

An SME has built its own SaaS on the PaaS infrastructure of a major CSP. The SME provides its SaaS to its customer under its own Master Service Agreement, Terms and Conditions and SLA. However, the SaaS SME did not notice that the PaaS CSP is contractually entitled right to unilaterally change the PaaS service offerings and conditions in the SLA, since the SME ticked the box while registering online without taking the time to assess the SLA and related terms. The CSP now invoked this right to lower the uptime and level of redundancy. Therefore, the SaaS cloud Services from the SME cannot meet the service level it has granted to its own customers. Migrating the application on a PaaS of another CSP would be a very time consuming and costly task. Cloud Service Provider as PaaS Provider, SME as Cloud Service Partner and SMEs customer as Cloud Service Customer.

User Type: SME

User Maturity:
Novice, Basic

Cloud Service lifecycle phase:
Operation

Cloud usage: App on a Cloud , High Availability

High priority practices

SLA Change Notifications

The information provided by the Cloud Service Provider, specialised support, and notification period, should be sufficient enough to give customer the chance to evaluate the severity of the planned SLA changes. The provider should allow renegotiation of the SLA, and it should be feasible for the customer to initiate a termination of the SLA.

Unilateral Change

Any clause on unilateral change should be deleted or declared not applicable, and arranged so that any changes of the services itself that are beneficial and non-detrimental for the Cloud Service Customer need to be discussed and agreed upon with the Customer in advance.

Medium priority practices

- » SLA URL
- » Findable
- » Choice of law
- » Roles and responsibilities
- » Cloud SLA definitions
- » Revision date
- » Update Frequency
- » Previous versions and revisions
- » SLA duration
- » SLA language
- » General Carveouts

Low priority practices

- » Machine-readable format
- » Nr. of pages Contact details
- » Contact availability Service Credit
- » Service credits assignment
- » Maximum service credits (Euro amount) provided by the CSP
- » Service Levels reporting
- » Service Levels continuous reporting
- » Feasibility of specials & customizations

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