

I'M IN

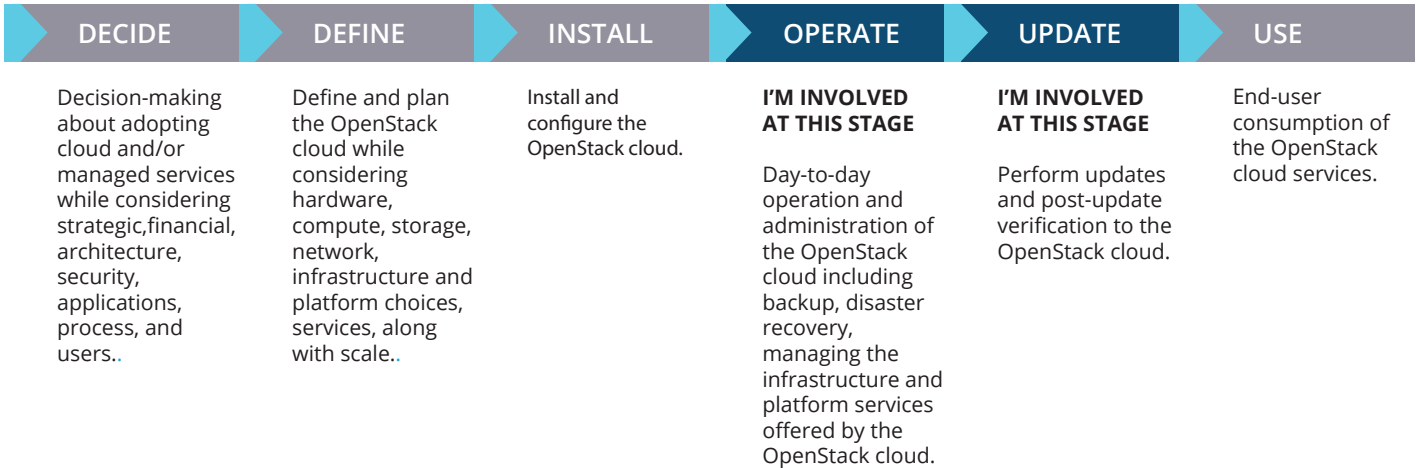
CLOUD OPS

"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



EXPERTISE LEVEL

Where you consider yourself on the scale. Will be updated based on feedback.

Novice

Expert

SKILL BREADTH/DEPTH

Where you consider yourself on the scale. Will be updated based on feedback.

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



WANT TO CONTINUE TO HELP US OUT WITH THE OPENSTACK PERSONAS?

Complete the survey for your profile:

<https://www.surveymonkey.com/r/YMQDJM6>

Reach out to the OpenStack UX working group

IRC piet

OpenStack UX Channel #openstack-ux

I'M AN

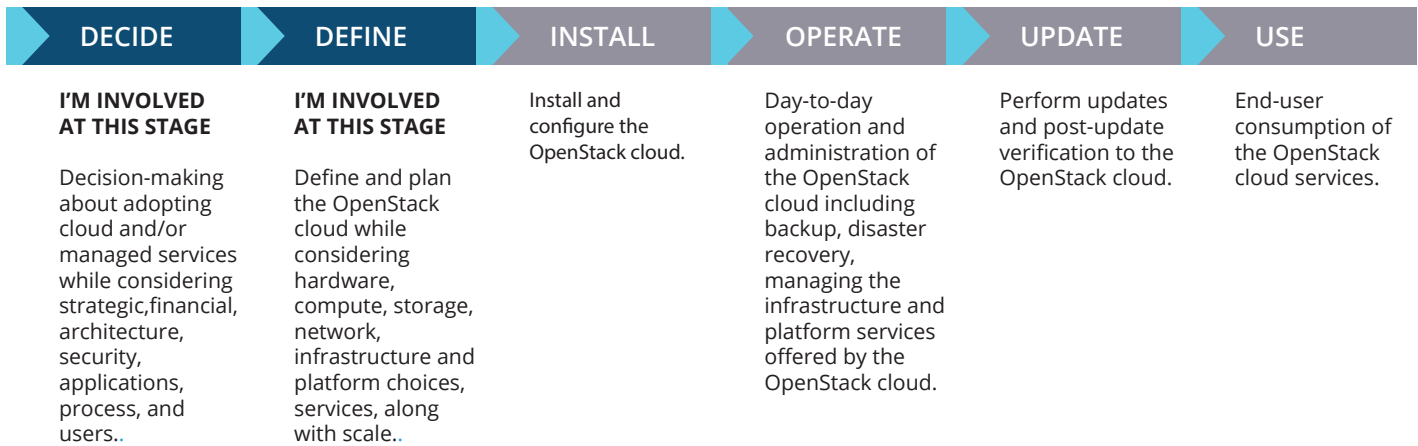
INFRASTRUCTURE ARCHITECT

"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



EXPERTISE LEVEL

Where you consider yourself on the scale. Will be updated based on feedback.

