

UW Cloud Computing Roadmap

2009 Objectives

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Feb mtg recap	5m
Use guidelines	10m
CSE plans	15m
UW Tech plans	15m
Wrapup/Discuss	15m

Part I: Feb Recap

(5 slides in 5 minutes)

Cloud Status @ UW



AHEAD OF THE LEARNING CURVE



Recap

- **Cloud computing is transforming IT**
 - Already widely used by UW individuals
 - Emerging as integral to research & teaching
- **Key concern: institutional risk management**
 - Data protection guidelines needed for *all* cases
 - Risk of status quo >> risk of partnership
- **Key questions re central role (compliance, usability)**
 - How much central integration & support?
 - Lead, follow, or get out of the way?

Is There Consensus?

- UW should encourage use of cloud services, consistent with compliance obligations
- UW risk is reduced by executing partner contracts and incenting their use
- UW should leverage the cloud's low-cost user support model as much as possible

UW Tech Recommendations

for central IT role to add value, reduce risk

- **Lead & Follow**
 - **Encourage** cloud use; **Partner** w/MS, Google, Amazon
 - **Provide** expertise & coordination; **Assist** policy efforts
- **“Get out of the way”**
 - **Facilitate** master contracts meeting UW & dept needs
 - **Enable**, don't mandate; soft-launch
- **Moderate Integration** (IAM and application)
 - **Balance** usability/compliance goals w/TCO
 - **Avoid** both too little/too much; slippery slopes
- **Minimum User Support**
 - **Manage** *central* “Admin” accounts
 - **Embrace** low-touch DIY support paradigm

Next Steps

- **Today:** **validate strategy, “UW Tech Recommendations”**
- **March:** **updates on...**
 - **TECHNOLOGY**
 - If U-TAC agrees with approach, UW Technology will prioritize and scope proposed projects.
 - Tactical policy questions will be surfaced and resolved during project discovery process.
 - **POLICY**
 - *Immediate:* guidelines on acceptable use
 - *Long-term:* UW policies & standards will be evolved to incorporate appropriate constraints
 - **>>> Plus: key questions, and CSE update**

Part II: Use Guidelines

(See Kirk's handout)

Part III: CSE Plans

(Over to Erik)

Seatbelts on! We are now entering the cloud...

http://docs.google.com/Presentation?id=dcpbcqmm_66dqxm35hh

Part IV: UW Technology Plans

Example Policy Choices

(from February presentation)

- Appropriate use? (e.g. HIPAA, GLB, classified?)
- Partners: who and how many?
- Service eligibility: who and for how long?
- Premium services: how to fund/bill?
- Name spaces: common or free-for-all?
- Password policy: Same, different, don't care?
- User support tools: integrated or separate?
- Departmental or UW branding & administration?

Preliminary Assumptions

- Appropriate use: basic knowledge worker, no SI
- Controlled namespace (use UW NetID)
- No forced account expiration
- Eligibility
 - Google: anyone with a UW NetID
 - Microsoft: controlled by group
- Migration & integration
 - MS: Integration w/local Exchange is coming
 - Alumni email: Largely DIY (cf. CSE pilot)

Key Questions

to answer during the 2009 pilots

- Do our preliminary assumptions hold up?
- If we build it, will they come?
- When is “self-provisioning” and DIY support viable?
- What is cost of different integration/support models?
- What user complaints are likely?
- How important is SSO or “Reduced Sign-On”?
- Impact of user name/status change?
- What password policy do we recommend?
- How well do these svcs work with mobile devices?
- What is our exit strategy?

Deferred Questions

Not to answer during 2009 pilot phase

- How to handle billing for premium services?
- What level of “groups” integration is viable?
- Can these services *fully* replace “Deskmail”?
- Role of Microsoft's new “BPOS” offering?
- Any other vendors we should partner with?

MS Outlook Live

formerly "ExchangeLabs"

- Phase 1:
 - Establish OL production environment with interim account provisioning/activation tool
 - Alumni email pilot & iSchool student pilot: Spring
- Phase 2:
 - Integrate w/IAM infrastructure to improve user activation experience & enable scaling
 - Available to alumni/former students: Summer
 - Available to incoming students: during Fall
 - Decommission MyUW.net service: Dec 2009
- Phase 3: Fac/Staff pilot → early 2010

Google Apps for Edu

- Phase 1:
 - Small pilot w/self-provisioning; no IAM integration
 - Collaborate w/CSE on their integrated approach
 - Target: Spring
- Phase 2:
 - Assess viability of self-provisioning experiment
 - Implement IAM integration if warranted
 - Target campus availability: Fall ?
- Phase 3:
 - Groups and possibly SSO: Fall or later

Amazon

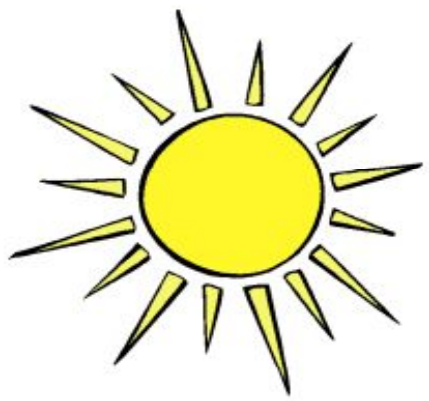
- NB: this is a different beast (platform svcs)
- Goal: Contract providing “Academic discounts”
- Status: UCSD/CENIC driving; April meeting
- No central IAM integration planned

Part V: Wrap-Up / Discussion

Recap of 2009 Targets

Assumes current staffing & good vendor support

- **Usage guidelines and MOU drafted**
- **Microsoft**
 - Contract: students=done; Fac/Staff=Summer?
 - iSchool pilot (selected students): Spring start
 - Alumni email: Spring start
 - MyUW.net phase-out: Dec 09
- **Google**
 - CSE, for incoming students: Spring
 - CSE, for everyone: Summer
 - Campus Phase 1 Prototype: Spring
 - Campus general availability: during Fall ??



Discussion

For more background on cloud computing:
<http://staff.washington.edu/gray/cloud.ppt>