

# Housekeeping



The webinar will start shortly.



Live Q&A and Chat are enabled for the session.



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Survey option will be offered at the end of the session.



## Safe harbor statement

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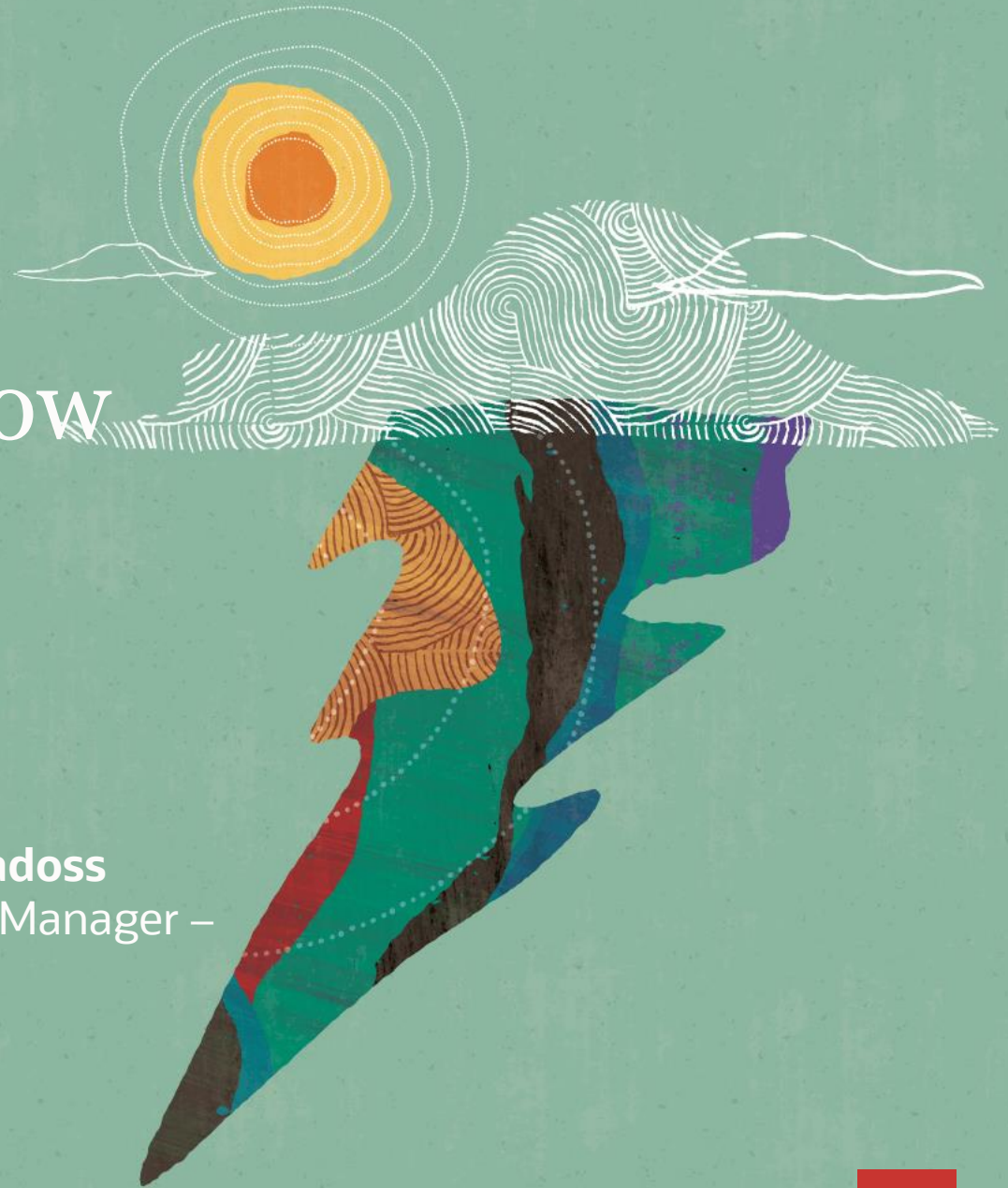
# Everything you need to know for a successful GoLive

