



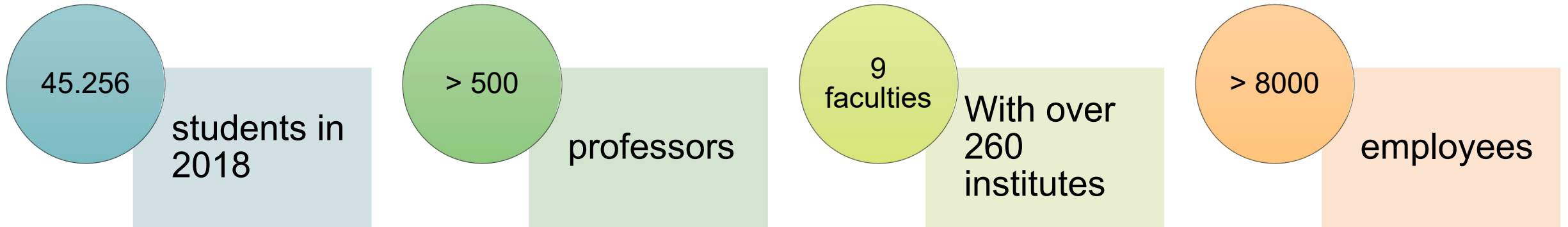
Managing the cloud – The role of University's central IT

