

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.	End-user consumption of the OpenStack cloud services.

EXPERTISE LEVEL

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

Novice

Expert

SKILL BREADTH/DEPTH

Where would 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

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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



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I'M IN

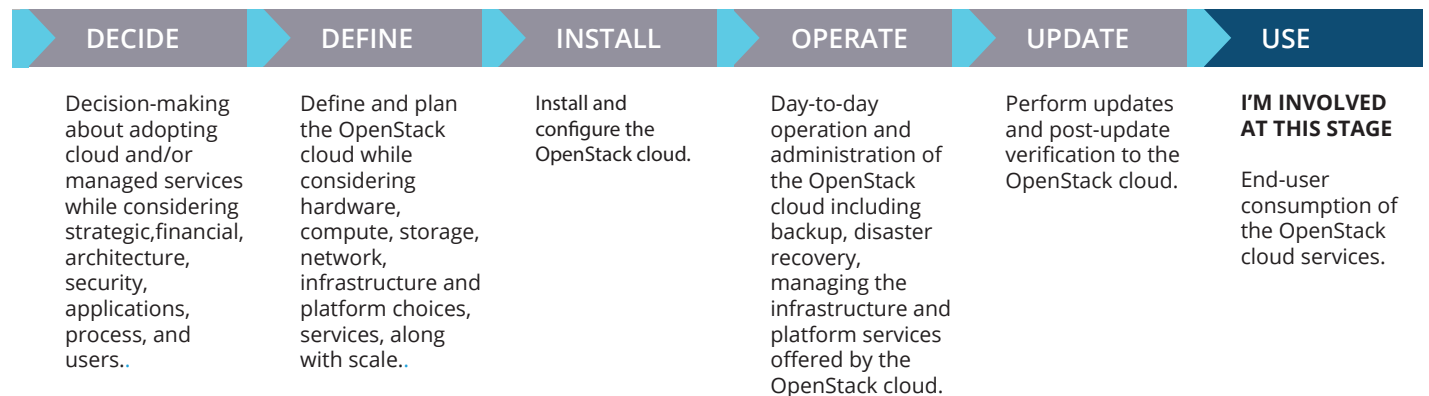
DOMAIN OPS

"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



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Expert

SKILL BREADTH/DEPTH

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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



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

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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

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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



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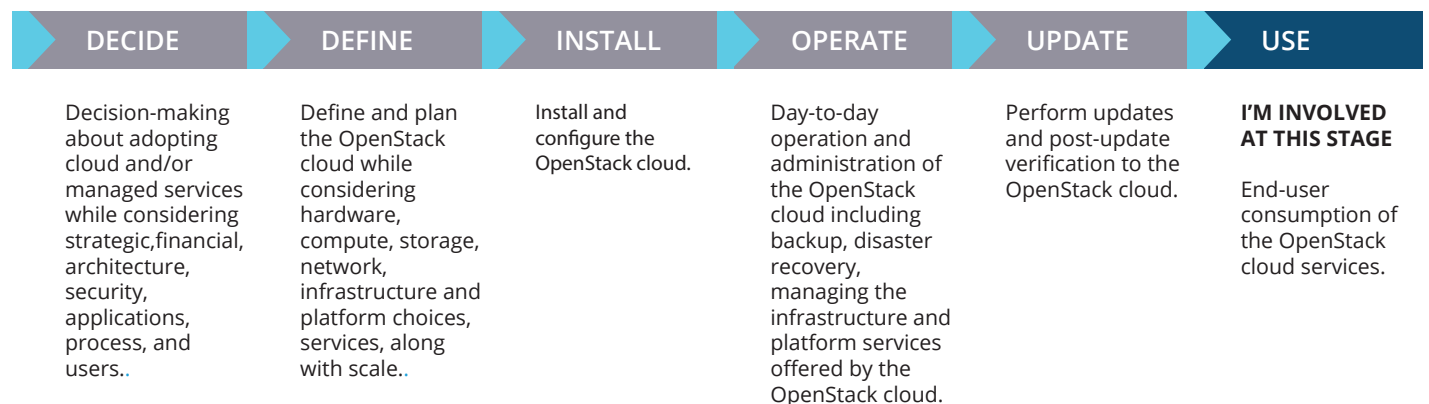
I'M IN **DEV OPS**

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

HIGH LEVEL TASKS/RESPONSIBILITIES

- Developing/Debugging App
- Managing App
- Triage/Troubleshoot

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

I run into missing/multiple APIs.

The terminology is difficult to understand.

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