Oracle Customer Success

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18<sup>th</sup> of May 2023





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# Agenda

1

Operational Readiness

2

Living in the Cloud: Roles and Responsibilities

3

Sustainment Plan and Adoption Strategy

4

Life in the Cloud after Go-Live

5

Resources



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# Operational Readiness

## Influencing Factors

- Cloud Policies Awareness
- Dependency on My Oracle Support for Cloud Support
- Number of distinct Cloud environments
- Various Cloud Release Updates and Patching cycles
- Various Cloud Service Entitlements
- Business Operations Key Events

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# Living in the Cloud: Roles and Responsibilities

Cloud customer production sustainment skillset and capabilities required



- Cloud Account Management (My Account)
- Cloud Service Management (My Services)
- Cloud Solution Management
- Helpdesk/Superuser
- Cloud Adoption Management
- Business Process Owner
- Cloud Infrastructure Management
- Security Management

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# Sustainment Plan and Adoption Strategy

## Transition and Go-Live Best Practices

- The user list has been created, and their roles assigned and approved
- Production environment configuration and validation
- List of open SRs have been prioritized and assigned for action by all parties
- P2T - Production to Test Cloning scheduled
- Post-production support plan and timeline been agreed

# Quarterly Updates and Quarterly Schedule

- New Features and Functionality released every quarter – **Quarterly Update**  
Development delivers new updates in Feb, May, Aug and Nov.
- Applied to your environments once a quarter – **Quarterly Schedule**
- Start using these enhancements at your own pace

<b>Quarterly Schedule</b>	<b>Update 22A</b>	<b>Update 22B</b>	<b>Update 22C</b>	<b>Update 22D</b>
<i>Feb-May-Aug-Nov</i>	Feb	May	Aug	Nov
<i>Mar-Jun-Sep-Dec</i>	Mar	Jun	Sep	Dec
<i>Apr-Jul-Oct-Jan</i>	Apr	Jul	Oct	Jan



# Putting Them Together

Reflect the Cloud Sustainment activities on an annual calendar and assigning roles

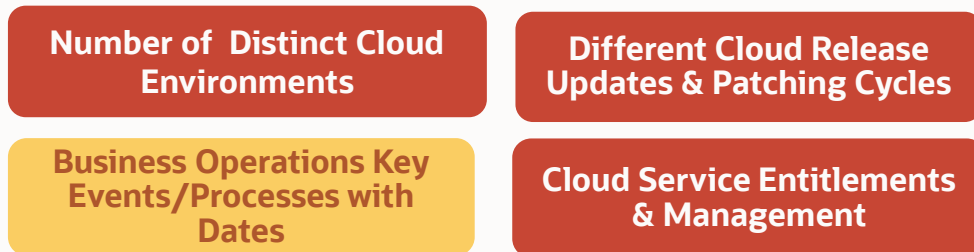
## Cloud Sustainment Roles and Responsibilities



## Annual Business Calendar



## Cloud Influencing Factors



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# Life in the Cloud after Go-Live

- Continue monitoring your environments and notifications
- Prepare for Quarterly Updates and plan for regression test
- Continuously monitor and assess system adoption and usage.
- Collect and analyze feedback from users and help desks logs and take corrective actions.
- System performance
- Request other optional service entitlements as needed
- Conduct ongoing knowledge transfer and training

**ONE DOES NOT SIMPLY**



**JUST HIT “GO LIVE”**

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# Key Resources for Ready Reference

- [Cloud Documentation](#) - Look for documentation, tutorials, or videos so you can learn more about Oracle Cloud Services
- [Customer Connect](#) - Community gathering place for members to interact and collaborate on common goals and objectives
- [Release Readiness](#) - Learn what's new in your service by reviewing expanded discussions of new features, including capability overviews, business benefits, setup considerations, and usage tip
- [Cloud Service Entitlements](#) - Technical services that can be requested for Apps Cloud
- [Customer Success Portal](#) - Expand your Oracle SaaS knowledge with an extensive knowledge base, useful tips
- [Launchpad](#) - Learning subscription
- [MOS](#) - One stop support solutions for Oracle Customer. Contains User Resource Center with various helpful documents

