






The Pros and Cons of Cloud Computing

Type of Service	Examples	Pros	Cons	Best Choice
Document sharing and syncing	Penn+Box Dropbox FilesAnywhere Evernote	<ul style="list-style-type: none"> • Access documents from anywhere, including computers and mobile devices • Sync data so that updates are shared with all devices • Share documents and collaborate with others 	<ul style="list-style-type: none"> • Not a good choice for data backup because items accidentally deleted can be lost. • Most services have limited to no privacy protections, so they are inappropriate for sensitive data • Terms of click-through agreements are very unfavorable to end-users; for example, service can be terminated at any time without warning. 	<p>Penn+Box is the best choice for document sharing. It is protected by a University contract so it cannot go away without notice. There are privacy guarantees in the contract which makes it acceptable for most data that would be considered sensitive (see data sensitivity framework or talk to your LSP if you have questions). Note that it is still not the best solution for backup.</p> 
Creating and editing shared documents online	GoogleDocs/Drive Sky Drive	<ul style="list-style-type: none"> • Create documents in a web browser • Multiple editors can access the documents • Track changes from different users 	<ul style="list-style-type: none"> • Most services have limited to no privacy protections • Terms of click-through agreements are very unfavorable to end-users 	<p>You can use Google Docs/Drive under a Penn agreement. Check with your LSP for details.</p> 



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Online surveys	Qualtrics SurveyMonkey	<ul style="list-style-type: none"> Intuitive interface makes it easy to create surveys with many types of questions and logic Surveys are easily distributed online 	<ul style="list-style-type: none"> Most services have limited to no privacy protections, so they are inappropriate for sensitive data Terms of click-through agreements are very unfavorable to end-users; for example, service can be terminated at any time without warning. 	<p>Qualtrics is the best choice for surveys because they will keep your surveys and responses confidential.</p> 
Hosting solutions	Amazon Web Services (AWS) Rackspace vCloud VMware Google App Engine	<ul style="list-style-type: none"> Very quick provisioning of a host. No need to order and set up a server Flexible configuration- expand memory or storage with just a few clicks 	<ul style="list-style-type: none"> Not all hosting services have a very good record of up-time. Terms of click-through agreements are very unfavorable to end-users; for example, service can be terminated at any time without warning. 	<p>Make sure that if you use AWS, you are part of the Penn agreement, which gives you better protections for privacy and for service continuation. Contact your LSP for more information.</p> 