Wifi:
WVC Guest Network
(no password needed)

OrgConfessions #funny #notfunny

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OrgConfessions #funny #notfunny

IAN GOTTS : Founder & CEO
Elements.cloud
@iangotts

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ROOT CAUSE ANALYSIS

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750+ confessions
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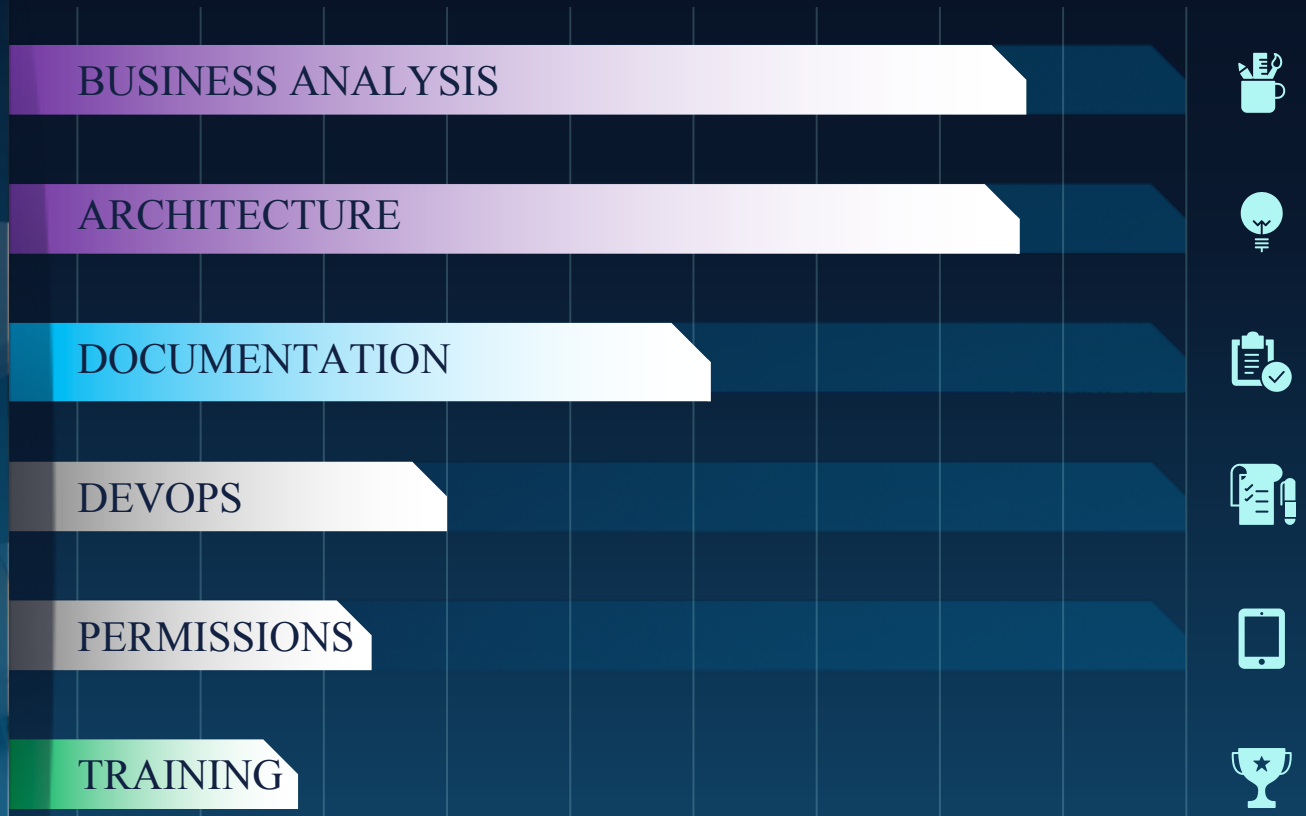

SKILLS & TOOLS GAP

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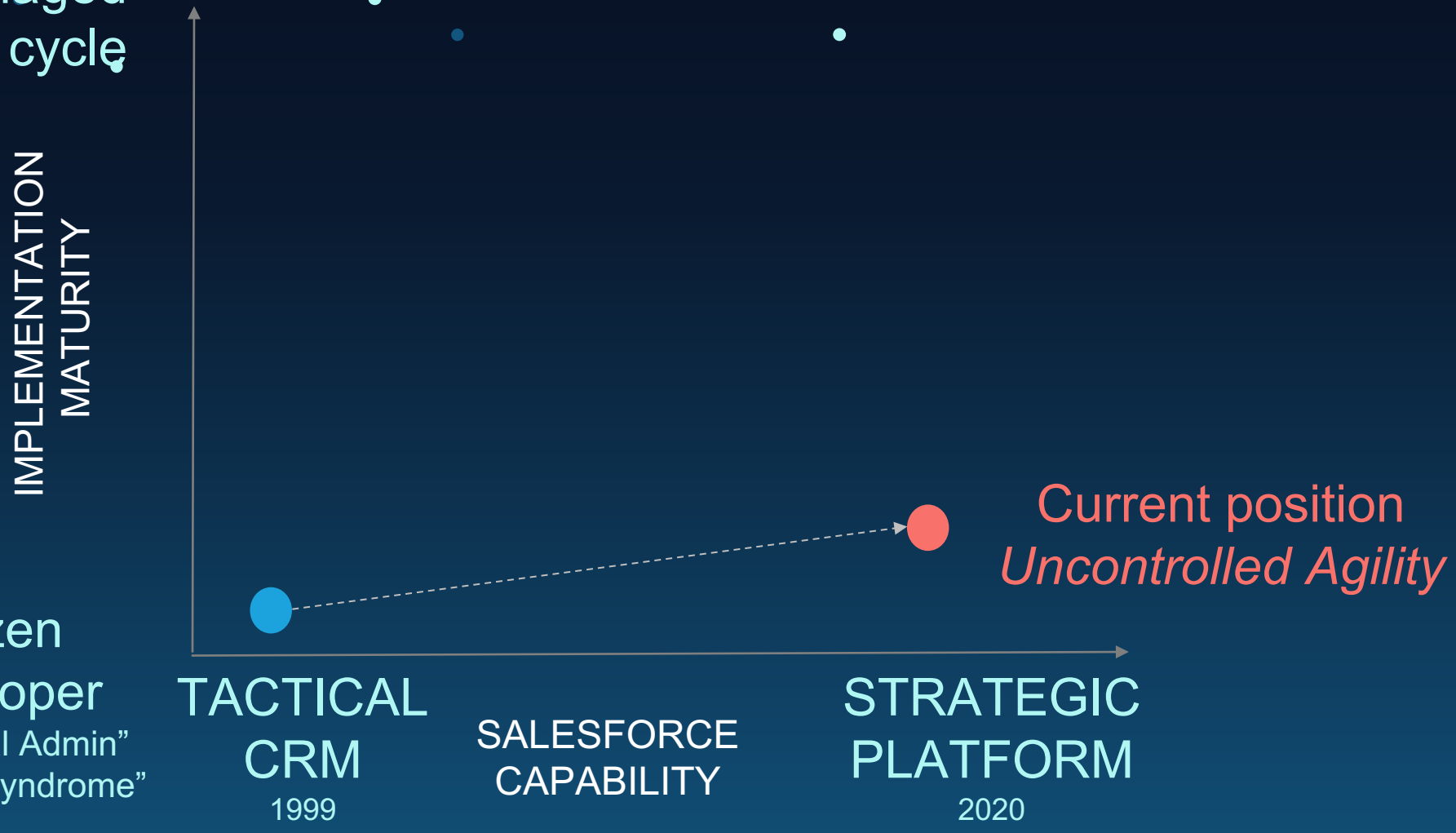
- Managed dev cycle



