

# Making an EU SME Life Easier with Accessible, Free Online Cloud Tools

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*Representing H2020 CloudWATCH2 & SLA-READY projects*

**Cloud is today an  
enabler,  
essential for IoT  
& Big Data**



## THE EU ICT SECTOR IN NUMBERS



1.2 million  
enterprises



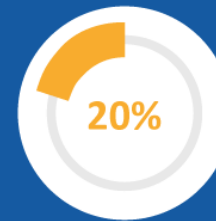
560 billion  
annual turnover



6.2 million  
people



productivity  
growth



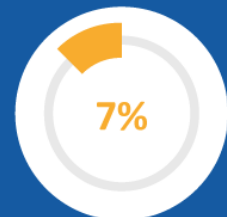
world  
ICT supply



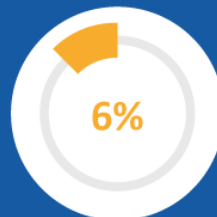
share  
of SMEs



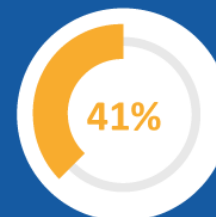
SMEs in  
ICT services



SMEs in ICT  
Manufacturing

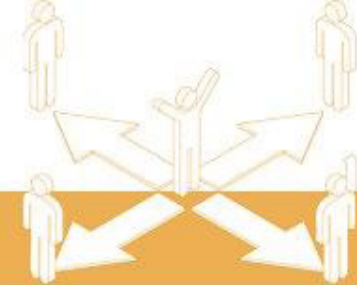


share of ICT  
among  
newly created  
companies



share of  
innovative  
companies  
among ICT  
SMEs \*

\* Study on Innovative ICT SMEs in Europe", IDC, 2007



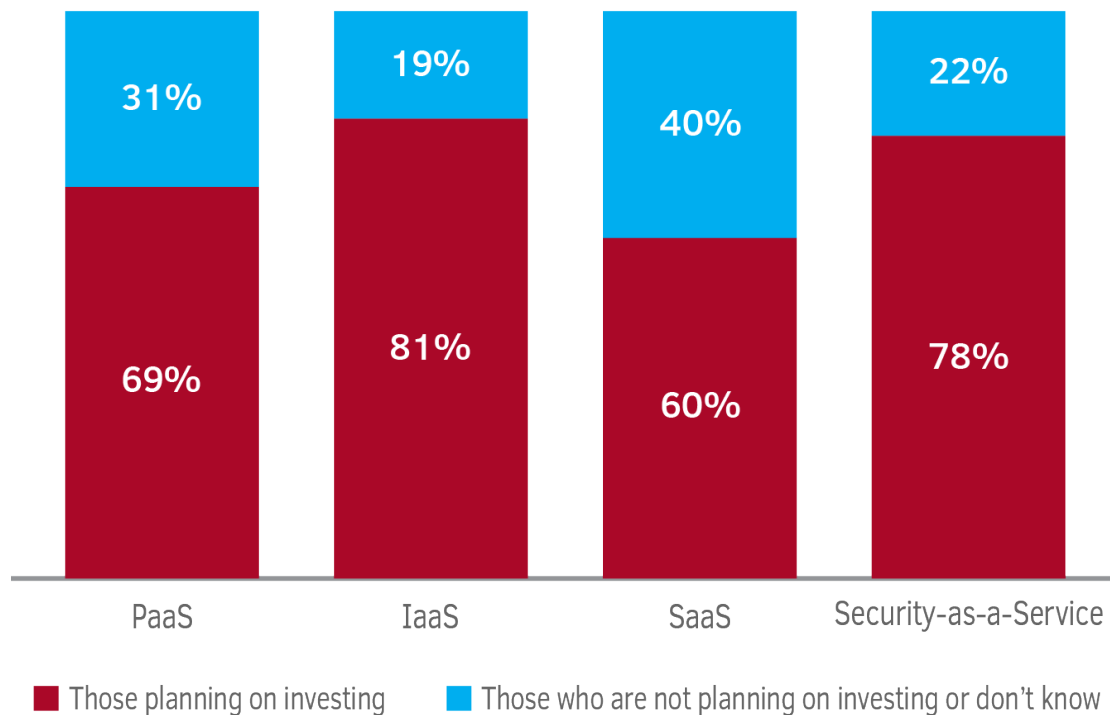
**49%**

of UK firms  
use cloud

**16**

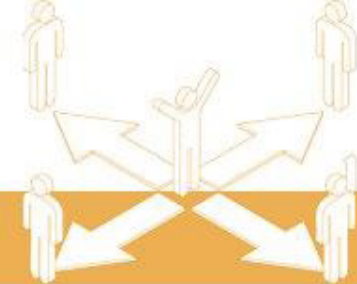
months and firms will  
move to the cloud

Which cloud deployments does your organization plan to invest in?



