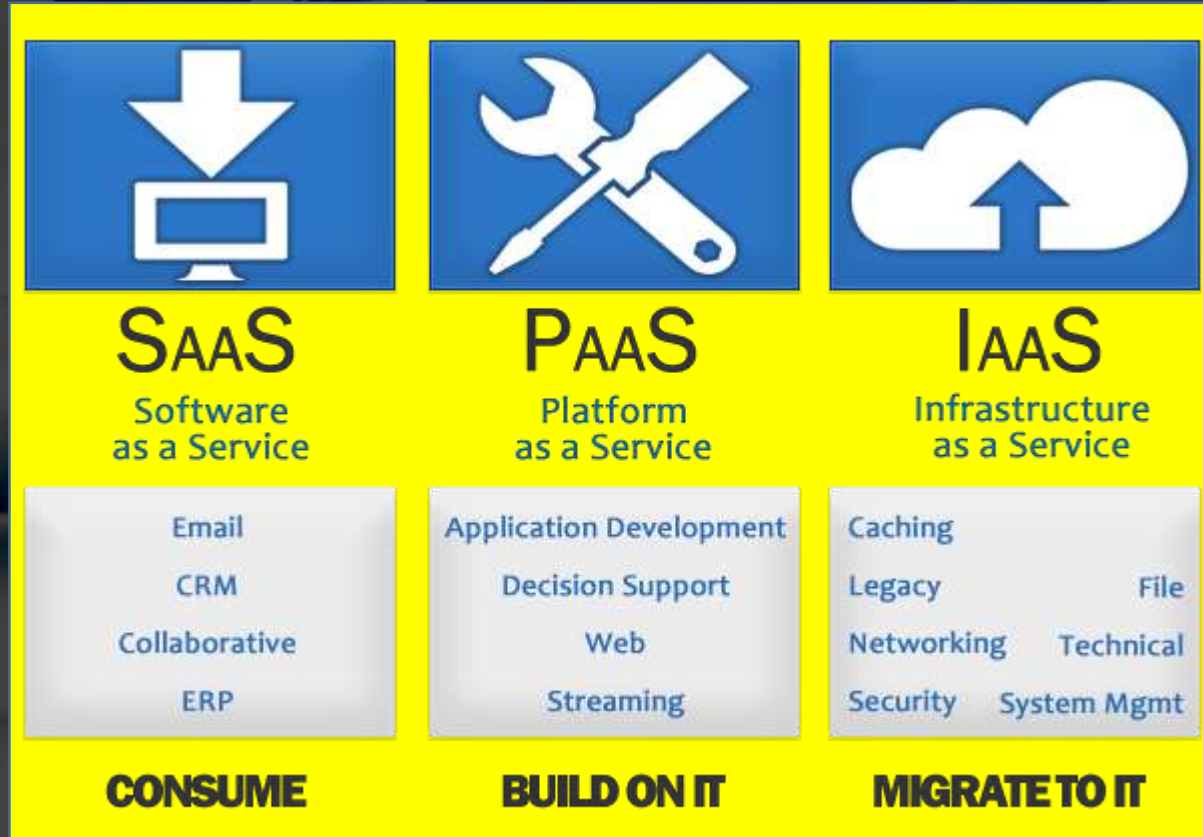


*Claudius Lam*

Cloud Security Alliance Hong Kong & Macau Chapter

# CLOUD SERVICES

- *Software as a Service (SaaS)*
- *Platform as a Service (PaaS)*
- *Infrastructure as a Service (IaaS)*





