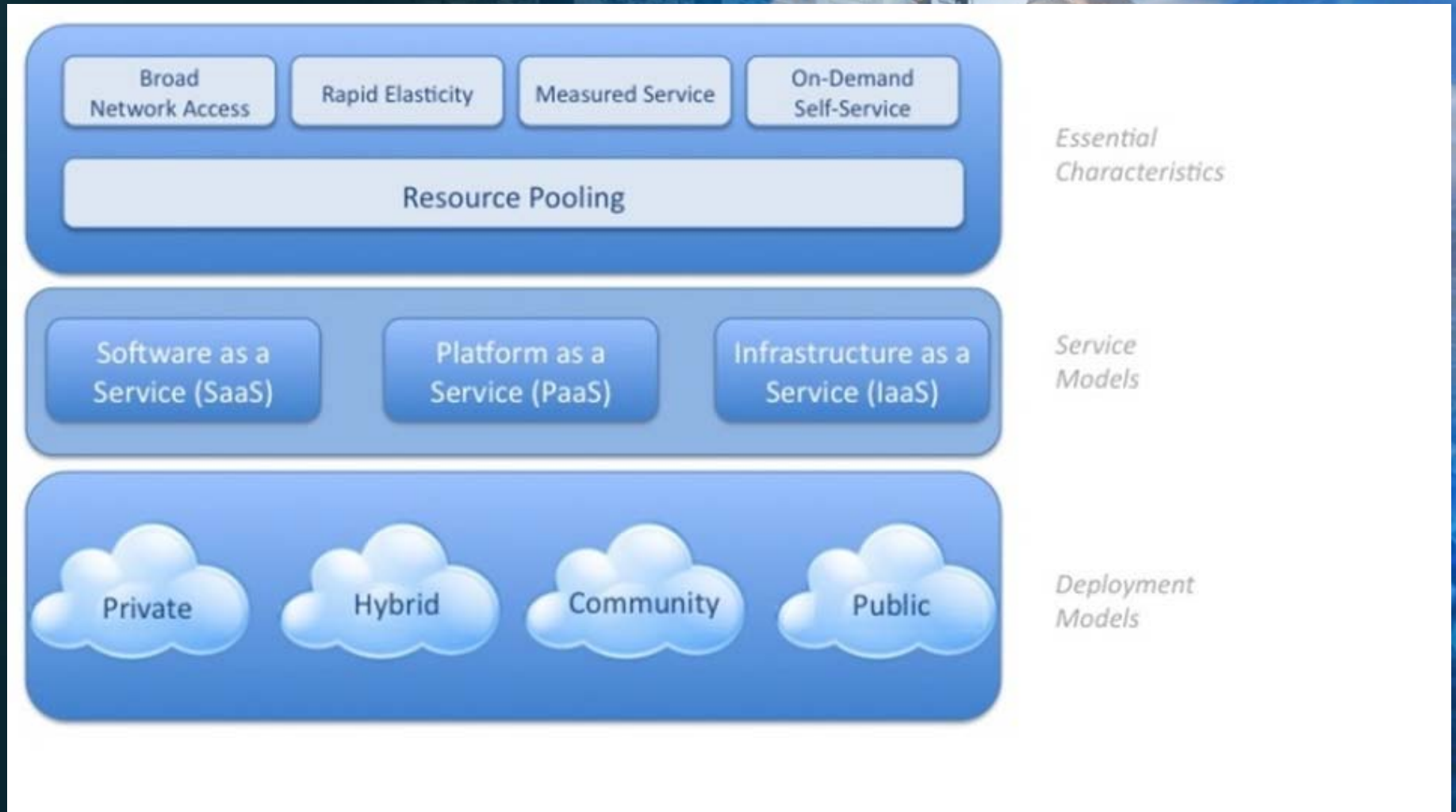


Cloud Computing Service Level Agreements

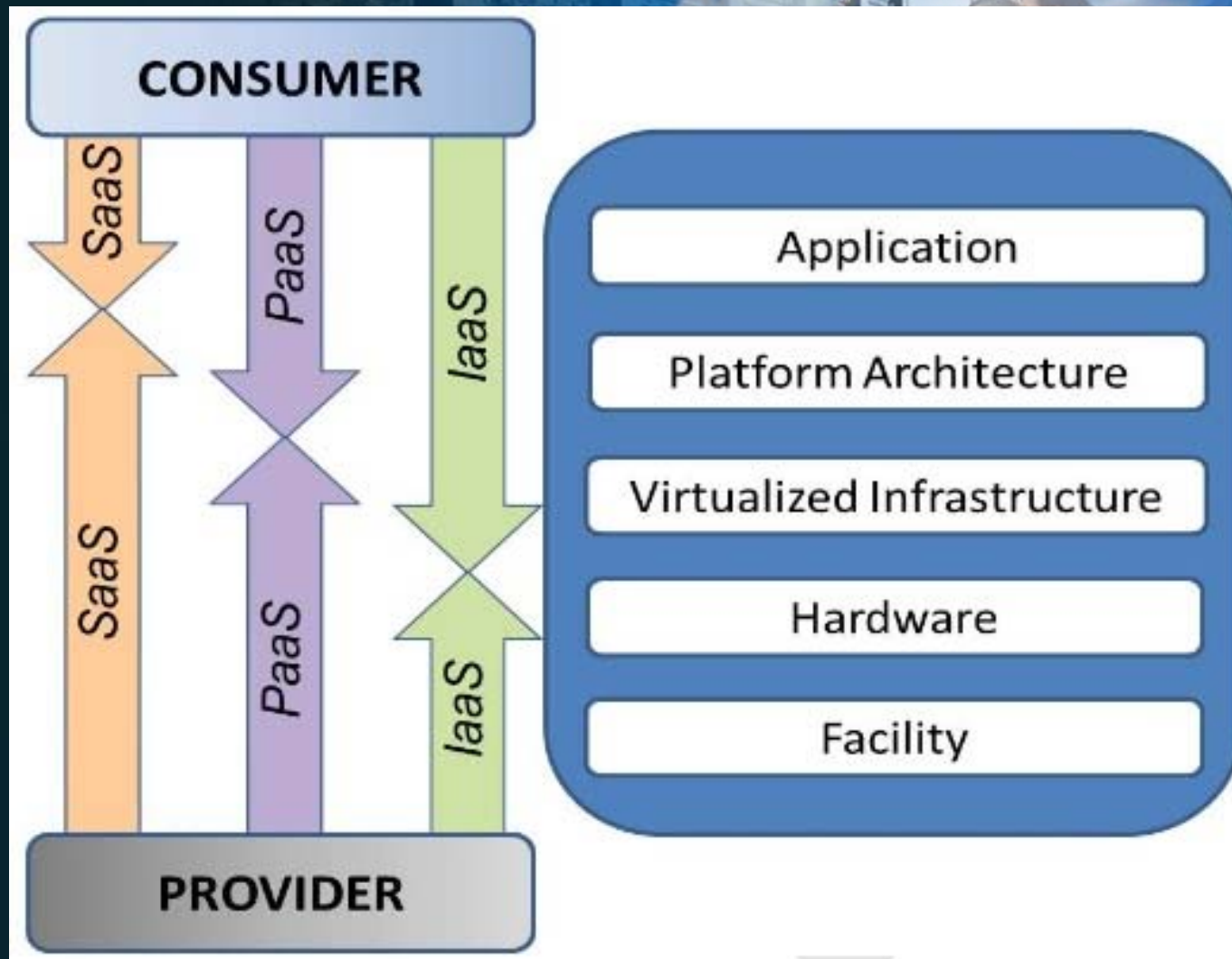
The background is a dark blue gradient with a faint, glowing grid pattern. Overlaid on this are several circular and rectangular images. In the upper left, there are server racks. In the upper right, a man and a woman in business attire are looking at a screen. In the center, a group of four people are sitting around a table, working on laptops. In the foreground, a pair of hands is holding a smartphone, which displays a video call with a woman.

