

Navigating the Cloud

Through fog or in fair weather?

Agenda

- Every cloud has a silver lining...
- Are you still ready to jump in?
- How to enjoy the ride!

Every cloud has a silver lining...

*Every cloud has
a silver lining,
but sometimes it
is difficult to get
it to the mint...*

Don Marquis



Risk - Loss of governance

If all you have left
is a telephone
number...to a
help desk...



Vendor lock-in

What if you want to move your data (and functionality) to another cloud provider or just back home?



Data location, ownership and access

Where is your information stored, who owns it (!) and who will have access to it?



Multi-tenancy & segregation risks

With whom are you sharing your front door and what else may you be sharing?



Availability risk

Will you always
have access to
your cloud
service when
you need it?



Compliance risk

Will you be able to comply with external customer, legal and regulatory requirements?

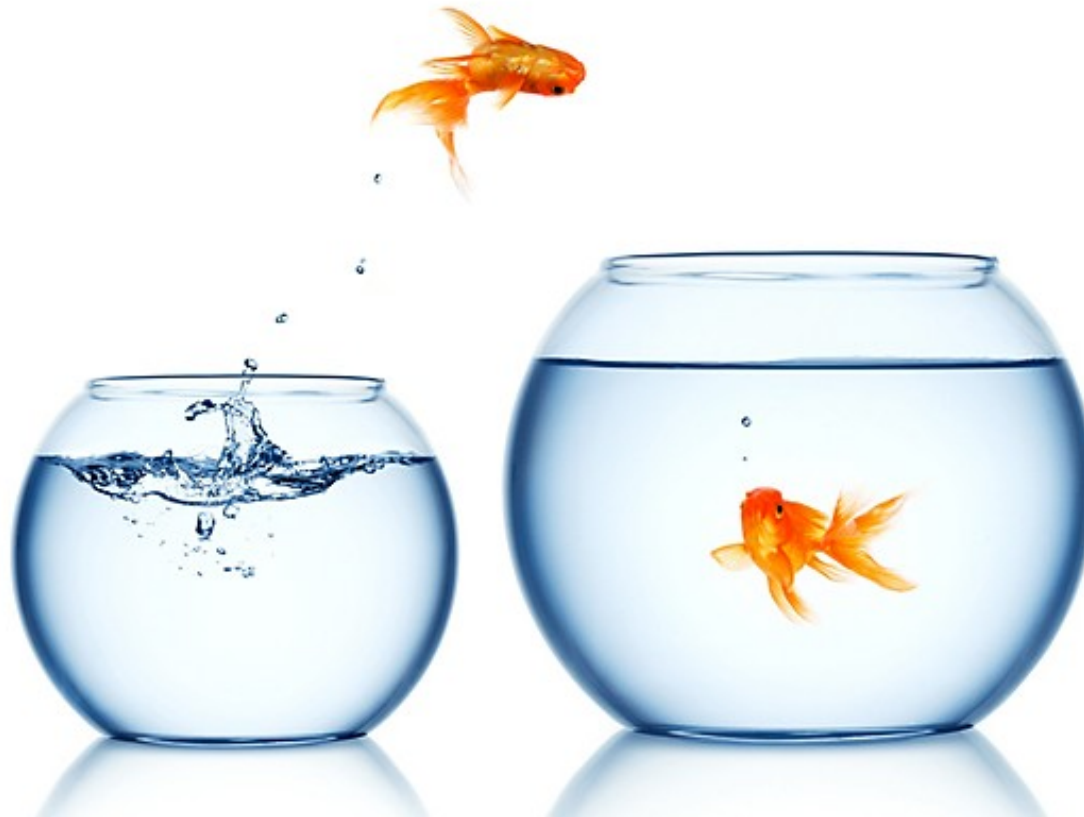


Catastrophic loss of service

What if the cloud provider can no longer provide its services?



Are you still ready to jump in?



Being ready means...

Understanding how
cloud fits in your
overall business
and IT strategy...



Being ready means...