Source: *Blue Skies Ahead? The State of Cloud Adoption*, Intel Security 2016; *Cyber Security Breaches Survey*, UK Gov 2016

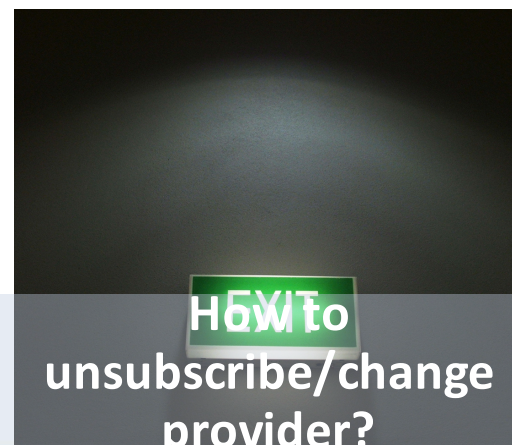
# Still Challenges for Cloud Usage



With regard to cloud security, what issues has your organization had with cloud service providers?



Source: Cloud computing - statistics on the use by enterprises, Eurostat 2014



**It's all about  
TRANSPARENCY  
&  
TRUST**



*“You won’t need an IT guy. You’ll need a SLA expert!”*

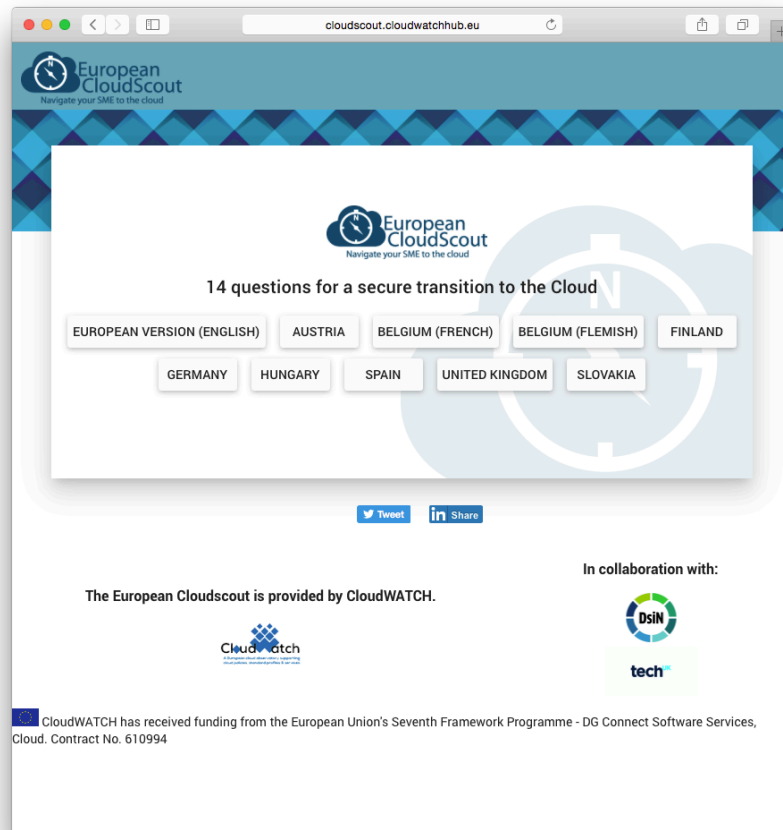
Raj Samani - CTO at INTEL Security @SecureCloud2016 Dublin Ireland





