SNS COLLEGE OF TECHNOLOGY
(An Autonomous Institution)
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SERVICE MANAGEMENT

COURSE: 2 3 CAE717 - Cloud Computing

UNIT I : Cloud Architecture and Model

CLASS : II Semester / I MCA

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DEPARTMENT OF COMPUTER APPLICATIONS

COURSE	UNIT I	TOPIC	Semester
23CAE717 Cloud Computing	Cloud Architecture and Model	Service Management Eco System	II Semester / I MCA

Service Management - Example

Service Management

Refers to all the activities that an organization does to plan, design, deliver, operate, and control the IT and cloud services that it offers to customers

- includes the operational aspects of your applications and services
- Applications are monitored to ensure availability and performance according to SLA

Service Management

- It is supported by three core areas:

Architecture service

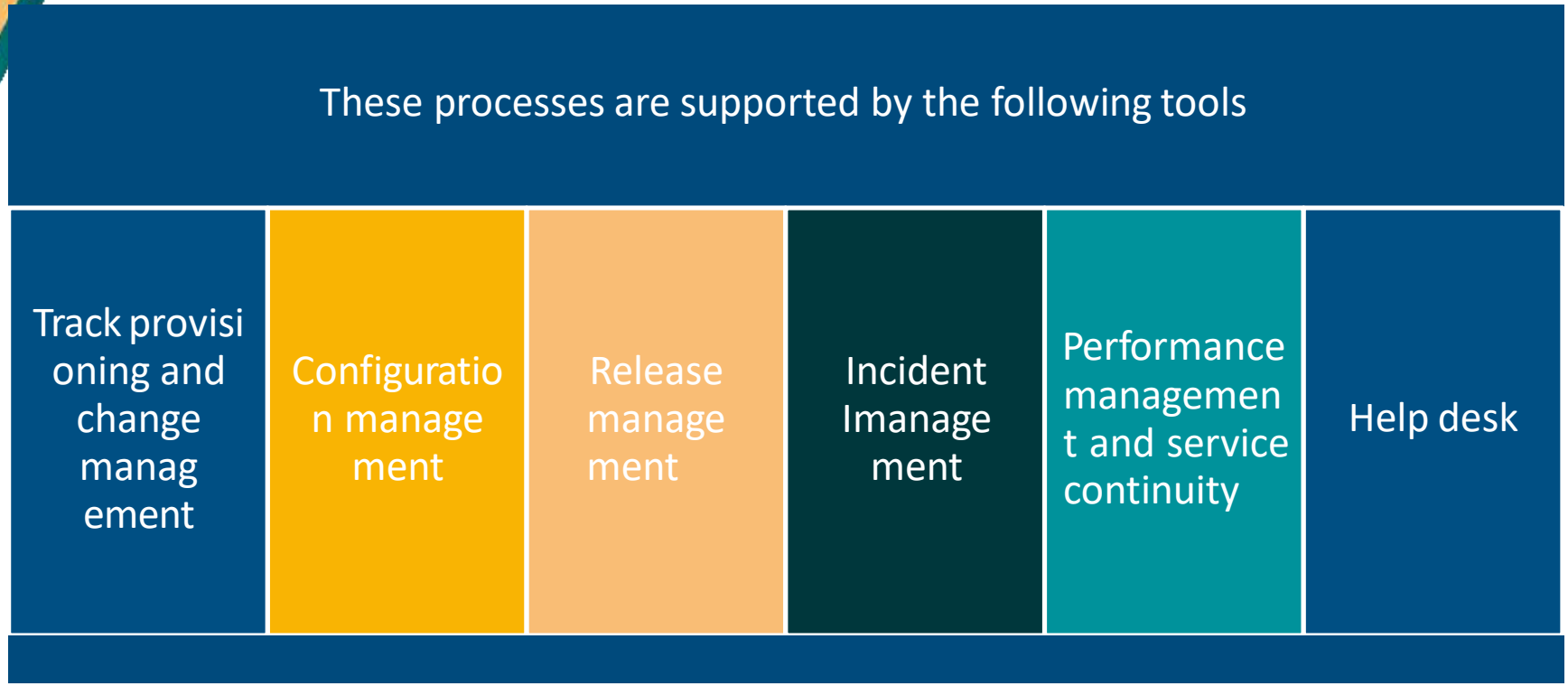
Business support service

Operational support service

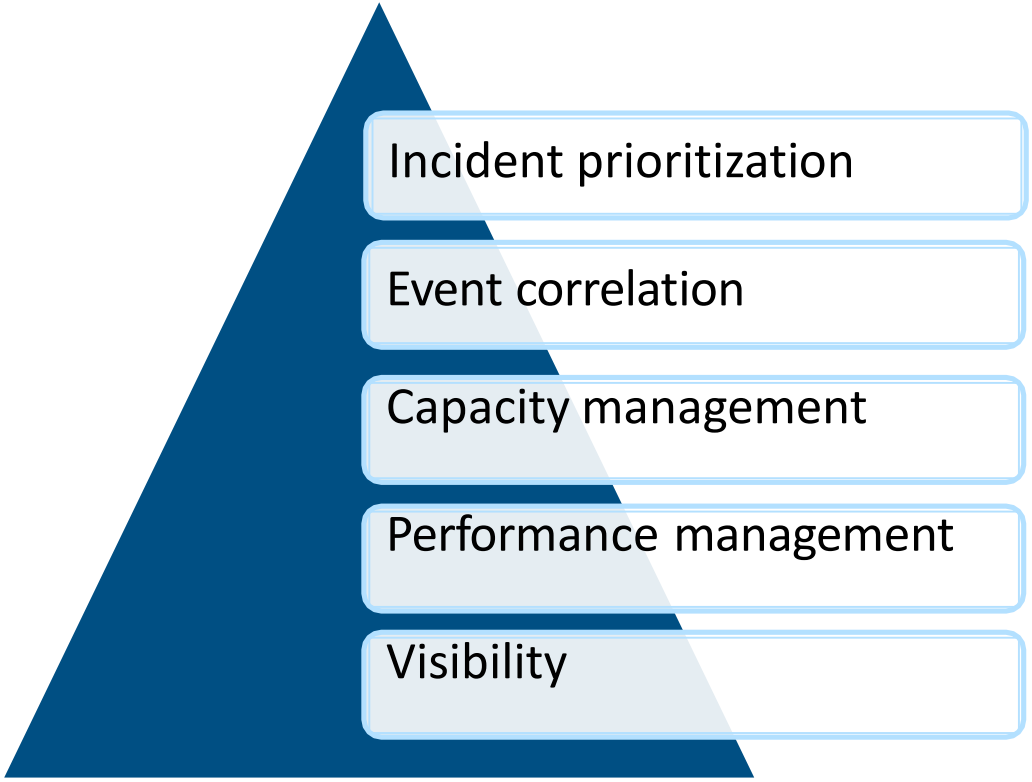
Service Management

- Aim is to improve the efficiency of the cloud environment and achieve a high level of customer satisfaction
- Four core elements of this system are
  - Cloud service-level agreement (SLA) management
  - Cloud capacity management
  - Availability management
  - Billing

Service Management



Challenges


Incident prioritization
Event correlation
Capacity management
Performance management
Visibility

REFERENCES

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- James E. Smith, Ravi Nair, “Virtual Machines: Versatile Platforms for Systems and Processes”, Elsevier/Morgan Kaufmann, 2005.
- Kumar Saurabh, “Cloud Computing – insights into New-Era Infrastructure”, Wiley India,2011.
