

The organization decided to see how practical it would be to run the payroll process in the cloud. The existing payroll system was architected as a distributed application, so moving it to the cloud was relatively straightforward. The payroll application used an SQL database for processing employee data. Instead of rewriting the application to use a cloud database service, a VM with a database server was deployed. The database server retrieved data from a cloud storage system and constructed relational tables from it. Because of the size of the original (in-house) database, extraction tools were used to select only the information necessary for payroll processing. That extracted information was transferred to a cloud storage service and then used by the database server. The payroll application was deployed to four VMs that run simultaneously; those four VMs work with the VM hosting the database server. The configuration of the payroll application was changed to use the VM hosting the database server; otherwise the application was not changed.

User Type: SME

User Maturity:
Novice

Cloud Service lifecycle phase:
Acquisition, Operation

Cloud usage: App on a Cloud

High priority practices

SLA URL

The Service Level Agreement (SLA) should be publicly available at the Cloud Service Provider's (CSP) home page, with an easy to remember URL e.g., https://www.csp_name.com/SLA.

Findable

The SLA should be easy to find directly at the CSP's home page.

Feasibility of specials & customizations

Always assess, prepare and negotiate. The default cloud SLAs initially made available by providers may be less hard-coded, fixed and non-negotiable as customers may think, and the CSPs may wish to make them believe. This is especially applicable now, as the cloud services market is still maturing.

Specified SLO metrics

For all Service Level Objectives (SLOs) contained in the SLA, the CSP should provide a metric specification based on a well-known standard e.g., ISO/IEC 19086-2, or NIST SP 500-307.

Data Management SLOs

The SLA may specify related SLOs contained in additional documents like the European Commission's "SLA Standardisation Guidelines". In particular, the CSP is expected to clearly define the used data classification scheme, data deletion mechanism, data portability format, and relevant links to the personal data protection SLOs (e.g., in relationship to the data deletion SLOs). 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 credits assignment
- » Maximum service credits (Euro amount) provided by the CSP
- » Unilateral change
- » Service Levels reporting
- » Cloud Service Performance SLOs
- » Service Reliability SLOs

Low priority practices

- » 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 Credit
- » SLA change notifications
- » Service Levels continuous reporting
- » General Carve-outs
- » General SLOs
- » Security SLOs
- » Personal Data Protection SLOs

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