Operating Virtual Machines in Spectro Cloud Palette

- 3 Days Course
- Hands-on Labs and Lecture

Course Overview

Designed as a practical, anxiety-reducing VMware help desk transition course, this 3-day program emphasizes ticket-driven labs and clear operational boundaries so Tier 1 operators can work safely and escalate cleanly. Participants learn how familiar vCenter workflows map to Spectro Cloud Palette, practice core VM lifecycle and monitoring tasks, and apply structured job aids—including an ownership matrix, Safe Actions list, ticket templates, and UI quick-reference cards—culminating in an end-to-end help desk capstone simulation.

Who Should Attend

- Tier 1 help desk operators transitioning from VMware to Spectro Cloud Palette
- IT support operators focused on mean time to resolution/escalation, ticket quality, and correct ownership

What You'll Learn

- Map everyday vCenter tasks to Spectro Cloud Palette and distinguish Tier 1 responsibilities from underlying infrastructure layers.
- Perform core VM operations including inventory navigation, health checks, power actions, console access, and snapshot management.
- Interpret Green, Yellow, and Red alerts to recognize common resource, degradation, and connectivity patterns.
- Follow Safe Actions guidelines and a cross-team ownership matrix to gather complete evidence and write effective escalations.
- Resolve or escalate realistic help desk tickets end-to-end during a scored capstone simulation.

Outline

1. Module 0: What Changed from VMware? (30–45 min)

- Core Transition Mindset: "Most of your job stays the same. The buttons just moved."
- Side-by-Side Mapping Table: vCenter → Spectro Cloud Palette
- Don't Panic Slide: Infrastructure layers you no longer need to worry about (ESXi hosts, DRS, vMotion, datastores, cluster balancing, nodes) and when to gather evidence and escalate

2. Day 1: UI Fundamentals & Core VM Operations

- Logging in, finding VMs, and navigating basic inventory
- Health indicators and simple dashboard reading
- Power operations and console access
- Snapshot operations (create, list, restore)
- (Optional) Viewing and validating deployed VMs from approved templates

- Labs: Ticket-driven scenarios ("Server unresponsive", "Console request", "Snapshot before change")

3. Day 2: Monitoring, Alerts & Pattern Recognition
   - Reading alerts: Green (healthy), Yellow (investigate), Red (escalate)
   - Common operational patterns: High CPU/memory, disk full, VM degraded, and connectivity issues
   - Handling standard requests and gathering diagnostic evidence
   - Labs: Ticket simulations focused on pattern recognition and documentation

4. Day 3 (Morning): Documentation & Escalation
   - Ownership Matrix: Clear boundaries across Help Desk, Platform, Network, Storage, and Security teams
   - Writing Effective Escalations: Bad vs. good examples and required evidence (VM name, timestamps, actions taken, screenshots, observations)
   - Safe Actions One-Page Job Aid — Always Safe: View status, console, restart, snapshots, gather evidence, escalate
   - Safe Actions One-Page Job Aid — Usually Safe: Verify resources, review graphs
   - Safe Actions One-Page Job Aid — Never Attempt: Actions involving nodes, clusters, storage classes, network configuration, live migration troubleshooting, or platform changes

5. Day 3 (Afternoon): Full Help Desk Simulation (Capstone)
   - End-to-End Realistic Ticket Scenarios: "Payroll server down", "App slow", "Console unavailable", "Disk full", "VM boot failure", "Network unreachable", and "Snapshot before/after patching"
   - Assessment & Scoring Criteria: Correct ownership routing, quality documentation, adherence to safe actions, and timely escalation

Prerequisites

- Familiarity with basic VMware vCenter administration and Tier 1 help desk ticketing workflows.

Next Courses