

# Cloud Contracting

Demystifying the Fog



This ICN course targets the contract negotiating side of the new and rapidly evolving world of Cloud computing. The course identifies potential Cloud-contracting problems and sets forth a process to help the IT sourcing professional and his/her internal clients (users, IT, project managers, business managers, executive sponsors, and so forth) prepare and conduct effective negotiations to enable the customer to get better deals and better contracts among the Clouds.

## Who should attend?

This seminar is a must-attend learning event for anyone implementing, planning or considering adopting a cloud computing solution, including:

- IT Professionals
- Business Managers
- Procurement and Sourcing Professionals
- Other professionals: Lawyers, Auditors, Risk Managers and Accountants

## Benefits

- What is Cloud Computing?
- Learn the benefits and risks of Cloud Services
- Get the factors essential to the paradigm shift presented by Cloud Computing
- Prepare yourself to acquire Cloud Services
- Analyze/evaluate Cloud Services options
- Mitigate Cloud Service risks

## Content partial outline

Course Length: 2 Days

### Level setting

1. Cloud computing—yesterday, today, and tomorrow
2. Types of Clouds
3. Types of Cloud-services
4. Impact of domestic/global cloud computing
5. What cloud computing is not

### Business case for clouds

1. Cost of entry
2. Start up time and entry speed
3. Cost of ongoing operations
4. Scalability of service
5. Buying only needed amount
6. IT department size
7. Level of IT expertise required

### Lost in the clouds

1. Gimmicks and Gotchas galore
2. Service failures
3. Data breaches
4. Hidden costs
5. No or little customer control
6. One-flavor-for-all customers
7. Pricing models
8. Regulatory compliance nightmares
9. Dumbing down your company expertise
10. Service provider leverage—are the “hooks in deep?”
11. Escaping—how and at what price?
12. Others

### Solution Overview: Lifting the Fog

#### Cloud-contracting Process

1. Find and engage Cloud-service stakeholders
  - a. Cloud-contracting Advisory Team
  - b. Cloud-contracting Table Tea
2. Collect and prioritize Cloud-service objectives
  - a. Results vs resources in Cloud deals
  - b. Gather Cloud-service objectives
  - c. Assess objective-related risks
  - d. Rate & prioritize cloud-service objectives
3. Address identified Cloud-service risks
4. Design cloud-service levels
5. Secure cloud-stake-holder approvals
6. Develop cloud contracting documents
  - a. Cloud-specific contract issues
  - b. Other Cloud-related contract issues
  - c. Katz and other critters
  - d. Hidden “Gotchas” in Provider cloud contracts
7. RFP the cloud and its alternatives
8. Evaluate cloud-service proposals and alternates

9. Negotiate the silver linings
  - a. Create negotiation strategies for Cloud contracting
  - b. Develop negotiation leverage for Cloud contracting
  - c. Overcome Cloud-provider ploys
10. Manage your cloud services
  - a. Implementation projects
  - b. Contract enforcement
  - c. Provider-customer relationship management

#### Cloud survival guide—Identify and address cloud specific risks

1. Secure your data at ALL costs
2. Protect your IP rights
3. Design for technical cloud-service failure
4. Contract for cloud-service failure
5. Have a clear cloud-contracting philosophy
6. Use competition among cloud-providers
7. Use competition between clouds and non-cloud alternatives
8. Have a clearly defined, planned, and executable exit strategy
9. Contract for cloud-results not just resources
10. Manage your cloud services
11. Enforce your Cloud contract
12. Manage your Cloud-Provider relationships