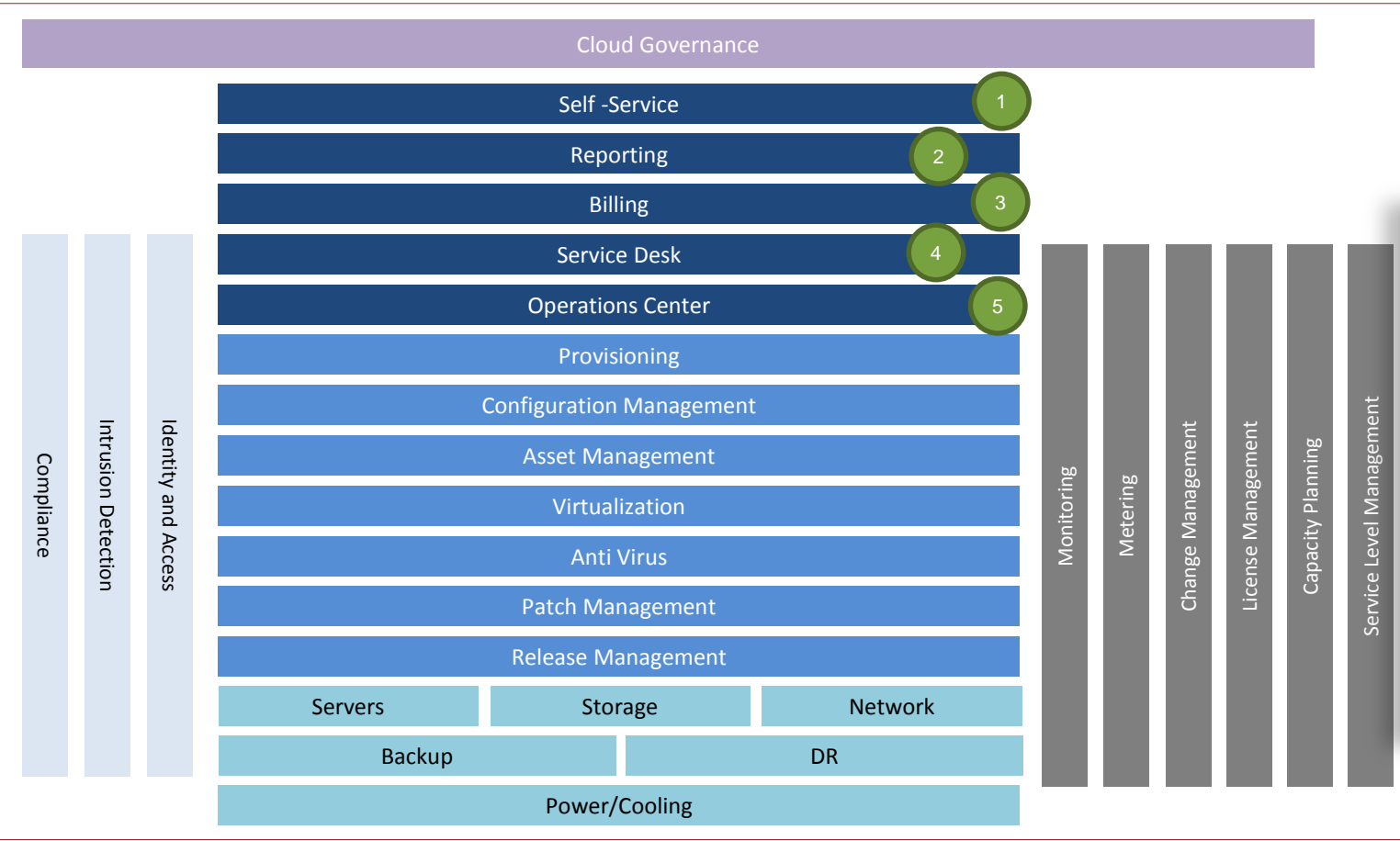


# Cloud Governance Framework - Service Delivery

The objective of cloud governance framework is to assess and help identify the current organizational maturity to enable cloud service models (e.g. IaaS, PaaS, SaaS) or BPaaS delivery based on cloud service models. Cloud Governance framework consists of Service delivery, Infrastructure Management, Service management, Security, and Infrastructure components.



- 1 Allows authorized customers to effectively procure, provision and manage infrastructure resources via an intuitive web interface.
- 2 Provides consolidated accurate and time sensitive information to enable high value decisions on strategic, tactical, and operational levels. E.g. usage, metering, SLA.
- 3 Used to bill customers based on a pre-determined cost unit and actual usage time. The bill contains statement of charges for resources consumed over a specified time period.
- 4 Provides a single point of contact for inquiries, incidents, and service requests.
- 5 Relates to problem management. It is designed to facilitate the communication, detection, logging, categorization, and resolution of problems in the environment.