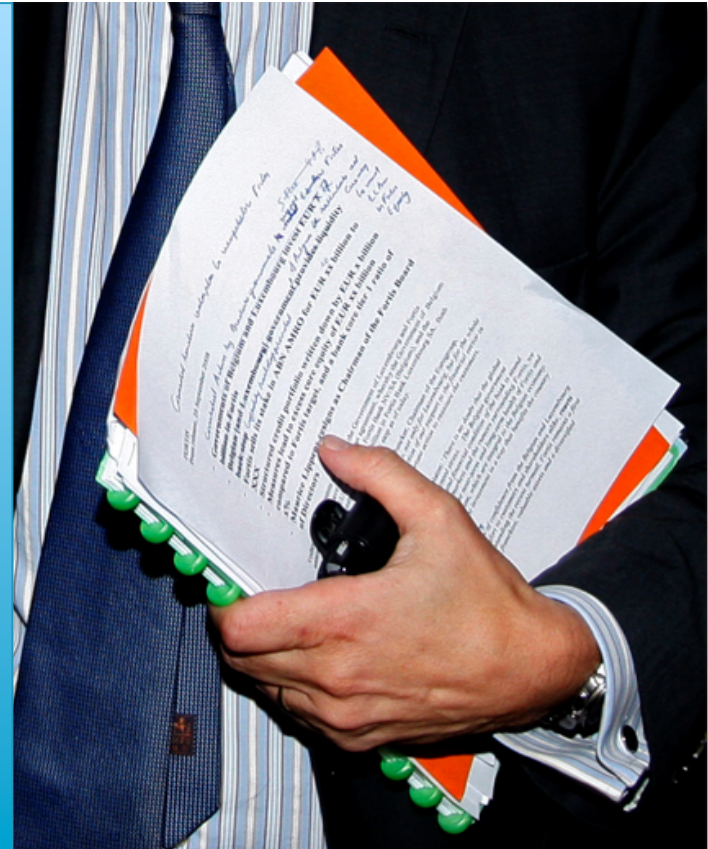
Understanding how cloud will impact your processes and the way IT is being used...



Being ready means...

Having insight into the value of your business information and your dependency on it...

(Fortis-topman Filip Dierckx in De Pers)



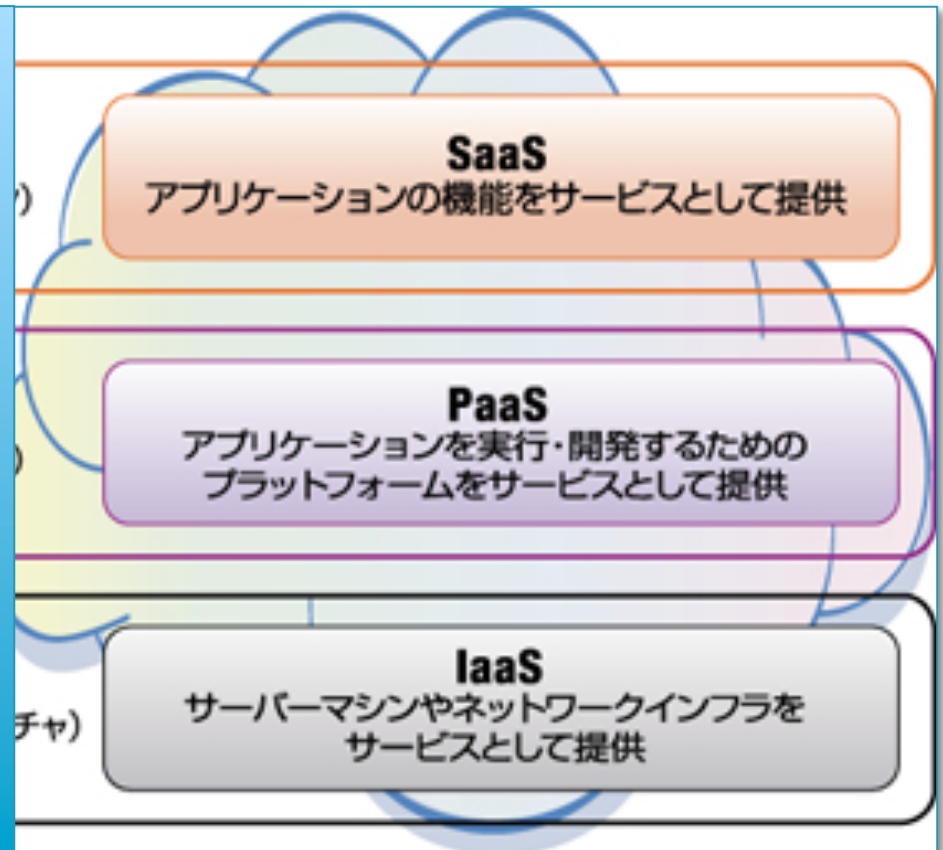
Being ready means...

Having a clear view on business, governance, legal, contract, security & continuity risks and forthcoming requirements...



Being ready means...

Understanding the
cloud deployment
& service model
that suites your
needs...



Being ready means...

Having a **complete** business case, with accurate usage & license cost as well as all the factors mentioned before...

