



Practical tools supporting businesses when adopting cloud services

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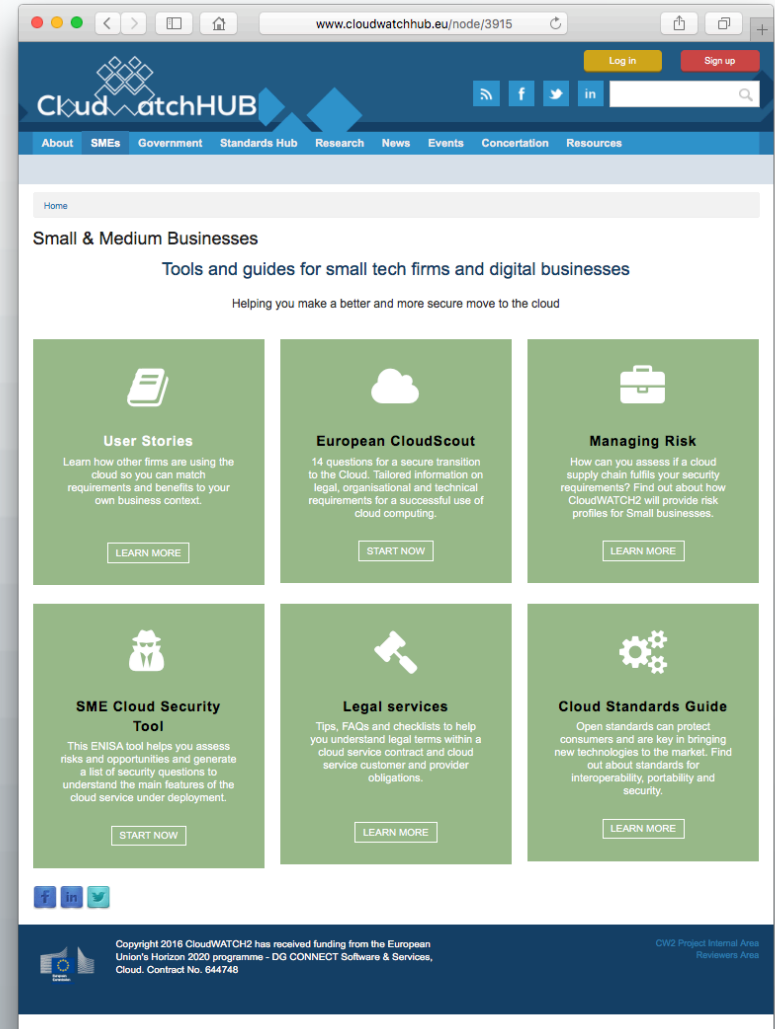
Trust-IT Services & SLA-Ready

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CloudWatchHUB.eu - Tools & guides for cloud customers



The screenshot shows the main homepage of CloudWatchHUB.eu. The header includes the logo, navigation links (About, SMEs, Government, Standards Hub, Research, News, Events, Concertation, Resources), and login/signup buttons. The main content area is titled "Think Cloud Services for Government, Business and Research" and features several colored boxes for different user groups: Small Businesses, Government & Public Administrations, Events (highlighting a FitSM event), Cloud Standards Hub, Cloud Research & Services, Cluster tool, and Cloud Market Roadmap. Each box has a "LEARN MORE" button. Below this is a "News" section with two articles about Big-Data Research and NIST Cloud Computing Forum. To the right is a "CloudWATCH Outputs" section with three articles about Technology Round-up, Risk-Based Decision Making, and Preliminary Roadmap. The footer includes "CloudWATCH - Who is involved" with logos of partners like Trust-IT, CSA, and Strategic Blue, and copyright information.

