

# Cloud Computing

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*a presentation by*



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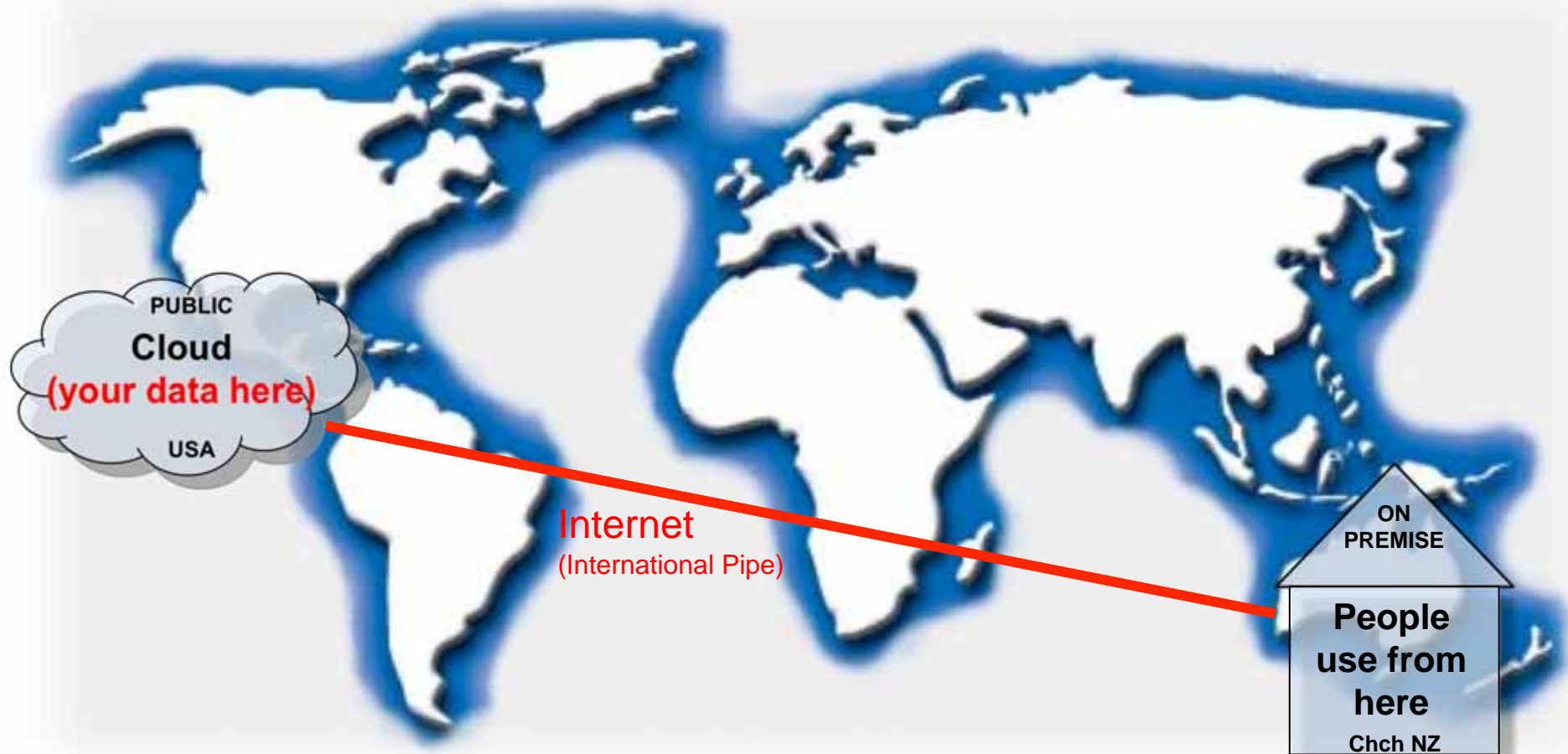
So what do we do?

