

SNS COLLEGE OF TECHNOLOGY



(An Autonomous Institution)

Re-accredited by NAAC with A+ grade, Accredited by NBA(CSE, IT, ECE, EEE & Mechanical) Approvedy by AICTE, New Delhi, Recognized by UGC, Affiliated to Anna University, Chennai

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





Service Management - Example





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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

SIS.

□ 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





Challenges





22.04.24

REFERENCES



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- Kumar Saurabh, "Cloud Computing insights into New-Era Infrastructure", Wiley India, 2011.
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- □ John W.Rittinghouse and James F.Ransome, "Cloud Computing: Implementation, Management, and Security", CRC Press, 201





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Demand on Computing

Since

- 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



22.04.24 Cloud Architecture & Model /19CAE712- Cloud Computing & Virtualization Tech./ Dr.N.Nandhini MCA/ NSCT

Advantages



Low initial cost

Instant access of resources, stand up new

infrastructure in minutes

- □ Self-service provisioning
- Dynamically scalable
- **G** Flexibility of multiple virtual data centers





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



Examples



SIS





- 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

