# Using the FRAM to move into the cloud

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# Customer perspective on cloud computing
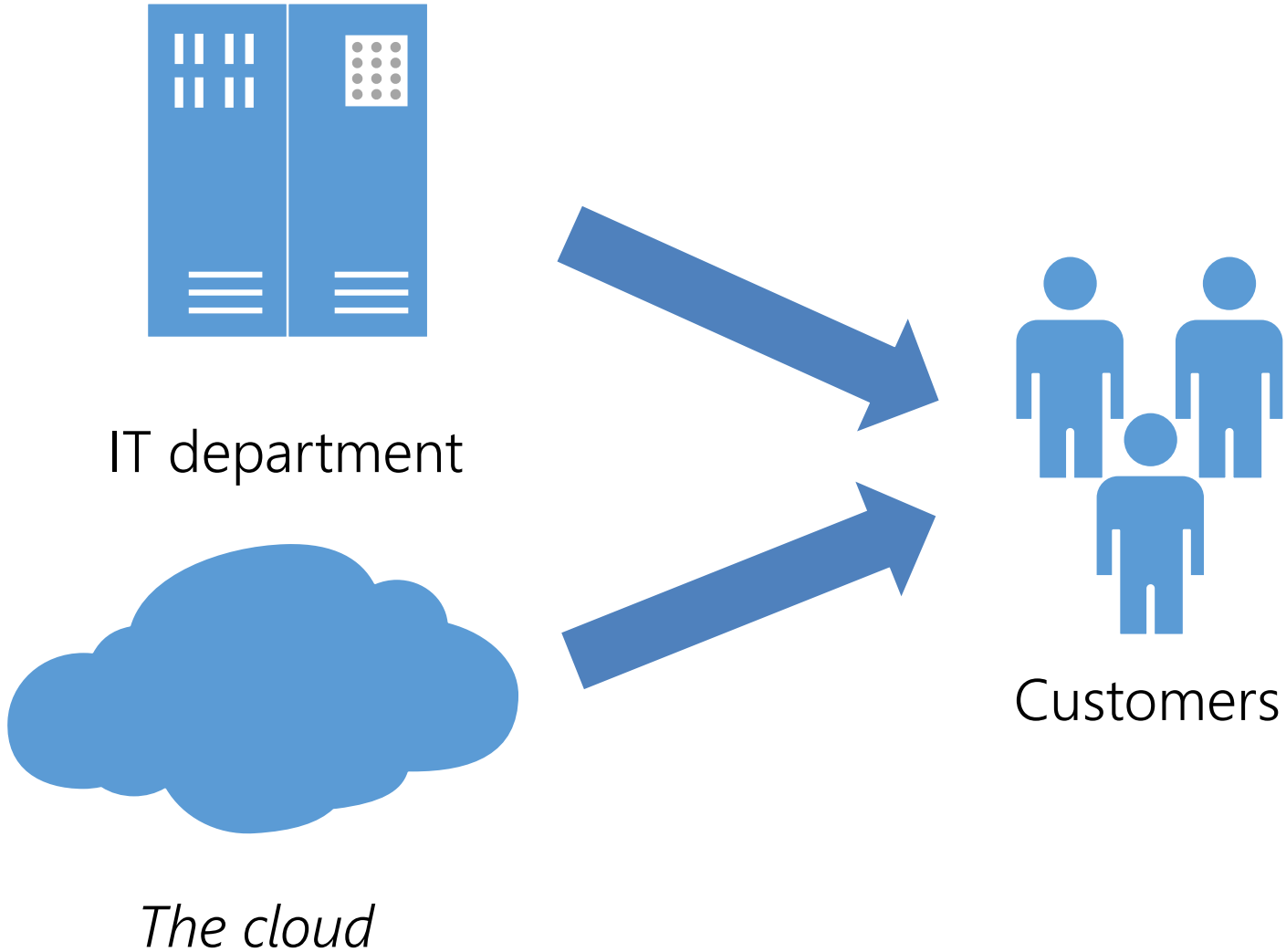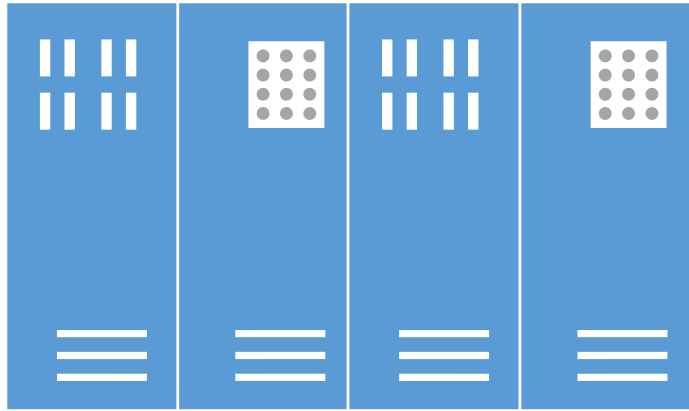
IT department
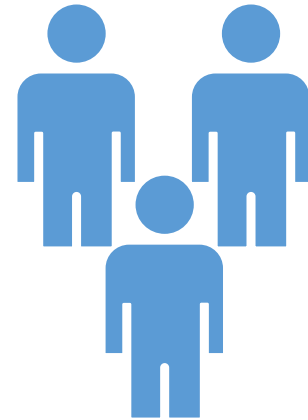
Customers

