Cloud Services Manager

Enamul Haque

Cloud Services, Networking, and Management Nelson L. S. da Fonseca,Raouf Boutaba,2015-04-20 Cloud Services, Networking and Management provides a comprehensive overview of the cloud infrastructure and services, as well as their underlying management mechanisms, including data center virtualization and networking, cloud security and reliability, big data analytics, scientific and commercial applications. Special features of the book include: State-of-the-art content Self-contained chapters for readers with specific interests Includes commercial applications on Cloud (video services and games)

Cloud Management and Security Imad M. Abbadi,2014-06-04 Written by an expert with over 15 years' experience in thefield, this book establishes the foundations of Cloud computing,building an in-depth and diverse understanding of the technologiesbehind Cloud computing. In this book, the author begins with an introduction to Cloudcomputing, presenting fundamental concepts such as analyzing Clouddefinitions, Cloud evolution, Cloud services, Cloud deploymenttypes and highlighting the main challenges. Following on from theintroduction, the book is divided into three parts: Cloudmanagement, Cloud security, and practical examples. Part one presents the main components constituting the Cloud andfederated Cloud infrastructure (e.g., interactions and deployment), discusses management platforms(resources and services), identifies and analyzes the mainproperties of the Cloud infrastructure, and presents Cloudautomated management services: virtual and application resourcemanagement services. Part two analyzes the problem of establishingtrustworthy Cloud, discusses foundation frameworks for addressingthis problem – focusing on mechanisms for treating the securitychallenges, discusses foundation frameworks and mechanisms forremote attestation in Cloud and establishing Cloud trust anchors,and lastly provides a framework for establishing a trustworthyprovenance system and describes its importance in addressing majorsecurity

challenges such as forensic investigation, mitigatinginsider threats and operation management assurance. Finally, partthree, based on practical examples, presents real-life commercialand open source examples of some of the concepts discussed, andincludes a real-life case study to reinforce learning –especially focusing on Cloud security. Key Features • Covers in detail two main aspects of Cloud computing:Cloud management and Cloud security • Presents a high-level view (i.e., architectureframework) for Clouds and federated Clouds which is useful forprofessionals, decision makers, and students • Includes illustrations and real-life deploymentscenarios to bridge the gap between theory and practice • Extracts, defines, and analyzes the desired propertiesand management services of Cloud computing and its associatedchallenges and disadvantages • Analyzes the risks associated with Cloud services anddeployment types and what could be done to address the risk forestablishing trustworthy Cloud computing • Provides a research roadmap to establish next-generationtrustworthy Cloud computing • Includes exercises and solutions to problems as well asPowerPoint slides for instructors

   Cloud Capacity Management Navin Sabharwal,Prashant Wali,2013-08-26 Cloud Capacity Management helps readers in understanding what the cloud, IaaS, PaaS, SaaS are, how they relate to capacity planning and management and which stakeholders are involved in delivering value in the cloud value chain. It explains the role of capacity management for a creator, aggregator, and consumer of cloud services and how to provision for it in a 'pay as you use model'. This involves a high level of abstraction and virtualization to facilitate rapid and on demand provisioning of services. The conventional IT service models take a traditional approach when planning for service capacity to provide optimum services levels which has huge cost implications for service providers. This book addresses the gap areas between traditional capacity management practices and cloud service models. It also showcases capacity management process design

and implementation in a cloud computing domain using ITSM best practices. This book is a blend of ITSM best practices and infrastructure capacity planning and optimization implementation in various cloud scenarios. Cloud Capacity Management addresses the basics of cloud computing, its various models, and their impact on capacity planning. This book also highlights the infrastructure capacity management implementation process in a cloud environment showcasing inherent capabilities of tool sets available and the various techniques for capacity planning and performance management. Techniques like dynamic resource scheduling, scaling, load balancing, and clustering etc are explained for implementing capacity management.

