CI Integrated Success Plan Catalog
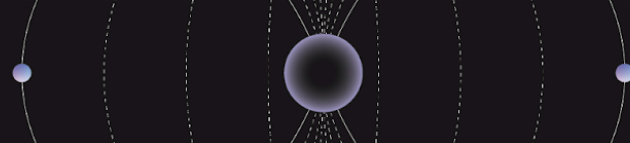
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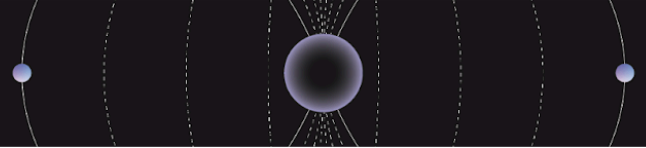
CloudBees

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" 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.
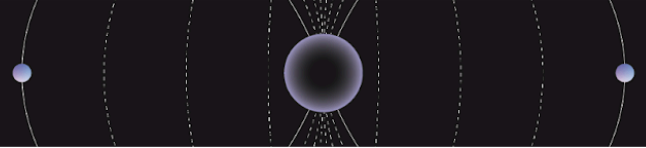
 For more information refer the terms and conditions (https://docs.cloudbees.com/docs/cloudbees-common/latest/terms-and-conditions/)
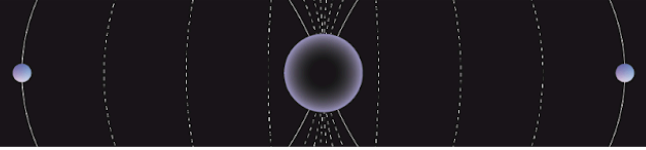
Overview of CI Success Points Offerings

Category	Topic	Introduction	Workshop	Consultation
Design and Development	Pipeline Development		2	
	Pipeline Management and Standardization Review		2	
	Pipeline Review	1	4	16
	Shared Library Development	1		
Health Checks and Optimization	Capability Assessment	2		
	Health Check	1	4	16
	Performance and Stress Testing		4	
Infrastructure Maintenance	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		
	High Availability (HA) and Horizontal Scaling (HS)	1		
	Infrastructure Q&A	1		
	Installation	1	4	16
Setup and Configuration	Access Permission Design	1		8
	Architecture & Design for Agents	1	2	
	Architecture & Design for Controllers	1	2	
	Certificate Management			4
	Configuration as Code	1	4	
	External Credential Provider	1		
	Plugin Configuration	2		
	SSO Configuration	1		

General Consulting	Q&A Session	1
	One Day of Consulting	4
	One Week of Consulting	20
	One Month of Consulting	70
	One Year of Consulting	650

Category	Topic	- Dedicated Class	- One Participant
Training	CI Level 1: Administration	15	5
	CI Level 1: Basics	15	5
	CI Level 2: Pipeline Implementation	15	5
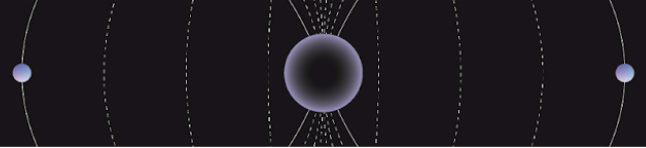
Detailed Descriptions of Success Points Offerings

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 CI 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 CI 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

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 CI 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

High Availability (HA) and Horizontal Scaling (HS) Introduction

Category: Infrastructure Setup

Description:
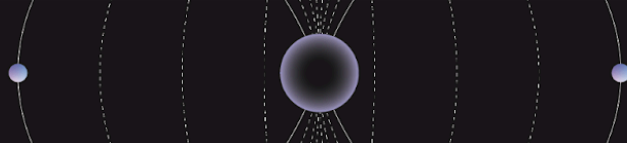
Delve into the robust features of CloudBees CI HA/HS through our specialized introduction webinar. This session is crafted for participants interested in enhancing the resilience and scalability of their CloudBees CI. You will learn about the architectural principles of HA/HS, how to set up CloudBees for failover scenarios, Rolling Updates, and ways to manage large-scale CI operations effectively. The webinar covers critical configurations, management strategies, and monitoring practices necessary to maintain an optimized, uninterrupted CI environment.

