

A black and white photograph of a man with short, wavy hair, wearing round-rimmed glasses and a dark suit. He is smiling and holding a lit cigarette in his right hand, near his chin. A bright, glowing halo effect surrounds his head, making him stand out from the dark, blurred background. The image is framed by a blue border with abstract white shapes.

Yay Cloud! or:

How I Learned to Stop Worrying and Love the Cloud

About me...

Steve McDonell

- Director of Information Technology at ACHIEVA (The Arc of Greater Pittsburgh)
- Chair - NCE Tech & Comm Committee
- Fifteen years of experience at a chapter
- Twelve years working with internet-based systems
 - "Cloud Computing"



Located in Pittsburgh, PA

Chapter of The Arc founded in 1951

Annual Revenue of ~ \$50,000,000

Serving over 10,000 individuals annually

Agenda

- What is "cloud computing?"
- What can it do for my organization?
- How are we going to get there?

What is cloud computing?

Cloud Computing

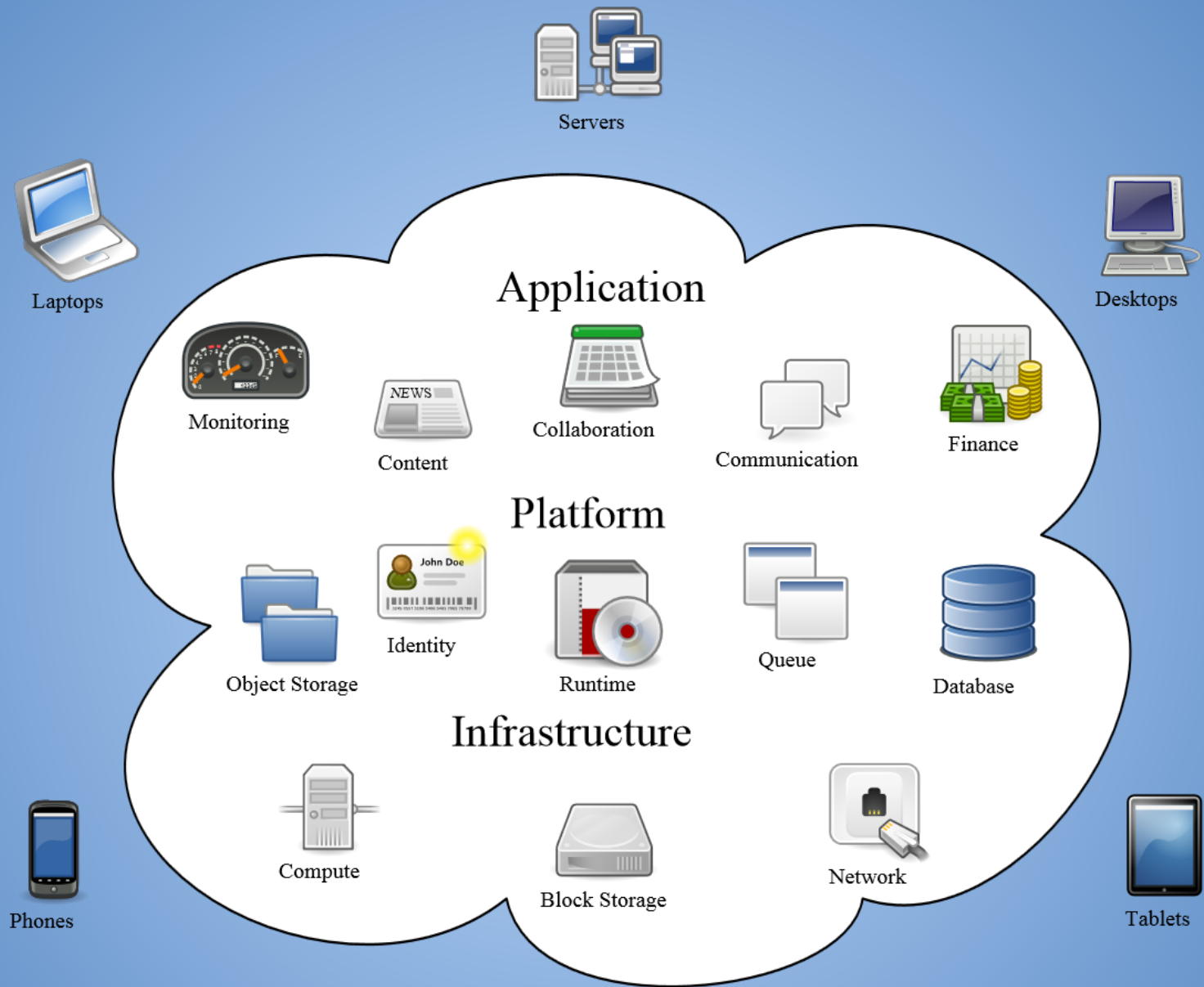
What words come to mind when you hear the most overused computer phrase of the past two years?

