



IP Services IT Insights

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[Please take a moment to view this short movie about IP Services.](#)

10 Rules of Transitioning to a Private Cloud



Service Management: The virtual aspect of cloud services requires a collaborative mindset. While a vendor can provide the cloud environment and guarantee its agility, availability, and security, the user may still be responsible for the applications that reside in the cloud. To ensure success, find the right vendor and agree on some baseline rules of engagement for service management.

Applications: Most applications that have a strong economic or business reason to move to the cloud can be moved safely and cost effectively. Cost analysis can be performed by developing a side by side service costing table to compare the traditional methods and costs with a subscription-based cloud approach. It is necessary to develop appropriate guidelines to help the business understand the benefits and challenges of moving to the cloud.

Security: The adoption of virtualization and cloud computing creates additional complexity and risks that need to be addressed in an overall security plan. Many of the security systems, such as anti-virus, patch remediation, single sign-on, and others need to be reassessed for their effectiveness in a cloud environment.

Business Process Management: Every application is built to serve a business process which serves a business purpose. Work with your cloud vendor to develop a strategic plan for the management of these business processes in the cloud.

Compliance: Compliance requirements are essential in a cloud platform. For example, in U.S.-based healthcare, patient data can reside only on servers that comply with the Health Insurance Portability and Accountability Act (HIPAA). Moving patient data to a noncompliant server would be a serious violation of the law. Companies that operate globally often have geographic restrictions that prohibit moving a VM from a physical server in one country to one located in another country. Discuss compliance requirements with your vendor and be sure that they can help you comply.

Vendor Engagements: The move to a private cloud platform may bring you one step closer to your vendor. The level of trust and codependence in a cloud platform supported by a vendor is much greater than in a customer / integrator model. Ensure that your vendor has the type of infrastructure and architecture that meets your company's service level agreement and performance requirements. More importantly, ensure that they have a set of mature IT processes and controls and a strong IT team to manage your cloud services.

Economies of Scale: Except for very large enterprises, building an internal cloud platform is unlikely to be cost-effective. Consider working with proven and experienced IT management services and cloud vendors to learn about and deploy cloud services successfully.

Be Proactive: Based on the IT Process Institute's research, over 63% of all fortune 500 companies have either deployed or are in process of deploying some private cloud services. Begin the process of engaging cloud vendors and develop a cloud migration plan based on the best interests of the business. Evaluate all benefits, challenges and possible impacts, and take action. Develop a prioritized plan on which processes/applications you should put into the cloud and within what time frame.

Total Cost of Ownership (TCO): IP Services has developed specific ROI guidelines and tools that demonstrate the savings that can be attained when infrastructure and applications are moved to the cloud. Our clients have achieved substantial improvement in availability, control and performance while reducing TCO by 20%-35%.

Maintain Control with a Pilot Project: It is generally assumed that you give up substantial control when you move infrastructure and applications to a cloud platform. However, you will discover that you give up one type of control and gain other types of control. Therefore, you must take small steps by starting with a pilot project to test the cloud before giving up the level of control that you are accustomed to. The key is to educate yourself on how to master the types of control that are available to you in a

cloud platform.



Configuration Management Essentials

One of the most critical areas of IT management is the availability of proven and standardized configurations that can be replicated throughout an organization. World-class IT organizations investigate their IT networks to find all "fragile artifacts" and develop an inventory & catalog information for all IT assets and services. The result is a tremendous improvement in Mean Time To Repair (MTTR), Mean Time Between Failures (MTBF), and effective management decision making. At IP Services, we use the following strategy to help our clients with configuration management:

- Implement a "Catch and Release" project to find assets and services with lowest change success rates, high MTTR and high business downtime costs. These are the "Fragile Artifacts" that require particular attention.
- Develop a plan of action for each "Fragile Artifact" found. Treat fragile artifacts with extra caution to avert risky changes and unplanned work.
- Identify and build a prioritized list of projects for release engineering to replace fragile artifacts with stable infrastructure. In this phase the emphasis is to improve the quality of the configurations. More reliable and secure configurations will be standardized and used for all the devices in the class.
- Electrify the fence to stop unauthorized changes that jeopardize the integrity of the network.
- Document all critical services and the infrastructure supporting them.
- Create a "Configuration Management Database" (CMDB) that illustrates the relationship between critical services and supporting infrastructure. Every object managed by IT will be listed in the CMDB.
- Implement detective controls to ensure CMDB stays current.

By capturing everything that is running in the infrastructure, stabilizing all Fragile Artifacts, electrifying the fence, and documenting all IT assets and services through a CMDB, you will attain higher performance, lower MTTR, improved MTBF and substantially enhanced management decision making - lowering overall costs associated with IT operations.

To learn more go to www.itpi.org or [click here](#).

Converged Email and Messaging

IP Services Email Solutions

Cloud-based email offers many advantages for small and medium businesses that want access to their email from anywhere, anytime, and using any device at a low and predictable cost. IP Services' Private Cloud clients can take advantage of cloud-based email services by subscribing to exactly the

number and type of email or messaging accounts they need.

End users will access their Private Cloud server by logging in using a secure Remote Desktop Connection (RDP) client. Once logged in, users will be able to access email and any other applications that are included in their Private Cloud service. The cloud-based email services that IP Services offers can support group calendar, contacts, instant messaging, file storage, and web document management. These email solutions also support access via a web browser. An end user can access their email from any computer anywhere without first logging into their private cloud desktop.

Key Features of our advanced email services include:

- Comprehensive search-based inbox, including within attachments and saved search folders
- Innovative calendar wizard that finds the optimal time and place for large meetings
- Effective sharing and collaboration with peers including inboxes, contacts, calendars, etc.
- Robust enterprise calendars with shared free-busy times
- Productive document management through a single Briefcase repository
- Browser-based AJAX Admin Console and full Command Line Interface (CLI)
- Migration wizards for Exchange, Domino, GroupWise, plus standard IMAP migration
- Real-time mailbox backup and restore
- Cross mailbox discovery and archiving for regulatory compliance
- Integrated anti-Spam, antivirus, and directory services (LDAP, Active Directory)
- Open Web service APIs / REST interfaces
- Enables offline access on Mac, PC, and Linux desktops
- Aggregates Yahoo! Mail, Gmail, AOL, Hotmail, and other POP / IMAP accounts
- Sync Yahoo!, Gmail Address Book, and Calendar

IP Services can solve your most challenging IT service management issues. Contact us NOW.

Sincerely,

Sam Manafi
VP of Business Development
IP Services

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IP Services | 2896 Crescent Avenue | Eugene | OR | 97408