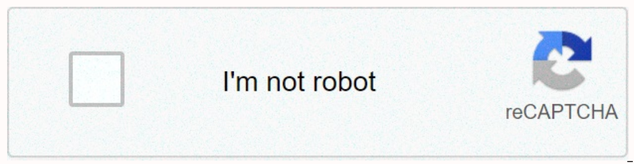

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Community cloud model

There is no doubt that both businesses and service providers are embracing the cloud. What's different today is that not only telcos cloud providers, but companies and governments are also becoming cloud providers through the community cloud model. The community cloud model is a joint work where the infrastructure of several specific groups of multiple organizations with shared access is associated with specific data processing issues, such as security, compliance, or jurisdictional considerations. The community cloud can be either on-premises or off-premises and can be regulated by participating organizations or by a third-party managed service provider. The community cloud model helps to address common problems between universities, government agencies and businesses, such as cost pressures, technology complexity and cost requirements, security challenges and a lack of sector-specific service providers. I recently had the opportunity to participate in the new Cloud Insights Video Podcast to discuss how CIOs can change their company's IT delivery models and how Cisco supports service providers in developing their cloud execution strategies. User organizations are becoming cloud suppliers CIOs have recognized that larger business results can be offered to their customers by working together to address common challenges and realize common opportunities. It has also become clear to them that using the community cloud model for cloud services is an innovative way to achieve these results. As we have collaborated with cios governments and universities in different geographic regions, we are focused on creating a common understanding of what can be achieved by moving to shared services that are not considered differentiated business, into a community cloud model. For example, all universities provide staff services and student registration services and financial services are not considered differentiated services. So why not have this shared general service that reduces the cost of spending and directs savings from innovative learning experiences for students? Changes that CIOs should drive CIOs come together and connect IT organizations to become service organizations. This requires them to consider: what services must be provided through the cloud model? What should be the proper model of action, governance and organisational structure for the management of the provision of services? Financial transparency – what would be the costs of providing services? Does this mean that service providers are going away? What is their added value? Service providers are not leaving. However, when I speak to service providers around the world, I hear that they are considering redirecting value-added services much further than the standard infrastructure than the service (IaaS) and the provision of a catalogue of differentiated services. When it comes to some European service providers, discussions have shifted to the provision of differentiated services, such as health exchanges and video use to reach rural areas in the region. These types of services were not discussed six months ago, but they come to conversations today. There are three tips to keep in mind when they consider an external and community cloud model: The service directory and action plan must be relevant to your business. Harmonisation of stakeholders and partnerships is important. Financial transparency must be a critical component of Cisco helping service providers develop their own cloud execution strategies. Visit Cloud Executive Perspectives to gain additional cloud insights from IT executives and subscribe to the Cisco Cloud Insights video podcast channel on iTunes or VIA RSS. You can also find additional Cisco cloud reviews videos here. Follow the @CiscoCloud use the same #CiscoCloud. Let's examine the three key elements of the cloud operating model. First people: customers, stakeholders, ops teams. Secondly, processes: their review, harmonisation and replacement. Thirdly, technology; we describe key cloud platform capabilities and show how VMware Cloud creates a solid foundation for success. This blog was originally published here. The cloud's work model is a high-level representation of how an organization implements its cloud strategy. This is a plan that aims to effectively organize the opportunities and results needed to provide value through cloud services. When a cloud strategy is defined, ratified, and transmitted, the cloud work model defines the operating processes that the organization needs to implement the strategy. Traditional Enterprise IT organizations cannot effectively support cloud services (either created or mediated). Silos approach to operations – network, operating system, storage, intermediate and security teams – is less effective when supporting cross-functional, cross-cutting services. These specialized teams remain critical to providing topic knowledge in their respective areas, but a dedicated set of resources, processes and technologies are needed to effectively create and manage cloud services. Cloud strategy in my previous post on The Importance of Cloud Strategy I discussed why a good cloud strategy is essential for a successful IT transformation initiative. Cloud strategy aligns business performance with technical results and defines a high-level framework for managing and managing resources in a multi-cloud world. If the cloud computing strategy defined The cloud usage model determines how cloud services continue to be managed, managed, and operated, and who. Cloud Platform Cloud Platform describes a technology platform that supports the provision and delivery of IT services that follow the principles of cloud computing (self-service, shared resource pools, volumetle refund, etc.). The cloud platform is a critical component of the cloud operation model. It supports the creation and management of cloud services and includes the technical capabilities needed to introduce some of the best operational practices used by hyperscale cloud service providers to increase the efficiency of enterprise organizations, such as self-driving operations and programmable preparation. The cloud platform provides the technical capabilities needed to support the following types of cloud services: Private cloud services – built internally, usually using the premi infrastructure on the cloud platform. Brokerage services – public cloud services mediated and managed through the cloud platform. Public cloud services – services built and maintained outside the cloud platform that can detect and control the platform. VMware's cloud management