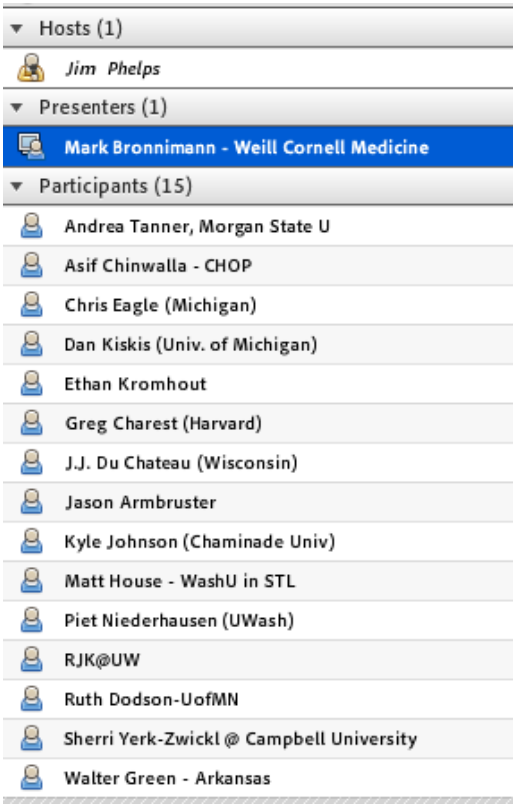
2017-12-15 Itana Call minutes

Attendees:



Agenda for next call

1. Roll Call (by timezone - East to West)
2. Scribe Shout-out - It's easy to scribe: How To Scribe Itana Notes
3. Agenda Bash
4. **Medical College at Cornell's Cloud Journey - Mark Bronnimann**
5. Itana Org Updates
    a. Working Group Updates
        i. EA Maturity Model
        ii. IoT Whitepaper
        iii. API Working Group
        iv. Business Architecture Working
    b. Book club update - Dave Gray, The Connected Company (2012)
    c. Steering Committee Update

Mark Bronnimann - Weill Conell Medicine - WCM Cloud Program

Have different needs than the campus

- closely affiliated with a teaching hospital,
- have needs re privacy and compliance.
- Close ties with other universities.
- Have programs in the middle east.

They are both Higher Ed and Healthcare - slow to adopt.

Silos of cloud implementations - mostly SaaS - like Office365. Started as a colocated implementation of ActiveDirectory with another U.

Now have ServiceNow, SAP, etc. Different parts of the college and parts of the ITS each doing individual negotiations and implementations.

Slow on-premise installs. Also costs of running a data center in NYC. Cost per square foot.

Expectations have changed. People expect much faster delivery. Rapid provisioning. Rapid turnaround.

Switched to a Cloud-First Strategy. Not just lift and shift but leveraging cloud technologies natively.

Objectives:

- Become a broker of cloud services: put in place governance around strategies, wanted more data-driven decision-making
- Dev. core capability to support cloud (CCoE): implemented core services in Azure but then realized that they hadn't really leveraged the PaaS of Azure. Didn't really do a cloud-first implementation leverage all the capabilities.

Challenges

- Limited direct influence
    - IT not seen as a strategic partner.
- No mandate
- Compliance (HIPAA and PCI)
    - Want to make this easy for Researchers (especially) to leverage cloud without worries about compliance worries

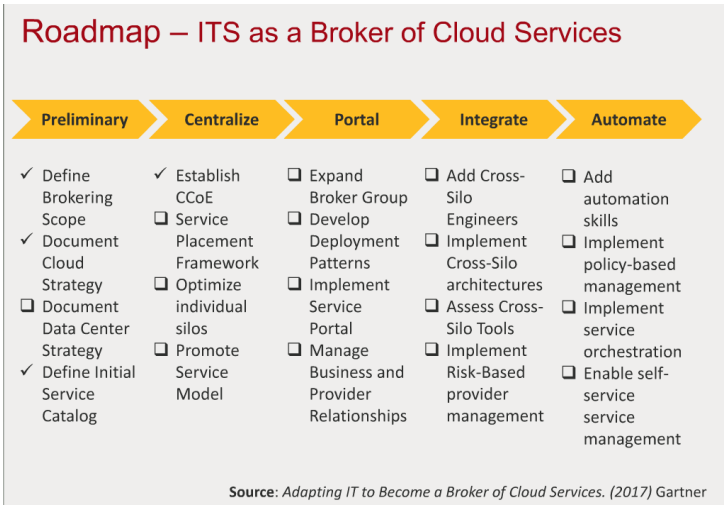
Customer Experience Initiative

- "Customers contacting ITS will be only one step away from a solution."
- Cloud really enables easy solutions for end-users. (e.g. Amazon point-and-click to bring up a call center).
- Researchers have been using containers for some time. AWS/Azure do it better than ITS can do with Docker/Kuberneties

