CloudBees Integrated Success Plan Catalog

Version 1.1

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CloudBees®

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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 Success Points Offerings

Category	Topic	Success Point Cost		
		Introduction	Workshop	Assessment
Infrastructure Setup	Infrastructure Q&A	1		
	CloudBees HA/HS	1		
	Installation	1	4	16
	Agent Management	1	2	4
	Disaster Recovery	1		
Infrastructure Maintenance	Upgrade Assistance	1	2	8
	Infrastructure Cost Savings		2	
	Monitoring and Dashboards		2	
	New Features	1		
	Auditing	1		
Health Checks and Optimization	Health Check	1	4	16
	Performance and Stress Testing		4	
	Capability Assessment	1		
Setup and Configuration	SSO Configuration	1		
	Access Permission Design	1		8
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	External Credential Provider	1		
	Configuration as Code	1	4	

Category	Topic	Success Point Cost		
		Introduction	Workshop	Assessment
Design and Development	Pipeline Review	1	4	16
	Pipeline Management and Standardisation Review (CI)		2	
	Release Design	1		
	Procedure Development	1		
	Pipeline Development		2	
	Self Service Catalog (CDRO)	2		
	Reporting and Analytics (CDRO)	2		
	Plugin Development (CDRO)	1		
	Shared Library Development (CI)	1		
General Consulting	Q&A Session	1		

Category	Topic	Success Point Cost	
		One Participant	Dedicated Class
Training	CD/RO Level 1: Administration	5	15
	CD/RO Level 1: Basics	5	15
	CD/RO Level 2: Deployment Automation	5	15
	CD/RO Level 2: Release Orchestration	5	15
	CI Level 1: Administration	5	15
	CI Level 1: Basics	5	15
	CI Level 2: Pipeline Implementation	5	15

Detailed Descriptions of Success Points Offerings

Infrastructure Setup

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Infrastructure Q&A

Category: Infrastructure Setup

Product(s):   CI, CDRO

Description:

Participants will engage in a comprehensive question and answer session that tackles the intricacies of integrating and optimizing CI/CDRO 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: Workshop

Duration: 1.5 hour(s)

Cost: 1   Success Points

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Installation Introduction

Category: Infrastructure Setup

Product(s):   CI, CDRO

Description:

This session is designed to guide participants through the initial setup and configuration of CI and CDRO 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: Webinar

Duration: 1.5 hour(s)

Cost: 1   Success Points

Agent Management Introduction

Category: Infrastructure Setup

Product(s):   CI, CDRO

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 CI and CDRO frameworks. Our experts will discuss strategies for scaling agent infrastructure, securing agent communication, and troubleshooting common issues that may arise during operations.

Format: Webinar

Duration: 1.5 hour(s)

Cost: 1   Success Points

CloudBees HA/HS Introduction

Category: Infrastructure Setup

Product(s):   CI

Description:

Delve into the robust features of CloudBees HA/HS through our specialized introduction webinar. This session is crafted for participants interested in enhancing the resilience and scalability of their CloudBees Continuous Integration. 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: Webinar

Duration: 1.5 hour(s)

Cost: 1   Success Points
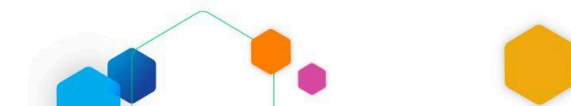
Installation Workshop

Category: Infrastructure Setup

Product(s): CI, CDRO

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 CI and CDRO tools, guided by industry experts. The workshop covers essential topics such as system prerequisites, network configurations, security settings, and troubleshooting techniques.

Format: Workshop

Duration: 6 hour(s)

Cost: 4 Success Points

Agent Management Workshop

Category: Infrastructure Setup

Product(s): CI, CDRO

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 hour(s)

Cost: 2 Success Points

Installation Assessment

Category: Infrastructure Setup

Product(s):   CI, CDRO

Description:

Our Installation Assessment offers exhaustive planning and executiong of CI and CDRO 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 proccess of your CloudBees installation, with findings and recommendations for enhancements, tailored to ensure your CI and CDRO 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: Assessment

Duration: 24   hour(s)

Cost: 16   Success Points

Agent Management Assessment

Category: Infrastructure Setup

Product(s):   CI, CDRO

Description:

The Agent Management Assessment is an in-depth service designed to evaluate and enhance the efficiency and effectiveness of your agent infrastructure within CI and CDRO 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 CI and CDRO operations.