# Customer perspective on cloud computing

IT department

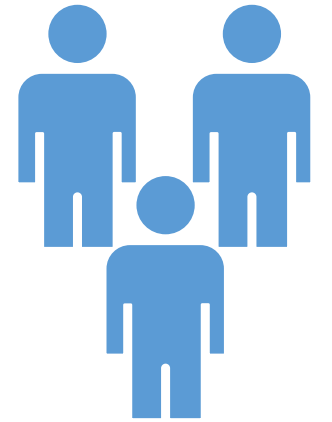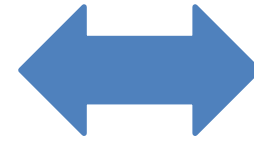*The cloud*

Customers

# *The cloud* in more detail
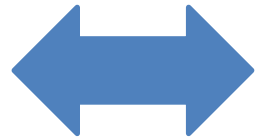
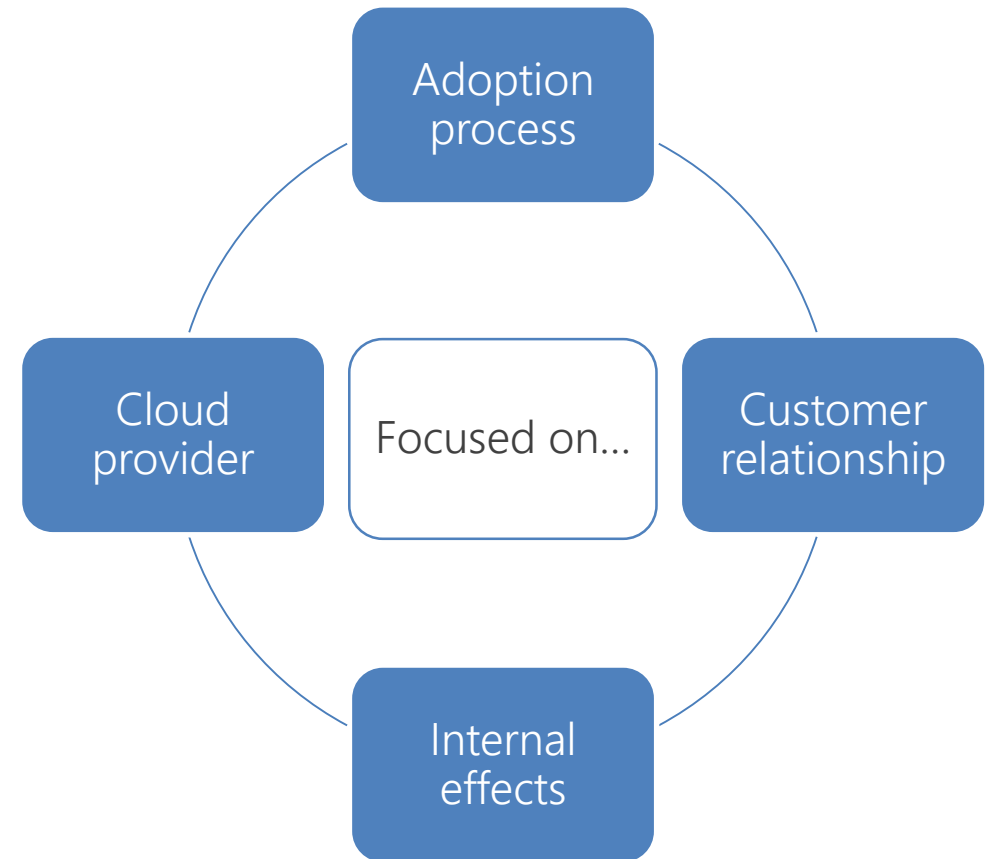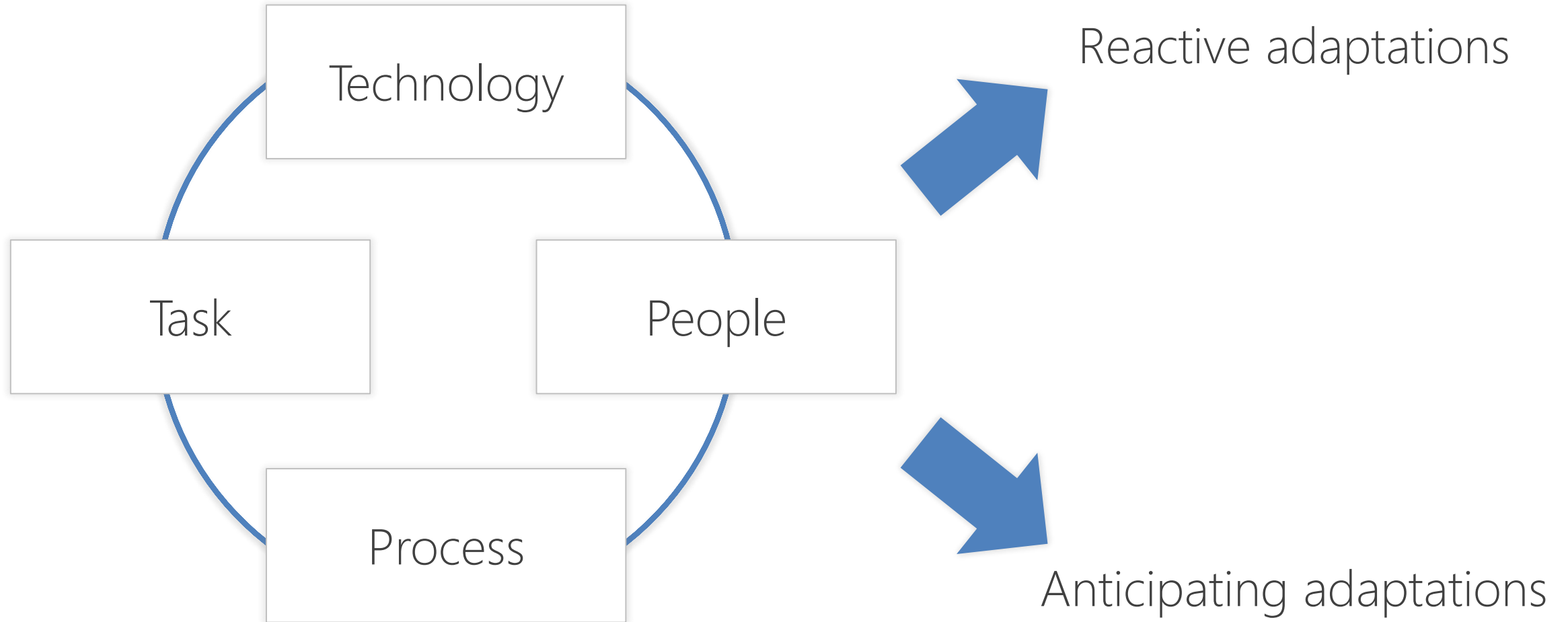Cloud