

# HARRIS CORPORATION

## Cloud certification and training support a company's mission to become a leading cloud services provider



### ESSENTIALS

#### Challenges

- To accelerate the ability of an IT staff to deliver a higher level of cloud-based IT outsourcing services

#### Solution

EMC Education Services and the EMC Proven Professional certification program provided:

- Knowledge and Skills Assessment (KSA) to identify and address skills gaps
- Training and certification of staff at two data centers to facilitate broad expertise and best practices in design, implementation, and management

#### Key benefits

- Skills enhancement including virtualization and storage management; integration technologies; cloud architecture, design, and computing; and information security
- Faster implementation
- Improved performance and availability leading to higher service levels
- Increased productivity, fewer internal and external support calls, and faster problem resolution

For well over a century, innovation has been at the core of Harris Corporation's enduring success. Since those early days, that ingenuity, combined with a strong customer focus, have helped the Fortune 500 company expand its presence worldwide. Today, Harris Corporation is a valued provider of advanced communications and IT products, solutions, and services for both government and commercial markets in over 150 countries, with annual revenues exceeding \$6 billion.

Headquartered in Melbourne, Florida, the company's 16,000 employees, including nearly 7,000 engineers and scientists, are committed to fostering excellence across all aspects of the business—from intelligence and battlefield communications, to high-definition broadcasting equipment, to healthcare and IT services and support. When Harris Corporation made plans to extend its IT outsourcing services by deploying one of the world's largest VCE Vblock™ Infrastructure Platforms, the company knew that educating and training its staff to support its new cutting-edge cloud environment had to be a key part of the strategy.

EMC® Education Services was chosen to support Harris Corporation's cloud initiative. The engagement involved assessing knowledge and skill-based needs and providing the necessary training and certification programs to enable the staff to become highly proficient in new technology and successfully implement and manage planned projects within Harris Corporation's data centers.

“At Harris, the value of EMC Education Services solutions enables our staff to understand the systems in their entirety,” says Scott Carik, who manages the cyber infrastructure and oversees security at the company's new Cyber Integration Center. “Our operations are where our customers see the value of the services they have purchased, and where we have the opportunity to instill credibility with them. Having our staff be certified demonstrates that we have reached a certain knowledge level and have achieved the skill set to proficiently manage our systems and provide optimum value.”

### ACCELERATING THE ADOPTION OF CLOUD INFRASTRUCTURE AS A SERVICE

The ability to effectively and securely accommodate a mobile workforce; the need to have universal access to information in real time; the desire to leverage the advantages of a cutting-edge, next-generation data center; and the ability to optimize CAPEX and OPEX savings through resource sharing have driven the interest in cloud computing. However, key barriers to cloud adoption have typically been the expense and lack of specialized skills required to deploy and maintain new technologies in-house and concerns about the loss of control and security in hosted solutions.

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SCOTT CARIK, CHIEF ENGINEER

CYBER INFRASTRUCTURE MANAGEMENT/CYBER CONTROLS, CYBER INTEGRATION CENTER, HARRIS CORPORATION

Recognizing an opportunity to better address its customers' challenges and business needs, Harris Corporation began to make plans to provide cloud-based Infrastructure as a Service (IaaS) offerings designed to mitigate concerns and simplify adoption of cloud environments.

As the details of its cloud business—Cyber Integrated Solutions—began to take shape, decision makers knew that to differentiate the company's offerings from others in the market, and attract customers from both government and corporate environments, these offerings had to be based on a solid, purpose-built foundation—one proven to engender trust, and provide high levels of performance, availability, security, and flexibility to easily accommodate fluctuating IT requirements. The environment also had to be cost and energy efficient.

“The big picture is that we view moving to the cloud as the next-generation information technology plateau,” says General Dale Meyerrose, VP and strategic advisor, Integrated Network Solutions. “It's not a matter of if, it's a matter of when—and we think the ‘when’ is now. We wanted to partner and create alliances with industry-leading organizations that would enable us to move there sooner rather than later.”

The development of Harris Corporation's new trusted, multi-tenant cloud services called for a tight collaborative effort among the company, EMC, and the Virtual Computing Environment Company (VCE)—maker of the Vblock platform. The fully integrated, tested, and validated Vblock platform combines the technology and expertise of EMC, Cisco, VMware®, and Intel, enabling Harris Corporation to streamline its journey to full data center virtualization and enterprise cloud computing while simultaneously lowering risk and capital and operating expenses for both Harris Corporation and its customers.

The Vblock solution also incorporates Harris Corporation's patented Trust Enablement technologies as well as security solutions and expertise from RSA®, the Security Division of EMC. Through this unique integration of knowledge and technology, new levels of visibility and control over the state of performance, availability, and security of the cloud environments hosted by Harris Corporation are now possible. This provides customers with the confidence and assurance that their data will be protected and their operations optimized—all while being able to leverage the broad IT support, flexibility, and cost savings of Harris Corporation's multi-tenant cloud environment.

“Our plan was to build a platform where we were focused on proving the integrity of every element that touches that trusted platform—from the people to the hardware, software, middleware, and connections—all of it,” explains Meyerrose. “We feel the ability to prove trust in a dynamic, realtime way is the cornerstone for providing a trusted cloud.”

## THE IMPORTANCE OF A WELL TRAINED STAFF

A properly trained staff can mean the difference between an adequate outcome and an extraordinary one. To enhance the ability of Harris Corporation's staff to support its new multi-tenant cloud services infrastructure as well as the overall IT environment, education and training was planned to coincide with the company's Cyber Integration Center deployment schedule.

“The Vblock is the bedrock of our trusted platform for the Cyber Integration Center,” says Meyerrose. “We have some of the largest instantiations of the Vblock anywhere in the world. To optimally run leading-edge technology you must have a leading-edge staff.”