Ken E. Stavinocha, Ph.D.
Solutions Architect, Cisco Systems

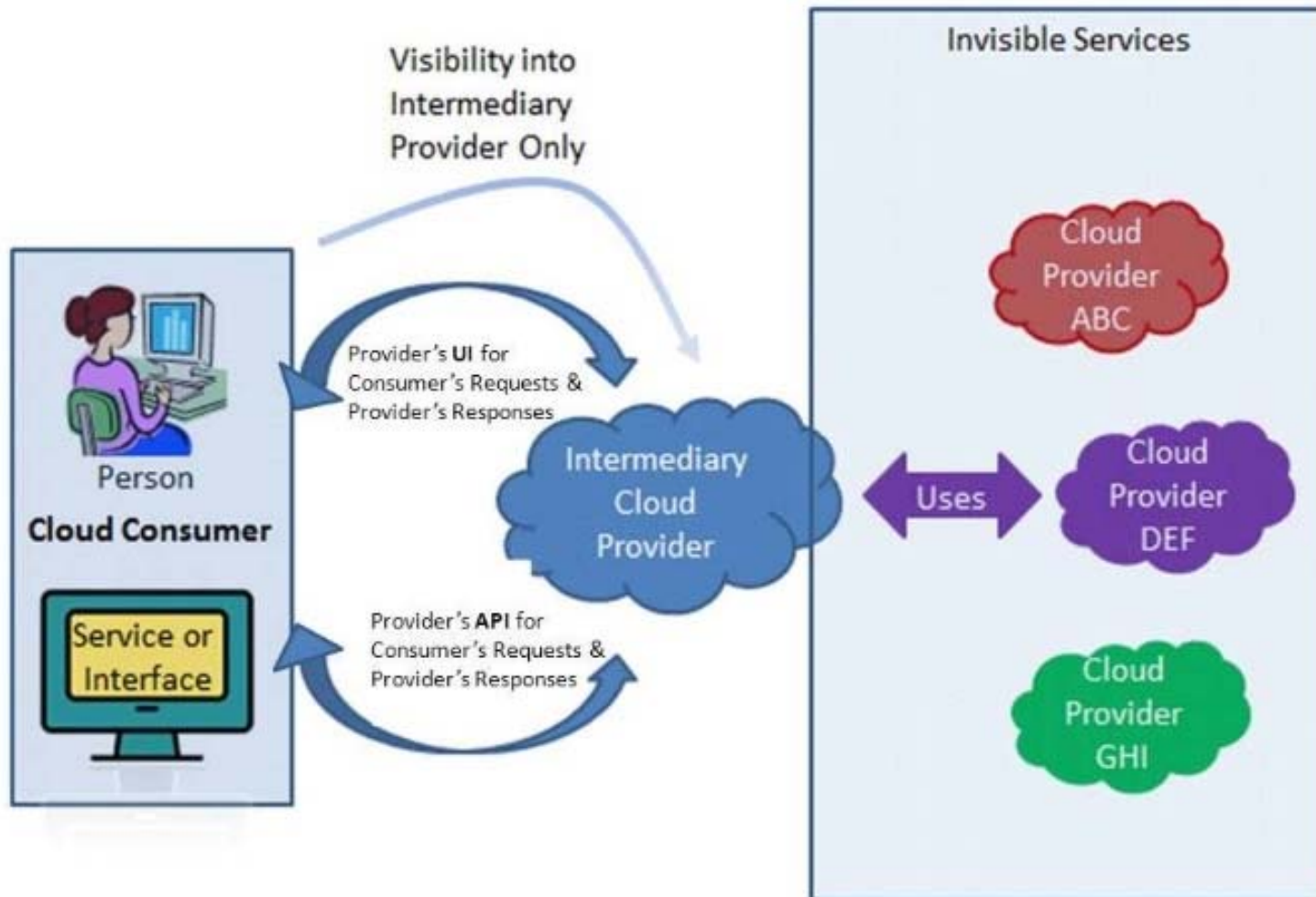
NIST Cloud Computing Definition



Cloud Control



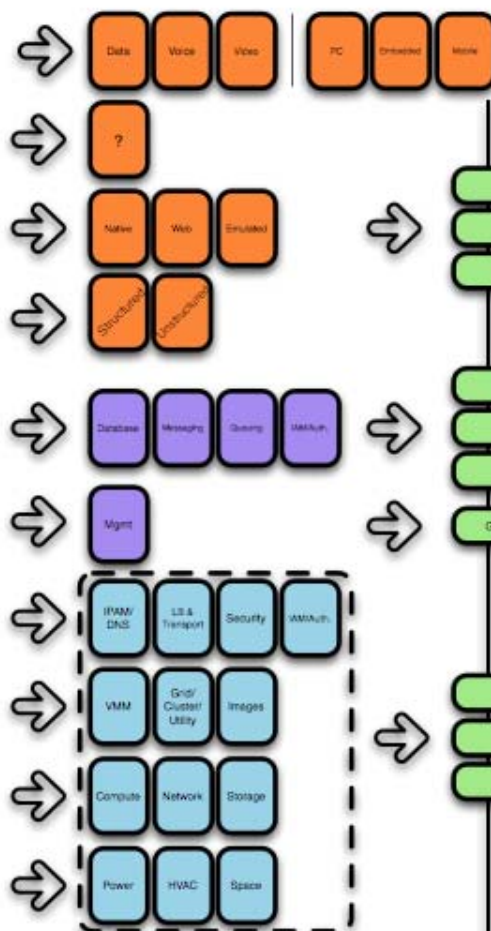
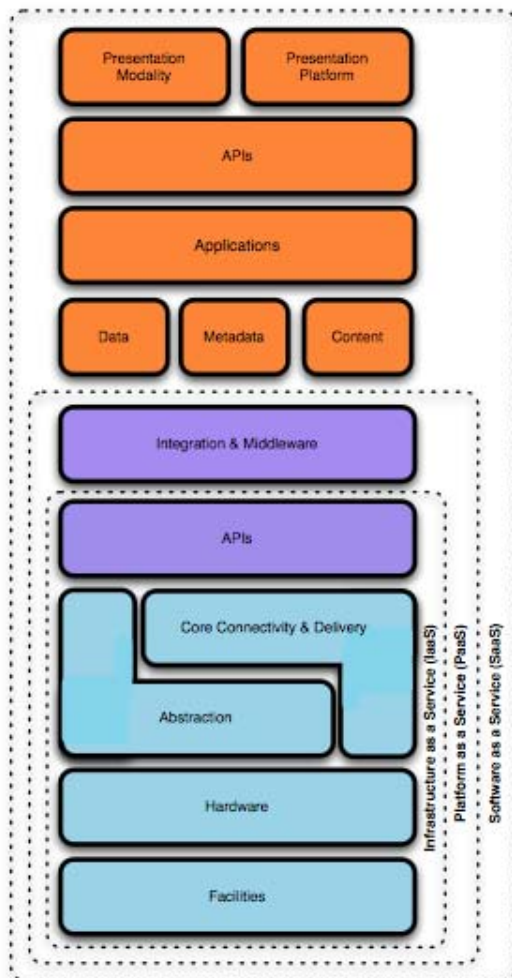
Limited Visibility



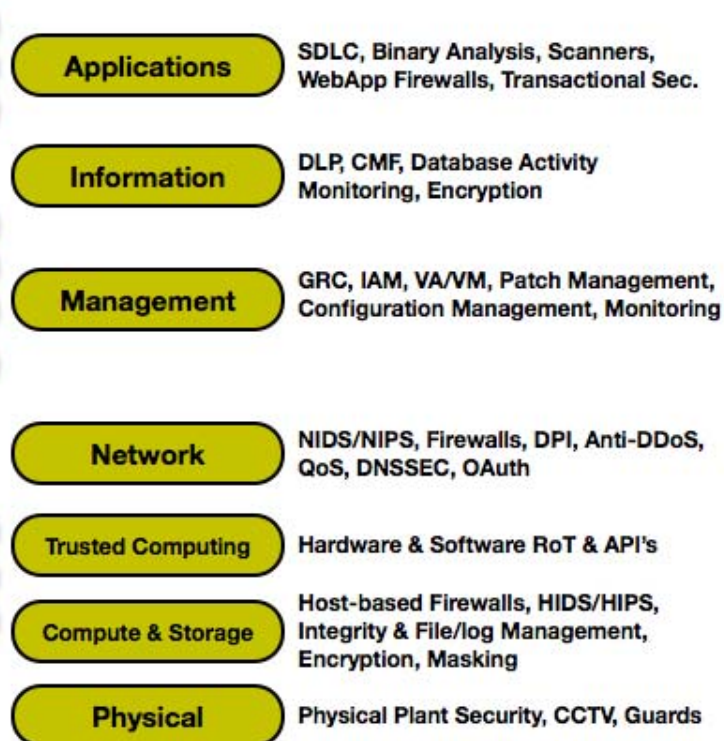
Mapping the Model to the Metal



Cloud Model



Security Control Model



Key Definitions

- **Service agreement:** [Alternatively known as “terms of service”, “terms of use”, “terms and conditions”, etc.] A legal document specifying the rules of the legal contract between the cloud user and the cloud provider. (NIST SP 800-146)
- **Service-level agreement:** A document stating the technical performance promises made by the cloud provider, how disputes are to be discovered and handled, and any remedies for performance failures. (NIST SP 800-146)

Challenges of “Agreement”

- Lexicon
 - not just definitions and phrases, but measurements
- Shared vs owned liability
 - *“service as is with no warranties or guarantees” versus “contractor assumes full liability and responsibility without limitation”*
- Security and Privacy
 - What is personal/regulated information? Where – and by whom - is it processed/stored/handled?
 - Right to Audit vs Attestation, Pen testing
 - Incident response/monitoring [especially notification]

