

OPERATIONAL ROLES AND TASKS FOR AZURE

KICK-OFF, INTRODUCTION, SERVICE MAP

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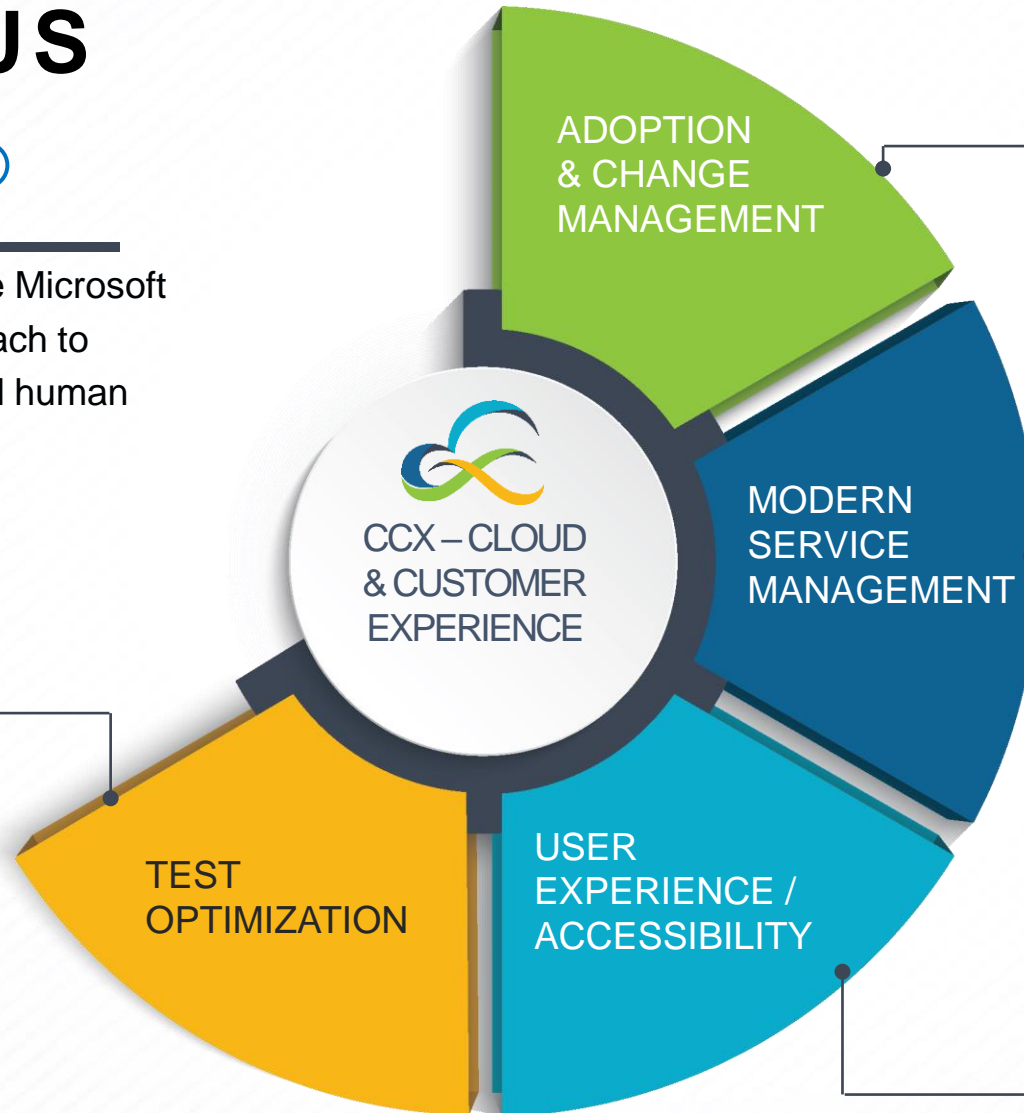


CCx DELIVERY TEAM FOCUS AREAS



Enabling Customer success in the Microsoft Cloud through a structured approach to behavior change, governance and human experiences.

Establishing test/quality assurance best practices to support customer solutions.



Accelerating business outcomes by driving the people side of change.

Enabling customer success in the Microsoft Cloud by transforming customer IT organizations, processes, and governance.

Creating new business value & positively impacting human experiences.

KEY TO DIGITAL TRANSFORMATION SUCCESS

Modern Service Management,
Adoption Change Management,
User Experience/Accessibility &
Test Optimization



REDUCE COSTS
Expose potential operational & adoption issues and efficiency gains

ACCELERATE VALUE REALIZATION
Get to a steady state sooner



Agenda

- Introductions
- Major Goals of the ORT Engagement
 - Operations Improvement Areas
 - Engagement Deliverables
 - Engagement Schedule
 - Risks and Concerns
- Service Map Overview

Why We Are Here

- Cloud does not remove IT operations roles
 - BUT it **changes** them.

Some examples.



the traditional install-and-maintain paradigm becomes a deploy-and-monitor paradigm



the role of IT Admin evolves in Cloud IT Admins with a reduction of the most operative tasks like *scheduled and unscheduled maintenance, updates, data recovery, storage management, monitoring.*



