# Public Consultation on Cloud Computing

The purpose of this questionnaire is to obtain structured input from stakeholders and interested parties on the needs, barriers and opportunities of the use and provision of cloud computing. This input will feed into the Commission's work on a European Cloud Computing Strategy along the lines set out by Vice-President Kroes on 27 January 2011
http://europa.eu/rapid/pressReleasesAction.do?reference=SPEECH/11/50.

## Background

The Digital Agenda is Europe's strategy for a flourishing digital economy by 2020. It outlines policies and actions to maximise the social and economic potential of information and communications technologies (ICTs), notably via the internet. The development of a European Cloud Computing Strategy is one of the actions of the Digital Agenda.

Cloud Computing represents a paradigm shift away from today's decentralised IT systems. It is already transforming providers of IT services and it will change the way other industrial sectors provision their IT needs as end users, as well as the way citizens interact with their computers and their mobile devices. Cloud Computing, although in its early days, is already a commercial reality and the adoption rate of Cloud Computing services is growing. One study[1] has predicted a Compound Annual Growth Rate of 19.5% in Cloud Computing. According to Gartner,[2] the industry is poised for strong growth through 2014, when worldwide cloud services revenue is projected to reach USD 148.8 billion.

The EU needs to become not only cloud-friendly but cloud-active  to fully realise the benefits of Cloud Computing. Besides allowing for the provision of Cloud Computing in its various forms, the relevant environment in the EU has to address the needs of end users andprotect the rights of citizens.

At the same time, it should allow for the development of a strong industry in this sector in Europe.

With this consultation, the Commission asks  stakeholders and interested parties for their experiences, needs, expectations and insights into the use of Cloud Computing. This input will be used in developing future Cloud Computing policies and actions.

The purpose of the questionnaire is to collect information that is as detailed as possible. This implies that detailed free text answers will be more useful than short answers in a multiple choice style. It is not necessary to answer all the questions, please focus on those where you can provide relevant insights based on your knowledge and experience.

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[1] Study by PAC Report D2 Figure 3

http://cordis.europa.eu/fp7/ict/ssai/docs/20090730-d2-eu-ssbs-industry_en.pdf

[2]
http://www.informationweek.in/Cloud_Computing/10-06-22/Global_cloud_services_market_to_surpa

## Your Profile

1 Are you responding for a Company?* (compulsory)
(at most 1 answer)

○ Yes

○ No

2 Size in number of employees* (compulsory)

| |
|---|

3 Sector* (compulsory)
(between 1 and 20 characters)

4 Country where legally established<sup>*</sup> (compulsory)
(between 1 and 30 characters)

5 Are you a Public Administration?<sup>*</sup> (compulsory)
(at most 1 answer)

○ Yes

○ No

6 Size in number of employees<sup>*</sup> (compulsory)
(between 1 and 50 characters)

7 Sector* (compulsory)
(between 1 and 50 characters)



8 Country where legally established * (compulsory)
(between 1 and 50 characters)

9 If you are not a company nor a public administration, are you...* (compulsory)
(at most 1 answer)

○ Academic

○ Individual

○ Other


10 If other, please explain...* (compulsory)
(between 1 and 50 characters)

11

If you are a **user** of cloud services: Please describe your current use of cloud computing.

What kind of problems do you encounter when using cloud computing solutions in the EU? Elsewhere?

