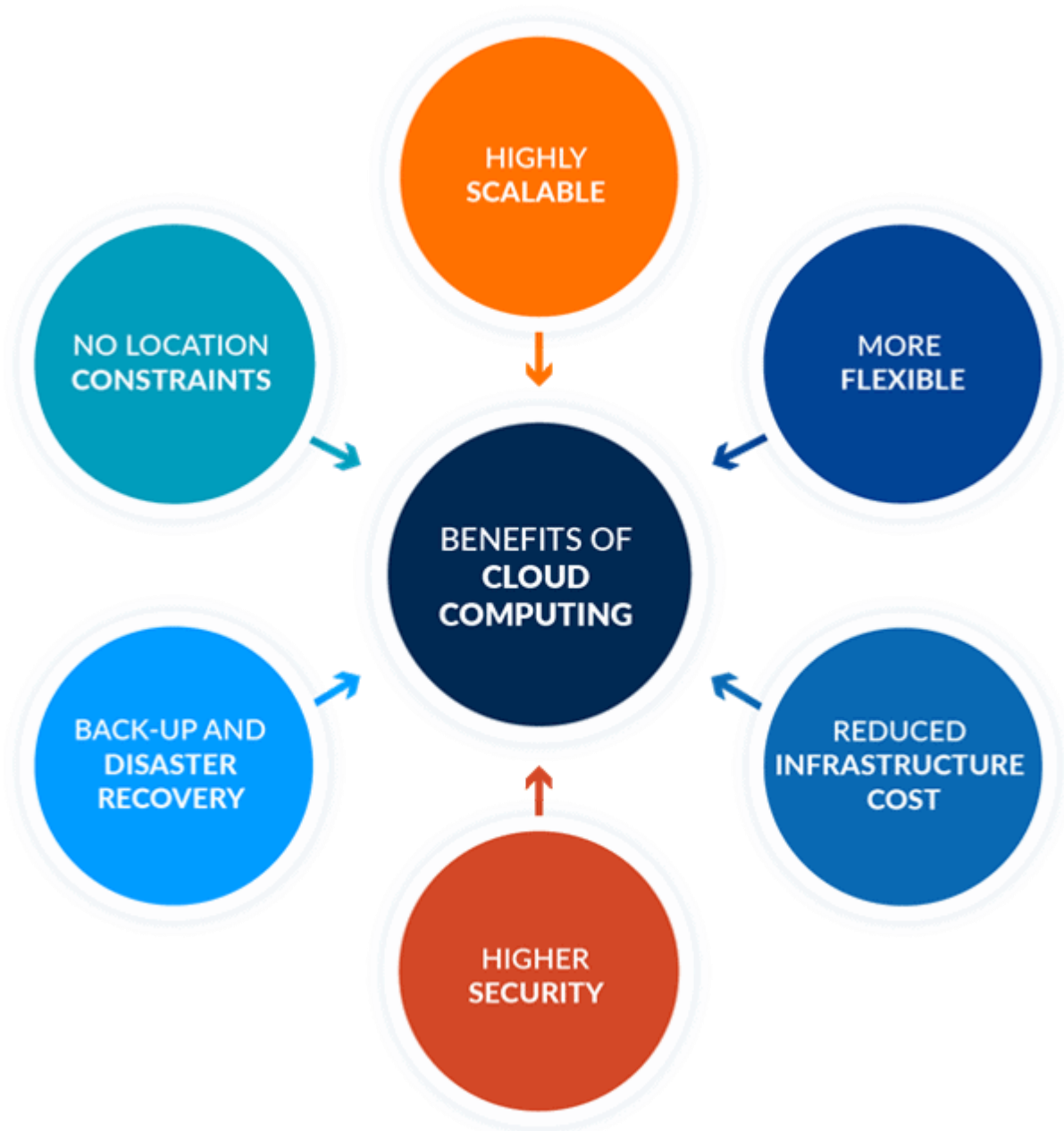


## UNIT 2

### Cloud Strategy Fundamentals

**Definition:** Cloud Strategy Fundamentals refer to the core principles and approaches that guide the adoption, implementation, and management of cloud computing within an organization. It aligns the organization's business objectives with the capabilities and opportunities offered by cloud technologies.



