



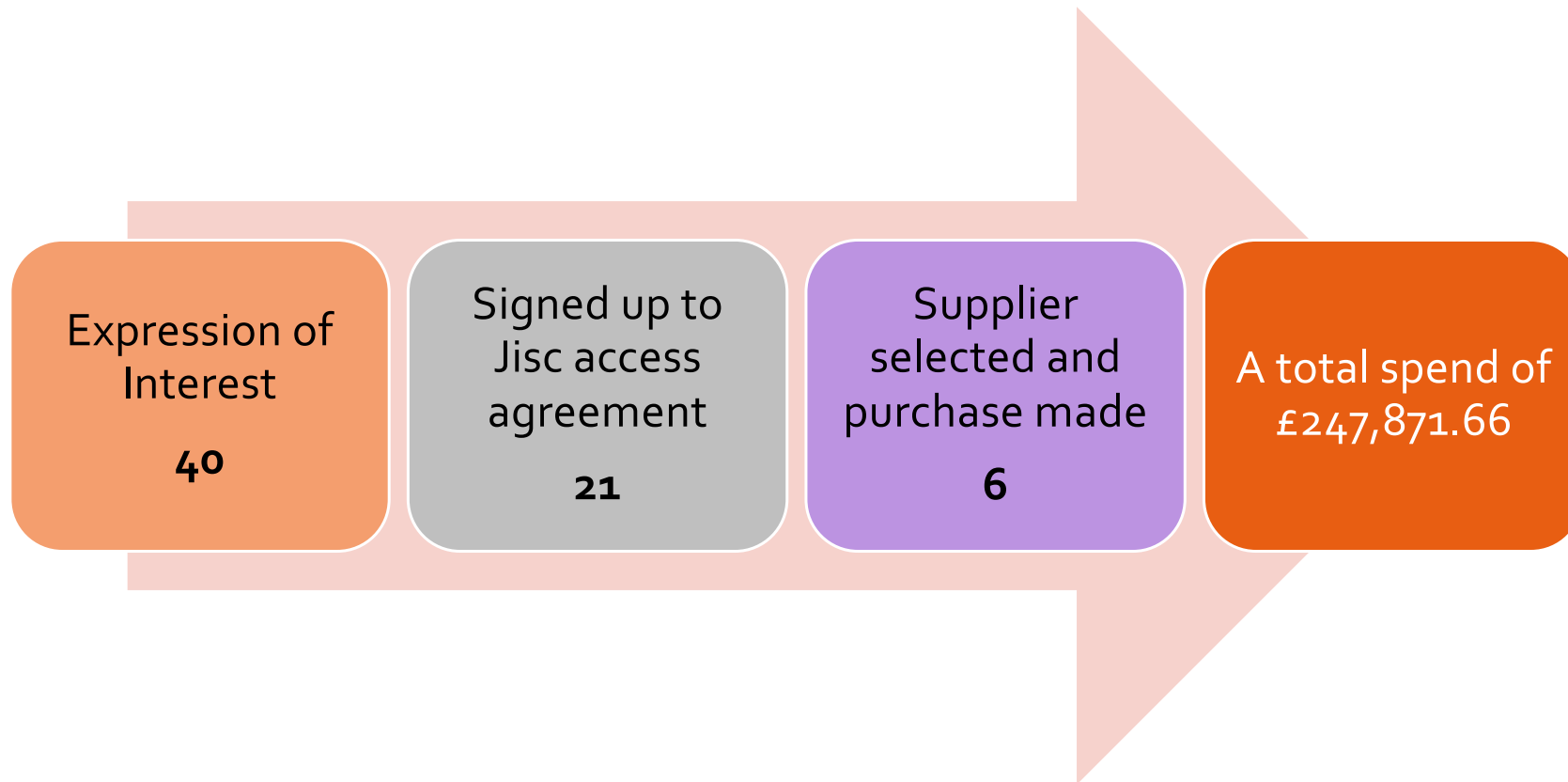
06/02/2019

# Jisc Cloud Services

Jessica Wu, Cloud Services Group Manager

- ❖ Made the GEANT IaaS framework available to member institutions as a referrer
- ❖ Raised awareness of cloud and identified gaps
- ❖ Developed a bespoke consultancy to help members use the cloud to achieve their strategic goals.
- ❖ Created a portfolio of cloud services
- ❖ Set up events and provided guidance
- ❖ Jisc and EduserV merger
- ❖ Timeline of planned activities
- ❖ Challenges and lessons learnt

# Members' activity with GÉANT IaaS framework



# Raising awareness and filling the gaps

Why **Jisc** ?  
*Do Jisc do Cloud . ?*



Gap in awareness  
.....

Hi ! We are over here and ready to help !



Think Cloud !  
Think Jisc !