Major Goals of The ORT Engagement



Understand your current approach



Enable you to manage Operational Knowledge



Provide Microsoft Tasks Lists recommended for proactive focus



Clearly define roles and responsibilities for the new processes

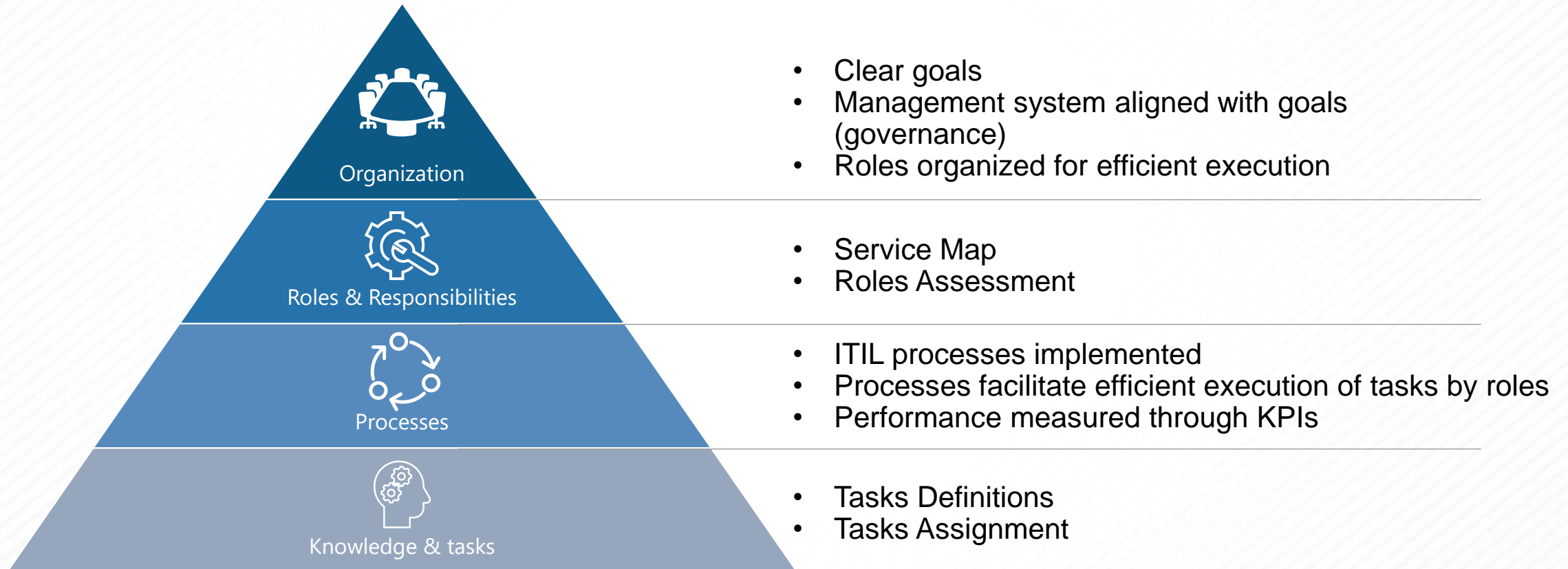


Cloud Service Operational Governance

- Individuals and teams across the IT service lifecycle **must achieve** a few **key quality goals** to **be successful**.
- The IT service lifecycle describes the life of an IT service:
 - **from planning** and **optimizing** the IT service
 - **to align** with the **business strategy**,
 - **through** the **design** and **delivery** of the IT service, to its ongoing operation and support.
- IT must organize itself to **ensure** that the **right accountabilities** are addressed moving teams from a reactive to proactive approach expanding **new attitudes** introduced by cloud services.



Focus Areas for Operations Improvement



Scope

Scope: knowledge transfer and information gathering for the following topics:

- Service Modeling
- Explore current Azure Operational Framework
- Discover and document roles and responsibilities
- Map roles to Operational Tasks and additional estimates
- Develop Service Dependency Map

Deliverable:

- Service Map (Excel workbook & Visio diagram)
- Assigned Roles & Tasks Matrix (Excel workbook)
- ORT Tracking Dashboard (Power BI Desktop)
- Closeout (PowerPoint presentation)

Out of Scope

- Formal skills assessment
- Formal classroom training
- Third-party tools evaluation and integration
- Implementation of non-process improvement recommendations
- Technical or architectural design review or remediation
- Best practices for non-service management processes

Engagement Schedule

Day 1	Day 2	Day 3	Day 4
<ul style="list-style-type: none">• Kickoff & Service Map Workshop (180 mins)• Intro to Azure Roles & Cloud Teams (60 mins)	<ul style="list-style-type: none">• Introduction to Azure Monitor (MIRP/CCMP) (60 mins)• Operational Tasks Assessment (120 mins)	<ul style="list-style-type: none">• Introduction to Security (60 mins)• Operational Tasks Assessment (120 mins)	<ul style="list-style-type: none">• Review and finalize deliverables (120 mins)• Close-out (60 mins)

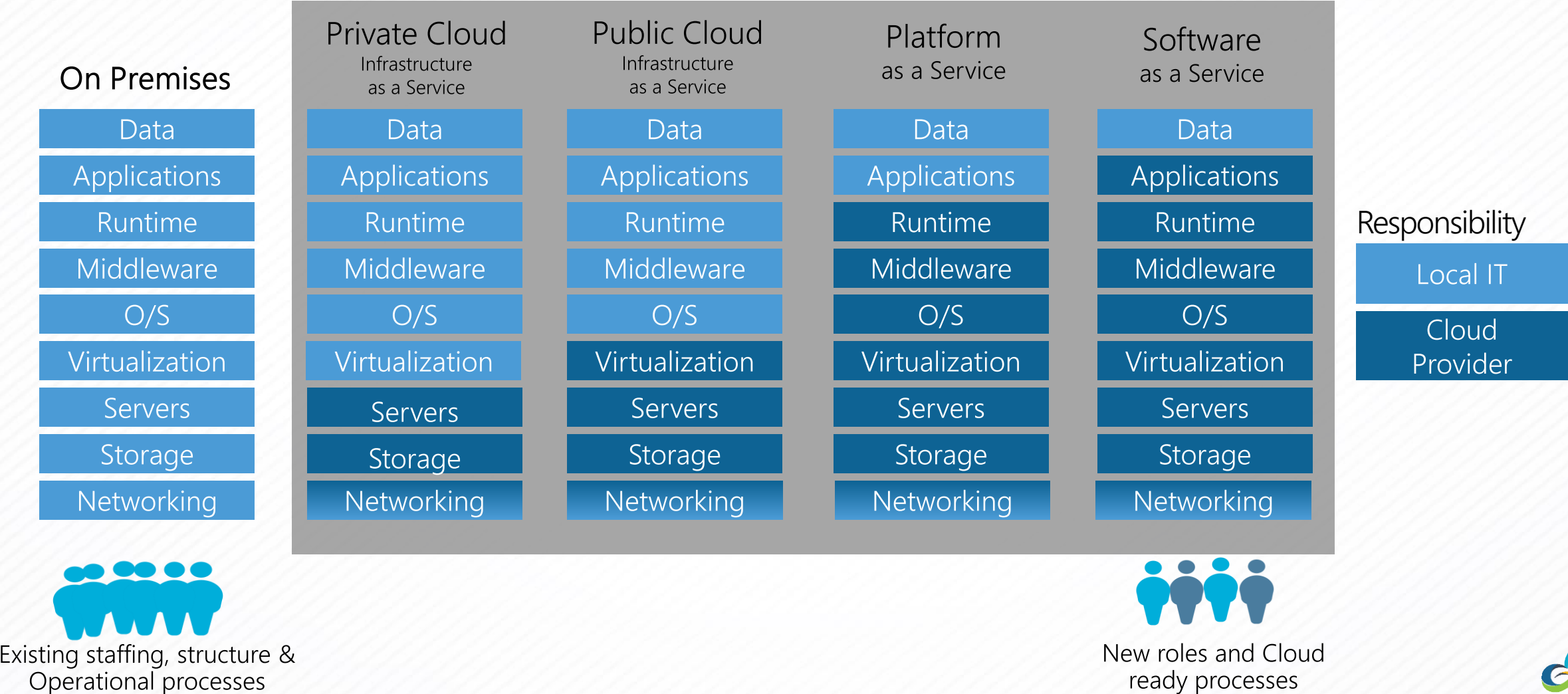


Risks & Concerns

- Are we all on the same page, regarding scope & deliverable?
- Do we have all the right stakeholders for this engagement?
- Do we have everyone's commitment to attend and contribute to the sessions, as per the agreed schedule?
- Any other risks & concerns?

