



CLOUD FIRST CAREERS EPISODE 4: DESIGN AND DELIVERY IN CLOUD

PODCAST TRANSCRIPT

Chhavi Sachdev: Hello and welcome to another episode of the Accenture Cloud First Careers Podcast. My name is Chhavi Sachdev, I'm your host for this series. Join me as I engage in conversations with Cloud professionals at Accenture. Listen to how they do extraordinary things with Cloud. This is the Accenture Cloud First Careers Podcast. Our guests in this episode work directly with clients to define and deliver the right Cloud solutions for their needs. One aspect of this role is Cloud solutioning, and another is Cloud delivery. What is it like to be a Cloud Architect and to work in Cloud Delivery? Join us as we discover the different pathways a Cloud career offers. Lyndon Sabio is part of the infrastructure consulting group at Accenture Philippines and has been with Accenture for over nine years now. In his Manila office, he focuses on cloud transformations. Lyndon shares with us the difference between cloud solutioning and cloud delivery.

Lyndon Sabio: Cloud solutioning is more on planning on what's the best approach to a specific requirement, or maybe a problem for a customer. It mostly involves consulting subject matter experts. They would propose the best suitable, effective solution for the client. Cloud delivery is more on execution. Cloud delivery involves discovering systems for the client, executing the actual movement or migration of the systems. And then there would also be a

part where in we support certain features, or certain systems from the customer within a specific time.

Chhavi: He further shares an example of solutioning and delivery through the features and systems that a customer could ask for.

Lyndon: There's a customer A, who approaches Accenture, and asks, "I'd like to move my certain application, let's say, a finance application, to move to cloud. And I want to have a very safe or a continuous operating solution, that I won't have problems in the long run." The cloud solutioning team would be a planning or creating the solution in a way that they'll tap in SMEs, they'll tap in certain processes and tools available for Accenture. Once the solution's approved, accepted, delivery would come in. Delivery would be executing the plan laid out on the solution.

Chhavi: And executing this approved solution is where he comes in. But before we go further into Lyndon's role, let's turn our gaze to Brazil, where Adriana Salopa works as an Intelligent Cloud and Infrastructure Mobilization Lead at Accenture in Sao Paulo. Adriana has worked in cloud solutioning, as well, but currently focuses on cloud delivery. She says that from the cloud solutioning perspective, one needs to have a deep understanding of end-to-end technology,



Chhavi: while with cloud delivery it's important to understand the difference between managing an on-premise environment versus the cloud environment.

Adriana Salopa: In addition to that, delivery teams should be prepared to provide support on what Cloud, understand the consumption models, and managing its related costs using FinOps concepts that enable the business and the teams to make the proper trade offs between speed, cost and quality. So it sounds complex, but I think we have a lot of fun doing this.

Chhavi: She says there are benefits to starting with solutioning and then moving to delivery, like she did.

Adriana: I think starting with solution provides you a lot of deep skills on cloud technologies and platforms. It could be through projects as a practical example or through self-learning.

Chhavi: Certifications and self-learning are something everyone in the Cloud industry talks about. To know more about it you can listen to our first episode where Avnish talks about the importance of staying updated through regular certification. Adriana agrees -- and adds that it's important to move from paper and theory to practice and application in a project.

Adriana: Another very important thing I think that we needed to put as a goal, is to get a certification to be in touch as much as you can, as all the cloud solutions are evolving, and changing so fast. And another thing that's important concept from the solutioning and that applies, in the delivery side, it's about the project's lessons learned, right? So we have a lot of practical examples of what works and what doesn't work.

Chhavi: Lyndon, who started with data centres and then moved to cloud delivery, says it's the idea of learning new and unexpected technologies that keeps him going. But it also requires resilience and keeping in touch with how the tech has evolved over the years.

Lyndon: Through working in the field of cloud delivery, I could say first, there would be patience needed. What I mean is when you're being exposed to cloud delivery you will be introduced to different technologies that you are not familiar with. And you really need that patience and open mindedness to learn these new technologies. While learning these new technologies, I think it's important to understand and appreciate the foundation behind these new technologies.

Chhavi: Lyndon's role as part of a cloud transformation team includes planning and discovery which entails understanding the client's existing systems, followed by execution, which he says is the main part, the rigorous work. And then it ends with the transition phase where his team provides ongoing support to the client. There are also different approaches he and his team follow with cloud migration.

Lyndon: First is one of the approaches of doing the migration would be that term: lift and shift. Lift and shift is like, you're lifting the system up, and then just moving it to the cloud. The second one would be re-architecture and re-platform. Or in short, we're going to do changes within those systems for us to be able to move it to the cloud.

Chhavi: Lyndon loves his job - he says he finds the execution phases most energizing. For Adriana, the whole process is enriching. She says the infrastructure at work empowers her and her team to support clients more fully.



Adriana: The part that I most like is that we are innovating and providing new solutions every day. So currently, we are seeing that a lot of companies, no matter the industry, and no matter the size of the company are living the digital transformation. And cloud-based solutions are already at the top priority in the agenda. In my opinion, there is no turning back. I'm expecting to see a cloud solution, helping our clients to be more sustainable supporting them to innovate faster, and to gain agility to transform their business. So I think that's the most exciting part of being part of a cloud solution team, and to be in a front line with the client, delivering the services that they are needing to support them in this transformation and to support them to achieve his goals.

Chhavi: We asked Lyndon for some advice on how you can start your cloud journey and some tools you can start learning about.

Lyndon: My advice would be, just start learning. Start with the basics or fundamentals, these concepts of basics and fundamental knowledge of the cloud are readily available on the internet.

Chhavi: In fact, he says that Accenture has methodologies and tools for this it has used, improved and mastered during the course of time.

Lyndon: There would be resources from the actual cloud vendors themselves, that are free. And we can start there. Accenture has the methods, the tools and proven practices that

really work. We have a collection of learning resources that can help learners understand to practice not just the fundamentals, but also be proficient in a more or deeper setting of work. Accenture has certain learning paths that are catered on how we can deliver certain third-party products that could work with certain cloud vendors. We can learn that with Accenture, not just with the basics, but with more advanced concepts and practices.

Chhavi: Adriana concludes by giving a simple, effective piece of advice: correlate technology with the client's business goals.

Adriana: When we start to work in this kind of projects, keep in mind that you need to have a kind of holistic view to understand the business goals, and try to mix what we have the best of the cloud solutions and help them to transform their business to achieve these goals.

Chhavi: Adriana and Lyndon have both been so helpful in shedding light on the two major aspects of Cloud migration, but all these conversations are incomplete without having a deep dive into some technical aspects of how to get there. And that's exactly what we plan to cover next.

Do come back for our final episode in this podcast series in which we will spend time talking about how to accelerate your cloud career through upskilling and certifications. This is the Accenture Cloud First Careers Podcast.

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