

Agenda

- Introduction
- Concepts and Benefits
- Deployment Options
- Preparing for Clouds
- Risks and Benefits
- IBM Power cloud
- Final Thoughts



http://www.blurgroup.com/wordpress/wp-content/uploads/2011/03/Cloud-Technology.jpg

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Introduction and Concepts



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So what is Cloud Computing?

- According to NIST
 - (National Institute of Standards and Technology)
 - Cloud computing is a model for enabling convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction
- Cloud computing can provide computation, software, data access, and storage services that do not require end-user knowledge of the physical location and configuration of the system that delivers the services
- Natural evolution of virtualization, SOA, autonomic and utility computing



Key characteristics

- Agility
- APIs
- Low Cost
- Device and location independence
- Multi-tenancy
- Reliability
- Scalability
- Performance
- Security
- Easy Maintenance





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Why bother?

- Reduced cost
 - · Can reduce both capital and operating costs
 - · Resources only paid for when being used
- Refined usage of personnel
 - Managed clouds free personnel to focus on the business rather than maintaining hardware and software
- Scalable
 - · Can scale up or down
- Flexible
- Reduce downtime
- Disaster Recovery
- · Rapid deployment of test and development workloads
- Critical Workloads



Concepts

- Virtualization
 - Sharing resources between many servers/LPARs for many customers/clients
- Scalability
 - Flexible scaling up AND down
- Manageability
 - · Rapid provisioning based on demand
 - Service automation management
 - Pervasiveness services delivered over the network on any platform
- Flexible pricing
 - · Usage based



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3 Layers - Layer 1

- Infrastructure
 - Infrastructure as a service (laaS)
 - · Where the virtualized platform is delivered as a service
 - · Typically a virtual machine is delivered
 - Physical assets servers, network devices, disks, etc
 - Example IBM's Power VS Cloud





3 Layers – Layer 2

- Platform
 - Platform as a service (PaaS)
 - Includes laaS resources plus the solution stack and middleware
 - Facilitates deployment of the applications
 - Provides application infrastructure





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3 Layers - Layer 3

- Application
 - Software as a service (SaaS)
 - · Application is delivered as a service
 - · Applications upgraded by provider





Virtualization Models 1/2

- ASP
 - Application Service Provider or traditional, typically a SaaS provider
 - · Dedicated servers for each application
 - · Use where regulations require dedicated
- Multitenancy
 - A single instance of software serving multiple clients
 - · Lots of issues around data privacy and customizations

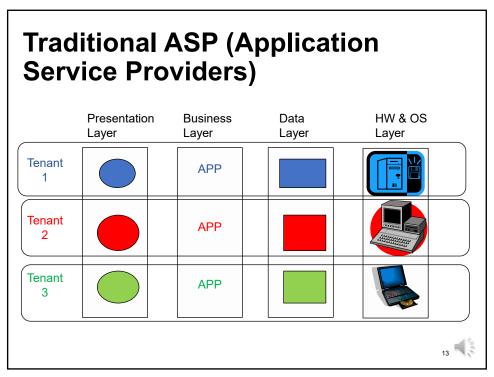


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Virtualization Models 2/2

- Virtualized
 - OS Virtualization
 - · Vmware, Xen, Amazon AMIs
 - Hardware virtualization
 - POWER LPARs
 - Use these for single tenant applications with SOA
 - Can have multiple tenants on same server in different LPARs

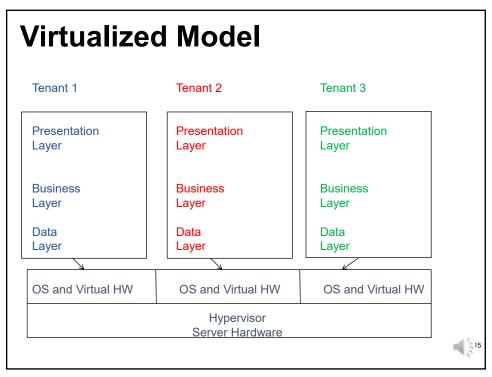




ASP Model

- No redesign needed
- Isolation
- Provides more customization than a shared environment
- Backup and DR is per tenant
- BUT
- Poor scalability
- High operational costs





Virtualized Model

- No application redesign needed
- Isolation
- Provides more HW and OS customization than a shared environment
- Backup and DR is still per tenant
- BUT
- Not as scalable as shared middleware but better than ASP
- · Higher administration overhead than sharing



