

Cloud SLA

The best practices of cloud service level agreements

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Edited by
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Colophon

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Introduction

In this book, Bart de Best and Pascal Huijbers take a look at the cloud SLA concept. This concept has specific implications for **the structure of the service organisation** and the agreements required for it. Especially the fact that cloud services are **hard to visualize** is a point of attention. The user no longer knows where his / her software runs and where the data is physically stored. However, the quality and the desired functionality should be guaranteed. But how to handle that exactly is a challenge. This book helps to identify the issues that a cloud SLA entails.

Terminologies such as BPaaS, SaaS, PaaS and IaaS are explained in order to clarify the various possibilities in cloud SLA area and to build a total service provisioning. In addition, controlling the risks involved in the cloud concept is an important issue. In particular, information security is important to explicitly address, this concerns the quality areas of, Confidentiality, Integrity and Accessibility (CIA). The entire contractual recording of the service provisioning is also extensively highlighted. In addition, the various aspects are accentuated to achieve balanced agreements that ensure the overall cloud SLA concept.

All in all, a complete, in-depth book, in which the authors work out the concept Cloud SLA in detail. An important reference book for anyone who is in contact with cloud SLAs comes, or will come.

Dr. Louis van Hemmen – BitAll b.v.

Preface

Increasingly, internal ICT services are being replaced by cloud ICT services. In the traditional ICT services, organizations themselves determined which components compose a service. Organizations were also responsible for determining the functionality and quality of these services. With the arrival of cloud services, there has been a strong change. The construction of cloud services is often only partially or even not known at all by the customer. In addition, the functionality and quality of a cloud service is often only to a limited extent adjustable by the customer.

This does not prevent organizations from changing their opinion and starting to use cloud services. The biggest increase occurs in the so-called 'commodities' area. These are highly standardized services, such as office automation services and infrastructure services. But it is also possible to outsource the services that are more intertwined with business processes such as Customer Relationship Management (CRM) services and financial services.

An important question when moving services to the cloud is what agreements should be made. Of course, functional and quality requirements must be determined as is the case with traditional ICT services. In the SLA book [Best 2013] this has been extensively discussed. The question for cloud SLA's is: What's so special about cloud services now and what does this mean for SLA content? This book provides an answer to that question by giving an overview of important risks. For any risk, the customer of a cloud service must determine if the risk applies or not. If applicable, then the customer must choose to control the risk or not. In this book, countermeasures are defined for the risks to be controlled. This book is therefore an important tool in setting up and managing a cloud SLA.

We hereby thank the following people for their inspiration and contribution to this book and the fine cooperation! My special gratitude goes to all the employees of Cybercom who reviewed this English version of the book and to Jane ten Have who did review the complete book in the first place.

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We wish you good luck with creating SLAs for cloud services. If you have questions or comments, please do not hesitate to contact us. Much time has been spent to make this book as complete and consistent as possible. Should you find any shortcomings, we would appreciate it if you inform us, then these items can be processed in the next issue. Any errors and / or shortcomings in this publication cannot be derived from any rights.

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