

50

Cloud Computing Questions You Should Ask Before Selecting A Cloud Service Provider



What Are The Rules?

- 1 Are the SLA definitions publicly available?
- 2 How are SLA agreement numbers measured and how often?
- 3 Do the definitions leave loopholes?
- 4 What is considered an SLA infraction?
- 5 What happens when an infraction occurs?
- 6 Is there a remediation period prior to the "SLA clock" starting?
- 7 What's their procedure for change orders?



I completely understand what I'm signing on for.

I have too many unanswered questions.

You take performance seriously.

Who Makes The Move?

- 8 Do they perform migrations on a regular basis?
- 9 Can they prove they've met obligations on migration, downtime and data integrity?
- 10 If they won't be covering the end-to-end migration process, how are gaps addressed?
- 11 Can they provide a comprehensive SOW that clearly defines their responsibilities?
- 12 Are all of the components of the SOW clearly defined?
- 13 If internal IT will be involved, is their role clearly defined in mutually acceptable terms?
- 14 Who defines the technical requirements and interdependencies of machines and applications, and ensures the cloud platform supports them?
- 15 Do they migrate virtual machines or will you be moving data and applications to new machines?



I'm comfortable where this is going.

I don't like what I'm hearing.

You know how to protect your valuables. Look elsewhere.

How Compatible Are You?

- 16 Does their allowance for outside automation jive with what you have planned?
- 17 Have you written your application with hypervisor or orchestration layer application programming interfaces (APIs)?
- 18 Will you need to re-write your applications?
- 19 Or do they expose the same APIs?



Yep. We'll work together.

I'm not feeling it anymore.

It's better it happened now.

How Will They Ensure Safety & Security?

- 20 Do the planned parameters for single- and/or multi-tenancy match your risk-tolerance level?
- 21 Does the network segmentation meet your needs?
- 22 Who is making sure that your data is secure, both in-flight and at rest?
- 23 Is their remote-monitoring access method acceptable to you?
- 24 Does their point of view on business continuity (BC) and disaster recovery (DR) match yours?
- 25 How have they addressed infrastructure resiliency?
- 26 How many DR sites and locations do they use?
- 27 Does that plan support your needs?
- 28 When disaster strikes, which will be used: automated recovery, managed recovery or manual (DIY) recovery?
- 29 Does that plan support your needs?
- 30 What are the SLAs for recovery point objectives (RPOs) and recovery time objectives (RTOs)?
- 31 Does that plan support your needs?



I feel my needs will be supported.

I need more assurances.

Never do anything that makes you feel unsafe.

Do You Agree On Trust & Protection?

- 32 Are you comfortable with their stance on governance?
- 33 What about risk management?
- 34 What about compliance?
- 35 Do their requirements sync up with yours and your client's?
- 36 Which compliance standard do they adhere to?
- 37 Do they have audit results to prove compliance?
- 38 Who owns the data once it goes into the cloud?
- 39 Who owns the infrastructure?
- 40 Who has the right to order additional services?
- 41 How will you maintain compliance going forward?



We are on the same page with trust and protection.

We have different views on trust and protection.

Find a partner with the same point of view.

Who Pays For What?

- 42 Are there any upfront capital expenditures?
- 43 Is the bill a set operational expense?
- 44 Is cloud bursting provided if needed?
- 45 If billing is on a utility model, how is it calculated and in what increments?
- 46 Can they provide a summary of short- and long-term cost savings that you will receive or additional efficiencies that you will gain?



I'm expecting to benefit from my investment. Where do I sign?

This is a deal-breaker. Sorry.

It's OK. Money talks.

Can We Still Be Friends After?

- 47 What is sufficient to terminate service: a call, an email or written notice?
- 48 How soon after termination does billing cease?
- 49 How do you get your data out after termination?
- 50 How are the disks scrubbed prior to being re-allocated to another tenant?



It's a perfect match!

Ugh. It's not worth the hassle.

To learn more about finding the right Cloud Service Provider partner, contact Sungard Availability Systems at

www.sungardas.com



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