

## Digital Single Market

# Cloud Computing Service Level Agreements - Exploitation of Research Results

Reports and studies16/07/2013

The rapid evolution of the cloud market is leading to the emergence of new services, new ways for service provisioning and new interaction and collaboration models both amongst cloud providers and service ecosystems exploiting cloud resources. Service Level Agreements (SLAs) govern the aforementioned relationships by defining the terms of engagement for the participating entities.

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