**IT 482 Project Two: Operations Plan**

**IT-482 Ops/Systems Planning**

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**Intelligent Computer Services (ICS) - IT Operations Plan for Oracle HCM Cloud (Project One)**

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**1. Introduction**

This document outlines the Information Technology (IT) Operations Plan for the global release and ongoing support of the Oracle Human Capital Management (HCM) Cloud solution, internally known as Project One. This plan has been developed by the Service Acceptance Team in collaboration with key stakeholders and aims to ensure the stable, secure, and efficient operation of the new HCM processes and cloud solution, aligning with Intelligent Computer Services' (ICS) strategic objectives and mission. (Munsey, 2025).

**2. Strategic Plan and Mission Alignment**

Intelligent Computer Services (ICS) operates as a global technology innovator and implementer of Artificial Intelligence (AI) solutions, with a strong specialization in the finance and retail industries. Its mission is to deliver first-class client services through cutting-edge technology and a highly skilled global workforce. The strategic plan, evidenced by the significant investment in migrating critical technology infrastructure to the cloud, aims to:

* **Leverage advanced technologies:** Embracing native cloud services, SaaS, IaaS, and multi-cloud strategies to enhance agility, scalability, and innovation.
* **Drive efficiency and growth:** Optimizing IT infrastructure to support the company's substantial revenue increase and double-digit profits.
* **Focus on core competencies:** By migrating non-core infrastructure to the cloud, ICS can concentrate its resources and expertise on its core AI innovation and implementation capabilities.
* **Enable global collaboration and service delivery:** A modern, cloud-based HCM solution is crucial for managing ICS's vast global workforce of over 150,000 employees across 120 countries, ensuring seamless human capital management and talent development initiatives vital for continuous delivery of first-class client services.

This IT Operations Plan for Oracle HCM Cloud directly supports these strategic planning efforts by:

* **Facilitating the successful deployment of a key strategic initiative:** This operation plan is a critical component of the broader cloud migration strategy, specifically addressing the human capital transformation.
* **Ensuring the operational stability and reliability of a core business solution:** A robust operations plan minimizes disruptions to HCM processes, which are essential for managing ICS's most valuable asset – its people.
* **Supporting human capital and talent development initiatives:** A well-maintained HCM cloud solution provides the necessary platform for these initiatives, contributing directly to the continuous delivery of first-class client services by empowering and developing ICS's workforce.
* **Providing a scalable and adaptable platform:** The cloud-based nature of Oracle HCM, supported by this operations plan, allows for future growth and adaptation to the evolving needs of ICS's global operations.

**3. Business Continuity**

Business continuity is the capability of an organization to continue delivering products or services at acceptable predefined levels following a disruptive incident (What is business continuity?, n.d.). To ensure the protection of personnel and assets and the ability to function quickly in the event of service interruptions for the Oracle HCM Cloud solution, ICS will implement the following tactics:

* **Cloud Provider Resilience:** Leverage the inherent high availability and disaster recovery capabilities of Oracle HCM Cloud. This includes geographically distributed data centers and built-in redundancy to minimize downtime. ICS will regularly review Oracle's service status and disaster recovery plans.
* **Regular Service Maintenance and Testing:** While the underlying infrastructure is managed by Oracle, ICS will establish a schedule for periodic review and testing of its internal processes related to accessing and utilizing the HCM cloud service. This will include simulated access failures and data retrieval exercises (where applicable within the SaaS model) to ensure user readiness and data integrity in potential disruption scenarios.
* **Employee Training and Awareness:** Develop and implement comprehensive training programs for all users of the Oracle HCM Cloud solution, focusing on accessing the system through alternative methods (if available), reporting issues, and understanding their roles in maintaining data integrity during disruptions.
* **Communication Plan for Disruptive Events:** A multi-channel communication plan will be developed to inform ICS employees globally about any disruptions to the Oracle HCM Cloud service. This plan will include:
  + **Designated Communication Channels:** Utilizing email, internal communication platforms (e.g., intranet, collaboration tools), and potentially SMS alerts for critical updates.
  + **Roles and Responsibilities:** Clearly defining who is responsible for communicating information during an outage.
  + **Information Content:** Pre-approved templates for communicating the nature of the disruption, estimated time to resolution, and any temporary workarounds or alternative procedures.
  + **Escalation Procedures:** Outlining the process for escalating communication if the disruption persists or impacts critical business functions.
  + **Data Backup and Recovery Strategy (ICS Data):** While Oracle manages the application and underlying infrastructure, ICS will define its own strategy for backing up and recovering any critical data extracts or integrations that ICS manages outside of the core Oracle HCM Cloud environment. This will involve scheduled backups to secure, geographically diverse locations and regular testing of the recovery process.

**4. Vendor Management**

A strategic approach to overseeing third-party vendors to guarantee the timely and quality delivery of purchased goods and services is essential to our business operations (Ramos, 2021). Engaging effectively with Oracle, as the primary vendor for the HCM Cloud solution, is crucial. ICS will implement the following vendor management process:

