
Information technology — Cloud computing — Guidance for using the cloud SLA metric model

*Technologies de l'information — Informatique en nuage —
Recommandations pour l'utilisation du modèle métrique d'accord de
niveau de service (SLA) dans le Cloud*





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Contents

	Page
Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Symbols and abbreviated terms	1
5 Structure of this document	2
6 Motivation	2
6.1 Preamble	2
6.2 Audience and some user categories	2
6.2.1 General	2
6.2.2 Cloud service customer (CSC)	3
6.2.3 Cloud service provider (CSP)	3
6.2.4 Cloud service partner (CSN)	3
6.2.5 Regulators and policy makers	4
6.3 Usage patterns	4
6.3.1 General	4
6.3.2 Extract and clarify an existing metric description from an SLA	4
6.3.3 Create and share a metric description	4
6.3.4 Compare metric descriptions	5
6.3.5 Share a common foundation for a set of metrics	5
6.3.6 Build a metrics catalogue	5
6.4 Examples of scenarios and roles involved in sharing metric definitions	5
7 The metric model in practice: templates	6
7.1 A brief reminder of the metric model	6
7.2 A tabular representation	7
7.2.1 General	7
7.2.2 The tabular representation for the Metric element	8
7.2.3 The tabular representation for the Expression elements	9
7.2.4 The tabular representation for the Rule elements	10
7.2.5 The tabular representation for the Parameter elements	11
8 An example of metric definition: the cloud service mean response time metric	11
8.1 The cloud service mean response time metric: informal variant	11
8.1.1 Extracting metric elements from an SLA narrative	11
8.1.2 Using the tabular representation	12
8.1.3 Overall structure of the metric	14
8.2 The cloud service mean response time metric: more formal variant	14
8.2.1 A more formal variant of the metric	14
8.2.2 Adding a parameter	15
8.2.3 The metric rules	15
8.2.4 The metric expressions	15
8.2.5 Overall structure of the metric	17
8.2.6 Using constants	17
9 Guidelines for using the metric model with the tabular representation	19
9.1 General	19
9.2 Guideline 1 about defining expression and rule languages	20
9.3 Guideline 2 about associating rules with expressions	20
9.4 Guideline 3 about relating expressions to each other	20
9.5 Guideline 4 about the identifiers of metric elements	21
9.6 Guideline 5 about rules specifically designed to support an expression	21
9.7 Guideline 6 about the role of parameters	21

9.8	Guideline 7 about representing constants	22
10	The simple cloud service availability metric	22
10.1	Measuring cloud service availability	22
10.1.1	General	22
10.1.2	Overall design approach	23
10.1.3	SLA rules and metric rules	23
10.2	The simple cloud service availability metric variant Simple_SAM_1	24
10.2.1	The Metric element	24
10.2.2	The metric rules	24
10.2.3	The metric expressions	25
10.2.4	The metric parameters	27
10.2.5	Overall structure of the metric	27
10.3	The simple cloud service availability metric variant Simple_SAM_2	28
10.3.1	Differences in metric design and assumptions	28
10.3.2	The Metric element	29
10.3.3	The metric rules	29
10.3.4	The metric parameters	30
10.3.5	The metric expressions	31
10.3.6	Overall structure of the metric	32
10.3.7	An alternative metric design using the Configuration element option	32
	Bibliography	34

Foreword

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Introduction

In most cases, cloud service providers (CSPs) and cloud service customers (CSCs) negotiate service level agreements (SLAs) which include service level objectives (SLOs) and service qualitative objectives (SQOs) for which CSPs make commitments. The commitments described in SLAs are expected to be measured against actual performance of the service to ensure compliance with the SLA. How actual performance compares against commitments in SLAs is explained in ISO/IEC 19086-2. Cloud SLAs are covered in ISO/IEC 19086-1 and in ISO/IEC 19086-4.

The metric model in ISO/IEC 19086-2 establishes common terminology, defines a model for specifying metrics for cloud SLAs, and includes applications of the model with examples. This document provides guidance and examples on using the metric model to compose the calculation of a cloud service performance measure in order to compare against an SLA commitment. A few examples from the SLOs listed in ISO/IEC 19086-1:2016, Clause 10 are given in the document, such as Cloud Service Mean Response Time and Simple Cloud Service Availability. As specific, measurable characteristics of a cloud service, SLOs are the basis for defining the metrics used to evaluate and compare agreements between parties.

In [Clauses 8, 9](#) and [10](#) of this document, a basic explanation of these examples is provided using a practical method based on a tabular format that is a refinement of the informative tables provided in ISO/IEC 19086-2:2018, Annex B. The tabular representation described in this document serves as templates for designing metrics. Guidance in using the metric model with these templates is provided while developing metric examples.

Information technology — Cloud computing — Guidance for using the cloud SLA metric model

1 Scope

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

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 17789, *Information technology — Cloud computing — Reference architecture*

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

ISO/IEC 19086-2, *Cloud computing — Service level agreement (SLA) framework — Part 2: Metric model*