Abstract

Cloud computing is a novel computing paradigm in which resources are delivered to end users on the basis of pay as you use model. In cloud computing a customer risks his entire business on a cloud. Thus he needs to be fully aware and confident about the various services that a provider claims to provide. The solution to the above problem comes in form of a legal contract that is established between the two. This contract is formally referred to as Service level agreements. These are short documents that contain various technical performance promises made by the provider. They also includes the penalties that provider would have to pay for performance failures. Thus, SLA makes the provider legally liable for all his claims about various services. SLA further helps a cloud consumer to select the best cloud by matching his requirements with what the provider specifies in its SLA. This paper explores the concept of SLA in cloud computing by quoting examples from real world. It also compares SLA of various present day clouds like rackspace, google apps, etc and proposes a new approach that would automatically select the new cloud on the basis of user requirements and SLA.

References
Comparative Analysis of Present Day Clouds using Service Level Agreements

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Index Terms

Computer Science

Information Sciences
Keywords
Cloud computing  service level agreement  service credit  SLA exclusions