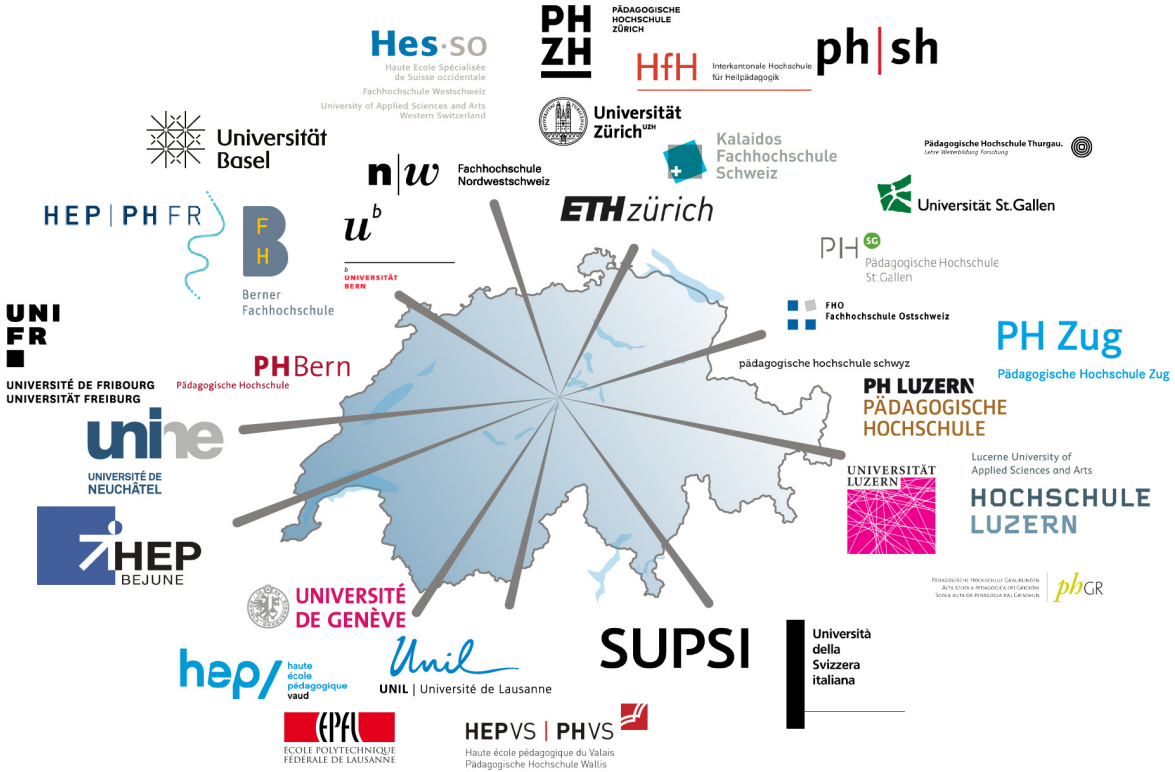
SWITCHdrive: concerns & expectations of our S&S service

