



Daniel Field, Atos Spain

Towards the European Open Science Cloud,

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SLALOM is ready to use Cloud SLAs

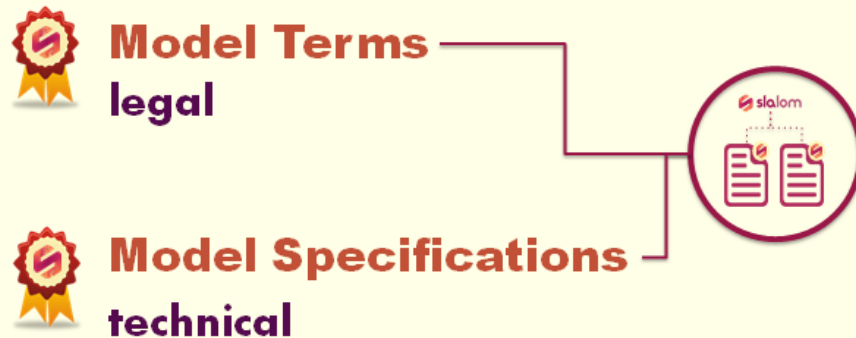
“SLALOM will take theory to practice, providing a trusted verifiable starting point for providers and business users to negotiate SLAs for doing business in the Cloud in a simple, fair and transparent way”



SLALOM in a nutshell

Service Level Agreement Legal and Open Model

SLALOM's principal objective is to create a **Service Level Agreement (SLA) reference model** consisting of:



SLALOM seeks to provide clarity and reassurance to the market through establishing a baseline of fair and balanced provisions for cloud SLAs and cloud computing contracts overall.



What's wrong with (some) SLAs?

Provider-defined Unfair Complex Illegal
Unclear Ill-defined Take it or leave it Jurisdiction?
One-sided Dangerous Impossible to compare

Uncertainty = risk = “no thanks”



What's wrong with SLAs?

[REDACTED] High Speed Internet Business Edition Service Level Agreement

Page 1 of 2

[Home](#) > [Business](#)

[REDACTED] **Broadband - Business Edition Service Level Agreements and Terms of Service for Business** [REDACTED]

This summary page describes the Service Level Agreement (SLA) applicable to the [REDACTED] High Speed Internet Business Edition family of services.



What's wrong with SLAs?

High Speed Internet Business Edition Service Level Agreement

Page 1 of 2

[Home](#) > [Business](#)

Broadband - Business Edition Service Level Agreements and Terms
of Service for Business

This summary page describes the Service Level Agreement (SLA) applicable to the
High Speed Internet Business Edition family of services.

A. General

*** will be the only party to determine (in its sole discretion) whether [it] has not met any of the SLAs specified herein.



What's wrong with SLAs?

High Speed Internet Business Edition Service Level Agreement

Page 1 of 2

[Home](#) > [Business](#)

Broadband - Business Edition Service Level Agreements and Terms
of Service for Business

This summary page describes the Service Level Agreement (SLA) applicable to the
High Speed Internet Business Edition family of services.

A. General (cont)

*** reserves the right to change or discontinue any or all of the SLAs detailed below at any time without notice to Customer.

Cloud Service Providers

can base their own SLA contractual clauses and technical specifications on the SLALOM recommendations.

cloud service providers

closing the gap

adopters

Cloud Adopters

will identify use of SLALOM to mean trustworthy and fair service level contractual terms and technical specifications.



legal firms

We work with world class experts in the field of legal cloud contracts to provide open wording for service level issues



regulation & standardization institutions

The models cover both current market practice and scenarios emerging from state of the art research.



research

We are aligned with organizations that are driving the uptake of recommendations both by cloud providers and consumers such as EC, standards organizations, and industry associations

Understandable

Cloud SLAs are not simple, but SLALOM is. We establish the baseline to allow you focus only on what matters so you can make the safe jump into the cloud!

Practical

Make your life simpler. Forget about SLA uncertainty. SLALOM provides practical templates for SLA contractual clauses and technical specifications.

