# Tutorial questions

# Question 1

**List and describe the Service Quality Metrics.**  
Availability: How long does the service remain accessible  
Reliability: How likely the service will continue without any failure  
Scalability: The ability to handle increased demand  
Resiliency: How will the service recover from failure

# Question 2

**Define availability, reliability, service scalability and service resiliency.**  
Availability: How long does the service remain accessible  
Reliability: The likelihood of the service continuing to function without failure  
Scalability: Ability to meet increased demand  
Resiliency: How will the service recover from failure

# Question 3

**Over the past two years, a cloud service consumer has made 23,931 attempts to invoke a cloud service’s reporting capability. Of those attempts, 22,904 resulted in the successful execution of this capability. Based on these statistics, what is the reliability rating of the cloud service’s reporting capability?**  
95.71%

# Question 4

**Define cloud infrastructure mechanisms and list the core components that are common to cloud platforms.**  
Cloud infrastructure mechanisms are specialized technology that enable cloud service to function. Some core components are: virtual servers, cloud storage, remote administration systems

# Question 5

**List and define the different formats of cloud usage monitors.**  
Agent-based: Installed agents on different resources to track usage  
Network-based: Analyzing traffic to and from the service  
Hypervisor-based: Monitor VM activity  
Polling: Requesting resource status on set intervals