Reasons to reach for the Clouds

- · Cost reductions from sharing
- Enhanced Security
 - · To ensure maximum IT investment protection
- Performance
 - Higher performance per core for optimal application response times and lower software licensing costs
- Availability
 - Zero planned downtime to allow the highest possible availability of mission-critical application workloads
- Scalability
 - · Unlimited elastic scaling to meet changing business demands



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Automation

- Critical to cloud computing
- Required to be able to scale
- Provides standardization
- Reduces manual intervention and potential errors
- Assists with audits and process governance
- Helps maintain quality



Provisioning and Elasticity

- Elasticity (and scalability)
 - · Ability to start and stop instances as needed
 - Pay only for what is used when it is used
- Provisioning
 - · Automated maintenance of configurations
 - · Add and remove resources as needed
 - Management of changes



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Deployment Options





Deployment Options for Cloud Computing

Private Public

IT capabilities are provided "as a service," over an intranet, within the enterprise and behind the firewall

IT activities / functions are provided "as a service," over the Internet



Hybrid

Internal and external service delivery methods are integrated



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Public Cloud

- Easy and inexpensive
- Hardware, bandwidth and application costs covered by provider
- Flexible pricing
- IT becomes a service
- Requires dynamic provisioning and automation



Hybrid Cloud

- Allows you to transition to cloud while maintaining PCI and other regulatory compliance
- · A mix of internal and external clouds
- Services are placed where they can meet the requirements for compliance, performance, etc
- Allows for savings with security and flexibility
- Multicloud
- Cloud approach made up of more than one cloud service from more than one cloud vendor – private or public
- Can be combined into hybrid multicloud



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Private Cloud

- Also called internal clouds
- Implemented wholly within the datacenter
- Everything within the corporate firewall
- No multitenancy
- Address sharing while retaining data security, governance and reliability
- Can be operated by the corporation's IT or by a third party cloud service provider
- Provides control and some of the savings



Cloud Computing Options

- Private
 - · Used solely by the organization
 - · Private cloud
 - · Lives completely in the datacenter
 - · Private managed cloud
 - · Managed by a third party (lives in datacenter)
 - · Hosted private cloud
 - · Hosted and managed by a third party but for private use only
- Hybrid
 - · Shared cloud services
 - · Cloud shared with other customers of the service
 - · Composed of two or more clouds that interoperate
- Public
 - · Public cloud services available to the general public
 - · Sometimes called external cloud
 - · ITAS IT as a service



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Cloud Layers

- Client
 - Computer hardware or software that depends on cloud computing for application delivery/
- Application
 - SaaS or cloud application services deliver software over the internet for customers to use
- Platform
 - PaaS delivers a computing platform and/or solution stack as a service
- Infrastructure
 - laaS delivers a platform virtualization environment as a service
- Server
 - · Hardware and operating system



laaS – Infrastructure as a Service

- Delivers computer infrastructure as a service
- Typically a platform virtualization environment such as a virtual machine
- Utility computing options
- Cloud computing options
- Easier provisioning of compute resources
- Consumer can easily request and receive a new compute instance
- Client owns nearly all the security



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PaaS – Platform as a Service

- Delivers a computing platform and/or solution stack
- Often uses cloud infrastructure or supports cloud applications
- Saves customer from having to buy and manage hardware and software
- Consists of the hardware and software framework that allows software to run
- Clients can manage security for middleware, database and application runtime environments

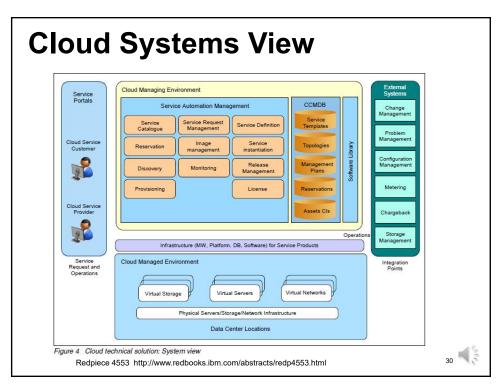


SaaS - Software as a Service

- Deliver software over the internet so no need to install and run an application
- Allows for multi-tenancy
- · Usually pay as you go
- SaaS provider manages the environment and all upgrades
- Consumer can request a software instance without worrying about where and how it will be hosted
- Developer could request new test database etc
- Consumer can focus on the application instead of the underlying infrastructure
- Security is responsibility of Cloud Provider



