1 Research Questionnaire

1) How would you grade your knowledge on cloud computing?

- I have never heard about it

- I read something about it

- I know something about it

- I know and have some experience

- I master the subject

1.0.0.1 Glossary

Cloud computing is a paradigm whereby computing resources (e.g., computing, storage, applications) are provided as services through a network, usually, in a pay-as-you-go billing model. Cloud computing encompasses several concepts, such as cloud platforms and services, service and deployment models, scalability and monitoring.

2) What are your organisation's plans for cloud services?

- We are using cloud services today

- We are planning to use cloud services within the next 12 months

- We are considering using cloud services

- We have no plans to use cloud services

1.0.0.2 Glossary

Cloud services are computing resources (e.g., virtual machines, storage space, ready-to-use software systems) that are provided on-demand over the Internet (public cloud), or local network (private cloud). Examples of public available cloud services are Amazon EC2 (virtual machine), Dropbox and Google Drive (storage space), and Google Docs (ready to use software system).

3) Which of the following service models are currently used (or planned to use) by your organisation? (Please tick all that apply)

- Infrastructure-as-a-Service (IaaS), such as Amazon EC2

- Platform-as-a-Service (PaaS), such as Amazon Elastic Beanstalk

- Software-as-a-Service (SaaS), such as Google Docs

- Other

1.0.0.3 Glossary

A *service model* is a classification that groups several services into categories according to the similarity of the service provided. The three most common service models are (i) Infrastructure-as-a-Service (IaaS), which includes Amazon EC2 and Microsoft Azure Virtual Machines; (ii) Platform-as-a-Service (PaaS), which includes Amazon Elastic Beanstalk; and (iii) Software-as-a-Service (SaaS), such as Google Docs and Gmail. You might use a variety of cloud services that belong to a single service model. For instance, virtual machines and storage services are considered as IaaS.

4) Which deployment model do you (plan to) use? (Please tick all that apply)

- Public

- Private

- Hybrid

1.0.0.4 Glossary

Deployment model classifies the public that is target of cloud services. The three most common deployment models are: (i) public clouds that target the general public (e.g., Amazon); (ii) private clouds that target a single organisation; and (iii) hybrid clouds that consist of a composition of the previous two deployment models.

5) What cloud provider do you (plan to) use? Please, specify all of them in the space below. (Open question)

1.0.0.5 Glossary

Cloud provider is the organisation that offers the cloud service. There are several companies that offer cloud services, such as Amazon, Microsoft, Google and Rackspace, to cite a few.

6) How often have you faced any of the problems cited below when using cloud services.

- Security breaches

- Unauthorised access to or leak of our customer's or proprietary information

- Application/system performance

- Business continuity

- Business viability of provider; risk company will fail

- Integration of cloud data with our internal systems

- Vendor lock-in

- Features and general maturity of technology

- Performance loss

- Increased costs

- Lack of qualified personnel

- Loss of control

- Service availability

- Other

For each item, the respondent could select only one of the following options:

- Never

- Occasionally

- Sometimes

- Usually

- Always

7) When thinking about risks related to using cloud services, what are your top concerns? (Please tick up to three items)

- Security breaches

- Unauthorised access to or leak of our customer's or proprietary information

- Application/system performance

- Business continuity

- Business viability of provider; risk company will fail

- Integration of cloud data with our internal systems

- Vendor lock-in

- Features and general maturity of technology

- Performance loss

- Increased costs

- Lack of qualified personnel

- Loss of control

- Service unavailability

- Other

8) How much do you agree that THERE IS enough advice, support or training available to micro and small companies regarding the selection of cloud technologies.

- Strongly agree

- Agree

- Neutral

- Disagree

- Strongly disagree

9) If you wish to replace some (currently, locally) IT services by cloud services, which IT services or applications are most likely to be?

- Email services

- Backup services

- Computing

- Application servers

- Database

- File storage

- Other

10) What do you (intend to) use cloud services for?

- An existing software project

- A new software project

- Other

- Dont know

11) In your opinion, what are the business drivers for adopting cloud services?
(Please tick up to 3 items)

- Reduced costs

- Reduced upfront investments

- Access to unique services

- Access to large-scale distributed resources

- The ability to outsource marginal functions, such as email

- Faster software delivery

- Rapid scalability to tackle bursts in load

- Reduced planning by on-demand resource provisioning

- Enhanced security

- Reduced time-to-market

- Access to world-class resources at affordable prices

- Reduced capital expenditure in hardware, software, IT support or information security

- Mobility and convenience in accessing applications

- Increased computing capacity

- Greater IT efficiency and agility

- A much greener way of managing IT

- Business continuity, regular backups and disaster recover

- Maximise asset utilisation

- Adding redundancy to network infrastructure

- Deliver new capabilities/ modernisation

- Flexibility and attractive SLAs

12) How much do you agree that adopting cloud computing makes your company more competitive:

- Strongly agree

- Agree

- Neutral

- Disagree

- Strongly disagree

13) What do you consider essential when selecting a cloud provider? (Please tick up to 3 items)

- Competitive price

- Modern technology

- Technical support

- Tools for cloud management

- Wide range of cloud services

- Time in the market

- Location

- Cloud service availability

- Facility to use its services

- Other

14) What are the top barriers for cloud adoption? (Please tick up to 3 items)

- Lack of knowledge/advice/guidelines on how to adopt cloud

- Fear of security breaches

- Lack of integration

- Lack of clear cloud strategy

- Lack of agility in the business

- Finding the right partner

- Cost concerns

- Lack of trust

- Confusion over which cloud approach to take

- Meeting regulation and governance needs

- No cloud provider in our region/country

- Vendor lock-in

- Other

15) Looking ahead, do you have any plans to deliver some cloud service (e.g., a software ready-to-use (SaaS), such as SalesCloud from SalesForce.com)?

- We are delivering cloud services today

- We are planning to deliver cloud services within the next 12 months

- We are considering to deliver cloud services

- We have no plans to deliver cloud services