* **Due Diligence and Contract Review:** Prior to and throughout the engagement, ICS will conduct thorough due diligence to assess Oracle's security posture, compliance certifications, and financial stability. The contract will be carefully reviewed to ensure clear service level expectations, data ownership, security responsibilities, and termination clauses.
* **Centralized Contract and Documentation Management:** A central repository will be established to store all vendor-related information, including contracts, SLAs, NDAs, performance reports, and communication logs. This system will facilitate easy access, tracking, and reporting.
* **Regular Performance Monitoring and Review:** ICS will actively monitor Oracle's performance against the agreed-upon SLAs (as defined in Section 5). This will involve reviewing performance reports provided by Oracle and potentially conducting independent assessments. Regular meetings will be held with Oracle to discuss performance, address any issues, and ensure alignment.
* **Risk Management for Vendor Relationships:** ICS will identify and assess potential risks associated with the Oracle relationship, such as data security breaches, service outages, and vendor lock-in. Mitigation strategies will be developed and documented, including contingency plans and potential alternative solutions.
* **Issue Escalation and Resolution Process:** A clear process will be established for escalating and resolving any performance issues or disputes with Oracle. This will include defined contact points, escalation paths, and expected response times.
* **Vendor Relationship Management:** ICS will foster a collaborative relationship with Oracle, focusing on open communication, mutual understanding of needs, and continuous improvement. Regular strategic reviews will be conducted to ensure the partnership remains beneficial.
* **Exit Strategy Planning:** While aiming for a long-term partnership, ICS will develop a high-level exit strategy outlining the steps required to transition away from Oracle if necessary. This will include data migration plans and identifying potential alternative solutions.

**5. Compliance and Standards**

ICS, as a global organization operating in numerous countries, must adhere to a complex landscape of legal compliance and industry standards. The implementation and operation of the Oracle HCM Cloud solution will be guided by the following considerations:

* **Data Privacy Regulations:** Compliance with global data privacy laws such as GDPR (for its European operations and data of EU citizens), CCPA/CPRA (for California residents), and other relevant local regulations is paramount. This will involve:
  + **Data Residency and Localization:** Understanding and adhering to Oracle's data residency options and ensuring data is stored and processed in accordance with legal requirements.
  + **Data Minimization and Purpose Limitation:** Configuring the Oracle HCM Cloud solution to collect and process only the necessary personal data for legitimate business purposes.
  + **Security Measures:** Implementing appropriate technical and organizational security measures within ICS's control to protect personal data, in accordance with legal requirements and best practices. This includes access controls, encryption (where applicable for ICS-managed data), and audit trails.
  + **Data Subject Rights:** Establishing processes within the Oracle HCM Cloud environment to facilitate the exercise of data subject rights, such as access, rectification, and erasure, as required by law.
* **Industry Standards:** ICS will adhere to relevant industry standards, such as ISO 27001 for information security management, where applicable to its operations and data management practices related to the HCM cloud solution.
* **Security Policies and Procedures:** ICS's internal security policies and procedures will be updated to specifically address the use of the Oracle HCM Cloud solution, including guidelines for user access, password management, data handling, and incident reporting.
* **Regular Audits and Assessments:** Periodic internal and potentially external audits will be conducted to ensure ongoing compliance with relevant regulations and standards related to the HCM cloud environment.
* **Legal and Regulatory Monitoring:** ICS's legal and compliance teams will continuously monitor changes in applicable laws and regulations and update policies and procedures accordingly.

**6. SLAs and NDAs**

A documented agreement between a service provider and a customer that identifies the services being provided, the expected performance standards, and the responsibilities of each party is a necessary part of setting industry standards (What is SLA? - Service Level Agreement Explained - AWS, n.d.). Beyond this, a legally binding contract that prevents the accidental release of a company’s proprietary information will protect our company interests going forward (Twin, 2024). Our Service Level Agreements (SLAs) and Non-Disclosure Agreements (NDAs) will significantly impact IT operations and systems planning for the Oracle HCM Cloud solution:

* **Impact of SLAs:** The SLA with Oracle will define the expected levels of service for the HCM Cloud platform, including:
  + **Uptime and Availability:** Specifying the guaranteed percentage of time the service will be operational. Failure to meet these targets can result in service credits or other remedies as outlined in the contract. IT operations planning must account for potential downtime and have processes in place to communicate and manage such events.
  + **Response Times:** Defining the timeframes within which Oracle must respond to support requests. This will influence ICS's internal support workflows and escalation procedures.
  + **Resolution Times:** Specifying the targets for resolving incidents and service requests. This will impact the overall efficiency of HCM processes and the need for internal workarounds.
  + **Performance Metrics:** Including key performance indicators related to the speed and efficiency of the HCM system. IT operations will need to monitor these metrics (where ICS has visibility) to ensure Oracle is meeting its obligations.
  + **Change Management and Maintenance Windows:** The SLA will likely outline the processes for planned maintenance and upgrades, which IT operations will need to communicate to users and plan around to minimize disruption.
* **Impact of NDAs:** The NDA with Oracle protects ICS's confidential information shared during the implementation and ongoing operation of the HCM Cloud solution, as well as Oracle's proprietary information. This impacts IT operations and systems planning by:
  + **Restricting Information Sharing:** ICS personnel involved in managing and supporting the Oracle HCM Cloud solution must adhere to the terms of the NDA, limiting the sharing of sensitive information with unauthorized parties.
  + **Governing Security Practices:** The NDA may include specific security requirements and obligations that ICS must implement to protect Oracle's intellectual property and the confidentiality of the HCM environment.
  + **Influencing Support Procedures:** The NDA may dictate how technical support interactions are handled and what information can be shared during troubleshooting.
  + **Impacting Documentation and Training Materials:** The NDA may restrict the content and distribution of internal documentation and training materials related to the Oracle HCM Cloud solution.

**Conclusion**

This IT Operations Plan provides a framework for the successful deployment and ongoing management of the Oracle HCM Cloud solution at Intelligent Computer Services. By aligning with the organization's strategic goals, implementing robust business continuity measures, establishing a clear vendor management process, adhering to compliance and standards, and understanding the impact of SLAs and NDAs, ICS can ensure the stable, secure, and efficient operation of this critical business system, ultimately supporting its global workforce and the delivery of first-class client services. This plan will be reviewed and updated at least annually and as needed based on changes in the business environment and the performance of the Oracle HCM Cloud solution.

**Resources**

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