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Preparing for Cloud



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Preparing for Cloud

- Analyze existing processes
- · What can be automated?
- Approvals are critical so delegation capabilities are important
 i.e. provisioning resources should not need manual intervention
- · Identify and remove manual approval steps
- Identify security and compliance needs





Architecting your Cloud

- Monitoring tools and standards
- Capacity Planning
- Service Catalog
- Cost and Usage Optimization
- Data Protection
- Security and Policy Enforcement Methods
- Service resiliency methods
- Billing and Cost Allocation methods and tools
- Skills and Context



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Security 1/2

- Concerns about:
 - · Lack of visibility and control
 - Protection of sensitive information
 - Storage of regulated information in a shared, externally managed environment
- Privileged User Access:
 - access control measures need to be employed to protect sensitive data
 - Who at the cloud provider has access to the environment and where are they located
- Regulatory Compliance:
 - external audits and security certifications should be conducted to ensure the security and integrity of data in the clouds



Security 2/2

If all is not lost ... where is it?

- Data Location:
 - locations of where data is stored must be taken into consideration in terms of local authority's privacy laws, jurisdictions, etc.
- Data Segregation:
 - data encryption techniques must be used to segregate different sets of data in a multi-tenancy situation
- · Recovery:
 - systems back-up and data recovery must be implemented in the clouds
- Security Scans
 - · Are these required by your security department?
 - Does the cloud provider allow them?



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Implementing a secure Cloud

- Implement and maintain a security program.
 - Enforcement and auditing and policies
- Build and maintain a secure cloud infrastructure.
 - Firewall configurations, server security, roles
- Ensure confidential data protection.
- Implement strong access and identity management.
- Establish application and environment provisioning.
- Implement a governance and audit management program.
- Implement a vulnerability and intrusion management program.
- Maintain environment testing and validation.



Software and Service Delivery

- You may need to know where your data and services are – can they tell you?
- Is your data required to be located in a specific country? Not allowed to be in certain countries?
- · How about the support people?
- Response time
- System management & maintenance planning
- Proactive communication
 - · notifications regarding maintenance activities
- System monitoring
 - key-performance-index (KPI)



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Scalability

- Ability to respond to large volumes of service requests & users
- Ability to handle high volumes of services during peak demands
- Ability for system expansion with minimal costs
- Consistent service quality and system performance
- Reliability as service request volumes grow
- Ability to have service requests handled automatically



High Availability

- Facilities with reliable power, cooling, and network infrastructure
- High-availability infrastructure, including networking, server infrastructure, and software
- N+1 redundancy
- 24/7 operational capability
- Clearly documented failover and disaster recovery plans
- MAKE SURE you understand the implications of different kinds of outages – regional, etc



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Risks & Benefits





Risks

- Performance
 - · Insufficient bandwidth
 - · Provider runs out of resources
- Impact of mishandling data
- Unwarranted service charges
 - · Metering and monitoring
- Financial or legal problems of vendor
- Vendor operational problems or shutdowns
- Data recovery and confidentiality problems
- General security concerns and governance
- PCI, HIPAA and other regulatory compliance
- Lock-in
- Data and application portability



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Business Benefits of Cloud

- Responsiveness and agility in delivering new solutions
 - Decreases time to market
- Enhanced employee mobility
 - · access anytime, anywhere from anything
- Incremental pricing means availability without capital outlays
- Rapidly adjusts the volume of users as workload increases or decreases
- New product releases are automatic and at no additional cost



IT Benefits of Cloud

- · Allows IT to choose areas of focus
- Integrate emerging technologies without the high risk and cost
- · Leverage service provider expertise
- · Optimize investment in existing infrastructure



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How POWER addresses Cloud Security

- POWER provides enterprise level security, certified to meet the stringent requirements of the EAL4+ Common Criteria certification
- Highly stable and reliable POWER roadmap continues to deliver advanced virtualization capabilities for years
- Industrial-strength PowerVM virtualization is 'baked into' the hardware of all Power Systems platforms
- · Built-in RAS features of POWER
- Functions like LPM
- Workload optimized Systems
- Automation functions management with automation



AIX Cloud Solutions

- AIX in the IBM Cloud
 - IBM Power Systems Private Cloud
 - IBM Power Virtual Server in the IBM Cloud
- AIX in the Google Cloud
- AIX in the Azure Cloud (Skytap)
- AIX from other CSPs and MSPs
- Enterprise Cloud Edition
 - Includes PowerVC, Cloud Management console, Power SC, AIX 7.2 and other software

https://www.ibm.com/cloud/solutions



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Questions to ask

- Do you need to rapidly bring services to market?
- Are resources constrained (people and infrastructure)?
- Is testing adequate? Do you need to roll back?
- Do users need to be able to request and provision their own test environments?
- Do users need to know service costs?
- Is optimization important?
- Flexibility? Scalability?
- Do I have a plan to switch back if this does not work?
- What if my cloud goes down?
- Will I be locked into this cloud vendor?
- Will a single cloud meet my needs, or do I need multicloud?



