CXS2357BCN

vmware EXPLORE

Transforming Data Centre Admins to the Cloud Operating Model of the Future

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#vmwareexplore #CXS2357BCN

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Agenda

Customer Journey: Multi-Cloud + New Challenges

VMware Cloud Services

VMware Cloud Operation Model

Customer Challenges

New Multi-Cloud Personas

How VMware Learning Helps Customers Transform Their Cloud Operation Model.

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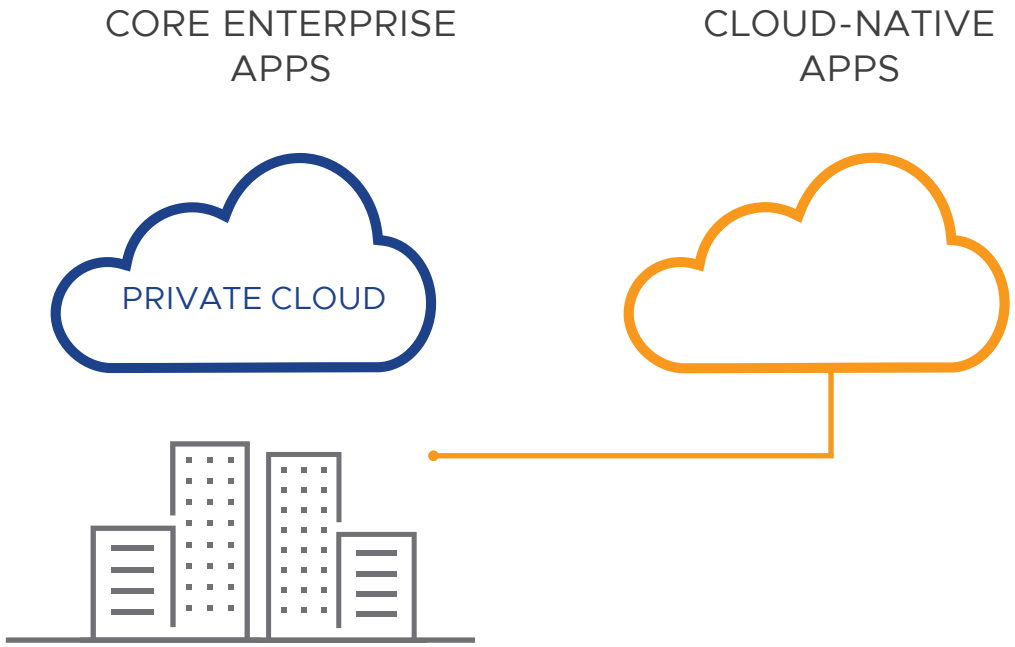
Phase 1: Mono-Cloud

The journey to multi-cloud



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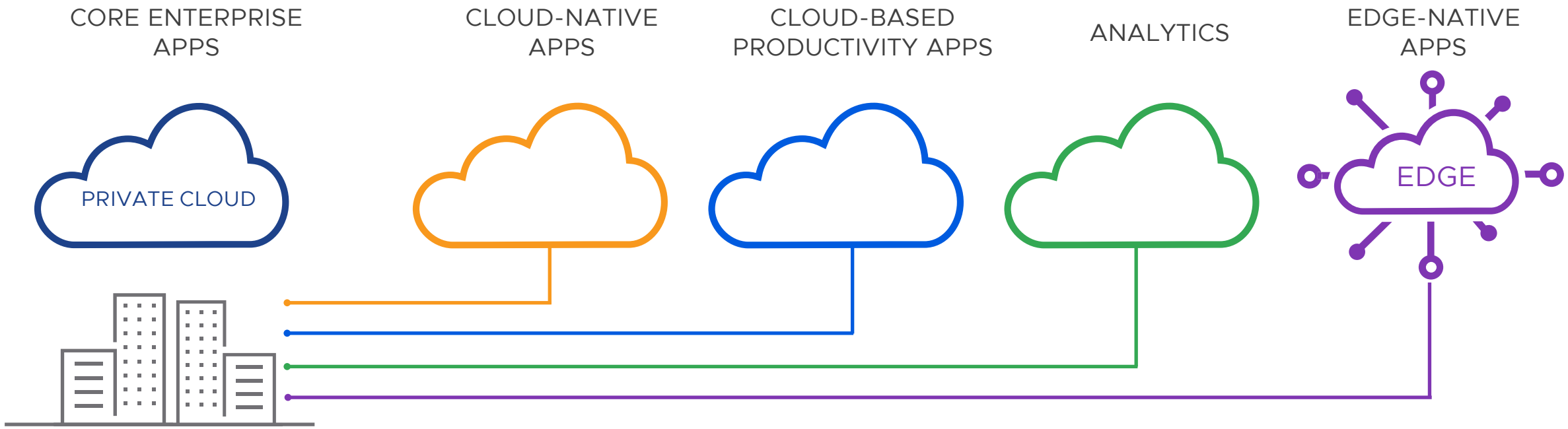
Phase 2: Mono-Cloud to Multi-Cloud

The journey to multi-cloud



App **velocity** and **innovation**

Business **agility** and **resilience**

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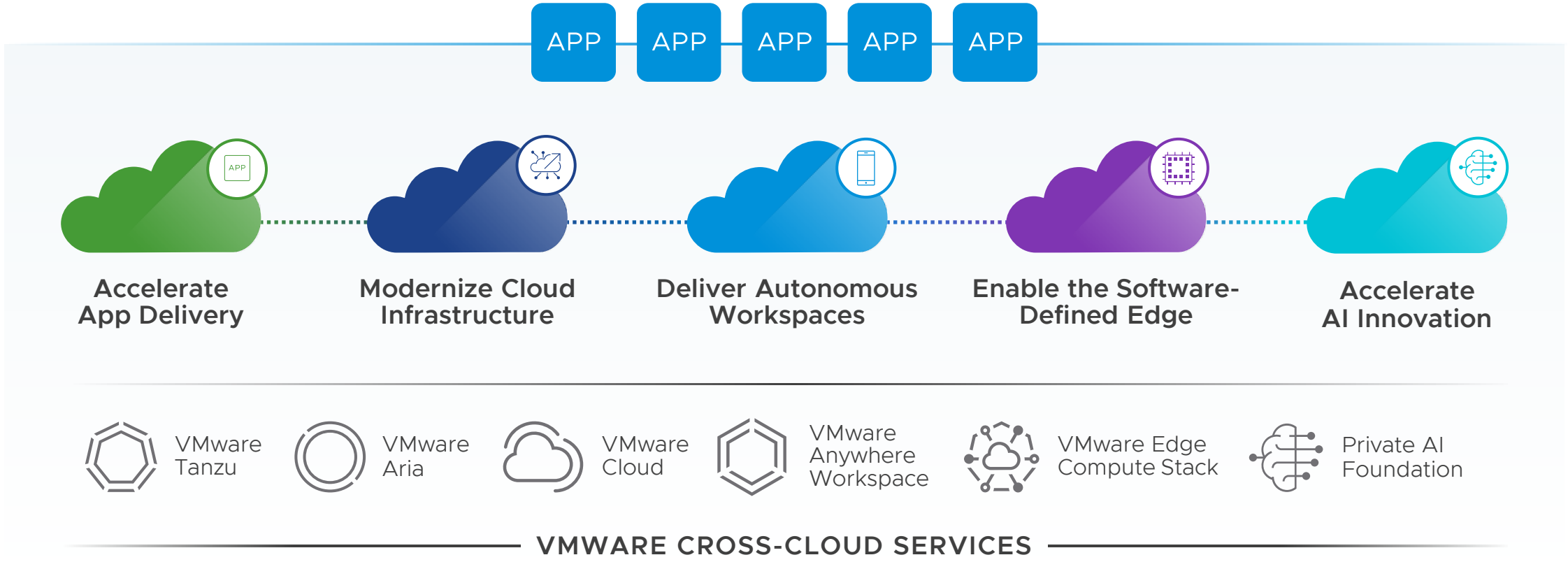
Cloud-Smart Approach in a Multi-Cloud World



