

# On the Cloud



Three states reflect on their decision process and experiences



- The Amazon Web Services (AWS) cloud infrastructure is one of the most flexible and secure cloud computing environments available today.
- AWS is designed to provide optimum availability while ensuring complete customer privacy and segregation.
- Business associate agreement between STC and AWS details security responsibilities to ensure HIPAA compliance is met.
- Using AWS, STC provides:
  - » STC and AWS handle **security at every level** including physical, network, and server by using various methodologies including surveillance, multi-factor access and authentication, virtual private clouds, private sub-netting, security groups, dedicated instances, encryption, and security/event logging.
  - » **All operating system, application, and database patching** is performed by STC ensuring accurate processing of any and all upgrades.
  - » **Database backup and management.**
  - » Software as a Service (SaaS) model provides clients with an all-in-one approach requiring no additional staff, management, or maintenance from their side.
- Currently host 3 states on the cloud: WV, TN & WY

## ➤ Decision Process

- » Hardware needed to be replaced → \$\$\$
- » Location for new hardware, storage and back-up needed → \$\$\$
- » Resources needed to complete upgrades were limited

## ➤ Successes

- » Freed up time from performing maintenance and updates
- » Easier monitoring and updates to hardware as needed
- » Less downtime

## ➤ Challenges

- » We moved very quickly and not enough time to be comfortable with the changes.
- » Kinks with communication for upgrades.



- A new IIS on the cloud – Why go with a hosted site?
  - » Competitive pricing
- Successes
  - » Eliminated workload related to operations of servers
- Challenges
  - » Release of multiple patches in short time frame  
→ fast testing
  - » Some HW is supported by STC and some by TDH IT



- 2012 – The integration of in-house WDH IT services into the centralized Wyoming Department of Enterprise Technology Services (ETS) left the WylR with inadequate support.
- In their bid, STC proposed an effective, under-budget solution to the WylR's dilemma to provide a hosted environment that would more effectively meet the needs of stakeholders.



## ➤ Data Conversion

- » The process took approximately one week and experienced virtually zero delays
- » **Tuesday:** Initial data import to the STC-hosted environment; one of the builds made accessible via temporary URL.
- » **Monday (State holiday):** Performed all final review of the five running builds.

## ➤ Successes

- » Since completing the conversion to the STC-hosted environment, the WYIR has experienced no downtime.

## ➤ Challenges

- » The need for awareness of connected sites regarding IP address changes.

