

A small construction company with approximately 20 administrative employees needed a way to manage their resources, optimize project scheduling and track job costs. The company had very specific requirements that no commonly available system addressed, so they used a combination of Quickbooks and spreadsheets. This system was not elastic and was a huge waste of human resources. The solution to the problem was to build a custom client-side application. All of the business logic resides on the client (company). Data for the application is served from a Google App Engine (GAE) datastore. The datastore does not enforce any sort of schema other than an RDF graph, although it does host an RDF-OWL ontology. The client uses that ontology to validate data before displaying it to the user or sending it back to the GAE.

User Type: SME

User Maturity:
Novice

**Cloud Service
lifecycle phase:**

Cloud usage: App
on a Cloud, Data
Integrity

High priority practices

Service Reliability SLOs

All reliability information should be found on the Service Level Agreement (SLA). The Cloud Service Provider (CSP) may also refer to reliability Service Level Objectives (SLOs) in the Data Management section of the SLA. Furthermore, the SLA may specify related SLOs contained in additional documents like the European Commission's "SLA Standardisation Guidelines". The reliability SLOs specified by the CSP should assist the CSC in putting in place Recovery Point Objective and Recovery Time Objective when using the cloud service. Metrics definitions associated to these SLOs should be based on a standardised model e.g., ISO/IEC 19086-2.

Medium priority practices

- » Cloud SLA definitions
- » Contact availability
- » Service Credit
- » Service credits assignment
- » Maximum service credits (Euro amount) provided by the CSP
- » SLA change notifications
- » Unilateral change
- » Data Management SLOs
- » Security SLOs

Low priority practices

- » SLA URL
- » Findable
- » Choice of law
- » Roles and responsibilities
- » Revision date
- » Update Frequency
- » Previous versions and revisions
- » SLA duration
- » SLA language
- » Machine-readable format
- » Nr. of pages
- » Contact details
- » Service Levels reporting
- » Service Levels continuous reporting
- » Feasibility of specials & customizations

Low priority practices

- » General Carve-outs
- » Specified SLO metrics
- » General SLOs
- » Cloud Service Performance SLOs
- » Personal Data Protection SLOs

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