



SNS COLLEGE OF TECHNOLOGY



(An Autonomous Institution)

Re-accredited by NAAC with A+ grade, Accredited by NBA(CSE, IT, ECE, EEE & Mechanical)
Approved 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

COURSE

23CAE717
Cloud Computing

UNIT I

Cloud Architecture
and Model

TOPIC

Service Management
Computing on
Demand

Semester

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



These processes are supported by the following tools

Track provisioning and change management

Configuration management

Release management

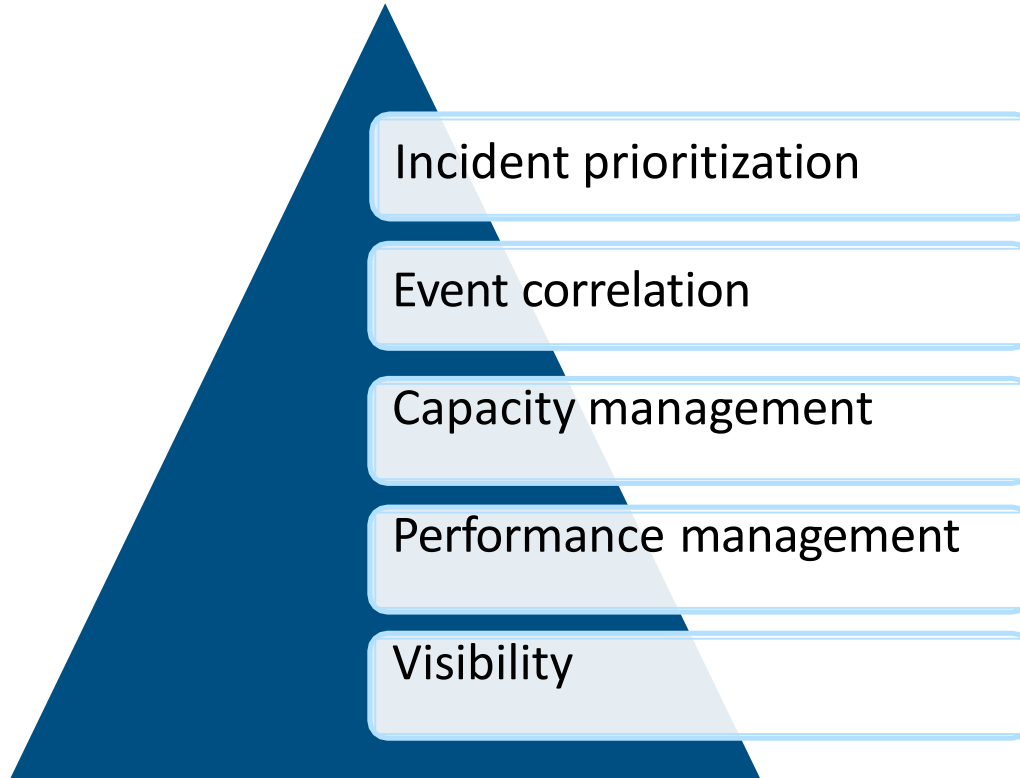
Incident management

Performance management and service continuity

Help desk



Challenges



REFERENCES

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- ❑ 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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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





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

