Corporate governance of cloud technologies

Objective: to help the client define a strategy (policies, processes, and standards) aimed at cloud technologies, which allows them to facilitate their adoption, control resources, save costs and comply with regulations in the new environment.

Scope:

1. Evaluation

- Government (Policies, processes, nomenclatures)
- Operation (Monitoring, automation, SLAs)
- Economic (Billing, subscriptions)
- Cybersecurity (Identities, risks and regulations)

Deliverables: Questionnaire on the current situation and customer needs, platform assessment, compliance level report and evaluation document.

1. Government

- Politics
- Processes
- Nomenclatures
- Resources, provisioning, and configurations
- Roles and responsibilities
- IT processes

2. Operation

- Performance, monitoring and automation
- SLAs Service Level Management
- Continuity of operations

3. Economics

- Contract management
- Billing and cost centers
- Subscriptions

4. Cybersecurity

- Risks and regulations
- Identity and access management

5. Financial Management

6. Resource management

7. Change management

8. Continuity of the operation

- Operation monitoring
- Backup & recovery

9. Security and compliance

10. Life cycle and automation

Basic	Standardiz	Rationalize	Dynamic

People, Process, Technology

IT Service Life Cycle

Microsoft Solutions Framework (MSF)	Microsoft Operations

Envisionin > Planning > Developin > Stabilizing > Changing & > Operating > Supportin > Optimizin

Continuous Improvement Roadmap (CIR)

ITIL v3 – IT Information Library

Service Strategy > Service Design > Service Transition > Service Operation

Continual Service Improvement