

Cloud Computing Service Level Agreement ISO/IEC Standardization

Eric Simmon

NIST Cloud Computing Program



US Government Cloud Computing Technology Roadmap

Requirement 3 **Technical specifications to enable development of consistent, high-quality Service-Level Agreements**

Develop a controlled and standardized vocabulary of cloud SLA terms and definitions

Ensure consistency in guidance and policy regarding SLA relevant terms and definition

Develop a cloud SLA Taxonomy to ensure the complete specification of key cloud computing elements that need to appear in an SLA.

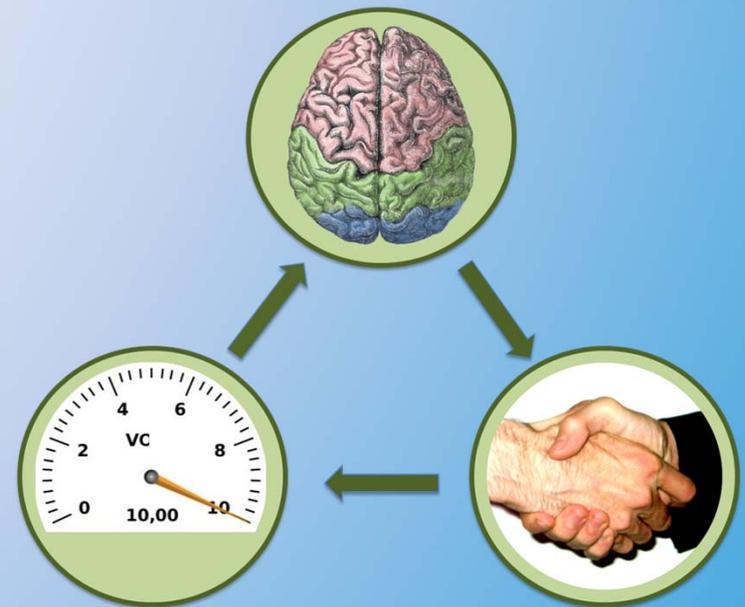


Three parts to the process

Decide - the customer lays out the requirements for the cloud service

Agree - the SA/SLA is the agreement connecting customer and provider

Measure - show what is being provided, are the SLA objectives met.

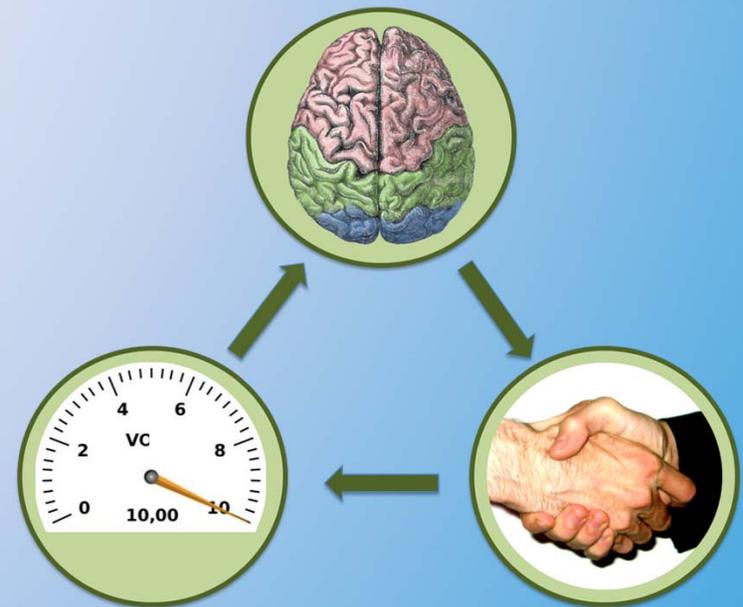


Three parts to the process

The decision making framework helps the customer lay out the requirements for the cloud service

The SA/SLA then represents the agreement between the customer and the provider

Measurements show what is provided (whether the SLA thresholds are met).



METRICS link the three!

Why is there a problem with existing SLAs?

Current SLAs do not provide assurances the customer's needs will be met

Each provider uses different language – making it difficult to compare SLAs



International Standardization

International Organization for Standardization
+International Electrotechnical Commission
=Joint Technical Committee 1 (JTC1)

JTC1 SC38 WG3 **ISO/IEC 19086**



ISO/IEC JTC1 SC38: SLA Scope

“This international standard specifies: an overview of SLAs for cloud services, identification of the relationship between the master service agreement and the SLA, SLA components that can be used within a framework to build SLAs, and terms and metrics commonly used in SLAs for cloud services. This standard is for the benefit and use for both provider and customer.”

OVERVIEW OF SLAS FOR CLOUD SERVICES

RELATIONSHIP BETWEEN THE MASTER AGREEMENT AND SLAS

SLA ELEMENTS THAT CAN BE USED WITHIN A FRAMEWORK TO BUILD SLAS

TERMS AND METRICS

FOR PROVIDER AND CUSTOMER

Split

19086-3 Requirements

Profiles for specific needs?

19086-2 Metrics

Model

Template for abstract and concrete metrics

19086-1 Concepts and Terminology

19086-2 Metrics

- Will provide **definition** and **model** of metric
- A **template** will be derived from the model
- There will be a **set of metrics** described using the metrics template that are linked to the concepts described in 19086-1
- Ideally the set of metrics will be stored in a database and updated regularly

19086-1 Overview - Concepts

Definitions

Overview/background

Relationship between MSA and SLA

SLA Management

Service level objectives, metrics, and remedies

Cloud SLA components



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19086-1 SLA Components

Covered Services

SLA definitions

Service Monitoring

Roles and

Responsibilities

Accessibility

Availability

Service Performance

PII

Information Security

Termination

Support

Reliability

Data Management

Certs/Audits



Timeline

Kickoff – Kobe, Japan September 2013

1st Face 2 Face – January 2014

Spring 2014 SC38 – April 2014

+ Monthly conference calls

One more 19086-1 draft pre-fall SC38 meeting (October)

Final tweaks at October meeting

Committee Draft of “-1” following October meeting

19086-2, 19086-3, 1st meeting October SC38 meeting



INPUT Needed

Contact

Eric Simmon

eric.simmon@nist.gov

301-975-3956

