



Checklist

CLOUD MIGRATION | OPERATIONAL BUSINESS CONSIDERATIONS

Start small and extend

Before implementing new cloud functionality company-wide, deploy it in business units or workgroups first. This makes testing the new cloud architecture and working out bugs more manageable. It also clears the migration path of issues for remaining areas of the organization.

Deploy functionality in phases

Deploy initial applications for needs like managing project schedules and task lists, testing, development, and so on. The cloud lets an organization provision such non-mission-critical resources quickly. Business and organizational priorities then dictate functionality to deploy next, and when.

Implement full-time operational monitoring?

Monitor the new cloud infrastructure 24x7x365 to gauge how the solution is performing, flag issues, and identify potential improvements. Monitoring components can include tools like multi-tiered alerting and notification systems. Constantly monitoring each node on the cloud network is equally vital.

Formulate procedures for incident management

Establish operating procedures to manage and resolve all configured alerting incidents within the monitoring framework. Procedures should correlate specific incidents to the appropriate technical resources, and should include a communications plan between the cloud provider and your IT team.

Follow release notes for change management

Release notes from cloud providers typically detail change issues that could impact cloud performance — security risks, configuration glitches, architecture problems, and so on. Such notes are an effective, and inexpensive, way to weigh change vs. risk in the change management equation.

Determine a plan for request management

Plan how to manage requests for information within your cloud provider's defined Service Level Agreement (SLA). The plan should also spell out how to manage and route requests for service enhancements and cloud functionality upgrades.

Track cloud platform maintenance and security regularly

Analyze IT service tickets regularly to track the overall health of your platform. Routine checks can help pinpoint underlying problems and uncover potential new ones. Issues can be unsecured network connections (and poor passwords) that invite cyberattacks, insufficient bandwidth, and so on.

Don't underestimate user training

Cloud-based applications are largely intuitive but can still present a learning curve. Make sure users have sufficient training resources for how to configure apps on their computers and devices, how to use them, and even tips and tricks. Online tutorials are helpful, especially for remote users.

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