

GOVERNANCE I SKYEN

Infor CloudSuite



HVEM ER VI?



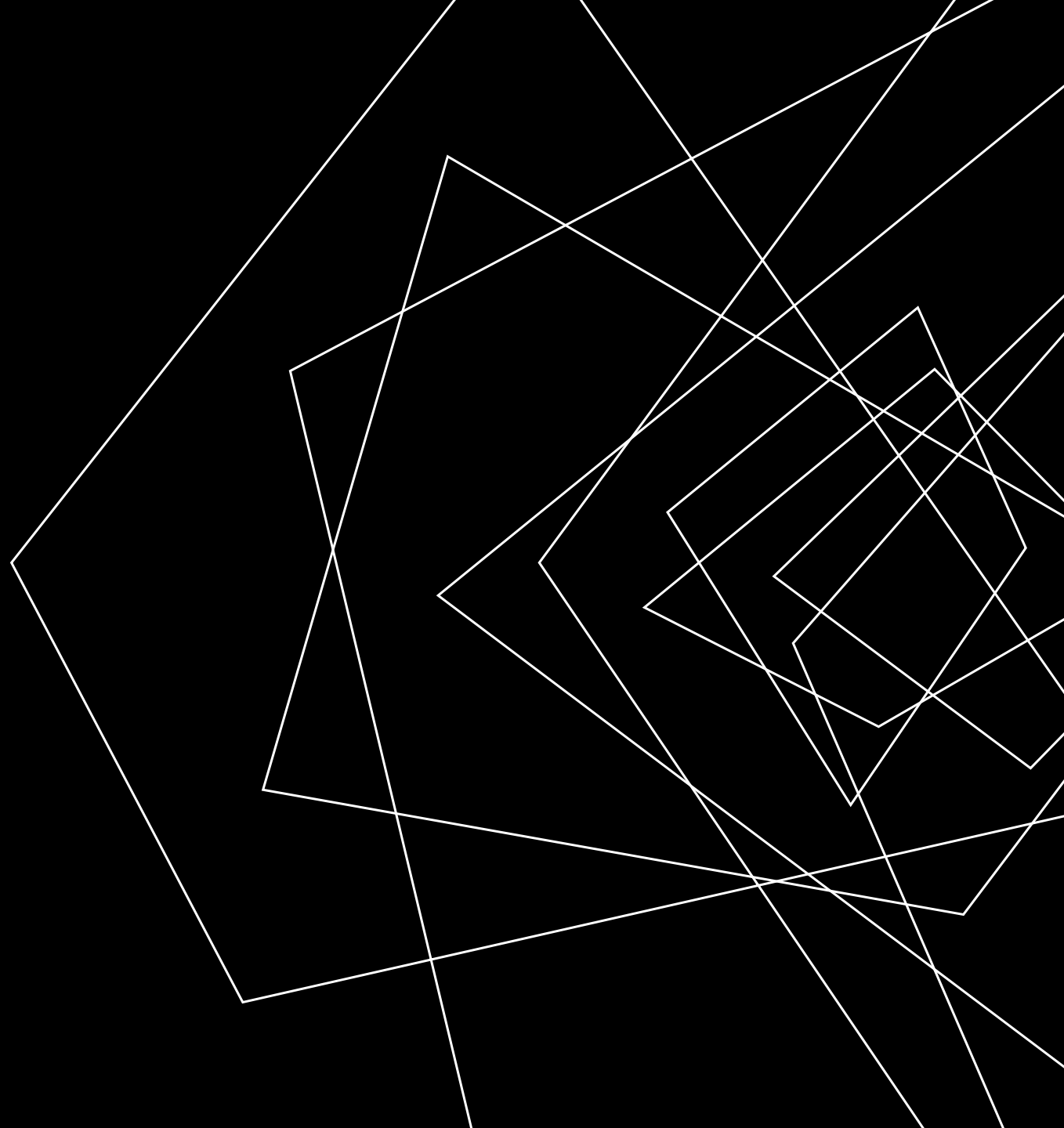
ØYVIND NILSEN
Customer Success Manager



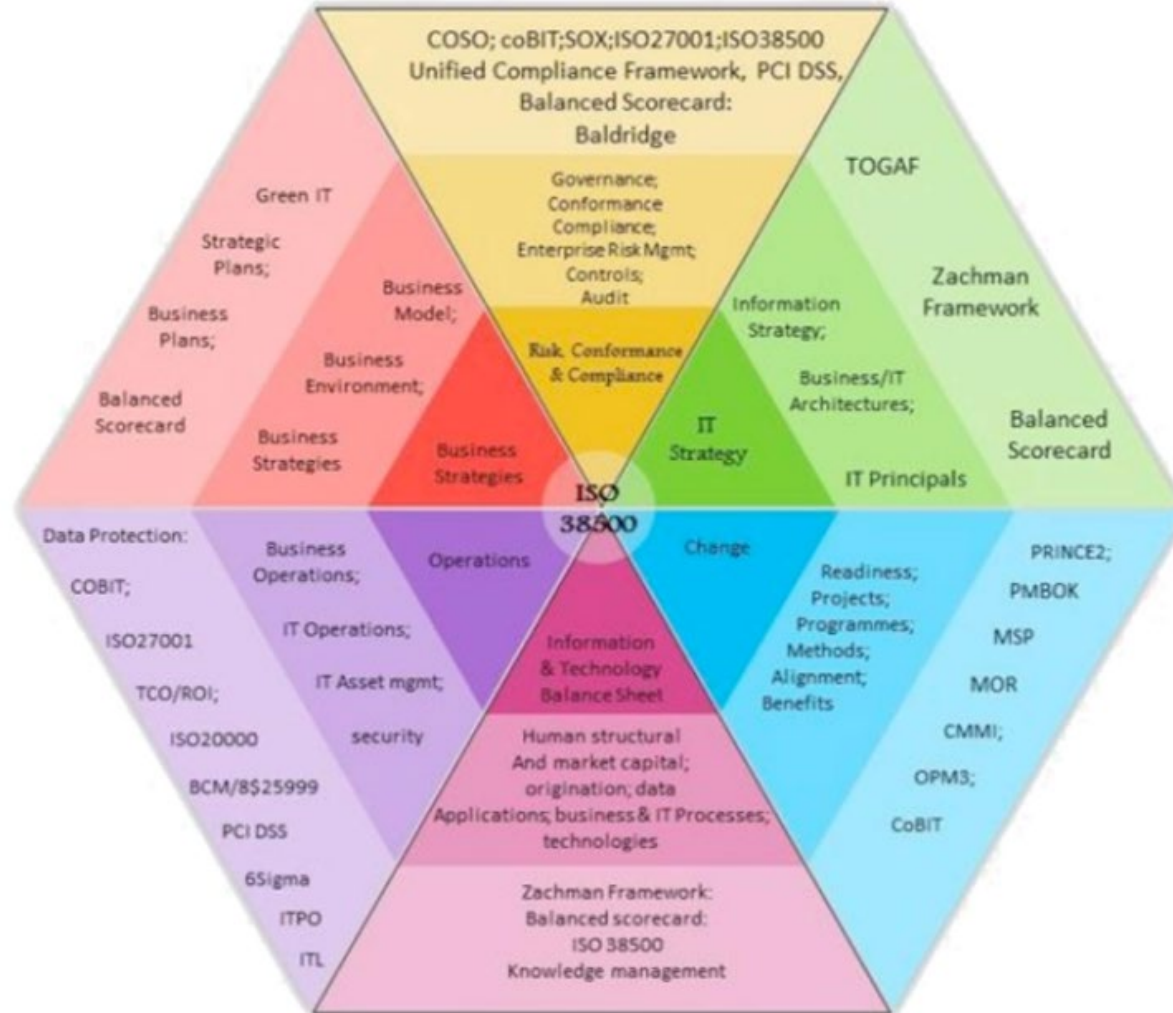
IRENE MYTHE KVIEN
IT Seniorkonsulent

AGENDA

1. Governance
2. Support
3. Eksempler
4. Prosjekt
5. Spørsmål



GOVERNANCE



GOVERNANCE

Governance kan oversettes med Styresett og betegner de rammer og funksjoner som må være på plass for at en organisasjon kan være operativ og under kontroll.