SKILLS & TOOLS GAP

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SKILLS & TOOLS GAP

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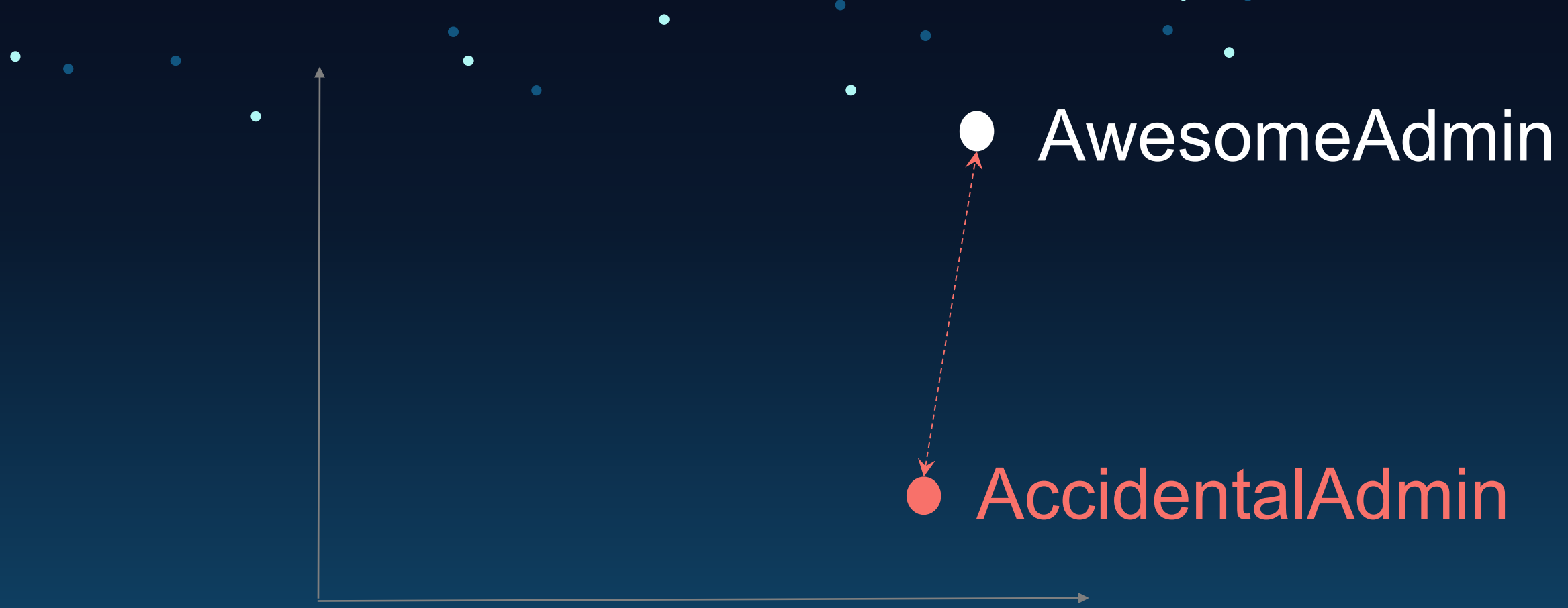

IMPLEMENTATION METHODOLOGY

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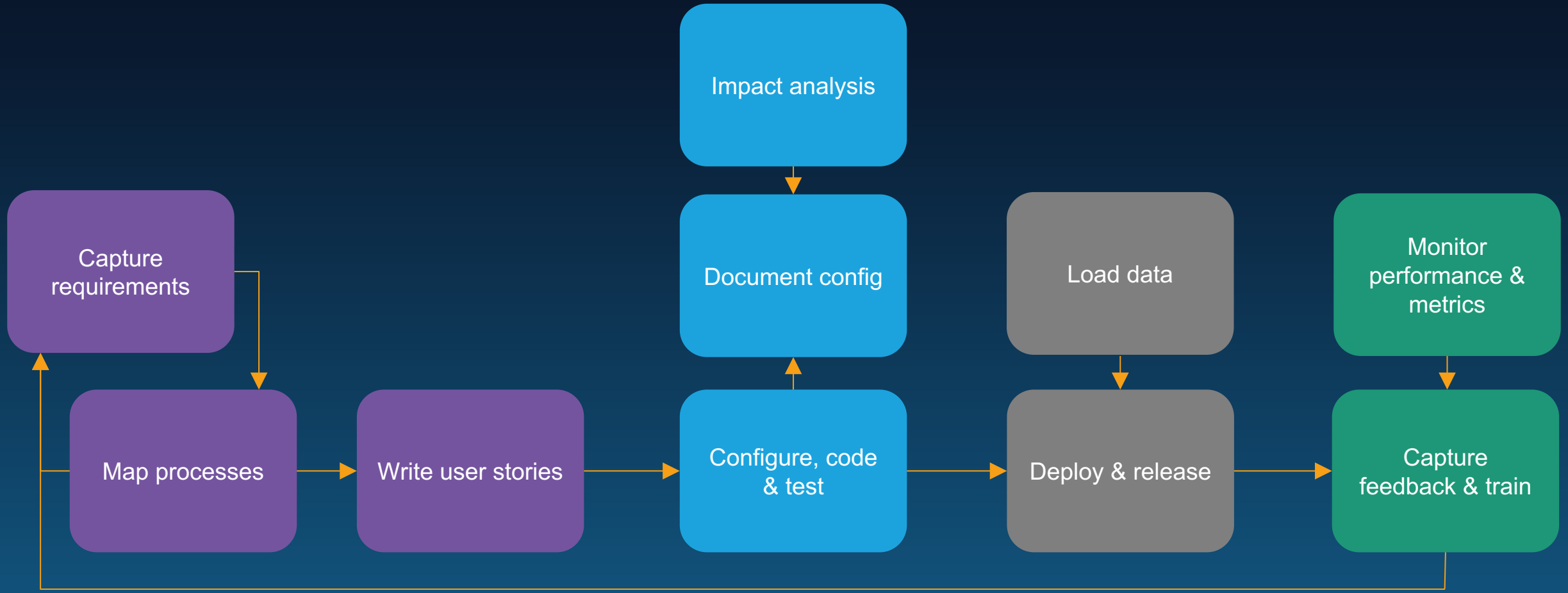
ANALYZE BUILD DELIVER OPERATE



