

# Unit 4 Cloud monitoring and management

4.1 Service Provider and users

4.2 An architecture of federated cloud computing.

4.3 Service Level Agreement (SLA) management: Types of SLA, Life cycle of SLA.

4.4 Service catalog, management and functional interfaces of services ,

4.5 Cloud portal and its functions

4.6 Cloud Service life cycle phases: Service planning, service creation, service operation and service termination

4.7 Cloud resource management Ab-initio Resource Assignment Periodic Resource Optimization

# Service Provider

- **Service Providers:** A cloud service provider, or CSP, is a company that offers components of cloud computing -- typically, infrastructure as a service (IaaS), software as a service (SaaS) or platform as a service (PaaS).
- Cloud service providers use their own data centers and compute resources to host cloud computing-based infrastructure and platform services for customer organizations. Cloud services typically are priced using various pay-as-you-go subscription models. Customers are charged only for resources they consume, such as the amount of time a service is used or the storage capacity or virtual machines (VM) used. For SaaS products, cloud service providers may either host and deliver their own managed services to users or they can act as a third-party, hosting the application of an independent software vendor.

# Cloud Service Providers

## Top 10 Cloud Providers



# Cloud Service Users

- Cloud User means a single authorized individual End User who has access rights to the Service. -Customer includes Customer Affiliates and End Users. -Customer Hosted Site means the hosted site provided by the Service for Customer to receive the Service -Customer Data shall mean any data, information, or other materials of any nature whatsoever, provided to Xerox by Customer in the course of implementing and/or using the Services.
- Electronic Communications shall mean any transfer of signs, signals, text, images, sounds, or data of any nature transmitted in whole or part electronically. -End User shall mean Customer's employees, consultants, service providers or any third party clients authorized to use the Service.

