

Report
of the third meeting of the Cloud Selected Industry Group -
– Service level agreements expert subgroup held on 21st of May 2013

Participants:

Ken Ducatel, EC, DG Cnect, chair

Agnieszka Wodecka, EC, DG Cnect, minutes

Georg Haibach, EC, DG Just

Daniele Catteddu, Cloud Security Alliance

Stephanie Finck, Salesforce

Christine Giraudon, Salesforce

Peter Gray, Cloudsigma

Eric Henault, Eurocio

Tobias Höllwarth, Eurocloud

Nick Hyner, Dell

Ali Parvin, Dell

Chris Kappler, PwC

Oberle Karsten, Alcatel-lucent

Juergen Mahnke, SAP

Nicky Stewart, Skyscapecloud

Maximiliano Sommantico, Telecom Italia

Mick Symonds, ATOS

Charlotte Thornby, Oracle

Joseph Alhadeff, Oracle

Samantha Hardaway, Oracle

Patrick van Eecke, DLA Piper

Francesco Versace, Telecom Italia

Sigrid Windmolders, Microsoft

Joe Butler, Intel

Juergen Mahnke, Sap

Michael Spragge, IBM

Donagh Buckley, EMC

Said Tubet, EMC

Cristina Vela, Telefonica

Barbara Wynne, Accenture

Jonathan Sage, IBM

Meeting report:

1) Opening of the meeting and introductory remarks

Ken Ducatel opened the meeting. Agnieszka Wodecka reported from the teleconference, which took place on 8th of May 2013.

Ken Ducatel underlined that the scope of the meeting is to create on the basis of the table prepared by Atos (Jordan Janeczko), three subgroup, which will work on the definitions and a common terminology. He highlighted that there should be some output on SLAs by Mid-June in order to present the deliverables to the ECP steering board in early July.

2) Focus of the work

The discussion was focused on the future work of the 3 groups created on the basis of the table prepared by Atos (Jordan Janeczko):

a) Group 1

Numerous issues were raised during the discussion:

- the differences between the auditability approaches/levels
- the problem of the data location/data centre
- the possible next steps could be metrics/acceptable practices
- the need to coordinate the work of this group with the C-SIG Subgroup on Code of Conduct, the C-SIG on Certification and the future work of DG JUST on model contract terms and conditions.

It was decided that the convenor of this group will be **Oracle (Charlotte Thornby + Joseph Alhadeff)**. **Oracle (Joseph Alhadeff)** will prepare the definitions of the auditability,

certification and data location. **IBM (Jonathan Sage)** will provide an input on the definition of certification.

b) Group 2

The discussion emphasised:

- the problem of the data protection compliance
- the possible definitions of the penalties/limitations
- the implication of the adoption of the new data protection Regulation

It was decided that the convenor of this group will be **DLA Piper (Patrick Van Eecke)**. **Skyscapecloud (Nicky Stewart)** will provide an input on the definitions of the limitations and penalties.

c) Group 3

Issues that were raised during the discussion:

- the problem of the different terminology
- the security provisions and the ENISA`s work in this field
- the work done by ETSI as regard data portability
- the need to raise the transparency in the field of contracts
- the possible results from the SLA research workshop that will take place on 27th of May

It was decided that the convenor of this group will be **(PwC) Chris Kappler**.

Dell (Nick Hymer) presented a SLAs flowchart.

Since the flowchart proved to be a particularly complex matter, it was agreed that **Dell (Nick Hymer)**, **Intel (Joe Butler)**, **Oracle (Joseph Alhadeff)** and **(PwC) Chris Kappler** will bring forward the work on the flowchart.

3) Conclusions and next steps:

The participants agree that:

- 1) The convenors of the 3 groups will provide **the inputs on the definitions** within one week from the date of the meeting.
- 2) Each of the group will discuss and provide comments on the inputs prepared by conveners during the **conference call next week**.
- 3) The **flowchart discussion** will be held in parallel.

- 4) The SLA group needs to be able to deliver and to present a **set of drafts in June** for presentation to the ECP Steering Board on 4 July.
- 5) The **next meeting** will take place on the beginning of July (most probably 8/9 of July).
- 6) The **plenary meeting of the C-SIG group** will be organized in September.