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| ITU Logo | | **International telecommunication union**  **Telecommunication Standardization Bureau** | | CCITT/ITU-T 60th Anniversary logo |
|  | | | Geneva, 11 May 2016 | |
| Ref: | **TSB Circular 222**  COM 13/TK | | - To Administrations of Member States of the Union | |
| Tel: | +41 22 730 5126 | |
| Fax: | +41 22 730 5853 | |
| E-mail: | [tsbsg13@itu.int](mailto:tsbsg13@itu.int) | | **Copy:**  - To ITU-T Sector Members;  - To ITU-T Associates;  - To ITU Academia;  - To the Chairman and Vice-Chairmen of Study Group 13;  - To the Director of the Telecommunication Development Bureau;  - To the Director of the Radiocommunication Bureau | |
| Subject: | **Questionnaire for Cloud Service Customers (CSCs) On Cloud Computing Scenarios in Developing Countries** | | | |
| Action: | **Please return the questionnaire by 20 June 2016 at the latest** | | | |

Dear Sir/Madam,

At its last meeting (29 April 2016, Geneva), Study Group 13 agreed to disseminate the questionnaire to the attention of the cloud service consumers from the developing world.

Study Group 13, Question 5/13, has a plan to develop a supplement that will depict the cloud computing scenarios in developing countries. The collection of experiences on deployment and usage of cloud computing services in developing countries will serve a good basis for initial text of the supplement.

Analysis of the answers to this questionnaire will help in the development of a new ITU-T supplement on scenarios for deployment of cloud computing in developing countries, addressing challenges in standardization the developing countries are facing from the perspective of the infrastructure requirements and deployment of cloud computing.

I invite you to participate in this survey and would appreciate it if you would complete the questionnaire reproduced in **Annex 1** and return it by fax: +41 22 730 5853 or, preferably, by e-mail to the following address: [tsbsg13@itu.int](mailto:tsbsg13@itu.int) no later than **20 June 2016**.

In addition, I kindly ask you to share this questionnaire with the Cloud Services Customers in your country which are not ITU-T members in order to ask them to give their feedback on the questionnaire before the deadline mentioned above.

For easy communication of responses we made this questionnaire available online at the following address: <https://www.itu.int/en/ITU-T/studygroups/2013-2016/13/Pages/questionnaires/CSCs.aspx>.

I wish to thank you in advance for your participation in this survey. We value your opinion.

Yours faithfully,

Chaesub Lee  
Director of the Telecommunication  
Standardization Bureau

**Annex: 1**

**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](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?

* 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  No  If yes, specify: ………………………….. |
| Software as a Service (Saas) | Yes  No |
| Platform as a Service (PaaS) | Yes  No |
| Other | Yes  No  If 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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