Cloud based Conceptual Framework of Service Level Agreement for University

Abstract

In the present world, self-motivated and knowledge based universities have a much wider role to play in creating, conserving, organizing, transmitting and applying knowledge. In this context, Education organization would have several questions and issues like, do they procure the Information technology services? What technologies do they need for grow up and when? If yes then they need with their own research capabilities, in collaboration with outside parties, or by acquiring it or licensing it from others? How can they use the abundant technological and computational opportunities to affect their mission, vision, objectives and strategies? Cloud computing is often cheaper and less labor-intensive for institution and organization too. Cloud Computing means there is no need to buy and install expensive software, only university need to pay for various online services when need it, and it also offers flexibility of various infrastructure, platform and software kind of services which can be quickly and easily scaled up and down according to Service Level Agreement. In this Paper, we are defined Cloud Based Framework for University according to its services and users. We have also suggested Conceptual Framework of Service Level Agreement for University and best ten factors which should keep in mind at time of defining Service Level Agreement between the cloud providers and University. We also represents the SLA life cycle which is require thoroughly for contract.
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References

- Mohammed Alhamad, Tharam Dillon, Elizabeth, Chang, Curtin University of Technology SLA-Based Trust Model for Cloud Computing, 2010 13th International Conference on Network-Based Information Systems.

Index Terms

Computer Science

Information Sciences

Keywords

Cloud Computing  Service Level Agreement  University  SLA life cycle  Service
Level Objective