

Cloud Workplaces:
The global rollout of a Virtual Workplace

Ahmed Shukry

150337

Master's thesis

to obtain the degree of
Master of Science in Information Systems

University of Liechtenstein
Graduate School
Programme: Information Systems

First assessor: Prof. Dr. Stefan Seidel
Second assessor: MSc. Michael Kamm

Working period: 22/02/2018 to 02/07/2018

Date of submission: 02/07/2018

Table of Contents

Abstract.....	iii
1 Introduction	1
1.1 Objectives and research question	2
1.1.1 Reasoning.....	3
1.2 The Cloud as a base for Virtual Workplace	4
1.3 Cloud characteristics, deployment and service models.....	6
1.4 Trends in Cloud Computing	9
1.5 Benefits and obstacles to Cloud adoption	11
2 Literature review.....	18
2.1 Current research focus.....	18
2.2 Recent advancements in Cloud technology.....	19
2.3 Experts review about gaps in the field	19
2.4 Experts future research recommendation	20
3 Research methodology	22
3.1 Study case company	22
3.1.1 Challenges	25
3.2 Qualitative inquiries	27
4 Study of a Design Science Research.....	33
4.1 Problem identification and motivation	35
4.2 Objective of the solution	40
4.2.1 Design and Development	41
4.2.2 Project Support documentation	42
4.2.3 Proposed Rollout Process.....	43
4.2.4 Incident Management Process.....	48
4.3 Demonstration	50
4.4 Evaluation.....	50
4.5 Communication	51
5 Discussion.....	52
5.1 Setup of the rollout process and its nature.....	52
5.2 User shadowing findings	52
5.3 Strategic business and IT alignment.....	57

5.4	Change management and process ownership	60
6	Conclusion.....	62
6.1	Limitations	62
6.2	Future implications.....	62
	List of references	64
	List of figures	69
	List of tables.....	70
	List of abbreviations.....	71
	Appendices	72
	Declaration of authorship	83