



SNS COLLEGE OF ENGINEERING

Kurumbapalayam (Po), Coimbatore – 641 107

An Autonomous Institution

Accredited by NBA – AICTE and Accredited by NAAC – UGC with ‘A’ Grade
Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

**DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING(IoT and
Cybersecurity Including BCT)**

COURSE NAME : cloud service management

IV YEAR / VII SEMESTER

Unit II-Cloud Service Management Fundamentals

Topic : Service perspective



Service perspective:

The service perspective in cloud service management refers to the focus on delivering cloud services in a way that meets the needs and expectations of the users or customers while ensuring efficiency, reliability, and cost-effectiveness. This perspective is essential for creating a positive and productive user experience with cloud services. Here are key aspects of the service perspective in cloud service management:

Service Catalog: A service catalog is a central component of the service perspective. It provides a detailed list of available cloud services, their descriptions, features, and pricing. Users can select services from the catalog based on their specific requirements.

Service Level Agreements (SLAs): SLAs are agreements that define the expected levels of service quality, performance, and availability. Cloud service providers and users establish these agreements to ensure that service expectations are met.



User-Centric Approach: Cloud service management places users at the center of its focus. It's about understanding the needs of users, including both employees within an organization and external customers, and tailoring services to meet those needs effectively.

Self-Service Portals: Self-service portals are designed with the user experience in mind. They enable users to request and manage cloud resources and services easily, reducing the need for direct IT involvement. User-friendly interfaces and dashboards are common in self-service portals.

User Access Control: Managing user access is crucial for security and compliance. The service perspective ensures that the right users have the appropriate permissions to access cloud services and data, protecting against unauthorized access.

User Support and Help Desk: A user-friendly service desk or help desk is provided to address user inquiries, issues, and requests promptly. This ensures a positive user experience and helps resolve problems efficiently.

User Training and Education: To make the most of cloud services, users may need training and educational resources. The service perspective includes providing training materials and guidance to users to enhance their understanding and usage of cloud services.



Feedback and Continuous Improvement: Users' feedback is valuable for service improvement. Cloud service management includes mechanisms for collecting and acting on user feedback to refine services continuously.

Cost Transparency: Users should have visibility into the cost of cloud services they use. The service perspective includes tools and reporting that show users how their usage impacts costs.

Service Optimization: Service managers regularly assess and optimize cloud services to ensure they align with users' evolving needs and technological advancements. This may involve resizing resources, adopting new features, or discontinuing services that are no longer beneficial.

Service Availability and Reliability: Ensuring that cloud services are available and reliable is a fundamental aspect of the service perspective. Downtime and service interruptions are minimized to provide a seamless user experience.

Compliance and Security: Users' data and privacy are protected through security measures and compliance policies. The service perspective ensures that services adhere to industry regulations and best practices.