Denise Dittrich, Thomas Eifert
RWTH Aachen University, IT Center



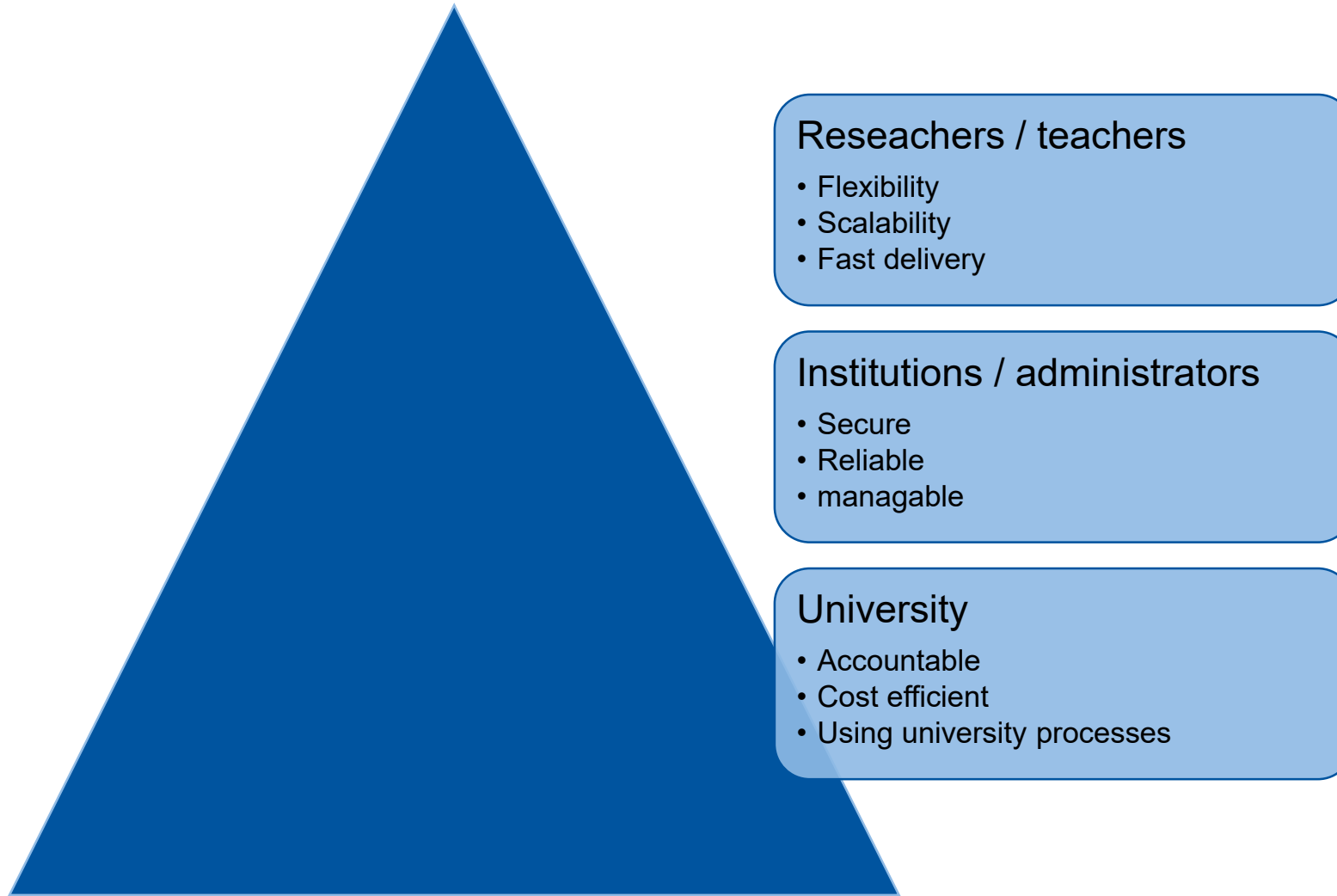
Agenda

- Introduction
- IT requirements and cloud usage
- Solution: role of the central IT
- Current situation and summary



IT organisation

- Decentralized university
 - geographically
 - IT
- central IT suppliers
 - IT Center
 - University's library
 - unit for administrative systems



Cloud usage in German University

- Meeting the needs of researchers / teachers
- Is already used 😊
- Why not leave it this way?
- Disadvantages
 - No management through university processes
 - Requirements of institutes and university are not met
 - No (easy) accounting to University's financial resources possible
 - What happens with the data if a user / admin leaves the university?
 - No security guidelines
 - Missing identity management
 - Cost efficient?
 - ...



Which steps have to be taken?

