



EUROPEAN COMMISSION
Directorate-General for Communications Networks, Content and Technology
Net Futures
Software and Services, Cloud

**Cloud Select Industry Group
Fifth meeting of the Subgroup on Service Level Agreements**

17 January 2014

European Commission, Avenue de Beaulieu 25, room LT2 1160 Brussels

Agenda

14:00-17:00

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|-------------|--|
| 14:00 | Opening |
| 14:00-14:05 | Welcome by Francisco Medeiros (EC, Deputy HoU CNECT/E.2) |
| 14:05-14:45 | Presentation from Gartner Consulting – Revised version on the service provisions for service level agreements |
| 14:45-16:15 | Discussion on the revised version of the service provisions for service level agreements and the first round of comments from the C-SIG members |
| 16:15-16:45 | Recommendations from C-SIG Subgroup on possible approach for the service provisions for service level agreements |
| 16:45-16:55 | AOB |
| 17:00 | Closing |