THE OFFERING

IS YOUR ORGANIZATION **CLOUD-OPTIMIZED?**

The CUE Index is a structured practitioner-led assessment that benchmarks your cloud environment across five critical dimensions, producing a composite score, gap analysis, and prioritized roadmap to strengthen your cloud advantage.

5	166	4	100
DIMENSIONS ASSESSED	EVALUATION CRITERIA	WEEK ENGAGEMENT	POINT SCALE

FIVE DIMENSIONS OF ASSESSMENT

Scored independently, weighted equally

01

Reliability & Resilience

A system that has not failed yet is not the same as a system proven to survive failure. We assess redundancy, failover, scaling, backup and restore, and disaster recovery against tested evidence rather than configuration that has never been triggered.

02

Security & Governance

Configured is not the same as enforced. We evaluate identity and access, secrets handling, network boundaries, encryption, audit logging, and compliance readiness, scoring the controls you can demonstrate rather than the ones written down.

03

Performance & Architecture

An architecture that holds at today's volume tells you nothing about the next order of magnitude. We assess service boundaries, API and data design, caching, storage, compute strategy, and the technical debt that determines how fast you can still move.

04

Cost Optimization

Most cloud waste is not a pricing problem. It is a decision nobody owns. We score compute and storage efficiency, commitment coverage, tagging and resource governance, cost visibility, and whether spend data actually turns into action.

05

Operational Excellence & Automation

The question is not whether your team can recover, but whether recovery depends on who happens to be awake. We evaluate infrastructure as code, deployment pipelines, monitoring, observability, and incident and change management.

TRUSTED BY LEADING ORGANIZATIONS

Ascend Learning Fragrance.com FrankCrum Roc360 ServiceTitan

DIMENSIONS & SUB-FACTORS

The full evaluation architecture behind every CUE Index engagement: five dimensions, eight sub-factors each, scored against evidence rather than opinion.

RELIABILITY & RESILIENCE 01

Can the environment survive the loss of a component, availability zone, or region and recover on a known timeline, without luck or manual heroics?

- Availability architecture
- Load distribution
- Elastic scaling
- Backup & recovery
- Disaster recovery
- Platform dependencies
- Database resilience
- Operational readiness

SECURITY & GOVERNANCE 02

Is access, data, and network exposure governed by enforced least-privilege controls, or by policy documents nobody is checked against?

- Identity & access management
- Secrets management
- Network security
- Encryption
- Logging & audit
- Vulnerability management
- Governance
- Compliance readiness

PERFORMANCE & ARCHITECTURE 03

Is the architecture a deliberate design that will hold at the next order of magnitude, or a set of defaults that happened to work so far?

- Application architecture
- API design
- Data architecture
- Caching
- Event architecture
- Storage architecture
- Compute strategy
- Technical debt

COST OPTIMIZATION 04

Does spend get converted into rightsizing, commitments, and cleanup on a recurring cadence, or does someone just glance at the invoice?

- Compute efficiency
- Storage optimization
- Network costs
- Reserved capacity
- Resource governance
- Cost visibility
- FinOps
- Waste detection

OPERATIONAL EXCELLENCE & AUTOMATION 05

Is deployment, monitoring, and incident response a repeatable, automated practice, or does it depend on specific people remembering to do things?

- Infrastructure as code
- CI/CD
- Monitoring
- Observability
- Incident management
- Change management
- Automation
- Operational maturity

Built for balance, not bias.
Every dimension is assessed against eight sub-factors, and every sub-factor is graded item by item against an artifact, a system, or live data. No dimension is left unscrutinized, and no dimension is weighted more heavily by default. The depth of review in Cost Optimization matches the depth in Security & Governance. That structural balance is what makes the composite score defensible: a high mark reflects even performance across the environment, not strength in the areas that happened to get the most attention.

SCORING TIERS



Emergent

0 – 39

The environment is early in its maturity. Foundational architecture, security, and process work comes first.

Transitional

40 – 74

The platform works today, but gaps in resilience, security, architecture, cost, or automation add risk and spend to growth. Close what blocks scale, then scale.

Leveraged

75 - 100

Reliability, security, architecture, cost control, and operations are sound. The organization can scale its cloud usage without first fixing the platform.

WHAT YOU RECEIVE

- Composite Score & Confidence Ratings
- Scorecard Across All Five Dimensions
- Roadmap - 4 Quarters
- Risk Register & Recommended Remediation
- Proposed Engagement Models & Cost Estimates
- Executive Reporting

ENGAGEMENT OVERVIEW

01 Discovery
Stakeholder interviews, documentation review, access provisioning, current-state mapping across all five dimensions.

02 Assessment
Technical deep dive, automated scanning tools, manual review of architecture, data, processes, and team capabilities.

03 Analysis
Findings synthesis, severity classification, roadmap sequencing, deliverable drafting, internal review with First Factory senior leadership.

04 Readout
Executive presentation of full findings, technical deep-dive session with engineering leads, recommended next-phase proposal.

TIMELINE

4 weeks, end-to-end

DELIVERED BY CERTIFIED PRACTITIONERS

Ready to diagnose your cloud potential?

Our certified practitioners score what the evidence shows, against a proven methodology. We deliver clarity, not just a score.

REQUEST AN ASSESSMENT