



# Cloud Adoption Framework



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# Introduction

Cloud computing offerings have disrupted the IT landscape, providing both opportunities for dramatic growth for the companies embracing them and, in cases of incorrect implementation, a plethora of pitfalls. GlobalLogic has developed a Cloud Adoption Framework based on top industry practices and infused with experience gleaned from implementing migrations firsthand, in order to help clients avoid these stumbling blocks.

**The purpose of this Cloud Adoption Framework (hereinafter referred to as CAF) is to:**

- Provide an overview of stages for cloud migration;
- Outline different modes of cloud migration;
- Provide a list of actionable items for GlobalLogic Consultants and Clients at every stage;
- Manage and assist with migration efforts based on inputs gathered;
- And to provide a list of templates and best practices.

Given that each cloud journey is different, the authors have tried to keep this framework actionable yet lightweight and flexible enough to drive conversations and actions tailored to each client. It is free of the exhaustive templates and linked documents that make for a more rigid approach.

All cloud vendors and most major consultancy companies have cloud migration strategies and adoption frameworks. Each revolves around similar concepts, differing in nomenclature and depth of analysis for each phase; see the Cloud Economics model by Deloitte vs Microsoft's Cloud Business Cases model, for example. Juniper, Amazon, and TechMahindra are among others using their own framework.

Each cloud adoption and migration effort is an iterative journey with an inevitable "crossing tax" to move between contexts. Business and IT realization that the cloud could accelerate certain business transformation objectives drives the last step, factual cloud adoption.

GlobalLogic's CAF helps clients align strategies for the business, corporate culture and technical changes needed to achieve adoption and successful business outcomes.





## Definitions

- **Workload:** Abstracted IT assets such as applications, virtual and hardware servers, data, network appliances, etc; each serves a common business purpose.
- **Driving factor:** The answer to the question, “Why are we moving to Cloud?”
- **Cloud adoption plan (hereinafter referred to as CAP):** A document with prioritized tasks to drive adoption metrics through concrete technical actions.
- **Cloud adoption strategy (hereinafter referred to as CAS):** A document with prioritized metrics, driving factors, and motivations. This is the subject of the strategic phase.
- **Digital estate:** An abstracted collection of the client’s owned or managed assets that power the business and support operations.
- **Cloud governance:** Actions taken upon the identification of risks related to cloud adoption that drive governing corporate policies.
- **Landing Zone:** A cloud environment that is ready to host workloads for migration to the cloud. This may be temporary for experimentation purposes, or used to convert to product staging.



# Strategic Phase

In this phase, we create or review the cloud migration business case and investment plan, anticipated return on investment, savings on old infrastructure depreciation, licenses, taxation implications, requirements for financial reporting, etc. The result of this phase is a business strategy for cloud migration and adoption.

### Target:

Creation of the cloud adoption strategy.

### Steps:

- Understanding **driving factors** for migration.

- Capturing **business outcomes** for migration.
- **Validation of business case** to support driving factors and business outcomes.
- Identification of **first cloud workload**.

### Step 1: Understanding Driving Factors For Migration

In this first step, the goal is to facilitate discussion and prioritize objectives for the migration. The migration strategy directly depends on prevailing business, migration, and innovation factors. The objective of the C-level executive audience is to document business objectives and drivers. Use the table below to drive this conversation:

Essential Business Factors	Migration Factors	Innovation Factors
DC retirement/exit	Cost optimization	Readiness for new technology
Merger and acquisition	Tech/vendor simplification	New technological capabilities
Capital expenditure reduction	Internal operations optimization	Scaling up
End-of-life for critical software	Business agility improvement	New geographies
Adherence to regulation	New technology preparation	UX improvements
Data/privacy regulation	Scaling up	Product transformation
Improved IT stability	New geographies	Market disruption

## Step 2: Capturing Business Outcomes For Migration

Business outcomes are clear, measurable business and financial changes as a result of cloud migration. Make sure

you have the client's C-level support in identifying those outcomes and develop a shared understanding of how the business needs to change to achieve them. Define key performance indicators and the ideal end state. Use the table below to drive conversation:

