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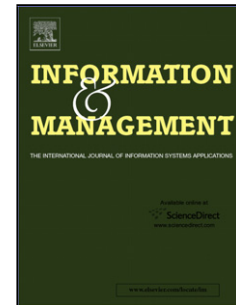
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Technical and Managerial Quality of Services in Cloud Computing: A Delphi Study

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Abstract— Identifying relevant Quality of Services (QoS) during Cloud service provider (CSP) selection is critical for cloud customers' success. Using a Delphi study, sixteen professionals from different cloud service models, company sizes, and industry types identified and ranked QoS attributes based on their relative importance. Our results show consensus on QoS attributes and identify functionality, legal compliance, contract, geolocation of servers, and flexibility as the top five QoS attributes. According to our findings, a combination of technical and managerial QoS attributes are important during CSP selection. Our findings provide guidance to both, CSP and cloud customers to select the “right” CSP.

Key Words — Cloud computing, Cloud service provider selection, Managerial Quality of Service attributes, Technical Quality of Service attributes

1 Introduction

Investments in cloud computing have increased tremendously in the past few years [1]. As a consequence, many cloud service providers (CSPs) now participate in this competitive market leading to extremely competitive pricing for services [2, 3]. Not just one, but often several CSPs are able to fulfill basic customer requirements [4, 5].

From the cloud customers' point of view, selecting the “right” CSP is essential to assure future performance and maintain compliance with laws, policies, and rules [6-9]. When using cloud services, cloud customers pool their resources outside of the firm's environment and increase their dependency on networks [10]. As a consequence, customers face certain risks such as the risk of information leakage resulting from malicious behavior in shared environments or the risk of service breakdowns because of possible network outages [11]. At the same time, an increasing number of laws, policies, and rules forces

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