

CAUDIT

Council of Australian University Directors of Information Technology

**My boss used to tell me
I had my head in the
clouds, now my strategy
is in the cloud**

Richard Northam
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SPUSC 2011 Conference







Student Email ~87%

Staff Email 35% and rising quickly

- Federal & State Privacy Legislation
- Records Keeping Acts
- Law Enforcement



LEGISLATIVE

If we work collectively and aggregate demand, vendors will contemplate amendments to contracts

CONTRACTS



- Accurately assess the value of the data in the cloud
- Indemnities
 - Protect your institution
 - Help the vendor understand the value of your data
- Regular review processes

Vendors are becoming more adept at offering services where they can restrict the location of your data to specific regions



WHERE IS YOUR DATA?

On-shoring of data centres that is expected in the next year will alleviate some of these issues

Cloud providers:

- Can go out of business,
- Do engage in surprise marketing
- Their service may stop working as expected



MANAGING RISK AND NON PERFORMANCE

It is essential that you have strategies in place to adequately mitigate the risks!

The skills set of the staff required within the IT Department to support and manage a portfolio that includes the cloud will be different.



STAFF

Can they adapt?

More adept and sophisticated at managing strategic vendor relationships.

Competent managers of services that span both the university and vendors under contractual arrangements.

Standards are at this point immature¹

The market will probably dictate the outcome

Moving quickly from one service to another can be challenging



INTEROPERABILITY AND THE NEED TO RE-ARCHITECT

As you start to use VM's in the cloud and services like Azure, there can be a need to re-architect applications.

1. http://cloud-standards.org/wiki/index.php?title=Main_Page#Cloud_Standards_Coordination

WHAT IS CAUDIT PLANNING TO DO?

Promoting Thought Leadership

CAUDIT will take a leadership role in developing the intellectual capital of the organisation and its members such that they are widely recognised as an important and forward looking source of strategic advice on Information Technology in Higher Education both domestically and internationally. To achieve this CAUDIT will:

With our members, engage in broad ranging discussions that are relevant to our members that encourage high level strategic thinking.

Provide advice to government agencies that are responsible for higher education and/or research.

Take a thought leadership role in the broader community of similar peak bodies whose aims and mission are similar to CAUDIT both in Australia and internationally.

Build the reputation and credibility of CAUDIT and our members to increase their influence with key decision makers.

Strategic Procurement

CAUDIT will work with vendors to deliver value to members by leveraging their collective spending power, as well as building strategic partnerships to enhance the value of the relationship members have with the vendor community. To facilitate this CAUDIT will:

Negotiate collective procurement arrangements which simplify the procurement process and deliver value for money to members.

Work with members and vendors to derive the maximum mutual value from their strategic relationships.

Work with strategic vendors to ensure that members have a good understanding of the future technology roadmaps so that members can make sound strategic investment decisions.

Assist members by working with AARNet (the University owned research and education network provider) to ensure that AARNet services are relevant to our members and represent value for money.

Professional Development & Sharing Knowledge

CAUDIT will improve the sharing of knowledge and best practice amongst our members and their staff and more broadly in the higher education community to advance the use of technology in higher education and create an environment of continuous improvement and ready access to professional development opportunities. To facilitate this, CAUDIT will:

Facilitate the sharing of knowledge and best practice by creating opportunities for members and their staff to share their experiences and ideas through meetings, special events, conferences and study tours.

Create the next generation of IT Directors/CIOs through the CAUDIT Leadership Institute by providing a high quality learning experience for middle managers within the sector.

Through CAUDIT Connect enable members to readily access example of policies and procedures from across the membership.

Facilitate the development of appropriate professional development solutions that improve the skills and knowledge of our members and their staff.

Engaging our Membership

CAUDIT will create an environment whereby the members and their staff can readily access the information and support they are seeking to help them carry out their duties. Further CAUDIT will facilitate communities of practice across the sector to help staff build networks and share knowledge and experiences. To achieve this CAUDIT will:

Create an effective and relevant environment that enables IT Directors/CIOs and IT Staff to readily communicate with each other and find and access information which they are seeking using innovative technologies.

Engage with members at a personal level and ensure that they experience a customer focused professional level of service.

Facilitate and foster professional peer support networks and communities of practice across the sector.

Assist regional groups to achieve their aims and leverage their work where appropriate for the broader benefit of members.

Maintain close ties with CAUDIT alumni and facilitate the leveraging of their knowledge and experience by the members.

Have a clear communications strategy that meets the needs of members and their staff.

Facilitating Sector Wide Services

CAUDIT will work with members to identify opportunities to de-duplicate service delivery by facilitating the delivery of shared services/facilities at either a regional or national level for the direct benefit of members. Further, CAUDIT will assist members to integrate services such that users from across the sector can readily access services anywhere, anytime using a building blocks approach. To achieve this CAUDIT will:

Work with members to identify opportunities for de-duplication of infrastructure and service delivery and identify and where appropriate facilitate solutions.

Facilitate the ongoing management of sector wide identity management through the local and international access federations.

Act as a unified voice on behalf of the membership to assist sector wide service providers in delivering appropriate services to members.

Continue to encourage the deployment of federated services and work with members to improve the consistency and quality of the service.

Work with members where appropriate to harmonise policies and procedures to remove the barriers to de-duplication and shared services and infrastructure.

Develop a Cloud Framework to facilitate the adoption of cloud services by members.

Evidence Based Practice

CAUDIT will take a questioning approach to IT practice within higher education with the view to helping members plan and deliver IT Services that represent industry best practice. To achieve this CAUDIT will:

Facilitate the collection of benchmarking data which enables members to compare their input costs with their peers whilst understanding the context in which the comparison is made.

Facilitate the measurement of the quality of IT service delivery to enable members to compare themselves with their peers across the sector.

Maintain a watching brief of the activities of members, and identify example of best practice and facilitate the sharing of this amongst all members.

Develop standards which represent best practice to enable members to standardise core practices.

Develop whitepapers detailing exemplars of best practice.

Develop a **Cloud Framework** to facilitate the adoption of cloud services by members.



CLOUD FRAMEWORK

Work with members to identify opportunities for de-duplication of infrastructure and service delivery and identify and where appropriate facilitate solutions.



DE-DUPLICATION

Work with members where appropriate to harmonise policies and procedures to remove the barriers to de-duplication and shared services and infrastructure.



PARTNERSHIP ON LEGAL ISSUES ASSOCIATED WITH THE CLOUD

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**WORK WITH AND PARTNER
WITH VENDORS**

Replay of the 2011 Business Plan

- Conduct a literature search of current Cloud Computing frameworks
 - Survey members to:
 - Find any cloud computing frameworks or strategies already in use
 - Identify the key areas which will be of use to members
 - Engage with IT Vendors to draw in their experience and views
 - Conduct a series of workshops to engage members and their staff
 - Develop a draft framework which includes appropriate resource kits for use by the membership (e.g. draft legal agreements, risk assessments, privacy/IP issues)
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Cloud Computing Framework Components

1. A checklist (Have you thought about...)
2. Case studies
3. A glossary
4. A legal kit (e.g. contract templates)
5. How to do a risk assessment of a service offering
6. Exit strategies
7. A decision model or business case
8. Change management advice (skill sets, cultural changes, effect on IT staff)

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