

Salesforce Governance: Executive Summary

Purpose

This is an Executive Summary for Salesforce Governance within the SOM Executive Branch.

Salesforce Governance Committee

Oversees all Executive Branch Salesforce utilization. Under the authority of the CIO, the committee includes key stakeholders from departments invested in Salesforce.

Org Strategy

Org structures within Salesforce will be adopted through structured criteria and cost-benefit analysis, including the total cost of ownership, with the final recommendation made by the Governance Committee.

Org Naming Convention

Production Orgs within Salesforce will be named "SOM" followed by a 2-digit number (SOM01). Lower environments will use the Production name suffixed with environment type (SOM01Test).

Development and Interface

All net-new apps within Salesforce Orgs shall adopt turnkey SaaS products developed using Lightning Experience. All apps must follow an Agile Software Development Life Cycle. Additionally, the Maine Service Bus must be the first consideration for any external interfaces.

Configuration vs. Customization

AppExchange and Configuration must be considered first. Where Configuration is not easily accomplished, Customization may be used as a secondary method. Customizations/Configurations must comply with Salesforce Naming Conventions. Customizations must comply with the Apex Design Best Practices and the Execution Governor Limits.

Security

Security configurations will be implemented to align with I.T. policies, and any relevant regulatory stipulation. All Orgs with TLP: Amber or TLP: Red data must be audited using the native Salesforce auditing capability.

Integrations

An Org must be integrated with an Active Directory group, with Single Sign-on enabled.

Milestones/Changes

Apps set for production must complete Application Deployment Certification before going live. A point-in-time cloud-to-cloud backup is required at all major milestones, with the relevant code versions copied to the OIT enterprise source configuration management system. All major milestones/production changes must comply with the OIT Change Management Policy.

Support and Monitoring

Apps must provision a support model for post-go-live support. All contracted Salesforce vendors will be accountable for deliverables, and responsible for defined criteria, including, KPIs, quality of service, and technical documentation.

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Point-of-Contact: Enterprise.Architect@Maine.Gov