

**The Cloud Select Industry Group  
– Subgroup on Service Level Agreements  
(C-SIG-SLA)**

**European Commission  
Vice President of the European Commission Neelie Kroes  
European Commissioner for Digital Agenda  
Vice President of the European Commission Viviane Reding  
European Commissioner for Justice, Fundamental Rights  
and Citizenship**

Brussels, June 25, 2014

Dear Mrs Kroes, Mrs Reding,

The European Commission adopted its Strategy in relation to cloud computing in its Communication "Unleashing the Potential of Cloud Computing in Europe"<sup>1</sup> published on September 27th, 2012. The Cloud Computing Strategy called for model terms for cloud computing service level agreements for contracts between cloud providers and professional cloud users.

In February 2013 the European Commission, DG CONNECT set up the Cloud Select Industry Group – Subgroup on Service Level Agreement (C-SIG-SLA) to work towards the development of standardisation guidelines for cloud computing service level agreements between cloud providers and cloud service customers. In June 2014 the C-SIG SLA Subgroup has finalized its work and prepared above mentioned SLA standardisation guidelines.

In doing so, the C-SIG SLA subgroup has dedicated particular attention to the specific needs of the European cloud market and industry, in particular regarding the security and personal data protection in the cloud for which the existing legal framework and the guidance of the article 29 Working Party have been taken into account.

These guidelines have been drafted based on the recognition that standardising aspects of SLAs will improve the clarity and increase the understanding of SLAs for cloud services in the market, in particular by highlighting and providing information on the concepts usually covered by SLAs and related documents, in addition to information which can be obtained from certification schemes.

These guidelines will form the basis of a submission by the C-SIG SLA subgroup to the ISO/IEC JTC1 Working Group on Cloud Computing<sup>2</sup>, which is currently working on an international standard for cloud SLAs, to ensure maximum impact for the European position to be taken into account at the international level.

As representatives of the C-SIG SLA Subgroup, we would like to inform you and deliver to the Commission the final outcome of the work of this Subgroup - SLA standardisation guidelines<sup>3</sup> that are attached to this letter. We believe they are an important contribution for cloud computing and will enable a better understanding of critical areas of cloud computing in connection with security or personal data protection. The signatories remain committed to continue contributing to these

---

<sup>1</sup> See <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2012:0529:FIN:EN:PDF>

<sup>2</sup> JTC 1/SC 38 See: [http://www.iso.org/iso/jtc1\\_sc38\\_home](http://www.iso.org/iso/jtc1_sc38_home)

<sup>3</sup> The SLA Standardisation guidelines have been prepared by the C-SIG SLA Subgroup and do not necessarily represent the position of any signatory below nor of any C-SIG SLA Subgroup participant.

important questions, with the clear understanding that transparency on cloud computing practices are a key underpinning of increasing trust in the cloud.

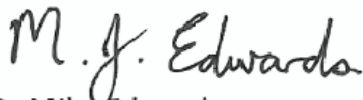
Yours respectfully,

Microsoft



Dorothee Belz  
Vice President & Associate General Counsel  
Microsoft Europe  
Dorothee.Belz@microsoft.com

IBM



Dr Mike Edwards  
Senior Technical Staff Member  
Cloud Computing Standards  
mike\_edwards@uk.ibm.com

Arthur's Legal B.V.



Arthur P. van der Wees

Arthur P. van der Wees, Managing Director

Cloud Security Alliance

Dr. Jesus Luna Garcia

Director of Research, Europe

jluna@cloudsecurityalliance.org



Telecom Italia

Stefano Tagliabue

Privacy Dept.

stefano.tagliabue@telecomitalia.it