#BUSINESS ANALYSIS

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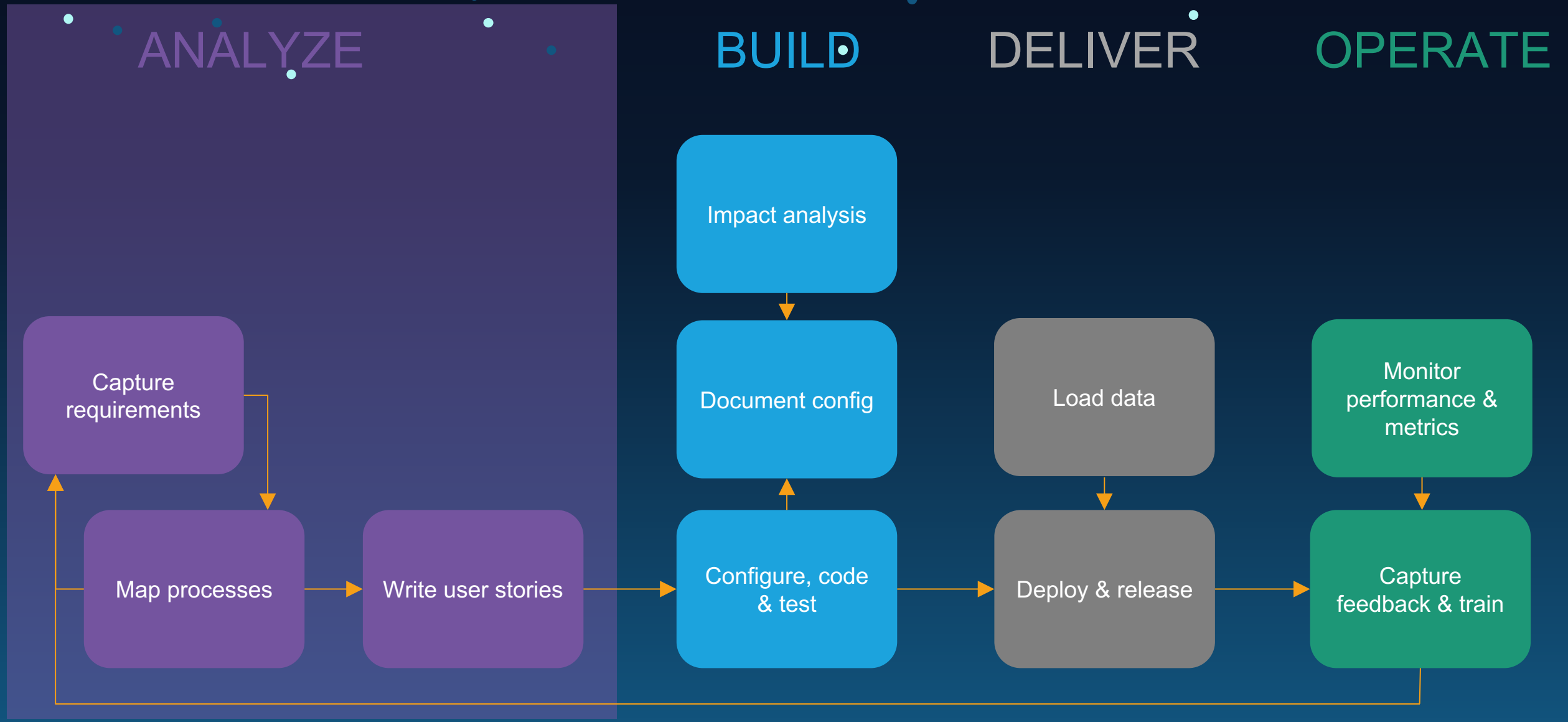

#BUSINESS ANALYSIS

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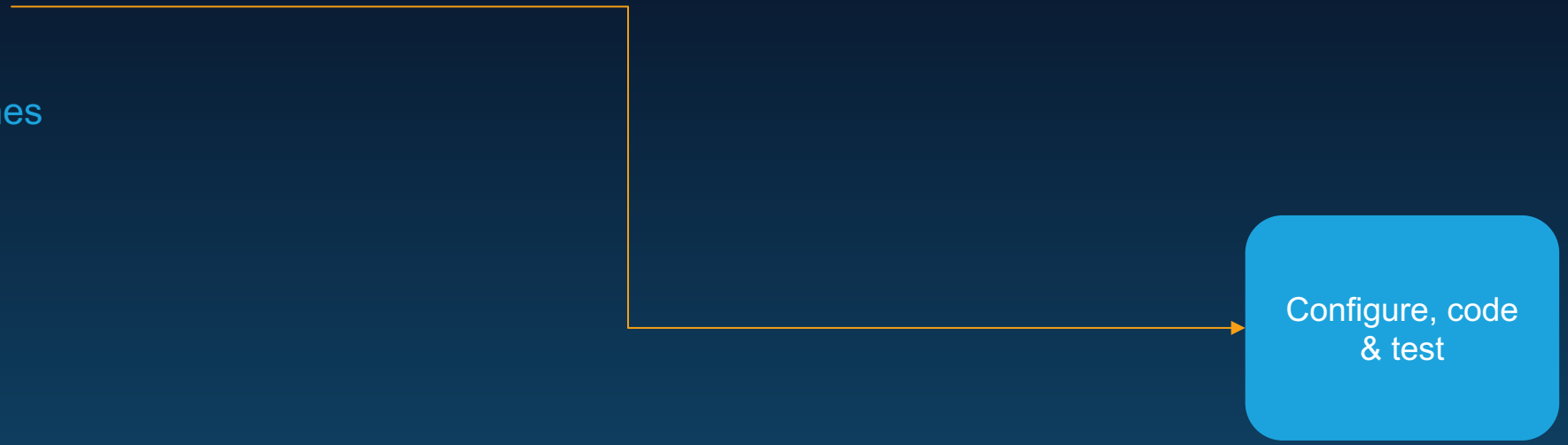
Lightning features
Feedback
SOW
Suggestions
Random wishes
A few gems



