

LIST OF FIGURES

Figure 1.1	Architecture of Hosting Platform	8
Figure 2.1	Complexity in Design of Internet Services	16
Figure 2.2(a)	FSM for an Online Voting system	20
Figure 2.2(b)	FSM for an E-Commerce System	20
Figure 2.2(c)	FSM for an Online Bidding System	20
Figure 2.2(d)	FSM for an Internet Surfing System	21
Figure 2.3	Pipeline Pattern in FSM	21
Figure 2.4	Partition Pattern in FSM	21
Figure 2.5	Combine Pattern in FSM	22
Figure 2.6(a)	Daily Traffic Volume of 1998 World Cup Website	23
Figure 2.6(b)	Web Traffic at Wikipedia in December 2004	23
Figure 2.6(c)	Traffic in Different Sites on 27 December 2005	24
Figure 3.1	Service Architecture – ‘ BBAM-I ’	37
Figure 3.2	Levels of Abstraction of <i>Stage</i>	39
Figure 3.3(a)	Performance details with ‘ BBAM-I ’ - Idle Thread Periods	42
Figure 3.3(b)	Performance details with ‘ BBAM-I ’ - Service Efficiency	42
Figure 3.3(c)	Performance details with ‘ BBAM-I ’ - Request Drops	42
Figure 3.3(d)	Performance details with ‘ BBAM-I ’ - Resource Utilization	42
Figure 3.3(e)	Performance details - Request Drops (Timeslotwise)	42
Figure 3.4	User Satisfaction Measured as Number of <i>Allowed Accesses</i> Vs Number of <i>Denied Accesses</i>	43
Figure 4.1(a)	Service Architecture - Varied Patterns	47
Figure 4.1(b)	Service Architecture – Equivalent Pipeline Pattern for Architectural Pattern in Figure 4.1a	47
Figure 4.2	Service Architecture – ‘ BBAM-II ’	51
Figure 4.3(a)	Performance Evaluation with ‘ BBAM-II ’ - Drop Rate with Increase in Number of Tokens	57
Figure 4.3(b)	Performance Evaluation with ‘ BBAM-II ’ - Service Efficiency	57
Figure 4.3(c)	Performance Evaluation with ‘ BBAM-II ’ - System Utilization	57

Figure 4.3(d)	Performance Evaluation with ‘ BBAM-II ’ - Response Time Delay	57
Figure 4.3(e)	Performance Evaluation with ‘ BBAM-II ’ - Request Drop Vs Response Delay	57
Figure 4.4	Effect of One Impulse of Peak Load with ($\mu=18, \sigma^2=7, K=150$)	60
Figure 4.5	Comparison of the performance of ‘ BBAM-I ’ and ‘ BBAM-II ’ based on service rate offered	64
Figure 5.1	Lifecycle of Service Level Agreement (SLA)	67
Figure 5.2	Structure of Service Level Agreement	68
Figure 5.3	Service Level Agreement Metric Evaluation Procedure	70
Figure 6.1	User Behavior Model Graph (mostly ‘ <i>Browser</i> ’)	77
Figure 6.2	Workload Characterization – (with Superposed Load Fluctuations)	78
Figure 6.3(a)	Performance Evaluation with ‘ BBAM-I ’- Drop Rate of Requests (@ Peak Load)	78
Figure 6.3(b)	Performance Evaluation with ‘ BBAM-I ’- System Utilization (@ Peak Load)	79
Figure 6.4(a)	Performance Evaluation with ‘ BBAM-II ’- Request Drop (@ Peak Load)	81
Figure 6.4(b)	Performance Evaluation with ‘ BBAM-I ’- System Utilization (@ Peak Load)	81
Figure 6.5	Web Pages used in Performance Evaluation	85
Figure 6.6	Second Level of Abstraction – User Behavior Model Graph for Page-Visits in a <i>Stage</i>	86
Figure 6.7	Profiling of Web Page Load Time	87
Figure 7.1	‘ BBAM-II ’ with Filter Component	93
Figure 7.2	Steps in Detection of Malicious Requests	93
Figure 7.3	Parties Involved in Execution of Short Message Service-One Time Password(SMS-OTP)	95
Figure 7.4	Registration Process	97
Figure 7.5	Login Process	98

