Mini mock scenario – Packt Modern Furniture

This scenario is part of the book *Becoming a Salesforce Certified Technical Architect*. The scenario, its proposed solution, artifacts, and several elements of the presentation pitch can be found in the book. You can get your copy from Amazon at `https://www.amazon.com/Becoming-Salesforce-Certified-Technical-Architect/dp/1800568754/ref=sr_1_1?crid=D5L23IKSKZ6M&dchild=1&keywords=becoming+a+salesforce+certified+technical+architect&qid=1624804105&sprefix=becoming+a+salesforce%2Caps%2C217&sr=8-1`.

Timing

The following list contains the suggested timing for this scenario:

- **Preparation**: 75 minutes
- **Presentation**: 20 minutes
- **QA**: 20 minutes

You can increase or reduce the suggested timing to place yourself under looser or stricter exam conditions as required.

The scenario

Packt Modern Furniture (**PMF**) is a large furniture retailer operating in the United States. It has been using Salesforce Sales Cloud and Service Cloud for about 5 years. You, as their trusted consultant, have been asked to review their environments, particularly the release process. They are open to suggestions and would like to become more agile and respond to market demands more quickly.

During the last 4 years, their release strategy utilized **Visual Studio Code** (**VSC**) as an IDE and a tool to deploy metadata between their different sandboxes and their production environment. From time to time, they also used **Change Sets**, although developers favor VSC.

Current situation

PMF's current situation is as follows:

- They are mainly organized into two teams. The Sales Cloud team releases a new version of their solution every month, while the Service Cloud team does that every 3 months.

- Half of each team is made up of code developers while the other half are either administrators or point-and-click developers.

- Currently, each developer (code or point-and-click) is using their own sandbox.

- A senior executive in PMF is a strong supporter of innovation, and he often needs a separate development environment to be created for his team to carry out different initiatives.

PMF investigated their issues internally and defined a set of requirements.

Requirements

PMF has been struggling with a multitude of topics recently. Some of them can be traced back to their governance model and release strategy. They shared the following requirements:

- In general, an auditable record of the functionalities released in each version is lacking.

- Both development teams reported challenges during deployment, such as an inability to predict the result. On many occasions, a functionality would work fine in the sandbox but fail to be deployed.

- The current process is creating several conflicts between the two development teams. On many occasions, they have overwritten each other's work.

- The reported number of bugs in **Production** is high, especially following deployments, and this figure appears to be on the rise.

- The QA team is overwhelmed with tasks. They can't keep up with developments and are consistently leaking untested bugs. The QA reported that 90% of their test scripts are manual.

- The last deployment took more than 5 hours. The actual deployment time was estimated to be less than 30 minutes. The delay was traced back to the significant number of failures experienced before managing to deploy successfully.

- Currently, there have been a lot of challenges to the existing environment setup. The teams are unsure if they should continue using a developer sandbox for each developer or have each team share a single sandbox.

PMF is looking for your help to re-architect their current strategy to allow them to be more agile and responsive to their business needs.

This concludes the hypothetical scenario. Ensure that you have gone through all the pages and requirements of your actual hypothetical scenario before proceeding further.