

Oracle® Customer Success Success Navigator FAQs



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The Oracle logo, consisting of the word "ORACLE" in white, uppercase, sans-serif font, centered within a solid red square.

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Oracle Customer Success Success Navigator FAQs, Release 26.1

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Preface

This preface describes the document accessibility features and conventions used in Success Navigator Program.

Purpose Statement

The **Success Navigator FAQs** offer clear and concise answers to common questions about using Success Navigator, including guidance and best practices for various Oracle Cloud services such as Fusion and OCI.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit [Oracle Accessibility Program](#).

1

Success Navigator Generic FAQs

This section compiles Frequently Asked Questions (FAQs) with answers, addressing topics related to Success Navigator functionality shared by both Success Navigator for Fusion and Success Navigator for OCI.

Access FAQs

FAQs for access-related questions are identified in this topic.

As a customer, how do I get access to Oracle AI Success Navigator?

Reach out to your primary Oracle point of contact for more information or visit the Oracle AI Success Navigator website for more information [Oracle AI Success Navigator](#).

Where do I access Oracle AI Success Navigator?

Sign in with your Oracle credentials at <https://navigator.oracle.com>.

Is Oracle AI Success Navigator a unique application requiring separate provisioning and access?

Yes. Success Navigator is a stand-alone application, and provisioning is currently initiated by request from either customers, their implementation partner, or a member of the Oracle team supporting the customer.

Who has access to a customer's Success Navigator account?

Success Navigator is intended to be used jointly by customers, partners, and Oracle team members to facilitate collaboration and transparency. Customers manage access to their Success Navigator account and can include partners and Oracle team members as desired.

Who is eligible to use Oracle AI Success Navigator?

All Oracle Cloud customers are eligible to use Success Navigator.

Who manages the platform, content, user access, and information in Success Navigator?

Customers are given administrative access to manage their Success Navigator account, including providing access to partners and Oracle team members. The customer admin manages access levels for users in their organization, and may provide administrative access to a partner or Oracle team member.

As a CSM, how do I get access to a customer account?

Reach out to the organization's customer admin for access, or raise a support ticket: https://help-education.oracle.com/apex/r/autosr_ws/navigator-support/navigator-support

AI Assist FAQs

FAQs for using AI Assist are identified in this topic.

What AI agents are available in Success Navigator through AI Assist?

Fusion: Feature Innovation, Roadmap, OMBP, Programs, Projects, Milestones, Production Profile, and User Profile agents are available.

OCI: OCI Knowledgebase agent is available.

What data sources are used to train the AI model?

The data sources used to train Oracle's AI models are carefully selected to ensure security, privacy, and relevance. At a high level, Oracle's models are trained on:

- **Oracle proprietary data**, such as Oracle product documentation on public-facing sites (docs.oracle.com), knowledge bases, Modern Best Practices, and Release Features from the Release Readiness site (<https://docs.oracle.com/en/cloud/saas/readiness/index.html>). This also includes Web Search from domains *.[oracle.com](https://docs.oracle.com). The OCI Knowledgebase agent is trained on MyLearn content.
- **Customer data**, used only with strict controls and permissions, including data within Success Navigator. Success Navigator does not connect to customer environments.
 - Data sources within Success Navigator include: Journeys, Programs, Projects, Scope, Roadmaps, Release Features, User Profile, Production Profile, OMBPS including videos and transcripts, MyLearn video transcripts for OCI and Fusion, and OCA Taxonomy.
- **Publicly available data**, including industry standards and open datasets

The LLM models used are OCI Gen AI Service Pre-Trained models, utilizing the Chicago region for inference endpoint.

Pre-trained OCI GenAI models: <https://docs.oracle.com/en-us/iaas/Content/generative-ai/pretrained-models.htm>

Model availability per region: <https://docs.oracle.com/en-us/iaas/Content/generative-ai/model-endpoint-regions.htm>

Oracle does **not** train its enterprise AI models by scraping random external websites. All data sources are vetted, approved, and compliant with Oracle's security and privacy policies. Models are regularly updated using new product documentation, release notes, and customer feedback, where permitted.