#BUSINESS ANALYSIS

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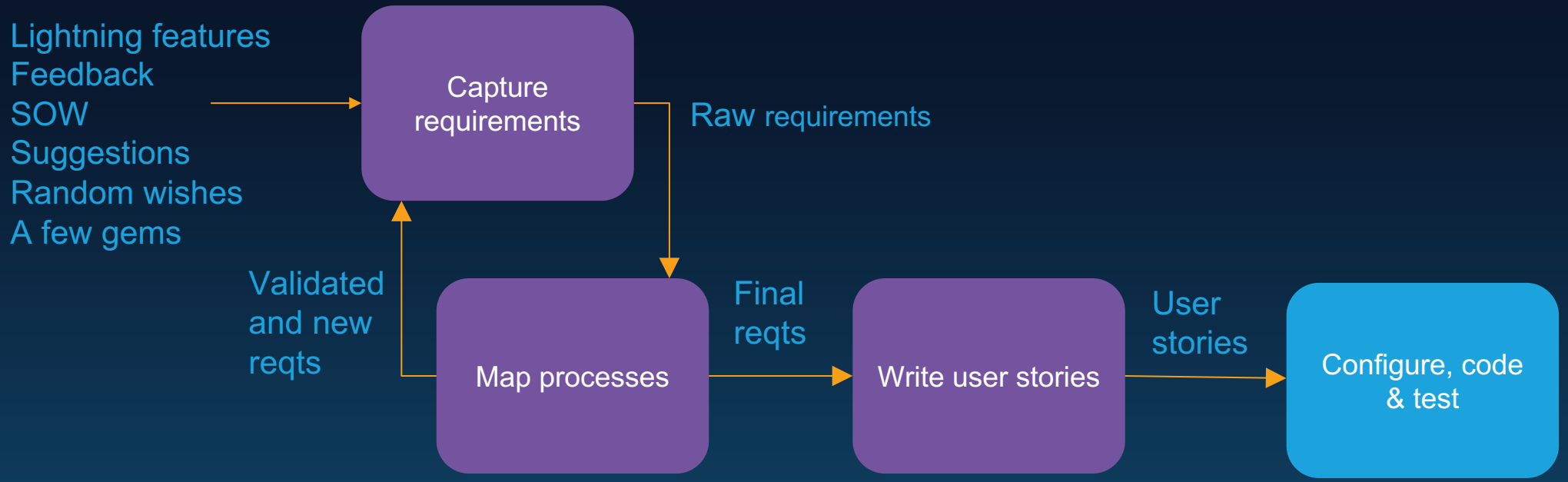

#BUSINESS ANALYSIS

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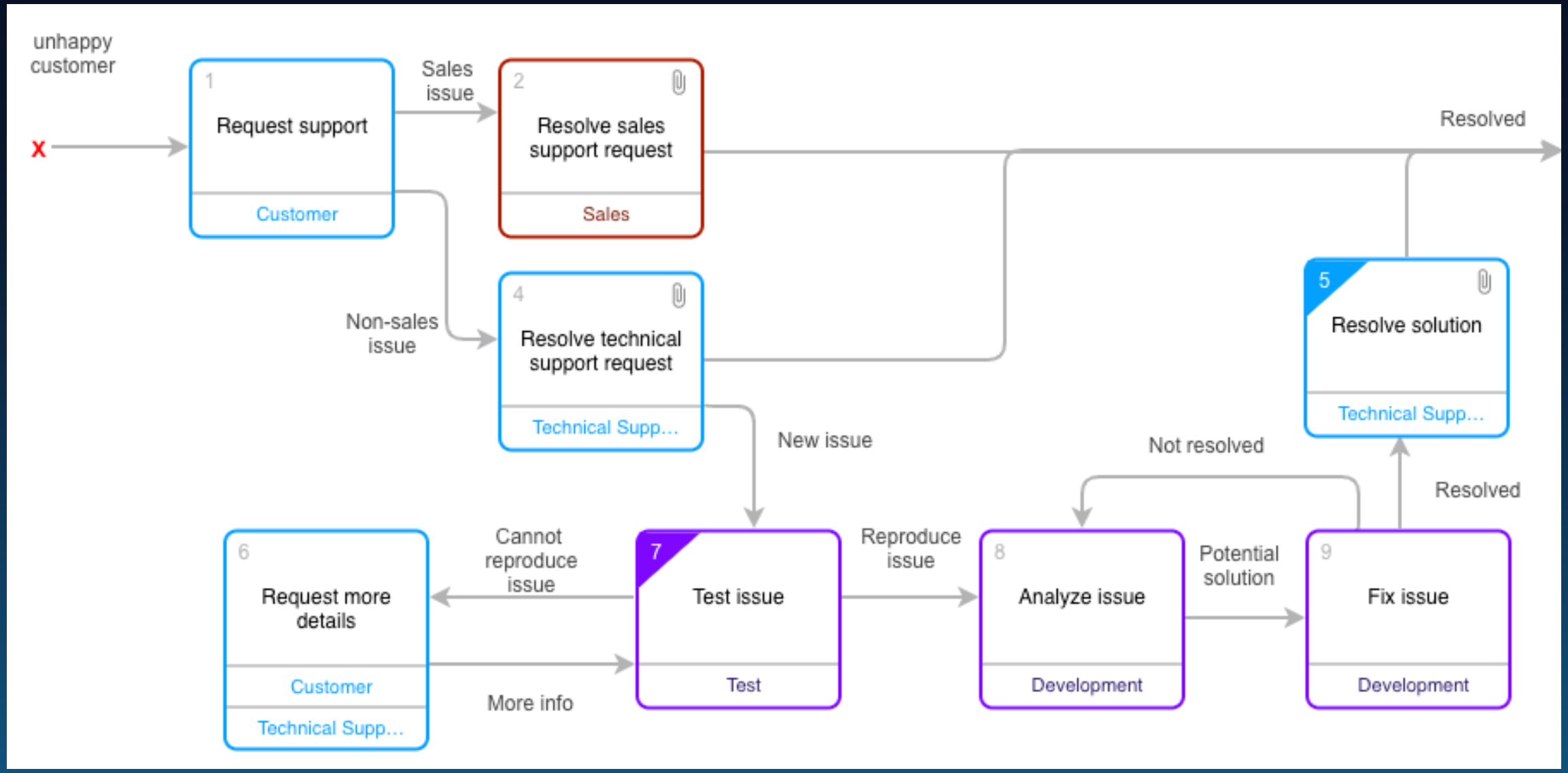

