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**AN ADAPTIVE TRUST BASED SERVICE QUALITY
MONITORING MECHANISM FOR CLOUD COMPUTING**

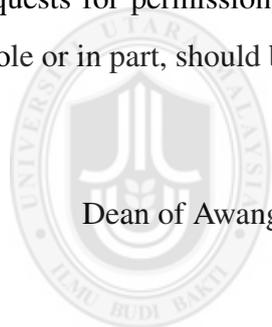


**DOCTOR OF PHILOSOPHY
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Abstrak

Pengkomputeran awan adalah paradigma terkini dalam pengkomputeran teragih yang menyediakan sumber pengkomputeran melalui Internet sebagai perkhidmatan. Oleh kerana daya tarikan pengkomputeran awan, pasaran kini dibanjiri oleh ramai pembekal perkhidmatan. Ini mewujudkan keperluan pelanggan untuk mengenal pasti pembekal perkhidmatan yang betul, yang akan memenuhi keperluan mereka dari segi kualiti perkhidmatan. Pemantauan kualiti perkhidmatan pengkomputeran awan sedia ada hanya terhad kepada pengukuran sahaja. Sebaliknya, peningkatan berterusan dan taburan skor kualiti perkhidmatan telah dilaksanakan dalam paradigma pengkomputeran teragih tetapi tidak khusus untuk pengkomputeran awan. Penyelidikan ini mengkaji kaedah-kaedah serta mencadangkan mekanisme untuk mengukur dan menentukan kedudukan kualiti perkhidmatan pembekal perkhidmatan. Penyelesaian yang dicadangkan dalam tesis ini terdiri daripada tiga mekanisme iaitu mekanisme perkhidmatan pemodelan kualiti, mekanisme pengkomputeran penyesuaian kepercayaan dan mekanisme pengedaran kepercayaan bagi pengkomputeran awan. Kaedah Penyelidikan Rekabentuk (KPR) telah diubah suai dengan menambah fasa, cara dan kaedah, dan hasil kemungkinan. KPR yang diubahsuai ini telah digunakan sepanjang kajian ini. Mekanisma ini telah dibangunkan dan diuji secara beransur-ansur sehingga mencapai hasil yang diharapkan. Satu set eksperimen yang menyeluruh telah dijalankan dalam persekitaran simulasi untuk mengesahkan keberkesanannya. Penilaian telah dijalankan dengan membandingkan prestasi mereka dengan gabungan model kepercayaan dan model kepercayaan QoS bersama-sama dengan mekanisme pengiraan kepercayaan berasaskan teori logik fuzi dan mekanisme pengagihan kepercayaan berasaskan konsep agen utama yang telah dibangunkan untuk sistem teragih lain. Keputusan menunjukkan mekanisme yang dicadangkan dalam tesis ini adalah lebih pantas dan stabil berbanding mekanisme sedia ada dalam mencapai skor kepercayaan akhir menggunakan kriteria yang diuji. Keputusan yang dibentangkan dalam tesis ini adalah penting dalam usaha untuk membolehkan pengguna mengesahkan prestasi pembekal perkhidmatan sebelum membuat pilihan yang tepat.

Kata kunci: Pengkomputeran awan, Pemantauan kualiti perkhidmatan, Pengkuantitian kualiti perkhidmatan, Pengkomputeran kepercayaan, Pengagihan kepercayaan

Abstract

Cloud computing is the newest paradigm in distributed computing that delivers computing resources over the Internet as services. Due to the attractiveness of cloud computing, the market is currently flooded with many service providers. This has necessitated the customers to identify the right one meeting their requirements in terms of service quality. The existing monitoring of service quality has been limited only to quantification in cloud computing. On the other hand, the continuous improvement and distribution of service quality scores have been implemented in other distributed computing paradigms but not specifically for cloud computing. This research investigates the methods and proposes mechanisms for quantifying and ranking the service quality of service providers. The solution proposed in this thesis consists of three mechanisms, namely service quality modeling mechanism, adaptive trust computing mechanism and trust distribution mechanism for cloud computing. The Design Research Methodology (DRM) has been modified by adding phases, means and methods, and probable outcomes. This modified DRM is used throughout this study. The mechanisms were developed and tested gradually until the expected outcome has been achieved. A comprehensive set of experiments were carried out in a simulated environment to validate their effectiveness. The evaluation has been carried out by comparing their performance against the combined trust model and QoS trust model for cloud computing along with the adapted fuzzy theory based trust computing mechanism and super-agent based trust distribution mechanism, which were developed for other distributed systems. The results show that the mechanisms are faster and more stable than the existing solutions in terms of reaching the final trust scores on all three parameters tested. The results presented in this thesis are significant in terms of making cloud computing acceptable to users in verifying the performance of the service providers before making the selection.

Keywords: Cloud computing, Service quality monitoring, Service quality quantification, Trust computing, Trust distribution

Declaration

Some of the works presented in this thesis have been published or submitted as listed below.

Book Chapters

[1] **Mohamed Firdhous**, Suhaidi Hassan, Osman Ghazali and Massudi Mahmuddin, "Evaluating Cloud System Providers: Models, Methods and Applications" in "Cloud Systems in Supply Chains" Chapter 7, Dr. Fawzy Soliman, Ed. (pp. 121-149). Basingstoke, Hampshire, UK: Palgrave Macmillan, 2014 (ISBN – 978-1-13-732425-2).