**Business Process Mapping** Business Process Tuning & Efficiency **Cloud Services**  
Contact Centre Efficiency **Content Management Solutions**  
Contract Management Systems **CRM Solutions** Enquiry Management Solutions  
Flexible Delivery & E-Learning **Intranets** KPI Reporting Process Efficiency  
Project Management PRA Solutions **Public Web Sites** Reporting RFPs  
**Service Desk Solutions** Student Advisory Solutions Student Attendance Solutions  
Student E-Mail **Student Portals** Systems Implementations **Systems Integration**  
Systems Support **Teaching & Learning Solutions**  
Tertiary Project Management Solutions Tertiary Risk Management Solutions  
Tertiary Specific **Social Media Solutions** Tertiary Strategy Formulation **Training**



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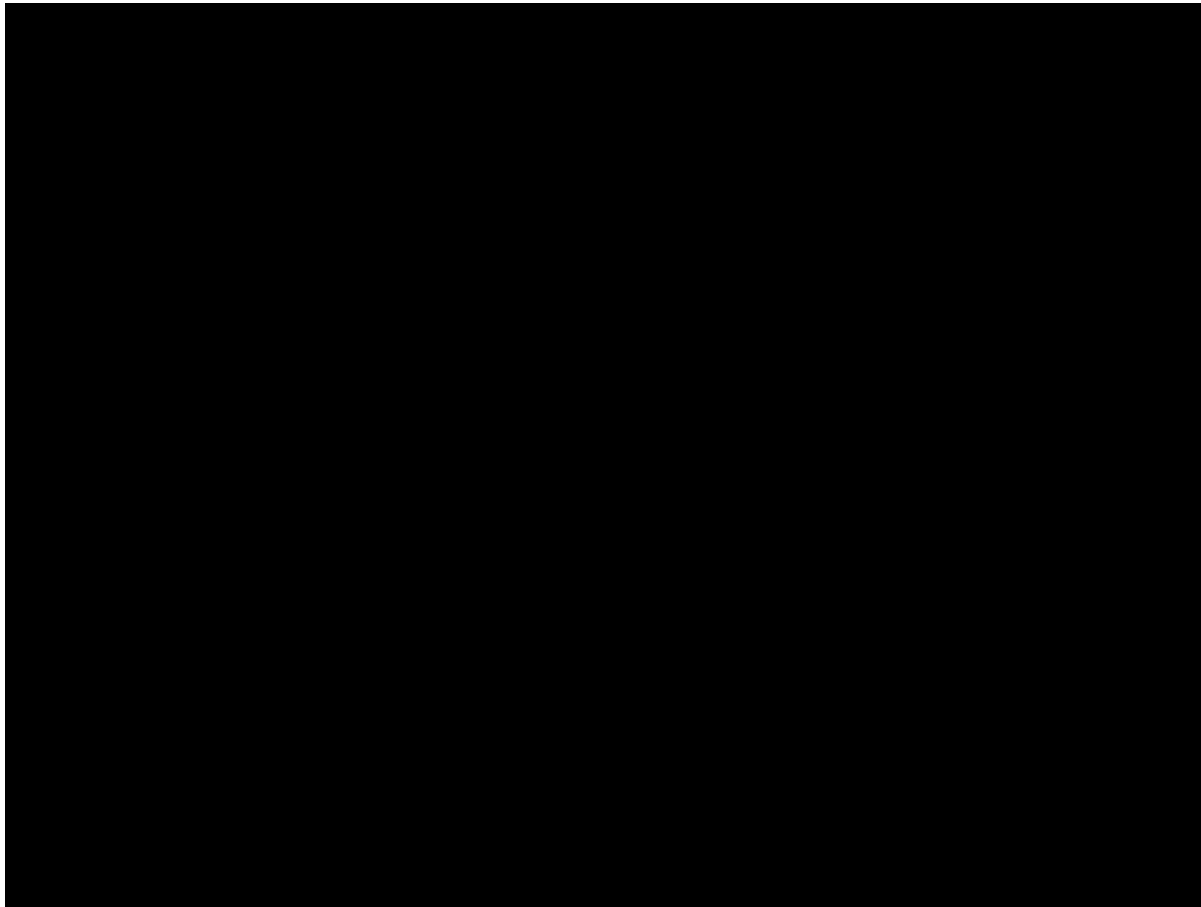
# So what's a cloud?



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Lets hear more....Microsoft Cloud



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# What does the cloud do?