#### Key Components:

1. **Business Alignment:**

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- **Objective:** Ensure that the cloud strategy supports the organization's overall business goals, such as improving agility, reducing costs, and driving innovation.
- **Approach:** Define clear objectives, assess current IT infrastructure, and determine how cloud adoption can meet business needs.
- 2. **Cloud Readiness Assessment:**
  - **Objective:** Evaluate the organization's readiness for cloud adoption by assessing current IT capabilities, culture, and processes.
  - **Approach:** Conduct a gap analysis to identify what needs to be changed or improved for a smooth transition to the cloud.
- 3. **Cloud Service Models Selection:**
  - **Objective:** Choose the right cloud service models (IaaS, PaaS, SaaS) that align with business needs.
  - **Approach:** Assess the organization's requirements for scalability, control, cost, and operational complexity to determine the appropriate service model.
- 4. **Cost Management:**
  - **Objective:** Manage cloud costs effectively to maximize ROI.
  - **Approach:** Implement cost management strategies, such as monitoring usage, leveraging reserved instances, and optimizing resource allocation.
- 5. **Governance and Compliance:**
  - **Objective:** Ensure cloud adoption meets regulatory requirements and organizational policies.
  - **Approach:** Develop a cloud governance framework that includes compliance checks, security policies, and risk management strategies.
- 6. **Cloud Migration Planning:**
  - **Objective:** Create a detailed plan for migrating applications and data to the cloud.
  - **Approach:** Prioritize applications for migration, choose the appropriate migration strategy (e.g., rehosting, replatforming), and ensure minimal disruption during the transition.
- 7. **Performance Management:**
  - **Objective:** Maintain high performance and reliability of cloud services.
  - **Approach:** Implement monitoring tools, set up SLAs, and establish a performance management framework to ensure that cloud services meet business needs.

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### Cloud Strategy Management Framework

**Definition:** A Cloud Strategy Management Framework is a structured approach to developing, implementing, and managing a cloud strategy. It ensures that cloud initiatives are aligned with business objectives, and provides a systematic method for overseeing cloud adoption and operation.

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### Key Elements:

- 1. Governance:**
  - Establishes policies and procedures for cloud usage, ensuring compliance with organizational and regulatory requirements.
- 2. Risk Management:**
  - Identifies potential risks associated with cloud adoption (e.g., data breaches, vendor lock-in) and implements strategies to mitigate these risks.
- 3. Performance Measurement:**
  - Develops key performance indicators (KPIs) to monitor the effectiveness of the cloud strategy, ensuring it delivers the desired business outcomes.
- 4. Service Management:**
  - Focuses on the lifecycle management of cloud services, including procurement, deployment, operation, and decommissioning.
- 5. Financial Management:**
  - Manages the financial aspects of cloud adoption, including cost control, budgeting, and forecasting.
- 6. Change Management:**
  - Ensures that changes to the cloud environment are managed systematically to minimize disruption and maintain service continuity.

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### Cloud Policy

<b>Strategy Lens</b>	<b>Beyond Digital Strategy</b> Agencies should be shifting efforts from running ICT to transforming customer services.	<b>Cloud Strategy</b> Agencies should embrace ICT service consumption in an aligned and secure manner to enable modernisation, innovation, agility and better outcomes for the people of NSW.	<b>Agency Strategies</b> Agencies must develop their own cloud strategies and transition plans and submit these to the ICT and Digital Leadership Group.
<b>Policy Lens</b>	<b>Cloud Circular and Policy</b> All NSW Government agencies must make use of public cloud services as the default. Where public cloud services are not suitable for agency requirements, private cloud services, provided through the Government Data Centres (GovDC) can be used by exception. Agencies must operate all private cloud services through GovDC.		
<b>Procurement Lens</b>	<b>Procurement Policy</b> Agencies 'must evaluate cloud-based services when procuring ICT goods and services. The evaluation must be based on cost-benefit analysis and achieving value for money over the life of the investment.'	<b>Government Agreements</b> Agencies must make use of whole of government agreements (where they exist).	<b>Cloud Contract Framework</b> Where no whole of Government agreement exists, agencies must use the Cloud Contract Framework to source 'as a service' offerings.
<b>Cyber Security Lens</b>	<b>Cyber Security Policy</b> Agencies must understand their security obligations when consuming cloud services and must secure all cloud services in compliance with the NSW Cyber Security Policy and Data Classification Policy requirements.		

**Definition:** A Cloud Policy is a set of guidelines and rules that govern the use of cloud services within an organization. It ensures that cloud adoption aligns with the organization's objectives, and that cloud resources are used securely and efficiently.

