**Cloud Computing**

**December 2023 Examination**

**Q 1. You are invited by the Government of Djibouti to advise on deployment of cloud for their e-governance services. The Government is very keen to reduce the total cost of ownership and increase scalability of its e-governance infrastructure. As such, it is evaluating the use of cloud and the right choice for the deployment model. You have been asked to provide a brief report explaining pros and cons of each cloud deployment model for e-governance systems in Djibouti. (10 Marks)**

**Ans 1.**

**Introduction**

Cloud computing has revolutionized the way organizations manage and access their IT resources. For nations like Djibouti, which are on the cusp of digital transformation, the adoption of cloud technologies, especially for e-governance systems, can be a game-changer. E-governance, the use of digital tools and systems to provide public services, is pivotal for enhancing transparency, efficiency, and citizen engagement. As Djibouti seeks to bolster its e-governance infrastructure, cloud computing emerges as a viable solution, offering scalability, flexibility, and potential cost savings. However, the journey to the cloud is not

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**Q 2. EZLearn Technologies is a startup being incubated at IIT Powai. It offers K12 e- Tutoring via cloud. Being a startup, it is unable to afford its own data center. Rather it is evaluating commercially available technology platforms for cloud computing. Specifically, it is evaluating (a) whether to opt for IaaS or PaaS, and (b) AWS, GCP or Azure. You are invited to provide a comparison of these choices and recommend the most suitable combination for them. You may get more details by visiting the web site of these firms or you can make your own assumptions. (10 Marks)**

**Ans 1.**

**Introduction**

Cloud computing has revolutionized the way businesses operate, offering scalable, flexible, and cost-effective solutions to meet the ever-evolving technological demands. Startups, in particular, have greatly benefited from this paradigm shift, as it allows them to access high-end computing resources without the hefty upfront costs of establishing their own data centers. EZLearn Technologies, a budding startup incubated at IIT Powai, stands at the crossroads of making a pivotal decision regarding its technological infrastructure. As they venture into the realm of K12 e-Tutoring via the cloud, the choice between Infrastructure as a Service (IaaS) and Platform as a Service (PaaS), as well as the selection of a cloud provider,

**Q 3. The Top Management of Dream Home Estates is meeting to discuss their plan for a New CRM Solution. Both the CIO, Mr. Unni and the CFO, Mr. Mishra are of the strong opinion that the company should implement a Custom On-Premise CRM solution to be developed by the company’s regular IT Partner. On the other hand, both, Mr Das, Head of Sales and Ms Dutt, CFO are keen to move to a cloud Cloud-based SaaS CRM solution. The debate is getting heated as Ms Dutt also recalled past IT system implementation failures.**

**a. What arguments can Mr. Unni make in favor of in-house CRM implementation? (5 Marks)**

**Ans 3a.**

**Introduction**

Customer Relationship Management (CRM) systems play a pivotal role in modern businesses, streamlining sales, marketing, and customer service operations. The decision between an on-premise CRM solution and a cloud-based SaaS CRM is crucial, with both options offering distinct advantages. Mr. Unni, the CIO of Dream Home Estates, advocates for an in-house CRM implementation. His perspective, rooted in the technical and strategic

**b. What arguments can Mr Das make in favor of a Cloud-based SaaS CRM solution? (5 Marks)**

**Ans 3b.**

**Introduction**

In today's fast-paced digital landscape, businesses are constantly seeking solutions that offer agility, scalability, and efficiency. Cloud-based Software as a Service (SaaS) CRM systems have emerged as a popular choice for many organizations, providing a host of benefits that traditional on-premise solutions might not offer. Mr. Das, the Head of Sales at Dream Home