

**Customer Requirements
for
Service Level Agreements**

Quality of Service Task Force

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QoS Task Force Objectives

□ Vision

- Business Managers have control over the level of service they can offer their customers through an open standards-based approach for delivering end-to-end Quality of Service, within and across IT boundaries.

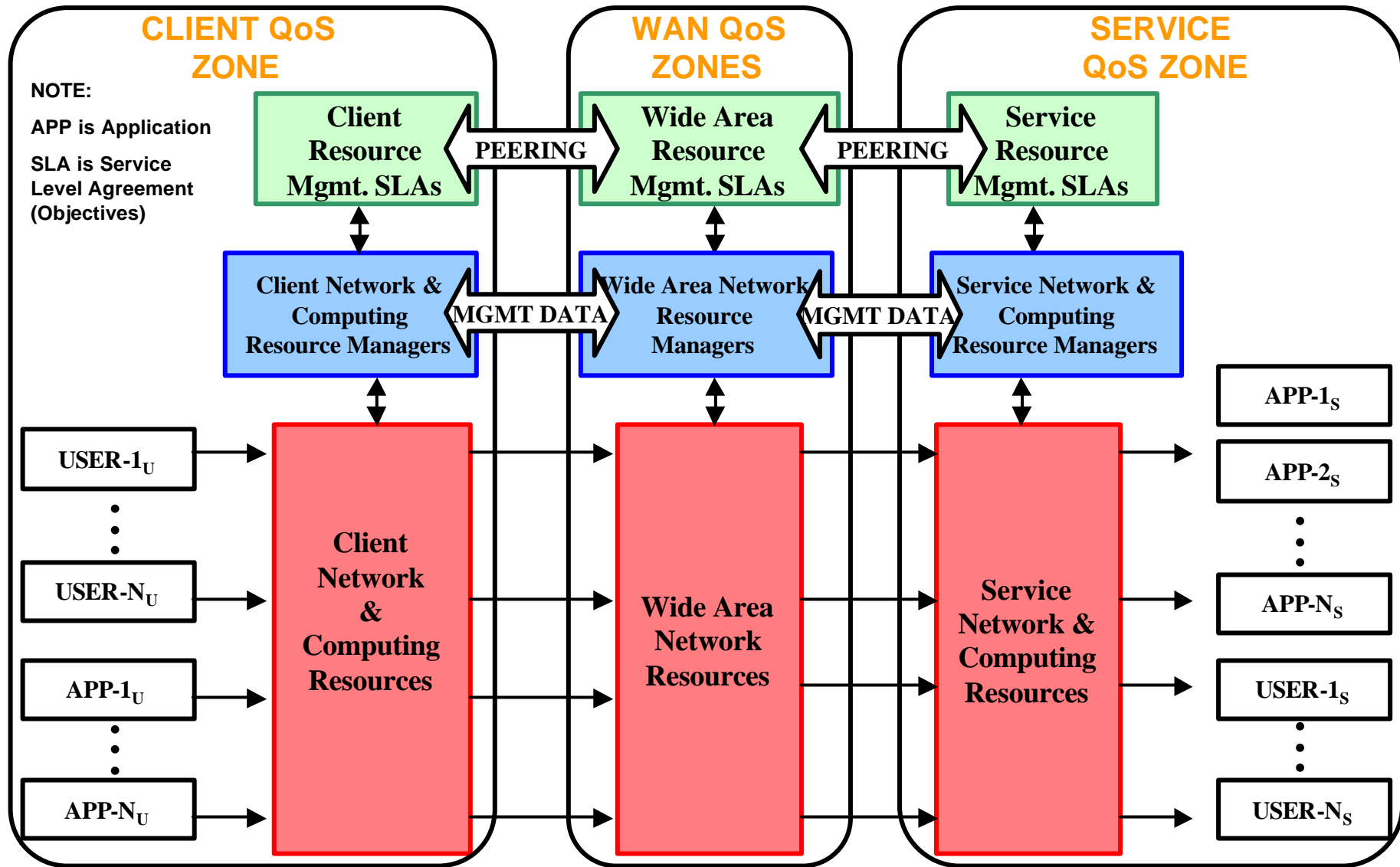
□ Goals

- Mapping customers' enterprise business requirements to QoS standards and standard SLAs that work across Domain Boundaries
- Mapping and aligning existing and future QoS standards work across Consortia Boundaries
- Providing service level assurances through testing, and certification programs.

