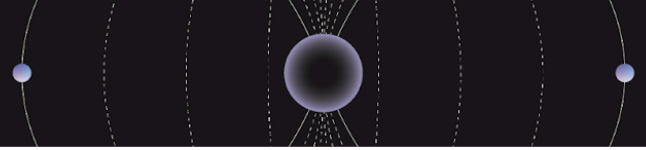


# CDRO Integrated Success Plan Catalog

Version 1.4

Issued **Dec 17, 2024**





## What are Success Points ?

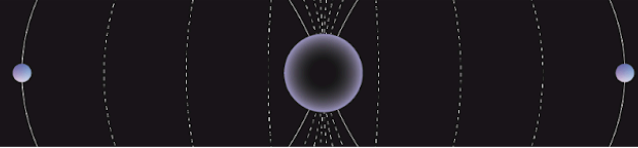
- Success Points are a flexible way of consuming Proactive and Enhanced Support Services. Customers can manage and redeem Success Points through CloudBees' Customer Success Management team (CSM). Success Points can be redeemed for support activities described in the Support Success Catalog found here: "<https://www.cloudbees.com/successpoints>"

## How to Redeem Success Points ?

- Navigate to "[support.cloudbees.com](https://support.cloudbees.com)" and go to the support section ([Support>Submit a request](#)) to raise a request for redemption.
- Inside the Support section, look for the 'Redeem Points' option. This will be a form with a specific request type in our support portal. Select this option to begin the process of redeeming your points.
- Fill out the points redemption form with all required details. This typically includes your account information, the menu option you wish . Ensure that all information provided is accurate to avoid any delays.
- Before submitting, review all the information you have entered. Make sure that everything is correct to ensure your request is processed smoothly. After reviewing, submit your request.
- If you encounter any issues or have questions during the redemption process, do not hesitate to contact our CSM team.

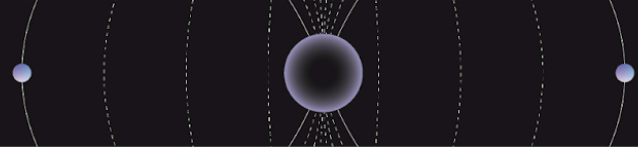
For more information refer the terms and conditions

(<https://docs.cloudbees.com/docs/cloudbees-common/latest/terms-and-conditions/>)



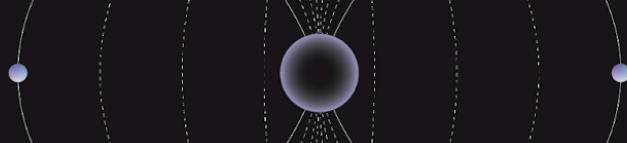
## Overview of CD/RO Success Points Offerings

Category	Topic	Introduction	Workshop	Consultation
Design and Development	Pipeline Development		2	
	Pipeline Review	1	4	16
	Plugin Development	1		
	Procedure Development	1		
	Release Design	1		
	Reporting and Analytics	2		
	Self Service Catalog	2		
Health Checks and Optimization	Capability Assessment	2		
	Health Check	1	4	16
	Performance and Stress Testing		4	
Infrastructure Maintenance	Auditing	1		
	Infrastructure Cost Savings		2	
	Monitoring and Dashboards		2	
	New Features	1		
	Upgrade Assistance	1	2	8
Infrastructure Setup	Agent Management	1	2	4
	Disaster Recovery	1		
	Infrastructure Q&A	1		
	Installation	1	4	16
Setup and Configuration	Access Permission Design	1		8
	External Credential Provider	1		
	Plugin Configuration	2		
	SSO Configuration	1		



<i>Category</i>	<i>Topic</i>	General Consulting
General Consulting	Q&A Session	<b>1</b>
	One Day of Consulting	<b>4</b>
	One Week of Consulting	<b>20</b>
	One Month of Consulting	<b>70</b>
	One Year of Consulting	<b>650</b>

<i>Category</i>	<i>Topic</i>	- Dedicated Class	- One Participant
Training	CD/RO Level 1: Administration	<b>15</b>	<b>5</b>
	CD/RO Level 1: Basics	<b>15</b>	<b>5</b>
	CD/RO Level 2: Deployment Automation	<b>15</b>	<b>5</b>
	CD/RO Level 2: Release Orchestration	<b>15</b>	<b>5</b>



## Detailed Descriptions of Success Points Offerings

### Infrastructure Setup

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#### Infrastructure Q&A

**Category:** Infrastructure Setup

**Description:**

Participants will engage in a comprehensive question and answer session that tackles the intricacies of integrating and optimizing CloudBees CD/RO infrastructure within their projects. Experts with practical experience in these areas will facilitate the workshop, providing insights into best practices, troubleshooting common issues, and leveraging these technologies for enhanced productivity and efficiency. Follow-up actions and recommendations may require support cases and further Success Points.

**Format:** Introduction

**Duration:** 1.5 hour

**Cost:** 1 Success Point

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#### Installation Introduction

**Category:** Infrastructure Setup

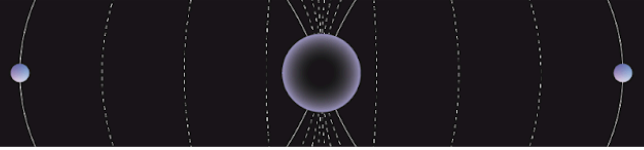
**Description:**

This session is designed to guide participants through the initial setup and configuration of CloudBees CD/RO systems. You will learn the step-by-step processes needed to successfully deploy these technologies in your development environment. Our expert instructors will cover essential installation prerequisites, software requirements, and common pitfalls to avoid during setup. The webinar is structured to provide a clear overview with a focus on practical implementation and troubleshooting tips.

