**Title:** Service Level Agreement Assurance between Cloud Service Providers and Cloud customers.

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**Year:** 2016.

**Area of interest:** SLA Assurance.

**Contribution:** a way to assure the SLA performance terms by assessing the quality of service provided to the customers.

**Remarks:** This is an initial research work. They presented a conceptual framework and a methodology for providing SLA assurance and preventing SLA violations. They focused on performance issues like response time, delay time, bandwidth, jitter, error rate, among others that they still need to identify and choose.