

Study: Cloud Service Agreements Omit Key Considerations

New ISO/IEC 19086-1 Standard guides organizations to structured, effective agreements

FORRESTER®

CRITICAL CONSIDERATIONS FOR SELECTING CLOUD SERVICE PROVIDERS



Expertise in process and technology



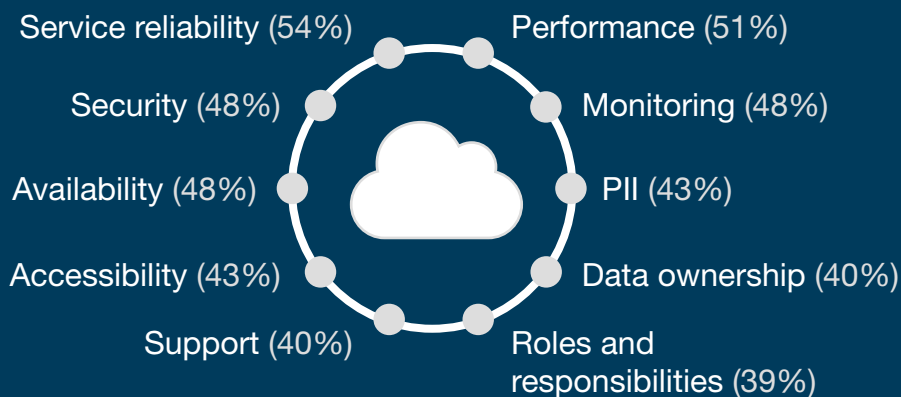
Ability to integrate with apps



Industry-specific experience

KEY ELEMENTS OF THE ISO/IEC 19086-1 STANDARD AREN'T ALWAYS INCLUDED IN CLOUD AGREEMENTS

% of cloud contracts including each consideration



CLOUD BUYERS CARE ABOUT MORE THAN PRICE

Organizations rank the elements of cloud agreements that are most important to their organizations

70% Security processes that meet the organization's needs

65% Favorable pricing, payments, and subscription terms

58% Clear rules about data usage and access

57% Sufficient terms regarding performance and availability

ORGANIZATIONS ARE PRIMED TO ADOPT THE ISO/IEC 19086-1 STANDARD

Organizations prefer to follow best practices to ensure comprehensive agreements

94%

Consult external guidance

41%

Are increasing standardization of cloud agreements



Read the full study

Methodology: In this study, Forrester conducted an online survey of 467 organizations from Australia, Brazil, France, Germany, Japan, Korea, UK and US to evaluate their service agreements with cloud service providers. Survey participants included cloud agreement decision-makers in IT, legal, operations, procurement, and risk management roles at Enterprises, SMBs, and government organizations. Respondents were offered a small incentive as a thank you for time spent on the survey. The study was conducted in June 2016.

Source: A commissioned study conducted by Forrester Consulting on behalf of Microsoft, June 2016

Base: 467 respondents responsible for or involved in the decision-making process for cloud agreements within their organization

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