Services

Security
- Secrets Management
- Log Aggregation
- Security Instrumentation
- Common Authentication
- Security Policy
- Data Classification

Disaster Recovery
- Code Versioning
- Snapshots
- Availability Zones
- Multi-Regional Availability

ITSM Processes
- Change Management
- Configuration Management
- Release Management
- ServiceNow Integration

Legend
Version: 2.0
Updated On: Tue Jan 24 2017

Cloud Service Architecture Model

Cloud Platform
Provides base services for the Cloud Hosting and Instance & Application management

Cloud Hosting
Provides systems and patterns to host applications and services utilizing cloud resources

Instance & Application Management
Provides utilities and patterns for instance and application provisioning, deployment, and configuration

Architecture Principles
- Provide Cloud services that empower Harvard’s IT evolution
  - Provide, expand, and continuously improve Cloud solutions
  - Empower customers to take advantage of the full benefits of the Cloud
  - Facilitate evolution with the technology to achieve greater value in both time and cost
  - Provide the highest quality level of service to encourage universal Cloud adoption and buy-in

Deliver what's needed, well
- Determine enhancements from continuous collaboration with the customer
- Communicate priorities transparently
- Make context-appropriate decisions
- Focus on delivering requirements with quality and precision, while minimizing technical debt

Reuse standard capabilities and automated processes whenever possible
- Focus on using architecture patterns to achieve efficient results, modularity and enterprise-wide standardization
- Provide a set of Cloud services that empower the customer to take advantage of Cloud capabilities across the University
- Favor AWS-native over vendor agnostic solutions except where ITSM-specific services are required (e.g. monitoring, logging, alerting, centralized config management etc.)
- Be open to SaaS integrations, where appropriate
- Encourage innovation and experimentation

Empower customers to actively manage performance, cost, and risk
- Provide expertise and offer services that enable the customer to make well-informed decisions and actively manage their applications
- Provide dashboards that simplify viewing performance and cost information
- Provide tools that streamline configuration changes

Ensure Cloud services are secure, resilient, and support Enterprise Architecture standards
- Align customer applications with Harvard’s IT direction
- Provide foundational services to customers that improve application quality and delivery
- Ensure the Cloud resources provide resiliency to customer applications
- Align to ITSM practices

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