Dos and Don'ts

Fabio Consani
Cloud Service Center

Coffee Lecture
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Fabio Consani
Head of ID-CCR - Portfoliomanagement

IT Shop

Software and licenses, other IT services

IT Service Architecture

IT Dashboard

IT Lehrlabor

IT Apprentices Young'n'Rising

IT Service Catalogue

Service management office

Dynamics CRM

Contract management, Project portfolio

**Cloud Service Center (CSC)**

M365, Adobe, Zoom, Google, Azure, etc.

Agenda

- Cloud – just another delivery model
- Impacts – different models – different risks
- SaaS – mind your identity and information
- PaaS – mind your data
- IaaS – control your budget
- How our Cloud Service Center (CSC) can help

Cloud – just another delivery model…
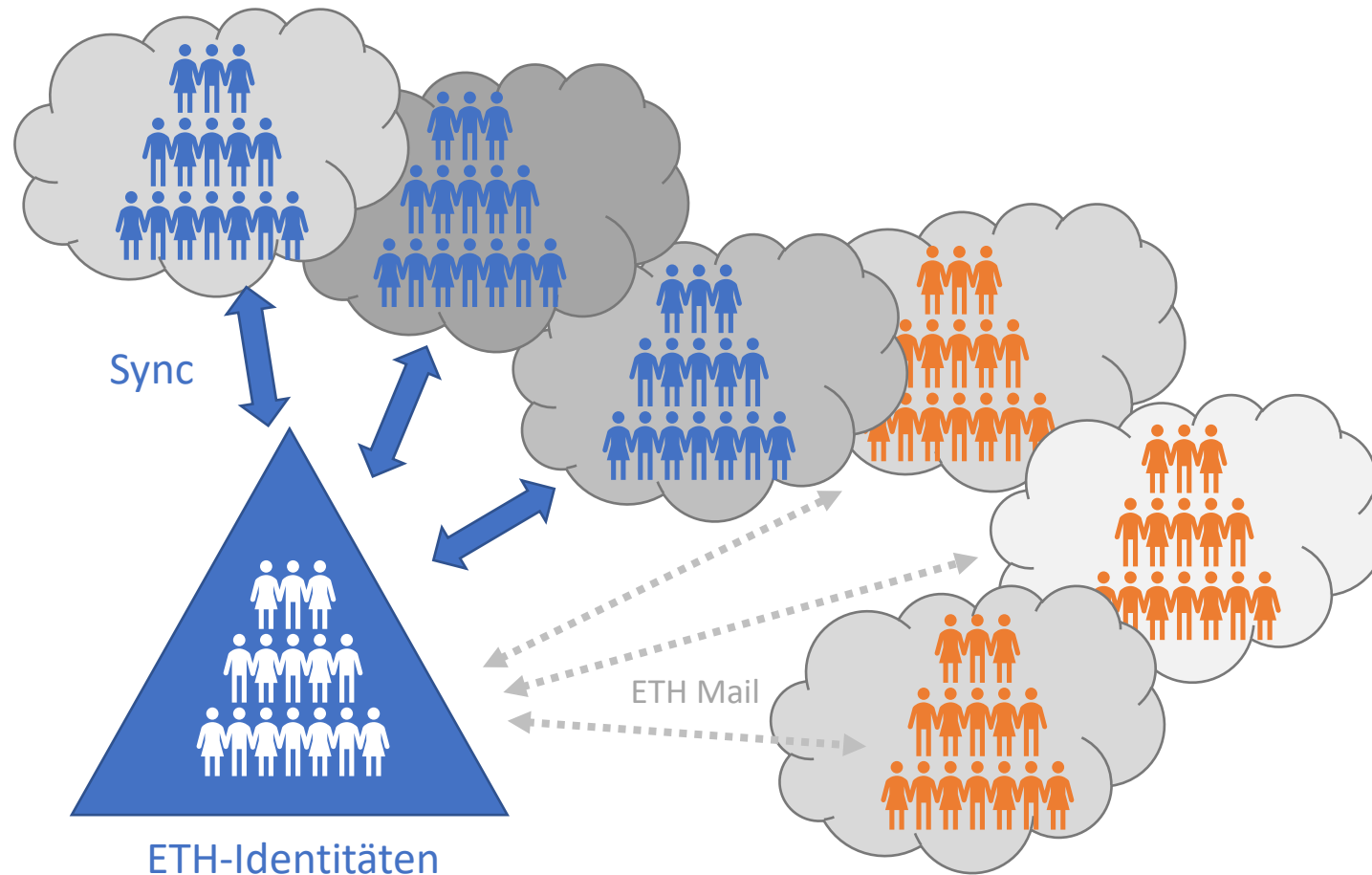

SaaS

PaaS

IaaS

Applications

OS & Software Stack

Compute, Storage, Network
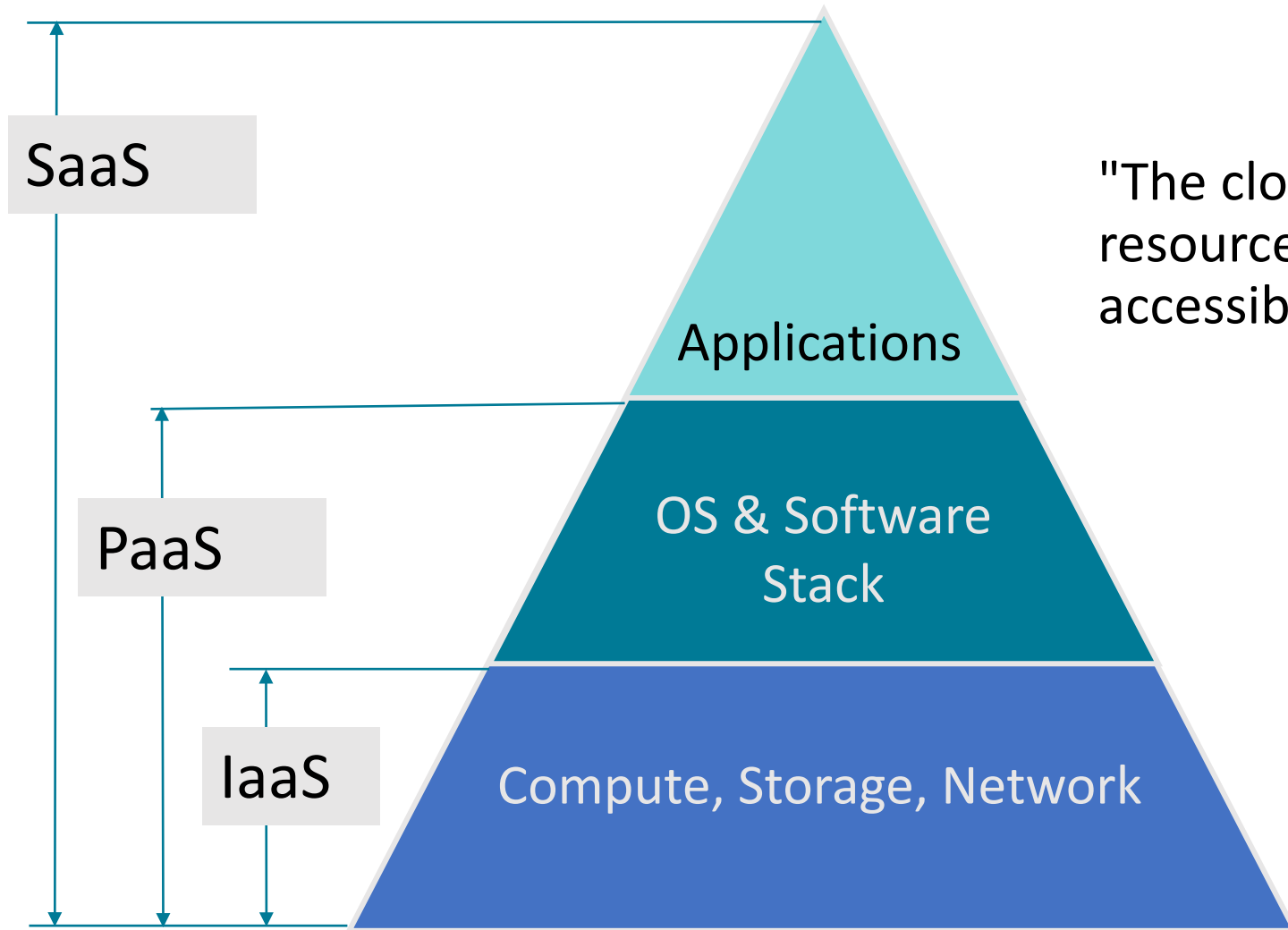
"The cloud" refers to flexible on-demand IT resources and applications which are accessible over the internet.