Cloud Program GSOT

- CX Cloud First Migrate our of 1300 Data Center, Cloud-First Solutions, CCoE, etc.
- Training and Outreach and Collaboration

Maturity model for ITS as a Broker of Cloud Services from Gartner "Adapting IT to Become a Broker of Cloud Services (2017)"



- Spoke with Amazon and Microsoft. Engaged with professional services to do a jump start. Used to develop CCoE and developing deployment patterns.
- Have people trained and certified as cloud engineers now
- Developed reference architectures
- Only new service catalog entry is the Self-Service AWS solution.

The transformation is being the service broker for cloud solutions away from being developers.

CCoE Structure

Cloud Steering Committee - IT department now, grow to other partners too

CCoE - standards and best practices, RA, etc...

Cloud Ops Services - operations, disaster recovery, etc

Want to have the cloud solution part to be transparent to customers (they want an app running on a server don't need to know that it was deployed in the cloud).

NIST Cloud Computing Ref. Arch. (NIST 500-292)

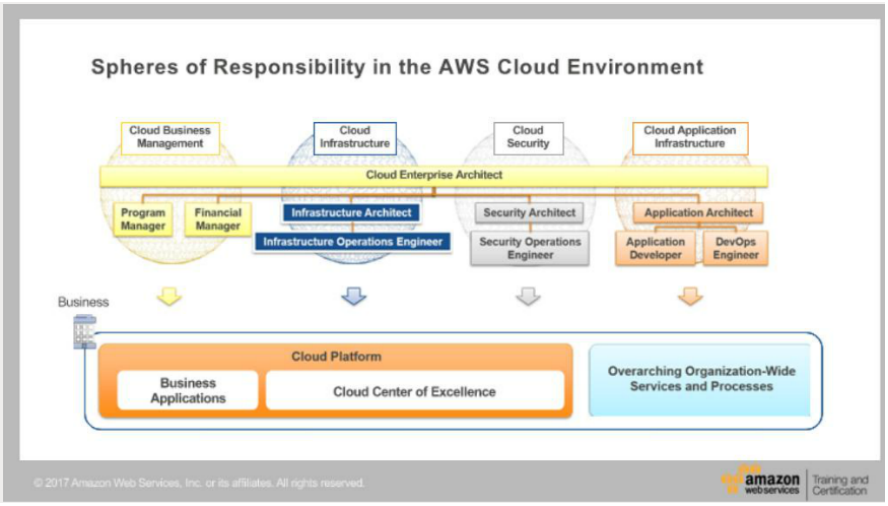
- Overlaid they roles of AWS vs. ITS.
- Overlap with Cloud Service Management, Security, and Privacy
- Wants them using their Reference Architectures.
- Larger role than just the Cloud Broker

- Want to be monitoring and auditing - make sure the accounts meet compliance/security needs

Care. Discover. Teach. (Mission of the college) is supported by

- Business Capabilities are supported by
- IT Capabilities are supported by
- IT Solutions (AWS) are supported by
- IT Components (AWS)

Target IT Org Changes - pulled the slide from Amazon



Spheres of Responsibilities

How they have made these changes:

Training - getting the certified architect/developer tracks and in-house

Collaboration - hands-on with project or service teams

Outreach - office house, geek sessions, federated good ideas.

Chat Log:

Ethan Kromhout: Would you be willing to share some specifics of the policies and other protections you built in AWS for your hipaa accounts?

J.J. Du Chateau (Wisconsin): Great slide! Asif Chinwalla - CHOP: Thanks for the inivte Mark. Great presentation. Do you have thoughts on how researchers (your customers) have dealt with the cost model - from institutional subbsidized CapEx, to charge back OpEx? Asif Chinwalla - CHOP: focus of conversation always seems to fall on cost, and not on opportunity of value in public cloud Asif Chinwalla - CHOP: no problem, thanks

Itana Org Updates

Business Architecture Group is up and Running - you can see the schedule on Itana.org Events

Next Book is announced. Contact J.J. to join in the Book Club.

Next Call(s)

Jan 12	IoT Working Group Report Out
Jan 26	EDUCAUSE - One of Four Focus Areas. Why is this important? How would you engage? What is front of mind for you?

See the 2017-2018 Itana Program for upcoming call topics. You can also suggest a topic. Have something you want to talk about? Share? Get feedback? Let the Itana Steering Committee know.