Format: Introduction

Duration: 1.5 hour

Cost: 1 Success Point

Installation Workshop

Category: Infrastructure Setup

Description:

Spanning a full day, this hands-on 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 CI, 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

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
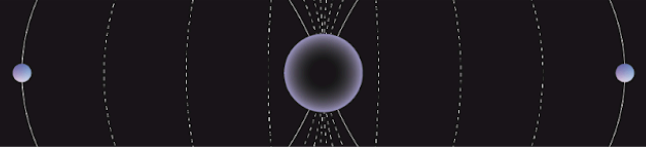
Installation Consultation

Category: Infrastructure Setup

Description:

Our Installation Assessment offers exhaustive planning and execution of CloudBees CI 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 CI 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
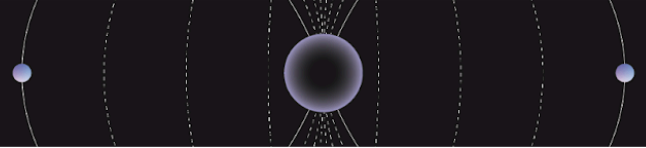
Agent Management Consultation

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 CI 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 CI operations.

Format: Consultation

Duration: 6 hours

Cost: 4 Success Points

Disaster Recovery Introduction

Category: Infrastructure Setup

Description:

Prepare and protect your CloudBees CI 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 CI 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
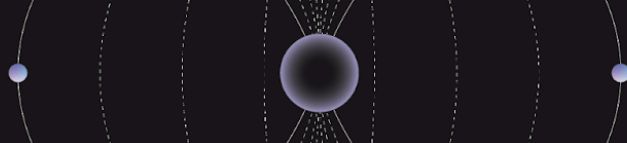
Infrastructure Maintenance

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 CI system. 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

Upgrade Assistance Workshop

Category: Infrastructure Maintenance

Description:

The Upgrade Assistance Workshop is a hands-on, interactive session designed to equip participants with the tools and knowledge necessary for upgrading their CloudBees CI 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
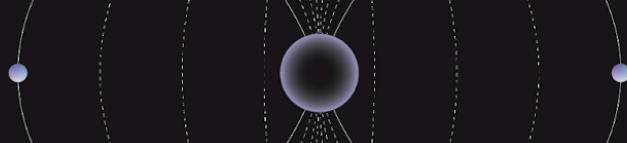
Upgrade Assistance Consultation

Category: Infrastructure Maintenance

Description:

The Upgrade Assistance Assessment provides a thorough, professional evaluation of your current CloudBees CI 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 CI systems.

Format: Consultation

Duration: 12 hours

Cost: 8 Success Points

Infrastructure Cost Savings Workshop

Category: Infrastructure Maintenance

Description:

Optimize your technology spend with our Infrastructure Cost Savings Workshop, tailored specifically for users of CloudBees CI systems. This practical, hands-on 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 CI technologies.

Format: Workshop

Duration: 3 hours

Cost: 2 Success Points

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 CI systems. This intensive 3-hour workshop provides hands-on training 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

New Features Introduction

Category: Infrastructure Maintenance

Description:

Stay ahead of the curve with our New Features Introduction Webinar, specifically designed for users of CloudBeessystems. This 1.5-hour webinar is tailored to introduce and explain the latest updates and features added to CloudBees CI platforms. Participants will receive a comprehensive overview of new functionalities and enhancements relative to their current versions of CI, 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

Health Checks and Optimization

Health Check Introduction

Category: Health Checks and Optimization

Description:

Ensure the ongoing health and efficiency of your CloudBees CI 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 CI 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

Health Check Workshop

Category: Health Checks and Optimization

Description:

Dive deep into maintaining the robustness and efficiency of your CloudBees CI systems with our Health Check Workshop. This intensive 6-hour session provides hands-on experience in conducting comprehensive health checks for CloudBees CI 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

Health Check Consultation
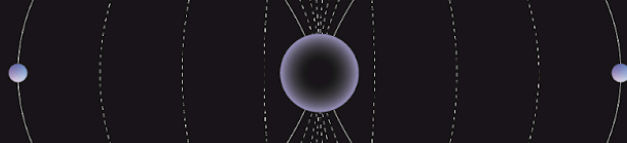
Category: Health Checks and Optimization

Description:

The Health Check Assessment is an extensive, evaluation designed to meticulously analyze and improve the health of your CloudBees CI 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 CI environments, ensuring they are robust, secure, and fully aligned with your business objectives.

