



Service Documentation & Training

Needs Assessment and Remediation

Who am I

Brian K. Vagnini

Former MCT

CIW Certified Trainer

New Horizons Computer Learning Center (franchise)

Computer Tutors (local to Tallahassee)

Other Certifications: CompTIA, Microsoft, and CIW

18 years as a SysAdmin/Network Engineer

Why am I here?

Long Version:

The Technical Training & Documentation Coordinator is responsible for developing and maintaining a measurable training and documentation program for Reliant's service delivery groups

Short Version:

I am here to make sure you have the training and documentation you need to do your job well.

How do we plan to work?

Continually Identify Gaps

Needs Assessments

Quality Reviews

Review of Escalations

Tickets Marked as
Needing Documentation

SLA Violations

Documentation Requests

Continually Remediate Documentation

Overview Modules:

- "101"
- "201"
- etc

Task Related Content:

- Troubleshooting Guides
- How-tos

Continually Remediate Training

Online Courses

Hands-on Sessions

Lectures

How do we plan to work?

Service Documentation & Training

Backlog

QUICK FILTERS: Only My Issues Recently Updated

VERSIONS

- EPICS
 - All issues
 - Needs Assessment 1
 - Remediation of Needs Assessment 1
 - Needs Assessment 2
 - Documentation That Needs Updates
 - Issues without epics

SDT Sprint 2 4 issues ACTIVE

05/Mar/18 8:29 AM • 19/Mar/18 8:29 AM

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Linked pages

↓ SDT-8 Become familiar with how Reliant commits, merges and releases Puppet 3 code	Needs Assessment 1	3
↓ SDT-10 Become familiar with Reliant Deployments	Needs Assessment 1	1
↓ SDT-16 Provide a Training/Documentation Needs Assessment	Needs Assessment 1	5
↓ SDT-30 Learn about RPM	Needs Assessment 1	4

Backlog 31 issues

Create Sprint

↓ SDT-31 Console Session	
↓ SDT-32 Linking Documentation to Tickets	
↓ SDT-33 Learn about NTP	
↓ SDT-34 Learning VI	
↓ SDT-35 Common Troubleshooting Tools	
↓ SDT-36 How to use Slack	
↓ SDT-37 Learn more about Linux Containers	

Where did we start? - Needs Assessment

- Personal experience (on boarding tasks)
- Interviews
- Ticket data review

Team	Task	Sub-tasks	What do you need to know to do this?	Existing Documentation	Gaps in Documentation	Needed Pre-Req Knowledge
T1/TAMs	Building Redboxes	<ul style="list-style-type: none">• Create/Triage build tickets• Assign sales information and inventory• Add information to RPM• Prepare hardware to be configured• Configure hardware• QA/Ship	<ul style="list-style-type: none">• What info is needed to start a build?• How does Reliant manage inventory?• How/where to input in RPM• How to hook up hardware• How to image• How to deal with puppet errors• How to QA/ship	<ul style="list-style-type: none">• Build guide• Node group pages	<ul style="list-style-type: none">• IP Spreadsheet incomplete• No information on “known errors”• No information on managing inventory• No information on shipping.	<ul style="list-style-type: none">• Build environment 101• Puppet 101• RPM 101• Linux 101• Documentation 101• Ticket Management 101• Networking 101

What did it reveal? - Needs Assessment

- Documentation is unorganized, and in most cases, out-of-date
- Training has largely been a 'sink or swim' model, followed by "Ask (insert constantly changing, random person here)"
- Enter the Matrix!

What do we plan to do next?- Remediation

Implement the Initial Infrastructure and Content to Build Upon:

- Learning Management System (LMS)
- Overview Modules (101, 201 type material)
- Remediate identified gaps in task related documentation (troubleshooting, how-tos)

**Goal is to have infrastructure and an “Intro” type course available by mid-June*

101 Courses – Overview Modules

- Puppet
- RPM (includes Architecture)
- Monitoring
- Linux (includes Containers)
- Networking
- Ticket Management (includes SLAs)
- Customer Service
- Build Environment (How/Where)
- Documentation (Confluence)
- Client Configurations (Services used, Different Node Groups)
- Client Culture Awareness
- PCI Compliance
- Reliant (our culture)
- Payments

**Think of overview modules as suggested pre-reqs to do certain tasks*

201 Courses – Overview Modules

- Puppet (includes Git)
- RPM (includes Properties, Profiles)
- Monitoring
- Linux
- Networking (includes iptables)
- Build Environment (Setup/Troubleshooting)
- Payments (includes some client configuration)

What I need from you - Remediation

Continually Identify Gaps

Needs Assessments

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Questions?





Thank you for your time!