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Comparative Study of Tools and Techniques for Cloud Services QoS Performance Management

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Abstract

The phenomenal growth of Cloud Computing as an IT service across various organizational domains has resulted in the critical challenge of their performance evaluation. One of the key problems which is being faced by the cloud service providers and the cloud customers is the ability of assessing the QoS and QoE performance of cloud services under various service delivery scenarios. This has created an opportunity for the cloud system researchers to create and develop tools which can achieve the evaluation of the QoS and QoE of the provisioned cloud services. These tools should be designed in such a way that they can simulate and test the cloud services before these services are to be commissioned to the customers, as this will eventually minimize service disruptions and performance degradation issues during the real-time operational phase. However, it is observed that a plethora of such tools and techniques are available in this research domain and this paper is an attempt to critically evaluate and compare them in a organized and methodological manner. Hence the paper, in a novel way, compares the most popular QoS techniques for Cloud Computing system and the appropriate simulation tools. It also provides informed and technically sound recommendations towards the choice of a tool appropriate for the the cloud service providers and their administrators who can immensely benefit by their adoption. © 2015 IEEE.

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