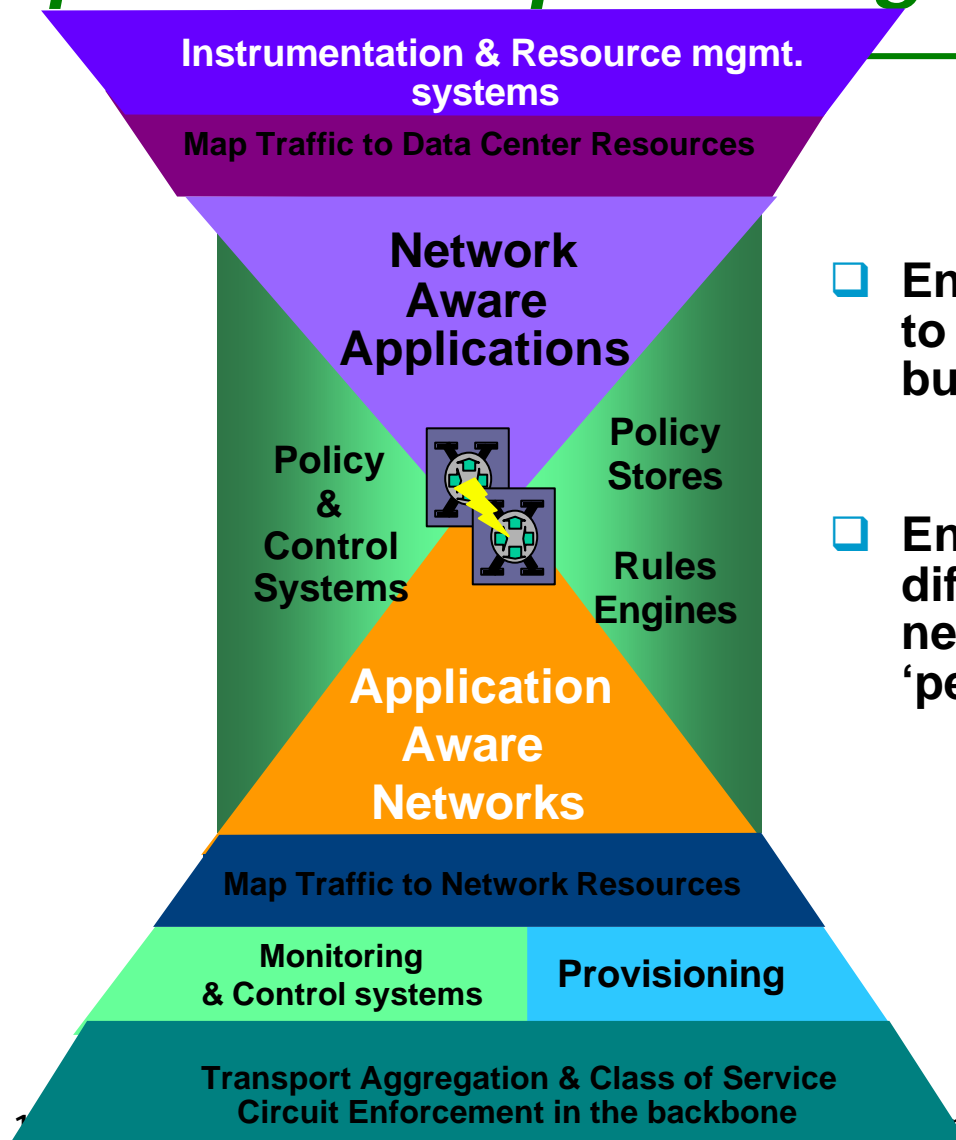
TOP LEVEL COMPONENT MAP FOR FEDERATED E2E SOLUTIONS



See speaker notes for more information



What users really want ... & IT departments & service providers can profit from providing



