Cloud Computing

**Executive Summary**

The purpose of this report is to look into the feasibility of acquiring the services of cloud computing as opposed to the traditional ways of acquiring the data in the server room physically. Like an organisation, an individual also faces the problem of choosing between the two. For example- he has the opportunity of storing some individual files either on a portable device such as a USB or he or she can carry the same virtually on his mail via a saved copy and the same can be addressed from Internet anywhere. They organization should acquire the services so that the employees also get freedom from taking their devices even to places where they need not to as the systems are already installed with Internet access, but the managers can access their mail only through their own computer and not through the web. Thus, the report first introduces the company for which the report has been prepared. The report highlights the issues and challenges of It in the organisation, Finally, the reports provides a set of recommendations based on the cost-benefit analysis of cost computing as an alternative.

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# Introduction

This report relates to Pearsons group of advantage and the broad description has been given on the feasibility of acquiring cloud computation technique has been elaborated. The name of the organisation is Pearsons Private limited and it was incorporated back in 2000. It started as a manufacturer of electronic goods which were reasonable enough if it is considered from the point of view of price. The business in the last decade has seen some revolutionary changes in the era of technology and also due to the ever increasing globalisation (Morgan, G 2006). This has certainly changed the way how business is conducted and how it is approached by the top officials. Keeping up closely with the objective which is to build quality into operations and to ensure zero defect products and thereby achieving excellence in organisational performance and satisfaction of the customers, the business then decided to spread across various verticals which includes mobile manufacturing, test and repair centre, manufacturing innovative electronic goods which are compatible with other electronics so that they can be connected to each other to give the end customer a rich experience, this has certainly increased the need for top officials to negotiate and be in sync as both the producers of the company will have to adhere to certain principles so that their products or devices can be connected to each other, the company then decided to moved on to introducing an education centre of their own which is indeed a part of the service industry (Thornburg 2004). Service industry essentially involves a commitment of continuous and a consistent delivery of satisfaction to clients as it does not involve manufacturing a standard product, rather it involves the human element wherein every service delivered has the right to be different from another. The main business vertical of the company is still the production and manufacturing of innovative products to keep surprising their end customers and constantly giving them a wow effect. The company leaving apart the service business vertical of education centre, has got everything to do with innovative ideas and an important part of that is that even if an idea strikes an employee who might not belong to the senior management level, it should flow from bottom to top as the ideas which come from these employees cannot be ignored under any circumstances owing to the fact that they have rich experience they have from working everyday and the flow of information and ideas should be both vertical and horizontal in the internal environment of an organisation to ensure that the flow of ideas is justified which is inevitable for an organisation like this (Wolpert 1996).

# IT infrastructure: issues and challenges

Since the company also specializes in providing chip level repair services to the clients, they have also recently expanded their business verticals to introduction of a call center and also have also started to offer their services in the wireless industry. The issues related to IT which they face as far as the call center is concerned are that they have to keep a track of all the data that holds critical value for the organisation. The organisation gets the data every month from the parent company and the same gets converted into useful data. Often, the IT issues and threats that have been identified are losing the data due to mishandling and not keeping it secure. The organisation often gets orders from national bodies for strengthening the overall network distribution in the economy. They are increasing the number and scope of work performed by them. It includes Original Equipment Manufacturer/Telecom equipment manufacturers. Thus, they use the suppliers from all sorts of sources which often include local vendors as long as they trust the source and have been conducting business with them. Also, Cyber security threats such as spam, phishing, spyware and adware do present considerable risks and can prove to be harmful for the information security of the organisation as their sensitive and secret information can be leaked at any point of time. However many organizations are required to report the existing security system that are being used by the organizations and it has to be brought to the knowledge of the parties. It has been seen in the important phases of the report that cyber security threats such as spam, phishing and spyware have broadened in scope and are not the same which could have been ignored by users as was the case four to five years back. The organisation should prepare them efficiently to be able to keep themselves updated with the security concerns. They should make periodic assessments that would be target anticipating what other activities are being undertaken by the spammers to get private and sensitive information of the internet users (Argyris, 2007). Security awareness training should be given to all the employees of the organisation so that they are well aware of these techniques used. They would also be given proper training to make sure that they do not follow into the trap of these activities. Along with that they would also be told about hoe to report such incidents to the concerned person as soon as it is seen that certain activities are suspicious. In the times to come, in the light of increasing globalisation, there could also be a provision made by all the organizations to make a global body who would get all the reports related to the activities over the net that are suspicious. Since internet is a tool that is spread worldwide, there should be a body that would cater to the needs of all the internet related problems throughout the world. The other issues that are being faced by the organisation include taking care of daily maintenance of the software which is being used by the company (Davenport,2004). Also, when the agent faces any problem in getting a particular task accomplished in his or her system, then they are supposed to contact and intimate the Information Technology department about the same which then generates a token number for the problem and gets the same addressed. Also, the organization is essentially a service provider as they concentrate on repairing business thus keeping up with the software updating is essential for the organisation. The head of the IT department makes it a point positively to read news archives and other details about the organization. As the company grows into further maturity stage, they would be expected t o take professional help from multinational giants like IBM, Accenture etc to help them get access to software that would enable their operations to be conducted smoothly and more efficiently. For example- the company is into warranty extension plans and the updates from the partners across various channels are updated manually by the respective managers. Thus, once the operations expand to a higher degree, then one can expect the software to be developed with the help of software consultants and other major players in the market to get assistance by the virtue of ease of operations (Malone 2007).

# Cloud Computing and its business benefits and costs

Cloud computing takes place when people gain power over computing over the internet rather than buying their own software .One organisation that uses cloud computing is NASA .As we all know NASA is an agency of the government of USA which is responsible for space program .NASA has many cloud computing programs which includes Nebula , which is being developed under NASA’s Ames Research Centre .It provides high capacity and fast service computing even for storage and better network connectivity .The best part is that it saves energy .The Nebula is full revised which has formed a fast development for better and safe applications of internet .NASA’s IT infrastructure is Space Exploration .This infrastructure assures the right in infrastructure so that the capabilities are in timeframe (Meyer 2003)

**Cloud Computing: Hosting the information over a network**



Emergence of cloud computing has brought many advantages to the nation serving organizations .If we talk through a common man’s perspective, since cloud computing requires no software or hardware it enables individuals or organizations to store files .The most interesting fact is that many users are doing cloud computing although they don’t know it .For example-we all use face book twitter, etc. To connect to our close friends and relatives, business dealers etc rather than chatting soft ware’s like Skype and yahoo messenger (Kerr 2005).

Cloud computing has many advantages for the international organizations. The biggest advantage is that the office staff can access to the files or other company information even when they are not in the office .Office workers can access to the data and information of the company from wherever they are. No matter what, cloud computing has brought a drastic change in the whole system of banking. Staff can access to each other easily through internet. This is one of the main advantages for the working staff in an office of cloud computing. Communication through cloud computing is increasing and advancing as chatting and emailing is becoming more common. This has made our work easier and faster than before. Office workers now take less than an hour to complete their work as they just open the internet and ready to start and even finish. Downloading soft ware’s take much more time. Cloud computing is cheaper as we don’t need to buy and install expensive soft ware’s. If we have internet access we can surely work online. Children today are fond of playing games on the computer. For their kind information, they now don’t need to go to disks and hard drive shops. If they have internet access, either on blackberry phones or on the computer, they can surely enjoy playing online games (Bartlett,2005)

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