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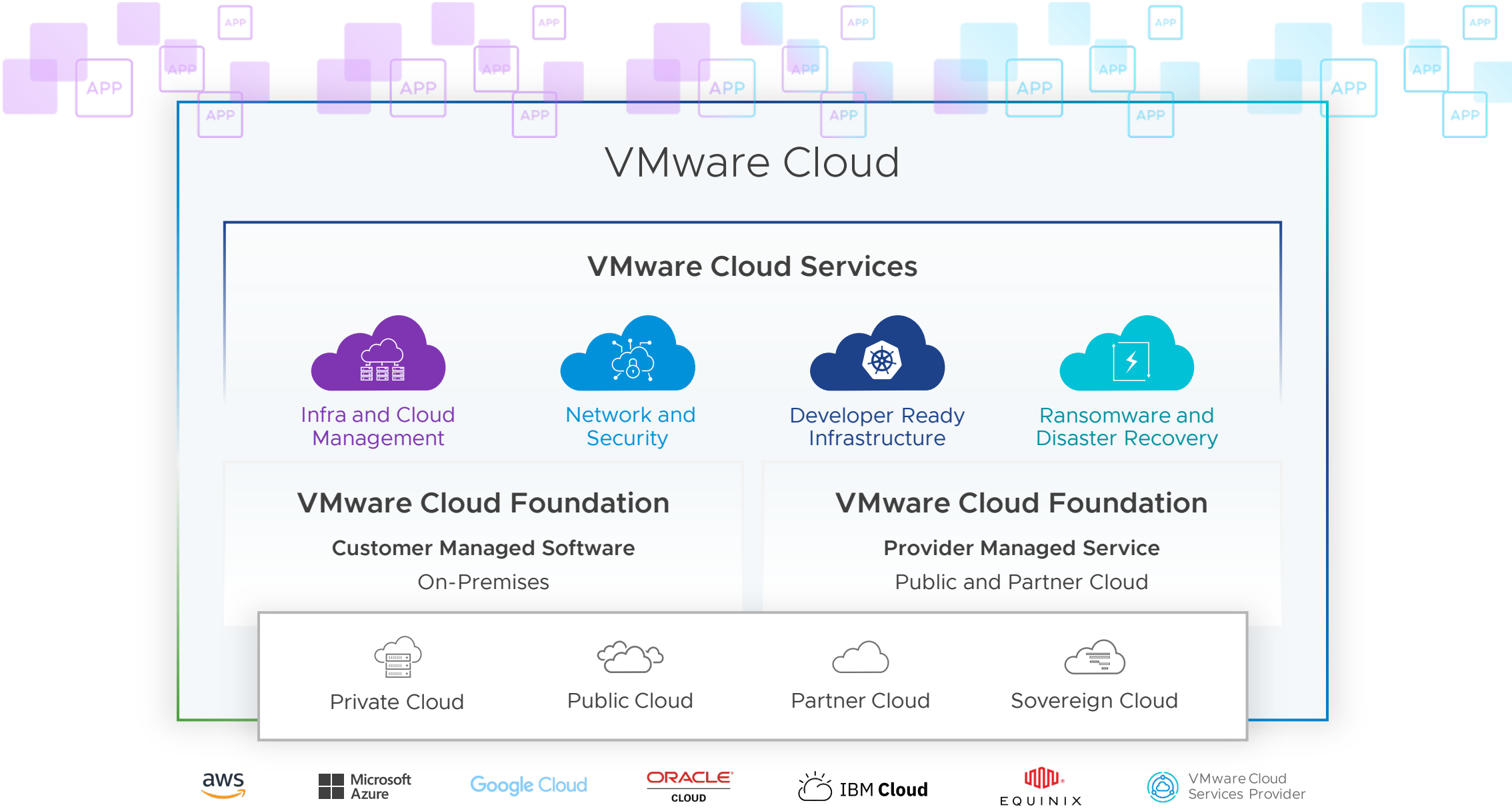

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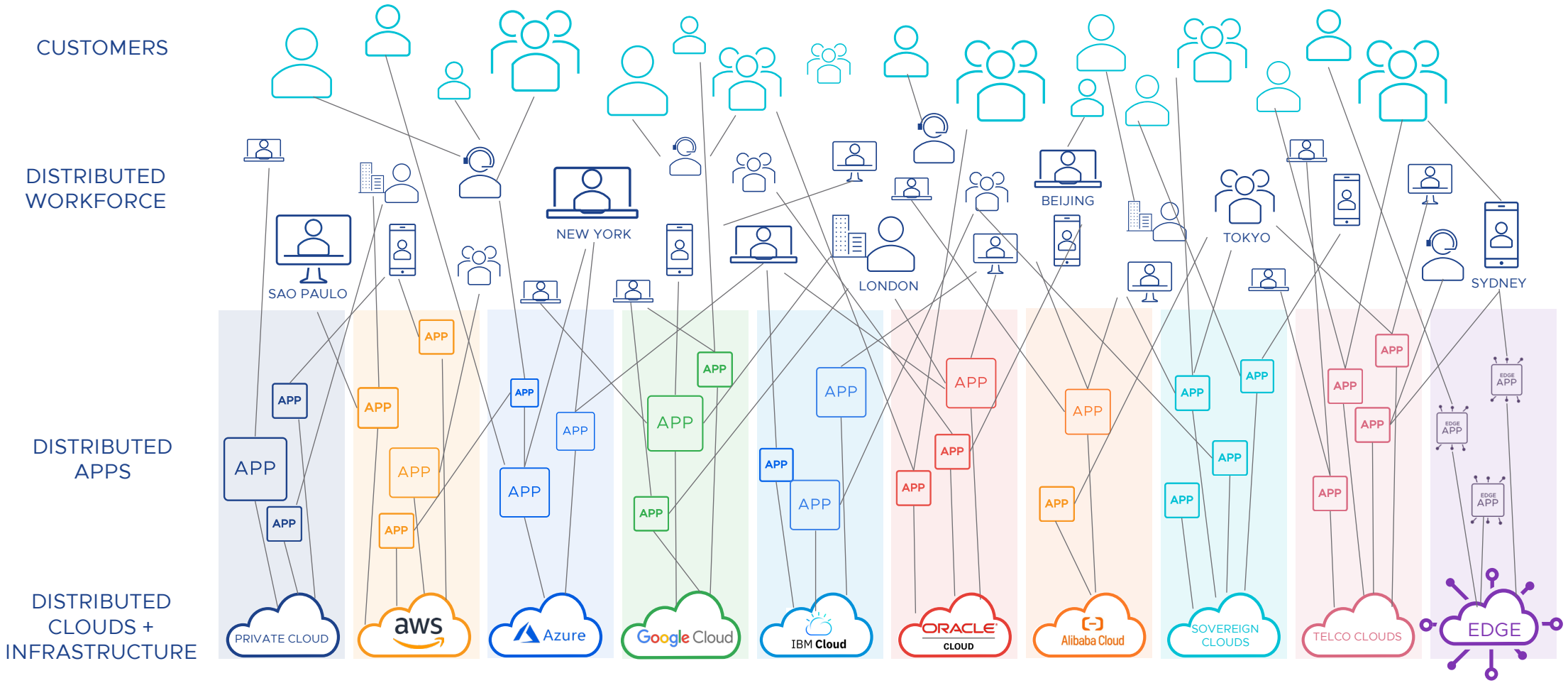
Today's Multi-Cloud Environment



A diverse and siloed environment that's only growing more complex over time

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But Cloud Transformation Hasn't Been Easy …

"What challenges have you encountered regarding utilization of multiple Public Clouds?"