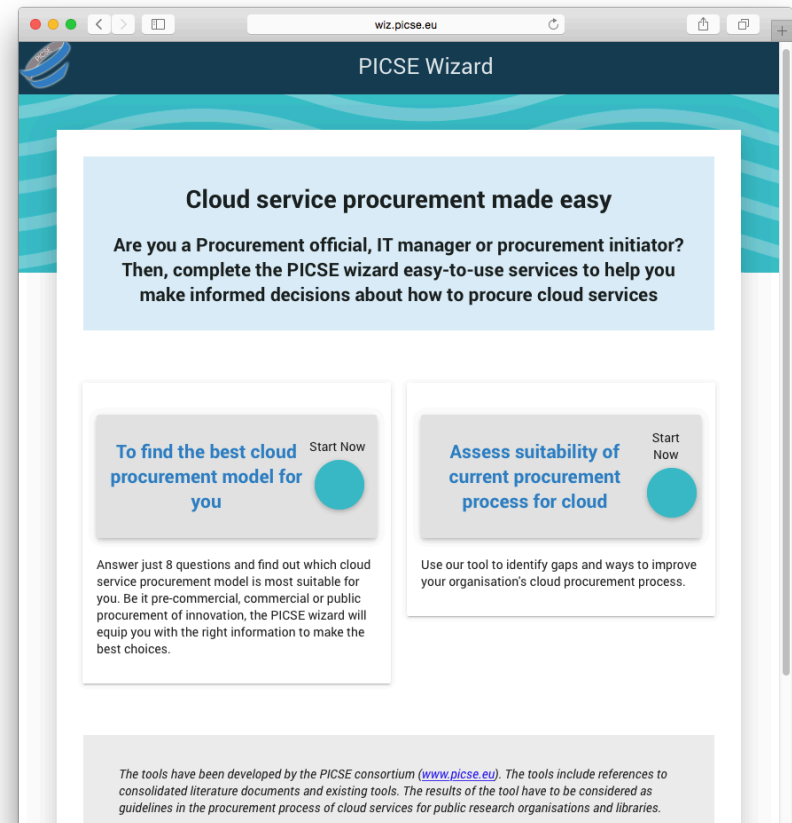
## European CloudScout

14 questions for a secure transition to the Cloud



## Procuring cloud services

PICSE Wizard Tool for public organisation

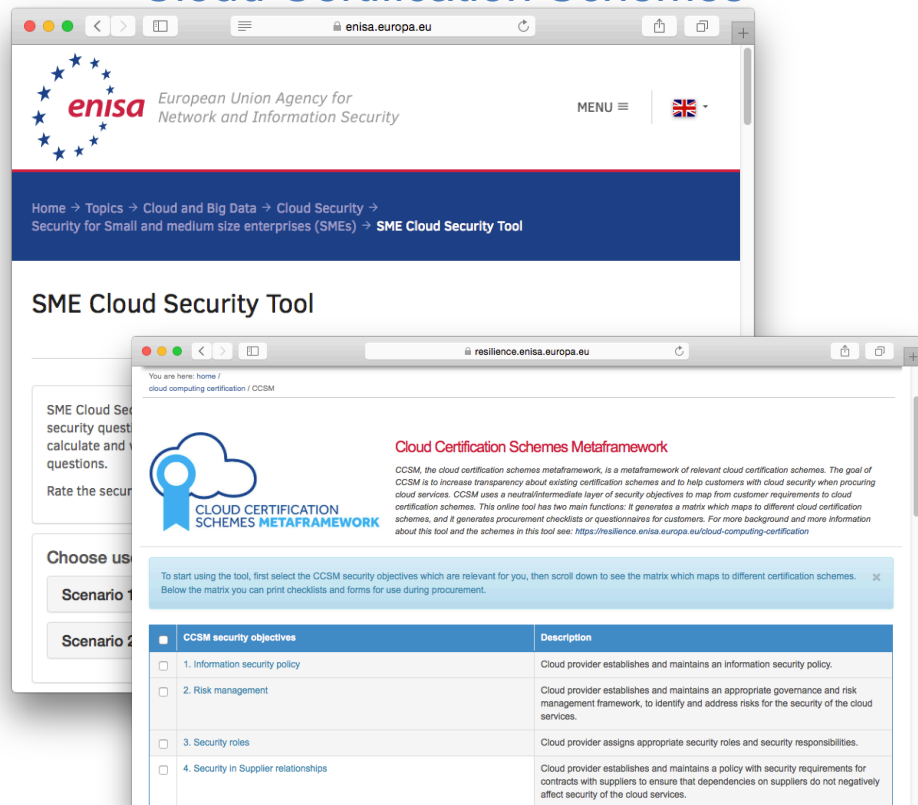






## Security

### ENISA SME Cloud Security Tool & Cloud Certification Schemes



The screenshot shows the ENISA SME Cloud Security Tool interface. The top navigation bar includes the ENISA logo and the text "European Union Agency for Network and Information Security". The main content area is titled "SME Cloud Security Tool" and features a "Cloud Certification Schemes Metaframework" section. This section includes a table with "CCSM security objectives" and their descriptions.

