Detecon Cloud Transformation
Cloud Operating Model

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What are the *drivers* for a successful Cloud Operating Model

A Cloud Operating Model (COM) defines how the organization interacts within (people, processes, technology) in the unique cloud ecosystem and around (partners) to deliver a value to its customers.

A well-defined Cloud Operating Model is a key success factor for the organization's effectiveness as well as providing added-value to its customers.

COM Industrial Trends

|			
Agility & Productivity	Self-Service Catalogs	API-first Approach	Infrastructure as Code
FinOps	On-Demand Resource Provisioning	CI/CDD	XaaS
SRE	DevSecOps	Hyper Scalability & Elasticity	Product-driven Teams
Edge Computing	Cloud Native Application	Modern Data Fabric	Data Security
Distributed/Multi-Cloud Architecture	Observability	Engineered Decision Intelligence	Containerization & Microservices

Industry Agnostic Drivers

Fast TTM	Cost Savings	Security
Elasticity & Scalability		Service Reliability

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Cloud Operating Model is part of the continual improvement journey

Many organizations struggle with a definition and transformation of the Cloud Operating Model meeting with multiple challenges in all 4 main pillars:

- Governance
- Organization & Culture
- Processes
- Roles, Skills & Tools

Governance	Organization & Culture	Processes	Roles, Skills & Tools
Unclear **vision** within organization	**"Siloed" organization** hinders agile operations	Missing **Agile approaches**	Lack of business – cloud-related **knowledge**
Misaligned **business cloud & tech strategy**	Cloud **transformation** taking longer than planned	Traditional complex **process documentation**	**Unclear roles & responsibilities** within organization
Complex ineffective **decision-making**	**Resistance to Cloud adoption**	**Processes not aligned** across different org levels	**Strict specialization (silo)** lacking **interchangeability**
Translation of **Governance principles** into reality	**Different culture** perception on various levels	No clear **ownership** for process areas	**Skill gaps**
Long and Worsening **Time-to-market**	**Lack of communication** within organization	Non-existing **KPIs** linked to processes & success factors	Too much **focus on Ops not Engineering**
Missing **migration & business continuity** framework	Undervalued or non-existing **learning culture**	**Processes as constraints** rather providing support	**Traditional Tools & systems** not supporting agile context
Cost-efficient Data Privacy Regulation Compliance	Complex & ineffective **organizational scheme**	**Customer value** not part of supporting processes	**Tools over-complexity**

Symptoms of a Cloud Operating Model not well developed or implemented

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What is our Approach, goals and results for the Cloud Operating Model development

Our methodology for developing Cloud Operating Models has been battle tested in different sectors and industries and has proven to be successful in many projects at leading companies worldwide.
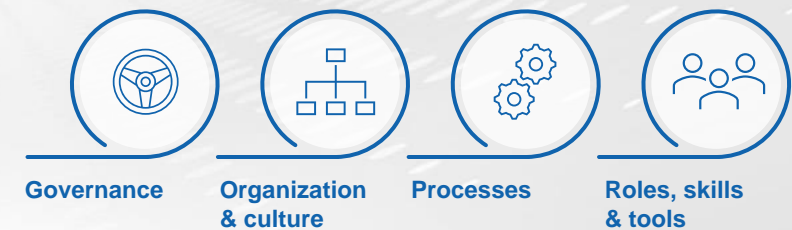
Approach

Assessment
- Cloud Maturity Check and the Analysis of the governance, organization, processes and roles and skills
- Conduction of Interviews, Workshops, KPI-Evaluation

Design
- Development and (re)design of governance model and framework, organization design (based on TOM)
- Process design including related SLXs and KPIs
- Design of roles, skills and tools

Implementation
- Implementation in all 4 areas of Cloud Target Operating Model according to the implementation plan (defined already in the previous phase)

Typical Results (exemplary)

- Cloud governance principles for security, cost and technology management
- DevOps & FinOps design
- Organizational setup and cloud competence center design
- Integration of COM with existing agile framework
- Required roles and skill description
- Description of KPIs and SLI/SLOs
- Cloud related processes including the update of relevant enterprise processes
- Partner integration

Governance   **Organization & culture**   **Processes**   **Roles, skills & tools**

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Our Key Experts

Cloud Operating Model is a key aspect for reaching success in the cloud. Having the right advisory partner in the journey serves as a catalyst for continuous reinvention.

Detecon Cloud Consultancy services relies on experts having experience of cloud operations from different Industries.

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