Cloud Service Management and Governance Enamul Haque,2023-01-12 Once an organisation adopts cloud computing, it quickly becomes apparent that the traditional approaches to IT Service Management processes will need to undergo drastic changes to integrate and run Bi-Modal IT Service Operations. This book is an alleyway to managing enterprise could services with a framework that consists of progressive Service Management practices to ensure practical, strategic, and modular methodology for the positive transformation of ITSM for cloud delivery models is followed. It illustrates how to optimise your current IT Service Management processes using modern service management frameworks, including ITIL 4, and IT4IT - from conceptual service blueprint to the most efficient service operations. It gives facile explanations of the cloud service management reference architecture, IT value streams and service models. It has very easy-to-understand process workflows with grand synthesis with enterprise service management and cloud operations management using Agile, DevOps, and Robotic Process Automation, with a value-based approach. Comprehensive features include: - Cloud Service Management Framework. - Transformation and Transition Planning actions for ITSM processes. - Value stream workflows with detailed explanations for the

incident, problem, change management and other processes. - Detail KPIs for performance monitoring and continuous improvements. - A full setup manual of smart cloud governance for a better decision-making process. - Complete guide on setting up your Cloud Centre Of Excellence with defined roles and responsibilities. - And many more never seen cloud capability-related facets to make your cloud service management successful and measurable.

   Microsoft System Center 2016 Service Manager Cookbook Anders Asp (MVP),Andreas Baumgarten (MVP),Steve Beaumont (MVP),Steve Buchanan (MVP),Dieter Gasser,2017-02-27 Discover over 100 practical recipes to help you master the art of IT service management for your organization About This Book Unleash the capabilities of Microsoft System Center 2016 Service Manager Master the skills of configuring, deploying, managing, and troubleshooting your Service Manager 2016 This book contains practical recipes that leverage the key and newly added features and functionalities of Microsoft System Center 2016 Service Manager Who This Book Is For This book will be useful to IT professionals including SCSM administrators who want to configure and administer System Center Service Manager 2016 and understand how to solve specific problems and scenarios that arise. It will also be useful to users of Service Manager 2012 who want to learn about the new features and capabilities of the Service Manager 2016 release. It will be ideal if you have Service Manager experience as well as experience with other System Center products. What You Will Learn See a practical implementation of the ITSM framework and processes based on ITIL Deploy and configure the new Service Manager HTML5 Self-Service Portal along with Service Catalog design and configuration Get to know about Incident, Problem, and Change Management processes and configuration Get to grips with performing advanced personalization in Service Manager Discover how to set up and use automation with and within Service Manager 2016

Work with Service Manager Data Warehouse Find out what Security Roles are and how to implement them Learn how to upgrade from SCSM 2012 R2 to SCSM 2016 In Detail System Center Service Manager (SCSM) is an integrated platform that offers a simplified data center management experience by implementing best practices such as Incident Management, Service Request, and Change Control to achieve efficient service delivery across your organization. This book provides you with real-world recipes that can be used immediately and will show you how to configure and administer SCSM 2016. You'll also find out how to solve particular problems and scenarios to take this tool further. You'll start with recipes on implementing ITSM frameworks and processes and configuring Service Level Agreements (SLAs). Then, you'll work through deploying and configuring the HTML5 Self-Service Portal, configuring Incident and Problem Management, and designing and configuring Change and Release Management. You'll also learn about security roles and overall Microsoft SCSM 2016 administration. Toward the end of the book, we'll look at advanced topics, such as presenting the wealth of information stored within the Service Manager Data Warehouse, standardizing SCSM deployments, and implementing automation. Style and approach This book will enlighten you on Microsoft System Center 2016 Service Manager through recipes that can be implemented directly in any enterprise. You can read the book from start to end if you're a beginner, or just open up any chapter and start following the recipes as a reference for advanced users. This book consists of a pool of step-by-step recipes on how to perform activities in Service Manager.

Applied Ontology Engineering in Cloud Services, Networks and Management Systems Martin Serrano,2012-02-24 Metadata standards in today's ICT sector are proliferating at unprecedented levels, while automated information management systems collect and process exponentially increasing quantities of data. With interoperability and knowledge exchange

identified as a core challenge in the sector, this book examines the role ontology engineering can play in providing solutions to the problems of information interoperability and linked data. At the same time as introducing basic concepts of ontology engineering, the book discusses methodological approaches to formal representation of data and information models, thus facilitating information interoperability between heterogeneous, complex and distributed communication systems. In doing so, the text advocates the advantages of using ontology engineering in telecommunications systems. In addition, it offers a wealth of guidance and best-practice techniques for instances in which ontology engineering is applied in cloud services, computer networks and management systems. Engineering and computer science professionals (infrastructure architects, software developers, service designers, infrastructure operators, engineers, etc.) are today confronted as never before with the challenge of convergence in software solutions and technology. This book will help them respond creatively to what is sure to be a period of rapid development.