"Risk related to security, data, privacy issues."

"Inconsistent infrastructure constructs (APIs, database, network, security)."

"Complexity in environment management policy."

"Internal skills gap."

"Ability to optimize cloud spend."

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Source: VMware July 2021 Digital Momentum Study; N=639 Technology Decision Makers using 2+ Public Clouds

Transforming Data Centre Admins to the Cloud Operating Model of the Future

- Customers, need to transform their traditional way of operating IT
- To a model suitable for managing application workloads and cloud resources across private, public, sovereign and edge clouds.
- In this session, learn how you can transform your mindset to a cloud operating model
- Prepare yourself for new cloud admin and cloud operating roles of the future,
- Get ahead of the game with training and certifications to match.

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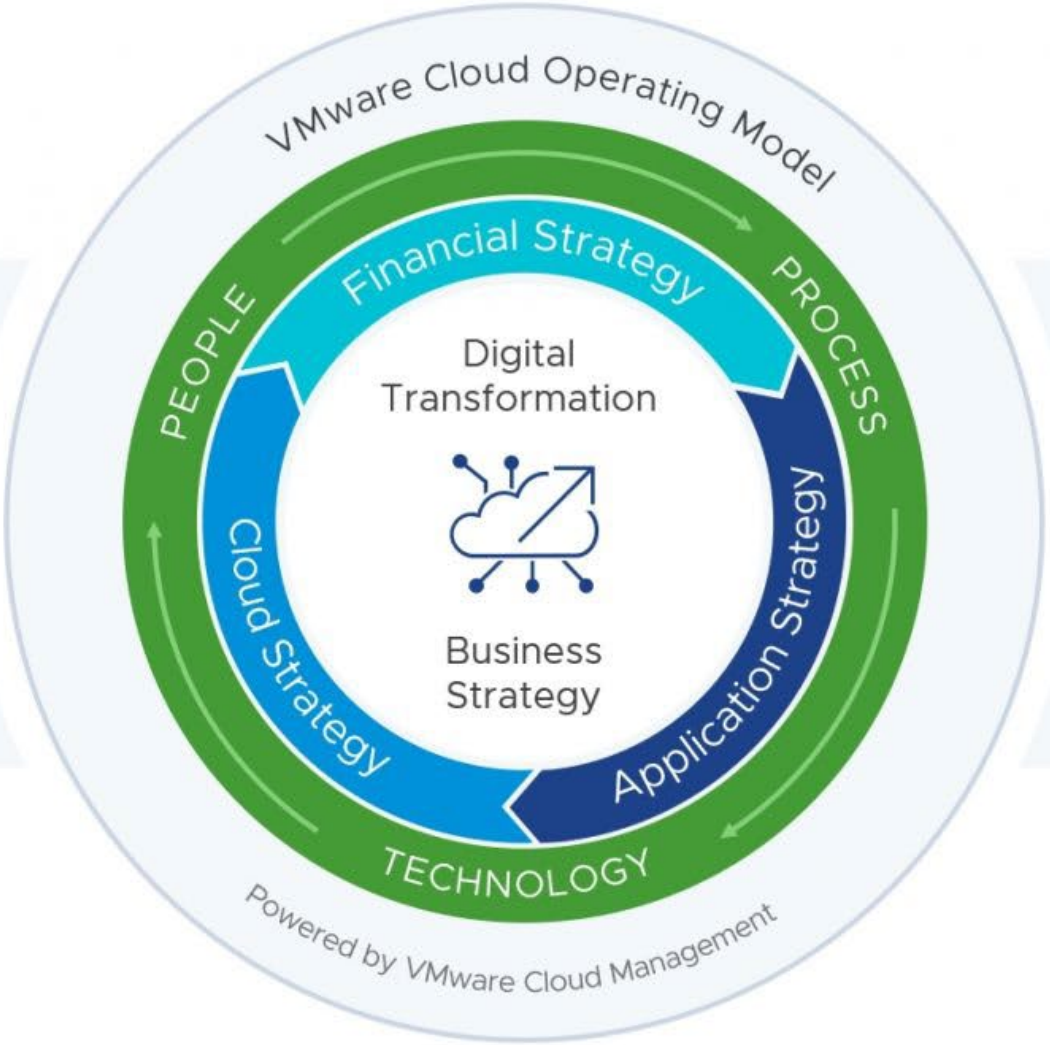
VMware Cloud Operation Model



Build VMware Clouds

Transform ITOps

Cloud experience out-of-the-box

Embrace Multi-Cloud

Align CloudOps

Unified management across multiple clouds

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Asking the Right Questions

As more companies have gained experience with their private cloud environments, the conversation has shifted from general questions about implementation and deployment to specific questions about operating effectively. In managing their cloud environments, companies should ask:

Have we designed roles and responsibilities to address the challenges of change management, control and technical complexities? Do we have the right skills in place to ensure performance meets commitments?

Can a dedicated cloud team help us simplify operations and management of the cloud? How can we justify the creation of such a team? What skills are needed on the team?

Can we simplify operations by embracing the Super User model? Should we consider designating Super Users and delineating responsibilities between Infrastructure as a Service and Platform as a Service activities?

Who in our organization would be good Super Users? Who might become role models?

What process and policies should we establish to govern growth while encouraging adoption and providing value?

How do we manage the interactions between the cloud team, super users and the general user group? How much of that process can we automate to save time and money? How much can we automate to maintain control and further simplify processes?

