

Running your Intranet in the Cloud

Lessons Learned & Planning Tips

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- 16 years in IT Consulting
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Housekeeping

- Please remember to submit your session evaluation forms after each session you attend to increase your chances at the raffle
- Follow SharePoint Saturday Chicago on Twitter @spschicago and hashtag #spschicago

Magenic Hiring

- SP Architects, Developers
- .NET Architects, Developers
- Enterprise Mobility Architects, Developers
 - IOS, Android
- Resumes to michaelbl@magenic.com

Getting to Know You

Survey

- Running MOSS 2007 on premise today?
- Running SP2010 on premise today?
- Starting Fresh?
- Have their environment under formal change control?
- Are you Devs, IT Pros, Decision Makers, Other?

What problem are we trying to solve?

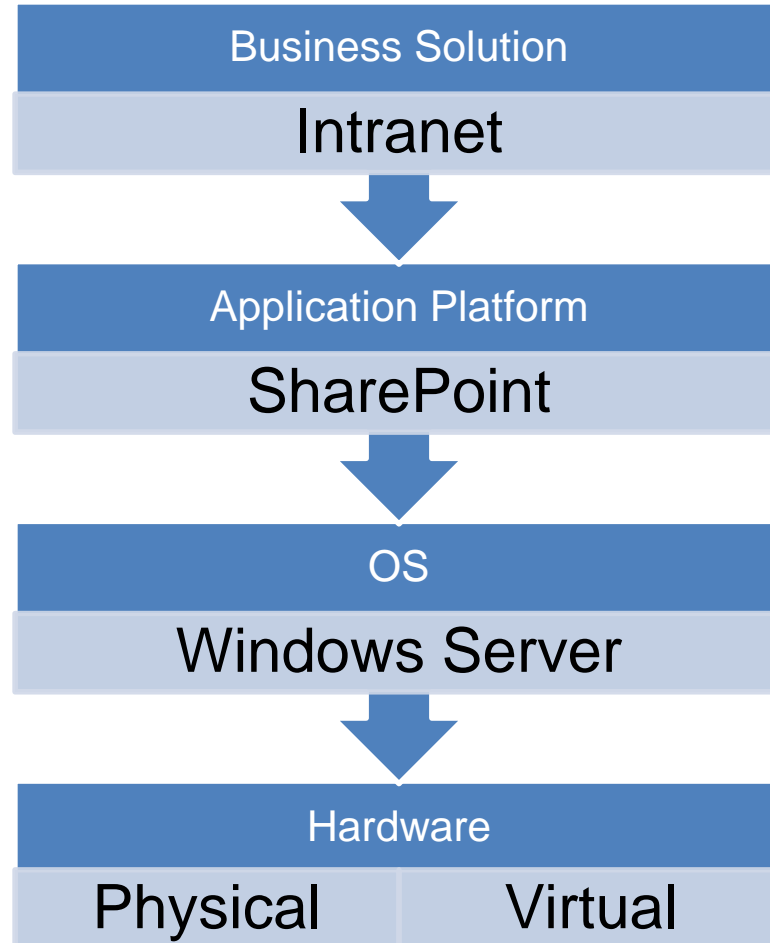
- Upfront hardware and software costs
- SP Admins - hard to find and retain
- Grow an Admin - hard
- SP Devs rarely do admin passionately

- Instead, pay someone monthly

What do we mean by cloud?

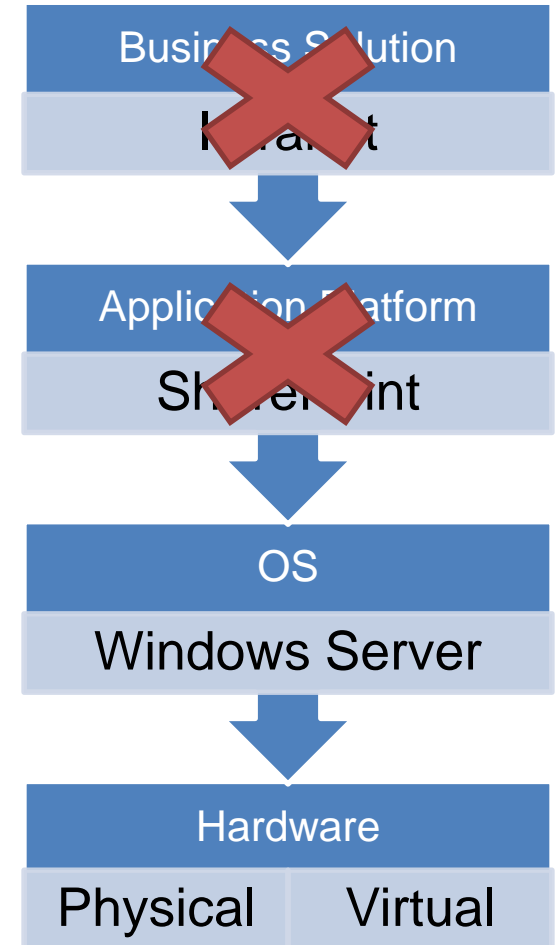
1. Infrastructure as a Service (IAS)
2. Application Platform as a Service (AppPlat)
3. Site Collection as a service
4. SharePoint Online (O365)
5. Remote Server Admin as a service
6. Business Solution as a Service