Describe the approaches used to detect the presence of personally identifiable information (PII) or sensitive data in the output of Oracle AI systems.

Oracle leverages automated tools and model-based techniques to identify and prevent the disclosure of PII or sensitive information in AI outputs. These include pattern-matching, natural language understanding, and post-processing filters to minimize the risk of exposing protected data.

How does AI Assist keep its knowledge base up to date and how often is it refreshed?

AI Assist's knowledge base is regularly updated through a combination of bi-weekly data refreshes, integration with the latest Oracle documentation, and continuous monitoring of product updates and best practices. Oracle's AI team ensures that the system reflects the most current features, security standards, and industry developments by syncing with official release notes, product documentation, and trusted sources. This helps ensure you always receive accurate and timely information when using AI Assist.

How accurate are AI Assist responses?

AI Assist responses are limited to content available only within the knowledge sources mentioned above. In the absence of content, AI Assist will respond to the user that there is not enough information available and refer to either Success Navigator or Oracle official sites for more information.

Would there ever be an instance where AI Assist guidance conflicts with official Oracle documentation?

AI Assist responses are limited to content available only within the knowledge sources mentioned above. However, it is possible that the knowledge sources could contain outdated content. We have updated the parameters included in the response to mitigate this where possible. There is also a disclaimer in the AI Assist window to advise the user to review for accuracy and refer to the original sources of the content. Large Language Models are generative which implicitly means that these are probabilistic models and cannot be relied on for a deterministic output in all scenarios.

How does Oracle detect or mitigate data poisoning or corrupted data?

Oracle employs rigorous data validation, monitoring, and filtering processes to detect anomalies or malicious patterns in training data. Regular audits and automated tools help identify and mitigate risks of data poisoning or corruption before they can impact the model.

How does Oracle ensure AI is used ethically and responsibly?

Oracle provides guidelines and best practices for ethical AI use, including transparency, fairness, and respect for privacy. Users are encouraged to follow these principles and to avoid using AI Assist for harmful or unethical purposes.

How does Oracle measure and validate the accuracy of the model, including monitoring for model/data drift, controlling for hallucinations, and addressing potential susceptibility to modifications based on queries by end users?

Model accuracy is measured using benchmark datasets, user feedback, and continuous evaluation. Oracle monitors for model and data drift and employs techniques to minimize hallucinations (incorrect or fabricated responses). The system is designed to prevent end-user queries from directly modifying the underlying model.

How does Oracle provide citations for the provided answers?

AI Assist provides in-line citations for facts, features, or claims, referencing official Oracle documentation or other trusted sources. Each citation is numbered and linked at the end of the response for easy verification.

How long does Oracle retain chat history?

You can delete your conversations at any point. Any conversations not deleted by the user are retained for a maximum of one year.

How secure is AI Assist?

AI Assist is built on Oracle Cloud Infrastructure, which provides robust security controls including encryption, access management, and continuous monitoring. All data is protected in transit and at rest, and the service complies with industry-leading security standards.

My company doesn't allow use of AI. Can I turn off AI Assist?

Admins can enable or disable AI Assist. Open the profile menu, and then select the toggle next to **AI Assist** under **My Organization**.

What data is exposed, saved, etc?

When you use Success Navigator's AI Assist features: Your queries and interactions may be logged for quality, troubleshooting, and improvement of the service, but these logs are handled according to Oracle's privacy and security policies. Sensitive business data (like your transactions, HR records, etc.) is NOT shared with Oracle's general AI training pipelines unless you have explicitly opted in. Data exposure is limited to what you have access to within your Oracle environment, and Oracle's AI Assist does not 'scrape' or expose external or unauthorized data. Saved data: Some anonymized usage data may be retained for analytics or service improvement, but this is governed by Oracle's data retention and privacy policies.