LIST OF TABLES

Table 2.1	Workload Characterization Levels	22
Table 2.2	Service Quality Attributes for Internet Services	28
Table 3.1	Variation of Probability of Request Drop with σ^2	39
Table 3.2	Summary of Logs for $S=5$, $T=100$, $\mu=22$, and varied σ^2 values	40
Table 4.1	Summary of Logs for $S=5$, $T=100$, $\mu=20$, $\sigma^2=2$, and Varied Number of Tokens(K)	55
Table 4.2	Service Category wise Delay in Response Time (Service Degradation)	55
Table 4.3(a)	Summary of Logs for $\mu=22$, $\sigma^2=7$, and Varied Number of Tokens(K)	58
Table 4.3(b)	Service Categorywise Maximum Response Time for Varied Number of Tokens (for $\mu=22$ and $\sigma^2=7$)	58
Table 4.3(c)	Summary of Logs for $\mu=30$, $\sigma^2=7$, $T=300$ and Varied Number of Tokens (K)	59
Table 4.4	Summary of Logs for a Superposed One Impulse of Peak Load	60
Table 4.5	Service Degradation as Delayed Response Time based on Service Differentiation for $\mu=\{18,19\}$ and $\sigma^2=7$	61
Table 5.1	Service Quality Metrics for Evaluation	70
Table 5.2	Guidelines for Choosing Appropriate Limits for Quality of Service Metrics	73
Table 6.1	Simulation Results with Increase in Workload using ' BBAM-II '	82
Table 6.2	User Behavior Model Graph collected from the Logs for $\mu=30$, $\sigma^2=7$ with $K=500$, $T=180$, and $S=6$.	84
Table 6.3	Total Average Response Time with ' BBAM-II ' for $\mu=30$, $\sigma^2=7$ with $K=500$, $T=180$, and $S=6$	85
Table 6.4	User Page-Visit Metrics collected from the Logs for $\mu=30$, $\sigma^2=7$ with $K=500$, $T=180$, and $S=6$	86

LIST OF ABBREVIATIONS

ASP	-	Active Server Pages
BBAM-I	-	Black Box Analytical Model – Version I
BBAM-II	-	Black Box Analytical Model – Version II
DoS	-	Denial of Service
FSM	-	Finite State Machine
HTML	-	Hyper Text Markup Language
HTTP	-	Hyper Text Transfer Protocol
IMEI	-	International Mobile Station Equipment Identity
IMSI	-	International mobile subscriber identity
IT	-	Information Technology
MNO	-	Mobile Network Operator
mTAN	-	Mobile Transaction Authorization Number
OS	-	Operating System
OTP	-	One Time Password
PDF	-	Probability Distribution Function
PHP	-	Hypertext Preprocessor
PL	-	Priority List
QoS	-	Quality of Service
QR-Code	-	Quick Response Code
SLA	-	Service Level Agreement
SLO	-	Service Level Objective
SMS	-	Short Message Service
SP	-	Service Provider
SR	-	Service Requestor
UBMG	-	User Behavior Model Graph

LIST OF SYMBOLS

μ	-	Mean of the Distribution used
BF_i	-	Biometric feature of i^{th} user
D	-	Private key in RSA
e	-	Public key in RSA
g	-	Generator element primitive to $GF(p)$ and $GF(q)$
g_i	-	Reward for servicing i^{th} category request
η	-	Service Efficiency
η_{μ}	-	Minimum Threshold of Service Efficiency
ID_i	-	Unique Identifier of i^{th} User
$IMEI$	-	International Mobile Station Equipment Identity
$IMSI$	-	International mobile subscriber identity
K	-	Maximum number of Request Tokens
L	-	Latency Margin available under emergency situations
MID_i	-	Unique Key for mobile of i^{th} user
n	-	Computed as product of chosen prime numbers (p and q)
P	-	Prime Number
P	-	Peak load as a multiple of R
$P(D)$	-	Probability of Drop Rate where D is Drop Rate
PWD_i	-	Password of the i^{th} User
q	-	Prime Number
R	-	Average Request Rate as requests/ns
R_1 and R_2	-	Random numbers chosen for verification
Rc	-	Random Challenge (in this context - One Time Password)
R_{ij}	-	Request of i^{th} category in j^{th} stage
S	-	Maximum number of Stages
SID_i	-	Smartcard Identifier of i^{th} User
S_t	-	Maximum of Average Service Time
S_{tm}	-	Maximum Threshold of Average Service Time
T	-	Maximum number of Threads
T_U	-	Maximum number of User Tokens
T_n	-	Thread Utilization

T_s	-	Time at which the request is generated
U	-	Thread Utilization
U_i	-	i^{th} User
U_m	-	Minimal Threshold of Thread Utilization
ε	-	Parameter Specifying Threshold
σ^2	-	Variance of the Distribution used
τ_i	-	Execution time for user category i
τ_n	-	Normal execution time for a sequence of S tasks in ns.