



White Paper

Achieve Nonstop IT
Power AI and Analytics
Innovate at the Edge
SAP Solutions

SUSE Customer Journey for Simplified Infrastructure Management

September 2020

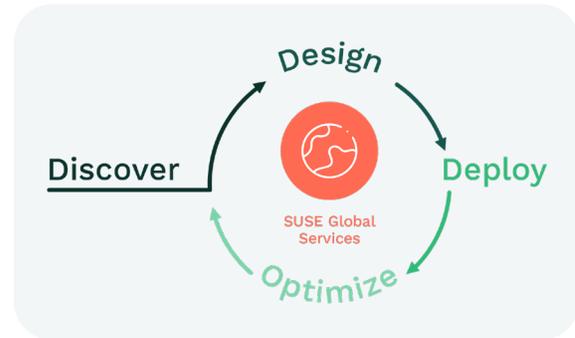
SUSE Services purpose-built offerings for
simplifying infrastructure Management

The SUSE Customer Journey for Simplified Infrastructure Management is a prescribed and proven roadmap that provides a safe migration path to a single tool that will manage your entire infrastructure. The journey is made up of:

- + **Discovery Services** that get your implementation off on the right track and aligned your business objectives.
- + **Design Services** that allow your technical team to participate in a working session with solution experts to develop a high-level design document for your specific use cases.
- + **Deploy Services** using best practice experience to implement the detailed design of your solution and integrate it with your ecosystem.
- + **Optimization Services** that guide you to a smooth start of production and technically robust operations which is the final milestone of a successful implementation project.

Product

- + SUSE Customer Journey for Simplifying Infrastructure Management



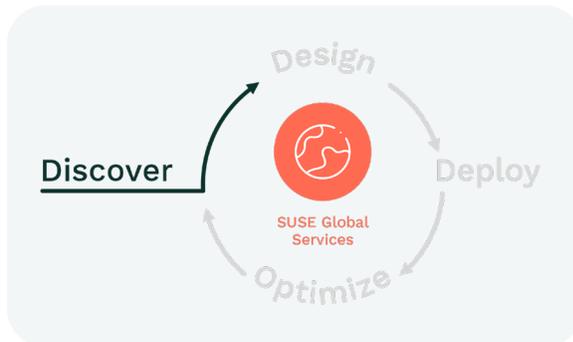
IT management has never been more complex and retaining visibility across your entire landscape is becoming more of a challenge. Keeping track of your environment needs—whether workload orchestration, patch management, or image building—is taking up an increasing amount of your team's time.

Combining open source technology, consulting services and training, the SUSE Services Customer Journey for Simplifying Infrastructure Management is designed to provide a rapid solution for you to simply manage Linux systems across a variety of hardware architectures, hypervisors as well as container, IoT and cloud platforms.

With SUSE Services by your side, you can rest assured that you have a proven path from discovery through optimization to simplify and modernize management of your infrastructure.

If you are...	You should engage in...
Aligning business and IT objectives Evaluating current infrastructure Exploring resource gaps	SUSE Discovery Services for Simplifying Infrastructure Management
Determining the best way to integrate Looking for best practice guidance Getting everyone aligned Creating a high-level design document	SUSE Design Services for Simplifying Infrastructure Management
Looking to accelerate implementation Augmenting skills Implementing and integrating with confidence	SUSE Deployment Services for Simplifying Infrastructure Management
Re-evaluating your implementation to ensure you are continuing to meet business demands	SUSE Optimization Services for Simplifying Infrastructure Management

SUSE DISCOVERY SERVICES



For successful projects, Discovery Services are often the first step in your modernization journey. Our

technical and business professionals listen to your goals and share the best open source solution and service options to help you achieve those goals. Through white-boarding and architectural discussions, your team discuss topics such as:

- The current state of your business and your desired outcomes and IT vision
- How best to align your business goals with IT objectives leveraging open source solutions
- Suggested open source solutions and integration options
- Existing resources and gap analysis

The SUSE Discovery Service offering provides a delivery framework for organizations to create technical and architectural best practices to increase efficiencies for transformative projects.

Participating In a SUSE Discovery Services affords you the ability to map your course from your unique starting point. This will accelerate your journey to simplify operations and reduce risk. The SUSE Discovery Service offering is based on best practices from hundreds of real-world experiences.

