

Citrix Consulting

Cloud Infrastructure Assessment

Cloud infrastructure is often thought of in terms of the resources, such as computing, networking, and storage. However, it is the efficient orchestration of these resources that make Cloud Computing a powerful paradigm. At Citrix, we provide comprehensive cloud solutions, from the orchestration platform, to the business management solution that your organization requires to effectively deliver cloud services. Citrix CloudPlatform powered by Apache CloudStack (CCP) provides the solid foundation to meet your cloud infrastructure requirements. Used in combination with Citrix CloudPortal Business Manager (CPBM), your organization can realize more pervasive business impact with respect to IT self-service, business enablement and resource automation. Citrix cloud solutions also provide better visibility into resource utilization and financial impact.

The Cloud Infrastructure Assessment (CIA) is an offering from Citrix Consulting that provides a facilitated, interactive workshop to gather your cloud solution requirements for meeting your business objectives, while identifying risk areas in need of mitigation. The requirements identified in this offering are translated into a high-level cloud design. The purpose of the CIA is to help your organization accelerate the delivery of cloud services to your customers, be it the internal workforce or external users.

Business Success Track	This track examines key integration points into your business and operational support systems (OSS/BSS), such as customer relationship management, billing, monitoring, and support. It looks at account and user life cycles as well as the envisioned cloud user experience. Whether the business needs dictate monetization, IT self-service or both, the Citrix Consulting team will aid in defining the scope of integration and extension efforts to meet your goals.
Technology Success Track	This track examines the current infrastructure and how to transform it to an Infrastructure as a Service (IaaS) that supports your business objectives. Security and quality of service requirements will impact how the system is deployed in a redundant fashion using virtual hardware or bare metal. The key objective of this track is to capture specific technical requirements that are crucial for the success of your cloud solution.
Operations Success Track	Cloud operations involve all the aspects of maintaining cloud infrastructure that includes monitoring, escalation, scaling, and maintenance windows. System management processes are also reviewed (e.g., disaster recovery, issue resolution, upgrades, etc.). This track examines the key operational tools and processes for maintaining the cloud that lasts.

Key Deliverables

Using proven project methodology, the Citrix Consulting team works closely with key stakeholders in your organization to document the areas of your current environment that are critical to the success of your cloud deployment. Areas covered include:

Business Success Track	
Cloud Product Offerings	Determine desired cloud merchandising needs, including combinations of CPU, memory, disk sizes, operating systems, network bandwidth, etc. Determine service offerings that might require integration with technologies outside of CloudPlatform and CloudPortal Business Manager.
Account Life-Cycle	Determine the various ways in which customer accounts are created (e.g., self-service sign-up, assisted sign-up, auto-provisioning via external user directory, etc.). Review account life-cycle, from creation to termination. Determine options for customer user sign-up (e.g., self-service by customer admin, auto-provisioned, other).
Customer Success Criteria	Identify billing and invoice models (internal accounting, external billing, retail, etc.). Identify custom configurations and development requirements to support customer process. Identify integration points with other BSS, such as order processing or configuration management.

Business Success Track (Continued)	
Operational Support Systems Integration	Identify integration points with OSS, such as support tickets, CRM, network management, etc.
User Experience	Review user experience needs and how they impact the user interface. This includes solution look-and-feel, localization needs (e.g., single or multiple languages), currency support, etc.
Technology Success Track	
Compute	Determine compute configurations based on customer cloud requirements. Customer requirements will be compared with available reference architectures matching the Customer's envisioned cloud solution.
Storage	Determine storage requirements (primary and secondary storage). Factors, such as anticipated disk offerings, usage, backup/snapshot needs, performance needs and business requirements are considered.
Network	Identify suitable network type(s) based on customer requirements. This includes a review of key use cases, security requirements and options for network isolation in a multi-tenant environment.
Workloads	Review the type of application workloads that will leverage the cloud deployment. Develop optimal systems architecture depending on the workload type (e.g., pure cloud, hybrid or traditional enterprise).
Hypervisors	Review options for hypervisors (e.g., XenServer, VMware and KVM). Analyze requirements for multi-brand and the impact on cloud architecture, timelines and cloud service offerings.
Technology Success Track	
Security	Identify relevant cloud security processes and procedures.
Deployment	Review how the cloud management solution is deployed in a redundant fashion, using session load balancing. Discuss user experience considerations and how a failure situation impacts the user.
Support Structure	Determine customer escalation process and how monitoring can be integrated into the overall IT monitoring processes.
Disaster Avoidance and Recovery	Review disaster scenarios and options for disaster avoidance (DA) and disaster recovery (DR).
Third Party Tools	Identify relevant third party integrations and providers (monitoring, security, network transport, authentication, etc.).
Scalability and Maintenance Plan	Determine the process and parameters for maintaining the cloud infrastructure (compute, network, storage)
System Upgrades	Review process for system upgrades.

Getting Started

The Cloud Infrastructure Assessment is an 88 hour professional services engagement. If you are interested in engaging Citrix Consulting to perform a Cloud Infrastructure Assessment project for your organization, please contact your Citrix Sales representative or contact Citrix Consulting directly by visiting <http://citrix.com/contact/consulting.html>.



About Citrix

Citrix (NASDAQ:CTXS) is the cloud computing company that enables mobile workstyles—empowering people to work and collaborate from anywhere, accessing apps and data on any of the latest devices, as easily as they would in their own office—simply and securely. Citrix cloud computing solutions help IT and service providers build both private and public clouds—leveraging virtualization and networking technologies to deliver high-performance, elastic and cost-effective services for mobile workstyles. With market-leading solutions for mobility, desktop virtualization, cloud networking, cloud platforms, collaboration and data sharing, Citrix helps organizations of all sizes achieve the kind of speed and agility necessary to succeed in an increasingly mobile and dynamic world. Citrix products are in use at more than 260,000 organizations and by over 100 million users globally. Annual revenue in 2012 was \$2.59 billion. Learn more at www.citrix.com.

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