Format: Assessment

Duration: 6   hour(s)

Cost: 4   Success Points

Disaster Recovery Introduction

Category: Infrastructure Setup

Product(s):   CI, CDRO

Description:

Prepare and protect your Continuous Integration and Continuous Delivery and Release Orchestration 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 CI and CDRO 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: Webinar

Duration: 1.5 hour(s)

Cost: 1   Success Points

Infrastructure Maintenance

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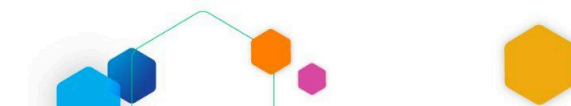
Upgrade Assistance Introduction

Category: Infrastructure Maintenance

Product(s):   CI, CDRO

Description:

This 1.5-hour session is perfect for teams who are planning or in the process of upgrading their Continuous Integration and Continuous Delivery and Release Orchestration tools. 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: Webinar

Duration: 1.5 hour(s)

Cost: 1   Success Points

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Upgrade Assistance Workshop

Category: Infrastructure Maintenance

Product(s):   CI, CDRO

Description:

The Upgrade Assistance Workshop is a hands-on, interactive session designed to equip participants with the tools and knowledge necessary for upgrading their CI and CDRO 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 apply best practices for minimizing downtime and ensuring system stability.

Format: Workshop

Duration: 3   hour(s)

Cost: 2   Success Points

Upgrade Assistance Assessment

Category: Infrastructure Maintenance

Product(s): CI, CDRO

Description:

The Upgrade Assistance Assessment provides a thorough, professional evaluation of your current CI and CDRO 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 Continuous Integration and Continuous Delivery and Release Orchestration systems.

Format: Assessment

Duration: 12 hour(s)

Cost: 8 Success Points

Infrastructure Cost Savings Workshop

Category: Infrastructure Maintenance

Product(s): CI, CDRO

Description:

Optimize your technology spend with our Infrastructure Cost Savings Workshop, tailored specifically for users of Continuous Integration and Continuous Delivery and Release Orchestration 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 CI and CDRO technologies.

Format: Workshop

Duration: 3 hour(s)

Cost: 2 Success Points

Monitoring and Dashboards Workshop

Category: Infrastructure Maintenance

Product(s):   CI, CDRO

Description:

Our Monitoring and Dashboards Workshop is designed to empower participants with the skills to effectively monitor and visualize the performance of their Continuous Integration and Continuous Delivery and Release Orchestration 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   hour(s)

Cost: 2   Success Points

New Features Introduction

Category: Infrastructure Maintenance

Product(s):   CI, CDRO

Description:

Stay ahead of the curve with our New Features Introduction Webinar, specifically designed for users of Continuous Integration and Continuous Delivery and Release Orchestration systems. This 1.5-hour webinar is tailored to introduce and explain the latest updates and features added to CI and CDRO platforms. Participants will receive a comprehensive overview of new functionalities and enhancements relative to their current versions of CI and CDRO, 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. (This service is automatically included for customers with a dedicated TSM)

Format: Webinar

Duration: 1.5 hour(s)

Cost: 1   Success Points

Auditing Introduction

Category: Infrastructure Maintenance

Product(s):   CDRO

Description:

In this 1.5-hour session participants will learn the fundamentals of auditing in CDRO, 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: Webinar

Duration: 1.5   hour(s)

Cost: 1   Success Points

Health Checks and Optimization

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Health Check Introduction

Category: Health Checks and Optimization

Product(s):   CI, CDRO

Description:

Ensure the ongoing health and efficiency of your CI and CDRO 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 Continuous Integration and Continuous Delivery and Release Orchestration 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: Webinar

Duration: 1.5 hour(s)

Cost: 1   Success Points

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Health Check Workshop

Category: Health Checks and Optimization

Product(s):   CI, CDRO

Description:

Dive deep into maintaining the robustness and efficiency of your CI and CDRO systems with our Health Check Workshop. This intensive 6-hour session provides hands-on experience in conducting comprehensive health checks for Continuous Integration and Continuous Delivery and Release Orchestration 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   hour(s)

Cost: 4   Success Points

Health Check Assessment

Category: Health Checks and Optimization

Product(s):   CI, CDRO

Description:

The Health Check Assessment is an extensive, evaluation designed to meticulously analyze and improve the health of your CI and CDRO 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 CI and CDRO environments, ensuring they are robust, secure, and fully aligned with your business objectives. (This service is automatically included for customers with a dedicated TSM)

Format: Assessment

Duration: 24   hour(s)

Cost: 16   Success Points

Performance and Stress Testing Workshop

Category: Health Checks and Optimization

Product(s):   CI, CDRO

Description:

Elevate the reliability and robustness of your CI and CDRO 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 Continuous Integration and Continuous Delivery and Release Orchestration platforms. 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   hour(s)

Cost: 4   Success Points

Capability Assessment

Category: Health Checks and Optimization

Product(s):   CI, CDRO

Description:

Evaluate your CI and CDRO 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: Assessment

Duration: 1.5   hour(s)

Cost: 1   Success Points

Setup and Configuration

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Access Permission Design Introduction

Category: Setup and Configuration

Product(s):   CI, CDRO

Description:

Secure your Continuous Integration and Continuous Delivery and Release Orchestration 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: Webinar

Duration: 1.5   hour(s)

Cost: 1   Success Points

SSO Configuration Introduction

Category: Setup and Configuration

Product(s):   CI, CDRO

Description:

Streamline user access and enhance security across your Continuous Integration and Continuous Delivery and Release Orchestration platforms 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: Webinar

Duration: 1.5   hour(s)

Cost: 1   Success Points

Plugin Configuration Introduction

Category: Setup and Configuration

Product(s):   CI, CDRO

Description:

Maximize the functionality and efficiency of your Continuous Integration and Continuous Delivery and Release Orchestration 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 CI and CDRO environments.

Format: Webinar

Duration: 3   hour(s)

Cost: 2   Success Points

External Credential Provider Introduction

Category: Setup and Configuration

Product(s):   CI, CDRO

Description:

Secure your Continuous Integration and Continuous Delivery and Release Orchestration 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 CI and CDRO 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: Webinar

Duration: 1.5   hour(s)

Cost: 1   Success Points

Access Permission Design Assessment

Category: Setup and Configuration

Product(s):   CI, CDRO

Description:

Enhance the security of your Continuous Integration and Continuous Delivery and Release Orchestration 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: Assessment

Duration: 12   hour(s)

Cost: 8   Success Points

Configuration as Code Introduction

Category: Setup and Configuration

Product(s):   CI

Description:

Unlock the power of your Continuous Integration 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: Webinar

Duration: 1.5   hour(s)

Cost: 1   Success Points

Configuration as Code Workshop

Category: Setup and Configuration

Product(s):   CI

Description:

Dive deeper into automating and managing your 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   hour(s)

Cost: 4   Success Points

Design and Development

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Pipeline Review Introduction

Category: Design and Development

Product(s):   CI, CDRO

Description:

Maximize the efficiency and reliability of your Continuous Integration and Continuous Delivery 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: Workshop

Duration: 1.5   hour(s)

Cost: 1   Success Points

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Pipeline Review Workshop

Category: Design and Development

Product(s):   CI, CDRO

Description:

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

Cost: 4   Success Points

Pipeline Review Assessment

Category: Design and Development

Product(s):   CI, CDRO

Description:

Our Pipeline Review Assessment offers an exhaustive, detailed analysis of your organization's Continuous Integration and Continuous Delivery 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 CI and CDRO 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: Assessment

Duration: 24   hour(s)

Cost: 16   Success Points

Pipeline Management and Standardisation Review (CI) Workshop

Category: Design and Development

Product(s):   CI

Description:

Enhance the efficiency and consistency of your Continuous Integration (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   hour(s)

Cost: 2   Success Points

Release Design Introduction

Category: Design and Development

Product(s):   CDRO

Description:

Join our Release Design Introduction Webinar to learn the fundamentals of creating effective release strategies for CDRO 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: Webinar

Duration: 1.5   hour(s)

Cost: 1   Success Points

Procedure Development Introduction

Category: Design and Development

Product(s):   CDRO

Description:

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

Format: Webinar

Duration: 1.5   hour(s)

Cost: 1   Success Points

Pipeline Development Workshop

Category: Design and Development

Product(s):   CI, CDRO

Description:

Elevate your Continuous Integration and Continuous Delivery capabilities 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   hour(s)

Cost: 2   Success Points

Self Service Catalog (CDRO) Introduction

Category: Design and Development

Product(s): CDRO

Description:

During this comprehensive 3-hour session, participants will be introduced to the concept of a self-service catalog in CDRO 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: Webinar

Duration: 3 hour(s)

Cost: 2 Success Points

Reporting and Analytics (CDRO) Introduction

Category: Design and Development

Product(s): CDRO

Description:

This detailed 3-hour session is tailored for CDRO 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 CDRO 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: Webinar

Duration: 3 hour(s)

Cost: 2 Success Points

Plugin Development (CDRO) Introduction

Category: Design and Development

Product(s):   CDRO

Description:

In this 1.5-hour webinar, participants will be introduced to the foundational concepts of plugin development for CDRO platforms. You'll learn about the architecture of CDRO 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 CDRO workflow.

