



“Tools” and Standards for Cloud-SLA

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Brussels

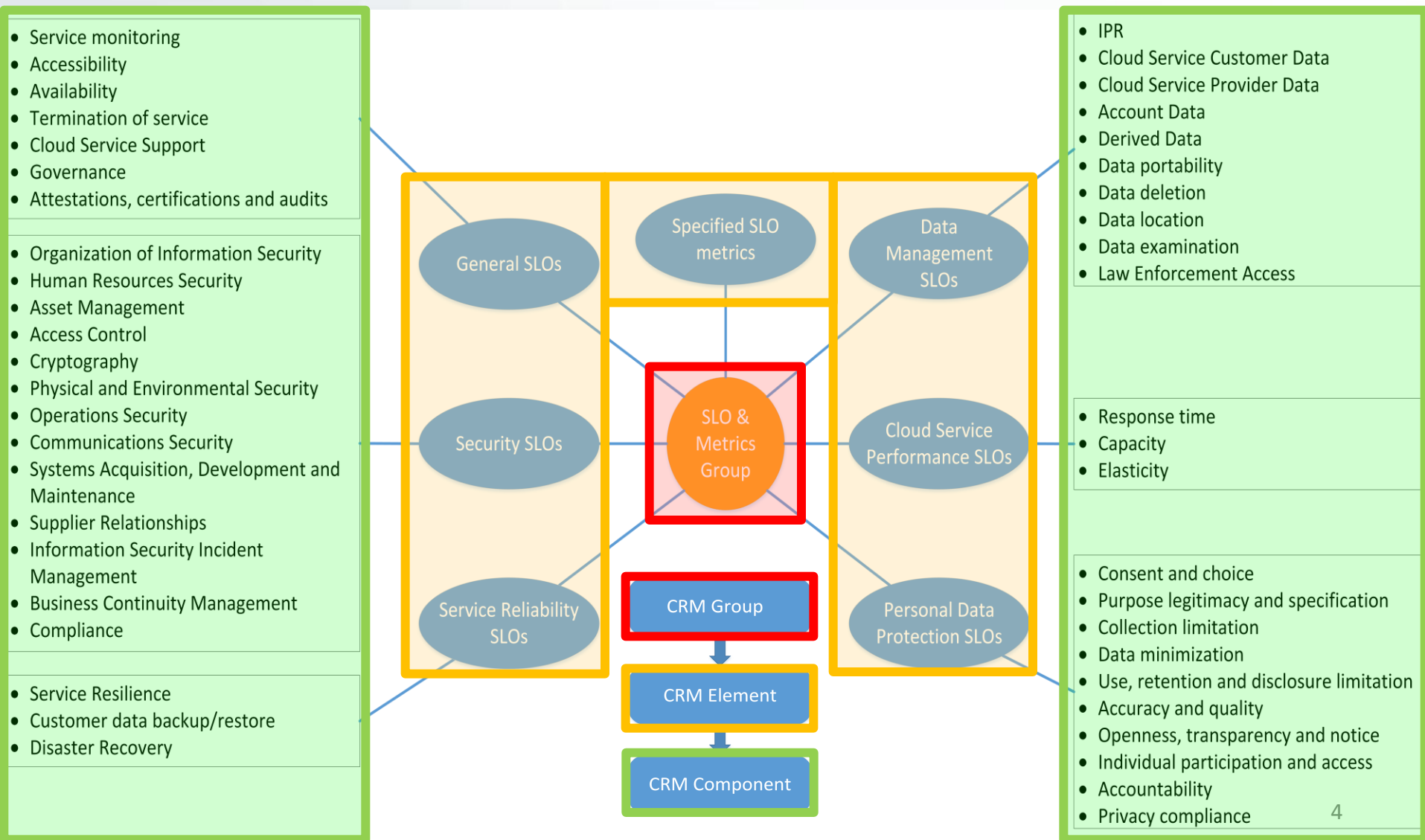
Mission

- ☁ SLA-Ready delivers a **Common Reference Model (CRM) for Cloud SLAs** & and a set of **best-practices & services** to support cloud customers in the use of cloud SLAs through their **lifecycle**.
- ☁ SLA-Ready will **improve the uptake of cloud computing services by the private sector**, while procuring services across the cloud market.

