



JLT Platform Operating Model Whitepaper

Cloud Confidence. Delivered.

1. Introduction

Modern organizations are not lacking tools. They are facing fragmentation.

Systems, pipelines, environments, and access models often evolve independently. Over time, this leads to duplicated effort, inconsistent experiences, security gaps, and operational complexity.

This paper introduces a governed platform operating model designed to eliminate fragmentation and restore control.

2. Core Thesis

Fragmentation is the problem.
Governance is the solution.

Platforms succeed not because of tools, but because of how those tools are governed.

3. The Shift

Organizations must move:

From tools → to platforms
From deployment → to governance
From fragmentation → to control

This shift transforms infrastructure into a governed system.

4. The Solution: Personal Cloud Provider Model

The JLT Platform introduces a Personal Cloud Provider Model:

- A unified control plane governing all services
- Independent services operating within a cohesive ecosystem

Justine Longla T
DevSecOps Architect | Platform Engineer
JLT-Lane LLC



- Structured access, entitlement, and visibility

5. Control Plane Thinking

The control plane defines:

- Who can access the platform
- What they are allowed to do
- How requests flow
- How governance is enforced

6. Control Flow

Every interaction follows a structured path:

Identity → Request → Billing → Entitlement → Access

Signed-in does not equal entitled.

Access is granted based on entitlement, not authentication alone.

7. Three-Plane Architecture

Control Plane — Governance and decision-making

Knowledge Plane — Documentation and system understanding

Execution Plane — Services and delivery

8. Access Model (RBAC)

- Roles, not individuals
- Least privilege by default
- Just-in-time access for exceptions
- Structured, governed permissions

9. Platform Structure

Justine Longla T

DevSecOps Architect | Platform Engineer

JLT-Lane LLC



Public — Open access
Toolkit — Entitlement-based access
Sandbox — Controlled internal environment
Admin — Not exposed in production

10. Training Strategy

- The platform teaches the blueprint
- Training happens in external environments (AWS/Azure)
- Internal systems remain protected

11. Value Proposition

- Consistent experience across services
- Scalable, governed platform architecture
- Reduced fragmentation and operational complexity

12. Platform Identity

We eliminate fragmentation through governance.
We build governed platforms.

13. Closing Statement

We don't give access to the system.
We teach you how to build one.

Fragmentation breaks systems.
Governance builds platforms.

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