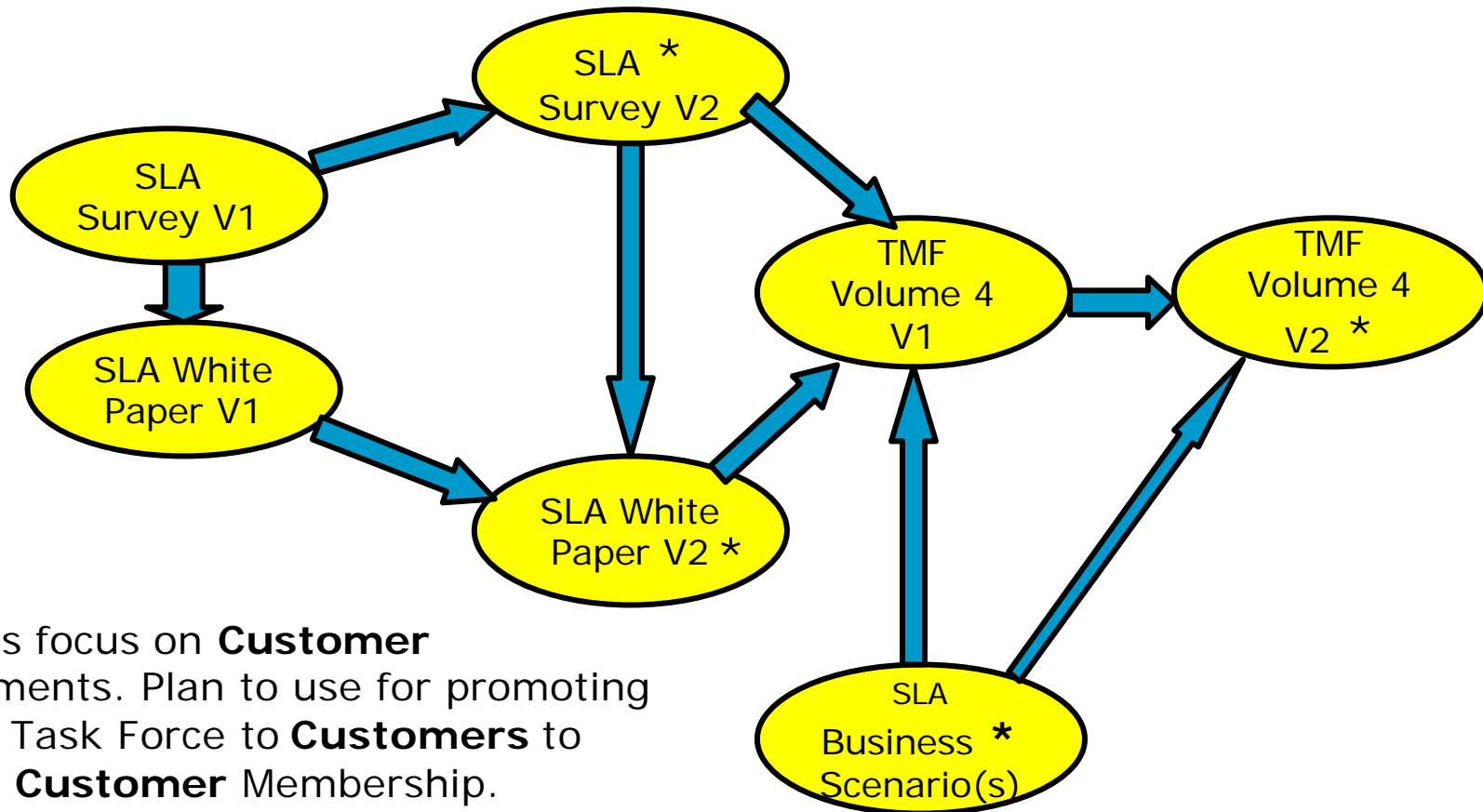
- ❑ Enable IT organizations to respond to the needs of individuals & to business objectives
- ❑ End-to-end service means lots of different organizations and entities need to work together or provide 'peering' services

Structure of QoS Work Package

- QoS Work Package consists of these four separate Work Areas:
 - QoS Enterprise SLAs
 - QoS Real-Time
 - QoS Application Manageability
 - QoS Standardization Strategy