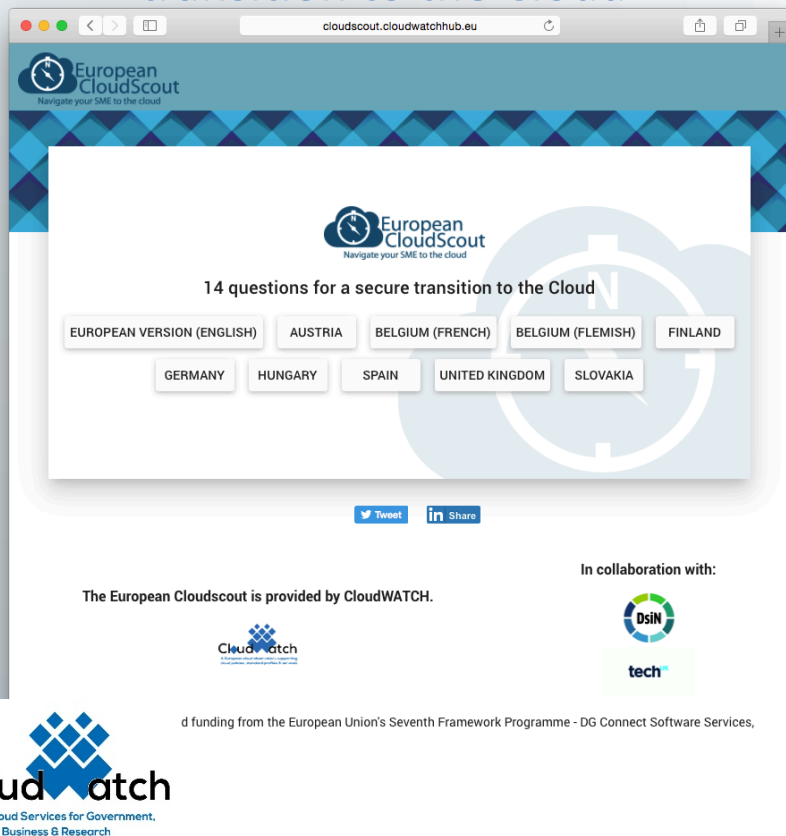


The screenshot shows a specific page on CloudWatchHUB.eu for "Small & Medium Businesses". The header is identical to the homepage. The main content area is titled "Tools and guides for small tech firms and digital businesses" and "Helping you make a better and more secure move to the cloud". It features a grid of six green boxes, each representing a different tool or guide: User Stories, European CloudScout, Managing Risk, SME Cloud Security Tool, Legal services, and Cloud Standards Guide. Each box includes a brief description and a button ("LEARN MORE" or "START NOW"). The footer includes social media links and copyright information.

Tools & services for Cloud Customers

European CloudScout

14 questions for a secure transition to the Cloud



The screenshot shows the European CloudScout website interface. At the top, it says "European CloudScout - Navigate your SME to the cloud". Below this, there's a large heading "14 questions for a secure transition to the Cloud". Underneath, there are buttons for different regions: EUROPEAN VERSION (ENGLISH), AUSTRIA, BELGIUM (FRENCH), BELGIUM (FLEMISH), FINLAND, GERMANY, HUNGARY, SPAIN, UNITED KINGDOM, and SLOVAKIA. At the bottom, it mentions "The European Cloudscout is provided by CloudWATCH." and "In collaboration with: DsIN, tech". It also states "funding from the European Union's Seventh Framework Programme - DG Connect Software Services."

Cloud Contracts

Legal guide, FaQ & contractual clauses guide for SMEs



The screenshots show the CloudWATCH Legal Guide and CloudWATCH2 Legal Services for SMEs. The top screenshot is titled "The CloudWATCH Legal Guide to the Cloud for SMEs" and includes a "How to protect personal data in cloud service contracts" section. The bottom screenshot is titled "CloudWATCH2 Legal Services for SMEs" and includes a "How to use the guide" section. Both screenshots feature a sidebar with links to "SMEs" and "Governments" sections, and a footer with "CloudWATCH for ..." and "Powered by ICT LEGAL CONSULTING".

SLA-AID – Online tool for cloud customers



SLA-AID
Navigate your way through Cloud SLAs

Freshness 27% completed

Answer the questions below and select the option that best describes your current procedures.

How important is it for your organisation to know when the cloud SLA was last revised?

As in the case of many other related documents (e.g., Master Service Agreement and Cloud Service Agreement), the Cloud Service Provider should update its SLA based on for example, business needs or technology updates. In these cases, the revision date becomes a metric for the Cloud Service Customer to assess how often the Cloud Service Provider is aligning its published SLA to those updates.

☐ This information is not needed by my organisation.

☐ The revision date should be provided by the Cloud Service Provider.

☒ This is very important to know, and I expect it to appear on the SLA.

If the CSP publishes the revision you be interested in also having the frequency of such SLA update

This is very much related to the revision date of the SLA. Its importance concerned the Cloud Service Provider is about updating its SLA. It has matured over time. A frequently updated SLA may not necessarily mean that the document is reliable. The changes performed changes based on information received from the provider.

