defining service characteristics for the cloud

Peter Matthews – CA Labs
28th September 2010
"Quality is value to some person."


- The problem with quality assertions
  - Whom can you trust?

- Contract issues
  - Paper vs Electronic

- Many investigations over the years
  - ISO, SeCSE
CA Technologies is an IT management software and solutions company

- Our products enable customers to **manage** and **secure** IT environments and **deliver more flexible IT services**. With CA Technologies, IT powers business agility.
- We stand apart from our competitors by solving the toughest IT management challenges through:
  - Deep expertise in diverse and complex environments
  - Highly reliable and scalable products that are easy to use
  - A practical approach to innovation
- CA Technologies is executing a bold vision for the future, where IT resources are delivered with unprecedented levels of flexibility
IT service could come from internal or external sources: “We’re all service providers now.”
scenarios

• CIO pressured on Cost
  • email in the Cloud is free ??
  • Dimensions of decision making

• Components in a composite application/service
  • Which to choose
  • What is available

• Continuous Improvement
  • How to measure this
  • What Benchmarks to use

• The budget goes on “keeping the lights on”
  • How to innovate
  • More of the same is NOT an option
“A measure of the relative goodness of a Service”

- **Service**
  - Any Service!
  - Composite, Simple, Automated, Manual, Tool-based

- **Relative**
  - To other like services
  - To the limits of the communities’ knowledge

- **Goodness**
  - Many dimensions
    - Quality, Agility, Risk, Cost, Capability, Security

- **Measure**
  - Allowing for internal or external comparisons
Service measurement index (SMI)

As-Is to To-Be

Tracking Improvement Targets

Knowledge Gap/Fear

Possibilities
Know what you Don’t
Comparison

DESCISION MAKING

Is my service getting better?
Where should I target improvements?

How do I compare with others?
What do others see/say?

What are my options for transition/transformation?
Has anyone used this service before?

DIMENSIONS of CHOICE - HOLISTIC
Source

Measure

Characteristic

Service

• Question
• DB Call
• WSDL
• Script

Indicators

Metrics

1:* W

(W)Scoring

(Weighted) Percentiles

Weighting

Rating

Data

Measuring

the model
next version – first cut from city university
XML schema for all the i* modeled characteristics

**Element** Metric

**Elements**

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**79**

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Specifications


**63**

*32 Reviews*

**Risk**

- Quality: 67
- Agility: 22
- Cost: 33
- Security: 87

Filter By Score
current status

• Consortium membership
  • Jeff.Perdue@sv.cmu.edu or Jane.Siegel@sv.cmu.edu
• Kickoff meeting due soon
• Implement API and open to the public
• Benchmarking
• Source forge project - building a development community
thank you