This Discovery Services session is conducted in two parts:

- A **Discovery Discussion** about your technical and business environment.
- An **Architectural Discussion** about how SUSE can address the discovered needs and desired outcomes.

ENGAGEMENT OVERVIEW

By using a proven open-source infrastructure management solution, you will significantly reduce your administration tasks for your Linux systems and simplify your processes for maintaining security, consistency, and automation.

This workshop presents information that SUSE and our partners have gained through numerous successful engagements. Through discovery, we will show you how implementing a single management tool that supports your entire IT infrastructure

enables you to manage heterogeneous Linux systems across a variety of environments, from a single, centralized dashboard.

Delivery Method:

- 1 hour Preparatory call
- 1 day on-site delivery
- 1 day remote documentation
- 1 hour Follow-up call

Who should be involved?

The SUSE Discovery Service offering is recommended for IT professionals, solution architects and their managers who have the task to design, build and operate enterprise applications and services. As this workshop is part of a strategic transformation, the presence of CTO/CIO is recommended.

What is the output?

At the end of your engagement you will get a summary report that will provide you with a high-level design and suggested next steps. Consider this your roadmap to a simplified infrastructure management.

The summary report will include:

- Handover documentation to customer stakeholders
- Feedback and best practice guidance
- Follow up to review findings

Sample Discovery Service Agenda

Discuss...

Your business objectives and requirements.

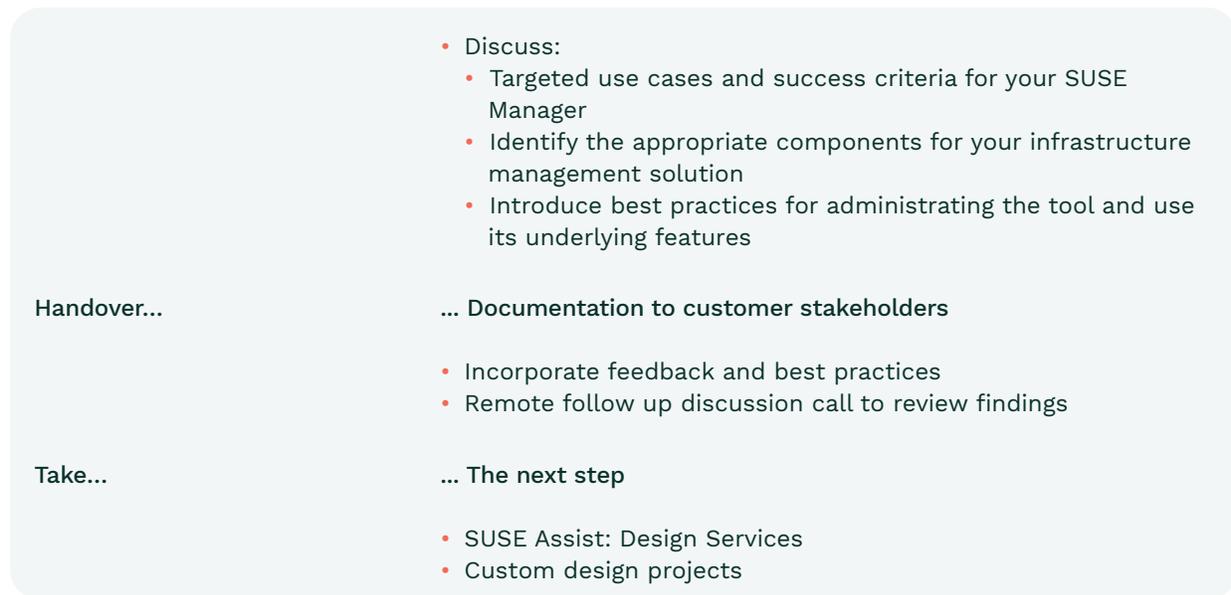
Topics could include:

- Key business objectives
 - Key business objectives for SUSE Manager
 - High-level solution requirements
 - Review existing Linux landscape (dev/test/prod systems)
 - Current patch and update policy and time frames
 - Discuss current IT operation processes
 - Review current SUSE subscription status
- Linux systems diversity (environments, purposes, architectures)
- Current configuration management solution (if required)
- System deployment process
- Your internal security guidelines
- Operating system migration strategy
- Current monitoring solution

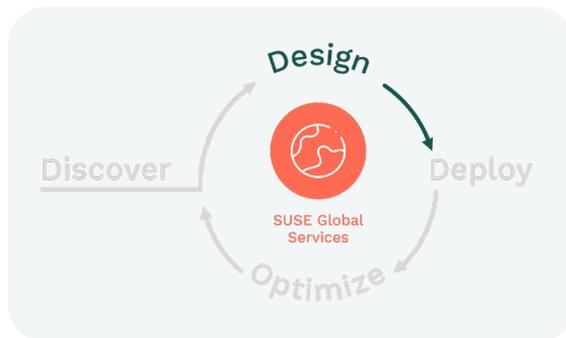
Review...

