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
COMMON EXAMPLES OF CLOUD SERVICES

- Email
- Document Storage & Collaboration
- Web-based Applications
- Custom Applications
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
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
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!!!!