

MAKING THE CLOUD WORK FOR YOU



WHY PROVIDERS AND CUSTOMERS ARE TRYING TO STANDARDISE COMMON BUILDING BLOCKS FOR SERVICE LEVEL AGREEMENTS

The rapid development and deployment of cloud computing is leading to the emergence of new ways for service provisioning, levels of interaction and collaboration between cloud customers and providers.

New technologies, new delivery methods and ever-changing business models bring innovative service offerings with promises of increased accessibility, performance, security and privacy, interoperability and data portability. This new ecosystem is challenging the traditional thinking and operating environments of regulators, policy makers, consumers and business.

- How can we agree on the services that are provided – and the quality of that delivery?
- Can we agree on some common building blocks (concepts, terms, definitions, contexts) for such agreements in this evolving market?
- How does standardisation make the cloud work for me?

In the USA, the National Institute of Standards and Technology has released a Cloud Computing Standards Roadmap which discusses the potential for SLA standards. Similarly the European Telecommunications Standards Institute has completed an analysis of cloud computing SLA's and the European Commission has been working on common terminology for cloud agreements.

Here in Australia we are at the forefront of addressing these significant challenges through participation in international standardising efforts now taking place at ISO/IEC JTC 1/SC 38. An international standard on SLA Framework and Terminology is now under development. The scope includes: an overview of SLAs for Cloud Services; the relationship between master agreement and SLAs; SLA components; and commonly used terms, definitions and contexts – but not a standard structure for SLAs themselves.

This workshop organised by Standards Australia will be a key opportunity for industry, government and other stakeholders to hear firsthand from cloud computing technical experts on progress to date – and understand how you can use SLA's to make the cloud work for you.

Participating in this workshop will also allow networking with peers in the industry, the ability to influence Australia's input and development of this business-critical international standard and an opportunity to learn about the options available to participate in specific cloud computing standards development projects that support Australia's priorities in cloud computing services.

WHEN / WHERE

Tuesday 24 June 2014
 Standards Australia
 Exchange Centre
 Level 10, 20 Bridge Street, Sydney

10:00 am to 2:00 pm
 Registration from 9:30 am

Morning tea and lunch are included in the program. Please advise of any specific dietary requirements with your RSVP.

RSVP

This is a complementary forum and places are limited. To confirm your attendance, please RSVP before Wednesday 18 June 2014 to events@standards.org.au providing your name, organisation and email address details.

ENQUIRIES

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