What languages can AI Assist translate to/from?

AI Assist can communicate in a variety of languages. Use the following prompt in AI Assist for a list of common languages that can be translated: "What languages can you translate?".

Why am I seeing the message “Your terminology has been flagged as inappropriate. If this was in error, please rephrase your message and try again.”?

This message indicates that the language or terms you used may not align with Oracle's guidelines for appropriate and respectful communication, or may contain sensitive or restricted information. If you believe this is an error, please rephrased your message and try again. Such guardrails help ensure a safe and compliant environment for all users.

Does AI Assist cover both Redwood and Classic UI?

Yes, AI Assist includes references and guidance from Oracle product documentation that covers both Redwood and Classic UI.

Can AI Assist help with custom integration configurations or only standard Oracle functionality?

AI Assist can help with custom integration configurations within Fusion provided the content is available within the knowledge sources listed above.

Feedback Submission FAQs

FAQs related to submitting feedback are identified in this topic.

How can I submit feedback about my Success Navigator experience?

Feedback can be submitted within the Success Navigator application. Select the ? icon in the Success Navigator header bar, then select Submit Feedback on Success Navigator to access the feedback survey.


How can I suggest ideas about future Success Navigator features or enhancements?

Ideas can be submitted through the Success Navigator Idea Lab. Select the ? icon in the Success Navigator header bar, then select Submit an Idea to access the Success Navigator Idea Lab.

General FAQs

General FAQs for Success Navigator are identified in this topic.

How do I report an issue?

In Success Navigator, open the Help menu , and select Contact Support in the Support & Feedback section. You can raise a Support Request (SR), chat with a support analyst, or request a call back. The direct link to Success Navigator Support is https://help-education.oracle.com/apex/r/autosr_ws/navigator-support.

What is the release cadence for Success Navigator?

Success Navigator does not have a standard release schedule yet, and does not follow the release schedule for Fusion or OCI. Typically there are two major releases per year with other minor releases as needed.

Where can I find the Success Navigator Roadmap?

The Success Navigator roadmap is available here on the [Applications Roadmaps](#) page in Cloud Customer Connect. Find it under Applications the Related Roadmaps section.

Is multi-language support available?

Multi-language support is planned for future releases. Currently, AI Assist within Success Navigator can communicate in several languages. Most modern browsers include built-in tools for translating page content.

Is Oracle AI Success Navigator a free or paid offering?

Oracle AI Success Navigator is a free service. You will contract with Oracle to use Success Navigator, as with other no-cost Oracle offerings.

Is OU learning subscription content (Example: quarterly update training videos) offered for free through Oracle AI Success Navigator?

Some OU learning subscription content is available through Success Navigator for no cost. However, our current subscription model will continue for the foreseeable future.

What applications does Success Navigator support?

Currently, Success Navigator supports Fusion Human Capital Management (HCM), Enterprise Resource Planning (ERP), Supply Chain Management (SCM), Enterprise Performance Management (EPM), as well as Oracle Cloud Infrastructure (OCI). Fusion CX Sales, Service, and Industry, along with Warehouse Management, Transportation Management, and Global Trade Management features are also included in the Release Features list, sunburst visualization, and Adoption Centers. Starter Configuration also supports for CX Sales/CPQ and Service, as well as Transportation Management. Future releases will expand to other Oracle applications and industry specific products.

Does Success Navigator include links to MOS or SRs?

We are working to include this capability in a future release.

Partner FAQs

FAQs for partners are identified in this topic.

Is Oracle AI Success Navigator accessible to our implementation partner network?

Yes. We are engaged with several of our implementation partners to drive toward increased alignment between Oracle, partners, and customers.

Is Oracle AI Success Navigator intended to reduce the customer's dependency on implementation partners?

No. Success Navigator is designed to support implementations guided by any implementation partner. We have been working closely with several implementation partners to inform functionality and features with the goal of encouraging transparency and collaboration between customers and partners.

