ciber®
An **HTC** Global Company

Straight A's Implementation Methodology

Modern business processes drive successful implementations

Higher education institutions can no longer focus on silos supported by specific applications. Ciber's Oracle clients are looking for a clear approach to cloud transition roadmaps and implementations, and cloud implementations require modern best practice business processes that evolve as organizational requirements change, when improvements can be made and new technologies can be leveraged.

Straight A's is a structured, iterative approach to Ciber's cloud centered processes divided into phases. Each phase builds upon the one that came before, delivering new functionality to meet organizational needs without the uncertainty associated with a more traditional "waterfall" approach. Data conversion occurs repeatedly during each phase, as does testing and knowledge transfer. When we activate the system, there are no surprises—only a smooth-running system and a workforce that knows how to use it.

Our methodology focuses on optimizing business processes to use the modern best practices functionality provided by the Oracle Cloud solutions. This approach results in implementations with significant process improvement and typically results in financial improvements through systems that meet business needs at a reduced cost for our Clients.
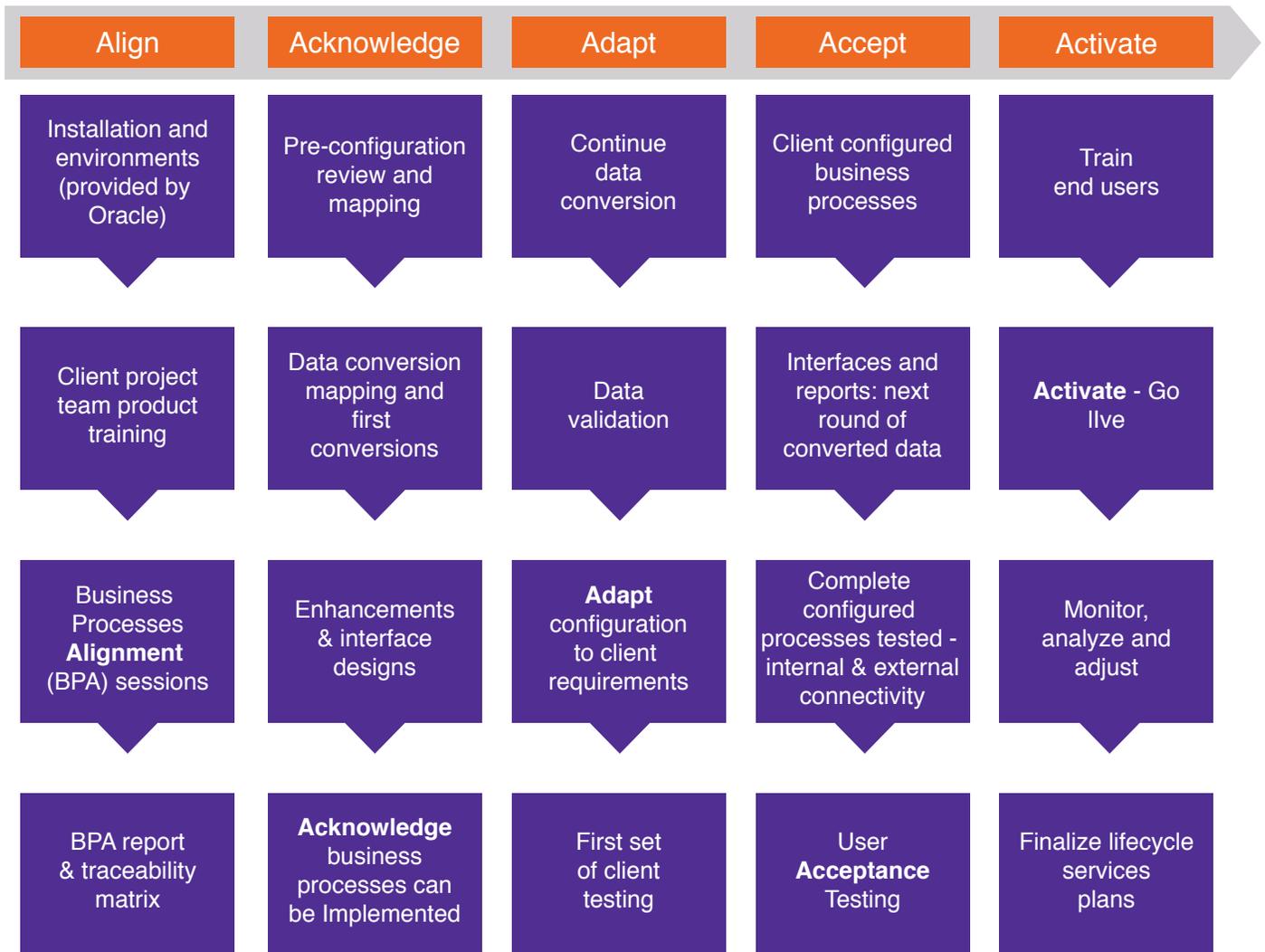
There are many benefits to this approach:

- Beginning with the first phase, the focus is on modern best practice business processes.
- Success with the phases is early and often, achieving positive momentum early in the project
- Each phase enables active user team participation in the project, learning the system with a "hands-on/ real-life" approach
- The first conversion of complex systems data begins with a sample pilot population, and with each phase the conversion scope increases incrementally expanding users' data validation—again changes presented in manageable increments

- Because the evolving system is thoroughly tested and evaluated repeatedly by user team members and end-users, our approach ensures that the users gain a thorough understanding of the cloud based business processes and uncovers any business, behavior changes, or reporting problems early

- At the end of each phase, a working and increasingly complete system emerges.