## It creates opportunities for solutions

....the ITP's should be capitalising like the rest of  
the world!

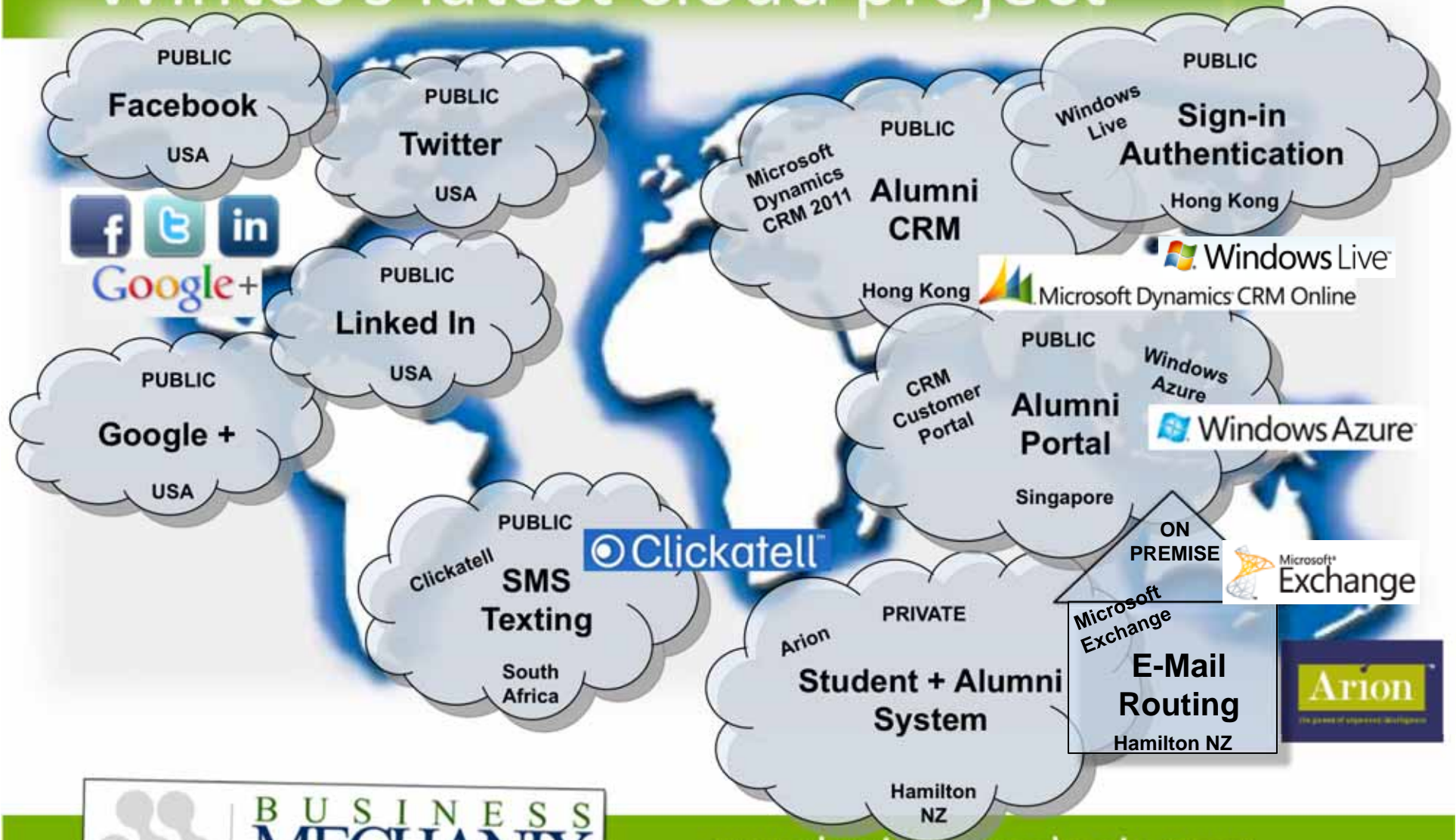
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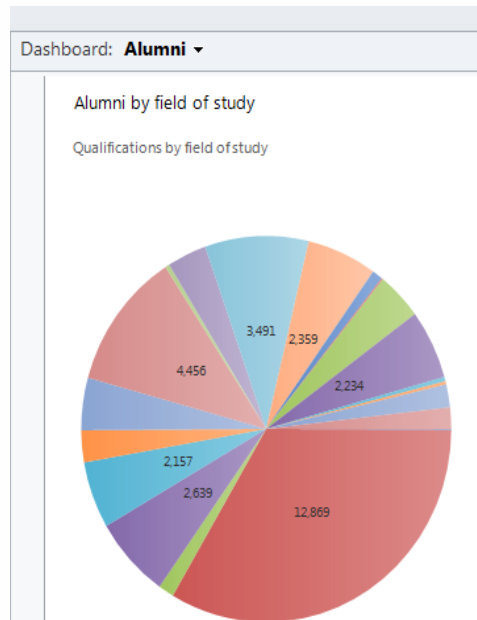
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# Wintec's latest cloud project



