A Proposed Quality Model for "Infrastructure as a Service (IaaS)" in Cloud Computing from Users Perspective

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Abstract

In this thesis we have proposed a quality model for Infrastructure as a Service (IaaS) from the users' perspective. The objective was to enhance user satisfaction by identifying the quality factors that are important to the users' from their perspective. The methodology involved conducting a survey questionnaire and a literature review. The questionnaire was distributed to a diverse group of IaaS users, gathered insights on most essential quality factors. Additionally, a literature review complemented the survey findings, resulting a quality model for IaaS. The proposed model provided a valuable framework for IaaS providers and enabled users to make informed decisions. Further research is warranted to validate and refine the model's applicability in different cloud computing contexts.

Keywords: Cloud Computing, Framework, Infrastructure as a Service (IaaS), Quality Factors, Quality Model.