#### Key Components:

- Data Security and Privacy:**
  - Policies that protect sensitive data in the cloud, ensuring it is stored and processed securely and in compliance with relevant laws and regulations.
- Access Control:**
  - Defines who can access cloud resources and what actions they are permitted to perform, based on their role within the organization.
- Resource Management:**
  - Guidelines for efficiently managing cloud resources, including provisioning, scaling, and de-provisioning.
- Compliance:**
  - Ensures that cloud usage complies with industry standards, regulatory requirements, and organizational policies.
- Vendor Management:**
  - Policies for selecting, managing, and evaluating cloud service providers to ensure they meet the organization's needs.
- Cost Management:**

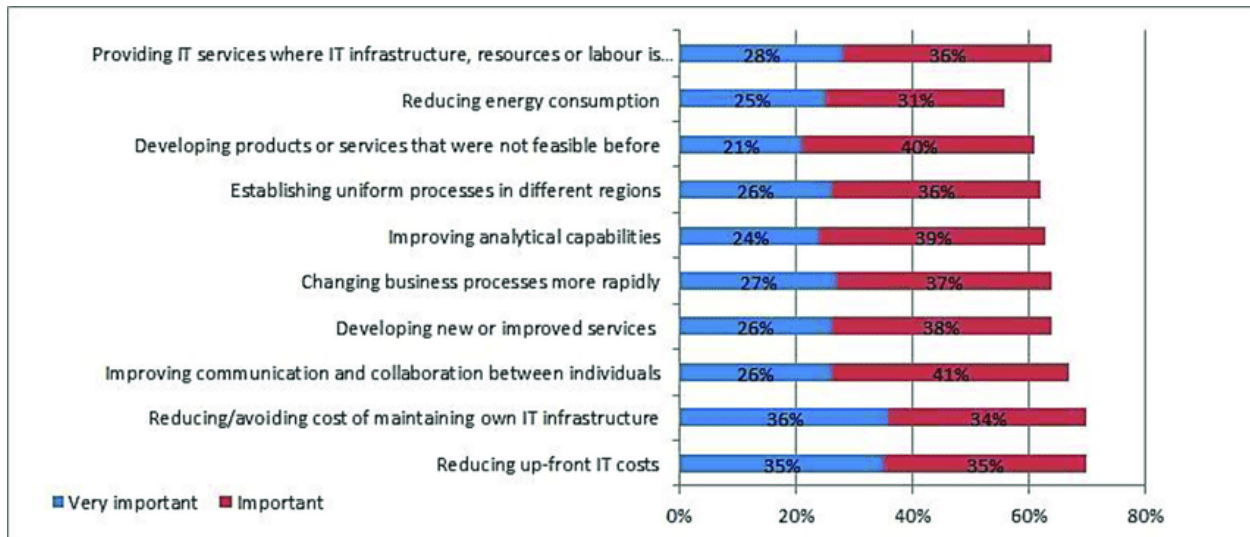
## UNIT 2

- Establishes rules for monitoring and controlling cloud costs, including budget allocation and spending limits.

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### Key Drivers for Cloud Adoption

**Definition:** Key Drivers for Cloud Adoption are the factors that motivate organizations to move to cloud computing. These drivers are typically aligned with business goals and include both operational and strategic benefits.



#### Key Drivers:

- 1. Cost Savings:**
  - Reduce capital expenditure (CapEx) on hardware and shift to operational expenditure (OpEx) with pay-as-you-go cloud services.
- 2. Scalability:**
  - Easily scale resources up or down based on demand, ensuring optimal performance and cost-efficiency.
- 3. Agility:**
  - Accelerate time-to-market by leveraging cloud infrastructure, which allows for rapid development, testing, and deployment of applications.
- 4. Innovation:**
  - Access to advanced technologies (e.g., AI, ML, big data analytics) that enable the development of innovative products and services.
- 5. Global Reach:**
  - Deploy applications and services globally with minimal latency by leveraging the global infrastructure of cloud providers.
- 6. Disaster Recovery:**
  - Implement robust disaster recovery solutions without the need for significant investment in secondary data centers.