# Smashing The Boundaries



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# What does Cloud do for Productivity & Value

- Scale
- Innovations quicker to market
- Creates a value add platform for institutes
- Performance
- No more upgrades
- No more expensive server hardware
- Pay as you go for what you use
- Opex vs capex cost
- Shift IT to value add

# Why is this important to tertiary education?

- Disaster Recovery
- Internationalisation/ Global Access
- Distance Learning
- Global Research and Trials
- Short-Term Proof of Concepts
- Do more with less- shift of funds
- More innovations to come...its like the internet, there are many more uses

## Example Uses in Education

- Email systems
- Collaboration tools (Sharepoint/ Google Docs)
- Word/ Excel/ Office in the cloud (office 365)
- CRM Solutions
- International Agents Portals
- Alumni Portals & Directories
- Relationship Management
- Enquiry Management
- Learning Management
- Device Apps running off i-pads and i-phones
- And much more.....

# Aren't you doing it anyway?

- How many of you use Google Docs?
- How many of you use Live@EDU or Google Mail.
- Marketing teams using Facebook or Twitter?
- CRM Online?
- Moodle hosted (ie Catalyst?)
- Hosted Websites.

What has your strategy been to create this usage....or is it just organic?



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# Your challenge for cloud

- You need to compare what you have (infrastructure) to what the cloud offers
- Assess your data access needs – from where?
- Look at your institutes strategy, does this technology give you advantage with industry/ government and students?
- Have you considered what your IT department and spend should look like in 5 years time? How will cloud play a role?

# Self Sabotage & Blockers

- Many of the tertiary sector IT departments are self sabotaging, avoiding the cloud as job protection and a way to ensure they still get “tin” or new server hardware” to play with at your expense, despite the value it may or may not add.

WE HAVE PERSONALLY EXPERIENCED  
AND WITNESSED THIS.

....here are our tips for you.....

# How to spot Cloud Blockers...

- They don't want to learn about it and avoid external advice and training.
- They will not engage with Marketing to “promote the new cloud services”
- There are a lot of “Assumed Problems” and “De-Railed Pilots” through lack of effort (self sabotage).
- Reasons such as Privacy and security are cited despite the fact when asked to be presented with the current strategy or policy, it can't be produced.
- There is a general lack of wanting to understand the cloud or promote this to you as a viable option for value add projects.
- General fear of job loss rather than job change so block rather than enable. Will avoid subject of cloud when asked.

# So what can you do?

- Foster innovation by taking away the IT departments ability to spend capital.
- Business value projects involving technology should NOT be run by IT, nor should the budget be controlled by IT. These projects require executive sponsorship. Technology is simply now part of everything we do, it should not be treated as a separate component. It requires a top down approach or governance model (tighter governance over IT outputs).
- Collaborate, try the cloud. Lets start some projects together in this space. You do not need IT for this, simply neutral ground.

# Strategies you must have

- An excellent trusted advisor & partner who knows the sector & technology
- A cloud strategy
- A privacy policy
- A good loss prevention policy
- A contract with your students and staff about use and storage of their data, when they are with you and after they leave (ie Alumni)
- A complaints and escalation process (in regards to privacy)
- An IT team that enables you
- A skilled workforce who can build and consume cloud services
- Training on use of cloud technologies to maximize value.