Format: Consultation

Duration: 24 hours

Cost: 16 Success Points

Performance and Stress Testing Workshop

Category: Health Checks and Optimization

Description:

Elevate the reliability and robustness of your CloudBees CI 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 CI systems. Through hands-on training, 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

Capability Assessment

Category: Health Checks and Optimization

Description:

Evaluate your CloudBees CI 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: 2 hours

Cost: 2 Success Points

Setup and Configuration

Access Permission Design Introduction

Category: Setup and Configuration

Description:

Secure your CloudBees CI 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
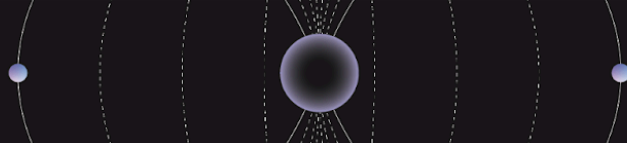
Access Permission Design Consultation

Category: Setup and Configuration

Description:

Enhance the security of your CloudBees CI 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

Architecture & Design for Controllers Introduction

Category: Setup and Configuration

Description:

This service focuses on improving the security and efficiency of your CloudBees CI environment by implementing dedicated namespaces and node pools for controller pods. By isolating controller workloads, organizations can reduce resource contention, mitigate risks, and ensure a more secure and streamlined infrastructure.

Format: Introduction

Duration: 1 hour

Cost: 1 Success Point

Architecture & Design for Controllers Workshop

Category: Setup and Configuration

Description:

This service focuses on improving the security and efficiency of your CloudBees CI environment by implementing dedicated namespaces and node pools for controller pods. By isolating controller workloads, organizations can reduce resource contention, mitigate risks, and ensure a more secure and streamlined infrastructure.

Format: Workshop

Duration: 3 hours

Cost: 2 Success Points

Architecture & Design for Agents Introduction

Category: Setup and Configuration

Description:

Optimize your CloudBees CI performance and strengthen security by leveraging dedicated namespaces and node pools for agent pods. This approach isolates agent resources, reduces operational risks, and ensures optimal resource utilization across your CI infrastructure.

Format: Introduction

Duration: 1 hour

Cost: 1 Success Point

Architecture & Design for Agents Workshop

Category: Setup and Configuration
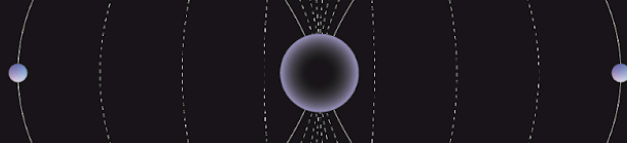
Description:

Optimize your CloudBees CI performance and strengthen security by leveraging dedicated namespaces and node pools for agent pods. This approach isolates agent resources, reduces operational risks, and ensures optimal resource utilization across your CI infrastructure.

Format: Workshop

Duration: 3 hours

Cost: 2 Success Points

Certificate Management Consultation

Category: Setup and Configuration

Description:

Leverage the CloudBees CI Sidecar Injector to simplify secure access to internal HTTPS services, such as SCM repositories or artifact repositories. This feature enables you to use self-signed certificates or custom certificate authorities (CAs), ensuring secure and seamless connections across your CI processes while maintaining compliance and reducing manual configurations.

Format: Consultation

Duration: 7 hours

Cost: 4 Success Points
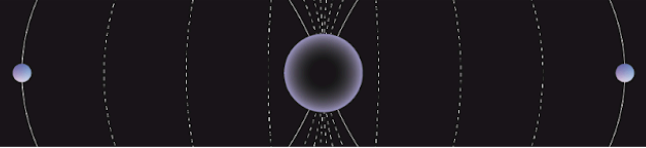
SSO Configuration Introduction

Category: Setup and Configuration

Description:

Streamline user access and enhance security across your CloudBees CI 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

Plugin Configuration Introduction

Category: Setup and Configuration

Description:

Maximize the functionality and efficiency of your CloudBees CI 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 CI environments.