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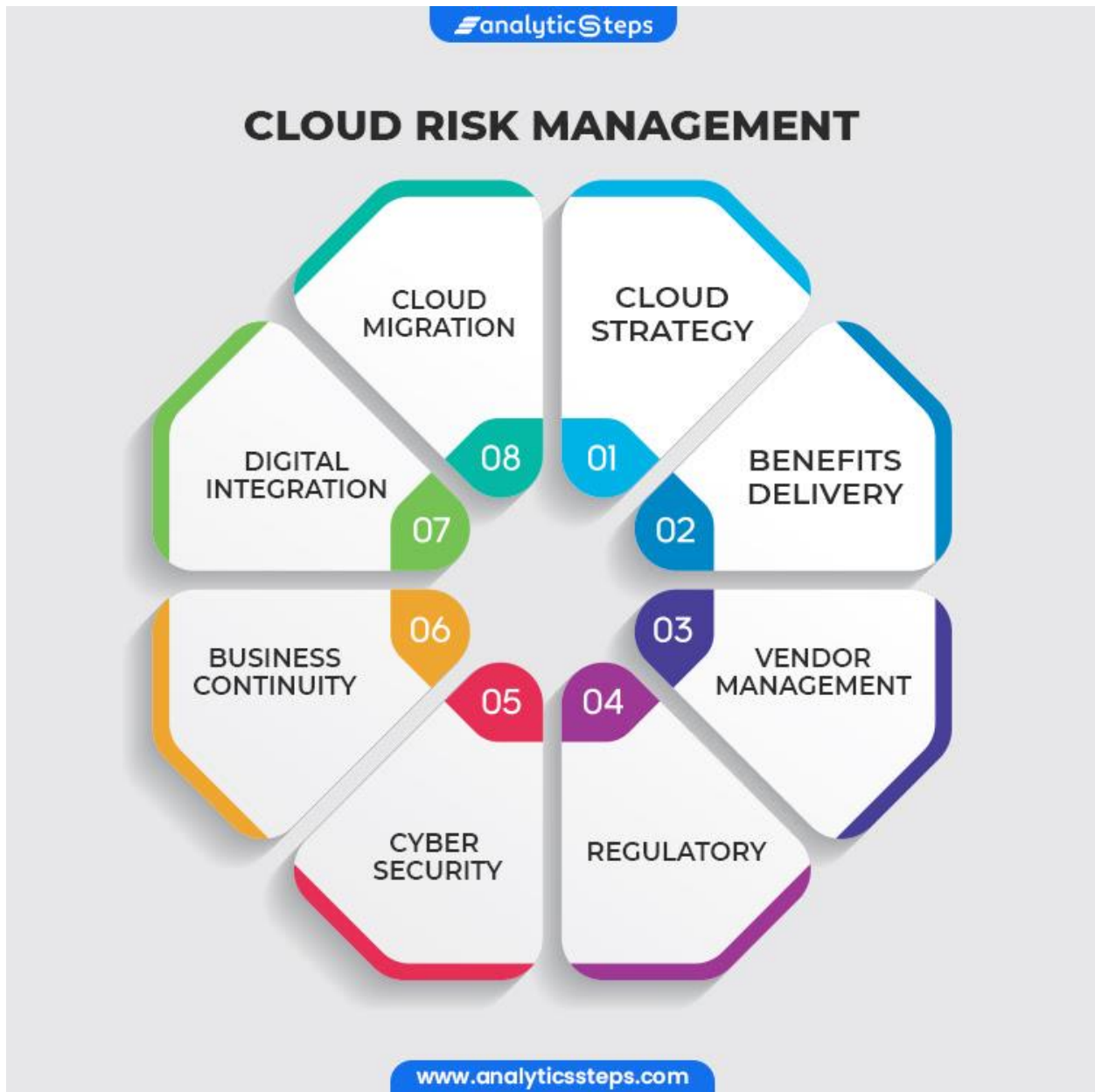
### 7. Focus on Core Business:

- Outsource IT infrastructure management to cloud providers, allowing the organization to focus on core business activities.

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### Risk Management in Cloud Computing

**Definition:** Risk Management in Cloud Computing involves identifying, assessing, and mitigating the risks associated with using cloud services. Effective risk management ensures that cloud adoption does not expose the organization to unacceptable levels of risk.