**Format:** Introduction

**Duration:** 1.5 hour

**Cost:** 1 Success Point



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## Agent Management Introduction

**Category:** Infrastructure Setup

**Description:**

This session is specifically tailored to provide insights into the critical role of agents in automating build, test, and deployment tasks. Participants will learn how to configure, and optimize agents to ensure maximum efficiency and reliability in their CloudBees CD/RO frameworks. Our experts will discuss strategies for scaling agent infrastructure, securing agent communication, and troubleshooting common issues that may arise during operations.

**Format:** Introduction

**Duration:** 1.5 hour

**Cost:** 1 Success Point

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## Installation Workshop

**Category:** Infrastructure Setup

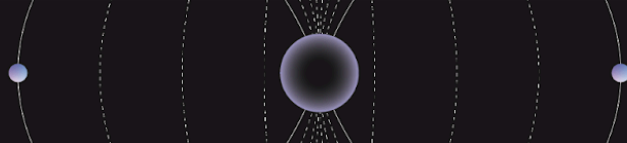
**Description:**

Spanning a full day, this workshop provides a detailed walkthrough of the installation process, from the initial software setup to advanced configuration settings. Participants will engage in interactive sessions where they will install and configure CloudBees CD/RO, guided by industry experts. The workshop covers essential topics such as system prerequisites, network configurations, security settings, and troubleshooting techniques.

**Format:** Workshop

**Duration:** 6 hours

**Cost:** 4 Success Points



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## Agent Management Workshop

**Category:** Infrastructure Setup

**Description:**

Throughout the three-hour session, participants will learn strategies for deploying agents across different environments, ensuring optimal performance, managing workload distribution, and securing agent communications. The workshop also covers troubleshooting common problems and maintaining high availability and scalability of agents to meet the demands of growing infrastructure needs. By the end of the workshop, attendees will have a thorough understanding of how to leverage agent technology to improve their development pipelines and operational efficiency.

**Format:** Workshop

**Duration:** 3 hours

**Cost:** 2 Success Points

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## Installation Consultation

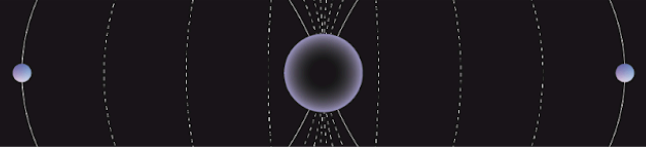
**Category:** Infrastructure Setup

**Description:**

Our Installation Assessment offers exhaustive planning and execution of CloudBees CD/RO system installations over several days (to a total of 24 hours/3 days). This intensive service is designed for organizations that seek to ensure their CloudBees architecture installation is optimized, secure, and fully compliant with best practices and industry standards. Conducted by experienced professionals, this assessment includes a thorough inspection of your infrastructure, configuration, and operational practices. We focus on identifying any issues that might impede performance, security vulnerabilities, or areas for improvement in scalability and efficiency. The outcome of this assessment includes a detailed report detailing the installation and setup process of your CloudBees installation, with findings and recommendations for enhancements, tailored to ensure your CloudBees CD/RO environments are robust, efficient, and ready to meet future demands.

Key Topics include:

1. Comprehensive Installation Plan: Development of a detailed installation plan customized to the client's specific business requirements and technical environment. This plan includes detailed steps, timelines, and resource allocation.
2. Advanced Configuration Strategies: In-depth guidance on advanced configurations, such as integration with enterprise systems, setting up high availability, and disaster recovery plans.



3. Post-Installation Check and Support: Planning for immediate post-installation testing to validate the setup and initial support to handle any immediate issues that arise. Detailed documentation of the entire process for future reference.

**Format:** Consultation  
**Duration:** 24 hours  
**Cost:** 16 Success Points

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## Agent Management Consultation

**Category:** Infrastructure Setup

**Description:**

The Agent Management Assessment is an in-depth service designed to evaluate and enhance the efficiency and effectiveness of your agent infrastructure within CloudBees CD/RO environments. This 6-hour assessment is ideal for organizations seeking to optimize agent performance, distribution, and management practices, during the setup of your CloudBees Architecture. We will identify potential bottlenecks, security issues, and areas where performance improvements can be made, and help you deliver and agent infrastructure specific to your needs. The assessment also includes a detailed analysis of agent workload management and scalability to ensure your infrastructure can handle future demands seamlessly. At the end of the session, you will receive a structured report outlining key findings, practical recommendations, and strategic insights to streamline agent management, ultimately leading to increased productivity and reduced downtime in your CloudBees CD/RO operations.

**Format:** Consultation  
**Duration:** 6 hours  
**Cost:** 4 Success Points

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## Disaster Recovery Introduction

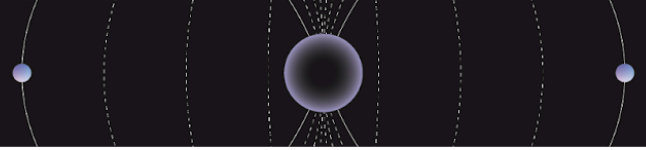
**Category:** Infrastructure Setup

**Description:**

Prepare and protect your CloudBees CD/RO systems with our Disaster Recovery Introduction Webinar. This 1.5-hour session is designed to educate participants on the fundamentals of disaster recovery planning specifically tailored to CloudBees CD/RO environments. You'll learn how to identify potential risks, understand the key components of a robust disaster recovery plan, and implement strategies to ensure resilience and continuity of operations. Our expert presenters will guide you through best practices for data backup, system redundancies, and quick recovery methods in case of system failures or catastrophic events.

