# DECODING COMPLEXITIES AND FORGING AHEAD IN A **HYBRID** AND **MULTI-CLOUD** ERA
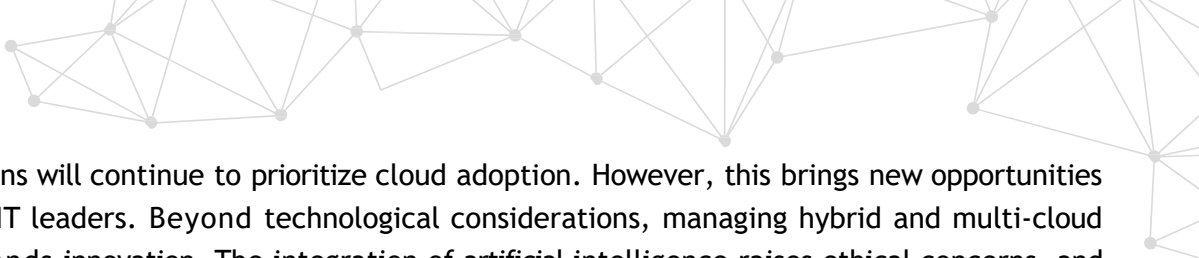
EVENT REPORT

A Roundtable Organized by

**CTN** CIO Talk Network

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In 2024, organizations will continue to prioritize cloud adoption. However, this brings new opportunities and challenges for IT leaders. Beyond technological considerations, managing hybrid and multi-cloud environments demands innovation. The integration of artificial intelligence raises ethical concerns, and sustainability becomes integral. Several global IT leaders experience hurdles in scaling efforts, including vendor management and security challenges amid AI integration. Surprisingly, sustainability has gained prominence, urging a balance between growth and environmental responsibility.

Industries encounter scaling obstacles from legacy environments, while multi-cloud management raises visibility issues. A few specific challenges include cost overruns, optimization diffculties, and training hurdles for diverse cloud providers. Navigating the complexities of 2024 prompts an exploration of how IT leaders strategically guide organizations in a dynamic digital landscape. However, they must answer some strategic questions to arrive at a solution. How are organizations addressing the intricate challenges of multi-cloud management? What strategies are being implemented to navigate ethical considerations in AI integration? How can businesses strike a balance between growth objectives and environmental responsibility? These questions form the basis for a deeper exploration of the strategic decisions and innovations shaping the future of cloud adoption.

On January 24, 2024, in partnership with Zones, CTN hosted a virtual roundtable on 'Decoding Complexities and Forging Ahead in a Hybrid and Multi-Cloud Era.' The engaging roundtable brought together global business, digital, and IT leaders to explore and solve the challenges. The participants shared their views on multiple vital issues, including legacy environments, lack of visibility, optimizing costs at the initial phase, and cost overruns. The participating delegates were:

✓ **Anshuman Mandal**, VICE PRESIDENT, PRACTICE HEAD – CLOUD INFRASTRUCTURE G DC, **Zones, LLC**

✓ **Arjun Puri**, DIRECTOR, CLOUD DATA ENGINEERING G ANALYTICS, **The Depository Trust & Clearing Corporation (DTCC)**

✓ **Brian Gardner**, CHIEF TECHNOLOGY G INFORMATION SECURITY OFFICER, **City of Dallas**

✓ **Jonathan Bagnall**, HEAD OF PRODUCT SECURITY, **Fresenius Medical Care**

✓ **Riaz Yusuff**, CHIEF INFORMATION OFFICER, **Harper College**

✓ **Sateesh Kumar Challa**, HEAD OF DIGITAL TRANSFORMATION OFFICE, **Societe Generale**

✓ **Sushmitha Nalamothu**, DIRECTOR, SOFTWARE, DEVOPS, **Northern Trust**

✓ **Tony Giampaolo**, HEAD OF CLOUD AND DATA CENTER CONNECTIVITY, **Zurich North America**

The virtual roundtable began with a moderator-led inventory to discern challenges obstructing the seamless adoption of hybrid and multi-cloud computing. The participants stressed focusing on human capital management for cloud adoption, aligning with business priorities, vendor consolidation strategy, and cost management to find a perfect balance between organization needs and cloud strategy. The participants agreed that complexity and scale, security challenges, optimizing operations, and regulatory complexities are some of the pivotal challenges they have to deal with. To tackle these concerns, they emphasized having a cloud management platform, a cloud service management offce, and adopting native cloud technologies as must-have tools.

