

Cloud Computing

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SLA - Service Level Agreement

* Life Cycle - (Sun Microsystems)

i) Discover Service Vendors

ii) Define SLA

iii) Establish Agreement

iv) Monitor Violation

v) Terminate SLA

vi) Enforce Penalties

SLA should include
SLA Management
Service

* A good SLA -

that is relevant to the customer and achievable by for the company.

* Benefit of SLA -

• helps vendor to understand requirement of customer.

⇒ Master SLA - Standard SLA (used for reference / as a template)

* Theory of SLA -

Remedies for penalties / breach (breaking the rules)

* Key Components of SLA

- 1) Agreement Overview
- 2) Goal and Objective
- 3) Stake holders
- 4) Service Agreement
- 5) Service assumption
- 6) Service management

Service Availability

Service Request