Stakeholder Analysis Exercise

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Project name: Pathway to the Cloud

Description of project: The data center that I work at is currently transferring all our on-premises hosted systems to a cloud provider (AWS). All servers hosted in the New Orleans, Charleston, Kansas City, and Millington Data Centers will be cutover to AWS over the course of one year.

Stakeholder	Interest/Expectations	Importance (Scale: 1 = Very Low Importance to Success to 5 = Critical to Success)
Web Developers	Infrastructure delivery speed; virtual machine flexibility;	2
Website end users	Reliability; Website updates; website speed/ Website uptime must be as high if not higher than on premise hosted; faster speeds due to many different hosting locations	1
Database team	Improved database scalability; pay for what you need price model; high availability; improved disaster recovery	2
Network team	Network analytics; experimentation; / Minimal impact on network performance; more visibility on network utilization; less routine maintenance Network team provides the means to get these systems communicating. Their assistance is crucial.	5
Endpoint Security Team	Cloud impact on security posture; will EDR tool have high compatibility with cloud? ; / minimal impact on daily operations; Endpoint security team is vital to this project because they authorize all the necessary applications that need to run in order to cut over to AWS. Cloud may not be friendly with their EDR tool.	5

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24/7 Tier 1 support	Website up time; customer satisfaction; / cutting over should be done as quickly as possible to reduce productionz` outages.	3
Windows team	Enhanced performance; less overhead/ ability to leverage complementary services to Windows; time taken to spin up a windows environment is decreased.	4
Cloud team	Job security; increased wages; experience; improved reliability; flexibility	5
IAAS Lead	Infrastructure delivery speed; infrastructure costs & flexibility / cloud will provide increased flexibility and speed over on-prem systems; money will be saved	5
Data Center Division Lead	Employee salary costs; infrastructure delivery costs; / successful transition to cloud Upper management support is the most important key to success in this project.	5
Cyber Project Manager	Cloud impact on security posture; easier collaboration among cyber teams; improved visibility of security / cut over will not open any security flaws	4

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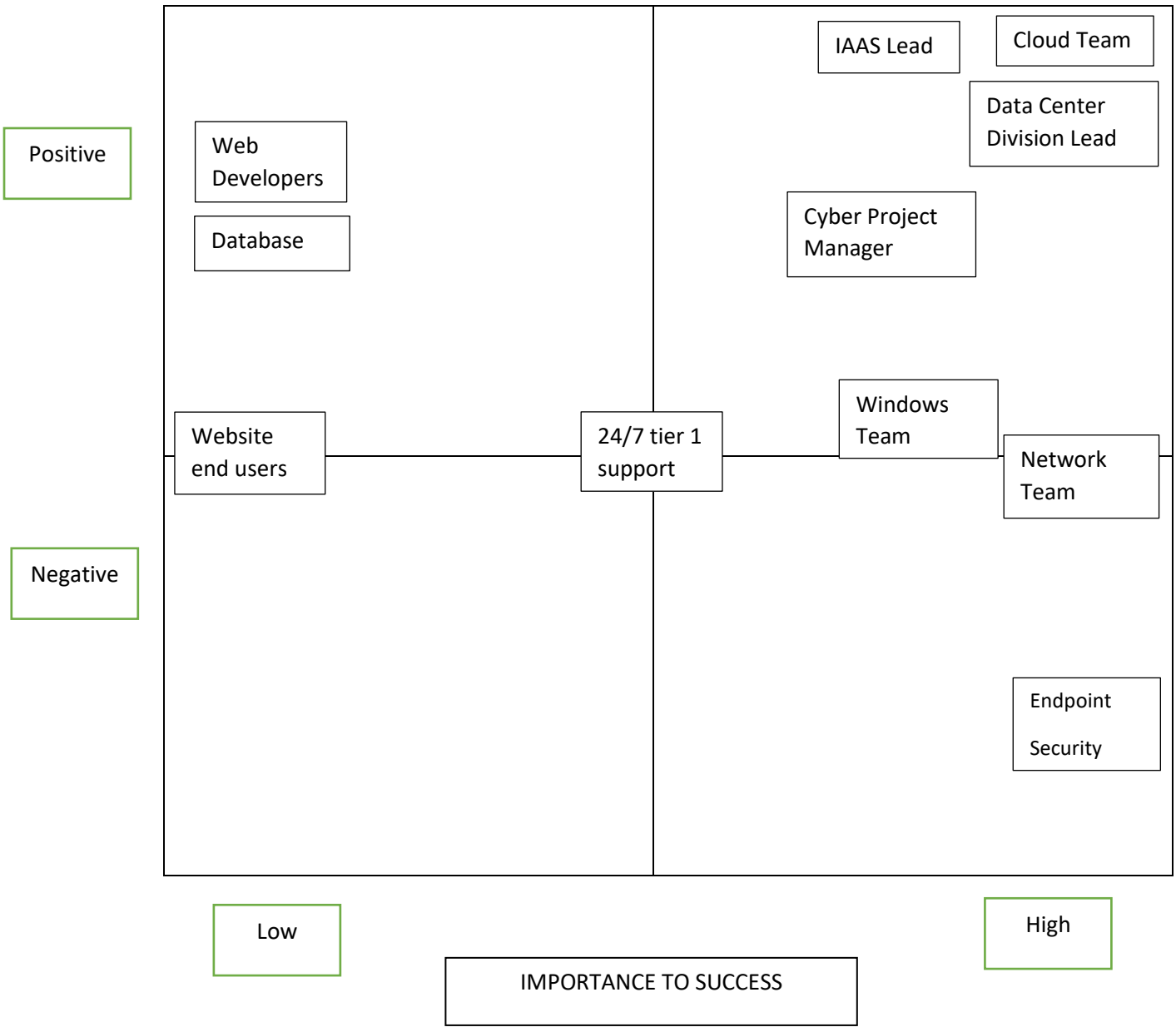
Stakeholder map