**Format:** Introduction





**Duration:** 1.5 hour  
**Cost:** 1 Success Point

## Infrastructure Maintenance

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### Upgrade Assistance Introduction

**Category:** Infrastructure Maintenance

**Description:**

This 1.5-hour session is perfect for teams who are planning or in the process of upgrading their CloudBees CD/RO systems. Participants will gain a solid understanding of the upgrade process, including preparation steps, compatibility checks, and the deployment of new features. Our experts will cover essential topics such as assessing your current system's readiness, managing downtime, and ensuring data integrity throughout the upgrade. You'll also learn about common challenges and how to troubleshoot potential issues.

**Format:** Introduction  
**Duration:** 1.5 hour  
**Cost:** 1 Success Point

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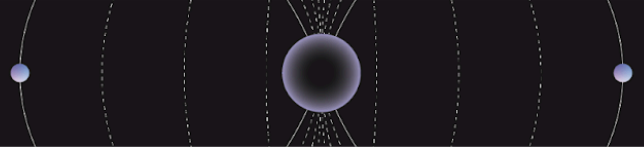
### Upgrade Assistance Workshop

**Category:** Infrastructure Maintenance

**Description:**

The Upgrade Assistance Workshop is a interactive session designed to equip participants with the tools and knowledge necessary for upgrading their CloudBees CD/RO systems efficiently and effectively. Over the course of three hours, our experts will guide you through the entire upgrade process, from initial planning and system evaluation to the actual implementation of new software versions. Attendees will engage in practical exercises that simulate real-world upgrade scenarios, learning to identify potential issues and applying best practices for minimizing downtime and ensuring system stability.

**Format:** Workshop  
**Duration:** 3 hours  
**Cost:** 2 Success Points



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## Upgrade Assistance Consultation

**Category:** Infrastructure Maintenance

**Description:**

The Upgrade Assistance Assessment provides a thorough, professional evaluation of your current CloudBees CD/RO systems to prepare for an upgrade. This detailed 12-hour assessment spread out throughout multiple days is designed to pinpoint the specific needs and readiness of your infrastructure for a seamless transition to newer software versions. Our team of experts will conduct an in-depth analysis of your existing setup, evaluate compatibility with new versions, and identify potential risks and challenges that could arise during the upgrade process. We will also provide customized recommendations on best practices, strategies for managing downtime, and steps to ensure data integrity and system functionality throughout the upgrade. This assessment is essential for organizations aiming to minimize disruptions and ensure a smooth, successful upgrade of their CloudBees CD/RO systems.

**Format:** Consultation

**Duration:** 12 hours

**Cost:** 8 Success Points

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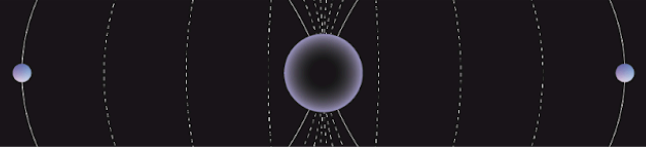
## Infrastructure Cost Savings Workshop

**Category:** Infrastructure Maintenance

**Description:**

Optimize your technology spend with our Infrastructure Cost Savings Workshop, tailored specifically for users of CloudBees CD/RO systems. This practical workshop will guide participants through a variety of strategies and techniques to reduce costs while maintaining or even enhancing system performance and reliability. Over the course of three hours, our experts will cover areas such as resource utilization, efficient scaling, and automation practices that can dramatically cut unnecessary expenses. Attendees will learn how to conduct cost-benefit analyses, identify redundancies, and implement cost-effective solutions that leverage the full capabilities of CloudBees CD/RO technologies.

**Format:** Workshop



**Duration:** 3 hours  
**Cost:** 2 Success Points

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## Monitoring and Dashboards Workshop

**Category:** Infrastructure Maintenance

**Description:**

Our Monitoring and Dashboards Workshop is designed to empower participants with the skills to effectively monitor and visualize the performance of their CloudBees CD/RO systems. This intensive 3-hour workshop provides consulting in setting up, customizing, and utilizing monitoring tools and dashboard solutions to maintain optimal performance and ensure system health. Experts in the field will guide attendees through the best practices for tracking system metrics, logs, and events, enabling proactive management and rapid response to incidents. Participants will also learn how to configure dashboards to display key performance indicators that are critical for decision-making and operational efficiency.

**Format:** Workshop

**Duration:** 3 hours

**Cost:** 2 Success Points

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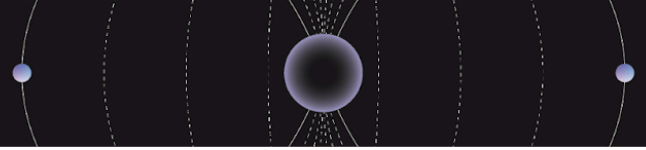
## New Features Introduction

**Category:** Infrastructure Maintenance

**Description:**

Stay ahead of the curve with our New Features Introduction Webinar, specifically designed for users of CloudBees CD/RO systems. This 1.5-hour webinar is tailored to introduce and explain the latest updates and features added to CloudBees CD/RO platforms. Participants will receive a comprehensive overview of new functionalities and enhancements relative to their current versions of CloudBees CD/RO, and how these can be integrated into their existing systems to improve performance, efficiency, and usability. Our expert presenters will provide demonstrations, practical use cases, and tips on how to leverage these new features to optimize your development and deployment processes.

**Format:** Introduction



**Duration:** 1.5 hour  
**Cost:** 1 Success Point

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## Auditing Introduction

**Category:** Infrastructure Maintenance

**Description:**

In this 1.5-hour session participants will learn the fundamentals of auditing in CloudBees CD/RO, including the importance of tracking changes, ensuring compliance, and maintaining security. The webinar will cover the key components of setting up auditing mechanisms, how to log and monitor activities, and strategies to analyze audit data for insights and improvements.

