



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**

11 February 2014

European Commission, Avenue de Beaulieu 33, room 0/58 1160 Brussels

Agenda

13:30-16:00

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|-------------|---|
| 14:00 | Opening |
| 14:00-14:05 | Welcome by Ken Ducatel (EC, HoU CNECT/E.2) |
| 14:05-14:20 | Presentation of toolkit from Gartner Consulting and possible way forward |
| 14:30-15:00 | Discussion |
| 15:00-15:15 | Presentation on the first draft of the guidelines by Joe Alhadeff |
| 15:15-15:55 | Discussion |
| 16:00 | Closing |