



## Workshop Invitation

# Cloud Computing Service Level Agreements: moving to practical and innovative solutions

11 May 2015 (10h-16h30)  
Brussels – DG CONNECT offices

*Organised within the framework of the European Commission – DG CONNECT's Study on Standards terms and performance criteria in service level agreements for cloud computing services*

*Participation is free of charge, but requires prior confirmation!*

## ***What use is an SLA? How can you make them work for you?***

### ***The context***

This Workshop is organised within the framework of the European Commission – DG CONNECT's '[Study on Standards terms and performance criteria in service level agreements for cloud computing services](#)', which is currently being undertaken by [time.lex](#) and [Spark Legal Network & Consultancy](#). However, other EU projects will be presenting their groundbreaking SLA work as well.

### ***The angle***

Within the context of this Study, a model SLA for cloud services has been drafted, which will be made available to all workshop participants. This model SLA was based on several inputs including a stocktaking exercise in all Member States as to their current contracting rules and practices, and an earlier workshop in which cloud users were asked to present their concerns and challenges.

We believe that stakeholder views and support are indispensable for a successful uptake of our model SLA. Therefore, this workshop seeks to assess whether the model SLA sufficiently covers the interests of all cloud stakeholders – including both users and providers – and what can be done to develop it further. Did you know that various European projects are working on automated comparison and negotiation of SLAs? In this workshop, you can learn all about it, and present your own ideas, concerns and priorities for the future!

### ***The participants***

The workshop aims to bring together around 40 stakeholders from the cloud industry, including users and providers, researchers, DPAs and privacy experts, consumers, SMEs and large organisations. Sessions will be interactive: you'll have ample opportunity not only to discover what has already been done, but also to provide your suggestions on what still needs to be done.



## ***The Practicalities***

The Workshop is held in Brussels on Monday 11 May 2015. Registration including coffee starts at 9.30, so that the workshop can begin at 10.00.

Venue: [DG CONNECT offices, Avenue du Beaulieu 33 \(BU33\), 1160 Auderghem - Brussels](#) (Beaulieu Metro Station)

Lunch is provided. Please inform us in advance if you have special dietary requirements.

Attendance is free of charge, but please confirm your presence no later than 4 May 2015 by responding to [hans.graux@timelex.eu](mailto:hans.graux@timelex.eu). Please note, the number of seats is limited!

## ***Agenda***

Date: Brussels, 11 May 2015

Venue: DG CONNECT offices, Avenue du Beaulieu 33 (BU33), 1160 Auderghem - Brussels

- 9h30 - 10h00 **Registration**
- 10h00 - 10h10 **Introduction to the Study by the European Commission**
- 10h10 - 11h20 **Presentation of the study outcomes**
  - o What are the key elements and choices of our model SLA?
  - o Why were certain parts included / excluded?
  - o What were the main goals and challenges?
- 11h20 - 11h40 **Coffee break**
- 11h40 - 12h30 **Plenary debate**
  - o Is the model SLA balanced? What are the challenging elements?
  - o Is it in line with the market? Where does it lead / trail?
  - o **What do you feel needs to be added or changed?**
- 12h30 – 13h30 **Lunch break** – provided on-site by the study team
- 13h30 – 15h30 **How do we make SLAs work better? Building added value and innovation into a stale working tool.**
  - o Presentation from the SLA – READY project
  - o Presentation from the SLALOM project
  - o Presentation from the A4Cloud project
  - o Round table discussion: how do we connect all of these initiatives?
- 15.30 – 16h00 **Coffee break**
- 16h00 – 16h30 **Conclusions and next steps**