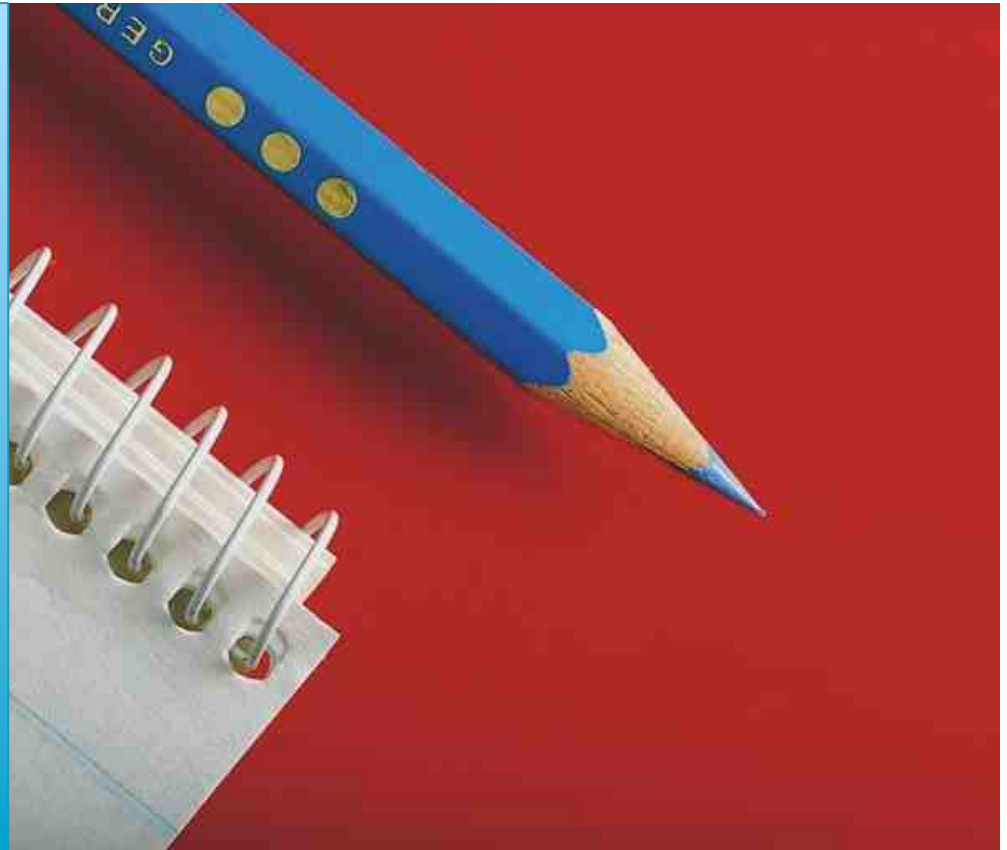


How to enjoy the ride!



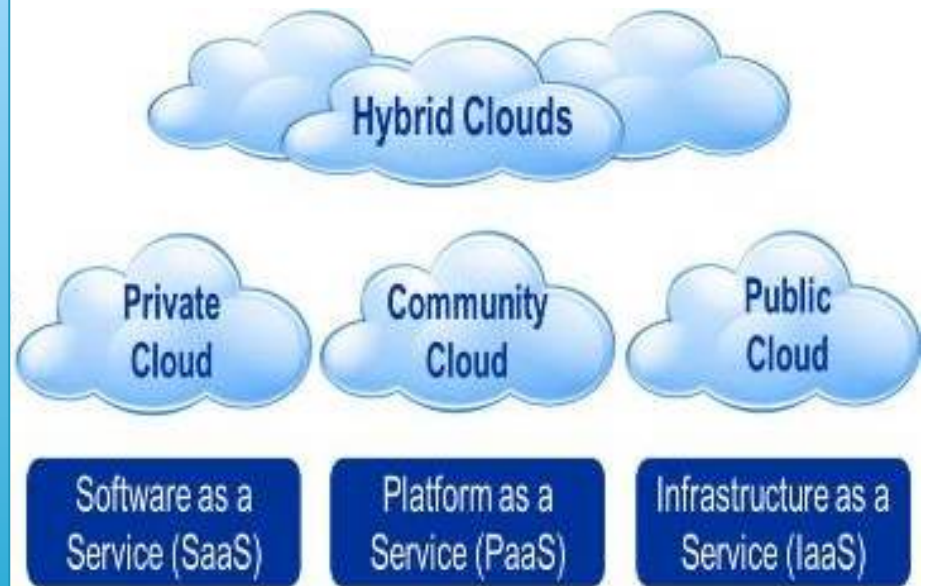
Clear set of requirements

Assess your risks and needs and document in detail what it is that you are looking for...



Select deployment & service model

Select the service & deployment model that fits your needs, risks and requirements..