provider                    Software vendor                    Customers
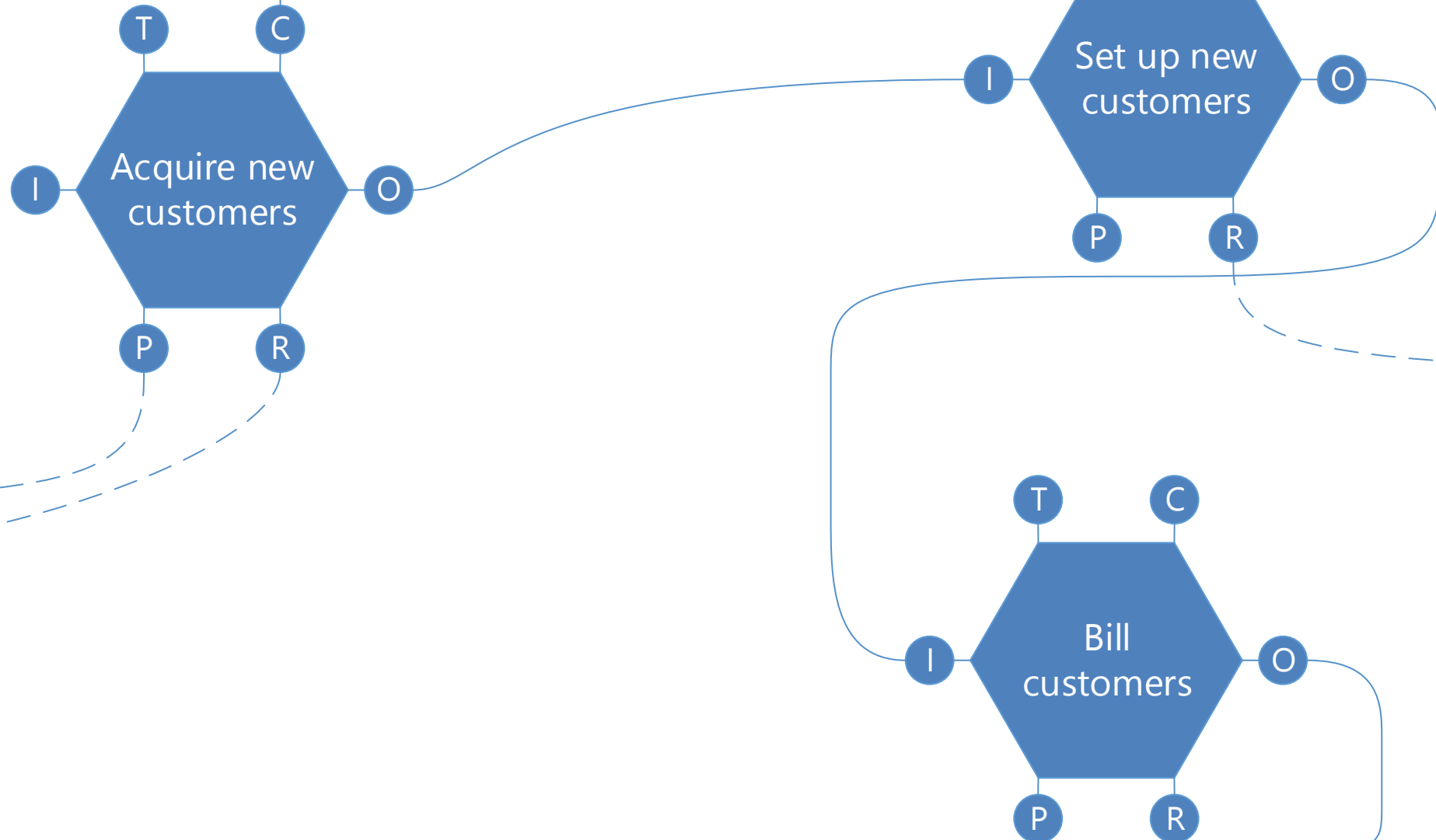
# Study with SMEs

