

**THE FORECAST IS  
CLOUDY WITH A  
CHANCE FOR  
RAIN....**

Considerations when  
reviewing cloud  
services



# WHAT IS “THE CLOUD”

- **Term derived from the symbol used to denote the Internet in the networking world**
  - **Commonly used to describe services that are accessed over the Internet**
  - **Often platform independent (iOS, Android, Windows)**
  - **Dispersed infrastructure for better resilience**
  - **Very scalable – can easily add resources**
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# COMMON EXAMPLES OF CLOUD SERVICES

- **Email**
  - **Document Storage & Collaboration**
  - **Web-based Applications**
  - **Custom Applications**
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# TYPES OF CLOUDS

- **Public Clouds**
    - **Services Outsourced**
    - **Typically pay-as-you-use Monthly Services**
  - **Private Clouds**
    - **Services Insourced**
    - **Includes Government Clouds**
  - **Hybrid Clouds**
    - **Mix of Public and Private Clouds**
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# CONSIDERATIONS

- **Cost**
    - Typically marketed as an automatic cost savings
    - Compare total costs of solutions (in-house & outsourced)
  - **Requirements**
    - Analyze your requirements
    - Features of both solutions
  - **Security**
    - Both the cloud's security and your own
    - Ownership of sensitive data
  - **Service**
    - Service provided vs. service needed
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# SERVICE LEVEL AGREEMENTS

- **Keep it short and simple – focus on your needs when reviewing their SLA**
- **Liability – review the details of direct damages limitations**
- **Unique business needs – make sure your processes are covered**
- **Include Quality of Service – it may work, but is it up to your standards?**
- **Disaster recovery – considers at both your site and their facilities**
- **Special Fees or Costs – review for considerations that may incur more costs**
- **Data Retention – Certain data may legally require special data retention**
- **Build an Undiluted SLA – Services may depend on other services (hybrid clouds)**
- **Look for dependencies – review SLA for fine print of responsibilities**
- **Maintenance and downtime – will their schedule work with yours?**

# AVOID THE RAIN



- **What do you want to move to the cloud and why?**
  - **Private, Public Cloud or Hybrid Cloud?**
  - **What features will you lose if you are in the Cloud?**
  - **What are your Security Concerns?**
  - **Who has Control and Ownership of Your Data?**
  - **Will you Actually Save Money?**
  - **Talk to Your IT Staff!!!!**
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