**Contract Negotiation and Execution**

1. What problems have you had with contract negotiation with Cloud Vendors?
2. What have you found as useful/successful in regards to contract negotiation and execution?
3. How do you feel programs like Internet2’s Net+ will help with cloud vendor contracts?
4. Do you have any tips and practices can you share?

**Vendor Relationship**

1. How is your vendor relationship with a Cloud solution provider different/same as traditional providers?
2. Have you found the Cloud Providers more or less willing to serve as a partner with your organization rather than a vendor?
3. Do you get access to the right people in the Cloud organization?
4. What tips and practices can you share?

**Staffing Skills and Competencies**

1. Has your organization had to change some of their staffing models to meet the needs of Cloud Computing?
2. What skills are needed for supporting and providing Cloud services on your campus?
3. What types of people are you looking for to help implement, adopt, and support Cloud Services?
4. How do you see the staffing model change in the next 2-3 years to support Cloud offerings?
5. What tips or practices can you share?

**Technical Integration with Infrastructure**

1. Have you found integration with campus infrastructure an issue with Cloud Vendors?
2. What issues have you found the most challenging in terms of technical integration with Cloud Vendors?
3. What would you like to see more of from Cloud Vendors in Technical Integration with Cloud Vendors.
4. What tips and practices can you share?

**Identity and Account Management Lifecycle**

1. Have you integrated your identity systems into your cloud vendors?
2. Have you leveraged Federated or Local Identity Management Solutions?
3. Has your organization required vendors to join or participate in InCommon before you purchase their solutions?
4. How do you manage the entire account management cycle with cloud vendors? Creation, Authentication, Authorization, Grouping, and Deactivation?
5. Do you have any tips or practices you could share?

**Privacy and Security**

1. What issues or concerns have you run into with Cloud vendors in terms of privacy and security?
2. Do you have any common practices that you require the vendor to adhere to in terms of security?
3. How do you ensure the Cloud vendor keeps up with their security commitments?
4. Have you used Cloud services of sensitive and personal data? If so, what safeguards has the Cloud vendor put in place?
5. Has the issue of Privacy and Security prevented you from using a Cloud provider? What could be done to help if so?
6. What tips or practices are able to share?

**Compliance and Legal Issues**

1. What compliance and legal issues have you encountered using a Cloud vendor?
2. Have you used a Cloud vendor to solve or alleviate any compliance or legal issues?
3. How do you ensure that you are continually reviewing your Cloud vendors to make sure they are meeting your compliance and legal needs?
4. What issues and concerns do you have here that perhaps we as an industry can help with here?
5. What tips and practices can you share?

**Supporting Cloud Solutions**

1. Have you had to implement any organizational changes to support Cloud Solutions?
2. How have your help centers/service desks changed or evolved in supporting Cloud Solutions?
3. What are the biggest challenges in supporting Cloud Solutions?
4. What are the biggest advantages to supporting Cloud Solutions?
5. Are there any tips or practices you could share?