Key topics include:

**Data Retention Strategy:** Establish guidelines for how long different types of data (e.g., customer, financial, employee data) should be stored based on legal, operational, and business needs, including procedures for data archiving and deletion.

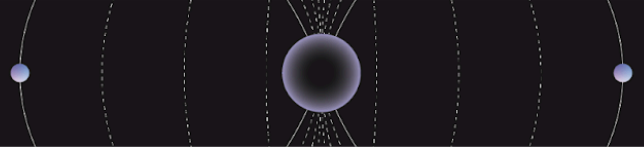
**Audit Reports:** Regularly generate detailed reviews of organizational processes or financial activities to ensure compliance with laws and policies, identify discrepancies, and recommend improvements.

**Change Tracking:** Implement systems to log and review all changes made to critical data and system configurations, requiring approvals and documenting reasons for changes to maintain security and traceability.

**Format:** Introduction

**Duration:** 1.5 hour

**Cost:** 1 Success Point



## Health Checks and Optimization

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### Health Check Introduction

**Category:** Health Checks and Optimization

**Description:**

Ensure the ongoing health and efficiency of your CloudBees CD/RO systems with our Health Check Introduction Webinar. This 1.5-hour session is designed to guide participants through the essential processes and tools required for performing effective health checks on CloudBees CD/RO systems. You'll learn how to identify and resolve potential issues before they impact performance or cause downtime. Our experts will cover a range of topics, including system diagnostics, performance monitoring, and proactive maintenance strategies.

**Format:** Introduction

**Duration:** 1.5 hour

**Cost:** 1 Success Point

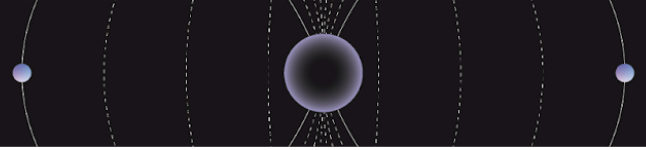
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### Health Check Workshop

**Category:** Health Checks and Optimization

**Description:**

Dive deep into maintaining the robustness and efficiency of your CloudBees CD/RO systems with our Health Check Workshop. This intensive 6-hour session provides consulting in conducting comprehensive health checks for CloudBees CD/RO systems. Participants will engage in detailed diagnostics, performance evaluations, and troubleshooting exercises, guided by industry experts. The workshop covers advanced techniques for detecting and resolving system issues, optimizing performance, and ensuring high availability and reliability. By the end of the workshop, participants will have a



robust toolkit of practices and insights to maintain their systems in optimal condition, ensuring they continue to support seamless development and deployment processes.

**Format:** Workshop  
**Duration:** 6 hours  
**Cost:** 4 Success Points

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## Health Check Consultation

**Category:** Health Checks and Optimization

**Description:**

The Health Check Assessment is an extensive, evaluation designed to meticulously analyze and improve the health of your CloudBees CD/RO systems. This 24-hour assessment, spread throughout multiple days, is conducted by our team of experts who will closely inspect your systems' performance, stability, and scalability. The process includes detailed monitoring of the operational workflows, identification of potential vulnerabilities, and assessment of system resilience under various load conditions. The outcome is a comprehensive report that provides insights into current health status, pinpointing inefficiencies, risks, and recommendations for enhancements. This service is ideal for organizations that require assurance of their system's capability to handle increased demands and wish to optimize their setups for peak performance. With this assessment, you can expect tailored advice and strategies to fortify your CloudBees CD/RO environments, ensuring they are robust, secure, and fully aligned with your business objectives.

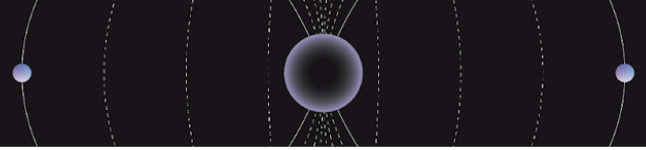
**Format:** Consultation  
**Duration:** 24 hours  
**Cost:** 16 Success Points

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## Performance and Stress Testing Workshop

**Category:** Health Checks and Optimization

**Description:**



Elevate the reliability and robustness of your CloudBees CD/RO systems with our Performance and Stress Testing Workshop. This comprehensive 6-hour workshop is designed to teach participants how to conduct effective performance and stress tests on CloudBees CD/RO platforms. Through consulting, you will learn the methodologies to simulate high-load scenarios and identify potential bottlenecks in your systems. Our expert instructors will guide you through setting up test environments, creating test cases, and interpreting results to make informed improvements. By the end of the session, attendees will be equipped with the tools and knowledge needed to conduct thorough performance evaluations and stress tests, ensuring their systems are optimized for both efficiency and resilience under stress.

**Format:** Workshop  
**Duration:** 6 hours  
**Cost:** 4 Success Points

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## Capability Assessment

**Category:** Health Checks and Optimization

**Description:**

Evaluate your CloudBees CD/RO systems with our Capability Assessment. This 1.5-hour assessment provides a quick, expert review of your current capabilities, identifying strengths and areas for improvement. Ideal for teams seeking to enhance their integration and delivery processes, this assessment offers valuable insights and recommendations to optimize performance and scalability.