#BUSINESS ANALYSIS

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User Story standard format

AS A ……. Sales user

I WANT TO …… Add an opportunity not US $

SO THAT I CAN …… Sell to non-US customers

#ARCHITECTURE

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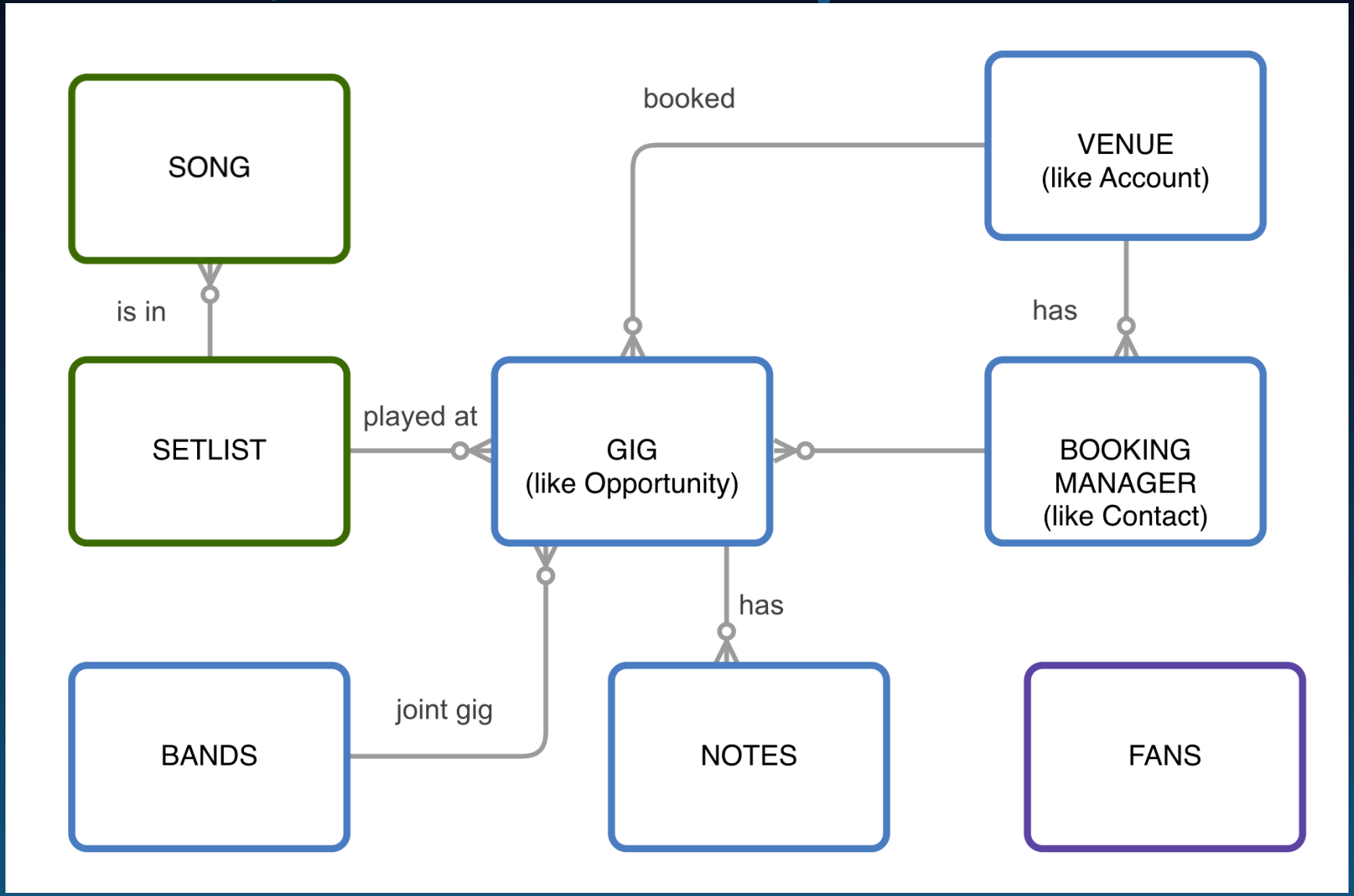

#DOCUMENTATION

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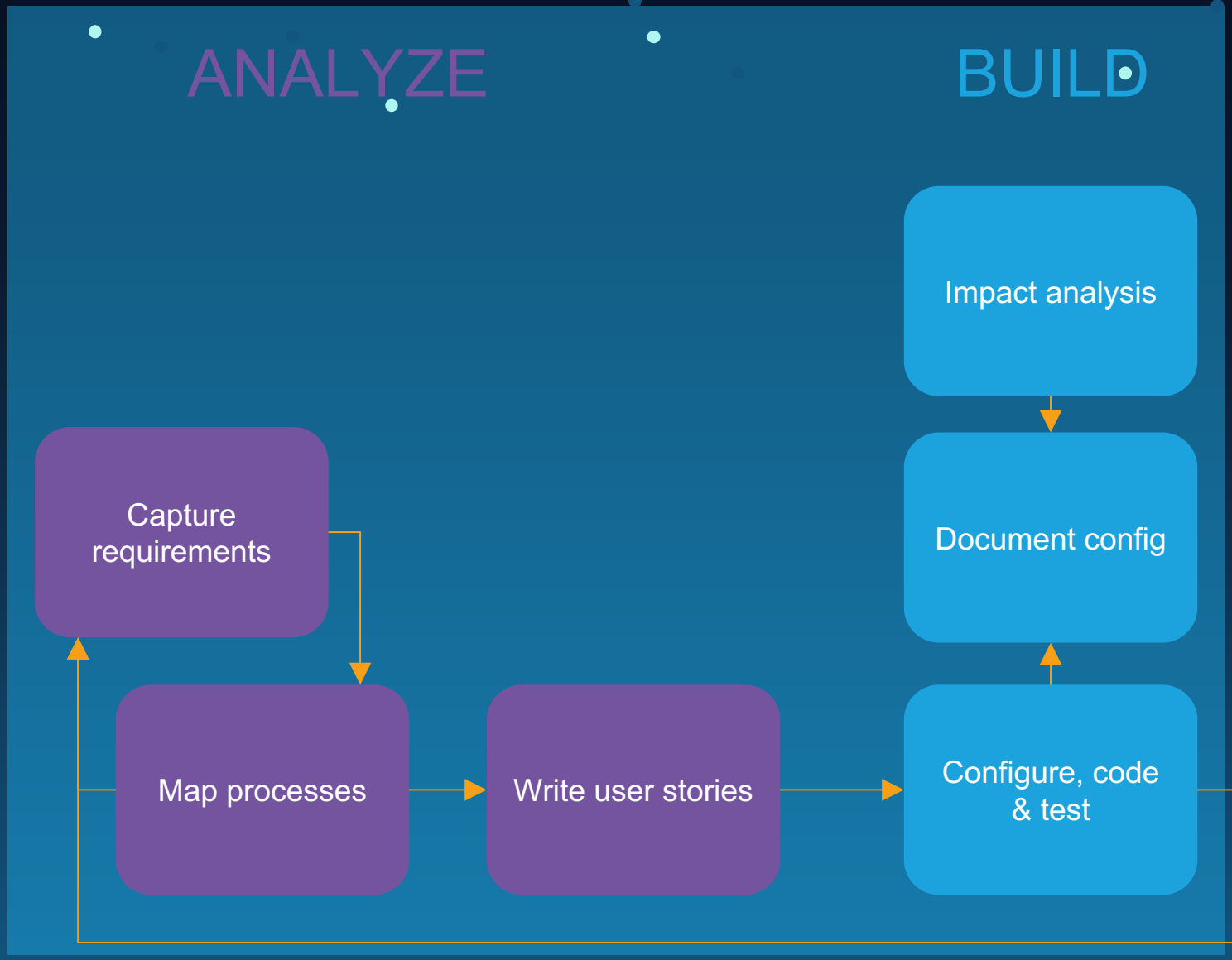

