

General
Information

- SLA identifier
- Service definition
- Parties

Business
Rules

- Billing method
- Price
- Validity period
- Violations
- Penalties

Performance
Guarantees

- Availability
- Response time
- Throughput
- Memory limit
- Number of VMs
- Processing capacity
- Amount of data transfered per day

Security
Guarantees

- Authentication
- Privacy
- Data protection
- Data integrity
- Confidentiality

Data Management
Guarantees

- Storage space
- Data location
- Data transfer cost
- Backup frequency
- Backup portability format