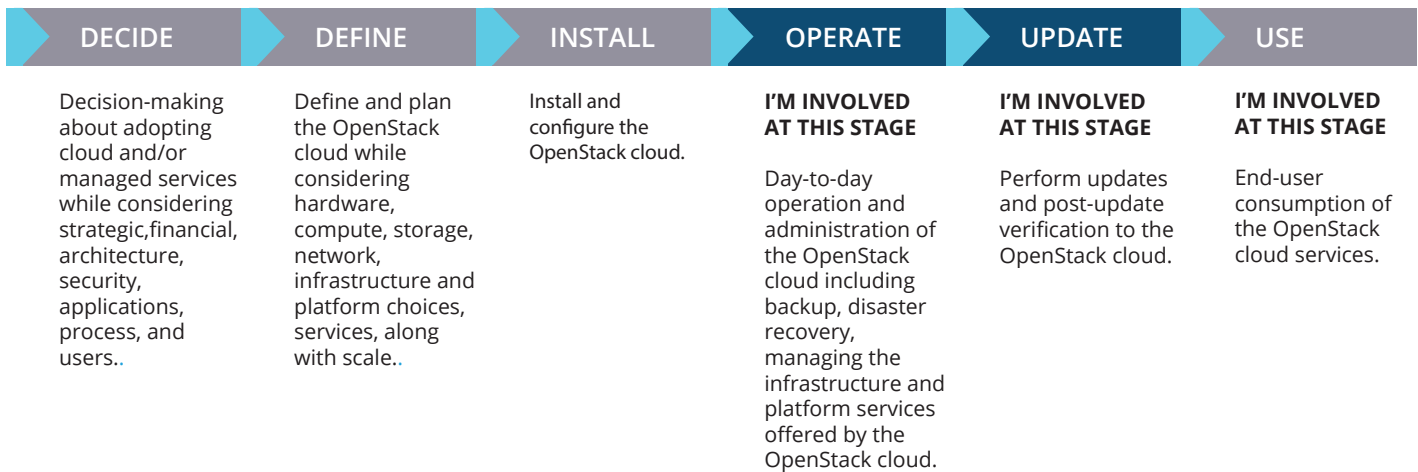# I'M IN CLOUD OPS

"I make sure the cloud is up and running and try to get things running again ASAP"

HIGH LEVEL TASKS/RESPONSIBILITIES

- Performance/Capacity Management
- Routine Backups/Migrations/Recovery
- Troubleshoot/Verify (L1, L2)
- Notify Customers

CLOUD ADOPTION STAGE

DECIDE	DEFINE	INSTALL	OPERATE	UPDATE	USE
Decision-making about adopting cloud and/or managed services while considering strategic,financial, architecture, security, applications, process, and users..	Define and plan the OpenStack cloud while considering hardware, compute, storage, network, infrastructure and platform choices, services, along with scale..	Install and configure the OpenStack cloud.	**I'M INVOLVED AT THIS STAGE** Day-to-day operation and administration of the OpenStack cloud including backup, disaster recovery, managing the infrastructure and platform services offered by the OpenStack cloud.	**I'M INVOLVED AT THIS STAGE** Perform updates and post-update verification to the OpenStack cloud.	**I'M INVOLVED AT THIS STAGE** End-user consumption of the OpenStack cloud services.

EXPERTISE LEVEL
Where you consider yourself on the scale

Novice   **Expert**

SKILL BREADTH/DEPTH
Where you consider yourself on the scale

Generalist   **Specialist**

IT'S A GOOD DAY FOR ME WHEN...

_____

_____

_____

IT'S A BAD DAY FOR ME WHEN...

