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Customer Reliability Engineering at VMware is a team of Kubernetes experts who provide level 3 support for VMware Tanzu Kubernetes Grid customers. They are former DevOps or Site Reliability Engineers who are experienced with running Kubernetes clusters in production and can be your technical partner to assist you reaching your business goals with Kubernetes.

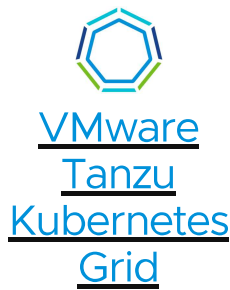
To us, the VMware Customer Reliability Engineering (CRE) team means shifting the focus away from Support and into the emerging [Site Reliability mindset](#), as inspired by the work Google pioneered. As experts in their field, VMware CREs not only provides support when things break, they also provide stability best practices to prevent issues from happening in the first place.

Guiding principles of VMware CRE

At VMware, we strive to treat our customers with the same level of proactive diligence and investment as if their environments were our own. The guiding principles the VMware CRE team use are:

- **Be proactive, not reactive.** Connect with customers continuously to prevent production issues from occurring in the first place. CRE is based on a close partnership between the customer and VMware.
- **Drive customer insights into product innovation.** Deeply understand the key issues our customers face and apply these key insights to our products and to the open source community.
- **Synthesize key learnings.** Our aspiration is to systematize a solution to any issue a customer might encounter, so the first time anyone encounters a production issue is also the last time anyone encounters it.
- **Act as the gateway to the upstream community.** We don't want to solve a problem for one customer when we can solve it for the entire Kubernetes community.
- **Work ourselves out of a job.** We strive to relentlessly automate and improve our technology with a focus on knowledge transfer. Our goal is to drive down the complexities of deploying and running Kubernetes so we can focus on adding value in higher impact technical areas.
- **Invest in tooling.** Use tools to make sure that customers avoid issues in the first place and to make it easier to determine causation when issues do occur.

VMware CRE team engagement model

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also defines a level of responsibility on our part. An engaged customer is a happy customer, and the best way to keep you engaged is through transparency, guidance, and prevention. The VMware CRE team can help you help yourself by taking an in-depth look at your cluster setup, exploring its stability, planning maintenance, and guiding you toward improvement. The VMware CRE team does this with the following customer engagements. If you are interested in any of the following services, please open a ticket on our [Support Portal](#).

Architecture review

- **What does it do?** Allows the VMware CRE team to familiarize themselves with your architecture.
- **How is it done?** A one-hour call done by either the Kubernetes Architecture Team (KAT) and VMware CRE, or just by the VMware CRE team if the KAT team is not able to engage. VMware CRE initiates this review regularly to ensure that your information stays current.
- **Why is it important?** Serves as a base and source of truth throughout the engagement model. Everything going forward is conducted based on the information from this review.

Reliability review

- **What does it do?** Provides the opportunity to focus on your goals and the technical challenges you face while trying to achieve them.
- **How is it done?** Scheduled after the Architecture review. The first call is a one-hour intro call and tells customers what to expect. The following call is the actual review, which typically lasts about four hours.
- **Why is it important?** Establishes more reliable clusters and a more stable environment by getting ahead of problems, which results in less break-fix tickets.

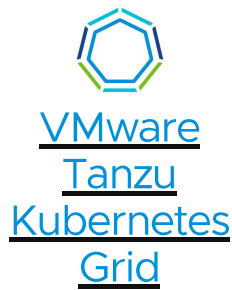
Guided Maintenance

- **What does it do?** Allows the VMware CRE team to work with you on maintaining a stable environment.
- **How is it done?** With information from the Architecture and Reliability reviews, which are required preliminary steps. This includes activities such as issue resolution and upgrade planning.
- **Why is it important?** Helps you improve your clusters, therefore issues are easier to resolve, or are non-existent.

Workload Planning

- **What does it do?** Serves as a regular review of existing workloads.
- **How is it done?** Each step previously performed will feed into Workload Planning. This building block may require engagement with other internal VMware teams, if necessary.
- **Why is it important?** Provides guidance in getting workloads to the right platform.

What does this look like for you?



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from you in the form of tickets (traditional technical support) it is not core to our work. We allocate the lion's share of each CRE's time to:

- Engaging in proactive outreach, such as working with you to build upgrade plans, reliability reviews, productivity readiness and workload migration.
- Discovering trends and providing tactical methods to prevent incidents.
- Developing thought leadership and tactical content.
- Interacting with the Kubernetes community.

We believe this approach evolves the concept of Technical Support into a function that continuously resolves your issues through product innovation. The VMware CRE team has the latitude to deeply understand the your environment and responsibility to ensure its reliability.

If you want to contact CRE please a [open ticket](#).