Domain	Kind of outcome	Examples & comments
Finance	Cost (fewer expenses to create and manage services)	Cost reduction for current and consequent payment cycles
		Cost avoidance (preventing future expenses)
		CAPEX to OPEX conversion
	Profit (result of aligned increase of revenue and reduction of costs)	It's rare that single action can positively impact Revenue and Costs
Revenue (more inflow into business)		Additional revenue streams
		Increase of revenue
Agility	Time to market	Time for service to reach end customer
	Time of provision	Time for service to be deployed in product
Reach	Globalization	Ability to access remote markets
	Sovereignty of data	Imposed by GDPR, audits and regulations, etc.
Engagement	Lead time improvement	Time needed to develop and deploy service
	Expectations management	Forecasting, meeting and exceeding client's expectations
Performance	Non-functional requirements	Service is adhering to non-functional requirements
	Reliability	Service is stable and reliable

## Step 3: Validation Of Business Case To Support Driving Factors And Business Outcomes

Business case validation is the creation and proof of justifications to support the financial model driving business outcomes.

At this stage, it is important to do a reality check against specific myths such as, "Cloud is cheaper," or "The cloud should inherently solve N problems," etc.

### Ensure a mutual understanding that:

- The refactoring of service for the cloud and hiring cloud/site reliability engineers is expensive;

- Not everything should go to the cloud;
- Mirroring existing infrastructure and organizational patterns to the cloud is a bad idea;
- OPEX is not always preferable to CAPEX;
- Cloud migration is a lengthy process;
- And that readiness for decisive action to change culture and ways of working is key.

It can be helpful to provide potential ROI, keeping in mind that certain things may cost more to run in the cloud. If ROI dips below 20%, do a digital estate planning rationalization.

**(RETURN – INVESTMENT) (\$)**

**X 100%**

**INVESTMENT (\$)**

**Use the following tools and actions to fill in the formula:**

- Cloud pricing calculators for cost delta (the difference in resources between two time periods)
- Current datacenter financial due diligence
- Estimated cost of migration (including infrastructure, upskilling, and time requirements)
- Migration-specific revenue delta (including future technology and currently frozen projects that cloud will enable, etc.)
- Migration-specific cost delta (retirement of DC and related costs, vendor consolidation, software licensing simplification, etc.)

Find tools for reference here.

With rough ROI numbers and a common ground for migration expectations, you can finish the business case validation with changing perception of cloud accounting model. IT has traditionally been a cost center and benefits from investments in it were tough to spot.

**Discuss with the client the possibility of changing IT into either a:**

- Profit model (with separation of IT into a distinct business entity, providing services and generating revenue);
- Chargeback model (where IT costs are treated as OPEX in another business unit's budget);
- Or showback model (a balance between traditional and chargeback wherein IT reports back to the business, attributing costs to that specific business unit).

**Step 4: Identification Of First Cloud Workload**

**After finalizing business drivers, it is beneficial to start a pilot migration project. Manage client expectations around this activity, as it is meant to:**

- Identify possible gaps and create a growth mindset;
- Revitalize collaboration between different business units;
- Provide tangible inputs to the planning phase;
- And to go in parallel with other phases.

**In addition, make sure that whatever workload is chosen to be the first is:**

- Aligned to business criteria, with strong incentive to go to cloud;
- Aligned to tech criteria with minimum dependencies, maximum testing;
- Can be moved as a single group of assets and does not deal with secure data;
- And can be migrated in parallel with continued rationalization.

The pilot project is a source of learning that may result in deployment as is, but its main task is to provide immediate feedback and a clear set of requirements for long-term success. Be sure to provide interim metrics. These KPIs must be discussed prior to initiation of this step (for example, cost of support of on-premises vs. cloud, lead time improvement, service level of innovation, etc).

Example	Purpose:
Site Recovery	Mitigation of critical business event
Dev/Test Environment in Cloud	Innovation as main goal
Replacement with SaaS	Refactor/Re-architect
HADR	Mitigation of critical business events





# PLANNING

## Planning Phase

This stage includes a multidimensional assessment of the current state and experience with cloud. It also contains an assessment of skills in order to provide hiring forecasts. If business strategy from previous phases aligns with the technical implementation plan, it is easy to measure success. It is also at this stage that alignment on the best approach to cloud deployment is made (public, private, hybrid, multi-cloud, etc.).

