

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

Participants:

Ken Ducatel, EC, DG Cnect, chair

Agnieszka Wodecka, EC, DG Cnect, minutes

Jacek Starczewski, EC, DG Cnect

Kristiina Pietikäinen, EC, DG Cnect

Georg Haibach, DG Just

Sven Roehr, DG Just

Julien Brugerolle, DG Sanco

Thomas Boué, BSA

Joe Butler, Intel

Nick Hyner, Dell

Juergen Mahnke, SAP

Jonathan Sage, IBM

Fiona Cullen, IBM

Christine Giraudon, Salesforce

Sigrid Windmolders (LCA), Microsoft

Nicky Stewart, Skyscapecloud

Jordan Janeczko, ATOS

Symonds Mick, ATOS

Fever Ana, ATOS

Jurry de la Mar, T-Systems

Dora Szentpaly, UEAPME

Andreas Weiss, EuroCloud Europe

Oliver Zigan, Itenos,

Barbara Wynne, Accenture

Sebastian Zilch, Eurex Frankfurt AG

Patrick Van Eecke, DLA Piper UK LLP

Kevin Vindebogel, Cabinet DN

Alexandre Steiner, Numergy

Meeting report:

1) Opening of the meeting and introductory remarks

Ken Ducatel opened the meeting and explained the background for the service level agreement activities from the Communication "Unleashing the Potential of cloud computing in Europe". The Commission will develop with stakeholders model terms for cloud computing service level agreements for contracts between cloud providers and professional cloud users, taking into account the developing EU acquis in this field.

The role of the SIG-service level agreements subgroup is to work with the Commission on the implementation of this action, which is addressed in the Cloud Computing Communication.

Ken Ducatel also clarified that DG JUST will task an expert group to identify safe and fair contract terms and conditions for consumers and small .

He explained that ETSI is working on standards. The subgroup on standards for the service level agreements will be established this month. The mapping will be carried out by the end of 2013. The underlying idea is not to create standards but to identify the specifications that already exist.

2) Focus of the work

The discussion was based on the issues paper, which the Commission had prepared and sent to the participants in advance.

In the discussion about the scope it was emphasised:

- the need to clarify the difference between service level agreements ("SLAs") and the contract;
- the importance to bridge the gap between what the need of professional cloud users and the type of the services that are provided by cloud providers;
- the importance of being able to "assemble from stock" in order to get scale efficiency of provisioning whilst meeting 90% of buyers' needs with a service that is "good enough".
- the need to single out what are the attributes that need to be defined in SLAs and to develop vocabularies to describe SLAs/ contracts;
- the importance of determining the obligations and responsibilities of the data controller/processor;

- the differences between the B2B and the B2C market;
- the educational needs of SMEs, as both providers and buyers have;
- the importance of the elasticity, which is an essential component of cloud computing, which creates problems in drafting Cloud contracts;
- the importance of the link between building the trust for cloud services and proper auditing, monitoring and reporting;
- the difficulty of monitoring and enforcing SLAs and the need for forensics;
- the need to address the metrics as one part of the work on SLAs.

3) Conclusions and next steps:

Most participants volunteered to carry on working on the SLAs theme. To make the work practical it was agreed that the EC will chair the subgroup on service level agreements, while several participants volunteered to carry the work forward through a first stage by drafting initial papers that can be commented by the other members:

1. ATOS (Jordan Janeczko) will lead the work to identify a checklist, which could be prepared on the bases of the already existing checklists, e.g. the Eurocloud one.
2. Dell (Nick Hymer) will lead on developing a flowchart.
3. Intel (Joe Butler) will lead on the development of a list of attributes, to be defined in the SLAs
4. DLA Piper (Mark O'Connor) will lead the identification of issues that can be externalised from the Contract/SLA e.g. through transfer of liability to third parties.

The C-SIG SLA subgroup should interface with the ETSI group, which will work on mapping standards for service level agreements, led by Bernd Becker (EuroCloud) (?).

The ETSI Taskgroup on SLAs (under TG3) is available here:

<http://csc.etsi.org/website/home.aspx>

First drafts should be prepared by 15 March, for comment by colleagues by 5 April, in time for a second physical meeting of the sub-group the afternoon of 16 April (NB: the date proposed has been changed in accommodate a change in the timing of the ETSI meeting which will now be all day on 17 April). This should allow 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.

On a practical level: SAP has offered its JAM platform to allow online collaboration. All SLA group members will get an invitation to join the platform

Membership: Should remain open. There is a need to include more representatives of the buyers into the subgroup. Some of the participants (e.g. Accenture) agreed to help the Commission in this matter and to contact some sectors association.