Cloud Operational Service is a Paradigm Shift for IT

Shared Responsibility Model



Managing Services in the Cloud

In the traditional on-premises world IT was managed centrally.

The Cloud world drives a shift in Service Management focus towards business strategic alignment.



Operating in the cloud will require re-engineering many of your ITSM processes



Follow the ITIL® approach of adopt and adapt. There is no need to start from scratch



Build in improvement opportunities – e.g. automation, self service

ITSM and the Cloud....some examples

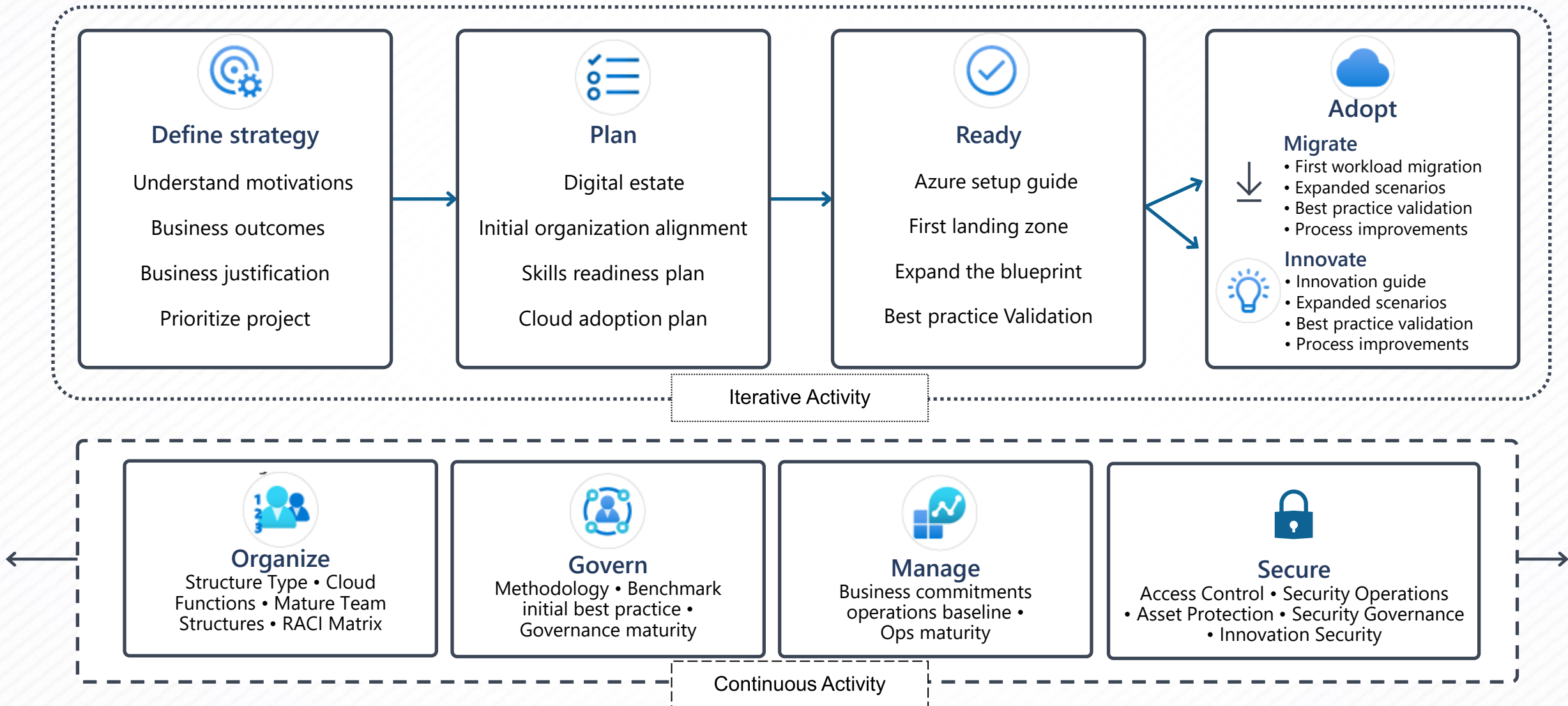
IT Service Component	Traditional ITSM	Vs. Modern ITSM
Business Relationship Management	Service Catalog	Market Trend & Business Development
Capacity Management	Infrastructure Capacity	Business Demand & Financial Forecasting
Availability Management	Service Level Agreements	Design & Quality Experience
Financial Management	Budget Allocation - Capex	Consumption and Cost Optimization
Service Level Management	SLA/OLA/KPI	XLA
Service Asset and Configuration Management	Lagging/Discovered/Audited	Leading/Declarative/Monitored
Identity and Access Management	Authentication/ Authorization	Identity/RBAC
Knowledge Management	Centralized	Shared and Collaborated
Problem Management	Bolt on or siloed	Collaborative approach & ML



