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

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

### Private Cloud Vendors

<table>
<thead>
<tr>
<th>Provider</th>
<th>Platform</th>
<th>SLA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amazon</td>
<td>IaaS, PaaS, SaaS</td>
<td>Between 99.0% and 99.95%</td>
</tr>
<tr>
<td>RackSpace</td>
<td>PaaS, SaaS</td>
<td>Varies based on plan</td>
</tr>
<tr>
<td>VMware</td>
<td>IaaS, PaaS, SaaS</td>
<td>99.9%</td>
</tr>
<tr>
<td>IBM</td>
<td>IaaS, PaaS, SaaS</td>
<td>99.9%</td>
</tr>
<tr>
<td>Microsoft</td>
<td>PaaS, SaaS</td>
<td>99.9%</td>
</tr>
</tbody>
</table>
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
- Response time for service issues
- Security protocols available and the number of security vulnerabilities and past events
- End user satisfaction with the service
- Effectiveness of the service to meet the business need

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
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**
References