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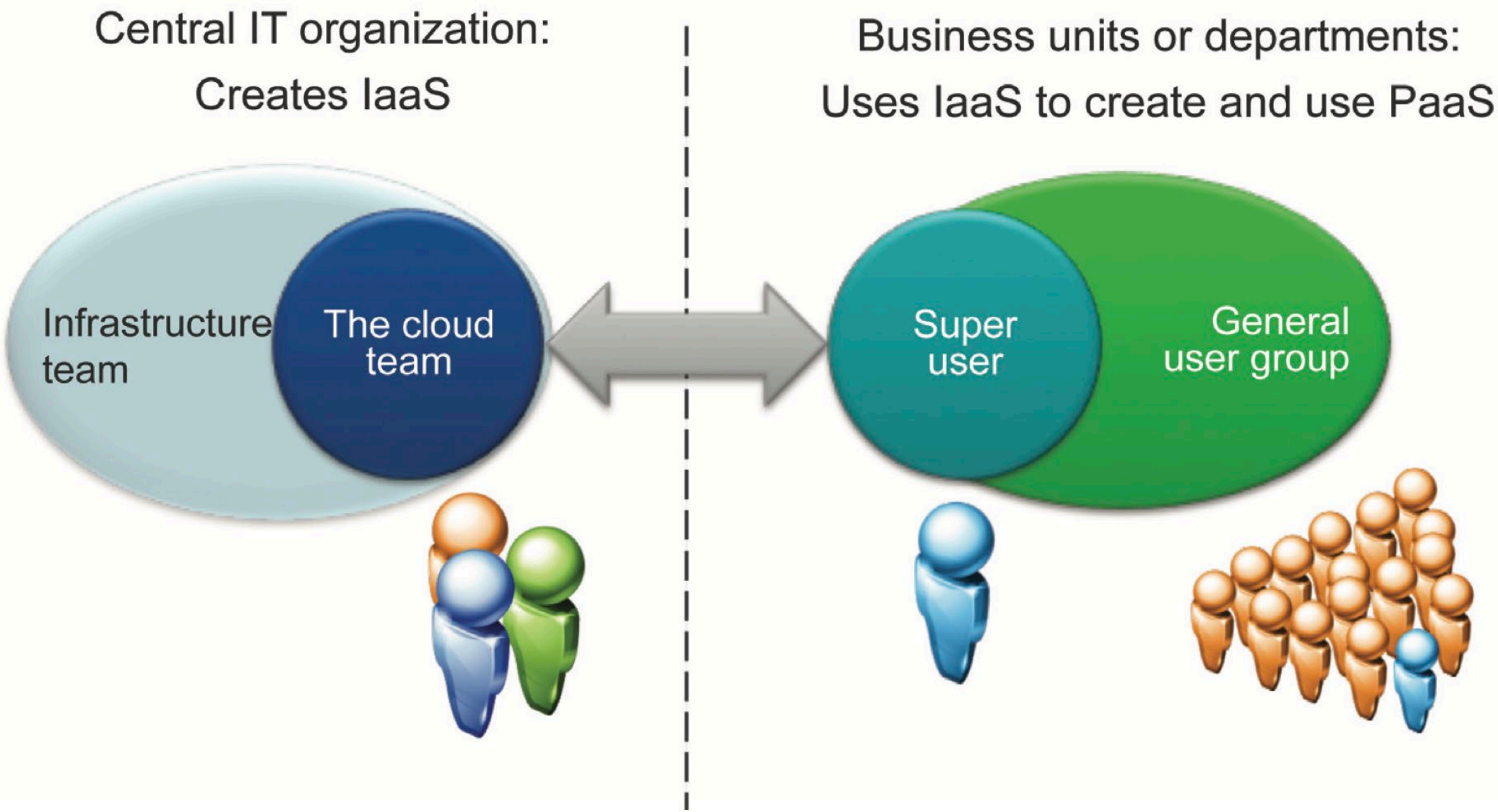

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Transform Enterprise IT

Data Centre Admins to the Cloud Operating Model of the Future

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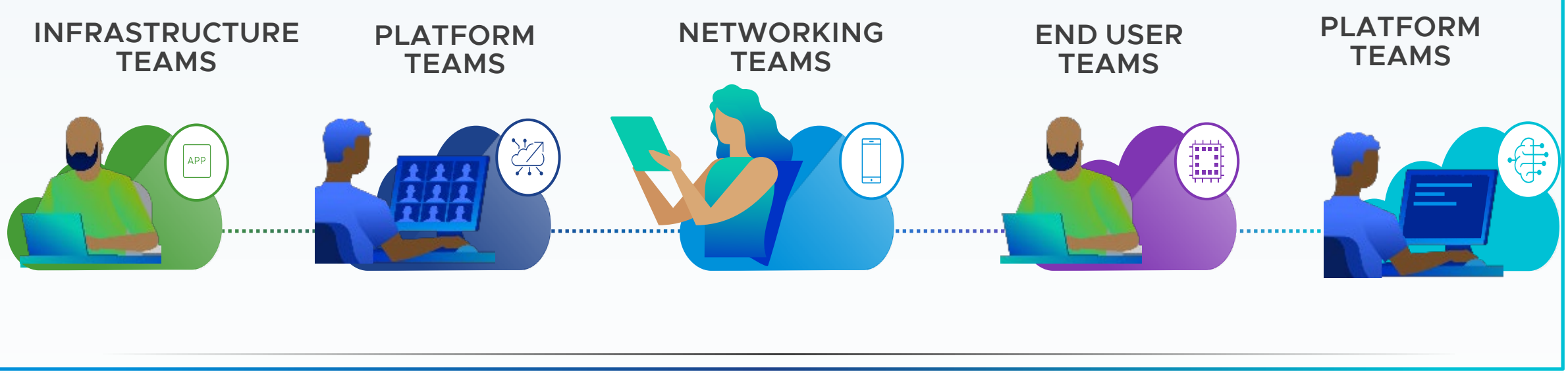
Transformed Cloud Operation

Cloud Operating Model of the Future



VMware Tanzu

VMware Aria

VMware Cloud

VMware Anywhere Workspace

VMware Edge Compute Stack

Private AI Foundation

VMWARE CROSS-CLOUD SERVICES

Private Cloud

Public Cloud

Partner Cloud

Sovereign Cloud

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People

Despite the relentless focus on automation to increase operational efficiency, people are still the most critical component of the operating model.

What changes are needed:

- Are there new roles to be defined?
- Do we need to recruit new skillsets, or can we train existing resources?

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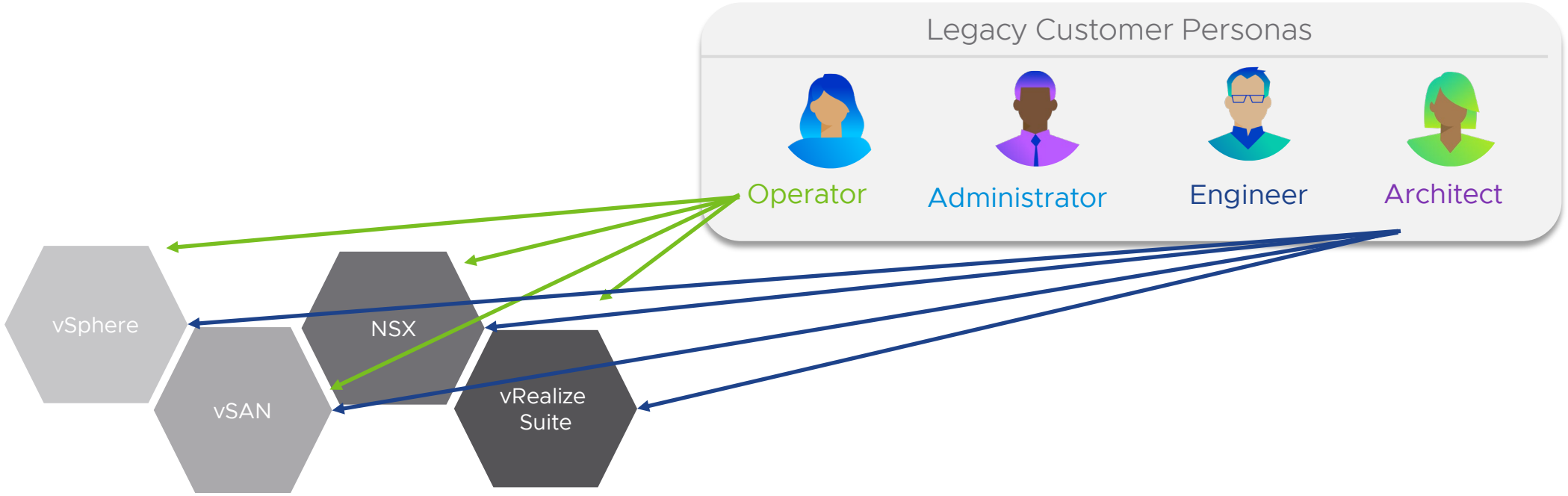
How VMware Learning Maps Training for Data Centre Admins

