Cloud SLA Management & SLA Metrics Working Group - Call for Participation

Various standards organizations are defining core measures and metrics to help optimize, govern and monitor Cloud Computing initiatives. The TM Forum has several communities where Cloud measurement and Service Level Agreements are on the "critical path". It is suggested that we should coordinate activities and find synergies among these efforts to help define the core approaches, models, measures and metrics to guide the industry to deliver superior Cloud experience for end customers.

Organizations include, but are not limited to TM Forum, DMTF and ISMA – IFPUG. Many individual companies are active in these multiple organizations and it is in everyone's interest to collaborate. It is TM Forum's intent to drive this work with customer requirements coming from, for example, the TM Forum Enterprise Cloud Leadership Council (ECLC) and Service Provider Leadership Council (SPLC).

For the past year, a joint effort between DMTF and TM Forum has been looking at ways to coordinate the work around development and adoption of standards for the management and operational aspects of the Cloud computing environment. The team has produced a joint white paper, identifying a set of suggested areas for follow on work.

Cloud SLA management and Cloud metrics is one important area for further joint work. The TM Forum sees the need to form a joint working group to address these needs, with expertise in: billing, service level agreements, technology, models, benchmarking and measurement.

The working group will generate prioritized deliverables that align with current Cloud industry needs. Suggested work items include:

1.   Align information models for Cloud Actors and Metrics. This work item will not define specific metrics; rather it should align the generic treatment of metrics in the respective modeling frameworks.

2.   Identify the interactions between the actors required to specify, negotiate and verify SLAs and associated metrics/objectives in a Cloud environment.

 3.   Identify and define specific customer-facing "KQI" Cloud SLA metrics and map these KQIs to corresponding "KPI" Cloud infrastructure metrics.

4.   Define library of metrics available to support SLAs/SLOs; examine how metrics registry concepts can be applied to Cloud SLA/SLO metrics.

5.   Determine SLA/SLO specification methodology and identify supporting data collection mechanisms.

The working group will cross-reference with customer requirements identified by ECLC and SPLC and other real-life scenarios. This list can be modified, extended and prioritized by the participants.

The collaboration will allow the organizations and individuals to contribute their knowledge and expertise in an open environment where different ideas and perspectives can be expressed.