



Creating a Culture of Transparency and Trust for Cloud Contracts



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DO YOU KNOW WHAT YOUR CLOUD CUSTOMERS REALLY WANT?

Increasing awareness of the major concerns of existing and prospective cloud service customers can only be a benefit for cloud service providers. If cloud computing can be bought and sold in a confident and trustworthy manner, cloud contracts which include reliable, repeatable and measurable metrics are vital.

The SLA-Ready Common Reference Model describes, promotes and supports the uptake of SLAs

The standardisation and transparency of SLAs is paramount to provide customers with enough information about what services to use, what to expect from them and what to trust. To change the current state of practice, SLA-Ready provides a common understanding of SLAs for Cloud services with the creation of a Common Reference Model based on a comprehensive state-of-the-art analysis covering technical, legal, economic and sociological aspects. The Common Reference Model integrates

common vocabularies, SLO-metrics/measurements, best practices, recommendations and standards that can be used to define SLAs for different use cases and applicable certifications.

The result is a set of 70 elements mapped into 26 user requirements and categorised into 8 groups, as shown below.

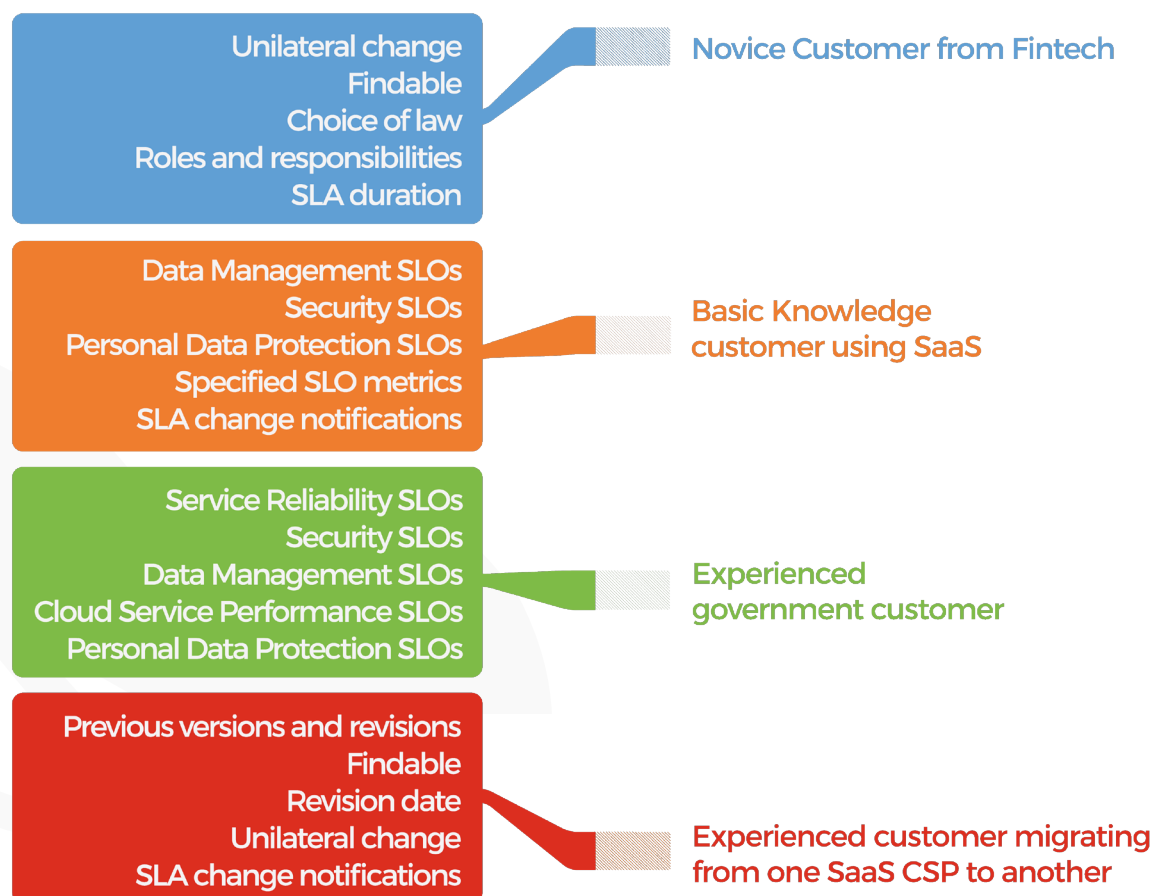
General features	Freshness and validity	Readability and ease of understanding	Support to customers understanding
Credits including costs and billing	Change management	Reporting to customer	Technical Service Level Objectives & Metrics

See the full SLA-Ready Common Reference Model: sla-ready.eu/common-reference-model

What are the real needs of cloud customers?

In assessing cloud service customer needs, SLA-Ready has identified a set of real-world use cases and assessed which elements of the Common Reference Model are important for each case. This can depend on expertise of the user and the domain.

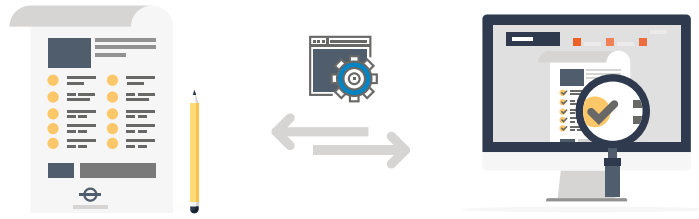
SLA-Ready use cases and top 5 requirements



Calling all Cloud Service Providers

Assess your own SLA using our Common Reference Model & SLA-Readiness Index

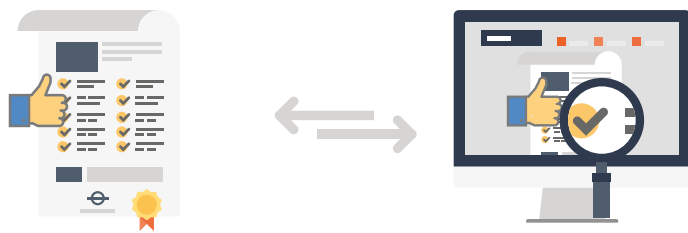
1. From June 2016 SLA-Ready is inviting Cloud Service Providers to carry out a self-assessment of their own SLA.



2. Provide us with your answers to our online questionnaire and we'll evaluate your results.



3. Publish your SLA results in our SLA-Ready Repository and Marketplace



The SLA-Ready marketplace, provides tools and guides to help companies carefully plan their journey to the cloud.

Please contact us for more information - info@sla-ready.com
Complete the online form - sla-ready.eu/sla-readiness-index

SLA-Ready Consortium

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Communicating ICT to market

CSA cloud security allianceSM

Arthur's Legal

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