It's difficult to interpret customer issues.
_____

There's too much non-specific monitoring data.
_____

_____

MY COMPANY'S INDUSTRY _____

ROLE IN CONTEXT
Where your role falls in the organization

DEV OPS	Application
DOMAIN OPS	Domain
	OpenStack Endpoints → **I'M HERE**
INFRA ARCHITECT	OpenStack Infrastructure
SERVICE ADMIN	Hardware

Business
Governance
Identity Management
Integration Points

WANT TO CONTINUE TO HELP US OUT WITH THE OPENSTACK PERSONAS?
Complete the survey for your profile:

http://www.surveylink.com

Include your contact information to participate in further studies

Name _____

Email _____

IRC _____

Reach out to the OpenStack UX working group

IRC   piet

OpenStack UX Channel   #openstack-ux

I'M AN INFRASTRUCTURE ARCHITECT

"I plan the next infrastructure deployments and upgrades."

HIGH LEVEL TASKS/RESPONSIBILITIES

- New Services/Configuration
- Producing KPIs

- Troubleshoot Issues from Cloud Ops (L3, L4)
- Report Issues to Community/Vendor

CLOUD ADOPTION STAGE

DECIDE	DEFINE	INSTALL	OPERATE	UPDATE	USE
I'M INVOLVED AT THIS STAGE	**I'M INVOLVED AT THIS STAGE**	Install and configure the OpenStack cloud.	Day-to-day operation and administration of the OpenStack cloud including backup, disaster recovery, managing the infrastructure and platform services offered by the OpenStack cloud.	Perform updates and post-update verification to the OpenStack cloud.	End-user consumption of the OpenStack cloud services.
Decision-making about adopting cloud and/or managed services while considering strategic,financial, architecture, security, applications, process, and users..	Define and plan the OpenStack cloud while considering hardware, compute, storage, network, infrastructure and platform choices, services, along with scale..				

EXPERTISE LEVEL
Where you consider yourself on the scale

Novice   **Expert**

SKILL BREADTH/DEPTH
Where you consider yourself on the scale

Generalist   **Specialist**

IT'S A GOOD DAY FOR ME WHEN...

_____

_____

_____

IT'S A BAD DAY FOR ME WHEN...

It's difficult to figure out total cost of ownership.
_____

I run into interoperability issues in clouds.
_____

_____

MY COMPANY'S INDUSTRY _____

ROLE IN CONTEXT
Where your role falls in the organization

DEV OPS — Application
DOMAIN OPS — Domain
CLOUD OPS — OpenStack Endpoints — **I'M HERE**
OpenStack Infrastructure
SERVICE ADMIN — Hardware

| Business |
| Governance |
| Identity Management |
| Integration Points |

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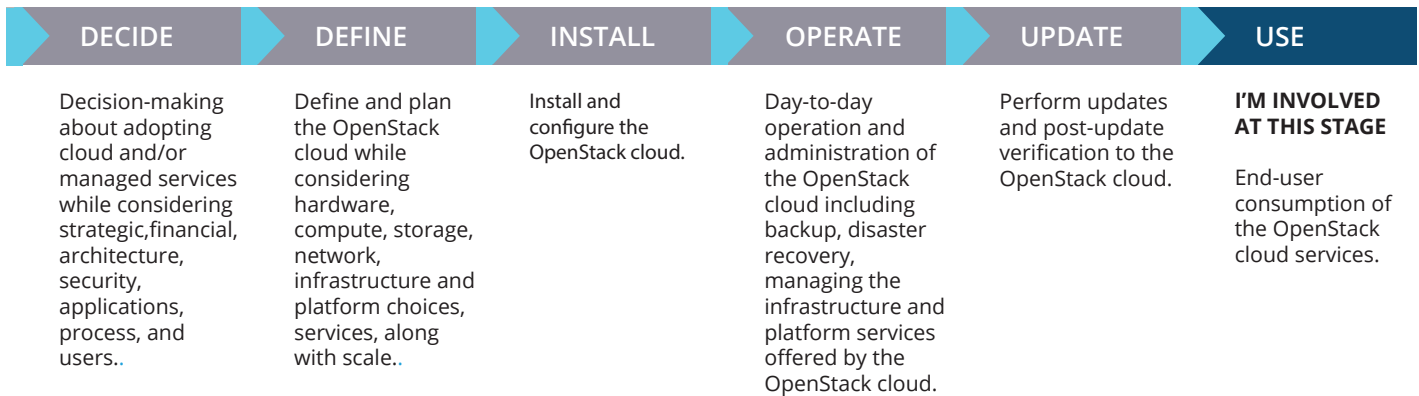**OpenStack UX Channel**   #openstack-ux

