



EXPERTS ON DEMAND SUBSCRIPTION SERVICE

FREQUENTLY ASKED QUESTIONS

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WHAT IS EXPERTS ON DEMAND?

Experts on Demand (EOD) is a monthly subscription service consisting of coaching, mentoring, and advice delivered by an Atlassian certified expert.

WHY IS EXPERTS ON DEMAND A SUBSCRIPTION SERVICE?

Experts on Demand (EOD) is a cost-effective subscription service for customers who would benefit from regular coaching, mentoring, and advice from an Atlassian certified expert. You get greater flexibility and peace of mind knowing the relevant skillsets are available when you need them.

WHAT SERVICES ARE COVERED BY EXPERTS ON DEMAND?

Atlassian certified experts provide coaching, mentoring, and advice covering (but not limited to) the following:

Service/Topic	Coverage
Agile software development.	Including Jira Align.
Service Management (IT or non-IT).	IT Service Desks, Facilities Service Desks, HR Service Desks, and more.
Project or programme status reporting (PPM).	Includes PPM and leading planning solutions such as Advanced Roadmaps and BigPicture.
Collaboration and knowledge management.	Includes Confluence, knowledge bases, and Halp.
Use of Atlassian products and services: <ul style="list-style-type: none">○ Jira (Software, Service Management, Core)○ Confluence○ Opsgenie○ Bitbucket○ Bamboo○ Access○ Crowd	
Adoption of leading Atlassian Marketplace apps: <ul style="list-style-type: none">○ Comala○ Zephyr○ X-Ray○ eazyBI○ BigPicture○ Structure○ Easy Agile	

Service/Topic	Coverage
Atlassian add-ons and features: <ul style="list-style-type: none"> ○ Advanced Roadmaps ○ Team Calendars ○ Automation ○ Sheets/Excel Cloud Integration ○ Insight Asset Management ○ Opsgenie ○ Statuspage ○ Halp 	
Adoption of leading Atlassian Marketplace apps: <ul style="list-style-type: none"> ○ Comala ○ Zephyr ○ X-Ray ○ eazyBI ○ BigPicture ○ Structure ○ Easy Agile 	
Configuration and tailoring.	Hands-on or hands-off coaching when configuring products or apps to solve a particular need.
Scaling and performance.	
Planning and scoping.	For example, solution design or action planning for work that may be delivered separately.
Health checks or risk assessments.	Includes pre-migration risk assessments.
Learning new products or apps.	
Consultant-led training.	Formal classroom training courses for up to 12 delegates.

ARE THERE ANY SERVICES NOT COVERED BY EXPERTS ON DEMAND?

Service	Alternative
Data migrations	Data migrations are high-risk projects that require careful planning, testing, and risk mitigation. A pre-migration risk assessment can be completed with an Experts on Demand subscription.
Upgrades	Upgrades require careful planning, testing, and risk mitigation. An upgrade risk assessment can be completed with an Experts on Demand subscription.
New implementations	New implementations require careful scoping, planning, and testing. Following a successful implementation, the Experts on Demand subscription is an excellent solution for post-go-live training, mentoring, and advice on an ongoing basis.
Data mergers	Instance and data mergers are high-risk projects that require careful planning, testing, and risk mitigation. A pre-migration risk assessment can be completed with an Experts on Demand subscription.
JEMH configuration	Due to its complexity, JEMH is excluded from the Experts on Demand service.

WHAT'S INVOLVED IN COACHING, MENTORING, AND ADVICE?

Service/Topic	Coverage
Coaching	Coaching is generally focused on overcoming a specific short-term challenge. The consultant may demonstrate or perform actions with the participant present (hands-on), or simply coach the participant through the steps required (hands-off). Coaching is generally performed one-to-one but may also include: <ul style="list-style-type: none">○ Group question and answer sessions.○ Hands-on prototyping or configurations.
Mentoring	Mentoring is a learning session focused on long-term goals. The primary purpose is to drive personal growth, i.e. building skills, knowledge, and understanding in teams. The consultant will lead the project and cover all of the topics. Mentoring may be provided to one or many people.
Advice	Delivered as a workshop to provide best practice guidance, the facilitation of solution design or to review and analyse a complex issue - includes risk assessments and health checks.

HOW DOES THE EXPERTS ON DEMAND SUBSCRIPTION WORK?

A monthly subscription can be purchased as a 6 or 12-month contract.

The subscription includes a reduction on the standard day rate plus a complimentary month.

There are two predefined packages on the website but you may tailor the number of credits per month.

