

T■482 IT Operations Plan

Oracle HCM Cloud Implementation Support Plan

Logan Garth Goodwin
Southern New Hampshire University
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This document outlines the operational framework supporting Intelligent Computer Services' implementation of Oracle HCM Cloud, including strategic alignment, business continuity, vendor management, compliance standards, and contractual governance.

Logan Goodwin

Dr. Rich Hornberger, DBA, CISSP, CEH

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Strategic Plan and Mission

Over the next three years, Intelligent Computer Services (ICS) plans to migrate 75% of its core technology infrastructure to cloud services as part of a major digital transformation. This plan helps the ICS achieve its global goals by using the latest artificial intelligence to improve finance and retail. Modernizing operations, boosting scalability, and enhancing the organization's adoption of SaaS, IaaS, and multi-cloud architecture enables global client services. (Leitner et al., 2024)

Implementing Oracle HCM Cloud as part of a broader human capital transformation directly supports our goals by optimizing workforce management and aligning IT infrastructure with organizational growth. The plan of operations provides a framework to support, maintain, and ensure the ongoing operation of the new systems, forming the basis of our work. This alignment ensures that ICS's strategic goals have a reliable, secure, and future-proof operational foundation. (Zanke, 2024)

Business Continuity

The organization's operational effectiveness relies on ensuring seamless business continuity throughout the cloud infrastructure transition, especially in case of disruptions. A robust disaster recovery strategy, complete with defined RPOs and RTOs, is part of this operational plan's business continuity component. ICS performs quarterly fail over and restore tests in all global data centers, and monthly system integrity checks ensure backups are valid and systems reliable. These planned activities will show the organization's efficient and rapid system recovery capabilities. (Atlassian, n.d.)

Employee preparedness is vital to the business continuity plan's effectiveness. Emergency preparedness training, including scenarios like system failures, security breaches, and physical access issues, will be mandatory for all staff twice a year. This training will improve the organization's ability to manage crises and keep downtime to a minimum. We will establish a communication plan using a centralized management system. This will allow trained personnel to collect incident details and deliver accurate updates to stakeholders. I feel that these combined measures will significantly enhance ICS's ability to maintain critical operations during disruptions. (Rosen et al., 2023)

Vendor Management

Effective management of vendor relationships is key to ICS's success as it transitions to a multi-cloud environment. We will implement a standardized due diligence process to vet all vendors before onboarding, confirming their financial stability, legal compliance, security, and service capabilities. Our central vendor management system, which stores contracts, contact information, performance data, and compliance records, receives all approved vendors. (Opara-Martins et al., 2016)

We'll regularly assess vendors' performance using a scorecard to track uptime, responsiveness, and adherence to service level agreements, ensuring accountability. ICS has a set procedure for dealing with underperforming vendors; this may involve a probationary period, penalties for poor service, or contract cancellation. This structured approach allows ICS to manage risks efficiently and uphold high service standards in its cloud environment. (The Balanced Scorecard&Mdash;Measures That Drive Performance, 1992)

Compliance and Standards

Our global operations require strict adherence to all international data privacy laws and industry standards. To implement its operations plan, ICS will use the ISO/IEC 27001:2022 standard to build its Information Security Management System (ISMS) and set a baseline for secure information handling. To meet data protection laws around the world, including those in Europe, California and China, we'll be acting. (Tiwari, 2024)

Security will be a top priority from the start of infrastructure construction, ensuring a safe environment before we move any data. We'll use strong encryption (both at rest and in transit), strict role-based access controls, and an SOC 2 compliant framework to manage and audit customer data. A new compliance team will handle internal audits, monitor legal changes, and report on our adherence to all relevant standards. This, I believe, will ensure ICS maintains both legal compliance and public trust in every market it operates within. (Robertson, 2023)

SLAs and NDAs

SLAs and NDAs are crucial for setting expectations and responsibilities between ICS and its cloud providers. Every SLA will specify system uptime, support response times, data security measures, and performance targets. For example, ICS needs 99.9% uptime, meaning less than nine hours of downtime annually. Violations will cause service credits, fines, or contract reviews to safeguard the organization. (Terra, 2025)

NDAs are crucial for global companies such as ICS, given their common handling of PII, even though they're frequently neglected in operational planning. These agreements will prevent unauthorized sensitive data leaks and include strong enforcement measures. The responsibility for drafting, monitoring, and addressing breaches of these agreements will fall to ICS's legal and compliance department. Strict contract terms and data confidentiality requirements will help ICS create a secure IT operating environment. (Non-Disclosure Agreement (NDA) & Confidentiality Agreements, n.d.)

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