I'M IN DOMAIN OPS

"I manage the relationship with the cloud provider for my company including quotas, users, policies, and support tickets"

HIGH LEVEL TASKS/RESPONSIBILITIES

- Admin Tasks/Quotas
- Domain/Project/Tenant Management
- Triage/Troubleshoot
- Costs

CLOUD ADOPTION STAGE

DECIDE	DEFINE	INSTALL	OPERATE	UPDATE	USE
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EXPERTISE LEVEL
Where you consider yourself on the scale

Novice   **Expert**

SKILL BREADTH/DEPTH
Where you consider yourself on the scale

Generalist   **Specialist**

IT'S A GOOD DAY FOR ME WHEN...

_____

_____

_____

IT'S A BAD DAY FOR ME WHEN...

There's a lack of bulk/batch process options.
_____

There's outdated recipes/manifests.
_____

_____

MY COMPANY'S INDUSTRY _____

ROLE IN CONTEXT
Where your role falls in the organization

DEV OPS	Application
CLOUD OPS	Domain I'M HERE
INFRA ARCHITECT	OpenStack Endpoints
SERVICE ADMIN	OpenStack Infrastructure
	Hardware

Business
Governance
Identity Management
Integration Points

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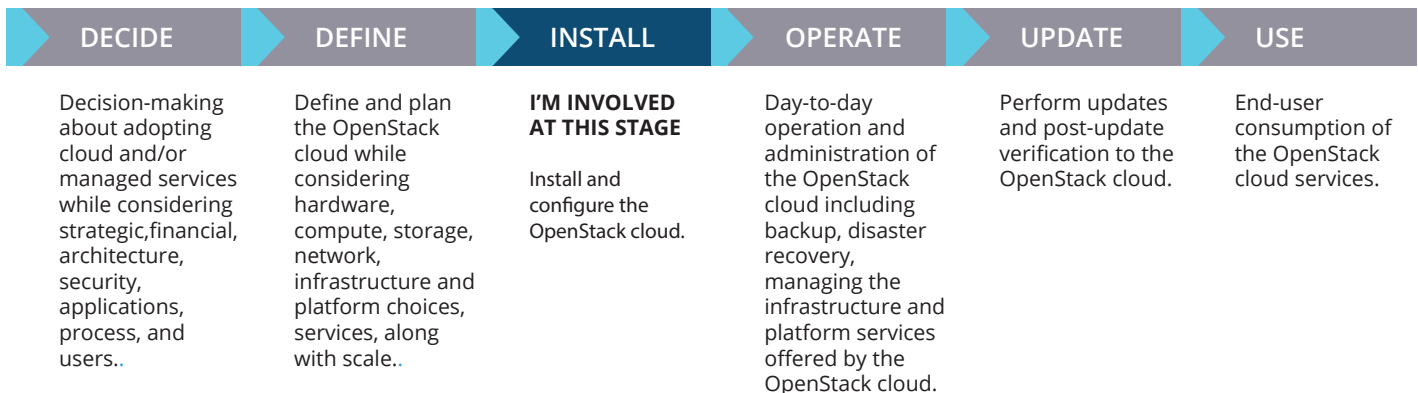**OpenStack UX Channel**   #openstack-ux

I'M A SERVICE ADMIN

"I am the expert on a particular project and when it comes to tricky problems, I dive in."

