

Managing the Cloud Procurement Process: Findings from a Case Study

Authors : Andreas Jede, Frank Teuteberg

Abstract : Cloud computing (CC) has already gained overall appreciation in research and practice. Whereas the willingness to integrate cloud services in various IT environments is still unbroken, the previous CC procurement processes run mostly in an unorganized and non-standardized way. In practice, a sufficiently specific, yet applicable business process for the important acquisition phase is often lacking. And research does not appropriately remedy this deficiency yet. Therefore, this paper introduces a field-tested approach for CC procurement. Based on an extensive literature review and augmented by expert interviews, we designed a model that is validated and further refined through an in-depth real-life case study. For the detailed process description, we apply the event-driven process chain notation (EPC). The gained valuable insights into the case study may help CC research to shift to a more socio-technical area. For practice, next to giving useful organizational instructions we will provide extended checklists and lessons learned.

Keywords : cloud procurement process, IT-organization, event-driven process chain, in-depth case study

Conference Title : ICBPM 2015 : International Conference on Business Process Management

Conference Location : London, United Kingdom

Conference Dates : February 16-17, 2015