SWITCH

Urs Schmid
urs.schmid@switch.ch

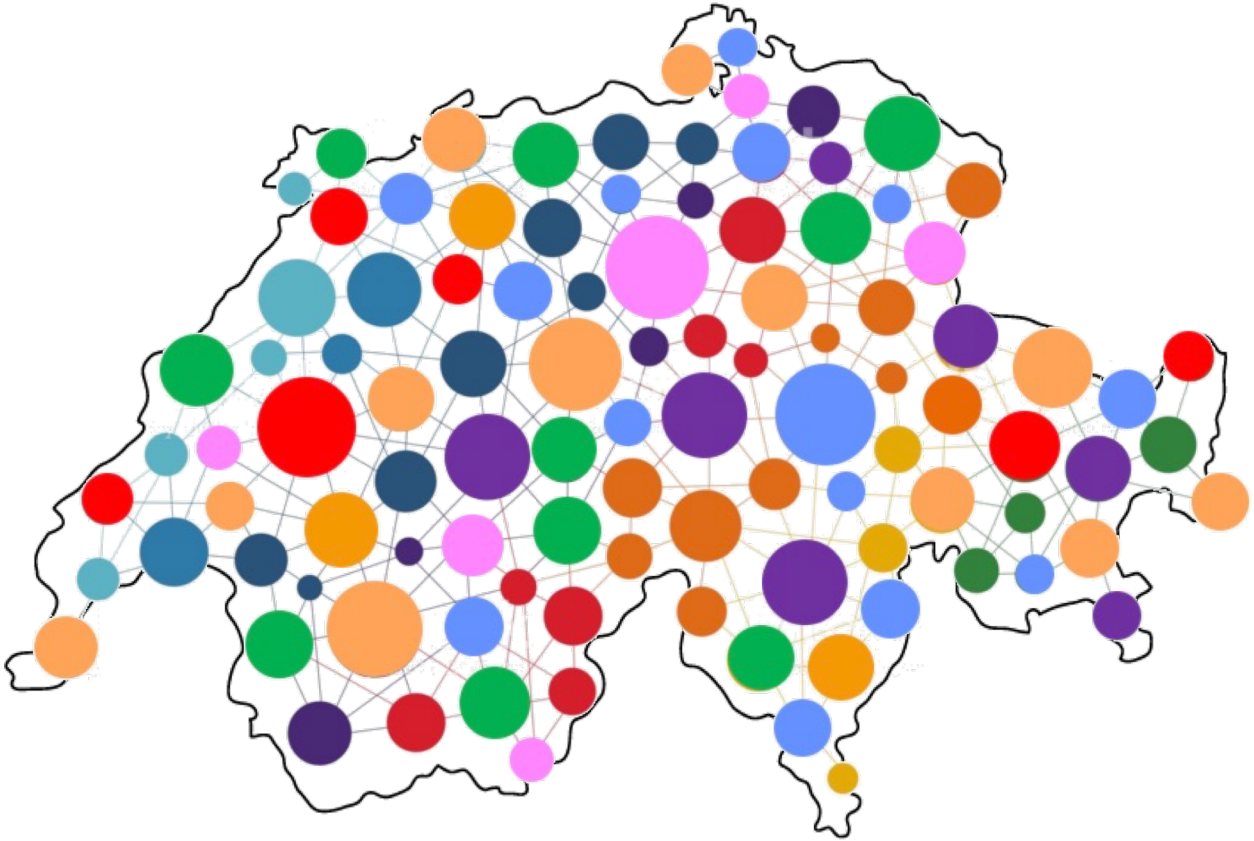
Rome, January 29th, 2019

SWITCH is an integral part of the Swiss academic community

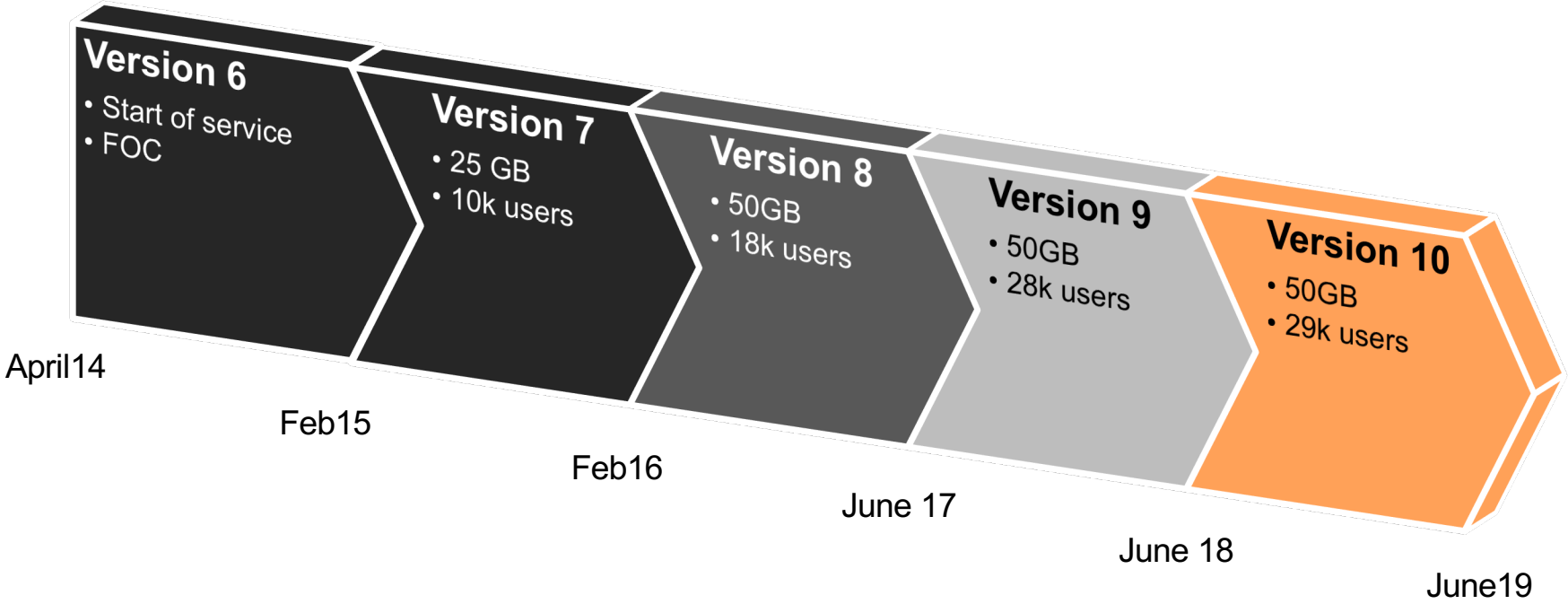


SWITCHdrive is the secure and independent solution of the Swiss universities for the processing, filing and distribution of documents.