- We work with five SME software vendors from the Oil & Gas industry

- Companies sell high-value software products

- Study explores technical and non-technical issues of migrating products into the cloud

Adoption process

Cloud provider

Focused on…

Customer relationship

Internal effects

# Resilient adaptive socio-technical systems

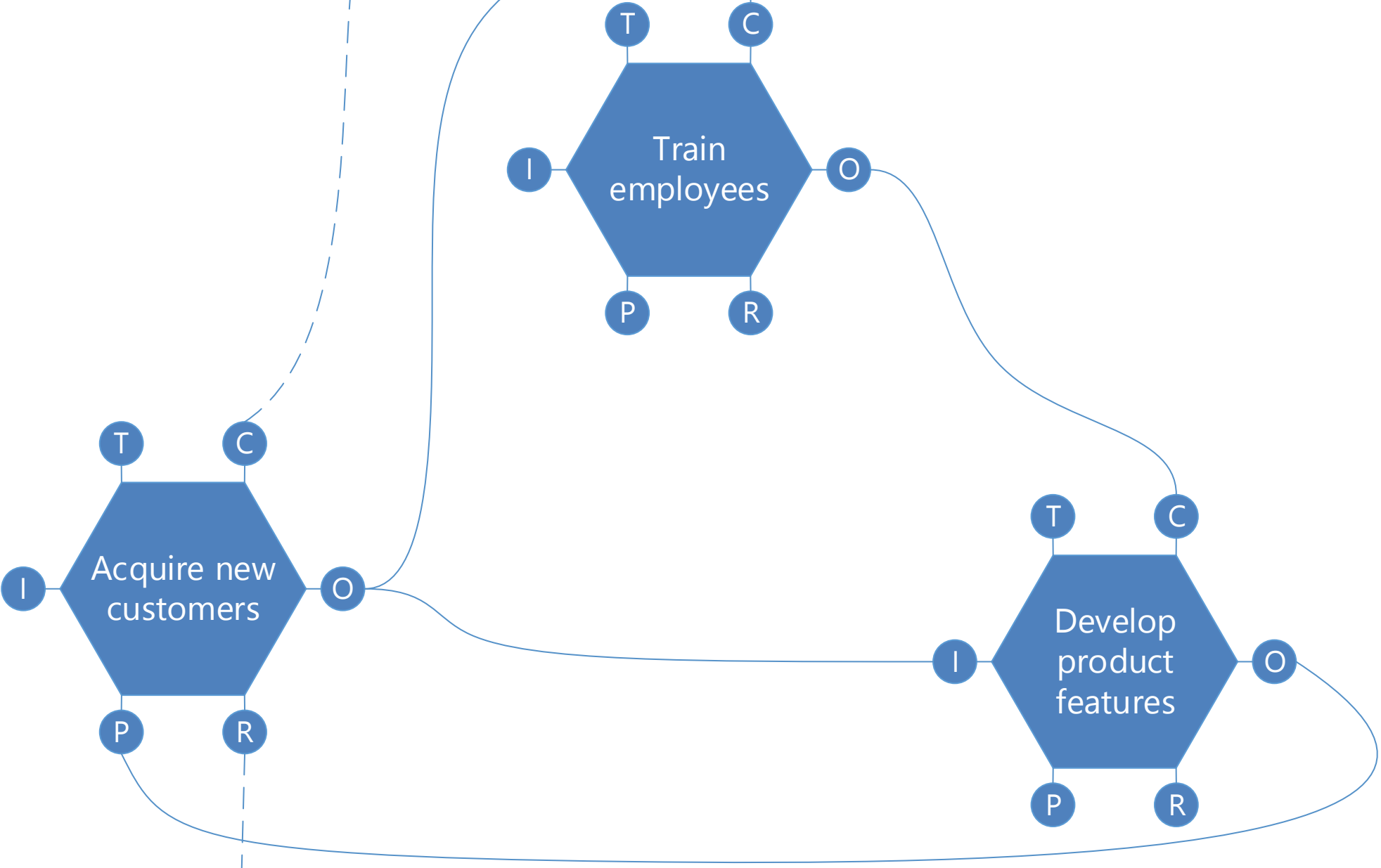Technology

Task

People

Process

Reactive adaptations

Anticipating adaptations
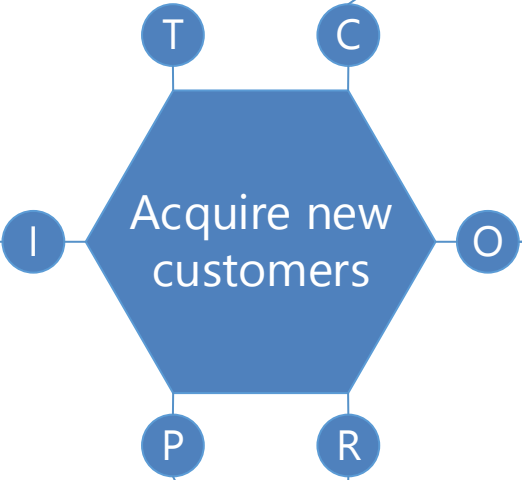
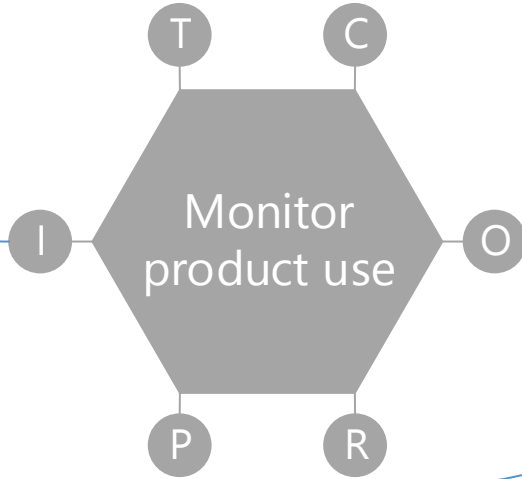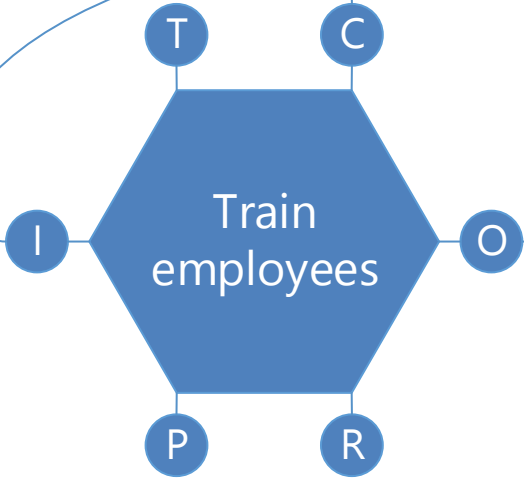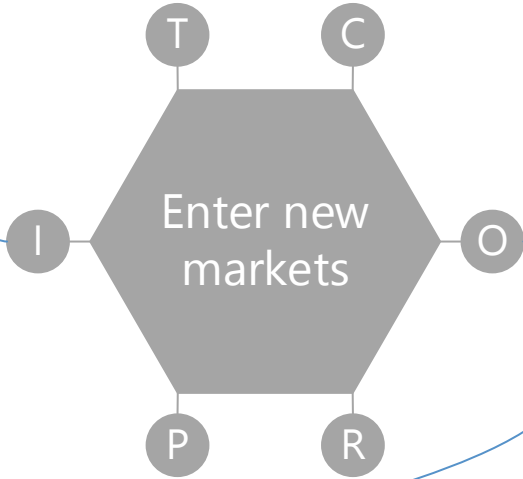# Reacting to potential variability

