Implementation and Management Series
Oracle Customer Experience

The Implementation and Management video series helps you prepare for an implementation of Oracle Customer Experience (CX) applications and provides guidelines for effectively managing the deployment and ongoing use of the system. This no-cost series of videos is highly recommended if you are involved in planning and managing a project, or are a member of a project team. They will also be helpful to Oracle partners who offer implementation services, to help them to augment and align their approach and practices with Oracle’s recommendations.

“Well done presentation with good foundational principles for a successful implementation! I especially liked the bracketing of Small, Medium, and Large projects according to number of users, number of countries, and number of business units.”

TARGET AUDIENCE
- Implementer
- Application Administrator
- Business Administrator
- Project Manager
- Business Analyst

**Introduction to Implementation and Management Series**

This introduction to the Implementation and Management Series covers some general concepts to serve as a foundation for all the topics in the series, provides an overview of the implementation process, and will help you understand how to assess the scale of your project. Duration: 14.5 minutes
Organizing Your Project Team for Small Implementation Projects
This video covers the skills required to perform the tasks of implementing, as well as the roles you'll need on your project team. Duration: 11.5 minutes

Organizing Your Project Team for Medium-Sized Implementation Projects
This video covers the skills required to perform the tasks of implementing, as well as the roles you'll need on your project team if you have a medium-sized implementation project. Duration: 26 minutes

Organizing Your Project Team for Large Implementation Projects
This video covers the skills required to perform the tasks of implementing, as well as the roles you'll need on your project team if you have a large or extra-large implementation project. Duration: 28.5 minutes

Choosing an Implementation Service Provider
This video presents some of the factors to consider when evaluating your project needs and how to find a service provider that is a good fit for those needs. It also covers how to evaluate a service provider before deciding whether or not to engage them for your project. Duration: 20.5 minutes

Defining Your Project Scope
This video covers the things that affect the scope of your implementation, how your business goals drive your scope decisions, and how this will affect your project planning. It discusses how scope is influenced by several dimensions, including Business Processes, Product Functionality, Your Company Organization, and Technical Complexity. Duration: 20 minutes

Measuring Ongoing Business Contribution
This video presents the importance of establishing a clear program to monitor and measure the business contribution that you want to achieve by implementing Oracle Cloud CX applications. It covers best practices for defining your program, including advice about defining measures, collecting data, establishing targets, and charting your progress to give you valuable information that can help you refine the solution over time. Duration: 13 minutes

Feedback about this content?
Contact the Oracle CX Center of Excellence.