Cloud Computing -- Wikipedia

...the use of computing resources (hardware and software) that are delivered as a service over a network (typically the Internet). For example, email. The name comes from the common use of a cloud-shaped symbol as an abstraction for the complex infrastructure it contains in system diagrams. Cloud computing entrusts remote services with a user's data, software and computation.

End users access cloud-based applications through a web browser or a light-weight desktop or mobile app while the business software and user's data are stored on servers at a remote location. Proponents claim that cloud computing allows companies to avoid upfront infrastructure costs, and focus on projects that differentiate their businesses instead of infrastructure. Proponents also claim that cloud computing allows enterprises to get their applications up and running faster, with improved manageability and less maintenance, and enables IT to more rapidly adjust resources to meet fluctuating and unpredictable business demand.

In the business model using software as a service (SaaS), users are provided access to application software and databases. Cloud providers manage the infrastructure and platforms that run the applications. SaaS is sometimes referred to as "on-demand software" and is usually priced on a pay-per-use basis. SaaS providers generally price applications using a subscription fee.



Cloud Computing

What is cloud computing?



What is cloud computing?

- Scalable
- Mobile
- Secure
- Device Independent
- Current
- Affordable
- Green
- Reliable -- Always available
- Simple
- Transformational - Role of IT changes
- Rapidly Deployable
- No fixed costs

**How many of you are already
using cloud computing at your
organization?**

**How many of you are
considering implementing
cloud computing at your
organization?**

**What can cloud computing
do for my organization?**

Why Cloud Computing?

Why Not!