Introduction to Microsoft CAF

The Cloud Adoption Journey Guide

Microsoft Cloud Adoption Framework for Azure



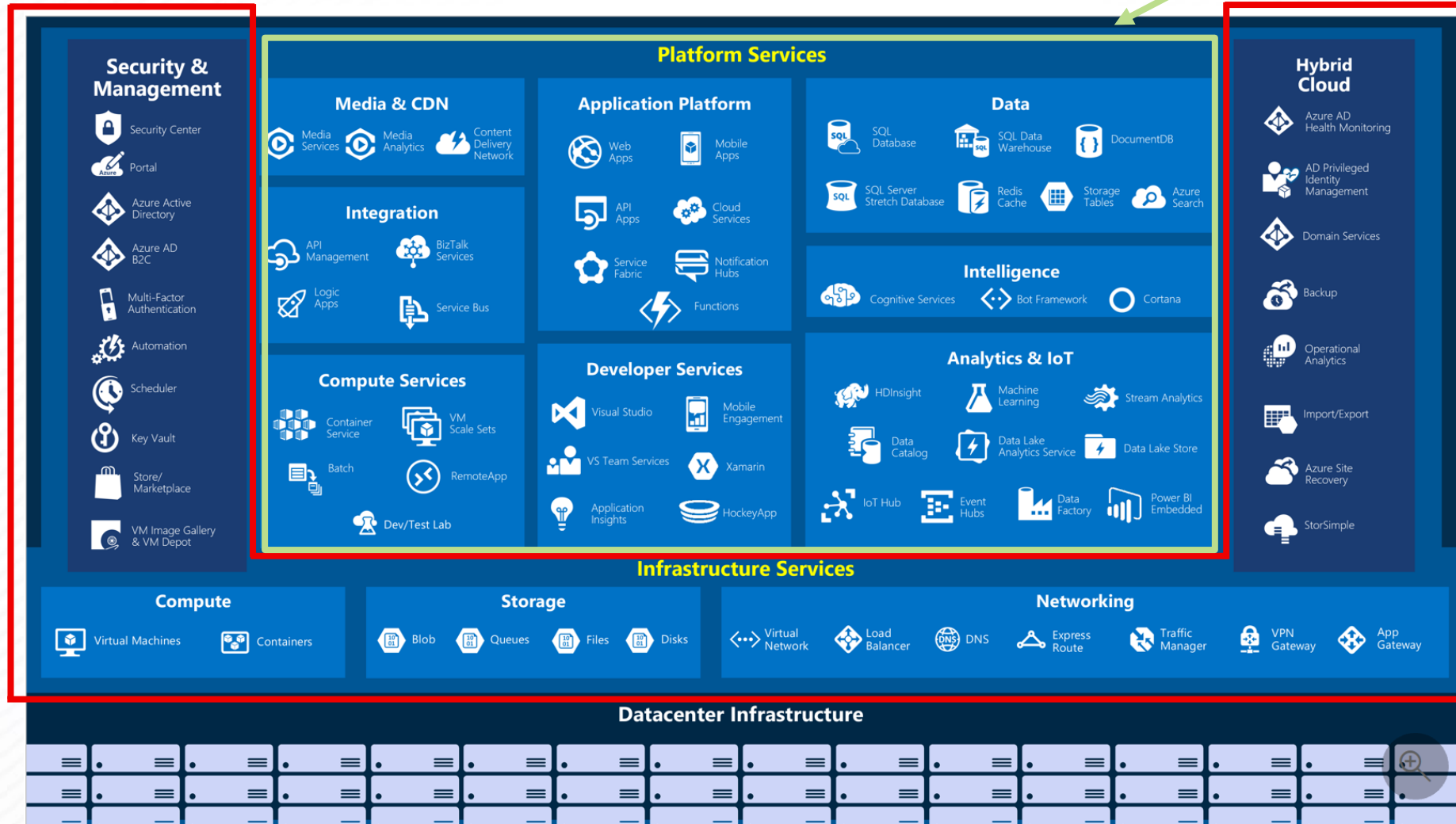
Know Where You Operate in the Cloud

Most infrastructure/ managed service groups will operate in these Azure Services.

Know your services need and where your group operates in the infrastructure/platform.

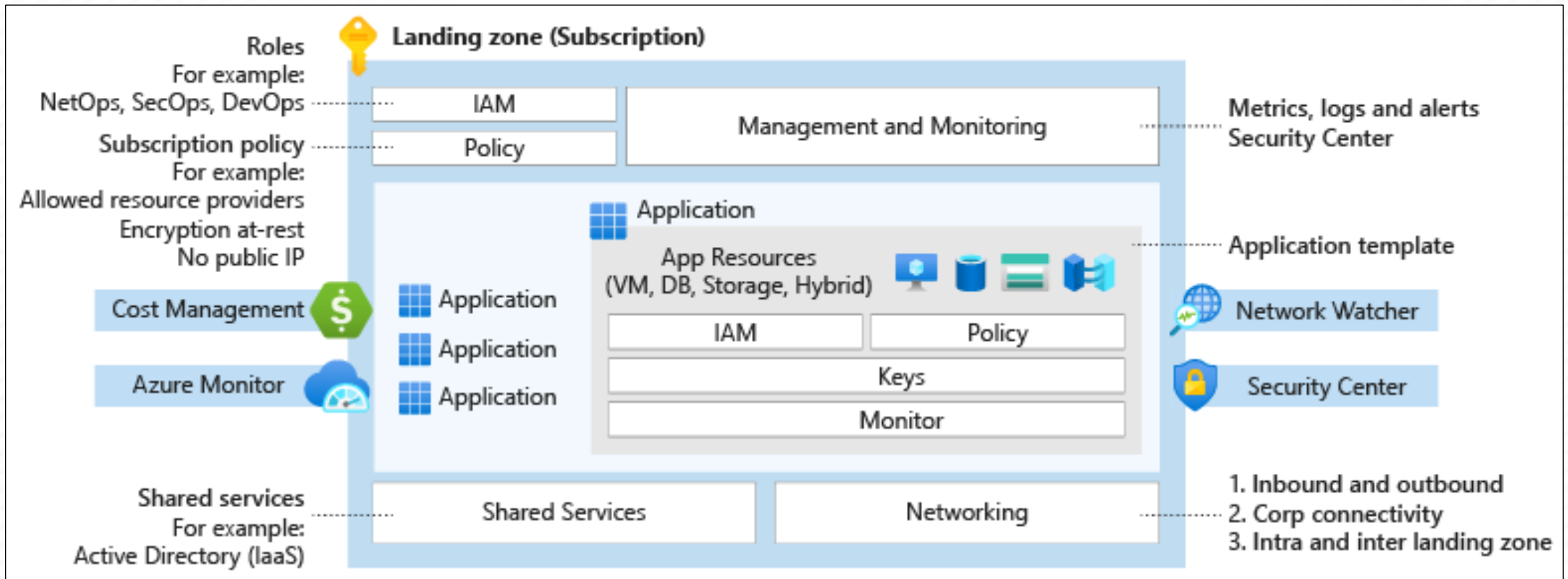
[Tour of Azure services - Learn | Microsoft Docs](#)

While your customers/ application owners will operate in these Services.



What is an Azure landing zone?

Azure landing zones are the output of a multi-subscription Azure environment that accounts for scale, security governance, networking, and identity. Azure landing zones enable application migration, modernization, and innovation at enterprise-scale in Azure. These zones consider all platform resources that are required to support the customer's application portfolio and don't differentiate between infrastructure as a service or platform as a service.

