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, cryptographic 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