

# DIN ISO/IEC 19086-1:2018-01 (E)

## Information technology - Cloud computing - Service level agreement (SLA) framework - Part 1: Overview and concepts (ISO/IEC 19 086-1:2016)

---

<b>Contents</b>		<b>Page</b>
National foreword .....		4
National Annex NA (informative) Bibliography .....		5
Foreword .....		6
Introduction .....		7
1	Scope .....	9
2	Normative references .....	9
3	Terms and definitions .....	9
4	Symbols and abbreviated terms .....	12
5	Overview of SLAs for cloud services .....	13
6	Relationship between the cloud service agreement and cloud SLAs .....	14
7	Cloud SLA management best practices .....	15
7.1	General .....	15
7.2	Design .....	15
7.3	Evaluation and acceptance .....	15
7.4	Implementation and execution .....	16
7.5	Changes to the cloud SLA .....	16
8	The role of cloud service level objectives, cloud service qualitative objectives, metrics, remedies and exceptions in the cloud SLA .....	16
8.1	General .....	16
8.2	Metrics .....	16
8.3	SLOs and SQOs .....	17
8.3.1	Service levels .....	17
8.3.2	Cloud service level objectives .....	17
8.3.3	Cloud service qualitative objectives .....	17
8.4	Remedies and claims .....	18
8.4.1	Remedies .....	18
8.4.2	Claims process .....	18
8.5	Exceptions .....	18
9	Cloud SLA components .....	18
9.1	General .....	18
9.2	Covered services component .....	18
9.2.1	Description .....	18
9.2.2	Relevance .....	19
9.3	Cloud SLA definitions component .....	19
9.3.1	Description .....	19
9.3.2	Relevance .....	19
9.4	Service monitoring component .....	19
9.4.1	Description .....	19
9.4.2	Relevance .....	19

9.4.3	Cloud service qualitative objectives .....	19
9.5	Roles and responsibilities component .....	19
9.5.1	Description .....	19
9.5.2	Relevance .....	20
10	Cloud SLA content areas and their components .....	20
10.1	General .....	20
10.2	Accessibility content area .....	20
10.2.1	Accessibility component .....	20
10.3	Availability content area .....	21
10.3.1	Availability component .....	21
10.4	Cloud service performance content area .....	21
10.4.1	General .....	21
10.4.2	Cloud service response time component .....	21
10.4.3	Cloud service capacity component .....	22
10.4.4	Elasticity component .....	23
10.5	Protection of personally identifiable information (PII) content area .....	24
10.5.1	Protection of PII component .....	24
10.6	Information Security content area .....	25
10.6.1	Information Security component .....	25
10.7	Termination of service content area .....	26
10.7.1	Termination of service component .....	26
10.8	Cloud service support content area .....	27
10.8.1	Cloud service support component .....	27
10.9	Governance content area .....	29
10.9.1	Governance component .....	29
10.10	Changes to the cloud service features and functionality content area .....	30
10.10.1	Changes to the cloud service features and functionality component .....	30
10.11	Service reliability content area .....	31
10.11.1	General .....	31
10.11.2	Service resilience/fault tolerance component .....	31
10.11.3	Customer data backup and restore component .....	32
10.11.4	Disaster recovery component .....	33
10.12	Data management content area .....	34
10.12.1	General .....	34
10.12.2	Intellectual property rights (IPR) component .....	35
10.12.3	Cloud service customer data component .....	35
10.12.4	Cloud service provider data component .....	36
10.12.5	Account data component .....	36
10.12.6	Derived Data component .....	36
10.12.7	Data portability component .....	37
10.12.8	Data deletion component .....	37
10.12.9	Data location component .....	38
10.12.10	Data examination component .....	39
10.12.11	Law enforcement access component .....	39
10.13	Attestations, certifications and audits content area .....	39
10.13.1	Attestations, certifications and audits component .....	39
	<b>Bibliography .....</b>	<b>41</b>