Cloud Computing Service and Deployment Models: Layers and Management Bento, Al,2012-10-31 This book presents a collection of diverse perspectives on cloud computing and its vital role in all components of organizations, improving the understanding of cloud computing and tackling related concerns such as change management, security, processing approaches, and much more--Provided by publisher.

Designing Networks and Services for the Cloud Huseni Saboowala,Muhammad Abid,Sudhir Modali,2013 Designing Networks and Services for the Cloud Delivering business-grade cloud applications and services A rapid, easy-to-understand approach to delivering a secure, resilient, easy-to-manage, SLA-driven cloud experience Designing Networks and Services for the Cloud helps you understand the design and architecture of networks and network services that enable the delivery of

business-grade cloud services. Drawing on more than 40 years of experience in network and cloud design, validation, and deployment, the authors demonstrate how networks spanning from the Enterprise branch/HQ and the service provider Next-Generation Networks (NGN) to the data center fabric play a key role in addressing the primary inhibitors to cloud adoption-security, performance, and management complexity. The authors first review how virtualized infrastructure lays the foundation for the delivery of cloud services before delving into a primer on clouds, including the management of cloud services. Next, they explore key factors that inhibit enterprises from moving their core workloads to the cloud, and how advanced networks and network services can help businesses migrate to the cloud with confidence. You''ll find an in-depth look at data center networks, including virtualization-aware networks, virtual network services, and service overlays. The elements of security in this virtual, fluid environment are discussed, along with techniques for optimizing and accelerating the service delivery. The book dives deeply into cloud-aware service provider NGNs and their role in flexibly connecting distributed cloud resources, ensuring the security of provider and tenant resources, and enabling the optimal placement of cloud services. The role of Enterprise networks as a critical control point for securely and cost-effectively connecting to high-performance cloud services is explored in detail before various parts of the network finally come together in the definition and delivery of end-to-end cloud SLAs. At the end of the journey, you preview the exciting future of clouds and network services, along with the major upcoming trends. If you are a technical professional or manager who must design, implement, or operate cloud or NGN solutions in enterprise or service-provider environments, this guide will be an indispensable resource. * Understand how virtualized data-center infrastructure lays the groundwork for cloud-based services * Move from distributed virtualization to IT-as-a-service via automated self-service portals *

Classify cloud services and deployment models, and understand the actors in the cloud ecosystem * Review the elements, requirements, challenges, and opportunities associated with network services in the cloud * Optimize data centers via network segmentation, virtualization-aware networks, virtual network services, and service overlays * Systematically secure cloud services * Optimize service and application performance * Plan and implement NGN infrastructure to support and accelerate cloud services * Successfully connect enterprises to the cloud * Define and deliver on end-to-end cloud SLAs * Preview the future of cloud and network services

IBM SmartCloud: Becoming a Cloud Service Provider Joe McIntyre,IBM Redbooks,2012-12-13 Cloud computing opens a broad range of business opportunities across the computing industry and enables companies in other industries to provide services to their employees, customers, and partners. Cloud computing provides a compelling approach to addressing this opportunity. The IBM® SmartCloudTM for Service Providers portfolio can dramatically lower the business and technical barriers of entry to cloud computing. Companies rely on their business applications and systems as an integral part of their business. They can expand the business value of their applications and systems by using cloud computing to enable delivery of these functions as services. Companies have various options when adopting cloud computing. They can: Use existing service providers to operate services on their behalf. Implement hybrid solutions that extend existing applications through integration with cloud services. Add cloud service hosting capability to their existing facilities. For ecosystem partners, cloud computing provides compelling capabilities that ease deployment and long term management and maintenance. Equally important, cloud computing facilitates a more flexible business and technical environment. This environment can expand, contract, and adapt as services are added, removed, and evolve. The cloud replaces

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physical activity associated with change and change management by creating a fluid environment that adapts through automation. This IBM RedguideTM publication describes the business and technology choices companies make when entering the cloud service provider space. It introduces various cloud service provider business models and shows how to apply them to your business. This guide introduces the IBM CCRA cloud service provider adoption pattern, providing guidance about the definition, architecture, and deployment of cloud computing environments. Two cloud service provider deployment scenarios are highlighted throughout the guide, and they reflect the two most common starting points for service providers entering the cloud computing marketplace. The guide culminates with details about these deployment scenarios, and showing how they can be deployed today.

