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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221号通函**COM 13/TK+41 22 730 5226+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提供商（CSP）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提供商发出问卷调查表。

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成员的贵国云服务客户，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/CSPs.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 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

**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?
……………………………………………………………………………………………

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