Cybersecurity Seminar Series presents:

"Measuring and Managing Quality of Service in a Cloud Environment"

By Heiko Ludwig
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Friday, January 8, 2016 | 1:30 pm
Light refreshments will be offered
Information Sciences Building, 3rd floor

Today's application environments combine Cloud and on-premise infrastructure platforms and services from different providers enable the quick development and delivery of solutions to their intended users. The ability to use Cloud platforms to stand up applications in a short time frame, the wide availability of Web services, and the application of a continuous deployment model has led to very dynamic application environments. In those application environments, managing quality of service has become more important. The more external service vendors are involved the less control an application owner has and must rely on Service Level Agreements (SLAs). However, SLA management is becoming more difficult. Services from different vendors expose different instrumentation.

This talk will analyze the issues of defining service quality metrics, measuring them, and implementing them in a multi-layer Cloud environment from a service customer and a service provider's point of view. Standard approaches to measure and manage service quality will be revisited and the novel rSLA language and service for quality management will be introduced.

Dr. Heiko Ludwig is a Research Staff Member and Manager with IBM's Almaden Research Center in San Jose, CA. Leading the Platform and Mobile Research group, Ludwig is currently working on topics related to Platform as a Service (PaaS) as well as mobile applications. He had published more than 100 refereed articles, conference papers, and book chapters, as well as technical reports. Prior to the Alamaden Research Center, Dr. Ludwig held different positions at IBM in the TJ Watson Research Center, the Zurich Research Laboratory, and IBM's South American Delivery Centers in Argentina and Brazil.

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