### Target:

This process of converting aspirational goals into an actionable plan to drive adoption efforts is critical. CAP is created at this phase and maps to the metrics mentioned in CAS.

### Steps:

- **Due diligence and rationalization of digital estate.** Align results with drivers and business outcomes.
- **Initial alignment of organization.** Creation of an initial organizational alignment to support CAP.
- **Upskill plan.** Address skills gaps.
- **CAP.** This will manage changes across the digital estate, organization, and skills.

### Step 1: Due Diligence And Rationalization Of Digital Estate

Due diligence in this case is the measurement of digital

estate correspondence to the client's current and future business goals, as well as its technical and organizational alignment to best practices and financial boundaries.

The expectation is that the client should have a configuration management database with up-to-date information and an option to extract data related to usage of infrastructure, traffic, data, security, licenses, etc. from monitoring tools. Work with support, cloud engineering, and developers to understand the utilization of infrastructure and applications. Expect to repeat this exercise to extract information a couple of times for data accuracy.

Rationalization is the evaluation of assets to choose the optimal way for migration/modernization of cloud. We propose the 5R approach to labeling future state for all assets that are to be migrated. The goal of 5R is to set a baseline, not assess every workload. Make sure that the chosen rationalization aligns with business drivers, outcomes, and current state. Make sure that the client is aware of:

- The incremental nature of rationalization—it's hard to do it in one go, and things might change.
- The counter-productivity of rationalization of all assets; select the top 10 instead.
- The fact that business drivers don't need to wait for rationalization. Instead, make assumptions at the portfolio level. If it is innovation, assume rearchitecture; if migration, assume rehost, etc.



**To simplify the rationalization process, you might:**

- Use agent-based discovery to compliment your rationalization decision;
- Decide what assets are out of scope; or

- Retire services to bring immediate ROI.

The deliverables of rationalization are the first backlogs for migration and release.

See below for the different kinds of rationalization.

**Rehost (AKA 'lift and shift') entails moving an asset/service with minimal changes to architecture.**

Drivers	Quantitative factors	Qualitative factors
CAPEX reduction	Virtual machine flavors and size	Change tolerance
DC retirement	Dependencies/compatibility and traffic	Business priorities and critical events
Quick ROI on cloud investment		Process dependencies

**Refactor/replatform is the light refactoring of an asset to accommodate a PaaS model.**

Drivers	Quantitative factors	Qualitative factors
Quick update cycle	App asset size (CPU, RAM) and user traffic requirements	Continued business investments
Portability of code	Dependencies/compatibility and traffic	Bursting options/timelines
Greater cloud efficiency	Development platform (languages, data platform, mid-tier services)	Process dependencies

**Rearchitecting may be the best course of action in case of incompatibilities with cloud and decisions made during creation of the app. Consider moving the app to full cloud-native mode.**

Drivers	Quantitative factors	Qualitative factors
App scale/mobility	Application size	Growing business investments
Simple adoption of new cloud services	Dependencies/compatibility and traffic	OPEX
Greater cloud efficiency	Development platform (languages, data platform, mid-tier services)	Process dependencies

**Be prepared to rebuild – in case the delta of changes the app needs to become cloud-ready is too steep.**

Drivers	Quantitative factors	Qualitative factors
Accelerate innovation	Application size	Declining end-user satisfaction
Build apps faster	Dependencies/compatibility and traffic	Business process limited by functionality
Reduce OPEX	Development platform (languages, data platform, mid-tier services)	Potential costs, experience or revenue gains

**Replace, where SaaS provides the necessary functionality. The application can be planned for replacement, removing it altogether from the transformational effort.**

Drivers	Quantitative factors	Qualitative factors
Standardization around best industry practices	OPEX reduction	Cost/benefit analysis of current vs. SaaS
Adoption of business process-driven approaches	VM size, dependencies	Business process maps and data schemas
Reprioritization of development efforts into other areas	Assets to be retired	Custom or automated processes

Additionally, two more Rs can be added: Retire and Revisit (do nothing for now).

