

This SME is a small start-up but is envisioning to be number 1 in its market, globally. It will need cloud service to do so, and as per different technical, business, risk mitigation and risk reasons it is working on architecting a hybrid ecosystem where several major as well as niche CSPs will be involved. However, all CSPs define their definitions and legal terms differently which makes it hard to create a clear landscape of what rights and obligation the SME has towards the respective CSP, and what rights and obligations it can arrange for with its own customers and end-users. Analysing legal documentation from A to Z concerning cloud services such as SLAs is quite cumbersome and time and resources consuming, CSPs even use different quantitative attributes, metrics, measurements and remedies. The SME feels that some CSPs prefer to keep their applicable documentation less transparent than their customers wish for, and the CSPs would be able to. Getting to the bottom of Master Service Agreements, SLAs and other contractual arrangements is time-consuming, and a SME, especially a start-up does not have those resources. It will either lead in delay in its business plans, or making the wrong decisions which will be very costly in a later phase.

High priority practices

Choice of Law

Getting to agreement with applicable law where the CSC has its offices or where is active with its end-user.

Cloud SLA Definitions

Term and definitions should be specified in the cloud SLA, and aligned to EU guidelines and international standards.

SLA Language

The Cloud Service Provider should offer the SLA in English, and also in at least one official language corresponding to the Cloud Service Customer's business location

User Type: SME

User Maturity:

Novice, Basic,
Experienced

Cloud Service lifecycle phase:

Acquisition, Operation,

Cloud usage: App

on a Cloud, Cloud
Bursting

Medium priority practices

- » SLA URL
- » Findable
- » Roles and responsibilities
- » Contact details
- » Contact availability
- » SLA change notifications
- » Unilateral change
- » General Carveouts
- » Specified SLO metrics
- » General SLOs
- » Cloud Service Performance SLOs
- » Service Reliability SLOs
- » Data Management SLOs
- » Security SLOs
- » Personal Data Protection SLOs

Low priority practices

- » Revision date
- » Update Frequency
- » Previous versions and revisions
- » SLA duration
- » Machine-readable format
- » Nr. of pages
- » Service Credit
- » Service credits assignment
- » Maximum service credits (Euro amount) provided by the CSP
- » Service Levels reporting
- » Service Levels continuous reporting
- » Feasibility of specials & customizations

[Click and download your tailored tips on Cloud Service Level Agreements](#)

