

# “Operational Excellence” SCOPE Document

(Schedule, Cost, Objectives, Performance, Evaluation)

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## ABSTRACT

Abstract
Week 5 of Google Cloud Sales Onboarding will focus on skill-building for Nooglers. Four identified courses: <ol style="list-style-type: none"><li>1. Introduction to Vector (Google Cloud Sales instance of Salesforce Lightning)</li><li>2. Introduction to Non-Vector Sales Tools</li><li>3. Introduction to Dashboards</li><li>4. Introduction to Sales Process/ Introduction to GBP</li></ol>

Outcome
Learners will be able to: <ul style="list-style-type: none"><li>- perform basic tasks in Vector</li><li>- utilize non-Vector sales tools and identify where they are utilized during the Sales process</li><li>- access, customize, and personalize Dashboards to run reports</li><li>- Summarize the sales process at Google Cloud</li></ul>

AUDIENCE SUMMARY
<b>Role:</b> FSR, KAx, SMB, xDR and Specialist (non-technical sellers) & Customer Engineers (technical sellers)
<b>Tenure:</b> Less than 6 months with the company. They will have some familiarity with Salesforce.
<b>Geography:</b> North America (No other Languages have been suggested as of 4/25/2022.

## Learner Journey

These elearnings will spread across several weeks of Google Cloud Onboarding.

Week 3: Introduction to Vector

Week 4: Tools & Systems 101; Introduction to Dashboards

Week 5: Introduction to Sales Process/ Introduction to GBP

It is assumed that the elearnings are pre-work to the ILT course “Day in the Life with Tools & Processes”.

Concerns:

Without SOP even as an example, it is really difficult to give practical application of tasks  
How are we going to be incentivized to have good “hygiene” when using Vector?

Ideas:

MOMA Badge upon completion of elearning

Salesforce's certifications afterward to increase their value. Can Google pay for the learners to get these?

## SCHEDULE

MILESTONE		DELIVERABLE	
Stage	Date	Deliverable	Delivery Date
Start date	4/7	Training Request form	
LAW meeting	4/18	Scope Document Task Analysis	
Materials Received	N/A	Receiving	
Alpha (target) date	Week of 4/26	20-30% version of the course (Storyboard)	
Alpha Meeting	4/26	Course Design Doc	
Beta date & mtg. (Add 2.5 Weeks)		80-90% version of the course	
Delivery date	7/1		

# CALENDAR

## APRIL

SN	M	T	W	R	F	SA
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

## MAY

SN	M	T	W	R	F	SA
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

## JUNE

SN	M	T	W	R	F	SA
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	

## LABOR

ESTIMATE HOURS OF WORK	
Analysis	20 hours
Materials review	5 Hours
Alpha	10 hours
Beta	50 hours
Launch	
<b>Total</b>	

## OBJECTIVES (TPOs / EOs) Performance, Condition, Standard

The Learner Will Be Able to.. Define the measurable change at the end of the course.	
<b>Originals - <a href="#">Original doc</a></b>	
	Effectively use internal tools to identify and reach out to prospective buyers
	Develop a repeatable prospecting strategy for how to engage prospective customers at Google
	Demonstrate their 101 ability to use Help Desk Vector, Cloud Platform Questions, and My Sales Bonus
<b>Rewritten</b>	
1	Perform the tasks of navigation, creating opportunities, deal workflow, and forecasting in Vector
2	Utilize internal tools (non-vector) to identify prospective buyers
3	Identify and develop different dashboards in Vector
4	Diagram the sales process as it pertains to Google Business Profile

## RAPID

POINTS OF CONTACT		
R	Responsible	<a href="#">Jamie H</a>
A	Agree	Jenna & Dre
P	Perform	<a href="#">Julie Z</a>
I	Input	TBD
D	Decide	Sara R.
SME 1 - <a href="#">Intro to Vector</a>		Needs to be defined
SME - Intro to non-vector tools		Needs to be defined
SME - Intro to Dashboards		Needs to be defined
SME - Intro Sales Process		Needs to be defined
Developer		Julie Zeller
Reviewer		Jenna

## EVALUATION (& Maintenance planning)

CONSTRAINTS FACTORS

SUCCESS FACTORS

## MODALITY

MODALITY	
	JOB Aids WBT - Asynchronous

# MAINTENANCE

What is the field program to reinforce this training?
<p>Suggestions to obtain these Salesforce Certifications:</p> <ol style="list-style-type: none"> <li>1. Advanced Administrator</li> <li>2. Administrator</li> <li>3. Platform Developer I</li> <li>4. Platform Developer II</li> <li>5. Sales Cloud Consultant</li> <li>6. Sharing and Visibility Designer</li> <li>7. Systems Architect</li> <li>8. Application Architect</li> <li>9. Integration Architecture Designer</li> <li>10. Data Architecture and Management Designer</li> <li>11. Identity and Access Management Designer</li> <li>12. Development Lifecycle and Deployment Designer</li> <li>13. Mobile Solutions Architecture Designer</li> <li>14. Platform App Builder</li> <li>15. Force.com Developer</li> <li>16. Service Cloud Consultant</li> <li>17. Community Cloud Consultant</li> </ol>