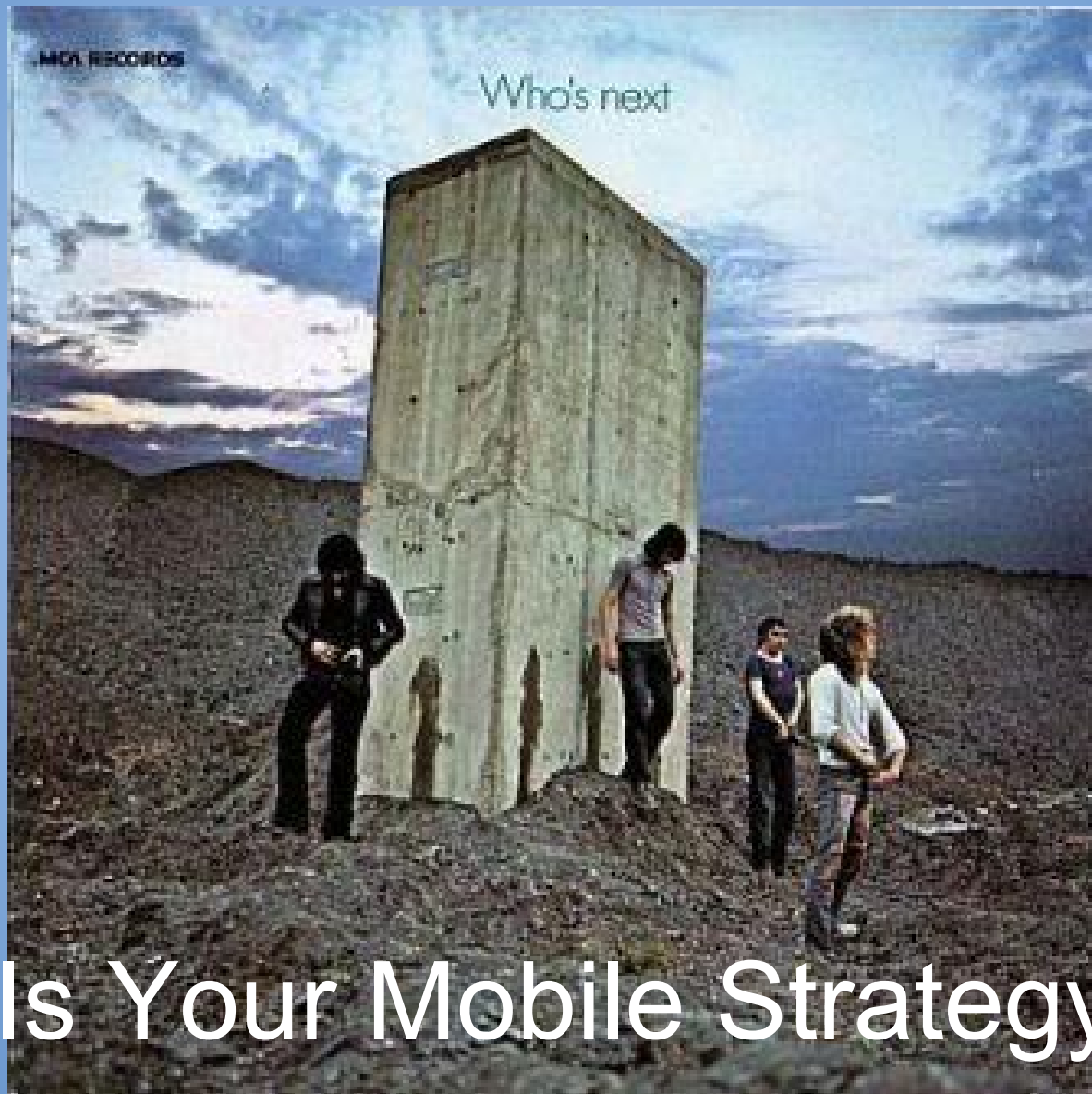
Cloud Computing Lowers Expenses



Cloud Computing Saves Time



Cloud Computing...