The Solution Stack



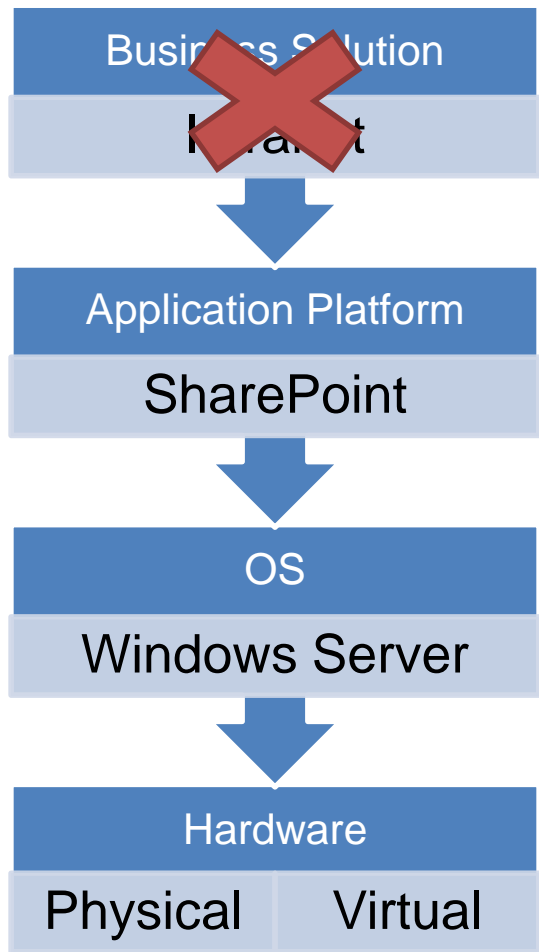
Infrastructure as a Service

- You rent dedicated servers – P OR V
- You have free reign
- Service Provider commits to Ping/Power/Pipe and not much else