portfolio offers all the capabilities needed for a comprehensive cloud platform. Working model with any other name... Like everything related to the cloud industry, there is no agreed definition of cloud operating model. Similar concepts are described as cloud deployment framework, Cloud operation architecture, Service-centered model, or any other number of combinations. I define the Cloud operating model as the operating processes needed to maximize the benefits of deploying or creating cloud services. In other words, what operational concepts an organisation adopts to act more as a cloud provider – to be able to rapidly expand services and resources, on board or create new services efficiently, and provide a secure and reliable cloud platform for internal and external customers. Like all operating models, the cloud operating model consists of people, processes, and technology needed to run successfully. People Despite a relentless focus on automation to increase operational efficiency, people are still the most critical part of the operating model. What organisational structure do it take to function effectively? How do we organise the prioritisation of communication and cooperation? Do new roles need to be defined? Do we need to recruit new skilled workers or can we train existing resources? How can we ensure clear lines of responsibility and responsibility? Who are our consumers and stakeholders? As a consumer person It is important to understand which are consumers of your services. In the past, teams of applications (whether developers or business entities purchasing packaged software) would interact with IT through a project manager and/or a ticketing system to request a resource from a standard offer for VMs and operating systems. IT operations were usually responsible for the operating system (and standard packages) and in addition, responsibility was given to the implementation team. In the cloud operating model, if you don't understand consumer usage and requirements, you won't be able to meet their needs. If IT did not know which applications or data were systems they often are not in a situation err on the side of caution. This meant to design each environment with the highest level of data protection, resilience and security. It's an expensive, inflexible position to take and does scale. The cloud work model requires that you understand that applications that work in the environment are in place, that data classification processes are in place and that you can automate provisioning requests to place resources in environments that meet their needs. Do you want to deploy the development machine for weekly testing? Great, select a resource in a self-service directory and allows automated logic to put the system in a cheaper layer of infrastructure with a built-in rental period where the resource is decommissioned when it expires. For each service provided with a cloud model, the persona should be well understood – what they need when they need it, why they need it, how long they need it, and how they want to consume services. A high-level analysis of consumer data should be included in the cloud computing strategy, but the introduction or creation of each service should provide more detailed information on the purpose of each service and on future consumers. Stakeholder personas Your stakeholders may be your biggest contributors or your biggest detractors. Stakeholders are defined in the cloud strategy and the cloud working model must provide a feedback loop to ensure that the success of the initiative is communicated to all the right people. IT teams are historically not good at self-sedupting, but they must break the perception that resources are costly, slow and inflexible goalkeepers. Key performance indicators for each service should be established for each stakeholder and shared regularly, preferably through automated report or dashboard capabilities. Success sharing is essential to maintain support from critical stakeholders, who have a number of competing initiatives to prioritise and finance. The key performance indicators vary across stakeholders for the same service. For example, a CISO KPI may be that CVE patches are applied for x days, while the VP IT KPI may have %server builds to use the IaaS service. Operational Groups We are longer supply of infrastructure components; we provide solutions that are consumed as cloud services and to support them, it is necessary that operational teams are organized around services. Depending on your approach to transformation (evolutionary or revolutionary), this can be one of great transformations or a gradual approach. A good first step is to create a cross-functional team of critical IT experts. Often it matures the Cloud Center of Excellence, which is responsible for setting standards, managing oversight and decision-making onboarding or creating new services. As the organization matures, this team will be replaced or upgraded to service providers dedicated to and re-organized through the cloud model. The example here is not the reporting structure, rather the hierarchy of governance, best practices, and shared services. However, the reporting structure is important. Increasingly, I've come across too many corporate organizations where VP stakeholders - infrastructure, applications, architecture and strategy - aren't aligned (or worse, competing). This makes it very difficult to change successfully. The sooner all stakeholders are included in the collection and planning phases of the new delivery model, the more support you will get from these critical leadership roles. To identify a critical stakeholder in your organization, continue to move around the organization chart until you reach a resource that can make a final decision on all aspects of the plan. This is usually cio but could be VP if you have a combined organizational structure. Stakeholder alignment should have been achieved as part of the ratification of the cloud computing strategy. If you find yourself encountering resistance at the operating model layer there may be more work to be done in creating and transmitting cloud strategy. The process of Generations of IT has operated in environments that place reliability and stability above all else – after all, if users can not access the solution then IT is deemed unsuccessful. This led to a number of frameworks, processes and protections that, during a time created in good faith, led to lifes and well-beings. Often it was easier to simply say no - change, new requests, adjustments - than navigate the warren process and policy. Think ITIL, Change Boards and Architectural Review Boards. Automation may help in some areas, but it is not enough. Fundamental