
Cloud computing is an emerging dynamic scalable model of IT for web-delivered services. It is increasingly applied to smartly interconnect people, processes, applications, things, information, and businesses to generate economic or social value by providing a high quality of experience at a low cost. The cloud platform and services promise to fundamentally alter how we think of, procure, and use IT to accelerate e-business where end-users only need a web browser and do not have to develop, install, or maintain software or hardware and can pay flexibly for the business services they want to consume.

This workshop on cloud services aims to bring researchers and industry practitioners together to exchange experience, insights and state-of-the-art research in addressing the aforementioned challenges. Topics of interest in the workshop include, but are not limited to, the following:

- E-business cloud/SaaS service offerings, architecture, and best practices in relevant industries or process areas (customer relationship management, supply chain management, sales force automation, e-commerce, etc.)
- Business models and economics of e-business cloud/SaaS services
- E-business cloud/SaaS services ecosystem development models and technologies
- Cloud platform multi-tenancy enablement, management, and optimization
- Analytics to optimize e-business cloud services

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