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

Contents

Page

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

Bibliography 41