



Oracle West Coast Healthcare and Research Forum

ORACLE

Seattle Cancer Care Alliance, Seattle
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Steady State Support Panelists



Steady State Support Questions

Organization Structure

- Describe your organization's support structure.
- What system areas are you responsible for supporting?
- What is the size of support team vs. total employee count?

Steady State Support Questions

Production Support

- What tools/processes are in place to provide world-class support services to your customers?
- Have you developed/implemented a PUM/Selective Adoption strategy?
- What is the frequency of your 'upgrade' cycles?

Steady State Support Questions

Service Level

- How do your customers communicate requests for new features or functionality?
- How frequently do your customers interact with your support team?
- Do you publish Frequently Asked Questions for your customers to review?
- Are your customers involved in testing of new features / functions prior to deployment?

Steady State Support Questions

Tough Questions

- What mistakes have you made which other organizations should avoid?
- Do you have any planned changes in your support delivery?
- If you could nominate your company's support team for an Innovator Award, what would it be for?



Thank You.