



# Technical Report

**ISO/IEC TR 23951**

## **Information technology — Cloud computing — Best practices for using the cloud service level agreement (SLA) metric model**

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

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# Contents

Page

|                                                                                       |           |
|---------------------------------------------------------------------------------------|-----------|
| <b>Foreword</b>                                                                       | <b>v</b>  |
| <b>Introduction</b>                                                                   | <b>vi</b> |
| <b>1 Scope</b>                                                                        | <b>1</b>  |
| <b>2 Normative references</b>                                                         | <b>1</b>  |
| <b>3 Terms and definitions</b>                                                        | <b>1</b>  |
| <b>4 Symbols and abbreviated terms</b>                                                | <b>1</b>  |
| <b>5 Structure of this document</b>                                                   | <b>2</b>  |
| <b>6 Motivation</b>                                                                   | <b>2</b>  |
| 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                                                    | 3         |
| 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                                                     | 4         |
| 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         |
| <b>7 The metric model in practice: templates</b>                                      | <b>6</b>  |
| 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                           | 10        |
| <b>8 An example of metric definition: the cloud service mean response time metric</b> | <b>11</b> |
| 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                                                 | 13        |
| 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                                                              | 14        |
| 8.2.3 The metric rules                                                                | 15        |
| 8.2.4 The metric expressions                                                          | 15        |
| 8.2.5 Overall structure of the metric                                                 | 16        |
| 8.2.6 Using constants                                                                 | 17        |
| <b>9 Guidelines for using the metric model with the tabular representation</b>        | <b>19</b> |
| 9.1 General                                                                           | 19        |
| 9.2 Guideline 1 about defining expression and rule languages                          | 19        |
| 9.3 Guideline 2 about associating rules with expressions                              | 19        |
| 9.4 Guideline 3 about relating expressions to each other                              | 20        |
| 9.5 Guideline 4 about the identifiers of metric elements                              | 20        |
| 9.6 Guideline 5 about rules specifically designed to support an expression            | 20        |
| 9.7 Guideline 6 about the role of parameters                                          | 21        |

|           |                                                                          |           |
|-----------|--------------------------------------------------------------------------|-----------|
| 9.8       | Guideline 7 about representing constants.....                            | 21        |
| <b>10</b> | <b>The simple cloud service availability metric.....</b>                 | <b>22</b> |
| 10.1      | Measuring cloud service availability.....                                | 22        |
| 10.1.1    | General.....                                                             | 22        |
| 10.1.2    | Overall design approach.....                                             | 22        |
| 10.1.3    | SLA rules and metric rules.....                                          | 22        |
| 10.2      | The simple cloud service availability metric variant Simple_SAM_1.....   | 23        |
| 10.2.1    | The Metric element.....                                                  | 23        |
| 10.2.2    | The metric rules.....                                                    | 24        |
| 10.2.3    | The metric expressions.....                                              | 25        |
| 10.2.4    | The metric parameters.....                                               | 26        |
| 10.2.5    | Overall structure of the metric.....                                     | 26        |
| 10.3      | The simple cloud service availability metric variant Simple_SAM_2.....   | 27        |
| 10.3.1    | Differences in metric design and assumptions.....                        | 27        |
| 10.3.2    | The Metric element.....                                                  | 28        |
| 10.3.3    | The metric rules.....                                                    | 28        |
| 10.3.4    | The metric parameters.....                                               | 29        |
| 10.3.5    | The metric expressions.....                                              | 30        |
| 10.3.6    | Overall structure of the metric.....                                     | 31        |
| 10.3.7    | An alternative metric design using the Configuration element option..... | 32        |
|           | <b>Bibliography.....</b>                                                 | <b>33</b> |

## Foreword

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

This second edition cancels and replaces the first edition (ISO/IEC TR 23951:2020), which has been technically revised.

The main changes are as follows:

- alignment with ISO/IEC 22123;
- references to ISO/IEC 17788 and ISO/IEC 17789 have been changed to ISO/IEC 22123.

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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 — Best practices for using the cloud service level agreement (SLA) metric model

## 1 Scope

This document provides best practices 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 22123-1, *Information technology — Cloud computing — Part 1: Vocabulary*

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*