HIGH LEVEL TASKS/RESPONSIBILITIES

- Architecting/Planning
- KPI Monitoring
- Cloud Refresh/Sustaining

CLOUD ADOPTION STAGE

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EXPERTISE LEVEL
Where you consider yourself on the scale

Novice   **Expert**

SKILL BREADTH/DEPTH
Where you consider yourself on the scale

Generalist   **Specialist**

IT'S A GOOD DAY FOR ME WHEN...

_____

_____

_____

IT'S A BAD DAY FOR ME WHEN...

I experience a disruption of cadence.
_____

There's a lack of centralization in policy mangement.
_____

_____

MY COMPANY'S INDUSTRY _____

ROLE IN CONTEXT
Where your role falls in the organization

DEV OPS	Application
DOMAIN OPS	Domain
CLOUD OPS	OpenStack Endpoints
INFRA ARCHITECT	OpenStack Infrastructure	**I'M HERE**
	Hardware

| Business |
| Governance |
| Identity Management |
| Integration Points |

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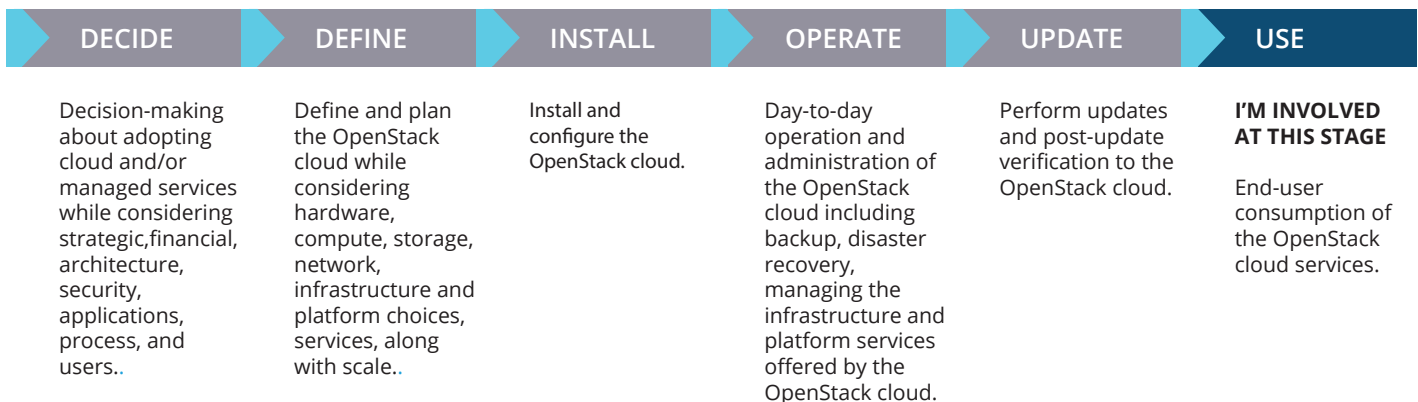**OpenStack UX Channel**   #openstack-ux

I'M IN **DEV OPS**

"I need to deploy an environment, then get back to writing code."

HIGH LEVEL TASKS/RESPONSIBILITIES

- Developing/Debugging App
- Managing App

- Triage/Troubleshoot

CLOUD ADOPTION STAGE

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EXPERTISE LEVEL
Where you consider yourself on the scale

_____

Novice   **Expert**

SKILL BREADTH/DEPTH
Where you consider yourself on the scale

_____

Generalist   **Specialist**

IT'S A GOOD DAY FOR ME WHEN...

_____

_____

_____

IT'S A BAD DAY FOR ME WHEN...

I run into missing/multiple APIs.
_____

The terminology is difficult to understand.
_____

_____

MY COMPANY'S INDUSTRY _____

ROLE IN CONTEXT
Where your role falls in the organization

```
                    Application        [ I'M HERE ]

      DOMAIN OPS       Domain

      CLOUD OPS      OpenStack
                     Endpoints

   INFRA ARCHITECT   OpenStack
                     Infrastructure

    SERVICE ADMIN     Hardware
```

| Business |
| Governance |
| Identity Management |
| Integration Points |

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