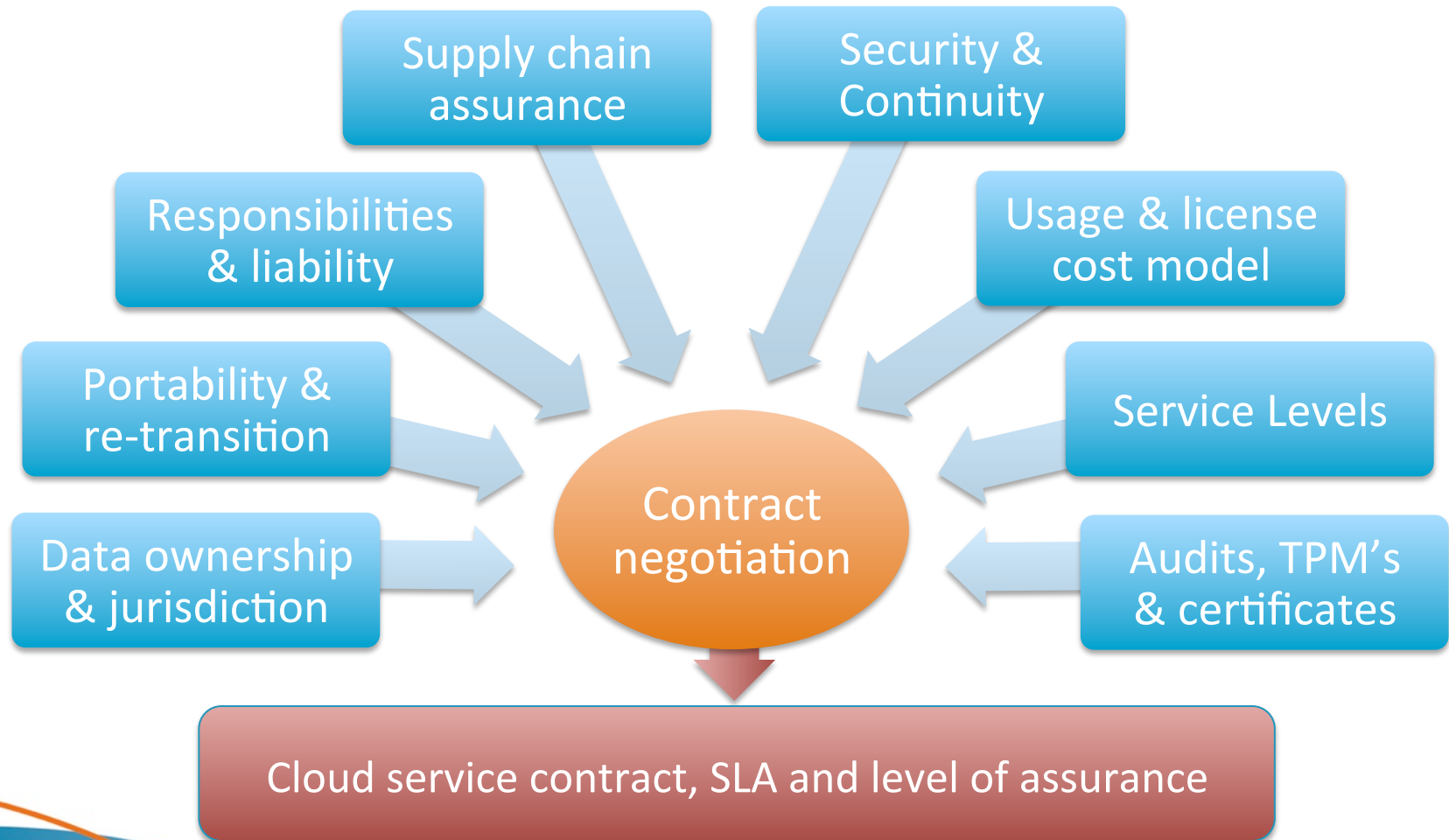
Provider(s) selection

To whom will you
trust your business
information to?

Make it personal!

**OF COURSE
YOU CAN
TRUST ME**

Contract negotiations



Assurance

Trust is good,
proof is better;
seeing is
believing!



Certificates & Frameworks

Well-known frameworks to assist you:

- ISO 9001 – Quality Management
- ISO20000 – IT Service Management (and/or ITILv3)
- ISO27001 – Information Security Management
- ISO22301 – Business Continuity Management
- Data Centre Tier I-IV certificate (Uptime Institute)
- Service Organization Control – SOC2 (AICPA)
- Cloud Control Matrix – CCM (CSA)



Summing up



Through fog or in fair weather?

Ad hoc
Uncontrolled
Penny wise, pound foolish
Accept any standard contract
Lacking risk awareness

In for a shocker?



Through fog or in fair weather?



Part of overall IT strategy
Clear risks & requirements
Selecting the right provider
Negotiating a solid contract
Obtaining sufficient assurance

Less risk than in-house IT?



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