

DevOps Center FAQ

Forward Looking Statement: Please note that we are sharing forward-looking information below, and this information is subject to change. Please remember to make all purchasing and investment decisions based on product that is currently generally available.

PRODUCT BASICS

- What is DevOps Center?
 - DevOps Center is a new Salesforce product, [announced in June 2020](#), that will provide a full end-to-end experience allowing teams of declarative developers, admins, and programmatic developers to work together to build and deliver software applications using modern best practices around Change and Release Management and DevOps. DevOps Center is a UI-based application that will allow you to manage environments, easily track changes and work to be done, seamlessly integrate with source control systems, and manage deployments through an easy-to-use click-based interface.

◦

Introducing DevOps Center

Modern change & release management for everyone

Track changes with a modern UI

View, manage, and track changes as development happens

Seamlessly integrate with version control

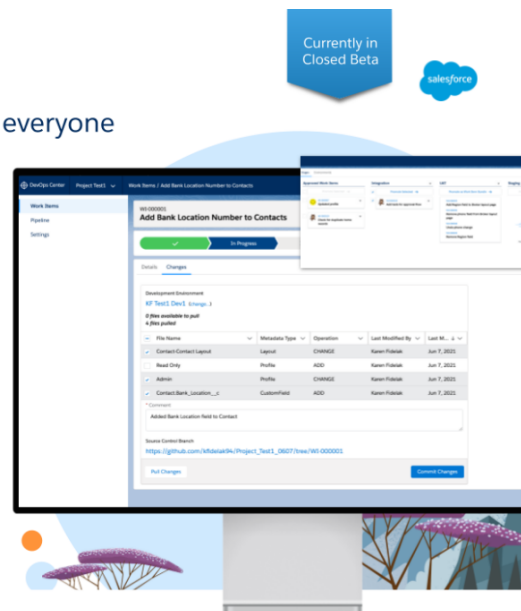
Collaborate with team members and orchestrate changes between source control branches, and orgs

Move changes across environments with clicks

Migrate changes through development, review, test, and production environments with confidence and ease

Work with hybrid teams

Commit changes, create PRs, merge branches, deploy from the UI, CLI, and/or VCS and project stays in sync



- When will DevOps Center be released?
 - DevOps Center is currently in open beta (as of June 2022). We are currently targeting a GA release in late 2022.
- Can I use DevOps Center now?
 - Yes! DevOps Center is currently in open beta and anyone can enable and install it in a production org with Professional (with API Enabled), Enterprise or Unlimited edition, or in a Developer Edition, Trailhead Playground, or scratch org.
- Will DevOps Center be a paid add-on or will it be free?
 - We plan to offer a free/included and paid offering. At GA, we will only offer the free/included version which is available with Professional, Enterprise, Unlimited, Developer, Performance editions. Pricing and packaging for the paid offering, which will be released post-GA, are TBD.
- How will DevOps Center be delivered?
 - DevOps Center will be delivered as a Managed Package and will be installed into a production org. It can then be

connected to any Sandboxes, Scratch Orgs, and Production Orgs to do development and deploy changes.

- What is the future for Change Sets now that DevOps Center is coming?
 - The DevOps Center is meant to subsume the functionality provided currently by Change Sets. We don't have immediate plans to retire Change Sets, but once we have reached functional parity between DevOps Center and Change Sets we will look at possible retirement strategies, and we will communicate that clearly and with plenty of advance notice to our community. We are not planning to further enhance Change Sets at this point.
- Where can I learn more and see it in action?
 - Visit and join our [“DevOps Center” Trailblazer Community](#) to stay up-to-date with all the latest product news and information, and to engage in conversation about the product. This site contains links to demo videos as well.

PRODUCT INTEGRATIONS

- What source control tools (VCS) will DevOps Center integrate with?
 - We will first integrate with GitHub, and have plans to also support Bitbucket, Azure DevOps Git, GitLab, and other 3rd party VCS providers. Stay tuned for more information on which tools and projected schedule.
- Do I need to use a VCS tool with the DevOps Center?
 - Yes, as source control is central to the DevOps Center experience, it is required that you use a version control system.
- What if I don't currently use a VCS tool?
 - GitHub, Bitbucket, GitLab are easy to sign up with and have free plans!
- Does DevOps Center provide or work with CI/CD tools?
 - At GA DevOps Center will be able to work alongside existing CI/CD tools that you may be using with your Salesforce development flows.
 - In a future release post-GA we plan to offer built-in CI/CD capabilities
- Will DevOps Center integrate with agile work tracking tools like JIRA or Agile Accelerator?
 - Post-GA we have plans to provide integrations to existing work tracking tools like JIRA and Agile Accelerator. Stay tuned for more information on which tools and projected schedule.
- Will DevOps Center work with GitHub Enterprise or other internal VCS servers?
 - We'll be initially focusing on public services such as GitHub, Bitbucket, GitLab, but as we know that some customers have internal VCS servers we will consider implementations there as well. Internal source repositories have different levels of security policies so we would need to work more closely to understand the path forward. If you are using this kind of implementation and are interested in using DevOps Center we'd be interested to talk with you more to understand your setup and security policies.