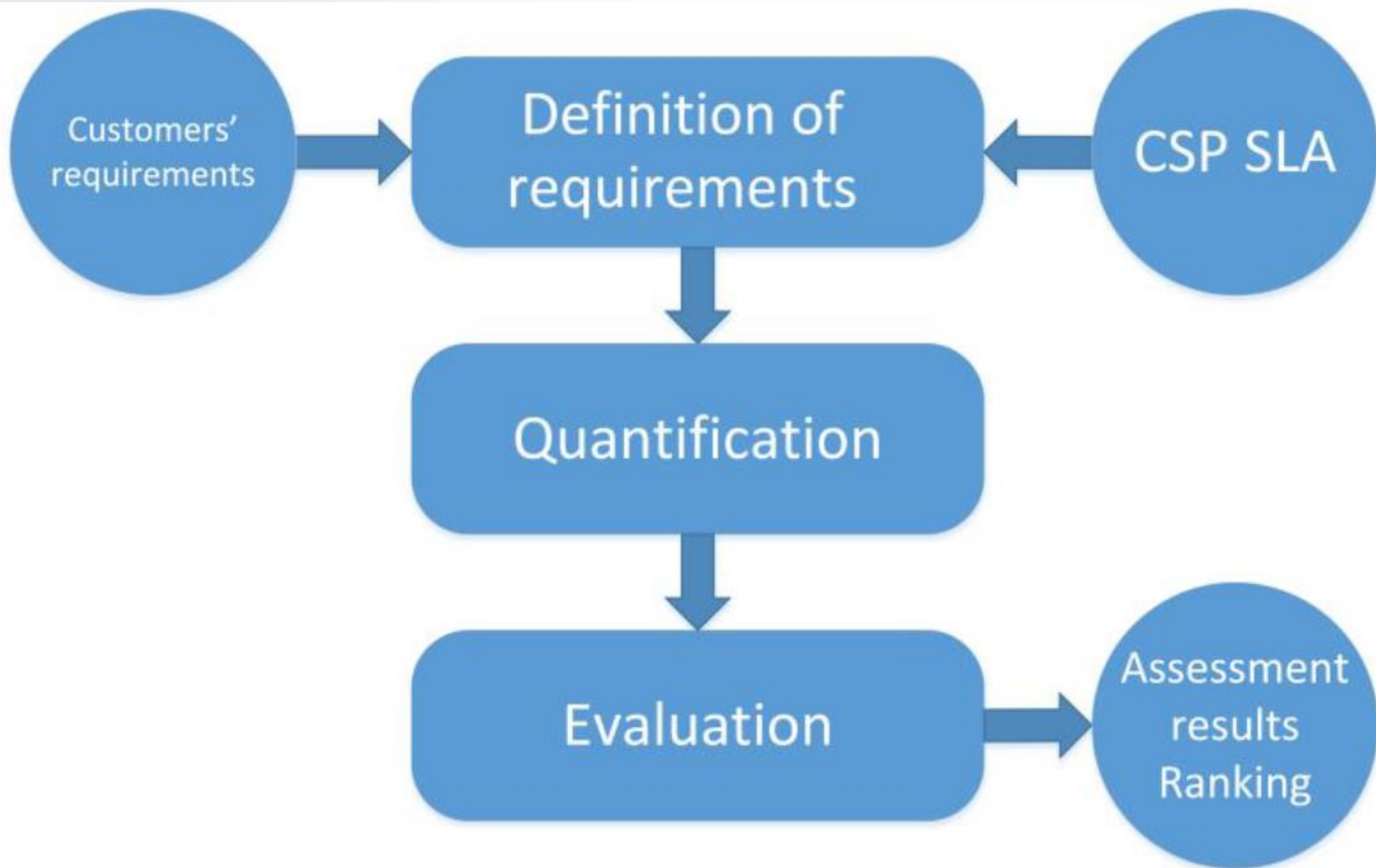
SLA-Ready CRM



SLA-Ready CRM: Elements and components

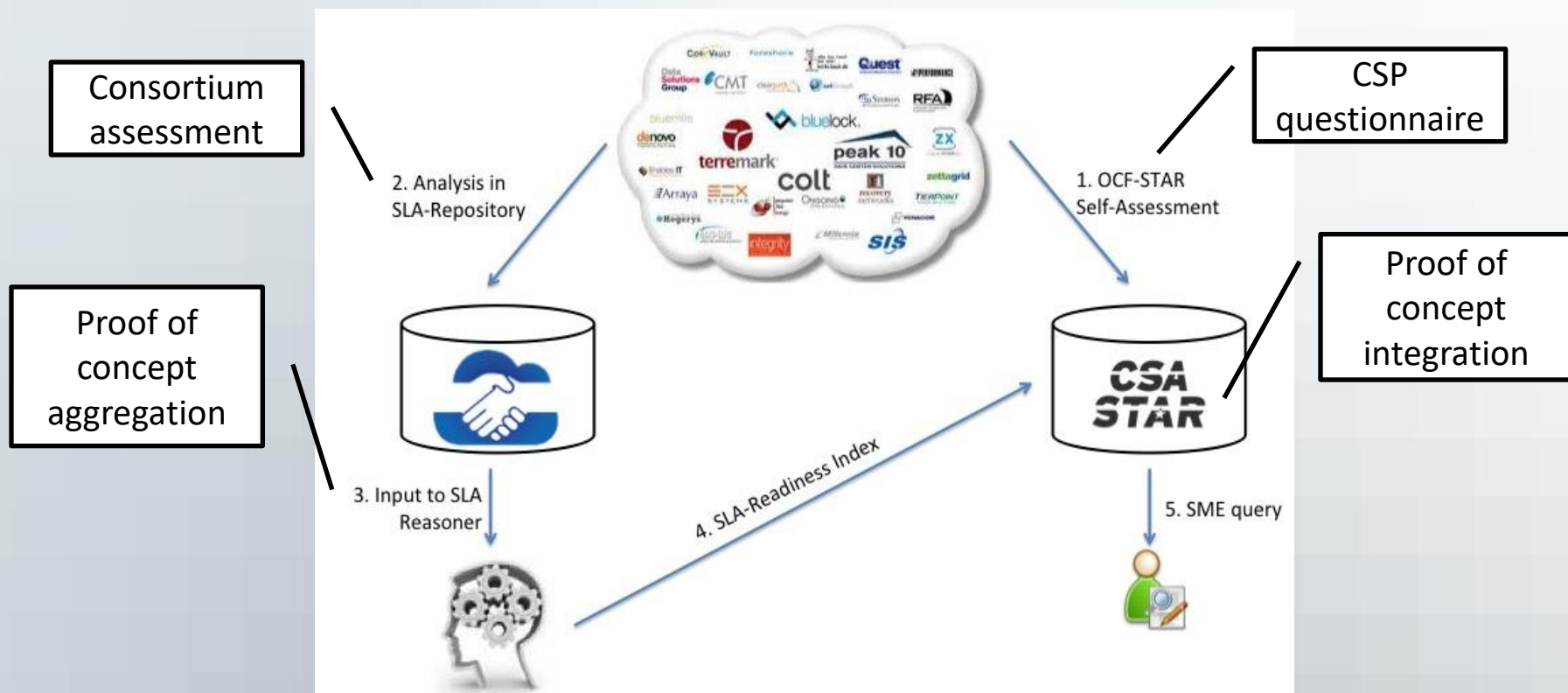


SLA-Ready Index



SLA-Repository/SLA-Readiness Index

From D2.4:



Microsoft Azure

Computing in the cloud raises questions about security, data protection, privacy, and data ownership. Microsoft Azure is hosted in Microsoft data centers around the world, and it is designed to offer the performance, scalability, security, and service levels business customers expect. We have applied state-of-the-art technology and processes to maintain consistent and reliable access, security,...

