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Decreasing Impact of SLA Violations: A Proactive Resource Allocation Approach for Cloud Computing Environments

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Abstract

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User satisfaction as a significant antecedent to user loyalty has been highlighted by many researchers in market based literatures. SLA violation as an important factor affects user satisfaction level. The amount of this decrease depends on user's characteristics. Some characteristics are related to QoS requirements and announced to service providers, but some of them are unknown for service provider and selfish users are not aware of them truly. Most the works in literature ignore considering such characteristics based on SLA parameters. So, two users with different characteristics but similar importance for the service provider. In this paper, we use two user's hidden characteristics: willingness to pay for service and willingness to pay for certainty, to present a proactive resource allocation approach with aim of decreasing impact of SLA violation. On learning automaton for estimation of these characteristics are provided as an approach we conducted some numerical simulations in critical situations. The proposed approach has ability to improve users' satisfaction level that cause to gain in

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