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| **From:** | TM Forum | |
| **Source:** | End-to-End Cloud SLA Management – Collaboration Cross Standards Bodies Project | |
| **Title:** | Request for contact points and document exchanges | |
| **Date sent:** | 6th April 2012 | |
| **LIAISON STATEMENT** | | |
| **To:** | OASIS/TOSCA | |
| **Cc:** | paul.lipton@ca.com | |
| **For:** | Action | |
| **Deadline:** | April 22, 2012 | |
| Contacts: | Jenny Huang, team lead  John Wilmes | email: [jsh@att.com](mailto:jsh@att.com)  email :[jwilmes@progress.com](mailto:jwilmes@progress.com) |
| Kenneth Dilbeck  Director Technical Program | email: [kdilbeck@tmforum.org](mailto:kdilbeck@tmforum.org) |

The purpose of this Liaison is inform you of work the TM Forum is undertaking in and seeks your cooperation in developing a roadmap and possible future work request that would leverage work already done in the OASIS/TOSCA.

The TM Forum is engaged in a multi-phase project to address standardization requirements arising from the adoption of Cloud technologies. The purpose of the current phase of the project is to facilitate the conversation and joint work required to enable End-to-end Cloud SLA management, so that Cloud providers and Cloud buyers have an easier way to navigate the landscape of Cloud SLA when multiple standards are considered. The team engaged in this work feels Cloud SLA management would benefit from collaboration and coordination of existing standards work across relevant Standard Development Organizations and Forums.

The TM Forum plans to reference OASIS/TOSCA material in its deliverables and will properly cite and acknowledge all such references. TM Forum will also provide a copy of the deliverable to the OASIS/TOSCA via liaison for formal comments and review.

TM Forum Technical Report (white paper) will be produced as work results, this will include the identification of architecture artefacts, existing standards and new standards requirements to enable end-to-end SLA management for the service providers, specifically around:

1. SLA behaviour and composition/dependency patterns
   * Model of stakeholders in the Cloud ecosystem
   * Model of stakeholders and SLA interaction patterns
   * Model of metrics associated with the Cloud business/service objectives (i.e. KPI, KQI calculation into SLA)
2. Service Template and Service Level Specification Template schema definition
3. Mechanisms to dynamically specify and collect SLA/metrics
4. Measurement and metrics for Cloud SLA

The TM Forum would ask for OASIS/TOSCA to

1. Provide relevant documentations/pointers based on TM Forum deliverables sited above
2. Review and comment on the use cases that will be submitted by joint OASIS/TOSCA and TM Forum member companies to demonstrate how TOSCA spec. may be used in SLA application
3. Provide a technical contact point for questions and possibly an overview of the technical work that has been done in TOSCA to the TM Forum Cloud SLA team

Ideally contact point would potentially attend team conference call to explain their work and provide review and comments to the TM Forum work as it progresses. The team would also like use this contact point to validate that their usage of the OASISTOSCA material is consistent with TOSCA’s intent.

Your cooperation with this effort will be greatly appreciated and we believe of great value to the industry.

If you have any questions or concerns please contact be at your convenience.

Regards,

Kenneth Dilbeck

TM Forum

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