

Now that Cloud computing has been around for a number of years a significant number of companies has included Software-as-a-Service offerings into their IT portfolio. In the initial phase of SaaS adaption for non-critical applications an increasing amount of business critical applications is being moved into the Cloud. This means that the provisioning of these applications is given into the hands of people outside the companies IT department. Nevertheless it remains the responsibility of the IT department to ensure

Cloud - Monitoring initiates a turnaround

The IT department of a company no longer ends at the factory gate. Web portals and applications in the infrastructure play an important role in every IT department - from the company website to the online shop to the interfaces for the IT systems of customers and partners. Many of these systems are operated as software-as-a-Service (SaaS) or on the basis of the so-called cloud computing the "data cloud".

Since it is often business-critical services, it is advisable to also monitor such important external solutions. Besides the availability, the responsive - and effectiveness of processes in more depth, can be monitored by means of executable scripts and automatic "robot probes". This makes it possible to avoid opportunity costs through lost sales and disgruntled customers, and the consistent quality of services is ensured. An important support factor of many medium-sized businesses in the cloud is the use of infrastructure services (infrastructure-as-a-Service). However, the services used by business-critical applications such as virtual server, monitoring of course, become even more important, but services such as online backup or messaging can also, in case of failure, result in severe damage. Depending on how comprehensive cloud services are used in a company, the ability to monitor the data cloud, is therefore very important for the selection of a monitoring solution.

With the increasing use of cloud-based applications, the trend of recent years will return to more centralization in at least some areas of IT. Besides the lower initial investment, the simple browser-based access and usage-based cost structure, is also a clear advantage of the use of cloud computing. With SLA monitoring, companies can monitor compliance with service level agreements and evaluate the performance of the provider. In particular, in the cloud environment, not only the provider-side system availability is important; essential key is that the application is available to the end user fast enough.

Factors such as geographical proximity, time of day dependent load peaks or the connection to the Internet (both the provider and the end user) play an important role. Precisely because of these dependencies, it is not sensible to rely only on the promises, made by a provider regarding the system availability in the data center. A monitoring of cloud applications should allow for the possibility of offering a complete view of the value chain, and the - ultimately decisive - the end user's perspective for assessing the level of service.