



Cloud Computing The CMA Connect



Creating value

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Objectives & Outlines





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Why should we know?

Players & Participants in the Cloud Computing

Our Areas of Contribution

Internal/Risk/Security Audit Points

Managing IT Costs

SLAs and Monitoring

Billing and Accounting

IT Security

Strategy for our Clients

Costs in Cloud



Why should we know?

- Here's who we think you are:
- ✓ **You're smart.** You're no dummy, yet the topic of service oriented architecture gives you an uneasy feeling; you can't quite get your head around it, and if you're pressed for a definition, you might try to change the subject.
- ✓ **You're a Professional/Consultant who wants little or nothing to do with technology,** but you live in the 21st century and find that you can't escape it. Everybody's saying, "It's all about moving to the cloud," so you think that you better find out what they're talking about.
- ✓ **You're an IT person who knows a heck of a lot about technology,** but who is new to this cloud stuff. Everybody says it's something different. Once and for all, you want the whole picture.
- Whoever you are, welcome. We're here to help.



Dare to innovate



Dare to innovate

UBER

the largest Taxi Company in the world

do not own any

VEHICLE



Dare to innovate

FACEBOOK

the world's most popular media

creates

NO CONTENT



Dare to innovate

ALIBABA

the most valuable retailer holds

NO INVENTORY



Dare to innovate

APPLE

which sells more than 200 million cellphones

Does not own any

FACTORY



Dare to innovate

WHATSPP

which 3 Billion messages

Does not own any

SERVERS



Dare to innovate

DISRUPTIVE
INNOVATIVE
COLLABORATIVE
consumption is shifting
the lines of Economy

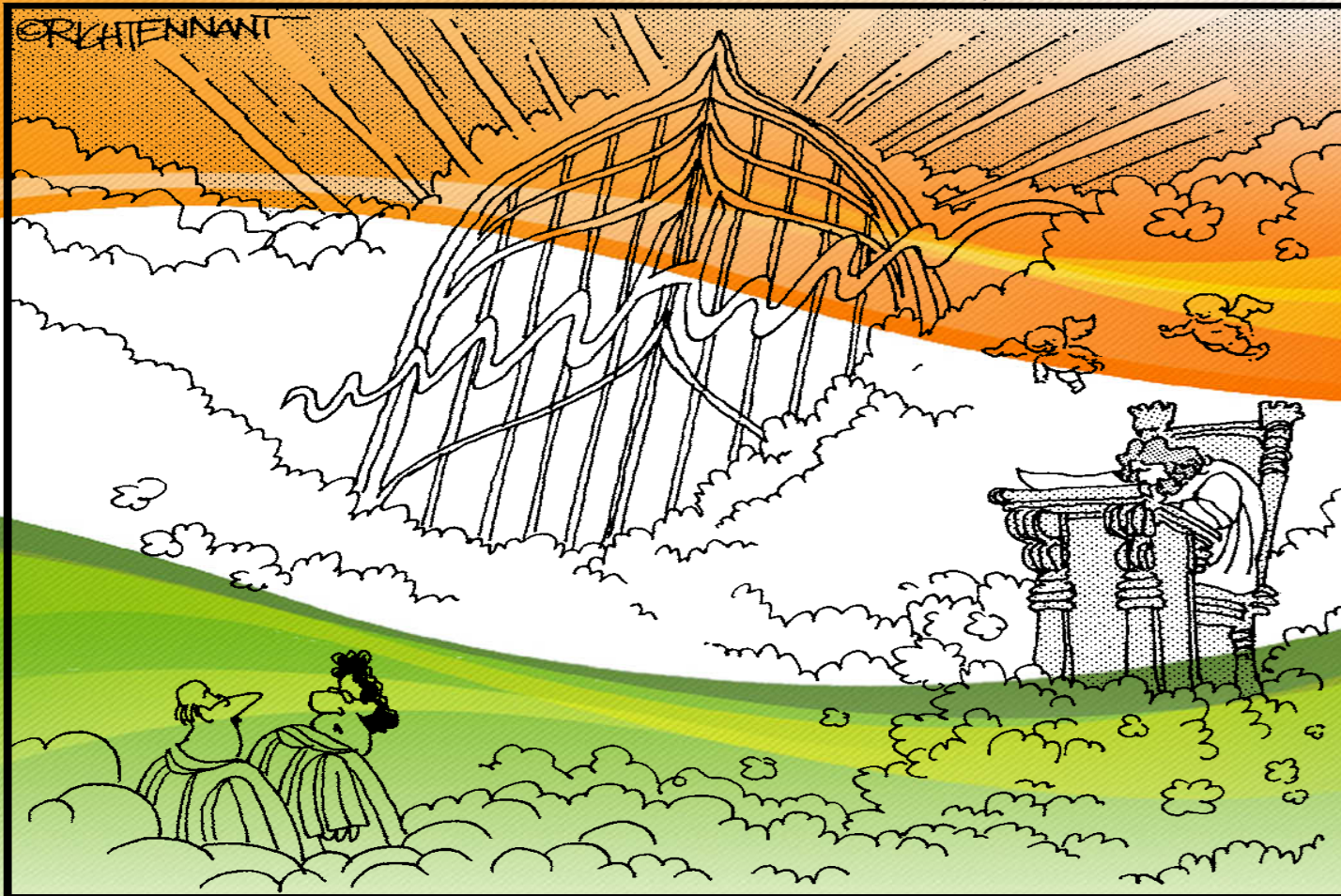


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The 5th Wave

By Rich Tennant



"Oh, I'll get us in – I used to run tech support at an internet access company."



Players & Participants in Cloud Computing

Players

Vendors

Partners

Business Leaders

Participants

End User

Business Management

Cloud Service Provider



Our Areas of Contribution

Supporting Business Agility
Reducing Capital Expenditure
Economies of scale
Controlling Operating Expenditure



