

CCSP-glossary-Roles

Service Administrator

ensures smooth operation of the customer's use of cloud services
cloud services are running well with the customer's existing ICT systems and applications
oversees all the operational processes relating to the use of cloud services
acts as focal point for technical communications to and from customer

Service Broker

negotiates relationships between cloud service customers and cloud service providers.
not a cloud service provider
operates independently of inter-cloud provider

Service Business Manager–Customer
meet business goals of customer
through acquisition and use of cloud
services in a cost efficient way
concerned with financial, contractual
and legal aspects of use of cloud
services

Service Business Manager–Provider
responsibility for business aspects
of offering cloud services
creates and tracks the business plan
defines service offering strategy
manages business relationship with
customers

Service Customer
business relationship with providers
for purpose of using cloud services
has business relationship with cloud
service partner

Service Deployment Manager

- responsibility for planning of deployment of a service
- defines operational environment for services
- initial steps for deployment of the service and its dependencies
- enablement of operations processes

Service Developer

- responsible for designing, developing, testing and maintaining the implementation of service.
- composing service implementation from existing service implementations

Service Integrator

- responsible for incorporation of cloud services with a customer's existing systems, including application function and data

Service Manager

responsibility for ensuring that
provider's services are available
for use and function correctly
must comply with targets specified in
SLA

responsible for ensuring the smooth
operation of provider's business
support system and operational
support system

Service Operations Manager

responsible for performing all
operational processes and procedures
of the cloud service provider
ensures all services and associated
infrastructure meet operational
targets

Service Partner

engaged in support of activities of
either provider or customer, or both

Service Provider

- makes cloud services available to cloud service customers
- focuses on cloud computing activities necessary to provide a cloud service and cloud service maintenance
- responsible for dealing with business relationship with customers

Service Security and Risk Manager

- responsibility of ensuring that provider appropriately manages risks associated with development, delivery, use and support of cloud services
- ensures information security policies of customer and provider are aligned and meet the security requirements stated in the SLA

Service User

person or an entity acting on behalf of customer that uses cloud services typically has one or more accounts on provider's service

Customer Support and Care Representative

main interface for customer with provider

responsible for reacting to customer issues and queries in a timely and cost efficient way
goal of meeting the contract SLAs

Inter-cloud Provider

relies on one or more peer providers to provide part or all of the cloud services offered to customers
main activities are the intermediation, aggregation, arbitrage, peering or federation of cloud services

so that customer only uses the
service, business and administration
interfaces of the inter-cloud
service provider

Network Provider
provide network connectivity and
network services for customer, partner
and provider
typically an internet service provider