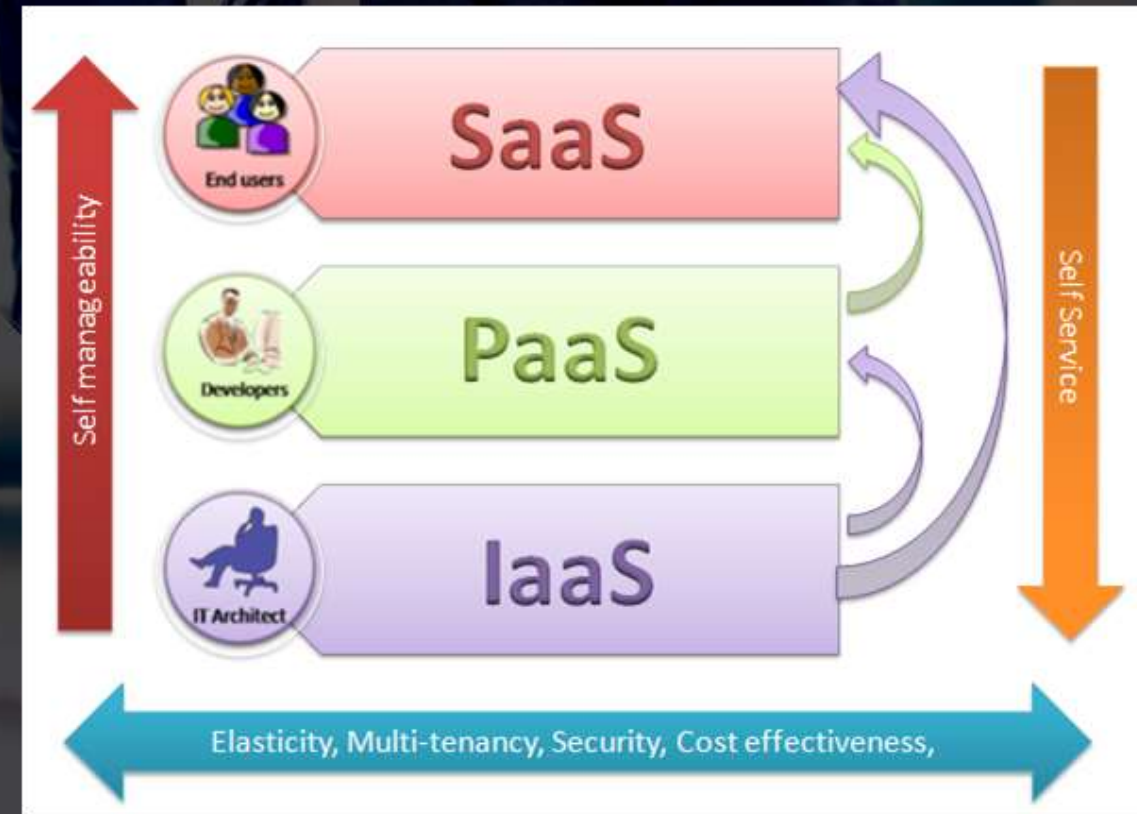
# CLOUD SERVICES

- Online data storage and backup solutions
- Web-based e-mail services
- Hosted office suites and document collaboration services
- Database processing
- Managed technical support services



# BENEFITS OF USING CLOUD SERVICES

- Less startup or license costs
- Pay-for-usage models that can be scaled up or down
- No long-term contracts
- No capital outlays for servers and other infrastructure to run the applications
- Reduced administrative efforts on applications updates, monitoring, fixes and enhancements
- Accessible from any device, anywhere



# EVALUATE A CLOUD SERVICE PROVIDER

- The cost
  - Usually based on a per-use utility model but also variations.
- The Features
- The physical location of the servers
  - Especially for sensitive data.
- Reliability
  - If the data must be accessible.
- Service-level agreement (SLA)
  - Uptime (outages)
  - Resources
  - Compensation
- Security







# HOW TO CHOOSE A CLOUD SERVICE PROVIDER

## Business health and processes

- Financial health
- Organization, governance, planning, and risk management
- Reputation
- Business knowledge and technical know-how
- Compliance audit



# HOW TO CHOOSE A CLOUD SERVICE PROVIDER

## Administration support

- Service Level Agreements (SLAs)
- Performance reporting
- Resource monitoring and configuration management
- Billing and accounting



# HOW TO CHOOSE A CLOUD SERVICE PROVIDER

## Technical capabilities and processes

- Ease of deployment, management, and upgrade
- Standard interfaces
- Event management
- Change management
- Hybrid capability






# HOW TO CHOOSE A CLOUD SERVICE PROVIDER

## Security practices

- Security infrastructure
- Security policies
- Identity management / Integrity Monitoring
- Data backup and retention
- Physical security
- Certifications



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# Thank You.

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