



## CLOUD SERVICES

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**S Thenmozhi**

Department of Computer Applications

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## Cloud Application Design

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### Key Customer Issues

- Cost and basis of charge, fitness for purpose
- Obtaining a reliable service that does what is promised and a contract that underwrites this promise
- Confidentiality (data security), integrity and availability of data
- Portability of data on exit
- Compliance with
  - Data protection including data exporting rules
  - Other applicable laws and regulations

### Data Protection

- Enterprise laws will not be applicable for the cloud service provider
- Understand the laws apply to different parties under various scenarios
- Examples:
  - COBIT and Safe Harbor – laws that apply for enterprise that have operations in USA, Canada and EU.
  - BCR certification– suitable for companies within a group infrastructure
  - HIPAA (Health Insurance and Portability and Accountability Act) laws applicable for health care industries

### Third-Party Issues

- The third-parties which obtain service from cloud service provider should also abide by the law which is practiced by the CSP
- Contracts – Contracts should be established between the Cloud Service provider and the third-party
- The contract should be customizable contract and not just a click-through contract
- Adequate monitoring is required to check whether the contract is followed by the third-party
- Termination – The contracts should have expiration time and it should be strictly followed.

### **Contract Review and Negotiation**

- Limitations and exclusions of liability
- Choice of law and jurisdiction
- Service description including SLAs / KPIs
- Scope and detail of force majeure, down-time
- Sub-contractors including underlying infrastructure providers
- Ability to terminate for persistent or material breach
- Ability to easily migrate data on termination
- Data back-up, disaster recovery and business continuity

### Data Privacy

- Organization should protect the privacy of the data
- They cannot sell it to third-parties
- Data location
  - Data may vary from country to country
  - Transferring data from country to country may be problematic
  - Data centres and its backup should be isolated based on geography
  - Laws pertaining to specific geography has to be adopted for data privacy
- Secondary use of use
  - These data should not be used for data analysis
- Security Breach disclosure has to be given to the client



# THANK YOU

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Department of Computer Applications

**[thenmozhis@pes.edu](mailto:thenmozhis@pes.edu)**

+91 80 6666 3333 Extn 393