

ISO/IEC 19086-3:2017-07 (E)

Information technology - Cloud computing - Service level agreement (SLA) framework - Part 3: Core conformance requirements

Contents		Page
Foreword		v
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	Abbreviated terms	1
5	Conformance	2
6	Relationship between the cloud service agreement and cloud SLAs	2
7	Cloud SLA Management	2
8	Role of cloud service level objectives, cloud service qualitative objectives, metrics, remedies, and exceptions in the cloud SLA	2
9	Cloud SLA components	3
9.1	General	3
9.2	Covered services component	3
9.3	Cloud SLA definitions component	3
9.4	Service monitoring component	3
9.4.1	General	3
9.4.2	Monitoring parameters	3
9.4.3	Monitoring mechanisms	3
9.5	Roles and responsibilities component	3
10	Cloud SLA content areas and their components	4
10.1	General	4
10.2	Accessibility content area	4
10.2.1	Accessibility component	4
10.2.2	Accessibility standards	4
10.2.3	Accessibility policies	4
10.3	Availability content area	4
10.3.1	Availability component	4
10.3.2	Availability	4
10.4	Cloud service performance content area	4
10.4.1	General	4
10.4.2	Cloud service response time component	4
10.4.3	Cloud service capacity component	5
10.4.4	Elasticity component	5
10.5	Protection of personally identifiable information (PII) content area	6
10.6	Information security content area	6
10.7	Termination of service content area	6
10.7.1	Termination of service component	6
10.7.2	Data retention period	6
10.7.3	Log retention period	6
10.7.4	Notification of service termination	6
10.7.5	Return of assets	6

10.8	Cloud service support content area	7
10.8.1	Cloud service support component	7
10.8.2	Support hours	7
10.8.3	Service incident support hours	7
10.8.4	Service incident notification time	7
10.8.5	Maximum first response time	7
10.8.6	Maximum incident resolution time	7
10.8.7	Support plans	7
10.8.8	Support methods	7
10.8.9	Support contacts	7
10.8.10	Service incident reporting	7
10.8.11	Service incident notification	8
10.9	Governance content area	8
10.9.1	Governance component	8
10.9.2	Regulation adherence	8
10.9.3	Standards adherence	8
10.9.4	Policy adherence	8
10.9.5	Audit schedule	8
10.10	Changes to the cloud service features and functionality content area	8
10.10.1	Changes to the cloud service features and functionality component	8
10.10.2	Minimum service change notification period	8
10.10.3	Minimum time before feature/function deprecation	9
10.10.4	Service change notification method	9
10.11	Service reliability content area	9
10.11.1	General	9
10.11.2	Service resilience/fault tolerance component	9
10.11.3	Customer data backup and restore component	10
10.11.4	Disaster recovery component	11
10.12	Data management content area	11
10.12.1	Intellectual property rights (IPR) component	11
10.12.2	Cloud service customer data component	11
10.12.3	Cloud service provider data component	11
10.12.4	Account data component	12
10.12.5	Derived data component	12
10.12.6	Data portability component	12
10.12.7	Data deletion component	12
10.12.8	Data location component	13
10.12.9	Data examination component	13
10.12.10	Law enforcement access component	14
10.13	Attestations, certifications and audits content area	14
10.13.1	General	14
10.13.2	Cloud service attestations	14
10.13.3	Cloud service certifications	14
10.13.4	Cloud service audits	14
	Bibliography	15