



## EUROPEAN COMMISSION

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

### **Minutes - Cloud Select Industry Group on Service Level Agreements**

29<sup>th</sup> November 2013 - European Commission, Avenue de Beaulieu 31 0/82, 1160 Brussels

#### **Participants:**

Zaleski Mikolaj – European Commission, DG JUST

Ken Ducatel – European Commission, DG CONNECT

Agnieszka Wodecka – European Commission, DG CONNECT

Felix Schäfer – European Commission, DG CONNECT

Kristian Billeskov – Gartner Consulting

Scévole de Livonnière – Gartner Consulting

Cristie Gallihawk – Gartner Consulting

Irena Bednarich – HP

Guillaume Jahan – Numergy

Danielle Jacobs – INTUG

Chris Kappler – PwC

Thijs Metsch – INTEL

Francisco Mingorance – Amazon Web Services

Nicky Stewart – Skyscape Cloud Services

Charlotte Thornby – Oracle

Arthur van der Wees – Arthur's Legal B.V.

Oliver Zigan – I.T.E.N.O.S. GmbH

Matthew McDermott – Access Partnership

Stéphanie Finck – Salesforce

Patrick Van Eecke – DLA Piper UK LLP

Ali Parvin - Dell

## **Conference Call:**

Mike Edwards – IBM

Jordan Janeczko – ATOS

Jonathan Sage – IBM

Michael Symonds – ATOS

## **Key Actions:**

- Jordan Janeczko (Atos) will share the document presented by Thierry Breton (Atos) at the European Cloud Partnership Steering Board meeting in Berlin with the C-SIG Subgroup as quickly as possible.
- The next meeting of the C-SIG subgroup will take place on the 10<sup>th</sup> January 2014.
- Gartner Consulting will circulate a draft version of their report for comments in the C-SIG Subgroup before Christmas.

Ken Ducatel, Head of Unit at DG Connect (E2, Software and Services, Cloud) welcomed the participants and opened the meeting, explaining its scope as Gartner Consulting presenting their current and planned work on Service Level Agreements (SLAs) with a subsequent discussion of the Cloud Computing Select Industry Group (C-SIG) leading to possible recommendations for Gartner's work. Mr Ducatel also referred to the Cloud Partnership Steering Board meeting on the 14<sup>th</sup> November 2013 in Berlin, where Thierry Breton (Chairman and CEO ATOS) presented a document on SLAs regarding the work of the C-SIG. Mr Ducatel asked representatives of Atos to inform the group of the contents of this document.

Kristian Billeskov (Gartner) presented the principles and skeleton framework of their study on SLAs. He explained that the aim of their work was to come up with draft provisions for cloud SLAs. Presenting the process of Gartner's work, Mr Billeskov explained that the initial skeleton structure was set and the next steps would be to perform benchmarks of existing cloud contracts, develop the model service provisions and a supporting toolkit, and incorporate feedback before finalising the documents. Regarding the tasks identified for the C-SIG, Gartner's work hereby focuses on the area of Template SLAs and Terms and Conditions and starts from the hypothesis that SLAs will vary with the kind of service provided. On top of the C-SIG deliverables, Gartner will use surveys of cloud contracts, sample cloud contracts and SLAs and their MSA framework and best practices to produce a selection of SLA Templates and Best Practices. Mr Billeskov presented the five key elements of the skeleton structure (Service Description; Security & Confidentiality; Relationship, Integration, Governance; Demand Management Plan; and SLA Measurement) in detail and explained that the 11 attributes identified by the C-SIG map to these. The service description will be service specific, while the other elements are applied across service types, though with varying values.

Nicky Stewart (Skyscape) said the approach seemed comprehensive and reasonable. However, she missed the aspects of pricing, minimum terms and the costs of on/off-boarding.

Guillaume Jahan (Numergy) asked for an example of the final documents and remarked that creating draft provisions and templates were not the idea of the C-SIG subgroup. He added that the definitions of some terms like governance seemed very broad in the presentation.

Scévole de Livonnière (Gartner) defined governance as how the contract would manage a problem.

Oliver Zigan (I.T.E.N.O.S. GmbH) remarked that self-service was key in Cloud computing and that this would have to be implemented in the SLAs.

Scévole de Livonnière (Gartner) explained that self-service would also be based on procedures agreed in the SLAs.

Francisco Mingorance (Amazon) pointed out the differentiation of service types as a good approach, but asked about the handling of providers that offered different services and potentially in parallel. He also remarked that there was a lot of content in the SLAs, while Amazon only define the enforcement of compensation in theirs and handle the majority of the issues in their contracts.

Nicky Stewart (Skyscape) answered that Skyscape handled this differently, with a more concise contract and wider SLAs.