Team Member FAQs

FAQs for team members are identified in this topic.

I'm unable to add a team member.

Team members are added from the My Team section on the Home page. Select the three ellipses and then select the Add Members option. When the drawer opens, complete the form and Save or Add Another. You must be an administrator to add or manage members.

Is it possible to create new roles within Success Navigator?

At this point in time, you cannot create new roles in Oracle AI Success Navigator.

Technical FAQs

Technical FAQs are identified in this topic.

Does Oracle AI Success Navigator offer a mobile experience?

Yes. Success Navigator is designed to be mobile responsive and is supported on common mobile browsers.

How can I ensure that firewalls or proxy servers do not block access to Oracle AI Success Navigator?

Firewalls, proxy servers, and other devices that your network administrators use to control access to the internet can affect your ability to connect to Success Navigator.

To allow network access to Success Navigator, your network administrator must add the following URLs to the allowlist of your firewall or proxy server.

<https://navigator.oracle.com>

<https://static.oracle.com>;

<https://login-ext.identity.oraclecloud.com>
<https://signon.oracle.com>;
<https://aaaadcqib3a6maaaaaaaackw4.apm-agt.us-ashburn-1.oci.oraclecloud.com/>
<https://guidedlearning.oracle.com>;
<https://axferedhgzp5.objectstorage.us-ashburn-1.oci.customer-oci.com>
<https://community.oracle.com/>
<https://mylearn.oracle.com/>
<https://docs.oracle.com/>
<https://blogs.oracle.com/>
<https://www.youtube.com/>
<https://help-education.oracle.com/apex/f?p=148>
<https://redwood.oracle.com/>
<https://support.oracle.com/>
<https://cloud.oracle.com/>
<https://www.oracle.com/>
<https://mosemp.us.oracle.com/>
*.brightcove.net

How will the data captured in Oracle AI Success Navigator be accessed by various Oracle functions and teams?

Customer data access will be managed per Oracle's data security protocols. Generally speaking, data gathered within Success Navigator will be accessible by those customer team members, partners, and Oracle team members to whom the customer has granted access.

What was Oracle AI Success Navigator built with?

Success Navigator sits on Oracle Cloud Infrastructure and is built using OJET.

Where is Success Navigator hosted and provisioned?

Success Navigator is deployed in Oracle Cloud Infrastructure (OCI) Commercial Realm OC1 and Region US East (Ashburn) (IAD). Refer to Regions and Availability Domains for more information on OCI Realms and Regions.

2

Success Navigator Fusion FAQs

The **Success Navigator Fusion FAQs** section addresses frequently asked questions specific to Oracle Fusion, offering targeted information and best practices to help users navigate and optimize their Fusion Cloud experience.

Fusion AI Assist FAQs

FAQs for Fusion AI Assist are identified in this topic.

Can AI Assist access my specific Oracle Cloud projects or programs?

AI Assist can provide information about your organization's programs and projects that have been set up within Success Navigator. Use the following prompt in AI Assist to learn more: "What type of information can you provide about my programs and projects?"

What are the current capabilities of AI Assist?

Currently, AI Assist can:

- Provide personalized recommendations, guidance, and resources related to Oracle Modern Best Practice business processes.
- Highlight quality benchmarks, process improvements and potential risks on implementation milestones.
- Suggest relevant new features that fit your production profile and business objectives.
- Help build Adoption Roadmaps with tailored feature recommendations.

Is AI Assist available for all Fusion cloud modules?

AI Assist is agnostic of Fusion subscriptions and can provide guidance and information on all cloud modules that are supported in Success Navigator.

Fusion General FAQs

Fusion general FAQs are identified in this topic.

What is Oracle AI Success Navigator and what are its primary features?

Oracle AI Success Navigator is a modern digital platform that helps Oracle customers and partners better implement Oracle cloud applications and achieve ongoing success.

