Build a Cloud Desk with Fugue for True Single Source Automation

A Cloud Desk can be as simple as a centralized set of resources designated to support cloud services and infrastructure; think of it as a help desk for the cloud. Harness a cloud-native orchestration engine to support an impressive scope of functionality for cloud services with a single tool. With Fugue, you can build an ideal Cloud Desk, combining a cloud service catalog with a web-based, self-service platform for the centralized and automated management of cloud services and applications.

Existing Solutions & Limitations

To appreciate the varying definitions of a Cloud Desk, enterprises need to understand the limitations and struggles of typical approaches. They need clarity on how these support models fall short of offering a scalable solution. From Level 1 to Level 3 MSPs generally follow a generic operations model that incorporate increasing levels of technical sophistication. However, cloud teams will still struggle with managing user access, remediating policy and security compliance, configuration drift, and if your organization is growing, an increasing scope of work. Let's examine some of the specifics around each approach:

- **LEVEL 1** is a support model comprised of something as simple as a team of cloud-savvy engineers trafficking tickets for infrastructure provisioning. This type of support produces inconsistent policy adherence, and poor infrastructure design and implementation. Level 1 solves none of the issues around security, compliance, or visibility into your infrastructure; and can introduce additional problems around consistency.

- **LEVEL 2** centralizes cloud support, but a lack of access to the right tools means that the scope of support tasks will become unmanageable. The team may solve for some of the issues around quality and consistency of infrastructure deployments, but they will still struggle with time consuming deployments, change requests, security policy and compliance, configuration drift, and a growing backlog of unprovisioned projects.

- **LEVEL 3** introduces some form of tooling in an effort towards automation. Unfortunately the array of services and components required for a cloud support will leave most organizations grappling with insufficient in-house solutions, ad hoc resources, and open source tools. Many of these scenarios end up tied together by multiple languages and scripts, and will still leave the cloud support team without sufficient automation.

Fugue

How is a Fugue Cloud Desk Different?

With Fugue, your team can move directly to a solution that meets all of the challenges in cloud provisioning support. A Cloud Desk built with Fugue can harness Level 4 DevOps centralized enforcement, and Level 5 capabilities, where DevOps is elevated to include a self-service interface (NoOps), effectively changing the entire support model.
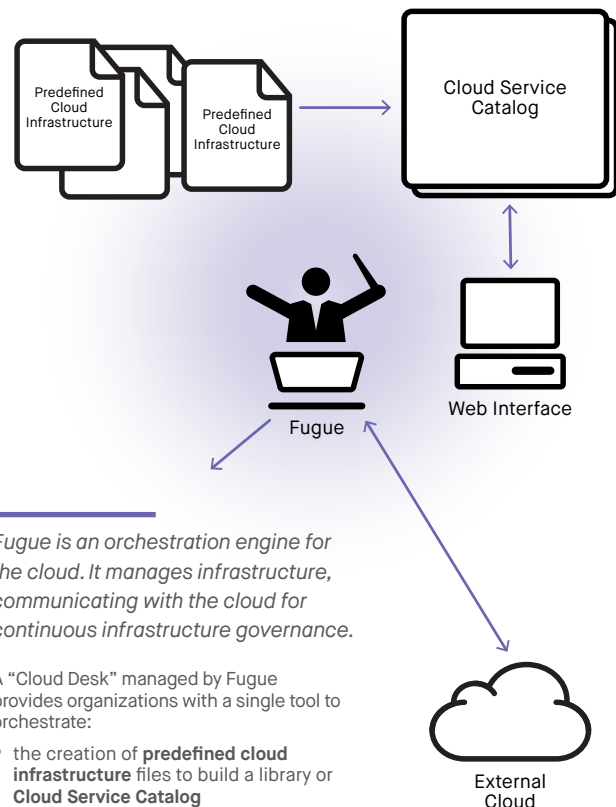
NoOps by our definition, is a state where the DevOps team has enabled their internal customers to perform self-service actions. Users can automatically create deployments and change requests. By offering a library of self-service infrastructure resources (i.e., a cloud service catalog) the Cloud Desk team is free to handle the important work around supporting the system and expanding the service catalog. Issues like managing the API throttle and retry logic, defining reliable methods for making safe changes to production infrastructure, and finding a way to gracefully manage thousands of accounts and hundreds of thousands of infrastructure stacks are all solved.

Game Changing Features

Your Fugue Cloud Desk ensures policy and security compliance and enforcement, and infrastructure visibility across every project and process.

- Running Fugue as a Cloud Desk will not require a major operational shift for implementations that include an automated workflow of continuous integration or deployment (CI/CD). Fugue **easily integrates with a smart CI/CD workflow** and can work with tools like Github, Jenkins, or CircleCI.

- With **multi-account support** you can rely on a single Fugue Conductor (orchestration engine) for scalable, cost-effective visibility into your infrastructure.

- **RBAC (role-based access control)** defines profiles and manages groups of users for large and diverse organizations. Create categories of access from root-level administrators to read-only auditors to end-users limited to sandboxed implementations of their own infrastructure.

- **Fugue includes capabilities to simply define, provision, and enforce policy and security requirements.** You can apply checks for regulations for NIST 800-53, HIPAA, PCI, and others. Validations allow organizations multiple levels of policy compliance with both automated and continuous enforcement.

Fugue is an orchestration engine for the cloud. It manages infrastructure, communicating with the cloud for continuous infrastructure governance.

A "Cloud Desk" managed by Fugue provides organizations with a single tool to orchestrate:

- the creation of **predefined cloud infrastructure** files to build a library or **Cloud Service Catalog**
- the deployment of projects and services based on a custom **Cloud Service Catalog**
- a self-service **web interface** to deploy infrastructure managed by Fugue

Conclusion

By Deploying a Cloud Desk with Fugue, you can create a top-level, robust, self-service platform to effectively manage complex infrastructure in the cloud. With each deployment, your Cloud Desk will prove to be the best solution for effective, continuous remediation for every resource in the cloud.

Learn more about getting a Fugue Cloud Desk up and running by reaching out to us at getclouddesk@fugue.co.