Internal/Risk/Security Audit

Cloud Service Performance

Support to the Business

Corporate & IT Governance issues

Business Assets protection

Customer support



Managing IT Costs

Operating Expenses

Capital Investments

Administering the Cloud services

Vendors' Availability, Effectiveness, Experience



SLAs and Monitoring

Contract Terms

Types of Service

Penalties

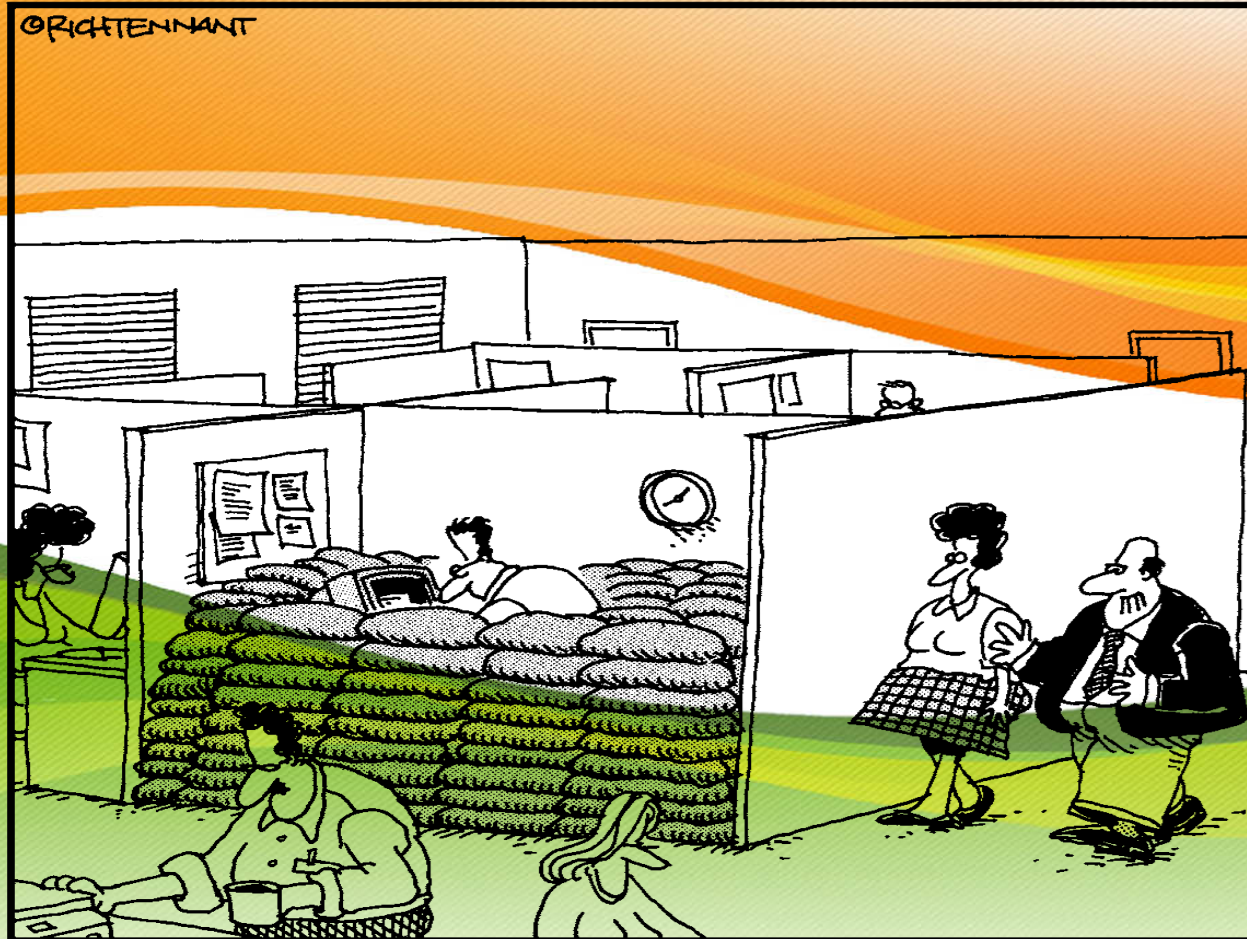
Changes in Business conditions

Support Targets

Problems Resolution Processes

The 5th Wave

By Rich Tennant



"I assume everyone on your team is on board with the proposed changes to the system architecture."



Billing and Accounting