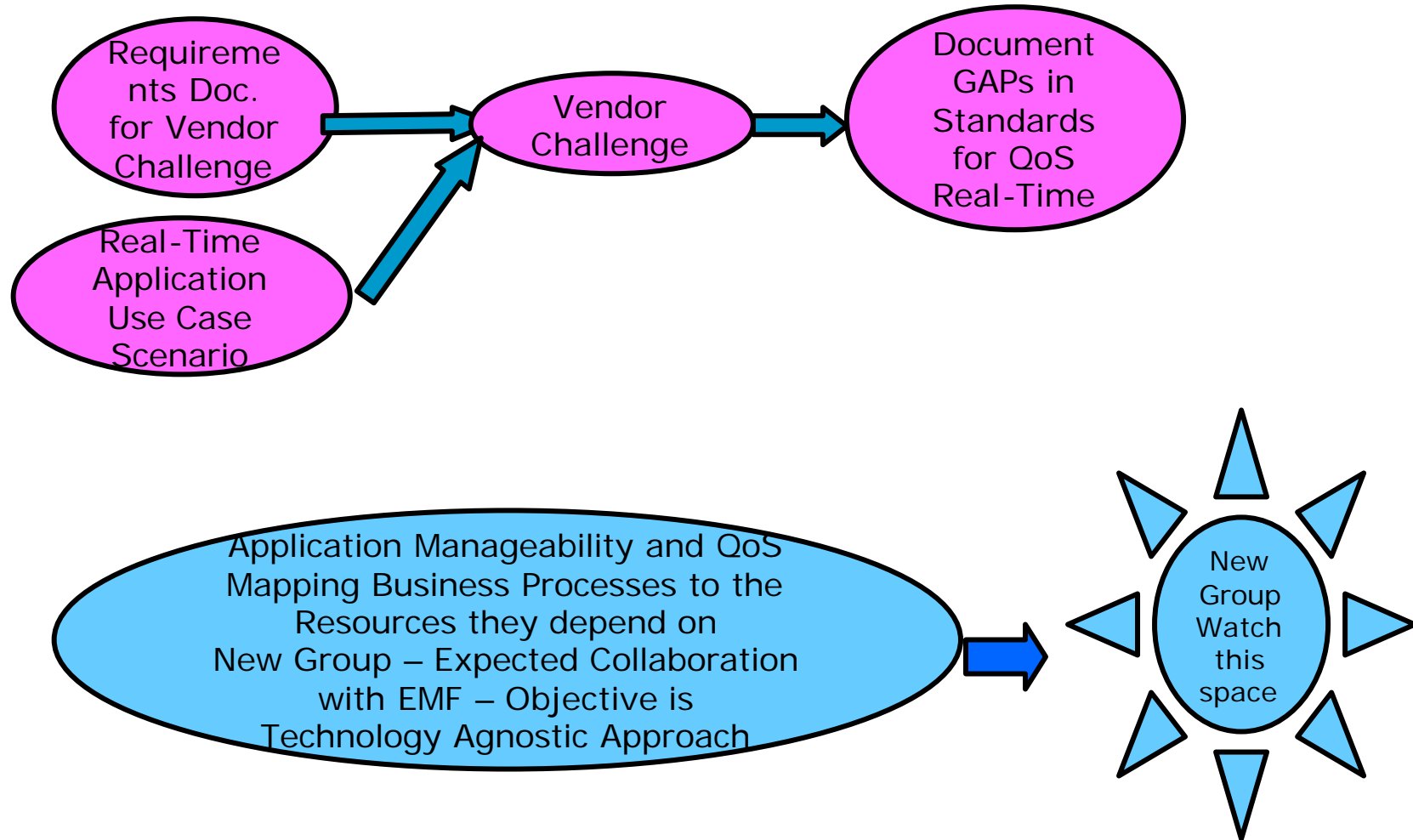
Roadmap

QoS Enterprise SLA Work Area

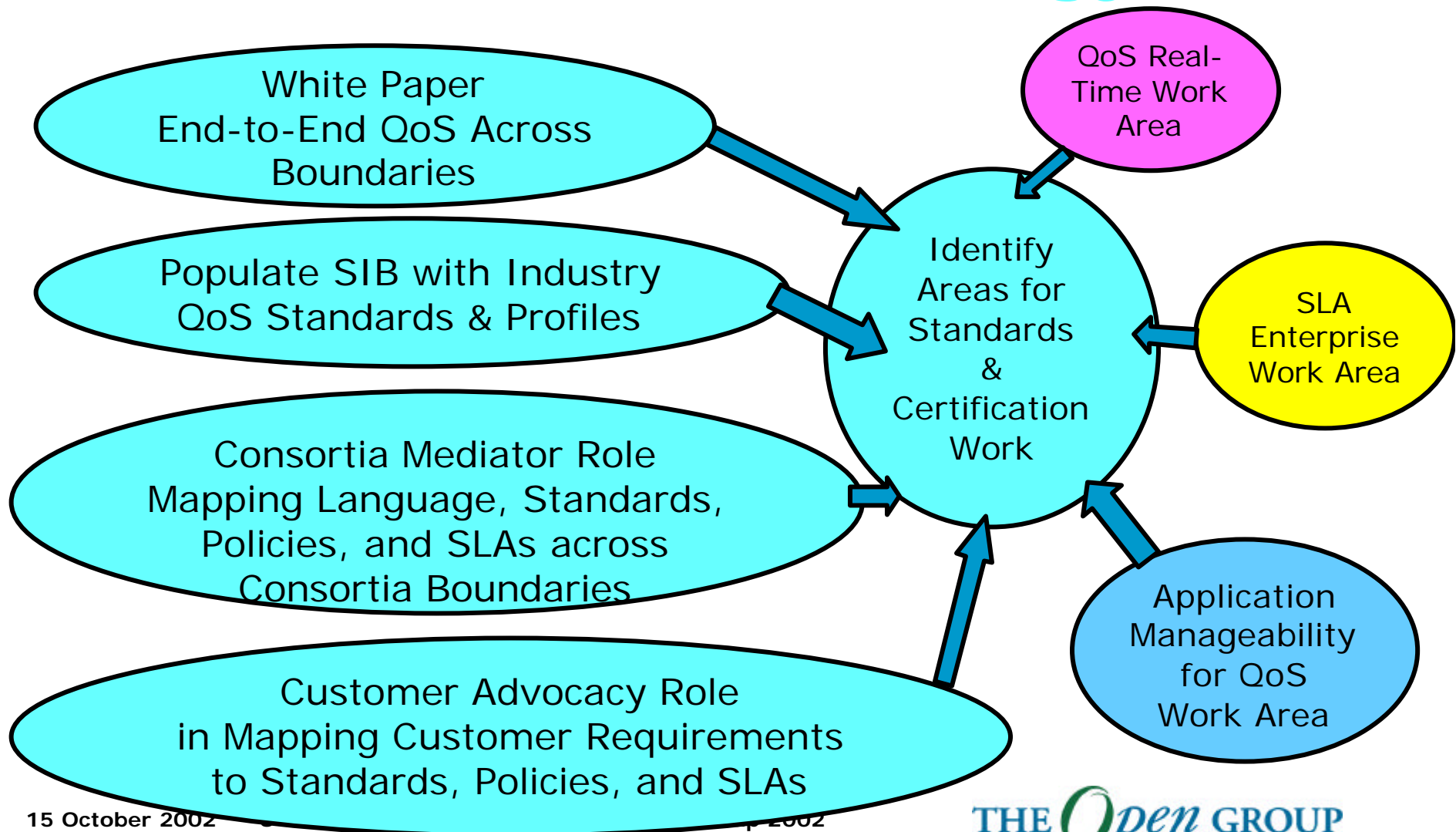


* Results focus on **Customer** Requirements. Plan to use for promoting value of Task Force to **Customers** to increase **Customer** Membership.