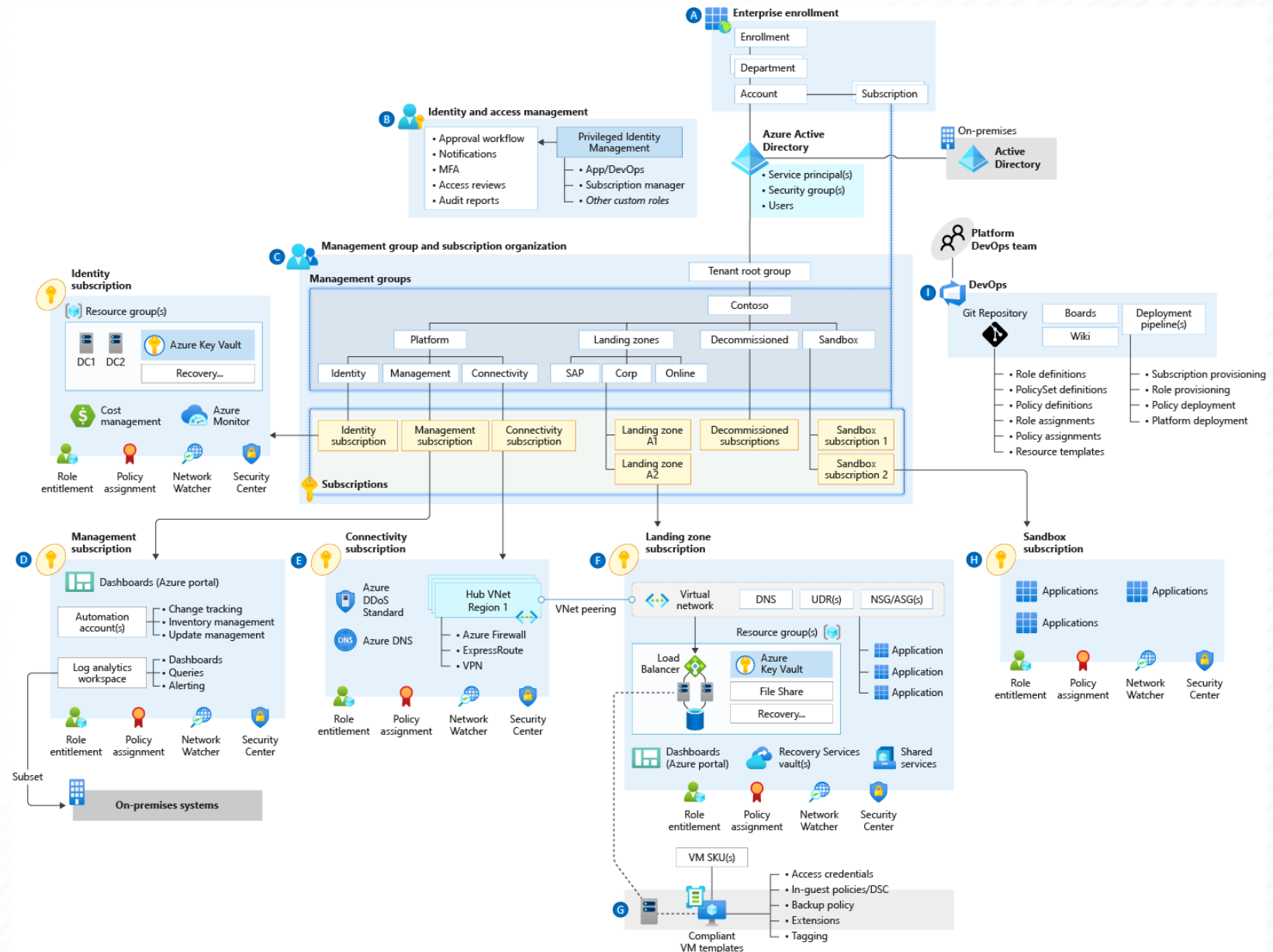


Azure LZ Conceptual Architecture

Azure landing zone conceptual architecture displayed represents the destination in their cloud adoption journey. It's a mature, scaled-out target architecture intended to help organizations operate successful cloud environments that drive their business while maintaining best practices for security and governance.

This conceptual architecture represents scale and maturity decisions based on a wealth of lessons learned and feedback from customers who have adopted Azure as part of their digital estate.

<https://docs.microsoft.com/en-us/azure/cloud-adoption-framework/ready/landing-zone/#azure-landing-zone-conceptual-architecture>



Cloud Service Map

What is a Service?

A means of delivering value to customers by facilitating outcomes that customers want to achieve, without ownership of specific costs or risks

Service outcomes are facilitated by

- Enhancing the performance of associated tasks
- Reducing the effect of constraints
- Creating conditions for better performance

This ownership means

- Costs and risks are transferred to the service provider
- Customers can focus on outcomes versus how to attain them

What is a Service View?

It starts with abstracting to the customer's view:

AN OUTCOME

A customer doesn't want the individual components, they want what the components create when used together

An end-to-end view of a solution

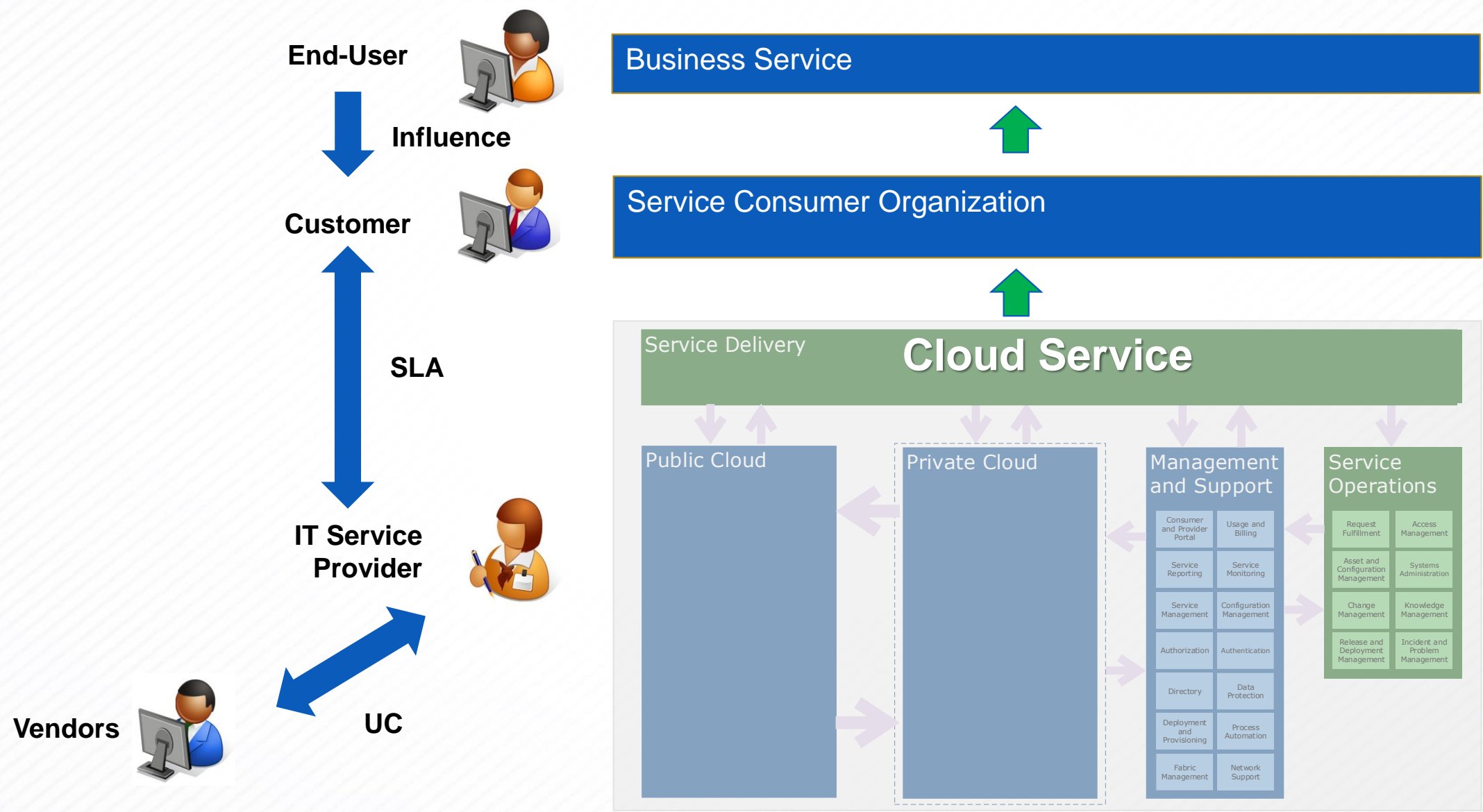
Start with the Outcome, then dependencies

