



EUROPEAN COMMISSION

Directorate-General for Communications Networks, Content and Technology

Net Futures

Software and Services, Cloud

Cloud Selected Industry Group - Subgroup on Service Level Agreements

21 February 2013

European Commission, Avenue de Beaulieu 25, 1160 Brussels

Agenda

9:30-12:30

- 1) Opening, Ken Ducatel, HoU E2, DG CNECT
- 2) Tour de table
- 3) Discussion on the service level agreements based on the issues paper
- 4) Focus of the group
- 5) Timeline and working methods of the group
- 6) AOB
- 7) Closing remarks