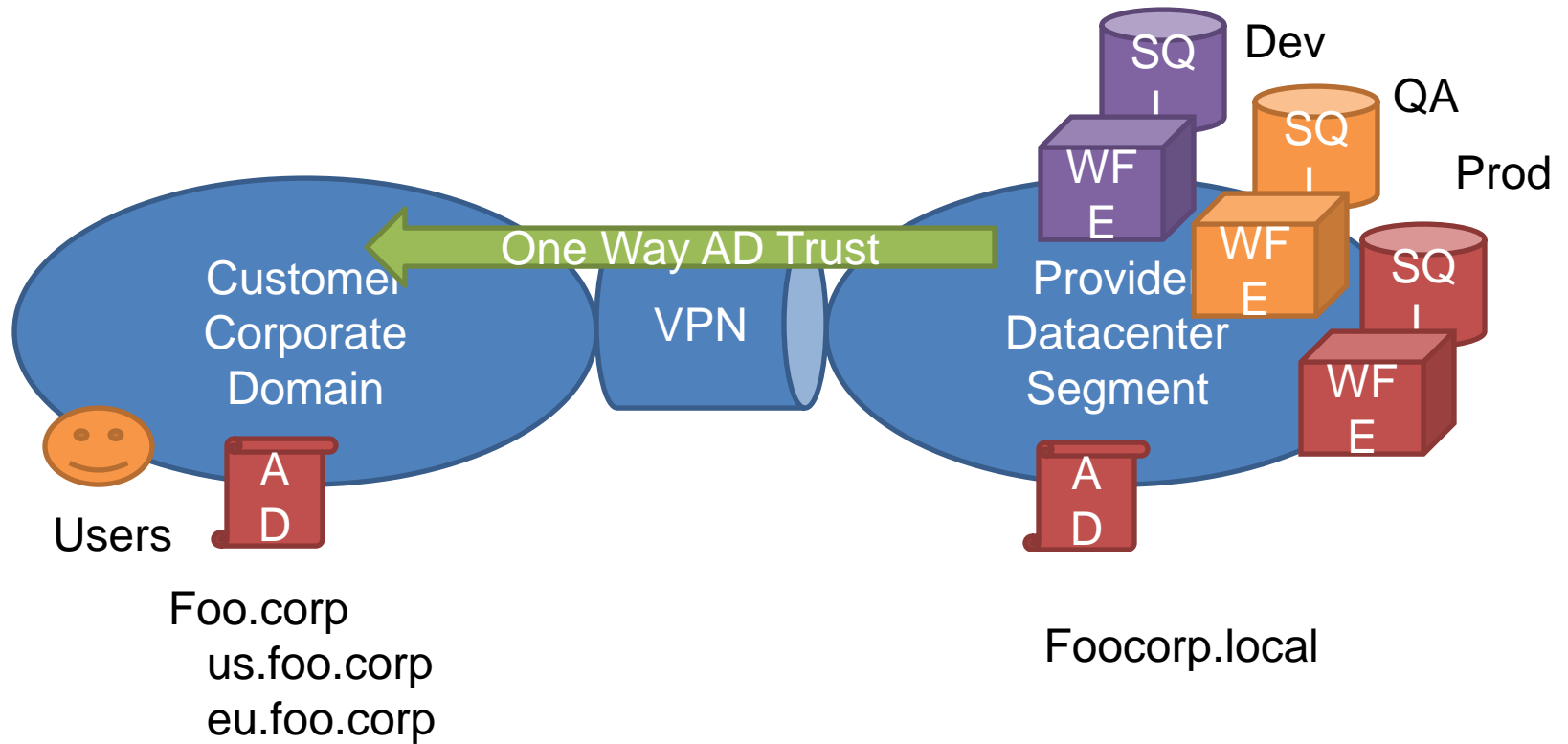


App Platform as a Service

- You get your own SharePoint farm
- Provider installs, configures farm, supports platform but *not* U.F.S.
- You are responsible Business layer

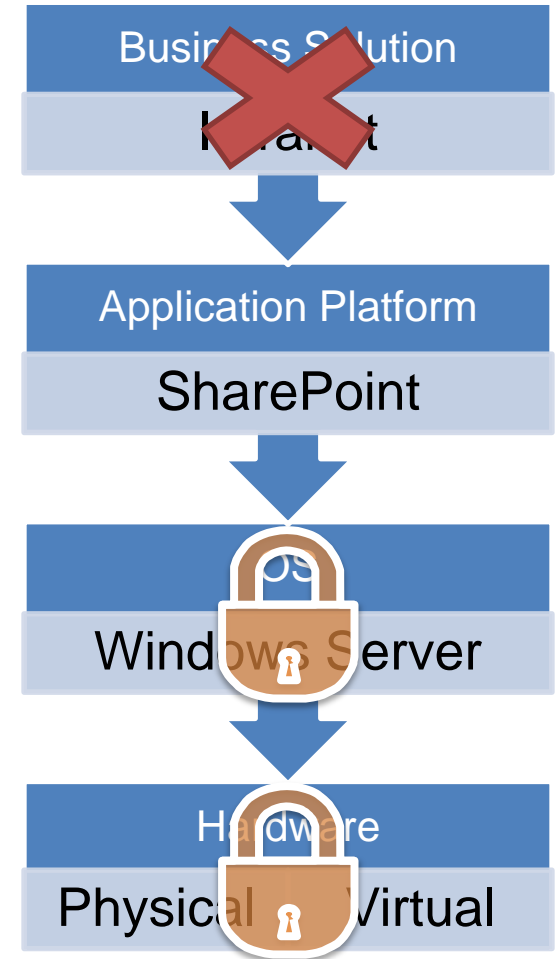


App Plat Scenario - Network



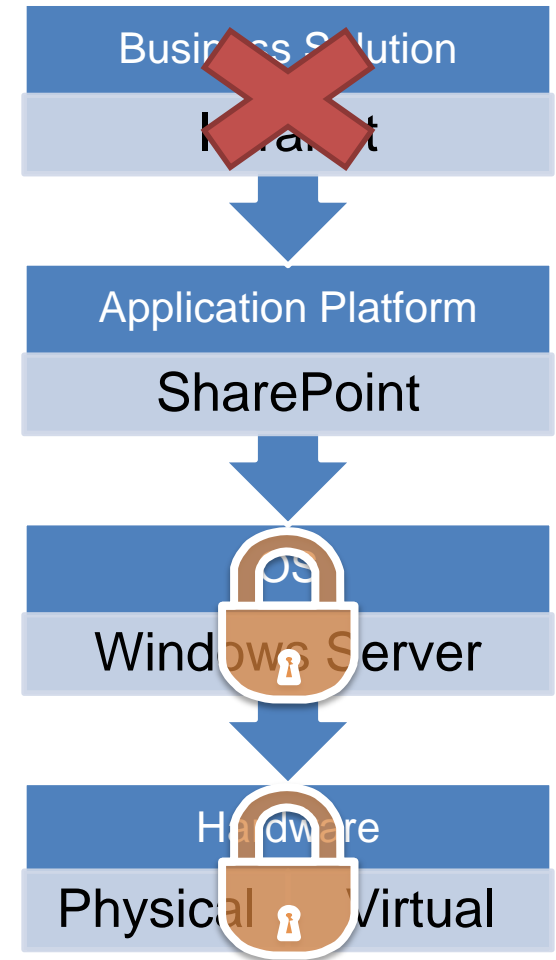
Site Collection as a Service

- Commodity Hosters provide
 - Fpweb, Rackspace, others
- Good for small teams, etc
 - www.cspug.org
- Not an enterprise solution