Oracle AI Success Navigator includes:

- Support for the entire cloud journey from implementation to innovation. Implementation journey guidance presenting stages, activities, resources, success indicators, and key milestones.

- A Starter Configuration request process enabling rapid deployment to an initial test environment. Insights into key implementation milestone activity.
- Guidance on new features and release planning for Oracle products to support continuous innovation.
- Best Practice content to support team on boarding, implementation decisions, and ongoing product evolution.

Is Oracle AI Success Navigator applicable to all phases of the customer cloud journey?

Currently, Success Navigator supports the full implementation lifecycle and ongoing management post go-live. In the future, Success Navigator will also support pre-sales stages of the customer journey.

How is Oracle AI Success Navigator used?

Success Navigator is used by all members of a cloud implementation team to learn about Oracle Modern Best Practice, create visibility across the team into the status of key milestones in an implementation journey, as well as utilize tools that facilitate implementation activities and support ongoing continuous innovation opportunities.

Can Success Navigator be used after go-live for quarterly release/patches and updates?

Oracle AI Success Navigator is designed to be used across the entire lifecycle, from implementation all the way through quarterly releases and upgrades.

Does Oracle AI Success Navigator include business intelligence to provide insight into Oracle product feature adoption?

The Success Navigator roadmap includes creating visibility to customer adoption data across product modules.

Is Oracle AI Success Navigator available to UK Gov, FedRamp, and Sovereign Cloud customers?

Success Navigator is available in the commercial public cloud in North America. Under safe harbor, we are working with the Oracle Security team to assess extending the deployment of a starter configuration to a non-commercial realm. Currently, it does not have FedRamp approval.

Is Oracle Guided Learning included with Success Navigator?

Users will interact with OGL on the Success Navigator application as it supports their use of the tool. They will also use OGL guides on their test environment when they deploy a Starter Configuration to facilitate learning about their product. However, customers will still need to purchase OGL if they would like to create guides and use them on other test and production environments.

Will Oracle AI Success Navigator tailor the display of content to a customer's contracted product modules?

The Production Profile within Success Navigator provides customers with the ability to track the products and features they are implementing or have implemented. In a future release, Success Navigator will look to align the presentation of content and guidance to customers based on their unique characteristics (personalization), including their entitled product modules.

How can I add pillars to my Success Navigator account?

Once the account has been provisioned, all changes need to be requested through an SR. Please submit an SR ticket with the relevant information and our support team will be happy to assist.

Will Success Navigator offer a preview environment for customers to see newly released features and functionality?

In a future release, Success Navigator will include a preview environment capability which would create access to a Fusion demo environment that showcases new features and functionality from the latest release.

Will Success Navigator offer a Fusion preview environment for customers to see newly released features and functionality?

Success Navigator includes a read only Starter Configuration environment which provides access to a Fusion environment that showcases new features and functionality from the latest release.

Fusion Team Member FAQs

Fusion team member FAQ is identified in this topic.

Do different roles or access levels change the look and feel or experience?

Yes.

There are six access levels:

- Administrator
- Program Manager
- Release Planning Manager
- Program Contributor
- Account Manager
- Content Viewer

These roles provide different capabilities across the platform. For example, Admins can add workloads and add other Team Members, while Members and Viewers cannot

Implementation FAQs

Implementation FAQs are identified in this topic.

Can Success Navigator be used by customers with limited scope implementations?

Yes. All size customers will benefit from the platform and Starter Configuration. Success Navigator provides guidance and best practices while the Starter Configuration allows customers access to a pre-configured environment that includes Oracle Modern Best Practice, enabling customer to get hands on access to the product pre-design phase.

Can Oracle AI Success Navigator be configured to each customers unique situation?

Success Navigator offers the flexibility to set up and adjust programs and projects within the application to align to a customer implementation design. For example, they can create unique programs and projects within those programs, differentiate team members by program or project, add custom notes when evaluating progress against implementation milestones, and personalize their Starter Configuration.

