



Establishing a Cloud Center of ~~Excellence~~ Excellent

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Agenda

What is a cloud center of excellence?

Why do *we* need one?

How can my organization move forward?

How can we scale our success?

What is a Cloud Center of Excellence?



What is the role of a CCoE?

- Strategic Advisor
- Event Planner
- Solutions Architect
- Technical Writer
- Software Developer
- Marketer
- Policy Author
- Career Counselor
- Budget Manager

The face(s) of
cloud technologies
on campus

CCoE Personas

Vision
Enterprise
Architect

Technology
Cloud Architect

Business
Cost Manager

Execution
Project
Manager

Why do we need a CCoE?

Common Challenges

Governance



Technology



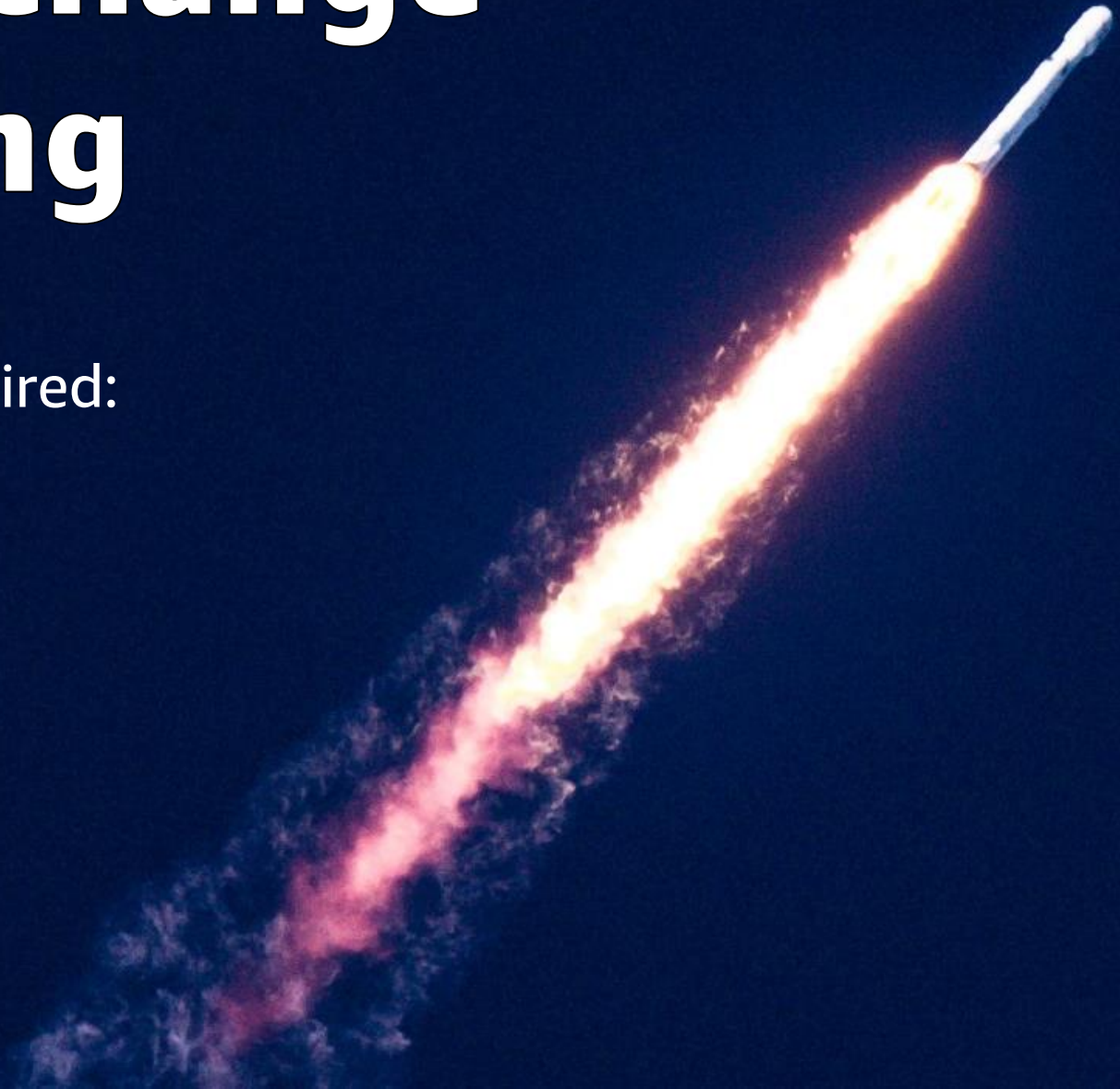
Community



Technology change is accelerating

New skills and new tools are required:

- Automation
- Data science
- DevOps & CI/CD
- Application streaming
- Serverless
- AI/ML



**Higher Education
moves slowly**

Why?



Reputation

“In higher education, the standard isn't profitability; it's reputation.”

– Jane Their
CFO Dive

Consensus

“In higher education, a vote of 99 to 1 is considered a tie.”

– Brian McDonald

MOR Associates

Change

“We fear change.”

– Corey Betka

Infrastructure Architect, University of Illinois

Culture summary

- Change is especially hard in higher education
- Customers are unusually empowered
- IT funding/staffing has been a target for budget cuts
- New technologies are in demand; old technologies must be retained
- Campus never forgets

How can we succeed?