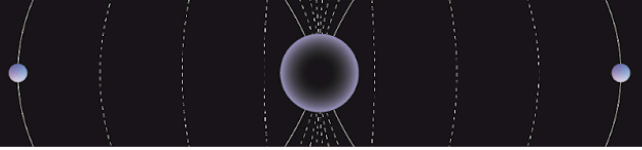
**Format:** Introduction  
**Duration:** 1.5 hour  
**Cost:** 2 Success Point

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## Setup and Configuration

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### Access Permission Design Introduction



**Category:** Setup and Configuration

**Description:**

Secure your CloudBees CD/RO environments with our Access Permission Design Introduction Webinar. In this 1.5 hour Webinar, participants will learn the fundamental principles of access control, including the creation and management of user roles, permissions, and policies that ensure secure and efficient access to system resources. Our expert presenters will discuss best practices for designing and implementing a robust access permission framework that aligns with organizational security standards and compliance requirements. Through real-world examples and interactive discussions, attendees will gain insights into preventing unauthorized access and mitigating security risks, thereby enhancing the overall security posture of their development environments.

**Format:** Introduction

**Duration:** 1.5 hour

**Cost:** 1 Success Point

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## SSO Configuration Introduction

**Category:** Setup and Configuration

**Description:**

Streamline user access and enhance security across your CloudBees CD/RO systems with our SSO (Single Sign-On) Configuration Introduction Webinar. In this 1.5 hour Webinar, participants will learn the key concepts and benefits of implementing SSO, including simplified user management, improved security practices, and reduced password fatigue among users. Our experts will guide you through the setup and integration processes of SSO systems, demonstrate best practices for configuration, and discuss troubleshooting common issues.

**Format:** Introduction

**Duration:** 1.5 hour

**Cost:** 1 Success Point

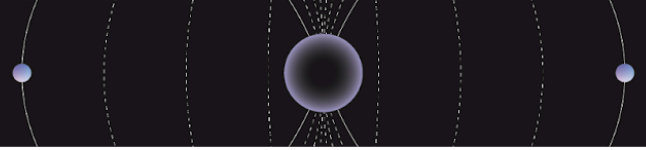
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## Plugin Configuration Introduction

**Category:** Setup and Configuration

**Description:**





Maximize the functionality and efficiency of your CloudBees CD/RO systems with our Plugin Configuration Introduction Webinar. In this detailed 3-hour session, participants will learn how to select, install, and configure key plugins that extend the capabilities of their systems, addressing specific operational needs. Our expert instructors will cover the essentials of plugin architecture, the process for integrating plugins seamlessly, and strategies for managing plugin updates and compatibility. This webinar also includes practical demonstrations and interactive Q&A sessions, providing attendees with a comprehensive understanding of how to leverage plugins to optimize workflows, improve performance, and achieve greater automation within their CloudBees CD/RO environments.

**Format:** Introduction  
**Duration:** 3 hours  
**Cost:** 2 Success Points

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## External Credential Provider Introduction

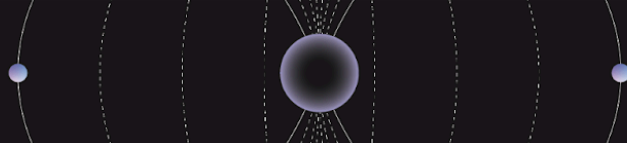
**Category:** Setup and Configuration

**Description:**

Secure your CloudBees CD/RO environments by integrating external credential providers with our comprehensive introduction webinar. In this 1.5-hour session, participants will explore the advantages of using external credential providers, including enhanced security, centralized credential management, and reduced risk of exposure in your CloudBees CD/RO systems. Our experts will guide you through the setup and configuration processes, demonstrating how to connect external credential providers with your existing systems. Additionally, the webinar will cover best practices for maintaining credential integrity and compliance with industry security standards.

**Format:** Introduction  
**Duration:** 1.5 hour  
**Cost:** 1 Success Point

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## Access Permission Design Consultation

**Category:** Setup and Configuration

**Description:**

Enhance the security of your CloudBees CD/RO environments with our Access Permission Design Assessment. This extensive 12-hour assessment is aimed at organizations looking to critically evaluate and optimize their access control structures.

During the assessment, our experts will review your permission schemes, role definitions, and policy implementations to identify any vulnerabilities or inefficiencies. We focus on ensuring that access levels are appropriately assigned according to role-based access control (RBAC) principles and that they comply with regulatory requirements and industry best practices. The outcome includes a detailed report with findings, potential security risks, and actionable recommendations for strengthening your access control mechanisms.

This assessment is essential for organizations that handle sensitive data and require stringent access controls to maintain data integrity and prevent unauthorized access. Equip your team with the insights needed to fortify your access permission designs, thereby enhancing overall system security and operational efficiency.

**Format:** Consultation

**Duration:** 12 hours

**Cost:** 8 Success Points

## Design and Development

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### Pipeline Review Introduction

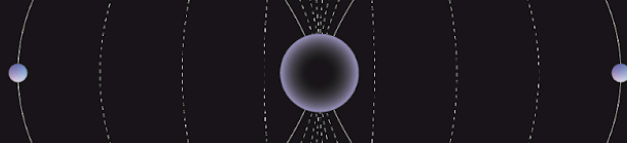
**Category:** Design and Development

**Description:**

Maximize the efficiency and reliability of your CloudBees CD/RO pipelines with our Pipeline Review Introduction Workshop. In this 1.5-hour session, participants will learn how to conduct thorough reviews of their deployment pipelines to identify bottlenecks, inefficiencies, and potential areas for improvement. The workshop covers key aspects such as pipeline configuration, automation practices, error handling, and the integration of security measures within the pipeline stages.

Through interactive discussions and guided review exercises, attendees will gain insights into best practices for optimizing pipeline performance and ensuring smooth, error-free deployments. This introductory session is crucial for teams looking to enhance their deployment processes and achieve higher throughput with greater confidence in the stability and security of their releases.

