

## Strong Foundation Managed Service Plan: COBALT

	COBALT
<b>Maintenance</b>	67 maintenance checklists completed each year by a Certified Salesforce Administrator.
Weekly Maintenance	51 Weekly on a set day each week. (No weekly maintenance the last week of the year.)
Monthly Maintenance	12 Monthly on a set day each month.
Quarterly Maintenance	4 Quarterly checklists on the Orange schedule: Jan/Apr/July/Oct or the Green: Feb/May/Aug/Nov
<b>Release Readiness</b>	
Release Readiness Checklist	3 Release readiness checklist completed before each Salesforce Release (Spring, Summer, Winter)
Release Training Cohort	Plan participants are welcome to join.
Latest Release Assurance (CommonTeri Preferred Solutions)	Each quarter, CommonTeri will make sure that all Preferred Solutions and Integrations are updated to the latest stable release. If an urgent release update is needed between release reviews, these upgrades will be made as needed and are included in the COBALT pricing.
<b>Monitoring</b>	
Error Monitoring	Daily monitoring for errors in Salesforce, NPSP, and the CommonTeri Preferred Solutions and Integrations. Error monitoring results that need follow-up will be put in cases transferred to the customer.
Duplicate Monitoring	Duplicate rules and reporting will be created by CommonTeri with weekly reminder cases for the customer to manage.
Data Clean-up Monitoring	Set up of CommonTeri's Basic Goal Zero Dashboard for Constituents with monthly reminder cases for the customer to manage.
Action Required Salesforce Emails	Reviewed for relevance and administrative updates taken care of.
Feature Retirement Salesforce Emails	Reviewed for relevance and administrative updates taken care of.
<b>Collaborative Support</b>	
Daily Office Hours	4 Memberships (400+ hours per year in Office Hours sessions)
CommonKnowledge Training Cohorts	Available for Office Hours Members
<b>Personalized Support</b>	
Helpdesk Support Cases	22 hours per year
Business Analyst Sessions and Cases	22 hours per year
Account Management Meetings	4 meetings each year (1 hour meetings with Quarterly Account review)
Senior-Level Consulting Sessions	2 hours per year
<b>Innovation Development Work</b>	
CommonSolutions	Available for purchase.
Ad Hoc Projects	Available for purchase
Continuous Innovation Plans	--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.