EUROPEAN COMMISSION

DIRECTORATE-GENERAL CONNECT
E.2, Software & Services, Cloud

Minutes - Cloud Select Industry Group on Service Level Agreements

11th February 2014 - European Commission, Avenue de Beaulieu Beaulieu 33, room 0/58, 1160 Brussels

Participants:

Ducatel, Ken	European Commission, DG CONNECT
Wodecka, Agnieszka	European Commission, DG CONNECT
Schäfer, Felix	European Commission, DG CONNECT
Babinet, Francois-Regis	European Commission, DG JUST
Van der Harst, Guido	Gartner Consulting
Billeskov, Kristian	Gartner Consulting
Albl, Oliver	Fabasoft
Alhadeff, Joseph	Oracle
Chazerand, Patrice	Digital Europe
Finck Piccin, Stephanie	Salesforce
Grassia, Paolo	Hewlett-Packard
Hardaway, Samantha	Oracle
Fallmann, Helmut	Fabasoft
Jacobs, Danielle	INTUG
Jahan, Guillaume	Numergy
Janeczko, Jordan	ATOS
Komesar, Susanna	Telecom Italia
Liveri, Dimitra	ENISA
McDermott, Matthew	Access Partnership
Mingorance, Francisco	Amazon
Sage, Jonathan	IBM
Schoofs, Johan	INTUG
Symonds, Michael	ATOS
Thornby, Charlotte	Oracle
Van Der Wees, Arthur	Arthur's Legal B.V.

Conference Call:

Höllwarth, Tobias	EuroCloud Austria
Luna, Jesus	Cloud Security Alliance
Mahnke, Jürgen	SAP
Parvin, Ali	Dell
Edwards, Mike	IBM

Key Actions:

- Gartner Consulting is following the schedule below for their work on the report and tool kit.

- C-SIG members will provide comments to Gartner's report and tool kit by the 15.02.2014 for the current draft and by the 28.02.2014 for draft v0.8.

- Gartner Consulting will provide an overview of the comments made and how they have been addressed.

- Gartner work schedule:

When	What	Who
This and next week	Revise the full document, revisit comments made	Gartner
15-2-2014	Provide comments on current version	C-SIG members
21-2-2014	Release new draft v0.8	Gartner
28-2-2014	Provide comments	C-SIG members
7-3-2014	Release final draft v0.9	Gartner
21-3-2014	Release final version v1.0 based on concluding interactions with CONNECT	Gartner

- The work on the draft guidance document (former flowchart) is going to be finished under the guidance of Joseph Alhadeff (Oracle) by the middle of the week of the 17.02.2014.

- Comments on the document prepared by Jordan Janeczko are to be send by the 21.02.2014.

Ken Ducatel, Head of Unit at DG CONNECT (E2, Software and Services, Cloud) welcomed the participants and opened the meeting.

Guido van der Harst (Gartner Consulting) presented the current state of work on their report on SLAs, saying that Gartner was currently working on revising the report in a strong work team.

Kristian Billeskov (Gartner Consulting) then explained the developed tool kit, which is aimed at helping cloud customers to consider cloud service offers of different providers.

Michael Symonds (ATOS) commented that this tool kit should include the possibility to weight sections differently as users would have diverse preferences regarding their requirements. Ken Ducatel similarly considered that more structure would be needed to make the list accessible for users and asked Gartner to differentiate the list from the main document. Kristian Billeskov answered that it was difficult to introduce a weight to some points due to the user dependency of such choices. Joseph Alhadeff (Oracle) agreed that defining numbers without a user's context could potentially scare off customers instead of helping them.

Jürgen Mahnke (SAP) criticised that the availability calculator included in the toolkit presented one matrix for all service types, saying that this would disagree with the main

report. He therefore proposed to integrate different numbers for the types. Kristian Billeskov agreed that this would be a useful addition.

Ken Ducatel asked for a further reduction of redundancies in the report and the tool kit in order to make the documents operational for users. He added that some parts needed further explanations as well.

Francisco Mignorance (Amazon Webservices) said that the new distinction between common and optional features in the checklists was good, but criticised the extent of the tool kit and the availability measurement. For the latter, he considered that it did not use the correct formula, while he proposed to adapt the wording of the tool kit as only the points 25 to 38 covered SLA topics, with the others regarding other contractual aspects. He agreed that the latter were important, but said that there should be a focus on SLAs.

Joseph Alhadeff said that there was a need for both deep and high granularity in the document in order to satisfy customers' needs. Ken Ducatel said that the Gartner report and the C-SIG deliverables could have different granularities. Mr Alhadeff saw this as problematic arguing that the Gartner report would be seen as a Commission issued document which would raise expectations regarding the C-SIG. Jordan Janeczko (ATOS) added that the umbrella of the document had to be defined as the C-SIG had invested considerable work in it. Charlotte Thornby (Oracle) said that publishing documents without a clear linkage would be confusing. Ken Ducatel responded that this would not pose a problem seeing that the Gartner document could be related to the C-SIG work. One example could be using it as a general framework, in which the C-SIG could define more precise use cases. Jordan Janeczko said that the Gartner report should not represent a "master document", and proposed publishing the different deliverables together in order to create a harmony between them.

Ken Ducatel said that timing was crucial with plans being to finish the work by the end of March as it was currently a politically good moment to move in order to ensure delivering results before the end of the current Commissioner's term. The next step would be to involve three CIO groups in order to evaluate the usefulness of the deliverables. Danielle Jacobs (INTUG) indicated her willingness to contribute to this process.

Joseph Alhadeff asked for a table of comments and their inclusion in order to improve the work on the draft report. Guido van der Harst promised to generate and distribute this. He also introduced the timeline for the coming rounds of comments and Gartner's next drafts (see key actions above). Joseph Alhadeff asked to push the timeline two days, which Mr van der Harst agreed to.

Jonathan Sage (IBM) said that the report still had major issues regarding terminology as its use was ambiguous and not according to general definitions. Mike Edwards (IBM) added that improving the terminology would also have to include a better explanation of terms and a consistent use of them.

Guilleaume Jahan (Numergy) said that the report faced a general problem, which is encountered by the C-SIG as well, which is to delineate the exact deliverables on SLAs from other contract related issues. Joseph Alhadeff reminded the group that there had been an agreement on the 11 items last autumn as the C-SIG members had considered them to be important to be addressed.

Joseph Alhadeff presented the work done on the flow chart. He said that this deliverable had been changed into a guidance document as the writers had considered that a simplistic flow chart would require a wide IT knowledge to use and therefore be inaccessible for a broad number of users. He proposed linking parts of the document to the work done in the Code of Conduct C-SIG.

Jordan Janeczko presented the work on the model templates. He explained the connection of the three deliverables flow chart, checklists and templates. Furthermore, he introduced the document created, which covers the eleven relevant topics chosen by the C-SIG in about one page each. He said that a transition between the different deliverable was wanted and that they were matched to each other. Regarding the timeline for finishing this document, he said that a similar deadline to the Gartner report (end of March) was realistic.

Joseph Alhadeff added that comments on the guidance document and the templates description were wanted and proposed a deadline for this until the 21.02.2014, which was agreed.

Guilleaume Jahan asked about the checklist as third deliverable and Jordan Janeczko said that the Gartner document could be sufficient if the C-SIG agreed to that. He added that this would depend on the final report however. Chris Kappler said that it was important to match the checklist to the other deliverables.