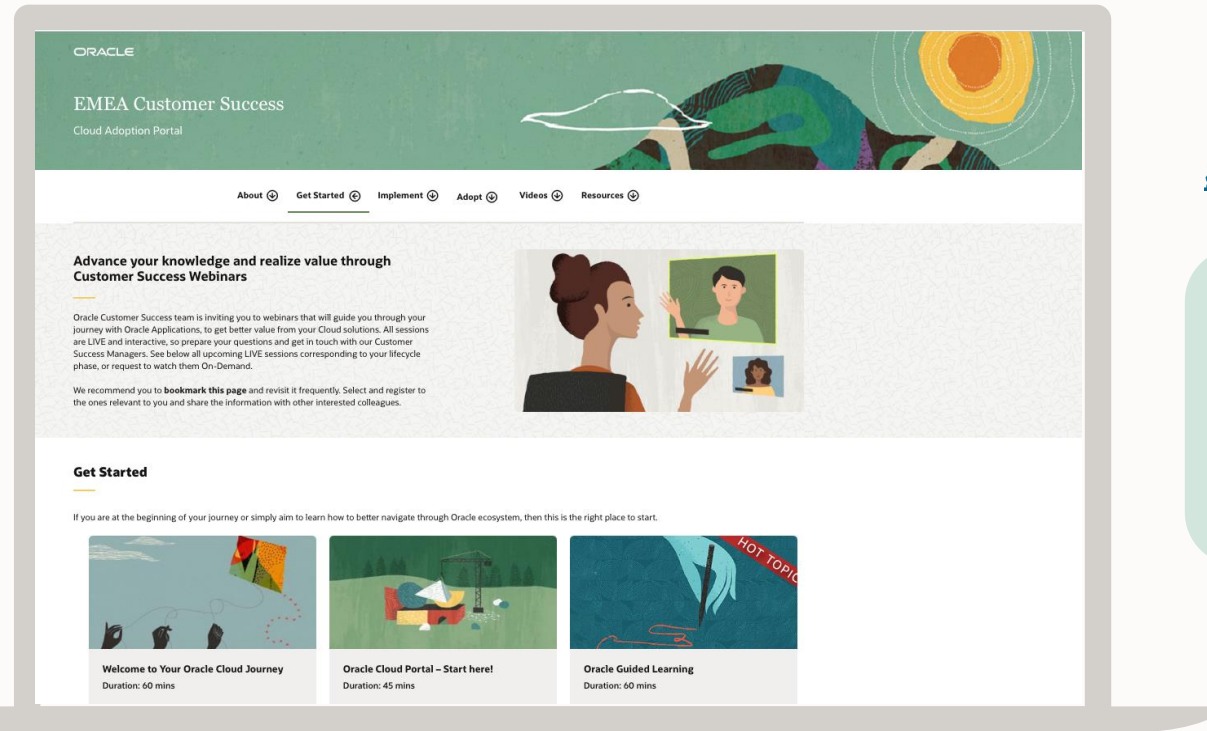
# Q&A



# What you learned today...

- ✓ Operational Readiness
- ✓ Roles and Responsibilities
- ✓ Sustainment Plan and Adoption Strategy
- ✓ Life in the Cloud after Go-Live
- ✓ Resources

# EMEA Customer Success – CLOUD ADOPTION PORTAL



[go.oracle.com/EMEACustomerSuccess](https://go.oracle.com/EMEACustomerSuccess)



Bookmark it & revisit frequently to find:

- all upcoming webinars available
- other valuable resources.



# Oracle Customer Success

Digital Services

About ↶

Onboarding ↵

Implement ↵

Adopt ↵

Videos

## Advance your knowledge and realize value through Cloud Adoption Portal

Oracle Customer Success team has put together extensive guided content, including: **Live events**, **On-Demand videos** and other **self-paced resources**

- Explore our **journey-based content** and **register** to all relevant upcoming Live webinars
- Navigate on the **Videos** tab to see all times past events, click on **Categories** and create a **custom video playlist**, based on your preferences.
- Explore our **Resources** section
- **Bookmark this page** and **share this Cloud Adoption Portal** with your team and revisit often



# For more insights...



We can schedule a dedicated, one to one session with you.



