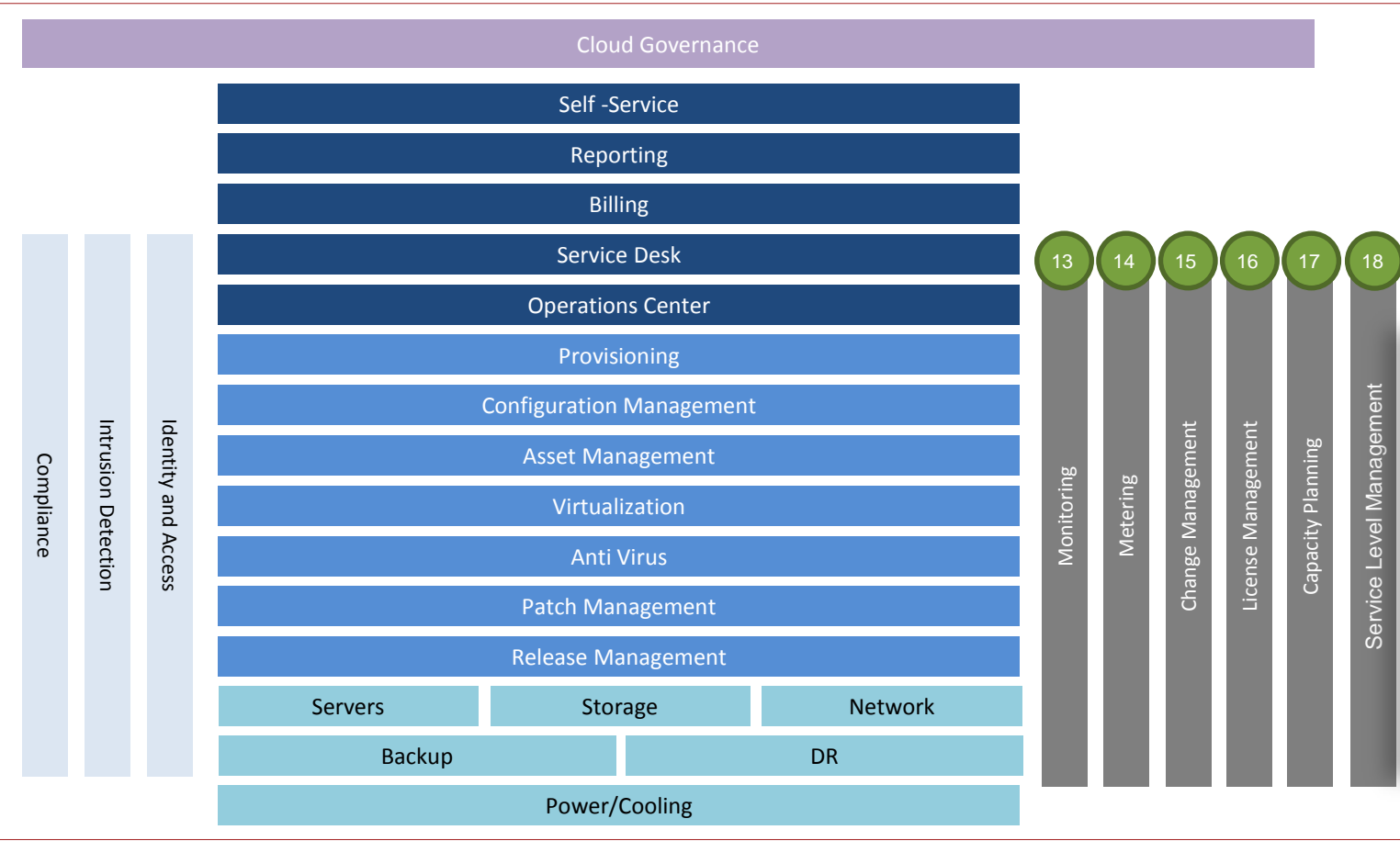


# Cloud Governance Framework - Service Management

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.



- 13 Provides continuous monitoring and measurement of availability and performance across computing services.
- 14 Provides usage metering of services by consumers of IaaS
- 15 Facilitates the initiation, approval, documentation, and review of changes to the computing environment.
- 16 Manages licenses and protect against unexpected license fees and penalties.
- 17 This component is designed to plan and deploy appropriate capacity to meet demand.
- 18 Manage and monitor service level requirements and agreements.

