

**ISO/IEC JTC 1/SC 38/WG 3**  
**Cloud Computing Service Level Agreements (CCSLA)**  
**Convenorship:**

**Document type:** Outgoing Liaison Statement

**Title:** Liaison Response to ITU-T JCA-Cloud on Cloud Computing Roadmap

**Status:** ISO/IEC JTC 1 SC 38 are pleased to send this liaison statement to JCA-Cloud regarding the current status of on-going projects on Cloud Computing. Any comments or feedbacks will be appreciated.

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Activity domain <sup>1</sup>	Entity	Title of deliverable	Scope of deliverable	Current status	Starting date	Target date
	ISO/IEC JTC 1 SC 38 WG 3	<b>ISO/IEC 19086</b> , Information Technology - Cloud Computing - Service Level Agreement (SLA) Framework	<p>This international standard specifies: an overview of SLAs for cloud services, identification of the relationship between the master service agreement and the SLA, SLA concepts and requirements that can be used to build SLAs, and terms and metrics commonly used in SLAs for cloud services. This standard is for the benefit and use for both provider and customer.</p> <p>This standard does not provide a standard structure that would be used for SLA contracts. Contracts are highly customized items between providers and customers so this standard seeks to establish a set of common SLA building blocks (concepts, terms, definitions, contexts) that can then be used to create SLAs that will help avoid confusion and facilitate common understanding between the Cloud Service Providers and the Cloud Service Customers.</p>	N/A (See below sub-parts)	2013-09-23	N/A
		<b>ISO/IEC 19086-1</b> Information Technology - Cloud Computing – Service Level Agreement (SLA) Framework – Part 1 : Overview and Concepts	<p>This international standard specifies: an overview of Service Level Agreements (SLA)s for cloud services, identification of the relationship between the master service agreement and the SLA, cloud SLA concepts that can be used to build SLAs, and terms commonly used in SLAs for cloud services. This standard is for the benefit and use for providers and customers.</p> <p>This standard does not provide a standard structure that would be used for cloud SLA contracts. Contracts are highly customized items between providers and customers so this standard seeks to establish a set of common cloud SLA building blocks (concepts, terms, definitions, contexts) that can then be used to create cloud SLAs that will help avoid confusion and facilitate common understanding between the cloud service providers and the cloud service customers. This international standard does not supersede any legal requirement.</p>	WD (3 November 2014 for CD ballot submission)	2013-02-23	Sept 2016

<sup>1</sup> for use of editors. After the gathering of cloud activity, this column provides the category of deliverables

			<p>URI:  <a href="http://www.iso.org/iso/home/store/catalogue_tc/catalogue_detail.htm?csnumber=67545">http://www.iso.org/iso/home/store/catalogue_tc/catalogue_detail.htm?csnumber=67545</a></p>			
		<p><b>ISO/IEC 19086-2</b>  Information Technology - Cloud Computing – Service Level Agreement (SLA) Framework – Part 2 : Metrics</p>	<p>This international standard specifies a model and metrics for describing and measuring properties of the concepts and components in 19086. This standard is for the benefit and use for both provider and customer.</p> <p>This standard does not provide a standard structure that would be used for cloud SLA contracts.</p> <p>URI:  <a href="http://www.iso.org/iso/home/store/catalogue_tc/catalogue_detail.htm?csnumber=67546">http://www.iso.org/iso/home/store/catalogue_tc/catalogue_detail.htm?csnumber=67546</a></p>	WD	2014-10-06	Mar 2017
		<p><b>ISO/IEC 19086-3</b>  Information Technology - Cloud Computing – Service Level Agreement (SLA) Framework – Part 3 : Core Conformance Requirements</p>	<p>This international standard specifies: core conformance requirements for Service Level Agreements (SLA)s for cloud services for ISO/IEC 19086. This standard is for the benefit and use for providers and customers.</p> <p>This standard does not provide a standard structure that would be used for cloud SLA contracts.</p> <p>URI:  <a href="http://www.iso.org/iso/home/store/catalogue_tc/catalogue_detail.htm?csnumber=67547">http://www.iso.org/iso/home/store/catalogue_tc/catalogue_detail.htm?csnumber=67547</a></p>	WD	2014-10-06	Mar 2017

ISO/IEC JTC 1 SC 38 WG 4	<b>ISO/IEC 19941</b> Information Technology - Cloud Computing – Interoperability and Portability	This international standard specifies: cloud computing interoperability and portability types, the relationship and interactions between these two aspects, and common terminology and concepts used to discussing interoperability and portability and particularly relating to cloud services.  URI: <a href="http://www.iso.org/iso/home/store/catalogue_tc/catalogue_detail.htm?csnumber=66639">http://www.iso.org/iso/home/store/catalogue_tc/catalogue_detail.htm?csnumber=66639</a>	WD	Oct 2014	Oct 2017
ISO/IEC JTC 1 SC 38 WG 5	<b>ISO/IEC 19944</b> Information Technology - Cloud Computing - Data and their Flow across Devices and Cloud Services	This International Standard provides the structure for transparency about data in portable devices and cloud services ecosystem and specify an expanded reference architecture for this ecosystem.  URI: <a href="http://www.iso.org/iso/home/store/catalogue_tc/catalogue_detail.htm?csnumber=66674">http://www.iso.org/iso/home/store/catalogue_tc/catalogue_detail.htm?csnumber=66674</a>	WD	Oct 2014	Oct 2017