SEVENTH FRAMEWORK PROGRAMME

THEME ICT-2009.1.2

"Internet of Services, Software and Virtualization"

D3.2.1
Business Toolset (First version)

Project acronym: SocIoS

Project full title: *Exploiting Social Networks for Building the Future Internet of Services*

Contract no.: 257774

Workpackage:	WP3	Toolsets	
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SOCIOS CONSORTIUM

Beneficiary Number	Beneficiary name	Beneficiary short name	Country	Date enter project	Date exit project
1(coordinator)	Institute of Communication and Computer Systems/National Technical University of Athens	ICCS/NTUA	Greece	Month 1	Month 30
2	IBM Haifa Research Lab	IBM	Istrael	Month 1	Month 30
3	Athens Technology Center	ATC	Greece	Month 1	Month 30
4	Google Ireland Limited	Google	Ireland	Month 1	Month 30
5	Cognium Systems	Cognium	France	Month 1	Month 30
6	Center for the Study of the Information Society, University of Haifa	HU	Israel	Month 1	Month 30
7	Deutsche Welle	DW	Germany	Month 1	Month 30
8	Stefi Productions S.A.	Stefi	Greece	Month 1	Month 30
9	Katholieke Universiteit Leuven (K.U.Leuven) – Interdisciplinary Centre for Law and ICT	KULeuven	Belgium	Month 1	Month 30

Executive Summary

For deliverable D3.2.1, Business Toolset, NTUA developed a first version of the component called SLA Management Service.

The SLA Management Service will be the one to manage Service Level Agreements between the SocIoS Core Services and the core API consumers, with the SocIoS platform acting as the service provider. Such SLAs will also guarantee certain Quality of Service (QoS) metrics, such as availability, and resolve billing issues in case the services are not free.

This component will enhance mechanisms for SLA lifecycle management, in order to successfully create, negotiate, monitor and evaluate these agreements. SLA Templates (agreement offers) will be provided by the SocIoS platform, categorized according to billing and usage metrics. When end-users or Auxiliary Service providers choose to use a SocIoS Core Service, they will be able to view the service terms and confirm that they agree on them, so as to create an agreement document, to periodically be evaluated by the SLA Manager.

The SLA Manager service is one of the auxiliary services that will be integrated into SocIoS platform as part of the first pilot. The source code and README file which contains installation instructions can be downloaded from the SocIoS SVN.

The http location is:

http://gforge.grid.ece.ntua.gr/gf/project/socios/scmsvn/?action=browse&path=%2Ftrunk%2FWP3%2520Services%2FSLAManagementService%2F

and the path:

/trunk/WP3 Services/SLAManagementService