Microsoft Private Cloud Computing Aidan Finn,Hans Vredevoort,Patrick Lownds,Damian Flynn,2012-06-13 Learn the foundation of cloud computing and how to build your own Microsoft private cloud Written by a team of expert authors who are MVPs and leaders in their respective fields, this one-of-a-kind book is an essential resource for IT administrators who are responsible for implementing and managing a cloud infrastructure. You'll quickly learn how cloud computing offers significant cost savings while also providing new levels of speed and agility. Serving as a how-to guide, Microsoft Private Cloud Computing walks you through building a secure, internal cloud and delivering it as a service to your company using Microsoft Windows Server Hyper-V and Microsoft System Center Virtual Machine Manager 2012. Walks you through the entire process: understanding cloud computing, understanding the Microsoft concept of a private cloud, deploying a private cloud fabric, deploying services, and building a private cloud, as well as integrating it with Microsoft's public cloud to create a cross-premises or public cloud Discusses fabric management with System Center Virtual Machine Manager

(VMM) 2012 Examines how to provide network and storage with VMM 2012 Looks at the VMM library configuration Discusses private cloud and cloud service management with Microsoft App Controller Microsoft Private Cloud Computing is a must-have comprehensive resource that covers all aspects of implementing a private cloud.

Cloud Services, Networking, and Management Nelson L. S. da Fonseca,Raouf Boutaba,2015

Service Level Agreements for Cloud Computing Philipp Wieder,Joe M. Butler,Wolfgang Theilmann,Ramin Yahyapour,2011-11-06 Service Level Agreements for Cloud Computing provides a unique combination of business-driven application scenarios and advanced research in the area of service-level agreements for Clouds and service-oriented infrastructures. Current state-of-the-art research findings are presented in this book, as well as business-ready solutions applicable to Cloud infrastructures or ERP (Enterprise Resource Planning) environments. Service Level Agreements for Cloud Computing contributes to the various levels of service-level management from the infrastructure over the software to the business layer, including horizontal aspects like service monitoring. This book provides readers with essential information on how to deploy and manage Cloud infrastructures. Case studies are presented at the end of most chapters. Service Level Agreements for Cloud Computing is designed as a reference book for high-end practitioners working in cloud computing, distributed systems and IT services. Advanced-level students focused on computer science will also find this book valuable as a secondary text book or reference.

Guide to Cloud Computing for Business and Technology Managers Vivek Kale,2014-12-17 Guide to Cloud Computing for Business and Technology Managers: From Distributed Computing to Cloudware Applications unravels the mystery of cloud computing and explains how it can transform the operating

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contexts of business enterprises. It provides a clear understanding of what cloud computing really means, what it can do, and when it is practical to use. Addressing the primary management and operation concerns of cloudware, including performance, measurement, monitoring, and security, this pragmatic book: Introduces the enterprise applications integration (EAI) solutions that were a first step toward enabling an integrated enterprise Details service-oriented architecture (SOA) and related technologies that paved the road for cloudware applications Covers delivery models like IaaS, PaaS, and SaaS, and deployment models like public, private, and hybrid clouds Describes Amazon, Google, and Microsoft cloudware solutions and services, as well as those of several other players Demonstrates how cloud computing can reduce costs, achieve business flexibility, and sharpen strategic focus Unlike customary discussions of cloud computing, Guide to Cloud Computing for Business and Technology Managers: From Distributed Computing to Cloudware Applications emphasizes the key differentiator—that cloud computing is able to treat enterprise-level services not merely as discrete stand-alone services, but as Internet-locatable, composable, and repackageable building blocks for generating dynamic real-world enterprise business processes.