... Solutions planning, benefits and outcomes

- Review:
 - Linux systems diversity (environments, purposes, architectures)
 - Current configuration management solution (if required)
 - System deployment process
 - Your internal security guidelines
 - Operating system migration strategy
 - Current monitoring solution



SUSE ASSIST: DESIGN SERVICES



Design Services for Simplifying Infrastructure Management are part of the SUSE Assist offerings and is the second step in the SUSE Customer Journey. They are meant to simplify and accelerate your implementation.

This working session provides you with the opportunity to engage with SUSE technical and business professionals who can help design your SUSE Manager deployment to fit your business and IT goals. Design services cover:

- Access to SUSE Manager roadmap to avoid unnecessary pitfalls during deployment
- Validation that the chosen solutions will meet the desired business outcomes

- Analysis of design choices and best-practice recommendations
- Development of a high-level design document that includes your specific use case architectural requirements

ENGAGEMENT OVERVIEW

As the largest independent open source vendor SUSE is regularly engaged in providing organizations with advice, guidance and best practices around the adoption of open source solutions. This workshop helps you evaluate your infrastructure, as well as prioritize your Linux initiatives.

During this Services offering, SUSE Consulting will offer best practice guidance that will help to simplify and modernize your infrastructure. Through white boarding and architectural discussion, we will review:

- Scoping and sizing of the targeted installation
- Security and network requirements
- Deployment procedure
- Operations: grouping, patching, lifecycle management
- Configuration management processes and needs
- Auto-installation process

Who should be involved?

The SUSE Assist: Design Service offering is recommended for IT professionals, solution architects and their managers who have the task to design, build and operate enterprise applications and services.

Duration:

3 days

Delivery Method:

- 1 hour Preparatory call
- 2 days remote/on-site visit
- 1 day remote documentation
- 1 hour follow-up call

What is the output?

From the analysis of your needs, usage and constraints of your organization, SUSE will define with you the adapted deployment architecture for your simplified management with the SUSE Manager solution and the recommended components to fit your requirements.

The services include the writing of a detailed architecture document, including a short management summary, technical details based on SUSE best practices and recommendations. Our technical and business professionals along with our network of service partners can help you define, design, and deploy a strategy based on solutions that provide your desired business outcome.

Sample Design Service Agenda**Review...**

(While not imperative, SUSE recommends that a Discovery Services session has been completed)

... Business objectives and requirements:

- Key business objectives for SUSE Manager
 - High-level solution requirements
 - Review existing Linux landscape infrastructure
 - Integration architecture and network constraints
 - Existing patching solution
 - Existing configuration management solution
 - Current auto-installation procedures
 - Review backup and disaster recovery options
 - Performance requirements/issues
 - Discuss current IT operation processes
 - Review current SUSE subscription status

Discuss and Whiteboard...**... Solutions, benefits, and outcomes:**

- Targeted use cases and success criteria for your SUSE Manager
- Introducing best practices for using the solution against your use cases including:
 - Deployment of Linux systems
 - Patching strategy
 - Lifecycle management targeted
 - Configuration management policies
 - Monitoring

Planning and Design**... Of your simplified solution:**

- Big picture - solution overview
- Architecture design for the SUSE Manager solution
- Recommendation for production deployment:
 - CPU, RAM and storage
 - Networking design
- Usage of lifecycle management tool
 - Deciding the phases to use – usually dev/test/prod
 - Promoting strategy and schedule
- Configuration management decision and strategy
- Monitoring decision and strategy