Format: Introduction

Duration: 3 hours

Cost: 2 Success Points

External Credential Provider Introduction

Category: Setup and Configuration

Description:

Secure your CloudBees CI 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 CI 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

Configuration as Code Introduction
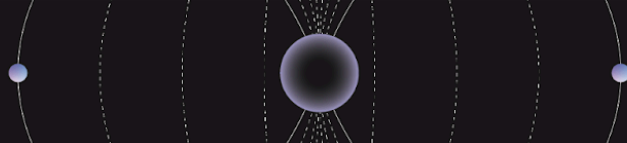
Category: Setup and Configuration

Description:

Unlock the power of your CloudBees CI systems with our Configuration as Code Introduction Webinar. In this 1.5-hour session, participants will learn the fundamentals of Configuration as Code, including best practices for writing, testing, and maintaining code that automatically sets up and configures the necessary infrastructure for CI processes. This approach not only increases efficiency and consistency across environments but also enhances security and compliance by allowing detailed tracking and auditing of infrastructure changes.

Format: Introduction

Duration: 1.5 hour

Cost: 1 Success Point

Configuration as Code Workshop
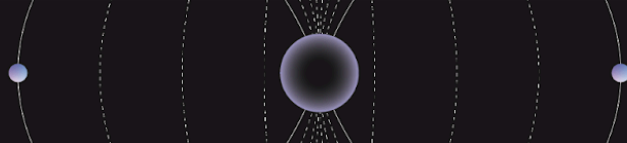
Category: Setup and Configuration

Description:

Dive deeper into automating and managing your CloudBees CI infrastructure with our 6 hour Configuration as Code Workshop. Key topics include best practices for structuring configuration files, securing configurations, version control integration, and strategies for rolling out changes with minimal disruption. By integrating Configuration as Code principles, attendees will be able to significantly reduce manual errors, improve deployment times, and ensure compliance and security standards are met consistently.

The workshop will include interactive coding sessions, real-world scenarios, and problem-solving exercises to ensure a practical understanding of how to apply Configuration as Code techniques effectively within your organization's CI practices.

Format: Workshop

Duration: 6 hours

Cost: 4 Success Points

Design and Development

Pipeline Review Introduction

Category: Design and Development

Description:

Maximize the efficiency and reliability of your CloudBees CIpipelines 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

Pipeline Review Workshop

Category: Design and Development

Description:

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

Pipeline Review Consultation

Category: Design and Development

Description:

Our Pipeline Review Assessment offers an exhaustive, detailed analysis of your organization's CloudBees CIpipelines. 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 CI 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
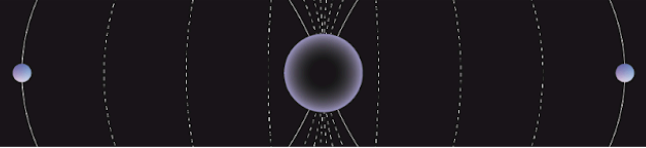
industry standards and your business objectives.

Format: Consultation

Duration: 24 hours

Cost: 16 Success Points

Pipeline Management and Standardization Review Workshop

Category: Design and Development

Description:

Enhance the efficiency and consistency of your CloudBees CI processes with our Pipeline Management and Standardization Review Workshop. This 3-hour session is designed specifically for teams that manage or develop CI pipelines, focusing on optimizing management practices and establishing standardization across operations.

Participants will explore techniques to streamline pipeline configurations, enforce best practices, and reduce variability that can lead to errors and inconsistencies. The workshop will cover key areas such as version control integration, automated testing, environment management, and deployment strategies. Our experts will guide you through the process of evaluating your current CI pipelines, identifying improvement opportunities, and implementing standardized practices that promote scalability and reliability.

Format: Workshop

Duration: 3 hours

Cost: 2 Success Points

Pipeline Development Workshop

Category: Design and Development

Description:

Elevate your CloudBees CIcapabilities with our Pipeline Development Workshop.

The workshop offers practical, hands-on training 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

Shared Library Development Introduction

Category: Design and Development

Description:

In this 1.5-hour session, participants will gain an in-depth understanding of how to create and manage shared libraries within CI environments. These libraries can significantly streamline CI processes by encapsulating common scripts, steps, and configurations, which can be reused across multiple CI jobs, reducing duplication and maintaining consistency.