## Step 2: Initial Alignment Of Organization

**This step is crucial to the overall cloud adoption plan. Align with the client on the following:**

- People accountable for cloud governance and cloud adoption
- Team capable of:
  - o Completion of technical tasks in CAP;
  - o Coordination of technical changes;
  - o Creation of protective mechanisms and governance control;
  - o Capturing type, impact and remediation of related concerns;
  - o Identification and remediation of skill gaps (including dependencies between old and new roles in organization).

## Step 3: Upskilling Plan

**Upskilling planning can happen in parallel with other activities. The aim of this exercise is to:**

- Understand the existing skill maturity of engineering in the organization. This may be a sensitive exercise; process maturity is touched on briefly as it pertains more to Agile practice). A skills matrix is attached to this document to be used as a boilerplate.
- Map existing roles in the organization to cloud-relevance. Concentrate on the following new skills/roles:
  - o Information architecture (reliability and data trust)
  - o Data science & business insights
  - o Cloud architecture

- o Networking security and edge networking;
- o SRE and DevOps practices
- o Business architecture

- Provide inputs to HR/recruiting for ramping up the plan

## Step 4: Cloud Adoption Plan

CAP is an iterative project plan for cloud transformation, inherently aligned with cloud strategy as it relies on clear business drivers, outcomes, and justifications mapped to tangible work items. CAP has usual entities (epic, feature, user story, task) and can be forecasted, budgeted, implemented and managed. The usual iterations are typically projected in two week periods over 6-12 months. Make sure that the cloud strategy team takes part in backlog grooming, as well.

**The CAP consists of:**

- Strategic prerequisites (mentioned in cloud strategy)
- Tactical prerequisites (POC workload to go into cloud; organizational alignment and skills readiness)
- Prioritized and defined workloads (first batch to go to cloud)
- Assets alignment (what assets are needed to support workloads in cloud)
- Rationalization
- Defined releases schedule
- Estimated timelines

**After creating the CAP, ensure that you:**

- Have business inputs and their alignment with timelines and priorities, and
- Understand technical dependencies on level of infrastructure and code.



## Readiness phase

At this stage, we check the readiness status of the people, culture, workflows, and business, fixing areas that are not ready. This phase may require the creation of a first landing zone in cloud.

### Target:

Landing zone for your first batch of assets to migrate to cloud.

### Steps:

- Adherence to **Cloud Readiness Best Practices**.
- Cloud **Landing Zone Blueprint**.
- **Blueprint expansion**.
- Best practices.

### Step 1: Adherence To Cloud Readiness Best Practices

Make sure that updates to CAP and factual implementation of a Landing Zone in Cloud each account for the following:

- Cloud Governance Model:
  - o Organization of cloud resources (e.g., for Azure this is Management Groups, Subscriptions, Resource Groups, resources) tailored to scale of deployment.
  - o Policies
  - o Naming standards
  - o Tagging (for both automated deployments and manual, including metadata update by automation,

tracking specific tags for billing, etc.)

- Access Management:
  - o Creation of groups and mapping them to organizational structure
  - o RBAC policies enforcement
- Finance Operations:
  - o Usage of cloud functionality for cost analysis
  - o Budget monitoring and alerts
  - o Optimization of assets using native cloud capabilities
  - o Management of invoices and payment accounts
- Security and Compliance:
  - o Use cloud native security benchmarking tools
  - o Policies around tags, regions, expensive resources and optional features of cloud
  - o Building blocks of infrastructure (e.g. Terraform, AWS CFN), roles, policies, templates
  - o Infrastructure as a code in Git
- Monitoring and Reporting:
  - o Monitoring use of cloud native services
  - o Logs analysis
  - o Automated actions on alerts
  - o Environment health status page

## Step 2: Cloud Landing Zone Blueprint.

After a certain period of experimentation, it is easy to create a Landing Zone location/s in cloud (even if it is intentionally limited in scope). All steps should be automated and have applied limits.

### Deliverables:

- Blueprint to deploy all cloud infrastructure needed to support first bulk of workloads.
- Necessary amendments to CAP.

## Step 3: Blueprint expansion

After a period of initial usage of the Landing Zone Blueprint, extend it with whatever learnings you have acquired. Remember that it must accommodate optimizations around compute, storage and network, as well as future proofing for upcoming workloads. You might use end-loud flowcharts to adjust considerations around components selection (e.g. compute, storage or network).