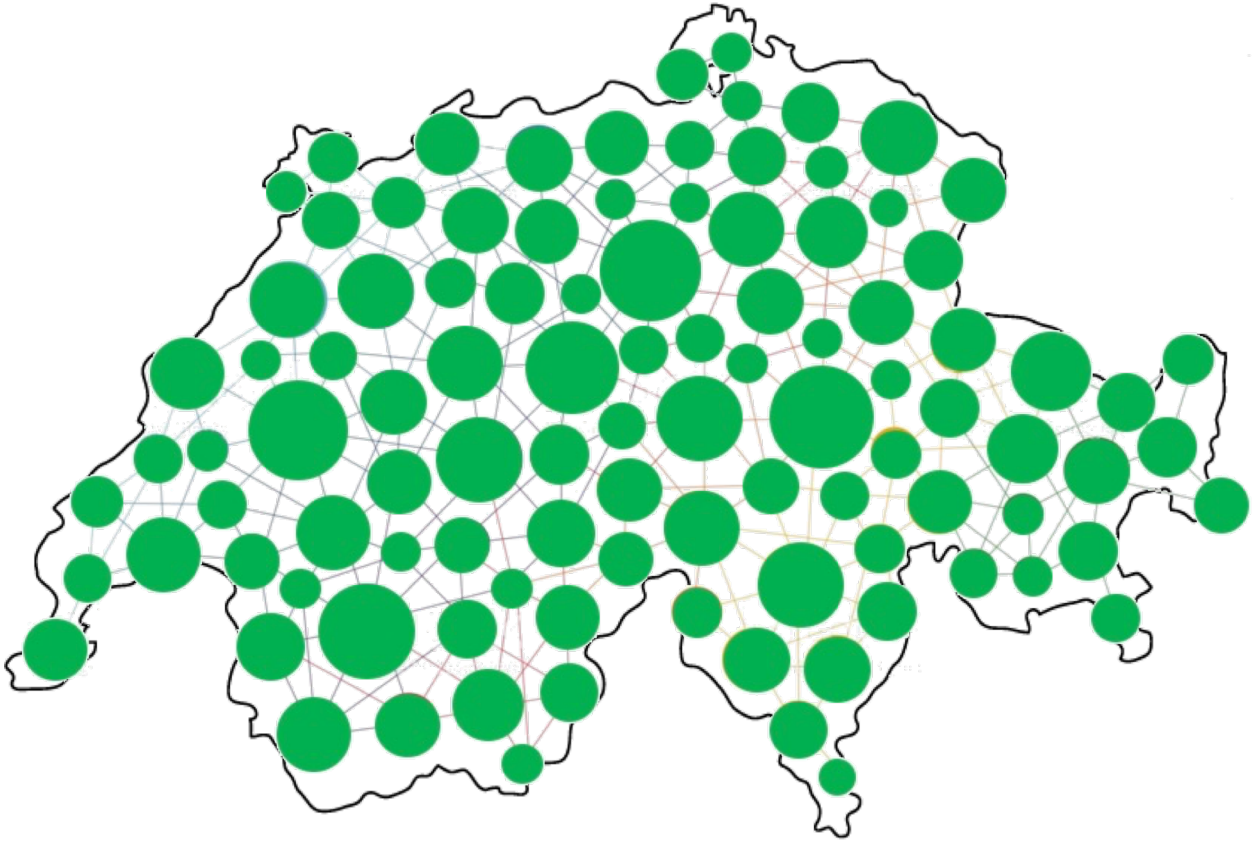
Situation: 2014



Timeline


Version 6
• Start of service
• FOC
Version 7
• 25 GB
• 10k users
Version 8
• 50GB
• 18k users
Version 9
• 50GB
• 28k users
Version 10
• 50GB
• 29k users
April14
Feb15
Feb16
June 17
June 18
June19

