

CCoE-as-a-Service: Part 3: How to Structure your CCoE?

Resources

Initiator	Cloud Advisory Council (CAC)	Cloud Knowledge Center (CKC)	Enterprise Architecture Team	Executive Team
The initiator is the person or a team who proposes the CCoE practice. It can ideally be the enterprise architecture team or the Executive team.	Cloud advisory council consists of all the business stakeholders finance, security, HR, Sourcing, legal.	It consists of all the individuals that are part of the CCoE practice people heading cloud projects, people interested in cloud, people looking for cloud knowledge (like project managers, cloud engineers, cloud architects, project leads)	This team consists of individuals responsible for designing and implementing cloud projects Principal cloud architect, cloud architects, solution design, cloud engineers, network engineers.	It consists of individuals responsible for overseeing the daily operations of a company to ensure efficiency and product satisfaction, approve and authorize new initiatives(like CIO, CTO,CBO,CEO).

Prepare

People

- Initiator
- Executive Team
- Cloud Advisory Council (CAC)
- Cloud Knowledge Center (CKC)

Process

- ▶ **Proposal**
 - Mission charter
 - Justification for CCoE
 - Secure finding and Executive sponsorship
- ▶ **Forming the core teams**
 - Cloud Advisory Council
 - Cloud Knowledge center
 - Enterprise architecture team
 - Choosing a leader
- ▶ **Encourage collaboration**
 - Identify and remove Collaboration barriers
 - Create and promote communication channels between cloud advisory council knowledge center and enterprise architecture team
 - Run workshops and hackathons to get people involved
 - Define tasks and establish monitoring channels
 - Hosting frequent training and knowledge-sharing sessions

Technology

- Collaboration tools
- Reporting tools

Outcomes

- CCoE proposal document

Initiate

People

- Cloud advisory council
- Cloud knowledge center
- Enterprise architecture team

Process

- ▶ **Define prerequisites**
 - Define scope of cloud adoption and guidelines
 - Define future state architecture
 - Build a business case
 - Run MRA (Migration Readiness Assessment)
 - Identify reusable frameworks and tools
 - Develop tailor fit practices and frameworks for cloud adoption
 - Build guideline for development practices
 - Building a cloud adoption roadmap, summon the advisory board to define budgets, project timelines, risks, overheads, short term, and long term goals
- ▶ **Define Knowledge Center**
 - Define processes to capture information from CCoE, CAC(cloud advisory council), and various sources
 - Cultivate continuous learning and excellence
 - Work with different teams to identify skill gaps
 - Recruit, train, and upskill to plug the skill gaps
 - Create a single point of reference for all the cloud-related questions
- ▶ **Landing Zone Design**
 - Document best practices
 - Define account and Identity Access Management groups and roles
 - Financial Management
 - Security Controls, Data Classification, and access control
 - Create technical excellence

Technology

- IAM
- **Configuration management**
- Security management
- Repository
- Financial management
- Monitoring and alerting
- Automation

Outcomes

- Infrastructure Reference Model
- Cloud strategy document
- Cloud adoption policy document
- Cloud risk management policy document
- Cloud security policy document
- Workload decision making framework
- Budgeting and FinOps strategy

Operate

People

- Cloud security
- Site reliability engineer
- Enterprise architecture team
- Automation engineer
- Cloud Vendor team
- Dev, Sec, Cloud, ops teams

Process

- ▶ **Plan**
 - Procuring the tools required for adoption
 - Select Cloud provider check for compatibility
 - Negotiate contracts with the vendor
 - Conduct Role development, and project alignment programs for employees
 - Incorporate change management and agile methodologies for development and feature releases
 - Conduct application portfolio analysis
 - Draw up dependency maps of your apps and integrations
 - Record the technologies used in your application portfolio
 - Prioritize tasks and provide weightage points for each
 - Define access control, cloud permission based on requirements
 - Design automation strategy & tools
- ▶ **Adoption**
 - Initiate pilot migrations
 - Implement the well-designed cloud architecture check for compliance with predefined governance principles, templates set by CAC and CKC
 - Pilot Migrations
 - Migrate according to the provided weightage
 - Plan application or feature releases, and upgrades according to the roadmap
 - Develop frameworks and reusable tools
 - Leverage cloud managed services
- ▶ **Regulate**
 - Resource tagging
 - Review Progress and Analyze Results
 - Identify overheads and report to the implementation team
 - Monitor, review and, optimize aligning to WAR

Technology

- MRA tool
- Migration tools
- FinOps Tools
- **Configuration management**
- Scrum tools
- IAM
- Other DevOps tools

Outcomes

- Cloud brokerage strategy document
- Workload strategy document
- Cloud Feasibility report
- TCO analysis
- Cloud Adoption

Excel

People

- Cloud Ops
- DevOps support
- FinOps
- Site reliability engineers
- Network engineer
- Application support
- Governance/security team
- Project management team

Process

- ▶ **Optimize**
 - Automatic ticket creation incase of incidents reported
 - Intelligent ticket management
 - Operational automation
 - Encourage adopting hybrid and multi-cloud capabilities
 - Inventory management
 - Compliance and security
 - Cost monitoring
 - Centralized billing
 - Create dashboards and analytics for centralized management
- ▶ **Review**
 - Regular project review meetings
 - Collecting feedback at regular intervals
 - Keep track of new cloud technologies and practices to propose further improvements
 - Training

Technology

- Monitoring
- Governance tools
- FinOps tools
- Data analytics
- Application life cycle management

Outcomes

- Scrum master document
- Operational runbooks
- Feedback document