....and don't forget

....your 'right partner' is at the Business  
Mechanix stand, come and see us at  
lunch.



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# Questions??



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# Despite my fear, I still fly

## [Despite my fear, I still fly.](#)

Tuesday, October 4th, 2011

Its amazing how things come to me. Today I'm contemplating yet another [blog post about cloud computing](#)...as if we/I haven't diluted it enough with 10 zillion post about why the cloud is the place to be.

This morning one of our cloud architects said to me, "The cloud really reminds me of flying". I immediately thought of a corny analogy between cloud computing and flying in the clouds...I know, please continue, thats not what this is.

He continued, "a lot of people have a fear of flying because when there's an accident involving an airplane a lot more people are involved, and the news of the accident reverberates everywhere". This is what feeds my illusion that air travel is unsafe, even though the [numbers](#) support that air travel is much safer than [ground travel](#).

Air travel is one of the most regulated and safety conscious industries with millions of flights each day, yet I focus on the failures. There will always be people who choose to travel by bus or train, unfortunately for them, they will arrive to the party a little late. I'm still going to fly.

enter, cloud computing.

As airlines have to ensure the safety of their travelers, we implement safeguard's against outages too. We have superior [fault tolerance](#) built throughout our data center. Like air travel, we have [audits](#) that set standards in the data center market place. We have far more protection built into the infrastructure than what a typical business has.

Just as travelers have learned to manage the fear of flying, I've learned to understand the reality of an outage. Could it have been prevented if protection and redundancy were built in the application layer as well as the hardware layer?

Applications fail for [3 major reasons](#), protecting at all three layers, in most cases, is a requirement. The cloud offers you the ability to create redundancy on a hardware and application layer quite easily, the benefits of cloud computing far out way the illusion that servers need to be across the hall.

So flying does remind me of cloud computing. As it continues to grow as the preferred method to deliver infrastructure, rest assured, if there is a chance for the news to post a story about an outage they will, just ask [Sony](#) and [Amazon](#).

Thankfully, I understand what an outage or a failure really means, but more importantly, I know air travel is the best, most reliable means to get me from Cincinnati to Denver.

Nathan Fultz

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# Aren't you doing it anyway?

*Privacy (Cross-border Information) Amendment Act 2010*

30,000 computers in one centre. 6.75 trillion photos in one data centre..

Microsoft's cloud 1 Billion Customers, 70 countries, 20 million countries. Operating clouds since 1989

# So what can you do?

Transition from **IT as the blocker** to **IT as the Enabler**.

Transforming the perception of the IT department is an ongoing battle. It's about bridging the gap between business and IT. This gap can't exist anymore. Technology is such a consistently prevalent part of our society today that a company who were to ignore this would be left by the wayside.

**Past Mindset:** *IT as the Blocker*. In past years, there has been less dependency and involvement of the IT department within a company. They were the techies that fixed your computer when it froze or when you got a virus. They did not work directly with the business, it was seen as a separate entity that would slow down those busy high demand business guys.

# So what can you do?

**The Future:** *IT as the Enabler.* Technology is now what is running every successful and savvy company. It no longer slows business down, but makes us two, three or four times as fast, productive and knowledgeable. Today's tech talk is all about [agility](#).

In order to see IT as the enabler, we must shift to being agile. Agile is the future. It centers around quickness, flexibility and adaptability.

Today, business moves quickly and so technology must move even quicker. Business now depends on IT, whether it is an [app development](#), live presentations via tablets, or your entire [infrastructure in the cloud](#). A successful business must be synced directly and flawlessly with its IT department and with the [latest technology trends](#).

**Takeaway:** Move forward and take on your industry's trends hand in hand with your IT.



# What's a Hybrid?

<http://www.youtube.com/watch?v=hOxA1I1pQlw>



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# Cloudy with a Forecast of Hybrid



# Platforms

 Windows® Azure™

 Microsoft Dynamics® CRM Online

 Windows Live™

 Microsoft®  
Exchange Server

 Arion™  
*the power of expressed intelligence*

 Clickatell™  
*Any message, anywhere.*

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