Situation: 2019



The 5 (biggest) concerns of…

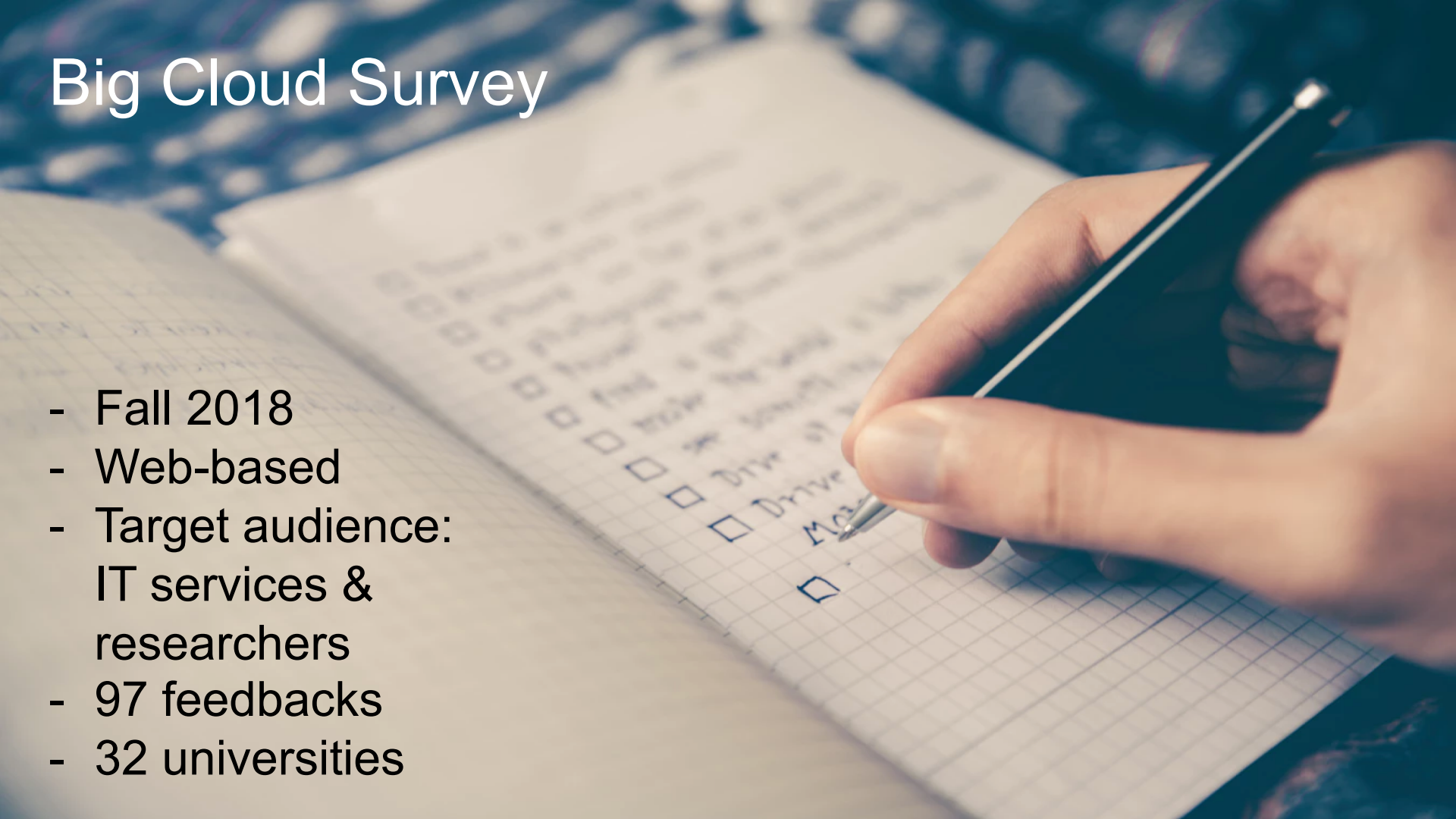
Endusers (staff / students):

- How do I share with X.Y.?
- Can I have a higher quota?
- How can I collaborate?
- Is there a project account?
- Can I also get this app?