PRODUCT FUNCTIONALITY

- Will DevOps Center work with Salesforce Classic?
 - No, DevOps Center will be supported in Lightning enabled orgs only.
- Will I be able to deploy changes directly from the DevOps Center?
 - Yes, you will be able to configure a “pipeline” of test sandboxes and production orgs and manage deployments directly from within DevOps Center.
- Does DevOps Center utilize the SourceMember object to track the changes? If so, does it mean that SourceMember is going to be available in sandboxes?
 - Yes, the DevOps Center uses the same “source tracking” mechanisms that SFDX uses to track changes. In Summer '20, this Source Tracking feature using Source Member object is available in Sandboxes as an open beta, please see <https://releasenotes.docs.salesforce.com/en-us/summer20/release->

[notes/rn_sandboxes_source_tracking.htm](#).

- What happens if multiple users are making changes in the same sandbox and I pull changes from the sandbox via the DevOps Center? Do all changes get pulled, or just the ones I made?
 - We recommend that each developer use their own development sandbox, but understand that some teams do share sandboxes. In this case, the tool will pull all changes that were made since the last time you pulled changes, regardless of who made the change. There is a field in the UI that shows who made the last change to the component, so you can use that to determine if you want to include/migrate each component based on that.
- Does DevOps Center support development with Scratch Orgs or 2nd Generation Packaging?
 - The first release of DevOps Center will be targeted at an “org-based development model”, where development is typically done in Developer Sandboxes, and arbitrary sets of changes are moved from one environment to the next. In a subsequent release, we will also support a “package-based development model”, where development is done in Scratch Orgs, and source is packaged into modularized and independent “Packages” which are then installed into downstream environments. All this said, if you have Scratch Orgs where you’re doing your development, you can in fact connect them to DevOps Center to use as your development environment, even in the first release.
- My company has a policy that prevents developers from having production org access. Will DevOps Center be an option for us, or does it require production org access?
 - Your developers will need to have a user in the org where DevOps Center will be installed. However, this user only needs at minimum a Free Limited Access or Identity Only license which will restrict them from having access to any production data or making any configuration changes to the org. This is the same model as is used with Salesforce DX.
- Will DevOps Center be supported in GovCloud?
 - We have not yet validated for compatibility with GovCloud but plan to do this in future, post-GA.

REFERENCE: FORWARD-LOOKING STATEMENT

Forward-Looking Statement



Statement under the Private Securities Litigation Reform Act of 1995:

This presentation contains forward-looking statements about the company's financial and operating results, which may include expected GAAP and non-GAAP financial and other operating and non-operating results, including revenue, net income, diluted earnings per share, operating cash flow growth, operating margin improvement, expected revenue growth, expected current remaining performance obligation growth, expected tax rates, the one-time accounting non-cash charge that was incurred in connection with the Salesforce.org combination; stock-based compensation expenses, amortization of purchased intangibles, shares outstanding, market growth and sustainability goals. The achievement or success of the matters covered by such forward-looking statements involves risks, uncertainties and assumptions. If any such risks or uncertainties materialize or if any of the assumptions prove incorrect, the company's results could differ materially from the results expressed or implied by the forward-looking statements we make.

The risks and uncertainties referred to above include -- but are not limited to -- risks associated with the effect of general economic and market conditions; the impact of geopolitical events; the impact of foreign currency exchange rate and interest rate fluctuations on our results; our business strategy and our plan to build our business, including our strategy to be the leading provider of enterprise cloud computing applications and platforms; the pace of change and innovation in enterprise cloud computing services; the seasonal nature of our sales cycles; the competitive nature of the market in which we participate; our international expansion strategy; the demands on our personnel and infrastructure resulting from significant growth in our customer base and operations, including as a result of acquisitions; our service performance and security, including the resources and costs required to avoid unanticipated downtime and prevent, detect and remediate potential security breaches; the expenses associated with new data centers and third-party infrastructure providers; additional data center capacity; real estate and office facilities space; our operating results and cash flows; new services and product features, including any efforts to expand our services beyond the CRM market; our strategy of acquiring or making investments in complementary businesses, joint ventures, services, technologies and intellectual property rights; the performance and fair value of our investments in complementary businesses through our strategic investment portfolio; our ability to realize the benefits from strategic partnerships, joint ventures and investments; the impact of future gains or losses from our strategic investment portfolio, including gains or losses from overall market conditions that may affect the publicly traded companies within the company's strategic investment portfolio; our ability to execute our business plans; our ability to successfully integrate acquired businesses and technologies, including delays related to the integration of Tableau due to regulatory review by the United Kingdom Competition and Markets Authority; our ability to continue to grow unearned revenue and remaining performance obligation; our ability to protect our intellectual property rights; our ability to develop our brands; our reliance on third-party hardware, software and platform providers; our dependency on the development and maintenance of the infrastructure of the Internet; the effect of evolving domestic and foreign government regulations, including those related to the provision of services on the Internet, those related to accessing the Internet, and those addressing data privacy, cross-border data transfers and import and export controls; the valuation of our deferred tax assets and the release of related valuation allowances; the potential availability of additional tax assets in the future; the impact of new accounting pronouncements and tax laws; uncertainties affecting our ability to estimate our tax rate; the impact of expensing stock options and other equity awards; the sufficiency of our capital resources; factors related to our outstanding debt, revolving credit facility, term loan and loan associated with 50 Fremont; compliance with our debt covenants and lease obligations; current and potential litigation involving us; and the impact of climate change.

Further information on these and other factors that could affect the company's financial results is included in the reports on Forms 10-K, 10-Q and 8-K and in other filings it makes with the Securities and Exchange Commission from time to time. These documents are available on the SEC Filings section of the Investor Information section of the company's website at www.salesforce.com/investor.

Salesforce.com, inc. assumes no obligation and does not intend to update these forward-looking statements, except as required by law.