CCSM security objectives	Description
1. Information security policy	Cloud provider establishes and maintains an information security policy.
2. Risk management	Cloud provider establishes and maintains an appropriate governance and risk management framework, to identify and address risks for the security of the cloud services.
3. Security roles	Cloud provider assigns appropriate security roles and security responsibilities.
4. Security in Supplier relationships	Cloud provider establishes and maintains a policy with security requirements for contracts with suppliers to ensure that dependencies on suppliers do not negatively affect security of the cloud services.

## Risk Management

Risk profiles and security measures for SMEs & Public Administrations  
Decision making mechanisms supporting cloud customers



coming soon



## Contract

Legal guide & FaQ for SMEs



The CloudWATCH Legal Guide to the Cloud for SMEs

How to protect personal data in cloud service contracts

Cloud computing technologies and services have evolved fast, and they have spread amongst client organisations at the same pace. However,

- Analyze the risks of outsourcing services to the cloud;
- Identify what security controls are needed to protect their employee data once transferred to the cloud;
- Define responsibilities and tasks for security control implementation;

CloudWATCH2 Legal Services for SMEs

The CloudWATCH2 Legal Service is for small businesses that are already planning to use a cloud service and need to understand the legal aspects.

Understanding legal terms within a cloud service contract is extremely important, particularly regarding obligations for both you as a cloud service customer and your service provider.

Our legal experts from ICT Legal are here to guide you through the most common and important terms. This online guide is free of charge to facilitate you in adopting a cloud service. It is designed to be relatively easy and quick to use.

**How to use the guide**

Below you find Frequently Asked Questions (FAQs) on legal terms in cloud service contracts. After the FAQs, you will find a short online form. Please use this form to tell us: 1) Which FAQs are the most useful for the cloud service of your choice? and 2) Which aspects of a cloud service and related contract do you find most challenging or difficult to understand?

By completing this information, we can provide further guidance and other services to help overcome these difficulties.

- Privacy: How are the privacy roles allocated in a Cloud contract?**
- Privacy: What do the terms "Data Controller" and "Data Processor" mean?**
- Privacy: What are Privacy Level Agreements (PLAs)?**
- Data Location and Transfers of Data: Is the location of data an important factor in deciding which Cloud provider to choose?**
- Data Location and Transfers of Data: What are the requirements for transferring data outside the European Union?**
- Sub-contractors: Why is it important to check whether a Cloud provider uses sub-contractors?**
- Service Level Agreements (SLAs): What are SLAs?**
- Service Level Agreements: What do SLAs include and what should I check in particular?**

**SMEs**

- Benefits & Risks
- Success Stories
- CloudScout
- Legal Guide to the Cloud

**Governments**

- Benefits & Risks
- Success Stories

**CloudWATCH for ...**

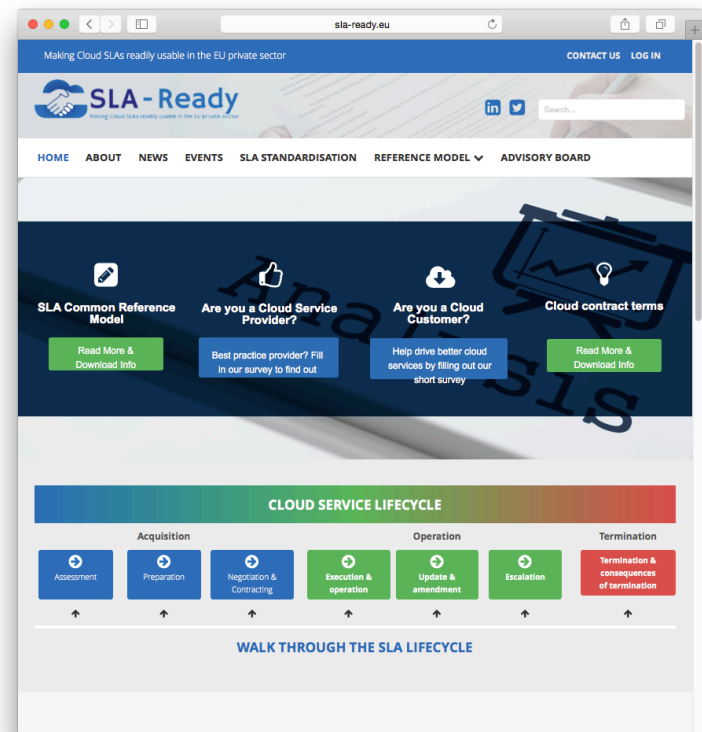
- Cloud Trends
- Guide to Cloud Certifications
- Legal Tips for the Cloud
- Interoperable Clouds
- Guide to Cloud Standards
- Standards Testing

