Cloud Systems Operation Service

Red.es

Madrid, October 2018
Introduction

**Definition of the new outsourcing and tender model for the System Operation service.**

**Service-based Model.**

**Before 2013**
- On-site Technical Support

**Phase I**
- ICT sector consultancy to acquire and analyse sector knowledge, experiences and best practices.

**2013**
- Award and implementation of the new model: transformation of ICT services

**Phase II**
- Definition of the new outsourcing and tender model for the System Operation service.

**2014**
- ICT sector consultancy (RFI)

**Phase I**
- Start of the process of transforming the service into a Cloud Sourcing model

**2017**
- Definition of the new Cloud model and new tender

**Phase II**
- Implementation of the Cloud System Operation service according to new trends and Red.es objectives
GOALS OF THE SERVICE


SCOPE
06/2018 - 06/2022

BUDGET
9,956,00.00
Objectives

**Rapid response to service demands as a result of the entity’s business** *(time to market)*, to favour service delivery to third parties

**Rapid response to new business resource demands**:
- Private cloud
- Public Cloud
- Etc.

**Guarantee the elimination of barriers to IT innovation.**

Evolution in line with **market trends** but minimising risk:
- Standardisation procedure
- Security policies
- Product certification
- Etc.

**Redefinition of service models (payment for use)**

**Streamlining and sharing resources**

**Cost optimisation**

**Service levels** according to business demands

**Security and reliability** *(trust)*

**Simple management** *(no bureaucracy)*

**Agile** to increase/decrease according to business needs.

**Dynamic**, can be adjusted to any change

**Scalable** based on clear and detailed criteria
Key Topics

**Licensing**
- Red.es licence to reuse investment (BYOL Bring Your Own Licences)
- Licenses included in the service: focus on SAS models (Software as a Service)

**Regulatory framework**
- European framework: datacenter and data located in European Union
- LOPD (Spanish Data Protection Act)
- GDPR
- Red.es regulations
- Critical point: service transition
- IT cost control and governance

**Type of Cloud**
- Hybrid Cloud in Sourcing, but the Red.es private cloud will have the specifications and flexibility of a private cloud -such as dedicated resources, design adaptation or audits- and the functions of a public cloud such as shared resources that favor scalability and standardization

**Computing model**
- Initial IaaS model (Infrastructure as a Service)
- Flexible to the evolution of PaaS models (Platform as a Service)
- Computing capacities in SaaS models (Software as a Service), especially for workstations

**Security**
- National Security Scheme (ENS) and ISO 27001
- Integration with Managed Security Office (SOC)

**SLAs**
- Sourcing-based model, the sourcer or integrator will be liable for compliance with SLAs.
- Service oriented
ICT Infrastructure

Hybrid Multicloud Architecture

Public (Amazon Web Services and Oracle Cloud) and private cloud (private Equinix Cloud) which remain as unique entities but coexist as their technology allows data or applications to be shared.

Computing resources in different models

**Software as a Service:** Software is offered directly for a specific use.

**Platform as a Service:** Provision of a comprehensive platform with the software necessary to execute applications or services.

**Infrastructure as a Service:** Provision of a cloud infrastructure for operating applications or software.

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O365, WebTV, Cloud Videoconference.

Oracle databases, CMS (Drupal, Wordpress, ...)

Web Front end and Back end applications, J2EE
Service portfolio

ICT Infrastructure
- IaaS
- SaaS
- SW licences
- Backup & Restore
- Proprietary infrastructure
- Communication lines

Office Management
- Room and Audiovisual Resource Management
- Data Processing Centre Management
- Local network management
- Web TV Live Streaming

Workstation
- Workstation equipment
- Workstation support
- Workstation services

Applications
- Applications portfolio
- Certification office

Applications
- Word
- Excel
- PowerPoint
- Outlook
- OneNote
- Publisher
- SharePoint
- OneDrive para la Empresa
- Skype
- Access

“Rediseñando lo que somos para transformar lo que hacemos”

ORDENADORES PORTÁTILES
PERIFÉRICOS
Office 365
OFIMÁTICA

ULTRA HD

Mejor calidad de imagen

Mejor calidad de sonido

dts
Virtual X

Mejor experiencia en reuniones

Nuevas opciones
- Conexión remota a la pantalla (wireless)
- Videoconferencia cloud multidispositivo
- Movilidad (todo el equipamiento en un único soporte)
A single control panel offers an overview of the main service indicators.
Contact
juan.gutierrez@red.es
Appendix Examples

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Madrid, October 2018
Online infrastructure control tool deployed in the Cloud
Management and Communication

Orchestrator

Equinix VMWare Cloud Platform
AWS Orchestrator
Architectures deployed for applications.
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