EMC Education Services was engaged to provide training to personnel at Harris Corporation’s data center locations with continued education planned as the staff grows. A third engagement was conducted for the company’s solution architects.

“EMC is a market leader and they are well-known for their training and certification programs,” says Carik. “They’re part of the consortium with VMware and Cisco and we look to them to give us that knowledge and the skills we need. We feel that they are the best overall solution provider for that.”

## KNOWLEDGE AND SKILLS ASSESSMENT YIELDS A COMPREHENSIVE TRAINING PLAN

Working closely with Harris Corporation stakeholders and the EMC account team, EMC Education Services began by conducting a series of interviews with targeted IT professionals in all locations including: architects, system and application engineers, quality engineers, network engineers, security systems engineers, integration and test engineers, support systems engineers, and other members of the IT staff.

The desired outcome of this fact-finding effort was to determine benchmark role-based skills and competencies; identify skills gaps based on desired competency levels; incorporate training to expand the skill set necessary to support new technology and projects in each location; and come up with comprehensive education and cross-training plans for each group. The expectation was that individuals would come away from the training with the skill sets and confidence they needed to enable them to facilitate faster implementations, better monitor and manage the overall IT environment, proactively solve problems, and deliver optimum value to Harris Corporation and its customers.

“Involving the staff in those interviews with the trainers allows for more transparency and understanding because they are part of the process,” explains Carik. “Training plans provide a roadmap for our individuals and gives them a goal to reach. It also provides a management plan for budgeting and scheduling.”

Key areas identified for training included: information storage and management; virtualization/VMware; the Vblock 2 platform; EMC Symmetrix® VMAX™ enterprise storage; EMC Ionix™ Unified Infrastructure Management (UIM); integrating technologies (i.e., Cisco Nexus, UCS, and MDS); information security; cloud architecture; and cloud as an IT service (ITIL). The curriculum was prioritized and the schedule was based on enhancing the skills and competency deemed most critical to the business as the new Vblock platform was rolled out.

“EMC Education Services provides us with a single focal point for education on the entire stack that we are working with,” says Steve Berger, chief operations engineer at the Cyber Integration Center. “They have the capability to train us in servers and storage as well as the virtualization and cloud technologies that ride on top of that. Other providers hit one or two of those but do not have the expertise in all those different technologies. EMC educational programs help ensure that our staff that monitors this equipment is thoroughly familiar with all of the aspects that are involved with cloud. It is important that our customers know that they are not just getting general IT practitioners here and that we have people who have gone through the training and understand cloud in particular.”

**“This education program provides us with an incredible advantage over our competitors...Everyone is empowered through the training that EMC has provided.”**

STEVE BERGER, CHIEF OPERATIONS ENGINEER, CYBER INTEGRATION CENTER, HARRIS CORPORATION

## **PROVEN PROFESSIONAL CERTIFICATION**

The EMC Proven™ Professional certification program is an important part of the overall training program developed for Harris Corporation and is designed to enhance the efficiency and effectiveness of Harris Corporation’s cloud-based offerings—both from an internal and external perspective. Because of its importance to the success of the Cyber Integration Center initiative, recommendations were made to educate, test, and certify a large portion of the IT staff.

Recognized throughout the IT industry for its broad range of quality training and certification curriculums, the EMC Proven Professional certification program offers certification opportunities for domain architects specializing in systems, storage, backup and recovery, data center network, and security, as well as cloud architects specializing in virtualized infrastructure and IT as a Service. Exclusive access to industry experts via a private cloud online community, access to and the ability to contribute to best practices and white papers, and no-cost update training, are also part of the program and help ensure participants stay connected and current.

“The reason it is important to become a cloud architect is twofold,” says Berger. “It lets both the senior management and external customers know that when we talk about cloud—whether providing answers or making decisions about how that cloud should work and what we will be delivering—that they can be assured that the training and background work has been done.”

“Becoming a cloud architect provides an understanding about how the systems are designed and implemented, and we can build processes and procedures that help enhance efficiency,” says Carik. “Being certified demonstrates our commitment to provide as much support and value as possible.”

## **PEOPLE, PROCESS, AND TECHNOLOGY COMING TOGETHER**

Harris Corporation’s cloud offering, The Trusted Enterprise Cloud, ushers in a new era for the company in the way it supports its own IT operations and those of its customers.

In the hands of a highly trained staff, guided by best practices and optimal processes, and supported by proven, highly integrated cutting-edge technology, Harris Corporation’s Trusted Enterprise Cloud enables both internal and external customers to be more confident, competitive, and agile—and be able to focus more of their time on the business and less on day-to-day IT operations.

“This education program provides us with an incredible advantage over our competitors,” says Berger. “Training and certification prove to our customers that they are getting the expertise and skills required. It also enables the staff to provide creative feedback based on what they have learned in class. This has already helped to uncover new ways to do things even better. Everyone is empowered through the training that EMC has provided.”

## THE EVOLUTION OF A STRONG ALLIANCE

In addition to the collaboration and sharing of technology and expertise during the implementation of Harris Corporation's new Cyber Integration Center, EMC also is engaged with the company in a number of other areas including joint development efforts planned over the next 12 to 18 months. These efforts include a joint selling venture that brings EMC and Harris channels together to create even broader options for customers and more opportunity for both companies.

"The alliance between EMC and Harris has many facets, but ultimately it is really very simple, explains Meyerrose. "It is two industry leaders combining technology, engineering, and people to further strengthen our leadership positions in the industry."

### CONTACT US

To learn more about how EMC products, services, and solutions can help solve your business and IT challenges, contact your local representative or authorized reseller—or visit us at [www.EMC.com](http://www.EMC.com).

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