#DOCUMENTATION

Metadata Dictionary

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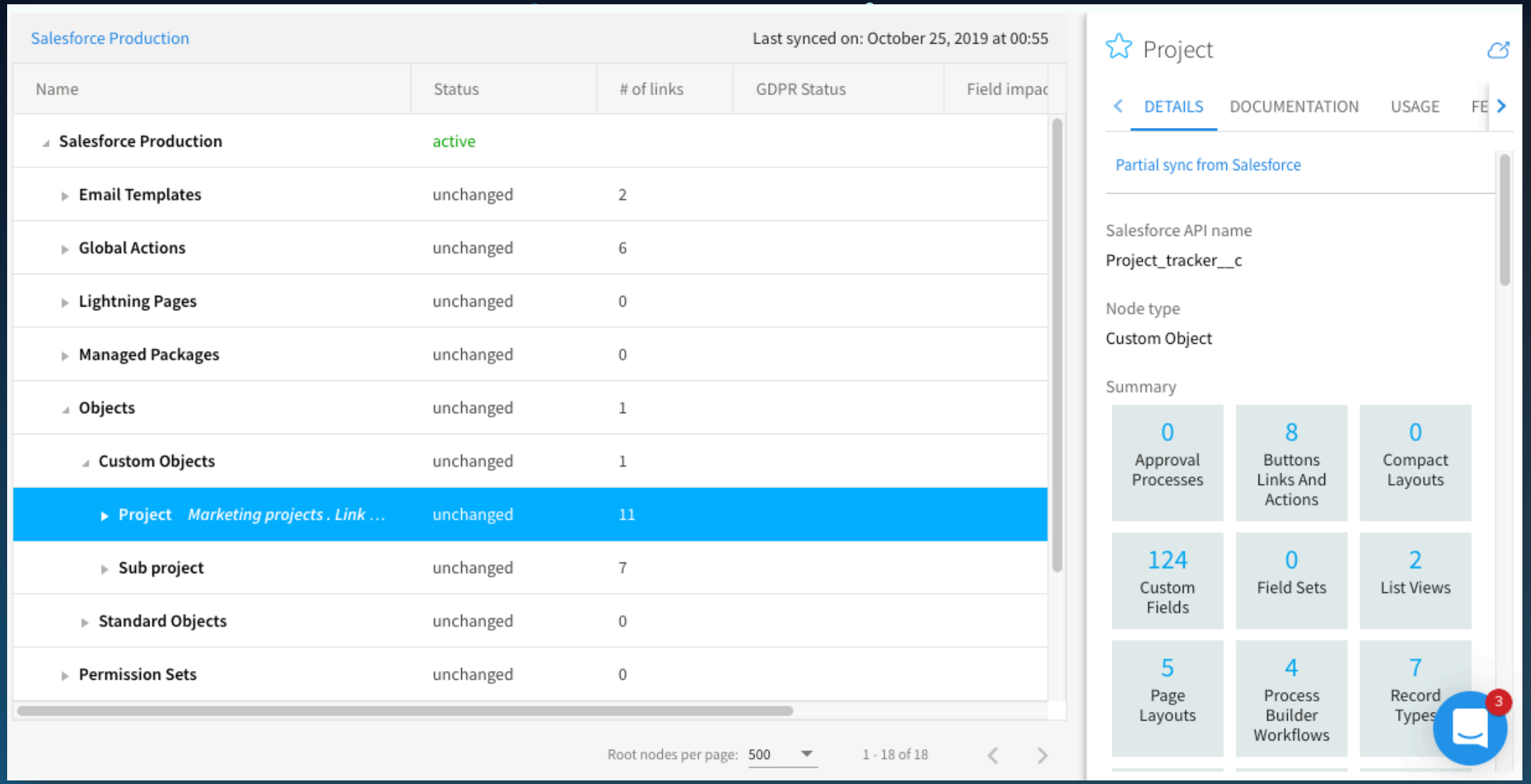

#DEVOPS

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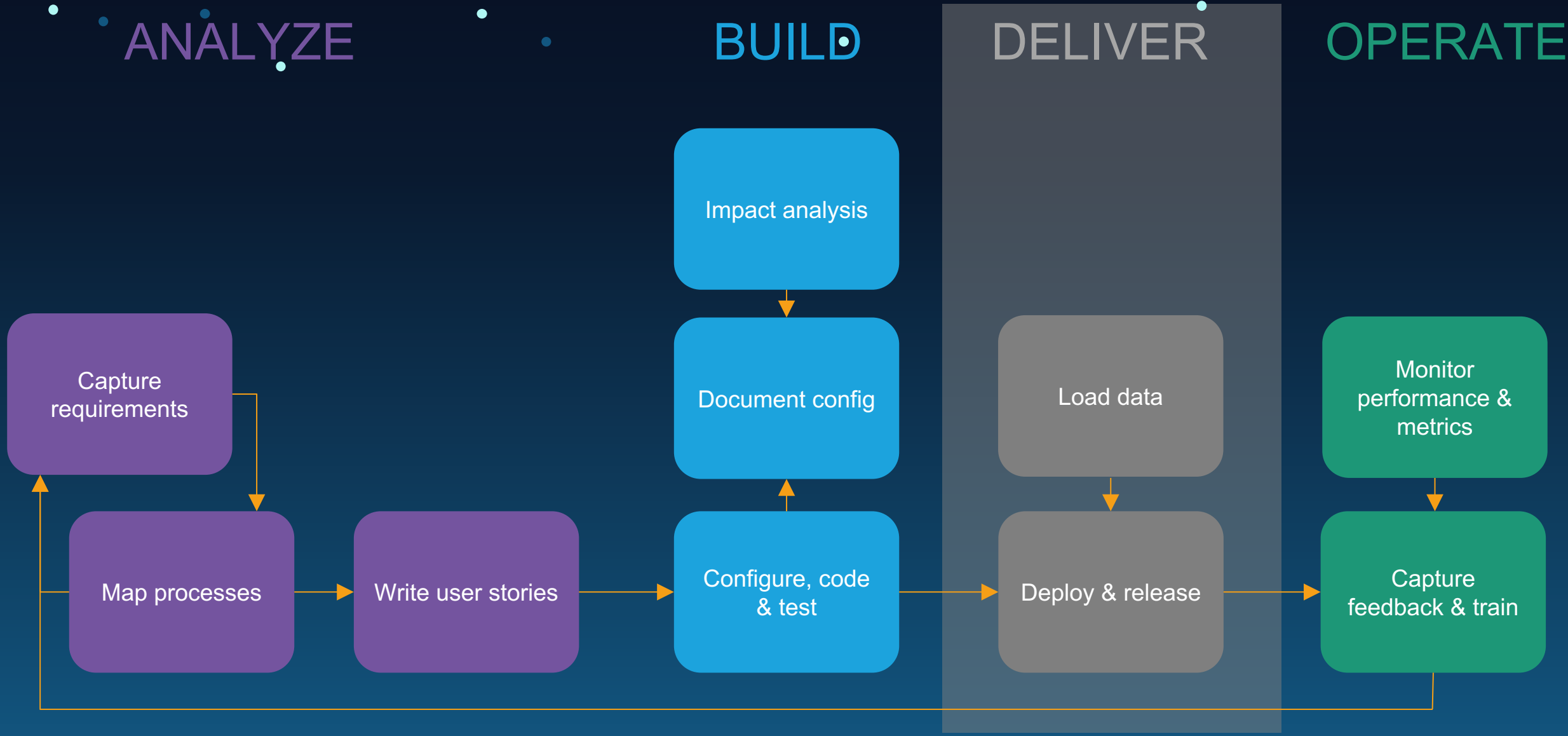