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### Key Risks:

1. **Data Security:**
  - Risks related to unauthorized access, data breaches, and loss of sensitive information.
2. **Compliance:**
  - Ensuring that cloud usage complies with legal and regulatory requirements, which may vary across regions and industries.
3. **Vendor Lock-In:**
  - The risk of becoming dependent on a single cloud provider, making it difficult to switch providers or move data back on-premises.
4. **Service Downtime:**
  - The risk of cloud service outages that can disrupt business operations.
5. **Cost Overruns:**
  - Uncontrolled cloud spending due to a lack of visibility or poor management of cloud resources.
6. **Data Loss:**
  - The risk of losing data due to hardware failure, human error, or insufficient backup policies.

### Risk Mitigation Strategies:

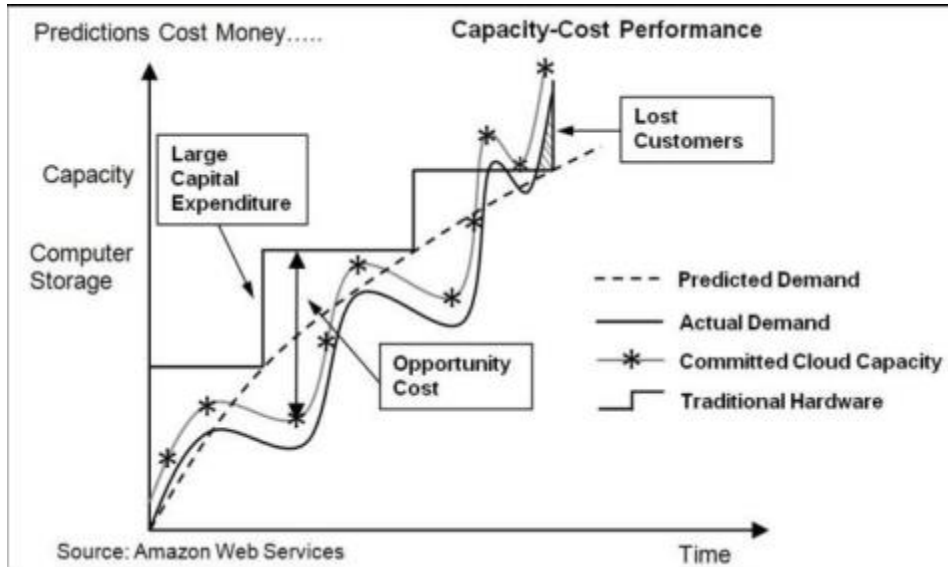
1. **Due Diligence:**
  - Carefully evaluate cloud providers, focusing on their security measures, compliance certifications, and service reliability.
2. **Data Encryption:**
  - Use encryption for data at rest and in transit to protect sensitive information from unauthorized access.
3. **SLAs and Contracts:**
  - Negotiate clear Service Level Agreements (SLAs) that define performance, uptime, and response time commitments from the cloud provider.
4. **Regular Audits:**
  - Conduct regular security and compliance audits to ensure that the cloud environment meets organizational and regulatory standards.
5. **Disaster Recovery Planning:**
  - Implement comprehensive disaster recovery plans that include data backups and failover mechanisms to minimize downtime and data loss.

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## IT Capacity and Utilization in Cloud Computing

**Definition:** IT Capacity and Utilization in Cloud Computing refer to the management of cloud resources to ensure they are used efficiently, without underutilization (waste) or overutilization (resource strain).

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### Key Concepts:

#### 1. Capacity Planning:

- Predicting future resource needs based on historical usage data, business growth, and seasonal variations to ensure that sufficient capacity is available to meet demand.

#### 2. Utilization Monitoring:

- Continuously monitoring the utilization of cloud resources to identify underutilized or overutilized resources, enabling timely adjustments to maintain optimal performance and cost efficiency.

#### 3. Auto-Scaling:

- Automatically adjusting the number of cloud resources (e.g., virtual machines) based on real-time demand, ensuring that capacity matches utilization.

#### 4. Cost Optimization:

- Regularly reviewing cloud resource usage and rightsizing (adjusting the size of resources) to avoid paying for more capacity than needed.

