



Terraform Cloud Onboarding Program Kickoff Overview



Agenda

- Welcome/Code of Conduct
- Customer Success Overview
- TFCB Onboarding Program
- Customer Support
- Next Steps



Code of Conduct



HashiCorp is dedicated to providing a harassment-free Terraform Cloud OnBoarding experience for everyone, regardless of gender, gender identity, sexual orientation, disability, physical appearance, body size, race, national origin, or religion. We value your attendance and do not wish anyone to feel uncomfortable or threatened at any time.

The bottom line is that we do not tolerate harassment of conference participants in any form. Harassment includes but is not limited to offensive verbal comments related to gender, gender identity, sexual orientation, disability, physical appearance, body size, race, national origin, religion; sexual or inappropriate images in public spaces; deliberate intimidation; stalking; trolling; sustained disruption of talks or other events; and unwelcome sexual attention. Participants asked to stop any harassing behavior are expected to comply immediately. If you are being harassed, notice that someone else is being harassed, or have any other concerns, please let the HashiCorp event representative know immediately or email customer.success@hashicorp.com.

Customer Success Overview

Partnering Together

HashiCorp Customers



FINANCIAL SERVICES



ENTERTAINMENT & TELCO



MANUFACTURING & LOGISTICS



SOFTWARE & TECHNOLOGY



INSURANCE &





What You Can Expect from CS

Customer Success Manager (CSM)

Account & Success Management

- Providing a community-based onboarding program designed to get you up and running quickly
- Facilitating sessions to keep your team current with HashiCorp technology
- Joint discovery of objectives and success criteria
- Your customer advocate within HashiCorp

Customer Success Architect (CSA)

Technical Success & Advisory

- Technical resource for the onboarding process
- Providing product reference architecture information for better decision-making
- Thought leadership on best practices of product architecture and use-case patterns
- Timely education and enablement from a technical perspective

Other resources available to you



Ensure your team's success



Worldwide Support

With HashiCorp Worldwide Support, you can get assistance when you need it from anywhere in the world with our ready-to-serve ticketing system and expert support team.

[Learn More](#)



Implementation Services

Let highly skilled product domain experts help you achieve success by simplifying and accelerating the adoption of our cloud solutions starting at the implementation phase.

[Learn More](#)

Further information located at <http://hashicorp.com/customer-success>

TFC Onboarding Program

Preview

Customer Responsibilities

These are critical for your onboarding success



Training Consumption

Ensure team members attend workshops, training, office hours

Use Case Guidance

Provide timely information on your intended use cases

Project Team Participation

Inclusive of any stakeholder required for successful completion of your onboarding

Single Point of Contact

Main contact for decision making

Escalation Process

Understanding of escalation process

Survey Responses

Provide timely responses to surveys



Onboarding Goal

Our objective is to make you successful with our products and see value within 60 days



Terraform Cloud Configured

TFCB Organization configured, admin users joined TFCB organization, workspaces created, and successful VCS or CLI based runs.



Terraform Cloud Enablement

Your organization will be given the opportunity to learn the skills and information required for success



Completed in 60 days

Coordinated time frame to ensure successful adoption

TFCB Onboarding Program



An 8-week guided community environment
Assisting customers with onboarding and adoption



Community Onboarding Activities



We'll provide the following deliverables.

Kickoff Session

The kickoff session will introduce you to the different aspects of the program and walk through our support process

Training Plan

This plan provides you with formal and informal learning tracks such as:

- workshops
- product deep dives
- lunch and learn
- pre-recorded content

Success Plan

Your Onboarding Program CSM will schedule a one-on-one meeting with you to discuss your Terraform Cloud objectives and a roadmap for success

Office Hours

Office hours will be offered to answer specific questions about your TFCB implementation

Customer Support

SLA, Contact Methods, Services, etc.

Support Levels

This info can also be accessed from our [Support SLA Page](#)



GOLD

SILVER

BRONZE

		24 X 7 (SEV-1 URGENT)	9-5, Monday - Friday US LOCAL TIME EUROPEAN CENTRAL TIME AUSTRALIA EASTERN TIME	N/A
SEVERITY 1	FIRST RESPONSE	60 minutes	4 business hours	N/A
	UPDATE FREQUENCY	4 hours	8 business hours	N/A
SEVERITY 2	FIRST RESPONSE	4 business hours	8 business hours	N/A
	UPDATE FREQUENCY	8 business hours	2 business days	N/A
SEVERITY 3	FIRST RESPONSE	8 business hours	24 business hours	N/A
	UPDATE FREQUENCY	3 business days	5 business days	N/A
SEVERITY 4	FIRST RESPONSE	24 business hours	24 business hours	24 business hours
	UPDATE FREQUENCY	Reasonable best effort	Reasonable best effort	Reasonable best effort
Technical contacts allowed		4	3	2



Severity Definitions

Sev-1 (Urgent)	A Sev-1 incident is an operational outage as defined below: Any error reported by customer where majority of the users for a particular part of the software are affected, the error has high visibility, there is no workaround , and it affects the customer's ability to perform its business .
Sev-2 (High)	Any error reported by customer where the majority of the users for a particular part of the software are affected, the error has high visibility, a workaround is available ; however, performance may be degraded or functions limited and it is affecting revenue .
Sev-3 (Normal)	Any error reported by customer where the majority of the users for a particular part of the software are affected, the error has high visibility, a workaround is available; however, performance may be degraded or functions limited and it is NOT affecting revenue.
Sev-4 (Low)	Any error reported by customer where a single user is severely affected or completely inoperable or a small percentage of users are moderately affected or partially inoperable and the error has limited business impact.