**Format:** Introduction



**Duration:** 1.5 hour  
**Cost:** 1 Success Point

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## Pipeline Review Workshop

**Category:** Design and Development

**Description:**

This extensive Pipeline Review Workshop is tailored for teams aiming to refine and enhance their CloudBees CD/RO pipelines. Over a comprehensive 6-hour session, participants together with a CloudBees Expert will be conducting detailed evaluations and optimizations of their CloudBees CD/RO processes.

The workshop covers advanced techniques for assessing and improving pipeline automation, reliability, speed, and security. Participants will learn how to identify common pitfalls and inefficiencies in their existing pipelines and how to resolve these issues effectively. Key areas of focus include streamlining deployments, integrating quality checks, securing pipeline stages, and applying analytics for continuous improvement.

**Format:** Workshop  
**Duration:** 6 hours  
**Cost:** 4 Success Points

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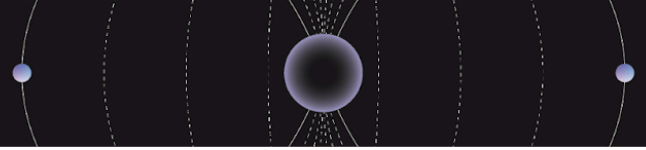
## Pipeline Review Consultation

**Category:** Design and Development

**Description:**

Our Pipeline Review Assessment offers an exhaustive, detailed analysis of your organization's CloudBees CD/RO pipelines. Conducted over multiple days to a total of 24-hours, this service is tailored for businesses seeking a comprehensive evaluation of their deployment processes to identify strengths, uncover weaknesses, and determine areas for enhancement.

During the assessment, our team of experts will closely inspect each stage of your CloudBees CD/RO pipelines, from code commits to deployment, using advanced diagnostic tools and methodologies. We focus on critical aspects such as automation levels, integration points, security measures, performance metrics, and compliance with best practices.



Participants will receive a thorough report that includes findings on potential bottlenecks, vulnerabilities, inefficiencies, and recommendations for optimization to ensure smoother, faster, and more secure releases. This detailed feedback is designed to empower your team to make informed decisions and implement strategic improvements that align with industry standards and your business objectives.

**Format:** Consultation  
**Duration:** 24 hours  
**Cost:** 16 Success Points

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## Release Design Introduction

**Category:** Design and Development

**Description:**

Join our Release Design Introduction Webinar to learn the fundamentals of creating effective release strategies for CloudBees CD/RO systems. This 1.5-hour session covers key concepts such as planning, versioning, and deployment strategies. Ideal for DevOps teams and release managers, this webinar provides practical insights to streamline and enhance your release processes, ensuring efficient and reliable software delivery.

**Format:** Introduction  
**Duration:** 1.5 hour  
**Cost:** 1 Success Point

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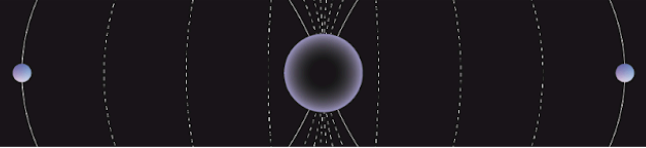
## Procedure Development Introduction

**Category:** Design and Development

**Description:**

Embark on enhancing your Continuous Delivery and Release Orchestration capabilities with our Procedure Development Introduction Webinar. In this 1.5 hour Webinar, participants will learn about the fundamental concepts of CloudBees CD/RO procedure development. By the end of the webinar, participants will be equipped with the knowledge to effectively design and implement robust CloudBees CD/RO procedures that enhance their organization's delivery pipeline.

**Format:** Introduction  
**Duration:** 1.5 hour  
**Cost:** 1 Success Point



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## Pipeline Development Workshop

**Category:** Design and Development

**Description:**

Elevate your CloudBees CD/RO capabilities with our Pipeline Development Workshop.

The workshop offers consulting in the latest techniques and tools necessary for building effective, robust pipelines. Participants will learn how to design and implement pipelines that automate the entire software delivery process, from code commit to deployment. Key topics include integrating various automation tools, managing workflows, optimizing deployment strategies, and incorporating security and compliance checks.

**Format:** Workshop

**Duration:** 3 hours

**Cost:** 2 Success Points

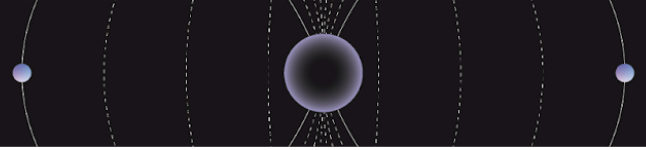
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## Self Service Catalog Introduction

**Category:** Design and Development

**Description:**

During this comprehensive 3-hour session, participants will be introduced to the concept of a self-service catalog in CloudBees CD/RO environments. They will learn how to create, manage, and utilize self-service options that empower team members to initiate, configure, and deploy software releases independently, without the need for continuous oversight from the DevOps or IT teams. This approach enhances efficiency, accelerates deployment cycles, and fosters a culture of empowerment and accountability within teams.



**Format:** Introduction  
**Duration:** 3 hours  
**Cost:** 2 Success Points

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## Reporting and Analytics Introduction

**Category:** Design and Development

**Description:**

This detailed 3-hour session is tailored for CloudBees CD/RO professionals who need to leverage data-driven insights to optimize their deployment strategies and operations. Participants will explore the essentials of setting up, customizing, and utilizing reporting and analytics tools within CloudBees CD/RO environments.

Key topics include:

- Configuring dashboards for real-time visibility into operations.
- Customizing reports to track key performance indicators (KPIs) and compliance metrics.
- Best practices for data aggregation and visualization to support continuous improvement initiatives.

