Multiple Cloud Services

Calem Enterprise Tutorial

Austin, Texas

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CONFIDENTIAL

Business Case

A business unit has implemented Calem Cloud service and uses the cloud service to manage its daily operations. The organization likes the results and decides to implement Calem Cloud Services for other business units.

The business units operate independently and do not wish to share the same cloud service. However, the business units like to have the customization and configuration of the existing Calem Cloud service.

This presentation discusses the process to implement Calem Cloud Services based on customization and configuration from an existing service.

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Technical Support

Calem Support Services are included in the Calem Cloud Services. The process of replicating customization and configuration from one service to another will be performed by Calem Technical Support.

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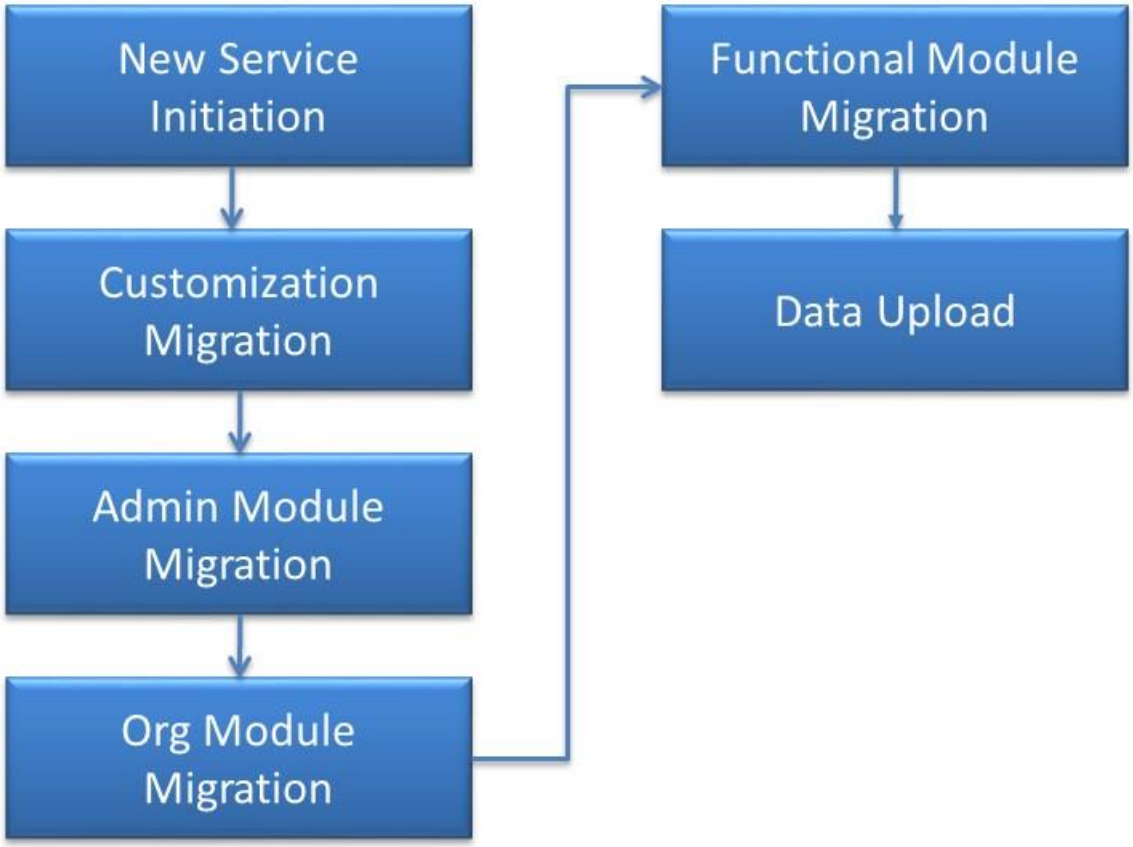
Multiple Service Process



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Step 1. New Service Initiation

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- A new Cloud service is initiated per customer order
- The service will be configured with default settings
- A backup is performed by Calem Support Team

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Step 2. Customization Migration

Customization includes the meta data files and database tables.

- Copy custom tables and labels from Calem_Home/custom/global from current service to the new cloud service.

- Export all custom tables from your current service and import to the database of the new cloud service.
    - Custom fields are stored in “zc_xxx” tables, eg, “zc_cm_asset” stores all custom fields for “cm_asset” table.
    - Custom category attributes are stored in “zc_za_xxx” tables.

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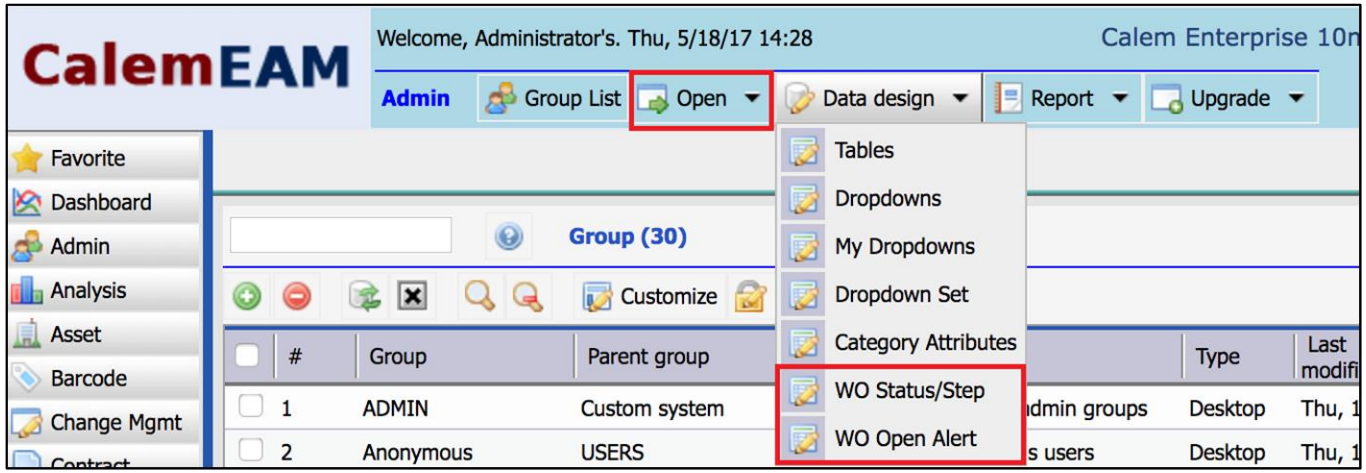
Step 3. Admin Module Migration

Admin module includes metadata files and database tables.

- Copy screen customization from Calem_Home/custom/group from current service to the new cloud service.

- Export Admin tables and import to the new cloud service including:
  - Groups and status exclusion.
  - Dropdown sets
  - WO Ste



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Step 4. Org Module Migration

Org module includes system configuration:

- ACL Profiles for access control
- Common Codes:
    - Job Roles
    - Departments

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Step 5. Functional Module Migration

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PM Module

- PM Plans

Work Order Module

- Work Order Types
- Permit Templates

Failure Module

- Failure Codes
- Cause Codes
- Action Codes

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Step 6. Data Upload

Finally, one can collect data and prepare for upload. Use templates at training site (http://www.calemeam.com/index.php/training) to upload data for the new cloud service.

- Locations
- Assets
- Users

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Step 6. Time Estimates

- New Cloud Service Initiation
  - 2 hours by Calem Support Team
- Migration of customization and Data
  - 1 week by Calem Support Team
- Data Upload
  - ~4 weeks by Customer Team

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