- One cloud benefit is that, as a customer you can acquire just as much capability as needed. For this to work, billing and account management must be automated. Customers, therefore, need to be able to monitor what they're using and how much it costs.
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- Potential problems arise if service level penalties aren't clear and if the provider adds too many incidental charges. Customers can run up unexpected bills if they can't accurately track usage.



Cloud and IT Security

Identity Management

Access Control

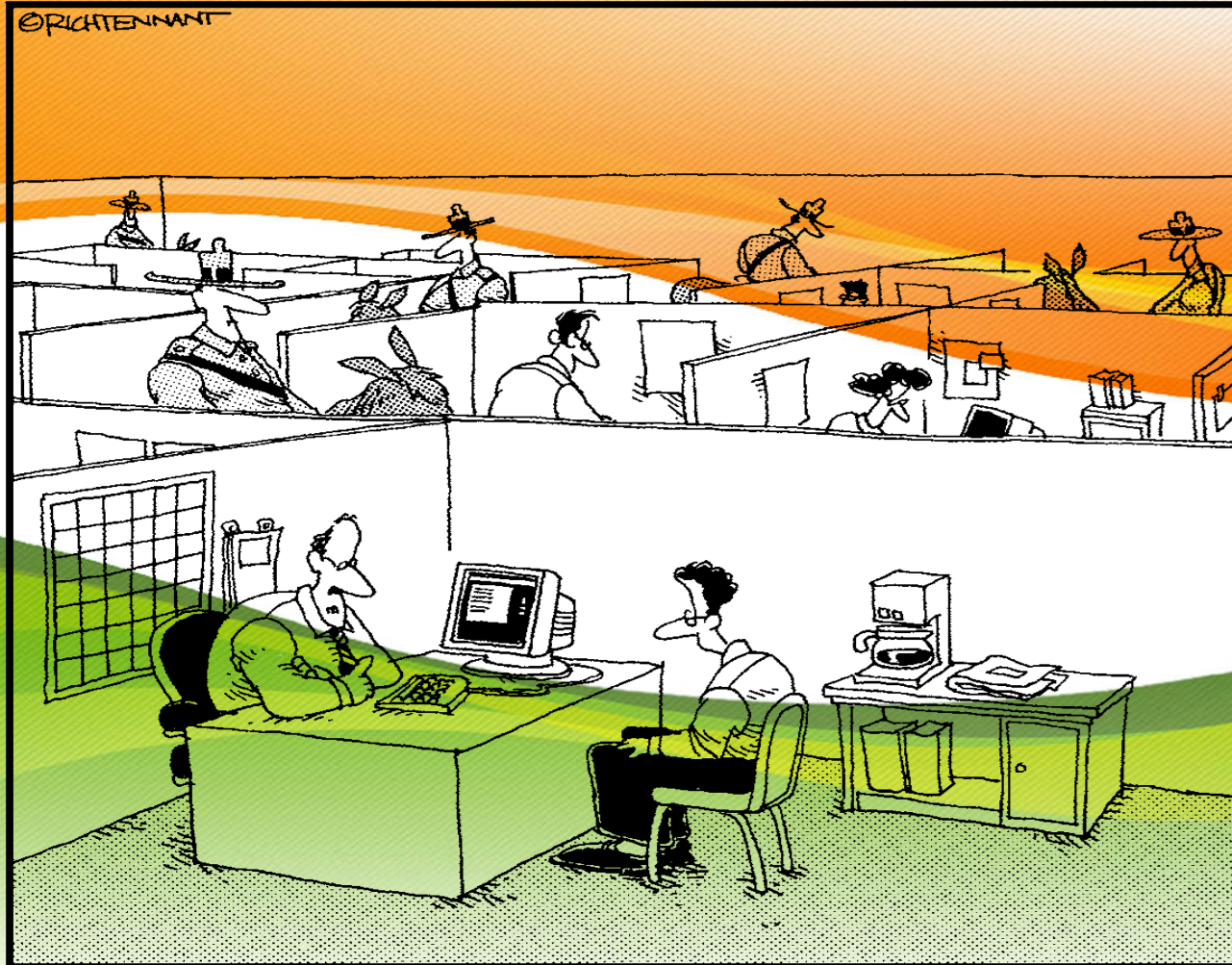
Authorisation and Authentication

External Threats – Removal & Protection

IT Security Software and Hardware

The 5th Wave

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"We take network security here very seriously."