- Toby Velte, Anthony Velte, Robert Elsenpeter, “Cloud Computing, A Practical Approach”, TMH, 2009.
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COURSE: 19CAE712 - Cloud Computing & Virtualization Techniques

UNIT I : Cloud Architecture and Model

CLASS : II Semester / I MCA

Demand on Computing

Demand on Computing

- On demand computing (ODC)
- Enterprise-level model of technology
- Delivery model in which computing resources are provided on as-and when needed
- Resources may be in Provider's enterprise
- Based on distributed computing relates both grid and utility computing

Demand on Computing

- Aided by autonomic computing component, self management of IT resources
- Service oriented Architecture (SOA) isolates process from infrastructure
- SOA enables the execution of transactional processes without any explicit dependence on the underlying infrastructure

Demand on Computing

- make computing resources like storage capacity, computational speed and applications available to users as and when needed for specific projects temporarily

Advantages

- Low initial cost
- Instant access of resources, stand up new infrastructure in minutes
- Self-service provisioning
- Dynamically scalable
- Flexibility of multiple virtual data centers

Approaches

- Application service provider (ASP)
- Business process outsourcer (BPO)
- Management service provider (MSP)

Examples


COMMUNICATION


test
DEVELOPMENT


BUSINESS
PROCESS
MANAGEMENT


Web application
DEVELOPMENT


BACKUP
RECOVERY


ChatBots
the new Apps


Social
Media


BIG
DATA

Chatbot

- AI program simulates a conversation of a human being with user via audio or textual methods
- It process the text presented by user, interprets and identifies what the user said, infers what they mean and/or want
- Appropriate response is determined based on this information