

WHY

WHO

 WHAT

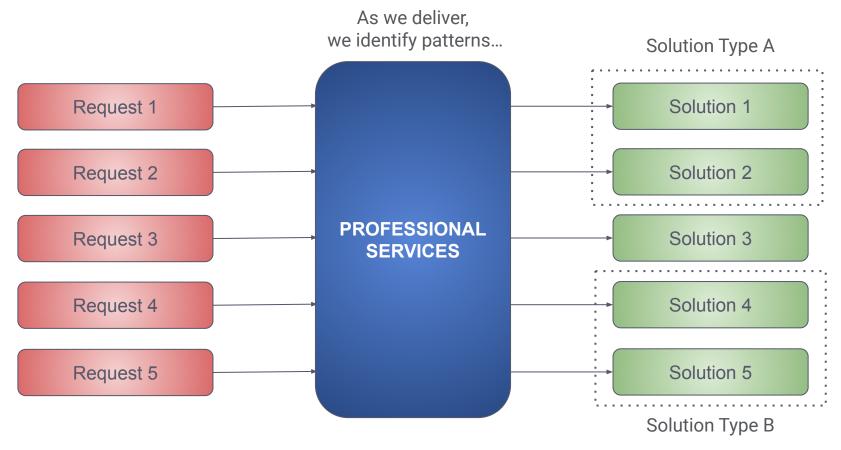
HOW

WHEN

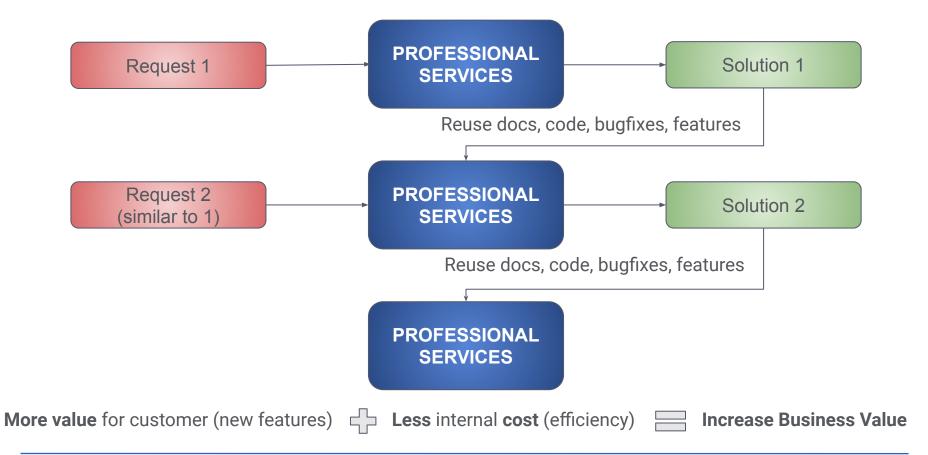




>>> Professional Services evolution



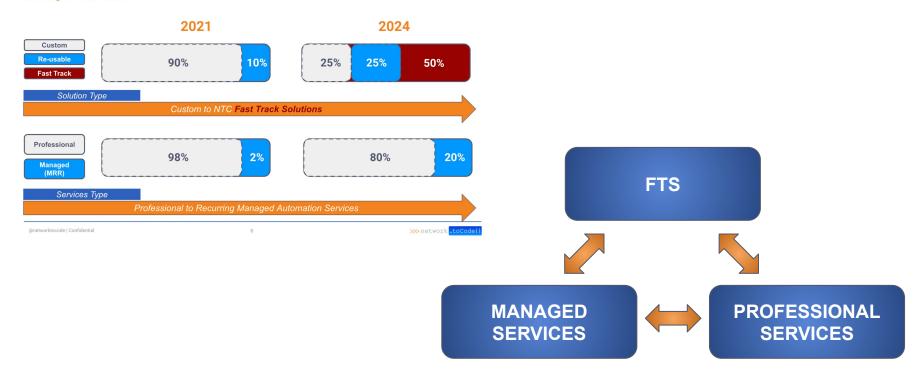
>>> "An FTS is a journey, not a destination"



>>> Provide Solutions

>>> Launching Productized Services

Building NTC to Scale





>>> Who are involved on FTSes?