Ciber's Straight A's Implementation Methodology consists of five phases:

Align	Acknowledge	Adapt	Accept	Activate
Installation and environments (provided by Oracle)	Pre-configuration review and mapping	Continue data conversion	Client configured business processes	Train end users
Client project team product training	Data conversion mapping and first conversions	Data validation	Interfaces and reports: next round of converted data	**Activate** - Go lIve
Business Processes **Alignment** (BPA) sessions	Enhancements & interface designs	**Adapt** configuration to client requirements	Complete configured processes tested - internal & external connectivity	Monitor, analyze and adjust
BPA report & traceability matrix	**Acknowledge** business processes can be Implemented	First set of client testing	User **Acceptance** Testing	Finalize lifecycle services plans

ALIGN

The first phase focuses on alignment. Specifically, the activities in this phase seek to demonstrate the value in using the Modern Best Practice Business Processes incorporated in the Oracle Cloud applications. Ciber's consultants lead discussions on the Oracle Cloud enabled business processes. In traditional on premise implementations, this process would start with the "As Is" and then move to the "To Be" processes. But, in a Cloud implementation, the methodology is changed. We start with the Modern Best Practice Business Processes enabled by Oracle Cloud. Then, we identify changes in the existing behaviors needed in order to successfully implement the Cloud solution. So, instead of identifying customizations to adapt the software to the client, we identify change management items to adapt the Client behaviors to the Cloud model. Ciber's Team brings with it a set of Business Process diagrams that describes the future business flows to facilitate these discussions.

ACKNOWLEDGE

This phase focuses on the modern best practice business processes incorporated in Oracle Cloud applications in connection with client data. The first data conversion is attempted and is paired with the Oracle standard processes. A goal for this phase is the understanding of how the modern best practice business processes incorporated in Oracle Cloud applications can be used to transform the client's business practices.

ADAPT

This phase focuses on Client Configured Business Processes and Configured Processes Testing incorporated in the Oracle Cloud applications. To some extent, the application configuration can be adjusted to support Client specific business processes. An example being that approvals may follow a supervisor hierarchy or a role based hierarchy. These configured processes with the next round of converted data are used for this phase.

Cloud Compared to On Premise Implementations

Traditional implementations	Cloud deployments
More costly	Faster and cheaper to implement
Delivered over a longer period	Executive leadership enables organization to use delivered software
Long design phase — high business process redesign	Short implementation — 5 to 6 months per pillar typical
Long design phase widens scope	Agile approach to deployment — iterative/incremental/flexible
Increased customization lengthens implementation and increases price and risk	Short design phase — package enabled re-engineering
Limited client engagement until completion of initial configuration	Focused on limited core functionality
	Future phases focused on new functionality
	No customizations
	High client engagement at targeted time

ACCEPT

This phase focuses on connections, interfacing the Client Configured Business Processes incorporated in the Oracle Cloud applications to applications and entities outside of the Oracle Cloud environment, as well as testing of reports supporting the business processes. In this phase, the Team will use the configured processes with the next round of converted data and test connections (interfaces and reports). While the main focus for this phase is integration, the final result is acceptance. This phase contains the last set of testing to be done prior to activating the applications in a production environment. So, testing by a variety of end users is critical to ensure a successful activation.

ACTIVATE

This phase focuses on activating the business processes using the Oracle Cloud applications in production. The focus is the final application and user preparation for a successful Go Live event. When testing is done, training is complete, access is verified and the Go Live connection is made, users experience the new business processes from day 1. Some change management activities will still need to continue. But, the structured approach to putting cloud centered business processes in place achieves a high return on investment with minimal business interruption.

Benefit from Ciber's unique cloud process insight

Ciber understands you need support that goes beyond the implementation. Oracle maintains a single release strategy for all cloud customers which includes monthly mandatory patches. Oracle also provides two major software updates per year and new features for each release. Proper planning and testing of new releases is important for ongoing cloud software stability, and Ciber has the right managed service approach for your organization's needs.

With our mature best practices, extensive cloud-computing expertise, best-of-breed tools, skilled resources and proven delivery methodology, Ciber is the perfect partner to drive sustainable value for your organization. Plus, we also help you address security, compliance and privacy issues as you shift to the cloud. Trust Ciber to help you manage your cloud strategy road map now.

About Ciber

Founded in 1974, Ciber partners with organizations to develop technology strategies and solutions that deliver tangible business value. Ciber is an HTC Global Company. For more information, visit www.ciber.com.

ORACLE® Platinum Partner

www.htcinc.com
www.caretech.com
www.ciber.com