|  |  |  |  |
| --- | --- | --- | --- |
| itu_logo | **Unión Internacional de Telecomunicaciones**  **Oficina de Normalización de las Telecomunicaciones** | |  |
|  | |  | |

Ginebra, 11 de mayo de 2016

|  |  |  |
| --- | --- | --- |
| Ref.:  Tel.: Fax: | **Circular TSB 221**  COM 13/TK  +41 22 730 5226 +41 22 730 5853 | – A las Administraciones de los Estados  Miembros de la Unión |
| Correo-e: | [tsbsg13@itu.int](mailto:tsbsg13@itu.int) | **Copia**:  – A los Miembros del Sector UIT‑T;  – A los Asociados del UIT‑T;  – A las Instituciones Académicas de la UIT;  – Al Presidente y a los Vicepresidentes de la Comisión de Estudio 13;  – Al Director de la Oficina de Desarrollo de las Telecomunicaciones;  – Al Director de la Oficina de Radiocomunicaciones |
| Asunto: | **Cuestionario para clientes de servicios en la nube acerca de los escenarios de computación en la nube en los países en desarrollo** | |
| Acción: | **Sírvase devolver el cuestionario a más tardar el 20 de junio de 2016** | |

Muy Señora mía/Muy Señor mío:

En su última reunión (29 de abril de 2016, Ginebra), la Comisión de Estudio 13 acordó difundir el cuestionario destinado a los consumidores de servicios en la nube del mundo en desarrollo.

La Cuestión 5/13 de la Comisión de Estudio 13 tiene previsto elaborar un suplemento en el que se describirán los escenarios de computación en la nube en los países en desarrollo. La recopilación de experiencias sobre la implantación y utilización de los servicios de computación en la nube en los países en desarrollo supondrá un buen punto de partida para el texto inicial del suplemento.

El análisis de las respuestas a este cuestionario ayudará a la elaboración de un nuevo suplemento del UIT-T sobre escenarios para la implantación de la computación en la nube en los países en desarrollo, abordando los desafíos de normalización a que se enfrentan los países en desarrollo desde la perspectiva de los requisitos de infraestructura y de la implantación de la computación en la nube.

Le invito a participar en esta encuesta, y le agradecería que completara el cuestionario que se reproduce en el **Anexo 1** y lo remitiera por fax al +41 22 730 5853 o, de preferencia, por correo-e a la dirección: [tsbsg13@itu.int](mailto:tsbsg13@itu.int), a más tardar el **20 de junio de 2016**.

Además, le ruego comparta este cuestionario con los clientes de servicios en la nube de su país que no sean miembros del UIT-T, a fin de pedirles sus observaciones sobre el cuestionario antes de que finalice el plazo antes citado.

Para facilitar la comunicación de las respuestas, hemos puesto este cuestionario en línea en la dirección: <https://www.itu.int/en/ITU-T/studygroups/2013-2016/13/Pages/questionnaires/CSPs.aspx>.

Deseo agradecerle por anticipado su participación en esta encuesta. Valoramos su opinión.

Atentamente.

Chaesub Lee  
Director de la Oficina de   
Normalización de las Telecomunicaciones

**Anexo**: 1

**Annex 1**

**Questionnaire for Cloud Service Providers (CSPs)**

**On Cloud Computing Scenarios in Developing Countries**

Please return this completed survey 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](mailto: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?

****Cloud Service Provider

****Mobile Service Provider

****Fixed Service Provider

****Internet Service provider

1. What means of connections are used in your country?

* ADSL
* Cable
* Satellite
* Fibre
* Other: …………………………..

1. What types of customers are currently subscribing to Cloud Computing in your country?

* Small- to medium-sized Enterprises
* Corporate companies
* Multinational companies
* Individual data users
* Individual mobile phone users

1. How many enterprises in your country have migrated to the cloud till 2015?

**…………………………………………………………………………………….**

1. What are the reasons behind your engagement in the Cloud Computing area?

Increase in efficiency and faster time to market

Reduced costs

Customer on-demand service provisioning

1. What kind of cloud service support are you more likely to use?

WebMail

Communication and collaboration services

Online Customer Support (part of the CRM)

Infrastructure as a service for computing or storage

Other: …………………………..

# Cloud Computing Deployment

1. What cloud computing deployment models are you implementing?

Private

Public

Community

Hybrid

1. What is the most promising cloud solution or service? (Please select all applicable choices.)

SaaS (any software application like CRM, HR, finance, email, supply chain management, etc.)

IaaS (for computing, storage, databases, etc.)

NaaS (VPN, any other network connectivity)

PaaS (dedicated platform for cloud services)

CaaS (Communications as a Service)

DaaS (Desktop as a Service)

XaaS (Everything as a Service)

Other: …………………………..

1. Do you think that integration with your applications’ demands in the cloud make it complex?

Yes

No

1. In your view, which technology scope should the CSP focus on?

Server

Storage

Security

Network

Operation System

Software

1. Do you consider important the rapid provisioning of cloud computing services?

Yes

No

1. Do you consider important the dynamic provisioning of cloud computing services?

Yes

No

1. Do you consider important data sharing through centralized consolidation at Data Centre level?

Yes

No

1. In your view, what are the prevailing infrastructure needs for supporting and enabling access to cloud services?

Broadband connectivity

Internet exchange points

Reliable electrical power

Other: …………………………..

# Standardisation Requirements

1. In your view, is there need for standardization of cloud computing services in your country?

Yes

No

1. In your view, what areas of standardization do you consider important for cloud computing?

Security

Interoperability

Storage and computing

Connectivity Access

User identification

Mobility

Service Level Agreement

Portability

Privacy

Other: …………………………..

1. Do you think standardization makes the adoption of the cloud easier and more flexible?

Yes

No

1. Do you consider that cloud data loss or leakage countermeasures should be carefully standardized?

Yes

No

1. Should standardization set up business continuity processes for the cloud?

Yes

No

1. Should service level agreements be standardized?

Yes

No

1. If yes, what should be standardized in service level agreements?

Provisioning Time

Accountability  
Security and Privacy  
Confidentiality  
Service Availability  
Quality Of Service   
Applicable Law

Other: …………………………..

1. Should service management (like patch, incident and change) be standardized?

Yes

No

1. Should cloud service contract management be standardized?

Yes

No

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

……………………………………………………………………………………………

# Opportunities and Challenges for Cloud Computing Deployment

1. What are the external barriers that you are encountering with cloud computing adoption?

Lack of capacity building

Lack of adequate standards

Lack of cloud computing experts

Other: …………………………..

1. What are the internal barriers that you are encountering with cloud computing adoption?

Lack of skills

Difficulty of migration to the cloud

Interoperability with other cloud providers

Other: …………………………..

1. What do you think are bottlenecks and weakness that need to be addressed for an effective deployment of cloud services as perceived by cloud customers?

Security issues

Compliance issues

Privacy issues

Integration issues

Vendor lock-in

Other:

1. What are the scenarios that can spur the adoption of cloud services in the country and in developing countries?  
   ……………………………………………………………………………………………

\_\_\_\_\_\_\_\_\_\_\_\_\_\_