

# **IT Architecture and Infrastructure Committee**

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9:00-10:30am, January 13 2017, FAC 228D

I. 9:00-9:45 UT Backup and Amazon Web Services – Update (Dave Pavkovic)

II. 9:45-10:30 UT Service Desk Subcommittee – Organizational Details (Charles Soto)

## Background

UTBackup was launched in 2012 with the goal of protecting faculty and staff data and enabling compliance with Information Resources Use and Security Policy 6.1 which states: “All U. T. Austin Data, including Data associated with research, must be backed up in accordance with Risk management decisions implemented by the Data Owner.”

UTBackup provides desktop and laptop backup for 11,518 devices and consumes 421 terabytes (TB) of total capacity. UTBackup is based on Crashplan software and runs on Crashplan hardware appliances housed in the primary campus data center, UDC-C.

## Onsite Capacity at Maximum, Move to Cloud

UTBackup usage increased significantly in the Fall of 2016 as Colleges, Schools, and Units (CSUs) abandoned their Crashplan HW and migrated to the UTBackup service. Prior to Fall 2016, UTBackup growth rate was 6TB/month, however Fall 2016 growth rate was 10.2TB/month.

The UTBackup service consumed maximum onsite capacity in November 2016 and was required to purchase 200 Crashplan Cloud licenses to alleviate immediate capacity needs. Additionally, Crashplan is production of their hardware appliances in favor of the Crashplan Cloud.

## Cloud Benefits

Transitioning UTBackup to the cloud provides two significant benefits:

1. UTBackup data will be off-campus
2. Option for unlimited cloud backup capacity

## UTBackup Next Steps

1. Organize Customer Steering Committee (CSC): Bob Gloyd, David Burns, Ryan Baldwin, James Lewis, Ty Lehman
2. Evaluate cloud backup market leaders: Druva, Crashplan
3. Negotiate cloud backup contract and purchasing process
  - a. Druva
    - i. Cost competitive quotes
    - ii. Country of Origin: Singapore
  - b. Crashplan
    - i. Changing cost strategy
    - ii. Cloud contract already in place
4. Transition UTBackup business model from Service Center to Common Good
5. Launch UTBackup 2.0 and transition all devices

## Background

ITS is working to secure purchasing agreements for Amazon Web Services (AWS) and Microsoft Azure in order to gain optimal terms and conditions as compared to the consumer click-thru agreements. ITS, ISO, and campus tech leaders are starting work to design a public cloud offering for campus that provides key infrastructure and security components while retaining autonomy for Colleges, Schools, and Units (CSUs).

## Features of AWS Purchase Agreement

1. Campus purchasing agreement with AWS that includes FERPA and HIPAA addendum
2. AWS 3% Bulk Discount
3. Direct access to AWS console and all AWS services
4. Billing direct to CSUs

## Considerations for Campus Cloud Offering

1. Intrusion Detection System (IDS)
2. Identity Management
3. IP Management
4. VPN Management
5. AWS Federated Console Access
6. Systems Logging
7. Meta-Data Tagging Standards
8. Amazon Machine Images (AMI)

## Current Status

### AWS

1. AWS competitive bid process completed November 2016
2. UT Purchasing contract negotiation to add FERPA and HIPAA to purchasing agreement
3. ITS Apps at start of JIRA proof of concept deployment to AWS
4. Many CSUs leveraging AWS

### Azure

1. Azure agreement completed at UT System, October 2016
2. Azure tenant for UT Austin established December 2016
3. CSUs leveraging Azure

## Cloud Next Steps: AWS

1. Establish Customer Steering Committee: Existing Users and New Users
2. Design Best Practices to meet common requirements
3. Implement and Beta Test with early adopters
4. Launch to campus