

Transparency Requirements for better Cloud Accountability: perspectives of cloud customers

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Abstract: The **Cloud Accountability Project** (or A4Cloud) focuses on **Accountability for Cloud and Other Future Internet Services** as the most critical prerequisite for effective governance and control of corporate and private data processed by cloud-based IT services. The research being conducted in the project will increase trust in cloud computing by devising methods and tools, through which cloud stakeholders can be made accountable for the privacy and confidentiality of information held in the cloud. As part of the project, we are eliciting requirements for such tools for accountability, through a set of workshops and interviews. One major objective of the project is empowering the users to take informed decisions regarding what they consider to be acceptable behavior by cloud service providers. Now we are focusing on the requirements for transparency, which we consider a key element of accountability. In order to identify different aspects of the requirements for transparency we are now focusing on the cloud customers' perspective. In this presentation we will show preliminary results of this investigation.