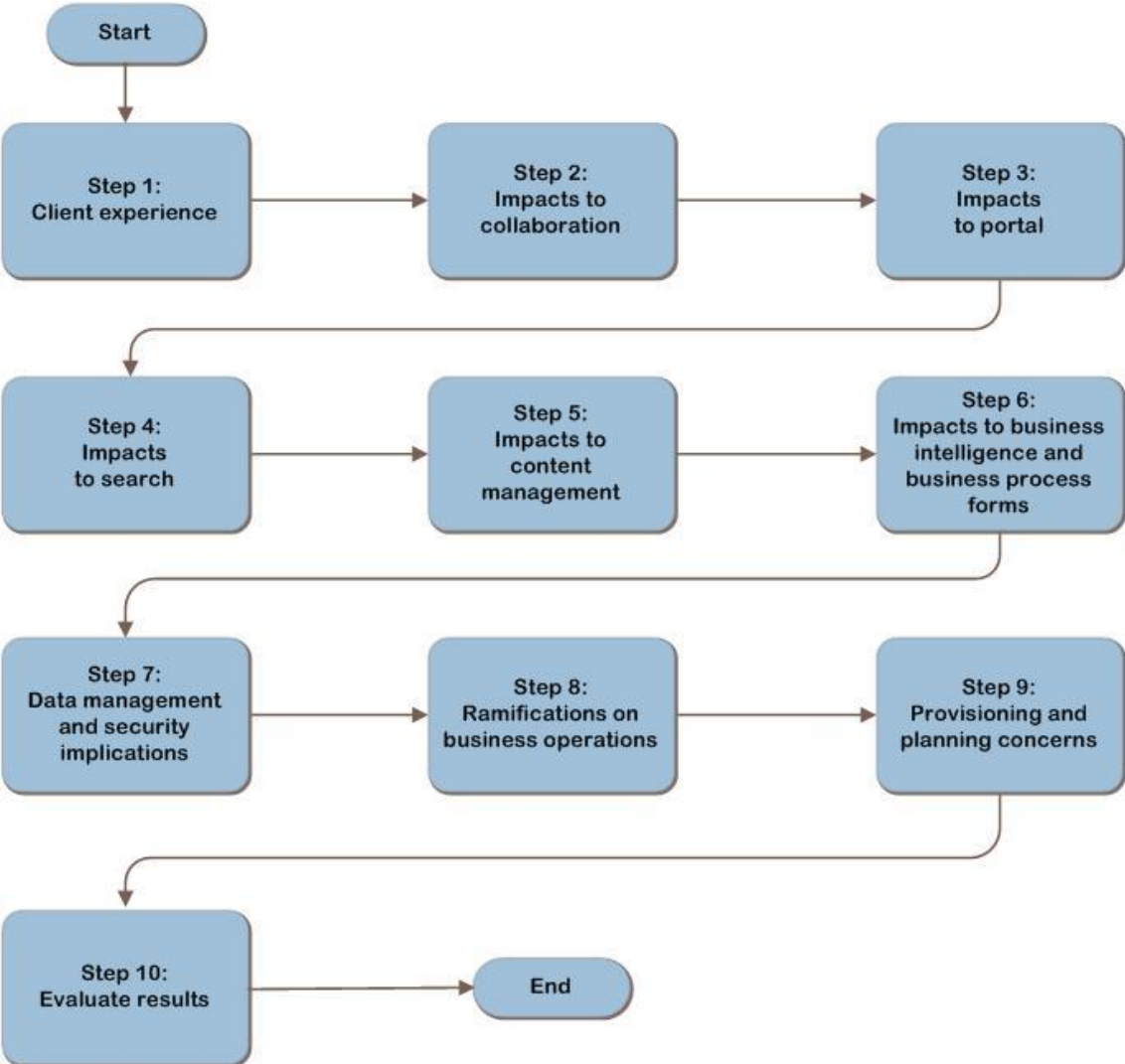


SharePoint Online 2010

- Shared or Dedicated SharePoint web application.
- No server access & Different than SP on Prem
- Shared was VERY limited in 2007 BPOS, dedicated much better but at a price.
- See Whitepaper from MSFT
 - <http://www.microsoft.com/downloads/en/details.aspx?FamilyId=AD3921FB-8224-4681-9064-075FDF042B0C&displaylang=en> -v1.3, 12/2010
 - Understand the 2010 story for the same



Evaluating SharePoint Online - Decision Flow



Areas to Evaluate

Step 1: Client Experience

- Web browser and authentication
- Available storage
- Mobile device support
- Microsoft Office integration
- Various domains
- Deleted item recovery

Step 2: Impacts to Collaboration

- Templates available
- Social networking
- Presence status indicator
- Mail enabled lists

Step 3: Impacts to Portal

- Audience creation and targeting
- Site Aggregator Web part
- Using SharePoint Designer for site backup and restore
- Impacting user profiles

Step 4: Impacts to Search

- Cross-organization search
- Search federation
- Search across enterprise content sources
- Business data search
- People search

