Cloud Computing – Service Level Agreement (SLA)

The Service Level Agreement (SLA) sets the expectations between the service provider and the customer and describes the products or services to be delivered, the single point of contact for end-user problems, and the metrics by which the effectiveness of the process is monitored and approved.

To order this standards package, click here

INCITS/ISO/IEC 19086-1:2016[2019]
Information technology - Cloud computing - Service level agreement (SLA) framework - Part 1: Overview and concepts

This standard seeks to establish a set of common cloud SLA building blocks (concepts, terms, definitions, contexts) that can be used to create cloud Service Level Agreements (SLAs). This document specifies:

a) an overview of cloud SLAs,
b) identification of the relationship between the cloud service agreement and the cloud SLA,
c) concepts that can be used to build cloud SLAs, and
d) terms commonly used in cloud SLAs.

This standard is for the benefit and use of both cloud service providers and cloud service customers. The aim is to avoid confusion and facilitate a common understanding between cloud service providers and cloud service customers. Cloud service agreements and their associated cloud SLAs vary between cloud service providers, and in some cases different cloud service customers can negotiate different contract terms with the same cloud service provider for the same cloud service. This document aims to assist cloud service customers when they compare cloud services from different cloud service providers.

This standard does not provide a standard structure that can be used for a cloud SLA or a standard set of cloud service level objectives (SLOs) and cloud service qualitative objectives (SQOs) that will apply to all cloud services or all cloud service providers. This approach provides flexibility for cloud service providers in tailoring their cloud SLAs to the particular characteristics of the offered cloud services. ISO/IEC 19086-1:2016 does not supersede any legal requirement.

INCITS/ISO/IEC 19086-2:2018[2021]
Cloud computing - Service level agreement (SLA) framework - Part 2: Metric model

This document establishes common terminology, defines a model for specifying metrics for cloud SLAs, and includes applications of the model with examples. This document establishes a common terminology and approach for specifying metrics.

This document is for the benefit of and use for both cloud service providers (CSPs) and cloud service customers (CSCs). This document is intended to complement ISO/IEC 19086-1, ISO/IEC 19086-3 and ISO/IEC 19086-4. This document does not mandate the use of a specific set of metrics for cloud SLAs.

INCITS/ISO/IEC 19086-3:2017[2019]
Information technology — Cloud computing — Service level agreement (SLA) framework — Part 3: Core conformance requirements

This standard specifies the core conformance requirements for service level agreements (SLAs) for cloud services based on ISO/IEC 19086-1 and guidance on the core conformance requirements. This document is for the benefit of and use by both cloud service providers and cloud service customers. ISO/IEC 19086-3:2017 does not provide a standard structure that would be used for cloud SLAs.

INCITS/ISO/IEC 19086-4:2019[2020]
Cloud computing **-** Service level agreement (SLA) framework **-** Part 4: Components of security and of protection of PII

> This document specifies security and protection of personally identifiable information components, SLOs and SQOs for cloud service level agreements (cloud SLA) including requirements and guidance. This document is for the benefit and use of both CSPs and CSCs.

INCITS/ISO/IEC 19941:2020[2021]
Information technology **-** Cloud computing **-** Interoperability and portability

> This standard specifies cloud computing interoperability and portability types, the relationship and interactions between these two cross-cutting aspects of cloud computing and common terminology and concepts used to discuss interoperability and portability, particularly relating to cloud services. This standard is related to other standards, namely, ISO/IEC 17788, ISO/IEC 17789, ISO/IEC 19086-1, ISO/IEC 19944, and in particular, references the cross-cutting aspects and components identified in ISO/IEC 17788 and ISO/IEC 17789, respectively.

ISO/IEC TR 23951:2020[2022]
Information technology **-** Cloud computing **-** Guidance for using the cloud SLA metric model

> The scope of this document is to describe guidance for using the ISO/IEC 19086-2 metric model, illustrated with examples.

INCITS/Cloud Computing Technical Committee

The INCITS/Cloud Computing area of work addresses standardization in the areas assigned to ISO/IEC JTC 1/SC 38:

INCITS/Cloud Computing addresses standards across multiple areas, including but not limited to:

- Cloud-Native Computing
- Distributed Platforms and Computing
- Edge Systems
- Data (including Sharing, Portability, Categorization, Flow, etc.)
- Service Level Agreements
- Interoperability
- Digital Sovereignty
- Foundational standards such as terms, concepts, and reference architectures

INCITS/Cloud Computing (through ISO/IEC JTC 1/SC 38) also has liaison relationships with other standards organizations, particularly in those areas that relate to Cloud Computing. INCITS/Cloud Computing is the Technical Committee focused on Cloud Computing and other related areas and serves as the U.S. TAG to ISO/IEC JTC 1/SC 38. As such it has liaison relationships with other standards organizations, particularly in those areas that relate to Cloud Computing.

To learn more about the activities of the INCITS/Cloud Computing Technical Committee, contact the INCITS Secretariat.

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