

IPFW Cloud Service Task Force

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Possible IT Services to the Cloud

- Desktops to become Desktops as a Service (DaaS)
- Disaster Recovery and Business Continuity (backups)
- Print Management
- Office Applications
- Webservers / Websites
- SharePoint / Intranet
- Enterprise Applications
- Event and Room Management software
- Document and Record Management software
- Help Desk ticketing software



Public Cloud Vendors

Provider	Platform	SLA
VMware	Infrastructure as a Service (IaaS)	Between 99.9% and 99.95%
Microsoft	Platform as a Service (PaaS)	99.9%
Bluelock	Production Hosting	99.99%
Citrix	Desktops-as-a-Service	
GoGrid	Dedicated Servers for computing projects	100%
Amazon	Infrastructure as a Service (IaaS), Platform as a Service (PaaS)	Between 99.0% and 99.95%
IBM	Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS)	99.9%



Private Cloud Vendors

Provider	Platform	SLA
Amazon	IaaS, PaaS, SaaS	Between 99.0% and 99.95%
RackSpace	PaaS, SaaS	Varies based on plan
VMware	IaaS, PaaS, SaaS	99.9%
IBM	IaaS, PaaS, SaaS	99.9%
Microsoft	PaaS, SaaS	99.9%



Vendor Evaluation Metrics [1]

- Financial Metrics
 - Return on Investment (ROI)
 - Total Cost of Ownership (TCO)
 - Cost-Benefit Analysis (CBA)
- Availability of the service based on 24x7x365
- Cost Model (metered service or subscription)
- Response time for service issues
- Vendor expertise in industry
- Security protocols available and the number of security vulnerabilities and past events
- Data portability
- End user satisfaction with the service
- Reliability and uptime for mean time between failure
- Effectiveness of the service to meet the business need



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Cloud Service Monitoring

- Microsoft Azure Management Portal
- ScienceLogic's Hyper Cloud
- Monitis
- Amazon Cloud Watch
- IBM Smart Cloud
- Citrix AppDynamic
- Rackspace Cloud Monitoring
- Zenoss cloud monitoring



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Security & Regulatory Compliance

- ECPA (Electronic Communications Privacy Act)**
 - Protects electronic communications while in transit or held in storage from disclosure.
- PCI Compliance**
 - Security standards set for all merchants accepting and processing credit cards and payment information.
- HIPAA (Health Insurance Portability and Accountability Act)**
 - Privacy standards to protect health information
- FERPA (Family Educational Rights and Privacy Act)**
 - Policies protecting educational records for institutions receiving funding from the U.S. Department of Education
- FISMA (Federal Information Security Management Act)**
 - Outlines responsibilities to Federal agencies in order to strengthen information security systems. Contains best practices for private companies.



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IPFW Policies [3]

- Administrative Access to LAN User's Information
- Data Handling Information
- Electronic Data Protection Policy
- Employee Privacy Policy
- Ethical Guidelines for IPFW Information Technology Users
- IT Related Incident Response Policy
- Mobile Data Sync Policy
- Privacy for Electronic Information
- Student Privacy Policy



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References

- [1] M. Klubeck (2010, June 24). *Measuring the Cloud* [Online]. Available: <http://www.educause.edu/ero/article/measuring-cloud>. (Accessed: 13 Feb. 2015).
- [2] L. Hogan, "Cloud Computing: A Primer on Legal Issues, Including Privacy and Data Security Concerns." [Online]. Available: https://www.cisco.com/web/about/doing_business/legal/privacy_compliance/docs/CloudPrimer.pdf. (Accessed: 16 Feb. 2015).
- [3] Technology Policies and Procedures, IPFW, [Online] 2015, <http://www.ipfw.edu/offices/its/policies/> (Accessed: 17 Feb. 2015).