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
19086-1 Overview - Concepts

Definitions
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Relationship between MSA and SLA
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Cloud SLA components
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

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