![slalom logo]

SLALOM short guide for adopters of cloud services

SLALOM has developed a fair and balanced legal model (Master Service Agreement) and technical specification model. In this process, we have extracted some DO's and DON'Ts for cloud adopters.

SLALOM Legal Terms

SLALOM Tech Spec

DOs

1. **DO analyze the service you need**. You are thinking of using cloud services but have you considered what is important and what is not? For example, are you storing personal or sensitive data? What are the security mechanisms you are currently applying and you need to maintain? How quickly to you need to access the cloud infrastructure? This will help you identify the requirements of your needs and ask for them.

2. **DO prioritize your requirements** and keep this prioritization in your mind. Maybe there is not a cloud Service Level Agreement (SLA) available to fulfill all your requirements, thus you will need to choose what is more important to you.

3. **DO use SLALOM legal model as a checklist**. It will help you identify aspects that you may need but had not thought of.

4. **DO your "homework" before going to the cloud provider.** Read articles and guides (e.g., The Cloud Standards Customer Council (CSCC) practical guide to cloud computing) and be prepared to value your requirements.

5. **DO target metrics that are directly comparable between providers**. This is a major user issue and will guide your decision to pick the provider that offers more closely what you need. In order to compare the providers you need to check BOTH the metrics AND the measurement process (e.g., when the measurements start, what are the exceptions that are not taken into account, etc.).

6. **DO learn more about the monitoring processes and communication**. Will you have direct access to the performance evaluation of your cloud service or is it in the form of a monthly/yearly report? Is there an easy way to monitor the SLA in a common and understandable way (for non-experts as well) supported by the cloud provider?

7. **DO ask for standardized SLAs** (e.g., ISO-compliance) **and SLALOM-model compatibility**. The more you ask, the more providers will eventually comply.

8. **DO look for BOTH the obligations AND the penalties**. If there are no penalties defined, then how are you compensated for provider's obligations that have not been met?

9. **DO consult www.slalom-project.eu** for further guidance documents

DONT's

1. **DON'T consider that offered terms are equivalent**, even if they originally seem to refer to the same Service Level Objective (SLO). Always check the fine print for differences in how metrics are actually calculated
2. **DON'T consider that SLAs are monitored by providers**
3. **DON'T try to combine/include all possible metrics in one cloud SLA** – you will lose focus. Limit yourself to what is important for the cloud service you are looking for. Focus on those requirements.
4. **DON'T forget to ask if there are 3rd parties involved** and how your data are protected against them.
5. **DON'T miss to ask the legislations** under which your contract is validated and what this means for your line of business.
6. **DON'T neglect** to read what happens with your data when your contract ends.

For more information:

- Email: mailto:info@slalom-project.eu
- Contact form: http://bit.ly/contactSLALOM
- Visit our website: www.slalom-project.eu
- Download the reference documents: bit.ly/SLALOMDownloads