Novice

Expert

SKILL BREADTH/DEPTH

Where you consider yourself on the scale. Will be updated based on feedback.

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



WANT TO CONTINUE TO HELP US OUT WITH THE OPENSTACK PERSONAS?

Complete the survey for your profile:

<https://www.surveymonkey.com/r/YMFHPZV>

Reach out to the OpenStack UX working group

IRC piet

OpenStack UX Channel #openstack-ux

I'M IN

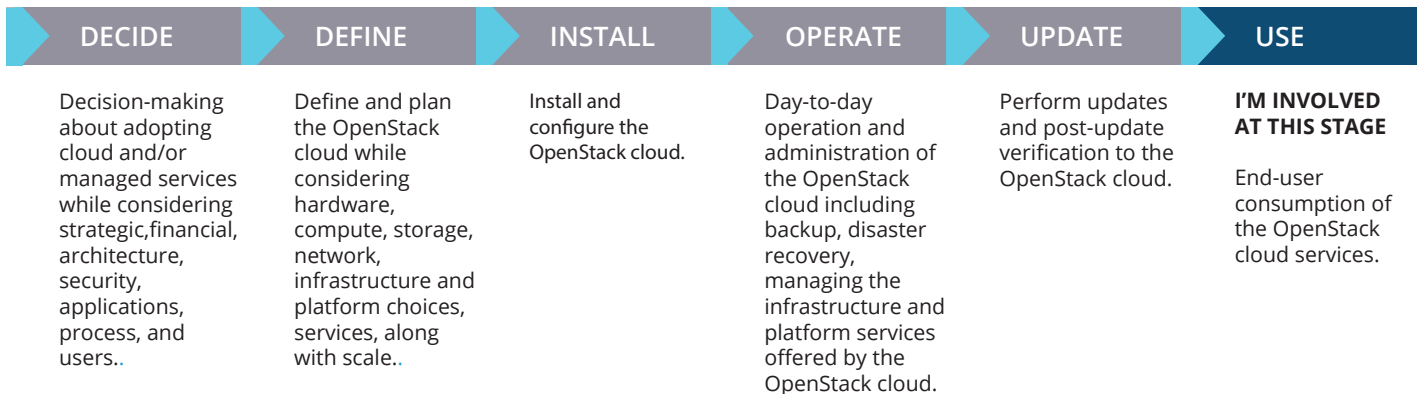
DOMAIN OPS

"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
- Triage/Troubleshoot
- Domain/Project/Tenant Management
- Costs

CLOUD ADOPTION STAGE



EXPERTISE LEVEL

Where you consider yourself on the scale. Will be updated based on feedback.

Novice

Expert

SKILL BREADTH/DEPTH

Where you consider yourself on the scale. Will be updated based on feedback.

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



WANT TO CONTINUE TO HELP US OUT WITH THE OPENSTACK PERSONAS?

Complete the survey for your profile:

