



E-book

Introducing Rackspace Elastic Engineering for Public Sector

Gain easy and flexible access to
IT expertise

rackspace
technology

Introduction

We've expanded one of our leading services, Rackspace Elastic Engineering, to meet the specific needs of state and local governments and higher-education organizations. We call this new service Rackspace Elastic Engineering for Public Sector.

As a long-time partner of public sector organizations, Rackspace Technology® understands the demands you face managing the challenges of limited IT resources and growing needs. Rackspace Elastic Engineering for Public Sector can help you move your IT projects forward with the support of best-in-class talent and expertise from a global leader in cloud managed services.

One of the leading challenges faced by many public sector organizations is hiring and retaining in-house technical expertise. As a result, projects move too slowly or get delayed indefinitely. Rackspace Elastic Engineering for Public Sector eliminates the challenge of finding and retaining IT personnel by providing your organization with its own flexible, dedicated team of IT experts — without complicated long-term contracts and statements of work.

This e-book provides an overview of this innovative service, including its unique capabilities, a pod-based support model, and well-designed onboarding and engagement processes.

Meet the flexible capabilities of Rackspace Elastic Engineering

The original Rackspace Elastic Engineering service was designed to deliver flexible, on-demand teams that provide deep experience in a broad range of missions and cloud initiatives. This means they can take on any project you need help with, including:

Cloud migrations: Elevate your workloads in the cloud.	Infrastructure build-outs: Create infrastructure-as-code templates.	DevOps and automation: Develop CI/CD pipelines and automated deployments.	Performance management: Conduct load testing and optimization.
Application operations: Support build, release and go-live stages.	Security management: Maintain secure environments and deploy third-party tools.	Disaster recovery planning: Implement and test DR environments.	Cost optimization: Conduct tagging, rightsizing and remediation.

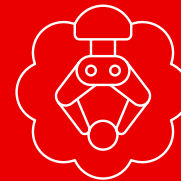
You can rely on Rackspace Elastic Engineering for expert help in these key areas:



Architecture



Migrations



Automation



Reliability



Security

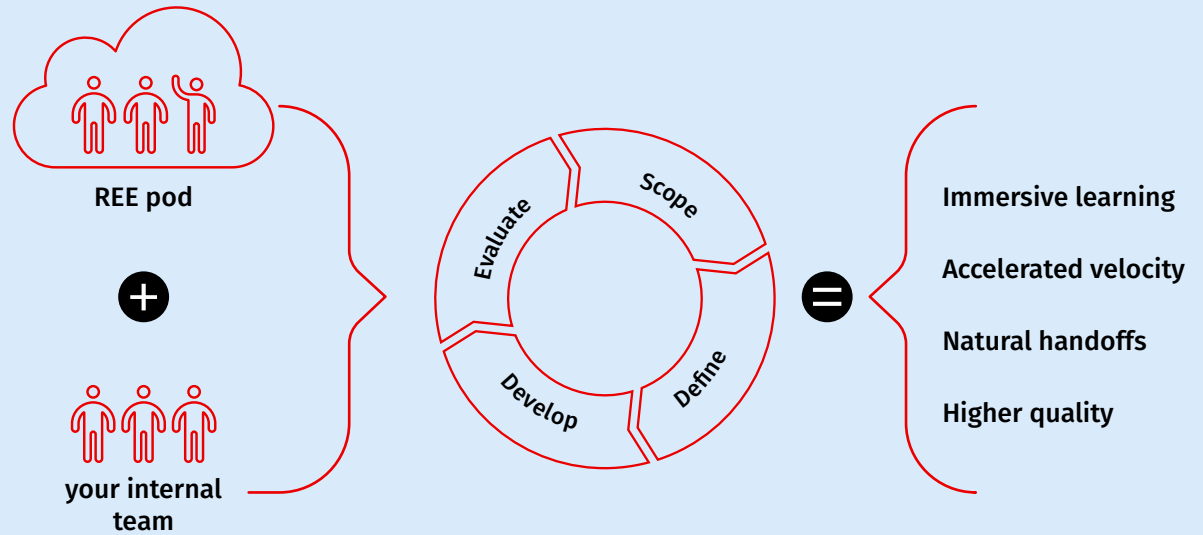
Introducing Rackspace Elastic Engineering for Public Sector

Rackspace Elastic Engineering for Public Sector brings all of the capabilities as our original service, but is designed to meet the specific and rapidly expanding IT needs of today's public sector organizations based on this essential criteria:

- U.S.-only-based pod of experts offering a “fractional ownership” model
- Sprint-based, “do-with” approach in which we partner with your internal operations and development teams
- Enablement, automation and transformation focused
- Program of ongoing innovation versus break-fix
- Progressive environment improvement and mini projects
- Customers evolve over time to a cloud native state

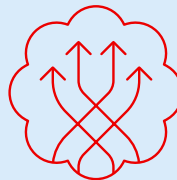
Our innovative Rackspace Elastic Engineering pod model

As a Rackspace Elastic Engineering for Public Sector customer, you'll be assigned a pod containing experts across cloud disciplines who will work as an extension of your in-house team. They will provide the support you need to accelerate your technology projects. Here is a high-level overview of how the service works.

