

# Implementation of Service Level Agreements, Accounting, Monitoring of Quality of Service Parameters

Status: Available

Group Members: TBD

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## Project Description

### Background Information:

Create a simple, subscription-based pricing model that provides consistent, lower variable costs, highly so that we can invest limited capital into business innovation projects rather than into IT.

### Project Main Objective(s):

To determine whether the measurements suggested below would be appropriate in answering the research questions below and to set up systems of measuring, and take a baseline and subsequent measures as the ITSM (IT Service Management) model is elaborated.

Project Main Deliverable(s): [http://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=2119030](http://papers.ssrn.com/sol3/papers.cfm?abstract_id=2119030)>

1. Implementing IBM WSLA or similar SLA - accounting, monitoring of quality of service parameters and condition violation.  
<[http://domino.watson.ibm.com/library/cyberdig.nsf/papers/CDEDB79080F59EE285256C5900654839/\\$File/RC22456.pdf](http://domino.watson.ibm.com/library/cyberdig.nsf/papers/CDEDB79080F59EE285256C5900654839/$File/RC22456.pdf)>

The measurement should be the number of performance metrics that can be formally described via IBM WSLA or similar SLA.

2. “Looking to a cloud environment, configuration items (CI) - the objects respectively the information on which ITSM processes are based - are distributed across a numerous service providers and there is no single-point-of-truth. Thus the approach of a central CMDB does not work in a cross-domain or cross-provider environment. Especially the lack in notion of dependency of one CI on another seems to be an actual challenge. Given these pre-conditions, Wassermann et al. (2009) respectively Ludwig et al. (2009) designed the “Distributed Configuration Management” (DCM) and “Smart Configuration Items” (SCI) which can be

exposed to other domains using a defined interface based on Representational State Transfer (REST), IBMs WebSphere sMash, Mashups and AJAX.”

The measurement would be the number of simultaneous cross-domains or cross-provider environments that the discovery/automation software will accommodate.

3. “Otsuka and Lutfiyya (2011) proposed a CHG system that schedules deployments automatically using the policy-set given by a strategy-tree to satisfy SLAs and to reduce ab/vd to reduce