Shared Responsibility Matrix - IaaS (Infrastructure as a Service)

Area	Function	Service Provider Only	SP Primary/Client secondary	Client Primary/SP secondary	Client Only	Examples
		40	10	7	2	23
Infrastructure Hardware	Install	x				Adding hard drives
	Configure	x				Allocating volumes
	Monitor	x				Replacing faulty hard drives
Hypervisor	Install	x				Installing host servers
	Configure	x				Configuring networks
	Monitor	x				Patching Vmware
VM Resource Allocation	Install	x				Creating vOrganizations
	Configure		x			Adding/removing resources to vm's
	Monitor		x			Ensuring appropriate overhead
Hosted Network and VPN	Install		x			Creating vNetworks and firewall appliances
	Configure		x			Maintaining firewall rules
	Monitor			x		Ensuring appropriate traffic only
Disaster Recovery (SP provided)	Install	x				Install DRaaS components
	Configure	x				Replication
	Monitor	x				Monitoring Replication
	Isolated Testing		x			Non-business impacting testing
	Full Testing		x			Business interruptive full-on testing
Server Backups (SP provided)	Install		x			Install Windows Server 2022
	Configure				x	Deploying management agents
	Monitor				x	Ensuring servers stay running
	Test File recovery				x	Can a file/folder be restored?
	Test Server recovery				x	Can an entire server be restored?
Server Operating Systems	Install			x		Install Windows Server 2022
	Configure				x	Deploying management agents
	Monitor				x	Ensuring servers stay running
Applications	Install				x	Deploying ERP application
	Configure				x	Maintenance and patching
	Monitor				x	Ensuring application services are working
Database Applications	Install				x	Database servers
	Configure				x	Maintenance and re-indexing scripts
	Monitor				x	Performance, locking, monitoring
Data Integrity	Install				x	Deploying controls to ensure data integrity
	Configure				x	Checks and Balances
	Monitor				x	Reviewing, audits
Identity	Install				x	Active Directory DC's
	Configure				x	User account maintenance
	Monitor				x	Account lockouts
Permissions Management	Install				x	Create groups and permissions to resources
	Configure				x	User/group maintenance
	Monitor				x	Watch for exceptions and outliers
Compliance & Regulatory Frameworks					x	
SSL Certificate Management					x	Monitor expiration dates