ENT231-R

Becoming an organization that attracts top talent

Jake Burns

Enterprise Strategist, AWS
Former VP Cloud Services
Live Nation/Ticketmaster

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

My cloud journey – The challenge



Modernize IT/close our data centers worldwide

Legacy IT systems: 118 applications, 668 servers, 1PB storage

12-month deadline

No budget

Frozen headcount

aws

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

My cloud journey – The results



Completed in 17 months

Application count grew from 118 to > 200

Server count reduced from 668 to < 500

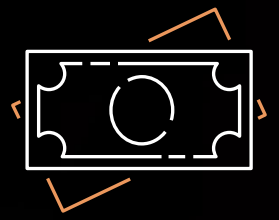
Storage footprint reduced from 1PB to < 250TB

TCO for IT Infrastructure reduced by 48%

aws

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

My cloud journey – The benefits



Cost savings

- 18% immediate reduction in TCO
- 30% reduction in cloud costs after 18 months

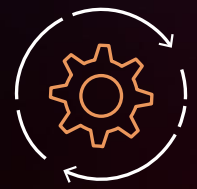
Result:
48% total reduction in TCO



Productivity

- 50% reduction in traditional IT tasks
- 10X increase in new applications*

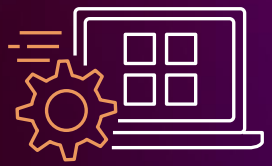
Result:
Increased quantity and quality of applications delivered



Resilience

- Improved availability from 99.9% to 99.999%
- 100% reduction in performance issues

Result:
Removed the IT blockers from the business



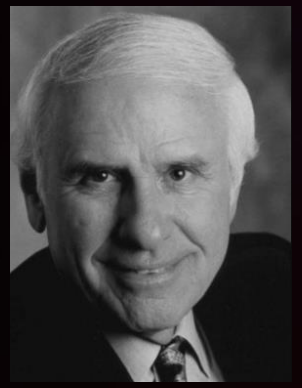
Agility

- Reduced app deployment time from 6 months to 72 hours
- Eliminated hardware lock-in

Result:
Increased velocity and reduced cost of failure has powered business innovation

aws

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.



Success is not something you pursue. What you pursue will elude you; it can be like trying to chase butterflies. Success is something you attract by the person you become.

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Success is something you attract by the person you become.

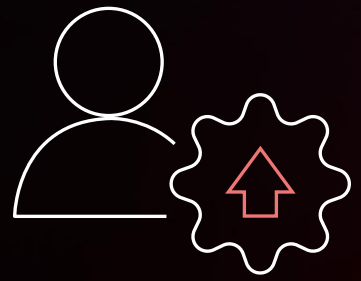
© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Success is something you attract by the person you become.

Talent is something you attract by the company you become.

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

You already have the people you need to be successful with the cloud



Your existing employees

- Already know each other
- Are familiar with how your organization works
- Understand your systems and processes

It’s easier to teach cloud skills to your existing employees than it is to teach how your organization works to new hires

aws

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Utilize outsourcing strategically



- Can be seen as a threat
- Provides hands-on experience to external resources at your expense
- Incentivizes short-term thinking

Strategic outsourcing:

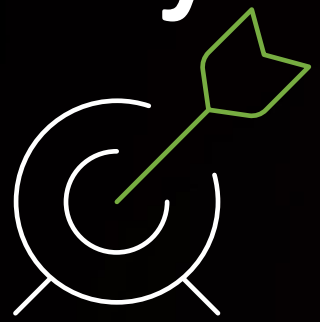
- Outsource the uninteresting work to free up employee time
- Bring in experts to demonstrate and teach

You'll have the people who built it to support it

aws

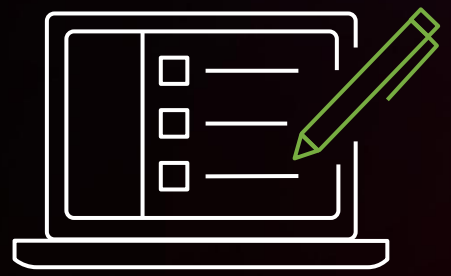
© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

A “bought-in” team doesn’t need to be told to work – they want to work



Why we’re doing this

Give them meaning



How we’re doing it

Give them confidence



What’s in it for them

Why they should care

Then create an environment where everyone has an opportunity to contribute

aws

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Utilize training



Training creates familiarity which alleviates fear

Allow everyone in the organization to participate in initial training, then provide advanced training to those who engage

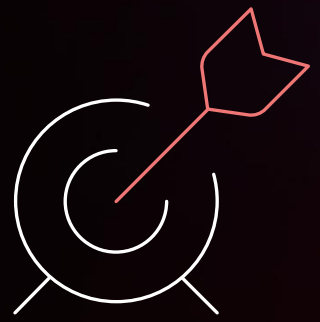
Include leadership in training:

- It creates cloud fluency so we all speak the same language
- Creates an environment of teamwork
- Allows leaders to be accountable

aws

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Combine training with hands-on experience



Training without experience is a paid vacation

The timing of training is critical

Training sticks when:

- It is relevant to an important goal
- It is utilized immediately

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Incentives are not “one size fits all”



High performers need to know that their contributions will be recognized



Low performers need a reason to learn new skills and to put in the effort

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

The success of an organization’s transformation is with the motivation, skill, and opportunity to use that skill of the people within the organization

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Thank you!



Please complete the session survey in the **mobile app**

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.