

Building the user experience in the cloud

Enterprise cloud management helps organizations transform service delivery

Streamlining the user experience in the cloud helps organizations make the most out of their investment and speed up the time it takes to deliver value to their customers.

Numerous organizations have embraced a multi-cloud environment to help them transform how they operate and deliver services. However, without an enterprise cloud management and governance process in place that offers visibility into cloud usage and automated compliance, it will be difficult to achieve these goals.

This is because there is more to cloud transformation than simply moving data center applications to a new location. It's also ensuring that organizations have a fully automated, end-to-end cloud lifecycle to get the most out of the scalability and agility features that cloud offers.

This will translate into a positive cloud experience for the user. "The focus on the user experience of cloud access, use, and management is absolutely key to achieving the value across today's multi-cloud environment," said Brian Price, CEO at cloudtamer.io.

This is essential for organizations such as the Defense Department, which has a complex multi-cloud environment with a mix of different cloud platforms, security levels, identity and access services, and approval processes. It can be overwhelming for users to navigate.

In fact, most agencies do have different request and approval processes, depending on the environment and it can take time to assign and give access to cloud accounts and enable users to switch environments or access services,

Price said.

These barriers can hinder the ability for agencies to accelerate cloud adoption, he said. Finding a way to "stitch that experience together in as similar (an) experience as possible is key."

Organizations also hit a roadblock when they try to use manual processes to control what users can or can't do. Higher classification environments mean more rigor and "throwing people" at the complexity only goes so far. The result is reduced productivity.

Maintaining control of cloud budgets is another challenge for organizations. For instance, agencies must track different types of funding and multiple contracts, and some regions have different visibility into their real-time spending activity.

To accelerate time to value agencies have to first create a seamless experience between their unclassified and classified environments.

Some tips for doing this include integrating ITSM solutions to automate cloud account provisioning after receiving business user approval. So once the mission is approved there is



automation built in to create and build that cloud account for the end user.

"That way they see transparently where they stand along that journey," Price said.

Other steps include adding services that simulate classified services to allow development to take place in unclassified environments.

In addition, agencies should ensure that CI/CD services are consistent across classification domains. "Try to build your cloud environment, not just individually, but try to think about it as a broader platform that you're allowing development and innovation to happen."

Agencies should also use tools to ensure a service can be supported by a cloud platform and make sure there are centralized consistent methods to access cloud providers across the low and high side.

It's also good policy to delegate more ownership and responsibility through automation so some approvals can happen lower in the organization. "Think deputies, not sheriffs."

Lastly, agencies need to have consistent, real-time budget visibility and control and make it easy for users to view financial data related to their job. "Making it very easy for all your stakeholders to view cloud spend, is a big departure and a big change from the way the organization typically operates," Price said.

The technology, process and people within an organization have to be working in tandem. "That's what the DOD cloud experience should encompass," he said. "That is what delivers value to your agency."

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— BRIAN PRICE, CEO,
CLOUDTAMER.IO