Does Oracle AI Success Navigator accommodate common changes that occur during the course of an implementation?

Yes. Success Navigator's flexible program and project design supports changes in implementation dates, team membership, new or multiple implementation partners, and more.

Does Oracle AI Success Navigator support separate implementation projects across multiple business units?

Yes. Success Navigator allows the customer to create separate programs and projects to account for a variety of implementation designs. If, for instance, a customer wants to roll out modules in phased approach across different regions or business units, then independent projects within a larger program can be created in Success Navigator to support that implementation approach.

What inputs were used to shape the implementation best practices presented in Oracle AI Success Navigator?

The implementation best practices promoted in Success Navigator were shaped based on direct input from Oracle Consulting Services, Global Services Center, Day 2 Services, Customer Success Management, and Success Assurances teams.

Programs and Assessments FAQs

Programs and Assessments FAQs are identified in this topic.

How are team members added to programs and projects?

Team members are added to programs and projects by the administrator and based on project work. Work the Success Navigator administrator(s) to review additional options.

How can I remove a program or project that was created inadvertently or that is no longer needed?

If a program or project is no longer needed, you can update the status of the program or project as appropriate. If you have additional questions on managing programs or projects, refer to the User Guide or create a support ticket and our support team can assist you.

What happens if I am removed from a program or project?

You will still be able to access programs and projects you are assigned to and any team members assigned to those programs or projects.

Why can't I start or update an assessment?

Account Administrators, Program Managers, and Program Contributors with access to the program or project can update assessments. Milestones must also have dates associated in order to start or edit an assessment.

Are Implementation Readiness Review and Go-Live Readiness Review checklists included in Oracle AI Success Navigator?

Success Navigator includes Success Criteria assessments based on Cloud Implementation Milestones at multiple points in the implementation journey. These assessments include key content from the Readiness Review and Go-Live Readiness Review checklists.

Release Features and Planning FAQs

Release features and planning FAQs are identified in this topic.

Does Oracle AI Success Navigator provide information about major product release updates and changes?

Yes. Success Navigator presents curated content about release features and updates in the Innovate section of the home page. Fusion quarterly releases are added to Success Navigator approximately 60 days prior to the first release of features for Cohort A. EPM features are available at the time of release due to the monthly release cadence.

Where can I find more information on how to plan for Oracle Fusion releases?

The Release Guidance page in Success Navigator provides information for customers related to upcoming release events, pre-upgrade blackout dates, Fusion and EPM release cycles, recommended strategies for managing release schedules, and access to upcoming features.

Starter Configuration FAQs

Starter configuration FAQs are identified in this topic.

How do I request a Starter Configuration?

Starter Configurations are added and managed from the Configurations section on the home page. Select the three ellipses and select the Add a Starter Configuration option to request the environment. For more information, see [Request and Access Starter Configuration](#) in the User Guide

Note

You must be an administrator to manage environments.

How does the process to deploy a Starter Configuration environment work?

The Starter Configuration environment is initiated by the customer or partner administrator within the Success Navigator application. The environment is owned by the customer and must be empty prior to initiating the configuration process, which is validated automatically from within Success Navigator. The environment should be a non-production environment. The configuration request is fulfilled, and once deployed, you can access the environment directly from Success Navigator. If the initial deployment needs to be replaced, the test environment can be refreshed and a new configuration deployed.

Can a Starter Configuration be deployed at any stage of a project?

A Starter Configuration is usually deployed to a customer's test environment during the early Mobilize phase of a project. This enables the project team to explore and familiarize themselves with Fusion Applications, in an environment pre-populated with best practice configurations. While it is recommended for the Starter Configuration to be deployed in the Mobilize phase for early engagement and prototyping, it can also be provisioned during other stages to explore business processes across pillars based on the leading practices, new features etc.

What is the process to reset or refresh an environment in order to deploy a Starter Configuration environment?

