

A Survey on Software as a Service (SaaS) in Cloud Computing

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Abstract: *Cloud computing enables applications and services to run across multiple systems simultaneously via the internet. It encompasses three core service models: Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS). SaaS, in particular, offers numerous advantages to consumers but also presents unique challenges in assessing its quality. This paper explores the defining characteristics of SaaS and introduces a customized quality assessment model that incorporates key aspects such as security, service reliability, and performance. The proposed model supports both providers and users in managing and evaluating the quality of SaaS offerings more effectively*

Keywords: Cloud computing, Software as a Service (SaaS), Quality model, Software metrics

