CSP specifying carve-outs in its cloud service terms

SLA - Ready
Making Cloud SLAs readily usable in the EU private sector

As there is so much to think about while choosing, selecting and procuring cloud services, and the SME is aware that carve-outs are part of the cloud SLA where the CSP further limits or excludes its responsibility and liability, it is not always the highest priority to assess, understand, discuss and negotiate these with the CSP. When an incident happens the CSP has defined the carve-out 'force majeure' very broad, in a way that all influences of third parties are excluded, even of those the CSP procures to be able to provide the cloud services. In such a case, if an incident happens, the SME usually expects that it would be within the control of the CSP, but is often unable to claim any resource. The CSP merely referred to the general carve-out in the applicable SLA.

User Type: SME

User Maturity:
Novice, Basic, Experienced

Cloud Service lifecycle phase:
Acquisition, Operation

Cloud usage: App on a Cloud

High priority practices

General Carveouts

Read the small print as well as any other part of the applicable documentation. Try to identify where the risks are and what kind of impact such incidents may have on your business. Discuss these with your Provider, and negotiate on those that the Customer finds unreasonable and unacceptable for its intended use and possible impact.

Medium priority practices

- » LA URL
- » Findable
- » Choice of law
- » Roles and responsibilities
- » Cloud SLA definitions
- » Revision date
- » Update Frequency
- » Previous versions and revisions
- » SLA duration
- » SLA language
- » Service Credit
- » Service credits assignment
- » Maximum service credits (Euro amount) provided by the CSP
- » SLA change notifications
- » Unilateral change

Low priority practices

- » Machine-readable format
- » Nr. of pages Contact details
- » Contact availability
- » Service Levels reporting.
- » Service Levels continuous reporting
- » Feasibility of specials & customizations
- » Specified SLO metrics
- » General SLOs

Click and download your tailored tips on Cloud Service Level Agreements