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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 221**  COM13/TK | | - To Administrations of Member States of the Union | |
| Tel: | +41 22 730 5226 | |
| 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 Providers (CSPs) 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 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?  
   ……………………………………………………………………………………………

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