#DEVOPS

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#TRAINING

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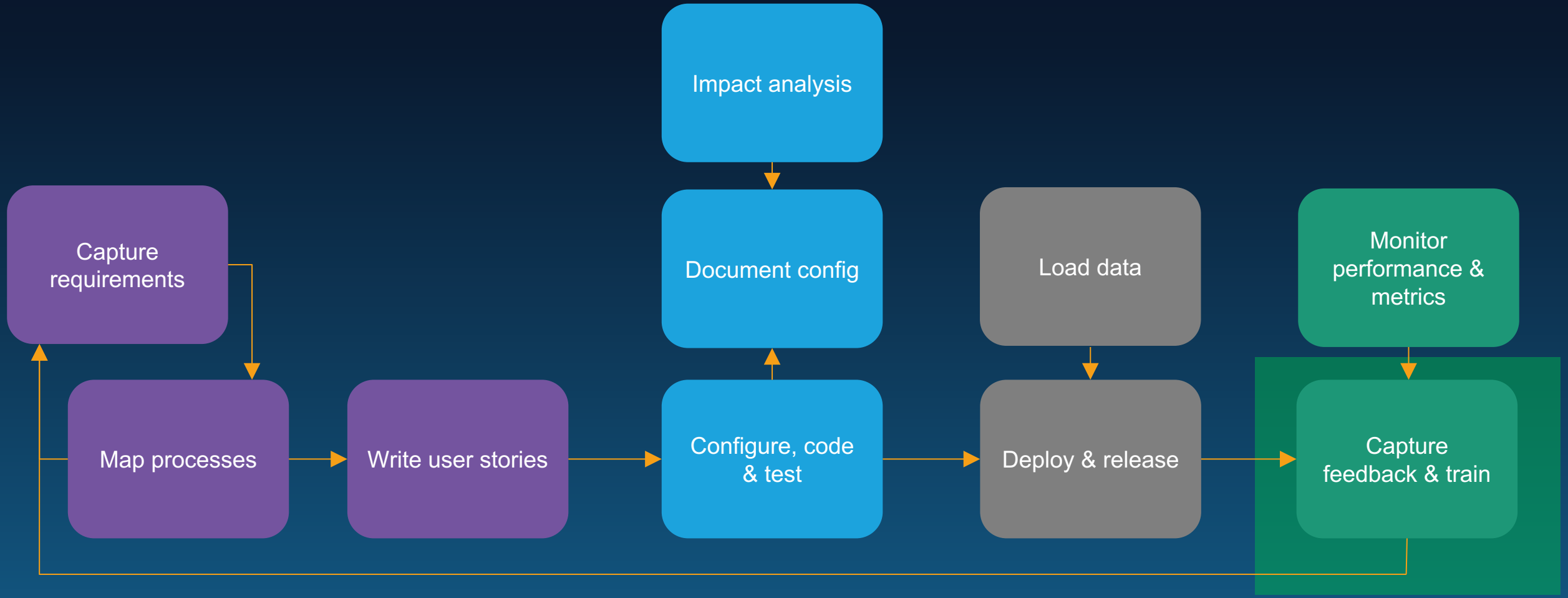
ANALYZE | BUILD | DELIVER | OPERATE



#USERADOPTION

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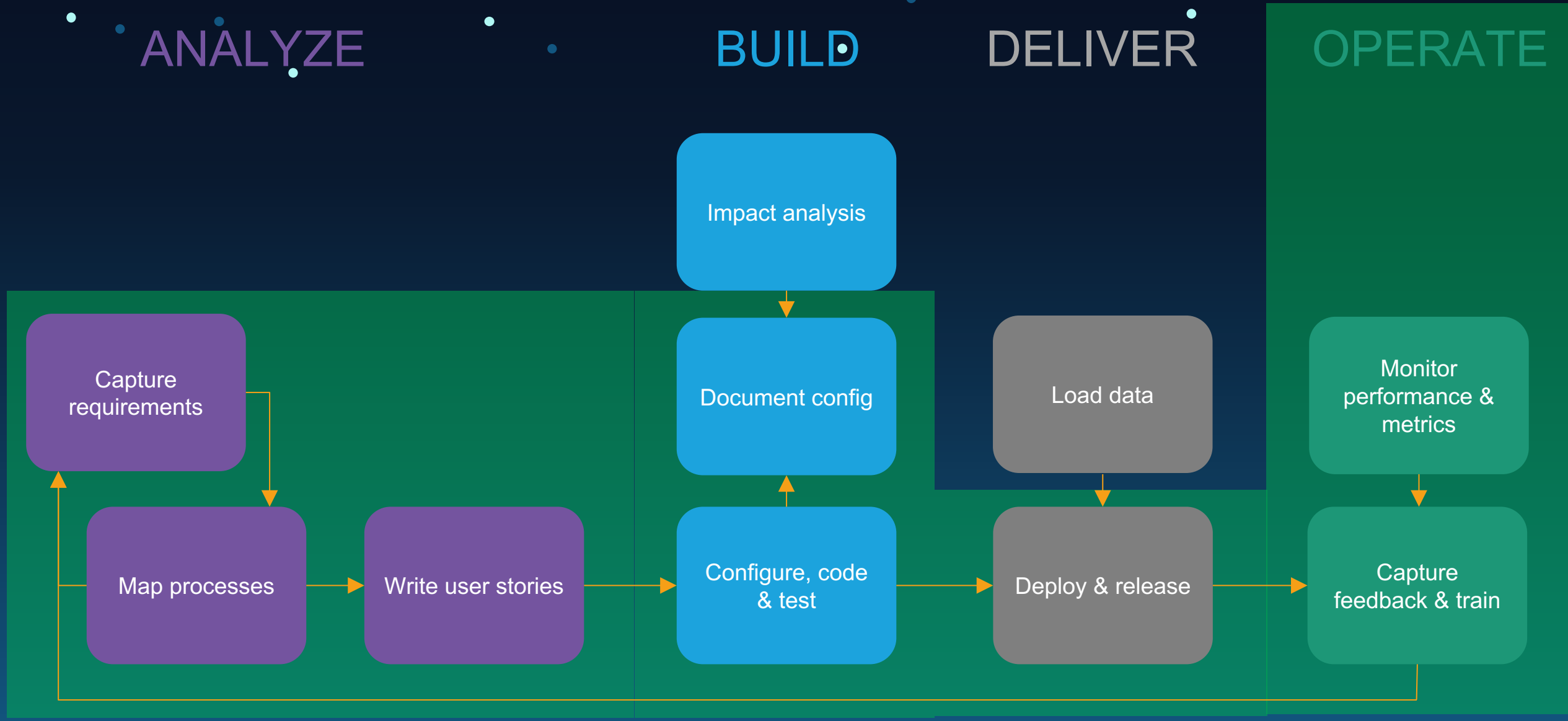