(optional)
(between 1 and 2000 characters)
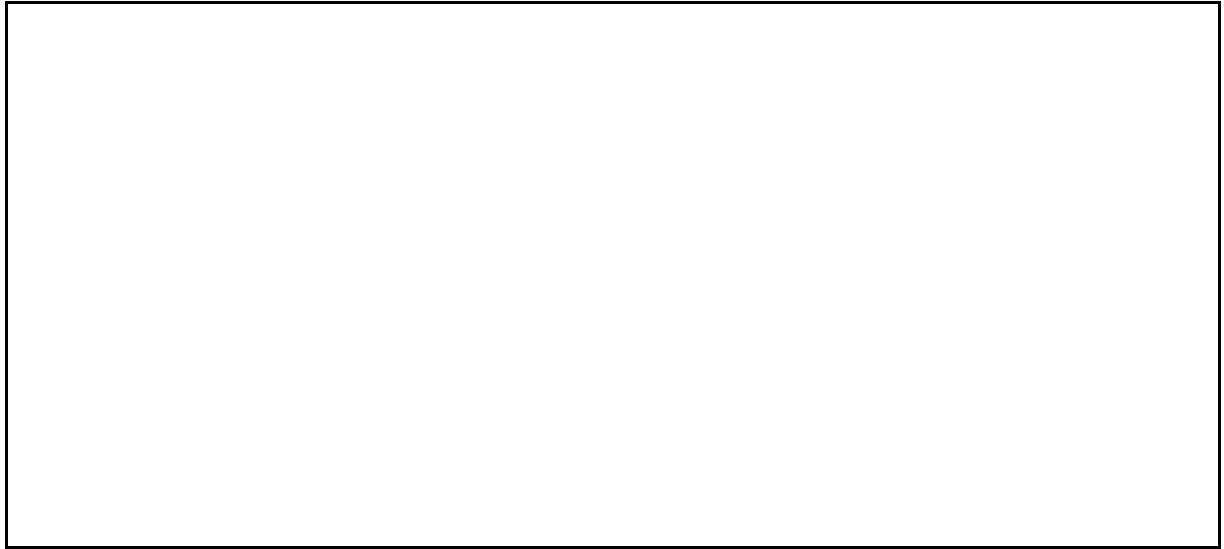
12

If you are a **potential user** but not active yet:

What are the main reasons for not (or not yet) using Cloud Computing?

(optional)
(between 1 and 2000 characters)

13

If you are a **provider** of cloud services: Please describe your offer.

What kind of barriers do you face in providing your cloud computing services within the EU?  Elsewhere?

## Clouds for users

1 Do you feel that in the cloud services you are currently using or have been evaluating (or are providing), the rights and responsibilities of both user and provider are clear? (optional)

○ Yes

○ No

2 Please comment. (optional)

3 Are you aware of the applicable jurisdiction in different types of disputes that could arise during your provision or use (or potential future use) of specific cloud offerings? (optional)
(at most 1 answer)

○ Yes

○ No

4 Is there an alternative approach to the determination of jurisdiction that may work better both for users and providers? (optional)
(at most 1 answer)

○ Yes

○ No

○ Don't know

5 If yes, please comment. (optional)
(between 1 and 2000 characters)

6 Please comment. (optional)
(between 1 and 2000 characters)

7 Do you feel that the question of liability in cross-border situations is clear for cloud users and cloud providers? (optional)
(at most 1 answer)

○ Yes

○ No

8 Why? (optional)

## Legislative Framework

1 Do you think there are updates to the current EU Data Protection Directive that could further facilitate Cloud Computing while preserving the level of protection? (optional)
(at most 1 answer)

○ Yes

○ No

2 If yes, please describe. (optional)
(between 1 and 2000 characters)

3 Are you aware of specificities in Member State data protection rules, or other legislation, that prevent you from using/providing cloud services within the EU?  (optional)
(at most 1 answer)

