EUNIS Cloud Community Group survey results

N=56
WHICH KIND OF CLOUD SERVICES ARE OFFERED AT YOUR UNIVERSITY?

- Software-as-a-Service (e.g. Office365, Dropbox, G-Suite, ...)
- Infrastructure-as-a-Service (e.g. virtual machine, storage, network, ...)
- Plattform-as-a-Service (e.g. database, AI, Container, ...)

XaaS
Process support

WHICH PART OF THE UNIVERSITY PROCESSES ARE SUPPORTED BY CLOUD SERVICES?

- Research: No cloud usage (9), Strong cloud usage (3)
- Teaching and learning: No cloud usage (8), Strong cloud usage (7)
- Central IT: No cloud usage (2), Strong cloud usage (14)
- Organisation/Administration: No cloud usage (5)
- Other: No cloud usage (13), Strong cloud usage (2)
Cloud vendors

WHICH CLOUD VENDORS ARE OFFERED AT YOUR UNIVERSITY?

- Microsoft Office 365
- Zoom
- Microsoft Azure
- AWS
- Dropbox
- G-Suite
- SaaS solutions from different vendors / self-hosted
- sciebo.nrw
- T-Systems
- Cisco Webex
- Google Cloud Platform
- Collabco MyDay
- Respondus Monitor
- ExOrdo conference management
- IBM, Oracle, VMware based offers
- Elsevier Pure
- Box
Cloud advantages

Which advantages do you see when using the cloud?

- Scalability
- Wider range of services offered
- Provisioning speed
- Cost savings (infrastructure)
- Cost savings (human resources)
- Innovative services
- Agility
Main pain points

What were the main pain points when introducing cloud services?

- Governance and cost control
- Overall business risks
- Support by suppliers
- Technical issues
- Costs
- Cultural issues
- Adequate internal knowledge of cloud platforms
- Data security
- Legal issues
- Personnel board
- Main pain points
Skill sets that are needed to offer cloud services

• Consulting
• Find the right cloud service for people's needs
• Managing legal / contract / privacy issues
• Matching technical solution to organizational needs
• Technical understanding
• Managing multi vendor environments
• Automation skills
• User support (understanding the SaaS concept)
Additional training

DID YOU SUPPORT YOUR STAFF WITH ADDITIONAL PROFESSIONAL TRAININGS?

- Yes: 72%
- No: 28%
Skill set

DID A LACK OF SKILLS STOP YOU FROM INTRODUCING CLOUD SERVICES?

- Yes, we did the trainings first: 38%
- No: 62%
Expectations EUNIS cloud CG

• best practice
• use case and better experiences
• strategy & directions
• Security & compliance sharing
• Create sinergies to promote common infrastructures
• discuss ideas and developments
• create sinergies to promote common infrastructures
• Work together with InfoSec SIG
• Set standards for documentation, data protection, ...
• Establish support structures
Topics / suggestions for workshops

• GDPR
• legal topics / issues
• service availability
• change management
• procedures for public tenders
• Policies
• data classification
• multi cloud management (systems)
• User experience
• Costs and cost management
• how to deal with EU public procurement
• Operating models
• cloud for own usage (IT-department) vs "re-selling" cloud to research groups
• Sharing experiences
• Spontaneously vote for up-to-date topics