Vi har ulike roller som bør etableres for å ha god styring og disse samhandler på en definert måte slik at de ulike ansvarsområdene har klart definerte oppgaver

Prioritering er alltid :



GOVERNANCE - ROLLER

- Support
 - Teknisk support
 - Infrastruktur
 - System (M3)
 - Prosess support
 - Grunndata
 - Prosessflyt
- Prosess
 - **Endringshåndtering – Periodisk automatisk oppdatering**
 - Videreutvikling – ny funksjonalitet
- Informasjon
 - Klar og tydelig informasjon om system og endringer
 - IT språk – forretningspråk
 - Opplæring

Tilgang til systemet, utføre arbeid.

Hvordan utføre arbeid

Håndtere endring v.s stabil og sikker drift

Kommunikasjon og kunnskap



ROLLER

- Support
 - Intern support (Manual / hjelpedokument), Superbruker, Helpdesk (System for dette?)
 - Ekstern support – Concierge (Hvem kan opprette og administrere saker)?
 - Eskalering – Concierge
- Prosess
 - Interne prosesser (Utvikle / teste / implementere)
 - Funksjonelle endringer i produkt / oppdateringer
 - Roadmap / Release notes / Toggle on
- Informasjon
 - Ledelse !
 - Støtte / supportapparat – Superbrukere
 - Forretningen generelt
 - Sluttbrukere

CONCIERGE

Find Answers with Digital Assistant

[Launch Digital Assistant](#)


[+ Add New Incident](#)

Search



Q Category Search here... [Search Tips](#)

Open Incidents

Severity Status



My Open Incidents by Severity



Ranked highest in 3 out of 6 Use Cases

2022 Gartner® Critical Capabilities for CloudERP for Product-Centric Enterprises

[Read the report](#)

Welcome to Infor Concierge

Hello Irene Mythe Kvien!

KB Articles	Enhancements	Communities
How-To Videos	Usage Report	Important Documents

Resources

All Resources

Default Resources

- All Enhancements
- Benefits of Multi-tenant Cloud Customer ...
- Compatibility Matrix - Infor Lawson, HCM,...

Incidents

Digital Assistant

Open Closed

Rank

Notifications

All Updates

New

- KB Articles: SWB: The Alternate Material func... 1h
- KB Articles: OIS101/B1 - button text 1h
- KB Articles

SELF-SERVICE PORTAL


- Image Manager
- Service Status**
- URL Prefix
- Domains
- Tasks
- Documentation

1. Please reference the "Cloud Maintenance Calendar" widget for scheduled maintenance windows by product and the "What's New" widget for details concerning product releases and supplementary updates. Both widgets are available via <https://concierge.infor.com>.

✓ Production ✓ Training ✓ Test

✓ All products are operational.

Status of Production Environments

 Refresh

Product	Status
BIRST	✓ Operational
FactoryTrack	✓ Operational
Infor Localization Services	✓ Operational
M3 CE	✓ Operational
Platform - Infor OS (Data Fabric)	✓ Operational
Platform - Infor OS (Document Management)	✓ Operational
Platform - Infor OS (ION API)	✓ Operational
Platform - Infor OS (ION)	✓ Operational
Platform - Infor OS (Ming.le)	✓ Operational



STATUS PAGE

Tine SA

Notices:

1. Please reference the "Cloud Maintenance Calendar" widget for scheduled maintenance windows by product and the "V supplementary updates. Both widgets are available via <https://concierge.infor.com>.

Production Training Test

 **Infor CSP**
Active
Infor CSP

Source **Infor Provisioned**

All products are operational.

Status of Production Environments

 Refresh

Product	Status
BIRST	<input checked="" type="checkbox"/> Operational
FactoryTrack	<input checked="" type="checkbox"/> Operational
Infor Localization Services	<input checked="" type="checkbox"/> Operational
M3 CE	<input checked="" type="checkbox"/> Operational
Platform - Infor OS (Data Fabric)	<input checked="" type="checkbox"/> Operational
Platform - Infor OS (Document Management)	<input checked="" type="checkbox"/> Operational

CUSTOMER CENTRAL

The screenshot displays the 'Customer Central' interface. On the left is a dark sidebar for user Irene Kvien, with navigation options like Home, Profile, and Important Documents. The main content area has a blue header for 'Important Documents' and a sub-header with tabs for Overview, Release Highlights, Product Roadmaps, Lifecycle Policies, Customer Support, and General. The 'Release Highlights' section features a grid of document cards, each with a title, product name, date, and a 'My Product' button. A 'Show More' link is located at the bottom right of this section. Below it is the 'Product Roadmaps' section, also with a grid of document cards.