Roadmap for: QoS Real-Time, QoS Application Manageability



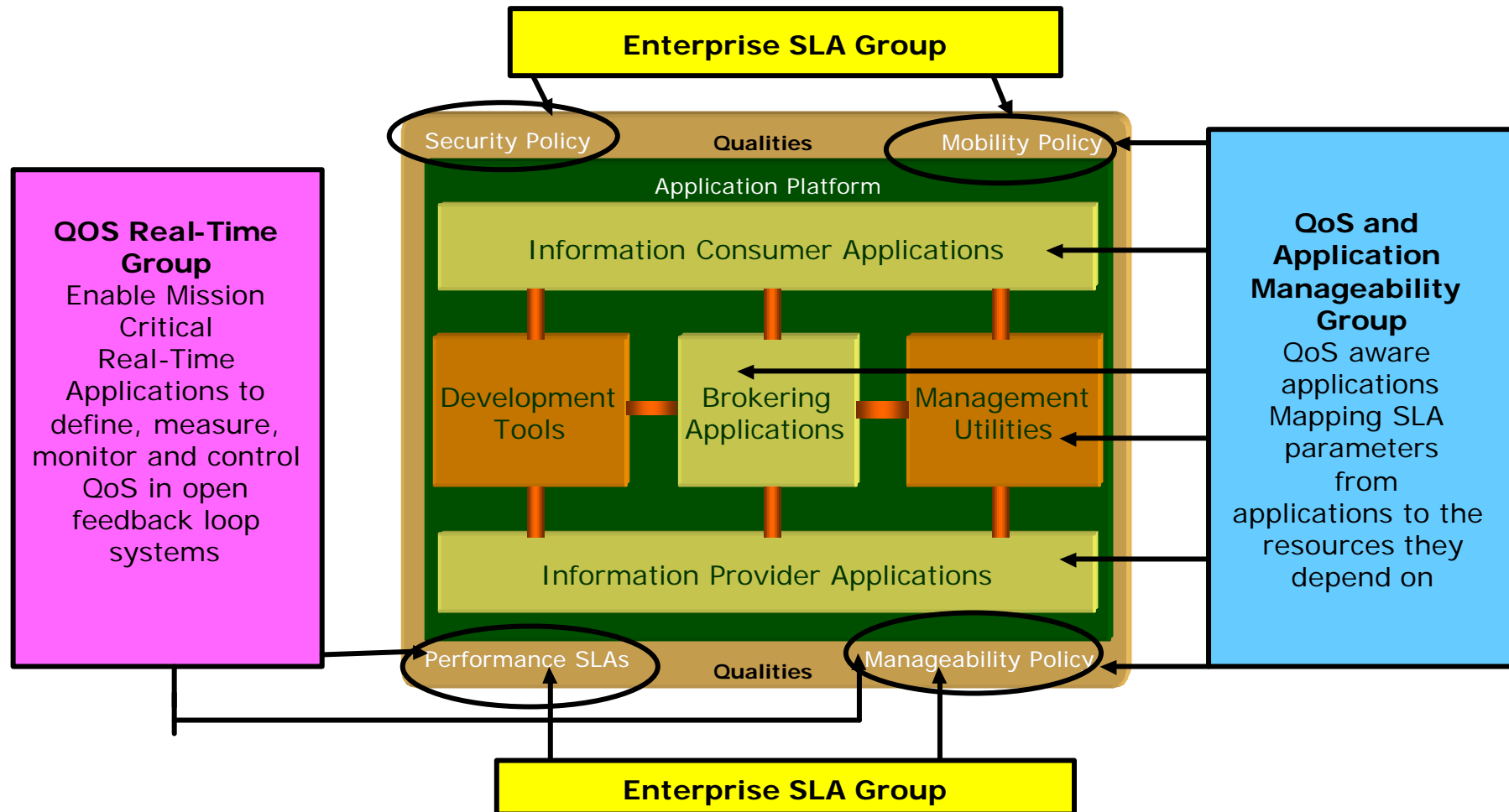
Roadmap: QoS Standardization Strategy



Deliverables

- ❑ SLA Enterprise Work Area
 - V2 Survey and White Paper – Q4,02
 - V1 Volume 4 of TMF SLA Handbook – Q4,02
 - SLA Business Scenario(s) – Q2,03
- ❑ Real-Time QoS - Vendor Challenge
 - QoS in real-time apps in aggregate systems- Q2,03
- ❑ QoS and Application Manageability
 - Framework/White Paper for mapping applications to underlying resources Q3,03
- ❑ Standardization Strategy Work Area
 - Populate SIB with QoS Industry Standards – Q4,02
 - Consortia liaisons – mapping standards - Ongoing
 - White Paper on QoS Across Boundaries – Q1,03

Position with Target Architecture



Contribution (Current)

- ❑ Focused on gathering customer's QoS requirements from the industry (not just The Open Group), through SLA Survey
- ❑ Evaluating and documenting where customers believe SLAs and QoS solutions need to work better – findings in SLA White Paper
- ❑ Collaboration with Enterprise Management and Real-Time Forums in effort to: map, measure, and manage QoS parameters from applications to the resources they depend on.
- ❑ All work is contributing to mapping QoS across boundaries: customer-vendor, vendor-vendor, consortia-consortia

Differentiating Factors

- ❑ “Customer Advocate” - mapping customer requirements to standards, policies, and service level assurances is the highest priority
- ❑ “Consortia Mediator” - mapping industry standards and language across consortia boundaries is an important function for the industry not being met by other consortia
- ❑ “Technology Agnostic” – we are vendor and technology neutral our focus is on driving standards from a top down approach (ie. starting from customers business processes) and not from a bottom up approach (ie. driving from the technology level)

Options for Future (Not mutually exclusive)

- ❑ Define/Adopt/Evolve a Common Language for understanding QoS within and across multiple domains by working with multiple consortia.
- ❑ Work with additional consortia and forums (mobile and security) to facilitate standards that meet customer requirements for QoS
- ❑ Identify profiles of existing QoS Standards that together enable the propagation of QoS across domains.
- ❑ Develop QoS certification programs, that identify which vendors' products and services comply with the standards - within and across domains.