Are you SLA-Ready? Your essential business guide to cloud contracts and SLAs

19 October 2016

CloudForward 2016

Madrid, Spain

16:30 – 18:00	**Getting to grips with a Service Level Agreement and how SLA-Ready can help**
	Chair: Nick Ferguson, Trust-IT Services & SLA-Ready
	Cloud can offer many advantages to companies in terms of efficiency and cost savings. But what challenges do cloud customers face when taking a leap of faith and signing a cloud service level agreement? This session looks at real-life experiences of doing just this and provides and overview of how SLA-Ready services can help you make more-informed decisions.
	16:30 – 16:45 – Are you SLA-Ready?
	Speaker: Nick Ferguson, Trust-IT Services & SLA-Ready
	This presentation looks at some of the challenges facing cloud customers and providers when it comes to cloud SLAs and provides a high-level overview of how the SLA-Ready project is providing services to really help cloud customers in identifying priorities, creating check-lists and make informed decisions when comparing cloud SLAs.
	16:45 – 17:00 How the SLA-Ready Common Reference Model has created best practices and Priorities for Service Level Agreements
	Speaker: Ruben Trapero, Technical University of Darmstadt
	Based on the collection of user requirements, the SLA-Ready project provide the SLA Common Reference Model. This presentation outlines the model and how it has been used to create both set of use cases and an SLA-Readiness Index which can help providers in assessing just how transparent and trustworthy their own SLA is.
	17:00 – 17:15– A Legal & pragmatic approach on Cloud Services and SLA Essentials.
	Speaker: Janneke Breeuwsma, Arthur's Legal
	A journey through essential and strategic legal topics of Cloud Services and SLAs. Participants will come away from this session with a better understanding of the most important legal aspects of Cloud Services and related SLAs, and how to use Cloud Services and SLAs as an enabler. This presentation will outline some practical use cases from the legal perspective about customer-provider obligations, data protection, compliance and legal clauses when signing an SLA.

	17:15 – 18:00 Panel discussion
	Chair Nicholas Ferguson
	• Frank Bennett, iCloud Ltd & Deputy Chair of Cloud Industry Forum – Independent cloud consultant
	• Carlos Rubia Marcos, Wellness Telecom,S.L. & ENTICE project - Provider perspective
	• George Suciu, Beia Consult & SWITCH Project – Customer & Provider perspective
	• Paweł Skrzypek, 7Bulls – Provider perspective
	• Janneke Breeuwsma, Arthur's Legal – Legal perspective
	• Ruben Trapero, Technical University of Darmstadt – SLA Common Reference Model perspective
18:00	**Workshop close & Consultation with workshop speakers**

# Panellist Bios

Janneke Breeuwsma, Arthur's Legal & SLA-Ready

Mrs. Janneke Breeuwsma, LLM studied and obtained her Master degree in corporate law at Groningen University, and she holds a Bachelor of Business Administration with a specialization in legal management. Janneke is a senior lawyer specialized in digital, data, privacy & technology, and in that capacity she advises on a daily basis all kind of tech companies, global organizations on drafting and negotiation of deals, IT-procurement, cloud and data, including worldwide standardization. She advises the government of the Netherlands through consultations on topics such as data retention, net neutrality, cybersecurity, law enforcement, cookies and the data breach notification act. She is a frequent speaker about the NIS Directive, security, data and personal at conferences. Furthermore, Janneke contributed through Arthur's Legal to the following initiatives and organizations: the European Commission Cloud SIG on cloud computing & SLA' s (C-SIG SLA), the H2020 SLA-Ready project and Alliance IoT Innovation (AIOTI), where she contributed to AIOTI WG4 (Policy) and the AIOTI WG3 Privacy in IoT working group, the Cloud SLA Standardization Guidelines, and she is member of the Cyberchess Institute that landscapes the cybersecurity arena.

