DESIGN YOUR HYBRID CLOUD FOR THE END USER—OR FAIL

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May 10th 2018
INTRODUCTIONS

Bob
Widget, Inc.

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Widget, Inc.

Source: Office Space, Twentieth Century Fox (1999)
VOGON SERVER PROVISIONING PROCEDURE

Day 20

ORDERS

QUERIED

SENT IN

SENT BACK

LOST AGAIN

FOUND

PUBLIC INQUIRY

BURIED IN SOFT PEAT

RECYCLED AS FIRELIGHTERS

LOST

Jeltz Action Figure Image: http://hitchhikers.wikia.com/wiki/Prostetnic_Vogon_Jeltz

#redhat #rhsummit
WHO ARE WE REALLY?

CAMERON WYATT
Architect
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Architect
Red Hat Consulting
THE PROCESS

IMPLEMENT

USERS

DESIGN

POLICIES
USERS
IDENTIFY YOUR USERS
HOW TO TALK TO THE USERS

- Do not use email.
- Do not use video conferencing.
- Do not use mobile applications.
- Do not use chatbots.
Yeah if you could go ahead and tell me what you actually want, that would be great.
ASK YOUR USERS

Or fail

- What do you want in order to accomplish your tasks?
- What do you need in order to accomplish your tasks?
- What is your current, most annoying technological pain?
- What is your current, most annoying policy or procedural pain?
- What ideas do you have to address any of your needs, wants, or pains?
DESIGN
DESIGN FOR YOUR USERS

Or fail

What you thought the users wanted
How you described it to the users
First iteration delivered to the users
What the users actually want

Source: http://projectcartoon.com
Source: http://www.paragoninnovations.com/guide.shtml
DESIGN FOR HAPPY USERS

Or fail

SHADOW I.T.

TURNOVER
THE PROBLEM IS CHOICE
DESIGN FOR CHOICE

Or fail

WATERFALL" SMALL / AGILE
FOLLOW THE GOLDEN DESIGN RULE

Updated version

Keep It Super Simple
DESIGN FOR THE FUTURE
Or get left behind

“You can’t opt out of the future, but you can decide if it’s something that happens to you or if it’s something that you and your organization create.”

- Anonymous Customer
USERS ABOVE POLICY
TIME FOR NEW POLICIES?
UPDATE YOUR SECURITY POLICIES

OLD

NEW
TRAIN YOUR USERS

Or fail

Source: Jurassic World, Universal Pictures (2015)
IMPLEMENT
ITERATE
USER FEEDBACK

USER FEEDBACK EVERYWHERE

Source: Toy Story, Pixar Animation Studios (1995)
THE PROCESS
Simplified

YOU

USER
“You will never be done building your Cloud...”
- Ian

“...but as long as you focus on the end user you will succeed.”
- Cameron
DISCUSSION