LEARNT SKILLS

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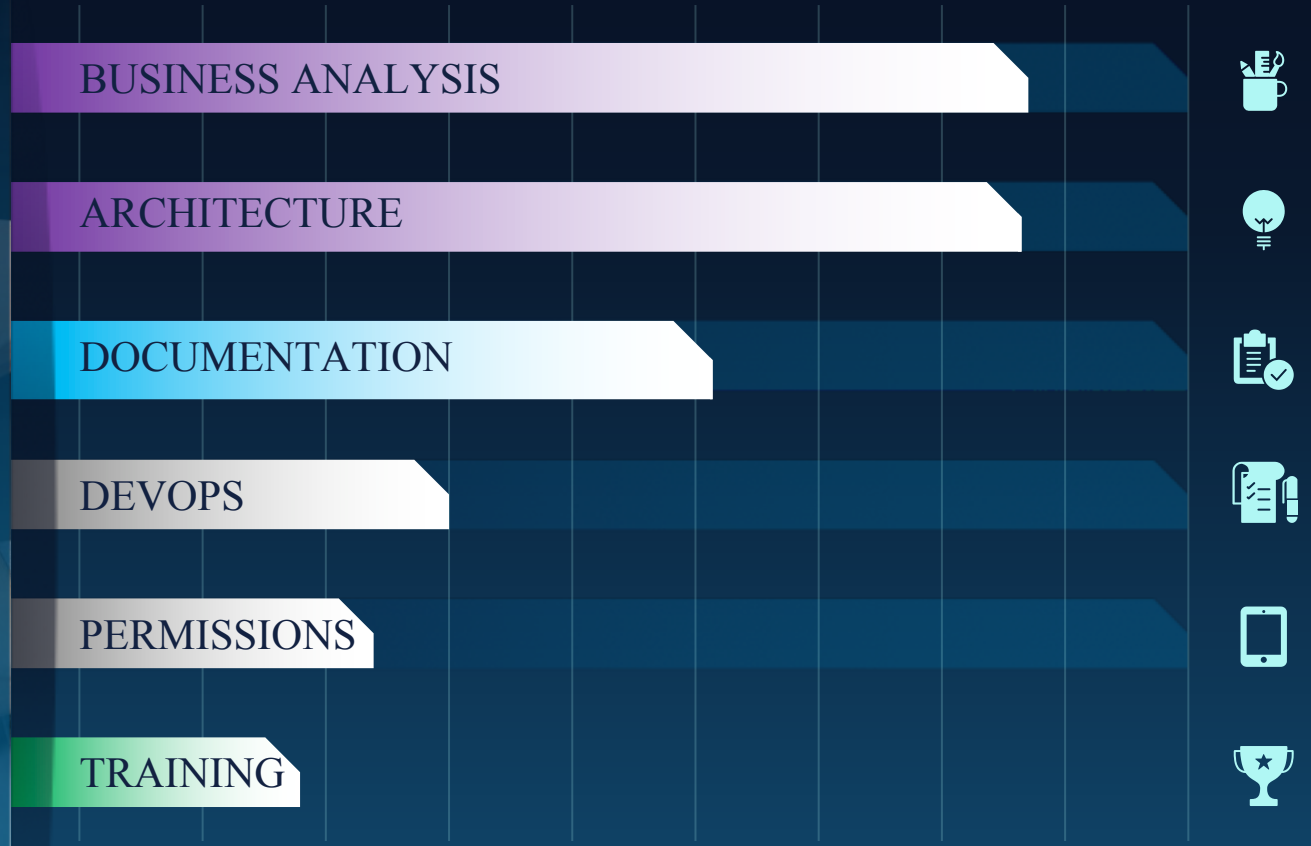

TOOLS: *"FREE IS NOT FREE"*

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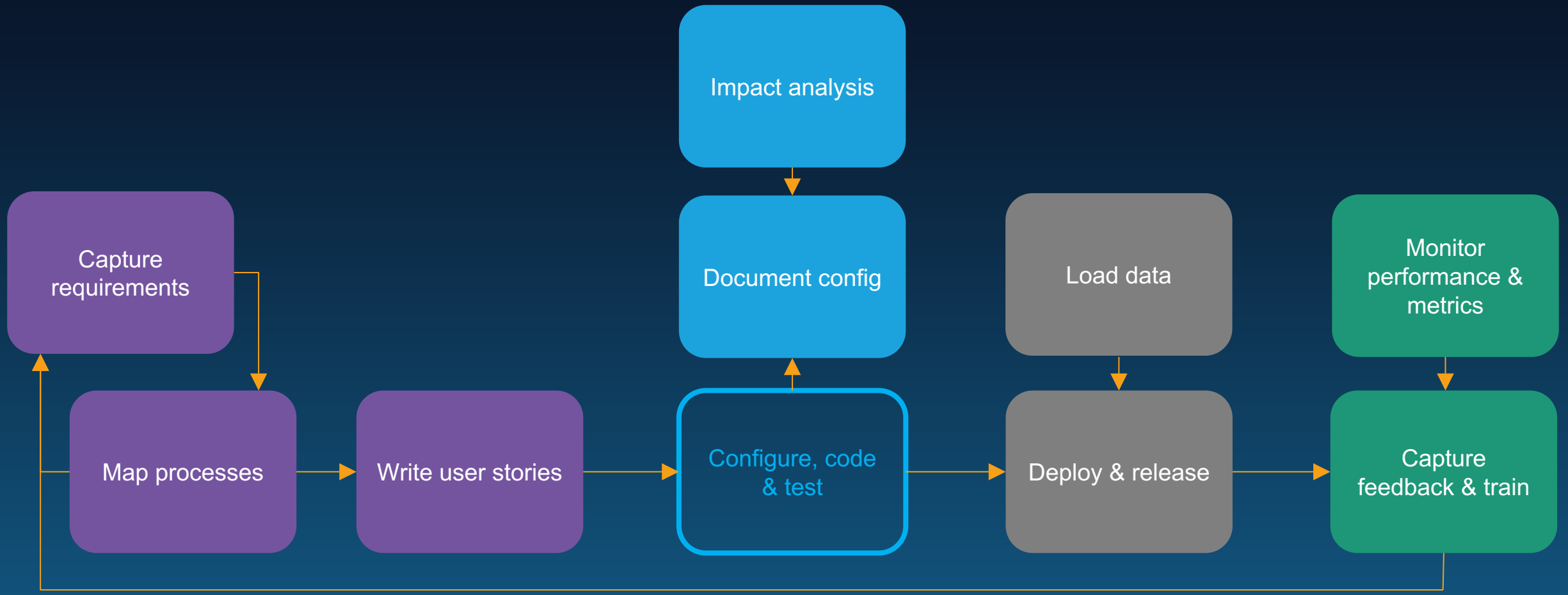
ANALYZE BUILD DELIVER OPERATE



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#TAKECONTROL

Don’t let your org control you

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Questions?

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@iangotts
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#TAKECONTROL

Don’t let your org control you

THANK YOU!

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SLIDES FOR Q&A

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#169

User did the MyDomain Trailhead in Production. So our Prod login was changed to kittiesarecute.my.salesforce.com It took a tech call escalated to Salesforce Tier 3 support to undo.

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#707

I deleted one custom field that blew up 40+ reports, 3 dashboards, and two weeks of my life.

TRAINING

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Trailhead – ALM: bit.ly/ALMtraining
Lifecycle: train.elements.cloud