ISO/IEC 19086-2:2018-12 (E)

Cloud computing - Service level agreement (SLA) framework - Part 2: Metric model

Contents

Page

Foreword iv

Introduction v

1 Scope 1

2 Normative references 1

3 Termsanddefinitions 1

4 Symbols and abbreviated terms 2

5 Conformance 3

6 Metrics overview 3
6.1 General 3
6.2 Background 3
6.2.1 Choosing a cloud service 3
6.2.2 Convert requirements to agreement 4
6.2.3 Ensure the agreement is being met 5
6.3 Metrics 5
6.4 Cloud service metrics (CSMs) 5
6.4.1 Major stakeholders 6
6.4.2 CSM usage categories 7

7 Metric model overview 10
7.1 General 10
7.2 Basic concepts 11
7.2.1 Introduction 11
7.2.2 Cloud service level objectives and cloud service qualitative objectives 11
7.2.3 Metric data format 12

8 Metric model 12
8.1 Metric model development 12
8.1.1 Metric model specification 13
8.1.2 Use of UML class diagrams and textual descriptions 13
8.1.3 Metric model description 13
8.1.4 Extending the metric 14
8.1.5 Metric model details 14

Annex A (informative) SO and SO evaluation 18

Annex B (informative) Metric -- Table form 20

Annex C (informative) CSM examples 23

Annex D (normative) XML schema 36

Bibliography 39