Silos are like individual pages in a book

For example:

Messaging, not Exchange

Components of a (Cloud) Service



What is a Service Map?

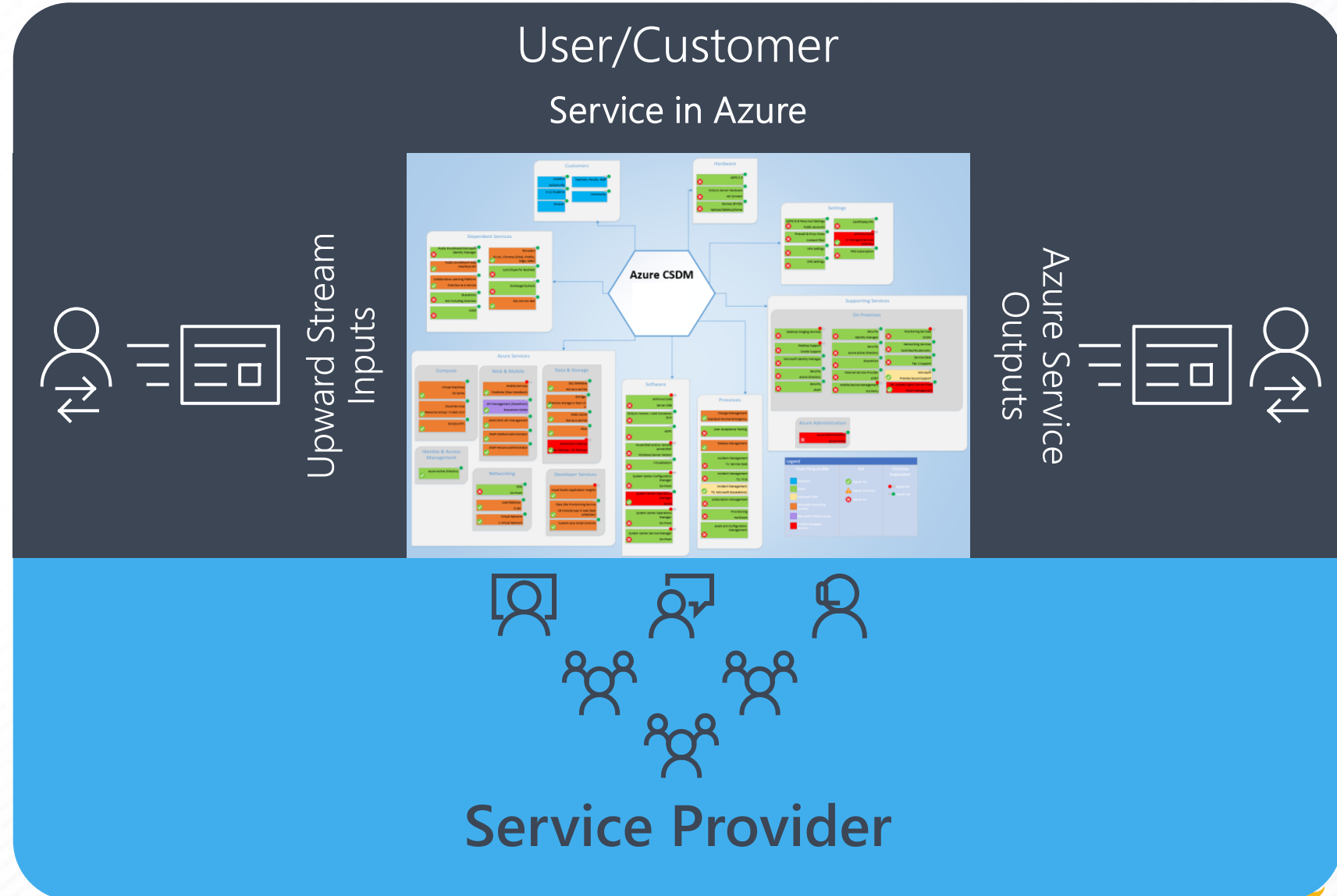
A graphical representation of a service, its dependencies, and the settings needed for the service to function, which provides input into the IT Service Management processes needed to ensure continued reliability, availability, and manageability of the service.

CHANGE Enablement	CONFIGURATION Management	INCIDENT Management	PROBLEM Management
What components and services need to come under change control?	What components need to be baselined and controlled?	What services does the Service Desk need to be aware of and need scripts and escalation matrices for?	What technologies need skilled resources and escalation paths to ensure that reactive and proactive support is enabled?
CAPACITY Management	AVAILABILITY Management	SERVICE LEVEL Management	And the list goes on...
What components do we need to ensure have adequate capacity for the end service to meet its capacity requirements?	What components do we need to directly address for availability mitigations and strategies?	What different SLAs do we need for different customer sets? What OLAs are needed between support and operations groups?	



Why a Service Map?

- It helps abstract to the customer view
- Represents the end capability delivered
- Enables us to visually capture the core dependencies needed to deliver that capability
- Displays the components that must be available and healthy for the end service to be healthy and available



Value of Service Mapping

Clarity

Provides clarity around the complexity of a service

- Understand how services connect and talk to each other (ENABLEMENT)
- Escalation path and contact information

Improvement

Foundation for service improvement

- Build SLAs and OLAs
- Manage availability
- Optimize change and release planning
- Accelerate troubleshooting

Alignment

Drive IT alignment to the organization

- Clarify service impacts to the organization's requirements
- Enable better decision making
- Collaborate and drive shared understanding of an architecture

Overall, Connections & Enablement will:

- Help reduce complexity & operational costs by implementing process & tools to increase efficiency, allowing IT teams to become proactive
- Show consequences of service outages:
 - Which downstream services depend on another service's availability?
 - If one service goes down, will other services go down as well?

