

Guided DIY Managed Service Plans: IRON and STEEL

	IRON	STEEL
Maintenance		
Weekly Maintenance	Guided instructions are provided in a checklist case each Monday.	Same as IRON
Monthly Maintenance	Guided instructions are provided in a checklist case on the first of each month.	Same as IRON
Quarterly Maintenance	Guided instructions are provided in a checklist case on Feb 1, May 1, Aug 1, & Nov 1.	Same as IRON
Release Readiness		
Release Readiness Checklist	A checklist case will be provided 1 month before the 3 annual Salesforce releases.	Same as IRON
Release Training Cohort	Available for Office Hours Members	Same as IRON
Collaborative Support		
Daily Office Hours	2 Memberships (400+ hours per year in Office Hours sessions)	3 Memberships
Error Notifications	Supported in Office Hours and in the CommonTeri Customer Community groups	Same as IRON
Maintenance Questions	Supported in Office Hours and in the CommonTeri Customer Community groups	Same as IRON
Action Required Salesforce emails	Supported in Office Hours and in the CommonTeri Customer Community groups	Same as IRON
Feature Retirement Salesforce emails	Supported in Office Hours and in the CommonTeri Customer Community groups	Same as IRON
CommonKnowledge Training Cohorts	Available for Office Hours Members	Same as IRON
Personalized Support		
Helpdesk Cases	--Not Included--	--Not Included--
Business Analyst Sessions	5 hours annually (Zoom meetings in 30-minute segments)	10 hours annually
Account Management Meetings	2 meetings per year (30-minutes)	4 meetings per year
Senior-Level Consulting Sessions	1 hour per year	2 hours per year
Innovation Development Work		
CommonSolutions	Available for purchase.	Available for purchase.
Ad Hoc Projects	--Not Included--	--Not Included--
Continuous Innovation Plans	--Not Included--	--Not Included--

NOTES:

- If the executive sponsor or billing manager are not included in Office Hour memberships, complimentary CommonTeri Customer Community logins will be provided for these roles as well.
- Office Hours are offered Monday through Friday except on quiet days. Quiet days are scheduled for CommonTeri internal training, project work, and team building.
- CommonTeri Services does not log into Salesforce or other tools of IRON and STEEL plan customers unless actively working on a CommonSolution.
- CommonSolutions are small, pre-scoped projects that are frequent asks of nonprofit customers that are sold at a flat price for the work.
- CommonKnowledge Training Cohorts are sessions and series offered frequently during the year to CommonTeri customers. Pre-registration is required and space is limited.