

Cloud Operating Model Development

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A cloud operating model is a crucial step that many enterprises tend to skip, causing antipatterns to proliferate. Some organizations designate full cloud responsibility to a single central team, but this often overwhelms the team, prolongs lead time for supporting others, and generates daily frustration. Other organizations give their teams complete freedom in all cloud adoption decision-making, which seems to work well until the costs skyrocket, critical security vulnerabilities go unmanaged, or the audit team starts asking about compliance.

Both approaches are antipatterns, and the sweet spot lies somewhere in the middle. But where exactly? That depends on the organization's structure, inter-team dynamics, and division of roles and responsibilities.

In this engagement, we focus on the people and processes involved in your cloud adoption journey. We help you answer the following fundamental questions:

- What is the optimal distribution of roles and responsibilities across various teams?
- What is the best level of team autonomy versus which responsibilities should be centralized?
- What catalogue of services should be offered?
- How can you establish a center of enablement and a community of practice?
- How should multiple teams and departments interact with each other?
- What are the minimum viable guardrails?
- How do you ensure a strong security posture across the entire cloud landscape?
- How do you stay compliant in a dynamic technical environment?
- How do you manage cloud spend?

We apply our knowledge from the Schuberg Philis proven cloud adoption framework but establish these answers in the context of your specific business environment, organizational structure, and current level of cloud adoption. We also indicate a potential growth path, so the operating model has the opportunity to grow along with your cloud maturity level.

After helping you develop your cloud operating model, the next step we recommend is our high-level technical design development.