Important Documents

Overview Release Highlights Product Roadmaps Lifecycle Policies Customer Support General

Release Highlights

InforOS Release Highlights.pdf Infor OS (Operating Service) Dec 8, 2022 My Product	PLM for Process Release Highlights.pdf PLM for Process Dec 15, 2022 My Product	CloudSuite Food and Beverage Release Highlights.pdf CloudSuite Food and Beverage Nov 29, 2022 My Product
LN Cloud Release Highlights.pdf LN ERP Nov 28, 2022 My Product	Birst Release Highlights.pdf Birst May 26, 2022 My Product	FactoryTrackforCSI Release Highlights.pdf Bridgelogix May 18, 2022 My Product

[Show More](#)

Product Roadmaps







infor_OS.pdf Infor OS (Operating Service) Sep 1, 2022 My Product	dEPM Roadmap.pdf dEPM - Infor BI Jul 31, 2022 My Product	CloudSuite Food and Beverage Roadmap.pdf CloudSuite Food and Beverage Jul 12, 2022 My Product
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KB ARTICLES

Published KB

KB 2053750

Multi-Tenant Release Deployment Calendar - Production Environment, Europe, Frankfurt

 |  Attachments (0) |  Linked KBs (1) |  Signed Up |  Add to Favorites | |  Email KB

Description:

Europe, Frankfurt Multi-Tenant Release Deployment Calendar - Production Environment, November 2022 - December 2023

Note: Maintenance updates are completed in the regional production server farm and are made available to all tenants of the applicable environment, including what is relevant for each customer's producti

Below is the list of products that may have a release scheduled to be included in the monthly maintenance window for this region along with an indication of release sched

E-POST

Infor Support

Infor Community

System Notification

KB Notification

Regler > Flytt alltid meldinger fra: Infor Community

Lag regel...

Behandle regler og varsler...

Regler og varsler

Regler for e-post Administrer varsler

Ny regel... Endre regel... Kopier... Slett | Kjør regler nå... Alternativer

Regel (brukes i den rekkefølgen som vises)	Handlinger
<input checked="" type="checkbox"/> noreply_infor-support@infor.com	[Flytt] [Slett]

Regelbeskrivelse (klikk en understreket verdi for å redigere):

Bruk denne regelen når meldingen er mottatt fra noreply_infor-support@infor.com og med Infor KB Notification i emnet flytt den til mappen KB Notification og stopp regelbehandling

BLOG

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COMMUNITIES

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 Search 16    

HOME COMMUNITIES NEWS EVENTS HELP LEADERBOARDS

 Infor OS - ION & Data Fabric > ION Workflow More + New

How to upload a document from shared folder into IDM using ION and ION API in on-premise M3 Env

 • **Jagannath** 8 days ago

Hi,

I have a shared folder on server.

And requirement is to upload all document falling in shared folder to IDM using ION , IONAPI (calling IDM APIs).

I have On-premise version of M3.

Not Answered

 [I have this question too.](#)

3 replies

1372 subscribers

25 views

2 members are here

Mute

More

Related

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Welcome to Infor Campus!