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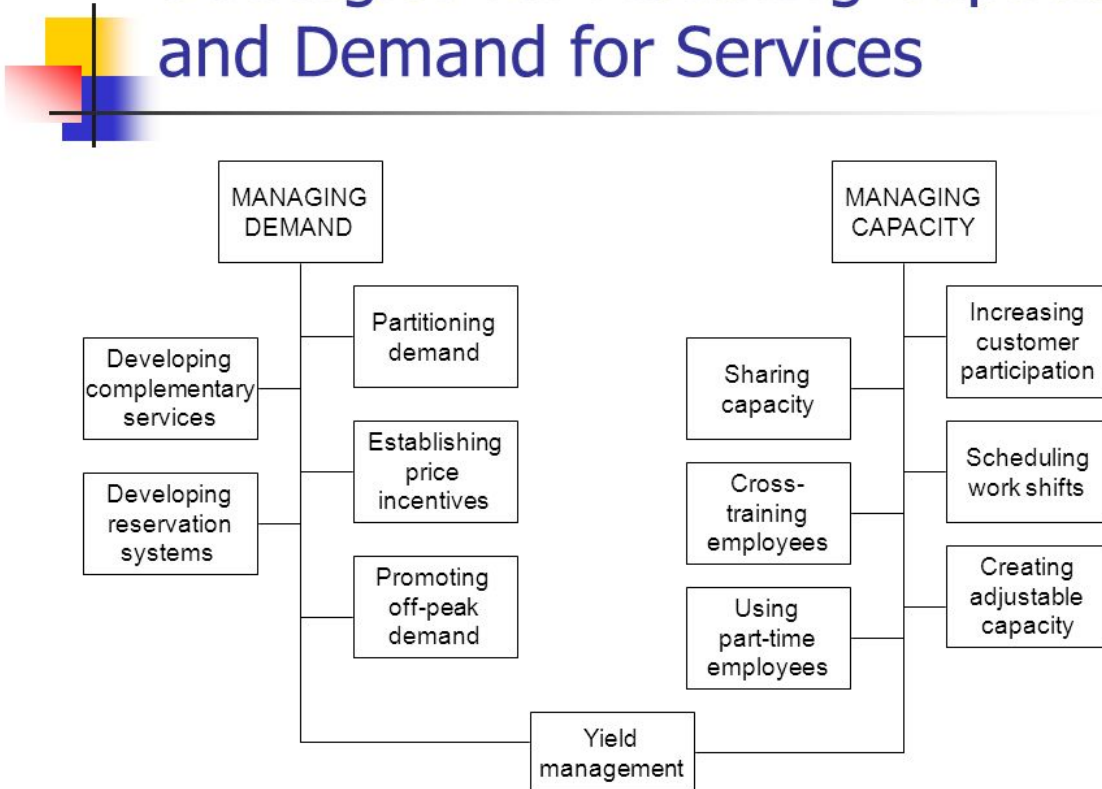
### Demand and Capacity Matching

**Definition:** Demand and Capacity Matching in cloud computing involves aligning the provisioned cloud resources with the actual demand to ensure optimal performance and cost



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# Strategies for Matching Capacity and Demand for Services



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efficiency.

### Key Concepts:

- 1. Auto-Scaling:**
  - Automatically adjusts cloud resources based on real-time demand, scaling up when demand increases and scaling down when it decreases.
- 2. Load Balancing:**
  - Distributes incoming traffic across multiple servers to ensure that no single server is overwhelmed, maintaining consistent performance.
- 3. Predictive Analytics:**
  - Uses historical data and machine learning algorithms to predict future demand and proactively adjust capacity.
- 4. On-Demand Provisioning:**
  - Provisioning additional resources only when needed, rather than maintaining a large buffer of idle resources.

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## Demand Queueing

**Definition:** Demand Queueing occurs when the demand for cloud resources exceeds the available capacity, leading to delays in processing or fulfilling requests.

### Key Concepts:

1. **Queue Management:**
    - Implementing strategies to manage queued requests, such as prioritizing critical workloads or using predictive algorithms to adjust capacity before queues build up.
  2. **Resource Throttling:**
    - Temporarily limiting the number of requests a service can handle to prevent system overload, often used in conjunction with auto-scaling.
  3. **Traffic Shaping:**
    - Controlling the flow of data to ensure that high-priority traffic is processed first, reducing the impact of demand spikes on critical services.
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## Change Management in Cloud Computing

**Definition:** Change Management in Cloud Computing refers to the systematic approach to managing changes to the cloud environment, ensuring that changes are made smoothly, with minimal disruption to services.

