

There are more than 1800 local governments across Japan, each of which has its own servers and IT staff. A secondary goal of the Kasumigaseki cloud is to provide a hybrid cloud environment. In addition to the Kasumigaseki cloud, the Japanese central government has decided to group local governments at the prefecture level. Each prefecture will have a private cloud and a connection to the Kasumigaseki hybrid cloud. Internal tasks and some data will be hosted in the prefecture's private cloud, while other data will be stored locally. Wherever possible, existing systems will be virtualized and hosted in the Kasumigaseki cloud.

High priority practices

Service Levels reporting

The Cloud Service Provider (CSP) should provide the Cloud Service Customer (CSC) with the tools, training and support to directly measure the achieved Service Levels, and evaluate them with respect to the agreed Service Levels Objectives (SLOs). Measured Service Levels should be integrity- and authenticity-protected, so the CSC can use them to demonstrate potential violation of the Service Level Agreement (SLA) by the CSP.

Feasibility of specials & customizations

Always assess, prepare and negotiate. The default cloud SLAs initially made available by providers may be less hard-coded, fixed and non-negotiable as customers may think, and the CSPs may wish to make them believe. This is especially applicable now, as the cloud services market is still maturing.

Cloud Service Performance SLOs

The CSC should be able to request changes to the capacity SLO limits for the consumed service(s). Furthermore, the SLA may specify related SLOs contained in additional documents like the European Commission's "SLA Standardisation Guidelines". Metrics definitions associated to the General SLOs should be based on a standardised model e.g., ISO/IEC 19086-2.

Service Reliability SLOs

All reliability information should be found on the SLA. The CSP may also refer to reliability SLOs in the Data Management section of the SLA. Furthermore, the SLA may specify related SLOs contained in additional documents like the EC's "SLA Standardisation Guidelines". The reliability SLOs specified by the CSP should assist the CSC in putting in place Recovery Point Objective and Recovery Time Objective when using the cloud service. Metrics definitions associated to these SLOs should be based on a standardised model e.g., ISO/IEC 19086-2.

Data Management SLOs

The SLA may specify related SLOs contained in additional documents like the EC's "SLA Standardisation Guidelines". In particular, the CSP is expected to clearly define the used data classification scheme, data deletion mechanism, data portability format, and relevant links to the personal data protection SLOs (e.g., in relationship to the data deletion SLOs). Metrics definitions associated to these SLOs should be based on a standardised model e.g., ISO/IEC 19086-2.

User Type:
Government

User Maturity:
Expert

Cloud Service lifecycle phase:
Operation

Cloud usage: App
on a Cloud, Cloud
Bursting

Medium priority practices

- » Roles and responsibilities
- » Service Levels continuous reporting
- » General Carve-outs

Low priority practices

- » SLA URL
- » Findable
- » Choice of law
- » Cloud SLA definitions
- » Revision date
- » Update Frequency
- » Previous versions and revisions
- » SLA duration
- » SLA language
- » Machine-readable format
- » Nr. of pages
- » Contact details
- » Contact availability
- » Service Credit
- » Service credits assignment
- » Maximum service credits (Euro amount) provided by the CSP
- » SLA change notifications
- » Unilateral change
- » Specified SLO metrics
- » General SLOs
- » Security SLOs
- » Personal Data Protection SLOs

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