IT-Administator (customer):

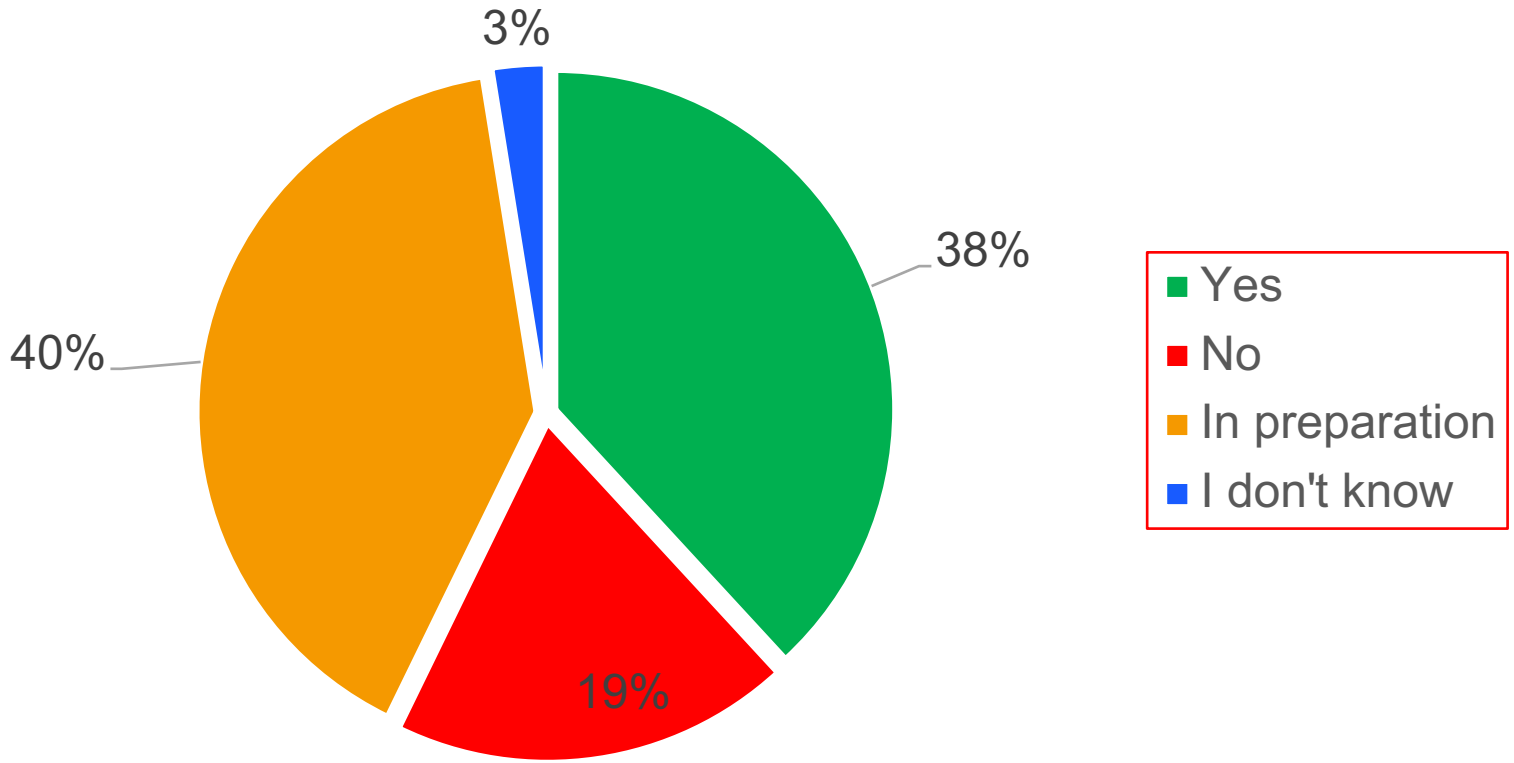
- Is it compliant?
- Is it safe?
- Is it reliable?
- Is there governance?
- Is it easy to use?

