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What is the Attitude of IT Professionals towards Cloud Computing Adoption Barriers?

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Abstract

This dissertation is an exploratory study that seeks to determine the attitude of IT professionals towards barriers to cloud computing adoption. This is an important and topical subject as many companies are beginning their journey to the cloud and the attitudes of key personnel in the IT department, those with a strong influence on the IT decision making process, will have a major impact on how successful, or not, that journey will be. This study identifies those barriers by performing a thorough examination of the extant literature on the topic of cloud computing with a particular focus on barriers to cloud computing adoption. Face-to-face semi-structured interviews were conducted with experienced IT professionals, their experience ranging from 12 to over 40 years, to elicit their attitudes towards the identified barriers. These IT professionals all play a role in the IT decision making process. The interviews were recorded and transcribed, and Grounded Theory was used to analyse the data and to inductively generate theories that are grounded in that data. These theories enabled the formulation of recommendations to practitioners, particularly cloud computing vendors. The attitudes of IT professionals towards cloud computing adoption barriers is hesitant acceptance, based on trust. This study has highlighted the importance of trust when considering the selection of cloud computing vendors and also the necessity of upskilling for all IT professionals especially those that work directly with computing infrastructure as they will be most impacted by the cloud computing journey.