Cloud Standards Customer Council

Making cloud standards customer driven!

Andrew Hately
IBM Distinguished Engineer &
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What is driving IT demand?

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Technology has never been more important to business…

CEO Studies 2004–2013

Strategic reinvention
136% are more likely to use cloud to **reinvent customer relationships**

Better decisions
170% more likely to **use analytics extensively** via cloud to derive insights

Deeper collaboration
79% more likely to rely on cloud to **locate and leverage expertise** in the ecosystem

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… and Cloud has emerged as a growth engine for business

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Open source & standards are fueling an IT renaissance

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How do we make this real? An open cloud architecture

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Cloud Standards Customer Council – *THE Customer Voice for Standards!*

- Provide customer-led guidance to multiple cloud standards bodies
- Establishing criteria for open standards based cloud computing

2011/2012 Deliverables

- Practical Guide to Cloud Computing
- Cloud Computing Use Cases
- Practical Guide to Cloud SLAs
- Security for Cloud Computing
- Impact of Cloud Computing on Healthcare

2013 Deliverables

- Convergence of Social, Mobile & Cloud
- Public Cloud SLAs: What to Expect & Negotiate
- Cloud Security Standards Landscape
- Migrating Applications to the Cloud

2014 Projects

- Big Data in the Cloud
- Social Business in the Cloud
- DevOps Impact on Cloud
- Refresh of Practical Guides

450+ Organizations participating

http://cloud-council.org

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Practical Guide to Cloud Computing - *Published October 2011*

Practical reference to help apply cloud to business challenges

- Aims to remedy confusion & uncertainty by providing comprehensive information to help build a cloud strategy
- Explains in nontechnical language they key concepts of cloud computing & how to best adopt cloud to solve enterprise problems

9 Steps to the Successful Adoption of Cloud

1. Assemble your (cloud consumer) decision team
2. Develop business case and an enterprise cloud strategy
3. Select cloud deployment model(s)
4. Select cloud service model(s)
5. Determine who will develop, test and deploy the cloud services
6. Develop a proof-of-concept before moving to production
7. Integrate (cloud solution(s)) with existing enterprise services
8. Develop and Manage Service Level Agreements (SLA)
9. Manage the Cloud Environment

Lockheed Martin's survey research indicates that while customers understand the benefits of cloud computing, they continue to look for guidance to simplify the move from exploration to cloud implementation; the CSCC Practical Guide will serve them well in this journey

Melvin Greer
Senior Fellow & Chief Strategist, Cloud Computing
Lockheed Martin

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Security for Cloud Computing - *Published August 2012*

A reference to help enterprise IT understand the security implications of cloud

- Provides a list of steps, along with guidance and strategies, to help decision makers evaluate & compare security offerings
- Help cloud consumers understand the potential security benefits & risks associated with cloud computing

10 Steps to Manage Cloud Security

1. Ensure effective governance, risk & compliance
2. Audit operational & business processes
3. Manage people, roles & identities
4. Ensure proper protection of data & information
5. Enforce privacy policies
6. Assess the security provisions for cloud applications
7. Ensure cloud networks & connections are secure
8. Evaluate security controls on physical infrastructure & facilities
9. Manage security terms in the cloud SLA
10. Understand the security requirements of the exit process

The CSCC has created a practical guide to help those with information security expertise as well as those that don't have domain expertise. This work will help organizations step through ten areas to be cognizant of when evaluating cloud providers. The end effect is helping companies avoid decisions that put their data and service at risk.

Ryan Kean
Senior Director,
Enterprise Architecture
The Kroger Company

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Practical Guide to Cloud SLAs - *Published April 2012*

Practical reference to help enterprise IT analyze Cloud SLAs

- Checklist of key criteria for evaluating and comparing SLAs from different providers
- Highlight the role of standards to improve interoperability across different cloud providers

10 Steps to Evaluate Cloud SLAs

1. Understand roles and responsibilities
2. Evaluate business level policies
3. Understand service and deployment model differences
4. Identify critical performance objectives
5. Evaluate security and privacy requirements
6. Identify service management requirements
7. Prepare for service failure management
8. Understand the disaster recovery plan
9. Define an effective management process
10. Understand the exit process

Today, customers complain regularly that SLAs are just another form of vendor boilerplate and that it is difficult if not impossible to get much modification… That doesn't mean we don't need SLA's; we do. It's important we make it clear what is going on now versus what we would like to see/influence for the future and when we are hoping that future will occur.

Amy Wohl
Principal consultant
of Wohl Associates

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CSCC Working Groups – *where the real work is done*

Practical Guide
(chair: IBM; 40 active members)

Guidance for enterprise information technology (IT) & business decision makers adopting cloud computing to solve business challenges.

Security
(chair: Boeing & Kroger; 43 active members)

Prioritize security use cases security, from cloud deployments, including: ID management, authorization, auditing, availability, data protection & privacy

XaaS
(Chair: Ekartha & IBM; 31 active members)

Best practices based on existing standards and use cases for IaaS, PaaS & SaaS.

Cross-industry

Big Data
(Chair: IBM; WG Launch, Jan. 2013)

Develop best practices and identify requirements for in new, engaging, internet-scale big-data analytics platforms.

Industry-specific

Financial Services
(chair: State Street; 24 active members)

Create, refine, or assemble financial services industry-specific use cases & business patterns for cloud in order to influence cloud technology standards in the sector

Healthcare
(chair: Lockheed Martin; 26 active members)

Five initiatives: 1) Industry use of cloud; 2) Standards & SDO's driving cloud use; 3) Existing EHR implementation / adoption guidance; 4) Effective privacy requirements for cloud; 5) Compliance monitoring for cloud customers

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Call to Action

Get Involved!

- Membership is free & easy: http://www.cloud-council.org/application
- Join one or more of the CSCC Working Groups
  http://www.cloud-council.org/workinggroups.htm
- Participate in monthly web conferences for all members

Review and leverage CSCC resources

- ***Cloud Security Standards: What to Expect & What to Negotiate***
  http://www.cloud-council.org/security.htm
- ***Security for Cloud Computing: 10 Steps to Ensure Success***
  http://www.cloud-council.org/security.htm
- ***Convergence of Social, Mobile & Cloud: 7 Steps to Ensure Success***
  http://www.cloud-council.org/Convergence_of_Cloud_Social%20_Mobile_Final.pdf
- ***Practical Guide to Cloud Computing V1***
  http://www.cloud-council.org/10052011.htm
- ***Practical Guide to Cloud SLAs V1***
  http://www.cloud-council.org/04102012.htm
- ***Public Cloud Service Agreements: What to Expect & What to Negotiate***
  http://www.cloud-council.org/publiccloudSLA.pdf
- ***Impact of Cloud Computing on Healthcare***
  http://www.cloud-council.org/healthcare.htm

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Thank You

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