☐ Not really, this is not relevant to my organisation.

☒ If available then I would be interested in having that information.

☐ Definitely, this is very important information for my organisation.

Do you require access to previous versions of the SLA?

Having access to previous versions of the SLA enhances a customer and how the Cloud Service Provider operates. In particular, custom order to compare previous versions of the SLA either during their SLA change, previously communicated by the Cloud Service Provider.

REPORT

SLA-AID

How to navigate your way through Cloud SLAs

The tailored report you'll find below has been created based on your answers to SLA-Aid, a cloud service customers dedicated questionnaire. It contains a series of recommendations based on the importance you gave to the different SLA components (e.g., SLA definitions, notifications, reporting, monitoring and metrics).

SLA-Aid aims to help you make an informed decision when you are looking for cloud services and about to sign a cloud service contract.

The report has been compiled by the SLA-Ready consortium. It should not replace any professional or legal advice that you may seek. Please do not hesitate to contact us at info@slaready.eu if you require any further information or if you would like to provide us feedback to improve our tool.

Your Cloud SLA Priorities:

High Importance

Cloud SLA Definitions

Should relevant definitions for terms used in the SLA be provided?

The inclusion of terms and definitions being used in the cloud SLA will benefit Cloud Service Customers and help them to understand the provider's SLA, while also avoiding unnecessary ambiguities.

Yes, it is important for my organisation to have a clear understanding of the used SLA definitions.

Term and definitions should be specified in the cloud SLA, and aligned to EU guidelines and international standards.

Revision Date

How important is it for your organisation to know when the cloud SLA was last revised?

As in the case of many other related documents (e.g., Master Service Agreement and Cloud Service Agreement), the Cloud Service Provider should update its SLA based on for example, business needs or technology updates. In these cases, the revision date becomes a metric for the Cloud Service Customer to assess how often the Cloud Service Provider is aligning its published SLA to those updates.

This is very important to know, and I expect it to appear on the SLA.

The revision date, along with a log of changes, should be included in the SLA.

Number of Pages

To make the SLA easier to read, should the pages of the SLA be numbered?

Nevertheless, it is very common to find cloud SLAs in electronic formats where the number of pages cannot be counted (e.g., webpages, popup panels). However, our findings show that "long SLA" do not necessarily mean "clearer SLA".

On the contrary, if the SLA takes several screens to display or is very long, then the prospective Cloud Service Customer will most likely avoid reading it in full or will be unable to easily find key SLA/SLO information. Shorter, but concise and standardised SLAs are expected to greatly benefit Cloud Service Customers.

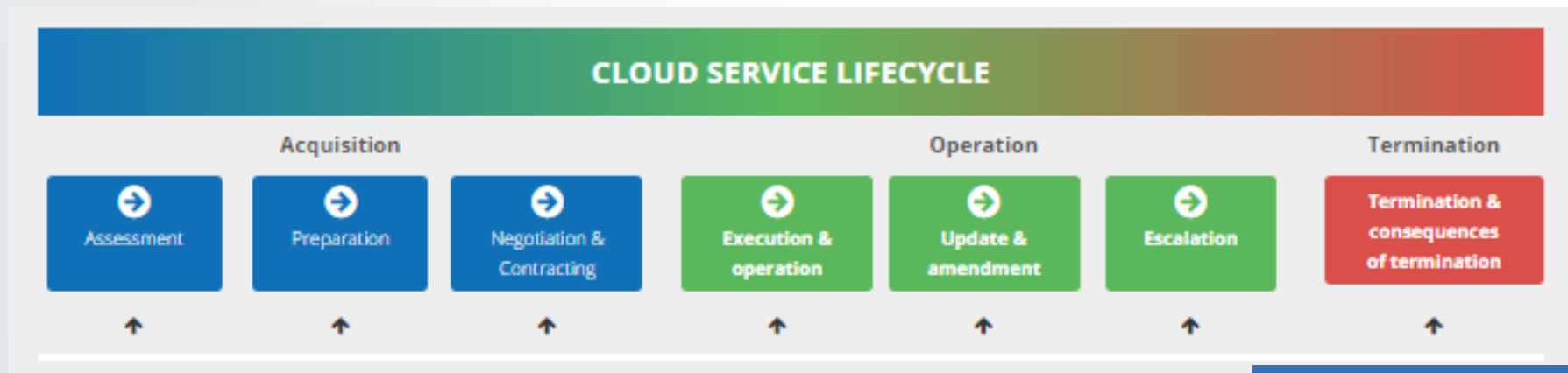
It is very important to have a short, but concise SLA with numbered pages.