**Format:** Introduction  
**Duration:** 3 hours  
**Cost:** 2 Success Points

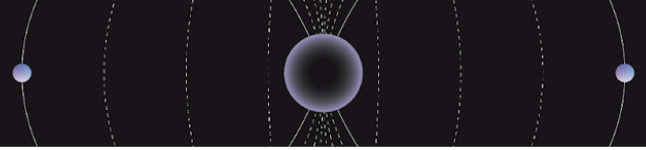
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## Plugin Development Introduction

**Category:** Design and Development

**Description:**

In this 1.5-hour webinar, participants will be introduced to the foundational concepts of plugin development for CloudBees CD/RO systems. You'll learn about the architecture of CloudBees CD/RO systems, the interfaces for plugin integration, and the essential tools and languages needed to create effective plugins. The session will cover how plugins



can automate tasks, enhance functionality, and integrate third-party tools or services into the CloudBees CD/RO workflow.

Key topics include:

Understanding the CloudBees CD/RO plugin API and development environment setup.  
Best practices for designing and coding plugins that are efficient, secure, and scalable.  
Testing and deployment strategies for plugins to ensure compatibility and performance.

**Format:** Introduction

**Duration:** 1.5 hour

**Cost:** 1 Success Point

## General Consulting

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### Q&A Session

**Category:** General Consulting

**Description:**

This 1.5-hour workshop offers a platform to get expert answers to your specific questions about CloudBees CD/RO. Engage with industry professionals, discuss challenges, and explore best practices to optimize your workflows.

**Format:** General Consulting

**Duration:** 1.5 hour

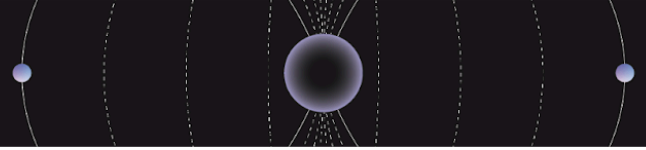
**Cost:** 1 Success Point

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### One Day of Consulting

**Category:** General Consulting

**Description:**



Optimize your CloudBees CD/RO systems with our One Day of Consulting service. This 6-hour session provides personalized, expert guidance to address your specific challenges and goals. Our consultants will work closely with your team to analyze your current setup, identify areas for improvement, and implement best practices. Ideal for organizations seeking tailored solutions and strategic advice to enhance their CloudBees CD/RO processes, ensuring efficient, scalable, and secure operations.

**Format:** General Consulting  
**Duration:** 6 hours  
**Cost:** 4 Success Points

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## One Week of Consulting

**Category:** General Consulting

**Description:**

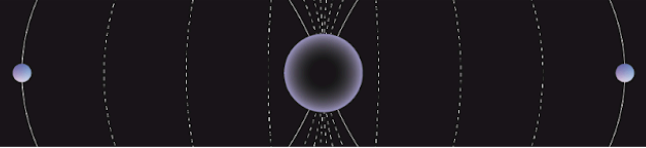
Enhance your CloudBees CD/RO systems with our One Week of Consulting service. This 40-hour package delivers comprehensive, expert support tailored to your organization's needs. Our consultants will conduct thorough system analysis, provide strategic recommendations, and offer hands-on assistance to optimize your CloudBees CD/RO processes. Ideal for organizations aiming to improve efficiency, scalability, and performance, ensuring robust and streamlined operations.

**Format:** General Consulting  
**Duration:** 40 hours  
**Cost:** 20 Success Points

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## One Month of Consulting





**Category:** General Consulting

**Description:**

Enhance your CloudBees CD/RO systems with our One Month of Consulting service. This 160-hour package delivers comprehensive, expert support tailored to your organization's needs. Our consultants will conduct thorough system analysis, provide strategic recommendations, and offer hands-on assistance to optimize your CloudBees CD/RO processes. Ideal for organizations aiming to improve efficiency, scalability, and performance, ensuring robust and streamlined operations.

**Format:** General Consulting

**Duration:** 140 hours

**Cost:** 70 Success Points

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## One Year of Consulting

**Category:** General Consulting

**Description:**

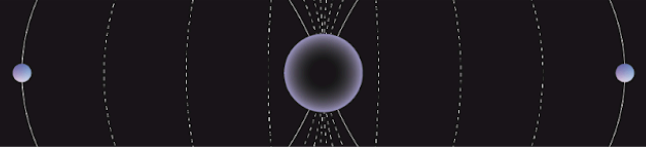
Engage in our AAP Service for a comprehensive, long-term consulting package. Spanning 1 Year this extensive service provides ongoing expert assistance, system optimization, and strategic development for your CloudBees CD/RO environments. Ideal for organizations seeking sustained improvement and expert guidance, our AAP Service ensures your systems are robust, scalable, and aligned with your business goals. Benefit from continuous support, advanced troubleshooting, and proactive enhancements to drive excellence in your CloudBees CD/RO processes.

**Format:** General Consulting

**Duration:** 1300 hours

**Cost:** 650 Success Points

## Training



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## CD/RO Level 1: Administration - One Participant

**Category:** Training

**Description:**

This course focuses on the skills required for basic administration of the CloudBees CD/RO platform. It is a case-based course with hands-on, integrated labs that demonstrate a basic configuration of CloudBees CD/RO.

**Class Curriculum:**

- Local Group, User, and Persona configuration
- Privilege configuration
- Resource configuration
- Workspace configuration
- Plugin management
- Project configuration

**Format:** - One Participant

**Duration:** 6 hours

**Cost:** 5 Success Points

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## CD/RO Level 1: Administration - Dedicated Class

**Category:** Training

**Description:**

This course focuses on the skills required for basic administration of the CloudBees CD/RO platform. It is a case-based course with hands-on, integrated labs that demonstrate a basic configuration of CloudBees CD/RO.