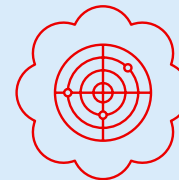


Gain your own dedicated and flexible team of cloud experts

With Rackspace Elastic Engineering for Public Sector, your team gets access to experts who are focused on generating outcomes. You can pursue any cloud or workload project via a straightforward, hours-based tier of service that can scale up and down monthly.



Flexible



Predictable



Consistent

Meet the Rackspace Elastic Engineering pod members

A Rackspace Elastic Engineering pod brings together experts from the full spectrum of cloud disciplines to give you quick access to help with any cloud project. Your pod will include nine cloud experts who work closely with your teams to build a deep understanding of your needs and goals.



Engagement manager (1): Acts as Scrum Master and assists your team in planning, coordinating, timeframes, executing, daily standups and sprint-reviews.



Lead cloud architect (1): Works closely alongside your engagement manager to own the technical management and overall performance of the team of engineers.



Cloud architect (1): Converts customer requirements into the architecture and design, and is responsible for code and quality reviews and hands-on implementation.



Senior cloud engineers (3): Contributes specialized technical expertise in the context of larger solutions, and focuses on the technical components of the overall solution, while following best practices.



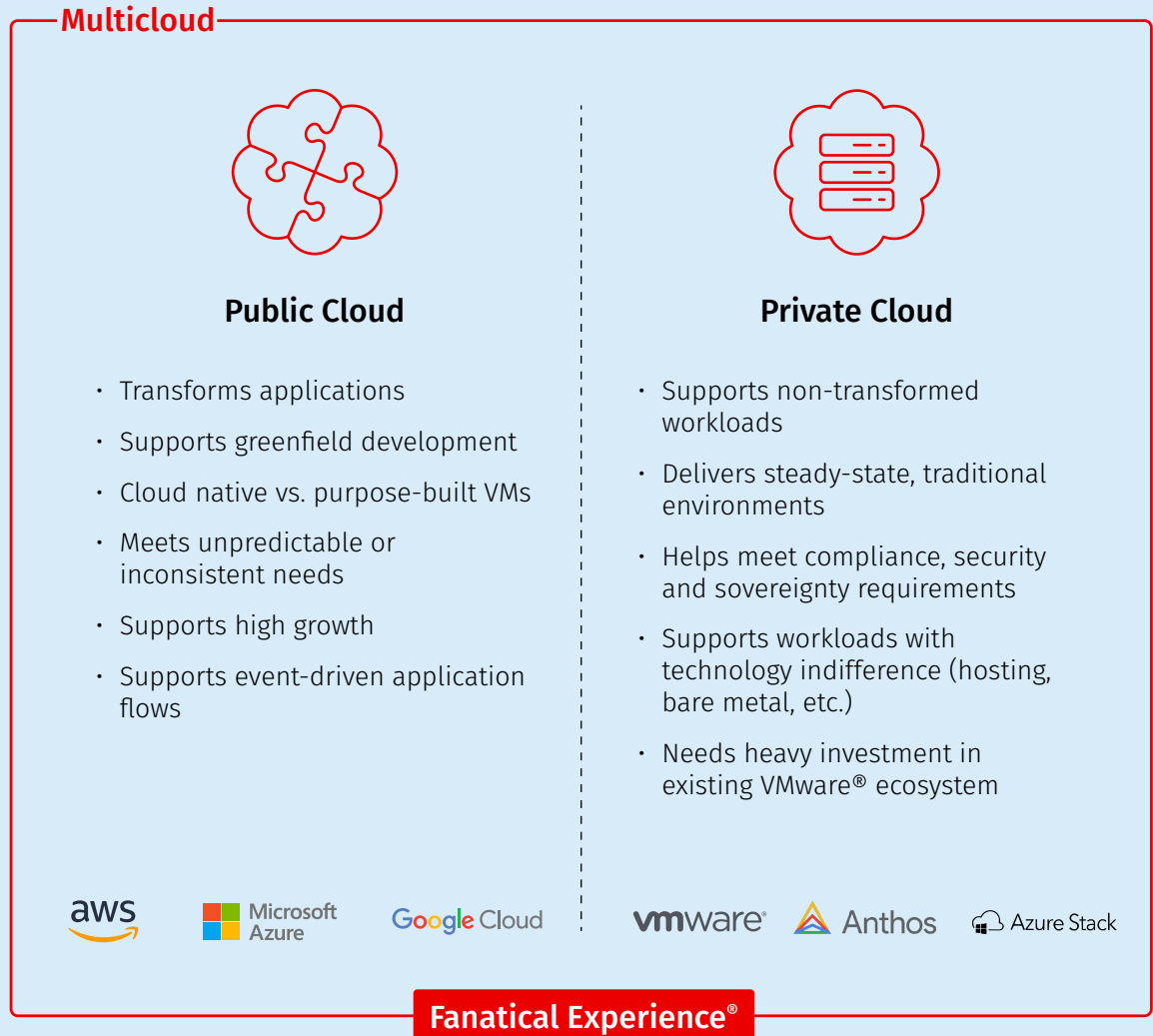
Cloud engineers (3): Hands-on DevOps engineers skilled in writing automation scripts across cloud infrastructures.