30 Questions to navigate your way through cloud SLAs

- Questions cover core elements of a cloud SLA
- Recommendations available on each element based on answers.
- Recommendations ordered by priority for end-user
- Downloadable report available

<http://sla-aid.sla-ready.eu/>

Over 20 Use cases published & mapped



Basic knowledge customer using SaaS

Experienced government customer using Hybrid Cloud

Experienced customer migrating from one SaaS CSP to another

Novice customer buying services through a Cloud Broker

Novice customer processes payroll in the Cloud

Experienced government customer

Novice customer from Fintech

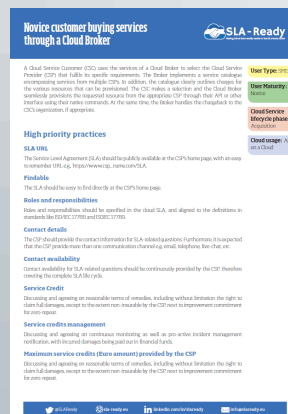
Customer distributing training material to mobile Employees

Novice customer moves data to the Cloud

Video storage & streaming from the Cloud

Experienced customer provides Cloud-based environment

Experienced customer-vendor using IaaS & PaaS



Novice customer buying services through a Cloud Broker

SLA title

High priority practices

SLA title

Service credits

Service credits management

Maximum service credits (three amount) provided by the CSP

Use cases mapped by :

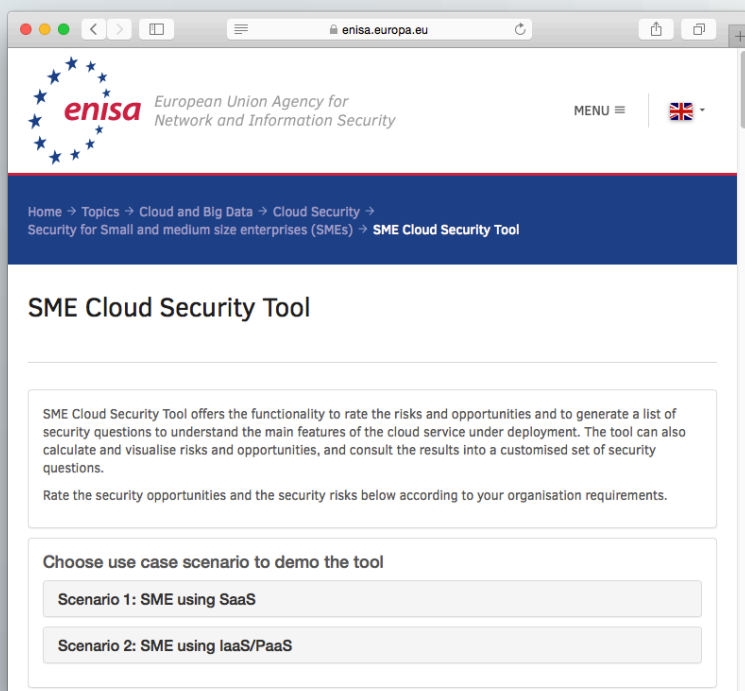
- User type
- User maturity
- Cloud lifecycle phase
- Cloud usage