The customer owns the test instance in which the Starter Configuration is deployed by Oracle. With the Admin Console, they can manage their instances and perform Production to Test clones and perform refreshes. Once the customer has refreshed the instance and the instance is empty, the customer can request a new deployment of a Starter Configuration.

Will the Starter Configuration environment be updated with new releases?

For a Starter Configuration that is deployed on a customer owned environment, the environment is upgraded in line with the normal release cycle for the cohort assigned to that specific customer environment.

For the Read-Only Starter Configuration environment hosted by Oracle on a shared instance, that instance is on Cohort A, so it is upgraded in Cohort A.

Mandatory (delivered enabled) features will be enabled in these upgrades. Optional features (action to enable) that require configuration will not be enabled.

How do I navigate through the preconfigured environments?

The preconfigured environments can be accessed and managed from the Configurations section on the home page. Select the environment name to access the environment.

Note

You will only be able to access an environment once it displays the Deployed status.

Are partners able to create or provision a starter configuration themselves through Oracle Cloud Success Navigator?

Yes. Partners may request a Starter Configuration if the customer has included the partner as an administrator.

Can you further personalize the environment (For example, manage users, create a more complex persona, configure customer-specific business rules, update configurations) after the Starter Configuration is created?

The customer owns the test instance in which the Starter Configuration has been deployed by Oracle. The customer has administrator access to the test instance and can work with the implementation partner to make additional or changed configurations. There is a risk that changes to the original Starter Configuration may disrupt the configuration and as a result the predefined use cases may no longer work. Customers and implementation partners must be conscious of what they are adding or changing. It is recommended to primarily use predefined users available in the Starter Configuration for early solution exploration and role-based validation.

Is the Starter Configuration environment configured to customer business requirements?

No, the Starter Configuration environment is not tailored to specific customer requirements except for some master data personalization during deployment such as Enterprise Name, Company Name/Logo, Department Name, a few customers/suppliers/item, specific HCM personas, and HCM recruitment info.

Does Starter Configuration allow customers to build their chart of accounts?

The Starter Configuration is populated with a leading practice sample chart of accounts. The customer chart of accounts can be designed and configured after carefully assessing the impact.

Does the Starter Configuration allow customers to create approval workflows?

Workflows in the Starter Configuration represent suggested business processes and flows which can be further customized based on the customer requirements.

Can customers migrate real or sensitive data into the Starter Configuration environment?

The Starter Configuration is populated with generic, sample data to support exploration and early validation. Migrating customer data will usually occur later in the implementation journey.

Can customers design custom security models in the Starter Configuration environment?

The Starter Configuration is populated with predefined users and security roles. Custom security roles can also be designed in the Starter Configuration environment.

Can the Starter Configuration be used to implement integrations or extensions?

Since the Starter Configuration is not tailored to specific customer requirements, the recommendation is to use the project development environment for building or testing integrations and extensions.

Does the Starter Configuration environment include all supported pillars and products or only those requested?

By default, all supported pillars and products are included in the Starter Configuration environment.

Below are the pillars and products that are included:

- HCM: Human Resources, Talent Management, Workforce Management, Payroll
- ERP: Financials, Procurement, Project Management, Risk Management
- SCM: Supply Chain Planning, Inventory Management, Manufacturing, Order Management, Procurement, Warehouse Management, Transportation Management
- EPM: Account Reconciliation, Narrative Reporting, Financial Consolidation and Close, Strategic Workforce Planning, Enterprise Planning and Budgeting Cloud Service, Tax Reporting

Note

Starter Configuration for EPM is only available for Oracle Enterprise Performance Management Enterprise Cloud Service. It is not available for Oracle Enterprise Performance Management Standard Cloud Service.

- Sales: Sales Automation, Configure – Price - Quote, Subscription Management
- Service: Fusion Service

Can read-only starter environment be used by Gov Cloud, Sovereign Cloud or FedRamp customers?