- ❑ Help members to make cloud part of their wider digital vision
  - ✓ help define cloud strategy and create roadmaps for transformation
  
- ❑ Solve practical, technical challenges
  - ✓ Assessing readiness for cloud migration
  - ✓ Designing a cloud-first architecture
  - ✓ Developing roadmaps and timetables for cloud migration
  - ✓ Supporting implementation and optimisation
  
- ❑ Make the financial case for the cloud
  - ✓ financial assessment – financial-x-ray
  
- ❑ Develop their in-house skills
  - ✓ Training and seminars, online and in person
  - ✓ Skills transfer during cloud adoption and migration projects.



## Advice and Guidance

- **Strategic Consultancy & Professional Services:**
- Readiness assessment
- Strategy formulation
- Architecture design
- Migration Plan
- Implementation
- Optimisation
- Security & GDPR
- Procurement advice
- Financial X-Ray



## Solutions and Support

- **Solutions and Support**
- Managed Azure
- Managed AWS
- Managed O365
- Managed Database
- Shared Datacentre ( North and South)
- Learning Analytics (BI)
- Telephony and Videoconferencing
- Direct Connectivity to the Cloud (ExpressRoute)



## Frameworks

- GEANT IaaS framework
- Data archiving framework
- Board and committee papers framework
- Telephony Purchasing Service
- Microsoft Office 365
- G-Suite for Education (formerly Google Apps for Education)
- Shared Datacentre frameworks
- Janet txt framework

## Service documentation

- ❑ Buyers guide
- ❑ Product sheets
- ❑ Cloud guide
- ❑ Web pages
  - › Cloud landing page  
<https://www.jisc.ac.uk/network/cloud>
  - › Geant IaaS FW <https://www.jisc.ac.uk/geant-iaas-framework>
  - › Cloud consultancy  
<https://www.jisc.ac.uk/consultancy/cloud>

## Events and surveys

- ❑ Jisc/Microsoft joint event 6th Nov. 2017
- ❑ Cloud development Webinar and survey Jan 2018
- ❑ Cloud sessions at Jisc Networkshop April 2018
- ❑ Jisc Architecting on AWS training session 12-14 Sept 2018
- ❑ Jisc cloud enablement session with AWS Nov. 2018
- ❑ Conducted a Jisc/GEANT cloud survey Nov/Dec. 2018

## Cloud consultancy

A bespoke consultancy service – helping you use the cloud to achieve wider digital goals

In research and education, cloud technologies are a key enabler for digital change – making it easier and more flexible to manage a range of digital projects, from essential business services to data analytics to high-performance computing.

But integrating the cloud into your vision can bring a wide range of strategic and practical challenges – from making the business case to managing security concerns to designing an effective cloud migration.

To help you solve your specific challenges, we offer a bespoke cloud consultancy service, helping make you better equipped to use the cloud to meet your digital goals.

Our certified cloud experts offer tailored advice and support, specifically targeted to your needs, and grounded in our experience as a not-for-profit organisation serving the research and education sector.

### How our consultancy service benefits you

This service is designed to help you:

#### Make cloud part of your wider digital vision

To help you transform and meet wider goals, we help you define your cloud strategy and create roadmaps to put that strategy into practice.

Of course, this isn't something IT can do alone. So we offer workshops for key stakeholders – helping people in the wider organisation understand how cloud technologies help achieve their objectives.

#### Become more agile

A key benefit of the cloud is the chance to become more agile as an organisation – managing smaller projects in a more flexible way. We can help you plan for the effect of this cultural change, designing workflows to fit your cloud-first vision.



### Select the right platforms

Choosing the right platforms and vendors is a key part of implementing any cloud strategy.

At Jisc, we offer vendor-agnostic purchasing frameworks to help you find the best partners to meet your goals; and we work together with platforms and suppliers on specific solutions, creating an ecosystem of partners from which to choose.

### Make the financial case for the cloud

Cloud solutions offer the chance to reduce capital expenditure and the associated business risk, but it requires planning to realise the benefits.

To help you understand the full costs and benefits to you, we recommend a financial assessment such as our Jisc Financial X-ray as part of your consultancy service. See [jisc.ac.uk/financial-x-ray](http://jisc.ac.uk/financial-x-ray).

### Solve practical, technical challenges

We can offer consultancy on a wide range of specific technical challenges, including:

- > Designing a cloud-first architecture
- > Assessing your readiness for cloud migration
- > Developing roadmaps and timetables for cloud migration, depending on your current readiness
- > Helping to implement a wide range of cloud projects.

### Develop your in-house skills

In IT and service delivery teams, it's important to develop the in-house capability to manage cloud resources going forward.

So we work with leading vendors and providers to help you offer continuing professional development. These services may include:

- > Training and seminars, online and in person
- > Skills transfer during cloud adoption and migration projects.

### How the service works

Jisc cloud consultancy is a bespoke service. After an initial, free-of-charge meeting to understand your needs – either face-to-face or as a call – we will write a proposal with defined deliverables for you to approve.

When we provide strategic consultancy, this will take the form of workshop days followed by a report with recommendations. We can design other forms of consultancy on a bespoke basis.