Use case example

Multicloud offers the best of public and private clouds

Creating multicloud environments is one of the leading ways many organizations deploy their Rackspace Elastic Engineering teams. Our experts can help mitigate all challenges and ensure a smooth transformation and cloud technology optimization.

Multicloud is the ideal choice for many of today's public sector organizations. Here are the benefits of public and private clouds.

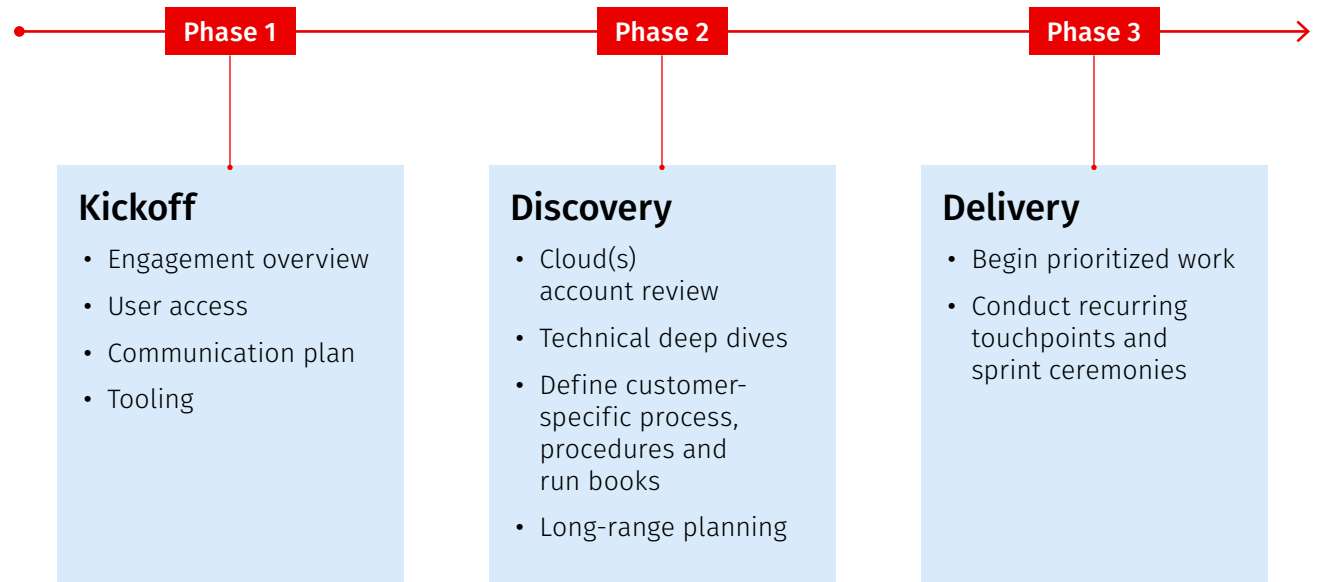




The Rackspace Elastic Engineering onboarding and engagement process

When you engage your own team, we deploy our onboarding and engagement process, which includes people, technology and process.

Here is the basic overview of our three-phased onboarding process:



Here is the basic overview of our engagement process. You'll receive your own account leader who will manage these tasks:



Regular touchpoints

- Weekly sprint reviews and planning
 - Develop and monitor roadmap and backlog
- Monthly retrospective
- QBRs



Reporting

- Delivery overview
 - Work accomplished
 - Budget
 - Plan
- Wins and opportunities
- Goals for next quarter

Ready to gain your own flexible team of IT experts?

See how Rackspace Elastic Engineering for Public Sector can help you gain the flexible talent and expertise you need to move your projects across the finish line! Contact us today to begin the process with an expert assessment of your current IT projects and challenges.

Email: russell.rodd@rackspace.com

Phone: 813-733-1095

Visit: www.rackspace.com/industry/government



About Rackspace Technology

Rackspace Technology® is the multicloud solutions expert. We combine our expertise with the world's leading technologies — across applications, data and security — to deliver end-to-end solutions. We have a proven record of advising customers based on their business challenges, designing solutions that scale, building and managing those solutions, and optimizing returns into the future.

As a global, multicloud technology services pioneer, we deliver innovative capabilities of the cloud to help customers build new revenue streams, increase efficiency and create incredible experiences. Named a best place to work, year after year according to Fortune, Forbes, and Glassdoor, we attract and develop world-class talent to deliver the best expertise to our customers. Everything we do is wrapped in our obsession with our customers' success — our Fanatical Experience® — so they can work faster, smarter and stay ahead of what's next.

Learn more at www.rackspace.com or call 1-800-961-2888.

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