…based on data centers not controled by ETH!

Mind your Identity

Managed ETH Identities
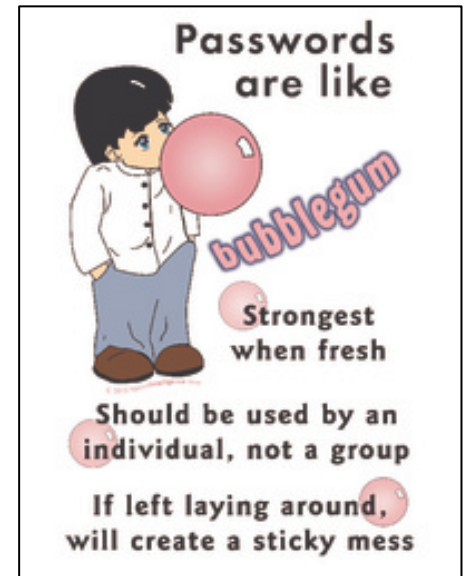(IT Shop, IAM-Synchronization)

- Adobe
- Microsoft
- Google
- Zoom

Non-managed Identities
(incl. Shadow IT)

- Dropbox, Slack, Amazon (AWS), Doodle, Apple,

Mind your Identity and Information

Passwords are like bubblegum
Strongest when fresh
Should be used by an individual, not a group
If left laying around, will create a sticky mess

nativeintelligence.com
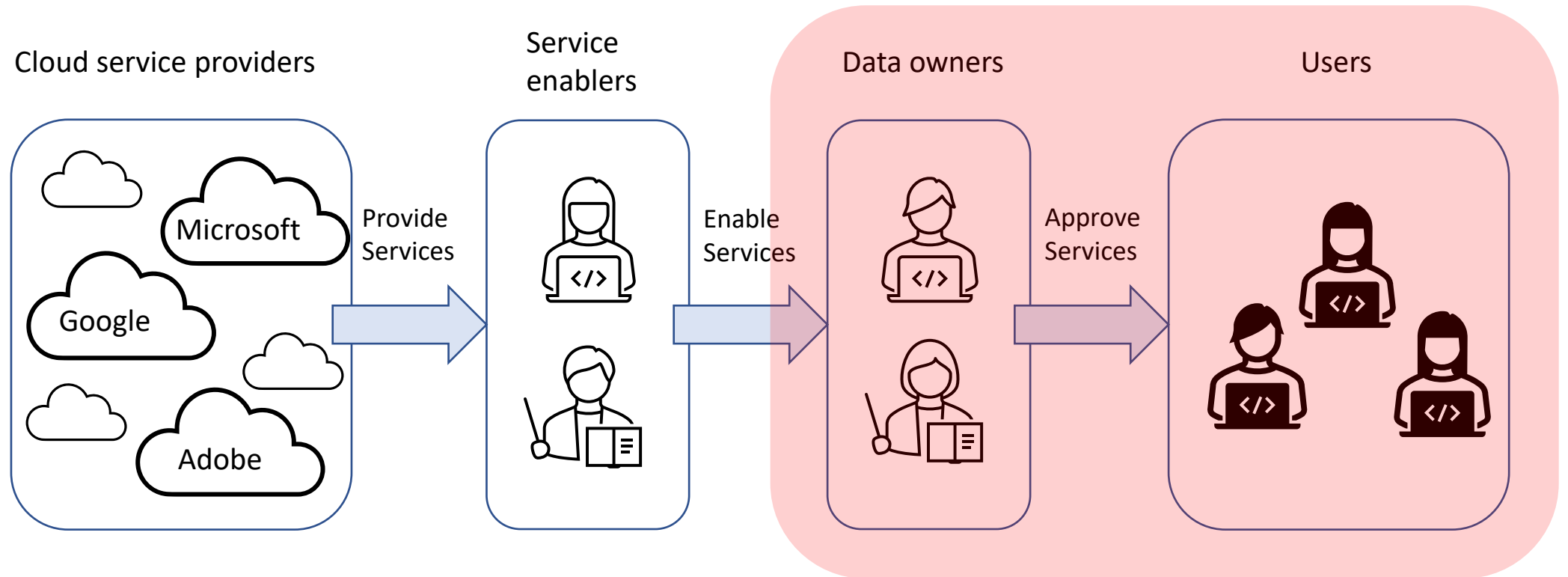
- Use and manage MFA (Multi Factor Authenticaiton)