○ Yes

○ No

○ Don't know

4 If yes, please detail.  (optional)
(between 1 and 2000 characters)

5 From your perspective, would it be useful if model Service Level Agreements or End User Agreements existed for cloud services so that certain basic terms and conditions could easily be incorporated into the contractual agreements?  (optional)
(at most 1 answer)
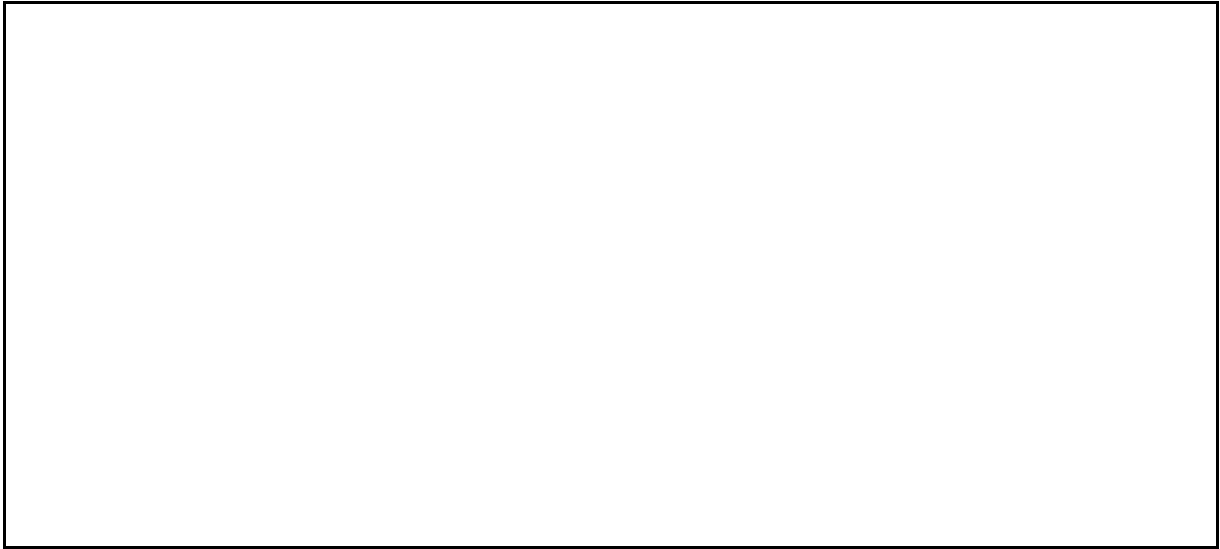
○ Yes

○ No

6 If no, why not?  (optional)
(between 1 and 2000 characters)

7 If yes, further thoughts about how this might/should work  (optional)
(between 1 and 2000 characters)

## Embracing interoperability

1 Please describe interoperability or (data) portability issues you have encountered when using/providing cloud services or are otherwise aware of.  (optional)
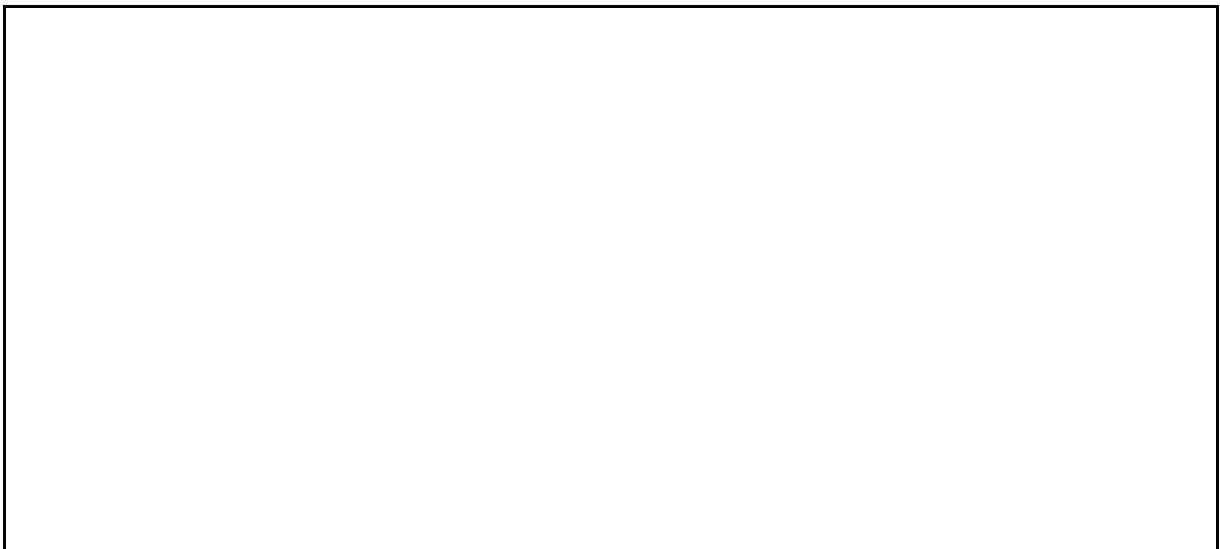(between 1 and 2000 characters)

