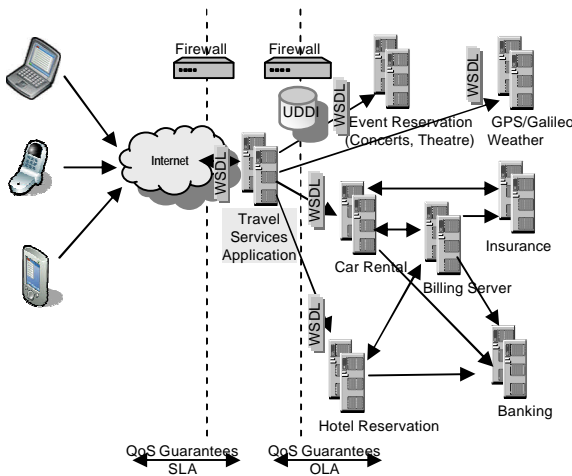
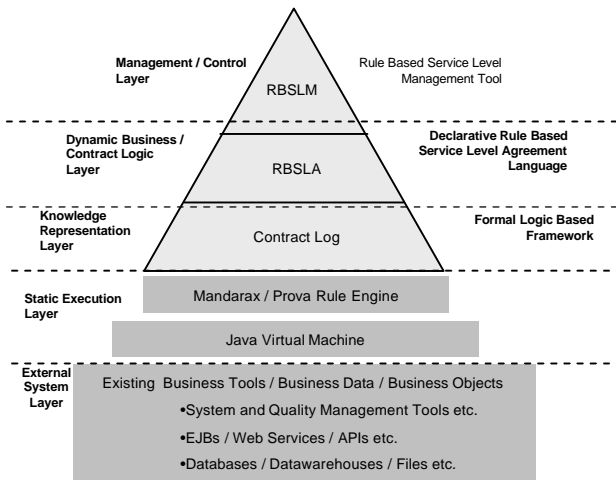
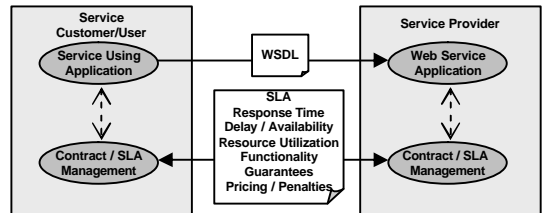


SLA Management for IT Services



Because of the intensified service orientation of many enterprises, both in their internal organizational and technical business processes and their external procurement processes of outsourced IT services, the IT has to be organized as a Service Supply Chain over all involved partners up to the final customers. Within such a chain, many service relationships between a service provider and a service customer arise which must be mutually protected by Service Level Agreements (SLAs), including agreements regarding achievements, measurement methods, evaluation, reporting and accounting, as well as possible compensations in case of disregards.

An SLA consists of data on a variety of parameters, such as availability, throughput, etc., and associated measuring methods, inquiry times, definitions over kind and frequency of the reporting and other definitions, e.g. for accounting of the actual service achievements or for violation recovery. IT service providers must be able to contract and manage a great many such SLAs.



The goal of the project is a flexible, expandable and transparent management of SLAs through the use of rule languages and concepts from knowledge representation, which support implementation, proactive monitoring and an efficient control of the agreed service levels and associated service level management processes.

- ⇒ Service-oriented Computing / Utility Computing
- ⇒ IT Service Management (ITSM / ITIL / BS 15000)
 - ◆ Web Services/Grid Services/ASP
 - ◆ EDA and SOA
- ⇒ High-level architectures for the automation of electronic contracts capable of controlling and monitoring Service Level Agreements (SLAs)
 - ◆ Declarative Knowledge Representation
 - ◆ Logic Programming, AI
 - ◆ Rule Languages (RuleML)
 - ◆ IT Service Ontologies (RDFS/OWL)
- ⇒ Extension of Java-based rule engines (Mandarax)
 - ◆ Defeasible Deontic Contract Norms
 - ◆ Norm Violations and Exceptions
 - ◆ Event Calculus / ECA rules
 - ◆ Rule Prioritization (Defeasible Logic)
 - ◆ Semantic Concepts / Ontology
 - ◆ Rule-based SLA language (RBSLA)

Within the scope of:



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