

## LIST OF ABBREVIATIONS USED

Amazon S3	Amazon Simple Storage Service
AMO	Architecture Management Office
API	Application Protocol Interface
ASP	Application Service Providers
ASSOCHAM	Associated Chambers of Commerce and Industry of India
B2B	Business to Business
B2C	Business to Consumer
BBNL	Bharat Broadband Network Limited
BPaaS	Business process as a Service
CAGR	Compounded Annual Growth Rate
CaaS	Communications as a Service
CCC	Content, Communication and Collaboration
CMO	Cloud Management Office
CoE	Centre of Excellence
CompaaS	Compute as a Service
CRM	Customer Relationship Management
CSA	Cloud Security Alliance
CSCC	Cloud Standards Customer Council
CSCC	Cloud Service Customer
CSMIC	Cloud Services Measurement Initiative Consortium

CSN	Cloud Service Partner
CSP	Cloud Service Provider
DC	Data Centre
DeitY	Department of Electronics and Information Technology
DMTF	Distributed Management Task Force
DoT	Department of Telecommunications
DR	Disaster Recovery
DSaaS	Data Storage as a Service
ENISA	European Network and Information Security Agency
ERP	Enterprise Resource Planning
ETSI	European Telecommunications Standards Institute
EY	Ernst and Young
FG Cloud	Focus Group on Cloud Computing
FICCI	Federation of Indian Chambers of Commerce and Industry
G2C	Government to Citizens
GDP	Gross Domestic Product
IaaS	Infrastructure as a service
ICT	Information and Communication Technology
IDC	International Data Corporation
IEC	International Electrotechnical Commission
IEEE	Institute of Electrical and Electronics Engineers

INCITS	International Committee for Information Technology Standards
ISO	International Organization for Standardization
ISP	Internet Service Provider
IT	Information Technology
ITIL	Information Technology Infrastructure Library
ITO	Information Technology Outsourcing
ITU	International Telecom Union
ITU - T	International Telecom Union - Telecommunications
MMP	Mission Mode Project
MNC	Multi-National Companies
MSA	Master Service Agreement
MSMEs	Micro, Small and Medium Enterprises
NaaS	Network as a Service
NDC	National Data Centres
NeGP	National e-Governance Plan
NICNET	National Informatics Centre Network
NIST	National Institute of Standards and Technology
NKN	National Knowledge Network
NOFN	National Optical Fibre Network
NPIT	National Policy on Information Technology
NSDG	National Service Delivery Gateway

NTP	National Telecom Policy
OASIS	Organization for the Advancement of Structured Information Standards
P2P	Peer to Peer
PaaS	Platform as a Service
PII	Personal Identity Information
QoS	Quality of Service
ROI	Return on Investment
SaaS	Software as a Service
SCAM	Social networking, Cloud services, Analytics and Mobile computing
SCM	Supply Chain Management
SDC	State Data Centres
SDO	Standards Development Organizations
SFA	Sales Force Automation
SLA	Service Level Agreement
SLO	Service Level Objectives
SMAC	Social, Mobile, Analytics and Cloud
SMB	Server Message Block
SME	Small and Medium Enterprise
SMI	Service Measurement Index
SNIA	Storage Networking Industry Association
SPI	Software, Platform and Infrastructure

SSDG	State Service Delivery Gateways
STPI	Software Technology Parks of India
SWAN	State Wide Area Networks
TaaS	Testing as a Service
TCG	Trusted Computing Group
TEMA	Telecommunications Equipment Manufacturers Association
TM Forum	TeleManagement Forum
TRAI	Telecom Regulatory Authority of India
TSAG	Telecommunications Standardization Advisory Group
VM	Virtual Machine
WG	working groups
XaaS	Anything as a Service