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|  | **国 际 电 信 联 盟****电信标准化局** |  |

 2016年5月11日，日内瓦

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| 文号：电话：传真： | **电信标准化局第222号通函**COM 13/TK+41 22 730 5126+41 22 730 5853 | - 致国际电联各成员国主管部门 |
| 电子邮件： | tsbsg13@itu.int | **抄送：**- ITU-T部门成员；- ITU-T部门准成员；- ITU-T学术成员；- 第13研究组正副主席；- 电信发展局主任；- 无线电通信局主任 |
| 事由： | **发展中国家云计算情形云服务客户（CSC）问卷调查表** |
| 行动 | **请最迟于2016年6月20日前将问卷调查表寄回** |

尊敬的先生/女士：

第13研究组在其上一次会议（2016年4月29日，日内瓦）上一致同意向发展中国家云计算服务客户发出问卷调查表。

第13研究组第5/13号课题（报告人组）计划制定一份描述发展中国家云计算情形的增补，因此，收集有关发展中国家云计算服务部署和使用经验方面的信息将为着手制定增补案文初稿奠定良好基础。

分析对该问卷问题的答复将有助于制定ITU-T新的有关发展中国家云计算部署情形的增补，从而从基础设施要求和云计算部署角度解决发展中国家面临的标准化方面的挑战。

我谨邀请贵方参加本次调查。如贵方能填妥本函**附件1**中的调查表并最迟于**2016年6月20日**前通过传真（+41 22 730 5853）或最好通过下列电子邮件地址（tsbsg13@itu.int）将其寄回，我将不胜感激。

此外，我还谨请您将该问卷调查表发至并非是ITU-T成员的贵国云服务提供商，以便在上述截止日期前亦得到他们对该调查的反馈。

为使各方轻松方便地对调查做出答复并进行沟通，我们还在下列网址提供问卷调查表：<https://www.itu.int/en/ITU-T/studygroups/2013-2016/13/Pages/questionnaires/CSCs.aspx>.

我谨在此对贵方对调查的参与预致感谢。我们非常珍视您的意见。

顺致敬意！

电信标准化局主任
李在摄

**附件：1件**

**Annex 1**

**Questionnaire for Cloud Service Customers (CSCs)**

**On Cloud Computing Scenarios in Developing Countries**

Please return this survey completed to the following address:
Telecommunication Standardization Bureau/ITU
Place des Nations
CH-1211 Geneva 20

Switzerland
Fax: +41 22 730 5853
E-mail: tsbsg13@itu.int

**Deadline** **for submission of response:** **20 June 2016**

**Responder information**

Name: ……………………………………………………………………………………..

Title: ……………………………………………………………………………………..

Organization: ……………………………………………………………………………………..

Address: ……………………………………………………………………………………..

Telephone: ……………………………………………………………………………………..

Fax: ……………………………………………………………………………………..

E-Mail: ……………………………………………………………………………………..

What is your country? ……………………………………………………………………………………..

# General Questions

1. What is your main line of Business?
* Government
* Corporate company
* Small- to medium-sized Enterprise
* Multinational company
* Individual data user
* Individual mobile phone user
* Other: …………………………..
1. Do you use Internet to carry out day-to-day business transactions?

Yes

No

1. What main type of Internet connection do you use?
* Terrestrial fixed (wireless) broadband network e.g. DSL, WiMAX, T1, E1, Fibre etc.
* Satellite broadband network e.g. VSAT, etc.
* Fixed (wired) narrowband (Internet speed under 256 kbps e.g. dial-up, N-ISDN, Fractional T1, etc.)
* Mobile narrowband (Internet speed under 256 kbps e.g. 2G, 2.5G, etc.)
* Mobile broadband network via mobile phone (3G, 4G, LTE, etc.)
* Mobile broadband network via Dongle (USB modem) (3G, 4G, LTE, etc.)
* Other type, specify: …………………………..
1. What was your motivation to migrate to the cloud?

Increase in efficiency

Cost effective

No need of IT infrastructure deployment

Other, specify: …………………………..

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# Cloud Computing Usage

1. What were the criteria for selecting your current cloud provider?

SLA

Performance

Compliance to standards

Technical Support

Customer Service

Cost

Other, specify: …………………………..

1. Which cloud computing service do you use?

|  |  |
| --- | --- |
| Data storage | YesNoIf yes, specify: ………………………….. |
| Software as a Service (Saas) | YesNo |
| Platform as a Service (PaaS) | YesNo |
| Other | YesNoIf yes, specify: ………………………….. |

1. What costs are associated with adoption of cloud computing services?

Training on how to access cloud services

License

Setup configurations

Bandwidth

# Standardisation Requirements

1. Have you signed any service level agreements (SLAs) to enhance customer protection?

Yes

No

1. What are the service level agreement benchmarks for cloud computing?

Performance

Availability

Portability

Security/privacy of data

Data ownership (in case of data storage)

Dispute process

Other, specify: …………………………..

1. Do you think SLAs should be standardised?

Yes

No

1. Can you identify some of the issues that are associated with cloud adoption that can be addressed with standards?

……………………………………………………………………………………………

# Opportunities and Challenges for Cloud Computing Deployment

1. What do you think are bottlenecks and weakness that need to be addressed for an effective use of cloud services?

Security issues

Compliance issues

Privacy issues

Quality of Service issues

Other, Specify: …………………………..

1. What do you think are some of the scenarios that can spur the use of cloud services in your country?
……………………………………………………………………………………………

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