



Making cloud SLAs readily usable in the EU private sector

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Trust-IT Services & SLA-Ready

SLA-Ready Workshop | DIGITALEUROPE
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Cloud is an enabler of IoT, BigData and innovation



Knowledge | Clarity | Complex terminology

“You won’t need an IT guy. You’ll need a SLA expert!”

Raj Samani - CTO at INTEL Security @SecureCloud2016 Dublin Ireland



What is SLA-Ready?

Making SLAs readily usable in the EU private sector

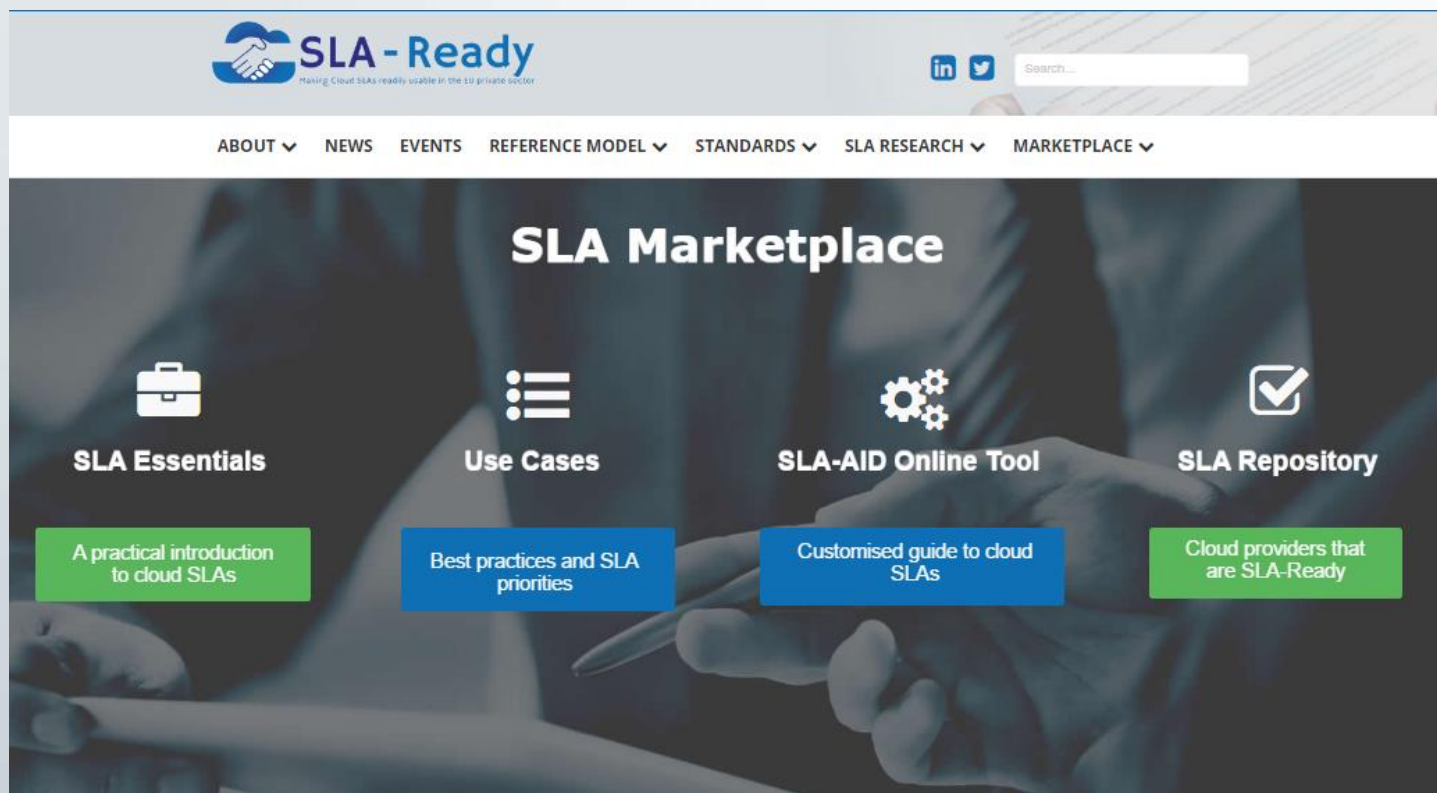
- ☁ Contribute to creating greater transparency & trust in cloud SLAs
 - ☁ Provide a SLA Common Reference Model
 - ☁ Educate and empower (prospective) cloud customers
 - ☁ Encourage a culture of trust & transparency amongst providers
 - ☁ Contribute to standardisation in cloud SLAs.
- ☁ 1/1/2015 – 31/12/2016

