

OpenShift Platform Enablement

Delivers comprehensive knowledge transfer and operational enablement for your OpenShift platform team, based on proven practices from 75+ enterprise implementations. This service ensures your team develops the expertise needed for effective platform operations, maintenance, and support.

Prerequisites

- Operational OpenShift platform
- Platform team members identified
- Access to training environments
- Standard operating procedures
- Incident management process

Foundational Knowledge (3 weeks)

- Platform architecture deep dive
- Operational procedures training
- Security practices enablement
- Monitoring and alerting setup
- Troubleshooting methodology

Advanced Operations (3 weeks)

- Performance tuning practices
- Disaster recovery procedures
- Upgrade process training
- Capacity management
- Security incident response

Operational Validation (2 weeks)

- Hands-on exercises
- Scenario-based training
- Process documentation
- Knowledge validation
- Support handover

Technical Outcomes

- Team certifications achieved to Red Hat standards
- Operational procedures fully mastered by platform team
- Incident response times consistently meeting service targets
- Change implementation process demonstrating consistent success
- Support ticket resolution achieving target service levels

Deliverables

- Training completion records
- Operational procedures guide
- Knowledge validation results
- Team certification documentation
- Support transition checklist

About Shadow-Soft

16+ years experience | Platform Modernization Experts
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