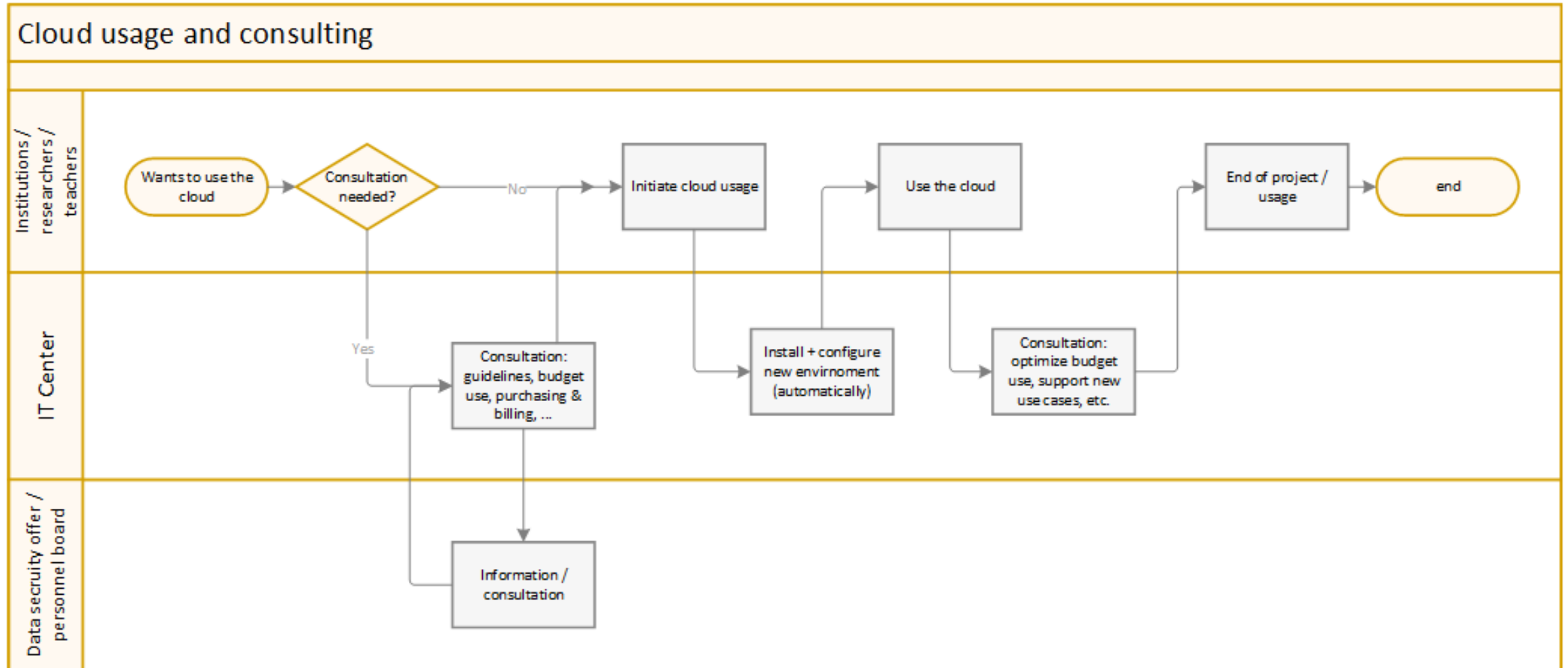
- Consulting the data security officer
 - GDPR
 - which data can be stored in the cloud, according to confidentiality requirements?
- Consulting the personnel board
 - are the staff's rights affected by using cloud services?
- Purchasing, accounting and billing:
 - own budget and third party funds
 - Coping with usage-dependent costs
- Identity and Access management:
 - RBAC
 - Central authentication and authorization
- Checking the contracts
- Why should this steps be taken by every single person/institution? Isn't there a better solution?

Solution: role if the central IT

- Coordinate activities for the most common vendors
 - Bring together all persons in charge
 - Central IT as „broker“ between university, customer, vendor
- Establish blue prints
- Manage / Administrate
 - (automatically) install and configure new environments
 - Provide information for accounting and billing
 - Setting up the AAI
- Consulting
 - What demands are there?
 - Which solution (on-premise / cloud with varying vendors) is the best for this szenario?
 - Who needs to be involved?
 - What does it cost?
 - ...



Process

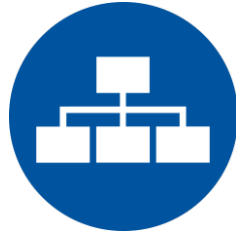


How we started

- Pick a vendor to start with
- Build up organizational structure (cloud task force)
 - Who has to be involved?
- Which steps have to be taken once?
 - execution through cloud task force
 - coordination through central IT
- Which steps have to be taken regularly?
 - With every new vendor
 - With every new user / customer
 - Everytime when using the cloud
- Which steps are depending on the szenario?
 - Depending on the data
 - Depending on the services used



Parallel activities



Structure

- Identity management
- security
- accounting and billing
- network



Use cases

- academic staff
- Teaching staff
- institutes
- administrators



Communication

- cloud vendors
- awareness
- knowledge building
- (consulting)

Current situation

- Geant frame contract
 - Checking the conditions
 - Who can participate?
 - Which services are included?
- Accounting and billing
 - Communication with vendor and reseller
 - Responsibility for usage-depended costs
- Security guidelines
- Communication
- Technical infrastructure
 - Using Shibboleth for authentication
 - Evolve process and document necessary steps

Summary

- Offering cloud services through central IT
- Combining demands of researchers / teachers / institutions with administrative processes
- Lessons learned so far
 - investment in time and manpower
 - Establishing new processes takes a lot of time
- It's worth it
 - Positive feedback

**Thank you
for your attention**