Key topics include:

Best practices for designing and structuring shared libraries.
Step-by-step guide on writing, testing, and deploying shared libraries.
Managing version control and updates to shared libraries to ensure stability and compatibility across CI pipelines.

Format: Introduction

Duration: 1.5 hour

Cost: 1 Success Point

General Consulting

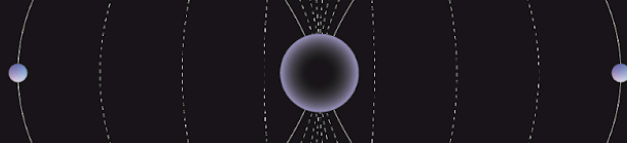
Q&A Session

Category: General Consulting

Description:

This 1.5-hour workshop offers a platform to get expert answers to your specific questions about CloudBees CI. 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

One Day of Consulting General Consulting

Category: General Consulting

Description:

Optimize your CloudBees CI 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 CI processes, ensuring efficient, scalable, and secure operations.

Format: General Consulting

Duration: 6 hours

Cost: 4 Success Points

One Week of Consulting General Consulting

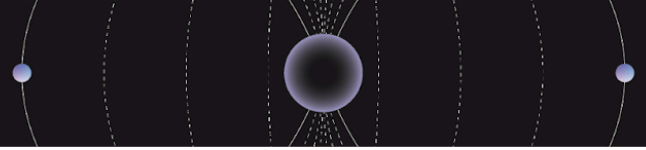**Category:**   General Consulting

Description:

Enhance your CloudBees CI 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 CI 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

One Month of Consulting General Consulting

Category: General Consulting

Description:

Enhance your CloudBees CI 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 CI 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

One Year of Consulting General 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 CI 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 CI processes.

Format: General Consulting

Duration: 1300 hours

Cost: 650 Success Points

Training

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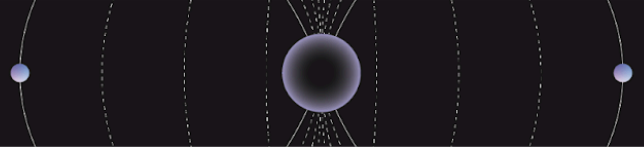
CI Level 1: Administration - One Participant

Category: Training

Description:

After completing this course, the student will gain hands-on guided experience with administrative tasks. More detailed implementation, configuration, and best practices for specific administrative tasks are covered in Level 2 courses.

Class Curriculum:
• Set up your cluster understanding the foundations of a CloudBees CI platform
• Manage and secure the plugins needed for the CI process using the CloudBees Assurance Program (CAP) and the Beekeeper Upgrade Assistant (Beekeeper)
• Manage users and groups and configure access control with RBAC(Role-based Access Control) and the Folders Plus plugin.
• Manage credentials that users can later use inside Pipelines or to configure plugins.
• Execute Pipelines using different types of agents.
• Standardize the creation of Pipelines by creating and using Pipeline Templates, Pipeline Template Catalogs and Shared Libraries.
• Improve your work with Pipelines using reporting and collaboration tools.

Format: - One Participant

Duration: 6 hours

Cost: 5 Success Points

CI Level 1: Administration - Dedicated Class

Category: Training

Description:

After completing this course, the student will gain hands-on guided experience with administrative tasks. More detailed implementation, configuration, and best practices for specific administrative tasks are covered in Level 2 courses.
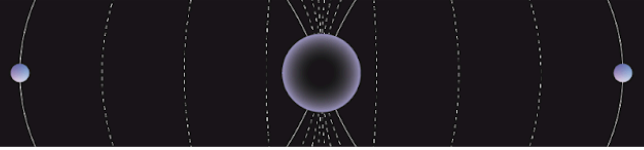
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Format: - Dedicated Class

Duration: 6 hours

Cost: 15 Success Points
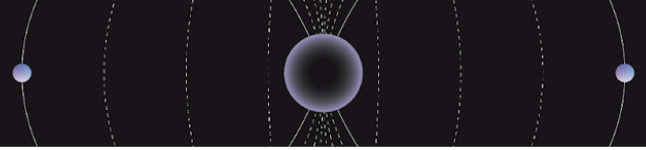
CI Level 1: Basics - One Participant

Category: Training

Description:

This introductory course combines an informational and instructional curriculum with entry-level, hands-on lab exercises. Students will gain the experience of a basic user of CloudBees CI, as well as practical exposure to core features. These features are then explored in greater detail in more specialized training courses. This course starts with an overview of DevOps concepts and how these concepts relate to CloudBees CI. Students will learn how to perform basic user tasks in CloudBees CI, including navigating the user interface, accessing information and jobs, and running an existing Pipeline. Implementation and configuration topics are covered in DevOps and administration-specific courses.
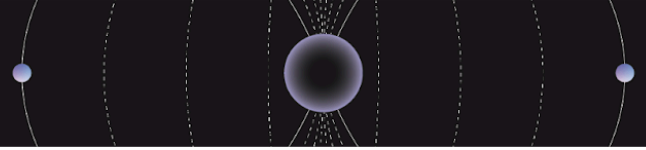
Class Curriculum:
- Distinguish between DevOps concepts.
- Understand the relationship between CloudBees CI and DevOps concepts.
- Access the operations center, controllers, and information on a controller.
- Articulate the role of a CI Pipeline in the software development life cycle.
- Examine a Jenkinsfile and describe the job process defined in it.
- Run a Pipeline in CloudBees CI.
- Analyze the logs after a Pipeline run is completed.
- Explain additional job runs that may take place after a successful CI Pipeline run.

Format: - One Participant

Duration: 6 hours

Cost: 5 Success Points

CI Level 1: Basics - Dedicated Class

Category: Training

Description:

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Format: - Dedicated Class

Duration: 6 hours

Cost: 15 Success Points
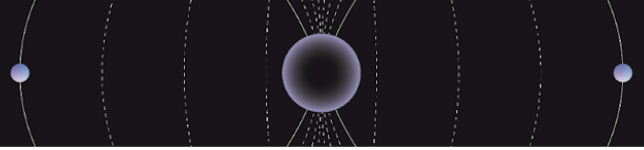
CI Level 2: Pipeline Implementation - One Participant

Category: Training

Description:

This course begins with creating a simple Declarative Pipeline and building a Multibranch Pipeline job. Learners will progressively add features and functionality to control the Pipeline flow of execution such as running stages in parallel and applying logic and environment variables. Learners will then call custom steps from a shared library and create a Pipeline with a standardized template. Upon completion, learners should demonstrate an understanding of the capabilities of a Declarative Pipeline and be able to apply this competency when implementing a CloudBees CI Pipeline in their own roles.
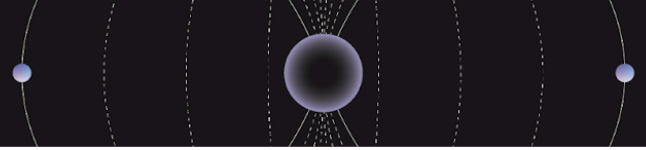
Class Curriculum:
• Implement stages and steps for a simple Declarative Pipeline
• Create and configure a Multibranch Pipeline job
• Implement a multi-environment Declarative Pipeline
• Implement parallelization
• Control Pipeline flow of execution with directives and options
• Troubleshoot common Pipeline errors
• Call custom steps from a shared library
• Build a Pipeline with a standardized Pipeline Template in a Pipeline Template Catalog

Format: - One Participant

Duration: 6 hours

Cost: 5 Success Points

CI Level 2: Pipeline Implementation - Dedicated Class

Category: Training

Description:

This course begins with creating a simple Declarative Pipeline and building a Multibranch Pipeline job. Learners will progressively add features and functionality to control the Pipeline flow of execution such as running stages in parallel and applying logic and environment variables. Learners will then call custom steps from a shared library and create a Pipeline with a standardized template. Upon completion, learners should demonstrate an understanding of the capabilities of a Declarative Pipeline and be able to apply this competency when implementing a CloudBees CI Pipeline in their own roles.

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Format: - Dedicated Class

Duration: 6 hours

Cost: 15 Success Points
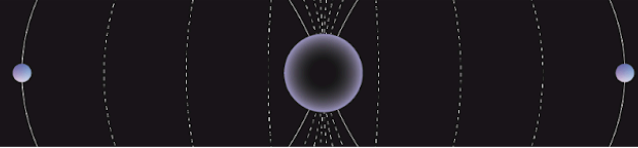
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