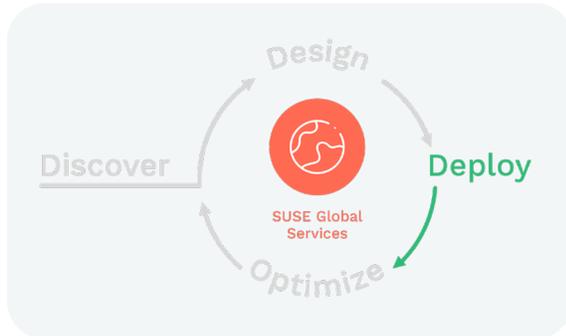
Handover...**... Documentation to your team**

- Define criteria to validate the design
- Provide handover to customer stakeholders
- Incorporate feedback and refine the design

Take...**... The next steps**

- SUSE Assist: Deployment Services
- Custom deployment projects

SUSE ASSIST: DEPLOYMENT SERVICES



Deployment Services for Simplifying Infrastructure Management are part of the SUSE Assist offerings and is the third step in the SUSE Customer Journey

Engaging in a Deployment Service ensures that you can confidently and successfully implement and integrate the right solution to gain visibility into your increasingly complex infrastructure, while ensuring security and compliance.

ENGAGEMENT OVERVIEW

The Deployment Services offering is when you start your implementation of your project. Working with our technical professionals, you and your team will implement the detailed design of your solution and integrate it with your ecosystem.

The implementation will follow the agreed upon Architecture Design, which is the output of the Design Services session. Together with your team, we will:

- Deploy the operative solution following hardware and network requirements and best practices
- Configure the required products and channels
- Create the lifecycle management environments
- Test the registration process and the patching process
- Perform operations to backup of the database and other best practices
- Provide a short introduction to SUSE Manager Server

Who should be involved?

To be effective, our team should work with your organisation's Linux administrators during

this engagement—whether they are new to Linux or have established Linux experience. A Linux certification is a plus, but not necessary.

Duration:

- 5 days

Scope:

- Standard SUSE Manager installation and automation/configuration management
- Complex automation and configuration management may require extra resources

Delivery Method:

- 1 hour preparatory call
- 4 days remote/on-site visit
- 1 day remote documentation
- 1 hour follow-up call

Deliverables:

- SUSE Manager Server deployment documentation

Pre-requisite Subscriptions:

- SUSE Manager
- SUSE Linux Enterprise Server

What is the output?

In this phase of the Journey, our team will work hand in hand with your team to accelerate your adoption of this open source solution. We will share best practices from real-world experiences and ensure you work with a consultant who understands the value of the relationship.

The services include the writing of a deployment documentation, including a short management summary, technical details, SUSE best practices and recommendations.

- Summary report
- Architecture plan
- Test plan

This enables you and your team to replicate the successful environment.

Sample Deployment Services Agenda

Review...

(While not imperative, SUSE recommends that Discovery and Design Sessions have been completed.)

... Of business objectives and requirements

- Key business objectives for SUSE Manager
- Review existing patch management
- Review configuration management
- Review system deployment stacks
- Linux landscapes: different environments and distributions
- Network constraints required
- Review current SUSE subscription status
- Staffing requirements

Prepare, Test, Deploy...**... Your recommended infrastructure**

Collaboratively, SUSE Consultant and Customer team address the following:

- Deploy the SUSE Linux Enterprise Server that will host the SUSE Manager server
- Connect the system to SUSE's servers or an already-in-place mirroring tools
- Install the SUSE Manager in the customer's organization
- Mirror the required products and create the related environments (dev/test/prod)
- Register test systems per distribution and validate the process
- Create users as requested by the access strategy

Then SUSE Consultant performs the test of the solution:

- Patching process
- Configuration management policies
- Backup/restore of the database

SUSE Consultant leverages real-world, best-practice experience and customers feedbacks during this phase.

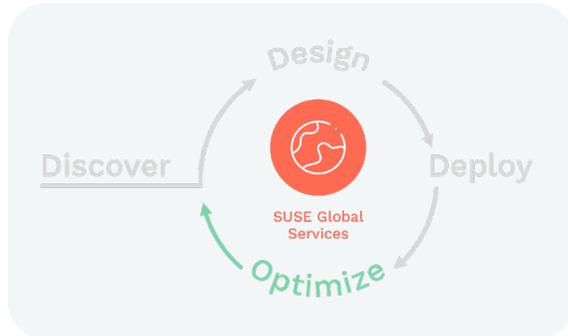
Handover...**... Project documentation and administration**

- Provide handover documentation to customer stakeholders
- Incorporate feedback and best practices
- Schedule remote follow up discussion call to review findings

Take...**... The next steps**

- SUSE Assist: Optimization Services

SUSE ASSIST: OPTIMIZATION SERVICES



Deployment is not the end of your journey, and as your business evolves, you will need to ensure that your IT infrastructure continues to align with your customer needs and business objectives.

