

# A CLOUD SERVICE CHECKLIST

---

Cloud services provide a wonderful opportunity for businesses to take advantage of innovative software, reduce their technology overheads and align IT spend with the business cycle. Below is a check-list to help you get the most from your cloud services:

---

- Can you agree the price for the second term up front?
- Try and restrict price increases to inflation only
- Will your costs reduce if your usage is reduced? How quickly?
- What non-financial benefits (such as technical support and training) does the service provider make available to new customers?
- Make sure you understand the Service Level Agreements (SLAs) and whether they are appropriate for your business
- Ensure you understand the long-term running costs of the system – ‘stress test’ several designs to make sure you’re comfortable with the running costs
- How will you get the data out of the system when the service ends?
- Watch for cracks in your cyber-security armour between the cloud services and your own internal IT
- If you are developing a new cloud service product with a partner make sure that you own the IP so your competitors can’t get their hands on it
- Have a plan in place to repatriate or migrate your solutions and data to another provider when the relationship ends