IDC 2019 Multicloud Management Cloud Survey

- August 2019, IDC Multicloud Management Survey of almost three hundred US-based enterprise IT decision-makers.
- Primary reasons to go tocloud are still automation, analytics, and governance
- 93.2% stated they were using 'multiple infrastructure clouds' for their business operations.
- 81 percent use multiple public clouds and one or more private or dedicated clouds
- 11 percent use multiple private or dedicated clouds
 7.5 percent use one public cloud and one or more private or dedicated clouds
 0.5 percent operate in multiple public clouds only.
- · Need to find balance between agility and cost

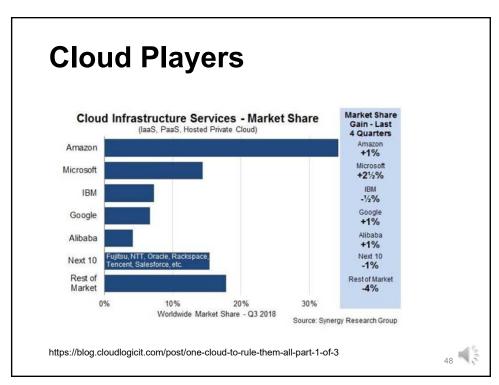
- Most important reasons to be using multiple clouds?

 61.5% of enterprises said leveraging cloud-specific capabilities

 54.5% claimed business unit/team preference determine cloud usage
- 54.5% used multiple clouds to reduce cloud
- 86% of surveyed organizations expect containers, microservices, and Kubernetes to have significant impacts on their multicloud management strategies in the coming years.



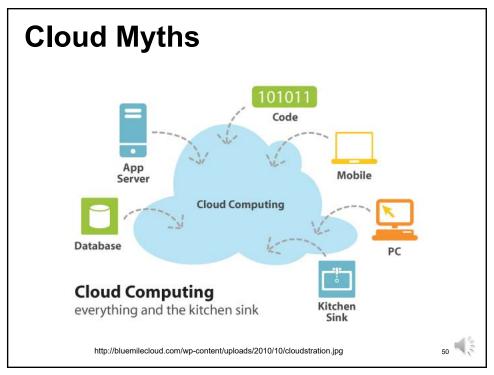
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- Online Games
- Google Apps
 - · Docs, email, calendar
- Dropbox
- Box.net
- · Salesforce.com
- Amazon
- Zynga
- Netflix
- Zoom
- Facebook
- NY Times Time-machine
- Slide Share
- Cloud Backup (IBM, Azure, iCloud, etc)
- And many many more





Busting Cloud Myths

- 1. There's one single cloud
- 2. All you need is your credit card
- 3. The cloud reduces your workload
- 4. You can seamlessly blend your private cloud with public cloud providers
- 5. You will never be able to blend them
- 6. Cloud computing always saves you money
- 7. A cloud provider can guarantee security
- 8. If you're running VMs then you're doing cloud computing
- 9. Cloud computing is about technology

http://www.businessweek.com/print/technology/content/jun2009/tc20090622 355135.htm



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Busting Cloud Myths CIO Magazine Top 7

- 1. Moving to cloud automatically saves money
- 2. The cloud is not safe for storing data
- 3. Cloud computing can be layered over an unchanged IT infrastructure
- 4. Transitioning to the cloud is quick and easy
- 5. The cloud is difficult to audit
- 6. The cloud is an IT job killer
- 7. A single hyperscale cloud platform is sufficient

https://www.cio.com/article/3373842/7-cloud-myths-debunked.html



Busting Cloud Myths – Gartner Top 10

- 1. Cloud is always about money
- 2. You have to be cloud to be good
- 3. Cloud should be used for everything
- 4. The "CEO said so" is a cloud strategy
- 5. We need ONE cloud strategy or vendor
- 6. Cloud is always more secure than on premises
- 7. Multi-cloud will prevent lock-in
- 8. Once I have moved to the cloud I am done
- 9. Enterprises are moving back from public cloud
- 10. We have a cloud implementation/adoption/migration strategy

https://www.gartner.com/smarterwithgartner/the-top-10-cloud-myths/



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More cloud myths

- People will lose their jobs
- · Cloud's are free or really really cheap
- Performance is never a problem
- You can replace MS Office with google, or other cloud apps
- Cloud is easy to setup and manage
- Security is good
- Moving to cloud mitigates responsibility for outages

