

Questionnaire

This research is mainly focused on the standard of services used, customer satisfaction, and also trying to find the definition of Cloud computing via the interview

Provider

1. What is your definition of Cloud Computing?
2. Do you provide Cloud computing service?
3. What type of the Cloud computing you provide?Saas?Paas?or Iaas?
4. What kind of services do you provide?
5. Why do you choose to provide that services?
6. How do you appeal your services to customers? (For example high security protection or very low cost)
7. What is the most important factor in order to make the service meet customers' demand?
8. What is the difficulty in developing the service to meet customers' demand?
9. Do the Cloud Computing has the limitations or risks ? (For example the risks of data leaking)
- 10.What is your vision for the future of the Cloud Computing?

End-user

1. How do you know Cloud Computing?
2. Why did you choose the Cloud Computing?
3. What services are you using?
4. What is the standard when you choose the services?(For example the services from trustable provider)
5. Do you satisfied with the service?
6. If yes,What make you satisfied with the service?
7. If no,What make you dissatisfied with the service?
8. Do you think it is necessary to use the Cloud Computing in your organisation? Why?
9. Do you have another choice instead of Cloud Computing?
- 10.What kind of services do you expect in the future?