

List of SLA Measures

- Availability
- Serviceability
- Performance
- Operations
- Billing
- Penalties
- alignment with standards
- data protection
- data preservation
- data redundancy
- data location
- verification of new data location
- data seizure
- data privacy

acceptable use policy list of services not covered excess usage activation payment and penalty models governance/versioning renewals transferability support planned maintenance uptime (availability) subcontracted services licensed software industry specific standards additional terms for different geographic region or countries

monthly cumulative application downtime application response time persistence of consumer information automatic scalability

deployment model deployment technologies adopted outage length service reboot time packet loss bandwidth latency mean / max jitter input / output per second max restore time processing time latency with internal compute resource

performance: - response time - processing speed - transaction rate - accuracy - portability - interoperability - standards compliance - reliability - scalability - agility - serviceability - usability - fault tolerance - durability

availability - level of uptime response time - average response time - maximum response time

capacity - number of simultaneous connection - number of simultaneous cloud service users - maximum resource capacity - service throughout support - support hours - support

responsiveness - resolution time service reliability - level of redundancy - service reliability authentication and authorization - user authentication and identity assurance level -

authentication - mean time required to revoke user access - user access storage protection -

third party authentication support cryptography - cryptographic brute force resistance - key access control policy - cryptograph hardware module - protection level security incident

management and report - percentage of timely incident report - percentage of timely incident response - percentage of timely incident resolution logging and monitoring - logging

parameters - log access availability - logs retention period governance - cloud service charge - reporting modification - percentage of timely cloud service change notification auditing and

security notification - certification applicable vulnerability management - percentage of timely

vulnerability connections - percentage of timely vulnerability reports - percentage of timely connections data classification - cloud service customer data use by provider - cloud service derived data data life cycle - data deletion - percentage of timely effective deletions - percentage of tested storage retrievability cloud service customer data mirroring, backup and restore - data mirroring - latency - data backup method - data backup frequency - data retention time - backup generation - maximum data restoration time - percentage of successful data restoration data portability - data portability format - data portability interface - data transfer rate use, retention and disclosure limitation - number of customer data law enforcement disclosure - number of personal data disclosure notification openness, transparency and notice - list of tier 1 subcontracts - speed categories of data codes of conduct, standards and certification mechanism - applicable data protection codes of conduct, standards certifications purpose specification - processing purposes data minimization - temporary data retention period - cloud service customer data retention period accountability - personal data breach policy - documentation geographical location of cloud service customer data - data geolocation list - data geolocation selection intervenability - access request response time
disaster recovery specification