

Service Level Agreement In Cloud Computing

== History ==

HP Cloud HP Cloud was a set of cloud computing services available from Hewlett-Packard. It was the combination of the previous HP Converged Cloud business unit

SAP Cloud Infrastructure It offers compute, storage, and platform services that are accessible to SAP customers. In October 2012. In 2012, SAP promoted aspects of cloud computing

Cloud storage hosting service Mobile cloud storage Cooperative storage cloud Google Cloud Storage Cloud computing Cooperative storage cloud Fog computing Edge computing Mobile

In 2011, the National Institute of Standards and Technology (NIST) identified five "essential characteristics" for cloud systems. Below are the exact definitions according to NIST:

Software as a service Software as a service (SaaS /sæs/) is a cloud computing service model in which a provider delivers application software to clients while managing the required

Cloud computing and storage provide users with the capability to store and process their data in third-party data centers. Organizations use the cloud in a variety of service models (e.g., SaaS, PaaS, IaaS) and deployment models (private, public, hybrid, and community). When an organization...

Service-level agreement ; Butler, J. "The SLA Model". In Wieder, P. ; Theilmann, W. (2011). Service Level Agreements for Cloud Computing. ; Yahyapour, R. Springer Science+Business A service-level agreement (SLA) is an agreement, typically a binding contract, between a service provider and a customer that define particular aspects of the service – such as quality of service, availability, responsibilities – as terms of contract.). M. (eds. SLAs are commonly used in the technology industry, and often contain specific service-level objectives for defined service level indicators, such as mean time between failures, mean time to repair, mean time to recovery, network throughput, jitter, uptime, first-call resolution, and turnaround time

Cloud computing It is commonly referred to as "the cloud". application in which it runs. Block-level storage Browser-based computing
Category:Cloud computing providers Category:Cloud platforms Cloud computing architecture Cloud computing is defined by the International Organization for Standardization (ISO) as "a paradigm for enabling network access to a scalable and elastic pool of shareable physical or virtual resources with self-service provisioning and administration on demand" a6649c92c8

== Overview == a6649c92c8 == Security issues associated with the cloud == a6649c92c8

Service-level objective Kearney "A Reference Architecture for Multi-Level SLA Management" in "Service Level Agreements for Cloud Computing", eds. An SLO is a key element of a service-level agreement (SLA) between a service provider and a customer. SLOs are agreed upon as a means of measuring the performance of the service provider and are outlined as a way of avoiding disputes between the two parties based on misunderstanding. Wieder, Philipp and Butler, Joe M A service-level objective (SLO) is a target value or range of values for a service level that is measured by an SLI a6649c92c8

Cloud computing security It is a sub-domain of computer security, network security and, more broadly, information security. It is a sub-domain of computer security, network Cloud computing security or cloud security refers to a broad set of policies, technologies, applications, and controls used to protect data, applications, services, and the associated infrastructure of cloud computing. controls used to protect data, applications, services, and the associated infrastructure of cloud computing a6649c92c8

Since the late 1980s SLAs have been used by fixed-line telecom operators. Larger organizations often maintain many SLAs internally, such that two different units in an organization script an SLA with one unit being the customer and another being the service provider. This practice helps to maintain the same quality of service amongst different... a6649c92c8 Unlike traditional contracts, SLAs often require parties involved to meet regularly to create an open forum for communication, apply rewards and penalties for performance, and leave room for periodic revisitation to make changes. SLAs may be supported by operational-level agreements, or OLAs. a6649c92c8 There is often confusion in the use of SLAs and SLOs. The SLA is the entire agreement that specifies what service is to be provided, how it is supported, times, locations, costs, performance, and responsibilities of the parties involved. SLOs are specific measurable characteristics of the SLA such as availability, throughput, frequency, response time, or quality. These SLOs together are meant to define the expected service between the provider and the customer and vary depending on the service's urgency, resources, and budget. SLOs provide a quantitative means to define the level of service a customer can expect from a provider. a6649c92c8 == Characteristics == a6649c92c8 The SLO are formed by setting goals for metrics (commonly called service level indicators, SLIs). As an example, an availability SLO may be defined... a6649c92c8 Analyses of large-scale cloud incidents indicate that many breaches result from misconfigurations and long-unremediated exposures rather than solely from zero-day vulnerabilities. a6649c92c8 Security concerns

associated with cloud computing are typically divided into issues faced by cloud providers and those faced by their customers. The responsibility is shared and is often described in a vendor's "shared responsibility model". The provider must secure its infrastructure, while customers must secure their applications, identities, and configuration settings. a6649c92c8

Cloud computing issues It. Cloud computing enables users to access scalable and on-demand computing resources via the internet, utilizing hardware and software virtualization a6649c92c8

Amazon Elastic Compute Cloud Amazon Elastic Compute Cloud (EC2) is a part of Amazon's cloud-computing platform, Amazon Web Services (AWS), that allows users to rent virtual computers a6649c92c8

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