Key topics include:

Understanding the CDRO 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: Webinar

Duration: 1.5   hour(s)

Cost: 1   Success Points

Shared Library Development (CI) Introduction

Category: Design and Development

Product(s):   CI

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: Webinar

Duration: 1.5   hour(s)

Cost: 1   Success Points

General Consulting

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Q&A Session

Category: General Consulting

Product(s):   CI, CDRO

Description:

This 1.5-hour workshop offers a platform to get expert answers to your specific questions about Continuous Integration and Continuous Delivery and Release Orchestration. Engage with industry professionals, discuss challenges, and explore best practices to optimize your workflows.

Format: Workshop

Duration: 1.5   hour(s)

Cost: 1   Success Points

Training

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CI Level 1: Administration - One Participant

Category: Training

Product(s):   CI

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 seat in a pre-scheduled, instructor led Virtual Classroom

Duration: 6   hour(s)

Cost: 5   Success Points

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CI Level 1: Administration - Dedicated Class

Category: Training

Product(s):   CI

Description:

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Class Curriculum:
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• 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: Dedicated instructor led class for up to 30 attendants

Duration: 6   hour(s)

Cost: 15   Success Points

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CI Level 1: Basics - One Participant

Category: Training

Product(s):   CI

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 seat in pre-scheduled, Instructor led Virtual Classroom

Duration: 6   hour(s)

Cost: 5   Success Points

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CI Level 1: Basics - Dedicated Class

Category: Training

Product(s):   CI

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.

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• Explain additional job runs that may take place after a successful CI Pipeline run.

Format: Dedicated instructor led class for up to 30 attendants

Duration: 6   hour(s)

Cost: 15   Success Points

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CI Level 2: Pipeline Implementation - One Participant

Category: Training

Product(s):   CI

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 continuous integration 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 seat in pre-scheduled, Instructor led Virtual Classroom

Duration: 6   hour(s)

Cost: 5   Success Points

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CI Level 2: Pipeline Implementation - Dedicated Class

Category: Training

Product(s):   CI

Description:

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Format: Dedicated instructor led class for up to 30 attendants

Duration: 6   hour(s)

Cost: 15   Success Points

CD/RO Level 1: Administration - One Participant

Category: Training

Product(s):   CDRO

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 seat in pre-scheduled, Instructor led Virtual Classroom

Duration: 6   hour(s)

Cost: 5   Success Points

CD/RO Level 1: Administration - Dedicated Class

Category: Training

Product(s):   CDRO

Description:

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Class Curriculum:
- Local Group, User, and Persona configuration
- Privilege configuration
- Resource configuration
- Workspace configuration
- Plugin management

Format: Dedicated instructor led class for up to 30 attendants

Duration: 6   hour(s)

Cost: 15   Success Points

CD/RO Level 1: Basics - One Participant

Category: Training

Product(s):   CDRO

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 seat in pre-scheduled, Instructor led Virtual Classroom

Duration: 6   hour(s)

Cost: 5   Success Points

CD/RO Level 1: Basics - Dedicated Class

Category: Training

Product(s):   CDRO

Description:

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Format: Dedicated instructor led class for up to 30 attendants

Duration: 6   hour(s)

Cost: 15   Success Points

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CD/RO Level 2: Deployment Automation - One Participant

Category: Training

Product(s):   CDRO

Description:

Building on the knowledge learned in the CloudBees CD/RO Release Orchestration courses, this course focuses on deployment automation concepts aud 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 seat in pre-scheduled, Instructor led Virtual Classroom

Duration: 6   hour(s)

Cost: 5   Success Points

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CD/RO Level 2: Deployment Automation - Dedicated Class

Category: Training

Product(s):   CDRO

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Format: Dedicated instructor led class for up to 30 attendants

Duration: 6   hour(s)

Cost: 15 Success Points

CD/RO Level 2: Release Orchestration - One Participant

Category: Training

Product(s):   CDRO

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 seat in pre-scheduled, Instructor led Virtual Classroom

Duration: 6   hour(s)

Cost: 5   Success Points

CD/RO Level 2: Release Orchestration - Dedicated Class

Category: Training

Product(s):   CDRO

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Format: Dedicated instructor led class for up to 30 attendants

Duration: 6   hour(s)

Cost: 15 Success Points

Contact Us

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