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Information technology — Cloud computing — Guidance for using the cloud SLA metric model

*Technologies de l'information — Informatique en nuage —
Recommandations pour l'utilisation du modèle métrique d'accord de
niveau de service (SLA) dans le Cloud*



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ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

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Introduction

In most cases, cloud service providers (CSPs) and cloud service customers (CSCs) negotiate service level agreements (SLAs) which include service level objectives (SLOs) and service qualitative objectives (SQOs) for which CSPs make commitments. The commitments described in SLAs are expected to be measured against actual performance of the service to ensure compliance with the SLA. How actual performance compares against commitments in SLAs is explained in ISO/IEC 19086-2. Cloud SLAs are covered in ISO/IEC 19086-1 and in ISO/IEC 19086-4.

The metric model in ISO/IEC 19086-2 establishes common terminology, defines a model for specifying metrics for cloud SLAs, and includes applications of the model with examples. This document provides guidance and examples on using the metric model to compose the calculation of a cloud service performance measure in order to compare against an SLA commitment. A few examples from the SLOs listed in ISO/IEC 19086-1:2016, Clause 10 are given in the document, such as Cloud Service Mean Response Time and Simple Cloud Service Availability. As specific, measurable characteristics of a cloud service, SLOs are the basis for defining the metrics used to evaluate and compare agreements between parties.

In [Clauses 8](#), [9](#) and [10](#) of this document, a basic explanation of these examples is provided using a practical method based on a tabular format that is a refinement of the informative tables provided in ISO/IEC 19086-2:2018, Annex B. The tabular representation described in this document serves as templates for designing metrics. Guidance in using the metric model with these templates is provided while developing metric examples.

Information technology — Cloud computing — Guidance for using the cloud SLA metric model

1 Scope

The scope of this document is to describe guidance for using the ISO/IEC 19086-2 metric model, illustrated with examples.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 17788, *Information technology — Cloud computing — Overview and vocabulary*

ISO/IEC 17789, *Information technology — Cloud computing — Reference architecture*

ISO/IEC 19086-1, *Information technology — Cloud computing — Service level agreement (SLA) framework — Part 1: Overview and concepts*

ISO/IEC 19086-2, *Cloud computing — Service level agreement (SLA) framework — Part 2: Metric model*