SLA@SOI – An Overview

Empowering the Service Economy with SLA-aware Infrastructures

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**Project Data**

**Strong consortium**
- EU FP7 Funded
- Duration 01/06/2008 – 30/05/2011

**Industry partners**
- SAP (DE)
- Engineering (IT)
- Intel (IE)
- Telefonica (ES)
- XLAB (SI)
- eTel (AT)
- GPI (IT)

**Universities**
- University Dortmund (DE)
- City University (UK)
- Politecnico di Milano (IT)
- Queens University Belfast (UK)

**Research Centres**
- Fondazione Bruno Kessler (IT)
- FZI Research Centre for Information Technologies (DE)
Vision

A business-ready service-oriented infrastructure empowering the service economy in a flexible and dependable way

Business-readiness requires
- Predictability & dependability
- Holistic SLA management
- Dynamic, scalable service consumption

Impact on the knowledge economy
- decreased time to market for new services
- increased productivity and competitiveness
- lower entry barriers, especially for SMEs
Envisioned Interaction

Customer
- Service Demand
- Business Assessment

Service Provider
- Business Assessment
- SLA (Re-)Negotiation
- Monitoring, Arbitration
- SLA
- Orchestration/Transformation/Aggregation
- Monitoring Adjustment Alerting
- Service Demand Forecasting
- Resource Consumption Forecasting
- Provisioning

Infrastructure Provider
- virtual
- Mapping
- SOI
- physical

Software Provider
- Procurement
- Business Use

SLA

Contracting/Sales
SOA

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Main project results

Open Source

- SLA Core Architecture
- Reference Implementation

NESSI Open Framework

Standardization

Reference demonstrator

ERP Hosting
- ERP as a service
- business value chains

Enterprise IT
- dynamic comprehension of service stack provisioning and business value

Serv. Aggreg.
- user segmentation and predictive analysis
- public SLAs

eGoverment
- agreements driven by social aspects (not market logics)
- spatial-aware SLAs

Financial Grids
- innovative financial products

Industrial Evaluation Report: “How to run an SLA-driven business”
Thank you!