

Non-Functional Cloud Service Specifications for BPaaS

The below table contains all the possible values for non-functional cloud service specifications for BPaaS. The specifications are grouped by sub-dimensions and dimensions.

Top 8 Dimensions	Sub-dimensions	Values
Payment	Payment Plan	Customizable Plan Free of Charge Fixed Subscription Per-terabyte Per-instance Per-user Per-day Per-hour Initial Base Fee Per-Item Utility Pay-as-you-go Monthly Fee None Prepaid Annual Plan Try Free First Other Not specified

	Additional costs	yes no not specified
<i>Security</i>	Encryption type	AES TLS VPN IP Filtering SSL (Secure Sockets Layer) IAAS Ipsec TLS PSN SOX HIPAA FDA FIPS ISO:27001 SSH HIPAA and HITECH PCI DSS Privacy Shield Other Not specified
	Stored data location	EU-US Privacy Shield agreement locations

	EES
	European Union
	United Kingdom
	The Netherlands
	European Economic Area (EEA)
	Africa
	Asia
	China
	Israel
	Europe
	Austria
	French
	Germany
	Italy
	Romania
	Switzerland
	North America
	USA
	South America
	not defined
	Brazil
	Other

	Is there a security standard in place?	yes no not specified
	Is there an automatic password management in place?	yes no not defined
<i>Performance</i>	Is a performance management system in place?	yes no not specified
	Are different performance plans available?	yes no
	Response Time (in ms)	value
	Is the computing processing power scalable?	yes no
	Is the Data Storage scalable?	yes no
	Data Storage in GB	value
	Simultaneous Users	value
<i>Availability</i>	Availability in Percentage	value
	Access Log Availability (in Months)	value
	Access Log Retention Period (in Months)	value
	Audit Log Availability (in Months)	value
	Audit Log Retention Period (in Months)	value

<i>Reliability</i>	Backup Frequency	every 3 hours defined by customer monthly weekly yearly daily hourly not specified
	Backup Retention Time	up to 1 day longer than 1 year up to 1 week up to 1 month up to 1 year up to 6 month not specified
<i>Interoperability</i>	Data Import Format	video_mp4
	Data Export Format	pdf ppt mp3 csv Other
	Can data migration be performed independently from the provider?	yes no

	Application Programming Interface (API) Integration	yes no
<i>Support</i>	Service Support Responsiveness	at_most_1_working_days at_most_2_working_days at_most_3_working_days at_most_5_working_days at_most_4_working_days at_most_30_working_days at_most_1.5_hours at_most_1_hour at_most_4_hours at_most_2_hours at_most_5_hours at_most_8_hours at_most_12_hours at_most_120_hours at_most_3_hours at_most_15_minutes Not specified

	Service Support	Mon-Fri Mon-Sat Mon-Sun 24-7 7 days a week 24-5 9am-5pm Not specified
	What are the offered support channels	Phone Mail On-line Ticketing On Site Support Social Media Other
<i>Target Market</i>	Target Market	Business Publishers Culture/Archeology Justice sector Social Care Development Agencies Health Care Government Institutions Public Sector

		<div>Social Sector</div> <div>Web-Developers</div> <div>App Developers</div> <div>Education</div> <div>No Target</div>
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