HOW TO: GOVERNANCE:
Design a Center of Excellence

Establish a center of excellence to better manage your Salesforce environment.

The Center of Excellence Accelerator will guide you through the process of establishing a center of excellence to better manage your Salesforce environment based on your current challenges.

What it can do for you

• Improve business/IT alignment
• Improve process effectiveness and efficiency
• Reduced release cycle time

How it works

A Certified Specialist will guide you through the process via three-four calls totaling 5 hours over 6 weeks.

Discovery

• Study and analyze your current governance framework
• Identify current challenges and business goals
• Agree on quantifiable success goals

Analysis

• Assess and map out existing roles and responsibilities
• Map out business process requirements

Outcomes

• Published center of excellence charter, membership list, and communicate plan across key stakeholders
• Identify skill gaps and associated plan of action
• Defined map of primary processes, core responsibilities, and launch plan
• 30-, 60-, and 90-day plan to implement the top processes to address your top challenges

ADDITIONAL INFORMATION

Premier or Signature
Time you will spend on this Accelerator: 5 hours

GOAL
Minimize operating costs.

INTENDED USER
You want to effectively govern your Salesforce solutions.

PREREQUISITES

• Must have Premier or Signature Success Plan
• Executive sponsor who will confirm business objectives and champion this initiative
• Committed cross-functional resources for Salesforce rollout and ongoing change management
• Top Salesforce challenges to be addressed by establishing the right framework

To schedule your 1-on-1 Accelerator, visit our Help Portal, or contact your account executive or success team today!