The read-only starter environment is an Oracle environment, so there is no concern about accessing a customer environment in a non-commercial realm.

3

Success Navigator OCI FAQs

The **Success Navigator OCI FAQs** section delivers answers to common questions about Oracle Cloud Infrastructure (OCI), assisting users in leveraging Success Navigator's tools and guidance within the OCI environment.

OCI General FAQs

OCI general FAQs are identified in this topic.

What is Success Navigator for OCI?

Success Navigator for OCI is a free, digital platform that provides prescriptive, step-by-step journeys to guide customers (and the teams supporting them) through OCI adoption. It brings together best-practice guidance, learning content, templates, and embedded tools to support discovery, design, and implementation.

Who should use Success Navigator for OCI?

It is intended for:

- Customers implementing themselves
- Customers implementing with partners
- Customers implementing with Oracle services

It's also designed for collaboration across customer, partner, and Oracle teams.

Is Success Navigator for OCI part of the OCI Console?

No. It is a standalone platform (not embedded into the OCI Console).

Does Success Navigator for OCI replace partners, ACEs, LIFT, or professional services?

No. It provides guidance, tools, and structure; it does not replace delivery responsibilities, architecture ownership, or professional services execution.

When will Success Navigator for OCI be generally available?

Success Navigator for OCI is currently in Limited Availability and the timeline for general availability has not yet been determined.

OCI Team Member FAQs

OCI team member FAQs are identified in this topic.

How do I add people and manage access?

Within Success Navigator, a team is created and managed by adding members (name/email), assigning a role/access level, and identifying the relationship (customer / partner / Oracle point of contact). Workloads are then created and specific members are assigned to each workload.

Do different roles or access levels change the look and feel or experience?

Yes.

There are six access levels:

- Administrator
- Program Manager
- Release Planning Manager
- Program Contributor
- Account Manager
- Content Viewer

These roles provide different capabilities across the platform. For example, Administrators have full access to all features and users, Program Managers can manage programs and projects including memberships, and Release Planning Managers can manage roadmaps and release plans. Program Contributors can contribute to program activities, Account Managers can manage the Production Profile, and Content Viewers can view content and provide limited input such as roadmap comments.

OCI Workload Journey FAQs

OCI workload journey FAQs are identified in this topic.

What workloads are currently supported?

Limited availability currently supports the following workloads:

- Database Migration
- Multicloud (AWS, Azure, GCP)
- Generative AI
- AI Services
- Core Infrastructure
- Oracle Integration
- VMware Migration

What are the core stages for each workload journey?

Each workload follows the same high-level structure:

- Discover (current state, use case clarity, questionnaires/templates)
- Design (learning, best practices, tooling, reference architectures)

- Implement (landing zones/blueprints, step-by-step deployment guidance, validation)

What are “Discovery Tools” and why are there multiple?

Discovery tools help gather details from the current environment and prepare for migration/implementation planning. Multiple tools exist because customer environments differ (e.g., database estate discovery vs EM-managed extraction vs other data capture approaches).

What is the Database migration or Discovery Questionnaire and how is it used?

The Questionnaire helps ensure consistency across your plan, improves collaboration with consultants or implementation teams, and sets a strong foundation for design and execution. The questions are typically used by consultants to support planning and design.

Does the Questionnaire automatically generate the Solution Definition Document (SDD)?

No. SDD creation is manual today. Templates/resources are provided to accelerate authoring, but content must be filled in for the specific customer/architecture.

Can customers/teams upload artifacts?

Yes. Workload artifacts (questionnaires, outputs, design documents) can be uploaded to My Documents or within a workload journey to create a centralized repository for the team.

What is covered in the Implement stage of the journey?

Step-by-step guidance to deploy the workload, including:

- Landing zone / blueprint guidance
- Deployment instructions (including Terraform and Resource Manager paths depending on workload)
- Deployment validation checklists (connectivity, routing/peering, security zone enforcement, compartment/resource readiness, etc.)

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