Safe & Fair

Compete on value. Take it or leave it is not an option. SLALOM's model terms and specifications are designed to be fair and balanced, not giving hidden advantage to either providers or adopters.

 slalom





SLALOM is developing **Cloud SLAs baseline**



templates built compliant with ISO

ISO/IEC JTC 1/SC 38/WG 3
19086-* series of standards

standards



Model Terms
legal



Model Specifications
technical



bit.ly/SLALOMDownloads



What are **SLAs** in practice?

SLAs contracts should answer basic questions about service delivery:

- **What services** will be used? and what is an **acceptable level of service** for each one? Always the same service level? Can they be changed? How? Under what circumstances? By whom?
- **What metrics** will be used to determine whether that level is being achieved? How can they be measured and monitored? What reporting mechanisms will be used?
- **What happens if** the requirements are not met? **What penalties** are defined for such cases? How are they reported?



What are **SLAs** in practice?

SLAs contracts should answer basic questions about service delivery:

- How are **security, privacy and data protection** managed? What are the implications covered and assured by the provider or its subcontractors if possible? Do they provide all necessary means to deal and **assure business and personal data**? Is there any process **for Business Continuity**?
- What **liabilities** do providers have? What are the possible limitations to such liability? Are there any “**force majeure**” **circumstances** in which the terms do not apply?
- What are the **adopter’s obligations** to respect the terms of use of the service provided by the cloud provider? Do customers have to accept a **code of usage**?



SLALOM SLA Tech Specs

SLA Technical Specification

allows the definition of parameters & terms through a well-defined set of metrics



To assure required service levels, when dealing with cloud services, organizations must work with a detailed description of the objectives and the way they will be technically measured for a number of different categories of the business cloud strategy.

These include, but are not limited to:

**Performance
& Availability**

**Personal
Data Protection**

**Governance
& Support Services**

Security

Data Management



SLALOM Core SLA Specification

contains specific **key metrics & terms** (used to assess a property of the SLA),
parameters (used for the expression of a metric),
rules (used for further possible constraints of a metric),
and **dependencies** (used for specifying the dependencies between the different metrics)





SLALOM for procurers

- Establish the legal baseline upfront
 - avoid protracted legal negotiations and tenderer withdrawal
- Independent and neutral definitions and conditions
- Common definitions of SLA metrics for like-for-like comparison
- Shift the focus to the value proposition
 - (and not the overall conditions)
- Increased legal ‘interoperability’ of the supply-chain



SLALOM is OPEN: Public consultation

Public Consultation is Now Open

Get involved! Your feedback is important to reach stakeholder consensus in the cloud space

We are sharing the first versions of SLALOM legal and technical models. Our intention is that they could be used in the future by most cloud service providers and consumers without great expense yet providing a high level of trustworthiness.

We want to hear what is important to you in the marketplace, as an adopter or cloud provider. We pursue consensus to assure that the terms are fair, legally tight, balanced and sufficiently broad.

[Participate in the process of creating better Cloud SLAs](#)

The graphic features a stylized 'S' logo on the left and a right-pointing arrow on the right, all set against a light orange background with a subtle geometric pattern.

How to provide feedback?

- Via email – part or all of legal or tech documents
- Via phone – we are happy to speak with you
- In person – at events
- Small discussion groups (telcos/webinars, F2F)

Have your say!!



Our goal is to seek consensus and create a **practical** and **understandable** baseline for doing business in the Cloud



**Contact us to help us
improve how Cloud
SLAs should be done in
the real world**

<mailto:info@slalom-project.eu>

<http://bit.ly/contactSLALOM>



And after consensus..... what then?

- **Public launch event (May 2016)**
- **Constitute SLALOM Body**
 - *Further updates to legal and technical*



The SLALOM initiative is being undertaken by consultants from global service provider **Atos, the legal specialist **Bird & Bird**, researchers from the **National Technical University of Athens** and **University of Piraeus**, and the **Cloud Industry Forum**, an industry body championing transparency and trust of online services.**



Atos Spain (Spain)



Institute of Communication and
Computer Systems / National
Technical University of Athens
(Greece)



Bird & Bird (Italy)



University of Piraeus Research Centre
(Greece)



Cloud Industry Forum (UK)



For more information on the initiative contact us:

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