

NCI Operations

Product Code: CNS-INF-A-WRK-OPS

At-a-Glance

Stage: Operate

The Nutanix Cloud Infrastructure (NCI) Operations offer provides IT teams with in-depth insights and practical hands-on experience to successfully operate the NCI environment and perform advanced operations and troubleshooting. This service benefits customers who want to accelerate the preparation of new or existing operations team members. It is especially valuable during the Operate stage of a hybrid multicloud journey.

Service Scope

Delivered by highly skilled consultants with strong domain expertise and extensive experience, the session begins with an overview of the NCI architecture and then progresses into deep dives on operations, advanced concepts, and troubleshooting. The session combines theory with hands-on labs using the customer's deployed NCI or NC2 cluster.

Upon completion of the session, operations teams will:

- Have an advanced understanding of the Nutanix architecture
- Be capable of operating NCI or NC2 clusters at scale
- Be comfortable using the Nutanix command line interface (CLI)
- Understand processes to follow during troubleshooting

The session includes the following topics and activities:

Nutanix Architecture Overview

- Introduction to Nutanix Architecture and NCI
- NCI or NC2 Cluster components
 - Distributed storage fabric
 - Major services (Curator, Zeus, Stargate, Cassandra, Genesis)
 - Resiliency (RF, failure scenarios, failure domains)

Note: See the [Nutanix Glossary](#) on the Support Portal for more information about Nutanix terms and services.

- Nutanix management plane
 - Prism Element
 - Prism Central
 - CLI (ACLI, NCLI)
 - REST API

NCI Administration

- Nutanix AHV
 - NCI or NC2 cluster configuration
 - Virtual networking
 - Storage management
 - VM management
 - Categories
 - Image service
 - Nutanix Guest Tools
 - Data protection
 - Hardware management
 - Environment scaling
 - Lifecycle management
- VMware ESXi
 - NCI or NC2 cluster configuration
 - Virtual networking
 - Storage management
 - VM management
 - Snapshots
 - Data protection
 - Hardware management
 - Environment scaling
 - Lifecycle management
 - Recommended practices

Troubleshooting

- Using Prism Central to troubleshoot NCI
- Using CLI to troubleshoot NCI
- Understanding Nutanix alerting
- Creating and understanding performance graphs
- Opening Nutanix Support tickets
- Finding documentation and Best Practice Guides on the Support Portal
- Finding Nutanix Validated Design (NVD) and Solutions documentation

Optional Activities:

- NCM Intelligent Operations overview
- Role-based access control (RBAC) and NCM Self-Service overview

- Security management
- Disaster recovery (DR) overview

Demo or Hands-on Labs

- Infrastructure configuration
 - Storage management
 - Network configuration
 - Image management
 - Policy management
- VM Lifecycle
 - VM create, read, update, and delete (CRUD) operations
 - Category management
 - Snapshot management
 - VM placement management

Project Management

Nutanix Project Management (PM) oversees Nutanix resources and aligns execution with your goals, scope, and timelines.

Core project management activities may include the following:

- Serve as a single point of contact for all project communication
- End-to-end Nutanix resource management
- Coordinate change window(s) and implementation schedules with customer
- Track and facilitate readiness and prerequisite completion
- Conduct project kickoff/technical readiness meeting(s)
- Integrate customer resources into the high-level project timeline
- Send status update(s)
- Manage timeline(s)
- Deliver created artifacts to the customer
- Facilitate project closeout activities

Limitations

- For each quantity purchased, demo or hands-on labs are limited to a single on-premises NCI or NC2 cluster at a single physical site
- Sessions are limited to a maximum of 10 attendees

Supported Hypervisors

- Nutanix AHV
- VMware ESXi

Project Management

- Excludes scheduling customer resources and activities
- Excludes detailed project plan (schedule) development and management
- Excludes responsibility for creating, managing, or delivering change management communications

Prerequisites

- Fully supported and functional on-premises NCI or NC2 cluster that meets all product requirements for the selected hypervisor and NCI.

Note: For information on the requirements for NCI Clusters, see Field Installation Overview in the *Field Installation Guide* on the Nutanix Support Portal.

- Fully supported and functional on-premises Prism Central instance for advanced operations (optional)

Note: For information on the requirements for configuring NCM Intelligent Operations, see Prism Central Installation or Upgrade in *Prism Central Infrastructure Guide* on the Nutanix Support Portal.

Required Product Licenses

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Manager (NCM)
- Hypervisor licenses for NCI

Delivered Artifacts

Delivered Artifact	Description
Deployment Guide	Provides guidance for deploying the solution into the target environment, including prerequisites, configuration steps, sequencing, validation activities, and post-deployment considerations to ensure a consistent and successful deployment.

Level of Effort

Typically 3 days, delivered consecutively

Delivery Type

Delivery Type	Delivery Activities
Virtual	<ul style="list-style-type: none">• Virtual operations session• Virtual project management <p>Note: Any in-person project management activities provided solely at Nutanix's discretion</p>

Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Manager (NCM)

Terms and Conditions

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