Step 5: Impacts to Content Management

- Content staging and deployment
- Records Repository and legal holds
- Integration with Microsoft CRM
- Email content as records
- Enterprise content management site templates
- Visual Studio® Team Foundation Server integration for workflow creation
- Retention and Auditing policies
- Site versions

Step 6: Impacts to Business Intelligence and Business Process Forms

- Business intelligence dashboards
- Business Data Catalog
- Filtering Web parts
- Business Data Web parts and Business Data Actions Web parts
- Report Center templates
- Out-of-the-box workflows
- Excel Services
- Browser-based InfoPath® forms
- Data connection libraries
- Workflows built from custom code

Step 7: Data Management and Security Implications

- Network security
- Data isolation
- Network connectivity
- Auditing

Step 8: Ramifications on Business Operations

- Service continuity
- Adoption rate for new releases
- Disaster recovery testing
- Scheduled maintenance
- Service level agreements (SLAs)

Step 9: Provisioning and Planning Concerns

- AD DS integration
- Capacity and performance planning



From the Doc

Adoption Rate for New Releases

Periodically, new versions of SharePoint become available. Some companies need and want to be among the first to adopt the latest available technology. Other companies prefer to wait for the product to mature before making the decision to upgrade.

Importance Rating. How important is it for the organization to move to the newest release? Record the importance of this topic in the rating table below.

Solutions Rating. The list below compares the specific functionalities of each solution:

- **Standard offering.** Organizations have a window of up to 12 months following a product’s release to move to the new version, and the SharePoint Online data center team performs the system upgrade. Notification will be provided, along with relevant information for end users about the new release. Customers may need to upgrade their client software, including Web browsers and Microsoft Office.
- **Dedicated offering.** Same as Standard. The customers are responsible for the testing and readiness of any custom code that they have deployed, with Microsoft’s guidance.
- **On-premises solution.** In an on-premises environment, the customers are responsible for deciding whether to adopt a new version, and when. Customers are also responsible for provisioning any additional prerequisites for the new release, which may include new hardware.

Evaluate how well each of these offerings addresses the business’s goals for product adoption, and record the ratings in the table below.

Table 47. Ratings for Adoption Rate for New Releases

Topic	Importance rating	Standard	Dedicated	On-premises
Adoption rate for new releases	<1–5>	<0–3>	<0–3>	<0–3>

Scheduled Maintenance

Scheduled maintenance windows are defined as the period of time during which administrators will deploy changes that may affect the customer-facing services in the production environment.

Importance Rating. Does the organization need to control and schedule its own maintenance windows? Record the importance of this topic in the rating table below.

Solutions Rating. The list below compares the specific functionalities of each solution:

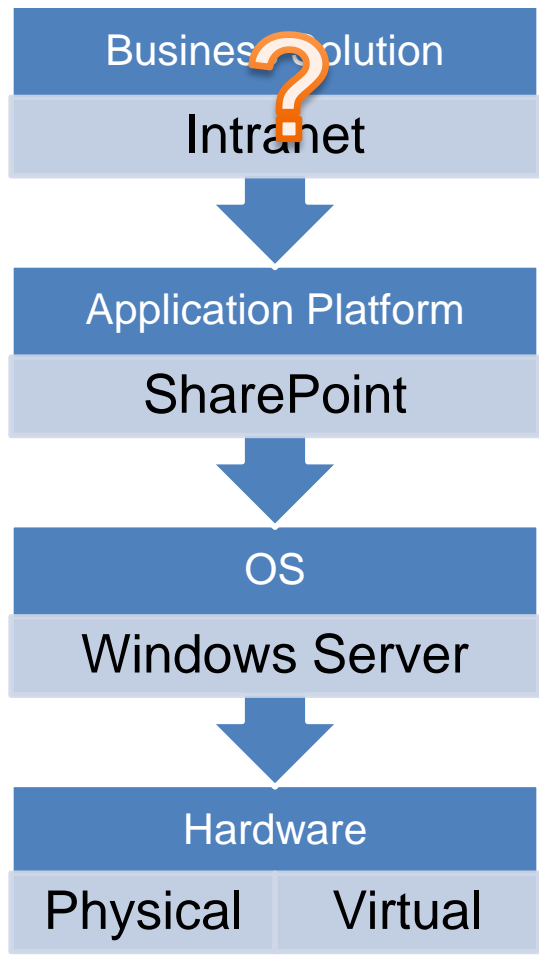
- **Standard offering.** Changes occur during windows approximately every other weekend, generally on Saturdays from 16:00–20:00 Pacific Time (UTC-8).
- **Dedicated offering.** Same as Standard. The schedule may be subject to change.
- **On-premises solution.** Businesses can set standard maintenance windows that work for their specific needs.

Additional Context. Customers may need to adapt their business practices to the pre-established SharePoint Online schedule.

Evaluate how well each of these offerings addresses the business’s requirements for managing maintenance windows, and record the ratings in the table below.

Remote SP Server Admin

- Rent an admin team monthly
- Remotely admin your on premise servers
- Pro: Professional Admin, cross trained team, cost effective access to multiple expertise
- Pro: You still have control of the hardware
 - Legal protections
- Con: You still are responsible for the hardware



But that's not enough...