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Product



CloudSuite



Technologies



Release Training



Customer Success Series

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Infor Technology

@InforTechnologyPlatform

4,88k abonnenter

START

VIDEOER

SHORTS-VIDEOER

DIREKTE

SPILLELISTER

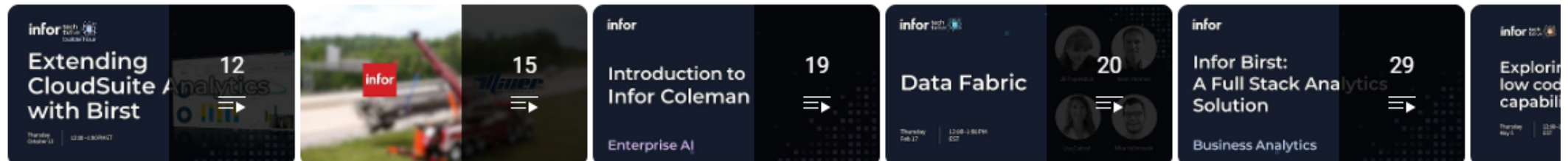
FELLESSKAP

KANALER

INFO



Flere spillelister



DOCUMENTATION CENTRAL



Documentation Central

Products

Cloud

Technology



Guiding you to success, wherever you are

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Infor CloudSuite™ [▼](#)

Asset Management [▼](#)

Customer Experience Suite

ERP & Finance [▼](#)

Fashion & Retail [▼](#)

Hospitality

OVERVIEW

Release: Second Saturday each month from 22:00.

Releaseinfo: First Thursday each month.

Removal of functionality or toggles are announced well in advance and can only happen April/October

Service status: [CloudSuite Status Page](#)

Self service portal: [Infor Cloudsuite Self-Service Portal](#)

Concierge: [Infor Concierge](#)

M3 release notes (AWS): [Docs Infor - M3 release notes](#)

Infor OS release notes (AWS): [Docs Infor - Infor OS release notes](#)

PLM for Process - User Group (monthly meetings): [Infor PLM for Process \(Optiva\)](#)

OVERVIEW

Infor Technology on YouTube: [Infor Technology Platform](#)

LinkedIn: [Infor LinkedIn](#)

Documentation Central: [Docs Infor](#)

Infor Tech Blog: [Tech Blog](#)



YouTube



Documentation



Training



Technology
blog



User
community



SUBSCRIBE

KB [1956330](#) - Infor M3 CloudSuites - Release Information Overview (AWS)

KB [2266129](#) - Managing Monthly Releases within M3 CloudEdition

KB [2053402](#) - Multi-Tenant Release Deployment Calendar

KB [2053750](#) - Multi-Tenant Release Deployment Calendar - Production Environment, Europe, Frankfurt

KB [1952072](#) - Infor M3 - Cloud Updates (AWS)

KB [2065737](#) - Infor M3 - Early Announcement (AWS)

KB [2038003](#) - Infor M3 - Critical Notifications and Warnings (AWS)

KB [2203982](#) - Supplementary Updates for Infor M3 CE

KB [2105703](#) - Infor OS Cloud Updates

KB [2203760](#) - Supplementary Updates for Infor OS Cloud

KB [2100152](#) - PLM for Process Cloud Updates

KB [2246689](#) - Infor Process Intelligence Cloud Updates

KB [2246735](#) - Supplementary Updates for Infor Process Intelligence

KB [2151963](#) - Infor Monthly Cloud Automated Tests Results

PROSJEKT

- Gjennom en normal prosjektgjennomføring er det god praksis å :
 - Gjennomføre onboarding for nøkkelpersonell
 - Trene på å holde seg oppdatert i forhold til maintenance
 - Trene på toggle on / off
 - Bruke supportapparatet.
- Go live readiness – IPM 135B stiller en del fornuftige spørsmål før en går live –
 - Om disse er klar er mye gjort 😊

PROSJEKT

Area – Operational Readiness

Verify the Customer's standard operational procedures have been defined, documented, audited, and put in place, and Service Level Agreements are understood.

Verify that a Go-Live rollback plan is in place and that the detailed cutover plan includes multiple checkpoints to enable a rollback to be activated, should the need arise.

Verify the Customers operational, IT, support staff, ambassador (super) users, and help desk are trained and available to deploy and support/maintain the system, and that support procedures have been documented.

Verify escalation contacts for both functional and technical issues have been identified and that escalation procedures have been documented and put into place.

Verify reporting, customizations (if Single Tenant), and product extensibility development requirements are understood and tested, and delivery process has been put in place.

Verify Business Continuity has been planned, tested, and in place.



INFOTEAM

— JOBB SMARTERE

[HTTPS://FORUM.INFOTEAM.NO/DISCUSSIONS](https://forum.infoteam.no/discussions)