Partners



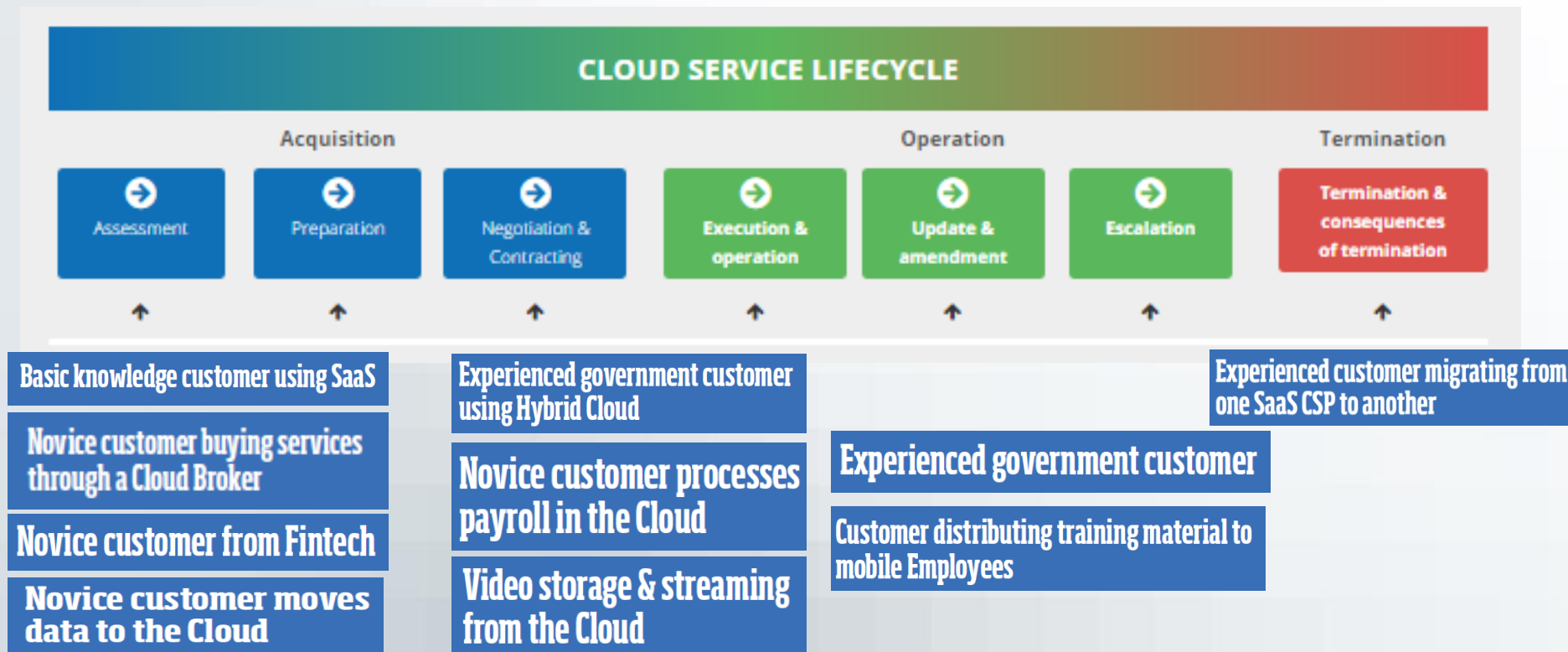
Services to educate & empower SMEs

SLA Common Reference Model



Applying the SLA Common Reference Model to support services

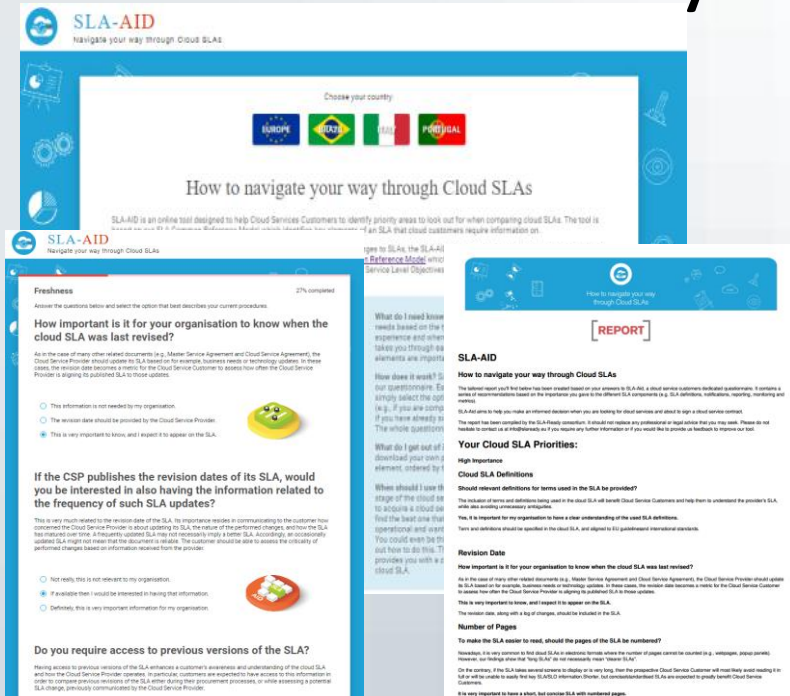
23 use cases and good practices



“The SLA Marketplace can play an instrumental role in helping SMEs, and organisations of all kinds in understanding where and what to check either before engaging or during the implementation of cloud service agreements.” - Andrei Kelemen, ClujIT