## The virtual roundtable delved into several other noteworthy issues:

- ✓ **Global Cloud Scaling Complexity:** Managing multiple vendors and scaling challenges worldwide.

- ✓ **Cloud Security:** Tackling data and application security in multi-cloud environments.

- ✓ **AI Integration:** Handling Privacy, governance, and ethics in the cloud.

- ✓ **Sustainability Focus:** Aligning business goals with environmental responsibility.

- ✓ **Network Migration:** Sequencing migrations, defining baselines, and managing business unit contention.

- ✓ **Regulatory Complexity:** Evolving laws lack compliance lead time, adding complexity.

- ✓ **Matrixed Concern:** Establishing standards for diverse business units.

- ✓ **Cloud Standards:** Developing global or regional standards for effcient, cost-contained cloud operations.

- ✓ **ESG Metric Standardization:** Defining and standardizing sustainability metrics within the risk taxonomy.

- ✓ **Multi-Cloud Reporting:** Finding effcient solutions for diverse data environments.

- ✓ **Cloud Governance:** Ensuring compliance across diverse cloud providers.

- ✓ **Orchestration:** orchestrating applications and workloads across different cloud providers.

# Key Viewpoints:

### Jonathan Bagnall
**Head of Product Security**
**Fresenius Medical Care**

"In healthcare, a key challenge is achieving both scalability and global implementation, intricately linked to regulatory frameworks. The broader obstacle encompasses the entire industry, marked by legacy environments and products impeding our desired scaling pace."

### Sushmitha Nalamothu
**Director, Software, DevOps**
**Northern Trust**

"Certain units face challenges in cross-functional collaboration with multiple clouds, lacking control and visibility across diverse environments, especially when partnering with other organizations. This involves managing multi-cloud deployments, automating migrations, and addressing decentralized management."

### Brian Gardner
**Chief Technology and Information Security Offcer**
**City of Dallas**

"Our key challenge lies in navigating optimal data migration to the cloud amid regulatory constraints. The central question is executing this transition effectively, ensuring cost-effectiveness, sustainability, and alignment with governance and security imperatives."

Along with sharing the challenges, the participants also brought forward opportunities and solutions to frame strategies for hybrid and multi-cloud management, ethical AI integration, and sustainable cloud practices. Participants agreed that exploring solutions for collecting and analyzing data from diverse cloud and on-premises environments is crucial. They also emphasized the opportunity to implement solutions holistically on a global scale.

# Opportunities:

- ✓ To optimize visibility and control with multi-cloud strategies for diverse environments.

- ✓ To incorporate sustainability into cloud strategies proactively.

- ✓ To automate and orchestrate multi-cloud provisioning for streamlined processes.

- ✓ To create a Cloud Center of Excellence to standardize cloud-bound application migration.

- ✓ To create a unified checklist for compliance, regulations, and risks across all applications.

- ✓ To establish a vigilant regulatory watch with legal and cybersecurity teams for up-to-date compliance.

- ✓ To prioritize thorough model governance for AI and ML before deployment.

- ✓ To use IoT to optimize infrastructure and reduce environmental impact.

- ✓ To identify FinOps opportunities and leverage sustainability initiatives for benefits.

- ✓ To establish a centralized or decentralized SMO for cloud governance, standardization, and agility.

# Solutions:

## Regulatory Compliance:

- ✓ Tackling healthcare industry regulatory challenges for scalable solutions.