	Starter	Annual	Enterprise
Subscription length	6 Months	12 Months	12 Months
Monthly subscription	1 Credit per month	2 Credits per month	Unlimited
Discount	1 Month	1 Month	1 Month

WHAT ARE CREDITS?

The unit of currency used to manage the subscription. A fixed number of monthly credits is included in the subscription.

Monthly credits are available on the first working day of every month during the subscription period or from the start date mentioned in your Statement of Work - whichever date comes first.

1 Credit	One remote workshop of up to 0.5 days (3h 45m) with an Atlassian certified expert.
2 Credits	One remote workshop of up to 1 day (7h 30m) with an Atlassian certified expert.
4 Credits	One remote training session of up to 1 day (7h 30m) and a maximum of 12 delegates with an Atlassian certified expert.

CAN I BUY MORE CREDITS THAN THE STARTER OR ANNUAL SUBSCRIPTIONS OFFER?

Yes, you may choose to purchase or renew more or fewer credits per month for the length of the subscription.

Examples:

	6 Months 1cr/m	Annual 2cr/m	Annual 6cr/m
Subscription length	6 Months	12 Months	12 Months
Monthly subscription	1 Credit per month	2 Credits per month	6 Credits per month
Discount	1 Month	1 Month	1 Month

INCREASING THE MONTHLY CREDITS

If after every month, you need more credits, you can either:

- Renew the Experts on Demand subscription with more credits per month.
- Purchase supplementary consultancy at the standard rate.

WHAT IS FAIR USE AND CAN I OCCASIONALLY USE MORE THAN MY MONTHLY SUBSCRIPTION?

Yes, you may occasionally use more credits than your monthly credit subscription.

1. Flexibility is provided to allow you to use more or fewer credits each month, but:
 - a. Fair use is capped to limit overuse and impact on other customers.
 - b. Any unused credits will expire after 60 days so they cannot be saved up.
2. You may use up to double the credits in any given month under the fair use policy. Further discretion can be provided by Clearvision on request.

For example: If your subscription is 2 credits per month then you may occasionally use up to 4 credits when needed under the fair use policy.

MANAGING FAIR USE

- Clearvision's Project Management team will monitor and track credit use.
- Consecutive months of credit use above the subscription level may trigger a customer service call to determine whether you need to move to another monthly subscription.

HOW DOES CONSULTANT-LED CLASSROOM TRAINING WORK?

Consultant-led classroom training is an option that allows you to use your monthly subscription for formal classroom training courses. This includes:

- Any Clearvision course available on the website - including Jira, Confluence, Insight, Advanced Roadmaps, Bitbucket, and Git.
- Training can be delivered to up to 12 delegates and will use Clearvision's dedicated training environments.
- Training is delivered by an Atlassian certified expert.
- All Clearvision training courses undertaken with an Experts on Demand subscription will consume 4 credits per course due to the additional resources required.
- A minimum of 2 credits per month is required for classroom training.

CAN I USE EXPERTS ON DEMAND FOR A 2-HOUR MEETING?

Yes.

- This will consume a session credit, but the consultant will use any remaining time providing follow-up information or for research purposes on your behalf.
- Shorter advice calls or meetings can be arranged without consuming a credit. Contact the Clearvision Project Management team to confirm availability.

CAN EXPERTS ON DEMAND BE USED TO SUPPLEMENT A CLEARVISION SUPPORT SUBSCRIPTION?

Yes, Experts on Demand was designed to supplement the existing support and training services with coaching, mentoring, and advice on a monthly subscription basis.

WHEN DOES THE EXPERTS ON DEMAND SUBSCRIPTION START AND END?

The Clearvision Project Management team will draw up a standard Experts on Demand Statement of Work (SoW).

- The Statement of Work will include the start and end date of your Experts on Demand subscription.
- All dates will be agreed upon with the subscription contract owner and signed off in the usual way.

HOW DO I MAKE ENQUIRIES OR BOOK AN EXPERTS ON DEMAND SESSION?

You may either:

1. Log a service request ticket via the dedicated Experts on Demand Service Desk - <https://internal.clearvision-cm.com/jira/servicedesk/customer/portal/18> (recommended).
2. Contact the Clearvision Project Management team or customer services by email.

WHAT ARE THE PREREQUISITES FOR AN EXPERTS ON DEMAND SESSION?

Please consider the following:

- Participant(s) with adequate access controls to the software and environment.
- Adequate software licensing, including trial licensing if needed.

Clearvision will provide the following:

- An Atlassian certified expert.
- An optional web-conferencing platform.
- Supplementary access to slides and or live demonstrations.