VMware Learning **maps DC training** via our **Learning Paths** to **product alignment** and **legacy persona / roles**



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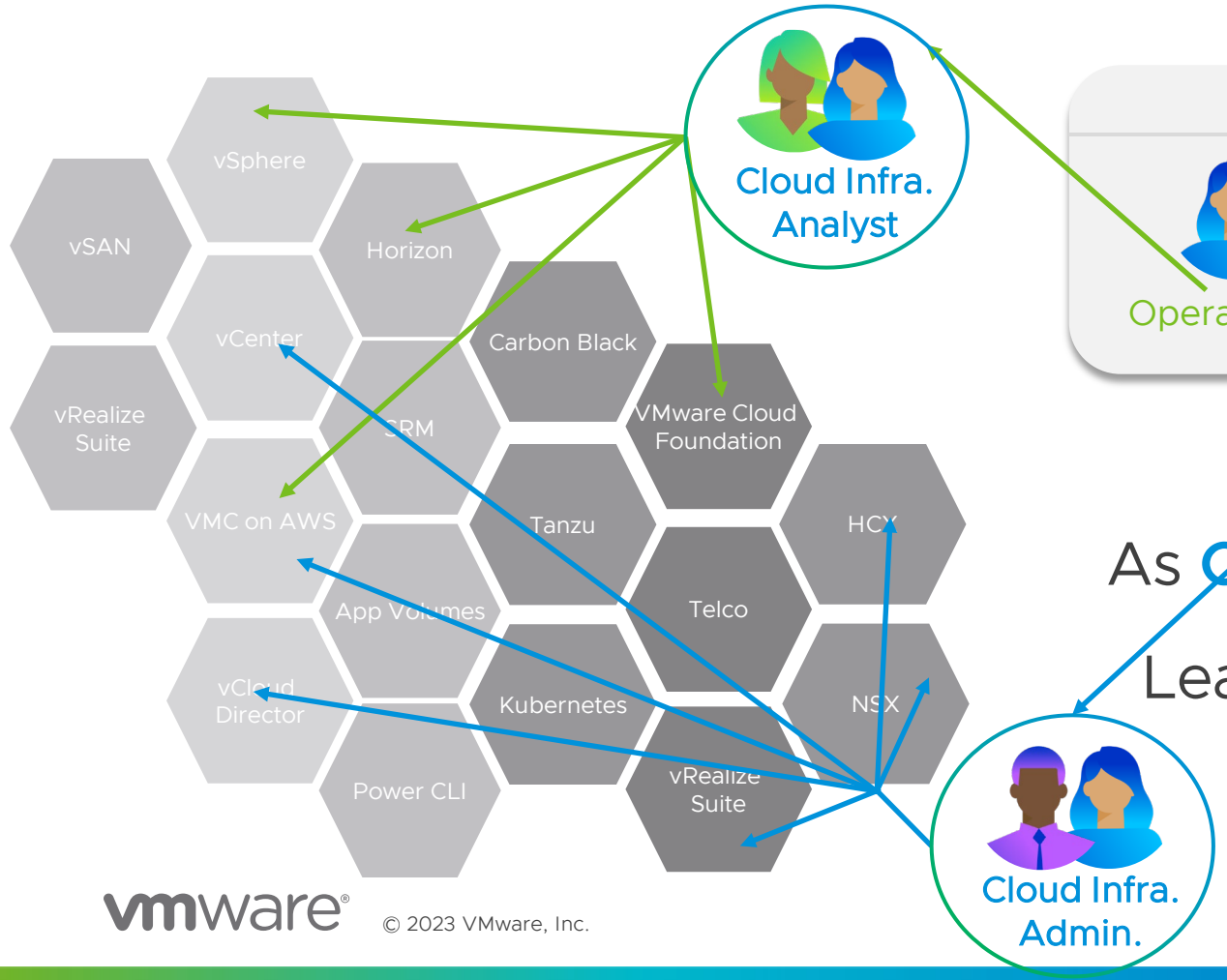
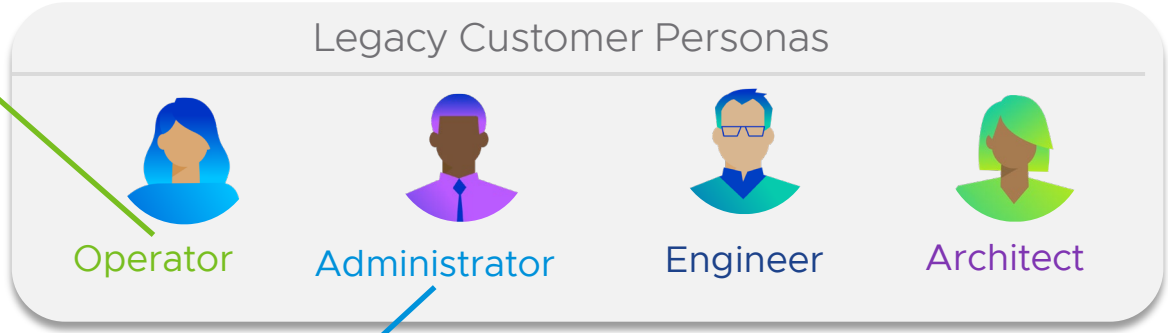
Ref: VMware Organizing for the Cloud Whitepaper

How VMware Learning Transforming Training for Operational Roles

VMware Learning **maps DC training** via our **Learning Paths** to **product alignment** and **legacy persona / roles**





As **Customers** move to **Multi Cloud,** VMware Learning's **training mapping** will **evolve** to **align** to a **Cloud Operating Model**