### Deliverables:

- Blueprint to deploy all cloud infrastructure needed to support rest of workloads to migrate.

## Step 4: Best practices

Incorporate the following best practices as part of your readiness phase and upskilling activities:

- Scale alterations of cloud governance (different structure of subscriptions, accounts and their management).

- Make the usage of tagging and proper naming convention mandatory, ensuring that violations are routinely and automatically removed from cloud.
- Network architecture should correspond to workload. Use hub-and-spoke by default. Use DMZ perimeter networks and/or bastion hosts. Plan virtual nets accordingly to accommodate IPV4 limitations. Do not permit SSH to VM.
- Load balancing should be enabled from day one.
- Firewalls as a service should follow the model of Least Privilege.
- Use network appliances for traffic filtering/routing.
- Use Cloud DNS and establish zone forwarding between on-premises and Cloud.
- Apply availability zones.
- Exercise proper storage redundancy options.
- Use cloud-native security tools and data encryption capabilities.
- Constantly review subscriptions.
- Use alerts on logs and metrics to detect suspicious patterns.
- Use multi-factor authentication.

The aforementioned best practices are not an exhaustive list and should be provided to the client with edits tailored to each one's specific cloud and nature of workloads to migrate.





## Adoption Phase

In this phase, we ensure that the implementation of desired change across all verticals is correct, and that the initial landing zone is ready for the first workload.

### Target:

Execution of action items in the CAP and adoption of both the cloud infrastructure and organization needed to run workloads in cloud.

### Steps:

- Landing Zone validation.
- Actual migration.
- Best practices.

### Step 1: Landing Zone Validation

Be sure to:

- Align stakeholders and key milestones as per the CAP.
- Align technical capabilities, double-checking that all

technical gaps are filled.

- Check the migration plan and alter or edit the CAP section as needed.
- Perform a test migration, using a limited scope test migration through a canary release.

As a result of this step, you should have both an updated CAP and alignment between stakeholders around:

- Post-migration expectations,
- Governance alignment,
- Identity and network architecture, and
- The updated migration backlog.

### Step 2: Actual Migration

After validating the readiness of the landing zone and technical staff, and incorporating learnings derived from test migration, it is time to begin the actual migration as per the CAP.

#### Actual Migration Process Loop

Actual Migration Process Loop	
Evaluation	Evaluate assets and have a section in CAP to migrate each one
Migration	Use cloud tools to create capabilities similar to on-premises in cloud
Optimization	Use FinOps to optimize spending and establish budget constraints
Managing	Reinforce the migrated asset with security for long-term operation in the cloud

The following items outline the basic algorithmic steps and checks necessary to support the client prior, during and after the actual migration:

- Prerequisites:
  - o An additional review of business drivers, if needed.
  - o Definitions of done and end goal.
  - o Change in management-readiness.
  - o Landing Zone created, digital estate analyzed, and business aligned.
- Accountability:
  - o Cloud Strategy Team is operational as a defined business and strategic dimension of migration and adoption.
  - o Cloud Adoption Team is operational and in place to execute the CAP).
  - o The migration backlog is groomed in the CAP.
  - o The migration backlog is aligned with the release schedule.
- Environmental readiness:
  - o Organizational alignment to cloud governance is ready.
  - o Network and security is ready for cloud.
- Organizational readiness:
  - o Roles and responsibilities are mapped to the cloud Strategy and Adoption teams.
  - o Recovery Time Objective and Recovery Point Objective are aligned between the Strategy and Adoption teams.
  - o Migration support teams and partners are ready and aligned.
- Migration execution:
  - o Replication of data and traffic patterns.
  - o Staging of workload for testing.
  - o Usage of canary traffic routing is preferred.
  - o Socialization and execution of migration plan to stage.
- Deliverables:
  - o Staging area with code, infrastructure, automated config, etc.
  - o Automated testing and CI/CD for staging area.
  - o Migration, configuration and backlog documentation.
- Post-migration execution:
  - o Final migration network isolation test.
  - o Dependency testing.
  - o Business continuity and disaster recovery testing (BCDR).
  - o End-user traffic and routing testing.
  - o Final performance testing.
  - o Financial validation.
  - o Legal checks (in case of need to distribute environments on different tenants).
  - o Timeframe to stage to product promotion.
- Optimization:
  - o Benchmarking.
  - o Improving efficiency with different cloud options/ discounts.
  - o Make a decision on the holding period for old infrastructure.
  - o Retrospective meeting and discussion.

