**Interview questions:**

Interviewee**:**

1. Could you please introduce yourself?  
    C7 works with the JavaScript and AI (Artificial Intelligence) team in Open Development & Education. In 2014, she graduated with a bachelor's degree in computer engineering from An-Najah National University, Nablus.
2. For how long have you been working?  
   5years of experience, 3 years in web development and 2 years in Artificial Intelligence
3. What is your position?  
   Consultation and developing online applications related to education services.

Company:

1. Approximately how many employees does your company have? 27
2. How long has your organization been operating? 11 YEARS, 2009-NOW
3. What is the primary type of business conducted by your company?   
   Rigorous education research

Efficient education Programme implementation

Effective education Programme strategy and management

1. Where is the location of your company**?** UK, LONDON.

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?  
   since 2016, the company started transition into the cloud, **security** is the main issue that the company worries about
2. Which Cloud provider your company works with? and why?   
   Amazon AI services (text to speech, speech to text, voice services, NLB services) , the management team conducted research about the services needed and budget required and came up with multiple solutions and agreed to use  Amazon cloud services based on the research results.  
   We mainly use cloud for memory and space(EC2)

Cloud adoption factors:

1. What are your motivations to use cloud computing services (why you are using it)?   
   The nature of the work and tools that used in it   
   Related to my recent work, doing data analytics on cloud saves a lot of memory on my local side, and turning everything in the cloud and getting only the results as an interface motivates more analysis to be conducted without worry about additional space and memory needed. The wide range of services exist at a good price and also motivate the user to use the cloud services.

* Productivity
* Performance

1. Does the technology fulfill all the motivations it was implemented for? If not, can you elaborate on why this is the case?

In my point of view, this technology continues developing to fulfill what is missing in the market and it will be part of most of the tools in the upcoming years.

Challenges:

1. Are you familiar with using cloud services? Yes, NO  
   YES. Beginner level.
2. Are you facing difficulties or problems while using cloud services? If so, can you describe a specific situation?   
   - It needs an expert to guide you through the process or a lot of missing points will exist,  
    lot of details and documentation around  
   - technical issues, need follow up with support system and waiting to have response

- complexity, need time to read documentation and understand   
- need specific training

- security wise, Data analysis done on provider side and if we want increase security level, we need more budget

-

1. How did you solve the problems that you encounter?  
   By asking people working on the same service on Slack channels and if I did not get the right guidance, I asked the support team in the cloud provide
2. How much time and cost did it take to solve these problems?   
   It depends on the problems if it's technical and directed to the service, you will pay for the service provider support, if not you may pay for experts in the field, and minor problems could be solved without cost.