For reference only - Subject to Change
Current info can also be accessed at the bottom of our [Support SLA Page](#)



Contacting Support

There are two ways to contact our support team:

1) **Support Portal:** Open a ticket through [our support portal](#)

- Once customer access is setup, authorized users can submit a ticket using the email address they provided us.
- The portal provides faster routing via product and sub-product selection, the ability to send encrypted attachments, and set ticket priority.

2) **Email Support:** Send an email to support@hashicorp.com

- All emailed support tickets default to “normal” priority - and cannot be changed.
- Don’t raise a SEV-1 over eMail. Please use the support portal!

Support Portal



Authorized technical contacts can log in through the “Sign in” button

The screenshot shows the HashiCorp Help Center homepage. At the top left is the HashiCorp logo and "Help Center". To the right are links for "Open a new ticket" and "Sign in", with "Sign in" circled in yellow. Below this is a large heading "Get the help you need" and a subtext: "Find product docs and guides, community feedback, and learning resources or submit a ticket to our support team for an urgent request." A search bar below contains the placeholder text "Search for a topic or question....". At the bottom center is a "Browse Support Articles" link. The footer features logos for Terraform, Nomad, and Consul.

HashiCorp | Help Center

Open a new ticket **Sign in**

Get the help you need

Find product docs and guides, community feedback, and learning resources or submit a ticket to our support team for an urgent request.

Search for a topic or question....

Browse Support Articles

Terraform

Support Portal Link
<https://support.hashicorp.com/hc/en-us>

Nomad

Submitting a Support Ticket



Submit a request

CC
Add emails

Subject *

Description *

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Severity *

- Request Severity

Product *

-

- Fill out the form in its entirety.
- Include the proper severity level based on severity definition and correct product.
- Include attachments.
- (logs, screenshots, etc.)

Interacting with HashiCorp Support



Terraform - Best Practices

When submitting a ticket, provide as much detail as possible...

Terraform Cloud Specific		If using CLI, provide...
Organization Name & Workspace Name	<ul style="list-style-type: none">Name of your organization in Terraform Cloud and the name of the workspace you are working with directly.	Operating System (version)
Run ID	<ul style="list-style-type: none">The ID for the run you are working with. (e.g. #run-XXX1234)	Platform Details (physical/virtual)
Run Errors	<ul style="list-style-type: none">Provide debug logs by setting <code>TF_LOG</code> environment variable.	Cloud Provider(s)
Terraform CLI Version	<ul style="list-style-type: none">Terraform version can be found within Workspace settingsIf using Terraform CLI, the CLI version can be found using <code>terraform version</code>.	



Recommended additional resources



We strongly urge you to subscribe to the Terraform Cloud status web page, this can be done here

<https://status.hashicorp.com/>

We also recommend and hope you will take an active part in the Hashicorp community, you can find more information about that here

<https://www.hashicorp.com/community>

Next Steps

Next Steps



- Share all stakeholders contact information HashiCorp & Your Organization
- Share your authorized technical contacts for support
- Identify use case(s) and define a success plan
- Schedule for the next meetings:
 - Week 1 Registration
 - **Week 2 Webinar - Terraform Cloud Onboarding Kickoff ← You are here!**
 - Week 3 Webinar - Terraform Cloud Overview
 - Week 4 Community Office Hours, One-on-One Meeting
 - Week 5 Webinar - Terraform Cloud Modules, Workspaces, And Git Repo Structure
 - Week 6 Community Office Hours
 - Week 7 Webinar - Cloud Agents, RBAC, Sentinel, Audit Logging
 - Week 8 Closing Meeting



HashiConf

<https://hashiconf.com>

The screenshot shows a web browser window displaying the HashiConf website. The background features a blue and purple gradient with abstract circular patterns.

HashiConf Europe
Jun 20-22, 2022
Amsterdam & Virtual

Our regional community conference [Register](#)

HashiConf Global
Oct 4-6, 2022
Los Angeles & Virtual

Our flagship community conference [Add to calendar](#)

[HashiConf FAQ →](#)

The screenshot shows a web browser window with the HashiCorp logo and "Discuss" tab selected. The main content area displays a list of topics under the "HashiCorp Cloud Platform (HCP)" category. Each topic card includes a thumbnail, title, author, replies, views, and activity date.

Topic	Replies	Views	Activity
About the HashiCorp Cloud Platform (HCP) category HashiCorp Cloud Platform (HCP)	1	387	May 24
HCP Vault "per-client" pricing HCP Vault	0	39	9d
Failing to use HCP Consul as my terraform backend HashiCorp Cloud Platform (HCP)	1	72	12d
Does HCP support Automation APIs in AWS HashiCorp Cloud Platform (HCP) vault	0	73	27d



Discuss

Engage with the HashiCorp Cloud community including HashiCorp Architects and Engineers.

discuss.hashicorp.com

Q & A



Thank You

hello@hashicorp.com
www.hashicorp.com