Platform Management

Welcome

We’re excited that you’ve entrusted us with your platform, and are eager to get started. Before we begin, we want to take this opportunity to share with you some information about how we approach this work and how we are able to deliver the outcomes of a platform that is patched, available, and up to date.

# Service Summary

This service is designed to ensure that the platform that you provide for your developers and workloads is patched, available, and up to date. Platforms that are regularly patched are protected from security vulnerabilities, providing a safe place for workloads to run. In order for your platform to be a suitable place for these workloads, it must also provide the appropriate level of availability for both developers and end-users. Lastly, platforms that are up to date provide the latest and greatest features and efficiencies to your application developers.

We provide these outcomes by taking over the patching and updating of your platforms and performing incident response to remediate any issues that may impact the availability of your platform. This leaves your team with the time to focus on building out a great developer experience. The service is delivered remotely. Its is staffed by a shared team, who are not dedicated to any particular customer.

# Before We Get Started

There are several prerequisites and onboarding steps that must be completed to ensure that we have the requisite tooling and access In order to perform the patching, updating, and incident response for your platforms.

* Platform Validation: readiness review to ensure your platform(s) are installed, integrated, and up to date
* Sandbox Environment: ensure that we have a sandbox environment (per IaaS) that is free of customer workloads. This environment will be used to validate and roll out change.
* Telemetry Onboarding: we’ll provision you with a unique customer identifier in our Telemetry Program, so that we can report and alert on events such as CVEs, expiring TLS certificates, etc.
* IaaS Access: the delivery team requires a read-only service account in your infrastructure provider to troubleshoot and triage any issues at the infrastructure level.

# How We Think About Change

We use Site Reliability Engineering (SRE) practices as a way to balance the desired availability of the system with the system’s rate of change. Our philosophy is centered around a couple of core beliefs:

* We believe that there is no such thing as 100% availability.
* Failure is inevitable in distributed systems, and rather than working tirelessly to eliminate all failures, we work to minimize both the impact of these failures, and also the time it takes to recover from them.

We do not operate under a traditional change management process. Instead, we will work with you to set goals for patch level, update level, and platform availability, and help you reason about the trade offs associated with these often-competing objectives. We will conduct a workshop with your stakeholders to come to an agreement as to what our goals are, how we measure them, and the data we use to prioritize our work.

Our goal is to ensure that your systems are secured, meet your availability needs, and stay patched and updated without your teams even noticing that a change occurred. We do not caveat our availability goals with scheduled maintenance windows.

We do understand that in some industries there are times when availability becomes paramount, and you may elect to prioritize availability over everything else, even if it means failing to achieve your update goal. We accommodate these periods by allowing you to request that we cease updates for small periods of time, up to 90 days per year in total.

# Working With Your Delivery Team

After we begin delivery of the Platform Management service we will set up a recurring stakeholder review meeting with your platform stakeholders. We aim to meet once every two weeks, and will briefly discuss:

* Activity since our last checkpoint:
  + Any patching or updating that was performed
  + Status of error budgets
  + Patching and update goal attainment
* Upcoming plans:
  + Planned patches or upgrades
  + Other customization work that is scheduled
* General feedback
* Requests for additional customization, integrations, etc.

Should you need to meet with the team outside of this cadence, you can reach us via email at <EMAIL\_LIST\_TBD@vmware.com>. Conversely, our delivery team will need several points of contact from your organization should they need to reach out for issues with infrastructure, access, etc. At a minimum, we like to have contact information for two people (a primary and secondary) that are familiar with your infrastructure and networking environment.

If you are experiencing a degradation in service or encounter other urgent issues, you should always contact <*the artist formerly known as Pivotal support*> immediately. They will know that you subscribe to Platform Management, and will coordinate with the delivery team to ensure that the right people are involved and have the information needed to resolve the issue as quickly as possible.

# Getting Started

We will schedule a half day kickoff exercise to occur after all [prerequisites](#_3121d5ejuvti) have been verified. The outcome of this exercise is a shared understanding around communication, goals, risks/mitigations, initial service level objectives, and next steps. This event is intended for your *core platform stakeholders*, which may include:

* Your executive sponsor
* Platform Owner
* Platform Engineers