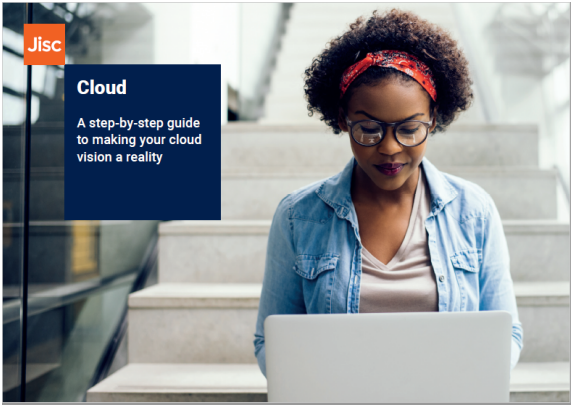
### Find out more

To find out more about this or our other consultancy services, please contact your account manager.

For further information, visit [jisc.ac.uk/consultancy/cloud](http://jisc.ac.uk/consultancy/cloud) or email [cloud@jisc.ac.uk](mailto:cloud@jisc.ac.uk)







**How can we help you?**

In the Jisc cloud consultancy team, our certified cloud experts can help you cut through the complexities of the cloud.

No matter what step of the journey you're at, we're here to act as a 'critical friend', helping you meet your digital goals.

We offer tailored advice and support, specifically targeted to your needs – and grounded in our experience as a not-for-profit organisation serving the research and education sector.

**Find out more**  
To find out more about our cloud consultancy service, please contact your account manager ([jisc.ac.uk/contact/your-account-manager](mailto:jisc.ac.uk/contact/your-account-manager)).

For further information, see [jisc.ac.uk/consultancy/cloud](http://jisc.ac.uk/consultancy/cloud) or email [cloud@jisc.ac.uk](mailto:cloud@jisc.ac.uk)

**Five steps to the cloud**

Jisc Cloud Team



- A team of cloud solutions consultants
- Strategic consultancy
- Professional services
- Building an extensive partner ecosystem
- Developing a managed service offering
- Working with public cloud providers for the good of the membership community

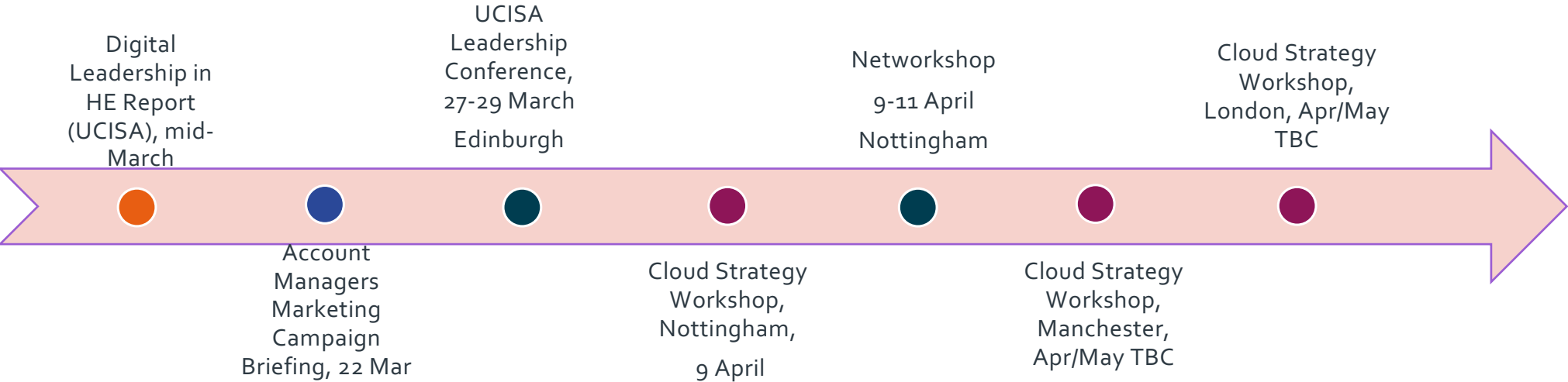
Eduserv Cloud Team



- A team of consultants, architects, engineers, project managers and Professional services
- Managed services
- Strong relationships with public cloud providers and a growing partnership network
- Expanding the range of services, in particular around data, AI and getting 'smart'
- Helping the public and third sector do more with less through using public cloud tools

# Time line of planned activities

Events / Report



## Challenges

- ❑ Understanding the unique selling point of each supplier and exactly what they offer
- ❑ Understanding pricing structures (necessary for fair comparison)
- ❑ Oceans of documentation can be difficult to navigate
- ❑ Raising awareness of our cloud offerings internally and externally
- ❑ Equipping account managers with relevant knowledge and increasing their confidence
- ❑ Identifying the most effective channels to communicate with a potential customer

## Lessons Learnt

- ❑ Many members are struggling to get started despite prioritising movement to cloud
- ❑ Having started their cloud journey, they need reassurance that they're on the right track
- ❑ Adopting Cloud is not simply a purchase, first you need to resolve:
  - Strategic direction
  - Financial situation
  - Cultural fit
  - Your 'customers' needs and expectations (staff, researchers, students)

# Questions ?