**Technology
is the easy part.**

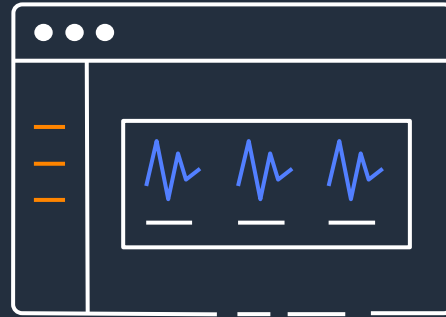
Keys to success

Vision



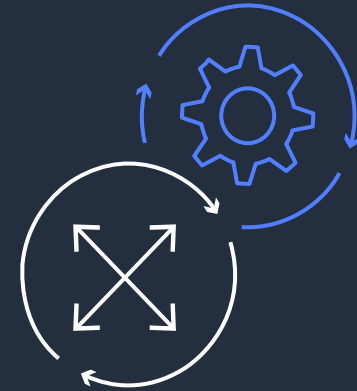
1. Build a compelling story to describe where you're going.

Communication



2. Ensure that **all** staff understand what's happening and what their roles will be.

Execution



3. Demonstrate capability through strategic quick wins. Celebrate success.

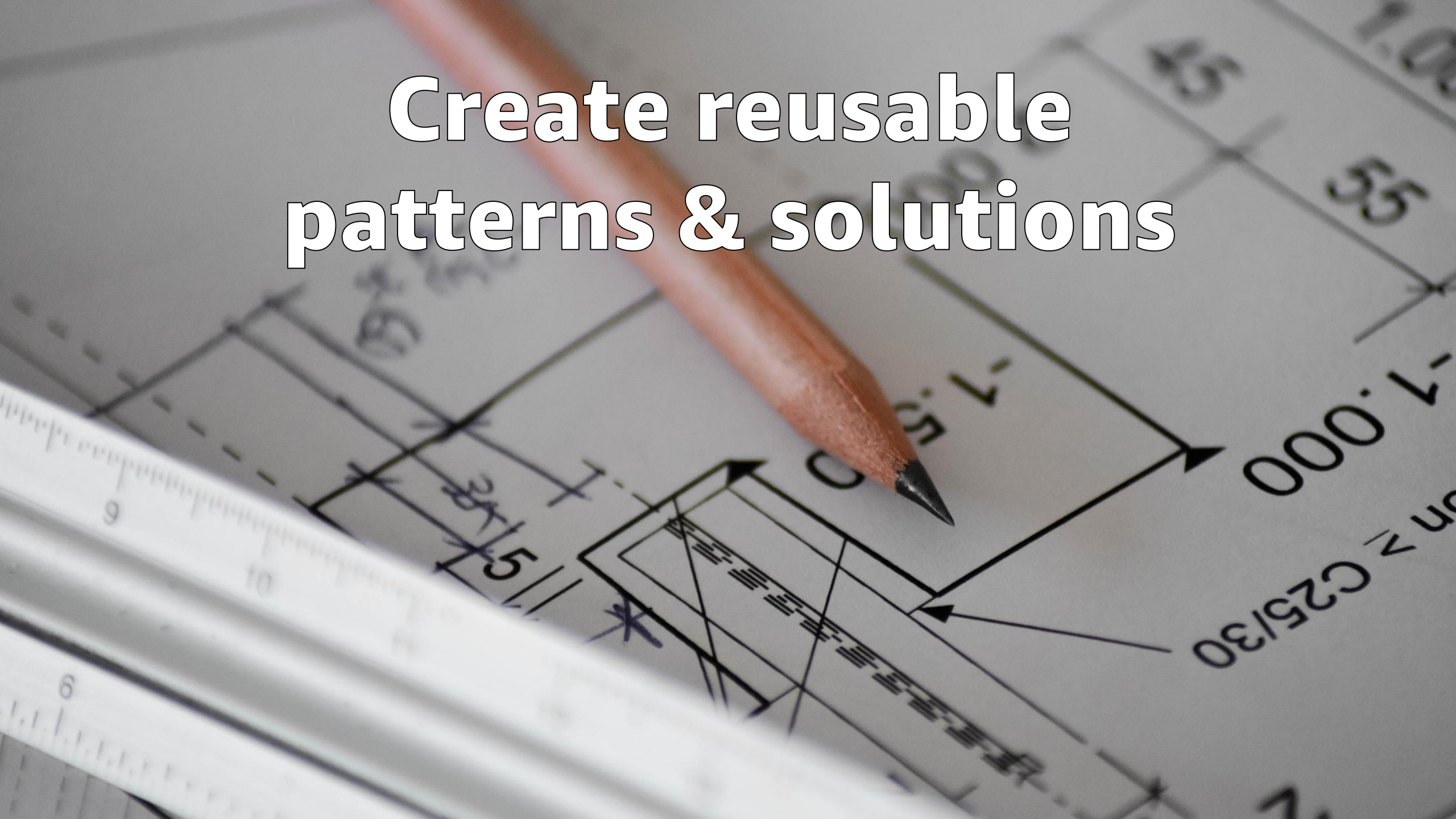
Change your customers' experience

- Say “yes”
- Remove friction
- Provide guardrails, not roadblocks; make it easy to do the right thing
- Do things you didn't have time for before

Recruit Bold Builders



**Create reusable
patterns & solutions**



Meet people where they are



Enable staff

- Have honest conversations with staff whose jobs are changing
- IT won't run out of work, even when technology changes
- Provide training opportunities
- Identify skill gaps in your organization
- Encourage staff to take initiative as early as possible

The big picture

- Dedicate the right people to cover the four personas
- Say yes; do the (formerly) impossible
- Elevate your staff; give them time and training to move forward
- Raise the value of IT



Thank you!

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