Ref: VMware Organizing for the Cloud Whitepaper

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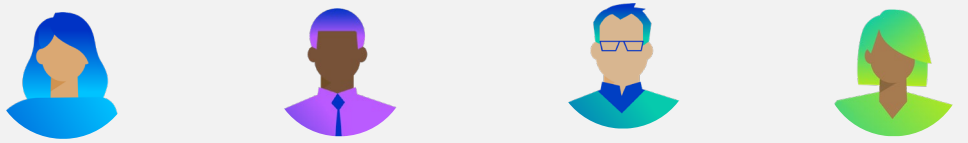
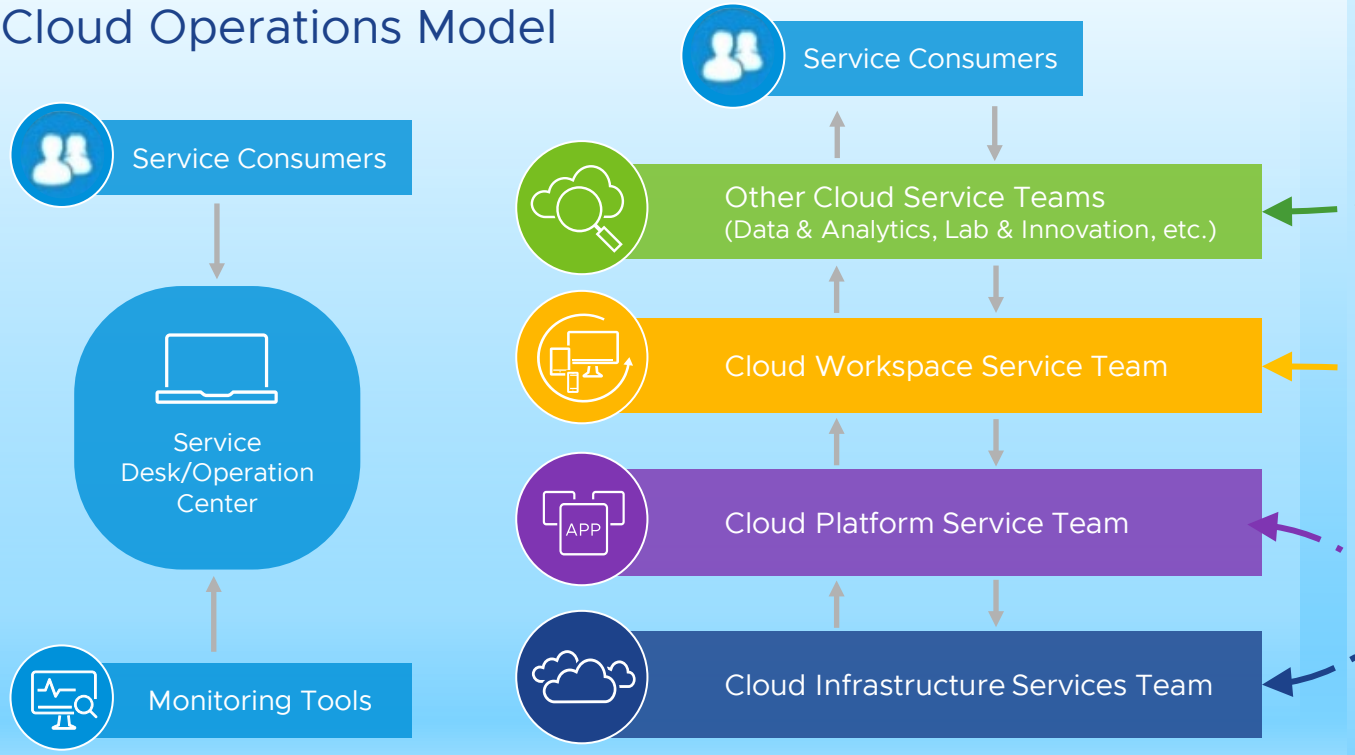
Transforming Customer Roles for Cloud Operations