### **Step 3: Best practicesxxxx**

The following best practices are to be leveraged and used during the migration and next steps.

Actual Migration Best Practices		
Domain	Best Practice	Comments/Explanation
Cloud Tools	Cloud native discovery tools	Use cloud-native tools for on-premises assets discovery (e.g. Azure Migrate/Site Recovery)
	Cloud-native budget tools	Provide the client with live data on costs and pricing as well as budgets, analytics and options for discounts and savings
	Key-Value DB	Use cloud-based solutions for containers' lightweight configuration
Network	Network re-architecture	If applicable, discuss hub & spoke architecture, redesign of VLANs/ subnets, IPAM implementation, zero-trust approach, virtual appliances, and/or no SSH to servers
	BCDR	Plan availability zones and high availability disaster recovery site recovery options
Security	Authentication and authorization	Use cloud-based AuthN/AuthZ capabilities, identity as primary security perimeter, SSO, conditional access based on location, and/or role-based access control
	WAF	Use WAF and anti-malware capabilities and make sure the configuration of those network appliances is in code; use application adaptive control
	Automated security	Make use of automated logs and monitoring to scan for security issues; centralize and automate policies and passwords retention; use cloud for certificates management
	Encryption	For both in-flight and at-rest, use row-based encryption for DB, DB audit and threat detection
	Integrity	Use file integrity and authoring for storage SaaS; use deletion locks; use change tracking audit capabilities
	MFA	Use multi-factor authentication, least-privilege-needed approach, and just-in-time access
Support	Cloud support and discount model	Provide the client with a simplified excerpt for cloud support and a discount model
	Security update	Establish a constant flow of information re: fresh vulnerabilities
	Change of responsibilities	Make sure the client understands the change of responsibilities as far as what remains with the client, what transfers to cloud, and what varies by type
Organization	New cloud governance model	Make sure the organization accepts the newly mapped governance model around subscriptions/tenants
	Cloud development and support frameworks	Make sure to use DevOps practices, threat modeling, and pen testing on cloud



## Operation Phase

t this phase, GlobalLogic will help the client with day-to-day operations post-migration.

### Target:

Operation model to guide actions during and after adoption.

### Steps:

- **Governance consistency** to ensure alignment to cloud government vision and regulatory requirements.
- **Organizational consistency** for improving organizational structure and ways of working to ensure acceptance of the operation model.
- **Management consistency**, for aligning day-to-day activities of management and teams on the ground to maximize value.

### Step 1: Governance Consistency

Typically, for clients with an existing on-premises estate, cloud governance will complement these policies. Governance is about finding a balance between speed and control. For successful alignment of cloud governance to client vision, next steps are:

- **Minimum Viable Product.** If the Consultant followed the CAP and this guide, you already have a basic cloud governance MVP.