SALES

Elaborate Budgets and SOW Demonstrate solutions Identify new market trends

STAKEHOLDERS

Understand which solutions align with the business strategy



Technical Product Owner

ENGINEERING

Develop coding artifacts
Deploy solutions for customers
Create technical documents
Define discovery process
Determine what is possible

MARKETING

Create marketing content Define marketing strategy

AGILE GOVERNANCE

Define Delivery plan
Prepare Customer interactions



>>> FTS Artifacts

MARKETING

SALES

ENGINEERING

AGILE GOVERNANCE

MARKETING CONTENT

SLIDES

HLD

PROJECT PLAN

SALES QUESTIONS

LLD

PROJECT MGMT

BUDGET

ACCESS & DISCOVERY

HANDOFF DOCUMENTATION

DEMO

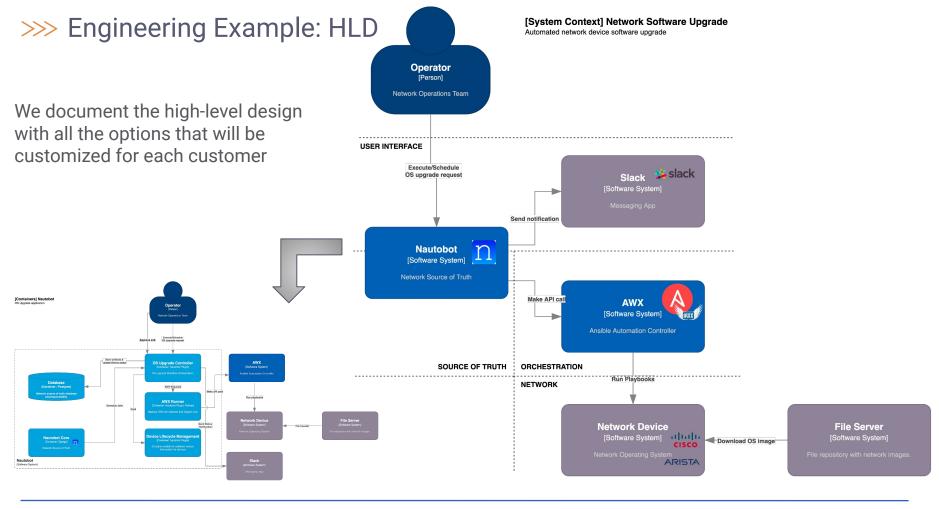
OPEN SOURCE PROJECTS

SOW

>>> Sales Example: Budget

		20 1030Y		TWO CO.
hase	Tasks	Inputs	Hours	Notes
Planning & High-Level Design	Customer Profile (1-5): - 5 being large Enterprise (>25000) with Heavy Process. ex Greek State - 3 being Medium Enterprise (>1000) with not a heavy process. ex - 1 being Small Enterpreise < 1000, with simple process. ex	4	1.5	SA to define based on complexity and difficulty of customer THIS HAS A BIG IMPACT IN ALL THE OTHER ITEMS we use a factor to apply
	Existing PS Customer (y/n)	n		Will drive hours below for access/onboarding
	Existing Nautobot Deployment (y/n)	у		if not, we should add the FTS Nautobot Deployment a part
	95.01 05 105 05 05 05 05 05 05 05 05 05 05 05 05 0			27 827-5
	NOSes (qty): Cisco IOS, Cisco NXOS, Cisco ASA, Arista EOS, AIRE OS, Linux, F5, Junos, Fortinet	2	6	2 hrs per NOS, for discovery work
	NOSes (qty) not in supported in Netutils parsers	1	3	2 hrs per "non core NOS", for discovery work
	Network Roles (qty)	3	9	2 hrs/role, for discovery work
	Migrating from another tool (y/n)	n	0	If 'y' add hours depending on the customer profile
	Existing configuration standards & Jinja template (y/n)	у	6	Jinja Templates
	HLD documentation		24	takes into account all the previous parameters
	Additional Tasks			
	Used to add tasks that aren't yet in the budget			
	Planning & Design Engineering Subtotal		49.5	
Deployment & Integrations	Solution Deployment			Customer Profile affects to all the parameters here
	NTC Nautobot Deployment (y/n)	у	0	If 'n'; add 16 hours for adopting our deployment standards (risk
	Access & Onboarding		6	factors -> customer profile, existing customer
	Nautobot Golden Config installed (it assumes Nautobot installed and data populated)	n	6	if 'y' 2 hrs if 'n' add 4
	Known Version Control System: Git, GitLab	у	3	if 'y' 2 hrs if 'n' add 8
	GC to perform backups (y/n)	у	3	if 'y' 2 hrs if 'n' add 8
	GC to perform intended configs (y/n)	у	3	if 'y' 2 hrs if 'n' add 8
	Access from Nautobot to devices (y/n)	у	3	if 'y' 2 hrs if 'n' add 4, only if GC performs backups
	Repos already created (y/n)	у	0	if 'n' add 2
	Data Population missing but with an existing SSoT	n	0	if 'y' 4 hrs , doens't apply if not Intended config
	Data Population missing without an existing SSoT	n	0	if 'y' 20, doens't apply if not Intended config