2 Which existing or emerging standards support interoperability across clouds and portability of data (from one cloud to another)?

Please list and describe.

(optional)
(between 1 and 2000 characters)

3

Which are the most important standards that are currently missing but which you feel are necessary to ensure interoperability and portability? Please describe in detail the aspects they should cover.

(optional)

## Public sector clouds

1 What can the public sector do as a cloud user to support the emergence of best practices? (optional)

2 Please elaborate in particular on public procurement of cloud services. (optional)

3

In particular, can the deployment of eGovernment and eScience infrastructures by the public sector act as an example for other sectors?

(optional)
(between 1 and 2000 characters)

4 Please list Member State **initiatives** in the area of Cloud Computing that you are aware of. (optional)
(between 1 and 2000 characters)

5 Do you think they are: (optional)
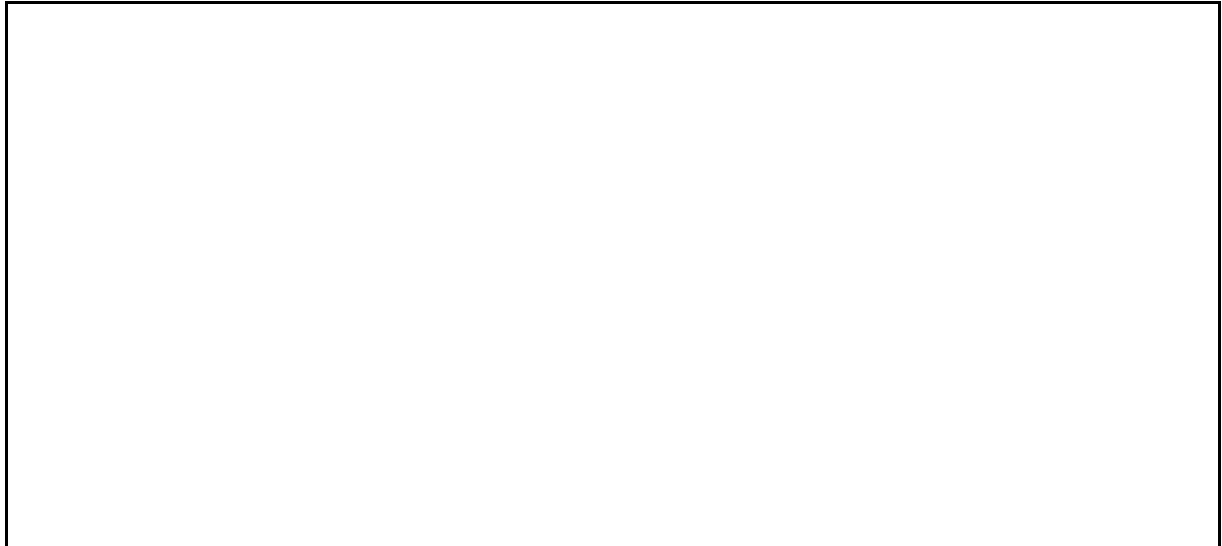(at most 1 answer)

○ adequate

○ go too far

○ not far enough



6 Please elaborate. (optional)
(between 1 and 2000 characters)

7 How can Member States best cooperate to create interoperable solutions and shared best practices? (optional)
(between 1 and 2000 characters)

