Market changes since last year’s Unconference

“Cloud First”... is becoming... “Cloud Only”

Could you go ‘Cloud Only’?
Market changes since last year’s Unconference

“Big Tech can no longer be trusted”

Senator Richard Blumenthal
CNBC - November 16, 2018
Market changes since last year’s Unconference

Are Megavendors creating customer success at the same pace as their growth?
Market changes since last year’s Unconference

IT organizations transitioning from “Technology Providers” to “Cloud Brokers”
What hasn’t changed at Stanford

Commitment to Compliance
What hasn’t changed at Stanford

PCards &
Click Through Agreements
What hasn’t changed at Stanford…

Impossible to consume all the features that vendors release
What hasn’t changed at Stanford

Service owners are still responsible for their service…
even though much of it is no longer under their direct control.
And now...your feedback

To participate in Poll visit: pollev.com/stanfordcloud
How are you feeling today?
Share with us some challenges you have had with Cloud at Stanford.

💡 When poll is active, respond at PollEv.com/stanfordcloud
Share with us some of your keys to success with Cloud at Stanford.

Respond at PollEv.com/stanfordcloud
Key to Success - Be Compliant

OUR KEYS TO SUCCESS 1  - Compliance with Stanford’s Best Practices

ACCESSIBILITY  PRIVACY

LEGAL TERMS  SECURITY

PHI\HIPAA
Key to Success - Appropriate Resources

• **Adequate Funding**
  Additional users, new features, enhancements, renewals, headcount, etc.

• **Identify Internal Resources**
  SSO, data integrations, project management, etc.

• **Support Structure**
  Escalation path with vendor, user training, documentation

• **Vendor Resources**
  Customer success manager, product training, implementation services, etc.
Key to Success - Change Management

Implement proper governance to prepare for and to manage change throughout the service’s lifecycle

Identify the training and consulting help required to enable user success
Key to Success - Align requirements with product features

• Within your domain - will the features support your key requirements

• Consider additional requirements:
  ○ Compliance based (security, accessibility)
  ○ Data, middleware or API based - access to every resource needed for success?

• Understand the licensing model - are all capabilities that you need included in your license?
Vendor has direct control over your data and business / technical process

Emerging Vendors
+ Responsive
+ New capabilities
+ Hungry

- Risk of acquisition or Going out of business

MegaVendors
+ Proven solution
+ Ecosystem
+ Predictable

- Difficult to get help
- Expensive
Recap

• Were there any new keys to success that you heard today?
• Did we overlook any keys to success?
Launching today….SaaS Success Consulting for Campus!

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- 1 - 2 hour consulting engagement
- We meet you wherever you are on your Cloud journey
- From the UIT Cloud Vendor Management team

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