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### How Cloud changes Change Management



Cloud environments facilitate faster change processes



New solution development approaches require a shift from control to enablement



Change authority perspectives need adjusting

#### Key Concepts:

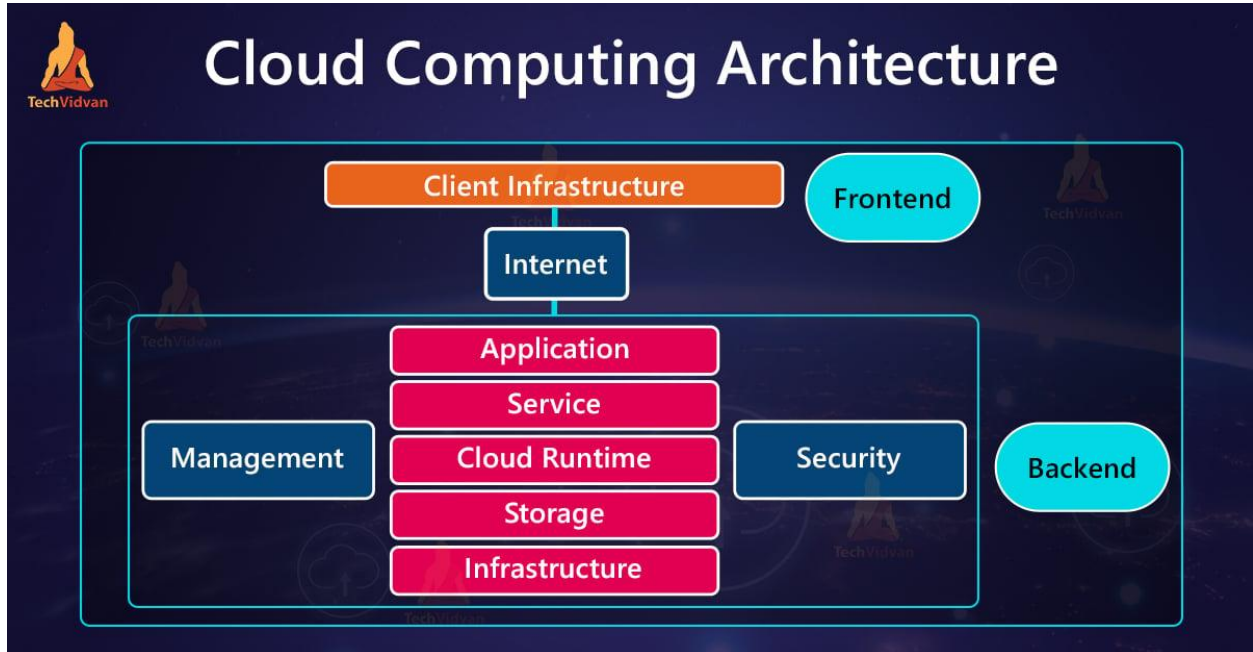
- 1. Change Control Process:**
  - A structured process for requesting, reviewing, approving, and implementing changes in the cloud environment. It includes impact analysis, risk assessment, and rollback plans.
- 2. Version Control:**
  - Managing different versions of applications or configurations to ensure that changes can be tracked and reverted if necessary.
- 3. Automation:**
  - Automating the change process through DevOps practices such as Continuous Integration/Continuous Deployment (CI/CD) to reduce manual errors and accelerate the deployment of changes.
- 4. Communication:**
  - Ensuring that all stakeholders are informed about upcoming changes, including the nature of the change, the expected impact, and any necessary actions.

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#### Cloud Service Architecture

**Definition:** Cloud Service Architecture refers to the design and structure of cloud-based services, including the underlying infrastructure, application layers, and integration points.

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### Key Components:

- 1. Service-Oriented Architecture (SOA):**
  - A design principle where services are loosely coupled, reusable, and interact through well-defined interfaces (APIs). This enables flexibility and scalability in cloud environments.
- 2. Microservices Architecture:**
  - A variant of SOA, where applications are broken down into small, independent services that can be developed, deployed, and scaled independently.
- 3. Multi-Tenancy:**
  - A single instance of the software serves multiple customers (tenants), with each tenant's data and configuration kept separate.
- 4. Scalability and Elasticity:**
  - The architecture should support horizontal scaling (adding more instances) and vertical scaling (increasing resource capacity) to handle varying workloads.
- 5. High Availability and Fault Tolerance:**
  - The design should include redundant components, failover mechanisms, and data replication to ensure continuous service availability, even in the event of failures.
- 6. Security:**
  - Incorporating security at every layer, from infrastructure to application, including encryption, access control, and monitoring.
- 7. APIs and Integration:**
  - Well-defined APIs for integrating with other services, enabling interoperability and extending the functionality of cloud services.