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Foreword

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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).

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

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

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