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Part 3: Core conformance requirements

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Foreword

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This document was prepared by Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 38, *Cloud computing and distributed platforms*.

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Information technology — Cloud computing — Service level agreement (SLA) framework —

Part 3:
Core conformance requirements

1 Scope

This document 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.

This document does not provide a standard structure that would be used for cloud SLAs.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 17788, *Information technology — Cloud computing — Overview and vocabulary*

ISO/IEC 19086-1, *Information technology — Cloud computing — Service level agreement (SLA) framework — Part 1: Overview and concepts*

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