

Ongoing Review and Management of Cloud Contracts

Cloud Policy Fact Sheet 7.1

Regularly reviewing the costs and services offered under your cloud contract maintains competitiveness while ensuring that the products and services you consume continue to meet your agency's needs as work priorities and service offerings change. Ongoing review and management will maintain probity and accountability and help identify potential efficiencies.

Regular evaluation of the service offerings and prices of cloud services should be regularly performed by your business and supported by the ICT division. The team must understand the provisions of the contract and clearly understand the business outcomes sought from the service offerings. You will need to monitor usage levels and ensure you are not being charged for services that are no longer required. To assist with capacity management practices, products purchased through the GovNext-ICT Common Use Agreement GNICT2015 (CUA) require the prime contractors to provide detailed reports on each service category and service catalogue item for billing purposes. You may set monthly billing thresholds and alerts in order to manage consumption within defined allocations. Prime contractors are required to provide the following information for each of the services offered so that customers can make informed consumption choices:

- x Current monthly service costs per user;
- x Monthly consumption volumes per service; and
- x Historic monthly consumption costs and volumes.

Cloud involves shared responsibility between your agency and vendors. There should be mechanisms in place for you to ensure that responsibilities around data-integrity, backup, security and risk are effectively allocated and managed by both parties. Reporting to your business executive can also be a shared task that develops from regular performance review.

Review the lessons learned

Sharing the lessons learned between public sector agencies helps agencies to be aware of risks and opportunities in using cloud services. DGov can work with your agency to share these lessons with other public agencies to increase overall capability and maturity of the sector.

Questions to ask

1. What situations/issues occurred? How did your team deal with it? What worked and what did not?
2. Did the service provider meet your team's expectations? Was there clarity on roles and responsibilities of the service provider and your organisation?
3. Is your cloud strategy meeting/failing your minimum business requirements?
4. What is new that could be great in your agency?

Useful tools

[GovNext-ICT Information Paper](#)

[GovNext-ICT CUA GNICT2015 Mandatory supply of compute, storage, cloud computing, and a unified government intelligence provisions/teatorovhatesr \(\)11.1 \(3s\)8.93 \(a\)10.6 \(G\)-6.6\(g\)-11. \(N\)13.5 \(er\)-6](#)