SUSE has flexible, packaged optimization offerings including SUSE Assist: Optimization Services and SUSE Premium Support Services.

These services offer:

- Direct named access to technical professionals who know you and your business to understand technology trends and minimize business disruption
- In-depth technical health checks or service reviews keep your solutions running smoothly
- Consulting or knowledge transfer for new technology and/or integrations

ENGAGEMENT OVERVIEW

This proactive service mitigates the risks that arise from a non-optimal system and business process configuration. It ensures a technically robust operation from the beginning and therefore protects your business. You will work directly with a named, local professional to optimize solutions. Minimize business disruption with proactive maintenance, support services, and knowledge transfer.

Who should be involved?

The SUSE Assist: Optimization Service for Simplifying Infrastructure Management is recommended for IT

professionals, Linux administrators and operation SLES who have the task to build and maintain enterprise Linux systems.

Duration:

- 2 days

Delivery Method:

- 1 hour preparatory call
- 1 days remote/on-site visit
- 1 day remote documentation
- 1 hour follow-up call

Optional services

- Review and deploy SUSE Manager proxy and automation (additional 2 days)
- Review and migration SUSE manager (additional 3 days)

What is the output?

Optimization Services ensure your SUSE Manager is properly configured considering your scope of clients, and affords an excellent opportunity to make sure your organization is getting the most value from your SUSE Manager. A well-designed, configured, patched, and tuned infrastructure provides better outcome, performance, is less vulnerable, easier to maintain, and less expensive to operate in production.

- Access to SUSE Consulting experience, tools and best practices
- Optimized SUSE Manager and Proxy architecture
- Find and avoid small misconfigurations
- Tips to reduce production environment downtime and security vulnerabilities
- On-site knowledge transfer to your staff

At the end of the engagement, you will receive:

- Management summary
- Technical report (Text and log files created by SUSE Consulting tools)

Sample Agenda

Review...

(While not imperative, SUSE recommends that Discovery, Design, and Deployment Sessions have been completed.)

...Of business objectives and requirements

- Key business objectives for SUSE Manager
- Review existing patch management
- Review configuration management
- Review system deployment stacks
- Linux landscapes: different environments and distributions
- Network constraints required
- Review current SUSE subscription status
- Staffing requirements

Deliver...**...The project scope of the Optimization Service includes:**

- Audit:
 - Analysis of the SLES hosting the SUSE Manager
 - Review of the system requirements
 - Review of the configuration and settings
 - Review the inventory of the registered systems
- Proxy:
 - Determine the number of required Proxies based on the actual clients scope
 - Deployment of a first Proxy (only possible when all requirements are full-filled)
 - Automation of the following Proxies and best practices
- Migration:
 - Application of the latest patches
 - Migration of the SUSE Manager
 - Verification of the client's connectivity

Handover...**... Project documentation and administration**

- Provide handover documentation to customer stakeholders
- Management summary report
- Technical report
- Schedule remote follow up discussion call to review findings

Take...**... The next steps**

- SUSE Premium Support Services

Managing multiple environments via numerous consoles is complex, time-consuming and expensive. Your business deserves a management solution that lets you simply manage Linux systems across a variety of hardware architectures, hypervisors as well as container, IoT and cloud platforms. Our purpose-built Customer Journey for Simplified Infrastructure Management gives you visibility into your entire IT landscape with a management solution that is implemented and optimized by SUSE Global Services.

Find out how SUSE Global Services and the purpose-built SUSE Customer Journey for Simplified Infrastructure Management will:

- **Simplify** your journey to transformation by engaging with SUSE experts who will bring best practice guidance, so you meet the objectives your business needs.
- **Modernize** your business with packaged, fixed cost offerings that take you from discovery to optimization with ease. With targeted offerings you get exactly the outcomes your business needs at a fixed cost.
- **Accelerate** innovation with open source solutions that future-proof your business and avoid costly vendor lock-in.

To learn more about all of SUSE Consulting offerings and Premium Support Services, visit: <https://www.suse.com/services>.



Thank You

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