



birlasoft |

Lot 3 – Cloud Support

Ongoing Support

GCloud 15 – Service Definition Document

Cloud Ongoing Support - Building Blocks

Mature Operations to product model and enhance service reliability, availability with SRE principles thereby making operations leaner

Cloud Ops

Birlasoft Cloud Ops team will work with Migration Team, Supporting teams & Cloud Business Office to ensure Cloud Ops Maturity is achieved in a phased manner



Governance & Landing Zone

- **Strategy alignment** - Governance Policies
- **Secure Landing Zone** - Future ready
- **Cloud Adoption Framework**, Well Architected Review



FinOps

- **Optimize** - Visibility, Optimization & Governance
- **Patterns** - Build usage Patterns, Building blocks for automation
- **Clear chargeback & Showback**



DevSecOps & Integrations

- **Deploy** automated config. via DevSecOps
- **Develop base** for orchestration workflow, templates and scripts



Self Service & X-as-Code , AIOps

- **App owners self service** – with leaner operations, self service catalogs and automated deployments
- **Codify** – Security as a Code, Ops as a code, Automate test plans
- **AIOps** – Self heal, self resolve, noise suppression



Site Reliability Engineering

- **Toil Reduction**– with leaner operations, self service catalogs and automated deployments
- **Improved MTTR & Reliability** – Running ops as a code and observability to enhance service availability
- **Prevent Reoccurrence** – Problem mgmt. and continuous learning & improvement

Cloud Operations Framework

Birlasoft's cloud operation is a 4 pillared framework

Minimize business Risk

- **B-Transition** – Proven knowledge transition model
- Service Management Process alignment
- Change Management & Business alignment
- Interlocks with CCoE , Product teams and cloud business office
- SRE principles

Intelligent Operations

- **Sigma** – AI driven Operations
- Improve MTTR
- Automate & Predict early
- Improve First Time resolution & Auto-resolution



Run your business securely

- **BSecure** – Wholistic Security framework
- On-going security assessment
- Vulnerability Management
- Improve Security posture
- Cloud Infra Entitlements mgmt.

Continuously Optimize

- **Sigma FinOps** – Cloud FinOps & governance
- Leaner Operations - Automation runbooks & Continual improvement for Leaner Operations

Platform **Sigma** - AI-Led Enterprise operations

Data Ops

- Data Logs monitoring and Management
- Data ETL Monitoring



Data

App Ops

- Application Monitoring
- Synthetic monitoring



App
Ops

Infrastructure
Ops



Infra Ops

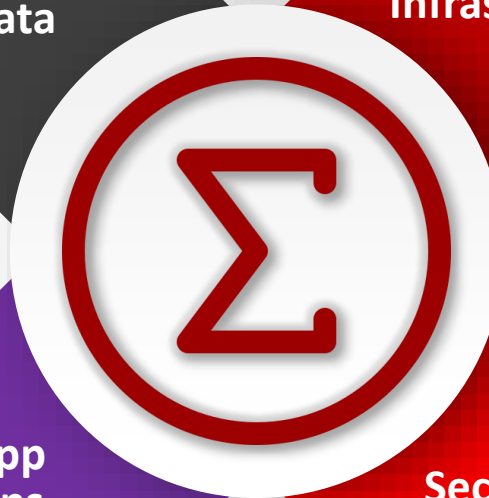
- Hybrid cloud Management
- User experience monitoring
- Edge Clouds

Security



Sec Ops

- IAM Monitoring
- Monitoring all domains of security.



Customer Journey through AIOps Platform