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[2] **Mohamed Firdhous**, Osman Ghazali, and Suhaidi Hassan, "A Mechanism for Distribution and Sharing of Trust Scores among Cooperating Cloud Computing Service Monitors", Accepted for publication in Jurnal Teknologi (Sciences & Engineering) (Special Issue on Current and Emerging Trends in Technology, Science and Engineering), Scopus Indexed. (Won the best paper award at the Second AFAP Conference on Current and Emerging Trends in Science and Engineering, Surabaya, Indonesia 13/09/2014)

[3] **Mohamed Firdhous**, Osman Ghazali, and Suhaidi Hassan, "Modeling of Quality of Service based Trust for Cloud Computing", Accepted for publication in Jurnal Teknologi (Sciences & Engineering) (Special Issue on Current and Emerging Trends in Technology, Science and Engineering), Scopus Indexed.

[4] **Mohamed Firdhous**, Osman Ghazali, and Suhaidi Hassan, "Robust Multi-Dimensional Trust Computing Mechanism for Cloud Computing", Jurnal Teknologi (Sciences & Engineering) (Special Issue on Current and Emerging Trends in

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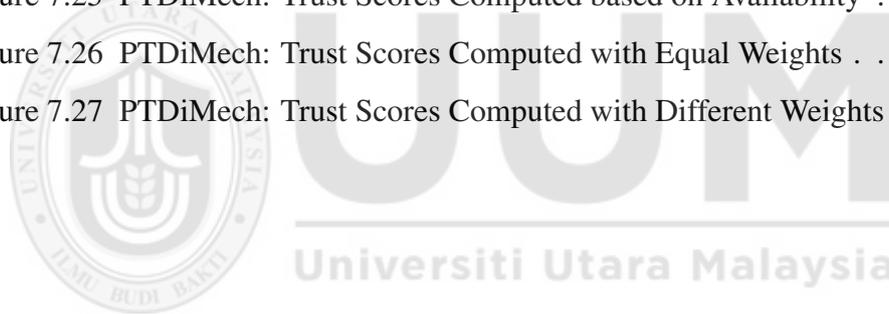
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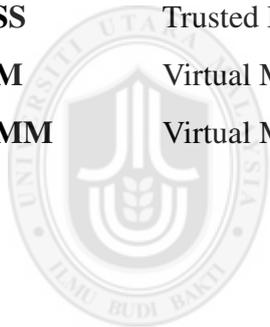
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List of Abbreviations

ACTEM	Adaptive Continuous Trust Evolution Mechanism
API	Application Programming Interface
AWS	Amazon Web Services
CDO	Cloud Deployment Options
CSP	Cloud Service Provider
DRM	Design Research Methodology
DS-I	Descriptive Study I
DS-II	Descriptive Study II
FBCT	Family-gene Based model for Cloud Trust
FIFO	First In First Out
GUT	Graphical User interface
HystTrust	Hysteresis-based Trust Evolution Mechanism
IaaS	Infrastructure as a Service
IdP	Identity Policy
IdPS	Identity Practice Statement
IDE	Integrated Development Environment
ISO	International Standards Organization
JVM	Java Virtual Machine
KPI	Key Performance Indicators
MemTrust	Memoryless Trust Computing Mechanism
MP-SQQM	Multi-Parameter Service Quality Quantification Mechanism
MTCEM	Multi-tenancy Trusted Computing Environment Model
MuDTComM	Multi-Dimensional Trust Computing Mechanism
PaaS	Platform as a Service
PERMIS	Privilege and Role Management Infrastructure Standard
PS	Prescriptive Study
PSO	Particle Swarm Optimization
PTDiMech	Probability-based Trust Distribution Mechanism

QoE	Quality of Experience
QoS	Quality of Service
RAM	Random Access Memory
RATComM	Robust Adaptive Trust Computing Mechanism
RC	Research Clarification
S3	Simple Storage Service
SaaS	Software as a Service
SLA	Service Level Agreement
SMI	Service Measurement Index
SP	Service Policy
SPS	Service Practice Statement
SP-SQQA	Single Parameter Service Quality Quantification Algorithm
SP-SQQM	Single Parameter Service Quality Quantification Mechanism
TSS	Trusted Platform Software Stack
VM	Virtual Machine
VMM	Virtual Machine Manager



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CHAPTER ONE

OVERVIEW

1.1 Introduction

This chapter presents a brief introduction to the proposed research along with the general background information on cloud computing in brief including its features, advantages, disadvantages and issues. The chapter also outlines the problem statement and research questions, research motivation, research objectives, research scope and the significance of the research along with the contributions. Finally the outline of the proposal is presented at the end.

1.2 Background

Cloud computing has become very popular among the computing community in the recent years. It has already earned the nickname the *5th utility* due to its versatile and economic way of making resources available over the Internet [1]. Utilities make the resources available to a wider clientele and charge them only for the usage. Electricity, water, gas and telephony are the four major utilities that have been commonly used in this manner before the arrival of cloud computing. Prior to the emergence of cloud computing in the latter part of the 1st decade of 2000s, computing resources such as hardware including processor power, storage, networks bandwidth were either purchased outright and installed in the data centers owned and operated by end users themselves or leased from public data centers on fixed monthly or annual charges [2]. The clients installed the operating systems, tools and applications of their choice on these hardware dedicated only for their use. Once the hardware has been purchased or leased in this manner, the capacity of these systems were fixed irrespective of usage. The computing resources thus installed in clients' data centers are generally underutilized. Recent surveys have found that in many data centers the

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