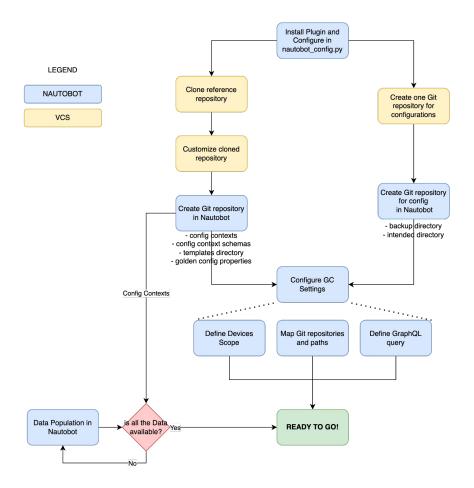


>>> Engineering Example: LLD

The LLD should contain the information you would like to have when you start the project, in a NTC opinionated way.

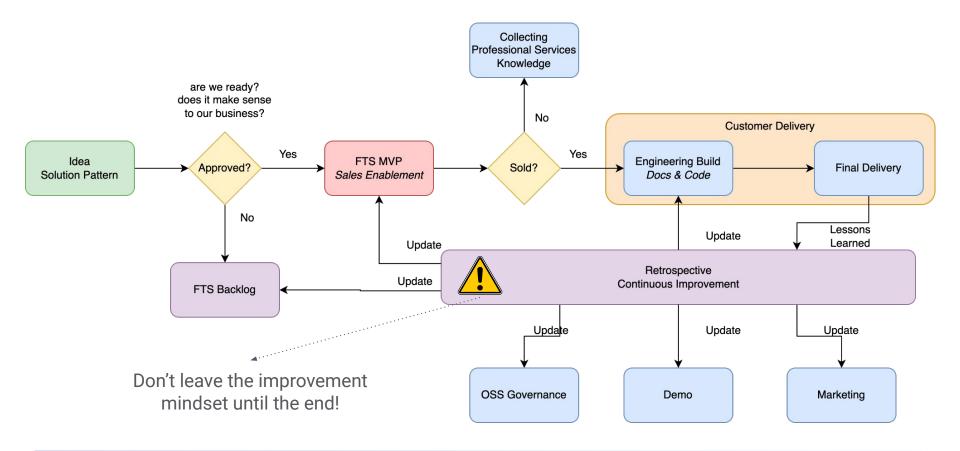
We can add extra sections to enhance and cover corner cases, but the goal is to cover the deployment process in a straightforward way.

Imagine it as a cheatsheet



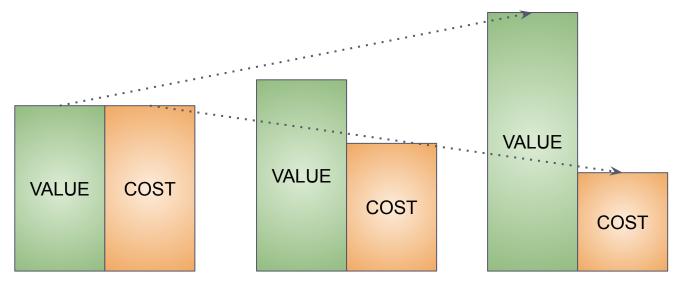


>>> Simplified Workflow

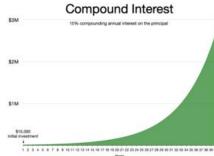


>>> Continuous Improvement

VALUE => Benefit the customer takes from the solution **COST** => How much effort takes from NTC to deliver the solution



Simply, every iteration, we add some new value and we simplify our execution process



Constant Improvement Exponential Growth



>>> When should I start thinking about FTSes? NOW

- Everyone should start thinking with the FTS mindset
 - O What part of this engagement could be reused?
 - What could make the delivery of this solution more efficient?
 - O Which killing feature will add value to the solution?
 - O Which where the main **blockers** and how could be avoided?
 - O Why the **documentation** didn't include this situation?
- Contact the Architecture team (#ask-architecture) with ideas, suggestions to be considered as seed of ongoing/future FTS