**News**

- Startups @ Collision Conference: LeanScale case
- Calls for Action from Public Consultation on

## Service Level Agreements (SLAs)

A Common Reference Model for SLAs  
The SLA-Aid  
The SLA-Readiness Index



SLA - Ready

Making Cloud SLAs ready usable in the EU private sector

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SLA Common Reference Model

Are you a Cloud Service Provider?

Are you a Cloud Customer?

Cloud contract terms

Read More & Download Info

Best practice provider? Fill in our survey to find out

Help drive better cloud services by filling out our short survey

Read More & Download Info

**CLOUD SERVICE LIFECYCLE**

Acquisition

Operation

Termination

Assessment

Preparation

Negotiation & Contracting

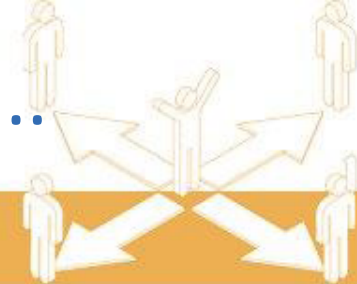
Execution & operation

Update & amendment

Escalation

Termination & consequences of termination

WALK THROUGH THE SLA LIFECYCLE



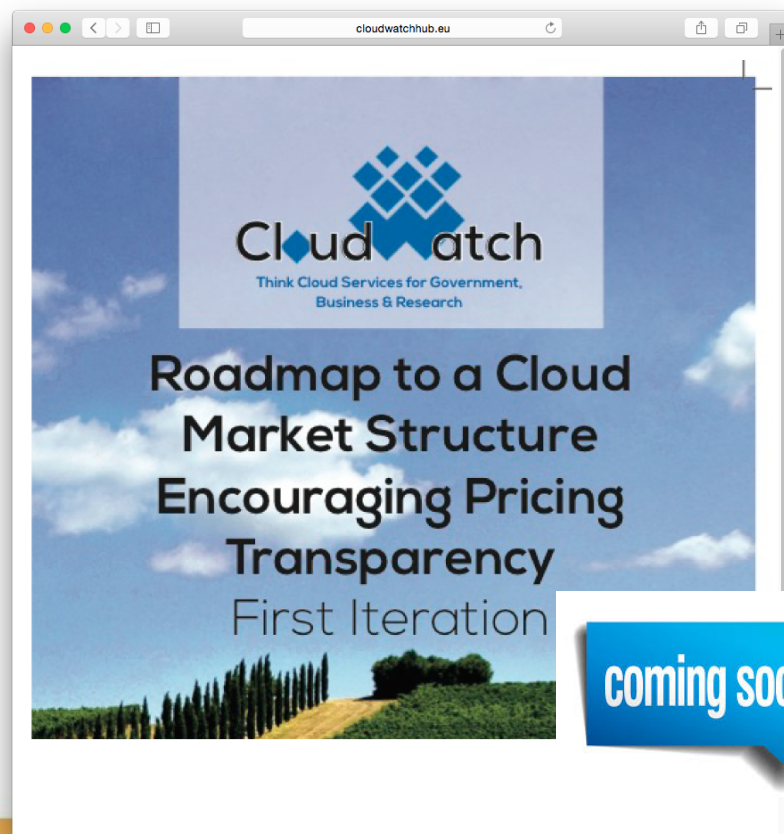
## Standards

### Cloud Standards Guide & Cloud Standards Profiles



## Transparent Pricing

### Recommendations towards a more Trusted & Transparent cloud market





Creating a #DigitalSingleMarket

# Follow the CLOUD Landscape with us

Find out more & use the tools  
for yourselves here

[sla-ready.eu](https://sla-ready.eu)    [cloudwatchhub.eu](https://cloudwatchhub.eu)



# *Thank you!*

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