



Infor CloudSuite: Roles and Responsibilities

CloudSuite Business and CloudSuite Industrial

The following is a general guideline for roles and responsibilities in the implementation, operation, and ongoing Support of Infor CloudSuite Business and Infor CloudSuite Industrial Solutions. This is not a comprehensive list; however is intended to provide an overview of responsibilities in the relationship.

	Customer Responsibility	Infor Responsibility
Provision		
Provision the systems and perform provisioning test		✓
Install Infor application		✓
Install Doc-Trak		✓
Enable and set up of Polling		✓
Deployment and management of SSL certificates		✓
Database Installation		
Create databases, sites, etc. for add-ons to CloudSuite Business/Industrial		✓
Create demo and production database		✓
Load training data		✓
Create Admin User		✓
Multi Site creation and linking		✓
Perform server backups/restores; add to SaaS daily schedule		✓
Set up configuring of server, services, and application performance monitoring tools		✓
Provision Validation and Communication		
Communicate provisioning complete		✓
Implementation		
Project and Solution Management		
Provide project management and implementation assistance per Services Agreement and/or Work Order if executed		✓
Core project team training	✓	
Manage implementation, Integration and extension related tasks	✓	
Manage application and environment data	✓	
End-user authorization and management		
Create users (OS/Apps) - if using ADFS	✓	
Create Users in Infor applications	✓	
End-user training		
Train the trainer	✓	
Build roll-out plan for training of all users	✓	
Perform the training	✓	
Roles		
Define required Roles	✓	
Create Roles	✓	
Manage Roles	✓	
Batch job management		
Set up and management of recurring jobs	✓	
Schedule Jobs	✓	



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Implementation		
Multi Site enablement		
Request additional Sites to be created	✓	
Creation of new Site, new Site Enablement, and linking to other sites		✓
Set up Site Admin Replication and Regen Replication Trigger		✓
Set up replication rules for site admin and basic financial(G/L and Ledger consolidation)	✓	
Regen Replication triggers, run manual Replication, repopulate all tables	✓	
Functional testing		
Perform testin of all purchased modules	✓	
Perform testing of defined processes	✓	
Incident Management		
Train on use of Xtreme Portal		✓
Create and manage users on the Infor Xtreme Portal	✓	
First level user support of Xtreme ticket	✓	
Incident escalation management		✓
Support customer created incidents with Infor Xtreme		✓
Troubleshoot issues with Infor component systems when subscriber experiences unexpected results		✓
Troubleshoot issues through remote diagnoses		✓
Change Management		
Request and approve changes and change controls	✓	
Execute customer approved changes following change management process		✓
Life Cycle Management		
Provide component system updates that include fixes for incidents and minor and major releases		✓
Request installation of patches and fixes	✓	
Apply APARs, Service Packs and upgrades		✓
Install patches/cyclical/upgrades to OS and application environment		✓
Test APARs, Service Packs and Upgrades and request promotion once tested	✓	
Perform patch promotion from test to production environments		✓
Infor Administration Functions		
Maintain file systems and directories, such as purge user reports		✓
Monitor drive/file system space		✓
Monitor system and applications		✓
Monitor and administer operating system functions		✓
Maintain and manage logs within the operating system, environment, and application		✓
Maintain middleware components, such as WebSphere and IIS		✓
Database Administration		
Populate codes/parameter via SyteLine Forms	✓	
Load data (Master, Transactions and Order) via SyteLine Forms	✓	
Install patches/cyclical/upgrades to the MS SQL application		✓
Performance tune databases		✓
Perform MS SQL backups/restores		✓
On-going maintenance and administration		✓
Develop daily backup scheme		✓
Provide restores at customers request		✓
Establish, size, and resize planning databases		✓
Solution Support and Assistance		
Provide assistance and interpretation of error messages		✓
Clarify program functionality and system capabilities		✓
Assist with interpretation of system documentation		✓
Provide "how-to" assistance		✓
Interactive/Recorded Support Briefings		✓



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Post Go Live		
Solution Management		
Manage application	✓	
On-going creation and management of Users	✓	
Incident management		
First level user support of Xtreme ticket	✓	
Manage incident escalation		✓
Support customer created incidents with Infor Xtreme		✓
Troubleshoot issues with Infor component systems when subscriber experiences unexpected results		✓
Troubleshoot issues through remote diagnoses		✓
Life Cycle Management		
Provide updates that include fixes for incidents and minor and major releases		✓
Request installation of patches and fixes	✓	
Apply APARs, Service Packs and upgrades		✓
Install patches/cyclical upgrades to operating system and application environment		✓
Testing of APARs, Service Packs and Upgrades	✓	
Request promotion of patch from test to production once tested	✓	
Perform patch promotion from test to production environments		✓
Change Management		
Request and approve changes and change controls	✓	
Execute customer approved changes following change management process		✓
Infor Administration Functions		
Actively monitor system, applications, file system space		✓
Operating system administration		✓
Proactively notify subscriber of system alerts		✓
Cleanup and maintenance of logs within the operating system, environment and application		✓
Manage SSL certificates		✓
Maintain file systems and directories, such as; purge user reports		✓
Database Administration		
Install patches/cyclical upgrades to the MS SQL application		✓
Performance tune databases		✓
Perform MS SQL backups/restores		✓
Provide ongoing maintenance and administration		✓
Perform and maintain backups of operating system, database and all application components		✓
Data copy and restores at customers request		✓
Multi Site		
Request additional Sites to be created	✓	
Create new Site, new site enablement, and linking to other sites		✓
Set up Site Admin Replication and Regen Replication Trigger		✓
Fill in information in site/entities, intranets		✓
Set up replication rules for site admin and basic financial(G/L and Ledger consolidation)	✓	
Regen Replication triggers, run manual Replication, repopulate all tables	✓	
Solution Support and Assistance		
Provide assistance and interpretation of error messages		✓
Clarify program functionality and system capabilities		✓
Assist with interpretation of system documentation		✓
Provide "how-to" assistance		✓
Interactive/Recorded Support Briefings		✓
Knowledge Base (KB) article creation and maintenance		✓