Legacy Customer Personas

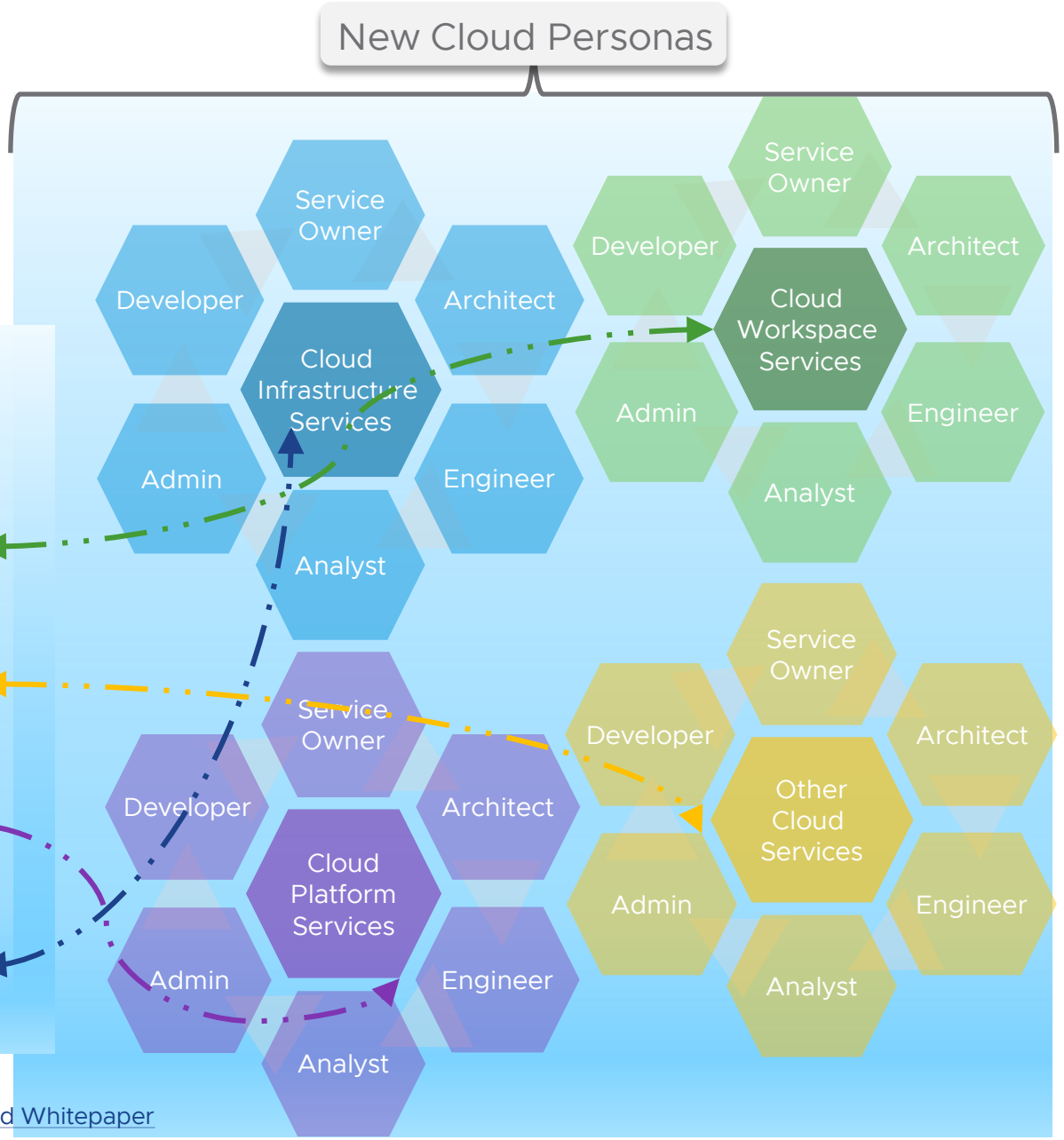


Operator | Administrator | Engineer | Architect

Cloud Operations Model



New Cloud Personas



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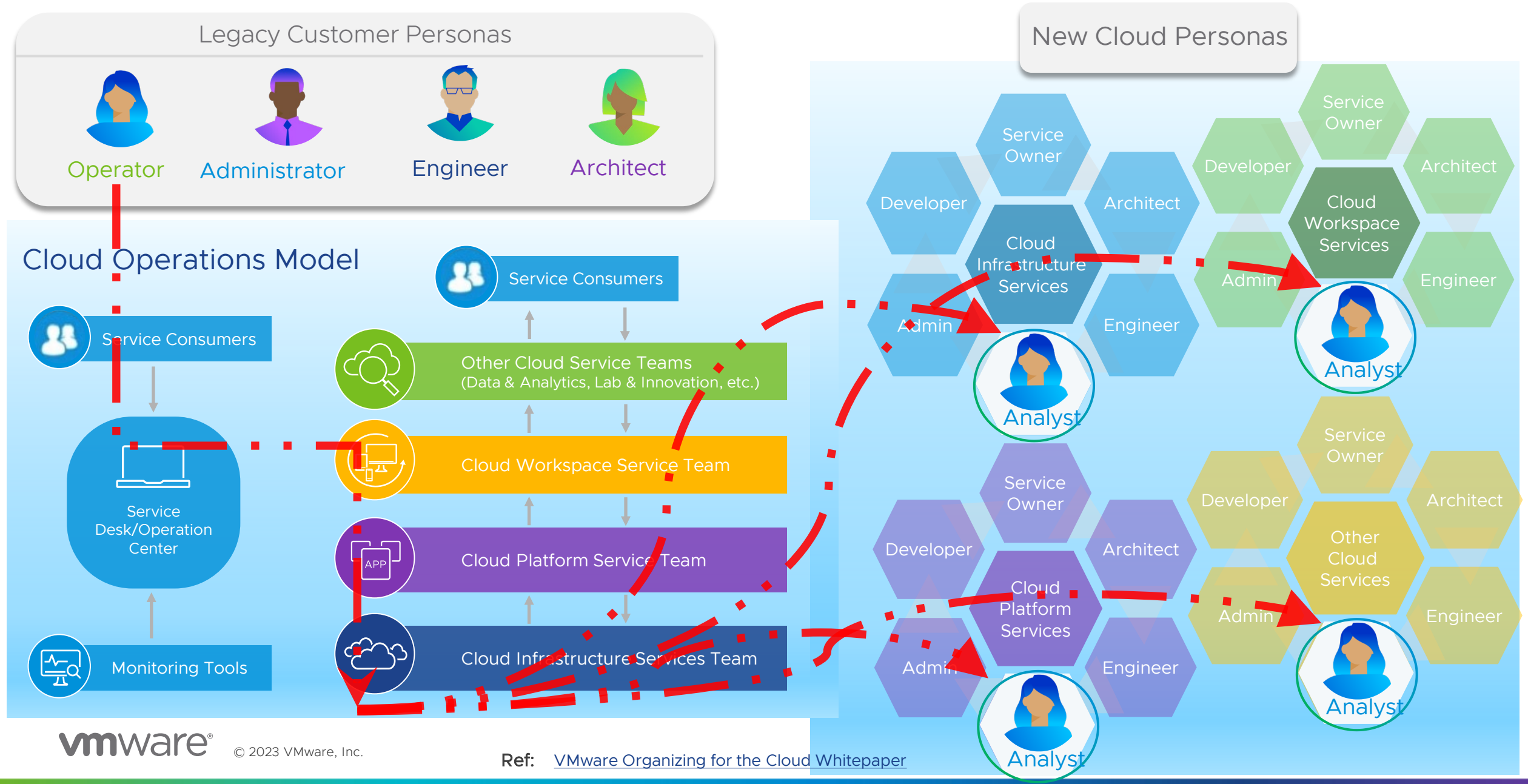
Transforming Customer Roles for Cloud Operations



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Ref: VMware Organizing for the Cloud Whitepaper

Example Cloud Roles | Identifying Cloud skills

- On-Prem VCF-Based Cloud Infrastructure
- VMC on AWS Hybrid Cloud Infrastructure
- AWS Compute & Storage Services
- Azure Compute & Storage Services
- NSX Connectivity Overlay

- IaaS Framework & Tooling
- PaaS Framework & Tooling
- CI/CD Framework & Tooling
- Virtual Cloud Networking Services & Consumption
- IaaS, PaaS, CI/CD Security & Compliance

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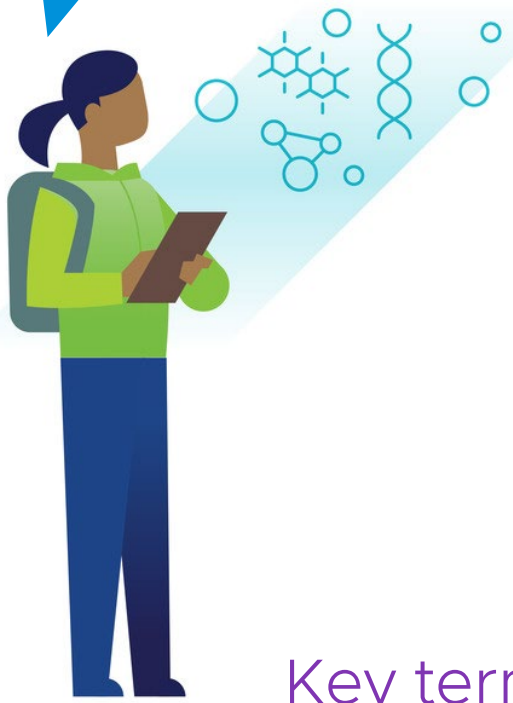
Customers ask :

But how do I piece this all together?



VMware LSAs utilise our KSA the analysis current skill level, identify skill gaps & create training plans to address Cloud Operation Skills !

Key terms :

LSA = Learning Solution Architects

KSA = Knowledge and Skills Assessment

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Bring it all together with the Knowledge and Skills Assessment (KSA)

1. Inform

Guided employee self-assessment survey provides insight into the organization's current skill levels and training requirements.

2. Identify

Information from survey identifies IT training needs based on job role, current skill level, technology category, and VMware product usage.

3. Individualize

Results from the KSA can be used to develop a training plan based on the unique needs of the IT organization and anticipated VMware product roadmap.

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VMware Learning Knowledge and Skills Assessment

Create a learning plan to support your business goals!

The Knowledge and Skills Assessment is our complimentary service that allows you and your team to understand and identify existing strengths and skill gaps for your VMware solutions across the whole IT organization.

Understand

The current state of your IT team's VMware skill gaps and strengths

Plan

Tailored learning paths for short and long-term IT project success

Customize

Deeper IT skills analysis based on current or future job role/persona

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The KSA Heatmap

- Provides an easy-to-digest summary of survey responses.
- Surfaces strengths/weaknesses across individuals and teams.
- Steers the conversation towards the skill sets and skills gaps that matter.