Truth - Cloud is a complex resource that requires understanding and hard work to manage correctly



Legal Issues 1/2

- Location and use of data
- · Different privacy laws in different countries
- Need to understand obligations
- Terms of use and reliability
- Who are all the parties in the cloud stack roles?
- Backup / restore and disaster recovery plans
- Service levels
- · Business continuity
- Change control



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Legal Issues 2/2

- · Exit strategy and lock-in
- · Portability can I move my data elsewhere
- · Electronic record retention requirements
 - · Backups and archives
- Can I get my data and apps back?
- · What if providers change or go insolvent?
 - EMC shut down Atmos, Vaultscape shut down
 - Iron Mountain and Cirtas got out of the cloud business
 - 2011 Article http://www.computerworld.com/s/article/9216159/What_happens_to_data_wh en_your_cloud_provider_evaporates_
- · When and how is data transferred
- SLAs
 - Specifically what is covered? Web? Data? All of it? What do they mean by an outage?
- · Don't even try to say: The cloud ate my data



Cloud Outages in 2019 and 2020

- · Google Cloud Outage Detector:
 - · https://downdetector.com/status/google-cloud/map/
- Feb 7, 2020 Twitter
- May 2019 Salesforce
- · May 2019 Microsoft
- · July 2019 Apple cloud
- July 2019 Cloudflare
- 2019 Google cloud
- Aug 2019 Amazon AWS
- 2011
 - · Amazon EC2 and EBS
 - http://blogs.gartner.com/lydia_leong/2011/04/21/amazon-outage-and-the-auto-immune-vulnerabilities-of-resiliency/
 - http://broadcast.oreilly.com/2011/04/the-aws-outage-the-clouds-shining-moment.html
- Cloud Adoption and Risk report from Macafee 2019
 - · 69 percent of CISOs trust their cloud providers to keep their data secure
 - 12 percent believe cloud service providers are solely responsible for securing data
 - https://www.mcafee.com/enterprise/en-us/assets/skyhigh/white-papers/cloud-adoptionrisk-report-2019.pdf



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Amazon Outage in 2011

- EC2 Elastic Compute Cloud did not go down
- · EBS Elastic Block Store
- RDS Relational Database Service
- · Root cause seems to have been a network configuration change
 - · Caused a significant burst in replication data
 - · Overloaded the capability of multiple availability zones
 - · Triggered cascading set of issues
- SLAs
 - · Only covered EC2 which did not go down
 - · Did not cover data services (EBS and RDS) which did go down
- Thoughts
 - · Price of service is not everything
 - · QOS and resiliency are also critical
 - · Understand the SLAs make sure they apply to what you need end to end
 - Communication during an outage is critical
- Amazon's Published Post Mortem
 - http://aws.amazon.com/message/65648/



Key Message - Design for failure

- Physical
 - Redundant n+1 hardware, software like vmotion or LPM. PowerHA
- Virtual Resource
 - Redundant virtual resources (LPARs, etc)
- Availability Zones
 - Redundant resources across availability zones within a region
- Region
 - Redundancy across regions
- Cloud
 - Ability to survive the total loss of a cloud provider

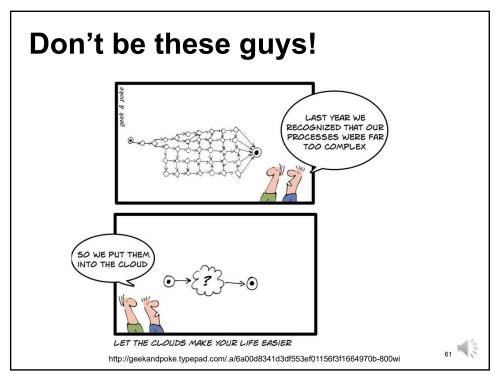


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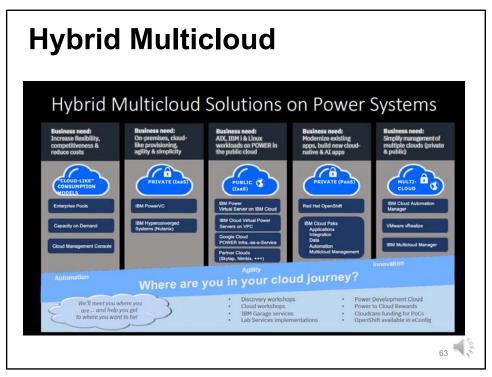
Potential Criteria for Picking a Cloud Service Provider

