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➔ **Public Cloud Customer Service Agreements**

Subtitled "What to Expect and What to Negotiate," [this white paper](#) from the Cloud Standards Customer Council (CSCC) is a revision of the initial version from 2013. The content of cloud service agreements has evolved during the intervening years, but customers of the cloud still need guidance in navigating such complex and often biased documents. The section related to security, privacy and data residency terms was largely rewritten to reflect the growing importance of those issues, and a large bibliography (listing about 60 CSAs and related documents, as well as standards and relevant papers) is included. Claude Baudoin was the overall editor of the 47-page paper.

➔ **Mobiliya and IoT-Specific Networks**

We don't endorse companies in the KIT -- consulting requires neutrality. But we do provide information from time to time about what some interesting new offerings, without implying that X or Y is the only or best choice for everyone (each customer is unique anyway).

[Mobiliya](#) started as a supplier of the mobile secure collaboration technology, and has now morphed into a designer and integrator of mobile solutions for clients in varied sectors, bringing them increasingly closer to Internet of Things projects. While each project is a unique solution to a customer need, some key building blocks are mobile platforms, voice recognition, data collection and transmission, machine learning and virtual reality.

Transmission is often done using LoRa or Sigfox, two kinds of [low-power wide-area networks](#) (LPWAN) specifically designed for IoT devices. LPWANs provide relatively low bandwidth but require little power, which is a good fit for resource-constrained sensors.

➔ **DataStax**

[DataStax](#) combines so many buzzwords in the description of its offerings that you may wonder if the product is real: big data, non-relational, distributed, cloud, analytics and IoT. But customers such as Netflix, ebay and Target, among others, use them.

The core of the product is the open-source [Apache Cassandra](#) distributed NoSQL database, to which DataStax has added indexing, search and analytics capabilities, and the ability to use multiple data models (including graph).

➔ **Recent Entries in the ACM SkillSoft Book Catalog**

The SkillSoft collection of e-books mostly comprises titles related to programming languages, but a few entries struck our attention this month as being of interest to larger audiences:

- [Algorithm Design and Applications](#) (yes, algorithms lead to programs, but they can be appreciated as mathematical constructs and aren't tied to any specific language)
- [Artificial Intelligence in the 21st Century](#)
- [Data Science and Big Data Analytics: Discovering, Analyzing, Visualizing and Presenting Data](#)
- [IT Governance: An International Guide to Data Security and ISO 27001/27002, 6th Edition](#)

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➔ Seen Recently...

"The growth of the Internet will slow drastically, as the flaw in 'Metcalfe's law' -- which states that the number of potential connections in a network is proportional to the square of the number of participants -- becomes apparent: most people have nothing to say to each other! By 2005 or so, it will become clear that the Internet's impact on the economy has been no greater than the fax machines."

-- Paul Krugman, American economist, inadvertently imitating other failed forecasters such as T.J. Watson ("the world has a need for five computers") and Ken Olsen (" There is no reason for any individual to have a computer in his home")