<https://www.surveymonkey.com/r/YMZQY2D>

Reach out to the OpenStack UX working group

IRC piet

OpenStack UX Channel #openstack-ux

I'M A

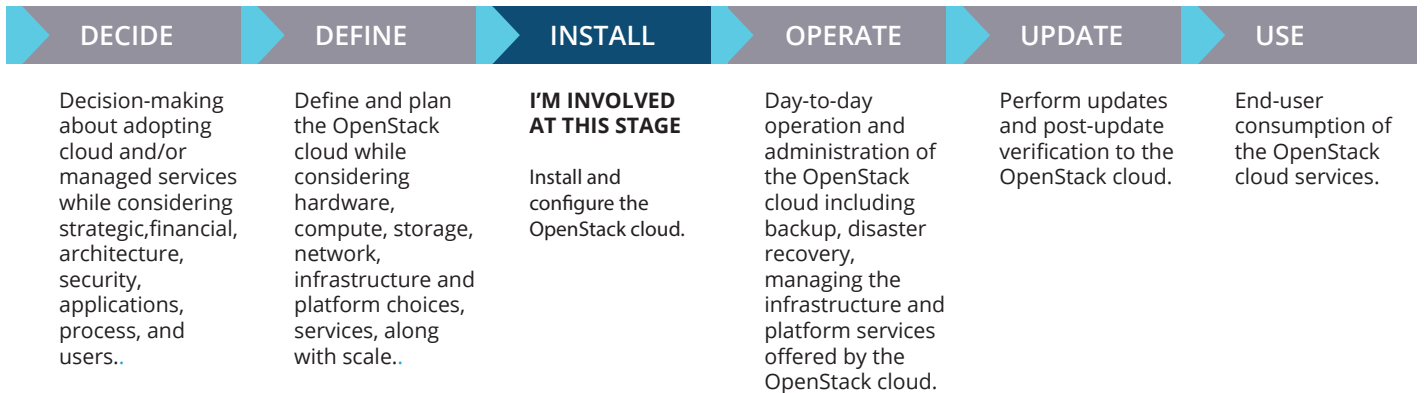
SERVICE ADMIN

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

HIGH LEVEL TASKS/RESPONSIBILITIES

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

CLOUD ADOPTION STAGE



EXPERTISE LEVEL

Where you consider yourself on the scale. Will be updated based on feedback.

Novice

Expert

SKILL BREADTH/DEPTH

Where you consider yourself on the scale. Will be updated based on feedback.

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 management.

MY COMPANY'S INDUSTRY _____

ROLE IN CONTEXT

Where your role falls in the organization



WANT TO CONTINUE TO HELP US OUT WITH THE OPENSTACK PERSONAS?

Complete the survey for your profile:

<https://www.surveymonkey.com/r/YX7ZXNC>

Reach out to the OpenStack UX working group

IRC piet

OpenStack UX Channel #openstack-ux

I'M IN

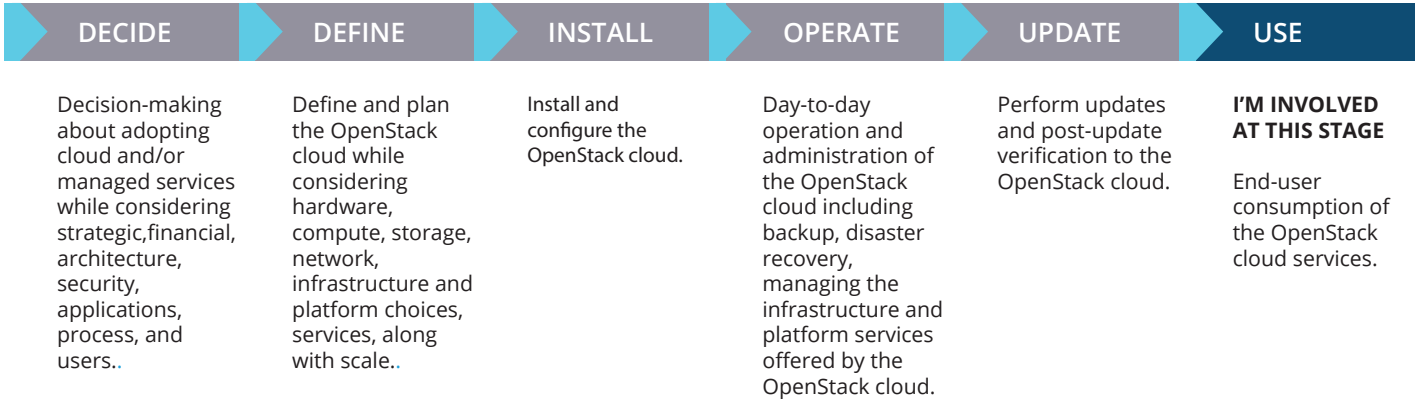
DEV OPS

"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



EXPERTISE LEVEL

Where you consider yourself on the scale. Will be updated based on feedback.

Novice

Expert

SKILL BREADTH/DEPTH

Where you consider yourself on the scale. Will be updated based on feedback.

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



WANT TO CONTINUE TO HELP US OUT WITH THE OPENSTACK PERSONAS?

Complete the survey for your profile:

<https://www.surveymonkey.com/r/YXCQP8C>

Reach out to the OpenStack UX working group

IRC piet

OpenStack UX Channel #openstack-ux