TNC 2016 session proposal from

- UNINETT & GÉANT GN4-1 SA7: Lars Fuglevaag
- SURFnet & GÉANT GN4-1 SA7: Andres Steijaert

Pan-European Cloud Services – ready for use

Introduction

Cloud services really make users choosers. They empower users to select and use the services they want, in an easy and often economically attractive manner. Research and education organizations can become more agile and provide their users with a wider range of relevant IT services. Cloud services offer great potential but also pose challenges. Research and education institutions as a rule need to know that their data are secure. Procurement regulations and billing are factors that complicate the use of commercial cloud services as well as the growth of 'shadow IT' where the IT department is bypassed by users.

A collaborative approach

European NRENs have recognized the need for a common, systematic approach to cloud services, and have joined forces in the GÉANT4 Clouds activity (SA7). The NRENs are working together to aggregate demand and work with vendors in a community effort to bring cloud services to European research and higher education. The goal is ambitious; to deliver cloud services that meet the requirements of the sector to institutions across Europe, and to establish a delivery ecosystem for such services that can keep feeding new services to the community in the years to come.

Cloud services available

The first area of cloud services to be handled by the activity is Infrastructure as a Service (IaaS). The NRENs involved are conducting a European tender for IaaS services that will make the procurement of cloud services easier for institutions. Many providers have expressed their interest. The aim GÉANT4 of the Clouds activity is to have framework agreements in place, in the summer of 2016.

Proposed session structure

The session will be organized as an informal discussion and exchange of ideas and experiences on the adoption of cloud services. First, in an introductory presentation, the scope of the cloud activity, IaaS procurement and how the NRENs and institutions can adopt the outcomes, will be outlined. Then participants will hear more about four specific areas of the cloud and IaaS activity, through break-out discussions (parallel conversations):

1. **Procurement and legal issues**
   Workflow and timeline for agreements. Roles and responsibilities of NRENs and institutions. Adaption to national legislation and needs.

2. **Implementation and rollout**
   Availability of services, service portals, national / local rollout support and training.

3. **Management and support**
   Cloud management portals, user support, ordering and billing

4. **Marketing and user adoption**
   Communications, channels, materials.

We propose to have a separate table available in the session room for each of those four topics, where a dedicated expert from the GÉANT Clouds activity team will provide more detailed information and moderate the conversation. Participants rotate between the different tables.