Big Cloud Survey

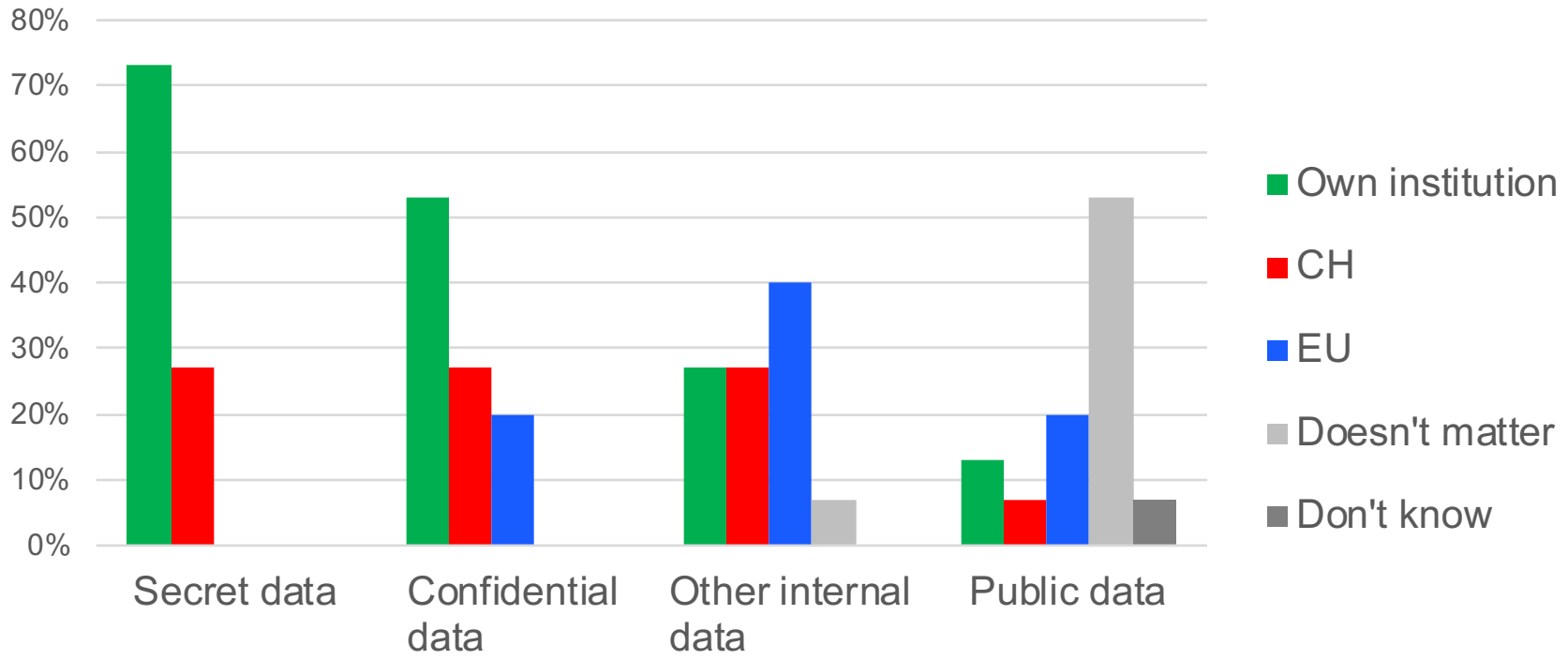


- Fall 2018
- Web-based
- Target audience: IT services & researchers
- 97 feedbacks
- 32 universities

Do you have adopted any regulations regarding data storage?



Where must data be stored at your institution?



What are your 5 biggest problem areas in cloud usage?

- Swiss jurisdiction is not guaranteed
- Access to data by foreign authorities
- Access control & identity management does not meet our requirements
- Data location does not meet our requirements
- No data sovereignty

All survey participants want more advice on legal issues:

- Swiss and cantonal data protection regulations
- United States CLOUD Act
- EU General Data Protection Regulation (GDPR)
- Cloud consulting from a neutral party
- Security

For more information:

Email: urs.schmid@switch.ch

Web: https://switch.ch

Survey: https://www.switch.ch/stories/survey-on-the-topic-of-cloud-applications/

Legal: https://www.switch.ch/stories/SWITCH-Legal-Consulting/

Pictures from https://unsplash.com/

SWITCH

Working for a better digital world