Meeting

The first step will be a kickoff meeting. Your team should plan to bring whoever will be the ultimate “manager” of requests for service in your organization, as well as the people assigned to be primary and secondary account administrators.

Sierra-Cedar will bring your primary sales contacts, our optimization practice leader, and the applicable subject matter experts to the conversation.

We will jointly discuss the following items during the Kickoff Meeting. After the meeting, your team can expect a Microsoft PowerPoint presentation to capture the details discussed.



What to expect from our services

Sierra-Cedar has provided Oracle Managed Services for more than 20 years and added Oracle Cloud Optimization Services to our offerings in 2018. The following are a few of the most common questions we hear:

After the initial kickoff, how often will we talk with the Sierra-Cedar support team?

Sierra-Cedar’s optimization team hosts weekly meetings with your team to discuss open Remedy tickets/issues. The frequency of these meetings can be ramped up or down according to your needs.

How are we billed?

Sierra-Cedar bills actuals as incurred on a time & materials basis.

Are there any other costs associated with the Sierra-Cedar Ad Hoc Optimization Services?

No, Sierra-Cedar does not have any hidden costs beyond the hourly rates for services rendered.

What is the governance process? How do I set guidelines and parameters for ticket requests?

Governance is a topic that is discussed initially during the onboarding process and relationship development. Our team will share leading practices we’ve seen enacted with other clients and any pitfalls to avoid. Together we will develop the appropriate governance structure and processes for your organization.

How do I find out the status of an open ticket?

Our clients have access to the Sierra-Cedar Remedy Ticketing System, which has up-to-date status, notes, and activities related to each request.

What are some leading practices we can adopt?

Sierra-Cedar encourages our clients to consider the following practices when engaging in optimization/as-needed support:

- Establish clear guidelines in your organization and with your employees for when an issue/request should be escalated to Sierra-Cedar for assistance.
- Establish a primary administrator and secondary administrators for submitting requests to Sierra-Cedar. This should be limited to a small group of individuals (primary plus one to two secondary administrators per application pillar.)
- Define thresholds for level of effort approvals. For example, anything estimated to take 10 hours or less is pre-approved. Anything estimated to be over 10 hours of effort requires primary administrator approval.
- Communicate early and often any scheduled business activities.



Still looking for more information?

Please contact us at contact@sierra-cedar.com | 866-827-3786 | www.sierra-cedar.com