## Future Research and Innovation programmes

1 Which are the most important technical aspects of cloud computing that researchers are currently working on?
*Please explain the importance of each concrete example.*

 (optional)
(between 1 and 2000 characters)

2 Beyond these, do you see technical problems/limitations of current cloud service offerings that will require further research in the coming years? (optional)
(at most 1 answer)

○ Yes

○ No

3 Please elaborate. (optional)
(between 1 and 2000 characters)

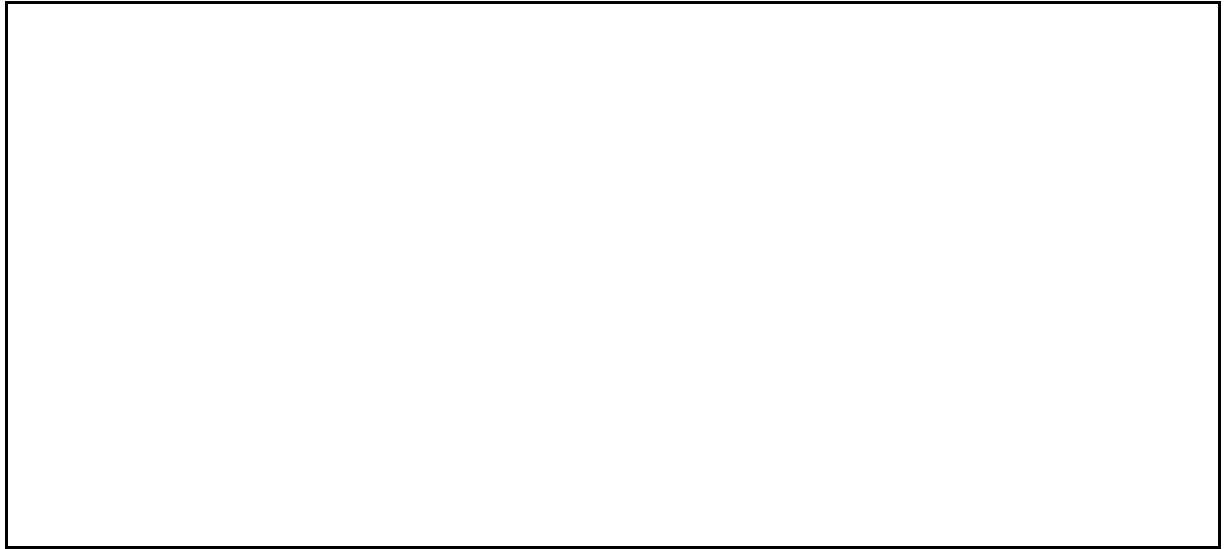4 Should public R&I funding be used to establish prototypes of new cloud infrastructures? (optional)
(at most 1 answer)

