

To cloud or not to cloud?

Implementation and operation

- Host
 - Communications
 - Software vendors
- Plan
 - Third party collaboration
- Control
 - Project managers
- Local v Supplier
- Acceptance criteria
 - Testing & Proving
- Handling internal IT team
- Support
- Training
 - User buy in
- Hand holding
- Escalation process

Contractual and Commercial Issues

- ways of outsourcing
 - out of hours
 - Support handling
- needs to be careful and precise
 - SLAs
- Fix not £s
 - Performance
- local, vendor, other
 - Clear definition
 - Responsibilities
 - SRA needs
- You own the data not them
 - Data storage

Vendor strengths required

- Pen tests, DR tests, recovery evidence, third party working
- Need experience and track record
- Financials

Cloud or Not?

- Just do it right
- If your systems down, you'd lose
 - Communication
 - information
 - clients
 - money
- A way to refresh a key part of your organisation

Survey and opinion

- Law firms
 - PMS/CMS
 - SOS
 - Virtual Protocol
 - Connect
- Contractual
 - JMW in manchester - Dave Moss
 - Made money for law firms using hosted IT

Top reasons why hosted IT

- Can work on clients work wherever
 - meeting anywhere and conducting a full service
- Improving client services
- It makes sense
 - Clients won't be impressed if you let them down due to IT
- Cost reduction
- Communications
- It's a one stop shop
- Data security
- Staffing
 - Don't need as many skills and staff
 - Investment in IT is less
 - Haven't got people working below their value
- Added Value
 - Don't need to rush around with a screw driver if someone's PC is broken
- It's Green
 - Saving money on electricity