Frank Bennett, iCloud Ltd & Deputy Chair of Cloud Industry Forum

Frank serves on the boards Cloud Industry Forum and Federation Against Software Theft. He is a qualified Non-Executive Director having been awarded the Financial Times Non-Executive Director Professional Diploma and advises boards on all matters related to ITC and in particular cloud computing and security. ITC vendors seek his guidance on matters concerning business model design and Go-To-Market execution for cloud services. Previously he had served on the board of EuroCloud UK for 3.5 years. He has published 8 books for Microsoft and Google.
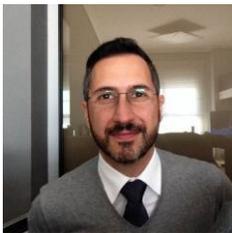
Carlos Rubia Marcos, Project Manager, Networks, Systems and Cloud, Wellness Telecom,S.L. & ENTICE project

Since 2005, he has been associated with the "Electronic Research Group" (University of Seville) and later, in 2008, with the "Electronic and Mechatronic Systems Research Group" (University of Huelva), where he has served as Technical Researcher, Project Manager (2007) and PhD Project Manager (2012).
He has particpated in over 30 research projects working in technical and managment areas, coordinating multidisciplinary teams and peforming reports and financial monitoring of the project.
In 2015 he has concluded an Executive MBA at EOI Business School in Seville, especializing in lean managment, leadership and finances.
Wellness Telecom is a SME that provides services to customers who want to move application onto Cloud. Recently the company has started to work as a Cloud Service Provider developing its own services (Unified Communications).

Pawel Skrzypek

Software Architect for Cloud & e-commerce solutions working at eBulls

SME Software company providing services http://www.7bulls.com/en/offer/ including Digital Asset Management using cloud-based architecture

We, at 7bulls, started to offer cloud based solution for our customers (and plan to launch next one soon), so I'm very interested in properly defining SLA model for such solutions. We have currently some approach to SLA for cloud based, but I'm really interested in any improvements and share experience. Of course it will be a pleasure to share this experience, but for cloud solutions we are at the beginning now.

Helping European SMEs Make Sense of Cloud SLAs
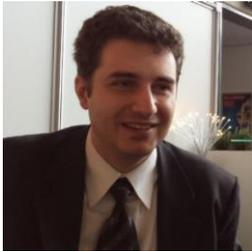
George Suciu, &D and Innovation Manager - IT&C Project Managemet at Beia Consult International & SWITCH Project

As a provider we are selling M2M/IoT Telemetry services (http://eng.beia-telemetrie.ro) in a SaaS model, so we propose them a basic SLA. Usually customers do not require a clear SLA in our country, but some of them are operating critical infrastructures, so there we need to comply with their required SLAs.

As a customer we are purchasing cloud services (Azure, AWS, Digitalocean Docker, etc.) and have trouble in monitoring that providers respect it.

Ruben Trapero, TU Darmstadt & SLA-Ready

Ruben Trapero received his Ph.D. from Universidad Politécnica of Madrid and was an assistant professor at Universidad Carlos III of Madrid. Since 2014 he is a lead researcher at the Technische Universität of Darmstadt, Germany. His research interests include privacy, identity management, cloud security and service engineering.

What is SLA-READY ?

SLA-Ready is a European support project funded under H2020 that focuses on giving businesses a better understanding of **cloud Service Level Agreement (SLA) terminology** and **lifecycle management.** SLA-Ready aims to change the state of play by providing a common understanding of SLAs for Cloud services with greater standardisation and transparency.

Go to our SLA-READY marketplace here:

www.sla-ready.eu or contact us on contact@slaready.eu

Links : @sla-ready, @EU_Commission, @CnectCloud

Who is behind SLA-READY?

Trust-IT Services Ltd, (UK), Coordinator: SLA-READY Partners: Arthur's Legal, (NL), Cloud Security Alliance, (CSA) (UK), Technische Universitat Darmstadt (TUDA) (DE).