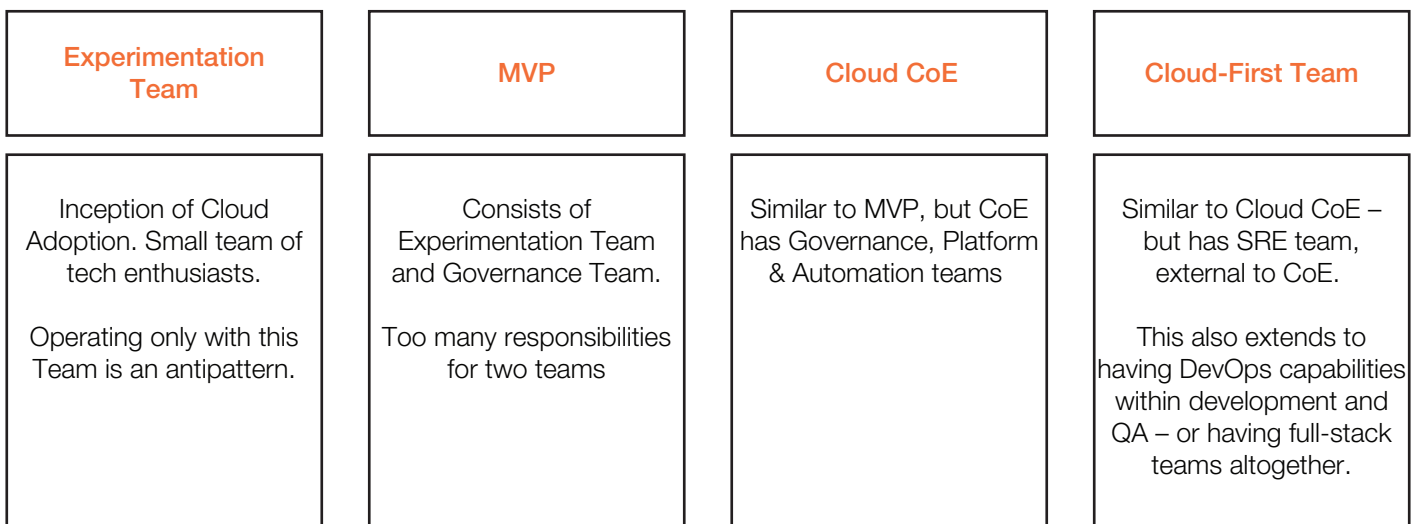
- An end state that addresses the following areas:
  - o Cost management: evaluation and monitoring of costs and creation of costs accountability.
  - o Security baselining in compliance with security requirements.
  - o Consistency of resources, ensuring that practices in onboarding, recovery, and discovery are consistent.
  - o Identity baselining to establish a baseline of identity/access that is enforced and monitored.
  - o Acceleration of deployment to ensure centralization, consistency, and standardization across deployment templates and automation.
- Align corporate policies around cloud governance:
  - o Business risks, including understanding and identifying corporate risks.
  - o Compliance and the conversion of risks to policy statements that reinforce compliance requirements.
  - o Processes that ensure adherence to the stated policies.



MVP is a small set of corporate policies, processes and tools to establish a foundation for adoption and governance, and is the foundation of incremental governance rails. Enterprise companies may choose to have a dedicated Cloud Governance Team tasked with aligning organizational realities to the best practices mentioned in previous phases.

Concentrate the efforts of MVP and consequent governance around the following maturity vectors:

- Private and sensitive data in cloud
- Business critical data in cloud
- Enhancements to cloud financial operations
- Multi-cloud/hybrid cloud
- Multilayered cloud governance



This exercise and planning is extremely reliant on the client's readiness to change; having absolute lobby from C-\* executives is key. Breaking silos and fiefdoms is to be managed from that level.

### Step 3: Management Consistency

Management in the context of this section is the ability of a client support team to extract business value through ongoing stable operations. Generally, GlobalLogic uses site reliability engineering concepts coined by Google.

**Technical disciplines that must be fully operational at this step are:**

- Visibility, in that assets are to be dynamically inventoried and their status visible.

- Enhancements and migration from legacy identity management

### Step 2: Organizational Consistency

Implementation of CAP is twofold; there is the technical, which is usually straightforward, and organizational changes. Such changes presume that team members possess the necessary skills, work in appropriate teams, and have clearly defined and challenging business goals to achieve with the help of management.

Such consistency requires agreement on the type of teams, responsibilities mapping, and continuous upskilling.

Ideally, team structure matures from experimentation and unmanaged adoption efforts to an organization aligned to the cloud-first model.

- Compliance, with regular management of configuration, costs, size, performance, and adherence to legal regulations.
- BCDR in order to minimize interruptions.
- Platform ops for the unification of building blocks of cloud infrastructure.
- Tuning of parameters to adhere to the SaaS model for business-critical applications.

At the highest level, this step harmonizes business, technology and people strategy.

# About GlobalLogic

GlobalLogic is a leader in digital product engineering. We help our clients design and build innovative products, platforms, and digital experiences for the modern world. By integrating strategic design, complex engineering, and vertical industry expertise—we help our clients imagine what's possible and accelerate their transition into tomorrow's digital businesses.

Headquartered in Silicon Valley, GlobalLogic operates design studios and engineering centers around the world, extending our deep expertise to customers in the communications, automotive, healthcare, technology, media and entertainment, manufacturing, and semiconductor industries.

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