(Positive/Negative on the left below are measures of interest/feelings about the project)



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Stakeholder Action Plan

Stakeholder or Stakeholder Group	Actions	Comments
Web Developers	• Send out a notification describing the cloud project to all customers (IAAS customers / web developers) • Collect any necessary firewall exceptions that will be required as a result of cutting over	
Website end users	• No direct action necessary for website end users • Tier 1 support will be monitoring production outages that affect end users.	End users should not be aware of the inner workings of the webservers that they are interfacing with, and also should not be seeing any performance hits while using the website.
Database team	• Create a JIRA task for moving all backups from Kansas City to AWS.	
Network team	• Prepare network maps at least 7 days prior to a specific program cut over date. • Upload network maps to cloud team backlog for review prior to cutover.	
Endpoint Security Team	• Discuss potential roadblocks during the ESS Synch meeting. • Create a plan for whitelisting necessary applications to cut over. • Route any Service Now tickets created by web developers for changes in host firewall exceptions to endpoint security.	ePO may not be friendly with cloud systems. How can this be mitigated?
24/7 Tier 1 support	• Meet with tier 1 support team via Teams app to discuss scheduling of cutovers for each program. • Schedule overnight on-call support for production servers which cut over at late hours	Cutover schedules must be determined before the cutover process starts.

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Windows team	• Establish a meeting between Cloud and Windows teams to identify the application necessary for the cutover. • Take note of the applications to give to endpoint security team for whitelisting. • Identify the necessary changes needed on the OS environment when the cutover happens.	Cutover change needed example: Once converted to AWS, Trellix / McAfee agent needs to be reinstalled with the correct ePO IP.
Cloud team	• Create a bi-weekly meeting on teams to discuss the pathway results. • Record any prevalent issues reported during this meeting • Record bi-weekly analytics regarding changes from on-prem to cloud.	Changes from on-prem to cloud could include: Cost changes, time to deliver, current outages, communication issues etc
IAAS Lead	• Send all documentation regarding cut over preparations to IAAS lead • Report bi-weekly analytics to IAAS lead	
Data Center Division Lead	• Prepare all expected changes due to pathway to the cloud and send to division lead. • Report analytical data in quarters meeting once project has begun.	
Cyber Project Manager	• Schedule meeting to discuss potential risks of cloud migration. • Create a risk mitigation chart and deliver to cyber project manager prior to project start. • Join daily cyber standup meeting to record any potential security flaws that were unforeseen prior to project start.	