- Do any of the previous provider offerings deliver your business solution?
- You want an Intranet
 - not a site template
 - all the value of The Pie
- Creating that involves much more



Building an Intranet Anywhere

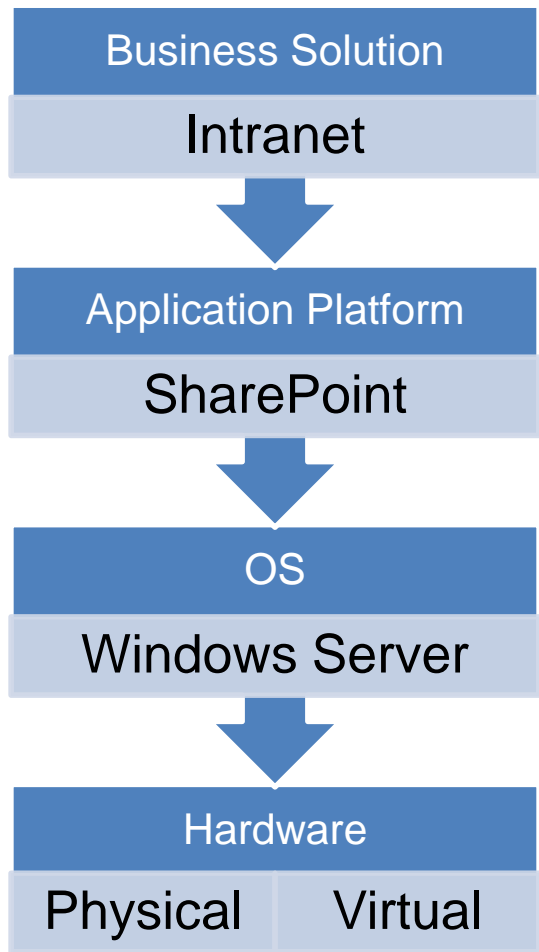
- Information Architecture & Taxonomy
- User Experience Design
- Branding
- Content Creation and management
- Performance
 - Geography
- End User Training
- Governance

Migration

- Any existing On Premise MOSS or SP2010
 - Customized?
 - To Shared hosting? Eh...
 - Sandbox Solution or go Dedicated
 - Workflow, Branding, 3rd party components, etc
 - INVENTORY WHAT YOU HAVE TODAY!

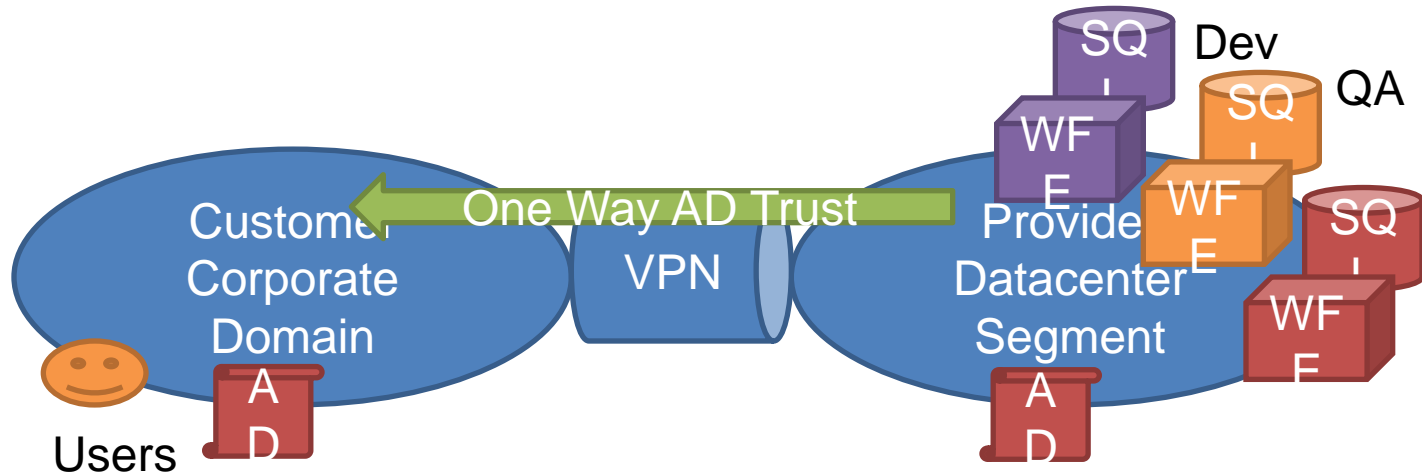
Business Solution as a Service

- Solution provider(s) provide **EVERYTHING**
- Infrastructure, App Plat, and services to customize and build **YOUR** intranet, help drive adoption, then support, and enhance
- Case Study of how this works



Global Architecture + Engr Firm

- Global Civil Engineering
 - Build bridges, test soil, design cities, highways, etc
- Collaborate - peers - geographies
- Solution: *Supplementary* SharePoint intranet
- Constraint: Have a good SP Admin, but in another dept.