○ Yes

○ No

5 If yes, please describe types of projects/prototypes you would see as useful, and explain why. (optional)
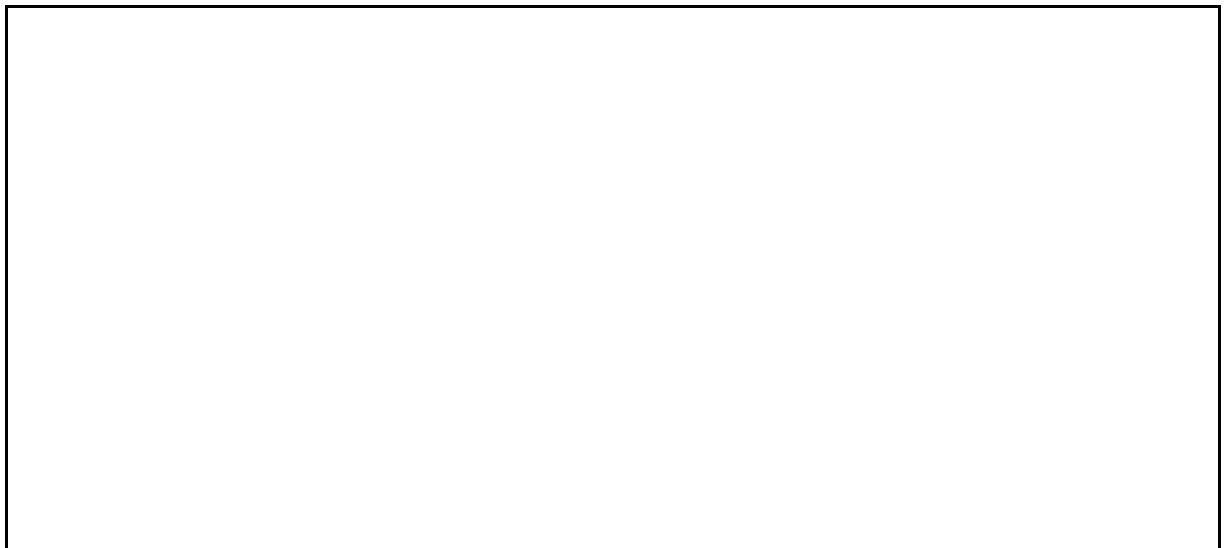(between 1 and 2000 characters)

## Global solutions for global problems

1

What are the most important Cloud Computing problems that have to be discussed at global level? Please list and explain.
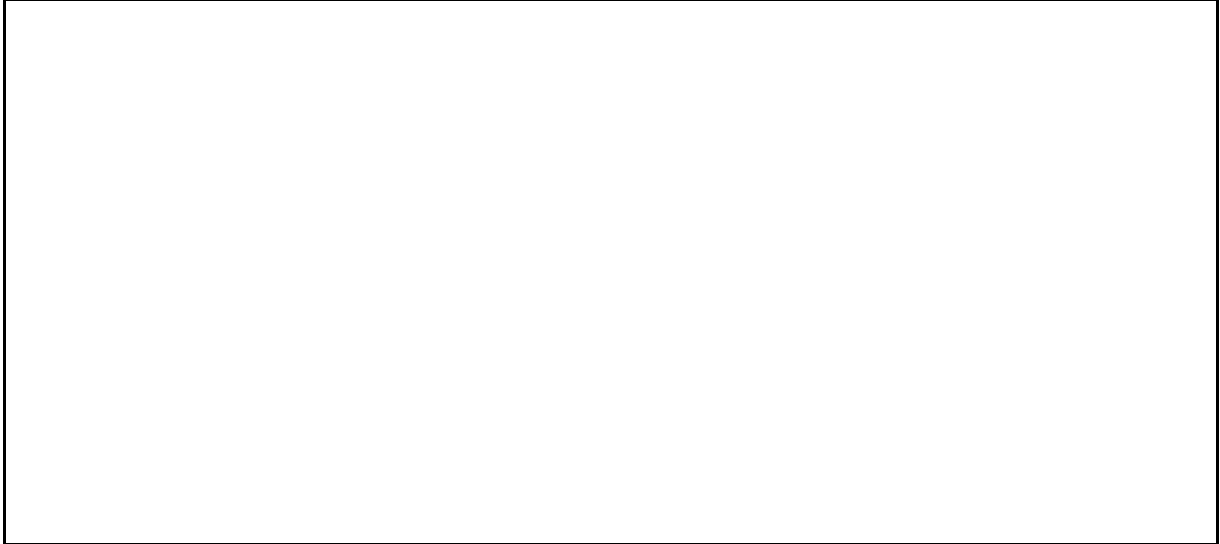
2 Which would be the right **fora**/apporaches to tackle them?

Please expand.

## Background documents

Report on 'The Future of Cloud Computing' conference
26/01/2010: http://cordis.europa.eu/fp7/ict/ssai/events-20100126-cloud-computing_en.html