

Migrating a Business to a Cloud

ASSESSMENT



Assessment

Please answer the following questions to help your IT partner begin planning your cloud transition.

What department(s) do you believe cloud solutions will help? Check all that apply.

- ☐ Administration
- ☐ Customer Service
- ☐ Engineering
- ☐ Executive
- ☐ Facilities
- ☐ Human Resources
- ☐ IT
- ☐ Logistics
- ☐ Marketing
- ☐ Sales
- ☐ Transportation

What type of job functions do you believe cloud solutions will help? Check all that apply.

- ☐ Business Intelligence and Analytics
- ☐ Collaboration
- ☐ Communication
- ☐ Data Management
- ☐ Education and Training
- ☐ Operations
- ☐ Productivity Enhancements

On a scale from 1 to 5, 1 being strongly disagree, 5 being strongly agree.

- ☐ The solution will need to scale with time.
- ☐ Users will prefer a simpler user experience with some functionality.
- ☐ Users would be willing to trade a simpler user experience for more functionality.
- ☐ My IT Department has a high level of IT expertise.
- ☐ We are close to where we need to be with IT.
- ☐ We need to modernise our IT systems and applications.
- ☐ We want to improve our staff experience with our IT systems and applications.
- ☐ We want to reduce our IT department's time spent on routine maintenance and troubleshooting.

Things to Discuss and Document with your IT provider

- How do you assess speed, reliability and overall performance?
- How does the service level agreement (SLA) handle performance requirements?
- Are there “good, better, best” tiers of features and capabilities?
- What tradeoffs exist between capabilities and ease-of-use?
- How will you determine how the cloud solution will integrate with our other IT systems, applications or processes?
- How is customisation handled?
- What are the mobile or remote capabilities of this cloud solution?

Cloud Data Storage

- How is my data protected? What methods are used?
- Are there guarantees to protect my data against security breaches or leaks?
- Who else can access the data locally and globally? (Insiders, other firms, government agencies, etc.)
- What is the backup and disaster recovery plan?
- What redundancies are built into the system?

Support

- How is support provided (phone, email, IM)?
- Is emergency support available 24/7?
- What can the user expect from the help desk?
- How are complex questions escalated and are there SLAs to be aware of?
- Is there a user forum or other self-serve repository of FAQs?
- What type of training is provided to ensure the staff gets the most out of the investment?

Cloud Service Provider Expertise

- How does the service provider's IT team stay current with new cloud technology developments and trends?
- What members of the team will be working on the project? Will this change over time?
- What relevant industry credentials or certifications, if any, does the IT firm or team have?
- What is the IT firm's level of expertise with the regulatory compliance requirements for my industry?
- If the user is required to provide an audit trail to demonstrate compliance, how will this be handled?
- Does the IT firm have any customers that are in a similar line of business as mine?

Costs and Contracts

- What is the fee structure? Are there any extra or hidden fees?
- Is there contract flexibility, such as the option of annual or monthly payments?
- Is there a cap on how much rates can be increased by?
- What happens if the user wishes to terminate the contract?
- How will the user get their data back?
- Are there case studies or ROI assessments to help the user understand the cost/benefits of this proposed solution?
- Are there comparisons showing the cost of on-premise vs. cloud solutions over time?
- Will the user need to purchase any additional infrastructure, software, etc. to use this solution?