- AppPlat Hosting to Rackspace, Magenic on top
- P2P VPN between Corp LAN and Rackspace network segment – carefully firewalled
- Domain created at RS has a 1-way trust to forest at Company
- Users at Company use their domain credentials to log in – IE can pass along
- Users don't know servers aren't on prem

G. A&E Solution Continued

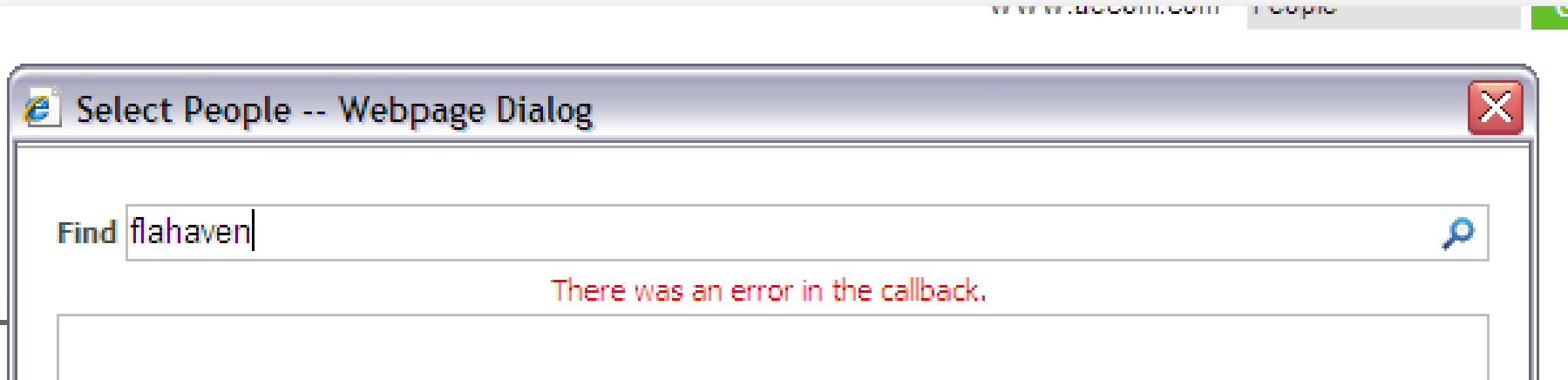
- Built Intranet site on MOSS
 - Create over 150 sites across multiple site collections as initial blow in
 - See my presentation on POSH for SP from last year!
- Significant custom branding
 - Look and feel must match non-SP parent intranet publishing site.
 - Custom controls
- Migrated to SP2010 this year

Lessons Learned

- Get YOUR Company's Change Control Windows when possible
 - Fri night to Sat Morning – NOT Sunday!
- Servers dedicated, but SAN Shared
- Monitoring was evolving

Lessons Learned continued

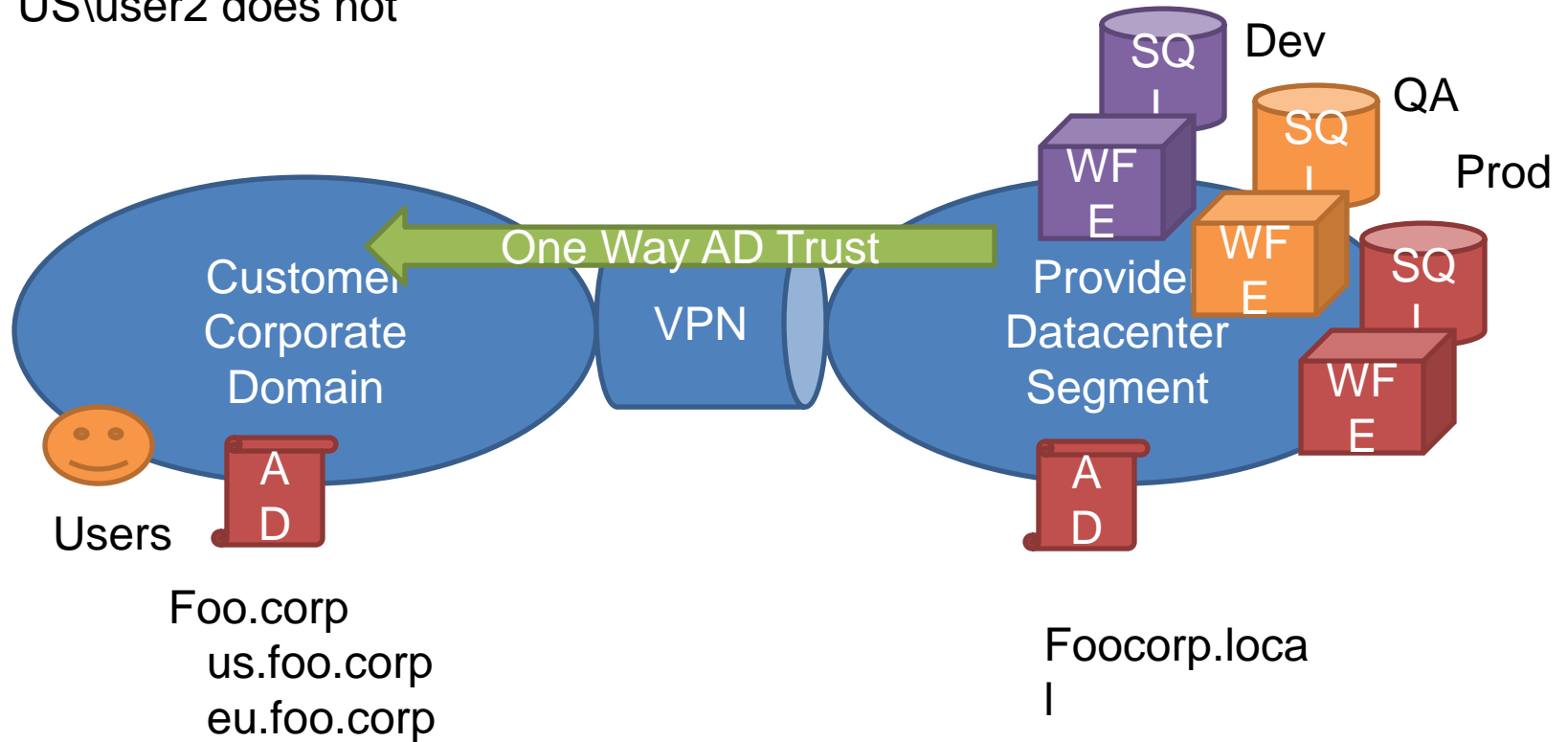
- Governance
 - Who gets to open tickets
 - Tickets store knowledge
- SP2010 – two Remote Domain issues
 - People Picker
 - Search Results
- VPN can be bottleneck