www.sla-ready.eu/use-cases

Tools & services for Cloud Customers

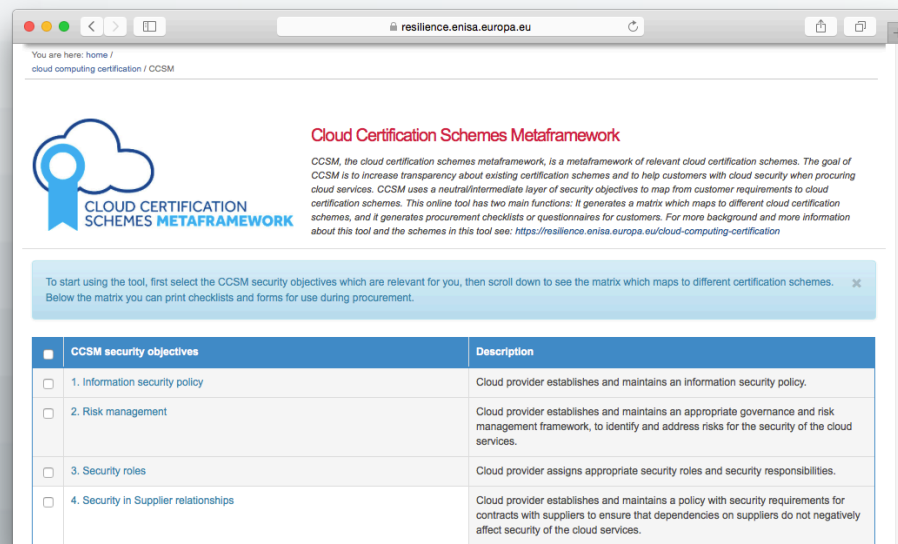
Cloud Security

ENISA SME Cloud Security Tool for SMEs
Check-list of security questions to ask
your CSP



Cloud Security Certification

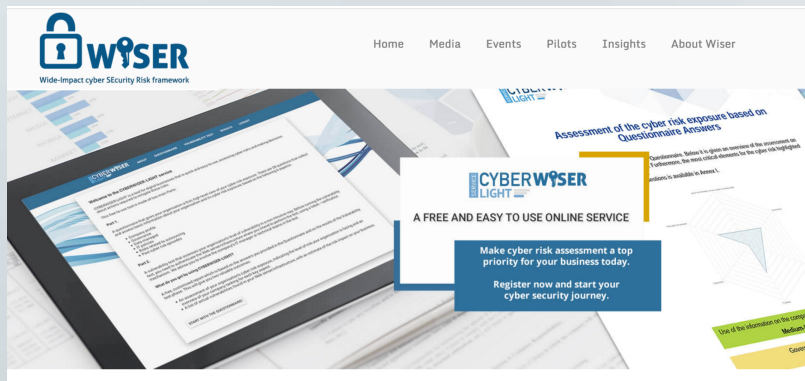
ENISA Cloud Certification Schemes
Metaframework - Matching
certifications to your requirements



Tools & services for Cloud Customers

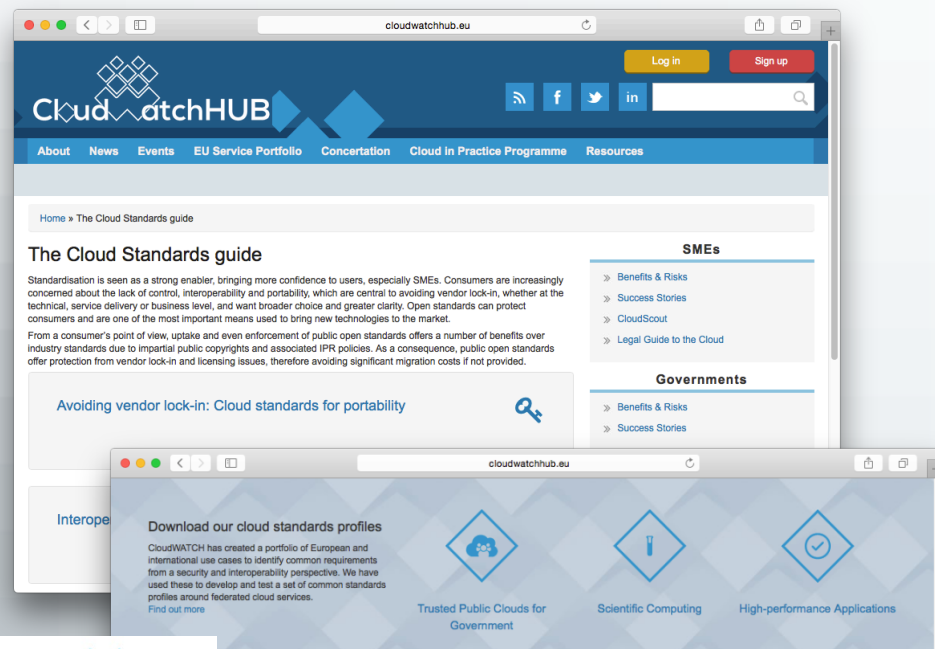
Cybersecurity self-assessment

CyberWISER-Light: Cybersecurity
self-assessment tool
tool



Cloud Standards

Cloud Standards Guide &
Cloud Standards Profiles



Learn the CLOUD landscape with us

Find out more & use the tools
for yourselves here

sla-ready.eu cloudwatchhub.eu