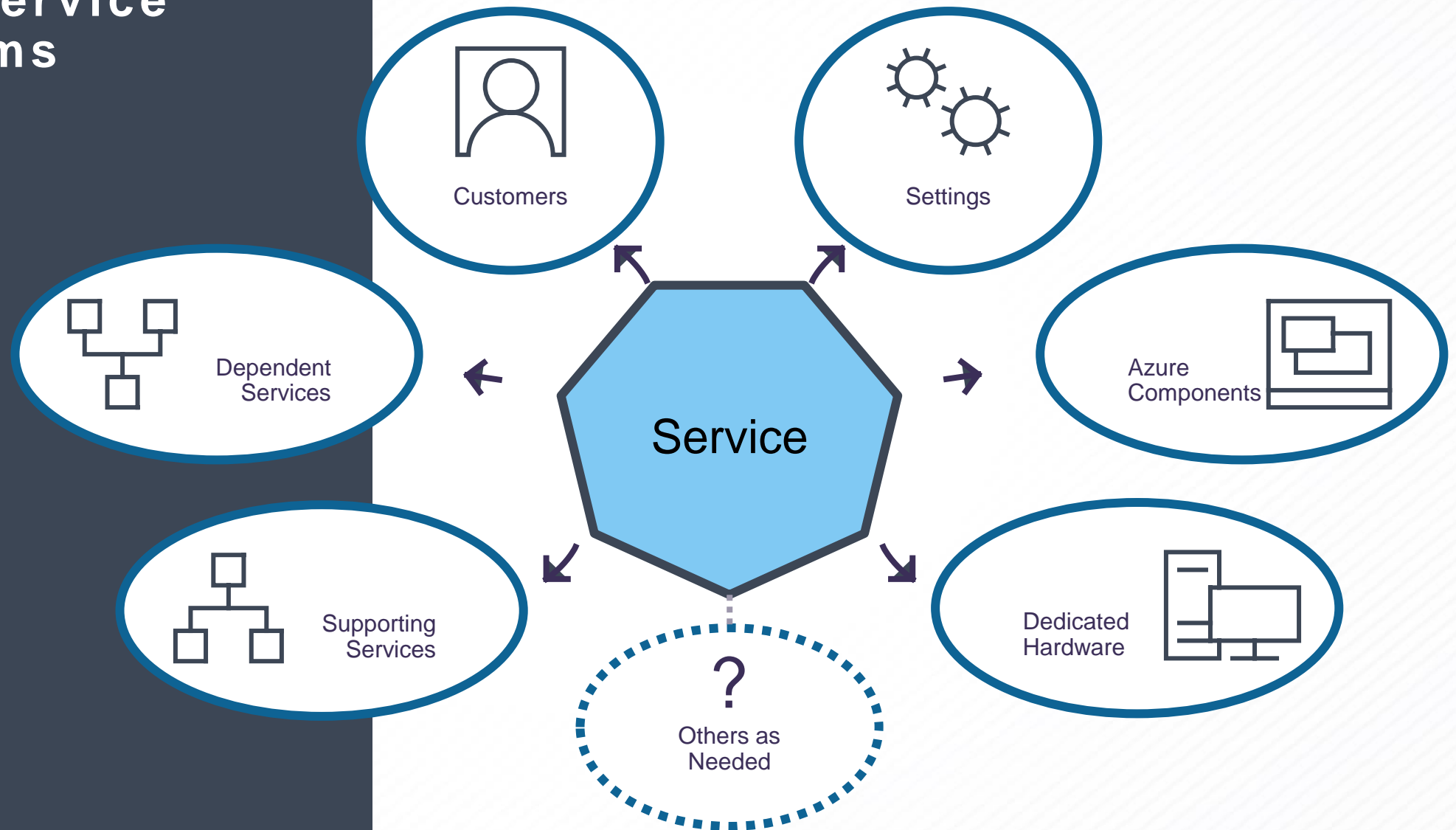


The bottom line...

If we want to **CONTROL** the quality of the experience to the user and customer, we must **UNDERSTAND** and control all the **COMPONENTS** that make up the service.



Common Service Map Streams



Service Map Streams - Customers

Who are the users / customers of the service? and how can they be divided?

- By location
- By department
- By division
- By type of user
- ...

Are there SLAs/XLAs between the service provider and the customers?



Customers



Dependent
Services



Supporting
Services



Azure
Components



Dedicated
Hardware



Settings



Service Map Streams – Dependent Services

What services and applications depend on the service functioning?

- Who are the owners of these applications?
- Are there SLAs/OLAs with the owners of the applications or services?
- What are the components of these SLAs?
 - Availability
 - Support hours
 - Request types
 - Performance
 - etc.



Customers



Dependent
Services



Supporting
Services



Azure
Components



Dedicated
Hardware



Settings



Service Map Streams – Supporting Services

What services are required for this Azure service?

- Is the SLA known for these services (running outside Azure)?
- How are these services monitored?
- How are the SLAs aligned?
- Is there a repeatable means of deploying changes?

EXAMPLE: Network services owned outside of the cloud infrastructure group.



Customers



Dependent
Services



Supporting
Services



Azure
Components



Dedicated
Hardware



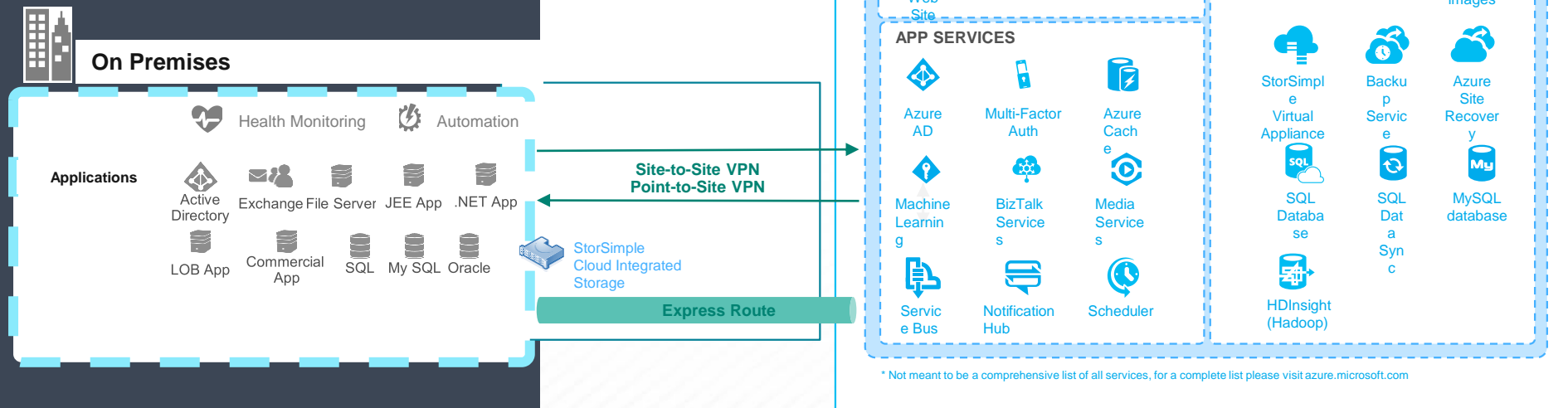
Settings



Service Map Streams – Azure Components

What azure components are being used?