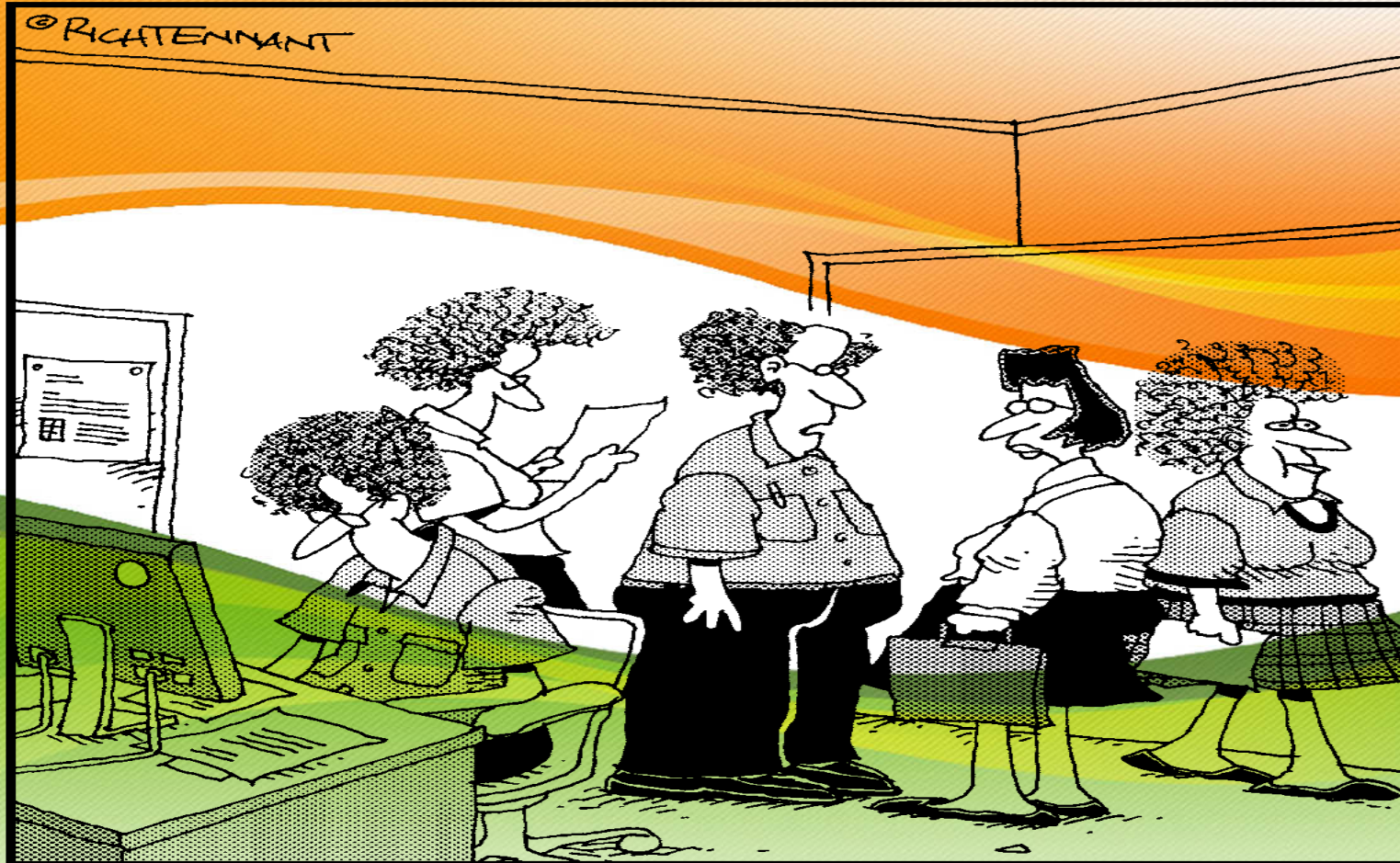


Strategy for the Clients – Key Areas

- Public, Private or Hybrid?
- Capex and Revex
- Levels of Service
- Rules and Regulations
- Control of Data

The 5th Wave

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"We're still working out the kinks in our cloud computing environment."



Costs in Cloud

- Hardware
- Software
- Power Supply
- Networking and Communication Equipment
- Electricity



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Thanks for your
Time and Input



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