

**WORKING GROUP ON
PROVISION AND USE OF CLOUD SERVICES**

**Notes of the Third Meeting
held at 4:00 p.m. on 17 September 2012
in Communal Meeting Room 3, G/F, Central Government Offices, Tamar**

Present

Mr HP SUEN	Convenor	(ECT Service Limited)
Dr David CHUNG	Deputy Convenor	(Hong Kong Cyberport Management Company Limited)
Ms Anna GAMVROS	Member	(Baker & McKenzie)
Mr Samson TAI	Member	(IBM Innovation Network)
Professor Bebo WHITE	Member	(SLAC National Accelerator Laboratory (Stanford University))
Dr CK WONG	Member	(iASPEC Technologies Limited)
Mr Philip WONG	Member	(Hong Kong Jockey Club)
Mr HC PANG	Member	OGCIO
Mr Tony WONG	Member	OGCIO
Mr Anthony CHIU	Member	OGCIO
Mr Dominic KWONG	Secretary	OGCIO

In attendance

Mr Victor LAM	OGCIO
Mr Patrick CHAN	OGCIO

Absent with apologies

Mr Redouane BOUQDIB	Member	(The Hongkong and Shanghai Banking Corporation Limited)
Dr Andy CHUN	Member	(City University of Hong Kong)
Mr Antony MA	Member	(Cloud Security Alliance (Hong Kong & Macau Chapter))
Mr Geoffrey L MASTER	Member	(Mayer Brown JSM)
Dr Victor NG	Member	(Hong Kong Productivity Council)

Professor YANG Qiang	Member	(The Hong Kong University of Science and Technology)
Professor Peter YUM	Member	(Hong Kong Applied Science and Technology Research Institute Company Limited)
Ms Joyce MOK	Member	OGCIO
Mr Owen WONG	Member	OGCIO

Action

Confirmation of minutes of last meeting

1. The notes of the second Working Group meeting held on 27 July 2012 were confirmed without amendment.

Matters arising from the last meeting

2. The **Secretary** reported that two focus groups had been formed: one on SLA for Cloud Services led by Mr Geoffrey Master and the other on Use Cases for Cloud Services led by Dr. Victor Ng.

Update on Cloud Expert Group and Working Groups

3. **Mr Patrick CHAN** updated that the Cloud Expert Group in its meeting on 17.8.2012 discussed the deliverables for the coming months, which included the set up of a cloud information portal by December 2012 and the first set of guidelines and practices by February 2013.

Focus Group Update/Discussion – SLA for Cloud Services (Objectives, scope, format and deliverables)

4. Members agreed that the scope should be focused on cloud services for SMEs in particular on the use of public cloud services.
5. **Mr. Tony WONG and Mr. Anthoy CHIU** presented a suggestion to develop a Practice Guide for Procuring Cloud Services for

- SMEs. The Guide would not be serving as a SLA template but targeted to help SME cloud service consumers understand the technical contents and market practices of cloud services and select their service providers.
6. **Members** further suggested that a checklist with FAQs would help SMEs evaluate and select service providers. The checklist might include a glossary of legal and technical terms, definition of cloud resources, requirement specifications for different tiers of cloud services, consumer protection issues such as right to audit, liability, time to get back data from cloud services providers, risk assessment, etc.
 7. The meeting considered that when the SMEs had a better understanding of the cloud services, the service providers would also be more transparent and responsive to meet consumers' needs.
 8. Upon the enquiry of **Professor Bebo WHITE** on SME education, **Mr. Victor LAM** said that we could engage HKPC or other organizations to deliver education to SMEs, and other channels such as forums and websites could also be explored. **Ms Anna GAMVROS** opined that the Privacy Commissioner for Personal Data (PCPD) was also a relevant party to consult and reference for the content of the Guide and consumer education.
 9. **Members** agreed in general that the Guide should be provider neutral, not to be too bulky or technical, and should be easy to read and understand by the SMEs.
 10. The **Convenor** would further discuss with the leader of the focus group in taking forward the development of the Guide with reference to the discussions of the Working Group and he appealed to all Members to provide any further comment and input after the meeting.

All

Focus Group Update/Discussion – Use Cases for Cloud Services (Objectives, scope, format and deliverables)

11. **Mr. HC PANG** updated that there were 40 Government Public Cloud Services Providers offering about 300 services to the Government. The OGCIO would explore with them on the sharing of use cases and success stories without commercial contents in the cloud information portal.
12. **Dr. CK WONG** echoed that we could explore adding a Cloud use case category in the Hong Kong ICT Awards and engage HKPC to call for success stories and organize a forum to tap reference cases from the industry.
13. **Mr. Samson TAI** opined that both generic and inspirational use cases were useful to SMEs. It would be desirable to have at least two use cases covering each of the IaaS, PaaS and SaaS areas. **Dr. CK WONG** added that there were more use cases on IaaS and PaaS but fewer on SaaS. **Professor Bebo WHITE** opined that lessons learnt should also be considered.
14. In view of the resources and time constraints, **Members** agreed that the focus should be put on local use cases relevant to the local SMEs and the 40 Government Public Cloud services providers should be approached for success stories for publishing on the portal. The WG would promote use of cloud services through actual use cases and success stories, together with examples on some future innovative use of cloud services.

Any other business

15. There being no other business, the meeting adjourned at 6:00 p.m.

The Secretariat

Expert Group on Cloud Computing Services and Standards

October 2012