- Who is responsible and/or configures the components?
- Is the Azure SLA for that component known?
- NOTE: location can be identified if different across the organization.



Customers



Dependent Services



Supporting Services



Azure Components



Dedicated Hardware



Settings



Service Map Streams – Dedicated Hardware

What hardware dependencies / components are not included in the other services?

- While sometimes part of other services, the key service may not be dependent on the entire service, but only on this piece of hardware.

EXAMPLE: A VPN router may be part of an overall network service, but this may only facilitate Azure services and connectivity to the Microsoft cloud. (The network might not be a supporting service, while the specialized router is dedicated hardware.)



Customers



Dependent
Services



Supporting
Services



Azure
Components



Dedicated
Hardware



Settings



Service Map Streams – Settings

What settings, configurations, and policies are applied to the service?

- This can include specific settings and configurations required within the service and/or other services and components.
- It can also be corporate and IT policies that govern the service.
- Who owns these and who is responsible for ensuring they are applied?

EXAMPLE: Legal Hold Policy, Archiving / Retention Rules, External Access Settings.



Customers



Dependent
Services



Supporting
Services



Azure
Components



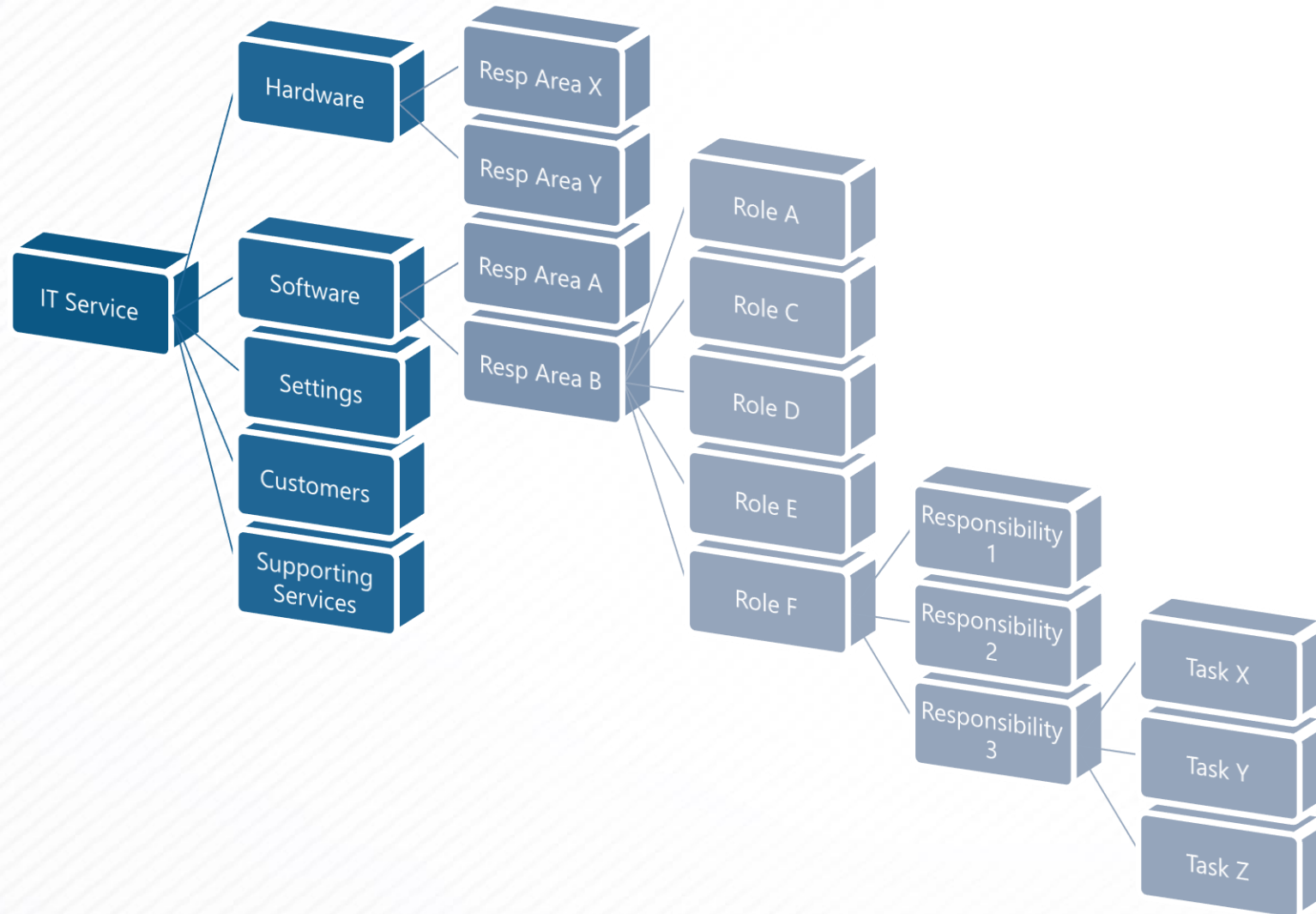
Dedicated
Hardware



Settings



From Service Map to Operational Knowledge



Cloud tasks can be categorized as:

- Strategic
 - Vision
 - Plan
- Tactical
 - Design
- Deployment
 - Migrate/Innovate
 - Configure
 - Validate
- Operation
 - Monitor
 - Maintain & Update
 - Respond (Incidents/Problems)

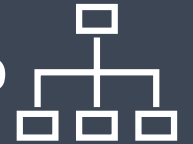


Next Steps

Collect Data for Service Map



Service Map Techniques in Visio



Draft Service Map



Review and Finalize





**TIME FOR
REVIEW**

- Introductions
- Major Goals of the ORT Engagement
 - Operations Improvement Areas
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- Service Map Overview

THANK YOU!

