
SLA Round Table



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Problem Statements

- ▶ Building sustainable business models for SPs and their customers
- ▶ Traditional – gain an advantage and then keep doing the same thing – adding incremental improvements only when forced to
- ▶ Today- gain an advantage and keep morphing to increase speed, add new services, enter new markets

Solutions

- ▶ Differentiated treatment of business flows based on value to the customer
- ▶ Billing for each service to reflect customer value and maintain higher margins for providers

Service Delivery

- ▶ Providers must:
- ▶ Identify traffic by characteristics and matching SLA
- ▶ Allocate their resources so they can meet the SLA demands
- ▶ Enforce the SLA
- ▶ Bill to capture appropriate revenues

Service Characteristics

- ▶ Need for guaranteed bandwidth
- ▶ Sensitivity to packet loss
- ▶ Sensitivity to round trip delays
- ▶ Sensitivity to jitter
- ▶ Recovery time
- ▶ Activation time
- ▶ Security
- ▶ Priority – assigned by customer

Customer-provider SLA Metrics

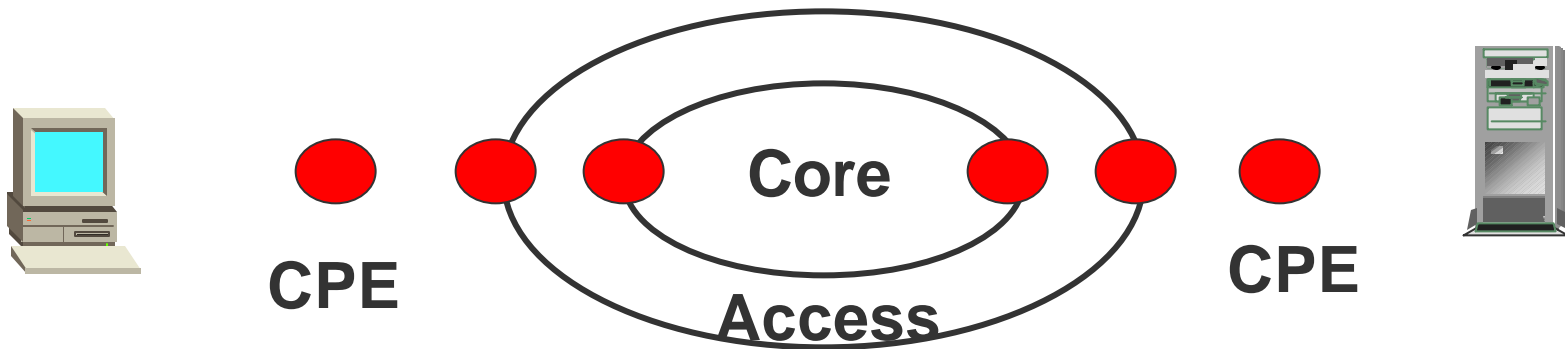
- ▶ A constellation of metrics for each application
- ▶ They must be tailored realistically:
for example $x\%$ of transactions must complete in Y seconds with none exceeding Z seconds

Measurements

- ▶ Business flows involve more than the network – computing, applications, content delivery
- ▶ Providers must be able to measure their compliance to their part of the SLA

Measurements

- ▶ Differing spans of control
- ▶ Some may be internal, others between different providers

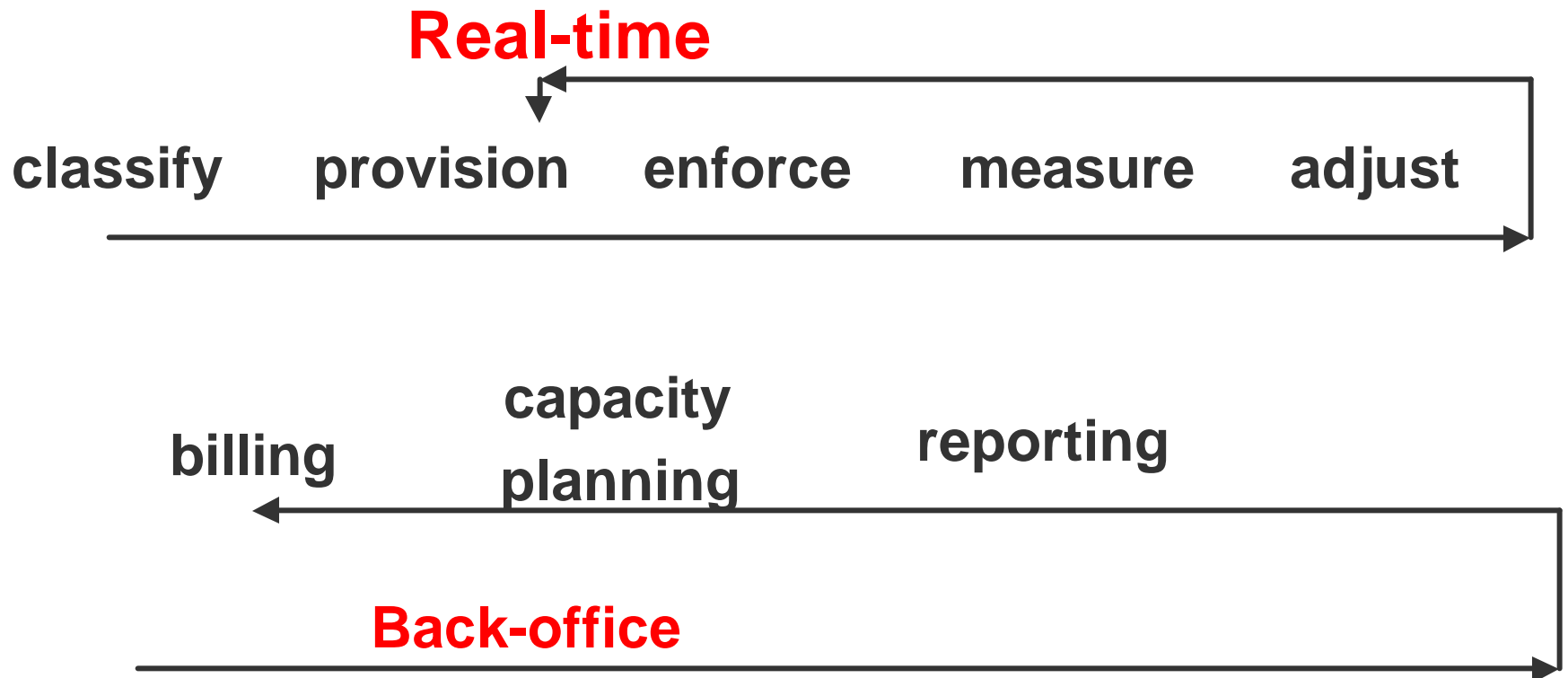


Provider-provider SLA Metrics

- ▶ These will likely be different from customer-provider metrics
- ▶ Mapping between each provider's capabilities

Process Views

- ▶ Its actually a process that must operate accurately and at “wire speed”



Value Chain

Enablement



**IP Services
Switch**

Provider

Customer



Feedback for new requirements

Summary

- ▶ Building a sustainable business model requires a systematic approach
- ▶ Providers must aggregate, classify, measure, enforce, etc.
- ▶ Customers want frictionless service activation and delivery