	Server Virtualisation					Network Virtualisation							Storage Virtualisation			Operational Tools				
Name	Manage vSphere	Manage vSphere (Advanced)	Troubleshoot vSphere	Automate vSphere	Design vSphere Solutions	Manage NSX	Manage NSX (Advanced)	Operate NSX	Design NSX Solutions	Manage vRealize Network Insight	Manage NSX Advanced Load Balancer	Manage NSX SD-WAN	Deploy vSAN	Operate vSAN	Troubleshoot vSAN	Manage Cloud Foundation	Manage vRealize Operations Manager	Manage Site Recovery Manager	Manage vRealize Lifecycle Manager	Manage vRealize Log Insight
	✓ 95%	✓ 89%	✓ 97%	! 54%	NA	! 54%	✗ 25%	! 56%	NA	NA	! 50%	NA	! 55%	! 53%	! 50%	! 58%	! 60%	NA	! 50%	✓ 69%
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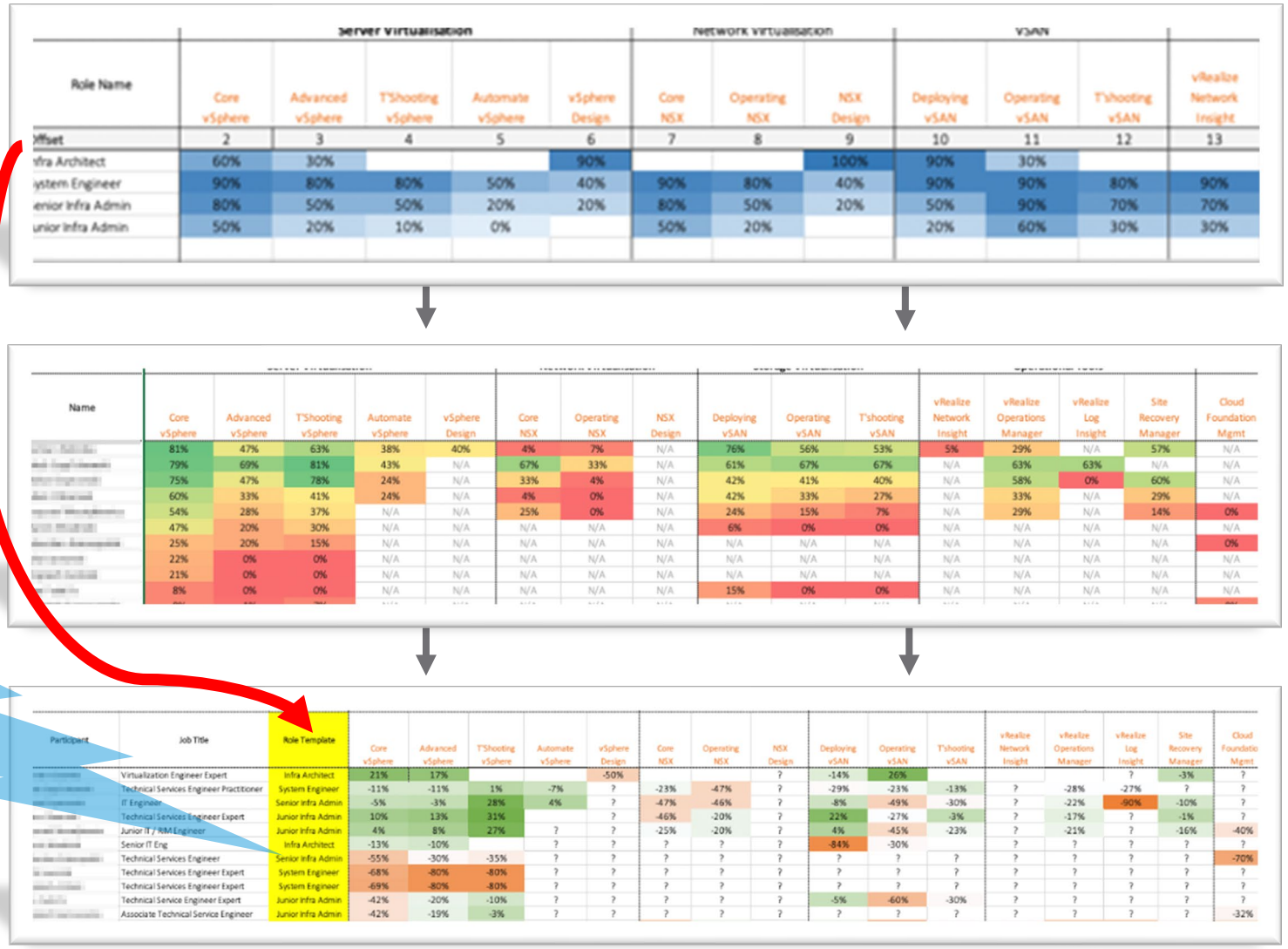
KSA Role Profiles

Review Heat Map results in context of agreed roles & skillsets

1. Define Roles & Skill Levels

2. Apply to Heat Map Results..

3. Give Role-Based Context to Scores



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Next Steps / Take Away

Start your team’s skills transformation journey for Cloud Operations today!

- ✓ VMware Learning invited you to engage with us to discuss your Transform Journey to Cloud Operation
- ✓ Understand how your Data Centre Admin skills are relevant to the future of your organization Cloud models.
- ✓ Identify what potential new skills you will need for your organization’s Cloud future.

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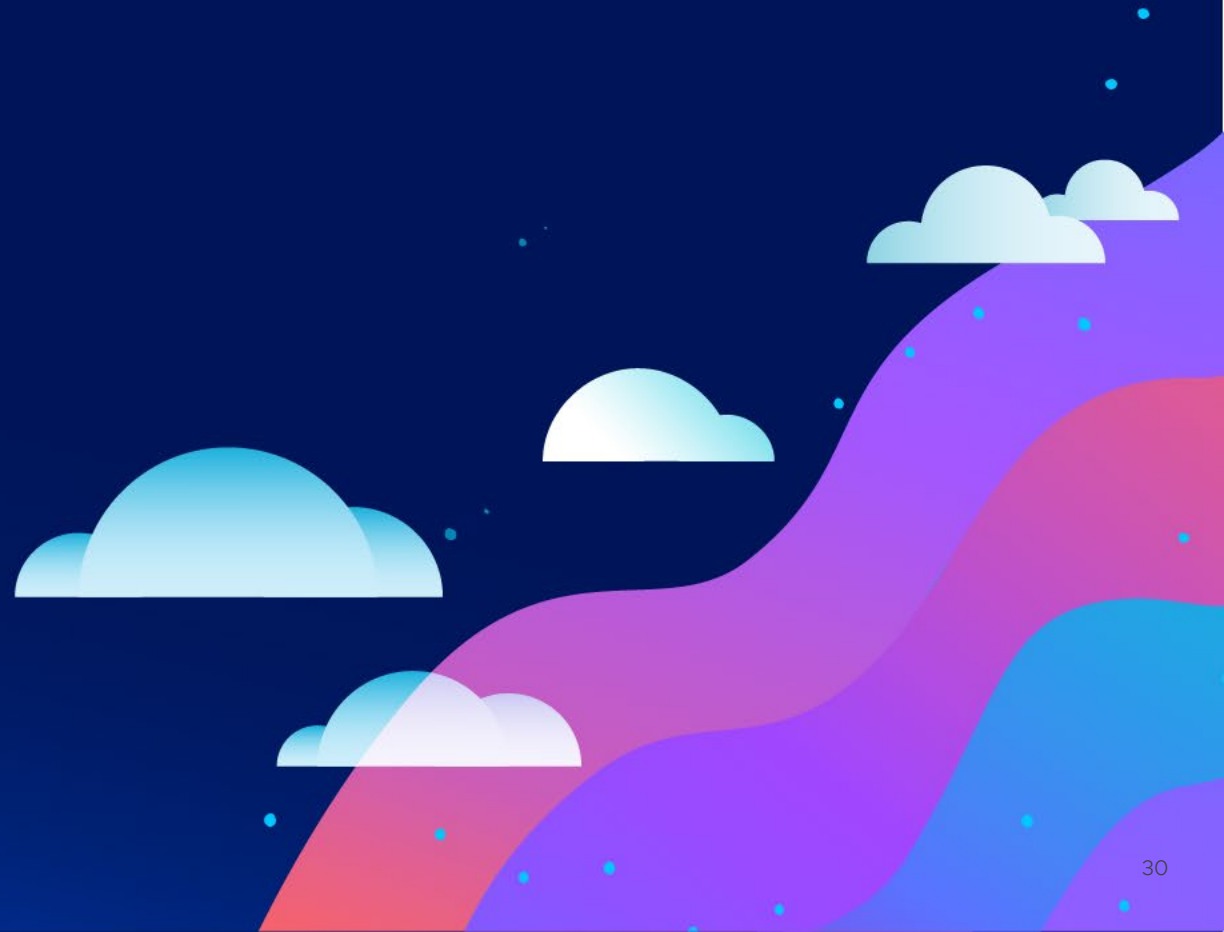
Thank You