Send an email to [customersuccess-emea\\_ww@oracle.com](mailto:customersuccess-emea_ww@oracle.com), with your availability and the topics you wish to be addressed.





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Please submit the **Survey** that will pop up on your screen and provide any further feedback.



# Thank you

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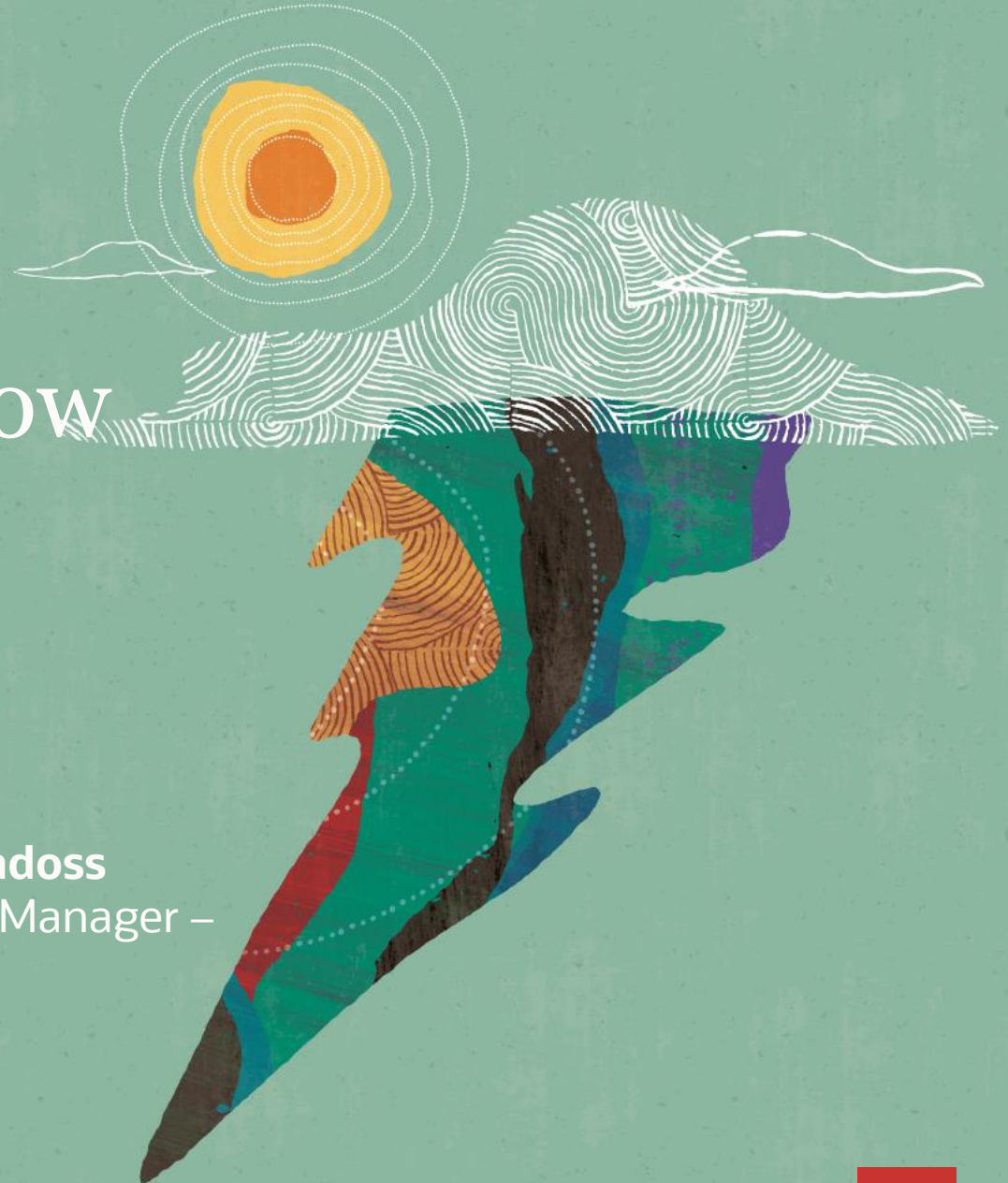
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