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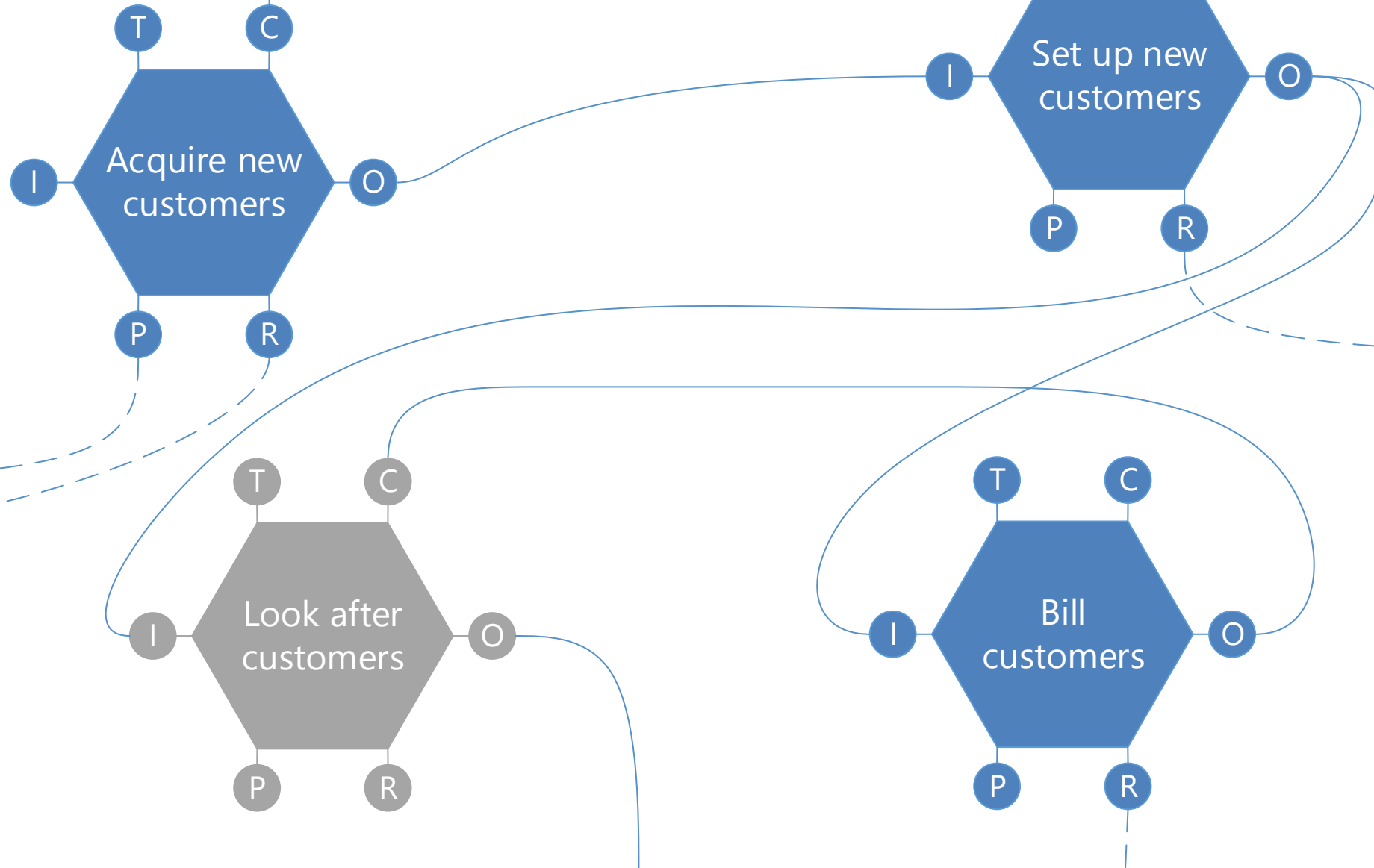
# Anticipating potential variability

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# Discussion points

Instantiations

Before/after
FRAMs

Reacting and
anticipating

Sources of
variability

Inclusion of
people

Classification
of changes