Move to the Cloud Easily with IBM SmartCloud Entry V3.1 and IBM Common Cloud Stack Juscelino Candido de Lima Junior,Louis Fuka,IBM Redbooks,2014-08-15 This IBM® RedpaperTM publication describes our newest product for helping businesses enter the world of cloud technology: IBM SmartCloud® Entry, Version 3.1. This software includes the IBM Common Cloud Stack, which is powered by open source OpenStack from the OpenStack Foundation. These products work together to help you move your business to the cloud. This paper explains the ways that you can take advantage of this extensive and powerful technology. With the power of cloud computing, you can enhance your existing services, extend your market reach, and create new markets for

your services. IBM SmartCloud Entry V3.1 is easy to use, even for first-time cloud service users. It can enable you to benefit from cloud technology in less time and with less effort than you might think. This Redpaper features two scenarios that demonstrate the ease of carrying out processes with IBM SmartCloud Entry software. The information is directed to two primary audiences. Chapter 1 is directed mainly to decision-makers, such as CEOs, CIOs, and CFOs, who need to know about cloud technology and the power that it offers. The remainder of the paper is directed to IT professionals, such as information architects, business intelligence administrators, and database administrators, who need to know about the functions and capabilities of SmartCloud Entry and Common Cloud Stack.

Building and Managing a Cloud Using Oracle Enterprise Manager 12c Madhup Gulati,Adeesh Fulay,Sudip Datta,2013-01-23 Master Cloud Computing with Oracle Enterprise Manager 12c Gain organizational agility, foster innovation, and lower TCO by adopting a service-oriented, cloud-based IT solution. Building and Managing a Cloud Using Oracle Enterprise Manager 12c thoroughly explains how to architect, configure, and manage components of a public or private cloud lifecycle. Discover how to choose the right architecture, deploy applications, govern self-service provisioning, monitor users, and implement security. This Oracle Press guide features best practices and case studies from the authors' experiences as Oracle product managers. Plan and deploy a flexible cloud infrastructure Configure Oracle Enterprise Manager 12c Self Service Portal Bundle applications using Oracle Virtual Assembly Builder Set up, manage, and monitor IaaS, PaaS, and DBaaS Meter usage and establish chargeback policies Work with large-scale clouds and enforce compliance Manage cloud service levels Diagnose and repair bottlenecks and faults

Lean Computing for the Cloud Eric Bauer,2016-03-01 Applies lean manufacturing principles across the cloud service delivery chain to enable application and infrastructure service

providers to sustainably achieve the shortest lead time, best quality, and value Applies lean thinking across the cloud service delivery chain to recognize and minimize waste Leverages lessons learned from electric power industry operations to operations of cloud infrastructure Applies insights from just-in-time inventory management to operation of cloud based applications Explains how traditional, Information Technology Infrastructure Library (ITIL) and Enhanced Telecom Operation Map (eTOM) capacity management evolves to lean computing for the cloud

SCM Cloud Services: Third Edition Gerardus Blokdyk,2018-04-04 How do we make it meaningful in connecting SCM Cloud Services with what users do day-to-day? What knowledge, skills and characteristics mark a good SCM Cloud Services project manager? What are the key elements of your SCM Cloud Services performance improvement system, including your evaluation, organizational learning, and innovation processes? How will you know that the SCM Cloud Services project has been successful? Who will be responsible for making the decisions to include or exclude requested changes once SCM Cloud Services is underway? Defining, designing, creating, and implementing a process to solve a challenge or meet an objective is the most valuable role... In EVERY group, company, organization and department. Unless you are talking a one-time, single-use project, there should be a process. Whether that process is managed and implemented by humans, AI, or a combination of the two, it needs to be designed by someone with a complex enough perspective to ask the right questions. Someone capable of asking the right questions and step back and say, 'What are we really trying to accomplish here? And is there a different way to look at it?' This Self-Assessment empowers people to do just that - whether their title is entrepreneur, manager, consultant, (Vice-)President, CxO etc... - they are the people who rule the future. They are the person who asks the right questions to make SCM Cloud Services investments work better. This SCM Cloud Services All-Inclusive

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Self-Assessment enables You to be that person. All the tools you need to an in-depth SCM Cloud Services Self-Assessment. Featuring 708 new and updated case-based questions, organized into seven core areas of process design, this Self-Assessment will help you identify areas in which SCM Cloud Services improvements can be made. In using the questions you will be better able to: - diagnose SCM Cloud Services projects, initiatives, organizations, businesses and processes using accepted diagnostic standards and practices - implement evidence-based best practice strategies aligned with overall goals - integrate recent advances in SCM Cloud Services and process design strategies into practice according to best practice guidelines Using a Self-Assessment tool known as the SCM Cloud Services Scorecard, you will develop a clear picture of which SCM Cloud Services areas need attention. Your purchase includes access details to the SCM Cloud Services self-assessment dashboard download which gives you your dynamically prioritized projects-ready tool and shows your organization exactly what to do next. Your exclusive instant access details can be found in your book.