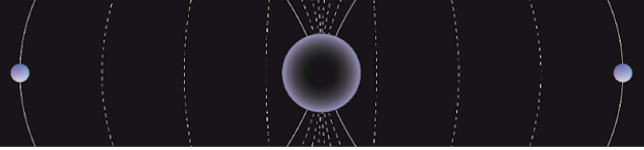
**Class Curriculum:**

- Local Group, User, and Persona configuration
- Privilege configuration
- Resource configuration
- Workspace configuration
- Plugin management
- Project configuration

**Format:** - Dedicated Class

**Duration:** 6 hours

**Cost:** 15 Success Points



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## CD/RO Level 1: Basics - One Participant

**Category:** Training

**Description:**

This course focuses on how to use basic features and capabilities of CloudBees CD/RO and is designed with entry-level, hands-on lab exercises to provide practical exposure to core features. These features are then explored in greater detail within the more advanced CloudBees CD/RO training courses that are available.

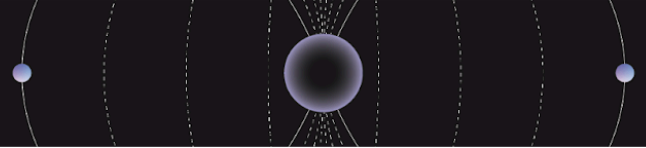
**Class Curriculum:**

- Describe concepts and features that can be applied across CloudBees CD/RO
- Build a basic application, environments, pipeline, and release using CD/RO Service Catalog templates
- Configure projects, properties, and parameters
- Configure and run basic procedures
- View jobs information for pipelines and procedures
- View and modify access control on objects in CloudBees CD/RO
- Access and edit DSL in CloudBees CD/RO
- Use dashboards and reporting features at a basic level

**Format:** - One Participant

**Duration:** 6 hours

**Cost:** 5 Success Points



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## CD/RO Level 1: Basics - Dedicated Class

**Category:** Training

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- Use dashboards and reporting features at a basic level

**Format:** - Dedicated Class

**Duration:** 6 hours

**Cost:** 15 Success Points

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## CD/RO Level 2: Deployment Automation - One Participant

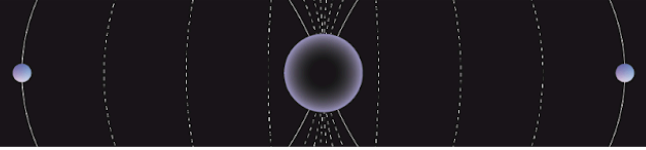
**Category:** Training

**Description:**

Building on the knowledge learned in the CloudBees CD/RO Release Orchestration courses, this course focuses on deployment automation concepts and usage. It includes hands-on labs to reinforce knowledge.

**Class Curriculum:**

- Describe artifact management and how it works with CloudBees CD/RO
- Describe concepts used in modeling applications and environments
- Create and use application and environment snapshots
- Create and use credentials and impersonation
- Describe deployment and rollback strategies
- Use dashboards to gain insight into deployment automation processes



**Format:** - One Participant  
**Duration:** 6 hours  
**Cost:** 5 Success Points

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## CD/RO Level 2: Deployment Automation - Dedicated Class

**Category:** Training

**Description:**

Building on the knowledge learned in the CloudBees CD/RO Release Orchestration courses, this course focuses on deployment automation concepts and usage. It includes hands-on labs to reinforce knowledge.

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- Describe deployment and rollback strategies
- Use dashboards to gain insight into deployment automation processes

**Format:** - Dedicated Class  
**Duration:** 6 hours  
**Cost:** 15 Success Points

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## CD/RO Level 2: Release Orchestration - One Participant

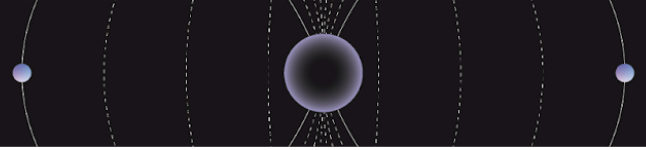
**Category:** Training

**Description:**

This course builds on the introductory knowledge learned in the CloudBees CD/RO Level 1: Basics course. It dives deeper into release orchestration topics and is designed with hands-on labs to give students practical exposure to Release Orchestration features and functionality.

**Class Curriculum:**

- Build a release pipeline, including stages, tasks, and gates, from scratch using Cloudbees CD/RO features and functionality
- Describe pipeline task types that are available



- Run a pipeline on a schedule
- Plan and track a release
- Use analytics dashboards to gain insight into releases

**Format:** - One Participant

**Duration:** 6 hours

**Cost:** 5 Success Points

---

## CD/RO Level 2: Release Orchestration - Dedicated Class

**Category:** Training

**Description:**

This course builds on the introductory knowledge learned in the CloudBees CD/RO Level 1: Basics course. It dives deeper into release orchestration topics and is designed with hands-on labs to give students practical exposure to Release Orchestration features and functionality.

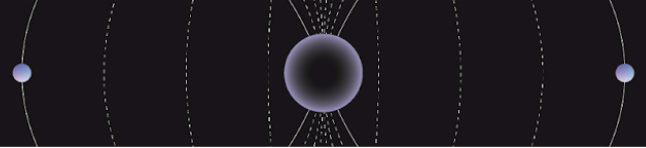
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- Plan and track a release
- Use analytics dashboards to gain insight into releases

**Format:** - Dedicated Class

**Duration:** 6 hours

**Cost:** 15 Success Points



## Contact Us

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**Support Email** [support@cloudbees.com](mailto:support@cloudbees.com)

**Subscription Questions** [csm-help@cloudbees.com](mailto:csm-help@cloudbees.com)

**Support Portal** <https://support.cloudbees.com/hc/en-us>

Learn more at [www.cloudbees.com/successpoints](http://www.cloudbees.com/successpoints)