Is Your Mobile Strategy

Cloud Computing Protects Your Data

Google Data Center, Lenoir, NC
Address is approximate



Cloud Computing Saves Your Business

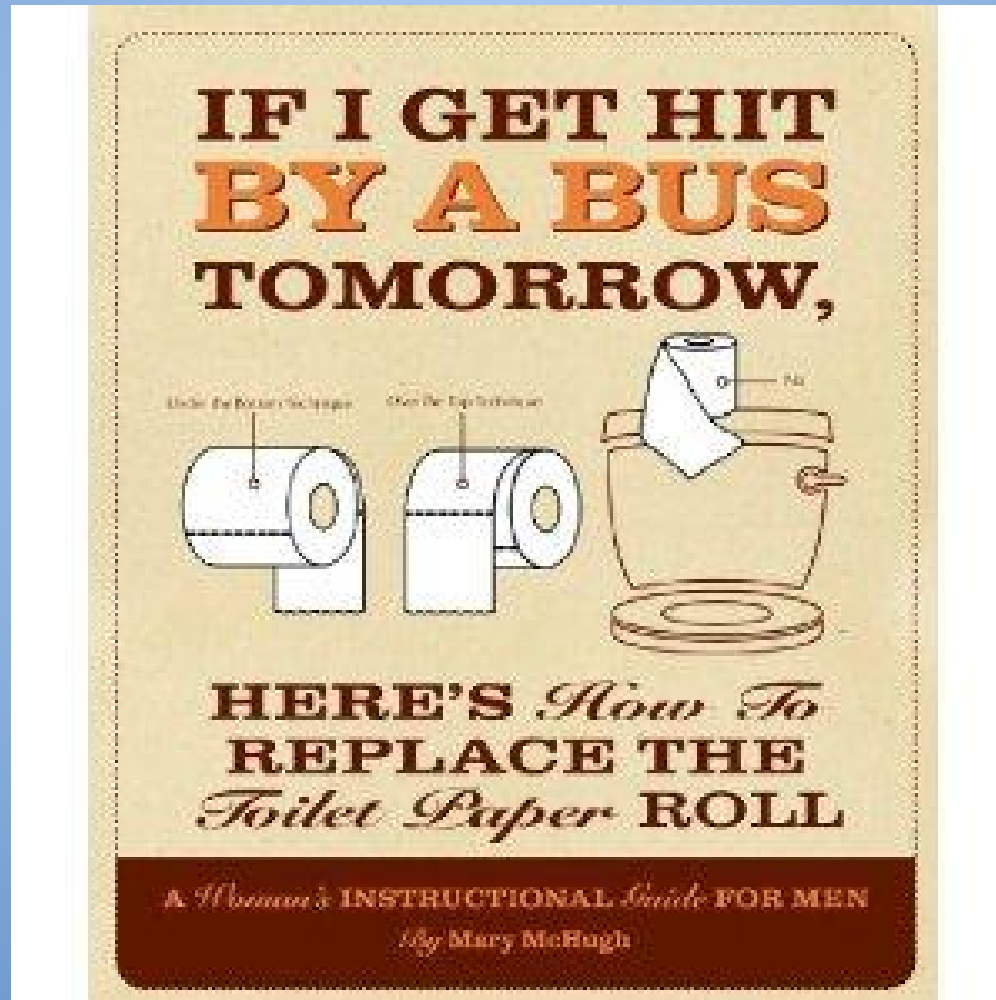


Pittsburgh 2005

Cloud Computing Transforms Your Organization



Cloud Computing Decreases Organizational Risk



Cloud Computing Let's You Boldly Go Where Your Chapter Has Not Gone Before



**How are we going to get
there?**



Think, think, think.

What can we move to the cloud?

- Web site
- Web site content management
- E-mail
- Backup
- Donor management
- Accounting
- File sharing
- Word processing, spreadsheets and presentation software
- Case management
- Payroll and human resources
- Time and attendance

Why should we move to the cloud?

- It started as a way to solve a problem
- It turned into a way to potentially save money
- It actually saved money
- It worked better than expected
- It turned into so much more



No website (1999/2000)

Separate internal & external e-mail
(2001/2002)

Research, Experimentation and Selling
(2002 - 2006)

Online Content Management System for the
Web Site (2006)

Backup (2006)

Teleconferencing (2007/2008)



Case management, billing, EMR (2009)

Pooled Trust Software (2009)

Time & Attendance (2009)

Accounting Package (2010)

