Scenario comparison

# Introduction

Read the following scenarios about the use of cloud computing in different organisations. Each scenario outlines how the organisation uses cloud computing to conduct business interactions with all its stakeholders.

**Stakeholders** are investors, employees, customers, and suppliers.

## Scenario 1

A small home-based business collects items to be ironed and then returns the ironed articles to the clients. The business has a small home office with one desktop computer that’s connected to the internet. Cloud computing is used to store the details of current and new clients, which includes name, address, and collection and drop days and times, because the locally stored software the company has is outdated. It is believed that using cloud storage means the data stored is more secure.

There are three drivers who carry out the collection and delivery service. They have a small tablet device to track when and where their collections and deliveries take place, using a shared calendar that links to the clients’ details. They also use personal mobile devices to contact clients if they are not at home to take collection of a delivery. Although all employees have been trained in the use of secure passwords to protect the data held by the organisation, one of the drivers has trouble remembering hers and frequently leaves herself logged into the business account.

The organisation is situated in a rural community that has infrequent internet access and slow broadband speeds.

| In general, such a practice is quite good, because a small business does not need to pay a lot for renting an IP address, you can not use a server, you do not need to have a very good Internet, it can also be an easier solution if you will expand your business in the future. Because you will need to use the same clients as in the first office. For large companies, of course, it's better to use your facilities, because that way you have full control over your information. Using cloud computing is not always safe, somewhere the level of security is higher and somewhere lower, it depends on the company. But it is much simpler, both in setting and in use, it is easier to configure access rights. However, it requires a normal Internet connection. This is a good solution for team collaboration, especially when using a database-based calendar. Using your personal numbers to contact customers is a bad idea, the best solution is to use a separate telephone server, from the address of which you will call. Uses only basic information, such as an address, a person's name, and is required in the calendar. For a small business like this, it would be better not to deal with heavy technology, because it is difficult for the staff, especially the drivers who can't even remember the password - this is a big problem. So the best solution is to use basic tools. As soon as the company grows a little, recruits a large staff, and opens another office, buys more computers, possibly servers - you can fully use cloud computing |
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## Scenario 2



This company is a growing web solutions organisation that provides services such as web design and cloud-based solutions, payment solutions, graphic design, and printing.

They have a number of office-based staff that arrange the management of the organisation, some in-house employees who deal with clients directly, some who work flexible hours and have been provided with laptops, and some freelance workers who mainly do graphic design work.

The organisation uses cloud computing as a means of communication and collaboration between staff and clients, while sensitive data (i.e. personal data and banking details) is stored locally on well-secured servers. Access to this data is limited to those who need to use it, and there are different levels of access. Collaboration channels also have restrictions on those who are allowed to edit or view solutions to client requests.

| In this scenario, we already have a more digital and larger organisation, and since it mostly provides digital services - they need to have convenient and new tools for communication, collaboration and data processing. If you can use almost any messenger for internal communication between staff, or something more advanced for organising work - you can use, for example, Slack, there is an opportunity to issue roles, create channels, local chats and groups to interact either with everyone or with a separate group of people or with someone certain As for the database - if the services of the organisation do not intersect with each other in any way, then the best solution would be to separate such databases and keep the data separate from each other, so that if one is violated or hacked, the rest will not be lost, and also use different access modifiers and authorization levels. Sharing channels with restrictions is also a good solution, because not everyone needs to know what everyone is talking about, especially when it comes to dealing with clients. I think it would be good to create separate departments for each service of the organisation, one department is responsible for payment solutions, others for design, web design and cloud solutions. Because there you need a completely different staff of decisions and it may not be easy for one department to do it all, especially if the organisation starts to grow. When using freelancers, it would be good to use either a cloud storage - even a centralised one like Google Drive, or make your own solution for something like this, and a version control system, use freelance exchanges, or contact directly through a contract and use the company's communication methods. Special attention should be paid to bank accounts and personal data of users, because this is almost the main thing that the company interacts with, the loss of which can cause a lot of problems. For this, I think it is really better to use your servers, and have a staff of workers who can support such a system, and organise information protection at a good level. Cloud databases are not always safe to use, especially for mid-sized or larger companies. Also, when using your resources to store user data, you need to be prepared for security policy and data processing issues. |
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