

Cloud Management Platform

Silver set-up and training

Powered by RightScale, Cloud Management Platform helps reduce the complexity of governing, managing and automating resources across public, private and virtualised environments.

This one platform lets you self-service, use templated solutions and metering/chargeback, plus workload governance and optimisation according to established policies.

Cloud Management Platform also provides monitoring, alarming and reporting of infrastructure and application workloads, and supports integration with existing IT service management systems.

Silver training

You'll receive **silver** training when you opt to **pay as you go** for Cloud Management Platform.

Silver set-up and training provides you with basic deployment and onboarding of your platform tenancy, and provides a high-level overview of the platform and its features.

What's included?

When you opt to pay as you go with this service, we'll provide you with remote training on:

- access and navigation overview of the platform
- connecting to your public cloud services
 - Amazon Web Services (AWS)
 - Microsoft Azure
 - Google Cloud Platform
- centre architecture documents

What's not included?

Generally, any services, deliverables or assistance not mentioned under 'What's included' won't be provided as part of this offer, including:

- set-up and configuration of your public clouds (e.g. creating your AWS, Azure and Google cloud environments)
- virtual training on cloud analytics and budget reporting
- virtual training on virtual machine builds and application deployments

Training delivery

We can deliver this service remotely in all Australian states and territories, from 9am to 5pm on business days, Australian eastern time.

For customers outside Australia, we can deliver this service remotely during business hours of a local business day in Singapore, Hong Kong, London or New York.

Telstra responsibilities

Our teams will help you get started by providing the initial set-up of your user accounts, connecting your public cloud, and giving your team an overview of how the platform operates.



- Identify your key users
- Understand your cloud workloads
- Configure your account and public cloud services
- High-level virtual training on the platform

We'll also provide RightScale Cloud Appliance reference architecture for connectivity to your vSphere private cloud, demonstrating the management, migration and portability of workloads, as well as capacity management and cost control.

Your responsibilities

In order to get the best results from our service, you'll need to:

- let us know the names of your participating staff and a definition of their roles. These might include your senior business and application owners and senior technical staff.
- make sure relevant business owners and support staff can attend our scheduled meetings and workshops
- let us know the ownership and prioritisation of your business requirements
- have target public cloud credentials available (tenant names, usernames, passwords)
- have your network and firewalls configured to allow Cloud Management Platform access to your private clouds (network/firewall requirements to be supplied)
- review and sign-off on each of our deliverables
- participate in verification testing

Our services are based on information you provide to us. We assume all the information you provide is up-to-date and valid for your operating environment.

Our delivery of this service depends on you providing the items and information outlined above – without them you may incur extra charges.

Service targets

- We undertake all reasonable effort to meet the following service targets
- The timeframes are suspended for any period during which we're awaiting your response or confirmation or for any matter outside our reasonable control

Deliverable	Target
Order acknowledgement	2 business days from receipt of your order
Scheduling training	We'll contact you within 3 business days of your purchase
Training	In agreement with you, though within 1 month of your purchase of the product

If your business is:

Within Australia, call **1300 620 345**

Outside Australia, **contact us**

Or, contact your Telstra representative

telstra.com/manageyourcloud

Telstra Corporation Limited, ABN 33 051 775 556.

Training inclusions

Description	Silver	Gold
Creating Cloud Management Platform user accounts	✓	✓
Overview training and navigation in the Cloud Management Platform	✓	✓
Connecting Cloud Management Platform to your public clouds		
Amazon Web Services	✓	✓
Microsoft Azure	✓	✓
Google Cloud Platform	✓	✓
Rackspace		✓
IBM SoftLayer		✓
Connecting Cloud Management Platform to your private clouds		
OpenStack		✓
vSphere configuration		✓
CloudStack		✓
Cloud analytics and budget reporting		
Portfolio visibility		✓
Forecast usage and growth costs		✓
Automate segmented chargeback/showback reporting		✓
Model hosting costs across multiple clouds		✓
Implement budget controls		✓
Virtual machine builds and application deployments		
N-tier application server grouping concepts		✓
Creating server deployments		✓
Creating cloud application templates		✓
Cloud Management Platform DevOps in the cloud		
Process and release best practices		✓