



BSI Standards Publication

# Information technology — Cloud computing — Service level agreement (SLA) framework

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Part 3: Core conformance requirements

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## National foreword

This British Standard is the UK implementation of ISO/IEC 19086-3:2017.

The UK participation in its preparation was entrusted to Technical Committee IST/38, Cloud Computing and Distributed Platforms.

A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

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# Information technology — Cloud computing — Service level agreement (SLA) framework —

## Part 3: Core conformance requirements

*Technologies de l'information — Informatique en nuage — Cadre de travail de l'accord du niveau de service —*

*Partie 3: Exigences de conformité essentielles*



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## Contents

	Page
<b>Foreword</b> .....	<b>v</b>
<b>1 Scope</b> .....	<b>1</b>
<b>2 Normative references</b> .....	<b>1</b>
<b>3 Terms and definitions</b> .....	<b>1</b>
<b>4 Abbreviated terms</b> .....	<b>1</b>
<b>5 Conformance</b> .....	<b>2</b>
<b>6 Relationship between the cloud service agreement and cloud SLAs</b> .....	<b>2</b>
<b>7 Cloud SLA Management</b> .....	<b>2</b>
<b>8 Role of cloud service level objectives, cloud service qualitative objectives, metrics, remedies, and exceptions in the cloud SLA</b> .....	<b>2</b>
<b>9 Cloud SLA components</b> .....	<b>3</b>
9.1 General.....	3
9.2 Covered services component.....	3
9.3 Cloud SLA definitions component.....	3
9.4 Service monitoring component.....	3
9.4.1 General.....	3
9.4.2 Monitoring parameters.....	3
9.4.3 Monitoring mechanisms.....	3
9.5 Roles and responsibilities component.....	3
<b>10 Cloud SLA content areas and their components</b> .....	<b>4</b>
10.1 General.....	4
10.2 Accessibility content area.....	4
10.2.1 Accessibility component.....	4
10.2.2 Accessibility standards.....	4
10.2.3 Accessibility policies.....	4
10.3 Availability content area.....	4
10.3.1 Availability component.....	4
10.3.2 Availability.....	4
10.4 Cloud service performance content area.....	4
10.4.1 General.....	4
10.4.2 Cloud service response time component.....	4
10.4.3 Cloud service capacity component.....	5
10.4.4 Elasticity component.....	5
10.5 Protection of personally identifiable information (PII) content area.....	6
10.6 Information security content area.....	6
10.7 Termination of service content area.....	6
10.7.1 Termination of service component.....	6
10.7.2 Data retention period.....	6
10.7.3 Log retention period.....	6
10.7.4 Notification of service termination.....	6
10.7.5 Return of assets.....	6
10.8 Cloud service support content area.....	7
10.8.1 Cloud service support component.....	7
10.8.2 Support hours.....	7
10.8.3 Service incident support hours.....	7
10.8.4 Service incident notification time.....	7
10.8.5 Maximum first response time.....	7
10.8.6 Maximum incident resolution time.....	7
10.8.7 Support plans.....	7
10.8.8 Support methods.....	7
10.8.9 Support contacts.....	7

This is a preview of "BS ISO/IEC 19086-3:2017". Click here to purchase the full version from the ANSI store.

10.8.10	Service incident reporting	7
10.8.11	Service incident notification	8
10.9	Governance content area	8
10.9.1	Governance component	8
10.9.2	Regulation adherence	8
10.9.3	Standards adherence	8
10.9.4	Policy adherence	8
10.9.5	Audit schedule	8
10.10	Changes to the cloud service features and functionality content area	8
10.10.1	Changes to the cloud service features and functionality component	8
10.10.2	Minimum service change notification period	8
10.10.3	Minimum time before feature/function deprecation	9
10.10.4	Service change notification method	9
10.11	Service reliability content area	9
10.11.1	General	9
10.11.2	Service resilience/fault tolerance component	9
10.11.3	Customer data backup and restore component	10
10.11.4	Disaster recovery component	11
10.12	Data management content area	11
10.12.1	Intellectual property rights (IPR) component	11
10.12.2	Cloud service customer data component	11
10.12.3	Cloud service provider data component	11
10.12.4	Account data component	12
10.12.5	Derived data component	12
10.12.6	Data portability component	12
10.12.7	Data deletion component	12
10.12.8	Data location component	13
10.12.9	Data examination component	13
10.12.10	.....	
	Law enforcement access component	14
10.13	Attestations, certifications and audits content area	14
10.13.1	General	14
10.13.2	Cloud service attestations	14
10.13.3	Cloud service certifications	14
10.13.4	Cloud service audits	14
<b>Bibliography</b>		<b>15</b>

This is a preview of "BS ISO/IEC 19086-3:2...". Click here to purchase the full version from the ANSI store.

## Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

This document was prepared by Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 38, *Cloud computing and distributed platforms*.

A list of all the parts in the ISO 19086 series can be found on the ISO website.

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## Part 3: Core conformance requirements

### 1 Scope

This document specifies the core conformance requirements for service level agreements (SLAs) for cloud services based on ISO/IEC 19086-1 and guidance on the core conformance requirements. This document is for the benefit of and use by both cloud service providers and cloud service customers.

This document does not provide a standard structure that would be used for cloud SLAs.

### 2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 17788, *Information technology — Cloud computing — Overview and vocabulary*

ISO/IEC 19086-1, *Information technology — Cloud computing — Service level agreement (SLA) framework — Part 1: Overview and concepts*

### 3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 17788 and ISO/IEC 19806-1 apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <http://www.iso.org/obp>

### 4 Abbreviated terms

CSC	cloud service customer
CSP	cloud service provider
CSA	cloud service agreement
ICT	information and communications technology
IPR	intellectual property rights
PII	personally identifiable information
RTO	recovery time objective