Kristian Billeskov (Gartner) pointed out that Gartner would focus on quantitative measurements and the service definition for their study.

Guillaume Jahan (Numergy) said that the group should focus on relevant "items" and not on the distinction between SLAs and the contract.

Jordan Janeczko (Atos) said that the service description should be a kind of "checklist" and Scévole de Livonnière (Gartner) said the first part would point out "dos and don'ts" for companies wanting to use Cloud Computing services.

Francisco Mingorance (Amazon) pointed out the need for metrics and asked whether the Gartner representatives could give examples of these.

Scévole de Livonnière (Gartner) said that Gartner had the necessary metrics and gave the example of measuring back-up.

Guillaume Jahan (Numergy) said the work should result in a checklist, not in SLAs themselves. He furthermore remarked that the shrinking of the topic to relevant points had already been done in the C-SIG meetings and asked to concentrate on producing the three deliverables agreed beforehand.

Ken Ducatel (Head of Unit E2) said that it was necessary to concentrate on the first deliverable now as it would not be possible to progress on the other two without it. He explained Gartner's work is to fill out the structure of deliverable 1 for the C-SIG, based on the models they have. The aim would need to be to get the categories right and operational.

Guillaume Jahan (Numergy) restated that it should not be called SLAs.

Ken Ducatel (Head of Unit E2) agreed to find a neutral term for the result, and pointed out that the focus should be on the measurable parts.

Chris Kappler (PwC) remarked that from a customer point of view clarity, comparability and measurability would be central.

Jordan Janeczko (Atos) said that the mapping of the topics decided in the C-SIG to the Gartner structure was not problematic, but that breaking these topics down into their measurable and more legal parts was difficult. He also asked whether Gartner could provide examples of the next level of detail of their work.

Kristian Billeskov (Gartner) described that they would provide a checklist and the wording and scope for different SLAs.

Scévole de Livonnière (Gartner) explained that their work was based on a catalogue of services, and would not create new definitions or elements.

Guillaume Jahan (Numergy) asked how the area of Security & Compliance would be handled as aspects in it seemed difficult to measure.

Scévole de Livonnière (Gartner) explained that this would be based on a series of Yes-/No-questions.

Ken Ducatel (Head of Unit E2) remarked that checks would need to be more complex due to vague legal definitions ("adequate") and that the handling of security breaches needed to be clear.

Scévole de Livonnière (Gartner) replied that compliance could also be based on certification, involving commitment, declaration and audit.

Ken Ducatel (Head of Unit E2) asked for measurable performance criteria providing an appropriate description of security and compliance. He also asked Gartner to refer more explicitly to standards as this was not the in the framework presented.

Jordan Janeczko (ATOS) stated that larger customers demanded certification, but Matthew McDermott (Access Partnership) remarked that certification could harm SMEs providing cloud services.

Ken Ducatel (Head of Unit E2) made clear that the group's aim should be to find the necessary items to help bridge the current difference between demand and provision. He described Gartner's role in this regard as analysing what current SLAs include, how aspects are measured and to come up with a toolbox for SLAs.

Jonathan Sage (IBM) said that the qualitative points would be problematic as the terms there would be too complicated to be practical.

Oliver Zigan (I.T.E.N.O.S. GmbH) insisted that Cloud Computing needed special items and that Gartner should not refer to existing standard formulations for IT.

Ken Ducatel (Head of Unit E2) emphasised that progress on definitions and measurability was needed and asked whether the scope set by Gartner was correct in the views of the C-SIG participants.

Danielle Jacobs (INTUG) said that the work focus should be on areas of concern.

Kristian Billeskov (Gartner) said that Gartner would provide a draft and an example part of the report to the C-SIG for comments.

Jonathan Sage (IBM) stated that Gartner's work should be descriptive, not prescriptive. Ken Ducatel (Head of Unit E2) said that the former was always set as scope for Gartner, whose task was to analyse the current practices.

Regarding a question of Mr Sage (IBM) on Gartner's methodology, Kristian Billeskov (Gartner) re-explained the use of sources put forward in the presentation. Scévole de Livonnière (Gartner) said that the individual sources were not publicly available, but underlying confidentiality.

Ken Ducatel (Head of Unit E2) asked Jordan Janeczko (ATOS) to explain the document that Thierry Breton (Chairman and CEO ATOS) had presented at the European Cloud Partnership Steering Board. Jordan Janeczko (ATOS) said that the document referred to the 11 points agreed upon beforehand and that it also included information regarding discussions in the other subgroups. He agreed to share it with the C-SIG subgroup and with Gartner.

Ken Ducatel (Head of Unit E2) announced that the next meeting would take place in January and that Gartner would circulate the promised documents for comments beforehand. By then, Gartner's input would be more developed. One of the next steps would then be to involve users into the process.