**Interview questions:**

Interviewee**:**

1. Could you please introduce yourself?  
   C4
2. For how long have you been working?

7 years

1. What is your position?  
   senior engineer

Company:

1. Approximately how many employees does your company have?

8

1. How long has your organization been operating?  
   4 years since 2016
2. What is the primary type of business conducted by your company?   
   Outsourcing company (Mobile ,Frontend ,DEVOPS)
3. Where is the location of your company**?**Nablus

Cloud computing state:

1. Have your company currently adopted/implemented cloud computing technology? If yes, since when? If not, why not, what issues that your company worry about?  
   yes, the company used it since started
2. Are you familiar with Cloud?  
   yes.
3. Which Cloud provider your company works with? and why ?

Mainly we work with multiple cloud vendors ,mainly infrastructure is “Open stack ” we also use AWS services for deployment and testing.

Heroco (Platform as a service ) ,AWS [Elastic Beanstalk](https://www.trustradius.com/products/aws-elastic-beanstalk/reviews) as (Platform as service )   
GCB from google and Azue (Microsoft ) in integrating and testing   
Open stack and AWS (Ex : S3) for daily use   
**why ?**   
because our product has multiple extensions and we should test our work on multiple providers.  
Open stack Because we have offer.  
AWS Amazon due to diversity in services, availability, utilized cost, creation per demand, it is first company worked with cloud and it provide great job



Cloud adoption factors:

1. What are your motivations to use cloud computing services (why you are using it)?   
    For example, related to (based on the literature):

before cloud service Ex: on premise you need to buy hardware and install software (batches OS, applications ) we need network administrator ,physical places and other problems as we need to handle capacity problems manually, and the servers works all the time, and we may lost data if disaster occur and we didn’t save data on other locations . in cloud we have autoscaling we can pay per usage, and we can add resources based on our usage and the availability in cloud because multiple regions and data centers so the management and cost than build data centers,

* vailability
* less cost =pay per use (serverless services = high capacity with )
* less management (easier application deployment. Provider manage and take care of all patches, updates and upgrades)
* autoscaling
* easier application deployment
* Saves time and effort
* Service on demand

1. Does the technology fulfill all the motivations it was implemented for? If not, can you elaborate on why this is the case?  
   we use cloud provider for release, build process, running system testing and integration test + testing for developer and we fulfil them

Challenges:

1. Are you familiar with using cloud services? Yes, NO  
   yes
2. Are you facing difficulties or problems while using cloud services? If so, can you describe a   
   specific situation? For example, related to (based on the literature):  
   Security issues since hardware shared with multiple customers, virtual machine allocated in shared hardware , some providers give solutions with more cost   
   we faced leakage for account and we forced to reset all accounts and permissions

Open stack issue connectivity issue from provider (not robust) = vendor lock in   
Cost issue, use practices to minimize cost

management issue

1. How did you solve the problems that you encountered?  
    search for a workaround solution.
2. How much time and cost did it take to solve these problems?

A few days