## Governance and Automation:

- ✓ Implementing policies, centralizing dashboards, and automating pipelines for effective multi-cloud governance.

## Jonathan Bagnall
Head of Product Security
**Fresenius Medical Care**

"Identify your true costs and areas for improvement. In the adoption phase, ensure adequate investment to move smoothly to optimization and project downward cost trends, as highlighted in the discussion on adoption and optimization."

## Anshuman Mandal
Vice President, Practice Head
**Cloud Infrastructure & DC, Zones, LLC**

"In the era of multi-cloud strategies, a robust cloud management platform is crucial. Whether it's CloudHealth, ServiceNow CMP, or another, having a centralized platform for orchestration and provisioning is essential for effective management."

## Chargeback Model:

✓ Implementing a chargeback model for internal cost centers based on resource usage.

## Sustainability Programs:

✓ Prioritizing sustainability as part of cloud strategies, aligning with ESG metrics.

## Data Management Solutions:

✓ Exploring solutions for collecting and analyzing data from diverse cloud and on-premises environments.

## Modernization and Automation:

✓ Modernizing applications and processes, especially in the context of security and machine learning.

## Migration Strategy:

✓ Aligning cloud adoption with business priorities and having a forward-looking map for regional product mix.

## Vendor Consolidation:

✓ Consolidating vendors strategically to avoid pricing pressures and ensure disaster recovery.

## Use Case Evaluation

✓ Implementing a vetted questionnaire to evaluate the business sensitivity and relevance of adopting new cloud use cases.

### Riaz Yusuf
Chief Information Offcer
**Harper College**

"Cloud solutions offer benefits beyond cost optimization. Emphasize these advantages when communicating with your business. Establish in-house principles, like consolidating solutions for increased effciency, as part of your technology strategic plan."

### Arjun Puri
Director, Cloud Data Engineering
G Analytics
**The Depository Trust & Clearing Corporation (DTCC)**

"Whether employing AI or traditional models, ensuring accuracy mandates a rigorous model governance process. Prior to any AI deployment, adherence to this meticulous governance is imperative and recognized as a critical factor by regulatory authorities."

## Cloud Data Warehousing with Snowflake:

✓ Implementing Snowflake for secure, scalable, and effective data warehousing.

## Architecture Review Boards for Cost Containment:

✓ Introducing boards to enforce standardized architecture requirements for new developments and control costs.

## Automation:

✓ focusing on automation to eliminate manual tasks, improve effciency, and reduce costs.

## Adopting Cloud-Native Technologies:

✓ Embracing cloud-native technologies for application transformation, scalability, and cost benefits.

## Continuous Risk Assessments:

✓ Optimizing ongoing risk assessments for IT asset exposure and using factors like changes and significant releases.

## Forecasting Cloud Consumption:

✓ Forecast cloud usage continuously for optimal reserve instances and commitments with hyperscalers.

## Tony Giampaolo
**Head of Cloud and Data Center Connectivity**
**Zurich North America**

"If your consumption in the cloud is a million dollars, the benchmark for your operational and transformation costs should not be more than 16 to 18 percent of your consumption model."

## Sateesh Kumar Challa
**Head of Digital Transformation Offce**
**Societe Generale**

"Identifying crucial partner vendors, mitigating single-vendor risks, and prioritizing disaster recovery are key. In summary, the benefits of cost-benefit analysis, vendor consolidation, and a forward-looking map tailored to regional product needs and organizational structure are evident."

The event participants emphasized strategic adoption of cloud-native technologies, aligning with business priorities, vendor consolidation, and evaluating sensitivity in new use cases. They stressed prioritizing consistency and cost management in cloud governance, achieving operational predictability through financial partnerships, and using tools like HECWAT for vendor risk assessment. The virtual roundtable concluded that considering regional product mix in ongoing cloud adoption and valuing diverse perspectives from industry leaders is critical, emphasizing the importance of a comprehensive strategy for successful cloud adoption.

# CTN

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