

Assessing Managed Hosting

To go or not to go?

Leigh Stevenson

Manager, Academic Enterprise System Services

Information Services

l.stevenson@griffith.edu.au



Why We Evaluated

- More and more “on-line”
- 24x7 is hard
- To review against cloud is new normal
- Major architecture refresh due (M9000)
- Value for time of our IT staff?...



Evaluation Process

- Initial Investigations/enquiries
- Reviews of T&C's, Service offering
- Interviewed Bb Mh clients
- Risk analysis / check alignment with strategic goals / policy etc.
- Cost analysis (internal vs Bb Mh)
- Documentation
- QA Audit of process



Key Q's and A's

- Will it restrict what our support team can do to help users resolve issues?
- Can we install our customisations / Building Blocks?
- Can we query the database / integrate for reporting?
- How will it affect upgrades?
- Will it reduce our outages?
- How will it affect our support relationship?
- Does it really cost more/less?
- What about data privacy/security?
- Will we have to switch off all of our B2s?



Evaluation Outcomes

- There was a TCO saving, but not a deal breaker/maker
- A good option, at the right time for us (timing!)
- Contract negotiation takes more time and effort than it should (GITC etc.) – prepare for this.
- Mh team is open and able to provide info needed but you need to ask lots of questions and get down into the detail
- Happy to be moving, will tell you how it went...next year,



Evaluation Timeline

- 2008: Sydney Data Centre visit *“we need to consider outsourcing/hosting services as and when they emerge”* Dengate, Dir ICTS
- 2010 – Staff Visit US data centre, kept our ear to the ground
- 2012 (Feb) – Bbv8-9.1 upgrade and review architecture – do we move to hosting?
- 2012 (March-June) prepare business case and cost analysis – decision: stay internal
- 2014 (Jan) – Review again, in line with Uni strategies
- 2014 (Jun) – Analysis complete – QA’d and updated Evaluation
- 2014 (Oct) - decision, move to MH
- 2014 (Oct-Dec) Contracting/legal/governance
- 2014 (Dec) - migration Technical Project initiated
- 2015 (July) – Migration complete (Pending)

Questions?