System Center 2012 Service Manager Unleashed Kerrie Meyler,Kurt Van Hoecke,Samuel Erskine,Steve Buchanan,2014-09-26 This comprehensive resource will help you automate and optimize all facets of service management with System Center 2012 Service Manager. Expert consultants offer deep "in the trenches" insights for improving problem resolution, change control, release management, asset lifecycle management, chargeback, and more. You'll learn how to implement high-value best practices from ITIL and the Microsoft Operations Framework. The authors begin with an expert overview of Service Manager, its evolution, and its new capabilities. Next, they walk through overall planning, design, implementation, and upgrades. Then, to help you focus your efforts, they present stepwise coverage of all topics in each feature area, linking technical information about Service Manager with essential

knowledge about the technologies it depends on. Whatever your role in deploying or running Service Manager, this guide will help you deliver more responsive support at lower cost and drive more value from all your IT investments. • Leverage MOF and ITIL processes built into System Center 2012 Service Manager • Plan and design your Service Manager deployment • Install Service Manager or upgrade from earlier versions • Efficiently administer work and configuration items • Use connectors to integrate with Active Directory, Exchange, and System Center components • Create service maps • Enable end user access through Service Manager's self-service portal • Implement incident, problem, change, and release management • Utilize workflows to automate key support processes • Create service level agreements with calendars, metrics, and objectives • Provide quick access to a standardized catalog of services • Use notification to ensure that Service Manager items are promptly addressed • Secure Service Manager and its data warehouse/reporting platform • Perform maintenance, backup, and recovery • Manage Service Manager performance • Customize Service Manager

Cloud Computing Security John R. Vacca,2020-11-09 This handbook offers a comprehensive overview of cloud computing security technology and implementation while exploring practical solutions to a wide range of cloud computing security issues. As more organizations use cloud computing and cloud providers for data operations, the need for proper security in these and other potentially vulnerable areas has become a global priority for organizations of all sizes. Research efforts from academia and industry, as conducted and reported by experts in all aspects of security related to cloud computing, are gathered within one reference guide. Features • Covers patching and configuration vulnerabilities of a cloud server • Evaluates methods for data encryption and long-term storage in a cloud server • Demonstrates how to verify identity using a certificate chain and how to detect inappropriate changes to data or system

configurations John R. Vacca is an information technology consultant and internationally known author of more than 600 articles in the areas of advanced storage, computer security, and aerospace technology. John was also a configuration management specialist, computer specialist, and the computer security official (CSO) for NASA's space station program (Freedom) and the International Space Station Program from 1988 until his retirement from NASA in 1995.

Seize the Cloud M. van den Berg,E. van Ommeren,2011-02-28 Seize the Cloud: A Manager's Guide to Success with Cloud Computing Cloud is here and ready to be used. It is now one of the many concepts available to organize IT, and it is here to stay. The conversation about cloud computing has turned away from pure technology, and now it focuses on the business side, the economics and the governance aspects. There are still some challenging questions around cloud, but nothing that dismisses the concept as a whole. For example, the question is no longer 'is cloud secure' but more 'can I use this specific cloud solution for my specific situation.' And as soon as we become specific, the mist of the cloud evaporates: it becomes very clear that good concepts, services and solutions are within arms' reach for everyone. Seize the Cloud will serve as your guide through the business and enterprise architecture aspects of cloud computing. In nine chapters, and in a down-to-earth way, cloud is woven into the reality of running an organization, managing IT and creating value with technology. Along the way, the concept of business technology is introduced as a new kind of interaction between business and IT. Also, a new look at the economics of IT is described. The book strikes a positive note without turning evangelical or overly optimistic: it does not shy away from the barriers that could stand in the way of adoption. To provide a firm dose of reality, the book explores eleven cases in which leading organizations share insights gained from their experiences with cloud. The authors and contributors Seize the Cloud was written by

Erik van Ommeren (Sogeti USA) and Martin van den Berg (Sogeti Netherlands) and several contributors from the sponsoring organizations IBM and Sogeti. The authors and contributors have a proven track record on the topic and several have written prior books on cloud computing, enterprise architecture, SOA, infrastructure architecture, quality assurance or business process analysis and design. IBM and Sogeti have a strong business partnership and work together in serving clients using many innovative technologies, among which cloud computing plays an important role.

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