Use cases mapped to CRM and by user type, maturity, cloud usage & cloud service lifecycle

Identify YOUR priorities

30 Questions to navigate your way through cloud SLAs

- Questions cover Common Reference Model elements
 - Recommendations reflect good practice for each element
 - Recommendations ordered by priority for end-user
 - Customised downloadable report available
 - EU, Brazil Italy, Portugal
- <http://sla-aid.sla-ready.eu/>

“The SLA Aid is appropriate to both customers and providers, and as someone who has built a SaaS business and needed to offer a SLA, I only wish I had had this kind of support.” Frank Bennett, iCloud Ltd & Cloud Industry Forum

Leading customers in a step-wise approach to comparing SLAs

The SLA-Repository

SLA Common Reference Model questionnaire for CSPs

Start Section 1 Section 2 Section 3 Final

General: general purpose features of the SLA

Is there a publicly (online) available version of your cloud SLA?

- ☐ Yes
☐ No

How can customers find the SLA on your web?

- ☐ Homepage link
☐ Internal search engine
☐ External search engine
☐ N/A

Is the SLA specific to a particular jurisdiction or geography? Does your SLA contain a clear definition of roles and responsibilities?

7bulls.com

7Bulls is a private Polish company developing software implementation and integration of IT services. It operates throughout the entire world. 7Bulls delivers services including financial, publishing, automotive, and pharmaceutical, as well as media corporations and sales channels.

Submission Info

Submitted: October 10, 2016

Web Page

General

Choice of law: Yes
Roles and responsibilities: No
Cloud SLA definitions: No

Freshness

Revision date: No
Update Frequency: No
Previous versions and revisions: No
SLA duration: No

Readability

SLA language: Yes
Machine-readable format: No

Support

Contact details: Yes
Contact availability: Yes

Credits

CSP	7bulls.com	Atlassian	China Enterprise ICT Solutions Limited	CITEC	Encore Lab S.L.	ILAND	Indra Sistemas	MailGuard	QinetiQ Ltd	Siteimprove
SLA URL [1]				Link						Link
Findable [1]			Homepage link	Homepage link	Internal search engine	Homepage link				
Choice of law [1]	✓	✗	✗	✓	✓	✓	✓	✗	✗	✗
Roles and responsibilities [1]	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓
Cloud SLA definitions [1]	✗	✗	✓	✗	✓	✓	✓	✓	✓	✓
Revision date [1]	✗	✗	✓	✓	✗	✓	✓	✓	✓	✓
Update Frequency [1]	✗	✗	✓	✗	✗	✓	✓	✓	✓	✗
Previous versions and revisions [1]	✗	✗	✓	✗	✗	✗	✓	✗	✓	✗
SLA duration [1]	✗	✗	✓	✗	✗	✓	✓	✗	✓	✗
SLA language [1]	✓	✗	✓	✗	✗	✓	✓	✗	✗	✗
Machine-readable format [1]	✗	✗	✓	✗	✗	✓	✓	✗	✓	✓
Nr. of pages [1]				15	1			12	5	
Contact details [1]	✓	✗	✗	✓	✗	✓	✓	✓	✗	✓
Contact availability [1]	✓	✗	✓	✓	✗	✓	✓	✓	✓	✓

SLA Self-assessment

- ☁ CSP SLA questionnaire based on Reference Model
- ☁ CSP self-assessment of SLAs
- ☁ Results linked to CSA STAR Registry

“An excellent first step towards standardised SLAs and contributing to 7Bulls reaching a broader market” - Katerina Materkia 7Bulls, Poland

“The CRM has helped us to understand the crucial elements of a cloud SLA, including minimum compliance levels and how to manage the complete service lifecycle.” – George Ioannidis, IN2

Encouraging a culture of transparent and trusted cloud SLAs

Taking the Marketplace to SMEs

AMETIC
19 Oct 2016
Madrid, Spain



@ ClujIT
3 Nov 2016
Cluj-Napoca, Romania

@ CONETIC
15 Nov 2016
Madrid, Spain



@ DIGITALEUROPE
15 Dec 2016
Brussels, Belgium

SME Workshops

- Over 120 participants
- SMEs, customers, re-sellers, providers
- 1 workshop streamed live & available for playback
- SME needs, SLA Marketplace, Data protection & legal advice

“It’s very important to have these types of events to disseminate the new directives and to exchange stories on how cloud is being used to deliver services to clients.” - Alex Rotaru, Altom Consulting & Board of Directors, ClujIT

Face-to-face interaction with SMEs & SME associations revealed a real & present need for SME workshops



Thank you!

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