- <http://www.techgrowingpains.com/2010/12/callback-error-with-people-picker>

Search Results Blank

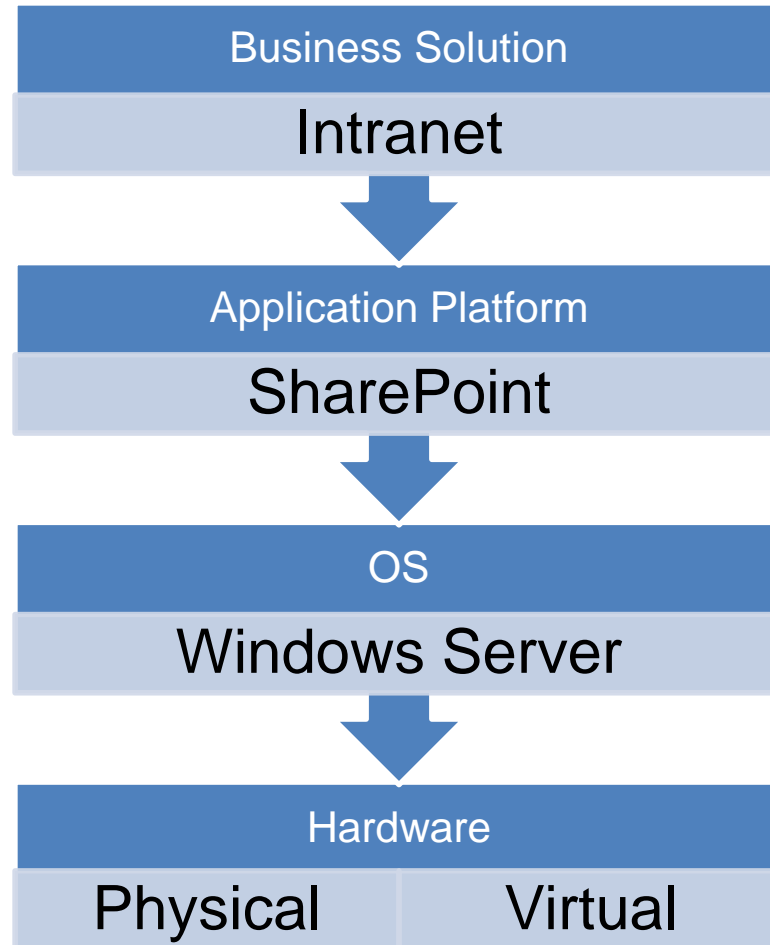
Foocorp\user1 gets results
US\user2 does not



Wins for G.A&E Co.

- Wins
 - Both Partners brought experience of seeing issues at other customers, worked together on issues
 - Magenic brought the support model to 100%
 - RS issues tickets monthly for scheduled server maint
 - Magenic assesses biz impact
 - Magenic customizes SharePoint to meet business need

The Stack



To Review

- Many flavors of “cloud”
- Fit depends on organization capabilities and needs
- Make sure you address full stack
- One Way Trust Domains can be tricky
- **Use Stack model, MS Whitepaper as guides**



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