

Barriers for the cloud SLA adoption

- Varying SLA specifications from different cloud providers (with respect to various aspects such as terms, obligations, auditing),
- Research outcomes regarding SLA management frameworks and their uptake by industry (including the variety of SLA management mechanisms deployed by each provider)
- Legal factors such as the different legislation among countries, the origin of requests or the location of data and services, the terms and conditions, rights and obligations of service use, the service parameters, service level management, and penalties for non-compliance.

SLALOM Vision

- Create a unifying set of legal and open model terms for cloud computing contracts
- Define a core SLA specification for entities' interactions in the cloud computing ecosystem
- Provide a common reference model (inc. SLALOM-validated mechanisms) in order to ensure that the management of the SLAs across their complete lifecycle (i.e., definition of templates, negotiation, enforcement, closure) is performed according to a well-defined and well-established set of techniques

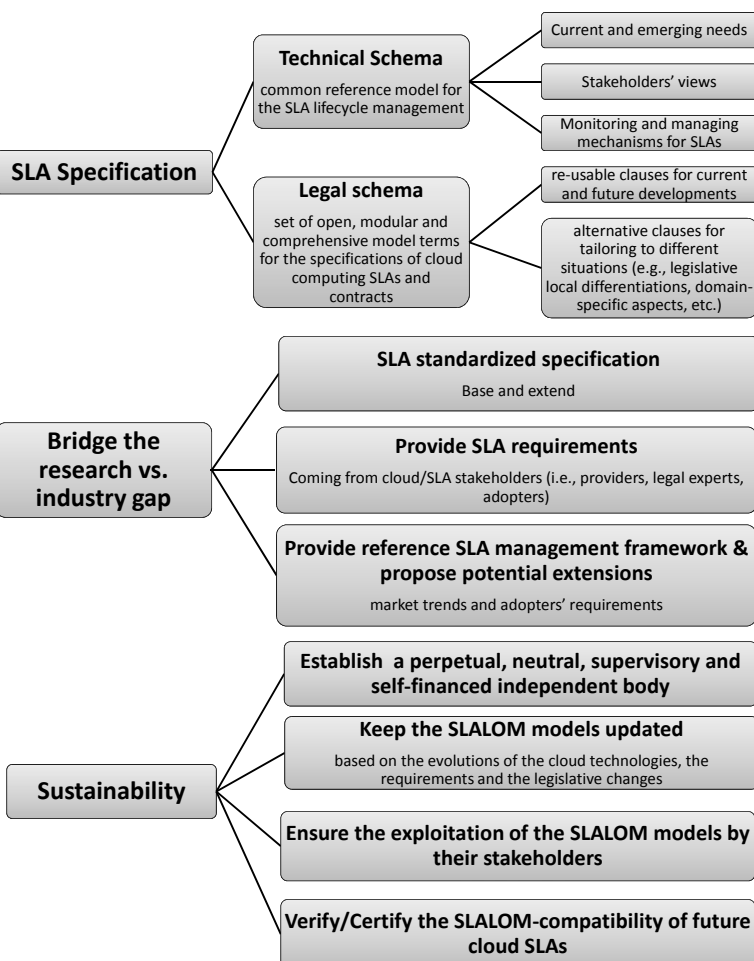
Challenges

- Important research outcomes vs. very limited adoption of cloud services
- Already available working groups and reports on clouds and/or SLAs that should be taken into account
- Incomplete, variable, possibly unbalanced and non-negotiable Cloud contracts and SLAs

SLALOM Advances

- Common SLA model and convince stakeholders of its benefits
 - Core SLA specifications & common reference that tackle and encompass the needs and offerings of the stakeholders and users in the cloud ecosystem
 - Common SLA models that clearly state the rights and the obligations of the involved parties → common understanding
- Recap, merge and expand the most valuable results/outcomes
- Provide a reference model with clear, comprehensive, open, modular set of terms for cloud computing contracts and SLAs

SLALOM Objectives and Approach



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