- Monitor usage of identity (somone else may use it)
  - Change passwords
  - Don't use shared accounts

- Use different passwords for different services
  (use password managers)

- Don't expose personal data …
  … or inappropriate comments and opinions ☺

- In Clouds, everything is logged – and the Internet never forgets

Mind your data

Cloud service providers — Provide Services → Service enablers — Enable Services → Data owners — Approve Services → Users

Cloud service providers: Microsoft, Google, Adobe

Mind your data

- Keep a copy on-site whenever possible (no backups if offline)
  - Use Synchronization (Onedrive – but also Polybox)
  - Copy data to a device with backup
- Classify your data – no strictly confidential information! (Passwords)
- Assess the intended use for the intended cloud
- Use provided tools to secure your environment
- Mind the gaps (Addons, Extensions, Antivirus …)
- In doubt – get help (CSC ;-))

Infrastructure as a Service (Pay per use!)

Infrastructure as a Service (Pay per use!)

- Check the location of the used components (Data compliance)
- Control and manage access (Networking skills needed!)
- Unallocate unused and reduce underused resources (Cost)
- Plan with budget, implement control (Financial rules ETH)
- Automate build, automate deallocation, automate access
  - Use infrastructure as code (Terraform, ARM …)
  - Think about CI/CD (Continuous Integration/Deployment)
- Enjoy your datacenter at a finger tip ☺

Cloud Service Center (CSC)

Identity Access Management

We help you control access to your application in the cloud and support collaboration across ETH domains. We manage the access and licenses over IT Shop.

Information Security

We offer public cloud services based on the recommendations and specifications of:
- ETH Zurich Legal Service
- CISO of ETH Zurich
- CITSO of IT Services

Negotiating contracts with cloud providers

We and IT procurement support you in negotiating contracts with cloud providers. You can also directly get started with the cloud services as ETH has already contracts with some public cloud providers.

CSC

Financial Regulations

We ensure that the payment and budgeting comply the ETH financial regulations.

Information about cloud services

Reduce your learning curve by getting information from our cloud engineers who are eager to share their knowledge and insights about the cloud.

Cost Control

Cost monitoring during the use of the cloud services can be challenging. We help you make the cloud consumption and cost more transparent to you.

Documents

- Cloud Products @ central IT (ETH)
https://unlimited.ethz.ch/display/itwdb/Cloud+Produkte

- Assessments for the usage of external cloud services at ETH Zurich
https://ethz.ch/staffnet/en/service/information-security/usage-external-cloud-services.html

- List of released external cloud services
https://ethz.ch/staffnet/en/service/information-security/usage-external-cloud-services/list-external-cloud.html

- Legal
https://rechtssammlung.sp.ethz.ch/Dokumente/203.23en.pdf
https://rechtssammlung.sp.ethz.ch/Dokumente/203.25en.pdf

Fragen? (next coffee lecture 2.11. 2022)

Fabio Consani

Team lead

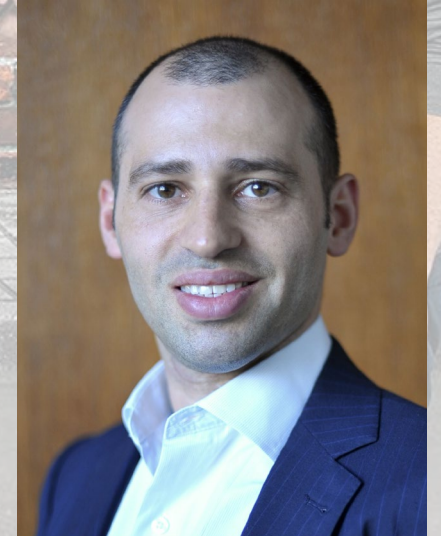**Roger Schlumpf**

Software developer

Apon Dunkl

Cloud engineer

Jarunan Panyasantisuk
Scientific cloud specialist

Aires Carreira e Marques
Cloud engineer