[Read More..](#)



Submission Info

Date Listed: March 30, 2012

Last Modified: November 06, 2016.

SELF-ASSESSMENT

CERTIFICATION

ATTESTATION

CONTINUOUS

SLA-Ready Repository

| CSP | 7bull.com | Atlassian | China Enterprise ICT Solutions Limited | CITEC | Encore Lab S.L. | ILAND | Indra Sistemas | MailGuard | Qinec Ltd | Siteimprove |
|---|-----------|-----------|--|----------------------|-----------------|------------------------|----------------|-----------|-----------|----------------------|
| SLA URL  | | | | Link | | | | | | Link |
| Findable  | | | Homepage link | Homepage link | | Internal search engine | Homepage link | | | |
| Choice of law  | ✓ | ✗ | ✗ | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |
| Roles and responsibilities  | ✗ | ✗ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Cloud SLA definitions  | ✗ | ✗ | ✓ | ✗ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Revision date  | ✗ | ✗ | ✓ | ✓ | ✗ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Update Frequency  | ✗ | ✗ | ✓ | ✗ | ✗ | ✓ | ✓ | ✓ | ✓ | ✗ |
| Previous versions and revisions  | ✗ | ✗ | ✓ | ✗ | ✗ | ✗ | ✓ | ✗ | ✓ | ✗ |
| SLA duration  | ✗ | ✗ | ✓ | ✗ | ✗ | ✓ | ✓ | ✗ | ✓ | ✗ |
| SLA language  | ✓ | ✗ | ✓ | ✗ | ✗ | ✓ | ✓ | ✗ | ✗ | ✗ |
| Machine-readable format  | ✗ | ✗ | ✓ | ✗ | ✗ | ✓ | ✓ | ✗ | ✓ | ✓ |
| Nr. of pages  | | | | 15 | 1 | | | 12 | 5 | |
| Contact details  | ✓ | ✗ | ✗ | ✓ | ✗ | ✓ | ✓ | ✓ | ✗ | ✓ |
| Contact availability  | ✓ | ✗ | ✓ | ✓ | ✗ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Service Credit  | ✗ | ✗ | ✓ | ✗ | ✓ | ✓ | ✓ | ✓ | ✗ | ✓ |
| Service credits assignment  | ✗ | ✗ | ✓ | ✗ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Maximum service credits  | ✗ | ✗ | ✓ | ✗ | ✓ | ✓ | ✓ | ✓ | ✗ | ✓ |
| SLA change notifications  | ✗ | ✗ | ✓ | ✗ | ✗ | ✓ | ✓ | ✓ | ✓ | ✗ |
| Unilateral changes  | ✗ | ✗ | ✓ | ✗ | ✗ | ✓ | ✓ | ✗ | ✓ | ✗ |

ISO/IEC 19086-1/-4: Cloud SLAs

- ☁ Provides terminology and components of SLAs for cloud services (including security and privacy)
- ☁ Specifies a model for describing cloud SLA metrics
- ☁ Presents the core/conformance requirements associated provided SLA components
- ☁ Facilitates common understanding between the Cloud Service Providers and the Cloud Service Customers

Update on standards

- ☁ 19086-1: moving to DIS before the end of the year (no contributions)
- ☁ 19086-2: All contributions to WD (metrics samples, feedback on conceptual model) accepted and published in new CD version.
- ☁ 19086-3: contributions to DIS submitted (balloting in 1/2017)
- ☁ 19086-4: Extensive changes to current CD version, new CD version will be issued after the finalization of SLA-Ready
- ☁ During the lifetime of the project, total of **48 contributions** were submitted to ISO.

THANK YOU