changes are needed. Consider the traditional VM preparation process. In many environments, a change ticket is required (48 hours in advance) with the representation of the Change Review Board (held twice a week) just to bring a VM online. No one asks questions about change. People in this case, adds a zero value. The previously approved change should be automated as part of the server compilation process. Now there is a record of activity system tracking purposes (which is really all that was needed). Hundreds of similar processes are involved in the day-to-day operations of your company's IT organization. Some may be automated; some are not really needed anymore (but no one can remember why they were created in the first place and hesitate to change). IT operations teams are being groomed to perform reactive, CYA, do not move quickly and break things for 30+ years. The company's IT cannot remain in this mode. The cloud's work model requires a full review of existing operating standards, policies, and processes to determine which can be passed on from the legacy business brain and those that should be updated or should be updated or retired. There may be a requirement to create new processes and rewrite policies. Joint work processes need to be reviewed, harmonised or replaced in order to provide effective and consistent experience in both the public and private sectors. Examples are listed below (this is not an exhaustive list): Data classification and data protection Compliance and security requirements and processes Workload placement policy and process access management service/resource change management Service/resource lifecycle management Financial model – reimbursement or financing of shared costs; short-term resources, budgeting, reporting Integration process with rear systems and common system requirements Management processes and policy enforcement processes Accountability and accountability monitoring, Service-based supervisory authorities, reporting, reporting, logging, incident finding, service monitoring Resource rights reduction, dynamic scaling License management DevOps and Agile Agile There is a software development methodology that includes a change in project requirements over time. This prioritises iterative change and cross-functional cooperation (unlike traditional methods such as the development of waterfall software, which is stiffer). The success of Agile software development has led to the adoption of these concepts across a larger IT organization with varying degrees of success. It is certain that the adoption of Agile for software development requires a quick response by the IT organization to the resource requests that McKinsey & The company calls Agile Infrastructure. The recommendations that McKinsey and the Company recommend for agile infrastructure are very much in line with the Cloud Operating Model definitions outlined in this post. DevOps defines a culture where development and operational teams are embedded in all aspects of the lifecycle of their service or application to provide software faster and more reliable. DevOps, Brisk and other processes can be considered components of cloud Model. There are sufficient overlaps in the organisational structure and processes that they are not in conflict. My advice is to accept the pieces of each that make the most sense of your organization. Technology provides the basis for a cloud operating model, and the choices here can make it either much easier or much harder to be successful. For this reason, VMware is quite normative in terms of our technology recommendations to support cloud Operating Model, starting with multi-cloud capabilities that we consider important in providing and managing cloud services. We believe that the tools used to provide support functions must be able to support the heterogeneous resources needed to build solutions. We believe that important opportunities are needed to support the cloud operating model and that they are consistent in your private, hybrid, and multi-cloud environments. We layer these capabilities from solid, consistent infrastructure foundation (including private and public resources) to through a stack of application submission and observationability. I introduced these abilities at the beginning of this blog post, let's check again here. Our VMware Cloud Foundation solution with our cloud management portfolio (vRealise Suite and CloudHealth by VMware) offers all the capabilities we consider critical of a private, hybrid and multi-cloud environment. I'm going to go into more detail regarding the capabilities of the important support cloud platform in an upcoming blog post. The next steps The change doesn't have to happen all at once, although there are certainly customers who implement these changes more aggressively than others. The reward is certainly worth the effort, but many organisations have no resource capacity to do anything other than keep the lights on. We therefore recommend that we start with the introduction of technologies to improve the operational efficiency of the operating model; Not only does it release hardware resource redistribution, but it frees up human resources so they can focus on building service delivery capabilities that are essential to the Cloud Operating Model. Final Thoughts People remain the most critical part of the Cloud Operating Model and making sure teams have the right support available to make this transition important – from retraining existing resources to hiring new ones; from updating recruitment practices and compensation models to attract and retain talent; and flexible time policies. VMware has made this transition internally and guiding thousands of customers through different phases of the transition. Contact your VMware team to hear more about how we can help. Recommended Reading Looking to Better Understand VMware's Unique Approach to Multi-Cloud Architecture? Get the final guide here. The Commission has cloud strategy – keep your cloud strategy simple, flexible and effective with this simple guide. Cloud or cloud – factors that need to be taken into account when assessing the mediation of public cloud services compared to the creation of private or hybrid cloud services. Evolve Your Automation Journey – Automate as Cloud Provider Part I. Take the next step on your itinerary from IT operations to your IT service provider by automating and organizing. Mature delivery of IT services – automate as a cloud provider part II. Creating IT services. Links to McKinsey & Co - Agile Infrastructure Forrester - 2018 Year enterprise DevOps CIO - Can Infrastructure be agile google - Site reliability engineer

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