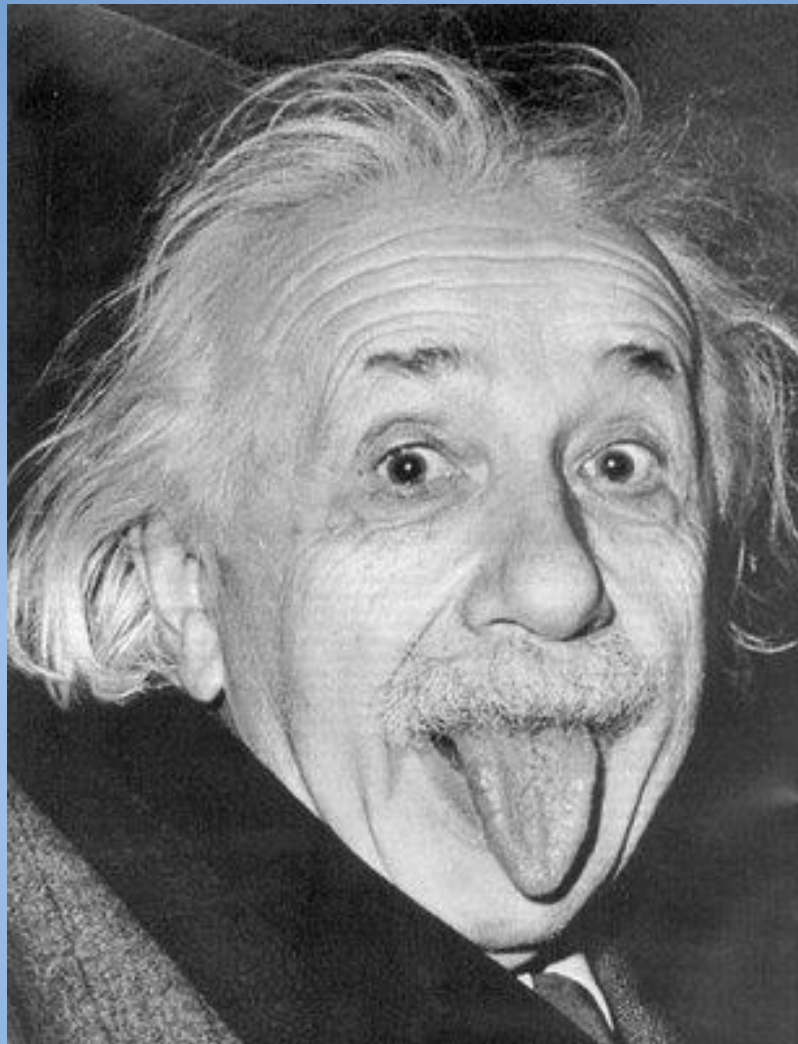
Payroll & HR (2010)

Donor Management Software (2010)

Work Order Mgmt System (2011)

Fleet GPS Tracking System (2011)

ACHIEVA Goes Google (2012)



“Insanity is doing the same thing, over and over again, but expecting different results.”

Planning for the cloud

- Stop talking to hardware consultants that want to put servers at your location
- Put together a team that represents as much of the organization as possible
- Identify and prioritize problems
- Find solutions that meet your needs
 - Think about how you should be doing things, not how you are doing things
- Adopt a "cloud first" strategy

Brush up your...

- ...project management skills*
- ...communications skills*
- ...sales skills
- ...financial skills
- ...process improvement skills*
- ...training skills*
- ...negotiating skills
- ...knowledge of the business

Selecting a Vendor

- Decide what you need
 - Work with staff that will actually use the system
- Find multiple vendors
- Meet with vendors
- Get references
 - Talk to the references
- Ask for SSAE16 (formerly SAS70) audit
- Don't worry about price; yet
- Vendor = partner = customer service

What we learned along the way

- Work with a good internal team
 - Get them interested & involved
 - Have open and honest discussions
- Find good vendors
- Project management
- Communicate
- Make things better
- Have to have people that know your processes involved
- Insurance

What we learned along the way

- Monitor adoption
 - Process audits
 - Reporting
- All these benefits are true benefits
- Cloud computing works extremely well when you combine organizations
 - No software to install
 - No servers to replace
 - Training and communication
 - Usually better than what folks had in place

Changing Role of IT

- Change the role of technology in your organization from a necessary evil to a key piece in helping you meet your mission
- Use tech to help you do what you do
 - Directly (meet your mission)
 - Indirectly (save staff time so they can help you meet your mission)

Changing Role of IT

- Moved from five nines to a full participant in strategic planning and process improvement
- Went from using technology to support staff to introducing technology to support the individuals we serve
- Went from being budget line item to providing solutions to effectively help us meet our mission

Questions?



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