- 1. Certifications & Standards
- 2. Technologies & Service Roadmap
- 3. Data Security, Data Governance and Business policies
- 4. Service Dependencies & Partnerships
- 5. Contracts, Commercials & SLAs
- 6. Reliability & Performance
- 7. Migration Support, Vendor Lock in & Exit Planning
- 8. Business health & Company profile

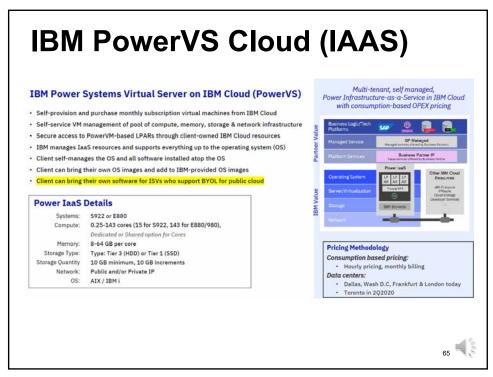












How PowerVS Cloud can help

- · Grow at your own pace
 - No heavy upfront costs
 - Flexible rapid growth when needed (Scaling)
 - Pay as you use
- Run your workloads when and where you want
 - Flexible
- Disaster Recovery as a service
- · Development and testing
- Choose your deployment
 - Select systems, cores, network,etc
 - Can have IBM fully manage it or use self-service



IBM's PowerVS Cloud Experience

- Default console through web does not allow copy/paste
- External access
 - Either VPN into your datacenter to connect or use a jump server
 These have to be ordered and set up
 - · Public network access is available, but default level is slow
- A good networking person is critical in the design and planning phases
- · Proper planning is required
- Make sure to plan for backups
- · Web based interface easy to use
- Very easy to add resources through the GUI
- It is IAAS so you are responsible for the operating system,etc
- · Lots of documentation
- Ask about the workshops IBM sometimes offers for migration



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Final Thoughts



- Cloud is here to stay
- It can be implemented safely and securely
- Planning ahead is critical
- Network skills are also critical
- Understand backup options
- Understand the DR you have signed up for
- Understand what support is provided
- Understand where that support is located
- Where will your data be?
- Have an exit strategy





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Please complete the Session Evaluation!





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Thank you for your time



If you have questions please email me at: jaqui@circle4.com or jlynch@flagshipsg.net

Also check out:

http://www.circle4.com/movies/

Copy of presentation at:

http://www.circle4.com/ptechu/cloud101-sep162020.pdf

And the Virtual User Group

https://www.ibm.com/support/pages/node/1120377

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- · Cloud Security Guidance
 - http://www.redbooks.ibm.com/redpieces/abstracts/redp4614.htm
- · Cloud Battle of the Titans
 - http://www.businessweek.com/print/magazine/content/11_11/b4219052599182.htm
- · Busting Cloud Myths
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- · Open Cloud Manifesto
 - · http://www.opencloudmanifesto.org/
- · The Big Switch: rewiring the world from Edison to Google, Nicholas Carr
- SNIA Managing Clouds for Data Storage
 - http://www.snia.org/forums/csi/knowledge/CSI_Private_Hybrid_Cloud_White_Paper_final.pdf
- · 8 criteria for selecting Cloud Services providers
 - https://www.cloudindustryforum.org/content/8-criteria-ensure-you-select-right-cloud-service-provider

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Cloud Types

- 1. First by appearance
 - 1. Cumulus
 - 2. Stratus
 - 3. Cirrus
 - 4. Nimbus
- 2. Then by height
 - High-level
 - 1. above 20,000 feet (mostly ice)
 - Mid-level
 - 1. 6,500 to 20,000 feet (mostly water, some ice)
 - 3. Low-level
 - 1. Below 6.500 feet (mostly water can contain ice and snow)

Miscellaneous cloud types

• High level

- altocumulus
- Cirrus and cirrostratus
- Mid level
 - Altocumulus and altostratus
- Low level
 - Nimbostratus and stratocumulus
- Clouds with vertical development
 - Fair weather cumulus and cumulonimbus



- Other cloud types
 - Contrails, billow clouds, mammatus, orographic and pileus clouds

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